servicenow®

Yokohama API Reference

Last updated: 06/12/2026

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Some examples and graphics depicted herein are provided for illustration only. No real association or connection to ServiceNow products or services is intended or should be inferred.

ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated.

Please read the ServiceNow Website Terms of Use at www.servicenow.com/terms-of-use.html

Company Headquarters
2225 Lawson Lane
Santa Clara, CA 95054
United States
(408) 501-8550

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

servicenow

Table of Contents

API implementation and reference....4

API implementation.... 4

Scripting....5

Web services....341

API reference.... 630

Server API reference.... 631

Client API reference....3955

UIB API reference....4256

Client mobile API reference.... 4292

Mobile SDK API reference....4323

REST API reference....4631

ServiceNow Fluent....9413

Browse APIs by product....9416

Developer guides....9436

Alarm Management Open API Developer Guide....9437

AP Invoice API Developer Guide.... 9440

Event Notification Management Open API Developer Guide.... 9443

GlideGeoPoint Developer Guide....9448

Mobile SDK Developer Guide - Android....9451

Mobile SDK Developer Guide - iOS....9492

Producer Event Notification Framework developer guide....9530

Product Order Open API Developer Guide....9540

Resource Inventory Open API Developer Guide....9544

ScopedCacheManager API Developer Guide....9544

Service Order Open API Developer Guide....9546

Synthetic Monitoring Developer Guide....9549

Trouble Ticket Open API Developer Guide.... 9560

Use the client GlideList API in the Workspace Experience UI.... 9564

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

API implementation and reference

Get started using ServiceNow APIs with guides, resources, and reference documentation.

API implementation	API reference	Developer guides
Set up Web Services to access ServiceNow APIs.	Find reference documentation for Client, Server, and REST APIs.	Explore program resources for learning, building, and developing.

API implementation

Use web services to connect ServiceNow applications to other software applications.

This section includes information on the following:

- Useful server-side scripts for implementing functionality that is not available in the core system.
- Details on how to debug scripts
- Client scripting techniques and use cases, such as messages.
- Use web services to connect ServiceNow applications to other software applications.

API reference

Explore ServiceNow APIs that you can use to change functionalities and add features on the ServiceNow AI Platform.

This section includes references for the following:

- Client JavaScript APIs to control how the ServiceNow AI Platform functions and is displayed within the web browser.
- Server-side JavaScript APIs to modify and develop applications.
- REST APIs to access and update data on the ServiceNow AI Platform.

Developer guides

Set up or extend API configuration on the ServiceNow AI Platform for a ServiceNow product or API.

API implementation

You can use JavaScript APIs to extend application server and client functionality. Use web services to connect ServiceNow applications to other software applications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scripts	Web services
Extend application server and client functionality.	Communicate between ServiceNow and third-party applications.

Scripts

Use Server JavaScript APIs in scripts to change application functionality or create applications. Use client-side JavaScript APIs to control aspects of how an instance is displayed and functions within the web browser.

Common use cases:

- Calculate durations to give users a way to specify when a task or process is due.
- Display prompts with alerts, confirmations, or other messages.
- Implement event logging at different output levels, such as debug, info, warning, and error.
- Query, update, create, and delete records.
- Validate the input of all date and time fields.

Web services

Use inbound (provider) and outbound (consumer) web services enable diverse applications to exchange information.

Common use cases:

- Use REST API request information from ServiceNow instances in third-party applications.
- Create scripted REST APIs for custom requests that aren’t available in the provided ServiceNow REST APIs.
- Create a custom GraphQL API to query record data from a component or a third-party system.
- Use the open database connectivity (ODBC) driver for read-only access to the database associated with your instance.
- Use domain separation to separate data, processes, and administrative tasks into logical groups.

Scripting

Use scripts to extend your instance beyond standard configurations. With scripts, you may automate processes, add functionality, integrate your instance with an outside application and more.

APIs (Application Programming Interfaces) provide classes and methods that you can use in scripts to define functionality. ServiceNow provides APIs as JavaScript classes, web services, and other points of connection for integrations. Note that you cannot access commonly used JavaScript objects (such as DOM or Window). Jelly scripts are also used in some modules. Jelly is used to turn XML into HTML and may include both client-side and server-side scripts.

Scripts may be server-side (run on the server or database), client-side (run in the user's browser), or run on the MID server.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: When you are writing scripts, you cannot use reserved words.

Understand JavaScript before you begin customizing your instance, and with Jelly if you intend to deploy Jelly scripts.

Server-side scripts

Perform database operations. For example, use a server-side script to update a record. Create a script in a scoped application or in the global scope. Each execution context includes a set of available APIs.

Scoped environment

Use scoped APIs when scripting in a scoped application. Scoped `Glide` APIs do not include all the methods included in the global `Glide` APIs, and you cannot call a global `Glide` API in a scoped application.

Global environment

The global scope is a special application scope that identifies applications developed prior to application scoping, or applications intended to be accessible to all other global applications. Use global APIs when scripting in the global scope.

To learn more about server-side scripting, see Server-side scripting. To learn more about application scope, see Application scope.

Client-side scripts

Make changes to the appearance of forms, display different fields based on values that are entered, or change other custom display options.

- onLoad client scripts run when the form or page is loaded
- onChange client scripts run when something specific gets changed AND also when the form or page loads
- onSubmit client scripts run when the form is submitted

Client Scripts can also be called by other scripts or modules, including UI policies. To learn more about client-side scripting, see Client-side scripting.

Available script types

Scripts can be used in many places. The most important detail is whether the script runs on the client or the server.

Script types and where they run

Script	Description	Runs on
Access Control	Determines whether access will be granted for a specified operation to a specific entity. • type of entity being secured • operation being secured • unique identifier describing the object	server - script and any condition run on the server

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script types and where they run (continued)

Script	Description	Runs on
	Can be defined by roles, conditional expressions or scripts.	
Ajax Scripts	Enables the client to get data from the server to dynamically incorporate into a page without reloading the whole page. • Ajax Client Scripts request that information be returned, or that action be taken, or sometimes both • Ajax Server Scripts fulfill Ajax Client Script requests	• client - Ajax Client Scripts run on the client • server - Ajax Server Scripts run on the server

Business Rules	Customizes system behavior
	• runs when a database action occurs (query, insert, update or delete)
	• the script may run
	  ○ before or after the database action is performed (runs as part of the database operation)
	  ○ asynchronously (at some point after the database operation)
	  ○ on display (when displaying the data in a form)
		server - script and any condition run on the server

Service Catalog UI policies	Defines the display of a variable set or a catalog item (from the service catalog).	• client - scripts in the "execute if true" field or "execute if false" field run on the client • server - all conditions run on the server
Client Scripts	Used for making changes to the appearance of forms, displaying different fields based on values that are entered or other custom display options. • onLoad means the Client Script runs when the form or page is loaded • onChange means the Client Script runs when something specific gets changed AND also when the form or page loads • onSubmit means the Client Script runs when the form is submitted Client Scripts can also be called by other scripts or modules, including UI policies.	client

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script types and where they run (continued)

Script	Description	Runs on
Script actions	Contains scripts which run when an event occurs, for example • approval is cancelled • change is approved • problem is assigned Can have a condition which must be true for the script to run. Commonly used to call a Script Include.	server - script and any condition run on the server
Script Includes	Contains scripts which can be functions or classes. These scripts run only when called by other scripts (often Business Rules). Any server script which is complicated or reusable should be a Script Include (especially complicated Business Rules).	server
Transform maps	Used for importing data. • defines mapping relationships between tables • can use Business Rules, other scripts and/or other options to import that data Do not always include scripts.	server
UI actions	Creates the ability to choose a specific action such as clicking a button or a link. UI Actions put these items on forms and lists: • buttons • links • context menu items • list choices	• client - when the "Client" box is checked, the script in the script field runs on the client • server - when the "Client" box is unchecked, the script in the script field runs on the server • client - when the "Client" box is checked, the onClick script is available, which can contain any JavaScript but normally calls a function which is specified in the script field • server - all conditions run on the server
UI Context Menus	Defines which "right-click menu" will pop-up in which area, and the menu choices that will be available.	• client - onShow scripts run on the client • client - action scripts run on the client

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script types and where they run (continued)

Script	Description	Runs on
	Note: If you use a left-handed mouse configuration, right-click means "click the other button."	• server - dynamic action scripts run on the server • server - all conditions run on the server
UI macros	Contains modular, reusable components that can contain Jelly and are called by UI pages. They also contain different types of scripts and may be called multiple times on the same page. **Note:** Jelly turns XML into HTML.	• server - the UI Macro itself executes on the Server • server - may contain content that runs on the server (Jelly expressions or JavaScript inside Jelly constructs) • client - may generate output that runs on the client (embedded JavaScript within <script> tags)
UI Pages	Used to create and display pages, forms, dialogs, lists and other UI components. Can be displayed on a standalone basis, or called as a usable component, as part of a larger page. Can contain • Client scripts • Processing scripts (which are server scripts) • HTML, • Jelly, • UI Macros • Other scripts **Note:** Jelly turns XML into HTML.	• server - Jelly XML runs on the server to produce HTML • client - HTML may contain embedded JavaScript that runs on the client • client - client scripts run on the client • server - processing scripts run on the server
UI Policies	Defines the behavior and visibility of fields on a form. • mandatory • visible • read only Use UI Policies rather than client scripts whenever possible. • UI Policies are always attached to one table • UI Policies often have a condition which must be true in order for them to run	• client - scripts in the "execute if true" field or "execute if false" field run on the client • server - all conditions run on the server

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script types and where they run (continued)

Script	Description	Runs on
UI Properties	Designates what the instance will look like.	• server - properties set on the server • client - the results get rendered on the client no scripts
UI Scripts	Contains client scripts stored for re-use. Only used when called from other scripts. Not recommended for use.	client
Validation Scripts	Validates that values are in a specified format. For example, a validation script can verify that the only value allowed in a specific field is an integer.	client
Workflow editor	Used to create or change a workflow. Scripts can be run at any point in a workflow, or different scripts can be run at different points. Scripts also can be found inside every workflow activity and can be modified (although do so with extreme caution).	server - script and any conditions run on the server

Glide class overview

The ServiceNow Glide classes expose JavaScript APIs that enable you to conveniently work with tables using scripts.

Using the Glide APIs, you can perform database operations without writing SQL queries, display UI pages, and define UI actions. The following tables provide brief descriptions of the Glide classes and links to detailed information.

Server-side Glide classes

Class	Description
GlideRecord	Use this class for database operations instead of writing SQL queries. GlideRecord is a special Java class that can be used in JavaScript exactly as if it were a native JavaScript class. A GlideRecord is an object that contains records from a single table. See GlideRecord.
GlideElement	Use this class to operate on the fields of the current GlideRecord. See GlideElement.
GlideSystem	Use this class to get information about the system. See GlideSystem.
GlideAggregate	Use this class to perform database aggregation queries, such COUNT, SUM, MIN, MAX, and AVG, for creating customized reports or calculations in calculated fields. See GlideAggregate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Server-side Glide classes (continued)

Class	Description
GlideDateTime	Use this class to perform date-time operations, such as date-time calculations, formatting a date-time, or converting between date-time formats. See GlideDateTime.

Client-side Glide Classes

Class	Description
GlideAjax	Use this class to execute server-side code from the client. See GlideAjax.
GlideDialogWindow	Use this class to display a dialog window. See GlideDialogWindow.
GlideForm	Use this class to customize forms. See GlideForm.
GlideList2	Use this class to customize (v2) lists, including normal lists and related lists. See GlideList2.
GlideMenu	Use this class to customize UI Context Menu items. See GlideMenu.
GlideUser	Use this class to get session information about the current user and current user roles. See GlideUser.

Glide stack

Glide is an extensible Web 2.0 development platform written in Java that facilitates rapid development of forms-based workflow applications (work orders, trouble ticketing, and project management, for example).

User interface stack technology map

Java packages		Technologies used
	User Interface (Browser)	• AngularJS • HTML • CSS • JavaScript
com.glide.ui com.glide.jelly	GlideServlet	Apache Jelly
com.glide.script	Business Rules	Mozilla Rhino
com.glide.db	Persistence	JDBC

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

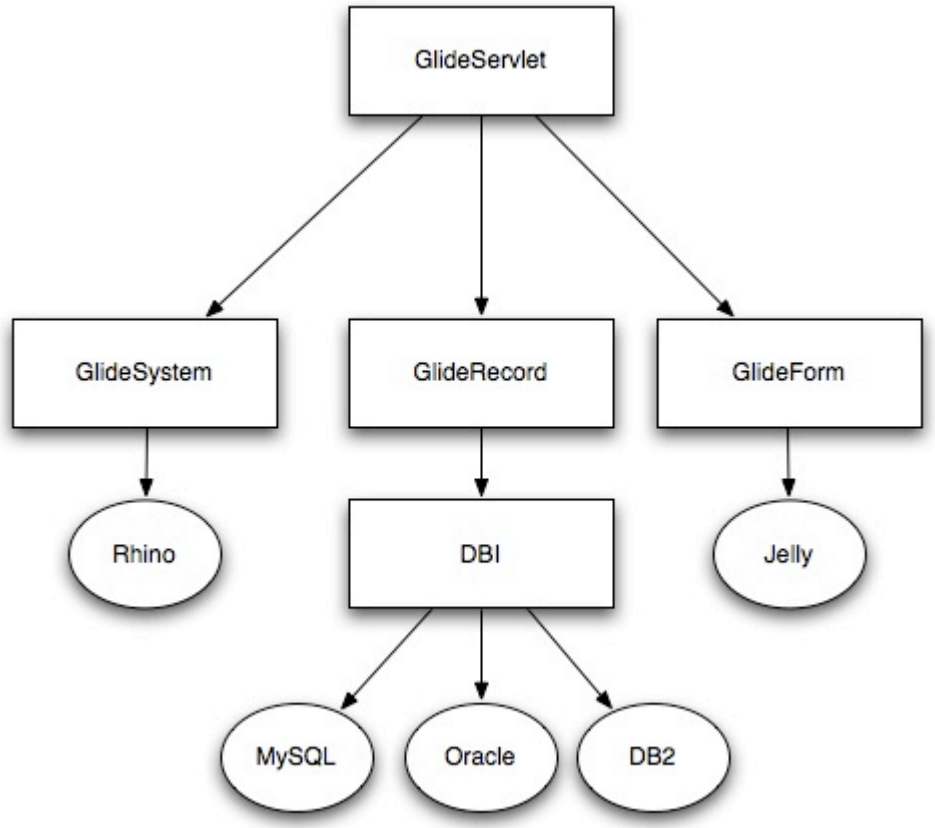
User interface stack technology map descriptions

Name	Description	Attributes
GlideServlet	The primary driver of Glide, and the only servlet in the system, is found in GlideServlet.java. The GlideServlet:	• Handles inbound action requests • Renders pages • Merges data with forms • Presents to user • Interfaces with script layer
Business Rules		• ECMA / JavaScript implementation based on Mozilla Rhino • Interfaces with persistence layer using JDBC recordset interface • Merges persistence layer meta-data with data for easy correlation

Persistence		• Persistence means any store
		  ○ RDBMS
		  ○ LDAP
		  ○ File system
		• Uniform access regardless of store type
		• Provides QUID and meta-data capabilities
		• Interfaces presented to callers
		  ○ RecordSet
		  ○ TableDescriptor
		  ○ ElementDescriptor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Glide servlet



Execution order of scripts and engines

Scripts, assignment rules, business rules, workflows, escalations, and engines all take effect in relation to a database operation, such as insert or update. In many cases, the order of these events is important.

Note: Client-based code that executes in the browser, using Ajax or running as JavaScript, will always execute before the form submission to the server.

The order of execution is as follows:

1. Before business rules: Scripts configured to execute before the database operation with an order less than 1000.
2. Before engines. The following are not executed in any specific order:
   - Approval engine (for task and sys_approval_approver tables)
   - Assignment rules engine (for task tables)
   - Escalation engine
   - Data policy engine
   - Field normalization engine
   - Role engine - keeps role changes in sync with sys_user_has_role table (for sys_user, sys_user_group, sys_user_grmember, and sys_user_role tables)
   - Execution plan engine (for task tables)
   - Update version engine - creates version entry when sys_update_xml entry is written (for sys_update_xml table)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Data lookup engine inserts or updates
- Workflow engine (for default workflows)

3. Before business rules: Scripts configured to execute before the database operation with an order greater than or equal to 1000.
4. The data base operation (insert, update, delete).
5. After business rules: Scripts configured to execute after the database operation with an order less than 1000.
6. After engines. The following are not executed in any specific order:
   - Label engine
   - Listener engine
   - Table notifications engine
   - Role engine - keeps role changes in sync with sys_user_has_role table (for sys_user, sys_user_group, sys_user_grmember and sys_user_role tables)
   - Text indexing engine
   - Update sync engine
   - Workflow engine (for deferred workflows)
   - Trigger engine (for all Workflow Studio flows)
7. Email notifications. The following are executed based on the weight of the notification record:
   - Notifications sent on an insert, update, or delete
   - Event-based notifications
8. After business rules (Only active records). Scripts configured to execute after the database operation with an order greater than or equal to 1000.

Note: Like After business rules, Async business rules execute their logic after a database operation occurs. Unlike After business rules, Async business rules execute asynchronously, running in the background simultaneously with other processes. Async business rules run after the user submits the form and after the scheduler runs the scheduled job created from the business rule. The system creates a scheduled job from the business rule after the user submits the form but before any action is taken on the record in the database.

Script evaluation of fields by data type

Script fields evaluate data based on the field type of the input.

Evaluation of fields by data types

Type	Evaluates to in script	Example
String	The string	"dog" > "dog"
Decimal	A number with up to two decimal points	12.34 > 12.34
Integer	A number with zero decimal points	12 > 12

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Evaluation of fields by data types (continued)

Type	Evaluates to in script	Example
True / False	true or false	> true > false
Date	A date formatted as yyyy-mm-dd	2008-11-04
Date-time	A day and time formatted as yyyy-mm-dd hh:mm:ss	2008-11-04 06:46:20
Duration	A date that is equal to January 1st 1970 00:00:00 + the amount of time of the duration being stored **Note:** This date corresponds to the system time zone. If a different user time zone has been specified, the date and time value may appear different for that user.	> "1970-01-01 00:00:00" > "1970-01-02 02:03:04"
Choice	Returns the contents of the value field for the `sys_choice` record associated with that choice. See: Choice List for more information on returning the value associated with a particular	> "2" (Note that this value is is a string)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Evaluation of fields by data types (continued)

Type	Evaluates to in script	Example
	item in a choice list.	
Journal	Returns a string of all entries made to that journal field. See Journal Fields for scripting of journal type fields	The web server is down > The web server is down
Reference	Returns the `sys_id` of the record that is referenced	> "287ee6fea9fe198100ada7950d0b1b73"
Image	Returns the path to the image	> images/icons/image_name.gif
URL	Returns a string	> "http://www.service-now.com"
Glide Lists	Returns a string of comma-separated Sys IDs	> 5137153cc611227c000bbd1bd8cd2007,46d14f04a9fe19810142e40c6b071512

Scripting alert, info, and error messages

You can send messages to customers as alerts, informational messages, or error messages.

Business rule and other general use scripts

Script	Result
`current.field_name.setError("Hello World");`	Adds `Hello World` below the specified field in a red error message.
`gs.addInfoMessage("Hello World");`	Adds `Hello World` at the top of the browser window in a blue info message.
`gs.addErrorMessage("Hello World");`	Adds `Hello World` at the top of the browser window in a red error message.
`gs.print("Hello World");`	Writes `Hello World` to the text log on the file system but not to the sys_log table in the database.
`gs.log("Hello World");`	Writes `Hello World` to the database and the log file. **Note:** gs.log can adversely affect performance if used too frequently.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Client side scripts

Script	Result
`alert("Hello World");`	Displays a window with `Hello World` and an **OK** button. **Note:** Rather than use JavaScript *`alert()`*, for a cleaner look, you can display an error on the form itself with thee *`showFieldMsg()`* and *`hideFieldMsg()`* methods. For more information, see Display field messages.
`confirm("Hello World");`	Displays a window with `Hello World?` and **OK** and **Cancel** buttons.
`g_form.showFieldMsg("field_name", "Hello World", "error");`	Adds `Hello World` below the specified field in a red error message.
`g_form.hideFieldMsg("field_name");`	Hides the most recent message for the specified field.

Important: The methods in this table are only for use in client scripts.

It is also possible to add other custom messages to your forms if necessary using client scripting.

The text size of info and error messages at the top of the screen is customizable. Two properties control this. If you configured your forms, you may need to add these properties.

Note: The client script alert option is not available for use with Automated Test Framework (ATF).

Error and alert text size properties

Property	Description
`css.outputmsg.info.text.font-size`	Sets the size for info messages. Default is 11pt.
`css.outputmsg.error.text.font-size`	Sets the size for error messages. Default is 11pt.

Now Assist for code generation

Use ServiceNow® Now Assist for code generation for help writing scripts quickly with AI-generated code based on text or code prompts.

Get started

Important: Some Now Assist products/features are currently unavailable for customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, self-hosted customers, or in other restricted environments. For more information, see the KB0743854 article in the Now Support Knowledge Base. Please check for availability updates in future releases.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important: Some Now Assist products/features are currently available only for customers in some regions. Be sure to check for availability updates in future releases.

Troubleshoot and get help

- ServiceNow Community
- Search the Known Error Portal for known error articles
- Contact Customer Service and Support

AI limitations

This application uses artificial intelligence (AI) and machine learning, which are rapidly evolving fields of study that generate predictions based on patterns in data. As a result, this application may not always produce accurate, complete, or appropriate information. Furthermore, there is no guarantee that this application has been fully trained or tested for your use case. To mitigate these issues, it is your responsibility to test and evaluate your use of this application for accuracy, harm, and appropriateness for your use case, employ human oversight of output, and refrain from relying solely on AI-generated outputs for decision-making purposes. This is especially important if you choose to deploy this application in areas with consequential impacts such as healthcare, finance, legal, employment, security, or infrastructure. You agree to abide by ServiceNow's AI Acceptable Use Policy, which may be updated by ServiceNow.

Data processing

This application requires data to be transferred from ServiceNow customers' individual instances to a centralized ServiceNow environment, which may be located in a different data center region from the one where your instance is, and potentially to a third-party cloud provider, such as Microsoft Azure. This data is handled per ServiceNow's internal policies and procedures, including our policies available through our CORE Compliance Portal.

Data collection

ServiceNow collects and uses the inputs, outputs, and edits to outputs of this application to develop and improve ServiceNow technologies including ServiceNow models and AI products. In addition, this application will collect information about scripts (and associated script records) in which Now Assist for code generation is called. Customers can opt out of future data collection at any time, as described in the Now Assist Opt-Out page.

For more information, see the Now Assist documentation.

Exploring code generation

Learn about how AI-generated code can empower developers scripting on the ServiceNow AI Platform.

Now Assist for Code supports both the Now LLM Service and Azure OpenAI model providers.

This capability is a part of Creator Pro Plus offering and includes the following skills:

- Code generation
- Code editing
- Code explain and summarize
- Code autocomplete

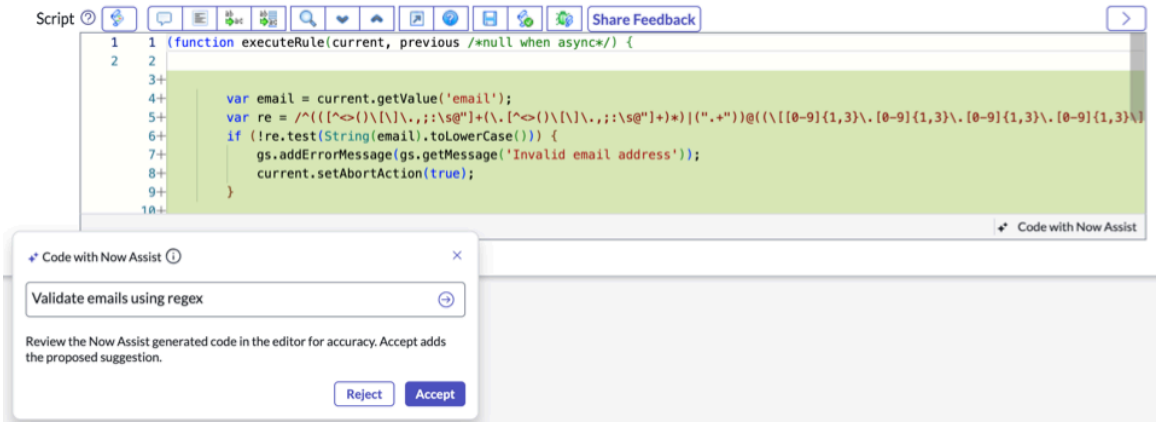
You can switch between Now LLM Services and Azure OpenAI. For more information, see Exploring code generation

Code generation overview

Now Assist for Creator activates the code generation skill. With code generation, you provide text describing the code to generate and get code suggestions in the JavaScript editor on forms in the ServiceNow AI Platform and in Script steps in Workflow Studio. Developers with varying levels of experience in scripting on the ServiceNow AI Platform can benefit from using code generation to get started writing custom scripts or iterate on scripts more efficiently.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To generate code suggestions, you describe the goal of the code to generate in the Code with Now Assist dialog box. The code suggestion appears in the lines following your prompt but isn't added to your script until it's accepted.

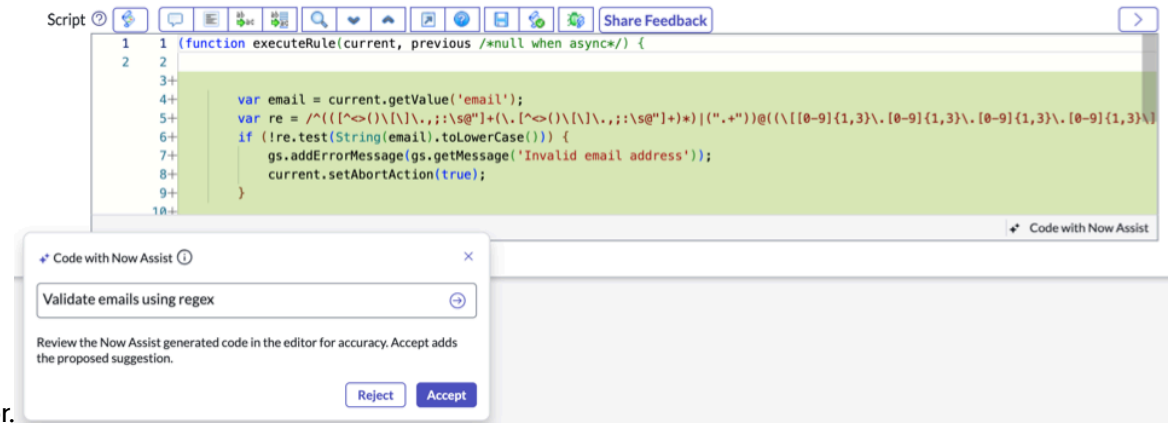


Note: Developers must be assigned the now.assist.creator role to use code generation. For more information about using code generation, see Generate scripts with AI-powered code generation.

Code generation workflow

1. From the script editor, a developer opens the Code with Now Assist dialog box and describes the code that they want to generate.
2. The developer triggers generating a code suggestion.

   In the following example, a developer describes what they want the script to do in the Code with Now Assist dialog box. The code suggestion appears highlighted in the script editor.

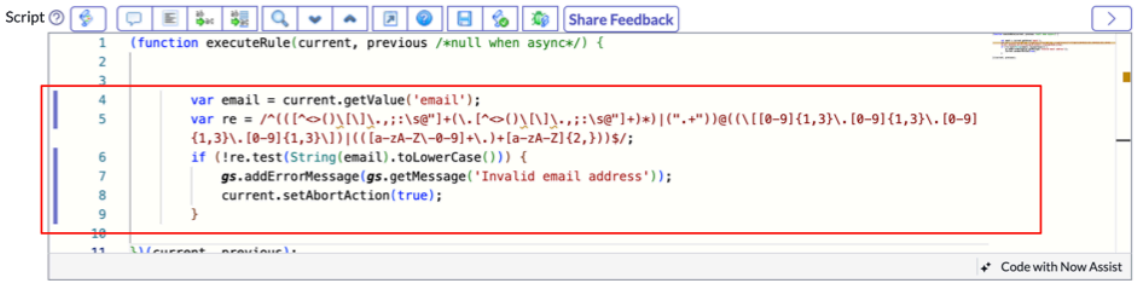


3. The developer reviews the AI-generated code suggestion and either accepts or rejects it.
   - If the developer accepts it, the code is added to the script. The developer can make any necessary edits based on further review.
   - If the developer rejects it, the code isn't added to the script. The developer can rephrase the prompt to generate a new code suggestion.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In the following example, a line next to the line numbers indicates which code was created by AI and hasn't been edited. If you edit AI-generated code, the line indicator doesn't appear for those lines of code.

AI-generated code lines



Optionally, you can turn on code completion functionality to use code or single-shot prompts in script editors with Now Assist for code generation.

Code autocomplete overview

The autocomplete feature of Now Assist for Code provides you with contextually relevant code suggestions while typing.

Note: It takes a few seconds for the code suggestions to appear.

Code autocomplete workflow

1. A developer begins coding in the script editor.

   Within a few seconds, contextually relevant code suggestions are displayed in grey.

2. The developer reviews the AI-generated code suggestions and either accepts or rejects them:
   - The developer must press the **tab** key to accept the suggestions.

     If the developer accepts, the code is added to the script.

   - The developer must press the **esc** key to reject the suggestions.

     If the developer rejects, the code isn't added. The developer can continue to code and wait for a few seconds for the suggestions to appear.

3. After accepting the code suggestions, the developer selects **Update** to save the script.

Code explain and summarize overview

The code explain and summarize features are only available with the Azure OpenAI model provider.

The code explain and summarize features provide a summary of the code and a comprehensive explanation of its functionality.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Code generation benefits

Benefit	Feature	Users
Improve quality of scripts, automate repetitive coding tasks, and reduce time spent searching for or recalling code	Text-to-code and code complete	Developers
Identify code generated by AI	Tracking AI-generated code	Developers, administrators

General guidelines for code generation

Use these general guidelines for code generation to get better code suggestions and create useful and accurate scripts.

Writing prompts

Write clear and specific but concise prompts

Specify the expected outcome and context, including necessary details like task requirements, specific APIs if you know them, and any constraints.

Experiment with different prompts

As you refine and experiment, the Now LLM Service uses this feedback to learn and improve.

- Try adjusting task instructions and incorporating examples, and then observe how code suggestions differ with different prompt styles and levels of detail.
- Try including a short code snippet as an example of how to start the script with a single-shot prompt.
- Track your prompts, including any modifications, and instructions for generating prompts to meet your specifications. This tracking enables easy regeneration of past results for comparative analysis.

Character limit of the prompts

Short and concise prompts generate better outcomes.

On reaching 200 characters, a message appears to inform you that short, focused, task-oriented directions yield the best results.

Input beyond 300 characters isn't allowed.

Example prompts for code generation

Strong prompt	Weak prompt	Notes
Get incidents with related tasks	Get incidents with tasks	Includes sufficient detail.
Use Glide aggregate to count number of P1 incidents closed between March 3 to April 13 assigned to admin	Count P1 incidents between 3-3 and 4-13	Includes the API name and more specific language.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example prompts for code generation (continued)

Strong prompt	Weak prompt	Notes
If open change request is P1, don't allow reducing the severity unless it's the creator	Don't allow changing P1 change requests	Includes more specific instructions on what shouldn't change.
Glide record of the most recent change	Latest change	Includes the API name and more specific language.

Reviewing code

Review code

Implement strict and detailed reviews of the AI-generated code to determine its accuracy, efficiency, and how well it adheres to your coding standards.

Test code

Validate the code by running it against test cases in controlled environments to verify that it functions according to your requirements.

Configuring code generation

Configure how developers can use code generation on an instance.

Install Now Assist for code generation

Install the ServiceNow® Now Assist for Creator application from the ServiceNow® Store to get Now Assist for code generation.

Before you begin

- Review the Now Assist for Creator application listing in the ServiceNow Store for information on dependencies, licensing or subscription requirements, and release compatibility. Now Assist for Creator installs the Now Assist for code generation application (sn_now_assist_code).

Role required: admin

Procedure

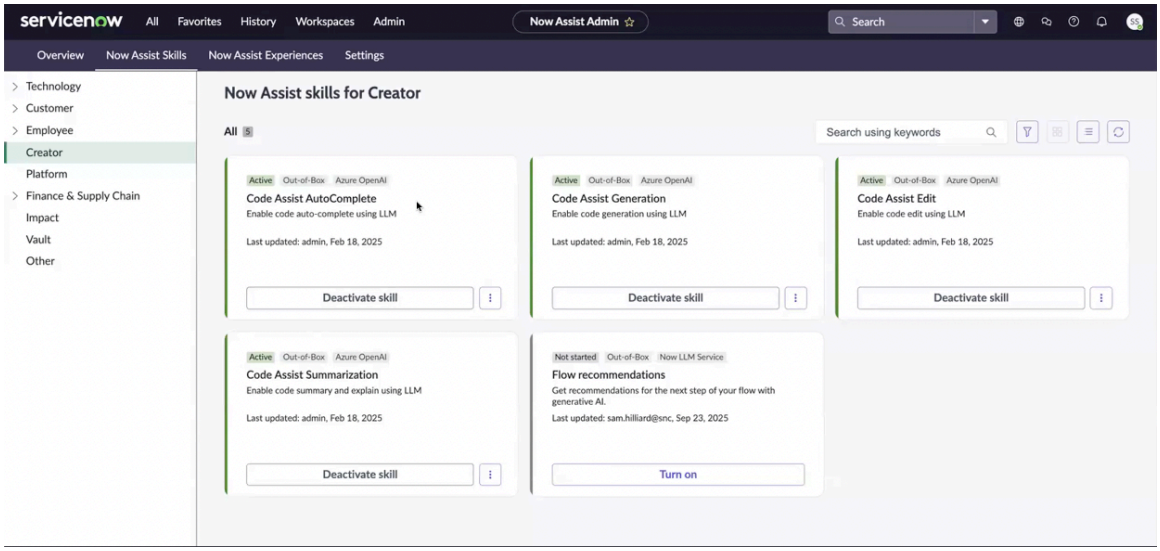
1. From the Now Assist for Creator application page on the ServiceNow Store, select **Request App**.
2. After approval has been granted, on your instance, navigate to **All** > **System Applications** > **All Available Applications** > **All**.
3. Using the search bar, search for the Now Assist for Creator application (sn_now_creator).
4. Select **Install**.
5. Verify that Now Assist for Creator is installed:

   a. Navigate to **All** > *Now Assist Admin* > **Now Assist Skills**.

   b. In the workflow list, select **Creator**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. Verify that the Now Assist for Code skills are active.



For more information about Now Assist Admin, see Now Assist.

What to do next

Grant the now.assist.creator role to each user you want to use code generation.

Related topics

Install Now Assist for Creator

Enable Code Explain and Summarize

Enable the Code Explain and Code Summarize features by changing the default model of your instance from NowLLM to Azure OpenAI.

Before you begin

Role required: admin

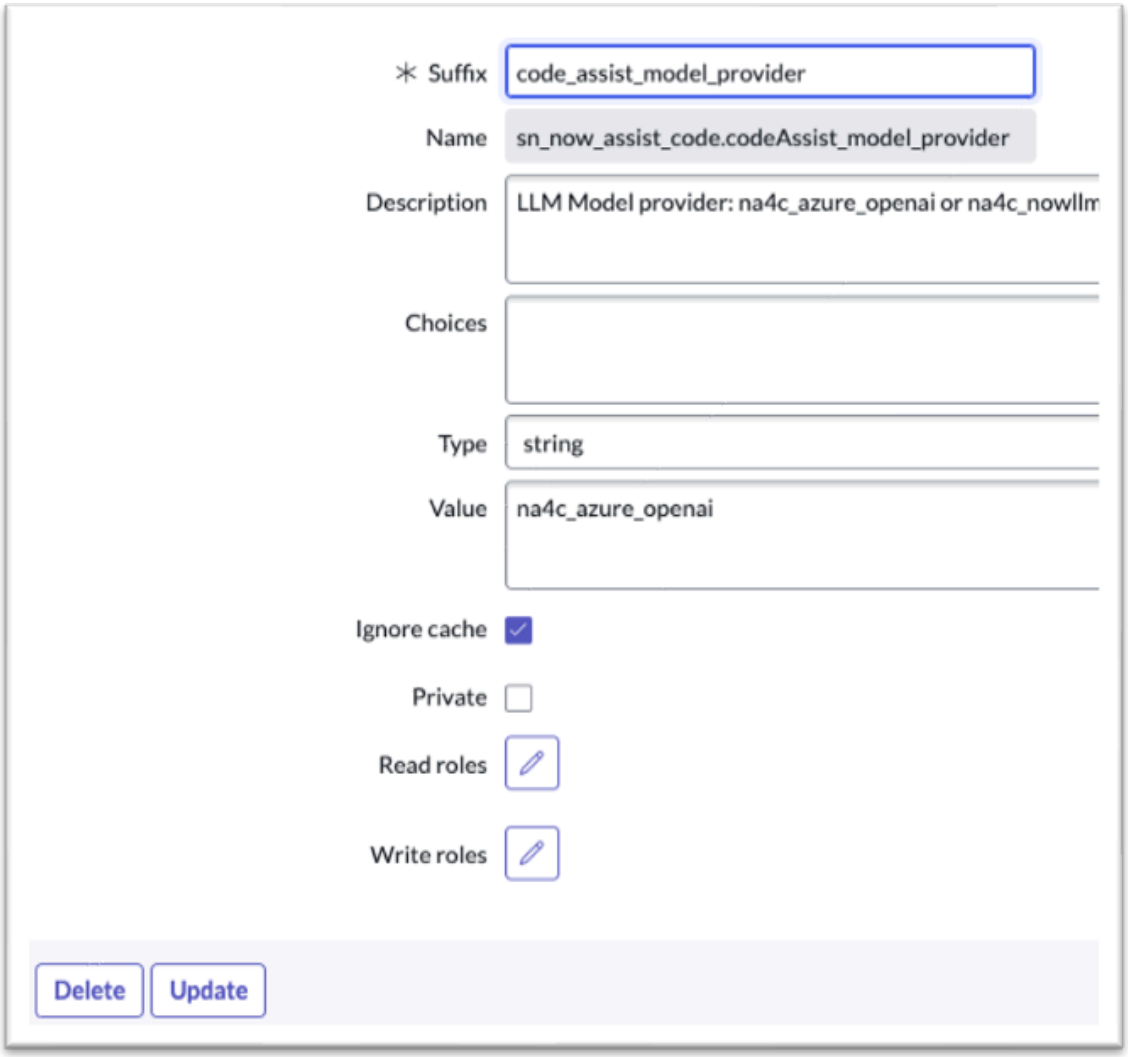
Procedure

1. Navigate to the System Properties table:
   - When you log in to a Now Assist for Code instance for the first time, you'll see a notification to use GPT-4o with Now Assist for Code.

     To turn on the Code Explain and Summarize features, select **Go to turn on GPT-4o**.
   - Navigate to **All** > **System Properties**

     Note: To open the System Properties [sys_properties] table, enter `sys_properties.list` in the navigation filter.
2. Search for `sn_now_assist_code.code_assist_model_provider`.
3. Edit a record in the sn_now_assist_code.code_assist_model_provider form by selecting **click here**.
4. In the sn_now_assist_code.code_assist_model_provider form, in the **Value** field, enter `na4c_azure_openai`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Select **Update**

Result

All requests for the Now Assist for Code model are redirected to Azure OpenAI for evaluation and response. Additionally, you'll get access to the Code Explain and Code Summarize features.

Tracking AI-generated code

Control when to track and indicate that code is AI-generated.

When you accept a code suggestion, the lines of code that are AI-generated are tracked and indicated by a line next to the line numbers in script editors. If you edit AI-generated code, the line indicator doesn't appear for those lines of code.

You can turn on and off tracking of AI-generated code and configure how long to record and indicate AI-generated code in script editors. By default, AI-generated code is recorded and indicated for six months.

Configure how long to indicate AI-generated code

Show that code was generated by AI in script editors for a specified duration after accepting code suggestions.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. In the navigation filter, enter `sys_auto_flush.list`.
2. Filter the Auto Flushes [sys_auto_flush] list by entering *`sn_now_assist_code_ai_generated_lines`* in the **Tablename** column filter.
3. Select *`sn_now_assist_code_ai_generated_lines`* to open the record.
4. In the **Age in seconds** field, enter the duration to record and indicate AI-generated code after its creation in seconds.
5. Select **Update**.

Result
AI-generated code created before the configured duration isn't recorded or indicated in script editors.

Turn off tracking AI-generated code

Turn off tracking and indicating which code is AI-generated.

Before you begin
Role required: admin

About this task
Tracking and indicating which code is AI-generated involves changes that are included in update sets. If you don't want to include changes related to this in update sets, you can turn off tracking and indicating AI-generated code.

Procedure

1. In the navigation filter, enter `sys_properties.list`.
2. Filter the System Properties [sys_properties] list by entering *`sn_now_assist_code.show_ai_code_line_marker`* in the **Name** column filter.
3. Select *`sn_now_assist_code.show_ai_code_line_marker`* to open the property record.
4. In the **Value** field, enter `false`.
5. Select **Update**.

Result
AI-generated code isn't recorded or indicated in script editors.

Generate scripts with AI-powered code generation

Generate scripts from text, code, or a combination of both with AI-powered code generation.

When code generation is enabled on an instance, a Now Assist icon (✨) appears in the script editor.

Developers must be assigned the now.assist.creator role to use code generation.

Generate scripts from text

Write scripts quickly with AI-generated code by telling Now Assist what you want the script to do.

Before you begin
Learn how to write prompts to generate better code suggestions. For more information, see General guidelines for code generation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role required: now.assist.creator

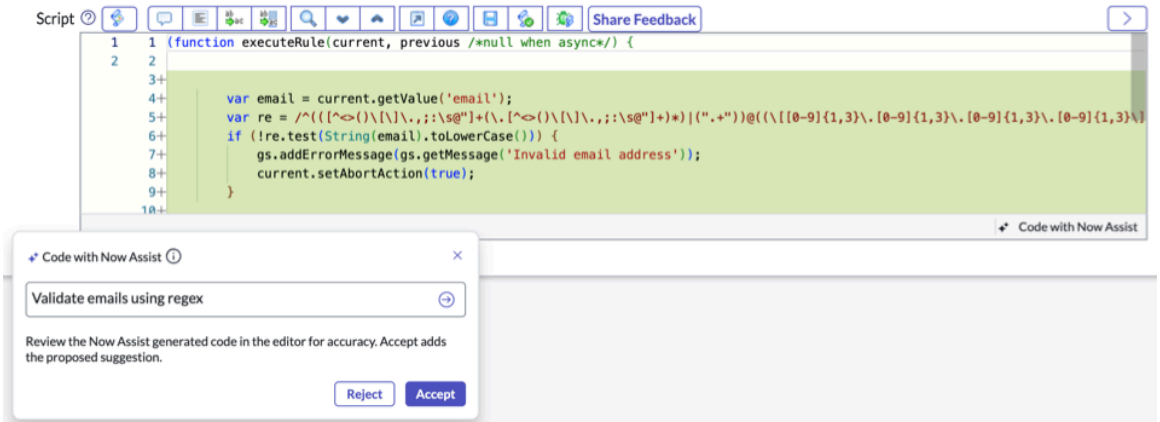
Procedure

1. Navigate to a form with a script field.

   Example
   For example, to open a script include form, navigate to **All** > **System Definition** > **Script Includes** and select **New** or enter `sys_script_include.do` in the navigation filter.
2. In the script editor, place your cursor where you want to add code.
3. Right-click and select **Open Code with Now Assist** or use one of the following keyboard shortcuts:
   - Windows: Ctrl-Enter
   - Mac: Cmd-Enter

   Tip: Select the Help icon ( ) to access the list of relevant keyboard shortcuts.
4. In the **Code with Now Assist** dialog box, enter text that describes the desired goal of the code to generate.

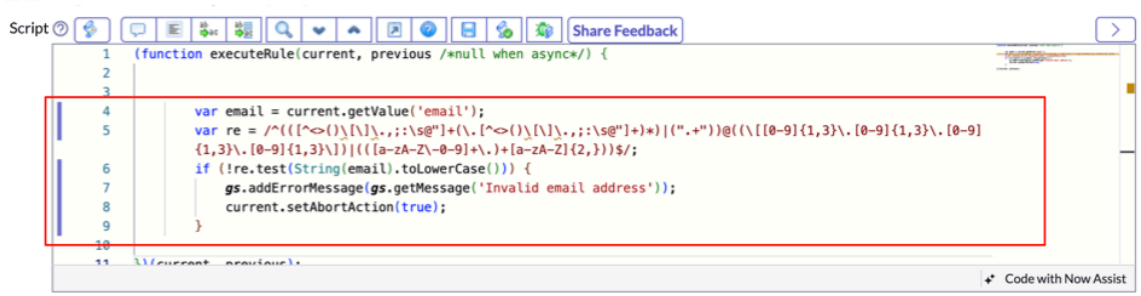
   The text you enter must be fewer than 1,000 characters.
5. Press Enter to generate a code suggestion.
   The code suggestion appears highlighted in the script editor.



6. Review the code suggestion and complete one of the following steps:
   - To include it in your script and make any edits, select **Accept**.
   - To regenerate a suggestion, revise the text in the dialog box and select the arrow icon ( ).
   - To remove it from the script, select **Reject**.

   When you accept a code suggestion, a line next to the line numbers indicates which code was created by AI and hasn't been edited. If you edit AI-generated code, the line indicator doesn't appear for those lines of code.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Trouble?
If the code suggestion doesn't meet your requirements, try rephrasing your prompt according to the prompt guidance and generating another code suggestion.

7. Select **Submit** or **Update** to save your changes.

> **Note:** Depending on your workflow needs, you can use the prompt modal in either inline or floating mode. In the inline mode, the prompt modal is embedded within the script editor. In the floating mode you can move the prompt modal around the script editor. Toggling between these two modes is simple. When in inline mode, select the **Pop Out** toggle to switch to floating mode. Conversely, when in floating mode, select the **Pop In** toggle to return to inline mode. The transition between inline and floating modes preserve all text within the modal.

Generate scripts from code

Write scripts quickly with AI-generated code completion.

Before you begin
Role required: now.assist.creator

Procedure

1. Navigate to a form with a script field.

   Example
   For example, to open a script include form, navigate to **All** > **System Definition** > **Script Includes** and select **New** or enter `sys_script_include.do` in the navigation filter.

2. In a script field, enter code or a combination of text and code:

   Example

   - Enter the beginning of a function or other code to be automatically completed. For example:

     ```
     var email = current.getValue('email');
     var regex =
     ```

   - Enter a combination of text in a code comment that describes the desired goal of the code to generate followed by an example of how you want the code to start. For example:

     ```
     // Validate emails using regex
     var email = current.getValue('email');
     var regex =
     ```

3. Right-click and select **Auto-generate code completion** or use one of the following keyboard shortcuts to generate a code suggestion:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Windows: Ctrl-Windows logo key-Enter
- Mac: Ctrl-Cmd-Enter

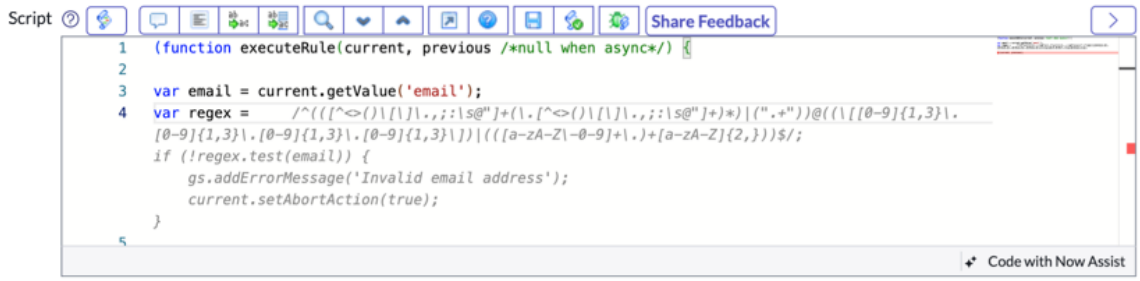
Tip: Select the Help icon ( ) to access the list of relevant keyboard shortcuts.

The code preceding your cursor must be fewer than 1,000 characters when triggering code generation.

Note: If automatic code suggestions are enabled, you get code suggestions automatically after you enter a prompt and then stop typing or moving the cursor for 2.5 seconds.

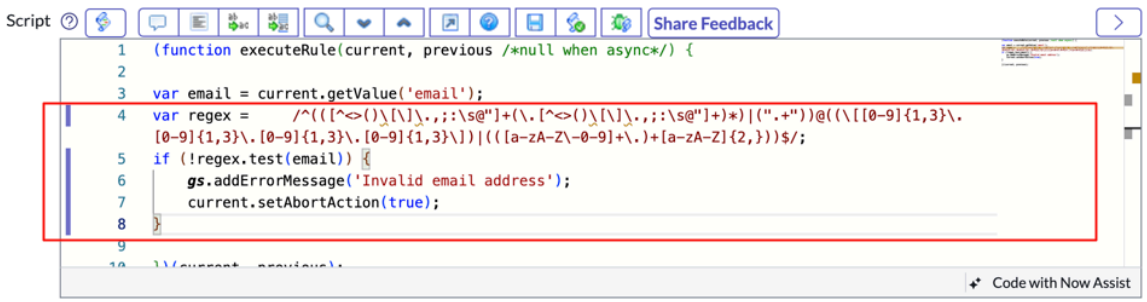
You can't edit the prompt after triggering the code generation. If you need to edit your prompt before the code suggestion is returned, you can cancel the code generation by pressing the Backspace key.

The spinner icon ( ) appears while generating a suggestion. The code suggestion appears in the lines following your prompt but isn't added to your script until you accept it.



4. Accept the code to include it in your script or reject it to remove it from the script.
   - Accept: Press the Tab key or the right arrow key. Selecting within the suggested code also accepts the suggestion.
   - Reject: Press the Escape key, left arrow key, or up arrow key. Typing or selecting anywhere outside of the suggested code within the script also removes the suggestion.

   When you accept a code suggestion, a line next to the line numbers indicates which code was created by AI and hasn't been edited. If you edit AI-generated code, the line indicator doesn't appear for those lines of code.



Trouble?
If the code suggestion doesn't meet your requirements, try modifying your code and generating another code suggestion.

5. Select **Submit** or **Update** to save your changes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Edit code with Quick Actions

Edit code in the Now Assist for Code enabled script editor using quick actions.

Before you begin

Role required: now.assist.creator

Procedure

1. Navigate to any script editor enabled with Now Assist for Code and select a script.
2. In the script editor, select a code and then select the **Quick Actions** button.
3. Select **Edit code**.
4. In the Edit code with Now Assist dialog box, describe the code you want to generate, and then select the submit ( ) icon.

   The code suggestion appears highlighted in the script editor.
5. Review the AI-generated code and then either accept or reject the suggestion.
   If you accept the code suggestion, it's added to the script. If you reject the suggestion, it isn't added to the script. You can rephrase the prompt to generate a new code suggestion.
6. After you modify the code, select **Update** to save your changes.

> **Note:** Depending on your workflow needs, you can use the prompt modal in either inline or floating mode. In the inline mode, the prompt modal is embedded within the script editor. In the floating mode, you can move the prompt modal around the script editor. Toggling between these two modes is simple. When in inline mode, select the **Pop Out** toggle to switch to floating mode. Conversely, when in floating mode, select the **Pop In** toggle to return to inline mode. The transition between inline and floating modes preserve all text within the modal.

Explain and summarize code with Quick Actions

Get a summary of the code or a comprehensive explanation of its functionality.

Before you begin

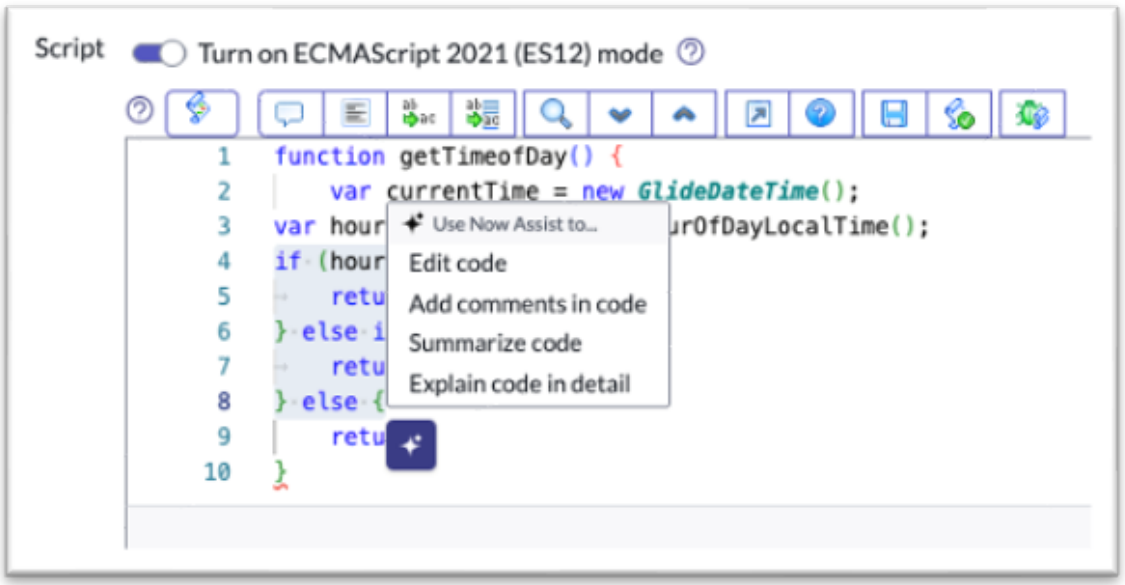
The summarize and explain features are only available with Azure OpenAI model provider. Make sure you turn them on. For more information, see Enable Code Explain and Summarize.

Role required: now.assist.creator

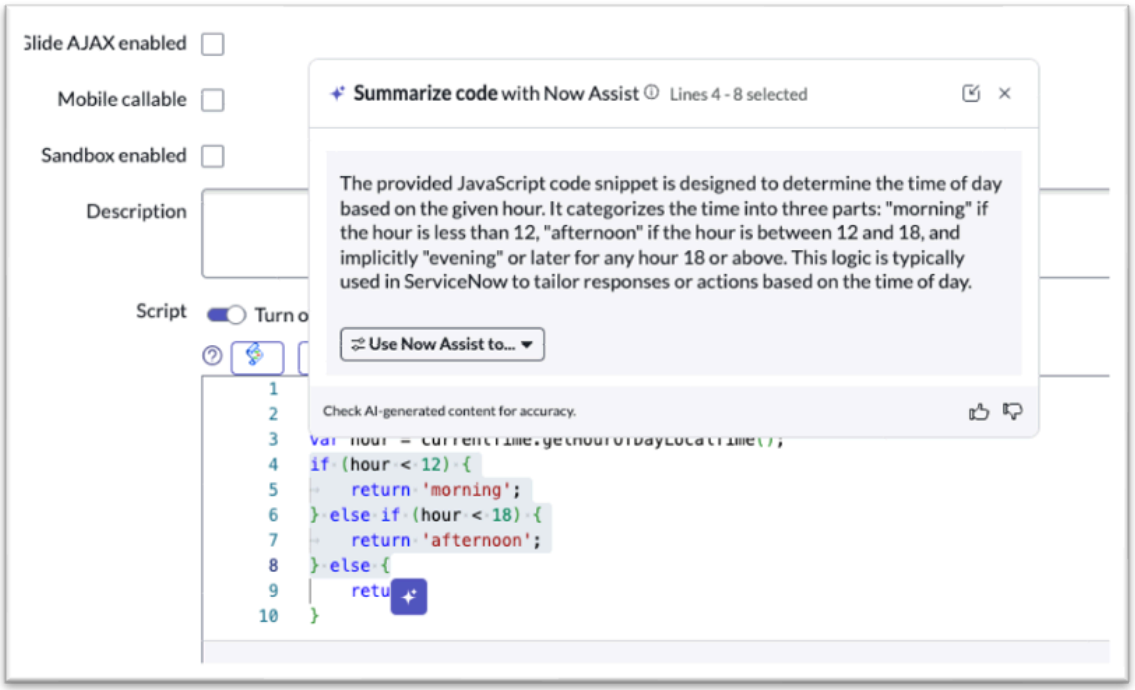
Procedure

1. Navigate to any script editor enabled with Now Assist for Code.
2. In the script editor, select a code and then select the **Quick Actions** button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

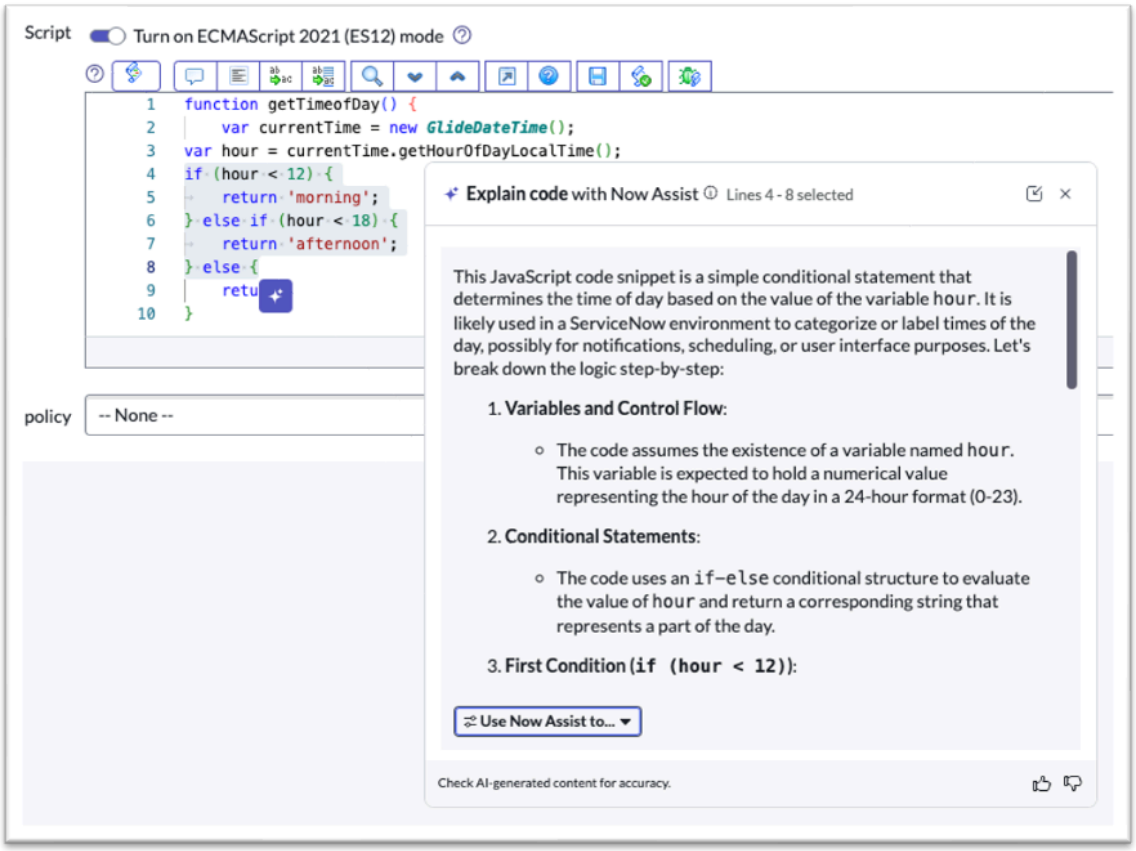


3. Understand the purpose of the code by selecting **Summarize code**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Get a comprehensive explanation of the code's functionality by selecting **Explain code in detail**.



Add comments to code with Quick Actions

Add comments in the Now Assist for Code enabled script editor using quick actions.

Before you begin

Role required: now.assist.creator

Procedure

1. Navigate to any script editor enabled with Now Assist for Code and select a script.
2. In the script editor, select a code and then select the **Quick Actions** button.
3. Select **Add comments in code**.
   The comments appear highlighted in the script editor.
4. Review the AI-generated comments and then either accept or reject the comments.
   If you accept the comments, they're added to the script.
5. After accepting the comments, select **Update** to save your changes.

Explain and summarize code with Quick Actions

Get a summary of the code or a comprehensive explanation of its functionality.

Before you begin

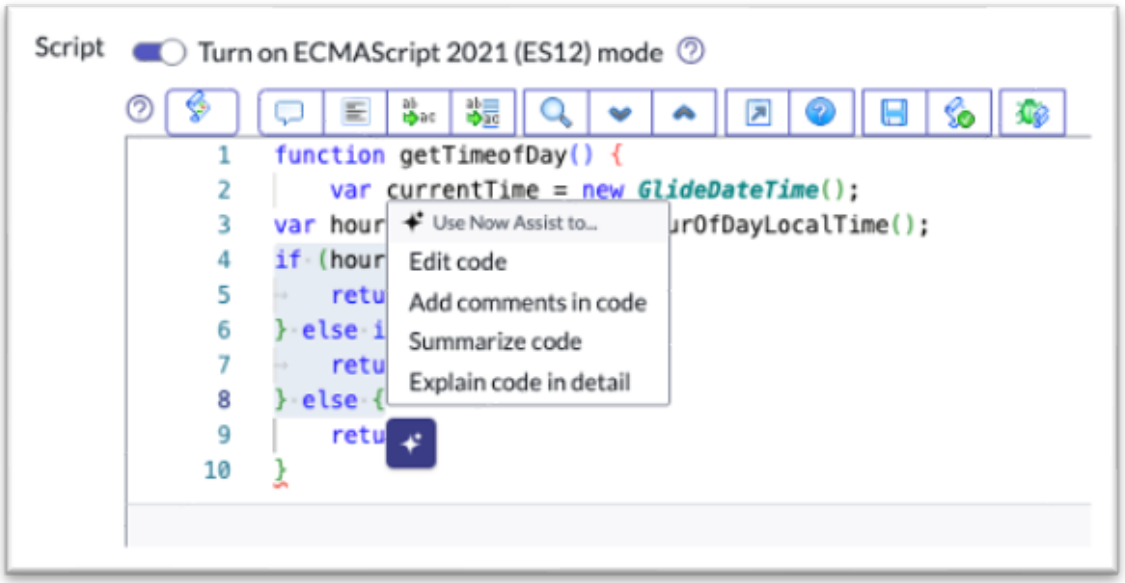
The summarize and explain features are only available with Azure OpenAI model provider. Make sure you turn them on. For more information, see Enable Code Explain and Summarize.

Role required: now.assist.creator

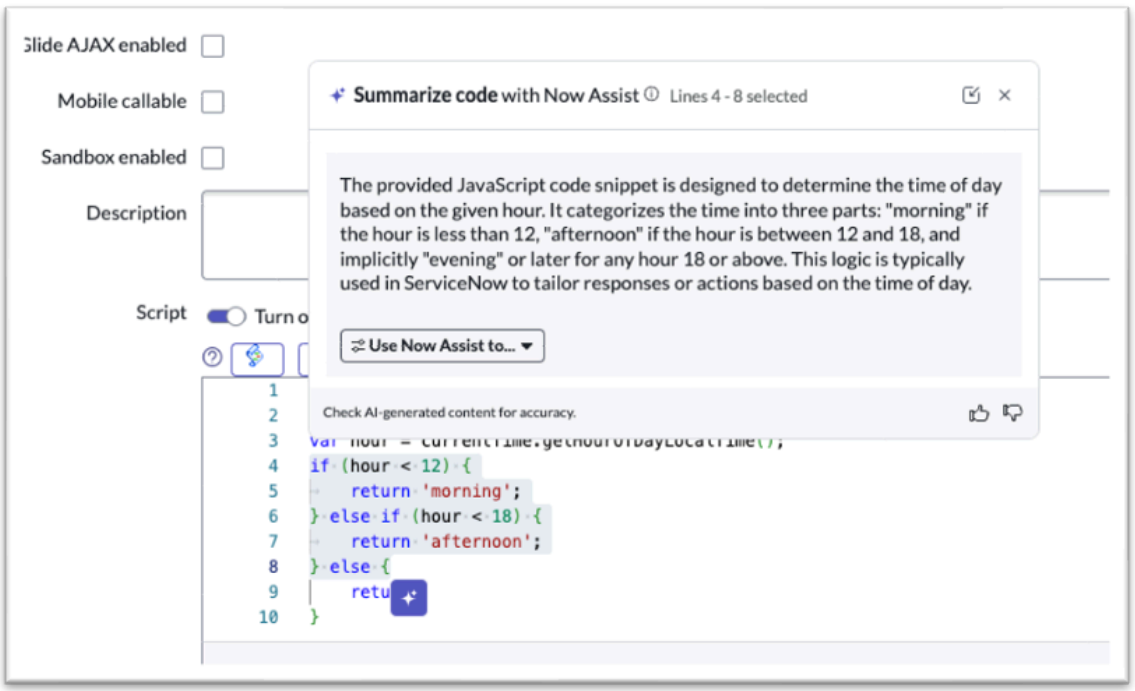
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to any script editor enabled with Now Assist for Code.
2. In the script editor, select a code and then select the **Quick Actions** button.

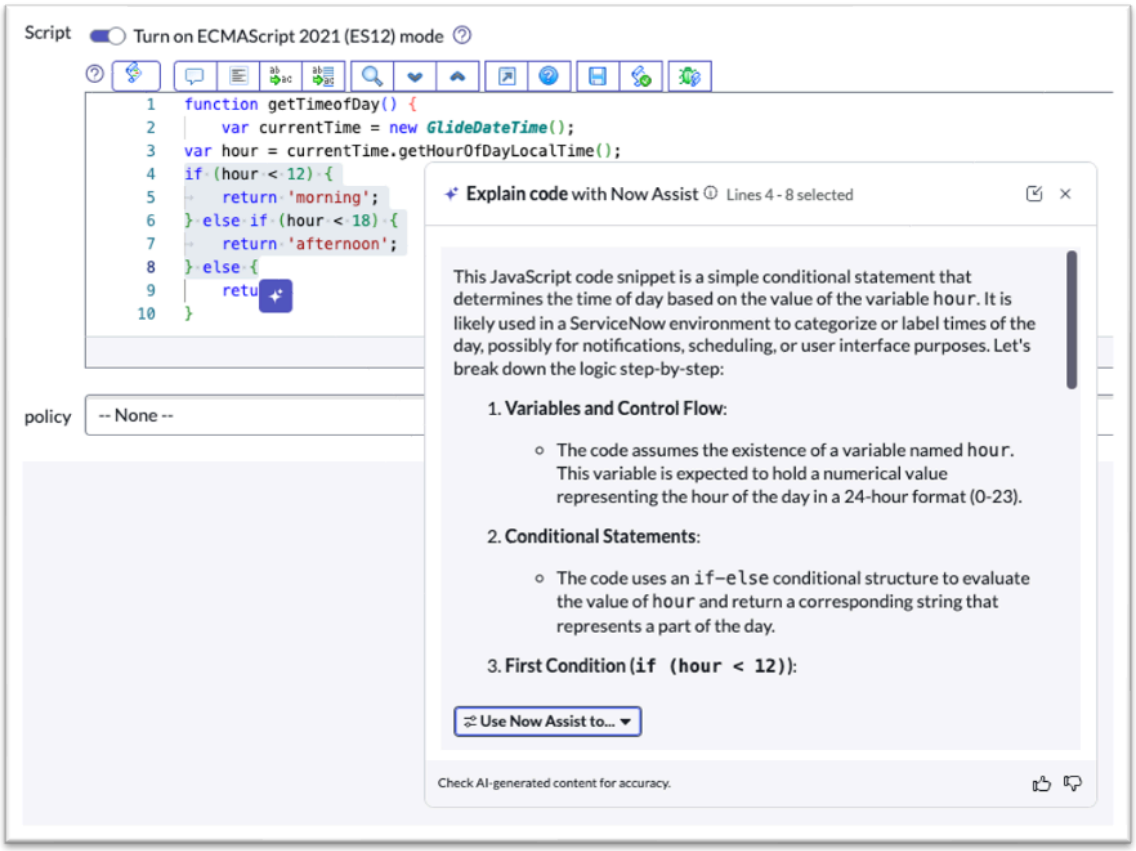


3. Understand the purpose of the code by selecting **Summarize code**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Get a comprehensive explanation of the code's functionality by selecting **Explain code in detail**.



Generate code with autocomplete

The autocomplete feature of Now Assist for Code provides you with contextually relevant code suggestions.

Before you begin

Role required: now.assist.creator

Procedure

1. Navigate to any script enabled with Now Assist for Code.
2. Start coding in the script editor.
   When you stop typing, a code suggestion is displayed in grey within a few seconds.

   Note: Retrieval-Augmented Generation (RAG) enhances auto-complete suggestions and minimizes inaccuracies or hallucinations.

3. Review the AI-generated code suggestions and either accept or reject them:
   - Press the **tab** key to accept the code suggestion.

     If you accept the code suggestion, it's added to the script.
   - Press the **esc** key to reject the code suggestion or continue typing.

     If you reject the code suggestion, it isn't added to the script.
4. After accepting the code suggestions, select **Update** to save the script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The code suggestion is saved within the script.

Note: To disable autocomplete for your session, in the script editor select **Code with Now Assist** from the status bar at the bottom of the editor, and then clear **Autocomplete**.

Code generation reference

Reference topics provide additional information about configuration properties, roles, and more.

Code generation properties

You can adjust how code generation functions on an instance using several advanced properties.

Note: To open the System Properties [sys_properties] table, enter `sys_properties.list` in the navigation filter.

Properties for code generation

Property	Description
sn_now_assist_code.enable_code_assist	Enables using code generation in supported script editors. • Type: true | false • Default value: true • Location: System Property [sys_properties] table • Learn more: You can also enable code generation from Now Assist Admin. For more information, see Activate a Now Assist skill.
sn_now_assist_code.enable_promptless_experience	Enables using code completion in the script editor. • Type: true | false • Default value: false • Location: System Property [sys_properties] table
sn_now_assist_code.enable_prompt_modal	Enables using the Code with Now Assist dialog box to provide text prompts. • Type: true | false • Default value: true

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties for code generation (continued)

Property	Description
	• Location: System Property [sys_properties] table • Learn more: Generate scripts from text
sn_now_assist_code.show_ai_code_line_marker	Enables tracking which lines of code are AI-generated. This code is indicated by a line next to the lines of code in a script editor. If you edit AI-generated code, the line indicator doesn't appear for those lines of code. • Type: true | false • Default value: true • Location: System Property [sys_properties] table • Learn more: Tracking AI-generated code
sn_now_assist_code.collect_schema_for_code_assist	Specifies whether to collect the data schema of the table that a business rule or client script runs on when using code generation. If you set this property to false, you can receive code suggestions quicker but may get less contextual suggestions. • Type: true | false • Default value: true • Location: System Property [sys_properties] table
sn_now_assist_code.code_assist_model_provider	All requests for the Now Assist for Code model are redirected to Azure OpenAI for evaluation and response. Additionally, you'll get access to the Code Explain and Code Summarize features. • Type: String • Default value: na4c_nowllm

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties for code generation (continued)

Property	Description
	• Location: System Property [sys_properties] table • Learn more: Enable Code Explain and Summarize

Code generation roles

The following roles are installed for use with code generation.

To learn more about managing per-user subscriptions, see Managing per-user subscriptions in Subscription Management and contact your account representative.

Now Assist Creator [now.assist.creator]

Write scripts using AI-powered code generation.

Groups

This role is assigned to no groups by default.

Contains Roles

This role contains no roles.

Elevated

This role is not an elevated role.

Special considerations

None

JavaScript syntax editor

The syntax editor provides support for editing JavaScript scripts.

The syntax editor has these features.

- JavaScript syntax coloring, indentation, line numbers, and automatic creation of closing braces and quotes
- JavaScript support
- Linting using the ESLint utility

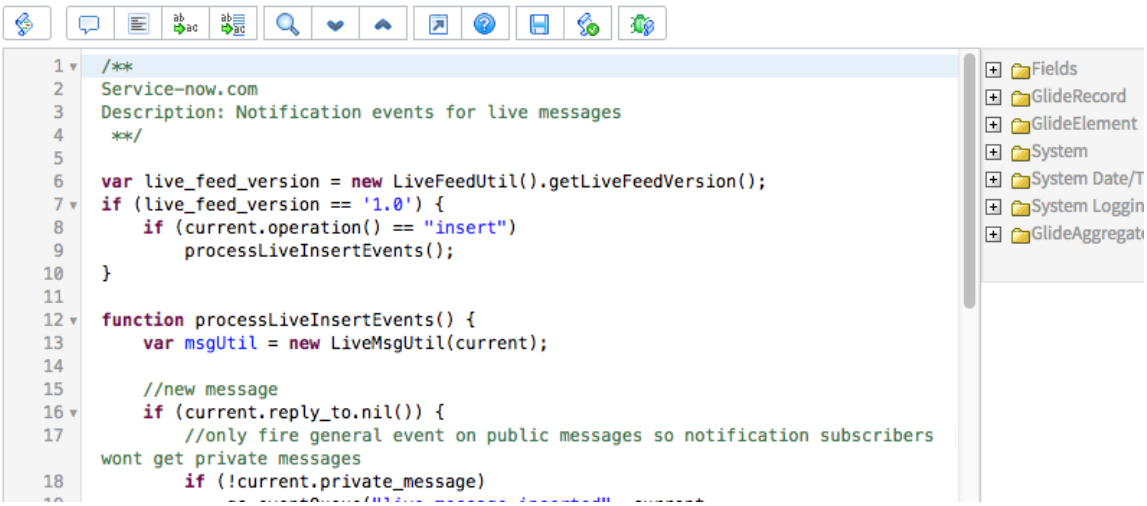
> **Note:** Modify or view default linting configurations by accessing the *glide.ui.syntax_editor.linter.eslint_config* property in the System Property [sys_properties] table. See Available system properties for more information.

- Context menu for script includes, API, and tables
- Script macros for common code shortcuts

This feature requires the Syntax Editor (com.glide.syntax_editor) plugin.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

JavaScript editor



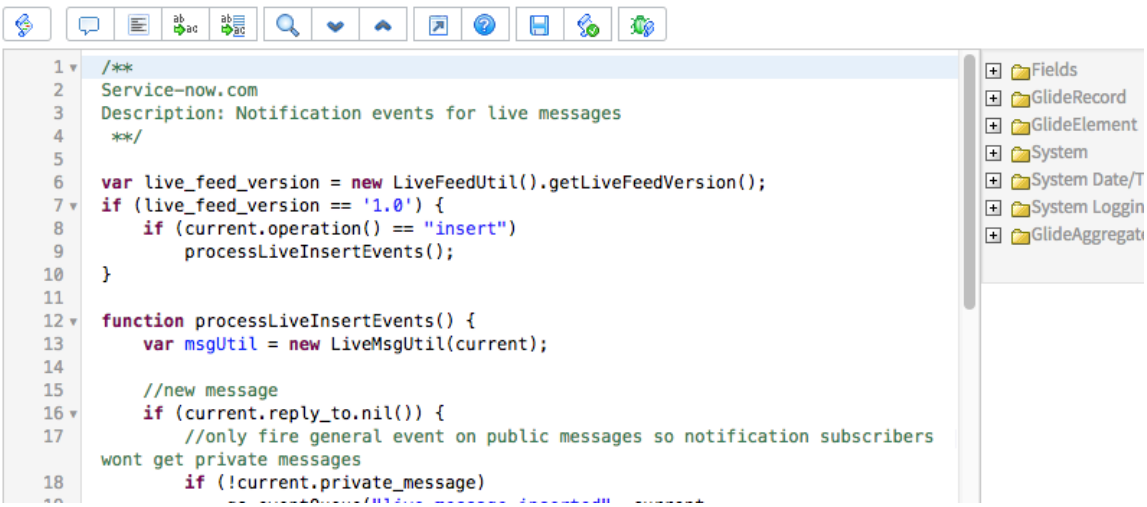
Syntax editor plugin

Enable the syntax editor plugin to use the syntax editor.

The syntax editor enables the following features for all script fields:

- JavaScript syntax coloring, indentation, line numbers, and automatic creation of closing braces and quotes
- Code editing functions
- Code syntax checking
- Script macros for common code shortcuts

JavaScript syntax editor



The syntax editor can be disabled or enabled by modifying the *glide.ui.javascript_editor* property in the sys_properties.list. In addition, administrators can configure the syntax editor to show error and warning indicators next to a line of code that contains an error by modifying the *glide.ui.syntax_editor.show_warnings_errors* property. For information on the sys_properties.list, refer to Available system properties.

Note: Administrators can disable or enable the syntax editor for all users, regardless of user preference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Syntax editor JavaScript support

The syntax editor provides editing functions to support editing JavaScript scripts.

JavaScript editing functions

Icon	Keyboard Shortcut	Name	Description
	N/A	Toggle Syntax Editor	Disables the syntax editor. Click the button again to enable the syntax editor.
	Access Key + R	Format Code	Applies the proper indentation to the script.
	Access Key + C	Comment Selected Code	Comments out the selected code.
	Access Key + U	Uncomment Selected Code	Removes comment codes from the selected code.
	N/A	Check Syntax	Checks the code for syntax errors. By default, the system automatically checks for syntax errors as you type in a script field. If an error or warning is found, the syntax editor displays a bullet beside the script line containing the error or warning. This check occurs on all script fields.
	Access Key + \	Start Searching	Highlights all occurrences of a search term in the script field and locates the first occurrence. Click the icon, then enter the search term and press **Enter**. You can use regular expressions enclosed in slashes to define the search term. For example, the term */a{3}/* locates *aaa*.
	Access Key + [	Find Next	Locates the next occurrence of the current search term in the script field. Use *Start Searching* to change the current search term.
	Access Key +]	Find Previous	Locates the previous occurrence of the current search term in the script field. Use *Start Searching* to change the current search term.
	Access Key + W	Replace	Replaces the next occurrence of a text string in the script field. **1.** Click the icon, then enter the string to replace and press **Enter**. You can use regular expressions enclosed in slashes to define the string to replace. For example, the term */a{3}/* locates *aaa*. **2.** Enter the replacement string and press **Enter**.
	Access Key + ;	Replace All	Replaces all occurrences of a text string in the script field. **1.** Click the icon, then enter the string to replace and press **Enter**. You can use regular expressions enclosed in slashes to define the string to replace. For example, the term */a{3}/* locates *aaa*. **2.** Enter the replacement string and press **Enter**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Icon	Keyboard Shortcut	Name	Description
	N/A	Save	Saves changes without leaving the current view. Use this button in full screen mode to save without returning to standard form view.
	Access Key + L	Toggle Full Screen Mode	Expands the script field to use the full form view for easier editing. Click the button again to return to standard form view. This feature is not available for Internet Explorer.
	Access Key + P	Help	Displays the keyboard shortcuts help screen.

JavaScript editing tips

- To fold a code block, click the minus sign beside the first line of the block. The minus sign only appears beside blocks that can be folded. To unfold the code block, click the plus sign.
- To insert a fixed space anywhere in your code, press Tab.
- To indent a single line of code, click in the leading white space of the line and then press Tab.
- To indent one or more lines of code, select the code and then press Tab. To decrease the indentation, press Shift + Tab.
- To remove one tab from the start of a line of code, click in the line and press Shift + Tab.

JavaScript resources

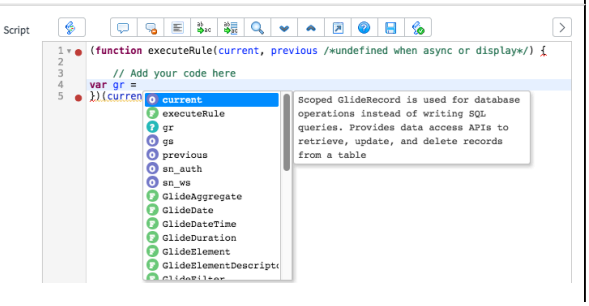
Scripts use ECMA 262 standard JavaScript. Helpful resources include:

- Mozilla: http://developer.mozilla.org/en/docs/Core_JavaScript_1.5_Reference
- ECMA Standard in PDF format: http://www.ecma-international.org/publications/files/ECMA-ST/Ecma-262.pdf
- History and overview: http://javascript.crockford.com/survey.html
- JavaScript number reference: http://www.hunlock.com/blogs/The_Complete_Javascript_Number_Reference

Syntax editor keyboard shortcuts and actions

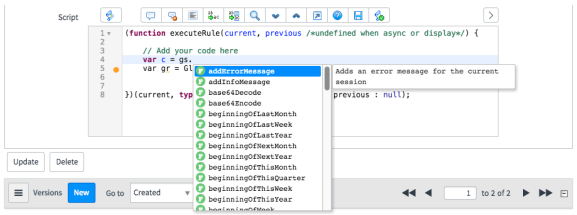
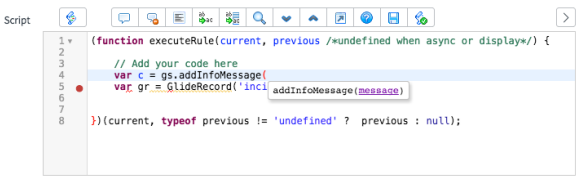
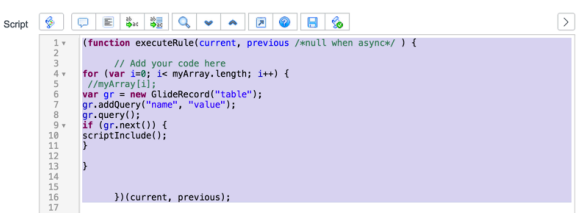
The syntax editor offers keyboard shortcuts and actions to assist in writing code.

Syntax editor keyboard shortcuts and actions for writing code

Keyboard shortcut or action	Description	Example
Write code		
Scripting assistance Control +Spacebar	Displays a list of valid elements at the insertion point such as: • Class names • Function names • Object names • Variable names	

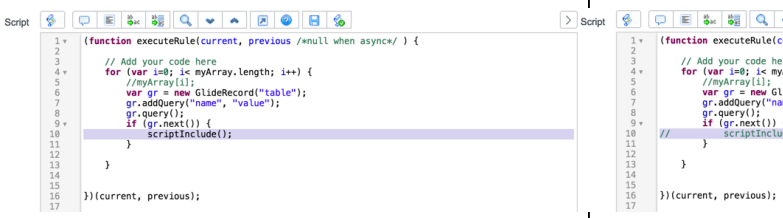
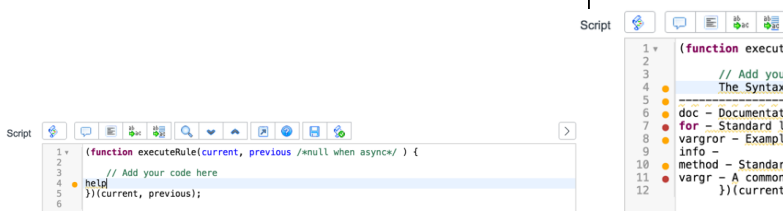
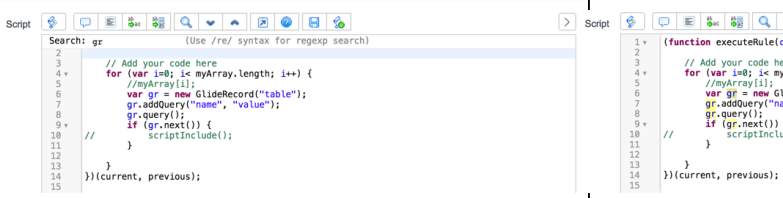
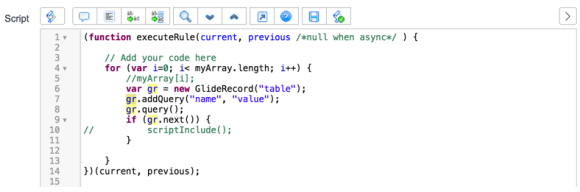
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Syntax editor keyboard shortcuts and actions for writing code (continued)

Keyboard shortcut or action	Description	Example
	Double-click an entry to add it to the script. **Note:** The elements are based on server or client type of script. However, these elements are available based on the UI type you select. For example, spUtil is available for Service Portal client scripts and g_navigation is available for Desktop scripts.	
Enter a period character after a valid class name.	Displays a list methods for the class. Double-click an entry to add it to the script.	
Enter an open parenthesis character after a valid class, function, or method name.	Displays the expected parameters for the class or method. Enter the expected parameters as needed.	
Toggle full screen mode Control+M	Switches between displaying the form with the full screen and displaying it normally.	
Format code • Windows: Control +Shift+B • Mac: Command +Shift+B	Formats the selected lines to improve readability.	

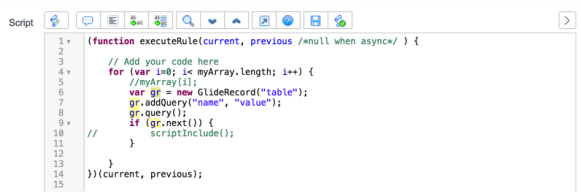
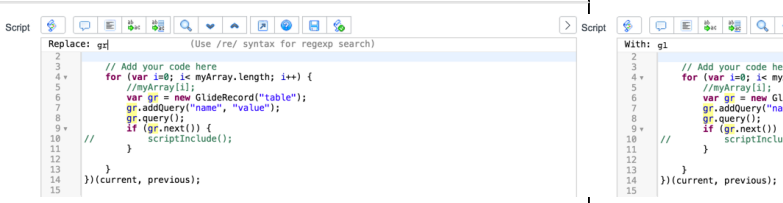
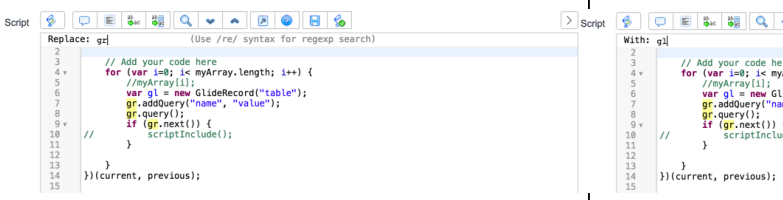
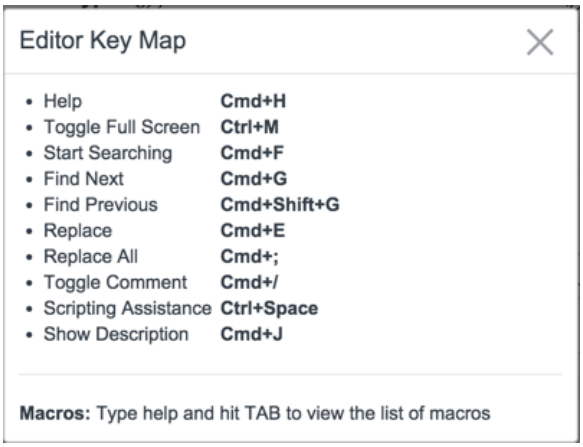
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Syntax editor keyboard shortcuts and actions for writing code (continued)

Keyboard shortcut or action	Description	Example
Toggle comment • Windows: Control+/ • Mac: Command +/	Adds or removes the comment characters `//` from the selected lines.	
Insert macro text **1.** In the **Script** field, type the macro keyword text. For example `help`. **2.** Press Tab.	Inserts macro text at the current position.	
Search		
Start search • Windows: Control+F • Mac: Command +F	Highlights all occurrences of a search term in the script field and locates the first occurrence. You can create regular expressions by enclosing the search terms between slash characters . For example, the search term `/a{3}/` locates the string `aaa` .	
Find next • Windows: Control+G • Mac: Command +G	Locates the next occurrence of the current search term in the script field. Use **Start Searching** to change the current search term.	

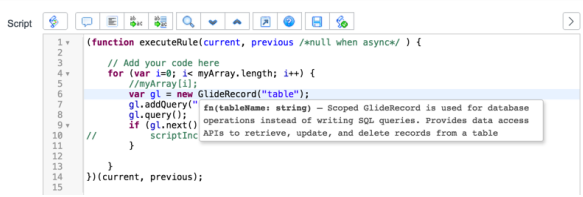
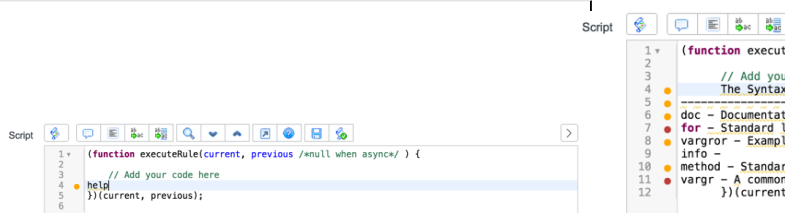
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Syntax editor keyboard shortcuts and actions for writing code (continued)

Keyboard shortcut or action	Description	Example
Find previous • Windows: Control +Shift+G • Mac: Command +Shift+G	Locates the previous occurrence of the current search term in the script field. Use **Start Searching** to change the current search term.	
Replace • Windows: Control+E • Mac: Command +E	Replaces the next occurrence of a text string in the script field.	
Replace all • Windows: Control+; • Mac: Command +;	Replaces all occurrences of a text string in the script field.	
Help		
Help • Windows: Control+H • Mac: Command +H	Displays the list of syntax editor keyboard shortcuts.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Syntax editor keyboard shortcuts and actions for writing code (continued)

Keyboard shortcut or action	Description	Example
Show description • Windows: Control+J • Mac: Command +J	Displays API documentation for the scripting element at the cursor's current location.	
Show macros **1.** In the **Script** field, type `help`. **2.** Press Tab.	Displays the list of available syntax editor macros as text within the script field.	

Syntax editor macros

Script macros provide shortcuts for typing commonly used code. To insert macro text into a script field, enter the macro keyword followed by the Tab.

Syntax editor macros are defined in the Editor Macros [syntax_editor_macro] table. To create or modify a script macro, see Create or modify a script macro.

vargr

- Inserts a standard *GlideRecord* query for a single value.
- Output:

```
var gr = new GlideRecord("$0");
gr.addQuery("name", "value");
gr.query();
if (gr.next()) {

}
```

vargror

- Inserts a *GlideRecord* query for two values with an OR condition.
- Output:

```
var gr = new GlideRecord('$0');

var qc = gr.addQuery('field', 'value1');

qc.addOrCondition('field', 'value2');
gr.query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
while (gr.next()) {


}
```

for

- Inserts a standard recursive loop with an array.
- Output:

```
for (var i=0; i< myArray.length; i++) {
 //myArray[i];

}
```

info

- Inserts a *GlideSystem* information message.
- Output:

```
gs.addInfoMessage("");
```

method

- Inserts a blank JavaScript function template.
- Output:

```
/*~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
~~~~~~~~~~~~~
   * Description:
   * Parameters:
   * Returns:

 ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
~~~~~~~~~~~*/
: function() {

},
```

doc

- Inserts a comment block for describing a function or parameters.
- Output:

```
/**

 * Description:

 * Parameters:

 * Returns:
*/
```

Create or modify a script macro

Administrators can define new script macros or modify existing script macros.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

About this task
Script macros provide shortcuts for typing commonly used code. Several script macros are available by default. Administrators can define new or modify existing script macros.

Procedure
1. Navigate to **All** > **System Definition** > **Syntax Editor Macros**.
2. Click **New** or select the macro to edit.
3. Define the macro details with the fields listed in the table below.

Editor macro fields

Field	Description
Name	Macro keyword text users type to insert macro text.
Comments	Description of the macro. This text appears when the user types *help*.
Text	Full macro text that replaces the name in the editor.

Context menu in the syntax editor
View the context menu for script includes, Glide APIs, and tables in the JavaScript syntax editor.

With the context menu options, your users can navigate to:

- Script include definitions
- Glide API documentation
- System and custom table definitions and data

In the syntax editor, bold font is used for tokens that have a context menu. Right-click the token to view context menu options. If you use a Mac, you can use the Command-click shortcut.

Context menu options

Token type	Context menu option	Description
Script include	Open Definition	Definition of the script include in a new window.
	Find References	List of files referencing the script include.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Context menu options (continued)

Token type	Context menu option	Description
		Note: • To view the preview of the file, click the preview script icon. To open the file in a new window, click **Open File**. • To view all files that reference the script include, click **Show All Files**.
Glide API	Show Documentation	Documentation page of the Glide API.
Table	Show Definition	Definition of the system or custom table in a new window.
	Show Data	Records in the table that are based on the role of the current user.

Enable or disable the context menu in the script editor using the *glide.ui.syntax_editor.context_menu* property in the System Property [sys_properties] table. See Available system properties for more information.

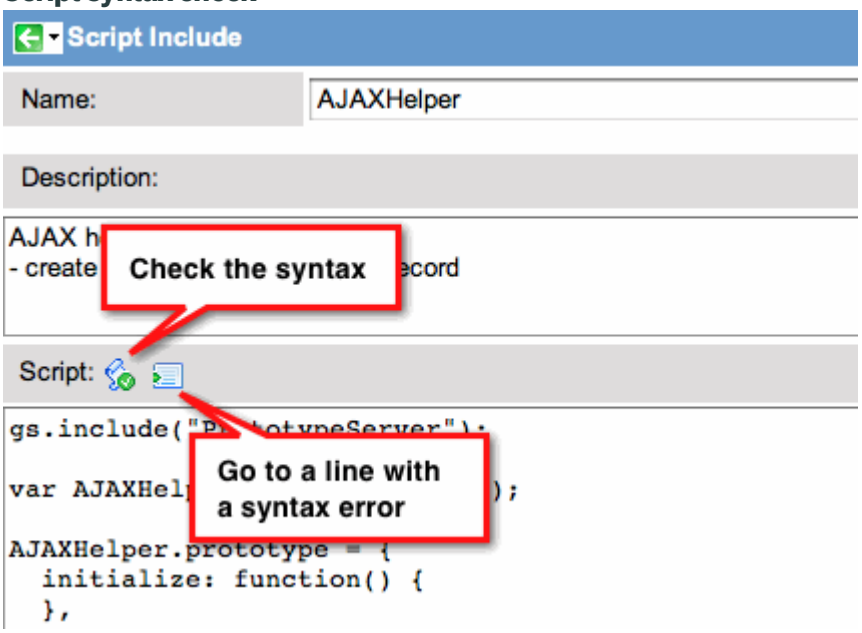
Note: Context menu options can be accessed only if the browser supports SharedWorker. For example, Google Chrome and Mozilla Firefox.

Script syntax error checking

All script fields provide controls for checking the syntax for errors and for locating the error easily when one occurs. The script editor places the cursor at the site of a syntax error and lets you search for errors in scripts by line number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

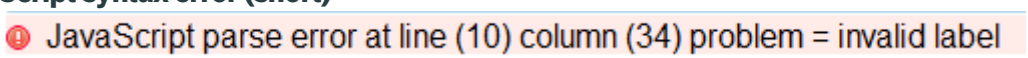
Script syntax check



The script editor notifies you of syntax errors in your scripts in the following situations.

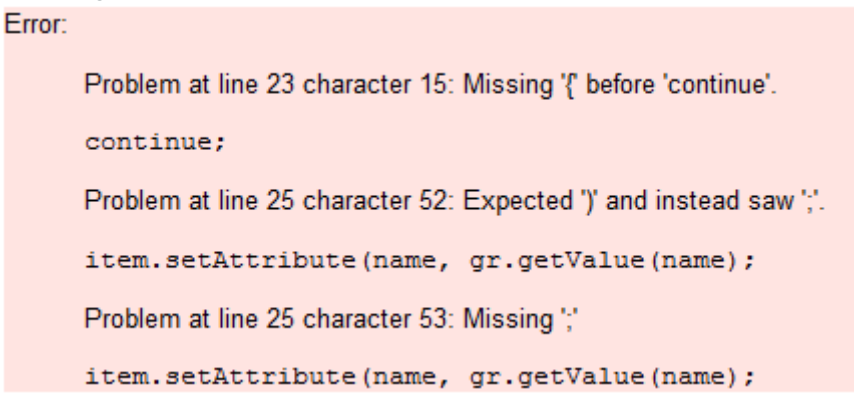
- Save a new record or update an existing record. A banner appears at the bottom of the editor showing the location of the first error (line number and column number), and the cursor appears at the site of the error. Warnings presented at **Save** or **Update** show only one error at a time.

  Script syntax error (short)

- Click the syntax checking icon before saving or updating a record. A banner appears at the bottom of the editor showing the location of all errors in the script, and the cursor appears at the site of the first error.

  Script syntax error

Searching for errors by line

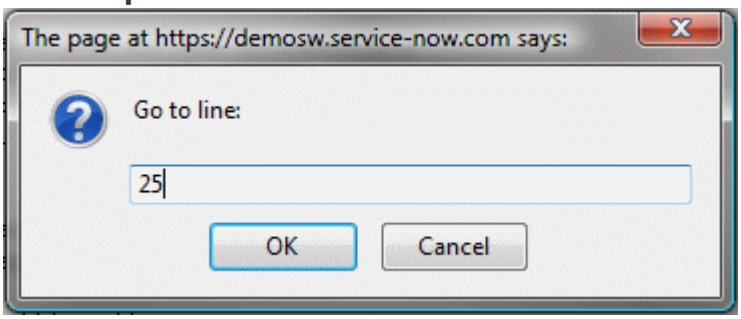
To locate the exact position of the error in a large script, click the **Go to line** icon.

This feature is particularly useful when you are encounter a syntax error in a log file rather than in the ServiceNow record itself. In this case, you can navigate to the record and search for errors by line number. In the dialog box that appears, enter the line number of an error, and then click **OK**. Your view moves to the site of the error, and the cursor marks the correct line and column.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: For this feature to function, you must disable the Syntax Editor.

Go to script error



Navigate to a line number

When the syntax editor is disabled, users can navigate to a specific line in the code using the Go to line icon ( ).

Before you begin
Disable the Syntax Editor.

Role required: admin

Procedure

1. Click the Go to line icon ( ).

   Note: This icon is not available when the editor is enabled.

2. Enter a number in the field and then press **Enter**.

HTML syntax editor

The HTML syntax editor provides support for editing HTML and Jelly scripts and defines what's rendered when the page is displayed. The HTML syntax editor can contain either static XHTML or dynamically generated content defined as Jelly, and can call script includes and UI Macros.

The syntax editor has these features.

- HTML and Jelly script support
- HTML and Jelly syntax coloring, indentation, line numbers, and automatic creation of closing braces and quotes
- Auto-suggestions for HTML and Jelly tags
- Script macros for common code shortcuts

HTML syntax editor

HTML XML

```
1  <?xml version="1.0" encoding="utf-8" ?>
2  <j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide" xmlns:j2="null" xmlns:g2="null">
3  <g:ui_form>
4      <input type="hidden" name="selection_result" id="selection_result" value=""/>
5      <input type="hidden" name="my_sys_id" id="my_sys_id" value="${RP.getWindowProperties().get('sys_id')}"/>
6      <div style="text-align:center;">
7        <div> ${gs.getMessage('Are you sure you want to close this interaction?')} </div><br/>
8        <br/>
9
10       <div align="right">
11         <g:dialog_buttons_ok_cancel ok_text="${gs.getMessage('Close')}" ok_title="${gs.getMessage('Close current
   interaction')}" ok="return actionOK();" cancel_text="${gs.getMessage('No')}" cancel_title="${gs.getMessage('Go back to
   record')}" cancel="return cancel();"/>
12       </div>
13     </div>
14 </g:ui_form>
15 </j:jelly>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HTML and Jelly editing functions

Icon	Keyboard shortcut	Name	Description
	N/A	Toggle syntax editor	Disables the syntax editor. Click the Toggle syntax editor icon ( ) again to enable the syntax editor.
	Cmd+/	Toggle comment	Comments the selected code.
	Cmd+E	Replace	Replaces the next occurrence of a text string in the script field. **1.** Click the Replace icon ( ), then enter the string to replace, and press#Enter. You can use regular expressions enclosed in slashes to define the string to replace. For example, the term `/a{3}/` locates `aaa`. **2.** Enter the replacement string and press#Enter.
	Cmd	Replace All	Replaces all occurrences of a text string in the script field. **1.** Click the Replace all icon ( ), then enter the string to replace and press#Enter. You can use regular expressions enclosed in slashes to define the string to replace. For example, the term `/a{3}/` locates `aaa`. **2.** Enter the replacement string and press#Enter.
	Cmd+F	Start Searching	Highlights all occurrences of a search term in the script field and locates the first occurrence. Click the Start searching icon ( ), then enter the search term and press Enter.
	Cmd+G	Find Next	Locates the next occurrence of the current search term in the script field. Click the Start searching icon ( ) to change the current search term.
	Cmd +Shift +G	Find Previous	Locates the previous occurrence of the current search term in the script field. Click the Start searching icon ( ) to change the current search term.
	Ctrl+M	Toggle Full Screen	Expands the script field to use the full form view for easier editing. Click the Toggle full screen icon ( ) again to return to standard form view. This feature is not available for Internet Explorer.
	Cmd+H	Help	Displays the keyboard shortcuts help screen.
	N/A	Save	Saves changes without leaving the current view. Click the Save icon ( ) in full screen mode to save without returning to standard form view.

Editing tips

- To insert a fixed space anywhere in your code, press Tab.
- To indent a single line of code, click in the leading white space of the line and then press Tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- To indent one or more lines of code, select the code and then press Tab. To decrease the indentation, press Shift+Tab.
- To remove one tab from the start of a line of code, click in the line and press Shift+Tab.

Code editor

The code editor provides support to use programming language services in a text editor and is used in scripts.

The code editor has these features for the supported language services and Inline scripts.

- Syntax coloring, indentation, line numbers, and automatic creation of closing braces and quotes
- Auto-suggestions and auto-completions

Code editor

Editing tips

- To insert a fixed space anywhere in your code, press Tab.
- To indent a single line of code, click in the leading white space of the line and then press Tab.
- To indent one or more lines of code, select the code and then press Tab. To decrease the indentation, press Shift+Tab.
- To remove one tab from the start of a line of code, click in the line and press Shift+Tab.
- To declare variables, use the `var` keyword so that they remain within the proper JavaScript scope.

Server-side scripting

Server scripts run on the server or database. They can change the appearance or behavior of ServiceNow or run as business rules when records and tables are accessed or modified.

Server-side Glide APIs (Application Programming Interfaces) provide classes and methods that you can use in scripts to perform server-side tasks.

Immediately invoked function expressions

The system uses immediately invoked function expressions when a script runs in a single context, such as in a Create a transform map. Functions that run from multiple contexts use Script includes instead.

By enclosing a script in an immediately invoked function expression, you can:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Ensure that the script does not impact other areas of the product, such as by overwriting global variables.
- Pass useful variables or objects as parameters.
- Identify function names in stack traces.
- Eliminate having to make separate function calls.

An immediately invoked function expression follows this format:

```
(function functionName(parameter){

  //The script you want to run

})('value');//Note the parenthesis indicating this function
 should run.
```

You can declare functions within the immediately invoked function expression. These inner functions are accessible only from within the immediately invoked function expression.

```
(function functionName(parameter){

  function helperFunction(parameter){//return some value}

  var value = helperFunction(parameter);//Valid function call.

  //perform any other script actions

})('value');

var value2 = helperFunction(parameter);//Invalid. This function
 is not accessible from outside the self-executing function.
```

Glide Server APIs

ServiceNow provides APIs for the Glide Server.

GlideAggregate

The `GlideAggregate` class is an extension of `GlideRecord` and allows database aggregation (COUNT, SUM, MIN, MAX, AVG) queries to be done. This can be helpful in creating customized reports or in calculations for calculated fields.

Note: This functionality requires a knowledge of JavaScript.

For additional information, refer to GlideAggregate API.

GlideAggregate examples

`GlideAggregate` is an extension of `GlideRecord` and its use is probably best shown through a series of examples.

Note: This functionality requires a knowledge of JavaScript.

Here is an example that simply gets a count of the number of records in a table:

```
var count = new GlideAggregate('incident');
count.addAggregate('COUNT');
count.query();
var incidents = 0;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
if(count.next())
   incidents = count.getAggregate('COUNT');
```

There is no query associated with the preceding example. If you want to get a count of the incidents that were open, simply add a query as is done with *GlideRecord*. Here is an example to get a count of the number of active incidents.

```
var count = new GlideAggregate('incident');
count.addQuery('active','true');
count.addAggregate('COUNT');
count.query();
var incidents = 0;
if(count.next())
   incidents = count.getAggregate('COUNT');
```

To get a count of all the open incidents by category the code is:

```
var count = new GlideAggregate('incident');
count.addQuery('active','true');
count.addAggregate('COUNT','category');
count.query();
while(count.next()){
  var category = count.category;
  var categoryCount = count.getAggregate('COUNT','category');
  gs.log("The are currently "+ categoryCount +" incidents with a
 category of "+ category);}
```

The output is:

```
*** Script: The are currently 1.0 incidents with a category of
Data
      *** Script: The are currently 11.0 incidents with a
category of Enhancement
      *** Script: The are currently 1.0 incidents with a
category of Implementation
      *** Script: The are currently 197.0 incidents with a
category of inquiry
      *** Script: The are currently 13.0 incidents with a
category of Issue
      *** Script: The are currently 1.0 incidents with a
category of
      *** Script: The are currently 47.0 incidents with a
category of request
```

The following is an example that uses multiple aggregations to see how many times records have been modified using the *MIN*, *MAX*, and *AVG* values.

```
var count = new GlideAggregate('incident');
count.addAggregate('MIN','sys_mod_count');
count.addAggregate('MAX','sys_mod_count');
count.addAggregate('AVG','sys_mod_count');
count.groupBy('category');
count.query();
while(count.next()){
  var min = count.getAggregate('MIN','sys_mod_count');
  var max = count.getAggregate('MAX','sys_mod_count');
  var avg = count.getAggregate('AVG','sys_mod_count');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var category = count.category.getDisplayValue();
  gs.log(category +" Update counts: MIN = "+ min +" MAX = "+ max
 +" AVG = "+ avg);}
```

The output is:

```
      *** Script: Data Import Update counts: MIN = 4.0 MAX =
 21.0 AVG = 9.3333
      *** Script: Enhancement Update counts: MIN = 1.0 MAX =
 44.0 AVG = 9.6711
      *** Script: Implementation Update counts: MIN = 4.0 MAX =
 8.0 AVG = 6.0
      *** Script: inquiry Update counts: MIN = 0.0 MAX = 60.0
 AVG = 5.9715
      *** Script: Inquiry / Help Update counts: MIN = 1.0 MAX =
 3.0 AVG = 2.0
      *** Script: Issue Update counts: MIN = 0.0 MAX = 63.0 AVG
 = 14.9459
      *** Script: Monitor Update counts: MIN = 0.0 MAX = 63.0
 AVG = 3.6561
      *** Script: request Update counts: MIN = 0.0 MAX = 53.0
 AVG = 5.0987
```

The following is a more complex example that shows how to compare activity from one month to the next.

```
var agg = new GlideAggregate('incident');
agg.addAggregate('count','category');
agg.orderByAggregate('count','category');
agg.orderBy('category');
agg.addQuery('opened_at','>=','javascript:gs.monthsAgoStart(2)
');
agg.addQuery('opened_at','<=','javascript:gs.monthsAgoEnd(2)');
agg.query();
while(agg.next()){
  var category = agg.category;
  var count = agg.getAggregate('count','category');
  var query = agg.getQuery();
  var agg2 = new GlideAggregate('incident');
  agg2.addAggregate('count','category');
  agg2.orderByAggregate('count','category');
  agg2.orderBy('category');

 agg2.addQuery('opened_at','>=','javascript:gs.monthsAgoStart(3)
');

 agg2.addQuery('opened_at','<=','javascript:gs.monthsAgoEnd(3)
');
  agg2.addEncodedQuery(query);
  agg2.query();
  var last ="";
  while(agg2.next()){
     last = agg2.getAggregate('count','category');}
  gs.log(category +": Last month:"+ count +" Previous Month:"+
 last);

}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The output is:

```
*** Script: Monitor: Last month:6866.0 Previous Month:4468.0
*** Script: inquiry: Last month:142.0 Previous Month:177.0
*** Script: request: Last month:105.0 Previous Month:26.0
*** Script: Issue: Last month:8.0 Previous Month:7.0
*** Script: Enhancement: Last month:5.0 Previous Month:5.0
*** Script: Implementation: Last month:1.0 Previous Month:0
```

The following is an example to obtain distinct count of a field on a group query.

```
var agg = new GlideAggregate('incident');
agg.addAggregate('count');
agg.addAggregate('count(distinct','category');
agg.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(2)');
agg.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(2)');
//
agg.groupBy('priority');
agg.query();
while (agg.next()) {
// Expected count of incidents and count of categories within
 each priority value (group)
  gs.info('Incidents in priority ' + agg.priority + ' = ' +
 agg.getAggregate('count') +
           ' (' + agg.getAggregate('count(distinct','category')
 + ' categories)');
}
```

The output is:

```
*** Script: Incidents in priority 1 = 13 (3 categories)
*** Script: Incidents in priority 2 = 10 (5 categories)
*** Script: Incidents in priority 3 = 5 (3 categories)
*** Script: Incidents in priority 4 = 22 (6 categories)
```

You can implement the SUM aggregate with or without the use of the *`groupBy()`* method. If you do not use the *`groupBy()`* method, the result of the SUM is the cumulative value for each different value of the field for which you request the SUM. For example, if you SUM the total_cost field in the Fixed Asset table, and the Fixed Asset table contains 12 total records:

- Three records with a total_cost of $12
- Four records with a total_cost of $10
- Five records with a total_cost of $5

When you SUM the record set, the *`getAggregate()`* method returns three different sums: $36, $40, and $25.

The following code illustrates implementing the SUM aggregate without using the *`groupBy()`* method:

```
var totalCostSum = new GlideAggregate('fixed_asset');
totalCostSum.addAggregate('SUM', 'total_cost');
totalCostSum.query();

while (totalCostSum.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var allTotalCost = 0;
  allTotalCost = totalCostSum.getAggregate('SUM', 'total_cost');
  aTotalCost = totalCostSum.getValue('total_cost');
  gs.print('Unique field value: ' + aTotalCost + ', SUM = ' +
 allTotalCost + ', ' + allTotalCost/aTotalCost + ' records');
}
```

The output for this example is:

```
*** Script: Unique field value: 12, SUM = 36, 3 records
*** Script: Unique field value: 10, SUM = 40, 4 records
*** Script: Unique field value: 5, SUM = 25, 5 records
```

Using the same data points as the prior example, if you use the *groupBy()* method, the SUM aggregate returns the sum of all values for the specified field.

The following example illustrates implementing the SUM aggregate using the *groupBy()* method:

```
var totalCostSum = new GlideAggregate('fixed_asset');
totalCostSum.addAggregate('SUM', 'total_cost');
totalCostSum.groupBy('total_cost');
totalCostSum.query();
if(totalCostSum.next()){  // in case there is no result
   var allTotalCost = 0;
   allTotalCost = totalCostSum.getAggregate('SUM',
 'total_cost');
   gs.print('SUM of total_cost: = ' + allTotalCost);
}
```

The output for this example is:

```
*** Script: SUM of total_cost: 101
```

GlideRecord

GlideRecord is a special Java class (*GlideRecord.java*) that can be used in JavaScript exactly as if it was a native JavaScript class.

GlideRecord:

- is used for database operations instead of writing SQL queries.
- is an object that contains zero or more records from one table. Another way to say this is that a GlideRecord is an ordered list.

A GlideRecord contains both records (rows) and fields (columns). The field names are the same as the underlying database column names. For additional information, refer to GlideRecord - Scoped.

Note: Use of `gs.sql())` scripting syntax was discontinued in Geneva. Use standard *GlideRecord* syntax in its place.

Using GlideRecordSecure

GlideRecordSecure is a class inherited from *GlideRecord* that performs the same functions as *GlideRecord*, and also enforces ACLs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Non-writable fields

Be aware that, when using *GlideRecordSecure*, non-writable fields are set to NULL when trying to write to the database. By default, *canCreate()* on the column is replaced with *canWrite()* on the column. If that returns false, the column value is set to NULL.

Getting the object type

You can check if an object type is ScopedGlideRecordSecure by calling the *toString()* method.

Checking the returned GlideRecord real type

The current object can be passed as *ScopedGlideRecordSecure*. In most cases, you can call *current.toString()* to return the current object type.

The following line returns `[object ScopedGlideRecordSecure]` for a *ScopedGlideRecordSecure* object:

```
gs.info(current.toString());
```

If the returned object type is different than expected

Calling a scoped function that returns a GlideRecord object as its type returns different results depending on the scope it's called from.

- Calling the scoped function within application scope returns the expected object type of `GlideRecord` or `GlideRecordSecure`.
- Calling the scoped function within global scope returns the object type is `ScopedGlideRecord` or `ScopedGlideRecordSecure`.

Checking for NULL values

If an element cannot be read because an ACL restricts access, a NULL value is created in memory for that record. With GlideRecord, you must explicitly check for any ACLs that might restrict read access to the record. To do so, an if statement such as the following is required to check if the record can be read:

```
if ( !grs.canRead() ) continue;
```

With *GlideRecordSecure*, you do not need to explicitly check for read access using *canRead()*. Instead, you can use *next()* by itself to move to the next record. The following example provides a comparison between *GlideRecord* and *GlideRecordSecure*.

```
var count  = 0;
var now_GR  = new GlideRecord('mytable');
now_GR. query();
while (now_GR. next()) {
    if (!now_GR. canRead()) continue;
    if (!now_GR. canWrite()) continue;
    if (!now_GR. val. canRead() || !now_GR. val. canWrite())
        now_GR. val = null;
    else
        now_GR. val = "val-" + now_GR. id;
    if (now_GR. update())
        count ++;
}
```

```
var count  = 0;
var grs  = new GlideRecordSecure('mytable');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
grs. query();
while (grs. next()) {
    grs. val = "val-" + grs. id;
    if (grs. update())
        count ++;
}
```

Examples

These are two simple examples using *GlideRecordSecure*.

```
var att  = new GlideRecordSecure('sys_attachment');
att. get('$[sys_attachment.sys_id]');
var sm  = GlideSecurityManager.get();
var checkMe  = 'record/sys_attachment/delete';
var canDelete  = sm.hasRightsTo(checkMe,att);
gs. log('canDelete: ' + canDelete);
canDelete;
```

```
var grs = new GlideRecordSecure('task_ci');
grs.addQuery();
grs.query();
var count  = grs. getRowCount();
if (count  > 0 ) {
    var allocation  = parseInt(10000/count) / 100;
    while (grs.next()) {
      grs.u_allocation = allocation;
      grs.update();
    }
}
```

GlideSystem

The *GlideSystem* API provides methods for retrieving information.

The *GlideSystem* (referred to by the variable name '*gs*' in business rules) provides a number of convenient methods to get information about the system, the current logged in user, etc. For example, the method *addInfoMessage()* permits communication with the user.

```
 gs.addInfoMessage('Email address added for notification');
```

Many of the *GlideSystem* methods facilitate the easy inclusion of dates in query ranges and are most often used in filters and reporting.

For additional information, see GlideSystem.

GlideDateTime

The *GlideDateTime* class provides methods for performing operations on *GlideDateTime* objects, such as instantiating *GlideDateTime* objects or working with *glide_date_time* fields.

In addition to the instantiation methods described below, a GlideDateTime object can be instantiated from a *glide_date_time* field using the *getGlideObject()* method (for example, `var gdt = gr.my_datetime_field.getGlideObject();`).

Some methods use the Java Virtual Machine time zone when retrieving or modifying a date and time value. Using these methods may result in unexpected behavior. Use equivalent local time and UTC methods whenever possible.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDate and GlideDateTime examples

The *GlideDate* and *GlideDateTime* APIs are used to manipulate date and time values.

Note: This functionality requires a knowledge of JavaScript.

For additional information, refer to GlideDate API and GlideDateTime API.

You can create a *GlideDateTime* object from a *GlideDate* object by passing in the *GlideDate* object as a parameter to the *GlideDateTime* constructor. By default, the *GlideDateTime* object is expressed in the internal format, yyyy-MM-dd HH:mm:ss and the system time zone UTC.

```
var gDate = new GlideDate();
gDate.setValue('2015-01-01');
gs.info(gDate);

var gDT = new GlideDateTime(gDate);
gs.info(gDT);
```

Output:

```
2015-01-01
2015-01-01 00:00:00
```

See also Modify a GlideDateTime field value.

Set a duration field value in script

Examples of JavaScript that can be used to set the value of a duration field.

Note: Negative duration values are not supported.

Using the GlideDateTime.subtract() method

The *subtract(GlideDateTime start, GlideDateTime end)* method in GlideDateTime enables you to set the duration value using a given start date/time and end date/time. An example on how to set the duration for the time a task was opened is:

```
var duration = GlideDateTime.subtract(start, end);
```

If you want to work with the value returned as a number to use in date or duration arithmetic, convert the return to milliseconds:

```
var time = GlideDateTime.subtract(start,end).getNumericValue();
```

If you want to set a duration to the amount of time between some event and the current date/time:

```
<duration_field> = GlideDateTime.subtract(new
 GlideDateTime(<start_time>.getValue()),gs.nowDateTime());
```

The time values presented to *GlideDateTime.subtract* are expected to be in the user's time zone and in the user's format.

Setting a default value of a duration field

Setting the default value for a duration field is similar to the method used in the previous topic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setting the duration field value in a client script

This script sets a *duration_field* value in a client script. Replace *duration_field* with the field name from your instance.

```
g_form.setValue('<duration_field>','11 01:02:03');
```

Calculating and setting a duration using a client script

Here is an example of how to return a value and populate it using a client script.

Create an `onChange` client script that includes the following code. You can modify this script if you need the calculation to happen in an `onLoad` script or some other way.

```
function onChange(control, oldValue, newValue, isLoading){
var strt = g_form.getValue('<start_field>');
var end = g_form.getValue('<end_field>');
var ajax = new GlideAjax('AjaxDurCalc');
  ajax.addParam('sysparm_name','durCalc');
  ajax.addParam('sysparm_strt',strt);
  ajax.addParam('sysparm_end',end);
  ajax.getXMLWait();
  var answer = ajax.getAnswer();
  g_form.setValue('<duration_field>', answer);}
```

Create a system script include file called *AjaxDurCalc* that handles the request. It may be reused for other functions as well.

```
var AjaxDurCalc = Class.create();
AjaxDurCalc.prototype =
 Object.extendsObject(AbstractAjaxProcessor,{
 durCalc:function(){return
 GlideDuration.subtract(this.getParameter('sysparm_strt'),this.g
etParameter('sysparm_end'));}});
```

Changing the duration field value

If you manipulate a duration value with addition/subtraction of some amount of time, use the functions that allow you to get and set the numeric value of the duration. A unit of measure for a duration numeric value is milliseconds. The following is an example that adds 11 seconds to the *duration* field in the current record.

```
var timems = current.duration.dateNumericValue();
timems = timems + 11*1000;
current.duration.setDateNumericValue(timems);
```

Formatting the Resolve Time

To format the **Resolve Time** or the **Business Resolve Time** fields as durations, which displays them as a duration instead of a large integer, add the following attribute to those fields:

```
format=glide_duration
```

Modify the dictionary entry for the field and add the attribute. If there is an existing attribute, separate multiple attributes with commas.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setting the maximum unit of measurement

The *max_unit* dictionary attribute defines the maximum unit of time used in a duration. For example, if `max_unit=minutes`, a duration of 3 hours 5 minutes 15 seconds appears as 185 minutes 15 seconds. To set the maximum unit of duration measurement, add the following dictionary attribute to the *duration* field:

```
max_unit=<unit>
```

Date and time format guidelines

You can specify a date format with a sequence of specific date and time pattern strings. A pattern string consists of one or more uppercase and lowercase letters from A to Z. Any text within quotation marks is ignored and is instead copied into the date output.

String	Description	Output Format	Example
G	Era designator	Text	AD
y	Year	Year	2019; 19
Y	Week in year	Year	2019; 19
M	Month in year (within date)	Month	July; Jul; 07
L	Month in year (standalone value)	Month	July; Jul; 07
w	Week in year	Number	52
W	Week in month	Number	1
D	Day in year	Number	365
d	Day in month	Number	2
F	Day of week in month	Number	3
E	Day name in week	Text	Wednesday; Wed
u	Day number of week	Number	3
a	a.m. or p.m.	Text	p.m.
H	Hour in day from 0 through 23	Number	0
k	Hour in day from 1 through 24	Number	24
K	Hour in a.m. or p.m. from 0 through 11	Number	0
h	Hour in a.m. or p.m. from 1 through 12	Number	12
m	Minute in hour	Number	59
s	Second in minute	Number	1
S	Millisecond	Number	500
z	Time zone in default format	Time zone in default format	Pacific Standard Time; PST
Z	Time zone in RFC 822 format	Time zone in RFC 822 format	-0800
X	Time zone in ISO 8601 format	Time zone in ISO 8601 format	-08; -0800; -08:00

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Classic Business rules

A business rule is a server-side script that runs when a record is displayed, inserted, updated, or deleted, or when a table is queried.

Business rules are scripts that run when certain server-side conditions are met. Business rule conditions include when to run a business rule in relation to a database operation, and what record operations the business rule applies to. There are other scripting options available on the platform for client-side conditions, such as client scripts and UI actions.

Note: Business rules are a classic automation solution that rely on scripting. Use Workflow Studio for any new process automation to create automations that are easier to extend, reuse, understand, and upgrade. As many organizations have business rules in production, use this documentation to learn how to work with existing business rules.

How business rules work

To configure business rules, you first need to determine when the business rule should run and what action it should take.

When business rules run

Business rules run based on two sets of criteria.

- When to run the business rule in relation to a database operation.
- What record operation the business rule applies to.

The following options are provided to determine when the business rule should run.

When the business rule should run

Option	When the rule runs
Before	After the user submits the form but before any action is taken on the record in the database.
After	After the user submits the form and after any action is taken on the record in the database.
Async	After the user submits the form and after the scheduler runs the scheduled job created from the business rule. The system creates a scheduled job from the business rule after the user submits the form but before any action is taken on the record in the database. **Note:** Newly created business rules will run during upgrades. If a record has an asynchronous business rule that makes decisions based on the data in the record, multiple updates to the record in quick succession can cause the business rule to execute out of order or incorrectly. If multiple async business rules update the same record, the updates performed by one script could be overwritten by another script or made in an unexpected sequence because the order of execution isn't guaranteed. You can use the After option for business rules or System Events as an alternative in these situations.
Display	Before the form is presented to the user, just after the data is read from the database.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

- Asynchronous business rules do not have access to the previous version of a record. Therefore, the `changes()`, `changesTo()`, and `changesFrom()` `GlideElement` methods do not work with async rule script. However, the condition builder and condition field (advanced view) both support the `changes()`, `changesTo()`, and `changesFrom()` methods.
- Business rules do not honor ACLs until you want them to be honored. For more information, see Relationship between Business Rules and Access Control Rules (ACLs)

The following options are provided to determine what record operations the business rule applies to.

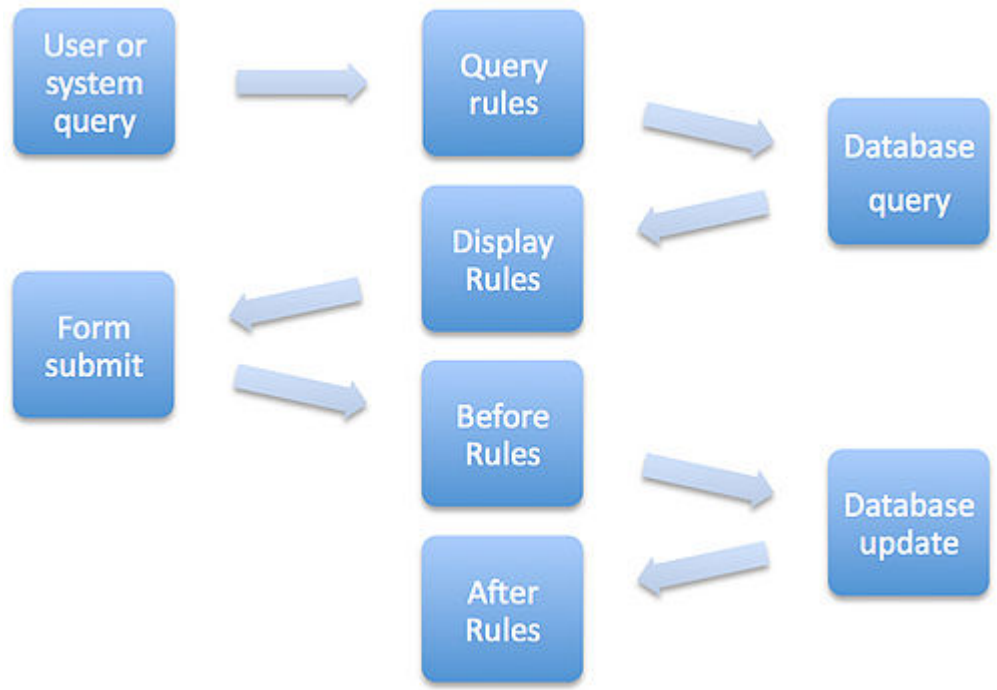
What record operation the business rule applies to

Option	When the rule runs
Insert	When the user creates a new record and the system inserts it into the database.
Update	When the user modifies an existing record.
Query	When the user queries for a record or list of records. Typically you should use the query operation for before business rules. Only query business rules on the table queried are executed—not query business rules on the tables of reference fields.
Delete	When the user deletes a record.

Note: Business rules only run record operations when called from the GlideRecord API. Some applications intentionally bypass business rule processing to perform record operations directly. In addition, business rules ignore API calls run with the setWorkflow() method set to false.

This image shows when different types of business rules run:

Business rule processing flow



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Business rules apply consistently to records regardless of whether they are accessed through forms, lists, or web services. This is one major difference between business rules and client scripts, which apply only when the form is edited.

Business rule actions

Business rules can perform a variety of actions. Common types of actions are:

- Changing field values on a form that the user is updating. Field values can be set to specific values available for that field, values copied from other fields, and relative values determined by the user's role.
- Displaying information messages to the user.
- Changing values of child tasks based on changes to parent tasks.
- Preventing users from accessing or modifying certain fields on a form.
- Aborting the current database transaction. For example, if certain conditions are met, prevent the user from saving the record in the database.

Administrators can set field values, create information messages, and abort transactions without writing a script.

Prevent recursive business rules

Avoid using `current.update()` in a business rule script. The `update()` method triggers business rules to run on the same table for insert and update operations, leading to a business rule calling itself over and over. Changes made in before business rules are automatically saved when all before business rules are complete, and after business rules are best used for updating related, not current, objects. When a recursive business rule is detected, the system stops it and logs the error in the system log. However, `current.update()` causes system performance issues and is never necessary.

You can prevent recursive business rules by using the `setWorkflow()` method with the false parameter. The combination of the `update()` and `setWorkflow()` methods is only recommended in special circumstances where the normal before and after guidelines mentioned above don't meet your requirements.

Business rules in scoped applications

Every business rule is assigned to either a private application scope or to the global scope.

The types of business rules you can create and how you can access those rules varies depending on the scope of the business rule and the scope of the table it runs on.

Note: The term global can refer to two different aspects of a business rule: the table it runs on and the scope it runs in. Business rules can either run on specific tables or be global. In addition, they can be in the global scope or in a private application scope.

Business rules on specific tables

Most business rules run on a specific table, which is defined in the **Table** field. You can create business rules on tables in the same scope and on tables that allow configuration records from another application scope.

For tables that are in a different scope than the business rule record, the types of rules are limited.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- You can create a rule where **When is async** with any of the following options:
  - **Insert**, **Update**, and **Delete** database operations. You cannot select **Query**.
  - **Set field values** actions and scripts (the **Script** field).
- You can create a rule where When is before with any of the following options:
  - **Insert**, **Update**, and **Delete** database operations. You cannot select **Query**.
  - **Set field values** actions only. You cannot write scripts and you cannot abort the database transaction.
- You cannot create any other types of business rules on tables in a different scope.

Business rules on specific tables cannot be accessed by other business rules or scripts.

Global business rules

Warning: Consider using script includes instead of global business rules. Script includes load only on request while global business rules load on every page in the system.

Global business rules are business rules where the **Table** field is set to **Global**. Global business rules may be accessible on multiple tables and from other scripts, depending on their scope protection. For a global business rule, define the scope protection by setting the **Accessible from** field:

- **This application scope only**: prevents applications in a different scope than the business rule from calling this business rule.
- **All application scopes**: allows any application to call this business rule.

Note: Global business rules do not support domain separation.

Scripts in scoped business rules

When you write a script in a business rule, you can access:

- Any script includes and global business rules in the same scope as the business rule.
- Script includes and global business rules that allow applications in a different scope to call them. To call functions from another scope, you must specify the scope of the function.
- For business rules in a unique scope, you can access the scoped system APIs only.

Create a business rule

You can create any type of business rule to run when a record is displayed, inserted, updated, or deleted, or when a table is queried.

About this task

Note: These instructions and examples provide general guidance for how to implement this functionality. For help with unique use cases, refer to the Developer Community Forum, where you can ask questions, interact with other developers, and search for existing solutions.

Procedure

1. Navigate to **All** > **System Definition** > **Business Rules**.
2. Click **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Fill in the fields, as appropriate.

Note: You might need to configure the form to see all fields.

Business Rule fields

Field	Description
Name	Enter a name for the business rule.
Table	Select the table that the business rule runs on. **Note:** The list shows only tables and database views that meet the scope protections for business rules. Business rules defined for a database view can run only on **Query**. A business rule for a database view cannot run on insert, update, or delete.
Application	Application that contains this business rule.
Accessible from	Scope protection for a global business rule. **Note:** This field is visible only when the **Table** field is set to **Global**. It does not apply to rules that run on specific tables.
Active	Select this check box to enable the business rule.
Advanced	Select this check box to see the advanced version of the form.
When to run	
When	[Advanced] Select when this business rule should execute: **display**, **before**, **async**, or **after** the database operation is complete. **Note:** Consider setting the **Order** for **async** business rules as the system uses this value when creating the associated scheduled job. Newly created **async** business rules run automatically on upgrade. Existing **async** business rules can be migrated to use the new async behavior.
Order	[Advanced] Enter a number indicating the sequence in which this business rule should run. If there are multiple rules on a particular activity, the rules run in the order specified here, from lowest to highest.
Insert	Select this check box to execute the business rule when a record is inserted into the database.
Update	Select this check box to execute the business rule when a record is update.
Delete	[Advanced] Select this check box to execute the business rule when a record is deleted from the database.
Query	[Advanced] Select this check box to execute the business rule when a table is queried.
Filter Conditions	Use the condition builder to determine when the business rule should run based on the field values in the selected Table. If you select the **Advanced** option, you can also use the **Condition** field to build a condition with a script. Conditions defined with the **Filter Conditions** field and advanced **Conditions** field are evaluated at the same time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: Filters based on string compares are case-sensitive.
Role Conditions	Select the roles that users who are modifying records in the table must have for this business rule to run.
Actions	
Set field values	Set values for fields in the selected Table using the choice lists: ○ The field ○ The assignment operator: ▪ **To:** An exact value ▪ **Same as:** The value of another field ▪ **To (dynamic):** A value relative to the user configuring the business rule or a user with a specific role ○ The value
Add message	Select this check box and enter a message that appears when this business rule is run
Abort action	Select this check box to abort the current database transaction. For example, on a before insert business rule, if the conditions are met, do not insert the record into the database. If you select this option, you cannot perform additional actions on the record, such as setting field values and running scripts. You can still display a message to users by selecting the **Add message** check box and composing the message.
Advanced	
Condition	Create a JavaScript conditional statement to specify when the business rule should run. By adding the condition statement to this field, you tell the system to evaluate the condition separately and run the business rule only if the condition is true. If you decide to include the condition statement in the **Script** field or the **Filter Conditions** field, leave this field blank. Conditions defined with the **Filter Conditions** field and advanced **Conditions** field are evaluated at the same time. To have the instance reevaluate the condition statement a second time before running an async business rule, add the system property *glide.businessrule.async_condition_check* and set the value to true.
Script	[Advanced] Create a script that runs when the defined condition is true. ○ onAfter ○ onAsync ○ onBefore ○ onDisplay For more information and examples, see Example business rule scripts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Related list: Versions	
Versions	Shows all versions of the business rule. Use this list to compare versions or to revert to a previous version.

4. Click **Submit**.

Trouble?
If you run into issues with your business rule, see the Business Rule FAQ [KB0965707] article in the Now Support Knowledge Base.

Global variables in business rules

Predefined global variables are available for use in business rules.

Use the following predefined global variables to reference the system in a business rule script.

Global variable	Description
current	Current state of the record being referenced. See "Prevent null pointer exceptions" below to check for nulls before using this variable.
previous	State of the referenced record prior to any updates made during the execution context, where the execution context begins with the first update or delete operation and ends after the script and any referenced business rules are executed. If multiple updates are made to the record within one execution context, *previous* will continue to hold the state of the record before the first update or delete operation. Available on update and delete operations only. Not available on async operations. See "Prevent null pointer exceptions" below to check for nulls before using this variable.
g_scratchpad	Scratchpad object is available on display rules, and is used to pass information to the client to be accessed from client scripts.
gs	References to GlideSystem functions.

The variables *current*, *previous*, and *g_scratchpad* are global across all business rules that run for a transaction.

Prevent null pointer exceptions

In some cases, there may not be a *current* or *previous* state for the record when a business rule runs, which means that the variables will be null. To check for null before using a variable, add the following code to your business rule:

```
if (current == null) // to prevent null pointer exceptions.
return;
```

Define variables

User-defined variables are globally scoped by default. If a new variable is declared in an order 100 business rule, the business rule that runs next at order 200 also has access to the variable. This may introduce unexpected behavior.

To prevent such unexpected behavior, always wrap your code in a function. This protects your variables from conflicting with system variables or global variables in other business rules that

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

are not wrapped in a function. Additionally, variables such as *current* must be available when a function is invoked in order to be used.

The following script is vulnerable to conflicts with other code. If the variable *now_GR* is used in other rules, the value of the variable may unexpectedly change.

```
var now_GR = new GlideRecord('incident');
now_GR.query();
while(now_GR.next()) {

   //do something

}
```

When this script is wrapped in a function, the variable is available only within the function and does not conflict with other functions using a variable named *now_GR*.

```
myFunction();

function myFunction() {
  var now_GR = new GlideRecord('incident');
  now_GR.query();
  while(now_GR.next()) {
    //do something
} }
```

Use business rules and client scripts to control field values

Implement both business rules and client scripts for a field to enable users to set record values properly using both forms and lists, and to see immediate changes to the values in forms as edits are made.

The problem with using only a client script or a business rule to control updates to a field is that fields can be changed on either a form or a list. Client scripts and UI policies run on forms only (client-side) and do not apply to list editing. Allowing list editing with client scripts running on fields in a form can result in incorrect data being saved to the record. For systems in which client scripts or UI policies apply to forms, either disable list editing or create appropriate business rules or access control to control the setting of values in the list editor. A side effect of this is that security measures implemented in client scripts are easy to circumvent. The user only needs to edit the field in a list.

Business rules on a form are not dynamic, the user must update the record for the change to be seen. This makes using client scripts the preferred method for controlling field values on forms.

When using both a business rule and client script to control field values, the update behavior is the same across the system. This means that updated values are not different depending on whether a list of form is used to make the change. This means that the same functionality must be implemented twice, once in a client script and once in a business rule or access control.

Example: Use a business rule to create email addresses during user record import

An organization has a client script that sets the email address for a user to `first.last@company.com`. Administrators do this so they can see the email address immediately when they enter the user's information. The administrator then performs a bulk import of users from a spreadsheet containing the users' first and last names. The expectation is that each user's email address will be set automatically, as they are when they edit the form. Since the client script runs only on the form (the interface to the record), it has no effect on data imported into the record from outside that interface, and no email addresses are created. To

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

solve this problem, the administrator implements a business rule that runs when the import occurs and creates the email addresses.

Example: Prevent list edit for a field that is not editable in the form

An organization wants to hide the **Priority** field on an incident form if the assignment group is **Development**. They create a UI policy on the incident form to do this, but their users can still see and edit the **Priority** field using the list editor. To rectify this, apply an access control to prevent read access to the **Priority** field when the assignment group is **Development**.

Using NULL as a field value

The string NULL has a particular role in scripts and is a reserved word.

The reserved word is NULL in all capital letters. A field with the value **Null** or **null**, for example, is acceptable. Only use NULL to clear out a particular field.

Any NULL field values obtained from an import set data source are inserted into the staging table as empty field values. You should not use the term NULL as a field value in import set transform maps or anywhere in the **First name** or **Last name** fields. Also, do not use NULL in reference fields as the system interprets the value as a string containing the word NULL, not as a reserved word.

Display business-rules

Display rules are processed when a user requests a record form.

The data is read from the database, display rules are executed, and the form is presented to the user. The current object is available and represents the record retrieved from the database. Any field changes are temporary since they are not yet submitted to the database. To the client, the form values appear to be the values from the database; there is no indication that the values were modified from a display rule. This is a similar concept to calculated fields.

The primary objective of display rules is to use a shared scratchpad object, *g_scratchpad*, which is also sent to the client as part of the form. This can be useful when you need to build client scripts that require server data that is not typically part of the record being displayed. In most cases, this would require a client script making a call back to the server. If the data can be determined prior to the form being displayed, it is more efficient to provide the data to the client on the initial load. The form scratchpad object is an empty object by default, and used only to store name:value pairs of data.

To populate the form scratchpad with data from a display rule:

```
// From display business rule
g_scratchpad.someName = "someValue";
g_scratchpad.anotherName = "anotherValue";

// If you want the client to have access to record fields not
 being displayed on the form
g_scratchpad.created_by = current.sys_created_by;

// These are simple examples, in most cases you will probably
 perform some other
// queries to test or get data
```

To access the form scratchpad data from a client script:

```
// From client script
if(g_scratchpad.someName == "someValue") {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  //do something special
}
```

Task Active State Management business rule

This business rule determines whether the active field value needs to change based on changes to the **State** field.

The Task Active State Management business rule is executed when the **State** is changed for a task record. Its execution order is 50, and it runs before most other task business rules.

If the current task table has the *close_states* attribute defined on its table, or if it is inherited from a higher-level table, then the rule determines whether the active field needs to change. This is done by comparing the previous and current state values.

- If the state changes from an active state to an inactive state, the **Active** field is set to false.
- If the state changes from an inactive state to an active state, the **Active** field is set to true, effectively re-activating or re-opening the task.

It is recommended that you leverage the *(current.active.changesTo([true/false])* action in your business rule, as opposed to creating rules on each task table that mark tasks as inactive or active.

Example business rule scripts

Find an example business rule script that helps you with a requirement of your organization.

Note: These instructions and examples provide general guidance for how to implement this functionality. For help with unique use cases, refer to the Developer Community Forum, where you can ask questions, interact with other developers, and search for existing solutions.

Compare date fields in a business rule

It is possible to compare two date fields or two date and time fields in a business rule, and abort a record insert or update if they are not correct.

For example, you may want a start date to be before an end date. The following is an example script:

```
if ((!current.u_date1.nil()) && (!current.u_date2.nil())) {
  var start =
 current.u_date1.getGlideObject().getNumericValue();
  var end = current.u_date2.getGlideObject().getNumericValue();
  if (start > end) {
    gs.addInfoMessage('start must be before end');
    current.u_date1.setError('start must be before end') ;
    current.setAbortAction(true);
 } }
```

This example has been tested in global scripts, and may need changes to work in scoped scripts. In addition to possibly needing API changes, security is more strict in scoped scripts.

As a good practice, make the business rule a before rule for insert and update actions. In the example script:

- *u_date1* and *u_date2* are the names of the two date fields. Replace these names with your own field names.
- The first line checks that both fields actually have a value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The next two lines create variables that have the dates' numerical values.
- The next two lines create different alert messages for the end user: one at the top of the form and one by the *u_date1* field in the form.
- The last line aborts the insert or update if the date fields are not correct.

Here is a more complex example of the above comparison. If you have more than one pair of start and end dates, you can use arrays as shown. Additionally, this script requires the input dates to be within a certain range, in this case, no fewer than 30 days in the past and no more than 365 days in the future.

```
// Enter all start and end date fields you wish to check, as
 well as the previous values
// Make sure that you keep the placement in the sequence the
 same for all pairs
var startDate = new
 Array(current.start_date,current.work_start);
var prevStartDate = new
 Array(previous.start_date,previous.work_start);
var endDate = new Array(current.end_date,current.work_end);
var prevEndDate = new
 Array(previous.end_date,previous.work_end);

// The text string below is added to the front of ' start must
 be before end'
var userAlert = new Array('Planned','Work');

// Set the number of Previous Days you want to check
var pd = 30;
// Set the number of Future Days you want to check
var fd = 365;

// You shouldn't have to modify anything below this line

var nowdt = new GlideDateTime();
nowdt.setDisplayValue(gs.nowDateTime());
var nowMs = nowdt.getNumericValue();
var pdms = nowMs;

// Subtract the product of previous days to get value in
 milliseconds
pdms -= pd * 24 * 60 * 60 * 1000;
var fdms = nowMs;

// Add the product of future days to get value in miliseconds
fdms += fd * 24 * 60 * 60 * 1000;
var badDate = false;

 // Iterate through all start and end date / time fields
for (x = 0; x < startDate.length; x ++) {
  if ((!startDate[x].nil()) && (!endDate[x].nil())) {
    var start = startDate[x].getGlideObject().getNumericValue();
    var end = endDate[x].getGlideObject().getNumericValue();
    if (start > end) {
      gs.addInfoMessage(userAlert[x] + ' start must be before
 end');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      startDate[x].setError(userAlert[x] + ' start must be
 before end');
      badDate = true; }
    else if ((prevStartDate[x]) != (startDate[x])) {
      if (start < pdms) {
         gs.addInfoMessage(userAlert[x] + ' start must be fewer
 than ' + pd + ' days ago');
         startDate[x].setError(userAlert[x] + ' start must be
 fewer than ' + pd  + ' days ago');
         badDate = true; } }
    else if ((prevEndDate[x]) != (endDate[x])) {
      if (end > fdms) {
         gs.addInfoMessage(userAlert[x] + ' end must be fewer
 than ' + fd + ' days ahead');
         endDate[x].setError(userAlert[x] + ' end must be fewer
 than ' + fd + ' days ahead');
         badDate  = true ;
} } } }
if (badDate == true ) {
  current. setAbortAction ( true ) ; }
```

Parse XML payloads

Fields in XML format can be parsed with the system's *getXMLText* function.

Fields that get inserted into the database in XML format, such as the payload of an `ecc_event` row, can be parsed with the system's *getXMLText* function. The *getXMLText* function takes a string and an XPATH expression. For example:

```
var name = gs.getXMLText("<name>joe</name>", "//name");
```

returns the string 'joe'.

Assuming that the field "payload" contains XML, the function call might look like:

```
var name = gs.getXMLText(current.payload, "//name");
```

For information on XPATH, visit w3schools.

Abort a database action in a before business-rule

In a before business rule script, you can cancel or abort the current database action using the *setAbortAction()* method.

For example, if the before business rule is executed during an insert action, and you have a condition in the script that calls `current.setAbortAction(true)`, the new record stored in current is not created in the database. The business rule continues to run after calling *setAbortAction()* and all subsequent business rules will execute normally. Calling this method only prevents the database action on current object from occurring.

You can use the *isActionAborted()* method to determine if the current database action (insert, update, delete) is going to be aborted. *isActionAborted()* is initialized for new threads and the *next()* method explicitly sets its value to false.

Note: *setAbortAction()* can only be executed from the same scope as the record whose action is being aborted. `current.setAbortAction` is not honored if executed in a business rule that is defined in a different scope.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Determine the operation that triggered the business rule

You can write a script for a business rule that is triggered on more than one database action.

If you want the business rule script to dynamically branch depending on the action that triggered the event, you can use the *operation()* function. For example:

```
if(current.operation() == "update") {
  current.updates ++; }
  if(current.operation() == "insert") {
    current.updates = 0; }
```

Use an OR condition in a business rule

An **OR** condition can be added to any query part within a business rule.

An **OR** condition can be added to any query part within a business rule with the *addOrCondition()* method. The example below shows a query for finding all the incidents that have either a 1 or a 2 priority. The first *addQuery()* condition is defined as a variable and is used in the **OR** condition.

```
var inc = new GlideRecord('incident');
var qc = inc.addQuery('priority','1');
qc.addOrCondition('priority','2');
inc.query();
while(inc.next()) {
  // processing for the incident goes here
}
```

The following script is a more complex example, using two query condition variables doing the equivalent of `(priority = 1 OR priority = 2) AND (impact = 2 OR impact = 3)`. The results of the **OR** condition are run with two variables, *qc1* and *qc2*. This allows you to manipulate the query condition object later in the script, such as inside an `IF` condition or `WHILE` loop.

```
var inc = new GlideRecord('incident');
var qc1 = inc.addQuery('priority','1');
qc1.addOrCondition('priority','2');
var qc2 = inc.addQuery('impact','2');
qc2.addOrCondition('impact','3');
inc.query();
while(inc.next()) {
  // processing for the incident goes here
}
```

Reference a Glide list from a business rule

A field defined as a glide list is an array of values stored in a single field.

Here are some examples of how to process a glide_list field when writing business rules. Generally a glide_list field contains a list of reference values to other tables.

Examples

For example, the **Watch list** field within tasks is a glide_list containing references to user records.

The code below shows how to reference the field.

```
// list will contain a series of reference (sys_id) values
 separated by a comma
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// array will be a javascript array of reference values
var list = current.watch_list.toString();
var array = list.split(",");
for (var i=0; i < array.length; i++) {
   gs.print("Reference value is: " + array[i]);
}
```

Output:

```
*** Script: Reference value is: 62826bf03710200044e0bfc8bcbe5df1
*** Script: Reference value is: c2826bf03710200044e0bfc8bcbe5d45
*** Script: Reference value is: 5f74e421c0a8010e01ec0d74a7ee2cc6
*** Script: Reference value is: 06826bf03710200044e0bfc8bcbe5d57
```

You can also get the display values associated with the reference values by using the *getDisplayValue()* method as shown below.

```
// list will contain a series of display values separated by a
 comma
// array will be a javascript array of display values
var list = current.watch_list.getDisplayValue();
var array = list.split(",");
for (var i=0; i < array.length; i++) {
   gs.print("Display value is: " + array[i]);
}
```

Output:

```
*** Script: Display value is: Abel Tuter
*** Script: Display value is:  Ashley Leonesio
*** Script: Display value is:  Charles Beckley
*** Script: Display value is:  Cherie Fuhri
```

Use indexOf("searchString") to find a string in a Glide list

Use *indexOf*("*searchString*") to return the location of the string passed into the method if the glide list field, such as a Watch list, has at least one value in it.

If the field is empty, it returns `undefined`. To avoid returning an undefined value, do any of the following:

- Force the field to a string, such as: *watch_list.toString().indexOf*("*searchString*")
- Check for an empty Glide list field with a condition before using *indexOf()*, such as: if (*watch_list.nil()* || *watch_list.indexOf*("*searchString*") == -1)

Lock user accounts

You can lock user accounts if the user is not active.

The following business rule script locks user accounts if the user is not active in the LDAP directory or the user does not have self-service, itil, or admin access to the instance.

```
// Lock accounts if bcNetIDStatus != active in LDAP and user
 does not
// have self-service, itil or admin role
var rls = current.accumulated_roles.toString();
if(current.u_bcnetidstatus == 'active' && (rls.indexOf(',itil,')
 > 0 ||
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  rls.indexOf(',admin,') > 0 ||
  rls.indexOf(',ess,') > 0 )) {
  current.locked_out = false; }
else {
  current.locked_out = true; }

var now_GR = new GlideRecord("sys_user");
now_GR.query();
while(now_GR.next()) {
  now_GR.update();
  gs.info("updating " + gr.getDisplayValue());
}
```

Default before-query business rule

You can use a query business rule that executes before a database query is made.

Use this query business rule to prevent users from accessing certain records. Consider the following example from a default business rule that limits access to incident records.

- Name: incident query
- Table: Incident
- When: before, query
- Script:

```
if(!gs.hasRole("itil") && gs.isInteractive()) {
  var u = gs.getUserID();
  var qc =
 current.addQuery("caller_id",u).addOrCondition("opened_by",u).a
ddOrCondition("watch_list","CONTAINS",u);
  gs.print("query restricted to user: " + u); }
```

This example prevents users from accessing incident records unless they have the itil role, or are listed in the **Caller** or **Opened by** field. So, for example, when self-service users open a list of incidents, they can only see the incidents they submitted.

Note: You can also use access controls to restrict the records that users can see.

Script includes

Script includes are used to store JavaScript that runs on the server.

Create script includes to store JavaScript functions and classes for use by server scripts. Each script include defines either an object class or a function.

Consider using script includes instead of global business rules because script includes are only loaded on request. See Privacy settings on Glide AJAX enabled script includes and Discovery script includes for more information.

For additional examples of scripts, see Useful scripts.

Script include form

Script includes have a name, description, and, script. They also specify whether they are active or not, and whether they can be called from a client script. View existing or create a new script include using the Script Include form.

To access script includes, navigate to **All** > **System Definitions** > **Script Includes**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script include form

Field	Description
Name	The name of the script include. If you are defining a class, this must match the name of the class, prototype, and type. If you are using a classless (on-demand) script include, the name must match the function name.
API Name	The internal name of the Script Include. Used to call the Script Include from out-of-scope applications.
Glide AJAX enabled (or Client callable)	The script include is available to client scripts, list/report filters, reference qualifiers, or if specified as part of the URL. Glide AJAX enabled script includes are invoked from `GlideAjax` and require that users satisfy an ACL associated with the script include. When selected, the **Access Controls** Related Link is available. See Privacy settings on Glide AJAX enabled script includes for more information.
Mobile callable	The script include is available to client scripts called from mobile devices.
Sandbox enabled	The script include is available to scripts invoked from the script sandbox, such as a query condition. **Important:** Script includes should only be made available to the script sandbox if necessary. For more information about the sandbox, see Configuring Script sandbox property.
Application	The application where this script include resides.
Accessible from	Sets which applications can access this script include: **All application scopes** Can be accessed from any application scope. **This application scope only** Can be accessed only from the current application scope.
Active	Enables the script include when selected. Deselect the active field to disable the script include.
Description	Provides descriptive content regarding the script include.
Script	Defines the server side script to run when called from other scripts. The script must define a single JavaScript class or a global function. The class or function name must match the **Name** field.
Package	The package that contains this script include.
Created by	The user who created this script include.
Updated by	The user who most recently updated this script include.
Protection policy	Sets the level of protection for the script include: **None**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script include form (continued)

Field	Description
	Allows anyone to read and edit this downloaded or installed script include. **Read-only** Allows anyone to read values from this downloaded or installed script include. No one can change script values on the instance on which they download or install the script include. **Protected** Provides intellectual property protection for application developers. Customers who download the script include cannot see the contents of the script field. The script is encrypted in memory to prevent unauthorized users from seeing it in plain text.
Related lists on the form view:	
Versions	Shows all versions of the script include. Use this list to compare versions or to revert to a previous version. See Versions.
Access Controls	Becomes available when the **Glide AJAX enabled** is selected and is hidden from standard script includes. Use to protect a script include against unauthorized use when public access is not granted.

Use script includes

Script includes are found under System Definition or System UI. You can call existing script includes from a script or create a new script include.

To create an entirely new script include, you can follow the format of any of the existing script includes. In this example, the name of your script include is *NewInclude* and there is a single function called `myFunction`. It is important that the name of the script include match the name of the class, prototype, and type. When you create a new script include and give it a name, the system provides a code snippet with the class and prototype properly set up.

```
var NewInclude =Class.create();

NewInclude.prototype={
  initialize :function(){},

  myFunction :function(){<Put function code here>},

  type :'NewInclude'};
```

You could then use the `myFunction` line like this:

```
var foo =new NewInclude();
foo.myFunction();
```

Glide AJAX enabled script includes

Glide AJAX enabled Script Includes make the script include available to client scripts, list/report filters, reference qualifiers, or if specified as part of the URL.

Before you begin

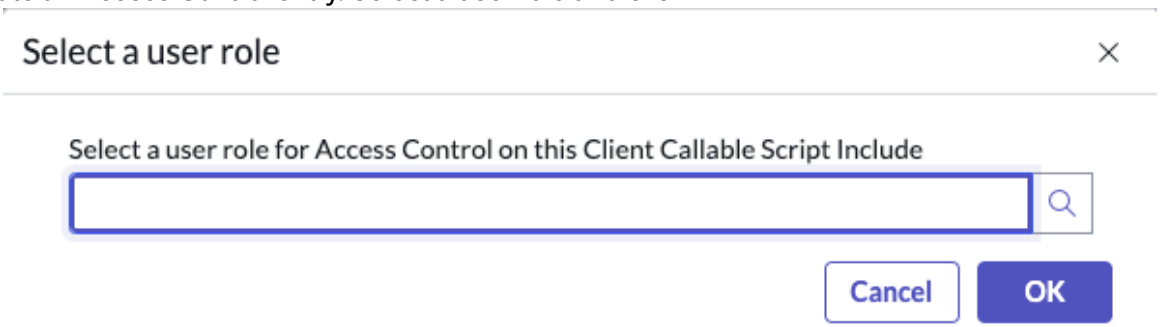
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **System Definition** > **Script Includes**.
2. Select **New** or select an existing script include for viewing or editing.
   See Use script includes for additional information on writing script includes.
3. Complete the form and select the **Glide AJAX enabled** option.

   A role selector pops up to select a user role and automatically create an Access Control entry. Select a user role and click **OK**.



   Note: To disable the role selector window, set the `glide.script.ccsi.enable_acl_create_ux` to **false**.

   A script include record with a role-based Access Control is created. The Access Control Related Link becomes available with the selection of the **Glide AJAX enabled** check box.

Privacy settings on Glide AJAX enabled script includes

Privacy settings for Glide AJAX enabled script includes determine who can access a Glide AJAX enabled script include.

Private privacy-setting

The private privacy-setting means that guests who access public pages cannot access the Glide AJAX enabled script-include. A private script cannot be executed by a non-logged-in user.

Public privacy-setting

A public privacy-setting means that the client script can be executed by non-logged-in users that create an appropriate HTTP request. This can create a security problem if the client script provides confidential information.

The following script includes remain public by default because Make UI pages public or private need to access them:

- GlideSystemAjax
- SysMessageAjax
- KnowledgeMessagingAjax
- KnowledgeAjax
- PasswordResetAjax

Set privacy on all Glide AJAX enabled script includes

Change the privacy setting on all Glide AJAX enabled script includes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To provide further control over all Glide AJAX enabled script includes, administrators can add the `glide.script.ccsi.ispublic` property. This property changes the visibility of Glide AJAX enabled script includes by making them all public or private. Configure the property as follows:

Configure property

Title	Property
Name	glide.script.ccsi.ispublic
Type	true|false
Value	false

Note: To learn more about this property, see Require authentication by default for client-callable script includes [Updated in Security Center 1.3] in Instance Security Hardening Settings.

Change privacy on a single Glide AJAX enabled script include

Change the privacy setting for a single Glide AJAX enabled script include by adding the `isPublic()` function.

The `isPublic()` setting takes precedence over the `glide.script.ccsi.ispublic` property. For example, if the property is set to **false**, making all Glide AJAX enabled script-includes private, and a script sets `isPublic()` to **true**, the script is public.

To change the privacy for a single Glide AJAX enabled script include, add the following method to the script include:

```
isPublic:function(){return[true/false];},
```

Make the NewInclude client script private.

```
var NewInclude =Class.create();

NewInclude.prototype={
   initialize:function(){},

   myFunction:function(){//Put function code here},
   isPublic:function(){return  false;},

   type:'NewInclude'};
```

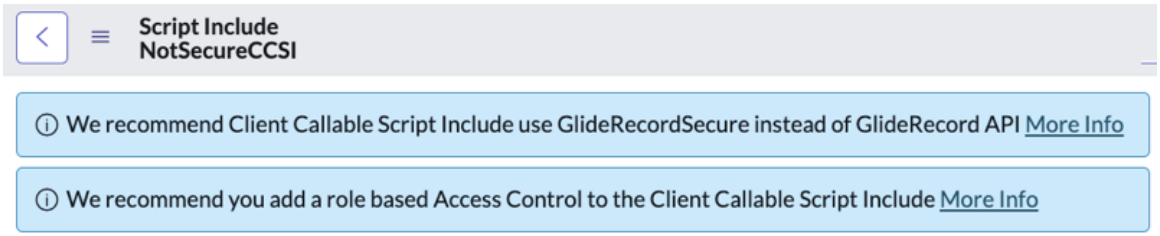
Security on Glide AJAX enabled script includes

Protect your Glide AJAX enabled script includes against unauthorized use. For all records which are created a customer application, recommendations display that may help reduce security risk.

When creating a Glide AJAX enabled script include, the system displays the following security recommendations if they have not yet been configured:

- Add or define an Access Control, unless the script include has public access.
- Use `GlideRecordSecure` instead of `GlideRecord` API for better security, if the script queries the database.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note: To disable the security recommendation messages, set the property *glide.script.ccsi.customer_scoped.security_msgs_enabled* to **false** in the sys_properties table. The default value is set to **true**.

See Instance Security Hardening Settings for additional information on security compliance.

Discovery script includes

Discovery script includes define JavaScript classes that you can use to accomplish Discovery tasks.

Note: Users with discovery_admin role can write script includes. Follow best practices for server-side and client-side scripting to prevent security issues. See knowledge article KB0550828 for more information.

Using GlideRecordUtil to Work with GlideRecords

GlideRecordUtil is a utility class that provides methods that are useful for working with GlideRecords during Discovery. Refer to GlideRecordUtil for descriptions of available methods.

Getting a GlideRecord Instance

To get a *GlideRecord* instance for a given configuration item, and of the correct class and table, use the *getCIGR(sys_id)* method. For example, the following code gets the GlideRecord of a CI with the sys_id of 2dfd7c8437201000deeabfc8bcbe5d56:

```
var now_GR = new
 GlideRecordUtil().getCIGR("2dfd7c8437201000deeabfc8bcbe5d56");
```

To retrieve any hierarchical table without knowing its class type, use the *getGR(base_table, sys_id)* method. For instance, to get a GlideRecord for a computer class CI, you might have to distinguish whether it is a computer class, Windows server, or Linux server class. Using this method guarantees a GlideRecord with the correct class. Different classes have different attributes. In this use case, a Windows server has attributes different from a Linux server. The following example shows how to get a GlideRecord in the correct class with its attributes.

```
var now_GR = new
 GlideRecordUtil().getGR( "cmdb_ci_computer", "2dfd7c8437201000deeabfc8b
cbe5d56");
```

Getting All the Fields In a GlideRecord

The *getFields(now_GR)* method returns a JavaScript object, such as a hashmap, of all the fields or attributes that exist in a given GlideRecord.

```
var now_GR = new
 GlideRecordUtil().getGR("cmdb_ci_computer", "2dfd7c8437201000deeabfc8bc
be5d56");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var fields = new GlideRecordUtil().getFields(now_GR);
gs.log(fields.join(""));  // List all the fields that are in a computer CI
```

Populating GlideRecord Object Fields

The *populateFromGR(hashmap, gr, ignore)* method enables you to take a GlideRecord object and populate its fields and values into a JavaScript object. The third argument (*ignore*) is an optional JavaScript object that enables you to exclude certain fields. For example, you may not care about *sys_created_by* or *sys_updated_by* fields in a GlideRecord.

```
var objectToPopulate = { };
var now_GR = new
 GlideRecordUtil().getGR("cmdb_ci_computer", "2dfd7c8437201000deeabfc8bc
be5d56");
var ignore = {"sys_created_on": true, "sys_updated_by": true};
new GlideRecordUtil().populateFromGR(objectToPopulate, now_GR,
 ignore);
// Now the objectToPopulate contains field/value pairs from the computer GlideRecord
```

The *mergeToGR(hashmap, gr, ignore)* method enables you to populate a GlideRecord with a field/value-paired object. The ignore argument stops specified fields from being updated. The following code example updates a computer record's *name* and *os* fields, but does not update the *sys_created_by* field:

```
var now_GR = new
 GlideRecordUtil().getGR("cmdb_ci_computer", "2dfd7c8437201000deeabfc8bc
be5d56");
var obj = {"name": "xyz", "os": "windows 2000", "sys_created_by", "aleck.lin"};
var ignore = {"sys_created_by": true};
new GlideRecordUtil().mergeToGR(obj, gr, ignore);
gr.update();
```

Getting Table Hierarchies

The *getTables(table)* method returns a list of table hierarchies, as shown in the following example:

```
var tables = new GlideRecordUtil().getTables("cmdb_ci_linux_server");
gs.log(tables.join(","));
// The result would be "cmdb_ci, cmdb_ci_computer, cmdb_ci_server, cmdb_ci_linux_server".
```

Using DiscoveryException and AutomationException

When writing Discovery sensors and sensor-related scripts, you may want to use DiscoveryException or AutomationException to indicate that an exception has come from Discovery.

The *DiscoveryException* script include extends *AutomationException*, which extends the *GenericException* class. The following example uses *DiscoveryException* to throw an exception:

```
function foo() {
   if (//condition matches) throw new DiscoveryException("The message", "The cause"); }
```

The first argument takes the message of the exception and the second argument (optional) takes the cause of the exception. You may also want to catch the exception and log it as shown in the example below:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
try {
  foo();
}
catch(e) {
   if(e instanceof DiscoveryException)
     gs.log("A DiscoveryException occurred. It is " + e. getMessage() + "
caused by " + e.getCause()); }
```

The above example also applies for *AutomationException*. *DiscoveryException* is typically used to provide exception processing specifically for Discovery, while *AutomationException* is used for exception processing that applies to both Orchestration and Discovery.

Processors

Processors provide a customizable URL endpoint that can execute arbitrary server-side JavaScript code and produce output such as TEXT or JSON. Creating custom processors is deprecated.

Note: This feature is deprecated. While legacy, existing custom processors continue to be supported, creating new custom processors has been deprecated. Instead, use the Scripted REST APIs.

Warning: When creating a processor, ensure that you use parameter names that are specific to your processor. For example, if your processor exports a list of legal records, and a necessary parameter is the recipient's email address, don't use “email” as the parameter name. Create a more processor specific parameter name, such as legal_export_recipient_email. Failure to do so, and using instance parameter names, such as id, table, sys_id, service, catalog_id, or view (and others), can cause unexpected results.

When to create processors

Do not create custom processors. This feature is deprecated. Please use the REST APIs instead of creating custom processors. The remaining information is left for existing processors only.

Processor form

Field	Description
Name	Unique name of the processor.
Type	Programming language of the processor script. Options include: • java: do not select this option • script
Application	Application containing this record.
Active	Flag to enable or disable the record.
CSRF protect	Option to protect the processor from running unless the instance uses a CSRF token.
Description	Description of the processor's function or purpose.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Parameters	List of available input parameters. Specify parameter values in the URL as *<parameter name>=<parameter value>*. **Note:** Parameter names must be processor-specific. Do not choose common parameter names that another processor might use. If you use a common parameter name, such as `id`, `sys_id` or `table` in a processor, it can break other functionality, since the processor wins when that parameter exists in a URL. For example, a processor with an `id` parameter, regardless of the Path value in the same record, breaks the Service Portal, which depends on that parameter for page identification.
Path	URI path used to call this processor. Call a processor from the URL as: `https://<instance name>.service-now.com/<Path>.do`
Script	Immediately Invoked Function Expression to run when the system calls this processor. The function automatically provides input parameters for the following API objects. • g_request • g_response • g_processor
Protection policy	Policy to use to protect this record's script. Options include: • None • Read-only • Protected

Processor API components

Processors have access to dedicated API classes, objects, and methods.

Processor API components

Class, object, or method	Description
`g_response`	An object of type HttpServletResponse. See GlideServletResponse.
`setContentType('text/html;charset=UTF-8')`	A GlideServletResponse method to set the content type of the response being sent to the client.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Processor API components (continued)

Class, object, or method	Description
`g_request`	An object of type HttpServletRequest. See HttpServletRequest.
`getParameter()`	A glide method to get the value of a URL parameter.
`canRead()`	A GlideRecord method to determine if the user can read data from a table. See GlideRecord.
`g_processor`	A simplified servlet for processors. See GlideScriptedProcessor.
`writeOutput()`	A GlideScriptedProcessor method to display information on the client.
`g_target`	An object containing the target table name of a processor URL. For example, a processor containing the URI `incident.do` applies to the Incident table.

Secure and protect a processor

You can protect your processor against unauthorized use by using role restrictions, and protect it by requiring a CSRF token.

About this task

Note: This feature is deprecated. While legacy, existing custom processors continue to be supported, creating new custom processors has been deprecated. Instead, use the Scripted REST APIs.

You can re-use a table's user role restrictions to protect it from access by your processor. This protection method assumes the processor will access table data.

Procedure

1. Create or select a user role that has access to the table the processor script calls.
2. Navigate to **System Definition** > **Processors**.
3. In **Script**, add the following code block.

```
var now_GR = new GlideRecord('your_table_name');
// canRead() compares the table's ACL to the user making this
 request, and returns true if the logged-in user has read
 access to this table
if(gr.canRead())
{
  // Perform table query here
  g_processor.writeOutput('Success!');
} else {
  g_processor.writeOutput('You do not have permission to read
 table your_table_name');
}
```

4. Update the code block to use other access restrictions as needed.

   Available access functions include:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `canCreate()`
- `canRead()`
- `canWrite()`
- `canDelete()`

5. Click **Update**.

Protect a processor with a CSRF token

You can protect a processor by requiring a CSRF token.

About this task

Script type processors can require a CSRF token check before the processor runs.

Procedure

1. Navigate to **All** > **System Definition** > **Processors**.
2. Open a processor record.
3. Select the **CSRF protect** option.
4. Click **Update**.

Related topics

Assign a role to a user

Create a simple processor

Create a simple processor to execute a script from a URL query. This feature is deprecated.

Before you begin

You must have your own demonstration instance.

Role required: admin

About this task

Note: This feature is deprecated. While legacy, existing custom processors continue to be supported, creating new custom processors has been deprecated. Instead, use the Scripted REST APIs.

Procedure

1. Navigate to **All** > **System Definition** > **Processors**.
2. Select **New**.
3. Enter the following information.

Field	Value
Name	Hello
Type	Script
Path	Hello

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Script	`var name= g_request.getParameter("name ");` `g_processor.writeOutput("te xt/plain","Hello "+name);`

4. Select **Submit**.
5. Enter a URL query to the instance with the following format: `https://instance.service-now.com/processor_name.do?parameter=value`
   For example: `https://<instancename>.service-now.com/Hello.do?name=world`.

Create a multi-table processor

Create a multi-table processor that reports the number of rows in any table on your instance. This feature is deprecated.

Before you begin

Role required: admin

About this task

Note: This feature is deprecated. While legacy, existing custom processors continue to be supported, creating new custom processors has been deprecated. Instead, use the Scripted REST APIs

The multi-table processor protects itself from performance and security violations by confirming that the user is authorized to read the table. It does not report on certain tables that are too large to query safely.

Procedure

1. Navigate to **All** > **System Definition** > **Processors**.
   The list of processors appears.
2. Select**New**.
3. Enter the following information.

Name	TableSize
Type	Choose **Javascript**
Description	Return number of records in a table
Parameters	**SIZE**
Path	<leave empty>

Script:

```
g_response.setContentType('text/html;charset=UTF-8');
if(g_target === 'sys_email' || g_target === 'sys_log' )
{
  g_processor.writeOutput(g_target + ' table is too large to
 quickly count');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  } else {
    var count = new GlideAggregate(g_target);
    if( count.canRead() ) {
      count.addAggregate('COUNT');
      count.query();
      var records = 0;
      if (count.next()) {
        records = count.getAggregate('COUNT');
       }
       g_processor.writeOutput('table ' + g_target + ' has ' +
 records + ' records');
      } else {
       g_processor.writeOutput('You do not have access to table
 ' + g_target);
  }
}
```

4. Select **Save**.
5. Test the new processor by entering the following URLs:
   `https://<instancename>.service-now.com/incident.do?SIZE` and
   `https://<instancename>.service-now.com/sys_user.do?SIZE`
   Your instance reports the number of records in the table. For example, `table incident has 82 records`.

Create a custom processor

Create a custom processor to execute a script from a URL query. This feature is deprecated.

Before you begin

Role required: admin

About this task

Note: This feature is deprecated. While legacy, existing custom processors continue to be supported, creating new custom processors has been deprecated. Instead, use the Scripted REST APIs.

When complete, you can do the following tasks:

- Create a new processor
- Run a script from a URL query

The following example steps assume you have your own demonstration instance.

Procedure

1. Navigate to **All** > **System Definition** > **Processors**.
2. Select **New**.
3. In the **Name** field, enter `Hello`.
4. In the **Type** field, select *script*.
5. In the **Path** field, enter `Hello`.
6. In the **Script** field, enter the following code.

```
var name = g_request.getParameter("name");
g_processor.writeOutput("text/plain", "Hello " + name);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Select **Submit**.
8. Log out of the instance and open a new browser window.
9. Enter a URL query to the instance with the following format: `https://instance.service-now.com/processor_name.do?parameter=value`. For example: `https://<instance name>.service-now.com/Hello.do?name=world`.
10. When prompted, enter the credentials for a valid user.

Scripts - Background module

Administrators can use the Scripts - Background module to run arbitrary JavaScript code from the server.

The Scripts - Background module consists of the following components.

- Text box to enter JavaScript.
- Selector to specify the application scope.
- **Run script** button.
- List of available scopes.
- **Record for rollback?** check box. Selected by default. Creates a rollback context for the script execution. After the script is run, click the **Script execution and recovery available here** link to go to the **Script Execution History** form where you can rollback the script.
- **Execute in sandbox?** check box. Allows script to run with sandbox like restrictions. If checked, data cannot be inserted, updated, or deleted.
- **Execute as scriptlet?** check box. Allows the script to execute as a scriplet, which gives the script access to the global scope and any server-side functionality or objects. If the check box is not selected, the script executes in global scope, but does not have access to any server-side functionality or objects.
- **Cancel after 4 hours** check box. Selected by default. Cancels the script execution if it continues running after four hours.

When a script is run, the instance displays results, information, and error messages at the top of the screen.

Important: Running free-form JavaScript can cause system disruption or data loss. Do not run free-form scripts from a production instance.

To stop a transaction, see View and kill active transaction.

For examples of scripts you could run, see Useful scripts.

Script sandbox environment

The script sandbox environment is a restricted execution context in which untrusted, client-generated scripts run on the server using one of two evaluators: the guarded script evaluator or the script sandbox evaluator.

Script sandbox environment overview

When a script is sent to the server, a server-side script evaluator determines whether the script is trusted. Trusted scripts run in the JavaScript engine. Untrusted scripts run in the restricted sandbox environment instead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The sandbox does not apply to script includes, which run in the application scope outside of the sandbox, or to client-side scripts.

Untrusted scripts are client-generated and sent to the server for evaluation in the following ways:

- Filter or query parameters: Filter and query parameters in URLs can send scripts to the server with HTTP requests, such as when a logged-out user follows a link containing a `javascript:` filter parameter.
- System APIs: The *`AJAXEvaluate`* API call allows the client to run arbitrary scripts on the server and receive a response.

Within the sandbox, the following restrictions apply to scripts:

- Only business rules marked **Client callable** can be called.
- Only script includes marked **Sandbox enabled** can be called.
- Certain API calls, mostly limited to ones dealing with direct database access, aren't allowed.
- Data can't be inserted, updated, or deleted from within the sandbox. For example, any calls to *`current.update()`* are ignored.

Note: Beginning with the Xanadu release, script includes marked as **Glide AJAX enabled** (previously named **Client callable**) aren't accessible within the sandbox. Only those marked **Sandbox enabled** are available within the sandbox. When upgrading to the Yokohama release from the Washington DC release or earlier, any script includes marked as **Client callable** are also marked as **Sandbox enabled**.

Script sandbox evaluators

Beginning with the Yokohama Patch 13 release, the sandbox uses two evaluators to enforce different levels of restrictions:

- Guarded script evaluator: Enhances instance security by supporting only a restricted scripting language and rejecting untrusted scripts that are incompatible. Guest transactions are fully enforced immediately. Scripts sent by authenticated users are evaluated differently depending on the instance type.
- Script sandbox evaluator: Helps prevent executing untrusted scripts on an instance by limiting the APIs available to scripts.

Comparison of the guarded script evaluator and script sandbox evaluator

Characteristic	Guarded script evaluator	Script sandbox evaluator
Purpose	Provides enhanced security for scripts that run in the sandbox. Uses a domain-specific language (DSL) that permits only a small set of JavaScript features.	Supports additional JavaScript but restricts certain APIs for scripts.
JavaScript support	Only a single simple expression or function call and only certain APIs.	Features supported by the JavaScript engine except for certain API and method restrictions.
When it runs	Evaluates untrusted scripts that haven't been granted a guarded-script exemption.	Evaluates untrusted scripts under the following conditions:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Comparison of the guarded script evaluator and script sandbox evaluator (continued)

Characteristic	Guarded script evaluator	Script sandbox evaluator
		• A script has been granted a guarded-script exemption (manually or automatically). • When guarded script is in Phase 1: Detection, and a script is sent to the server by an authenticated user.
Script includes	Not applicable: script includes run outside the sandbox in the application scope	Not applicable: script includes run outside the sandbox in the application scope

For details about each evaluator, including JavaScript restrictions, see the following topics and the Server-Side Sandbox Runtime Replacement [KB2944435] article on the Now Support Knowledge Base.

Guarded script evaluator

The guarded script evaluator enhances instance security by supporting only a restricted scripting language and detecting or rejecting untrusted scripts that use unsupported JavaScript features.

The guarded script evaluator uses a domain-specific language (DSL) that permits only a small set of JavaScript syntax, such as simple expressions and function calls, and certain APIs in server-side scripts that run in the script sandbox environment.

Note: Guarded script doesn't apply to script includes, which run in the application scope outside of the sandbox, or client-side scripts.

When a script that uses only supported features is evaluated by guarded script, it executes successfully. If a script contains unsupported features, guarded script handles it differently depending on the following factors:

- The origin of the transaction: authenticated user or unauthenticated (guest) user. Guest traffic refers to server-side transactions executed without a logged-in user session, such as interactions coming from public pages.
- The enforcement phase for authenticated traffic configured for an instance.

Scripts with a guarded-script exemption bypass guarded script restrictions and are routed to the script sandbox evaluator for execution instead. For more information about the script sandbox evaluator, see Script sandbox evaluator.

Guarded script enforcement

Beginning with the Yokohama Patch 13 release, incompatible scripts sent to the server by guest users are rejected on all instances by default. Scripts sent by authenticated users are evaluated differently depending on the instance type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default behavior of guarded script

Transaction type	Default behavior
Unauthenticated (guest)	Enforced immediately on all instances. Guarded script rejects incompatible scripts, adds them to the Incompatible Guarded Scripts list, and logs errors.
Authenticated	• Upgraded cloud-based instances: Phased enforcement beginning with guarded script detecting but not rejecting incompatible scripts (Phase 1: Detection) and automatically advancing to each subsequent phase (Phase 2: Syntax enforcement and Phase 3: Full enforcement) after two weeks. • Upgraded on-premise instances: Not enforced, but guarded script detects and records incompatible scripts (Phase 1: Detection). Administrators can configure when to transition to the subsequent enforcement phases. • New instances: Enforced immediately. Guarded script rejects incompatible scripts, adds them to the Incompatible Guarded Scripts list, and logs errors (Phase 3: Full enforcement).

For authenticated traffic on upgraded instances, guarded script enforcement advances through the following phases to provide time to detect and review incompatible scripts before rejecting them. Before transitioning to Phase 2: Syntax enforcement and Phase 3: Full enforcement, the system creates exemptions for any incompatible scripts detected during each phase automatically. Those exempted scripts bypass guarded script restrictions and run in the script sandbox evaluator. To further secure your instance, you can still review any scripts that have automatic exemptions, update them to be compatible with guarded script, and then remove the exemptions.

Important: Incompatible scripts are only detected and recorded when transactions calling them are sent to the server. You should test business-critical scripts that run infrequently, such as for quarterly or annual processes, before moving to Phase 3: Full enforcement and review the Incompatible Guarded Scripts list regularly to identify any scripts that may need remediation before they could be rejected. For more information, see Update scripts incompatible with guarded script.

Enforcement phases for authenticated traffic

Phase	Description
Phase 1: Detection	• Not enforced. Scripts execute regardless of guarded script restrictions. • Detects and records only scripts with incompatible syntax in the Incompatible Guarded Scripts list. Scripts with incompatible APIs aren't detected yet. • At the end of this phase, exemptions are created automatically for scripts with incompatible syntax, which routes them to the script sandbox evaluator for execution instead. Default duration: two weeks

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Enforcement phases for authenticated traffic (continued)

Phase	Description
Phase 2: Syntax enforcement	• Enforces guarded script syntax restrictions only, rejecting scripts with incompatible syntax and logging errors, but doesn't reject scripts with incompatible APIs. • Detects and records scripts with any incompatibilities in the Incompatible Guarded Scripts list. • At the end of this phase, exemptions are created automatically for scripts that use incompatible APIs, which routes them to the script sandbox evaluator for execution instead. Default duration: two weeks
Phase 3: Full enforcement	• Enforces both guarded script syntax and API restrictions. Guarded script rejects all incompatible scripts and logs errors. • Detects and records scripts with any incompatibilities in the Incompatible Guarded Scripts list. • In this phase, any additional exemptions must be created manually.

Configuring guarded script

Beginning with the Yokohama Patch 13 release, administrators can configure the enforcement process for authenticated traffic using the following system properties and script include.

Guarded script properties

Property	Description
com.glide.script.sandbox.ks.watchdog.phase	The current phase of enforcement that the guarded script evaluator applies to untrusted scripts. **Note:** Don't update the value of this property manually. Use the following *GlideGuardedScript* script include methods instead to generate automatic exemptions when transitioning between phases. If the *com.glide.script.sandbox.ks.watchdog.auto.advance* property is set to true, the value of this property is automatically updated according to the duration specified with the *com.glide.script.sandbox.ks.watchdog.phase.duratio* property. • Type: String • Default value:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Guarded script properties (continued)

Property	Description
	○ 1 for upgraded instances ○ 3 for new (or zBoot) instances • Valid values: ○ 1: Enables Phase 1: Detection. ○ 2: Enables Phase 2: Syntax enforcement. ○ 3: Enables Phase 3: Full enforcement.
com.glide.script.sandbox.ks.watchdog.phase.duration	The duration, in days, that each of Phase 1: Detection and Phase 2: Syntax enforcement is in effect. To pause automatically advancing between each phase, set the value to `-1`. • Type: Integer • Default value: 14
com.glide.script.sandbox.ks.watchdog.auto.advance	Automatically control automatically advancing between enforcement phases according to the duration configured with the *com.glide.script.sandbox.ks.watchdog.phase.duratio* property. • Type: Boolean • Default value: ○ true for cloud-based instances ○ false for on-premise instances
com.glide.script.sandbox.ks.watchdog.enabled	An option to turn off the guarded script evaluator and route all untrusted scripts to the script sandbox evaluator instead. ⚠ **Warning:** Don't set this property to false on production instances. Setting this property to false removes the enhanced security protections provided by the guarded script evaluator. • Type: Boolean • Default value: true

For information about configuring system properties, see Add a system property.

The *GlideGuardedScript* script include supports methods for transitioning between enforcement phases and validates that the transition occurs sequentially. These methods are primarily useful for instances that aren't configured to advance automatically, such as upgraded,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

on-premise instances. From the Scripts - Background module, you can run the following methods to transition to each phase as needed.

GlideGuardedScript script include methods

Method	Description
`new GlideGuardedScript().resetToPhase1()`	Resets the instance to Phase 1: Detection for authenticated transactions. Any automatic exemptions created previously remain.
`new GlideGuardedScript().advanceToPhase2()`	Validates that Phase 1: Detection is complete, creates exemptions for scripts with incompatible syntax, and advances the instance to Phase 2: Syntax enforcement for authenticated transactions.
`new GlideGuardedScript().advanceToPhase3()`	Validates that Phase 2: Syntax enforcement is complete, creates exemptions for scripts that use incompatible APIs, and advances the instance to Phase 3: Full enforcement for authenticated transactions.

For information about running background scripts, see Scripts - Background module.

JavaScript features supported by guarded script

The following JavaScript features are supported by guarded script. Use this information to analyze scripts in the Incompatible Guarded Scripts list and either rewrite them or create an exemption for them.

Guarded script supports only a single, simple expression or function call using the following JavaScript syntax:

- Primitive literals: number, string, boolean, null, undefined
- Common operators: +, -, <, !==, &&, instanceof, typeof
- Ternary operator (?:)
- Array literals ([1, 'x'])
- Property access using dot notation (a.b)
- Indexed array access with constant numbers (a[0])
- Calling script includes that have the **Sandbox enabled** option selected

Other JavaScript syntax, including variable and function declarations, assignment operators (=), control flows, and multiple statements, aren't supported by guarded script. For example, guarded script rejects the following script because it contains a variable and control flow logic (`if` statement):

```
javascript:var ret='customer=true';
if (current.relationship_type.to == 'partner')
  ret = 'partner=true';
ret + '^sys_id!=' + current.from_company;
```

If you move this logic to a script include and call the script include from the script instead, guarded script executes the updated script:

```
javascript:new MyAppUtils().getAccountToFilter(current);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In addition, guarded script supports only a restricted list of ServiceNow server-side JavaScript APIs and built-in JavaScript APIs. For a list of supported APIs, see JavaScript APIs supported by guarded script.

You should review the Incompatible Guarded Scripts list regularly and either rewrite scripts to use supported features to further secure your instance or create exemptions for scripts that can't be rewritten. For more information, see Update scripts incompatible with guarded script and the Server-Side Sandbox Runtime Replacement [KB2944435] article on the Now Support Knowledge Base.

Reviewing scripts incompatible with guarded script

Guarded script records scripts that use unsupported JavaScript features in the Incompatible Guarded Scripts list when transactions calling those scripts are sent to the server.

Note: When guarded script is in Phase 1: Detection, scripts sent from authenticated users are recorded in the Incompatible Guarded Scripts list only if they have incompatible syntax. Scripts with incompatible APIs aren't recorded until Phase 2: Syntax enforcement. For information about JavaScript features and APIs supported by guarded script, see JavaScript features supported by guarded script.

From the Incompatible Guarded Scripts list, you can analyze each incompatible script and determine whether to move complex logic to a script include or create an exemption. Consider the following factors when analyzing scripts:

- Complexity of the script logic
- Frequency of script execution
- Business criticality of the functionality
- Feasibility of rewriting using supported guarded script features

Automatic exemptions are created for incompatible scripts sent by authenticated users and detected during Phase 1: Detection and Phase 2: Syntax enforcement. To further secure your instance, you can still review any scripts that have automatic exemptions, update them to be compatible with guarded script, and then remove the exemptions. For more information about automatic exemptions, see Guarded script enforcement.

For more information about remediating incompatible scripts, see the Server-Side Sandbox Runtime Replacement [KB2944435] article on the Now Support Knowledge Base.

Update scripts incompatible with guarded script

Review scripts that are incompatible with guarded script and either rewrite them to use supported features or create an exemption for scripts that can't be rewritten.

Before you begin

Role required: guarded_script_admin or admin

Procedure

1. Navigate to **All** > **System Diagnostics** > **Guarded Script** > **Incompatible Guarded Scripts**.

   The list contains the following columns.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Incompatible Guarded Scripts list

Column	Description
Is Authenticated	Whether the script was sent by an authenticated user or unauthenticated (guest) user.
Occurrence count	The amount of times that the script has been encountered.
Exemption	A reference to an exemption record if an exemption has been created for the script.
Normalized script	The script source in normalized form. Scripts with the same logic and authentication type are normalized into a single record in the list. For example, scripts sent by guest users that contain `gs.daysAgoStart(7)` or `gs.daysAgoStart(30)` would be normalized into a single record in the list.
Page Title	The endpoints of the transactions that sent the script. For transactions where a page title isn't applicable, the script name is used, such as with a scheduled job.
Scope	The scopes in which the script ran.
Stack trace	The JavaScript stack trace captured the first time that the script was recorded by guarded script.

2. For each script in the list, select a remediation approach.

Note: In addition to recording incompatible scripts, guarded script logs errors for rejected scripts. To identify rejected scripts, navigate to **System Logs** > **System Log** > **Errors** with the following message: `KittyScript validation failed for <script name> with error: <error message> Source code: <script source>`. Use the script name and source code in the error message to locate the corresponding entry in the Incompatible Guarded Scripts list.

Option	Steps
Move complex logic to a script include	For scripts that contain complex logic and can be rewritten, move the logic to a script include. Script includes run outside of the sandbox so they can use all features supported by the JavaScript engine. **a.** Use the information from the list, such as the stack trace or a piece of the script, to search the instance and locate the script. **b.** Remove complex logic from the script. **c.** Create a script include that includes the removed code. **d.** On the Script Include form, select **Sandbox enabled**. **e.** Update the original script to call the new script include using a simple function call, such as `MyScriptInclude.function()`. For more information about creating script includes, see Script includes. You can test updated scripts by running them from the Scripts - Background module with **Execute in**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Steps
	sandbox? selected. For more information, see Scripts - Background module.
Create an exemption	For scripts that can't be rewritten and are business-critical, create an exemption. Exempt scripts are routed to the script sandbox evaluator instead of the guarded script evaluator. For more information, see Script sandbox evaluator. ⚠ **Warning:** Exemptions bypass the enhanced security provided by the guarded script evaluator and should be used sparingly. **a.** From the Incompatible Guarded Scripts list, select a script. **b.** Select **Add Exemption**. The exemption applies to every runtime variation of scripts that normalize to the same form with the same authentication type. You can deactivate or delete an exemption by opening an Incompatible Guarded Scripts record and navigating to the **Guarded Script Exemptions** related list or by navigating to **All** > **System Diagnostics** > **Guarded Script** > **Guarded Script Exemption**. ⓘ **Note:** Exemptions aren't tracked in update sets. To move exemptions between instances, you must manually export and import them.

Example: Rewriting a script to use a script include

Before	After

The Incompatible Guarded Scripts list includes the following script because it uses a variable and conditional logic:
 	
`var priority = current.priority;`
`if (priority == 1) {`
`  gs.beginningOfToday();`
`} else {`
`  gs.endOfLastWeek();`
`}`
	Move the complex logic from the original script to a script include:
	
	`var MyDateHelper = Class.create();`
	`MyDateHelper.prototype = {`
	`  initialize: function() {},`
	
	`  getRelevantDate: function(priority) {`
	`  if (priority == 1) {`
	`  return gs.beginningOfToday();`
	`  } else {`
	`  return gs.endOfLastWeek();`
	`  }`
	`  },`
	`  type: 'MyDateHelper'`
	`};`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before	After
	Then, update the original script to use only a simple expression calling the script include so it's compatible with guarded script: `new MyDateHelper().getRelevantDate(current.priority)`

What to do next

Monitor the Incompatible Guarded Scripts list regularly to identify any scripts that may need remediation. The list is updated when transactions calling those scripts are sent.

JavaScript APIs supported by guarded script

Review the JavaScript APIs that guarded script supports to help you analyze scripts in the Incompatible Guarded Scripts list and either rewrite them or create an exemption for them.

The guarded script evaluator permits the following methods from the ServiceNow server-side JavaScript APIs and the built-in JavaScript APIs. The guarded script evaluator handles scripts that call unsupported APIs differently depending on the transaction type and instance configuration. For more information, see Guarded script evaluator.

ServiceNow JavaScript APIs supported by guarded script

Guarded script permits calling the following methods from server-side JavaScript APIs in untrusted scripts. For more information about server APIs, see Server API reference.

Allowed ServiceNow JavaScript methods

Class	Method
GlideSystem (gs)	• `beginningOfCurrentHour()` • `beginningOfCurrentMinute()` • `beginningOfDay()` • `beginningOfLast120Days()` • `beginningOfLast12Months()` • `beginningOfLast15Minutes()` • `beginningOfLast2Hours()` • `beginningOfLast2Quarters()` • `beginningOfLast2Years()` • `beginningOfLast30Days()` • `beginningOfLast30Minutes()` • `beginningOfLast3Months()` • `beginningOfLast45Minutes()` • `beginningOfLast60Days()` • `beginningOfLast6Months()` • `beginningOfLast7Days()` • `beginningOfLast90Days()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed ServiceNow JavaScript methods (continued)

Class	Method
	• `beginningOfLast9Months()` • `beginningOfLastHour()` • `beginningOfLastMinute()` • `beginningOfLastMonth()` • `beginningOfLastQuarter()` • `beginningOfLastSchedulePeriod()` • `beginningOfLastWeek()` • `beginningOfLastYear()` • `beginningOfMonth()` • `beginningOfNext2Quarters()` • `beginningOfNextMonth()` • `beginningOfNextQuarter()` • `beginningOfNextSchedulePeriod()` • `beginningOfNextWeek()` • `beginningOfNextYear()` • `beginningOfOneYearAgo()` • `beginningOfSchedulePeriodsAgo()` • `beginningOfThisMonth()` • `beginningOfThisQuarter()` • `beginningOfThisSchedulePeriod()` • `beginningOfThisWeek()` • `beginningOfThisYear()` • `beginningOfToday()` • `beginningOfTomorrow()` • `beginningOfWeek()` • `beginningOfYear()` • `beginningOfYesterday()` • `calDateDiff()` • `dateAdd()` • `dateDiff()` • `dateGenerate()` • `datePart()` • `daysAgo()` • `daysAgoEnd()` • `daysAgoLocal()` • `daysAgoStart()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed ServiceNow JavaScript methods (continued)

Class	Method
	• `endOfCurrentHour()` • `endOfCurrentMinute()` • `endOfDay()` • `endOfLast120Days()` • `endOfLast12Months()` • `endOfLast15Minutes()` • `endOfLast2Hours()` • `endOfLast2Quarters()` • `endOfLast2Years()` • `endOfLast30Days()` • `endOfLast30Minutes()` • `endOfLast3Months()` • `endOfLast45Minutes()` • `endOfLast60Days()` • `endOfLast6Months()` • `endOfLast7Days()` • `endOfLast90Days()` • `endOfLast9Months()` • `endOfLastHour()` • `endOfLastMinute()` • `endOfLastMonth()` • `endOfLastQuarter()` • `endOfLastSchedulePeriod()` • `endOfLastWeek()` • `endOfLastYear()` • `endOfMonth()` • `endOfNext2Quarters()` • `endOfNextMonth()` • `endOfNextQuarter()` • `endOfNextSchedulePeriod()` • `endOfNextWeek()` • `endOfNextYear()` • `endOfOneYearAgo()` • `endOfSchedulePeriodsAgo()` • `endOfThisMonth()` • `endOfThisQuarter()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed ServiceNow JavaScript methods (continued)

Class	Method
	• `endOfThisSchedulePeriod()` • `endOfThisWeek()` • `endOfThisYear()` • `endOfToday()` • `endOfTomorrow()` • `endOfWeek()` • `endOfYear()` • `endOfYesterday()` • `generateGUID()` • `getCurrentScopeName()` • `getDurationDate()` • `getMessage()` • `getPreference()` • `getUser()` • `getUserDisplayName()` • `getUserID()` • `getUserName()` • `hasRole()` • `hoursAgo()` • `hoursAgoEnd()` • `hoursAgoLocal()` • `hoursAgoStart()` • `isFirstDayOfMonth()` • `isFirstDayOfWeek()` • `isFirstDayOfYear()` • `isInteractive()` • `isLastDayOfMonth()` • `isLastDayOfWeek()` • `isLastDayOfYear()` • `isLoggedIn()` • `lastWeek()` • `minutesAgo()` • `minutesAgoEnd()` • `minutesAgoStart()` • `monthsAgo()` • `monthsAgoEnd()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed ServiceNow JavaScript methods (continued)

Class	Method
	• `monthsAgoStart()` • `nil()` • `now()` • `nowDateTime()` • `nowGlideDateTime()` • `nowNoTZ()` • `quartersAgo()` • `quartersAgoEnd()` • `quartersAgoStart()` • `user()` • `userID()` • `user_id()` • `yearsAgo()` • `yesterday()`
GlideUser	• `getCompanyID()` • `getCompanyRecord()` • `getCountry()` • `getDateFormat()` • `getDateFormatEx()` • `getDateTimeFormat()` • `getDepartmentID()` • `getDisplayName()` • `getDomainDisplayValue()` • `getDomainID()` • `getEmail()` • `getFirstName()` • `getFullName()` • `getLanguage()` • `getLastName()` • `getLocation()` • `getManagedGroups()` • `getManagerID()` • `getManagerName()` • `getMobileNumber()` • `getMyExplicitGroups()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed ServiceNow JavaScript methods (continued)

Class	Method
	• `getMyGroups()` • `getMyGroupsExcludeAdmin()` • `getTZ()` • `getTimeFormat()` • `getTimeFormatEx()` • `getTimeZoneLabel()` • `getTimeZoneLabelLang()` • `getTitle()` • `getUserRoles()` • `isExplicitMemberOf()` • `isMemberOf()`
GlideDate	• `getByFormat()` • `getDayOfMonthNoTZ()` • `getDisplayValue()` • `getDisplayValueEx()` • `getDisplayValueInternal()` • `getDisplayValueLang()` • `getMonthNoTZ()` • `parseDate()` • `setDisplayValue()` • `setDisplayValueEx()` • `setDisplayValueLang()` • `setValue()`
GlideDateTime	• `add()` • `addDays()` • `addDaysLocalTime()` • `addDaysUTC()` • `addMonths()` • `addMonthsLocalTime()` • `addMonthsUTC()` • `addSeconds()` • `addWeeks()` • `addYears()` • `compareTo()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed ServiceNow JavaScript methods (continued)

Class	Method
	• `getDate()` • `getDayOfMonth()` • `getDayOfMonthLocalTime()` • `getDayOfMonthUTC()` • `getDayOfWeek()` • `getDayOfWeekLocalTime()` • `getDayOfWeekUTC()` • `getDaysInMonth()` • `getDaysInMonthLocalTime()` • `getDaysInMonthUTC()` • `getDisplayValue()` • `getDisplayValueEx()` • `getDisplayValueInternal()` • `getDisplayValueLang()` • `getLocalDate()` • `getLocalTime()` • `getMonth()` • `getMonthLocalTime()` • `getMonthUTC()` • `getNumericValue()` • `getTZOffset()` • `getTime()` • `getUserTimeZone()` • `getValue()` • `getWeekOfYearLocalTime()` • `getWeekOfYearUTC()` • `getYear()` • `getYearLocalTime()` • `getYearUTC()` • `isDST()` • `onOrAfter()` • `onOrBefore()` • `setDayOfMonthUTC()` • `setDisplayValue()` • `setDisplayValueEx()` • `setDisplayValueLang()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed ServiceNow JavaScript methods (continued)

Class	Method
	• `setMonth()` • `setNumericValue()` • `setTZ()` • `setTimeZone()` • `setValue()` • `setValueUTC()` • `subtract()` • `toString()`
GlideTime	• `getDisplayValue()` • `setValue()`
GlideRecord	• `getDisplayValue()` • `getUniqueValue()` • `getValue()` • `isValid()` • `isValidRecord()`
GlideBusinessCalendarUtil	• `getCalendarEnd()` • `getCalendarFilterOptions()` • `getCalendarSpanBounds()` • `getCalendarStart()` • `getCalendars()` • `isLegacySchedule()`
GlideApplicationProperty	`getValue()`
GlidePluginManager	`isActive()`
GlideLocale	`get()`
GlideSessionDebug	• `disable()` • `enable()`
GlideDomainSupport	`getCurrentDomainValueOrGlobal()`
GlideAccessibility	`isEnabled()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed ServiceNow JavaScript methods (continued)

Class	Method
GlideJSUtil	• `nil()` • `notNil()`
GlideNumberManager	`getNextObjNumberPadded()`
TableUtils	`getAllExtensions()`
GlideListFilter	• `getItilDefaultGroupTypes()` • `getNonItilDefaultGroupTypes()`
GlideEmailWatermark	`optionallyRandomize()`
GlideCounter	`next()`
GlideProperties	`get()`
GlideTSDebug	`enable()`
DashboardFiltersParser	• `getBookmarked()` • `getCertified()` • `getCreatedByMe()` • `getDashboardsWithCategories()` • `getRecent()` • `getSharedWithMe()`

JavaScript built-in APIs supported by guarded script

Guarded script also permits calling the following methods on JavaScript built-in objects in untrusted scripts.

Allowed JavaScript built-in methods

Object	Method
Array	Static methods: • `isArray()` • `of()` Instance methods: • `concat()` • `entries()` • `flat()` • `includes()` • `indexOf()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed JavaScript built-in methods (continued)

Object	Method
	• `join()` • `keys()` • `lastIndexOf()` • `length` • `slice()` • `toString()` • `values()`
Object	Static methods: • `entries()` • `getOwnPropertyDescriptor()` • `getOwnPropertyNames()` • `is()` • `isExtensible()` • `isFrozen()` • `isSealed()` • `keys()` • `values()` Instance methods: • `hasOwnProperty()` • `isPrototypeOf()` • `propertyIsEnumerable()` • `toLocaleString()` • `toString()` • `valueOf()`
String	Static methods: • `fromCharCode()` • `fromCodePoint()` Instance methods: • `at()` • `charAt()` • `charCodeAt()` • `codePointAt()` • `concat()` • `endsWith()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed JavaScript built-in methods (continued)

Object	Method
	• `includes()` • `indexOf()` • `lastIndexOf()` • `length` • `normalize()` • `replace()` • `replaceAll()` • `slice()` • `split()` • `startsWith()` • `substr()` • `substring()` • `toLocaleLowerCase()` • `toLocaleUpperCase()` • `toLowerCase()` • `toString()` • `toUpperCase()` • `trim()` • `trimEnd()` • `trimStart()` • `valueOf()`
Number (constructor)	Static methods: • `isFinite()` • `isInteger()` • `isNaN()` • `isSafeInteger()` • `parseFloat()` • `parseInt()` Instance methods: • `toExponential()` • `toFixed()` • `toLocaleString()` • `toPrecision()` • `toString()` • `valueOf()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed JavaScript built-in methods (continued)

Object	Method
Boolean (constructor)	Instance methods: • `toString()` • `valueOf()`
Date (constructor)	Static methods: • `now()` • `parse()` • `UTC()` Instance methods: • `getDate()` • `getDay()` • `getFullYear()` • `getHours()` • `getMilliseconds()` • `getMinutes()` • `getMonth()` • `getSeconds()` • `getTime()` • `getTimezoneOffset()` • `getUTCDate()` • `getUTCDay()` • `getUTCFullYear()` • `getUTCHours()` • `getUTCMilliseconds()` • `getUTCMinutes()` • `getUTCMonth()` • `getUTCSeconds()` • `toDateString()` • `toGMTString()` • `toISOString()` • `toJSON()` • `toLocaleDateString()` • `toLocaleString()` • `toLocaleTimeString()` • `toString()` • `toTimeString()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allowed JavaScript built-in methods (continued)

Object	Method
	• `toUTCString()` • `valueOf()`
Math	Static methods: • `abs()` • `acos()` • `asin()` • `atan()` • `atan2()` • `ceil()` • `cos()` • `exp()` • `floor()` • `log()` • `max()` • `min()` • `pow()` • `random()` • `round()` • `sin()` • `sqrt()` • `tan()`
JSON	Static methods: • `parse()` • `stringify()`

Script sandbox evaluator

The script sandbox evaluator helps prevent executing untrusted scripts on an instance by limiting the APIs available to scripts.

Scripts that run in the script sandbox evaluator can use features supported by the JavaScript engine and the sandbox environment, except for certain restricted methods. Untrusted scripts are processed by the script sandbox evaluator under the following conditions:

- A script has been granted a guarded-script exemption (manually or automatically).
- When guarded script is in Phase 1: Detection, and a script is sent to the server by an authenticated user.

For more information about guarded-script exemptions and enforcement phases, see Guarded script evaluator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Restricted methods with the script sandbox evaluator

The script sandbox evaluator doesn't permit the following methods. Scripts using these methods fail to execute in the sandbox.

Note: The GlideSystem (gs) methods `log()`, `logError()`, and `logWarning()` can be enabled for use with the script sandbox evaluator by setting the `glide.security.sandbox_no_logging` system property to `false`.

Restricted methods

Class	Method
GlideRecord	• `deleteMultiple()` • `deleteRecord()` • `getRowCount()` • `insert()` • `update()` • `updateMultiple()`
GlideSystem (gs)	• `addErrorMessage()` • `addInfoMessage()` • `addMessage()` • `eventQueue()` • `flushMessages()` • `getEscapedProperty()` • `getProperty()` • `log()` • `logError()` • `logWarning()` • `setProperty()` • `setRedirect()` • `setReturn()` • `workflowFlush()`
ScopedGlideRecord	• `deleteMultiple()` • `deleteRecord()` • `insert()` • `update()` • `updateMultiple()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Restricted methods (continued)

Class	Method
ScopedGlideSystem (gs)	• `addErrorMessage()` • `addInfoMessage()` • `debug()` • `eventQueue()` • `executeNow()` • `getProperty()` • `getSessionToken()` • `info()` • `setRedirect()`
GlideDateTime	• `add()` • `addDays()` • `addDaysLocalTime()` • `addDaysUTC()` • `addMonths()` • `addMonthsLocalTime()` • `addSeconds()` • `addWeeks()` • `addYears()` • `compareTo()` • `getDate()` • `getDayOfWeek()` • `getDayOfWeekUTC` • `getDayOfWeekLocalTime()` • `getDayOfMonth()` • `getDayOfMonthLocalTime()` • `getDayOfMonthNoTZ()` • `getDayOfWeek()` • `getDayOfWeekLocalTime()` • `getDayOfWeekUTC()` • `getHourOfDayLocalTime()` • `getHourOfDayUTC()` • `getDaysInMonth()` • `getDaysInMonthUTC()` • `getDaysInMonthLocalTime()` • `getDisplayValueInternal()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Restricted methods (continued)

Class	Method
	• `getDisplayValue()` • `getLocalDate()` • `getMonthLocalTime()` • `getMonthNoTZ()` • `getMonthUTC()` • `getNumericValue()` • `getTime()` • `getTZOffset()` • `getYear()` • `getUserTimeZone()` • `getWeekOfYearLocalTime()` • `getWeekOfYearUTC()` • `getYearUTC()` • `getYearLocalTime()` • `isDST()` • `onOrAfter()` • `onOrBefore()` • `setDayOfMonthUTC()` • `setDisplayValue()` • `setMonth()` • `setNumericValue()` • `setTZ()` • `setValue()` • `setValueUTC()` • `subtract()` • `toString()`
GlideDate	GlideDate supports the same methods as GlideDateTime, as well as: • `getByFormat()` • `getDayOfMonthNoTZ()` • `getMonthNoTZint()` • `parseDate()`
GlideTime	GlideTime supports the same methods as GlideDateTime, as well as:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Restricted methods (continued)

Class	Method
	• `getByFormat()` • `getHourLocalTime()` • `getHourOfDayLocalTime()` • `getHourOfDayUTC()` • `getMinutesLocalTime()` • `getMinutesUTC()` • `getSeconds()`
GlideSchedule	• `add()` • `isInSchedule()` • `Load()` • `whenNext()`

Installation settings

Installation settings are global business rules with calculated names. Installation settings are calculated just before a record is displayed and facilitate dynamic determination of access and roles. Installation Settings permit the programmatic determination of a setting.

Installation settings controlling access to fields and records are:

- CanRead()
- CanWrite()
- CanCreate()
- CanDelete()

Functions can return true if access is permitted, false if not. No return value uses the permission calculated using roles. The function has access to the current record through the variable current code.

The name of the function checking the permission on a record is formed by prefixing the setting name with the record name:

```
record_nameCanRead()
```

Similarly, the permission on a field in a record is formed by prefixing the function name with the record name, underscore, and field name:

```
record_name_field_nameCanRead()
```

Naming examples:

```
function incidentCanWrite() {} //  can user write to this
 record?
 function incident_numberCanWrite() {}  // can user write to the
 number field?
```

This sample business rule restricts the writing of the name field in the sys_dictionary file when the entry exists:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  // the element name cannot be written unless this is a new
 record (not yet in database)
  function sys_dictionary_nameCanWrite() {
    if (current.isNewRecord())
      return;

    return false;
  }
```

Using DurationCalculator to calculate a due date

Using the DurationCalculator script include, you can calculate a due date, using either a simple duration or a relative duration base on schedules.

The following script demonstrates how to use the global API DurationCalculator to calculate a due date. The first part of the script illustrates how to set a start datetime using the setStartDateTime() method and then use the calcDuration() method to determine a due date that is "x" amount of continuous time (seconds) from the specified start datetime. The second half of the script illustrates how to use *DurationCalculator* to calculate a due date based on a schedule. Schedules enable you to apply a "filter" on future time, such as only including the days in a work week within the calculation. For example, if you apply a schedule "weekdays" (which only includes Monday through Friday) to your duration calculation, and the start datetime is Friday at 5:00 pm, when you add a duration of two days, your due date would be Tuesday at 5:00 pm. If you did not use a schedule, your due date would be Sunday at 5:00 pm. For additional information on schedules, see Creating and using schedules.

This script can be cut and pasted into the Scripts Background page and run as is. It can also serve as an example for authoring business rules, UI actions, or used any other place that server-side script can be authored.

```
/**
 * Demonstrate the use of DurationCalculator to compute a due
 date.
 *
 * You must have a start date and a duration. Then you can
 compute a
 * due date using the constraints of a schedule.
 */

gs.include('DurationCalculator');
executeSample();

/**
 * Function to house the sample script.
 */
function executeSample(){

    // First we need a DurationCalculator object.
    var dc = new DurationCalculator();

    // --------------- No schedule examples -----------------

    // Simple computation of a due date without using a
 schedule. Seconds
    // are added to the start date continuously to get to a due
 date.
    var gdt = new GlideDateTime("2012-05-01 00:00:00");
    dc.setStartDateTime(gdt);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   if(!dc.calcDuration(2*24*3600)){ // 2 days
     gs.log("*** Error calculating duration");
     return;
   }
   gs.log("calcDuration no schedule: " +
dc.getEndDateTime()); // "2012-05-03 00:00:00" two days later

   // Start in the middle of the night (2:00 am) and compute a
due date 1 hour in the future
   // Without a schedule this yields 3:00 am.
   var gdt = new GlideDateTime("2012-05-03 02:00:00");
   dc.setStartDateTime(gdt);
   if(!dc.calcDuration(3600)){
     gs.log("*** Error calculating duration");
     return;
    }
   gs.log("Middle of night + 1 hour (no schedule): "+
dc.getEndDateTime()); // No scheduled start date, just add 1
hour


   // -------------- Add a schedule to the date calculator
---------------------
   addSchedule(dc);

   // Start in the middle of the night and compute a due date 1
hour in the future.
   // Since we start at 2:00 am the computation adds the 1 hour
from the start
   // of the day, 8:00am to get to 9:00am
   var gdt = new GlideDateTime("2012-05-03 02:00:00");
   dc.setStartDateTime(gdt);
   if(!dc.calcDuration(3600)){
     gs.log("*** Error calculating duration");
     return;
   }
   gs.log("Middle of night + 1 hour (with 8-5 schedule): " +
dc.getEndDateTime()); // 9:00 am

   // Start in the afternoon and add hours beyond quiting time.
Our schedule says the work day
   // ends at 5:00pm, if the duration extends beyond that, we
roll over to the next work day.
   // In this example we are adding 4 hours to 3:00pm which
gives us 10:00 am the next day.
   var gdt = new GlideDateTime("2012-05-03 15:00:00");
   dc.setStartDateTime(gdt);

   if(!dc.calcDuration(4*3600)){
     gs.log("*** Error calculating duration");
     return;}
   gs.log("Afternoon + 4 hour (with 8-5 schedule): " +
dc.getEndDateTime()); // 10:00 am.

   // This is a demo of adding 2 hours repeatedly and examine
the result. This
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    // is a good way to visualize the result of a due date
 calculation.
    var gdt = new GlideDateTime("2012-05-03 15:00:00");
    dc.setStartDateTime(gdt);
    for(var i=2; i<24; i+=1){
      if(!dc.calcDuration(i*3600)){
        gs.log("*** Error calculating duration");
        return;
      }
      gs.log("add "+ i +" hours gives due date: " +
 dc.getEndDateTime());
    }

    // Setting the timezone causes the schedule to be
 interpreted in the specified timezone.
    // Run the same code as above with different timezone. Note
 that the 8 to 5 workday is
    // offset by the two hours as specified in our timezone.
    dc.setTimeZone("GMT-2");
    var gdt = new GlideDateTime("2012-05-03 15:00:00");
    dc.setStartDateTime(gdt);
    for(var i=2; i<24; i+=1){
      if(!dc.calcDuration(i*3600)){
        gs.log("*** Error calculating duration");
        return;
      }
        gs.log("add "+ i +" hours gives due date (GMT-2): " +
 dc.getEndDateTime());
    }
}

/**
 * Add a specific schedule to the DurationCalculator object.
 *
 * @param durationCalculator An instance of DurationCalculator
 */
function addSchedule(durationCalculator){
    // Load the "8-5 weekdays excluding holidays" schedule into
 our duration calculator.
    var scheduleName = "8-5 weekdays excluding holidays";
    var grSched = new GlideRecord('cmn_schedule');
    grSched.addQuery('name', scheduleName);
    grSched.query();
    if(!grSched.next()){
      gs.log('*** Could not find schedule "'+ scheduleName
 +'"');
      return;
    }

 durationCalculator.setSchedule(grSched.getUniqueValue(),"GMT");
}
```

Using DurationCalculator to compute a simple duration

A simple duration is the number of seconds between two date times.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If no schedule is used then this is a simple time date subtraction. If a schedule is used, then the schedule is consulted to remove non-work hours from the computation. Suppose schedule "8-5 weekdays excluding holidays" is used. In this case, the number of work hours from noon Monday to noon Tuesday is nine hours. To compute a simple duration, initialize the global API *DurationCalculator* and call the calcScheduleDuration() method.

This script demonstrates how to use *DurationCalculator* to compute a simple duration.

```
/**
 * Sample script demonstrating use of DurationCalculator to
 compute simple durations
 *
 */

gs.include('DurationCalculator');
executeSample();

/**
 * Function to house the sample script.
 */
function executeSample(){

    // First we need a DurationCalculator object.
    var dc = new DurationCalculator();

    // Compute a simple duration without any schedule. The
 arguments
    // can also be of type GlideDateTime, such as fields from a
 GlideRecord.
    var dur = dc.calcScheduleDuration("2012-05-01",
 "2012-05-02");
    gs.log("calcScheduleDuration no schedule: " + dur); // 86400
 seconds (24 hours)

    // The above sample is useful in limited cases. We almost
 always want to
    // use some schedule in a duration computation, let's load a
 schedule.
    addSchedule(dc);

    // Compute a duration using the schedule. The schedule
    // specifies a nine hour work day. The output of this is
 32400 seconds, or
    // a nine hour span.
    dur = dc.calcScheduleDuration("2012-05-23
 12:00:00","2012-05-24 12:00:00");
    gs.log("calcScheduleDuration with schedule: " + dur); //
 32400 seconds (9 hours)

    // Compute a duration that spans a weekend and holiday. Even
 though this
    // spans three days, it only spans 9 work hours based on the
 schedule.
    dur = dc.calcScheduleDuration("2012-05-25 12:00:00",
 "2012-05-29 12:00:00");
    gs.log("calcScheduleDuration with schedule spaning holiday:
 " + dur); // 32400 seconds (9 hours)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    // Use the current date time in a calculation. The output of
 this is
    // dependent on when you run it.
    var now = new Date();
    dur = dc.calcScheduleDuration("2012-05-15", new
 GlideDateTime());
    gs.log("calcScheduleDuration with schedule to now: " +
 dur); // Different on every run.
}

/**
 * Add a specific schedule to the DurationCalculator object.
 *
 * @param durationCalculator An instance of DurationCalculator
 */
function addSchedule(durationCalculator){
    // Load the "8-5 weekdays excluding holidays" schedule into
 our duration calculator.
    var scheduleName = "8-5 weekdays excluding holidays";
    var grSched = new GlideRecord('cmn_schedule');
    grSched.addQuery('name', scheduleName);
    grSched.query();
    if(!grSched.next()){
        gs.log('*** Could not find schedule "'+ scheduleName
 +'"');
        return;
    }
    durationCalculator.setSchedule(grSched.getUniqueValue());
}
```

Using relative duration

Relative duration is very similar to simple duration except a piece of script is used to determine what parts of a day to remove from the difference calculation.

This script is stored in table cmn_relative_duration and can be examined by navigating to **System Scheduler** > **Schedules** > **Relative Durations**. There are some example relative duration scripts in the out-of-the-box instance.

A relative duration sys_id is passed to the method *`calcRelativeDuration()`* of the global API DurationCalculator class after initialization. When this method is called, the DurationCalculator object is passed to the relative duration script (stored in table cmn_relative_duration) as the variable *`calculator`*. So, the relative duration script you write and store in cmn_relative_duration has access to the executing DurationCalculator through the variable *`calculator`*.

The following script demonstrates how to use *`DurationCalculator`* to calculate a relative duration.

```
/**
 * Sample use of relative duration calculation.
 *
 */

gs.include('DurationCalculator');
executeSample();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
/**
 * Function to house the sample script.
 */
function executeSample(){

    // First we need a DurationCalculator object. We will also
 use
    // the out-of-box relative duration "2 bus days by 4pm"
    var dc = new DurationCalculator();
    var relDur = "3bf802c20a0a0b52008e2859cd8abcf2"; // 2 bus
 days by 4pm if before 10am
    addSchedule(dc);

    // Since our start date is before 10:00am our result is two
 days from// now at 4:00pm.
    var gdt = new GlideDateTime("2012-05-01 09:00:00");
    dc.setStartDateTime(gdt);
    if(!dc.calcRelativeDuration(relDur)){
      gs.log("*** calcRelativeDuration failed");
      return;
    }
    gs.log("Two days later 4:00pm: "+ dc.getEndDateTime());

    // Since our start date is after 10:00am our result is three
 days from
    // now at 4:00pm.
    var gdt = new GlideDateTime("2012-05-01 11:00:00");
    dc.setStartDateTime(gdt);
    if(!dc.calcRelativeDuration(relDur)){
      gs.log("*** calcRelativeDuration failed");
      return;
    }
    gs.log("Three days later 4:00pm: "+ dc.getEndDateTime());}

/**
 * Add a specific schedule to the DurationCalculator object.
 *
 * @param durationCalculator An instance of DurationCalculator
 */
function addSchedule(durationCalculator){
    // Load the "8-5 weekdays excluding holidays" schedule into
 our duration calculator.
    var scheduleName ="8-5 weekdays excluding holidays";
    var grSched =new GlideRecord('cmn_schedule');
    grSched.addQuery('name', scheduleName);
    grSched.query();
    if(!grSched.next()){
      gs.log('*** Could not find schedule "'+ scheduleName
 +'"');
      return;}

 durationCalculator.setSchedule(grSched.getUniqueValue(),"GMT"
);}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Querying tables in script

Using methods in the GlideRecord API, you can return all records from a table, return records from a table that satisfy specific conditions, or return records that include a string from a single table or from multiple tables in a text index group.

Query tables using the GlideRecord API. For API reference, see GlideRecord - Scoped.

Return all records from a table

To query a table, first create a GlideRecord object. To create a GlideRecord, create the following in script:

```
var target = new GlideRecord('incident');
```

Creating a GlideRecord creates a `target` variable which is a GlideRecord object for the incident table.

To process all records from the incident table, add the following script:

```
target.query(); // Issue the query to the database to get all
 records
while (target.next()) {
  // add code here to process the incident record
}
```

This script issues the *`query()`* to the database. Each call to *`next()`* would load the next record for processing.

Return records from a table that satisfy query conditions

Most of the time, you want to retrieve a specific record or a specific set of records, and you have some criteria (query conditions) that define the records you want to obtain. For example, say that you want to obtain all the incident records that have a priority value of 1. Here is the code that would accomplish that.

```
var target = new GlideRecord('incident');
target.addQuery('priority',1);
target.query(); // Issue the query to the database to get
 relevant records
while (target.next()) {
  // add code here to process the incident record
}
```

Notice that the example script includes `target.addQuery('priority', 1);`. This line indicates that you only want the records where the *`priority`* field is equal to 1. In general, most queries that you want to perform are equality queries; queries where you want to find records with a field equal to a value. For this reason, you do not need to provide an equality operator. However, lets say you wanted to find all incidents where the *`priority`* field is greater than 1. In this case, you would provide the operator that you want to apply to the query.

```
var target = new GlideRecord('incident') ;
target.addQuery('priority','>',1);
target.query(); // Issue the query to the database to get
 relevant records
while (target.next()) {
  // add code here to process the incident record
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Return records from a table that include a string

Use the `'123TEXTQUERY321'` reserved name to search for string matches in all fields on a table. For example, this script returns records from the Incident table with field values that include the 'email' string.

```
var now_GR = new GlideRecord('incident');
gr.addQuery('123TEXTQUERY321', 'email');
gr.query();
```

`'123TEXTQUERY321'` is a reserved option for the *name* parameter in the `addQuery()` method. You can use this option in an encoded query string. For example, instead of `gr.addQuery('123TEXTQUERY321', 'email');`, you can use `gr.addEncodedQuery('123TEXTQUERY321=email')`.

String search is case-insensitive. The system returns the same results whether you search for `email`, `Email`, or `EMAIL`.

Note: Before you can query using a string search, you must configure text indexing (and optionally search attributes) for the table you want to search. For more information, see Configure a single table for indexing and searching.

Return records from multiple tables in a text index group that include a string

Use the `'123TEXTINDEXGROUP321'` reserved name to search for a string in a table from a text index group. This option returns results with relevancy scores computed using the text index group's settings.

Note: You can only query one table in the text index group at a time. Use this option when you want to issue multiple single-table queries and merge their results, ordering them by relevancy score. The advantage of this option is that search result relevancy scores for the individual table queries are normalized consistently for all tables in the text index group.

For example, this script returns records from the Knowledge table that include the keyword 'email', with relevancy scores computed for the 'portal' index group.

```
var now_GR = new GlideRecord('kb_knowledge');
gr.addQuery('123TEXTQUERY321', 'email');
gr.addQuery('123TEXTINDEXGROUP321', 'portal');
gr.query();
```

You can create a similar query for each additional table in the 'portal' index group that you want to search, and then merge the individual queries' results, displaying the results with the highest relevancy scores first. Because all of these search queries use the same text index group search settings, the relevancy scores for their results are all normalized consistently. If you searched the same set of tables without using the `gr.addQuery('123TEXTINDEXGROUP321', 'portal')` method, the individual queries' relevancy scores would be normalized differently and would not be a useful basis for sorting the merged result set.

`'123TEXTINDEXGROUP321'` is a reserved option for the *name* parameter in the `addQuery()` method. You can use this option in an encoded query string. For example, instead of `gr.addQuery('123TEXTINDEXGROUP321', 'portal');`, you can use `gr.addEncodedQuery('123TEXTINDEXGROUP321=portal')`.

Multi-table string search is case-insensitive. The system returns the same results whether you search for `email`, `Email`, or `EMAIL`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Before you can query tables in an index group, you must configure text indexing and search attributes for those tables and include them in the index group. For more information, see Configure multiple tables for indexing and searching. All tables in the index group must use the V4 indexing format.

Available JavaScript operators

Describes the operators that can be used within an `addQuery()` request.

Available JavaScript Operators

Field	Definition	addQuery
=	Field must be equal to value supplied.	addQuery('priority', '=', 1);
>	Field must be greater than value supplied.	addQuery('priority', '>', 1);
<	Field must be less than value supplied.	addQuery('priority', '<', 3);
>=	Field must be equal or greater than value supplied.	addQuery('priority', '>=', 1);
<=	Field must be equal or less than value supplied.	addQuery('priority', '<=', 3);
!=	Field must not equal the value supplied.	addQuery('priority', '!=', 1);
STARTSWITH	Field must start with the value supplied. The example shown on the right returns all records where the *short_description* field starts with the text Error.	addQuery('short_description', 'STARTSWITH', 'Error');
CONTAINS	Field must contain the value supplied somewhere in the text. The example shown on the right returns all records where the *short_description* field contains the text Error anywhere in the field. **Note:** The LIKE operation is not supported. Administrators must use CONTAINS in the query.	addQuery('short_description', 'CONTAINS', 'Error');
IN	Takes a map of values that allows commas, and gathers a collection of records that meet some other requirement. Behaves as `Select * from <table> where short_description IN ('Error', 'Success', 'Failure')`, which is identical to `Select * from <table> where short_description='Error'`. For example, to query all variable values that belong to a specific Activity, use the *IN* clause, and store their sys_ids in a map, or comma-separated list. Then query the variable value table and supply this list of sys_ids.	addQuery('short_description', 'IN', 'Error,Success,Failure');
ENDSWITH	Field must terminate with the value supplied. The example shown on the right returns all records where the *short_description* field ends with text Error.	addQuery('short_description', 'ENDSWITH', 'Error');

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Available JavaScript Operators (continued)

Field	Definition	addQuery
DOES NOT CONTAIN	Selects records that do NOT match the pattern in the field. This operator does not retrieve empty fields. For empty values, use the operators "is empty" or "is not empty."The example shown on the right returns all records where the *short_description* field does not have the word "Error."	addQuery('short_description', 'DOES NOT CONTAIN', 'Error');
NOT IN	Takes a map of values that allows commas, and gathers a collection of records that meet some other requirement. Behaves as: `Select * from <table> where short_description NOT IN ('Error')`.	addQuery('short_description', 'NOT IN', 'Error,Success,Failure');
INSTANCEOF	Special operator that retrieves only records of a specified "class" for extended tables. The code example on the right, shows how to retrieve all configuration items that are classified as computers.	addQuery('sys_class_name', 'INSTANCEOF', 'cmdb_ci_computer');

For additional information on the operators that are available for filters and queries, see Operators available for filters and queries.

There are also some special methods that you can use to search for data that is NULL or NOT NULL. To search for all incidents where the *short_description* field has not been supplied (is null), use the following query:

```
var target = new GlideRecord('incident');
target.addNullQuery('short_description');
target.query(); // Issue the query to the database to get all
 records
while (target.next()) {
  // add code here to process the incident record
}
```

To find all incidents in which a *short_description* has been supplied, use the following query:

```
var target = new GlideRecord('incident');
target.addNotNullQuery('short_description');
target.query(); // Issue the query to the database to get all
 records
while (target.next()) {
  // add code here to process the incident record
}
```

For more information on the *GlideRecord* API and its available methods, see GlideRecord.

GlideRecord query examples

These examples demonstrate how to perform various *GlideRecord* queries.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

query

```
var rec = new GlideRecord('incident');
rec.query();
while(rec.next()) {
  gs.print(rec.number + ' exists'); }
```

update

```
var rec = new GlideRecord('incident');
rec.addQuery('active',true);
rec.query();
while(rec.next()) {
  rec.active = false;
  gs.print('Active incident ' + rec.number = ' closed');
  rec.update(); }
```

insert

```
var rec = new GlideRecord('incident');
rec.initialize();
rec.short_description = 'Network problem';
rec.caller_id.setDisplayValue('Joe Employee');
rec.insert();
```

delete

```
var rec = new GlideRecord('incident');
rec.addQuery('active',false);
rec.query();
while(rec.next()) {
  gs.print('Inactive incident ' + rec.number + ' deleted');
  rec.deleteRecord(); }
```

Querying Service Catalog Tables

You cannot directly query the variables of the Service Catalog Request Item table [sc_req_item]. Instead, query the Variable Ownership table, [sc_item_option_mtom], by adding two queries, one for the variable name and another for the value. The query returns the many-to-many relationship, which you can dot-walk to the requested item. The following example finds the request items that have the variable *item_name* with a value of *item_value* and displays the request item numbers:

```
var now_GR = new GlideRecord('sc_item_option_mtom');
gr.addQuery('sc_item_option.item_option_new.name','item_name');
gr.addQuery('sc_item_option.value','item_value');
gr.query();

while(gr.next()) {
  gs.addInfoMessage(gr.request_item.number); }
```

For additional information see GlideRecord.

Running order guides automatically

Service catalog order guides allow customers to make a single service catalog request that can generate several ordered items. Administrators can configure order guides to run automatically,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

from a workflow or a script to generate a set of ordered items without manually submitting a service catalog request. Administrators can also review and reprocess the order guide failures.

As a use case, an onboarding workflow for a new employee can run an order guide to automatically order items for that employee.

Note: You can only save catalog items, not the order guide (that is, initial landing page options).

Running order guides from scripts

Running order guides with a server-side script is more complex than using workflows, but it allows more flexibility and can be used in non-workflow situations.

For example, you can use order guide scripts with UI actions or server-side business rules.

Note: When order guides run automatically, order guide UI policies are not enforced. Also, options in the Choose Options screen cannot be selected, so make sure that order guide rules define sensible defaults for these options to avoid processing failures.

Use the `SNC.ScriptableOrderGuide` Java class to run order guides with a script.

Use the `SNC.ScriptableOrderGuide(String orderGuideId)` constructor to create a new ScriptableOrderGuide object.

Method summary

Method	Return Value	Description
process(String json)	boolean	Runs the order guide using the JSON encoded string parameter as the input for the order guide. Returns *true* or *false* depending on whether processing was successful or not. **Note:** Both `opened_by` and `requested_for` parameters must be passed to the order guide, and both must have valid user record sys_id values. If processing is successful and a request is created by the order guide, you can retrieve the request GlideRecord using `getRequest()`. If the processing fails, you can retrieve the failure GlideRecord using `getFailure()`, then submit the script for reprocessing using reprocess.
reprocess(GlideRecord failure)	boolean	Runs the order guide again using the JSON encoded string parameter stored in the failure GlideRecord.
getMessage()	String	Retrieves the message populated after processing or reprocessing.
getRequest()	GlideRecord	Retrieves the request GlideRecord.
getFailure()	GlideRecord	Retrieves the failure GlideRecord from the Scriptable Order Guide Failures [sc_script_order_guide_failure] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script example

This script processes an order guide called *IT Onboarding SOG*.

```
// Creating the object to later be JSON encoded
var json =
 {"opened_by":"62826bf03710200044e0bfc8bcbe5df1","requested_for"
:"06826bf03710200044e0bfc8bcbe5d8a","department":"221f3db5c61122
84009f4becd3039cc9"};

var now_GR = new GlideRecord("sc_cat_item_guide");
if (gr.get("name","IT Onboarding SOG")) {
  var sog = new SNC.ScriptableOrderGuide(gr.getValue("sys_id"));
  var result = sog.process(new JSON().encode(json));
  if(!result)
    gs.log("Processing the scriptable order guide failed with
 message: " + sog.getMessage());
  else {
    var request = sog.getRequest();
    gs.log("Request created - " + request.sys_id); } }
```

Running order guides from workflows

Running an order guide from a workflow is suitable if you include order guides as part of a broader workflow-based process.

For example, an activity within an onboarding workflow for a new employee can automatically run an order guide to order items for that employee.

Note: When order guides run automatically, order guide UI policies are not enforced. Also, options in the Choose Options screen cannot be selected, so make sure that order guide rules define sensible defaults for these options to avoid processing failures.

To run order guides from a workflow, use the **Scriptable Order Guide** workflow activity.

Running order guides from workflows

Field	Description
Order Guide	The name of the order guide that this activity processes. For example, **Example Employee Onboarding IT**.
Script	A script passing information to the order guide. This information is sent as a JSON encoded string parameter assigned to the *answer* variable. The script must meet these requirements: • The names of the variables in the script must match the names used within the order guide. For example, if the order guide uses a *department* variable in a rule condition, the script must also pass a *department* parameter. • Both *opened_by* and *requested_for* parameters must be passed to the order guide, and both must have valid user record sys_id values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Results

- **Success**: the activity successfully processed the order guide. This does not mean a request was created. If a request was created, the request sys_id is added to the workflow scratchpad under the *sc_request* variable.
- **Failure**: while processing the order guide a failure occurred, creating a failure record. If the processing fails, you can view and edit the failure record.

Workflow example

The **Example Employee Onboarding IT Workflow** workflow uses this example to generate IT catalog items for a new employee as part of an onboarding process.

The activity uses this script to:

1. Take a JSON string generated previously from the HR change record.
2. Append the mandatory *opened_by* and *requested_for* parameters to that string.
3. Submit the new string for processing by the order guide.

```
var parameters  = new JSON().decode(current.payload);

// Need to amend the json object to include additional values.
parameters.opened_by = current.opened_by + "";
parameters.requested_for = current.opened_for + "";

answer = new JSON().encode(parameters);
```

View order guide failures

Order guide processing can fail, for example if the order guide being run does not exist. When a failure occurs during the order guide processing, the **Scriptable Order Guide Failures** submodule allows you to review and reprocess the failures. A record is created for each failure and once you fix the errors that caused the initial failure, you can reprocess the failed order guides.

About this task

If a failure occurs, a failure record is created in the Scriptable Order Guide Failures [sc_script_order_guide_failure] table.

To view details of a failure, navigate to **Service Catalog** > **Catalog Administration** > **Scriptable Order Guide Failures**, then open a failure record.

Reprocessing failures: If you have fixed the error that caused the initial failure, you can reprocess failed order guides.

Procedure

1. Navigate to **Service Catalog** > **Catalog Administration** > **Scriptable Order Guide Failures**.
2. Open the failure record.
3. Click the **Reprocess** related link.

   To reprocess one or more failures:

   a. Navigate to **Service Catalog** > **Catalog Administration** > **Scriptable Order Guide Failures**.

   b. Select the check box beside one or more records to reprocess.

   c. Select **Reprocess** from the **Actions** choice list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scriptable assignment of execution plans

Each catalog item has an associated execution plan, used whenever an item of that type is ordered; if no plan is specified, the default plan is used. This default is effective for most organizations, but your execution plan may need to vary based on additional criteria.

For example, in the base system service catalog, a request for a new PC always uses the PC Delivery Plan. However, this plan may need to vary for unusual circumstances - such as when a requester is working from home, at a remote location.

To provide this flexibility, you can use a script to override the default execution plan on a specific catalog item.

Limitations during script execution

Execution plan scripts have limitations that need to be considered during their implementation.

While the execution plan script runs:

- You cannot interact with any catalog tasks as catalog tasks are only created after the execution plan is selected.
- Some fields such as **total delivery time** and **due date** are not yet calculated, although the request itself is available within the script via `current.request()`.
- Approvals have not yet been generated.

Writing the scripts

Follow these guidelines when writing execution plan scripts.

Execution plan scripts can access the same global variables and other functions as in any other server side execution plan.

- `current` is the currently-requested catalog item, `sc_req_item`.
- `current.delivery_plan()` is the assigned execution plan for this catalog item.

The evaluated value from the script is used as the `sys_id` of the execution plan.

Simple example:

```
current.delivery_plan.setDisplayValue('PC Delivery Plan')
```

If an invalid value is returned, such as undefined or not found, then the existing assigned value is used.

More complex example:

```
getexecutionplan();
function getexecutionplan() {
var location =
 current.request.requested_for.location.getDisplayValue();
// if we're in Atlanta
if (location == 'Atlanta') {
   // use the remote pc delivery plan instead of the normal one
   var remote_plan = new
 GlideRecord('sc_cat_item_delivery_plan');
   remote_plan.addQuery('name', 'Remote PC Delivery Plan');
   remote_plan.query();
   remote_plan.next();
   current.delivery_plan = remote_plan.sys_id;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   return remote_plan_sys_id;
   }
   return current_delivery_plan;
}
```

In this example, any time a request is for a user in Atlanta, ServiceNow uses the Remote PC Delivery Plan. Otherwise, the execution plan is not overridden and ServiceNow uses the catalog item's normal execution plan, the PC Delivery Plan.

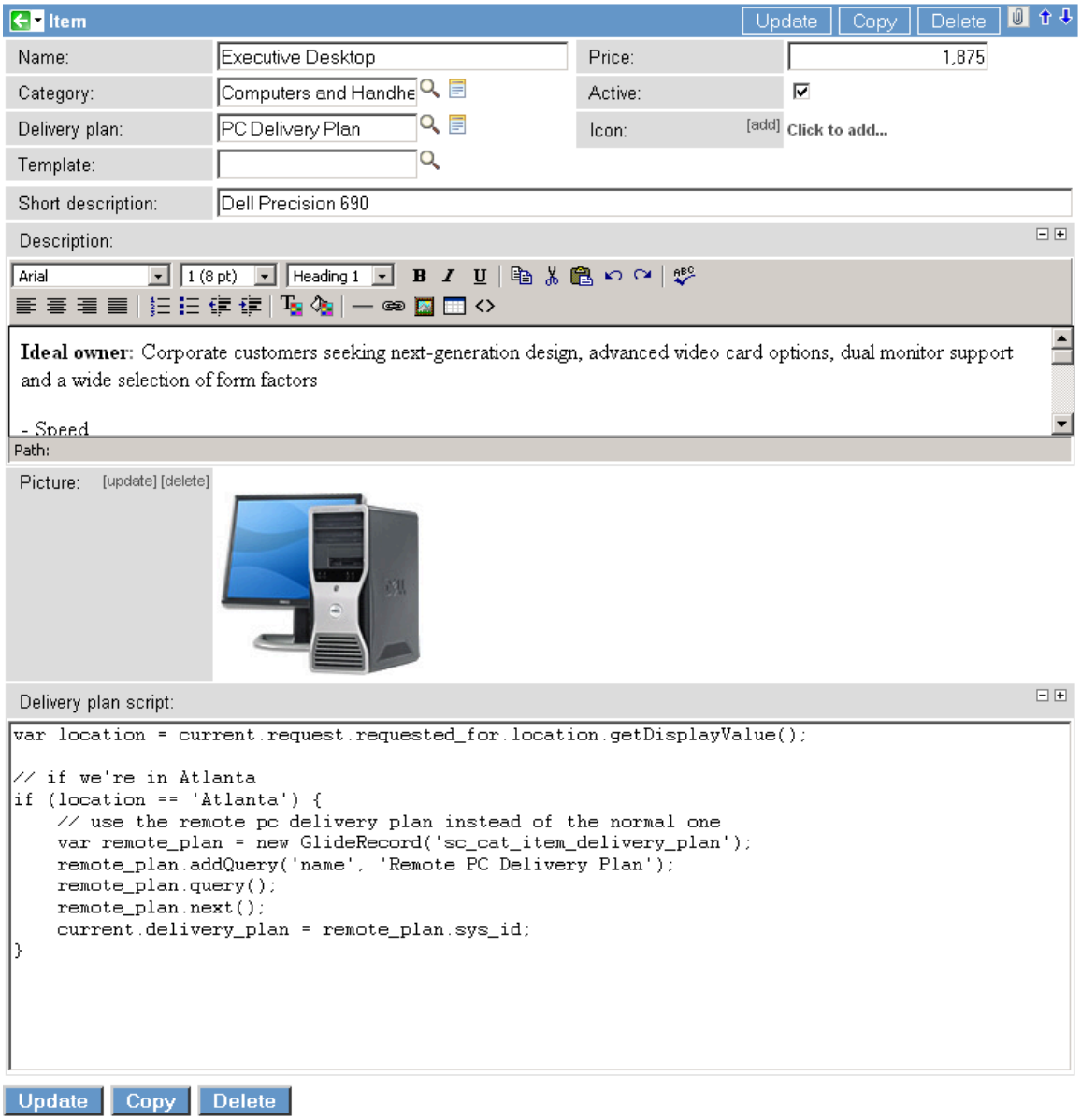
Add a script to a catalog item

You can add a script to a catalog item so that the script runs each time a user requests that item.

Procedure

1. Navigate to **All** > **Service Catalog** > **Maintain Items**.
2. Select the relevant catalog item to which you wish to add the script.
3. Configure the catalog item form to add the execution plan script field, often named **Delivery Plan Script**.
4. Fill in the script details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Update the item form with your changes.

Result

The script runs each time that item is requested, selecting the execution plan to run with that item.

Use a script to approve an execution plan

You can use an approval rule script to approve an execution plan.

Procedure

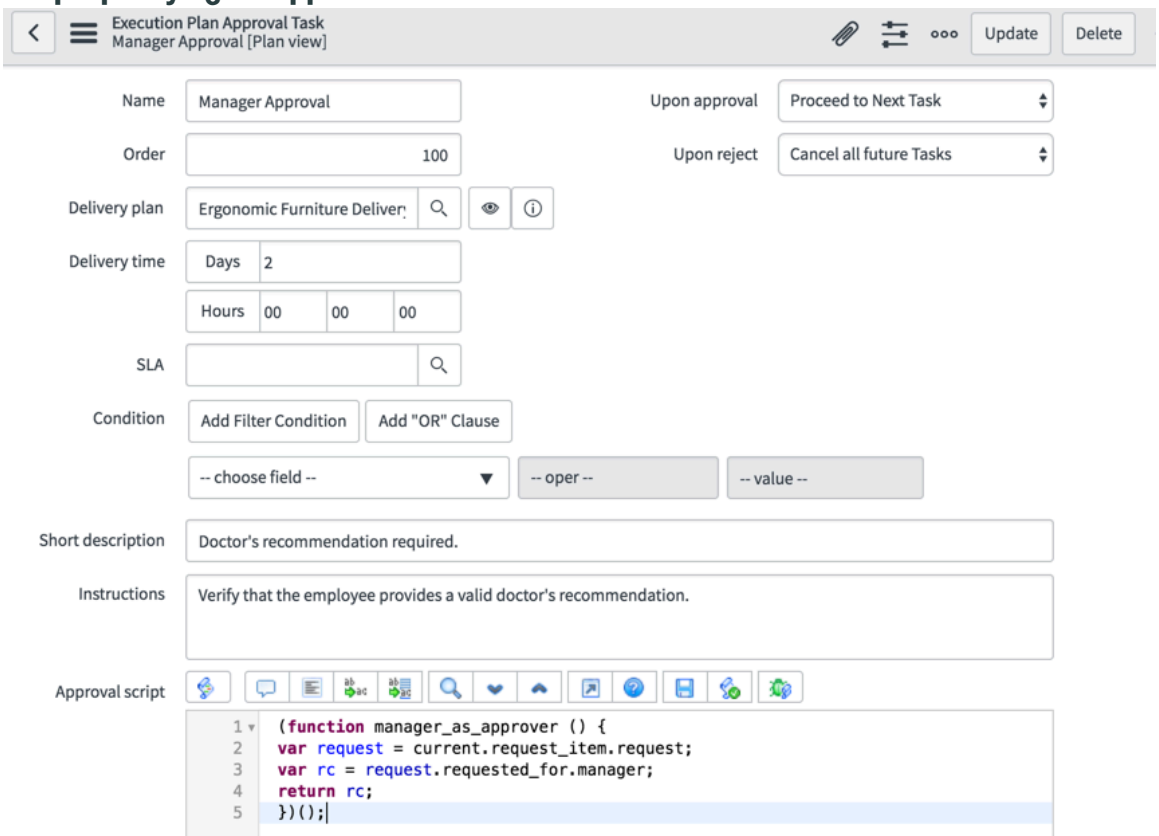
1. Retrieve an approval execution plan task.
2. View the **Approval Script** field.
3. Fill in an approval script using the same syntax and rules you would use on an approval rule.

Example:

For example, in the script below, the requester's manager is the approver.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script specifying the approver



Using regular expressions in server-side scripts

JavaScript regular expressions automatically use an enhanced regex engine, which provides improved performance and supports all behaviors of standard regular expressions as defined by Mozilla JavaScript. The enhanced regex engine supports using Java syntax in regular expressions.

The *SNC.Regex* API is not available for scoped applications. For scoped applications, remove the *SNC.Regex* API and use standard JavaScript regular expressions.

For more information on JavaScript regular expressions, see the Mozilla JavaScript documentation on regular expressions and RegExp.

Using Java syntax in JavaScript regular expressions

The enhanced regex engine includes an additional flag to allow Java syntax to be used in JavaScript regular expressions.

Regular expressions with the additional flag work in all places that expect a regular expression, such as `String.prototype.split` and `String.prototype.replace`. To use Java syntax in a regular expression, use the Java inline flag j, for example `/(?ims)ex(am)ple/j`

Extended regular expression flags

Flag	Description
j	Defines a regular expression that executes using the Java regular expression engine. It can be used to access Java-only features of regular expressions (such as look behind, negative look behind) or to use Java regular expressions without translating them into JavaScript regular expressions. For example: `var regex = /ex(am)ple/j;`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Convert SNC Regex expressions to enhanced regex expressions

When you upgrade to Eureka Patch 5 or later releases, you should convert scripts that use the *SNC.Regex* API to use regular JavaScript expressions.

Procedure

1. From the original expression, such as: `SNC.Regex("/expr/is");`, create a new regular expression object using the pattern with the slashes stripped.

   Example

   ```
   new RegExp('expr');
   ```

2. Move the *SNC.Regex* flags to the start of the expression using Java's inline flag special construct.

   Example

   ```
   new RegExp('(?is)expr');
   ```

3. Add the *j* flag to the `RegExp` to tell the engine to treat the expression as a Java expression.

   Note: If you know that the script being converted does not use Java syntax, it is not necessary to use the *j* flag.

   Example

   ```
   new RegExp('(?is)expr', 'j');
   ```

4. Add the *g* flag to handle multiple matches or a global replace.

   Example

   ```
   new RegExp('(?is)expr', 'jg');
   ```

Example:

Using SNC.Regex:

```
var r = new SNC.Regex('/world/');
var str = 'helloworld';
var replaced = r.replaceAll(str, 'there');
// replaced == 'hellothere'
```

Using a JavaScript regular expression:

```
var r = new RegExp('world', 'jg');
var str = 'helloworld';
var replaced = str.replace(r, 'there');
// replaced == 'hellothere'
```

Scriptable service catalog variables

You can use scripting to reference any request item variable from a table in scoped and non-scoped environment.

An example of a variable reference follows.

```
current.variables.<variable_name>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Where current refers to the current record, and *<variable_name>* is the name of your variable.

Note: In order to reference a variable from JavaScript, it must have a name.

When a variable is part of a variable set, you can reference it as current.variables.<variable_name> or current.variables.<variable_set_name>.<variable_name>.

Variable set is also a first-class citizen in Service Catalog. Like variables, a variable set has read, write, and create roles. If roles are provided for a variable set, the roles are applicable for the variables within the set. Roles of an individual variable are overridden by the roles of the variable set.

Print a variable

```
var original = current.variables.original_number;
gs.print(original);
```

Set a variable

```
current.variables.name = "Auto-Generated:" +
 current.variables.asset_tag;
```

Create an inventory item with fields set from variables

```
doCreation();

function doCreation ( ) {
var create = current.variables.create_item;
if (create == 'true') { // we want to create an asset
  var computer = new GlideRecord('cmdb_ci_computer');
  computer.initialize();
  computer.asset_tag = current.variables.asset_tag;
  computer.serial_number = current.variables.serial_number;
  computer.name = current.variables.name;
  computer.manufacturer = current.variables.company;
  computer.insert(); } }
```

Get GlideElementVariable of variables and variable sets associated with a GlideRecord

```
now_GR.variables
```

Get the name value pair of variables associated with a GlideRecord

```
now_GR.variables.getVariableValue();
```

Get a list of GlideElementVariable for variables within a task record

```
now_GR.variables.getElements();
```

Get a list of GlideElementVariable for variables (including multi-row variable set) within a task record

```
now_GR.variables.getElements(true);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The *getElements()* method returns all the variables present on the given task record except for the formatter variables like label, break, container end, container split, and so on.

APIs for GlideElementVariable

- *now_GR.variables.<var_name>.isMultiRow()*: Get whether the GlideElementVariable is a multi-row variable set or a variable.
- *now_GR.variables.<var_name>.getQuestion()*: Get the Question object for a variable. Applicable only for a variable (*isMultiRow()* is false) and not for a multi-row variable set.
- *now_GR.variables.<var_name>.getLabel()*: Get the label of the GlideElementVariable. For a variable, the label of the variable is returned. For multi-row variable set, the title of the variable set is returned.
- *now_GR.variables.<var_name>.canRead()*: Get whether the user can view a variable or multi-row variable set.
- *now_GR.variables.<var_name>.canWrite()*: Get whether the user can edit a variable or multi-row variable set.
- *now_GR.variables.<var_name>.getDecryptedValue()*: Get the decrypted value for a masked variable. Applicable only for a masked variable.
- *now_GR.variables.<var_name>.getRows()*: Get the list of row objects for a multi-row variable set. Applicable only for a multi-row variable set (*isMultiRow()* is true).
- *now_GR.variables.<var_name>.getRowCount()*: Get the number of rows for multi-row variable set. Applicable only for a multi-row variable set (*isMultiRow()* is true).

Example to access variables of GlideRecord for the Task table

```
var now_GR = new GlideRecord('sc_req_item');
if (now_GR.get('635a1f5387320300e0ef0cf888cb0b73')) {
    var variables = now_GR.variables.getElements();
    for (var i=0;i<variables.length;i++) {
        var question = variables[i].getQuestion();
        gs.log(question.getLabel() + ":" + question.getValue())
    }
}
```

Example to access a multi-row variable set of GlideRecord for the Task table

```
var now_GR = new GlideRecord('sc_req_item');
now_GR.get('02c38dcd87013300e0ef0cf888cb0bb2');

var vars = now_GR.variables.getElements(true);

for (var i=0; i<vars.length; i++) {
    var now_V = vars[i];
    if (now_V.isMultiRow()) {
        var rows = now_V.getRows();
        for (var j=0; j<now_V.getRowCount(); j++) {
            var row = rows[j];
            var cells = row.getCells();
            for (var k=0; k<cells.length; k++) {
                var cell = cells[k];
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                gs.info(cell.getLabel() + ":" +
 cell.getCellDisplayValue())
            }
        }
    }
}
```

Multi-row variable set

Multi-row variable set

Operation	Usage
Table operations	
Return JSON array value as String	`now_GR.variables.table_var`
Set value of a multi-row variable set	`now_GR.variables.table_var = <val>` **Note:** An array of ordered (key, value) pairs is also applicable as input.
Get value of column, var1, of a multi-row variable set	`now_GR.variables.table_var.var1`
Set value of a variable set, var1	`now_GR.variables.table_var.var1 = <val>` **Note:** An array of ordered (key, value) pairs is also applicable as input.
Row operations	
Get the current row count	`now_GR.variables.table_var.getRowCount()`
Returns the row specified by the variable "i" - getRow(<int> i)	`var row = now_GR.variables.table_var.getRow(<int> i);`
Get the cell value for a question column mapped to <var_name>	`row.<var_name>`
Set the cell value for a question column mapped to <var_name>	`row.setCellValue('<var_name>', value)`
Set the cell value for a question column mapped to <var_name>	`row.<var_name> = value`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Multi-row variable set (continued)

Operation	Usage
Add an empty row at the end of the table and return a scriptable object	`var row = now_GR.variables.table_var.addRow()`
Delete a row	`row.deleteRow()`

Notes and limitations

- //Single column of table_Var
- now_GR.variables.table_var.var1
- now_GR.variables.table_var.var1 = <val>

1. You can only set a variable in a before business rule. Variables set in an after rule are not written to the database.
2. There is nothing in place to prevent namespace collision with variables. Creating two variables named computer_speed would result in only one of them showing up; the second one would overwrite the first one.
3. Date/time variables use the same time zone formatting and storage rules as all other dates in the system. They are stored internally in GMT, but translated into the user's local time zone and format for display.

Setting a GlideRecord variable to 'NULL'

GlideRecord variables (including current) are initially null in the database. Setting these back to an empty string, a space, or the JavaScript null value will not result in a return to this initial state.

Note: This functionality requires a knowledge of JavaScript.

To set it back to the initial state, simply set the value to 'NULL'. Note that the *update()* function does not run on the current object but rather on the record. The object displays the initial value until it is called again from the record.

Note: Functionality described here requires the **Admin** role.

Example 1

```
var grIncident = new GlideRecord('incident');
grIncident.addNotNullQuery("assigned_to");
grIncident.query();
if (grIncident.next()) {
  gs.log(“The incident record that is going to be updated is “ +
 grIncident.number);
  gs.log("Previous Value of 'Assigned To' field: " +
 grIncident.assigned_to);
  grIncident.assigned_to = "NULL";
  grIncident.update();
  gs.log("Current Value of 'Assigned To' field: " +
 grIncident.assigned_to);
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example 2 (Business Rule)

```
current.u_affected_value = 'NULL';
current.update();
```

Schedule Pages

A schedule page is a record that contains a collection of scripts that allow for custom generation of a calendar or timeline display.

Creation of timeline schedule pages requires understanding of the page/event flow and the ability to write client and server side JavaScript.

Schedule pages form

To access schedule pages, navigate to **System Scheduler** > **Schedules** > **Schedule Pages**.

The form provides the following fields, depending upon the *View Type* selected:

Schedule pages form

Field	Field Type	Description
Name	String	General name that is used to identity the current schedule page.
Schedule type	String	The schedule type is a string that is used to uniquely identity the schedule page via the "sy URI parameter. For example, a schedule page could be accessed as follows: `/show_schedule_page.do?sysparm_type=gantt_chart&sysparm_timeline_task_id=d530bf907f0` Alternatively, the schedule page can also be accessed by setting the "*sysparm_page_* of the unique 32 character hexadecimal system identifier of the schedule page.
View Type	Choice	Each view type displays different field combinations. There are two options available: • Calendars • Timelines
Description	String	General description that provides additional information about the current schedule page.
Init funciton name	String	**Note:** This functionality is only used by *Calendar* type schedule pages. The init function name specifies the name of the JavaScript function to call inside the *Clie* type schedule pages.
HTML	String	**Note:** This functionality is only used by *Calendar* type schedule pages. The HTML field is a scriptable section that is parsed by Jelly and injected into the display p calendar. It can be used to pass in variables from the server and define extra fields are nec
Client script	String	The client script is a scriptable section that allows for configuring options of the schedule p different depending on the schedule page view type and is discussed below.
Server AJAX processor	String	**Note:** This functionality is only used by *Calendar* type schedule pages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Schedule pages form (continued)

Field	Field Type	Description
		The Server AJAX processor is specific to calendar type schedule pages that is used to retu and spans to be displayed.

Timeline schedule pages

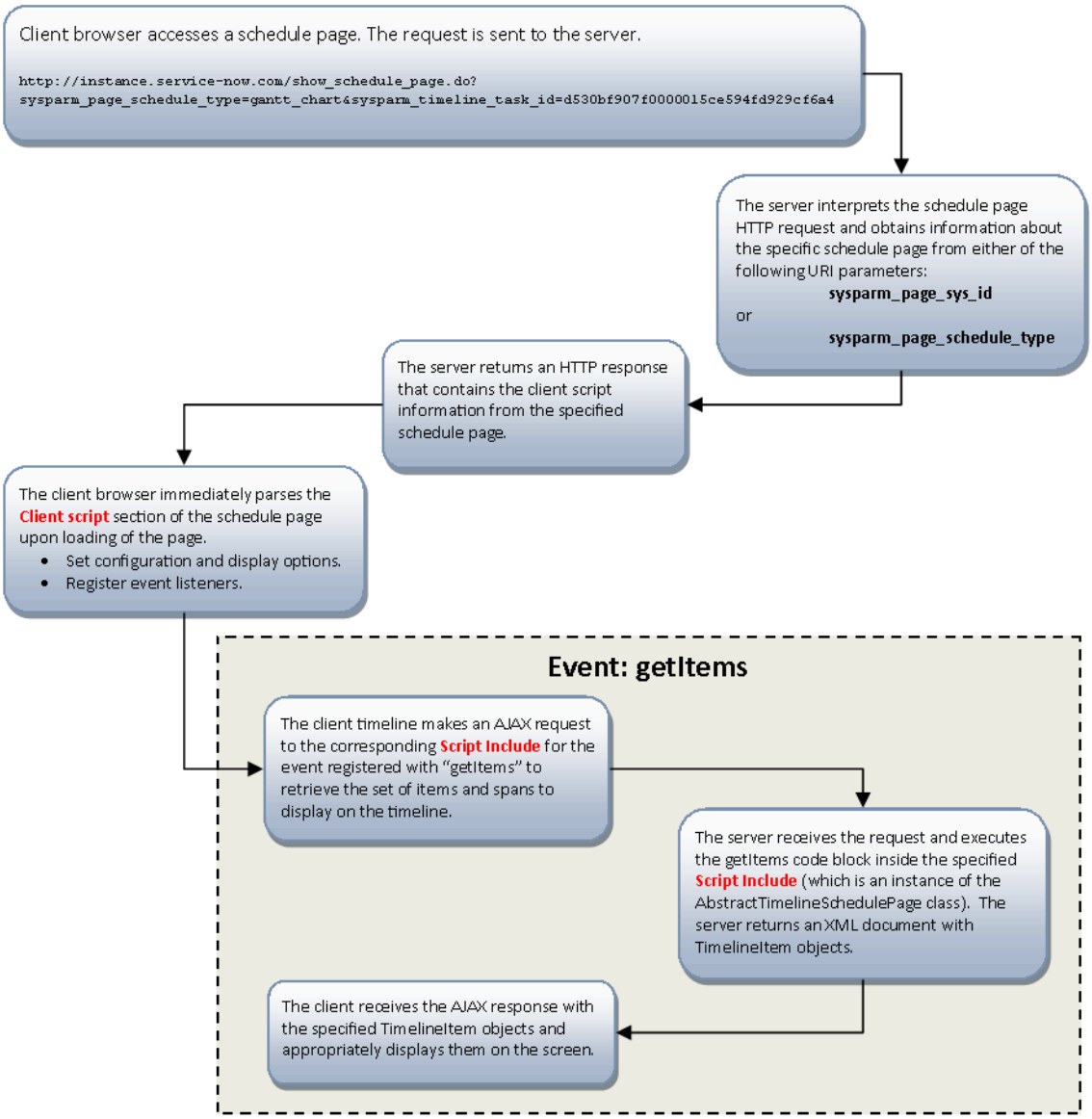
A Timeline Schedule Page is a specific record that contains configuration information for displaying time based points and spans in a "timeline" like fashion.

The timeline schedule page references a script include that extends from AbstractTimelineSchedulePage to perform dynamic modification to the timeline based on different events and conditions. Both the schedule page and the script include for timeline generation allow for extreme customization and their corresponding application programming interface (API) is documented below.

The following diagram shows the series of events that occur when a timeline schedule page is accessed. Once the timeline has been loaded, all subsequent events, such as events resulting from timeline interaction (e.g. moving a timeline span), follow the same logic flow shown in the gray event box.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Timeline Flow



Applications that use schedule pages to generate time lines

- Project Management
- Maintenance Schedules
- Group On-Call Rotation
- Field Service Management

Timeline schedule page example

The following example demonstrates how to create a timeline schedule page with corresponding script include utilizing a majority of the API described above.

For this example we are going to create an Incident Summary Timeline for a project support manager to visualize all of the new incidents. All new incidents should be displayed as single points where the priority of the incident is distinguished by a different point icon. Additionally, all closed incidents should be displayed on the timeline in a separate group that shows the duration of the incident before it was closed. Since the Project Manager wants to be able to easily close

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

new items that are resolved without using any form lists, we will handle the vertical move event allowing the new incidents to be dragged into the closed incident group or items within.

Schedule Page

Create a new schedule page with the following properties:

- **Name**: Hardware Incidents
- **Schedule type**: incident_timeline
- **View Type**: Timeline
- **Client Script**:

```
// Set our page configuration
glideTimeline.setReadOnly(false);
glideTimeline.showLeftPane(true);
glideTimeline.showLeftPaneAsTree(true);
glideTimeline.showTimelineText(true);
glideTimeline.showDependencyLines(false);
glideTimeline.groupByParent(true);
glideTimeline.setDefaultPointIconClass('milestone');

// We will define what items to display and provide a custom
 event handler for moving new items to the closed state
glideTimeline.registerEvent('getItems',
 'IncidentTimelineScriptInclude');
glideTimeline.registerEvent('elementMoveY',
 'IncidentTimelineScriptInclude');
```

Script Include

Now that the schedule page has been created we need to generate a matching script include for the events that were registered. Create a new script include with the following properties:

- **Name**: IncidentTimelineScriptInclude
- **Active**: Checked
- **Glide AJAX enabled**: Checked
- **Script**:

```
// Class Imports

var IncidentTimelineScriptInclude = Class.create();
IncidentTimelineScriptInclude.prototype =
 Object.extendsObject(AbstractTimelineSchedulePage, {

  ////////////////////// //
 GET_ITEMS ////////////////////////////////////
  getItems:function() {
    // Specify the page title
    this.setPageTitle('My Custom Incident Summary Timeline');

    var groupNew = new GlideTimelineItem('new');
    groupNew.setLeftLabelText('New Incidents');
    groupNew.setImage('../images/icons/all.gifx');
    groupNew.setTextBold(true);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   this.add(groupNew);

   var groupClosed = new GlideTimelineItem('closed');
   groupClosed.setLeftLabelText('Closed Incidents');
   groupClosed.setImage('../images/icons/all.gifx');
   groupClosed.setTextBold(true);
   groupClosed.setIsDroppable(true);

   // This allows us to drag an open incident onto the closed
group row.
   this.add(groupClosed);

   // Get all the incidents and let's add only the new/closed
ones appropriately
   var now_GR = new GlideRecord('incident');
   gr.query();
   while(gr.next()) {
      // Only loop through new/closed incidents
      if(gr.incident_state != '1' && gr.incident_state != '7')
continue;

      // Ok, we have a new/closed incident. Create the item and
the span first.
      var item = new GlideTimelineItem(gr.getTableName(),
gr.sys_id);
      var span = item.createTimelineSpan(gr.getTableName(),
gr.sys_id);

      // Specific properties for a new incident
      if(gr.incident_state == '1') { // New
        item.setParent(groupNew.getSysId());
        item.setImage('../images/icons/open.gifx');

span.setTimeSpan(gr.getElement('opened_at').getGlideObject().ge
tNumericValue(),

gr.getElement('opened_at').getGlideObject().getNumericValue());

        // We will show different colors based upon the
priorities only for new incidents
        switch(gr.getElement('priority').toString()) {
          case '1': span.setPointIconClass('red_circle');
break;
          case '2': span.setPointIconClass('red_square');
break;
          case '3': span.setPointIconClass('blue_circle');
break;
          case '4': span.setPointIconClass('blue_square');
break;
          case '5': span.setPointIconClass('sepia_circle');
break;
          default: // Otherwise, the default point icon class
will be used (Milestone)
         }
        }
       // Specific properties for a closed incident
       else if(gr.incident_state == '7') {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          item.setParent(groupClosed.getSysId());
          item.setImage('../images/icons/closed.gifx');

 span.setTimeSpan(gr.getElement('opened_at').getGlideObject().ge
tNumericValue(),

 gr.getElement('closed_at').getGlideObject().getNumericValue()
); }

        // Common item properties
        item.setLeftLabelText(gr.short_description);

        // Common span properties
        span.setSpanText(gr.short_description);
        span.setTooltip('<strong>' +
 GlideStringUtil.escapeHTML(gr.short_description) +
 '</strong><br>' + gr.number);
        span.setAllowXMove(false);
        span.setAllowYMove(gr.canWrite() ? true:false);
        span.setAllowYMovePredecessor(false);
        span.setAllowXDragLeft(false);
        span.setAllowXDragRight(false);

        // Now we add the actual item
        this.add(item);
        } } ,


   ////////////////////////// //
 ELEMENT_MOVE_Y //
////////////////////////////////////////////////////////////

   /**
   * This is one of the AbstractTimelineSchedulePage event
 handler methods that corresponds to a vertical
   * move. The arguments for this function are defined in the
 API section of the event handler methods.
   */
  elementMoveY: function(spanId, itemId, newItemId) {

    // Get information about the current incident
    var now_GR = new GlideRecord('incident');
    gr.addQuery('sys_id', spanId);
    gr.query();
    if(!gr.next())
      return this.setStatusError('Error', 'Unable to lookup the
 current incident.');

    // Only allow the new incidents to have their state
 adjusted.
    if(gr.incident_state != '1')
      return this.setStatusError('Error','Only new incidents can
 have their state adjusted.');

    // Get information about the dropped GlideTimelineItem. If
 it was dropped in an item on the "New Incidents"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   // group let's do nothing. If it was dropped in the "Closed
Incidents" then let's adjust the state automatically.
   var grDropped = new GlideRecord('incident');
   grDropped.addQuery('sys_id', newItemId );
   grDropped.query();
   if(!grDropped.next() || grDropped.incident_state == '7') {
      // This means the dropped item was either the 'Closed
Incidents' group (which has no record or sys_id) or an
      // existing incident that is closed. The 'New Incidents'
also has no sys_id; however, the default behavior for
      // items without a sysId is to be non-droppable. This is
why we explicitly denoted the 'Closed Incidents' to
      // be marked as "droppable".

      // Return a dialog prompt
      this.setStatusPrompt('Confirm', 'Are you sure you want to
close: ' +
            '<div style="margin:10px 0 10px
14px;padding:4px;background-color:#EBEBEB;"><strong>' +
             GlideStringUtil.escapeHTML(gr.short_description)
+
             '</strong><br/><div class="font_smaller">' +
now_GR. number + '</div></div>',
             'this._elementMoveYHandler_DoClose', // This
function is for when the OK button is clicked.
             'this._elementMoveYHandler_DoNothing', // This
function is for when the Cancel button is clicked.
             'this._elementMoveYHandler_DoNothing'); // This
function is for when the Close button is clicked.
      } } ,

 _elementMoveYHandler_DoClose: function(spanId, itemId,
newItemId) {
   // Notice that this function takes the same function
arguments as the original function for which it
   // is a custom event handler for.

   // Update the database record from 'New' to 'Closed'.
   var now_GR = new GlideRecord('incident');
   gr.addQuery('sys_id', spanId);
   gr.query();
   gr.next();
   gr.setValue('incident_state', '7');
   gr.update();

   // This will re-render the timeline showing the updated item
in the closed group.
   this.setDoReRenderTimeline(true);

   // Let's show a success message
   this.setStatusSuccess('Success', '<strong>' +
gr.short_description + '</strong> was successfully
closed.'); } ,

 // Since the user clicked cancel or close we simply do
nothing.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 _elementMoveYHandler_DoNothing: function(spanId, itemId,
newItemId) { }

});
```

Screenshots / Results

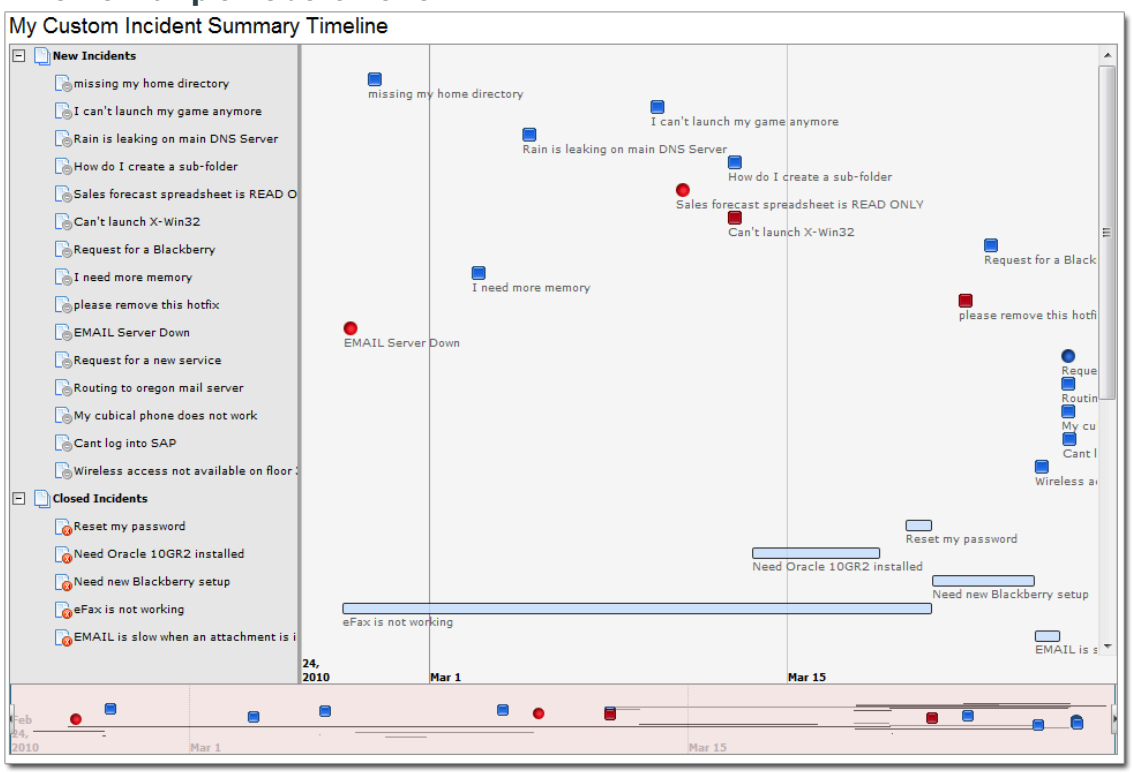
1. Navigate to:

   ```
   http://[YOURINSTANCE]:8080/show_schedule_page.do?
   sysparm_page_schedule_type=incident_timeline
   ```

   Notice the bold text is the value of the schedule page **Schedule type** field.

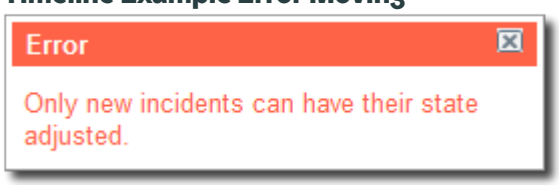
2. The page displays a timeline as specified by the schedule page and script include created. A link to this page can be created and placed as a module or UI action as necessary.

Timeline Example Incident Preview



3. Attempting to move a closed incident anywhere displays the expected error message.

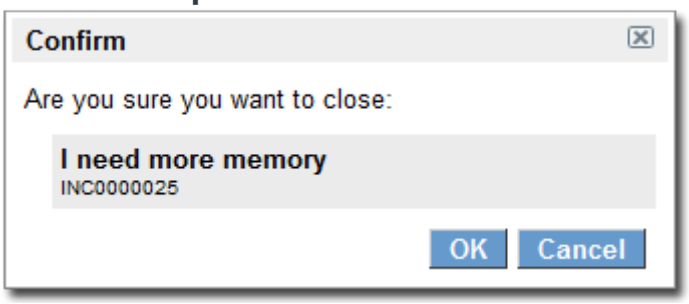
Timeline Example Error Moving



4. Moving the incident: *I need more memory* displays the following confirmation box.

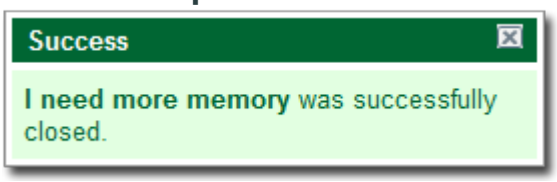
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Timeline Example Confirm Close



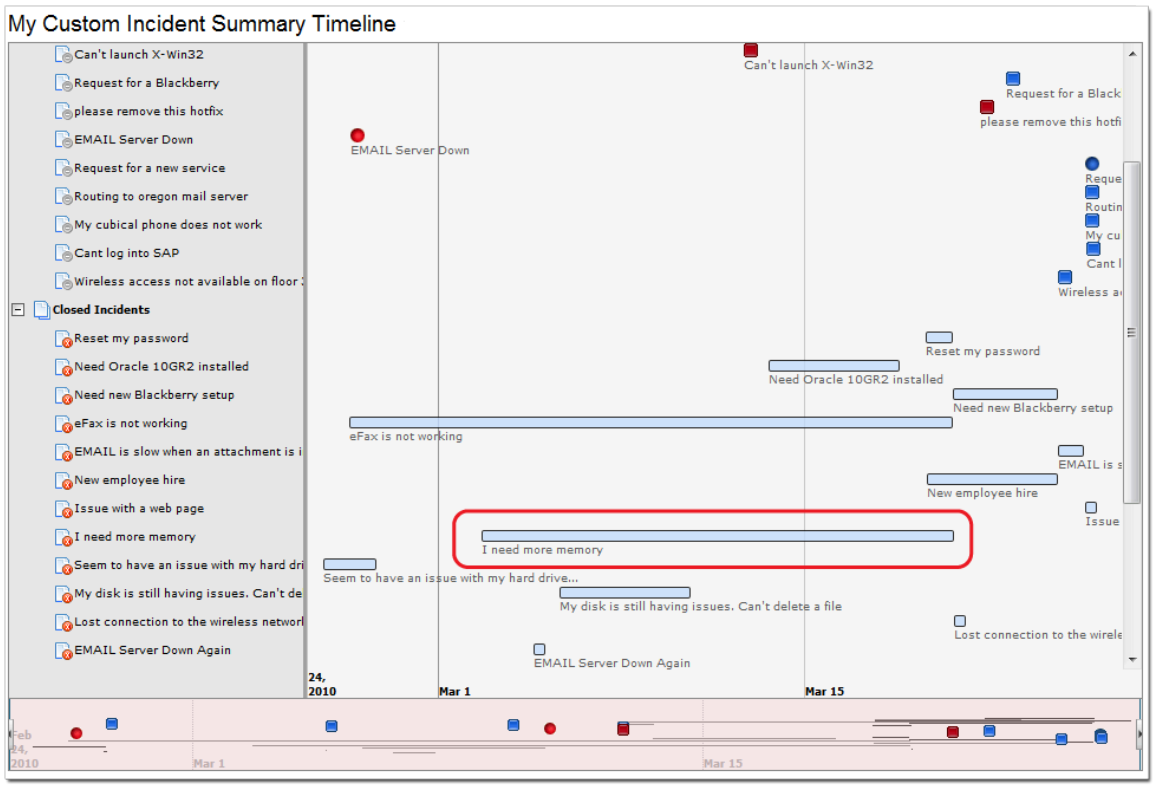
5. Clicking the **Cancel** button closes the overlay. Clicking the **OK** button actually updates the incident_state of the record and then displays the following success box.

Timeline Example Close Success



6. After clicking **OK**, it is clear the incident is now listed in the **Closed Incidents** group.

Timeline Example Incident Updated



XMLDocument script object

A JavaScript object wrapper for parsing and extracting XML data from an XML document (String).

Use this Javascript class to instantiate an object from an XML string, usually a return value from a Web Service invocation, or the XML payload of ECC Queue. Using the XMLDocument object in a Javascript business rule lets you query values from the XML elements and attributes directly.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Constructor

The constructor of a script object creates a new instance of the object to be used.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";

var xmldoc = new XMLDocument(xmlString);
```

To perform XML parsing of an XML string that is name space qualified, specify "true" for the second argument for the XMLDocument constructor. The following is an example of parsing and XML string that contains name space qualification of its elements.

```
var xmlString = "<bk:book xmlns:bk='urn:loc.gov:books'
 xmlns:isbn='urn:ISBN:0-395-36341-6'>" +
                  "<bk:title>Cheaper by the Dozen</bk:title>" +
                  "<isbn:number>1568491379</isbn:number>" +
                "</bk:book>";

var xmldoc = new XMLDocument(xmlString, true); // XML document
 is name space aware
```

Locating nodes and elements

Now that we have the XMLDocument object, we can call the following APIs to locate nodes and elements of the XML document, as well as extract text from it directly. The query syntax for locating nodes and attributes is based on XPath.

Note: XML parsing with this object is not namespace aware, this means that if you are locating a node name with namespace in it eg. "<names:myelement> ...", the XPath search string would be "//myelement"

The following are examples of locating a node by its XPath and getting the text value out of the resulting node.

```
var str = xmldoc.getNodeText("//two"); // returns the first
 occurrence of the node
// str == "abcd1234"

str = xmldoc.getNodeText("//three");
// str == "1234abcd"

str = xmldoc.getNodeText("/test/one/*");
// str == "abcd1234"

str = xmldoc.getNodeInt("//number");
// str == 1234
```

The following examples locates the node by XPath and uses the API on node and element to get attributes and value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var node = xmldoc.getNode("/test/one/two");
// node.getNodeName() == "two"
// node.getNodeType() == "1" // 1 == ELEMENT_NODE
// node.getLastChild().getNodeType() == "3" // 3 == TEXT_NODE
// node.getLastChild().getNodeValue() == "abcd1234"
```

Or you can use the following convenience functions to get the node name and type

```
str = xmldoc.getNodeName("//three");
// str == "three"

str = xmldoc.getNodeType("//three");
// str == "1"
```

You can also get a list of nodes that you can iterate or access directly by position

```
var nodelist = xmldoc.getNodes("//one/*"); // two, three, and
 two
// nodelist.getLength() == "3"
// nodelist.item(0).getNodeName() == "two"
// nodelist.item(1).getNodeName() == "three"
```

The following is an example of parsing an XML string that is qualifed with name spaces.

```
var xmlString = "<bk:book xmlns:bk='urn:loc.gov:books'
 xmlns:isbn='urn:ISBN:0-395-36341-6'>" +
                 "<bk:title>Cheaper by the Dozen</bk:title>" +
                 "<isbn:number>1568491379</isbn:number>" +
               "</bk:book>";

var xmldoc = new XMLDocument(xmlString, true);
var str = xmldoc.getNodeText("//bk:title"); // returns the first
 occurence of the node
gs.log(str);

str = xmldoc.getNodeText("/bk:book/*");
gs.log(str);

str = xmldoc.getNodeInt("//isbn:number");
gs.log(str);
```

Getting attribute values

An attribute is just an extension of a node and so it has all the same APIs.

The following example shows how to query for a node to get its attribute by position

```
node = xmldoc.getNode("//two");
// node.getAttributes().item(0).getNodeValue() == "xxx"

str = xmldoc.getAttribute("//two", "att");
// str == "xxx"
```

XPath also has a query syntax for locating the attribute node directly, for example

```
str = xmldoc.getNodeText("//*[@att=\"yyy\"]");
// str == "1234abcd"

str = xmldoc.getNode("//@boo").getNodeValue();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// str == "yah"
```

Creating new elements

An XML element can be created at any level of the XML document once it has been created. Use the *setCurrent* function to position where the new element will be created as a child element, and use the *createElement* function to create the element.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";

var xmldoc = new XMLDocument(xmlString);
xmldoc.createElement("new", "test"); // creates the new element
 at the document element level if setCurrent is never called
xmldoc.createElement("new2"); // calling without a value will
 create a new element by itself

var el = xmldoc.createElement("new3");
xmldoc.setCurrent(el); // this is now the parent of any new
 elements created subsequently using createElement()
xmldoc.createElement("newChild", "test");
```

The resulting XML document looks like this

```
<test>
  <one>
    <two att="xxx">abcd1234</two>
    <three boo="yah" att="yyy">1234abcd</three>
    <two>another</two>
  </one>
  <number>1234</number>
  <new>test<new>
  <new2/>
  <new3>
      <newChild>test</newChild>
  </new3>
</test>
```

XMLHelper

The XML helper script include makes it easy to parse XML in scripts.

Use the following methods to export XML to JSON, or JSON to XML.

- The *toObject()* method returns the XML elements as JSON properties. This method works properly whether the supplied parameter is an XML document or an XML string. This method has an optional parameter of the XML input for conversion as an alternative to specifying the XML input in the constructor.
- The *toXMLDoc()* method returns JSON provided as XML elements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: You must escape ampersand characters (&amp) in your XML or the conversion silently fails.

Example

The following example shows how to convert an XML document into JSON and uses a recursive function to output each member. The recursive function helps indicate how the XML document structure is rendered as JSON.

```
var xmlString = "<company>" + "<employee>" + "<id>10</id>"
 + "<firstname>Tom</firstname>" + "<lastname>Cruise</lastname>"
 + "<test>test1</test>"
 + "<test>test3</test>" + "</employee>" + "<employee>" +
 "<id>20</id>" + "<firstname>Paul</firstname>"
 + "<lastname>Enderson</lastname>" + "<test>test6</test>" +
 "<test>test5</test>" + "</employee>" + "<employee>"
 + "<id>30</id>" + "<firstname>Paul</firstname>" +
 "<lastname>Bush</lastname>" + "<test>test2</test>"
 + "<test>test4</test>" + "</employee>" + "</company>";
var helper = new XMLHelper(xmlString);
var obj = helper.toObject();
logObj(obj, "*");

function logObj(obj, sep) {
  for (x in obj) {
    if (typeof obj[x] != "function") {
      gs.log(sep + x + ":: " + obj[x]);
    }
    logObj(obj[x], sep + "*");
  }
}
```

Output:

```
*** Script: *employee:: [object Object],[object Object],[object
 Object]
*** Script: **2:: [object Object]
*** Script: ***id:: 30
*** Script: ***test:: test2,test4
*** Script: ****0:: test2
*** Script: ****1:: test4
*** Script: ***firstname:: Paul
*** Script: ***lastname:: Bush
*** Script: **0:: [object Object]
*** Script: ***id:: 10
*** Script: ***test:: test1,test3
*** Script: ****0:: test1
*** Script: ****1:: test3
*** Script: ***firstname:: Tom
*** Script: ***lastname:: Cruise
*** Script: **1:: [object Object]
*** Script: ***id:: 20
*** Script: ***test:: test6,test5
*** Script: ****0:: test6
*** Script: ****1:: test5
*** Script: ***firstname:: Paul
*** Script: ***lastname:: Enderson
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

JavaScript engine on the platform

The JavaScript engine that evaluates server-side scripts supports the ECMAScript 2021 (ES12) standard.

No plugins or properties are required to install the new JavaScript engine.

The benefits of the new engine are:

- Modern library code and scripting features, such as optional chaining, destructuring, const and let declarations, and arrow functions
- Follows standard ECMAScript 2021 behavior

What to know

The JavaScript engine provides an improved environment for developing scripts.

- Beginning with the Xanadu release, when you create new scripts, ECMAScript 2021 (ES12) mode is turned on by default regardless of the JavaScript mode configured for the application.
- Beginning with the Tokyo release, new and existing scoped applications can run in ECMAScript 2021 (ES12) mode.
- Compatibility mode supports the legacy modifications to the legacy JavaScript engine.
- Legacy code continues to work.

You configure the mode that the JavaScript engine uses in the design and runtime settings for applications. Available modes are ECMAScript 2021 (ES12), ES5 Standards, and Compatibility.

Related topics

Modify an app's settings in ServiceNow Studio

JavaScript modes

JavaScript mode is a design and runtime setting for custom applications and scripts. To support existing server-side scripts and new scripts developed to the ECMAScript 2021 standard, the JavaScript engine has three modes: ECMAScript 2021 (ES12), ES5 Standards, and Compatibility.

The JavaScript mode controls which JavaScript features you have access to in an application or script. The default mode for new scoped applications is ECMAScript 2021 (ES12) and for new global applications, it's ES5 Standards. You can also turn on ECMAScript 2021 (ES12) mode for individual scripts in applications that use ES5 Standards or Compatibility mode.

For more information about features supported by the ECMAScript 2021 (ES12) and ES5 Standards modes, see JavaScript engine feature support.

ECMAScript 2021 (ES12) mode

ECMAScript 2021 (ES12) mode is the default mode when you create new scoped applications. When you create new scripts, ECMAScript 2021 (ES12) mode is turned on by default regardless of the JavaScript mode configured for the application. This mode doesn't preserve the legacy behaviors in the pre-Tokyo JavaScript engine or work with global scripts.

ECMAScript 2021 (ES12) mode supports a subset of ECMAScript 2021 (ES12) and ECMAScript 2022 (ES13) syntax and features, including the following features:

- Default function parameters
- Rest parameters
- For-of loops

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Template literals
- Destructuring
  - Declarations
  - Assignment
  - Parameters
- Const declaration
- Let declaration
- Arrow functions
- Class declarations
- Map set
- Optional chaining operator `(?.)`

To learn about specific ECMAScript 2021 (ES12) features, see the Let's Learn ECMAScript 2021 videos on the ServiceNow Dev Program YouTube channel.

ES5 Standards mode

ES5 Standards mode is the default mode for global applications and is an option for scoped applications. This mode doesn't preserve the legacy behaviors in the pre-Helsinki JavaScript engine.

ES5 standards mode supports ECMAScript5 syntax and features, including the following features:

- The "use strict" declaration
- Control over extensibility of objects
- Get and set properties on objects (accessors)
- Control over writability, configurability, and enumerability of object properties
- New Array and Date methods
- Native JSON support
- Support for modern third-party libraries such as lodash.js and moment.js

Compatibility mode

Compatibility mode is used for all scripts developed prior to the addition of ES5 Standards mode. Compatibility mode has some differences from the previous JavaScript engine.

JSON support changes:

- `JSON.stringify()` and `JSON.parse()` are implemented using the ES5 Native JSON object.
- The new `JSON().encode()` and new `JSON().decode()` are still supported, but should only be used when the legacy behavior is required.

The use of third-party JavaScript libraries isn't supported in Compatibility mode.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Considerations for switching JavaScript modes

Switching the JavaScript mode for an application or script might change the behavior of existing scripts. Review some examples of behavior changes before switching JavaScript modes or to troubleshoot any issues that you experience after switching.

For more information about each JavaScript mode, see JavaScript modes and JavaScript engine feature support.

This table highlights how JavaScript behavior has evolved from the lenient and error-prone pre-ES5 environment, to the stricter and more predictable ES5, and lastly the more feature-rich environment of ES12 (ECMAScript 2021).

Behavioral differences in JavaScript modes

Feature	Compatibility Mode	ES5 Standards Mode	ECMAScript 2021 (ES12)

Arguments object	The `arguments` object exists, but there's no `strict mode`, so modifications reflect on `arguments`. Prints:
	`*** Script: [object Arguments]`
	`*** Script: [object Arguments]`
	`*** Script: [object Arguments]`
	`*** Script: 123`
		In strict mode, the arguments object doesn't reflect parameter modifications and throws an error. Prints:
		`sn_es5: 123`
		`sn_es5: undefined`
		`sn_es5: [object Arguments]`
		`sn_es5: 123`
			The same as ES5.

Boolean overrides	Primitive Booleans (`true`, `false`) can be overridden, causing unexpected behavior.	Primitive Booleans are more protected, though still can be overridden when assigned to variables.	The same as ES5, but strict mode helps prevent some assignments. The conditional expression should be written in this form: `(cond_expr instanceof Boolean ? cond_expr.valueOf() : cond_expr).`
Exception for syntax errors	Syntax errors throw exceptions at runtime. Error handling is inconsistent. Example: `Javascript compiler`	More consistent syntax error handling, especially in strict mode. Example: `Evaluator: com.glide.scr`	The same as ES5, but with more robust handling and clearer error messages in updated engines. Example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Behavioral differences in JavaScript modes (continued)

Feature	Compatibility Mode	ES5 Standards Mode	ECMAScript 2021 (ES12)
	`exception: unterminated string literal (null.null.script; line 1) in: var b = '`	`ipt.RhinoEcmaError: unterminated string literal script : Line(1) column(9) ==> 1: var b = '`	`SyntaxError: Unterminated string constant at line 1 ==> 1: var b = '`
Increment and decrement	Allowed on variables but could behave unexpectedly with complex expressions. Prints: `*** Script: c: 1 *** Script: gr.related_incidents: 1 *** Script: 2 *** Script: 3`	Improved clarity, but still allowed on variables (`var`, `let`, `const`). Prints: `sn_es5: c: 0 sn_es5: gr.related_incidents: 1 sn_es5: 1 sn_es5: 2`	The same as ES5, with stricter rules in some contexts (for example, `const`).
Line continuations	Allowed with a backslash (\) but discouraged due to readability issues. In this example, all three functions are called. `var expr = doFoo(); // do foo doBar(); // do bar finish(); // all done eval(expr);`	Same as Compatibility mode; no change in handling line continuations. In the previous example, ES5 only calls the first function and treats everything after the first comment including the newline as comment until the expression end.	The same as ES5, but template literals provide a more readable alternative.
Missing semicolons	Automatic semicolon insertion (ASI) often led to unexpected behavior.	Throws a syntax error when a semicolon is missing.	The same as ES5. Updated practices encourage explicit semicolons.
Non-existent functions	Calling a non-existent function throws a `ReferenceError`.	Throws a `TypeError` if a non-function is called.	Throws an EcmaError when a non-existent function is called

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Behavioral differences in JavaScript modes (continued)

Feature	Compatibility Mode	ES5 Standards Mode	ECMAScript 2021 (ES12)
			or a property is referenced.
Non-existent properties	Accessing a non-existent property returns `undefined`; no error thrown.	Same as pre-ES5.	The same as Compatibility mode and ES5 Standards mode.
Numeric literals	Basic decimal and hexadecimal literals.	Introduced stricter parsing rules and better handling of numeric literals.	Added binary (`0b`), octal (`0o`), and BigInt literals (`123n`).
Reserved keyword as property	Using reserved keywords isn't possible.	Reserved keywords can be used as property names without error, for example, `obj.for`. Prints the object when returned.	The same as ES5.
Treat let and yield as keywords	`let` and `yield` aren't keywords and can be used as identifiers only.	`let` is introduced as a keyword. `yield` is reserved in strict mode.	Both are keywords. Using them as identifiers throws syntax errors.

Set the JavaScript mode for an application

Configure which ECMAScript features can be used in an application by selecting the JavaScript mode.

Before you begin

Role required: delegated developer role granting full access or admin

About this task

The JavaScript mode is a design and runtime setting for custom applications and scripts. To support existing server-side scripts and new scripts developed to the ECMAScript 2021 standard, the JavaScript engine has three modes: ECMAScript 2021 (ES12), ES5 Standards, and Compatibility. For more information about each mode, see JavaScript modes.

For applications that use ES5 Standards or Compatibility mode, you can also turn on ECMAScript 2021 (ES12) for individual scripts in the application. For more information, see Turn on ECMAScript 2021 (ES12) mode for a script.

Note: Switching the JavaScript mode to ECMAScript 2021 (ES12) for an existing application might change the behavior of its scripts. For more information, see Considerations for switching JavaScript modes.

Procedure

1. In the application navigator, enter `sys_app.list`.
2. Select an application.
3. In the **JavaScript Mode** field, select the mode to use.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- ECMAScript 2021 (ES12): Supports a subset of ECMAScript 2021 (ES12) and ECMAScript 2022 (ES13) syntax and features.
- ES5 Standards Mode: Supports ECMAScript5 syntax and features.
- Compatibility Mode: Used for all scripts developed prior to the addition of ES5 Standards mode.

4. Select **Update**.

Related topics

Modify an app's settings in ServiceNow Studio

Turn on ECMAScript 2021 (ES12) mode for a script

Use the latest JavaScript features supported with ECMAScript 2021 (ES12) mode in server-side scripts in applications that use ES5 Standards mode or Compatibility mode.

Before you begin

Role required: delegated developer role or admin

About this task

Turning on ECMAScript 2021 (ES12) mode for individual scripts is an option for scripts in global or scoped applications configured to use ES5 Standards mode or Compatibility mode. All scripts in applications with the JavaScript mode set to ECMAScript 2021 (ES12) use ECMAScript 2021 (ES12). Switching the JavaScript mode to ECMAScript 2021 (ES12) for an existing script might change the behavior of the script. For more information, see Considerations for switching JavaScript modes.

Note: Global applications can use ECMAScript 2021 (ES12) mode for individual scripts but not across the application.

Procedure

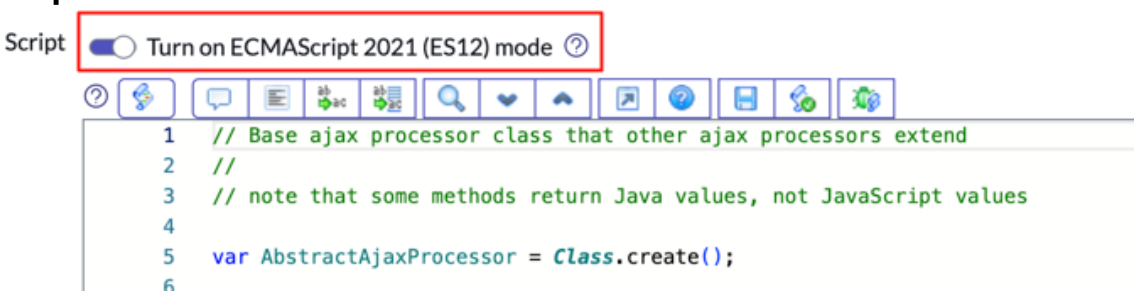
1. Navigate to a form with a script field.

   Example

   For example, to open a script include form, navigate to **All** > **System Definition** > **Script Includes** or enter `sys_script_include.list` in the navigation filter.

2. Select an existing script or **New**.
3. Select **Turn on ECMAScript 2021 (ES12) mode**.

   Example



Note: This option is read only for scripts in applications with the JavaScript mode set to ECMAScript 2021 (ES12), which automatically use ECMAScript 2021 (ES12).

4. Select **Submit** or **Update** to save your changes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

JavaScript engine feature support

Compare ECMAScript features between the ECMAScript 2021 (ES12) and ES5 Standards JavaScript modes in Yokohama. Both modes support a subset of ECMAScript features.

For more information about these features, see the ECMAScript language specifications (ECMA-262) on the Ecma International website.

Support definitions

Supported

The feature has been tested and validated.

Not Supported

The feature has not been validated in the current release.

Disallowed

The feature does not align with the ServiceNow AI Platform programming model or poses a security or performance risk. Disallowed features result in an error.

ECMAScript 2022 (ES13) features

Important: Prior to deploying code to production, you should test scripts using supported ECMAScript 2022 (ES13) features thoroughly due to the newly added and partial support of features across this ECMAScript version.

Instance class fields

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
public instance class fields	Supported	Not Supported
private instance class fields basic support	Not Supported	Not Supported
private instance class fields initializers	Not Supported	Not Supported
optional private instance class fields access	Not Supported	Not Supported
optional deep private instance class fields access	Not Supported	Not Supported
computed instance class fields	Supported	Not Supported

Static class fields

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
public static class fields	Supported	Not Supported
static class fields use [[Define]]	Supported	Not Supported
private static class fields	Supported	Not Supported
computed static class fields	Supported	Not Supported

Private class methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
private instance methods	Not Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Private class methods (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
private static methods	Supported	Not Supported
private accessor properties	Not Supported	Not Supported
private static accessor properties	Supported	Not Supported

.at() method on the built-in indexables

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Array.prototype.at()	Not Supported	Not Supported
String.prototype.at()	Supported	Not Supported
%TypedArray%.prototype.at()	Disallowed	Disallowed

Object.hasOwn

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Basic functionality	Supported	Not Supported
ToObject called before ToPropertyKey	Supported	Not Supported

Error.cause property

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Error has cause	Supported	Not Supported
Error.prototype lacks cause	Supported	Not Supported
EvalError has cause	Supported	Not Supported
EvalError.prototype lacks cause	Supported	Not Supported
RangeError has cause	Supported	Not Supported
RangeError.prototype lacks cause	Supported	Not Supported
ReferenceError has cause	Supported	Not Supported
ReferenceError.prototype lacks cause	Supported	Not Supported
SyntaxError has cause	Supported	Not Supported
SyntaxError.prototype lacks cause	Supported	Not Supported
TypeError has cause	Supported	Not Supported
TypeError.prototype lacks cause	Supported	Not Supported
URIError has cause	Supported	Not Supported
URIError.prototype lacks cause	Supported	Not Supported
AggregateError has cause	Supported	Not Supported
AggregateError.prototype lacks cause	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RegExp Match Indices (`hasIndices` / `d` flag)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
constructor supports it	Not Supported	Not Supported
shows up in flags	Not Supported	Not Supported

Ergonomic brand checks for private fields

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Ergonomic brand checks for private fields	Not Supported	Not Supported

Class static initialization blocks

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Class static initialization blocks	Supported	Not Supported

ECMAScript 2021 (ES12) features

Promise.any

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
fulfillment	Disallowed	Disallowed
AggregateError	Disallowed	Disallowed

WeakReferences

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
WeakRef minimal support	Disallowed	Disallowed
FinalizationRegistry minimal support	Disallowed	Disallowed

Logical assignment

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
||= basic support	Supported	Not Supported
||= short-circuiting behavior	Supported	Not Supported
||= setter not unnecessarily invoked	Supported	Not Supported
&&= basic support	Supported	Not Supported
&&= short-circuiting behavior	Supported	Not Supported
&&= setter not unnecessarily invoked	Supported	Not Supported
??= basic support	Supported	Not Supported
??= short-circuiting behavior	Supported	Not Supported
??= setter not unnecessarily invoked	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Numeric separators

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
numeric separators	Supported	Not Supported

String.prototype.replaceAll

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
String.prototype.replaceAll	Supported	Supported

ECMAScript 2020 (ES11) features

String.prototype.matchAll

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Supported	Not Supported
throws on non-global regex	Supported	Not Supported

BigInt

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Not Supported	Not Supported
constructor	Not Supported	Not Supported
BigInt.asUintN	Not Supported	Not Supported
BigInt.asIntN	Not Supported	Not Supported
BigInt64Array	Not Supported	Not Supported
BigUint64Array	Not Supported	Not Supported
DataView.prototype.getBigInt64	Not Supported	Not Supported
DataView.prototype.getBigUint64	Not Supported	Not Supported

globalThis

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
"globalThis" global property is global object	Disallowed	Disallowed
"globalThis" global property has correct property descriptor	Disallowed	Disallowed

Optional chaining operator (?.)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
optional property access	Supported	Not Supported
optional bracket access	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Optional chaining operator (?.) (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
optional method call	Supported	Not Supported
optional function call	Supported	Not Supported
spread parameters after optional chaining	Supported	Not Supported

Promise.allSettled

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Promise.allSettled	Disallowed	Disallowed

Nullish coalescing operator (??)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
nullish coalescing operator (??)	Supported	Not Supported

ECMAScript 2019 (ES10) features

Symbol.prototype.description

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic	Supported	Not Supported
empty description	Supported	Not Supported
undefined description	Supported	Not Supported

String trimming

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
String.prototype.trimLeft	Supported	Supported
String.prototype.trimRight	Supported	Supported
String.prototype.trimStart	Supported	Not Supported
String.prototype.trimEnd	Supported	Not Supported

Array.prototype.{flat, flatMap}

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Array.prototype.flat	Supported	Not Supported
Array.prototype.flatMap	Supported	Not Supported
flat and flatMap in Array.prototype[@@unscopables]	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object.fromEntries

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Object.fromEntries	Supported	Not Supported

Optional catch binding

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic	Disallowed	Disallowed
await	Disallowed	Disallowed
yield	Disallowed	Disallowed

Function.prototype.toString revision

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
functions created with the Function constructor	Disallowed	Disallowed
arrows	Disallowed	Disallowed
[native code]	Disallowed	Disallowed
class expression with implicit constructor	Disallowed	Disallowed
class expression with explicit constructor	Disallowed	Disallowed
unicode escape sequences in identifiers	Disallowed	Disallowed
methods and computed property names	Disallowed	Disallowed

JSON superset

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Line separator can appear in string literals	Disallowed	Disallowed
Paragraph separator can appear in string literals	Disallowed	Disallowed

Well-formed JSON.stringify

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Well-formed JSON.stringify	Disallowed	Disallowed

ECMAScript 2018 (ES9) features

Object rest/spread properties

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
object rest properties	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object rest/spread properties (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
object spread properties	Supported	Not Supported

Promise.prototype.finally

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic support	Disallowed	Disallowed
don't change resolution value	Disallowed	Disallowed
change rejection value	Disallowed	Disallowed

Asynchronous iterators

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
async generators	Disallowed	Disallowed
for-await-of loops	Disallowed	Disallowed

s (dotAll) flag for regular expressions

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
s (dotAll) flag for regular expressions	Supported	Not Supported

RegExp named capture groups

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
RegExp named capture groups	Supported	Not Supported

RegExp Lookbehind Assertions

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
RegExp Lookbehind Assertions	Not Supported	Not Supported

RegExp Unicode Property Escapes

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
RegExp Unicode Property Escapes	Not Supported	Not Supported

Template literal revision

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
template literal revision	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ECMAScript 2017 (ES8) features

Object static methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Object.values	Supported	Not Supported
Object.entries	Supported	Not Supported
Object.getOwnPropertyDescriptors	Supported	Not Supported
Object.getOwnPropertyDescriptors doesn't provide undefined descriptors	Not Supported	Not Supported

String padding

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
String.prototype.padStart	Supported	Not Supported
String.prototype.padEnd	Supported	Not Supported

Trailing commas in function syntax

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
in parameter lists	Supported	Not Supported
in argument lists	Supported	Not Supported

Async functions

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
return	Disallowed	Disallowed
throw	Disallowed	Disallowed
no line break between async and function	Disallowed	Disallowed
no "prototype" property	Disallowed	Disallowed
await	Disallowed	Disallowed
await, rejection	Disallowed	Disallowed
must await a value	Disallowed	Disallowed
can await non-Promise values	Disallowed	Disallowed
cannot await in parameters	Disallowed	Disallowed
async methods, object literals	Disallowed	Disallowed
async methods, classes	Disallowed	Disallowed
async arrow functions in methods, classes	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Async functions (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
async arrow functions	Disallowed	Disallowed
correct prototype chain	Disallowed	Disallowed
async function prototype, Symbol.toStringTag	Disallowed	Disallowed
async function constructor	Disallowed	Disallowed

Shared memory and atomics

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
SharedArrayBuffer	Disallowed	Disallowed
SharedArrayBuffer[Symbol.species]	Disallowed	Disallowed
SharedArrayBuffer.prototype.byteLength	Disallowed	Disallowed
SharedArrayBuffer.prototype.slice	Disallowed	Disallowed
SharedArrayBuffer.prototype[Symbol.toStringTag]	Disallowed	Disallowed
Atomics.add	Disallowed	Disallowed
Atomics.and	Disallowed	Disallowed
Atomics.compareExchange	Disallowed	Disallowed
Atomics.exchange	Disallowed	Disallowed
Atomics.wait	Disallowed	Disallowed
Atomics.wake	Disallowed	Disallowed
Atomics.isLockFree	Disallowed	Disallowed
Atomics.load	Disallowed	Disallowed
Atomics.or	Disallowed	Disallowed
Atomics.store	Disallowed	Disallowed
Atomics.sub	Disallowed	Disallowed
Atomics.xor	Disallowed	Disallowed

Object.prototype getter/setter methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
__defineGetter__	Disallowed	Disallowed
__defineGetter__, symbols	Disallowed	Disallowed
__defineGetter__, ToObject(this)	Disallowed	Disallowed
__defineSetter__	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object.prototype getter/setter methods (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
__defineSetter__, symbols	Disallowed	Disallowed
__defineSetter__, ToObject(this)	Disallowed	Disallowed
__lookupGetter__	Disallowed	Disallowed
__lookupGetter__, prototype chain	Disallowed	Disallowed
__lookupGetter__, symbols	Disallowed	Disallowed
__lookupGetter__, ToObject(this)	Disallowed	Disallowed
__lookupGetter__, data properties can shadow accessors	Disallowed	Disallowed
__lookupSetter__	Disallowed	Disallowed
__lookupSetter__, prototype chain	Disallowed	Disallowed
__lookupSetter__, symbols	Disallowed	Disallowed
__lookupSetter__, ToObject(this)	Disallowed	Disallowed
__lookupSetter__, data properties can shadow accessors	Disallowed	Disallowed

Proxy internal calls, getter/setter methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
__defineGetter__	Disallowed	Disallowed
__defineSetter__	Disallowed	Disallowed
__lookupGetter__	Disallowed	Disallowed
__lookupSetter__	Disallowed	Disallowed

ECMAScript 2016 (ES7) features

Exponentiation (**) operator

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic support	Supported	Not Supported
assignment	Supported	Not Supported
early syntax error for unary negation without parentheses	Disallowed	Disallowed

Array.prototype.includes

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Array.prototype.includes	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Array.prototype.includes (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Array.prototype.includes is generic	Not Supported	Not Supported
%TypedArray%.prototype.includes	Disallowed	Disallowed

ECMAScript 2015 (ES6) features

Proper tail calls (tail call optimization)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
direct recursion	Disallowed	Disallowed
mutual recursion	Disallowed	Disallowed

Default function parameters

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Supported	Not Supported
explicit undefined defers to the default	Supported	Not Supported
defaults can refer to previous parameters	Supported	Not Supported
arguments object interaction	Supported	Not Supported
temporal dead zone	Disallowed	Disallowed
separate scope	Supported	Not Supported
new Function() support	Disallowed	Disallowed

Rest parameters

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Supported	Not Supported
function 'length' property	Supported	Not Supported
arguments object interaction	Not Supported	Not Supported
can't be used in setters	Disallowed	Disallowed
new Function() support	Disallowed	Disallowed

Spread syntax for iterable objects

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
with arrays, in function calls	Supported	Not Supported
with arrays, in array literals	Supported	Not Supported
with sparse arrays, in function calls	Supported	Not Supported
with sparse arrays, in array literals	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Spread syntax for iterable objects (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
with strings, in function calls	Supported	Not Supported
with strings, in array literals	Supported	Not Supported
with astral plane strings, in function calls	Supported	Not Supported
with astral plane strings, in array literals	Supported	Not Supported
with generator instances, in calls	Disallowed	Disallowed
with generator instances, in arrays	Disallowed	Disallowed
with generic iterables, in calls	Supported	Not Supported
with generic iterables, in arrays	Supported	Not Supported
with instances of iterables, in calls	Supported	Not Supported
with instances of iterables, in arrays	Supported	Not Supported
spreading non-iterables is a runtime error	Supported	Not Supported

Object literal extensions

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
computed properties	Supported	Not Supported
shorthand properties	Supported	Not Supported
shorthand methods	Supported	Not Supported
string-keyed shorthand methods	Supported	Not Supported
computed shorthand methods	Supported	Not Supported
computed accessors	Supported	Not Supported

For-of loops

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
with arrays	Supported	Not Supported
with sparse arrays	Supported	Not Supported
with strings	Supported	Not Supported
with astral plane strings	Supported	Not Supported
with generator instances	Disallowed	Disallowed
with generic iterables	Supported	Not Supported
with instances of generic iterables	Supported	Not Supported
iterator closing, break	Supported	Not Supported
iterator closing, throw	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Octal and binary literals

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
octal literals	Supported	Not Supported
binary literals	Supported	Not Supported
octal supported by Number()	Not Supported	Not Supported
binary supported by Number()	Not Supported	Not Supported

Template literals

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Supported	Not Supported
toString conversion	Supported	Not Supported
tagged template literals	Supported	Not Supported
passed array is frozen	Supported	Not Supported
line break normalization	Disallowed	Disallowed
TemplateStrings call site caching	Supported	Not Supported
TemplateStrings permanent caching	Supported	Not Supported

RegExp "y" and "u" flags

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
"y" flag	Supported	Not Supported
"y" flag, lastIndex	Supported	Not Supported
"u" flag	Not Supported	Not Supported
"u" flag, non-BMP Unicode characters	Not Supported	Not Supported
"u" flag, Unicode code point escapes	Not Supported	Not Supported
"u" flag, case folding	Not Supported	Not Supported

Destructuring, declarations

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
with arrays	Supported	Not Supported
with sparse arrays	Supported	Not Supported
with strings	Supported	Not Supported
with astral plane strings	Supported	Not Supported
with generator instances	Disallowed	Disallowed
with generic iterables	Supported	Not Supported
with instances of generic iterables	Supported	Not Supported
iterator closing	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Destructuring, declarations (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
trailing commas in iterable patterns	Supported	Not Supported
with objects	Supported	Not Supported
object destructuring with primitives	Supported	Not Supported
trailing commas in object patterns	Supported	Not Supported
throws on null and undefined	Supported	Not Supported
computed properties	Supported	Not Supported
multiples in a single var statement	Supported	Not Supported
nested	Supported	Not Supported
in for-in loop heads	Supported	Not Supported
in for-of loop heads	Supported	Not Supported
in catch heads	Supported	Not Supported
rest	Supported	Not Supported
defaults	Supported	Not Supported
defaults, let temporal dead zone	Disallowed	Disallowed

Destructuring, assignment

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
with arrays	Supported	Not Supported
with sparse arrays	Supported	Not Supported
with strings	Supported	Not Supported
with astral plane strings	Supported	Not Supported
with generator instances	Disallowed	Disallowed
with generic iterables	Supported	Not Supported
with instances of generic iterables	Supported	Not Supported
iterator closing	Supported	Not Supported
iterable destructuring expression	Supported	Not Supported
chained iterable destructuring	Supported	Not Supported
trailing commas in iterable patterns	Supported	Not Supported
with objects	Supported	Not Supported
object destructuring with primitives	Supported	Not Supported
trailing commas in object patterns	Supported	Not Supported
object destructuring expression	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Destructuring, assignment (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
parenthesized left-hand-side is a syntax error	Disallowed	Disallowed
chained object destructuring	Supported	Not Supported
throws on null and undefined	Supported	Not Supported
computed properties	Supported	Not Supported
nested	Supported	Not Supported
rest	Supported	Not Supported
nested rest	Supported	Not Supported
empty patterns	Supported	Not Supported
defaults	Supported	Not Supported

Destructuring, parameters

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
with arrays	Supported	Not Supported
with sparse arrays	Supported	Not Supported
with strings	Supported	Not Supported
with astral plane strings	Supported	Not Supported
with generator instances	Disallowed	Disallowed
with generic iterables	Supported	Not Supported
with instances of generic iterables	Supported	Not Supported
iterator closing	Supported	Not Supported
trailing commas in iterable patterns	Supported	Not Supported
with objects	Supported	Not Supported
object destructuring with primitives	Supported	Not Supported
trailing commas in object patterns	Supported	Not Supported
throws on null and undefined	Supported	Not Supported
computed properties	Supported	Not Supported
nested	Supported	Not Supported
'arguments' interaction	Supported	Not Supported
new Function() support	Disallowed	Disallowed
in parameters, function 'length' property	Supported	Not Supported
rest	Supported	Not Supported
empty patterns	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Destructuring, parameters (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
defaults	Supported	Not Supported
defaults, separate scope	Supported	Not Supported
defaults, new Function() support	Disallowed	Disallowed
aliased defaults, arrow function	Supported	Not Supported
shorthand defaults, arrow function	Supported	Not Supported
duplicate identifier	Disallowed	Disallowed

Unicode code point escapes

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
in strings	Supported	Not Supported
in identifiers	Not Supported	Not Supported
in property key definitions	Not Supported	Not Supported
in property key accesses	Not Supported	Not Supported

New.target

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
in constructors	Not Supported	Not Supported
assignment is an early error	Disallowed	Disallowed

Const

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic support	Supported	Supported
is block-scoped	Supported	Not Supported
scope shadow resolution	Supported	Not Supported
cannot be in statements	Disallowed	Disallowed
redefining a const is an error	Disallowed	Disallowed
for loop statement scope	Supported	Not Supported
for-in loop iteration scope	Supported	Not Supported
for-of loop iteration scope	Supported	Not Supported
temporal dead zone	Not Supported	Not Supported
basic support (strict mode)	Supported	Supported
is block-scoped (strict mode)	Supported	Not Supported
scope shadow resolution (strict mode)	Supported	Not Supported
cannot be in statements (strict mode)	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Const (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
redefining a const (strict mode)	Disallowed	Disallowed
for loop statement scope (strict mode)	Supported	Not Supported
for-in loop iteration scope (strict mode)	Supported	Not Supported
for-of loop iteration scope (strict mode)	Supported	Not Supported
temporal dead zone (strict mode)	Not Supported	Not Supported

Let

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic support	Supported	Not Supported
is block-scoped	Supported	Not Supported
scope shadow resolution	Supported	Not Supported
cannot be in statements	Disallowed	Disallowed
for loop statement scope	Supported	Not Supported
temporal dead zone	Not Supported	Not Supported
for/for-in loop iteration scope	Supported	Not Supported
for-in loop binding shadowing parameter	Disallowed	Disallowed
basic support (strict mode)	Supported	Not Supported
is block-scoped (strict mode)	Supported	Not Supported
scope shadow resolution (strict mode)	Supported	Not Supported
cannot be in statements (strict mode)	Disallowed	Disallowed
for loop statement scope (strict mode)	Supported	Not Supported
temporal dead zone (strict mode)	Not Supported	Not Supported
for/for-in loop iteration scope (strict mode)	Supported	Not Supported
for-in loop binding shadowing parameter (strict mode)	Disallowed	Disallowed

Block-level function declaration

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
block-level function declaration	Supported	Not Supported

Arrow functions

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
0 parameters	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Arrow functions (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
1 parameter, no brackets	Supported	Not Supported
multiple parameters	Supported	Not Supported
lexical "this" binding	Supported	Not Supported
"this" unchanged by call or apply	Supported	Not Supported
can't be bound, can be curried	Supported	Not Supported
lexical "arguments" binding	Supported	Not Supported
no line break between parameters and `=>`	Disallowed	Disallowed
correct precedence	Disallowed	Disallowed
no "prototype" property	Not Supported	Not Supported
lexical "super" binding in constructors	Supported	Not Supported
lexical "super" binding in methods	Supported	Not Supported
lexical "new.target" binding	Not Supported	Not Supported

Class

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
class statement	Supported	Not Supported
is block-scoped	Supported	Not Supported
class expression	Supported	Not Supported
anonymous class	Supported	Not Supported
constructor	Supported	Not Supported
prototype methods	Supported	Not Supported
string-keyed methods	Supported	Not Supported
computed prototype methods	Supported	Not Supported
optional semicolons	Supported	Not Supported
static methods	Supported	Not Supported
computed static methods	Supported	Not Supported
accessor properties	Supported	Not Supported
computed accessor properties	Supported	Not Supported
static accessor properties	Supported	Not Supported
computed static accessor properties	Supported	Not Supported
class name is lexically scoped	Supported	Not Supported
computed names, temporal dead zone	Not Supported	Not Supported
methods aren't enumerable	Supported	Not Supported
implicit strict mode	Not Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Class (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
constructor requires new	Supported	Not Supported
extends	Supported	Not Supported
extends expressions	Supported	Not Supported
extends null	Supported	Not Supported
new.target	Supported	Not Supported

Super

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
statement in constructors	Supported	Not Supported
expression in constructors	Supported	Not Supported
in methods, property access	Supported	Not Supported
in methods, method calls	Supported	Not Supported
method calls use correct "this" binding	Supported	Not Supported
constructor calls use correct "new.target" binding	Supported	Not Supported
is statically bound	Supported	Not Supported
super() invokes the correct constructor	Supported	Not Supported

Generators

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Disallowed	Disallowed
generator function expressions	Disallowed	Disallowed
correct "this" binding	Disallowed	Disallowed
can't use "this" with new	Disallowed	Disallowed
sending	Disallowed	Disallowed
%GeneratorPrototype%	Disallowed	Disallowed
%GeneratorPrototype% prototype chain	Disallowed	Disallowed
%GeneratorPrototype%.constructor	Disallowed	Disallowed
%GeneratorPrototype%.throw	Disallowed	Disallowed
%GeneratorPrototype%.return	Disallowed	Disallowed
yield operator precedence	Disallowed	Disallowed
yield *, arrays	Disallowed	Disallowed
yield *, sparse arrays	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Generators (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
yield *, strings	Disallowed	Disallowed
yield *, astral plane strings	Disallowed	Disallowed
yield *, generator instances	Disallowed	Disallowed
yield *, generic iterables	Disallowed	Disallowed
yield *, instances of iterables	Disallowed	Disallowed
yield * on non-iterables is a runtime error	Disallowed	Disallowed
yield *, iterator closing	Disallowed	Disallowed
yield *, iterator closing via throw()	Disallowed	Disallowed
shorthand generator methods	Disallowed	Disallowed
string-keyed shorthand generator methods	Disallowed	Disallowed
computed shorthand generators	Disallowed	Disallowed
shorthand generator methods, classes	Disallowed	Disallowed
computed shorthand generators, classes	Disallowed	Disallowed
shorthand generators can't be constructors	Disallowed	Disallowed

Typed arrays

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Int8Array	Disallowed	Disallowed
Uint8Array	Disallowed	Disallowed
Uint8ClampedArray	Disallowed	Disallowed
Int16Array	Disallowed	Disallowed
Uint16Array	Disallowed	Disallowed
Int32Array	Disallowed	Disallowed
Uint32Array	Disallowed	Disallowed
Float32Array	Disallowed	Disallowed
Float64Array	Disallowed	Disallowed
DataView (Int8)	Disallowed	Disallowed
DataView (Uint8)	Disallowed	Disallowed
DataView (Int16)	Disallowed	Disallowed
DataView (Uint16)	Disallowed	Disallowed
DataView (Int32)	Disallowed	Disallowed
DataView (Uint32)	Disallowed	Disallowed
DataView (Float32)	Disallowed	Disallowed
DataView (Float64)	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Typed arrays (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
ArrayBuffer[Symbol.species]	Disallowed	Disallowed
constructors require new	Disallowed	Disallowed
constructors accept generic iterables	Disallowed	Disallowed
correct prototype chains	Disallowed	Disallowed
%TypedArray%.from	Disallowed	Disallowed
%TypedArray%.of	Disallowed	Disallowed
%TypedArray%.prototype.subarray	Disallowed	Disallowed
%TypedArray%.prototype.join	Disallowed	Disallowed
%TypedArray%.prototype.indexOf	Disallowed	Disallowed
%TypedArray%.prototype.lastIndexOf	Disallowed	Disallowed
%TypedArray%.prototype.slice	Disallowed	Disallowed
%TypedArray%.prototype.every	Disallowed	Disallowed
%TypedArray%.prototype.filter	Disallowed	Disallowed
%TypedArray%.prototype.forEach	Disallowed	Disallowed
%TypedArray%.prototype.map	Disallowed	Disallowed
%TypedArray%.prototype.reduce	Disallowed	Disallowed
%TypedArray%.prototype.reduceRight	Disallowed	Disallowed
%TypedArray%.prototype.reverse	Disallowed	Disallowed
%TypedArray%.prototype.some	Disallowed	Disallowed
%TypedArray%.prototype.sort	Disallowed	Disallowed
%TypedArray%.prototype.copyWithin	Disallowed	Disallowed
%TypedArray%.prototype.find	Disallowed	Disallowed
%TypedArray%.prototype.findIndex	Disallowed	Disallowed
%TypedArray%.prototype.fill	Disallowed	Disallowed
%TypedArray%.prototype.keys	Disallowed	Disallowed
%TypedArray%.prototype.values	Disallowed	Disallowed
%TypedArray%.prototype.entries	Disallowed	Disallowed
%TypedArray%.prototype[Symbol.iterator]	Disallowed	Disallowed
%TypedArray%[Symbol.species]	Disallowed	Disallowed

Map

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Supported	Not Supported
constructor arguments	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Map (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
constructor requires new	Supported	Not Supported
constructor accepts null	Supported	Not Supported
constructor invokes set	Supported	Not Supported
iterator closing	Supported	Not Supported
Map.prototype.set returns this	Supported	Not Supported
-0 key converts to +0	Supported	Not Supported
Map.prototype.size	Supported	Not Supported
Map.prototype.delete	Supported	Not Supported
Map.prototype.clear	Supported	Not Supported
Map.prototype.forEach	Supported	Not Supported
Map.prototype.keys	Supported	Not Supported
Map.prototype.values	Supported	Not Supported
Map.prototype.entries	Supported	Not Supported
Map.prototype[Symbol.iterator]	Supported	Not Supported
Map.prototype isn't an instance	Supported	Not Supported
Map iterator prototype chain	Supported	Not Supported
Map[Symbol.species]	Supported	Not Supported

Set

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Supported	Not Supported
constructor arguments	Supported	Not Supported
constructor requires new	Supported	Not Supported
constructor accepts null	Supported	Not Supported
constructor invokes add	Supported	Not Supported
iterator closing	Supported	Not Supported
Set.prototype.add returns this	Supported	Not Supported
-0 key converts to +0	Supported	Not Supported
Set.prototype.size	Supported	Not Supported
Set.prototype.delete	Supported	Not Supported
Set.prototype.clear	Supported	Not Supported
Set.prototype.forEach	Supported	Not Supported
Set.prototype.keys	Supported	Not Supported
Set.prototype.values	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Set (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Set.prototype.entries	Supported	Not Supported
Set.prototype[Symbol.iterator]	Supported	Not Supported
Set.prototype isn't an instance	Supported	Not Supported
Set iterator prototype chain	Supported	Not Supported
Set[Symbol.species]	Supported	Not Supported

WeakMap

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Disallowed	Disallowed
constructor arguments	Disallowed	Disallowed
constructor requires new	Disallowed	Disallowed
constructor accepts null	Disallowed	Disallowed
constructor invokes set	Disallowed	Disallowed
frozen objects as keys	Disallowed	Disallowed
iterator closing	Disallowed	Disallowed
WeakMap.prototype.set returns this	Disallowed	Disallowed
WeakMap.prototype.delete	Disallowed	Disallowed
no WeakMap.prototype.clear method	Disallowed	Disallowed
.has, .get and .delete methods accept primitives	Disallowed	Disallowed
WeakMap.prototype isn't an instance	Disallowed	Disallowed

WeakSet

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Disallowed	Disallowed
constructor arguments	Disallowed	Disallowed
constructor requires new	Disallowed	Disallowed
constructor accepts null	Disallowed	Disallowed
constructor invokes add	Disallowed	Disallowed
iterator closing	Disallowed	Disallowed
WeakSet.prototype.add returns this	Disallowed	Disallowed
WeakSet.prototype.delete	Disallowed	Disallowed
no WeakSet.prototype.clear method	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WeakSet (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
.has and .delete methods accept primitives	Disallowed	Disallowed
WeakSet.prototype isn't an instance	Disallowed	Disallowed

Proxy

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
constructor requires new	Disallowed	Disallowed
no "prototype" property	Disallowed	Disallowed
"get" handler	Disallowed	Disallowed
"get" handler, instances of proxies	Disallowed	Disallowed
"get" handler invariants	Disallowed	Disallowed
"set" handler	Disallowed	Disallowed
"set" handler, instances of proxies	Disallowed	Disallowed
"set" handler invariants	Disallowed	Disallowed
"has" handler	Disallowed	Disallowed
"has" handler, instances of proxies	Disallowed	Disallowed
"has" handler invariants	Disallowed	Disallowed
"deleteProperty" handler	Disallowed	Disallowed
"deleteProperty" handler invariant	Disallowed	Disallowed
"getOwnPropertyDescriptor" handler	Disallowed	Disallowed
"getOwnPropertyDescriptor" handler invariants	Disallowed	Disallowed
"defineProperty" handler	Disallowed	Disallowed
"defineProperty" handler invariants	Disallowed	Disallowed
"getPrototypeOf" handler	Disallowed	Disallowed
"getPrototypeOf" handler invariant	Disallowed	Disallowed
"setPrototypeOf" handler	Disallowed	Disallowed
"setPrototypeOf" handler invariant	Disallowed	Disallowed
"isExtensible" handler	Disallowed	Disallowed
"isExtensible" handler invariant	Disallowed	Disallowed
"preventExtensions" handler	Disallowed	Disallowed
"preventExtensions" handler invariant	Disallowed	Disallowed
"ownKeys" handler	Disallowed	Disallowed
"ownKeys" handler invariant	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Proxy (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
"apply" handler	Disallowed	Disallowed
"apply" handler invariant	Disallowed	Disallowed
"construct" handler	Disallowed	Disallowed
"construct" handler invariants	Disallowed	Disallowed
Proxy.revocable	Disallowed	Disallowed
Array.isArray support	Disallowed	Disallowed
JSON.stringify support	Disallowed	Disallowed

Reflect

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Reflect.get	Disallowed	Disallowed
Reflect.set	Disallowed	Disallowed
Reflect.has	Disallowed	Disallowed
Reflect.deleteProperty	Disallowed	Disallowed
Reflect.getOwnPropertyDescriptor	Disallowed	Disallowed
Reflect.defineProperty	Disallowed	Disallowed
Reflect.getPrototypeOf	Disallowed	Disallowed
Reflect.setPrototypeOf	Disallowed	Disallowed
Reflect.isExtensible	Disallowed	Disallowed
Reflect.preventExtensions	Disallowed	Disallowed
Reflect.ownKeys, string keys	Disallowed	Disallowed
Reflect.ownKeys, symbol keys	Disallowed	Disallowed
Reflect.apply	Disallowed	Disallowed
Reflect.construct	Disallowed	Disallowed
Reflect.construct sets new.target meta-property	Disallowed	Disallowed
Reflect.construct creates instances from third argument	Disallowed	Disallowed
Reflect.construct, Array subclassing	Disallowed	Disallowed
Reflect.construct, RegExp subclassing	Disallowed	Disallowed
Reflect.construct, Function subclassing	Disallowed	Disallowed
Reflect.construct, Promise subclassing	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Promise

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Disallowed	Disallowed
constructor requires new	Disallowed	Disallowed
Promise.prototype isn't an instance	Disallowed	Disallowed
Promise.all	Disallowed	Disallowed
Promise.all, generic iterables	Disallowed	Disallowed
Promise.race	Disallowed	Disallowed
Promise.race, generic iterables	Disallowed	Disallowed
Promise[Symbol.species]	Disallowed	Disallowed

Symbol

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Supported	Not Supported
typeof support	Supported	Not Supported
symbol keys are hidden to pre-ES6 code	Supported	Not Supported
Object.defineProperty support	Supported	Not Supported
symbols inherit from Symbol.prototype	Supported	Not Supported
cannot coerce to string or number	Not Supported	Not Supported
can convert with String()	Not Supported	Not Supported
new Symbol() throws	Supported	Not Supported
Object(symbol)	Not Supported	Not Supported
JSON.stringify ignores symbol primitives	Supported	Not Supported
JSON.stringify ignores symbol objects	Not Supported	Not Supported
global symbol registry	Supported	Not Supported

Well-known symbols

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Symbol.hasInstance	Disallowed	Disallowed
Symbol.isConcatSpreadable	Disallowed	Disallowed
Symbol.iterator, existence	Disallowed	Disallowed
Symbol.iterator, arguments object	Disallowed	Disallowed
Symbol.species, existence	Disallowed	Disallowed
Symbol.species, Array.prototype.concat	Disallowed	Disallowed
Symbol.species, Array.prototype.filter	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Well-known symbols (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Symbol.species, Array.prototype.map	Disallowed	Disallowed
Symbol.species, Array.prototype.slice	Disallowed	Disallowed
Symbol.species, Array.prototype.splice	Disallowed	Disallowed
Symbol.species, RegExp.prototype[Symbol.split]	Disallowed	Disallowed
Symbol.species, Promise.prototype.then	Disallowed	Disallowed
Symbol.replace	Disallowed	Disallowed
Symbol.search	Disallowed	Disallowed
Symbol.split	Disallowed	Disallowed
Symbol.match	Disallowed	Disallowed
Symbol.match, RegExp constructor	Disallowed	Disallowed
Symbol.match, String.prototype.startsWith	Disallowed	Disallowed
Symbol.match, String.prototype.endsWith	Disallowed	Disallowed
Symbol.match, String.prototype.includes	Disallowed	Disallowed
Symbol.toPrimitive	Disallowed	Disallowed
Symbol.toStringTag	Disallowed	Disallowed
Symbol.toStringTag affects existing built-ins	Disallowed	Disallowed
Symbol.toStringTag, new built-ins	Disallowed	Disallowed
Symbol.toStringTag, misc. built-ins	Disallowed	Disallowed
Symbol.unscopables	Disallowed	Disallowed

Object static methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Object.assign	Supported	Not Supported
Object.is	Supported	Not Supported
Object.getOwnPropertySymbols	Supported	Not Supported
Object.setPrototypeOf	Not Supported	Not Supported

Function "name" property

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
function statements	Supported	Supported
function expressions	Supported	Supported
new Function	Not Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Function "name" property (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
bound functions	Not Supported	Not Supported
variables (function)	Supported	Not Supported
object methods (function)	Supported	Not Supported
accessor properties	Not Supported	Not Supported
shorthand methods	Supported	Not Supported
shorthand methods (no lexical binding)	Supported	Not Supported
symbol-keyed methods	Not Supported	Not Supported
class statements	Supported	Not Supported
class expressions	Supported	Not Supported
variables (class)	Supported	Not Supported
object methods (class)	Not Supported	Not Supported
class prototype methods	Supported	Not Supported
class static methods	Supported	Not Supported
isn't writable, is configurable	Not Supported	Not Supported

String static methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
String.raw	Supported	Not Supported
String.fromCodePoint	Supported	Not Supported

String.prototype methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
String.prototype.codePointAt	Supported	Supported
String.prototype.normalize	Supported	Supported
String.prototype.repeat	Supported	Supported
String.prototype.startsWith	Supported	Supported
String.prototype.startsWith throws on RegExp	Not Supported	Not Supported
String.prototype.endsWith	Supported	Supported
String.prototype.endsWith throws on RegExp	Not Supported	Not Supported
String.prototype.includes	Supported	Supported
String.prototype[Symbol.iterator]	Supported	Not Supported
String iterator prototype chain	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RegExp.prototype properties

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
RegExp.prototype.flags	Supported	Not Supported
RegExp.prototype[Symbol.match]	Not Supported	Not Supported
RegExp.prototype[Symbol.replace]	Supported	Not Supported
RegExp.prototype[Symbol.split]	Supported	Not Supported
RegExp.prototype[Symbol.search]	Not Supported	Not Supported
RegExp[Symbol.species]	Supported	Not Supported

Array static methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Array.from, array-like objects	Supported	Not Supported
Array.from, generator instances	Disallowed	Disallowed
Array.from, generic iterables	Supported	Not Supported
Array.from, instances of generic iterables	Supported	Not Supported
Array.from map function, array-like objects	Supported	Not Supported
Array.from map function, generator instances	Disallowed	Disallowed
Array.from map function, generic iterables	Supported	Not Supported
Array.from map function, instances of iterables	Supported	Not Supported
Array.from, iterator closing	Supported	Not Supported
Array.of	Supported	Not Supported
Array[Symbol.species]	Supported	Not Supported

Array.prototype methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Array.prototype.copyWithin	Supported	Not Supported
Array.prototype.find	Supported	Not Supported
Array.prototype.findIndex	Supported	Not Supported
Array.prototype.fill	Supported	Not Supported
Array.prototype.keys	Supported	Not Supported
Array.prototype.values	Supported	Not Supported
Array.prototype.entries	Supported	Not Supported
Array.prototype[Symbol.iterator]	Supported	Not Supported
Array iterator prototype chain	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Array.prototype methods (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Array.prototype[Symbol.unscopables]	Supported	Not Supported

Number properties

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Number.isFinite	Supported	Not Supported
Number.isInteger	Supported	Not Supported
Number.isSafeInteger	Supported	Not Supported
Number.isNaN	Supported	Not Supported
Number.parseFloat	Disallowed	Disallowed
Number.parseInt	Disallowed	Disallowed
Number.EPSILON	Supported	Not Supported
Number.MIN_SAFE_INTEGER	Supported	Not Supported
Number.MAX_SAFE_INTEGER	Supported	Not Supported

Math methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Math.clz32	Supported	Not Supported
Math.imul	Supported	Not Supported
Math.sign	Supported	Not Supported
Math.log10	Supported	Not Supported
Math.log2	Supported	Not Supported
Math.log1p	Supported	Not Supported
Math.expm1	Supported	Not Supported
Math.cosh	Supported	Not Supported
Math.sinh	Supported	Not Supported
Math.tanh	Supported	Not Supported
Math.acosh	Supported	Not Supported
Math.asinh	Supported	Not Supported
Math.atanh	Supported	Not Supported
Math.trunc	Supported	Not Supported
Math.fround	Supported	Not Supported
Math.cbrt	Supported	Not Supported
Math.hypot	Supported	Not Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Date.prototype[Symbol.toPrimitive]

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Date.prototype[Symbol.toPrimitive]	Supported	Not Supported

Array is subclassable

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
length property (accessing)	Disallowed	Disallowed
length property (setting)	Disallowed	Disallowed
correct prototype chain	Disallowed	Disallowed
Array.isArray support	Disallowed	Disallowed
Array.prototype.concat	Disallowed	Disallowed
Array.prototype.filter	Disallowed	Disallowed
Array.prototype.map	Disallowed	Disallowed
Array.prototype.slice	Disallowed	Disallowed
Array.prototype.splice	Disallowed	Disallowed
Array.from	Disallowed	Disallowed
Array.of	Disallowed	Disallowed

RegExp is subclassable

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Disallowed	Disallowed
correct prototype chain	Disallowed	Disallowed
RegExp.prototype.exec	Disallowed	Disallowed
RegExp.prototype.test	Disallowed	Disallowed

Function is subclassable

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
can be called	Disallowed	Disallowed
correct prototype chain	Disallowed	Disallowed
can be used with "new"	Disallowed	Disallowed
Function.prototype.call	Disallowed	Disallowed
Function.prototype.apply	Disallowed	Disallowed
Function.prototype.bind	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Promise is subclassable

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Disallowed	Disallowed
correct prototype chain	Disallowed	Disallowed
Promise.all	Disallowed	Disallowed
Promise.race	Disallowed	Disallowed

Miscellaneous subclassables

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Boolean is subclassable	Disallowed	Disallowed
Number is subclassable	Disallowed	Disallowed
String is subclassable	Disallowed	Disallowed
Error is subclassable	Disallowed	Disallowed
Map is subclassable	Disallowed	Disallowed
Set is subclassable	Disallowed	Disallowed

Prototype of bound functions

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functions	Disallowed	Disallowed
generator functions	Disallowed	Disallowed
arrow functions	Disallowed	Disallowed
classes	Disallowed	Disallowed
subclasses	Disallowed	Disallowed

Proxy, internal 'get' calls

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
ToPrimitive	Disallowed	Disallowed
CreateListFromArrayLike	Disallowed	Disallowed
instanceof operator	Supported	Disallowed
HasBinding	Disallowed	Disallowed
CreateDynamicFunction	Disallowed	Disallowed
ClassDefinitionEvaluation	Disallowed	Disallowed
IteratorComplete, IteratorValue	Disallowed	Disallowed
ToPropertyDescriptor	Disallowed	Disallowed
Object.assign	Disallowed	Disallowed
Object.defineProperties	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Proxy, internal 'get' calls (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Function.prototype.bind	Disallowed	Disallowed
Error.prototype.toString	Disallowed	Disallowed
String.raw	Disallowed	Disallowed
RegExp constructor	Disallowed	Disallowed
RegExp.prototype.flags	Disallowed	Disallowed
RegExp.prototype.test	Disallowed	Disallowed
RegExp.prototype.toString	Disallowed	Disallowed
RegExp.prototype[Symbol.match]	Disallowed	Disallowed
RegExp.prototype[Symbol.replace]	Disallowed	Disallowed
RegExp.prototype[Symbol.search]	Disallowed	Disallowed
RegExp.prototype[Symbol.split]	Disallowed	Disallowed
Array.from	Disallowed	Disallowed
Array.prototype.concat	Disallowed	Disallowed
Array.prototype iteration methods	Disallowed	Disallowed
Array.prototype.pop	Disallowed	Disallowed
Array.prototype.reverse	Disallowed	Disallowed
Array.prototype.shift	Disallowed	Disallowed
Array.prototype.splice	Disallowed	Disallowed
Array.prototype.toString	Disallowed	Disallowed
JSON.stringify	Disallowed	Disallowed
Promise resolve functions	Disallowed	Disallowed
String.prototype.match	Disallowed	Disallowed
String.prototype.replace	Disallowed	Disallowed
String.prototype.search	Disallowed	Disallowed
String.prototype.split	Disallowed	Disallowed
Date.prototype.toJSON	Disallowed	Disallowed

Proxy, internal 'set' calls

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Object.assign	Disallowed	Disallowed
Array.from	Disallowed	Disallowed
Array.of	Disallowed	Disallowed
Array.prototype.copyWithin	Disallowed	Disallowed
Array.prototype.fill	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Proxy, internal 'set' calls (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Array.prototype.pop	Disallowed	Disallowed
Array.prototype.push	Disallowed	Disallowed
Array.prototype.reverse	Disallowed	Disallowed
Array.prototype.shift	Disallowed	Disallowed
Array.prototype.splice	Disallowed	Disallowed
Array.prototype.unshift	Disallowed	Disallowed

Proxy, internal 'defineProperty' calls

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
[[Set]]	Disallowed	Disallowed
SetIntegrityLevel	Disallowed	Disallowed

Proxy, internal 'deleteProperty' calls

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Array.prototype.copyWithin	Disallowed	Disallowed
Array.prototype.pop	Disallowed	Disallowed
Array.prototype.reverse	Disallowed	Disallowed
Array.prototype.shift	Disallowed	Disallowed
Array.prototype.splice	Disallowed	Disallowed
Array.prototype.unshift	Disallowed	Disallowed

Proxy, internal 'getOwnPropertyDescriptor' calls

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
[[Set]]	Disallowed	Disallowed
Object.assign	Disallowed	Disallowed
Object.prototype.hasOwnProperty	Disallowed	Disallowed
Function.prototype.bind	Disallowed	Disallowed

Proxy, internal 'ownKeys' calls

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
SetIntegrityLevel	Disallowed	Disallowed
TestIntegrityLevel	Disallowed	Disallowed
SerializeJSONObject	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object static methods accept primitives

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Object.getPrototypeOf	Disallowed	Disallowed
Object.getOwnPropertyDescriptor	Disallowed	Disallowed
Object.getOwnPropertyNames	Disallowed	Disallowed
Object.seal	Disallowed	Disallowed
Object.freeze	Disallowed	Disallowed
Object.preventExtensions	Disallowed	Disallowed
Object.isSealed	Disallowed	Disallowed
Object.isFrozen	Disallowed	Disallowed
Object.isExtensible	Disallowed	Disallowed
Object.keys	Disallowed	Disallowed

Own property order

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Object.keys	Disallowed	Disallowed
Object.getOwnPropertyNames	Disallowed	Disallowed
Object.assign	Disallowed	Disallowed
JSON.stringify	Disallowed	Disallowed
JSON.parse	Disallowed	Disallowed
Reflect.ownKeys, string key order	Disallowed	Disallowed
Reflect.ownKeys, symbol key order	Disallowed	Disallowed

Updated identifier syntax

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
var â¸¯;	Disallowed	Disallowed
var ð ‹€;	Disallowed	Disallowed
no escaped reserved words as identifiers	Disallowed	Disallowed

Non-strict function semantics

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
hoisted block-level function declaration	Disallowed	Disallowed
labeled function statements	Disallowed	Disallowed
function statements in if-statement clauses	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

__proto__ in object literals

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic support	Disallowed	Disallowed
multiple __proto__ is an error	Disallowed	Disallowed
not a computed property	Disallowed	Disallowed
not a shorthand property	Disallowed	Disallowed
not a shorthand method	Disallowed	Disallowed

Object.prototype.__proto__

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
get prototype	Disallowed	Disallowed
set prototype	Disallowed	Disallowed
absent from Object.create(null)	Disallowed	Disallowed
present in hasOwnProperty()	Disallowed	Disallowed
correct property descriptor	Disallowed	Disallowed
present in Object.getOwnPropertyNames()	Disallowed	Disallowed

String.prototype HTML methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
existence	Disallowed	Disallowed
tags' names are lowercase	Disallowed	Disallowed
quotes in arguments are escaped	Disallowed	Disallowed

RegExp.prototype.compile

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
basic functionality	Disallowed	Disallowed
returns this	Disallowed	Disallowed

RegExp syntax extensions

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
hyphens in character sets	Disallowed	Disallowed
invalid character escapes	Disallowed	Disallowed
invalid control-character escapes	Disallowed	Disallowed
invalid Unicode escapes	Disallowed	Disallowed
invalid hexadecimal escapes	Disallowed	Disallowed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RegExp syntax extensions (continued)

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
incomplete patterns and quantifiers	Disallowed	Disallowed
octal escape sequences	Disallowed	Disallowed
invalid backreferences become octal escapes	Disallowed	Disallowed

ECMAScript 2009 (ES5) features

Object/array literal extensions

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Getter accessors	Supported	Supported
Setter accessors	Supported	Supported
Trailing commas in object literals	Supported	Supported
Trailing commas in array literals	Supported	Supported
Reserved words as property names	Supported	Supported

Object static methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Object.create	Supported	Supported
Object.defineProperty	Supported	Supported
Object.defineProperties	Supported	Supported
Object.getPrototypeOf	Supported	Supported
Object.keys	Supported	Supported
Object.seal	Supported	Supported
Object.freeze	Supported	Supported
Object.preventExtensions	Supported	Supported
Object.isSealed	Supported	Supported
Object.isFrozen	Supported	Supported
Object.isExtensible	Supported	Supported
Object.getOwnPropertyDescriptor	Supported	Supported
Object.getOwnPropertyNames	Supported	Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Array methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Array.isArray	Supported	Supported
Array.prototype.indexOf	Supported	Supported
Array.prototype.lastIndexOf	Supported	Supported
Array.prototype.every	Supported	Supported
Array.prototype.some	Supported	Supported
Array.prototype.forEach	Supported	Supported
Array.prototype.map	Supported	Supported
Array.prototype.filter	Supported	Supported
Array.prototype.reduce	Supported	Supported
Array.prototype.reduceRight	Supported	Supported
Array.prototype.sort: compareFn must be function or undefined	Not Supported	Not Supported
Array.prototype.sort: compareFn may be explicit undefined	Supported	Supported

String properties and methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Property access on strings	Supported	Supported
String.prototype.split	Supported	Not Supported
String.prototype.trim	Supported	Supported

Date methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Date.prototype.toISOString	Supported	Supported
Date.now	Supported	Supported
Date.prototype.toJSON	Not Supported	Not Supported

Immutable globals

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
undefined	Supported	Supported
NaN	Supported	Supported
Infinity	Supported	Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Number methods

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Number.prototype.toExponential rounds properly	Supported	Supported
Number.prototype.toExponential throws on Â±Infinity fractionDigits	Supported	Supported
Number.prototype.toExponential does not throw on edge cases	Supported	Supported

Strict mode

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
reserved words	Disallowed	Disallowed
"this" is undefined in functions	Disallowed	Disallowed
"this" is not coerced to object in primitive methods	Disallowed	Disallowed
"this" is not coerced to object in primitive accessors	Disallowed	Disallowed
legacy octal is a SyntaxError	Disallowed	Disallowed
assignment to unresolvable identifiers is a ReferenceError	Disallowed	Disallowed
assignment to eval or arguments is a SyntaxError	Disallowed	Disallowed
assignment to non-writable properties is a TypeError	Disallowed	Disallowed
eval or arguments bindings is a SyntaxError	Disallowed	Disallowed
arguments.caller removed or is a TypeError	Disallowed	Disallowed
arguments.callee is a TypeError	Disallowed	Disallowed
(function(){}).caller and (function(){}).arguments is a TypeError	Disallowed	Disallowed
arguments is unmapped	Disallowed	Disallowed
eval() can't create bindings	Disallowed	Disallowed
deleting bindings is a SyntaxError	Disallowed	Disallowed
deleting non-configurable properties is a TypeError	Disallowed	Disallowed
"with" is a SyntaxError	Disallowed	Disallowed
repeated parameter names is a SyntaxError	Disallowed	Disallowed
function expressions with matching name and argument are valid	Disallowed	Disallowed

Function.prototype.bind

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
Function.prototype.bind	Supported	Supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

JSON

Feature	ECMAScript 2021 (ES12) mode	ES5 Standards mode
JSON	Supported	Supported

JavaScript API Context-sensitive help

The syntax editor can display context-sensitive API information.

JavaScript API Context-sensitive help includes the ability to:

- List script elements that are valid at the cursor's location. The system displays suggestions in a pop-up window.
- Add a selected script element at the cursor's location. If the cursor is within or adjacent to a partial entry, the system completes the entry with the selected script element.
- View API documentation for a selected suggestion.
- View the expected parameters and format of the current script element.

If the cursor is adjacent to a text string, the system searches for script elements that start with this text string. For example, while the cursor is within or adjacent to the string `GlideR`, the system displays script elements such as:

- *`GlideRecord`*
- *`GlideRecordSecure`*

Context-sensitive suggestions are based on script type. For example, when working on a business rule, only suggestions from the server API and for objects such as *`current`* and *`previous`* display. When working on a client script, the system only displays suggestions from the client API.

Client-side scripting

Run JavaScript on the client (web browser) when client-based events occur, such as when a form loads, after form submission, or when a field changes value.

The client-side Glide API provides classes and methods that you can use in client scripts.

Before you begin

Understand the limitations of your scripting environment. For example, client scripts run on forms in the Service Portal or Mobile environments can only include certain APIs. For more information, see Mobile client GlideForm (g form) scripting and migration.

Client-side scripting design and processing

Well-designed client scripts can reduce the amount of time it takes users to complete a form.

Proper client-side processing depends on the form loading first. Making record updates prior to form load can produce unexpected results that bypass client-side processing.

If you create client scripts to control field values on a form, you must use another method to control these field values in a list. You can:

- Disable list editing for the table.
- Create appropriate business rules or access controls for list editing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Create data policies.
- Create a separate onCellEdit client script.

Restrict list editing

If you create UI policies or client scripts for fields on a form, you must use another method to ensure that data in those fields is similarly controlled in a list.

With the exception of onCellEdit client scripts, UI policies and client scripts apply to forms only. Use the following methods to restrict list editing when using client scripts:

- Disable list editing for the table.
- Create appropriate business rules or access controls for list editing.
- Create data policies.
- Create a separate onCellEdit client script.

Minimize server lookups

Use client data as much as possible to eliminate the need for time-consuming server lookups.

Client scripting uses either data available on the client or data retrieved from the server. The top ways to get information from the server are g_scratchpad and asynchronous GlideAjax lookup.

The primary difference between these methods is that g_scratchpad is sent once when a form is loaded (information is pushed from the server to the client), whereas GlideAjax is dynamically triggered when the client requests information from the server.

Note: GlideRecord and g_form.getReference() are also available for retrieving server information. However, these methods are no longer recommended due to their performance impact. Both methods retrieve all fields in the requested GlideRecord when most cases only require one field.

Example: Retrieve server data using g_scratchpad

The g_scratchpad object passes information from the server to the client, such as when the client requires information not available on the form.

For example, if you have a client script that needs to access the field u_retrieve, and the field is not on the form, the data is not available to the client script. A typical solution to this situation is to place the field on the form and then always hide it with a client script or UI policy. While this solution may be faster to configure, it is slower to execute.

If you know what information the client needs from the server before the form is loaded, a display business rule can create g_scratchpad properties to hold this information. Theg_scratchpad is sent to the client when the form is requested, making it available to all client-side scripting methods. This is a very efficient means of sending information from the server to the client. However, you can only load data this way when the form is loaded. The business rule cannot be triggered dynamically. In those cases, use an asynchronous GlideAjax call.

For example, assume you open an incident and need to pass this information to the client:

- The value of the system property css.base.color
- Whether or not the current record has attachments
- The name of the caller's manager

A display business rule sends this information to the client using the following script:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
g_scratchpad.css = gs.getProperty('css.base.color');
g_scratchpad.hasAttachments = current.hasAttachments();
g_scratchpad.managerName =
 current.caller_id.manager.getDisplayValue();
```

To access scratchpad data using a client script:

```
// Check if the form has attachments
if (g_scratchpad.hasAttachments)
    // do something interesting here
else
    alert('You need to attach a form signed by ' +
 g_scratchpad.managerName);
```

Example: Retrieve server data using asynchronous GlideAjax

Asynchronous GlideAjax allows you to dynamically request information from the server.

This script compares the support group of the CI and the assignment group of the incident by name:

```
//Alert if the assignment groups name matches the support group
function onChange(control, oldValue, newValue, isLoading) {

    if (isLoading)
        return;

    var ga = new GlideAjax('ciCheck');

    ga.addParam('sysparm_name', 'getCiSupportGroup');
    ga.addParam('sysparm_ci', g_form.getValue('cmdb_ci'));
    ga.addParam('sysparm_ag',
 g_form.getValue('assignment_group'));
    ga.getXML(doAlert); // Always try to use asynchronous
 (getXML) calls rather than synchronous (getXMLWait)
}

// Callback function to process the response returned from the
 server
function doAlert(response) {

    var answer =
 response.responseXML.documentElement.getAttribute("answer");

    alert(answer);
}
```

This script relies on the accompanying script include:

```
var ciCheck = Class.create();

ciCheck.prototype = Object.extendsObject(AbstractAjaxProcessor,
 {

    getCiSupportGroup: function() {

        var retVal = ''; // Return value
        var ciID   = this.getParameter('sysparm_ci');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        var agID   = this.getParameter('sysparm_ag');
        var ciRec  = new GlideRecord('cmdb_ci');

        // If we can read the record, check if the sys_ids match
        if (ciRec.get(ciID)) {
            if (ciRec.getValue('support_group') == agID)
                retVal = 'CI support group and assignment group
 match';
            else
                retVal = 'CI support group and assignment group
 do not match';

            // Can't read the CI, then they don't match
        } else {
            retVal = 'CI support group and assignment group do
 not match';
        }

        return retVal;
    }

});
```

Use the setValue() displayValue parameter for reference fields

When using setValue() on a reference field, include the displayValue parameter to avoid additional server calls.

When using *`setValue()`* on a reference field, be sure to include the reference field display value as the 3rd parameter. If you set the value without the displayValue, the instance does a synchronous call to retrieve the display value for the record you specified. This extra round trip to the server can impact performance.

This example demonstrates the incorrect way to call setValue:

```
var id = '5137153cc611227c000bbd1bd8cd2005';

g_form.setValue('assigned_to', id); // Client needs to go back
 to the server to
                                    // fetch the name that goes
 with this ID
```

Instead, include the display value as an optional parameter in *`setValue()`*:

```
var id = '5137153cc611227c000bbd1bd8cd2005';
var name = 'Fred Luddy';

g_form.setValue('assigned_to', id, name); // No server call
 required
```

Use UI policy instead of a client script

When possible, consider using a UI policy instead of a client script.

UI policies provide these benefits over client scripts:

- UI policies have an **Order** field to allow full control over the order in which client-side operations take place.
- UI policies do not require scripting to make a field mandatory, read-only, or visible.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: UI policies apply after client scripts.

Validating the input by using a client script

An excellent use for a client script is to validate the input from the user.

This validation improves the user experience because the user finds out if there are data issues before submitting the information.

An example of validation is to verify that the **Impact** field value is valid with the **Priority** field value. In this example, Low impact is not allowed with High priority.

```
if (g_form.getValue('impact') == '3' &&
 g_form.getValue('priority') == '1')
   g_form.showFieldMsg('impact', getMessage('Low impact now
 allowed with High priority'), 'error');
```

Set client script order

Control the order of execution for your client scripts using the Order field. To avoid having two or more client scripts run concurrently and then conflict, you can add an order for the scripts to run in.

Before you begin

Role required: admin

About this task

Adding an order to the client script creates a processing sequence, ordered from lowest to highest number. If two scripts conflict, the client script with the lower number executes first.

Procedure

1. Navigate to **All** > **System Definition** > **Client Script** and open an existing client script or click **New**.
2. Configuring the form layout to include the **Order** field.
3. Add a number to the order field based on what order you want it to run in relation to other client scripts.
   Choose a lower number for the script you want to execute first.

Avoid DOM manipulation

Avoid Document Object Model (DOM) manipulation if possible. It can cause a maintainability issue when browsers are updated.

Instead, use the GlideForm API or consider a different approach for the solution. In general, when using DOM manipulation methods, you have to reference an element in the DOM by ID or using a CSS selector. When referencing out-of-box DOM elements, there is a risk that the element ID or placement within the DOM could change, causing the code to stop working and/or generate errors. Use forethought, caution, and have a full understanding of the risk you are incurring. Review these objects and reduce the use of DOM manipulation methods as much as possible.

Avoid global client scripts

A global client script is any client script where the selected Table is Global. Global client scripts have no table restrictions, therefore they will load on every page in the system introducing browser load delay in the process.

There is no benefit to loading this kind of scripts on every page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

As an alternative, and for a more modular and scalable approach, consider moving client scripts to a base table (such as Task[task] or Configuration Item[cmdb_ci]) that can be derived for all the child/extending tables. This eliminates the system loading the scripts on every form in the UI - such as home pages or Service Catalog where they are rarely (if ever) needed.

Enclose code in functions

Enclose the code in a client script inside a function.

Client scripts without a function cause issues with variable scope. When code is not enclosed in a function, variables and other objects are available and shared to all other client-side scripts. If you are using the same variable names, it is possible that they could collide. This can lead to unexpected consequences that are difficult to troubleshoot.

Consider this example:

```
var state = "6";

function onSubmit() {

   if(g_form.getValue('incident_state') == state) {
     alert("This incident is Resolved");
   }
}
```

Because the *state* variable is not enclosed in a function, all client-side scripts, have access to it. Other scripts may also use the common variable name *state*. The duplicate names can conflict and lead to unexpected results. These issues are difficult to isolate and resolve. To avoid this issue, ensure that all code is wrapped in a function:

```
function onSubmit() {

   var state = "6";

   if(g_form.getValue('incident_state') == state) {
     alert("This incident is Resolved");
   }
}
```

This solution is much safer because the scope of the variable *state* is limited to the onSubmit() function. Therefore, the *state* variable does not conflict with *state* variables in other client-side scripts.

Run only necessary scripts

To avoid running time-consuming scripts unnecessarily, make sure that client scripts perform only necessary tasks.

The following examples demonstrate improvements to the initial code sample. Each example demonstrates a particular enhancement to the script to improve performance and avoid unnecessary calls.

Remember that client scripts have no **Condition** field. This means that onLoad() and onChange() scripts run in their entirety every time the appropriate form is loaded. This example is an inefficient onChange() client script set to run when the **Configuration item** field changes.

```
//Set Assignment Group to CI's support group if assignment group
 is empty
function onChange(control, oldValue, newValue, isLoading) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var ciSupportGroup =
 g_form.getReference('cmdb_ci').support_group;

    if (ciSupportGroup != '' &&
 g_form.getValue('assignment_group) != '')
        g_form.setValue('assignment_group',
 ciRec.support_group.sys_id);
}
```

This example improves upon the first by replacing the getReference() or GlideRecord lookup with an asynchronous GlideAjax call.

```
//Set Assignment Group to support group if assignment group is
 empty
function onChange(control, oldValue, newValue, isLoading) {

    var ga = new GlideAjax('ciCheck');

    ga.addParam('sysparm_name', 'getSupportGroup');
    ga.addParam('sysparm_ci', g_form.getValue('cmdb_ci'));
    ga.getXML(setAssignmentGroup);
}

function setAssignmentGroup(response) {

    var answer =
 response.responseXML.documentElement.getAttribute("answer");

    g_form.setValue('assignment_group', answer);
}
```

The *isLoading* flag is the simplest way to prevent unnecessary code from taking up browser time in onChange scripts. The *isLoading* flag should be used at the beginning of any script that is not required to run when the form is loading. There is no need to run this script on a form load because the logic would have already run when the field was last changed. Adding the *isLoading* check to the script prevents it from doing a cmdb_ci lookup on every form load.

The *isTemplate* flag indicates that a template is loading.

```
//Set Assignment Group to CI's support group if assignment group
 is empty
function onChange(control, oldValue, newValue, isLoading,
 isTemplate) {

    if (isLoading)
        return;

    var ga = new GlideAjax('ciCheck');

    ga.addParam('sysparm_name', 'getSupportGroup');
    ga.addParam('sysparm_ci', g_form.getValue('cmdb_ci'));
    ga.getXML(setAssignmentGroup);
}

function setAssignmentGroup(response) {

    var answer =
 response.responseXML.documentElement.getAttribute("answer");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    g_form.setValue('assignment_group', answer);
}
```

If the onChange script should run during loading, use the following convention:

```
function onChange(control, oldValue, newValue, isLoading,
 isTemplate) {

    if (isLoading) {}; // run during loading

    // rest of script here

}
```

The newValue check tells this script to continue only if there is a valid value in the relevant field. This prevents the script from running when the field value is removed or blanked out. This also ensures that there will always be a valid value available when the rest of the script runs.

```
//Set Assignment Group to CI's support group if assignment group
 is empty
function onChange(control, oldValue, newValue, isLoading,
 isTemplate) {

    if (isLoading)
        return;

    if (newValue) {
        var ga = new GlideAjax('ciCheck');

        ga.addParam('sysparm_name', 'getSupportGroup');
        ga.addParam('sysparm_ci', g_form.getValue('cmdb_ci'));
        ga.getXML(setAssignmentGroup);
    }
}

function setAssignmentGroup(response) {

   var answer =
 response.responseXML.documentElement.getAttribute("answer");

   g_form.setValue('assignment_group', answer);
}
```

To have the script react to a value that changes after the form loads, use the newValue != oldValue check.

Note: This example does not catch users changing a value and then changing it back to its original value.

```
//Set Assignment Group to CI's support group if assignment group
 is empty
function onChange(control, oldValue, newValue, isLoading,
 isTemplate) {

    if (isLoading)
        return;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    if (newValue) {
        if (newValue != oldValue) {
            var ga = new GlideAjax('ciCheck');

            ga.addParam('sysparm_name', 'getSupportGroup');
            ga.addParam('sysparm_ci',
 g_form.getValue('cmdb_ci'));
            ga.getXML(setAssignmentGroup);
        }
    }
}

function setAssignmentGroup(response) {

   var answer =
 response.responseXML.documentElement.getAttribute("answer");

   g_form.setValue('assignment_group', answer);
}
```

In this example, the GlideAjax call is buried one level deeper by rearranging the script to check as many things available to the client as possible before running the server calls. The script checks the assignment before executing the GlideAjax call. This prevents the server lookup when the **assignment_group** field is already set.

```
//Set Assignment Group to CI's support group if assignment group
 is empty
function onChange(control, oldValue, newValue, isLoading,
 isTemplate) {

    if (isLoading)
       return;

    if (newValue) {
        if (newValue != oldValue) {
            if (g_form.getValue('assignment_group') == '') {
                var ga = new GlideAjax('ciCheck');

                ga.addParam('sysparm_name', 'getSupportGroup');
                ga.addParam('sysparm_ci',
 g_form.getValue('cmdb_ci'));
                ga.getXML(setAssignmentGroup);
            }
        }
    }
}

function setAssignmentGroup(response) {

   var answer =
 response.responseXML.documentElement.getAttribute("answer");

   g_form.setValue('assignment_group', answer);
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Client scripts

Client scripts allow the system to run JavaScript on the client (web browser) when client-based events occur, such as when a form loads, after form submission, or when a field changes value.

Use client scripts to configure forms, form fields, and field values while the user is using the form. Client scripts can:

- make fields hidden or visible
- make fields read only or writable
- make fields optional or mandatory based on the user's role
- set the value in one field based on the value in other fields
- modify the options in a choice list based on a user's role
- display messages based on a value in a field

Warning:

Client scripts are intended to optimize the user experience on a form. Client scripts are not meant to protect unwanted access to data.

To prevent unwanted access to data, ensure that sensitive fields are hidden or read-only through ACLs or data policies.

For more information, see Access Control List Rules or Data policy.

Where client scripts run

With the exception of `onCellEdit()` client scripts, client scripts only apply to forms and search pages. If you create a client script to control field values on a form, you must use one of these other methods to control field values when on a list.

- Create an access control to restrict who can edit field values.
- Create a business rule to validate content.
- Create a data policy to validate content.
- Create an `onCellEdit()` client script to validate content.
- Disable list editing for the table.

Note: Client scripts are not supported on ServiceNow mobile applications.

Client script form

Field	Description
Name	Name of the client script.
Table	Table to which the client script applies.
UI Type	Target user interface to which the client script applies.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	• Desktop: The script runs only in the desktop Core UI. • Mobile / Service Portal: The script runs only in mobile, portal, or configurable workspace UIs. • All: The script executes across all available UIs.
Type	*onLoad()* — runs when the system first renders the form and before users can enter data. Typically, *onLoad()* client scripts perform client-side-manipulation of the current form or set default record values. *onSubmit()* — runs when a form is submitted. Typically, *onSubmit()* scripts validate things on the form and ensure that the submission makes sense. An *onSubmit()* client script can cancel form submission by returning a value of false. *onChange()* — runs when a particular field value changes on the form. The *onChange()* client script must specify these parameters. • *control*: the DHTML widget whose value changed. **Note:** *control* is not accessible in mobile and service portal. • *oldValue*: the value the widget had when the record was loaded. **Note:** Old values aren't returned for the HTML field type. • *newValue*: the value the widget has after the change. • *isLoading*: identifies whether the change occurs as part of a form load. • *isTemplate*: identifies whether the change occurs as part of a template load. *onCellEdit()* — runs when the list editor changes a cell value. The *onCellEdit()* client script must specify these parameters. • *sysIDs*: an array of the sys_ids for all items being edited. • *table*: the table of the items being edited. • *oldValues*: the old values of the cells being edited. • *newValue*: the new value for the cells being edited. • *callback*: a callback that continues the execution of any other related cell edit scripts. If *true* is passed as a parameter, the other scripts are executed or the change is committed if there are no more scripts. If *false* is passed as a parameter, any further scripts are not executed and the change is not committed.
Field Name	Name of the field to which the script applies. Available only if the script responds to a field value change (onChange or onCellEdit script types).
Application	Application where this client script resides.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Active	Enables the client script when selected. Unselect this field to disable the client script.
Inherited	Indicates whether the client script applies to extended tables.
Global	If true, the client script runs on all views of the table.
View	Only visible when **Global** is unselected. Views on which the client script will run.
Description	Content describing the functionality and purpose of the client script.
Messages	Text string (one per line) available to the client script as localized messages using `getmessage('[message]')`. For additional information, see Translate a client script message.
Script	Contains the client script.
Isolate script	New client scripts are run in strict mode, in which direct DOM access is turned off. Access to jQuery, prototype, and the window object are also turned off by default. To enable DOM access on a per-script basis, leave the **Isolate script** option cleared. To turn off strict mode for all new globally scoped client scripts, set the `glide.script.block.client.globals` system property to false.

Related topics

Client API reference

UI scripts

UI scripts provide a way to package client-side JavaScript into a reusable form, similar to how script includes store server-side JavaScript. Administrators can create UI scripts and run them from client scripts and other client-side script objects and from HTML code.

UI scripts are not supported for mobile.

Global UI scripts

You can create a UI script and designate it as global, which makes the script available on any form in the system. You cannot create a global UI script in a scoped application.

You can mark a UI script as Global to make it available on any form in the system. For example, you can create a UI script that has a function `helloWorld()`, and has the **Global** field checked:

```
function helloWorld() {
  alert('Hi');
}
```

After you create this global UI script, you can call the `helloWorld()` function from any client script or UI policy you write.

Create a UI script

Create a UI script to define reusable client-side JavaScript code.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

To create UI scripts, navigate to **System UI** > **UI Scripts** and create or edit a record (see table for field descriptions).

UI scripts

Field	Description
Script Name	Name of the UI script. Ensure the name is unique on your system.
API Name	The API name of the UI script, including the scope and script name (for example, x_custom_app.HelloWorld).
Application	Application that contains the UI script.
Active	Indicator of whether the UI script is active. Only active UI scripts can run.
Global	Indicator of whether the script loads on every page in the system. **Note:** Use caution when creating global UI scripts because they can impact performance. You cannot create a global UI script in a scoped application.
Description	Summary of the purpose of the script.
Script	Client-side script to run when called from other scripts.

Run UI scripts

Follow these guidelines when running UI scripts.

Run a UI script from a form

To run a UI script on a form, Create a formatter and add it to a form. In the associated UI macro, include a `g:requires` tag and specify the *name=* parameter as the name of the UI script followed by the .jsdbx extension. Add the formatter on the form view.

This code ensures that the definitions and results of the UI script are immediately available in the browser.

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide"
 xmlns:j2="null" xmlns:g2="null">
    <g2:evaluate var="jvar_stamp">
        var now_GR = new GlideRecord('sys_ui_script');
        gr.orderByDesc('sys_updated_on');
        gr.query();
        gr.next();
        gr.getValue('sys_updated_on');
    </g2:evaluate>
    <g:requires name="<UI SCRIPT NAME>.jsdbx"
 params="cache=$[jvar_stamp]" />
</j:jelly>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Call a UI script in HTML

To run a UI script from HTML code, use the `<script>` tag and specify the `src=` argument as the API name of the UI script followed by the .jsdbx extension. For example, include the UI script named *CoolClock* with this code:

```
<script language="javascript" src="CoolClock.jsdbx" />
```

Call a UI script from client-side code

Access UI scripts from within client-side code using the *`g_ui_scripts`* global object. For more information, see GlideUIScripts - Client.

Note: This class does not support UI scripts with the **Global** field set to true.

Catalog client scripts

Client-side scripts can add dynamic effects and validation to forms. Scripts can apply to service catalog items or variable sets, allowing administrators to use the same functionality that is available on other forms.

You can use client side scripts to:

- Get or set variable values.
- Hide or display variables.
- Make variables mandatory or not.
- Validate form submission.
- Add something to the cart.
- Order something immediately.

Catalog client script considerations

When you create catalog client scripts, be aware of the following considerations.

- Catalog client scripts run when a user orders an item from the service catalog. Catalog client scripts can also run when variables or variable sets for a catalog item are displayed when a user requests that item.
- For a variable to be accessible using a catalog client script, it must have a variable name. Variables without names do not appear in the list of available variables.
- When using standard client scripts on a Requested Item or Catalog Task form, make a note of fields with the same name as variables. If a table field and a variable of the same name are both present on a form, the table field is matched when it is accessed using a script. If this happens, specifically address the variable by naming it `variables.variable name`. For example: `g_form.setValue('variables.replacement', 'false');`
- If you are using record producers to pass variables from the service catalog to other types of records, these variables are made visible in those records with a variable editor, such as the Change Variable Editor UI formatter on Change request forms. You can manipulate these variables using standard client script methods, such as `setDisplay`, `setMandatory`,`setValue`, and `getValue`.
- Catalog client scripts can be used for catalog items included in a wizard.
- You can use the `g_form.refreshSlushbucket(fieldName)` API to update a list collector variable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Catalog client script differences

Catalog client scripts are very similar to standard client scripts, with a few important differences.

- Instead of selecting a table such as Incident for the script, select a catalog item or variable set. As your system may have a large number of catalog items, you should select a catalog item or variable set using a reference field instead of the choice list that the standard Client Script form uses.
- When using an *onChange()* catalog client script, it is linked to a particular variable instead of a field. The system automatically populates the variable name selection list with any named variables from the catalog item or variable set selected.

Create a catalog client script

Follow this procedure to create a catalog client script.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **Service Catalog** > **Catalog Administration** > **Catalog Client Scripts**.
   A list of current custom catalog client scripts appears.
2. Click **New**.
3. Fill in the fields, as appropriate (see table).

Field	Description
Name	Enter a unique name for the catalog client script.
Applies to	Select the item type this client script applies to: ○ **A Catalog Item**: enables the Catalog item field. ○ **A Variable Set**: enables the Variable set field.
Active	Select the check box to enable the client script. Clear the check box to disable the script.
UI Type	Whether to apply this to desktop, mobile, or both. ○ Desktop: The script runs only in the desktop Core UI. ○ Mobile / Service Portal: The script runs only in mobile, portal, or configurable workspace UIs. ○ All: The script executes across all available UIs.
Script	Enter the client script that should run on the service catalog item.
Type	Select when the script should run, such as **onLoad** or **onSubmit**.
Catalog item or Variable set	Select a catalog item or variable set from the list. The field name and options available depend on the selection in the **Applies to** field.
Applies on a Catalog Item view	Select the check box to apply the catalog client script to catalog items displayed within the order screen on the service catalog. Available in the requester view.
Applies on Requested Items	Select the check box to apply the catalog client script on a Requested Item form, after the item is requested. Available in the fulfiller view. See VEditor .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Applies on Catalog Tasks	Select the check box to apply the catalog client script when a Catalog Task form for the item is being displayed. Available in the fulfiller view. See VEditor .
Applies on the Target Record	Select the check box to support the catalog UI policy on a record created for task-extended tables via record producers. See Default variable editor .

4. Click **Submit**.

Catalog client script examples

Examples of client scripts to perform common actions.

Example: Get the value of a variable

Use the following syntax to obtain the value of a catalog variable. Note that the variable must have a name. Replace `variable_name` with the name of the variable.

```
g_form.getValue('variable_name');
```

Example: Restrict the number of characters a user can type in a variable

This is an example of a script that runs when the variable is displayed, rather than when the item is ordered.

```
function onLoad(){
  var sd = g_form.getControl('short_description');
  sd.maxLength=80;
}
```

Mobile client GlideForm (g form) scripting and migration

Client scripting for mobile is identical to scripting for the web, with some exceptions. All new scripts must conform to certain guidelines. The following items are affected on the mobile platform: client scripts, UI policies, navigator modules, and UI actions.

Client scripts

For new or existing scripts to be valid for mobile, they must conform to the following requirements:

- Use the new mobile methods in place of *`g_form.getControl()`*.
- Do not use deprecated methods.
- Do not reference unsupported browser objects.
- Do not make synchronous JavaScript, *`GlideAjax`*, and *`GlideRecord`* calls.
- Do not call methods that are not available for mobile.
- Enable scripts to run on the mobile UI.

Requirements

Use the new mobile methods	Several new methods are available for modifying form fields instead of directly manipulating the HTML. These methods replace previous usages of *`g_form.getControl()`*, which is deprecated for the mobile platform.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Requirements (continued)

	In your existing scripts, ensure that the new methods are used in place of methods that are not valid on the mobile platform. For information on these new methods, refer to Mobile GlideForm() API.
Do not use deprecated methods	The following methods have been deprecated for the mobile platform because direct access to HTML elements is not allowed: • `g_form.getControl()` • `g_form.getFormElement()` • `g_form.getElement()` To ensure that existing scripts are compatible, remove all calls to deprecated methods from your code. For new scripts, do not use deprecated methods if you want the script to be valid for mobile. For `g_form.getControl()`, some of the functionality previously included with this method has been extracted to individual methods. Instead of `g_form.getControl()`, use the new methods described on the developer site.
Do not reference unsupported browser objects	The following browser objects are not supported in mobile scripts: • Window • jQuery or Prototype ($, $j, or $$) • Document Make sure that new scripts do not use these objects, and remove any usage of these objects from your existing scripts. Use `GlideForm (g_form)` instead, which provides methods such as `setLabel()`, `addDecoration()`, and `hasField()` for accomplishing the same tasks.

Do not make synchronous JavaScript calls	The mobile platform does not allow synchronous JavaScript calls. The `g_form.getReference()` method must now have the callback parameter defined. For example:
	`g_form.getReference(fieldName, callback)`
	Be sure that all `g_form.getReference()` calls include the callback parameter. For example, the following script does not include a callback and is incompatible with the mobile platform:
	`var userName = g_form.getReference('assigned_to').user_name; g_form.setValue('u_assigned_user_name', userName);`
	The following script has been updated to include the callback and is compatible with the mobile platform:
	`g_form.getReference('assigned_to', function(now_GR) {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Requirements (continued)

```
    g_form.setValue('u_assigned_user_name',
gr.user_name);
});
```

Do not make synchronous Ajax calls	The mobile platform does not allow synchronous *GlideAjax* calls. Any use of *getXMLWait()* in a *GlideAjax* call will not work on the mobile platform. Be sure that all *GlideAjax* calls are asynchronous. For more on synchronous versus asynchronous *GlideAjax* calls and *getXMLWait()*, see AJAX. For information on the available *GlideAjax* methods, refer to the GlideAjax API.

Do not make synchronous *GlideRecord* calls	The mobile platform does not allow synchronous GlideRecord calls. Make sure that any existing *GlideRecord* calls include a callback. For example, the following script does not include a callback and is incompatible with the mobile platform:
	`var now_GR = new GlideRecord('incident');`
	`gr.addQuery('number',`
	`g_form.getValue('related_incident'));`
	`gr.query();`
	`gr.next();`
	`g_form.setValue('u_related_incident_description',`
	`gr.short_description);`
	The following script has been updated to include the callback, and is compatible with the mobile platform:
	`var now_GR = new GlideRecord('incident');`
	`gr.addQuery('number',`
	`g_form.getValue('related_incident'));`
	`gr.query(function(now_GR) {`
	`gr.next();`
	`g_form.setValue('u_related_incident_description',`
	`gr.short_description);`
	`});`

Do not use methods unavailable on the mobile platform	Due to the limitations and reduced functionality that is imposed by the mobile platform, the following methods are not deprecated but are not available on the mobile platform. If these run on the mobile platform, no action occurs: • *showRelatedList ()* • *hideRelatedList ()* • *showRelatedLists ()* • *hideRelatedLists()* • *flash()* • *getSections()* • *enableAttachments()* • *disableAttachments()*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Requirements (continued)

	• `setReadonly()` (Note that `setReadOnly()` is available) • `getParameter()`
Enable scripts for mobile	Scripts must be enabled for the mobile platform.

Note: Focusing an element on a mobile form is not supported.

UI policies

Use the **Run scripts in UI type** field to determine whether scripts run on the mobile platform, the desktop, or both. Update existing policies so that they apply to either the mobile platform or both. For new scripts, also ensure that the mobile option or both is selected.

Navigator modules

For existing code, modules must be transferred to either the sys_ui_application or sys_ui_module tables to be available on the mobile platform. When developing new code, be sure that all modules are created in the sys_ui_application or sys_ui_module tables.

UI actions

UI actions must be transferred to the sys_ui_ng_action table to appear on the mobile platform. UI action scripts that do not use deprecated methods do not require changes to the script itself. For new UI actions, be sure that they are created in the sys_ui_ng_action table.

AJAX

AJAX (asynchronous JavaScript and XML) is a group of interrelated, client-side development techniques used to create asynchronous Web applications.

AJAX enables web applications to send and retrieve information to and from a server in the background, without impacting the user experience with the displayed web page.

GlideAjax

The `GlideAjax` class allows the execution of server-side code from the client. `GlideAjax` calls pass parameters to the script includes, and, using naming conventions, allows the use of these parameters.

Note: This functionality requires a knowledge of JavaScript.

Using `GlideAjax`:

- Initialize `GlideAjax` with the name of the script include that you want to use.
- When creating the script include, you must set the name field to be exactly the same as the class name.
- When creating the script include, you must select the **Client callable** check box.
- Specify the parameter `sysparm_name`. `GlideAjax` uses `sysparm_name` to find which function to use.
- Any extra parameters may be passed in, all of which must begin with `sysparm_`. Avoid using predefined parameter names:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- *sysparm_name*
- *sysparm_function*
- *sysparm_value*
- *sysparm_type*

- Code is then executed with the *getXML()* or *getXMLWait()* functions.

For additional information, refer to the GlideAjax API.

Examples of asynchronous GlideAjax

There are two parts to the asynchronous *GlideAjax* script: client-side and server-side code.

Hello World: Returning a value from the server

Example: Client side

This code runs on the client (the web browser). Create a client script as normal. This sends the parameters to server, which then does the processing. So that the client does not wait for the result, a callback function is used to return the result, passed to the *getXML()* function. (In this case it is called `HelloWorldParse`.)

The *getXMLWait()* function does not need a separate callback function, but this will block the client. If the client-server communication takes a long time (for example on slow networks), the application will seem unresponsive and slow. An example of *getXMLWait()* is in the following section.

```
var ga = new GlideAjax('HelloWorld');
ga.addParam('sysparm_name', 'helloWorld');
ga.addParam('sysparm_user_name', "Bob");
ga.getXML(HelloWorldParse);

function HelloWorldParse(response) {
  var answer =
 response.responseXML.documentElement.getAttribute("answer");
  alert(answer); }
```

Example: Server side

The server-side code for the above function. Do not create a business rule, but instead navigate to **System Definition > Script Include** and create a new script. Paste in the code below.

Note: You must set the name of the script include to `HelloWorld`.

- The *sys_script_include* code must extend the *AbstractAjaxProcessor* class and be Glide AJAX enabled.
- Function names starting with "_" are considered private and are not callable from the client.
- Avoid overriding methods of *AbstractAjaxProcessor*, including `initialize`. While it is possible to invoke methods of your superclass object which you have overridden, it is complicated and best avoided altogether.

```
var HelloWorld = Class.create();
HelloWorld.prototype =
 Object.extendsObject(AbstractAjaxProcessor, {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  helloWorld:function() { return "Hello " +
 this.getParameter('sysparm_user_name') + "!"; } ,
  _privateFunction: function() { // this function is not client
 callable
   }
 });
```

This results in an alert box that says 'Hello Bob!' when you visit the form.

Returning multiple values

Since the response is an XML document we are not limited to returning a single `answer` value. Here is a more complex example returning multiple XML nodes and attributes.

Example: AJAX processor script include

```
/*
 * MyFavoritesAjax script include Description - sample AJAX
 processor returning multiple value pairs
 */
var MyFavoritesAjax = Class.create();
MyFavoritesAjax.prototype =
 Object.extendsObject(AbstractAjaxProcessor, {

  /*
  * method available to client scripts call using:
  * var gajax = new GlideAjax("MyFavoritesAjax");
  * gajax.addParam("sysparm_name","getFavorites");
  */
 getFavorites: function() { // build new response xml element
 for result
        var result = this.newItem("result");
   result.setAttribute("message","returning all favorites");

   //add some favorite nodes with name and value attributes
        this._addFavorite("color","blue");
        this._addFavorite("beer","lager");
        this._addFavorite("pet","dog");
      },
  // all items are returned to the client through the inherited
 methods of AbstractAjaxProcessor
  _addFavorite: function(name, value) {
         var favs = this.newItem("favorite");
    favs.setAttribute("name",name);
    favs.setAttribute("value",value); },

 type:"MyFavoritesAjax"

 });
```

Example: Client script

```
// new GlideAjax object referencing name of AJAX script include
var ga = new GlideAjax("MyFavoritesAjax");
// add name parameter to define which function we want to call
// method name in script include will be getFavorites
ga.addParam("sysparm_name","getFavorites");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// submit request to server, call ajaxResponse function with
 server response

ga.getXML(ajaxResponse);

function ajaxResponse(serverResponse) {
  // get result element and attributes
  var result =
 serverResponse.responseXML.getElementsByTagName("result");
  var message = result[0].getAttribute("message");

  //check for message attribute and alert user
  if(message) alert(message);

  //build output to display on client for testing
  var output = "";

  // get favorite elements
  var favorites =
 serverResponse.responseXML.getElementsByTagName("favorite");
  for(var i = 0; i < favorites.length; i ++) {
    var name = favorites[i].getAttribute("name");
    var value = favorites[i].getAttribute("value");
    output += name + " = " + value + "\n "; }

  alert(output); }
```

Example: XML response

```
<xml sysparm_max= "15" sysparm_name="getFavorites"
 sysparm_processor="MyFavoritesAjax">
  <result message = "returning all favorites"></result>
  <favorite name = "color" value = "blue"></favorite>
  <favorite name = "beer" value = "lager"></favorite>
  <favorite name = "pet" value = "dog"></favorite>
</xml>
```

Examples of synchronous GlideAjax

Use synchronous when your script cannot continue without the *GlideAjax* response. This stops the session until the response is received.

If your use case demands that no further processing can occur until the *GlideAjax* response has been received, you can use *getXMLWait()*. However, because this will slow down your code and lock the user session until the response is received, it is generally recommended that you use *getXML()* with a callback function.

Note: Do not use *AJAXEvaluateSynchronously*.

The *getXMLWait()* method is not available in scoped applications.

This code results in a client-side alert that displays `The Server Says Hello Bob!`.

The client code.

```
var ga = new GlideAjax('HelloWorld') ;
ga.addParam('sysparm_name','helloWorld');
ga.addParam('sysparm_user_name',"Bob");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
ga.getXMLWait();
alert(ga.getAnswer());
```

The server-side script include code.

```
var HelloWorld = Class.create();
HelloWorld.prototype =
 Object.extendsObject(AbstractAjaxProcessor, {
helloWorld: function()
 { return "The Server Says Hello " +
 this.getParameter('sysparm_user_name') + "!"; } } );
```

AJAXClientHelper

Provides helper functions for Ajax clients to retrieve a value from an Ajax client.

Where to use

Use this script include wherever your need to retrieve a value from an Ajax client.

Method summary

Method summary	Description
getDisplay()	Gets the display value from the choice list.

Method detail

API method	Description	Input parameters	Output returns
getDisplay()	Gets the display value from the choice list.	none	The display value.

Example: Curl

```
// getDisplay
(function(table, sysId) {
    var ga = new GlideAjax('AjaxClientHelper');
    ga.addParam("sysparm_name", "getDisplay");
    ga.addParam('sysparm_table', 'incident');
    ga.addParam('sysparm_value',
 "0598b22b877313003c1c8467a7cb0b71");
    ga.getXMLWait();
    return ga.getAnswer();
}("incident", "0598b22b877313003c1c8467a7cb0b71")); // Returns
 'INC0010001'
```

Useful scripts

Server-side and client scripts that provide useful functionality not included in the core system.

Business rule use cases

Use cases for business rules include aborting a database action and restricting record access.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Abort a database action

You can use a before business rule script to cancel or abort the current database action using the `current.setAbortAction(true)` method.

If the before business rule is executed during an insert action, and a condition in the script calls `current.setAbortAction(true)`, the new record stored in `current` is not created in the database.

Restricting record access

You can use a query business rule that executes before the database query to prevent users from accessing certain records.

Warning: The customization described here was developed for use in specific instances, and is not supported by Now Support. This method is provided as-is and should be tested thoroughly before implementation. Post all questions and comments regarding this customization to our community forum.

Consider the following example from a default business rule that limits access to incident records.

Default business rule limits access to incident records

Name	Table	When
incident query	Incident	before, query

Example: Restricting record access

In the following example, users are restricted from accessing incident records unless they have the itil role and are listed in the *Caller* or *Opened by* field. When self-service users open a list of incidents, they can only see the incidents they submitted.

```
if (!gs.hasRole("itil")&& gs.isInteractive()) {
  var u = gs.getUserID();
  var qc = current.addQuery("caller_id",
 u).addOrCondition("opened_by",
 u).addOrCondition("watch_list","CONTAINS", u);
  gs.print("query restricted to user: " + u);}
```

Note: You can also use access controls to restrict the records that users can see. For information, see Access Control List Rules.

Schedule script for weekdays

Type: Business Rules/Client Scripts.

This script schedules the script for weekdays. Insert any script where it says "Your Script Here."

```
var go ='false';
var now =new Date();

// Correct time zone, which is by default GMT -7
now.setHours(now.getHours()+8);
var day = now.getDay();

// No go on Saturday or Sunday
if(day !=0&& day !=6){
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// (your script here)

}
```

Set date field according to current date

This script sets a date field depending on the current day of the week. In this example, if the day is Monday through Wednesday, it sets the date to this coming Monday; otherwise it sets the date field to next Monday.

```
function setCabDate(){
var today = new Date();
var thisDay = today.getDay();

//returns 0 for Sunday, 1 for Monday, through 6 for Saturday.
var thisMon = new GlideDateTime();
thisMon.setDisplayValue(gs.beginningOfThisWeek());
var nextMon = thisMon.getNumericValue();
nextMon +=(1000*60*60*24*7);

if((thisDay <4)&&(thisDay >0))
  //if today is Mon thru Wed (thisDay = 1, 2, or 3), set cab to
 this coming Monday.

 current.u_req_cab_rev_date.setDateNumericValue(thisMon.getNumer
icValue());
else if((thisDay >=4)||(thisDay ==0))
  //if today is Thurs thru Sun (thisDay = 4, 5, 6, or 0), set
 cab to next Monday.
  current.u_req_cab_rev_date.setDateNumericValue(nextMon);
}
```

To validate the input of all date/time fields, you can use the following in a validation script (**System Definition** > **Validation Scripts**). Because the date/time format is hard coded in this script, it must match your instance's date/time format. If your instance's date/time format changes, you must update your validation script.

Set the validation script's type to *Date/Time*. Then, with this validation script, if a user enters an incorrect format in a date/time field, they receive an error message.

```
function validate(value){
// empty fields are still valid dates
if(!value)
    return true;

// We "should" have the global date format defined always
 defined. But there's always that edge case.
if(typeof g_user_date_time_format !=='undefined')
    return isDate(value, g_user_date_time_format);

// if we don't have that defined, we can always try guessing
return parseDate(value)!==null;}
```

For more information, see Validation script use case - Date and time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Client-side script use cases

Use cases for client-side scripts include displaying field messages, changing form colors, adding fields, and creating UI routing actions.

Add a field to the service catalog checkout

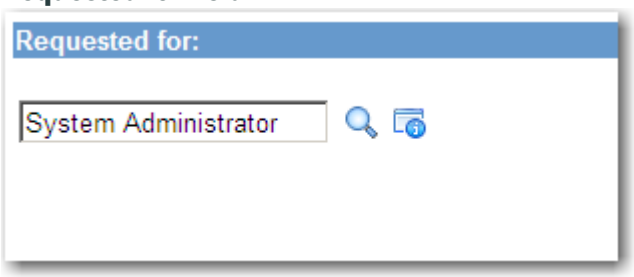
This is an example of adding a **Company** field to the checkout below the **Requested for** field using non-cart layout macros, that is, *glide.sc.use_cart_layouts* is `false`.

Before you begin

Role required: Admin

About this task

Requested for field



This field passes a provided value to the **Company** field of the Service Catalog Request.

This example makes the following assumptions:

- The instance using two-step checkout. If two-step checkout is not enabled, enable it before beginning. For more information, see Service Catalog checkout models.
- This example populates the **Company** field on the Service Catalog Request form. If the field does not appear on the form, configure the form before beginning. For instructions, see Personalize a form.

Procedure

1. Go to **System UI > UI Macros** and select **servicecatalog_cart_template**.
2. Find where there are hidden variables declared and add the following line:

```
<input type="HIDDEN" name="cart_id" id="cart_id"
 value="$[sc_cart.sys_id]" />
```

3. Find the following code, which generates the **Requested For** code:

```
<tr class="header">
<td width = "30%">
  ${gs.getMessage('Requested for')}:
  </td>
  <td width="70%">
    <label for="requestor_location">${gs.getMessage('Deliver
 to')}:</label>
  </td>
</tr>
<tr><td>$[SP]</td>
</tr>
  <tr><td valign="top">
    <j2:if test="$[jvar_can_delta_rf == false]">
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      $[sc_cart.requested_for.getDisplayValue()]
    </j2:if>
    <j2:if test="$[jvar_can_delta_rf != false]">
      <g2:catalog_requested_for />
    </j2:if>
  </td>
  <td>
    <textarea id="requestor_location" style="width:100%"
 rows="4"
      name="requestor_location" wrap="soft"
 onChange="catDeliveryAddress('$[sc_cart.sys_id]',
 'requestor_location');">
      $[sc_cart.delivery_address]
    </textarea>
  </td>
</tr>
<tr>
  <td>$[SP]</td>
</tr>
```

4. Add the following code afterward:

```
<tr class="header">
  <td colspan="2">Company</td>
</tr>
<tr>
  <td>$[SP]</td>
</tr>
<tr>
  <td colspan="2">
    <g2:ui_reference name="core_company" table="core_company"
 onchange="setCartValue()"/>
  </td>
</tr>
<tr>
  <td>$[SP]</td>
</tr>
```

Note: The `'ui_reference'` macro defines a reference field. There are several macros for different field types. You can see examples of these field types under **System UI -> UI Macros**. These macros start with `'ui_'`. For this example, the reference field created is named **core_company**. For more information, see UI macros.

5. Now navigate to **System UI > UI Pages** and select the **servicecatalog_checkout_one** UI Page.
6. Add the followings script to the **Client script** field.

```
function setCartValue() {
  var newField = gel('core_company');
  var myCart = gel('cart_id');
  var cart_item = new GlideRecord('sc_cart_item');
  cart_item.addQuery('cart', myCart.value);
  cart_item.query();
  if(cart_item.next()) {
    cart_item.hints = "<hints><entry
 key='sysparm_processing_hint'
 value='setfield:request.company=" + newField.value +
 "'/></hints>";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

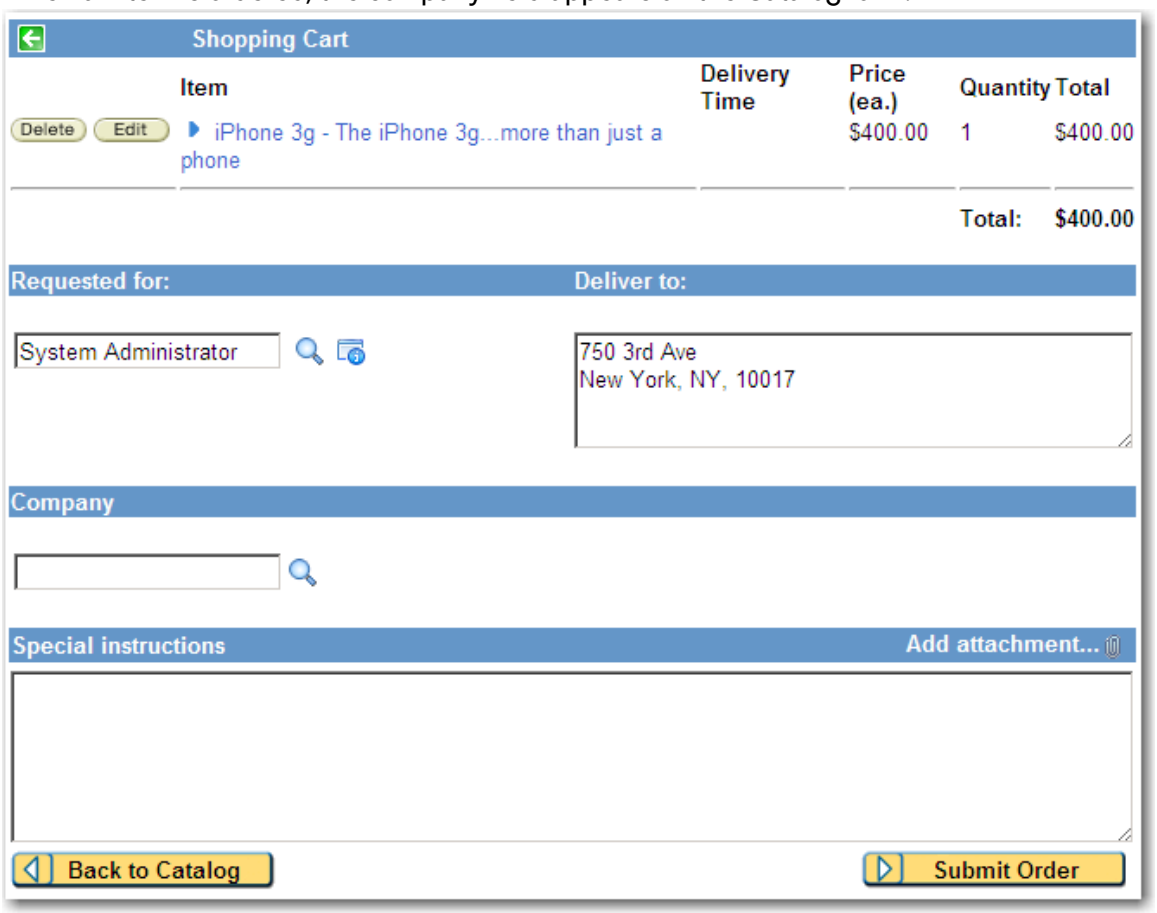
```
    cart_item.update();
  }
}
```

For this example, the reference field was called **core_company**, and the field being populated on the request is **company**. If different fields are used:

- Find this line: `var company = gel('core_company');` and replace **core_company** with the name of the field in the checkout.
- In the line that starts with `'cart_item.hints'` replace `'request.company'` with the name of the field to be populated on the request ticket where `'request'` is the request being generated and `'company'` is the name of the field.

Result

When an item is ordered, the company field appears on the Catalog form:



Add autofill functionality

Add autofill functionality is also called incident template, auto assignments, quick calls, call script, or auto populate.

To auto-fill a **Short Description** field based on the **Subcategory** selected:

1. Create a lookup table.
2. Populate the key field, **Subcategory**.
3. Populate the auto-filled field, **Short Description**.

```
function onChange(control, oldValue, newValue, isLoading) {
  if (isLoading) { return; }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var newrec = gel('sys_row');
  //Check if new record
  if (newrec.value == -1) {
    var lookup = new GlideRecord('u_short_desc_lookup');
    lookup.addQuery('u_subcategory',
 g_form.getValue('subcategory'));
    lookup.query();
    var temp; //temp var - reusable
    if (lookup.next()) {
      temp = lookup.u_short_description;
        if (null != temp) { //Set the form value from lookup if
 there is a lookup value
          g_form.setValue('short_description', temp); }
        else {
          g_form.setValue('short_description', "" ); } }
   else {
     //If a lookup record does not exist based on
 lookup.addQuery
     //Then set to UNDEFINED or NULL depending on type
      g_form.setValue('short_description', ""); } }
}
```

You can populate many fields or pull in call script questions into the **Comments** field so call center personnel gather good information to pass on to a technician.

Setting a field to password reset

Lookup table has a record with the following key and auto-fill settings:

- **Subcategory** = *Password*
- **Short Description** = *Password Reset*

Client script settings:

- **Type** = *onChange*
- **Table name** = *incident*
- **Field name** = *Subcategory*

When the user selects the subcategory of *Password* on the Incident form, a client script looks up the matching record and sets the short description equal to *Password Reset*.

Change form color on state change

Changes color of a form field of the form on state change. The script can easily be changed to adjust any property of any object on the page accessible via the HTML DOM.

> **Warning:** The customization described here was developed for use in specific instances, and is not supported by Now Support. This method is provided as-is and should be tested thoroughly before implementation. Post all questions and comments regarding this customization to our community forum.

Name: Change Form Color on State Change

Type: Client script

Description: Changes color of a form field of the form on state change. The script can easily be changed to adjust any property of any object on the page accessible via the HTML DOM.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script:

```
function onChange(control, oldValue, newValue, isLoading) {
  var elementID = gel("incident.priority");
    switch(newValue) {
      case "1": elementID.style.backgroundColor = "red"; break;
      case "2": elementID.style.backgroundColor = "tomato";
 break;
      case "3": elementID.style.backgroundColor = "orange";
 break;
      case "4": elementID.style.backgroundColor = "yellow";
 break;
      case "5": elementID.style.backgroundColor = "green";
 break;
      default: elementID.style.backgroundColor = "white";
 break; } }
```

Create a UI routing action

This solution enables you to create a record with the service desk without knowing whether it is an incident or request item; the service desk can then route the record to the appropriate table.

Before you begin

Role required: **Admin**

Procedure

1. Create a new table that extends the `task` table (for example, New Call).
2. Create a module to create a new New Call record.
3. Create any fields that you want on the New Call table.

   The only fields you need are those fields necessary to determine whether the new call should route to an Incident or a Request Item. Ensure that the form contains any fields that you want to pass to the Incident or Request Item. In this example, the following are created on the form:

   - **Requested for** (reference)
   - **Location** (reference)
   - **Call type** (choice with two values--Incident and Request)
   - **Request Item** (reference to the `sc_cat_item` Item table)
4. Add some UI policies to set a couple of fields to mandatory and hide the **Request item** field based on the **Call type** selection.
5. Remove unnecessary buttons and functionality from the form.
6. Create a new UI Action button.
   This button redirects the user to either an incident or a request. It also creates the incident record and copies values to the incident and the Request Item form.

```
var reqItem = current.u_item;
var requestedFor = current.u_requested_for;
var location = current.location;

if(current.u_incident_request == 'Incident'){
  //Create a new incident record and redirect to the new
 incident
  var rec = new GlideRecord('incident');
  rec.initialize();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  rec.caller_id = requestedFor;
  rec.location = location;
  rec.insert();
  action.setRedirectURL(rec);
}

if(current.u_incident_request == 'Request'){
  //Build the url and route the user to the request item
  var url = '';
  if(current.u_item.sys_class_name == 'sc_cat_item_guide'){
    url =
 'com.glideapp.servicecatalog_cat_item_guide_view.do?sysparm_in
itial=true&sysparm_guide=' +
      reqItem + '&sysparm_user=' + requestedFor +
 '&sysparm_location=' + location;
  }
  else{
    url =
 'com.glideapp.servicecatalog_cat_item_view.do?sysparm_id=' +
 reqItem + '&sysparm_user=' +
      requestedFor + '&sysparm_location=' + location;
  }
  action.setRedirectURL(url);
}
```

7. The **Route** button in the preceding example passes the **Requested for** and **Location** values in the URL to the Request Item form.
   Ensure that you have variables called *requested_for* and *location* on your item, record producer, or order guide that map these values using the following client script. There is a limit as to how much information you can pass, as the URL has a restricted length. Avoid sending information from long text fields using this method.

```
function onLoad() {
  var url = document.location.toString();
  var userKey = 'sysparm_user=';
  var locKey = 'sysparm_location=';
  var userPosition = url.indexOf(userKey);
  var locPosition = url.indexOf(locKey)
  if (userPosition != -1) {
    var user = url.substr(userPosition+userKey.length, 32);
    g_form.setValue('requested_for', user);
  }
  if (locPosition != -1) {
    var loc = url.substr(locPosition+locKey.length, 32);
    g_form.setValue('location', loc);
  }
}
```

Display field messages

Rather than use JavaScript *alert()*, for a cleaner look, you can display an error on the form itself. The methods *showFieldMsg()* and *hideFieldMsg()* can be used to display a message just below the field itself.

showFieldMsg and *hideFieldMsg* are methods that can be used with the *g_form* object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

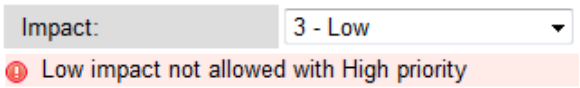
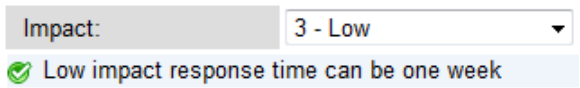
These methods are used to change the form view of records (Incident, Problem, and Change forms). These methods may also be available in other client scripts, but must be tested to determine whether they work as expected.

When a field message is displayed on a form on load, the form scrolls to ensure that the field message is visible. Ensuring that users do not miss a field message because it was off the screen.

The global property *glide.ui.scroll_to_message_field* controls automatic message scrolling when the form field is offscreen (scrolls the form to the control or field).

Method Detail

Method Detail	Parameters	Example

showFieldMsg(input, message, type, [scrollform])	• input — name of the field or control
	• message — message you would like to appear
	• type — 'info', 'error', or 'warning'; defaults to info if not supplied
	• scroll form — (optional) Set *scrollForm* to false to prevent scrolling to the field message offscreen
		Error Message
		`g_form.showFieldMsg('impact','Low impact not allowed with High priority','error');`
		 
		
		Informational Message
		`g_form.showFieldMsg('impact', 'Low impact response time can be one week','info');`
		`//or this defaults to info type`
		`//`
		`g_form.showFieldMsg('impact', 'Low impact response time can be one week');`
		 

hideFieldMsg(input)	• input — name of the field or control
	• clearAll — (optional) boolean parameter indicating whether to clear all messages. If true, all messages for the field are cleared. If false or empty, only the first message is removed
		Removing a Message
		`//this will clear the first message printed to the field`
		`g_form.hideFieldMsg('impact');`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Legacy support

The *showErrorBox()* and *hideErrorBox()* methods are not recommended.

Using client and server code in a UI action

You can use a script to validate input upon a UI Action click on the client side before updating the record on the server side. The user will not have to click the button twice to validate the required fields and update the record.

The script calls the client function for client-side validation, and the UI action completes the task if it passes. The `code that runs without onclick` statement ensures that the server-side function does not run until the client function is no longer running. If successful, the server-side function runs and updates the record.

```
// Client-side onclick function
function resolveIncident() {
  // Set the 'Incident state' and 'State' values to 'Resolved',
 and display mandatory fields
  g_form.setValue('incident_state', 6);
  g_form.setValue('state', 6);
  g_form.setValue('resolved_by', g_user.userID);

  // Call the UI action and skip the 'onclick' function
  gsftSubmit(null, g_form.getFormElement(),
 'resolve_incident'); //MUST call the 'Action name' set in this
 UI Action
}

// Code that runs without 'onclick'
// Ensure call to server-side function with no browser errors
if (typeof window == 'undefined')
  serverResolve();

// Server-side function
function serverResolve() {
  current.incident_state = IncidentState.RESOLVED;
  current.state = IncidentState.RESOLVED;
  current.resolved_by = gs.getUserID();
  current.update();
}
```

gsftSubmit(String control, Object form, String action_name)

Submits a form as if the user had clicked a UI Action after checking for required fields and executing *onSubmit()* client scripts. Enables calling client-side code and server-side code and in a single UI action.

Parameters

Name	Type	Description
control	String	Name of a form button on which you want to simulate a user click. Use `null` otherwise.
form	Object	Optional. The form element that contains the submitted input. You can retrieve this value by calling the *g_form.getFormElement()* method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
action_name	String	Action name. This value is provided in the record listed in the UI Actions [sys_ui_action] table. For example, `'resolve_incident'` is the action name of the **Resolve** button in the Incident [incident] table.

Related topics

GlideForm - getFormElement()

Scoped GlideSystem - eventQueue(String name, Object instance, String parm1, String parm2, String queue)

GlideUser - Client

Defining UI actions

Field script use cases

Common use cases for field customization scripts.

Warning: The customization described here was developed for use in specific instances, and is not supported by Now Support. This method is provided as-is and should be tested thoroughly before implementation. Post all questions and comments regarding this customization to our community forum.

For more information, see Server API reference.

Automatically populate a field

The following example shows how to use a client script to auto-fill a **Short Description** based on the selected **Subcategory**.

In this case, if the table has a record with **Subcategory** = Password and **Short Description** = Password Reset. When the user selects the **Subcategory** of **Password** on the Incident form, a client script looks up the matching record and sets **Short Description** equal to Password Reset.

Client script settings:

- *Type* = onChange
- *Table name* = incident
- *Field name* = Subcategory

```
function onChange(control, oldValue, newValue, isLoading){
    if(isLoading){return;}
    var newrec = gel('sys_row');
    //Check if new record
    if (newrec.value == -1) {
        var lookup = new GlideRecord('u_short_desc_lookup');
        lookup.addQuery('u_subcategory',
 g_form.getValue('subcategory'));
        lookup.query();
        var temp; //temp var - reusable
        if(lookup.next()){
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            temp = lookup.u_short_description;
            if(null != temp) {
                //Set the form value from lookup if there is a
 lookup value
                g_form.setValue('short_description', temp);
            } else {
                g_form.setValue('short_description',"");
                }
          } else {
              //If a lookup record does not exist based on
 lookup.addQuery
              //Then set to UNDEFINED or NULL depending on type
              g_form.setValue('short_description',"");
              }
    }
}
```

Disable HTML tags in descriptions

This code disables HTML tags in **Description** and **Short Description** fields by substituting the tags with non-executing versions.

```
doit();

function doit(){
 var desc = current.description.toString();
 var shdesc = current.short_description.toString();
 if(desc.indexOf('script>')>-1|| shdesc.indexOf('script>')>-1){
   desc = desc.replace(/<script>/g,"(script)");
   current.description =
 desc.replace(/<\/script>/g,"(\/script)");
   shdesc = shdesc.replace(/<script>/g,"(script)");
   current.short_description =
 shdesc.replace(/<\/script>/g,"(\/script)");}
}
```

Eliminate leading and trailing spaces in fields

This example of the script trims trailing and leading spaces in the *FirstName* and *LastName* fields of the sys_user.

```
doit();

function doit(){
  var now_GR =new GlideRecord('sys_user');
  gr.query();
  while(gr.next()){
    if((gr.first_name.toString().length!=
 gr.first_name.toString().trim().length)||(gr.last_name.toString
().length!= gr.last_name.toString().trim().length)){
     gr.first_name= gr.first_name.toString().trim();
     gr.last_name= gr.last_name.toString().trim();
     gr.autoSysFields(false);
     gr.update();}}
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Make a field label flash

The following client script example is for the number field on incident. The label flashes for two seconds.

```
g_form.flash("incident.number","#FFFACD",0);
```

The arguments for the flash method are as follows:

- *tablename.fieldname*
- RGB color or acceptable CSS color like "blue" or "tomato"
- Integer that determines how long the label flashes:
  - 2 for a 1-second flash
  - 0 for a 2-second flash
  - -2 for a 3-second flash
  - -4 for a 4-second flash

Note: Do not specify this argument if you want the field label colored the specified color.

Make a field label bold

This client script makes the label of a particular field bold. In this case, the field is the **Short Description** on the **Incident Table**.

```
function onLoad(){
  var l = g_form.getLabel('incident.short_description');
  l.style.fontWeight = 'bold';}
```

Make fields read-only

This onLoad client script makes the following fields on the Incident [incident] table read-only:

- **Incident state**
- **Impact**
- **Urgency**
- **Priority**
- **Configuration item**
- **Assigned to**

The script also removes the magnifying glass for the read-only Reference Fields (**Configuration item** and **Assigned to**).

```
function onLoad(){
var incidentState = g_form.getValue('incident_state');
if( incidentState == '6'|| incidentState == '7'){
   g_form.setReadonly('incident_state',true);
   g_form.setReadonly('impact',true);
   g_form.setReadonly('urgency',true);
   g_form.setReadonly('priority',true);
   g_form.setReadonly('cmdb_ci',true);
   g_form.setReadonly('assigned_to',true);}}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Set current date/time in field

You can set date and time values in client scripts and script includes.

Client script

You can use the following two lines to set the current date and time in a date/time field. This approach bypasses the problem of getting the value into the proper format and proper time zone.

```
var ajax = new GlideAjax('MyDateTimeAjax');
  ajax.addParam('sysparm_name','nowDateTime');
  ajax.getXML(function(){
    g_form.setValue('put your field name here',
 ajax.getAnswer());});
```

For more information on running server-side scripts with the client, refer to GlideAjax.

System script include

```
// Be sure the Glide AJAX enabled option is checked

var MyDateTimeAjax = Class.create();
MyDateTimeAjax.prototype =
 Object.extendsObject(AbstractAjaxProcessor,{
  nowDateTime:function(){
    return gs.nowDateTime();}});
```

Toggle the timer field by field name

The following client script toggles the timer field based on a particular field name.

```
function toggleTimerByFieldName(fieldName){
 //Step 1: Find the timer object
 //timeObjectName: the timer objects name as it would normally
 be referenced
 //timeObjectHidden: the hidden input node in the field td
 //timeObjectParent: the parent td node containing the field and
 it's constituent nodes
 //timeObjectFields: anchor tag with onclick to stop timer

 var timeObjectName = fieldName;
 var timeObjectHidden = gel(timeObjectName);

 //Step 2: simulate click stop button
 var timeObjectParent;
 var timeObjectFields;

 //verify that we got the correct object
 if(timeObjectHidden.type=="hidden"){

    //Get Parent td node
    timeObjectParent = timeObjectHidden.parentNode;

    //Get input fields
    timeObjectFields =
 timeObjectParent.getElementsByTagName("input");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    //simulate click of stop button
    var timerTestString ="paused";
    var timerImg;

    //loop through input objects looking for the pause timer
 object
    for(var elIt=0; elIt < timeObjectFields.length; elIt++){
      if(timeObjectFields[elIt].id.match(timerTestString)){
        if(timeObjectFields[elIt].value=="false"){
          timeObjectFields[elIt].value="true";
          timerImg =
 timeObjectParent.getElementsByTagName("img")[0];
          timerImg.src="images/timer_start.gifx";}
      elseif(timeObjectFields[elIt].value=="true"){
          timeObjectFields[elIt].value="false";
          timerImg =
 timeObjectParent.getElementsByTagName("img")[0];
          timerImg.src="images/timer_stop.gifx";}}}}}
```

Modify GlideDateTime field values

The following server-side script example shows how to modify values using the *GlideDateTime* API. The same concept also applies to the *GlideDate* object.

Note: The following script is only intended for global applications.

```
//You first need a GlideDateTime object
//this can be from instantiating a new object "var gdt = new
 GlideDateTime()"
//or getting the object from a GlideDateTime field
//getting the field value (for example: var gdt =
 current.start_date) only returns the string value, not the
 object
//to get the object use var gdt =
 current.start_date.getGlideObject(); (GlideElement)
//now gdt is a GlideDateTime object
var gdt = current.start_date.getGlideObject();

//All methods can use negative values to subtract intervals

//add 1 hour (60 mins * 60 secs)
gdt.addSeconds(3600);

//add 1 day
gdt.addDaysLocalTime(1);

//subtract 1 day
gdt.addDaysLocalTime(-1);

//add 3 weeks
gdt.addWeeksLocalTime(3);

//subtract 6 months
gdt.addMonthsLocalTime(-6);

//add 1 year, representing the date and time using the UTC
 timezone instead of the local user's timezone.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gdt.addYearsUTC(1);

//set the value of the GlideDateTime object to the current
 session timezone/format
GlideSession.get().setTimeZoneName('US/Eastern');
gdt.setDisplayValue('2018-2-28 00:00:00');
gs.info('In ' + GlideSession.get().getTimeZoneName() + ": " +
 gdt.getDisplayValue());
```

See also:

- GlideDateTime
- GlideDate - Global
- GlideDate - Scoped
- GlideDateTime - Global
- GlideDateTime - Scoped
- GlideElement - Global
- GlideElement - Scoped
- GlideTime - Scoped

Approval assignment scripts

This is a searchable version of the useful approval and assignment scripts.

> ⚠ **Warning:** The customization described here was developed for use in specific instances, and is not supported by Now Support. This method is provided as-is and should be tested thoroughly before implementation. Post all questions and comments regarding this customization to our community forum.

For see Viewing my approvals.

Assign a group for ESS requests

The following Assignment Rulescript automatically assigns a group for all ESS Requests.

```
if(current.opened_by.roles==""){

 current.assignment_group.setDisplayValue('Network');
    current.update();}
```

Assign catalog item to group based on delivery plan task

This assignment rule assigns a service catalog item to the database group if it uses a delivery plan that has a catalog task assigned to the desktop group.

```
//Return catalog items that have no group but do have a
 delivery plan assigned
var ri =new GlideRecord("sc_cat_item");
ri.addQuery("group","=",null);
ri.addQuery("delivery_plan","!=",null);
ri.query();
while(ri.next()){
    gs.log("Found an item");
    //Return tasks that point to the same delivery plan
 as the above item
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   var dptask =new
GlideRecord("sc_cat_item_delivery_task");

dptask.addQuery("delivery_plan","=",ri.delivery_plan);
   dptask.query();while(dptask.next()){
       gs.log("Found a task");var gp =
dptask.group.getDisplayValue();
       gs.log(gp);//If the task is assigned to
desktop, assign the item's group to desktop
       if(dptask.group.getDisplayValue()=="Desktop"){
           ri.group.setDisplayValue("Desktop");
           gs.log("updating "+ ri.getDisplayValue());
           ri.update();break;}}}
```

Assign items with one task

This assignment rule automatically assigns any catalog items with only one task associated to a particular group.

```
//Get the catalog item for the current requested item
var scCatItem =new GlideRecord("sc_cat_item");
if(scCatItem.get('sys_id', current.cat_item)){
// If the catalog item already has an assignment
 group or if using workflow we don't need to make an
 assignment
  if(!scCatItem.delivery_plan.nil()&&
 scCatItem.group.nil()){
       var dpTask =new
 GlideRecord("sc_cat_item_delivery_task");

 dpTask.addQuery("delivery_plan","=",scCatItem.delivery
_plan);
       dpTask.query();
       if(dpTask.getRowCount()==1&& dpTask.next()){
       // Check that there is only 1 record in the
 GlideRecord
           dpTask.group;}}}
```

Assignment based on workload

Type: Business Rule.

Description: Populate the assigned to based on the assignment group member who has the least amount of active incidents.

Parameters:

- order: >1000 if you want to execute after assignment rules
- condition: current.assigned_to == '' && current.assignment_group != ''
- when: before, insert/update

```
var assignTo = getLowestUser();
gs.addInfoMessage("assigning to is "+ assignTo);
current.assigned_to= assignTo;

function getLowestUser(){
  var userList =new Array();
  var cg =new GlideRecord('sys_user_grmember');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  cg.addQuery('group', current.assignment_group);
  cg.query();
  while(cg.next()){
    var tech = cg.user.toString();
    var cnt = countTickets(tech);
    gs.addInfoMessage("Tech counts "+ cg.user.name+' '+
 cnt +" "+ tech);
    userList.push({ sys_id: tech,name: cg.user.name,
 count: cnt });}

  for(var i=0; i < userList.length; i++){
    gs.addInfoMessage(userList[i].sys_id+" "+
 userList[i].name+" "+ userList[i].count);}
  userList.sort(function(a, b){
    gs.addInfoMessage("Sorting: "+ a.sys_id+"("+
 a.count+");
    "+ b.sys_id+"("+ b.count+")");
    return a.count- b.count;});

  if(userList.length<=0)return"";
  return userList[0].sys_id;}

function countTickets(tech){
  var ct =new GlideRecord('incident');
  ct.addQuery('assigned_to',tech);
  ct.addQuery('active',true);
  ct.query();
  return ct.getRowCount();}
```

Run assignment rules when category is changed

Type: Client script.

Table: Incident.

Description: This example is an onChange client script on the category field within Incident. Note: this script used to use synchronous AJAX (asynchronous behavior is specified by the third parameter of the ajaxRequest call). The implementation below uses asynchronous AJAX. The drawback of using the synchronous version is that a network response problem could cause the browser to hang.

```
// Make an AJAX request to the server to get who this
 incident would be
// assigned to given the current values in the record.
 This runs the assignment
// rules thathave been defined in System Policy and
 returns the assigned_to and
// the assignment_group

function onChange(control, oldValue, newValue,
 isLoading){
  if(isLoading){return;
  // No change, do not do anything
  }

   // Construct the URL to ask the server for the
 assignment
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var url
 ="xmlhttp.do?sysparm_processor=AJAXAssignment&sys_targ
et=incident";
  var uv = gel('sys_uniqueValue');
  if(uv){
        url +="&sys_uniqueValue="+ uv.value;}
  // Make the AJAX request to the server and get the
 response
  var serial = g_form.serialize();
  // get all values currently assigned to the incident
  var response = ajaxRequest(url, serial,true,
 responseFunc);}

// This callback function handles the AJAX response.
function responseFunc(response){
  varitem=
 response.responseXML.getElementsByTagName("item")[0];
  // Process the item returned by the server
  if(item){
  // Get the assigned_to ID and its display value and
 put them on the form
    varname=item.getAttribute("name");
    var name_label =item.getAttribute("name_label");
    if(name_label &&name){
      g_form.setValue('assigned_to',name, name_label);}
    else{
      g_form.setValue('assigned_to','','');}
    // Get the assignment_group ID and its display
 value and put then on the form
    var group =item.getAttribute("group");
    var group_label =item.getAttribute("group_label");
    if(group_label && group){
      g_form.setValue('assignment_group', group,
 group_label);}
    else{
      g_form.setValue('assignment_group','','');}}}
```

Custom approval UI macro

For information on creating a custom approval UI macro, see UI macros.

Scheduling script use cases

A business rule script specifies the actions that the business rule takes. Scripts commonly include predefined global variables to reference items in your system, such as the current record. Global variables are available to all business rules.

Warning: The customization described here was developed for use in specific instances, and is not supported by Now Support. This method is provided as-is and should be tested thoroughly before implementation. Post all questions and comments regarding this customization to our community forum.

Calculate duration given a schedule

Type: Before update/insert business rule.

Description: A business duration calculates the open to close duration on an incident based on the particular Creating and using schedules. If there is no schedule specified, the script will simply use the first schedule returned by the query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script example:

The example below sets the resolved duration when the incident state moves to resolved.

```
var gr_rec = new GlideRecord('incident');
gr_rec.get('ed92e8d173d023002728660c4cf6a7bc');
if (gr_rec.incident_state == 6) {
var dur = calcDurationSchedule(gr_rec.opened_at,
 gr_rec.sys_updated_on);
}

function calcDurationSchedule(start, end){
  // Get the user
  var usr = new GlideRecord('sys_user');
  usr.get(gs.getUserID());
  // Create schedule - pass in the sys_id of your standard work
 day schedule and pass in the users timezone
  var sched = new
 GlideSchedule('08fcd0830a0a0b2600079f56b1adb9ae',usr.time_zon
e);
  // Get duration based on schedule/timezone
  return(sched.duration(start.getGlideObject(),
 end.getGlideObject()));
}
```

Check upcoming termination dates

Type: Scheduled script.

Description: This script checks nightly for termination dates on contracts coming up in 90, 50, or 10 days (depending on the contract duration field).

Script example:

```
function contractNoticeDue(){
  var now_GR = new GlideRecord("contract");
  now_GR.addQuery("u_contract_status","Active");
  now_GR.query();
  while(now_GR.next()){
    if((now_GR.u_termination_date<=
 gs.daysAgo(-90))&&(now_GR.u_contract_duration=="Long")){
      now_GR.u_contract_status="In review";}
    elseif((now_GR.u_termination_date<=
 gs.daysAgo(-50))&&(now_GR.u_contract_duration=="Medium")){
      now_GR.u_contract_status="In review";}
    elseif((now_GR.u_termination_date <=
 gs.daysAgo(-10))&&(now_GR.u_contract_duration=="Short")){
      now_GR.u_contract_status="In review";}
    now_GR.update();
  }
}
```

Use scripts in business rules to accomplish common tasks such as:

- Comparing two date fields.
- Parsing XML payloads.
- Aborting a database action in a business rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

With scripts, you can also:

- Specify the operation that triggers the business rule.
- Use the scratchpad with display business rules to change form values just before a user loads the form.
- Use the OR condition like you would in a condition builder.

You can also utilize the system's scripting functionality available for server-side scripts.

You can use options on the Business Rules form to build conditions, set field values, and display alert messages without needing to write a script.

Server-side script use cases

Use cases for server-side scripts include logging output, getting user objects, and modifying date/time values.

Accessing the workflow scratchpad from business rules

A catalog item has been requested, and the attached workflow contains a run script activity that populates a value in the scratchpad. From a business rule running on the requested item, you want to retrieve or set scratchpad values.

Prerequisites

Role required: admin.

Name: Access Workflow Scratchpad from Business Rules.

Type: Business Rule.

Table: sc_req_item (Requested Item).

Description: A catalog item has been requested, the attached workflow contains a run script activity that populates a value in the scratchpad. From a business rule running on the requested item, you want to retrieve or set scratchpad values.

Parameters: n/a.

Script:

```
//the run script activity sets a value in the scratchpad
workflow.scratchpad.important_msg = "scratch me";

//get the workflow script include helper
var workflow = new Workflow();

//get the requested items workflow context
//this will get all contexts so you will need to get the proper
 one if you have multiple workflows for a record
var context = workflow.getContexts(current);
//make sure we have a valid context
if (context.next()) {
  //get a value from the scratchpad
  var msg = context.scratchpad.important_msg;
  //msg now equals "scratch me", that was set in the run script
 activity

  //add or modify a scratchpad value
  context.scratchpad.status = "completed";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  //we need to save the context record to save the scratchpad
  context.update();
}
```

Assign a catalog item to a group based on a delivery plan task

Assign a service catalog item to the database group if it uses a delivery plan that has a catalog task that is assigned to the desktop group.

Prerequisites

Role required: admin

Warning: The customization described here was developed for use in specific instances, and is not supported by Now Support. This method is provided as-is and should be tested thoroughly before implementation. Post all questions and comments regarding this customization to our community forum.

Name: Assign Catalog Item to Group Based on Delivery Plan Task.

Type: Assignment Rule.

Description: This assignment rule assigns a service catalog item to the database group if it uses a delivery plan that has a catalog task assigned to the desktop group.

Script:

```
//Return catalog items that have no group but do have a delivery
 plan assigned var ri  = new GlideRecord ( "sc_cat_item" ) ;
ri.addQuery("group", "=", null);
ri.addQuery("delivery_plan", "!=", null);
ri.query();
while(ri.next()) {
    gs.log("Found an item");
    //Return tasks that point to the same delivery plan as the
 above item
    var dptask = new GlideRecord("sc_cat_item_delivery_task");
    dptask.addQuery("delivery_plan", "=", ri. delivery_plan);
    dptask.query();
    while(dptask.next()) {
        gs.log("Found a task");
        var gp = dptask.group.getDisplayValue();
        gs.log(gp);
        //If the task is assigned to desktop, assign the item's
 group to desktop
        if (dptask.group.getDisplayValue() == "Desktop") {
            ri.group.setDisplayValue("Desktop");
            gs.log("updating " + ri.getDisplayValue());
            ri.update();
            break; } } }
```

Calculating durations

Often you may need to provide users with a way to specify when a task or process is due. Using the DurationCalculator script include, you can calculate the due date using either a simple duration or relative duration.

Typically, setting a due date requires that you calculate work time rather than the total time. Only the part of the day when work is performed is considered when determining the due date. For

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

example, a task is due in 10 hours, but is restricted to a business day schedule. If the work starts at 10am on Monday, it is due on Tuesday at 12pm as calculated below.

```
10am-5pm on Monday (6 hours) + 8am-12pm on Tuesday (4 hours)
```

For information on schedules, which you can use as inputs to DurationCalculator methods, see Creating and using schedules.

This script demonstrates how to use DurationCalculator to compute a due date.

```
/**
 * Demonstrate the use of DurationCalculator to compute a due date.
 *
 * You must have a start date and a duration. Then you can compute a
 * due date using the constraints of a schedule.
 */

gs.include('DurationCalculator');
executeSample();

/**
 * Function to house the sample script.
 */function executeSample(){

	// First we need a DurationCalculator object.var dc =new DurationCalculator();

	// ---------- No schedule examples ----------

	// Simple computation of a due date without using a schedule. Seconds// are added to the start date continuously to get to a due date.
	dc.setStartDateTime("5/1/2012");if(!dc.calcDuration(2*24*3600)){// 2 days
	  gs.log("*** Error calculating duration");return;}
	gs.log("calcDuration no schedule: "+ dc.getEndDateTime());// "2012-05-03 00:00:00" two days later

	// Start in the middle of the night (2:00 am) and compute a due date 1 hour in the future// Without a schedule this yields 3:00 am.
	dc.setStartDateTime("5/3/2012 02:00:00");if(!dc.calcDuration(3600)){
	    gs.log("*** Error calculating duration");return;}
	gs.log("Middle of night + 1 hour (no schedule): "+ dc.getEndDateTime());// No scheduled start date, just add 1 hour


	// ---------- Add a schedule to the date calculator ----------
	addSchedule(dc);

	// Start in the middle of the night and compute a due date 1 hour in the future.// Since we start at 2:00 am the computation adds the 1 hour from the start// of the day, 8:00am to get to 9:00am
	dc.setStartDateTime("5/3/2012 02:00:00");if(!dc.calcDuration(3600)){//
	    gs.log("*** Error calculating duration");return;}
	gs.log("Middle of night + 1 hour (with 8-5 schedule): "+
 dc.getEndDateTime());// 9:00 am
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      // Start in the afternoon and add hours beyond quiting time. Our schedule says the work
day// ends at 5:00pm, if the duration extends beyond that, we roll over to the next work day.//
In this example we are adding 4 hours to 3:00pm which gives us 10:00 am the next day.
     dc.setStartDateTime("5/3/2012
15:00:00");if(!dc.calcDuration(4*3600)){//
          gs.log("*** Error calculating duration");return;}
     gs.log("Afternoon + 4 hour (with 8-5 schedule): "+ dc.getEndDateTime());//
10:00 am.

      // This is a demo of adding 2 hours repeatedly and examine the result. This// is a good
way to visualize the result of a due date calculation.
     dc.setStartDateTime("5/3/2012 15:00:00"); // for(var i=2; i<24;
i+=1){if(!dc.calcDuration(i*3600)){//
               gs.log("*** Error calculating duration");return;}
          gs.log("add "+ i +" hours gives due date: "+
 dc.getEndDateTime());}

      // Setting the timezone causes the schedule to be interpreted in the specified
timezone.// Run the same code as above with different timezone. Note that the 8 to 5 workday
is// offset by the two hours as specified in our timezone.
     dc.setTimeZone("GMT-2");
     dc.setStartDateTime("5/3/2012 15:00:00");for(var i=2; i<24;
 i+=1){if(!dc.calcDuration(i*3600)){//
               gs.log("*** Error calculating duration");return;}
          gs.log("add "+ i +" hours gives due date (GMT-2): "+
 dc.getEndDateTime());}}

/**
* Add a specific schedule to the DurationCalculator object.
*
* @param durationCalculator An instance of DurationCalculator
*/function addSchedule(durationCalculator){// Load the "8-5 weekdays
excluding holidays" schedule into our duration calculator.var scheduleName ="8-5 weekdays
excluding holidays";var grSched =new GlideRecord('cmn_schedule');
     grSched.addQuery('name', scheduleName);
     grSched.query();if(!grSched.next()){
          gs.log('*** Could not find schedule "'+ scheduleName +'"');return;}

 durationCalculator.setSchedule(grSched.getUniqueValue(),"GMT");}
```

Simple duration vs relative duration

How much work is required to complete a task can be expressed as a "relative duration".

Relative duration determines the expected due date and time relative to the starting time. Examples of relative durations include "Next business day by 4pm", or "2 business days by 10:30am".

To calculate a relative duration, the calendar and time zone must be considered to determine what "next business day" means since it is the calendar that defines which days are valid work days and the time zone will affect the result as well. As an example, consider "Next business day by 4pm":

- If it is Monday at 12pm: Next business day by 4pm => Tuesday at 4pm
- If it is Friday at 2pm: Next business day by 4pm => the following Monday at 4pm

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Next business day is often defined by a starting day and time. For example, "next business day at 4pm if before 2pm" indicates that if the current time is after 2pm on a business day, then "Next business day" really means 2 business days since today does not count.

For more information on relative durations, see Define a relative duration.

Calculating a simple duration

This business rule and script example demonstrate how to calculate a simple duration.

```
var dur =new DurationCalculator();
dur.setSchedule(current.schedule);
dur.setStartDateTime("");

if(current.duration_type==""){

 dur.calcDuration(current.duration.getGlideObject().getNumericVa
lue()/1000);}else{
         dur.calcRelativeDuration(current.duration_type);}

    current.end_date_time= dur.getEndDateTime();
    current.work_seconds= dur.getSeconds();
```

This script demonstrates how to use DurationCalculator to calculate a simple duration.

```
/**
 * Sample script demonstrating use of DurationCalculator to
 compute simple durations
 *
 */

gs.include('DurationCalculator');
executeSample();

/**
 * Function to house the sample script.
 */
function executeSample(){

    // First we need a DurationCalculator object.
    var dc =new DurationCalculator();

    // Compute a simple duration without any schedule. The
 arguments
    // can also be of type GlideDateTime, such as fields from a
 GlideRecord.
    var dur = dc.calcScheduleDuration("5/1/2012","5/2/2012");
    gs.log("calcScheduleDuration no schedule: "+ dur);
    // 86400 seconds (24 hours)

    // The above sample is useful in limited cases. We almost
 always want to
    // use some schedule in a duration computation, let's load a
 schedule.
    addSchedule(dc);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    // Compute a duration using the schedule. The schedule
    // specifies a nine hour work day. The output of this is
 32400 seconds, or
    // a nine hour span.
    dur = dc.calcScheduleDuration("5/23/2012 12:00","5/24/2012
 12:00");
    gs.log("calcScheduleDuration with schedule: "+ dur);
    // 32400 seconds (9 hours)

    // Compute a duration that spans a weekend and holiday. Even
 though this
    // spans three days, it only spans 9 work hours based on the
 schedule.
    dur = dc.calcScheduleDuration("5/25/2012 12:00","5/29/2012
 12:00");
    gs.log("calcScheduleDuration with schedule spaning holiday:
 "+ dur);
    // 32400 seconds (9 hours)

    // Use the current date time in a calculation. The output of
 this is
    // dependent on when you run it.
    var now =new Date();
    dur = dc.calcScheduleDuration("5/15/2012",new
 GlideDateTime());
    gs.log("calcScheduleDuration with schedule to now: "+ dur);
    // Different on every run.}

/**
 * Add a specific schedule to the DurationCalculator object.
 *
 * @param durationCalculator An instance of DurationCalculator
 */
function addSchedule(durationCalculator){
   //  Load the "8-5 weekdays excluding holidays" schedule into
 our duration calculator.
   var scheduleName ="8-5 weekdays excluding holidays";
   var grSched =new GlideRecord('cmn_schedule');
   grSched.addQuery('name', scheduleName);
   grSched.query();if(!grSched.next()){
        gs.log('*** Could not find schedule "'+ scheduleName
 +'"');
        return;}
    durationCalculator.setSchedule(grSched.getUniqueValue());}
```

Calculating a relative duration

An example of a relative duration calculation script.

This script calculates the relative duration for "Next day at 4pm if after 10am":

```
// Next day at 4pm if before 10am
var days =1;
if(calculator.isAfter(calculator.startDateTime,"10:00:00"))
     days++;

calculator.calcRelativeDueDate(calculator.startDateTime,
 days,"16:00:00");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This script demonstrates how to use DurationCalculator to calculate a relative duration.

```
/**
 * Sample use of relative duration calculation.
 *
 */

gs.include('DurationCalculator');
executeSample();

/**
 * Function to house the sample script.
 */
function executeSample(){

    // First we need a DurationCalculator object. We will also
 use
    // the out-of-box relative duration "2 bus days by 4pm"
    var dc =new DurationCalculator();
    var relDur ="3bf802c20a0a0b52008e2859cd8abcf2";
    // 2 bus days by 4pm if before 10am
    addSchedule(dc);

    // Since our start date is before 10:00am our result is two
 days from
    // now at 4:00pm.
    dc.setStartDateTime("5/1/2012 09:00:00");
    if(!dc.calcRelativeDuration(relDur)){
        gs.log("*** calcRelativeDuration failed");
        return;}
    gs.log("Two days later 4:00pm: "+ dc.getEndDateTime());

    // Since our start date is after 10:00am our result is three
 days from
    // now at 4:00pm.
    dc.setStartDateTime("5/1/2012 11:00:00");
    if(!dc.calcRelativeDuration(relDur)){
        gs.log("*** calcRelativeDuration failed");
        return;}
    gs.log("Three days later 4:00pm: "+ dc.getEndDateTime());}

/**
 * Add a specific schedule to the DurationCalculator object.
 *
 * @param durationCalculator An instance of DurationCalculator
 */
function addSchedule(durationCalculator){
  //  Load the "8-5 weekdays excluding holidays" schedule into
 our duration calculator.
  var scheduleName ="8-5 weekdays excluding holidays";
  var grSched =new GlideRecord('cmn_schedule');
  grSched.addQuery('name', scheduleName);
  grSched.query();
  if(!grSched.next()){
        gs.log('*** Could not find schedule "'+ scheduleName
 +'"');
        return;}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 durationCalculator.setSchedule(grSched.getUniqueValue(),"GMT"
);}
```

How to implement a relative duration

You can implement a relative duration by creating the cmn_relative_duration table and the *DurationCalculator* script include.

Before you begin

Role required: admin

Procedure

1. Create the cmn_relative_duration table.
2. Create the DurationCalculator script include.
3. Create a sample relative duration entry (for example, "Next business day by 4pm").
4. Add the needed fields to SLA tables to support relative durations.
5. Modify duration calculation for SLAs.
6. Modify SLA Percentage timer calculation for SLAs (this must use work_seconds).
7. Add schedule fields to the Workflow: Schedule and Timezone (selected based on the field from workflow table).
8. Add duration support fields to the Workflow Task activity.
9. Implement duration calculation script for the task activity.

The relative duration table and the DurationCalculator methods

The cmn_relative_duration table supports the definition of a due date as either a duration of time or a relative duration.

This table consists of two fields: "name" and "script." The "script" field contains the relative duration calculation script. This script includes the "calculator" variable, which is used to calculate the due date.

The DurationCalculator script include can be used to perform the duration calculations. The following are methods that are available in this script include.

DurationCalculator script include table

Method	Description
setSchedule(String schedID, [String timezone])	Sets the schedule and time zone to be used for calculating the due date.
setStartDateTime(GlideDateTime start)	Sets the start time for the duration calculations. If 'start' is blank, uses current date/time.
calcDuration(int seconds)	Calculates the end date and time. Upon completion the this.endDateTime and this.seconds properties will be set to indicate the results of the calculation.
calcRelativeDuration(String relativeDurationID)	Calculates the duration using the specified relative duration script. Upon completion the this.endDateTime and this.seconds properties will be set to indicate the results of the calculation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DurationCalculator script include table (continued)

Method	Description
getEndDateTime()	Gets the this.endDateTime property that was set by calcDuration/calcRelativeDuration indicating the end date and time for the duration.
getSeconds()	Gets the this.seconds property that was set by calcDuration/calcRelativeDuration indicating the total number of seconds of work to be performed for the duration. **Note:** This is the total work time, not the total time between start and end times and may be used to determine percentages of the work time
getTotalSeconds()	Gets the this.totalSeconds property that was set by calcDuration/calcRelativeDuration indicating the total number of seconds between the start and end times of the duration.

The following functions are used in relative duration scripts:

Relative duration script functions

Function	Description
boolean isAfter(GlideDateTime dt, String time)	Is 'time' of day after the time of day specified by 'dt'? dt, if blank, uses current date/time. time is in "hh:mm:ss" in 24-hour format.
calcRelativeDueDate(GlideDateTime start, int days, String endTime)	Calculates the due date starting at 'start' and adding 'days' using the schedule and time zone. When we find the day that the work is due on, set the time to 'endTime' of that day. Upon completion, this.endDateTime and this.seconds properties will be set to indicate the results of the calculation. If endTime is blank, use end of the ending work day.

Get a user object

In a business rule or other server script, the `gs.getUser()` method returns a user object. The user object is an internal representation of the currently logged in user and provides information about the user and various utility functions.

About this task

For a list and description of the available scoped methods for the user object, see GlideUser.

Procedure

1. Retrieve the current user.

```
var myUserObject = gs.getUser()
```

2. Use the `getUserByID` method to fetch a different user using the `user_name` field or `sys_id` on the target record.
   For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var ourUser = gs.getUser();
gs.print(ourUser.getFirstName()); //print the first name of the
 user you are currently logged in as
newUser = ourUser.getUserByID(<user_sys_id>); //fetch a
 different user, using the sys_id of the target user record.
gs.print(newUser.getFirstName()); //first name of the user you
 fetched above
gs.print(newUser.isMemberOf('Capacity Mgmt'));
```

Log output

GSLog is a script include that simplifies script logging and debugging by implementing levels of log output, selectable by per-caller identified sys_properties values.

Log level

Logs can be at the level of debug, info, notice, warning, err, or crit (after BSD syslog.h and followers). The default logging level is notice, so levels should be chosen accordingly.

Where to use

Use for any server-side script where you want to implement event logging.

For the API reference, see GSLog().

For more information, see Debugging scripts

Modify a GlideDateTime field value

This example demonstrates how to modify a *GlideDateTime* field value using a server-side script.

The following server-side script example shows how to modify values using the *GlideDateTime* API. The same concept also applies to the *GlideDate* object.

Note: The following script is only intended for global applications.

```
//You first need a GlideDateTime object
//this can be from instantiating a new object "var gdt = new
 GlideDateTime()"
//or getting the object from a GlideDateTime field
//getting the field value (for example: var gdt =
 current.start_date) only returns the string value, not the
 object
//to get the object use var gdt =
 current.start_date.getGlideObject(); (GlideElement)
//now gdt is a GlideDateTime object
var gdt = current.start_date.getGlideObject();

//All methods can use negative values to subtract intervals

//add 1 hour (60 mins * 60 secs)
gdt.addSeconds(3600);

//add 1 day
gdt.addDaysLocalTime(1);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
//subtract 1 day
gdt.addDaysLocalTime(-1);

//add 3 weeks
gdt.addWeeksLocalTime(3);

//subtract 6 months
gdt.addMonthsLocalTime(-6);

//add 1 year, representing the date and time using the UTC
 timezone instead of the local user's timezone.
gdt.addYearsUTC(1);

//set the value of the GlideDateTime object to the current
 session timezone/format
GlideSession.get().setTimeZoneName('US/Eastern');
gdt.setDisplayValue('2018-2-28 00:00:00');
gs.info('In ' + GlideSession.get().getTimeZoneName() + ": " +
 gdt.getDisplayValue());
```

See also:

- GlideDateTime
- GlideDate - Global
- GlideDate - Scoped
- GlideDateTime - Global
- GlideDateTime - Scoped
- GlideElement - Global
- GlideElement - Scoped
- GlideTime - Scoped

Using custom queues to process events

You can use custom queues for applications that create a large volume of events or events that take a long time to process. This task shows how to create a custom queue, its monitoring process, and use a script to send events to the queue.

Before you begin

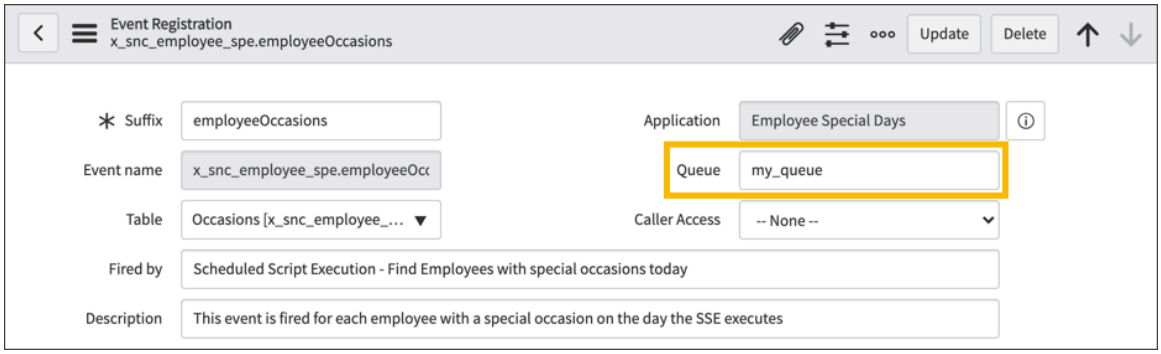
Role required: admin

Note: This information is for advanced users who understand event processing.

Procedure

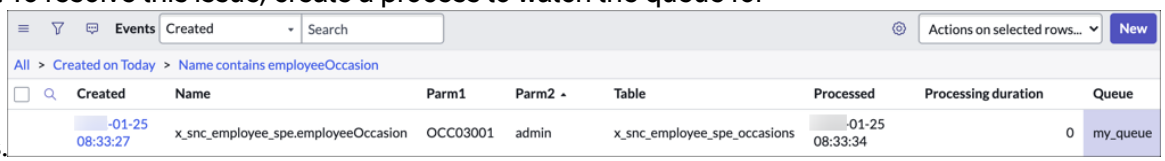
1. Navigate to **System Policy** > **Events** > **Registry**.
2. Select the event for which you want to create a custom queue.
   The **Event Registration** form displays.
3. Populate the **Queue** field for the event in the Event Registry.
   Use only lowercase letters, no spaces, and no special characters except underscore (_).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

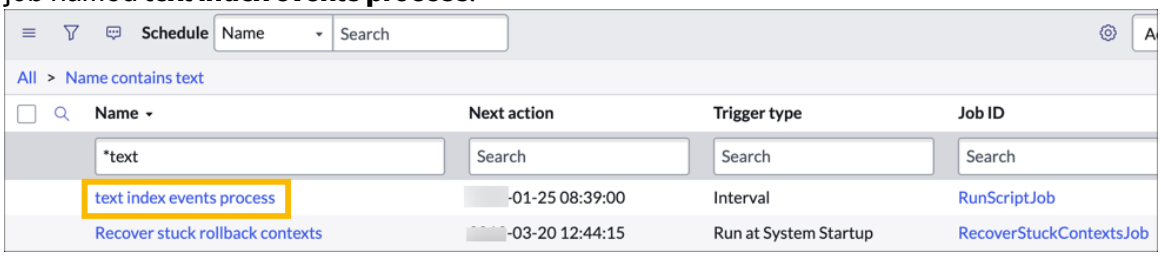


4. Click **Submit**.
   A new event is listed in the Events [sysevent] table.

   In the following example, when the employeeOccasion event is generated, the event is added to my_queue. The events are stuck in the queue. To resolve this issue, create a process to watch the queue for events.



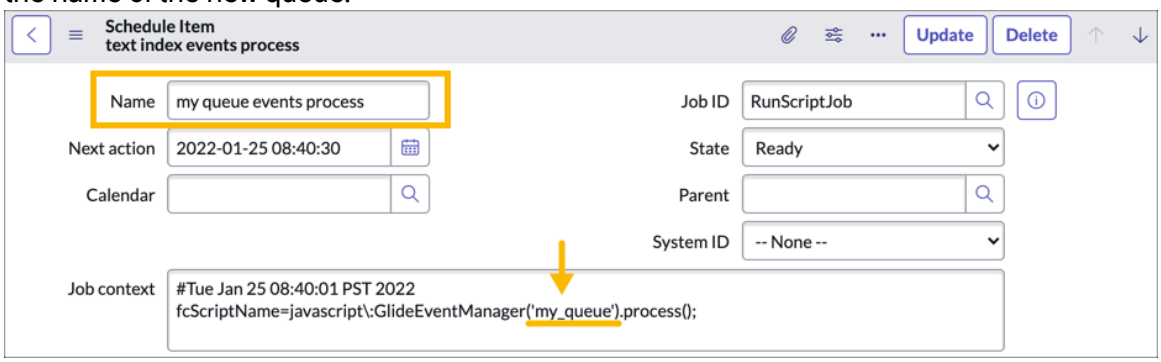
5. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs** and open the scheduled job named **text index events process**.



6. Click the additional actions menu icon)--> and select **Insert and Stay** to create a copy of **text index events process**.

> **Important:** Be sure to copy the job and not overwrite the **text index events process** Scheduled Job.

7. In the copied schedule item, change the value in the **Name** field.
8. In the **Job context** field, replace the value for the *`GlideEventManager()`* parameter with the name of the new queue.



The queue monitoring process looks for and processes events in the example **my_queue** event queue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

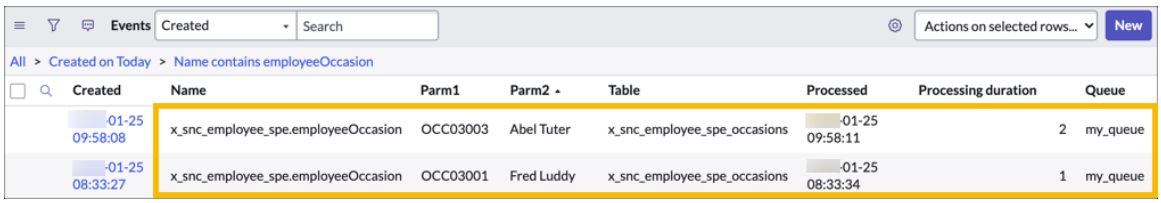
9. Use the `gs.eventQueue()` method's fifth parameter to send events to the custom queue.

   The following code shows how to send an event to the my_queue custom queue.

```
gs.eventQueue('x_60157_employee_spe.employeeOccasion',
 todaysOccasions, todaysOccasions.number,
 todaysOccasions.u_employee.name, 'my_queue');
```

   Note: If an event is in the **Event Registry** and no queue name is provided to `gs.eventQueue`, the queue from the **Event Registry** is still assigned to the event. For example, `gs.eventQueue('x_60157_employee_spe.employeeOccasion')` still associates the event with `my_queue`. If the queue name is provided in the `gs.eventQueue()` call, the queue takes priority.

   You can verify that the event called was processed by checking the **Events** [sysevent] table.



Validation script use case - Date and time

To validate the input of all date/time fields, you can use the following in a validation script (**System Definition** > **Validation Scripts**).

Because the date/time format is hard-coded in this script, it must match your instance's date/time format. If your instance's date/time format changes, you must update your validation script.

Set the validation script's type to "`glide_date_time`". Then, with this validation script, if a user enters an incorrect format in a date/time field, they will receive an error message.

```
function validate (value){
 if (!value) {
    return true;
 }

 return (getDateFromFormat(value, 'yyyy-MM-dd HH:mm:ss') != 0);
}
```

For a comprehensive use case, see Restricting record access.

Creating custom UI Pages and UI macros

Use UI pages to create custom pages for an application and UI macros for custom controls or interfaces.

Every UI Page is a Jelly template. Jelly turns XML into executable code. A UI Page works similar to how an index.html file is used in an AngularJS application. Jelly tags in the HTML field of the UI Page form contain AngularJS logic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Creating UI macros requires knowledge of Jelly script. Review the existing UI macros for examples and suggested approaches. Those who want to build custom interfaces with JavaScript technologies should consider Service Portal as an alternative.

UI pages

UI pages can be used to create and display forms, dialogs, lists, and other UI components.

Use UI pages as widgets on dashboards. To find the UI pages, navigate to **System UI** > **UI Pages**.

This functionality requires a knowledge of HTML or Jelly. You can also create simple AngularJS applications using UI pages.

The UI page form contains the following fields:

UI page

Field	Description
Name	Name used to invoke the page via a URL (must not contain spaces).
Application	Displays the current application scope.
Description	The description of the UI page and what it's used for.
Direct	Select this check box for a direct UI page [sys_ui_page]. A direct UI page doesn't include the common HTML, CSS, and scripts. This setting requires adding custom CSS and JavaScript to use in the page.
HTML	Main component of the page where you define what is rendered when the page is shown. It can contain either static XHTML, dynamically generated content defined as Jelly, or call script includes and UI Macros. **Note:** If `GlideRecord/GlideDBQuery` is used instead of `GlideRecordSecure`, a security recommendation message displays.
Client Script	Include client-side JavaScript that runs in the browser, such as functions called by buttons. It's intended to handle any client-side processing needed, like setting focus to a field or other interactive DHTML features after a page is loaded. Client scripts for the UI page are deployed to the browser within a `<script/>` tag, so the content can similarly be defined within the HTML field. The Client Script field can be used instead to define these scripts concisely to maintain the Jelly and HTML manageability.
Processing Script	Script that runs on the server when the page is submitted. This is useful if your page has a form defined with the `<g:ui_form/>` or `<g:form/>` tags. **Note:** If `GlideRecord/GlideDBQuery` is used instead of `GlideRecordSecure`, a security recommendation message displays.
obsolete-custom-processors	**Note:** This feature is deprecated. While legacy, existing custom processors continue to be supported, creating new custom processors has been deprecated. Instead, use the Scripted REST APIs.
Related lists on the form view:	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI page (continued)

Field	Description
Access Controls	View and configure access controls for the UI page. See Use access controls on UI pages for more information.
Versions	Shows all versions of the UI page. Use this list to compare versions or to revert to a previous version.

Access control

You can secure a UI page by creating an ACL with the following parameters:

- **Type**: *ui_page*
- **Operation**: *read*
- **Name**: Name of the UI page to protect
- **Role**: User role that is allowed to access the record

When saving a new UI page, you are prompted to assign a role for access control.

Note: An entry with the same name as the UI page is created in the Access Control table.

For details on creating an ACL rule, see Create an ACL rule.

High risk UI pages

UI pages are considered high risk with any of the following attributes:

- Uses *GlideRecord* or *GlideDBQuery* instead of *GlideRecordSecure*.

  Note: This is applicable for *HTML* and *Processing* script fields and not *Client* scripts.

- Doesn't have a corresponding ACL configured.
- Indicates to be a public UI page and is entered in the *sys_public* record.
- Shows a message to indicate high risk UI page.
- For instances with *glide.installation.developer* is set to **true**.
- If resource is customized content for a customer instance.

UI page access

Each UI page has a URL computed from the application scope, page name, and the `.do` file extension.

For example, to display the page called glidewindow_example on the demo system, you would navigate to `https://<instance name>.service-now.com/glidewindow_example.do`. If the page was part of a custom application called example_app, you would instead navigate to `https://<instance name>.service-now.com/x_example_app_glidewindow_example.do`.

You can also add additional parameters to a URL that can be accessed within a page's HTML section as jelly variables. That is, appending arguments to the URL as follows: `/my_test_page.do?sysparm_verbose=true` creates jelly variables called *verbose* that can be accessed as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
<j2:if test="$[!empty(sysparm_verbose)]"> <span>show extra stuff
 </span> </j2:if >
```

A common practical example of this might be retrieving a database record for display. To build a list of a user's roles, pass in a parameter with the user's sys_id. Invoke the following UI page to display a list of roles for that user with Jelly code:

```
role_select.do?sysparm_user=5137153cc611227c000bbd1bd8cd2007
```

```
<j:set var = "jvar_user_id" value = "${sysparm_user}" />

  <g:evaluate> var userRoles = new
 GlideRecord('sys_user_has_role');
    userRoles.addQuery('user','${jvar_user_id}');
    userRoles.query();
  </g:evaluate>

  <select id='select_role'>
      <j:while test = "${userRoles.next()}">
          <option value = "${userRoles.sys_id}">
 ${userRoles.role.name} </option>
      </j:while>
  </select>
```

An exception to be careful of, though, is the reserved variable name sys_id. This variable always contains the ID of the UI page itself, regardless of what is specified in the URL. A common substitute variable name is sysparm_id.

Do not use URL parameters to load client scripts in UI pages. The system no longer evaluates scripts that are passed by URL parameter. If your implementation depends on this behavior, you can add the system property [glide.security.disable_ui_pages_sysparm_client_script] and set it to **false** to temporarily allow the evaluation of URL parameters passing scripts in UI pages.

Use access controls on UI pages

See access controls directly from the UI Page form and add role-based access control when creating or editing a UI Page record.

Before you begin

Access controls that have been added to an existing UI page can be accessed and edited by opening the UI page record under related links.

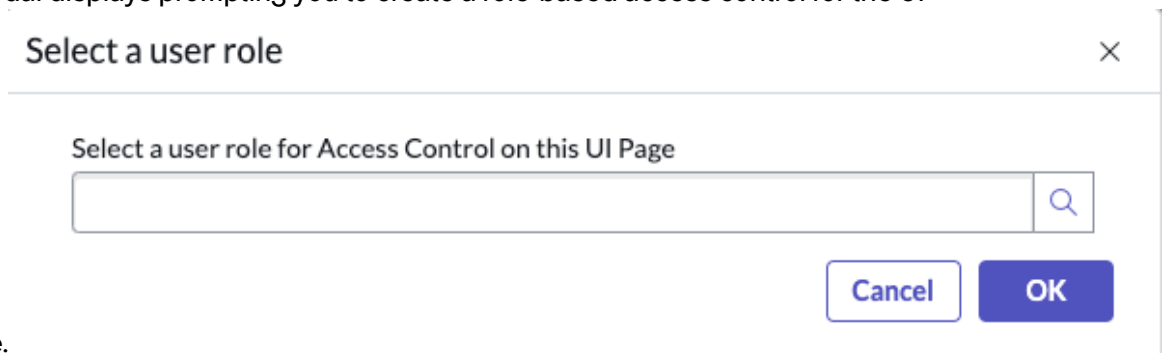
Role required: security_admin and admin

Procedure

1. Elevate to the **security_admin** role.
   For details on role elevation, see Elevate to a privileged role.
2. Navigate to **All** > **System UI** > **UI Pages**.
3. Select **New**.
4. Complete the form.
   See UI pages for additional information for UI field descriptions.
5. Select **Submit** or **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A modal displays prompting you to create a role-based access control for the UI



page.

6. Select a role.
7. Select **OK** to assign the role.
   You are returned to the UI pages list.

Add, edit, or view access controls for an existing UI page:

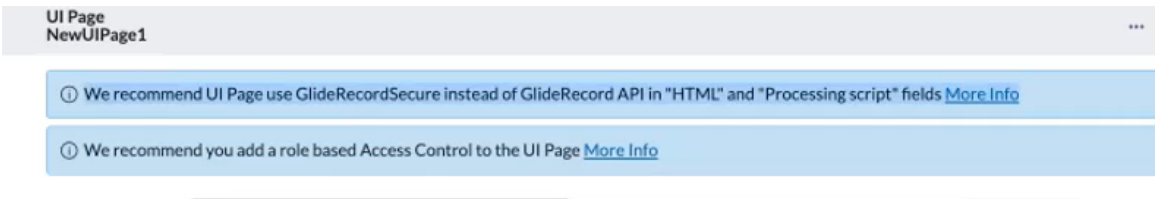
8. Open a UI page from the UI pages table.
9. View the **Access Controls** under the related lists.
10. Select **New** to create a new access control or select an existing entry for editing.
    The Access Control form loads. UI Page details are displayed.
11. Complete the form and assign a role to the UI page.
    For additional information on access control, see Create an ACL rule.
12. Select **Submit** for a new access control or **Update** for edits.

Note: There can be multiple access controls per UI page.

Secure UI pages

Access controls and related security messages are integrated on high risk UI Pages for increased security.

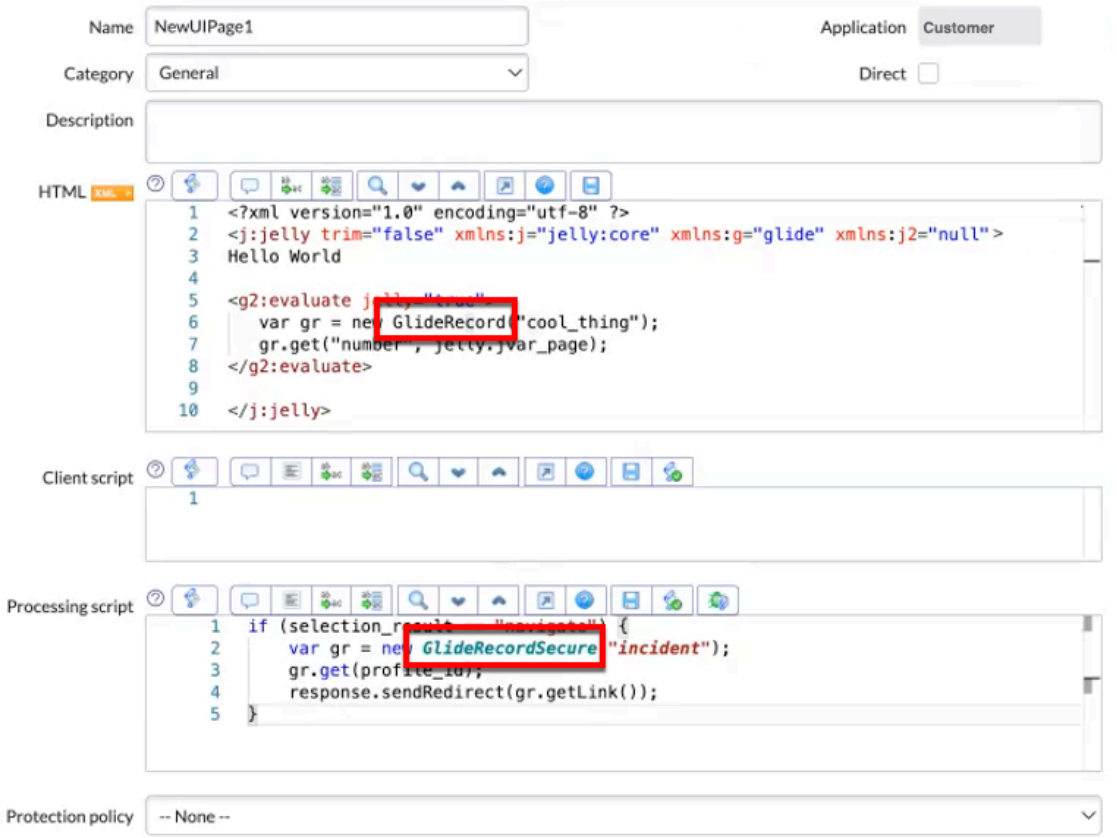
An informational message displays on high risk UI pages to inform the customer to add a role-based Access Control to the UI page.



The message displays under the following conditions:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If an ACL (access control list) is missing
- If `GlideRecord/GlideDBQuery` is used instead of `GlideRecordSecure` in either the **HTML** or **Processing script**



sections

- If the UI page is configured as public in `sys_public`

> **Note:** Public UI Pages that are public or that use `GlideRecord` don't show a missing ACL warning.

See UI pages for details on high risk UI pages.

Conditions that display the security recommendations message

The message displays under the following conditions:

- All internal instances eclipse/IJ where `glide.installation.developer=true`.
- All customer scoped UI Page resources.
- Any customized UI Page when the `glide.script.ui_page.customer_scoped.security_msgs_enabled` property is set to `true`. (The default value is `true`).

Conditions that don't display the security recommendations message

The message won't display under the following conditions:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- UI Page is public.
- UI Page is in the **Global** scope.
- The *glide.script.ui_page.customer_scoped.security_msgs_enabled* is set to *false*.

Note: To disable the role-based ACL creation prompt, set the *glide.ui_page.enable_acl_create_ux* property to **false**. The property is set to **true** by default.

UI page process scripts

If your UI page contains a form (uses the *<g:form>* tag), you can submit the form and have the process script run.

The processing script can naturally access fields on the form. For example, if your form contained the *application_sys_id* field:

```
<g:ui_form>
  <p>Click OK to run the processing script.</p>
  <g:dialog_buttons_ok_cancel ok="return true" />
  <input type="hidden" name="application_sys_id"
 value="499836460a0a0b1700003e7ad950b5da" />
</g:ui_form>
```

You can access the field using *application_sys_id*:

```
var application = new GlideRecord('hr_application');
 application.get(application_sys_id);
 application.status = "Rejected";
 application.update();
 var urlOnStack = GlideSession.get().getStack().bottom();
 response.sendRedirect(urlOnStack);
```

Important: The preceding script is usable only with Global applications.

If you are using the UI page for a dialog, you can also reference the most recent URL on the stack using the code above and then send the response to that location. This is useful if you want to have the dialog's processing script update something and then redisplay the screen that brought up the dialog.

UI macros

UI macros are discrete scripted components administrators can add to the user interface.

UI macros are typically controls that provide inputs or information not provided by existing field types. By default, the system provides UI macros for a variety of user interface elements such as:

- All formatters
- The Service Catalog cart
- The action icons next to fields
- The action icons on forms and lists
- The widgets of a content management system
- The Orchestration activity designer

Administrators can create their own UI macros to provide custom controls or interfaces. Creating UI macros requires knowledge of Jelly script. Review the existing UI macros for examples and

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

suggested approaches. Those who want to build custom interfaces with JavaScript technologies should consider Service Portal as an alternative.

Note: To view available UI macros, navigate to **All** > **System UI** > **UI Macros**.

Related topics

Service Portal

Create a UI macro for a formatter

UI macro basics

UI macros can be used to build solutions that can't be built using the available catalog variable types.

Accessible UI macros

Several UI macros are available in the UI macros [ui_macros] table. These UI macros have names starting with `ui_` and emulate the behavior of a subset of standard form field types for use in UI pages. For example, the ui_date_time UI macro can act like a glide_date_time field in a UI page, providing a type-able input field with a date/time selector.

A UI macro can be included in a UI page with the <g:> Jelly tag. The following example includes the ui_date_time UI Macro, providing two optional attributes to the UI Macro:

```
<g:ui_date_time name="due_date" value="2023-11-24 08:30:00"
 onchange="checkDateValue()" />
```

The attribute values in the <g:> Jelly tag are provided to the UI macro as jvar-prefixed variables. The UI macro can use the jvar-prefixed variables in its XML.

Jelly tag attributes used as jvar-prefixed variables

Attributes	jvar-prefixed variables
name	jvar_name
value	jvar_value
onchange	jvar_onchange

Note: These UI macros aren't intended to support all features of their corresponding form field type. In many cases, the macros are only intended for specific ServiceNow application use cases.

The `ui_`-prefixed UI macros include descriptions specifying supported attributes that can (or must) be provided in the UI page's <g:> Jelly tag. To view available UI macros, navigate to **All** > **System UI** > **UI macros**.

/

Custom UI macros

The ui_example UI macro uses three jvar-prefixed variables: jvar_name, jvar_test_attribute and jvar_laptop_type. These variables can be provided to the UI macro as name, test_attribute and laptop_type attributes in a <g:> Jelly tag in a UI page.

Creating the ui_example UI macro

Navigate to **All** > **System UI** > **UI Macros** and select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name the macro `ui_example` and add the following script to the **XML** field:

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="true" xmlns:j="jelly:core"
 xmlns:g="glide">
    <div>name jvar: ${jvar_name}</div>
    <div>test_attribute jvar:
 ${jvar_test_attribute}</div>
    <div>laptop_type jvar: ${jvar_laptop_type}</div>
</j:jelly>
```

Using the macro in a UI page

Navigate to **All** > **System UI** > **UI Pages** and select **New**. You will be asked to select an administrator role.

Name the UI page and add the following script to the **HTML** field:

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="false" xmlns:j="jelly:core"
 xmlns:g="glide" xmlns:j2="null" xmlns:g2="null">
    <div style="text-decoration:underline">Template
 include one:</div>
    <g:ui_example name="Fred Luddy" test_attribute="I
 am an attribute" laptop_type="ThinkPad" />
    <hr/>
    <div style="text-decoration:underline">Template
 include two:</div>
    <g:ui_example name="Pat Casey" test_attribute="I am
 a different attribute" laptop_type="Macbook Pro" />
</j:jelly>
```

Checking output

In the UI page, you can click **Try It** to view the results.

Note: If you create a macro and it doesn't display as expected in the UI page, clearing the cache might help. To clear the cache of your instance, in your browser, enter `<server_url>/cache.do`.

Related topics

- UI pages
- Jelly tags
- <g:ui_form/>
- <g:ui_input_field />
- <g:ui_checkbox/>

Calling UI macros

Administrators can call UI macros from certain record types associated with the user interface.

Calling UI macros by record type

Record type	Example
Dictionary attribute	Display an icon for a reference field:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Calling UI macros by record type (continued)

Record type	Example
	`ref_contributions=ui_macro_name`
UI page	Display something on a UI page: `<g:macro_invoke macro="ui_macro_name" />`

UI macro	Call a UI macro from another UI macro:
	`<?xml version= "1.0" encoding="utf-8" ?>`
	`<j:jelly trim= "false" xmlns:j="jelly:core"`
	`xmlns:g="glide" xmlns:j2="null" xmlns:g2="null">`
	`<g:ui_macro_name />`
	`<g:ui_macro_name_2 />`
	`</j:jelly>`

UI macro form

Each UI macro record consists of a name and an XML document written in Jelly code.

UI macro fields

Field	Description
Name	A unique and descriptive name for this macro.
Active	Select the check box to render the element as defined. Clear the check box to disable the element without deleting the code. For example, the **email_reply** macro is inactive by default.
Description	Describe the purpose of the macro and parameters passed to it.
XML	Jelly script that defines the macro.

Custom approval UI macro

This section describes how to create a custom approval UI macro.

Warning: The customization described here was developed for use in specific instances, and is not supported by Now Support. This method is provided as-is and should be tested thoroughly before implementation. Post all questions and comments regarding this customization to our community forum.

Script Name: Custom Approval UI Macro

Type: UI Macro

Description: Here is an option to get more detail out of the My Approvals view of an Execution Plan. This can be done by creating a new UI macro. Navigate to **System UI** and click **UI Macros**. First, you will need to rename the existing `approval_summarizer_sc_task` to something like `approval_summarizer_sc_task_old` and deactivate it. Then you will need to create a new one using the same name (`approval_summarizer_sc_task`). The name should basically tell you what the macro does and what it applies to. In this case, we're replacing an existing one so we decided to re-use the existing name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approval macros

Macros | New | Go to Name | 20 per page | 1 to 20 of 84

Name	Description	Active
approval_summarizer		true
approval_summarizer_change_request		true
approval_summarizer_default		true
approval_summarizer_sc_request		true
approval_summarizer_sc_task		true
approval_summarizer_sc_task_old		false
approval_variable_summary		true
cart_variable_summary		true
catalog_cart_default		true
catalog_model_info		true
catalog_user_info		true
context_form_header	Context menu for a form header	true
context_list_header	Context menu for a list header	true
decorate_list_actions	List actions are the column above the ch...	true
decorate_welcome_header_stripe	Provide content on the right side of the...	true
decorate_welcome_header_stripe_left	Provide content on the left side of the ...	true
diagrammer	Includes for the Visual Diagrammer	true
diagram_scale	Provides scale drop down select for diag...	true
dialog_button	Create a button that performs an arbitra...	true
dialog_buttons_ok_cancel	OK and Cancel buttons for a dialog Defa...	true

Actions on selected rows... | 1 to 20 of 84

Then you should copy the xml script at the bottom of this article into the xml code window in the new UI macro. This is great way to give some detail to an approver when you are doing line item approvals via approval tasks within the Service Catalog Execution Plans.

The old way

This is the view you see in My Approvals when using an approval task via the old method.

My Approvals (old way)

Approval | Update | Approve | Reject | Delete

Approver: Fred Luddy | Approval for: TASK10041

State: Requested

Comments:

Summary of Task being approved:

Short Description:	Get the Department head approval for this test item
Assigned To:	
Priority:	4
Requested By	Jamie Caruvana
Requested For	Christen Mitchell
Description:	

Update | Approve | Reject | Delete

Notice there is not much detail telling the approver what they are actually approving. You can see the short description of the task but not much around what the item is.

The new way

This is the view you will see if you use the xml script below in place of the OOB (out-of-box) UI macro.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using this method you can see details much like the request approval. You have a link into the item ordered, a short description (which contains the ability to expand the variables from the item), price, quantity and the total price. This helps the approver in that it shows more detail. They can now see what they are actually approving.

Script:

```
<?xml version="1.0" encoding="utf-8" ?>
    <j:jelly trim="true" xmlns:j="jelly:core" xmlns:g="glide"
 xmlns:j2="null" xmlns:g2="null">
    <tr>
        <td class="label_left" width="100%">
            <label style="margin-left: 10px">
                ${gs.getMessage('Summary of Item being
 approved')}:
                <input style="visibility: hidden"
 NAME="make_spacing_ok"></input>
            </label>
        </td>
    </tr>
    <g:evaluate var="jvar_ni" expression="
        var sc_task = ${ref}.sysapproval;
        var sc_req_labels = new GlideRecord('sc_req_item');
        sc_req_labels.initialize();
        var sc_req_item = new GlideRecord('sc_req_item');
        sc_req_item.addQuery('request_item',
 sc_task.request_item.sys_id);
        sc_req_item.query();
    " />
    <tr>
        <td width="100%">
            <table width="100%">
                <tr>
                    <td class="label_left" width="150px">
                        <label style="margin-left: 10px">

 ${sc_task.request_item.request.opened_by.sys_meta.label}:
                        </label>
                    </td>
                    <td>

 ${sc_task.request_item.request.opened_by.getDisplayValue()}
                    </td>
                </tr>
                <tr>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    <td class="label_left" width="150px">
                        <label style="margin-left: 10px">

${sc_task.request_item.request.requested_for.sys_meta.label}:
                        </label>
                    </td>
                    <td>

${sc_task.request_item.request.requested_for.getDisplayValue()}
                    </td>
                </tr>
                <tr>
                    <td class="label_left" width="150px">
                        <label style="margin-left:
10px">${gs.getMessage('Total')}:</label>
                    </td>
                    <td>
                        <g:currency_format
value="${sc_task.request_item.request.price}" />
                    </td>
                </tr>
            </table>
        </td>
    </tr>
    <j:set var="jvar_line_num" value="0" />
    <tr>
        <td width="100%">
            <table width="100%">
                <tr class="header">
                    <td colspan="2">
                        ${sc_req_labels.number.sys_meta.label}
                    </td>
                    <td>

${sc_req_labels.description.sys_meta.label}
                    </td>
                    <td>
                        ${sc_req_labels.price.sys_meta.label}
                    </td>
                    <td>
                        ${sc_req_labels.quantity.sys_meta.label}
                    </td>
                    <td>
                        ${gs.getMessage('Total')}
                    </td>
                </tr>
                <j:set var="jvar_item_price"
value="${sc_task.request_item.price *
sc_task.request_item.quantity}"/>
                <j:set var="jvar_overall_total"
value="${jvar_overall_total + jvar_item_price}"/>
                <j:set var="jvar_line_color" value="odd"/>
                <j:set var="jvar_line_num"
value="${jvar_line_num + 1}"/>
                <j:if test="${jvar_line_num % 2 == 0}">
                    <j:set var="jvar_line_color" value="even"/>
                </j:if>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                <g:evaluate var="ni" expression="
                    var smart_description =
sc_task.request_item.cat_item.short_description;
                    if (smart_description == null ||
smart_description == '' || smart_description == 'undefined')
                    smart_description =
sc_task.request_item.cat_item.name;
                "/>
                <tr class="${jvar_line_color}">
                    <td valign="top">
                        <g2:evaluate var="jvar_pop_target"
expression="$[ref].getRecordClassName()" />
                        <a class="linked" target="gsft_main"

href="sc_req_item.do?sys_id=${sc_task.request_item.sys_id}"
                            onmousemove="popListDiv(event,
'sc_req_item',
'${sc_task.request_item.sys_id}','${sysparm_view}')"
                            onmouseout="lockPopup(event)">
                            <img
src="images/icons/hover_icon.gifx" class="clsshort"/>
                        </a>
                    </td>
                    <td valign="top">
                        <a class="linked" target="gsft_main"

href="sc_req_item.do?sys_id=${sc_task.request_item.sys_id}">
                            ${sc_task.request_item.number}
                        </a>
                    </td>
                    <td valign="top" width="50%">
                        <g:call
function="variable_summary_approval.xml"

question_name="${sc_task.request_item.sys_id}"

question_help_tag="${smart_description}"

sc_req_item="${sc_task.request_item.sys_id}"
                            help_class="${jvar_line_color}"/>
                    </td>
                    <td valign="top"> <g:currency_format
value="${sc_task.request_item.price}"/> </td>
                    <td valign="top">
${sc_task.request_item.quantity}</td>
                    <td valign="top"> <g:currency_format
value="${jvar_item_price}"/></td>
                </tr>
            </table>
        </td>
    </tr>
</j:jelly>
```

Jelly tags

Use Jelly to turn XML into HTML.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Watch these introductory videos to learn about using Jelly in the ServiceNow AI Platform.

- Introducing Jelly Scripting - Part 1 (Video)
- Introducing Jelly Scripting - Part 2 (Video)
- Introducing Jelly Scripting - Part 3 (Video)

Jelly Tags

if

- Description: The `if` tag is just what it looks like, an `if` tag. This is like an `if` statement in any programming language, but keep in mind that there is no `elseif` tag and no `else` tag. If you want to create that kind of structure, try the `choose/when/otherwise` syntax.
- Parameters: `test` - The condition to evaluate in order to determine if the block will execute.
- Example:

```
<g:evaluate var="jvar_now_GR" object="true">
   var now_GR = new GlideRecord("incident");
   now_GR.addQuery("active", true);
   now_GR.query();
   now_GR;
</g:evaluate>

<j:if test="${!jvar_now_GR.hasNext()}">
   We did not find any active incidents.
</j:if>
<j:if test="${jvar_now_GR.next()}">
   We found ${jvar_now_GR.getRowCount()} active
 incidents.
</j:if>
```

while

- Description: The `while` tag does a while loop.
- Parameters: `test` - The condition to evaluate in order to determine if the statement will loop through. This should be an expression enclosed in `${}` or `$[]` that evaluates to true or false.
- Example:

```
<g:evaluate var="jvar_now_GR" object="true">
   var now_GR = new GlideRecord("incident");
   now_GR.addQuery("active", true);
   now_GR.query();
   now_GR;
</g:evaluate>

<j:while test="${jvar_now_GR.next()}">
  <a
 href="incident.do?sys_id=${jvar_now_GR.getValue('sys_
id')}">${jvar_now_GR.getValue('number')}</a>
</j:while>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

set

- Description: The `set` tag sets a variable.
- Parameters:
  - `var` - The variable to set. Often the system prefixes these variables with `jvar_` for consistency.
  - `value` - The value to set `var` to. This is often an expression enclosed in `${}` or `$[]`.
  - `defaultValue` - If the value results to null or empty, this value is put into the `var`.
- Example:

```
<j:set var="jvar_incident_number"
 value="${jvar_now_GR.getValue('number')}"/>
```

set_if

- Description: The `set_if` tag sets a variable based on a test. This tag is similar to the `ternary` operator in other programming languages (`var = <test> ? <if_true> : <if_false>`).
- Parameters:
  - `var` - The variable to set. Often the system prefixes these variables with `jvar_` for consistency.
  - `test` - The condition to evaluate in order to determine if the statement will evaluate the true value or the false value. This should be an expression enclosed in `${}` or `$[]` that evaluates to true or false.
  - `true` - The value to set the variable to if `test` evaluates to `true`. This parameter is optional, so if the field is blank, and if test evaluates to true, the variable is left blank.
  - `false` - The value to set the variable to if `test` evaluates to false. This parameter is optional, so if the field is blank, and if test evaluates to false, the variable will be left blank.

choose

- Description: The `choose` tag starts a choose block of code. This is similar to the `if-elseif-else` kind of syntax in most programming languages. With a `choose` tag, you can use `when` and `otherwise` tags to specify other blocks of code.
- Parameters: None
- Example:

```
<j:choose>
   <j:when test="${jvar_now_GR.getRowCount() ${AMP}lt;
 1}">We found multiple records!</j:when>
   <j:when test="${jvar_now_GR.next()}">We found
 record ${jvar_now_GR.getValue('number')}</j:when>
   <j:otherwise>Sorry, we could not find the record
 you specified.</j:otherwise>
</j:choose>
```

when

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Description: The `when` tag is used within a choose block to indicate a condition. This tag is similar to an `if` or an `elseif` in that it specifies a condition, executes the inner content, and then implies a break at the end to leave the `if-elseif` construct.
- Parameters: `test` - The condition to evaluate in order to determine if the statement will loop through. This should be an expression enclosed in `${}` or `$[]` that evaluates to true or false.
- Example:

```
<j:choose>
   <j:when test="${jvar_now_GR.getRowCount() ${AMP}lt;
 1}">We found multiple records!</j:when>
   <j:when test="${jvar_now_GR.next()}">We found
 record ${jvar_now_GR.getValue('number')}</j:when>
   <j:otherwise>Sorry, we could not find the record
 you specified.</j:otherwise>
</j:choose>
```

otherwise

- Description: The `otherwise` tag is used within a `choose/when/otherwise` block, and is like the `else` or `default` case.
- Parameters: None
- Example:

```
<j:choose>
   <j:when test="${jvar_now_GR.getRowCount() ${AMP}lt;
 1}">We found multiple records!</j:when>
   <j:when test="${jvar_now_GR.next()}">We found
 record ${jvar_now_GR.getValue('number')}</j:when>
   <j:otherwise>Sorry, we could not find the record
 you specified.</j:otherwise>
</j:choose>
```

Glide Tags

evaluate

- Description: The `evaluate` tag evaluates JavaScript code (server side), and makes variables visible to future code. Unlike other tags, the `evaluate` tag evaluates the content that is inside the tag as server side JavaScript.

  The context is the same as that of script includes in the system. Other script includes, global business rules, *`GlideRecord`*, *`GlideSystem`*, and Jelly variables (prefixed with jelly. if the parameter `jelly="true"` is set) are available.

- Parameters:
  - `var` - The name of the variable that will be set to the result of the script.
  - `object` - If set to `true`, the result of the expression is treated as an object instead of a primitive variable (string or integer variable values).
  - `jelly` - If set to `true`, allows Jelly context variables to be referenced in the script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `expression` - This is an expression to be executed for the value to put in `var`. The expression can be either of two places. First, it can be an attribute on the `evaluate` tag itself. Otherwise, the content between the beginning tag and ending tag is the expression. The last line of the expression is the actual value passed into `var`.

- Example:

```
<g:evaluate var="jvar_now_GR" object="true">
  var now_GR = new GlideRecord("incident");
  now_GR.addQuery("active", "true");
  now_GR.query();
  now_GR; // this is the variable put into the
 variable jvar_now_GR
</g:evaluate>
```

```
<g:evaluate var="jvar_now_GR" object="true"
 expression="
  var now_GR = new GlideRecord('incident');
  now_GR.addQuery('active', 'true');
  now_GR.query();
  now_GR; // this is the variable put into the
 variable jvar_now_GR" />
```

messages

- Description: The `messages` tag helps with translation. When *`gs.getMessage()`* is called anywhere on a page, there are two possible places where the translation is found. First, the page checks a local cache of translations. Second, the page makes an AJAX call to the server to find the translation. What `g:messages` does is allow pages to cache certain messages.
- Parameters: None
- Example:

```
<g:messages>
  Yes
  No
  Cancel
</g:messages>
```

breakpoint

- Description: When the `breakpoint` tag is called, it prints a list of all the variables in Jelly at the current moment, with their respective values. If a variable is specified, it prints the requested variable and its value. The output is placed in the system log.
- Parameters: `var` - (Optional) The variable to log the value for. If `var` is not specified, then all variables are dumped into the log.
- Example:

```
<g:breakpoint />
```

```
<g:breakpoint var="sysparm_view"/>
```

no_escape

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Description: The system, by default, uses escaped output as a security measure. Output placed inside of `no_escape` tags is not escaped before output. Be careful when using these tags, because if user input is displayed here it can open a security vulnerability on the page.
- Parameters: None
- Example (phase 1) – Disables automatic output escaping of all contained ${} expressions:

```
<g:no_escape>
 ${jvar_raw_html_data}
</g:no_escape>
```

- Example (phase 2) – Use NOESC to disable escaping for the specified string. This implies the expression must evaluate to a string.

```
<g:no_escape>$[NOESC:jvar_expr]</g:no_escape>
```

For information on phase 1 and phase 2 evaluation, refer to the Jelly introduction videos listed at the beginning of this section.

macro_invoke

- Description: The `macro_invoke` tag calls a UI macro that you have specified in the database. You may also call a UI macro by specifying it in the tag name. For example, if you had a UI macro named my_macro, you could call that macro with the tag `<g:my_macro/>`. For information, see UI macros.
- Parameters:
  - `macro` - The name of the UI macro to execute. If your tag name is `g:macro_invoke`, then the macro attribute specifies the name of the macro. If the tag name includes the name of the macro, then there is no need to include a macro attribute.
  - Other attributes - For each attribute you specify, a variable with that name will be available in the context of the UI macro, prefixed with `jvar_`.
- Example:

```
<!-- Will invoke the contents of the UI macro
 named "sample_macro", which will have the variable
 jvar_message available within it-->
<g:macro_invoke macro="sample_macro" message="This is
 a sample macro variable." />
```

```
<!-- Will invoke the contents of the UI macro
 named "sample_macro", which will have the variable
 jvar_message available within it-->
<g:sample_macro message="This is a sample macro
 variable." />
```

if_polaris

- Description: The `if_polaris` tag checks if Next Experience is enabled for the current page. It must include at least one of the child tags `<g:then />` or `g:else />`.
- Parameters: None
- Example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
<g:if_polaris>
    <g:then><g:inline
 template="polaris_nav"/></g:then>
    <g:else><g:inline
 template="classic_nav"/></g:else>
</g:if_polaris>

<g:if_polaris>
    <g:then><a href="…">Click here to see what's
 new!</a></g:then>
</g:if_polaris>

<g:if_polaris>
    <g:else>Core UI only code here!</g:else>
</g:if_polaris>
```

then

- Description: The `then` tag is used within an `if_polaris` block to set the page content when Next Experience is enabled.
- Parameters: None
- Example:

```
<g:if_polaris>
    <g:then><g:inline
 template="polaris_nav"/></g:then>
    <g:else><g:inline
 template="classic_nav"/></g:else>
</g:if_polaris>

<g:if_polaris>
    <g:then><a href="…">Click here to see what's
 new!</a></g:then>
</g:if_polaris>

<g:if_polaris>
    <g:else>Core UI only code here!</g:else>
</g:if_polaris>
```

else

- Description: The `else` tag is used within an `if_polaris` block to set the page content when Next Experience isn't enabled.
- Parameters: None
- Example:

```
<g:if_polaris>
    <g:then><g:inline
 template="polaris_nav"/></g:then>
    <g:else><g:inline
 template="classic_nav"/></g:else>
</g:if_polaris>

<g:if_polaris>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    <g:then><a href="…">Click here to see what's
 new!</a></g:then>
</g:if_polaris>

<g:if_polaris>
    <g:else>Core UI only code here!</g:else>
</g:if_polaris>
```

Jelly escaping types

You use different methods when escaping characters in JavaScript and HTML. JavaScript uses the backslash character, and HTML uses the ampersand character.

Note: This functionality requires a knowledge of JavaScript, HTML, and Apache Jelly (a Java and XML based scripting and processing engine for turning XML into executable code).

There are two different types of escaping that is required when generating output from Jelly:

- JavaScript
- HTML

The escaping for each of these consists of the following types.

Jelly escaping types

Type	From	To
JavaScript	' (single quote)	\'
	" (double quote)	\"
	CR (carriage return)	(blank)
	NL (newline)	\n ('\' followed by 'n')
HTML	& (ampersand)	&
	< (less than)	<
	> (greater than)	>

You can also escape HTML using the getHTMLValue() function which will enforce all line breaks and escape the characters mentioned above. It can be used as follows:

```
${test.getHTMLValue()}
```

Add escaping to a Jelly replacement

You can handle character escaping in Jelly files. XML escaping behavior can be modified only by users with the security_admin role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Note: This functionality requires a knowledge of JavaScript, HTML, and Apache Jelly (a Java and XML based scripting and processing engine for turning XML into executable code).

Procedure

Add a prefix to the `${expression}` or `$[expression]` indicating the escaping to be performed.

```
${JS:expression}
${HTML:expression}
```

The prefix tells the system to take the result of the expression and escape it before outputting. The escaping may be combined by specifying a comma-separated list of prefixes:

```
${JS,HTML:expression}
```

Extensions to Jelly syntax

Apache's Jelly syntax is used to render forms, lists, UI pages, and many other things rendered in ServiceNow.

With Jelly, logic can be embedded within static content and computed values may be inserted into the static content.

Important: This functionality requires a knowledge of Apache Jelly (a Java and XML based scripting and processing engine for turning XML into executable code).

This page from Apache has a summary of the standard Jelly tags: http://commons.apache.org/jelly/tags.html

Namespaces

Jelly often includes multiple namespaces when invoking tags.

The "j" namespaces are standard Jelly whereas the "g" namespaces are unique to ServiceNow scripts. For example, the <g:evaluate> tag is supplied by ServiceNow to allow you to compute a value using JavaScript. The standard Jelly tag <j:test> is used to evaluate a condition.

Phases

Usually, there are two phases indicated by namespaces <j> versus <j2> and <g> versus <g2>.

The namespaces without the "2" happen in the first phase of processing and these are cached except when used in a UI page. Those with the "2" are never cached. Care must be taken when selecting whether to use phase 1 or phase 2 for efficiency and correct results.

In addition to the namespaces, the syntax used to insert values into static content differs depending on which phase is to supply the value. A dollar with braces surrounding a value inserts the value in phase 1. For example, `${jvar_ref}` inserts the value `jvar_ref` during phase 1 of the jelly process. A dollar with brackets surrounding a value inserts the value in phase 2. For example, `$[jvar_ref]` inserts the value `jvar_ref` during phase 2. A value surrounded by quotes is treated as a string. For example, `'[jvar_ref]'` inserts the value `jvar_ref` as a string during phase 2.

```
 <script>
if (confirm("$[gs.getMessage('home.delete.confirm') ]"))
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   ...
</script>
```

```
<input type="hidden" id="${jvar_name}" name="${jvar_name}"
 value="${jvar_value}" class="${jvar_class}" />
```

If tests

You can use if statements in Jelly scripts.

Testing whether something is true or not can be done as follows:

```
<j:if test="${jvar_something}">...do something...</j:if>
<j:if test="${!jvar_something}">...do something...</j:if>
```

The reason this statement works, is that, in Jelly, a term like jvar_something is "truthful" in an if tag if:

1. it is Boolean and true
2. it is a String and = "true", "yes", "on", or "1"

Testing whether something exists can be done as follows:

```
<j:if test="${empty(jvar_something)}">...do something...</j:if>
```

The reason this statement works is that the JEXL empty function returns true if its argument is:

1. null
2. an empty string
3. a zero length collection
4. a map with no keys
5. an empty array

Note: You cannot mix javascript and jvar variables in a JEXL expression. They must be broken into separate expressions.

Set_If

Sets a variable to one of two different values depending on whether a test is true or false.

```
<g2:set_if var="jvar_style"
 test="$[gs.getPreference('table.compact') != 'false']"
   true="margin-top:0px; margin-bottom:0px;"
   false="margin-top:2px; margin-bottom:2px;" />
```

<g:insert> versus <g:inline> versus <g:call>

This page provides a comparative explanation of three tags: <g:insert>, <g:inline>, and <g:call>.

<g:insert>

The <g:insert> tag inserts a Jelly file into your Jelly in a new context. This means you cannot access the variables previously established in your Jelly.

```
<g:insert template="get_target_form_function.xml" />
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

<g:inline>

The <g:inline> tag inserts a Jelly file into your Jelly in the same context. This means that the inserted Jelly can access the variables you previously established and it can change the values of those variables.

```
<g:inline template="element_default.xml" />
```

<g:call>

For better encapsulation, the <g:call> tag may be used. Your function will only have access to the values passed to it. The Jelly context will look the same after a call as before the call. This means you cannot set a global variable here and read it later. This also means you can't mistakenly set a global variable called "jvar_temp" and overwrite a variable that somebody else was relying on.

Passing values, if needed, is done explicitly by including the name of the parameter on the <g:call> line followed by the equal sign followed by the value in quotes:

```
<g:call function="collapsing_image.xml" id="${jvar_section_id}"
 image="$[jvar_cimg]"
   first_section_id="${jvar_first_section_id}"
 image_alt="${jvar_cimg_alt}"/>
```

If values are passed, and you want to have defaults or required parameters, your Jelly referenced in the function must then include a line to declare whether the parameters are required or have a default value:

```
<g:function id="REQUIRED" image="REQUIRED" image_prefix=""
 image_alt="REQUIRED"/>
```

The example above indicates that 3 of the parameter are required and one parameter is option with a blank default value. Note that if you are not passing values or if you do want to have default or required values, you do not need to include the <g:function> line at all. In general, however, you will want to include a <g:function> line.

The value can then be referenced in your template by prepending the "jvar_" prefix to the parameter's name:

```
<img id="img.${jvar_id}" src="images/${jvar_image}"
 alt="${jvar_image_alt}"
   onclick="toggleSectionDisplay('${jvar_id}',
 '${jvar_image_prefix}','${jvar_first_section_id}');"/>
```

For <g:call>, parameters may also be pass implicitly as a list of named variables in an "arguments" parameter:

```
 <g:call function="item_link_default.xml"
 arguments="sysparm_view,ref_parent,jvar_target_text"/>
```

As an alternative to passing variables into the function via separate tag arguments, it is possible to pass a list of variables in a single 'arguments' argument. All variables identified by name (comma separated) in the *`argument`* parameter are re-introduced within the function under the exact same name (e.g. inside the function template, we'd have variables sysparm_view, ref_parent, and jvar_target_text available to us).

The function template may return a value to the calling template using the `return=` attribute. Within the function the `jvar_answer` variable sets the return value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
<g:call function="item_body_cell_calc_style.xml"
 arguments="jvar_type" return="jvar_style"/>
```

<g:evaluate>

The <g:evaluate> tag is used to evaluate an expression written in Rhino JavaScript and sometimes to set a variable to the value of the expression.

The last statement in the expression is the value the variable will contain.

```
<g2:evaluate var="jvar_page" jelly="true">
     var page = "";
     var pageTitle = "";
     var pageGR = new GlideRecord("cmn_schedule_page");
     pageGR.addQuery("type", jelly.jvar_type");
     pageGR.query();
     if (pageGR.next()) {
        page = pageGR.getValue("sys_id");
        pageTitle = pageGR.getDisplayValue();
     }
     page;
</g2:evaluate>
```

```
<g2:evaluate var="not_important"
 expression="sc_req_item.popCurrent()"/>
```

object="true"

If you would like to have the evaluate return an object (for example an array), use the argument object="true".

```
<g2:evaluate object="true" var="jvar_items"
 expression="SncRelationships.getCMDBViews()" />
```

jelly="true"

If you would like to access Jelly variables inside an evaluate, include jelly="true" in the evaulate and add "jelly." before the Jelly variable's name. For example, to access the GlideJellyContext:

```
<g2:evaluate var="jvar_row_no" jelly="true">
   var gf = jelly.context.getGlideForm();
   var row = gf.getRowNumber();
   row;
</g2:evaluate>
```

Another example of accessing a jvar using the jelly="true" parameter. The value of `jvar_h` was set previously and we can access it inside the `evaluate`:

```
$[NLBR:jvar_h.getHTMLValue('newvalue')]
<g2:evaluate var="jvar_fix_escaping" jelly="true">
    var auditValue = jelly.jvar_h.getHTMLValue('newvalue');
    gs.log("************ " + auditValue);
</g2:evaluate>
```

copyToPhase2="true"

If you have a need to take the results of an evaluation that occurs in phase 1 and propagate it to phase 2, use copyToPhase2="true". There is some protection for escaping in this use. For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
<g:evaluate var="jvar_has_special_inc" copyToPhase2="true">
   var specialInc = gs.tableExists("special_incident");
   specialInc;
</g:evaluate>
$[jvar_has_special_inc]
```

If you do not need to evaluate something, you can do this more directly. Beware of escaping issues here (double quotes in jvar_rows would cause a problem in the example):

```
<j2:set var="jvar_rows" value="${jvar_rows}"/>
```

<g:breakpoint/>

This tag can be used to display the current Jelly variables and their values in the log.

Be sure to remove this tag before going to production.

<g:ui_form/>

This tag defines a form on the UI page.

For example, if your form contained the `application_sys_id` field, the g:ui_form might benefit from a processing script.

```
<g:ui_form>
    <p>Click OK to run the processing script.</p>
    <g:dialog_buttons_ok_cancel ok="return true" />
    <input type="hidden" name="application_sys_id"
 value="499836460a0a0b1700003e7ad950b5da"/>
 </g:ui_form>
```

For more information, see UI macros.

<g:ui_input_field />

This tag adds a reference to a UI macro that creates an input field on a page that allows users to input information. The `ui_input_field` passes a label, name, value, and size into the UI macro.

Here is an example from a UI page:

```
<g:ui_input_field label="sys_id" name="sysid"
 value="9d385017c611228701d22104cc95c371" size="50"/>
```

For more information, see UI macros.

<g:ui_checkbox/>

This tag puts a user-editable check mark on a page. The name and value are passed into the UI macro.

Here is an example from a table on a UI page:

```
<table>
    <tr>
      <td nowrap="true">
          <label>Time Card Active:</label>
      </td>
      <td>
          <g:ui_checkbox name="timecard_active"
 value="${sysparm_timecard_active}"/>
      </td>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   </tr>
</table>
```

For more information, see UI macros.

<g:dialog_buttons_ok_cancel/>

This tag puts buttons on the UI page that run a specified processing script if the tag returns true.

If your UI page contains a form (uses the <g:form> tag), you can submit the form and have the Processing Script run. The Processing Script can naturally access fields on the form. For example, if your form contained the application_sys_id field:

```
<g:ui_form>
    <p>Click OK to run the processing script.</p>
    <g:dialog_buttons_ok_cancel ok="return true" />
    <input type="hidden" name="application_sys_id"
 value="499836460a0a0b1700003e7ad950b5da"/>
 </g:ui_form>
```

<g:ui_reference/>

This tag adds a reference to a page that can be referenced by a Processing Script.

The following example creates a reference defined by name, ID, and table parameters in the tag:

```
<g:ui_reference name="QUERY:active=true^roles=itil"
 id="assigned_to" table="sys_user" />
```

Then in the Processing Script, reference the name field like this:

```
newTask.assigned_to =
 request.getParameter("QUERY:active=true^roles=itil");
```

You can specify a reference qualifier, so that the "name" attribute can be unique. The following example creates a reference defined by name, ID, and table parameters in the tag.

Note: The "columns" attribute only applies to the auto-completer.

```
<g:ui_reference name="parent_id" id="parent_id"
 table="pm_project" query="active=true"
 completer="AJAXTableCompleter"
columns="project_manager;short_description"/>
```

Ampersand

Ampersands in Jelly can cause you grief because Jelly is XML.

Use `${AMP}` to insert an ampersand in Jelly. If you are writing JavaScript that appears in the HTML part of say a UI page or UI macro that is actually going to run on the browser you are better off putting this code in the "client script" field and that way you can avoid escaping issues. However, if you really must put it in the "HTML" field, you will need to do something like this:

```
ta = ta[1].split('$[AMP]');
```

And

Use `${AND}` to insert a JavaScript and in Jelly.

For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
if (d ${AND} e)
   var color = d.value;
```

Alternately, in a Jelly test you would use `&amp`. For example:

```
<j:if test="${jvar_form_name == 'sys_form_template'
 &amp;amp;amp; !RP.isDialog()}">
```

Less than

Similar to ampersands, less than ("<") signs can also cause problems due to Jelly being XML. This can be resolved by reversing your test such that it is not necessary or by using `${AMP}lt;` in place of the less than sign.

```
<g2:evaluate var="jvar_text">
     var days = "";
     var selectedDays = '$[${ref}]';
     for (var i = 1; i ${AMP}lt;= 7; i++) {
        if (selectedDays.indexOf(i.toString()) >= 0) {
           days += gs.getMessage("dow" + i);
           days += " ";
        }
     }
     days;
 </g2:evaluate>
```

Many times you can avoid the "less than" operator all together by just using "not equals" which doesn't have escaping issues. For example:

```
for (var i=0; i != ta.length; i++) {
}
```

Whitespace

Normally, white space is removed by Jelly. To keep it, you must specify that it not be trimmed.

For example, the following keeps the space after the colon.

```
<j2:whitespace trim="false">${gs.getMessage('Did you mean')}:
 </j2:whitespace>
```

Spaces

To encode a non-breaking space ( ), you can use `$[SP]`.

For example:

```
<span id="gsft_domain" style="display: inline">
    ${gs.getMessage('Domain')}:$[SP]
    <span id="domainDD" class="drop_down_element"
 style="text-decoration: none; color: white">
        ${gs.getMessage("Loading...")}
   </span>
</span>
```

Tracing Jelly

ServiceNow has a feature that allows the evaluation of Jelly to be traced.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The trace is sent to the log. This should only be turned on during debugging as this produces a lot of logging. To turn on the trace, set the property glide.ui.template.trace to true. For example, the following script can be executed to do this:

```
GlideProperties.set ( 'glide.ui.template.trace' , true ) ;
```

If you want to see your log entries on your web browser at the bottom of each page, navigate to **System Diagnostics** > **Debug Log**.

Debugging scripts

Debug scripts using session logs and ServiceNow AI Platform debugging tools such as a walk-through script debugger and error messages that display in the UI.

Debugging server-side scripts

Use the Script Debugger and session logs to debug server-side code. For more information, see Script Debugger and Session Log.

You can also use session debug to display error messages related to a server-side script that runs as a result of a client-side change. For more information, see Session debug.

GSLog is a script include that simplifies script logging and debugging by implementing levels of log output, selectable by per-caller identified sys_properties values. For more information, see GSLog API.

Debugging client-side scripts

Use session debug to display debugging messages in the user interface. For more information, see Session debug. Use the session log to view logging information for script includes and custom UIs, such as Agent Workspace.

You can also debug client-side scripts using browser-based developers tools.

Debugging applications and scopes

Use the application debugging options to understand how a script's application scope might affect your application, table, or record. You may need to update cross-scope privileges to troubleshoot scope access issues. See Debugging applications.

Script Debugger and Session Log

The Script Debugger enables users with the script_debugger role to debug server-side JavaScript. Users with the log_debugger role can use the Session Log to view and download required logs.

Users with the script_debugger role can perform these actions using Script Debugger:

- Have a dedicated debug transaction, which applies only to the current session.
- Set and remove breakpoints.
- Pause the current session at a breakpoint.
- Evaluate expressions during runtime.
- Step through code line-by-line.
- Step into and out of function and method calls.
- View the value of local and global variables.
- View the value of private variables from function closures.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- View the call stack.
- View the transaction that the system is processing.
- Turn off the script debugger to resume running paused scripts.

Use the Session Log tab to retrieve the session log for business rules, script includes, and a custom UI such as ServiceNow® Agent Workspace that has a GraphQL component. Users with the log_debugger role can:

- View session logs in a separate tab.
- Download a log.
- View logs for Agent Workspace.
- Specify debug options to view or download only the required logs.

By default, 100 transactions and 10,000 messages appear on the Session Log tab. If the transaction or message count exceeds the default value, the session log is cleared and the next transactions or messages appear. You can configure this transaction and message count using the *glide.debugger.log.transaction.count* and *glide.debugger.log_messages_limit* user preferences respectively. For more information about the *glide.debugger.log.transaction.count* and *glide.debugger.log_messages_limit* user preferences, see User preference settings.

Note: Enable Session Log as a separate tab with Script Debugger using the *glide.debugger.log.ui* system property.

- The **Page** option displays logs under forms and lists and on the **Session Log** tab.
- The **Session** option displays logs only on the **Session Log** tab.

For more information about the *glide.debugger.log.ui* system property, see Available system properties.

When you execute a statement in the Console, the executed statement is stored in the browser cache. You can use the up arrow key to get the previous statement and down arrow key to get the next statement from the browser cache. The user preference setting, *glide.debugger.console.cached_stmt_limit*, defines the number of statements cached in a browser session. The default statement cache value is 20 and the maximum value is 100. You can configure the statement cache value from user preferences.

Note: The cached statements are not available when the browser cache is cleared or when you log in from a different browser or a different computer.

The Script Debugger can pause any server-side script that runs in an interactive transaction such as business rules, script includes, script actions, or UI actions that require a response to proceed. If the GlideSystem method *isInteractive()* returns **True** when running the script in context, then the Script Debugger can pause it.

Note: Some script objects, such as script includes, can be called from multiple contexts. For example:

- when a business rule runs a script include on a form submit that is an interactive transaction waiting on the form data to change before continuing.
- when a scheduled job runs the same script include that is a non-interactive background transaction that can also run other scripts simultaneously.

To debug client-side scripts, you can use browser-based developers tools.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A debugger transaction remains open as long as the user session is valid. If a user logs out or their session times out, the system closes the debugger transaction.

To view debug logs, see Display debugging logs.

Note: When the Script Debugger is enabled, code is executed in interpreted mode. If parts of the script are set to run in strict mode, the debugger is not able to find the correct objects and the debugger fails. The Script Debugger must run on scripts outside of strict mode.

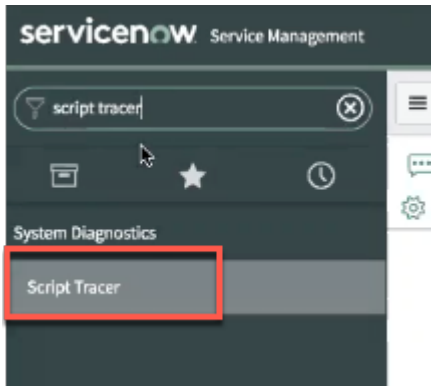
Script Tracer and debugging scripts

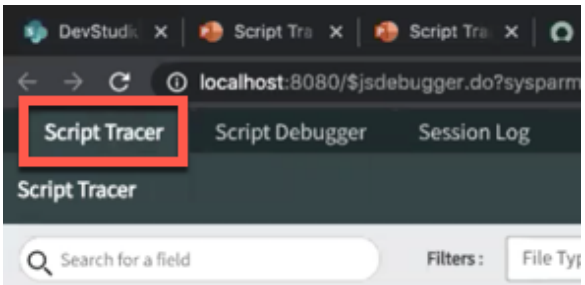
The Script Tracer can help you filter your debugging search to quickly narrow down script problems. You can identify lines of scripts in the Glide record that have undergone change during execution. Finding those specific lines of scripts rather than doing a wide search helps save time and improves productivity.

Overview of Script Tracer

Use the Script Tracer to narrow your search so you can debug scripts and business rules more efficiently. You can find the Script Tracer by searching in the left navigation pane.

Note: To use the Script Tracer, your role must be admin.





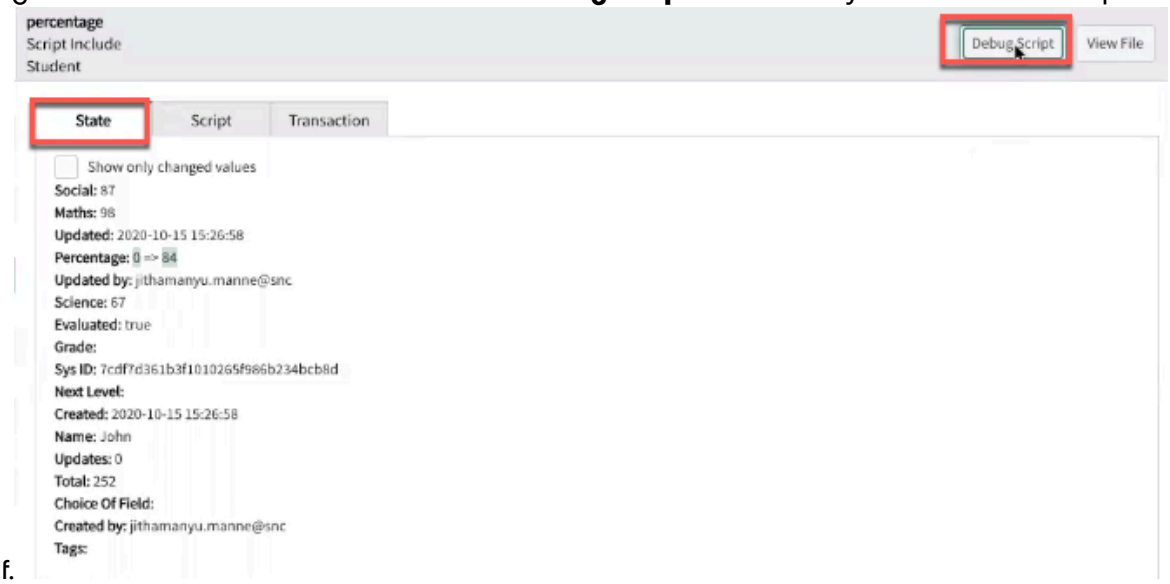
Once you enable Script Tracer and execute a UI transaction, the Tracer searches through all the scripts being executed. The following filters are available:

- **File type**: Search for a specific file type
- **Table**: Look in the specific table for the script being executed

The Script Tracer searches for changes in the script during execution and presents them in a list for you to examine. When you click **Start Tracer**, the Tracer begins searching for

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

changes in the Glide record. You can click the **Debug Script** button at any time to see the script itself.



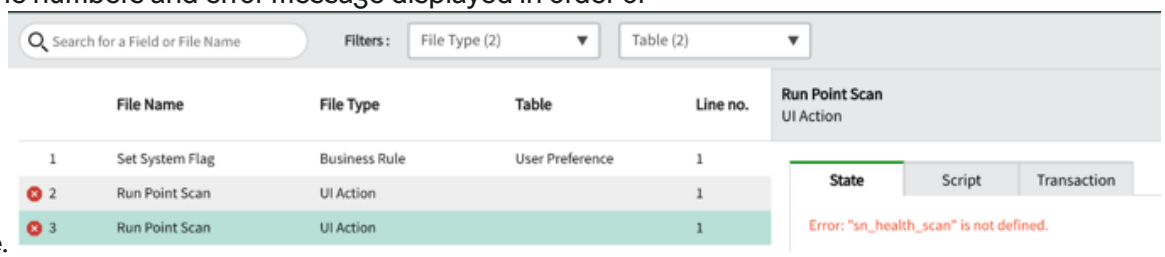
Use the tabs to see specific information from the Tracer.

The **State** tab displays the differences between the old and new scripts.

- By default, the **Show only changed values** check box is enabled, so you can avoid fields that have not changed.
- To view all the fields (changed or not), you can clear that check box.

Note: If the file is not reflected in the trace statement, it means the changes in the Glide record is not recognized by the system.

If there are any errors, they display at the top of the State tab, with their line numbers and error message displayed in order of occurrence.



- **Script**: Displays the line of changed scripts that the Glide record has undergone during execution. You can view the entire line of script by clicking the **Show Script** button.
- **Transaction**: Shows all transaction records of the trace
- **Debug Script**: Opens the script in Debugger to debug the script
- **View File**: Opens the script in the ServiceNow platform for editing
- **Clear trace**: Clears the trace when you are finished.

Limiting the tracer

You may want to set a limit for your trace so that you don't generate too many returns. By default there will be up to 1,000 lines of script traced. Once this number is reached you must clear the trace and start tracing again. If you want to change the maximum number of lines for tracing you can configure your limit using the property *`glide.debug.trace.trace_line_limit`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

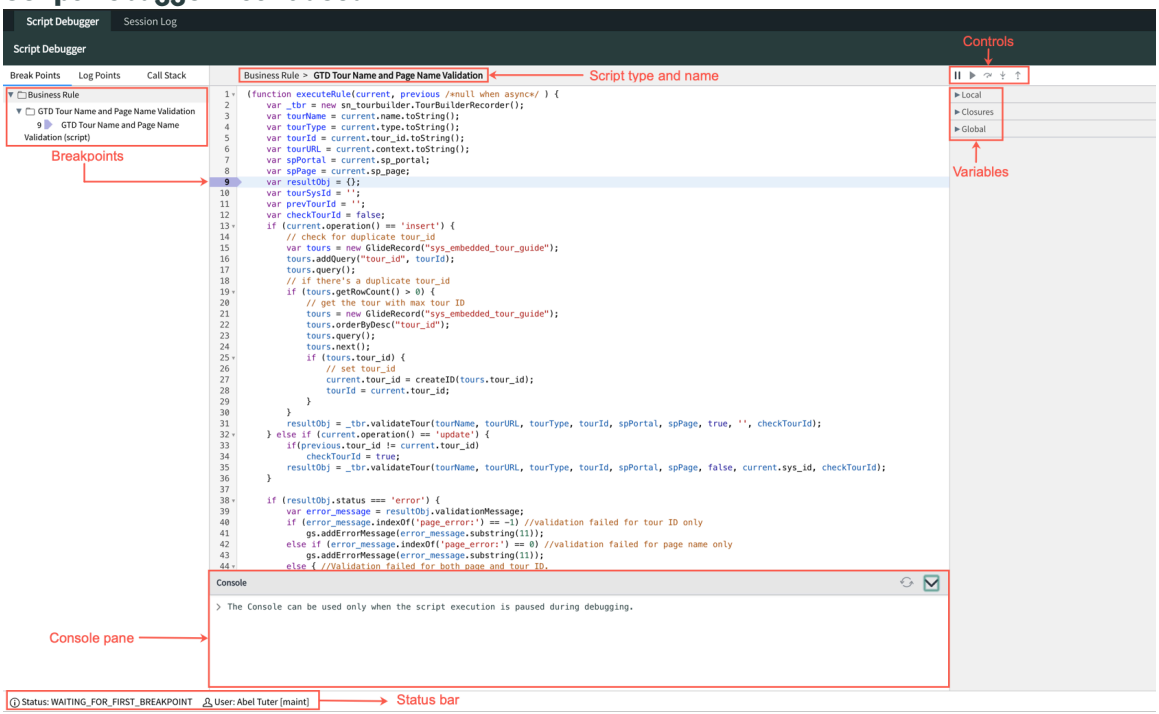
Since each trace you run is new, make sure you're finished reading the results of one trace before clearing it and beginning another one.

To learn more, see Debugging scripts.

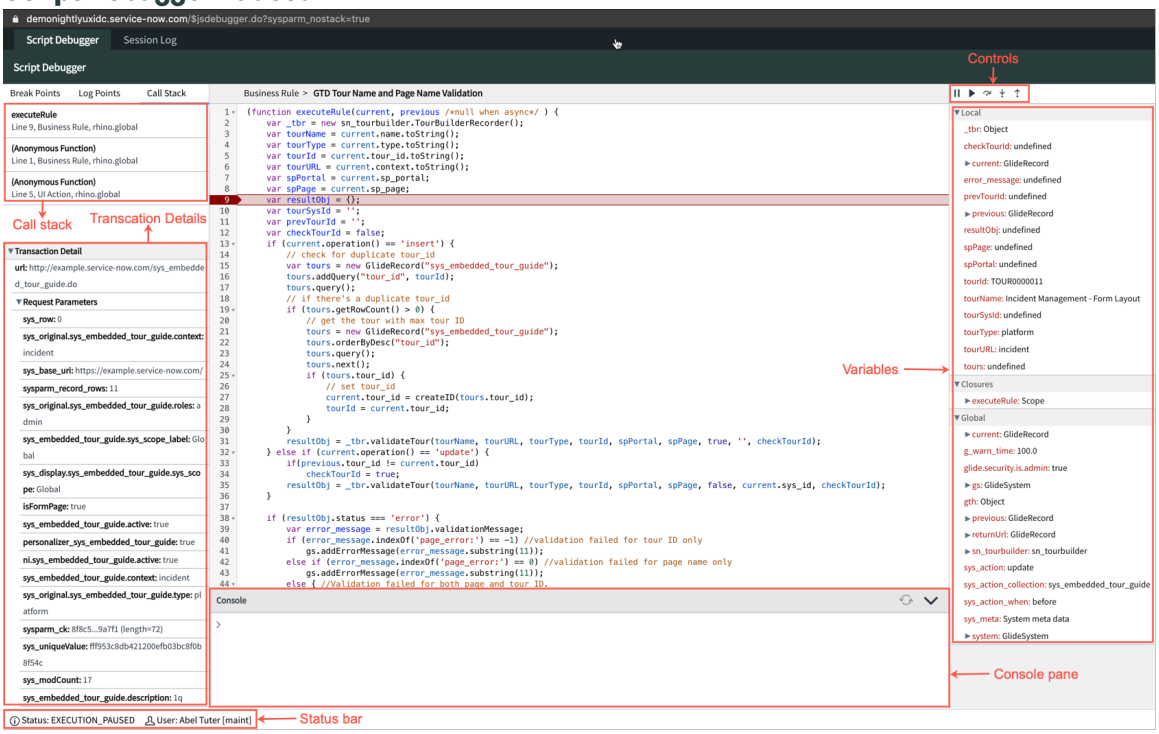
Parts of the user interface

The Script Debugger interface displays information about breakpoints set, the call stack and line number of the currently executing script line, details about variables and transactions, and status of console.

Script Debugger Not Paused



Script Debugger Paused



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parts of the Script Debugger

User interface element	Description
Breakpoints	Displays a list of the breakpoints set by script type, script name, and line number. The debugger updates this list as you add and remove breakpoints.
Call stack	Displays a list of script calls that preceded or invoked the current line number. This information is only visible when the debugger pauses on a breakpoint.
Transaction details	Displays information about the current transaction. This information is only visible when the debugger pauses on a breakpoint.
Status	Displays if the debugger is waiting for a breakpoint, paused on a breakpoint, or has encountered an exception.
User	Displays the name of the user who is running the current debugger session.
Coding pane header	Displays the script type and name of the script in the coding pane.
Breakpoint icon	Indicates the line number where the debugger pauses when evaluating the current script.
Pause debugging button	Stops any current debugging session, and disables the Script Debugger for the current user. The Script Debugger doesn't pause on breakpoints for the current user until it's restarted.
Console	Displays a command line interface used for evaluating expressions during runtime. The console is available only when the script execution is paused.
Resume script execution button	Advances from the current breakpoint to the next breakpoint. If there are no other breakpoints, the script runs to completion.
Step over next function call button	Advances past the method that's about to be called, executing the method as a single step.
Step into next function call	Advances to the first line of executed code within a method call. Stepping into a method updates the current position within the call stack. If the user doesn't have read access to the method call, then this control acts like step over instead.
Step out of current function	Exits from current method call and returns to the calling script from the call stack. If the user isn't within a method call, then this control acts like step over instead.

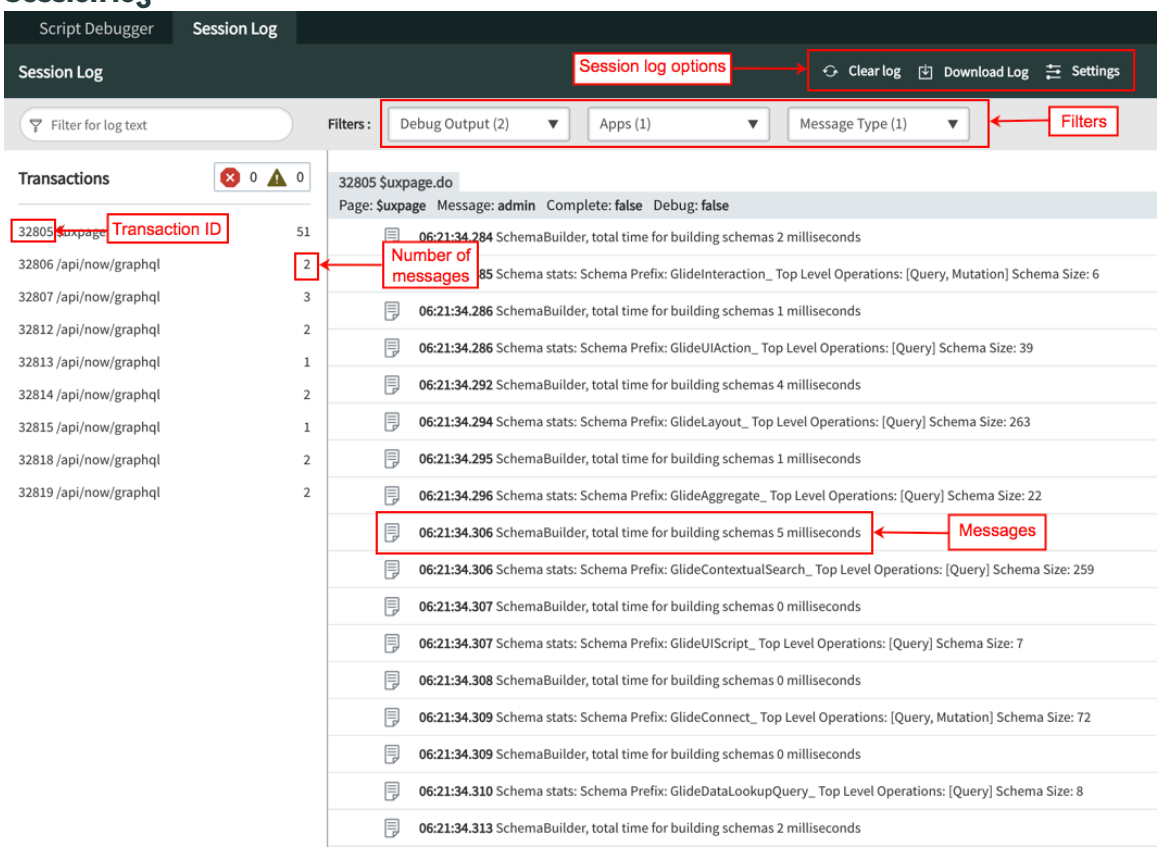
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parts of the Script Debugger (continued)

User interface element	Description
Local	Displays a list of local scope JavaScript variable names and their values. This information is only visible when the debugger pauses on a breakpoint.
Closures	Displays a list of global scope JavaScript variable names and their values set by function closure. This information is only visible when the debugger pauses on a breakpoint.
Global	Displays a list of global scope JavaScript variable names and their values. This information is only visible when the debugger pauses on a breakpoint.

Session Log

Session log



Session Log user interface elements

User interface element	Description
Transactions	Transaction ID. Displays information about the current transaction.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Session Log user interface elements (continued)

User interface element	Description
Filter for log text	Field to enter text to filter the logs that contain a specific text.
Debug Output	Option to filter logs based on the dynamically loaded debug output types. For example, **Security Rule**.
Apps	Option to filter logs based on the dynamically loaded apps. For example, **Service Management Integrations**.
Message Type	Option to filter logs based on the dynamically log levels. For example, **Info**.
Clear log	Clears all logs.
Download log	Download the logs in HTML file format.
Settings	Session debug options. For information about the debug options, see Session debug.

Script Debugger step-through and console controls

After the Script Debugger pauses a script, use the step-through controls to move between script lines and move between scripts in the call stack. Use the Console controls to expand console, collapse console, clear console, and rerun expressions.

Step-through controls

Control	Icon	Description
Stop debugging SHIFT+F2		Stops any current debugging session, and disables the Script Debugger for the current user. The Script Debugger does not pause on breakpoints for the current user until it is restarted.
Start debugger - F2		Enables the Script Debugger for the current user. The Script Debugger pauses on breakpoints.
Resume script execution - F9		Advances from the current breakpoint to the next breakpoint. If there are no other breakpoints, the script runs to completion.
Step over next function call - OPTION +F9		Advances to the next evaluated line of script based on current conditions. The Script Debugger skips any lines of code that do not need to run because their conditions are not met. For example, when the condition of an `if` statement is not true, the debugger skips the code block for the condition.
Step into next function call - OPTION +F10		When the Script Debugger pauses on a method call, this control allows the user to advance to the first line of executed code within the method call. Stepping into a method updates the current position within the call stack. If the user does not have read access to the method call, then this control acts like step over instead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Step-through controls (continued)

Control	Icon	Description
Step out of current function - OPTION +F11		When the Script Debugger pauses within a method call, this control allows the user to exit the current method call and return to the calling script from the call stack. If the user is not within a method call, then this control acts like step over instead.

Console controls

Control	Icon	Description
Open Console		Expands the Console.
Close Console		Collapses the Console.
Clear expressions		Clears all the expressions in the Console.
Re-execute expression		Re-executes the expression which is already executed.

Related topics

Set or remove breakpoints

Evaluate expressions in runtime using Console

Define, declare, and verify new variables and functions while you debug a script in runtime using Console. The script execution must be paused to use Console.

Before you begin

- Review Limitations with using Console
- Role required: script_debugger, admin

Procedure

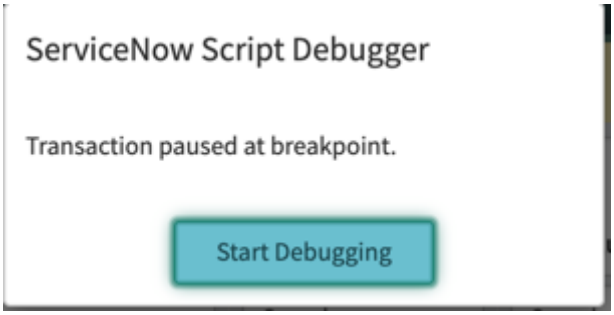
1. Launch the Script Debugger in one of the following ways.

Application	Navigation path
Application navigator	Navigate to **All** > **System Diagnostics** > **Script Debugger**.
Studio	Navigate to **File** > **Launch Script Debugger**.
Syntax Editor	Click the Script Debugger icon .

   The Script Debugger modal is displayed.

2. Trigger the script.
   For example, create a record to trigger an insert business rule script. The Script Debugger pauses the script on the first line that contains a breakpoint, and then you see the ServiceNow Script Debugger confirmation window.

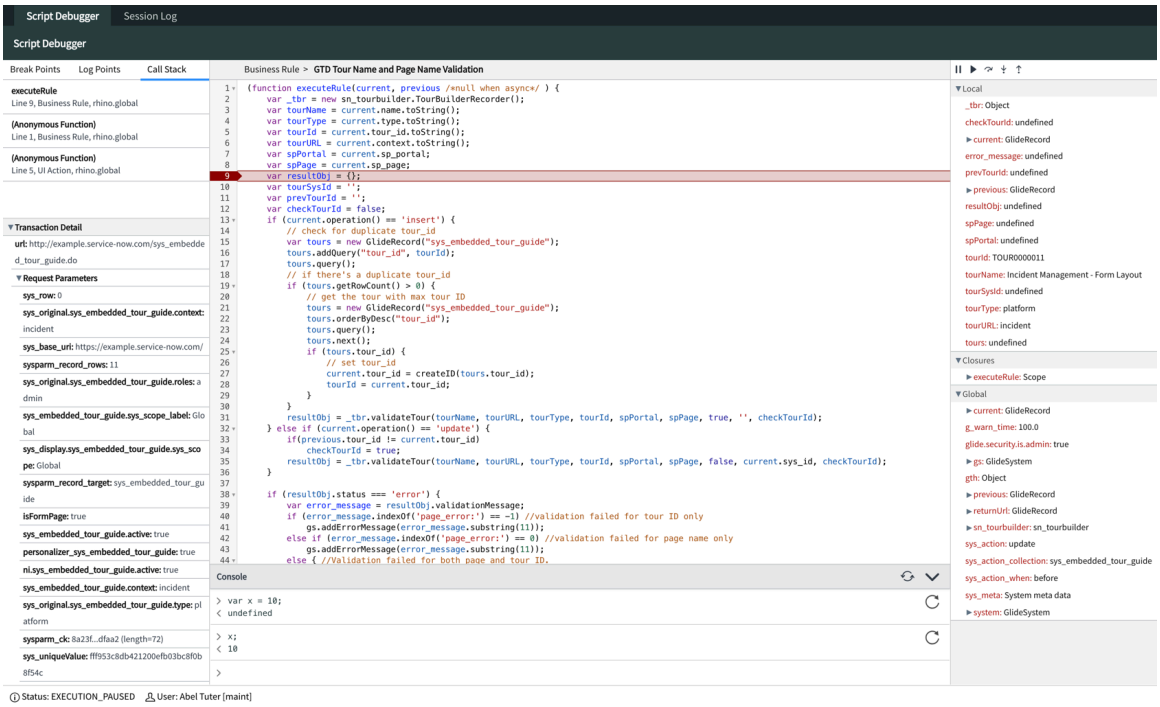
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. Click **Start Debugging**.
   The focus shifts to the Script Debugger window and you see the target script that paused at the first breakpoint.

   Note: Make sure that the status of Script Debugger is EXECUTION_PAUSED. You can use Console only when the script execution is paused during debugging.

4. Click the expand console (^) to expand the Console pane.
   To start evaluating expressions, enter one or more expressions in the Console and press Enter. For example, enter `var x = 10;` and press Enter. To enter multiple lines of expressions, press Shift + Enter after each line and press Enter after the last expression. To clear all the expressions in the Console, click the clear console icon (⟳). For more information on Console controls, see Script Debugger step-through and console controls.



After a statement is executed, it is stored in the browser cache. You can use the up arrow key to get the previous statement and the down arrow key to get the next statement from the browser cache. You can configure the number of cached statements for a session from user preferences. For more information about user preferences settings, see Script Debugger and Session Log.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result

After a statement is executed, it is stored in the browser cache. You can use the up arrow key to get the previous statement and down arrow key to get the next statement from the browser cache. You can configure the number of cached statements for a session from user preferences. For more information about user preferences settings, see Script Debugger and Session Log.

Related topics

Limitations with using Console

Limitations with using Console

You need to be aware of a few limitations when you use Console to evaluate expressions while debugging a script in runtime.

- The properties and values of an object don't display in Console. When you try to display an object to Console, only the string value of the object appears.
- Console doesn't support GlideSystem printing methods, such as info() and print().
- You can't use the `this` keyword in Console.
- A script debugger timeout occurs when you evaluate expressions in Console.
- While executing long scripts, if you see the response `Awaiting response from server`, you can't resume debugging or stop debugging using the resume or stop controls.

Launch the Script Debugger

Developers can launch the Script Debugger from the application navigator, Studio, or from the syntax editor.

Before you begin

Role required:

- admin
- script_debugger

Procedure

Select a path based on your starting point.

Starting point	Navigation path
Application navigator	Navigate to **System Diagnostics** > **Script Debugger**.
Studio	Navigate to **File** > **Launch Script Debugger**.
Syntax Editor	Click the **Script Debugger** icon.

The system opens the Script Debugger in a new window.

Set or remove breakpoints

Set breakpoints or conditional breakpoints to pause scripts at specific lines, and remove breakpoints when you are done debugging them.

Before you begin

Role required:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- admin
- script_debugger

About this task

Breakpoints belong to the developer who sets them. Developers must set and remove their own breakpoints.

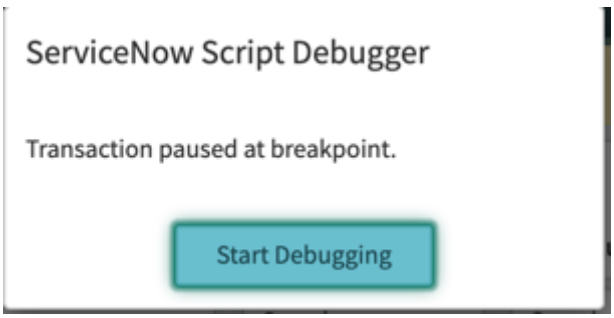
Note: At a specific line, you can set either a logpoint or breakpoint but not both.

Procedure

1. Navigate to the server script to debug.
   For example, navigate to **All** > **System Definition** > **Business Rules**.
2. From the Syntax Editor, click the gutter next to a script line.

Action	Description
Set a breakpoint	Click a blank line to set a breakpoint.
Set a conditional breakpoint	Right-click a blank line and click **Add conditional breakpoint** to set a conditional breakpoint.
Remove a breakpoint	Click a breakpoint to remove it.
Remove a conditional breakpoint	Right-click a conditional breakpoint and select **Remove breakpoint** to remove it.

3. From the Syntax Editor toolbar, click the **Open Script Debugger** icon.
   The system opens a Script Debugger window.
4. Trigger the script.
   For example, create a record to trigger an insert business rule script.
   The Script Debugger pauses the script on the first line containing a breakpoint, and the system displays a confirmation window.



5. Click **Start Debugging**.
   The system switches focus to the Script Debugger window and displays the target script paused at the first breakpoint. Console pane is enabled.
6. When debugging is complete, remove breakpoints from the script.

Related topics

Script Debugger step-through and console controls

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Set or remove logpoints

Set breakpoints or conditional logpoints to log messages to the console at specific lines, and remove logpoints when you are done debugging them.

Before you begin

- Set the *glide.debug.log_point* system property to `true`. See Available system properties for more information.
- Role required: admin or script_debugger

About this task

Logpoints belong to the developer who sets them. Developers must set and remove their own logpoints.

Note: At a specific line, you can set either a logpoint or breakpoint but not both.

Procedure

1. Navigate to the server script to debug.
   For example, navigate to **All** > **System Definition** > **Business Rules**.
2. From the Syntax Editor, click the gutter next to a script line.

Action	Description
Set a logpoint	Right-click a blank line and click **Add logpoint** to set a logpoint.
Remove a logpoint	Right-click a logpoint and select **Remove log point** to remove it.
Edit a logpoint	Right-click a logpoint and select **Edit logpoint** to edit it.

Note: The script entered for the logpoint must have the same format as that of the script in GSLog and GSInfo script includes.

3. From the Syntax Editor toolbar, click the **Open Script Debugger** icon .
4. On the Script Debugger window, trigger the script.
   For example, create a record to trigger an insert business rule script.

Note: You can also add logpoints in the Script Debugger window.

5. In the Script Debugger window, click **Session Log** to view the logpoints.
6. When debugging is complete, remove logpoints from the script.

Script Debugger status

The Script Debugger status determines what debugging actions are available and what information it can display.

The Script Debugger displays its status at the bottom left of the user interface.

Sample Script Debugger status

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Possible Script Debugger status values

Status	Occurs when	Description	Actions available
WAITING_FOR_FIRST_BREAKPOINT	The user opens a Script Debugger window or tab.	The Script Debugger is ready to pause script and display debugging information.	Pause script at the first breakpoint in the call stack.
EXECUTION_PAUSED	• The Script Debugger pauses on a breakpoint. • The user steps over, steps into, or steps out to the next line of evaluated code.	The Script Debugger has paused on a line of code, and the user can debug the script. Console is enabled.	• Resume processing until the Script Debugger reaches the next breakpoint. • Step through a script. • Display the call stack. • Display transaction information. • Display variable values. • Evaluate expressions in Console during runtime.
WAITING_FOR_BREAKPOINT	• The user resumes processing until the Script Debugger reaches the next breakpoint. • The user steps through a script until the Script Debugger reaches the next line of code to evaluate or the transaction completes.	The Script Debugger is searching for the next line of code at which to pause. Users will typically never see this status because the Script Debugger changes status after it locates the next breakpoint or script line to evaluate.	• Pause script at the next breakpoint. • Pause script at the next script line requiring evaluation.
OFF	• The user pauses the Script Debugger. • The user closes the Script Debugger window or tab. • The user session ends for any reason. • The administrator resets all Script	The Script Debugger is inactive and does not pause scripts or display debugging information.	• Start the Script Debugger. • Open a Script Debugger window or tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Possible Script Debugger status values (continued)

Status	Occurs when	Description	Actions available
	Debugger instances by navigating to the `debugger_reset.do` page.		

Log entries

Every time a debug transaction finishes executing, the system creates a log entry for it with a DEBUGGED prefix. For example:

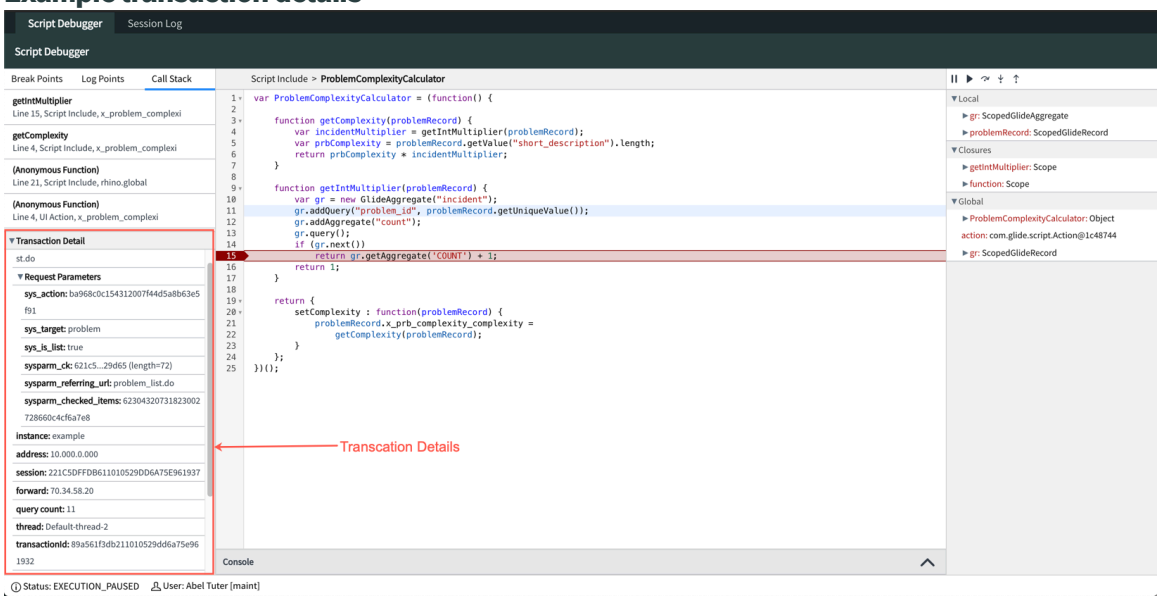
```
2016-08-15 15:57:32 (197) Default-thread-3
 900F5101671122O0C4098C7942415A75 *** End
#39, path: /my-app.do, user: admin, DEBUGGED total transaction
 time: 0:00:11.010,
transaction processing time: 0:00:11.010, network: 0:00:00.000,
 chars: 6,058, uncompressed
chars: 20,731, SQL time: 50 (count: 34), business rule: 0
 (count: 0), phase 1
form length 56,464, largest chunk written: 10,428, request parms
 size: 40, largest input read: 0
```

Transaction details

The Script Debugger displays transaction details for the current paused user session.

Transaction details are available in a dedicated resizeable section underneath the Call Stack on the bottom left of the Script Debugger.

Example transaction details



The Script Debugger only displays transaction details when it pauses on a script. Developers can use transaction details to:

- Inspect the URL of the currently paused transaction.
- Inspect the request parameters for the currently paused transaction.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Inspect network information about the current transaction.
- Inspect the user and session ID that initiated the debug transaction.

Related topics

Available transaction details

Available transaction details

The Script Debugger provides a standard set of transaction details for developers to debug and troubleshoot scripts.

Available transaction details

Transaction element	Description
url	The URL of the currently paused transaction.
Request parameters	The list of request parameters for this transaction. Each transaction has its own list of request parameters, but record transactions typically include the field values used to insert, update, or delete a record.
instance	The instance name.
address	The IP address of the end-user client system.
session	The user session ID.
forward	The IP address of the load balancer.
query count	The number of database queries the Script Debugger has made.
thread	The name of the thread running the Script Debugger instance.
transactionid	The Sys ID of the current transaction.
token	The Script Debugger token of the currently paused transaction. The system uses this token to identify different Script Debugger instances.
name	The name of the currently paused transaction. You can use this name to identify transactions in the logs.
processor	The name of the processor processing the current transaction, if present.
method	The HTTP request method the currently paused transaction uses.
startTime	The date-time stamp when the Script Debugger instance started.
page	The current table or UI page associated with the transaction.
user	The user who triggered the debug transaction.
nodeid	The Sys ID of the node running the Script Debugger instance.

Related topics

Transaction details

Script Debugger multiple developer support

The Script Debugger allows multiple developers to debug their own transactions without affecting each other.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

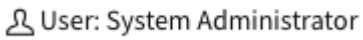
The Script Debugger only allows developers to see and interact with items related to their current debugging session such as:

- Breakpoints
- Call stack
- Console
- Transactions
- Status

The Script Debugger prevents one developer from seeing or modifying another debug session. Administrators, however, can impersonate another user, open the Script Debugger, and debug transactions generated by the impersonated user.

The Script Debugger displays the debug session user at the bottom left of the user interface.

Sample Script Debugger user



Concurrent Script Debugger usage

By default, the system supports debugging `[(The number of semaphores on the instance) / 4]` concurrent transactions. Administrators can specify the number of concurrent transactions the system can debug by setting the *`glide.debugger.config.max_node_concurrency`* system property. The system can debug up to `[(The number of semaphores on the instance) - 2]` concurrent transactions.

Administration of debugging sessions

Debugging sessions can remain actively debugging (in the EXECUTION_PAUSED or WAITING_FOR_BREAKPOINT statuses) until:

- The user pauses the Script Debugger.
- The user closes the Script Debugger.
- The user session ends.

Administrators can view the currently running debugger sessions by navigating to the page `xmlstats.do`.

Administrators can stop all currently running debugging sessions by navigating to the page `debugger_reset.do`. Only users with the admin role can access this page.

Related topics

Script Debugger impersonation support

Script Debugger impersonation support

You can use the Script Debugger while impersonating another user, but only if the impersonated user has the script_debugger role and has read access to the target script.

While impersonating another user, you can:

- See and change breakpoints that belong to the impersonated user.
- View and pause on scripts that the impersonated user has read access to.
- Evaluate expressions in Console on behalf of the impersonated user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Script Debugger step-through controls also use the read access of the impersonated user. For example, if the impersonated user does not have read access to a function in the call stack, any **Step into** action instead becomes a **Step over** action.

The impersonated debugging session lasts until:

- You stop impersonating the user.
- You log out or the user session ends.
- You pause the Script Debugger.
- You close the Script Debugger.

Related topics

Script Debugger multiple developer support

Script Debugger Scripts - Background support

The Scripts - Background module does not support setting breakpoints directly in the script field. You can however, set breakpoints in the script objects called or triggered by the Scripts - Background module.

While running arbitrary JavaScript code in the **Scripts - Background** module, the Script Debugger can only pause scripts when you:

- Call a script include containing breakpoints.
- Trigger a business rule containing breakpoints.
- Trigger a script action containing breakpoints.

Domain separation and Script Debugger

Domain separation is supported in Script Debugger. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Basic

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see Application support for domain separation.

How domain separation works in Script Debugger

Script Debugger is not a full application but rather, a feature in the Platform suite, meaning it works alongside other features, including domain separation.

Related topics

Domain separation for service providers

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Session debug

Enable session debugging to display debugging messages in the user interface.

You can enable all areas for abundant logging on the bottom of each page load, or you can enable each module one by one, for more specific information about what is happening during this session, and specifically, for the previous transaction. Select session debug options under **System Diagnostics** > **Session Debug**. When enabled, session debugging is active during the user session or until disabled. To view debug logs, see Display debugging logs.

The system provides the following session debugging options.

Session debug options

Debug option	Description
Debug AI Search	Displays debugging messages for AI Search.
Debug Business Rule	Displays debugging messages for business rules. If there are business rules from multiple applications affecting a table or record, the system displays which application the business rule comes from.
Debug Business Rule (Details)	Displays debugging messages for business rules and any changes made by business rules. If there are business rules from multiple applications affecting a table or record, the system displays which application the business rule comes from.
Debug Escalations	Displays debugging messages for SLA and SLO escalations.
Debug Data Policies	Displays debugging messages for data policies.
Debug Date/Time	Displays Date/Time failures when inputs do not match required formats.
Debug Homepage Render	Displays debugging messages for homepages.
Debug Log	Displays all log entries.
Debug Metric Statistics	Displays an aggregate view of performance data (slow transactions, scripts, queries, events, and mutexes). These aggregate metrics are sorted by transaction, to help identify items that affect page performance.
Debug NLQ	Displays debugging messages for Natural Language Query (NLQ) queries.
Debug Quotas	Displays debugging messages for transaction quotas.
Debug Scopes	Displays debugging messages for entering or exiting application scopes when running script objects.
Debug Security	Displays debugging messages for access controls. If there are access controls from multiple applications affecting a table or record, the system displays which application the access controls comes from.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Session debug options (continued)

Debug option	Description
Debug SQL	Displays debugging messages for SQL queries.
Debug SQL (Detailed)	Displays debugging messages for SQL statements and any changes made by SQL statements.
Debug Text Search	Displays debugging messages for search result relevance and indexing.
Debug UI Policies	Displays debugging messages for UI policies in your browser's developer console.
Debug UI Macro	Displays the start and end of the UI Macro in the DOM as HTML comments. The comments consist of table name and UI macro name.
Debug Upgrade	Displays detailed information logged for records processed during the last family-to-family or patch version upgrade session.
Enable All	Displays all available debugging messages.
Disable All	Stops displaying all debugging messages.
Disable Debug UI Macro	Stops displaying the start and end of the UI Macro in the DOM as HTML comments.
Disable UI Policies Debug	Stops displaying debugging messages for UI policies.

Display debugging logs

Display session debug logs to help diagnose script and application problems.

Before you begin

Role required: none

Procedure

1. Navigate to **All** > **Session Debug** and select **Enable All**.
2. Under **Session Debug**, select **Debug Log**.
   The Debug log displays.

Debugging applications

Application developers can display debug messages about configuration records to help them troubleshoot issues. The Debug Scopes module provides information about the system switching between custom applications to run server-side scripts.

The system offers the following debugging options to help application developers determine how applications affect configuration records.

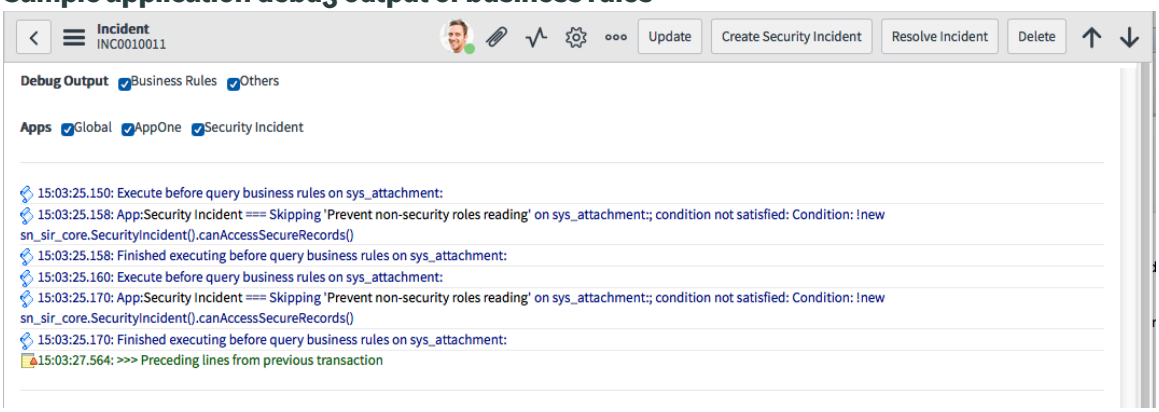
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Application debug options

Debugging option	Description
Debug Business Rule	Use this module to determine which application's business rules are running against tables. The system only displays application information if business rules from different application scopes run on the same table.
Debug Business Rule (Details)	Use this module to determine the results of running business rules against tables. The system only displays application information if business rules from different application scopes run on the same table.
Debug Security	Use this module to determine which application's access controls apply to a given table or record.
Debug Scopes	Use this module to determine the application scope context in which a script runs. Since one script can call another script it is possible to have multiple application scope context changes while running a series of scripts.
Enable Session Debug	Use this related link to enable the generation of log messages for a particular application. Application scripts that use GlideSystem logging methods will generate output to the log at the indicated verbosity level.

When multiple applications contribute to the debug output, the system adds a new section called **Apps** to the display a list of the applications writing to the session log. Clicking on the check box next to the application name hides or displays the application's associated debug messages.

Sample application debug output of business rules



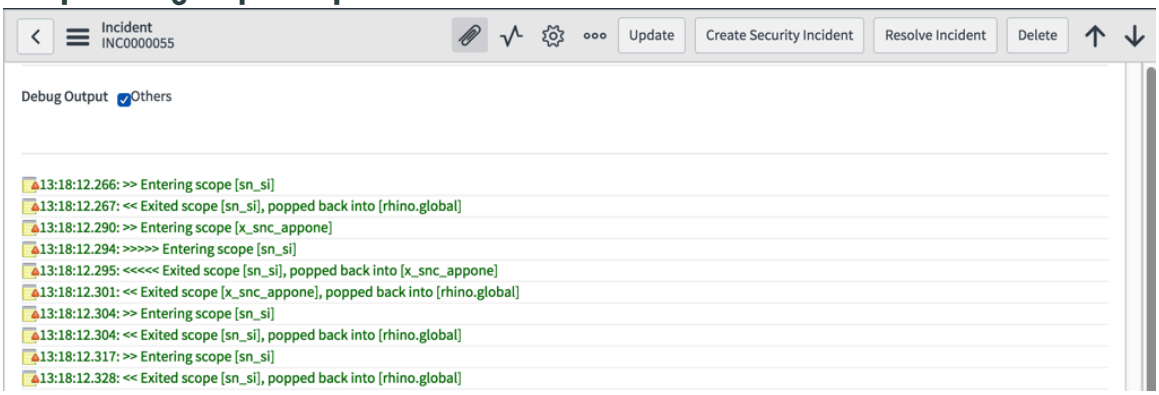
Debugging scopes

Application developers can use the **Debug Scopes** module to display information about when the system switches between custom applications to run server-side scripts.

When enabled, the system displays a message whenever the system switches to a custom application to run a server-side script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sample debug scopes output from the incident table



Every time the system runs a server-side script object it enters the script's scope context. When the script finishes running, the script exits the scope context. The debugging messages track changes to the script scope context.

The debugging message displays a greater than character > each time the system enters a script object's context, and displays a less than character < every time the system exits a script object's context. In cases where one script calls another the debugging message adds another greater than character to the path for each call. For example, if a business rule calls a script include, which in turn calls another script object there would three characters in the path such as:

```
> Entering scope [x_app_one]
>> Entering scope [x_app_two]
>>> Entering scope [x_app_three]
```

Note: The system does not display entering or exiting messages for script objects in the global scope.

Application developers may want to enable other debugging options to in conjunction with this option to see information about the possible source of the server-side script such as Debug Business Rule.

Debugging business rules

Debugging business rules can be achieved with resources available in the ServiceNow product.

1. Tools

The first step in the process is to identify tools which will help you figure out what's wrong.

Debugging tools

Debugging tool	Description
System Dictionary	Navigate to **System Definition** > **Dictionary**. The dictionary provides a list of all tables within your instance and can be invaluable when trying to locate information.
System Log	Navigate to **System Logs** > **System Log**. You can place alert statements in your business rule which can write information to the log.
Debug Business Rule (Details)	Navigate to **System Diagnostics** > **Session Debug** > **Debug Business Rule (Details)**. This debugging module displays the results business rules. Use this module to see if conditions are being met and values are being set as expected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Debugging tools (continued)

Debugging tool	Description
Alert Messages	There are several system functions that allow you to print messages to the page, the field or the log file. See Scripting alert, info, and error messages.
Business Rule Examples	Sometimes you can find what you're looking for in scripts others have written, including business rule error messages, or by building an OR query.
GlideRecord Information	This is the basic syntax used to query the database for information. See Querying tables in script. GlideRecord also includes aggregation support.

2. Variables

The next step is to gain some insight into the behavior of your business rule. For every action except an insert, you will more than likely use a query to get your record(s).

```
var rec = new GlideRecord('incident');
rec.addQuery('active',true);
rec.query();
while (rec.next()) {
 gs.print(rec.number + ' exists');
 }
```

To verify whether your query is actually returning records you can use *gs.addInfoMessage* to display information at the top of the screen.

```
var rec = new GlideRecord('incident');
rec.addQuery('active',true);
rec.query();
gs.addInfoMessage("This is rec.next: " + rec.next());
while (rec.next()) {
 gs.print(rec.number + ' exists');
 }
```

If your query returns no records you see the following:

```
This is rec.next: false
```

Use this technique to verify every variable within your business rule contains expected values.

Tip: If necessary, break your script down into individual pieces and verify each piece works separate from the whole and then put them all back together one step at a time.

3. Locating information

The last step is to make sure you know where to find the information your rule is looking for.

In the ServiceNow application, one table can extend another table. This means when searching for information, you might need to query the parent table for the extended table's sys_id to find what you seek.

A good example is the sc_task table, which extends the task table. The script below queries the extended table (sc_task) for the current sys_id and then query the parent table (task) for records with the matching sys_id, and then prints out the work notes field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var kids = new GlideRecord('sc_task');
kids.query();

gs.addInfoMessage("This is requested item number: " +
 current.number);
gs.print("This is the requested item number: " +
 current.number);

while (kids.next()) {
 var parents = new GlideRecord('task');
 parents.addQuery('sys_id', '=', kids.sys_id);
 parents.query();

 while(parents.next()) {
  gs.addInfoMessage("This is task number: " + parents.number);
  gs.print("This is task number: " + parents.number);
  gs.addInfoMessage("These are the work notes: " +
 parents.work_notes);
  gs.print("These are the work notes: " + parents.work_notes);
  }

 }
```

Debugging classifications

You must add a system property to enable classification debugging.

Debugging classifications

The resulting log entries list the name of each classifier that runs, along with all the names and values that are available to the criteria in the classifier. To log debugging information about classifications, add the following system property.

System Property	Description
glide.discovery.debug.ci_identification	Enables debugging information for process classification. • Type: true | false • Default Value: false • Location: Add to the System Properties [sys_properties] table

Field watcher

The field watcher tool tracks and displays all actions that the system performs on a selected form field.

Note: Field watcher is not supported with Next Experience in Utah. For more information about supported features in Next Experience, see Considerations for activating Next Experience.

Administrators can use the field watcher to figure out what happens to the field and how the value of the field changes when an event such as the firing of a business rule or enforcement of a data policy, takes place. Administrators can also impersonate non-admin users to debug what

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

happens when those users make changes on an instance. Only one field can be watched at a time. Non-admin users with the impersonator role have access to the field watcher feature.

How the field watcher works

The Field Watcher tool logs activity when any of the following events occur on a field:

- The default value is set on the field.
- User access rights for the field change due to an ACL or dictionary setting.
- A data policy prevents the value from being set.
- A reference qualifier query of the field value executes.
- A UI policy changes a field to or from read-only, visible, mandatory, or editable.
- A dependent value in another field restricts field choices.
- The value of the field is set or changed based on:
  - Assignment rules
  - Actions from an engine, such as the workflow engine
  - Business rules
  - User entries
  - Client scripts
  - UI actions

Note: The field watcher works only on form fields. It cannot be used on list fields. Also, field watcher is not available on password-protected fields or encrypted fields. Field watcher is only available within the UI frame. The option to watch a field does not appear in the context menu if you open a record outside of the UI frame, for example, in a new tab.

Use field watcher

Access field-level debugging information using the field watcher.

Before you begin
Role required: none

Procedure

1. Navigate to the form for which you want to view field-level debugging information.
2. Activate field watcher by right-clicking any field label on a form and select **Watch - '<field name>'**.

   The debug icon ( ) appears next to the field label. From this point on, the field watcher records every action taken on the selected field. For example, if you are watching a *Priority* field, if the priority is changed from Moderate to Low and the record is updated, the field watcher will display information about that change.
3. View the field watcher log by clicking the debug icon.
   A new pane opens at the bottom of the screen, showing a field watcher tab. It may also show tabs for JavaScript Logging and JavaScript Debugger.
4. Click the **Field Watcher** tab, if needed.
5. Stop watching a field by right-clicking the field and selecting **Unwatch - <field name>**.
   To watch another field, right-click that field and select **Watch - <field name>**.
6. Clear the field watcher log by clicking the clear log button ( ).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Resize the field watcher pane by dragging the splitter bar up or down.
   Dragging the splitter bar to the bottom of the screen closes the field watcher pane. Reopen the pane by clicking the debug icon again.

Field watcher tab details

The field watcher displays field information and configuration options.

The left-side of the Field Watcher tab shows the following information for the watched field.

- **Table**: table to which the field belongs.
- **Element**: field label.
- **Type**: type of data stored in the field.
- **Dependent**: field on which the current field depends.
- **Reference**: table from which the field's value originates, if applicable.
- **Reference Qual**: reference qualifiers that may be restricting data on the field.
- **Attributes**: attributes on the field as specified in the dictionary entry for that field.

On the right-side of the Field Watcher tab, select the types of activity information you want to see for the selected field. Clear the check box for any type of information that is not needed.

Watching a hidden field

Administrators may need to watch a hidden field.

Procedure

1. Use the dictionary to determine the column name of the field.
2. Elevate privileges to the security_admin role.
3. Navigate to **System Definition** > **Scripts Background**.
4. In *Run script (JavaScript executed on server)*, enter the following command:

   ```
   gs.getSession ( ). setWatchField ( "hidden_field" ) ;
   ```

   Replace hidden_field with the column name of the hidden field.

5. Navigate to the form containing the missing field.

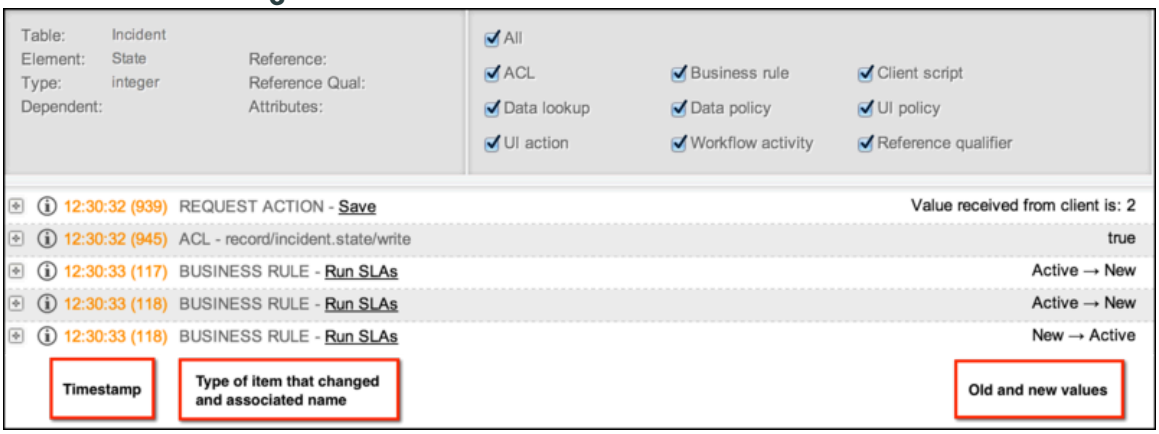
   The Field Watcher tab output contains information about the hidden field.

Viewing information for the watched field

When information for a watched field is changed and the record is updated, the field watcher tab displays relevant information at the bottom.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field watcher viewing data



Field watcher information includes:

- **Timestamp**: time the field was changed using the HH:MM:SS (ms) format.
  - **Orange text**: server-side changes, such as ACLs.
  - **Blue text**: client-side changes, such as client scripts.
- **Type of object that changed the field and its associated name**: The type of item that changed on the field; for example, **CLIENT SCRIPT**, **BUSINESS RULE**, or **ACL**. In the case of scripts, business rules, or other configuration-type fields, field watcher displays the name of the script or business rule that changed the field, if any. Click the name to go directly to the record for that item.
- **Old and new values**: The old and new values for the field, if the value changed0. Field watcher does not record the value if it was inserted in the form by default at the time the record was created.
- **Additional information**: Call tracing information, such as the name of the script engine or workflow that changed the field. Click the plus icon to expand the selection.
  - **Orange text**: Indicates server-side activity.
  - **Blue text**: Indicates client-side activity.

Example: Watching the incident priority

The following example shows what happens to the **Priority** field on the incident form when both the **Impact** and **Urgency** fields change.

The Incident form has two client-side data lookups change the priority. Additionally, server-side ACLs and the data lookup engine fire when the record is saved. Finally, a client-side UI policy sets the **Priority** field back to read-only, which is the default setting.

Watching the incident priority

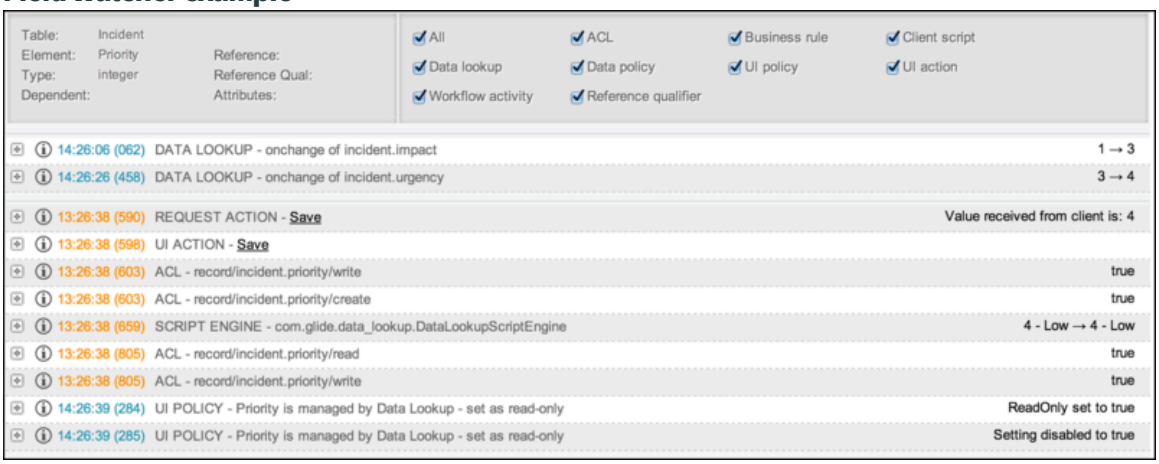
Original values
• Priority:1 - Critical • Impact:1 - High • Urgency:1 - High
First Change

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Watching the incident priority (continued)

Original values
1. The user changes the **Impact** value to **3 - Low**. **2.** The priority automatically changes to **3 - Moderate** based on the **Priority Lookup** data lookup definition used by default in ServiceNow incidents. **Note:** At this point, the record has not been saved.
Second Change
1. The user changes the **Urgency** value to **2 - Medium**. **2.** The priority automatically changes to **4 - Low** based on the same **Priority Lookup** data lookup definition. **3.** The user saves the record by right-clicking the form header and choosing **Save**.

Field watcher example



Note: The values that change from 1 to 3, and then from 3 to 4, refer to the numerical values in the choice list.

Writing to the debug log

To write to the debug log in your client-side JavaScript, or UI policies, make a call to the global function `jslog()`.

An example of using `jslog()` in JavaScript:

```
function logData (r ) {
    lastLogDate  = r. responseXML. documentElement. getAttribute
 ( "last_log_entry" ) ; var items  = r. responseXML.
 getElementsByTagName ( "log" ) ;
    jslog ( "response=" + r. responseText ) ; }
```

Additionally, when client scripts run, the name of the client script and timing information is displayed. This can be useful in determining which scripts are running and whether they are impacting performance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Debug UI policies

Enabling the *glide.ui.ui_policy_debug* property lets you monitor the processing of UI actions.

Here are some sample log events from an incident policy that sets fields to read-only if the incident_state is closed.

```
GlideFieldPolicy: Evaluating condition
GlideFieldPolicy:     incident_state (7) = 7 -> true
GlideFieldPolicy: --->>> TRUE
GlideFieldPolicy:    Setting opened_at disabled to true
GlideFieldPolicy:    Setting opened_by disabled to true
GlideFieldPolicy:    Setting closed_at disabled to true
GlideFieldPolicy:    Setting closed_by disabled to true
GlideFieldPolicy:    Setting company disabled to true
```

Access the JavaScript log

JavaScript that runs on the browser, such as client scripts, can include a call to jslog() to send information to the JavaScript Log. Users with the admin role can access this log.

Before you begin

Role required: admin

About this task

The steps to access the JavaScript debug window depend on which UI version you are using.

Note: The JavaScript debug window is not supported with Next Experience in Utah. For more information about supported features in Next Experience, see Considerations for activating Next Experience.

Procedure

1. Open the JavaScript log by navigating to the appropriate location for your version of the UI.

Core UI	**a.** Click the gear icon in the banner frame. **b.** Click the **Developer** section. **c.** Toggle the **JavaScript Log and Field Watcher** switch.
UI15	**a.** Click the gear icon in the banner frame. **b.** Click **JavaScript Log and Field Watcher**.
UI11	Click the debug icon ( ) in the banner frame.

   A new pane opens at the bottom of the screen. It shows the JavaScript Log tab and may also show the Field Watcher tab.

2. If needed, select the **JavaScript Log** tab.
3. Click the clear icon ( ) to clear the contents of the log, as needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

JavaScript debug window

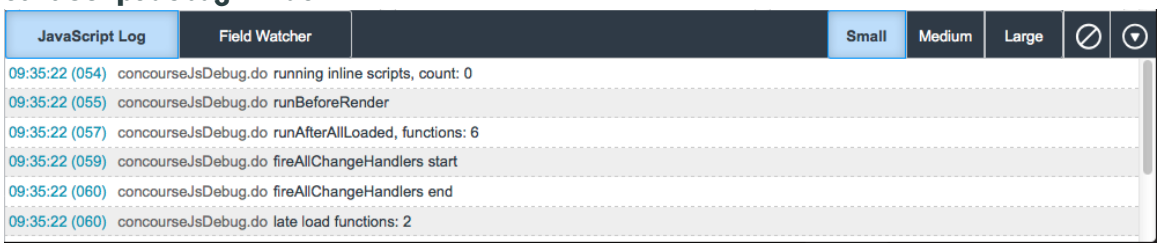
The JavaScript debug window appears in a bottom pane of the user interface when an administrator turns on debugging.

Note: The JavaScript debug window is not supported with Next Experience in Utah. For more information about supported features in Next Experience, see Considerations for activating Next Experience.

Use the debug window to access these tools.

- JavaScript Log: JavaScript that runs on the browser, such as client scripts, can include a call to `jslog()` to send information to the JavaScript log.
- Field Watcher: a tool that tracks and displays all actions that the system performs on a selected form field.

JavaScript debug window



Using the JavaScript debug window

The JavaScript debug window enables access to the JavaScript Log and the Field Watcher tools.

Before you begin

Role required: admin

About this task

The steps to access the JavaScript debug window depend on which UI version you are using.

Note: The JavaScript debug window is not supported with Next Experience in Utah. For more information about supported features in Next Experience, see Considerations for activating Next Experience.

Procedure

1. Open the JavaScript debug window by navigating to the appropriate location for your version of the UI.

Core UI	**a.** Click the gear icon in the banner frame. **b.** Click the **Developer** section. **c.** Toggle the **JavaScript Log and Field Watcher** switch.
UI15	**a.** Click the gear icon in the banner frame. **b.** Click **JavaScript Log and Field Watcher**.
UI11	Click the debug icon ( ) in the banner frame.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The JavaScript debug window re-opens at the bottom of the screen. The tab that is currently active in the window is the last tab that was active when the window was closed.

2. Click a tab to use one of the debug window features.
   - JavaScript Log
   - Field Watcher

Related topics

Writing to the debug log

Field watcher

JS Code Coverage Debug

The JS Code Coverage Debug application allows administrators and application developers to log the server-side scripts triggered during a user session and then review which lines of code the system ran.

Users with the js_coverage_debugger role can debug server-side scripts without having to set breakpoints or review onscreen debug messages. Instead, the system saves script usage data in the JavaScript Code Coverage [sys_js_code_coverage] table. Each JavaScript Code Coverage record contains:

- The user session that called the script.
- The script record the system called identified by table, sys_id, and script field.
- The script record the system called identified by type and name.
- The transaction that called the script.
- The start time of the transaction.
- The contents of the script field highlighted to indicate which lines the system ran.

Note: The JS Code Coverage Debug application doesn't log information for client-side scripts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sample code coverage highlighting

Script

```
1  var build = gs.getProperty("glide.buildname");
2  if (GlideStringUtil.notNil(build))
3      build = build.substring(0,1).toLowerCase();
4
5  var collision = new GlideRecord("sys_embedded_help_content");
6  collision.addActiveQuery();
7  collision.addQuery("page", current.page);
8  collision.addQuery("modifier", current.modifier);
9  collision.addQuery("product", current.product);
10 if (current.isValidRecord() && GlideStringUtil.notNil(current.sys_id))
11     collision.addQuery("sys_id", "!=", current.sys_id);
12
13 if (GlideStringUtil.notNil(current.qualifier))
14     collision.addQuery("qualifier", current.qualifier);
15 else
16     collision.addNullQuery("qualifier");
17
18 if (current.version == "all" && GlideStringUtil.notNil(build))
19     collision.addQuery("version", build).addOrCondition("version", "all");
20 else
21     collision.addQuery("version", current.version);
22
23 collision.query();
24 if (collision.next()) {
25     if (collision.canWrite())
26         gs.addErrorMessage(gs.getMessage("Embedded Help Composite Key
Validation"));
```

JS Code Coverage highlighting

The JS Code Coverage application highlights script fields to indicate whether the system ran or skipped each line.

Sample code highlighting

Script

```
1  var build = gs.getProperty("glide.buildname");
2  if (GlideStringUtil.notNil(build))
3      build = build.substring(0,1).toLowerCase();
4
5  var collision = new GlideRecord("sys_embedded_help_content");
6  collision.addActiveQuery();
7  collision.addQuery("page", current.page);
8  collision.addQuery("modifier", current.modifier);
9  collision.addQuery("product", current.product);
10 if (current.isValidRecord() && GlideStringUtil.notNil(current.sys_id))
11     collision.addQuery("sys_id", "!=", current.sys_id);
12
13 if (GlideStringUtil.notNil(current.qualifier))
14     collision.addQuery("qualifier", current.qualifier);
15 else
16     collision.addNullQuery("qualifier");
17
18 if (current.version == "all" && GlideStringUtil.notNil(build))
19     collision.addQuery("version", build).addOrCondition("version", "all");
20 else
21     collision.addQuery("version", current.version);
22
23 collision.query();
24 if (collision.next()) {
25     if (collision.canWrite())
26         gs.addErrorMessage(gs.getMessage("Embedded Help Composite Key
Validation"));
```

The color of the highlight indicates how the system evaluated the code line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Meaning of code highlighting

Highlight color	Meaning
Green	This is an executable line of code that the system ran during the session.
Red	This is an executable line of code that the system skipped for some reason. The system may have skipped an executable line of code because the necessary script conditions were not met or because the script function was never called. You may want to use the Script Debugger to determine why the system skipped the line of executable code.
Gray	This is a non-executable line of code such as white space, code comment, or a portion of an expression split across multiple lines that cannot run on its own.

Administrators and application developers can use this information to conduct more targeted debugging activities such as using the Script Debugger to determine why script conditions are not being met.

Related topics

Script Debugger and Session Log

Activate JS Code Coverage Debug

You can activate the JS Code Coverage Debug plugin (com.glide.js.coverage) if you have the admin role.

Before you begin
Role required: admin

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the plugin using the filter criteria and search bar.

   You can search for the plugin by its name or ID. If you cannot find a plugin, you might have to request it from ServiceNow personnel.
3. Select **Install** to start the installation process.

   Note: When domain separation and delegated admin are enabled in an instance, the administrative user must be in the **global** domain. Otherwise, the following error appears: `Application installation is unavailable because another operation is running: Plugin Activation for <plugin name>.`

   You will see a message after installation is completed. For information about the components installed with a plugin, see Find components installed with an application.

What to do next
To see the components the plugin installed, refresh the plugin form and select the **Plugin Files** related list.

Related topics

List of Yokohama plugins

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Debug with JS Code Coverage Debug

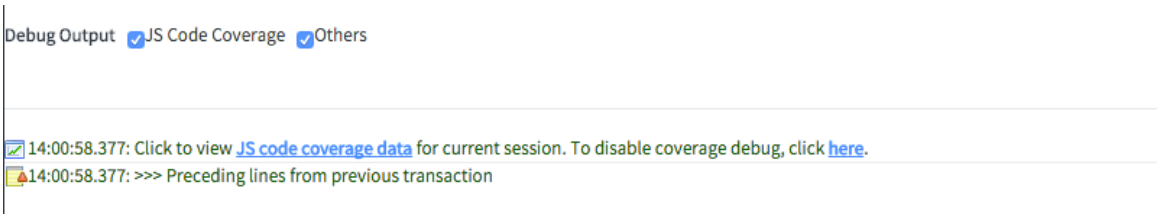
Use JS Code Coverage Debug to record a user session and then review which server-side scripts and lines of code the system ran.

Before you begin

Role required: js_coverage_debugger or admin

Procedure

1. Navigate to **All** > **JS Code Coverage Debug** > **Enable Coverage**.
   The system logs which server-side scripts and code lines the system runs as well as displays session debug messages in the JS Code Coverage namespace.



2. Navigate to the table or page whose logic you want to test.

   Example
   For example, navigate to **Incident** > **Create New**.

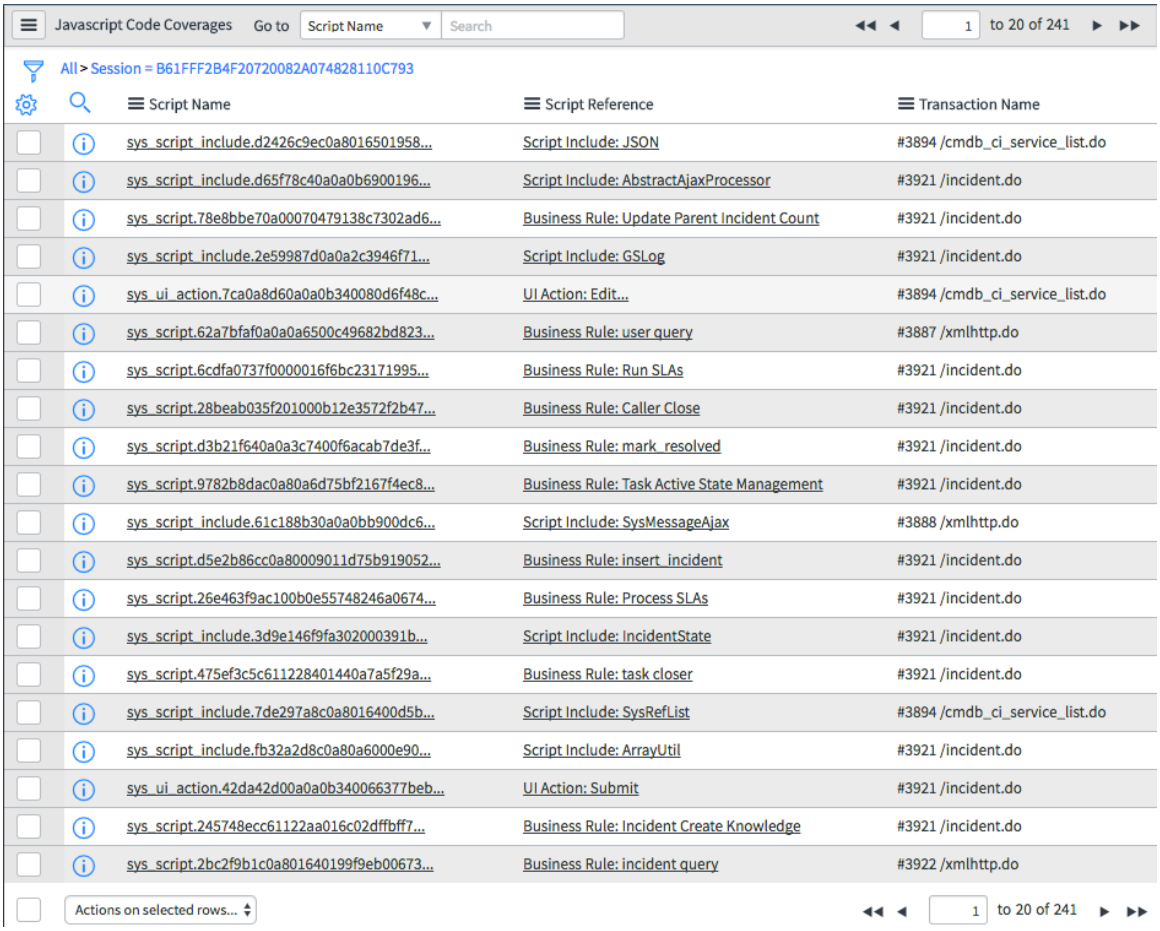
3. Trigger the server-side script or scripts you want to test.

   Example
   For example, create an incident with an associate CI item to test several business rules.

4. When you have completed testing, navigate to **JS Code Coverage Debug** > **Disable Coverage**.
   The system stops logging script and code lines run.

5. Navigate to **JS Code Coverage Debug** > **Coverage Data**.
   The system displays the list of coverage data associated with the current user session.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



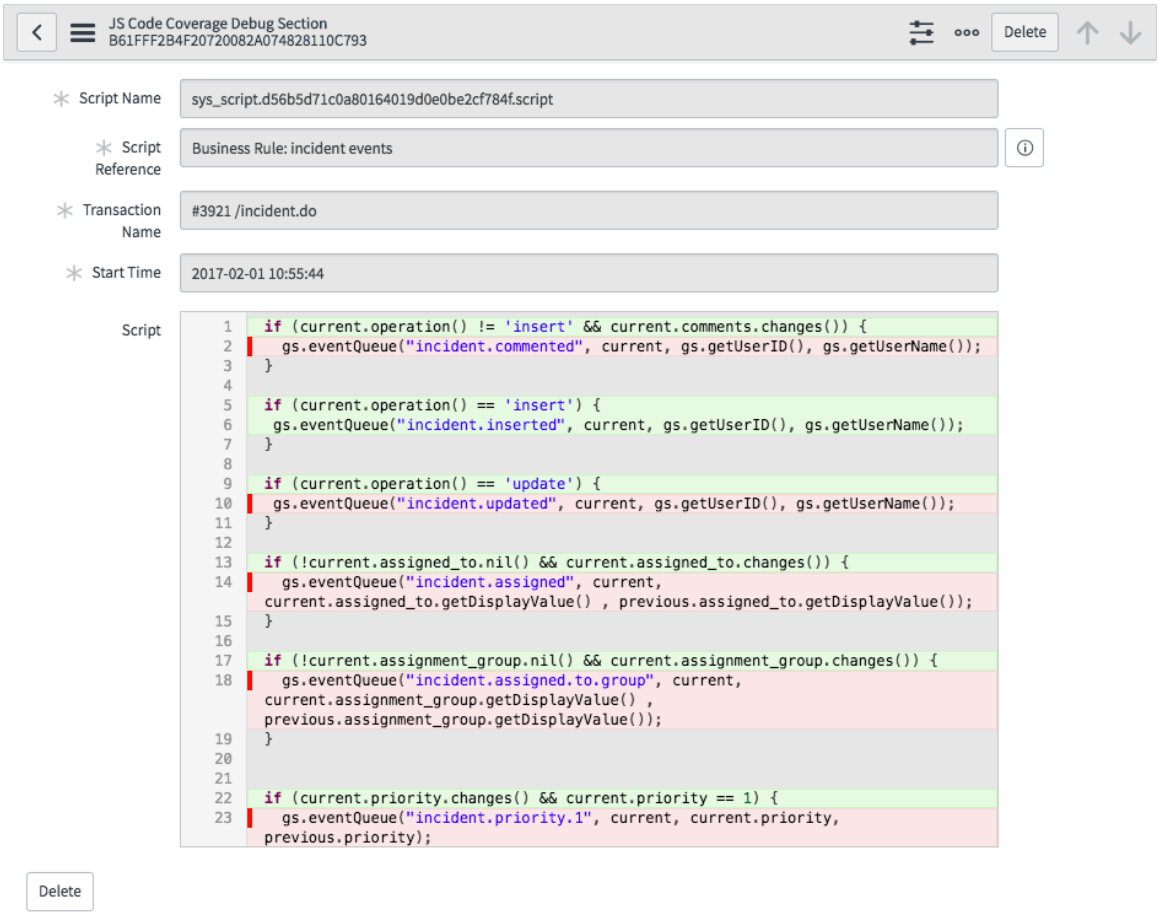
6. Select the script or transaction you want to review.

JavaScript Code Coverage fields

Field	Description
Script Name	Displays the script run by table name, sys_id value, and script field.
Script Reference	Displays the script run by script type and name.
Transaction Name	Displays the transaction that called the script by thread ID and URI.

Example
For example, select the **Script Reference** Business Rule: incident events.
The system displays the JS Code Coverage Debug record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. Review the **Script** field to determine which lines of code the system ran.

Example
For example, the business rule added the incident.inserted event to the event queue.

Result
You determine which lines of code the system ran.

What to do next
Use the code coverage information to do more targeted debugging activities such as set breakpoints and review variable values with the Script Debugger.

Packages Call Removal tool

The Packages Call Removal Tool provides modules to identify fields that might contain scripts, find scripts that contain Packages calls to ServiceNow Java classes, and to examine proposed script changes that eliminate those Packages calls.

Note: This tool is not activated by default, and is only available to users with the admin role.

Packages calls to ServiceNow Java classes will be prevented in a future release. The Packages Call Removal tool helps prepare your instance to use the new API and includes the following scripts and pages:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The Find Packages Fields script scans scripts for Packages calls to ServiceNow Java classes.
- The Find Packages Calls script proposes changes that remove Packages calls or replaces them with GlideScriptable names.
- The Packages Call Items page lists and enables you to work on proposed changes to scripts.

The tool might generate errors as it tries to generate preferred, scriptable alternatives for Packages calls to ServiceNow Java classes.

Note: Create an update set before migrating the changes that result from running the Packages Call Removal Tool. For information, see Get started with update sets.

Activate the Packages Call Removal Tool

You must activate the Packages Call Removal Tool plugin to access the tool.

Before you begin

Role required: admin.

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the Packages Call Removal Tool plugin using the filter criteria and search bar.

   You can search for the plugin by its name or ID. If you cannot find a plugin, you might have to request it from ServiceNow personnel.
3. Select **Install** to start the installation process.

   Note: When domain separation and delegated admin are enabled in an instance, the administrative user must be in the **global** domain. Otherwise, the following error appears: `Application installation is unavailable because another operation is running: Plugin Activation for <plugin name>.`

   You will see a message after installation is completed. For information about the components installed with a plugin, see Find components installed with an application.

Find a Packages call

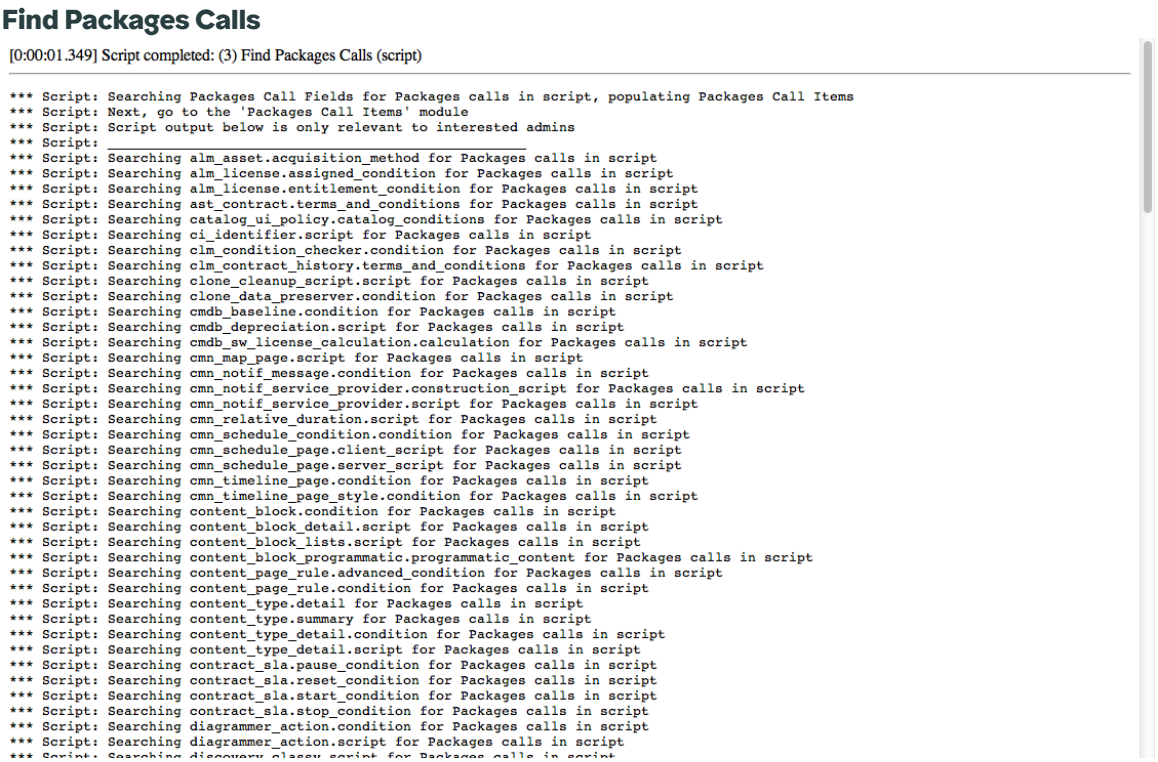
After you run the Find Packages Fields script to define the list of fields to search for Packages calls, run the Find Packages Calls script to generate the list of fields with Packages calls to ServiceNow Java classes. The script also proposes changes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Click **(3) Find Packages Calls (script)** to execute a script that searches the fields for packages calls and populates the Packages Call Items list with proposed changes.

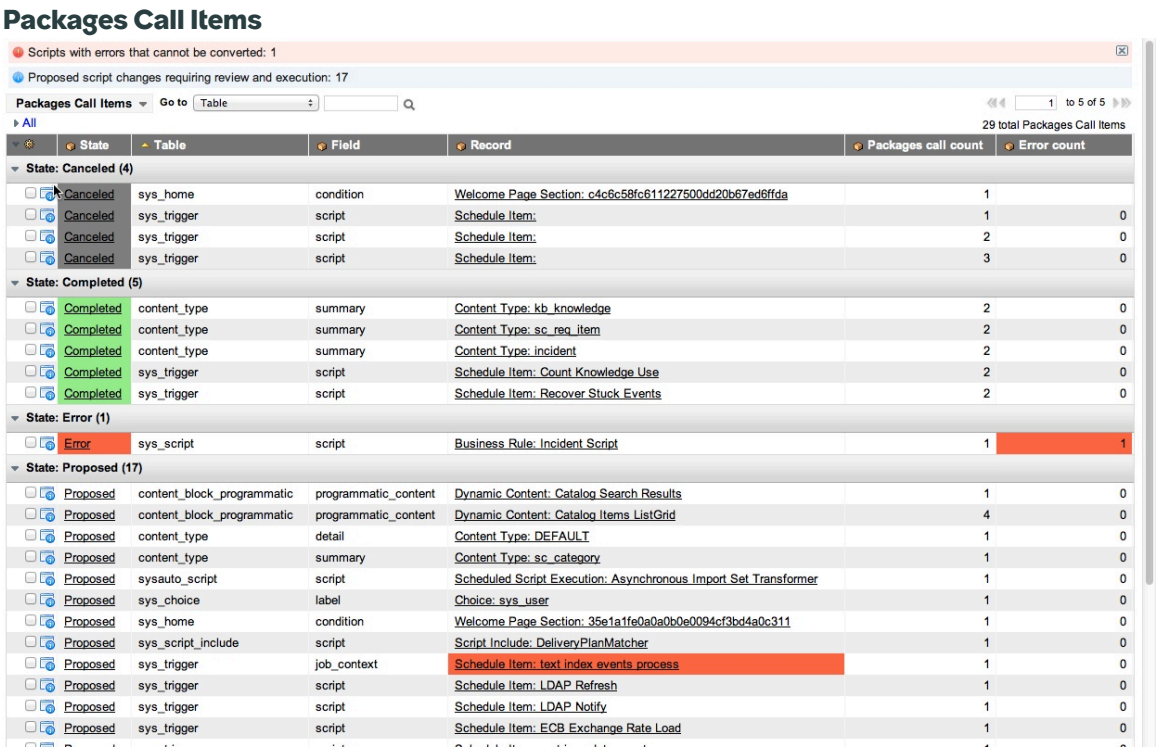
   Example

2. Click **(4) Packages Call Items** to display the list of affected fields on the Packages Call Items page.
   The Packages Call Items page lists the items with Packages calls, shows each item's current state, the table that contains the field, the affected record, the number of Packages calls contained in the field's script, and the number of errors that occurred when the proposed script was generated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example



3. On the Packages Call Items page, click a record for any of the listed items to open the form and revise as described in Replacing Packages Calls.

   As you work through the list, the **State** of the items are updated and the items are grouped by State:

   - **Proposed:** A proposed revision exists for the field.
   - **Error**(red): One or more errors occurred when the proposed script was generated.
   - **Rejected**(gray): A proposed change has been rejected.
   - **Completed**(green): The field has been successfully revised to remove Packages calls to ServiceNow Java classes.
   - **Canceled** (gray): Since the proposed change was generated, either the original script has been changed to no longer require modification, or the original record no longer exists.

Glide object name

The names of the new Glide objects that replace Packages calls are derived from the Java package name used in the Packages call.

About this task

Although the tool automatically substitutes the appropriate new scriptable name for each Packages call it encounters, in some circumstances it can be useful to know how to manually replace a Packages call with its new scriptable object equivalent. Use the steps below to determine the new script object name from the Packages call name. The replacement objects include the same methods and properties as the objects they replace.

To determine the new object name:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Note the third term in the Java package name.
   This term is usually glide, but is sometimes snc or glideapp.
2. Drop all of the prefix terms, leaving only the last.
   For example, `Packages.com.glide.monitor.AbstractBucketCollector` becomes AbstractBucketCollector.
3. Capitalize the first letter of the term noted in the first step above and add it to the front of the term defined in step 2.
   For example, `Packages.com.glide.monitor.AbstractBucketCollector` becomes GlideAbstractBucketCollector and `Packages.com.snc.cmdb.BaselineCMDB` becomes SncBaselineCMDB.
4. Verify that the name is valid by executing a gs.print() command in Scripts Background, specifying only the name with no quotes.
   For example:

   ```
   gs.print( SncBaselineCMDB );
   ```

   *** Script: `[JavaClass com.snc.cmdb.BaselineCMDB]`

   Note that there are exceptions to this rule, such as "Glide", which replaces "Packages.com.glide.Glide", "TestExtension", which replaces "Packages.com.glide.junit.misc.TestExtension"; and "UINotification", which replaces "Packages.com.glide.ui.UINotification".

Glide object replacement list

This table lists the Glide classes and the Packages calls they replace.

Note: The publication of this list does not imply that these scriptable objects are for use by customers, consultants, and partners. The use of the Glide prefix does not imply that these scriptable objects are in the same category as or have the same status as objects such as GlideRecord. Except where documentation is provided in the API Reference, these undocumented APIs are not intended for general use, and ServiceNow, Inc., does not make any commitment to document them, answer questions about them, or maintain them indefinitely in their current form. Over time, ServiceNow, Inc., intends to migrate a subset of the functionality represented by these objects into the documented API and remove the rest.

GlideScriptable object replacement list

GlideScriptable Class	Packages Call
Glide	Packages.com.glide.Glide
GlideAbstractBucketCollector	Packages.com.glide.monitor.AbstractBucketCollector
GlideAbstractDomainProvider	Packages.com.glide.db.domain.AbstractDomainProvider
GlideAbstractExecutionPlan	Packages.com.glide.execution_plan.AbstractExecutionPlan
GlideAbstractListener	Packages.com.glide.listener.AbstractListener
GlideAbstractRenderer	Packages.com.glide.ui.portal.AbstractRenderer
GlideAction	Packages.com.glide.script.Action
GlideActionManager	Packages.com.glide.ui.action.ActionManager
GlideAJAXScheduleItem	Packages.com.glide.schedules.AJAXScheduleItem

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideAJAXSchedulePage	Packages.com.glide.schedules.AJAXSchedulePage
GlideAlertActions	Packages.com.glide.alerts.AlertActions
GlideappAbstractChoiceListQuestion	Packages.com.glideapp.questionset.AbstractChoiceListQuestio
GlideappADSILoader	Packages.com.glideapp.ecc.ADSILoader
GlideappAJAXMapPage	Packages.com.glideapp.google_maps.AJAXMapPage
GlideappCalculationHelper	Packages.com.glideapp.servicecatalog.CalculationHelper
GlideappCart	Packages.com.glideapp.servicecatalog.Cart
GlideappCartItem	Packages.com.glideapp.servicecatalog.CartItem
GlideappCatalogCategoryBatcher	Packages.com.glideapp.servicecatalog.CatalogCategoryBatche
GlideappCatalogItem	Packages.com.glideapp.servicecatalog.CatalogItem
GlideappCategory	Packages.com.glideapp.servicecatalog.Category
GlideappCategoryPopper	Packages.com.glideapp.servicecatalog.CategoryPopper
GlideappCatItemPopper	Packages.com.glideapp.servicecatalog.CatItemPopper
GlideappChartParameters	Packages.com.glideapp.chart.ChartParameters
GlideappChatRoom	Packages.com.glideapp.live.db.ChatRoom
GlideappChatRoom$Error	Packages.com.glideapp.live.db.ChatRoom.Error
GlideappCheckBoxQuestion	Packages.com.glideapp.questionset.CheckBoxQuestion
GlideappCMDBHelper	Packages.com.glideapp.ecc.CMDBHelper
GlideappCMDBSoftwareHelper	Packages.com.glideapp.ecc.CMDBSoftwareHelper
GlideappContainerAwareQuestionSet	Packages.com.glideapp.questionset.ContainerAwareQuestionS
GlideappContextDiagramProcessor	Packages.com.glideapp.workflow.ui.ContextDiagramProcessor
GlideappDateQuestion	Packages.com.glideapp.questionset.DateQuestion
GlideappDateTimeQuestion	Packages.com.glideapp.questionset.DateTimeQuestion
GlideappDeliveryPlan	Packages.com.glideapp.servicecatalog.DeliveryPlan
GlideappECCInputMessage	Packages.com.glideapp.ecc.ECCInputMessage
GlideappECCOutputMessage	Packages.com.glideapp.ecc.ECCOutputMessage
GlideappECCQueueConnector	Packages.com.glideapp.ecc.ECCQueueConnector
GlideappECCQueueProcessor	Packages.com.glideapp.ecc.ECCQueueProcessor
GlideappECCResponseMessage	Packages.com.glideapp.ecc.ECCResponseMessage
GlideappExpandableText	Packages.com.glideapp.live_feed.HTMLTransformers.Expandab
GlideappExpertPanelCatalogOrder	Packages.com.glideapp.servicecatalog.ExpertPanelCatalogOrd
GlideappFixes	Packages.com.glideapp.servicecatalog.Fixes
GlideappHome	Packages.com.glideapp.home.Home
GlideappHomePage	Packages.com.glideapp.home.HomePage

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideappHomePageFactory	Packages.com.glideapp.home.HomePageFactory
GlideappIECC	Packages.com.glideapp.ecc.IECC
GlideappIOUpgrade	Packages.com.glideapp.servicecatalog.IOUpgrade
GlideappItemOptionsQuestionSet	Packages.com.glideapp.servicecatalog.ItemOptionsQuestionSe
GlideappJMSECCReceiver	Packages.com.glideapp.jms.JMSECCReceiver
GlideappJMSECCSender	Packages.com.glideapp.jms.JMSECCSender
GlideappKBIncludes	Packages.com.glideapp.knowledge.KBIncludes
GlideApplication	Packages.com.glide.sys.Application
GlideApplicationModule	Packages.com.glide.processors.ApplicationModule
GlideappListCollectorQuestion	Packages.com.glideapp.questionset.ListCollectorQuestion
GlideappLiveFeedEventHandler	Packages.com.glideapp.live_feed.LiveFeedEventHandler
GlideappLiveFeedJournalWriter	Packages.com.glideapp.live_feed.LiveFeedJournalWriter
GlideappLiveFeedUIAction	Packages.com.glideapp.live_feed.LiveFeedUIAction
GlideappLiveProfile	Packages.com.glideapp.live_common.LiveProfile
GlideappLiveUtils	Packages.com.glideapp.live.LiveUtils
GlideappLookupSelectQuestion	Packages.com.glideapp.questionset.LookupSelectQuestion
GlideappMessageTag	Packages.com.glideapp.live_feed.MessageTag
GlideappOrderGuide	Packages.com.glideapp.servicecatalog.OrderGuide
GlideappProcessQueue	Packages.com.glideapp.ecc.ccmdb.ProcessQueue
GlideappQuestion	Packages.com.glideapp.questionset.Question
GlideappQuestionChoice	Packages.com.glideapp.questionset.QuestionChoice
GlideappQueueHelper	Packages.com.glideapp.ecc.QueueHelper
GlideappQueueReader	Packages.com.glideapp.ecc.QueueReader
GlideappReferenceQuestion	Packages.com.glideapp.questionset.ReferenceQuestion
GlideappRequestItemWorkflow	Packages.com.glideapp.servicecatalog.RequestItemWorkflow
GlideappRequestNew	Packages.com.glideapp.servicecatalog.RequestNew
GlideappScriptHelper	Packages.com.glideapp.servicecatalog.ScriptHelper
GlideappSecurityMask	Packages.com.glideapp.servicecatalog.SecurityMask
GlideappSequencedQuestionSet	Packages.com.glideapp.questionset.SequencedQuestionSet
GlideappTaskApprovalHelper	Packages.com.glideapp.servicecatalog.TaskApprovalHelper
GlideappTimeAgo	Packages.com.glideapp.live_feed.TimeAgo
GlideappUpdateVersion	Packages.com.glideapp.version.UpdateVersion
GlideappUpgradeQuestions	Packages.com.glideapp.survey.UpgradeQuestions
GlideappValveProcessor	Packages.com.glideapp.servicecatalog.valve.ValveProcessor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideappVariable	Packages.com.glideapp.servicecatalog.variables.Variable
GlideappVariablePoolQuestionSet	Packages.com.glideapp.servicecatalog.variables.VariablePoolQu
GlideappWizardIntercept	Packages.com.glideapp.wizard.WizardIntercept
GlideappWMILoader	Packages.com.glideapp.ecc.WMILoader
GlideappWorkflow	Packages.com.glideapp.workflow.Workflow
GlideappWorkflowHelper	Packages.com.glideapp.workflow.WorkflowHelper
GlideappYesNoQuestion	Packages.com.glideapp.questionset.YesNoQuestion
GlideAQueryExplanation	Packages.com.glide.db.explain.AQueryExplanation
GlideArchiver	Packages.com.glide.db.auxiliary.Archiver
GlideArchiveRecord	Packages.com.glide.db.auxiliary.ArchiveRecord
GlideArchiveRestore	Packages.com.glide.db.auxiliary.ArchiveRestore
GlideArchiveStatus	Packages.com.glide.db.auxiliary.ArchiveStatus
GlideArchiveTable	Packages.com.glide.db.auxiliary.ArchiveTable
GlideARecurrence	Packages.com.glide.schedule.recurrence.ARecurrence
GlideAttachmentIndexDocument	Packages.com.glide.lucene.attachments.AttachmentIndexDocu
GlideAttachmentIndexTypes	Packages.com.glide.lucene.attachments.AttachmentIndexTypes
GlideAttributes	Packages.com.glide.util.GlideAttributes
GlideAuditDelete	Packages.com.glide.audit.AuditDelete
GlideAuditor	Packages.com.glide.script.Auditor
GlideAutomationEncrypter	Packages.com.glide.util.AutomationEncrypter
GlideBaseTag	Packages.com.glide.ui.jelly.tags.BaseTag
GlideBootstrap	Packages.com.glide.db.impex.Bootstrap
GlideBoundedIntProperty	Packages.com.glide.util.BoundedIntProperty
GlideCacheManager	Packages.com.glide.sys.cache.CacheManager
GlideCalendar	Packages.com.glide.schedule.GlideCalendar
GlideCalendarWeekEntry	Packages.com.glide.calendar.GlideCalendarWeekEntry
GlideCanceledUITransaction	Packages.com.glide.ui.CanceledUITransaction
GlideCascadeFromDelete	Packages.com.glide.db.CascadeFromDelete
GlideCatalogCloneWorker	Packages.com.glide.catalog.cloner.CatalogCloneWorker
GlideChannel	Packages.com.glide.channel.Channel
GlideChannelManager	Packages.com.glide.channel.ChannelManager
GlideChannelMessage	Packages.com.glide.channel.ChannelMessage
GlideChartFieldColors	Packages.com.glide.ui.chart.dataset.ChartFieldColors
GlideChartGeneratorFactory	Packages.com.glide.ui.chart.ChartGeneratorFactory

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideChartUtil	Packages.com.glide.ui.chart.dataset.ChartUtil
GlideChartValue	Packages.com.glide.ui.chart.dataset.ChartValue
GlideChecksum	Packages.com.glide.util.Checksum
GlideChoice	Packages.com.glide.choice.Choice
GlideChoiceList	Packages.com.glide.choice.ChoiceList
GlideChoiceListGenerator	Packages.com.glide.choice.ChoiceListGenerator
GlideChoiceListSet	Packages.com.glide.choice.ChoiceListSet
GlideChoiceListUpdateSaver	Packages.com.glide.update.saver.ChoiceListUpdateSaver
GlideClientBrowserTimes	Packages.com.glide.client_transaction.ClientBrowserTimes
GlideClientNetworkTimes	Packages.com.glide.client_transaction.ClientNetworkTimes
GlideClusterMessage	Packages.com.glide.cluster.ClusterMessage
GlideClusterState	Packages.com.glide.cluster.ClusterState
GlideClusterSynchronizer	Packages.com.glide.cluster.ClusterSynchronizer
GlideCMSLinkHelper	Packages.com.glide.cms.CMSLinkHelper
GlideCMSPageLink	Packages.com.glide.cms.CMSPageLink
GlideCollectionEnumerator	Packages.com.glide.util.CollectionEnumerator
GlideCollectionQueryCalculator	Packages.com.glide.ui.CollectionQueryCalculator
GlideCollisionDetector	Packages.com.glide.update.collisions.CollisionDetector
GlideColumnAttributes	Packages.com.glide.db.impex.ColumnAttributes
GlideCompanyResolver	Packages.com.glide.misc.CompanyResolver
GlideCompiler	Packages.com.glide.script.Compiler
GlideCompositeElement	Packages.com.glide.db.CompositeElement
GlideConfiguration	Packages.com.glide.notification.Configuration
GlideContentConfig	Packages.com.glide.cms.ContentConfig
GlideContentPage	Packages.com.glide.cms.ContentPage
GlideContentSite	Packages.com.glide.cms.ContentSite
GlideContentType	Packages.com.glide.cms.ContentType
GlideContextMenu	Packages.com.glide.db_context_menu.ContextMenu
GlideContextMenuItem	Packages.com.glide.db_context_menu.ContextMenuItem
GlideContextualSecurityManager	Packages.com.glide.sys.security.ContextualSecurityManager
GlideController	Packages.com.glide.script.GlideController
GlideConverter	Packages.com.glide.currency.Converter
GlideCookieMan	Packages.com.glide.ui.CookieMan
GlideCounter	Packages.com.glide.util.Counter

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideCredentials	Packages.com.glide.communications.crypto.Credentials
GlideCryptoService	Packages.com.glide.security.CryptoService
GlideCSVExporter	Packages.com.glide.generators.CSVExporter
GlideCustomerScriptFixer	Packages.com.glide.script.api.CustomerScriptFixer
GlideDatabaseVerifier	Packages.com.glide.db.DatabaseVerifier
GlideDatabaseViewLink	Packages.com.glide.database_views.DatabaseViewLink
GlideDataSource	Packages.com.glide.db.impex.datasource.DataSource
GlideDate	Packages.com.glide.glideobject.GlideDate
GlideDateTime	Packages.com.glide.glideobject.GlideDateTime
GlideDateUtil	Packages.com.glide.util.DateUtil
GlideDBAction	Packages.com.glide.db.DBAction
GlideDBAggregateQuery	Packages.com.glide.db.DBAggregateQuery
GlideDBAggregateUtil	Packages.com.glide.db.DBAggregateUtil
GlideDBCategoryDebug	Packages.com.glide.secondary_db_pools.DBCategoryDebug
GlideDBChangeManager	Packages.com.glide.db.change.DBChangeManager
GlideDBCompositeAction	Packages.com.glide.db.DBCompositeAction
GlideDBConfiguration	Packages.com.glide.db.DBConfiguration
GlideDBConfigurationManager	Packages.com.glide.db.DBConfigurationManager
GlideDBConfigurationManagerEventHandler	Packages.com.glide.db.DBConfigurationManagerEventHandler
GlideDBConfigurationParms	Packages.com.glide.db.DBConfigurationParms
GlideDBConfigurationV2Migrator	Packages.com.glide.db.DBConfigurationV2Migrator
GlideDBConnection	Packages.com.glide.db.pool.DBConnection
GlideDBConnectionPool	Packages.com.glide.db.pool.DBConnectionPool
GlideDBConnectionPooler	Packages.com.glide.db.pool.DBConnectionPooler
GlideDBDelete	Packages.com.glide.db.DBDelete
GlideDBI	Packages.com.glide.db.DBI
GlideDBImageProvider	Packages.com.glide.db_image.DBImageProvider
GlideDBIMySQL	Packages.com.glide.db.rdbms.mysql.DBIMySQL
GlideDBIndex	Packages.com.glide.db.DBIndex
GlideDBKeyStoreFactory	Packages.com.glide.certificates.DBKeyStoreFactory
GlideDBMacro	Packages.com.glide.ui.jelly.tags.form.DBMacro
GlideDBMicroStats	Packages.com.glide.db.DBMicroStats
GlideDBMultiTargetAction	Packages.com.glide.db.DBMultiTargetAction
GlideDBObjectManager	Packages.com.glide.db.DBObjectManager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideDBObjectToken	Packages.com.glide.db.DBObjectToken
GlideDBPoolTest	Packages.com.glide.secondary_db_pools.DBPoolTest
GlideDBPropertiesConfig	Packages.com.glide.db.DBPropertiesConfig
GlideDBQuery	Packages.com.glide.db.DBQuery
GlideDBTypes	Packages.com.glide.db.DBTypes
GlideDBUpdate	Packages.com.glide.db.DBUpdate
GlideDBUtil	Packages.com.glide.db.DBUtil
GlideDBView	Packages.com.glide.db.DBView
GlideDebugEvaluator	Packages.com.glide.jsdebug.DebugEvaluator
GlideDefaultUpdateSaver	Packages.com.glide.update.saver.DefaultUpdateSaver
GlideDiagram	Packages.com.glide.diagrammer.Diagram
GlideDiagramAction	Packages.com.glide.diagrammer.DiagramAction
GlideDiagramEdge	Packages.com.glide.diagrammer.DiagramEdge
GlideDiagramElement	Packages.com.glide.diagrammer.DiagramElement
GlideDiagramNode	Packages.com.glide.diagrammer.DiagramNode
GlideDistUpgradeRunner	Packages.com.glide.dist.upgrade.runner.DistUpgradeRunner
GlideDocument	Packages.com.glide.util.GlideDocument
GlideDomain	Packages.com.glide.db.domain.Domain
GlideDomainDisplay	Packages.com.glide.db.domain.DomainDisplay
GlideDomainHierarchy	Packages.com.glide.db.domain.DomainHierarchy
GlideDomainNumberProvider	Packages.com.glide.db.domain.DomainNumberProvider
GlideDomainPathDisplay	Packages.com.glide.db.domain.DomainPathDisplay
GlideDomainPathProvider	Packages.com.glide.db.domain.DomainPathProvider
GlideDomainSpoolProvider	Packages.com.glide.db.domain.DomainSpoolProvider
GlideDomainSupport	Packages.com.glide.db.domain.DomainSupport
GlideDomainTree	Packages.com.glide.db.domain.DomainTree
GlideDomainUtil	Packages.com.glide.db.domain.DomainUtil
GlideDomainValidator	Packages.com.glide.db.domain.DomainValidator
GlideDuration	Packages.com.glide.glideobject.GlideDuration
GlideECBDownloader	Packages.com.glide.currency.ECBDownloader
GlideECCQueueTransformer	Packages.com.glide.db.impex.ECCQueueTransformer
GlideElement	Packages.com.glide.script.GlideElement
GlideElementDescriptor	Packages.com.glide.db.ElementDescriptor
GlideElementIterator	Packages.com.glide.util.ElementIterator

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideElementUserImage	Packages.com.glide.script.glide_elements.GlideElementUserIma
GlideElementXMLSerializer	Packages.com.glide.script.GlideElementXMLSerializer
GlideEmail	Packages.com.glide.notification.Email
GlideEmailAction	Packages.com.glide.notification.outbound.EmailAction
GlideEmailFormatter	Packages.com.glide.notification.outbound.EmailFormatter
GlideEmailInbound	Packages.com.glide.notification.inbound.EmailInbound
GlideEmailOutbound	Packages.com.glide.notification.outbound.EmailOutbound
GlideEmailReader	Packages.com.glide.notification.inbound.EmailReader
GlideEmailSender	Packages.com.glide.notification.outbound.EmailSender
GlideEmailWatermark	Packages.com.glide.notification.EmailWatermark
GlideEmitter	Packages.com.glide.ui.jelly.Emitter
GlideEncrypter	Packages.com.glide.util.Encrypter
GlideEncryptionContext	Packages.com.glide.sys.EncryptionContext
GlideEncryptionContextCipher	Packages.com.glide.sys.security.EncryptionContextCipher
GlideEncryptionWrapperDB	Packages.com.glide.sys.security.EncryptionWrapperDB
GlideEncryptionWrapperDBAdmin	Packages.com.glide.sys.security.EncryptionWrapperDBAdmin
GlideEncryptionWrapperNAE	Packages.com.glide.sys.security.EncryptionWrapperNAE
GlideEncryptionWrapperNAEAdmin	Packages.com.glide.sys.security.EncryptionWrapperNAEAdmin
GlideEscalationManager	Packages.com.glide.escalation.EscalationManager
GlideEscalationTimerJobMarkII	Packages.com.glide.job.EscalationTimerJobMarkII
GlideEvaluator	Packages.com.glide.script.Evaluator
GlideEvent	Packages.com.glide.policy.Event
GlideEventManager	Packages.com.glide.policy.EventManager
GlideExcelExporter	Packages.com.glide.generators.ExcelExporter
GlideExcelLoader2	Packages.com.glide.db.impex.ExcelLoader2
GlideExecutionPlan	Packages.com.glide.execution_plan.ExecutionPlan
GlideExpressionWrapper	Packages.com.glide.ui.jelly.GlideExpressionWrapper
GlideExtensionPoint	Packages.com.glide.sys.ExtensionPoint
GlideFieldList	Packages.com.glide.processors.FieldList
GlideFile	Packages.com.glide.script.proxy.File
GlideFileUtil	Packages.com.glide.util.FileUtil
GlideFilter	Packages.com.glide.script.Filter
GlideFilterList	Packages.com.glide.script.FilterList
GlideFixCatalogPlans	Packages.com.glide.fixes.FixCatalogPlans

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideFixDeliveryPlans	Packages.com.glide.fixes.FixDeliveryPlans
GlideFixGroups	Packages.com.glide.fixes.FixGroups
GlideFixItemOptionsAgain	Packages.com.glide.fixes.FixItemOptionsAgain
GlideFixRules	Packages.com.glide.fixes.FixRules
GlideFixSpellCheck	Packages.com.glide.fixes.FixSpellCheck
GlideFixStuff	Packages.com.glide.fixes.FixStuff
GlideFixUsers	Packages.com.glide.fixes.FixUsers
GlideForm	Packages.com.glide.ui.GlideForm
GlideFormCommon	Packages.com.glide.ui.GlideFormCommon
GlideFormulator	Packages.com.glide.ui.GlideFormulator
GlideGauge	Packages.com.glide.report.Gauge
GlideGovernor	Packages.com.glide.sys.util.Governor
GlideGregorianCalendar	Packages.com.glide.util.GlideGregorianCalendar
GlideGroup	Packages.com.glide.sys.Group
GlideGroupByListTag	Packages.com.glide.ui.jelly.tags.form.GroupByListTag
GlideGuid	Packages.com.glide.util.Guid
GlideHierarchicalReference	Packages.com.glide.glideobject.HierarchicalReference
GlideHistorySet	Packages.com.glide.audit.HistorySet
GlideHistoryTag2	Packages.com.glide.ui.jelly.tags.mergedata.HistoryTag2
GlideHostUtil	Packages.com.glide.util.HostUtil
GlideHTTPClient	https://www.youtube.com/watch?feature=player_detailpage&v=
GlideHTTPRequest	Packages.com.glide.communications.HTTPRequest
GlideHTTPResponse	Packages.com.glide.communications.HTTPResponse
GlideI18NStyle	Packages.com.glide.ui.I18NStyle
GlideICALUtil	Packages.com.glide.policy.ICALUtil
GlideIConstants	Packages.com.glide.util.IConstants
GlideIGlideRecord	Packages.com.glide.util.IGlideRecord
GlideImageLoader	Packages.com.glide.script.ImageLoader
GlideImpersonate	Packages.com.glide.sys.Impersonate
GlideImportLog	Packages.com.glide.db.impex.ImportLog
GlideImportMap	Packages.com.glide.db.impex.ImportMap
GlideImportMapField	Packages.com.glide.db.impex.ImportMapField
GlideImportSet	Packages.com.glide.system_import_set.ImportSet
GlideImportSetLoader	Packages.com.glide.system_import_set.ImportSetLoader

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideImportSetRun	Packages.com.glide.system_import_set.ImportSetRun
GlideImportSetTransformer	Packages.com.glide.system_import_set.ImportSetTransformer
GlideImportSetTransformerWorker	Packages.com.glide.system_import_set.ImportSetTransformerW
GlideIndexDescriptor	Packages.com.glide.db.IndexDescriptor
GlideIndexUtils	Packages.com.glide.db.IndexUtils
GlideIntegerTime	Packages.com.glide.glideobject.IntegerTime
GlideInternalElementTypeChoiceList	Packages.com.glide.script.InternalElementTypeChoiceList
GlideInternalMonitor	Packages.com.glide.ui.monitor.InternalMonitor
GlideIOMonitor	Packages.com.glide.ui.monitor.IOMonitor
GlideIOStats	Packages.com.glide.db.IOStats
GlideIPAddressUtil	Packages.com.glide.util.IPAddressUtil
GlideIQueryCondition	Packages.com.glide.util.IQueryCondition
GlideIRow	Packages.com.glide.db.meta.IRow
GlideIRQuerySummary	Packages.com.glide.db.ir.IRQuerySummary
GlideIRQuerySummarySimple	Packages.com.glide.db.ir.IRQuerySummarySimple
GlideISecurityManager	Packages.com.glide.sys.security.ISecurityManager
GlideITableIterator	Packages.com.glide.db.access.ITableIterator
GlideJDBCLoader	Packages.com.glide.db.impex.JDBCLoader
GlideJDBCProbeTestWorker	Packages.com.glide.db.impex.JDBCProbeTestWorker
GlideJellyContext	Packages.com.glide.ui.jelly.GlideJellyContext
GlideJellyRunner	Packages.com.glide.ui.jelly.JellyRunner
GlideJID	Packages.com.glide.xmpp.JID
GlideJSTestUtil	Packages.com.glide.autotester.JSTestUtil
GlideJSUtil	Packages.com.glide.script.JSUtil
GlideLabelEventHandler	Packages.com.glide.labels.LabelEventHandler
GlideLabelGenerator	Packages.com.glide.db.LabelGenerator
GlideLabelUtil	Packages.com.glide.labels.LabelUtil
GlideLDAP	Packages.com.glide.sys.ldap.LDAP
GlideLDAPConfig	Packages.com.glide.sys.ldap.LDAPConfig
GlideLDAPConfigurations	Packages.com.glide.sys.ldap.LDAPConfigurations
GlideLDAPErrorAnalyzer	Packages.com.glide.sys.ldap.LDAPErrorAnalyzer
GlideLDAPGroups	Packages.com.glide.sys.ldap.LDAPGroups
GlideLDAPRefresh	Packages.com.glide.sys.ldap.LDAPRefresh
GlideLDAPResult	Packages.com.glide.sys.ldap.LDAPResult

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideLDAPTarget	Packages.com.glide.sys.ldap.LDAPTarget
GlideLDAPTransformQueue	Packages.com.glide.sys.ldap.LDAPTransformQueue
GlideLDAPUsers	Packages.com.glide.sys.ldap.LDAPUsers
GlideLDAPUserUpdate	Packages.com.glide.sys.ldap.LDAPUserUpdate
GlideList	Packages.com.glide.glideobject.GlideList
GlideListGroupProperties	Packages.com.glide.list_v2.ListGroupProperties
GlideListLabel	Packages.com.glide.ui.ListLabel
GlideListM2MBacking	Packages.com.glide.glideobject.GlideListM2MBacking
GlideListProperties	Packages.com.glide.list_v2.ListProperties
GlideListSearchQuery	Packages.com.glide.ui.ListSearchQuery
GlideLoader	Packages.com.glide.db.impex.Loader
GlideLoadTestDirector	Packages.com.glide.load_test.LoadTestDirector
GlideLocale	Packages.com.glide.sys.GlideLocale
GlideLocaleLoader	Packages.com.glide.currency.LocaleLoader
GlideLock	Packages.com.glide.script.Lock
GlideLog	Packages.com.glide.util.Log
GlideLogCleanup	Packages.com.glide.util.LogCleanup
GlideLogFileReader	Packages.com.glide.log_file.LogFileReader
GlideLRUCache	Packages.com.glide.sys.cache.LRUCache
GlideLuceneTextIndexEvent	Packages.com.glide.lucene.TextIndexEvent
GlideMarkupWriter	Packages.com.glide.util.MarkupWriter
GlideMemoryActive	Packages.com.glide.ui.monitor.MemoryActive
GlideMemoryCache	Packages.com.glide.ui.monitor.MemoryCache
GlideMemoryRecord	Packages.com.glide.script.GlideMemoryRecord
GlideMemorySwap	Packages.com.glide.ui.monitor.MemorySwap
GlideMemoryTable	Packages.com.glide.util.MemoryTable
GlideMemoryTotal	Packages.com.glide.ui.monitor.MemoryTotal
GlideMetaData	Packages.com.glide.script.MetaData
GlideMIDServerInfoAccessor	Packages.com.glide.script.MIDServerInfoAccessor
GlideMobileExtensions	Packages.com.glide.ui.MobileExtensions
GlideModule	Packages.com.glide.sys.Module
GlideMultipleAction	Packages.com.glide.db.MultipleAction
GlideMultipleDelete	Packages.com.glide.db.MultipleDelete
GlideMultipleInsert	Packages.com.glide.db.MultipleInsert

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideMultipleUpdate	Packages.com.glide.db.MultipleUpdate
GlideMutex	Packages.com.glide.sys.lock.Mutex
GlideMySQLWatch	Packages.com.glide.sys.stats.MySQLWatch
GlideNumber	Packages.com.glide.script.glide_elements.GlideNumber
GlideNumberManager	Packages.com.glide.db.NumberManager
GlideObjectManager	Packages.com.glide.glideobject.GlideObjectManager
GlideObjectUtil	Packages.com.glide.util.ObjectUtil
GlideOrderingDefinitionCreator	Packages.com.glide.sorting.OrderingDefinitionCreator
GlideOrderingManager	Packages.com.glide.sorting.OrderingManager
GlideOutputWriter	Packages.com.glide.ui.io.GlideOutputWriter
GlideOutputWriterFactory	Packages.com.glide.ui.io.GlideOutputWriterFactory
GlideOverLoadedChoices	Packages.com.glide.script.OverLoadedChoices
GlidePartitionMonitor	Packages.com.glide.ui.monitor.PartitionMonitor
GlidePivotTableSummaryTableWriter	Packages.com.glide.ui.chart.dataset.PivotTableSummaryTableWr
GlidePlugin	Packages.com.glide.sys.Plugin
GlidePluginManager	Packages.com.glide.sys.PluginManager
GlidePluginManagerWorker	Packages.com.glide.sys.PluginManagerWorker
GlidePluginUtils	Packages.com.glide.sys.PluginUtils
GlidePOP3Reader	Packages.com.glide.notification.inbound.POP3Reader
GlidePOP3ReaderJob	Packages.com.glide.job.POP3ReaderJob
GlidePopup	Packages.com.glide.ui.Popup
GlidePriceGenerator	Packages.com.glide.currency.PriceGenerator
GlidePriceLoader	Packages.com.glide.currency.PriceLoader
GlideProcessor	Packages.com.glide.processors.Processor
GlideProcessRunner	Packages.com.glide.util.ProcessRunner
GlideProgressMonitor	Packages.com.glide.worker.ProgressMonitor
GlideProgressWorker	Packages.com.glide.worker.ProgressWorker
GlideProperties	Packages.com.glide.util.GlideProperties
GlidePropertiesDB	Packages.com.glide.util.GlidePropertiesDB
GlideProperty	Packages.com.glide.util.GlideProperty
GlidePublicPage	Packages.com.glide.ui.PublicPage
GlideQueryBreadcrumbs	Packages.com.glide.misc.QueryBreadcrumbs
GlideQueryCondition	Packages.com.glide.db.conditions.QueryCondition
GlideQueryFormatter	Packages.com.glide.ui.jelly.tags.form.QueryFormatter

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideQueryString	Packages.com.glide.db.QueryString
GlideQueryTerm	Packages.com.glide.db.QueryTerm
GlideRecord	Packages.com.glide.script.GlideRecord
GlideRecordCache	Packages.com.glide.sys.RecordCache
GlideRecordEnsurer	Packages.com.glide.misc.RecordEnsurer
GlideRecordFactory	Packages.com.glide.script.GlideRecordFactory
GlideRecordKeySetLoader	Packages.com.glide.script.GlideRecordKeySetLoader
GlideRecordLock	Packages.com.glide.script.RecordLock
GlideRecordPopupGenerator	Packages.com.glide.calendar.RecordPopupGenerator
GlideRecordRollback	Packages.com.glide.script.GlideRecordRollback
GlideRecordSet	Packages.com.glide.script.GlideRecordSet
GlideRecordSimpleSerializer	Packages.com.glide.script.GlideRecordSimpleSerializer
GlideRecordXMLSerializer	Packages.com.glide.script.GlideRecordXMLSerializer
GlideReferenceField	Packages.com.glide.script.ReferenceField
GlideRegexUtil	Packages.com.glide.util.RegexUtil
GlideRegisterEscalationEvents	Packages.com.glide.fixes.RegisterEscalationEvents
GlideRelatedListReconciler	Packages.com.glide.misc.RelatedListReconciler
GlideRelationship	Packages.com.glide.sys.Relationship
GlideRelationships	Packages.com.glide.db.Relationships
GlideRelationshipUtil	Packages.com.glide.sys.RelationshipUtil
GlideRemoteGlideRecord	Packages.com.glide.communications.RemoteGlideRecord
GlideRenderProperties	Packages.com.glide.ui.RenderProperties
GlideReplaceUpdateFiles	Packages.com.glide.util.ReplaceUpdateFiles
GlideReplicationEngine	Packages.com.glide.replicator.ReplicationEngine
GlideReport	Packages.com.glide.report.Report
GlideReportChoiceList	Packages.com.glide.script.ReportChoiceList
GlideReportViewManagement	Packages.com.glide.report.ReportViewManagement
GlideRequestMap	Packages.com.glide.util.RequestMap
GlideRevertToOutOfBox	Packages.com.glide.update.RevertToOutOfBox
GlideRhinoEnvironment	Packages.com.glide.script.GlideRhinoEnvironment
GlideRhinoHelper	Packages.com.glide.script.GlideRhinoHelper
GlideRhinoScope	Packages.com.glide.script.RhinoScope
GlideRhinoScopeHandler	Packages.com.glide.script.GlideRhinoScopeHandler
GlideRhinoTestCase	Packages.com.glide.autotester.RhinoTestCase

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideRRDBAlertProcessor	Packages.com.glide.rrdb.alerts.RRDBAlertProcessor
GlideRRDBDefinition	Packages.com.glide.rrdb.RRDBDefinition
GlideRunScriptJob	Packages.com.glide.job.RunScriptJob
GlideSchedule	• Packages.com.glide.schedules.Schedule • Packages.java.util.TimeZone
GlideScheduleDateTime	Packages.com.glide.glideobject.ScheduleDateTime
GlideScheduleDateTimeSpan	Packages.com.glide.schedules.ScheduleDateTimeSpan
GlideScheduleItem	Packages.com.glide.schedules.ScheduleItem
GlideScheduler	Packages.com.glide.schedule.GlideScheduler
GlideScheduleTimeMap	Packages.com.glide.schedules.ScheduleTimeMap
GlideScheduleTimeSpan	Packages.com.glide.schedules.ScheduleTimeSpan
GlideScriptChoiceList	Packages.com.glide.script.ChoiceList
GlideScriptedProgressWorker	Packages.com.glide.worker.ScriptedProgressWorker
GlideScriptEvaluator	Packages.com.glide.script.ScriptEvaluator
GlideScriptGlobals	Packages.com.glide.script.GlideScriptGlobals
GlideScriptListener	Packages.com.glide.listener.ScriptListener
GlideScriptProcessor	Packages.com.glide.processors.ScriptProcessor
GlideScriptRecordUtil	Packages.com.glide.script.GlideRecordUtil
GlideScriptSystemUtilDB	Packages.com.glide.script.GlideSystemUtilDB
GlideScriptViewManager	Packages.com.glide.ui.ViewManager
GlideScriptWriter	Packages.com.glide.script.ScriptWriter
GlideSearchQueryFormatter	Packages.com.glide.text_search.SearchQueryFormatter
GlideSecondaryDatabaseBehindnessChecker	Packages.com.glide.secondary_db_pools.SecondaryDatabaseB
GlideSecondaryDatabaseConfiguration	Packages.com.glide.secondary_db_pools.SecondaryDatabaseC
GlideSecurityManager	Packages.com.glide.sys.security.GlideSecurityManager
GlideSecurityQueryCalculator	Packages.com.glide.sys.security.SecurityQueryCalculator
GlideSecurityUtils	Packages.com.glide.util.SecurityUtils
GlideSelfCleaningMutex	Packages.com.glide.sys.lock.SelfCleaningMutex
GlideServiceAPIWrapper	Packages.com.glide.service_api.ServiceAPIWrapper
GlideServlet	Packages.com.glide.ui.GlideServlet
GlideServletRequest	Packages.com.glide.ui.GlideServletRequest
GlideServletResponse	Packages.com.glide.ui.GlideServletResponse
GlideServletStatus	Packages.com.glide.ui.ServletStatus

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideSession	Packages.com.glide.sys.GlideSession
GlideSessionDebug	Packages.com.glide.sys.SessionDebug
GlideSessions	Packages.com.glide.ui.Sessions
GlideSessionSandbox	Packages.com.glide.script.GlideSessionSandbox
GlideShellCommand	Packages.com.glide.util.ShellCommand
GlideSimmerDown	Packages.com.glide.db.change.command.SimmerDown
GlideSimmerUp	Packages.com.glide.db.change.command.SimmerUp
GlideSimpleDateFormatEx	• Packages.com.glide.util.SimpleDateFormatEx • Packages.com.glide.util.SimpleDateFormat **Note:** The Packages.com.glide.util.SimpleDateFormatEx pa the Packages.com.glide.util.SimpleDateFormat package.
GlideSimpleHTTPClient	Packages.com.glide.communications.SimpleHTTPClient
GlideSimpleScriptListener	Packages.com.glide.listener.SimpleScriptListener
GlideSMTPConnection	Packages.com.glide.notification.outbound.SMTPConnection
GlideSMTPSender	Packages.com.glide.notification.outbound.SMTPSender
GlideSMTPSenderJob	Packages.com.glide.job.SMTPSenderJob
GlideSOAPDocument	Packages.com.glide.communications.soap.SOAPDocument
GlideSOAPRequest	Packages.com.glide.communications.soap.SOAPRequest
GlideSOAPResponse	Packages.com.glide.communications.soap.SOAPResponse
GlideSOAPSecurity	Packages.com.glide.processors.soap.SOAPSecurity
GlideSOAPSigner	Packages.com.glide.communications.soap.SOAPSigner
GlideSocket	Packages.com.glide.script.proxy.Socket
GlidesoftGlideAttributesImpl	Packages.com.glidesoft.util.xml.GlideAttributesImpl
GlidesoftXMLMemoryTable	Packages.com.glidesoft.util.xml.XMLMemoryTable
GlideSQLChildMonitor	Packages.com.glide.monitor.sql.SQLChildMonitor
GlideSQLDebug	Packages.com.glide.ui.diagnostics.SQLDebug
GlideSQLDeleteMonitor	Packages.com.glide.monitor.sql.SQLDeleteMonitor
GlideSQLInsertMonitor	Packages.com.glide.monitor.sql.SQLInsertMonitor
GlideSQLResponseMonitor	Packages.com.glide.monitor.sql.SQLResponseMonitor
GlideSQLSelectMonitor	Packages.com.glide.monitor.sql.SQLSelectMonitor
GlideSQLUpdateMonitor	Packages.com.glide.monitor.sql.SQLUpdateMonitor
GlideSSHClient	Packages.com.glide.communications.SSHClient
GlideStack	Packages.com.glide.sys.GlideStack

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideStatistician	Packages.com.glide.sys.stats.Statistician
GlideStatsInfo	Packages.com.glide.monitor.StatsInfo
GlideStatus	Packages.com.glide.util.GlideStatus
GlideStopWatch	Packages.com.glide.util.StopWatch
GlideStorageUtils	Packages.com.glide.db.meta.StorageUtils
GlideStringCache	Packages.com.glide.sys.cache.StringCache
GlideStringInputStream	Packages.com.glide.util.StringInputStream
GlideStringList	Packages.com.glide.collections.StringList
GlideStringUtil	Packages.com.glide.util.StringUtil
GlideSubQuery	Packages.com.glide.db.conditions.SubQuery
GlideSubstituteURL	Packages.com.glide.notification.substitution.SubstituteURL
GlideSummaryTableGroupReader	Packages.com.glide.ui.chart.dataset.SummaryTableGroupReade
GlideSummaryTableOrderedReader	Packages.com.glide.ui.chart.dataset.SummaryTableOrderedRea
GlideSummaryTableReader	Packages.com.glide.ui.chart.dataset.SummaryTableReader
GlideSummaryTableWriter	Packages.com.glide.ui.chart.dataset.SummaryTableWriter
GlideSynchronizedLRUCache	Packages.com.glide.sys.cache.SynchronizedLRUCache
GlideSysAttachment	Packages.com.glide.ui.SysAttachment
GlideSysAttachmentInputStream	Packages.com.glide.ui.SysAttachmentInputStream
GlideSysBRThreadMonitor	Packages.com.glide.monitor.threads.SysBRThreadMonitor
GlideSysChoice	Packages.com.glide.script.SysChoice
GlideSysConcurrencyMonitor	Packages.com.glide.monitor.threads.SysConcurrencyMonitor
GlideSysCPUThreadMonitor	Packages.com.glide.monitor.threads.SysCPUThreadMonitor
GlideSysDateUtil	Packages.com.glide.sys.util.SysDateUtil
GlideSysDBThreadMonitor	Packages.com.glide.monitor.threads.SysDBThreadMonitor
GlideSysField	Packages.com.glide.db.SysField
GlideSysFileUtil	Packages.com.glide.sys.util.SysFileUtil
GlideSysForm	Packages.com.glide.ui.SysForm
GlideSysForms	Packages.com.glide.ui.SysForms
GlideSysList	Packages.com.glide.ui.SysList
GlideSysListControl	Packages.com.glide.ui.SysListControl
GlideSysLog	Packages.com.glide.sys.SysLog
GlideSYSMany2Many	Packages.com.glide.db.SYSMany2Many
GlideSysMessage	Packages.com.glide.ui.SysMessage
GlideSysNetThreadMonitor	Packages.com.glide.monitor.threads.SysNetThreadMonitor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideSysRelatedList	Packages.com.glide.ui.SysRelatedList
GlideSysSection	Packages.com.glide.ui.SysSection
GlideSysSemaphore	Packages.com.glide.sys.util.SysSemaphore
GlideSystem	Packages.com.glide.script.GlideSystem
GlideSystemDateUtil	Packages.com.glide.script.system.GlideSystemDateUtil
GlideSystemUtil	Packages.com.glide.util.SystemUtil
GlideSystemUtilDB	Packages.com.glide.script.system.GlideSystemUtilDB
GlideSystemUtilScript	Packages.com.glide.script.system.GlideSystemUtilScript
GlideSysThreadMonitor	Packages.com.glide.monitor.threads.SysThreadMonitor
GlideSysUserList	Packages.com.glide.ui.SysUserList
GlideTable	Packages.com.glide.db.meta.Table
GlideTableChoiceList	Packages.com.glide.script.TableChoiceList
GlideTableCleaner	Packages.com.glide.misc.TableCleaner
GlideTableCleanerJob	Packages.com.glide.job.TableCleanerJob
GlideTableCreator	Packages.com.glide.db.impex.TableCreator
GlideTableDescriptor	Packages.com.glide.db.TableDescriptor
GlideTableGroupMover	Packages.com.glide.db.auxiliary.TableGroupMover
GlideTableManager	Packages.com.glide.db.TableManager
GlideTableMover	Packages.com.glide.db.auxiliary.TableMover
GlideTableParentChange	Packages.com.glide.db.table.TableParentChange
GlideTableParentColumnChange	Packages.com.glide.db.table.TableParentColumnChange
GlideTaskToken	Packages.com.glide.execution_plan.TaskToken
GlideTemplate	Packages.com.glide.script.Template
GlideTestAgent	Packages.com.glide.autotester.GlideTestAgent
GlideTextIndexEvent	Packages.com.glide.ts.event.TextIndexEvent
GlideThreadAttributes	Packages.com.glide.ui.GlideThreadAttributes
GlideThreadUtil	Packages.com.glide.util.ThreadUtil
GlideTime	Packages.com.glide.glideobject.GlideTime
GlideTimelineFrameSeparator	Packages.com.glide.schedules.TimelineFrameSeparator
GlideTimelineItem	Packages.com.glide.schedules.TimelineItem
GlideTimelineSpan	Packages.com.glide.schedules.TimelineSpan
GlideTomcatHelper	Packages.com.glide.startup.TomcatHelper
GlideTransaction	Packages.com.glide.sys.Transaction
GlideTransactionManager	Packages.com.glide.sys.TransactionManager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideTransferAuditDataHelper	Packages.com.glide.audit.TransferAuditDataHelper
GlideTransformer	Packages.com.glide.db.impex.transformer.Transformer
GlideTreePicker	Packages.com.glide.ui.TreePicker
GlideTSAnalysisViewer	Packages.com.glide.ts.cluster.TSAnalysisViewer
GlideTSAnalyticsProcessor	Packages.com.glide.ts.cluster.TSAnalyticsProcessor
GlideTSChainsHandler	Packages.com.glide.ts.trends.TSChainsHandler
GlideTSChainsLoader	Packages.com.glide.ts.trends.TSChainsLoader
GlideTSChainsPusher	Packages.com.glide.ts.trends.TSChainsPusher
GlideTSChainsSummarizer	Packages.com.glide.ts.trends.TSChainsSummarizer
GlideTSClusterDefinitions	Packages.com.glide.ts.cluster.TSClusterDefinitions
GlideTSDebug	Packages.com.glide.ts.util.TSDebug
GlideTSDidYouMean	Packages.com.glide.ts.util.TSDidYouMean
GlideTSGlobalKeywordSummarizer	Packages.com.glide.ts.trends.TSGlobalKeywordSummarizer
GlideTSIndexStatistician	Packages.com.glide.ts.stats.TSIndexStatistician
GlideTSIndexStopGenerator	Packages.com.glide.ts.stats.TSIndexStopGenerator
GlideTSIndexTables	Packages.com.glide.ts.indexer.TSIndexTables
GlideTSKeywordHandler	Packages.com.glide.ts.trends.TSKeywordHandler
GlideTSKeywordLoader	Packages.com.glide.ts.trends.TSKeywordLoader
GlideTSKeywordPusher	Packages.com.glide.ts.trends.TSKeywordPusher
GlideTSMoversViewer	Packages.com.glide.ts.cluster.TSMoversViewer
GlideTSSearchStatistician	Packages.com.glide.ts.stats.TSSearchStatistician
GlideTSSearchSummary	Packages.com.glide.ts.trends.TSSearchSummary
GlideTSTopSearches	Packages.com.glide.ts.util.TSTopSearches
GlideTSUtil	Packages.com.glide.ts.util.TSUtil
GlideTSVersion	Packages.com.glide.ts.TSVersion
GlideUIAction	Packages.com.glide.ui.action.UIAction
GlideUISession	Packages.com.glide.ui.Session
GlideUnloader	Packages.com.glide.db.impex.Unloader
GlideUpdateManager2	Packages.com.glide.update.UpdateManager2
GlideUpdateSet	Packages.com.glide.update.UpdateSet
GlideUpdateSetController	Packages.com.glide.system_update_set.UpdateSetController
GlideUpdateSetPreviewer	Packages.com.glide.update.UpdateSetPreviewer
GlideUpdateSetWorker	Packages.com.glide.update.UpdateSetWorker
GlideUpdateSyncher	Packages.com.glide.policy.UpdateSyncher

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
GlideUpdateTableChoiceList	Packages.com.glide.script.UpdateTableChoiceList
GlideUpgrade	Packages.com.glide.sys.Upgrade
GlideUpgradeArtifactManager	Packages.com.glide.misc.UpgradeArtifactManager
GlideUpgradeLog	Packages.com.glide.update.UpgradeLog
GlideUpgradeMonitor	Packages.com.glide.update.UpgradeMonitor
GlideURI	Packages.com.glide.ui.GlideURI
GlideURL	Packages.com.glide.util.GlideURL
GlideURLUTF8Encoder	Packages.com.glide.util.URLUTF8Encoder
GlideURLUtil	Packages.com.glide.util.URLUtil
GlideUser	Packages.com.glide.sys.User
GlideUserAuthenticator	Packages.com.glide.sys.UserAuthenticator
GlideUserGroup	Packages.com.glide.sys.UserGroup
GlideUtil	Packages.com.glide.util.GlideUtil
GlideViewRuleNavigator	Packages.com.glide.ui.ViewRuleNavigator
GlideWarDeleter	Packages.com.glide.misc.WarDeleter
GlideWarDownloader	Packages.com.glide.misc.WarDownloader
GlideWhiteListManager	Packages.com.glide.script.api.GlideWhiteListManager
GlideWikiModel	Packages.com.glide.wiki.GlideWikiModel
GlideWorkerThread	Packages.com.glide.worker.WorkerThread
GlideWorkerThreadManager	Packages.com.glide.sys.WorkerThreadManager
GlideWSClient	Packages.com.glide.util.WSClient
GlideWSDefinition	Packages.com.glide.wsdlreader.WSDefinition
GlideWSDLReader	Packages.com.glide.wsdlreader.GlideWSDLReader
GlideXMLChoiceListSerializer	Packages.com.glide.choice.XMLChoiceListSerializer
GlideXMLDocument	Packages.com.glide.util.XMLDocument
GlideXMLElementIterator	Packages.com.glide.util.XMLElementIterator
GlideXMLGlideRecordSerializer	Packages.com.glide.processors.xmlhttp.XMLGlideRecordSeriali
GlideXMLParameters	Packages.com.glide.util.XMLParameters
GlideXMLStats	Packages.com.glide.ui.XMLStats
GlideXMLSysMetaSerializer	Packages.com.glide.processors.xmlhttp.XMLSysMetaSerializer
GlideXMLUtil	Packages.com.glide.util.XMLUtil
GlideZipUtil	Packages.com.glide.util.ZipUtil
RhinoEnvironment	Packages.com.glide.script.RhinoEnvironment
RhinoHelper	Packages.com.glide.script.RhinoHelper

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
SecurelyAccess	Packages.com.glide.sys.util.SecurelyAccess
ServiceAPI	Packages.com.glide.service_api.ServiceAPI
SncAddress32Bit	Packages.com.snc.commons.networks.Address32Bit
SncAliasApplier	Packages.com.snc.field_normalization.AliasApplier
SncAppFiles	Packages.com.snc.apps.api.AppFiles
SncApplicationFileListener	Packages.com.snc.apps.db.ApplicationFileListener
SncAppsAccess	Packages.com.snc.apps.api.AppsAccess
SncAppsUI	Packages.com.snc.apps.api.AppsUI
SncASensor	Packages.com.snc.discovery.sensor.ASensor
SncAuthentication	Packages.com.snc.authentication.digest.Authentication
SncBaselineCMDB	Packages.com.snc.cmdb.BaselineCMDB
SncBulkCopy	Packages.com.snc.ha.clone.BulkCopy
SncClassifiedProcess	Packages.com.snc.discovery.sensor.ClassifiedProcess
SncClassify	Packages.com.snc.discovery.sensor.snmp.Classify
SncCloneController	Packages.com.snc.ha.clone.CloneController
SncCloneInstance	Packages.com.snc.ha.clone.instance.Instance
SncCloneLogger	Packages.com.snc.ha.clone.CloneLogger
SncCloneTask	Packages.com.snc.ha.clone.CloneTask
SncCloneUtils	Packages.com.snc.ha.clone.CloneUtils
SncConfiguration	Packages.com.snc.field_normalization.db.Configuration
SncConfigurations	Packages.com.snc.field_normalization.Configurations
SncConnectionTest	Packages.com.snc.ha.connectivity.ConnectionTest
SncDBChangeManagerFactoryHA	Packages.com.snc.db.clone.change.DBChangeManagerFactory
SncDeviceHistory	Packages.com.snc.discovery.logging.DeviceHistory
SncDiscoveryCancel	Packages.com.snc.discovery.DiscoveryCancel
SncDiscoveryClassification	Packages.com.snc.discovery.DiscoveryClassification
SncDiscoveryLog	Packages.com.snc.discovery.logging.DiscoveryLog
SncDiscoveryRanges	Packages.com.snc.commons.networks.DiscoveryRanges
SncDiscoveryRangesDB	Packages.com.snc.discovery.DiscoveryRangesDB
SncDiscoveryReconciler	Packages.com.snc.discovery.database.DiscoveryReconciler
SncDiscoverySNMPClassification	Packages.com.snc.discovery.sensor.snmp.DiscoverySNMPClass
SncDiscoveryUtils	Packages.com.snc.discovery.DiscoveryUtils
SncDropBackupTablesTask	Packages.com.snc.ha.clone.instance.DropBackupTablesTask
SncDropTablesTask	Packages.com.snc.ha.clone.DropTablesTask

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
SncEC2Properties	Packages.com.snc.ec2.EC2Properties
SncECMDBUtil	Packages.com.snc.cmdb.ECMDBUtil
SncElrondClient	Packages.com.snc.customer_logon.ElrondClient
SncExpert	Packages.com.snc.expert.Expert
SncExpertInstance	Packages.com.snc.expert.ExpertInstance
SncExpertPanel	Packages.com.snc.expert.ExpertPanel
SncExtantDataJob	Packages.com.snc.field_normalization.db.ExtantDataJob
SncExtantDataJobState	Packages.com.snc.field_normalization.ExtantDataJobState
SncFailoverController	Packages.com.snc.da.gateway.replication.FailoverController
SncFileTree	Packages.com.snc.apps.file.FileTree
SncGatewayCache	Packages.com.snc.da.gateway.GatewayCache
SncGatewayClone	Packages.com.snc.da.gateway.clone.GatewayClone
SncGatewayConnectivity	Packages.com.snc.da.gateway.GatewayConnectivity
SncGatewayPluginStartup	Packages.com.snc.da.gateway.replication.GatewayPluginStartup
SncGatewayTruncateHierarchy	Packages.com.snc.da.gateway.clone.GatewayTruncateHierarchy
SncGlideGateways	Packages.com.snc.da.gateway.GlideGateways
SncHAClone	Packages.com.snc.ha.clone.HAClone
SncHAConnectionTest	Packages.com.snc.ha.connectivity.HAConnectionTest
SncHADatabaseCheck	Packages.com.snc.ha.tablecheck.HADatabaseCheck
SncHAPairingUtils	Packages.com.snc.ha.HAPairingUtils
SncHAReplicationController	Packages.com.snc.ha.HAReplicationController
SncHAReplicationQueueSnapshotBuilder	Packages.com.snc.ha.tablecheck.HAReplicationQueueSnapsho
SncHATableCheck	Packages.com.snc.ha.tablecheck.HATableCheck
SncHATableCheckThread	Packages.com.snc.ha.tablecheck.HATableCheckThread
SncHATableQuickCheck	Packages.com.snc.ha.tablecheck.HATableQuickCheck
SncHATableRepair	Packages.com.snc.ha.tablecheck.HATableRepair
SncHAUtils	Packages.com.snc.ha.HAUtils
SncHostname	Packages.com.snc.discovery.utils.Hostname
SncInstanceClone	Packages.com.snc.ha.clone.instance.InstanceClone
SncInstanceConnectionTest	Packages.com.snc.ha.connectivity.InstanceConnectionTest
SncInstanceRollback	Packages.com.snc.ha.clone.instance.InstanceRollback
SncIPAddressV4	Packages.com.snc.commons.networks.IPAddressV4
SncIPAddressV6	Packages.com.snc.commons.networks.IPAddressV6
SncIPAuthenticator	Packages.com.snc.ipauthenticator.IPAuthenticator

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
SncIPIterator	Packages.com.snc.commons.networks.IPIterator
SncIPList	Packages.com.snc.commons.networks.IPList
SncIPMetaCollection	Packages.com.snc.commons.networks.IPMetaCollection
SncIPNetmaskV4	Packages.com.snc.commons.networks.IPNetmaskV4
SncIPNetworkV4	Packages.com.snc.commons.networks.IPNetworkV4
SncIPRangeV4	Packages.com.snc.commons.networks.IPRangeV4
SncJRobinGraphDef	Packages.com.snc.jrobin.JRobinGraphDef
SncLayer7Connections	Packages.com.snc.discovery.Layer7Connections
SncMACAddress	Packages.com.snc.commons.networks.MACAddress
SncMACAddressMfr	Packages.com.snc.commons.networks.MACAddressMfr
SncMakeAndModel	Packages.com.snc.cmdb.MakeAndModel
SncMIDConfigParameter	Packages.com.snc.commons.MIDConfigParameter
SncMIDServerRangesDB	Packages.com.snc.discovery.MIDServerRangesDB
SncNormalCoalescer	Packages.com.snc.field_normalization.NormalCoalescer
SncNormalizer	Packages.com.snc.field_normalization.Normalizer
SncNormalValueChanger	Packages.com.snc.field_normalization.NormalValueChanger
SncNotifySNC	Packages.com.snc.system.NotifySNC
SncOnCallRotation	Packages.com.snc.on_call_rotation.OnCallRotation
SncPendingValueCollector	Packages.com.snc.field_normalization.PendingValueCollector
SncPreferences	Packages.com.snc.field_normalization.Preferences
SncPrintServerHelper	Packages.com.snc.discovery.database.PrintServerHelper
SncProbe	Packages.com.snc.discovery.Probe
SncProbeRunTime	Packages.com.snc.discovery.perfmon.ProbeRunTime
SncRBSensorProcessor	Packages.com.snc.discovery_automation.RBSensorProcessor
SncReadTest	Packages.com.snc.ha.ReadTest
SncReclassifyCI	Packages.com.snc.cmdb.ReclassifyCI
SncRelationships	Packages.com.snc.cmdb.Relationships
SncReplicationAdvisor	Packages.com.snc.db.replicate.ReplicationAdvisor
SncReplicationEngine	Packages.com.snc.db.replicate.ReplicationEngine
SncReplicationQueue	Packages.com.snc.db.replicate.ReplicationQueue
SncRequestCredentials	Packages.com.snc.customer_logon.RequestCredentials
SncRrdGlideBackendFactory	Packages.com.snc.jrobin.RrdGlideBackendFactory
SncRuleApplier	Packages.com.snc.field_normalization.RuleApplier
SncRuleToPending	Packages.com.snc.field_normalization.RuleToPending

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptable object replacement list (continued)

GlideScriptable Class	Packages Call
SncSAMCounter	Packages.com.snc.software_asset_management.SAMCounter
SncScheduleDropBackupTablesTask	Packages.com.snc.ha.clone.instance.ScheduleDropBackupTabl
SncScrapeIANAEnterpriseNumbers	Packages.com.snc.discovery.database.ScrapeIANAEnterpriseNu
SncScrapeIEEENICCodes	Packages.com.snc.discovery.database.ScrapeIEEENICCodes
SncSendNotificationTask	Packages.com.snc.ha.clone.instance.SendNotificationTask
SncSensorProcessor	Packages.com.snc.discovery.SensorProcessor
SncSerialNumber	Packages.com.snc.discovery.SerialNumber
SncSerialNumberList	Packages.com.snc.discovery.SerialNumberList
SncSessionMate	Packages.com.snc.discovery.SessionMate
SncSimmerControl	Packages.com.snc.ha.clone.instance.SimmerControl
SncTableEditor	Packages.com.snc.apps.api.TableEditor
SncTableRotation	Packages.com.snc.db.replicate.TableRotation
SncTableRotationExtension	Packages.com.snc.db.replicate.TableRotationExtension
SncTableRotationExtensions	Packages.com.snc.db.replicate.TableRotationExtensions
SncTableRotationWatcher	Packages.com.snc.db.replicate.TableRotationWatcher
SncTransformApplier	Packages.com.snc.field_normalization.TransformApplier
SncTreeBuilder	Packages.com.snc.apps.tree.TreeBuilder
SncTriggerSynchronizer	Packages.com.snc.automation.TriggerSynchronizer
SncValue	Packages.com.snc.field_normalization.db.Value
TestExtension	Packages.com.glide.junit.misc.TestExtension
UINotification	Packages.com.glide.ui.UINotification

Packages Call Removal Tool error types

Possible error types generated by the Packages Call Removal Tool.

Error types

Error message	Description	Solution
Class Name Could Not Be Parsed	A line of script has what appears to be a Packages call (for example, the line contains `Packages.com.glide`) but on examination there is insufficient text to parse out a class name that corresponds to a scriptable object name.	This error type generally does not pr nevertheless flagged as an error in c a valid class that the parser, for what parse.
Class Does Not Exist	A line of script has an identifiable Packages call to a Java class that does not exist. This may be because it was incorrectly typed, or because the Java class no longer exists. Either way, the line of script is currently not doing anything and is potentially generating errors whenever it is run.	This error type usually identifies a sc what its author intended, if it ever dic should be revisited, and the invalid P

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Error types (continued)

Error message	Description	Solution
Class Is Not a Scriptable Class	A line of script has an identifiable Packages call to an existing ServiceNow Java class that is not currently marked as scriptable. The call cannot be replaced, because there is currently no corresponding scriptable name.	To convert this script, either rewrite t not use the Java class or wait until Se a scriptable name for the class.
Class Does Not Have a Scriptable Name	A line of script has an identifiable Packages call to an existing ServiceNow Java class that does not currently have a scriptable name.	This error is less likely to occur than a Scriptable Class error; however, as w this script, either rewrite the script so Java class or wait until ServiceNow, I name for the class.
Variable Name Being Assigned Conflicts With a Scriptable Name	A variable name has the same name as a scriptable name. For example, `var GlideSession = Packages.com.glide.sys.GlideSession.get();` would generate this error because the variable name `GlideSession` is the same as the scriptable name for the GlideSession Java class.	Before this script can be converted, t must be changed wherever it occurs example, the line could be changed t `Packages.com.glide.sys.Gl` to remove the conflict. Also, be sure t name elsewhere in the script wherev
Internal Error - Unable To Find String To Be Replaced	The tool is unable to find the script text it is currently evaluating for Packages call replacement.	This error type is very unlikely. If it do code and correct any errors. If the er open an incident with Technical Sup

Web services

HTTP-based web services allow diverse applications to talk to each other. ServiceNow supports both inbound (provider) and outbound (consumer) web services.

Inbound web services

Inbound web services allow you to access and modify ServiceNow data using a client application.

- REST APIs
- Scripted REST APIs
- Query record data using the GraphQL API framework
- SOAP web service
- JSONv2 web service
- RSS web service
- Scripted SOAP web services

Outbound web services

Outbound web services allow you to send SOAP and REST messages to external web service providers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Outbound SOAP web service
- Outbound REST web service

Note:

ServiceNow has partnered with Boomi to deliver Boomi API Management, a cloud-based platform that enables customers to discover, manage, secure, and monetize their APIs. Boomi supports full lifecycle API management, including governance, analytics, and API security.

Boomi provides documentation though their own portal, and customers requesting support with Boomi API Management will contact the Boomi support through their standard channels.

To get started, see the Boomi API Management listing on the ServiceNow® Store, which includes information about entitlements and required plugins, as well as a link to the Boomi API Management documentation.

Inbound web services

You can use any of several web services to integrate with ServiceNow applications, including REST, SOAP, JSONv2, and RSS.

SOAP web service

Simple Object Access Protocol (SOAP) is an XML-based protocol for accessing web services over HTTP.

You can use SOAP to access data on your instance. Available SOAP web services are WS-I compliant, as outlined in the WS-I Basic Profile 1.0.

Web service provider

ServiceNow publishes its underlying table structures and associated data using the following web service methods:

- Direct web services: Use a URL query to request a table's WSDL.
- SOAP web service import sets: Use import tables and transform maps to automate web service requests for tables.
- Scripted SOAP web services: Use custom JavaScript to execute SOAP web services requests.

Note: SOAP messages are sent with the assumption that the recipient is XML compliant. No encoding is applied to a SOAP message. SOAP always decodes responses as UTF-8, the XML encoding header is not used.

WSDL

All tables and import sets dynamically generate Web Service Definition Language (WSDL) XML documents that describe its table schema and available operations.

You can obtain a table's WSDL by issuing a URL call to your instance that contains the name of the table and the **WSDL** parameter. For example:

```
https://myinstance.service-now.com/incident.do?WSDL
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

All dynamically generated and served ServiceNow WSDLs accessible via HTTP are available for use under the terms defined in the Open Source Initiative OSI - Apache License, Version 2.0 license agreement.

Long-running SOAP request support

The ServiceNow AI Platform supports long-running SOAP requests by preventing socket timeouts due to inactivity of the network connection while the requests are in process.

This functionality improves the efficiency of the ODBC driver when requesting large numbers of records, doing aggregate queries, or using order by expressions that require sorting.

By default, the system provides timeout protection for web services clients provided by ServiceNow such as the ODBC driver and the MID Server. You can add timeout protection to your custom web services with system properties.

Timeout protection

Web services clients receive a 307-Temporary Redirect to keep long sessions alive and prevent a timeout due to socket inactivity. A 307-Temporary Redirect causes web services clients which support the status code to repeat their last request to the location specified in the HTTP location header. The value of the location header is the same URL that the web services client originally specified. The use of 307-Temporary Redirects is WS-I compliant.

A web service request that exceeds the timeout limit specified in *glide.soap.request_processing_timeout* can only receive a 307-Temporary Redirect when all of these conditions are met:

- The value of *glide.soapprocessor.allow_long_running_threads* is true.
- The request includes a *redirectSupported=true* URL parameter.
- The request is session-aware (supports HTTP cookies).
- The number of redirects has not exceeded the value set by *glide.soap.max_redirects*.

If any of these conditions is not met, the web service client receives a 408 Request Timeout error.

Note: To ensure that applications experience a socket timeout rather than a 408 Request Timeout, set the *glide.soap.request_processing_timeout* property to a value larger than the shortest socket timeout setting in effect for the connection between the application and the instance (300 seconds for hosted instances).

SOAP web services security

An instance enforces web service security using a combination of basic authentication challenge/response over the HTTPS protocol and system-level access control lists (ACLs) using contextual security. Administrators can control what system resources web services users can access by granting them one of the SOAP roles.

SOAP roles

To use SOAP web services, you must have the appropriate role for the operation you want to perform. Also, you must have any other roles required to access the target tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SOAP Roles

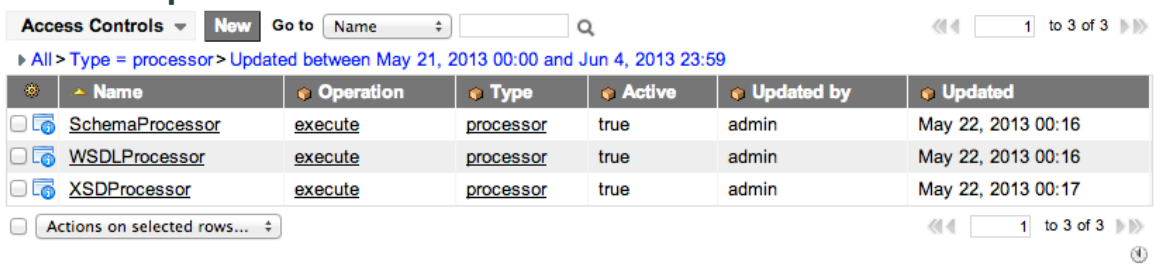
Role	Description
soap	Can perform all SOAP operations.
soap_create	Can insert new records.
soap_delete	Can delete existing records.
soap_ecc	Can query, insert, and delete records on the Queues [ecc_queue] table.
soap_query	Can query record information.
soap_query_update	Can query record information and update records.
soap_script	Can run scripts that specify a .do endpoint. This role is required for running scripted web services.
soap_update	Can update records.
import_admin	Can manage all aspects of import sets and imports. Required for access to the Import Set Row [sys_import_set_row] table.
import_transformer	Can manage import set transform maps and run transforms. Required for access to the Import Set Row [sys_import_set_row] table.

Default web services role requirements

By default, a set of processor ACL rules require users to have the soap_query role to make WSDL, XSD, and XML schema requests.

If you want to change these role requirements, you can deactivate the ACL rules.

Web service processor ACLs



Basic authentication

To enforce basic authentication for the user associated with the instance for each WSDL or SOAP message request, administrators can set the property `glide.basicauth.required` to **true**.

When enabled, each WSDL and SOAP request must contain an "Authorization" header as specified in the Basic Authentication protocol.

Because web services requests are non-interactive, the **Authorization** header is always required during a request.

Note: If configured, basic authentication refers to local credentials or LDAP authentication.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supplying basic authentication information with every request (whether or not it is required) has the added advantage that the user supplied in the basic authentication credentials can be associated web service invocation. For example, when creating an Incident record, the journal field lists the user ID contained in the basic authentication header instead of the default guest user.

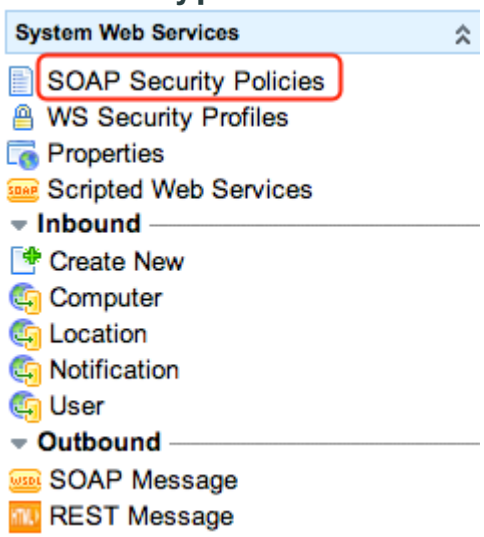
SOAP security policies

The Enhanced Web Service Provider - Common plugin adds the SOAP Security Policies module to the System Web Services application. This module allows administrators to set the following security policies:

- Enable or disable signing SOAP requests when consuming an external web service
- Specify the authentication requirements SOAP requests must meet when communicating over WS-Security.

To know more about SOAP access policy, see SOAP API access policies.

SOAP security policies



Certificates required for signed SOAP requests

To sign SOAP requests for WS-Security communications, the following certificates are required:

- X.509 certificate from the requester
- X.509 CA certificate of the certificate authority who signed the requester's certificate

SOAP default security policy

Administrators can specify the SOAP security policy an instance uses with the system property `glide.soap.default_security_policy`. The `glide.soap.default_security_policy` system property specifies the name of the SOAP security policy the instance uses when enforcing Web Services-Security (WSS) for inbound requests.

SOAP default security policy settings

Field	Description
Type	String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SOAP default security policy settings (continued)

Field	Description
Default value	Default Security Policy
Location	Add a system property to the System Properties [sys_properties] table

WS-Security

You can validate signed web services requests using WS-security. Enable WS-Security to:

- Verify that SOAP messages originate from a known sender
- Verify that SOAP messages have not been altered in transit

ServiceNow supports WS-Security 1.1 to validate signed web services requests.

Note: WS-Security is not used as an encryption mechanism, HTTPS protocol is used to encrypt all communications.

WS-Security is intended to work with basic authentication. When an instance receives a SOAP message, it reviews the basic authentication header to determine if the SOAP user has rights to the instance. It reviews the WS-Security header to determine the validity of the incoming message. Requests affected by attacks, such as a man-in-the-middle attack, have an invalid WS-Security header and are blocked.

WS-Security profiles

A WS-security profile determines how a web services message is authenticated when WS-security is enabled. The following mechanisms can be used to authenticate web services requests:

Web service authentication mechanisms

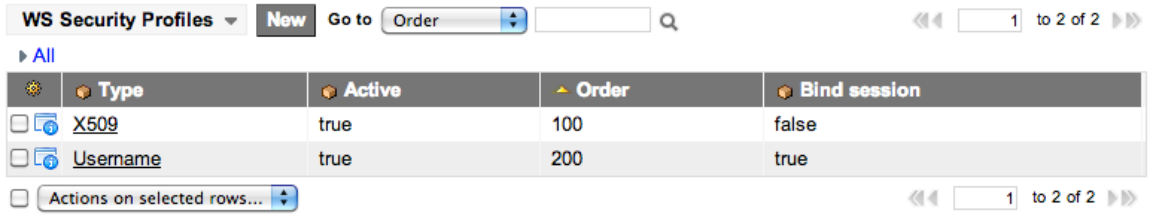
Authentication mechanism	Description
Certificate verification	Verifies the certificate associated with the request. Verifying the request's certificate requires uploading the requester's certificate and certificate authority.
User credentials	Authenticates the web services request by verifying the user credentials associated with the request. This type of authentication can either verify that the request's credentials match an existing user's credentials or that the request's credentials match a user name and password provided in the profile record.

Specify the authentication mechanism you want to use when you create a new WS-security profile.

The WS-Security Profiles module lists the WS-Security profiles that are currently in effect.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WS-Security Profiles module



WS-Security error logging

The `glide.processor.debug.SOAPProcessor` system property allows error messages about WS-security to be displayed in the transaction log.

The system property `glide.processor.debug.SOAPProcessor` enables (true) or disables (false) debugging messages for SOAP processing such as certificate and keystore checks.

glide.processor.debug.SOAPProcessor fields

Field	Description
Type	true | false
Default value	false
Location	Add a system property to the System Properties [sys_properties] table

WSS X.509 Token Profile

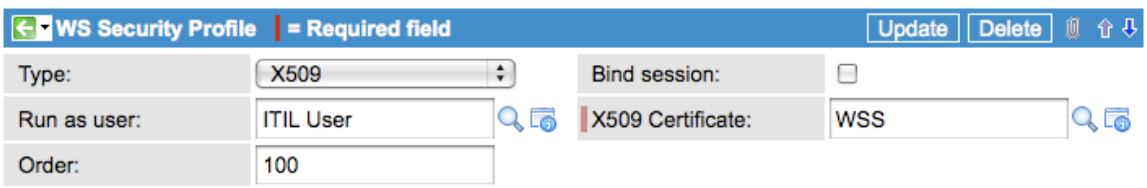
Use the X.509 framework for a WSS X.509 security profile. An X.509 certificate is used to validate a public key that is then used to sign the incoming SOAP message. It specifies a binding between a public key and a set of attributes that includes at least the following:

- subject name
- issuer name
- serial number
- validity interval

Use the X.509 authentication framework as defined by the Web Services Security: SOAP Message Security specification.

Upload the certificate and reference it in the **X509 Certificate** field. If a bound session, select the user to impersonate when the WS-Security authentication succeeds.

WSS X.509 Security Profile



WSS UsernameToken Profile

When specifying the X.509 Token Profile, you can also supply a UsernameToken in the SOAP request.

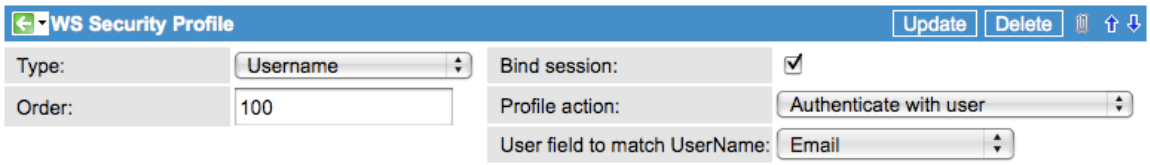
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A UsernameToken is used as a means of identifying the requester by "user name", and optionally using a password, shared secret, or password equivalent, to authenticate that identity.

There are two ways to authenticate a UsernameToken.

1. Authenticate with existing user credentials.

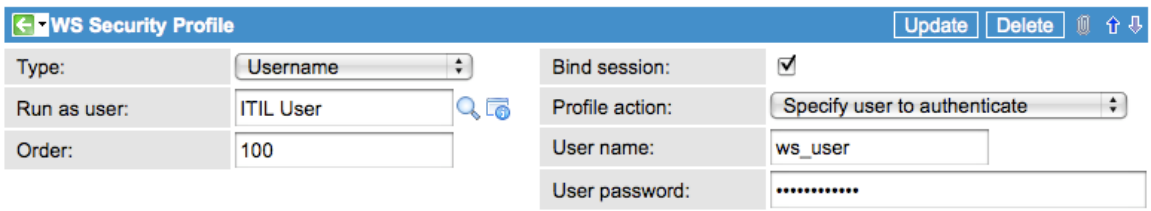
Authenticate with existing user credentials



Use the user name of the incoming SOAP request to look up a user by the specified **User** field to match the **UserName** value. The system uses the password value in the incoming UsernameToken to authenticate the request. When the **Bind session** option is selected, the user that authenticates successfully is used for the session.

2. Authenticate with specified user credentials.

Authenticate with specified user credentials



Authenticate using login credentials unrelated to users in the User table. When the **Bind session** option is selected, the user that is specified in the **Run as user** field is used for the session.

Note: The UsernameToken Profile cannot be used independent of the X.509 Token Profile.

Strict security for web services

By default, basic authentication for web services only determines whether a user is authorized to access the instance with a SOAP connection. Once authorized, any user can access any table published as a web service.

The system property **Enforce strict security on incoming SOAP requests** changes this behavior and requires that users meet Contextual Security Manager requirements to access instance resources from web services.

With this property enabled, only users that have the proper SOAP role and also meet the ACL conditions the table and operation can perform that operation from a SOAP connection.

Mutual authentication for web services

Mutual authentication is supported for outbound web services.

SOAP session management and reporting

A SOAP session is a Glide session established with an instance by any external SOAP client, such as a web services client application, a ServiceNow MID Server, or the ServiceNow ODBC

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

driver. SOAP sessions are included in the list of user sessions at **User Administration** > **Logged in users**. The ?SOAP URLs identify SOAP sessions.

SOAP session properties

Certain properties control how SOAP sessions are maintained.

SOAP session properties

Property	Description
glide.soap.invalidate_session_timeout	Duration, in seconds, that an active session remains open. After this duration is reached, the instance deactivates the session and reclaims any system resources. If the client sends another request after the timeout duration is reached, the instance establishes a new session. This property accepts values from 5 to 1200 seconds (20 minutes). • Type: integer • Default value: 60 • Location: Add to the System Properties [sys_properties] table

Note: To learn more about properties that affect SOAP web services processing, see the following topics in Instance Security Hardening Settings:

- Access control (instance security hardening)
- Basic auth: SOAP requests

Scripted SOAP web services

Scripted SOAP web services allow a ServiceNow administrator to create custom SOAP web services.

You can define input and output parameters for the SOAP web service and use JavaScript to perform operations. Though this feature is very powerful, use direct web services or SOAP web service import sets whenever possible since they are simpler to implement and maintain.

Security

Scripted SOAP web services have the same base security options as all SOAP web services. For details on SOAP web services security, see SOAP web services security.

When strict security is enforced on a system, the HTTP authenticated user must have the soap_script role to execute the scripted web service.

WSDL

All ServiceNow tables and import sets dynamically generate Web Service Definition Language (WSDL) XML documents that describe its table schema and available operations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Enforcing WSDL compliance

You can force the response to list output values in the same order as defined in the WSDL.

When you create a scripted SOAP web service, the generated WSDL is based on the Input Parameters and Output Parameters related lists. The actual SOAP response sent by the scripted service is determined by the **Script**. This behavior can cause the script to return output values in a different order than defined in the WSDL.

To enforce the order of output parameters as defined in the related list, select the **WSDL Compliance** check box. When this check box is selected, the web service reorders the parameters returned by the script to match the order in the WSDL.

Note: If additional response parameters are returned by the script, but are not defined in the Response Parameters related list, those parameters are excluded from the response when **WSDL Compliance** is selected.

Output Parameters related list

Parameter	Order
Param 1	200
Param 2	300
Param 3	100

The following is the script that sets values for the defined output parameters. Note that in this example script the parameters are set in a different order than defined in the Output Parameters related list. Also note the additional parameter *param4* that is not defined in the related list.

```
Response.param1 = 1;
Response.param4 = 4;
Response.param3 = 3;
```

When the **WSDL Compliance** check box is **false**, the SOAP response generated by the script is the following:

```
<response>
                <param1>1</param1>
                <param4>4</param1>
                <param3>3</param1>
</response>
```

When the **WSDL Compliance** check box is **true**, the SOAP response generated by the script is the following:

```
<response>
                <param3>3</param1>
                <param1>1</param1>
</response>
```

Static WSDL

Some web service clients require SOAP access to your instance through a specific WSDL format. This required format may differ from the standard ServiceNow WSDL format. In these cases you can create a static WSDL that matches the required format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Global variables

To facilitate custom processing of incoming SOAP requests, the following global variables are available in the script context:

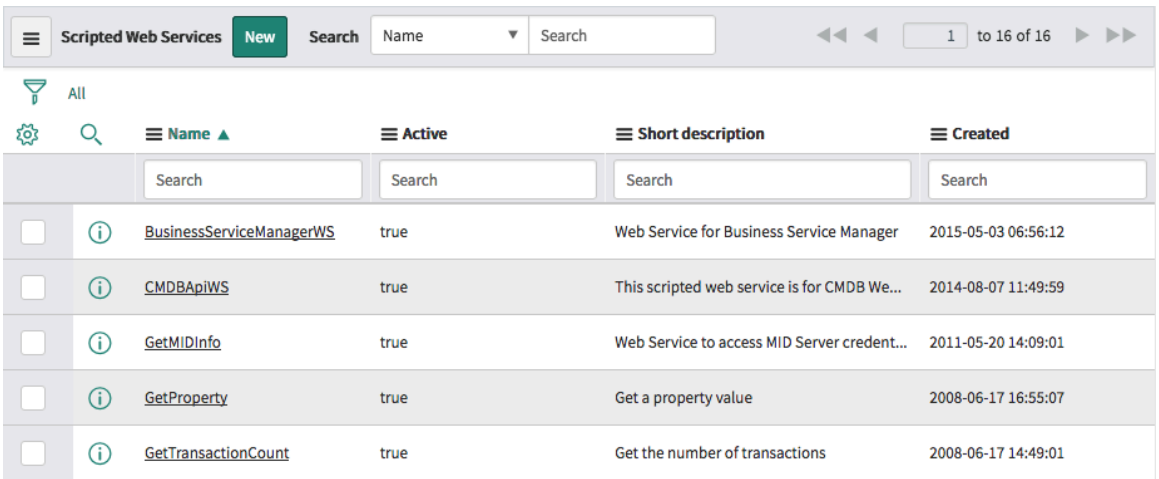
- *soapRequestDocument*: Java org.w3c.dom.Document object representing the incoming SOAP envelope.
- *soapRequestXML*: String object representing the incoming SOAP envelope XML.
- *request*: Javascript object that contains mapped values (mapped to input parameter names) of the incoming SOAP envelope.
- *response*: Javascript object that allows you to customize the response values. See Customize Response

Create a new scripted SOAP web service

Follow these examples to create a new scripted SOAP web service.

When the Web Services Provider - Scripted plugin is activated, a new module *Scripted Web Services* is available under the *System Web Services* application.

Scripted SOAP web services

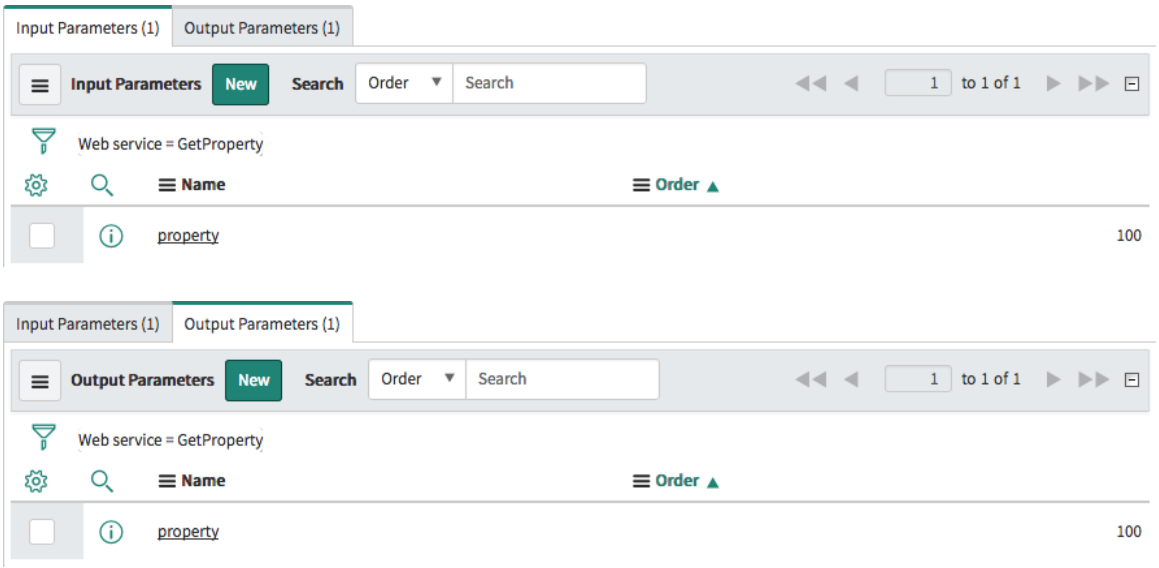


Example 1: Retrieving a system property

The first step is to define the incoming and return parameters. This is done by adding an entry to the *Input Parameters* and *Output Parameters*. These parameters are used to construct and present a meaningful WSDL, and they do not add to the functionality of processing the actual Web Service itself.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GetProperty Input & Output Parameters



The parameters are referenced in the script of the Web Service. Any of the input parameters are retrieved using the following syntax:

```
var a= request.property;
```

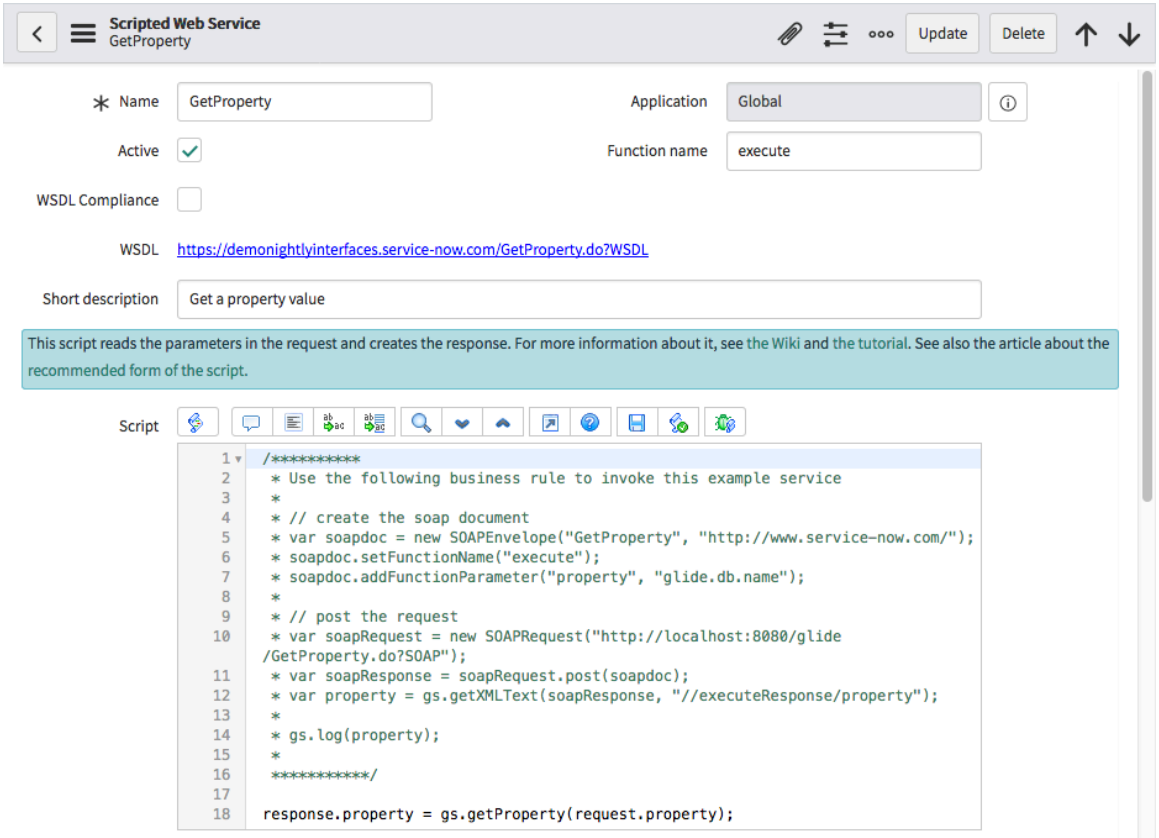
The output parameters are set by using the following syntax:

```
response.property="ABC";
```

The following example demonstrates how to retrieve a system property and return it as part of the SOAP response. The example shows how to create a custom scripted web service to do something specific that the base ServiceNow system direct Web Services cannot.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

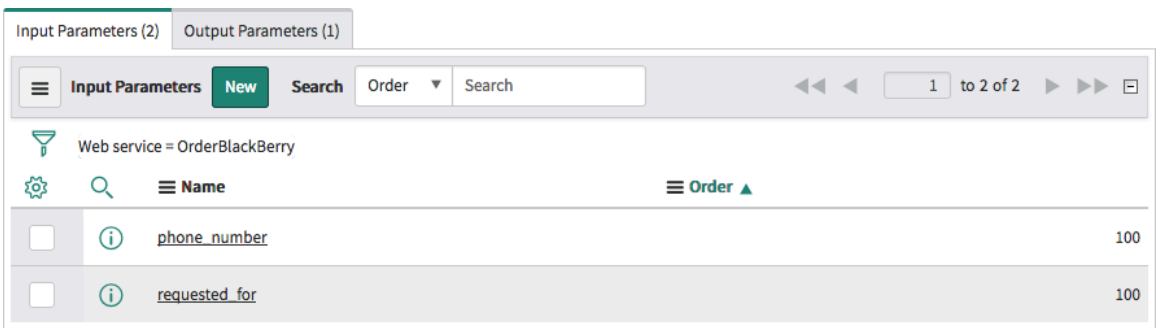
GetProperty web service

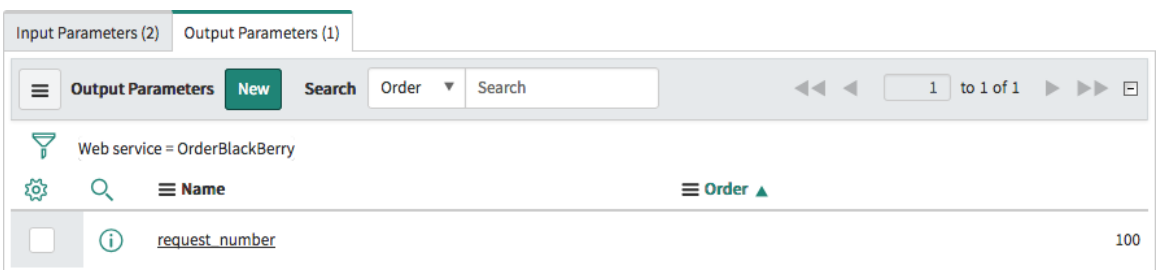


Example 2: Ordering a Blackberry

Direct web services operate on tables and their data. The following example shows how to initiate a business solution, such as ordering a Blackberry, by invoking a scripted web service. The following input and output parameters support the Blackberry example:

Input output Blackberry





© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This script shows how to use the above parameters to add a Blackberry to the service catalog shopping cart and order it. The request number is returned in the *request_number* field of the SOAP response.

```
var cart = new Cart();
var item = cart.addItem('e2132865c0a8016500108d9cee411699');
cart.setVariable(item,'original', request.phone_number);

// set the requested for
var gr = new GlideRecord("sys_user");
gr.addQuery("user_name", request.requested_for);
gr.query();

if(gr.next()){
  var cartGR = cart.getCart();
  cartGR.requested_for = gr.getUniqueValue();
  cartGR.update();
}

var rc = cart.placeOrder();
response.request_number= rc.getValue('number');
```

Customize response

Follow this example to customize and control the XML payload of a SOAP response.

Before you begin

Role required: web_service_admin or admin

Procedure

1. Create a customized XML document using the XMLDocument script include object.

   Note: When creating a scripted web service in a scoped application you must use the XMLDocument2 API.

2. Set its document element to the variable *response.soapResponseElement* in a scripted web service.

   For example, the following scripted web service script:

```
var xmldoc = new XMLDocument2();
    xmldoc.parseXML("<myResponse></myResponse>");
    xmldoc.createElementWithTextValue("element_one", "test");
    xmldoc.createElementWithTextValue("element_two", "new2
 value");

    var el = xmldoc.createElement("element_three");
    xmldoc.setCurrentElement(el);
    xmldoc.createElementWithTextValue("newChild", "test child
 element");

    response.soapResponseElement = xmldoc.getDocumentElement();
```

   Is used to accept the following request:

```
<soapenv:Envelope
   xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
   xmlns:tes="http://www.service-now.com/TestCustomResponse">
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   <soapenv:Header/>
   <soapenv:Body>
      <tes:execute/>
   </soapenv:Body>
</soapenv:Envelope>
```

Which will respond with the following SOAP response:

```
<soapenv:Envelope
    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:tes="http://www.service-now.com/TestCustomResponse">
   <soapenv:Header/>
   <soapenv:Body>
      <myResponse>
         <element_one>test</element_one>
         <element_two>new2 value</element_two>
         <element_three>
            <newChild>test child element</newChild>
         </element_three>
      </myResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

WSDL support will need to be created externally. The SOAP endpoint will need to be referred back to the scripted web service in question.

Create a scripted SOAP web service using a static WSDL

Follow these examples to create a scripted SOAP web service using a static WSDL.

Create a scripted web service using a static WSDL

To use a static WSDL, create a scripted web service.

Before you begin

Role required: web_service_admin or admin

Procedure

1. Navigate to **All** > **System Web Service** > **Scripted Web Services**.
2. Click **New**.
3. Enter a **Name** for the scripted SOAP web service such as FakeStockValue.
4. Enter a **Script** for the web service to run.
5. Click **Submit**.

Scripted web service example

This example demonstrates the processing script for the FakeStockValue web service.

```
var vProcessor  = new FakeStockValue (soapRequestXML ) ;

 var responseElement  = vProcessor. process ( ) ; if
(responseElement  != null ) {
 response. soapResponseElement = responseElement ; } else {
 response. soapResponseElement = vProcessor. generateSoapFault
( "unknown error" ) ; }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a static WSDL

Create a static WSDL with the required format to override the standard WSDL for your scripted web service.

Before you begin

Role required: web_service_admin or admin

Procedure

1. Navigate to **All** > **System Web Services** > **Static WSDL**.
2. Create a static WSDL record using the same name as the scripted web service, such as FakeStockValue.
3. Enter the custom WSDL into the **WSDL** field.
4. Click **Submit**.

Static WSDL example

This example demonstrates the FakeStockValue WSDL.

```
<?xml version= "1.0" ?><definitions name =
 "StockQuote"targetNamespace =
 "http://example.com/stockquote.wsdl"xmlns:tns =
 "http://example.com/stockquote.wsdl"xmlns:xsd1
 = "http://example.com/stockquote.xsd"xmlns:soap
 = "http://schemas.xmlsoap.org/wsdl/soap/"xmlns =
 "http://schemas.xmlsoap.org/wsdl/" >

  <types><schema targetNamespace =
 "http://example.com/stockquote.xsd"xmlns
 = "http://www.w3.org/2000/10/XMLSchema"
 ><element name = "TradePriceRequest"
 ><complexType><all><element name = "tickerSymbol" type =
 "string" /></all></complexType></element><element name =
 "TradePrice" ><complexType><all><element name = "price" type =
 "float" /></all></complexType></element></schema></types>

  <message name = "GetLastTradePriceInput" ><part name = "body"
 element = "xsd1:TradePriceRequest" /></message>

  <message name = "GetLastTradePriceOutput" ><part name = "body"
 element = "xsd1:TradePrice" /></message>

  <portType name = "StockQuotePortType" ><operation
 name = "GetLastTradePrice" ><input message =
 "tns:GetLastTradePriceInput" /><output message =
 "tns:GetLastTradePriceOutput" /></operation></portType>

  <binding name = "StockQuoteSoapBinding" type =
 "tns:StockQuotePortType" ><soap:binding style = "document"
 transport = "http://schemas.xmlsoap.org/soap/http" /><operation
 name = "GetLastTradePrice" ><soap:operation
 soapAction = "" /><input><soap:body use =
 "literal" /></input><output><soap:body use =
 "literal" /></output></operation></binding>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  <service name = "StockQuoteService" ><documentation>My first
 service</documentation><port name = "StockQuotePort" binding
 = "tns:StockQuoteSoapBinding" ><soap:address location =
 "https://myinstance.service-now.com/FakeStockValue.do?SOAP" /
></port></service>

</definitions>
```

Create a static WSDL script include

Create a script include to define the majority of the code used to process static WSDL requests.

Before you begin

Role required: script_include_admin or admin

About this task

By implementing the majority of the custom functionality in a script include, you can reuse the script include in multiple areas.

Procedure

1. Navigate to **All** > **System UI** > **Script Includes**.
2. Click **New**.
3. Enter a **Name** for the script include that matches the name of the static WSDL, such as FakeStockValue.
4. Enter the script include code in the **Script** field.
5. Click **Submit**.

Static WSDL script include example

This example demonstrates the FakeStockValue script include that implements much of the static WSDL behavior.

```
var FakeStockValue = Class.create();

FakeStockValue.prototype = {
  initialize : function(requestXML) {
    //Use some backend XML utilities...you could use string
 tools if you wish
    this.xmlutil = Packages.com.glide.util.XMLUtil;
    //converting the string to an XML Document
    this.fSoapDoc = new XMLDocument(requestXML);
  },

  process : function() {
    var soapBody = this.fSoapDoc.getNode("/Envelope/Body");
    //Our WSDL was formatted to have the only first child
 element be the function
    var funcNode = this.xmlutil.getFirstChildElement(soapBody);
    var nodeName = this.xmlutil.getNodeNameNS(funcNode);

    //If the function for this SOAP request is
 TradePriceRequest, perform the necessary actions
    if (nodeName == "TradePriceRequest") {
      return this.fakeOutTradePriceRequest(funcNode);
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    //Couldn't find any supported functions in this SOAP request
    return this.generateSoapFault("un-supported API call: " +
 nodeName);
  },

  fakeOutTradePriceRequest : function (funcNode) {
    //Create the beginnings of our XML response
    var r = new XMLDocument("<GetLastTradePriceOutput
 xmlns='https://www.service-now.com/vws/FakeStockValue'/>");

    //Do the necessary actions here...we're going to get the
 USER ID of the user
    //used to make this SOAP call.  Then we will return the
    //stock symbol they were asking about
    var usersysid = gs.getUserID();
    var now_GR = new GlideRecord("sys_user");
    gr.get(usersysid);
    var username = gr.user_name;
    var quoteSymbol = this.xmlutil.getText(funcNode);
    //Create a "message" element to store our response message
    r.createElement("message", username + ", You were looking
 for a quote on "+quoteSymbol);
    return r.getDocumentElement();
  },


  generateSoapFault : function (str) {
     var f = "<SOAP-ENV:Fault>" +
               "<faultcode
 xsi:type='xsd:string'>SOAP-ENV:FakeStockValue</faultcode>" +
               "<faultstring xsi:type='xsd:string'>" + str +
               "</faultstring>" +
             "</SOAP-ENV:Fault>"
     var s = new XMLDocument(f);
     return s.getDocumentElement();
  }
}
```

initialize function

The initialize function takes the XML request string and converts it to an XML Document object that you can navigate and manipulate using libraries. Alternatively, you can leave the XML request as a string and navigate it using regular expressions.

process function

The process function is called by the scripted web service. This function grabs the first child element in the XML after the body element. The WSDL uses this child element to determine which function to use. In this WSDL there is only one possible function but most WSDLs provide many functions. If more functions were available, there would be more "if" statements that tested the first child element for the various function names.

fakeOutTradePriceRequest function

The fakeOutTradePriceRequest function is the implementation of the only available function in the WSDL. This function looks up the user that the SOAP request authenticated as and retrieves

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

the **user_name** then returns it to the SOAP client. The fakeOutTradePriceRequest function could be expanded to perform useful activities, such as looking up a stock symbol and returning the last traded price.

generateSoapFault function

The generateSoapFault function returns a SOAP error that can be called if there are problems.

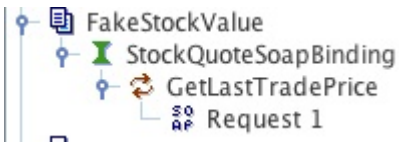
Use the static WSDL

Load the static WSDL into a SOAP client to make requests to the SOAP web service.

The web service client provides

- The FakeStockValue project.
- The StockQuoteBinding web service.
- The GetLastTradePrice SOAP function. This function generates request records when run.

Loaded WSDL



You can change the default request XML in the static WSDL to include a stock symbol.

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:stoc="http://example.com/stockquote.xsd">
   <soapenv:Header/>
   <soapenv:Body>
      <stoc:TradePriceRequest>IBM</stoc:TradePriceRequest>
   </soapenv:Body>
</soapenv:Envelope>
```

Submitting a SOAP request to this web service endpoint returns the following to the requesting SOAP client.

```
<SOAP-ENV:Envelope
 xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:xsd="http://www.w3.org/2001/XMLSchema"
 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
   <SOAP-ENV:Body>
      <GetLastTradePriceOutput
 xmlns="https://www.service-now.com/vws/FakeStockValue">
         <message>admin2, You were looking for a quote on
 IBM</message>
      </GetLastTradePriceOutput>
   </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Direct web services

A direct web service is available for any table in the system if the correct access control list is configured.

The supported format of the incoming message is document style literal XML SOAP documents (Document/Literal). To retrieve a direct web service WSDL description and XML schema, point to the relative URL `<tablename>.do?WSDL`. For example, to retrieve the WSDL for the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Incident table on the online demo system, use the following URL: `https://<instance name>.service-now.com/incident.do?WSDL`.

Extended query parameters

Extended query parameters enable you to filter and modify the return results of a SOAP query when using the *get*, *getKeys*, and *getRecords* functions.

Note: Extended query element names are preceded by two underscore characters.

Available extended query parameters

Parameter	Description	Example
__encoded_query	Specify an encoded query string to be used in filtering the returned results. The encoded query string format is similar to the value that may be specified in a `sysparm_query` URL parameter. See the encoded query building example in the RSS feed generator examples.	`<__encoded_query>active=true^category='hardware`
__order_by	Instruct the returned results to be ordered by the specified field.	`<__order_by>priority</__order_by>`
__order_by_desc	Instruct the returned results to be ordered by the specified field, in descending order.	`<__order_by_desc>opened_date</__order_by_desc>`
__exclude_columns	Specify a list of comma delimited field names to exclude from the result set.	`<__exclude_columns>sys_created_on,sys_created_by __exclude_columns>`
__limit	Limit the number of records that are returned.	`<__limit>100</__limit>`
__first_row	Instruct the results to be offset by this number of records from the beginning of the set.	`<__first_row>250</__first_row>`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Available extended query parameters (continued)

Parameter	Description	Example
	When used with `__last_row` has the effect of querying for a window of results. The results are inclusive of the first row number.	
__last_row	Instruct the results to be limited by this number of records from the beginning of the set, or the `__start_row` value when specified. When used with `__first_row` has the effect of querying for a window of results. The results are less than the last row number, and does not include the last row.	`<__last_row>500</__last_row>`
__use_view	Specify a Form view by name, to be used for limiting and expanding the results returned. When the form view contains deep referenced fields such as **caller_id.email**, this field will be returned in the result as well.	`<__use_view>soap_view</__use_view>`

Direct web services namespace

Specifying a unique namespace for each table

The *glide.wsdl.definition.use_unique_namespace* property ensures that each table's direct web service WSDL has a unique *targetNamespace* attribute. This property is **true** by default, which requires a table's direct web service WSDL to use a *targetNamespace* value of `http://www.service-now.com/<table name>`. When **false** (or when the property is not present), all tables use the same *targetNamespace* value of `http://`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

www.service-now.com. Since all tables also share the same operation names, a web service client attempting to consume more than one ServiceNow web service would be unable to differentiate between requests between multiple tables. Using a unique *targetNamespace* value allows web service clients to distinguish requests between multiple tables.

For example, the direct web service WSDL for the incident table uses this *targetNamepsace* value:

```
<wsdl:definitions xmlns:soapenc=
 "http://schemas.xmlsoap.org/soap/encoding/"xmlns:wsdl
 = "http://schemas.xmlsoap.org/wsdl/"xmlns:http =
 "http://schemas.xmlsoap.org/wsdl/http/"xmlns:tns
 = "http://www.service-now.com/incident"xmlns:xsd
 = "http://www.w3.org/2001/XMLSchema"xmlns:mime =
 "http://schemas.xmlsoap.org/wsdl/mime/"xmlns:soap =
 "http://schemas.xmlsoap.org/wsdl/soap/"targetNamespace =
 "http://www.service-now.com/incident" ><wsdl:types><xsd:schema
 elementFormDefault = "unqualified"targetNamespace =
 "http://www.service-now.com/incident" >
```

Setting namespace requirements

ServiceNow's WSDL schema by default declares an attribute of *elementFormDefault="unqualified"*. This attribute indicates whether or not locally declared elements must be qualified by the *targetNamepsace* in an instance document. If the value of this attribute is **unqualified**, then locally declared elements should not be qualified by the *targetNamepsace*. If the value of this attribute is **qualified**, then locally declared elements must be qualified by the *targetNamepsace*.

However, this is incompatible with the way clients generated from WSDL (for example, .NET, Axis2, webMethods) process the embedded schema. It removes the schema namespace as a result, making the web service response unparseable.

To overcome this compatibility issue, a boolean property called *glide.wsdl.schema.UnqualifiedElementFormDefault* is introduced. This property has the value of **true** by default. Setting it to **false** enables clients generated from WSDL to parse the return value of the web service invocation. You can modify this property using the Web Services properties page at **System Properties** > **Web Services**.

Allowing duplicate service names

By default, service names from dynamically generated WSDL are unique and have the following format:

```
ServiceNow_<table name>
```

To allow duplicate service names, administrators can set the *glide.wsdl.unique_service_name* property to **false**. Create the property if it does not exist.

Related topics

SOAP web service

Use forms to limit or extend the query response

On occasion, there is a need to limit the number of field values that a SOAP query returns.

You can use a form view to limit the number of field values returned by a SOAP query. Specifying a form view has the effects of:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Limiting the response elements to contain only the fields on the view.
2. Specifying reference record field values from referenced fields such as **caller_id.email**. This causes the value of the caller's email to be returned in the SOAP response.

To enable form views for SOAP queries, configure the *com.glide.soap.view* property to contain the name of the view that you want to use for all SOAP query responses. The default is *soap_response*. You can also specify the view name as a URL parameter, *sysparm_view=<view name>*, when making the SOAP call. For example:

```
https://<instance
 name>.service-now.com/incident.do?SOAP&sysparm_view=ess
```

By default, if a specified view name does not exist, the response contains all fields.

Return the display value for reference variables

When you query a record using a *get* or *getRecords* function, the instance returns all fields associated with that record. The fields are often reference fields that contain a sys_id for a record on another table.

Use one of these options if you want the display value for the field to be returned instead of the sys_id:

1. Add the *glide.soap.return_displayValue* property to your system properties, and every SOAP request will return a display value for a reference field.
2. Add the *displayvalue=true* parameter to your SOAP request URL, and SOAP requests with that parameter will return a display value for a reference field as a string, instead of the sys_id. The SOAP URL would look as follows: `https://<instance name>.service-now.com/incident.do?displayvalue=true&SOAP`.
3. Add the *displayvalue=all* parameter to your SOAP request URL, and SOAP requests with that parameter will return a display value for a reference field, in addition to the sys_id. The response element name for the display value field will be prefixed with `dv`, such as `dv_caller_id`.

Clear values from a target instance

You can pass an empty value through a SOAP parameter to clear the respective value in the target instance.

You can also pass an empty (null) value through the *&allow_empty_value=true* SOAP query parameter to clear the respective value in the target instance.

For example, `https://<instance name>.service-now.com/incident.do?SOAP&allow_empty_value=true` lets you pass an empty value to the incident record in an instance.

You can then enter lines like the following in the SOAP request:

```
<assigned_to>value</assigned_to>
<assignment_group>value</assignment_group>
<category></category>
```

In the above example,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `<assigned_to>value</assigned_to>` changes the value in the **Assigned to** field to the value specified in the SOAP request.
- `<assignment_group>value</assignment_group>` changes the value in the **Assignment group** field to the value specified in the SOAP request.
- `<category></category>` clears the value in the **Category** field.

Retrieve journal entries using direct web services

To get the contents of a journal field, make a second soap request against the sys_journal_field table to pull the appropriate journal records back for the record in question.

The URL for the WSDL would be in the following format.

```
https://instance-name.service-now.com/sys_journal_field.do?WSDL
```

To retrieve the journal entries, you will first need to query the incident for its sys_id value, and then supply it as the `element_id` value in a *`getRecords`* call. To specify records only for the **comments** field, specify the value `comments` for the **element** field. For example, a SOAP request would look like the following:

```
<soapenv:Envelope xmlns:soapenv=
 "http://schemas.xmlsoap.org/soap/envelope/" xmlns:sys=
 "http://www.service-now.com/sys_journal_field"
 ><soapenv:Header /
><soapenv:Body><sys:getRecords><element>comments</element><eleme
nt_id>9d385017c611228701d22104cc95c371</element_id></sys:getReco
rds></soapenv:Body></soapenv:Envelope>
```

Retrieve choice fields using direct web services

To retrieve or set choice fields, use the choice **Value**, not the **Label**.

For example, if you want to retrieve a list of all closed incidents, use the numerical value for **Closed**, which is **7** by default.

```
<state>7</state>
```

To see a list of choice values:

1. Navigate to the form containing the choice field. For example, navigate to **Incident > Open** and select an incident.
2. Right-click the choice value field and select **Configure Dictionary**. For example, configure the dictionary for the **State** field.
3. From the Choices related list, note the value for the label you want to query. For example, note that the **Closed** choice has a value of **7**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Choices Go to Table

Choices

Table	Element	Language	Value	Label
incident	state	en	1	New
incident	state	en	2	Active
incident	state	en	3	Awaiting Problem
incident	state	en	4	Awaiting User Info
incident	state	en	5	Awaiting Evidence
incident	state	en	6	Resolved
incident	state	en	7	Closed
problem	state	en	1	Open
problem	state	en	3	Pending Change
problem	state	en	2	Known Error
problem	state	en	4	Closed/Resolved
task	state	en	-5	Pending
task	state	en	1	Open
task	state	en	2	Work in Progress
task	state	en	3	Closed Complete
task	state	en	4	Closed Incomplete
task	state	en	7	Closed Skipped

Persist an HTTP session across all SOAP calls

In circumstances when a SOAP client makes many calls in a short amount of time, you may want to re-use a single HTTP session for all SOAP calls.

Each SOAP call creates a new user session that persists until it expires. To create a single user session and re-use it for all inbound SOAP calls, develop your SOAP client following these guidelines:

- Use a module like HTTP::Cookies to create a "cookie jar."
- Save the cookies returned by ServiceNow after each request (handled automatically by HTTP::Cookies).
- Re-send the cookies in the cookie jar with each subsequent request.

Note: If you have enabled the session rotation high security setting, it will immediately invalidate the JSESSIONID returned from the server with the first response header. The second response includes a new JSESSIONID.

In perl, you can automatically save and send cookies with the following code:

```
use HTTP::Cookies;

#we want to store and re-send cookies
my $cookies = HTTP::Cookies->new(ignore_discard => 1);

my $soap = SOAP::Lite
    -> proxy('http://localhost:8080/glide/ecc_queue.do?SOAP');

#Set the cookie jar
$soap->transport->cookie_jar($cookies);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SOAP direct web service API functions

The standard SOAP API is a set of small, globally defined functions that can be performed on a targeted resource.

The targeted resource (or table) is defined in the URL by the format `https://<instance name>.service-now.com/<table name>.do`.

Data Modification API

Method Summary	Description
insert	Creates a new record for the table targeted in the URL.
insertMultiple	Creates multiple new records for the table targeted in the URL. To enable multiple inserts, activate the Web service import sets.
update	Updates a existing record in the targeted table in the URL, identified by the mandatory **sys_id** field.
deleteRecord	Deletes a record from the targeted table by supplying its `sys_id`.
deleteMultiple	Delete multiple records from the targeted table by example values.

Data Retrieval API

Method Summary	Description
getKeys	Query the targeted table by example values and return a comma delimited `sys_id` list.
getRecords	Query the targeted table by example values and return all matching records and their fields.
get	Query a single record from the targeted table by `sys_id` and return the record and its fields.
aggregate	Query using and aggregate functions SUM, COUNT MIN, MAX, LAST, and AVG. To enable the aggregate functions, activate the Aggregate Web Service Plugin.

Data Retrieval API

Data Retrieval API method summaries and descriptions.

Data Retrieval API

Method Summary	Description
getKeys	Query the targeted table by example values and return a comma delimited `sys_id` list.
getRecords	Query the targeted table by example values and return all matching records and their fields.
get	Query a single record from the targeted table by `sys_id` and return the record and its fields.
aggregate	Query using and aggregate functions SUM, COUNT MIN, MAX, LAST, and AVG. To enable the aggregate functions, activate the Aggregate Web Service Plugin.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

Data Modification API

getKeys

Query the targeted table by example values and return a comma delimited `sys_id` list.

Input fields

Any field value in the targeted table.

Output fields

A SOAP response element *sys_id* that contains a comma delimited list of Unique record identifier (sys_id) values.

Sample SOAP messages

Sample SOAP request

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <inc:getKeys>
         <category>hardware</category>
      </inc:getKeys>
   </soapenv:Body>
</soapenv:Envelope>
```

Sample SOAP response

```
<soapenv:Envelope
 xmlns:inc="http://www.service-now.com/incident"
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <getKeysResponse>

 <sys_id>46e18c0fa9fe19810066a0083f76bd56,46e57642a9fe1981000b96
a5dca501ff,46f1784ba9fe19810018aa27fbb23482</sys_id>
         <count>7</count>
      </getKeysResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

Language-specific sample messages

For language-specific *getKeys* samples, refer to the following topics:

Perl SOAP::Lite

Java Apache Axis2

Python

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

getRecords

Query the targeted table by example values and return all matching records and their fields.

Input fields

Any field value in the targeted table.

Output fields

The getRecordResponse element may contain one or more getRecordsResult elements that encapsulate elements representing the field values of records matching the query.

Sample SOAP messages

Sample SOAP request

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <inc:getRecords>
         <number>INC0000002</number>
      </inc:getRecords>
   </soapenv:Body>
</soapenv:Envelope>
```

Sample SOAP request using an encoded query to filter where incident number is INC0000001 or INC0000002

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <inc:getRecords>

 <__encoded_query>number=INC0000001^ORnumber=INC0000002</__encod
ed_query>
      </inc:getRecords>
   </soapenv:Body>
</soapenv:Envelope>
```

Sample SOAP response that contains 1 record

```
<soapenv:Envelope
 xmlns:inc="http://www.service-now.com/incident"
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <getRecordsResponse>
         <getRecordsResult>

 <caller_id>5137153cc611227c000bbd1bd8cd2007</caller_id>

 <caller_id.email>david.loo@service-now.com</caller_id.email>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            <closed_at/>
            <number>INC0000002</number>
            <opened_at>2009-12-14 23:07:12</opened_at>
            <short_description>Can't get to network file
 shares</short_description>
         </getRecordsResult>
      </getRecordsResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

Sample SOAP response that contains more than 1 record

```
<soapenv:Envelope
 xmlns:inc="http://www.service-now.com/incident"
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <getRecordsResponse>
         <getRecordsResult>

 <caller_id>5137153cc611227c000bbd1bd8cd2006</caller_id>

 <caller_id.email>rick.berzle@yourcompany.com</caller_id.email>
            <closed_at>2009-12-17 22:55:16</closed_at>
            <number>INC0000009</number>
            <opened_at>2009-12-16 22:50:23</opened_at>
            <short_description>Reset my
 password</short_description>
         </getRecordsResult>
         <getRecordsResult>

 <caller_id>5137153cc611227c000bbd1bd8cd2005</caller_id>

 <caller_id.email>fred.luddy@yourcompany.com</caller_id.email>
            <closed_at>2009-12-15 22:54:55</closed_at>
            <number>INC0000010</number>
            <opened_at>2009-12-10 22:53:02</opened_at>
            <short_description>Need Oracle 10GR2
 installed</short_description>
         </getRecordsResult>
      </getRecordsResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

Language-specific sample messages

For language-specific *getRecords* samples, refer to the following topics:

Perl SOAP::Lite

Java Apache Axis2

Python

get

Query a single record from the targeted table by `sys_id` and return the record and its fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Input fields

An element <sys_id> identifying the sys_id of the record to be retrieved.

Output fields

A `getResponse` element encapsulating all field values for the record retrieved.

Sample SOAP messages

Sample SOAP request

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <inc:get>
         <sys_id>46e18c0fa9fe19810066a0083f76bd56</sys_id>
      </inc:get>
   </soapenv:Body>
</soapenv:Envelope>
```

The resulting response of a `get` function call looks like this:

```
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://schemaap/envelope/"
               xmlns:xsd="http://www.w3.org/2001/XMLSchema"

 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soap:Body>
    <getResponse xmlns="http://www.service-now.com/incident">
      <active>1</active>
      <approval>not requested</approval>

 <assigned_to>46c6f9efa9fe198101ddf5eed9adf6e7</assigned_to>
      <caller_id>46b673a6a9fe19810007ab03cbd5849d</caller_id>
      <category>network</category>
      <cmdb_ci>0c43f35dc61122750182c132a29e3243</cmdb_ci>
      <comments>Testing</comments>
      <contact_type>phone</contact_type>
      <due_date>2007-10-28 13:29:45</due_date>
      <escalation>0</escalation>
      <impact>3</impact>
      <incident_state>1</incident_state>
      <knowledge>0</knowledge>
      <location>1081761cc611227501d063fd3475a2de</location>
      <made_sla>1</made_sla>
      <notify>1</notify>
      <number>INC10055</number>
      <opened_at>2007-09-18 00:32:09</opened_at>
      <opened_by>46bac3d6a9fe1981005f299d979b8869</opened_by>
      <priority>0</priority>
      <reassignment_count>0</reassignment_count>
      <severity>0</severity>
    </getResponse>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  </soap:Body>
</soap:Envelope>
```

aggregate

Query a table using an *aggregate* function including SUM, COUNT, MIN, MAX, LAST, and AVG.

Note: Functionality described here requires the Aggregate Web Service plugin.

Input fields

Any element of the target table. In addition, one or more of the *aggregate* functions (SUM, COUNT, MIN, MAX, LAST, and AVG).

A GROUP BY and a HAVING clause may also be added.

Output fields

An *aggregateResponse* element encapsulating all field values for the record retrieved.

Sample SOAP messages

Sample SOAP request using COUNT aggregate function.

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope
 xmlns:soap="http://schemas.xmlsoap.org/soap/encoding/"

 xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
                  xmlns:m="http://www.service-now.com"
                  xmlns:tns="http://www.service-now.com/map"
                  xmlns:xsd="http://www.w3.org/2001/XMLSchema"

 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"

 SOAP-ENV:encodingStyle="http://
schemas.xmlsoap.org/soap/encoding/">
  <SOAP-ENV:Body>
    <aggregate>
      <COUNT>number</COUNT>
      <active>true</active>
    </aggregate>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

The resulting response of a COUNT aggregate function call looks like this:

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope
 xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"

 xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/"
                  xmlns:m="http://www.service-now.com"
                  xmlns:tns="http://www.service-now.com/map"
                  xmlns:xsd="http://www.w3.org/2001/XMLSchema"

 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 SOAP-ENV:encodingStyle="http://
schemas.xmlsoap.org/soap/encoding/">
  <SOAP-ENV:Body>
    <aggregateResponse>
        <aggregateResult>
          <avg>2.7200</avg>
        </aggregateResult>
    </aggregateResponse>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Sample SOAP request using AVG aggregate function with a GROUP BY clause.

```
<?xml version="1.0" encoding="UTF-8"?>
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope
 xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/"

 xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
                  xmlns:m="http://www.service-now.com"
                  xmlns:tns="http://www.service-now.com/map"
                  xmlns:xsd="http://www.w3.org/2001/XMLSchema"

 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"

 SOAP-ENV:encodingStyle="http://
schemas.xmlsoap.org/soap/encoding/">
  <SOAP-ENV:Body>
    <aggregate xmlns="http://www.service-now.com">
      <GROUP_BY>category</GROUP_BY>
      <active>true</active>
      <AVG>severity</AVG>
    </aggregate>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

The resulting response of a AVG aggregate function call with a GROUP BY clause looks like this:

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope
 xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"

 xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/"
                  xmlns:m="http://www.service-now.com"
                  xmlns:tns="http://www.service-now.com/map"
                  xmlns:xsd="http://www.w3.org/2001/XMLSchema"

 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"

 SOAP-ENV:encodingStyle="http://
schemas.xmlsoap.org/soap/encoding/">
  <SOAP-ENV:Body>
    <aggregateResponse>
        <aggregateResult>
          <avg>1.0000</avg>
          <category>database</category>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        </aggregateResult>
        <aggregateResult>
          <avg>3.0000</avg>
          <category>hardware</category>
        </aggregateResult>
        <aggregateResult>
          <avg>3.0000</avg>
          <category>inquiry</category>
        </aggregateResult>
        <aggregateResult>
          <avg>2.0000</avg>
          <category>network</category>
        </aggregateResult>
        <aggregateResult>
          <avg>2.6923</avg>
          <category>software</category>
        </aggregateResult>
    </aggregateResponse>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Sample SOAP request using an encoded query to filter the aggregate:

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope
 xmlns:soap="http://schemas.xmlsoap.org/soap/encoding/"

 xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
                  xmlns:m="http://www.service-now.com"
                  xmlns:tns="http://www.service-now.com/map"
                  xmlns:xsd="http://www.w3.org/2001/XMLSchema"

 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"

 SOAP-ENV:encodingStyle="http://
schemas.xmlsoap.org/soap/encoding/">
  <SOAP-ENV:Body>
    <aggregate>
      <COUNT>number</COUNT>
      <active>true</active>

 <__encoded_query>number=INC0000001^ORnumber=INC0000002</__encod
ed_query>
    </aggregate>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Sample aggregate request using HAVING to narrow the results.

HAVING takes four fields. Each field is delimited by "^": the aggregate type, the field of the aggregate, the operation type, and the value to compare.

More than one HAVING can be added to the request, so you can use HAVING expressions, but there is no support for OR.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope
 xmlns:soap="http://schemas.xmlsoap.org/soap/encoding/"

 xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
                  xmlns:m="http://www.service-now.com"
                  xmlns:tns="http://www.service-now.com/map"
                  xmlns:xsd="http://www.w3.org/2001/XMLSchema"

 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"

 SOAP-ENV:encodingStyle="http://
schemas.xmlsoap.org/soap/encoding/">
  <SOAP-ENV:Body>
    <aggregate>
      <COUNT>sys_id</COUNT>
      <GROUP_BY>internal_type</GROUP_BY>
      <HAVING>COUNT^*^>^10</HAVING>
      <HAVING>COUNT^*^<^20</HAVING>
      <COUNT>sys_id</COUNT>
      <active>true</active>
    </aggregate>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Data Modification API

Data Modification API method summaries and descriptions.

Data Modification API

Method Summary	Description
insert	Creates a new record for the table targeted in the URL.
insertMultiple	Creates multiple new records for the table targeted in the URL. To enable multiple inserts, activate the Web service import sets.
update	Updates a existing record in the targeted table in the URL, identified by the mandatory **sys_id** field.
deleteRecord	Deletes a record from the targeted table by supplying its `sys_id`.
deleteMultiple	Delete multiple records from the targeted table by example values.

Related topics

Data Retrieval API

insert

Creates a new record for the table targeted in the URL.

Input fields

All fields from the targeted table, excluding system fields. Fields configured as mandatory in the System Dictionary are reflected in the WSDL with the attribute `minOccurs=1`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output fields

Insert method output fields

Table type	Output fields
Regular	The **sys_id** field and the display value of the target table (`table`) are returned.
Import set	The **sys_id** of the import set row, the name of the transformed target table (`table`), the **display_name** for the transformed target table, the **display_value** of the transformed target row, and a **status** field, which can contain **inserted**, **updated**, or **error**. There can be an optional **status_message** field or an **error_message** field value when `status=error`. When an insert did not cause a target row to be transformed (skipped because a key value is not specified), the **sys_id** field will contain the sys_id of the import set row, rather than the targeted transform table.
Import set with multiple transforms	The response from this type of insert will contain multiple sets of fields from the regular import set table insert wrapped in a `multiInsertResponse` parent element. Each set will contain a **map** field, showing which transform map created the response.

Sample SOAP messages for a regular table

The following example shows an insert that specifies the short description only:

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<SOAP-ENV:Envelope
 xmlns:tns="http://www.service-now.com/incident"
  xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:m="http://www.service-now.com"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
 xmlns:xsd="http://www.w3.org/2001/XMLSchema"
SOAP-ENV:encodingStyle="http://
schemas.xmlsoap.org/soap/encoding/">
    <SOAP-ENV:Body>
        <insert xmlns="http://www.service-now.com">
            <short_description xsi:type="xsd:string">This is a
 test</short_description>
        </insert>
    </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

The resulting response looks like this:

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<SOAP-ENV:Envelope
 SOAP-ENV:encodingStyle="http://
schemas.xmlsoap.org/soap/encoding/"
  xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:m="http://www.service-now.com"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  xmlns:tns="http://www.service-now.com/incident"
 xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <SOAP-ENV:Body>
        <insertResponse xmlns="http://www.service-now.com">
            <sys_id>6b06494fc611227d00b5f87caf618831</sys_id>
        </insertResponse>
    </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Language-specific sample messages

For language-specific *insert* samples, refer to the following topics:

Perl SOAP::Lite

Java Apache Axis2

Python

insertMultiple

Creates multiple new records for the table targeted in the URL.

Input fields

The *insertMultiple* element may contain 1 or more record tags that contains all fields from the targeted table, excluding system fields. Limit the number of records inserted in a single operation to no more than 200. You can gradually increase this number with subsequent exports if the increase does not negatively impact instance performance.

Output fields

The `insertMultipleResponse` tag is followed by 1 or more record tags that contains:

Insert method output fields

Table type	Output fields
Regular	The **sys_id** field and the display value of the target table (`table`) are returned.
Import set	The **sys_id** of the import set row, the name of the transformed target table (`table`), the **display_name** for the transformed target table, the **display_value** of the transformed target row, and a **status** field, which can contain **inserted**, **updated**, or **error**. There can be an optional **status_message** field or an **error_message** field value when `status=error`. When an insert did not cause a target row to be transformed (skipped because a key value is not specified), the **sys_id** field will contain the sys_id of the import set row, rather than the targeted transform table.
Import set with multiple transforms	The response from this type of insert will contain multiple sets of fields from the regular import set table insert wrapped in a `multiInsertResponse` parent element. Each set will contain a **map** field, showing which transform map created the response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sample SOAP messages for a regular table

The following example shows an insert that specifies the short description only:

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <inc:insertMultiple>
         <record>
            <short_description>this is test
 1</short_description>
         </record>
         <record>
            <short_description>this is test
 2</short_description>
         </record>
         <record>
            <short_description>this is test
 3</short_description>
         </record>
      </inc:insertMultiple>
   </soapenv:Body>
</soapenv:Envelope>
```

The resulting response looks like this:

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <insertMultipleResponse>
         <insertResponse>
            <sys_id>168160ad4a36231200a89091281dc803</sys_id>
            <number>INC0055180</number>
         </insertResponse>
         <insertResponse>
            <sys_id>1681622e4a36231200a8909115e5c388</sys_id>
            <number>INC0055181</number>
         </insertResponse>
         <insertResponse>
            <sys_id>1681626e4a36231200a89091fa3c0aa8</sys_id>
            <number>INC0055182</number>
         </insertResponse>
      </insertMultipleResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

Sample SOAP messages for an import set table

The following example shows an insert that specifies the short description only:

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:imp="http://www.service-now.com/imp_notification">
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   <soapenv:Header/>
   <soapenv:Body>
      <imp:insertMultiple>:-->
         <imp:record>
            <imp:message>one</imp:message>
            <imp:uuid>a</imp:uuid>
         </imp:record>
         <imp:record>
            <imp:message>two</imp:message>
            <imp:uuid>b</imp:uuid>
         </imp:record>
         <imp:record>
            <imp:message>three</imp:message>
            <imp:uuid>c</imp:uuid>
         </imp:record>
      </imp:insertMultiple>
   </soapenv:Body>
</soapenv:Envelope>
```

The resulting response looks like this:

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:imp="http://www.service-now.com/imp_notification">
   <soapenv:Header/>
   <soapenv:Body>
      <insertMultipleResponse>
         <insertResponse>
            <sys_id>1296b3ab0a0a0b5b73e966fbfab7acde</sys_id>
            <table>incident</table>
            <display_name>number</display_name>
            <display_value>INC0010033</display_value>
            <status>ignored</status>
            <status_message>No field values
 changed</status_message>
         </insertResponse>
         <insertResponse>
            <sys_id>1296b48e0a0a0b5b62513bb5974a7d96</sys_id>
            <table>incident</table>
            <display_name>number</display_name>
            <display_value>INC0010034</display_value>
            <status>ignored</status>
            <status_message>No field values
 changed</status_message>
         </insertResponse>
         <insertResponse>
            <sys_id>1296b58b0a0a0b5b468f534659538b9a</sys_id>
            <table>incident</table>
            <display_name>number</display_name>
            <display_value>INC0010035</display_value>
            <status>ignored</status>
            <status_message>No field values
 changed</status_message>
         </insertResponse>
      </insertMultipleResponse>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   </soapenv:Body>
</soapenv:Envelope>
```

update

Updates an existing record in the targeted table in the URL, identified by the mandatory **sys_id** field.

Input fields

All fields from the targeted table, excluding system fields, which will be used for updating the existing record. The **sys_id** field is used to locate the existing record.

Output fields

Returns the **sys_id** of the record that was updated.

Sample SOAP messages

Sample SOAP request

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <inc:update>
         <sys_id>46e18c0fa9fe19810066a0083f76bd56</sys_id>
         <short_description>this is updated</short_description>
      </inc:update>
   </soapenv:Body>
</soapenv:Envelope>
```

Sample SOAP response

```
<soapenv:Envelope
 xmlns:inc="http://www.service-now.com/incident"
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <updateResponse>
         <sys_id>46e18c0fa9fe19810066a0083f76bd56</sys_id>
      </updateResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

Language-specific sample messages

For language-specific *update* samples, refer to the following topics:

Perl SOAP::Lite

Java Apache Axis2

Microsoft .NET

Python

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

deleteRecord

Delete a record from the targeted table by supplying its **sys_id**.

Input fields

An element <sys_id> identifying the **sys_id** of the record to be retrieved.

Output fields

A <count> element within the *deleteRecordResponse* parent element indicating the number of records deleted, this will always equal to "1" for deleteRecord.

Sample SOAP messages

Sample SOAP request

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <inc:deleteRecord>
         <sys_id>46e18c0fa9fe19810066a0083f76bd56</sys_id>
      </inc:deleteRecord>
   </soapenv:Body>
</soapenv:Envelope>
```

Sample SOAP response

```
<soapenv:Envelope
 xmlns:inc="http://www.service-now.com/incident"
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <deleteRecordResponse>
         <count>1</count>
      </deleteRecordResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

Language-specific sample messages

For language-specific *deleteRecord* samples, refer to the following topics:

Perl SOAP::Lite

Java Apache Axis2

Microsoft .NET

Python

deleteMultiple

Delete multiple records from the targeted table by example values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Input fields

All fields from the targeted table, including system fields, are used in query-by-example (QBE) fashion to locate records to be deleted. Query example fields can have special prefixes to constrain the search function.

Output fields

A `<count>` element within the `deleteRecordResponse` parent element indicating the number of records deleted.

Sample SOAP messages

Sample SOAP request

```
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <inc:deleteMultiple>
         <category>hardware</category>
      </inc:deleteMultiple>
   </soapenv:Body>
</soapenv:Envelope>
```

Sample SOAP response

```
<soapenv:Envelope
 xmlns:inc="http://www.service-now.com/incident"
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <deleteMultipleResponse>
         <count>6</count>
      </deleteMultipleResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

Language-specific sample messages

For language-specific `deleteRecord` samples, refer to the following topics:

Perl SOAP::Lite

Java Apache Axis2

Microsoft .NET

Python

SOAP web service import sets

Web service import sets complement direct web services and scripted SOAP web services by providing a web service interface to import sets tables.

By default, this type of web service synchronously transforms the incoming data based on the associated transform maps. If the associated import set mode is set to *Asynchronous*, the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

behavior is to save the data for transformation at a later time. Web service import sets tables publish all default web service functions in the WSDL.

You can access a web service import set WSDL by specifying the import set table name + ".do?WSDL" on the URL.

For example:

`http://<instance name>.service-now.com/imp_notification.do?WSDL`.

Related topics

Web service import sets

Import sets key concepts

AttachmentCreator SOAP web service

Attach documents to records in ServiceNow by sending a SOAP message targeting the ecc_queue table.

Important: The AttachmentCreator SOAP web service is not recommended. Instead, use the REST Attachment API to manage attachments with web services.

Using the AttachmentCreator SOAP web service, you can attach a single document to a message that is a maximum of 5 MB. The following is an example of a URL or target end point: `https://instance_name.service-now.com/ecc_queue.do?WSDL`

ecc_queue Fields for Attachment Creation

Field Name	Description	Value
agent	The name of the agent sending in the request, this can be any value since it is not used for processing.	AttachmentCreator
topic	The topic of the queue record, this value must be set to "AttachmentCreator" to trigger the attachment creation	AttachmentCreator
name	This field must contain a ":" delimited value of the file name, and its content-type	file_name.xls:application/vnd.ms-excel
source	This field must contain a ":" delimited value of the target table and its sys_id	incident:dd90c5d70a0a0b39000aac5aee704ae8
payload	This field must contain the Base 64 encoded string representing the object to be attached	the base 64 encoded string

Sending in the values described in the table above will attach an Excel file to the incident table for the record located by the sys_id dd90c5d70a0a0b39000aac5aee704ae8

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Security

Like all other HTTP based web services available on the platform, the AttachementCreator SOAP web service is required to authenticate using basic authentication by default. The user ID that is used for authentication will be subjected to access control in the same way as an interactive user.

To create attachments, the SOAP user must have any roles required to create Attachment [sys_attachment] records, as well as the soap_create role, and any roles required to read and write records on the target table, such as the itil role to add attachments to incident records. By default there is no single role allowing you to add attachments. You can create a role to explicitly allow adding attachments, then assign this role to the SOAP user.

File type security

You can control what file types users can attach by setting the *glide.attachment.extensions* and *glide.security.file.mime_type.validation* properties.

For these properties to apply to the AttachmentCreator web service, the property *glide.attachment.enforce_security_validation* must be set to true. This property is true by default.

Example SOAP Message

The following is an example of a SOAP message that would take a text file "john1.txt" of mime-type: text/plain and attach it to an Incident with a GUID of: e6eed6950a0a3c59006f32c8e3ff3cf9. Note the payload is the base64 encoding of the file itself.

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope
 xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
 xmlns:ecc="http://www.service-now.com/ecc_queue">
    <soapenv:Header />
    <soapenv:Body>
        <ecc:insert>
            <agent>AttachmentCreator</agent>
            <topic>AttachmentCreator</topic>
            <name>john1.txt:text/plain</name>

 <source>incident:e6eed6950a0a3c59006f32c8e3ff3cf9</source>

 <payload>SSB3b25kZXIgaWYgc2hlIGtub3ducyB3aGF0IHNoZSdzIGRvaW5nIG
5vdy4K</payload>
        </ecc:insert>
    </soapenv:Body>
</soapenv:Envelope>
```

Example Node.js Script

The following example Node.js script adds an attachment to an incident record. Run this script from a client computer, not an instance.

```
/**
 *
 * Node.js to ServiceNow attachment upload via SOAP
 *
 * Andrew Venables andrew.venables@servicenow.com
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 * July 2014
 *
 * Version 1.0
 *
 */

var soap = require('soap'), //
 https://github.com/vpulim/node-soap
 mime = require('mime'), // https://github.com/broofa/node-mime
 fs = require("fs");

var WSDL_FILENAME = 'ecc_queue.xml'; // Goto
 https://instancename.service-now.com/ecc_queue.do?WSDL and save
 a copy of the WSDL locally for simplicity
var DIRECTORY_CONTAINING_FILES =
 '/Users/andrew.venables/Documents/Uploads'; // Local path to
 the directory containing all the files we want to upload
var USERNAME = 'andy.venables'; // An admin user account on the
 instance
var PASSWORD = 'MY_PASSWORD'; // Password for above account
var TARGET_TABLE = 'incident'; // Target table to attach the
 files to
var TARGET_SYS_ID = '9d385017c611228701d2210 4cc95c371'; //
 Target record / sys_id to attach the files to. OOTB INC0000002

var files_to_upload; // Global that will contain our list of
 files to be uploaded
var pos = 0; // Global pointer for our position in the
 files_to_upload list

// Create a SOAP client to use to post to the instance
soap.createClient(WSDL_FILENAME, function(err, client) { // Node
 uses callbacks
 if (err) console.error(err);

 // Set the username and password
 client.setSecurity(new soap.BasicAuthSecurity(USERNAME,
 PASSWORD));

 // Read all the files in our source directory, will include .
 and ..
 files_to_upload = fs.readdirSync(DIRECTORY_CONTAINING_FILES);

 console.log('Files to upload: ' + files_to_upload.length +
 '\n');

 // Start iterating through the list of files to upload
 next(client);

});

// Process the next file in the files_to_upload array
// This is a neat way of dealing with Node and its expectation
 of callbacks
function next(client) {

 // Check we haven't reached the end
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 if (pos >= files_to_upload.length) return;

 // Get the next file to upload
 var file_name = files_to_upload[pos];

 // Increment the pointer to the next file
 pos++;

 console.log(pos + '/'+ files_to_upload.length+ ' - Uploading
 file: ' + file_name);

 // A blank file is the end of the list
 if (file_name == '') return;

 // Skip to the next file as this one is invalid
 if (file_name == '.' || file_name == '..' ||
 file_name.indexOf('.') == 0)
  next(client);

 // Get the file type using an module called mime
 var file_type = mime.lookup(file_name);
 console.log('   of type: ' + file_type);

 var file_payload;
 // Load the file into a buffer
 fs.readFile(DIRECTORY_CONTAINING_FILES + '/' + file_name,
 function(err, the_data) {
  if (err) console.error(err);

  // Encode the buffer to base64
  file_payload = new Buffer(the_data,
 'binary').toString('base64');

  // Set the parameters before we call the Web Service
  var parameters = {
   'agent':  'AttachmentCreator',
         'topic':  'AttachmentCreator',
         'name':  file_name+':'+file_type,
         'source':  TARGET_TABLE+':'+TARGET_SYS_ID,
         'payload':  file_payload
  };

  console.log('      sending...')
  // Make the Web Service call, remember node likes callbacks
  client.insert(parameters, function(err, result) {
   if (err) console.error(err);

   console.log(result);

   // This file is done, next!
   next(client);
  });
 });
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example Perl Script

The following example Perl script will create an attachment to an incident record.

```
use MIME::Base64;
use strict;
use SOAP::Lite;

# the ServiceNow instance
my $SNC_HOST = "https://instance_name.service-now.com";
my $base64;
my $buf;

# upload and attach a file on the local disk, base 64 encode it
 into a string first
open(FILE, "/Users/davidloo/Desktop/test_files/number_test.xls")
 or die "$!";
binmode FILE; #preserves file formatting on Windows
while (read(FILE, $buf, 60*57)) {
  $base64 .= encode_base64($buf);
}

# call the sub routine to attach
attach_incident();

sub attach_incident {
  # target the ecc_queue table
  my $soap = SOAP::Lite->proxy("$SNC_HOST/ecc_queue.do?SOAP");
  $soap->{_transport}->{_proxy}->{ssl_opts}->{verify_hostname} =
 0;
  my $method = SOAP::Data->name('insert')->attr({xmlns =>
 'http://www.service-now.com/'});

  # set the ecc_queue parameters
  my @params = (SOAP::Data->name(agent => 'AttachmentCreator'));
  push(@params, SOAP::Data->name(topic =>
 'AttachmentCreator') );

  # identify the file name and its mime type
  push(@params, SOAP::Data->name(name =>
 'number_test.xls:application/vnd.ms-excel') );

  # attach to the incident, specifying its sys_id
  push(@params, SOAP::Data->name(source =>
 'incident:dd90c5d70a0a0b39000aac5aee704ae8') );

  # set the payload to be the base 64 encoded string
 representation of the file
  push(@params, SOAP::Data->name(payload => $base64) );

  # invoke the web service
  my $result = $soap->call($method => @params);

  print_fault($result);

  print_result($result);
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
sub print_result {
  my ($result) = @_;

  if ($result->body && $result->body->{'insertResponse'}) {
    my %keyHash = %{ $result->body->{'insertResponse'} };
    foreach my $k (keys %keyHash) {
        print "name=$k   value=$keyHash{$k}\n";
    }
  }
}

sub print_fault {
  my ($result) = @_;

  if ($result->fault) {
    print "faultcode=" . $result->fault->{'faultcode'} . "\n";
    print "faultstring=" . $result->fault->{'faultstring'} .
 "\n";
    print "detail=" . $result->fault->{'detail'} . "\n";
  }
}

# use the itil user for basic auth credentials
sub SOAP::Transport::HTTP::Client::get_basic_credentials {
   return 'itil' => 'itil';
}
```

Override a SOAP endpoint

The SOAP endpoint address where the SOAP message is posted is consistent with the endpoint of the WSDL.

In some cases, however, the WSDL may reference an incorrect endpoint URL. If this happens, it is necessary to over-ride the generated URL by creating the property *com.glide.soap_address_base_url* to contain the new URL. You may have to add the property manually as this is not an base system property.

For instance, a generated SOAP endpoint may look like this:

```
https://instance.service-now.com/incident.do?SOAP
```

You can specify a property to define the endpoint such that it goes through a proxy by setting the property:

```
com.glide.soap_address_base_url =
 "https://myproxy.mycompany.com/service-now/"
```

This will result in the endpoint being generated to appear as:

```
https://myproxy.mycompany.com/service-now/incident.do?SOAP
```

Enable HTTP compression

By default, the SOAP request is accepted un-compressed and the result of the request is returned un-compressed.

To enable HTTP compression using [gzip] when sending in your SOAP request, set the following HTTP header:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Content-Encoding: gzip
```

To receive the SOAP response compressed using [gzip] send in your SOAP request with the following HTTP header:

```
Accept-Encoding: gzip
```

Prevent empty elements in SOAP messages

By default, an instance does not omit empty elements, elements with NULL or NIL values, from SOAP messages.

To prevent SOAP responses from containing empty elements, an administrator can create a system property called *glide.soap.omit_null_values* and set the value to **true**. This behavior is compliant with the WSDL as all elements in a SOAP message have a minOccurs=0 attribute and are therefore optional. In addition, this behavior prevents the instance from creating inefficient SOAP messages containing a large number of empty elements.

Set this property to **false** to allow SOAP messages to search for existing fields with empty values. For example, if an administrator wants to search for incidents with an empty **Assigned to** field from a SOAP message, then the SOAP message must be able to send an empty value for this field.

Note: Changing the value of this property may cause unintended actions in existing web service integrations. Administrators are strongly encouraged to carefully test the new behavior to ensure that existing integrations process empty elements as expected.

Insert related records using SOAP

Support is available for inserting hierarchical data into tables or web service import set tables. The hierarchical data in the Insert API is automatically mapped to related records of the targeted table.

Before you begin

Role required: admin

Procedure

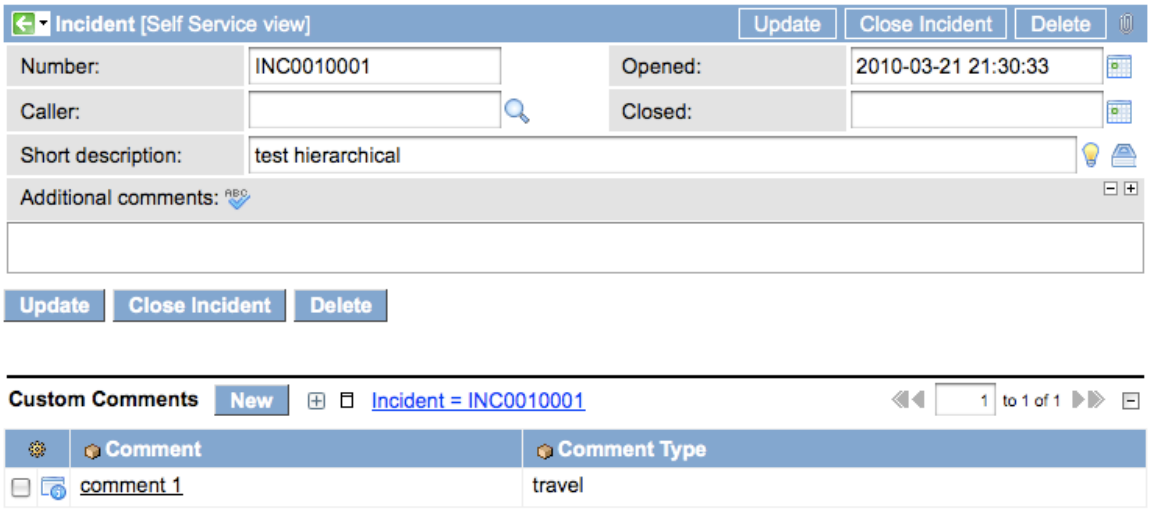
Create and set the property *glide.web_service.hierarchical* to *true*.
The client of the API can also override this value by invoking the SOAP web service with the URL parameter *hierarchical=true*.

Example:

For example, when a related list is created for the incident table called `u_custom_comments`:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Hierarchical Incident



And `u_comment_items` is created as a related list for `u_custom_comments`:

Hierarchical Custom Comments

Related topics

- WSDL Schema with related records
- Hierarchical SOAP Message

WSDL Schema with related records

When a WSDL for the target Incident table is requested with an additional parameter of *`hierarchical=true`*, the WSDL schema for the *`Insert`* function will reflect available related records that may participate in the hierarchical data payload.

For example, the insert portion of the schema of the incident table, when requested with *`hierarchical=true`* displays its hierarchy as follows:

```
https://instance.service-now.com/incident.do?
WSDL&hierarchical=true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WSDL Schema

```
<xsd:element name="insert">
 – <xsd:complexType>
   – <xsd:sequence>
       <xsd:element maxOccurs="1" minOccurs="0" name="active" type="xsd:boolean"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="activity_due" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="approval" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="approval_history" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="approval_set" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="assigned_to" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="assignment_group" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="business_duration" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="business_stc" type="xsd:integer"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="calendar_duration" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="calendar_stc" type="xsd:integer"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="caller_id" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="category" type="xsd:string"/>
```

...

WSDL Schema Continued

```
       <xsd:element maxOccurs="1" minOccurs="0" name="work_end" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="work_notes" type="xsd:string"/>
       <xsd:element maxOccurs="1" minOccurs="0" name="work_start" type="xsd:string"/>
     – <xsd:element minOccurs="0" name="u_custom_comments">
       – <xsd:complexType>
         – <xsd:sequence>
             <xsd:element maxOccurs="1" minOccurs="0" name="u_comment" type="xsd:string"/>
             <xsd:element maxOccurs="1" minOccurs="0" name="u_comment_type" type="xsd:string"/>
             <xsd:element maxOccurs="1" minOccurs="0" name="u_incident" type="xsd:string"/>
           – <xsd:element minOccurs="0" name="u_comment_items">
             – <xsd:complexType>
               – <xsd:sequence>
                   <xsd:element maxOccurs="1" minOccurs="0" name="u_comment" type="xsd:string"/>
                   <xsd:element maxOccurs="1" minOccurs="0" name="u_name" type="xsd:string"/>
                   <xsd:element maxOccurs="1" minOccurs="0" name="u_value" type="xsd:string"/>
                 </xsd:sequence>
               </xsd:complexType>
             </xsd:element>
           </xsd:sequence>
         </xsd:complexType>
       </xsd:element>
     </xsd:sequence>
   </xsd:complexType>
 </xsd:element>
```

The WSDL above shows the incident table having a related table `u_custom_comments` that itself has a related table `u_comment_items`.

Hierarchical SOAP Message

When the SOAP message is constructed from the hierarchical web service described by the WSDL and invoked, it will create the `incident`, `u_custom_comments`, and `u_comment_items` records.

Endpoint URL

```
https://instance.service-now.com/incident.do?
SOAP&hierarchical=true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request

```
<soapenv:Envelope
    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <inc:insert>
         <short_description>test
 hierarchical</short_description>
         <u_custom_comments>
            <u_comment>comment 1</u_comment>
            <u_comment_type>travel</u_comment_type>
            <u_comment_items>
               <u_name>name 1</u_name>
               <u_value>value 1</u_value>
            </u_comment_items>
         </u_custom_comments>
      </inc:insert>
   </soapenv:Body>
</soapenv:Envelope>
```

Reponse

```
<soapenv:Envelope
    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:inc="http://www.service-now.com/incident">
   <soapenv:Header/>
   <soapenv:Body>
      <insertResponse>
         <sys_id>8422ebe7c0a8006e7d23848c2dc8ba47</sys_id>
         <number>INC0010001</number>
      </insertResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

Specify requirement for signed SOAP requests

Use a SOAP security policy to specify whether the instance requires signed SOAP requests for all inbound SOAP traffic.

Before you begin

Role required: web_service_admin or admin

About this task

By default, all inbound SOAP traffic must be signed. Administrators may want to disable this policy and allow unsigned SOAP requests to ServiceNow web services.

Procedure

1. Navigate to **All** > **System Web Services** > **SOAP Security Policies**.
2. Select the **Default Policy**.
3. Clear the **Required to Sign SOAP Request** check box (selected by default) to disable the requirement.
4. Click **Update**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Activate the Enhanced Web Service Provider - Common plugin

Administrators can activate the Enhanced Web Service Provider - Common plugin to enable unsigned WS-Security requests and specify what authentication requirements SOAP requests have.

Before you begin

Role required: admin.

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Find the Enhanced Web Service Provider - Common plugin (com.glide.web_service_provider_v2) using the filter criteria and search bar.

   You can search for the plugin by its name or ID. If you cannot find a plugin, you might have to request it from ServiceNow personnel.
3. Select **Install** to start the installation process.

   Note: When domain separation and delegated admin are enabled in an instance, the administrative user must be in the **global** domain. Otherwise, the following error appears: `Application installation is unavailable because another operation is running: Plugin Activation for <plugin name>.`

   You will see a message after installation is completed. For information about the components installed with a plugin, see Find components installed with an application.

Installed with the Enhanced Web Service Provider - Common plugin

The following components installed with the Enhanced Web Service Provider - Common plugin.

The Enhanced Web Service Provider - Common plugin installs the following components:

Components installed with the Enhanced Web Service Provider - Common plugin

Component Type	Component Installed	Description
Module	Web Services Security Profiles	The plugin adds this module to the System Web Services application.
System Property	`glide.soap.default_security_policy`	Specifies the default security policy to use when enforcing Web Services-Security (WSS) for inbound requests.

Configure SOAP security

Administrators can configure web service security for inbound SOAP requests made to the ServiceNow instance.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

You can also set up web service security to use different certificates for different web service clients. By enabling web service security, you can prevent man-in-the-middle attacks.

Note: After you configure a WS-security profile or a security policy, validation is performed on all incoming SOAP requests, including from the MID Server or ODBC driver. Disable validation for these types of requests by marking the service accounts as internal integration users.

Procedure

1. Upload a certificate to an instance.
2. Create a WS-security profile.
3. Create a security policy.
   Security policies define which WS-security profiles are used to evaluate a particular web service request. If no policy is defined, all WS-security profiles are used to evaluate all requests.
4. Set the value of the property `glide.soap.default_security_policy` to the name of the new security policy.

Set the SOAP default security policy

Set the SOAP default security policy.

Before you begin

Role required: web_service_admin or admin

Procedure

1. Navigate to **All** > **System Web Services** > **Properties**.
2. In the **Security Policy to enforce if WS-Security is enabled** field, enter the default security policy to use when enforcing WS-security.
3. Click **Save**.

Create a new security policy

Administrators can specify which security profiles WS-Security communications must meet by creating a new security policy.

Before you begin

Role required: web_service_admin or admin

Procedure

1. Navigate to **All** > **System Web Services** > **SOAP Security Policies**.
2. Click **New**.
3. Fill out the SOAP Security Policy form (see table).

SOAP Security Policy form fields

Field	Description
Name	Enter a unique name for the security policy. Use this name to set the default security policy with the `glide.soap.default_security_policy` property.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Type	Select whether the SOAP security policy applies to inbound or outbound traffic.
Required to Sign SOAP Request	Select this checkbox to require signed SOAP requests. Clear the checkbox to allow unsigned SOAP requests. When enabled, the instance will produce an error for any SOAP request that does not include a valid signature. When disabled, the instance still verifies any signature included with a SOAP request.
Authenticate	Select if a SOAP request must authenticate against all security profiles or at least one security profile.
Security Profiles	Select the security profiles you want to apply to this SOAP security policy. You must select at least one security profile.

4. Click **Submit**.

Create a new WS-Security profile

Create a new WS Security profile to define how to authenticate a web services message when WS-Security is enabled.

Before you begin

Role required: web_service_admin or admin

Procedure

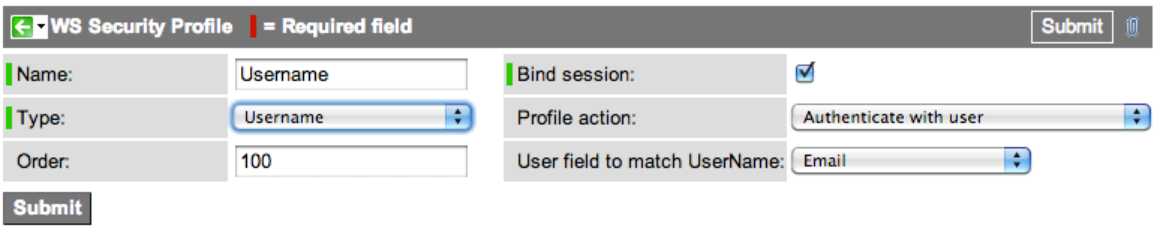
1. Navigate to **All** > **System Web Services** > **WS Security Profiles**.
2. Click **New**.
3. Fill in the WS-Security Profile form (see table).

WS-Security Profile form fields

Field	Description
Name	Enter a unique name for the security profile.
Type	Select **X509** to verify the request's certificate. Select **Username** to verify the request's user credentials.
Run as user	Select the ServiceNow user the instance will impersonate if authentication succeeds and the **Bind Session** field is selected. All web services requests will be attributed to this user. For example, if you select the **System Administrator** user then the instance treats all web services operations as being done by the system administrator. Make sure the user you select has appropriate SOAP privileges if you are using the `glide.soap.strict_security` high security setting. This field is only visible when the type is **X509**.
Order	Enter the order in which the instance checks security profiles. The instance checks all security profiles when processing an incoming SOAP request. If a request fails any security profile authentication requirement, the instance stops processing additional security profiles and fails the request.
Bind Session	Select this check box to have the instance impersonate the user listed in the **Run as user** field. You should only set this field for one profile at a time. If multiple profiles have this field selected, ServiceNow impersonates the user from the last successfully authenticated WS-Security profile. If no profile has

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	this field selected, ServiceNow impersonates the user provided with the basic authentication headers or impersonates the default user (Guest).
X509 Certificate	Select the certificate record containing the certificate for web service requests. ServiceNow only validates the request signature. It automatically trusts the certificate's certificate authority (CA). This field is only visible when the type is **X509**.
Profile action	Select how you want the instance to authenticate the user credentials. Select **Authenticate with user** if you want the instance to authenticate the request based on an existing user record. The request's credentials must match values in an existing user record. Select **Specify user to authenticate** if you want to list a user name and password combination that all web services requests must meet. The request's credentials must match the user name and password you list. This field is only visible when the type is **Username**.
User field to match UserName	Select the column from the User [sys_user] table containing the value you want match against the request's UserName. For example, if you select **Email** then the request UserName header must contain an email address matching an existing ServiceNow user. This field is only visible when the profile action is **Authenticate with user**.
User name	Enter the user name that all web services requests must contain. This field is only visible when the profile action is **Username**.
User password	Enter the password that all web services requests must contain. This field is only visible when the profile action is **Username**



4. Click **Submit**.

Related topics

SOAP web services security

WS-Security

WS-Security profiles

Enforce strict security for inbound SOAP

Strict security for web services requires that users meet Contextual Security requirements to access instance resources.

Before you begin

Role required: admin

About this task

Note: ServiceNow does not support digital certificates, digital signatures, or other digested token methods in SOAP web service calls.

To enforce strict security for web services connections:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Properties** > **Web Services**.
2. Select **Yes** for **Enforce strict security on incoming SOAP requests**.

> **Note:** To learn more about this property, see SOAP request strict security (instance security hardening) in Instance Security Hardening Settings.

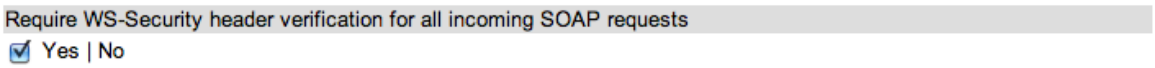
Enable WS-Security verification

Administrators can enable Web Services Security (WSS) verification from the Web Services system properties.

Before you begin
Role required: web_service_admin or admin

Procedure

1. Navigate to **All** > **System Web Services** > **Properties**.
2. For **Require WS-Security header verification for all incoming SOAP requests**, select **Yes**.



> **Note:** Selecting this option enables WS-Security for all inbound SOAP requests. It is not possible to enable WS-Security for only some requests.

3. Click **Save**.
4. Create a WS-security profile.
5. Update the user record for the Mid Server and ODBC driver to mark these users as internal integration users.
6. Download and install the latest MID Server and ODBC driver .
7. To validate SOAP request signatures, upload the remote web service's certificate as a JKS and create the web service's WSS Username Token Profile.

> **Note:** Because ServiceNow WSS implementation does not verify the CA certificate, you do not need to upload the web service's CA certificate.

Related topics

Basic authentication

Mark service accounts as internal integration users

Allow internal integration communications to bypass the WSS authentication requirement by marking their user accounts as internal integration users.

Before you begin
Role required: admin

About this task
When WS-Security is enabled, authentication is required for all SOAP requests including internal integration communications such as the MID Server, ODBC Driver, Remote Update Sets, and high availability cloning. SOAP requests for these internal integration communications cannot implement WS-Security due to technical implications. If your instance uses these SOAP

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

interfaces, you can allow them to bypass the WS-Security authentication requirement by marking their user accounts as internal integration users.

Note: Any web services other than ODBC, MID Server, Remote Update Sets, or high availability cloning must implement WS-Security headers when WS-Security is enabled.

Procedure

1. Navigate to **All** > **User Administration** > **Users**.
2. Select the user account for the MID Server or ODBC Driver.
3. Configure the form to add the **Internal Integration User** field.
4. Select the **Internal Integration User** check box.
5. Click **Update**.

Related topics

Enable WS-Security verification

WS-Security

Debug incoming SOAP envelope

To capture incoming SOAP envelope XML in the system log, add the property *glide.processor.debug.SOAPProcessor* with a value of **true**.

When enabled, this property adds the incoming SOAP envelope in the **Message** field of the system log (**System Logs** > **All**). Disable this debugging feature as soon as you are finished so that the log is not overwhelmed with excessive and unnecessary debugging information.

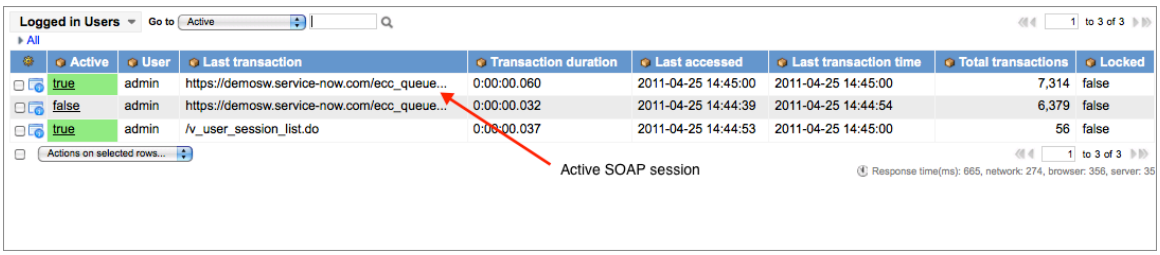
View a SOAP session log

You can view a user's log from a SOAP session.

Before you begin
Role required: admin

Procedure

1. Navigate to **All** > **User Administration** > **Logged in users**.



2. Open an active SOAP session to see the transactions log.

   The SOAP session is marked as inactive within 60 seconds of the last transaction.

Basic authentication code samples

Samples of basic authentication code for several programming languages and versions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Perl and the SOAP::Lite libraries

To supply basic authentication when using Perl and the SOAP::Lite libraries, you can implement the following function:

```
sub SOAP::Transport::HTTP::Client::get_basic_credentials {
   return 'user_name' => 'password';
}
```

C# .NET VS 2005 or older

When using C# .NET VS 2005 or older, you can take advantage of the Credentials object. For example:

```
System.Net.ICredentials cred = new
 System.Net.NetworkCredential("user_name", "password");

service.ServiceNow proxy = new service.ServiceNow();
service.get getService = newservice.get();
service.getResponse getServiceResponse = new
 service.getResponse();

try
{
  proxy.Credentials = cred;
  getService.sys_id = "bf522c350a0a140701972dbf876f1610";
  getServiceResponse = proxy.get(getService);
catch (Exception ex) { }
```

C# .NET VS 2008

When using C# .NET VS 2008, you can take advantage of the ClientCredentials object. For example:

```
Demo_Incident.ServiceNowSoapClient client = new
 Test08WebService.Demo_Incident.ServiceNowSoapClient();
client.ClientCredentials.UserName.UserName = "admin";
client.ClientCredentials.UserName.Password = "admin";
```

Then in your `app.config` file look for the following and change "None" to "Basic":

```
<transport clientCredentialType="None"
 proxyCredentialType="None" realm="" />
```

VB .NET

When using VB .NET taking advantage of the Credentials object would look like the following:

```
 Sub Main()
        Dim cred As New
 System.Net.NetworkCredential("user_name", "password")

        Dim proxy As New VB_Democm.incident.ServiceNow
        Dim getIncident As New VB_Democm.incident.get
        Dim getResponse As New VB_Democm.incident.getResponse
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        proxy.Credentials = cred

        getIncident.sys_id = "[your sysID here]"

        getResponse = proxy.get(getIncident)

    End Sub
```

The resulting response when Basic Authentication is turned on and no credentials are supplied looks like this:

```
 <html>
 <head>
 <title>Apache Tomcat/5.0.28 - Error report</title>
 <style>   <!--H1
 {font-family:Tahoma,Arial,sans-serif;color:white;background-col
or:#525D76;font-size:22px;}
  H2
 {font-family:Tahoma,Arial,sans-serif;color:white;background-col
or:#525D76;font-size:16px;}
  H3
 {font-family:Tahoma,Arial,sans-serif;color:white;background-col
or:#525D76;font-size:14px;}
  BODY
 {font-family:Tahoma,Arial,sans-serif;color:black;background-col
or:white;}
  B
 {font-family:Tahoma,Arial,sans-serif;color:white;background-col
or:#525D76;}
  P
 {font-family:Tahoma,Arial,sans-serif;background:white;color:bla
ck;font-size:12px;}
  A {color: black;}
  A.name {color: black;}
  HR {color: #525D76;}-->
  </style>
  </head>
  <body>
  <h1>HTTP Status 401 -\</h1>
  <HR size="1" noshade="noshade">
  <p><b>type</b> Status report</p>
  <p><b>message</b> <u></u></p>
  <p><b>description</b>
  <u>This request requires HTTP authentication ().</u></p>
  <HR size="1" noshade="noshade">
  <h3>Apache Tomcat/5.0.28</h3>
  </body>
  </html>
```

Example WS-Security SOAP envelope header

An example of a valid WS-Security SOAP envelope header.

```
<SOAP-ENV:Header>
 <wsse:Security

 xmlns:wsse="http://
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-sece
xt-1.0.xsd"
  SOAP-ENV:mustUnderstand="1">
  <wsse:BinarySecurityToken

 xmlns:wsu="http://
docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-util
ity-1.0.xsd"

 EncodingType="http://
docs.oasis-open.org/wss/2004/01/oasis-200401-wss-soap-message-se
curity-1.0#Base64Binary"

 ValueType="http://
docs.oasis-open.org/wss/2004/01/oasis-200401-wss-x509-token-prof
ile-1.0#X509v3"
   wsu:Id="CertId-2D914AB929A6719E7F13068829874641"

 xmlns:wsse="http://
docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-sece
xt-1.0.xsd">
   MIIEgzCCA2ugAwIBAgILAQAAAAABL0ZQMtEwDQYJKoZIhvcNAQ
   EFBQAwQDEXMBUGA1UEChMOQ3liZXJ0cnVzdCBJbmMxJTAjBg
   NVBAMTHEN5YmVydHJ1c3QgU3VyZWNyZWRlbnRpYWwgQ0Ew
   HhcNMTAxMjE0MTgyMjU1WhcNMTECMjE0MTgyMjU1WjB3MQsw
   CQYDVQQGEwJVUzEUMBIGA1UEChMLU2VydmljZS1Ob3cxKDA
   mBgkqhkiG9w0BCQEWGWRhdmlkLmxvb0BzZXJ2aWNlLW5vdy5jb
   20xKDAmBgNVBAMTH1NlcnZpY2UtTm93IFBhcn3uZXIgRGV2ZWx
   vcG1lbnQwggEiMA0GCSqGSIb3DQEBAQUAA4IBDwAwggEKAoIB
   AQCvtcRIb6zkGnN9uyhtcSDNSIuCW6FgnTbTDUvw2nGlNA9y9iEV
   wTp5TG3eELOOFBCuRLeY5x28lN+cJ72v+zCwi/rZcbEPj8oWyLVA
   OqJThgrzhDabj0vDM/zU8bvAXcw6FoCUDFKkc64WC7Y4HpBdfW4
   JT7FBgDQ3LEudq8OUp+TfETiGwrEA3jRgy9fF92TKD7MN3Vkyhz2
   xZLOFiN5HJixl9juNJmLWugqqIGO4yZSuCutc1gjCyOU+fONXKghOQ
   rRheNpwcqWbbJvLbR9Ybso6l3UAYCQO9hrRnI7VaPvfiueUvuLopap
   o4Kel6iL8aMUAfEUDtkf1AbqRIIQ5AgMBAAGjggFFMIIBQTAfBgNVH
   SMEGDAWgBRJTJILzUojts557p5VM2taRMAClTA7BgNVHR8ENDA
   yMDCgLqAshipodHRwOi8vY3JsLm9tbmlyb29OLmNvbS9TdXJlQ3JlZ
   GVudGlhbC5jcmwwHQYDVR0OBBYEFB+OqlvcdiYmqOenW6mgaV
   wZp9eaMA8GA1UdEwEB/wQFMAMCAQAwDgYDVR0PAQH/BAQD
   AgTwMBEGCWCGSAGG+EIBAQQEAwIFoDBJBg3rBgEFBQcBA1Q
   9MDswOQYIKwYBBQUHMAKGLWh0dHA6Ly9jYWNlcnQub21uaXJv
   b3QuY29tL3N1cmVjcmVkZW50aWFsLmNydDAkBgNVHREEHTAbg
   RlkYXZpZC5sb29Ac2Vydmljes1ub3cuY29tMB0GA1UdJQQWMBQG
   CCsGAQUFBwMCBggrBgEFBQcDBDANBgkqhkiG9w0BAQUFAAO
   CAQEAmeoP0Bgtx2JN1ldLnnK6WLEqDk25zaHP5wTxqVlFxzJy1zi6
   AOlk5UOT5LKYjjGWRIOoSeK8iBUOp7Mq4PE8QCETkjYNyuWJd9zm
   7GPCHdOoL18rQHQRsU8pTDHA1OzG+i3zdxAMrHl/H673E4myzvU
   DkJnxNAZdw4h4Ba/Y1+VFCWhOm2GwZdXtzklyZaKtMp+31qmf3bG
   OSU34M/dW4OpXgfLDqdGD+6YDQPg25aYeCqcNhwg6VlAWG566g
   aWXYxRaVjOqotSDMdaK8b+7Vlo7KhGGaE62v7f44OSekJeBvTfZCR
   7zRSK8N+OqUpqP/n8vgDkmYIE5IQrRE0rEWA==
  </wsse:BinarySecurityToken>
  <ds:Signature xmlns:ds="http://www.w3.org/2000/09/xmldsig#"
   Id="Signature-2">
   <ds:SignedInfo xmlns:ds="http://www.w3.org/2000/09/xmldsig#">
    <ds:CanonicalizationMethod
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
     Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#"
 xmlns:ds="http://www.w3.org/2000/09/xmldsig#" />
    <ds:SignatureMethod
 Algorithm="http://www.w3.org/2000/09/xmldsig#rsa-sha1"
     xmlns:ds="http://www.w3.org/2000/09/xmldsig#" />
    <ds:Reference URI="#Timestamp-1"
 xmlns:ds="http://www.w3.org/2000/09/xmldsig#">
     <ds:Transforms
 xmlns:ds="http://www.w3.org/2000/09/xmldsig#">
      <ds:Transform
 Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#"
       xmlns:ds="http://www.w3.org/2000/09/xmldsig#" />
     </ds:Transforms>
     <ds:DigestMethod
 Algorithm="http://www.w3.org/2000/09/xmldsig#sha1"
      xmlns:ds="http://www.w3.org/2000/09/xmldsig#" />
     <ds:DigestValue
 xmlns:ds="http://
www.w3.org/2000/09/xmldsig#">NIS5sizg8wttGL+aWFQ4003TpPg=</ds:Di
gestValue>
    </ds:Reference>
    <ds:Reference URI="#id-3"
 xmlns:ds="http://www.w3.org/2000/09/xmldsig#">
     <ds:Transforms
 xmlns:ds="http://www.w3.org/2000/09/xmldsig#">
      <ds:Transform
 Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#"
       xmlns:ds="http://www.w3.org/2000/09/xmldsig#" />
     </ds:Transforms>
     <ds:DigestMethod
 Algorithm="http://www.w3.org/2000/09/xmldsig#sha1"
      xmlns:ds="http://www.w3.org/2000/09/xmldsig#" />
     <ds:DigestValue
 xmlns:ds="http://www.w3.org/2000/09/xmldsig#">/rXB
+nhBT5BXtDErIUIBOyhoh8Y=</ds:DigestValue>
    </ds:Reference>
   </ds:SignedInfo>
   <ds:SignatureValue
 xmlns:ds="http://www.w3.org/2000/09/xmldsig#">

 fwjxJRiDNrNxbVsKoHZflsmKlYADldJf0BoN3R2Fx9rjpszFXI2Gp92eXsP+Sl6
rmbPXIdKb8lLl

 +dv8upl8WYPrKJP61KeJOZsKNDX474NYC2XEzdJcXbZNktmqY0dSmKwJZzi8rJt
mGrbOUAaH51GK

 oXV2FLJOAqILoZMyP/SPWKbOUNUCpssY7vRA+tX8ZmrjTwMUvpOZbo+KInPmwfp
Z6n/uarOh5zjL

 NaYJylTCjuuqXDKPZLvDqy48yrsGAWczB901KwLLrE8C+6aPucFrTBytX91vIha
WiLZuba8Nouaz
    vUkjUk7LM5o87MGrSFx3OwxbaOD7/cMtdg2bxA==
                       </ds:SignatureValue>
   <ds:KeyInfo Id="KeyId-2D914AB929A6719E7F13068829875022"
    xmlns:ds="http://www.w3.org/2000/09/xmldsig#">
    <wsse:SecurityTokenReference
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 xmlns:wsu="http://
docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-util
ity-1.0.xsd"
     wsu:Id="STRId-2D914AB929A6719E7F13068829875053"

 xmlns:wsse="http://
docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-sece
xt-1.0.xsd">
     <wsse:Reference
 URI="#CertId-2D914AB929A6719E7F13068829874641"

 ValueType="http://
docs.oasis-open.org/wss/2004/01/oasis-200401-wss-x509-token-prof
ile-1.0#X509v3"

 xmlns:wsse="http://
docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-sece
xt-1.0.xsd" />
    </wsse:SecurityTokenReference>
   </ds:KeyInfo>
  </ds:Signature>
  <wsu:Timestamp

 xmlns:wsu="http://
docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-util
ity-1.0.xsd"
   wsu:Id="Timestamp-1">
   <wsu:Created>2011-05-31T23:03:07.454Z</wsu:Created>
   <wsu:Expires>2011-05-31T23:08:07.454Z</wsu:Expires>
  </wsu:Timestamp>
  <wsse:UsernameToken>
   <wsse:Username>test_user</wsse:Username>
   <wsse:Password>xxxxxx</wsse:Password>
  </wsse:UsernameToken>
 </wsse:Security>
</SOAP-ENV:Header>
```

WS-Security properties

These properties control the behavior of WS-Security X.509 tokens.

Properties

Property	Description
glide.soap.msg_digest.algorithm	Specifies the method digest algorithm. Possible values are SHA-1, SHA-256, and SHA-512. • Type: String • Default value: SHA-1 • Location: Add to the System Property [sys_properties] table
glide.soap.signature.algorithm	Specifies the signature algorithm. Possible values are RSA-SHA-1, RSA-SHA-256, and RSA-SHA-512.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Property	Description
	• Type: String • Default value: RSA-SHA-1 • Location: Add to the System Property [sys_properties] table
glide.soap.canonical.algorithm	Specifies the cannonicalization algorithm. Possible values are Canonical xml 1.0, Canonical xml 1.0 with Comments, Exclusive Canonical xml 1.0, and Exclusive Canonical xml 1.0 with Comments. • Type: String • Default value: Exclusive Canonical xml 1.0 • Location: Add to the System Property [sys_properties] table

Each possible value for these properties represents a standard WS-Security algorithm.

Property value URLs

Value	Algorithm
Method digest algorithms	
SHA-1	http://www.w3.org/2000/09/xmldsig#sha1
SHA-256	http://www.w3.org/2001/04/xmlenc#sha256
SHA-512	http://www.w3.org/2001/04/xmlenc#sha512
Signature algorithms	
RSA-SHA-1	http://www.w3.org/2000/09/xmldsig#rsa-sha1
RSA-SHA-256	http://www.w3.org/2001/04/xmldsig-more#rsa-sha256
RSA-SHA-512	http://www.w3.org/2001/04/xmldsig-more#rsa-sha512
Cannonicalization algorithms	
Canonical xml 1.0	http://www.w3.org/TR/2001/REC-xml-c14n-20010315
Canonical xml 1.0 with Comments	http://www.w3.org/TR/2001/REC-xml-c14n-20010315#WithComments
Exclusive Canonical xml 1.0	http://www.w3.org/2001/10/xml-exc-c14n#
Exclusive Canonical xml 1.0 with comments	http://www.w3.org/2001/10/xml-exc-c14n#WithComments

WS-Security error messages

An instances produces one of the following error messages when it encounters an issue with a WS-security SOAP message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WS-security error messages

Error	Description
Invalid Security Policy Selected. Select an Inbound policy for Inbound Requests.	The default policy name is set to an outbound policy. Set the default policy name to an inbound security policy.
SOAP request not Signed. Policy requires signing.	The SOAP security policy requires signing and the inbound SOAP request is not signed. Either specify a different SOAP security policy or provide the SOAP request with a proper signature.
No profiles to authenticate.	The selected Security policy either does not have any security profiles (X509 or UserNameToken) or the security profiles are inactive. Verify at least one security profile is active.
Unable to verify signed request.	The inbound SOAP request contains an invalid signature. The SOAP request changed after being signed.
Failed to extract principal(s) from request.	The SOAP request has either been tampered or was not well formed. ServiceNow cannot extract credentials to authenticate the request.
Failed to authenticate WS-security, unknown type.	The SOAP request contains an unsupported security profile. Resend the request with a supported security profile type: X509 or UsernameToken.
Failed to authenticate WS-security.	ServiceNow failed to authenticate against the provided profile credentials. Verify that the SOAP request is using the proper credentials.

WS-Security reference

Support for WS-Security 1.1 in the form of WSS X.509 Token Profile and WSS Username Token Profile is available for incoming SOAP requests.

The configuration to use WS-Security is separate from the requirement to enforce Basic Authentication, and is enforced when the SOAP envelope contains the WS-Security headers.

WS Security Profiles

The **WS Security Profile** module lists the WS-Security profiles that are currently in effect. The **Order** of the profiles indicates the order of authentication that is checked, all profiles are checked during the incoming SOAP request, when a profile fails authentication, it does not execute the next one in order. The **Bind session** check box indicates which profile to use to assume the session's identity, there can only be one "bound" session.

WSS X.509 Token Profile

Use the X.509 authentication framework as defined by the Web Services Security: SOAP Message Security specification. An X.509 certificate specifies a binding between a public key and a set of attributes that includes (at least) a subject name, issuer name, serial number, and validity interval. An X.509 certificate is used to validate a public key that is used to sign the incoming SOAP message. Upload the certificate in the **Certificate** module and reference it in the **X509 Certificate** field. If this is a bound session, select the user to impersonate when the WS-Security authentication succeeds.

See the following document: http://www.oasis-open.org/committees/download.php/16785/wss-v1.1-spec-os-x509TokenProfile.pdf

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WSS Username Token Profile

In addition to specifying the X.509 Token Profile, a UsernameToken can also be supplied in the SOAP request. A UsernameToken is used as a means of identifying the requester by "username", and optionally using a password (or shared secret, or password equivalent) to authenticate that identity to the instance. The UsernameToken profile cannot be used independent of the X.509 Token Profile currently.

1. Authenticate using the Username of the incoming SOAP request to lookup a User by the specified **User field to match UserName** value. The password value in the incoming Username Token is used to authenticate the request. When the **Bind session** option is selected, the user that authenticates successfully is used for the session.
2. Authenticate using a separate pair of user name / password that is unrelated to users in the User table. When the **Bind session** option is selected, the user that is specified in the **Run as user** field is used for the session.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example WS-Security SOAP Envelope Headers

Note:

This sample has been formatted with line returns to fit the content into the frame.

```
<SOAP-ENV:Header><wsse:Securityxmlns:wsse =
 "http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-ws
security-secext-1.0.xsd"SOAP-ENV:mustUnderstand
 = "1" ><wsse:BinarySecurityTokenxmlns:wsu =
 "http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-ws
security-utility-1.0.xsd"EncodingType =
 "http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-so
ap-message-security-1.0#Base64Binary"ValueType =
 "http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-x5
09-token-profile-1.0#X509v3"wsu:Id =
 "CertId-2D914AB929A6719E7F13068829874641"xmlns:wsse =
 "http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-ws
security-secext-1.0.xsd" >
   MIIEgzCCA2ugAwIBAgILAQAAAAABLOZQMtEwDQYJKoZIhvcNAQ
   EFBQAwQDEXMBUGA1UEChMOQ3liZXJOcnVzdCBJbmMxJTAjBg
   NVBAMTHEN5YmVydHJ1c3QgU3VyZWNyZWRlbnRpYWwgQOEw
   HhcNMTAxMjEOMTgyMjU1WhcNMTECMjEOMTgyMjU1WjB3MQsw
   CQYDVQQGEwJVUzEUMBIGA1UEChMLU2Vydmljes1Ob3cxKDA
   mBgkqhkiG9wOBCQEWGWRhdmlkLmxvbOBzZXJ2aWNlLW5vdy5jb
   2OxKDAmBgNVBAMTH1NlcnZpY2UtTm93IFBhcn3uZXIgRGV2ZWx
   vcG1lbnQwggEiMAOGCSqGSIb3DQEBAQUAA4IBDwAwggEKAoIB
   AQCvtcRIb6zkGnN9uyhtcSDNSIuCW6FgnTbTDUvw2nGlNA9y9iEV
   wTp5TG3eELOOFBCuRLeY5x28lN+cJ72v+zCwi/rZcbEPj8oWyLVA
   OqJThgrzhDabjOvDM/zU8bvAXcw6FoCUDFKkc64WC7Y4HpBdfW4
   JT7FBgDQ3LEudq8OUp+TfETiGwrEA3jRgy9fF92TKD7MN3Vkyhz2
   xZLOFiN5HJix19juNJmLWugqqIGO4yZSuCutc1gjCyOU+fONXKghOQ
   rRheNpwcqWbbJvLbR9Ybso6l3UAYCQO9hrRnI7VaPvfiueUvuLopap
   o4Kel6iL8aMUAfEUDtkf1AbqRIIQ5AgMBAAGjggFFMIIBQTAfBgNVH
   SMEGDAWgBRJTJILzUojts557p5VM2taRMAClTA7BgNVHR8ENDA
   yMDCgLqAshipodHRwOi8vY3JsLm9tbmlyb29OLmNvbS9TdXJlQ3JlZ
   GVudGlhbC5jcmwwHQYDVROOBBYEFB+OqlvcdiYmqOenW6mgaV
   wZp9eaMA8GA1UdEwEB/wQFMAMCAQAwDgYDVROPAQH/BAQD
   AgTwMBEGCWCGSAGG+EIBAQQEAwIFoDBJBg3rBgEFBQcBA1Q
   9MDswOQYIKwYBBQUHMAKGLWh0dHA6Ly9jYWNlcnQub21uaXJv
   b3QuY29tL3N1cmVjcmVkZW5OaWFsLmNydDAkBgNVHREEHTAbg
   RlkYXZpZC5sb29Ac2Vydmljes1ub3cuY29tMBOGA1UdJQQWMBQG
   CCsGAQUFBwMCBggrBgEFBQcDBDANBgkqhkiG9wOBAQUFAAO
   CAQEAmeoPOBgtx2JN1ldLnnK6WLEqDk25zaHP5wTxqVlFxzJy1zi6
   AOlk5UOT5LKYjjGWRIOoSeK8iBUOp7Mq4PE8QCETkjYNyuWJd9zm
   7GPCHdOoL18rQHQRsU8pTDHA1OzG+i3zdxAMrHl/H673E4myzvU
   DkJnxNAZdw4h4Ba/Y1+VFCWhOm2GwZdXtzklyZaKtMp+31qmf3bG
   OSU34M/dW4OpXgfLDqdGD+6YDQPg25aYeCqcNhwg6VlAWG566g
   aWXYxRaVjOqotSDMdaK8b+7Vlo7KhGGaE62v7f44OSekJeBvTfZCR
   7zRSK8N+OqUpqP/n8vgDkmYIE5IQrREOrEWA==
  </wsse:BinarySecurityToken><ds:Signature
 xmlns:ds = "http://www.w3.org/2000/09/xmldsig#"Id
 = "Signature-2" ><ds:SignedInfo xmlns:ds
 = "http://www.w3.org/2000/09/xmldsig#"
 ><ds:CanonicalizationMethodAlgorithm =
 "http://www.w3.org/2001/10/xml-exc-c14n#" xmlns:ds =
 "http://www.w3.org/2000/09/xmldsig#" /><ds:SignatureMethod
 Algorithm =
 "http://www.w3.org/2000/09/xmldsig#rsa-sha1" xmlns:ds
 = "http://www.w3.org/2000/09/xmldsig#" /><ds:Reference
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

LongRunningSOAPRequestProps

The following properties are available for long-running SOAP requests.

Long-running SOAP request properties

Property	Description
glide.http.connection_timeout	Specify the maximum number of milliseconds an outbound HTTP request (such as Web Services) will wait to establish a connection. • Type: integer • Default value: 10000 (10 seconds) • Location: system properties [sys_properties] table
glide.http.timeout	Specifies the maximum number of milliseconds to wait before an outbound transaction times out. • Type: integer • Default value: 175000 (175 seconds) • Location: Add to system properties [sys_properties] table
glide.soap.max_redirects	Specifies the maximum number of redirects the server sends to the client before the soap request is timed out. • Type: integer • Default value: 20 • Location: system properties [sys_properties] table
glide.soap.request_processing_timeout	Specify the maximum number of seconds an inbound SOAP request has to finish processing before the connection times out. This property computes a default value from the value of the property *glide.http.timeout* divided by 1000. This property accepts values 5–1200 seconds (20 minutes).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Long-running SOAP request properties (continued)

Property	Description
	Customers might have network infrastructure (such as proxy servers) in place which implement a shorter timeout. In this case, a socket timeout may occur unless this property is set to a shorter value. Set this property to a value several seconds less than the shortest socket inactivity timeout in effect anywhere in the network path between the client application and the instance. • Type: integer • Default value: 60 • Location: system properties [sys_properties] table
glide.soapprocessor.allow_long_running_threads	Enables or disables a 307-Temporary Redirect when the request includes a *redirectSupported=true* parameter. The default setting is **true** (enabled).
glide.soapprocessor.max_long_running_threads	Controls the maximum number of long-running SOAP threads which can run at any one time. The default value for this property is determined dynamically based on the number of SOAP semaphores configured. It should not be necessary to change this value.

JSONv2 web service

The ability to describe sets of data in JSON format is a natural extension to the JavaScript language.

ServiceNow supports a web service interface that operates on the JSON object as the data input and output format.

The JSONv2 web service is provided by a platform-level processor similar to the services for SOAP, WSDL, CSV, Excel, and XML. Like those services, the JSON web service is triggered by a standalone JSONv2 URL parameter. For example:

```
https://<instance name>.service-now.com/mytable.do?JSONv2
```

Having the JSON object available as a data format for web services means that you can create (insert), update, and query any data in the system using the JSON object format, and get results in the JSON object format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Security

Like all other HTTP-based web services available on the platform, the JSONv2 web service is required to authenticate using basic authentication by default. The user ID that is used for authentication is subjected to access control in the same way as an interactive user.

Related topics

SOAP web services security

JSON object format

The JSON object is built in two structures.

- A collection of name/value pairs. In various languages, this is realized as an object, record, struct, dictionary, hash table, keyed list, or associative array.
- An ordered list of values. In most languages, this is realized as an array, vector, list, or sequence.

In its simplest form, a JSON object is just a comma delimited set of name/value pairs. For example:

```
{"name one":"value one","name two":"value two"}
```

The following is a sample of a single record array of incidents in JSON:

```
{"records":
  [{"closed_by":"",
    "__status": "success",
    "category":"inquiry",
    "escalation":"0",
    "state":"1",
    "location":"",
    "reassignment_count":"0",
    "time_worked":"",
    "order":"0",
    "due_date":"",
    "number":"INC0010180",
    "upon_approval":"proceed",
    "sla_due":"2010-03-04 22:51:49",
    "follow_up":"",
    "notify":"1",
    "business_stc":"0",
    "caused_by":"",
    "rejection_goto":"",
    "assignment_group":"d625dccec0a8016700a222a0f7900d06",
    "incident_state":"1",
    "opened_at":"2010-02-23 22:51:49",
    "wf_activity":"",
    "calendar_duration":"",
    "group_list":"",
    "caller_id":"",
    "comments":"",
    "priority":"3",
    "sys_id":"fd0774860a0a0b380061bab9094733ad",
    "sys_updated_by":"itil",
    "variables":"",
    "delivery_task":"",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sys_updated_on":"2010-02-23 22:51:49",
    "parent":"",
    "active":"true",
    "opened_by":"681b365ec0a80164000fb0b05854a0cd",
    "expected_start":"",
    "sys_meta":"System meta data",
    "watch_list":"",
    "company":"",
    "upon_reject":"cancel",
    "work_notes":"",
    "sys_created_by":"itil",
    "cmdb_ci":"",
    "approval_set":"",
    "user_input":"",
    "sys_created_on":"2010-02-23 22:51:49",
    "contact_type":"phone",
    "rfc":"",
    "approval_history":"",
    "activity_due":"",
    "severity":"3",
    "subcategory":"",
    "work_end":"",
    "closed_at":"",
    "close_notes":"",
    "variable_pool":"",
    "business_duration":"",
    "knowledge":"false",
    "approval":"not requested",
    "sys_mod_count":"0",
    "problem_id":"",
    "calendar_stc":"0",
    "work_start":"",
    "sys_domain":"global",
    "sys_response_variables":"",
    "correlation_id":"",
    "sys_class_name":"incident",
    "short_description":"this was inserted with python",
    "impact":"1",
    "description":"",
    "correlation_display":"",
    "urgency":"3",
    "assigned_to":"",
    "made_sla":"true",
    "delivery_plan":""}
  ]
}
```


The following is a record array of incident responses with an error.


```
{
    "records": [
        {
            "__error": {
                "message": "Invalid Insert into: incident",
                "reason": "Data Policy Exception:  Short
 description is mandatory "
            },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "__status": "failure",
            "active": "true",
            "activity_due": "",
            "approval": "not requested",
            "approval_history": "",
            "approval_set": "",
            "assigned_to": "",
            "assignment_group":
"d625dccec0a8016700a222a0f7900d06",
            "business_duration": "",
            "business_stc": "",
            "calendar_duration": "",
            "calendar_stc": "",
            "caller_id": "",
            "category": "inquiry",
            "caused_by": "",
            "child_incidents": "0",
            "close_code": "",
            "close_notes": "",
            "closed_at": "",
            "closed_by": "",
            "cmdb_ci": "",
            "comments": "",
            "comments_and_work_notes": "",
            "company": "",
            "contact_type": "phone",
            "correlation_display": "",
            "correlation_id": "",
            "delivery_plan": "",
            "delivery_task": "",
            "description": "",
            "due_date": "",
            "escalation": "0",
            "expected_start": "",
            "follow_up": "",
            "group_list": "",
            "impact": "3",
            "incident_state": "1",
            "knowledge": "false",
            "location": "",
            "made_sla": "true",
            "notify": "1",
            "number": "INC0010001",
            "opened_at": "2013-07-23 18:01:17",
            "opened_by": "6816f79cc0a8016401c5a33be04be441",
            "order": "",
            "parent": "",
            "parent_incident": "",
            "priority": "5",
            "problem_id": "",
            "reassignment_count": "0",
            "reopen_count": "0",
            "resolved_at": "",
            "resolved_by": "",
            "rfc": "",
            "severity": "3",
            "short_description": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "skills": "",
            "sla_due": "",
            "state": "1",
            "subcategory": "",
            "sys_class_name": "incident",
            "sys_created_by": "admin",
            "sys_created_on": "2013-07-23 18:01:17",
            "sys_domain": "global",
            "sys_id": "a96479343cb60100a92ec9a477ba9e45",
            "sys_mod_count": "0",
            "sys_updated_by": "admin",
            "sys_updated_on": "2013-07-23 18:01:17",
            "time_worked": "",
            "upon_approval": "proceed",
            "upon_reject": "cancel",
            "urgency": "3",
            "user_input": "",
            "watch_list": "",
            "work_end": "",
            "work_notes": "",
            "work_notes_list": "",
            "work_start": ""
        }
    ]
}
```


JSON response status

JSONv2 requests may return one of several response statuses.

JSON Success Response

Each JSON success response includes a record array containing the records retrieved by the given action. Each JSON object contains one or more metadata elements, prefixed with __, regarding the status for the action on each record, as illustrated in the previous examples. The JSON success responses use the following syntax:

__status

```
"__status": "<value>"
```

where <value> is success or failure.

JSON Failure Response

When the `_status` element returns failure, the `_error` element is added to identify the error and reason.

```
"__error": { "message": "<error value>", "reason": "<reason
 value> "}
```

where `<error value>` is the error message text and `<reason value>` is the reason the error was triggered.

The JSON error response contains only the error and reason elements. Generally, this indicates that the whole JSON operation failed and no records can be processed.

For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{"_error":"Cannot update with empty
 sysparm_query","reason":null}
```

Setting the number of rows returned

The following system property controls how many rows JSON returns with each query.

Setting the Number of Rows Returned

Property	Description
glide.processor.json.row_limit	Specify the maximum number of rows a JSON query returns. • Type: Integer • Default value: 10,000 • Location: Add glide.processor.json.row_limit to the system properties [sys_properties] table

Requiring basic authentication for incoming JSONv2 requests

The following system property controls whether basic authentication is required for incoming JSONv2 requests.

Requiring Basic Authentication for Incoming JSONv2 Requests

Property	Description
glide.basicauth.required.jsonv2	Enables (true) or disables (false) requiring basic authentication for incoming JSONv2 requests. • Type: true | false • Default value: true • Location:Add to the System Properties [sys_properties] table

Note: To learn more about this property, see Basic auth: JSONv2 requests in Instance Security Hardening Settings.

Action parameters

Action parameters are separate and different from data parameters because they specify the action to take when the JSON object parameter is part of an HTTP GET or POST request.

The parameters can also be specified as a field in the supplied JSON object. They have the effect of triggering an action in the case of `sysparm_action`, or filtering the results of an update or query in the case of `sysparm_query`.

sysparm_action

The following are the valid values for `sysparm_action` and the corresponding action triggered by the API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data Retrieval

Method Summary	Description
getKeys	Query the targeted table using an encoded query string and return a comma delimited list of `sys_id` values.
getRecords	Query the targeted table using an encoded query string and return all matching records and their fields.
get	Query a single record from the targeted table by specifying the `sys_id` in the `sysparm_sys_id` URL parameter, and return the record and its fields.

Data Modification

Method Summary	Description
insert	Create one or more new records for the table targeted in the URL.
insertMultiple	Create multiple new records for the table targeted in the URL.
update	Update existing records in the targeted table in the URL, filtered by an encoded query string.
deleteRecord	Delete a record from the table targeted in the URL by specifying its `sys_id` in the `sysparm_sys_id` URL parameter.
deleteMultiple	Delete multiple records from the table targeted in the URL, filtered by an encoded query string.

sysparm_query

Specify an encoded query string to be used in get, getRecords, update or deleteMultiplesysparm_action value.

sysparm_view

Specify a form view to customize the return values for get and getRecords function calls. When using a view, the query returns only the fields defined in the view, including referenced values. If there is no view name, or if the view name is not valid, then the query returns all field names that are marked active in the dictionary.

sysparm_sys_id

Specify a target sys_id during a get or delete function call (`sysparm_action` value).

sysparm_record_count

Specify an integer value to limit the number of records retrieved for this request. Note that this value is capped by the *`glide.processor.json.row_limit`* system property.

displayvalue

Get the display value of a reference field, if any are in the record. For example, the Incident record can have an `assigned_to` field that is a reference to a user record. Instead of sending the sys_id of the user record, the user name is sent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The displayvalue parameter can have three values: **true**, **false**, or **all**.

- **true**: All the references fields show the display value instead of `sys_id`.
- **false** (default): All reference fields show `sys_ids`.
- **all**: The display value and the `sys_id` are shown. For example, the assignedto field in the Incident record is sent back as assigned_to:1234556, dv_assigned_to:Fred Luddy.

displayvariables

Set this boolean value to **true** during a get or getRecords function call to retrieve all variables attached to this record.

JSON Data Retrieval API

Query for data by issuing an HTTPS GET request to the instance.

By default, a GET request is interpreted as a get function if a *sysparm_sys_id* parameter is present. Otherwise, it is interpreted as a getRecords function. You can also specify a URL parameter *sysparm_action=get*. Query responses are always encapsulated by a records hash of records, where each individual record's values are themselves hashed by field name.

Return Display Value for Reference Variables

When you are getting a record from a get or getRecords function, all the fields associated with that record are returned. The fields are often reference fields that contain a `sys_id` for another table. The base system behavior is to return the `sys_id` value for those fields. To have the display value for the field returned, use one of these options:

- Add the property glide.json.return_displayValue to the system properties, and every JSON request will return a display value for a reference field.
- Add the parameter *displayvalue=true* to the JSON request URL and JSON requests with that parameter will return a display value instead of the `sys_id` for a reference field. The JSON URL would look like this:

```
https://<instance
 name>.service-now.com/incident.do?JSON&sysparm_action=getRecor
ds&sysparm_query=active=true^category=hardware&displayvalue=t
rue
```

- Add the parameter *displayvalue=all* to the JSON request URL and JSON requests with that parameter return a display value and the `sys_id` for a reference field. The response element name for the display value field will be prefixed with `dv_`, for example `dv_caller_id`.

Get variables

Use the *displayvariables* query parameter to return an array of variables associated with a Service Catalog item record. To get variables, add the parameter *displayvariables=true* to the JSON request URL. For example, here is a URL to retrieve a record in JSON format that includes Service Catalog variables:

```
https://<your-instance>.servicenow.com/sc_req_item.do?JSONv2&sys
parm_action=getRecords&sysparm_query=sys_id=5018da81742bd410f877
1974894916fe&displayvariables=true
```

Here is the example response that displays a multi-row variable set from the record:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
   "records":[
      {
         …
         "variables":[
            {
               "display_value":[
                  {
                     "quantity":"1",
                     "color":"Black",
                     "device_type":"Apple iPhone 8",
                     "storage":"64GB"
                  },
                  {
                     "quantity":"1",
                     "color":"Black",
                     "device_type":"Apple iPhone 8",
                     "storage":"64GB"
                  }
               ],
               "columns_meta":[
                  {
                     "name":"device_type",
                     "label":"Device Type",
                     "id":"da7d3f3241411300964ff05369414eca",
                     "type":5,
                     "order":"0"
                  },
                  {
                     "name":"storage",
                     "label":"Storage",
                     "id":"691e337241411300964ff05369414e31",
                     "type":5,
                     "order":"1"
                  },
                  {
                     "name":"color",
                     "label":"Color",
                     "id":"e89fb772414113009 64ff05369414e74",
                     "type":5,
                     "order":"2"
                  },
                  {
                     "name":"quantity",
                     "label":"Quantity",
                     "id":"2d5f737241411300964ff05369414eaf",
                     "type":5,
                     "order":"3"
                  }
               ],
               "max_rows":50,
               "name":"mobile_devices_set",
               "id":"e84d3f3241411300964ff05369414e3e",
               "type":"one_to_many",
               "value":[
                  {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                        "quantity":"1",
                        "color":"black",
                        "device_type":"iphone8",
                        "storage":"64GB"
                     },
                     {
                        "quantity":"1",
                        "color":"black",
                        "device_type":"iphone8",
                        "storage":"64GB"
                     }
                  ],
                  "row_count":2
               },
               {
                  "question_text":"Department",
                  "name":"department",
                  "type":8,
                  "value":"Development",
                  "order":100
               },
               {
                  "question_text":"Who is this request for?",
                  "name":"requested_for",
                  "type":8,
                  "value":"System Administrator",
                  "order":100
               },
               {
                  "question_text":"When do you need this?",
                  "name":"needed_by",
                  "type":5,
                  "value":"Today",
                  "order":200
               },
               {
                  "question_text":"Business Justification",
                  "name":"business_justification",
                  "type":2,
                  "value":"Example justification",
                  "order":200
               }
            ],
            …
         }
      ]
}
```


The keys in the response are defined as follows:

Key	Description
display_value	Multi-row variable set question display value. Only returned with multi-row variable sets.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Key	Description
columns_meta	Array of multi-row variable set metadata, such as the sys_id and name of the field. Only returned when the variable contains multiple fields.
max_rows	Maximum rows allowed in the multi-row variable set. Only returned with multi-row variable sets.
name	Question name.
id	Sys_id of the multi-row variable set. Only returned with multi-row variable sets.
type	Type of question.
value	Question value.
row_count	Current number of rows in the multi-row variable set. Only returned with multi-row variable sets.
question_text	Question label. Only returned with single-row variable sets.
order	Order of the question.

Control the order of records

You can control the order that records appear in the JSON response. To set an order, use the **ORDERBY** or **ORDERBYDESC** clauses in the URL encoded query. For example,

```
sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcategory
```

filters all active records and orders the results in ascending order by number first, and then in descending order by category. For more information, see Encoded query strings.

getKeys

Get the `sys_id` of multiple records by specifying an encoded query string in the *`sysparm_query`* parameter.

```
https://<instance
 name>.service-now.com/incident.do?JSONv2&sysparm_action=getKeys
&sysparm_query=active=true^category=hardware
```

get

Get a record directly by specifying the `sys_id` in a *`sysparm_sys_id`* parameter.

```
https://<instance
 name>.service-now.com/incident.do?JSONv2&sysparm_sys_id=9d38501
7c611228701d22104cc95c371
```

Optionally, you may also specify the *`sysparm_action`* parameter:

```
https://<instance
 name>.service-now.com/incident.do?JSONv2&sysparm_action=get&sys
parm_sys_id=9d385017c611228701d22104cc95c371
```

getRecords

Get all records by specifying an encoded query string in the *`sysparm_query`* parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
https://<instance
 name>.service-now.com/incident.do?JSONv2&sysparm_action=getReco
rds&sysparm_query=active=true^category=hardware
```

JSON Data Modification API

Modify data using the JSON web service by sending an HTTPS POST request to the instance.

The HTTP POST must contain a `sysparm_action` parameter to indicate the type of action to be performed, with the incoming JSON object post in the body.

Note: The content-type of the POST should be application/json. It cannot be application/x-www-form-urlencoded or multipart/form-data.

insert

Create a new record in ServiceNow. The JSON object has to be POSTed as the body (content-type is usually application/json, although not enforced). The response from the record creation is a JSON object of the incident that was created.

For example, posting the following JSON object:

```
{"short_description":"this is a test","priority":"1"}
```

to the following URL:

```
https://your_instance.service-now.com/incident.do?JSONv2&sysparm
_action=insert
```

creates an incident.

Optionally, you may also specify the sysparm_action in the JSON object. The parameter inside the JSON object takes precedence over the URL parameter. For example:

```
{"sysparm_action":"insert","short_description":"this is a
 test","priority":"1"}
```

insertMultiple

To create multiple new records in ServiceNow, the input JSON object for the insert function must be an array. The response from the record creation is a JSON object of the incidents that were created. For example, the following JSON object:

```
{ "records" : [ { "short_description" : "this was inserted with
 python using JSON 1" , "priority" : "1 - Critical" , "impact" :
 "1" , "caller_id" : "Fred Luddy" } , { "short_description" :
 "this was inserted with python using JSON 2" , "priority" : "1
 - Critical" , "impact" : "1" , "caller_id" : "Fred Luddy" } ] }
```

posted to one the following URLs:

```
https://<instance
 name>.service-now.com/incident.do?JSONv2&sysparm_action=insert
https://<instance
 name>.service-now.com/incident.do?JSONv2&sysparm_action=insertM
ultiple
```

creates two incidents. Note the fields described as an array value for the **records** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

update

Update a record or a list of records filtered by an encoded query string specified by the `sysparm_query` URL parameter. The JSON object has to be posted as the body (content-type is usually application/json, although not enforced). The response from the record creation is an array of JSON objects representing the records that were updated.

For example, posting the following JSON object:

```
{"short_description":"this was updated with python", "priority":
 "3", "impact":"1"}
```

to the following URL:

```
https://instance_name.service-now.com/incident.do?JSONv2&sysparm
_query=priority=3&sysparm_action=update
```

updates all incidents with priority 3, and sets the values specified by the JSON object.

deleteRecord

Delete a single record from the targeted table, identified by a `sysparm_sys_id` parameter. The parameter may be encoded in the input JSON object or given as a URL parameter.

For example, posting:

```
{"sysparm_sys_id":"fd4001f80a0a0b380032ffa2b749927b"}
```

to the following URL:

```
http://instance_name.service-now.com/incident.do?JSONv2&sysparm_
action=deleteRecord
```

deletes the incident record identified by the sys_id fd4001f80a0a0b380032ffa2b749927b.

deleteMultiple

Delete multiple records from the targeted table, filtered by an encoded query string specified in the `sysparm_query` URL parameter. The filter may also be encoded in the input JSON object.

For example, posting:

```
{"sysparm_query":"short_description=this was updated with
 python"}
```

to the following URL:

```
http://instance_name.service-now.com/incident.do?JSONv2&sysparm_
action=deleteMultiple
```

deletes all incident records where the `short_description` field contains the value "this was updated with python".

RSS web service

RSS (Rich Site Summary) is a format for delivering web-based information that changes regularly.

RSS feed generator

ServiceNow supports the dynamic generation of RSS feeds.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Much like our Web Services implementation, the retrieval of an RSS feed representation of information is simply done by specifying an RSS parameter at the end of the URL to a table list. For example, the following will return a list of all incidents in RSS 2.0 format.:

Adding a Query

To associate a query to the list so that a filtered list is returned, use the *sysparm_query* parameter. For example, the following will return a list of all incidents where the priority field is 1 (Critical):

```
https://<instance
name>.service-now.com/incident.do?sysparm_query=priority=1&RSS
```

If you have a multi part query then you would separate the parts with the ^ character. For example to get all priority 1 incidents with a category of software you would:

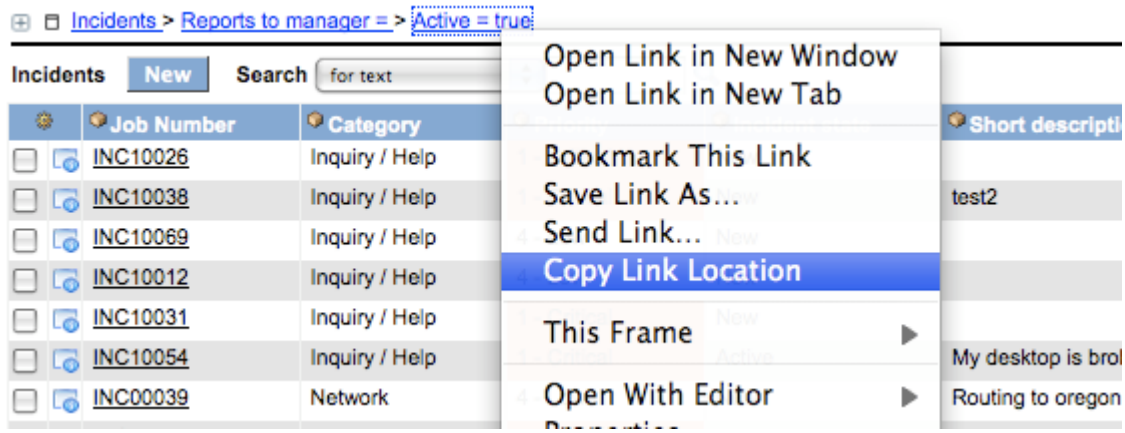
```
https://<instance
 name>.service-now.com/incident.do?sysparm_query=priority=1^cate
gory=software&RSS
```

If you want to query on a field that is a reference to another file then you need to use javascript to resolve the reference to the other file. For example, the assigned_to field in incident is a reference to a user record. If you wanted to find all the incidents assigned to "ITIL User" then you would do the following:

```
https://<instance
 name>.service-now.com/incident.do?sysparm_query=assigned_to=jav
ascript:GetIDValue('sys_user','ITIL%20User')&RSS
```

Note: You can in most cases simply append "&RSS" to a URL that you generate in the U.I. or that of your favorite module. The easiest way to get the URL is to simply click the last breadcrumb from the list view. After appending "&RSS" then you can use this URL in your RSS feed reader

Get Bread URL



Limiting results with a view

The description element in the returned RSS xml is constructed using the view as specified in the URL, when no view is specified, the default no-name view is used.

To change this format, specify the *sysparm_view* parameter on the URL. For example, the following request will return the incidents list. However the result will be restricted to only the fields available in the ess view:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 https://<instance
 name>.service-now.com/incident.do?sysparm_query=priority=1&sysp
arm_view=ess&RSS
```

Additionally, the RSS item title can be modified using the *sysparm_title_view* URL parameter. When specified, the item title will be constructed using the fields specified in the view. For example:

```
https://<instance
 name>.service-now.com/incident.do?sysparm_query=priority=1&sysp
arm_view=ess&sysparm_title_view=rss_title&RSS
```

Formatting results

The description element in the returned RSS xml can be formatted by setting the URL parameter *sysparm_format=true* and specifying the format string in the property *glide.rss.description_format*.

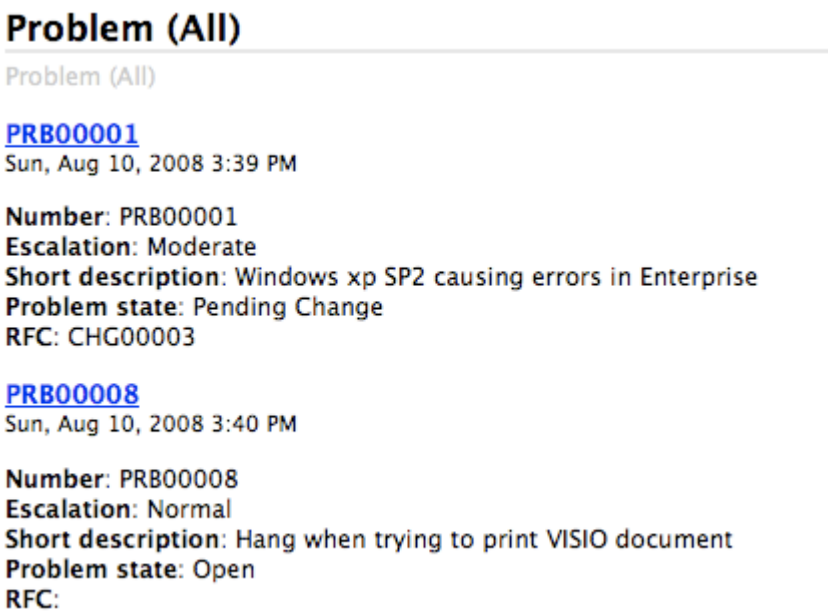
By default, when the URL parameter is present, the description element will be formatted to contain the field label and value using the following format string:

```
<b>{1}</b>: {2}<br/>
```

- {0} - field name
- {1} - field label
- {2} - field value

This default format string can be overridden using the property *glide.rss.description_format*. An example of the formatted RSS feed can be seen in the following screen capture from Firefox:

RSS Format



RSS basic authentication

To enforce basic authentication on each request for an RSS feed, set the property *glide.basicauth.required.rss* to *true*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RSS request would have to contain the Authorization header as specified in the Authentication protocol. Because the request is non-interactive, we always require the *Authorization* header during a request.

Note: If you plan to disable RSS basic authentication, make sure that tables in the platform have the right ACL entries to protect from unauthorized access.

To specify basic authentication on the URL, put the username and password pair separated by a colon in front of the server name before an @ character. For example, to submit the demo credentials for the ITIL user, use the following URL.

```
https://itil:itil@<instance
 name>.service-now.com/incident.do?RSS
```

Some older browsers, such as Microsoft IE 7 do not support direct URL authentication. If the site uses basic authentication, Internet Explorer automatically prompts users for a user name and a password. In some cases, users can click the Remember my password box in the prompt to save their credentials for later visits to that site.

Related topics

http://www.w3.org/Protocols/HTTP/1.0/draft-ietf-http-spec.html#BasicAABasic

http://support.microsoft.com/kb/834489

RSS request authorization

RSS title override

You may optionally override the automatically generated title of the RSS feed by added the *sysparm_title* parameter to the request URL.

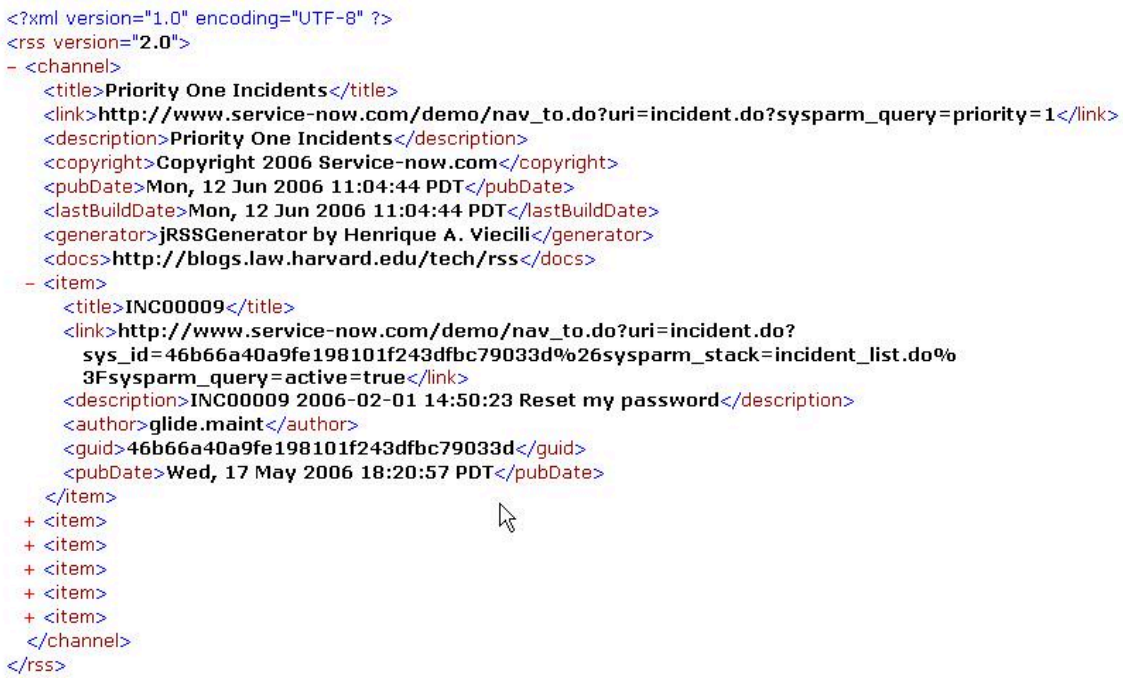
For example, you can specify the title `Priority One Incidents` using the following request URL.

```
 https://<instance
 name>.service-now.com/incident.do?sysparm_query=priority=1&sysp
arm_view=ess&RSS&sysparm_title=Priority%20One%20Incidents
```

This will produce results as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RSS Out



```
<?xml version="1.0" encoding="UTF-8" ?>
- <rss version="2.0">
  - <channel>
      <title>Priority One Incidents</title>
      <link>http://www.service-now.com/demo/nav_to.do?uri=incident.do?sysparm_query=priority=1</link>
      <description>Priority One Incidents</description>
      <copyright>Copyright 2006 Service-now.com</copyright>
      <pubDate>Mon, 12 Jun 2006 11:04:44 PDT</pubDate>
      <lastBuildDate>Mon, 12 Jun 2006 11:04:44 PDT</lastBuildDate>
      <generator>jRSSGenerator by Henrique A. Viecili</generator>
      <docs>http://blogs.law.harvard.edu/tech/rss</docs>
    - <item>
        <title>INC00009</title>
        <link>http://www.service-now.com/demo/nav_to.do?uri=incident.do?
          sys_id=46b66a40a9fe198101f243dfbc79033d%26sysparm_stack=incident_list.do%
          3Fsysparm_query=active=true</link>
        <description>INC00009 2006-02-01 14:50:23 Reset my password</description>
        <author>glide.maint</author>
        <guid>46b66a40a9fe198101f243dfbc79033d</guid>
        <pubDate>Wed, 17 May 2006 18:20:57 PDT</pubDate>
      </item>
    + <item>
    + <item>
    + <item>
    + <item>
    + <item>
    </channel>
</rss>
```

RSS feed reader

Create a scrolling RSS feed reader using a UI page.

You must create a feed parser using an RSS API, such as the Google Feed API.

Developer's guide: http://code.google.com/apis/ajaxfeeds/documentation/

API: http://code.google.com/apis/ajaxfeeds/documentation/reference.html

Scrollable areas

A scrollable area is a div where contents scroll from the bottom up over time.

You can scroll any HTML content, and anything inside the scroller is operational HTML with functioning links and images.

To make a scrollable areas, wrap the scrolling content inside of a scrollable_area tag, likely in a UI Page:

```
    <g:scrollable_area height="100px">
        <g2:evaluate var="jvar_temp" expression="var kb = new
GlideRecord('kb_knowledge');"/>
        <g:inline template="kb_section.xml"/>
    </g:scrollable_area>
```

The system will then create a 100 pixel high div and the contents will automatically scroll from bottom to top. If you have a 1000 pixel high block of text, for example, you'll see the top 100 pixels and then pixels 2-101, then 3-102, etc. Once it reaches the top it'll wrap back around to the bottom.

This sample code will create a scroller with a list of priority 1 incidents.

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide"
 xmlns:j2="null" xmlns:g2="null">
  <g2:evaluate var="jvar_inc">
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var inc = new GlideRecord('incident');
    inc.addActiveQuery();
    inc.addQuery('priority',1);
    inc.query();
  </g2:evaluate>

  <g2:scrollable_area height="100px">
    <table border="0" cellspacing="2" cellpadding="0"
 width="100%">
      <j2:while test="$[inc.next()]">
        <j2:set var="jvar_inc_link"
 value="incident.do?sys_id=$[inc.sys_id]"/>
        <j2:set var="jvar_inc_list_link"
 value="incident_list.do?sysparm_query=active=true"/>
 <tr>
   <td>
            <a href="$[jvar_inc_link]">
              <IMG SRC="images/services.png"
 style="padding-right:10px"></IMG>
            </a>
            <a href="$[jvar_inc_link]"
 style="padding-right:10px; color:blue">$[inc.number]</a>
          </td>
          <td>$[inc.short_description]</td>
        </tr>
      </j2:while>
      <tr>
        <td align="center" colspan="2"><a
 href="$[jvar_inc_list_link]" style="color:blue">View all active
 incidents</a></td>
      </tr>
    </table>
  </g2:scrollable_area>
</j:jelly>
```

Add scrolling elements in forms

You can add scrolling areas to forms as well as UI pages.

Procedure

1. Create a UI Macro with the script.
2. Create a Formatter to reference the script.

Priority 1 incidents example

This example scrolling element demonstrates how to create a UI macro to a scrolling list of priority 1 incidents.

Use the following example code:

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide"
 xmlns:j2="null" xmlns:g2="null">
  <g2:evaluate var="jvar_inc">
    var inc = new GlideRecord('incident');
    inc.addActiveQuery();
    inc.addQuery('priority',1);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    inc.query();
  </g2:evaluate>

  <div style="background-color:DDDDDD; padding-left:10px;
line-height:19px; border:2px white solid" width="100%"
nowrap="true">
    Priority 1 Incidents:
    <input id="make_spacing_ok"
style="visibility:hidden;width:0px:" title=""/>
  </div>
  <g2:scrollable_area height="100px" width="100%">

      <j2:while test="$[inc.next()]">
        <j2:set var="jvar_inc_link"
value="incident.do?sys_id=$[inc.sys_id]"/>
        <j2:set var="jvar_inc_list_link"
value="incident_list.do?sysparm_query=active=true"/>
        <span style="line-height: 10px; padding-left:10px">
          <a href="$[jvar_inc_link]">
            <IMG SRC="images/services.png"
style="padding-right:10px"></IMG>
          </a>
          <a href="$[jvar_inc_link]" style="padding-right:10px;
color:blue">$[inc.number]</a>
            $[inc.short_description]
        </span>
        <br style="line-height:5px"/>
      </j2:while>
      <span>
        <a href="$[jvar_inc_list_link]" style="color:blue;
padding-left:10px">View all active incidents</a>
      </span>

  </g2:scrollable_area>
</j:jelly>
```

Navigate to **System UI** > **Formatters** and create a Formatter that refers to the UI Macro above.

RSS feed reader example

An example of how to set up an RSS feed reader using an RSS feed.

For an example RSS feed reader, go to the ServiceNow Community site and search for **RSS Feed Reader**.

Exporting and converting records into complex data types

Use URL parameters to export table records and convert them into complex data types, such as JSON, XML, PDF, CSV, and XLS.

Exporting records as complex data types

You can use an HTTP *GET* request to retrieve records from a table and put them in a specified format. For example, use the *PDF* parameter in a *GET* request to export records from a table as PDF files; use the *XLS* parameter to export records from a table as XLS files. For example, to retrieve a list of incident records as XLS files, issue an HTTP *GET* using the following URL: `https://instance_name.service-now.com/incident.do?XLS`. The file returned is `incident.xls`. `incident.do` is basically a *GET* that returns a list of the records from the incident table. The *XLS* parameter converts those records into XLS files.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The general syntax is: `https://<serviceNow-instance-name>/<table-name>.do?<Data-type-parameter>`

URL parameters

The following table shows URL parameters you can use in *GET* requests, filters you can use to filter out unwanted table records in the return, and an indicator of whether you can *POST* the data type directly to a table. The parameter becomes the extension of the returned file, for example, using the *XLS* parameter returns a file in the form `<table-name>.xls`.

URL parameters

Data type	Parameter	Valid filters	Directly POST to table?
CSV	CSV	sysparm_query, sysparm_view	Y
Excel	XLS, EXCEL, XLSX	sysparm_query, sysparm_view	Y
JSON	JSONv2	Various. See JSON data retrieval API.	Y
PDF	PDF	sysparm_query, sysparm_view	N
RSS	RSS	sysparm_query, sysparm_view and more. See Limiting results with a view.	N
XML	XML, XSD, SCHEMA	sysparm_query, useUnloadFormat	N

For more information about retrieving and converting table records into the JSON file format, see JSONv2 Web Service.

For more information about retrieving and converting table records into the RSS file format, see RSS feed generator.

Converting records to PDFs

For PDF export, there is a distinction between targeting a table and targeting its list. To generate a PDF of a list of records, suffix the target with `_list`. To target a single record, you must specify the *sys_id* parameter to identify the record for which you are generating the PDF.

Filters

All URL parameters work with filters that enable you to export a subset of table records. For example, `sysparm_query=active=true` in a *GET* request exports only active records. The following example exports only active incident records in an Excel format: `https://instance_name.service-now.com/incident.do?EXCEL&sysparm_query=active=true`.

The general syntax is: `https://<serviceNow-instance-name>/<table_list>.do?<Data-type-parameter>&<filter>`

Filters include:

- sysparm_query—Filters the data using the encoded query before exporting files, for example, `sysparm_query=active=true` exports only active records.
- sysparm_view—Specify the name of a list view to control which fields are returned. For example, to return the ESS view, use `sysparm_view=ess`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- useUnloadFormat—Indicates that the XML format returned is an unload format. The unload format is the same format you get when, from a list in the UI, you select Export > XML > ... You can import unload-formatted XML files back into the tables. To enable the unload format from a URL, use the `useUnloadFormat=true` URL parameter, for example, `https://instance_name.service-now.com/incident.do?XML&useUnloadFormat=true`.

Example GET queries

GET request examples

Data type	Example query
CSV	`https://instance_name.service-now.com/incident.do?CSV&sysparm_query=active=true`
Excel	`https://instance_name.service-now.com/incident.do?XLS&sysparm_query=active=true`
PDF	`https://instance_name.service-now.com/incident.do?PDF&sysparm_view=ess`
RSS	`https://instance_name.service-now.com/incident.do?RSS&sysparm_view=ess`
XML	`https://instance_name.service-now.com/incident.do?XML&sysparm_query=active=true`

Returned files

GET queries return records from a table in the format specified in the request. For example, a query that uses the *XLS* parameter returns a table record in a file with the `.xls` extension.

The Content-Disposition header in the response displays the file name and extension of the returned file. The file name is based on the table you export from, such as incident.xls, incident.pdf, or incident.xml.

Exporting data into tables

You can *POST* the following data types directly into tables:

- CSV
- Excel
- JSON

The file headers must match the field columns in the targeted table. For more information, see Post CSV or Excel files directly to an import set.

Inbound web service examples

Inbound web service examples demonstrate how to access ServiceNow web services.

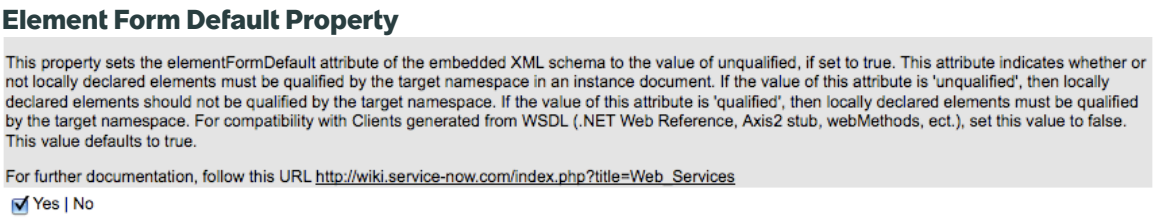
Java Apache Axis2 web services client examples

Examples demonstrating an integration with Axis2 Version 1.4.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Requirements

- An "elementFormDefault" value of qualified means that an unqualified element is in the default namespace defined on an ancestor. If it is "unqualified" then an unqualified element is in the empty namespace (xmlns=""). The default is "unqualified".
- To Resolve the Axis Client deserialization failure you should go to **System Properties** > **Web Services** and uncheck the property that sets the elementFormDefault attribute of the embedded XML schema to the value of unqualified. Save the property setting and regenerate your Axis2 client code if your client code was generated before changing this property.



Java Apache Axis2 web services client examples insert

An example class to insert an incident record.

```
public class Insert  {

 public static void main ( String args [ ] ) { try {
  HttpTransportProperties. Authenticator basicAuthentication  =
new HttpTransportProperties. Authenticator ( ) ;
  basicAuthentication. setUsername ( "admin" ) ;
  basicAuthentication. setPassword ( "admin" ) ;

  ServiceNowStub proxy  = new ServiceNowStub ( ) ;

  proxy._getServiceClient ( ). getOptions ( ). setProperty
(org. apache. axis2. transport. http. HTTPConstants. CHUNKED,
Boolean. FALSE ) ;
  proxy._getServiceClient ( ). getOptions ( ). setProperty
(org. apache. axis2. transport. http. HTTPConstants.
AUTHENTICATE, basicAuthentication ) ;

  ServiceNowStub. Insert inc  = new ServiceNowStub. Insert
( ) ;
  ServiceNowStub. InsertResponse resp  = new ServiceNowStub.
InsertResponse ( ) ;

  inc. setAssigned_to ( "Christen Mitchell" ) ;
  inc. setCategory ( "hardware" ) ;
  inc. setPriority ( BigInteger. ONE ) ;
  inc. setDescription ( "The WI_FI in the reception area is
down" ) ;
  inc. setCaller_id ( "Joe Employee" ) ;

  resp  = proxy. insert (inc ) ;

   System. out. println ( "New Incident: " + resp. getNumber
( ) ) ; } catch ( Exception e ) { System. out. println (e.
toString ( ) ) ; }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  } }
```

Java Apache Axis2 web services client examples update

An example of an Axis Client program that calls the getKeys function to query all incidents where the category is Hardware.

getKeys

A list of `sys_id` is returned as a result:

```
package com.service_now.www ;

 public class DemoClient  {

  public static void main ( String args [ ] ) { try {
   ServiceNowStub proxy  = new ServiceNowStub ( ) ;
   ServiceNowStub. GetKeys getInc  = new ServiceNowStub. GetKeys
 ( ) ;
   ServiceNowStub. GetKeysResponse resp  = new ServiceNowStub.
 GetKeysResponse ( ) ;

   getInc. setActive ( true ) ;
   getInc. setCategory ( "hardware" ) ;

   proxy._getServiceClient ( ). getOptions ( ). setProperty
 (org. apache. axis2. transport. http. HTTPConstants. CHUNKED,
 Boolean. FALSE ) ;

   resp  = proxy. getKeys (getInc ) ;

    String [ ] keys  = resp. getSys_id ( ) ;

    System. out. println ( "Key: " + keys [ 0 ] ) ; } catch
 ( Exception e ) { System. out. println (e. toString ( ) ) ; }

  } }
```

getRecords

```
package com.service_now.www ;

 import
 com.service_now.www.ServiceNowStub.GetRecordsResult_type0 ;

 public class GetRecords  {

 /**
* @param args
*/ public static void main ( String [ ] args ) { try {
  ServiceNowStub proxy  = new ServiceNowStub ( ) ;
  ServiceNowStub. GetRecords incidents  = new ServiceNowStub.
 GetRecords ( ) ;
  ServiceNowStub. GetRecordsResponse result  = new
 ServiceNowStub. GetRecordsResponse ( ) ;

  incidents. setActive ( true ) ;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 incidents. setCategory ( "hardware" ) ;
 incidents. setSys_created_on ( "> 2009-06-08 10:30:00" ) ;

 proxy._getServiceClient ( ). getOptions ( ). setProperty
(org. apache. axis2. transport. http. HTTPConstants. CHUNKED,
Boolean. FALSE ) ;

 result  = proxy. getRecords (incidents ) ;

 GetRecordsResult_type0 [ ] keys  = result. getGetRecordsResult
( ) ;

  for ( int key  = 0 ; key  < keys. length ; key ++ ) { System.
out. println ( "Key: " + keys [ 0 ]. getSys_id ( ) ) ; } }
catch ( Exception e ) { System. out. println (e. toString
( ) ) ; }


}

}
```

Java Apache Axis2 web services client examples advanced

Examples showing how to construct and use an Axis2 client to consume a ServiceNow Web Service.

Axis is essentially a SOAP engine -- a framework for constructing SOAP processors such as clients, servers, or gateways. The current version of Axis is written in Java. This content is intended for system admins with a light development background in Java. To begin you would need Java JDK version 1.4.2 or higher and Axis2 version 1.0 or higher.

Create a Java Project

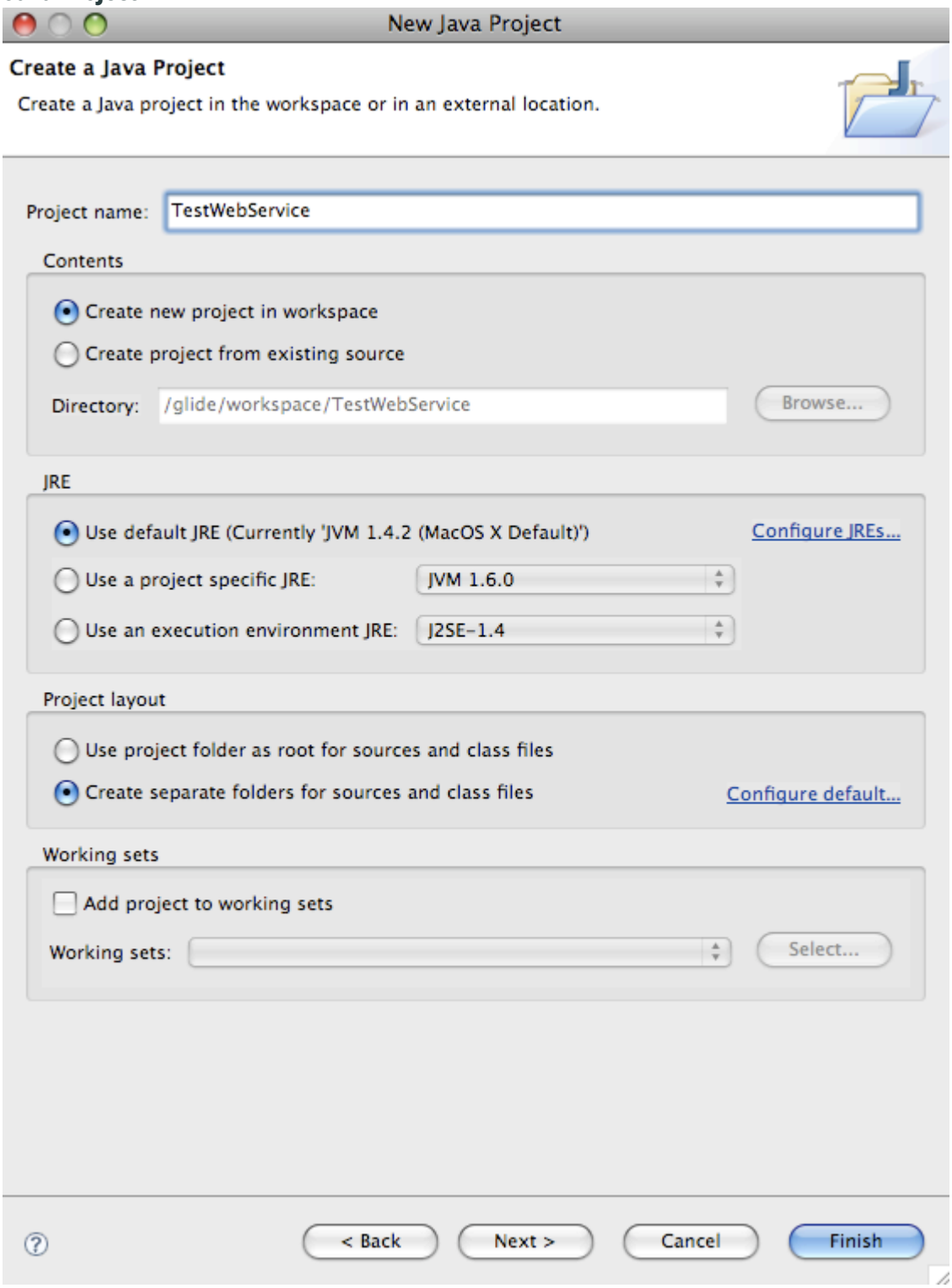
This example uses Eclipse SDK Version: 3.4.2 for managing the source code and executing the web request. Eclipse is not required.

- Open Eclipse and from the menu select **File** > **New** > **Project** > **Java Project**.
- Give the project a name.
- Verify that the correct JRE is specified.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If using wsdl2java run "java -version" on the command line and this will be the version to specify for the project specific JRE.
- If using the Axis2 Codegen plugin use default JRE.

Java Project



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

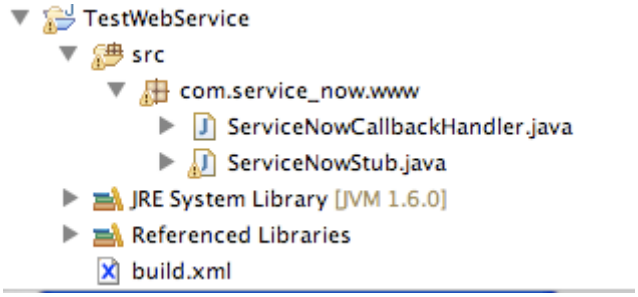
Generate your Axis2 client code

- From a command line in the bin directory of the axis folder:

```
./wsdl2java.sh -uri https://<instance
 name>.service-now.com/incident.do?WSDL
 -o /glide/workspace/TestWebService/
```

- In the above example:
  - The "-uri" is either the path where you have saved a copy of the wsdl to either ".wsdl" or ".xml", or the URL the WSDL resides at.
  - The "-o" is the path where you want the files to be written out to. If not specified, the files will be written out to the current bin location.
- In Eclipse refresh the project and the generated Stub and CallbackHandler should now be displayed

Axis Stub



Basic Authentication

```
HttpTransportProperties.Authenticator basicAuthentication  = new
 HttpTransportProperties. Authenticator ( ) ;
basicAuthentication. setUsername ( "admin" ) ;
basicAuthentication. setPassword ( "admin" ) ;
...
 ServiceNowStub proxy  = new ServiceNowStub ( ) ;
...

 proxy._getServiceClient ( ). getOptions ( ). setProperty (org.
 apache. axis2. transport. http. HTTPConstants. AUTHENTICATE,
 basicAuthentication ) ;
```

Compatibility with Axis2 Versions 1.1 and higher

Chunking support is only available in HTTP Version 1.1. By default chunking is enabled in Axis2.xml for versions 1.1 and higher. ServiceNow does not support Chunking, so you will need to disable chunking at deployment time or at runtime.

- Deployment time: One can disable HTTP chunking by removing or commenting out the following element from Axis2.xml

```
<parameter name= "Transfer-Encoding" >chunked</parameter>
```

- Runtime: User can disable the chunking using following property set in Client or Stub, versions 1.1.1 and higher only

```
options.setProperty (org. apache. axis2. transport. http.
 HTTPConstants. CHUNKED,  Boolean. FALSE ) ;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Creating Unique Packages

You can use the Axis2 parameter namespace2package (ns2p) to create unique package names. The parameter uses this format:

```
<Axis path>\bin\wsdl2java.bat -u -p cr2 -ns2p
 <namespace>=<package name> -uri <wsdl to convert>
```

For example:

```
<Axis path>\bin\wsdl2java.bat -u -p cr2 -ns2p
 http://www.service-now.com/change_request=my.change_request
 -uri change_request
```

Microsoft .NET web services client examples

Examples demonstrating an integration with Microsoft .NET Web Services Client.

Requirements

.NET 2.0 Versions and Higher:

- An "elementFormDefault" value of qualified means that an unqualified element is in the default namespace defined on an ancestor. If it is "unqualified" then an unqualified element is in the empty namespace (xmlns=""). The default is "unqualified".
- To Resolve the .NET Client deserialization failure you should go to **System Properties** > **Web Services** and uncheck the property that sets the elementFormDefault attribute of the embedded XML schema to the value of unqualified. Save the property setting and recreate your WSDL Reference.cs class. See Also "Compatibility with Clients generated from WSDL" below.

Perl web services client examples

Examples demonstrating an integration with a Perl web services client.

Note: The following examples require the usage of the Perl language and the SOAP::Lite package.

System Requirements

Perl 5.8

- SOAP::Lite (prerequisites http://soaplite.com/prereqs.html)
- Crypt::SSLeay
- IO::Socket::SSL

insert

The following example will insert a record into the Incident table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
#!/usr/bin/perl -w

# declare usage of SOAP::Liteuse SOAP::Lite;

# specifying this subroutine, causes basic auth
 to use# its credentials when challengedsub
 SOAP::Transport::HTTP::Client::get_basic_credentials{# login as
 the itil userreturn'itil'=>'itil';}

# declare the SOAP endpoint heremy$soap=
 SOAP::Lite->proxy('https://
myinstance.service-now.com/incident.do?SOAP');

# calling the insert functionmy$method=
 SOAP::Data->name('insert')->attr({xmlns
 =>'http://www.service-now.com/'});

# create a new incident with the following short_description
 and categorymy@params=( SOAP::Data->name(short_description
 =>'This is an example short description'));push(@params,
 SOAP::Data->name(category =>'Hardware'));

# invoke the SOAP callmy$result=$soap->call($method=>@params);

# print any SOAP faults that get returned
print_fault($result);# print the SOAP response that get return
print_result($result);

# convenient subroutine for printing all resultssub print_result
 {my($result)=@_;


 if($result->body&&$result->body->{'insertResponse'}){my
%keyHash=%{$result->body->{'insertResponse'}};foreachmy$k(keys%k
eyHash){print"name=$k   value=$keyHash{$k}\n";}}}

# convenient subroutine for printing all SOAP faultssub
 print_fault {my($result)=@_;


 if($result->fault){print"faultcode=".$result->fault->{'faultcod
e'}."\n";print"faultstring=".$result->fault->{'faultstring'}."\n
";print"detail=".$result->fault->{'detail'}."\n";}}
```

insert (With XML payload)

The following is an example of inserting a record into the ecc_queue table where the payload field is an XML document. This is done using the Perl language and the SOAP::Lite package, the XML document creation uses the XML::Writer package:

```
#!/usr/bin/perl -w#use SOAP::Lite ( +trace => all, maptype =>
 {} );use SOAP::Lite;use XML::Writer;use XML::Writer::String;

## Get parameters passed by OVO
 notification#$OVMSG{id}=$ARGV[0];$OVMSG{node_name}=$ARGV[1];$OV
MSG{node_type}=$ARGV[2];$OVMSG{date_created}=$ARGV[3];$OVMSG{tim
e_created}=$ARGV[4];$OVMSG{date_received}=$ARGV[5];$OVMSG{time_r
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
eceived}=$ARGV[6];$OVMSG{application}=$ARGV[7];$OVMSG{msg_grou
p}=$ARGV[8];$OVMSG{object}=$ARGV[9];$OVMSG{severity}=$ARGV[10];$
OVMSG{operator_list}=$ARGV[11];$OVMSG{msg_text}=$ARGV[12];$OVMSG
{instruction}=$ARGV[13];

sub
 SOAP::Transport::HTTP::Client::get_basic_credentials{return'iti
l'=>'itil';}

my$soap= SOAP::Lite->proxy('http://<instance
 name>.service-now.com/ecc_queue.do?SOAP');

my$method= SOAP::Data->name('insert')->attr({xmlns
 =>'http://www.service-now.com/'});

# get all incidents with category
 Networkmy@params=( SOAP::Data->name(agent
 =>'OVO_Notification'));push(@params, SOAP::Data->name(queue
 =>'input'));push(@params, SOAP::Data->name(name =>'HP Openview
 OVO Notification'));push(@params, SOAP::Data->name(source
 =>$OVMSG{id}));

my$s= XML::Writer::String->new();my$writer=new
 XML::Writer(OUTPUT =>$s);

#$writer->xmlDecl();$writer->startTag('notification');

write_element('id');
write_element('node_name');
write_element('node_type');
write_element('date_created');
write_element('time_created');
write_element('date_received');
write_element('time_received');
write_element('application');
write_element('msg_group');
write_element('object');
write_element('severity');
write_element('operator_list');
write_element('msg_text');
write_element('instruction');

$writer->endTag('notification');

$writer->end;

sub write_element
 {my
$label=shift;my$value=$OVMSG{$label};$writer->startTag($label);i
f($value){$writer->characters($value);}$writer->endTag($label);}

push(@params, SOAP::Data->name(payload =>$s->value()));

print$soap->call($method=>@params)->result;</pre>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
=== Response to the ''insert''===<source lang="xml"><?xml
 version="1.0" encoding="UTF-8"?><soap:Envelope
 xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    xmlns:xsi="http://www.w3.org/2001/XML
 Schema-instance"><soap:Body><insertResponse
 xmlns="http://
www.service-now.com/ecc_queue"><sys_id>1a5ad50e0a0a021101bef2e07
705f87a</sys_id><name>HP Openview OVO
 Notification</name></insertResponse></soap:Body></soap:Envelo
pe>
```

update

```
#!/usr/bin/perl -w

#use SOAP::Lite ( +trace => all, maptype => {} );use SOAP::Lite;

sub
 SOAP::Transport::HTTP::Client::get_basic_credentials{return'iti
l'=>'itil';}

my$soap=
 SOAP::Lite->proxy('http://
localhost:8080/glide/incident.do?SOAP');

my$method= SOAP::Data->name('update')->attr({xmlns
 =>'http://www.service-now.com/'});

# update incident by sys_idmy@params=( SOAP::Data->name(sys_id
 =>'e8caedcbc0a80164017df472f39eaed1'));push(@params,
 SOAP::Data->name(short_description =>'this is a new
 description'));

my$result=$soap->call($method=>@params);

print_fault($result);
print_result($result);

sub print_result {my($result)=@_;


 if($result->body&&$result->body->{'updateResponse'}){my
%keyHash=%{$result->body->{'updateResponse'}};foreachmy$k(keys%k
eyHash){print"name=$k   value=$keyHash{$k}\n";}}}

sub print_fault {my($result)=@_;


 if($result->fault){print"faultcode=".$result->fault->{'faultcod
e'}."\n";print"faultstring=".$result->fault->{'faultstring'}."\n
";print"detail=".$result->fault->{'detail'}."\n";}}
```

getKeys

The following is an example of retrieving a list of s for records of Incident where is Network.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
#!/usr/bin/perl -w

#use SOAP::Lite ( +trace => all, maptype => {} );use SOAP::Lite;

sub
 SOAP::Transport::HTTP::Client::get_basic_credentials{return'iti
l'=>'itil';}

my$soap= SOAP::Lite->proxy('http://<instance
 name>.service-now.com/incident.do?SOAP');

my$method= SOAP::Data->name('getKeys')->attr({xmlns
 =>'http://www.service-now.com/'});

# get all incidents with category
 Networkmy@params=( SOAP::Data->name(category =>'Network'));

print$soap->call($method=>@params)->result;
```

get

The following is an example of retrieving an Incident record using its sys_id value.

```
#!/usr/bin/perl -w#use SOAP::Lite ( +trace => all, maptype =>
 {} );use SOAP::Lite;

sub
 SOAP::Transport::HTTP::Client::get_basic_credentials{return'iti
l'=>'itil';}

my$soap= SOAP::Lite->proxy('http://<instance
 name>.service-now.com/incident.do?SOAP');

my$method= SOAP::Data->name('get')->attr({xmlns
 =>'http://www.service-now.com/'});

# get incident by sys_idmy@params=( SOAP::Data->name(sys_id
 =>'9d385017c611228701d22104cc95c371'));

my
%keyHash=%{$soap->call($method=>@params)->body->{'getResponse'
}};

# iterate through all fields and print
 themforeachmy$k(keys%keyHash){print"$k=$keyHash{$k}\n";}
```

getRecords

To query for an Incident using its incident number value:

```
#!/usr/bin/perl -w#use SOAP::Lite ( +trace => all, maptype =>
 {} );use SOAP::Lite;

sub
 SOAP::Transport::HTTP::Client::get_basic_credentials{return'iti
l'=>'itil';}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
my$soap= SOAP::Lite->proxy('http://<instance
 name>.service-now.com/incident.do?SOAP');

my$method= SOAP::Data->name('getRecords')->attr({xmlns
 =>'http://www.service-now.com/'});# get incident by
 numbermy@params=( SOAP::Data->name(number =>'INC10001'));

my
%keyHash=%{$soap->call($method=>@params)->body->{'getRecordsResp
onse'}->{'getRecordsResult'}};

# iterate through all fields and print
 themforeachmy$k(keys%keyHash){print"$k=$keyHash{$k}\n";}
```

getRecords (Returning Multiple Results)

The following is an example of retrieving and displaying an array of Incident records by querying all Incidents that have a of "Network"

```
#!/usr/bin/perl -w#use SOAP::Lite ( +trace => all, maptype =>
 {} );use SOAP::Lite;

sub
 SOAP::Transport::HTTP::Client::get_basic_credentials{return'iti
l'=>'itil';}

my$soap= SOAP::Lite->proxy('http://<instance
 name>.service-now.com/incident.do?SOAP');

my$method= SOAP::Data->name('getRecords')->attr({xmlns
 =>'http://www.service-now.com/'});

# get incident by sys_idmy@params=( SOAP::Data->name(category
 =>'Network'));

my
%keyHash=%{$soap->call($method=>@params)->body->{'getRecordsResp
onse'}};

my$i=0;my$size=@{$keyHash{'getRecordsResult'}};for($i=0;$i<
$size;$i++){my
%record=%{$keyHash{'getRecordsResult'}[$i]};print"-------------
---------------- $i
 ----------------------------\n";foreachmy$kk(keys%record){print
"$kk=$record{$kk}\n";}}
```

deleteRecord

```
#!/usr/bin/perl -w

#use SOAP::Lite ( +trace => all, maptype => {} );use SOAP::Lite;

sub
 SOAP::Transport::HTTP::Client::get_basic_credentials{return'iti
l'=>'itil';}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
my$soap=
 SOAP::Lite->proxy('http://
localhost:8080/glide/incident.do?SOAP');

my$method= SOAP::Data->name('deleteRecord')->attr({xmlns
 =>'http://www.service-now.com/'});

# delete incident by sys_idmy@params=( SOAP::Data->name(sys_id
 =>'46f67787a9fe198101e06dfcf3a78e99'));

my$result=$soap->call($method=>@params);

print_fault($result);
print_result($result);

sub print_result {my($result)=@_;


 if($result->body&&$result->body->{'deleteRecordResponse'}){my
%keyHash=%{$result->body->{'deleteRecordResponse'}};foreachmy$k(
keys%keyHash){print"name=$k   value=$keyHash{$k}\n";}}}

sub print_fault {my($result)=@_;


 if($result->fault){print"faultcode=".$result->fault->{'faultcod
e'}."\n";print"faultstring=".$result->fault->{'faultstring'}."\n
";print"detail=".$result->fault->{'detail'}."\n";}}
```

Python web services client examples

Examples demonstrating an integration with a Python web services client.

Requirements

The following examples require the installation of the following Python modules:

- fpconst http://pypi.python.org/pypi/fpconst/0.7.2
- PyXML http://pyxml.sourceforge.net/topics/
- SOAPpy http://pywebsvcs.sourceforge.net/

insert

This is an example of inserting an incident.

```
#!/usr/bin/python

 from SOAPpy  import SOAPProxy
 import sys

 def createincident (params_dict ):

         # instance to send to
        instance = 'demo'

         # username/password
        username = 'itil'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        password = 'itil'


         # proxy - NOTE: ALWAYS use
 https://INSTANCE.service-now.com, not
 https://www.service-now.com/INSTANCE for web services URL from
 now on!
        proxy  =
 'https://%s:%s@%s.service-now.com/incident.do?SOAP' %
 (username , password , instance )
        namespace  = 'http://www.service-now.com/'
        server  = SOAPProxy (proxy , namespace )

         # uncomment these for LOTS of debugging output
 #server.config.dumpHeadersIn = 1 #server.config.dumpHeadersOut
 = 1 #server.config.dumpSOAPOut = 1 #server.config.dumpSOAPIn =
 1

        response  = server. insert (impact = int (params_dict
 [ 'impact' ] ) , urgency = int (params_dict [ 'urgency' ] ) ,
 priority = int (params_dict [ 'priority' ] ) , category
 =params_dict [ 'category' ] , location =params_dict
 [ 'location' ] , caller_id =params_dict [ 'user' ] ,
 assignment_group =params_dict [ 'assignment_group' ] ,
 assigned_to =params_dict [ 'assigned_to' ] , short_description
 =params_dict [ 'short_description' ] , comments =params_dict
 [ 'comments' ] )

         return response

values  = { 'impact':  '1' , 'urgency':  '1' , 'priority':
 '1' , 'category':  'High' , 'location':  'San Diego' , 'user':
  'fred.luddy@yourcompany.com' , 'assignment_group':  'Technical
 Support' , 'assigned_to':  'David Loo' , 'short_description':
 'An incident created using python, SOAPpy, and web services.' ,
 'comments':  'This a test making an incident with python.\n Isn
 \' t life wonderful?' }

new_incident_sysid =createincident (values )

 print "Returned sysid: "+ repr (new_incident_sysid )
```

getKeys

This is an example of executing getKeys on the demo instance using basic authentication.

```
#!/bin/env python

 # use the SOAPpy module from SOAPpy  import SOAPProxy

username , password , instance  = 'admin' , 'admin' , 'demo'
proxy , namespace  =
 'https://username:password@www.service-now.com/'+instance+
 '/incident.do?SOAP' , 'http://www.service-now.com/'

server  = SOAPProxy (proxy ,namespace )
response  = server. getKeys (category  = 'Network' )
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 print response. sys_id. split ( ',' )
```

getRecords

In this example, we get an incident, querying for category == "Network" (with basic authentication).

```
#!/bin/env python

 # use the SOAPpy module from SOAPpy  import SOAPProxy

username , password , instance  = 'admin' , 'admin' , 'demo'
proxy , namespace  =
 'https://username:password@www.service-now.com/'+instance+
 '/incident.do?SOAP' , 'http://www.service-now.com/'

server  = SOAPProxy (proxy ,namespace )
response  = server. getRecords (category  = 'Network' )

 for record  in response:
  for item  in record:
   print item
```

get

In this example, we get an incident record by `sys_id` (with basic authentication).

```
#!/bin/env python

 # use the SOAPpy module from SOAPpy  import SOAPProxy

username , password , instance  = 'admin' , 'admin' , 'demo'
proxy , namespace  =
 'https://username:password@www.service-now.com/'+instance+
 '/incident.do?SOAP' , 'http://www.service-now.com/'

server  = SOAPProxy (proxy ,namespace )
response  = server. get (sys_id  =
 '9c573169c611228700193229fff72400' )

 for each  in response:
  print each
```

Advanced

This is an example of advanced Python script that reads a log file for a keyword *invalid spi* and creates an ECC Queue record where the payload is set to an alert of XML format.

```
#!/bin/env python

 # kevin.pickard@service-now.com   2008.07.03  initial creation

 from SOAPpy  import SOAPProxy
 from xml. dom. minidom import getDOMImplementation
 import sys , os , socket , pickle , re
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 # instance to send to
instance = 'demo'

 # username/pass
username = 'admin'
password = 'admin'

 # log file to watch
syslogfile = '/var/log/cisco.log.ksp'

 # state file
statefile = '/tmp/syslog_ecc.state-test'

 # ECC queue values
soapagent = 'SOAPpy'
ecctopic = 'PIX Error: '
eccname = 'Invalid SPI: '
eccsource = 'Syslog'

 # regex string to match
matchstring = 'invalid spi'

 try:
 state = open (statefile , 'r' )
 lastbyte = pickle. load (state )
 state. close ( ) except:
 lastbyte = 0

 #print 'DEBUG: lastbyte = '+str(lastbyte)

 try:
 log = open (syslogfile , 'ro' ) except:
 errortopic = 'Script Error'
 errorname = 'Unable to open log file '+syslogfile+ '.'
 errorpayload = 'This message was generated due to an error
 condition encountered in a script.  The name of the script
 is '+ os. path. basename ( sys. argv [ 0 ] )+ ' on server '+
 socket. gethostname ( )+ '.'

 proxy  = 'https://'+username+ ':'+password+ '@'+instance+
 '.service-now.com/ecc_queue.do?SOAP'
 namespace  = 'http://www.service-now.com/'
 server  = SOAPProxy (proxy , namespace )
 server. config. dumpSOAPOut = 1
 server. config. dumpSOAPIn = 1
        response  = server. insert (agent =soapagent , topic
 =errortopic , name =errorname , source = sys. argv [ 0 ] ,
 payload =errorpayload )

  sys. exit ( 1 )

 if lastbyte  != 0:
  try:
  log. seek (lastbyte ) except IOError:
   pass

loglines =log. readlines ( )
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
lastbyte =log. tell ( )

log. close ( )

state = open (statefile , 'w' ) pickle. dump (lastbyte , state )
state. close ( )

 # regex out the line
matchedlines = [ ] for line  in loglines:
  if re. search (matchstring , line ) != None:
  matchedlines. append (line )

 #print 'DEBUG: len->loglines = '+str(len(loglines)) #print
 'DEBUG: lastbyte = '+str(lastbyte) #print 'DEBUG: matchedlines
 = '+str(matchedlines)

 if len (matchedlines ) == 0:
  sys. exit ( 0 )

proxy  = 'https://'+username+ ':'+password+ '@'+instance+
 '.service-now.com/ecc_queue.do?SOAP'
namespace  = 'http://www.service-now.com/'

server  = SOAPProxy (proxy , namespace )
 #server.config.dumpSOAPOut = 1 #server.config.dumpSOAPIn = 1

entriestosend = { } for line  in matchedlines:
 device =line. split ( ) [ 3 ]
 sourceip =line. split ( ) [- 1 ]
 entriestosend [sourceip ] = [device , line ]

 for key ,value  in entriestosend. iteritems ( ):
  #impl=getDOMImplementation() #newdoc =
 impl.createDocument(None, "log_line", None) #top_element =
 newdoc.documentElement #text = newdoc.createTextNode(value[1])
 #top_element.appendChild(text)

 response  = server. insert (agent =soapagent , topic
 =ecctopic+value [ 0 ] , name =eccname+key , source =eccsource ,
 payload =value [ 1 ] )
```

Web services C Sharp .NET end to end tutorial

Examples demonstrating how to use .NET to consume a ServiceNow web service.

This tutorial will show you how to configure ServiceNow correctly to receive a web service request from your .NET client, as well as how to consume our web services using C# .NET.

Configure C sharp with .NET

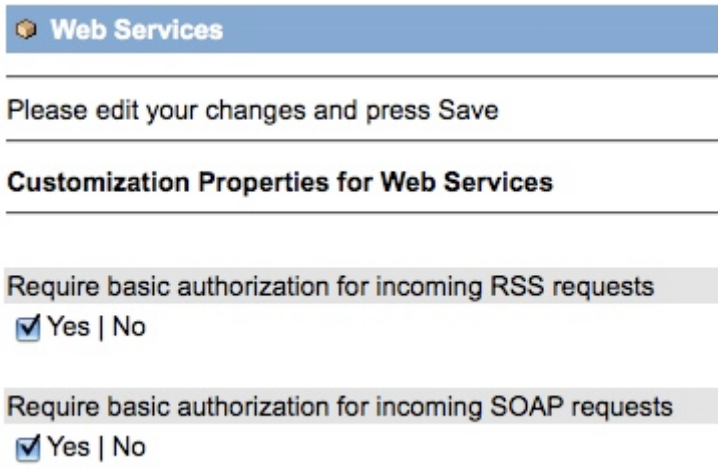
Configure web services within ServiceNow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

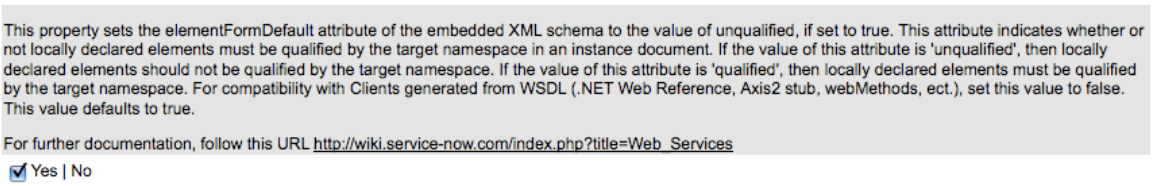
1. To configure web services within ServiceNow, access the **System Properties** > **Web Services** module.

   This module displays the system properties that are specific to web services within your instance. For security reasons, you will want to make sure that you require basic authorization for incoming SOAP requests. This ensures that only authenticated users will be able to make any web services calls, whether it be via web service import sets or inserting/deleting/querying via direct web services.



2. This next step is very important if you are using .NET as a client to connect to ServiceNow. You must set the *elementFormDefault* property to false.

   This property defines how the WSDLs are qualified. Of course, if you do not consume our WSDL and just create the XML manually, then this property is irrelevant.



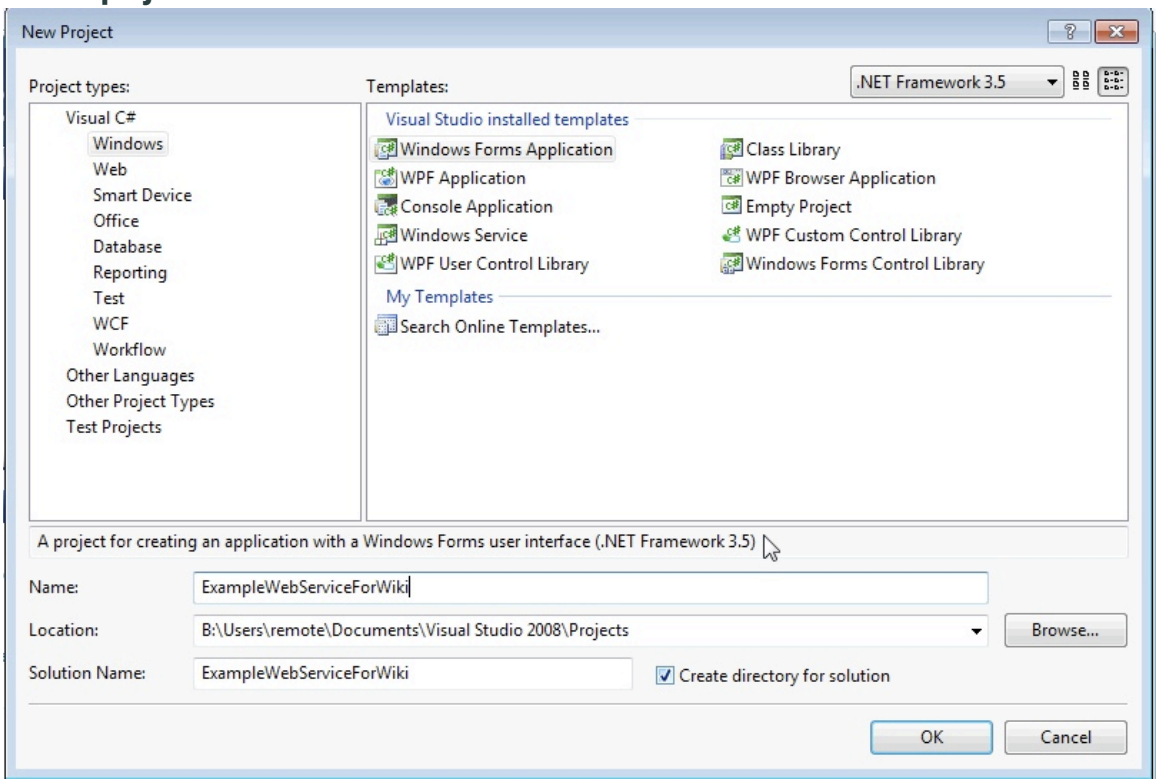
Call a web service in visual studio .NET

Call a web service using Visual Studio 2008.

In this example, we will be using Visual Studio 2008. First, create a new Windows Form Application for this example.

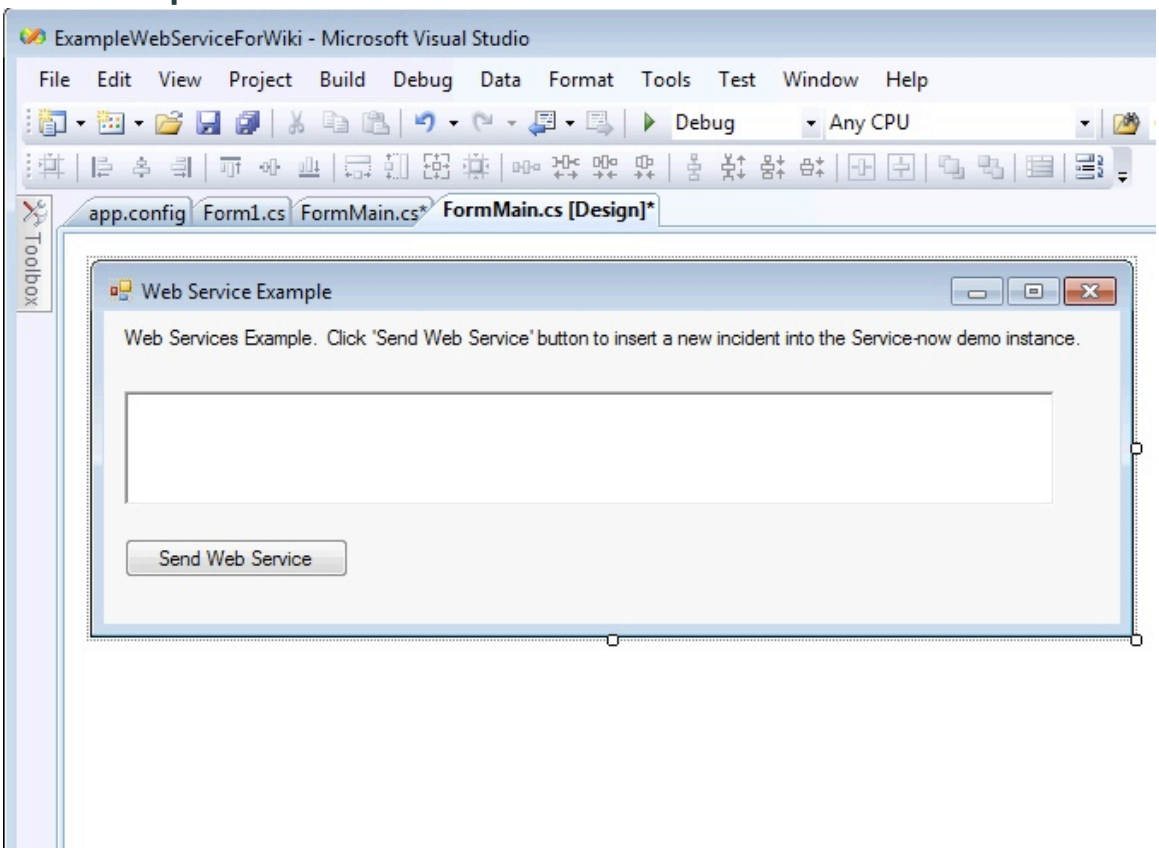
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Dot net project



On the resulting form, we created a richTextBox (which we named 'richTextBoxResult') and a button (named buttonResult).

Dot net example form



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use a service reference in a C Sharp integration

Use a wizard to add a service reference for a C Sharp integration.

Go to the **Solutions Explorer** and select **Service References** > **Add Service Reference**. A wizard will appear asking for an address. Use: https://<instance name>.service-now.com/incident.do?WSDL. Accept the defaults for the rest of the wizard.

Open the app.config file and change the Security mode to "Transport" and the clientCredentialType and proxyCredentialType to "Basic"

Dot net app config

```
<security mode="Transport">
    <transport clientCredentialType="Basic" proxyCredentialType="Basic"
        realm="">
        <extendedProtectionPolicy policyEnforcement="Never" />
    </transport>
    <message clientCredentialType="UserName" algorithmSuite="Default" />
</security>
```

Use a web reference in a C Sharp integration

Use a wizard to add a web reference for a C Sharp integration.

Go to the **Solutions Explorer** and select **Service References** > **Add Service Reference**. A wizard will appear. At the bottom of the form, there is an **Advanced** button. Click on it and click on the **Add Web Reference** button at the bottom of the new wizard page. This will start the **Web Reference** wizard. For the URL, use: https://<instance name>.service-now.com/incident.do?WSDL and name the web reference, 'WebReference1'. Accept the defaults for the rest of the wizard.

C Sharp integration source code

After defining the source code, insert it.

Now we are ready to insert the code. Double-click on the **Send Web Service** button on your form to open the backend code to the form that has been created. Here is the code to insert a record into the demo instance and to read the response.

```
using System;
using System.Collections.Generic;
using System.ComponentModel;
using System.Data;
using System.Drawing;
using System.Linq;
using System.Text;
using System.Windows.Forms;

namespace ExampleWebServiceForWiki
{
    public partial class FormMain : Form
    {
        public FormMain()
        {
            InitializeComponent();
        }

        private void buttonSend_Click(object sender, EventArgs
 e)
        {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

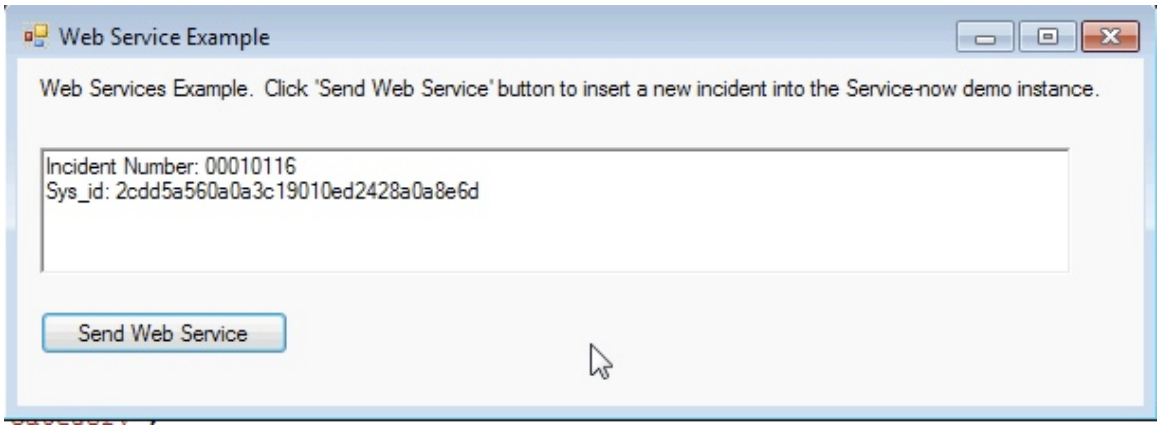
```
            /*  SERVICE REFERENCE-SPECIFIC CODE
            ServiceReference1.ServiceNowSoapClient soapClient =
new ServiceReference1.ServiceNowSoapClient();
            soapClient.ClientCredentials.UserName.UserName
="itil";
            soapClient.ClientCredentials.UserName.Password
="itil";

            ServiceReference1.insert insert = new
ExampleWebServiceForWiki.ServiceReference1.insert();
            ServiceReference1.insertResponse response = new
ExampleWebServiceForWiki.ServiceReference1.insertResponse();
            //   END OF SERVICE REFERENCE CODE    */

            //   WEB REFERENCE-SPECIFIC CODE
            WebReference1.ServiceNow_incident soapClient = new
ExampleWebServiceForWiki.WebReference1.ServiceNow_incident();
            System.Net.ICredentials cred = new
System.Net.NetworkCredential("itil", "itil");
            soapClient.Credentials = cred;

            WebReference1.insert insert = new
WebReference1.insert();
            WebReference1.insertResponse response = new
WebReference1.insertResponse();
            //   END OF WEB REFERENCE CODE

            insert.category = "Category";
            insert.comments = "Comments";
            insert.short_description = "My short description";

            try
            {
                response = soapClient.insert(insert);
                this.richTextBoxResult.Text = "Incident Number:
" + response.number + "\n";
                this.richTextBoxResult.Text += "Sys_id: " +
response.sys_id;
            }
            catch (Exception error)
            {
                this.richTextBoxResult.Text = error.Message;
            }
        }
    }



}
```

C Sharp integration results

If you have followed the tutorial correctly, you should receive the result whether you used a Service Reference or a Web Reference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Dot net tutorial results



Troubleshoot a null response in a C Sharp integration

Receiving a null response from ServiceNow's web service.

If you are receiving a "null" response from your web service in your client code, then you may have missed the step in this tutorial for setting the elementFormDefault setting to "False".

Remember to recompile your code against the WSDL after you have changed this setting and saved it.

Sample ASP.NET with C Sharp redirect with cookies

This sample ASP .NET code creates a simple authentication portal and passes an unencrypted HTTP header as a cookie.

Note: Functionality described here requires the **Admin** role.

Note: Cookies are domain specific and cannot be used across different network domains. The only domain that can read a cookie is the domain that sets it. It does not matter what domain name you set. If you do not have an option of your SSO portal being in the same network domain as your ServiceNow instance (for example, in an on-premisis deployment, an alternative is to pass the SSO token using URL *GET* or *POST* parameters.

This sample assumes:

- The web server supports ASP .NET and C#
- The target ServiceNow instance is `https://<instance name>.service-now.com/`
- SiteMinder or another single sign-on application has pre-authenticated the user
- The target ServiceNow instance expects an HTTP header of SM_USER

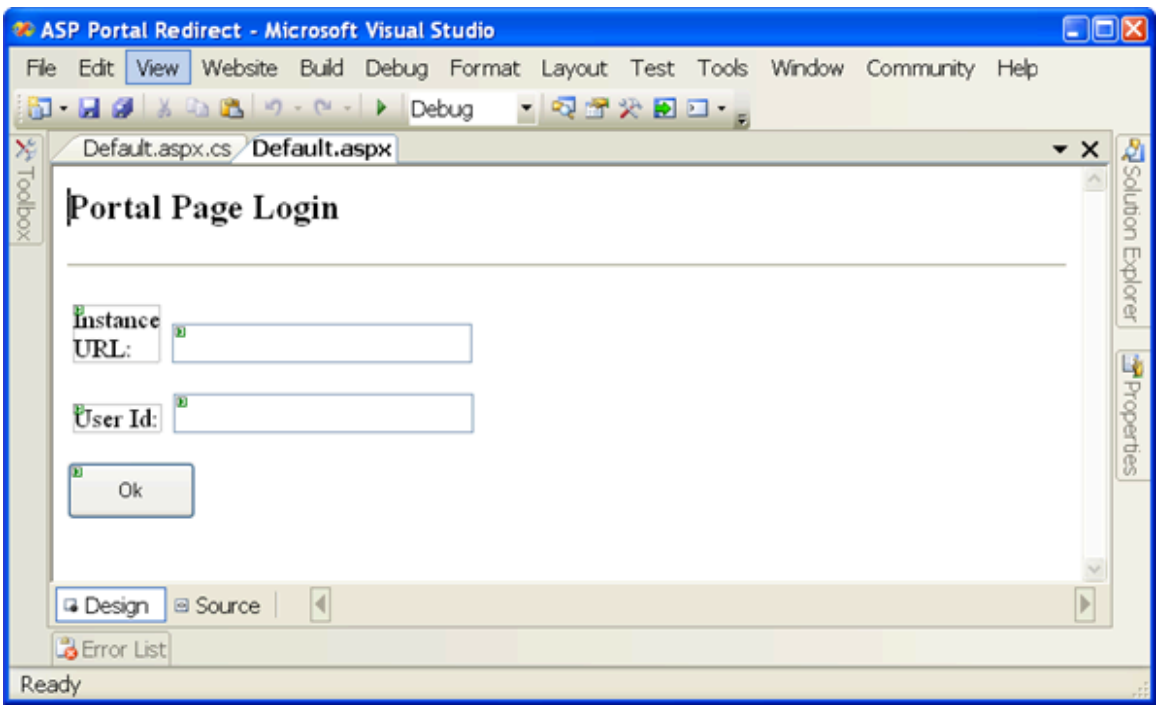
Change the ASP code to redirect users to the proper ServiceNow instance.

```
<html xmlns="http://www.w3.org/1999/xhtml" >
<head runat="server">
    <title>Portal Page Login</title>
<%--    <meta http-equiv="REFRESH"
 content="0;url=https://<instance name>.service-now.com/">--%>

</head>
<body>
    <form id="form1" runat="server">
    <h2><b> Portal Page Login </b></h2>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        <hr style="position: static" />
         <br />
         <asp:Label ID="Label2" runat="server"
 Font-Size="Larger" Height="21px" Style="position: static"
            Text="Instance URL:" Width="113px"></asp:Label>
        <asp:TextBox ID="urlBox" runat="server"
 Font-Size="Large" Style="position: static"></asp:TextBox><br />
        <br />
         <asp:Label ID="Label1" runat="server"
 Font-Size="Larger" Height="17px" Style="position: static;"
 Text="User Id:" Width="113px"></asp:Label>
        <asp:TextBox ID="userNameBox" runat="server"
 Font-Size="Large" Style="position: static;"></asp:TextBox>

        <br />
        <br />
        <asp:Button ID="Button1" runat="server" Height="39px"
 Style="position: static;" Text="Ok"
            Width="88px" OnClick="Button1_click" />
    </form>
</body>
</html>
</asp>
```

ASP Portal Redirect



The following C# code handles the *OnClick* button event for the form. The code:

- Creates the cookie "SM_USER"
- Performs a redirect to the URL specified on the ASP form.

Change the C# code to create the proper cookie name.

```
using System;
using System.Data;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
using System.Configuration;
using System.Web;
using System.Web.Security;

public partial class _Default : System.Web.UI.Page
{
    protected void Page_Load(object sender, EventArgs e)
    {

    }
    protected void Button1_click(object sender, EventArgs e)
    {
        try
        {
            HttpCookie myCookie = new HttpCookie("SM_USER");
            myCookie.Value = userNameBox.Text;
            Response.Cookies.Add(myCookie);
            Response.Redirect(urlBox.Text);

        }catch {}
    }
}
```

Sample ASP Script for unencrypted single sign-on

This sample ASP .NET code creates a simple authentication portal and passes an unencrypted HTTP header as a URL parameter.

This sample assumes:

- The web server supports ASP .NET
- The target instance is `https://<instance name>.service-now.com/`
- SiteMinder or another single sign-on application has pre-authenticated the user
- The target instance expects an HTTP header of SM_USER

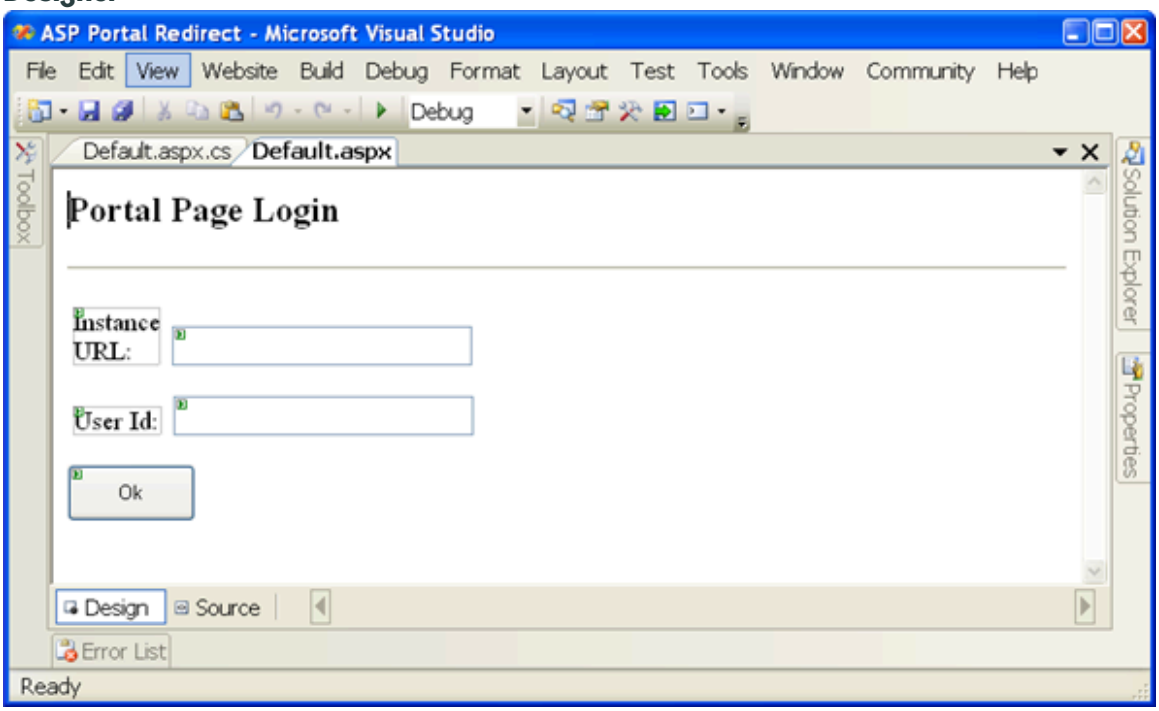
Change the ASP code to redirect users to the proper instance and create the proper HTTP header.

```
<html xmlns = "http://www.w3.org/1999/xhtml" > <head  runat =
 "server" > <title >Portal Page Login </ title > <%--    <meta
 http-equiv = "REFRESH" content = "0;url=https://<instance
 name>.service-now.com/">--%>

    <script  runat = "server" >

       public void go_to(object sender, EventArgs e)
       {
           ////Send URL parameters
           String URL = urlBox.Text + "?SM_USER=" +
 userNameBox.Text;
           Response.Redirect(URL);
       }
    </ script >


  </ head > <body > <form id = "form1"  runat = "server" > <h2
 >< b > Portal Page Login  </ b >< / h2 > <hr style = "position:
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
static" / > <br / > <asp:Label ID = "Label2"  runat = "server"
 Font- Size = "Larger" Height = "21px" Style = "position:
static"Text = "Instance URL:" Width = "113px" >< / asp:Label>
<asp:TextBox ID = "urlBox"  runat = "server"  Font- Size =
"Large" Style = "position: static" >< / asp:TextBox> <br / >
<br / > <asp:Label ID = "Label1"  runat = "server"  Font- Size
= "Larger" Height = "17px" Style = "position: static;"Text
= "User Id:" Width = "113px" >< / asp:Label> <asp:TextBox
ID = "userNameBox"  runat = "server"  Font- Size = "Large"
Style = "position: static;" >< / asp:TextBox> <br / > <br / >
<asp:Button ID = "Button1"  runat = "server" Height = "39px"
Style = "position: static;" Text = "Ok"Width = "88px" OnClick =
"go_to" / > </ form > </ body > </ html >
```

Designer



Retrieve a large number of records using SOAP

By default, a single SOAP request can retrieve a maximum of 250 records.

SOAP relies on Extensible Markup Language (XML) as its message format, and usually relies on other Application Layer protocols (most notably Remote Procedure Call (RPC) and HTTP) for message negotiation and transmission. SOAP can form the foundation layer of a web services protocol stack, providing a basic messaging framework upon which web services can be built.

Because of the verbose XML format, SOAP can be considerably slower than other transport methods. Therefore, sending a large amount of data via SOAP is inefficient and is discouraged. Because of this, ServiceNow has imposed a hard-limit of 250 records that can be retrieved at any time in a single query. You may find that this limit poses some technological challenges for your integration design.

SOAP strategies

Retrieve the information that you need and make your integration more efficient.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use filters to limit the number of results

One way to make your web service calls fit within the 250 record limit is to think about the design of your integrating application.

For example, let's assume that we are making an incident form in C# to show a user the incidents that are assigned to him.

Problematic query approach

The C# application makes a soap call to retrieve all of the incidents within ServiceNow. The application would then store the results locally in memory. When the user decides to view the incidents that are assigned to him, the application loops the internal array and displays the incidents that are assigned to the user.

A better query approach

The C# application makes a soap call to retrieve all of the incidents within ServiceNow that are assigned to the logged-in user. The results are stored locally in memory. When the user decides to view the incidents that are assigned to him, the application shows all the results to the user.

A performance-optimized query approach

The C# application makes no SOAP call initially. When a logged-in user decides to view the incidents that are assigned to him, the application presents him with the choice of viewing active, closed, etc. It gives him the ability to filter the results that he wants to see before the SOAP call is even made. Then, the user is only presented with the results that he wished to view.

Use a local data store to pull data from

If a large amount of data needs to be queried often, and the data does not need to be real-time, perform a sync of the ServiceNow table that you're interested in with your integrating application's data store.

Data push

- Using a scheduled job, ServiceNow can generate a csv/xml from a report and have it emailed to a specific location. The receiver might have a trigger to take the email attachment, parse it, and populate an internal table from which the application can communicate when the data is needed.
- Using a schedule job, ServiceNow can generate a csv/xml from a report and FTP it to an public FTP/FTPS location. The integrating product would consume this csv file on a regular basis and populate an internal table from which the application can communicate when the data is needed.

Note: Currently, the platform does not provide a method for extracting very large amounts of data and sending the output to an FTP server. However, a customization to perform that function is described at here. The customization was developed for use in specific ServiceNow instances, and is not supported by ServiceNow Customer support. The method is provided as-is and should be tested thoroughly before implementation. Post all questions and comments regarding this customization to our community forum.

Data pull

Using a cron job, a machine internal to your network can make a wget call to pull csv/xml data from any table within ServiceNow. The integrating product would consume this csv/xml file on a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

regular basis and populate an internal table from which the application can communicate when the data is needed. Examples of the wget command that would be used:

- wget --user=itil --password=itil --no-check-certificate https://<instance name>.service-now.com/incident_list.do?CSV
- wget --user=itil --password=itil --no-check-certificate https://<instance name>.service-now.com/incident_list.do?XML

Use Java/C#/PHP code to fetch the XML data using basic authentication

If a local data store is not an option, another way to get the data is to call the CSV/XML processor directly and then parse the results.

Use the resulting data in a similar manner as you would a direct SOAP call. An example of this in PHP:

```
<?php
//This example is in PHP

 $user = "itil";
 $pass = "itil";
        $userPass = $user.':'.$pass;


        $ch = curl_init();
        curl_setopt($ch, CURLOPT_URL, 'https://<instance
 name>.service-now.com/incident_list.do?CSV');
        curl_setopt($ch, CURLOPT_HEADER, 0);
        curl_setopt($ch, CURLOPT_RETURNTRANSFER, 1);
        curl_setopt($ch, CURLOPT_FOLLOWLOCATION, true);
        curl_setopt($ch, CURLOPT_HTTPAUTH, CURLAUTH_BASIC);
        curl_setopt($ch, CURLOPT_USERPWD, $userPass);

        $data = curl_exec($ch);
        $info = curl_getinfo($ch);

        if ($output === false) {
          $output = "No cURL data returned for $addr [".
 $info['http_code']. "]";
          if (curl_error($ch))
              $output .= "\n". curl_error($ch);
          print $output;
        }
        else{
          echo $data;
        }
        curl_close($ch);
?>
```

Outbound web services

You can use any of several outbound web services to integrate with ServiceNow applications, including REST and SOAP.

Outbound REST web service

ServiceNow outbound REST functionality allows you to retrieve, create, update, or delete data on a web services server that supports the REST architecture.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A REST message can be sent by a REST workflow activity or by using the RESTMessageV2 script API. You can run REST messages from a MID Server which allows the message to communicate with REST providers on an internal network.

ServiceNow REST functionality is flexible enough to accommodate many web service APIs. Be sure you are familiar with your web service and the parameters it accepts before attempting to define a REST message in ServiceNow.

REST message elements

An outbound REST message is composed of several elements, such as the endpoint and HTTP methods.

A REST message contains the following elements:

Elements

Element	Description
Endpoint	The endpoint is the URL of the data to be retrieved, updated, or deleted. Every REST message must specify an endpoint.
Headers	HTTP headers in REST messages contain information about the request, such as the desired response format. A REST message may specify any number of headers.
Authentication settings	Authentication settings include which type of authentication to use, such as basic auth or OAuth, as well as the credentials to use.
HTTP methods	HTTP methods, such as GET, POST, or DELETE interact with the data at the endpoint. You can optionally override the parent REST message configuration in each HTTP method such as by specifying a different endpoint, authentication credentials, or headers. HTTP methods that send content, such as POST, include a message body detailing this content. A REST message may specify multiple HTTP methods. When sending a REST message, such as through a workflow activity or script, you must specify which HTTP method to use.

Create a REST message

Send requests to a REST web service endpoint by creating a REST message record.

Before you begin

Role required: web_service_admin

Procedure

1. Navigate to **All** > **System Web Services** > **REST Message**.
2. Click **New**.
3. Complete the following fields:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

REST Message form

Field	Description
Name	Enter a descriptive name for this message.
Endpoint	Enter the endpoint that this REST message is sent to. The endpoint value may include variables using the format *${variable}*.
Authentication type	Select the type of authentication to use, if any, and the profile record that contains the user credentials. Outbound REST supports basic authentication and OAuth 2.0. Outbound REST supports mutual authentication with basic authentication only. Authentication configured here is inherited by the associated HTTP methods. You can configure authentication for each method which overrides any authentication setting at the message level.
HTTP Headers	Double-click a row in the **HTTP Headers** embedded list to define the header **Name** and **Value**. The web service provider determines which headers are supported or required.

4. Click **Submit**.

   After creating the REST message, a GET HTTP method is created automatically using the values from the REST message record.

What to do next
Create or edit HTTP methods and run a request.

Define a REST message HTTP method

Define an HTTP method such as GET or POST to send a request to a web service provider.

Before you begin
Role required: web_service_admin

About this task
When you create a REST message record, several default HTTP methods are automatically created using settings inherited from the REST message record, such as the **Endpoint**. Subsequent changes to the REST message record are not applied to the HTTP methods automatically. You can create additional HTTP methods or modify the default HTTP methods to implement new behavior.

Procedure
1. Navigate to **All** > **System Web Services** > **Outbound** > **REST Message**.
2. Select a REST message you want to define an HTTP method for.
3. In the **HTTP Methods** related list, click **New**.
4. Select the **HTTP method** you want to use, such as GET or POST.
5. Enter the **Endpoint** this HTTP method should access.
   The endpoint value may include variables using the format *${variable}*.
6. Right-click the form header and select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next
After creating the HTTP method, you can override the security settings from the parent REST message, configure HTTP headers, add variables, or test the method. For PUT, POST, and PATCH methods you can define a message body.

Testing REST message HTTP methods

Test an HTTP method for an outbound REST message to ensure that the request is valid and the response returns as expected.

Before you begin
Role required: web_service_admin or admin

Procedure
1. Navigate to **All** > **System Web Services** > **Outbound** > **REST Message**.
2. Select the REST message with an HTTP method to test.
3. In the HTTP Methods related list, select the HTTP method to test.
4. Under Related Links, select **Test**.

   If the HTTP method includes variables, the **Test value** for each variable in the **Variable Substitutions** related list is used when testing the method.

   Each test run displays the response status, such as 200 for a successful GET request, the full endpoint URL, any parameters passed in the request, and the response body.

   Note: Fields on the Test Runs form are for information only; changes to these fields do not apply to the REST message or HTTP method. Do not modify these values when testing different REST message configurations. Instead, update the REST message or HTTP method, then run a new test.

Result
Completed test runs for an HTTP method appear in the **Test Runs** related list. If there was an error during the request, the **Error Code** and **Error Message** fields appear.

Define a REST message HTTP header

Define an HTTP header for a REST message or HTTP method to send that header with REST requests.

Before you begin
Role required: web_service_admin

About this task
You can specify an HTTP header for a REST message, or for an HTTP method. Headers defined for a REST message apply to all HTTP methods for that REST message. If you specify the same header for both a REST message and a child HTTP method, the value defined for the HTTP method overrides the value from the parent REST message.

Note: Multipart Content-Type: Multipart Content-Type is not supported in RestMessage. Use REST Step instead.

Procedure
1. Navigate to **All** > **System Web Services** > **REST Message**.
2. Select a REST message.
3. **Optional:** To specify a header for an HTTP method instead of the REST message, in the **HTTP Method** related list, select an HTTP method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select the **HTTP Request** tab.
5. In the **HTTP Headers** embedded list, click **Insert a new row**.
6. Enter the name of the header, such as Content-Type or Accept.

Note:

- Multipart Content-Type is not supported in RestMessage. You can use REST step instead.
- For other supported headers, it depends on the REST web service provider that you are connecting. Refer to the documentation of your web service provider to identify which headers are valid or required.

7. Click on the **Value** field for the new row and enter the value you want to assign this header. You can use a variable in the format ${variable} instead of a static value. You can assign a value to the variable when sending a REST request.
8. Click **Update**.

Sending outbound REST messages through a MID Server

You can configure a REST message HTTP method to be sent through a MID Server.

By using a MID Server, the request can reach an endpoint that is behind a firewall or within a private network.

To configure an HTTP method to use a MID Server, select a MID Server in the **Use MID Server** field on the HTTP Method form. The instance must have an active MID Server to use this functionality.

Using special characters in URIs

A REST function URI or function variable may use special characters, such as pipe (|) characters.

When using these characters in a REST message, use URL encoding to escape these characters. For example, to use a parameter value of *`user|title`*, enter `user%7Ctitle`. Entering special characters directly may cause the REST message to fail and display the response *Invalid uri <URI>: Invalid query*.

Outbound REST authentication

Outbound REST messages support multiple types of authentication.

Different web service providers may require a specific type of authentication. Outbound REST supports the following authentication formats.

- Basic authentication using a username and password
- OAuth 2.0 using an OAuth provider and profile
- Mutual authentication using protocol profiles

Limitations of RESTMessage

There are few options which are only available in REST Step which is not supported in RESTMessage:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Mutual authentication and OAuth 2.0: Mutual authentication is not available with OAuth 2.0. It is supported only with basic authentication.
- Custom authentication (AWS, etc.): AWS credentials and other custom authentication methods are supported only with REST Step, not with the RestMessage API.
- Legacy API: The legacy RESTMessage APIs do not support current authentication formats. Use RESTMessageV2 API instead.

Overriding REST authentication

You can define authentication for a REST message, or individually for each HTTP method. HTTP methods inherit authentication from their parent REST message record when the HTTP method **Authentication type** is **Inherit from parent**, which is the default value.

You can disable authentication for a specific HTTP method by setting the **Authentication type** field to **No authentication**, or specify authentication that is different from the parent REST message by selecting basic auth or OAuth.

Authentication requirements

Authentication requirement for REST Outbound are as follows:

- Outbound REST supports mutual authentication only when using basic authentication. Mutual authentication is not available with OAuth 2.0.
- OAuth 2.0 can be used only with messages that are not configured to use a MID Server. You cannot send OAuth 2.0 authenticated messages through a MID Server. Also, mutual authentication is not supported with MID Server.
- When scripting new REST messages configured with authentication you must use the RESTMessageV2 API. The legacy RESTMessage APIs do not support current authentication formats.
- AWS credentials or any other custom authentication are supported only with the REST step, not with the RestMessage API.

Configure a REST message with basic auth

Configure an outbound REST message to provide basic authentication credentials with each request.

Before you begin

Before starting this procedure, ensure there is a REST Message record that you want to configure to use basic auth.

Note: Ensure any scripts that call this REST message use the RESTMessageV2 API. The RESTMessageV2 API is required to send authenticated REST messages via scripts.

Role required: web_service_admin

Procedure

1. Navigate to **All** > **System Web Services** > **Outbound** > **REST Message**.
2. Select a REST message record.
3. In the **Authentication type** field, select **Basic**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The **Basic (Simple)** choice appears on REST message records configured to use basic authentication prior to the Geneva release. This choice is intended for compatibility with older REST messages and should not be used for REST messages created in the Geneva release or later.

4. In the **Basic auth profile** field, select the basic authentication profile that contains the credentials you want to send.
5. Click **Submit**.

What to do next

Test the REST message to ensure you receive the expected response. You can optionally specify different authentication settings for each HTTP method related to this REST message, overriding the parent REST message settings.

Create a basic auth profile

Create a basic auth profile to specify basic authentication credentials for one or more REST messages.

Before you begin

Role required: web_service_admin

Procedure

1. Navigate to **All** > **System Web Services** > **REST Message**.
2. Select a REST message record.
3. In the **Authentication type** field, select **Basic**.
4. In the **Basic auth profile** field, click the reference lookup icon.
5. Click **New**.
6. Enter a descriptive **Name** for the profile.
7. Enter the **Username** and **Password** you want to send as basic authentication credentials.
8. Click **Submit**.

What to do next

Configure a REST message to use this basic auth profile.

Configure a REST message with OAuth

You can configure an outbound REST message to send OAuth credentials with the request.

Before you begin

Role required: web_service_admin and oauth_admin
Before starting this procedure, ensure:

- There is a REST Message record that you want to configure to use OAuth.
- There is an OAuth provider set up in the OAuth application registry with the OAuth client information to use. For more information, see OAuth 2.0.
- The OAuth provider has an associated OAuth 2.0 profile.
- The REST message HTTP Methods are not configured to use a MID Server.

Note: Ensure any scripts that call this REST message use the RESTMessageV2 API. The RESTMessageV2 API is required to send authenticated REST messages via scripts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Web Services** > **Outbound** > **REST Message**.
2. Select a REST message record.
3. In the **Authentication type** field, select **OAuth 2.0**.
4. In the **OAuth profile** field, select the OAuth 2.0 profile that specifies the credentials you want to send.
5. Right-click the form header and select **Save**.
   An info message appears at the top of the form indicating that you must request a new OAuth token.
6. Click the **Get OAuth Token** related link.
   Depending on your OAuth provider, a separate window from your provider may appear asking for confirmation before providing a token. Complete any steps required by the provider to obtain the token.

What to do next

Test the REST message to ensure you receive the expected response. You can optionally specify different authentication settings for each HTTP method related to this REST message, overriding the parent REST message settings.

Use a third-party OAuth provider

Each client application must register with the instance to participate in OAuth authorization.

Before you begin

Role required: admin

About this task

Note: ServiceNow only supports third-party OAuth providers to authorize requests from ServiceNow to third-party APIs.

For example, you might want to integrate with a third-party Calendar service which requires OAuth 2.0 access tokens to read a user's scheduled events and create events. Configure the Calendar service as a third-party OAuth provider. This configuration allows you to get an access token from the Calendar service and then use the token to make requests against the service from ServiceNow.

Procedure

1. Navigate to **All** > **System OAuth** > **Application Registry** and then click **New**.
2. On the interceptor page, click **Connect to a third party OAuth Provider** and then fill in the form.

Field	Description
Name	A unique name that identifies the application to access.
Client ID	The unique ID of the application. The instance uses the client ID when requesting an access token. You must get the client ID from the authorization server.
Client Secret	[Required] The shared secret string that the instance and the application use to authorize communications with one another. If you do not enter the correct client secret, tokens are not issued.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
OAuth API Script	This option enables you to reference an amended OAuthUtil script include. Copy and rename the default OAuthUtil script include file, and then amend this version for specific requests and responses to match your 3rd party OAuth provider. The amended script name must have the prefix **OAuth**. See OAuthUtil to add the required body parameter in the proper method.
Logo URL	The URL that contains an image to use as the application logo.
Default Grant Type	The type of grant: ○ **Authorization code**: The code that is granted to the client to obtain an access token, which is then used to obtain access to the resource. If you select this option, then you need an authorization URL (the URL of the authorization server). ○ **Resource owner password credentials**: The user name and password of the user that is trying to obtain access to the resource. ○ **Client Credentials**: The client ID and client secret, which are both used to get the access token. This method does not provide refresh tokens. ○ **JWT Bearer**: An authorization server validates a JWT token which enables identity and security information to be shared across security domains. ○ **SAML2 Bearer**: Generates the SAML2 assertion and then exchanges the assertion for the access tokens wit the provider. **Note:** For outbound request to SuccessFactors use the **SAML2 Bearer** as the Default Grant Type.
Refresh Token Lifespan	The refresh token lifespan in seconds.
Accessible from	The application scope that this registry is accessible from.
Active	A check box that indicates that the application registry is active.
Authorization URL	If you are using the authorization code grant type, the URL of the endpoint to authorize the user. If you are accessing another ServiceNow instance, append `/oauth_auth.do` to the URL.
Token URL	The location of the token endpoint that the instance uses to retrieve and refresh tokens. If you are accessing another ServiceNow instance, append `/oauth_token.do` to the URL.
Redirect URL	The application endpoint that receives the authorization code. Leave the field empty to have the instance auto-generate the URL. If you are accessing another ServiceNow instance, append `/oauth_redirect.do` to the URL.
Token Revocation URL	The location of the endpoint that the instance uses to revoke the token. If you are accessing another instance, append `/oauth_revoke.do` to the URL.
Comments	Additional information to associate with the application.
Embedded lists	
OAuth Entity Profiles	The profiles that are associated with the OAuth provider. The profile includes the grant type. Click the profile name to go to the OAuth Entity Profile form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
OAuth Entity Scopes	The entity scopes associated with the OAuth provider. The scope identifies the services the application has access to. Click the scope name to go to the OAuth Entity Scope form.

3. Click **Submit**. The record is saved in the Application Registries [oauth_entity] table.
   The system creates a record in the Application Registries [oauth_entity] table of type OAuth Provider. The instance also auto-generates a default profile using the specified grant type, but without any scopes.

What to do next
You can create additional profiles, each with scopes.

OAuth profiles and scopes

In the OAuth provider scenario, profiles and scopes specify the grant type, authorization type, and level of access.

In the OAuth provider scenario, the OAuth profile refers to a combination of a grant type and at least one scope. The scope specifies the access that the user has to the protected resource, such as **read** or **write**. You can create a profile for each third-party provider and obtain the specific set of scopes from the provider. See Specify an OAuth profile and Specify an OAuth scope for more information. The instance also uses OAuth profiles when a REST call specifies OAuth 2.0 authentication. The instance auto-creates a default profile for each third-party provider record that you create. There can be only one default profile.

Specify the following parameters, which are saved in the OAuth Requestor Profile [OAuth_requestor_profile] table:

OAuth parameters for default profile support

Parameter	Description
`oauth_requestor`	The sys_id of the object, which can be a user record or an email account.
`oauth_requestor_context`	Descriptor that provides context for the OAuth requestor. As a good practice, use the name of the table where the `oauth_requestor` object is saved.
`oauth_provider_profile`	The sys_id of the OAuth profile record that is the default (see Specify an OAuth profile).

When the user attempts to authenticate, the provider accesses the OAuth Requestor Profile table to look for the user. If the user is found, the authentication is successful. If not, the provider accesses the default profile to determine the grant type and how to proceed with the authentication.

Specify an OAuth profile

An OAuth profile includes the grant type that the third-party OAuth provider needs to obtain access to the restricted resource.

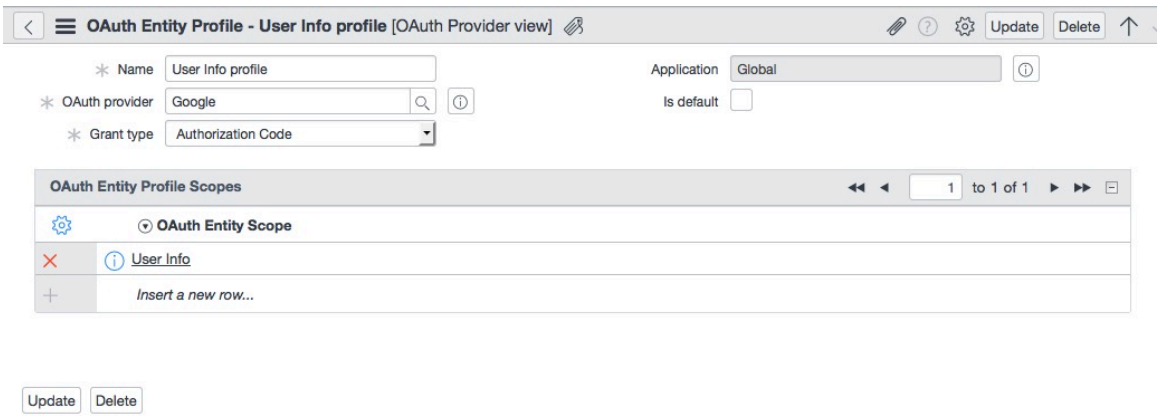
Before you begin
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Procedure

1. Open a third-party OAuth provider record.
2. In the OAuth Entity Profiles embedded list, click **Insert a new row** and then enter a name for the profile.
3. Right-click the Application Registry form header and select **Save**.
   The system creates the profile record.
4. Click the name of the profile you created and then fill in the form fields.



Field	Description
Name	Enter a descriptive name.
OAuth provider	Verify the provider that is associated with the profile.
Grant type	Select the grant type: ○ **Authorization code**: The code that is granted to the client to obtain an access token, which is then used to obtain access to the resource. If you select this option, then you need an authorization URL (the URL of the authorization server). ○ **Resource owner password credentials**: The user name and password of the user that is trying to obtain access to the resource. ○ **Client Credentials**: The client ID and client secret, which are both used to get the access token. This method does not provide refresh tokens. ○ **JWT Bearer**: An authorization server validates a JWT token which enables identity and security information to be shared across security domains. ○ **SAML2 Bearer**: Generates the SAML2 assertion and then exchanges the assertion for the access tokens wit the provider. **Note:** For outbound request to SuccessFactors use the **SAML2 Bearer** as the Default Grant Type.
Is default	Select this option to make the profile the default option for the associated provider.
Embedded list	
OAuth Entity	Specify the OAuth entity scope.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Profile Scopes	

5. Click **Update**.

Specify an OAuth scope

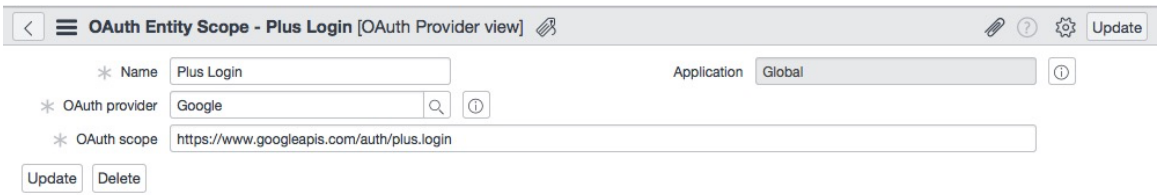
Specify the OAuth scopes that you get from the provider. Scopes can be any level of access specified by the provider, such as read, write, or any string, including a URL.

Before you begin

Role required: admin

Procedure

1. Open a third-party OAuth provider record.
2. Open a profile associated with the provider.
3. In the OAuth Entity Profile Scopes embedded list, click **Insert a new row** and then enter a **Name** for the profile.
4. Right-click the **OAuth Entity Profile** form header and select **Save**.
   The profile record is created.
5. Click the name of the scope that you created and then fill in the form fields.



OAuth Entity Scope form fields

Field	Description
Name	Enter a descriptive name.
OAuth provider	Verify the provider associated with this scope.
OAuth scope	The scope that you are granted by the provider. Typical scopes are read and write. Scopes can be any string that the provider specifies.

6. Click **Update**.

Outbound REST with OAuth 2.0 profile tutorial - integrating with Google Contacts API

This tutorial explains how to use an OAuth 2.0 profile to authenticate an outbound REST message with Google to retrieve contact information.

The procedures detailed in this tutorial require the oauth_admin and web_service_admin roles. Ensure you have both of these roles before starting this tutorial.

OAuth 2.0 tutorial - configure the Google service as an OAuth provider

Use the Google Developer Console to set up an OAuth 2.0 provider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

This procedure is performed within the Google Developer Console. You must have a Google account to access this console.

Role required: None

About this task

Configure the Google service in order to obtain a client ID and client secret, and specify your ServiceNow instance URL as the OAuth redirect URL.

Note: This information describes the state of the Google Developer Console and Contacts API as of July 22, 2015. Changes made after that date may not be included in this document.

Procedure

1. Navigate to the Google Developer Console (`https://console.developers.google.com`).
2. Log in using your Google credentials.
3. Click **Create a project**.
4. Enter a **Project name**.
5. Click **Create**.
   After Google creates the project, the project dashboard appears.
6. Navigate to **APIs & Services** > **Enable APIs & Services**.
7. Click the **Enable APIs and Services** button.
8. Enter *`Contacts API`* in the search bar.
9. Click on **Contacts API** and then click **Enable API**.
10. **Optional:** Return to the **APIs & Services** homepage from the hamburger menu and navigate to **APIs & Services** > **OAuth consent screen**.
11. **Optional:** Click **Configure consent screen** and complete the app registration wizard according to your business needs.
12. Navigate to **APIs & Services** > **Credentials** and click **Create Credentials** > **Oauth client ID**.
13. Select **Web application** from the drop down.
14. Enter a descriptive OAuth 2.0 client in the **Name**.
    This name appears when you authorize the OAuth token in your instance.
15. In the **Create Client ID** window, add the OAuth redirect URI for your instance to the **Authorized redirect URIs** field.
    This URI follows the format `https://<instance>.service-now.com/oauth_redirect.do`
16. Click **Create**.
    The client ID information appears.
17. Record the **Client ID** and **Client secret** values.
    You use these values to configure the Google service as an OAuth provider in your instance.

OAuth 2.0 tutorial - create an OAuth provider and profile

Set up the Google service as an OAuth provider in ServiceNow by entering your client information, Google API URLs, and configuring the OAuth profile.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

You must have configured the Google service as an OAuth provider and recorded your **Client ID** and **Client Secret** values.

Role required: oauth_admin

Procedure

1. Navigate to **All** > **System OAuth** > **Application Registry**.
2. Click **New**.
3. Select **Connect to a third party OAuth Provider**.
4. Enter a **Name** for the OAuth provider.
   For this example, use `Google`.
5. Enter the **Client ID** and **Client Secret** that you obtained from Google.
6. Set the **Default Grant type** to **Authorization Code**.
7. In the **Authorization URL** field, enter `https://accounts.google.com/o/oauth2/auth`.
8. In the **Token URL** field, enter `https://www.googleapis.com/oauth2/v3/token`.
9. In the **Redirect URL** field, enter `https://<instance>.service-now.com/oauth_redirect.do`.
   This URL must match the redirect URL provided to Google.
10. In the **Token Revocation URL** field, enter `https://accounts.google.com/o/oauth2/revoke`.
11. Right-click the form header and select **Save**.
    A new OAuth Entity Profile record is created.
12. In the **OAuth Entity Scopes** embedded list, add a new row with the **Name** and **OAuth scope** values set to `https://www.googleapis.com/auth/contacts.readonly`.
13. Right-click the form header and select **Save**.
14. In the **OAuth Entity Profiles** embedded list, select the automatically-created profile.
15. In the **OAuth Entity Profile Scopes** embedded list, add a new row and select the Google contacts API read-only scope.
16. Click **Update**.

OAuth 2.0 tutorial - create a REST message

Create a REST message and associated HTTP method to contact the Google service using the OAuth 2.0 profile.

Before you begin

Role required: web_service_admin and oauth_admin
You must have configured an OAuth provider and profile using the Google API information and your OAuth credentials.

Procedure

1. Navigate to **All** > **System Web Services** > **REST Message**.
2. Click **New**.
3. Enter a descriptive **Name**.
4. In the **Endpoint** field, enter `https://www.google.com/m8/feeds/contacts/default/full`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

By using default instead of a specific username, the Google API uses the OAuth credentials to determine which account to get information from.

5. In the **Authentication** tab, set the **Authentication type** to **OAuth 2.0**.
6. In the **OAuth profile** field, select the Google contacts OAuth profile.
7. Right-click the form header and select **Save**.
8. Click the **Get OAuth Token** related link to request an authorization token from Google using the configured client ID and secret.
9. In the Request for Permission window that appears, click **Accept** to grant access to your Google contacts.
   The token aquired is not directly accessible in your instance.
10. In the **HTTP Methods** related list, select the **GET** method.
11. Leave the HTTP method **Authentication type** as **-- None --** to use the OAuth profile from the parent REST message record.
12. On the **HTTP Request** tab, add a new row to the **HTTP Headers** related list with a **Name** of `GData - Version` and a **Value** of `3.0`.
13. Right-click the form header and select **Save**.
14. Click the **Test** related link.
    The test result should display an **HTTP Status** of 200, and the result of the contacts API call.

Outbound REST mutual authentication

Mutual authentication causes the web service provider and consumer to authenticate with each other before communicating.

Mutual authentication verifies the identity of both the client and the server during an outbound REST connection.

When ServiceNow initiates an outbound REST request using mutual authentication, it presents a client certificate to the external server. The server validates the certificate and, if trusted, allows the connection to proceed. ServiceNow similarly validates the server certificate before completing the handshake.

Mutual authentication requires a client certificate and private key stored on the ServiceNow instance, and a server certificate issued by a trusted certificate authority (CA).

Note: For information about mutual authentication for inbound web services, see Certificate-based authentication.

For information about using a custom HTTPS protocol profile to enable mutual authentication, see Create a protocol profile.

Variable substitution in outbound REST messages

You can use variables when creating outbound REST messages and assign values to those variables when performing a request.

Variables are allowed in the **Endpoint** URL, HTTP Header and HTTP Query Parameter **Value** fields, and the **Content** field for POST and PUT methods.

The syntax for variables is *`${variable_name}`*. The REST message substitutes this variable with the parameter values provided when the method runs. For example, if the REST message **Endpoint** is `http://myserver.mycompany.com/offices/${id}`, a parameter named *`id`* must exist and contain a value that can be used when the method runs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can assign a value to variables when running the request using the RESTMessageV2 API `setStringParameter` and `setStringParameterNoEscape` methods.

When testing an HTTP method that includes variables, the **Test value** for each variable in the **Variable Substitutions** related list is used.

Generate REST message variables

Populate the list of variable substitutions automatically based on variables defined in several REST message HTTP method fields.

Before you begin

Before starting this procedure, create a REST Message record with at least one HTTP method that uses variables.

Role required: web_service_admin

Procedure

1. Navigate to **All** > **System Web Services** > **REST Message**.
2. Select a REST Message record.
3. Select a method from the HTTP Methods related list.
4. Click the **Auto-generate variables** related link.
   The **Variable Substitutions** related list is automatically populated for any variables defined in the HTTP Method **Endpoint** field and the **HTTP Headers** and **HTTP Query Parameters** embedded lists. For POST and PUT messages, variables defined in the **Content** field are also used.

What to do next

You can use the REST Message workflow activity to send the message, or click **Preview Script Usage** to get a sample script. The sample script includes a `setStringParameter` call for each defined variable substitution that allows you to assign a value to the variable in your script.

Scripting outbound REST

You can send outbound REST requests from any place in the ServiceNow AI Platform where scripting is allowed.

For example, you can return data from a REST endpoint using a business rule when an event is triggered. Create a script from scratch or let the REST message preview feature create the script based on content and parameters you provide in the method record.

For detailed API information about the server-side RESTMessageV2 and RESTResponseV2 APIs, see the API documentation on developer.servicenow.com. For additional tips and best practices, see the Outbound REST Web Services RESTMessageV2 and SOAPMessageV2 execute() vs executeAsync() Best Practices [KB0694711] article in the Now Support Knowledge Base.

Generate a REST message script preview

You can generate an example script to send a REST message based on content and parameters you provide in the method record.

Before you begin

Role required: web_service_admin or admin

About this task

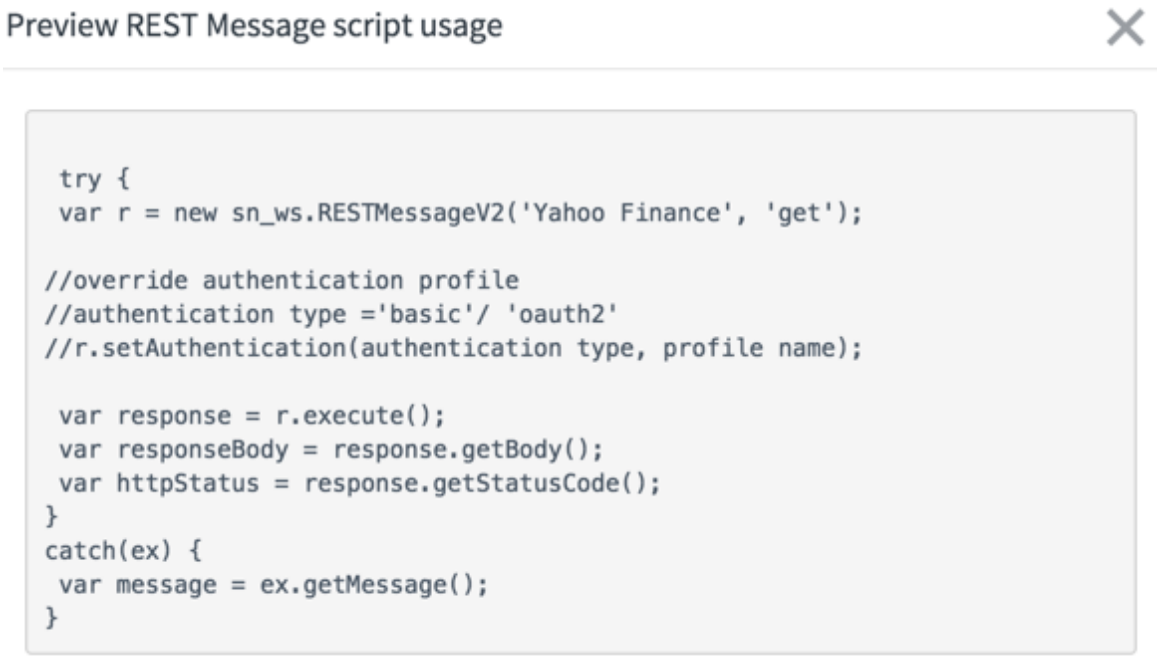
Generate an example script and use it as a starting point when scripting outbound REST messages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Web Services** > **REST Message**.
2. Select a REST message record.
3. In the **HTTP Methods** related list, select an HTTP method record.
4. Ensure the HTTP method is configured as needed, including any variables.
5. Save the record.
6. In the *Variable Substitutions* related list, assign a value to each variable.
7. Under *Related Links*, click **Preview script usage**.

   The instance displays the script that the REST message generated for this method.



8. Copy this script and modify it as needed to use elsewhere in the instance.

What to do next

Refer to the RESTMessageV2 and RESTResponseV2 APIs for more information on available scripting methods. Outbound REST scripting examples are also available.

Direct RESTMessageV2 example

You can send an outbound REST message directly to the endpoint.

In this example, the script sends a REST message requesting a stock quote and waits for a response. If there is no response from the web service provider, or if the specified REST message record is unavailable, the script throws an error, handled in this example by the try-catch block.

```
var requestBody;
var responseBody;
var status;
var sm;
try{
 sm = new sn_ws.RESTMessageV2("Yahoo Finance", "get");  // Might
 throw exception if message doesn't exist or not visible due to
 scope.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 sm.setBasicAuth("admin","admin");
 sm.setStringParameter("symbol", "NOW");
 sm.setStringParameterNoEscape("xml_data","<data>test</data>");
 sm.setHttpTimeout(10000); //In milliseconds. Wait at most 10
 seconds for response from http request.

 response = sm.execute();//Might throw exception if http
 connection timed out or some issue with sending request itself
 because of encryption/decryption of password.
 responseBody = response.haveError() ?
 response.getErrorMessage() : response.getBody();
 status = response.getStatusCode();
} catch(ex) {
 responseBody = ex.getMessage();
 status = '500';
} finally {
 requestBody = sm ? sm.getRequestBody():null;
}
gs.info("Request Body: " + requestBody);
gs.info("Response: " + responseBody);
gs.info("HTTP Status: " + status);
```

RESTMessageV2 MID server example

You can send an outbound REST message through a MID Server.

By sending the message through a MID Server, you can access endpoints that are behind a firewall or within a private network. All REST messages sent through a MID Server are asynchronous.

```
var requestBody;
var responseBody;
var status;
var sm;
try{
 sm = new sn_ws.RESTMessageV2("Yahoo Finance", "get");  // Might
 throw exception if message doesn't exist or not visible due to
 scope.
 sm.setBasicAuth("admin","admin");
 sm.setStringParameter("symbol", "NOW");
 sm.setStringParameterNoEscape("xml_data","<data>test</data>");
 sm.setMIDServer('mid_server_name');
 response = sm.executeAsync(); // Might throw exception if http
 connection timed out or some issue with sending request itself
 because of encryption/decryption of password.

 response.waitForResponse(60); // In seconds. Wait at most 60
 seconds to get response from ECC Queue/Mid Server //Might throw
 exception timing out waiting for response in ECC queue.

 responseBody = response.haveError() ?
 response.getErrorMessage() : response.getBody();
 status = response.getStatusCode();
} catch(ex) {
 responseBody = ex.getMessage();
 status = '500';
} finally {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 requestBody = sm ? sm.getRequestBody():null;
}
gs.info("Request Body: " + requestBody);
gs.info("Response: " + responseBody);
gs.info("HTTP Status: " + status);
```

Note: This example uses `waitForResponse` to pause for a response, and then details how the response is handled. However, when using `executeAsync`, consider processing the response body in a separate business rule to take advantage of the asynchronous call rather than using `waitForResponse`.

Recordless RESTMessageV2 example

You can use the RESTMessageV2() constructor with no parameters to define a REST message entirely in the script.

When using this constructor you must provide an endpoint and HTTP method. In this example, the script creates an empty REST message and sets the values needed to insert an incident record.

```
var restMessage = new sn_ws.RESTMessageV2();
restMessage.setBasicAuth("admin", "admin");
restMessage.setHttpMethod("post");
restMessage.setEndpoint("http://
<instance>.service-now.com/api/now/table/incident");
restMessage.setRequestBody("{\"short_description\" : \"Test
 incident\"}");
var response = restMessage.execute();
```

Outbound SOAP web service

The SOAP Message module can be used to develop, prototype, and save outbound SOAP messages that can be reused in business rules and scripts.

You can use outbound SOAP messages in scripts using the SOAPMessageV2 API and the SOAPResponseV2 API. Examples detailing how to script outbound SOAP are available.

Outbound SOAP video tutorial

The following video tutorial demonstrates how to configure outbound SOAP web service messages to consume third-party web services from an instance.

SOAP message

Information needed to send SOAP requests is stored in SOAP message records.

Each record specifies an endpoint for the request, the required format of the request as a web services description language (WSDL) file, authentication information, and a list of functions that can run against the endpoint.

Create a SOAP message

Create a SOAP message to define the remote endpoint, WSDL, and authentication settings.

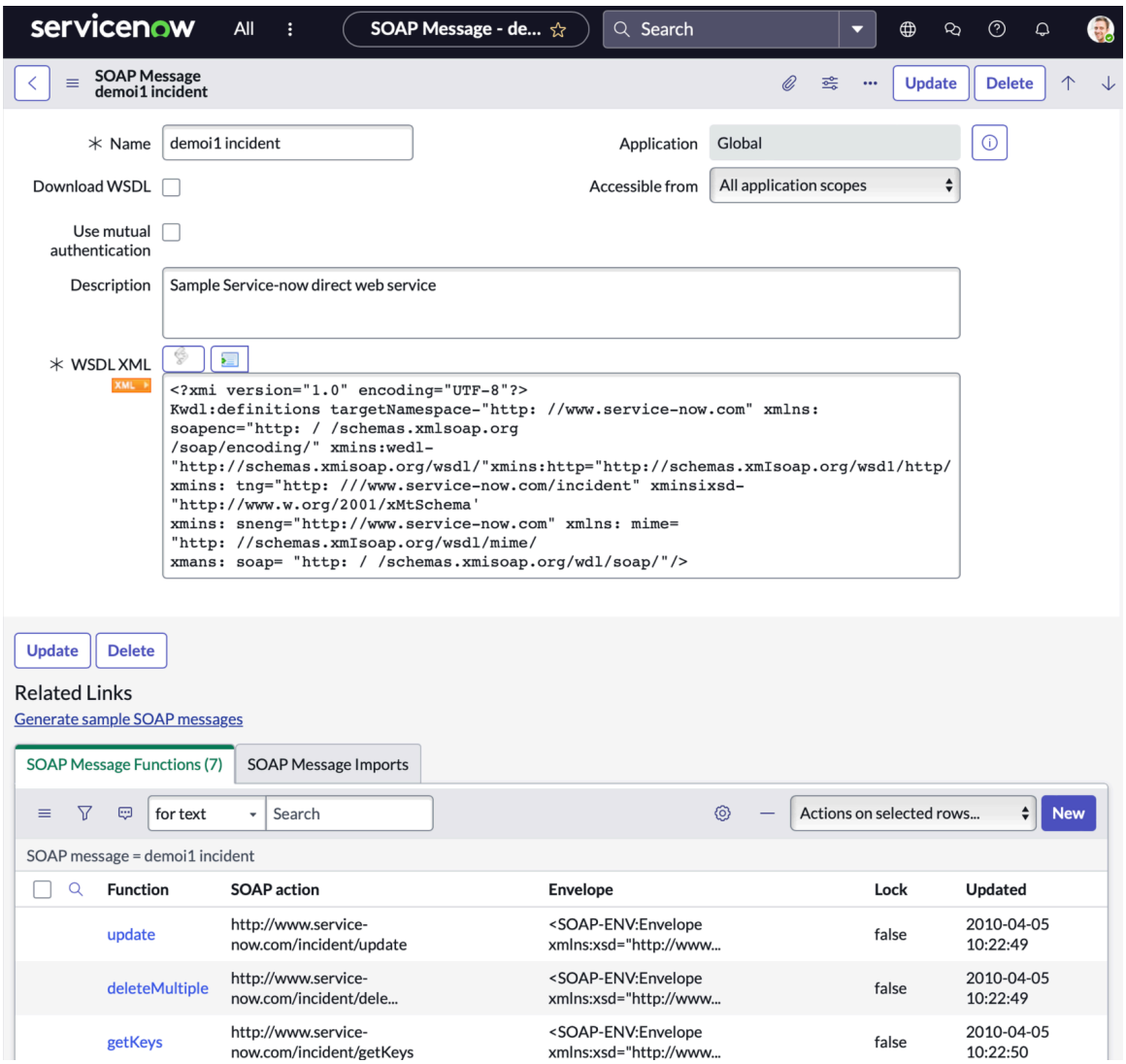
Before you begin
Role required: web_service_admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Web Services** > **SOAP Message**.
2. Click **New**.
3. Enter a *Name* to identify the SOAP message.
4. Specify a WSDL using one of these options:
   - To download and use an online WSDL source, select the **Download WSDL** check box and enter the URL for the WSDL in the *WSDL* field.
   - To enter the WSDL directly, clear the **Download WSDL** check box, and then copy and paste the WSDL XML into the *WSDL XML* field.
5. If the endpoint is protected by basic authentication, select the **Use basic auth** check box and enter the credentials.
6. If the endpoint requires mutual authentication, select the **Enable mutual authentication** check box and select a Protocol profile to use for mutual authentication.
7. Click **Submit**.

This image shows an example of a SOAP message that connects to a demo instance of ServiceNow.



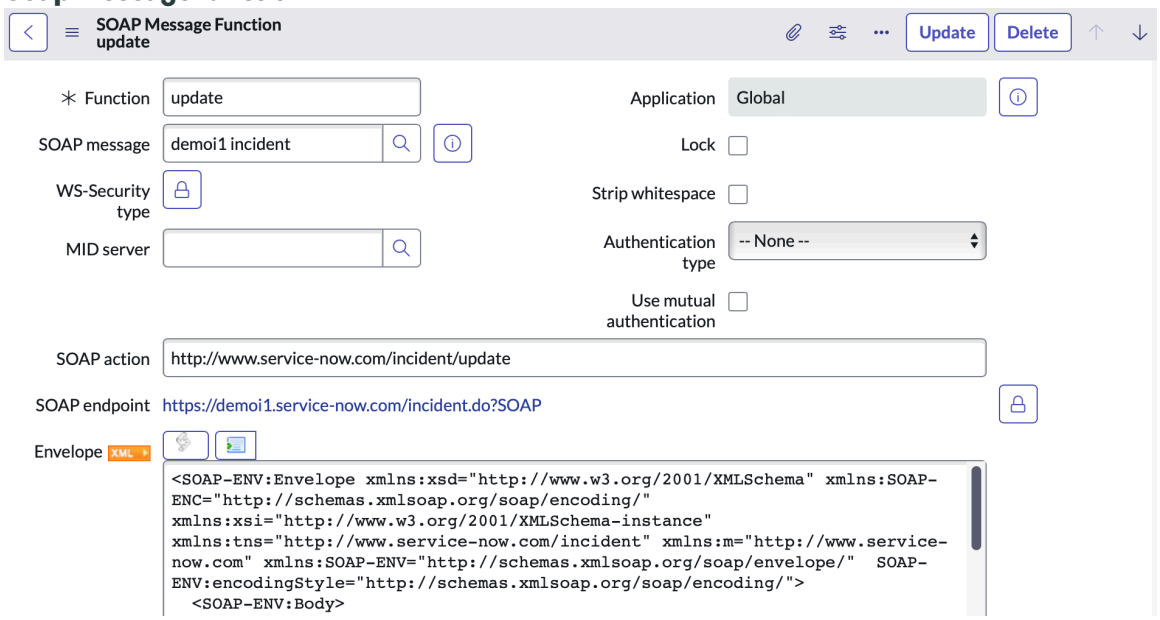
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SOAP message functions

After you create a SOAP message record, you can click **Generate sample SOAP messages** to populate the *SOAP Message Functions* related list.

The instance creates these functions by reading the supplied WSDL definition.

Soap message function



The **SOAP action**, **SOAP endpoint**, and **Envelope** fields should be populated automatically based on the WSDL definition. The **Envelope** defines the message to send to the endpoint. In this example, the **Envelope** values have this format:

```
...
<!-- optional --><short_description
 xsi:type="xsd:string">String</short_description>
...
```

To submit a specific value, enter the value directly in the appropriate XML tag. In this example, to set the *Short description* for a record, enter:

```
...
<short_description xsi:type="xsd:string">This is the short
 description</short_description>
...
```

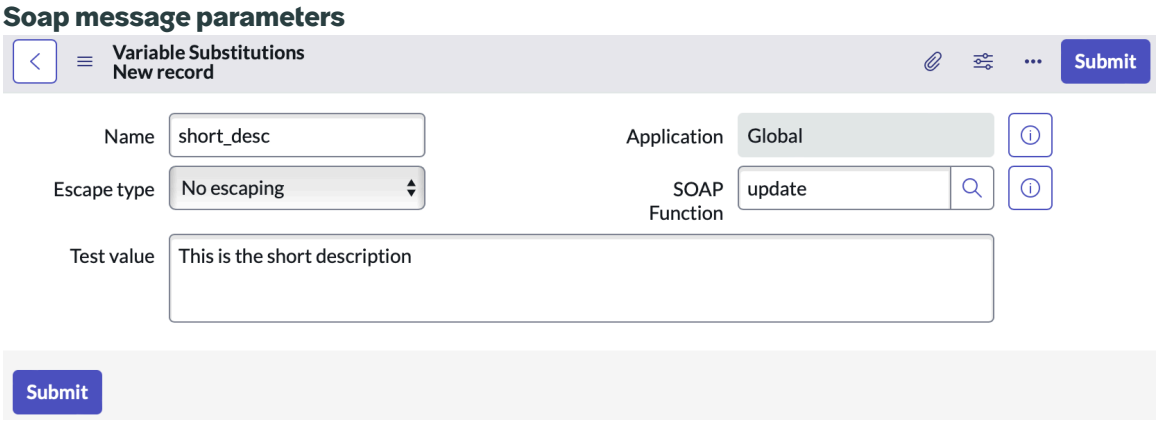
Variable substitution in outbound SOAP

To use variable substitution, use the format `${<variable_name>}` instead of defining a specific value.

```
...
<short_description
 xsi:type="xsd:string">${short_desc}</short_description>
...
```

To test variable substitution after you have modified the SOAP envelope with the variables, define values for the variables in the *SOAP Message Parameters* related list of the SOAP Message Function. For example, click **New** and enter the following information:

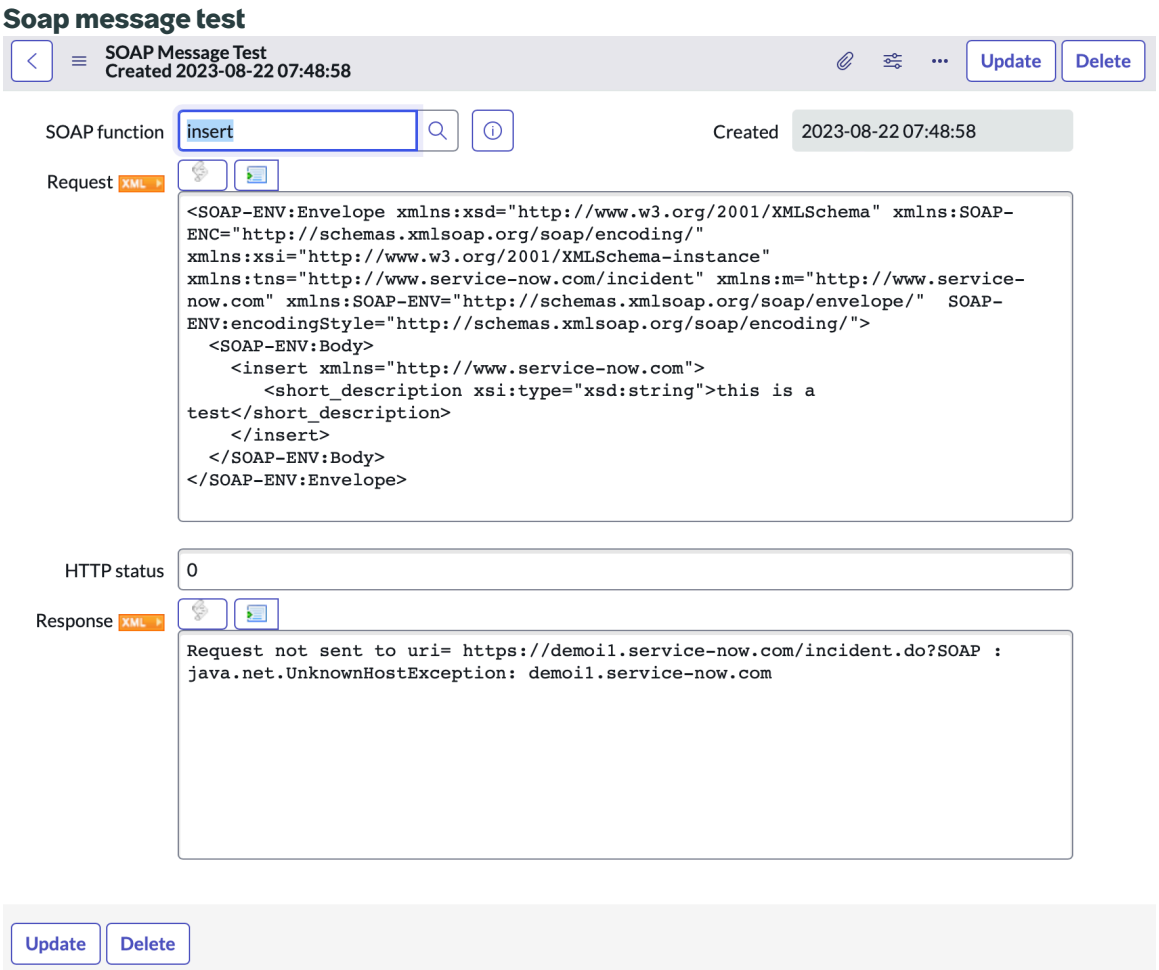
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Test the SOAP message

Test a SOAP message to validate the configuration before using the message in an integration.

To test the SOAP message, click the **Test** related link of the SOAP Message Function. You are redirected to a test result form as shown below.



You can see the original SOAP request message, the resulting HTTP status code, and the SOAP response in this screen. You can also click the **Rerun test** related link to resubmit the SOAP request.

Note: A test SOAP message will time out after 60 seconds if a response is not received.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Send a SOAP message through a MID server

When creating SOAP message functions, you can configure the function to be sent through a MID Server.

There must be a running MID Server associated with your instance to use this functionality. All SOAP messages sent through a MID Server are performed asynchronously.

By specifying a MID Server, all SOAP requests that use this SOAP message are sent through that MID Server. You can override the selected MID Server by using the *`setMIDServer(mid server)`* API call in a script.

Create a SOAP message from a WSDL that references an external XSD file

Create a SOAP message from a WSDL and external XSD file.

Before you begin

Role required: web_service_admin

About this task

This task includes example WSDL and XSD files for a weather forecast SOAP message. Your WSDL and XSD file will vary.

Procedure

1. Navigate to **All** > **System Web Services** > **SOAP Message** and create a new record.
2. Clear the **Download WSDL** check box.
3. Paste the content of the WSDL into the **WSDL XML** field.
4. Save the record.
5. In the **SOAP Message Imports** related list, click **New**.
6. Paste the content of the XSD file into the **External Document** field.
7. Set the **Schema Location** field to `db://<name of the referenced XSD file>.xsd`.
   Specifying the schema location allows the instance to know the location of the referenced XSD file.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Click **Submit.**
9. Click **Generate sample SOAP messages**.

Example: Example WSDL and XSD files

```
<?xml version="1.0" encoding="utf-8"?>
<wsdl:definitions
 xmlns:tm="http://microsoft.com/wsdl/mime/textMatching/"
 xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
 xmlns:mime="http://schemas.xmlsoap.org/wsdl/mime/"
 xmlns:tns="http://www.webservicex.net"
 xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
 xmlns:s="http://www.w3.org/2001/XMLSchema"
 xmlns:soap12="http://schemas.xmlsoap.org/wsdl/soap12/"
 xmlns:http="http://schemas.xmlsoap.org/wsdl/http/"
 targetNamespace="http://www.webservicex.net"
 xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">
  <wsdl:documentation
 xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">Get one
 week weather forecast for valid zip code or Place name in
 USA</wsdl:documentation>
  <wsdl:types>
    <s:schema elementFormDefault="qualified"
 targetNamespace="http://www.webservicex.net">
       <s:include schemaLocation="WeatherForecast.xsd" />
    </s:schema>
  </wsdl:types>
  <wsdl:message name="GetWeatherByZipCodeSoapIn">
    <wsdl:part name="parameters"
 element="tns:GetWeatherByZipCode" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByZipCodeSoapOut">
    <wsdl:part name="parameters"
 element="tns:GetWeatherByZipCodeResponse" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByPlaceNameSoapIn">
    <wsdl:part name="parameters"
 element="tns:GetWeatherByPlaceName" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByPlaceNameSoapOut">
    <wsdl:part name="parameters"
 element="tns:GetWeatherByPlaceNameResponse" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByZipCodeHttpGetIn">
    <wsdl:part name="ZipCode" type="s:string" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByZipCodeHttpGetOut">
    <wsdl:part name="Body" element="tns:WeatherForecasts" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByPlaceNameHttpGetIn">
    <wsdl:part name="PlaceName" type="s:string" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByPlaceNameHttpGetOut">
    <wsdl:part name="Body" element="tns:WeatherForecasts" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByZipCodeHttpPostIn">
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    <wsdl:part name="ZipCode" type="s:string" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByZipCodeHttpPostOut">
    <wsdl:part name="Body" element="tns:WeatherForecasts" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByPlaceNameHttpPostIn">
    <wsdl:part name="PlaceName" type="s:string" />
  </wsdl:message>
  <wsdl:message name="GetWeatherByPlaceNameHttpPostOut">
    <wsdl:part name="Body" element="tns:WeatherForecasts" />
  </wsdl:message>
  <wsdl:portType name="WeatherForecastSoap">
    <wsdl:operation name="GetWeatherByZipCode">
      <wsdl:documentation
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">Get one week
weather forecast for a valid Zip Code(USA)</wsdl:documentation>
      <wsdl:input message="tns:GetWeatherByZipCodeSoapIn" />
      <wsdl:output message="tns:GetWeatherByZipCodeSoapOut" />
    </wsdl:operation>
    <wsdl:operation name="GetWeatherByPlaceName">
      <wsdl:documentation
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">Get one week
weather forecast for a place name(USA)</wsdl:documentation>
      <wsdl:input message="tns:GetWeatherByPlaceNameSoapIn" />
      <wsdl:output message="tns:GetWeatherByPlaceNameSoapOut" />
    </wsdl:operation>
  </wsdl:portType>
  <wsdl:portType name="WeatherForecastHttpGet">
    <wsdl:operation name="GetWeatherByZipCode">
      <wsdl:documentation
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">Get one week
weather forecast for a valid Zip Code(USA)</wsdl:documentation>
      <wsdl:input message="tns:GetWeatherByZipCodeHttpGetIn" />
      <wsdl:output
message="tns:GetWeatherByZipCodeHttpGetOut" />
    </wsdl:operation>
    <wsdl:operation name="GetWeatherByPlaceName">
      <wsdl:documentation
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">Get one week
weather forecast for a place name(USA)</wsdl:documentation>
      <wsdl:input
message="tns:GetWeatherByPlaceNameHttpGetIn" />
      <wsdl:output
message="tns:GetWeatherByPlaceNameHttpGetOut" />
    </wsdl:operation>
  </wsdl:portType>
  <wsdl:portType name="WeatherForecastHttpPost">
    <wsdl:operation name="GetWeatherByZipCode">
      <wsdl:documentation
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">Get one week
weather forecast for a valid Zip Code(USA)</wsdl:documentation>
      <wsdl:input message="tns:GetWeatherByZipCodeHttpPostIn" />
      <wsdl:output
message="tns:GetWeatherByZipCodeHttpPostOut" />
    </wsdl:operation>
    <wsdl:operation name="GetWeatherByPlaceName">
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
     <wsdl:documentation
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">Get one week
weather forecast for a place name(USA)</wsdl:documentation>
     <wsdl:input
message="tns:GetWeatherByPlaceNameHttpPostIn" />
     <wsdl:output
message="tns:GetWeatherByPlaceNameHttpPostOut" />
   </wsdl:operation>
 </wsdl:portType>
 <wsdl:binding name="WeatherForecastSoap"
type="tns:WeatherForecastSoap">
   <soap:binding
transport="http://schemas.xmlsoap.org/soap/http" />
   <wsdl:operation name="GetWeatherByZipCode">
     <soap:operation
soapAction="http://www.webservicex.net/GetWeatherByZipCode"
style="document" />
     <wsdl:input>
       <soap:body use="literal" />
     </wsdl:input>
     <wsdl:output>
       <soap:body use="literal" />
     </wsdl:output>
   </wsdl:operation>
   <wsdl:operation name="GetWeatherByPlaceName">
     <soap:operation
soapAction="http://www.webservicex.net/GetWeatherByPlaceName"
style="document" />
     <wsdl:input>
       <soap:body use="literal" />
     </wsdl:input>
     <wsdl:output>
       <soap:body use="literal" />
     </wsdl:output>
   </wsdl:operation>
 </wsdl:binding>
 <wsdl:binding name="WeatherForecastSoap12"
type="tns:WeatherForecastSoap">
   <soap12:binding
transport="http://schemas.xmlsoap.org/soap/http" />
   <wsdl:operation name="GetWeatherByZipCode">
     <soap12:operation
soapAction="http://www.webservicex.net/GetWeatherByZipCode"
style="document" />
     <wsdl:input>
       <soap12:body use="literal" />
     </wsdl:input>
     <wsdl:output>
       <soap12:body use="literal" />
     </wsdl:output>
   </wsdl:operation>
   <wsdl:operation name="GetWeatherByPlaceName">
     <soap12:operation
soapAction="http://www.webservicex.net/GetWeatherByPlaceName"
style="document" />
     <wsdl:input>
       <soap12:body use="literal" />
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      </wsdl:input>
      <wsdl:output>
        <soap12:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
  </wsdl:binding>
  <wsdl:binding name="WeatherForecastHttpGet"
type="tns:WeatherForecastHttpGet">
    <http:binding verb="GET" />
    <wsdl:operation name="GetWeatherByZipCode">
      <http:operation location="/GetWeatherByZipCode" />
      <wsdl:input>
        <http:urlEncoded />
      </wsdl:input>
      <wsdl:output>
        <mime:mimeXml part="Body" />
      </wsdl:output>
    </wsdl:operation>
    <wsdl:operation name="GetWeatherByPlaceName">
      <http:operation location="/GetWeatherByPlaceName" />
      <wsdl:input>
        <http:urlEncoded />
      </wsdl:input>
      <wsdl:output>
        <mime:mimeXml part="Body" />
      </wsdl:output>
    </wsdl:operation>
  </wsdl:binding>
  <wsdl:binding name="WeatherForecastHttpPost"
type="tns:WeatherForecastHttpPost">
    <http:binding verb="POST" />
    <wsdl:operation name="GetWeatherByZipCode">
      <http:operation location="/GetWeatherByZipCode" />
      <wsdl:input>
        <mime:content
type="application/x-www-form-urlencoded" />
      </wsdl:input>
      <wsdl:output>
        <mime:mimeXml part="Body" />
      </wsdl:output>
    </wsdl:operation>
    <wsdl:operation name="GetWeatherByPlaceName">
      <http:operation location="/GetWeatherByPlaceName" />
      <wsdl:input>
        <mime:content
type="application/x-www-form-urlencoded" />
      </wsdl:input>
      <wsdl:output>
        <mime:mimeXml part="Body" />
      </wsdl:output>
    </wsdl:operation>
  </wsdl:binding>
  <wsdl:service name="WeatherForecast">
    <wsdl:documentation
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">Get one
week weather forecast for valid zip code or Place name in
USA</wsdl:documentation>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    <wsdl:port name="WeatherForecastSoap"
 binding="tns:WeatherForecastSoap">
      <soap:address
 location="http://www.webservicex.net/WeatherForecast.asmx" />
    </wsdl:port>
    <wsdl:port name="WeatherForecastSoap12"
 binding="tns:WeatherForecastSoap12">
      <soap12:address
 location="http://www.webservicex.net/WeatherForecast.asmx" />
    </wsdl:port>
    <wsdl:port name="WeatherForecastHttpGet"
 binding="tns:WeatherForecastHttpGet">
      <http:address
 location="http://www.webservicex.net/WeatherForecast.asmx" />
    </wsdl:port>
    <wsdl:port name="WeatherForecastHttpPost"
 binding="tns:WeatherForecastHttpPost">
      <http:address
 location="http://www.webservicex.net/WeatherForecast.asmx" />
    </wsdl:port>
  </wsdl:service>
</wsdl:definitions>
```

```
<s:schema elementFormDefault="qualified"
 targetNamespace="http://www.webservicex.net"
 xmlns:s="http://www.w3.org/2001/XMLSchema"
 xmlns:tns="http://www.webservicex.net" >
      <s:element name="GetWeatherByZipCode">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="0" maxOccurs="1"
 name="ZipCode" type="s:string" />
          </s:sequence>
        </s:complexType>
      </s:element>
      <s:element name="GetWeatherByZipCodeResponse">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="1" maxOccurs="1"
 name="GetWeatherByZipCodeResult" type="tns:WeatherForecasts" />
          </s:sequence>
        </s:complexType>
      </s:element>
      <s:complexType name="WeatherForecasts">
        <s:sequence>
          <s:element minOccurs="1" maxOccurs="1" name="Latitude"
 type="s:float" />
          <s:element minOccurs="1" maxOccurs="1"
 name="Longitude" type="s:float" />
          <s:element minOccurs="1" maxOccurs="1"
 name="AllocationFactor" type="s:float" />
          <s:element minOccurs="0" maxOccurs="1" name="FipsCode"
 type="s:string" />
          <s:element minOccurs="0" maxOccurs="1"
 name="PlaceName" type="s:string" />
          <s:element minOccurs="0" maxOccurs="1"
 name="StateCode" type="s:string" />
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        <s:element minOccurs="0" maxOccurs="1" name="Status"
type="s:string" />
        <s:element minOccurs="0" maxOccurs="1" name="Details"
type="tns:ArrayOfWeatherData" />
      </s:sequence>
    </s:complexType>
    <s:complexType name="ArrayOfWeatherData">
      <s:sequence>
        <s:element minOccurs="0" maxOccurs="unbounded"
name="WeatherData" type="tns:WeatherData" />
      </s:sequence>
    </s:complexType>
    <s:complexType name="WeatherData">
      <s:sequence>
        <s:element minOccurs="0" maxOccurs="1" name="Day"
type="s:string" />
        <s:element minOccurs="0" maxOccurs="1"
name="WeatherImage" type="s:string" />
        <s:element minOccurs="0" maxOccurs="1"
name="MaxTemperatureF" type="s:string" />
        <s:element minOccurs="0" maxOccurs="1"
name="MinTemperatureF" type="s:string" />
        <s:element minOccurs="0" maxOccurs="1"
name="MaxTemperatureC" type="s:string" />
        <s:element minOccurs="0" maxOccurs="1"
name="MinTemperatureC" type="s:string" />
      </s:sequence>
    </s:complexType>
    <s:element name="GetWeatherByPlaceName">
      <s:complexType>
        <s:sequence>
          <s:element minOccurs="0" maxOccurs="1"
name="PlaceName" type="s:string" />
        </s:sequence>
      </s:complexType>
    </s:element>
    <s:element name="GetWeatherByPlaceNameResponse">
      <s:complexType>
        <s:sequence>
          <s:element minOccurs="1"
maxOccurs="1" name="GetWeatherByPlaceNameResult"
type="tns:WeatherForecasts" />
        </s:sequence>
      </s:complexType>
    </s:element>
    <s:element name="WeatherForecasts"
type="tns:WeatherForecasts" />
  </s:schema>
```

Connectivity details

For SOAP requests initiated from your ServiceNow instance to be able to successfully communicate with the web service provider inside a remote network, the ServiceNow instance must have HTTP or HTTPS access to the SOAP endpoint at the provider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Like any integration, such as LDAP, web services, or JDBC, the SOAP endpoint may reside behind a firewall that is blocking inbound communication from the instance. If this is the case, you need to make network changes to allow this connectivity into your network. You can either modify the firewall and ACL rules to allow the instance IP address, configure the SOAP message to be sent through a MID Server, or implement a Virtual Private Network (VPN) tunnel to allow the instance communication into your network.

Note: A common misconception is that because asynchronous SOAP requests are routed through the ECC queue, they are always sent through a MID Server. However, asynchronous SOAP requests use a MID Server only when configured to do so.

Outbound SOAP security

You can authenticate outbound SOAP messages using several different security protocols.

The security protocol you should use depends on the requirements of the web service provider. Mutual authentication is supported for outbound web services.

Enable basic authentication for outbound SOAP

If the endpoint requires a user name and password, you can provide credentials using basic authentication.

Before you begin

Role required: web_service_admin

Procedure

1. Navigate to **All** > **System Web Services** > **Outbound** > **SOAP Message**.
2. Select a SOAP message record.
3. In the *SOAP Message Functions* related list, select a function.
4. Select **Use basic auth**.
5. Enter a user name in the *Basic auth user ID* field.
6. Enter the password for that user in *Basic auth user password*.
7. Click **Update**.

Enable WS-Security for outbound SOAP

You can sign outbound SOAP messages using username and password or a key store and trusted server certificate saved on the instance.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Web Services** > **Outbound** > **SOAP Message**.
2. Select a SOAP message record.
3. In the **SOAP Message Functions** related list, select a function.
4. In the **WS-Security type** field select the type of credentials to use, such as Username or X.509. Some web service providers may require you to submit both types of credential.
5. In the **WS-Security x.509 profile** or **WS-Security Username profile** field, select the profile that contains the credentials you want to use.
   If the record was configured with x.509 security prior to the Helsinki release, you can migrate the security settings to a WS-Security x.509 profile record by clicking the **Migrate to X509**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Security Profile button. When you click this button, security configuration field values (**Key store**, **Certificate**, **Key store alias**, and **Password**) are migrated to a new WS-Security x.509 profile record and that record is referenced from the SOAP message function. If an x.509 profile record already exists with matching values, that record is referenced.

Note: Existing SOAP message functions that use the legacy security configuration will still work, however new records can use only an x.509 profile record for x.509 security.

6. Click **Update**.
   Credentials from the selected profile are sent as part of the SOAP message header.

Related topics

Create a new WS-Security profile

Configure SOAP with a proxy

Certain properties provide support for SOAP requests to use a web proxy server.

SOAP properties

Property	Description	Example
glide.http.proxy_host	The proxy server hostname or IP address	proxy.company.com, 192.168.34.54
glide.http.proxy_port	The port number for the proxy server	8080, 9100
glide.http.proxy_username	If the proxy server is authenticating using user name and password, enter a value for this property	proxyuser
glide.http.proxy_password	If the proxy server is authenticating using user name and password, enter a value for this property	password

Scripting outbound SOAP

You can send outbound SOAP requests from any place in the ServiceNow AI Platform where scripting is allowed.

For detailed API information about the server-side SOAPMessageV2 and SOAPResponseV2 APIs, see the API documentation on developer.servicenow.com. For additional tips and best practices, see the Outbound REST Web Services RESTMessageV2 and SOAPMessageV2 execute() vs executeAsync() Best Practices [KB0694711] article in the Now Support Knowledge Base.

Preview a SOAP message script

Generate a sample script to send the SOAP message.

After you have developed and tested the SOAP message, click the **Preview script usage** related link in the SOAP Message Function form. The dialog box displays an example of how you can invoke the SOAP message from a script.

You can manipulate the resulting XML response body with XMLDocument or with gs.getXMLText and gs.getXMLNodeList.

Direct SOAPMessageV2 example

You can send an outbound SOAP message directly to the endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In this example, the script sends a SOAP message requesting a stock quote and waits for a response. If there is no response from the web service provider, or if the specified SOAP message record is unavailable, the script throws an error, handled in this example by the try-catch block.

```
var requestBody;
var responseBody;
var status;
var sm;
try{
 sm = new sn_ws.SOAPMessageV2("StockQuote", "GetQuote");  //
 Might throw exception if message doesn't exist or not visible
 due to scope
 sm.setBasicAuth("admin","admin");
 sm.setStringParameter("symbol", "NOW");
 sm.setStringParameterNoEscape("xml_data","<data>test</data>");
 sm.setHttpTimeout(10000) //In Milli seconds. Wait at most 10
 seconds for response from http request.

 response = sm.execute();//Might throw exception if http
 connection timed out or some issue with sending request itself
 because  of encryption/decryption of password and stuff
 responseBody = response.haveError() ?
 response.getErrorMessage() : response.getBody();
 status = response.getStatusCode();
} catch(ex) {
 responseBody = ex.getMessage();
 status = '500';
} finally {
 requestBody = sm ? sm.getRequestBody():null;
}
gs.info("Request Body: " + requestBody);
gs.info("Response: " + responseBody);
gs.info("HTTP Status: " + status);
```

Asynchronous SOAPMessageV2 example

You can send an outbound SOAP message asynchronously.

When you send an asynchronous message the instance does not wait for a response before proceeding. You must handle waiting for a response within your code.

```
var requestBody;
var responseBody;
var status;
var sm;
try{
 sm = new sn_ws.SOAPMessageV2("StockQuote", "GetQuote");  //
 Might throw exception if message doesn't exist or not visible
 due to scope
 sm.setBasicAuth("admin","admin");
 sm.setStringParameter("symbol", "NOW");
 sm.setStringParameterNoEscape("xml_data","<data>test</data>");
 response = sm.executeAsync(); //Might throw exception if http
 connection timed out or some issue with sending request itself
 because of encryption/decryption of password
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 response.waitForResponse(60);// In Seconds, Wait at most 60
 seconds to get response from ECC Queue/Mid Server //Might throw
 exception timing out waiting for response in ECC queue

 responseBody = response.haveError() ?
 response.getErrorMessage() : response.getBody();
 status = response.getStatusCode();
} catch(ex) {
 responseBody = ex.getMessage();
 status = '500';
} finally {
 requestBody = sm ? sm.getRequestBody():null;
}
gs.info("Request Body: " + requestBody);
gs.info("Response: " + responseBody);
gs.info("HTTP Status: " + status);
```

SOAPMessageV2 MID server example

You can send an outbound SOAP message through a MID Server.

By sending the message through a MID Server, you can access endpoints that are behind a firewall or within a private network. All SOAP messages sent through a MID Server are asynchronous.

```
var requestBody;
var responseBody;
var status;
var sm;
try{
 sm = new sn_ws.SOAPMessageV2("StockQuote", "GetQuote");  //
 Might throw exception if message doesn't exist or not visible
 due to scope
 sm.setBasicAuth("admin","admin");
 sm.setStringParameter("symbol", "NOW");
 sm.setStringParameterNoEscape("xml_data","<data>test</data>");
 sm.setMIDServer('mid_server_name');
 response = sm.execute();//Might throw exception if http
 connection timed out or some issue with sending request itself
 because of encryption/decryption of password and stuff

 response.waitForResponse(60);// In Seconds, Wait at most 60
 seconds to get response from ECC Queue/Mid Server //Might throw
 exception timing out waiting for response in ECC queue

 responseBody = response.haveError() ?
 response.getErrorMessage() : response.getBody();
 status = response.getStatusCode();
} catch(ex) {
 responseBody = ex.getMessage();
 status = '500';
} finally {
 requestBody = sm ? sm.getRequestBody():null;
}
gs.info("Request Body: " + requestBody);
gs.info("Response: " + responseBody);
gs.info("HTTP Status: " + status);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Recordless SOAPMessageV2 example

You can use the SOAPMessageV2() constructor with no parameters to define a SOAP message entirely in the script.

When using this constructor you must provide an endpoint and SOAP action. In this example, the script creates an empty SOAP message and sets the values needed to insert an incident record.

```
var s = new sn_ws.SOAPMessageV2(); //create an empty SOAP
 message
s.setBasicAuth('admin','admin');
s.setSOAPAction('http://
www.service-now.com/incident/insert'); //set the SOAP action to
 perform
s.setEndpoint('http://
<instance>.service-now.com/incident.do?SOAP'); //set the web
 service provider endpoint
s.setRequestBody('<soapenv:Envelope
 xmlns:soapenv=\"http://schemas.xmlsoap.org/soap/envelope/\"
 xmlns:inc=\"http://www.service-now.com/incident\"><soapenv:Head
er/><soapenv:Body><inc:insert><short_description>Test Dynamic
 SOAP</short_description></inc:insert></soapenv:Body></soapenv:E
nvelope>');
var response = s.execute();
var xmldoc = new XMLDocument(response.getBody());
var incident_sysid = xmldoc.getNodeText('//sys_id');
```

Outbound web services: Logging

Log requests and responses for outbound web services such as REST and SOAP.

gOutbound request logging allows you to better understand what 3rd-party services your instance accesses and the volume of outbound requests. Additionally, logging can provide valuable information when debugging outbound integrations.

Outbound web services logging tracks outbound REST and SOAP requests, as well as outbound requests made using the GlideHTTPRequest and GlideHTTPClient APIs.

To view outbound web service logs, navigate to **System Logs** > **Outbound HTTP Requests**.

All log information is read only.

Configure outbound logging

You can configure outbound request logging to log basic, elevated, or all HTTP request and response information for specific domains.

To configure the log level for a REST method or SOAP message function, navigate to the record you want to configure and click the **Set log level** related link, then select a log level for the current record.

To modify the log level for multiple outbound requests, navigate to **System Web Services** > **HTTP Log Levels** and change the log levels using the list. All outbound requests that have been configured with a specific log level are listed.

You can override the log level for all outbound requests using the properties *glide.outbound_http_log.override* and *glide.outbound_http_log.override.level*. Use these properties only for a limited time when troubleshooting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can set the log level in a script using the `setLogLevel()` function from the SOAPMessageV2 and RESTMessageV2 APIs. For more information about using these APIs, refer to the API documentation.

Related topics

RESTMessageV2 - setLogLevel()

SOAPMessageV2 - setLogLevel()

Outbound request log levels

Certain elements are logged based on the configured log level.

Logged elements

The following elements from the request and response are logged depending on the configured log level.

Logged elements by level

Field	Basic	Elevated	All
Sequence	x	x	x
HTTP Method	x	x	x
Protocol	x	x	x
Scheme	x	x	x
Hostname	x	x	x
Path	x	x	x
HTTP response status	x	x	x
Request length	x	x	x
Response length	x	x	x
Total call time	x	x	x
System ID	x	x	x
Source table	x	x	x
Source record ID **Note:** You must have read access for records in the specified **Source table** to view this field.	x	x	x
Scope	x	x	x
Session	x	x	x
Transaction	x	x	x
User	x	x	x
MID server	x	x	x
Request headers		x	x
Request query		x	x
Response headers		x	x

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Logged elements by level (continued)

Field	Basic	Elevated	All
Request body			x
Response body			x

Outbound request logging exclusion domain requirements

When you exclude outbound request logging for a domain, the value you enter in the Domain field must meet certain requirements.

Requirements

The value you enter in the **Domain** field must meet the following requirements.

- Begins with HTTP : / / or HTTPS : / /.
- Is a domain pattern or IP address.
- Ends with alphanumeric characters preceded by a period, such as `.com`.
- Includes at most a single wildcard character immediately following the scheme and hierarchical portion of the domain pattern.

Wildcard

You can use a single wildcard character (*) in the domain pattern. Use this wildcard immediately following the scheme and hierarchical portion of the domain pattern, such as `http://*.domain.com` to include all subdomains. The wildcard must immediately follow the scheme and hierarchical portion of the domain pattern. If you use an IP address instead of domain pattern, you must enter the full IP address without a wildcard.

Note: You cannot use multiple wildcards, or specify a wildcard without a domain pattern. Values such as * or *.* are not supported.

Domain matching

When evaluating the Origin header in a request, ServiceNow prioritizes rules that match the domain pattern exactly. If no exact match is found, the next closest match is used.

For example, if there are rules for the domain patterns `http://*.blog.mysite.com` and `http://*.mysite.com`, a request from `http://alice.blog.mysite.com` will match the `http://*.blog.mysite.com` pattern.

Examples of valid and invalid domains

Examples

Valid domain	Invalid domain
`http://*.ms.net`	`https://*com`
`https://*.ms.com`	`http://*..com`
`https://*.com.au`	`http://192.168.1.*`
`http://192.168.1.1`	`http://*.168.1.126`
`http://*.service-now.com`	`http://blog.*.service-now.com`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Examples (continued)

Valid domain	Invalid domain
`http://*.com`	`http://*com`

Outbound request logging exclusion

You can exclude domains to allow only basic-level logging on those domains.

To exclude a domain, navigate to **System Web Services** > **Outbound HTTP Log Domain Exclusion List** and create a new record. You must have the web_service_admin role to exclude domains.

Outbound web service logging properties

These properties allow you to control the behavior of outbound web service request logging.

Property	Description
glide.outbound_http.db.log	By default, log information is written to a log file and to the instance database. Set this property to false to disable database logging. • Type: true | false • Default value: true • Location: Add to the System Property [sys_properties] table
glide.outbound_http.text.content_types	A comma-separated list of content types. The body of requests or responses with one of these content types is logged. By default, the content types text/*, application/json, and application/xml are always logged. Use this property to add additional content types. • Type: String • Default value: none • Location: Add to the System Property [sys_properties] table
glide.outbound_http.content.max_limit	The maximum number of characters logged from a request or response body. The first characters of the body, up to this limit, are logged. This property has a maximum possible value of 1000. • Type: integer • Default value: 100 • Location: Add to the System Property [sys_properties] table
glide.outbound_http_log.override	When this property is set to true, the property *glide.outbound_http_log.override.level* determines the log level for all requests and responses.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
	This log level overrides any other log level settings. Only use this property for a limited time when troubleshooting. • Type: true | false • Default value: false • Location: Add to the System Property [sys_properties] table
glide.outbound_http_log.override.level	The log level to use for all requests and responses when *glide.outbound_http_log.override* is true. Valid values are `basic`, `elevated`, and `all`. • Type: String • Default value: basic • Location: Add to the System Property [sys_properties] table

Outbound web service mutual authentication

Mutual authentication establishes trust by exchanging Secure Sockets Layer (SSL) certificates.

Before connecting to a server, the client requests an SSL certificate. The server responds by requesting that the client send its own certificate. Both respond by validating the certificates of the other and sending acknowledgments before initiating an HTTPS connection.

As an administrator, you can enable mutual authentication by defining a protocol profile for connections that require mutual authentication. Protocol profiles allow you to associate a specific certificate record with a protocol, such as HTTPS.

For example, you can create a protocol profile called `mauth` with a certificate for mutual authentication. You can then make an HTTPS web service request by calling `mauth://<external-endpoint.com>` when the end point requires mutual authentication.

Note: This feature enables mutual authentication only on outbound HTTPS connections, such as SOAP, REST, or direct HTTPS calls. ServiceNow does not support mutual authentication for outbound requests sent through a MID Server. For information about mutual authentication for inbound web services, see Certificate-based authentication.

Create a protocol profile

You can create a custom HTTPS protocol profile to specify the credentials and certificates used for outbound web services. For example, you can create a custom HTTPS protocol profile to enable mutual authentication.

Before you begin

- Role required: admin
- Uploading a certificate to an instance to authenticate the client certificate of the instance.
- Uploading a trusted server certificate to authenticate the server certificate of the web service provider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Mutual authentication causes the web service provider and consumer to authenticate with each other before communicating. You must configure a REST or SOAP message to support mutual authentication.

- Outbound REST: Create a REST message using basic authentication.
- Outbound SOAP: Create a SOAP message using mutual authentication.

Note: Mutual authentication is not available when making outbound web service calls through a MID Server.

Procedure

1. Navigate to **All** > **System Security** > **Protocol Profiles**.
2. Click **New**.
3. Fill in the fields on the form, as appropriate.

Name of form

Field	Description
Protocol	Enter a unique name to identify this HTTPS protocol, such as `mauth`. The protocol name allows you to differentiate between normal HTTPS connections and HTTPS connections that use this protocol profile. The name you enter becomes the protocol name in the URL. For example, `mauth://endpoint.service.com` **Note:** ○ Don't include upper case letters or special characters in the protocol name. ○ You can't create a custom protocol with an existing protocol name such as HTTPS.
Default port	Enter the port number for connections that use this protocol.
Check box	Select the client certificate the protocol uses to authenticate itself with the web service provider. The certificate must have a **Type** value of Java Key Store or PKCS12 Key Store.

Enable mutual authentication

You can configure a SOAP or REST message for mutual authentication using a protocol profile.

Before you begin

Role required: web_service_admin or admin

Procedure

1. Navigate to **All** > **System Web Services** > **Outbound** > **SOAP Message** or **REST Message**.
2. Select a message record.
3. Select the **Use mutual authentication** check box.
4. In the **Protocol profile** field, select a protocol profile configured for mutual authentication.
5. Click **Update**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Additional integration resources

In addition to employing inbound and outbound web services to integrate with ServiceNow apps, other resources are available to you, such as scripted GraphQL, Javascript, and API developer guides.

Using extension points to extend application functionality

Use extension points to extend the functionality of an application without altering the original application code. You can use pre-existing extension points available in selected ServiceNow AI Platform applications, or you can add extension points when you develop custom applications in your own instance.

Using extension points

By using extension points, you can integrate customizations without actually altering the core components in the application code. Extension points can prevent your custom code interactions from breaking, which often occurs after an upgrade if you directly embed the custom code into the application code.

Extension points that are embedded in the application code act as out-points, where data passes to the custom code, and as in-points that handle the returned results. When creating an application, the returned data or objects must conform to the requirements that you define for the extension point.

Note: Some out-of-box configured CSM Query Rules cannot be changed or disabled because they are also used in constants within a business rule.

Types of extension points

You can create extension points to process the custom code that uses the following types of artifacts:

Scripted extension points

Extension points in server-side script includes that store JavaScript functions and object classes. To learn about scripts includes and how to implement scripted extension points in the application and custom code, see:

- Script includes
- Creating and adding a scripted extension point
- Using extension points to extend application functionality

UI extension points

Extension points that are used in server-side UI macros such as HTML extensions.

UI macros are discrete scripted components that you can add to the user interface. You use them to add custom content to a UI page, without having to directly modify the page. For example, you can use UI macros to add headers and footers to the standard Knowledge Base View (kb_view) UI page in which KB articles appear.

To learn about UI macros and how to implement UI extension points in the application and custom code, see:

- UI macros
- Creating and adding a UI extension point
- Using extension points to extend application functionality

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Client extension points

Extension points that are used in client-side UI scripting, typically for modifying forms.

UI scripts enable you to package client-side JavaScript into a reusable form, which is similar to how script includes store server-side JavaScript. You can create UI scripts and run them from client scripts, from other client-side script objects, and from HTML code.

To learn about UI scripts and how to implement client extension points in application and custom code, see:

- UI scripts
- Creating and adding a client extension point
- Using extension points to extend application functionality

When you use extension points to process customizations, you create a defined structure for integrating custom data or functionality into an application. Custom server-side script includes, UI macros such as HTML extensions, and client-side UI scripts are all external to the application code and only interact with it at specified extension points.

Application code

The term application code refers to:

Standard application code

Standard, or base, application code that comprises the ServiceNow AI Platform.

Pre-defined extension points are already embedded in certain applications, such as Customer Service Management and Field Service Management. To learn more about the ServiceNow AI Platform applications that contain pre-defined extension points, see the following:

Application	Extension point topic
Coaching	Coaching troubleshooting
Continual Improvement Management	Improvement with other applications
Customer Service Management	Extension points in Customer Service Management
	Creating custom user roles
	CSM integration with Change Management
	CSM integration with Incident Management
	CSM integration with Problem Management
	CSM integration with Request Management
Field Service Management	Extension points in Field Service Management
Knowledge Management	Use extension points for Knowledge Management

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Application	Extension point topic
Orchestration	Client software distribution extension network Installed with client software distribution
Password Reset	Password Reset script includes

Internally developed custom applications for your enterprise

You can add extension points to handle the registration of custom artifacts that are used to modify or extend the functionality of an application. When developers create custom code, they register, or pair, specific custom artifacts with specific extension points. Adding extension points enables integration of future customizations without having to change your base code.

Creating an extension point in the application code

You want to ensure that the internally developed applications that you create for your enterprise can be properly customized, combined, and upgraded as needed. Extension points enable you to modify the functionality and user interface for an application without editing its core components. Use of extension points also creates a highly defined structure for functionality extensions.

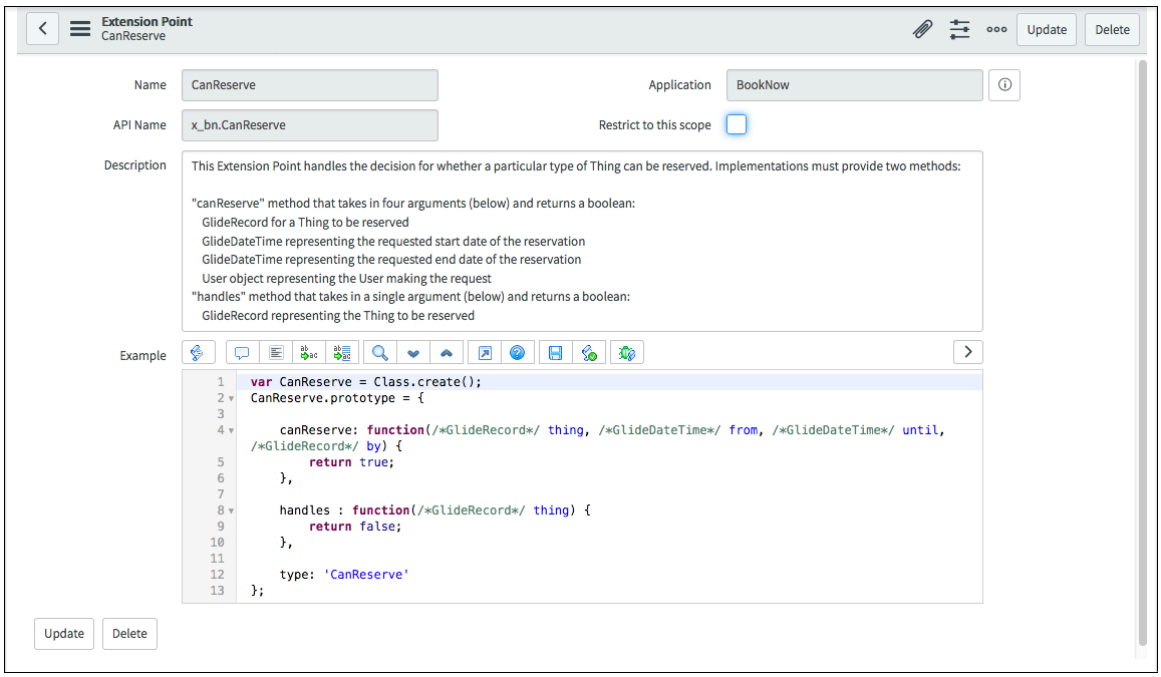
When you create an extension point, you can restrict its use to the application scope in which it is defined or specify that the extension point can run in all scopes globally. If the application scope is restricted, customizations that are registered against the extension point can only run in the designated application scope. Before designing and building an application that includes extension points, you should:

- Identify where to place extension points in the application code to accommodate custom script includes, UI macros, or UI scripts.
- Determine the content and structure for an extension point. This definition should describe how a customization should be structured, how it interacts with the application code, and how the data that is returned by a customization at the extension point is processed.

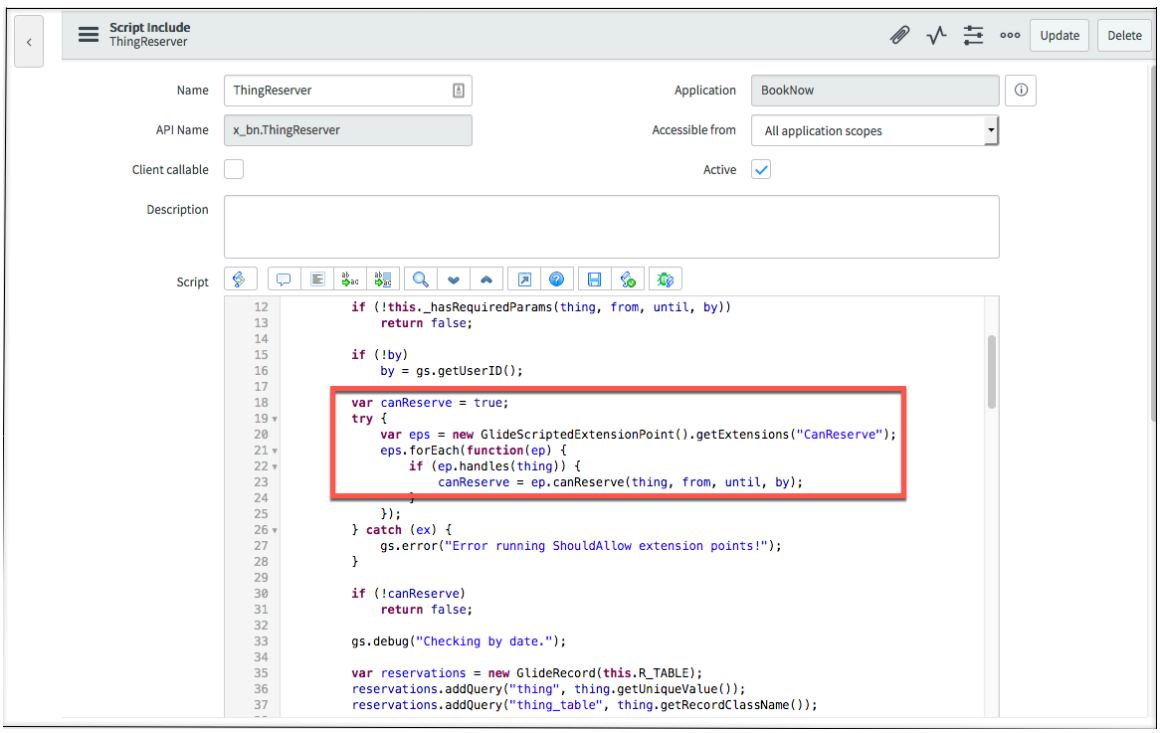
To create extension points and embed them in the application code, perform the following tasks:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Create an extension point and define its custom interface. This is an example of a scripted extension point.



2. Designate specific places in the application code where data or objects can be sent to a customization, and where data is returned.
3. Create an artifact, such as a script include, UI macro, or UI script, that calls the GlideScriptedExtensionPoint - Scoped method. This method identifies the extension point at which registered custom artifacts execute in the application code.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Enabling debugging and logging

When you create a extension point, you should also enable debugging and logging. Debugging and logging help you to identify and fix issues that are related to the use of custom artifacts with an extension point. When you enable the debugger, you can set break points in script includes, UI macros, or UI scripts. You can check the logs to see the following details:

- When an extension point finds active extension instances, including the total number of extension instances found and the time each extension instance was found.
- When an extension point executes extension instances, including the total number of custom artifacts executed and the time of each executed. It also includes the total number that failed to execute and the time at which each extension instance failed.

Note: To learn more about how to enable debugging and how it works, see:

- Script Debugger and Session Log
- Debugging applications
- Writing to the debug log

Registering a custom artifact against an extension point

When you are customizing an application, you extend the base functionality by using custom artifacts, such as server-side script includes, UI macros, or client-side UI scripts. To design and build custom artifacts, perform the following tasks:

1. Review the listing of available extension points that are appropriate to the specific type of custom artifact that you are creating.
   - These listings include extension points that you created and any pre-defined extension points that are embedded in the ServiceNow AI Platform functions.
   - Each listing includes information about an extension point in the application code that calls a custom artifact and what data or objects should be returned to it.
2. Select an extension point.
3. Determine how to structure the custom artifact. The structure should be based on the extension point descriptions. The descriptions include the requirements for using the artifact with the custom code and where the artifact will located in the base application code.
4. Create the custom artifact and code when you register it against the selected extension point. Through registration, you create an extension instance record that links the extension point definition to its implementation in the custom artifact.

How registered custom artifacts are processed

When the application code executes and finds an embedded API call containing an extension point, it:

1. Uses the extension point in the API call to determine which custom artifacts are registered against it.
2. Sends the appropriate data or objects to the registered custom artifacts.
3. Collects the returned output from each custom artifact.
4. Processes and incorporates the returned results into the base application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using scripted extension points in server-side scripts

Use the scripted extension points in the server-side script includes that store JavaScript functions and object classes. By using extension points, you can integrate customizations without actually altering the core components in the application code.

You create the scripted extension points and add them to the script includes in the base application code. When customizing a base application, you implement the scripted extension points by creating the custom script includes and registering them against the scripted extension points.

Note: For an example of a scripted extension point and to learn more about this process, see Using extension points to extend application functionality.

Creating and adding a scripted extension point

When developing an application, create scripted extension points and add them to the script includes in the application code. Use a scripted extension point to designate the specific location where data or objects can be sent to a registered custom script include and where returned results are processed.

Note: For an example of a scripted extension point, see Using extension points to extend application functionality.

Create a scripted extension point

Create a scripted extension point that can be placed in a script include in the base application code. By placing the scripted extension point, you designate the specific location in the application code where data or objects can be sent to a customization and where data is returned.

Before you begin

Role required: You must have the specific role for the developer or administrator of the application, or you must have the admin role.

Note: To learn about application-specific administrator roles and delegated development, see Access control rules in application administration apps and Delegated development and deployment.

About this task

Define the content and structure for an extension point. This definition should describe how a customization should be structured, how it interacts with the application code, and how the data that is returned by a customization at the extension point is processed.

By creating a good definition, you provide a structure for the extensions.

Procedure

1. Navigate to **All** > **System Extension Points** > **Scripted Extension Points**.
2. Click **New**.
3. On the form, fill in the fields.

Scripted Extension Point form

Field	Description
Name	Unique name for the extension point. The name can be up to 100 alphanumeric characters, including special characters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
API Name	Name of the extension point API that is pre-pended with the application scope to which it applies. This is a system-assigned name and cannot be changed.
Application	Application scope against which the extension point is assigned. This is system-assigned and cannot be changed. For more information about the protections that are offered by the use of scoping, see Application scope.
Restrict to this scope	Option for restricting the extension point to the application scope only.
Description	Requirements for the custom script include, such as how the UI script should be structured and how it should operate with the application code.
Example	Example of how a custom script include that interacts with this extension point should be structured so it operates with the application code.

4. Click **Submit**.

Add a scripted extension point in the base application code

Add the scripted extension point into a script include in the base application code. To add the extension point, include an API call that identifies the location at which registered custom artifacts execute.

Before you begin

Role required: You must have the specific role for the developer or administrator of the application, or you must have the admin role. You must first create a scripted extension point before you can add it to a script include in the application code.

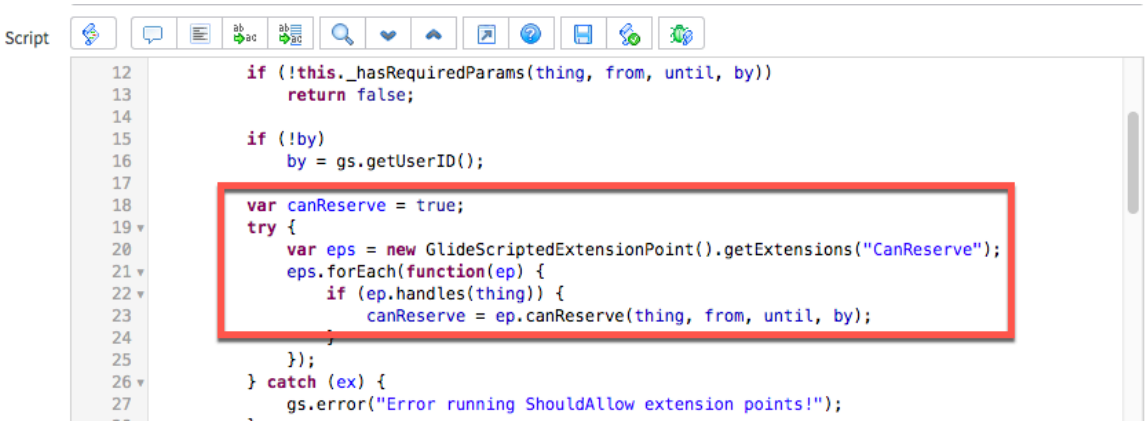
Note: To learn about application-specific administrator roles and delegated development, see Access control rules in application administration apps and Delegated development and deployment.

Procedure

1. In the application code, access the existing script include that you want to add a scripted extension point to, or create a new script include.
   To learn more about creating script includes, see Script includes.
2. In the script include, add a line of code at the location that you expect to collect and process the custom script output.

   The code must contain the GlideScriptedExtensionPoint - Scoped method that identifies the extension point against which the custom script includes are registered. For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note: It is also a good practice to deliver error messages for application customizers when their custom scripts run in an extension instance. If something fails when the function returns arguments to the extension point, the error messages include information about how to troubleshoot the custom script.

Using UI extension points in server-side UI macros

Use UI extension points in the server-side UI macros, such as HTML extensions, to add custom content to a UI page without having to directly modify the page. By using UI extension points, you can integrate customizations without actually altering the core components in the application code.

You create the UI extension points and add them to the UI macros in the base application code. When customizing a base application, implement the UI extension points by creating the custom UI macros and registering them against the UI extension points.

Note: You create and register the UI extension points in a manner that is similar to how you implement the scripted extension points. For a detailed example of a scripted extension point, and to learn more about this process, see Using extension points to extend application functionality.

Creating and adding a UI extension point

When developing an application, create UI extension points and add them to the server-side UI macros, such as HTML extensions, or the UI pages in the base application code.

Use a UI extension point to designate the specific location where data or objects can be sent to a registered custom UI macro and where returned results are processed.

Create a UI extension point

Create a UI extension point that you can place in the UI macros, such as HTML extensions, in the application code. By placing the UI extension point, you designate the specific location in the application code where data or objects can be sent to a customization and where data is returned.

Before you begin

Role required: admin or the specific role for the developer or administrator of the application

Note: To learn about application-specific administrator roles and delegated development, see Access control rules in application administration apps and Delegated development and deployment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Define the content and structure for an extension point. This definition should describe how a customization should be structured, how it interacts with the application code, and how the data that is returned by a customization at the extension point is processed.

By creating a good definition, you provide a structure for the functionality of the extensions.

Procedure

1. Navigate to **All** > **System Extension Points** > **UI Extension Points**.
2. Click **New**.
3. On the form, fill in the fields.

UI Extension Point form

Field	Description
Name	Unique name for the extension point. The name can be up to 100 alphanumeric characters, including special characters.
API Name	Name of the extension point API that is pre-pended with the application scope to which it applies. This is a system-assigned name and cannot be changed.
Application	Application scope against which the extension point is assigned. This is system-assigned and cannot be changed. For more information about the protections that are offered by the use of scoping, see Application scope.
Restrict to this scope	Option for restricting the extension point to the application scope only.
Allow access over AJAX/REST	Option for enabling or disabling access to the UI extension point over AJAX or REST. To learn more about these development architectures and techniques, see AJAX and REST APIs.
Description	Requirements for the custom UI macro, such as how the UI script should be structured and how it should operate with the application code.
Example	Example of how a custom UI macro that interacts with this extension point should be structured so it operates with the application code.

4. Click **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add a UI extension point in the base application code

Add the UI extension point into a UI macro or HTML extension in the base application code. To add the extension point, place an API call that identifies the location at which registered custom artifacts execute.

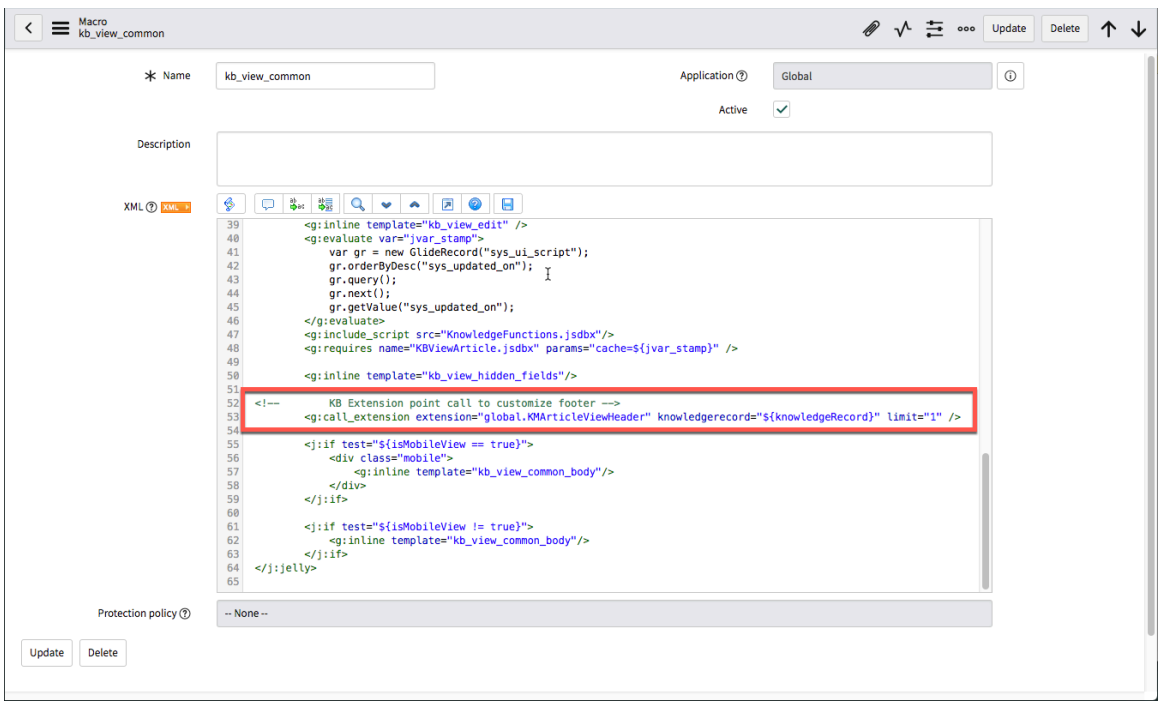
Before you begin

Role required: admin or the specific role for the developer or administrator of the application
You must first create a UI extension point before you can add it to a UI macro or UI page in the application code.

Note: To learn about application-specific administrator roles and delegated development, see Access control rules in application administration apps and Delegated development and deployment.

Procedure

1. In the application code, access the existing UI macro that you want to add a scripted extension point to or create a new one.
   To learn more about creating UI macros with jelly tags, see UI macros and Jelly tags.
2. In the UI macro, add a jelly tag with a line of code at the location that you expect to collect and process custom UI macro output.
   Typically, this line of code contains:
   - A `call_extension` command that identifies the name of the UI extension point (for example, `extension="global.KMArticle.ViewHeader"`) against which the custom UI macros are registered.
   - Arguments that are passed into the UI macro when it is rendered. For example, for a Knowledge Base article, `knowledgerecord="${knowledgeRecord}"` passes in the current knowledge record.
   - (Optional) If there are multiple implementations of this extension point, using a `limit` command specifies that x number of implementations should be returned (for example, `limit="1"`). This figure shows a UI macro that contains these commands.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Registering custom UI macros against the UI extension points

Register custom UI macros against a selected UI extension point in the application code.

By registering custom UI macros, you create an extension instance record that links the UI extension point definition to its implementation in the custom UI macro.

Register a custom UI macro

Create a custom UI macro and code when you register it against a selected UI extension point.

Before you begin

Role required: application-specific developer, application-specific admin, or admin

Note: To learn about application-specific administrator roles and delegated development, see Access control rules in application administration apps and Delegated development and deployment.

Procedure

1. Navigate to **All** > **System Extension Points** > **UI Extension Points**.
2. In the UI Extension Point [sys_ui_extension-point] table, select the extension point that you want to register a custom UI macro against.

   Note: This listing includes UI extension points that you created and any pre-defined UI extension points that are embedded in ServiceNow AI Platform functions (for example, Customer Service Management and Field Service Management).

   To learn more about functions that contain pre-defined extension points, see the Related Topics links in Using extension points to extend application functionality.

3. In the UI Extension Point record, click the **Create Implementation** related link to create a new custom UI macro and register it against the selected UI extension point.
4. In the UI Macro form, create the custom code.
   To learn more about creating UI macros, see UI macros.
5. Click **Update**.

Result

The custom UI macro is created and registered against the UI extension point.

Review UI extension instances

Review the listing of custom UI macros that are registered against a UI extension point. Extension instances indicate the application scope in which registered custom UI macros are used and provides a link to each. You can also activate or inactive an extension instance.

Before you begin

Role required: admin or the specific role for the developer or administrator of the application

Note: To learn about application-specific administrator roles and delegated development, see Access control rules in application administration apps and Delegated development and deployment.

Procedure

1. Navigate to **All** > **System Extension Points** > **UI Extension Points**.
2. In the UI Extension Point [sys_ui_extension_point] table, select the UI extension point that you want to view extensive instances for.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. In the Implementations related list of the UI Extension Point record, select a UI extension instance.
   The system displays the UI Extension Instance record.

UI Extension Instance record

Field	Description
Point	Unique name for the UI extension point. The name can have up to 100 alphanumeric characters, including special characters.
Class	UI macro in the application code in which the UI extension point is implemented.
Application	Application scope against which the extension point is assigned. This is system-assigned and cannot be changed. For more information about the protections that are offered by the use of scoping, see Application scope.
Active	Active extension point in the current instance. To inactivate an extension point, clear the check box.

4. Click **Submit**.

Related topics

UI macros

Using extension points to extend application functionality

Using client extension points in client-side UI scripting

Use client extension points in client-side UI scripting to modify forms, so that you do not have to directly modify the form. By using client extension points, you can integrate customizations without actually altering the core components in the application code.

You create client extension points and add them to the UI scripts in the base application code. When customizing a base application, implement the client extension points by creating the custom UI scripts and registering them against the client extension points.

Note: You create and register the client extension points in a manner that is similar to how you implement the scripted and UI extension points. For a detailed example of a scripted extension point, and to learn more about this process, see Using extension points to extend application functionality and Using UI extension points in server-side UI macros.

Creating and adding a client extension point

Create client extension points and add them to the client-side UI scripts in the base application code.

Use a client extension point to designate the specific location where data or objects can be sent to a registered custom UI script and where returned results are processed.

Create a client extension point

Create a client extension point that you can place in the UI scripts in the application code. By placing the client extension point, you designate the specific location in the application code where data or objects can be sent to a customization, and where data is returned.

Before you begin

Role required: admin or the specific role for the developer or administrator of the application

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: To learn about application-specific administrator roles and delegated development, see Access control rules in application administration apps and Delegated development and deployment.

About this task

Define the content and structure for an extension point. This definition should describe how a customization should be structured, how it interacts with the application code, and how the data that is returned by a customization at the extension point is processed.

By creating a good definition, you provide a structure for your extension points.

Procedure

1. Navigate to **All** > **System Extension Points** > **Client Extension Points**.
2. Click **New**.
3. On the form, fill in the fields.

Client Extension Point form

Field	Description
Name	Unique name for the extension point. The name can be up to 100 alphanumeric characters, including special characters.
API Name	Name of the extension point API that is pre-pended with the application scope to which it applies. This is a system-assigned name and cannot be changed.
Application	Application scope against which the extension point is assigned. This is system-assigned and cannot be changed. For more information about the protections that are offered by the use of scoping, see Application scope.
Restrict to this scope	Option for restricting the extension point to the application scope only.
Allow access over AJAX/REST	Option for enabling access to the client extension point over AJAX or REST. To learn more about these development architectures and techniques, see AJAX and REST APIs.
Description	Requirements for the custom UI script, such as how the UI script should be structured and how it should operate with the application code.
Example	Example of how a custom UI script that interacts with this extension point should be structured so it operates with the application code.

4. Click **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add a client extension point in the base application code

Add the UI extension point into a UI script in the base application code. To add the extension point, place an API call that identifies the location at which registered custom artifacts execute.

Before you begin

You must first create a UI extension point before you can add it to a UI script in the application code.Role required: admin or the specific role for the developer or administrator of the application

Note: To learn about application-specific administrator roles and delegated development, see Access control rules in application administration apps and Delegated development and deployment.

Procedure

1. In the application code, access the existing UI script that you want to add a scripted extension point to, or create a new one.
   To learn more about creating UI scripts, see UI scripts.
2. In the UI script, add a line of code at the location that you expect to collect and process the custom UI script output.

   The code must contain the `getExtensions` command that identifies the client extension point against which the custom UI scripts are registered. This line of code is similar to what is in an application code script include for scripted extension points. For an example, see Add a scripted extension point in the base application code.

Manage connection pooling

Outbound HTTP(S) connections from a base system instance or inbound connections from MID Servers, the ODBC driver, and other clients are maintained and reused where possible.

Connection pooling is used to keep track of HTTP(S) client connections to determine if they are alive and available for reuse.

ServiceNow HTTP client code means:

- Any application or script which makes outbound HTTP(S) requests from a base system instance.
- ServiceNow code in the MID Server or the ODBC driver which makes HTTP(S) requests to one or more base system instances.

Note: This discussion does not apply to browser-to-instance communication. No changes have been made with respect to the management of HTTP(S) connections for browser-based communication with ServiceNow. This discussion also does not apply to customer-developed Web Services clients making requests to ServiceNow.

What Should the Customer Do?

Users should monitor performance, such as the decreased time for loading Discovery data and improved ODBC driver performance. For systems with an unusually large amount of simultaneous outbound HTTP(S) activity, such as numerous third-party integrations or high-volume automated activities which generate HTTP(S) requests from the base system instance to other places, review the `max_connections` and `max_connections_per_host` properties to ensure that the settings are sufficient. This enhancement has no impact on end-user connections from browsers and no impact on connections from customer-developed Web Services client applications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HTTP Connection Management Properties

Connection pooling is controlled by three properties.

The default values for these properties are appropriate for most customers. The Glide properties are dynamic, meaning that changes to these properties will take effect immediately. No outage or restart is required to update the values.

Property	Description	Default Value
glide.http.connection_mgr.max_connections	Controls the total number of permitted HTTP(S) connections outbound from the base system instance. This is an instance-wide value.	20
glide.http.connection_mgr.max_connections_per_host	Controls how many of the `glide.http.connection_mgr.max_connections` can communicate in parallel with any particular host. If the maximum setting for any of these values is reached during normal operations, a script or background thread may have to wait briefly to obtain a connection.	4
glide.http.outbound.max_timeout	The max timeout in seconds to wait for SOAPMessageV2 and RESTMessageV2 when using executeAsync method. The maximum value allowed is 30 seconds. If this value is set to something higher than 30 seconds, it will default to 30 seconds. To set a value greater than 30 seconds, see the *`glide.http.outbound.max_timeout.enabled`* property.	30
glide.http.outbound.max_timeout.enabled	Determines whether a configurable hard maximum wait time is enforced for SOAPMessageV2 and RESTMessageV2 when using executeAsync method. If this property is set to false, the default response timeout is five minutes. If this property is set to true, the value of *`glide.http.outbound.max_timeout`* is used unless a value	true

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description	Default Value
	is also passed in the `waitForResponse()` method, in which case the lower value of the two is used. You can set max response timeouts greater than 30 seconds by setting this property to false and configuring the following additional properties: • RESTResponseV2: Set `glide.rest.outbound.ecc_response.timeout` to the required system default response timeout (in seconds). • SOAPResponseV2: Set `glide.soap.outbound.ecc_response.timeout` to the required system default response timeout (in seconds). Then, you can use the `waitForResponse()` method for custom response timeouts.	
glide.http.use_connection_mgr	Switches connection pooling on and off. To disable the new behavior (not recommended) set `glide.http.use_connection_mgr` to **false**.	true

Create data sources from other apps using ODBC driver

The ServiceNow open database connectivity (ODBC) driver provides read-only access to the database associated with your ServiceNow instance.

Note: Versions of the ODBC driver older than 2.1.1 are no longer supported.

The ODBC driver is compliant to version 3.52 of the Microsoft ODBC core API conformance. The ServiceNow ODBC driver uses ServiceNow web services support for a query-only interface. The ODBC driver supports only select statements or read-only functions and does not modify your instance data. Because the ODBC driver uses the web services interface, platform-wide access control (ACL) is enforced and data security is in place.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

The ODBC driver has these limitations:

- The ODBC driver supports only select statements or read-only functions, and does not modify your instance data.
- There is no supported way to use the ODBC driver with a Java client application or with a Java JDBC-ODBC bridge.
- There is a hard-coded limit of 512 characters when accessing views through ODBC. Because of this limitation, a maximum of 11 table sys_ids can be included in an ODBC view query. Anything over 11 tables results in an error.

Getting started with ODBC

Before installing the ODBC driver, create an ODBC user account, assign the odbc role, and define an ACL rule for the odbc role.

Note: Before downloading and installing the ODBC driver, review the requirements to ensure that your configuration is compatible.

Create an ODBC user account and assign the odbc role

The ODBC driver communicates with your ServiceNow instance as a specific user. Create an ODBC user account and assign the odbc role to enable the user to communicate via ODBC.

Before you begin

Role required: admin

About this task

The odbc role contains various additional roles, including the soap_query role required to make ODBC requests and the itil role required to access core tables such as the incident table. You can modify the odbc role to allow access to other tables as needed by adding additional child roles.

Procedure

1. Navigate to **All** > **User Administration** > **Users**.
2. Click **New**.
3. In the **User ID** field, enter `odbc.user`.
4. Enter a **Password** for this user.
5. From the form context menu, select **Save**.
6. In the **Roles** related list, click **Edit**.
7. Use the slushbucket to add the odbc role, and then click **Save**.
8. Click **Submit**.

What to do next

In a separate browser session, confirm that the odbc.user is able to log in to your ServiceNow instance.

Define an ACL rule for the odbc role

Define an ACL rule for the odbc role to provide read access to the incident table. You can create other ACL rules for the odbc role to provide read access to other tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: admin

Procedure

1. Elevate the session permissions to security_admin so you can create ACL rules.
2. Navigate to **System Security** > **Access Controls (ACL)**.
3. Click **New**.
4. From the **Operation** choice list, select **read**.
5. From the **Name** choice list, select **Incident [incident]**.

   Leave the second **Name** choice list as **None**.
6. From the form context menu, select **Save**.
7. In the **Requires role** related list, click **Edit**.
8. Use the slushbucket to add the ODBC role, and then click **Save**.
9. Click **Submit**.

Installing the ODBC driver

Review setup requirements, download the ODBC driver installer, and install the ODBC driver to a computer.

You can install the ServiceNow ODBC driver on Microsoft Windows computers. To install the ODBC driver, set up an ODBC user in your ServiceNow instance, then download and install the ODBC driver. If you already have the ODBC driver installed, you can upgrade to the newest version.

ODBC driver installation requirements and supported software

Install the ServiceNow ODBC driver on Microsoft Windows computers.

Installation requirements

Before installing the ODBC driver, ensure that your configuration meets these requirements.

Installation requirements

Category	Requirement
Active user	The user record on the instance used to perform the queries. **Note:** The account used to connect to the instance via the ODBC driver must be defined on the instance. Accounts using single sign-on are not supported by the ODBC driver.
The soap_query role	The user you use to query the database must have the soap_query role if the instance uses the *glide.soap.strict_security* high security setting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Installation requirements (continued)

Category	Requirement
	⚠ **Warning:** Do not enable WS-Security for all SOAP requests by setting the *glide.soap.require_ws_security* system property. It is incompatible with the ODBC driver. Enabling this setting blocks both ODBC driver and MID Server connections. Instead, use basic authentication.
Target Table ACLs	The user you use to query the database must have read access for the tables that you want to query. For example, a user with the itil role can read task tables, such as Incident.
Target Table Web Service Access	The table you want to query must allow web service interaction. You can enable web service interaction using the application access settings.
ODBC Driver Dependencies (2.0.1)	Download the ZIP files of bcpkix-fips-1.0.3.jar and bc-fips-1.0.2.4.jar mentioned in the dependencies file from ServiceNow® Store and extract the JARs to a local folder on your Windows machine.
Java Runtime Environment (JRE)	JRE must be enabled on your instance.
Java Development Kit (JDK)	version 11
Operating System	The ServiceNow ODBC driver supports installation on the following operating systems: • Windows XP • Windows Server 2003 • Windows Server 2008 • Windows Server 2012 • Windows Server 2016 • Windows Server 2019 • Windows Server 2022 • Windows Vista • Windows 7 • Windows 8 • Windows 10
Hardware	• RAM: 1 GB minimum • Disk space: 135 MB for installation, 200 MB for writing cache files during usage
Account	The Windows account used for the installation must have local Administrator rights to install an ODBC driver.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Installation requirements (continued)

Category	Requirement
Networking	During usage, the ODBC driver requires HTTPS (port 443) connectivity to the ServiceNow instance. The communication between the ODBC driver and the ServiceNow instance uses standard SOAP web services for normal mode.
End User License Agreement	Read the End User License Agreement for the ServiceNow ODBC driver.

For more information, see Application access settings.

Supported software

The following table lists the operating systems and reporting applications compatible with each version of the ODBC driver.

Supported software

Driver Version	Operating System	Microsoft Excel	Microsoft SQL Server	Crystal Reports	Tableau	Informatica
1.0.13 and later	• Windows XP SP2 • Windows Vista • Windows 7 • Windows 8.x • Windows 10 • Windows Server 2003 • Windows Server 2008 • Windows Server 2008 R2 • Windows Server 2012 • Windows Server 2012 R2 • Windows Server 2016	• 2007 • 2010 • 2013 • 2016	• 2008 • 2012 • 2014 • 2019 • 2022 • 2023	• 2008 • 2011 • 2013	• 8.1 • 8.2 • 8.3 • 9.0	The ODBC driver provides only basic support for Informatica. Use the ODBC driver with Informatica only for simple operations. Thoroughly test integrations with Informatica before using them in a production environment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported software (continued)

Driver Version	Operating System	Microsoft Excel	Microsoft SQL Server	Crystal Reports	Tableau	Informatica
	• Windows Server 2019 • Windows Server 2022					
1.0.9 - 1.0.12	• Windows XP SP2 • Windows Vista • Windows 7 • Windows 8.x • Windows Server 2003 • Windows Server 2008 • Windows Server 2008 R2 • Windows Server 2012 • Windows Server 2012 R2					
1.0.8 and earlier	• Windows XP SP2 • Windows Vista • Windows 7 • Windows 8.x • Windows Server 2003 • Windows Server 2008 • Windows Server 2008 R2				8.1	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Download and install the ODBC driver

Download the ODBC driver (32-bit or 64-bit) that is compatible with your computer's operating system from the ServiceNow Store.

Before you begin

- Make sure that you have administrator-level access for the Windows computer that you want to install the ODBC driver on.
- Role required: admin

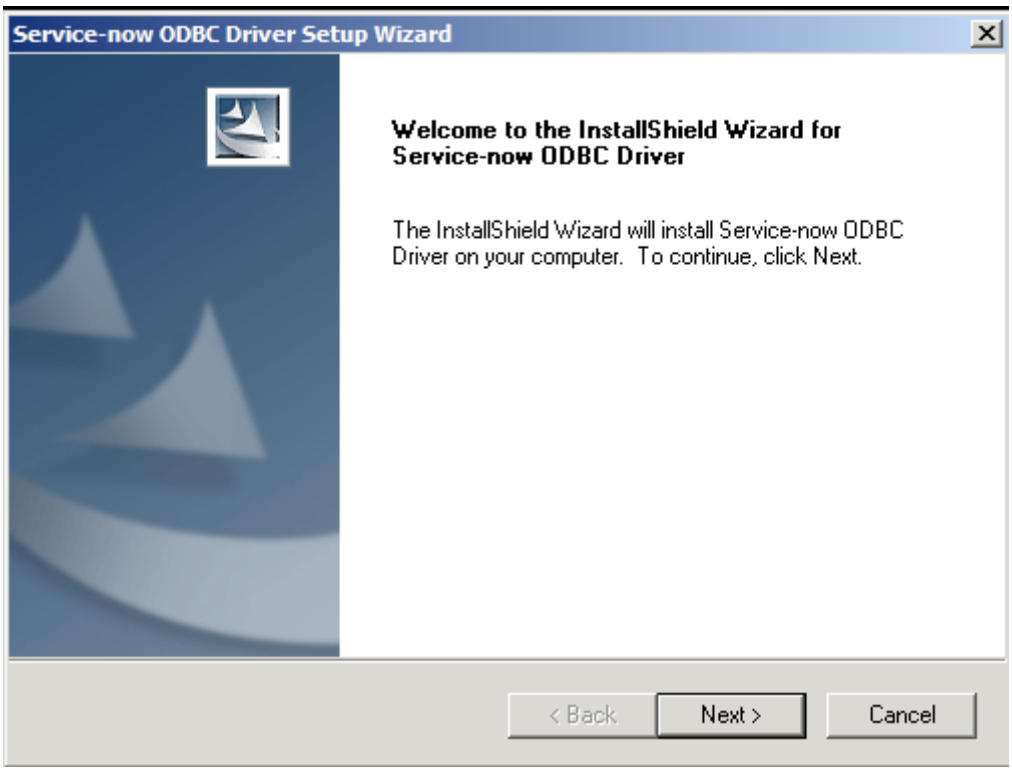
About this task

If this is the first time that the driver is installed, the installer is in first time installation mode and prompts for the driver to be installed. Install only one version of the ODBC driver on a computer. If the ODBC driver was previously installed, the installer is in upgrade mode and prompts for the removal of the previous driver first.

Note: Versions of the ODBC driver older than 2.1.1 are no longer supported.

Procedure

1. To download the latest ODBC drivers, click the following links:
   - 2.2.0 (32-bit) download
   - 2.2.0 (64-bit) download
2. Download the ODBC driver version compatible with your computer's operating system and the application you are using to query the database.
   The ODBC driver is available as 32-bit or 64-bit. Most applications require the 32-bit ODBC driver even if the operating system is 64-bit.
3. Right-click the executable and select **Run as Administrator** to launch the installer.
   The ODBC Driver Setup Wizard appears.



4. Click **Next**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Read and accept the End User License Agreement.
   The installer prompts for the **Installation Directory**.
6. Select the target directory for installing the ServiceNow ODBC driver.
   The default directory is `C:\Program Files\Service-now\ODBC`.
7. When the prompted for the **Service Name**, enter a name to identify the service (for example, `ServiceNow_ODBC`) and press **Next**.
8. When prompted for the **Java Virtual Machine Location**, do the following actions.
   - Browse to and select the directory where the `jvm.dll` file is located (usually `C:\Program Files\Java\jre<version>\bin\server`).
   - If you do not want to enter the JRE location at the time of the installation, click **Next**.

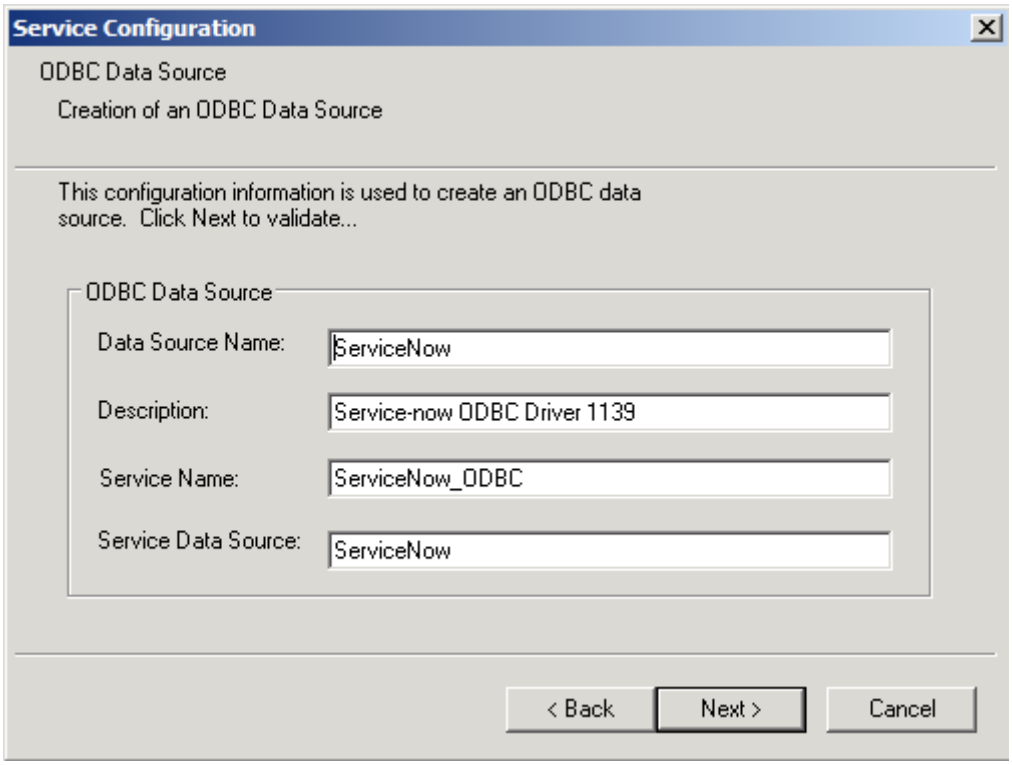
     On the popup window, click **Yes** to enter the JRE location now, or click **No** to enter the JRE location later.

     Important: You must specify the JRE location before the ODBC driver will work. After the installation, you can access the Management console as an administrator and navigate to **Services** > **<Service_Name>** > **Service Settings** > **IP Parameters** and enter the JRE location in the *`ServiceJVMLocation`* property.

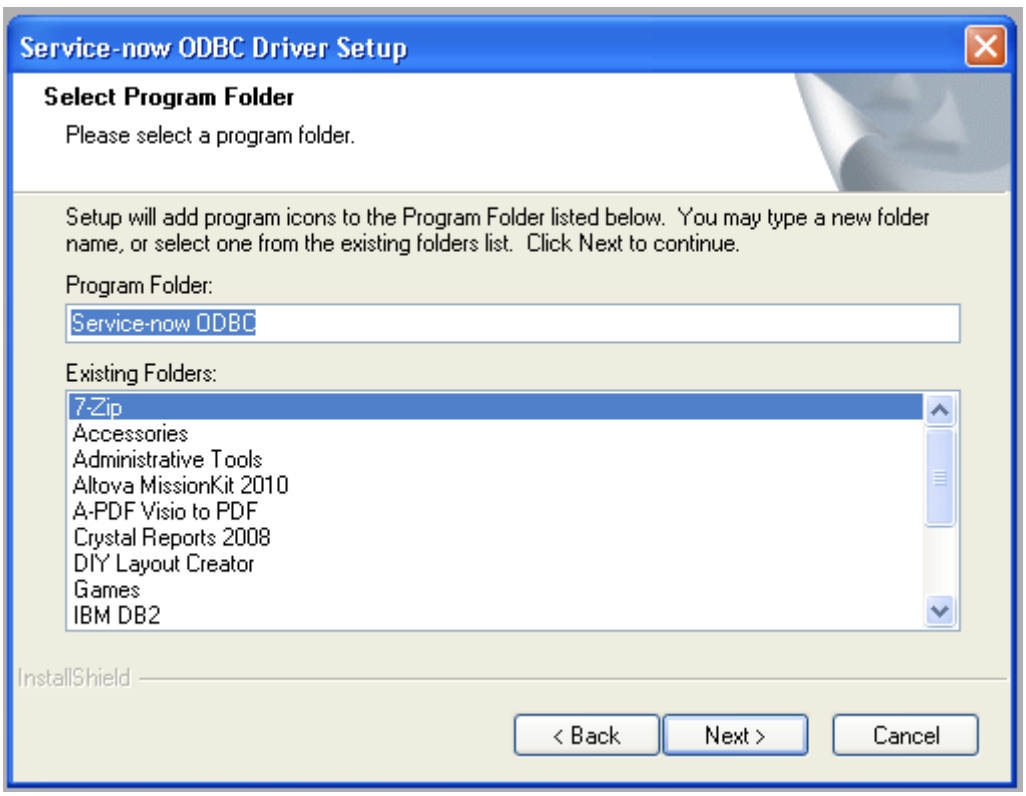
   Tip: For the configuration of a Java service, ServiceNow strongly recommends using the server `jvm.dll` file from the Java Development Kit (JDK).
9. When prompted for the **ODBC Data Source** details, specify the following parameters to create an ODBC data source that can be used to create a DSN.
   - **Data Source Name**: A short name to identify this data source.
   - **Description**: A short description of the driver. The driver's version number is appended to the end of this value.
   - **Service Name**: Enter the same **Service Name** entered at step 7.
   - **Service Data Source**: The name that can be selected in the **Service Data Source** field of the ODBC Administrator.

   Usually, the default values are appropriate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



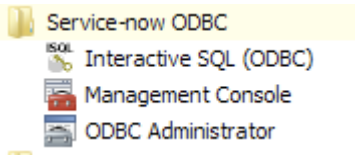
10. Under the Start menu, select the **Program Folder** to create links for the driver.



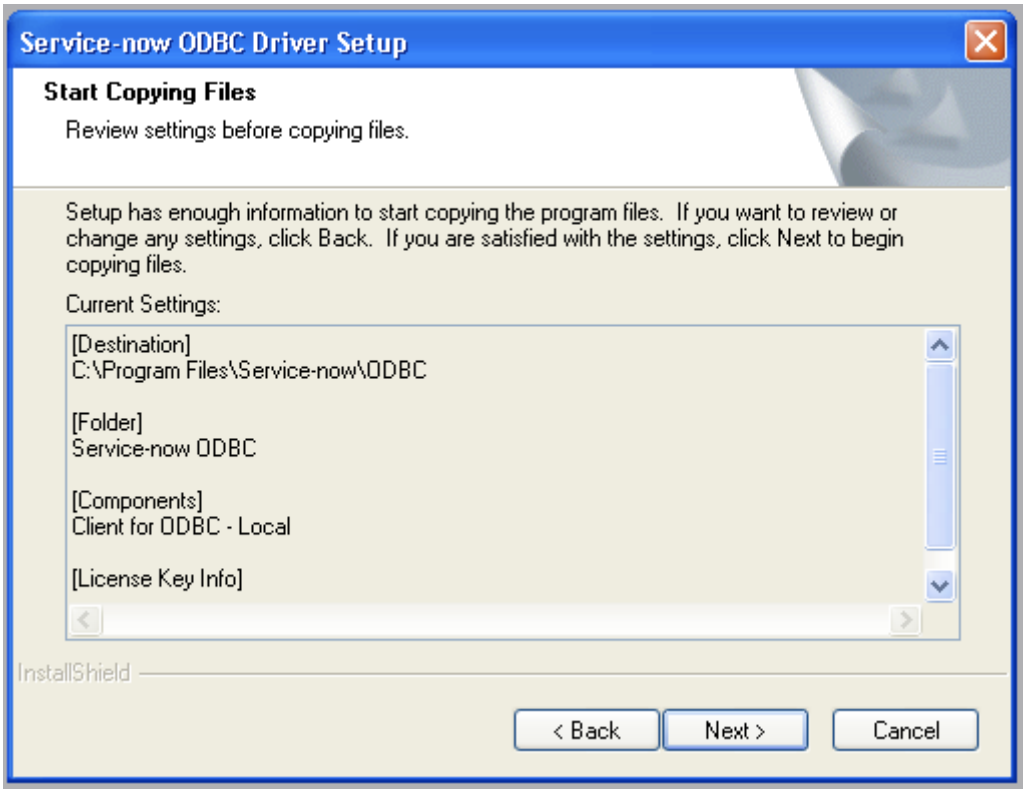
The installation creates the following links in the menu:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Interactive SQL (ODBC)**: An interactive SQL command window for directly testing SQL statements.
- **Management Console**: A Microsoft MMC snap-in for configuring default properties for the ODBC driver.
- **ODBC Administrator**: A Microsoft ODBC Administrator program.



The driver code is copied to the target folder.



A progress bar appears.

11. When prompted, click **Finish** to complete the installation.
12. Download the ODBC Driver Dependencies (2.0.1) file from ServiceNow Store after the installation is successful.
    Then, extract the JARs (bcpkix-fips-1.0.3.jar, bc-fips-1.0.2.4.jar) to a local folder on your Windows machine. For example, `<Windows-machine-local-path>\<folder-name>`.
13. Navigate to **All** > **ServiceNow ODBC** > **Management Console** > **ServiceNow ODBC Manager** > **Manager (local configuration)** > **<drive>:\Program Files\ServiceNow\ODBC\cfg\adm.in** > **Services** > **ServiceNow_ODBC** > **Service Settings** > **IP Parameters**.
14. Open the *ServiceJVMClassPath* parameter.
15. Append the value with the location where the *bc-fips-1.0.2.4.jar* and *bcpkix-fips-1.0.3.jar* JARs are extracted.
    For example, the location of jars will be in this format: `<Windows-machine-local-path>\<folder-name>\bc-fips-1.0.2.4.jar;<Windows-machine-local-path>\<folder-name>\bcpkix-fips-1.0.3.jar`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result
The ODBC driver application is ready for testing.

Upgrade the ODBC driver

If you have previously installed an older version of the ODBC driver, run the installer to uninstall the previous version, and then run the installer again to upgrade.

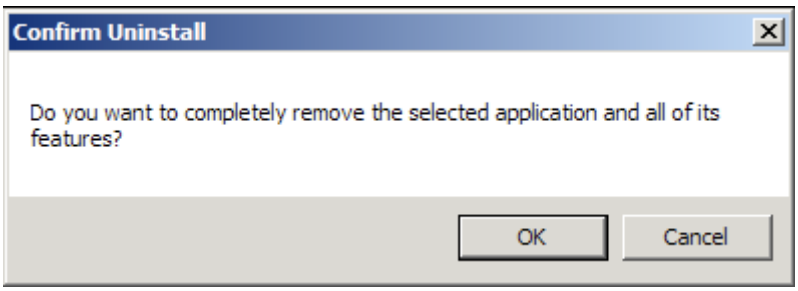
Before you begin
Role required: admin

About this task
To check the build date and time of the ODBC driver, use **CheckVersion** located in the `Service-Now\ODBC\ip\tools` folder. This executable Windows host script reports the build date and time of the current ODBC driver. Use it to assist ServiceNow Technical Support to determine which build of the ODBC driver is running. If the **CheckVersion** tool is absent, the ODBC driver is out of date. Upgrade to the current version. To check the version of an older ODBC driver, see the previous version information.

Note: The ODBC installation also has a `Service-Now\ODBC\tools` folder, which is not the correct path for the CheckVersion tool.

Procedure

1. Right-click the executable and select **Run as Administrator**.



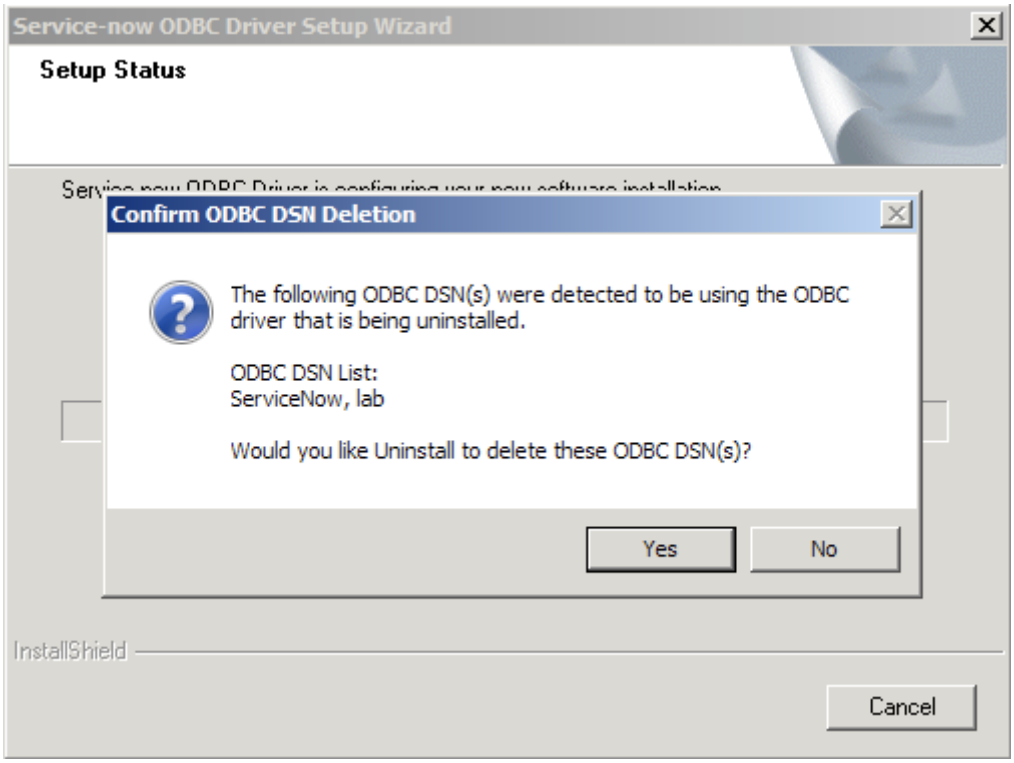
2. Click **OK** when prompted to uninstall the current driver, which is required for the upgrade.

   A list appears, displaying the existing ODBC DSN names that you have previously created. You have the option to delete them.

3. Select **Yes** to remove all previous DSNs or **No** to keep them for use with the upgraded driver.

   An ODBC DSN is a connection handle to use the ODBC driver in an application. For more information from Microsoft, see Administer ODBC data sources.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. After removing the previous ODBC driver, double-click the executable again to run the installer and then follow the steps in Download and install the ODBC driver.

   If you encounter errors when uninstalling the ODBC driver, see the Troubleshooting uninstalling ODBC driver knowledge article.

What to do next

After installing the ODBC driver, configure it to connect to your ServiceNow instance.

Install an ODBC driver patch

Use ServiceNow patches to install incremental ODBC fixes that occur between major ODBC releases.

Before you begin

Before applying a new ODBC driver patch, do the following actions:

- Ensure that you have the Java Runtime Environment (JRE) already installed in your instance.
- Close any applications currently using the ODBC driver.

You must have administrator-level access for the Windows computer that you want to install the ODBC driver patch on.

Role required: admin

About this task

Incremental ODBC patches contain only fixes to the ODBC driver and do not include fixes for third-party products such as Progress SDK. Third-party product fixes are included only in major ODBC release updates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Download and unzip the ODBC patch zip file from KB0540707 in the ServiceNow Knowledge Base.
2. Extract the zip files into a folder named `odbc-patch`.
3. From the **Start** menu, right-click **Command Prompt** and select **Run as administrator**.
4. In the Command Prompt window, `cd` to the `odbc-patch` folder created in step 2, type `update.bat`, and press **Enter**.
   The installer prompts for the installation directory of the ODBC driver. The default installation location is `C:\Program Files\ServiceNow\ODBC`.
5. Do one of the following actions if the ODBC driver is installed or not installed in the default installation location.
   - If the ODBC driver is installed in `C:\Program Files\ServiceNow\ODBC`, enter **y** and press **Enter**.
   - If the ODBC driver is not installed in `C:\Program Files\ServiceNow\ODBC`, enter the complete path to the ODBC installation directory and press **Enter**.

   The installer validates the installation location. If the location specified is not valid, the installer prompts for the correct location of the installed ODBC driver.

   Once you enter a valid installation location, the installer checks for the installed version and compares it with the version of the patch.
   - If the currently installed version is the latest version, the installer aborts the installation process and displays the following message:

     ```
     The version you are trying to install is same as the existing
      version. Installation aborted.
     ```

   - If the currently installed version is the same as the patch version, the installer aborts the installation process and displays the following message:

     ```
     The current installed version is the most recent version.
      Installation aborted.
     ```

   - If the patch version is the latest version, the installer continues with the patch installation. After the installation is complete, you receive the following confirmation message:

     ```
     Patch is successfully installed.
     ```

Configuring the ODBC driver

After installing the ODBC driver, configure it to connect to your ServiceNow instance and to communicate through a proxy server, if applicable, and set properties to control ODBC behavior.

Configure the ODBC driver

Configure the ODBC driver to connect to your ServiceNow instance.

Before you begin

You must have administrator-level access for the Windows computer on which you want to configure the ODBC driver.

About this task

After the driver is installed, configure it for your instance. The driver is preconfigured to connect to `https://demoodbc.service-now.com` using the DSN ServiceNow. There are two ways to configure connectivity for the driver.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Configure the global default used by all newly created DSNs.
- Configure each new DSN with its own connection.

Procedure

1. In Windows, navigate to **Start** > **Programs** > **ServiceNow ODBC Management Console**.
2. Expand the Console Root tree to: `ServiceNow ODBC Manager\Manager \<installation location>\Services\ServiceNow_ODBC\Data Source Settings\ServiceNow\IP Parameters`.
3. Double-click the **DataSourceIPProperties** attribute.
4. Change the **Value** to the URL of your instance, such as `https://<instance>.service-now.com`.
   If integrating the ODBC driver with Edge Encryption, change the **Value** to the URL of your encryption proxy. See Edge Encryption ODBC driver integration for more information.
5. Click **OK**.

Configure the global DSN default

Configure the global default used by all newly created DSNs.

Before you begin

You must have administrator-level access for the Windows computer on which you want to configure the global DSN default.

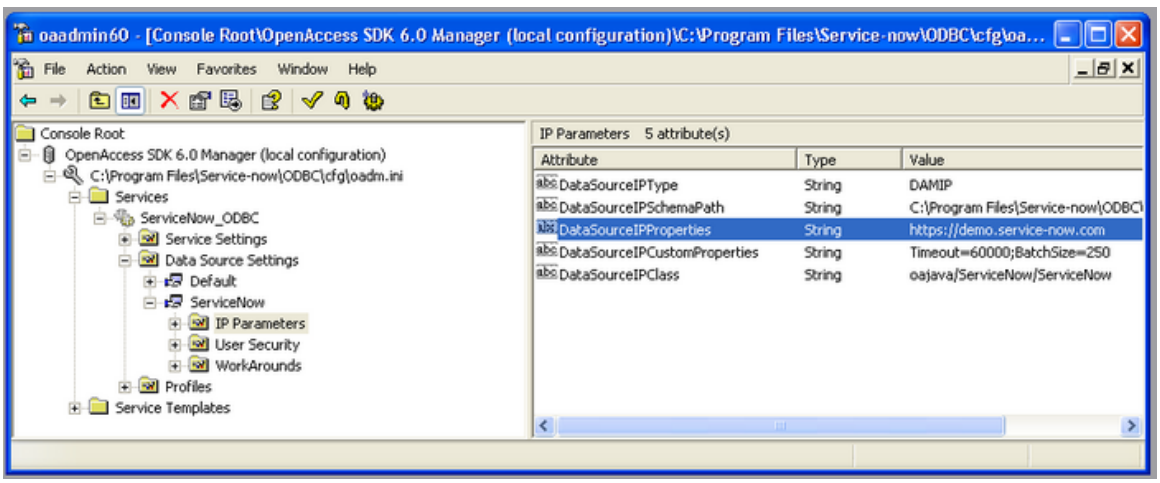
About this task

A default DSN is preloaded with the ODBC driver installation ServiceNow data source. This preloaded DSN connects using the default connection URL, which is set to `https://demo.service-now.com`. To change the global default for the instance URL, do the following.

Procedure

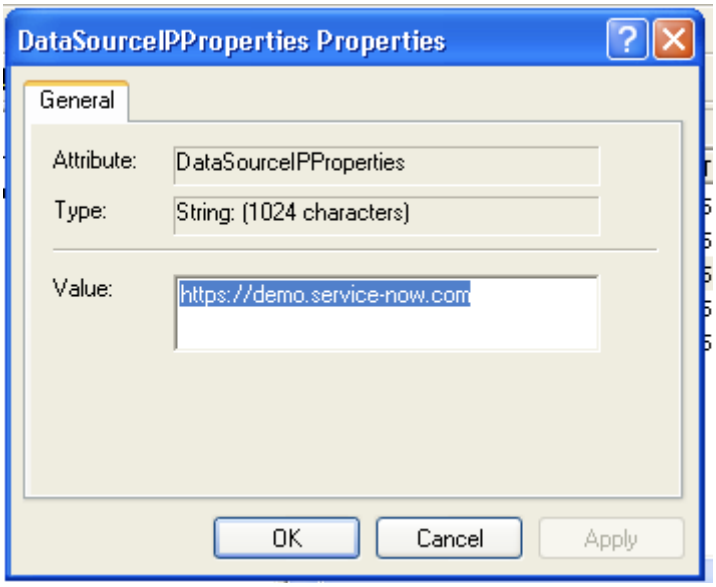
1. In Windows, navigate to **Start** > **Programs** > **ServiceNow ODBC** > **Management Console**.
2. Expand the Console Root tree using the following path:

   `OpenAccess SDK 6.0 Manager\<installation location>\Services \ServiceNow_ODBC\Data Source Settings\ServiceNow\IP Parameters`



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Double-click the **DataSourceIPProperties** attribute for the ServiceNow data source setting to open the Properties dialog box.
4. Change the value to the URL of your instance, using the following format, and then click **OK**:
   `https://<your instance>.service-now.com`



Create a new DSN

Use the ODBC driver and the ServiceNow data source to create an unlimited number of DSNs configured to connect with different instance URLs.

Before you begin

You must have administrator-level access for the Windows computer that you want to create a new DSN on.

Role required: admin

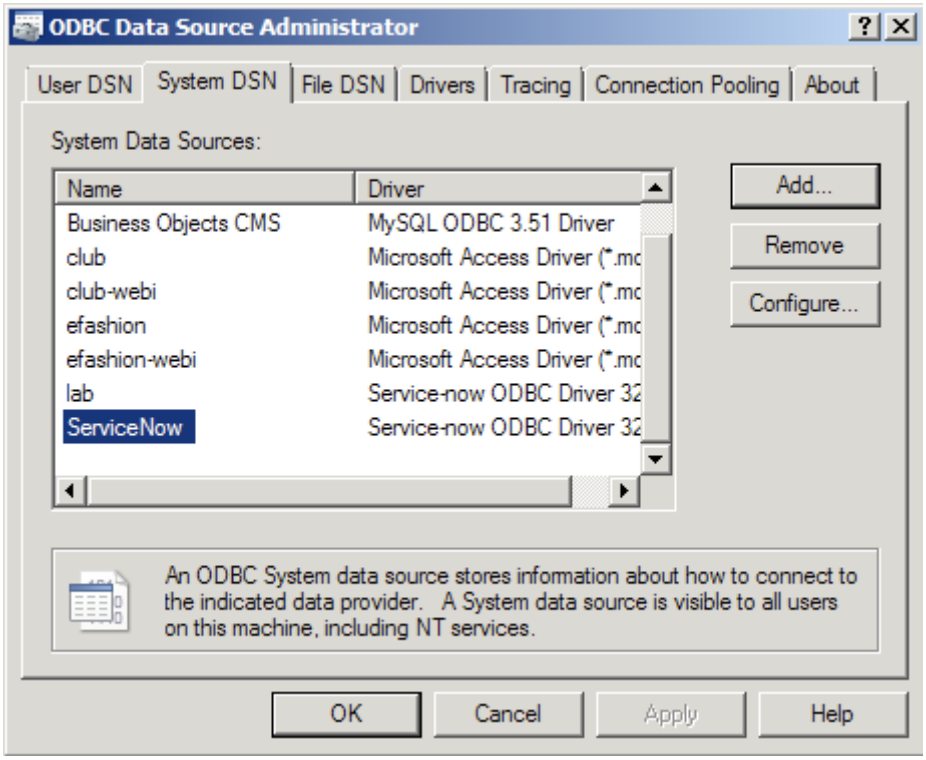
About this task

Select the target instance for your ODBC connection by DSN name. As an option during installation or upgrade, you can elect to keep the DSNs when you uninstall.
Instead of creating a new DSN, you can Specify a connection string to connect with different instance URLs.

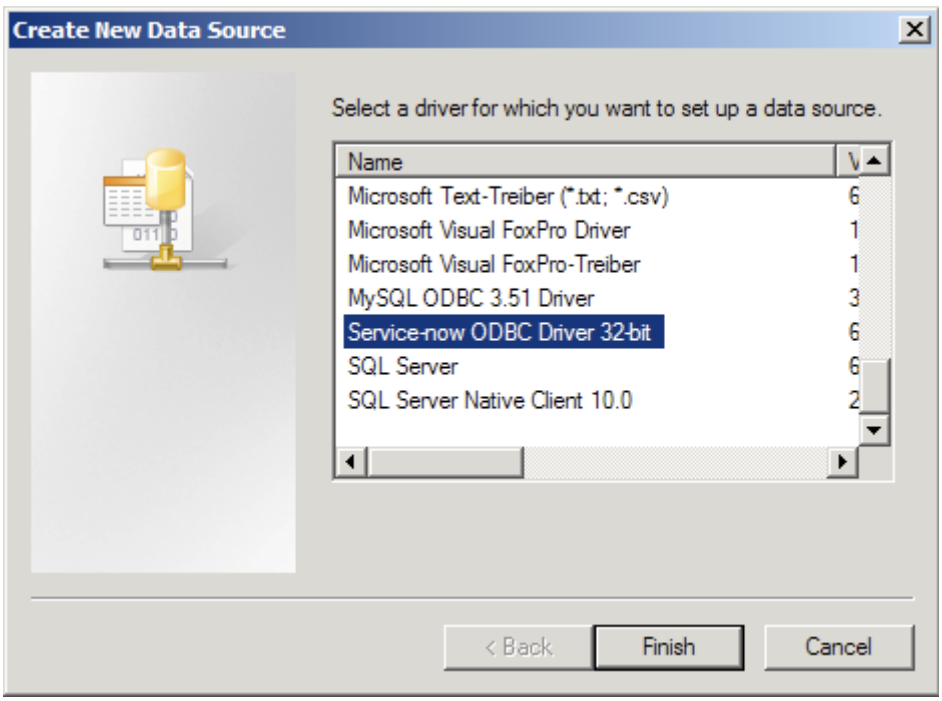
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. In Windows, navigate to **Start** > **Programs** > **Service-now ODBC** > **ODBC Administrator**.



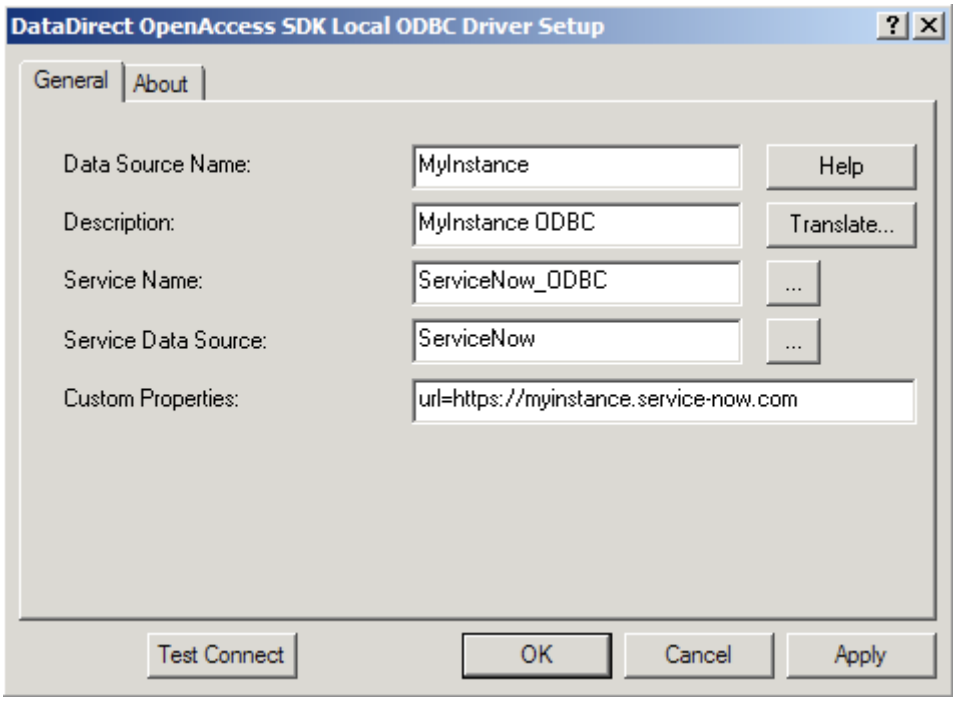
2. To create a system DSN, select the **System DSN** tab, and then click **Add**.



3. Select ServiceNow **ODBC driver 32-bit** from the list, and then click **Finish**.
4. Configure the driver and its connection URL by specifying the url= parameter value in the **Custom Properties** field.

   For example: `url=https://myinstance.service-now.com`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Click **OK**.

Result
You can now use the new driver.

Specify a connection string

You can specify a connection string instead of defining a DSN.

Before you begin
You must have administrator-level access for the Windows computer on which you want to specify a connection string.

About this task
This is an alternative method of connecting with different instance URLs. See also Create a new DSN.

A connection string must follow this format:

```
Driver=ServiceNow ODBC driver
 32-
bit;ServiceName=ServiceNow_ODBC;UID=youruser;PWD=yourpassword;Se
rverDataSource=ServiceNow;CustomProperties=url=https://
<instance>.service-now.com
```

The driver name varies depending on whether you use the 32-bit or 64-bit version of the ODBC driver. To determine your driver name, do the following.

Procedure

1. In Windows, navigate to **Start** > **Programs** > **Service-now ODBC** > **ODBC Administrator**.
2. Select the **System DSN** tab.
3. Note the value in the **Driver** column for the ServiceNow data source.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure the logging level of the ODBC driver

Change the logging level of the ODBC driver.

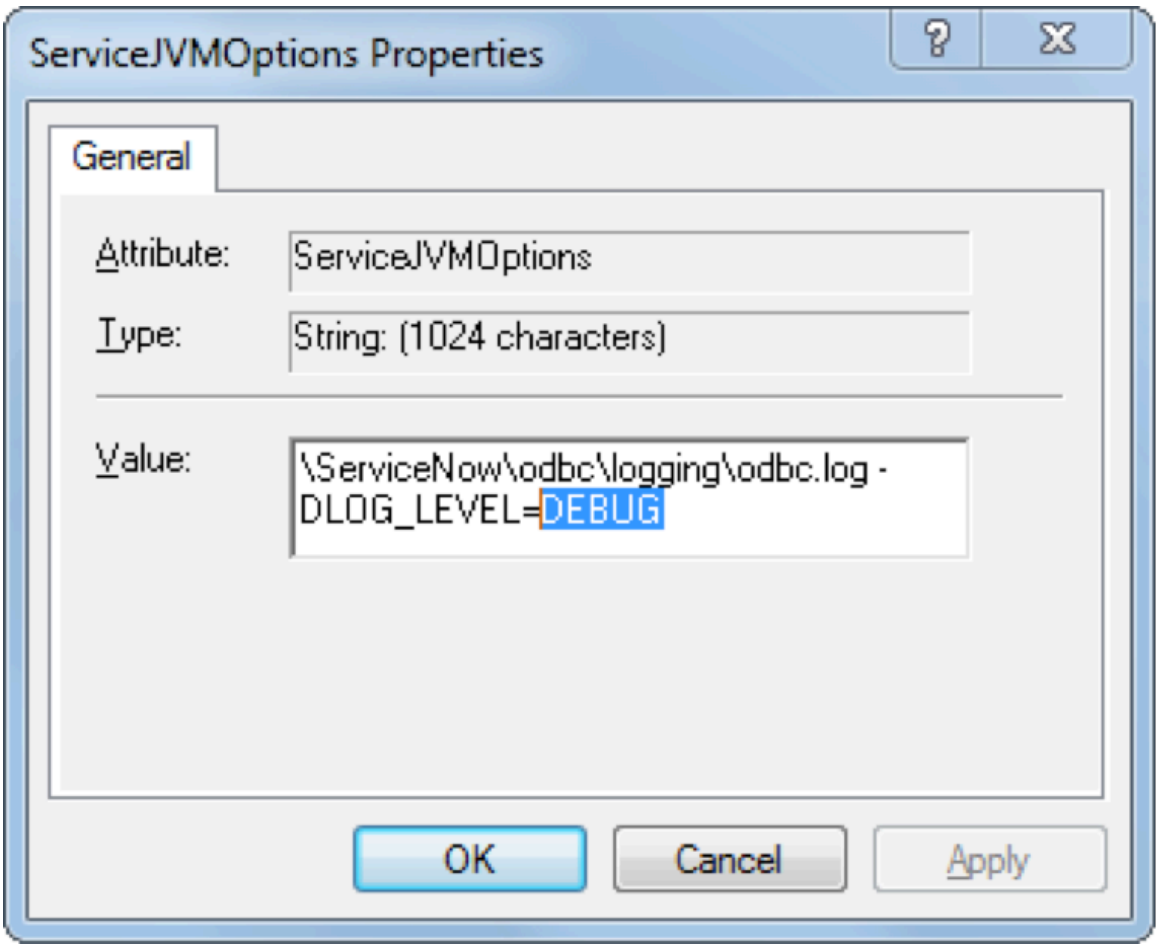
Before you begin

You must have administrator-level access for the Windows computer on which you want to configure the logging level.

Role required: none

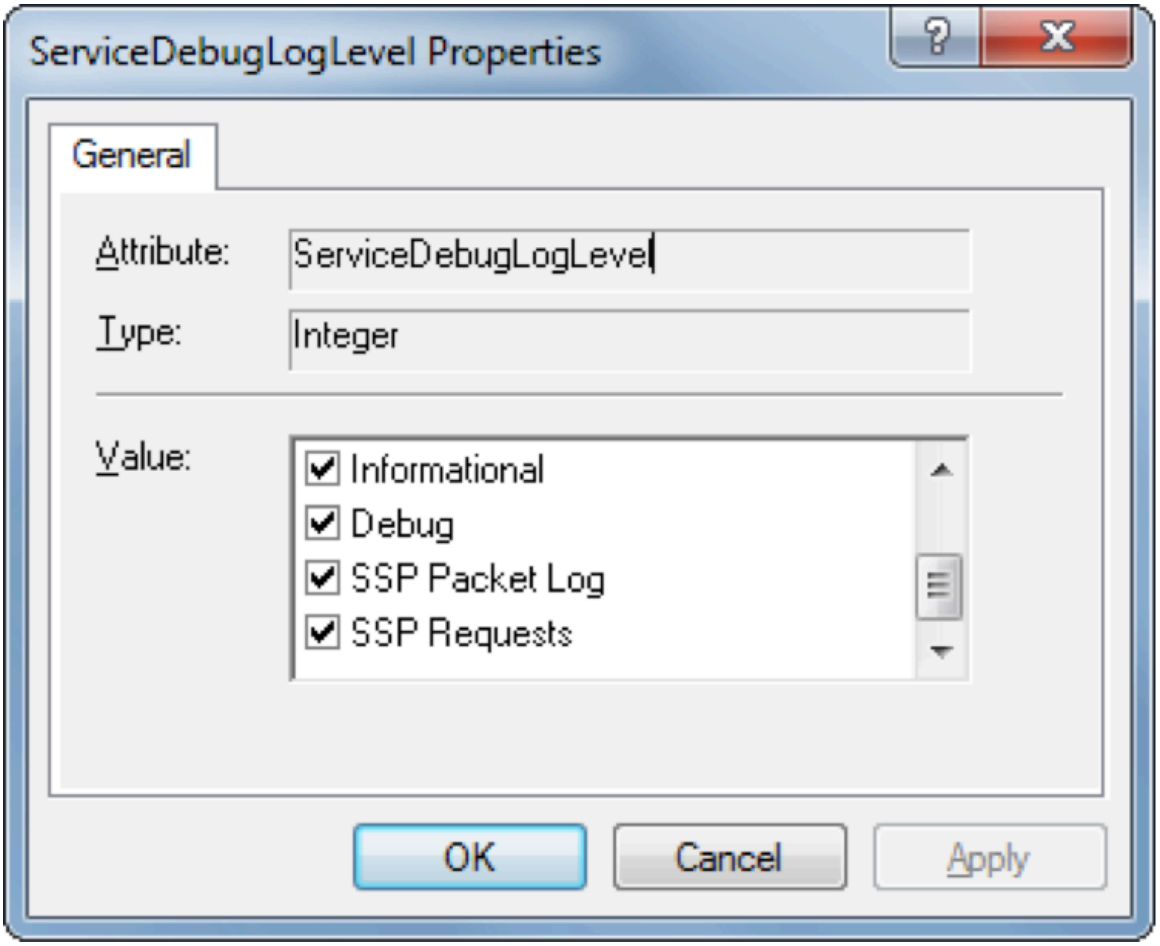
Procedure

1. In Windows, navigate to **Start** > **Programs** > **ServiceNow ODBC** > **Management Console**.
2. [ODBC version 1.0.8] Within the management console, navigate to **<your_installation_directory>** > **Services** > **ServiceNow_ODBC** > **Service Settings** > **IP Parameters**.
3. [ODBC version 1.0.8] Change the value of the **ServiceJVMOptions** attribute to the desired logging level.



4. Within the management console, navigate to **<your_installation_directory>** > **Services** > **ServiceNow_ODBC** > **Service Settings** > **Logging**.
5. Change the value of the **ServiceDebugLogLevel** by selecting all available check boxes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. In Windows, navigate to **Start** > **Programs** > **ServiceNow ODBC** > **ODBC Administrator**.
7. In the ODBC Administrator, select the **Tracing** tab.
8. Navigate to the path in the **Log File Path** field and delete the old log file, if it exists.
9. Click **Start Tracing Now**.
10. Enable SOAP debugging for your ServiceNow instance.

Related topics

Generate logs for debugging

Debug incoming SOAP envelope

Configure the ODBC driver for large data sets

You can set two ODBC driver properties to deal with errors you receive when using queries that return large amounts of data.

Before you begin

You must have administrator-level access for the Windows computer on which you want to configure the ODBC driver for large data sets.

About this task

These properties are set using the ODBC Management Console available on Windows operating systems. For more information, see ODBC management console properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. In Windows, navigate to **Start** > **Programs** > **ServiceNow ODBC** > **Management Console**.
2. Navigate to **Data Source Settings** > **ServiceNow** > **IP Parameters**.
3. Set the **Timeout** property to be more than the glide.soap.request_processing_timeout.odbc value in seconds.
   ODBC makes SOAP calls on the instance. The glide.soap.request_processing_timeout.odbc system property is the timeout for the ODBC driver.
4. Navigate to **Services** > **Service Settings** > **SQL Engine Parameters**.
5. Increase the **ServiceSQLDiskCacheMaxSize** property.
   Typically, when running a query that returns 50,000 rows, the default value of 200 MB must be increased.

Configure ODBC to use proxy servers

The ODBC driver can be configured to route its HTTP SOAP requests via an HTTP proxy server.

Before you begin

You must have administrator-level access for the Windows computer on which you want to configure ODBC to use proxy servers.

About this task

Setting up a proxy server gives you the option to control access to the ServiceNow instance from the proxy server, and potentially allows a network configuration that can monitor usage statistics. However, because the proxy server intercepts the ODBC driver's requests to your ServiceNow instance, it will degrade the performance of the driver.

Note: This feature is recommended for use with ODBC driver builds dated 7/15/2011 or later.

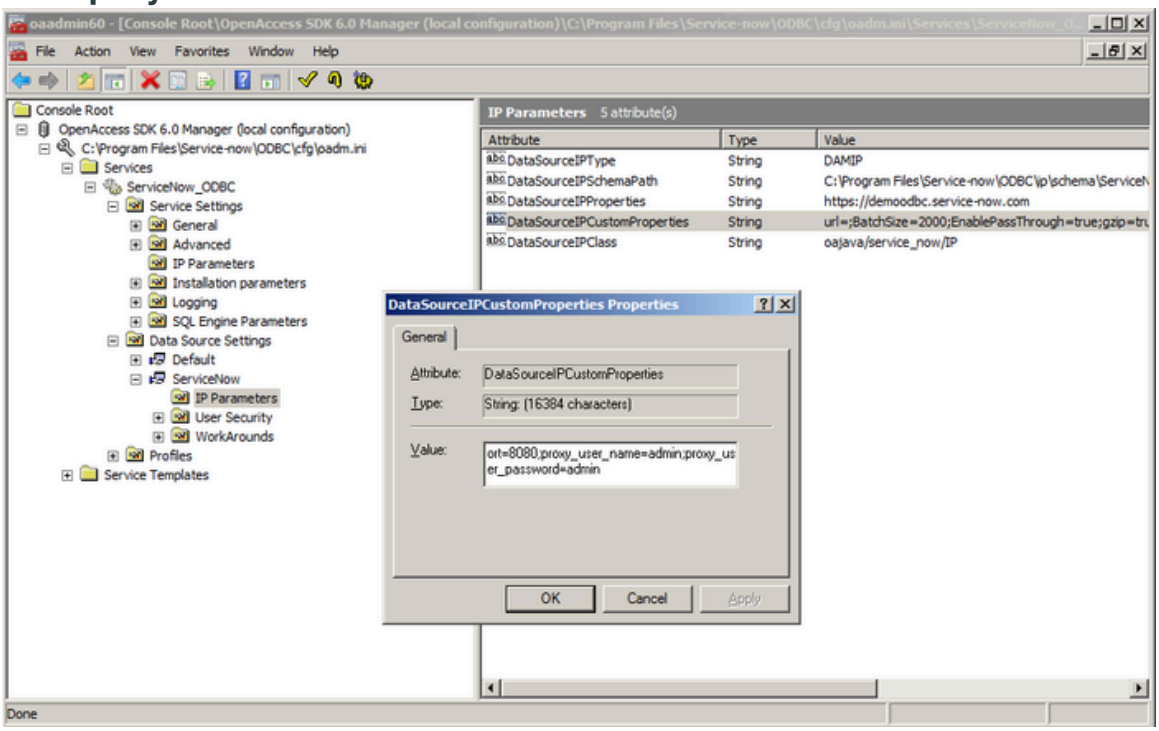
To enable the use of proxy servers, the custom properties for proxy server settings must be defined first for the data source. After that, these properties can be overridden by specific ODBC DSNs.

Procedure

1. In Windows, navigate to **Start** > **Programs** > **ServiceNow ODBC** > **Management Console**.
2. Expand the Console Root tree to: `ServiceNow ODBC Manager\Manager \<installation location>\Services\ServiceNow_ODBC\Data Source Settings\ServiceNow\IP Parameters`.
3. Double-click the **DataSourceIpCustomProperties** attribute.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ODBC proxy



4. Set the following custom properties to configure the ODBC proxy server.

Configure ODBC to use proxy servers

Property name	Description	Example
proxy_host	The proxy server host name or IP address.	proxy.company.com
proxy_port	The proxy server port number.	8080
proxy_user_name	The proxy server user name or id, used in an authenticating proxy configuration.	odbc_user
proxy_user_password	The proxy server user password, used with the proxy_name value in an authenticating proxy configuration.	*****

Setting ODBC properties

The following properties customize connectivity and optimize the query behavior of the ODBC driver.

ODBC administrator properties

These properties are specified in the ODBC Data Source Administrator for the DSN or in the **Custom Properties** field of the login dialog box.

ODBC administrator properties

Property Name	Description	Default
BatchSize	During fetching of results from the instance, this batch size configures the number of records to fetch for every request. Typically, the default is an optimal	2000

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ODBC administrator properties (continued)

Property Name	Description	Default
	number for normal sized rows. If an error occurs during fetching of records that indicates this value should be lowered, you can modify it to optimize memory usage versus performance.	
url	This is the ServiceNow instance URL or endpoint. It should indicate the URL to the ServiceNow instance you want to connect to.	https://demo.service-now.com
EnablePassThrough	During processing of aggregate functions, enabling pass through mode allows directly calling Aggregate Web Service for optimized and speedy response. Whenever possible, this mode should be left enabled.	true
debug	By default, debugging messages are not produced. Set **debug** to **true** when you operate the ODBC driver from the ISQL console window to write all HTTP-related network communication traffic to the console window. When using this option, set **gzip** to **false** so that data is not compressed. Otherwise, the data is unreadable.	false
gzip	By default, data sent over the network is compressed. Set **gzip** to **false** when using the **debug** parameter to write network communication to the ISQL console so that data is not compressed.	true
timeout	Specifies the socket inactivity timeout value in seconds.	175
retries	Number of times to retry the failing request in the event of a socket timeout error.	0
mode	The query mode used to parse complex where clauses. You can configure the ODBC driver query mode to use either AND or OR operators. While the OR operator provides the greatest compatibility with complex queries, the AND operator is usually more efficient and results in fewer database operations.	or
EnableDBSchema	The ODBC driver issues a database schema request to retrieve table names from the instance. This functionality is enabled by default so reporting applications such as Microsoft Excel can display a list of tables to query from. Disabling this property may improve the performance of the first query sent from a reporting application, especially if the instance has a large number of tables.	true
ExtendedSchemaCache	The ODBC driver caches the database schema for each connection. When a new connection is created, the driver clears the database cache and queries the database schema from the instance	false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ODBC administrator properties (continued)

Property Name	Description	Default
	again. This behavior is beneficial when connecting to different data source, or when modifying the table schema. When querying a single data source with a consistent schema, enable this property to avoid sending unnecessary schema requests, including when **EnableDBSchema** is **true**.	
LegacyDurationTimeZone	The ODBC driver returns timer and duration field values in the UTC timezone by default, starting with the 1.0.10 version. When this property is **true**, the ODBC driver returns timer and duration field values using the display value, as shown in the UI. This property can be used to preserve compatibility with legacy integrations that depend on the display value. See KB0583982 for details about this behavior.	false

If you need to use more than one of these properties in your connection, concatenate the settings with a semicolon (;) delimiter. For example, the following string sets the URL to a specific instance and changes the batch size to 200 records.

```
url=https://demo1234.service-now.com;BatchSize=200
```

ODBC management console properties

You can access these properties from the ODBC Management Console available in the Windows Start menu at **ServiceNow ODBC** > **Management Console**.

ODBC management console properties

Property name	Description	Default
ServiceJVMOptions (Services\Service Settings\IP Parameters)	JVM command line properties and option. For example, to change the maximum Java heap size, modify the -Xmx150m parameter.	-Xms64m -Xmx150m
DataSourceIPProperties (OpenAccess SDK 6.0 Manager\<installation location>\Services \ServiceNow_ODBC\Data Source Settings\ServiceNow \IP Parameters)	Global default of the instance URL for all ODBC connections. For more flexibility, you may also create new DSNs with default URL configurations.	https:// demo.service-now.com
ServiceSQLDiskCacheMaxSize (Services\Service Settings \SQL Engine Parameters)	Specifies the maximum size of the disk cache files. Increase this value when you see `Disk Cache file size limit has reached` errors.	200
Timeout	Specifies the socket inactivity timeout value in seconds. Increase this to a value greater than	175

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ODBC management console properties (continued)

Property name	Description	Default
(Data Source Settings \ServiceNow\IP Parameters)	glide.soap.request_processing_timeout.odbc when you see `GetKeys failed (Socket timeout)` errors.	
ServiceJVMLocation	Contains the JRE location used by the ODBC driver.	There is no default value for this property. You are prompted to enter the JRE location at the time of installation.

Service JVM options

You can specify these values within the ServiceJVMOptions parameter in addition to standard JVM arguments such as -Xmx.

Service JVM options

Option	Description	Default
-DLOG_FILE_NAME	The location of the ODBC log file. This property is available starting with the ODBC driver 1.0.7.1 release.	${user.home}\AppData\Local\ServiceNow\odbc\logging\odbc.log
-DLOG_LEVEL	The logging level used when writing to the ODBC log file. You can specify the logging level using Logback levels, such as TRACE, INFO, or ERROR. This property is available starting with the ODBC driver 1.0.8 release.	INFO

Instance properties

An administrator can configure these properties by adding a property or modifying an existing one in the ServiceNow instance.

Instance properties

Property name	Description	Default
glide.db.max.aggregates	The maximum number of rows returned by aggregate functions.	100000
glide.db.max_view_records	The maximum number of rows returned by a database view.	10001

Test the ODBC driver

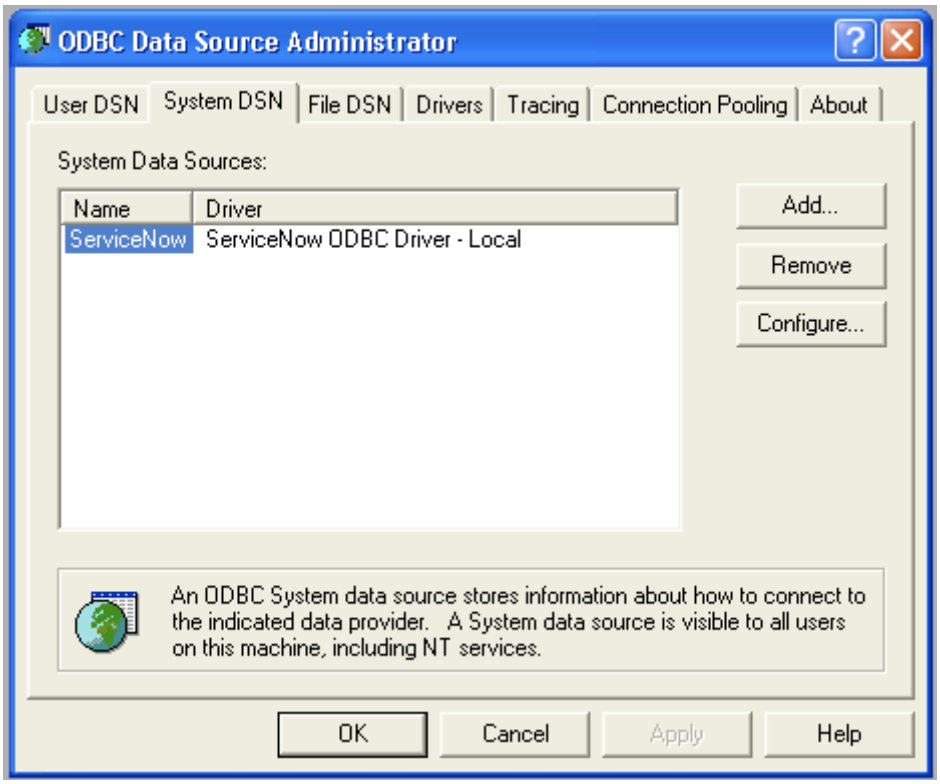
After configuring the ODBC driver, test that the driver can connect to the base instance as the ODBC user and can query data from a target table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
You must have administrator-level access for the Windows computer on which you want to test the ODBC driver.

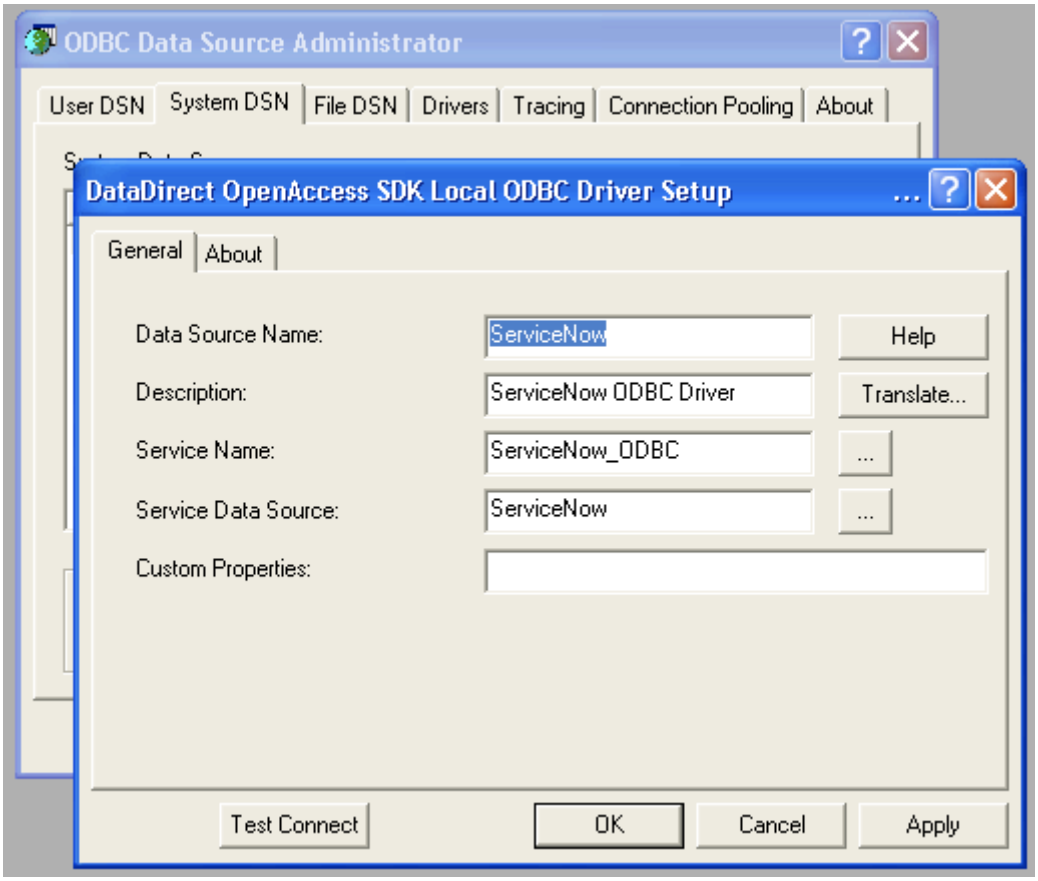
About this task
To test the connection, run the ODBC Administrator program.

Procedure
1. In Windows, navigate to **Start** > **Programs** > **ServiceNow ODBC** > **ODBC Administrator**.
   The ServiceNow ODBC data source is installed as a system data source.
2. Select the **System DSN** tab, and then select the **ServiceNow** data source.
3. Click **Configure**.



4. Click **Test Connect** in the ODBC driver Setup dialog box.

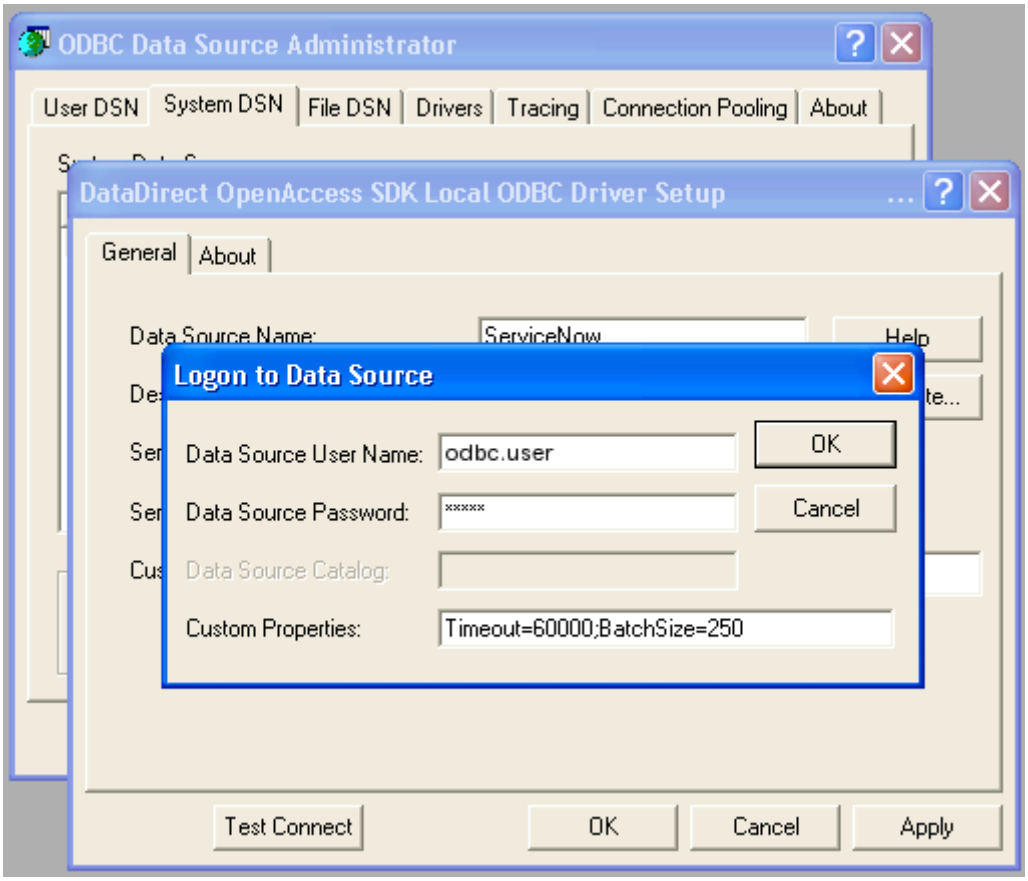
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Enter the login credentials.

These are the usual ServiceNow base system login credentials for the ODBC user you created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. Click **OK** to log in to the data source.
7. Click **OK** again when the success message appears.

Related topics

Configure the ODBC driver

Generate logs for debugging

If you experience unexpected behavior when using the ODBC driver, you can enable debug logging and generate debug logs to help identify the issue.

Before you begin

Configure the logging level of the ODBC driver

Role required: admin

About this task

Debug logs can be useful when submitting an incident with Customer Service and Support.

When you enable debug logging, note the version and bitness (32 bit or 64 bit) of the installed ODBC driver, the Windows operating system, and the client application you are using with the ODBC driver.

To generate debug logs, follow these steps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Close all active applications that may use the ODBC driver.
2. Navigate to one of these paths, based on your operating system.
   - *For Windows 10 and later*: C:\ProgramData\ServiceNow\odbc\logging\
   - *For Windows 7*: C:\Users\<user_name>\AppData\Local\ServiceNow\odbc\logging
   - *For Windows XP and earlier*: C:\Program Files\ServiceNow\ODBC\%LOCALAPPDATA%\ServiceNow\odbc\logging
3. Delete any existing log data to ensure that you log only relevant information.
4. Run a query that produces the unexpected behavior, then immediately close the application and review the log files.

Related topics

Configure the logging level of the ODBC driver

Test a query

To verify that the user has the appropriate permissions to send requests to the instance using ODBC, run a query using Interactive SQL.

About this task

For testing, use a query that returns exactly one record, such as a query using the **Number** value of a record.

Procedure

1. In the base system instance, navigate to **Incident** > **All**.
2. Record the **Number** of an incident record.
3. On the computer where the ODBC driver is installed, navigate to **Start** > **Programs** > **ServiceNow ODBC** > **Interactive SQL**.
4. Enter `connect "odbc.user"*"password"@ServiceNow` and press **Enter**.
5. Enter the following text, substituting the incident number you recorded.
   `select short_description from incident where number='<incident number>';`
6. Press **Enter**.

Result

The instance should respond with the short description of the incident record.

ODBC troubleshooting

Review these troubleshooting resources to resolve issues with the ODBC driver.

For troubleshooting information, see the Knowledge Base articles troubleshooting ODBC driver issues and troubleshooting common ODBC error messages.

Related topics

Getting started with ODBC

Create an ODBC user account and assign the odbc role

Define an ACL rule for the odbc role

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure the ODBC driver

Test the ODBC driver

ODBC behavior

After testing the ODBC driver, you can use it to query your instance database from a variety of client applications.

ODBC aggregate functions

The ODBC driver attempts to download data and apply aggregate functions locally. The ODBC driver supports the following aggregate functions.

- COUNT
- SUM
- MIN
- MAX
- AVG

Activate the Aggregate web service plugin to improve the performance of aggregate queries through the ODBC driver.

ODBC date and time values

The instance and the machine on which the ODBC driver is installed may use two different time zones. Date and time values returned by the ODBC driver are in the local time zone of the application using the driver, not the ServiceNow instance time zone.

Ensure that you query in accurate time zones for both the instance and the machine that hosts the ODBC driver. GlideRecord performs filtering based on the instance time zone, and the ODBC client is filtered based on the Windows time zone.

For example, an instance is in Central Standard Time (CST), and the ODBC driver is installed on a machine that is in Pacific Standard Time (PST). An incident is created on the instance at `2014-05-20 10:00:00`, and the time that the incident was created is displayed in the UI as `10:00:00` for users in both time zones. However, in order to successfully query this incident by creation date and time, a user on the machine in PST must query `2014-05-20 08:00:00` instead of `2014-05-20 10:00:00`.

Duration and timer type fields are returned using the UTC time zone, starting with ODBC version 1.0.10. See KB0583982 for details about this change.

ODBC display values

Some examples of how to use and work with ODBC display values are shown below.

- Display values in **Choice** and **Reference** columns:

  When querying a column of type **Choice**, **Reference**, **Duration**, or **Timer**, an additional column with the prefix `dv_` is available that contains the display value. For example, you can select **dv_caller_id** to return the **sys_user.name** display value of the reference field from an incident record without making another request to the sys_user table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Return the display value

```
ISQL> select number, dv_caller_id, caller_id from incident;
number  dv_caller_id    caller_id

INC0000009      Rick Berzle     5137153cc611227c000bbd1bd8cd2006
INC0000010      Fred Luddy      5137153cc611227c000bbd1bd8cd2005
INC0000011      Don Goodliffe   9ee1b13dc6112271007f9d0efdb69cd0
INC0000012      Don Goodliffe   9ee1b13dc6112271007f9d0efdb69cd0
INC0000013      Joe Employee    681ccaf9c0a8016400b98a06818d57c7
INC0000014      Bow Ruggeri     f298d2d2c611227b0106c6be7f154bc8
INC0000015      Fred Luddy      5137153cc611227c000bbd1bd8cd2005
INC0000016      Bow Ruggeri     f298d2d2c611227b0106c6be7f154bc8
INC0000017      Joe Employee    681ccaf9c0a8016400b98a06818d57c7
INC0000018      Taylor Vreeland 46bac3d6a9fe1981005f299d979b8869
INC0000019      Fred Luddy      5137153cc611227c000bbd1bd8cd2005
```

- Display values in filter conditions:

  Display values can also be used in a filter condition. The ODBC driver optimizes the query condition and processes the filter on the server, for example, querying on the display value of **sys_user** for the **caller_id** field of an incident by using the **dv_caller_id** field name.

  Display values in filter conditions

```
ISQL> select number, dv_caller_id, caller_id from incident where dv_caller_id = 'Fred Luddy';
number  dv_caller_id    caller_id

INC0000010      Fred Luddy      5137153cc611227c000bbd1bd8cd2005
INC0000015      Fred Luddy      5137153cc611227c000bbd1bd8cd2005
INC0000019      Fred Luddy      5137153cc611227c000bbd1bd8cd2005
INC0000027      Fred Luddy      5137153cc611227c000bbd1bd8cd2005
```

- Display values in aggregate queries:

  Aggregate queries can also take advantage of display values if you specify them in the group by or where clause, for example, grouping on the **caller_id** field of an incident, as well as specifying a filter for it. The query is optimized by passing through to the server.

  Display values in aggregate queries

```
ISQL> select count(*), dv_caller_id from incident where dv_caller_id is not null group by dv_caller_id;
COUNT(*)        dv_caller_id

1       Beth Anglin
4       Bow Ruggeri
4       Bud Richman
2       Carol Coughlin
1       Charlie Whitherspoon
1       Christen Mitchell
1       David Loo
3       Don Goodliffe
4       Fred Luddy
1       Jerrod Bennett
11      Joe Employee
1       Luke Wilson
1       Margaret Grey
1       Natasha Ingram
5       Rick Berzle
1       Sam Sorokin
1       Taylor Vreeland
```

Querying table and column names

You can get a list of accessible tables and columns based on the read ACLs for the querying user.

- The following query returns the names of all tables for which the querying user has read access:

```
select * from oa_tables;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- After you know the name of the table you want to query, you can query the names of all columns for which the user has read access. The querying user must have read access for both the table and the columns.

```
select * from oa_columns where table_name='table_name';
```

Note: The oa_tables and oa_columns tables are internal ODBC tables. These tables are accessible only via the ODBC driver.

Routing ODBC calls to Read Replica

Query routing is done to take the load off the primary database for SELECT queries that take numerous DB CPU cycles on the primary DB. For more information, see Introduction to ServiceNow Read Replica Databases.

For routing ODBC calls to Read Replica, go to **All** > **Secondary Database** > **Secondary DB Categories** and set **odbc** to `true`.

Increase the field length in SQL queries

The ODBC driver limits the field length in SQL queries to the maximum length defined by the ServiceNow dictionary entry. You can increase the maximum field length to avoid truncating data.

Before you begin

Role required: admin

About this task

If the data coming from the ODBC source exceeds the field size of the dictionary entry, ServiceNow truncates the query output to fit the field size. If your data is truncated, you can do the following.

Procedure

1. Increase the maximum length in the dictionary entry for the field in question.
2. Reconnect the ODBC driver to pick up the change.

Note: By default, the ODBC driver uses the VARCHAR data type to store query string output. When strings become very large (roughly 16000 characters), the ODBC driver uses the LONGVARCHAR data type instead. It is important to keep in mind, however, that the LONGVARCHAR data type has a more limited set of SQL commands that can be executed on it. For example, it does not support queries using scalar data.

ODBC and client applications

See the following pages for examples of how to use the ODBC driver to create data sources from other applications.

Use Interactive SQL with ODBC

Run the Interactive SQL application for quick verification of connectivity and to test query results without using a full application.

Before you begin

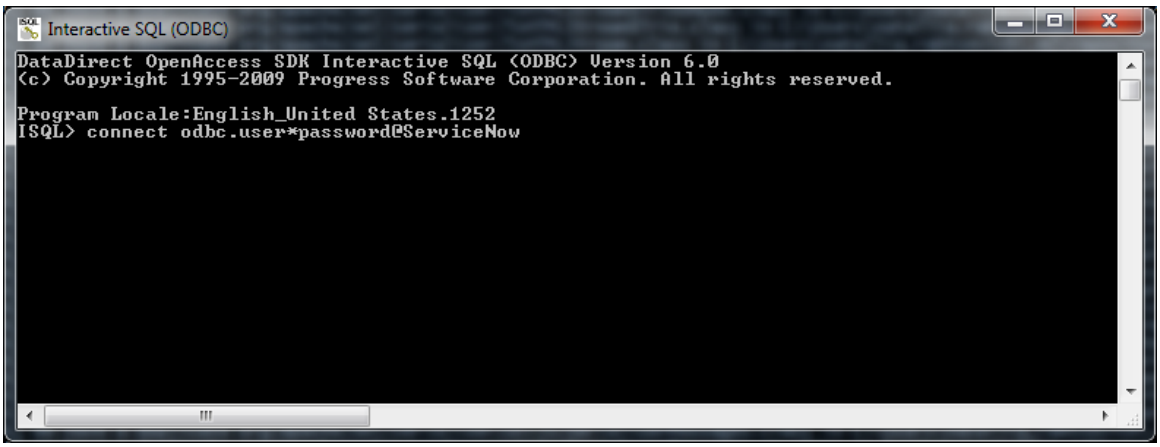
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. In Windows, navigate to **Start** > **Programs** > **ServiceNow ODBC** > **Interactive SQL (ODBC)**.
2. Connect to the base instance by entering the following command and selecting the appropriate user credentials in the format without special characters: `ID*password@DSNName`.

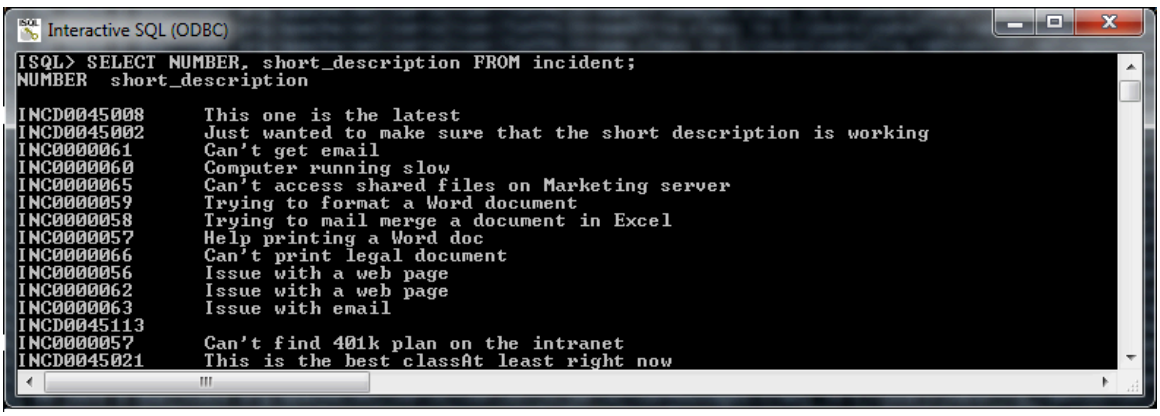
```
CONNECT odbcuser*password@ServiceNow
```



3. Issue a SELECT SQL command.

```
SELECT NUMBER, short_description FROM incident;
```

Make sure to include the semicolon at the end of your query statement. Otherwise, you are presented with a `'Cont>'` prompt.



Specify the maximum number of rows returned

By default, ServiceNow only returns 100 rows of data with each iSQL query. If you need to return more rows of data, set the maxrows parameter for the iSQL session.

To return all rows set `maxrows` to zero:

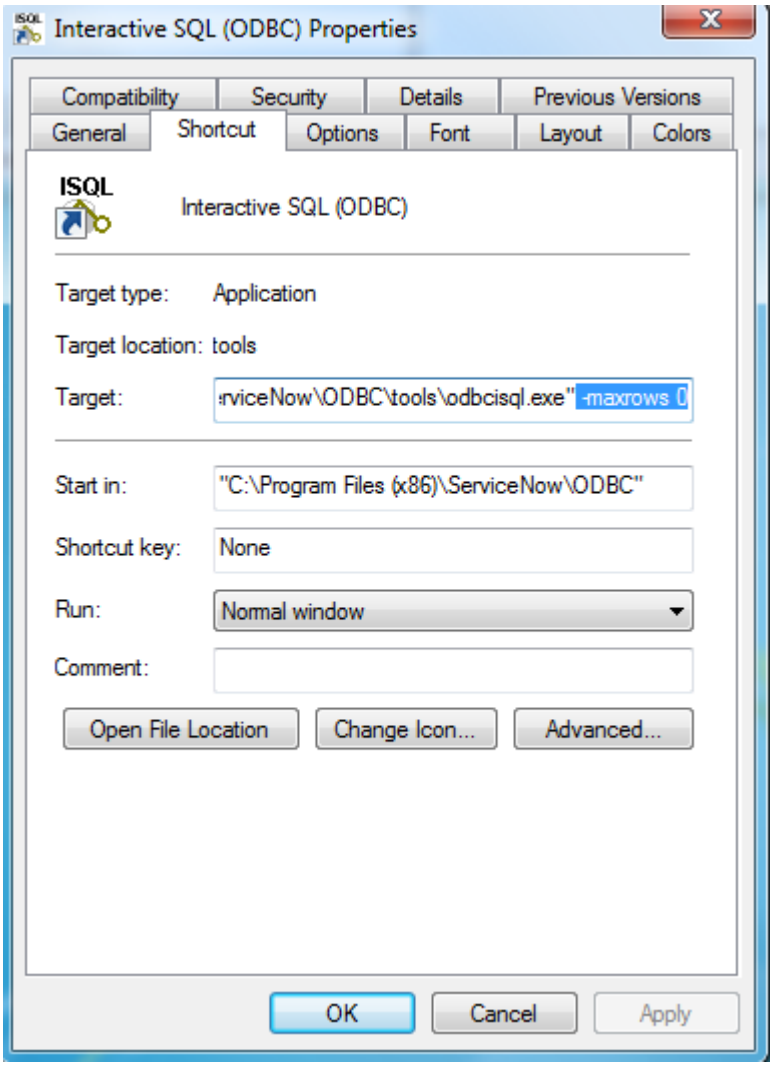
```
maxrows 0
```

To return more than 100 rows set `maxrows` to a higher value. For example, to return 500 rows:

```
maxrows 500
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: If running the Interactive SQL console from a shortcut, you must modify the shortcut **Target** to include the *-maxrows* parameter with the desired value.



SQL support

The ODBC driver embeds a third party SQL/ODBC engine from DataDirect, a division of Progress Software.

See the DataDirect SQL Reference for information on proper SQL syntax.

Note: The ServiceNow ODBC driver only supports `SELECT` statements. The driver ignores other SQL statements such as CREATE and ALTER.

ODBC driver in SQL Server

Use the ServiceNow ODBC driver in SQL Server as a Linked Server.

Using the ODBC driver in SQL Server as a Linked Server allows SQL Server to query tables from a ServiceNow instance directly via the ODBC driver. Only use the procedures described with SQL Server 2008 and 2012. Other versions of SQL Server may cause unexpected behavior. If you encounter unexpected behavior, refer to the troubleshooting linked server Knowledge Base article.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Required Permissions

Additional information on the required permissions for SQL Server Linked Servers can be found on the MSDN blog.

Note: Review this information if you encounter permission errors with SQL Server.

ODBC SQL Server video tutorials

Watch video tutorials about configuring and troubleshooting the ODBC driver with a SQL Linked Server.

Configuring Microsoft SQL Linked Server with the ODBC driver

Troubleshooting Microsoft SQL Linked Server permissions

Configure SQL Server

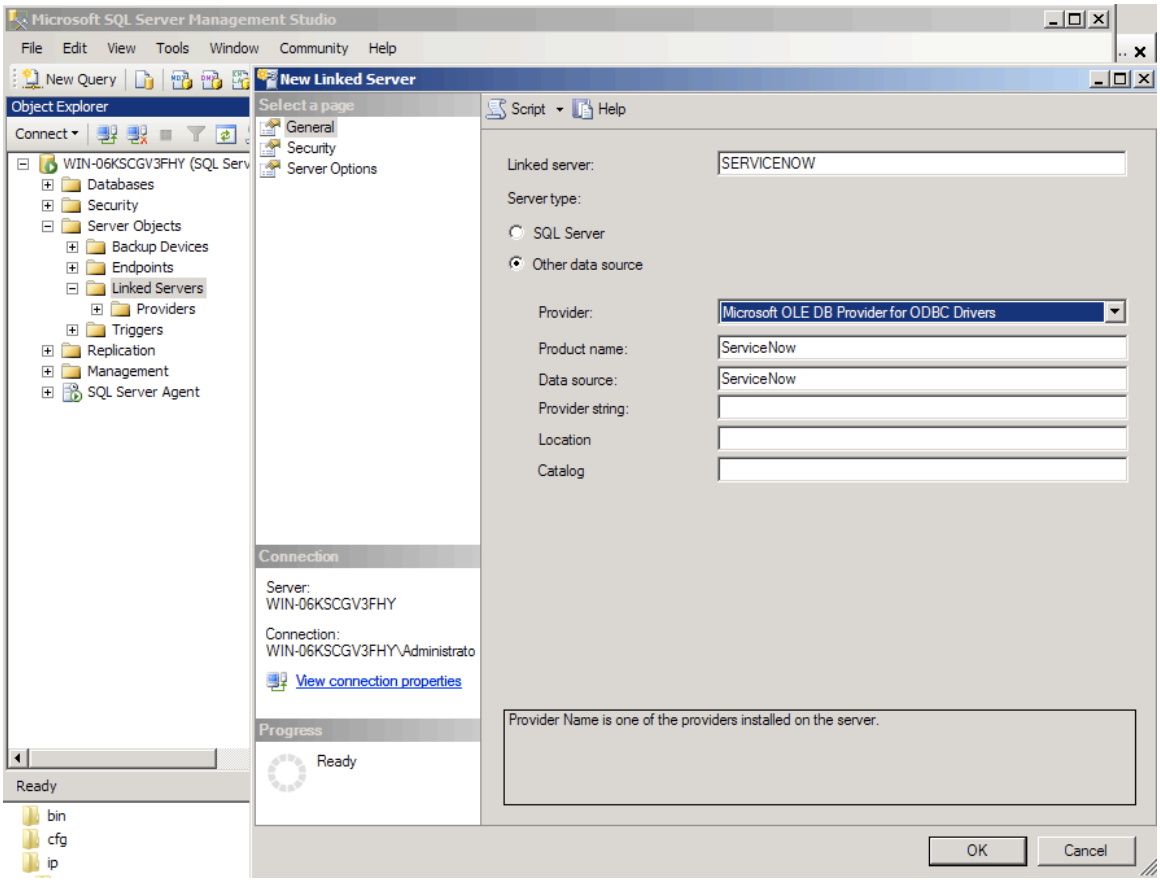
The following example configuration was performed on SQL Server 2008, installed on Windows Server 2008.

Before you begin
The ODBC driver must be installed on the same computer on which SQL Server is installed.

Procedure

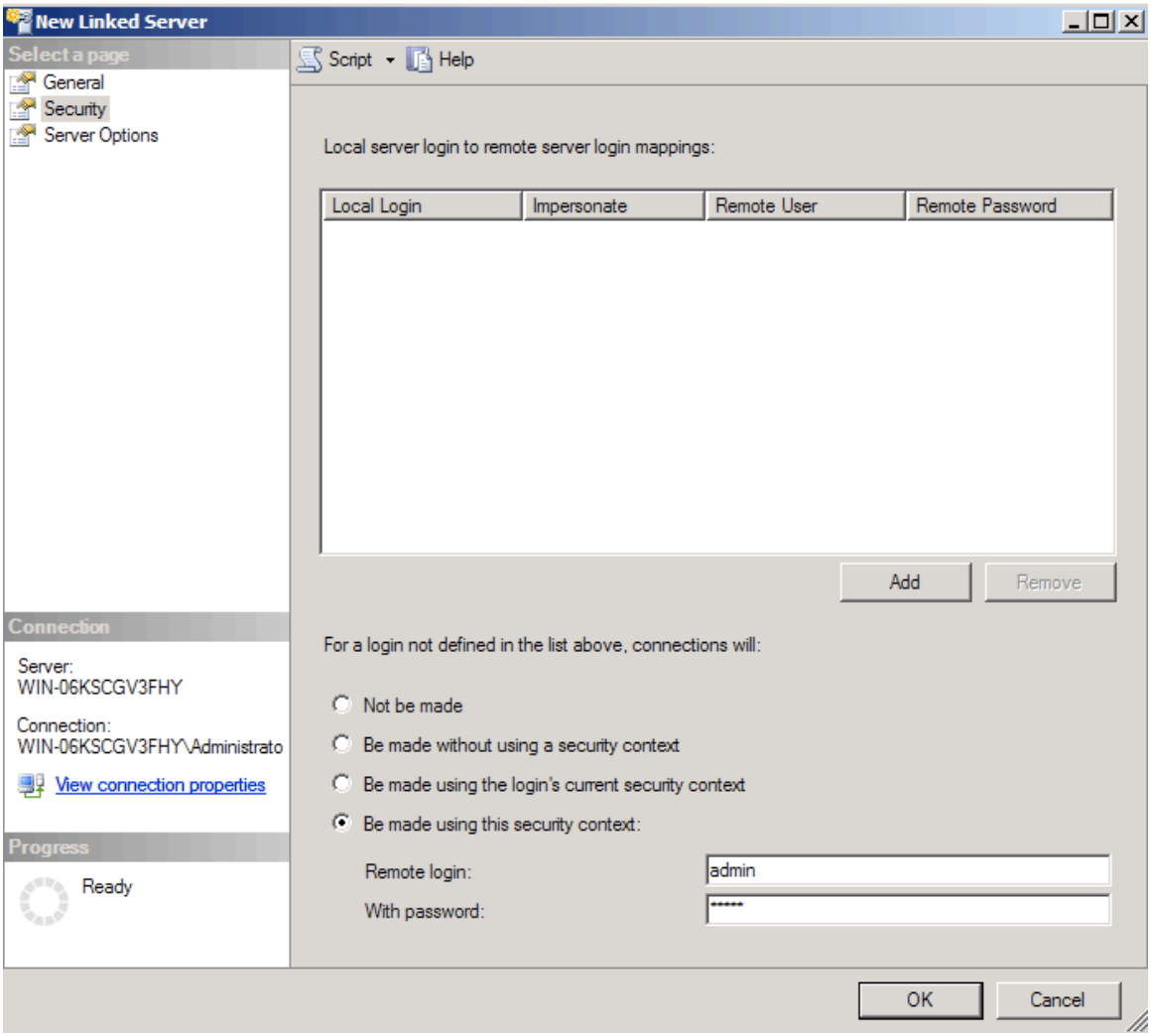
1. Right-click the SQL Server Management Studio application and select **Run as Administrator**.
2. Log in to the database to which you want to link.
3. Right-click **Server Objects** > **Linked Servers**.
4. Click **New Linked Server**.
5. Enter the following values in the dialog.
   - Linked server: `SERVICENOW`. This is the name of the Linked Server.
   - Provider: `Microsoft OLE DB Provider for ODBC drivers`
   - Product name: `ServiceNow`. This is an identifier. Enter any value that is appropriate.
   - Data source: `ServiceNow`. This is the name of your DSN.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. Select **Security** from the *Select a page* list, and then enter the following security values:
   a. For a login connection, select **Be made using this security context**.
   b. Enter the user name and password for connecting to the ServiceNow instance.
   c. Click **OK**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

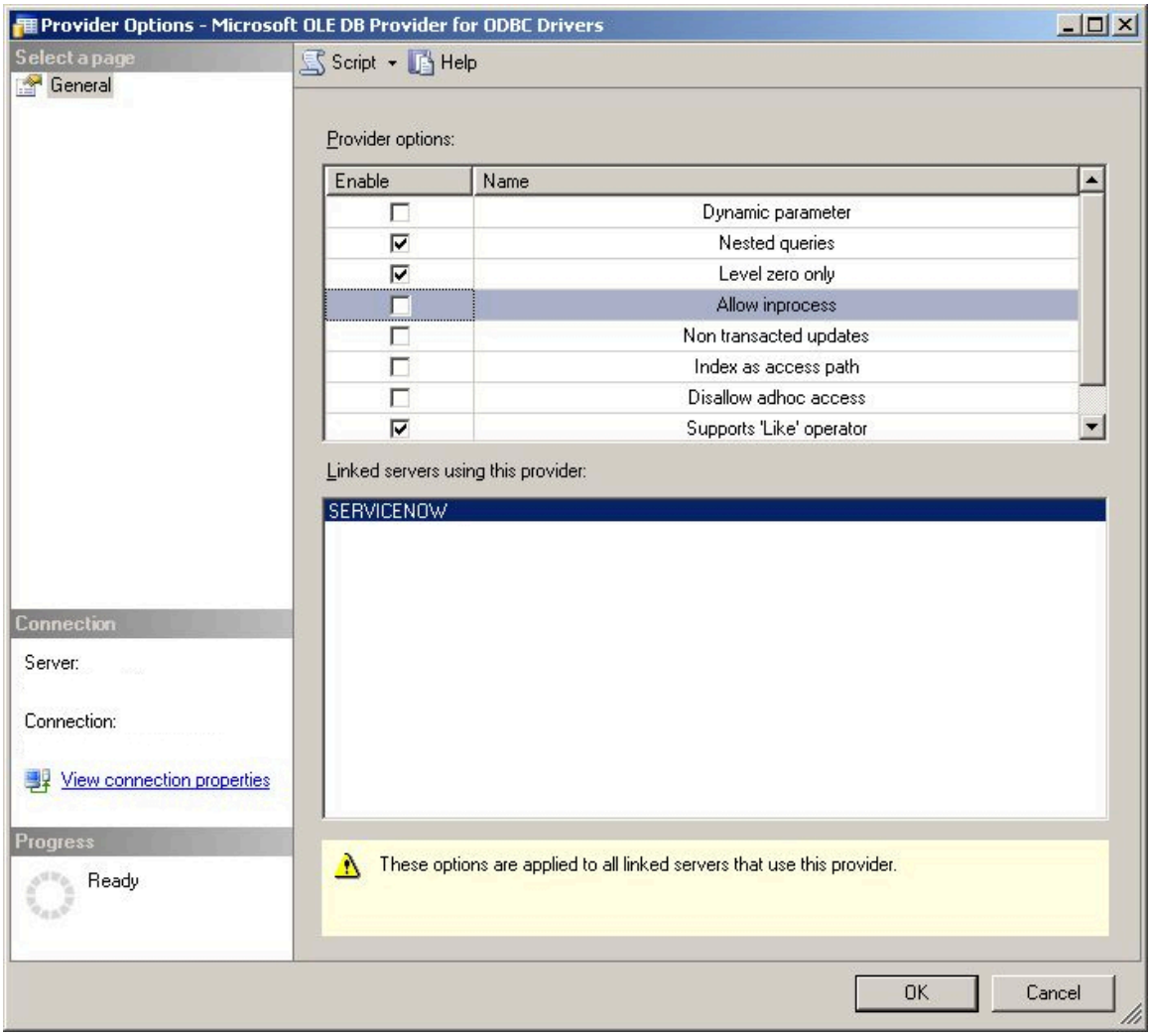


7. Navigate to **Server Objects** > **Linked Server** > **Providers** and double-click Microsoft **OLE DB Provider for ODBC drivers**.
8. Select the following options.
   - Nested Queries
   - Level zero only
   - Support 'Like' operator

Tip:

ServiceNow recommends running the third-party provider in the out-of-process mode setting (AllowInProcess=FALSE). If you run the provider in-process (within the same process as SQL Server), then any issues with the provider can affect the SQL Server process, which in turn could result in crashing SQL server.

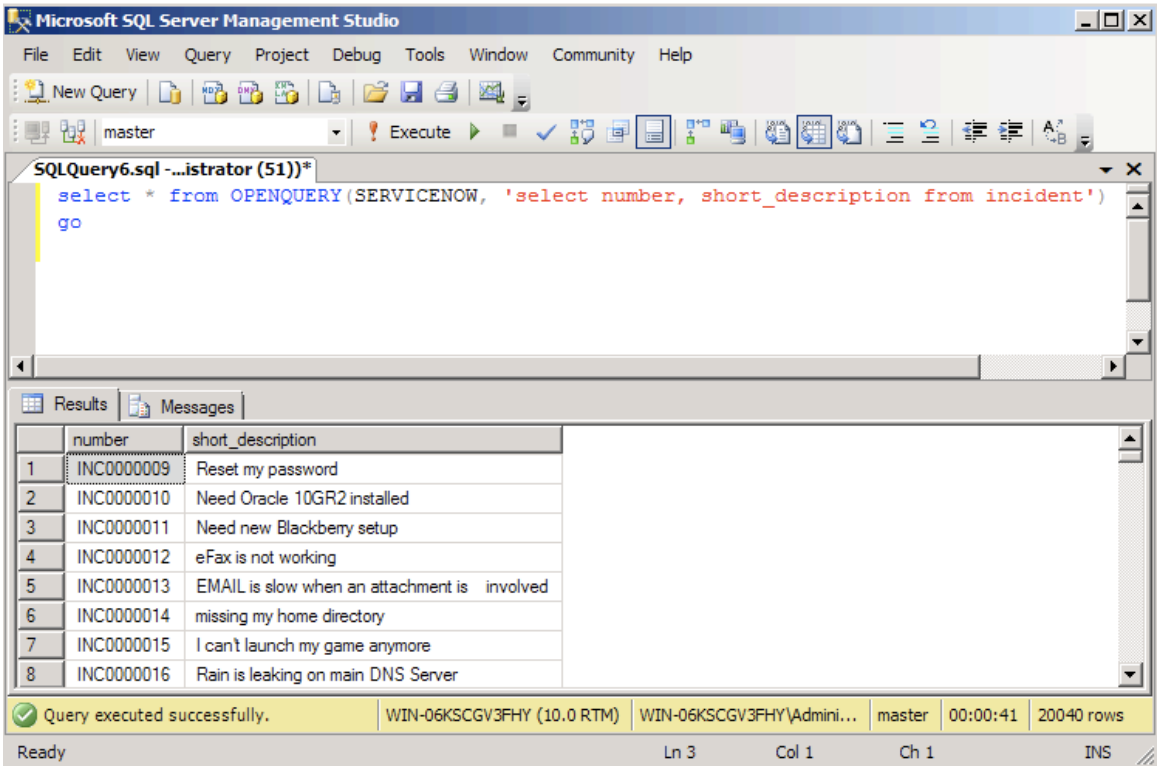
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



9. Test your connection by selecting the newly created linked server *SERVICENOW* and selecting **Test connection**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

10. Execute the following query in a query builder window to retrieve some results.



What to do next

Number Precision Errors

You may encounter precision errors querying for decimal or number field values using the *OPENQUERY* syntax with the ODBC driver. In this case, use the *Cast* syntax to convert the precision. For example:

```
SELECT * FROM OPENQUERY (SERVICENOW , 'select Cast(sys_mod_count
 as Decimal(38,0)), number, short_description from incident' )
 GO
```

SQL Server Connection String

To use the ODBC driver directly in SQL Server 2008, specify the connection string in the following format.

```
Dsn=ServiceNow;uid =username;pwd =password
```

Note: The latest SQL Server 2008 patches are required for the ability to specify a connection string in the user interface, via the SQL import wizard

Using sp_addlinkedserver

The following example creates a linked server named "ServiceNow ODBC" that uses the Microsoft OLE DB Provider for ODBC (MSDASQL) and the data_source parameter

```
EXEC sp_addlinkedserver
   @server  = N 'ServiceNow ODBC' ,
   @srvproduct  = N '' ,
   @provider  = N 'MSDASQL' ,
   @datasrc  = N 'ServiceNow';
 GO
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

After creating the linked server, you must update its properties to specify the login credentials.

Use the ODBC driver in Excel

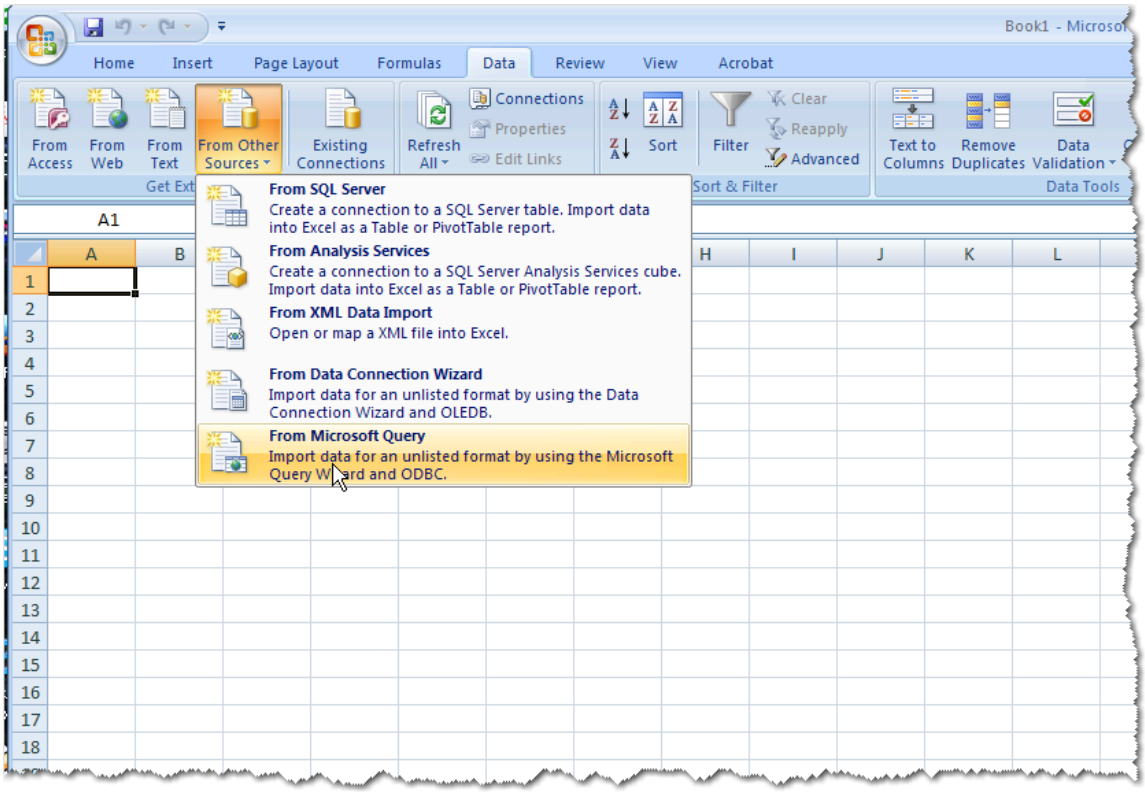
After installing the ODBC driver and its associated DSN, use it in Excel as a data source provider.

Before you begin

Role required: admin

Procedure

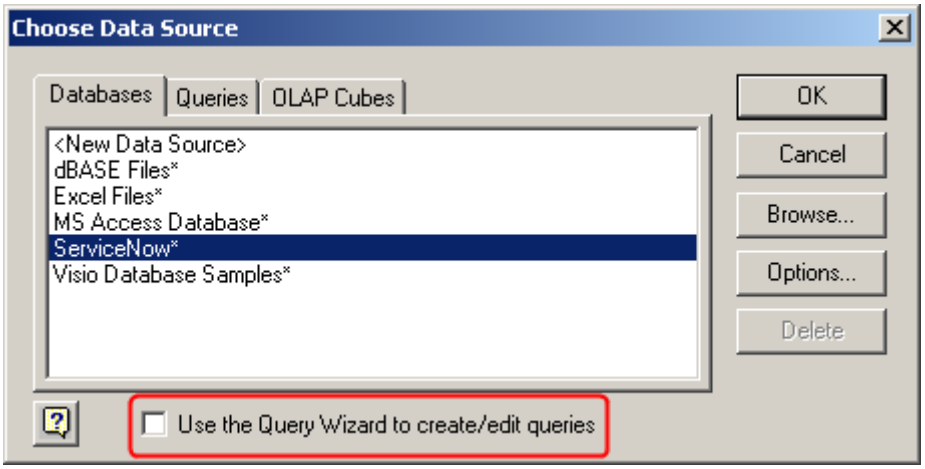
1. In Excel, open the **Data** tab.
2. Under **From Other Sources**, open **From Microsoft Query**.



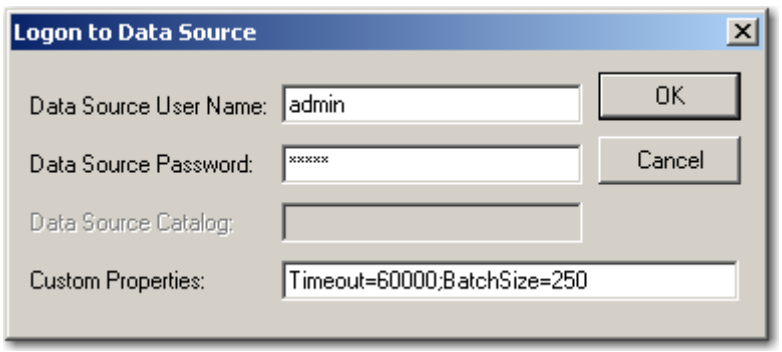
3. Select **ServiceNow** as your database (the default DSN name).
4. Clear the **Use the Query Wizard to create/edit queries** check box.

> **Note:** The Excel Query Wizard does not support the listing of columns from a table name that contain an underscore (_). Clearing this check box uses the Query Builder instead, which supports the use of this character.

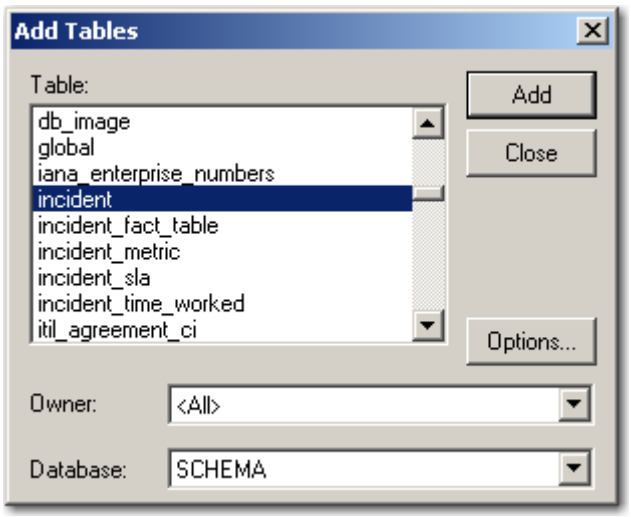
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Supply the ServiceNow user name and password.

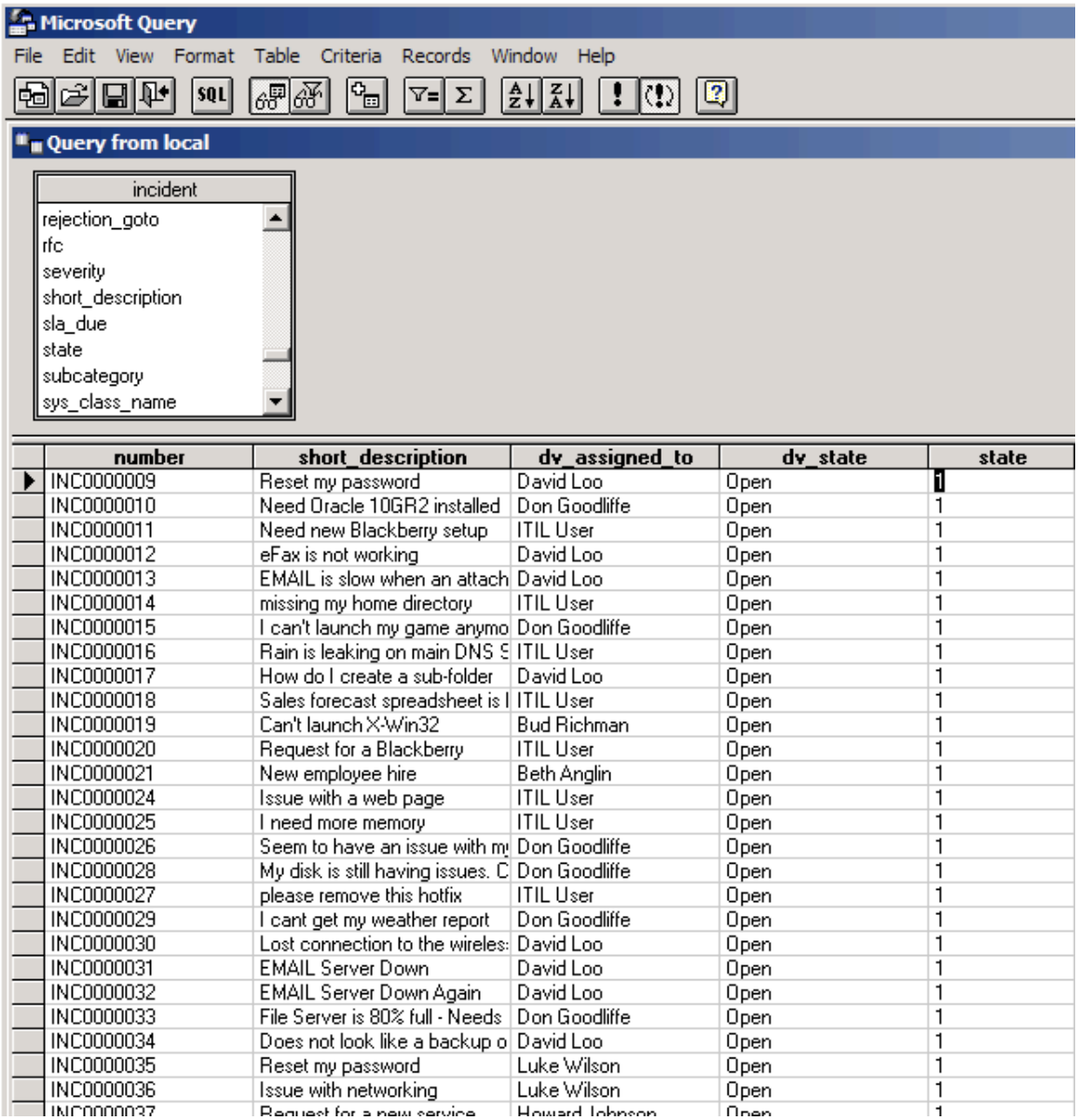


6. Select a table from the ServiceNow instance and click **Add**.



7. Close the dialog box.
8. Select the table columns that the Query Builder retrieves the data from.
   Use the list above the table or enter the names directly into the columns, and then press **Enter**.
9. Retrieve the data and create the Excel record by clicking the **Return Data** icon or selecting **File > Return Data to Microsoft Office Excel**.

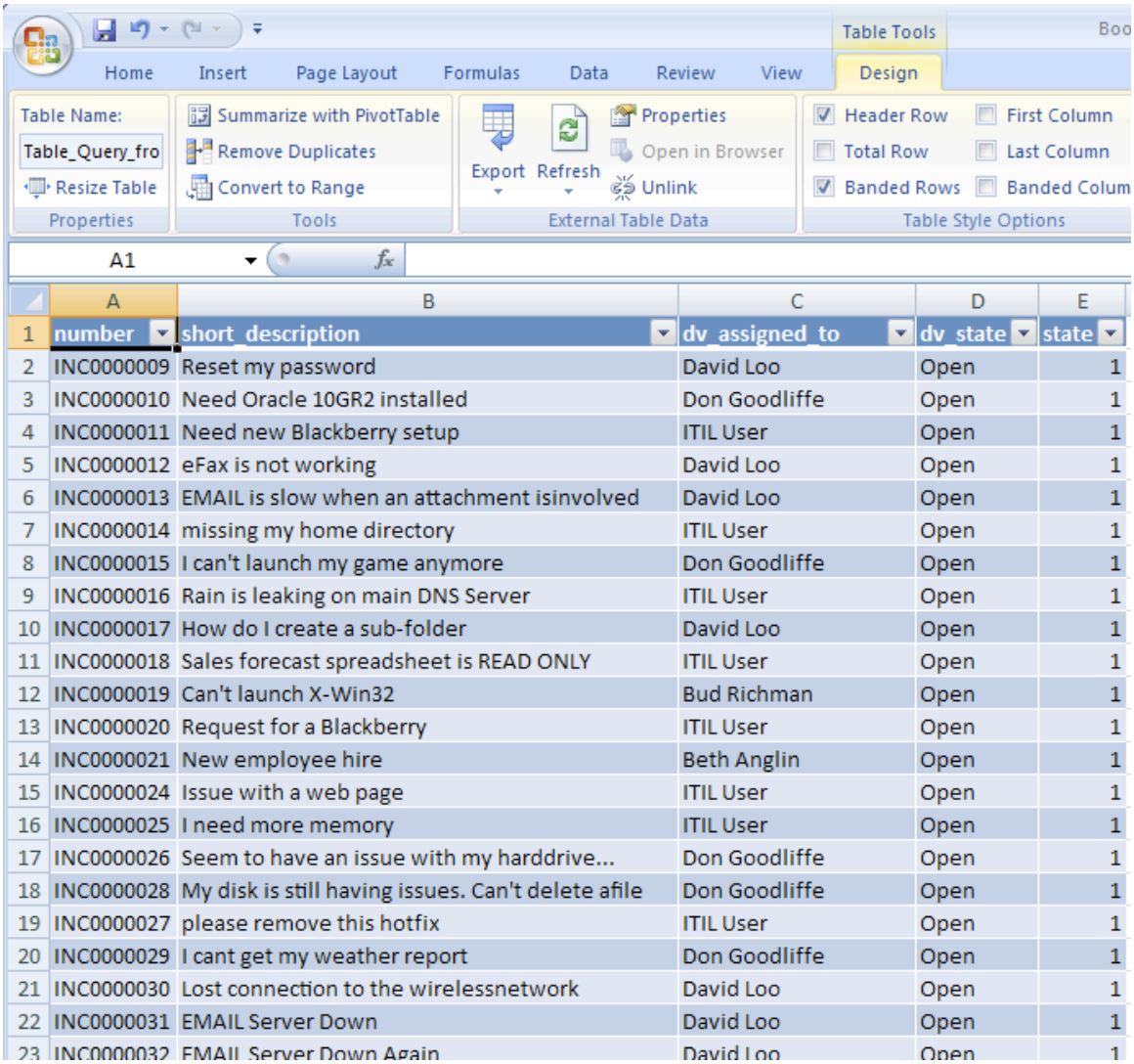
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



number	short_description	dv_assigned_to	dv_state	state
INC0000009	Reset my password	David Loo	Open	1
INC0000010	Need Oracle 10GR2 installed	Don Goodliffe	Open	1
INC0000011	Need new Blackberry setup	ITIL User	Open	1
INC0000012	eFax is not working	David Loo	Open	1
INC0000013	EMAIL is slow when an attach	David Loo	Open	1
INC0000014	missing my home directory	ITIL User	Open	1
INC0000015	I can't launch my game anymo	Don Goodliffe	Open	1
INC0000016	Rain is leaking on main DNS S	ITIL User	Open	1
INC0000017	How do I create a sub-folder	David Loo	Open	1
INC0000018	Sales forecast spreadsheet is l	ITIL User	Open	1
INC0000019	Can't launch X-Win32	Bud Richman	Open	1
INC0000020	Request for a Blackberry	ITIL User	Open	1
INC0000021	New employee hire	Beth Anglin	Open	1
INC0000024	Issue with a web page	ITIL User	Open	1
INC0000025	I need more memory	ITIL User	Open	1
INC0000026	Seem to have an issue with my	Don Goodliffe	Open	1
INC0000028	My disk is still having issues. C	Don Goodliffe	Open	1
INC0000027	please remove this hotfix	ITIL User	Open	1
INC0000029	I cant get my weather report	Don Goodliffe	Open	1
INC0000030	Lost connection to the wireles:	David Loo	Open	1
INC0000031	EMAIL Server Down	David Loo	Open	1
INC0000032	EMAIL Server Down Again	David Loo	Open	1
INC0000033	File Server is 80% full - Needs	Don Goodliffe	Open	1
INC0000034	Does not look like a backup o	David Loo	Open	1
INC0000035	Reset my password	Luke Wilson	Open	1
INC0000036	Issue with networking	Luke Wilson	Open	1
INC0000037	Request for a new service	Howard Johnson	Open	1

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The requested data is brought into Excel.



	A	B	C	D	E
1	number	short_description	dv_assigned_to	dv_state	state
2	INC0000009	Reset my password	David Loo	Open	1
3	INC0000010	Need Oracle 10GR2 installed	Don Goodliffe	Open	1
4	INC0000011	Need new Blackberry setup	ITIL User	Open	1
5	INC0000012	eFax is not working	David Loo	Open	1
6	INC0000013	EMAIL is slow when an attachment isinvolved	David Loo	Open	1
7	INC0000014	missing my home directory	ITIL User	Open	1
8	INC0000015	I can't launch my game anymore	Don Goodliffe	Open	1
9	INC0000016	Rain is leaking on main DNS Server	ITIL User	Open	1
10	INC0000017	How do I create a sub-folder	David Loo	Open	1
11	INC0000018	Sales forecast spreadsheet is READ ONLY	ITIL User	Open	1
12	INC0000019	Can't launch X-Win32	Bud Richman	Open	1
13	INC0000020	Request for a Blackberry	ITIL User	Open	1
14	INC0000021	New employee hire	Beth Anglin	Open	1
15	INC0000024	Issue with a web page	ITIL User	Open	1
16	INC0000025	I need more memory	ITIL User	Open	1
17	INC0000026	Seem to have an issue with my harddrive...	Don Goodliffe	Open	1
18	INC0000028	My disk is still having issues. Can't delete afile	Don Goodliffe	Open	1
19	INC0000027	please remove this hotfix	ITIL User	Open	1
20	INC0000029	I cant get my weather report	Don Goodliffe	Open	1
21	INC0000030	Lost connection to the wirelessnetwork	David Loo	Open	1
22	INC0000031	EMAIL Server Down	David Loo	Open	1
23	INC0000032	EMAIL Server Down Again	David Loo	Open	1

Use the ODBC driver in Crystal Reports

After installing the ODBC driver and its associated DSN, use it in Crystal Reports as a data source provider.

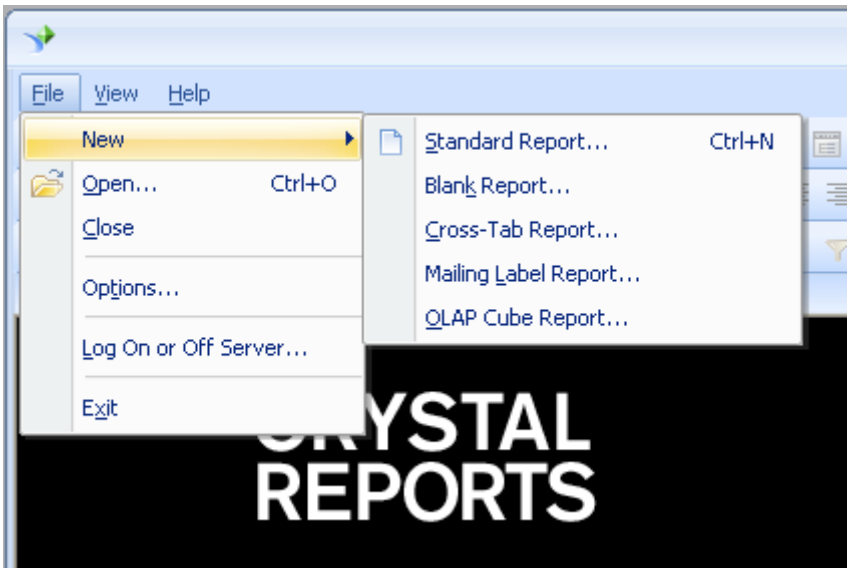
About this task

Note: Crystal Reports includes the configuration file CRConfig.xml that contains the JVM minimum heap size (Xms) and maximum heap size (Xmx) values. When configuring the ODBC driver with Crystal Reports, ensure that the ODBC driver uses the same minimum and maximum JVM heap size as Crystal Reports. If these values do not match, update the ODBC driver settings, not the Crystal Reports settings.

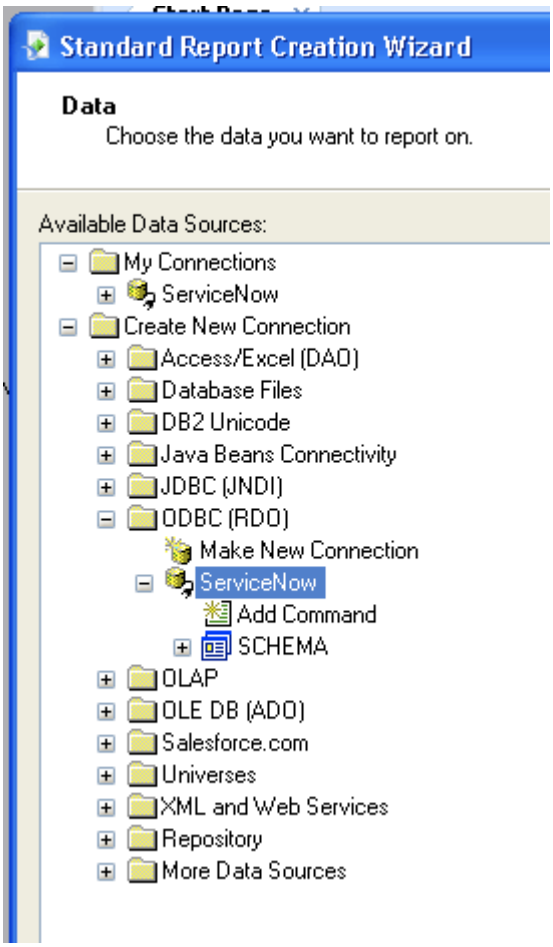
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Create a new Standard Report.

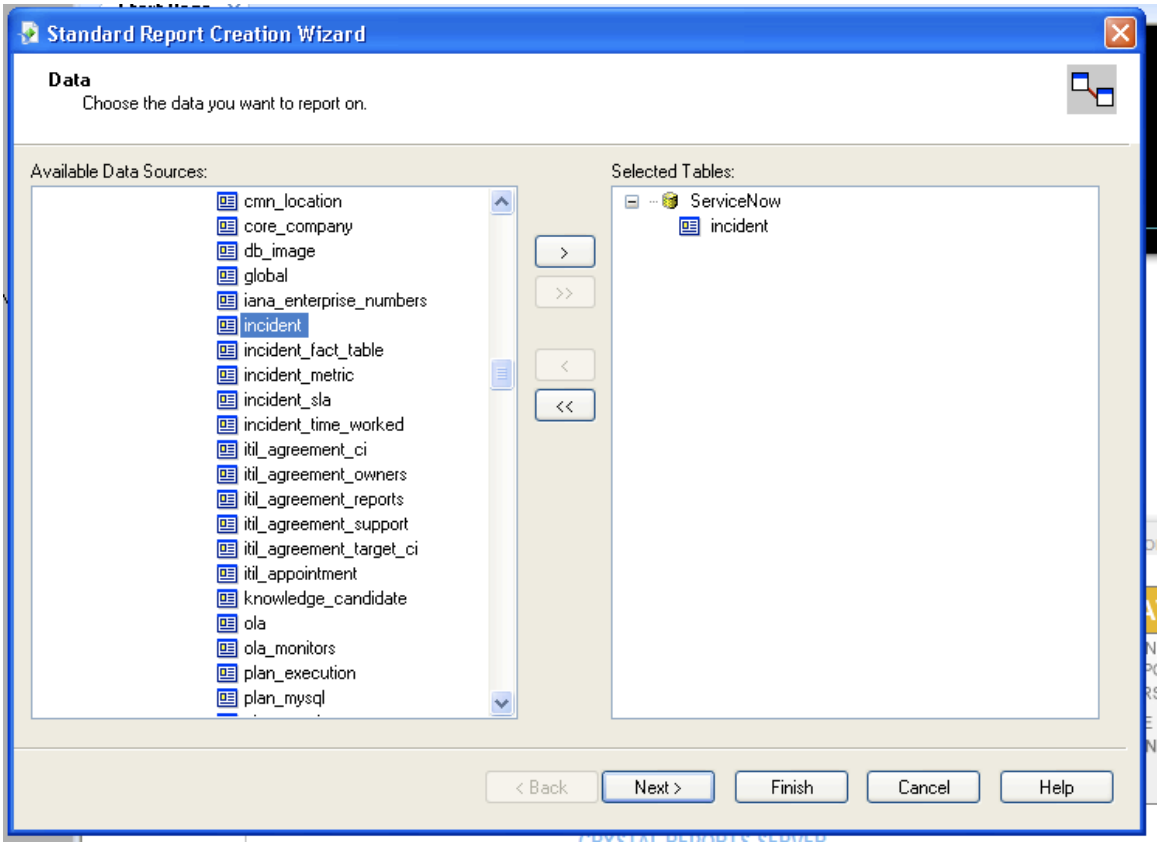


2. Create a new connection using the ServiceNow DSN.

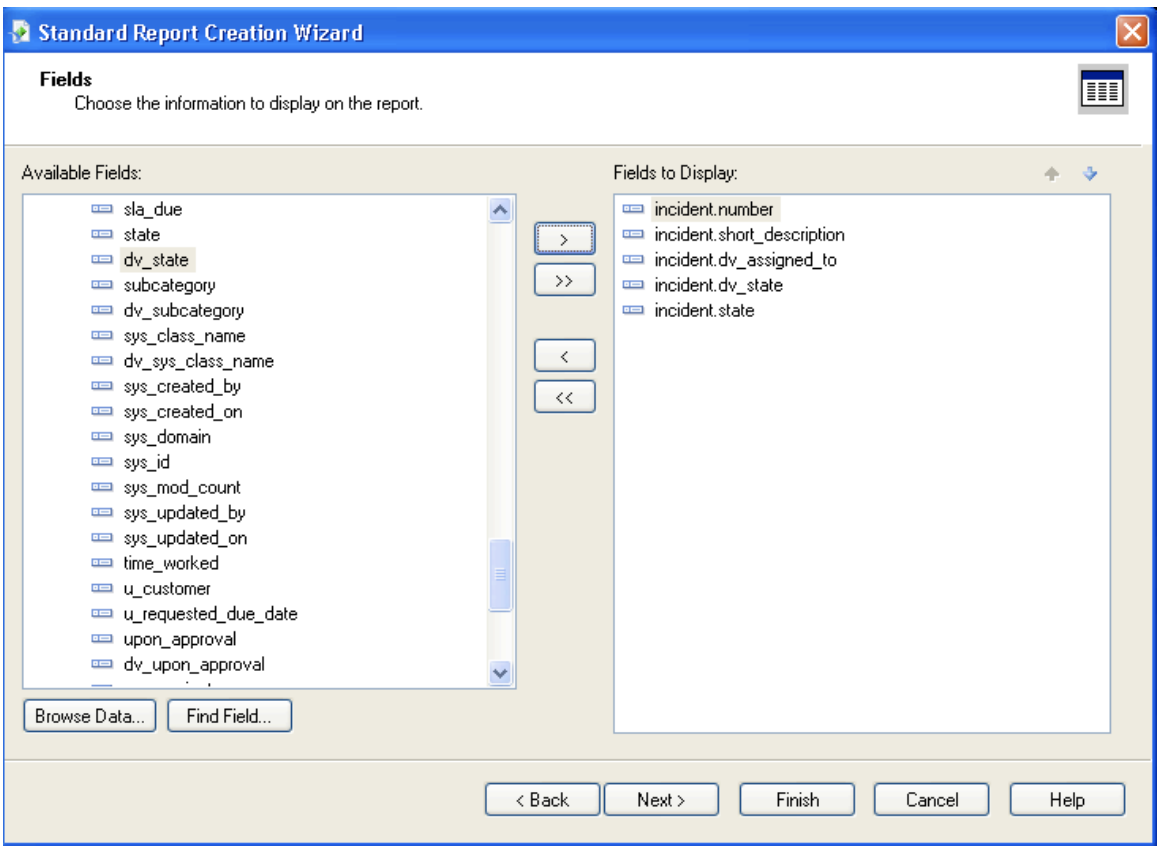


3. Select a table from the list of available tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

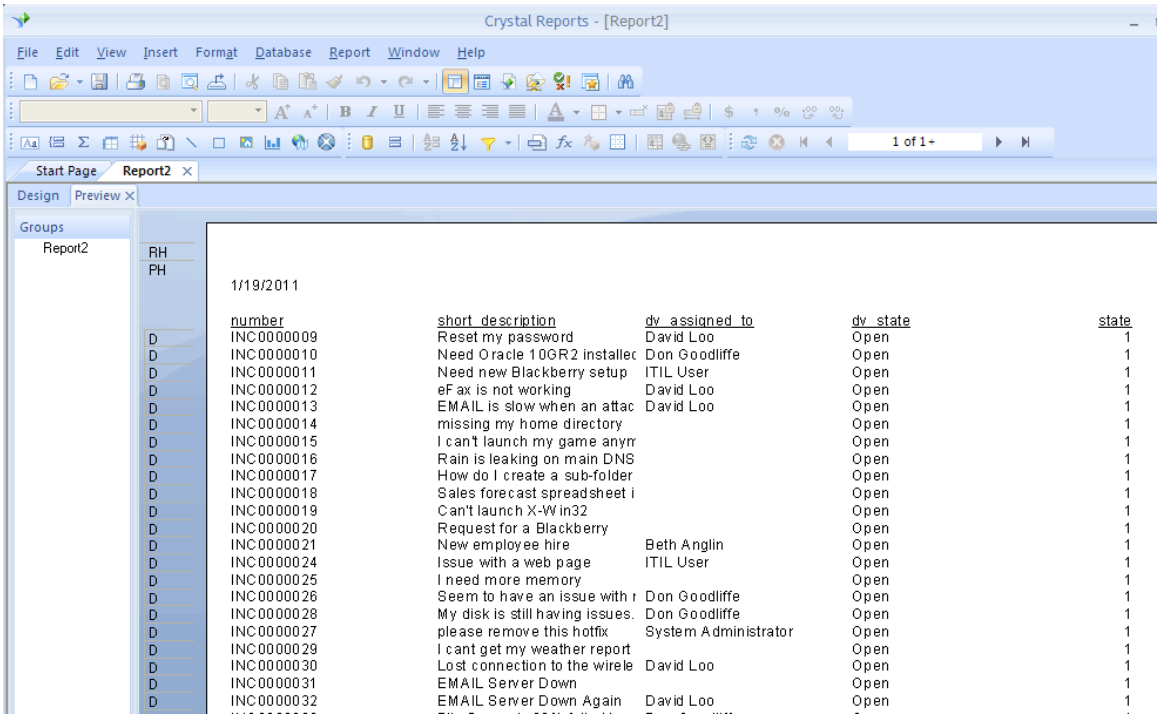


4. Select the available fields from the selected table.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Click **Finish** to render the report.



Domain separation and ODBC driver

This is an overview of domain separation and ODBC drivers.Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Basic*

- There is business logic to ensure data goes into the proper domain for the application's service provider use cases.
- In the application, the user interface, cache keys, reporting, rollups, aggregations, and so on, all consider domain at run time.
- The owner of the instance needs to be able to set up the application to function normally across multiple tenants.

Use case: As a service provider when I use chat to respond to a tenant-customer's message, the client must be able to see my response.

Related topics

Domain separation for service providers

Understanding domain separation and web services

Domain separation is supported in Web Services. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Standard*

The support level is Standard but has some exceptions or special conditions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Includes all aspects of **Basic** level support.
- Business logic: The service provider (SP) creates or modifies processes per customer. The use cases reflect proper use of the application by multiple SP customers in a single instance.
- The instance owner must be able to configure minimum viable product (MVP) business logic and data parameters. This configuration is done per tenant, as expected for the specific application.

Sample use case: An admin must be able to make comments required when a record closes for one tenant, but not for another.

For more information on support levels, see Application support for domain separation.

Related topics

Domain separation for service providers

Analyze REST and SOAP API usage

REST and SOAP API analytics allow you to track and analyze web service API usage.

Use analytics to help answer questions such as

- Which APIs are used most?
- Which API versions are being used? Can I deprecate older versions?
- Which API methods are being used?
- What resources are being accessed?
- Who is using each API and resource?

The instance tracks analytics for all inbound web services, including platform web services such as the REST Table API or the SOAP API, and custom web services such as scripted REST APIs and scripted SOAP web services. Analytics are aggregated by each resource and HTTP action combination.

Outbound web services, such as REST Messages, are not tracked.

Collect analytics for an API

Select which APIs to collect analytics for and select if requestor information should be collected for each API.

Before you begin

Note: API analytics is not available for certain APIs used for internal platform functionality, such as the UI and Mobile app APIs.

Role required: api_analytics_read or admin

About this task

When a new API is added, an inclusion list record is created automatically. You can modify or create new inclusion list records to manually configure which APIs and requestor information are logged.

Procedure

Navigate to **All** > **System Web Services** > **Inclusion List** and create a new record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

API Transactions Stats Inclusion Lists fields

Field	Description
API name	For REST APIs, enter the API name. This name should contain only the namespace and ID of the API. Do not include any request parameters in the API name. For example, for the Table API endpoints `api/now/table/incident` and `api/now/table/problem`, the namespace and ID are **now/table**. SOAP APIs do not support separate logging configurations for different APIs. You can configure logging for all SOAP APIs by modifying the SOAP APIs inclusion list record.
Collect API stats	Select this check box to track analytics for the specified API.
Collect API requestor stats	Select this check box to track which users make requests to this API. This option is available only if **Collect API stats** is selected.

View REST & SOAP API analytics

View overall API analytics, analytics per API, or analytics per requesting user in the REST & SOAP API Analytics dashboard.

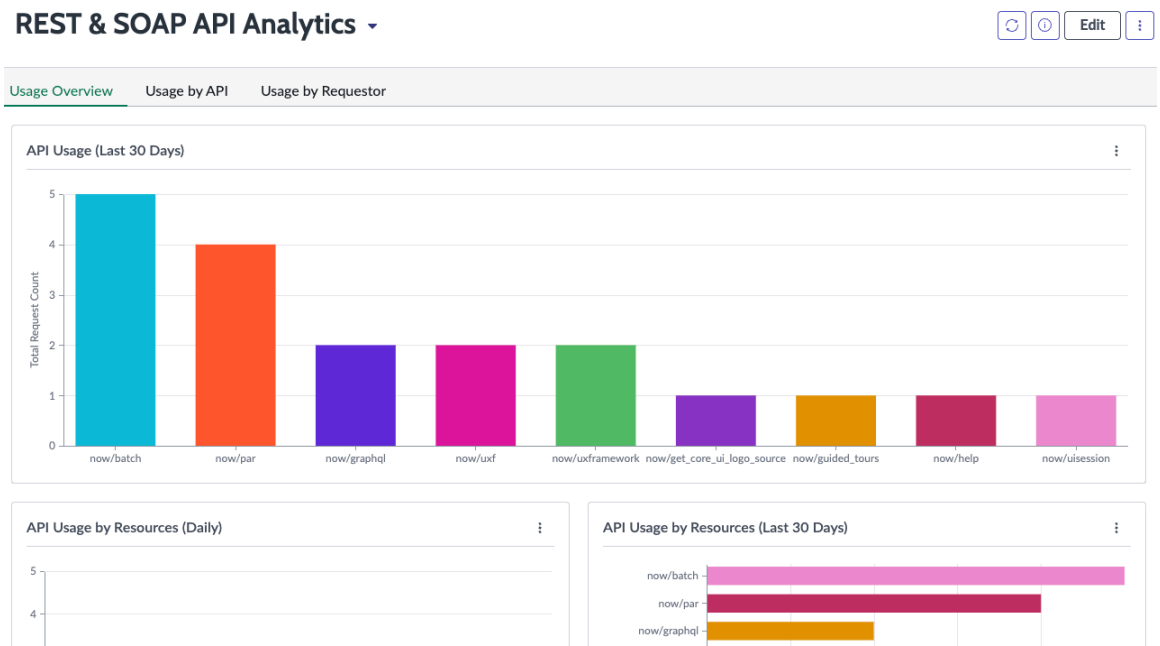
Before you begin

Role required: api_analytics_read, web_service_admin, or admin

About this task

The REST & SOAP API Analytics dashboard contains Usage Overview, Usage by API, and Usage by Requestor analytics. From the Usage by API and Usage by Requestor tabs, you can filter by API and requestor get more specific insights.

REST & SOAP API Analytics dashboard



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Web Services** > **Analytics Usage Overview** to open the REST & SOAP API Analytics dashboard.

   Tip: You can also access the dashboard from the context menu in the REST API Explorer or from the **API analytics** related link in custom web services forms.

2. Select one of the following tabs in the dashboard.

Option	Action
Usage Overview	View general usage statistics for all REST and SOAP APIs.
Usage by API	View detailed usage statistics for each API. **a.** From the **API Stats by API** menu, select one or more APIs. **b.** Move the selected APIs to the **Applied** list. **c.** Select **Apply**.
Usage by Requestor	View detailed usage statistics for each re questing user. **a.** Specify the API requestor analytics to view. **i.** From the **API Stats by Requestor** menu, select one or more requestors. **ii.** Move the selected requestors to the **Ap plied** list. **iii.** Select **Apply**. **b.** Specify the API analytics to view. **i.** From the **API Stats by API** menu, select one or more APIs. **ii.** Move the selected APIs to the **Applied** list. **iii.** Select **Apply**. If the selected user has not made requests to the selected API, no data is shown for that combination.

Related topics

Use the REST API Explorer

Dashboards in Platform Analytics

REST and SOAP API analytics collection and cleanup

API analytics uses scheduled jobs to collect and clean up analytics data.

The instance tracks all web service transactions for APIs on the inclusion list and maintains a daily history, aggregated by resource and HTTP action combination. Requester information is aggregated per requester, resource, and HTTP action combination and tracked up to the daily limit defined by the property *com.glide.api.stats.daily_ limit*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Refer to the following table to determine which requests are logged.

Logged requests

API name	Example resource	Response code	Description	Logged
now/table	/api/now/table/incident	Any except 401	Valid resource and table	Yes
now/table	/api/now/table/invalidResource	400	Valid resource but an invalid table	Yes
now/table	/api/now/table/incident	403	Requesting user has insufficient privileges	Yes
now/table	/api/now/table/incident	401	Requesting user is not authenticated	No
myApp/myScriptedApi	myApp/myScriptedApi/myResource	Any except 401	Valid resource	Yes
myApp/invalidApiName	• myApp/invalidApiName • myApp/invalidApiName/myResource	400	Invalid API, even with a matching inclusion list entry	No

On the 2nd of each month, the API Monthly Stats scheduled job calculates the monthly total for each resource and HTTP action combination. Each day the API Monthly Requestor Stats scheduled job calculates the monthly total for each resource, requester, and HTTP action combination based on daily scores older than 2 days.

Daily statistics are maintained for 33 days. Monthly totals are maintained for 13 months. Table cleaners for the sys_api_stats, sys_api_stats_requestor, and sys_api_stats_requestor_monthly tables remove analytics records older than these limits.

REST & SOAP API analytics naming

The **API Name** used when tracking API analytics is determined by the type of API being described, such as a REST API or a Scripted SOAP service.

API type	Description
REST	The API namespace and the first part of the URI following the namespace is used as the API name. For example, for the Table API endpoints `api/now/table/incident` and `api/now/table/problem`, the namespace and ID are **now/table**.
Direct SOAP (table does not extend Import Set Row table)	If the direct SOAP request accesses a table, Direct SOAP is used as the API name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

API type	Description
SOAP import (table extends Import Set Row table)	Import Set SOAP is used as the API name.
Scripted SOAP Services	The SOAP request endpoint page is used as the API name, such as my_service.do.

API analytics properties

Certain properties control the behavior of API analytics.

Property	Description
com.glide.api.stats.enabled	When true, enables the collection of API usage statistics. When false, no analytics are collected even for domains on the inclusion list. • Type: true | false • Default value: true • Location: Add to the System Properties [sys_properties] table
com.glide.api.stats.max_bytes_nursery_size	The maximum amount of memory, in bytes, used to store transaction data before it is written to the log. Transaction data is written to the log regularly based on the value of *com.glide.api.stats.persist_interval*. If a large volume of transactions exceeds this memory limit before the log is written, some transactions may not be logged. The event api.stats.cache.size.reached is fired if this limit is reached. This property value must be between 1 and 3 megabytes. • Type: integer • Default value: 3145728 • Location: Add to the System Properties [sys_properties] table
com.glide.api.stats.persist_interval	The frequency, in seconds, for writing transactions stored in memory to the log. This property value must be between 30 and 120 seconds. • Type: integer • Default value: 60 • Location: Add to the System Properties [sys_properties] table

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
com.glide.api.stats.daily_ limit	The daily limit of requestor stats records per instance node. As soon is the value is reached, data is no longer aggregated and stored for that day. The event api.stats.requestor.daily.limit.reached is fired if this limit is reached. • Type: integer • Default value: 20000 • Location: Add to the System Properties [sys_properties] table
glide.api.stats.debug	When true, enables debug logging for API stats. • Type: true | false • Default value: false • Location: Add to the System Properties [sys_properties] table

Query record data using the GraphQL API framework

Create a custom GraphQL API to query record data from a component or a third-party system.

For example, you can create a component that displays the cases associated with an SLA. You can use the Next Experience UI Framework to develop the component you need, and access case data from the platform by creating a GraphQL schema that defines data in the Case table.

To learn more about developing components, see Developing components for Workspace.

Benefits of GraphQL

GraphQL is a web query language optimized for client-side development. Using scripted GraphQL, you can:

- Discover fields and objects available to query through introspection.
- Query the exact data you need from a component.
- Manage multiple possible queries from a single API, as opposed to multiple endpoints for a REST request.
- Integrate with third-party systems by making the schema public.
- Generate the GraphQL query from your component and handle the response.

What to know before you begin

Before you start creating custom GraphQL APIs, make sure you have:

- GraphQL knowledge to create a schema.
- JavaScript knowledge to define the API behavior.
- General knowledge of web component concepts.
- A custom Workspace component to consume record data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Understanding of the ServiceNow data model that you want to expose in the schema.
- GlideRecord knowledge to map fields to record data in your resolver scripts.

GraphQL overview

Creating a scripted GraphQL API includes these parts:

GraphQL Schema Definition Language (SDL)

Define the structure and data type of fields available in a GraphQL query. You can define the SDL using the **Schema** script field in the GraphQL Scripted Schemas [sys_graphql_schema] table. The SDL only supports Query and Mutation operations.

Resolvers

Define the data returned by each field. You can define the resolvers for each field in the GraphQL Scripted Resolvers related list on the GraphQL Scripted Schemas form.

Typeresolvers

Resolve interfaces and unions into concrete GraphQL types. For example, you might define a union between an `incident` type and a `problem` type. Use the typeresolver script to define when to return which. You can define the typeresolvers in the GraphQL Scripted Typeresolvers related list on the GraphQL Scripted Schemas form.

Resolver mappings

Map resolvers to fields in the schema. You can define resolver mappings in the GraphQL Scripted Resolver Mappings related list on the GraphQL Scripted Schemas form.

To learn more about the GraphQL query language, see the GraphQL website.

To test queries to your GraphQL APIs, you can use the GraphQL Explorer, an integrated GraphQL testing tool. For more information, see Test GraphQL APIs with GraphQL Explorer.

Limitations

The following GraphQL features aren't supported:

- Subscription operations
- Custom scalar types

Introspection

By default, introspective queries into your custom schemas aren’t enabled. To turn on introspection, see Enable introspective queries for GraphQL schemas.

Namespaces

GraphQL APIs have two different namespaces:

Application namespace

The namespace for the custom application. To learn more about application namespaces, see Application scope.

Schema namespace

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The namespace for the schema to ensure that all queries are unique. You can have multiple schema namespaces in a single application.

When querying data, you must include both namespaces in your query. For example, the following query is searching for data with the following namespaces:

- Application namespace: `x_graph_scope`
- Schema namespace: `planet`

```
query {
  x_graph_scope {
    planet {
      findAll {
        name
        mass
        distance
      }
    }
  }
}
```

Directives and global functions

`@source` schema directive

Maps a GraphQL field to the value of a property of the parent object. If the field has a separate resolver script, the system uses the record that it resolves to instead of the parent object.

Use the `@source` directive in your schema script.

`@defer` query directive

Defer processing of a GraphQL fragment until later in the query. Use this query directive to delay returning data for slow-responding fields within a fragment. Stream the field results of the deferred fragment as a multi-part response.

Note: To use the `@defer` directive, your GraphQL client must accept multipart/mixed HTTP headers. For example, set the HTTP headers to `Accept: multipart/mixed; boundary="-"`.

Use the `@defer` directive to improve user time to interaction. Avoid applying this query directive indiscriminately as it can also cause performance degradations. Conduct performance testing to determine which fields can be deferred for better performance.

Resolver functions

These functions are available on the global *`env`* object.

- *`getArguments()`*: Returns the arguments of the previous field.
- *`getSource()`*: Returns the parent object.

Use in your resolver script.

Typeresolver functions

These functions are available on the global *`env`* object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `getArguments()`: Returns the arguments of the previous field.
- `getObject()`: Returns the parent object.
- `getTypeName()`: Returns the name of the interface or union type.

Use in your typeresolver script.

Demo application

To see a demo GraphQL PTO calendar schema with mutations and queries, enable the GraphQL Framework Demo Application plugin (com.glide.graphql.framework.demo).

Create a GraphQL schema

Create a GraphQL schema to make data available to GraphQL queries.

Before you begin

Role required: graphql_schema_admin or admin

Procedure

1. Navigate to **All** > **System Web Services** > **GraphQL** > **GraphQL APIs**.
2. Select **New**.
3. Complete these fields.

Field	Description
Name	Name of the schema.
Schema namespace	Must be unique within the name of the application.
Application	Read-only application that the schema is a part of.
Application namespace	Read-only. Works with the **Schema namespace** to avoid conflict with schemas with the same name.
Active	Option to turn the GraphQL schema on or off.
Schema	Schema definition that adheres to the GraphQL SDL format. Must be valid GraphQL syntax. Otherwise, error messages appear on save to indicate the syntax problem. **Note:** The following GraphQL features aren't supported: ○ Subscription operations ○ Custom scalar types

You can use this directive in your schema:

`@source`: Maps a GraphQL field to the value of a property of the parent object. If the field has a separate resolver script, the system uses the record that it resolves to instead of the parent object.

Example

This example defines an Incident object type in the schema and uses a resolver script to map the type to a GlideRecord from the Incident table. Using the `@source` directive maps the fields within the Incident type to the `value` or `display_value` in the Incident GlideRecord.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
type Incident {
    id: String @source(value: "sys_id.value")
    active: Boolean @source(value: "active.display_value")
    state: String @source(value: "state.display_value")
    priority: String @source(value: "priority.display_value")
    severity: String
    description: DisplayableString
    resolvedBy: User @source(value: "resolved_by.value")
    openedBy: User @source(value: "opened_by.value")
    child_incidents: String
    opened_at: String
    resolved_at: String
    closed_at: String
    work_notes: String
    comments: String @source(value: "comments.display_value")
    parent_incident: String
}
```

4. In the **Security** section, fill in the fields.

Field	Description
Requires authentication	Select this option to require authentication to access the schema. Clearing this option makes the schema available publicly.
Requires ACL authorization	Select this option to require ACL authorization of the entire API. In the **ACLs** field, select ACLs with the GraphQL type. To use ACL authorization for specific paths only, leave this option cleared and specify the level to evaluate ACLs against in the **Path ACL depth** field.
Requires SNC internal	Select this option if the schema requires the SNC internal role. This option appears only if the Explicit Roles plugin (com.glide.explicit_roles) is enabled.
Path ACL depth	Specify the level of the GraphQL API to which to apply ACLs. Setting the path depth to 3 or lower uses fewer resources and helps with returning query responses. To specify the ACLs to use for the path, you must create an ACL with the GraphQL type and add the exact API path beginning with the schema namespace in the **Name** field. For example: `/<planet>/<findAll>/<name>`. Wildcards aren't supported. For more information, see Configure an ACL rule. **Note:** The **ACLs** field applies to the entire API and is independent of the ACLs applied to specific paths.
ACLs	Select ACLs with the GraphQL type to check incoming queries against. The ACLs you select apply to the entire API. This option appears only if **Requires ACL authorization** is selected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The API returns clear error messages to users who don't have access to a schema, or who aren't authenticated when the API requires authentication to access.

5. Save the form.
6. **Optional:** Create a resolver script to define what value the schema returns when a component queries a field.
   If you don't define a resolver for a field, the query returns any matching field value from the parent object type. For example, suppose you have an Incident object type in your schema with a worknotes field. The Incident object type has a resolver that maps to a GlideRecord from the Incident table. If you don't create a resolver mapping for the worknotes field, the system searches the parent object's data source, which is the GlideRecord from the Incident table, for a worknotes field and assigns the associated value.

   a. Select the GraphQL Scripted Resolvers tab and select **New**.

   b. Complete the form.

Field	Description
Name	Name of the resolver.
Schema	Read-only schema namespace.
Application	Read-only application that the schema is a part of.
Script	Define the value returned when the field is queried. Functions available on the global `env` object: ▪ `getArguments()`: Returns the arguments of the previous field. ▪ `getSource()`: Returns the parent object. This script has access to GlideRecord.

Example

(Optional) This example returns a record from the User table when the associated field is queried:

```
(function process(/*ResolverEnvironment*/ env) {

    var userid = env.getArguments().id != null ?
 env.getArguments().id : env.getSource();
    var now_GR = new GlideRecord('sys_user');
    gr.addQuery('sys_id', userid);
    gr.queryO;
    return gr;

})(env);
```

   c. Select **Submit**.

7. **Optional:** Define the type resolvers for your schema to resolve interfaces and unions into concrete types.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select the GraphQL Scripted Type Resolvers tab and select **New**.

b. Complete the form.

Field	Description
Schema	Read-only schema namespace.
Type	The interface or union type defined in the schema.
Application	Read-only application that the schema is a part of.
Script	Define the value returned for union and interface types. Functions available on the global `env` object: ▪ `getArguments()`: Returns the arguments of the previous field. ▪ `getObject()`: Returns the parent object. ▪ `getTypeName()`: Returns the name of the interface or union type. This script has access to GlideRecord.

c. Select **Submit**.

8. **Optional:** Map the resolver and type resolver records to fields in the schema.
This mapping tells the system what value to return when a component queries a field.

a. Select the GraphQL Scripted Resolver Mappings tab and select **New**.

b. Complete the form.

Field	Description
Path	Path to the field in the schema you want to map.
Resolver	Resolver to use to define the data returned by the field.
Application	Read-only application that the schema is a part of.
Schema	Read-only schema namespace.

c. Select **Submit**.

Enable introspective queries for GraphQL schemas

Discover the queries and mutations supported by schemas on your instance by enabling introspection.

Before you begin
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

When introspective queries are enabled, GraphQL Explorer shows the schemas on the instance in the documentation pane and as auto-complete suggestions, which makes finding queries and mutations easier.

Note: Do not use introspective queries in a production environment.

Procedure

1. Navigate to **System Web Services** > **GraphQL** > **Properties**.
2. Select the **Enable/Disable introspective queries for the GlideRecord Schema** option.
3. Select the **Enable/Disable introspective queries for users to discover the supported GraphQL queries and types** option.
4. Select **Save**.

Test GraphQL APIs with GraphQL Explorer

Test query your GraphQL APIs using an integrated GraphQL testing tool.

Before you begin

Create a schema for your GraphQL API. For more information, see Create a GraphQL schema.

Enabling introspective queries allows GraphQL Explorer to show the schemas on the instance in the Documentation Explorer and as auto-complete suggestions, which makes finding queries and mutations easier. For more information, see Enable introspective queries for GraphQL schemas.

Note: Don't use introspective queries in a production environment.

Role required: graphql_schema_admin or admin

About this task

The GraphQL Explorer integrates the GraphiQL IDE into the ServiceNow AI Platform. For additional information about the interface, see the GraphiQL readme in the GraphiQL GitHub repository.

Procedure

1. Navigate to **All** > **System Web Services** > **GraphQL** > **GraphQL Explorer**.
2. **Optional:** If you enabled introspection, in the left sidebar, select the Show Documentation Explorer icon ( ) to view and search for available queries or mutations.
3. In the editor, enter a query to the schema.

   Include both the application and schema namespaces in the query. For information about directives you can apply, see Directives and global functions.

   Example

   This example shows using both the application and schema namespaces:

   - Application namespace: `x_graph_scope`
   - Schema namespace: `planet`

```
query {
  x_graph_scope {
    planet {
      findAll {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        name
        mass
        distance
      }
    }
  }
}
```

This example shows using the @defer directive to stream results for the openedBy field after the initial incident response.

```
query findIncidents {
  now {
    incident {
      findAll {
        description {
          displayValue
        }
        ...
        @defer(label: "my-label", if: true) {
          openedBy {
            firstName
            lastName
          }
        }
      }
    }
  }
}
```

4. **Optional:** At the bottom of the editor, select **Variables** and enter any necessary variables.
5. Select the Execute query icon ( ).

   Tip: You can also use a keyboard shortcut. To see the list of available keyboard shortcuts, select the Open short keys dialog icon ( ).

   The result of your query returns in the right pane.
6. **Optional:** Select the Add tab icon ( ) to run additional queries.

What to do next

If you need to view a list of previous queries, in left sidebar, select the Show History icon ( ).

To access record data in a component, you can create a custom component and query your scripted GraphQL schema from the component. For more information, see Query a GraphQL schema from a component.

Query a GraphQL schema from a component

Access record data in a component by querying your scripted GraphQL schema.

Before you begin

Role required: admin

1. Create a GraphQL schema.
2. Test GraphQL APIs with GraphQL Explorer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Disable introspective queries in your production environment.
4. Create a custom component.

Procedure

1. Navigate to your component directory.
2. Define the query in your component's `index.js` file.

   Remove introspective queries

   Do not use introspective queries for components deployed in a production environment.

   Include applicable namespaces

   Include both the application and schema namespaces in the query.

   Defer slow-responding fields

   You can apply the `@defer` query directive to a fragment to delay the processing of one or more slow-responding fields. Deferring slow-responding fields allows the query to return other fields first.

   Warning: Avoid applying this query directive indiscriminately as it can also cause performance degradations. Conduct performance testing to determine which fields can be deferred for better performance.

   Note:

   Example

```
const incidentQuery = `query ($sys_id: String!) {
    query (sys_id: $sys_id) {
        incident {
            _results {
                sys_id {
                    displayValue
                }
            }
        }
    }
}`;
```

3. Add the following line to the top of the script to import the *`createGraphQLEffect`* API into your component.

```
import {createGraphQLEffect} from
 '@servicenow/ui-effect-graphql';
```

4. Call the query using the `createGraphQLEffect` API. To learn more about this API, see the Developer Site.
5. Create action handlers to manage the result of the query.

   Example

```
actionHandlers: {
   [DATA_FETCH_REQUESTED]: dataFetchHandler,
   [DATA_FETCH_STARTED]: ({updateState}) =>
 updateState({loading: true}),
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  [DATA_FETCH_SUCCEEDED]: ({action, updateState}) =>
 updateState({data: action.payload}),
  [DATA_FETCH_FAILED]: () => { /* handle network error */ },
 }
```

Example:
This example shows a complete component including the query, the GraphQL API call, and action handlers to manage the response.

```
import {createCustomElement} from '@servicenow/ui-core';
import snabbdom from '@servicenow/ui-renderer-snabbdom';
import {createGraphQLEffect} from
 '@servicenow/ui-effect-graphql';

const GQL_QUERY = `
query query ($active: Boolean) {
    now {
        mySchema (active: $active) {
            myField {
                value
            }
         }
    }
}`;

const DATA_FETCH_REQUESTED = 'DATA_FETCH_REQUESTED';
const DATA_FETCH_STARTED = 'DATA_FETCH_STARTED';
const DATA_FETCH_SUCCEEDED = 'DATA_FETCH_SUCCEEDED';
const DATA_FETCH_FAILED = 'DATA_FETCH_FAILED';

const dataFetchHandler = createGraphQLEffect(GQL_QUERY, {
  variableList: ['active'],
  startActionType: DATA_FETCH_STARTED,    // gql http request
 started
  successActionType: DATA_FETCH_SUCCEEDED // gql request
 succeeded with result
  errorActionType: DATA_FETCH_FAILED      // gql http network
 request error (actual schema / server errors will succeed with
 error objects
});

const component = createCustomElement('now-component', {
  renderer: {type: snabbdom},
  view(state) {
    if(state.loading)
      return <div>Loading...</div>;

    if(!state.data)
      return <div>No Data</div>;

    return <div>My value:
 {state.data.data.now.mySchema.myField.value}</div>;
  },
  actionHandlers: {
   [DATA_FETCH_REQUESTED]: dataFetchHandler,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  [DATA_FETCH_STARTED]: ({updateState}) =>
 updateState({loading: true}),
  [DATA_FETCH_SUCCEEDED]: ({action, updateState}) =>
 updateState({data: action.payload}),
  [DATA_FETCH_FAILED]: () => { /* handle network error */ },
 }
});
```

GraphQL system properties

Configure GraphQL API framework behavior. For example, you can configure whether to allow introspective queries into your schema.

Navigate to **System Web Services** > **GraphQL** > **Properties** to change your GraphQL settings.

Label	Details	System property
Enable/Disable introspective queries for the GlideRecord Schema	Enabling this option allows the GraphQL Explorer to show the GlideRecord schema in the documentation pane and as auto-complete suggestions. • Type: Boolean • Default: False	*glide.graphql.glide_record_schem*
Enable/Disable debug logging for GraphQL	• Type: Boolean • Default: False	*glide.graphql.debug*
Enable/Disable introspective queries for users to discover the supported GraphQL queries and types. Introspection request require graphql_schema_admin role.	Enabling this option allows the GraphQL Explorer to show the GraphQL schema in the documentation pane and as auto-complete suggestions. • Type: Boolean • Default: False	*glide.graphql.introspection_enab*

REST APIs

REST (REpresentational State Transfer) is a simple stateless architecture that provides standards between computer systems on the web, making it easier for them to communicate with each other.

The ServiceNow AI Platform provides various REST APIs, which are active by default. These APIs provide the ability to interact with various ServiceNow functionality within your application. Such functionality includes the ability to perform create, read, update, and delete (CRUD) operations on existing tables (*Table* API), insert data into, retrieve information from, and run transforms against a MetricBase database (*MetricBase Time Series* API, and many others.

For a list of available REST APIs, see REST API reference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: You can view inbound API transactions in the Transaction logs. Use a link like the one below to view the transactions for the current day:

```
https://<instancename>.service-now.com/
syslog_transaction_list.do?sysparm_query=sys_created_onONToday
%40javascript%3Ags.beginningOfToday()%40javascript
%3Ags.endOfToday()%5Etype%3Drest
```

REST URI format and available parameters

ServiceNow REST APIs follow standard REST API protocol. They also provide "custom" URI and query parameters to ensure backwards compatibility and provide additional functionality such as paginating long lists of results. The following sections describe the functionality behind these custom parameters, which are all optional.

REST API versioning

ServiceNow REST API URIs may include a version number, such as `/api/now/v1/table/{tableName}`. Version numbers identify the endpoint version that a URI accesses. By specifying a version number in your URIs, you can ensure that future updates to the REST API do not negatively impact your integration.

URIs that do not specify a version number in the URI, such as `/api/now/table/{tableName}`, use the latest REST endpoint for your instance version.

Supported HTTP request methods

- GET
- DELETE
- HEAD
- PATCH
- POST
- PUT

For details on these methods, refer to the RFC-2616 Hypertext Transfer Protocol document.

Note:

- You can use the HEAD methods in place of GET methods to return a response without a response body.
- You cannot pass multiple records in POST, PUT, and PATCH operations. If you do, only the first record is processed, the rest are ignored.
- You cannot use POST, PUT, and PATCH to insert or update records into a Database view, as Database views are read-only.

Data format headers

REST APIs require the *Accept* and *Content-Type* request headers for proper data formatting for requests that contain a request body or response body. POST, PUT, PATCH, and DELETE operations require you to provide both headers. GET and HEAD operations require only the *Accept* header. Failing to provide the required headers results in a `400 Bad Request` error.

For most ServiceNow REST APIs these request headers support the following values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Accept: *application/json*, *application/xml*
- Content-Type: *application/json*, *application/xml*

For the list of specific values supported by each endpoint, refer to the REST API reference.

Other headers

All requests may contain an authentication header that specifies the user credentials to use for authentication.

You can also override HTTP methods, such as GET or POST, by setting the *X-http-method-override* header.

Special data handling

The following describes some of the data handling nuances within the REST API.

- How to clear a data field: Except for choice fields, you can pass an empty value in the parameter to clear the value in the database. For example, sending `{"short description":""}` clears the *short_description* field for the specified record.
- How currency fields are handled: Returned currency values are converted to the local currency based on the user's locale. When inserting data, no conversion is performed. This behavior applies to fields of the types `Currency` or `Price`.

  For example, if a user in the UK locale queries records with currency values in USD, the returned values are converted to GBP. However, if this user adds a new record with the currency field value in GBP, the value is stored in GBP without being converted to USD. This GBP value appears in USD if queried by a user in the US locale.

- UI data display versus values passed in a REST endpoint: The UI shows the database display value, which is manipulated data. A REST endpoint, by default, inserts and updates the actual values, which can be different from the display value. You can force a REST endpoint to treat passed values as display values by setting the sysparm_input_display_value request parameter to true.

Custom query parameters

The ServiceNow REST APIs use the following query parameters across many of the available APIs, providing consistent behavior across the APIs. Use these parameters to paginate large record sets, filter results, and restrict the number of records returned in a single query.

sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *sysparm_limit* values can impact system performance. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

	Default: 10000
sysparm_fields	Comma-separated list of fields to return in the response. Invalid fields are ignored. Data type: String Default: Return all fields.
sysparm_input_display_value	Flag that indicates whether to set field values using the display value or the actual value. Depending on the different types of fields, the endpoint may manipulate the passed in display values to store the proper values in the database. For example, if you send the display name for a reference field, the endpoint stores the sys_id for that value in the database. For date and time fields, when this parameter is true, the date and time value is adjusted for the current user's timezone. When false, the date and time value is inserted using the GMT timezone. Valid values: • true: Treats input values as display values and they are manipulated so they are stored properly in the database. • false: Treats input values as actual values and stores them in the database without manipulation. Data type: Boolean Default: false - This matches the data type that is returned during data retrieval (GET methods), which is the actual values. **Note:** To set the value of an encrypted field, you must set this parameter to `true`. If this parameter is not set to true, values submitted to encrypted fields are not saved. Additionally, the requesting user must have the appropriate encryption context prior to submitting the request. Encrypted fields are hidden for users without the appropriate encryption context. For more information on field encryption see Encryption.
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *`sysparm_offset`* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *`sysparm_offset`* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. You can use a UI filter to obtain a properly encoded query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

	Syntax: `sysparm_query=<col_name><operator><value>`. • <col_name>: Name of the table column to filter against. • <operator>: Supports the following values: ○ =: Exactly matches <value>. ○ !=: Does not match <value>. ○ ^: Logically AND multiple query statements. ○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose data type is string. ○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> fields whose data type is string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields whose data type is string. <value>: Value to match against. For more operators, see Operators available for filters and queries. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_nam` For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=t` Encoded queries also support order by functionality. To sort responses based on certain fields, use the ORDERBY and ORDERBYDESC clauses in *sysparm_query*. Syntax: • `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcategory` This query filters all active records and orders the results in ascending order by number, and then in descending order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores the invalid part. It then returns rows using only the valid portion of the query. You can control this behavior using the property *glide.invalid_query.returns_no_rows*. Set this property to true to return no rows on an invalid query. **Note:** The *glide.invalid_query.returns_no_rows* property controls the behavior of all queries across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service APIs. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

sysparm_view	UI view for which to render the data. Determines the fields returned in the response. Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precedent. Data type: String

Dot-walking in REST API requests

You can use dot-walking when specifying the *sysparm_query* or *sysparm_fields* parameters in requests to REST APIs that support those parameters.

Note: The Import Set API does not support dot-walking.

Dot-walking in sysparm_query

You can filter queries using related record values by dot-walking in the *sysparm_query* parameter. For example, you can retrieve all incident records where the incident **Company** has a specific **Stock symbol** value.

```
https://<instance>.service-now.com/api/now/table/incident?
sysparm_query=company.stock_symbol=NYX
```

Dot-walking in sysparm_fields

You can view field values from multiple tables by dot-walking in the *sysparm_fields* parameter. For example, you can retrieve the **Name**, **Sys_id**, and **Department** of each user that has certain roles, as well as the role **Name**.

The request runs on the User Roles [sys_user_has_role] table which defines a many-to-many relationship between users and roles. The response includes field values from the User [sys_user] and Roles [sys_user_role] tables.

```
https://<instance>.service-now.com/api/now/table/
sys_user_has_role?sysparm_fields=role%2Crole.name%2Cuser
%2Cuser.name%2Cuser.sys_id%2Cuser.department&sysparm_query=role
%3D3d43716d0f6002003a2d47bce1050e0d%5EORrole
%3Dac73b52d0f6002003a2d47bce1050eec&sysparm_display_value=true
```

```
{
"result": [
  {
   "user.name": "Fred Johnson",
   "user.sys_id": "f5a3716d0f6002003a2d47bce1050ed4",
   "role.name": "support",
   "user.department": {
      "display_value": "Accounting",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "link":
 "https://<instance>.service-now.com/api/now/table/cmn_departme
nt/5b3b13530f58c2003a2d47bce1050e96"
    },
   "role": {
      "display_value": "support",
      "link":
 "https://<instance>.service-now.com/api/now/table/sys_user_ro
le/3d43716d0f6002003a2d47bce1050e0d"
    },
   "user": {
      "display_value": "Fred Johnson",
      "link":
 "https://<instance>.service-now.com/api/now/table/sys_user/f5a3
716d0f6002003a2d47bce1050ed4"
    }
  },
  {
   "user.name": "Fred Johnson",
   "user.sys_id": "f5a3716d0f6002003a2d47bce1050ed4",
   "role.name": "asset_mgmt",
      "user.department": {
      "display_value": "Accounting",
      "link":
 "https://<instance>.service-now.com/api/now/table/cmn_departme
nt/5b3b13530f58c2003a2d47bce1050e96"
     },
    "role": {
       "display_value": "asset_mgmt",
       "link":
 "https://<instance>.service-now.com/api/now/table/sys_user_ro
le/ac73b52d0f6002003a2d47bce1050eec"
      },
    "user": {
       "display_value": "Fred Johnson",
       "link":
 "https://<instance>.service-now.com/api/now/table/sys_user/f5a3
716d0f6002003a2d47bce1050ed4"
       }
    }
  ]
}
```


REST API HTTP response codes

Calls made to REST endpoints return HTTP response codes. You can use these response codes to ensure that the REST API executed properly. If it did not, the endpoint returns an error response code. Use the information in the error response to troubleshoot issues with your call format. For a list of standard response codes that an endpoint may return, see REST API HTTP response codes. For the list of response codes returned by a specific ServiceNow REST API, see the REST API reference.

REST API security

By default, ServiceNow REST APIs use basic authentication or OAuth to authorize user access to REST APIs/endpoints. You can also configure your instance to use multi-factor authentication to access REST APIs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The user ID that you specify in a REST endpoint call is subject to access control in the same way as an interactive user. Each request requires the proper authentication information, such as user name and password. Ensure that each endpoint request includes an Authorization header with sufficient credentials to access the endpoint.

ServiceNow REST APIs also support cookies that enable binding to the existing session.

To use the certificate to call the API and information on mutual authentication, see Certificate-based authentication.

REST API access policies with the filter criterias such as IP, role, group and restrict the scope of API you can use the REST API Auth Scope. To know more about REST API access policy, see REST API access policies.

You can craft one single policy to block the incoming request, at a global REST API level by using the REST API Access policy from outside trusted network and at a basic REST authentication levels.

REST API roles

In addition to user authentication, each REST endpoint can have different requirements for the roles required to access the endpoint. Some require the admin role and others require API specific roles. Role requirements are specified in the access control list (ACL) associated with the REST API/endpoint. For specifics on the valid roles for each REST API/endpoint, refer to the REST API reference or locate the associated ACL for the API/endpoint within an instance through **System Security** > **Access Control (ACL)**.

REST API ACLs

REST API ACLs define criteria, such as the roles needed and conditions that a user must meet to access a ServiceNow REST API or endpoint. A single ACL may be defined for an entire REST API, such as the Table API and Attachment API ACLs, or for an individual endpoint, such as the clotho_rest_put ACL that only applies to MetricBase PUT methods.

The following ServiceNow REST API ACLs are available in the base system but are deactivated by default. All other ServiceNow REST API ACLs are active by default.

- Table API
- Aggregate API
- Import Set API
- Attachment API

For additional information on ACLs, see Access control list rules.

Important: You should never modify the names of REST API ACLs.

REST API table access

By default, all tables, including base system tables, global tables, and scoped tables are accessible through web services. You must fulfill any web service security requirements, such as basic authentication and ACLs to access tables through web services. Fields for which the calling entity does not have rights to because of ACLs are not returned in a REST query response.

To allow access to tables without any authentication or authorization, add the table name to the Public Pages [sys_public] table with a status of **Active**. The REST interface still enforces any

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

defined ACLs on associated tables. If ACL enforcement is not the desired behavior, you must deactivate the ACLs on the tables. However, making your APIs public is not suggested because doing so allows the public access to update data in the instance.

You can also control direct web service access to tables using the **Allow access to this table via web services** check box on the table application access settings. You must select this check box to enable web service interaction with the table.

Note: The application access fields controlling CRUD operations, such as **Can read** or **Can create** do not apply to web service requests.

Multi-factor authentication for inbound REST

From Yokohama release, Multi-factor authentication (MFA) is not required by default for REST API authentication using Basic Authentication. To know more, see this KB article.

Multi-factor authentication REST responses

The response to an MFA authentication request varies depending on the validity of the provided credentials and MFA token.

Responses

Result	Description
Basic auth credentials and MFA token are valid	User is authenticated and the session created. The request is processed normally.
Basic auth credentials are valid but MFA token is invalid or missing	Response returns error 401. The response includes the X-MFA_TOKEN header with the value **invalid**.
Basic auth credentials are invalid	Response returns error 401. The X-MFA_TOKEN header is not included in the response.

REST API CORS support

The REST API supports cross-origin resource sharing (CORS) security. CORS support allows you to define which domains can access each REST API. By defining a CORS rule for a domain, you can allow cross-origin requests from that domain. Cross-origin requests cannot be made from domains without a CORS rule.

Note: CORS support applies only to REST APIs, including scripted REST web services. Other web service APIs, such as the SOAP API, do not support CORS.

You can configure CORS to allow access to only certain APIs/endpoints, HTTP methods, and headers from other domains. For example, you can limit requests to the *Table* API from a specific domain to allow only GET operations.

To view the CORS rules defined on your instance, navigate to **System Web Services** > **CORS Rules**.

You can disable CORS support for an instance by setting the *glide.rest.cors.enabled* property to **false**. When **false**, no CORS evaluation is performed on incoming REST requests. This property is **true** by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

REST API Explorer

The REST API Explorer is a ServiceNow tool that uses information from your instance to provide a list of endpoints, methods, and variables that you can use to build and send REST requests.

After you build the request, the REST API Explorer provides code samples in multiple programming languages that you can use to initiate the request, and detailed request and response information.

To access the REST API Explorer, in your instance, navigate to **System Web Services** > **REST API Explorer**. You must have the rest_api_explorer role to access the REST API Explorer. For additional information, see Use the REST API Explorer.

Warning: The REST API Explorer interacts with data on the current instance. Use caution when working with requests that create, edit, or delete data on a production instance.

Automated Test Framework support

The Automated Test Framework (ATF) supports inbound REST test steps. You can create automated tests for custom inbound REST APIs that you create. Creating tests for your custom REST APIs simplifies upgrade testing, and makes it possible to verify that modifications to a REST API are backward compatible.

Example REST client applications

Several example REST client applications and source code are available to demonstrate integrations using REST web services. The example REST client applications demonstrate how to use the ServiceNow REST API with an external application, such as a NodeJS or iOS application.

Important: These applications are provided only as a demonstration of the REST functionality and are not officially supported.

The examples are open source and available to the community. You can use these example applications to help familiarize yourself with the REST functionality, or use them as a starting point to create your own REST client applications.

Users with the rest_api_explorer role can access the list of available client applications by navigating to **System Web Services** > **REST** > **Example Client Apps**.

When viewing the list of applications, click an application to view the source code and additional documentation hosted on GitHub.

Developer training

On the ServiceNow® Developer Site, you can get training for Inbound REST integrations and Outbound REST integrations.

Additional information

The remainder of the REST API section contains "how to" topics that describe specific implementations using the ServiceNow REST API and provides reference information that describes various data elements used by the ServiceNow REST API.

Related topics

REST API FAQ

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use the REST API Explorer

In this tutorial you will use the REST API Explorer to test the ServiceNow REST APIs.

The REST API Explorer allows you to discover ServiceNow REST APIs, quickly construct and execute requests, and view responses from ServiceNow REST APIs within your browser. Before beginning, ensure that your user account has the rest_api_explorer role. This role is required to complete the example procedures. For additional information on assigning roles, see Managing roles.

Access the REST API Explorer

View available REST API resources using the REST API Explorer.

Before you begin

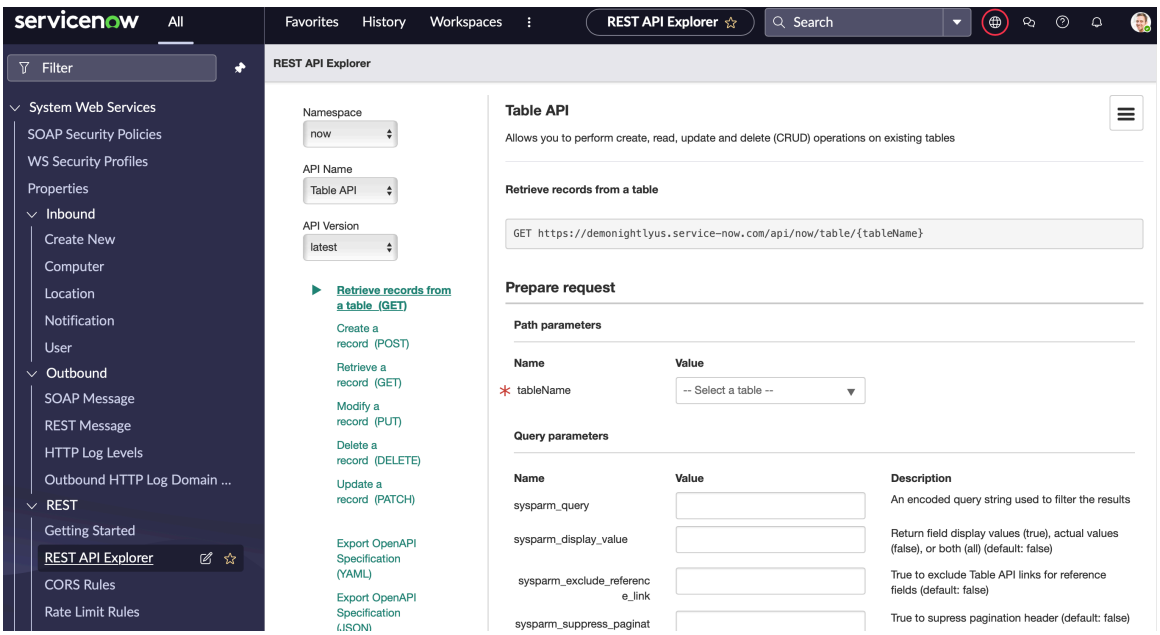
Role required: web_service_admin, rest_api_explorer, or admin

About this task

You can use the REST API Explorer to browse available APIs, API versions, and methods for each API. The explorer enables you to test REST API requests straight from the user interface.

Procedure

1. In your ServiceNow instance, click **All** in the top navigation menu.
   The **All** filter navigation opens.
2. From the **All** menu, do one of the following:
   - Expand the following module path: **System Web Services** > **REST** > **REST API Explorer**.
   - Enter "REST API Explorer" in the Filter search bar.
3. Click on the REST API Explorer module.
4. Click **Explore**.
   The REST API Explorer page opens.



Result

You can change the Namespace, API Name, and Version drop-down options to filter to a specific REST API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Retrieve existing incidents

Use a GET request to view existing incident records.

Before you begin

Role required: admin, web_service_admin, or rest_api_explorer

About this task

Use the REST API Explorer to send the following request:

```
GET https://instance.service-now.com/api/now/v1/table/incident
```

Procedure

1. In the top-left of the REST API Explorer, select **Table API** and version **v1**.
2. Click **Retrieve records from a table (GET)**.
   For more information about this API endpoint, see Table - GET /now/table/{tableName}.
3. In the Path Parameters section, select the **Incident (incident)** table.
4. Scroll to the bottom of the page and click **Send**.

   The response includes incident records from the instance. The REST API Explorer limits queries to 10 records at a time. Only the first 10 incident records appear. The response also includes a Link header that provides the URL to query the next 10 incident records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The response also indicates the **Status code** and **Execution time** (in milliseconds) of the request.

Response

Status code	200 OK
Execution time (ms)	85
Headers	
Cache-control	no-cache,no-store,must-revalidate,max-age=-1
Content-encoding	gzip
Content-type	application/json;charset=UTF-8
Date	Tue, 11 Sep 2018 18:46:42 GMT
Expires	0
Link	<https://[redacted]/api/now/v1/table/incident?sysparm_limit=1&sysparm_offset=0>;rel="first",<https://[redacted]/api/now/v1/table/incident?sysparm_limit=1&sysparm_offset=-1>;rel="prev",<https://[redacted]/api/now/v1/table/incident?sysparm_limit=1&sysparm_offset=1>;rel="next",<https://[redacted]/api/now/v1/table/incident?sysparm_limit=1&sysparm_offset=3>;rel="last"
Pragma	no-store,no-cache
Server	ServiceNow
Strict-transport-security	max-age=63072000; includeSubDomains
Transfer-encoding	chunked
X-is-logged-in	true
X-total-count	4
X-transaction-id	b955872c13e4

Response Body


```
{
  "result": [
    {
      "parent": "",
      "made_sla": "true",
      "caused_by": "",
      "watch_list": "",
      "upon_reject": "cancel",
      "sys_updated_on": "2018-08-02 16:40:36",
      "child_incidents": "0",
      "hold_reason": "",
      "approval_history": "",
      "skills": "",
      "number": "INC0010005",
      "resolved_by": "",
      "sys_updated_by": "admin",
```


Create an incident record

Use a POST request to create a new record.

Before you begin

Role required: admin, web_service_admin, or rest_api_explorer

About this task

Use the REST API Explorer to send the following request:

`POST https://instance.service-now.com/api/now/v1/table/incident`

For details about the Table API and examples, see Table API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

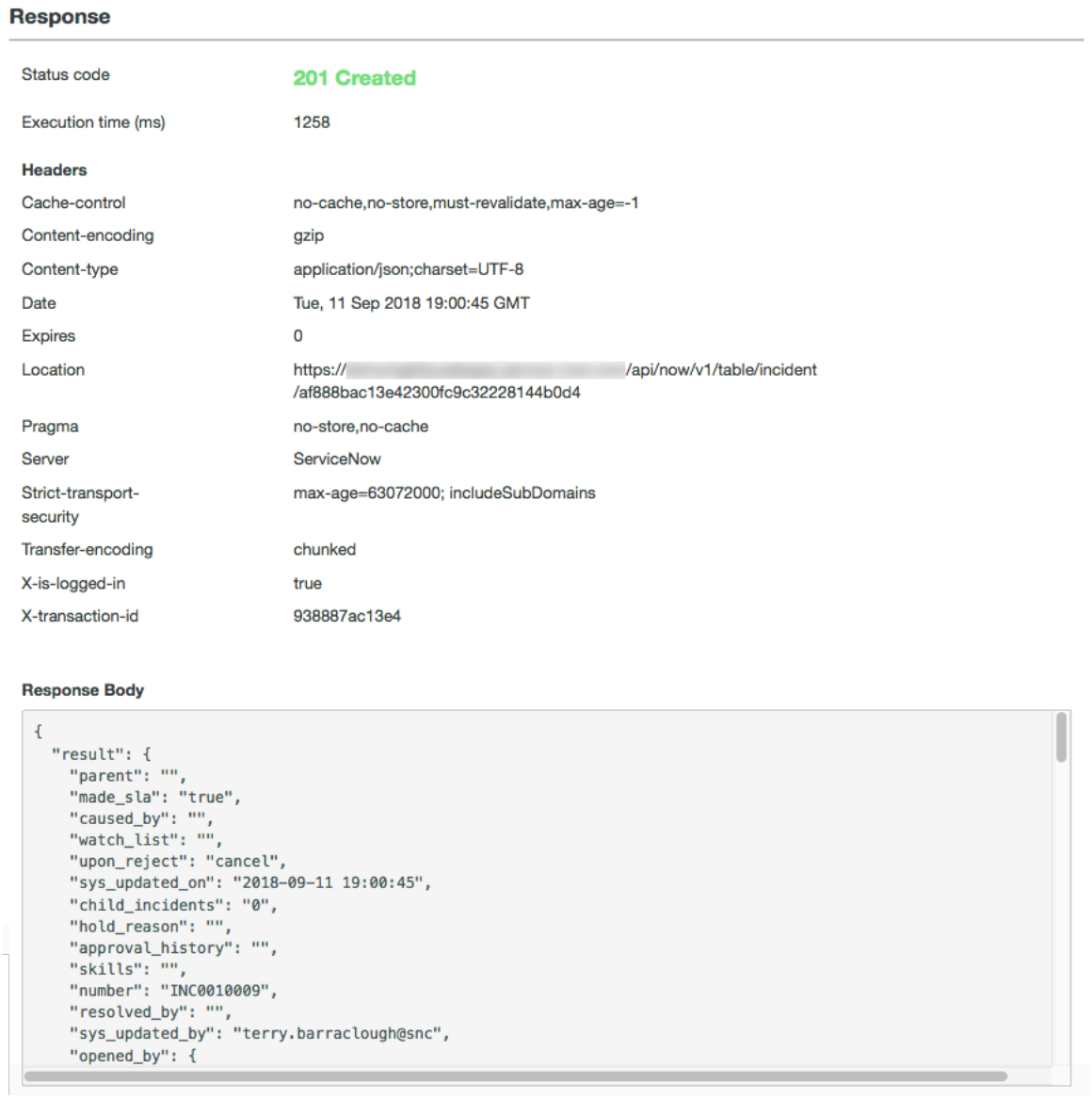
1. In the top-left of the REST API Explorer, select **Table API** and version **v1**.
2. Click **Create a record (POST)**.
   For more information about this API endpoint, see Table - POST /now/table/{tableName}.
3. In the Path Parameters section, select the **Incident (incident)** table.
4. In the Request Body section, click **Add a field**.
5. Select a field and specify a value for that field.
6. **Optional:** Click the plus sign (**+**) and specify any additional field to assign a value to.
   The request body updates automatically based on your entries, such as
   `{"short_description":"Test incident creation through REST", "comments":"These are my comments"}`
7. After constructing the request, click **Send**.

   The response includes a Location header that specifies where the incident was created and how to retrieve the incident.

   Tip: Record this header to use in the next part of this guide.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The response also indicates the **Status code** and **Execution time** (in milliseconds) of the request.



Read the inserted incident

Use the Location header from the POST response to run a GET request.

Before you begin

Role required: admin, web_service_admin, or rest_api_explorer

About this task

Use the REST API Explorer to send the following request:

```
GET https://instance.service-now.com/api/now/v1/table/incident/{sys_id}
```

Procedure

1. In the top-left of the REST API Explorer, click **Retrieve a record (GET)**.
2. In the Path Parameters section, select the incident table.
3. In the **sys_id** field, enter the sys_id of the record you created.

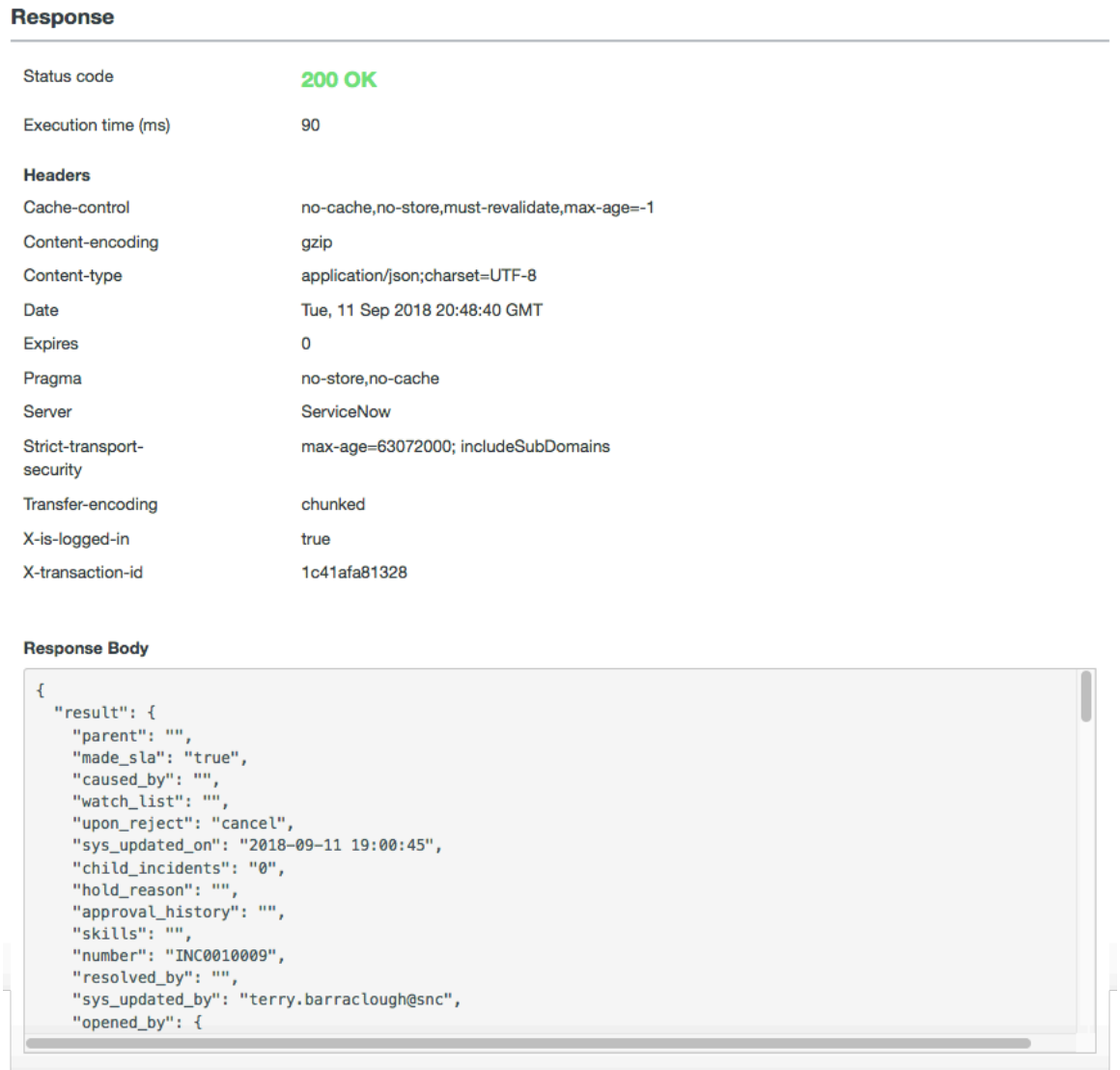
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The record sys_id appears as a 32-character string at the end of the POST response Location header.

4. Click **Send**.

   The response body contains a text representation of the record. You can control the format of the response, such as JSON or XML, using the **Response Format** field.

   The response also indicates the **Status code** and **Execution time** (in milliseconds) of the request.



Update the incident

Update the incident record using either a PUT or PATCH function.

Before you begin

Role required: admin, web_service_admin, or rest_api_explorer

About this task

Use the REST API Explorer to send the following request:

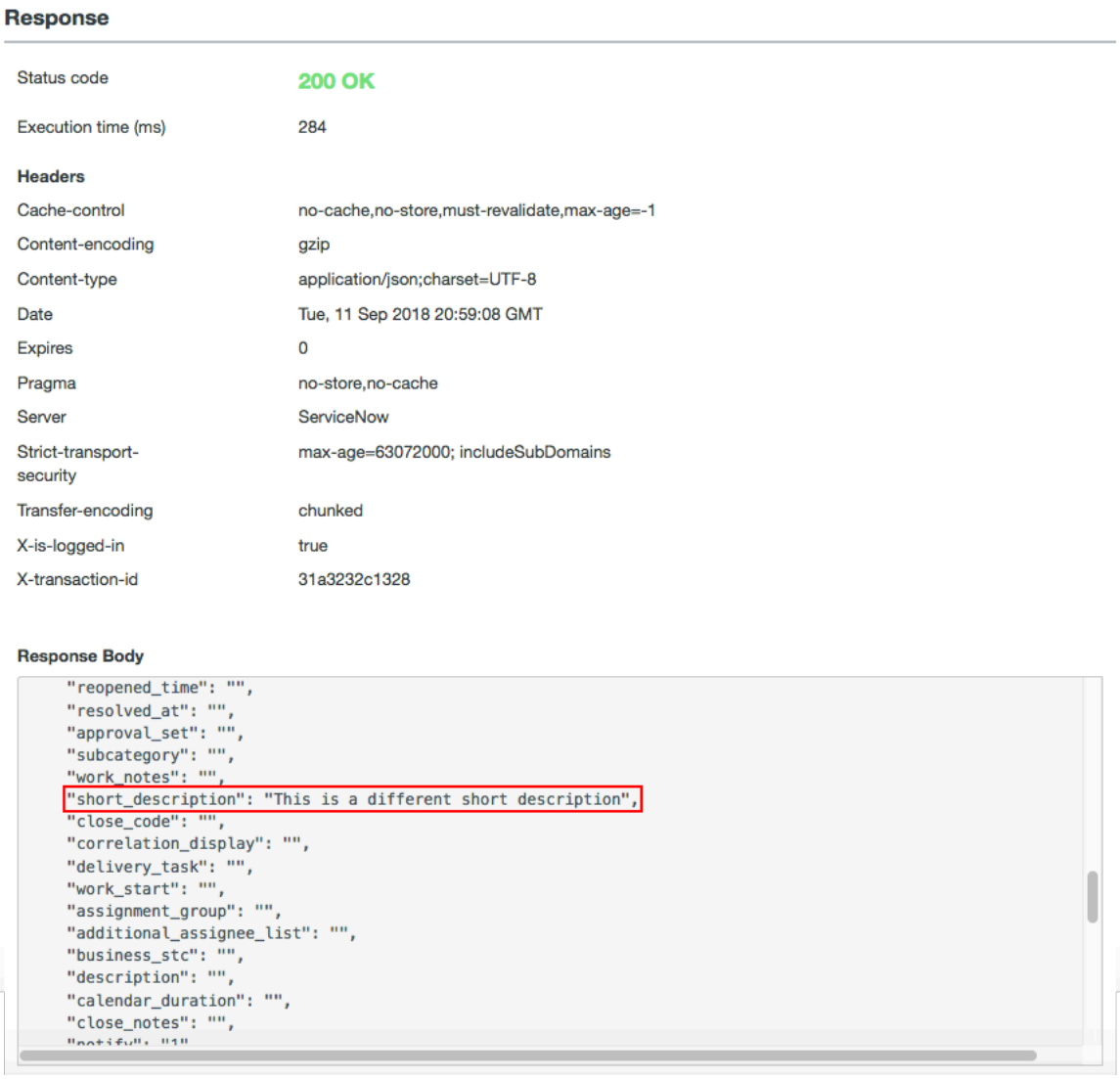
```
PUT https://instance.service-now.com/api/now/v1/table/incident/
{sys_id}?sysparm_exclude_ref_link=true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. In the top-left of the REST API Explorer, click **Modify a record (PUT)** or **Update a record (PATCH)**.
2. In the Path Parameters section, select the **Incident (incident)** table.
3. In the **sys_id** field, enter the sys_id of the record you created.
4. In the Request Body section, click **Add a field**.
5. Select the **Short description** field and specify a new value.
6. Click **Send**.

   The response indicates the **Status code** and **Execution time** (in milliseconds) of the request.



7. Verify that the Response Body contains the updated **short_description** value.

Delete the incident

Delete the incident using a DELETE request.

Before you begin

Role required: admin, web_service_admin, or rest_api_explorer

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

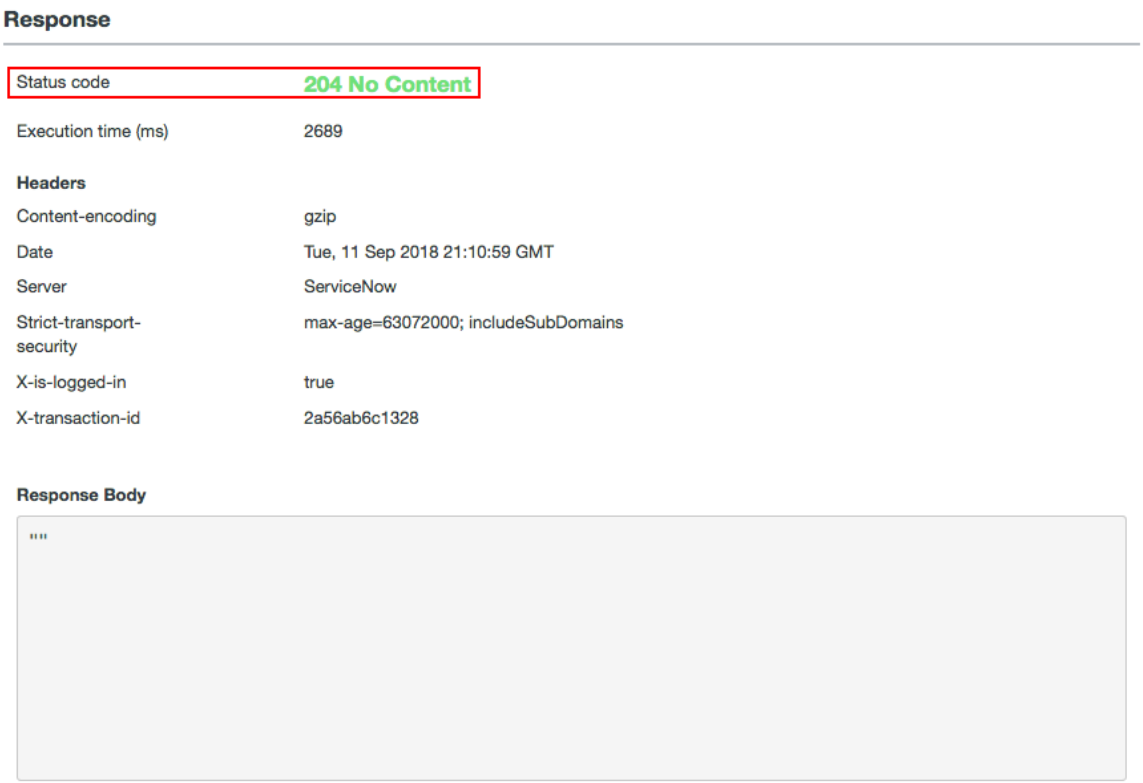
Use the REST API Explorer to send the following request:

```
DELETE https://instance.service-now.com/api/now/v1/table/
incident/{sys_id}
```

Procedure

1. In the top-left of the REST API Explorer, click **Delete a record (DELETE)**.
2. In the Path Parameters section, select the **Incident (incident)** table.
3. In the **sys_id** field, enter the sys_id of the record you created.
4. Click **Send**.

   The response indicates the **Status code** and **Execution time** (in milliseconds) of the request.



5. Verify that the response **Status code** is 204.

Explore the REST API for a table

You can explore the REST API for a table directly from that table. Explore the API using the REST API Explorer to quickly construct and test REST requests for that table.

Before you begin

Role required: itil, personalize_dictionary, and rest_api_explorer

Procedure

1. Navigate to any form or list.
2. In a form, right-click the form header and select **Configure** > **Table**.
3. Open the list title menu, select **Configure**, and click **Table**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Click the **Explore REST API** related link.
   The REST API Explorer opens, displaying the Table API for the selected table. If the table does not allow web service interaction, a warning appears instead.

What to do next
Use the REST API Explorer to construct and test REST requests for the table.

Export to OpenAPI specification

Export a REST API as an OpenAPI specification to import it into another web services tool.

Before you begin
Role required: web_service_admin, rest_api_explorer, or admin

Procedure
1. Navigate to **All** > **System Web Services** > **REST** > **REST API Explorer**.
2. Select the API you want to export.

   Example
   For example, use these choices to select the Table API for export.

Field	Value
Namespace	now
API Name	Table API
API Version	latest

3. Below the list of API methods, select the link for the export format you want to use.

Option	Description
Export OpenAPI Specification (YAML)	Format the export in YAML.
Export OpenAPI Specification (JSON)	Format the export in JSON.

   The browser displays a window to select a download location.
4. Select the download location and file name.
5. Save the file.

Result
The system downloads the API in the format you selected.

What to do next
Import the API into a web services tool such as Postman or Insomnia.

Inbound REST API rate limiting

To prevent excessive inbound REST API requests, set rules that limit the number of inbound REST API requests processed per hour. You can create rules to limit requests for specific users, users with specific roles, or all users.

Note: As requests reach an instance, each node maintains a rate limit count per user. Every 30 seconds, the count is committed to the database. As a result, a rate limit rule may not take effect for up to 30 seconds.

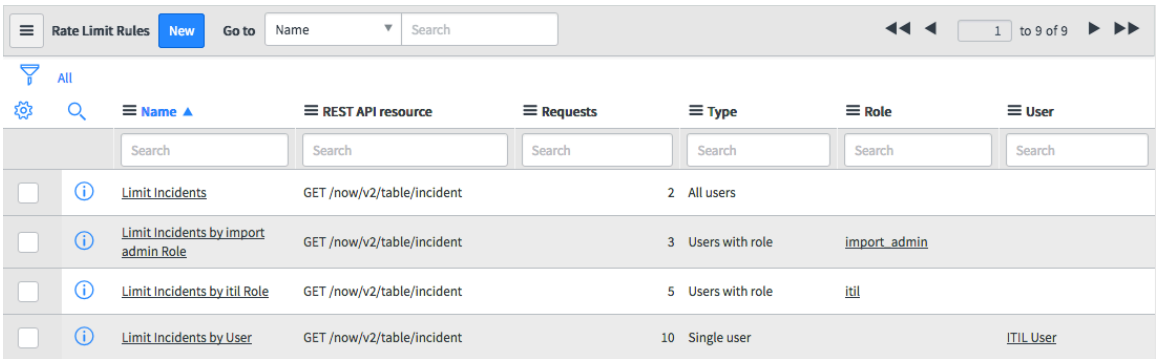
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Rate limiting priority

If an inbound REST API request matches multiple rate limit rules for the same resource, rate limiting priority is enforced as follows:

- Rules set for **Single user** override rules for **All users** and rules for **Users with role**.
- Rules set for **Users with role** override rules for **All users**.

In this example, there are four rate limit rules for the same REST API resource: `GET /now/v2/table/incident`:



These rate limit rules are applied in the following order:

1. **Limit Incidents by User** applies to ITIL User, who can submit up to 10 requests per hour.
2. **Limit Incidents by import admin Role** applies to each user with the import_admin role. Each user with the import_admin role can submit up to three requests per hour.
3. **Limit Incidents by itil Role** applies to each user with the itil role. Each user with the itil role can submit up to five requests per hour.
4. **Limit Incidents** applies to all users. Each user can submit up to two requests per hour.

When ITIL User makes the request `GET /now/v2/table/incident`, the request matches the criteria for three rules: **Limit Incidents**, **Limit Incidents by itil Role**, and **Limit Incidents by User**. Only the **Limit Incidents by User** rule is applied because it takes precedence over the other rules. As a result, ITIL User can submit a maximum of 10 requests per hour.

If a user has two or more roles matching the criteria of multiple rate limiting rules for a REST API resource, the rule allowing the lowest number of requests applies to the user's requests for the resource. For the example rules in the figure above, assume that user Abel Tuter has both the import_admin role and the itil role. When Abel Tuter submits a request, it meets the criteria for both the **Limit Incidents by admin Role** rule and the **Limit Incidents by itil Role** rule. Only the **Limit Incidents by admin Role** rule is applied because it allows the lowest number of requests. As a result, Abel Tuter can submit a maximum of three requests per hour.

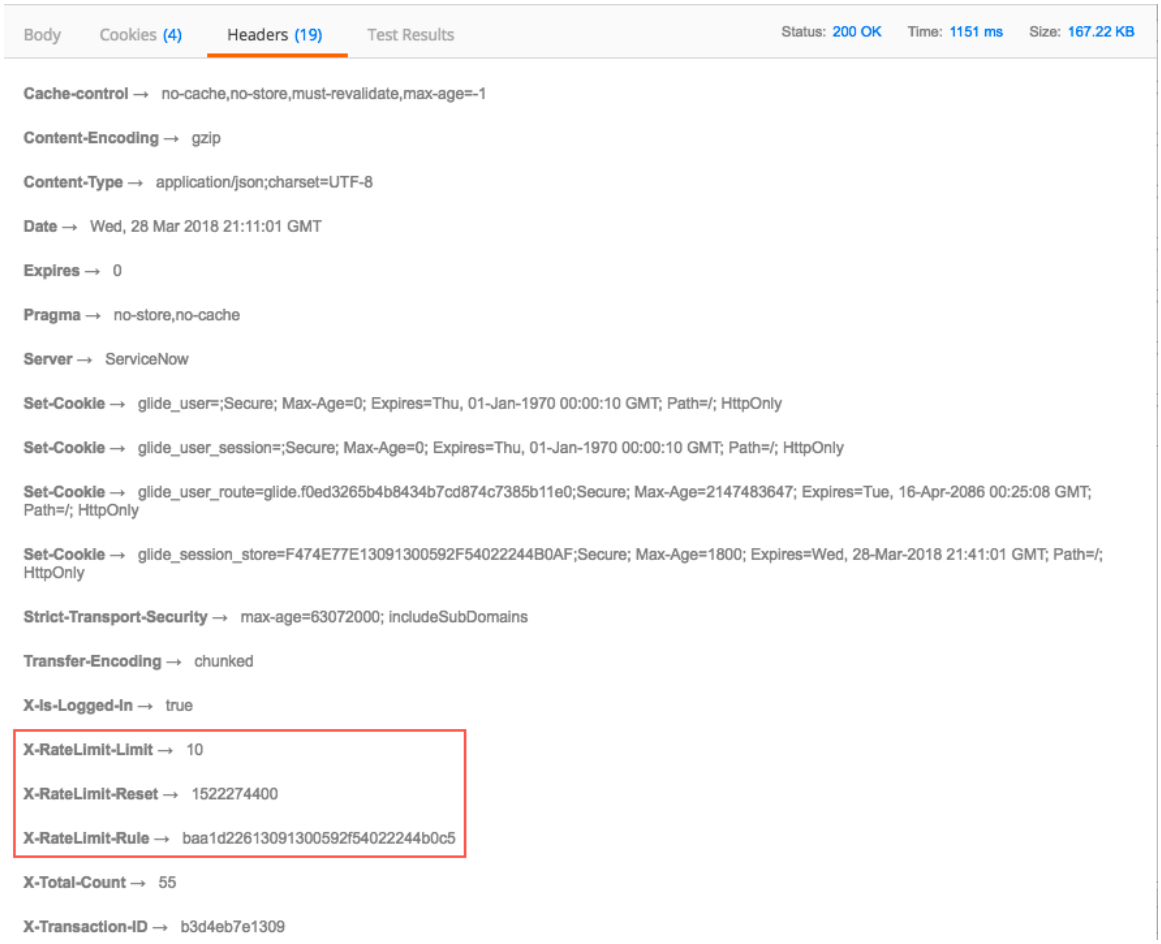
REST API response headers

You can generate inbound REST API requests using the Use the REST API Explorer or an HTTP client, such as Postman. If the request matches a rate limit rule, several HTTP response headers provide information about rate limiting:

- **X-RateLimit-Limit** displays the number of requests allowed per hour.
- **X-RateLimit-Reset** displays the Unix time until the next scheduled reset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **X-RateLimit-Rule** displays the sys_id of the rate limit rule that is being enforced.



If a request is denied because it exceeds the rate limit, the system returns a **Retry After** response header in addition to the response headers about rate limiting. The **Retry After** response header displays the number of seconds after which you can retry the request to avoid exceeding the rate limit. The following error response is returned:

```
{
    "error": {
        "message": "Rate limit exceeded",
        "detail": "Rate limit of 10 requests per hour for Table
 API exceeded"
    },
    "status": "failure"
}
```

The status of a denied request is `429 Too Many Requests`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create an inbound REST API rate limit

Create rate limit rules to limit the number of inbound REST API requests processed per hour.

Before you begin

Role required: rate_limit_admin

About this task

Set rate limits for all users, users with specific roles, or all users.

Note: As requests reach an instance, each node maintains a rate limit count per user. Every 30 seconds, the count is committed to the database. As a result, a rate limit rule may not take effect for up to 30 seconds.

Procedure

1. Navigate to **All** > **System Web Services** > **REST** > **Rate Limit Rules**.
2. Click **New** and enter the following field values.

REST API Rate Limit Rule form

Field	Description
REST API resource	Value derived from the values entered at the following fields.
Name	Unique name for the rate limit rule.
REST API	REST API selected from the list of all external-facing REST APIs for the instance.
Version	Version of the **REST API**. Values listed depend on the **REST API** selected.
Resource	Resource for the **Version**. Values listed depend on the **Version** selected.
Table	Table that you want to target. Appears only when you select **Table API** as the **REST API**.
Import set table	Import set table that you want to target. Appears only you select **Import Set API** as the **REST API**.
Active	Check box to indicate that the rate limit rule is active. Rate limit rules are activated by default as soon as you create them. You can deactivate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	rate limit rules to stop enforcing a rate limit or activate rate limit rules to resume enforcing a rate limit.
Request limit per hour	Maximum number of requests allowed per hour. **Note:** Whenever you update the value of this field, the ServiceNow AI Platform resets the count of requests to 0 and deletes all violations for the current hour.
Apply to	Users restricted by this rule: ○ **Single user** applies the rate limit to a specific user. ○ **Users with role** applies the rate limit to all users with a specific role. ○ **All users** applies the rate limit to all users.
Role	Role to which the rate limit applies. Appears only when you select **Users with role** at the **Apply to** field.
User	User to whom the rate limit applies. Appears only when you select **Single user** at the **Apply to** field.

3. Click **Submit**.
   The new rate limit goes into effect.

What to do next

After you submit the rule, the ServiceNow AI Platform adds the following related lists to the rule record:

Rate Limit Counts

Lists, by user, the number of inbound REST API requests affected by this rate limit rule.

Rate Limit Violations

Lists, by user, the violations of this rate limit rule.

You can use these related lists to Monitor inbound REST API rate limit counts and violations.

Reset an inbound REST API rate limit

Reset a rate limit rule to reset the rate limit count to zero (0) and delete any violations for the current hour.

Before you begin

Role required: rate_limit_admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Web Services** > **REST** > **Rate Limit Rules**.
2. Select the rate limit rule for which you want to reset the rate limit count.
3. Click the **Reset Rate Limit Counts** related link.

Result

For the current hour, the system resets the rate limit count for the rate limit rule to zero (0) and removes all violations. The system begins incrementing the rate limit counts and violations as REST API requests are received for processing.

Monitor inbound REST API rate limit counts and violations

To determine if you have set a rate limit rule appropriately, monitor the counts and violations for inbound REST API requests that are restricted by the rule.

Before you begin

Role required: rate_limit_admin

Procedure

1. Navigate to **All** > **System Web Services** > **REST** > **Rate Limits**.
2. Select the rate limit rule for which you want to monitor rate limit counts and violations.
3. View the information in the following related lists:
   - In the Rate Limit Counts related list, view the count of inbound REST API requests limited by the rule. This list is cleared daily.
   - In the Rate Limit Violations related list, view the number of inbound REST API requests that exceeded the **Request limit per hour** value for the rule. This list is cleared biweekly.

Investigate inbound REST API rate limit violations

Investigate rate limit violations to determine which rate limit rules are being exceeded and which users are exceeding those rate limits.

Before you begin

Role required: rate_limit_admin

About this task

Violations are created when inbound REST API requests reach the maximum allowed request count for a specific REST API for that hour.

Procedure

1. Navigate to **All** > **System Web Services** > **REST** > **Rate Limit Violations**.
2. On the Rate Limit Violations page, select the rate limit rule that you want to investigate.
3. On the Rate Limit Violations related list, review the violations by user. This list is cleared biweekly.

What to do next

You may need to reevaluate the **Request limit per hour** value for a rate limit rule, depending on the number of violations of that rule. You may also need to educate users about rate limits, depending on how many times specific users violate rate limit rules.

Debug in-bound REST queries

You can debug in-bound REST queries by reviewing the session debug log.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When the *glide.rest.debug* property is **true**, all in-bound REST processing is logged in the session debug log.

REST logging includes processing durations, headers, and the request body. Prolonged use of this property can affect performance, so it is best to use it while debugging REST processing, and then set the property back to **false**.

Note: You may not see the resulting log statements if you are not on the application node that processed your REST request. In this case, please contact Technical Support.

You can include session debug logs in a REST response body by passing the X-WantSessionDebugMessages header in the request. For more information, see Returning session debug logs in a REST response. To view debug logs, see Display debugging logs.

Sample log output

```
2014-03-19 11:10:37 (633) http-12 New transaction
083A6031D7231100261253B2B252035C #28 /api/now/table/incident
2014-03-19 11:10:37 (653) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Started initializing REST Request
2014-03-19 11:10:37 (653) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Request Method:POST
2014-03-19 11:10:37 (656) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Request Header: host:localhost:8080
2014-03-19 11:10:37 (656) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Request Header: user-agent:Mozilla/5.0
(Macintosh; Intel Mac OS X 10.7; rv:12.0) Gecko/20100101
Firefox/12.0
2014-03-19 11:10:37 (656) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Request Header: accept:application/json
2014-03-19 11:10:37 (656) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Request Header: accept-encoding:gzip,
deflate
2014-03-19 11:10:37 (656) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Request Header: connection:keep-alive
2014-03-19 11:10:37 (657) REST API-thread-1 SYSTEM
DEBUG: [REST API] RESTAPIProcessor : Request Header:
content-type:application/json; charset=UTF-8
2014-03-19 11:10:37 (657) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Request Header: content-length:31
2014-03-19 11:10:37 (657) REST API-thread-1 SYSTEM
DEBUG: [REST API] RESTAPIProcessor : Request Header:
cookie:glide_user_route=glide.20e7f4cd6bdc0d444810117aacc0eeae;
JSESSIONID=F07CE6ACF8AF237CB239AF43B7F360BF;
glide_user="U0N2MjoOMDNhNjAzMWQ3MjMxMTAwMjYxMjUzYjJiMjUyMDM2OTo
2ODE2Zjc5Y2MwYTgwMTY0MDFjNWEzM2J1MDRiZTQ0MQ==";
glide_user_session="U0N2MjoOMDNhNjAzMWQ3MjMxMTAwMjYxMjUzYjJiMjU
yMDM2OTo2ODE2Zjc5Y2MwYTgwMTY0MDFjNWEzM2J1MDRiZTQ0MQ=="
2014-03-19 11:10:37 (657) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Request Header: pragma:no-cache
2014-03-19 11:10:37 (657) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Request Header: cache-control:no-cache
2014-03-19 11:10:38 (357) REST API-thread-1 SYSTEM [REST API]
RouteRegistry : Loaded Routes to Cache
2014-03-19 11:10:38 (357) REST API-thread-1 SYSTEM DEBUG: [REST
API] RouteRegistry : Route loading time 0:00:00.105
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
2014-03-19 11:10:38 (357) REST API-thread-1 SYSTEM DEBUG: [REST
API] URIHandler : Resolving URI: /now/table/incident
2014-03-19 11:10:38 (391) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : URI Resolving Duration 387570:10:38.391
2014-03-19 11:10:38 (424) REST API-thread-1 SYSTEM DEBUG: [REST
API] RESTAPIProcessor : Finished initializing REST Request
2014-03-19 11:10:38 (540) REST API-thread-1
083A6031D7231100261253B2B252035C #28 /api/now/table/incident
Parameters ------------------------
api=api
2014-03-19 11:10:38 (541) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG:
[REST API] RESTAPIProcessor : Processing REST
Request /api/now/table/incident
2014-03-19 11:10:38 (541) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
RESTAPIProcessor : Pre-Service processing duration 0:00:00.000
2014-03-19 11:10:38 (548) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
ServiceHandler : Invoking Service TableAPIService
2014-03-19 11:10:38 (552) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
TableAPIService : Inserting record
2014-03-19 11:10:38 (560) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST
API] RequestDeserializer : Incoming Request
Body:{"short_description":"test me"}
2014-03-19 11:10:39 (508) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
TableAPIService : Glide Record Insert Duration 0:00:00.956
2014-03-19 11:10:39 (508) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
TableAPIService : Querying for inserted record
2014-03-19 11:10:39 (513) REST API-thread-1
083A6031D7231100261253B2B252035C #### Compiler Stats ####
2014-03-19 11:10:39 (514) REST API-thread-1
083A6031D7231100261253B2B252035C Compiles: 600, time: 1,130ms
2014-03-19 11:10:39 (514) REST API-thread-1
083A6031D7231100261253B2B252035C Cache name:
"syscache_expression", max: 8,192, size: 599, seeks: 34,182,
hits: 32,980, misses: 1,202, flushed: 0
2014-03-19 11:10:39 (514) REST API-thread-1
083A6031D7231100261253B2B252035C Total classes: 1,402, bytecode
length: 3,263,462
2014-03-19 11:10:39 (514) REST API-thread-1
083A6031D7231100261253B2B252035C Total loaders created: 601,
unloaded: 0, existing: 601
2014-03-19 11:10:39 (652) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
TableAPIService : Creating service result for insert request
2014-03-19 11:10:39 (655) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
ServiceHandler : End of Service InvocationTableAPIService
2014-03-19 11:10:39 (655) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
ServiceHandler : Service Invocation Duration 0:00:01.107
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
2014-03-19 11:10:39 (660) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
ServiceHandler : Serializing Response
2014-03-19 11:10:39 (706) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
ServiceHandler : End of Response Serialization
2014-03-19 11:10:39 (706) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
ServiceHandler : Response Serialization Duration 0:00:00.046
2014-03-19 11:10:39 (706) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
RESTAPIProcessor : Service handling duration 0:00:01.165
2014-03-19 11:10:39 (706) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
RESTAPIProcessor : End of Request Processing
2014-03-19 11:10:39 (706) REST API-thread-1
083A6031D7231100261253B2B252035C DEBUG: [REST API]
RESTAPIProcessor : REST Request Processing time 0:00:01.165
2014-03-19 11:10:39 (707) REST API-thread-1
083A6031D7231100261253B2B252035C #28 /api/now/table/incident
-- total transaction time: 0:00:02.074, total wait time:
0:00:00.001, session wait: 0:00:00.000, semaphore wait:
0:00:00.001, source: 127.0.0.1
```

Return session debug logs in a REST response

You can include session debug logs in a REST response body by passing the X-WantSessionDebugMessages header in the request.

To return session debug messages when session debugging is enabled for the current session, set the header X-WantSessionDebugMessages to **true** in the REST request.

Note: You must enable session debugging before sending this header.

Example: Request

This example demonstrates a Table API request made using REST API Explorer with *Session Debug SQL* enabled.

```
GET api/now/table/incident/9c573169c611228700193229fff72400
X-WantSessionDebugMessages:true
Content-Type: application/json;charset=UTF-8
Accept: application/json, text/plain,*/*
X-UserToken: <user token>
```

Example: Response body

```
{
  "result":{
    "description":"User can't access email on
 mail.company.com.",
    "number":"INC0000001"
  },
  "session":{
    "debug_logs":[
       {
         "type":"sql",
         "customerUpdate":false,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "line":"17:17:27.777: Time: 0:00:00.000 for:
 glide_master_db[glide.5] ..... sys_user_session0.`id` =
 '3BEA7001EB230200C46AC2EEF106FE2A'</span>",
        "debugClassSet":""
      },
     {
       "type":"sql",
       "customerUpdate":false,
       "line":"17:17:27.779: Time: 0:00:00.002
 for: glide_master_db[glide.6]  ... `sys_id` =
 '7fea7001eb230200c46ac2eef106fe2a'</span>",
       "debugClassSet":""
      }
   ]
  }
}
```


Related topics

Session debug

CORS domain requirements

When you define a cross-origin resource sharing (CORS) rule, the value you enter in the **Domain** field must meet certain requirements. Each CORS rule supports a single wildcard to match incoming Origin headers.

Requirements

The value you enter in the **Domain** field must meet the following requirements.

- Begins with HTTP : / / or HTTPS : / /.
- Is a domain pattern or IP address.
- Ends with alphanumeric characters preceded by a period, such as `.com`.
- Includes at most a single wildcard character immediately following the scheme and hierarchical portion of the domain pattern.

Wildcard

You can use a single wildcard character (*) in the domain pattern. Use this wildcard immediately following the scheme and hierarchical portion of the domain pattern, such as `http://*.domain.com` to include all subdomains. The wildcard must immediately follow the scheme and hierarchical portion of the domain pattern. If you use an IP address instead of domain pattern, you must enter the full IP address without a wildcard.

Note: You cannot use multiple wildcards, or specify a wildcard without a domain pattern. Values such as * or *.* are not supported.

Domain matching

When evaluating the Origin header in a request, ServiceNow prioritizes rules that match the domain pattern exactly. If no exact match is found, the next closest match is used.

For example, if there are rules for the domain patterns `http://*.blog.mysite.com` and `http://*.mysite.com`, a request from `http://alice.blog.mysite.com` will match the `http://*.blog.mysite.com` pattern.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Examples of valid and invalid domains

Examples

Valid domain	Invalid domain
`http://*.ms.net`	`https://*com`
`https://*.ms.com`	`http://*..com`
`https://*.com.au`	`http://192.168.1.*`
`http://192.168.1.1`	`http://*.168.1.126`
`http://*.service-now.com`	`http://blog.*.service-now.com`
`http://*.com`	`http://*com`

Define a CORS rule

You can define a CORS rule to control which domains can access REST API endpoints and other web resources.

Before you begin

Role required: cors_rule_admin, web_service_admin, or admin

Procedure

1. Navigate to **All** > **System Web Services** > **REST** > **CORS Rules**.
2. Select **New**.
3. On the form, fill in the fields.

CORS Rule form

Field	Description
Name	Enter a unique name for the rule.
Use Resource Path	Select this option to specify a path to a web resource. For REST APIs, leave this option cleared.
REST API	Select the REST API for the domain to access, such as the Table API.
Web Resource Path	If you selected **Use Resource Path**, enter a path to the web resource for the domain to access.
Domain	Enter the domain to access the specified REST API or web resource. This CORS rule is evaluated against requests from the specified domain. You can specify a domain pattern or an IP address. When using a domain pattern, you can use the wildcard character (`*`) to match incoming origin headers.
Max age	Enter the number of seconds to cache the client session. After an initial CORS request, further requests from the same client within the specified time don't require a preflight message. If you don't specify a value, the default value of 0 indicates that all requests require a preflight message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
For Embeddables	Reserved for future use.
Active	Select this option turn on the CORS rule.

4. Select the **HTTP Methods** tab and the HTTP methods allowed.
   Only the selected methods can be called from the specified domain.
5. Select the **HTTP Headers** tab and fill in the fields.

HTTP Headers section

Field	Description
Access-Control-Allow-Credentials	Option to allow sending credentials in the request. If this option is enabled, you can't use a wildcard in the **Domain** field.
Access-Control-Allow-Headers	Enter a comma-separated list of HTTP headers to allow in the request or the wildcard character (`*`) to allow any header.
Access-Control-Expose-Headers	Enter a comma-separated list of HTTP headers to send in the response.

6. Select **Submit**.

Enable OAuth with inbound REST

Using OAuth, you can pass a user ID and password once, and then use a token for subsequent REST requests instead of submitting credentials with each request.

About this task

OAuth can improve system security by reducing the number of times you submit user credentials. You can use OAuth to authenticate REST requests.

Procedure

1. Activate the OAuth 2.0 plugin.
   See Activate a plugin to learn how to activate plugins.
2. Set the system property *com.snc.platform.security.oauth.is.active* to true.
3. Navigate to **System OAuth > Application Registry**.
4. Click **New** and then click **Create an OAuth API endpoint for external clients**.
5. Record the **client_id** and **client_secret** values from the previous step to use when requesting an access token.

   Note: The example shown is about creating OAuth API endpoint using password grant type. You can also configure OAuth API endpoint using other grant types. For more information, see OAuth Inbound.

6. To get an access token, use your REST client, such as cURL or Postman, to send a request to the OAuth endpoint (`oauth_token.do`).

   Format the request as a URL-encoded HTTP POST body and include the required parameters.
7. Record the access token and refresh token from the response.
8. Submit the access token with subsequent REST requests.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

REST OAuth example

This example shows how to authenticate an inbound REST request using OAuth.

In this example, the OAuth token has a `client_id` of `a329c4515612210071a5e0c298ee2be8` and a `client_secret` of `password22`.

Getting an access token

```
curl
 -d "grant_type=password&client_id=a329c4515612210071a5e0c298ee2be8&client_secret
=password22&username=RESTUser&password=RESTUserPassword"
 https://<instance>.service-now.com/oauth_token.do
```

Sample token response

```
{
"scope": "useraccount",
"token_type": "Bearer",
"expires_in": 1799,
"refresh_token": "jZPdkEVrWvtMjrspldNjIS0uWM4D7QV9mgmcQXDVo5Qa_GVvmdR6NOp7
OM038EHJnd6nZpWocFer1NcJz4zwdw",
"access_token": "2wRlsRCT2SYjCCJP91kwo2EFzj5qg4O3I3aC09e0-0hz6Ib3YK7If-LMiNorN
uglfqbkL4AfkYC92KYHUCcbpQ"
}
```

REST request with OAuth token

```
curl -H "Accept:application/json" -H "Authorization:Bearer
 2wRlsRCT2SYjCCJP91kwo2EFzj5qg4O3I3aC09e0-0hz6Ib3YK7If-LMiNorNuglfqbkL4AfkYC92
KYHUCcbpQ" "https://<instance>.service-now.com/api/now/table/incident
```

REST API HTTP response codes

REST messages sent to an instance return a specific HTTP response code.

Status Code	Message	Details
200	Success	Success with response body.
201	Created	Success with response body.
204	Success	Success with no response body.
400	Bad Request	The request URI does not match the APIs in the system, or the operation failed for unknown reasons. Invalid headers can also cause this error.
401	Unauthorized	The user is not authorized to use the API.
403	Forbidden	The requested operation is not permitted for the user. This error can also be caused by ACL failures, or business rule or data policy constraints.
404	Not found	The requested resource was not found. This can be caused by an ACL constraint or if the resource does not exist.
405	Method not allowed	The HTTP action is not allowed for the requested REST API, or it is not supported by any API.
406	Not acceptable	The endpoint does not support the response format specified in the request Accept header.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status Code	Message	Details
415	Unsupported media type	The endpoint does not support the format of the request body.
500	Internal server error	An unexpected error occurred while processing the request. The response contains additional information about the error.
502	Bad gateway	The server, while acting as a gateway or proxy, received an invalid response from the upstream server.
503	Service unavailable	The server is currently unable to handle the request.

Scripted REST APIs

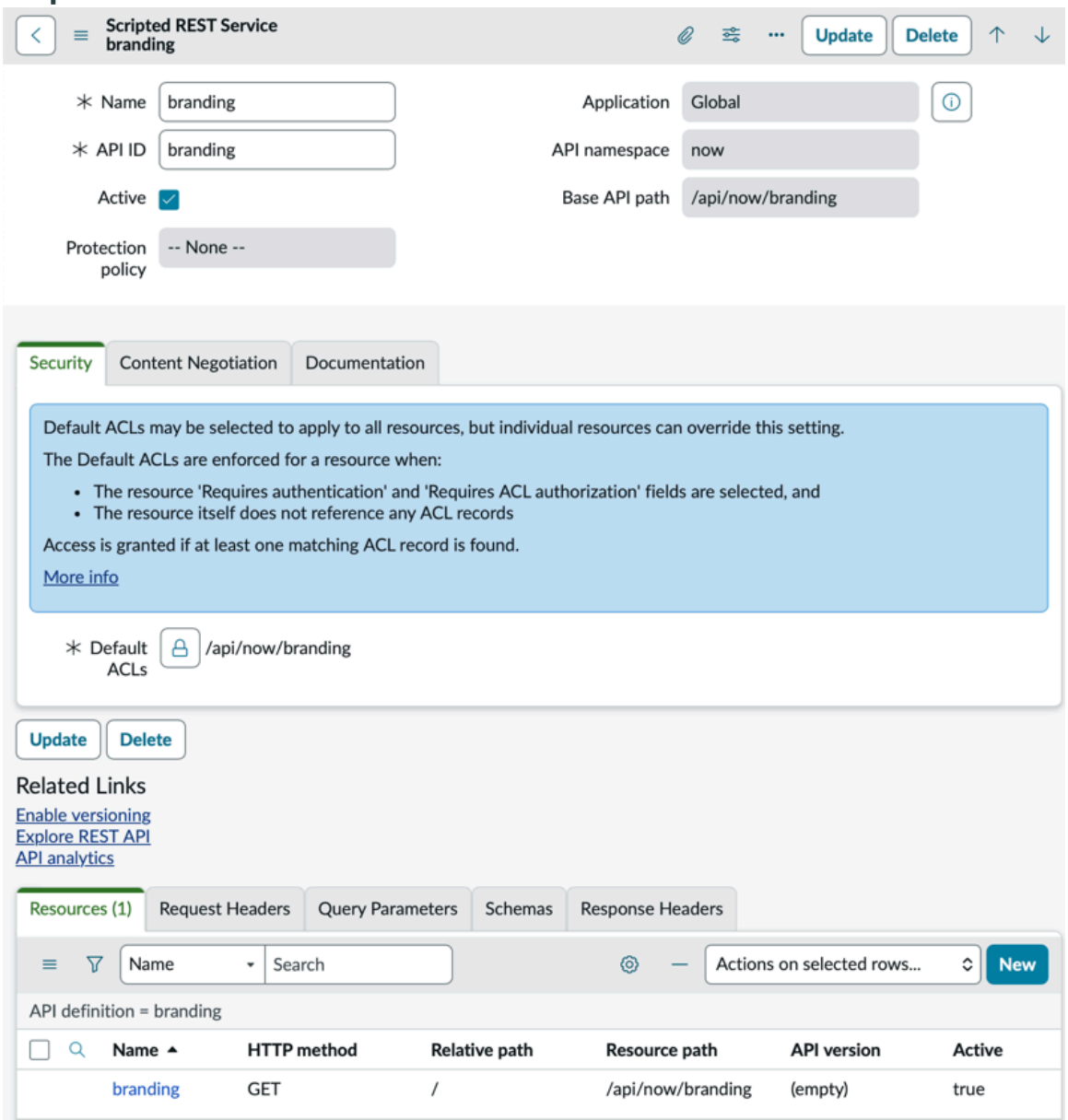
The scripted REST API feature allows application developers to build custom web service APIs.

You can define service endpoints, query parameters, schemas, and headers for a scripted REST API, as well as scripts to manage the request and response.

Scripted REST APIs generally follow the REST architecture, but you can customize them to use different conventions. You define scripted REST APIs using the Scripted REST Service form found under **Scripted Web Services** → **Scripted REST APIs**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scripted REST Service form



The following videos offer additional information about scripted REST APIs:

- Scripted REST APIs – Design
- Scripted REST APIs – Implementation

Scripted REST API URIs

Scripted REST API URIs have the following format:

```
https://<instance.service-now.com>/api/<name_space>/<version>/
<api_id>/<relative_path>
```

In this URI:

- *<instance.service-now.com>*: Path to the ServiceNow instance where users access the scripted REST API.
- *<name_space>*: For web services in the global scope, the name space is the value of the property *glide.appcreator.company.code*. For web services in a scoped application,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

the name space is the scope name, such as x_company_appname. For additional information on name spaces, see Application scope.

- *<version>*: Optional. Version of the endpoint to access if the API uses versioning, such as **v1**. You can access the default version of a versioned API by specifying the URI without a version number.
- *<api_id>*: Value of the **API ID** field on the Scripted REST Service form. By default this value is based on the service name.
- *<relative_path>*: Relative path defined for the resource in the Scripted REST Service form. Specifying a relative resource path allows you to have multiple resources using the same HTTP method, such as GET, in one web service. For example, a resource may specify the path `/{id}` when the web service has only one GET resource, or `/user/{id}` and `/message/{id}` when the web service has different resources for requesting user and message records.

Scripted REST API versioning

Scripted REST API URIs may include a version number, such as `/api/management/v1/table/{tableName}`. Version numbers identify the endpoint version that a URI accesses. By specifying a version number in your URIs, you can test and deploy changes without impacting existing integrations.

Default API version

A version may be marked as default. Specifying a default version allows users to access that version using a scripted REST endpoint without a version number. If no version is marked as default, the latest version is used as the default.

Scripted REST API resources

A scripted REST API resource is equivalent to a REST endpoint. It defines the HTTP method to execute, the processing script, and any override settings from the parent API. You can define one ore more resources per API.

Scripted REST API query parameters

Query parameters define values that requesting users can pass in a request. When creating a scripted REST API, you can specify which parameters are available and which are mandatory for each request. You can also associate a query parameter with multiple resources.

Access request parameters in scripts using the request object *`queryParams`* field.

Scripted REST schemas

Schemas define a structure that can be used for API requests and responses, including data type, expected fields, and formats. You can define multiple schemas within a scripted REST API, which can be used to specify request and response contents of the resources within that API.

Schemas must be defined using OpenAPI version 3.0.1 format.

Scripted REST API roles

To work with scripted REST APIs, you must have the web service administrator [web_service_admin] role. Users with this role can read, create, modify, and delete scripted REST APIs and web service resources.

Note: These roles are not required to access a scripted REST API endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request and response formats

By default, all resources in an API support the following request and response formats: application/json, application/xml, and text/xml. You can overrride the default formats at the API level. The new formats apply to all resources belonging to the API, unless an individual resource overrides the defaults.

Scripted REST API security

You can configure your scripted REST APIs with the necessary level of security. From public APIs/endpoints that don't require any security to highly secure APIs/endpoints that require user authentication with tight access control to all resources.

Use the API access policy feature to control the authentication method for the APIs. For more information, see API access policy.

Scripted REST API access controls

Access control lists (ACLs) define criteria, such as the roles needed and conditions that a user must meet to access a scripted REST API or endpoint. A requesting user must satisfy at least one of the ACLs. It is not necessary to satisfy all selected ACLs. You can define a single ACL for an entire REST API or for an individual endpoint.

Note: By default, scripted REST APIs contain an ACL that prohibits users with the snc_external role from making requests to the API.

When defining a scripted REST API ACL, it must have the **Type** value **REST_Endpoint**.

For additional information on ACLs, see Access control list rules and Configure a scripted REST API resource to require an ACL.

Scripted REST API security matrix

There are multiple possible security configurations for scripted REST APIs. Use this table to identify the scripted REST API security configuration that best suits your needs, and the field values to implement that configuration.

Scripted REST API security

Configuration	Scripted REST API	Scripted REST Resource		
	Default ACLs	Requires authentication	Requires ACL authorization	ACLs
The resource is public. No authentication or ACL is required.	Any value	False	Any value	Any value
The resource requires basic authentication only. No ACL is required.	Any value	True	False	Any value
The resource requires basic authentication only. ACL is required.	No ACL selected	True	True	No ACL selected
An ACL selected in the resource record is required.	Any value	True	True	One or more ACLs selected

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scripted REST API security (continued)

Configuration	Scripted REST API	Scripted REST Resource		
	Default ACLs	Requires authentication	Requires ACL authorization	ACLs
An ACL selected in the scripted REST API record is required.	One or more ACLs selected	True	True	No ACL selected

Scripted REST API error objects

Scripted REST APIs include error objects that allow you to respond to a request with a standard HTTP error message when an error occurs during request processing. You can use error objects in scripted REST API resources to alert requesting clients of errors. Use error objects to respond to incoming requests, not to catch errors within your server-side code.

Error response format

The content type of the response depends on the request Accept header. If the Accept header specifies an unsupported format, such as image/jpeg, the error response uses JSON.

Error responses follow this format:

```
{
  "error": {
    "message": "My error message",
    "detail": "My details"
  },
  "status": "failure"
}
```

The numeric status code, such as 404, is included in the response Status code header, not in the response body.

Automated Test Framework support

The Automated Test Framework (ATF) supports Inbound REST test steps. You can create automated tests for custom Inbound REST APIs that you create. Creating tests for your custom REST APIs simplifies upgrade testing, and makes it possible to verify that modifications to a REST API are backward compatible. See Administering REST test step configurations and ATF REST test step configurations.

Developer training

In the ServiceNow® Developer Site, you can find training for Scripted REST APIs.

Create a scripted REST API

Create a scripted REST API to define web service endpoints.

Before you begin

Role required: web_service_admin

About this task

By default, scripted REST APIs contain an ACL that prohibits users with the snc_external role from making requests to the API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Web Services** > **Scripted REST APIs**.
2. Click **New**.
3. Enter a **Name** for the service.
   The **API ID** is set automatically based on the **Name**. You can modify the **API ID** if needed.
4. Click **Submit**.

What to do next

After you create the API, configure the service as needed such as by creating resources, assigning ACLs, or specifying supported request and response formats.

Create a scripted REST API resource

Create a scripted REST API resource to define the HTTP method, the processing script, and to override settings from the parent service.

Before you begin

There must be a scripted REST API defined before you can create resources.
Role required: web_service_admin

About this task

By default, any new Scripted REST API resource you create contains an ACL that prohibits users with the snc_external role from making requests to the API.

Procedure

1. Navigate to **All** > **System Web Services** > **Scripted REST APIs**.
2. Select a scripted REST API record.
3. In the **Resources** related list, click **New**.
4. Enter a **Name**.
   The resource name affects the URI for sending requests to the API.
5. Select the **HTTP method** this resource implements, such as **GET**.
6. In the **Script** field, define how the operation parses and responds to requests.
7. **Optional:** Override settings from the parent REST API as needed, such as by specifying different security settings or valid content types.
8. **Optional:** On the **Documentation** tab, provide a **Short description** explaining how to access the resource.
   This information appears when exploring this resource using the REST API Explorer.
9. Click **Submit**.

What to do next

After creating the resource, you can associate headers and query parameters. For details, see Define scripted REST API headers and Define available query parameters.

Define a REST API response header

Define one or more REST API response headers in a REST API.

Before you begin

Role required: web_service_admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Create a REST response header in one of the following ways.

Option	Procedure
Create a response header from a REST API	**a.** Navigate to **All** > **System Web Services** > **Scripted REST APIs**. **b.** Select a scripted REST API record. **c.** In the **Response Headers** related list, se lect **New**.
Create a response header and associate it with a REST API	Navigate to **All** > **Filter** and enter `sys_ws_response_header.form`. **a.** Enter `sys_ws_response_header.form` in the filter navigator. **b.** In the **API** field, select or enter the API to as sociate with the response header.

2. In the **Header Name** field, add the name of the new header.
3. In the **Example value** field, enter an example of a valid header value.
4. Select **Submit**.
5. Repeat these steps for each response header that you want to define.

Result

The response headers that you added are included in the exportable OpenAPI specification in the REST API Explorer with a `type: string` schema definition. For more information about exporting OpenAPI specifications, see Export to OpenAPI specification.

Define a scripted REST API request header

Define scripted REST API request headers to control which headers the API accepts.

Before you begin

There must be a scripted REST API defined before you can create request headers.

Role required: web_service_admin

About this task

The following procedure describes the process for manual definition of a scripted REST API request header. For details about automatically generating request header definitions in non-production instances, see Automatically generate API request definitions.

Procedure

1. Navigate to **All** > **System Web Services** > **Scripted REST APIs**.
2. Select a scripted REST API record.
3. In the **Request Headers** related list, select **New**.
4. Enter a **Header name**.
5. Enter a **Short description** and **Example value** to explain how to use the header.
6. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. **Optional:** From the Request Headers tab, locate the header name and set **Is required** to "true" to document this request header as required.

   Note: If you set **Is required** to "true", the scripted REST service doesn't enforce requiring the header. To enforce requiring a header, you must add logic to the scripted REST API resource that rejects requests that are missing the required headers.

What to do next

After defining available headers, associate the headers with a scripted REST resource. For more information, see Associate a request header with a resource.

Associate a request header with a resource

Define which request headers are expected for each resource within a scripted REST API.

Before you begin

A REST API resource and a request header must already be defined within the scripted REST API.
Role required: web_service_admin

About this task

The following procedure describes the process for manually associating a REST API request header with a resource. For details about automatically generating request header definitions in non-production instances, see Automatically generate API request definitions.

Procedure

1. Create a Scripted REST Header Association record in one of the following ways

Option	Procedure
Navigate through a scripted REST API record	**a.** Navigate to **All** > **System Web Services** > **Scripted REST APIs**. **b.** Select a scripted REST API record. **c.** In the **Resources** related list, select a re source. **d.** In the **Request Header Associations** tab, select **New**.
Navigate directly to a new Scripted REST Header Association record	Navigate to **All** > **Filter** and enter `sys_ws_header_map.form`.

2. In the **API request header** field, select or enter the request header to associate with the resource.
3. **Optional:** In the **API resource** field, select or enter the API resource the request header should be associated with.
   If you navigated to a new Scripted REST Header Association record through a scripted REST API record, **API resource** is pre-populated.
4. Select **Submit**.

Result

The request headers that you added are included in the exportable OpenAPI specification in the REST API Explorer with a "type: string" schema definition. For more information about exporting OpenAPI specifications, see Export to OpenAPI specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Define a REST API schema

Specify the expected data structure for requests or responses within a REST API by defining a schema.

Before you begin

Role required: web_service_admin

About this task

Schemas are records that define the structure and format of request and response bodies and headers for a REST API in the OpenAPI 3.0.1 format. When you define a schema in the ServiceNow AI Platform, the schema is used to define the structure of requests and responses within the associated REST API. The schema data for the requests and responses is then available in the exportable OpenAPI specification for the API. For more information about exporting OpenAPI specifications, see Export to OpenAPI specification.

The following procedure describes the process for manual schema definition. For details about automatically generating request schema definitions in non-production instances, see Automatically generate API request definitions.

Procedure

1. Create a REST Schema in one of the following ways.

Option	Procedure
Navigate through a scripted REST API record	**a.** Navigate to **All** > **System Web Services** > **Scripted REST APIs**. **b.** Select a scripted REST API record. **c.** In the **Schemas** related list, select **New**.
Navigate directly to a new REST Schema record	**a.** Navigate to **All** > **Filter** and enter `sys_ws_schema.form`. **b.** In the **API** field, select or enter the API to associate with the schema.

2. In the **Name** field, enter a name for the schema.
3. In the **Schema** field, define the data type and structure of the new schema using the OpenAPI version 3.0.1 format.

   Example

   For example, the following entry specifies that the schema is an object that contains a first name. The first name is a string data type.

   ```
   { "type": "object", "properties": { "firstName": { "type":
    "string" } } }
   ```

4. Select an **OpenAPI version**.
5. In the **Description** field, summarize the expected structure of the new schema.
6. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next
Define additional schemas as needed. Use the schemas to specify the expected structure and format in a REST request or response. For more information, see Define an API resource request structure or Define an API resource response structure.

Define an API resource request structure

Add a schema to a REST request record to define the request's expected data structure.

Before you begin
You must define at least one REST API resource and at least one schema in the REST API before defining the request structure.
Role required: web_service_admin

About this task
The following procedure describes the process for manually adding a request schema to a resource. For details about automatically generating request schema definitions in non-production instances, see Automatically generate API request definitions.

Procedure
1. Navigate to a new REST Request record in one of the following ways.
   If you navigate through a scripted REST API record, most fields in the REST Request record are pre-populated.

Option	Procedure
Navigate through a scripted REST API record	**a.** Navigate to **All** > **System Web Services** > **Scripted REST APIs**. **b.** Select a scripted REST API record. **c.** In the **Resources** related list, select a re source. **d.** In the **Request Schema** tab, select **New**.
Navigate directly to a new REST Request record	**a.** Navigate to **All** > **Filter** and enter `sys_ws_request_spec.form`. **b.** In the **API** field, select an API. **c.** In the **API resource** field, select the API re source whose request schema you want to specify. **d.** In the **Version** field, select the API resource version. **e.** In the **Http method** field, select the method whose request schema you want to specify (for example, PUT).

2. In the **Schema** field, find or enter the schema you want to define the structure and format of the resource's request body.
3. In the **Description** field, summarize the expected format of the REST request.
4. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result

The schema you used to define the request body structure is included in the exportable OpenAPI specification in the REST API Explorer. For more information about exporting OpenAPI specifications, see Export to OpenAPI specification.

Define an API resource response structure

Add a schema and relevant response headers to a REST response to define the response's expected data structure.

Before you begin

At least one REST API resource and at least one schema must already be defined for use in the relevant REST API. You must also define any response headers you want to use. For more information, see Define a REST API response header.

Role required: web_service_admin

Procedure

1. Navigate to a new REST Response record in one of the following ways.
   If you navigate through the scripted REST API record, most fields in the REST Response record are pre-populated.

Option	Procedure
Navigate through a scripted REST API record	**a.** Navigate to **All** > **System Web Services** > **Scripted REST APIs**. **b.** Select a scripted REST API record. **c.** In the **Resources** related list, select a re source. **d.** In the **Response Schema** tab, select **New**.
Navigate directly to the REST Response record	**a.** Navigate to **All** > **Filter** and enter `sys_ws_response_spec.form`. **b.** In the **API** field, select an API. **c.** In the **API resource** field, select the API re source whose response format you want to specify. **d.** In the **Http method** field, select the method whose response format you want to specify (for example, GET). **e.** **Version** field, select the API resource ver sion.

2. In the **Http status** field, enter the HTTP status that the REST response specifications apply to (for example, 200).
   For example, return ABC status by entering 200.
3. In the **Schema** field, find or enter the schema that defines the structure and format for the resource's selected HTTP status, version, and method.
4. **Optional:** Add relevant response headers associated with the API.
   a. Select the Unlock Response Headers icon .
   b. Find or enter relevant response headers associated with the API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. In the **Description** field, summarize the expected format of the REST response.
6. Select **Submit**.

Result

The schema you used to define the response body structure is included in the exportable OpenAPI specification in the REST API Explorer. For more information about exporting OpenAPI specifications, see Export to OpenAPI specification.

Define available query parameters

Define available query parameters to control what values a requesting user can pass in the request URI.

Before you begin

Role required: web_service_admin

About this task

The following procedure describes the process for manually defining query parameters for a scripted REST API service. For details about automatically generating query parameters for requests in non-production instances, see Automatically generate API request definitions.

Procedure

1. Navigate to **All** > **System Web Services** > **Scripted REST APIs**.
2. Select a scripted REST API record.
3. In the **Query Parameters** related list, select **New**.
4. Specify the **Query parameter name**.
5. Enter a **Short description** and **Example value** to explain how to use the parameter.
6. Select **Submit**.
7. **Optional:** From the Query Parameters tab, locate the query parameter and set **Is required** to "true" to document this query parameter as required.

> **Note:** If you set **Is required** to "true", the scripted REST service doesn't enforce requiring the parameter. To enforce requiring a query parameter, you must add logic to the scripted REST API resource that rejects requests that are missing the required parameters.

What to do next

After defining available query parameters, associate the parameters to a scripted REST resource. For details, see Associate query parameters with a resource.

Associate query parameters with a resource

Associate scripted REST API query parameters with a resource.

Before you begin

Role required: web_service_admin

About this task

The following procedure describes the process for manually associating a query parameter with a resource. For details about automatically generating query parameters for requests in non-production instances, see Automatically generate API request definitions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Web Services** > **Scripted REST APIs**.
2. Select a scripted REST API record.
3. In the **Resources** related list, select **New**
4. In the **API query parameter**, select or enter the query parameter to associate with the resource.
5. In the **API resource**, select or enter the scripted REST API resource to associate with the query parameter.
6. Select **Submit**.

What to do next

After associating the parameters with a scripted REST resource, configure any required ACLs for the API or endpoint. For details, see Configure a scripted REST API resource to require an ACL.

Automatically generate API request definitions

Use sample requests made to an API resource to generate request header associations, query parameter associations, and a request schema for that resource.

Before you begin

An instance admin must set the system property *glide.rest.sampling.enabled* to true. To limit the likelihood of performance problems, only enable automatic generation of API request definitions in non-production instances.

Role required: web_service_admin

Procedure

1. Create a scripted REST API request sampling configuration in one of the following ways.

Option	Procedure
Navigate through a scripted REST API record	**a.** Navigate to **All** > **System Web Services** > **Scripted REST Services** > **Scripted REST APIs**. **b.** Select a scripted REST API record. **c.** In the **Resources** related list, select a re source. **d.** In the **Request Sampling Configuration** tab, select **New**.
Navigate directly to a new scripted REST API request sampling configuration	**a.** Navigate to **All** > **System Web Services** > **Scripted Web Services** > **Scripted REST Sampling Configurations**. **b.** Select **New**. **c.** In the **Rest resource** field, select or enter the scripted REST resource to automatically generate request definitions for.

2. In the **Max samples** field, enter the number of sample requests to analyze for automatic definition generation.
   You must enter a number from 1 through 1000.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select **Submit**.

   Requests made to the resource are sampled for analysis, up to the number of samples you set in step 5. After the maximum number of samples is reached, the request sampling configuration state is set to **analyzed** and REST request staging schemas are available for review.

   You can select **Complete Sampling** from the request sampling configuration record to end sampling before the maximum number of samples has been reached.

4. After sampling ends, return to the request sampling configuration you created by selecting its number from the **Request Sampling Configuration** tab of the scripted REST resource.
5. Select a record from the **REST Request Staging Schemas** list to review and edit the automatically generated request definitions in the **Headers**, **Body**, and **Query parameters** fields.
   Body structure is only generated for *PUT* and *POST* HTTP methods.
6. Select **Commit** to add the definitions to the scripted REST API resource and its associated scripted REST API service.

Result

- The committed REST request staging schema and the samples requests are deleted.
- **Headers** field content is used to create the resource's request header associations. The associated request headers are added to the relevant REST service's **Request Headers** tab.
- **Body** field content is used to create the resource's request schema. The resource's request schema is added to the relevant REST service's **Schemas** tab.
- **Query parameters** field content is used to create the resource's query parameter associations. The associated query parameters are added to the relevant REST service's **Query Parameters** tab.
- All committed request definitions that you added are included in the exportable OpenAPI specification in the REST API Explorer. For more information about exporting OpenAPI specifications, see Export to OpenAPI specification.

Configure a scripted REST API to require an ACL

Requests to scripted REST APIs respect platform ACLs, and the requesting user must meet any table ACL requirements to access instance data. Additionally, you can configure the scripted REST API to require a specific ACL.

Before you begin
Role required: web_service_admin

About this task
The ACLs selected in this task apply to all API endpoints.

Procedure

1. Navigate to **All** > **System Web Services** > **Scripted REST APIs**.
2. Select a scripted REST API.
3. In the **Default ACLs** field, select one or more ACLs that meet the security needs for the API. Select only those ACLs that have a **Type** of **REST_Endpoint**.
   A requesting user must satisfy at least one of the selected ACLs. It is not necessary to satisfy all selected ACLs.
4. Click **Update**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next
You can override the API security settings for each individual API resource/endpoint. For details, see Configure a scripted REST API resource to require an ACL.

Configure a scripted REST API resource to require an ACL

By default, API resources/endpoints inherit security settings from the parent API. Define custom ACLs for a specific resource/endpoint to override the inherited settings.

Before you begin
Role required: web_service_admin or admin

About this task
ACLs are checked for an authenticated user only.

Procedure
1. Navigate to **All** > **System Web Services** > **Scripted REST APIs**.
2. Select a scripted REST API.
3. In the **Resources** related list, select a resource.
4. In the **Security** tab, select the **Requires authentication** check box.
   You must select this check box to require an ACL for the resource. If you clear this check box, the resource becomes public and requires no credentials. Clear this check box only if you want to allow unauthenticated requests to access the resource, even if the parent REST service requires an ACL.
5. Select the **Requires ACL authorization** check box.
6. In the **ACL** field, select one or more ACLs that meet the security needs for the endpoint. Select only those ACLs that have a **Type** of **REST_Endpoint**. Only users who have roles defined in the selected REST_Endpoint type ACL are granted access to this resource.

   Selecting an ACL for a resource overrides any ACLs selected for the parent web service. Leave this field blank to use the ACLs selected for the parent web service.

Related topics
Configure a scripted REST API to require an ACL

Enable versioning for a scripted REST API

Enable versioning for a scripted REST API to provide multiple versions of the API while maintaining compatibility with existing integrations.

Before you begin
There must be a scripted REST API defined before you can enable versioning.
Role required: web_service_admin

Procedure
1. Navigate to **All** > **System Web Services** > **Scripted REST APIs**.
2. Select a scripted REST API.
3. Under **Related Links**, click **Enable versioning**.
   The **Enable versioning** pop up appears. The **Make version v1 default** check box is selected by default.
4. **Optional:** Clear the **Make version v1 default** check box to enable versioning without a default version.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Versioned APIs without a default version are accessible only by using the version-specific URI. Make version v1 default, or select a different version as default after you enable versioning.

5. Click **OK**.
   The **Versioning** embedded list is added to the Scripted REST Service form. You can add new versions or control which version is default from this list.

Add a version to a scripted REST API

Add a new version to a versioned scripted REST API to define new API behavior without impacting older versions.

Before you begin

There must be a scripted REST Service that has versioning enabled before you can add a new version.
Role required: web_service_admin

Procedure

1. Navigate to **All** > **System Web Services** > **Scripted REST APIs**.
2. Select a scripted REST API.
3. Under **Related Links**, click **Add new version**.
   The **Add new version** pop up appears.
4. **Optional:** Select **Make this version the default** to configure the REST service to use the new version as the default version.
5. **Optional:** In the **Copy existing resources from version** choice list, select an existing version to copy all resources from that version to the new version.
6. Click **OK**.

Control request and response content type

Controls which content types are allowed in scripted REST API requests and responses.

By default, scripted REST APIs support `application/json`, `application/xml`, and `text/xml`. User-defined custom content types (with `json` or `xml` subtypes) are also supported. For example, `application/vnd.collection+json` and `application/vnd.adobe.xdp+xml` are treated as JSON and XML, respectively.

Important: If the request body format is not of a `json` or `xml` subtype, use only the request body `dataStream` field to access the request body. Using request body `data`, `dataString`, `nextEntry()`, or `hasNext()` with a non-json or non-xml format results in a 500 error response.

Setting defaults

You can set default values for the API using the **Default supported request formats** and **Default supported response formats** fields. These fields define acceptable values users can pass in the Content-Type and Accept request headers, respectively. If a requesting user specifies an Accept or Content-Type header not supported by the API or resource, the instance responds with an HTTP error code of 406 or 415.

You can override these values for each resource using the **Supported request formats** and **Supported response formats** on the Scripted REST Service form.

Note: The **Supported request formats** field appears only for PUT, POST, and PATCH resources.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using wildcard values

You can use wildcard values when specifying valid content types.

- To perform a single-character wildcard search, use the percent sign (%) character. This wildcard finds words that contain any one character in place the percent-sign-character. For example, to find words such as text or test, search for: `te%t`.
- To perform a multiple-character wildcard search, use the asterisk (*) character. This wildcard finds words that contain zero or more characters in place of the asterisk-character. For example, to find words such as planned or placed, search for: `pl*d`.

Using the x-www-form-urlencoded content type

If a REST API or resource accepts the `application/x-www-form-urlencoded` content-type, you can retrieve the urlencoded values provided in the request as a JSON map. You can then supply these urlencoded key-value pairs as query parameters, in the request body, or both. They are combined and stored in the request parameters. Access these parameters through the `request.queryParams` object.

For example, if your API is defined to accept the `application/x-www-form-urlencoded` content-type and your API is implemented as follows,

```
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {

 response.setBody(request.queryParams);

})(request, response);
```

... then the following request yields the respective response:

```
POST to
 localhost:8080/api/now/some_api/some_resource?name3=value3&name
4=value4
```

Body:

```
name1=value1&name2=value2
```

Response:

```
{ "result":
    { "name4": [ "value4" ], "name3": [ "value3" ], "name2":
 [ "value2" ],
      "name1": [ "value1" ]
    }
}
```

Sending binary type in a response

When sending a binary type in a response, you must set the response content type and write the binary stream directly using a `RESTAPIResponseStream` object. You can access this object by calling `getStreamWriter()` on the response object. For more information, see.

Controlling maximum request size

You can specify the maximum file size allowed in a scripted REST API request payload.

The file size limit applies when accessing any of the following variables or functions from a RESTAPIRequestBody object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `data`
- `dataString`
- `nextEntry()`
- `hasNext()`

Accessing these variables or functions with a request payload that exceeds the maximum size causes the service to respond with error code 400.

The file size limit does not apply when accessing the `dataStream` variable.

Maximum request size properties

Several properties control the maximum allowed request size. Add these properties to the System Properties [sys_properties] table to specify a maximum request size.

Properties

Property	Default value	Description
glide.rest.scripted.max_inbound_content_length_mb	10	The maximum size, in megabytes, for a scrip gzipped.
glide.rest.scripted.max_inbound_gzip_content_length_mb	1	The maximum size, in megabytes, for a scrip gzipped.
glide.rest.max_content_length	10	The maximum size, in megabytes, for a scrip not it is gzipped. Maximum: 25 As a result, even if *glide.rest.scripted.max_inbou* *glide.rest.scripted.max_inbou* are set, the request body is limited to the va *glide.rest.max_content_length*.

Scripted REST APIs good practices

Follow these guidelines when designing and implementing scripted REST APIs.

Follow REST API conventions

Use REST API standards to provide a consistent and easy to use interface for clients. REST API conventions define specific behavior for each type of method. Use the following guidelines as a starting point for designing your API.

- *GET* operations only query data. A GET request should never modify data.
- *POST* operations create new records but do not modify existing records.
- *PUT* and *PATCH* operations modify existing records.
- *DELETE* operations destroy records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use versioning to control changes to your API

Use versioning to implement new functionality and avoid breaking existing integrations. When you introduce significant functionality changes to your API, create a new version of the API first. Do not introduce behavior that will break existing integrations in a published version.

Using versioning allows you to implement significant changes to your API without breaking existing clients. You can then release the new version of the API for new clients while allowing existing clients to upgrade at their own pace.

Encourage clients to use a version-specific API, or configure the API without a default version to force clients to specify a version. You can also make new, optional behavior available by adding an optional parameter to an existing version.

Return an informative HTTP status code

Return a status code that informs the requestor of the success or failure of the request. Return an HTTP status code that helps the client understand the result of the request. Use the following guidelines for common status codes.

Common status codes

Status code	Description
200	Indicates that the request was completed successfully.
201	Indicates that a record was created successfully.
204	Indicates that a record was deleted successfully.
40X (401, 404)	Status codes in the 400 range indicate a client error, such as 400 for invalid request syntax.
50X (500, 503)	Status codes in the 500 range indicate that a server error occurred. The client request may have been valid or invalid, but a problem occurred on the server that prevented it from processing the request.

Return useful error information

Provide the client with enough information in error messages to allow them to understand the problem without having to refer to your API documentation. An error response should include a helpful error message, as well as an error status code.

For example, when a client queries a record that does not exist, you can return the error message "The specified record does not exist. Ensure that a record with the ID of <id value> exists in the application." along with a 404 status code.

The scripted REST API feature includes several preconfigured error objects you can use for commonly-encountered errors, and a customizable ServiceRequest error object you can use when the preconfigured error objects do not meet your needs.

Enforce and test access controls

Enforce existing access controls and require additional access to modify data. In addition to requiring authentication to access the API, require authorization to access data. Use the `GlideRecordSecure` API in your scripted REST API scripts. This API ensures that access controls defined on the underlying data are applied for the requesting user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Require additional access controls for operations that modify data. Requests such as PUT, POST, and DELETE should require a higher level of access than GET. Configure these API resources to require a more strict ACL.

Test your access controls, both authentication and authorization, before releasing the API.

Build tests to verify functionality

Build tests that verify your scripted REST web services functionality as part of your development process. Use repeatable tests to ensure that your API functions the way you expect it to. Testing also helps ensure that changes you make do not affect the expected API behavior after you release a version. You can use a REST client application that supports automated testing, such as Postman, to facilitate testing.

Tests should validate the response code, headers, and body content as appropriate for each resource you implement. You can also use tests to validate authentication requirements, and to confirm that errors return useful responses.

Scripted REST API examples

Mutliple examples are available demonstrating how to create and use scripted REST APIs.

Scripted REST API example - script samples

These examples demonstrate how to create various resource scripts for a scripted REST API.

Query parameters GET example

This example demonstrates how to get query parameter values from a request.

```
/**
 * GET - Sample Request API - Query Params
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    var uri = request.uri;
    var url = request.url;
    var queryParams = request.queryParams;
    var customHeader = request.getHeader('X-Custom');

    return {
        "uri": uri,
        "url": url,
        "queryParams": queryParams,
        "customHeader": customHeader
    };

})(request, response);
```

Path parameters GET example

This example demonstrates how to get path parameter values from a request.

```
/**
 * GET - Sample Request API - Path Params
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    var uri = request.uri;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var url = request.url;
    var path = request.pathParams;

    return {
        "uri": uri,
        "url": url,
        "path_params": path,
        "path.id": path.id
    };
})(request, response);
```

Script include GET example

This example demonstrates how to use a script include to provide a response. By using a script include you can reuse common code and maintain readability in the REST service scripts.

```
/**
 * GET - Sample Request API - Script Include
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    var responseObj = global.SampleDataUtil.getSampleJSON();
    return responseObj;
})(request, response);
```

String POST example

This example demonstrates how to parse a POST message with a string body and send a response based on the request.

```
/**
 *  POST - Sample Request API - dataString
 *  sample usage:
 *  var requestBody = request.body;
 *  var requestString = requestBody.dataString;
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    var requestBody = request.body;
    var requestString = requestBody.dataString;
    return {"requestString": requestString};
})(request, response);
```

Binary POST example

This example demonstrates how to parse a POST message with a binary body and send a response based on the request.

```
/**
 * POST - Sample Request API - Body
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    var body = request.body.data;
    //do any additional processing on the request body, such as
 inserting a new record.
    return {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "body.id": body.id
    };
})(request, response);
```

Not acceptable error example

This example demonstrates how to respond with a not acceptable error. Use this error type when the request Accept header value is not supported by the web service.

```
/**
 * Sample Not Acceptable Error Sample
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    response.setError(new sn_ws_err.NotAcceptableError('sample
 error message'));
})(request, response);
```

Bad request error example

This example demonstrates how to respond with a bad request error. Use this error type to indicate a mistake in the request syntax.

```
/**
 * Bad Request Error Sample
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    response.setError(new sn_ws_err.BadRequestError('sample
 error message'));
})(request, response);
```

Conflict error example

This example demonstrates how to respond with a conflict error. Use this error type in the event of multiple conflicting requests, such as multiple updates to the same record.

```
/**
 * Error Response: Conflict Error Sample
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    response.setError(new sn_ws_err.ConflictError('sample error
 message'));
})(request, response);
```

Not found error example

This example demonstrates how to respond with a not found error. Use this error type if the requested resource does not exist or is unavailable.

```
/**
 * Error Response: Not Found Error Sample
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    response.setError(new sn_ws_err.NotFoundError('sample error
 message'));
})(request, response);
```

Unsupported media type error example

This example demonstrates how to respond with an unsupported media type error. Use this error type to indicate that the Content-Type of the request is unsupported.

```
/**
 * Error Response: Unsupported Media Type Error Sample
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    response.setError(new
 sn_ws_err.UnsupportedMediaTypeError('sample error message'));
})(request, response);
```

Service error example

This example demonstrates how to respond with a generic service error. The ServiceError object allows you to define the status code, message, and error detail. Use a ServiceError if the predefined error types do not meet your needs.

```
/**
 * Error Response: Custom Error Sample
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    var myError = new sn_ws_err.ServiceError();
    myError.setStatus(418);
    myError.setMessage("I am a Teapot");
    myError.setDetail("Here are the details about this error");
    response.setError(myError);
})(request, response);
```

Function parentheses error example

This example demonstrates that if a function is not wrapped in parentheses, it results in a error. Include parentheses with all functions.

```
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
 gs.info("message: {0}", request.body.data.message);
})(request, response);

function test() {
 gs.info("test");
}(request, response);
```

Serialization error example

This example demonstrates that if the request is set as a body to the response, it can result in a serialization error.

```
setBody_request:
    response.setBody(request);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example demonstrates that if the response is set as a body to the response, it can result in a serialization error.

```
setBody_response:
    response.setBody(response);
```

This example demonstrates that if the request is returned, it can result in a serialization error.

```
return_request:
    return request;
```

This example demonstrates that if the response is returned, it can result in a serialization error.

```
return_response:
    return response;
```

Scripted REST resource script example

This sample REST API resource script parses the *name* and *id* values from the request body and returns those values in the response.

```
/**
 * POST - Sample Request API - Body
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
var body = request.body.data,
id0,name0,id1,name1;
name0 = body[0].name; // 'user0'
id0 = body[0].id; // '1234'
name1 = body[1].name; // 'user1'
id1 = body[1].id; // '5678'

return {
"id": id0,
"name": name0,
"id1": id1,
"name1": name1
};
})(request, response);
```

Requests

The API can accept both XML and JSON requests.

Requests

JSON Request	XML Request
POST / api/sn_demo_api/v1/example/b ody HTTP/1.1 Content-Type: application/json Accept: application/json Host: <instance>.service-now.com Connection: close Content-Length: 91	POST / api/sn_demo_api/v1/example/b ody HTTP/1.1 Content-Type: application/xml Accept: application/json Host: <instance>.service-now.com Connection: close Content-Length: 152

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Requests (continued)

JSON Request	XML Request
`[ { "name": "user0", "id": 1234 }, { "name": "user1", "id": 5678 } ]`	`<request><entry> <name>user0</name> <id>1234</id> </entry> <entry> <name>user1</name> <id>5678</id> </entry> </request>`

Responses

Both requests specify application/json as the Accept header value. This causes either response to use JSON formatting, even if the request content type is XML.

```
HTTP/1.1 200 OK
Content-Type: application/json;charset=UTF-8
Transfer-Encoding: chunked
Date: Tue, 04 Aug 2015 15:20:44 GMT
Server: ServiceNow
Connection: close
Set-Cookie: BIGipServerpool_<Instance>=880838154.47166.0000;
 path=/

{"result":{"id":1234,"id1":5678,"name":"user0","name1":"user1"}}
```

Scripted REST API example - streaming vs object serialization

These examples demonstrate how to send a JSON response using streaming and using default object serialization.

Streaming vs object serialization

When sending a response, you can send a response as a stream or serialize an object. There are advantages and disadvantages to either approach. Pick a technique based on the needs of your integration.

Generally, if the response object is simple, can be represented as XML or JSON, and is a consistent size, use object serialization. If using a format other than XML or JSON or if the size of the response varies, use streaming.

Streaming the response

Using a streaming responses provides advantages in response time, instance performance, and content flexibility, but adds additional complexity to the script. When using streaming, you are responsible for formatting the response, setting the response status, and setting the Content-Type header. When streaming a response, the requesting user receives a response quickly because the entire response does not need to be created before starting streaming.

This example demonstrates a Scripted REST Resource script that returns an array of incident records using streaming.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
/**
 *  Sample Scripted REST Resource that returns custom JSON
 objects with properties from Incident GlideRecords
 *  This sample uses ServiceNow JavaScript API to query incident
 records
 *  and then iterates over those records to build and stream a
 custom JSON object that
 *  includes some values from the incidents
 */
(function runOperation(/*RESTServiceRequest*/
 request, /*RESTServiceResult*/ response) {
    var writer = response.getStreamWriter(),
        hdrs = {},
        table = 'incident',
        record_limit = 100,
        gr = new GlideRecord(table);


    hdrs['Content-Type'] = 'application/json';
    response.setStatus(200);
    response.setHeaders(hdrs);

    gr.setLimit(record_limit);
    gr.query();

    //  start building response object
    writer.writeString("{\"results\":[");


    //  iterate over incident records and build JSON
 representations to be streamed out.
    while (gr.next()) {
        var incidentObj = {};

        incidentObj.number = gr.number + '';
        incidentObj.short_description = gr.short_description +
 '';
        writer.writeString(global.JSON.stringify(incidentObj));

        if (gr.hasNext()) {
            writer.writeString(",");
        }
    }

    //  close the response object
    writer.writeString("]}");
})(request, response);
```

A request to this resource returns the following response.

```
//  sample response
/*
 HTTP/1.1 200 OK
 Content-Type: application/json
 Server: ServiceNow
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 // sample response number of records returned has been
truncated for this example

{
"results": [
{
"number": "INC0011301",
"short_description": "lorem ipsum short description 0 my new
incident"
},
{
"number": "INC0011302",
"short_description": "lorem ipsum short description 1 my new
incident"
},
{
"number": "INC0011303",
"short_description": "lorem ipsum short description 2 my new
incident"
},
{
"number": "INC0011304",
"short_description": "lorem ipsum short description 3 my new
incident"
},
{
"number": "INC0011309",
"short_description": "lorem ipsum short description 8 my new
incident"
},
{
"number": "INC0011310",
"short_description": "lorem ipsum short description 9 my new
incident"
},
{
"number": "INC0011311",
"short_description": "lorem ipsum short description 0 my new
incident"
},
{
"number": "INC0011312",
"short_description": "lorem ipsum short description 1 my new
incident"
},
{
"number": "INC0011313",
"short_description": "lorem ipsum short description 2 my new
incident"
},
{
"number": "INC0011314",
"short_description": "lorem ipsum short description 3 my new
incident"
},
{
"number": "INC0011315",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"short_description": "lorem ipsum short description 4 my new
incident"
},
{
"number": "INC0011326",
"short_description": "lorem ipsum short description 15 my new
incident"
}
]
}
*/
```

Streaming pagination

To paginate large tables so that you only send a limited number of records per query, use the Scoped GlideRecord - chooseWindow(Number firstRow, Number lastRow, Boolean forceCount) method. The Community article Paginated Glide Record + Expanded GR Method Support exemplifies how to use `chooseWindow()` to achieve pagination, which you can adapt to your own particular use case.

Building an object

Using object serialization allows you to take advantage of ServiceNow provided serialization and content negotiation. When serializing an object instead of streaming, the entire object must be created and serialized before the client receives a response. This may delay the response, or require a large amount of system resources if the response object is very large. Object serialization is available only for XML or JSON responses. Responses using a different format must use streaming.

This example returns the same Incident data as the streaming example, but collects all of the response data in an array before sending the response.

```
/**
 *  Sample Scripted REST Resource returns an array of custom
JSON objects that include 2 incident properties.
 *  This sample uses ServiceNow JavaScript API to query incident
records and then iterates
 *  over those records building a custom JSON object that
includes 2 values from the incident records.
 *  note that because we are returning a simple JSON object we
can rely on built in serialization
 *  to set the content-type header as well as response status.
The 'result_arr' object will not be returned
 *  until it has been completely built and stored
 */
(function runOperation(/*RESTServiceRequest*/
request, /*RESTServiceResult*/ response) {
    var table = 'incident',
        record_limit = 100,
        result_arr = [],
        gr = new GlideRecord(table);


    gr.setLimit(record_limit);
    gr.query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    //  iterate over incident records and build JSON
 representations to be streamed out.
    while (gr.next()) {
        var incidentObj = {};

        incidentObj.number = gr.number + '';
        incidentObj.short_description = gr.short_description +
 '';

        result_arr.push(incidentObj);
    }

    return result_arr;
})(request, response);
```

A request to this resource returns the following response.

```
/*
 HTTP/1.1 200 OK
 Content-Type: application/json;charset=UTF-8
 Server: ServiceNow

 // sample response number of records returned has been
 truncated for this example

 {
 "result": [{
 "short_description": "lorem ipsum short description 0 my new
 incident",
 "number": "INC0011301"
 }, {
 "short_description": "lorem ipsum short description 1 my new
 incident",
 "number": "INC0011302"
 }, {
 "short_description": "lorem ipsum short description 2 my new
 incident",
 "number": "INC0011303"
 }, {
 "short_description": "lorem ipsum short description 3 my new
 incident",
 "number": "INC0011304"
 }, {
 "short_description": "lorem ipsum short description 4 my new
 incident",
 "number": "INC0011305"
 }, {
 "short_description": "lorem ipsum short description 5 my new
 incident",
 "number": "INC0011306"
 }, {
 "short_description": "lorem ipsum short description 6 my new
 incident",
 "number": "INC0011307"
 }, {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "short_description": "lorem ipsum short description 7 my new
 incident",
 "number": "INC0011308"
 }, {
 "short_description": "lorem ipsum short description 8 my new
 incident",
 "number": "INC0011309"
 }, {
 "short_description": "lorem ipsum short description 9 my new
 incident",
 "number": "INC0011310"
 }]
 }
 */
```

Scripted REST API example - streaming file attachments

This example demonstrates how to send an image attachment to a requesting user as a binary stream.

```
/**
 *  Sample Scripted REST Resource that returns a stream of
 binary representing an attachment
 *  This sample uses ServiceNow JavaScript API
 GlideSysAttachmentInputStream to get an attachment as a stream
 then
 *  users WriteStream to stream the response.
 */
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
    var hdrs = {},
        attachment_sys_id = '1852fd52471321009db4b5b08b9a71a9';

    hdrs['Content-Type'] = 'image/jpeg';
    response.setStatus(200);
    response.setHeaders(hdrs);

    var writer = response.getStreamWriter();
    var attachmentStream = new
 GlideSysAttachmentInputStream(attachment_sys_id);
    writer.writeStream(attachmentStream);
})(request, response);
```

A request to this resource returns the following response.

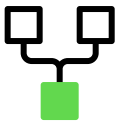
```
//  sample response
/*
 HTTP/1.1 200 OK
 Set-Cookie: glide_session_store=SYSTEM; Expires=Fri,
 30-Oct-2015 21:57:00 GMT; Path=/; HttpOnly
 Content-Type: image/jpeg
 Transfer-Encoding: chunked
 Date: Fri, 30 Oct 2015 21:26:59 GMT
 Connection: close
 Server: ServiceNow
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
<binary response body excluded from this sample>
*/
```

API reference

Use ServiceNow APIs to change functionalities and add features on the ServiceNow AI Platform.

Client	Client mobile	UI Builder	Server	REST	Browse APIs by product
					
Control how the ServiceNow AI Platform functions and is displayed within the web browser.	Build custom mobile experiences inside of ServiceNow AI Platform native mobile apps.	Build client scripts in UI Builder.	Build and update applications.	Access and update data.	Find APIs to use with your ServiceNow products.

Client

Use client-side JavaScript APIs to control how the ServiceNow AI Platform functions and displays within the web browser. Client-side APIs provide common functionality that you can add to your instance by calling the APIs from client-side scripts such as client scripts and UI policy scripts.

Common use cases:

- Use the GlideAjax API to call server-side code from a client script.
- Use the GlideForm API to customize forms.

Client mobile

Cabrillo JS is a client-side JavaScript API for accessing capabilities inside ServiceNow AI Platform native mobile applications. Cabrillo JS provides methods to use native device capabilities, native mobile UI, and other ServiceNow AI Platform mobile functionality.

UI Builder

Use UI Builder APIs when developing client scripts in the UI Builder. Client scripts are executed in response to something happening on a page, such as:

- User interaction events/actions, such as a button click.
- Lifecycle events, such as a data broker execution started.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Server

Use server-side JavaScript APIs to change the functionality of existing applications or to build new applications. Server-side APIs provide common functionality that you can add to your instance by calling the APIs from server-side scripts such as business rules and script includes. Scoped APIs are intended for use with scoped applications, and global APIs are intended for use with applications in the global scope. New applications are typically scoped. Applications in the global scope are typically legacy applications.

Common use cases:

- Use the GlideRecord or GlideQuery APIs to perform create, read, update, and delete operations on record data from server-side scripts.
- Use the GlideSystem API to access information about the instance or the current user session and to write informational or error messages.
- Use FlowAPI methods to trigger flows, subflows, and actions from server-side scripts.

REST

Use REST APIs to access and update data on the ServiceNow AI Platform. You can discover these APIs from within your instance by using the REST API Explorer. If you don't find an API that meets your needs, you can create custom REST APIs using the Scripted REST API feature. ServiceNow REST APIs support Basic Authentication and OAuth 2.0 to authenticate requests.

Common use cases:

- Use the Attachment API to upload and query file attachments.
- Use the Email API to send and receive email messages.
- Use the Table API to create, read, update, and delete records in a table.

Server API reference

Use server APIs in scripts to change the functionality of applications, or when you create new applications.

AbstractDBObject - Global

The `AbstractDBObject` script include provides common methods for classes based on records in the database.

Use this script include as a base class to create your own database object class.

AbstractDBObject - isValid()

Determines if the current database record is valid.

See also IPService - Global.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True if the database record is valid, false otherwise. Flag that indicates whether the database record is valid. Valid values: • true: The database record is valid. • false: The database record is invalid.

The following example shows how to get a list of valid instances using the IPService() class from the IP Services [cmdb_ip_service] table. The IPService class extends the AbstractDBObject() class.

```
/**
 * IPService class Encapsulates the notion of an IP Service.
 Instances in which isValid() returns true have the
 * following properties initialized:
 *  sysID:       sys_id of this record
 *  port:        the TCP or UDP port used by the service
 *  protocol:    protocol used by the service ("UDP", "TCP", or
 "TCP/UDP")
 *  name:        short name or handle
 *  serviceName: long, descriptive English name
 *  creates:     table that this service creates entries in
 *  description: description
 */

var result = [];
// Array of sys_id's from the IP Service class which we want to
 get the abstract details
var list = ['db9840e10ab3015500f5e3fe8f78da42',
 'a1505ebc7782330099808d1168106179',
 'abc05ebc7782330099808d1168106112'];

// query for the records on the list
var ipservice = new GlideRecord('cmdb_ip_service');
ipservice.addQuery('sys_id', 'IN', list.toString());
ipservice.query();
while (ipservice.next()) {
    var ip = new IPService(ipservice); // IPService class
 extends AbstractDBObject class and this class
    if (ip.isValid())      // check whether the record is valid
 or not
        result.push(ip);   // if valid get the properties for
}

gs.info(JSON.stringify(result, null, 2));
```

Output:

```
[
  {
    "valid": true,
    "sysID": "a1505ebc7782330099808d1168106179",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "port": "8882",
    "protocol": "TCP",
    "name": "blkbry-uem-enroll",
    "serviceName": "Blackberry Enrollment Request",
    "creates": null,
    "description": null
  },
  {
    "valid": true,
    "sysID": "db9840e10ab3015500f5e3fe8f78da42",
    "port": "548",
    "protocol": "TCP",
    "name": "afp",
    "serviceName": "Apple File Protocol",
    "creates": null,
    "description": null
  }
]
```


AbstractReconciler - Global

The *AbstractReconciler* script include provides methods to use as a base class to create your own Discovery reconciler.

This is an abstract base class for reconciling newly discovered data in an XMLMemoryTable to a related list in the database. The *AbstractReconciler* script include implements the common logic and helper methods for reconciling related lists for a particular CMDB item against discovered information present in a MemoryTable instance.

Most of this logic is very straightforward, but one bit may not be: the resolution of references to previously reconciled records. This feature works by collecting information while reconciling one related list, then passing that information on to the reconciler for another related list. For example, while switch partitions are being reconciled, information is gathered (in a map instance) that maps an interface number for a partition to the sys_id of the partition's record in the partition table. Then later when the switchports are being reconciled, a reference to the switch partition that contains the switchport can be resolved by using this map.

AbstractReconciler - getReconciliationField()

Determines if the newly discovered data is different than the data already in the database for the current item.

This method is only invoked for items that have been rediscovered.

Mandatory method, must be overridden in all concrete subclasses.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the data has changed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AbstractReconciler - getReconciliationKey()

Gets the string value of the field to be used as a key to look up a record in the newly discovered data.

This value will be used to attempt to find a record in the discovered data, using the column returned by the *`getReconciliationKey()`* method.

Mandatory method, must be overridden in all concrete subclasses.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value to use as a key into the discovered data.

AbstractReconciler - hasChanged()

Returns true if the newly discovered data is different than the data already in the database for this item.

This method is only invoked for items that have been rediscovered.

Mandatory method, must be overridden in all concrete subclasses.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the discovered data is different than the data already in the database.

AbstractReconciler - markAbsent()

Marks CIs as absent by setting the install status to "Absent"; other tables are marked by setting the (presumed present) field "absent" to true.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

AbstractReconciler - markPresent()

Marks CIs as present by setting the install status to "Installed"; other tables are marked by setting the (presumed present) field "absent" to false.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

AbstractReconciler - process()

Reconciles the newly discovered data with the data already present in the database and resolves references to previously reconciled data.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

AbstractReconciler - readDatabaseFields()

Reads the current memory table record of newly discovered data and checks its validity.

Mandatory method, must be overridden in all concrete subclasses.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the data is valid.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AbstractReconciler - readDiscovered()

Reads the current memory table record of newly discovered data and checks its validity.

Mandatory method, must be overridden in all concrete subclasses.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the data is valid.

AbstractReconciler - resolveReferenceFields()

Reads the fields in the current database record into instance member fields.

Mandatory method, must be overridden in all concrete subclasses.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

AbstractReconciler - setDatabaseFields()

Sets the database fields for the current record to the values in the newly discovered information.

This method is invoked both for new database records and for existing database records when the discovered data has changed.

Mandatory method, must be overridden in all concrete subclasses.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AbstractReconciler - setup()

Optional override for concrete subclasses that require special setup.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

AbstractReconciler - track(String sys_id)

Optional method to override in concrete subclasses that need to resolve reference fields.

This method is invoked after valid discovered data is read. Generally implementations will use some of this discovered data as a key into a map (passed into the concrete reconciler class when it was instantiated) that will return the sys_id of the database record holding the referenced information. However, implementations are not required to use this approach.

Parameters

Name	Type	Description
sys_id	String	The sys_id of the current database record.

Returns

Type	Description
void	

AbstractScriptProcessor - Global

The `AbstractScriptProcessor` script include is a base JavaScript processor class that other JavaScript processors extend.

Extend this class to create your own JavaScript processors.

AbstractScriptProcessor - initialize(String request, String response, String process)

Called by the Prototype JavaScript Framework during object construction.

Parameters

Name	Type	Description
request	String	The request
response	String	The response
process	String	The process

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

AbstractScriptProcessor - process()

Called by the Prototype JavaScript Framework during object processing. Do not call this method directly.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

AbstractTimelineSchedulePage - Global

The `AbstractTimelineSchedulePage` script include is a helper class to facilitate working with the data displayed on timelines.

Processing the data displayed within a timeline starts by executing the corresponding function of the specified script include. Like other script includes, the language syntax is JavaScript and follows the default security constraints of this type of resource. However, because the different types of display options are complex, a helper class was created. To display a timeline, extend the `AbstractTimelineSchedulePage` class and pair it with it's corresponding schedule page. At a minimum, extending classes should override the `getItems()` method, as this is the primary event handler for returning items to be displayed on the client.

The client processes the data that `AbstractTimelineSchedulePage` returns in two phases. The first phase makes the actual updates to the timeline. Immediately after, if configured, the second phase displays a success message box, error message box, or dialog message prompt. In phase one, the available options for manipulating data include:

- Do Not Update Any Items: This is the default behavior. Do not perform any of the remaining steps in phase one.
- Update With Specific Items: This is done using: `add()`.
- Render The Timeline Using the `getItems()` Function: This is done using: `setDoReRenderTimeline(true)`.

Note: If both `TimelineItems` are returned and `setDoReRenderTimeline` is set to **true**, the system ignores the `setDoReRenderTimeline` property and explicitly shows only the `TimelineItems` that were added by the `add()` function.

The available options in phase two include:

- Do Not Display Any Message Boxes: This is the default behavior.
- Display a Success Dialog Box: This is done using: `setStatusSuccess()`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Display an Error Dialog Box: This is done using: `setStatusError()`.
- Display a Dialog Confirm Box: This is done using: `setStatusPrompt()`.

Note:

A script include class that extends `AbstractTimelineSchedulePage` automatically receives all URI parameters from the original URL whose prefix begins with `sysparm_timeline_`. To access the values of these, use: `this.getParameter("sysparm_timeline_VARIABLE");` inside your extended class.

This is useful if you need to display a schedule page from a dynamic element, such as from a context menu from a list. By passing in dynamic data via the URL the schedule page auto-includes these parameters inside the Ajax calls and therefore will be accessible inside the `AbstractTimelineSchedulePage` script include.

AbstractTimelineSchedulePage - add(Object ObjTimeline)

Adds a `TimelineItem` object that will be returned to the client and appropriately displayed on the timeline.

Parameters

Name	Type	Description
ObjTimeline	Object	The `TimelineItem` object to add to the timeline.

Returns

Type	Description
void	

AbstractTimelineSchedulePage - addSeparator()

Adds a horizontal frame separator into the list of timeline items. All future items added via `add()` will be added into the subsequent timeline frame.

All future items added using the `add()` method are added into the subsequent timeline frame.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

The following code example shows how to call this method.

```
// Inside of a script include that extends
 AbstractTimelineSchedulePage
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    this.addSeparator();
```

AbstractTimelineSchedulePage - elementMoveX(String spanSysId, String newStartDateTimeMs)

Event handler for when a timeline span moves horizontally.

Parameters

Name	Type	Description
spanSysId	String	The sys ID of the current span being adjusted.
newStartDateTimeMs	String	The new start time of the span in milliseconds. Make sure to parse the string using *parseInt*() before performing any numerical comparisons.

Returns

Type	Description
void	

AbstractTimelineSchedulePage - elementMoveXY(String spanSysId, String itemSysId, String itemSysId, String newItemSysId, String newStartDateTimeMs)

Event handler for when a timeline span moves both horizontally and vertically.

Parameters

Name	Type	Description
spanSysId	String	The sys ID of the current span being adjusted.
itemSysId	String	The sys ID of the timeline item associated with the current span.
newItemSysId	String	The sys ID of the timeline item (a row) that the current span was dragged into.
newStartDateTimeMs	String	The new start time of the span in milliseconds. Make sure to parse the string using *parseInt()* before performing any numerical comparisons.

Returns

Type	Description
void	

AbstractTimelineSchedulePage - elementMoveY(String spanSysId, String itemSysId, String newItemSysId)

Event handler for when a timeline span moves vertically.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
spanSysId	String	The sys ID of the current span being adjusted.
itemSysId	String	The sys ID of the timeline item associated with the current span.
newItemSysId	String	The sys ID of the timeline item (a row) that the current span was dragged into.

Returns

Type	Description
void	

AbstractTimelineSchedulePage - elementSuccessor(String spanSysId, String newSuccSpanId)

Event handler for when a timeline relationship has been created between two spans.

Parameters

Name	Type	Description
spanSysId	String	The sys ID of the current span which will be a predecessor for the newly created relationship.
newSuccSpanId	String	The sys ID of the successor span from the relationship created.

Returns

Type	Description
void	ReturnValue

AbstractTimelineSchedulePage - elementTimeAdjustEnd(String spanSysId, String newEndDateTimeMs)

Event handler for when a timeline span's end date was modified.

Parameters

Name	Type	Description
spanSysId	String	The sys ID of the current span that is being adjusted.
newEndDateTimeMs	String	The new end time of the span in milliseconds. Make sure to parse the string using `parseInt()` prior to performing any numerical comparisons.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AbstractTimelineSchedulePage - elementTimeAdjustStart(String spanSysId, String newStartDateTimeMs)

Event handler for when a timeline span's start date was modified.

Parameters

Name	Type	Description
spanSysId	String	The sys ID of the current span that is being adjusted.
newStartDateTimeMs	String	The new start time of the span in milliseconds. Make sure to parse the string using `parseInt()` prior to performing any numerical comparisons.

Returns

Type	Description
void	

AbstractTimelineSchedulePage - getItems()

Event handler for returning schedule items to display on the timeline.

Parameters

Name	Type	Description
none		

Returns

Type	Description
void	

AbstractTimelineSchedulePage - inputBox(String strInputText)

Event handler for when a string was typed into the left pane input box.

Parameters

Name	Type	Description
strInputText	String	The text that was entered in the input box in the left pane.

Returns

Type	Description
void	

AbstractTimelineSchedulePage - itemMove(String itemSysId, String newItemSysId)

Event handler for when a timeline row item was moved and dragged into another row item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
itemSysId	String	The sys ID of the timeline item associated with the current span.
newItemSysId	String	The sys ID of the timeline item (a row) that the current span was dragged into.

Returns

Type	Description
void	

AbstractTimelineSchedulePage - setDoReRenderTimeline(Boolean b)

Specifies whether or not to re-render all of the timeline items using the `getItems()` function.

Parameters

Name	Type	Description
b	Boolean	If **true**, re-render the timeline by making a new event call to the server's `getItems()` handler.

Returns

Type	Description
void	

AbstractTimelineSchedulePage - setPageTitle(String strTitle)

Specifies the text to display as the title of the timeline.

The page title can be set (and updated) from any interactive event; however, is recommended to be set during the `getItems()` event.

Parameters

Name	Type	Description
strTitle	String	The text to be displayed on the timeline title.

Returns

Type	Description
void	

AbstractTimelineSchedulePage - setStatusError(String strTitle, String strMessage)

Sets the current event request to an error status with a specified title and message to display in phase two of the `GlideTimeline` event processing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
strTitle	String	The text to be displayed in the dialog box title.
strMessage	String	The text to be displayed within the dialog box. The text can contain HTML formatting.

Returns

Type	Description
void	

AbstractTimelineSchedulePage - setStatusPrompt(String strTitle, String strOkFunction, String strCancelFunction, String strCloseFunction)

Sets the current event request to a prompt error status with a specified title and message to display in a confirmation dialog box during phase two of the *GlideTimeline* event processing. The confirmation box displays an **OK** and **Cancel** button that each generate new events that will call the functions specified the parameter arguments. The custom defined functions for **OK**, **Cancel**, and **Close** receive the same parameter arguments as those for the current event.

The confirmation box displays an **OK** and **Cancel** button that each generate new events that will call the functions specified the parameter arguments.

Note: The custom defined functions for **OK**, **Cancel**, and **Close** receive the same parameter arguments as those for the current event.

Parameters

Name	Type	Description
strTitle	String	The text to display in the dialog box. The text can contain HTML formatting.
strOkFunction	String	The function to call in the current script include class if the users clicks the **OK** button.
strCancelFunction	String	The function to call in the current script include class if the user clicks the **Cancel** button.
strCloseFunction	String	The function to call in the current script include class if the user clicks the **Close** button.

Returns

Type	Description
void	

```
var MyTimelineScriptIncludeClass = Class.create();
      MyTimelineScriptIncludeClass.prototype =
 Object.extendsObject(AbstractTimelineSchedulePage, {

      getItems: function() {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      //...
      },

      elementTimeAdjustEnd: function(spanSysId,
newEndDateTimeMs) {
      // Display a status prompt dialog box
      this.setStatusPrompt('Confirm Action', 'Are you sure you
want to do that?',
      'this._myOkHandlerFunction',
      'this._myCancelHandlerFunction',
      'this._myCloseHandlerFunction');
      },

      _myOkHandlerFunction: function(spanSysId,
newEndDateTimeMs) { // ... },

      _myCancelHandlerFunction: function(spanSysId,
newEndDateTimeMs) { // ... },

      _myCloseHandlerFunction: function(spanSysId,
newEndDateTimeMs) { // ... }
      };
```

AbstractTimelineSchedulePage - setStatusSuccess(String strTitle, String strMessage)

Sets the current event request to a success status with a specified title and message to display in phase two of the *GlideTimeline* event processing.

Parameters

Name	Type	Description
strTitle	String	The text to be displayed in the dialog box title.
strMessage	String	The text to be displayed within the dialog box. The text can contain HTML formatting.

Returns

Type	Description
void	

AccAgentsAPI - Scoped

The *AccAgentsAPI* script include enables you to perform management actions on available agents.

This script include requires the Agent Client Collector Framework (sn_agent) store application and is provided within the `sn_agent` namespace. For more information, refer to Agent Client Collector.

For the REST API solution, refer to Agent Client Collector API.

This script include provides methods that enable the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Getting extensive information of one or more agents.
- Submitting a request to grab an agent log and retrieving information about the request progress.
- Starting or stopping data collection.
- Restarting an agent.
- Running discovery on an agent.

AccAgentsAPI - AccAgentsAPI()

Creates an AccAgentsAPI instance.

Parameters

Name	Type	Description
None		

The following example shows how to initialize *AccAgentsAPI*.

```
var agentsApi = new sn_agent.AccAgentsAPI();
```

AccAgentsAPI - checkGrabLogRequestProgress(String requestId)

Checks the status of a grab log request.

Run the submitGrabLogRequest() method to get a request ID.

Parameters

Name	Type	Description
requestId	String	Sys_id of a request in the Agent Client Collector Requests [sn_agent_request] table.

Returns

Properties	Description
<Object>	JSON object containing the grab log request status. `{ "status": Number, "output": "String" }`
status	Number indicating status of the grab log request. Possible values: • 0: Grab log request is complete. • 1: Grab log request in progress. • 2: Grab log request timed out. • 3: Grab log request has an error. • 4: Grab log request was not found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description
output	Information describing the status.

The following example shows how to use a request ID to get the status of a grab log request.

```
var agentsApi = new sn_agent.AccAgentsAPI();
var logRequestStatus =
 agentsApi.checkGrabLogRequestProgress("<request_ID>");

gs.info(JSON.stringify(logRequestStatus, null, 2));
```

Output:

```
{
  "status": 2,
  "output": "Grab Log Request Timed Out"
}
```

AccAgentsAPI - getAgent(String agentID)

Gets the information of a specified agent.

To get a list of agent IDs:

- Run the *`getAgentsList()`* method.
- Check the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.
- Run the Agent Client Collector GET list REST API.

Parameters

Name	Type	Description
agentID	String	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.

Returns

Properties	Description
<Object>	Object containing extended agent information. `{ "error": String, "agent": Object }`
error	Error message. Null if there is no error. Data type: String
agent	`"agent": { "agent_id": "String", "data_collection": Number, "ip_address": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description

	<pre>"is_duplicate": Boolean,
	"is_restart_enabled": Boolean,
	"name": "String",
	"number_of_running_checks": Number,
	"status": Number,
	"up_since": "String",
	"version": "String"
	}</pre>

agent.agent_id	ID of the agent as submitted. Data type: String
agent.data_collection	Data collection indicates whether scheduled checks are to be run. These checks are a part of the policies scheduled for this agent to run. Possible values: • 0: On – Checks run as scheduled. • 1: Off (manual) – Checks have been disabled manually. • 2: Off (auto) – Checks have been disabled automatically due to high CPU consumption by the Data type: Number
agent.ip_address	Agent IP address. Data type: String
agent.is_duplicate	Flag that indicates whether this agent is a duplicate of another. There should be only a single agent on a given host. Possible values: • true: The agent has the same host as an Alive/Up agent with a different agent ID. Turn off or uninstall the duplicate • false: This agent has no duplicates in the Alive/Up state. Data type: Boolean
agent.is_restart_enabled	Flag that indicates whether restart is enabled. Agent restart is not configurable. It depends on the OS and the version of the OS the agent is running on. Possible values: • true: Restart is enabled for this agent. • false: Restart is disabled for this agent. Data type: Boolean
agent.name	Name of the agent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description
	Data type: String
agent.number_of_running_checks	The number of checks the agent is scheduled to run. These checks are a part of the policies scheduled for this agent to run. Data type: Number
agent.status	Status of the agent. Possible values: • 0: Alive/Up – The agent is active. • 1: Warning – The agent has not received a keep-alive message in the past few minutes. • 2: Down – The agent has not received a keep-alive message in a long time. • 3: Restarting – The agent is restarting. Data type: Number
agent.up_since	UTC time since the agent's status became alive/up. The value is in GlideDateTime format. Data type: String
agent.version	Version of Agent Client Collector the agent is running. Data type: String

The following example shows how to display an agent's status.

```
var agentsApi = new sn_agent.AccAgentsAPI();
var agentInfo = agentsAPI.getAgent("<agent_ID>");

if (!gs.nil(agentInfo.error))
 gs.error(agentInfo.error);
else
 gs.info("agent status: " + agentInfo.agent.status);
```

Output:

```
agent status: 2
```

The following example shows how to get all agent details.

```
var agentsApi = new sn_agent.AccAgentsAPI();
var agentInfo = agentsAPI.getAgent("<agent_ID>");

gs.info(JSON.stringify(agentInfo, null, 2));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "error": null,
  "agent": {
    "name": "win2016-dc-64bit",
    "status": 0,
    "agent_id": "<agent_ID>",
    "ip_address": "10.222.333.42",
    "number_of_running_checks": 1,
    "data_collection": 0,
    "is_restart_enabled": true,
    "is_duplicate": false,
    "up_since": "2021-03-24 11:04:38",
    "version": "2.4.0"
  }
}
```

AccAgentsAPI – getAgentsList(String encodedQuery, Number limit)

Gets a list of agents with related information.

Parameters

Name	Type	Description
encodedQuery	String	Encoded query string in the standard platform format.
limit	Number	Optional. Restricts results to a maximum number of agents. Use null or undefined for both if they are not required. Default/Max: 20,000

Returns

Property	Description
<Array>	Array of JSON objects containing extended agent information. `[ { "agent_id": "String", "data_collection": Number, "ip_address": "String", "is_duplicate": Boolean, "is_restart_enabled": Boolean, "name": "String", "number_of_running_checks": Number, "status": Number, "up_since": "String", "version": "String" } ]`
agent_id	ID of the agent as submitted. Data type: String
data_collection	Data collection indicates whether scheduled checks are to be run. These checks are a part of the policies scheduled for this agent to run.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Property	Description
	Possible values: • 0: On – Checks run as scheduled. • 1: Off (manual) – Checks have been disabled manually. • 2: Off (auto) – Checks have been disabled automatically due to high CPU consumption by the Data type: Number
ip_address	Agent IP address. Data type: String
is_duplicate	Flag that indicates whether this agent is a duplicate of another. There should be only a single agent on a given host. Possible values: • true: The agent has the same host as an Alive/Up agent with a different agent ID. Turn off or uninstall the duplicate • false: This agent has no duplicates in the Alive/Up state. Data type: Boolean
is_restart_enabled	Flag that indicates whether restart is enabled. Agent restart is not configurable. It depends on the OS and the version of the OS the agent is running on. Possible values: • true: Restart is enabled for this agent. • false: Restart is disabled for this agent. Data type: Boolean
name	Name of the agent. Data type: String
number_of_running_checks	The number of checks the agent is scheduled to run. These checks are a part of the policies scheduled for this agent to run. Data type: Number
status	Status of the agent. Possible values: • 0: Alive/Up – The agent is active. • 1: Warning – The agent has not received a keep-alive message in the past few minutes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Property	Description
	• 2: Down – The agent has not received a keep-alive message in a long time. • 3: Restarting – The agent is restarting. Data type: Number
up_since	UTC time since the agent's status became alive/up. The value is in GlideDateTime format. Data type: String
version	Version of Agent Client Collector the agent is running. Data type: String

The following example shows how to restrict results by query and number. The query returns all agents that are not in the down state with a maximum of two results.

```
var agentsApi = new sn_agent.AccAgentsAPI();
var agentList =
 agentsApi.getAgentsList("agent_extended_info.status!=2", 2);

gs.info(JSON.stringify(agentList, null, 2));
```

Output:

```
[
  {
    "name": "007-175",
    "status": 0,
    "agent_id": "007-175",
    "ip_address": "11.222.63.66",
    "number_of_running_checks": 0,
    "data_collection": 0,
    "is_restart_enabled": false,
    "is_duplicate": false,
    "up_since": "2021-03-24 14:36:45",
    "version": "2.4.0"
  },
  {
    "name": "win2016-dc-64bit",
    "status": 0,
    "agent_id": "007-64",
    "ip_address": "10.222.333.42",
    "number_of_running_checks": 1,
    "data_collection": 0,
    "is_restart_enabled": true,
    "is_duplicate": false,
    "up_since": "2021-03-24 11:04:38",
    "version": "2.4.0"
  }
]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to list every agent in the system. This example uses no query and no maximum number of results.

```
var agentsApi = new sn_agent.AccAgentsAPI();
var agentList = agentsApi.getAgentsList(null, 0);

gs.info(JSON.stringify(agentList, null, 2));
```

The following example shows how to iterate over the results provided and displays each agent ID.

```
var agentsApi = new sn_agent.AccAgentsAPI();

var agentsList = agentsApi.getAgentsList(null, 0);
for (var i = 0; i < agentsList.length; i++)
   gs.info("agent with id: " + agentsList[i].agent_id);
```

Output:

```
sn_agent: agent with id: 000a00e0aa1aa3a4
sn_agent: agent with id: 000a00e1aa1aa3a4
sn_agent: agent with id: 000a00e2aa1aa3a4
```

AccAgentsAPI - restartAgent(String agentID)

Restarts a specified agent with alive/up status.

If Agent Client Collector performance issues occur, you can restart the agent. Manual restart is supported in the following environments:

- Linux-based agents using `systemd`
- Windows agents

To get a list of agent IDs:

- Run the *`getAgentsList()`* method.
- Check the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.
- Run the Agent Client Collector GET list REST API.

Parameters

Name	Type	Description
agentID	String	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.

Returns

Type	Description
String	Error message if applicable, null otherwise.

The following example shows how to restart an agent.

```
var agentsApi = new sn_agent.AccAgentsAPI();

var err = agentsApi.restartAgent("<agent_ID>");
if (!gs.nil(err))
 gs.error(err);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AccAgentsAPI - runDiscovery(String agentID)

Runs a discovery check to locate CIs related to an agent. The specified agent must be in alive/up status.

To get a list of agent IDs:

- Run the *getAgentsList()* method.
- Check the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.
- Run the Agent Client Collector GET list REST API.

Parameters

Name	Type	Description
agentID	String	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.

Returns

Type	Description
String	Error message if applicable, null otherwise. For example, `Agent With ID: <agentID> Is Not Up: no thrown error`.

The following example shows how to run discovery on an agent with alive/up status.

```
var agentsApi = new sn_agent.AccAgentsAPI();

var err = agentsApi.runDiscovery("<agent_ID>");

if (!gs.nil(err))
 gs.error(err);
```

AccAgentsAPI - setDataCollectionStatus(String agentID, Boolean status)

Set the given data collection status (true/false if enabled or not) for a specified agent.

To get a list of agent IDs:

- Run the *getAgentsList()* method.
- Check the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.
- Run the Agent Client Collector GET list REST API.

Parameters

Name	Type	Description
agentID	String	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.
status	Boolean	Flag that indicates whether data collection is enabled for the agent. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Enables data collection for this agent. • false: Disables data collection for this agent. Default: true

Returns

Type	Description
String	Error message if applicable, null otherwise. For example, `Agent With ID: <agentID> Is Not Up: no thrown error`.

The following example shows how to turn on agent data collection.

```
var agentsApi = new sn_agent.AccAgentsAPI();
var err = agentsApi.setDataCollectionStatus("<agentID>", true);
if (!gs.nil(err))
   gs.error(err);
```

The following example shows how to turn off agent data collection.

```
var agentsApi = new sn_agent.AccAgentsAPI();
var err = agentsApi.setDataCollectionStatus("<agentID>", false);
if (!gs.nil(err))
   gs.error(err);
```

AccAgentsAPI - submitGrabLogRequest(String agentId)

Requests the log of a specified agent with alive/up status.

Note: To retrieve the log and check its progress, pass the request ID returned to the *`checkGrabLogRequestProgress()`* method.

Parameters

Name	Type	Description
agentID	String	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.

Returns

Properties	Description
<Object>	JSON object containing the request ID and any error information. `{ "error": "String", "request_id": "String" }`
error	Error message. Null if there is no error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description
	Data type: String
request_id	Sys_id of a request in the Agent Client Collector Requests [sn_agent_request] table. You can use this ID to get the status of the request using *GET /agents/{request_id}/*. Data type: String

The following example shows how to get a log request ID.

```
var agentsApi = new sn_agent.AccAgentsAPI();
var submittedRequest =
 agentsApi.submitGrabLogRequest("<agentID>");

if (!gs.nil(submittedRequest.error))
   gs.error(submittedRequest.error);
else
   gs.info("Request ID: " + submittedRequest.request_id);
```

Output:

```
Request ID: <sys_id>
```

AccCheckDefsAPI - Scoped

The *AccCheckDefsAPI* script include enables managing check definitions and associated parameters.

This script include requires the Agent Client Collector Framework (sn_agent) store application and is provided within the `sn_agent` namespace. This script include requires the agent_client_collector_admin role. For more information, refer to Agent Client Collector.

This script include does not have a constructor for creating an instance. Call each method using the *AccCheckDefsAPI* static class in the following format:

`sn_agent.AccCheckDefsAPI.<method>`

For the REST API solution, refer to Agent Client Collector API.

This script include provides methods that enable the following:

- Get a specified check definition
- Get a list of check definitions
- Update checks and check parameters

AccCheckDefsAPI - getCheck(String checkDefId, Boolean withParams)

Gets a specified check definition with details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
checkDefId	String	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table.
withParams	Boolean	Flag that indicates whether existing check parameter details are returned. Information for each standard and secure check parameter is included in a JSON object. Valid values: • true: Return check parameter details. • false: Do not return check parameter details. Default: False

Returns

Properties	Description
check	Details of the specified check definition. `"check ": { "background": Boolean, "check_group": "String", "check_type": "String", "command": "String", "error": "String", "name": "String", "params": [Array], "plugins": [Array], "proxy_valid": Boolean, "secure_params": [Array], "sys_id": "String", "timeout": Number }`
check.background	Flag that indicates whether this check definition is a background check. A background check is a check which the agent starts execution of and doesn't wait for it to finish running. Valid values: • true: This check definition is a background check. • false: This check definition is not a background check. Data type: Boolean
check.check_group	Group specified for this check definition. Data type: String
check.check_type	Type of check. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description
	• Events – Check results are transformed into an Event Management event. • Metrics – Values from the check result are transformed to metrics. Data type: String
check.command	Command that the Agent Client Collector executes. Data type: String
check.error	Message if there is an error. Null otherwise. Data type: String
check.name	Name of the check. Data type: String
check.params	List of parameter definitions associated with the check definition. These results are only included if the *withParams* parameter is set to true. `"params": [ { "active": Boolean, "default_value": "String", "mandatory": Boolean, "name": "String", "sys_id": "String" } ]` Data type: Array
check.params.active	Flag that indicates whether the check parameter is active. Valid values: • true: The check parameter is active. • false: The check parameter is inactive. Data type: Boolean
check.params.default_value	Specifies the default value for this check parameter. Data type: String
check.params.mandatory	Flag that indicates whether the check parameter is required. Valid values: • true: The check parameter is required. • false: The check parameter is optional.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description
	Data type: Boolean
check.params.name	Name of the check parameter. Data type: String
check.params.sys_id	Sys_id of the check parameter listed in the Check Secure Parameter Definitions [sn_agent_check_param_def] table. Data type: String
check.plugins	List of Agent Client Collector plugins associated with this check. Data type: Array
check.proxy_valid	Flag that indicates whether the check definition policy is set to work as a proxy. Valid values: • true: This check definition policy is set to work as a proxy. • false: This check definition policy is not set to work as a proxy. Data type: Boolean
check.secure_params	List of assigned to this check. These results are only included if the *withParams* parameter is set to true. `"secure_params": [ { "active": Boolean, "name": "String", "order": Number, "sys_id": "String" } ]` Data type: Array
check.secure_params.active	Flag that indicates whether the secure parameter is active. Valid values: • true: The secure parameter is active. • false: The secure parameter is inactive. Data type: Boolean
check.secure_params.name	Name of the secure parameter. Data type: String
check.secure_params.order	Order in which the parameter is sent to the check command/script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description
	Data type: Number
check.secure_params.sys_id	Sys_id of the secure parameter listed in the Check Secure Parameter Definitions [sn_agent_check_secure_param_def] table. Data type: String
check.sys_id	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table. Data type: String
check.timeout	Timeout in seconds. Data type: Number

The following example shows how to get information for a specified check definition.

```
var checkDefId = "94436b237f705300f128134f8dfa91a4";
var withParams = true;

var checkDef = sn_agent.AccCheckDefsAPI.getCheck(checkDefId,
 withParams);

gs.info(JSON.stringify(checkDef, null, 2));
```

Output:

```
{
  "check": {
    "name": "app.apache.metrics-apache",
    "command": "metrics-apache-graphite.rb -p
 {{.labels.params_port}} --path {{.labels.params_path}} -h
 {{.labels.params_host}}",
    "plugins": [
      "monitoring-plugin-common"
    ],
    "timeout": 60,
    "proxy_valid": true,
    "background": false,
    "check_type": "Metrics",
    "check_group": "Apache",
    "sys_id": "94436b237f705300f128134f8dfa91a4",
    "params": [
      {
        "name": "port",
        "active": true,
        "mandatory": true,
        "default_value": "80",
        "sys_id": "58436b237f705300f128134f8dfa91a8"
      },
      {
        "name": "path",
        "active": true,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "mandatory": true,
        "default_value": "/server-status?auto",
        "sys_id": "98436b237f705300f128134f8dfa91aa"
      },
      {
        "name": "scheme",
        "active": false,
        "mandatory": false,
        "default_value": null,
        "sys_id": "a4e57a96db3bbb4035305c55dc9619f6"
      },
      {
        "name": "host",
        "active": true,
        "mandatory": true,
        "default_value": "127.0.0.1",
        "sys_id": "d4436b237f705300f128134f8dfa91a6"
      },
      {
        "name": "ssl_secure_connection",
        "active": false,
        "mandatory": false,
        "default_value": null,
        "sys_id": "e3b272c4530100106ffeddeeff7b1275"
      }
    ],
    "secure_params": [
      {
        "name": "cred_user_name",
        "active": true,
        "order": 1,
        "sys_id": "2494cd6e53170010f42cddeeff7b1273"
      },
      {
        "name": "cred_password",
        "active": true,
        "order": 2,
        "sys_id": "35948d6e53170010f42cddeeff7b127f"
      }
    ]
  },
  "error": null
}
```


AccCheckDefsAPI - getChecksList(String encodedQuery, Number limit, Boolean withParams)

Gets a list of check definitions with details.

See also Checks and policies.

Parameters

Name	Type	Description
encodedQuery	String	An encoded query string to filter the check definition result list. Use null for an unfiltered list of check definitions in the system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
limit	Number	Limits the number of returned records. Set to null to use the default value. Default: 20,000
withParams	Boolean	Flag that indicates whether existing check parameter details are returned. Information for each standard and secure check parameter is included in a JSON object. Valid values: • true: Return check parameter details. • false: Do not return check parameter details. Default: False

Returns

Properties	Description
check definitions	List of check definition and details provided as JSON objects. `[ { "background": Boolean, "check_group": "String", "check_type": "String", "command": "String", "name": "String", "params": [Array], "plugins": [Array], "proxy_valid": Boolean, "secure_params": [Array], "sys_id": "String", "timeout": Number } ]` Data type: Array
background	Flag that indicates whether this check definition is a background check. A background check is a check which the agent starts execution of and doesn't wait for it to finish running. Valid values: • true: This check definition is a background check. • false: This check definition is not a background check. Data type: Boolean
check_group	Group specified for this check definition.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description
	Data type: String
check_type	Type of check. Possible values: • Events – Check results are transformed into an Event Management event. • Metrics – Values from the check result are transformed to metrics. Data type: String
command	Command that the Agent Client Collector executes. Data type: String
name	Name of the check. Data type: String
params	List of parameter definitions associated with the check definition. These results are only included if the *withParams* parameter is set to true. `"params": [ { "active": Boolean, "default_value": "String", "mandatory": Boolean, "name": "String", "sys_id": "String" } ]` Data type: Array
params.active	Flag that indicates whether the check parameter is active. Valid values: • true: The check parameter is active. • false: The check parameter is inactive. Data type: Boolean
params.default_value	Specifies the default value for this check parameter. Data type: String
params.mandatory	Flag that indicates whether the check parameter is required. Valid values: • true: The check parameter is required. • false: The check parameter is optional.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description
	Data type: Boolean
params.name	Name of the check parameter. Data type: String
params.sys_id	Sys_id of the check parameter listed in the Check Secure Parameter Definitions [sn_agent_check_param_def] table. Data type: String
plugins	List of Agent Client Collector plugins associated with this check. Data type: Array
proxy_valid	Flag that indicates whether the check definition policy is set to work as a proxy. Valid values: • true: This check definition policy is set to work as a proxy. • false: This check definition policy is not set to work as a proxy. Data type: Boolean
secure_params	List of assigned to this check. These results are only included if the *withParams* parameter is set to true. `"secure_params": [ { "active": Boolean, "name": "String", "order": Number, "sys_id": "String" } ]` Data type: Array
secure_params.active	Flag that indicates whether the secure parameter is active. Valid values: • true: The secure parameter is active. • false: The secure parameter is inactive. Data type: Boolean
secure_params.name	Name of the secure parameter. Data type: String
secure_params.order	Order in which the parameter is sent to the check command/script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description
	Data type: Number
secure_params.sys_id	Sys_id of the secure parameter listed in the Check Secure Parameter Definitions [sn_agent_check_secure_param_def] table. Data type: String
sys_id	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table. Data type: String
timeout	Timeout in seconds. Data type: Number

The following example shows how to retrieve a list of two check definitions with parameter values.

```
var encQuery = "nameSTARTSWITHchecks_";
var limit = 2;
var withParams = true;

var checkDefs = sn_agent.AccCheckDefsAPI.getChecksList(encQuery,
 limit, withParams);

gs.info(JSON.stringify(checkDefs, null, 2));
```

Output:

```
[
  {
    "name": "checks_api_test",
    "command": "echo hello",
    "plugins": [],
    "timeout": 9,
    "proxy_valid": true,
    "background": false,
    "check_type": "TestCheck",
    "check_group": "computer",
    "sys_id": "7f1f9026dba530106f4810284b96194f",
    "params": [],
    "secure_params": [
      {
        "name": "check_api_test_check_secure_param2",
        "active": true,
        "order": 2,
        "sys_id": "2d30a066dba530106f4810284b9619c1"
      },
      {
        "name": "check_api_test_check_secure_param1",
        "active": true,
        "order": 100,
        "sys_id": "4c20a066dba530106f4810284b9619a8"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      }
    ]
  },
  {
    "name": "checks_api_test222",
    "command": "echo hello1212121",
    "plugins": [],
    "timeout": 60,
    "proxy_valid": true,
    "background": false,
    "check_type": "TestCheck",
    "check_group": "computer",
    "sys_id": "99e12466dba530106f4810284b961976",
    "params": [
      {
        "name": "check_api_test_check_param_222",
        "active": true,
        "mandatory": false,
        "default_value": "test_test_test",
        "sys_id": "44026466dba530106f4810284b9619b2"
      }
    ],
    "secure_params": []
  }
]
```


AccCheckDefsAPI - updateCheck(String checkDefId, Object updateJson)

Enables changing one or more field values of a specified check definition.

See also Checks and policies.

Parameters

Name	Type	Description
checkDefId	String	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table.
updateJson	Object	Map of check definition fields to be updated to their new values. Refer to the data dictionary for a comprehensive list of Check Definition fields and types. `{ "background": Boolean, "check_group": "String", "check_type": "String", "command": "String", "name": "String", "plugins": [Array], "proxy_valid": Boolean, "timeout": Number }`
updateJson.active	Number	Indicates whether this check definition is active. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• 0: This check definition is inactive. • 1: This check definition is active.
updateJson.background	Boolean	Flag that indicates whether this check definition is a background check. A background check is a check which the agent starts execution of and doesn't wait for it to finish running. Valid values: • true: This check definition is a background check. • false: This check definition is not a background check.
updateJson.checkGroup	String	Group specified for this check definition.
updateJson.checkType	String	Type of check. Possible values: • Events – Check results are transformed into an Event Management event. • Metrics – Values from the check result are transformed to metrics.
updateJson.command	String	Command that the Agent Client Collector executes.
updateJson.name	String	Name of the check.
updateJson.plugins	Array	List of Agent Client Collector plugins associated with this check.
updateJson.proxyCheck	Boolean	Flag that indicates whether the check definition policy is set to work as a proxy. Valid values: • true: This check definition policy is set to work as a proxy. • false: This check definition policy is not set to work as a proxy.
updateJson.timeout	Number	Timeout in seconds.

Returns

Type	Description
None	Error message if unsuccessful.

The following example shows how to deactivate a check definition.

```
var checkJson =
 sn_agent.AccCheckDefsAPI.getCheck(activeCheckDefs[0].sys_id,
 true);
if (!gs.nil(checkJson.error))
 gs.error(checkJson.error);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var updateJson = {active: "0"}; // deactivate the check
 definition
sn_agent.AccCheckDefsAPI.updateCheck(checkJson.check.sys_id,
 updateJson);
```

AccCheckDefsAPI - updateCheckParam(String checkDefParamId, Object updateJson)

Enables changing one or more field values of a specified check parameter.

Parameters

Name	Type	Description
checkDefParamId	String	Sys_id of the check parameter listed in the Check Parameter Definitions [sn_agent_check_param_def] table.
updateJson	Object	Map of check parameter fields to be updated to their new values. Refer to the data dictionary for a comprehensive list of Check Secure Parameter Definition fields and types. `{ "active": Boolean, "default_value": "String", "mandatory": Boolean, "name": "String" }`
updateJson.active	Boolean	Flag that indicates whether the check parameter is active. Valid values: • true: The check parameter is active. • false: The check parameter is inactive.
updateJson.default_value	String	Specifies the default value for this check parameter.
updateJson.mandatory	Boolean	Flag that indicates whether the check parameter is required. Valid values: • true: The check parameter is required. • false: The check parameter is optional.
updateJson.name	String	Name of the check parameter.

Returns

Type	Description
None	Error message if unsuccessful.

The following example shows how to activate a check parameter.

```
var checkParmSysId = "cd922ce6dba530106f4810284b961966";
var updateJson = {"active": "true"};
sn_agent.AccCheckDefsAPI.updateCheckSecureParam(checkParmSysId,
 updateJson);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AccCheckDefsAPI - updateCheckSecureParam(String checkDefSecureParamId, Object updateJson)

Enables changing one or more field values of a specified check secure parameter.

Parameters

Name	Type	Description
checkDefSecureParamId	String	Sys_id of the secure parameter listed in the Check Secure Parameter Definitions [sn_agent_check_secure_param_def] table.
updateJson	Object	Map of check secure parameter fields to be updated to their new values. Refer to the data dictionary for a comprehensive list of Check Secure Parameter Definition fields and types. `{ "active": Boolean, "name": "String", "order": Number }`
updateJson.active	Boolean	Flag that indicates whether the secure parameter is active. Valid values: • true: The secure parameter is active. • false: The secure parameter is inactive.
updateJson.name	String	Name of the secure parameter.
updateJson.order	Number	Order in which the parameter is sent to the check command/ script.

Returns

Type	Description
None	Error message if unsuccessful.

The following example shows how to activate a check secure parameter.

```
var checkSecParmSysId = "<sys_id>";
var updateJson = {"active": "true"};
sn_agent.AccCheckDefsAPI.updateCheckSecureParam(checkSecParmSysId, updateJson);
```

ActivityHistoryRecord - Global

The *ActivityHistoryRecord* API provides methods that facilitate interacting with a WorkflowModelManager object. It is a data object that is a member of the *WorkflowModelManager* class.

This API is basically a copy of the data from a glide record on the table Activity History [wf_history]. There are some helper methods defined for this class as well. There are no accessors or mutator to the simple data elements of this class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ActivityHistoryRecord - addArrivedActivityToJoin(String Array activityIds)

Changes the *arrivedState* of already known ids to **true**.

As soon as this method changes the *arrivedState* of known ids to **true**, it tests to see if the join is satisfied. if it is, the model walk can continue; if not, it should continue to next appropriate transition. This is called during playback, as expected *wf_activities* flow to the join.

Parameters

Name	Type	Description
activityIds	String Array	Array of wf_activity.sys_ids that are headed towards join.

Returns

Type	Description
void	

ActivityHistoryRecord - addJoinFromActivityIds(String Array activityIds)

Seeds all the expected *wf_activity* sys_ids that are expected to pass through this join and sets their arriveState = false.

This state is flipped to **true** as each expected activity transitions to this instance of the Join. This method is called as part of building the cached model in memory, and is not called during playback.

Parameters

Name	Type	Description
activityIds	String Array	Array of wf_activity.sys_ids that are headed towards join.

Returns

Type	Description
void	

ActivityHistoryRecord - addTransition(Object InTransition)

As model is cached by *_getExecutedTransitions()*, this method adds transitions that have gone FROM this activity towards the .to activity.

Parameters

Name	Type	Description
InTransition	Object	ExecutedTransition Javascript object to add to this activity.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ActivityHistoryRecord - debugDump( )

Prints debug information.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

The following code example shows how to use this method. It uses the oldest workflow history records of a base instance.

```
// These are associated with the Change Request - Normal
 workflow for CHG0000037.
var wfhGR = new GlideRecord ('wf_history');
wfhGR.addQuery('context.id',
 '41cdb152db252200a6a2b31be0b8f527');
wfhGR.addQuery('context.table', 'change_request');
wfhGR.orderBy ('activity_index');
wfhGR.query();
while (wfhGR.next())  {
  var script_name = 'AHR';
  //
  //  Acquire the execution history of the workflow's
 activities.
  //  Do this just once while processing the first activity.

  if(wfhGR.activity_index == 0) {
    var model = new WorkflowModelManager( wfhGR.context );
    model.getExecutedHistory();
  }

//
// Access a hash of ActivityHistoryRecord javascript objects,
// hashed by the sys_id of the wf_history record.
// There will be one ActivityHistoryRecord for each activity.

  var ActivityHistoryRecord =
 model.getActivityHistoryRecordById(wfhGR.sys_id);

//
// Use ActivityHistoryRecord methods to display selected values

  gs.log('Log String [' + ActivityHistoryRecord.getLogString() +
 ']', script_name);
  gs.log('debugDump START', script_name);
  ActivityHistoryRecord.debugDump();
  gs.log('debugDump END', script_name);
  gs.log('Turnstile?[' + ActivityHistoryRecord.isTurnstile() +
 ']', script_name);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.log('Transition Count[' +
 ActivityHistoryRecord.getTransitionCount() + ']\n',
 script_name );
}
```

Output:

```
[0:00:00.133] Script completed in scope global: script
Script execution history and recovery available here
AHR: Log String [HISTORY RECORD:  History
 ID:a228c4b6dba52200a6a2b31be0b8f57a  History INDEX:0  History
 START TIME:1585659881000  History END TIME:1585659881000
 WF Activity ID:e233b949cb020200d71cb9c0c24c9c1f  WF Activity
 NAME:Begin  WF Activity DEF ID:c7a5e32c0a0a0b3a002377c24ed8ea76
  WF Activity DEF NAME:Begin  Transition Count: 1  Is Turnstile
 (loop) : false  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 a228c4b6dba52200a6a2b31be0b8f57a
*** Script:         History INDEX: 0
*** Script:    History START TIME: 1585659881000
*** Script:      History END TIME: 1585659881000
*** Script:         History INDEX: 0
*** Script:        WF Activity ID:
 e233b949cb020200d71cb9c0c24c9c1f
*** Script:      WF Activity NAME: Begin
*** Script:    WF Activity DEF ID:
 c7a5e32c0a0a0b3a002377c24ed8ea76
*** Script: WF Activity DEF NAME: Begin
*** Script:      Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:               Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:a228c4b6dba52200a6a2b31be0b8f57d  History INDEX:1  History
 START TIME:1585659881000  History END TIME:1585659881000
  WF Activity ID:2e33b949cb020200d71cb9c0c24c9c20  WF
 Activity NAME:Change moves to Assess  WF Activity DEF
 ID:d93a02ae0a0a0aa30077abad3fdac035  WF Activity DEF NAME:Wait
 for condition  Transition Count: 1  Is Turnstile (loop) : false
  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 a228c4b6dba52200a6a2b31be0b8f57d
*** Script:         History INDEX: 1
*** Script:    History START TIME: 1585659881000
*** Script:      History END TIME: 1585659881000
*** Script:         History INDEX: 1
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:       WF Activity ID:
 2e33b949cb020200d71cb9c0c24c9c20
*** Script:     WF Activity NAME: Change moves to Assess
*** Script:   WF Activity DEF ID:
 d93a02ae0a0a0aa30077abad3fdac035
*** Script: WF Activity DEF NAME: Wait for condition
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:3e28c4b6dba52200a6a2b31be0b8f57e  History INDEX:2  History
 START TIME:1585659881000  History END TIME:1585659881000
  WF Activity ID:6e33b949cb020200d71cb9c0c24c9c1f
  WF Activity NAME:Requested  WF Activity DEF
 ID:50a78fa50a6a803f66d064255f7201a5  WF Activity DEF
 NAME:Approval Action  Transition Count: 1  Is Turnstile
 (loop) : false  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 3e28c4b6dba52200a6a2b31be0b8f57e
*** Script:        History INDEX: 2
*** Script:   History START TIME: 1585659881000
*** Script:     History END TIME: 1585659881000
*** Script:        History INDEX: 2
*** Script:       WF Activity ID:
 6e33b949cb020200d71cb9c0c24c9c1f
*** Script:     WF Activity NAME: Requested
*** Script:   WF Activity DEF ID:
 50a78fa50a6a803f66d064255f7201a5
*** Script: WF Activity DEF NAME: Approval Action
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:0d38c4b6dba52200a6a2b31be0b8f5cc  History INDEX:3  History
 START TIME:1585659881000  History END TIME:1585659891000
  WF Activity ID:2a33b949cb020200d71cb9c0c24c9c26  WF
 Activity NAME:Technical approvals  WF Activity DEF
 ID:354e911f0a0a029a00e6a0e6ad74206f  WF Activity DEF
 NAME:Approval - Group  Transition Count: 1  Is Turnstile
 (loop) : false  Is Join: false]
AHR: debugDump START
*** Script:
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 0d38c4b6dba52200a6a2b31be0b8f5cc
*** Script:         History INDEX: 3
*** Script:    History START TIME: 1585659881000
*** Script:      History END TIME: 1585659891000
*** Script:         History INDEX: 3
*** Script:        WF Activity ID:
 2a33b949cb020200d71cb9c0c24c9c26
*** Script:      WF Activity NAME: Technical approvals
*** Script:    WF Activity DEF ID:
 354e911f0a0a029a00e6a0e6ad74206f
*** Script: WF Activity DEF NAME: Approval - Group
*** Script:      Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:               Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:c538c4b6dba52200a6a2b31be0b8f5ce  History INDEX:4  History
 START TIME:1585659891000  History END TIME:1585659891000
  WF Activity ID:6233b949cb020200d71cb9c0c24c9c5b  WF
 Activity NAME:Check if Change is "On hold"  WF Activity DEF
 ID:98f621ca0a0a0b5900f7c291f5e45a0e  WF Activity DEF NAME:If
  Transition Count: 1  Is Turnstile (loop) : false  Is Join:
 false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 c538c4b6dba52200a6a2b31be0b8f5ce
*** Script:         History INDEX: 4
*** Script:    History START TIME: 1585659891000
*** Script:      History END TIME: 1585659891000
*** Script:         History INDEX: 4
*** Script:        WF Activity ID:
 6233b949cb020200d71cb9c0c24c9c5b
*** Script:      WF Activity NAME: Check if Change is "On hold"
*** Script:    WF Activity DEF ID:
 98f621ca0a0a0b5900f7c291f5e45a0e
*** Script: WF Activity DEF NAME: If
*** Script:      Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:               Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:cd3808b6dba52200a6a2b31be0b8f501  History INDEX:5  History
 START TIME:1585659891000  History END TIME:1585659891000
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 WF Activity ID:e633b949cb020200d71cb9c0c24c9c20
 WF Activity NAME:Move to Authorize  WF Activity DEF
 ID:1ca8d7cf0a0a0b265e9a000c2c08248c  WF Activity DEF NAME:Set
 Values  Transition Count: 1  Is Turnstile (loop) : false  Is
 Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 cd3808b6dba52200a6a2b31be0b8f501
*** Script:         History INDEX: 5
*** Script:   History START TIME: 1585659891000
*** Script:     History END TIME: 1585659891000
*** Script:         History INDEX: 5
*** Script:       WF Activity ID:
 e633b949cb020200d71cb9c0c24c9c20
*** Script:     WF Activity NAME: Move to Authorize
*** Script:   WF Activity DEF ID:
 1ca8d7cf0a0a0b265e9a000c2c08248c
*** Script: WF Activity DEF NAME: Set Values
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]
```

ActivityHistoryRecord - doesJoinContainActivity( )

Tests the incoming wf_activity sys_id, presumed to be seeded in this history record. If it is, it is tested to see if it is an activity that would come through this join.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True, if it is an activity that would come through this join.

ActivityHistoryRecord - getLogString( )

Returns the log string from the history record.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The log string.

The following code example shows how to use this method. It uses the oldest workflow history records of a base instance.

```
// These are associated with the Change Request - Normal
 workflow for CHG0000037.
var wfhGR = new GlideRecord ('wf_history');
wfhGR.addQuery('context.id',
 '41cdb152db252200a6a2b31be0b8f527');
wfhGR.addQuery('context.table', 'change_request');
wfhGR.orderBy ('activity_index');
wfhGR.query();
while (wfhGR.next())  {
  var script_name = 'AHR';
  //
  //  Acquire the execution history of the workflow's
 activities.
  //  Do this just once while processing the first activity.

  if(wfhGR.activity_index == 0) {
    var model = new WorkflowModelManager( wfhGR.context );
    model.getExecutedHistory();
  }

//
// Access a hash of ActivityHistoryRecord javascript objects,
// hashed by the sys_id of the wf_history record.
// There will be one ActivityHistoryRecord for each activity.

  var ActivityHistoryRecord =
 model.getActivityHistoryRecordById(wfhGR.sys_id);

//
// Use ActivityHistoryRecord methods to display selected values

  gs.log('Log String [' + ActivityHistoryRecord.getLogString() +
 ']', script_name);
  gs.log('debugDump START', script_name);
  ActivityHistoryRecord.debugDump();
  gs.log('debugDump END', script_name);
  gs.log('Turnstile?[' + ActivityHistoryRecord.isTurnstile() +
 ']', script_name);
  gs.log('Transition Count[' +
 ActivityHistoryRecord.getTransitionCount() + ']\n',
 script_name );
}
```

Output:

```
[0:00:00.133] Script completed in scope global: script
Script execution history and recovery available here
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
AHR: Log String [HISTORY RECORD:  History
 ID:a228c4b6dba52200a6a2b31be0b8f57a  History INDEX:0  History
 START TIME:1585659881000  History END TIME:1585659881000
 WF Activity ID:e233b949cb020200d71cb9c0c24c9c1f  WF Activity
 NAME:Begin  WF Activity DEF ID:c7a5e32c0a0a0b3a002377c24ed8ea76
  WF Activity DEF NAME:Begin  Transition Count: 1  Is Turnstile
 (loop) : false  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 a228c4b6dba52200a6a2b31be0b8f57a
*** Script:         History INDEX: 0
*** Script:   History START TIME: 1585659881000
*** Script:     History END TIME: 1585659881000
*** Script:         History INDEX: 0
*** Script:       WF Activity ID:
 e233b949cb020200d71cb9c0c24c9c1f
*** Script:     WF Activity NAME: Begin
*** Script:   WF Activity DEF ID:
 c7a5e32c0a0a0b3a002377c24ed8ea76
*** Script: WF Activity DEF NAME: Begin
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:a228c4b6dba52200a6a2b31be0b8f57d  History INDEX:1  History
 START TIME:1585659881000  History END TIME:1585659881000
  WF Activity ID:2e33b949cb020200d71cb9c0c24c9c20  WF
 Activity NAME:Change moves to Assess  WF Activity DEF
 ID:d93a02ae0a0a0aa30077abad3fdac035  WF Activity DEF NAME:Wait
 for condition  Transition Count: 1  Is Turnstile (loop) : false
  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 a228c4b6dba52200a6a2b31be0b8f57d
*** Script:         History INDEX: 1
*** Script:   History START TIME: 1585659881000
*** Script:     History END TIME: 1585659881000
*** Script:         History INDEX: 1
*** Script:       WF Activity ID:
 2e33b949cb020200d71cb9c0c24c9c20
*** Script:     WF Activity NAME: Change moves to Assess
*** Script:   WF Activity DEF ID:
 d93a02ae0a0a0aa30077abad3fdac035
*** Script: WF Activity DEF NAME: Wait for condition
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:3e28c4b6dba52200a6a2b31be0b8f57e  History INDEX:2  History
 START TIME:1585659881000  History END TIME:1585659881000
  WF Activity ID:6e33b949cb020200d71cb9c0c24c9c1f
  WF Activity NAME:Requested  WF Activity DEF
 ID:50a78fa50a6a803f66d064255f7201a5  WF Activity DEF
 NAME:Approval Action  Transition Count: 1  Is Turnstile
 (loop) : false  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 3e28c4b6dba52200a6a2b31be0b8f57e
*** Script:         History INDEX: 2
*** Script:    History START TIME: 1585659881000
*** Script:      History END TIME: 1585659881000
*** Script:         History INDEX: 2
*** Script:        WF Activity ID:
 6e33b949cb020200d71cb9c0c24c9c1f
*** Script:      WF Activity NAME: Requested
*** Script:    WF Activity DEF ID:
 50a78fa50a6a803f66d064255f7201a5
*** Script: WF Activity DEF NAME: Approval Action
*** Script:      Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:0d38c4b6dba52200a6a2b31be0b8f5cc  History INDEX:3  History
 START TIME:1585659881000  History END TIME:1585659891000
  WF Activity ID:2a33b949cb020200d71cb9c0c24c9c26  WF
 Activity NAME:Technical approvals  WF Activity DEF
 ID:354e911f0a0a029a00e6a0e6ad74206f  WF Activity DEF
 NAME:Approval - Group  Transition Count: 1  Is Turnstile
 (loop) : false  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 0d38c4b6dba52200a6a2b31be0b8f5cc
*** Script:         History INDEX: 3
*** Script:    History START TIME: 1585659881000
*** Script:      History END TIME: 1585659891000
*** Script:         History INDEX: 3
*** Script:        WF Activity ID:
 2a33b949cb020200d71cb9c0c24c9c26
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:     WF Activity NAME: Technical approvals
*** Script:   WF Activity DEF ID:
 354e911f0a0a029a00e6a0e6ad74206f
*** Script: WF Activity DEF NAME: Approval - Group
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:c538c4b6dba52200a6a2b31be0b8f5ce  History INDEX:4  History
 START TIME:1585659891000  History END TIME:1585659891000
  WF Activity ID:6233b949cb020200d71cb9c0c24c9c5b  WF
 Activity NAME:Check if Change is "On hold"  WF Activity DEF
 ID:98f621ca0a0a0b5900f7c291f5e45a0e  WF Activity DEF NAME:If
  Transition Count: 1  Is Turnstile (loop) : false  Is Join:
 false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 c538c4b6dba52200a6a2b31be0b8f5ce
*** Script:         History INDEX: 4
*** Script:   History START TIME: 1585659891000
*** Script:     History END TIME: 1585659891000
*** Script:         History INDEX: 4
*** Script:       WF Activity ID:
 6233b949cb020200d71cb9c0c24c9c5b
*** Script:     WF Activity NAME: Check if Change is "On hold"
*** Script:   WF Activity DEF ID:
 98f621ca0a0a0b5900f7c291f5e45a0e
*** Script: WF Activity DEF NAME: If
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:cd3808b6dba52200a6a2b31be0b8f501  History INDEX:5  History
 START TIME:1585659891000  History END TIME:1585659891000
  WF Activity ID:e633b949cb020200d71cb9c0c24c9c20
 WF Activity NAME:Move to Authorize  WF Activity DEF
 ID:1ca8d7cf0a0a0b265e9a000c2c08248c  WF Activity DEF NAME:Set
 Values  Transition Count: 1  Is Turnstile (loop) : false  Is
 Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:           History ID:
 cd3808b6dba52200a6a2b31be0b8f501
*** Script:        History INDEX: 5
*** Script:   History START TIME: 1585659891000
*** Script:     History END TIME: 1585659891000
*** Script:        History INDEX: 5
*** Script:       WF Activity ID:
 e633b949cb020200d71cb9c0c24c9c20
*** Script:     WF Activity NAME: Move to Authorize
*** Script:   WF Activity DEF ID:
 1ca8d7cf0a0a0b265e9a000c2c08248c
*** Script: WF Activity DEF NAME: Set Values
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]
```

ActivityHistoryRecord - getSatisfiedJoinActivities( )

Returns the sys_ids of the history records that transition to this Join activity that have already come through.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String Array	Array of sys_ids of the history records that transition to this Join activity.

ActivityHistoryRecord - getTransitionCount( )

Returns the transition count for this activity.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of transitions from this activity.

The following code example shows how to use this method. It uses the oldest workflow history records of a base instance.

```
// These are associated with the Change Request - Normal
 workflow for CHG0000037.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var wfhGR = new GlideRecord ('wf_history');
wfhGR.addQuery('context.id',
 '41cdb152db252200a6a2b31be0b8f527');
wfhGR.addQuery('context.table', 'change_request');
wfhGR.orderBy ('activity_index');
wfhGR.query();
while (wfhGR.next())  {
  var script_name = 'AHR';
  //
  //  Acquire the execution history of the workflow's
 activities.
  //  Do this just once while processing the first activity.

  if(wfhGR.activity_index == 0) {
    var model = new WorkflowModelManager( wfhGR.context );
    model.getExecutedHistory();
  }

//
// Access a hash of ActivityHistoryRecord javascript objects,
// hashed by the sys_id of the wf_history record.
// There will be one ActivityHistoryRecord for each activity.

  var ActivityHistoryRecord =
 model.getActivityHistoryRecordById(wfhGR.sys_id);

//
// Use ActivityHistoryRecord methods to display selected values

  gs.log('Log String [' + ActivityHistoryRecord.getLogString() +
 ']', script_name);
  gs.log('debugDump START', script_name);
  ActivityHistoryRecord.debugDump();
  gs.log('debugDump END', script_name);
  gs.log('Turnstile?[' + ActivityHistoryRecord.isTurnstile() +
 ']', script_name);
  gs.log('Transition Count[' +
 ActivityHistoryRecord.getTransitionCount() + ']\n',
 script_name );
}
```

Output:

```
[0:00:00.133] Script completed in scope global: script
Script execution history and recovery available here
AHR: Log String [HISTORY RECORD:  History
 ID:a228c4b6dba52200a6a2b31be0b8f57a  History INDEX:0  History
 START TIME:1585659881000  History END TIME:1585659881000
 WF Activity ID:e233b949cb020200d71cb9c0c24c9c1f  WF Activity
 NAME:Begin  WF Activity DEF ID:c7a5e32c0a0a0b3a002377c24ed8ea76
  WF Activity DEF NAME:Begin  Transition Count: 1  Is Turnstile
 (loop) : false  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 a228c4b6dba52200a6a2b31be0b8f57a
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:        History INDEX: 0
*** Script:   History START TIME: 1585659881000
*** Script:     History END TIME: 1585659881000
*** Script:        History INDEX: 0
*** Script:       WF Activity ID:
 e233b949cb020200d71cb9c0c24c9c1f
*** Script:     WF Activity NAME: Begin
*** Script:   WF Activity DEF ID:
 c7a5e32c0a0a0b3a002377c24ed8ea76
*** Script: WF Activity DEF NAME: Begin
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:a228c4b6dba52200a6a2b31be0b8f57d  History INDEX:1  History
 START TIME:1585659881000  History END TIME:1585659881000
  WF Activity ID:2e33b949cb020200d71cb9c0c24c9c20  WF
 Activity NAME:Change moves to Assess  WF Activity DEF
 ID:d93a02ae0a0a0aa30077abad3fdac035  WF Activity DEF NAME:Wait
 for condition  Transition Count: 1  Is Turnstile (loop) : false
  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 a228c4b6dba52200a6a2b31be0b8f57d
*** Script:        History INDEX: 1
*** Script:   History START TIME: 1585659881000
*** Script:     History END TIME: 1585659881000
*** Script:        History INDEX: 1
*** Script:       WF Activity ID:
 2e33b949cb020200d71cb9c0c24c9c20
*** Script:     WF Activity NAME: Change moves to Assess
*** Script:   WF Activity DEF ID:
 d93a02ae0a0a0aa30077abad3fdac035
*** Script: WF Activity DEF NAME: Wait for condition
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:3e28c4b6dba52200a6a2b31be0b8f57e  History INDEX:2  History
 START TIME:1585659881000  History END TIME:1585659881000
  WF Activity ID:6e33b949cb020200d71cb9c0c24c9c1f
  WF Activity NAME:Requested  WF Activity DEF
 ID:50a78fa50a6a803f66d064255f7201a5  WF Activity DEF
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 NAME:Approval Action  Transition Count: 1  Is Turnstile
 (loop) : false  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 3e28c4b6dba52200a6a2b31be0b8f57e
*** Script:         History INDEX: 2
*** Script:   History START TIME: 1585659881000
*** Script:     History END TIME: 1585659881000
*** Script:         History INDEX: 2
*** Script:       WF Activity ID:
 6e33b949cb020200d71cb9c0c24c9c1f
*** Script:     WF Activity NAME: Requested
*** Script:   WF Activity DEF ID:
 50a78fa50a6a803f66d064255f7201a5
*** Script: WF Activity DEF NAME: Approval Action
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]


AHR: Log String [HISTORY RECORD:  History
 ID:0d38c4b6dba52200a6a2b31be0b8f5cc  History INDEX:3  History
 START TIME:1585659881000  History END TIME:1585659891000
  WF Activity ID:2a33b949cb020200d71cb9c0c24c9c26  WF
 Activity NAME:Technical approvals  WF Activity DEF
 ID:354e911f0a0a029a00e6a0e6ad74206f  WF Activity DEF
 NAME:Approval - Group  Transition Count: 1  Is Turnstile
 (loop) : false  Is Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 0d38c4b6dba52200a6a2b31be0b8f5cc
*** Script:         History INDEX: 3
*** Script:   History START TIME: 1585659881000
*** Script:     History END TIME: 1585659891000
*** Script:         History INDEX: 3
*** Script:       WF Activity ID:
 2a33b949cb020200d71cb9c0c24c9c26
*** Script:     WF Activity NAME: Technical approvals
*** Script:   WF Activity DEF ID:
 354e911f0a0a029a00e6a0e6ad74206f
*** Script: WF Activity DEF NAME: Approval - Group
*** Script:     Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
AHR: Log String [HISTORY RECORD:  History
 ID:c538c4b6dba52200a6a2b31be0b8f5ce  History INDEX:4  History
 START TIME:1585659891000  History END TIME:1585659891000
  WF Activity ID:6233b949cb020200d71cb9c0c24c9c5b  WF
 Activity NAME:Check if Change is "On hold"  WF Activity DEF
 ID:98f621ca0a0a0b5900f7c291f5e45a0e  WF Activity DEF NAME:If
  Transition Count: 1  Is Turnstile (loop) : false  Is Join:
 false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 c538c4b6dba52200a6a2b31be0b8f5ce
*** Script:         History INDEX: 4
*** Script:    History START TIME: 1585659891000
*** Script:      History END TIME: 1585659891000
*** Script:         History INDEX: 4
*** Script:        WF Activity ID:
 6233b949cb020200d71cb9c0c24c9c5b
*** Script:      WF Activity NAME: Check if Change is "On hold"
*** Script:    WF Activity DEF ID:
 98f621ca0a0a0b5900f7c291f5e45a0e
*** Script: WF Activity DEF NAME: If
*** Script:      Transition Count: 1
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]
```

```
AHR: Log String [HISTORY RECORD:  History
 ID:cd3808b6dba52200a6a2b31be0b8f501  History INDEX:5  History
 START TIME:1585659891000  History END TIME:1585659891000
  WF Activity ID:e633b949cb020200d71cb9c0c24c9c20
 WF Activity NAME:Move to Authorize  WF Activity DEF
 ID:1ca8d7cf0a0a0b265e9a000c2c08248c  WF Activity DEF NAME:Set
 Values  Transition Count: 1  Is Turnstile (loop) : false  Is
 Join: false]
AHR: debugDump START
*** Script:
*** Script: WF HISTORY RECORD:
*** Script:           History ID:
 cd3808b6dba52200a6a2b31be0b8f501
*** Script:         History INDEX: 5
*** Script:    History START TIME: 1585659891000
*** Script:      History END TIME: 1585659891000
*** Script:         History INDEX: 5
*** Script:        WF Activity ID:
 e633b949cb020200d71cb9c0c24c9c20
*** Script:      WF Activity NAME: Move to Authorize
*** Script:    WF Activity DEF ID:
 1ca8d7cf0a0a0b265e9a000c2c08248c
*** Script: WF Activity DEF NAME: Set Values
*** Script:      Transition Count: 1
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: Roll Back Originator:
*** Script:  Is Turnstile (loop): false
*** Script:              Is Join: false
AHR: debugDump END
AHR: Turnstile? [false]
AHR: Transition Count [1]
```

ActivityHistoryRecord - getUnSatisfiedJoinActivities( )

Returns the sys_ids of the history records that transition to this Join activity that the join is still waiting for.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String Array	Array of sys_ids of the history records that transition to this Join activity.

ActivityHistoryRecord - isARollback( )

Determines if this activity is one of the rollback activities.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the activity is one of the rollback activities. Valid values: • true: Activity is a rollback. • false: Activity is not a rollback.

ActivityHistoryRecord - isIdADestination(String ahrSys_id)

Determines if the sys_id passed in is a destination of any of the transitions associated with this instance of an *`ActivityHistoryRecord`*.

Parameters

Name	Type	Description
ahrSys_id	String	Activity history sys_id from table wf_history.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True, if the sys_id passed in is a destination of any of the transitions.

ActivityHistoryRecord - isJoin( )

Determines if this activity is a join.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True, if the activity is "Join".

ActivityHistoryRecord - isJoinSatisfied( )

Examines the value of the arriveState.

Called during playback when the transition to sys_id of a transition points to an activity that is a join.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True, if the join is satisfied.

ActivityHistoryRecord - isJoinWaitingForActivity(String Array activityIds)

Tests the incoming wf_activity sys_id, presumed to be seeded in this history record.

If it is, it is tested to see if it has already been through; if it has, then this join is not waiting on this activity and it should look further downstream for the one that is waiting. This test is called in sequence as the model is walked, so it does presume in the instances of rollbacks and loops. If the sys_id is in here and the flag is **true**, this waiting Join is further up the sequence. This sort of check is required as the history records of Joins are removed from the history table, and so it is possible for a record to be in the transition table with no match in the corresponding history table, but is still an appropriate match for an earlier executed instance of the same Join.

Parameters

Name	Type	Description
activityIds	String Array	Array of wf_activity.sys_ids that are headed towards join.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True, if the activity has already been through.

ActivityHistoryRecord - isRolledBack( )

Determines if this workflow was rolled back.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True, if this workflow was rolled back.

ActivityHistoryRecord - isTurnstile( )

Determines if the current activity is a turnstile.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the activity is a turnstile. Valid values: • true: Activity is a turnstile. • false: Activity is not a turnstile.

The following code example shows how to use this method to detect a turnstile. It is based on the workflow found in Rollback To workflow activity. You can confirm the output of this script by examining the **Workflow Activity History** tab when you **Show Workflow** on the requested items (RITM) form.

```
var wfhGR = new GlideRecord ('wf_history');
wfhGR.addQuery
 ('context.id','cc45480d2f9b8110b99eb2e72799b6f9'); // sys_id of
 the RITM
wfhGR.addQuery ('context.table','sc_req_item'); // Table for the
 RITM
wfhGR.orderBy  ('activity_index');
wfhGR.query();
var turnstile_count = 0;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
while (wfhGR.next())  {
  var script_name = 'AHR';
  //
  // Acquire the execution history of the workflow's activities.
  // Do this just once while processing the first activity.

  if(wfhGR.activity_index == 0) {
    var model = new WorkflowModelManager(wfhGR.context);
    model.getExecutedHistory();
  }

  //
  // Access a hash of ActivityHistoryRecord javascript objects,
  // hashed by the sys_id of the wf_history record.
  // There will be one ActivityHistoryRecord for each activity.

  var ActivityHistoryRecord =
 model.getActivityHistoryRecordById(wfhGR.sys_id);

  //
  // Use ActivityHistoryRecord methods to display turnstile
 activities.

  if(ActivityHistoryRecord.isTurnstile()) {
    var log_string = ActivityHistoryRecord.getLogString();
    var name_start = log_string.indexOf('WF Activity NAME:');
    var name_end = log_string.indexOf('WF Activity DEF ID:');
    var name = log_string.substring(name_start,
 name_end).trim();
    gs.log(name + ' Activity ' + wfhGR.activity_index + ' is a
 turnstile.', script_name);
    turnstile_count++;
  }
}
gs.log ('Turnstile activities detected: ' + turnstile_count,
 script_name);
```

Output:

```
AHR: WF Activity NAME:Prevent infinite loops Activity 8 is a
 turnstile.
AHR: WF Activity NAME:Prevent infinite loops Activity 13 is a
 turnstile.
AHR: WF Activity NAME:Prevent infinite loops Activity 18 is a
 turnstile.
AHR: WF Activity NAME:Prevent infinite loops Activity 23 is a
 turnstile.
AHR: Turnstile activities detected: 4
```

action - Scoped, Global

The *action* API provides methods to handle data for URLs in a UI action script.

Use this API to configure UI actions with which users can interact. Use these scripts in the UI Action [sys_ui_action] table. For information, see UI actions.

Methods for this API are referred to by the variable name 'action' in any server-side JavaScript. To learn more, see Creating interactions with UI actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

action - getGlideURI()

Gets a GlideURI object to determine the user view.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	GlideURI object representing the URI parameter of the user view. • GlideURI - Scoped • GlideURI - Global **Note:** Any other returned value is considered an error, including null.

The following example shows how to get the user view and set the redirect URL to the service catalog home page.

```
var uri = action.getGlideURI();
var path = 'catalog_home.do';

uri.set('sysparm_view', 'catalog_default');
action.setRedirectURL(uri.toString(path));
```

action - getReturnURL()

Gets the URL of the return page in view after a UI action is complete.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	URL of the return page in view after a UI action is complete.

```
action.getReturnURL();
```

action - getURLParameter(String parameterName)

Gets the value of a URL parameter.

Parameters

Name	Type	Description
parameterName	String	Name of the URL parameter name to be queried for the URL parameter value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	URL parameter value.

```
action.getURLParameter('sysparm_query');
```

action - openGlideRecord(Object gr)

Opens a page with a GlideRecord in the user view.

Parameters

Name	Type	Description
gr	GlideRecord	GlideRecord of the page to be opened in the user view.

Returns

Type	Description
void	

The following example shows how to include the caller name and incident description created from an interaction record. For more details, see Customizing Configurable Workspace with declarative actions.

```
if(current.update()){
  var inc = new GlideRecord("incident");
  inc.newRecord();
  inc.caller_id = current.opened_for;
  inc.short_description = current.short_description;
  action.openGlideRecord(inc);
}
```

action - setNoPop(Boolean noPop)

Indicates whether to enable or disable pop-up windows on the page in the current view.

Parameters

Name	Type	Description
noPop	Boolean	Flag indicating whether to enable or disable pop-up windows on the page: • true: Disables pop-up windows. • false: Default. Enables pop-up windows.

Returns

Type	Description
None	

The following example shows how to disable pop-up windows for a UI action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
action.setNoPop(true);
```

action - setRedirectURL(Object URL)

Sets the redirect URI for this transaction, which determines the next page the user sees.

For use cases:

- Create a UI routing action
- Create knowledge articles from HR cases
- Task relationships with UI actions

Parameters

Name	Type	Description
URL	Object	URL to set as the redirect. You can provide the URL as a string or a GlideRecord. If you pass the URL as a GlideRecord, this value takes the focus to that record's form.

Returns

Type	Description
void	

The following example shows how to redirect a user to a URL from a UI action using the current variable.

```
var fixchg = new GlideRecord("change_request");
fixchg.short_description= current.short_description;
fixchg.comments= current.comments.getHTMLValue();
// fixchg.parent = current.sys_id;
fixchg.insert();
FixChange();

gs.addInfoMessage("Change "+ fixchg.number+" created");
action.setRedirectURL(current);
action.setReturnURL(fixchg);

function FixChange(){
var m2m = new GlideRecord('task_rel_task');
m2m.initialize();
m2m.child= current.sys_id;
m2m.parent= fixchg.sys_id;
m2m.type.setDisplayValue("Fixes::Fixed by");
m2m.insert();}
```

The following example shows how to create a new incident record and redirect to the new incident after a UI action completes.

```
var reqItem = current.u_item;
var requestedFor = current.u_requested_for;
var location = current.location;

if(current.u_incident_request == 'Incident'){
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  //Create a new incident record and redirect to the new
 incident
  var rec = new GlideRecord('incident');
  rec.initialize();
  rec.caller_id = requestedFor;
  rec.location = location;
  rec.insert();
  action.setRedirectURL(rec);
}

if(current.u_incident_request == 'Request'){
  //Build the url and route the user to the request item
  var url = '';
  if(current.u_item.sys_class_name == 'sc_cat_item_guide'){
    url =
 'com.glideapp.servicecatalog_cat_item_guide_view.do?sysparm_ini
tial=true&sysparm_guide=' +
      reqItem + '&sysparm_user=' + requestedFor +
 '&sysparm_location=' + location;
  }
  else{
    url =
 'com.glideapp.servicecatalog_cat_item_view.do?sysparm_id=' +
 reqItem + '&sysparm_user=' +
      requestedFor + '&sysparm_location=' + location;
  }
  action.setRedirectURL(url);
}
```

action - setReturnURL(Object URL)

Sets the return URI for this transaction after a UI action is complete. You can use this method to determine what page the user has in view when they return from submit.

Parameters

Name	Type	Description
URL	Object	URI to set as the return location after a UI action is complete. You can provide the URL as a string or a GlideRecord.

Returns

Type	Description
void	

The following example enables the user to select the UI action to create a change record using information from the problem record and the change template. After the change, the user returns to current view. For more information, see Scripted templates. For more use cases, see Task relationships with UI actions.

```
var change = new GlideRecord("change_request");
change.initialize();
change.short_description = current.short_description;
change.description = current.u_details;
change.cmdb_ci = current.u_service;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
change.priority = current.priority;
change.requested_by = current.caller_id;
change.assignment_group.setDisplayValue('Change & Release');
change.u_status = 'New';
change.parent = current.number;
change.applyTemplate("standard_rfc");
current.rfc = change.insert();
current.comments = 'Change ' + change.number + ' created.';

var mySysID = current.update();

gs.addInfoMessage("Change " + change.number + " created");
action.setRedirectURL(change);
action.setReturnURL(current);
```

action - setURLParameter(String parameterName, String parameterValue)

Sets a URL parameter name and value.

Parameters

Name	Type	Description
parameterName	String	Name of the URL parameter.
parameterValue	String	Value of the parameter.

Returns

Type	Description
void	

```
action.setURLParameter('sysparm_query',
 'priority=2^active=true');
```

Agent - Global

The *Agent* API provides methods for getting or setting agent presence and channel availability.

The *Agent* API is provided within the `sn_awa` namespace.

Requires the following:

- Advanced Work Assignment plugin (com.glide.awa)
- Role: awa_integration_user or admin

Agent - get(String user_sys_id)

Gets an agent by sys_id.

Parameters

Name	Type	Description
user_sys_id	String	The sys_id of the user listed in sys_user table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True if the user exists, false otherwise.

```
var agent = sn_awa.Agent.get("<user_sys_id>");
var presence  = agent.getPresence();
```

Agent – getPresence()

Gets the current presence state and channel availability of a provided agent.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Presence state sys_id, presence state name, and channel information. Error message otherwise.

```
var agent = sn_awa.Agent.get("<user_sys_id>");
        var presence  = agent.getPresence();
```

Agent – setPresence(Object setRequest)

Sets the state of a provided agent's presence and sets the agent's channel availability for that state.

Parameters

Name	Type	Description
setRequest	Object	The setRequest.sys_id and setRequest.channels.
setRequest.sys_id	String	The presence_sys_id from the AWA Presence State [awa_presence_state] table.
setRequest.channels	name/ value pair	Optional. • sys_id: Channel_sys_id from the awa_service_channel table. • available: Agent availability to receive work for this channel (true or false).

Returns

Type	Description
Boolean	True if successful, false otherwise.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var agent = sn_awa.Agent.get("<user_sys_id>");
var presence = agent.setPresence({
    sys_id: <presence_sys_id>,
    channels: [{
        sys_id: "<channel_sys_id>",
        available: true // or false
    }]
});
```

AgentMetrics - Global

The *AgentMetrics* script include provides methods to process inbound MID Server metrics.

This script include updates the following tables:

- ECC Agent Counter Metric [ecc_agent_counter_metric]
- ECC Agent Memory Metric [ecc_agent_memory_metric]
- ECC Agent RGR Metric [ecc_agent_rgr_metric]
- ECC Agent Scalar Metric [ecc_agent_scalar_metric]

Use these methods in server scripts.

AgentMetrics - AgentMetrics()

Creates an instance of AgentMetrics.

Parameters

Name	Type	Description
None		

This example shows how to use *AgentMetrics()* to instantiate an AgentMetrics object.

```
var amtc = new AgentMetrics();
amtc.handleMemory('memory', 'server_name',
 '1098888bbb9483abcd89981ffaeff');
amtc.updateMetric('ecc_agent_memory_metric', 'm_values',
 'memory', '1098888bbb9483abcd89981ffaeff');
```

AgentMetrics - handleCounter(String metric, String name, String midId)

Handles counter metrics from the agent by putting them into an array that can be used to update the ECC Agent Counter Metric table (ecc_agent_counter_metric).

Parameters

Name	Type	Description
metric	String	The counter object from the agent
name	String	The device name
midId	String	The MID server sys_id

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var amtc = new AgentMetrics();
amtc.handleCounter('count', 'server_name',
 '1098888bbb9483abcd89981ffaeff');
```

AgentMetrics - handleMemory(String metric, String name, String midId)

Updates the memory metrics for the given agent.

Parameters

Name	Type	Description
metric	String	The memory object from the agent
name	String	The device name
midId	String	The MID server sys_id

Returns

Type	Description
void	

```
var amtc = new AgentMetrics();
amtc.handleMemory('mem_obj', 'server_name',
 '1098888bbb9483abcd89981ffaeff');
```

AgentMetrics - handleRGR(String metric, String name, String midId)

Handles metric information from a remote glide record by putting it into an array.

Parameters

Name	Type	Description
metric	String	The remote object from the agent
name	String	The device name
midId	String	The MID server sys_id

Returns

Type	Description
void	

```
var amtc = new AgentMetrics();
amtc.handleRGR('remote_obj', 'server_name',
 '1098888bbb9483abcd89981ffaeff');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AgentMetrics - handleScalar(String metric, String name, String midId)

Handles scalar values from the agent by putting them into an array.

Parameters

Name	Type	Description
metric	String	The counter object from the agent
name	String	The device name
midId	String	The MID server sys_id

Returns

Type	Description
void	

```
var amtc = new AgentMetrics();
amtc.handleScalar('scalar', 'server_name',
 '1098888bbb9483abcd89981ffaeff');
```

AgentMetrics - updateMetric(String tableName, String values, String metric, String midID)

Updates the specified metrics table with the new metric information.

Parameters

Name	Type	Description
tableName	String	The metrics table to update
values	String	The object containing the values to add to the table
metric	String	The metric type to add to the table
midID	String	The MID server sys_id

Returns

Type	Description
void	

```
var amtc = new AgentMetrics();
amtc.handleMemory('memory', 'server_name',
 '1098888bbb9483abcd89981ffaeff');
amtc.updateMetric('ecc_agent_memory_metric', 'm_values',
 'memory', '1098888bbb9483abcd89981ffaeff');
```

AgentNowHandler - Scoped

The *AgentNowHandler* script include provides methods that enable running check definitions on demand, checking the status of on demand executions and test check executions and for stopping background checks that were executed on demand.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This script include requires the Agent Client Collector Framework (sn_agent) store application and is provided within the `sn_agent` namespace. For more information, refer to Agent Client Collector.

For the REST API solution, refer to Agent Client Collector API.

AgentNowHandler - AgentNowHandler()

Creates an AgentNowHandler instance.

Parameters

Name	Type	Description
None		

The following example shows how to initialize *`AgentNowHandler`*.

```
var handler = new sn_agent.AgentNowHandler();
```

AgentNowHandler - getRequestStatus(String requestId)

Gets status of the request with the given ID.

Parameters

Name	Type	Description
requestId	String	A check request ID generated by calling the *`runCheckForCis()`* method.

Returns

Properties	Description
Object	Status of the request and any applicable error message.
status	Request status. Possible values: • done – Check is successful. • failure – Check has failed. See error message for details. • mid_flow – Request output is being handled by the MID server. • processing – Check is in progress. • timeout – Check processing exceeded time limit set in the *`runCheckForCis()`* method. Data type: String
err_msg	Error message if any. Possible values: • No agents found for relevant CIs. • No background check request with given ID. • No request with given ID.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Properties	Description
	• No test result with given ID. • Request timeout. Data type: String

The following example shows how to get the status of a request.

```
var handler = new sn_agent.AgentNowHandler();
var check = {checkDefId: "158279505372b30034b8ddeeff7b1270"};
var computerGr = new GlideRecord("cmdb_ci_computer");
computerGr.query();
var requestId = handler.runCheckForCis(computerGr, check, 0,
 60);

var reqStatusJson = handler.getRequestStatus(requestId);
gs.info(JSON.stringify(reqStatusJson));
```

AgentNowHandler - getTestResultStatus(String testResultId)

Gets the test check status of the given test result.

Parameters

Name	Type	Description
testResultId	String	A test result ID generated by creating a test check request.

Returns

Properties	Description
status	Status of the test results. Possible values: • 0: Pending • 1: In progress • 2: Complete • 3: No test result with given ID Data type: String
output	Output describing the status. Data type: String

The following example shows how get result status of a completed test check request.

```
var testCheckStatusJson =
 handler.getTestResultStatus("testResultId");
gs.info(JSON.stringify(testCheckStatusJson));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AgentNowHandler - runCheckForCis(Object cis, Object check, Number priority, Number timeout)

Runs a check against the given configuration item.

Parameters

Name	Type	Description
cis	GlideRecord	GlideRecord of any CMDB table (any application, host, or agent) that the check is working against.

check	Object	Check ID and optional check parameters.
		`"check": {`
		`  "checkDefId": "String",`
		`  "params": {Object}`
		`}`

check.checkDefId	String	Sys_id of a check definition in the Check Definitions [sn_agent_check_def] table.

check.params	Object	Optional. Map of parameter names and values. These settings can be used to override the parameter records of the check definition and its specified values.
		`"params": {`
		`  "<parameter name>": "String"`
		`}`

priority	Number	Priority of the request to be set on the ECC queue. Possible values: • 0: interactive • 1: expedited • 2: standard
timeout	Number	Value of the timeout for the request in seconds.

Returns

Type	Description
String	Sys_id of the generated background check request.

The following example shows how to run a background check and get its request ID.

```
var handler = new sn_agent.AgentNowHandler();
var check = {checkDefId: "028fcd5067c80010b7b72dbd2685ef4f"};
var computerGr = new GlideRecord("cmdb_ci_computer");
computerGr.query();
var requestId = handler.runCheckForCis(computerGr, check, 0,
 60);

gs.info(requestId);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
b9cf14aedb5e30106f4810284b961990
```

AgentNowHandler - stopBackgroundCheck(String requestId)

Stops a background check.

To start a background check, use the *runCheckForCis()* method.

Parameters

Name	Type	Description
requestId	String	The ID of a background check request generated by calling the *runCheckForCis()* method.

Returns

Type	Description
None	

The following example shows how stop executing a background check.

```
handler.stopBackgroundCheck(backRequestId);
```

APCHandler - Global

The *APCHandler* script include provides methods to handle SNMP classification and identification for uninterruptible power supplies, environmental monitors, and power distribution units made by APC.

Use this API for SNMP classification and identification.

APCHandler - classifyAndIdentify()

Classifies and identifies APC devices.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

ApcPduOutletReconciler - Global

The *ApcPduOutletReconciler* API provides methods to reconcile outlets for power distribution units.

Use this API for SNMP-related discovery.

ApcPduOutletReconciler - getReconcilationField()

Returns the reconciliation field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The reconciliation field

ApcPduOutletReconciler - getReconcilationKey()

Returns the reconciliation key.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The reconciliation key

ApcPduOutletReconciler - hasChanged()

Determines if the outlet state has changed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the outlet state has changed; otherwise, false.

ApcPduOutletReconciler - readDatabaseFields()

Reads the outlet database fields.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

ApcPduOutletReconciler - readDiscovered()

Reads the discovered outlet database fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

ApcPduOutletReconciler - setDatabaseFields()

Sets the outlet database fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

ArrayUtil - Global

The `ArrayUtil` script include provides methods for working with JavaScript arrays.

These methods are available to any server-side script.

ArrayUtil - concat(Array parent, Array child)

Merge two arrays.

Parameters

Name	Type	Description
parent	Array	An array to merge
child	Array	An array to merge

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	An array of elements from both input arrays. Duplicates are not removed.

```
var arrayUtil = new ArrayUtil();
var a1 = new Array("a", "b", "c");
var a2 = new Array("c", "d", "e");

gs.print("concat a1, a2: " + arrayUtil.concat(a1, a2));
```

Output: concat a1, a2: a,b,c,c,d,e

ArrayUtil - contains(Array array, Object element)

Searches the array for the specified element. Returns true if the element exists in the array, otherwise returns false.

Parameters

Name	Type	Description
array	Array	Array to search.
element	Object	Element to search for.

Returns

Type	Description
Boolean	Flag indicating whether the element was found in the array. Possible values: • true: Element found in array. • false: Element not found in array.

```
var arrayUtil = new ArrayUtil();
var a1 = new Array("a", "b", "c");

gs.print("Contains b: " + arrayUtil.contains(a1, "b"));
gs.print("Contains x: " + arrayUtil.contains(a1, "x"));
```

Output:

```
Contains b: true
Contains x: false
```

ArrayUtil - convertArray(Object a)

Converts a Java object to an array.

Parameters

Name	Type	Description
a	Object	Object to convert.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	Array created from the object.

This example converts a Java object to an array.

```
var arrayUtil = new ArrayUtil();
// Returns a JavaObject with the logged in user's groups
var groupObj = gs.getUser().getMyGroups();
gs.print('groupObj: ' +
 Object.prototype.toString.call(groupObj));

var groupArr = arrayUtil.convertArray(groupObj);
gs.print('groupArr: ' +
 Object.prototype.toString.call(groupArr));
```

Output:

```
groupObj: [object JavaObject]
groupArr: [object Array]
```

ArrayUtil - diff(Array a, Array b)

Finds the differences between two or more arrays.

Any number of arrays can be provided as parameters.

Parameters

Name	Type	Description
a	Array	An array
b	Array	An array

Returns

Type	Description
Array	Returns an array of items from array a that were not found in either array b or c, or other input arrays. Duplicates are removed from the result.

```
var arrayUtil = new ArrayUtil();
var a1 = new Array("a", "b", "c");
var a2 = new Array("c", "d", "e");
gs.print(arrayUtil.diff(a1, a2));
```

Output: a,b

ArrayUtil - ensureArray(Object object)

Returns an array from the specified object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
object	Object	Object from which to create an array.

Returns

Type	Description
Array	Array created from the object.

The following example shows how to create an array from an object and display created array.

```
var arrayUtil = new ArrayUtil();
var o1 = {a:"1",b:"2",c:"3"};
gs.print('o1 is array: ' + Array.isArray(o1));
gs.print('o1 stringified: ' + JSON.stringify(o1));

var a1 = arrayUtil.ensureArray(o1);
gs.print('a1 is array: ' + Array.isArray(a1));
gs.print('a1 stringified: ' + JSON.stringify(a1));
```

Output:

```
o1 is array: false
o1 stringified: {"a":"1","b":"2","c":"3"}
a1 is array: true
a1 stringified: [{"a":"1","b":"2","c":"3"}]
```

The following example shows how to create an array from an object and display the contents of the array.

```
var stock = { 'name': 'Servicenow', 'sym': 'NOW' };

var arr = new ArrayUtil();
var stArray = arr.ensureArray(stock);

gs.info("Name is " + stArray[0]['name']);
gs.info("Symbol is " + stArray[0]['sym']);
```

Output:

```
Name is Servicenow
Symbol is NOW
```

ArrayUtil - indexOf(Array array, Object element)

Searches the array for the element. Returns the element index or -1 if not found.

Parameters

Name	Type	Description
array	Array	Array to search.
element	Object	Element to search for.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Position of the element in the array, or -1 if the element is not found.

```
var arrayUtil = new ArrayUtil();
var arr = new Array("a", "b", "c", "x", "y", "z");
gs.print("Array: " + arr);

gs.print("Index of a: " + arrayUtil.indexOf(arr, "a"));
gs.print("Index of a starting at 2: " + arrayUtil.indexOf(arr,
 "a", 2));

gs.print("Index of c: " + arrayUtil.indexOf(arr, "c"));
gs.print("Index of c starting at 1: " + arrayUtil.indexOf(arr,
 "c", 1));

gs.print("Index of z: " + arrayUtil.indexOf(arr, "z"));
gs.print("Index of z starting at 4: " + arrayUtil.indexOf(arr,
 "z", 4));

// If negative value is sent as startIndex then (startIndex +
 length of array ) is considered as start index.

// startIndex = -1+(6); startIndex is considered as 5 in this
 case
gs.print("Index of c starting at -1 (Re-Calculated to 5): " +
 arrayUtil.indexOf(arr, "c", -1));

// startIndex = -10+(6) which is -4,if negative value again then
 startIndex is considered as 0
gs.print("Index of c starting at -10 (Re-Calculated to 0): " +
 arrayUtil.indexOf(arr, "c", -10));
```

Output:

```
Array: a,b,c,x,y,z
Index of a: 0
Index of a starting at 2: -1
Index of c: 2
Index of c starting at 1: 2
Index of z: 5
Index of z starting at 4: 5
Index of c starting at -1 (Re-Calculated to 5): -1
Index of c starting at -10 (Re-Calculated to 0): 2
```

ArrayUtil - indexOf(Array array, Object element, Number startIndex)

Searches the array for the element starting at the specified index. Returns the element index or -1 if not found.

Parameters

Name	Type	Description
array	Array	Array to search.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
element	Object	Element to search for.
startIndex	Number	Index to start searching from.

Returns

Type	Description
Number	Position of the element in the array, or -1 if the element is not found.

```
var arrayUtil = new ArrayUtil();
var arr = new Array("a", "b", "c", "x", "y", "z");
gs.print("Array: " + arr);

gs.print("Index of a: " + arrayUtil.indexOf(arr, "a"));
gs.print("Index of a starting at 2: " + arrayUtil.indexOf(arr,
 "a", 2));

gs.print("Index of c: " + arrayUtil.indexOf(arr, "c"));
gs.print("Index of c starting at 1: " + arrayUtil.indexOf(arr,
 "c", 1));

gs.print("Index of z: " + arrayUtil.indexOf(arr, "z"));
gs.print("Index of z starting at 4: " + arrayUtil.indexOf(arr,
 "z", 4));

// If negative value is sent as startIndex then (startIndex +
 length of array ) is considered as start index.

// startIndex = -1+(6); startIndex is considered as 5 in this
 case
gs.print("Index of c starting at -1 (Re-Calculated to 5): " +
 arrayUtil.indexOf(arr, "c", -1));

// startIndex = -10+(6) which is -4,if negative value again then
 startIndex is considered as 0
gs.print("Index of c starting at -10 (Re-Calculated to 0): " +
 arrayUtil.indexOf(arr, "c", -10));
```

Output:

```
Array: a,b,c,x,y,z
Index of a: 0
Index of a starting at 2: -1
Index of c: 2
Index of c starting at 1: 2
Index of z: 5
Index of z starting at 4: 5
Index of c starting at -1 (Re-Calculated to 5): -1
Index of c starting at -10 (Re-Calculated to 0): 2
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ArrayUtil - intersect(Array a, Array b)

Finds the elements present in all arrays.

Any number of arrays can be provided as parameters.

Parameters

Name	Type	Description
a	Array	An array
b	Array	An array

Returns

Type	Description
Array	An array of elements from array a that were found in all of the other input arrays. Duplicates are removed.

```
var arrayUtil = new ArrayUtil();
var a1 = new Array("a", "b", "c");
var a2 = new Array("c", "d", "e");
gs.print(arrayUtil.intersect(a1, a2));
```

Output: c

ArrayUtil - union(Array a, Array b)

Merge two or more arrays.

Any number of arrays can be provided as parameters.

Parameters

Name	Type	Description
a	Array	An array
b	Array	An array

Returns

Type	Description
Array	An array of items from all the input arrays. Duplicates are removed.

```
var arrayUtil = new ArrayUtil();
var a1 = new Array("a", "b", "c");
var a2 = new Array("c", "d", "e");
gs.print(arrayUtil.union(a1, a2));
```

Output: a,b,c,d,e

ArrayUtil - unique(Array a)

Removes duplicate items from an array.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
a	Array	The array to check for duplicate elements.

Returns

Type	Description
Array	An array of unique items from the input array.

```
var arrayUtil = new ArrayUtil();
var a1 = new Array("a", "b", "c", "c", "b");
gs.print(arrayUtil.unique(a1));
```

Output: a,c,b

AssessmentCreation - Global

The `AssessmentCreation` API provides methods that administrators can use to generate assessments and surveys.

There are multiple ways to call the `createAssessments()` method. You must set the `typeID` parameter in all cases to identify a metric type or survey definition.

Some of the factors that influence how the method behaves include:

- Whether the target is an assessment or survey
- Whether the assessment schedule type is on-demand or scheduled
- Survey schedule periods
- Parameters provided

For example, when the method is called with only the `typeID` parameter set, the method searches for stakeholders or survey users to send invitations to. In contrast, when the method is called with the `typeID` and `userID` parameters set, it attempts to send invitations to the specified users.

AssessmentCreation - createAssessments (String typeID, String sourceRecordID, String userID)

Creates one or more assessments or surveys for the specified metric type or survey definition.

Parameters

Name	Type	Description
typeID	String	The sys_id of the metric type or survey definition for which to generate assessments or surveys.
sourceRecordID	String	One or more comma-separated survey definition sys_ids to include in the assessments generated. There must be an assessable record associated with the specified metric type for each source record. If this parameter is left blank, the assessments generated includes all assessable records for the specified type. This parameter is for use with assessments only.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
userID	String	One or more comma-separated sys_ids of users to which to send assessment or survey instances. If this parameter is left blank, the assessment stakeholders or survey users receive instances. This parameter is required for on-demand assessments.

Returns

Type	Description

String	If the method is successful, it returns a comma-separated string such as 7a2ad2253784200044e0bfc8bcbe5de1, 10, b7e8b5d4c0a80169008b49e468920048 (Instance ID, number of instances, Group ID) with the following values:
	• instanceID: Sys_id of the assessment or survey instance created, if there is only one. Sys_id of one of the instances, if there are multiple. If there are multiple instances, use the group ID to retrieve data.
	• #instances: Number of assessment or survey instances created.
	• groupID: Sys_id of the assessment group that contains the assessment or survey instances created.
	
	If the method is unable to generate assessments or surveys, it returns one of the error codes.
	
	Error Codes
	• isscheduled - Indicates that the *userID* or *sourceRecordID* parameter should not have been used. When the *typeID* value represents a metric type with the Schedule type field set to Scheduled, the *typeID* parameter is the only parameter that may be used.
	• draft_state - Indicates that the *typeID* value is a metric type or survey definition that is not published. Publish the metric type or survey definition.
	• invalidtype - Indicates that there is no existing metric type that matches the *typeID* value.
	• inactive - Indicates that the *typeID* value is a metric type or survey definition that is not active. Navigate to the metric type or survey definition and select the **Active** check box.
	• not_available - Indicates that the *typeID* value is a metric type or survey definition that has no metrics or survey questions. Add at least one metric or survey question.
	• notyet - Indicates that at least one of the users in the *userID* value is assigned a survey instance for the specified survey definition, that has yet to expire. The error code returns the expiration date.
	• wip - Indicates that at least one of the users in the *userID* value is already assigned a survey instance for the survey.
	• not_authorized - Indicates that at least one of the users in the *userID* value is not authorized to take the survey. Verify that one of the following is true:
	  ○ There are no survey users for the specified survey definition.
	  ○ All the users in the *userID* value are saved as survey users for the specified survey definition.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• completed - Indicates that the *typeID* value is a survey definition with the Schedule period field set to Only Once and that at least one of the users in the *userID* value has already completed a survey instance for that survey definition.
	• nousers - Indicates that the *userID* parameter was not used and that one of the following is true:
	  ○ There are no stakeholders associated with the specified metric type. Set the *userID* parameter or create at least one stakeholder.
	  ○ There are no survey users associated with the specified survey definition. Set the *userID* parameter or create at least one survey user.
	• nosources - Indicates that the *typeID* value is a metric type with the Schedule type field set to On demand and that neither the *userID* nor *sourceRecordID* parameter was used. Set at least one of these parameters.

This code example shows how to generate an assessment instance in a service portal widget. This example will not work if Schedule Type is set to On Demand.

```
(function() {
  var gdtSurvey = new GlideDateTime();
  if (gdtSurvey.getDayOfMonthUTC() == 23) {
    (new
 SNC.AssessmentCreation()).createAssessments('d902e09a0757301012
63f19d7c1ed03a', // Assessment metric type sys_id
      '4baec2fe07d3f0101263f19d7c1ed0a6', // Assessable record
 which is the source of the assessment
      gs.getUserID()); // Users ID to send the assessment
 instances to
  }
})();
```

Return results:

```
bbf0b9b8072330101263f19d7c1ed00b,1,33f0f978072330101263f19d7c1ed
05f
```

AuthCredential - Scoped

The *AuthCredential()* API provides methods that enable you to build credentials for a REST request.

Generate outbound signing requests using these APIs in the following order:

1. *HttpRequestData*: Build the API request.
2. *AuthCredential*: Create a credential object or update an existing one. Use the credential to sign the request through the *RequestAuthAPI* class.
3. *RequestAuthAPI*: Sign the request and return an HttpRequestAuthedData object.
4. *HttpRequestAuthedData*: Get information about the signed request.
5. *GlideHTTPRequest*: Send the signed request.

Before using these APIs, you must configure an authentication algorithm to sign the request and associate it with the credential used to authenticate the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can create an empty AuthCredential object, instantiate an existing AuthCredential object, or use the *StandardCredentialsProvider* class to instantiate an AuthCredential object using a Credential record from the Credentials [discovery_credentials] table. If you create an empty AuthCredential object, use the *setAttribute()* method to add properties to the object.

The following example shows how to instantiate an AuthCredential using *StandardCredentialsProvider*.

```
// Return an AuthCredential object using a Credential sys_id
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");
```

Use the *AuthCredential* API in scoped scripts with the `sn_auth` namespace identifier.

AuthCredential - AuthCredential(Object authCredential)

Instantiates a new AuthCredential object, or modifies an existing one.

You can create an empty AuthCredential object, instantiate an existing AuthCredential object, or use the *StandardCredentialsProvider* class to instantiate an AuthCredential object using a Credential record from the Credentials [discovery_credentials] table. If you create an empty AuthCredential object, use the *setAttribute()* method to add properties to the object.

Parameters

Name	Type	Description
authCredential	Object	Optional. Include this parameter to update an existing AuthCredential object.

AuthCredential - getAttribute(String key)

Returns the value of an AuthCredential attribute.

Parameters

Name	Type	Description
key	String	Key of the attribute to return the value for. If you created an empty *AuthCredential* object, you must use the *setAttribute()* method to add properties to the object. If you used a credential record to instantiate the *AuthCredential* object, pass a field name from the Credential [discovery_credentials] table to access the value.

Returns

Type	Description
void	

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl', 'public-read' );

// Get AuthCredential object and set an attribute
var credential = new sn_auth.AuthCredential();
credential.setAttribute("user_name", "admin");

// Sign the request and return an AuthCredential attribute value
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var signingCredential = signingAPI.getAuthCredential();
name = signingCredential.getAttribute("name");
```

AuthCredential - setAttribute(String key, String value)

Sets an attribute for an AuthCredential object.

Parameters

Name	Type	Description
key	String	Name of the attribute to set. If you created an empty *AuthCredential* object, you must use the this method to add properties to the object. If you used a credential record to instantiate the *AuthCredential* object, pass a field name from the Credential [discovery_credentials] table to set the value.
value	String	Value of the attribute.

Returns

Type	Description
void	

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl' , 'public-read' );

// Get AuthCredential object and set an attribute
var credential = new sn_auth.AuthCredential();
credential.setAttribute("user_name", "admin");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AutomationException - Global

The *AutomationException* script include provides generic exception wrapping for automation.

Include this in automation code to implement error handling.

AutomationException - getMessage()

Retrieves the error message.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The error message

```
var ae = new AutomationException("This is an error message");
gs.print(ae.getMessage());
```

Output:

```
This is an error message
```

BusinessServiceManager - Global

The *BusinessServiceManager* API provides methods that unify service management by converting manually-created services to application services, populating application services, and adding/removing configuration items and connections.

Use *BusinessServiceManager* methods in global server scripts. You must have the Application Service administrator [app_service_admin] role to call this API.

BusinessServiceManager - BusinessServiceManager()

Instantiates a BusinessServiceManager object.

Parameters

Name	Type	Description
None		

```
var bsManager = new SNC.BusinessServiceManager();
```

BusinessServiceManager - addCI(String service_id, String source_id, String target_id)

Adds a CI to a manually-created application service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
service_id	String	Sys_id of the application service to add a CI to. Must be of type cmdb_ci_service_discovered.
source_id	String	Sys_id of the CI whose outgoing connection joins the target CI.
target_id	String	Sys_id of the CI to add to the service. Cannot be an excluded item. Excluded items are CIs configured in the Manual CI Inclusions/Exclusions [svc_manual_ci_exclusions_inclusions.list] table.

Returns

Type	Description
void	

```
//Application service is 'PeopleSoft Portals'
//Source CI is windows server 'PS Apache01'
//Target CI is 'SAP WEB01'

var bsManager = new SNC.BusinessServiceManager();
var appService =
 bsManager.addCI('2fce42d80a0a0bb4004af34d7e3984c8','3a27d4370a0
a0bb4006316812bf45439', '3a6cadc1c0a8ce01001f1e5d0d7d68fa');
```

Add a new entry point

Use the *addCI()* method to add a new entry point to a service by providing the following parameter values in your request:

- Provide the service_ID as normal.
- Leave the source_ID value empty. For example, use `''`.
- For target_ID, enter the Sys ID of the CI under which to add the new entry point.

As a result, the *addCI()* method creates a new entry point with a connection to the specified target CI. The following is an example of how to add a new entry point:

```
//Application service sys_id is
 '49de2b3187cd9d50d5c8a6880cbb35ea'
//Source CI is passed as an empty string as ''
//Target CI sys id is '15ca5fb187129910d5c8a6880cbb3537'

var bsManager = new SNC.BusinessServiceManager();
var appService =
 bsManager.addCI('49de2b3187cd9d50d5c8a6880cbb35ea','',
 '15ca5fb187129910d5c8a6880cbb3537');
```

BusinessServiceManager - addEntryPoint(serviceId, endpointGr)

Adds an entry point to the application service and starts discovery on the entry point.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
serviceId	Sting	Sys_id of the application service to add the connection to.
endpointGr	String	Glide Record object in the CI Endpoint [cmdb_ci_endpoint] table or its child table to add to the application service.

Returns

Type	Description
Boolean	Flag indicating the entry point was successfully added to the application service. Possible values: • true: the addition was successful. • false: the addition was not successful.

The following addEntryPoint() method shows how to add a new entry point to the application service.

```
var now_GR = new GlideRecord("cmdb_ci_endpoint_tcp");
now_GR.initialize();
now_GR.setValue("host", "10.196.39.251");
now_GR.setValue("port", "8080");
now_GR.insert();
var bsManager = new SNC.BusinessServiceManager();
var serviceId = "5bf65ebeedb91300964f6fa662989533";
bsManager.addEntryPoint(serviceId,now_GR);
```

Output:

```
true
```

BusinessServiceManager - addEntryPointWithoutStartDiscovery(serviceId, endpointGr)

Adds a new entry point without starting discovery.

Parameters

Name	Type	Description
serviceId	String	Sys_id of the application service to add the connection to.
endpointGr	String	Glide Record object in the CI Endpoint [cmdb_ci_endpoint] table or its child table to add to the application service.

Returns

Type	Description
Boolean	Flag indicating the entry point was successfully added to the application service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • true: the addition was successful. • false: the addition was not successful.

The following example shows how to use the addEntryPointWithoutStartDiscovery() method to add a new entry point to the application service without initiating discovery.

```
var now_GR = new GlideRecord("cmdb_ci_endpoint_tcp");
now_GR.initialize();
now_GR.setValue("host", "10.196.39.251");
now_GR.setValue("port", "8080");
now_GR.insert();
var bsManager = new SNC.BusinessServiceManager();
var serviceId = "5bf65ebeedb91300964f6fa662989533";
bsManager.addEntryPointWithoutStartDiscovery(serviceId,now_GR);
```

Output:

```
true
```

BusinessServiceManager - addManualConnection(String source_id, Object manual_endpoint, String service_id)

Adds a manually created connection to an application service.

Parameters

Name	Type	Description
source_id	String	Sys ID of the CI to add to the connection.
manual_endpoint	Object	GlideRecord object in the cmdb_ci_endpoint_manual table to add to the application service.
service_id	String	Sys ID of the application service to add the connection to.

Returns

Type	Description
void	

```
var now_GR = new GlideRecord("cmdb_ci_endpoint_manual");
now_GR.initialize();
now_GR.name='myEndpoint';
now_GR.insert();

var bsManager = new SNC.BusinessServiceManager();
var appService =
 bsManager.addManualConnection("3a307c930a0a0bb400353965d0b8861
f", now_GR, "2fce42d80a0a0bb4004af34d7e3984c8");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

BusinessServiceManager - isReadingPermitted(Object gr, String userSysID)

Checks the roles of a specified user and the permissions data configured for a specified service/service group and returns a Boolean value that indicates whether the user can view the service/service group.

The following defines the process flow that the method uses to determine whether the user can view the service/service group:

1. If the specified record is a service group, checks the user roles and group policy. For more information on assigned roles for service groups, see Assign a role to a service group.
2. If the roles list contains "itil" but doesn't contain "app_service_admin" and "sam_core_user", return true.
3. If the roles list contains "maint", return true.
4. If the roles list contains "app_serivce_user" but doesn't contain "app_service_admin" and "sm_app_owner", and the service isn't operational, return false.
5. Check the group of the service.
   a. If the service belongs to a single group, and the group is "all", return true.
   b. For any non "all" group, checks the policy for user roles and group based on the rules specified in Assign a role to a service group. If any of them returns true, return true.

Parameters

Name	Type	Description
gr	GlideRecord	GlideRecord of the service/service group. This GlideRecord can be from one of the following tables: • Service Instance [cmdb_ci_service_auto] • Application Service Group [cmdb_ci_service_group] • Dynamic CI Group [cmdb_ci_query_based_service] • Manual Services [cmdb_ci_service_manual] • Mapped Application Service [cmdb_ci_service_discovered] • Service [cmdb_ci_service]
userSysId	String	Sys_id of the user record. Table: User [sys_user]

Returns

Type	Description
Boolean	Flag that indicates whether the user has permission to view the specified service/service group. Possible values: • true: User can view the specified service/service group. • false: User can't view the specified service/service group.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this method to check the specified user's ability to access the specified service group.

```
var cmdbServGr = new GlideRecord('cmdb_ci_service_discovered');
cmdbServGr.addQuery('sys_id', "12312312312312312312123");
cmdbServGr.query();
var userId = gs.getUserID();

var bsManager = new SNC.BusinessServiceManager();
while (cmdbServGr.next()) {
  var answer = bsManager.isReadingPermitted(cmdbServGr, userId);

  //do something with / according to the answer

}
```

BusinessServiceManager - migrateManualToApplicationService(String service_id)

Converts a manual service to an application service.

Parameters

Name	Type	Description
service_id	String	Sys ID of the manual service to convert.

Returns

Type	Description
Boolean	True if the migration to an application service succeeds.

```
var bsManager = new SNC.BusinessServiceManager();
var appService =
 bsManager.migrateManualToApplicationService("451047c6c0a8016400
de0ae6df9b9d76");
```

BusinessServiceManager - populateApplicationService(String service_id, Number levels, String black_listed_relation_types)

Populates an application service with relations and CIs from the designated entry point.

Parameters

Name	Type	Description
service_id	String	Sys ID of the application service to populate.
levels	Number	Number of levels of CIs to add from the CMDB.
black_listed_relation_types	String	Relation types to exclude when populating the application service.

Returns

Type	Description
Boolean	True if the operation is successful.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var bsManager = new SNC.BusinessServiceManager();
var appService =
 bsManager.populateApplicationService("5bf65ebeedb91300964f6fa66
2989533", 10, "Depends on::Used by");
```

BusinessServiceManager - removeCI(String service_id, String target_id)

Removes a manually created CI from an application service.

Parameters

Name	Type	Description
service_id	String	Sys ID of the application service to remove a CI from. **Note:** Passing a GlideRecord object is also supported.
target_id	String	Sys ID of the CI to remove from the application service. **Note:** Passing a GlideRecord object is also supported.

Returns

Type	Description
void	

```
var bsManager = new SNC.BusinessServiceManager();
var appService =
 bsManager.removeCI("2fce42d80a0a0bb4004af34d7e3984c8",
 "3a290cc60a0a0bb400000bdb386af1cf");
```

BusinessServiceManager - removeEntryPoint(serviceId, endpointSysId)

Removes an existing entry point from the application service.

Parameters

Name	Type	Description
serviceId	String	Sys_id of the application service to add the connection to.
endpointSysId	String	Sys_id of the entry point endpoint to remove.

Returns

Type	Description
Boolean	Flag indicating that the entry point was successfully removed from the application service. Possible values: • true: the update was successful. • false: the update was not successful.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example removes the entry point associated with Sys_id "aa65ebeedb91300964f6fa6629895ss" from the given application service.

```
var bsManager = new SNC.BusinessServiceManager();
var serviceId = "5bf65ebeedb91300964f6fa662989533";
var entrypointId = "aa65ebeedb91300964f6fa6629895ss";
bsManager.removeEntryPoint(serviceId, entrypointId);
```

Output:

```
true
```

BusinessServiceManager - removeManualConnection(String source_id, String endpoint_id, String service_id)

Removes a manually created connection and the connected CI from an application service.

Parameters

Name	Type	Description
source_id	String	Sys ID of the CI connected to the endpoint.
endpoint_id	String	Sys ID of the manually created connection to remove from the application service
service_id	String	Sys ID of the application service to remove the connection from.

Returns

Type	Description
void	

```
var bsManager = new SNC.BusinessServiceManager();
var appService =
 bsManager.removeManualConnection("3a307c930a0a0bb400353965d0b88
61f", "60ce3176edb91300964f6fa6629895d1",
 "2fce42d80a0a0bb4004af34d7e3984c8");
```

BusinessServiceManager - updateEntryPoint(serviceId, endpointGr)

Updates an existing entry point in the application service.

Parameters

Name	Type	Description
serviceId	String	Sys_id of the application service to add the connection to.
endpointGr	Object	Glide Record object in the CI Endpoint [cmdb_ci_endpoint] table or its child table to add to the application service.

Returns

Type	Description
Boolean	Flag indicating the update was successfully applied to the entry point.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • true: the update was successful. • false: the update was not successful.

The following updateEntryPoint() example shows how to update the connection with a new entry point.

```
var now_GR = new GlideRecord("cmdb_ci_endpoint_http");
now_GR.get("11f65ebeedb91300964f6fa66298951");
now_GR.setValue("protocol", "https");
var bsManager = new SNC.BusinessServiceManager();
var serviceId = "5bf65ebeedb91300964f6fa662989533";
bsManager.updateEntryPoint(serviceId,now_GR);
```

Output:

```
true
```

CatalogJS - Scoped

The *CatalogJS* API provides methods to check and retrieve catalog-specific properties.

To use this class in a scoped application, use the `sn_sc` namespace identifier. The Service Catalog Scoped API plugin (com.glideapp.servicecatalog.scoped.api) that is enabled by default is required to access the *CatalogJS* API.

CatalogJS - Catalog(GlideRecord now_GR)

Creates an instance of the catalog class for the specified glide record object.

Parameters

Name	Type	Description
now_GR	Object	Glide Record pointing to the sc_catalog table.

This example shows how to create a new instance of the catalog class.

```
var now_GR = new GlideRecord('sc_catalog');
 now_GR.addQuery('sys_id','e0d08b13c3330100c8b837659bba8fb4');
 now_GR.query();
 var catalog = new sn_sc.Catalog(now_GR);
```

CatalogJS - Catalog(String sys_id)

Creates an instance of the Catalog class with the specified sys_id.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the catalog.

This example shows how to create an instance of the Catalog class wit the specified syst_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
new sn_sc.Catalog(catalog_sys_id);
var catalog = new
 sn_sc.Catalog("31bea3d53790200044e0bfc8bcbe5dec");
```

CatalogJS - canView(Boolean mobile, String userId)

Determines whether a user can view the current category on a mobile device or desktop.

Parameters

Name	Type	Description
mobile	Boolean	Flag that indicates whether to check if the user can view the current catalog on a mobile view or desktop view. Valid values: • true: Mobile view • false: Desktop view
userId	String	Optional. Sys_id of the user to check if they can view the catalog. Default: Current user

Returns

Type	Description
Boolean	Flag that indicates whether the catalog is viewable by the user. Valid values: • true: Catalog is viewable by the user. • false: Catalog is not viewable by the user.

Example:

```
var catalog = new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
gs.info(catalog.canView(true));
```

Output:

```
true
```

CatalogJS - getAvailableCatalog()

Returns the available active catalog.

If only one active catalog exists, then the method returns that catalog. Otherwise, it returns the earliest catalog created from the list of the catalogs that the user can view. If no catalog is available, the method returns null.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object pointing to the earliest catalog that the user can view, or null if no catalog is available.

This example returns the catalog that is available to the current user.

```
var catalog = sn_sc.Catalog.getAvailableCatalog()
```

CatalogJS - getBackgroundColor()

Returns the catalog background color.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Background color of the catalog.

This example returns the background color for the associated catalog.

```
var catalog = new
 sn_sc.Catalog("0f910a2ac3112200b12d9f2974d3ae3c");
gs.info("Catalog background: " + catalog.getBackgroundColor());
```

Output:

```
Catalog background: white
```

CatalogJS - getCatalogCount()

Returns the number of catalogs active in the catalog table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Integer	Number of catalogs available in the catalog table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example:

```
console.log(sn_sc.Catalog.getCatalogCount());
```

Output:

```
3
```

CatalogJS - getCategories()

Returns the categories for the current catalog.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ArrayList	Returns the categories for the current catalog.

This example returns the categories available in the current catalog object.

```
var catalog=new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
console.log(catalog.getCategories());
```

Output:

```
0 :
 {header_image: "", sys_id: "e15706fc0a0a0aa7007fc21e1ab70c2f",
 description: "Your IT gateway. Report issues and submit
 requests.", title: "Can We Help You?"}
1 :
 {header_image: "", sys_id: "95fc11615f1211001c9b2572f2b477c6",
 description: "Services offered by different departments in the
 organization", title: "Departmental Services"}
2 :
 {header_image: "", sys_id: "900682363731300054b6a3549dbe5d5f",
 description: "Desktop computers for your work
 area.", title: "Desktops"}
3 :
 {header_image: "", sys_id: "d2f716fcc611227a015a142fa0b262c1",
 description: "Order new furniture, and fixtures, or
 request for cubicle modifications can also be ordered
 here.", title: "Furniture and Decor"}
4 :
 {header_image: "", sys_id: "d258b953c611227a0146101fb1be7c31",
 description: "Order from a variety of hardware to meet
 your business needs, including phones, tablets and
 laptops.", title: "Hardware"}
```

CatalogJS - getCategoryIds()

Specifies the sys_ids of the categories in the current catalog.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ArrayList	Returns the sys_ids of the categories in the current catalog.

This example returns the sys_ids of the categories available in the current catalog.

```
var catalog=new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
console.log(catalog.getCategoryIds());
```

Output:

```
0:"e15706fc0a0a0aa7007fc21e1ab70c2f"
1 : "95fc11615f1211001c9b2572f2b477c6"
2 : "900682363731300054b6a3549dbe5d5f"
3 : "d2f716fcc611227a015a142fa0b262c1"
```

CatalogJS - getDescription()

Returns the description of the current catalog.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Catalog description.

This example returns the name of the current catalog.

```
var catalog=new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
console.log(catalog.getDescription());
```

Output:

```
Service Catalog - IT Now
```

CatalogJS - getDesktopImageSRC()

Returns the catalog desktop image file name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Catalog desktop image file name.

This example returns the current catalog desktop image file name.

```
var catalog=new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
console.log(catalog.getDesktopImageSRC());
```

Output:

```
adbcc271475211002ee987e8dee49001.iix
```

CatalogJS - getGr()

Returns the current catalog's GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	GlideRecord of the current catalog.

This example returns the GlideRecord for the specified catalog.

```
var catalog = new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
data.history = catalog.getGr();
```

CatalogJS - getHeaderIconSRC()

Returns the current catalog's header icon.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Catalog header icon.

This example shows how to obtain the name of the catalog header icon.

```
var catalog=new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
gs.info(catalog.getHeaderIconSRC());
```

Output:

```
service_catalog_header.png
```

CatalogJS - getID()

Returns the sys_id of the current catalog.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the current catalog.

This example returns the sys_id of the current catalog.

```
var catalog=new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
console.log(catalog.getId());
```

Output:

```
e0d08b13c3330100c8b837659bba8fb4
```

CatalogJS - getTitle()

Returns the title of the current catalog.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Title of the current catalog.

This example returns the title of the current catalog.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var catalog=new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
gs.info(catalog.getTitle());
```

Output:

```
Service Catalog
```

CatalogJS - hasCategories()

Specifies if the current catalog has categories.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current catalog has categories. Valid values: • true: Catalog has categories. • false: Catalog does not have categories.

This examples shows how to determine if the current catalog contains categories.

```
var catalog=new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
gs.info(catalog.hasCategories());
```

Output:

```
false
```

CatalogJS - hasItems()

Specifies if the current catalog has catalog items.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current catalog has catalog items. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Catalog has catalog items. • false: Catalog does not have catalog items.

Example:

```
var catalog=new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
gs.info(catalog.hasItems());
```

Output:

```
true
```

CatalogJS - isWishlistEnabled()

Specifies if the wish list is enabled for the current catalog.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current catalog supports wish lists. Valid values: • true: Catalog supports wish lists. • false: Catalog does not support wish lists.

This example shows how to check if a wish lists are enabled for the current catalog.

```
var catalog = new
 sn_sc.Catalog("e0d08b13c3330100c8b837659bba8fb4");
gs.info(catalog.isWishlistEnabled());
```

Output:

```
true
```

CatalogSearch - Scoped

The *CatalogSearch* API provides methods that enable you to search catalog items.

To use this class in a scoped application, use the `sn_sc` namespace identifier. The Service Catalog Scoped API plugin (ID: com.glideapp.servicecatalog.scoped.api) that is enabled by default is required to access the *CatalogSearch* API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CatalogSearch - CatalogSearch()

Creates an instance of the CatalogSearch class.

Parameters

Name	Type	Description
None		

```
var catSearchGR = new sn_sc.CatalogSearch().search('', '',
 'Apple', false, true);
catSearchGR.query();
while(catSearchGR.next()) {
  gs.info(catSearchGR.getValue('name'));
}
```

CatalogSearch - search (String catalogID, String categoryID, String term, Boolean mobile, Boolean noDepthSearch)

Searches a catalog item based on a search term. The search can be narrowed down to a catalog category level.

Parameters

Name	Type	Description
catalogID	String	Identifier of the catalog to search.
categoryID	String	Identifier of the catalog category to search.
term	String	Search term.
mobile	Boolean	Flag that indicates whether catalog items exposed for mobile are searched. Valid values: • true: Search for mobile catalog items. • false: Do not search for mobile catalog items.
noDepthSearch	Boolean	Flag that indicates whether to search subcategories. Valid values: • true: Do not search subcategories. • false: Search subcategories.

Returns

Type	Description
GlideRecord	Returns the GlideRecord on sc_cat_item matching the search result.

This example shows how to search all catalogs and all categories for term: ServiceNow.

```
var now_GR = new sn_sc.CatalogSearch().search('', '',
 'ServiceNow', false, false);
now_GR.query();
while(now_GR.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.log(now_GR.name);
}
```

Output:

```
ServiceNow T-shirt
```

CatalogItemVariable - Scoped

The *CatalogItemVariable* API provides methods that enable you to create and modify service catalog item variables using scripts.

This API runs in the `sn_sc` namespace.

CatalogItemVariable - create(Boolean standardUpdate)

Inserts the specified catalog item variable.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
String	Return the sys_id of the inserted variable record.

CatalogItemVariable - deleteRecord(Boolean standardUpdate)

Deletes the defined catalog item variable.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CatalogItemVariable - read(Object columns, Boolean standardUpdate)

Returns a mapping of catalog item variable attribute values.

Parameters

Name	Type	Description
columns	Object	Set of columns for which to return values.
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
Object	An object mapping column names to values.

CatalogItemVariable - setAttributes(Object attributes)

Defines attribute values for this catalog item variable.

Parameters

Name	Type	Description
attributes	Object	An object mapping column names to values.

Returns

Type	Description
void	

CatalogItemVariable - update(Object columnValues, Boolean standardUpdate)

Updates current catalog item variable with set values.

Parameters

Name	Type	Description
columnValues	Object	An object mapping column names to values.
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

CatalogClientScript - Scoped

The *CatalogClientScript* API provides methods that enable you to create, modify, or delete catalog client script records.

To use this class in a scoped application, use the `sn_sc` namespace identifier. The Service Catalog Scoped API plugin (ID: com.glideapp.servicecatalog.scoped.api) that is enabled by default is required to access the *CatalogClientScript* API.

CatalogClientScript - CatalogClientScript()

Creates an instance of the CatalogClientScript class.

Parameters

Name	Type	Description
None		

```
var catalogClientScript = new sn_sc.CatalogClientScript();
```

CatalogClientScript - addScript(String script)

Adds a script to the catalog client script.

Parameters

Name	Type	Description
script	String	Script to be added to the catalog client script.

Returns

Type	Description
void	

This example shows how to call this method.

```
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.addScript("function onLoad(){Enter the
 script}");
```

CatalogClientScript - appliesToCatalogItem(Boolean flag)

Specifies if the catalog client script runs on a catalog item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
flag	Boolean	If true, the catalog client script runs on the catalog item. If false, the catalog client script does not run on the catalog item.

Returns

Type	Description
void	

```
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.appliesToCatalogItem(true);
```

CatalogClientScript - appliesToCatalogTask(Boolean flag)

Specifies if the catalog client script runs on a catalog task.

Parameters

Name	Type	Description
flag	Boolean	If true, the catalog client script runs on the catalog task. If false, the catalog client script does not run on the catalog task.

Returns

Type	Description
void	

This example shows how to call this method.

```
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.appliesToCatalogTask(true);
```

CatalogClientScript - appliesToRequestedItem(Boolean flag)

Specifies if the catalog client script runs on a requested item.

Parameters

Name	Type	Description
flag	Boolean	If true, the catalog client script runs on the requested item. If false, the catalog client script does not run on the requested item.

Returns

Type	Description
void	

This example shows how to call the method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.appliesToRequestedItem(true);
```

CatalogClientScript - appliesToTargetRecord(Boolean flag)

Specifies if the catalog client script runs on a requested item.

Parameters

Name	Type	Description
flag	Boolean	If true, the catalog client script runs on the target record. If false, the catalog client script does not run on the target record.

Returns

Type	Description
void	

This example shows how to call the method.

```
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.appliesToTargetRecord(true);
```

CatalogClientScript - create(Boolean standardUpdate)

Inserts the defined catalog client script in the catalog_script_client table.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
String	Sys_id of the catalog client script.

This example shows how to call the method.

```
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.setAttributes({"name": "My Catalog Item",
 "applies_to": "item", "ui_type": "desktop", "type": "onLoad"});
catalogClientScript.appliesToCatalogItem(true);
catalogClientScript.appliesToRequestedItem(true);
catalogClientScript.appliesToCatalogTask(true);
catalogClientScript.appliesToTargetRecord(true);
var catalogClientScriptId = catalogClientScript.create();
gs.info(catalogClientScriptId);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
039c516237b1300054b6a3549dbe5dfc
```

CatalogClientScript - deleteRecord(String sys_id, Boolean standardUpdate)

Deletes the defined catalog client script.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the catalog client script.
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
void	

The following example shows how to delete a catalog client script.

```
var sys_id = "039c516237b1300054b6a3549dbe5dfc";
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.deleteRecord("039c516237b1300054b6a3549dbe5d
fc");
```

CatalogClientScript - setAttributes(Map attributes)

Defines attribute values for the catalog client script.

Parameters

Name	Type	Description
attributes	Map	A JSON object that has mapping for the field and value pairs.

Returns

Type	Description
void	

This example shows how to call the method.

```
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.setAttributes({"name": "My Catalog Item",
 "applies_to": "catalog_item", "ui_type": "desktop", "type":
 "onLoad"});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CatalogClientScript - setCatalogItem(String sys_id)

Associates a catalog item with the catalog client script.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the catalog item.

Returns

Type	Description
void	

This example shows how to associate a catalog item with the current catalog client script.

```
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.setCatalogItem("039c516237b1300054b6a3549dbe5dfc");
```

CatalogClientScript - setOnChangeVariable(String sys_id)

Runs the catalog client script when a variable value is updated.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the variable.

Returns

Type	Description
void	

This example shows how to call the method.

```
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.setOnChangeVariable("039c516237b1300054b6a3549dbe5dfc");
```

CatalogClientScript - setVariableSet(String sys_id)

Associates a variable set with the catalog client script.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the variable set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example shows how to call the method.

```
var catalogClientScript = new sn_sc.CatalogClientScript();
catalogClientScript.setVariableSet("039c516237b1300054b6a3549dbe
5dfc");
```

CatalogItemVariableSet - Scoped

The *CatalogItemVariableSet* API provides methods that enable you to create and modify service catalog item variable sets using scripts.

This API runs in the `sn_sc` namespace.

CatalogItemVariableSet - create(Boolean standardUpdate)

Inserts the defined catalog item variable set.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag indicating whether to enable the running of engines and workflow. Valid values: • true: Enable the running of engines and workflow. • false: Do not enable the running of engines and workflow.

Returns

Type	Description
String	Sys_id of the inserted variable record.

```
// Given an existing catalog item
var catItemSysId = "e0d08b13c3330100c8b837659bba8fb4";
addVariableSets(catItemSysId);

function addVariableSets(catItemSysId) {
  // List of all variable sets to attach
  var myVarSets = [];

  // Create variable set
  var myVarSetAttrs = {"name": "Requester details", "order":
 "100"};
  var myVarSet = new sn_sc.CatalogItemVariableSet();
  myVarSet.setAttributes(myVarSetAttrs);
  var myVarSetId = myVarSet.create(true);
  myVarSets.push(myVarSetId);
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CatalogItemVariableSet - deleteRecord(Boolean standardUpdate)

Deletes a variable set.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
void	

This example removes My Variable Set from all catalog items that use it, and then deletes My Variable Set.

```
// Get the sys_id of the variable set you want to delete
var vSet = new GlideRecord('item_option_new_set');
vSet.addEncodedQuery('title=My Variable Set'); // find My
 Variable Set
vSet.query();
if (vSet.next()) {

    // first remove the variable set from all catalog items
    var catItemVset = new GlideRecord('io_set_item'); // M2M
 table linking variable set and catalog item
    catItemVset.addQuery('variable_set',
 vSet.getUniqueValue); // find all catalog items using My
 Variable Set
    catItemVset.query();
    while (catItemVset.next()) {
        var vsetM2M = new
 sn_sc.CatalogItemVariableSetM2M(catItemVset.getUniqueValue())
; // io_set_item M2M record sys_id
        vsetM2M.deleteRecord(true); // delete M2M record
    }

    // then delete the variable set record
    var varset = new
 sn_sc.CatalogItemVariableSet(vSet.getUniqueValue());
    varset.deleteRecord(true);
}
```

CatalogItemVariableSet - read(Object columns, Boolean standardUpdate)

Returns a mapping of catalog item variable set attribute values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
columns	Object	Specify the set of columns that you would like the values for.
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
Object	An object mapping column names to values.

CatalogItemVariableSet - setAttributes(Object attributes)

Sets attributes for a variable set.

Parameters

Name	Type	Description
attributes	Object	An object mapping column names to values.

Returns

Type	Description
void	

This example creates a variable set and then adds a variable to the new set.

```
createVariableSet('My Variable Set', 'This is my test variable
 set', '100', 'one_to_one');

function createVariableSet(name, description, order, type) {
    var myVarSet = new sn_sc.CatalogItemVariableSet();
    // fields used in object are from table item_option_new_set
    var myVarSetAttrs = {
        "name": name,
        "description": description,
        "order": order,
        "type": type
    };
    myVarSet.setAttributes(myVarSetAttrs);
    var myVarSetId = myVarSet.create(true); // returns the
 sys_id of the created variable set
    gs.info('Variable set created in table item_option_new_set
 with sys_id ' + myVarSetId);

    // add a variable to the newly created variable set
    var myVar = new sn_sc.CatalogItemVariable();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var myVarAttrs = {
        "type": "6", // type 6 is single line text
        "variable_set": myVarSetId.toString(),
        "question_text": "Example question",
        "name": "example_question",
        "order": 200
    };
    myVar.setAttributes(myVarAttrs);
    myVar.create(true);
}
```

Output:

```
Variable set created in table item_option_new_set with sys_id
 e21df65a1bff7c10593876a61a4bcbc4
```

CatalogItemVariableSet - update(Object columnValues, Boolean standardUpdate)

Updates a variable set.

Parameters

Name	Type	Description
columnValues	Object	An object mapping column names to values.
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
void	

This example updates the description and order for the Standard Employee Questions variable set.

```
// Get the sys_id of the variable set you want to update
var vSet = new GlideRecord('item_option_new_set');
vSet.addEncodedQuery('title=Standard Employee Questions'); //
 find the Standard Employee Questions variable set
vSet.query();
if (vSet.next()) {
    var varset = new
 sn_sc.CatalogItemVariableSet(vSet.getUniqueValue());
    var attr = {
        'description': 'This should be used for all end user
 requests such as phones, tablets, etc. \n My description line',
        'order': '500'
    };
    varset.update(attr, true);
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CatalogItemVariableSetM2M - Scoped

The *CatalogItemVariableSetM2M* API provides methods that enable you to create and modify service catalog item variable set many-to-many (M2Ms) using scripts.

This API runs in the `sn_sc` namespace.

CatalogItemVariableSetM2M - create(Boolean standardUpdate)

Inserts the defined catalog item variable set M2M.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
String	Sys_id of the inserted variable record.

This example adds the Standard Employee Questions variable set to the iPhone 6s catalog item and creates a record linking them in the Catalog Variable Sets table [io_set_item].

```
var cat_item_sys_id = 'bd6fa75a4f334200086eeed18110c79e'; //
 catalog item - iPhone 6s
var variable_set_sys_id = 'e01cab1a4f334200086eeed18110c71f'; //
 variable set - Standard Employee Questions
var app_scope = 'global'; // sys_id id in case of scoped app
var varset = new sn_sc.CatalogItemVariableSetM2M();
var attr = {
    'variable_set': variable_set_sys_id, // required
    'sc_cat_item': cat_item_sys_id, // required
    'sys_scope': app_scope, // optional
    'order': 10 // optional
};
varset.setAttributes(attr);
var m2mRec = varset.create(true);
gs.info('Variable set added to catalog item and M2M record
 created in table io_set_item with sys_id ' + m2mRec);
```

Output:

```
Variable set added to catalog item and M2M record created in
 table io_set_item with sys_id c5c87af187eb30103a730f2d0ebb3578
```

CatalogItemVariableSetM2M - deleteRecord(Boolean standardUpdate)

Deletes the defined catalog item variable set M2M.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
void	

This example removes the Standard Employee Questions variable set from the iPhone 6s catalog item and deletes the record linking them in the Catalog Variable Sets table [io_set_item].

```
var vset = new GlideRecord('io_set_item');
vset.addQuery('sc_cat_item',
 'bd6fa75a4f334200086eeed18110c79e'); // catalog item - iPhone
 6s
vset.addQuery('variable_set',
 'e01cab1a4f334200086eeed18110c71f'); // variable set - Standard
 Employee Questions
vset.query();
if (vset.next()) {
    var varset = new
 sn_sc.CatalogItemVariableSetM2M(vset.getUniqueValue()); // pass
 sys_id of io_set_item record
    varset.deleteRecord(true);
}
```

CatalogItemVariableSetM2M - read(Object columns, Boolean standardUpdate)

Returns a mapping of catalog item variable set M2M attribute values.

Parameters

Name	Type	Description
columns	Object	Set of columns that you would like the values for.
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	An object mapping column names to values.

This example reads all variable sets that are used by the iPhone 6s catalog item.

```
var vset = new GlideRecord('io_set_item');
vset.addQuery('sc_cat_item',
 'bd6fa75a4f334200086eeed18110c79e'); // catalog item - iPhone
 6s
vset.query();
while (vset.next()) {
    var varset = new
 sn_sc.CatalogItemVariableSetM2M(vset.getUniqueValue()); // pass
 sys_id of io_set_item record
    //add the fields you want to read from the record
    var attr = {
        'sys_name': '', // optional
        'sys_scope': '', // optional
        'order': '' // optional
    };
    var m2mRec = varset.read(attr, true);
    gs.info(JSON.stringify(m2mRec));
}
```

Output:

```
{"sys_name":"HTML Description.iPhone
 6s","sys_scope":"global","order":"10"}
{"sys_name":"Standard Employee Questions.iPhone
 6s","sys_scope":"global","order":"20"}
```

CatalogItemVariableSetM2M - setAttributes(Object attributes)

Defines attribute values for this catalog item variable set M2M.

Parameters

Name	Type	Description
attributes	Object	An object mapping column names to values.

Returns

Type	Description
void	

This example adds the Standard Employee Questions variable set to the iPhone 6s catalog item and creates a record in the Catalog Variable Sets table [io_set_item].

```
var cat_item_sys_id = 'bd6fa75a4f334200086eeed18110c79e'; //
 catalog item - iPhone 6s
var variable_set_sys_id = 'e01cab1a4f334200086eeed18110c71f'; //
 variable set - Standard Employee Questions
var app_scope = 'global'; // sys_id id in case of scoped app
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var varset = new sn_sc.CatalogItemVariableSetM2M();
var attr = {
    'variable_set': variable_set_sys_id,
    'sc_cat_item': cat_item_sys_id,
    'sys_scope': app_scope,
    'order': 10
};
varset.setAttributes(attr);
var m2mRec = varset.create(true);
gs.info('Variable set added to catalog item and M2M record
 created in table io_set_item with sys_id ' + m2mRec);
```

Output:

```
Variable set added to catalog item and M2M record created in
 table io_set_item with sys_id c5c87af187eb30103a730f2d0ebb3578
```

CatalogItemVariableSetM2M - update(Object columnValues, Boolean standardUpdate)

Updates current catalog item variable set M2M with set values.

Parameters

Name	Type	Description
columnValues	Object	An object mapping column names to values.
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
void	

This example updates the order of the Standard Employee Questions variable set for the iPhone 6s catalog item.

```
var vset = new GlideRecord('io_set_item');
vset.addQuery('sc_cat_item',
 'bd6fa75a4f334200086eeed18110c79e'); // catalog item - iPhone
 6s
vset.addQuery('variable_set',
 'e01cab1a4f334200086eeed18110c71f'); // variable set - Standard
 Employee Questions
vset.query();
if (vset.next()) {
    var varset = new
 sn_sc.CatalogItemVariableSetM2M(vset.getUniqueValue()); // pass
 sys_id of io_set_item record
    var attr = {
        'order': '30' // update order to 30
    };
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    varset.update(attr, true);
    var readAttr = {
        'sys_name': '',
        'order': ''
    };
    var m2mRec = varset.read(readAttr, true); // read the record
 to confirm the update
    gs.info(JSON.stringify(m2mRec));
}
```

Output:

```
{"sys_name":"Standard Employee Questions.iPhone
 6s","order":"30"}
```

CatCategory - Scoped

The *CatCategory* API provides methods that enable you to create and modify service catalog categories using scripts.

This API runs in the `sn_sc` namespace.

Important: This API is accessible; however, the recommended implementation is the Service Catalog REST API.

CatCategory - availableForUserCriteria(String action, Array criteriaIDs)

Adds the *Available For* user criteria to the current catalog category.

Parameters

Name	Type	Description
action	String	Action to perform. • `add`: Adds the user criteria to the **Available For** list. • `delete`: Deletes the user criteria from the **Available For** list.
criteriaIDs	Array	Array of the user criteria sys_ids.

Returns

Type	Description
void	

```
var item = new
 sn_sc.CatCategory("31bea3d53790200044e0bfc8bcbe5dec");
item.availableForUserCriteria("add",
 ["0c441abbc6112275000025157c651c89"]);
```

CatCategory - canView(Boolean isMobile, String userSysId)

Determines whether a specified user can view a specified category on a mobile device or desktop.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
isMobile	Boolean	Flag that indicates whether to verify the user for access on a mobile device or desktop. • true: Validate for mobile. • false: Validate for desktop.
userSysId	String	Sys_id of the user to validate.

Returns

Type	Description
Boolean	Flag that indicates whether the user can view the associated category. • true: User can view the category. • false: User cannot view the category.

```
var scopedCategoryObj = new
 sn_sc.CatCategory('7b1262b9530033007444ddeeff7b12ae');
scopedCategoryObj.canView(false,
 '62826bf03710200044e0bfc8bcbe5df1');
```

CatCategory - create(Boolean standardUpdate)

Insert the defined category.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
String	Sys_id of the inserted variable record.

```
var categoryCreate = new sn_sc.CatCategory();
categoryCreate.setAttributes({"title" : "test a scoped
 category", "sc_catalog" : "e0d08b13c3330100c8b837659bba8fb4"});
var categorySysId = categoryCreate.create();
var isValidSysId = categorySysId.match(/^[0-9a-fA-F]{32}$/) ==
 null ? false : true;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
global.Assert.assertEquals(true, isValidSysId,"CategorySysId:
 ["+ categorySysId +"] is not valid", true, isValidSysId);
```

CatCategory - deleteRecord(Boolean standardUpdate)

Deletes the category record on which the CatCategory class was initially instantiated.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
void	

```
var categoryDelete = new sn_sc.CatCategory(categorySysId);
categoryDelete.deleteRecord();
var category = new sn_sc.CatCategory(categorySysId);
values = category.read({"title" : "", "sc_catalog":""}, false);
global.Assert.assertEquals("", values.title,"Category should
 title");
```

CatCategory - getID()

Returns the sys_id of the current category.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the current category.

Example:

```
var cart = new
 sn_sc.CatCategory("2809952237b1300054b6a3549dbe5dd4");
var categoryID = cart.getID();
gs.info(categoryID);
```

Output:

```
2809952237b1300054b6a3549dbe5dd4
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CatCategory - notAvailableForUserCriteria(String action, Array[] criteriaIDs)

Adds the *Not Available For* user criteria to a catalog category.

Parameters

Name	Type	Description
action	String	Action to perform. • `add`: Adds the user criteria to the **Not Available For** list. • `delete`: Deletes the user criteria from the **Not Available For** list.

Returns

Type	Description
void	

```
var item = new
 sn_sc.CatCategory("31bea3d53790200044e0bfc8bcbe5dec");
item. notAvailableForUserCriteria("add",
 ["0c441abbc6112275000025157c651c89"]);
```

CatCategory - read(Object columns, Boolean standardUpdate)

Returns a mapping of the category.

Parameters

Name	Type	Description
columns	Object	Set of columns that you would like the values for.
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
Object	Mapping of column names to values.

```
var category = new
 sn_sc.CatCategory("a96277509f300200b407b89a442e704e");
var values = category.read({"title" : ""}, true);
gs.log(values.title);
```

CatCategory - setAttributes(Object attributes)

Defines the attribute values for this category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
attributes	Object	Attributes for the new field and value pairs.

Returns

Type	Description
void	

```
var categoryCreate = new sn_sc.CatCategory();
categoryCreate.setAttributes({"title" : "test a scoped
 category", "sc_catalog" : "e0d08b13c3330100c8b837659bba8fb4"});
var categorySysId = categoryCreate.create();
var isValidSysId = categorySysId.match(/^[0-9a-fA-F]{32}$/) ==
 null ? false : true;
global.Assert.assertEquals(true, isValidSysId,"CategorySysId:
 ["+ categorySysId +"] is not valid", true, isValidSysId);
```

CatCategory - setTableName(String tableName)

Defines the table name for this category.

Parameters

Name	Type	Description
tableName	String	Name of the table that extends sc_category.

Returns

Type	Description
void	

```
var categoryRead = new sn_sc.CatCategory(categorySysId);
categoryRead.setTableName("test_category");
var values = categoryRead.read({"title" : "", "sc_catalog":"",
 "test": ""}, false);
gs.info(categorySysId);
gs.info(values.title);
gs.info(values.test);
global.Assert.assertEquals("testValue", values.test,"Category
 extends sc_category and stores its extended value");
```

CatCategory - update(Object columnValues, Boolean standardUpdate)

Updates the current category with the specified name-value pairs.

Parameters

Name	Type	Description
columnValues	Object	Mapping of column names to values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable engines and workflow. • false: Do not enable engines and workflow.

Returns

Type	Description
void	

```
var categoryUpdate = new sn_sc.CatCategory(categorySysId);
categoryUpdate.update({"title" : "test changed scoped
 category"}, true);
values = categoryUpdate.read({"title" : "", "sc_catalog":""},
 false);
global.Assert.assertEquals("test changed scoped category",
 values.title,"Category should title");
```

CatItem - Scoped

The *CatItem* API provides methods that enable you to create and modify service catalog items using scripts.

This API runs in the `sn_sc` namespace.

CatItem - availableForUserCriteria(String action, Array criteriaIDs)

Adds the *Available For* user criteria to the current catalog item.

Parameters

Name	Type	Description
action	String	Action to perform. • `add`: Adds the user criteria to the **Available For** list. • `delete`: Deletes the user criteria from the **Available For** list.
criteriaIDs	Array	Array of the user criteria sys_ids.

Returns

Type	Description
void	

This example shows how to add the specified *Available For* user criteria.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var item = new
 sn_sc.CatItem("31bea3d53790200044e0bfc8bcbe5dec");
item.availableForUserCriteria("add",
 ["0c441abbc6112275000025157c651c89"]);
```

CatItem - canViewInDomain()

Verifies whether the current catalog item is viewable in the selected domain (domain selected in the domain picker).

Catalog items in the global domain are available across all domains.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that validates whether the current catalog item is viewable in the selected domain. Valid values: • true: Catalog item is viewable in the domain • false: Catalog item is not viewable in the domain

This example shows how to verify whether a catalog item is viewable in the currently selected domain.

```
var catItem = new
 sn_sc.CatItem("060f3afa3731300054b6a3549dbe5d3e");
gs.info(catItem.canViewInDomain());
```

CatItem - canViewOnSearch(boolean isMobile)

Determines if the user has access to view the catalog item on global search.

Parameters

Name	Type	Description
isMobile	Boolean	Flag that indicates whether to perform the search for the mobile or desktop view. Valid values: • true: Perform the search for the mobile view. • false: Perform the search for the desktop view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the user has access to view the catalog item on global search. Valid values: • true: User has access to view the catalog item on global search. • false: User does not have access to view the catalog item on global search.

This code example shows how to check if the user has access to view the catalog item on global search in desktop view.

```
var catItem = new
 sn_sc.CatItem("04b7e94b4f7b4200086eeed18110c7fd");
var canView = catItem.canViewOnSearch('false');
gs.info("Can view on global search: " + canView);
```

Output:

```
Can view on global search: true
```

CatItem - create(Boolean standardUpdate)

Inserts the defined catalog item.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable the running of engines and workflow. • false: Do not enable the running of engines and workflow. Note that the created and updated system date columns on the table are not updated.

Returns

Type	Description
String	Sys_id of the newly created catalog item.

This example creates a new catalog item and adds a variable and variable set.

```
createCatalogItem('Catalog Item Name', 'Short
 Description', 'e0d08b13c3330100c8b837659bba8fb4',
 '109f0438c6112276003ae8ac13e7009d');

function createCatalogItem(name, short_desc, catalogId,
 categoryId) {
    var catalogItem = new sn_sc.CatItem();
    catalogItem.setAttributes({
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "name": name,
        "short_description": short_desc
    });
    catalogItem.setCatalogs(catalogId); // set catalog
    catalogItem.setCategories(categoryId); // set category

    var catItemSysId = catalogItem.create(); // create new
 catalog item
    gs.info('Catalog item created in table sc_cat_item with
 sys_id ' + catItemSysId);

    // add variables and variable set
    addDefaultVariables(catItemSysId);
    addDefaultVariableSet(catItemSysId);
}

// creates a new variable and adds it to the catalog item
function addDefaultVariables(catItemSysId) {
    var myVarAttrs = {
        "type": "6", // type 6 is single line text
        "cat_item": catItemSysId,
        "question_text": "First Name",
        "name": "first_name",
        'order': 50
    };
    var myVar = new sn_sc.CatalogItemVariable();
    myVar.setAttributes(myVarAttrs);
    var varRec = myVar.create(true);
    gs.info('Variable added to catalog item and record created
 in table item_option_new with sys_id ' + varRec);
}

// adds an existing variable set to the catalog item
function addDefaultVariableSet(catItemSysId) {
    var varset = new sn_sc.CatalogItemVariableSetM2M();
    // fields used in object are from table io_set_item
    var attr = {
        'variable_set': 'e01cab1a4f334200086eeed18110c71f', //
 required
        'sc_cat_item': catItemSysId, // required
        'order': 100 // optional
    };
    varset.setAttributes(attr);
    var m2mRec = varset.create(true);
    gs.info('Variable set added to catalog item and M2M record
 created in table io_set_item with sys_id ' + m2mRec);
}
```

Output:

```
Catalog item created in table sc_cat_item with sys_id
 be5c771e876370103a730f2d0ebb3556
Variable added to catalog item and record created in table
 item_option_new with sys_id b65cb71e876370103a730f2d0ebb3535
Variable set added to catalog item and M2M record created in
 table io_set_item with sys_id 8b5cb71e876370103a730f2d0ebb354b
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CatItem - deleteRecord(Boolean standardUpdate)

Deletes a catalog item.

Parameters

Name	Type	Description
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable the running of engines and workflow. • false: Do not enable the running of engines and workflow.

Returns

Type	Description
void	

This example deletes all inactive catalog items.

```
var catalogItem = new GlideRecord('sc_cat_item');
catalogItem.addQuery('active', 'false'); // get all inactive
 catalog items
catalogItem.query();
while (catalogItem.next()) {

    // before deleting a catalog item, delete its associated
 variable set M2M records
    var variableSetM2M = new GlideRecord('io_set_item'); // M2M
 table linking variable set and catalog item
    variableSetM2M.addQuery('sc_cat_item',
 catalogItem.getUniqueValue()); // get M2M records for the
 catalog item
    variableSetM2M.query();
    while (variableSetM2M.next()) {
        var varset = new
 sn_sc.CatalogItemVariableSetM2M(variableSetM2M.getUniqueValue()
); // M2M record sys_id
        varset.deleteRecord(true); // delete M2M record
    }

    // then delete the catalog item
    var item = new sn_sc.CatItem(catalogItem.getUniqueValue());
    item.deleteRecord(true);
}
```

CatItem - getFirstAccessibleCategoryForSearch(String catalogId)

Returns the first category that the user can view in a catalog.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
catalogId	String	Sys_id of the catalog.

Returns

Type	Description
String	Sys_id of the first category that the user can view in a catalog.

Example:

```
var CatItem=new
 sn_sc.CatItem("04b7e94b4f7b4200086eeed18110c7fd");
 console.log(CatItem.getFirstAccessibleCategoryForSearch("e0d08b
13c3330100c8b837659bba8fb4"));
```

Output:

```
d258b953c611227a0146101fb1be7c31
```

CatItem - getInvalidDelegatedUsers(Array requestForUsers)

Returns an array of users for whom the associated item cannot be delegated (requested on behalf of).

The method verifies each of the users passed in the array.

Parameters

Name	Type	Description
requestForUsers	Object	Array of user sys_ids to check whether the associated user can acquire the current item and that the item can be requested on behalf of them. Table: User [sys_user]

Returns

Type	Description
Array	List of user names (Name column from Users [sys_user] table) for whom the item can't be requested for by a delegate.

This example shows how to obtain a list of user names for whom the item can't be requested for by a delegate.

```
function getInvalidDelegatedUsers(itemId, userIds) {
var catItem = new sn_sc.CatItem(itemId);
var invalidUsers = catItem.getInvalidDelegatedUsers(userIds);
return invalidUsers;
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
[
  "Joe Smith",
  "Jenny Brown",
  "Fred Bennet",
  "Alice Jones"
]
```

CatItem - getRecordClass()

Returns the class name for the current catalog item record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Class name for the current catalog item record.

Example:

```
var CatItem=new
 sn_sc.CatItem("04b7e94b4f7b4200086eeed18110c7fd");
 console.log(CatItem.getRecordClass());
```

Output:

```
sc_cat_item
```

CatItem - isDelegationAllowed(String delegatedUser)

Verifies whether the specified delegated user has acquisition rights to the current service catalog item.

Parameters

Name	Type	Description
delegatedUser	String	Optional. Sys_id of the user to request the service catalog item for (delegate). The method verifies whether the user has acquisition rights to the item. Default: Checks whether the calling user has acquisition rights to the item.

Returns

Type	Description
Boolean	Flag that indicates whether the user has acquisition rights to the current service catalog item. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: User has acquisition rights to the item. • false: User does not have acquisition rights to the item.

This code example shows how to determine if delegation is allowed for the catalog item.

```
function canRequestFor(itemId, user) {
  var catItem = new sn_sc.CatItem(itemId);
  var result = catItem.isDelegationAllowed(user);
  return result;
}
```

Output: true

CatItem - isVisibleServicePortal()

Determines if the current catalog item is available in service portal.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the catalog item is available in the Service Portal. Valid values: • true: Available on Service Portal. • false: Not available on Service Portal.

Example:

```
var catItem = new
 sn_sc.CatItem("04b7e94b4f7b4200086eeed18110c7fd");
var catItemAvail = catItem.isVisibleServicePortal();
gs.info("Is item available on Service Portal: " + catItemAvail);
```

Output:

```
Is item available on Service Portal: true
```

CatItem - notAvailableForUserCriteria(String action, Array criteriaIDs)

Adds the *Not Available For* user criteria to a catalog item.

Parameters

Name	Type	Description
action	String	Action to perform.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `add`: Adds the user criteria to the **Not Available For** list. • `delete`: Deletes the user criteria from the **Not Available For** list.

Returns

Type	Description
void	

This example shows how to add the specified *`Not Available For`* user criteria.

```
var item = new
 sn_sc.CatItem("31bea3d53790200044e0bfc8bcbe5dec");
item. notAvailableForUserCriteria("add",
 ["0c441abbc6112275000025157c651c89"]);
```

CatItem - read(Object columns, Boolean standardUpdate)

Returns a mapping of catalog item attribute values.

Parameters

Name	Type	Description
columns	Object	Name-value pairs of columns for which to return values.
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable the running of engines and workflow. • false: Do not enable the running of engines and workflow.

Returns

Type	Description
Object	Mapping of column names to values.

This example reads the name and price fields of a catalog item.

```
var catItem = new
 sn_sc.CatItem("a96277509f300200b407b89a442e704e");
var values = catItem.read({"name" : "", "price" : ""}, true);
gs.info("Catalog item name: " + values.name);
gs.info("Catalog item price: " + values.price);
```

Output:

```
Catalog item name: Standard Laptop
Catalog item price: 1100
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CatItem - setAttributes(Object attributes)

Sets attributes for a catalog item.

Parameters

Name	Type	Description
attributes	Object	Name-value pairs of the columns for which to set.

Returns

Type	Description
void	

This example sets attributes for a new catalog item.

```
createCatalogItem('Name of your Catalog
 Item', 'Short Description of your Catalog
 Item', 'e0d08b13c3330100c8b837659bba8fb4',
 '109f0438c6112276003ae8ac13e7009d');

function createCatalogItem(name, short_desc, catalogId,
 categoryId) {
    var catalogItem = new sn_sc.CatItem();
    // catalog item column values
    var attributes ={
        "name": name,
        "short_description": short_desc,
  "description": "<p>This is a test catalog item.</p>",
  "workflow":"0287f2c64a36232700820846b1f8bdce" // sys_id of
 workflow
    };
    catalogItem.setAttributes(attributes); // set catalog item
 attributes
    catalogItem.setCatalogs(catalogId); // set catalog
    catalogItem.setCategories(categoryId); // set category

    var catItemSysId = catalogItem.create(); // create new
 catalog item
    gs.info('Catalog item created in table sc_cat_item with
 sys_id ' + catItemSysId);
}
```

Output:

```
Catalog item created in table sc_cat_item with sys_id
 706948a287e370103a730f2d0ebb351e
```

CatItem - setCatalogs(String catalogs)

Defines the catalogs that this catalog item is associated with.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
catalogs	String	Comma-separated list of sys_ids of the catalogs to associate with the item the item.

Returns

Type	Description
void	

This example associates a catalog item with two catalogs.

```
var short_desc = 'This is a short description of my catalog
 item.';
var catalogItem = new sn_sc.CatItem();
catalogItem.setAttributes({
    "name": 'My Catalog Item',
    "short_description": short_desc
});
catalogItem.setCatalogs('e0d08b13c3330100c8b837659bba8fb4,742ce4
28d7211100f2d224837e61036d'); // set Service Catalog and
 Technical Catalog

var catItemSysId = catalogItem.create(); // create new catalog
 item
gs.info('Catalog item created in table sc_cat_item with sys_id '
 + catItemSysId);
```

Output:

```
Catalog item created in table sc_cat_item with sys_id
 d0c5dcaa872770103a730f2d0ebb35cb
```

CatItem - setCategories(String categories)

Defines the categories that this catalog item is associated with.

Parameters

Name	Type	Description
categories	String	Comma-separated list of sys_ids of the categories to associate with the item the item.

Returns

Type	Description
void	

This example shows how to associate two categories to an item.

```
var catItem = new
 sn_sc.CatItem("060f3afa3731300054b6a3549dbe5d3e");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
catItem.setCatagories("af443cfa5f130100a9ad2572f2b47747",
 "d467125fd7500200d74460affd6103a1");
```

CatItem - setImage(String dbImageSysId, String type)

Adds an image to a catalog item.

Parameters

Name	Type	Description
dbImageSysId	String	Sys_id of the image from the Images table [db_image].
type	String	Type of image. Valid values: • picture • icon

Returns

Type	Description
void	

This example adds an image to a catalog item.

```
var catItem = new
 sn_sc.CatItem("1fc0bd968777301093d5ec6d0ebb3548"); // sys_id of
 catalog item to update
// update fields if needed
var attr = {
    'name': 'New Name of Catalog Item - 123',
    'description': '<p>This is an updated description.</p><p> My
 description new line 1</p><p>My description new line 2</p>',
    'short_description': 'New Short Description of Catalog Item'
};
catItem.update(attr, true);
catItem.setImage('1b443cfa5f130100a9ad2572f2b47746',
 'picture'); // sys_id of image from table db_image
```

CatItem - setTableName(String tableName)

Defines the table name for this catalog item.

Parameters

Name	Type	Description
tableName	String	Name of the table that extends Catalog Item [sc_cat_item].

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to set the name of an extended table.

```
var catItem = new sn_sc.CatItem();
catItem.setTableName("New_catalog_table");
```

CatItem - submitProducer(Object values)

Creates a record using a specified Service Catalog record producer.

Parameters

Name	Type	Description
values	Object	Contains the field values and record producer to use when creating the record. `{ "variables": {Object}, "sysparm_id": "String" }`
values.variables	Object	The field values to set for the new record. `{ "field": "String", "field": "String" }`
values.sysparm_id	String	Sys_id of the record producer to use from the Record Producer [sc_cat_item_producer] table.

Returns

Type	Description
Object	Contains information about the record that was created. `{ "number": "String", "parent_id": "String", "parent_table": "String", "record": "String", "redirect_portal_url": "String", "redirect_to": "String", "redirect_url": "String", "sys_id": "String", "table": "String" }`
<Object>.number	Value of the **Number** field of the created record. Data type: String
<Object>.parent_id	Sys_id of the parent record. Data type: String
<Object>.parent_table	The parent table of the table that the record was created in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.record	XML of the created record. Data type: String
<Object>.redirect_portal_url	URL to which to redirect the Service Portal. Data type: String
<Object>.redirect_to	Redirect value. Data type: String
<Object>.redirect_url	URL of the created record. Data type: String
<Object>.sys_id	Sys_id of the created record. Data type: String
<Object>.table	The table the record was created in. Data type: String

This example creates an incident using the Create Incident record producer.

```
var catalogItem = new
 sn_sc.CatItem('3f1dd0320a0a0b99000a53f7604a2ef9');  //sys_id of
 the Create Incident record producer
var values = {
   "variables": {"urgency" : "2", "comments" : "Laptop is in a
 brick state"},
   "sysparm_id": "3f1dd0320a0a0b99000a53f7604a2ef9"
}
var targetRecordDetails = catalogItem.submitProducer(values);
gs.info(JSON.stringify(targetRecordDetails, null, 3));
```

Output:

```
{
   "sys_id": "133b2ee1875f30103a730f2d0ebb35f9",
   "number": "INC0010002",
   "parent_id": null,
   "record":
 "api/now/table/incident/133b2ee1875f30103a730f2d0ebb35f9",
   "redirect_portal_url": "",
   "parent_table": "task",
   "redirect_url":
 "incident.do?sys_id=133b2ee1875f30103a730f2d0ebb35f9&sysparm_vi
ew=ess",
   "table": "incident",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "redirect_to": "generated_record"
}
```

CatItem - update(Object columnValues, Boolean standardUpdate)

Updates the values for specified fields of a catalog item.

Parameters

Name	Type	Description
columnValues	Object	Name-value pairs of the fields to update and their associated values.
standardUpdate	Boolean	Flag that indicates whether to enable the running of engines and workflow. Valid values: • true: Enable the running of engines and workflow. • false: Do not enable the running of engines and workflow.

Returns

Type	Description
void	

This example updates the name, short description, and price of an existing catalog item.

```
var catItem = new
 sn_sc.CatItem("1fc0bd968777301093d5ec6d0ebb3548"); // sys_id of
 catalog item to update
printCatalogItem(); // print current catalog item values
// object containing fields to update
var attr = {
    "name": "New Name of Catalog Item",
    "short_description": "New Short Description of Catalog
 Item",
    "price": "450"
};
catItem.update(attr, true);
printCatalogItem(); // print new catalog item values

// prints the name, short description, and price of the catalog
 item
function printCatalogItem(){
    // object containing fields to read
    var readValues = {
        "name" : "",
        "short_description" : "",
        "price" : ""
    };
    var values = catItem.read(readValues, true); // read the
 field values
    gs.info("Catalog item name: " + values.name);
    gs.info("Catalog item short description: " +
 values.short_description);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    gs.info("Catalog item price: " + values.price);
}
```

Output:

```
Catalog item name: Example Catalog Item
Catalog item short description: Example Short Description
Catalog item price: 300
Catalog item name: New Name of Catalog Item
Catalog item short description: New Short Description of Catalog
 Item
Catalog item price: 450
```

CartJS - Scoped

The *CartJS* API provides methods that enable you to access a user's shopping cart.

This API runs in the `sn_sc` namespace. The Service Catalog Scoped API plugin (ID: com.glideapp.servicecatalog.scoped.api) that is enabled by default is required to access the *CartJS* API.

CartJS - CartJS(String cartName)

Creates an instance of the CartJS class with the name of a defined cart for the user who is currently logged in.

Parameters

Name	Type	Description
cartName	String	Optional. Name of a defined cart for the user who is currently logged in.

```
var cart = new sn_sc.CartJS(cart1);
```

CartJS - addToCart(Map request)

Adds the request for a catalog item to the current cart.

Parameters

Name	Type	Description
request	Map	A JSON object that contains the details of the catalog item to be added to the cart. The structure of the request object is: `{ 'sysparm_id': item_id, 'sysparm_quantity': item_quantity, 'variables':{ 'var_name': 'var_value', ... } }` • item_id: sys_id of the item to be added to the cart • item_quantity: Number of items to be added. Default value is 1.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• var_name: Name of the question. • var_value: Value of the answer (Not the display value).

Returns

Type	Description
JSON	Structure of the current cart. `{ 'subtotal': value, 'items':[ { itemName:'', quantity:'', price:'', recurring_price:'' } ...] }`

This example shows how you can add multiple items to the cart. Note that `var cart = new sn_sc.CartJS();` is inside the loop. You must call `sn_sc.CartJS()` multiple times to be able to add multiple items to the cart.

```
for (i = 0; i < 2; i++) {
var cart = new sn_sc.CartJS();
var item =
{
'sysparm_id': '0d08837237153000158bbfc8bcbe5d02',
'sysparm_quantity': '1',
'variables':{
'carrier': 'at_and_t_mobility',
'data_plan': '500MB',
'duration': 'eighteen_months',
'color': 'slate',
'storage': 'sixtyfour'
}};
var cartDetails = cart.addToCart(item);
gs.info(JSON.stringify(cartDetails));
}
```

Output

```
//The cart after the first item is added
{
  "cart_id": "c0f5828a1b476010593876a61a4bcb71",
  "subtotal": "$599.99",
  "items": [
    {
      "catalog_item_id": "0d08837237153000158bbfc8bcbe5d02",
      "quantity": "1",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "localized_price": "$599.99",
      "price": "$599.99",
      "recurring_frequency": "Monthly",
      "localized_recurring_price": "$30.00",
      "recurring_price": "$29.00",
      "item_name": "Apple iPhone 5",
      "cart_item_id": "40f5828a1b476010593876a61a4bcb72"
    }
  ]
}

//The cart after the second item is added
{
  "cart_id": "c0f5828a1b476010593876a61a4bcb71",
  "subtotal": "$1,199.98",
  "items": [
    {
      "catalog_item_id": "0d08837237153000158bbfc8bcbe5d02",
      "quantity": "1",
      "localized_price": "$599.99",
      "price": "$599.99",
      "recurring_frequency": "Monthly",
      "localized_recurring_price": "$30.00",
      "recurring_price": "$29.00",
      "item_name": "Apple iPhone 5",
      "cart_item_id": "40f5828a1b476010593876a61a4bcb72"
    },
    {
      "catalog_item_id": "0d08837237153000158bbfc8bcbe5d02",
      "quantity": "1",
      "localized_price": "$599.99",
      "price": "$599.99",
      "recurring_frequency": "Monthly",
      "localized_recurring_price": "$30.00",
      "recurring_price": "$29.00",
      "item_name": "Apple iPhone 5",
      "cart_item_id": "98f5828a1b476010593876a61a4bcb75"
    }
  ]
}
```

CartJS - canViewRF()

Specifies if the current user has the required role to edit the **Request for** field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the user has the required role to edit the requested for field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • true: User has the required role. • false: User does not have the required role. Data type: Boolean

This background script code example shows how to check if the current user has the role needed to edit the requested for field.

```
gs.log(sn_sc.CartJS.canViewRF());
```

Response:

```
true
```

CartJS - checkoutCart()

Performs the cart checkout. If the two-step checkout is enabled, returns the order summary. If the two-step checkout is disabled, the cart is submitted and details of the generated request are returned.

Parameters

Name	Type	Description
None		

Returns

Type	Description
JSON	If the two-step checkout is enabled, the summary of the items in the cart is returned. `{ "subtotal_price":"", "subtotal_recurring_frequency":"", "delivery_address":"", "special_instructions":"", "total_title":"", "requested_for_user":"System Administrator", "requested_for":"6816f79cc0a8016401c5a33be04be441", "daily": ["frequency_subtotal":"", "items":[{}, {}, ...], …], "monthly":["frequency_subtotal":"", "items":[{}, {}, ...], …], "annually":["frequency_subtotal":"", "items":[{}, {}, ...], …], "none":["frequency_subtotal":"", "items":[{}, {}, ...], …], }` If the two-step checkout is disabled:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	`{ 'request_id' : "sys_id of the generated request", "request_number" : "Number of the generated request" }`

```
var cart = new sn_sc.CartJS();
var checkoutInfo = cart.checkoutCart();
gs.info(checkoutInfo);
```

Output

```
If two step checkout enabled:
{"subtotal_price":"$2,748.49","subtotal_recurring_frequency":"",
"delivery_address":"","special_instructions":"","total_title":"T
otal","requested_for_user":"System
 Administrator","requested_for":"6816f79cc0a8016401c5a33be04be44
1","weekly":{"subtotal_price":"$399.50","subtotal_recurring_freq
uency":"Weekly","subtotal_recurring_price":"$0.00","total_title"
:"Total","items":[{"catalog_item_id":"e90a0f7237153000158bbfc8bc
be5d7f","variables":{},"quantity":"1","localized_price":"$399.50
","price":"$399.50","recurring_frequency":"Weekly","localized_re
curring_price":"$0.00","recurring_price":"$0.00","item_name":"Br
other Network-Ready Color Laser
 Printer","cart_item_id":"f3f5c9b3c322320076173b0ac3d3ae00","del
ivery_time":"2
 Days"}],"show_subtotal_price":"true","subtotal_title":"Subtotal
"},"show_subtotal_price":"true","cart_id":"251c0562c326320076173
b0ac3d3aeb4","subtotal_recurring_price":"$131.00","monthly":{"su
btotal_price":"$849.99","subtotal_recurring_frequency":"Monthly"
,"subtotal_recurring_price":"$31.00","total_title":"Total","item
s":[{"catalog_item_id":"d82ea08510247200964f77ffeec6c4ee","varia
bles":{"Monthly data
 allowance":"500MB","Storage":"64GB","Color":"Space
 Gray","Is this a replacement for a lost or
 broken iPhone?":"No","What was the original phone
 number?":""},"quantity":"1","localized_price":"$799.99","price"
:"$849.99","recurring_frequency":"Monthly","localized_recurring_
price":"$30.00","recurring_price":"$31.00","item_name":"Apple
 iPhone 6s
 Plus","cart_item_id":"18c509b3c322320076173b0ac3d3aef4","delive
ry_time":"2
 Days"}],"show_subtotal_price":"true","subtotal_title":"Subtotal
"},"yearly":{"subtotal_price":"$1,499.00","subtotal_recurring_fr
equency":"Annually","subtotal_recurring_price":"$100.00","total_
title":"Total","items":[{"catalog_item_id":"774906834fbb4200086e
eed18110c737","variables":{"Adobe Photoshop":"false","Adobe
 Acrobat":"false","Optional Software":"","Additional software
 requirements":"","Eclipse
 IDE":"true"},"quantity":"1","localized_price":"$1,499.00","pric
e":"$1,499.00","recurring_frequency":"Annually","localized_recur
ring_price":"$100.00","recurring_price":"$100.00","item_name":"D
eveloper Laptop
 (Mac)","cart_item_id":"6306c9b3c322320076173b0ac3d3ae89","deliv
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
ery_time":"5
 Days"}],"show_subtotal_price":"true","subtotal_title":"Subtotal
"},"subtotal_title":"Subtotal"}
If two step checkout disabled:
{"request_number":"REQ0010001","request_id":"2f2789f3c3223200761
73b0ac3d3ae62"}
```


CartJS - empty()

Deletes the current cart.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var cart = new sn_sc.CartJS();
      cart.empty();
```

CartJS - getCartDetails()

Returns the cart details.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object pointing to the current cart details.

Example:

```
var cart=new sn_sc.CartJS();
 console.log (cart.getCartDetails());
```

Output:

```
delivery_address : "Brasilia,Brasil"
        name : "DEFAULT"
        requested_for : "62826bf03710200044e0bfc8bcbe5df1"
        requested_for_display_name : "Abel Tuter"
        special_instructions : ""
        sys_id : "c2ac090087150300318d05a888cb0bd7"
```

CartJS - getCartID()

Returns the ID of the current cart.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id for the current cart.

Returns the sys_id of the current cart.

```
var cart = new sn_sc.CartJS();
var cartId = cart.getCartID();
gs.info(cartId);
```

Output

```
039c516237b1300054b6a3549dbe5dfc
```

CartJS - getCartItems()

Returns a GlideRecord object containing records for items in the current cart.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	GlideRecord object including records and fields from the Item [sc_cart_item] table that describe an item in the current cart.

Returns quantity and Catalog Item field values for items in the current cart.

```
var cart = new sn_sc.CartJS();

var cartItems = cart.getCartItems();
while (cartItems.next()) {
  gs.info(cartItems.getElement('quantity').getDisplayValue()
  + " x "
  + cartItems.getElement('cat_item').getDisplayValue());
}
```

Output

```

1 x Apple iPhone 6s Plus
1 x Apple iPhone 6s
1 x Apple MacBook Pro 15"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CartJS - getDeliveryAddress()

Returns the delivery address for the current cart.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Delivery address for the current cart.

Sets and then returns the delivery address for the current cart.

```
var cart = new sn_sc.CartJS();
cart.setDeliveryAddress("Brasilia, Brasil");
var deliveryAddress = cart.getDeliveryAddress();
gs.info(deliveryAddress);
```

Output

```
Brasilia, Brasil
```

CartJS - getRequestedFor()

Returns the sys_id of the user for whom the cart is requested.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the user record for whom the cart is requested. Table: User [sys_user]

Returns the user sys_id associated with the cart.

```
var cart = new sn_sc.CartJS();
cart.setRequestedFor("039c516237b1300054b6a3549dbe5dfc")
var userId = cart.getRequestedFor();
gs.info(userId);
```

Output:

```
039c516237b1300054b6a3549dbe5dfc
```

CartJS - getRequestedForDisplayName()

Returns the name of the user for whom the current cart is requested.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the user for whom the current cart is requested. Table: User [sys_user]

Returns the name of the user associated with the cart.

```
var cart = new sn_sc.CartJS();
var userName = cart.getRequestedForDisplayName();
gs.info(userName);
```

Output:

```
Abel Tuter
```

CartJS - getSpecialInstructions()

Returns the special instructions for the current cart.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Special instructions for the current cart.

This example shows how to set and retrieve the special instructions for the current cart.

```
var cart = new sn_sc.CartJS();
cart.setSpecialInstructions("Delivery before 8 AM.");
var specInstruction = cart.getSpecialInstructions();
gs.info(specInstruction);
```

Output

```
Delivery before 8 AM.
```

CartJS - orderNow(Map request)

Orders a single item. If two-step checkout is enabled, the method adds the specified item to the cart and returns the sys_id of the cart. If two-step checkout is disabled, the method completes the purchase of the specified item and returns the sys_id of the generated request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
request	Map	JSON object that contains details of the catalog item to order.
request.delivery_address	String	Address to which to deliver the items. Default: Address of user
request.sysparm_id	String	Required. The sys_id of the item to purchase.
request.special_instructions	String	Instructions to follow when processing the order.
request.sysparm_quantity	String	Quantity of the specified item to purchase. Default: 1
request.sysparm_requested_for	String	The sys_id of the user for whom the item is requested. Default: Session user
request.variables	Array	Questions and customer answers associated with the item.
request.variables.var_name	String	Name of the question.
request.variables.var_value	String	Customer's response to the associated question.

Returns

Type	Description

JSON key/value pairs	Output if two-step checkout is enabled:
	`{ 'cart_id' : '<sys_id of the cart to which the items were added>' }`
	
	Output if two-step checkout is disabled:
	`{ 'request_id' : '<sys_id of the generated request>', 'request_number' : '<Number of the generated request>' }`

```
var cart = new sn_sc.CartJS();
var request =
{
  'sysparm_id': '0d08837237153000158bbfc8bcbe5d02',
  'sysparm_quantity': '1',
  'variables':{
    'carrier': 'at_and_t_mobility',
    'data_plan': '500MB',
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    'duration': 'eighteen_months',
    'color': 'slate',
    'storage': 'sixtyfour'
  }
}
var cartDetails = cart.orderNow(request);
gs.info(cartDetails);
```

Output

```
// If two-step checkout is enabled:
{"cart_id":"55384df3c322320076173b0ac3d3aec5"}

// If two-step checkout is disabled:
{"request_id":"4c690137c322320076173b0ac3d3ae03",
 "request_number": "REQ0010003"}
```

CartJS - setDeliveryAddress(String address)

Sets the delivery address for the current cart.

Parameters

Name	Type	Description
address	String	Delivery address for the current cart.

Returns

Type	Description
void	

```
    var cart = new sn_sc.CartJS();
    cart.setDeliveryAddress("Brasilia, Brasil");
```

CartJS - setRequestedFor(String user)

Sets the sys_id in the sys_user record of the user for whom the cart is requested.

Parameters

Name	Type	Description
user	String	sys_id to be set in the sys_user record of the user for whom the cart is requested.

Returns

Type	Description
void	

```
var cart = new sn_sc.CartJS();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
cart.setRequestedFor("039c516237b1300054b6a3549dbe5dfc")
```

CartJS - setSpecialInstructions(String specialInstructions)

Sets the special instructions for the current cart.

Parameters

Name	Type	Description
specialInstructions	String	Special instructions for the current cart.

Returns

Type	Description
void	

```
var cart = new sn_sc.CartJS();
cart.setSpecialInstructions("Delivery before 8 AM.");
```

CartJS - submitOrder(Map request)

Updates special instructions, requested for, and delivery address from the *request* parameter and performs the cart checkout. Use this API to modify the mentioned parameters of the cart and perform the cart checkout simultaneously. Missing parameters in the *request* object will have their default value.

Parameters

Name	Type	Description
request	Map	JSON object that contains details of the cart to be submitted. `{ 'special_instructions': "String", 'requested_for': '"String", 'delivery_address': "String" }`
request.special_instructions	String	Special instructions to include with the order.
request.requested_for	String	Sys_id of the user who the order is requested for. Default: The current user. Table: User [sys_user]
request.delivery_address	String	Delivery address for the order.

Returns

Type	Description
JSON	Structure of the cart.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	{
	'request_id' : 'sys_id of the generated Request',
	'request_number' : 'Number of the generated Request'
	}

The following code example shows how to call this method.

```
var cart = new sn_sc.CartJS();
var request =
{
  'special_instructions' : 'Delivery only in working hours',
  'requested_for' : '62826bf03710200044e0bfc8bcbe5df1',
  'delivery_address' : "Brasilia, Brasil",
};
var requestDetails = cart.submitOrder(request);
gs.info(JSON.stringify(requestDetails));
```

Output:

```
{"request_id":"6eed229047801200e0ef563dbb9a71c2",
 "request_number": "REQ0000001"}
```

CartJS - updateItem(Map request, String cart_item_id)

Updates an item in the cart.

Parameters

Name	Type	Description

request	Map	A JSON object that contains details of the catalog item to be updated.
		
		The structure of the request object is:
		{
		'sysparm_quantity' : item_quantity,
		'sysparm_requested_for' : requested_for,
		'variables' : {
		'var_name' : 'var_value',
		...
		}
		}
		
		• item_quantity: Number of items to be added. Default value is 1.
		• var_name: Name of the question.
		• var_value: Value of the answer (Not the display value).

cart_item_id	String	sys_id of the cart item to be modified.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
JSON	Details of the cart. `{ 'subtotal': value, 'items':[ { itemName:'', quantity:'', price:'', recurring_price:'' } ...], ... }`

```
var cart = new sn_sc.CartJS();
var request =
{
  'sysparm_quantity': '1',
  'variables':{
    'carrier': 'at_and_t_mobility',
    'data_plan': '500MB',
    'duration': 'eighteen_months',
    'color': 'slate',
    'storage': 'sixtyfour'
  }
};
var cart_item_id = "4d69b672c322320076173b0ac3d3ae79";
var cartDetails = cart.updateItem(request, cart_item_id);
gs.info(cartDetails);
```

Output

```
{ "cart_id":"35ec9e8947a13200e0ef563dbb9a7109",
 "items":[ { "cart_item_id":"35ec9e8947a13200e0ef563dbb9a710a",
 "catalog_item_id":"0d08837237153000158bbfc8bcbe5d02",
 "item_name":"Apple iPhone 5", "localized_price":"$799.99",
 "localized_recurring_price":"$30.00", "price":"$799.99",
 "quantity":"1", "recurring_frequency":"Monthly",
 "recurring_price":"$29.00" } ] "subtotal":"$799.99" }
```

CdmQuery - Scoped

The *CdmQuery* script include provides methods that enable you to query the CDM data model tree. It returns a list of node objects that are specific fields/columns in the CDM Node [sn_cdm_node] table. These values are returned as properties in the object. Every object is a node in the data model.

This script include is fluent which means most of its methods support chaining and return a CdmQuery object. The methods within this script include are classified into different types. You must specify them in a particular order within a call, based on their type. All methods except the result methods are chainable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This documentation only covers the usage of the *CdmQuery* script include in querying snapshot data, therefore, only methods necessary for this process are currently documented. Querying snapshot data is needed when writing PaCE policy scripts for data validation and CDM exporter scripts for data export.

Method types:

- entry method: This method specifies the entry node. *CdmQuery* limits its query to the entry node and its descendant nodes. Specifying the entry node is mandatory.

  CdmQuery - snapshotId(String snapshotSysID)

- query method: This method executes the specified query.

  CdmQuery - query()

- result methods: These methods return a specific set of results data.
  - CdmQuery - forEach(Function function)
  - CdmQuery - getTree(Boolean simpleTree, Boolean prettify)
  - CdmQuery - getValue(String fieldName)
  - CdmQuery - next()
- setting methods: These methods modify the behavior of *CdmQuery()*.
  - CdmQuery - decryptPassword(Boolean decrypt)
  - CdmQuery - followIncludes(Boolean followIncludes)
  - CdmQuery - includeFileMetadata()
  - CdmQuery - substituteVariable(Boolean substitute)
  - CdmQuery - useCache(Boolean useCache)

The *snapshotId()* and *query()* methods are mandatory. You must add filter and setting methods before the *query()* method, but after the *snapshotId()* method. The order in which you add filter and setting methods is not important, unless they are conflicting, in which case the latest relevant method prevails. You must add any result methods, such as *getTree()* to fetch the result, after the *query()* method.

For example:

```
var primarySnapshot = new sn_cdm.CdmQuery()
  .snapshotId("1a2fe2e6c3a27010cc0a259d7640dd59")
  .decryptPassword(true)
  .includeFileMetadata()
  .query()
  .getTree(true, false);
```

This API runs in the `sn_cdm` namespace and you must have the sn_cdm.cdm_viewer or sn_cdm.cdm_secrets roles to access its various methods.

CdmQuery - CdmQuery()

Instantiates a CdmQuery object. You must call this method prior to calling any other *CdmQuery* methods.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

The following code examples shows how to call the *CdmQuery* method to instantiate a CdmQuery object in the sn_cdm namespace.

```
var primarySnapshot = new sn_cdm.CdmQuery()
.snapshotId("1a2fe2e6c3a27010cc0a259d7640dd59")
.decryptPassword(true)
.query()
.getTree();
```

CdmQuery - decryptPassword(Boolean decrypt)

Enables you to specify whether decrypted values for encrypted configuration data item (CDI) and variable nodes are returned in the results.

An error is thrown if the user does not have the required sn_cdm.cdm_secrets role.

Parameters

Name	Type	Description
decrypt	Boolean	Optional. Flag that indicates whether to return decrypted values for the CDI and variable nodes. Valid values: • true: Return decrypted values for the CDI and variable nodes. • false: Return encrypted values for the CDI and variable nodes. Default: false

Returns

Type	Description
None	

The following code example shows how to call the *CdmQuery()* API and specify to return encrypted values for the CDI and variable nodes.

```
var primarySnapshot = new sn_cdm.CdmQuery()
.snapshotId("9f12a80047352150fd6ce977746d4364")
.decryptPassword(false)
.query()
.getTree(true,true);

gs.info(primarySnapshot);
```

Return results:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "Development_1": {
    "vars": {},
    "services": {
      "vars": {},
      "paymentComponent": {
        "applicationSLA": "24x7",
        "paymentService": {
          "database": {
            "backup": {
              "dbServer": "db23.paymentx.be"
            },
            "dbIpAddress": "10.20.40.50",
            "dbName": "paymentX_dev2",
            "dbPort": "8050",
            "dbServer": "db22.paymentx.be",
            "dbUserName": "root",
            "dbPassword": "********"
          }
        }
      }
    }
  }
}
```


The following code example shows how to call the *CdmQuery()* API and specify to return decrypted values for the CDI and variable nodes.

```
var primarySnapshot = new sn_cdm.CdmQuery()
.snapshotId("9f12a80047352150fd6ce977746d4364")
.decryptPassword(true)
.query()
.getTree(true,true);

gs.info(primarySnapshot);
```

Return results:


```
{
  "Development_1": {
    "vars": {},
    "services": {
      "vars": {},
      "paymentComponent": {
        "applicationSLA": "24x7",
        "paymentService": {
          "database": {
            "backup": {
              "dbServer": "db23.paymentx.be"
            },
            "dbIpAddress": "10.20.40.50",
            "dbName": "paymentX_dev2",
            "dbPort": "8050",
            "dbServer": "db22.paymentx.be",
            "dbUserName": "root",
            "dbPassword": "dev1-password"
          }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
      }
    }
  }
}
```

CdmQuery - followIncludes(Boolean followIncludes)

Enables you to specify whether linked nodes are fully resolved, such that descendant nodes of a referenced node appear under a linked node.

Parameters

Name	Type	Description
followIncludes	Boolean	Optional. Flag that indicates whether linked nodes are fully resolved. Valid values: • true: Linked nodes are fully resolved. • false: Linked nodes are not fully resolved. Default: true

Returns

Type	Description
None	

The following code example shows how to return data that is fully resolved, *followIncludes* = true.

```
var primarySnapshot = new sn_cdm.CdmQuery()
  .snapshotId("9f12a80047352150fd6ce977746d4364")
  .followIncludes(true)
  .query()
  .getTree(false, true);
```

Example return data:

```
{
  "sys_id": "62a0a0cc47f12150fd6ce977746d431a",
  "type": "sn_cdm_node_deployable",
  "main_id": "111673",
  "name": "Development_1",
  "node_path": "!K<+!K<0!K<1",
  "effective_path": "!K<+!K<0!K<1",
  "main_id_encoded": "K<1",
  "node_classifier": "/application/deployables/env:Development",
  "status": "valid",
  "level": "2",
  "children": [
    {
      "sys_id": "2aa0a0cc47f12150fd6ce977746d431a",
      "type": "sn_cdm_node_folder",
      "main_id": "111674",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "name": "vars",
      "node_path": "!K<+!K<0!K<1!K<2",
      "effective_path": "!K<+!K<0!K<1!K<2",
      "main_id_encoded": "K<2",
      "node_classifier":
"/application/deployables/env:Development/vars",
      "status": "valid",
      "level": "3",
      "children": [],
      "hasParent": true
    },
    {
      "sys_id": "2ca1600047352150fd6ce977746d4391",
      "type": "sn_cdm_node_linked",
      "main_id": "111693",
      "name": "services",
      "node_path": "!K<+!K<0!K<1!K<G",
      "effective_path": "!K<+!K<0!K<1!K<G",
      "main_id_encoded": "K<G",
      "node_classifier":
"/application/deployables/env:Development",
      "status": "valid",
      "level": "3",
      "children": [
        {
          "sys_id": "2bb0e0cc47f12150fd6ce977746d43e2",
          "type": "sn_cdm_node_folder",
          "main_id": "111680",
          "name": "vars",
          "node_path": "!K<+!K</!K<7!K<8",
          "effective_path": "!K<+!K<0!K<1!K<G!K<8",
          "main_id_encoded": "K<8",
          "node_classifier": "/application/collections/vars",
          "status": "valid",
          "level": "3",
          "children": [],
          "hasParent": true
        },
        {
          "sys_id": "ccf1640047352150fd6ce977746d438b",
          "type": "sn_cdm_node_component",
          "main_id": "111697",
          "name": "paymentComponent",
          "node_path": "!K<+!K<0!K<1!K<G!K<K",
          "effective_path": "!K<+!K<0!K<1!K<G!K<K",
          "main_id_encoded": "K<K",
          "node_classifier":
"/application/deployables/env:Development",
          "status": "valid",
          "level": "4",
          "children": [
            {
              "sys_id": "7fd064cc47f12150fd6ce977746d4372",
              "type": "sn_cdm_node_cdi",
              "main_id": "111682",
              "name": "applicationSLA",
              "node_path": "!K<+!K<,!K<9!K<:",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "value": "24x7",
            "effective_path": "!K<+!K<0!K<1!K<G!K<K!K<:",
            "main_id_encoded": "K<:",
            "node_classifier": "/application/components",
            "status": "valid",
            "level": "3",
            "children": [],
            "hasParent": true
          },
          {
            "sys_id": "44f1a40047352150fd6ce977746d43dc",
            "type": "sn_cdm_node_component",
            "main_id": "111698",
            "name": "paymentService",
            "node_path": "!K<+!K<0!K<1!K<G!K<K!K<L",
            "effective_path": "!K<+!K<0!K<1!K<G!K<K!K<L",
            "main_id_encoded": "K<L",
            "node_classifier":
"/application/deployables/env:Development",
            "status": "valid",
            "level": "5",
            "children": [
              {
                "sys_id": "8cf1a40047352150fd6ce977746d43dc",
                "type": "sn_cdm_node_component",
                "main_id": "111699",
                "name": "database",
                "node_path": "!K<+!K<0!K<1!K<G!K<K!K<L!K<M",
                "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M",
                "main_id_encoded": "K<M",
                "node_classifier":
"/application/deployables/env:Development",
                "status": "valid",
                "level": "6",
                "children": [
                  {
                    "sys_id":
"b3d064cc47f12150fd6ce977746d4374",
                    "type": "sn_cdm_node_component",
                    "main_id": "111685",
                    "name": "backup",
                    "node_path": "!K<+!K<,!K<9!K<;!K<<!K<?",
                    "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<?",
                    "main_id_encoded": "K<?",
                    "node_classifier":
"/application/components",
                    "status": "valid",
                    "level": "5",
                    "children": [
                      {
                        "sys_id":
"7bd064cc47f12150fd6ce977746d4374",
                        "type": "sn_cdm_node_cdi",
                        "main_id": "111686",
                        "name": "dbServer",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                        "node_path":
"!K<+!K<,!K<9!K<;!K<<!K<?!K<@",
                        "value": "db23.paymentx.be",
                        "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<?!K<@",
                        "main_id_encoded": "K<@",
                        "node_classifier":
"/application/components",
                        "status": "valid",
                        "level": "6",
                        "children": [],
                        "hasParent": true
                      }
                    ],
                    "hasParent": true
                  },
                  {
                    "sys_id":
"33d064cc47f12150fd6ce977746d4375",
                    "type": "sn_cdm_node_cdi",
                    "main_id": "111687",
                    "name": "dbIpAddress",
                    "node_path": "!K<+!K<,!K<9!K<;!K<<!K<A",
                    "value": "10.20.40.50",
                    "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<A",
                    "main_id_encoded": "K<A",
                    "node_classifier":
"/application/components",
                    "status": "valid",
                    "level": "5",
                    "children": [],
                    "hasParent": true
                  },
                  {
                    "sys_id":
"f7d064cc47f12150fd6ce977746d4375",
                    "type": "sn_cdm_node_cdi",
                    "main_id": "111688",
                    "name": "dbName",
                    "node_path": "!K<+!K<,!K<9!K<;!K<<!K<B",
                    "value": "paymentX_dev2",
                    "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<B",
                    "main_id_encoded": "K<B",
                    "node_classifier":
"/application/components",
                    "status": "valid",
                    "level": "5",
                    "children": [],
                    "hasParent": true
                  },
                  {
                    "sys_id":
"77d064cc47f12150fd6ce977746d4376",
                    "type": "sn_cdm_node_cdi",
                    "main_id": "111690",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "name": "dbPort",
                    "node_path": "!K<+!K<,!K<9!K<;!K<<!K<D",
                    "value": "8050",
                    "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<D",
                    "main_id_encoded": "K<D",
                    "node_classifier":
"/application/components",
                    "status": "valid",
                    "level": "5",
                    "children": [],
                    "hasParent": true
                  },
                  {
                    "sys_id":
"3fd064cc47f12150fd6ce977746d4376",
                    "type": "sn_cdm_node_cdi",
                    "main_id": "111691",
                    "name": "dbServer",
                    "node_path": "!K<+!K<,!K<9!K<;!K<<!K<E",
                    "value": "db22.paymentx.be",
                    "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<E",
                    "main_id_encoded": "K<E",
                    "node_classifier":
"/application/components",
                    "status": "valid",
                    "level": "5",
                    "children": [],
                    "hasParent": true
                  },
                  {
                    "sys_id":
"f3d064cc47f12150fd6ce977746d4377",
                    "type": "sn_cdm_node_cdi",
                    "main_id": "111692",
                    "name": "dbUserName",
                    "node_path": "!K<+!K<,!K<9!K<;!K<<!K<F",
                    "value": "root",
                    "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<F",
                    "main_id_encoded": "K<F",
                    "node_classifier":
"/application/components",
                    "status": "valid",
                    "level": "5",
                    "children": [],
                    "hasParent": true
                  },
                  {
                    "sys_id":
"c4f1a40047352150fd6ce977746d43dd",
                    "type": "sn_cdm_node_cdi",
                    "main_id": "111700",
                    "name": "dbPassword",
                    "node_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<N",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                        "secure_value":
 "###dac329a2476c6110fd6ce977746d43e1##1##w8YJ85PO5byT5YNmeG_HwQ
==WrNQP39n-PWKFs_VXFSjr3TJsGxS1ESKpyl4PUE=##",
                        "effective_path":
 "!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<N",
                        "main_id_encoded": "K<N",
                        "node_classifier":
 "/application/deployables/env:Development",
                        "status": "valid",
                        "level": "7",
                        "masked_value": "********",
                        "children": [],
                        "hasParent": true
                      }
                    ],
                    "hasParent": true
                  }
                ],
                "hasParent": true
              }
            ],
            "hasParent": true
          }
        ],
        "hasParent": true
      }
    ]
}
```

The following code example shows how to return data that is not fully resolved, *followIncludes* = false.

```
var primarySnapshot = new sn_cdm.CdmQuery()
  .snapshotId("9f12a80047352150fd6ce977746d4364")
  .followIncludes(false)
  .query()
  .getTree(false, true);
```

Example return data:

```
{
  "sys_id": "62a0a0cc47f12150fd6ce977746d431a",
  "type": "sn_cdm_node_deployable",
  "main_id": "111673",
  "name": "Development_1",
  "node_path": "!K<+!K<0!K<1",
  "effective_path": "!K<+!K<0!K<1",
  "main_id_encoded": "K<1",
  "node_classifier": "/application/deployables/env:Development",
  "status": "valid",
  "level": "2",
  "children": [
    {
      "sys_id": "2aa0a0cc47f12150fd6ce977746d431a",
      "type": "sn_cdm_node_folder",
      "main_id": "111674",
      "name": "vars",
      "node_path": "!K<+!K<0!K<1!K<2",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "effective_path": "!K<+!K<0!K<1!K<2",
      "main_id_encoded": "K<2",
      "node_classifier":
"/application/deployables/env:Development/vars",
      "status": "valid",
      "level": "3",
      "children": [],
      "hasParent": true
    },
    {
      "sys_id": "2ca1600047352150fd6ce977746d4391",
      "type": "sn_cdm_node_linked",
      "main_id": "111693",
      "name": "services",
      "node_path": "!K<+!K<0!K<1!K<G",
      "effective_path": "!K<+!K<0!K<1!K<G",
      "main_id_encoded": "K<G",
      "node_classifier":
"/application/deployables/env:Development",
      "status": "valid",
      "level": "3",
      "children": [
        {
          "sys_id": "ccf1640047352150fd6ce977746d438b",
          "type": "sn_cdm_node_component",
          "main_id": "111697",
          "name": "paymentComponent",
          "node_path": "!K<+!K<0!K<1!K<G!K<K",
          "effective_path": "!K<+!K<0!K<1!K<G!K<K",
          "main_id_encoded": "K<K",
          "node_classifier":
"/application/deployables/env:Development",
          "status": "valid",
          "level": "4",
          "children": [
            {
              "sys_id": "44f1a40047352150fd6ce977746d43dc",
              "type": "sn_cdm_node_component",
              "main_id": "111698",
              "name": "paymentService",
              "node_path": "!K<+!K<0!K<1!K<G!K<K!K<L",
              "effective_path": "!K<+!K<0!K<1!K<G!K<K!K<L",
              "main_id_encoded": "K<L",
              "node_classifier":
"/application/deployables/env:Development",
              "status": "valid",
              "level": "5",
              "children": [
                {
                  "sys_id": "8cf1a40047352150fd6ce977746d43dc",
                  "type": "sn_cdm_node_component",
                  "main_id": "111699",
                  "name": "database",
                  "node_path": "!K<+!K<0!K<1!K<G!K<K!K<L!K<M",
                  "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M",
                  "main_id_encoded": "K<M",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "node_classifier":
 "/application/deployables/env:Development",
                    "status": "valid",
                    "level": "6",
                    "children": [
                      {
                        "sys_id":
 "c4f1a40047352150fd6ce977746d43dd",
                        "type": "sn_cdm_node_cdi",
                        "main_id": "111700",
                        "name": "dbPassword",
                        "node_path":
 "!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<N",
                        "secure_value":
 "###dac329a2476c6110fd6ce977746d43e1##1##w8YJ85PO5byT5YNmeG_HwQ
==WrNQP39n-PWKFs_VXFSjr3TJsGxS1ESKpyl4PUE=##",
                        "effective_path":
 "!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<N",
                        "main_id_encoded": "K<N",
                        "node_classifier":
 "/application/deployables/env:Development",
                        "status": "valid",
                        "level": "7",
                        "masked_value": "********",
                        "children": [],
                        "hasParent": true
                      }
                    ],
                    "hasParent": true
                  }
                ],
                "hasParent": true
              }
            ],
            "hasParent": true
          }
        ],
        "hasParent": true
      }
    ]
}
```


CdmQuery - forEach(Function function)

Iterates through each of the result nodes and applies the provided function that accepts a CdmNode object.

Parameters

Name	Type	Description
function	Function	Function to apply to the CdmNode object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

This code example shows how to call the *forEach()* method.

```
CdmQuery.forEach(function (node) {
  gs.info("Node - {0}:{1} ", [node.getValue("name"),
 node.getValue("value")]);
});
```

CdmQuery - getTree(Boolean simpleTree, Boolean prettify)

Returns the specified CDM query results.

You can specify the level and format of the content to return by setting the associated flags within the call. The default is to return a formatted string containing the node metadata and its child nodes, and where the entry node is the top node.

Parameters

Name	Type	Description
simpleTree	Boolean	Optional. Flag that indicates the level of content to return. Valid values: • true: Returns a simplified JSON object of hierarchical key-values pairs, excluding all node metadata. • false: Returns a JSON object containing the node metadata and all its child nodes, and specifies where the entry node is the top node. Default: false
prettify	Boolean	Optional. Flag that indicates whether to return a formatted string instead of a JSON object. Valid values: • true: Return the content in a JSON object. • false: Return the content as a formatted string. Only use this option in UI and exporters as it adds new line and escape characters to the response. Default: false

Returns

Type	Description
CdmQuery	CdmQuery object containing the specified query information.

The following code example shows how to call the *getTree()* method using the default settings. This returns a formatted string containing the node metadata and all its child nodes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var primarySnapshot = new sn_cdm.CdmQuery()
  .snapshotId("9f12a80047352150fd6ce977746d4364")
  .query()
  .getTree();

gs.info(JSON.stringify(primarySnapshot));
```

Return results:


```
{"sys_id":"62a0a0cc47f12150fd6ce977746d431a","type":"sn_cdm_node
_deployable","main_id":"111673","name":"Development_1","node_pat
h":"!K<+!K<0!K<1","effective_path":"!K<+!
K<0!K<1","main_id_encoded":"K<1","node_classifier":"/applicati
on/deployables/env:Development","status":"valid","level":"2","ch
ildren":[{"sys_id":"2aa0a0cc47f12150fd6ce977746d431a","type":"sn
_cdm_node_folder","main_id":"111674","name":"vars","node_path"
:"!K<+!K<0!K<1!K<2","effective_path":"!K<+!
K<0!K<1!K<2","main_id_encoded":"K<2","node_classifier":"/applica
tion/deployables/env:Development/vars","status":"valid","level":
"3","children":[],"hasParent":true},{"sys_id":"2ca1600047352150f
d6ce977746d4391","type":"sn_cdm_node_linked","main_id":"111693",
"name":"services","node_path":"!K<+!
K<0!K<1!K<G","effective_path":"!K<+!
K<0!K<1!K<G","main_id_encoded":"K<G","node_classifier":"/applica
tion/deployables/env:Development","status":"valid","level":"3","
children":[{"sys_id":"2bb0e0cc47f12150fd6ce977746d43e2","type":"
sn_cdm_node_folder","main_id":"111680","name":"vars","node_path"
:"!K<+!K</!K<7!K<8","effective_path":"!K<+!
K<0!K<1!K<G!K<8","main_id_encoded":"K<8","node_classifier":"/app
lication/collections/vars","status":"valid","level":"3","childre
n":[],"hasParent":true},{"sys_id":"ccf1640047352150fd6ce977746d4
38b","type":"sn_cdm_node_component","main_id":"111697","name":"p
aymentComponent","node_path":"!K<+!
K<0!K<1!K<G!K<K","effective_path":"!K<+!
K<0!K<1!K<G!K<K","main_id_encoded":"K<K","node_classifier":"/app
lication/deployables/env:Development","status":"valid","level":"
4","children":[{"sys_id":"7fd064cc47f12150fd6ce977746d4372","type
":"sn_cdm_node_cdi","main_id":"111682","name":"applicationSLA",
"node_path":"!K<+!
K<,!K<9!K<:","value":"24x7","effective_path":"!K<+!
K<0!K<1!K<G!K<K!K<:","main_id_encoded":"K<:","node_classifier"
:"/application/components","status":"valid","level":"3","childre
n":[],"hasParent":true},{"sys_id":"44f1a40047352150fd6ce977746d4
3dc","type":"sn_cdm_node_component","main_id":"111698","name":"p
aymentService","node_path":"!K<+!
K<0!K<1!K<G!K<K!K<L","effective_path":"!K<+!
K<0!K<1!K<G!K<K!K<L","main_id_encoded":"K<L","node_classifier"
:"/application/deployables/env:Development","status":"valid","le
vel":"5","children":[{"sys_id":"8cf1a40047352150fd6ce977746d43dc
","type":"sn_cdm_node_component","main_id":"111699","name":"data
base","node_path":"!K<+!
K<0!K<1!K<G!K<K!K<L!K<M","effective_path":"!K<+!
K<0!K<1!K<G!K<K!K<L!K<M","main_id_encoded":"K<M","node_classifie
r":"/application/deployables/env:Development","status":"valid","
level":"6","children":[{"sys_id":"b3d064cc47f12150fd6ce977746d43
74","type":"sn_cdm_node_component","main_id":"111685","name":"ba
ckup","node_path":"!K<+!
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
K<,!K<9!K<;!K<<!K<?","effective_path":"!K<+!
K<0!K<1!K<G!K<K!K<L!K<M!K<?","main_id_encoded":"K<?","node_class
ifier":"/application/components","status":"valid","level":"5","c
hildren":[{"sys_id":"7bd064cc47f12150fd6ce977746d4374","type":"s
n_cdm_node_cdi","main_id":"111686","name":"dbServer","node_path"
:"!K<+!
K<,!K<9!K<;!K<<!K<?!K<@","value":"db23.paymentx.be","effective_p
ath":"!K<+!
K<0!K<1!K<G!K<K!K<L!K<M!K<?!K<@","main_id_encoded":"K<@","node_c
lassifier":"/application/components","status":"valid","level":"6
","children":[],"hasParent":true}],"hasParent":true},{"sys_id":"
33d064cc47f12150fd6ce977746d4375","type":"sn_cdm_node_cdi","main
_id":"111687","name":"dbIpAddress","node_path":"!K<+!
K<,!K<9!K<;!K<<!K<A","value":"10.20.40.50","effective_path":"!K<
+!
K<0!K<1!K<G!K<K!K<L!K<M!K<A","main_id_encoded":"K<A","node_class
ifier":"/application/components","status":"valid","level":"5","c
hildren":[],"hasParent":true},{"sys_id":"f7d064cc47f12150fd6ce97
7746d4375","type":"sn_cdm_node_cdi","main_id":"111688","name":"d
bName","node_path":"!K<+!
K<,!K<9!K<;!K<<!K<B","value":"paymentX_dev2","effective_path"
:"!K<+!
K<0!K<1!K<G!K<K!K<L!K<M!K<B","main_id_encoded":"K<B","node_class
ifier":"/application/components","status":"valid","level":"5","c
hildren":[],"hasParent":true},{"sys_id":"77d064cc47f12150fd6ce97
7746d4376","type":"sn_cdm_node_cdi","main_id":"111690","name":"d
bPort","node_path":"!K<+!
K<,!K<9!K<;!K<<!K<D","value":"8050","effective_path":"!K<+!
K<0!K<1!K<G!K<K!K<L!K<M!K<D","main_id_encoded":"K<D","node_class
ifier":"/application/components","status":"valid","level":"5","c
hildren":[],"hasParent":true},{"sys_id":"3fd064cc47f12150fd6ce97
7746d4376","type":"sn_cdm_node_cdi","main_id":"111691","name":"d
bServer","node_path":"!K<+!
K<,!K<9!K<;!K<<!K<E","value":"db22.paymentx.be","effective_path"
:"!K<+!
K<0!K<1!K<G!K<K!K<L!K<M!K<E","main_id_encoded":"K<E","node_class
ifier":"/application/components","status":"valid","level":"5","c
hildren":[],"hasParent":true},{"sys_id":"f3d064cc47f12150fd6ce97
7746d4377","type":"sn_cdm_node_cdi","main_id":"111692","name":"d
bUserName","node_path":"!K<+!
K<,!K<9!K<;!K<<!K<F","value":"root","effective_path":"!K<+!
K<0!K<1!K<G!K<K!K<L!K<M!K<F","main_id_encoded":"K<F","node_class
ifier":"/application/components","status":"valid","level":"5","c
hildren":[],"hasParent":true},{"sys_id":"c4f1a40047352150fd6ce97
7746d43dd","type":"sn_cdm_node_cdi","main_id":"111700","name":"d
bPassword","node_path":"!K<+!
K<0!K<1!K<G!K<K!K<L!K<M!K<N","secure_value":"###dac329a2476c6110
fd6ce977746d43e1##1##w8YJ85PO5byT5YNmeG_HwQ==WrNQP39n-PWKFs_VXFS
jr3TJsGxS1ESKpyl4PUE=##","effective_path":"!K<+!
K<0!K<1!K<G!K<K!K<L!K<M!K<N","main_id_encoded":"K<N","node_class
ifier":"/application/deployables/env:Development","status":"vali
d","level":"7","masked_value":"*******","children":[],"hasParent
":true}],"hasParent":true}],"hasParent":true}],"hasParent":true}
],"hasParent":true}]}
```


The following code example shows how to call the *getTree()* method to return a simplified JSON object of hierarchical key-values pairs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var primarySnapshot = new sn_cdm.CdmQuery()
  .snapshotId("9f12a80047352150fd6ce977746d4364")
  .query()
  .getTree(true, true);

gs.info(JSON.stringify(primarySnapshot));
```

Return results:

```
{
  "Development_1": {
    "vars": {},
    "services": {
      "vars": {},
      "paymentComponent": {
        "applicationSLA": "24x7",
        "paymentService": {
          "database": {
            "backup": {
              "dbServer": "db23.paymentx.be"
            },
            "dbIpAddress": "10.20.40.50",
            "dbName": "paymentX_dev2",
            "dbPort": "8050",
            "dbServer": "db22.paymentx.be",
            "dbUserName": "root",
            "dbPassword": "********"
          }
        }
      }
    }
  }
}
```

The following code example shows how to call the *getTree()* method to return a JSON object containing the node metadata and all its child nodes.

```
var primarySnapshot = new sn_cdm.CdmQuery()
  .snapshotId("9f12a80047352150fd6ce977746d4364")
  .query()
  .getTree(false, true);

gs.info(JSON.stringify(primarySnapshot));
```

Return results:

```
{
  "sys_id": "62a0a0cc47f12150fd6ce977746d431a",
  "type": "sn_cdm_node_deployable",
  "main_id": "111673",
  "name": "Development_1",
  "node_path": "!K<+!K<0!K<1",
  "effective_path": "!K<+!K<0!K<1",
  "main_id_encoded": "K<1",
  "node_classifier": "/application/deployables/env:Development",
  "status": "valid",
  "level": "2",
  "children": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "sys_id": "2aa0a0cc47f12150fd6ce977746d431a",
      "type": "sn_cdm_node_folder",
      "main_id": "111674",
      "name": "vars",
      "node_path": "!K<+!K<0!K<1!K<2",
      "effective_path": "!K<+!K<0!K<1!K<2",
      "main_id_encoded": "K<2",
      "node_classifier":
"/application/deployables/env:Development/vars",
      "status": "valid",
      "level": "3",
      "children": [],
      "hasParent": true
    },
    {
      "sys_id": "2ca1600047352150fd6ce977746d4391",
      "type": "sn_cdm_node_linked",
      "main_id": "111693",
      "name": "services",
      "node_path": "!K<+!K<0!K<1!K<G",
      "effective_path": "!K<+!K<0!K<1!K<G",
      "main_id_encoded": "K<G",
      "node_classifier":
"/application/deployables/env:Development",
      "status": "valid",
      "level": "3",
      "children": [
        {
          "sys_id": "2bb0e0cc47f12150fd6ce977746d43e2",
          "type": "sn_cdm_node_folder",
          "main_id": "111680",
          "name": "vars",
          "node_path": "!K<+!K</!K<7!K<8",
          "effective_path": "!K<+!K<0!K<1!K<G!K<8",
          "main_id_encoded": "K<8",
          "node_classifier": "/application/collections/vars",
          "status": "valid",
          "level": "3",
          "children": [],
          "hasParent": true
        },
        {
          "sys_id": "ccf1640047352150fd6ce977746d438b",
          "type": "sn_cdm_node_component",
          "main_id": "111697",
          "name": "paymentComponent",
          "node_path": "!K<+!K<0!K<1!K<G!K<K",
          "effective_path": "!K<+!K<0!K<1!K<G!K<K",
          "main_id_encoded": "K<K",
          "node_classifier":
"/application/deployables/env:Development",
          "status": "valid",
          "level": "4",
          "children": [
            {
              "sys_id": "7fd064cc47f12150fd6ce977746d4372",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "type": "sn_cdm_node_cdi",
            "main_id": "111682",
            "name": "applicationSLA",
            "node_path": "!K<+!K<,!K<9!K<:",
            "value": "24x7",
            "effective_path": "!K<+!K<0!K<1!K<G!K<K!K<:",
            "main_id_encoded": "K<:",
            "node_classifier": "/application/components",
            "status": "valid",
            "level": "3",
            "children": [],
            "hasParent": true
          },
          {
            "sys_id": "44f1a40047352150fd6ce977746d43dc",
            "type": "sn_cdm_node_component",
            "main_id": "111698",
            "name": "paymentService",
            "node_path": "!K<+!K<0!K<1!K<G!K<K!K<L",
            "effective_path": "!K<+!K<0!K<1!K<G!K<K!K<L",
            "main_id_encoded": "K<L",
            "node_classifier":
"/application/deployables/env:Development",
            "status": "valid",
            "level": "5",
            "children": [
              {
                "sys_id": "8cf1a40047352150fd6ce977746d43dc",
                "type": "sn_cdm_node_component",
                "main_id": "111699",
                "name": "database",
                "node_path": "!K<+!K<0!K<1!K<G!K<K!K<L!K<M",
                "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M",
                "main_id_encoded": "K<M",
                "node_classifier":
"/application/deployables/env:Development",
                "status": "valid",
                "level": "6",
                "children": [
                  {
                    "sys_id":
"b3d064cc47f12150fd6ce977746d4374",
                    "type": "sn_cdm_node_component",
                    "main_id": "111685",
                    "name": "backup",
                    "node_path": "!K<+!K<,!K<9!K<;!K<<!K<?",
                    "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<?",
                    "main_id_encoded": "K<?",
                    "node_classifier":
"/application/components",
                    "status": "valid",
                    "level": "5",
                    "children": [
                      {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                        "sys_id":
"7bd064cc47f12150fd6ce977746d4374",
                        "type": "sn_cdm_node_cdi",
                        "main_id": "111686",
                        "name": "dbServer",
                        "node_path":
"!K<+!K<,!K<9!K<;!K<<!K<?!K<@",
                        "value": "db23.paymentx.be",
                        "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<?!K<@",
                        "main_id_encoded": "K<@",
                        "node_classifier":
"/application/components",
                        "status": "valid",
                        "level": "6",
                        "children": [],
                        "hasParent": true
                      }
                    ],
                    "hasParent": true
                  },
                  {
                    "sys_id":
"33d064cc47f12150fd6ce977746d4375",
                    "type": "sn_cdm_node_cdi",
                    "main_id": "111687",
                    "name": "dbIpAddress",
                    "node_path": "!K<+!K<,!K<9!K<;!K<<!K<A",
                    "value": "10.20.40.50",
                    "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<A",
                    "main_id_encoded": "K<A",
                    "node_classifier":
"/application/components",
                    "status": "valid",
                    "level": "5",
                    "children": [],
                    "hasParent": true
                  },
                  {
                    "sys_id":
"f7d064cc47f12150fd6ce977746d4375",
                    "type": "sn_cdm_node_cdi",
                    "main_id": "111688",
                    "name": "dbName",
                    "node_path": "!K<+!K<,!K<9!K<;!K<<!K<B",
                    "value": "paymentX_dev2",
                    "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<B",
                    "main_id_encoded": "K<B",
                    "node_classifier":
"/application/components",
                    "status": "valid",
                    "level": "5",
                    "children": [],
                    "hasParent": true
                  },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    {
                      "sys_id":
"77d064cc47f12150fd6ce977746d4376",
                      "type": "sn_cdm_node_cdi",
                      "main_id": "111690",
                      "name": "dbPort",
                      "node_path": "!K<+!K<,!K<9!K<;!K<<!K<D",
                      "value": "8050",
                      "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<D",
                      "main_id_encoded": "K<D",
                      "node_classifier":
"/application/components",
                      "status": "valid",
                      "level": "5",
                      "children": [],
                      "hasParent": true
                    },
                    {
                      "sys_id":
"3fd064cc47f12150fd6ce977746d4376",
                      "type": "sn_cdm_node_cdi",
                      "main_id": "111691",
                      "name": "dbServer",
                      "node_path": "!K<+!K<,!K<9!K<;!K<<!K<E",
                      "value": "db22.paymentx.be",
                      "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<E",
                      "main_id_encoded": "K<E",
                      "node_classifier":
"/application/components",
                      "status": "valid",
                      "level": "5",
                      "children": [],
                      "hasParent": true
                    },
                    {
                      "sys_id":
"f3d064cc47f12150fd6ce977746d4377",
                      "type": "sn_cdm_node_cdi",
                      "main_id": "111692",
                      "name": "dbUserName",
                      "node_path": "!K<+!K<,!K<9!K<;!K<<!K<F",
                      "value": "root",
                      "effective_path":
"!K<+!K<0!K<1!K<G!K<K!K<L!K<M!K<F",
                      "main_id_encoded": "K<F",
                      "node_classifier":
"/application/components",
                      "status": "valid",
                      "level": "5",
                      "children": [],
                      "hasParent": true
                    },
                    {
                      "sys_id":
"c4f1a40047352150fd6ce977746d43dd",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                        "type": "sn_cdm_node_cdi",
                        "main_id": "111700",
                        "name": "dbPassword",
                        "node_path":
 "!K<+!K<O!K<1!K<G!K<K!K<L!K<M!K<N",
                        "secure_value":
 "###dac329a2476c6110fd6ce977746d43e1##1##w8YJ85PO5byT5YNmeG_HwQ
==WrNQP39n-PWKFs_VXFSjr3TJsGxS1ESKpyl4PUE=##",
                        "effective_path":
 "!K<+!K<O!K<1!K<G!K<K!K<L!K<M!K<N",
                        "main_id_encoded": "K<N",
                        "node_classifier":
 "/application/deployables/env:Development",
                        "status": "valid",
                        "level": "7",
                        "masked_value": "*******",
                        "children": [],
                        "hasParent": true
                      }
                    ],
                    "hasParent": true
                  }
                ],
                "hasParent": true
              }
            ],
            "hasParent": true
          }
        ],
        "hasParent": true
      }
    ]
}
```

CdmQuery - getValue(String fieldName)

Returns the value of the specified field of the current iterated node result.

Parameters

Name	Type	Description
fieldName	String	Name of the field with the snapshot record to return.

Returns

Type	Description
None	

The following code example shows how to use the *`getValue()`* method to extract required data.

```
var cdmQuery = new sn_cdm.CdmQuery()
  .snapshotId("1a2fe2e6c3a27010cc0a259d7640dd59")
  .decryptPassword(true)
  .query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var output = [];
  while(cdmQuery.next()) {
    var name = cdmQuery.getValue('name');
    var type = cdmQuery.getValue('type');

    if (type == 'sg_cdm_node_cdi' || type ==
 'sg_cdm_node_variable') {
      var value = cdmQuery.getValue('value');
      output.push(gs.getMessage("{0} : {1} [{2}]", [name, value,
 type]));
    } else {
      output.push(gs.getMessage("{0} [{1}]", [name, type]));
  }
}
```

Return values:

```
[
  "test_login_service [sg_cdm_node_deployable]",
  "vars [sg_cdm_node_folder]",
  "service_password : service12345 [sg_cdm_node_variable]",
  "login_service [sg_cdm_node_linked]",
  "vars [sg_cdm_node_folder]",
  "core_component [sg_cdm_node_component]",
  "user_name : admin [sg_cdm_node_cdi]",
  "user_password : service12345 [sg_cdm_node_cdi]"
]
```

CdmQuery - includeFileMetadata()

Enables you to specify whether to fetch the file metadata information for file nodes. The file metadata contains attachment_id, file_name, content_type, and checksum.

Note: Metadata is only returned for non-simple trees. For additional information on this type of data return, see CdmQuery - getTree(Boolean simpleTree, Boolean prettify).

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call the *CdmQuery()* API and return file metadata information.

```
var cdmQuery = new CdmQuery()
.snapshotId("20c365a2476c6110fd6ce977746d4336")
.includeFileMetadata()
.query()
.getTree(false, true);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns:


```
{
  "sys_id": "62a0a0cc47f12150fd6ce977746d431a",
  "type": "sn_cdm_node_deployable",
  "main_id": "111673",
  "name": "Development_1",
  "node_path": "!K<+!K<0!K<1",
  "effective_path": "!K<+!K<0!K<1",
  "main_id_encoded": "K<1",
  "node_classifier": "/application/deployables/env:Development",
  "status": "valid",
  "level": "2",
  "children": [
    {
      "sys_id": "2aa0a0cc47f12150fd6ce977746d431a",
      "type": "sn_cdm_node_folder",
      "main_id": "111674",
      "name": "vars",
      "node_path": "!K<+!K<0!K<1!K<2",
      "effective_path": "!K<+!K<0!K<1!K<2",
      "main_id_encoded": "K<2",
      "node_classifier":
 "/application/deployables/env:Development/vars",
      "status": "valid",
      "level": "3",
      "children": [],
      "hasParent": true
    },
    {
      "sys_id": "b83eb65fffdf6110f0ccfffffffff7d",
      "type": "sn_cdm_node_file",
      "main_id": "111675",
      "name": "deploy_config.xml",
      "node_path": "!K<+!K<0!K<1!K<G",
      "value": "file:
 http://instance.servicenow.com/sys_attachment.do?sys_id=bc3eb65
fffdf6110f0ccfffffffff7d",
      "effective_path": "!K<+!K<0!K<1!K<G",
      "main_id_encoded": "V",
      "node_classifier":
 "/application/deployables/env:Development",
      "status": "valid",
      "level": "3",
      "file_metadata": {
        "attachment_id": "bc3eb65fffdf6110f0ccfffffffff7d",
        "file_name": "deploy_config.xml",
        "content_type": "application/xml",
        "checksum": "UbWkF5HZOQTQ89bFrqyFBg=="
      },
      "children": [],
      "hasParent": true
    }
  ]
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CdmQuery - next()

Iterates to the next node result and returns it if it exists.

Parameters

Name	Type	Description
None		

Returns

Type	Description
CdmQuery	If available, the CdmQuery object of the next node. If no additional nodes are available it returns a null or undefined.

The following code example shows how the *next()* method to iterate through the available node.

```
var cdmQuery = new sn_cdm.CdmQuery()
  .snapshotId("1a2fe2e6c3a27010cc0a259d7640dd59")
  .decryptPassword(true)
  .query();

var output = [];
while(cdmQuery.next()) {
  var name = cdmQuery.getValue('name');
  var type = cdmQuery.getValue('type');
    if (type == 'sg_cdm_node_cdi' || type ==
 'sg_cdm_node_variable') {
      var value = cdmQuery.getValue('value');
      output.push(gs.getMessage("{0} : {1} [{2}]", [name, value,
 type]));
  } else {
    output.push(gs.getMessage("{0} [{1}]", [name, type]));
  }
}
```

Return results:

```
[
  "test_login_service [sg_cdm_node_deployable]",
  "vars [sg_cdm_node_folder]",
  "service_password : service12345 [sg_cdm_node_variable]",
  "login_service [sg_cdm_node_linked]",
  "vars [sg_cdm_node_folder]",
  "core_component [sg_cdm_node_component]",
  "user_name : username [sg_cdm_node_cdi]",
  "user_password : service12345 [sg_cdm_node_cdi]"
]
```

CdmQuery - query()

Executes the specified query against the CDM database or the cache based on the settings, entry node, and filter settings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
CdmQuery	CdmQuery object.

The following code example shows how to call the *CdmQuery()* API and specify the deployable snapshot to query.

```
var primarySnapshot = new sn_cdm.CdmQuery()
.snapshotId("1a2fe2e6c3a27010cc0a259d7640dd59")
.decryptPassword(true)
.query()
.getTree();
```

Return results:

```
{
  "_decryptPassword": true,
  "sys_id": "d73d6666c3a27010cc0a259d7640dde7",
  "type": "sg_cdm_node_deployable",
  "main_id": "731",
  "name": "test_login_service",
  "node_path": "!1+!1/!10",
  "effective_path": "!1+!1/!10",
  "main_id_encoded": "10",
  "node_classifier":
 "/application/deployables/dep:test_login_service",
  "status": "valid",
  "children": [
    {
      "_decryptPassword": true,
      "sys_id": "9f3d6666c3a27010cc0a259d7640dde7",
      "type": "sg_cdm_node_folder",
      "main_id": "732",
      "name": "vars",
      "node_path": "!1+!1/!10!11",
      "effective_path": "!1+!1/!10!11",
      "main_id_encoded": "11",
      "node_classifier":
 "/application/deployables/dep:test_login_service/vars",
      "status": "valid",
      "children": [
        {
          "_decryptPassword": true,
          "sys_id": "49dd2e66c3a27010cc0a259d7640ddf9",
          "type": "sg_cdm_node_variable",
          "main_id": "741",
          "name": "service_password",
          "node_path": "!1+!1/!10!11!1:",
          "value": "service12345",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "effective_path": "!1+!1/!10!11!1:",
          "main_id_encoded": "1:",
          "node_classifier":
"/application/deployables/dep:test_login_service/vars",
          "status": "valid",
          "children": [],
          "hasParent": true
        }
      ],
      "hasParent": true
    },
    {
      "_decryptPassword": true,
      "sys_id": "26bd2e66c3a27010cc0a259d7640dd74",
      "type": "sg_cdm_node_linked",
      "main_id": "740",
      "name": "login_service",
      "node_path": "!1+!1/!10!19",
      "effective_path": "!1+!1/!10!19",
      "main_id_encoded": "19",
      "node_classifier":
"/application/deployables/dep:test_login_service",
      "status": "valid",
      "children": [
        {
          "_decryptPassword": true,
          "sys_id": "eeadea66c3a27010cc0a259d7640dd8c",
          "type": "sg_cdm_node_folder",
          "main_id": "738",
          "name": "vars",
          "node_path": "!1+!1.!16!17",
          "effective_path": "!1+!1/!10!19!17",
          "main_id_encoded": "17",
          "node_classifier": "/application/collections/vars",
          "status": "valid",
          "children": [],
          "hasParent": true
        },
        {
          "_decryptPassword": true,
          "sys_id": "da1f22e6c3a27010cc0a259d7640dda2",
          "type": "sg_cdm_node_component",
          "main_id": "742",
          "name": "core_component",
          "node_path": "!1+!1/!10!19!1;",
          "effective_path": "!1+!1/!10!19!1;",
          "main_id_encoded": "1;",
          "node_classifier":
"/application/deployables/dep:test_login_service",
          "status": "valid",
          "children": [
            {
              "_decryptPassword": true,
              "sys_id": "921f22e6c3a27010cc0a259d7640dda3",
              "type": "sg_cdm_node_cdi",
              "main_id": "743",
              "name": "user_name",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "node_path": "!1+!1/!10!19!1;!1<",
            "value": "admin",
            "effective_path": "!1+!1/!10!19!1;!1<",
            "main_id_encoded": "1<",
            "node_classifier":
 "/application/deployables/dep:test_login_service",
            "status": "valid",
            "children": [],
            "hasParent": true
          },
          {
            "_decryptPassword": true,
            "sys_id": "5a1f22e6c3a27010cc0a259d7640dda3",
            "type": "sg_cdm_node_cdi",
            "main_id": "744",
            "name": "user_password",
            "node_path": "!1+!1/!10!19!1;!1?",
            "value": "service12345",
            "effective_path": "!1+!1/!10!19!1;!1?",
            "main_id_encoded": "1?",
            "node_classifier":
 "/application/deployables/dep:test_login_service",
            "status": "valid",
            "children": [],
            "hasParent": true
          }
        ],
        "hasParent": true
      }
    ],
    "hasParent": true
  }
 ],
 "hasParent": false
}
```


CdmQuery - snapshotId(String snapshotSysID)

Specifies the entry node. The *CdmQuery* API limits its query to the entry node and its descendant nodes. Calling this method is mandatory.

Parameters

Name	Type	Description
snapshotSysId	String	Sys_id of the deployable snapshot to query. Internally it sets the sys_id of the changeset and the sys_id of the deployable node. Table: CDM Snapshot [sn_cdm_snapshot]

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call the *CdmQuery()* API and specify the deployable snapshot to query.

```
var primarySnapshot = new sn_cdm.CdmQuery()
.snapshotId("1a2fe2e6c3a27010cc0a259d7640dd59")
.decryptPassword(true)
.query()
.getTree();
```

Return results:

```
{
  "_decryptPassword": true,
  "sys_id": "d73d6666c3a27010cc0a259d7640dde7",
  "type": "sg_cdm_node_deployable",
  "main_id": "731",
  "name": "test_login_service",
  "node_path": "!1+!1/!10",
  "effective_path": "!1+!1/!10",
  "main_id_encoded": "10",
  "node_classifier":
 "/application/deployables/dep:test_login_service",
  "status": "valid",
  "children": [
    {
      "_decryptPassword": true,
      "sys_id": "9f3d6666c3a27010cc0a259d7640dde7",
      "type": "sg_cdm_node_folder",
      "main_id": "732",
      "name": "vars",
      "node_path": "!1+!1/!10!11",
      "effective_path": "!1+!1/!10!11",
      "main_id_encoded": "11",
      "node_classifier":
 "/application/deployables/dep:test_login_service/vars",
      "status": "valid",
      "children": [
        {
          "_decryptPassword": true,
          "sys_id": "49dd2e66c3a27010cc0a259d7640ddf9",
          "type": "sg_cdm_node_variable",
          "main_id": "741",
          "name": "service_password",
          "node_path": "!1+!1/!10!11!1:",
          "value": "service12345",
          "effective_path": "!1+!1/!10!11!1:",
          "main_id_encoded": "1:",
          "node_classifier":
 "/application/deployables/dep:test_login_service/vars",
          "status": "valid",
          "children": [],
          "hasParent": true
        }
      ],
      "hasParent": true
    },
    {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "_decryptPassword": true,
      "sys_id": "26bd2e66c3a27010cc0a259d7640dd74",
      "type": "sg_cdm_node_linked",
      "main_id": "740",
      "name": "login_service",
      "node_path": "!1+!1/!10!19",
      "effective_path": "!1+!1/!10!19",
      "main_id_encoded": "19",
      "node_classifier":
"/application/deployables/dep:test_login_service",
      "status": "valid",
      "children": [
        {
          "_decryptPassword": true,
          "sys_id": "eeadea66c3a27010cc0a259d7640dd8c",
          "type": "sg_cdm_node_folder",
          "main_id": "738",
          "name": "vars",
          "node_path": "!1+!1.!16!17",
          "effective_path": "!1+!1/!10!19!17",
          "main_id_encoded": "17",
          "node_classifier": "/application/collections/vars",
          "status": "valid",
          "children": [],
          "hasParent": true
        },
        {
          "_decryptPassword": true,
          "sys_id": "da1f22e6c3a27010cc0a259d7640dda2",
          "type": "sg_cdm_node_component",
          "main_id": "742",
          "name": "core_component",
          "node_path": "!1+!1/!10!19!1;",
          "effective_path": "!1+!1/!10!19!1;",
          "main_id_encoded": "1;",
          "node_classifier":
"/application/deployables/dep:test_login_service",
          "status": "valid",
          "children": [
            {
              "_decryptPassword": true,
              "sys_id": "921f22e6c3a27010cc0a259d7640dda3",
              "type": "sg_cdm_node_cdi",
              "main_id": "743",
              "name": "user_name",
              "node_path": "!1+!1/!10!19!1;!1<",
              "value": "admin",
              "effective_path": "!1+!1/!10!19!1;!1<",
              "main_id_encoded": "1<",
              "node_classifier":
"/application/deployables/dep:test_login_service",
              "status": "valid",
              "children": [],
              "hasParent": true
            },
            {
              "_decryptPassword": true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "sys_id": "5a1f22e6c3a27010cc0a259d7640dda3",
            "type": "sg_cdm_node_cdi",
            "main_id": "744",
            "name": "user_password",
            "node_path": "!1+!1/!10!19!1;!1?",
            "value": "service12345",
            "effective_path": "!1+!1/!10!19!1;!1?",
            "main_id_encoded": "1?",
            "node_classifier":
 "/application/deployables/dep:test_login_service",
            "status": "valid",
            "children": [],
            "hasParent": true
          }
        ],
        "hasParent": true
      }
    ],
    "hasParent": true
  }
 ],
 "hasParent": false
}
```

CdmQuery - substituteVariable(Boolean substitute)

Enables you to specify whether to substitute variable references in configuration data item (CDI) nodes with the value of the referenced variable node.

Parameters

Name	Type	Description
substitute	Boolean	Optional. Flag that indicates whether to substitute variable references in CDI nodes with the value of the referenced variable node. Valid values: • true: Substitute variable references in CDI nodes with the value of the referenced variable node. • false: Do not substitute variable references in CDI nodes with the value of the referenced variable node. Default: true

Returns

Type	Description
None	

The following code examples shows how to turn off substitution of variable references in CDI nodes.

```
var primarySnapshot = new sn_cdm.CdmQuery()
.snapshotId("20c365a2476c6110fd6ce977746d4336")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
.substituteVariable(false)
.query()
.getTree(true, true);

gs.info(primarySnapshot);
```

Example return results:

```
{
  "paymentService-V1.1": {
    "featureToggles": {
      "paymentRefund": "enabled",
      "myPreferredPaymentMethods": "enabled",
      "invoicePrinting": "enabled",
      "payOnDelivery": "disabled",
      "payByVoucher": "enabled"
    },
    "vars": {
      "paymentService": {
        "database": {
          "dbName": "paymentX_dev2",
          "dbUserName": "root",
          "dbPassword": "admin123",
          "dbServer": "db22.paymentx.be",
          "dbPort": "8050",
          "dbIpAddress": "10.20.40.50",
          "backup": {
            "dbServer": "db23.paymentx.be"
          }
        }
      },
      "applicationSLA": "24x7"
    },
    "settings": {
      "merchantId": "10334",
      "paymentMethods": "1,3,5,6",
      "allowed.billing.countries": "74,76,88,136,139,176,197",
      "creditcards.cacf.type.ids": "43,44,45,46,48,49,50",
      "creditcards.oney.type.ids": "33,34,35",
      "included.availabilityids": "999",
      "included.warrantiestypeids.cacf":
 "19002,19005,19006,19009,19010,19011,19014,19016",
      "dbIPAddress": "@@paymentService/database/dbIpAddress@@",
      "dbPort": "@@paymentService/database/dbPort@@",
      "dbConnectionString":
 "@@paymentService/database/dbUserName@@:@@paymentService/databa
se/dbPassword@@
 @@paymentService/database/dbServer@@:@@paymentService/databa
se/dbPort@@ @@paymentService/database/dbName@@",
      "dbConnectionStringBackup":
 "@@paymentService/database/dbUserName@@:@@paymentService/databa
se/dbPassword@@ @@paymentService/database/backup/dbServer@@
 @@paymentService/database/dbName@@",
      "paypal": "enabled",
      "applePay": "disabled",
      "ogone": "enabled"
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}
```

The following code examples shows how to turn on substitution of variable references in CDI nodes and the associated return results for the same record.

```
var primarySnapshot = new sn_cdm.CdmQuery()
.snapshotId("20c365a2476c6110fd6ce977746d4336")
.substituteVariable(true)
.query()
.getTree(false, true);

gs.info(primarySnapshot);
```

Example return results:

```
{
  "paymentService-V1.1": {
    "featureToggles": {
      "paymentRefund": "enabled",
      "myPreferredPaymentMethods": "enabled",
      "invoicePrinting": "enabled",
      "payOnDelivery": "disabled",
      "payByVoucher": "enabled"
    },
    "vars": {
      "paymentService": {
        "database": {
          "dbName": "paymentX_dev2",
          "dbUserName": "root",
          "dbPassword": "admin123",
          "dbServer": "db22.paymentx.be",
          "dbPort": "8050",
          "dbIpAddress": "10.20.40.50",
          "backup": {
            "dbServer": "db23.paymentx.be"
          }
        }
      },
      "applicationSLA": "24x7"
    },
    "settings": {
      "merchantId": "10334",
      "paymentMethods": "1,3,5,6",
      "allowed.billing.countries": "74,76,88,136,139,176,197",
      "creditcards.cacf.type.ids": "43,44,45,46,48,49,50",
      "creditcards.oney.type.ids": "33,34,35",
      "included.availabilityids": "999",
      "included.warrantiestypeids.cacf":
 "19002,19005,19006,19009,19010,19011,19014,19016",
      "dbIPAddress": "10.20.40.50",
      "dbPort": "8050",
      "dbConnectionString": "root:admin123 db22.paymentx.be:8050
 paymentX_dev2",
      "dbConnectionStringBackup": "root:admin123
 db23.paymentx.be paymentX_dev2",
      "paypal": "enabled",
      "applePay": "disabled",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "ogone": "enabled"
    }
  }
}
```

CdmQuery - useCache(Boolean useCache)

Enables you to specify whether to retrieve data from the cache, if any, instead of querying the database.

Parameters

Name	Type	Description
useCache	Boolean	Optional. Flag that indicates whether to retrieve data from the cache, if any, instead of querying the database. Valid values: • true: Retrieve data from the cache. • false: Query the database to retrieve the data. Default: true

Returns

Type	Description
None	

The following code examples shows how to turn off using the cache to obtain data.

```
var cdmQuery = new sn_cdm.CdmQuery()
  .snapshotId("1a2fe2e6c3a27010cc0a259d7640dd59")
  .decryptPassword(true)
  .useCache(false)
  .query();
```

Cell - Scoped, Global

Creates a Cell object as a cell in a table. You can use this API to format the cell and include additional blocks, such as paragraphs and images.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

This API is a component used with the Document API to generate a PDF.

Cell - Cell(Number rowspan, Number colspan)

Instantiates a new *`Cell`* object. Creates a cell which takes a custom amount of cell spaces in the table.

Note: If you provide a negative number for either parameter, the value sets to 1.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
rowspan	Number	Number of rows this cell is to occupy. Default: 0
colspan	Number	Number of columns this cell is to occupy. Default: 0

The following example shows how to create a *Cell* object spanning a single row and single column.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 1);
```

Cell – addImage(Image image)

Adds an image to a table cell.

Parameters

Name	Type	Description
image	Image	Image to add to a table cell.

Returns

Type	Description
None	

The following example shows how to instantiate an existing image attachment and add it to a cell in a table. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 1);

var image = new Image("<attachment_sys_id>");

cell.addImage(image);
```

Cell – addParagraph(Paragraph paragraph)

Adds text to a table cell.

Parameters

Name	Type	Description
paragraph	Paragraph	Text to add to a table cell.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to instantiate paragraph objects and add the content cells in a table. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);
var para = new sn_pdfgeneratorutils.Paragraph("Paragraph
 text.");
cell.addParagraph(para);
```

Cell – addStyle(Style style)

Applies a predefined style to table cells.

Parameters

Name	Type	Description
style	Style	Style to apply to this element.

Returns

Type	Description
None	

The following example shows how to apply a style to a table cell. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);
var style = new sn_pdfgeneratorutils.Style();
style.setBold();

cell.addStyle(style);
```

Cell – addTable(Table table)

Adds a table to a cell.

Parameters

Name	Type	Description
table	Table	Table to add to a cell.

Returns

Type	Description
None	

The following example shows how to instantiate a table object and add it to a cell. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 1);

var columnWidths = [100, 50, 50];

var table = new Table(columnWidths, false);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
cell.addTable(table);
```

Cell – getColumn()

Gets the number of the column in which the cell is located.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of the column position for a cell.

The following example shows how to get the number of a column position for a cell.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 1);

var columnWidths = [100, 50, 50];

var table = new sn_pdfgeneratorutils.Table(true, columnWidths,
 false);

table.addCell(cell);

var colNum = cell.getColumn();

gs.info("The column position for cell is " + colNum);
```

Output:

```
The column position for cell is 1
```

Cell – getRow()

Gets the number of rows in which the cell is located.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of the row position for a cell.

The following example shows how to get the number of a row position for a cell.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 1);

var rowWidths = [100, 50, 50];
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var table = new sn_pdfgeneratorutils.Table(true, rowWidths,
 false);

table.addCell(cell);

var rowNum = cell.getRow();

gs.info("The row position for cell is " + rowNum);
```

Output:

```
The row position for cell is 4927
```

Cell – setBackGroundColor(Color color)

Specifies a background color for the cell.

Parameters

Name	Type	Description
color	Color	Background color.

Returns

Type	Description
None	

The following example shows how to set cell background color. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var color = new sn_pdfgeneratorutils.Color([1, 0.9, 0.9]); //
 provided as array of RGB float values

cell.setBackGroundColor(color);
```

Cell – setBorder(Number width)

Sets a border for all four edges of a cell.

Parameters

Name	Type	Description
width	Number	Cell border width in points.

Returns

Type	Description
None	

The following example shows how to set a cell border of one point to all four edges of a cell. For a document usage example, see Document API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var width = 1.0;

cell.setBorder(width);
```

Cell – setBorderBottom(Number width)

Sets a border for the lower limit of a cell.

Parameters

Name	Type	Description
width	Number	Cell border width in points.

Returns

Type	Description
None	

The following example shows how to set a cell border. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var width = 1.0;

cell.setBorder(width);
```

Cell – setBorderLeft(Number width)

Sets a border for the left limit of a cell.

Parameters

Name	Type	Description
width	Number	Cell border width in points.

Returns

Type	Description
None	

The following example shows how set a left-side cell border. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var width = 1.0;

cell.setLeftBorder(width);
```

Cell – setBorderRight(Number width)

Sets a border for the right limit of a cell.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
width	Number	Cell border width in points.

Returns

Type	Description
None	

The following example shows how to set a right-side cell border. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var width = 1.0;

cell.setRightBorder(width);
```

Cell – setBorderTop(Number width)

Sets a border for the upper limit of a cell.

Parameters

Name	Type	Description
width	Number	Cell border width in points.

Returns

Type	Description
None	

The following example shows how to set a top cell border. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var width = 1.0;

cell.setBorderTop(width);
```

Cell – setColoredBorder(Color color, Number width)

Sets a colored border for all four edges of a cell.

Parameters

Name	Type	Description
color	Color	Cell border color.
width	Number	Cell border width in points.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set a colored cell border. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var borderColor = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var width = 1.0;

cell.setColoredBorder(borderColor, width);
```

Cell – setColoredBorderBottom(Color color, Number width)

Sets a colored border for the lower limit of a cell.

Parameters

Name	Type	Description
color	Color	Cell border color.
width	Number	Cell border width in points.

Returns

Type	Description
None	

The following example shows how to set a colored lower cell border. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var borderColor = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var width = 1.0;

cell.setColoredBorderBottom(borderColor, width);
```

Cell – setColoredBorderLeft(Color color, Number width)

Sets a colored border for the left limit of a cell.

Parameters

Name	Type	Description
color	Color	Cell border color.
width	Number	Cell border width in points.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set a colored left cell border. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var borderColor = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var width = 1.0;

cell.setColoredBorderLeft(borderColor, width);
```

Cell – setColoredBorderRight(Color color, Number width)

Sets a colored border for the right limit of a cell.

Parameters

Name	Type	Description
color	Color	Cell border color.
width	Number	Cell border width in points.

Returns

Type	Description
None	

The following example shows how to set a colored right cell border. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var borderColor = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var width = 1.0;

cell.setColoredBorderRight(borderColor, width);
```

Cell – setColoredBorderTop(Color color, Number width)

Sets a colored border for the upper limit of a cell.

Parameters

Name	Type	Description
color	Color	Cell border color.
width	Number	Cell border width in points.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set a colored top cell border. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var borderColor = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var width = 1.0;

cell.setColoredBorderTop(borderColor, width);
```

Cell – setHeight(Number height)

Sets the height of a cell.

Parameters

Name	Type	Description
value	Number	Cell height in points.

Returns

Type	Description
None	

The following example shows how set a cell height of 10 points. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var height = 10;

cell.setHeight(height);
```

Cell – setHorizontalAlignment(String alignment)

Sets the horizontal alignment for this cell.

Parameters

Name	Type	Description
alignment	String	Horizontal alignment setting. Valid values: • center: Align contents to the center. • left: Align contents to the left. • right: Align contents to the right.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set horizontal alignment on a cell. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var alignment = "center";

cell.setHorizontalAlignment(alignment);
```

Cell – setMaxHeight(Number value)

Sets the maximum height of a cell.

Parameters

Name	Type	Description
value	Number	Maximum cell height in points.

Returns

Type	Description
None	

The following example shows how set a maximum cell height of 409 points. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var height = 409;

cell.setMaxHeight(height);
```

Cell – setMaxWidth(float value)

Sets the maximum width of a cell.

Parameters

Name	Type	Description
value	Number	Maximum cell width in points.

Returns

Type	Description
None	

The following example shows how set a maximum cell width of 1530 points. For a document usage example, see Document API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var width = 1530;

cell.setMaxWidth(width);
```

Cell – setMinHeight(Number value)

Sets the minimum height of a cell.

Parameters

Name	Type	Description
value	Number	Minimum cell height in points.

Returns

Type	Description
None	

The following example shows how set a minimum cell height of 12.75 points. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var height = 12.75;

cell.setMinHeight(height);
```

Cell – setMinWidth(Number value)

Sets the minimum width of a cell.

Parameters

Name	Type	Description
value	Number	Minimum cell width in points.

Returns

Type	Description
None	

The following example shows how set a minimum cell width of 50.58 points. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var width = 50.58;

cell.setMinWidth(width);
```

Cell – setOpacity(Number opacity)

Sets the opacity of cell content, borders, and background.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This setting affects all child elements of the cell.

Parameters

Name	Type	Description
opacity	Number	Float decimal value from 0 through 1, in which 0 is transparent and 1 is fully opaque. Default: 0

Returns

Type	Description
None	

The following example shows how to set the opacity of a cell.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var opacity = 0.5;

cell.setOpacity(opacity);
```

Cell – setPadding(Number padding)

Sets the padding of all four sides of a cell to the same width.

See also:

- setPaddingBottom()
- setPaddingLeft()
- setPaddingRight()
- setPaddingTop()

Parameters

Name	Type	Description
padding	Number	Padding width in points as a decimal value.

Returns

Type	Description
None	

The following example shows how to set the bottom cell to one point. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var padding = 1.0;

cell.setPadding(padding);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cell – setPaddingBottom(Number padding)

Sets the value of the bottom padding width of a cell.

See also:

- setPadding()
- setPaddingLeft()
- setPaddingRight()
- setPaddingTop()

Parameters

Name	Type	Description
padding	Number	Padding width in points as a decimal value.

Returns

Type	Description
None	

The following example shows how to set bottom cell padding to one point. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var padding = 1.0;

cell.setPaddingBottom(padding);
```

Cell – setPaddingLeft(Number padding)

Sets the value of the left padding width of a cell.

See also:

- setPadding()
- setPaddingBottom()
- setPaddingRight()
- setPaddingTop()

Parameters

Name	Type	Description
padding	Number	Padding width in points as a decimal value.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to set left cell padding to one point. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var padding = 1.0;

cell.setPaddingLeft(padding);
```

Cell – setPaddingRight(Number padding)

Sets the value of the right padding width of a cell.

See also:

- setPadding()
- setPaddingBottom()
- setPaddingLeft()
- setPaddingTop()

Parameters

Name	Type	Description
padding	Number	Padding width in points as a decimal value.

Returns

Type	Description
None	

The following example shows how to set right cell padding to one point. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var padding = 1.0;

cell.setPaddingRight(padding);
```

Cell – setPaddingTop(Number padding)

Sets the value of the top padding width of a cell.

See also:

- setPadding()
- setPaddingBottom()
- setPaddingLeft()
- setPaddingRight()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
padding	Number	Padding width in points as a decimal value.

Returns

Type	Description
None	

The following example shows how to set top cell padding to one point. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var padding = 1.0;

cell.setPaddingTop(padding);
```

Cell – setTextAlignment(String alignment)

Sets the text alignment of this cell.

Parameters

Name	Type	Description
alignment	String	Text alignment position. Valid values: • text-center: Aligns text to the center. • text-justified: Modifies the space between characters to completely fill text between the left and right sides. The final line is left-aligned. • text-justified-all: Justifies text alignment including the final line. • text-left: Align text to the left. • text-right: Align text to the right.

Returns

Type	Description
None	

The following example shows how to set the cell text to left alignment.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var alignment = "text-left";

cell.setTextAlignment(alignment);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cell – setVerticalAlignment(String alignment)

Sets the vertical alignment for this cell.

Parameters

Name	Type	Description
alignment	String	Vertical alignment setting. Valid values: • bottom: Aligns contents to the bottom. • mid: Aligns contents to the center. • top: Aligns contents to the top.

Returns

Type	Description
None	

The following example shows how to set vertical alignment on a cell. For a document usage example, see Document API.

```
var cell = new sn_pdfgeneratorutils.Cell(1, 3);

var alignment = "mid";

cell.setVerticalAlignment(alignment);
```

CertificateEncryption - Scoped

The *CertificateEncryption* API provides methods for encrypting certificates in scoped applications.

Use these methods to generate a hash for the certificate, sign data using a private key, and generate a message authentication code.

CertificateEncryption - CertificateEncryption()

Instantiates a CertificateEncryption object in a scoped application.

Parameters

Name	Type	Description
None		

CertificateEncryption - generateMac(String key, String algorithm, String data)

Generates the Message Authentication Code (MAC), which is used to authenticate a message.

Parameters

Name	Type	Description
key	String	Key to use to sign the message. Must be Base64 encoded.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
algorithm	String	Algorithm to use to generate the MAC: HmacSHA256, HmacSHA1, HmacMD5, and so on.
data	String	Data to process.

Returns

Type	Description
String	MAC in base64 format.

This example shows how to a MAC using sample_key as the data and HmacSHA256 as the algorithm.

```
var mac = new CertificateEncryption;
var key = "sample_key";
key = gs.base64Encode(key);
mac.generateMac(key, "HmacSHA256", "sample_data");
```

CertificateEncryption - getThumbPrint(String certificateID, String algorithm)

Generates a hash (SHA-1, SHA-256, and so on) for the certificate from Trust Store Cert.

Parameters

Name	Type	Description
certificateID	String	Sys_id of the certificate record in the X.509 Certificate [sys_certificate] table.
algorithm	String	Algorithm to use to create the hash, such as SHA-1, SHA-256, and so on.

Returns

Type	Description
String	Thumbprint in base64 format.

This example shows how to generate the thumbprint (hash) for the AzureAAD certificate.

```
//Create a GlideRecord to the certificate table
var x509GR = new GlideRecord('sys_certificate');

//If there is a certificate of a name of AzureAAD, get the
 certificate thumbprint
if(x509GR.get('name', 'AzureAAD')){

//Use the sys_id and algorithm we want to create a thumbprint
var thumbPrint =
 CertificateEncryption.getThumbPrint(x509GR.getUniqueValue(),
 "SHA-1");

//Print the created thumbprint
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print("Thumbprint for " + x509GR.getDisplayValue() + " is " +
 thumbPrint);
}
```

Output:

```
V1X+aguDBTZVVbWMGTXxdzJLmaY=
```

CertificateEncryption - getThumbPrintFromKeyStore(String certificateID, String alias, String algorithm)

Generates a hash (SHA-1, SHA-256, and so on) for the certificate from the keystore entry.

Parameters

Name	Type	Description
certificateID	String	Sys_id of the certificate record in the X.509 Certificate [sys_certificate] table.
alias	String	Alias name for the certificate.
algorithm	String	Algorithm to use to create the hash, such as SHA-1, SHA-256, and so on.

Returns

Type	Description
String	Thumbprint in base64 format.

CertificateEncryption - sign(String certificateID, String alias, String aliaspassword, String algorithm, String datatosign)

Signs the data using the private key and the specified algorithm.

Parameters

Name	Type	Description
certificateID	String	sys_id of the certificate record in the X.509 Certificate [sys_certificate] table.
alias	String	Private key name.
aliaspassword	String	Password for the private key.
algorithm	String	Algorithm to use. Must be one of the following values: • NONEwithRSA • MD2withRSA • MD5withRSA • SHA1withRSA • SHA224withRSA • SHA256withRSA • SHA384withRSA • SHA512withRSA • NONEwithDSA

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• SHA1withDSA • SHA224withDSA • SHA256withDSA • NONEwithECDSA • SHA1withECDSA • SHA224withECDSA • SHA256withECDSA • SHA384withECDSA • SHA512withECDSA
datatosign	String	Data to sign.

Returns

Type	Description
String	Signed data in base64 format.

```
var ce = new CertificateEncryption;
ce.sign("recordID", "alias", "password", "SHA1withRSA", "sign
 this data");
```

ChangeCollisionHelper - Global

The *ChangeCollisionHelper* script include provides helper methods found in the Change Management - Collision Detector (com.snc.change.collision) plugin.

Use these methods in server side scripts, or when using Ajax calls on the client. You must have the Change Management - Collision Detector plugin installed to use these methods.

ChangeCollisionHelper - addCiToChangeAffectedCis(String ci, String changeId)

Adds the CI to the change's affected CI list.

Parameters

Name	Type	Description
ci	String	The sys_id of the configuration item
changeId	String	The change record's sys_id

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ChangeCollisionHelper - getAffectedCisByChangeId(String changeId)

Returns the Affected CI sys_ids for the given change.

Parameters

Name	Type	Description
changeId	String	A change record's sys_id

Returns

Type	Description
Array	An array of sys_ids of affected CIs.

ChangeCollisionHelper - getBlackoutsByDate(GlideDateTime startDate, GlideDateTime endDate)

Returns any blackout that overlap the period defined by startDate and endDate.

Parameters

Name	Type	Description
startDate	GlideDateTime	The beginning date
endDate	GlideDateTime	The ending date

Returns

Type	Description
Array	An array of blackouts (blackoutId:stringSpan).

ChangeCollisionHelper - getChangesWithAffectedCi(String ci, GlideDateTime startDate, GlideDateTime endDate)

Returns changes scheduled in the timespan (defined by startDate and endDate) that have the given CI in their Affected CIs list.

Parameters

Name	Type	Description
ci	String	The configuration item's sys_id
startDate	GlideDateTime	The beginning date
endDate	GlideDateTime	The ending date of the time span

Returns

Type	Description
Array	An array of change record's sys_ids

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ChangeCollisionHelper - getChangesWithCi(String ci, GlideDateTime startDate, GlideDateTime endDate)

Returns the changes that are in the timespan (startDate, endDate) and that are linked to the given CI.

Parameters

Name	Type	Description
ci	String	The configuration item's sys_id
startDate	GlideDateTime	The beginning date
endDate	GlideDateTime	The ending date of the time span

Returns

Type	Description
Array	An array of sys_ids for change records

ChangeCollisionHelper - getCiMaintenanceSchedule(String ci)

Returns the Maintenance Schedule for a CI.

Parameters

Name	Type	Description
ci	String	The configuration item's sys_id

Returns

Type	Description
void	

ChangeCollisionHelper - getDependants(String ci)

Returns all the CIs that depend on the given CI.

Parameters

Name	Type	Description
ci	String	A configuration item's sys_id

Returns

Type	Description
Array	An array of CIs

ChangeCollisionHelper - getDependencies(String ci)

Returns all the CIs that the given CI depends on.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
ci	String	The configuration item's sys_id

Returns

Type	Description
Array	An array of CIs

ChangeCollisionHelper - isCiInAffectedCis(String ci, String changeId)

Check if an CI is already in the change's affected CIs list.

Parameters

Name	Type	Description
ci	String	The sys_id of the configuration item
changeId	String	The change record's sys_id

Returns

Type	Description
Boolean	True if the CI already is in the change's affected CI list.

ChangeCollisionHelper - isDateInCiMaintenanceWindows(GlideDateTime startDate, GlideDateTime endDate, String maintenanceWindow)

Checks if the time span defined by startDate and endDate falls in the CI's maintenance window.

Parameters

Name	Type	Description
startDate	GlideDateTime	The beginning date
endDate	GlideDateTime	The ending date
maintenanceWindow	String	The configuration item's sys_id

Returns

Type	Description
Boolean	True if the time span is in the CI's maintenance window

ChangeSuccess - Scoped

The *ChangeSuccess* script include provides methods that return the Performance Analytics (PA) success scores for change requests (original change success score based on group), change models, and change types.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This script include also provides helper methods that enable you to modify the return results of the *getScoresForChange()* method, which by default returns all three success scores. Using these helper methods, you can determine whether or not to return any of the success scores. You can also use these helper methods to provide return results with success score ratings or the PA indicators used to generate different types of scores for any method that returns a success score. In addition, you can request that the associated method bypass the access rights security check that is by default performed for each method.

You associate helper methods to a primary method using dot nomenclature such as the following:

```
new
sn_chg_score.ChangeSuccess().withTeamScore(false).withTypeScore(false).withSe
```

```
new
sn_chg_score.ChangeSuccess().withRatings().withIndicatorScores().getTeamScore
```

There are also methods that enable you to obtain the current values of specific Change Management system properties, such as com.snc.change_management.success_score.minimum_score, com.snc.change_management.success_score.maximum_score, and com.snc.change_management.success_score.entry_level_score. For a description of their functionality, see Change Management properties.

This API runs in the `sn_chg_score` namespace and the Change Management - Change Success Score (com.snc.change_management.change_success_score) plugin must be activated.

ChangeSuccess - getEntryLevelTeamScore()

Returns the value specified in the system property com.snc.change_management.success_score.entry_level_score.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Current value of com.snc.change_management.success_score.entry_level_score. If this system property does not exist, the method uses a default value of 500 in the success score calculations.

The following code example shows how to call this method.

```
gs.info(new
 sn_chg_score.ChangeSuccess().getEntryLevelTeamScore());
```

Return results:

```
500
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ChangeSuccess - getMaximumPermittedTeamScore()

Returns the value specified in the system property com.snc.change_management.success_score.maximum_score.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Current value of com.snc.change_management.success_score.maximum_score. If the system property does not exist, the method uses a default value of 850 in the success score calculations.

This code example shows how to obtain the maximum permitted team score (com.snc.change_management.success_score.maximum_score) value.

```
gs.info(new
 sn_chg_score.ChangeSuccess().getMaximumPermittedTeamScore());
```

Return results:

```
850
```

ChangeSuccess - getMinimumPermittedTeamScore()

Returns the value specified in the system property com.snc.change_management.success_score.minimum_score.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Current value of com.snc.change_management.success_score.minimum_score. If this system property does not exist, the method uses a default value of 0 in the success score calculations.

The following code example shows how to call this method.

```
gs.info(new
 sn_chg_score.ChangeSuccess().getMinimumPermittedTeamScore());
```

Return results:

```
0
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ChangeSuccess - getModelScoreForChange(Object chgGr)

Returns the latest model success score based on the specified change request GlideRecord.

Parameters

Name	Type	Description
chgGr	Object	Change request GlideRecord for which to return the model success score.

Returns

Element	Description
can_read	Flag that indicates whether a model success score could be Possible values: • true: Model success score was retrieved. • false: Model success score wasn't retrieved. Data type: Boolean
chg_model	Individual objects for each field in the Change Model [chg_ has a key that is the field name and contains value and disp returns a display_value_internal property which is in the use `"chg_model": { "active": {Object}, "advanced_security": {Object}, "available_in_ui": {Object}, "color": {Object}, "default_change_model": {Object}, "description": {Object}, "implementation_states": {Object}, "name": {Object}, "read_roles": {Object}, "record_preset": {Object}, "state_field": {Object}, "sys_class_name": {Object}, "sys_created_by": {Object}, "sys_created_on": {Object}, "sys_domain": {Object}, "sys_domain_path": {Object}, "sys_id": {Object}, "sys_mod_count": {Object}, "sys_name": {Object}, "sys_tags": {Object}, "sys_updated_by": {Object}, "sys_updated_name": {Object}, "sys_updated_on": {Object}, "table_name": {Object}, "write_roles": {Object} }` Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description
chg_model.active	Flag that indicates whether the associated change model re Possible values: • true: Change model is active. • false: Change model isn't active. Data type: Object `"active": { "display_value": "String", "value": Boolean }`
chg_model.active.display_value	Display value for the active flag. Data type: String
chg_model.active.value	Internal value for the active flag. Data type: Boolean
chg_model.advanced_security	Flag that indicates whether user criteria based security is b Possible values: • true: Advanced security is used. • false: Advanced security isn't used. Data type: Object `"advanced_security": { "display_value": "String", "value": Boolean }`
chg_model.advanced_security.display_value	Display value for the advanced_security flag. Data type: String
chg_model.advanced_security.value	Internal value for the advanced_security flag. Data type: Boolean
chg_model.available_in_ui	Flag that indicates whether the associated change model re Possible values: • true: Change model is available in the user interface. • false: Change model isn't available in the user interface. Data type: Object `"available_in_ui": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description

	<pre>"value": Boolean
	}</pre>

chg_model.available_in_ui.display_value	Display value for the available_in_ui flag. Data type: String
chg_model.available_in_ui.value	Value for the available_in_ui flag. Data type: Boolean

chg_model.color	Color of the associated change model on the change reque
	
	Data type: Object
	<pre>"color": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_model.color.display_value	Display value for color. Data type: String
chg_model.color.value	Internal value for color. Data type: String

chg_model.default_change_model	Flag that indicates whether the associated change model re
	
	Possible values:
	• true: Default
	• false: Not the default
	
	Data type: Object
	<pre>"default_change_model": {
	"display_value": "String",
	"value": Boolean
	}</pre>

chg_model.default_change_model.display_value	Display value for the default change model flag. Data type: String
chg_model.default_change_model.value	Internal value for the default change model flag. Data type: Boolean

chg_model.description	Short description of the purpose of the change model.
	
	Data type: Object
	<pre>"description": {
	"display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description

	<pre>"value": "String"
	}</pre>

chg_model.description.display_value	Display value for description. Data type: String
chg_model.description.value	Internal value for description. Data type: String

chg_model.implementation_states	List of sys_ids of states for which change requests using thi
	
	Data type: Object
	<pre>"implementation_states": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_model.implementation_states.display_value	Display value for read_roles. Data type: String
chg_model.implementation_states.value	Internal value for read_roles. Data type: String

chg_model.name	Name of the change model.
	
	Data type: Object
	<pre>"name": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_model.name.display_value	Display value for name. Data type: String
chg_model.name.value	Internal value for name. Data type: String

chg_model.read_roles	Security roles needed to read the change model record.
	
	Data type: Object
	<pre>"read_roles": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_model.read_roles.display_value	Display value for read_roles.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description
	Data type: String
chg_model.read_roles.value	Internal value for read_roles. Data type: String

chg_model.record_preset	Name-value pairs of the fields that should automatically be record is created. Values are separated by caret symbols.
	
	For example:
	
	`"type=normal^assignment_group=a715cd759f Change^EQ"`
	
	Data type: Object
	
	`"record_preset": { "display_value": "String", "value": "String" }`

chg_model.record_preset.display_value	Display value for record_preset. Data type: String
chg_model.record_preset.value	Internal value for record_preset. Data type: String
chg_model.state_field	Choice list field from which to collect choices, based on the to "state". Data type: Object `"state_field": { "display_value": "String", "value": "String" }`
chg_model.state_field.display_value	Display value for state_field. Data type: String
chg_model.state_field.value	Internal value for state_field. Data type: String
chg_model.sys_class_name	Change module table name. Always Change Model/chg_m Data type: Object `"sys_class_name": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description

	<pre>"value": "String"
	}</pre>

chg_model.sys_class_name.display_value	Display value for sys_class_name. Data type: String
chg_model.sys_class_name.display_value	Internal value for sys_class_name. Data type: String

chg_model.sys_created_by	Name of the user that initially created the associated chang
	
	Data type: Object
	<pre>"sys_created_by": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_model.sys_created_by.display_value	Display value for sys_created_by. Data type: String
chg_model.sys_created_by.value	Internal value for sys_created_by. Data type: String

chg_model.sys_created_on	Date and time that the change module record was originally
	
	Data type: Object
	<pre>"sys_created_on": {
	"display_value": "String",
	"display_value_internal": "String",
	"value": "String"
	}</pre>

chg_model.sys_created_on.display_value	Display value for sys_created_on. Data type: String
chg_model.sys_created_on.display_value_internal	Internal display value for sys_created_on. Data type: String
chg_model.sys_created_on.value	Internal value for sys_created_on. Data type: String

chg_model.sys_domain	If using domains in the instance, the name of the domain to
	
	Data type: Object
	<pre>"sys_domain": {
	"display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description

	<pre>"value": "String"
	}</pre>

chg_model.sys_domain.display_value	Display value for sys_domain. Data type: String
chg_model.sys_domain.value	Internal value for sys_domain. Data type: String

chg_model.sys_domain_path	If using domains in the instance, the domain path in which
	
	Data type: Object
	<pre>"sys_domain_path": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_model.sys_domain_path.display_value	Display value for sys_domain_path. Data type: String
chg_model.sys_domain_path.value	Internal value for sys_domain_path. Data type: String

chg_model.sys_id	Unique identifier of the associated change model record.
	
	Data type: Object
	<pre>"sys_id": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_model.sys_id.display_value	Display value for sys_id. Data type: String
chg_model.sys_id.value	Internal value for sys_id. Data type: String

chg_model.sys_mod_count	Number of times that the associated change model record
	
	Data type: Object
	<pre>"sys_mod_count": {
	"display_value": "String",
	"value": Number
	}</pre>

chg_model.sys_mod_count.display_value	Display value for sys_mod_count.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description
	Data type: String
chg_model.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number
chg_model.sys_name	Name of the change model. Always the same as the *name* p Data type: Object `"sys_name": { "display_value": "String", "value": "String" }`
chg_model.sys_name.display_value	Display value for sys_name. Data type: String
chg_model.sys_name.value	Internal value for sys_name. Data type: String
chg_model.sys_tags	System tags associated with the change model record. Data type: Object `"sys_tags": { "display_value": "String", "value": "String" }`
chg_model.sys_tags.display_value	Display value for sys_tags. Data type: String
chg_model.sys_tags.value	Internal value for sys_tags. Data type: String
chg_model.sys_updated_by	Name of the user that last updated the associated change r Data type: Object `"sys_updated_by": { "display_value": "String", "value": "String" }`
chg_model.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
chg_model.sys_updated_by.value	Internal value for sys_updated_by.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description
	Data type: String
chg_model.sys_updated_on	Date and time the associated change model record was las Data type: Object `"sys_updated_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
chg_model.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
chg_model.sys_updated_on.display_value_internal	Internal display value for sys_updated_on. Data type: String
chg_model.sys_updated_on.value	Internal value for sys_updated_on. Data type: String
chg_model.table_name	Table that defines the Choice list field from which to collect Data type: Object `"table_name": { "display_value": "String", "value": "String" }`
chg_model.table_name.display_value	Display value for table_name. Data type: String
chg_model.table_name.value	Internal value for table_name. Data type: String
chg_model.write_roles	Security roles needed to write to the change model record. Data type: Object `"write_roles": { "display_value": "String", "value": "String" }`
chg_model.write_roles.display_value	Display value for write_roles. Data type: String
chg_model.write_roles.value	Internal value for write_roles.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description
	Data type: String
score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String", "has_score": Boolean, "indicator": {Object}, "value": Number }`
score.delta	Change in the score from the previous score. Data type: Object `"delta": { "display_value": "String", "value": "String" }`
score.delta.display_value	Display value for delta. Data type: String
score.delta.value	Internal value for delta. Data type: String
score.display_value	Display value returned by Performance Analytics (PA). Data type: String
score.has_score	Flag that indicates whether a score was returned for the spe Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean
score.indicator	Additional details on the PA indicator used to obtain the sc Data type: Object `"indicator": { "name": "String", "sys_id": "String" }`
score.indicator.name	Name of the PA indicator used to obtain the score.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description
	Data type: String
score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
score.value	Value returned by PA for the success score. Data type: String

This code example shows how to retrieve the latest model success score for the current change models GlideRecord, check if the user has read access to that change model, and if so, make an entry in the work notes if the success score value that is less than 50%.

```
var changeModelSuccess = new
 sn_chg_score.ChangeSuccess().getModelScoreForChange(current);

gs.info(JSON.stringify(changeModelSuccess,null,2));

if (changeModelSuccess.can_read &&
 changeModelSuccess.score.has_score &&
 changeModelSuccess.score.value < 50) {
   chgGr.work_notes.setJournalEntry("The selected Change Model
 of \"" + changeModelSuccess.chg_model.name.display_value + "\"
 has a success rate of less than 50% (current success rate is: "
 + changeModelSuccess.score.display_value + "%).\nConsider using
 a different Model or adding additional approvers or discuss
 with your Change Manager.");
   chgGr.update();
}
```

Example of the return results when calling this method:

```
{
  "can_read": true,
  "chg_model": {
    "color": {
      "display_value": "",
      "value": ""
    },
    "default_change_model": {
      "display_value": "false",
      "value": false
    },
    "description": {
      "display_value": "This model can be used to capture
 unauthorized change events that were detected.",
      "value": "This model can be used to capture unauthorized
 change events that were detected."
    },
    "sys_updated_on": {
      "display_value": "2020-10-21 11:10:57",
      "value": "2020-10-21 10:10:57",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "display_value_internal": "2020-10-21 11:10:57"
    },
    "table_name": {
      "display_value": "change_request",
      "value": "change_request"
    },
    "sys_class_name": {
      "display_value": "Change Model",
      "value": "chg_model"
    },
    "sys_id": {
      "display_value": "aedc6a625323101034d1ddeeff7b1296",
      "value": "aedc6a625323101034d1ddeeff7b1296"
    },
    "sys_updated_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "write_roles": {
      "display_value": "",
      "value": ""
    },
    "sys_created_on": {
      "display_value": "2020-10-02 14:50:20",
      "value": "2020-10-02 13:50:20",
      "display_value_internal": "2020-10-02 14:50:20"
    },
    "read_roles": {
      "display_value": "itil,sn_change_read",
      "value": "itil,sn_change_read"
    },
    "sys_name": {
      "display_value": "Unauthorized Change",
      "value": "Unauthorized Change"
    },
    "advanced_security": {
      "display_value": "false",
      "value": false
    },
    "sys_created_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "record_preset": {
      "display_value": "type=emergency^short_description=An
 unauthorized change has been
 detected^assignment_group=a715cd759f2002002920bde8132e7018^work
_start=javascript:gs.nowDateTime()^unauthorized=true^EQ",
      "value": "type=emergency^short_description=An unauthorized
 change has been
 detected^assignment_group=a715cd759f2002002920bde8132e7018^work
_start=javascript:gs.nowDateTime()^unauthorized=true^EQ"
    },
    "sys_mod_count": {
      "display_value": "9",
      "value": 9
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "active": {
      "display_value": "true",
      "value": true
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "available_in_ui": {
      "display_value": "false",
      "value": false
    },
    "state_field": {
      "display_value": "state",
      "value": "state"
    },
    "name": {
      "display_value": "Unauthorized Change",
      "value": "Unauthorized Change"
    },
    "implementation_states": {
      "display_value": "",
      "value": ""
    }
  },
  "score": {
    "indicator": {
      "name": "Change Model: % Successful and Successful With
 Issues",
      "sys_id": "604f98dfc302011005aea539e540dd75"
    },
    "value": 76.92307692307693,
    "display_value": "76.92",
    "delta": {
      "value": "0",
      "display_value": ""
    },
    "has_score": true
  }
}
```


ChangeSuccess - getModelScoreForModelId(String sys_id, String domain_id)

Returns the latest model success score for the specified model sys_id.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the group for which to return the model success score. Table: User Group [sys_user_group]
domain_id	String	Optional. Sys_id of a domain to use when querying Performance Analytics for the model success score.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Element	Description
can_read	Flag that indicates whether a model success score could be Possible values: • true: Model success score was retrieved. • false: Model success score wasn't retrieved. Data type: Boolean
chg_model	Individual objects for each field in the Change Model [chg_ has a key that is the field name and contains value and disp returns a display_value_internal property which is in the use `"chg_model": { "active": {Object}, "advanced_security": {Object}, "available_in_ui": {Object}, "color": {Object}, "default_change_model": {Object}, "description": {Object}, "implementation_states": {Object}, "name": {Object}, "read_roles": {Object}, "record_preset": {Object}, "state_field": {Object}, "sys_class_name": {Object}, "sys_created_by": {Object}, "sys_created_on": {Object}, "sys_domain": {Object}, "sys_domain_path": {Object}, "sys_id": {Object}, "sys_mod_count": {Object}, "sys_name": {Object}, "sys_tags": {Object}, "sys_updated_by": {Object}, "sys_updated_name": {Object}, "sys_updated_on": {Object}, "table_name": {Object}, "write_roles": {Object} }` Data type: Object
chg_model.active	Flag that indicates whether the associated change model re Possible values: • true: Change model is active. • false: Change model isn't active. Data type: Object `"active": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description

	<pre>"value": Boolean
	}</pre>

chg_model.active.display_value	Display value for the active flag. Data type: String
chg_model.active.value	Internal value for the active flag. Data type: Boolean

chg_model.advanced_security	Flag that indicates whether user criteria based security is b
	
	Possible values:
	• true: Advanced security is used.
	• false: Advanced security isn't used.
	
	Data type: Object
	<pre>"advanced_security": {
	"display_value": "String",
	"value": Boolean
	}</pre>

chg_model.advanced_security.display_value	Display value for the advanced_security flag. Data type: String
chg_model.advanced_security.value	Internal value for the advanced_security flag. Data type: Boolean

chg_model.available_in_ui	Flag that indicates whether the associated change model re
	
	Possible values:
	• true: Change model is available in the user interface.
	• false: Change model isn't available in the user interface.
	
	Data type: Object
	<pre>"available_in_ui": {
	"display_value": "String",
	"value": Boolean
	}</pre>

chg_model.available_in_ui.display_value	Display value for the available_in_ui flag. Data type: String
chg_model.available_in_ui.value	Value for the available_in_ui flag. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description
chg_model.color	Color of the associated change model on the change reque Data type: Object `"color": { "display_value": "String", "value": "String" }`
chg_model.color.display_value	Display value for color. Data type: String
chg_model.color.value	Internal value for color. Data type: String
chg_model.default_change_model	Flag that indicates whether the associated change model re Possible values: • true: Default • false: Not the default Data type: Object `"default_change_model": { "display_value": "String", "value": Boolean }`
chg_model.default_change_model.display_value	Display value for the default change model flag. Data type: String
chg_model.default_change_model.value	Internal value for the default change model flag. Data type: Boolean
chg_model.description	Short description of the purpose of the change model. Data type: Object `"description": { "display_value": "String", "value": "String" }`
chg_model.description.display_value	Display value for description. Data type: String
chg_model.description.value	Internal value for description. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description

chg_model.implementation_states	List of sys_ids of states for which change requests using thi
	
	Data type: Object
	
	`"implementation_states": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

chg_model.implementation_states.display_value	Display value for read_roles. Data type: String
chg_model.implementation_states.value	Internal value for read_roles. Data type: String

chg_model.name	Name of the change model.
	
	Data type: Object
	
	`"name": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

chg_model.name.display_value	Display value for name. Data type: String
chg_model.name.value	Internal value for name. Data type: String

chg_model.read_roles	Security roles needed to read the change model record.
	
	Data type: Object
	
	`"read_roles": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

chg_model.read_roles.display_value	Display value for read_roles. Data type: String
chg_model.read_roles.value	Internal value for read_roles. Data type: String
chg_model.record_preset	Name-value pairs of the fields that should automatically be record is created. Values are separated by caret symbols. For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description

	`"type=normal^assignment_group=a715cd759f Change^EQ"`
	
	Data type: Object
	
	`"record_preset": { "display_value": "String", "value": "String" }`

chg_model.record_preset.display_value	Display value for record_preset. Data type: String
chg_model.record_preset.value	Internal value for record_preset. Data type: String
chg_model.state_field	Choice list field from which to collect choices, based on the to "state". Data type: Object `"state_field": { "display_value": "String", "value": "String" }`
chg_model.state_field.display_value	Display value for state_field. Data type: String
chg_model.state_field.value	Internal value for state_field. Data type: String
chg_model.sys_class_name	Change module table name. Always Change Model/chg_m Data type: Object `"sys_class_name": { "display_value": "String", "value": "String" }`
chg_model.sys_class_name.display_value	Display value for sys_class_name. Data type: String
chg_model.sys_class_name.display_value	Internal value for sys_class_name. Data type: String
chg_model.sys_created_by	Name of the user that initially created the associated chang Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description

	<pre>"sys_created_by": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

chg_model.sys_created_by.display_value	Display value for sys_created_by. Data type: String
chg_model.sys_created_by.value	Internal value for sys_created_by. Data type: String

chg_model.sys_created_on	Date and time that the change module record was originally
	
	Data type: Object
	<pre>"sys_created_on": {
	  "display_value": "String",
	  "display_value_internal": "String",
	  "value": "String"
	}</pre>

chg_model.sys_created_on.display_value	Display value for sys_created_on. Data type: String
chg_model.sys_created_on.display_value_internal	Internal display value for sys_created_on. Data type: String
chg_model.sys_created_on.value	Internal value for sys_created_on. Data type: String

chg_model.sys_domain	If using domains in the instance, the name of the domain to
	
	Data type: Object
	<pre>"sys_domain": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

chg_model.sys_domain.display_value	Display value for sys_domain. Data type: String
chg_model.sys_domain.value	Internal value for sys_domain. Data type: String
chg_model.sys_domain_path	If using domains in the instance, the domain path in which t Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description

	<pre>"sys_domain_path": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

chg_model.sys_domain_path.display_value	Display value for sys_domain_path. Data type: String
chg_model.sys_domain_path.value	Internal value for sys_domain_path. Data type: String

chg_model.sys_id	Unique identifier of the associated change model record.
	
	Data type: Object
	<pre>"sys_id": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

chg_model.sys_id.display_value	Display value for sys_id. Data type: String
chg_model.sys_id.value	Internal value for sys_id. Data type: String

chg_model.sys_mod_count	Number of times that the associated change model record
	
	Data type: Object
	<pre>"sys_mod_count": {
	  "display_value": "String",
	  "value": Number
	}</pre>

chg_model.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
chg_model.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number

chg_model.sys_name	Name of the change model. Always the same as the *name*
	
	Data type: Object
	<pre>"sys_name": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description
chg_model.sys_name.display_value	Display value for sys_name. Data type: String
chg_model.sys_name.value	Internal value for sys_name. Data type: String

chg_model.sys_tags	System tags associated with the change model record.
	
	Data type: Object
	
	`"sys_tags": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

chg_model.sys_tags.display_value	Display value for sys_tags. Data type: String
chg_model.sys_tags.value	Internal value for sys_tags. Data type: String

chg_model.sys_updated_by	Name of the user that last updated the associated change r
	
	Data type: Object
	
	`"sys_updated_by": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

chg_model.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
chg_model.sys_updated_by.value	Internal value for sys_updated_by. Data type: String

chg_model.sys_updated_on	Date and time the associated change model record was las
	
	Data type: Object
	
	`"sys_updated_on": {`
	`  "display_value": "String",`
	`  "display_value_internal": "String",`
	`  "value": "String"`
	`}`

chg_model.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description
chg_model.sys_updated_on.display_value_internal	Internal display value for sys_updated_on. Data type: String
chg_model.sys_updated_on.value	Internal value for sys_updated_on. Data type: String
chg_model.table_name	Table that defines the Choice list field from which to collect Data type: Object `"table_name": { "display_value": "String", "value": "String" }`
chg_model.table_name.display_value	Display value for table_name. Data type: String
chg_model.table_name.value	Internal value for table_name. Data type: String
chg_model.write_roles	Security roles needed to write to the change model record. Data type: Object `"write_roles": { "display_value": "String", "value": "String" }`
chg_model.write_roles.display_value	Display value for write_roles. Data type: String
chg_model.write_roles.value	Internal value for write_roles. Data type: String
score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String", "has_score": Boolean, "indicator": {Object}, "value": Number }`
score.delta	Change in the score from the previous score.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Element	Description
	Data type: Object `"delta": { "display_value": "String", "value": "String" }`
score.delta.display_value	Display value for delta. Data type: String
score.delta.value	Internal value for delta. Data type: String
score.display_value	Display value returned by Performance Analytics (PA). Data type: String
score.has_score	Flag that indicates whether a score was returned for the spe Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean
score.indicator	Additional details on the PA indicator used to obtain the sc Data type: Object `"indicator": { "name": "String", "sys_id": "String" }`
score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
score.value	Value returned by PA for the success score. Data type: String

The following code example shows how to use the *`getTeamScoreForModelId()`* method to retrieve the model scores for all active records for the associated change model, filter through the requested records, and then places all model scores that are less than 65% and their

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

associated deltas in the event queue `change_success.model.warning` of the associated change model record.

```
var chgModelGr = new GlideRecord("chg_model");
chgModelGr.addActiveQuery();
chgModelGr.query();

while (chgModelGr.next()) {
    var changeModelSuccess = new
 sn_chg_score.ChangeSuccess().getModelScoreForModelId(chgModelGr
.getUniqueValue());
    if (changeModelSuccess.can_read &&
 changeModelSuccess.score.has_score &&
 changeModelSuccess.score.value < 65)
       gs.eventQueue("change_success.model.warning",
 chgModelGr, changeModelSuccess.score.value,
 changeModelSuccess.score.delta.value);
}
```

Output:

```
{
  "can_read": true,
  "chg_model": {
    "color": {
      "display_value": "",
      "value": ""
    },
    "default_change_model": {
      "display_value": "false",
      "value": false
    },
    "description": {
      "display_value": "This model can be used to capture
 unauthorized change events that were detected.",
      "value": "This model can be used to capture unauthorized
 change events that were detected."
    },
    "sys_updated_on": {
      "display_value": "2020-10-21 11:10:57",
      "value": "2020-10-21 10:10:57",
      "display_value_internal": "2020-10-21 11:10:57"
    },
    "table_name": {
      "display_value": "change_request",
      "value": "change_request"
    },
    "sys_class_name": {
      "display_value": "Change Model",
      "value": "chg_model"
    },
    "sys_id": {
      "display_value": "aedc6a625323101034d1ddeeff7b1296",
      "value": "aedc6a625323101034d1ddeeff7b1296"
    },
    "sys_updated_by": {
      "display_value": "admin",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value": "admin"
    },
    "write_roles": {
      "display_value": "",
      "value": ""
    },
    "sys_created_on": {
      "display_value": "2020-10-02 14:50:20",
      "value": "2020-10-02 13:50:20",
      "display_value_internal": "2020-10-02 14:50:20"
    },
    "read_roles": {
      "display_value": "itil,sn_change_read",
      "value": "itil,sn_change_read"
    },
    "sys_name": {
      "display_value": "Unauthorized Change",
      "value": "Unauthorized Change"
    },
    "advanced_security": {
      "display_value": "false",
      "value": false
    },
    "sys_created_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "record_preset": {
      "display_value": "type=emergency^short_description=An
 unauthorized change has been
 detected^assignment_group=a715cd759f2002002920bde8132e7018^work
_start=javascript:gs.nowDateTime()^unauthorized=true^EQ",
      "value": "type=emergency^short_description=An unauthorized
 change has been
 detected^assignment_group=a715cd759f2002002920bde8132e7018^work
_start=javascript:gs.nowDateTime()^unauthorized=true^EQ"
    },
    "sys_mod_count": {
      "display_value": "9",
      "value": 9
    },
    "active": {
      "display_value": "true",
      "value": true
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "available_in_ui": {
      "display_value": "false",
      "value": false
    },
    "state_field": {
      "display_value": "state",
      "value": "state"
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "name": {
      "display_value": "Unauthorized Change",
      "value": "Unauthorized Change"
    },
    "implementation_states": {
      "display_value": "",
      "value": ""
    }
  },
  "score": {
    "indicator": {
      "name": "Change Model: % Successful and Successful With
 Issues",
      "sys_id": "604f98dfc302011005aea539e540dd75"
    },
    "value": 76.92307692307693,
    "display_value": "76.92",
    "delta": {
      "value": "0",
      "display_value": ""
    },
    "has_score": true
  }
}
```


ChangeSuccess - getScoresForChange(Object chgGr)

Returns the latest change team success score (original change success score based on group), model success score, and type success score based on the specified change request GlideRecord.

Parameters

Name	Type	Description
chgGr	Object	Change request GlideRecord.

Returns

Parameter	Description
model_success_score	Details on the model success score. Data type: Object `"model_success_score" { "can_read": Boolean, "chg_model": {Object}, "score": {Object} }`
model_success_score.can_read	Flag that indicates whether a model success score could be retrieved for the specified change request. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• true: Model success score was retrieved. • false: Model success score wasn't retrieved. Data type: Boolean
model_success_score.chg_model	Individual objects for each field in the Change Model [chg_model] record referenced by the specified change request. Each object has a key that is the field name and contains value and display_value properties. If the field type is date/time, then the method also returns a display_value_internal property which is in the user's timezone but in the system format YYYY-MM-DD HH24:MM:SS. `"chg_model": { "active": {Object}, "advanced_security": {Object}, "available_in_ui": {Object}, "color": {Object}, "default_change_model": {Object}, "description": {Object}, "implementation_states": {Object}, "name": {Object}, "read_roles": {Object}, "record_preset": {Object}, "state_field": {Object}, "sys_class_name": {Object}, "sys_created_by": {Object}, "sys_created_on": {Object}, "sys_domain": {Object}, "sys_domain_path": {Object}, "sys_id": {Object}, "sys_mod_count": {Object}, "sys_name": {Object}, "sys_tags": {Object}, "sys_updated_by": {Object}, "sys_updated_name": {Object}, "sys_updated_on": {Object}, "table_name": {Object}, "write_roles": {Object} }` Data type: Object
model_success_score.chg_model.active	Flag that indicates whether the associated change model record is active and available within the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Possible values: • true: Change model is active. • false: Change model isn't active. Data type: Object `"active": { "display_value": "String", "value": Boolean }`
model_success_score.chg_model.active.display_value	Display value for the active flag. Data type: String
model_success_score.chg_model.active.value	Internal value for the active flag. Data type: Boolean
model_success_score.chg_model.advanced_security	Flag that indicates whether user criteria based security is being used in addition to role based security for this change model. Possible values: • true: Advanced security is used. • false: Advanced security isn't used. Data type: Object `"advanced_security": { "display_value": "String", "value": Boolean }`
model_success_score.chg_model.advanced_security.display_value	Display value for the advanced_security flag. Data type: String
model_success_score.chg_model.advanced_security.value	Internal value for the advanced_security flag. Data type: Boolean
model_success_score.chg_model.available_in_ui	Flag that indicates whether the associated change model record is available within the user interface. Possible values: • true: Change model is available in the user interface. • false: Change model isn't available in the user interface.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Object `"available_in_ui": { "display_value": "String", "value": Boolean }`
model_success_score.chg_model.available_in_ui.display_value	Display value for the available_in_ui flag. Data type: String
model_success_score.chg_model.available_in_ui.value	Value for the available_in_ui flag. Data type: Boolean
model_success_score.chg_model.color	Color of the associated change model on the change request landing page. Data type: Object `"color": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.color.display_value	Display value for color. Data type: String
model_success_score.chg_model.color.value	Internal value for color. Data type: String
model_success_score.chg_model.default_change_model	Flag that indicates whether the associated change model record is the default change model. Valid values: • true: Default • false: Not the default Data type: Boolean Default: false
model_success_score.chg_model.default_change_model.display_value	Display value for the default change model flag. Data type: String
model_success_score.chg_model.default_change_model.value	Internal value for the default change model flag. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.chg_model.description	Short description of the purpose of the change model. Data type: Object `"description": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.description.display_value	Display value for description. Data type: String
model_success_score.chg_model.description.value	Internal value for description. Data type: String
model_success_score.chg_model.implementation_states	List of sys_ids of states for which change requests using this model can be implemented. Data type: Object `"implementation_states": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.implementation_states.display_value	Display value for read_roles. Data type: String
model_success_score.chg_model.implementation_states.value	Internal value for read_roles. Data type: String
model_success_score.chg_model.name	Name of the change model. Data type: Object `"name": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.name.display_value	Display value for name. Data type: String
model_success_score.chg_model.name.value	Internal value for name. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.chg_model.read_roles	Security roles needed to read the change model record. Data type: Object `"read_roles": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.read_roles.display_value	Display value for read_roles. Data type: String
model_success_score.chg_model.read_roles.value	Internal value for read_roles. Data type: String

model_success_score.chg_model.record_preset	Name-value pairs of the fields that should automatically be populated, with their associated values, when a new change request record is created. Values are separated by caret symbols.
	
	For example:
	
	`"type=normal^assignment_group=a715cd759f200 Change^EQ"`
	
	Data type: Object
	
	`"record_preset": { "display_value": "String", "value": "String" }`

model_success_score.chg_model.record_preset.display_value	Display value for record_preset. Data type: String
model_success_score.chg_model.record_preset.value	Internal value for record_preset. Data type: String
model_success_score.chg_model.state_field	Choice list field from which to collect choices, based on the value provided in *table_name*. For change models, this is always set to "state". Data type: Object `"state_field": { "display_value": "String", "value": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.chg_model.state_field.display_value	Display value for state_field. Data type: String
model_success_score.chg_model.state_field.value	Internal value for state_field. Data type: String
model_success_score.chg_model.sys_class_name	Change module table name. Always Change Model/chg_model. Data type: Object `"sys_class_name": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.sys_class_name.display_value	Display value for sys_class_name. Data type: String
model_success_score.chg_model.sys_class_name.value	Internal value for sys_class_name. Data type: String
model_success_score.chg_model.sys_created_by	Name of the user that initially created the associated change module record. Data type: Object `"sys_created_by": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.sys_created_by.display_value	Display value for sys_created_by. Data type: String
model_success_score.chg_model.sys_created_by.value	Internal value for sys_created_by. Data type: String
model_success_score.chg_model.sys_created_on	Date and time that the change module record was originally created. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.chg_model.sys_created_on.display_value	Display value for sys_created_on. Data type: String
model_success_score.chg_model.sys_created_on.display_value_internal	Internal display value for sys_created_on. Data type: String
model_success_score.chg_model.sys_created_on.value	Internal value for sys_created_on. Data type: String
model_success_score.chg_model.sys_domain	If using domains in the instance, the name of the domain to which the change module record is associated. Data type: Object `"sys_domain": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.sys_domain.display_value	Display value for sys_domain. Data type: String
model_success_score.chg_model.sys_domain.value	Internal value for sys_domain. Data type: String
model_success_score.chg_model.sys_domain_path	If using domains in the instance, the domain path in which the associated change module record resides. Data type: Object `"sys_domain_path": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.sys_domain_path.display_value	Display value for sys_domain_path. Data type: String
model_success_score.chg_model.sys_domain_path.value	Internal value for sys_domain_path. Data type: String
model_success_score.chg_model.sys_id	Unique identifier of the associated change model record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"sys_id": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

model_success_score.chg_model.sys_id.display_value	Display value for sys_id. Data type: String
model_success_score.chg_model.sys_id.value	Internal value for sys_id. Data type: String

model_success_score.chg_model.sys_mod_count	Number of times that the associated change model record has been modified.
	
	Data type: Object
	<pre>"sys_mod_count": {
	  "display_value": "String",
	  "value": Number
	}</pre>

model_success_score.chg_model.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
model_success_score.chg_model.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number

model_success_score.chg_model.sys_name	Name of the change model. Always the same as the *name* parameter.
	
	Data type: Object
	<pre>"sys_name": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

model_success_score.chg_model.sys_name	Display value for sys_name. Data type: String
model_success_score.chg_model.sys_name	Internal value for sys_name. Data type: String
model_success_score.chg_model.sys_tags	System tags associated with the change model record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"sys_tags": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

model_success_score.chg_model.sys_tags.display_value	Display value for sys_tags. Data type: String
model_success_score.chg_model.sys_tags.value	Internal value for sys_tags. Data type: String

model_success_score.chg_model.sys_updated_by	Name of the user that last updated the associated change model record.
	
	Data type: Object
	<pre>"sys_updated_by": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

model_success_score.chg_model.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
model_success_score.chg_model.sys_updated_by.value	Internal value for sys_updated_by. Data type: String

model_success_score.chg_model.sys_updated_on	Date and time the associated change model record was last updated.
	
	Data type: Object
	<pre>"sys_updated_on": {
	  "display_value": "String",
	  "display_value_internal":
	 "String",
	  "value": "String"
	}</pre>

model_success_score.chg_model.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
model_success_score.chg_model.sys_updated_on.display_value_internal	Internal display value for sys_updated_on. Data type: String
model_success_score.chg_model.sys_updated_on.value	Internal value for sys_updated_on. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.chg_model.table_name	Table that defines the Choice list field from which to collect choices. For change models this is always set to "change_request". Data type: Object `"table_name": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.table_name.display_value	Display value for table_name. Data type: String
model_success_score.chg_model.table_name.value	Internal value for table_name. Data type: String
model_success_score.score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String", "has_score": Boolean, "indicator": {Object}, "value": Number }`
model_success_score.score.delta	Change in the score from the previous score. Data type: Object `"delta": { "display_value": "String", "value": "String" }`
model_success_score.score.delta.display_value	Display value for delta. Data type: String
model_success_score.score.delta.value	Internal value for delta. Data type: String
model_success_score.score.display_value	Display value returned by Performance Analytics (PA). Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.score.score.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean
model_success_score.score.indicator	Additional details on the PA indicator used to obtain the score. Data type: Object `"indicator": { "name": "String", "sys_id": "String" }`
model_success_score.score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
model_success_score.score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
model_success_score.score.value	Value returned by PA for the success score. Data type: String
team_success_score	Details on the team success score. Data type: Object `"team_success_score" { "can_read": Boolean, "chg_success_score_rating": {Object}, "score": {Object}, "sys_user_group":{Object} }`
team_success_score.can_read	Flag that indicates whether a change team success score could be retrieved for the specified change request. Possible values: • true: Team success score was retrieved. • false: Team success score wasn't retrieved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Boolean
team_success_score.chg_success_score_rating	Individual objects for each field from the Change Success Score Rating [chg_success_score_rating] record that matches the returned score. Each field object has a key that is the field name and contains *value* and *display_value* properties. If the field type is date/time, then the method also returns a *display_value_internal* property which is in the user's timezone but in the system format YYYY-MM-DD HH24:MM:SS. Data type: Object `"chg_success_score_rating": { "active": {Object}, "color": {Object}, "rating": {Object}, "score_end": {Object}, "score_start": {Object}, "sys_class_name": {Object}, "sys_created_by": {Object}, "sys_created_on": {Object}, "sys_domain": {Object}, "sys_id": {Object}, "sys_mod_count": {Object}, "sys_name": {Object}, "sys_overrides": {Object}, "sys_tags": {Object}, "sys_updated_by": {Object}, "sys_updated_on": {Object} }`
team_success_score.chg_success_score_rating.active	Flag that indicates whether the associated change success score record is active and available within the instance. Possible values: • true: Change success score record is active. • false: Change success score record isn't active. Data type: Object `"active": { "display_value": "String", "value": Boolean }`
team_success_score.chg_success_score_rating.active.display_value	Display value for the active flag.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.chg_success_score_rating.active.value	Internal value for the active flag. Data type: Boolean
team_success_score.chg_success_score_rating.color	Color of the associated change success score as shown in the Change Success Score Card for a change request. Data type: Object `"color": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.color.display_value	Display value for color. Data type: String
team_success_score.chg_success_score_rating.color.value	Internal value for color. Data type: String
team_success_score.chg_success_score_rating.rating	Change success score rating, such as Low or High. Data type: Object `"rating": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.rating.display_value	Display value for rating. Data type: String
team_success_score.chg_success_score_rating.rating.value	Internal value for rating. Data type: String
team_success_score.chg_success_score_rating.score_end	Highest value in the change success score. Data type: Object `"score_end": { "display_value": "String", "value": Number }`
team_success_score.chg_success_score_rating.score_end.display_value	Display value for score_end.
team_success_score.chg_success_score_rating.score_end.value	Internal value for score_end.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.chg_success_score_rating.score_end	Score end value for score_end. Data type: Number
team_success_score.chg_success_score_rating.score_start	Score start value in the change success score. Data type: Object `"score_start": { "display_value": "String", "value": Number }`
team_success_score.chg_success_score_rating.score_start.display_value	Display value for score_start. Data type: String
team_success_score.chg_success_score_rating.score_start.value	Stored value for score_start. Data type: Number
team_success_score.chg_success_score_rating.sys_class_name	Change Success Score Rating table name. Always Change Success Score Rating/ chg_success_score_rating. Data type: Object `"sys_class_name": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_class_name.display_value	Display name for sys_class_name. Data type: String
team_success_score.chg_success_score_rating.sys_class_name.value	Stored value for sys_class_name. Data type: String
team_success_score.chg_success_score_rating.sys_created_by	User that initially created the associated change success score rating record. Data type: Object `"sys_created_by": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_created_by.display_value	Display value for sys_created_by.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.chg_success_score_rating.sys_created_by.value	System value for sys_created_by. Data type: String
team_success_score.chg_success_score_rating.sys_created_on	Date and time that the change success score rating record was originally created. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_created_on.display_value	Display value for sys_created_on. Data type: String
team_success_score.chg_success_score_rating.sys_created_on.display_value_internal	System display value for sys_created_on. Data type: String
team_success_score.chg_success_score_rating.sys_created_on.value	System value for sys_created_on. Data type: String
team_success_score.chg_success_score_rating.sys_domain	If using domains in the instance, the name of the domain to which the change success score record is associated. Data type: Object `"sys_domain": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_domain.display_value	Display value for sys_domain. Data type: String
team_success_score.chg_success_score_rating.sys_domain.value	System value for sys_domain. Data type: String
team_success_score.chg_success_score_rating.sys_id	Unique identifier of the associated change success score record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"sys_id": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

team_success_score.chg_success_score_rating.sys_id.display_value	Display value for the sys_id. Data type: String
team_success_score.chg_success_score_rating.sys_id.value	System value for the sys_id. Data type: String

team_success_score.chg_success_score_rating.sys_mod_count	Number of times that the associated change success score record has been modified.
	
	Data type: Object
	<pre>"sys_mod_count": {
	  "display_value": "String",
	  "value": Number
	}</pre>

team_success_score.chg_success_score_rating.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
team_success_score.chg_success_score_rating.sys_mod_count.value	System value for sys_mod_count. Data type: Number

team_success_score.chg_success_score_rating.sys_name	Name of the change success score rating.
	
	Possible values:
	
	• Excellent
	• High
	• Low
	• Medium
	
	Data type: Object
	<pre>"sys_name": {
	  "display_value": "String",
	  "value": Number
	}</pre>

team_success_score.chg_success_score_rating.sys_name.display_value	Display value for sys_name. Data type: String
team_success_score.chg_success_score_rating.sys_name.value	System value for sys_name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.chg_success_score_rating.sys_overrides	Sys_id of a record in the same table but in a domain above that of the current record. This allows a record in a lower domain to override a record in a domain above it. For example, if you have a rating record defined in the "global" domain but for domain "TOP/ACME" you override the record in "global". Data type: Object `"sys_overrides": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_overrides.display_value	Display value for sys_overrides. Data type: String
team_success_score.chg_success_score_rating.sys_overrides.value	Internal value for sys_overrides. Data type: String
team_success_score.chg_success_score_rating.sys_tags	List of system tags associated with the change success score record. Data type: Object `"sys_tags": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_tags.display_value	Display value for sys_tags. Data type: String
team_success_score.chg_success_score_rating.sys_tags.value	Internal value for sys_tags. Data type: String
team_success_score.chg_success_score_rating.sys_updated_by	User name of the user that last updated the associated change success score record. Data type: Object `"sys_updated_by": { "display_value": "String", "value": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
team_success_score.chg_success_score_rating.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
team_success_score.chg_success_score_rating.sys_updated_by.value	System value for sys_updated_by. Data type: String
team_success_score.chg_success_score_rating.sys_updated_on	Date and time the associated change success score record was last updated. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
team_success_score.chg_success_score_rating.sys_updated_on.display_value_internal	System display value for sys_updated_on. Data type: String
team_success_score.chg_success_score_rating.sys_updated_on.value	System value for sys_updated_on. Data type: String
team_success_score.score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String", "has_score": Boolean, "indicator": {Object}, "value": Number }`
team_success_score.score.delta	Change in the score from the previous score. Data type: Object `"delta": { "display_value": "String", "value": "String" }`
team_success_score.score.delta.display_value	Display value for delta.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.score.delta.value	Internal value for delta. Data type: String
team_success_score.score.display_value	Display value returned by Performance Analytics (PA). Data type: String
team_success_score.score.score.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean
team_success_score.score.indicator	Additional details on the PA indicator used to obtain the score. Data type: Object `"indicator": { "name": "String", "sys_id": "String" }`
team_success_score.score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
team_success_score.score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
team_success_score.score.value	Value returned by PA for the success score. Data type: String
team_success_score.sys_user_group	Individual objects for each field from the Group [sys_user_group] record referenced by the specified change request. Each field object has a key that is the field name and contains *value* and *display_value* properties. If the field type is date/time, then the method also returns a *display_value_internal* property

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	which is in the user's timezone but in the system format YYYY-MM-DD HH24:MM:SS. Data type: Object `"sys_user_group": { "active": {Object}, "cost_center": {Object}, "default_assignee": {Object}, "description": {Object}, "email": {Object}, "exclude_manager": {Object}, "include_members": {Object}, "manager": {Object}, "name": {Object}, "parent": {Object}, "roles": {Object}, "source": {Object}, "sys_created_by": {Object}, "sys_created_on": {Object}, "sys_id": {Object}, "sys_mod_count": {Object}, "sys_tags": {Object}, "sys_updated_by": {Object}, "sys_updated_on": {Object}, "type": {Object} }`
team_success_score.sys_user_group.active	Flag that indicates whether the group is active. Possible values: • true: Group is active • false: Group is de-activated Data type: Object `"active": { "display_value": "String", "value": Boolean }`
team_success_score.sys_user_group.active.display_value	Display value for the active flag. Data type: String
team_success_score.sys_user_group.active.value	Internal value for the active flag. Data type: Boolean
team_success_score.sys_user_group.cost_center	Sys_id of the cost center associated with the group.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Object `"cost_center": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.cost_center.display_value	Display value for cost_center. Data type: String
team_success_score.sys_user_group.cost_center.value	Internal value for cost_center. Data type: String
team_success_score.sys_user_group.default_assignee	Sys_id of the user that is the default assignee of the group. Data type: Object `"default_assignee": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.default_assignee.display_value	Display value for default_assignee. Data type: String
team_success_score.sys_user_group.default_assignee.value	Internal value for default_assignee. Data type: String
team_success_score.sys_user_group.description	Description of the group Data type: Object `"description": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.description.display_value	Display value for description. Data type: String
team_success_score.sys_user_group.description.value	Internal value for description. Data type: String
team_success_score.sys_user_group.email	Email address for the group. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	`"description": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.email.display_value	Display value for email. Data type: String
team_success_score.sys_user_group.email.value	Internal value for email. Data type: String
team_success_score.sys_user_group.exclude_manager	Flag that indicates whether the manager of the group receives group emails. Possible values: • true: Manager doesn't receive group emails. • false: Manager receives group emails. Data type: Object `"exclude_manager": { "display_value": "String", "value": Boolean }`
team_success_score.sys_user_group.exclude_manager.display_value	Display value for exclude_manager. Data type: String
team_success_score.sys_user_group.exclude_manager.value	Internal value for exclude_manager. Data type: Boolean
team_success_score.sys_user_group.include_members	Flag that indicates whether the group members receive individual emails when someone sends an email to the group email address. The only exception to this functionality is for approval notifications, whereby all members of a group receive an approval notification, regardless of this selection. Valid values: • true: Send emails to the entire group. • false: Only send emails to the default_assignee. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	`"include_members": { "display_value": "String", "value": Boolean }`
team_success_score.sys_user_group.include_members.display_value	Display value for include_members. Data type: String
team_success_score.sys_user_group.include_members.value	Internal value for include_members. Data type: Boolean
team_success_score.sys_user_group.manager	Sys_id of the manager of the group. Data type: Object `"manager": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.manager.display_value	Display value for manager. Data type: String
team_success_score.sys_user_group.manager.value	Internal value for manager. Data type: String
team_success_score.sys_user_group.name	Name of the group. Data type: Object `"name": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.name.display_value	Display value for name. Data type: String
team_success_score.sys_user_group.name.value	Internal value for name. Data type: String
team_success_score.sys_user_group.parent	Sys_id of the parent of this group. If a group has a parent, the child group inherits the roles of the parent group. The members of the child group are not members of the parent group. For example, if an incident is assigned to the parent group and you click the Assigned to lookup icon, only the members in the parent

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	group are available. The members of the child group are not available. Data type: Object `"parent": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.parent.display_value	Display value for parent. Data type: String
team_success_score.sys_user_group.parent.value	Internal value for parent. Data type: String
team_success_score.sys_user_group.roles	User roles assigned to the group. Data type: Object `"roles": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.roles.display_value	Display value for roles. Data type: String
team_success_score.sys_user_group.roles.value	Internal value for roles. Data type: String
team_success_score.sys_user_group.source	Source of the group. Data type: Object `"source": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.source.display_value	Display value for source. Data type: String
team_success_score.sys_user_group.source.value	Internal value for source. Data type: String
team_success_score.sys_user_group.sys_created_by	User that created the group record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	`"sys_created_by": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.sys_created_by.display_value	Display value for sys_created_by. Data type: String
team_success_score.sys_user_group.sys_created_by.value	Internal value for sys_created_by. Data type: String
team_success_score.sys_user_group.sys_created_on	Date and time that the group record was originally created. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
team_success_score.sys_user_group.sys_created_on.display_value	Display value for sys_created_on. Data type: String
team_success_score.sys_user_group.sys_created_on.display_value_internal	Internal display value for sys_created_on. Data type: String
team_success_score.sys_user_group.sys_created_on.value	Internal value for sys_created_on. Data type: String
team_success_score.sys_user_group.sys_id	Sys_id for the group. Data type: Object `"sys_id": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.sys_id.display_value	Display value for sys_id. Data type: String
team_success_score.sys_user_group.sys_id.value	Internal value for sys_id. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
team_success_score.sys_user_group.sys_mod_count	Number of times that the associated group information has been modified. Data type: Object `"sys_mod_count": { "display_value": "String", "value": Number }`
team_success_score.sys_user_group.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
team_success_score.sys_user_group.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number
team_success_score.sys_user_group.sys_updated_by	User that last updated the group information. Data type: Object `"sys_updated_by": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
team_success_score.sys_user_group.sys_updated_by.value	Internal value for sys_updated_by. Data type: String
team_success_score.sys_user_group.sys_updated_on	Date and time when the group information was last updated. Data type: Object `"sys_updated_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
team_success_score.sys_user_group.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
team_success_score.sys_user_group.sys_updated_on.display_value_internal	Internal display value for sys_updated_on. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
team_success_score.sys_user_group.sys_updated_on.value	Internal value for sys_updated_on. Data type: String
team_success_score.sys_user_group.type	Type of group. Data type: Object `"type": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.type.display_value	Display value for type. Data type: String
team_success_score.sys_user_group.type.value	Internal value for type. Data type: String
type_success_score	Details about the type success score. Data type: Object `"type_success_score": { "can_read": Boolean, "score": {Object}, "type": {Object} }`
type_success_score.can_read	Flag that indicates whether a type success score could be retrieved for the specified change request. Valid values: • true: Type success score was retrieved. • false: Type success score was not retrieved. Data type: Boolean
type_success_score.score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String", "has_score": Boolean, "indicator": {Object}, "value": Number }`
type_success_score.score.delta	Change in the score from the previous score.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Object `"delta": { "display_value": "String", "value": "String" }`
type_success_score.score.delta.display_value	Display value for delta. Data type: String
type_success_score.score.delta.value	Internal value for delta. Data type: String
type_success_score.score.display_value	Display value returned by Performance Analytics (PA). Data type: String
type_success_score.score.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean
type_success_score.score.indicator	Additional details on the PA indicator used to obtain the score. Data type: Object `"indicator": { "name": "String", "sys_id": "String" }`
type_success_score.score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
type_success_score.score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
type_success_score.score.value	Value returned by PA for the success score. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
type_success_score.type	Details about the type success score. Data type: Object `"type": { "display_value": "String", "sys_id": "String", "value": "String" }`
type_success_score.type.display_value	Label of the choice. Data type: String
type_success_score.type.sys_id	Sys_id of the Choice [sys_choice] record for the specified change type. Data type: String
type_success_score.type.value	Value of the choice. Data type: String

This code example shows how to retrieve the latest change team success score (original change success score based on group), model success score, and type success score based on the current GlideRecord using the *`getScoresForChange()`* method and then uses various attributes to filter the results and save a constructed success score summary in the work notes.

```
var changeSuccessScores = new
 sn_chg_score.ChangeSuccess().getScoresForChange(current);

gs.info(JSON.stringify(changeSuccessScores, null, 2));

var changeSuccessScoresSummary = "";
if (changeSuccessScores.team_success_score.can_read &&
 changeSuccessScores.team_success_score.score.has_score)
   changeSuccessScoresSummary += "Assignment group
 \"" + chgGr.assignment_group.getDisplayValue()
 + "\" has a success rating of \"" +
 changeSuccessScores.team_success_score.chg_success_score_rating
.rating.display_value + "\" (Current team success score: " +
 changeSuccessScores.team_success_score.score.display_value +
 ")\n";
if (changeSuccessScores.model_success_score.can_read &&
 changeSuccessScores.model_success_score.score.has_score)
   changeSuccessScoresSummary += "Model \"" +
 changeSuccessScores.model_success_score.chg_model.name.display_
value + "\" has a success rate of " +
 changeSuccessScores.model_success_score.score.display_value +
 "%\n";
if (changeSuccessScores.type_success_score.can_read &&
 changeSuccessScores.type_success_score.score.has_score)
   changeSuccessScoresSummary += "Type \"" +
 changeSuccessScores.type_success_score.type.display_value + "\"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 has a success rate of " +
 changeSuccessScores.type_success_score.score.display_value +
 "%\n";

if (changeSuccessScoresSummary !== "") {
   changeSuccessScoresSummary = "Change success scores
 summary:\n\n" + changeSuccessScoresSummary;
   chgGr.work_notes.setJournalEntry(changeSuccessScoresSummary);
   chgGr.update();
}
```

Example return results:


```
{
  "team_success_score": {
    "can_read": true,
    "sys_user_group": {
      "parent": {
        "display_value": "",
        "value": ""
      },
      "manager": {
        "display_value": "",
        "value": ""
      },
      "roles": {
        "display_value": "",
        "value": ""
      },
      "sys_mod_count": {
        "display_value": "0",
        "value": 0
      },
      "description": {
        "display_value": "",
        "value": ""
      },
      "active": {
        "display_value": "true",
        "value": true
      },
      "source": {
        "display_value": "",
        "value": ""
      },
      "sys_updated_on": {
        "display_value": "2018-03-07 21:00:41",
        "value": "2018-03-07 21:00:41",
        "display_value_internal": "2018-03-07 21:00:41"
      },
      "type": {
        "display_value": "",
        "value": ""
      },
      "sys_tags": {
        "display_value": "",
        "value": ""
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "sys_id": {
        "display_value": "5f6441efc0a8010e0177fcb589156352",
        "value": "5f6441efc0a8010e0177fcb589156352"
      },
      "sys_updated_by": {
        "display_value": "glide.maint",
        "value": "glide.maint"
      },
      "cost_center": {
        "display_value": "",
        "value": ""
      },
      "default_assignee": {
        "display_value": "",
        "value": ""
      },
      "sys_created_on": {
        "display_value": "2018-03-07 21:00:41",
        "value": "2018-03-07 21:00:41",
        "display_value_internal": "2018-03-07 21:00:41"
      },
      "name": {
        "display_value": "IT Securities",
        "value": "IT Securities"
      },
      "exclude_manager": {
        "display_value": "false",
        "value": false
      },
      "email": {
        "display_value": "",
        "value": ""
      },
      "include_members": {
        "display_value": "false",
        "value": false
      },
      "sys_created_by": {
        "display_value": "glide.maint",
        "value": "glide.maint"
      }
    },
    "score": {
      "indicator": {
        "name": "Change success scores",
        "sys_id": "0ff316e173081010491d235f04f6a758"
      },
      "value": 465,
      "display_value": "465",
      "delta": {
        "value": 0,
        "display_value": "0"
      },
      "has_score": true
    },
    "chg_success_score_rating": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "score_start": {
      "display_value": "0",
      "value": 0
    },
    "score_end": {
      "display_value": "499",
      "value": 499
    },
    "color": {
      "display_value": "#FCCAC9",
      "value": "#FCCAC9"
    },
    "rating": {
      "display_value": "Low",
      "value": "Low"
    },
    "sys_mod_count": {
      "display_value": "0",
      "value": 0
    },
    "active": {
      "display_value": "true",
      "value": true
    },
    "sys_overrides": {
      "display_value": "",
      "value": ""
    },
    "sys_updated_on": {
      "display_value": "2020-03-27 07:43:29",
      "value": "2020-03-27 07:43:29",
      "display_value_internal": "2020-03-27 07:43:29"
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "sys_class_name": {
      "display_value": "Change Success Score Rating",
      "value": "chg_success_score_rating"
    },
    "sys_id": {
      "display_value": "7ad380b573330010491d235f04f6a717",
      "value": "7ad380b573330010491d235f04f6a717"
    },
    "sys_updated_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "sys_created_on": {
      "display_value": "2020-03-27 07:43:29",
      "value": "2020-03-27 07:43:29",
      "display_value_internal": "2020-03-27 07:43:29"
    },
    "sys_domain": {
      "display_value": "global",
      "value": "global"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "sys_name": {
        "display_value": "Low",
        "value": "Low"
      },
      "sys_created_by": {
        "display_value": "admin",
        "value": "admin"
      }
    }
  },
  "model_success_score": {
    "can_read": true,
    "chg_model": {
      "color": {
        "display_value": "",
        "value": ""
      },
      "default_change_model": {
        "display_value": "false",
        "value": false
      },
      "description": {
        "display_value": "This model can be used to capture
unauthorized change events that were detected.",
        "value": "This model can be used to capture unauthorized
change events that were detected."
      },
      "sys_updated_on": {
        "display_value": "2020-10-21 11:10:57",
        "value": "2020-10-21 10:10:57",
        "display_value_internal": "2020-10-21 11:10:57"
      },
      "table_name": {
        "display_value": "change_request",
        "value": "change_request"
      },
      "sys_class_name": {
        "display_value": "Change Model",
        "value": "chg_model"
      },
      "sys_id": {
        "display_value": "aedc6a625323101034d1ddeeff7b1296",
        "value": "aedc6a625323101034d1ddeeff7b1296"
      },
      "sys_updated_by": {
        "display_value": "admin",
        "value": "admin"
      },
      "write_roles": {
        "display_value": "",
        "value": ""
      },
      "sys_created_on": {
        "display_value": "2020-10-02 14:50:20",
        "value": "2020-10-02 13:50:20",
        "display_value_internal": "2020-10-02 14:50:20"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "read_roles": {
        "display_value": "itil,sn_change_read",
        "value": "itil,sn_change_read"
      },
      "sys_name": {
        "display_value": "Unauthorized Change",
        "value": "Unauthorized Change"
      },
      "advanced_security": {
        "display_value": "false",
        "value": false
      },
      "sys_created_by": {
        "display_value": "admin",
        "value": "admin"
      },
      "record_preset": {
        "display_value": "type=emergency^short_description=An
 unauthorized change has been
 detected^assignment_group=a715cd759f2002002920bde8132e7018^work
_start=javascript:gs.nowDateTime()^unauthorized=true^EQ",
        "value": "type=emergency^short_description=An
 unauthorized change has been
 detected^assignment_group=a715cd759f2002002920bde8132e7018^work
_start=javascript:gs.nowDateTime()^unauthorized=true^EQ"
      },
      "sys_mod_count": {
        "display_value": "9",
        "value": 9
      },
      "active": {
        "display_value": "true",
        "value": true
      },
      "sys_tags": {
        "display_value": "",
        "value": ""
      },
      "available_in_ui": {
        "display_value": "false",
        "value": false
      },
      "state_field": {
        "display_value": "state",
        "value": "state"
      },
      "name": {
        "display_value": "Unauthorized Change",
        "value": "Unauthorized Change"
      },
      "implementation_states": {
        "display_value": "",
        "value": ""
      }
    },
    "score": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "indicator": {
        "name": "Change Model: % Successful and Successful With
 Issues",
        "sys_id": "604f98dfc302011005aea539e540dd75"
      },
      "value": 76.92307692307693,
      "display_value": "76.92",
      "delta": {
        "value": 0,
        "display_value": "0.00"
      },
      "has_score": true
    }
  },
  "type_success_score": {
    "can_read": true,
    "type": {
      "sys_id": "e7a27d53cb100200d71cb9c0c24c9c2f",
      "value": "normal",
      "display_value": "Normal"
    },
    "score": {
      "indicator": {
        "name": "Change Type: % Successful and Successful With
 Issues",
        "sys_id": "f9d25995c3ce011005aea539e540ddee"
      },
      "value": 74.29906542056075,
      "display_value": "74.30",
      "delta": {
        "value": 0,
        "display_value": "0.00"
      },
      "has_score": true
    }
  }
}
```


ChangeSuccess - getTeamScoreForChange(Object chgGr)

Returns the latest change team success score (original change success score based on group) based on the specified change request GlideRecord.

Parameters

Name	Type	Description
chgGr	Object	Change request GlideRecord for which to return the change team success score.

Returns

Parameter	Description
can_read	Flag that indicates whether a change team success score could be retrieved for the specified change request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Possible values: • true: Team success score was retrieved. • false: Team success score wasn't retrieved. Data type: Boolean
chg_success_score_rating	Individual objects for each field from the Change Success Score Rating [chg_success_score_rating] record that matches the returned score. Each field object has a key that is the field name and contains *value* and *display_value* properties. If the field type is date/time, then the method also returns a *display_value_internal* property which is in the user's timezone but in the system format YYYY-MM-DD HH24:MM:SS. Data type: Object `"chg_success_score_rating": { "active": {Object}, "color": {Object}, "rating": {Object}, "score_end": {Object}, "score_start": {Object}, "sys_class_name": {Object}, "sys_created_by": {Object}, "sys_created_on": {Object}, "sys_domain": {Object}, "sys_id": {Object}, "sys_mod_count": {Object}, "sys_name": {Object}, "sys_overrides": {Object}, "sys_tags": {Object}, "sys_updated_by": {Object}, "sys_updated_on": {Object} }`
chg_success_score_rating.active	Flag that indicates whether the associated change success score record is active and available within the instance. Possible values: • true: Change success score record is active. • false: Change success score record isn't active. Data type: Object `"active": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"value": Boolean
	}</pre>

chg_success_score_rating.active.display_value	Display value for the active flag. Data type: String
chg_success_score_rating.active.value	Internal value for the active flag. Data type: Boolean

chg_success_score_rating.color	Color of the associated change success score as shown in the Change Success Score Card for a change request.
	
	Data type: Object
	<pre>"color": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_success_score_rating.color.display_value	Display value for color. Data type: String
chg_success_score_rating.color.value	Internal value for color. Data type: String

chg_success_score_rating.rating	Change success score rating, such as Low or High.
	
	Data type: Object
	<pre>"rating": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_success_score_rating.rating.display_value	Display value for rating. Data type: String
chg_success_score_rating.rating.value	Internal value for rating. Data type: String

chg_success_score_rating.score_end	Highest value in the change success score.
	
	Data type: Object
	<pre>"score_end": {
	"display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"value": Number
	}</pre>

chg_success_score_rating.score_end.display_value	Display value for score_end. Data type: String
chg_success_score_rating.score_end.value	Internal value for score_end. Data type: Number

chg_success_score_rating.score_start	Lowest value in the change success score.
	
	Data type: Object
	<pre>"score_start": {
	"display_value": "String",
	"value": Number
	}</pre>

chg_success_score_rating.score_start.display_value	Display value for score_start. Data type: String
chg_success_score_rating.score_start.value	Internal value for score_start. Data type: Number

chg_success_score_rating.sys_class_name	Change Success Score Rating table name. Always Change Success Score Rating/ chg_success_score_rating.
	
	Data type: Object
	<pre>"sys_class_name": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_success_score_rating.sys_class_name.display_value	Display value for sys_class_name. Data type: String
chg_success_score_rating.sys_class_name.value	Internal value for sys_class_name. Data type: String

chg_success_score_rating.sys_created_by	Name of the user that initially created the associated change success score rating record.
	
	Data type: Object
	<pre>"sys_created_by": {
	"display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"value": "String"
	}</pre>

chg_success_score_rating.sys_created_by.display_value	Display value for sys_created_by. Data type: String
chg_success_score_rating.sys_created_by.value	Internal value for sys_created_by. Data type: String

chg_success_score_rating.sys_created_on	Date and time that the change success score rating record was originally created.
	
	Data type: Object
	<pre>"sys_created_on": {
	"display_value": "String",
	"display_value_internal":
	"String",
	"value": "String"
	}</pre>

chg_success_score_rating.sys_created_on.display_value	Display value for sys_created_on. Data type: String
chg_success_score_rating.sys_created_on.display_value_internal	Internal display value for sys_created_on. Data type: String
chg_success_score_rating.sys_created_on.value	Internal value for sys_created_on. Data type: String

chg_success_score_rating.sys_domain	If using domains in the instance, the name of the domain to which the change success score record is associated.
	
	Data type: Object
	<pre>"sys_domain": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_success_score_rating.sys_domain.display_value	Display value for sys_domain. Data type: String
chg_success_score_rating.sys_domain.value	Internal value for sys_domain. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
chg_success_score_rating.sys_id	Unique identifier of the associated change success score record. Data type: Object `"sys_id": { "display_value": "String", "value": "String" }`
chg_success_score_rating.sys_id.display_value	Display value for the sys_id. Data type: String
chg_success_score_rating.sys_id.value	Internal value for the sys_id. Data type: String
chg_success_score_rating.sys_mod_count	Number of times that the associated change success score record has been modified. Data type: Object `"sys_mod_count": { "display_value": "String", "value": Number }`
chg_success_score_rating.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
chg_success_score_rating.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number
chg_success_score_rating.sys_name	Name of the change success score rating. Possible values: • Excellent • High • Low • Medium Data type: Object `"sys_name": { "display_value": "String", "value": Number }`
chg_success_score_rating.sys_name.display_value	Display value for sys_name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
chg_success_score_rating.sys_name.value	Internal value for sys_name. Data type: String
chg_success_score_rating.sys_overrides	Sys_id of a record in the same table but in a domain above that of the current record. This allows a record in a lower domain to override a record in a domain above it. For example, if you have a rating record defined in the "global" domain but for domain "TOP/ACME" you override the record in "global". Data type: Object `"sys_overrides": { "display_value": "String", "value": "String" }`
chg_success_score_rating.sys_overrides.display_value	Display value for sys_overrides. Data type: String
tchg_success_score_rating.sys_overrides.value	Internal value for sys_overrides. Data type: String
chg_success_score_rating.sys_tags	List of system tags associated with the change success score record. Data type: Object `"sys_tags": { "display_value": "String", "value": "String" }`
chg_success_score_rating.sys_tags.display_value	Display value for sys_tags. Data type: String
chg_success_score_rating.sys_tags.value	Internal value for sys_tags. Data type: String
chg_success_score_rating.sys_updated_by	Name of the user that last updated the associated change success score record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"sys_updated_by": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

chg_success_score_rating.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
chg_success_score_rating.sys_updated_by.value	Internal value for sys_updated_by. Data type: String

chg_success_score_rating.sys_updated_on	Date and time the associated change success score record was last updated.
	
	Data type: Object
	<pre>"sys_created_on": {
	  "display_value": "String",
	  "display_value_internal":
	 "String",
	  "value": "String"
	}</pre>

chg_success_score_rating.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
chg_success_score_rating.sys_updated_on.display_value_internal	Internal display value for sys_updated_on. Data type: String
chg_success_score_rating.sys_updated_on.value	Internal value for sys_updated_on. Data type: String

score	Details about the returned score indicator.
	
	Data type: Object
	<pre>"score": {
	  "delta": {Object},
	  "display_value": "String",
	  "has_score": Boolean,
	  "indicator": {Object},
	  "value": Number
	}</pre>

score.delta	Change in the score from the previous score.
	
	Data type: Object
	<pre>"delta": {
	  "display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"value": "String"
	}</pre>

score.delta.display_value	Display value for delta. Data type: String
score.delta.value	Internal value for delta. Data type: String
score.display_value	Display value returned by Performance Analytics (PA). Data type: String
score.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean

score.indicator	Additional details on the PA indicator used to obtain the score.
	
	Data type: Object
	<pre>"indicator": {
	"name": "String",
	"sys_id": "String"
	}</pre>

score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
score.value	Value returned by PA for the success score. Data type: String
sys_user_group	Individual objects for each field from the Group [sys_user_group] record referenced by the specified change request. Each field object has a key that is the field name and

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	contains *value* and *display_value* properties. If the field type is date/time, then the method also returns a *display_value_internal* property which is in the user's timezone but in the system format YYYY-MM-DD HH24:MM:SS. Data type: Object `"sys_user_group": { "active": {Object}, "cost_center": {Object}, "default_assignee": {Object}, "description": {Object}, "email": {Object}, "exclude_manager": {Object}, "include_members": {Object}, "manager": {Object}, "name": {Object}, "parent": {Object}, "roles": {Object}, "source": {Object}, "sys_created_by": {Object}, "sys_created_on": {Object}, "sys_id": {Object}, "sys_mod_count": {Object}, "sys_tags": {Object}, "sys_updated_by": {Object}, "sys_updated_on": {Object}, "type": {Object} }`
sys_user_group.active	Flag that indicates whether the group is active. Possible values: • true: Group is active • false: Group is de-activated Data type: Object `"active": { "display_value": "String", "value": Boolean }`
sys_user_group.active.display_value	Display value for the active flag. Data type: String
sys_user_group.active.value	Internal value for the active flag.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Boolean
sys_user_group.cost_center	Sys_id of the cost center associated with the group. Data type: Object `"cost_center": { "display_value": "String", "value": "String" }`
sys_user_group.cost_center.display_value	Display value for cost_center. Data type: String
sys_user_group.cost_center.value	Internal value for cost_center. Data type: String
sys_user_group.default_assignee	Sys_id of the user that is the default assignee of the group. Data type: Object `"default_assignee": { "display_value": "String", "value": "String" }`
sys_user_group.default_assignee.display_value	Display value for default_assignee. Data type: String
sys_user_group.default_assignee.value	Internal value for default_assignee. Data type: String
sys_user_group.description	Description of the group Data type: Object `"description": { "display_value": "String", "value": "String" }`
sys_user_group.description.display_value	Display value for description. Data type: String
sys_user_group.description.value	Internal value for description. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
sys_user_group.email	Email address for the group. Data type: Object `"description": { "display_value": "String", "value": "String" }`
sys_user_group.email.display_value	Display value for email. Data type: String
sys_user_group.email.value	Internal value for email. Data type: String
sys_user_group.exclude_manager	Flag that indicates whether the manager of the group receives group emails. Possible values: • true: Manager doesn't receive group emails. • false: Manager receives group emails. Data type: Object `"exclude_manager": { "display_value": "String", "value": Boolean }`
sys_user_group.exclude_manager.display_value	Display value for exclude_manager. Data type: String
sys_user_group.exclude_manager.value	Internal value for exclude_manager. Data type: Boolean
sys_user_group.include_members	Flag that indicates whether the group members receive individual emails when someone sends an email to the group email address. The only exception to this functionality is for approval notifications, whereby all members of a group receive an approval notification, regardless of this selection. Valid values: • true: Send emails to the entire group. • false: Only send emails to the default_assignee.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Object `"include_members": { "display_value": "String", "value": Boolean }`
sys_user_group.include_members.display_value	Display value for include_members. Data type: String
sys_user_group.include_members.value	Internal value for include_members. Data type: Boolean
sys_user_group.manager	Sys_id of the manager of the group. Data type: Object `"manager": { "display_value": "String", "value": "String" }`
sys_user_group.manager.display_value	Display value for manager. Data type: String
sys_user_group.manager.value	Internal value for manager. Data type: String
sys_user_group.name	Name of the group. Data type: Object `"name": { "display_value": "String", "value": "String" }`
sys_user_group.name.display_value	Display value for name. Data type: String
sys_user_group.name.value	Internal value for name. Data type: String
sys_user_group.parent	Sys_id of the parent of this group. If a group has a parent, the child group inherits the roles of the parent group. The members of the child group are not members of the parent group. For example, if an incident is assigned to the parent group and you click the Assigned to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	lookup icon, only the members in the parent group are available. The members of the child group are not available. Data type: Object `"parent": { "display_value": "String", "value": "String" }`
sys_user_group.parent.display_value	Display value for parent. Data type: String
sys_user_group.parent.value	Internal value for parent. Data type: String
sys_user_group.roles	User roles assigned to the group. Data type: Object `"roles": { "display_value": "String", "value": "String" }`
sys_user_group.roles.display_value	Display value for roles. Data type: String
sys_user_group.roles.value	Internal value for roles. Data type: String
sys_user_group.source	Source of the group. Data type: Object `"source": { "display_value": "String", "value": "String" }`
sys_user_group.source.display_value	Display value for source. Data type: String
sys_user_group.source.value	Internal value for source. Data type: String
sys_user_group.sys_created_by	User that created the group record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"sys_created_by": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

sys_user_group.sys_created_by.display_value	Display value for sys_created_by. Data type: String
sys_user_group.sys_created_by.value	Internal value for sys_created_by. Data type: String

sys_user_group.sys_created_on	Date and time that the group record was originally created.
	
	Data type: Object
	<pre>"sys_created_on": {
	  "display_value": "String",
	  "display_value_internal":
	 "String",
	  "value": "String"
	}</pre>

sys_user_group.sys_created_on.display_value	Display value for sys_created_on. Data type: String
sys_user_group.sys_created_on.display_value_internal	Internal display value for sys_created_on. Data type: String
sys_user_group.sys_created_on.value	Internal value for sys_created_on. Data type: String

sys_user_group.sys_id	Sys_id for the group.
	
	Data type: Object
	<pre>"sys_id": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

sys_user_group.sys_id.display_value	Display value for sys_id. Data type: String
sys_user_group.sys_id.value	Internal value for sys_id. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
sys_user_group.sys_mod_count	Number of times that the associated group information has been modified. Data type: Object `"sys_mod_count": { "display_value": "String", "value": Number }`
sys_user_group.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
sys_user_group.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number
sys_user_group.sys_updated_by	User that last updated the group information. Data type: Object `"sys_updated_by": { "display_value": "String", "value": "String" }`
sys_user_group.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
sys_user_group.sys_updated_by.value	Internal value for sys_updated_by. Data type: String
sys_user_group.sys_updated_on	Date and time when the group information was last updated. Data type: Object `"sys_updated_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
sys_user_group.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
sys_user_group.sys_updated_on.display_value_internal	Internal display value for sys_updated_on. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
sys_user_group.sys_updated_on.value	Internal value for sys_updated_on. Data type: String
sys_user_group.type	Type of group. Data type: Object `"type": { "display_value": "String", "value": "String" }`
sys_user_group.type.display_value	Display value for type. Data type: String
sys_user_group.type.value	Internal value for type. Data type: String

This example shows how to use the *getTeamScoreForChange()* method for the current change request GlideRecord to retrieve the team score for the change request and then use its various attributes to construct a score summary and write it in the work notes.

```
var changeTeamSuccess = new
 sn_chg_score.ChangeSuccess().getTeamScoreForChange(current);

gs.info(JSON.stringify(changeTeamSuccess, null, 2));

if (changeTeamSuccess.can_read &&
 changeTeamSuccess.score.has_score &&
 changeTeamSuccess.chg_success_score_rating.rating.value ===
 "Low") {
    chgGr.work_notes.setJournalEntry("The selected assignment
 group \"" + chgGr.assignment_group.getDisplayValue() + "\" has
 a " +
 changeTeamSuccess.chg_success_score_rating.rating.display_value
 + " success rating (current success score is: " +
 changeTeamSuccess.score.display_value + ").\nConsider adding
 additional approvers or discuss with your Change Manager.");
    chgGr.update();
}
```

Sample return results:

```
{
  "can_read": true,
  "sys_user_group": {
    "parent": {
      "display_value": "",
      "value": ""
    },
    "manager": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "display_value": "",
      "value": ""
    },
    "roles": {
      "display_value": "",
      "value": ""
    },
    "sys_mod_count": {
      "display_value": "0",
      "value": 0
    },
    "description": {
      "display_value": "",
      "value": ""
    },
    "active": {
      "display_value": "true",
      "value": true
    },
    "source": {
      "display_value": "",
      "value": ""
    },
    "sys_updated_on": {
      "display_value": "2018-03-07 21:00:41",
      "value": "2018-03-07 21:00:41",
      "display_value_internal": "2018-03-07 21:00:41"
    },
    "type": {
      "display_value": "",
      "value": ""
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "sys_id": {
      "display_value": "5f6441efc0a8010e0177fcb589156352",
      "value": "5f6441efc0a8010e0177fcb589156352"
    },
    "sys_updated_by": {
      "display_value": "glide.maint",
      "value": "glide.maint"
    },
    "cost_center": {
      "display_value": "",
      "value": ""
    },
    "default_assignee": {
      "display_value": "",
      "value": ""
    },
    "sys_created_on": {
      "display_value": "2018-03-07 21:00:41",
      "value": "2018-03-07 21:00:41",
      "display_value_internal": "2018-03-07 21:00:41"
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "name": {
      "display_value": "IT Securities",
      "value": "IT Securities"
    },
    "exclude_manager": {
      "display_value": "false",
      "value": false
    },
    "email": {
      "display_value": "",
      "value": ""
    },
    "include_members": {
      "display_value": "false",
      "value": false
    },
    "sys_created_by": {
      "display_value": "glide.maint",
      "value": "glide.maint"
    }
  },
  "score": {
    "indicator": {
      "name": "Change success scores",
      "sys_id": "0ff316e173081010491d235f04f6a758"
    },
    "value": 465,
    "display_value": "465",
    "delta": {
      "value": 0,
      "display_value": "0"
    },
    "has_score": true
  },
  "chg_success_score_rating": {
    "score_start": {
      "display_value": "0",
      "value": 0
    },
    "score_end": {
      "display_value": "499",
      "value": 499
    },
    "color": {
      "display_value": "#FCCAC9",
      "value": "#FCCAC9"
    },
    "rating": {
      "display_value": "Low",
      "value": "Low"
    },
    "sys_mod_count": {
      "display_value": "0",
      "value": 0
    },
    "active": {
      "display_value": "true",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value": true
    },
    "sys_overrides": {
      "display_value": "",
      "value": ""
    },
    "sys_updated_on": {
      "display_value": "2020-03-27 07:43:29",
      "value": "2020-03-27 07:43:29",
      "display_value_internal": "2020-03-27 07:43:29"
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "sys_class_name": {
      "display_value": "Change Success Score Rating",
      "value": "chg_success_score_rating"
    },
    "sys_id": {
      "display_value": "7ad380b573330010491d235f04f6a717",
      "value": "7ad380b573330010491d235f04f6a717"
    },
    "sys_updated_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "sys_created_on": {
      "display_value": "2020-03-27 07:43:29",
      "value": "2020-03-27 07:43:29",
      "display_value_internal": "2020-03-27 07:43:29"
    },
    "sys_domain": {
      "display_value": "global",
      "value": "global"
    },
    "sys_name": {
      "display_value": "Low",
      "value": "Low"
    },
    "sys_created_by": {
      "display_value": "admin",
      "value": "admin"
    }
  }
}
```


ChangeSuccess - getTeamScoreForGroupId(String sys_id, String domain_id)

Returns the latest change team success score (original change success score based on group) for the specified group.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the group for which to return the change team success score. Located in the User Group [sys_user_group] table.
domain_id	String	Optional. Sys_id of a domain to use when querying Performance Analytics for the team success score.

Returns

Parameter	Description
can_read	Flag that indicates whether a change team success score could be retrieved for the specified change request. Possible values: • true: Team success score was retrieved. • false: Team success score wasn't retrieved. Data type: Boolean
chg_success_score_rating	Individual objects for each field from the Change Success Score Rating [chg_success_score_rating] record that matches the returned score. Each field object has a key that is the field name and contains *value* and *display_value* properties. If the field type is date/time, then the method also returns a *display_value_internal* property which is in the user's timezone but in the system format YYYY-MM-DD HH24:MM:SS. Data type: Object `"chg_success_score_rating": { "active": {Object}, "color": {Object}, "rating": {Object}, "score_end": {Object}, "score_start": {Object}, "sys_class_name": {Object}, "sys_created_by": {Object}, "sys_created_on": {Object}, "sys_domain": {Object}, "sys_id": {Object}, "sys_mod_count": {Object}, "sys_name": {Object}, "sys_overrides": {Object}, "sys_tags": {Object}, "sys_updated_by": {Object}, "sys_updated_on": {Object} }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
chg_success_score_rating.active	Flag that indicates whether the associated change success score record is active and available within the instance. Possible values: • true: Change success score record is active. • false: Change success score record isn't active. Data type: Object `"active": { "display_value": "String", "value": Boolean }`
chg_success_score_rating.active.display_value	Display value for the active flag. Data type: String
chg_success_score_rating.active.value	Internal value for the active flag. Data type: Boolean
chg_success_score_rating.color	Color of the associated change success score as shown in the Change Success Score Card for a change request. Data type: Object `"color": { "display_value": "String", "value": "String" }`
chg_success_score_rating.color.display_value	Display value for color. Data type: String
chg_success_score_rating.color.value	Internal value for color. Data type: String
chg_success_score_rating.rating	Change success score rating, such as Low or High. Data type: Object `"rating": { "display_value": "String", "value": "String" }`
chg_success_score_rating.rating.display_value	Display value for rating.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
chg_success_score_rating.rating.value	Internal value for rating. Data type: String
chg_success_score_rating.score_end	Highest value in the change success score. Data type: Object `"score_end": { "display_value": "String", "value": Number }`
chg_success_score_rating.score_end.display_value	Display value for score_end. Data type: String
chg_success_score_rating.score_end.value	Internal value for score_end. Data type: Number
chg_success_score_rating.score_start	Lowest value in the change success score. Data type: Object `"score_start": { "display_value": "String", "value": Number }`
chg_success_score_rating.score_start.display_value	Display value for score_start. Data type: String
chg_success_score_rating.score_start.value	Internal value for score_start. Data type: Number
chg_success_score_rating.sys_class_name	Change Success Score Rating table name. Always Change Success Score Rating/ chg_success_score_rating. Data type: Object `"sys_class_name": { "display_value": "String", "value": "String" }`
chg_success_score_rating.sys_class_name.display_value	Display value for sys_class_name. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
chg_success_score_rating.sys_class_name.value	Internal value for sys_class_name. Data type: String
chg_success_score_rating.sys_created_by	Name of the user that initially created the associated change success score rating record. Data type: Object `"sys_created_by": { "display_value": "String", "value": "String" }`
chg_success_score_rating.sys_created_by.display_value	Display value for sys_created_by. Data type: String
chg_success_score_rating.sys_created_by.value	Internal value for sys_created_by. Data type: String
chg_success_score_rating.sys_created_on	Date and time that the change success score rating record was originally created. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
chg_success_score_rating.sys_created_on.display_value	Display value for sys_created_on. Data type: String
chg_success_score_rating.sys_created_on.display_value_internal	Internal display value for sys_created_on. Data type: String
chg_success_score_rating.sys_created_on.value	Internal value for sys_created_on. Data type: String
chg_success_score_rating.sys_domain	If using domains in the instance, the name of the domain to which the change success score record is associated. Data type: Object `"sys_domain": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"value": "String"
	}</pre>

chg_success_score_rating.sys_domain.display_value	Display value for sys_domain. Data type: String
chg_success_score_rating.sys_domain.value	Internal value for sys_domain. Data type: String

chg_success_score_rating.sys_id	Unique identifier of the associated change success score record.
	
	Data type: Object
	<pre>"sys_id": {
	"display_value": "String",
	"value": "String"
	}</pre>

chg_success_score_rating.sys_id.display_value	Display value for the sys_id. Data type: String
chg_success_score_rating.sys_id.value	Internal value for the sys_id. Data type: String

chg_success_score_rating.sys_mod_count	Number of times that the associated change success score record has been modified.
	
	Data type: Object
	<pre>"sys_mod_count": {
	"display_value": "String",
	"value": Number
	}</pre>

chg_success_score_rating.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
chg_success_score_rating.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number
chg_success_score_rating.sys_name	Name of the change success score rating. Possible values: • Excellent • High

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• Low • Medium Data type: Object `"sys_name": { "display_value": "String", "value": Number }`
chg_success_score_rating.sys_name.display_value	Display value for sys_name. Data type: String
chg_success_score_rating.sys_name.value	Internal value for sys_name. Data type: String
chg_success_score_rating.sys_overrides	Sys_id of a record in the same table but in a domain above that of the current record. This allows a record in a lower domain to override a record in a domain above it. For example, if you have a rating record defined in the "global" domain but for domain "TOP/ACME" you override the record in "global". Data type: Object `"sys_overrides": { "display_value": "String", "value": "String" }`
chg_success_score_rating.sys_overrides.display_value	Display value for sys_overrides. Data type: String
tchg_success_score_rating.sys_overrides.value	Internal value for sys_overrides. Data type: String
chg_success_score_rating.sys_tags	List of system tags associated with the change success score record. Data type: Object `"sys_tags": { "display_value": "String", "value": "String" }`
chg_success_score_rating.sys_tags.display_value	Display value for sys_tags.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
chg_success_score_rating.sys_tags.value	Internal value for sys_tags. Data type: String
chg_success_score_rating.sys_updated_by	Name of the user that last updated the associated change success score record. Data type: Object `"sys_updated_by": { "display_value": "String", "value": "String" }`
chg_success_score_rating.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
chg_success_score_rating.sys_updated_by.value	Internal value for sys_updated_by. Data type: String
chg_success_score_rating.sys_updated_on	Date and time the associated change success score record was last updated. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
chg_success_score_rating.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
chg_success_score_rating.sys_updated_on.display_value_internal	Internal display value for sys_updated_on. Data type: String
chg_success_score_rating.sys_updated_on.value	Internal value for sys_updated_on. Data type: String
score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"has_score": Boolean,
	"indicator": {Object},
	"value": Number
	}</pre>

score.delta	Change in the score from the previous score.
	
	Data type: Object
	<pre>"delta": {
	"display_value": "String",
	"value": "String"
	}</pre>

score.delta.display_value	Display value for delta. Data type: String
score.delta.value	Internal value for delta. Data type: String
score.display_value	Display value returned by Performance Analytics (PA). Data type: String
score.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean

score.indicator	Additional details on the PA indicator used to obtain the score.
	
	Data type: Object
	<pre>"indicator": {
	"name": "String",
	"sys_id": "String"
	}</pre>

score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
score.value	Value returned by PA for the success score. Data type: String
sys_user_group	Individual objects for each field from the Group [sys_user_group] record referenced by the specified change request. Each field object has a key that is the field name and contains *value* and *display_value* properties. If the field type is date/time, then the method also returns a *display_value_internal* property which is in the user's timezone but in the system format YYYY-MM-DD HH24:MM:SS. Data type: Object `"sys_user_group": { "active": {Object}, "cost_center": {Object}, "default_assignee": {Object}, "description": {Object}, "email": {Object}, "exclude_manager": {Object}, "include_members": {Object}, "manager": {Object}, "name": {Object}, "parent": {Object}, "roles": {Object}, "source": {Object}, "sys_created_by": {Object}, "sys_created_on": {Object}, "sys_id": {Object}, "sys_mod_count": {Object}, "sys_tags": {Object}, "sys_updated_by": {Object}, "sys_updated_on": {Object}, "type": {Object} }`
sys_user_group.active	Flag that indicates whether the group is active. Possible values: • true: Group is active • false: Group is de-activated Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"active": {
	  "display_value": "String",
	  "value": Boolean
	}</pre>

sys_user_group.active.display_value	Display value for the active flag. Data type: String
sys_user_group.active.value	Internal value for the active flag. Data type: Boolean

sys_user_group.cost_center	Sys_id of the cost center associated with the group.
	
	Data type: Object
	<pre>"cost_center": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

sys_user_group.cost_center.display_value	Display value for cost_center. Data type: String
sys_user_group.cost_center.value	Internal value for cost_center. Data type: String

sys_user_group.default_assignee	Sys_id of the user that is the default assignee of the group.
	
	Data type: Object
	<pre>"default_assignee": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

sys_user_group.default_assignee.display_value	Display value for default_assignee. Data type: String
sys_user_group.default_assignee.value	Internal value for default_assignee. Data type: String

sys_user_group.description	Description of the group
	
	Data type: Object
	<pre>"description": {
	  "display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"value": "String"
	}</pre>

sys_user_group.description.display_value	Display value for description. Data type: String
sys_user_group.description.value	Internal value for description. Data type: String

sys_user_group.email	Email address for the group.
	
	Data type: Object
	<pre>"description": {
	"display_value": "String",
	"value": "String"
	}</pre>

sys_user_group.email.display_value	Display value for email. Data type: String
sys_user_group.email.value	Internal value for email. Data type: String

sys_user_group.exclude_manager	Flag that indicates whether the manager of the group receives group emails.
	
	Possible values:
	
	• true: Manager doesn't receive group emails.
	• false: Manager receives group emails.
	
	Data type: Object
	<pre>"exclude_manager": {
	"display_value": "String",
	"value": Boolean
	}</pre>

sys_user_group.exclude_manager.display_value	Display value for exclude_manager. Data type: String
sys_user_group.exclude_manager.value	Internal value for exclude_manager. Data type: Boolean
sys_user_group.include_members	Flag that indicates whether the group members receive individual emails when someone sends an email to the group email address. The only exception to this

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	functionality is for approval notifications, whereby all members of a group receive an approval notification, regardless of this selection. Valid values: • true: Send emails to the entire group. • false: Only send emails to the default_assignee. Data type: Object `"include_members": { "display_value": "String", "value": Boolean }`
sys_user_group.include_members.display_value	Display value for include_members. Data type: String
sys_user_group.include_members.value	Internal value for include_members. Data type: Boolean
sys_user_group.manager	Sys_id of the manager of the group. Data type: Object `"manager": { "display_value": "String", "value": "String" }`
sys_user_group.manager.display_value	Display value for manager. Data type: String
sys_user_group.manager.value	Internal value for manager. Data type: String
sys_user_group.name	Name of the group. Data type: Object `"name": { "display_value": "String", "value": "String" }`
sys_user_group.name.display_value	Display value for name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
sys_user_group.name.value	Internal value for name. Data type: String
sys_user_group.parent	Sys_id of the parent of this group. If a group has a parent, the child group inherits the roles of the parent group. The members of the child group are not members of the parent group. For example, if an incident is assigned to the parent group and you click the Assigned to lookup icon, only the members in the parent group are available. The members of the child group are not available. Data type: Object `"parent": { "display_value": "String", "value": "String" }`
sys_user_group.parent.display_value	Display value for parent. Data type: String
sys_user_group.parent.value	Internal value for parent. Data type: String
sys_user_group.roles	User roles assigned to the group. Data type: Object `"roles": { "display_value": "String", "value": "String" }`
sys_user_group.roles.display_value	Display value for roles. Data type: String
sys_user_group.roles.value	Internal value for roles. Data type: String
sys_user_group.source	Source of the group. Data type: Object `"source": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"value": "String"
	}</pre>

sys_user_group.source.display_value	Display value for source. Data type: String
sys_user_group.source.value	Internal value for source. Data type: String

sys_user_group.sys_created_by	User that created the group record.
	
	Data type: Object
	<pre>"sys_created_by": {
	"display_value": "String",
	"value": "String"
	}</pre>

sys_user_group.sys_created_by.display_value	Display value for sys_created_by. Data type: String
sys_user_group.sys_created_by.value	Internal value for sys_created_by. Data type: String

sys_user_group.sys_created_on	Date and time that the group record was originally created.
	
	Data type: Object
	<pre>"sys_created_on": {
	"display_value": "String",
	"display_value_internal":
	"String",
	"value": "String"
	}</pre>

sys_user_group.sys_created_on.display_value	Display value for sys_created_on. Data type: String
sys_user_group.sys_created_on.display_value_internal	Internal display value for sys_created_on. Data type: String
sys_user_group.sys_created_on.value	Internal value for sys_created_on. Data type: String
sys_user_group.sys_id	Sys_id for the group. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"sys_id": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

sys_user_group.sys_id.display_value	Display value for sys_id. Data type: String
sys_user_group.sys_id.value	Internal value for sys_id. Data type: String

sys_user_group.sys_mod_count	Number of times that the associated group information has been modified.
	
	Data type: Object
	<pre>"sys_mod_count": {
	  "display_value": "String",
	  "value": Number
	}</pre>

sys_user_group.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
sys_user_group.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number

sys_user_group.sys_updated_by	User that last updated the group information.
	
	Data type: Object
	<pre>"sys_updated_by": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

sys_user_group.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
sys_user_group.sys_updated_by.value	Internal value for sys_updated_by. Data type: String

sys_user_group.sys_updated_on	Date and time when the group information was last updated.
	
	Data type: Object
	<pre>"sys_updated_on": {
	  "display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	<pre>"display_value_internal": "String", "value": "String" }</pre>
sys_user_group.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
sys_user_group.sys_updated_on.display_value_internal	Internal display value for sys_updated_on. Data type: String
sys_user_group.sys_updated_on.value	Internal value for sys_updated_on. Data type: String
sys_user_group.type	Type of group. Data type: Object <pre>"type": { "display_value": "String", "value": "String" }</pre>
sys_user_group.type.display_value	Display value for type. Data type: String
sys_user_group.type.value	Internal value for type. Data type: String

The following code example shows how to use the *`getTeamScoreForGroupId()`* method to retrieve the team score for a group, filter through the requested records, and then places all low group scores and deltas in the event queue `change_success.team.warning` of the associated group record.

```
var chgGroupGr = new GlideAggregate("change_request");
chgGroupGr.addInactiveQuery();
chgGroupGr.addNotNullQuery("close_code");
chgGroupGr.groupBy("assignment_group");
chgGroupGr.query();

while (chgGroupGr.next()) {
    var groupId = chgGroupGr.getValue("assignment_group");
    var changeTeamSuccess = new
 sn_chg_score.ChangeSuccess().getTeamScoreForGroupId(groupId);
    if (changeTeamSuccess.can_read &&
 changeTeamSuccess.score.has_score &&
 changeTeamSuccess.chg_success_score_rating.rating.value ===
 "Low") {
        var grpGr = new GlideRecord("sys_user_group");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        grpGr.get(groupId);
        gs.eventQueue("change_success.team.warning",
 grpGr, changeTeamSuccess.score.value,
 changeTeamSuccess.score.delta.value);
    }
}
```

Example of the return results when calling this method:


```
{
  "can_read": true,
  "sys_user_group": {
    "parent": {
      "display_value": "",
      "value": ""
    },
    "manager": {
      "display_value": "",
      "value": ""
    },
    "roles": {
      "display_value": "",
      "value": ""
    },
    "sys_mod_count": {
      "display_value": "1",
      "value": 1
    },
    "description": {
      "display_value": "LDAP admins group",
      "value": "LDAP admins group"
    },
    "active": {
      "display_value": "true",
      "value": true
    },
    "source": {
      "display_value": "",
      "value": ""
    },
    "sys_updated_on": {
      "display_value": "2013-07-26 22:48:47",
      "value": "2013-07-26 21:48:47",
      "display_value_internal": "2013-07-26 22:48:47"
    },
    "type": {
      "display_value": "",
      "value": ""
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "sys_id": {
      "display_value": "dc0db135c332010016194ffe5bba8f23",
      "value": "dc0db135c332010016194ffe5bba8f23"
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sys_updated_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "cost_center": {
      "display_value": "",
      "value": ""
    },
    "default_assignee": {
      "display_value": "",
      "value": ""
    },
    "sys_created_on": {
      "display_value": "2013-07-26 22:12:56",
      "value": "2013-07-26 21:12:56",
      "display_value_internal": "2013-07-26 22:12:56"
    },
    "name": {
      "display_value": "LDAP Admins",
      "value": "LDAP Admins"
    },
    "exclude_manager": {
      "display_value": "false",
      "value": false
    },
    "email": {
      "display_value": "",
      "value": ""
    },
    "include_members": {
      "display_value": "false",
      "value": false
    },
    "sys_created_by": {
      "display_value": "admin",
      "value": "admin"
    }
  },
  "score": {
    "indicator": {
      "name": "Change success scores",
      "sys_id": "0ff316e173081010491d235f04f6a758"
    },
    "value": 510,
    "display_value": "510",
    "delta": {
      "value": 0,
      "display_value": "0"
    },
    "has_score": true
  },
  "chg_success_score_rating": {
    "score_start": {
      "display_value": "500",
      "value": 500
    },
    "score_end": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "display_value": "599",
      "value": 599
    },
    "color": {
      "display_value": "#FDEEC5",
      "value": "#FDEEC5"
    },
    "rating": {
      "display_value": "Medium",
      "value": "Medium"
    },
    "sys_mod_count": {
      "display_value": "0",
      "value": 0
    },
    "active": {
      "display_value": "true",
      "value": true
    },
    "sys_overrides": {
      "display_value": "",
      "value": ""
    },
    "sys_updated_on": {
      "display_value": "2020-03-27 07:44:07",
      "value": "2020-03-27 07:44:07",
      "display_value_internal": "2020-03-27 07:44:07"
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "sys_class_name": {
      "display_value": "Change Success Score Rating",
      "value": "chg_success_score_rating"
    },
    "sys_id": {
      "display_value": "5dc448fd73330010491d235f04f6a7de",
      "value": "5dc448fd73330010491d235f04f6a7de"
    },
    "sys_updated_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "sys_created_on": {
      "display_value": "2020-03-27 07:44:07",
      "value": "2020-03-27 07:44:07",
      "display_value_internal": "2020-03-27 07:44:07"
    },
    "sys_domain": {
      "display_value": "global",
      "value": "global"
    },
    "sys_name": {
      "display_value": "Medium",
      "value": "Medium"
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sys_created_by": {
      "display_value": "admin",
      "value": "admin"
    }
  }
}
```

ChangeSuccess - getTypeScoreForChange(Object chgGr)

Returns the latest type success score based on the specified change request GlideRecord.

Parameters

Name	Type	Description
chgGr	Object	Change request GlideRecord for which to return the type success score.

Returns

Parameter	Description
can_read	Flag that indicates whether a type success score could be retrieved for the specified change request. Valid values: • true: Type success score was retrieved. • false: Type success score was not retrieved. Data type: Boolean
score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String", "has_score": Boolean, "indicator": {Object}, "value": Number }`
score.delta	Change in the score from the previous score. Data type: Object `"delta": { "display_value": "String", "value": "String" }`
score.delta.display_value	Display value for delta. Data type: String
score.delta.value	Internal value for delta.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
score.display_value	Display value returned by Performance Analytics (PA). Data type: String
score.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean
score.indicator	Additional details on the PA indicator used to obtain the score. Data type: Object `"indicator": { "name": "String", "sys_id": "String" }`
score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
score.value	Value returned by PA for the success score. Data type: String
type	Details about the type success score. Data type: Object `"type": { "display_value": "String", "sys_id": "String", "value": "String" }`
type.display_value	Label of the choice.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
type.sys_id	Sys_id of the Choice [sys_choice] record for the specified change type. Data type: String
type.value	Value of the choice. Data type: String

This code example shows how to retrieve the latest type success score based on the current GlideRecord for change models that the user has read access for and have a success score value that is less than 50%. It then stores them in the work notes.

```
var changeTypeSuccess = new
 sn_chg_score.ChangeSuccess().getTypeScoreForChange(current);

gs.info(JSON.stringify(changeTypeSuccess, null, 2));

if (changeTypeSuccess.can_read &&
 changeTypeSuccess.score.has_score &&
 changeTypeSuccess.score.value < 50) {
   current.work_notes.setJournalEntry("The selected Change
 Type of \"" + changeTypeSuccess.type.display_value + "\" has
 a success rate of less than 50% (current success rate is: " +
 changeTypeSuccess.score.display_value + "%).\nConsider using a
 different Type or adding additional approvers or discuss with
 your Change Manager.");
   current.update();
}
```

Example of the return results when calling this method:

```
{
  "can_read": true,
  "type": {
    "sys_id": "e7a27d53cb100200d71cb9c0c24c9c2f",
    "value": "normal",
    "display_value": "Normal"
  },
  "score": {
    "indicator": {
      "name": "Change Type: % Successful and Successful With
 Issues",
      "sys_id": "f9d25995c3ce011005aea539e540ddee"
    },
    "value": 74.29906542056075,
    "display_value": "74.30",
    "delta": {
      "value": 0,
      "display_value": "0.00"
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "has_score": true
  }
}
```

ChangeSuccess - getTypeScoreForType(String type, String domain_id)

Returns the latest type success score for the specified change type.

Parameters

Name	Type	Description
type	String	Type of change request for which to return the type success score, such as "emergency".
domain_id	String	Optional. Sys_id of a domain to use when querying Performance Analytics for the type success score.

Returns

Parameter	Description
can_read	Flag that indicates whether a type success score could be retrieved for the specified change request. Valid values: • true: Type success score was retrieved. • false: Type success score was not retrieved. Data type: Boolean
score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String", "has_score": Boolean, "indicator": {Object}, "value": Number }`
score.delta	Change in the score from the previous score. Data type: Object `"delta": { "display_value": "String", "value": "String" }`
score.delta.display_value	Display value for delta. Data type: String
score.delta.value	Internal value for delta.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
score.display_value	Display value returned by Performance Analytics (PA). Data type: String
score.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean
score.indicator	Additional details on the PA indicator used to obtain the score. Data type: Object `"indicator": { "name": "String", "sys_id": "String" }`
score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
score.value	Value returned by PA for the success score. Data type: String
type	Details about the type success score. Data type: Object `"type": { "display_value": "String", "sys_id": "String", "value": "String" }`
type.sys_id	Sys_id of the Choice [sys_choice] record for the specified change type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
type.value	Value of the choice. Data type: String
type.display_value	Label of the choice. Data type: String

The following code example shows how to use the *`getTypeScoreForType()`* method to retrieve the type score for specified types (name, element, and language) and filter through the requested records. It then places all type scores that are less than 65% in the event queue `change_success.type.warning` of the associated sys_choice record.

```
var chgTypeGr = new GlideRecord("sys_choice");
chgTypeGr.addQuery("name", "change_request");
chgTypeGr.addQuery("element", "type");
chgTypeGr.addQuery("language", "en");
chgTypeGr.query();

while (chgTypeGr.next()) {
    var changeTypeSuccess = new
 sn_chg_score.ChangeSuccess().getTypeScoreForType(chgTypeGr.getV
alue("value"));
    if (changeTypeSuccess.can_read &&
 changeTypeSuccess.score.has_score &&
 changeTypeSuccess.score.value < 65)
        gs.eventQueue("change_success.type.warning",
 chgTypeGr, changeTypeSuccess.score.value,
 changeTypeSuccess.score.delta.value);
}
```

Example of the return results when calling this method:

```
{
  "can_read": true,
  "type": {
    "sys_id": "2ba27d53cb100200d71cb9c0c24c9c2f",
    "value": "emergency",
    "display_value": "Emergency"
  },
  "score": {
    "indicator": {
      "name": "Change Type: % Successful and Successful With
 Issues",
      "sys_id": "f9d25995c3ce011005aea539e540ddee"
    },
    "value": 82.97872340425532,
    "display_value": "82.98",
    "delta": {
      "value": 0,
      "display_value": "0.00"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "has_score": true
  }
}
```

ChangeSuccess - withIndicatorScores(Boolean toggle)

Controls whether the associated method returns the details of the Performance Analytics (PA) indicators used to generate each of the different types of scores (team, model and type). By default, this information is not returned.

Use this method to toggle the return of this data on or off for the current ChangeSuccess object. This method is a helper method and must be used in conjunction with one of the other methods that return a success score such as:

- ChangeSuccess - getScoresForChange(Object chgGr)
- ChangeSuccess - getTeamScoreForChange(Object chgGr)
- ChangeSuccess - getModelScoreForModelId(String sys_id, String domain_id)

Parameters

Name	Type	Description
toggle	Boolean	Flag that indicates whether to include the details of the PA indicators. Valid values: • true: Return the details of the PA indicators. • false: Do not return the details of the PA indicators. Default: false

Returns

Parameter	Description
indicator_scores	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String", "has_score": Boolean, "indicator": {Object}, "value": Number }`
indicator_scores.delta	Change in the score from the previous score. Data type: Object `"delta": { "display_value": "String", "value": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
indicator_scores.delta.display_value	Display value for delta. Data type: String
indicator_scores.delta.value	Internal value for delta. Data type: String
indicator_scores.display_value	Display value returned by Performance Analytics (PA). Data type: String
indicator_scores.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean
indicator_scores.indicator	Additional details on the PA indicator used to obtain the score. Data type: Object `"indicator": { "name": "String", "sys_id": "String" }`
indicator_scores.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
indicator_scores.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
indicator_scores.value	Value returned by PA for the success score. Data type: String

The following example shows how to request that the indicator scores not be returned in a *`getScoresForChange()`* call.

```
var chgGr = new GlideRecord("change_request");
chgGr.get("number", "CHG0030305");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(JSON.stringify(new
 sn_chg_score.ChangeSuccess().withIndicatorScores(false).getScor
esForChange(chgGr), null, 2));
```

The following output only shows the indicator score values that are returned if this helper is set to true. Other values may also be returned based on the method that this helper is attached to.

```
"indicator_scores": [
  {
    "indicator": {
      "name": "Total changes",
      "sys_id": "966e899173401010491d235f04f6a7ef"
    },
    "value": 11,
    "display_value": "11",
    "delta": {
      "value": 0,
      "display_value": "0"
    },
    "has_score": true
  }
]
```

ChangeSuccess - withModelScore(Boolean toggle)

Only valid when called with the *getScoresForChange()* method. Controls whether the *getScoresForChange()* method returns the model score. By default the model score is returned.

Use this method to toggle the return of this data on or off for the current ChangeSuccess object.

Parameters

Name	Type	Description
toggle	Boolean	Flag that indicates whether to include the model success score. Valid values: • true: Return the model success score. • false: Do not return the model success score. Default: true

Returns

Parameter	Description

model_success_score	Details on the model success score.
	
	Data type: Object
	
	`"model_success_score" {`
	`  "can_read": Boolean,`
	`  "chg_model": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"score": {Object}
	}</pre>

model_success_score.can_read	Flag that indicates whether a model success score could be retrieved for the specified change request. Possible values: • true: Model success score was retrieved. • false: Model success score wasn't retrieved. Data type: Boolean

model_success_score.chg_model	Individual objects for each field in the Change Model [chg_model] record referenced by the specified change request. Each object has a key that is the field name and contains value and display_value properties. If the field type is date/time, then the method also returns a display_value_internal property which is in the user's timezone but in the system format YYYY-MM-DD HH24:MM:SS.
	
	<pre>"chg_model": {
	"active": {Object},
	"advanced_security":
	{Object},
	"available_in_ui": {Object},
	"color": {Object},
	"default_change_model":
	{Object},
	"description": {Object},
	"implementation_states":
	{Object},
	"name": {Object},
	"read_roles": {Object},
	"record_preset": {Object},
	"state_field": {Object},
	"sys_class_name": {Object},
	"sys_created_by": {Object},
	"sys_created_on": {Object},
	"sys_domain": {Object},
	"sys_domain_path": {Object},
	"sys_id": {Object},
	"sys_mod_count": {Object},
	"sys_name": {Object},
	"sys_tags": {Object},
	"sys_updated_by": {Object},
	"sys_updated_name":
	{Object},
	"sys_updated_on": {Object},
	"table_name": {Object},</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"write_roles": {Object}
	}</pre>
	Data type: Object

model_success_score.chg_model.active	Flag that indicates whether the associated change model record is active and available within the instance.
	
	Possible values:
	• true: Change model is active.
	• false: Change model isn't active.
	
	Data type: Object
	<pre>"active": {
	"display_value": "String",
	"value": Boolean
	}</pre>

model_success_score.chg_model.active.display_value	Display value for the active flag. Data type: String
model_success_score.chg_model.active.value	Internal value for the active flag. Data type: Boolean

model_success_score.chg_model.advanced_security	Flag that indicates whether user criteria based security is being used in addition to role based security for this change model.
	
	Possible values:
	• true: Advanced security is used.
	• false: Advanced security isn't used.
	
	Data type: Object
	<pre>"advanced_security": {
	"display_value": "String",
	"value": Boolean
	}</pre>

model_success_score.chg_model.advanced_security.display_value	Display value for the advanced_security flag. Data type: String
model_success_score.chg_model.advanced_security.value	Internal value for the advanced_security flag. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.chg_model.available_in_ui	Flag that indicates whether the associated change model record is available within the user interface. Possible values: • true: Change model is available in the user interface. • false: Change model isn't available in the user interface. Data type: Object `"available_in_ui": { "display_value": "String", "value": Boolean }`
model_success_score.chg_model.available_in_ui.display_value	Display value for the available_in_ui flag. Data type: String
model_success_score.chg_model.available_in_ui.value	Value for the available_in_ui flag. Data type: Boolean
model_success_score.chg_model.color	Color of the associated change model on the change request landing page. Data type: Object `"color": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.color.display_value	Display value for color. Data type: String
model_success_score.chg_model.color.value	Internal value for color. Data type: String
model_success_score.chg_model.default_change_model	Flag that indicates whether the associated change model record is the default change model. Possible values: • true: Default • false: Not the default Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"default_change_model": {
	  "display_value": "String",
	  "value": Boolean
	}</pre>

model_success_score.chg_model.default_change_model.display_value	Display value for the default change model flag. Data type: String
model_success_score.chg_model.default_change_model.value	Internal value for the default change model flag. Data type: Boolean

model_success_score.chg_model.description	Short description of the purpose of the change model.
	
	Data type: Object
	<pre>"description": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

model_success_score.chg_model.description.display_value	Display value for description. Data type: String
model_success_score.chg_model.description.value	Internal value for description. Data type: String

model_success_score.chg_model.name	Name of the change model.
	
	Data type: Object
	<pre>"name": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

model_success_score.chg_model.name.display_value	Display value for name. Data type: String
model_success_score.chg_model.name.value	Internal value for name. Data type: String
model_success_score.chg_model.record_preset	Name-value pairs of the fields that should automatically be populated, with their associated values, when a new change request record is created. Values are separated by caret symbols.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	For example:
	`"type=normal^assignment_group=a715cd759f200 Change^EQ"`
	Data type: Object
	`"record_preset": { "display_value": "String", "value": "String" }`

model_success_score.chg_model.record_preset.display_value	Display value for record_preset. Data type: String
model_success_score.chg_model.record_preset.value	Internal value for record_preset. Data type: String
model_success_score.chg_model.state_field	Choice list field from which to collect choices, based on the value provided in *table_name*. For change models, this is always set to "state". Data type: Object `"state_field": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.state_field.display_value	Display value for state_field. Data type: String
model_success_score.chg_model.state_field.value	Internal value for state_field. Data type: String
model_success_score.chg_model.sys_class_name	Change module table name. Always Change Model/chg_model. Data type: Object `"sys_class_name": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.sys_class_name.display_value	Display value for sys_class_name. Data type: String
model_success_score.chg_model.sys_class_name.value	Internal value for sys_class_name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
model_success_score.chg_model.sys_created_by	Name of the user that initially created the associated change module record. Data type: Object `"sys_created_by": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.sys_created_by.display_value	Display value for sys_created_by. Data type: String
model_success_score.chg_model.sys_created_by.value	Internal value for sys_created_by. Data type: String
model_success_score.chg_model.sys_created_on	Date and time that the change module record was originally created. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
model_success_score.chg_model.sys_created_on.display_value	Display value for sys_created_on. Data type: String
model_success_score.chg_model.sys_created_on.display_value_internal	Internal display value for sys_created_on. Data type: String
model_success_score.chg_model.sys_created_on.value	Internal value for sys_created_on. Data type: String
model_success_score.chg_model.sys_domain	If using domains in the instance, the name of the domain to which the change module record is associated. Data type: Object `"sys_domain": { "display_value": "String", "value": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.chg_model.sys_domain.display_value	Display value for sys_domain. Data type: String
model_success_score.chg_model.sys_domain.value	Internal value for sys_domain. Data type: String
model_success_score.chg_model.sys_domain_path	If using domains in the instance, the domain path in which the associated change module record resides. Data type: Object `"sys_domain_path": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.sys_domain_path.display_value	Display value for sys_domain_path. Data type: String
model_success_score.chg_model.sys_domain_path.value	Internal value for sys_domain_path. Data type: String
model_success_score.chg_model.sys_id	Unique identifier of the associated change model record. Data type: Object `"sys_id": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.sys_id.display_value	Display value for sys_id. Data type: String
model_success_score.chg_model.sys_id.value	Internal value for sys_id. Data type: String
model_success_score.chg_model.sys_mod_count	Number of times that the associated change model record has been modified. Data type: Object `"sys_mod_count": { "display_value": "String", "value": Number }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.chg_model.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
model_success_score.chg_model.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number
model_success_score.chg_model.sys_name	Name of the change model. Always the same as the *name* parameter. Data type: Object `"sys_name": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.sys_name.display_value	Display value for sys_name. Data type: String
model_success_score.chg_model.sys_name.value	Internal value for sys_name. Data type: String
model_success_score.chg_model.sys_updated_by	Name of the user that last updated the associated change model record. Data type: Object `"sys_updated_by": { "display_value": "String", "value": "String" }`
model_success_score.chg_model.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
model_success_score.chg_model.sys_updated_by.value	Internal value for sys_updated_by. Data type: String
model_success_score.chg_model.sys_updated_on	Date and time the associated change model record was last updated. Data type: Object `"sys_updated_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.chg_model.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
model_success_score.chg_model.sys_updated_on.internal_value	Internal value for sys_updated_on. Data type: String
model_success_score.chg_model.sys_updated_on.value	Internal value for sys_updated_on. Data type: String
model_success_score.chg_model.table_name	Table that defines the Choice list field from which to collect choices. For change models this is always set to "change_request". Data type: String Maximum length: 80
model_success_score.score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String", "has_score": Boolean, "indicator": {Object}, "value": Number }`
model_success_score.score.delta	Change in the score from the previous score. Data type: Object `"delta": { "display_value": "String", "value": "String" }`
model_success_score.score.delta.display_value	Display value for delta. Data type: String
model_success_score.score.delta.value	Internal value for delta. Data type: String
model_success_score.score.display_value	Display value returned by Performance Analytics (PA). Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
model_success_score.score.score.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean
model_success_score.score.indicator	Additional details on the PA indicator used to obtain the score. Data type: Object `"indicator": { "name": "String", "sys_id": "String" }`
model_success_score.score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
model_success_score.score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
model_success_score.score.value	Value returned by PA for the success score. Data type: String

The following example shows how to request that the model score information not be returned in a *getScoresForChange()* call.

```
var chgGr = new GlideRecord("change_request");
chgGr.get("number", "CHG0030305");

gs.info(JSON.stringify(new
 sn_chg_score.ChangeSuccess().withModelScore(false).getScoresFor
Change(chgGr), null, 2));
```

The following output only shows the model success score values that are returned if this helper is set to true. To see the other scores that may be returned, see getScoresForChange().

```
"model_success_score": {
    "can_read": true,
    "chg_model": {
      "color": {
        "display_value": "",
        "value": ""
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "default_change_model": {
      "display_value": "false",
      "value": false
    },
    "description": {
      "display_value": "This model can be used to capture
unauthorized change events that were detected.",
      "value": "This model can be used to capture unauthorized
change events that were detected."
    },
    "sys_updated_on": {
      "display_value": "2020-10-21 11:10:57",
      "value": "2020-10-21 10:10:57",
      "display_value_internal": "2020-10-21 11:10:57"
    },
    "table_name": {
      "display_value": "change_request",
      "value": "change_request"
    },
    "sys_class_name": {
      "display_value": "Change Model",
      "value": "chg_model"
    },
    "sys_id": {
      "display_value": "aedc6a625323101034d1ddeeff7b1296",
      "value": "aedc6a625323101034d1ddeeff7b1296"
    },
    "sys_updated_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "write_roles": {
      "display_value": "",
      "value": ""
    },
    "sys_created_on": {
      "display_value": "2020-10-02 14:50:20",
      "value": "2020-10-02 13:50:20",
      "display_value_internal": "2020-10-02 14:50:20"
    },
    "read_roles": {
      "display_value": "itil,sn_change_read",
      "value": "itil,sn_change_read"
    },
    "sys_name": {
      "display_value": "Unauthorized Change",
      "value": "Unauthorized Change"
    },
    "advanced_security": {
      "display_value": "false",
      "value": false
    },
    "sys_created_by": {
      "display_value": "admin",
      "value": "admin"
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "record_preset": {
        "display_value": "type=emergency^short_description=An
 unauthorized change has been
 detected^assignment_group=a715cd759f2002002920bde8132e7018^work
_start=javascript:gs.nowDateTime()^unauthorized=true^EQ",
        "value": "type=emergency^short_description=An
 unauthorized change has been
 detected^assignment_group=a715cd759f2002002920bde8132e7018^work
_start=javascript:gs.nowDateTime()^unauthorized=true^EQ"
      },
      "sys_mod_count": {
        "display_value": "9",
        "value": 9
      },
      "active": {
        "display_value": "true",
        "value": true
      },
      "sys_tags": {
        "display_value": "",
        "value": ""
      },
      "available_in_ui": {
        "display_value": "false",
        "value": false
      },
      "state_field": {
        "display_value": "state",
        "value": "state"
      },
      "name": {
        "display_value": "Unauthorized Change",
        "value": "Unauthorized Change"
      },
      "implementation_states": {
        "display_value": "",
        "value": ""
      }
    },
    "score": {
      "indicator": {
        "name": "Change Model: % Successful and Successful With
 Issues",
        "sys_id": "604f98dfc302011005aea539e540dd75"
      },
      "value": 76.92307692307693,
      "display_value": "76.92",
      "delta": {
        "value": 0,
        "display_value": "0.00"
      },
      "has_score": true
    }
  }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ChangeSuccess - withSecurity(Boolean toggle)

Controls whether the method validates the user calling the associated method, ensuring that they have the rights to read the requested content.

For example:

- For the team success score: Checks that the user has read rights to the associated group.
- For model score: Checks that the user has read rights to the change model record.
- For type score: Checks that the user has read rights to the choice record for that change type.

By default, all *ChangeSuccess* methods perform this validation. Use this method to toggle this validation on and off for the current ChangeSuccess object.

Parameters

Name	Type	Description
toggle	Boolean	Flag that indicates whether to validate the user calling the associated method. Valid values: • true: Validate the user calling the associated method. • false: Do not validate the user calling the associated method. Default: true

Returns

Parameter	Description
None	

The following example shows how to turn the user security check off when calling the *getScoresForChange()* method.

```
var chgGr = new GlideRecord("change_request");
chgGr.get("number", "CHG0030305");
new
 sn_chg_score.ChangeSuccess().withSecurity(false).getScoresForCh
ange(chgGr);
```

Output:

```
None
```

ChangeSuccess - withTeamScore(Boolean toggle)

Only valid when called with the *getScoresForChange()* method. Controls whether the *getScoresForChange()* method returns the team score. By default the team score is returned.

Use this method to toggle the return of this data on or off for the current ChangeSuccess object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
toggle	Boolean	Flag that indicates whether to include the team success score. Valid values: • true: Return the team success score. • false: Do not return the team success score. Default: true

Returns

Parameter	Description
team_success_score	Details on the team success score. Data type: Object `"team_success_score" { "can_read": Boolean, "chg_success_score_rating": {Object}, "score": {Object}, "sys_user_group":{Object} }`
team_success_score.can_read	Flag that indicates whether a change team success score could be retrieved for the specified change request. Possible values: • true: Team success score was retrieved. • false: Team success score wasn't retrieved. Data type: Boolean
team_success_score.chg_success_score_rating	Individual objects for each field from the Change Success Score Rating [chg_success_score_rating] record that matches the returned score. Each field object has a key that is the field name and contains *value* and *display_value* properties. If the field type is date/time, then the method also returns a *display_value_internal* property which is in the user's timezone but in the system format YYYY-MM-DD HH24:MM:SS. Data type: Object `"chg_success_score_rating": { "active": {Object}, "color": {Object}, "rating": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"score_end": {Object},
	"score_start": {Object},
	"sys_class_name": {Object},
	"sys_created_by": {Object},
	"sys_created_on": {Object},
	"sys_domain": {Object},
	"sys_id": {Object},
	"sys_mod_count": {Object},
	"sys_name": {Object},
	"sys_overrides": {Object},
	"sys_tags": {Object},
	"sys_updated_by": {Object},
	"sys_updated_on": {Object}
	}</pre>

team_success_score.chg_success_score_rating.active	Flag that indicates whether the associated change success score record is active and available within the instance.
	
	Possible values:
	• true: Change success score record is active.
	• false: Change success score record isn't active.
	
	Data type: Object
	<pre>"active": {
	"display_value": "String",
	"value": Boolean
	}</pre>

team_success_score.chg_success_score_rating.active.display_value	Display value for the active flag. Data type: String
team_success_score.chg_success_score_rating.active.value	Internal value for the active flag. Data type: Boolean

team_success_score.chg_success_score_rating.color	Color of the associated change success score as shown in the Change Success Score Card for a change request.
	
	Data type: Object
	<pre>"color": {
	"display_value": "String",
	"value": "String"
	}</pre>

team_success_score.chg_success_score_rating.color.display_value	Display value for color. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
team_success_score.chg_success_score_rating.color.value	Internal value for color. Data type: String
team_success_score.chg_success_score_rating.rating	Change success score rating, such as Low or High. Data type: Object `"rating": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.rating.display_value	Display value for rating. Data type: String
team_success_score.chg_success_score_rating.rating.value	Internal value for rating. Data type: String
team_success_score.chg_success_score_rating.score_end	Highest value in the change success score. Data type: Object `"score_end": { "display_value": "String", "value": Number }`
team_success_score.chg_success_score_rating.score_end.display_value	Display value for score_end. Data type: String
team_success_score.chg_success_score_rating.score_end.value	Internal value for score_end. Data type: Number
team_success_score.chg_success_score_rating.score_start	Lowest value in the change success score. Data type: Object `"score_start": { "display_value": "String", "value": Number }`
team_success_score.chg_success_score_rating.score_start.display_value	Display value for score_start. Data type: String
team_success_score.chg_success_score_rating.score_start.value	Internal value for score_start. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
team_success_score.chg_success_score_rating.sys_class_name	Change Success Score Rating table name. Always Change Success Score Rating/ chg_success_score_rating. Data type: Object `"sys_class_name": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_class_name.display_value	Display value for sys_class_name. Data type: String
team_success_score.chg_success_score_rating.sys_class_name.value	Internal value for sys_class_name. Data type: String
team_success_score.chg_success_score_rating.sys_created_by	Name of the user that initially created the associated change success score rating record. Data type: Object `"sys_created_by": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_created_by.display_value	Display value for sys_created_by. Data type: String
team_success_score.chg_success_score_rating.sys_created_by.value	Internal value for sys_created_by. Data type: String
team_success_score.chg_success_score_rating.sys_created_on	Date and time that the change success score rating record was originally created. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_created_on.display_value	Display value for sys_created_on. Data type: String
team_success_score.chg_success_score_rating.sys_created_on.value	Internal display value for sys_created_on.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.chg_success_score_rating.sys_created_on	System date/time value for sys_created_on. Data type: String
team_success_score.chg_success_score_rating.sys_domain	If you have domains in the instance, the name of the domain to which the change success score record is associated. Data type: Object `"sys_domain": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_domain.display_value	Display value for sys_domain. Data type: String
team_success_score.chg_success_score_rating.sys_domain.value	System value for sys_domain. Data type: String
team_success_score.chg_success_score_rating.sys_id	Unique identifier of the associated change success score record. Data type: Object `"sys_id": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_id.display_value	Display value for the sys_id. Data type: String
team_success_score.chg_success_score_rating.sys_id.value	System value for the sys_id. Data type: String
team_success_score.chg_success_score_rating.sys_mod_count	Number of times that the associated change success score record has been modified. Data type: Object `"sys_mod_count": { "display_value": "String", "value": Number }`
team_success_score.chg_success_score_rating.sys_mod_count.display_value	Display value for sys_mod_count.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.chg_success_score_rating.sys_mod_count	Internal value for sys_mod_count. Data type: Number
team_success_score.chg_success_score_rating.sys_name	Name of the change success score rating. Possible values: • Excellent • High • Low • Medium Data type: Object `"sys_name": { "display_value": "String", "value": Number }`
team_success_score.chg_success_score_rating.sys_name.display_value	Display value for sys_name. Data type: String
team_success_score.chg_success_score_rating.sys_name.value	Internal value for sys_name. Data type: String
team_success_score.chg_success_score_rating.sys_overrides	Sys_id of a record in the same table but in a domain above that of the current record. This allows a record in a lower domain to override a record in a domain above it. For example, if you have a rating record defined in the "global" domain but for domain "TOP/ACME" you override the record in "global". Data type: Object `"sys_overrides": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_overrides.display_value	Display value for sys_overrides. Data type: String
team_success_score.chg_success_score_rating.sys_overrides.value	Internal value for sys_overrides.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.chg_success_score_rating.sys_tags	List of system tags associated with the change success score record. Data type: Object `"sys_tags": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_tags.display_value	Display value for sys_tags. Data type: String
team_success_score.chg_success_score_rating.sys_tags.value	Internal value for sys_tags. Data type: String
team_success_score.chg_success_score_rating.sys_updated_by	User that last updated the associated change success score record. Data type: Object `"sys_updated_by": { "display_value": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
team_success_score.chg_success_score_rating.sys_updated_by.value	Internal value for sys_updated_by. Data type: String
team_success_score.chg_success_score_rating.sys_updated_on	Date and time the associated change success score record was last updated. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
team_success_score.chg_success_score_rating.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
team_success_score.chg_success_score_rating.sys_updated_on.value	Internal display value for sys_updated_on.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.chg_success_score_rating.sys_updated_on	Internal value for sys_updated_on. Data type: String
team_success_score.score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String", "has_score": Boolean, "indicator": {Object}, "value": Number }`
team_success_score.score.delta	Change in the score from the previous score. Data type: Object `"delta": { "display_value": "String", "value": "String" }`
team_success_score.score.delta.display_value	Display value for delta. Data type: String
team_success_score.score.delta.value	Internal value for delta. Data type: String
team_success_score.score.display_value	Display value returned by Performance Analytics (PA). Data type: String
team_success_score.score.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean
team_success_score.score.indicator	Additional details on the PA indicator used to obtain the score. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	"indicator": {
	"name": "String",
	"sys_id": "String"
	}

team_success_score.score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
team_success_score.score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score. Data type: String
team_success_score.score.value	Value returned by PA for the success score. Data type: String
team_success_score.sys_user_group	Individual objects for each field from the Group [sys_user_group] record referenced by the specified change request. Each field object has a key that is the field name and contains *value* and *display_value* properties. If the field type is date/time, then the method also returns a *display_value_internal* property which is in the user's timezone but in the system format YYYY-MM-DD HH24:MM:SS. Data type: Object "sys_user_group": { "active": {Object}, "cost_center": {Object}, "default_assignee": {Object}, "description": {Object}, "email": {Object}, "exclude_manager": {Object}, "include_members": {Object}, "manager": {Object}, "name": {Object}, "parent": {Object}, "roles": {Object}, "source": {Object}, "sys_created_by": {Object}, "sys_created_on": {Object}, "sys_id": {Object}, "sys_mod_count": {Object}, "sys_tags": {Object}, "sys_updated_by": {Object}, "sys_updated_on": {Object},

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"type": {Object}
	}</pre>

team_success_score.sys_user_group.active	Flag that indicates whether the group is active.
	
	Possible values:
	
	• true: Group is active
	• false: Group is de-activated
	
	Data type: Object
	<pre>"active": {
	"display_value": "String",
	"value": Boolean
	}</pre>

team_success_score.sys_user_group.active.display_value	Display value for the active flag. Data type: String
team_success_score.sys_user_group.active.value	Internal value for the active flag. Data type: Boolean

team_success_score.sys_user_group.cost_center	Sys_id of the cost center associated with the group.
	
	Data type: Object
	<pre>"cost_center": {
	"display_value": "String",
	"value": "String"
	}</pre>

team_success_score.sys_user_group.cost_center.display_value	Display value for cost_center. Data type: String
team_success_score.sys_user_group.cost_center.value	Internal value for cost_center. Data type: String

team_success_score.sys_user_group.default_assignee	Sys_id of the user that is the default assignee of the group.
	
	Data type: Object
	<pre>"default_assignee": {
	"display_value": "String",
	"value": "String"
	}</pre>

team_success_score.sys_user_group.default_assignee.display_value	Display value for default_assignee.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.sys_user_group.default_assignee.value	Internal value for default_assignee. Data type: String
team_success_score.sys_user_group.description	Description of the group Data type: Object `"description": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.description.display_value	Display value for description. Data type: String
team_success_score.sys_user_group.description.value	Internal value for description. Data type: String
team_success_score.sys_user_group.email	Email address for the group. Data type: Object `"description": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.email.display_value	Display value for email. Data type: String
team_success_score.sys_user_group.email.value	Internal value for email. Data type: String
team_success_score.sys_user_group.exclude_manager	Flag that indicates whether the manager of the group receives group emails. Possible values: • true: Manager doesn't receive group emails. • false: Manager receives group emails. Data type: Object `"exclude_manager": { "display_value": "String", "value": Boolean }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
team_success_score.sys_user_group.exclude_manager.display_value	Display value for exclude_manager. Data type: String
team_success_score.sys_user_group.exclude_manager.value	Internal value for exclude_manager. Data type: Boolean
team_success_score.sys_user_group.include_members	Flag that indicates whether the group members receive individual emails when someone sends an email to the group email address. The only exception to this functionality is for approval notifications, whereby all members of a group receive an approval notification, regardless of this selection. Valid values: • true: Send emails to the entire group. • false: Only send emails to the default_assignee. Data type: Object `"include_members": { "display_value": "String", "value": Boolean }`
team_success_score.sys_user_group.include_members.display_value	Display value for include_members. Data type: String
team_success_score.sys_user_group.include_members.value	Internal value for include_members. Data type: Boolean
team_success_score.sys_user_group.manager	Sys_id of the manager of the group. Data type: Object `"manager": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.manager.display_value	Display value for manager. Data type: String
team_success_score.sys_user_group.manager.value	Internal value for manager. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
team_success_score.sys_user_group.name	Name of the group. Data type: Object `"name": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.name.display_value	Display value for name. Data type: String
team_success_score.sys_user_group.name.value	Internal value for name. Data type: String
team_success_score.sys_user_group.parent	Sys_id of the parent of this group. If a group has a parent, the child group inherits the roles of the parent group. The members of the child group are not members of the parent group. For example, if an incident is assigned to the parent group and you click the Assigned to lookup icon, only the members in the parent group are available. The members of the child group are not available. Data type: Object `"parent": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.parent.display_value	Display value for parent. Data type: String
team_success_score.sys_user_group.parent.value	Internal value for parent. Data type: String
team_success_score.sys_user_group.roles	User roles assigned to the group. Data type: Object `"roles": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.roles.display_value	Display value for roles. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
team_success_score.sys_user_group.roles.value	Internal value for roles. Data type: String
team_success_score.sys_user_group.source	Source of the group. Data type: Object `"source": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.source.display_value	Display value for source. Data type: String
team_success_score.sys_user_group.source.value	Internal value for source. Data type: String
team_success_score.sys_user_group.sys_created_by	User that created the group record. Data type: Object `"sys_created_by": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.sys_created_by.display_value	Display value for sys_created_by. Data type: String
team_success_score.sys_user_group.sys_created_by.value	Internal value for sys_created_by. Data type: String
team_success_score.sys_user_group.sys_created_on	Date and time that the group record was originally created. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
team_success_score.sys_user_group.sys_created_on.display_value	Display value for sys_created_on. Data type: String
team_success_score.sys_user_group.sys_created_on.value	Internal display value for sys_created_on.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.sys_user_group.sys_created_on.value	Internal value for sys_created_on. Data type: String
team_success_score.sys_user_group.sys_id	Sys_id for the group. Data type: Object `"sys_id": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.sys_id.display_value	Display value for sys_id. Data type: String
team_success_score.sys_user_group.sys_id.value	Internal value for sys_id. Data type: String
team_success_score.sys_user_group.sys_mod_count	Number of times that the associated group information has been modified. Data type: Object `"sys_mod_count": { "display_value": "String", "value": Number }`
team_success_score.sys_user_group.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
team_success_score.sys_user_group.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number
team_success_score.sys_user_group.sys_updated_by	User that last updated the group information. Data type: Object `"sys_updated_by": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
team_success_score.sys_user_group.sys_updated_by.value	Internal value for sys_updated_by.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
team_success_score.sys_user_group.sys_updated_on	Date and time when the group information was last updated. Data type: Object `"sys_updated_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
team_success_score.sys_user_group.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
team_success_score.sys_user_group.sys_updated_on.display_value_internal	Internal display value for sys_updated_on. Data type: String
team_success_score.sys_user_group.sys_updated_on.value	Internal value for sys_updated_on. Data type: String
team_success_score.sys_user_group.type	Type of group. Data type: Object `"type": { "display_value": "String", "value": "String" }`
team_success_score.sys_user_group.type.display_value	Display value for type. Data type: String
team_success_score.sys_user_group.type.value	Internal value for type. Data type: String

The following code example shows how to use this method to set the team score return response to false.

```
var chgGr = new GlideRecord("change_request");
chgGr.get("number", "CHG0030305");

gs.info(JSON.stringify(new
 sn_chg_score.ChangeSuccess().withTeamScore(false).getScoresForC
hange(chgGr), null, 2));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following output only shows the team score values that are returned if this helper is set to true. To see the other scores that may be returned, see getScoresForChange().


```
{
  "team_success_score": {
    "can_read": true,
    "sys_user_group": {
      "parent": {
        "display_value": "",
        "value": ""
      },
      "manager": {
        "display_value": "",
        "value": ""
      },
      "roles": {
        "display_value": "",
        "value": ""
      },
      "sys_mod_count": {
        "display_value": "0",
        "value": 0
      },
      "description": {
        "display_value": "",
        "value": ""
      },
      "active": {
        "display_value": "true",
        "value": true
      },
      "source": {
        "display_value": "",
        "value": ""
      },
      "sys_updated_on": {
        "display_value": "2018-03-07 21:00:41",
        "value": "2018-03-07 21:00:41",
        "display_value_internal": "2018-03-07 21:00:41"
      },
      "type": {
        "display_value": "",
        "value": ""
      },
      "sys_tags": {
        "display_value": "",
        "value": ""
      },
      "sys_id": {
        "display_value": "5f6441efc0a8010e0177fcb589156352",
        "value": "5f6441efc0a8010e0177fcb589156352"
      },
      "sys_updated_by": {
        "display_value": "glide.maint",
        "value": "glide.maint"
      },
      "cost_center": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value": "",
        "value": ""
      },
      "default_assignee": {
        "display_value": "",
        "value": ""
      },
      "sys_created_on": {
        "display_value": "2018-03-07 21:00:41",
        "value": "2018-03-07 21:00:41",
        "display_value_internal": "2018-03-07 21:00:41"
      },
      "name": {
        "display_value": "IT Securities",
        "value": "IT Securities"
      },
      "exclude_manager": {
        "display_value": "false",
        "value": false
      },
      "email": {
        "display_value": "",
        "value": ""
      },
      "include_members": {
        "display_value": "false",
        "value": false
      },
      "sys_created_by": {
        "display_value": "glide.maint",
        "value": "glide.maint"
      }
    },
    "score": {
      "indicator": {
        "name": "Change success scores",
        "sys_id": "0ff316e173081010491d235f04f6a758"
      },
      "value": 465,
      "display_value": "465",
      "delta": {
        "value": 0,
        "display_value": "0"
      },
      "has_score": true
    },
    "chg_success_score_rating": {
      "score_start": {
        "display_value": "0",
        "value": 0
      },
      "score_end": {
        "display_value": "499",
        "value": 499
      },
      "color": {
        "display_value": "#FCCAC9",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value": "#FCCAC9"
    },
    "rating": {
      "display_value": "Low",
      "value": "Low"
    },
    "sys_mod_count": {
      "display_value": "0",
      "value": 0
    },
    "active": {
      "display_value": "true",
      "value": true
    },
    "sys_overrides": {
      "display_value": "",
      "value": ""
    },
    "sys_updated_on": {
      "display_value": "2020-03-27 07:43:29",
      "value": "2020-03-27 07:43:29",
      "display_value_internal": "2020-03-27 07:43:29"
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "sys_class_name": {
      "display_value": "Change Success Score Rating",
      "value": "chg_success_score_rating"
    },
    "sys_id": {
      "display_value": "7ad380b573330010491d235f04f6a717",
      "value": "7ad380b573330010491d235f04f6a717"
    },
    "sys_updated_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "sys_created_on": {
      "display_value": "2020-03-27 07:43:29",
      "value": "2020-03-27 07:43:29",
      "display_value_internal": "2020-03-27 07:43:29"
    },
    "sys_domain": {
      "display_value": "global",
      "value": "global"
    },
    "sys_name": {
      "display_value": "Low",
      "value": "Low"
    },
    "sys_created_by": {
      "display_value": "admin",
      "value": "admin"
    }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  }
```

ChangeSuccess - withTeamScoreRatings(Boolean toggle)

Controls whether the associated method returns the details for all change success score rating records. By default, this information is not returned.

Use this method to toggle the return of this data on or off for the current ChangeSuccess object. This method is a helper method and must be used in conjunction with one of the other methods that return a success score such as:

- ChangeSuccess - getScoresForChange(Object chgGr)
- ChangeSuccess - getTeamScoreForChange(Object chgGr)
- ChangeSuccess - getModelScoreForModelId(String sys_id, String domain_id)

Parameters

Name	Type	Description
toggle	Boolean	Flag that indicates whether to include the details for all team success score rating records. Valid values: • true: Return the details for all change success score rating records. • false: Do not return the details for all change success score rating records. Default: false

Returns

Parameter	Description
ratings	
ratings.active	Flag that indicates whether the associated change success score record is active and available within the instance. Possible values: • true: Change success score record is active. • false: Change success score record isn't active. Data type: Object `"active": { "display_value": "String", "value": Boolean }`
ratings.active.display_value	Display value for the active flag.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
ratings.active.value	Internal value for the active flag. Data type: Boolean
ratings.color	Color of the associated change success score as shown in the Change Success Score Card for a change request. Data type: Object `"color": { "display_value": "String", "value": "String" }`
ratings.color.display_value	Display value for color. Data type: String
ratings.color.value	Internal value for color. Data type: String
ratings.rating	Change success score rating, such as Low or High. Data type: Object `"rating": { "display_value": "String", "value": "String" }`
ratings.rating.display_value	Display value for rating. Data type: String
ratings.rating.value	Internal value for rating. Data type: String
ratings.score_end	Highest value in the change success score. Data type: Object `"score_end": { "display_value": "String", "value": Number }`
ratings.score_end.display_value	Display value for score_end.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
ratings.score_end.value	Internal value for score_end. Data type: Number
ratings.score_start	Lowest value in the change success score. Data type: Object `"score_start": { "display_value": "String", "value": Number }`
ratings.score_start.display_value	Display value for score_start. Data type: String
ratings.score_start.value	Internal value for score_start. Data type: Number
ratings.sys_class_name	Change Success Score Rating table name. Always Change Success Score Rating/ chg_success_score_rating. Data type: Object `"sys_class_name": { "display_value": "String", "value": "String" }`
ratings.sys_class_name.display_value	Display value for sys_class_name. Data type: String
ratings.sys_class_name.value	Internal value for sys_class_name. Data type: String
ratings.sys_created_by	Name of the user that initially created the associated change success score rating record. Data type: Object `"sys_created_by": { "display_value": "String", "value": "String" }`
ratings.sys_created_by.display_value	Display value for sys_created_by.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
ratings.sys_created_by.value	Internal value for sys_created_by. Data type: String
ratings.sys_created_on	Date and time that the change success score rating record was originally created. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
ratings.sys_created_on.display_value	Display value for sys_created_on. Data type: String
ratings.sys_created_on.display_value_internal	Internal display value for sys_created_on. Data type: String
ratings.sys_created_on.value	Internal value for sys_created_on. Data type: String
ratings.sys_domain	If using domains in the instance, the name of the domain to which the change success score record is associated. Data type: Object `"sys_domain": { "display_value": "String", "value": "String" }`
ratings.sys_domain.display_value	Display value for sys_domain. Data type: String
ratings.sys_domain.value	Internal value for sys_domain. Data type: String
ratings.sys_id	Unique identifier of the associated change success score record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"sys_id": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

ratings.sys_id.display_value	Display value for the sys_id. Data type: String
ratings.sys_id.value	Internal value for the sys_id. Data type: String

ratings.sys_mod_count	Number of times that the associated change success score record has been modified.
	
	Data type: Object
	<pre>"sys_mod_count": {
	  "display_value": "String",
	  "value": Number
	}</pre>

ratings.sys_mod_count.display_value	Display value for sys_mod_count. Data type: String
ratings.sys_mod_count.value	Internal value for sys_mod_count. Data type: Number

ratings.sys_name	Name of the change success score rating.
	
	Possible values:
	
	• Excellent
	• High
	• Low
	• Medium
	
	Data type: Object
	<pre>"sys_name": {
	  "display_value": "String",
	  "value": Number
	}</pre>

ratings.sys_name.display_value	Display value for sys_name. Data type: String
ratings.sys_name.value	Internal value for sys_name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
ratings.sys_overrides	Sys_id of a record in the same table but in a domain above that of the current record. This allows a record in a lower domain to override a record in a domain above it. For example, if you have a rating record defined in the "global" domain but for domain "TOP/ACME" you override the record in "global". Data type: Object `"sys_overrides": { "display_value": "String", "value": "String" }`
ratings.sys_overrides.display_value	Display value for sys_overrides. Data type: String
ratings.sys_overrides.value	Internal value for sys_overrides. Data type: String
ratings.sys_tags	List of system tags associated with the change success score record. Data type: Object `"sys_tags": { "display_value": "String", "value": "String" }`
ratings.sys_tags.display_value	Display value for sys_tags. Data type: String
ratings.sys_tags.value	Internal value for sys_tags. Data type: String
ratings.sys_updated_by	Name of the user that last updated the associated change success score record. Data type: Object `"sys_updated_by": { "display_value": "String", "value": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
ratings.sys_updated_by.display_value	Display value for sys_updated_by. Data type: String
ratings.sys_updated_by.value	Internal value for sys_updated_by. Data type: String
ratings.sys_updated_on	Date and time the associated change success score record was last updated. Data type: Object `"sys_created_on": { "display_value": "String", "display_value_internal": "String", "value": "String" }`
ratings.sys_updated_on.display_value	Display value for sys_updated_on. Data type: String
ratings.sys_updated_on.display_value_internal	Internal display value for sys_updated_on. Data type: String
ratings.sys_updated_on.value	Internal value for sys_updated_on. Data type: String

The following code example shows how to use this method to set the team score rating return response to false.

```
var chgGr = new GlideRecord("change_request");
chgGr.get("number", "CHG0030305");

gs.info(JSON.stringify(new
 sn_chg_score.ChangeSuccess().withTeamScoreRatings(false).getTea
mScoreForChange(chgGr), null, 2));
```

The following output only shows the team score values that are returned if this helper is set to true. To see the other scores that may be returned, refer to the method to which you are associating this helper.

```
"ratings": [
  {
    "score_start": {
      "display_value": "700",
      "value": 700
    },
    "score_end": {
      "display_value": "850",
      "value": 850
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "color": {
      "display_value": "#A4EDA8",
      "value": "#A4EDA8"
    },
    "rating": {
      "display_value": "Excellent",
      "value": "Excellent"
    },
    "sys_mod_count": {
      "display_value": "1",
      "value": 1
    },
    "active": {
      "display_value": "true",
      "value": true
    },
    "sys_overrides": {
      "display_value": "",
      "value": ""
    },
    "sys_updated_on": {
      "display_value": "2020-03-27 07:45:36",
      "value": "2020-03-27 07:45:36",
      "display_value_internal": "2020-03-27 07:45:36"
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "sys_class_name": {
      "display_value": "Change Success Score Rating",
      "value": "chg_success_score_rating"
    },
    "sys_id": {
      "display_value": "76e440fd73330010491d235f04f6a7df",
      "value": "76e440fd73330010491d235f04f6a7df"
    },
    "sys_updated_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "sys_created_on": {
      "display_value": "2020-03-27 07:44:46",
      "value": "2020-03-27 07:44:46",
      "display_value_internal": "2020-03-27 07:44:46"
    },
    "sys_domain": {
      "display_value": "global",
      "value": "global"
    },
    "sys_name": {
      "display_value": "Excellent",
      "value": "Excellent"
    },
    "sys_created_by": {
      "display_value": "admin",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value": "admin"
    }
  }
]
```

ChangeSuccess - withTypeScore(Boolean toggle)

Only valid when called with the *getScoresForChange()* method. Controls whether the *getScoresForChange()* method returns the type score. By default the type score is returned.

Use this method to toggle the return of this data on or off for the current ChangeSuccess object.

Parameters

Name	Type	Description
toggle	Boolean	Flag that indicates whether to include the type success score. Valid values: • true: Return the type success score. • false: Do not return the type success score. Default: true

Returns

Parameter	Description
type_success_score	Details about the type success score. Data type: Object `"type_success_score": { "can_read": Boolean, "score": {Object}, "type": {Object} }`
type_success_score.can_read	Flag that indicates whether a type success score could be retrieved for the specified change request. Valid values: • true: Type success score was retrieved. • false: Type success score was not retrieved. Data type: Boolean
type_success_score.score	Details about the returned score indicator. Data type: Object `"score": { "delta": {Object}, "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"has_score": Boolean,
	"indicator": {Object},
	"value": Number
	}</pre>

type_success_score.score.delta	Change in the score from the previous score.
	
	Data type: Object
	<pre>"delta": {
	"display_value": "String",
	"value": "String"
	}</pre>

type_success_score.score.delta.display_value	Display value for delta. Data type: String
type_success_score.score.delta.value	Internal value for delta. Data type: String
type_success_score.score.display_value	Display value returned by Performance Analytics (PA). Data type: String
type_success_score.score.has_score	Flag that indicates whether a score was returned for the specified change request. Possible values: • true: Score was returned. • false: No score was returned. Data type: Boolean

type_success_score.score.indicator	Additional details on the PA indicator used to obtain the score.
	
	Data type: Object
	<pre>"indicator": {
	"name": "String",
	"sys_id": "String"
	}</pre>

type_success_score.score.indicator.name	Name of the PA indicator used to obtain the score. Data type: String
type_success_score.score.indicator.sys_id	Sys_id of the PA indicator used to obtain the score.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
type_success_score.score.value	Value returned by PA for the success score. Data type: String
type_success_score.type	Details about the type success score. Data type: Object `"type": { "display_value": "String", "sys_id": "String", "value": "String" }`
type_success_score.type.display_value	Label of the choice. Data type: String
type_success_score.type.sys_id	Sys_id of the Choice [sys_choice] record for the specified change type. Data type: String
type_success_score.type.value	Value of the choice. Data type: String

The following code example shows how to use this method to set the desired type score return response.

```
var chgGr = new GlideRecord("change_request");
chgGr.get("number", "CHG0030305");

gs.info(JSON.stringify(new
 sn_chg_score.ChangeSuccess().withTypeScore(true).getScoresForCh
ange(chgGr), null, 2));
```

The following output only shows the type success score values that are returned if this helper is set to true. To see the other scores that may be returned, see getScoresForChange().

```
"type_success_score": {
  "can_read": true,
  "type": {
    "sys_id": "e7a27d53cb100200d71cb9c0c24c9c2f",
    "value": "normal",
    "display_value": "Normal"
  },
  "score": {
    "indicator": {
      "name": "Change Type: % Successful and Successful With
 Issues",
      "sys_id": "f9d25995c3ce011005aea539e540ddee"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "value": null,
    "display_value": "",
    "delta": {
      "value": "0",
      "display_value": ""
    },
    "has_score": false
  }
}
```

CheckDefinitionTestBuilder - Scoped

The *CheckDefinitionTestBuilder* script include provides methods that enable you to building test check requests on check definitions.

This script include requires the Agent Client Collector Framework (sn_agent) store application and is provided within the `sn_agent` namespace. For more information, refer to Agent Client Collector.

For the REST API solution, refer to Agent Client Collector API.

This script include provides methods that enable the following:

- Set the check definition to test
- Set the configuration item to run the test against

You can also specify one of the following identifiers to use during the test:

- Credential sys_id
- Credential alias id
- Credential name

CheckDefinitionTestBuilder - CheckDefinitionTestBuilder()

Creates an CheckDefinitionTestBuilder instance.

Parameters

Name	Type	Description
None		

The following example shows how to initialize *CheckDefinitionTestBuilder*.

```
var builder = new sn_agent.CheckDefinitionTestBuilder();
```

CheckDefinitionTestBuilder - build()

Builds the test check request with the arguments set.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Properties	Description
Object	JSON object with two attributes – the test result record ID and an error. If the build is successful, the test result ID returns and error is null. If an error occurs during the build, the test result ID is null and the error displays.

The following example shows how build a test check request:

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var ciId = "cc0dcc855374301062d1ddeeff7b12b0";
var builder = new sn_agent.CheckDefinitionTestBuilder();

var testResultJson =
 builder.withCheckId(checkId).withCiId(ciId).build();

if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckDefinitionTestBuilder - withCheckId(String checkId)

Sets the sys_id of the check definition to test.

Parameters

Name	Type	Description
checkId	String	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table.

Returns

Type	Description
CheckDefinitionTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var ciId = "cc0dcc855374301062d1ddeeff7b12b0";
var builder = new sn_agent.CheckDefinitionTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCiId(ciId).build();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckDefinitionTestBuilder - withCiId(String ciId)

Sets the sys_id of the configuration item to run the test against.

Parameters

Name	Type	Description
ciId	String	Sys_id of a CMDB Configuration Item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
CheckDefinitionTestBuilder	The builder instance the method was invoked for.

The following example shows how to create a test check request with

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var ciId = "cc0dcc855374301062d1ddeeff7b12b0";
var builder = new sn_agent.CheckDefinitionTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCiId(ciId).build();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckDefinitionTestBuilder - withCredentialsAliasId(String credentialsAliasId)

Sets the credentials alias sys_id to use during the test.

Note: Running this removes any previous assignment done by calling withCredentialsName, withCredentialsAliasId or withCredentialsAliasName.

Parameters

Name	Type	Description
credentialsAliasId	String	Sys_id of a credentials record.

Returns

Type	Description
CheckDefinitionTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check and set the credentials alias ID.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var credAlias = "<sys_id>";
var builder = new sn_agent.CheckDefinitionTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCredentialsAliasId(credAlias).
build();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckDefinitionTestBuilder - withCredentialsAliasName(String credentialsAliasName)

Sets the credentials alias name to use during the test. If the given value matches the name of multiple credentials aliases records, then one of them is chosen randomly.

Note: Running this removes any previous assignment done by calling withCredentialsName, withCredentialsAliasId or withCredentialsAliasName.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
credentialsAliasName	String	Name of a credentials alias.

Returns

Type	Description
CheckDefinitionTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check and set the credentials alias name.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var credentialsAliasName = "credentialsAliasName";
var builder = new sn_agent.CheckDefinitionTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCredentialsAliasName(credentia
lsAliasName).build();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckDefinitionTestBuilder - withCredentialsId(String credentialsId)

Sets the credentials sys_id to use during the test.

Note: Running this removes any previous assignment done by calling withCredentialsName, withCredentialsAliasId or withCredentialsAliasName.

Parameters

Name	Type	Description
credentialsId	String	Sys_id of a credentials record.

Returns

Type	Description
CheckDefinitionTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check and set the credentials ID.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var credID = "<sys_id>";
var builder = new sn_agent.CheckDefinitionTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCredentialsId(credID).build();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckDefinitionTestBuilder - withCredentialsName(String credentialsName)

Sets the credentials name to use during the test. If the given value is the name of several credentials records, then one of them is chosen randomly.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Running this removes any previous assignment done by calling withCredentialsName, withCredentialsAliasId or withCredentialsAliasName.

Parameters

Name	Type	Description
credentialsName	String	Name of the credentials record.

Returns

Type	Description
CheckDefinitionTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check and set the credentials name.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var credname = "credentialsName";
var builder = new sn_agent.CheckDefinitionTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCredentialsName(credName).buil
d();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckInstanceTestBuilder - Scoped

The *CheckInstanceTestBuilder* script include provides methods that enable building test check requests on check instances.

This script include requires the Agent Client Collector Framework (sn_agent) store application and is provided within the `sn_agent` namespace. For more information, refer to Agent Client Collector.

For the REST API solution, refer to Agent Client Collector API.

This script include provides methods that enable the following:

- Set the check instance to test
- Set the configuration item to run the test against

You can also specify one of the following identifiers to use during the test:

- Credential sys_id
- Credential alias id
- Credential name

CheckInstanceTestBuilder - CheckInstanceTestBuilder()

Creates an CheckInstanceTestBuilder instance.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to initialize *CheckInstanceTestBuilder*.

```
var builder = new sn_agent.CheckInstanceTestBuilder();
```

CheckInstanceTestBuilder - build()

Builds the test check request with the arguments set.

Parameters

Name	Type	Description
None		

Returns

Properties	Description
Object	JSON object with two attributes – the test result record ID and an error. If the build is successful, the test result ID returns and error is null. If an error occurs during the build, the test result ID is null and the error displays.

The following example shows how build a test check request:

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var ciId = "cc0dcc855374301062d1ddeeff7b12b0";
var builder = new sn_agent.CheckInstanceTestBuilder();

var testResultJson =
 builder.withCheckId(checkId).withCiId(ciId).build();

if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckInstanceTestBuilder - withCheckId(String checkId)

Sets the sys_id of the check definition to test.

Parameters

Name	Type	Description
checkId	String	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table.

Returns

Type	Description
CheckInstanceTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var ciId = "cc0dcc855374301062d1ddeeff7b12b0";
var builder = new sn_agent.CheckInstanceTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCiId(ciId).build();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckInstanceTestBuilder - withCiId(String ciId)

Sets the sys_id of the configuration item to run the test against.

Parameters

Name	Type	Description
ciId	String	Sys_id of a CMDB Configuration Item.

Returns

Type	Description
CheckInstanceTestBuilder	The builder instance the method was invoked for.

The following example shows how to create a test check request with

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var ciId = "cc0dcc855374301062d1ddeeff7b12b0";
var builder = new sn_agent.CheckInstanceTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCiId(ciId).build();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckInstanceTestBuilder - withCredentialsAliasId(String credentialsAliasId)

Sets the credentials alias sys_id to use during the test.

Note: Running this removes any previous assignment done by calling withCredentialsName, withCredentialsAliasId or withCredentialsAliasName.

Parameters

Name	Type	Description
credentialsAliasId	String	Sys_id of a credentials alias record.

Returns

Type	Description
CheckInstanceTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check and set the credentials alias ID.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var credAlias = "<sys_id>";
var builder = new sn_agent.CheckInstanceTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCredentialsAliasId(credAlias).
build();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CheckInstanceTestBuilder - withCredentialsAliasName(String credentialsAliasName)

Sets the credentials alias name to use during the test. If the given value matches the name of multiple credentials aliases records, then one of them is chosen randomly.

Note: Running this removes any previous assignment done by calling withCredentialsName, withCredentialsAliasId or withCredentialsAliasName.

Parameters

Name	Type	Description
credentialsAliasName	String	Name of a credentials alias.

Returns

Type	Description
CheckInstanceTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check and set the credentials alias name.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var credentialsAliasName = "credentialsAliasName";
var builder = new sn_agent.CheckInstanceTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCredentialsAliasName(credentia
lsAliasName).build();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckInstanceTestBuilder - withCredentialsId(String credentialsId)

Sets the credentials sys_id to use during the test.

Note: Running this removes any previous assignment done by calling withCredentialsName, withCredentialsAliasId or withCredentialsAliasName.

Parameters

Name	Type	Description
credentialsId	String	Sys_id of a credentials record.

Returns

Type	Description
CheckInstanceTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check and set the credentials ID.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var credID = "<sys_id>";
var builder = new sn_agent.CheckInstanceTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCredentialsId(credID).build();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckInstanceTestBuilder - withCredentialsName(String credentialsName)

Sets the credentials name to use during the test. If the given value is the name of several credentials records, then one of them is chosen randomly.

Note: Running this removes any previous assignment done by calling withCredentialsName, withCredentialsAliasId or withCredentialsAliasName.

Parameters

Name	Type	Description
credentialsName	String	Name of the credentials record.

Returns

Type	Description
CheckInstanceTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check and set the credentials name.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var credname = "credentialsName";
var builder = new sn_agent.CheckInstanceTestBuilder();
var testResultJson =
 builder.withCheckId(checkId).withCredentialsName(credName).buil
d();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CheckInstanceTestBuilder - withProxyAgentId(String agentId)

Sets the agent to run the test. Allowed only in case the tested check instance and policy are proxy.

Parameters

Name	Type	Description
agentId	String	Unique ID of an agent proxy to run this check. This value is listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.

Returns

Type	Description
CheckInstanceTestBuilder	The builder instance the method was invoked for.

The following example shows how create a test check and set the proxy agent ID.

```
var checkId = "158279505372b30034b8ddeeff7b1270";
var agentId = "<agentID>";
var builder = new sn_agent.CheckInstanceTestBuilder();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var testResultJson =
 builder.withCheckId(checkId).withAgentId(agentId).build();
if (!gs.nil(testResultJson.error))
 gs.error(testResultJson.error);
```

CIActionEngine - Scoped

The *CIActionEngine* API provides methods that enable you to execute any action on a configuration item (CI), to check the authorization of a user before executing an action, and to get the status and action outputs of any action execution request.

The CI action is associated with the Metrics and CI Actions Framework application. To use this class in a scoped application, use the `sn_cimaf` namespace identifier. The *CIActionEngine* API requires the Metrics and CI Actions Framework (com.snc.sn_cimaf) plugin and is provided within the `sn_cimaf` namespace.

CIActionEngine - execute()

Executes any action on a CI with the configured action parameters.

Parameters

Name	Type	Description
action	String or Glide Record	Sys_id or GlideRecord of the Action [sn_cimaf_action] table.
ci	String or Glide Record	Sys_id or GlideRecord of the CMDB [cmdb_ci] table on which the Action needs to be executed
actionParams	Object	Optional. Map of Action parameter names and values. `{ "<parameter name>": <parameter value> }` **Note:** Parameter values should be of the type defined in the Action parameter [sn_cimaf_action_parameter] table.

Returns

Type	Description
String	Sys_id of the new or existing duplicate in-progress Action Request.

The following example shows how to kill a process on a CI.

```
var actionSysId = "6303db0d53b99910ae50ddeeff7b121e";
//Sys_id of the Action - End Process
var ciSysId = "b4fd7c8437201000deeabfc8bcbe5dc1"; //Sys_id of
 the CI
var actionParams = {
    process_id: 23342 //Process id of the process to be killed
};

var ciActionEngine = new sn_cimaf.CIActionEngine();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var actionRequestId = ciActionEngine.execute(actionSysId,
 ciSysId, actionParams);

gs.info("Action Request Id: " + actionRequestId);
```

Output:

```
Action Request Id: e34e3a199d16a510f877a45cc5e8a492
```

CIActionEngine - getActionRequestOutput()

Gets the status and action outputs of an action execution request.

Parameters

Name	Type	Description
actionRequest	Glide Record	GlideRecord of the Action Request [sn_cimaf_action_request] table.

Returns

Type	Description
Object	Object contains the status and list of the action outputs of the provided action request. `{ "sys_id": "String", "state": "String", //Possible values: completed, in_progress, failed "sn_cimaf_action_output": [{ "sys_id": "String", "action_command": "String", //Sys_id of the Action Configuration Step table "payload": "String", "state": "String", //Possible values: completed, in_progress, failed, validation_failure "request_id": "String" //Unique id returned by Provider on executing action_command }] }`

The following example shows how to get status and action outputs for any action request.

```
var actionRequestGr = new
 GlideRecord('sn_cimaf_action_request');
actionRequestGr.get('e34e3a199d16a510f877a45cc5e8a492');

var ciActionEngine = new sn_cimaf.CIActionEngine();
var actionRequestOutput =
 ciActionEngine.getActionRequestOutput(actionRequestGr);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info("Action Request Output: " +
 JSON.stringify(actionRequestOutput, null, 2));
```

Output:

```
{
  "sys_id": "e34e3a199d16a510f877a45cc5e8a492",
  "state": "completed",
  "sn_cimaf_action_output": [
    {
      "sys_id": "405ef2599d16a510f877a45cc5e8a41e",
      "action_command": "b0e43efb53259510ae50ddeeff7b129b",
      "payload": "{\"output\":\"SUCCESS: The process with PID
 23342 has been terminated.\\r\\n\",\"cmd\":\"taskkill /pid
 23342 /f\"}",
      "state": "completed",
      "request_id": "cc5ef2599d16a510f877a45cc5e8a41d"
    }
  ]
}
```

CIActionEngine - isAuthorized()

Checks the authorization of the signed-in user before they can execute an action according to specified configurations.

The configurations are defined in the Action Role [sn_cimaf_action_role], User Criteria Action Inclusion [sn_cimaf_action_user_criteria_mtom], and User Criteria Action Exclusion [sn_cimaf_action_user_criteria_no_mtom] tables.

Note: By default, if there is no configuration present in any of these tables for the Action, the authorization fails.

Parameters

Name	Type	Description
action	Glide Record	GlideRecord of the Action [sn_cimaf_action] table.

Returns

Type	Description
Boolean	Flag that indicates the success of the user's authorization. Valid values: • true: User is authorized to execute the action. • false: User is authorized to execute the action.

The following example uses the *isAuthorized()* method to check a user's authorization to execute any action on a CI.

```
var actionSysId = "6303db0d53b99910ae50ddeeff7b121e" //Sys_id of
 the Action
var actionGr = new GlideRecord('sn_cimaf_action');
actionGr.get('6303db0d53b99910ae50ddeeff7b121e');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var ciActionEngine = new sn_cimaf.CIActionEngine();
var isAuthorized = ciActionEngine.isAuthorized(actionGr);
gs.info("Is user authorized: " + isAuthorized);
```

```
Is user authorized: true
```

CIData - Global

The *CIData* script include is a utility class that provides methods for working with configuration item (CI) data structures in JavaScript.

This script include requires the Discovery (com.snc.discovery.core) plugin. You can use it in any server-side Discovery script.

Instances of this class represent a CI (both its base record and any related lists), and the provided methods allow loading from or storing both the base record and related lists.

This class acts as a container for simple classes acting as maps of property name/value pairs. This class contains three kinds of such maps.

- A single map representing the base CI table entry (such as one row cmdb_ci_linux_server and its superclasses). You can retrieve this map using the CIData - getData() method.
- Arrays of maps representing the instances of related lists, with each array representing a single related list and each element of such an array representing a single row of that related list. These arrays can be retrieved with the CIData - getRelatedList(String table, String refField) method.
- Arrays of maps representing the instances of many-to-many tables, with each array representing a single many-to-many table and each element of such an array representing a single row of that many-to-many table. These arrays can be retrieved with the CIData - getM2MTable(String table, String refField) method.

CIData - CIData(String debugFlag)

Creates an instance of the CIData class.

Parameters

Name	Type	Description
debugFlag	String	Flag that indicates whether to enable debug logging. Valid values: • True: Debug logging is enabled. • False: Debug logging is not enabled.

This example creates and adds a related list to the CIData object.

```
var ciDataObj = new CIData();
var rl = new CIRelatedList('cmdb_serial_number', 'cmdb_ci');
var sr = {};
sr['serial_number_type'] = "bios";
sr['serial_number'] = "1BC5E4z89246";
sr['valid'] =  "true";
rl.addRec(sr);
ciDataObj.addRelatedList(rl);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CIData - addRelatedList(Array relatedList)

Adds the specified related list to this instance.

Parameters

Name	Type	Description
relatedList	Array	Related list to add.

Returns

Type	Description
void	

This example creates and adds a related list to the CIData object.

```
var ciDataObj = new CIData();
var rl = new CIRelatedList('cmdb_serial_number', 'cmdb_ci');
var sr = {};
sr['serial_number_type'] = "bios";
sr['serial_number'] = "1BC5E4z89246";
sr['valid'] =  "true";
rl.addRec(sr);
ciDataObj.addRelatedList(rl);
```

CIData - convertRelatedList(String sensor, String tableName, String refField, String keyName)

Converts the specified related list to a related list in a given sensor.

Parameters

Name	Type	Description
sensor	String	The sensor
tableName	String	The table name
refField	String	The reference field
keyName	String	The key name

Returns

Type	Description
void	

CIData - fromXML(String xml)

Initializes the current CIData instance from the specified XML string.

Parameters

Name	Type	Description
xml	String	An XML string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

The following example shows how to get test XML-formatted CI Data collected during discovery.

```
var xmlCIData = '<CIData><data><fld name="cpu_name">Intel(R)
 Xeon(R) CPU E5-2686 v4 @ 2.30GHz</fld><fld
 name="host_name">ip-172-31-19-95</fld><fld
 name="kernel_release">3.10.0-1160.45.1.el7.x86_64</fld><fld
 name="os">Linux CentOS</fld></data></CIData>';

var ciData = new CIData();

ciData.fromXML(xmlCIData);
gs.log(ciData);
```

Output:

```
CIData instance:
  cpu_name: Intel(R) Xeon(R) CPU E5-2686 v4 @ 2.30GHz
  host_name: ip-172-31-19-95
  kernel_release: 3.10.0-1160.45.1.el7.x86_64
  os: Linux CentOS
[object Object]
```

CIData - getData()

Gets the data map in the base CI record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The data map

CIData - getM2MTable(String table, String refField)

Returns an array of data maps in the given many-to-many list (to this CI).

Parameters

Name	Type	Description
table	String	Name of the table containing the related list. In the case of a many-to-many list, this is the name of the many-to-many table, not the target table.
refField	String	Name of the field in the related list that refers to this CI. In the case of a many-to-many list, this is the name of the referring field in the many-to-many table, not in the target table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	List of data maps in the given many-to-many list. The list is not in any particular order. If this is not a many-to-many list, returns an empty array.

This example shows how to get the many-to-many relationships for the installed_on field of the cmdb_software_instance table.

```
function () {
  //Instantiate a new CIData class object
  var cdta = new CIData();

  //Load the current data from a CI record.
  cdta.loadFromCI('b4fd7c8437201000deeabfc8bcbe5dc1');

  // Returns an Array of Objects (records) of a given M2M
 related list
  var records = cdta.getM2MTable('cmdb_software_instance',
 'installed_on');

  gs.info(JSON.stringify(records, null, 4));

})();
```

Output:

```
[
  {
    "sys_id": "208983661b3330106cdf0f26624bcb4b",
    "software": "46c1ec3ca9fe198100beafe77332be9a",
    "sys_updated_on": "2021-11-16 18:32:35",
    "sys_created_on": "2021-11-16 18:32:35",
    "name": "3D Groove Playback Engine-*ANNIE-IBM",
    "installed_on": "b4fd7c8437201000deeabfc8bcbe5dc1"
  },
  {
    "sys_id": "288983661b3330106cdf0f26624bcb4a",
    "software": "0c43bc5fc61122750182c13269a7a3ef",
    "sys_updated_on": "2021-11-16 18:32:35",
    "sys_created_on": "2021-11-16 18:32:35",
    "name": ".NET SDK 2003-*ANNIE-IBM",
    "installed_on": "b4fd7c8437201000deeabfc8bcbe5dc1"
  }
]
```

CIData - getRelatedList(String table, String refField)

Gets an array of maps of data in the given related list (to this CI).

The array is not in any particular order. In the case of a many-to-many list, this will be an array of instances of the target table, not the many-to-many table. For example, given 'cmdb_software_instance' and 'installed_on' (a many-to-many table and the field that refers to a CI), this method will return an array of maps representing cmdb_ci_spkg (the target table) instances.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
table	String	Name of the table containing the related list. In the case of a many-to-many list, this is the name of the many-to-many table, not the target table.
refField	String	Name of the field in the related list that refers to this CI. In the case of a many-to-many list, this is the name of the referring field in the many-to-many table, not in the target table.

Returns

Type	Description
Array	An array of maps of data in the specified related list.

CIData - getRelatedListInstance(String table, String refField)

Returns the instance of CIRelatedList for the given list.

Parameters

Name	Type	Description
table	String	Name of the table containing the related list. In the case of a many-to-many list, this is the name of the many-to-many table, not the target table.
refField	String	Name of the field in the related list that refers to this CI. In the case of a many-to-many list, this is the name of the referring field in the many-to-many table, not in the target table.

Returns

Type	Description
Object	Instance of the `CIRelatedList` for the specified list.

The following code example uses the *`getRelatedListInstance()`* method to find the related list relationships to remove.

```
removeAllRelatedList: function(ci_id) {
  var cdta = new CIData('false');
  cdta.init();
  cdta.loadFromCI(ci_id); // Get a Computer CI Instance
  var cirelatedlist = cdta.getRelatedListInstance('cmdb_rel_ci',
 'parent'); // Get the CIRelatedList instance holding all
 relationships of the above CI.
  cirelatedlist.remove(); // Remove all the CI Relationships
}
```

CIData - init()

Initializes this instance in preparation for loading a new CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var cdta = CIData('false');
cdta.init();
```

CIData - loadFromCI(String cmdb_ci)

Loads the current data from a specified sys_id.

Parameters

Name	Type	Description
cmdb_ci	String	The sys_id of the CI

Returns

Type	Description
Object	The current data from the specified CI.

```
var cdta = CIData('false');
cdta.init();
cdta.loadFromCI('ccaf9c0a8016400b98a06818d57c7');
```

CIData - toString()

Converts the name of this CIData instance to a string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the instance

This example loads the CIData from the current CI and converts this new CIData instance into string format.

```
var cidata = new CIData(); // Instantiate a new CIData class
 object
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
cidata.loadFromCI('0c43b0f5c6112275019abd2bb3dcd78f'); // Load
 the current data from a CI record. Use sys_id or ci name.
cidata.toString(); // Convert the name of this CIData instance
 to a string.
gs.info(cidata); // Display name value pairs of the current CI
```

Output:

```
CIData instance:
  sys_id: 0c43b0f5c6112275019abd2bb3dcd78f
  operational_status: 1
  os_service_pack: Service Pack 1
  cpu_manufacturer: 0c43b088c6112275011a4bd46a4e6cc4
  sys_updated_on: 2022-01-11 07:44:05
  discovery_source: Other Automated
  ram: 503
  cpu_speed: 1993
  sys_domain_path: /
  disk_space: 37.26
  cost_center: d9d07bddc0a80a647cf932056ed24652
  assigned: 2020-08-31 08:00:00
  cd_speed: -1
  can_print: 0
  sys_class_name: cmdb_ci_computer
  manufacturer: add7b97737e3100044e0bfc8bcbe5d96
  cpu_count: 1
  vendor: adb3d8ce37413000158bbfc8bcbe5d15
  assigned_to: 5137153cc611227c000bbd1bd8cd2007
  os_version: 5.1.2600
  cd_rom: 0
  unverified: 0
  asset: aac1ba8837f3100044e0bfc8bcbe5d3b
  skip_sync: 0
  sys_created_on: 2005-05-24 01:14:19
  sys_domain: global
  cpu_type: GenuineIntel
  install_date: 2020-05-19 07:00:00
  asset_tag: P1000143
  install_status: 1
  name: ANDREWDWXP
  subcategory: Computer
  virtual: 0
  sys_class_path: /!!/!2/!(
  company: 31bea3d53790200044e0bfc8bcbe5dec
  department: 221f3db5c6112284009f4becd3039cc9
  cost: 1299.99
  os: Windows XP Professional
  attestation_status: Not Yet Reviewed
  monitor: 0
  ip_address: 195.11.1.1
  cost_cc: USD
  location: db9a923c0a0a0a6501068d6eaec25ee0
  category: Hardware
  fault_count: 0
[object Object]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CIData - toXML()

Returns an XML string containing a serialized version of this instance (including any related lists).

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The XML string containing a serialized version of this instance and any related lists.

```
var cdta = CIData();
cdta.toXML();
```

CIIdentification - Global

The *`CIIdentification`* script include provides methods for discovery of configuration item (CI) identification.

Use this script include with any server-side discovery script for CI identification.

CIIdentification - CIIdentification(String ciData, String logger)

Creates an instance of the CIIdentification class.

Parameters

Name	Type	Description
ciData	String	The CI data to identify
logger	String	The discovery logger

CIIdentification - debug(String msg)

Logs a message to the CI Identification log if debug logging is turned on.

Parameters

Name	Type	Description
msg	String	The message to log

Returns

Type	Description
void	

CIIdentification - process()

Identifies the CI. This is the entry point for the entire CI Identification process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
IDResult	The result returned by the identifier

CIIdentifierResult - Global

The `CIIdentifierResult` script include provides methods that return the result returned by a configuration item identifier.

Use with any server-side discovery script.

CIIdentifierResult - CIIdentifierResult(Array matched, Boolean matchable, Boolean terminatedChain)

Creates an instance of the CIIdentifierResult class.

Parameters

Name	Type	Description
matched	Array	An array of sys_ids of matching CIs; may have any number of entries including zero.
matchable	Boolean	True if identifier had sufficient data to match
terminatedChain	Boolean	True if the identifier chain should stop processing filters. False to continue.

CimCIData - Global

The `CimCIData` script include provides a wrapper for Common Information Model (CIM) configuration item (CI) data manipulation.

Use with any server-side discovery script.

CimCIData - addSerial(String type, String serial)

Adds a serial number to the current configuration item (CI), by type.

Parameters

Name	Type	Description
type	String	Serial number type. For the base system, use the CimCIData.serialType enum.
serial	String	Serial number to add.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Current CI

The following example loads the CI data from current CI and passes the data object to the *CimCIData.addSerial()* method which adds the serial number to CimCIData and CIData.

```
var cidata = new CIData();  //Instantiate a new CIData class
 object
cidata.loadFromCI('0c43b0f5c6112275019abd2bb3dcd78f');  // Load
 the current data from a CI record. use sys_id or ci name
var cimcidata = new CimCIData(cidata);  // Instantiate a new
 CimCIData class object and pass the CIdata
var cimdata = cimcidata.addSerial('baseboard','XK0HKSN6');  //
 Add serial number to the CIData and CimCIData
gs.info(JSON.stringify(cimdata, null ,4));  // The JSON payload
 in string format with added serial number and serial number
 type
gs.info("serial number :
 "+cimdata.serials.records[1].serial_number);  // Display serial
 number which is added
gs.info("serial type : "+
 cimdata.serials.records[1].serial_number_type);  // Display
 serial type which is added
```

Output:

```
{
  "cidata": {
    "ignoreFields": {
      "sys_created_by": true,
      "sys_updated_by": true,
      "sys_mod_count": true
    },
    "GlideRecordUtil": {},
      "debug_flag": false,
      "data": {
        "sys_id": "0c43b0f5c6112275019abd2bb3dcd78f",
        "operational_status": "1",
        "os_service_pack": "Service Pack 1",
        "cpu_manufacturer": "0c43b088c6112275011a4bd46a4e6cc4",
        "sys_updated_on": "2021-07-05 18:03:59",
        "discovery_source": "Other Automated",
        "ram": "503",
        "cpu_speed": "1993",
        "sys_domain_path": "/",
        "disk_space": "37.26",
        "cost_center": "d9d07bddc0a80a647cf932056ed24652",
        "assigned": "2020-08-31 08:00:00",
        "cd_speed": "-1",
        "can_print": "0",
        "sys_class_name": "cmdb_ci_computer",
        "manufacturer": "add7b97737e3100044e0bfc8bcbe5d96",
        "cpu_count": "1",
        "vendor": "adb3d8ce37413000158bbfc8bcbe5d15",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "assigned_to": "5137153cc611227c000bbd1bd8cd2007",
      "os_version": "5.1.2600",
      "cd_rom": "0",
      "unverified": "0",
      "asset": "aac1ba8837f3100044e0bfc8bcbe5d3b",
      "skip_sync": "0",
      "sys_created_on": "2005-05-24 01:14:19",
      "sys_domain": "global",
      "cpu_type": "GenuineIntel",
      "install_date": "2020-05-19 07:00:00",
      "asset_tag": "P1000143",
      "install_status": "1",
      "name": "ANDREWDWXP",
      "subcategory": "Computer",
      "virtual": "0",
      "sys_class_path": "/!!/!2/!(",
      "company": "31bea3d53790200044e0bfc8bcbe5dec",
      "department": "221f3db5c6112284009f4becd3039cc9",
      "cost": "1299.99",
      "os": "Windows XP Professional",
      "monitor": "0",
      "model_id": "0c43b0c6c611227501522de2b64679ac",
      "cost_cc": "USD",
      "location": "db9a923c0a0a0a6501068d6eaec25ee0",
      "category": "Hardware",
      "fault_count": "0",
      "serial_number": "XK0HKSN6"
    },
    "rl_map": {
      "cmdb_serial_number:cmdb_ci": {
        "GlideRecordUtil": {},
        "ignoreFields": {
          "sys_created_by": true,
          "sys_updated_by": true,
          "sys_mod_count": true
        },
        "records": [
          {
            "serial_number_type": "baseboard",
            "serial_number": "XK0HKSN6",
            "valid": true
          }
        ],
        "m2m_records": [],
        "table_name": "cmdb_serial_number",
        "field_name": "cmdb_ci",
        "cmdb_ci": "ANDREWDWXP",
        "debug_flag": false,
        "isM2M": false,
        "target_table_name": null,
        "target_ref_field_name": null
      }
    },
    "cmdb_ci": "ANDREWDWXP",
    "related": {}
  },
  "data": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "sys_id": "0c43b0f5c6112275019abd2bb3dcd78f",
      "operational_status": "1",
      "os_service_pack": "Service Pack 1",
      "cpu_manufacturer": "0c43b088c6112275011a4bd46a4e6cc4",
      "sys_updated_on": "2021-07-05 18:03:59",
      "discovery_source": "Other Automated",
      "ram": "503",
      "cpu_speed": "1993",
      "sys_domain_path": "/",
      "disk_space": "37.26",
      "cost_center": "d9d07bddc0a80a647cf932056ed24652",
      "assigned": "2020-08-31 08:00:00",
      "cd_speed": "-1",
      "can_print": "0",
      "sys_class_name": "cmdb_ci_computer",
      "manufacturer": "add7b97737e3100044e0bfc8bcbe5d96",
      "cpu_count": "1",
      "vendor": "adb3d8ce37413000158bbfc8bcbe5d15",
      "assigned_to": "5137153cc611227c000bbd1bd8cd2007",
      "os_version": "5.1.2600",
      "cd_rom": "0",
      "unverified": "0",
      "asset": "aac1ba8837f3100044e0bfc8bcbe5d3b",
      "skip_sync": "0",
      "sys_created_on": "2005-05-24 01:14:19",
      "sys_domain": "global",
      "cpu_type": "GenuineIntel",
      "install_date": "2020-05-19 07:00:00",
      "asset_tag": "P1000143",
      "install_status": "1",
      "name": "ANDREWDWXP",
      "subcategory": "Computer",
      "virtual": "0",
      "sys_class_path": "/!!/!2/!(",
      "company": "31bea3d53790200044e0bfc8bcbe5dec",
      "department": "221f3db5c6112284009f4becd3039cc9",
      "cost": "1299.99",
      "os": "Windows XP Professional",
      "monitor": "0",
      "model_id": "0c43b0c6c611227501522de2b64679ac",
      "cost_cc": "USD",
      "location": "db9a923c0a0a0a6501068d6eaec25ee0",
      "category": "Hardware",
      "fault_count": "0",
      "serial_number": "XK0HKSN6"
    },
    "serials": {
      "GlideRecordUtil": {},
      "ignoreFields": {
        "sys_created_by": true,
        "sys_updated_by": true,
        "sys_mod_count": true
      },
      "records": [
        {
          "serial_number_type": "baseboard",
          "serial_number": "XK0HKSN6",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "valid": true
        }
      ],
      "m2m_records": [],
      "table_name": "cmdb_serial_number",
      "field_name": "cmdb_ci",
      "cmdb_ci": "ANDREWDWXP",
      "debug_flag": false,
      "isM2M": false,
      "target_table_name": null,
      "target_ref_field_name": null
    },
    "serialMap": {
      "baseboard": {
        "XK0HKSN6": true
      }
    }
  }

serial number : XK0HKSN6
serial type : baseboard
```

CimCIData - SerialRecord(String type, String serial)

Creates a new serial record.

Parameters

Name	Type	Description
type	String	The serial type to assign to the CI. If out-of-box, uses the CimCIData.serialType enum.
serial	String	The serial number to assign.

Returns

Type	Description
void	

CimCIData - setMakeAndModel(String make, String model)

Sets the make and model for the current configuration item (CI).

Parameters

Name	Type	Description
make	String	Name of the manufacturer to set for the CI.
model	String	Name of the model to set for the CI.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to use the *setMakeAndModel()* method to set the make and model of the specified CI.

```
var cidata = new CIData(); // Instantiate a new CIData class
 object
cidata.loadFromCI('0c43b0f5c6112275019abd2bb3dcd78f'); // Load
 the current data from a CI record. Use sys_id or CI name
var cimcidata = new CimCIData(cidata); // Instantiate a new
 CimCIData class object and pass the CIdata
cimcidata.setMakeAndModel('IBM','Thinkpad T20'); // Set
 make(manufacturer) and model in the CIData and CimCIData
gs.info(JSON.stringify(cimcidata, null, 4)); // Display JSON
 payload in string format with added manufacturer sys_id
gs.info("model= "+cimcidata.data.model_id); // Display model
 sys_id which is added from cmdb_hardware_product_model table
```

Output:


```
{
    "cidata": {
        "ignoreFields": {
            "sys_created_by": true,
            "sys_updated_by": true,
            "sys_mod_count": true
        },
        "GlideRecordUtil": {},
        "debug_flag": false,
        "data": {
            "sys_id": "0c43b0f5c6112275019abd2bb3dcd78f",
            "operational_status": "1",
            "os_service_pack": "Service Pack 1",
            "cpu_manufacturer":
 "0c43b088c6112275011a4bd46a4e6cc4",
            "sys_updated_on": "2022-01-06 18:07:50",
            "discovery_source": "Other Automated",
            "ram": "503",
            "cpu_speed": "1993",
            "sys_domain_path": "/",
            "disk_space": "37.26",
            "cost_center": "d9d07bddc0a80a647cf932056ed24652",
            "assigned": "2020-08-31 08:00:00",
            "cd_speed": "-1",
            "can_print": "0",
            "sys_class_name": "cmdb_ci_computer",
            "manufacturer": "b7e7c073c0a801690143e7b7d29eb408",
            "cpu_count": "1",
            "vendor": "adb3d8ce37413000158bbfc8bcbe5d15",
            "assigned_to": "5137153cc611227c000bbd1bd8cd2007",
            "os_version": "5.1.2600",
            "cd_rom": "0",
            "unverified": "0",
            "asset": "aac1ba8837f3100044e0bfc8bcbe5d3b",
            "skip_sync": "0",
            "sys_created_on": "2005-05-24 01:14:19",
            "sys_domain": "global",
            "cpu_type": "GenuineIntel",
            "install_date": "2020-05-19 07:00:00",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "asset_tag": "P1000143",
            "install_status": "1",
            "name": "ANDREWDWXP",
            "subcategory": "Computer",
            "virtual": "0",
            "sys_class_path": "/!!/!2/!(",
            "company": "31bea3d53790200044e0bfc8bcbe5dec",
            "department": "221f3db5c6112284009f4becd3039cc9",
            "cost": "1299.99",
            "os": "Windows XP Professional",
            "monitor": "0",
            "ip_address": "198.11.23.111",
            "cost_cc": "USD",
            "location": "db9a923c0a0a0a6501068d6eaec25ee0",
            "category": "Hardware",
            "fault_count": "0",
            "model_id": "0c43b124c611227501522de2a381613e"
        },
        "rl_map": {},
        "cmdb_ci": "0c43b0f5c6112275019abd2bb3dcd78f",
        "related": {}
    },
    "data": {
        "sys_id": "0c43b0f5c6112275019abd2bb3dcd78f",
        "operational_status": "1",
        "os_service_pack": "Service Pack 1",
        "cpu_manufacturer": "0c43b088c6112275011a4bd46a4e6cc4",
        "sys_updated_on": "2022-01-06 18:07:50",
        "discovery_source": "Other Automated",
        "ram": "503",
        "cpu_speed": "1993",
        "sys_domain_path": "/",
        "disk_space": "37.26",
        "cost_center": "d9d07bddc0a80a647cf932056ed24652",
        "assigned": "2020-08-31 08:00:00",
        "cd_speed": "-1",
        "can_print": "0",
        "sys_class_name": "cmdb_ci_computer",
        "manufacturer": "b7e7c073c0a801690143e7b7d29eb408",
        "cpu_count": "1",
        "vendor": "adb3d8ce37413000158bbfc8bcbe5d15",
        "assigned_to": "5137153cc611227c000bbd1bd8cd2007",
        "os_version": "5.1.2600",
        "cd_rom": "0",
        "unverified": "0",
        "asset": "aac1ba8837f3100044e0bfc8bcbe5d3b",
        "skip_sync": "0",
        "sys_created_on": "2005-05-24 01:14:19",
        "sys_domain": "global",
        "cpu_type": "GenuineIntel",
        "install_date": "2020-05-19 07:00:00",
        "asset_tag": "P1000143",
        "install_status": "1",
        "name": "ANDREWDWXP",
        "subcategory": "Computer",
        "virtual": "0",
        "sys_class_path": "/!!/!2/!(",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "company": "31bea3d53790200044e0bfc8bcbe5dec",
        "department": "221f3db5c6112284009f4becd3039cc9",
        "cost": "1299.99",
        "os": "Windows XP Professional",
        "monitor": "0",
        "ip_address": "198.11.23.111",
        "cost_cc": "USD",
        "location": "db9a923c0a0a0a6501068d6eaec25ee0",
        "category": "Hardware",
        "fault_count": "0",
        "model_id": "0c43b124c611227501522de2a381613e"
    },
    "serials": null,
    "serialMap": {}
}
model= 0c43b124c611227501522de2a381613e
```

CimIDSensor - Global

The *CimIDSensor* script include provides methods to perform identification for Common Information Model (CIM) probe results.

Use in any server-side script to perform identification of CIM probe results.

CimIDSensor - configureTriggeredProbe(String probe)

Configures a triggered probe before it is launched.

Parameters

Name	Type	Description
probe	String	An already configured probe that is ready to fire.

Returns

Type	Description
Boolean	True to fire this probe, false to skip it.

CimIDSensor - getInstanceHashToken()

Gets the instance hash token.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The hash token

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CimIDSensor - prepare()

Prepares the probe results.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

CimIDSensor - process(Object results, CimCIData cimData, CimIDSensor sensor)

Processes all CIM probe query results for a CIM ID sensor.

Parameters

Name	Type	Description
results	Object	The query results
cimData	CimCIData	The CI data of the device being identified.
sensor	CimIDSensor	The wrapping sensor, extends CimIDSensor

Returns

Type	Description
void	

CimIDSensor - runMultiProbeScript(String script, Object probeResult, String probeRecord)

Runs a multi-probe script against a probe result.

Parameters

Name	Type	Description
script	String	The script
probeResult	Object	The probe result
probeRecord	String	The probe ID

Returns

Type	Description
void	

CimIDSensor - updateDeviceCount()

Updates the device count.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

CimInstanceToken - Global

The `CimInstanceToken` script include provides methods to represent the unique query identity of a Common Information Model (CIM) instance.

Use with any server-side discovery script.

CimInstanceToken - getHashToken(String cimomip)

Parses the instance token.

Parameters

Name	Type	Description
cimomip	String	

Returns

Type	Description
String	The hash token

CimInstanceToken - parse(XMLObj instance)

Parses the instance token.

Parameters

Name	Type	Description
instance	XMLObj	The CIM instance

Returns

Type	Description
String	The parsed instance token, for example, CIM_ClassName{Key1='Value1',Key2='Value2'}

CimProbe - Global

The `CimProbe` script include provides methods to maintain Common Information Model (CIM) probe metadata.

Use in any server-side script where you need to maintain a CIM probe.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CimProbe - getNamedQueries()

Returns all the named queries for the current CIM probe.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

CimProbe - getQueries()

Returns all the queries for the current CIM probe.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of strings of queries

CimProbe - getQueryRecords()

Returns all the records in the CIM Probe table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	The query result

CimProbeResult - Global

The `CimProbeResult` script include provides methods to process Common Information Model (CIM) probe results.

Use to process CIM probe results in any server-side discovery script.

CimProbeResult - getNamedInstances(String namedQueries)

Gets the named instances for the specified named queries.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
namedQueries	String	The named queries

Returns

Type	Description
String	The named instances

CimProbeResult - getQueries()

Gets all the queries for the current CIM probe.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String Array	All Queries

CIRelatedList - Global

The `CIRelatedList` script include is a utility class that provides methods for working with configuration item (CI) related lists.

Each instance of this script include contains the details of a single list that is related to a particular CI. The details of this list and the contents of the list are included.

Use with any server-side discovery script.

CIRelatedList - addRec(Object record)

Adds the specified record to the related list.

Parameters

Name	Type	Description
record	Object	Each member in the object is a column name in the associated table. For example, if referencing cmdb_serial_number table this value may contain something similar to the following: `{"serial_number_type":"bios","serial_number":"1BC5E4z89246","vali`

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to add a record to a CI related list.

```
var ciDataObj = new CIData(); // Instantiate a new CIData class
 object

// sys_id of the CI to which the related list is attached.
var rl = new CIRelatedList('cmdb_serial_number',
 'cmdb_ci','0c43b0f5c6112275019abd2bb3dcd78f','true');

// Create an object and add the serial numbers
var sr =
 {"serial_number_type":"bios","serial_number":"1BC5E4z89246","va
lid":"true"};
rl.addRec(sr); // Add the related list. Sets the given records
 to the related list.
ciDataObj.addRelatedList(rl); // Adding the related list to the
 cidata
gs.info(JSON.stringify(rl, null, 4)); // Display the added
 related list
```

Output:

```
{
  "GlideRecordUtil": {},
  "ignoreFields": {
    "sys_created_by": true,
    "sys_updated_by": true,
    "sys_mod_count": true
  },
  "records": [
    {
      "serial_number_type": "bios",
      "serial_number": "1BC5E4z89246",
      "valid": "true"
    }
  ],
  "m2m_records": [],
  "table_name": "cmdb_serial_number",
  "field_name": "cmdb_ci",
  "cmdb_ci": "0c43b0f5c6112275019abd2bb3dcd78f",
  "debug_flag": "true",
  "isM2M": false,
  "target_table_name": null,
  "target_ref_field_name": null
}
```

CIRelatedList - addRecs(Array records)

Sets the given records to the related list.

Parameters

Name	Type	Description
records	Array of Objects	Each object represents a record in the associated table. Each member in the object is a colun table. For example, if referencing the cmdb_serial_number table this value may contain some following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		[{"serial_number_type":"bios","serial_number":"1BC5E4z89246","v {"serial_number_type":"baseboard","serial_number":"w4z89246","v

Returns

Type	Description
void	

This example shows how to add multiple records to a CI related list.

```
var ciDataObj = new CIData(); // Instantiate a new CIData class
 object

// sys_id of the CI to which the related list is attached.
var rl = new CIRelatedList('cmdb_serial_number',
 'cmdb_ci','0c43b0f5c6112275019abd2bb3dcd78f','true');

// Create an object and add the serial numbers
var sr =
 [{"serial_number_type":"bios","serial_number":"1BC5E4z89246","v
alid":"true"},{"serial_number_type":"baseboard","serial_number":
"w4z89246","valid":"true"}];

rl.addRecs(sr); // Add the related list. Sets the given records
 to the related list.

ciDataObj.addRelatedList(rl); // Adding the related list to the
 cidata
gs.info(JSON.stringify(rl, null, 4)); // Display the added
 related list
```

Output:

```
{
  "GlideRecordUtil": {},
  "ignoreFields": {
    "sys_created_by": true,
    "sys_updated_by": true,
    "sys_mod_count": true
  },
  "records": [
    {
      "serial_number_type": "bios",
      "serial_number": "1BC5E4z89246",
      "valid": "true"
    },
    {
      "serial_number_type": "baseboard",
      "serial_number": "w4z89246",
      "valid": "true"
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ],
  "m2m_records": [],
  "table_name": "cmdb_serial_number",
  "field_name": "cmdb_ci",
  "cmdb_ci": "0c43b0f5c6112275019abd2bb3dcd78f",
  "debug_flag": "true",
  "isM2M": false,
  "target_table_name": null,
  "target_ref_field_name": null
}
```


CIRelatedList - appendXMLChildFld(String parent, String name, String datum)

Appends an XML child to a field.

Parameters

Name	Type	Description
parent	String	The parent element
name	String	The element name
datum	String	The data to append

Returns

Type	Description
void	

CIRelatedList - appendXMLChildRecord(String parent, String name, String record)

Appends an XML child to a record.

Parameters

Name	Type	Description
parent	String	The parent element
name	String	The element name
record	String	The record

Returns

Type	Description
void	

CIRelatedList - checkSysCollection()

Checks to see if this is a SysCollection table. If it is, sets the target table name and reference field name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
CIRelatedList	An instance of CIRelatedList for the specified list.

CIRelatedList - checkSysM2M()

Checks to see if this is a Sys many-to-many table. If it is, sets the target table name and reference field name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if it is a sys many-to-many table; otherwise, false.

CIRelatedList - CIRelatedList(String table, String refField, String cmdb_ci, String debugFlag)

Creates an instance of the CIRelatedList class. With no arguments, simply constructs an empty instance.

Parameters

Name	Type	Description
table	String	The table containing the related list. If many-to-many, the many-to-many table.
refField	String	The reference field in the table for this related list.
cmdb_ci	String	The sys_id of the CI this list is related to.
debugFlag	String	If true, debug logging is enabled.

CIRelatedList - fromXML(String element)

Initializes this instance from the specified XML element.

Parameters

Name	Type	Description
element	String	An XML element

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

CIRelatedList - populate()

Populates the `this.records` field of this instance.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

CIRelatedList - toString(Array result)

Makes a string representation of this instance, pushing each line onto the end of the given result array.

This method is called from *`CIData.toString()`*, and assumes related list lines are to be indented two spaces.

Parameters

Name	Type	Description
result	Array	The result to convert

Returns

Type	Description
void	

CIRelatedList - toXML(String document, String element)

Serializes this instance to XML in the given document and <rl> element.

Parameters

Name	Type	Description
document	String	The document
element	String	The rl element

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

CIRelatedList - remove()

Removes all the related list items.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This code example deletes the related records mapped with the CI items with the name = *JEMPLOYEE-IBM. This example is for a non-M2M table.

```
//Get a configuration item record which has a related list.
 Example:  CI items with the name = *JEMPLOYEE-IBM.
var ciRecord = new GlideRecord("cmdb_ci_computer");
ciRecord.addQuery("name", "*JEMPLOYEE-IBM");
ciRecord.query();
if (ciRecord.next()) {

    var relRecordTable = 'cmdb_ci_network_adapter'; // The table
 containing the related list (if many-to-many, the many-to-many
 table)
    var relRecordField = 'cmdb_ci'; // The reference field in
 the table for this related list
    var cmdb_ciHasRelRecord = ciRecord.sys_id; // The sys_id of
 the CI this list is related to.
    var debugFlag = 'true'; // True if debug logging is enabled.

    // Get the related record List
    var CIRelatedList = new CIRelatedList(relRecordTable,
 relRecordField, cmdb_ciHasRelRecord, debugFlag);
    CIRelatedList.remove(); // Delete all related records
}
```

CIRelatedList - xmlToRecord(String records, String element)

Converts a related list from XML to record format.

Parameters

Name	Type	Description
records	String	The record to create
element	String	The XML element

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

CIUtils - Global

The *CIUtils* script include is a utility class that provides methods for working with configuration items (CI).

By default, when traversing CI relationships the system uses a max depth of 10. You can override this value by modifying the *glide.relationship.max_depth* property.

The maximum number of items returns is 1000. You can override this value by modifying the *glide.relationship.threshold* property.

The *CIUtils* class is available to server-side scripts.

CIUtils - servicesAffectedByCI(String CI_sys_id)

Determines which business services are affected by the specific configuration item (CI).

Parameters

Name	Type	Description
CI_sys_id	String	The sys_id of a configuration item (cmdb_ci) to check.

Returns

Type	Description
Array	An array of sys_id values for cmdb_ci records downstream of (or affected by) the specified item.

This example displays the names of the services affected by the CI items with the name = lnux100.

```
var CIUtil = new CIUtils();

//get a server record
var server = new GlideRecord("cmdb_ci_server");
server.addQuery("name", "lnux100");
server.query();
if (server.next()) {
  //get the affected services, array of ids
  var serviceIds =
 CIUtil.servicesAffectedByCI(server.getUniqueValue());
  for (var i=0; i < serviceIds.length; i++) {
    //get the service record
    var service = new GlideRecord("cmdb_ci_service");
    service.get(serviceIds[i]);
    gs.print(service.getDisplayValue());
  }
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Client Services
IT Services
Bond Trading
```

CIUtils - servicesAffectedByTask(GlideRecord task)

Determines which business services are affected by the specified task.

Parameters

Name	Type	Description
task	GlideRecord	Task GlideRecord, for example incident, change_request, or problem.

Returns

Type	Description
Array	List of sys_id values for CIs downstream of (or affected by) the configuration item referenced by the task's cmdb_ci field.

This example displays the names of the services affected by the incident INC00050.

```
var CIUtil = new CIUtils();

//get an incident record
var inc = new GlideRecord("incident");
inc.addQuery("number", "INC00050");
inc.query();
if (inc.next()) {
  //get the affected services, array of ids
  var serviceIds = CIUtil.servicesAffectedByTask(inc);
  for (var i=0; i < serviceIds.length; i++) {
    //get the service record
    var service = new GlideRecord("cmdb_ci_service");
    service.get(serviceIds[i]);
    gs.print(service.getDisplayValue());
  }
}
```

Output:

```
IT Services
Email
Windows Mobile
Electronic Messaging
Outlook Web Access (OWA)
Blackberry
```

ClassificationSolutionStore - Global

Enables storing and retrieving solutions.

The *ClassificationSolutionStore* API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

ClassificationSolutionStore - add(Object mlSolution)

Adds a new solution object to the store and returns a unique name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Label values do not need to be unique. For example, if you run this method with the same label 10 times, this method adds 10 different uniquely-named objects to the store.

Parameters

Name	Type	Description
mlSolution	ClassificationSoluti	*ClassificationSolution()* object to add to the store.

Returns

Type	Description
String	System-generated solution name.

The following example shows how to add a solution to the store. Use *ClassificationSolution - submitTrainingJob()* to run the training job after adding it to the store.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({

  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create a solution
var mySolution = new sn_ml.ClassificationSolution({

  'label': "my solution definition",
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']

});

// Add the solution to the store to later be able to retrieve
 it.
var my_unique_name =
 sn_ml.ClassificationSolutionStore.add(mySolution);
```

ClassificationSolutionStore - deleteObject(String name)

Removes a specified solution object from the store.

Parameters

Name	Type	Description
name	String	Name of the *ClassificationSolution()* object to be deleted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to delete a solution from the store.

```
sn_ml.ClassificationSolutionStore.deleteObject("ml_sn_global_glo
bal_solution");
```

ClassificationSolutionStore - get(String name)

Gets a solution object from the store.

Parameters

Name	Type	Description
name	String	Name of a solution in the store.

Returns

Type	Description
Object	*ClassificationSolutionVersion* object. Returns an error if the object does not exist.

The following example shows how to get a solution object from the store using the *get()* method and view its training status using the ClassificationSolution - getActiveVersion() and ClassificationSolutionVersion - getStatus() methods.

```
// Get status
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_incident_categorizati
on');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus(), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true"
}
```

ClassificationSolutionStore - getAllNames(Object options)

Gets the names of all solution definition records in the store.

Parameters

Name	Type	Description
options	Object	Options for restricting results within the specified properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		`{ "label": "String", "domainName": "String", "scope": "String" };`
options.label	String	Optional. Label of your solution object.
options.domainName	String	Optional. Name of the domain for your solution object. Refer to Domain separation and Predictive Intelligence.
options.scope	String	Optional. Name of an application scope for your solution object.

Returns

Type	Description
Array	List of strings representing solution object names in the store.

In the following example, the *getAllNames()* method returns a list of all names in the store.

```
gs.print(JSON.stringify(JSON.parse(sn_ml.ClassificationSolutionStore.getAllNames()), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_my_solution_definition_3",
  "ml_incident_assignment",
  "ml_x_snc_global_global_my_solution_definition",
  "ml_x_snc_global_global_my_solution_definition_2",
  "ml_sn_global_global_incident_service"
]
```

In the following example, the *getAllNames()* method returns only names associated with values set in the *options* parameter.

```
var options = {
  'label' : 'my solution definition',
  'domainName' : 'global',
  'scope' : 'global'
};
var solNames =
 sn_ml.ClassificationSolutionStore.getAllNames(options);
gs.print(JSON.stringify(JSON.parse(solNames), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_my_solution_definition"
]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ClassificationSolutionStore - update(String name, Object mlSolution)

Replaces an existing object in the store with the object passed as a parameter. The object name provided must be empty or match.

Parameters

Name	Type	Description
name	String	Name of the solution to update.
mlSolution	*ClassificatioClassificationSolution()* object properties to update.	

Returns

Type	Description
None	

The following example shows how to update a solution object in the store.

```
var solutionUpdate = new sn_ml.ClassificationSolution({
  'label': 'my solution definition',
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames': ['short_description']
});

sn_ml.ClassificationSolutionStore.update('ml_sn_global_global_incident_service', solutionUpdate);
```

ClassificationSolutionVersion - Global

The *ClassificationSolutionVersion* API is a scriptable object used in Predictive Intelligence stores.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

This API is used for working with solution versions based on ClassificationSolution API objects in the ClassificationSolution store.

The system creates a solution version each time you train a solution definition. Most versions are created during scheduled solution training.

Methods in this API are accessible using the following ClassificationSolution - Global methods:

- *getActiveVersion()*
- *getAllVersions()*
- *getLatestVersion()*
- *getVersion()*

ClassificationSolutionVersion - getPredictionPerformance(Object options)

Calculates solution precision and coverage.

To use this method, you must first create settings using the *setPredictionSettings()* method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
options	Object	Selects a metric to retrieve within a span of dates. For more information, see Configuring target metrics. `{ "fromDate": "String", "metricName": "String", "toDate": "String" }`
options.fromDate	String	Optional. Start date from which to retrieve metrics in system date time format.
options.metricName	String	Name of the metric. Valid values: • *precision* • *coverage*
options.toDate	String	Optional. End date from which to retrieve metrics. Formnt: System date time format.

Returns

Type	Description
Object	Parseable JavaScript object containing the results for the input metric. `{ "metricName" : "String", "metricValue" : "String", "numberOfPredictionsConsidered" : "String" }`
Object.metricName	Name of metric selected as input. Data type: String
Object.metricValue	Value of the selected metric. Data type: String
Object.numberOfRecordsConsidered	Number of records in the Predictor Results [ml_predictor_results] table considered for calculations. Data type: String

The following example shows how to get a precision value from the active version of a solution.

```
// Get precision value
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_incident_categorizati
on');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getPredictionPerformance({"metricName": "precision"})), null,
 2));
```

Output:

```
{
  "metricName": "precision",
  "metricValue": "70.10",
  "numberOfPredictionsConsidered": "10"
}
```

ClassificationSolutionVersion - getPredictionSettings()

Gets estimated precision, estimated coverage, estimated recall values from the ML Solutions [ml_solution] table and records from the Class Confidence [ml_class] table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Returns prediction settings for each class. Data includes precision, coverage, recall, and distribution values of all classes included in the trained model from the ML Solutions [ml_solution] table. For details, see Predictive model components. `{ "<class name>": {Object} }`
<Object>.<class name>	Training statistics data from the Class Confidence [ml_class] table. For more information, see Configuring target metrics. Data type: Object `{ "precision": "String", "coverage": "String", "recall": "String" }`
<Object>.<class name>.precision	Estimated solution precision metric for this class. Data type: String (numerical value)
<Object>.<class name>.coverage	Estimated solution coverage metric for this class. Data type: String (numerical value)
<Object>.<class name>.recall	Estimated solution recall metric for this class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String (numerical value)

The following example shows how to get prediction settings of an active solution version.

```
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_incident_categorizati
on');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getPredictionSettings()), null, 2));
```

Output:

```
{
  "solutionSettings": {
    "precision": "61.69",
    "coverage": "66.75",
    "recall": "57.54"
  },
  "classSettings": {
    "Approvals": {
      "precision": "100",
      "coverage": "0",
      "recall": "0"
    },
    "Authentication": {
      "precision": "38.71",
      "coverage": "98.44",
      "recall": "56.25"
    },
    "Automation": {
      "precision": "100",
      "coverage": "0",
      "recall": "0"
    }, ...
```

ClassificationSolutionVersion - getProperties()

Gets solution object properties and version number.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and ClassificationSolution version details. Results vary by object property setup.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	{
	"algorithmConfig": {
	"algorithm": "String",
	"targetClassRecall": "String"
	},
	"datasetProperties": {Object},
	"domainName": "String",
	"encoder": {Object},
	"groupByFieldName": "String",
	"inputFieldNames": [Array],
	"isActive": Boolean,
	"label": "String",
	"name": "String",
	"predictedFieldName": "String",
	"processingLanguage": "String",
	"scope": "String",
	"stopwords": [Array],
	"stopwords": [Array],
	"trainingFrequency": "String",
	"versionNumber": "Number"
	}

<Object>.algorithmConfig	Method for encoding the solution. Data type: Object
<Object>.algorithmConfig.algorithm	Name of the encoding algorithm for training this solution. Possible values: • *xgboost*: XGBoost encoding to optimize the training. • *logisticRegression*: Method using the logistic regression model for categorical targets such as nominal or ordinal. Data type: String
<Object>.algorithmConfig.targetClassRecall	Class recall parameter to steer a solution's training to bias a specific class. The recall value is a number between 0 and 100 representing a percentage. Data type: String
<Object>.datasetProperties	Lists the properties of the *DatasetDefinition()* object associated with the solution. Data type: Object { "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array],

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>{
	  "tableName": "String"
	}</pre>

<Object>.datasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String
<Object>.datasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array

<Object>.datasetProperties.fieldDetails	List of UnscriptedObjects that specify field properties.
	
	Data type: Array of Objects
	<pre>[
	  {
	  "name": "String",
	  "type": "String"
	  }
	]</pre>

<Object>.datasetProperties.fieldDetails.<Object>.name	Name of the field. Use <Object>.name information to restrict this dataset to. Data type: String
<Object>.datasetProperties.fieldDetails.<Object>.type	Field type. Data type: String
<Object>.datasetProperties.encodedQuery	Encoded query string in standard platform format. See Encoded query strings. Data type: String.
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.encoder	Encoder object assigned to this solution. See Encoder - Encoder(Object config). Data type: Object
<Object>.groupByFieldName	Field name by which the system groups records to build classification solutions. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.inputFieldNames	List of input field names as strings. The model uses these fields used to make predictions. Data type: String
<Object>.isActive	Flag that indicates whether this version is active. Valid values: • true: Version is active. • false: Version is not active. Data type: String
<Object>.label	Identifies the prediction task. `{ "label": "my first prediction" }` Data type: String
<Object>.name	System-assigned name. Data type: String
<Object>.predictedFieldName	Identifies a field to be trained for predictability. Data type: String
<Object>.processingLanguage	Processing language in two-letter ISO 639-1 language code format. Data type: String
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.stopwords	Optional. Preset list of strings that the system automatically generates based on the *`language`* property setting. For details, see Create a custom stopwords list. Data type: Array
<Object>.trainingFrequency	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• every_180_days • run_once Default: run_once Data type: String
<Object>.versionNumber	Version number of the *ClassificationSolution* object. Data type: String

The following example gets properties of the active object version in the store.

```
// Get properties
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_incident_categorizati
on');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getProperties()), null, 2));
```

Output:

```
*** Script: {
  "datasetProperties": {
    "encodedQuery": "activeANYTHING^EQ",
    "fieldNames": [
      "short_description",
      "category"
    ],
    "tableName": "incident"
  },
  "domainName": "global",
  "inputFieldNames": [
    "short_description"
  ],
  "isActive": "true",
  "label": "Incident Categorization_Trainer",
  "name": "ml_incident_categorization",
  "predictedFieldName": "category",
  "processingLanguage": "en",
  "stopwords": [
    "Default English Stopwords"
  ],
  "versionNumber": "1"
}
```

ClassificationSolutionVersion - getStatus(Boolean includeDetails)

Gets training completion status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
includeDetails	Boolean	Flag that indicates whether to return status *details*. Valid values: • true: Return additional details. • false: Don't return additional details. Default: False

Returns

Type	Description
Object	JavaScript object containing training status information for a ClassificationSolution object. `{ "state": "String", "percentComplete": "Number as a String", "hasJobEnded": "Boolean value as a String", "details": {Object} }`
<Object>.state	Training completion state. If the training job reaches a terminal state, the job does not leave that state. If the state is terminal, the *hasJobEnded* property is set to `true`. Possible values: • `fetching_files_for_training` • `preparing_data` • `retry` • `solution_cancelled` (terminal) • `solution_complete` (terminal) • `solution_error` (terminal) • `solution_incomplete` • `training_request_received` • `training_request_timed_out` (terminal) • `training_solution` • `uploading_solution` • `waiting_for_training` Data type: String
<Object>.hasJobEnded	Flag that indicates whether training is complete. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Training is complete. • false: Training is incomplete. Data type: Boolean value as a String
<Object>.percentComplete	Training percent complete. If the completion percentage is less than 100, the job might be in a terminal state. For example, if training times out. Data type: Number as a String Range: 0 thru 100
<Object>.details	Object containing a list of additional training details. Data type: Object

The following example shows a successful result with training complete.

```
// Get status
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_incident_categorizati
on');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus(true), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true",
 "details":{"stepLabel":"Solution Complete"} // This information
 is only returned if getStatus(true);
}
```

The following example shows an unsuccessful result with training complete.

```
// Get status
var solutionName =
 'ml_x_snc_global_global_classification_solution';
var mlSolution =
 sn_ml.ClassificationSolutionStore.get(solutionName);
var trainingStatus = mlSolution.getLatestVersion().getStatus();

gs.print(JSON.stringify(JSON.parse(trainingStatus), null, 2));
```

Output:

```
{
 "state":"solution_error",
 "percentComplete":"100",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "hasJobEnded":"true"
}
```

ClassificationSolutionVersion - getTrainingStatistics()

Gets all the training statistics for a given solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	JavaScript object with statistics for each class included in training and values for each class that was excluded from training. For details, see Predictive model components. `{ "includedClasses": {Object}, "excludedClasses": {Object} }`
<Object>.includedClasses	Object containing precision, coverage, recall, and distribution values of each class in the trained model. Data type: Object `"includedClasses": { "<class name>": { "distribution": "String", "statistics": [Array] },`
<Object>.includedClasses.<class name>.distribution	Value of the outcome probability distribution for this class. Data type: String
<Object>.includedClasses.<class name>.statistics	List of objects providing training statistics data. For more information, see Configuring target metrics. Data type: Array of Objects `[ { "coverage": "String", "precision": "String", "recall": "String", "selected": "String" } ]`
<Object>.includedClasses.<class name>.statistics.coverage	Estimated solution coverage metric for this class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String (numerical value)
<Object>.includedClasses.<class name>.statistics.precision	Estimated solution precision metric for this class. Data type: String (numerical value)
<Object>.includedClasses.<class name>.statistics.recall	Estimated solution recall metric for this class. Data type: String (numerical value)
<Object>.includedClasses.<class name>.statistics.selected	Flag that indicates whether this class contains records included in solution training. Valid values: • true: This class contains records selected for training the solution. • false: This class is excluded from training. Data type: String (Boolean value) Default: false
<Object>.excludedClasses	Distribution and row count of all the classes excluded from training. Data type: Object `"excludedClasses": { "<class name>": { "distribution": "0.11", "rowCount": "9" }`
<Object>.excludedClasses.<class name>.distribution	Value of the outcome probability distribution for this class. Data type: String
<Object>.excludedClasses.<class name>.rowCount	Number of rows excluded from training. Data type: String (numerical value)

The following example shows how to get training statistics from the active solution.

```
// Get training stats
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_incident_categorizati
on');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getTrainingStatistics()), null, 2));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "includedClasses": {
    "Approvals": {
      "distribution": "0.43",
      "statistics": [
        {
          "precision": "100",
          "coverage": "0",
          "recall": "0",
          "selected": "true"
        }
      ]
    },
    "Authentication": {
      "distribution": "4.3",
      "statistics": [
        {
          "precision": "39.33",
          "coverage": "95.31",
          "recall": "54.69",
          "selected": "false"
        },
        {
          "precision": "100",
          "coverage": "0",
          "recall": "0",
          "selected": "false"
        },
     ...
    }
    ...
  "excludedClasses": {
    "ACE": {
      "distribution": "0.11",
      "rowCount": "9"
    },
    "AHA": {
      "distribution": "0.01",
      "rowCount": "1"
    },
    ...
}
```


ClassificationSolutionVersion - getVersionNumber()

Gets the version number of a solution object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Version number.

The following example shows how to get a version number.

```
// Get version number
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_incident_categorizati
on');

gs.print("Version number:
 "+JSON.stringify(JSON.parse(mlSolution.getActiveVersion().getVe
rsionNumber()), null, 2));
```

Output:

```
Version number: 1
```

ClassificationSolutionVersion - predict(Object input, Object options)

Gets the input data for a prediction.

Parameters

Name	Type	Description
input	Object	*GlideRecord* or array of JSON objects containing field names and values as key-value pairs.
options	Object	Optional values for filtering prediction results. `{ "apply_threshold": Boolean, "top_n": Number }`
options.apply_threshold	Boolean	Flag that indicates whether to check the threshold value for the solution and apply it to the result set. Valid values: • true: Return results in which confidence is greater than threshold. • false: Return all results. Default: True
options.top_n	Number	If provided, returns the top results, up to the specified number of predictions.

Returns

Type	Description
Object	JSON object containing the prediction results sorted by sys_id or record_number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	`{ <identifier>: [Array] }`
<Object>.<identifier>	List of objects with details for each prediction result. Data type: Array of Objects `<identifier>: [ { "confidence": Number, "predictedSysId": "String", "predictedValue": "String", "threshold": Number } ]`
<Object>.<identifier>.confidence	Value of the confidence associated with the prediction. For example, 53.84. Data type: Number
<Object>.<identifier>.predictedSysId	The sys_id of the predicted value. Results can be from any table on which information is being predicted. Data type: String
<Object>.<identifier>.predictedValue	Value of the prediction result. Data type: String
<Object>.<identifier>.threshold	Value of the configured threshold associated with the prediction. Data type: Number

The following example shows how to display prediction results for a *`predict()`* method that takes a GlideRecord by sys_id for input and includes optional parameters to restrict to top three results and exclude the threshold value.

```
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_incident_categorizati
on');

// single GlideRecord input
var input = new GlideRecord("incident");
input.get("<sys_id>");

// configure optional parameters
var options = {};
options.top_n = 3;
options.apply_threshold = false;

var results = mlSolution.getVersion(1).predict(input, options);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// pretty print JSON results
gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

Output:

```
{
  "<sys_id/gr>": [
    {
      "confidence": 62.10782320780268,
      "threshold": 20.36,
      "predictedValue": "Clone Issues",
      "predictedSysId": ""
    },
    {
      "confidence": 6.945237375770391,
      "threshold": 16.63,
      "predictedValue": "Instance Administration",
      "predictedSysId": ""
    },
    {
      "confidence": 5.321061076300759,
      "threshold": 23.7,
      "predictedValue": "Administration",
      "predictedSysId": ""
    }
  ]
}
```

The following example shows how to display prediction results for a *predict()* method that takes an array of field names as key-value pairs for input and includes optional parameters to restrict to top three results and exclude the threshold value.

```
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_incident_categorizati
on');

// key-value pairs input
var input = [{"short_description":"my email is not working"},
 {short_description:"need help with password"}];

// configure optional parameters
var options = {};
options.top_n = 3;
options.apply_threshold = false;
var results = mlSolution.predict(input, options);

// pretty print JSON results
gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

Output:

```
{
  "1": [
    {
      "confidence": 37.5023032262591,
      "threshold": 10.72,
      "predictedValue": "Authentication",
      "predictedSysId": ""
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    {
      "confidence": 24.439964862166583,
      "threshold": 23.7,
      "predictedValue": "Administration",
      "predictedSysId": ""
    },
    {
      "confidence": 11.736320486031047,
      "threshold": 100,
      "predictedValue": "Security",
      "predictedSysId": ""
    }
  ],
  "2": [
    {
      "confidence": 99,
      "threshold": 17.77,
      "predictedValue": "Email",
      "predictedSysId": ""
    },
    {
      "confidence": 3.182137005157543,
      "threshold": 10.72,
      "predictedValue": "Authentication",
      "predictedSysId": ""
    },
    {
      "confidence": 2.8773826570713514,
      "threshold": -1,
      "predictedValue": "Email (I/f)",
      "predictedSysId": ""
    }
  ]
}
```


ClassificationSolutionVersion - setPredictionSettings(Object options)

Sets precision, coverage, or recall values at solution level or class level.

Parameters

Name	Type	Description
options	Object	Metric configuration values. For information about these features, see Configuring target metrics. `{ "metricName" : "String", "metricValue" : "String", "className" : "String" }`
options.metricName	String	Name of the metric to set. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• *coverage* • *precision* • *recall*
options.metricValue	String	Numeric value to assign to the metric.
options.className	String	Optional. Name of the class to restrict results to. Use the *getTrainingStatistics()* method to retrieve a complete list of classes for a solution.

Returns

Type	Description
None	

The following example shows how to set a precision metric to 89.5 for a class named `Clone Issues`.

```
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_x_snc_global_global_c
lassification');
var input = {"metricName" : "precision", "metricValue" : "89.5",
 "className" : "Clone Issues"};

mlSolution.getActiveVersion().setTrainingStatistics(input);
```

ClassificationSolution - Global

The *ClassificationSolution* API is a scriptable object used in Predictive Intelligence stores.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

The solution setup-to-training flow is as follows:

1. Create a dataset using the *DatasetDefinition* API.
2. Optional. Build an encoder using the *Encoder* API.
3. Use the constructor to create a classification solution object.
4. Add the solution object to the classification solution store using the *ClassificationSolutionStore - add()* method.
5. Train the solution using the *submitTrainingJob()* method. This creates a version of the object that you can manage using the *ClassificationSolutionVersion* API.
6. Get predictions using the *ClassificationSolutionVersion - predict()* method.

Note: This API runs with full privileges before the Vancouver Patch 7 Hotfix 2b and Washington DC Patch 7 releases. With later releases, grant access using ACLs. For more information see Query ACLs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For usage guidelines, refer to Using ML APIs.

ClassificationSolution - ClassificationSolution(Object config)

Creates a classification solution.

Parameters

Name	Type	Description
config	Object	JavaScript object containing configuration properties of the solution. `{ "algorithmConfig": {Object}, "dataset": {Object}, "domainName": "String", "encoder": {Object}, "groupByFieldName": "String", "inputFieldNames": [Array], "label": "String", "minRowCount": "String", "predictedFieldName": "String", "processingLanguage": "String", "stopwords": [Array], "trainingFrequency": "String" }`
config.algorithmConfig	Object	JavaScript object containing algorithm configuration properties. `'algorithmConfig' : { "algorithm": "String", "targetClassRecall": "String" }`
config.algorithmConfig.algorithm	String	Method for encoding your solution. Possible values: • *xgboost*: XGBoost encoding to optimize the training. • *logisticRegression*: Method using the logistic regression model for categorical targets such as nominal or ordinal.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
config.algorithmConfig.targetClassRecall	String	Applies a class recall parameter to steer a solution's training to bias a specific class. Format is `"<ClassName:RecallValue>"` where the recall value is a number between 0 and 100 representing a percentage. For example, to set and apply this solution parameter to 90% accuracy for all records you train in the Email class, the value is set to `"Email:90"`.
config.dataset	Object	*`DatasetDefinition`* name.
config.domainName	String	Optional. Domain name associated with this dataset. Default: Current domain, for example, `"global"`.
config.encoder	Object	Optional. Trained encoder object to assign to this solution. See Encoder - Encoder(Object config).
config.explainability	Boolean	Flag that indicates whether to provide model explainability. Use model explainability to identify the importance of each input field to your model's predictions. Valid values: • true: The Classification model includes explainability details. Information can be viewed on the **Feature Importance** tab of the model's solution form. • false: The Classification model does not include explainability details. Default: false See also: Model Explainability
config.groupByFieldName	String	Optional. Field name by which the system groups records to build classification solutions. For usage information, see Using group by for classification.
config.inputFieldNames	Array	List of input field names as strings. The model uses these fields used to make predictions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
config.label	String	Identifies the prediction task.
config.minRowCount	String	Optional. Minimum number of records required in the dataset for training. Default: 10000
config.predictedFieldName	String	Identifies a field to be trained for predictability.
config.processingLanguage	String	Optional. Processing language in two-letter ISO 639-1 language code format. Default: "en"
config.stopwords	Array	Optional. Preset list of strings that the system automatically generates based on the *language* property setting. For details, see Create a custom stopwords list.
config.trainingFrequency	String	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once

The following example shows how to create an object and add it to the ClassificationSolution store.

```
var myData = new sn_ml.DatasetDefinition(
  {
     'tableName' : 'incident',
     'fieldNames' : ['category', 'short_description',
 'priority'],
     'fieldDetails' : [
       {
         'name' : 'category',
         'type' : 'nominal'
       },
       {
         'name' : 'short_description',
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        'type' : 'text'
      }],
    'encodedQuery' : 'activeANYTHING'
  });

var mySolution = new sn_ml.ClassificationSolution({
  'label': "my solution definition",
  'dataset' : myData,
  'predictedFieldName' : 'category',
  'inputFieldNames': ['short_description']
});

var myClassificationName =
 sn_ml.ClassificationSolutionStore.add(mySolution);
```

ClassificationSolution - cancelTrainingJob()

Cancels a job for a solution object that has been submitted for training.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to cancel an existing training job.

```
var mySolution =
 sn_ml.ClassificationSolutionStore.get('ml_sn_global_global_clas
sification');

mySolution.cancelTrainingJob();
```

ClassificationSolution - getActiveVersion()

Gets the active *ClassificationSolutionVersion* object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Active *ClassificationSolutionVersion* object.

The following example shows how to get an active *ClassificationSolution* version from the store and return its training status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_x_snc_global_global_c
lassification');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

ClassificationSolution - getAllVersions()

Gets all versions of a classification solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Existing versions of a solution object. See also *ClassificationSolutionVersion* API.

The following example shows how to get all *ClassificationSolution* version objects and call the *getVersionNumber()* and *getStatus()* solution version methods on them.

```
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_x_snc_global_global_c
lassification');

var mlSolutionVersions = mlSolution.getAllVersions();

for (i = 0; i < mlSolutionVersions.length; i++) {
gs.print("Version " + mlSolutionVersions[i].getVersionNumber() +
 " Status: " + mlSolutionVersions[i].getStatus() +"\n");
};
```

Output:

```
Version 3 Status:
 {"state":"solution_complete","percentComplete":"100","hasJobEnd
ed":"true"}

Version 2 Status:
 {"state":"solution_complete","percentComplete":"100","hasJobEnd
ed":"true"}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Version 1 Status:
 {"state":"solution_cancelled","percentComplete":"0","hasJobEnde
d":"true"}
```

ClassificationSolution - getLatestVersion()

Gets the latest version of a solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	*ClassificationSolutionVersion* object corresponding to the latest version of a *ClassificationSolution()*.

The following example shows how to get the latest version of a solution and return its training status.

```
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_x_snc_global_global_c
lassification');

gs.print(JSON.stringify(JSON.parse(mlSolution.getLatestVersion()
.getStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

ClassificationSolution - getName()

Gets the name of the object to use for interaction with the store.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the solution object.

The following example shows how to update *ClassificationSolution* dataset information and print the name of the object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Update solution
var myIncidentData = new sn_ml.DatasetDefinition({
   'tableName' : 'incident',
   'fieldNames' : ['category', 'short_description', 'priority'],
   'encodedQuery' : 'activeANYTHING'
});

var eligibleFields =
 JSON.parse(myIncidentData.getEligibleFields('classification'));

var myClassification = new sn_ml.ClassificationSolution({
   'label': "my classification solution",
   'dataset' : myIncidentData,
   'inputFieldNames': eligibleFields['eligibleInputFieldNames'],
   'predictedFieldName': 'category'
});

// update solution
sn_ml.ClassificationSolutionStore.update('ml_x_snc_global_global
_my_solution_definition_4', myClassification);

// print solution name
gs.print('Solution Name: '+myClassification.getName());
```

Output:

```
Solution Name: ml_x_snc_global_global_my_solution_definition_4
```

ClassificationSolution - getProperties()

Gets solution object properties.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and *ClassificationSolution()* object details in the *ClassificationSolutionStore*. `{ "algorithmConfig": { "algorithm": "String", "targetClassRecall": "String" }, "datasetProperties": {Object}, "domainName": "String", "encoder": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>{
	"groupByFieldName": "String",
	"inputFieldNames": [Array],
	"label": "String",
	"name": "String",
	"predictedFieldName": "String",
	"processingLanguage": "String",
	"scope": "String",
	"stopwords": [Array],
	"trainingFrequency": "String"
	}</pre>

<Object>.algorithmConfig	Method for encoding the solution. Data type: Object.
<Object>.algorithmConfig.algorithm	Name of the encoding algorithm for training this solution. Possible values: • *xgboost*: XGBoost encoding to optimize the training. • *logisticRegression*: Method using the logistic regression model for categorical targets such as nominal or ordinal. Data type: String.
<Object>.algorithmConfig.targetClassRecall	Class recall parameter to steer a solution's training to bias a specific class. The recall value is a number between 0 and 100 representing a percentage. Data type: String

<Object>.datasetProperties	Lists the properties of the *DatasetDefinition()* object associated with the solution.
	<pre>{
	"encodedQuery": "String",
	"fieldDetails": [Array],
	"fieldNames": [Array],</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	<pre> "tableName": "String" }</pre> Data type: Object.
<Object>.datasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.
<Object>.datasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.

<Object>.datasetProperties.fieldNames.fieldDetails	List of JavaScript objects that specify field properties.
	
	<pre>[
	  {
	    "name": "String",
	    "type": "String"
	  }
	]</pre>
	Data type: Array.

<Object>.datasetProperties.fieldNames.fieldDetails.<object>.name	Name of the field defining the type of information to restrict this dataset to. Data type: String.
<Object>.datasetProperties.fieldDetails.<object>.type	Machine-learning field type. Data type: String.
<Object>.datasetProperties.fieldDetails.encodedQuery	Encoded query string in the standard platform format. See Encoded query strings. Data type: String.
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.encoder	Encoder object assigned to this solution. See Encoder - Encoder(Object config).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Object.
<Object>.groupByFieldName	Field name by which the system groups records to build classification solutions. Data type: String
<Object>.inputFieldNames	List of input field names as strings. The model uses these fields used to make predictions. Data type: String.
<Object>.label	Identifies the prediction task. `{ "label": "my first prediction" }` Data type: String.
<Object>.name	System-assigned name. Data type: String.
<Object>.predictedFieldName	Identifies a field to be trained for predictability. Data type: String.
<Object>.processingLanguage	Processing language in two-letter ISO 639-1 language code format. Data type: String.
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.stopwords	Optional. Preset list of strings that the system automatically generates based on the *`language`* property setting. For details, see Create a custom stopwords list. Data type: Array.
<Object>.trainingFrequency	The frequency to retrain the model. Possible values: • every_30_days • every_60_days

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• every_90_days • every_120_days • every_180_days • run_once Default: run_once Data type: String.

The following example gets properties of a solution object in the store.

```
var mySolution =
 sn_ml.ClassificationSolutionStore.get('ml_sn_global_global_clas
sification_solution');

gs.print(JSON.stringify(JSON.parse(mySolution.getProperties()),
 null, 2));
```

Output:

```
*** Script: {
  "datasetProperties": {
    "tableName": "incident",
    "fieldNames": [
      "category",
      "short_description",
      "priority",
      "assignment_group.name"
    ],
    "fieldDetails": [
      {
        "name": "category",
        "type": "nominal"
      },
      {
        "name": "short_description",
        "type": "text"
      }
    ]
  },
  "domainName": "global",
  "inputFieldNames": [
    "short_description"
  ],
  "label": "my solution definition",
  "name": "ml_x_snc_global_global_my_solution_definition_26",
  "predictedFieldName": "category",
  "processingLanguage": "en",
  "scope": "global",
  "stopwords": [
    "Default English Stopwords"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ],
  "trainingFrequency": "run_once"
}
```

ClassificationSolution - getVersion(String version)

Gets a solution by provided version number.

Parameters

Name	Type	Description
version	String	Existing version number of a solution.

Returns

Type	Description
Object	Specified version of the *ClassificationSolution()* object on which you can call *ClassificationSolutionVersion* API methods.

The following example shows how to get the training status of a solution by version number.

```
var mlSolution =
 sn_ml.ClassificationSolutionStore.get('ml_x_snc_global_global_classification');

gs.print(JSON.stringify(JSON.parse(mlSolution.getVersion('1').getStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

ClassificationSolution - setActiveVersion(String version)

Activates a specified version of a solution in the store.

Parameters

Name	Type	Description
version	String	Name of the *ClassificationSolution()* object version to activate. Activating this version deactivates any other version.

Returns

Type	Description
None	

The following example shows how to activate a solution version in the store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
sn_ml.ClassificationSolution.setActiveVersion("ml_incident_categ
orization");
```

ClassificationSolution - submitTrainingJob()

Submits a training job.

Note: Before running this method, you must first add a solution to the store using the *ClassificationSolutionStore - add()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	*ClassificationSolutionVersion* object corresponding to the *ClassificationSolution* being trained.

The following example shows how to create a dataset, apply it to a solution, add the solution to a store, and submit the training job.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({

  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create a solution
var mySolution = new sn_ml.ClassificationSolution({

  'label': "my solution definition",
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']

});

// Add the solution to the store to later be able to retrieve
 it.
var my_unique_name =
 sn_ml.ClassificationSolutionStore.add(mySolution);

// Train the solution - this is a long running job
var myClassifierVersion = mySolution.submitTrainingJob();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ClassifierProbes - Global

The `ClassifierProbes` script include provides a classifier probe launch facility. Encapsulates an array of probe information records, initialized either from a JavaScript array or the XML serialized version.

Use in any server-side script where you need to define a classifier probe launch facility.

ClassifierProbes - launch()

Launches the next highest priority classifier from those in the list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if a classifier is launched; otherwise, false.

ClassifierProbes - launchSupplementary()

Launches a supplementary probe.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

ClassifierProbes - size()

Returns the probe length.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The probe length

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Client - Scoped, Global

The `Client` API provides methods to add data to the MetricBase database, to execute transforms on the MetricBase database, and to receive the results of the transforms.

You can use the `Client` class in both scoped and global server scripts. This class is part of the MetricBase application and must run within the `sn_clotho` namespace.

Client - Client()

Create an instance of the client class to access the MetricBase database.

Parameters

Name	Type	Description
None		

```
var client = new sn_clotho.Client();
```

Client - accumulate(GlideRecord now_GR, String metric)

Accumulates metric values at specified timestamp and saves the result to the database rather than overwriting the value.

Use this method to handle metrics that can be summed for an accumulation, such as kilowatt-hours (kWhs) of electricity. Accumulate makes a call for each metric at the provided timestamp. For example, collected kilowatts for a heater, electric kettle, and washing machine would result in three calls to accumulate.

Parameters

Name	Type	Description
now_GR	GlideRecord	Name of the series GlideRecord from which to obtain the accumulated value. See also: getSeries()
default_value	Number	Optional. Default value for accumulation at a given timestamp. Used only during the first call to accumulate if a value is unavailable for a given timestamp. A use case could be accumulating a watts metric for a total_power. You want to accumulate watts for a router connected to an outlet without a power meter to measure it. If you know the consumption value and it is constant), you can use the constant value as a default value to accumulate total_power. For example, you would use 20 if the router is constantly plugged in and consumes 20 Watts. The timestamp value can be provided using the DataBuilder API. Default: 0

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to accumulate the `total_power` metric value in a record called `building_a`.

```
var time = new GlideDateTime();

// total_power is the name of a metric within building_a which
 stores accumulated values

var dataBuilder1 = new sn_clotho.DataBuilder(building_a,
 "total_power");
// values to be accumulated
dataBuilder1.add(time, 3.5);
new sn_clotho.Client().accumulate(dataBuilder1, 0);

var dataBuilder2 = new sn_clotho.DataBuilder(building_a,
 "total_power");
// values to be accumulated
dataBuilder2.add(time, 3.5);
new sn_clotho.Client().accumulate(dataBuilder2, 0);

var dataBuilder3 = new sn_clotho.DataBuilder(building_a,
 "total_power");
// values to be accumulated
dataBuilder3.add(time, 3.5);
new sn_clotho.Client().accumulate(dataBuilder3, 0);

// As a result of these operations client will save value of
// 3.5+12+4.3+0(default value) at the timestamp 'time'
```

Client - deleteMetric(String tableName, String metricName)

Remove a specified metric from a specified table in the MetricBase database

Note: This method deletes data from the MetricBase database. There is no recovery mechanism.

Parameters

Name	Type	Description
tableName	String	The name of the table whose specified metric is to be deleted.
metricName	String	The name of the metric.

Returns

Type	Description
None	

The following example shows how to remove a metric from a table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var client = new sn_clotho.Client();

// delete metric (Speed) from the Drones table
client.deleteMetric("mb_demo_drone", "mb_demo_mt_speed");
```

Client - deleteSeries(GlideRecord now_GR, String metric)

Remove the data in the MetricBase database associated with the specified metric in the specified GlideRecord. Use this method for removing test data.

Note: This method deletes data from the MetricBase database. There is no recovery mechanism.

Parameters

Name	Type	Description
now_GR	GlideRecord	The records whose time series data for the specified metric is to be deleted.
metric	String	The name of the metric.

Returns

Type	Description
void	

```
var client = new sn_clotho.Client();
//query drones of a specific model
var drones = new GlideRecord("mb_demo_drone");
drones.addQuery("model", "Kingfisher Phantom");
drones.query();

client.deleteSeries(drones, 'mb_demo_mt_speed');
```

Client - getSeries(GlideRecord now_GR, String metricName, GlideDateTime lastUpdateBefore)

Get all series from a specific dimension.

Parameters

Name	Type	Description
now_GR	GlideRecord	The record from which to obtain the series.
metric	String	The name of the metric.
lastUpdateBefore	GlideDateTime	Optional. Date in the future representing the end of the period to be evaluated.

Returns

Type	Description
Array	List of string sys_ids representing the series containing data for the specified metric. If the *lastUpdateBefore* parameter is provided, returns series that have no data more recent than the lastUpdateBefore date (non-inclusive).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to get the complete list of speed values listed in the Drones [mb_demo_drone] table.

```
var client = new sn_clotho.Client();

// query subject records
var grDrone = new GlideRecord('mb_demo_drone');
grDrone.query();

var series = client.getSeries(grDrone,'mb_demo_mt_speed');
```

Client - put(Object metricData)

Saves metric data to the MetricBase database.

Parameters

Name	Type	Description
metricData	Object	One of the following: • DataBuilder object containing metric data. • Array of DataBuilder objects containing metric data.

Returns

Type	Description
void	

```
var time = new GlideDateTime();
// two different GlideRecord instances and metrics
var dataBuilder = new sn_clotho.DataBuilder(now_GR,
 'cpu_percentage');
dataBuilder.add(time, 0.6);
var dataBuilder2 = new sn_clotho.DataBuilder(gr2,
 'disk_free_percentage');
dataBuilder2.add(time, 0.2);
new sn_clotho.Client().put([dataBuilder,dataBuilder2]);
```

Cloud Runner TestGenerationApi – Scoped, Global

Manages test job generation to be executed in a cloud runner for Automated Test Framework (ATF). This API is part of the CloudRunnerApi script include.

You can use this API for the following tasks:

- Start the test generation job.
- Check the progress of the test generation job.
- Cancel the test generation job.

In global scope, this API is executed within the sn_atf_tg namespace. You must have the ATF Test Generator and Cloud Runner (sn_atf_tg) plugin activated to use this API.

See also:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Cloud Runner TestRunnerApi – Scoped, Global
- Cloud Runner TestUserApi – Scoped, Global
- Cloud Runner Test Generation REST API

TestGenerationApi – cancelJob(String snboqId)

Sets the test generation job and its associated update set record to complete status. Cancels the root trackers of any generated tests that are running. If any test jobs are in progress on cancellation, this method sets any of the in-progress test records generated to skipped.

Parameters

Name	Type	Description
snboqId	String	Required. The sys_id of the BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

Returns

Type	Description
null	Null if successful, error message otherwise.

The following example shows how to start generating tests for the incident table and cancel the test generation. In the global scope, use the sn_atf_tg namespace.

```
var insertedSnboqId =
 CloudRunnerAPI.TestGenerationAPI.startJob({
  tableEncodedQuery: "nameISincident",
  catalogEncodedQuery: "sysIdISEMPTY",
  maxTestCount: 10
});

CloudRunnerAPI.TestGenerationAPI.cancelJob({snboqId:
 insertedSnboqId});
```

TestGenerationApi – progress(String snboqId)

Provides the status of each generated test for a provided Browser Orchestration Queue (BOQ) record.

Parameters

Name	Type	Description
snboqId	String	Required. The sys_id of the BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

Returns

Type	Description
Object	Information about the test job. You can find advanced test details in the Generated Tests [sn_atf_tg_generated_test] table. `{ "testsFailed": Number,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>{
	  "testsInProgress": Number,
	  "testsPending": Number,
	  "testsSkipped": Number,
	  "testsSucceeded": Number
	}</pre>

testsFailed	The number of failed tests generated. The failure reasons are listed in the Generated Tests [sn_atf_tg_generated_test] table. Data type: Number
testsInProgress	The number of use cases being created. Data type: Number
testsPending	The number of use cases remaining to be generated. Data type: Number
testsSkipped	The number of tests skipped due to job cancellation. Data type: Number
testsSucceeded	The number of successfully generated tests. Data type: Number

The following example shows how to start generating tests for the incident table, get the progress, and cancel the test generation. In the global scope, use the sn_atf_tg namespace.

```
var snboqId = CloudRunnerAPI.TestGenerationAPI.startJob({
  "tableEncodedQuery": "nameISincident",
  "catalogEncodedQuery": "sysIdISEMPTY",
  "maxTestCount": 10
});

gs.info(JSON.stringify(CloudRunnerAPI.TestGenerationAPI.progress
({snboqId: snboqId})));

CloudRunnerAPI.TestGenerationAPI.cancelJob({"snboqId":
 snboqId});
```

Output:

```
{
  "testsSucceeded": 4,
  "testsFailed": 2,
  "testsPending": 2,
  "testsInProgress": 8,
  "testsSkipped": 0
}
```

TestGenerationApi – startJob(String tableEncodedQuery, String userEncodedQuery, String catalogEncodedQuery, Number maxTestCount, Number maxTestCountPerTable,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Number maxTestCountPerItem, String email, Boolean separateUpdateSetPerScope, String scopeForGeneratingTests, String suiteName)

Inserts a record into the Browser Orchestration Queue (BOQ) [sn_atf_tg_sn_boq] table to start a test job.

Parameters

Name	Type	Description
catalogEncodedQuery	String	Optional. Encoded query specifying the catalog items (CIs) on which to generate tests. Default: All CIs (empty string)
email	String	Optional. Email address to send a notification to when the test generation is complete. Default: No email (empty string)
maxTestCount	Number	Optional. Maximum number of tests to generate. Possible values: 1-9999 Default: 9999 (maximum value)
maxTestCountPerItem	Number	Optional. Maximum number of tests to generate per CI. Possible values: 1-10 Default: 10 (maximum value)
maxTestCountPerTable	Number	Optional. Maximum number of tests to generate per table. Possible values: 1-10 Default: 10 (maximum value)
scopeForGeneratingTests	String	Required when *`separateUpdateSetPerScope`* is set to false. Sys_id of the scope in which to place all generated tests. Default: No sys_id (empty string)
separateUpdateSetPerScope	Boolean	Optional. Flag that indicates whether to separate generated tests into respective suites, update sets, and scopes, or to place tests into one suite, update set, and scope. Valid values: • true: Tests are placed into their respective suite and update set according to the scope of each table or catalog item. • false: All generated tests are placed in the same suite, update set, and scope. If false, *`scopeForGeneratingTests`* is required in the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: true
testSuite	String	Optional. Name of the test suite to create using test generation. Data type: String Default: ATF Generated Suite - <time_stamp>
tableEncodedQuery	String	Optional. Encoded query specifying the tables on which to generate tests. See Encoded query strings. Default: All tables (empty string)
userEncodedQuery	String	Optional. Encoded query specifying the users on which to generate tests. Default: All users (empty string)

Returns

Type	Description
String	The sys_id of the BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

The following example shows how to start generating tests for the incident table. In the global scope, use the sn_atf_tg namespace.

```
var insertedSnboqId =
 CloudRunnerAPI.TestGenerationAPI.startJob({
  tableEncodedQuery: "nameISincident",
  catalogEncodedQuery: "sysIdISEMPTY",
  suiteName: "Suite123",
  maxTestCount: 10
});

gs.info(insertedSnboqId);
```

Output:

```
<sys_id of inserted BOQ record>
```

Cloud Runner TestRunnerApi – Scoped, Global

Manages tests to be executed in a cloud runner for Automated Test Framework (ATF). This API is part of the CloudRunnerApi script include.

You can use this API for the following tasks:

- Start an ATF test or test suite in the Cloud Runner browser.
- Check the progress of the test job.
- Cancel the test job.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In global scope, this API is executed within the sn_atf_tg namespace. You must have the ATF Test Generator and Cloud Runner (sn_atf_tg) plugin activated to use this API.

See also:

- Cloud Runner TestGenerationApi – Scoped, Global
- Cloud Runner TestUserApi – Scoped, Global
- Cloud Runner Test User REST API

TestRunnerApi – cancelJob(String snboqId)

Sets the test runner job to complete status and cancels the root trackers of any generated tests that are running.

Parameters

Name	Type	Description
snboqId	String	Required. The sys_id of the BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

Returns

Type	Description
null	Null if successful, error message otherwise.

The following example shows how to start a test run an ATF test, display the progress, and stop the test run. In the global scope, use the sn_atf_tg namespace.

```
var snboqId = CloudRunnerAPI.TestRunnerAPI.startJob({
 "testId": "<sys_id>"
});

gs.info(JSON.stringify(CloudRunnerAPI.TestRunnerAPI.progress({"s
nboqId": snboqId})));

CloudRunnerAPI.TestRunnerAPI.cancelJob({"snboqId": snboqId});
```

Output:

```
{progress: 64, state: running}
```

TestRunnerApi – progress(String snboqId)

Provides the status of each test ran for a provided Browser Orchestration Queue (BOQ) record.

Parameters

Name	Type	Description
snboqId	String	Required. The sys_id of the BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	JSON object indicating test progress. `{ "progress": Number, "state": "String" }`
Object.progress	Indicates test progress percentage complete. Type: Number
Object.state	State of the BOQ record. Possible values: • Pending – The requested test activity has been created and is waiting to be executed. • Processing – The instance is scanning for records to ensure that the execution trackers are marked for cloud runner before the request is sent to the cloud infrastructure. • Browsers requested – A request has been sent to the cloud infrastructure to start browsers for test generation or test running. • Running – Cloud infrastructure browsers find and execute pending tests. • Completed – The test task is complete. • Failed state – The test task failed. Type: String
Error	If unsuccessful, possible error messages: • No BOQ ID passed in – The JSON object provided doesn't have a BOQ ID entry. Verify that the JSON object is structured as `{snboqId: "<sys_id>"}`. • Invalid BOQ sys_id passed in – The ID provided must be for a BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

The following example shows how to start a test run an ATF test, display the progress, and stop the test run. In the global scope, use the sn_atf_tg namespace.

```
var snboqId = CloudRunnerAPI.TestRunnerAPI.startJob({
 "testId": "<sys_id>"
});

gs.info(JSON.stringify(CloudRunnerAPI.TestRunnerAPI.progress({"s
nboqId": snboqId})));

CloudRunnerAPI.TestRunnerAPI.cancelJob({"snboqId": snboqId});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
{progress: 64, state: running}
```

TestRunnerApi – startJob(String testId)

Starts an ATF test or a test suite on the Cloud Runner browser.

Parameters

Name	Type	Description
testId	String	Required. The sys_id of the ATF test or test suite to be run in the Cloud Runner browser. Located in one of the following tables: • Test [sys_atf_test] • Test Suites [sys_atf_test_suite]

Returns

Type	Description
String	The sys_id of the BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

The following example shows how to start a test run an ATF test, display the progress, and stop the test run. In the global scope, use the sn_atf_tg namespace.

```
var snboqId = CloudRunnerAPI.TestRunnerAPI.startJob({
 "testId": "<sys_id>"
});

gs.info(JSON.stringify(CloudRunnerAPI.TestRunnerAPI.progress({"s
nboqId": snboqId})));

CloudRunnerAPI.TestRunnerAPI.cancelJob({"snboqId": snboqId});
```

Output:

```
{progress: 64, state: running}
```

Cloud Runner TestUserApi – Scoped, Global

Manages test user jobs to be executed in a cloud runner for Automated Test Framework (ATF). This API is part of the CloudRunnerApi script include.

You can use this API for the following tasks:

- Start the user test job.
- Set the cloud user.
- Check if the user specified is valid.
- Check the progress of the user test job.
- Cancel the test job.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In global scope, this API is executed within the sn_atf_tg namespace. You must have the ATF Test Generator and Cloud Runner (sn_atf_tg) plugin activated to use this API.

See also:

- Cloud Runner TestGenerationApi – Scoped, Global
- Cloud Runner TestRunnerApi – Scoped, Global
- Cloud Runner Test Runner REST API

TestUserApi – cancelJob(String snboqId)

Sets the test user job status in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table to complete.

Parameters

Name	Type	Description
snboqId	String	Required. The sys_id of the BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

Returns

Type	Description
null	Null if successful, error message otherwise.
Error	If unsuccessful, possible error messages: • No BOQ ID passed in – The JSON object provided doesn't have a BOQ ID entry. Verify that the JSON object is structured as `{snboqId: "<sys_id>"}`. • Invalid BOQ sys_id passed in – The ID provided must be for a BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

The following example shows how to start a test user for the admin user, get the progress, and cancel the test user. After confirming the locked out user as a valid cloud user, the code sets the cloud user as an ITIL administrator. In the global scope, use the sn_atf_tg namespace.

```
var snboqId = CloudRunnerAPI.TestUserAPI.startJob({username:
 "abel.tuter"});

gs.info(JSON.stringify(CloudRunnerAPI.TestUserAPI.progress({snbo
qId: snboqId})));

CloudRunnerAPI.TestUserAPI.cancelJob({snboqId: snboqId});

gs.info(CloudRunnerAPI.TestUserAPI.isValidCloudUser({username:
 <name of the user who has been locked out>}));

CloudRunnerAPI.TestUserAPI.selectCloudUser({username:
 "itil_admin"});
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{progress: 64, state: running}
User is missing the following criteria:
 User is locked out
False
```

TestUserApi – isValidCloudUser(String username)

Checks whether a provided user is a valid cloud user.

Parameters

Name	Type	Description
username	Object	Required. User ID of a valid user listed in the Users [sys_user] table. This value is provided as a string in a JSON object. For example, `{username: "abel.tuter"}`.

Returns

Type	Description
Boolean	Flag that indicates whether the user provided is a valid cloud user. Valid values: • true: The user provided is a valid cloud user. • false: The user provided is invalid for one or more of the following reasons: ◦ The user wasn't found. ◦ The user is inactive. ◦ The user is locked out. ◦ The user needs a password reset. ◦ The user doesn't have an admin role. ◦ The user has read-only access. ◦ The user has web services only access.

The following example shows how to start a test user for the admin user, get the progress, and cancel the test user. After confirming the locked out user as a valid cloud user, the code sets the cloud user as an ITIL administrator. In the global scope, use the sn_atf_tg namespace.

```
var snboqId = CloudRunnerAPI.TestUserAPI.startJob({username:
 "abel.tuter"});

gs.info(JSON.stringify(CloudRunnerAPI.TestUserAPI.progress({snbo
qId: snboqId})));

CloudRunnerAPI.TestUserAPI.cancelJob({snboqId: snboqId});

gs.info(CloudRunnerAPI.TestUserAPI.isValidCloudUser({username:
 <name of the user who has been locked out>}));

CloudRunnerAPI.TestUserAPI.selectCloudUser({username:
 "itil_admin"});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
{progress: 64, state: running}
User is missing the following criteria:
 User is locked out
False
```

TestUserApi – progress(String snboqId)

Provides the status of each user test for a provided Browser Orchestration Queue (BOQ) record.

Parameters

Name	Type	Description
snboqId	String	Required. The sys_id of the BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

Returns

Type	Description
Object	JSON object indicating test progress. `{ "progress": Number, "state": "String" }`
Object.progress	Indicates test progress percentage complete. Type: Number
Object.state	State of the BOQ record. Possible values: • Pending – The requested test activity has been created and is waiting to be executed. • Processing – The instance is scanning for records to ensure that the execution trackers are marked for cloud runner before the request is sent to the cloud infrastructure. • Browsers requested – A request has been sent to the cloud infrastructure to start browsers for test generation or test running. • Running – Cloud infrastructure browsers find and execute pending tests. • Completed – The test task is complete. • Failed state – The test task failed. Type: String
Error	If unsuccessful, possible error messages:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• No BOQ ID passed in – The JSON object provided doesn't have a BOQ ID entry. Verify that the JSON object is structured as `{snboqId: "<sys_id>"}`. • Invalid BOQ sys_id passed in – The ID provided must be for a BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

The following example shows how to start a test user for the admin user, get the progress, and cancel the test user. After confirming the locked out user as a valid cloud user, the code sets the cloud user as an ITIL administrator. In the global scope, use the sn_atf_tg namespace.

```
var snboqId = CloudRunnerAPI.TestUserAPI.startJob({username:
 "abel.tuter"});

gs.info(JSON.stringify(CloudRunnerAPI.TestUserAPI.progress({snbo
qId: snboqId})));

CloudRunnerAPI.TestUserAPI.cancelJob({snboqId: snboqId});

gs.info(CloudRunnerAPI.TestUserAPI.isValidCloudUser({username:
 <name of the user who has been locked out>}));

CloudRunnerAPI.TestUserAPI.selectCloudUser({username:
 "itil_admin"});
```

Output:

```
{progress: 64, state: running}
User is missing the following criteria:
 User is locked out
False
```

TestUserApi – selectCloudUser(String username)

Starts an end-to-end test user job on cloud runner. If the user is able to log in correctly with the admin role, then the cloud user property is set as this user for future test runs and test generations on the cloud runner infrastructure.

Parameters

Name	Type	Description
username	Object	Required. User ID of a valid user listed in the Users [sys_user] table. This value is provided as a string in a JSON object. For example, `{username: "abel.tuter"}`.

Returns

Type	Description
Null	Null if successful. Error message otherwise.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	`Unable to set cloud user as cloud user not valid` – This error indicates that the user provided is invalid for one or more of the following reasons: • The user wasn't found. • The user is inactive. • The user is locked out. • The user needs a password reset. • The user doesn't have an admin role. • The user has read-only access. • The user has web services only access.

The following example shows how to start a test user for the admin user, get the progress, and cancel the test user. After confirming the locked out user as a valid cloud user, the code sets the cloud user as an ITIL administrator. In the global scope, use the sn_atf_tg namespace.

```
var snboqId = CloudRunnerAPI.TestUserAPI.startJob({username:
 "abel.tuter"});

gs.info(JSON.stringify(CloudRunnerAPI.TestUserAPI.progress({snbo
qId: snboqId})));

CloudRunnerAPI.TestUserAPI.cancelJob({snboqId: snboqId});

gs.info(CloudRunnerAPI.TestUserAPI.isValidCloudUser({username:
 <name of the user who has been locked out>}));

CloudRunnerAPI.TestUserAPI.selectCloudUser({username:
 "itil_admin"});
```

Output:

```
{progress: 64, state: running}
User is missing the following criteria:
 User is locked out
False
```

TestUserApi – startJob(String username)

Starts an end to end test user job on cloud runner.

Parameters

Name	Type	Description
username	String	Required. User name of sys_user to test the end to end infrastructure of cloud runner.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The sys_id of the BOQ record in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

The following example shows how to start a test user for the admin user, get the progress, and cancel the test user. After confirming the locked out user as a valid cloud user, the code sets the cloud user as an ITIL administrator. In the global scope, use the sn_atf_tg namespace.

```
var snboqId = CloudRunnerAPI.TestUserAPI.startJob({username:
 "abel.tuter"});

gs.info(JSON.stringify(CloudRunnerAPI.TestUserAPI.progress({snbo
qId: snboqId})));

CloudRunnerAPI.TestUserAPI.cancelJob({snboqId: snboqId});

gs.info(CloudRunnerAPI.TestUserAPI.isValidCloudUser({username:
 <name of the user who has been locked out>}));

CloudRunnerAPI.TestUserAPI.selectCloudUser({username:
 "itil_admin"});
```

Output:

```
{progress: 64, state: running}
User is missing the following criteria:
 User is locked out
False
```

ClusteringSolution - Global

The *ClusteringSolution* API is a scriptable object used in Predictive Intelligence stores.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

The solution setup-to-training flow is as follows:

1. Create a dataset using the *DatasetDefinition* API.
2. Use the constructor to create a clustering solution object.
3. Add the solution object to the clustering solution store using the *ClusteringSolutionStore - add()* method.
4. Train the solution using the *submitTrainingJob()* method. This creates a version of the object that you can manage using the *ClusteringSolutionVersion* API.

Note: This API runs with full privileges before the Vancouver Patch 7 Hotfix 2b and Washington DC Patch 7 releases. With later releases, grant access using ACLs. For more information see Query ACLs.

For usage guidelines, refer to Using ML APIs.

ClusteringSolution - ClusteringSolution(Object config)

Creates a cluster solution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
config	Object	JavaScript object containing configuration properties of the solution. `{ "algorithmConfig": {Object}, "clusterConcept": "String", "clusterConceptFieldNames": [Array], "dataset": {Object}, "domainName": "String", "encoder": {Object}, "groupByFieldName": "String", "groupUnclusteredRecords": Boolean, "inputFieldNames": [Array], "label": "String", "maxTimeWindowForUpdate" : Number, "minRecordsPerCluster" : Number, "minRowCount": "String", "processingLanguage": "String", "stopwords": [Array], "trainingFrequency": "String", "updateFrequency": "String" }`
config.algorithmConfig	Object	Required unless setting the *encoder* property. JavaScript object containing algorithm configuration properties. Property settings vary by the value set in the *algorithm* property. `'algorithmConfig': { "algorithm": "String", // See algorithmConfig.algori`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		`thm setting description for property settings based on algorithm }`

config.algorithmConfig.algorithm	String	Method for encoding your solution.
		
		Valid values:
		• *dbscan* – Density-Based Spatial Clustering of Applications with Noise (DBSCAN) clustering algorithm. Properties used with this algorithm:
		◦ *distanceMetric*
		◦ *epsilon*
		◦ *minimumNeighbours*
		• *hdbscan* – Hierarchical Density Based Spatial Clustering of Applications with Noise (HDBSCAN) clustering algorithm. Properties used with this algorithm:
		◦ *minimumSamples*
		• *kmeans* – K-means clustering algorithm. Default. The *targetCoverage* property is used with this algorithm.
		
		Some users prefer DBSCAN because it doesn't require you to specify the number of clusters in the data before clustering.
		
		Properties for *dbscan*:
		`'algorithmConfig': { "algorithm": "dbscan", "distanceMetric": "String", "epsilon": Number, "minimumNeighbours": Number }`
		
		Properties for *hdbscan*:
		`'algorithmConfig': { "algorithm": "hdbscan",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		<pre>"minimumSamples": Number }</pre> Properties for *kmeans*: <pre>'algorithmConfig': { "algorithm": "kmeans", "targetCoverage": Number }</pre>
config.algorithmConfig.distanceMetric	String	DBSCAN algorithm only. Distance metric to scan for similar data objects. Valid values: *levenshteinDistance*
config.algorithmConfig.epsilon	Number	DBSCAN algorithm only. Decimal value between 0 and 1 representing the size of the neighborhood search radius.
config.algorithmConfig.minimumNeighbours	Number	DBSCAN algorithm only. Minimum number of neighbors required in a point to be a part of a cluster. For *levenshteinDistance* the value must be 1 so that no points are excluded from the dataset.
config.algorithmConfig.minimumSamples	Number	Minimum number of data samples in a neighborhood required to determine if a point is a core point. Default: None
config.algorithmConfig.targetCoverage	Number	K-means algorithm only. Percentile field to filter out records that are less similar to each other.
config.clusterConcept	String	Optional. Concept type. A concept is a set of words listed in descending order of frequency. To generate a TFIDF-based cluster concept, set the value to `tfidf`. Concept types are listed in the Clustering Definitions [ml_capability_definition_clustering] table. Default: Frequency-based cluster concept

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
config.clusterConceptFieldNames	Array	Optional. List of cluster concept field names. These values are external columns for creating a cluster concept and not used for cluster solution training. If external columns are provided, those columns are only used for the cluster concept and not for clustering solution training. Cluster concept fields are listed in the Clustering Definitions [ml_capability_definition_clustering] table. Default: Input text columns generate the cluster concept
config.dataset	Object	DatasetDefinition object name.
config.domainName	String	Optional. Domain name associated with this dataset. Default: Current domain, for example, `"global"`.
config.encoder	Object	Required unless setting the *`algorithmConfig`* property to `"levenshteinDistance"`. Trained encoder object to assign to this solution. See Encoder - Encoder(Object config).
config.groupByFieldName	String	Optional. Field name by which the system groups records into one or more clusters. In the following setup example, the system groups each type into an individual cluster, rendering 10 clusters. • *`groupByFieldName`* value is `'category'` • DatasetDefinition *`tableName`* value is `'incident'` • Incident [incident] table has 10 category types
config.groupUnclusteredRecords	Boolean	Flag that indicates whether to group unclustered records in results. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Group unclustered records separately in results. • false: Do not group unclustered records in results. Unclustered values (-1) display with the rest of the results. Default: false
config.inputFieldNames	Array	List of input field names as strings. The model uses these fields used to make predictions.
config.label	String	Identifies the prediction task.
config.maxTimeWindowForUpdate	Number	Optional. Number of minutes preceding the model update point to look for records. For example, if the value is 15, the system only looks for records created in the preceding 15 minutes. By default, the system scans all records.
config.minRecordsPerCluster	Number	Optional. Minimum number of records to allow in any cluster. The value must be greater than or equal to 2. Default: 2
config.minRowCount	String	Optional. Minimum number of records required in the dataset for training. Default: 10000
config.processingLanguage	String	Processing language in two-letter ISO 639-1 language code format.
config.stopwords	Array	Optional. Preset list of strings that the system automatically generates based on the *language* property setting. For details, see Create a custom stopwords list.
		Default: English Stopwords
config.trainingFrequency	String	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• every_120_days • every_180_days • run_once Default: run_once
config.updateFrequency		The frequency at which the model for the solution definition must be rebuilt. Possible values: • do_not_update • every_1_day • every_1_hour • every_6_hours • every_12_hours • every_1_minute • every_15_minutes • every_30_minutes Default: do_not_update

The following example shows how to create an object and add it to the ClusteringSolution store. The example also shows how to submit the object for training.

```
try{
    var myData = new sn_ml.DatasetDefinition({
        'tableName' : 'incident',
        'fieldNames' : ['category', 'short_description',
 'state', 'description'],
        'encodedQuery' : 'activeANYTHING'
    });

    // get a trained encoder from the store
    var myEncoder = sn_ml.EncoderStore.get('<encoder_name >');

    var mySolution = new sn_ml.ClusteringSolution({
        'label': "clustering solution",
        'dataset' : myData,
        'encoder' : myEncoder,
        'inputFieldNames':['short_description'],
        'groupByFieldName' : 'category',
        'algorithmConfig' : {
            'algorithm' : 'kmeans',
            'targetCoverage' : '90'
        }
    });

    // add solution
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var solutionName =
 sn_ml.ClusteringSolutionStore.add(mySolution);
    var solutionVersion = mySolution.submitTrainingJob();
    var trainingStatus = solutionVersion.getStatus();
    gs.print(JSON.stringify(JSON.parse(trainingStatus), null,
 2));
} catch(ex){
    gs.print('Exception caught: '+ ex.getMessage());
}
```

Output:

```
{
  "state": "waiting_for_training",
  "percentComplete": "0",
  "hasJobEnded": "false"
}
```

The following example shows how to include the 'description' field as a cluster concept field.

```
var myIncidentData = new sn_ml.DatasetDefinition({
    'tableName' : 'incident',
    'fieldNames' : ['category', 'short_description',
 'description'],
});

var encodersolutionName = sn_ml.EncoderStore.get('<encoder_name
 >');

var mySolution = new sn_ml.ClusteringSolution({
 'label': 'clustering_test',
 'dataset': myIncidentData,
 'inputFieldNames': ['short_description'],
 'encoder': encodersolutionName,
 'clusterConceptFieldNames': ['description']
});

var solutionNameFromStore =
 sn_ml.ClusteringSolutionStore.add(mySolution);
var myClassifier = mySolution.submitTrainingJob();
```

ClusteringSolution - cancelTrainingJob()

Cancels a job for a solution object that has been submitted for training.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to cancel an existing training job.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var mySolution =
 sn_ml.ClusteringSolutionStore.get('ml_sn_global_global_clusteri
ng');

mySolution.cancelTrainingJob();
```

ClusteringSolution - getActiveVersion()

Gets the active ClusteringSolutionVersion object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Active *ClusteringSolutionVersion* object.

The following example shows how to get an active *ClusteringSolution* version from the store and return its training status.

```
var mlSolution =
 sn_ml.ClusteringSolutionStore.get('ml_x_snc_global_global_clust
ering');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

ClusteringSolution - getAllVersions()

Gets all versions of a clustering solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Existing versions of a solution object. See also *ClusteringSolutionVersion* API.

The following example shows how to get all *ClusteringSolution* version objects and call the *getVersionNumber()* and *getStatus()* solution version methods on them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var mlSolution =
 sn_ml.ClusteringSolutionStore.get('ml_x_snc_global_global_clust
ering');

var mlSolutionVersions = mlSolution.getAllVersions();

for (i = 0; i < mlSolutionVersions.length; i++) {
gs.print("Version " + mlSolutionVersions[i].getVersionNumber() +
 " Status: " + mlSolutionVersions[i].getStatus() +"\n");
};
```

Output:

```
Version 3 Status:
 {"state":"solution_complete","percentComplete":"100","hasJobEnd
ed":"true"}

Version 2 Status:
 {"state":"solution_complete","percentComplete":"100","hasJobEnd
ed":"true"}

Version 1 Status:
 {"state":"solution_cancelled","percentComplete":"0","hasJobEnde
d":"true"}
```

ClusteringSolution - getLatestVersion()

Gets the latest version of a solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	*ClusteringSolutionVersion* object corresponding to the latest version of a *ClusteringSolution()*.

The following example shows how to get the latest version of a solution and return its training status.

```
var mlSolution =
 sn_ml.ClusteringSolutionStore.get('ml_x_snc_global_global_clust
ering');

gs.print(JSON.stringify(JSON.parse(mlSolution.getLatestVersion()
.getStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "hasJobEnded": "true"
}
```

ClusteringSolution - getName()

Gets the name of the object to use for interaction with the store.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the solution object.

The following example shows how to update *ClusteringSolution* dataset information and print the name of the object.

```
// Update solution
var myIncidentData = new sn_ml.DatasetDefinition({
   'tableName' : 'incident',
   'fieldNames' : ['category', 'short_description', 'priority'],
   'encodedQuery' : 'activeANYTHING'
});

var eligibleFields =
 JSON.parse(myIncidentData.getEligibleFields('clustering'));

var myCluster = new sn_ml.ClusteringSolution({
   'label': "my clustering solution",
   'dataset' : myIncidentData,
   'inputFieldNames': eligibleFields['eligibleInputFieldNames'],
   'predictedFieldName': 'category'
});

// update solution
sn_ml.ClusteringSolutionStore.update('ml_x_snc_global_global_clu
stering_solution', myCluster);

// print solution name
gs.print('Solution Name: '+myCluster.getName());
```

Output:

```
Solution Name: ml_x_snc_global_global_clustering_solution
```

ClusteringSolution - getProperties()

Gets solution object properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and *ClusteringSolution()* object details in the *ClusteringSolutionStore*. `{ "algorithmConfig": {Object}, "datasetProperties": {Object}, "domainName": "String", "groupByFieldName": "String", "inputFieldNames": [Array], "label": "String", "minRecordsPerCluster" : Number, "name": "String", "processingLanguage": "String", "scope": "String", "stopwords": [Array], "trainingFrequency": "String", "updateFrequency": "String" }`
<Object>.algorithmConfig	JavaScript object containing algorithm configuration properties. Property results vary by the value set in the *algorithm* property. `'algorithmConfig' : { "algorithm": "String", // See algorithmConfig.algorithm setting`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	description for property settings based on algorithm } Data type: Object.
<Object>.algorithmConfig.algorithm	Method for encoding your solution. Properties for *dbscan*: 'algorithmConfig': { "algorithm": "dbscan", "distanceMetric": "String", "epsilon": Number, "minimumNeighbours": Number } Properties for *kmeans*: 'algorithmConfig': { "algorithm": "kmeans", "targetCoverage": Number } Data type: String.
<Object>.algorithmConfig.distanceMetric	DBSCAN algorithm only. Distance metric to scan for similar data objects. Data type: String.
<Object>.algorithmConfig.epsilon	DBSCAN algorithm only. Decimal value between 0 and 1 representing the size of the neighborhood search radius. Data type: Number.
<Object>.algorithmConfig.minimumNeighbours	DBSCAN algorithm only. Minimum number of neighbors required in a point to be a part of a cluster. For *levenshteinDistance* the value must be 1 so that no points are excluded from the dataset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Number.
<Object>.algorithmConfig.targetCoverage	K-means algorithm only. Percentile field to filter out records that are less similar to each other. Data type: Number.
<Object>.datasetProperties	Lists the properties of the *DatasetDefinition()* object associated with the solution. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array], "tableName": "String" }` Data type: Object.
<Object>.datasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.
<Object>.datasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.
<Object>.datasetProperties.fieldNames.fieldDetails	List of JavaScript objects that specify field properties. `[ { "name": "String", "type": "String" } ]` Data type: Array.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.datasetProperties.fieldNames.fieldDetails.<object>.name	Name of the field defining the type of information to restrict this dataset to. Data type: String.
<Object>.datasetProperties.fieldDetails.<object>.type	Machine-learning field type. Data type: String.
<Object>.datasetProperties.fieldDetails.encodedQuery	Encoded query string in the standard platform format. See Encoded query strings. Data type: String.
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.groupByFieldName	Field name by which the system groups records into one or more clusters. Data type: String
<Object>.inputFieldNames	List of input field names as strings. The model uses these fields used to make predictions. Data type: String.
<Object>.label	Identifies the prediction task. `{ "label": "my first prediction" }` Data type: String.
<Object>.minRecordsPerCluster	Minimum number of records to allow in any cluster. Data type: Number.
<Object>.name	System-assigned name. Data type: String.
<Object>.predictedFieldName	Identifies a field to be trained for predictability.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String.
<Object>.processingLanguage	Processing language in two-letter ISO 639-1 language code format. Data type: String.
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.stopwords	Optional. Preset list of strings that the system automatically generates based on the *`language`* property setting. For details, see Create a custom stopwords list. Data type: Array.
<Object>.trainingFrequency	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once Data type: String.
<Object>.updateFrequency	The frequency at which the model for the solution definition must be rebuilt. Possible values: • do_not_update • every_1_day • every_1_hour • every_6_hours • every_12_hours • every_1_minute

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• every_15_minutes • every_30_minutes Default: do_not_update Datatype: String

The following example gets properties of a solution object in the store.

```
var myCluster = new
 sn_ml.ClusteringSolutionStore.get("ml_x_snc_global_global_clust
ering_solution");

gs.print(JSON.stringify(JSON.parse(myCluster.getProperties()),
 null, 2));
```

Output:

```
*** Script: {
  "algorithmConfig": {
    "algorithm": "kmeans",
    "targetCoverage": "90"
  },
  "datasetProperties": {
    "tableName": "incident",
    "fieldNames": [
      "category",
      "short_description",
      "state",
      "description"
    ],
    "encodedQuery": "activeANYTHING"
  },
  "domainName": "global",
  "groupByFieldName": "category",
  "inputFieldNames": [
    "short_description"
  ],
  "label": "clustering solution",
  "minRecordsPerCluster": 2,
  "name": "ml_x_snc_global_global_clustering_solution",
  "processingLanguage": "en",
  "scope": "global",
  "stopwords": [
    "Default English Stopwords"
  ],
  "trainingFrequency": "run_once",
  "updateFrequency": "do_not_update"
}}
```

ClusteringSolution - getVersion(String version)

Gets a solution by provided version number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
version	String	Existing version number of a solution.

Returns

Type	Description
Object	Specified version of the *ClusteringSolution()* object on which you can call *ClusteringSolutionVersion* API methods.

The following example shows how to get the training status of a solution by version number.

```
var mlSolution =
 sn_ml.ClusteringSolutionStore.get('ml_x_snc_global_global_clust
ering');

gs.print(JSON.stringify(JSON.parse(mlSolution.getVersion('1').ge
tStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

ClusteringSolution - setActiveVersion(String version)

Activates a specified version of a solution in the store.

Parameters

Name	Type	Description
version	String	Name of the *ClusteringSolution()* object version to activate. Activating this version deactivates any other version.

Returns

Type	Description
None	

The following example shows how to activate a solution version in the store.

```
sn_ml.ClusteringSolution.setActiveVersion("ml_incident_categoriz
ation");
```

ClusteringSolution - submitTrainingJob()

Submits a training job.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Before running this method, you must first add a solution to the store using the *ClusteringSolutionStore - add()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	*ClusteringSolutionVersion* object corresponding to the *ClusteringSolution* being trained.

The following example shows how to create a dataset, apply it to a solution, add the solution to a store, and submit the training job.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({

  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create a solution
var mySolution = new sn_ml.ClusteringSolution({

  'label': "my solution definition",
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']

});

// Add the solution to the store to later be able to retrieve
 it.
var my_unique_name =
 sn_ml.ClusteringSolutionStore.add(mySolution);

// Train the solution - this is a long running job
var myClusterVersion = mySolution.submitTrainingJob();
```

ClusteringSolutionStore - Global

Enables storing and retrieving solutions.

The *ClusteringSolutionStore* API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

ClusteringSolutionStore - add(Object mlSolution)

Adds a new solution object to the store and returns a unique name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Label values do not need to be unique. For example, if you run this method with the same label 10 times, this method adds 10 different uniquely-named objects to the store.

Parameters

Name	Type	Description
mlSolution	ClusteringSolution	*ClusteringSolution()* object to add to the store.

Returns

Type	Description
String	System-generated solution name.

The following example shows how to add a solution to the store. Use *ClusteringSolution - submitTrainingJob()* to run the training job after adding it to the store.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({

  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create a solution
var mySolution = new sn_ml.ClusteringSolution({

  'label': "my solution definition",
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']

});

// Add the solution to the store to later be able to retrieve
 it.
var my_unique_name =
 sn_ml.ClusteringSolutionStore.add(mySolution);
```

ClusteringSolutionStore - deleteObject(String name)

Removes a specified solution object from the store.

Parameters

Name	Type	Description
name	String	Name of the *ClusteringSolution()* object to be deleted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to delete a solution from the store.

```
sn_ml.ClusteringSolutionStore.deleteObject("ml_sn_global_global_
solution");
```

ClusteringSolutionStore - get(String name)

Gets a solution object from the store.

Parameters

Name	Type	Description
name	String	Name of a solution in the store.

Returns

Type	Description
Object	*ClusteringSolution* object. Returns an error if the object does not exist.

The following example shows how to get a solution object from the store using the *get()* method and view its training status using the ClusteringSolution - getActiveVersion() and ClusteringSolutionVersion - getStatus() methods.

```
// Get status
var mlSolution =
 sn_ml.ClusteringSolutionStore.get('ml_incident_categorization
');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus(), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true"
}
```

ClusteringSolutionStore - getAllNames(Object options)

Gets the names of all solution definition records in the store.

Parameters

Name	Type	Description
options	Object	Options for restricting results within the specified properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		`{ "label": "String", "domainName": "String", "scope": "String" };`
options.label	String	Optional. Label of your solution object.
options.domainName	String	Optional. Name of the domain for your solution object. Refer to Domain separation and Predictive Intelligence.
options.scope	String	Optional. Name of an application scope for your solution object.

Returns

Type	Description
Array	List of strings representing solution object names in the store.

In the following example, the *getAllNames()* method returns a list of all names in the store.

```
gs.print(JSON.stringify(JSON.parse(sn_ml.ClusteringSolutionStore
.getAllNames()), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_clustering_solution_1",
  "ml_x_snc_global_global_clustering_solution"
]
```

In the following example, the *getAllNames()* method returns only names associated with values set in the *options* parameter.

```
var options = {
  'label' : 'my solution definition',
  'domainName' : 'global',
  'scope' : 'global'
};
var solNames =
 sn_ml.ClusteringSolutionStore.getAllNames(options);
gs.print(JSON.stringify(JSON.parse(solNames), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_my_solution_definition"
]
```

ClusteringSolutionStore - update(String name, Object mlSolution)

Replaces an existing object in the store with the object passed as a parameter. The object name provided must be empty or match.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Name of the solution to update.
mlSolution	*ClusteringSol*	*ClusteringSolution()* object properties to update.

Returns

Type	Description
None	

The following example shows how to update a solution object in the store.

```
var solutionUpdate = new sn_ml.ClusteringSolution({
  'label': 'my solution definition',
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames': ['short_description']
});

sn_ml.ClusteringSolutionStore.update('ml_sn_global_global_incident_service', solutionUpdate);
```

ClusteringSolutionVersion - Global

The *ClusteringSolutionVersion* API is a scriptable object used in Predictive Intelligence stores.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

It is used for working with solution versions based on ClusteringSolution API objects in the ClusteringSolution store.

The system creates a solution version each time you train a solution definition. Most versions are created during scheduled solution training.

Methods in this API are accessible using the following *ClusteringSolution* methods:

- *getActiveVersion()*
- *getAllVersions()*
- *getLatestVersion()*
- *getVersion()*

ClusteringSolutionVersion - cancelUpdateJob()

Cancels an update job on a trainer.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to cancel an active training job that has been submitted using the *submitTrainingJob()* method.

```
var myCluster = new
 sn_ml.ClusteringSolutionStore.get("ml_x_snc_global_global_clust
ering_solution");
var mlSolutionVersion = myCluster.getActiveVersion();

mlSolutionVersion.cancelUpdateJob();
```

ClusteringSolutionVersion - deleteClusterAssignments(Object options)

Deletes cluster assignments from rows by position in table sequence or GlideDateTime.

Parameters

Name	Type	Description
options	Object	Object defining one option for deleting cluster assignments. **Note:** Only one delete option is valid.
options.updatedUntil	String	Deletes rows for clusters with `updated_since` values occurring before this value. Format must be provided as GlideDateTime. `{ "updatedUntil" : "String" }`
options.sequenceUntil	String	Deletes rows for clusters with `insert_sequence` values occurring before this value in the ML Cluster Detail [ml_cluster_detail] table. The sequence position starting point value is 1. `{ "sequenceUntil" : Number }`

Returns

Type	Description
Number	Number of rows deleted from the ML Cluster Detail [ml_cluster_detail] table.

The following example shows how to delete rows for clusters with `updated_since` time preceding `'2020-06-28 02:50:53'`.

```
var mlSolution =
 sn_ml.ClusteringSolutionStore.get("ml_x_snc_global_global_clust
ering_solution");

var mlSolutionVersion = mlSolution.getActiveVersion();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var options = {};
options.updatedUntil = '2020-06-28 02:50:53';

var results =
 mlSolutionVersion.deleteClusterAssignments(options);

gs.print("Number of deleted rows: "+results);
```

Output:

```
Number of deleted rows: 6417
```

The following example shows how to delete rows for clusters with `updated_since` that are sequentially positioned prior to `1000`.

```
var mlSolution =
 sn_ml.ClusteringSolutionStore.get("ml_x_snc_global_global_clust
ering_solution");

var mlSolutionVersion = mlSolution.getActiveVersion();

var options = {};
options.sequenceUntil = 1000;

var results =
 mlSolutionVersion.deleteClusterAssignments(options);

gs.print("Number of deleted rows: "+results);
```

Output:

```
Number of deleted rows: 999
```

ClusteringSolutionVersion - getClusterAssignments(Object options)

Gets assignments for a clustering solution.

Parameters

Name	Type	Description
options	Object	Values to use to narrow down the returned results by group, level, system update times, and table row number within a clustering solution. Minimum of one argument must be specified. `{ "cluster_id": "String", "group_by": "String", "limit": Number, "sequenceSince": Number, "sequenceUntil": Number, "topNPerCluster": Number, "updatedSince": "String", "updatedUntil": "String" }`
options.cluster_id	String	Optional. Cluster ID of a trained solution in the Cluster Summary [ml_cluster_summary] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
options.group_by	String	Optional. Identifies the segmentation field for which to retrieve cluster memberships, for example, assignment_group. This field provides the same grouping as options provided in the **Use Group By** check box in the **Clustering Definition** form. The information provided varies based on the table selected in the **Table** field. For more information, see Create and train a clustering solution .
options.limit	Number	Optional. Maximum number of cluster assignments to retrieve.
options.sequence_number	Number	Starting position in a table sequence. Returns information for clusters with insert_sequence enabled and positioned after this value in the ML Cluster Detail [ml_cluster_detail] table. The sequence position starting point value is 1.
options.sequence_number_limit	Number	Returns assignments for clusters with `insert_sequence` values occurring before this value in the ML Cluster Detail [ml_cluster_detail] table. The sequence position starting point value is 1.
options.topNPerCluster	Number	Number of top results to receive for each cluster.
options.updated_since	String	Optional. Date and time. Returns information for clusters with `sys_updated_on` after the value provided in GlideDateTime.
options.updated_until	String	Optional. Date and time. Returns information for clusters with `sys_updated_on` before the value provided in GlideDateTime.

Returns

Type	Description
Array	List of objects containing cluster information in increasing order by cluster_id. `[ { "cluster_id": "String", "group_by": "String", "rec_display_id": "String", "rec_sys_id": "String" } ]`
<object>.cluster_id	Unique cluster number within a solution of clusters.
<object>.group_by	If grouped, name of the segmentation field associated with this cluster.
<object>.rec_display_id	Record type and number.
<object>.rec_sys_id	Record sys_id.

The following example shows how to use the *options* object to filter clustering results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var mlSolution =
 sn_ml.ClusteringSolutionStore.get("solution_name");

var mlSolutionVersion = mlSolution.getActiveVersion();

var options = {};
options.clusterId = 56;
options.topNPerCluster = 10;
options.updatedUntil = '2020-01-17 23:16:14';
options.updatedSince = '2020-01-17 23:16:13';
options.sequenceUntil = 1000;
options.sequenceSince = 1100;
options.limit = 100;

var results = mlSolutionVersion.getClusterAssignments(options)

gs.print(results);
```

Output:

```
[{"cluster_id":"1","rec_display_id":"Incident":
 "INC0014483","rec_sys_id":"04e33e7adb401300864adfea5e961900","g
roup_by":"network"},
 {"cluster_id":"1","rec_display_id":"Incident":
 "INC0011133","rec_sys_id":"5bd23af2db401300864adfea5e96194d","g
roup_by":"network"}]
```

ClusteringSolutionVersion - getClusterInfo(Object options)

Gets information for a specified clustering solution in the store. The purity measurement provides insights as a percentage for the clustering fields on which the purity is based.

Parameters

Name	Type	Description
options	Object	Optional. Object containing properties that enable filtering results within a clustering solution. `{ "clusterId": "String", "groupBy": "String", "limit": "String", "recSysId": "String", "sequenceSince": Number, "sequenceUntil": Number, "updatedSince": "String", "updatedUntil": "String" }` Default: Return cluster memberships for all clusters.
options.clusterId	String	Optional. Cluster ID of a trained solution in the Cluster Summary [ml_cluster_summary] table.
options.groupBy	String	Optional. Identifies the segmentation field for which to retrieve cluster memberships, for example, assignment_group.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		This field provides the same grouping as options provided in the **Use Group By** check box in the **Clustering Definition** form. The information provided varies based on the table selected in the **Table** field. For more information, see Create and train a clustering solution .
options.limit	Number	Optional. Maximum number of cluster assignments to retrieve.
options.recSysId	String	Optional. Sys_id of a record by which to find cluster information.
options.sequenceStart	Number	Starting position in a table sequence. Returns information for clusters with insert_sequence enabled and positioned after this value in the ML Cluster Detail [ml_cluster_detail] table. The sequence position starting point value is 1.
options.sequenceEnd	Number	Optional. Ending position in a table sequence. Returns assignments for clusters with `insert_sequence` values occurring before this value in the ML Cluster Detail [ml_cluster_detail] table. The sequence position starting point value is 1.
options.updatedSince	String	Optional. Date and time. Returns information for clusters with `sys_updated_on` after the value provided in GlideDateTime format.
options.updatedUntil	String	Optional. Date and time. Returns information for clusters with `sys_updated_on` before the value provided in GlideDateTime.

Returns

Type	Description
Array	List of objects containing cluster information. `[ { "cluster_concept": "String", "cluster_id": "String", "cluster_quality": "String", "cluster_size": "String", "group_by": "String", "insert_sequence": "String", "purity": "String", "sys_updated_on": "String" } ]`
<object>.cluster_concept	Set of words that describe the cluster in descending order of frequency. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<object>.cluster_id	Unique cluster number within a solution of clusters.
<object>.cluster_quality	Number from 0 to 100. Higher numbers indicate higher cluster density. Data type: String
<object>.cluster_size	Number of records in a cluster. Data type: String
<object>.group_by	If grouped, name of the segmentation field associated with this cluster. Data type: String
<object>.insert_sequence	Sequential position number of the cluster in the Cluster Summary [ml_cluster_summary] table. Data type: String
<object>.purity	Percentage value representing the purity of cluster quality.
<object>.sys_updated_on	System GlideDateTime value representing the date and time at which this cluster was last updated. Data type: String

The following example shows how to set the options object parameter and print the filtered cluster results.

```
var mlSolution =
 sn_ml.ClusteringSolutionStore.get("ml_x_snc_global_global_clust
ering_solution");

var mlSolutionVersion = mlSolution.getActiveVersion();

var options = {};
options.updatedSince = '2020-05-28 02:09:53';
options.updatedUntil = '2020-05-28 03:15:00';
options.sequenceSince = 1;
options.limit = 10;

var results = mlSolutionVersion.getClusterInfo(options);

gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

Output:

```
[
  {
    "cluster_id": "1",
    "cluster_quality": "100",
    "cluster_size": "17",
    "purity": "",
    "insert_sequence": "8",
    "group_by": "VPN   Customer",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sys_updated_on": "2020-05-28 02:09:53",
    "cluster_concept": "vpn instance connection ldap user log
 unable usability tunnel"
  },
  {
    "cluster_id": "1",
    "cluster_quality": "100",
    "cluster_size": "10",
    "purity": "",
    "insert_sequence": "24",
    "group_by": "Live Feed",
    "sys_updated_on": "2020-05-28 02:09:53",
    "cluster_concept": "feed live user note work disable group
 default usability sort"
  },
  {
    "cluster_id": "1",
    "cluster_quality": "100",
    "cluster_size": "18",
    "purity": "",
    "insert_sequence": "40",
    "group_by": "Integrations",
    "sys_updated_on": "2020-05-28 02:09:53",
    "cluster_concept": "integrate usability certificate error"
  },
...
]
```


ClusteringSolutionVersion - getProperties()

Gets solution object properties and version number.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and ClusteringSolution version details. Results vary by object property setup. `{ "algorithmConfig": {Object}, "datasetProperties": {Object}, "domainName": "String", "groupByFieldName": "String", "inputFieldNames": [Array], "isActive": Boolean, "label": "String", "minRecordsPerCluster": Number, "name": "String", "processingLanguage": "String", "scope": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre> "stopwords": [Array],
	  "trainingFrequency": "String",
	  "updateFrequency": "String",
	  "versionNumber": Number
	}</pre>

<Object>.algorithmConfig	JavaScript object containing algorithm configuration properties. Property results vary by the value set in the *algorithm* property.
	
	Data type: Object
	<pre>'algorithmConfig' : {
	  "algorithm": "String",
	  // See algorithmConfig.algorithm setting
	 description for property settings based on
	 algorithm
	}</pre>

<Object>.algorithmConfig.algorithm	Method for encoding your solution.
	
	Properties for *dbscan*:
	<pre>'algorithmConfig': {
	  "algorithm": "dbscan",
	  "distanceMetric": "String",
	  "epsilon": Number,
	  "minimumNeighbours": Number
	}</pre>
	Properties for *kmeans*:
	<pre>'algorithmConfig': {
	  "algorithm": "kmeans",
	  "targetCoverage": Number
	}</pre>
	Data type: String

<Object>.algorithmConfig.distanceMetric	DBSCAN algorithm only. Distance metric to scan for similar data objects. Data type: String
<Object>.algorithmConfig.epsilon	DBSCAN algorithm only. Decimal value between 0 and 1 representing the size of the neighborhood search radius. Data type: Number
<Object>.algorithmConfig.minimumNeighbours	DBSCAN algorithm only. Minimum number of neighbors required in a point to be a part of a cluster. For *levenshteinDistance* the value must be 1 so that no points are excluded from the dataset. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.algorithmConfig.targetCutoff	K-means algorithm only. Percentile field to filter out records that are less similar to each other. Data type: Number
<Object>.datasetProperties	Lists the properties of the DatatsetDefinition object associated with the solution. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array], "tableName": "String" }` Data type: Object
<Object>.datasetProperties.encodedQuery	Encoded query string in the standard platform format. See Encoded query strings. Data type: String.
<Object>.datasetProperties.fieldDetails	List of JavaScript objects that specify field properties. Data type: Array of Objects `[ { "name": "String", "type": "String" } ]`
<Object>.datasetProperties.fieldDetails.name	Name of the field defining the type of information to restrict this dataset to. Data type: String
<Object>.datasetProperties.fieldDetails.type	Machine-readable string field type. Data type: String
<Object>.datasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array
<Object>.datasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
Object.groupByFieldName	Field name by which the system groups records into one or more clusters. Data type: String
Object.inputFieldNames	List of input field names as strings. The model uses these fields used to make predictions. Data type: String
<Object>.isActive	Flag that indicates whether this version is active. Valid values: • true: Version is active. • false: Version is not active. Data type: String
<Object>.label	Identifies the prediction task. `{ "label": "my first prediction" }` Data type: String
<Object>.minRecordsPerCluster	Minimum number of records to allow in any cluster. Data type: Number
<Object>.name	System-assigned name. Data type: String
<Object>.processingLanguage	Processing language in two-letter ISO 639-1 language code format. Data type: String
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.stopwords	Optional. Preset list of strings that the system automatically generates based on the *`language`* property setting. For details, see Create a custom stopwords list. Data type: Array
<Object>.trainingFrequency	The frequency to retrain the model.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once Data type: String
<Object>.updateFrequency	The frequency at which the model for the solution definition must be rebuilt. Possible values: • do_not_update • every_1_day • every_1_hour • every_6_hours • every_12_hours • every_1_minute • every_15_minutes • every_30_minutes Default: do_not_update Data type: String
<Object>.versionNumber	Version number of the *ClusteringSolution* object.

The following example gets properties of the active object version in the store.

```
// Get properties
var mlSolution =
 sn_ml.ClusteringSolutionStore.get('ml_x_snc_global_global_clust
ering_solution');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getProperties()), null, 2));
```

Output:

```
*** Script: {
  "algorithmConfig": {
    "algorithm": "kmeans",
    "targetCoverage": "90"
  },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "datasetProperties": {
    "tableName": "incident",
    "fieldNames": [
      "category",
      "short_description",
      "state",
      "description"
    ],
    "encodedQuery": "activeANYTHING"
  },
  "domainName": "global",
  "groupByFieldName": "category",
  "inputFieldNames": [
    "short_description"
  ],
  "isActive": "true",
  "label": "clustering solution",
  "minRecordsPerCluster": 2,
  "name": "ml_x_snc_global_global_clustering_solution",
  "processingLanguage": "en",
  "stopwords": [
    "Default English Stopwords"
  ],
  "updateFrequency": "do_not_update",
  "versionNumber": "1"
}
```

ClusteringSolutionVersion - getStatus(Boolean includeDetails)

Gets training completion status.

Parameters

Name	Type	Description
includeDetails	Boolean	Flag that indicates whether to return status *details*. Valid values: • true: Return additional details. • false: Don't return additional details. Default: False

Returns

Type	Description
Object	JavaScript object containing training status information for a ClusteringSolution object. `{ "state": "String", "percentComplete": "Number as a String", "hasJobEnded": "Boolean value as a String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	<pre> "details": {Object} }</pre>
<Object>.state	Training completion state. If the training job reaches a terminal state, the job does not leave that state. If the state is terminal, the *hasJobEnded* property is set to `true`. Possible values: • `fetching_files_for_training` • `preparing_data` • `retry` • `solution_cancelled` (terminal) • `solution_complete` (terminal) • `solution_error` (terminal) • `solution_incomplete` • `training_request_received` • `training_request_timed_out` (terminal) • `training_solution` • `uploading_solution` • `waiting_for_training` Data type: String
<Object>.hasJobEnded	Flag that indicates whether training is complete. Valid values: • true: Training is complete. • false: Training is incomplete. Data type: Boolean value as a String
<Object>.percentComplete	Training percent complete. If the completion percentage is less than 100, the job might be in a terminal state. For example, if training times out. Data type: Number as a String Range: 0 thru 100
<Object>.details	Object containing a list of additional training details. Data type: Object

The following example shows a successful result with training complete.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Get status
var mlSolution =
 sn_ml.ClusteringSolutionStore.get('ml_x_snc_global_global_clust
er_solution');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus(true), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true",
 "details":{"stepLabel":"Solution Complete"} // This information
 is only returned if getStatus(true);
}
```

The following example shows an unsuccessful result with training complete.

```
// Get status
var solutionName = 'ml_x_snc_global_global_cluster_solution';
var mlSolution =
 sn_ml.ClusteringSolutionStore.get(solutionName);
var trainingStatus = mlSolution.getLatestVersion().getStatus();

gs.print(JSON.stringify(JSON.parse(trainingStatus), null, 2));
```

Output:

```
{
 "state":"solution_error",
 "percentComplete":"100",
 "hasJobEnded":"true"
}
```

ClusteringSolutionVersion - getTopNPurityInfo(Object options)

Gets the top purity results for a clustering solution. The purity measurement provides insights as a percentage for the clustering fields on which the purity is based.

Parameters

Name	Type	Description
options	Object	Options that determine the number and format of the top cluster purity results. `{ "clusterIds": [Array], "groupBy": [Array], "purityFields": [Array], "topN": Number, "topNFields": Number }`
options.clusterIds	Array	Optional. List of cluster IDs provided as strings. A cluster ID is provided in the Cluster Summary [ml_cluster_summary] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		If provided, this method returns purity cluster information for each specified cluster. Default: This method returns purity information for all clusters.
options.groupBy	Array	Optional. List of group_by field strings from your table to help the system identify the class which is most frequent in the cluster. If provided, returns purity information for cluster solutions using group_by fields. The Cluster Summary [ml_cluster_summary] table lists clusters and any associated Group by values. This field only applies to clusters that use group by in the clustering definition. Eligible fields are listed in the **Table** field. For details on the group by feature, refer to Create and train a clustering solution.
options.purityFields	Array	Optional. List of purity field strings. If provided, this method only returns information for these purity fields. You can view purity values for a cluster in the Cluster Summary [ml_cluster_summary] table lists. **Note:** If both *purity_fields* and *top_n_fields* are provided, this method returns *top_n_fields* first, then selects fields from *purity_fields*. Default: Return purity information for all purity fields saved for the cluster.
options.topN	Number	Optional. Restricts the number of predictions to return to the highest values for each purity field. Maximum value: 10 Default: Return all purity information for each purity field.
options.topNFields	Number	Optional. Restricts the number of purity fields returned to fields with the highest purity for each cluster. Maximum value: 10 Default: Return all fields in the cluster.

Returns

Type	Description
String	JSON-formatted string containing a list of clusters with purity fields and details. **Note:** Results vary based on settings made in the *options* input parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	The following information illustrates how cluster purity results are sorted and categorized. Refer to the example for actual output. `{ "<clusterID>":[ // List sorted by purity per field { "<fieldName>":[ // List sorted by purity per field value {"<field_val1_1>":"<purity>"}, // Additional field values ]}, // Additional fields ], // Additional clusters }`
String.<clusterID>	List of clusters arranged in descending order by purity value per cluster. Data type: Array
String.<clusterID>.<field>	List of objects representing purity fields arranged in descending order by purity value per field. The *options.top_n_fields* input object parameter property determines the number of fields returned. `"<field>":[{"<field_val>":"<purity>"}]}` Data type: Array
String.<clusterID>.<field>.<status>	List of objects containing field value and purity. For example, `{"priority":[{"5":"100"}]}` is a priority field with a score of 5 and a purity value of 100 percent. Results list in descending order by purity percentage. The *options.top_n* input object parameter property determines the number of results returned. Data type: Array

The following example shows how to get the top two purity results for the category field in specific cluster solutions.

```
var solution = new GlideRecord('ml_solution');
solution.addQuery('sys_id', '<clustering_solution_sys_id>');
solution.addQuery('active', 'true');
solution.query();

while (solution.next()) {

  var options = {};
  options.clusterIds = ['1', '3', '5'];
  options.purityFields = ['category'];
  options.topN = '2';
  options.topNFields = '2';
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var clustering = new
 sn_ml.ClusteringSolutionVersion(solution);
  var results = clustering.getTopNPurityInfo(options);

  gs.info(results);
}
```

Output displays purity insights based on the settings provided in the options parameter.

```
{"1":[{"category":[{"network":"99.96"},{"inquiry":"0.04"}]}],"
3":[{"category":[{"Systems Engineering":"100"}]}],
"5":[{"category":[{"Security":"100"}]}]}
```

ClusteringSolutionVersion - getUpdateStatus()

Gets the status of the most recent clustering solution update job.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	State of the clustering solution update. States: • Configuration or network error • Error while updating solution • Fetching files for updating • Preparing data • Unauthorized • Update complete • Updating is cancelled • Updating request received • Updating request timed out • Updating solution • Uploading • Waiting

The following example shows how to get the update status of a clustering solution.

```
var myCluster = new
 sn_ml.ClusteringSolutionStore.get("ml_x_snc_global_global_clust
ering_solution");

gs.print(JSON.stringify(myCluster.getActiveVersion().getUpdateSt
atus()));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"Update Complete"
```

ClusteringSolutionVersion - getVersionNumber()

Gets the version number of a solution object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Version number.

The following example shows how to get a version number.

```
// Get version number
var mlSolution =
 sn_ml.ClusteringSolutionStore.get('ml_x_snc_global_global_clust
ering_solution');

gs.print("Version number:
 "+JSON.stringify(JSON.parse(mlSolution.getActiveVersion().getVe
rsionNumber()), null, 2));
```

Output:

```
Version number: 1
```

ClusteringSolutionVersion - submitUpdateJob(Object options)

Submits clustering update jobs with options to narrow results to a specific table and filter for matching records.

Parameters

Name	Type	Description
options	Object	JavaScript object containing options on which to base a clustering solution update. `{ "filter" : "String", "table" : "String" }`
options.filter	String	Encoded query string in the standard platform format. Enables running an update job based on the filter provided.
options.table	String	Name of the table on which to run an update job.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to submit an update job.

```
var myCluster = new
 sn_ml.ClusteringSolutionStore.get("ml_x_snc_global_global_clust
ering_solution");

var options = {"filter" : "precision", "table" : "incident"};

myCluster.getActiveVersion().submitUpdateJob(options);
```

CMDBDuplicateTaskUtils - Global

The *CMDBDuplicateTaskUtils* script include provides methods to create a de-duplication task that contains duplicate configuration items (CIs) that are of independent type.

A de-duplication task can only contain Configuration Management Database (CMDB) CIs that are not in another de-duplication task.

CMDBDuplicateTaskUtils - CMDBDuplicateTaskUtils()

Creates an instance of the *CMDBDuplicateTaskUtils* class.

Parameters

Name	Type	Description
None		

```
/**
 * CMDBDeduplicateTaskUtil().createDeduplicateTask() example
 *
 * OVERVIEW
 *
 * This script will allow you to search the CMDB
 * for records that may be duplicates based on the field
 * and filter definitions of your chosing
 *
 */

try {

    //SET INITIAL VARIABLES

    //Set the table that you would like to check for duplicates
 - note this MUST be a CMDB table
    var cmdbTable = 'cmdb_ci';

    //Add a filter as an encoded query if desired - only objects
 within this filter will be matched
    // this query filters items are Apple computers located in
 New York (NY)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var filterQuery =
 'sys_class_name=cmdb_ci_computer^sys_class_name=cmdb_ci_compute
r^manufacturer=b7e9e843c0a80169009a5a485bb2a2b5^sys_class_name=c
mdb_ci_computer^manufacturer=b7e9e843c0a80169009a5a485bb2a2b5^lo
cationLIKENY';

    //Which field shall we use to check for duplicates?
    var matchField = 'name';

    //Do matches need to have the same cmdb_ci class? - This
 prevents child device types from matching if enabled i.e.
 Computer, Server
    var sameClass = true;

    //Should empty values be excluded from match?
    var excludeEmpty = true;

    //Minimum number of duplicates required to create a
 de-duplication task - must be at least 2
    var numberOfMatches = 2;


    //USE GLIDE AGGREGATE TO IDENTIFY POSSIBLE DUPLICATES

    var dupeSetAgg = new GlideAggregate(cmdbTable);
    if (filterQuery) dupeSetAgg.addEncodedQuery(filterQuery);
    dupeSetAgg.addAggregate('COUNT', matchField);
    dupeSetAgg.orderByAggregate('COUNT', matchField);
    dupeSetAgg.groupBy(matchField);
    if (sameClass) dupeSetAgg.groupBy('sys_class_name');
    if (excludeEmpty) dupeSetAgg.addNotNullQuery(matchField);

    //Group by domain if domain separation is enabled (prevent
 matches across domains)
    if (gs.getProperty('glide.sys.domain.partitioning') ==
'true') dupeSetAgg.groupBy('sys_domain');

    //Must have at least 2 CI records that match
    if (numberOfMatches < 2) numberOfMatches = 2;
    dupeSetAgg.addHaving('COUNT', matchField, '>=',
 parseInt(numberOfMatches));

    dupeSetAgg.query();


    //LOOP THROUGH EACH SET OF MATCHES

    while (dupeSetAgg.next()) {
        var dupeRecordCount = dupeSetAgg.getAggregate('COUNT',
 matchField);
        var dupeRecordsList = [];
        var dupeAggQuery =
 dupeSetAgg.getAggregateEncodedQuery();
        var dedupeShortDesc = 'Found ' + dupeRecordCount
 + ' records where ' + matchField + ' = ' +
 dupeSetAgg.getValue(matchField) + '\n';
        var dedupeDescription = '';
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        gs.log(dedupeShortDesc, 'Dedupe Task Script');

        //Prepare notes - Header row
        dedupeDescription += 'NAME | CREATED ON | UPDATED ON'


        //GATHER ADDITIONAL DEVICE DETAILS (NEED SYS_IDs)

        var dupeDevices = new GlideRecord(cmdbTable);
        dupeDevices.addEncodedQuery(dupeAggQuery); //Use the
exact query that the aggregate used for this group
        dupeDevices.query();

        while (dupeDevices.next()) {
            var devName = dupeDevices.getValue('name');
            var devCreated =
dupeDevices.getDisplayValue('sys_created_on');
            var devUpdated =
dupeDevices.getDisplayValue('sys_updated_on');
            var devId = dupeDevices.getUniqueValue();

            //Add CI to notes
            dedupeDescription += '\n' + devName + ' | ' +
devCreated + ' | ' + devUpdated;

            //Add sys_id to list of matched records for this
group
            dupeRecordsList.push(devId);
        }
        gs.log(dedupeDescription, 'Dedupe Task Script');


        //CREATE DEDUPLICATION TASK

        //Convert array to string - .createDuplicateTask()
expects a comma separated string
        var deviceIdString = dupeRecordsList.join();

        var dedupeUtil = new CMDBDuplicateTaskUtils();
        var dedupeTaskId =
dedupeUtil.createDuplicateTask(deviceIdString);


        //UPDATE DEDUPLICATION TASK - ADD DETAILS

        if (dedupeTaskId) {

            var dedupeTask = new
GlideRecord('reconcile_duplicate_task');
            dedupeTask.get(dedupeTaskId);
            dedupeTask.setValue('short_description',
dedupeShortDesc);
            dedupeTask.work_notes = dedupeDescription;
            dedupeTask.update();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            gs.log('>>>Created de-duplication task ' +
 dedupeTask.getValue('number') + ' for ' + devName, 'Dedupe Task
 Script');

        }

    }

} catch (er) {
    gs.log(er, 'Dedupe Task Script');

}
```

Output (unique sys_id):

```
Dedupe Task Script: Found 2 records where name = MacBook Pro 15"

Dedupe Task Script: NAME | CREATED ON | UPDATED ON
MacBook Pro 15" | 2012-02-18 00:14:21 | 2021-12-17 04:28:17
MacBook Pro 15" | 2012-02-18 00:14:37 | 2021-12-17 04:28:21
MacBook Pro 15" | 2012-02-18 00:14:29 | 2021-12-17 04:28:31
...
MacBook Pro 15" | 2012-02-18 00:14:36 | 2021-12-17 04:30:17
MacBook Pro 15" | 2012-02-18 00:14:32 | 2021-12-17 04:30:14
MacBook Pro 15" | 2012-02-18 00:14:19 | 2021-12-17 04:30:14
Dedupe Task Script: >>>Created de-duplication task DUP0001002
 for MacBook Pro 15"
```

CMDBDuplicateTaskUtils - createDuplicateTask(String sysIDs)

Create a de-duplication task in which the sys_ids of duplicate CIs are specified.

Parameters

Name	Type	Description
sysIDs	String	A comma-separated list of sys_ids for which to create a de-duplication task.

Returns

Type	Description
String	The sys_id of the created de-duplication task. Returns null if: • The input string is empty. • The input parameter contains a sys_id that is not in the cmdb_ci table. • The input parameter contains a sys_id that is in an open de-duplication task

```
// where <sys-id1> and <sys-id2> are sys_IDs of CIs in the
 cmdb_ci table
var sysIDs = '<sys-id1>,<sys-id2>';
var dupTaskUtil = new CMDBDuplicateTaskUtils();
var deDupTaskID = dupTaskUtil.createDuplicateTask(sysIDs);
gs.info(deDupTaskID);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output (unique sys_id):

```
04c53e2c1bac411079e52131604bcba9
```

CMDBDuplicateTemplateUtil - Global

The *CMDBDuplicateTemplateUtil* script include provides methods to add and remove de-duplication tasks to/from a de-duplication template.

For more information on de-duplication of CIs, de-duplication tasks, and de-duplication templates, see Duplicate CIs remediation.

CMDBDuplicateTemplateUtils - CMDBDuplicateTemplateUtils()

Creates an instance of the *CMDBDuplicateTemplateUtils* class.

Parameters

Name	Type	Description
None		

The following code example shows how to call this method to create a CMDBDuplicateTemplateUtils object.

```
var dupTemp = new CMDBDuplicateTemplateUtils();
```

CMDBDuplicateTemplateUtils - addTasksToTemplate(String templateId, Array taskIds)

Adds one or more de-duplication tasks to a specified de-duplication template.

This method overwrites any existing template values, but logs the previous values for each template in the system logs.

The following list describes scenarios where a task isn't added to a template and is then marked as either skipped or failed:

- The specified template isn't in the published state. All tasks are marked as skipped.
- The specified template is running. All tasks are marked as skipped.
- The task isn't in the open state. The task is marked as skipped.
- The task isn't compatible with the specified template. For example, the specified template might be created for Application Server Tomcat, but the specified de-duplication task is created for Linux Server. The task is marked as skipped.
- The specified template doesn't exist. All tasks are marked as failed.
- The GlideRecord update for the template column on the task fails. The task is marked as failed.

Parameters

Name	Type	Description
templateId	String	Sys_id of the de-duplication template to associate with the de-duplication task.
taskIds	Array	List of sys_ids of the de-duplication tasks to associate with the specified template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Result object containing the status of all the tasks that were attempted to be associated with the specified template. Data type: Object `{ "failed": [Array], "skipped": [Array], "success": [Array], "summary": "String" }`
failed	List of tasks that failed to be associated with the template. Data type: Array of Objects `"failed": [ { "message": "String", "messageType: "String", "taskId": "String" } ]`
failed.message	Message that describes why the task failed to be associated with the template. Data type: String
failed.messageType	Reason for the failure. Data type: String
failed.taskId	Sys_id of a task that failed to be associated with the template. Data type: String
skipped	List of tasks that didn't fail, but weren't associated with the template (skipped). Data type: Array of Objects `"skipped": [ { "message": "String", "messageType: "String", "taskId": "String" } ]`
skipped.message	Message that describes why the task was skipped. Data type: String
skipped.messageType	Reason for the task being skipped.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
skipped.taskId	Sys_id of a task that the method skipped associated with the template. Data type: String
success	List of tasks that were successfully associated with the template. Data type: Array of Objects `"success": [ { "message": "String", "messageType: "String", "taskId": "String" } ]`
success.message	Not currently in use. Data type: String
success.messageType	Not currently in use. Data type: String
success.taskId	Sys_id of a task that was associated with the template. Data type: String
summary	Brief description of any overall processing errors that occurred, such as if the specified template doesn't exist. Data type: String

The following code example shows how to call this method to add de-duplication tasks to a de-duplication template.

```
// Add tasks to template
var taskIds = [];
taskIds.push("96d2d25113152200eef2dd828144b0a4");
taskIds.push("f785a2c3d7012201de92a5f75e610398");
taskIds.push("635dd3dbc128ce0100655f1ec66ed41d");

var result = new
 CMDBDuplicateTemplateUtils().addTasksToTemplate("6b43105c3730100deeabfc8bcbe5db2", taskIds);
);
gs.info('Success: ' + result.success);
gs.info('Failed: ' + result.failed);
gs.info('Skipped: ' + result.skipped);
gs.info(Summary: ' + result.summary);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Success: [
    {
      "taskId": "f785a2c3d7012201de92a5f75e610398",
      "message": "",
      "messageType": ""
    }
  ]
Failed: [
    {
      "taskId": "96d2d25113152200eef2dd828144b0a4",
      "message": "Failed to add task
 96d2d25113152200eef2dd828144b0a4 to template
 6b43105c37301000deeabfc8bcbe5db2 because there were update
 errors.",
      "messageType": "update_failed"
    }
  ]
Skipped: [
    {
      "taskId": "635dd3dbc128ce0100655f1ec66ed41d",
      "message": "Cannot add de-duplication task(s) to template
 6b43105c37301000deeabfc8bcbe5db2 because the template is not
 published. Publish the template before adding tasks.",
      "messageType": "unpublished_template"
    }
  ]
Summary:
```

CMDBDuplicateTemplateUtils - removeTemplateFromTask(Array taskIds)

Clears the de-duplication template value in the specified de-duplication task records. By clearing this value, the association between a template and the task is removed.

The following list describes scenarios where the template value isn't removed from the task record and is marked as either skipped or failed:

- The de-duplication template associated with the task is running. The task is marked as skipped.
- The task state is "work in progress" or the task isn't found. The task is marked as skipped.
- The GlideRecord update for the template column on the task fails. The task is marked as failed.

Parameters

Name	Type	Description
taskIds	Array	List of sys_ids of the de-duplication task records from which to clear the de-duplication template value.

Returns

Type	Description
Object	Result object containing the count of tasks for which the template value removal was successful, skipped, or failed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	`{ "failed": Number, "success": Number, "skipped": Number }`
failed	Number of tasks that failed to remove the de-duplication template value. Data type: Number
success	Number of tasks that successfully removed the de-duplication template value. Data type: Number
skipped	Number of tasks that the method skipped removing the de-duplication template value. Data type: Number

The following code example shows how to call this method to remove de-duplication template values from de-duplication task records.

```
// Remove tasks from template
var taskIds = [];
taskIds.push("96d2d25113152200eef2dd828144b0a4");
taskIds.push("f785a2c3d7012201de92a5f75e610398");
taskIds.push("635dd3dbc128ce0100655f1ec66ed41d");

var result = new
 CMDBDuplicateTemplateUtils().removeTemplateFromTasks(taskIds);
);
gs.info('Success: ' + result.success);
gs.info('Failed: ' + result.failed);
gs.info('Skipped: ' + result.skipped);
```

Output:

```
Success: 2
Failed: 0
Skipped: 1
```

CMDBGroupAPI - Scoped

The *CMDBGroupAPI* provides methods for performing actions on Configuration Management Database (CMDB) groups.

This API is a scoped static class. To use this class you must include the `sn_cmdbgroup` namespace identifier before the CMDBGroupAPI object. For example:

```
var response =
 sn_cmdbgroup.CMDBGroupAPI.getManualCIList(groupSysId, false);
```

To access this API you must have the itil or asset role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CMDBGroupAPI - getAllCI(String groupId, Boolean requireCompleteSet, Boolean requireAllQueryNodesCis)

Returns all configuration items (CIs) for the specified group. The results include all manual CIs and the list of CIs from the query builder's saved query.

Parameters

Name	Type	Description
groupId	String	Sys_id of the Configuration Management Database (CMDB) group.
requireCompleteSet	Boolean	Optional, but must be passed if *`requireAllQueryNodesCis`* is passed. Flag that indicates whether an empty string is returned if any CIs are filtered out by access control list (ACL) restrictions. Valid values: • true: Return empty string. • false: Don't return value. Default: false
requireAllQueryNodesCis	Boolean	Optional. Flag that indicates whether to return CIs from all CMDB classes of the query. Valid values: • true: Return CIs from all columns. • false: Only return CIs from the starting node of the query builder query. Default: false

Returns

Type	Description
errors	List of errors for a failed operation. Data type: Array `"errors": [ { "message": "String", "error": "String" } ]`
errors.error	Error name. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• GROUP_SYS_ID_IS_NOT_FOUND • GROUP_SYS_ID_IS_EMPTY • FAIL_TO_INSERT_GROUP_CI_PAIR • FAIL_TO_INSERT_GROUP_QUERY_ID_PAIR • CI_CAN_NOT_FOUND • SAVED_QUERY_ID_NOT_FOUND • ERROR_DURING_QUERY_BUILDER_PROCESS_QUERY • TIMEOUT_DURING_QUERY_BUILDER_PROCESS_QUERY • NOT_COMPLETE_DURING_QUERY_BUILDER_PROCESS_QUERY • MAX_LIMIT_DURING_QUERY_BUILDER_PROCESS_QUERY • GROUP_API_TIMEOUT • EXCEPTION_FROM_EXECUTE_QUERY • SOME_CI_NOT_VISIBLE_DUE_TO_SECURITY_CONSTRAINT Data type: String
errors.message	Brief description of the error message. Data type: String
idList	List of CMDB CI sys_ids. Data type: Array
partialCIListDueToACLFlag	Flag that indicates if the list of returned CIs is incomplete due to ACL restrictions. **Note:** This is not considered an error condition, and no corresponding error information is returned. Data type: Boolean Valid values: • true: *idList* is incomplete. • false: *idList* is complete.
result	Flag that indicates whether the method completed successfully. Possible values: • true: Success • false: Error

```
// Script example:
var getAllCIFunc = function(groupSysId) {
  var parser = new JSONParser();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var response = sn_cmdbgroup.CMDBGroupAPI.getAllCI(groupSysId,
 false);
  var parsed = parser.parse(response);
  if (parsed.result) {
    gs.info("succeed to retrieve ci list: " + parsed.idList);
  } else {
    gs.info("fail to retrieve list, errors: " +
 JSON.stringify(parsed.errors));
  }
}
var groupExists = "d0d2d25113152200eef2dd828144b0e4";
var groupContainsInvalidSavedQuery =
 "e685a2c3d7012200de92a5f75e610387";
getAllCIFunc(groupExists);
getAllCIFunc(groupContainsInvalidSavedQuery);
```

Output:

```
// Successful response
{
  'result':true,
  'partialCIListDueToACLFlag': false,
  'idList':[
    '3a5dd3dbc0a8ce0100655f1ec66ed42c',
    '6b43105c37301000deeabfc8bcbe5db2'
  ]
}

// Error response
{
  'result':false,
  'errors':[
    {
      'message':'Group does not exist',
      'error':'GROUP_SYS_ID_IS_NOT_FOUND'
    }
  ],
  'partialCIListDueToACLFlag':false,
  'idList':[]
}
```

CMDBGroupAPI - getAllCIFromQueryBuilder(String groupId, Boolean requireCompleteSet, Boolean requireAllQueryNodesCis)

Returns all configuration items (CIs) returned from all saved query builders' query IDs for the specified group.

Parameters

Name	Type	Description
groupId	String	Sys_id of the Configuration Management Database (CMDB) group.
requireCompleteSet	Boolean	Optional, but must be passed if *requireAllQueryNodesCis* is passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Flag that indicates whether an empty string is returned if any CIs are filtered out by access control list (ACL) restrictions. Valid values: • true: Return empty string. • false: Don't return value. Default: false
requireAllQueryNodesCis	Boolean	Optional. Flag that indicates whether to return CIs from all CMDB classes of the query. Valid values: • true: Return CIs from all columns. • false: Only return CIs from the starting node of the query builder query. Default: false

Returns

Type	Description
errors	List of errors for a failed operation. Data type: Array `"errors": [ { "message": "String", "error": "String" } ]`
errors.error	Error name. Possible values: • GROUP_SYS_ID_IS_NOT_FOUND • GROUP_SYS_ID_IS_EMPTY • FAIL_TO_INSERT_GROUP_CI_PAIR • FAIL_TO_INSERT_GROUP_QUERY_ID_PAIR • CI_CAN_NOT_FOUND • SAVED_QUERY_ID_NOT_FOUND • ERROR_DURING_QUERY_BUILDER_PROCESS_QUERY • TIMEOUT_DURING_QUERY_BUILDER_PROCESS_QUERY • NOT_COMPLETE_DURING_QUERY_BUILDER_PROCESS_QUERY

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• MAX_LIMIT_DURING_QUERY_BUILDER_PROCESS_QUERY • GROUP_API_TIMEOUT • EXCEPTION_FROM_EXECUTE_QUERY • SOME_CI_NOT_VISIBLE_DUE_TO_SECURITY_CONSTRAINT Data type: String
errors.message	Brief description of the error message. Data type: String
idList	List of CMDB CI sys_ids. Data type: Array
partialCIListDueToACLFlag	Flag that indicates if the list of returned CIs is incomplete due to ACL restrictions. **Note:** This is not considered an error condition, and no corresponding error information is returned. Data type: Boolean Valid values: • true: *idList* is incomplete. • false: *idList* is complete.
result	Flag that indicates whether the method completed successfully. Possible values: • true: Success • false: Error

```
// Script example:
var getAllCIFromQueryBuilderFunc = function(groupSysId) {
  var parser = new JSONParser();
  var response =
 sn_cmdbgroup.CMDBGroupAPI.getAllCIFromQueryBuilder(groupSysId,
 false);
  var parsed = parser.parse(response);
  if (parsed.result) {
    gs.info("succeed to retrieve ci list: " + parsed.idList);
  } else {
    gs.info("fail to retrieve list, errors: " +
 JSON.stringify(parsed.errors));
  }
}
var groupExists = "d0d2d25113152200eef2dd828144b0e4";
var groupContainsInvalidSavedQuery =
 "e685a2c3d7012200de92a5f75e610387";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
getAllCIFromQueryBuilderFunc(groupExists);
getAllCIFromQueryBuilderFunc(groupContainsInvalidSavedQuery);
```

Output:

```
// Successful response
{
  'result':true,
  'partialCIListDueToACLFlag': false,
  'idList':[
    '3a5dd3dbc0a8ce0100655f1ec66ed42c',
    '6b43105c37301000deeabfc8bcbe5db2'
  ]
}

// Error response
{
  'result':false,
  'errors':[
    {'message':'Group does not exist',
    'error':'GROUP_SYS_ID_IS_NOT_FOUND'}
  ],
  'partialCIListDueToACLFlag':false,
  'idList':[]
}
```

CMDBGroupAPI - getManualCIList(String groupId, Boolean requireCompleteSet)

Returns the CMDB group's manual CI list.

Parameters

Name	Type	Description
groupId	String	The sysId of the CMDB group.
requireCompleteSet	Boolean	When true, returns an error string if any CIs are filtered out by ACL restrictions.

Returns

Type	Description

String	A JSON formated string in the format
	`{ 'result':false,`
	`'errors':[ {'message':'Group does not exist',`
	`'error':'GROUP_SYS_ID_IS_NOT_FOUND'},`
	`{ } // another error if it exists`
	`],`
	`'partialCIListDueToACLFlag':false,`
	`'idList':['sys_id_1', 'sys_id2'] }`
	Where
	• result - a boolean flag. When true the method was successful.
	• errors - a list of errors with a message and error code.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• partialCIListDueToACLFlag - a Boolean flag. When true, the idList is incomplete due to an ACL restriction. When false, the idList is complete. • idList - an array of cmdb_ci sys_ids When not successful, returns one of the errors GROUP_SYS_ID_IS_NOT_FOUND, GROUP_SYS_ID_IS_EMPTY, FAIL_TO_INSERT_GROUP_CI_PAIR, FAIL_TO_INSERT_GROUP_QUERY_ID_PAIR, CI_CAN_NOT_FOUND, SAVED_QUERY_ID_NOT_FOUND, ERROR_DURING_QUERY_BUILDER_PROCESS_QUERY, TIMEOUT_DURING_QUERY_BUILDER_PROCESS_QUERY, NOT_COMPLETE_DURING_QUERY_BUILDER_PROCESS_QUERY, MAX_LIMIT_DURING_QUERY_BUILDER_PROCESS_QUERY, GROUP_API_TIMEOUT, EXCEPTION_FROM_EXECUTE_QUERY, SOME_CI_NOT_VISIBLE_DUE_TO_SECURITY_CONSTRAINT

```
// Script example for requireCompleteSet being false:
    var getManualCIList = function(groupSysId) {
    var parser = new JSONParser();
    var response =
 sn_cmdbgroup.CMDBGroupAPI.getManualCIList(groupSysId, false);
    var parsed = parser.parse(response);
    if (parsed.result) {
        gs.info("succeed to retrieve ci list: " +
 parsed.idList);
    } else {
        gs.info("fail to retrieve list, errors: " +
 JSON.stringify(parsed.errors));
    }
}
// create a group in cmdb_group, and add CIs to this group in
 Edit Manual CI form
var groupExists = "d0d2d25113152200eef2dd828144b0e4";
// use a non-exist group
var groupDoesNotExists = "d0d2d25113152200eef2dd828144b0e4111";
getManualCIList(groupExists);
getManualCIList(groupDoesNotExists);
```

Output: (Line breaks added for formatting.)

```
succeed to retrieve ci
list:
 6b43105c37301000deeabfc8bcbe5db2,2dfd7c8437201000deeabfc8bcbe5
d56
fail to retrieve list, errors:
[{"message":"Group does not
 exist","error":"GROUP_SYS_ID_IS_NOT_FOUND"}]
```

```
// Script example for requireCompleteSet being true
    var getManualCIList = function(groupSysId) {
    var parser = new JSONParser();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var response =
 sn_cmdbgroup.CMDBGroupAPI.getManualCIList(groupSysId, true);
    var parsed = parser.parse(response);
    if (parsed.result) {
        gs.info("succeed to retrieve ci list: " +
 parsed.idList);
    } else {
        gs.info("fail to retrieve list, errors: " +
 JSON.stringify(parsed.errors));
    }
}
// create a group in cmdb_group, and add CIs to this group in
 Edit Manual CI form
var groupExists = "d0d2d25113152200eef2dd828144b0e4";
getManualCIList(groupExists);
```

Output: (Line breaks added for formatting.)

```
fail to retrieve list, errors:
[{"message":"Some CI(s) not visible due to security constraint",
"error":"SOME_CI_NOT_VISIBLE_DUE_TO_SECURITY_CONSTRAINT"}]
```

CMDBGroupAPI - getSavedQueryIdList(String groupId, Boolean requireCompleteSet)

Returns the query builder's query IDs for the specified CMDB group.

Parameters

Name	Type	Description
groupId	String	The sysId of the CMDB group.
requireCompleteSet	Boolean	When true, returns an empty string if any CIs are filtered out by ACL restrictions.

Returns

Type	Description

String	A JSON formated string in the format
	`{ 'result':false,`
	`'errors':[ {'message':'Group does not exist',`
	`'error':'GROUP_SYS_ID_IS_NOT_FOUND'},`
	`{ } // another error if it exists`
	`],`
	`'partialCIListDueToACLFlag':false,`
	`'idList':['sys_id_1', 'sys_id2'] }`
	Where
	• result - a boolean flag. When true the method was successful.
	• errors - a list of errors with a message and error code.
	• partialCIListDueToACLFlag - a Boolean flag. When true, the idList is incomplete due to an ACL restriction. When false, the idList is complete.
	• idList - an array of cmdb_ci sys_ids

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	When not successful, returns one of the errors GROUP_SYS_ID_IS_NOT_FOUND, GROUP_SYS_ID_IS_EMPTY, FAIL_TO_INSERT_GROUP_CI_PAIR, FAIL_TO_INSERT_GROUP_QUERY_ID_PAIR, CI_CAN_NOT_FOUND, SAVED_QUERY_ID_NOT_FOUND, ERROR_DURING_QUERY_BUILDER_PROCESS_QUERY, TIMEOUT_DURING_QUERY_BUILDER_PROCESS_QUERY, NOT_COMPLETE_DURING_QUERY_BUILDER_PROCESS_QUERY, MAX_LIMIT_DURING_QUERY_BUILDER_PROCESS_QUERY, GROUP_API_TIMEOUT, EXCEPTION_FROM_EXECUTE_QUERY, SOME_CI_NOT_VISIBLE_DUE_TO_SECURITY_CONSTRAINT

```
// Script example:
var getSavedQueryIdList = function(groupSysId) {
    var parser = new JSONParser();
    var response =
 sn_cmdbgroup.CMDBGroupAPI.getSavedQueryIdList(groupSysId,
 false);
    var parsed = parser.parse(response);
    if (parsed.result) {
        gs.info("succeed to retrieve saved query id list: " +
 parsed.idList);
    } else {
        gs.info("fail to retrieve list, errors: " +
 JSON.stringify(parsed.errors));
    }
}
var groupExists = "d0d2d25113152200eef2dd828144b0e4";
var groupDoesNotExists = "d0d2d25113152200eef2dd828144b0e4111";
getSavedQueryIdList(groupExists);
getSavedQueryIdList(groupDoesNotExists);
```

Output: (Line breaks added for formatting.)

```
succeed to retrieve saved query id list:
 5d498532d7c12200de92a5f75e6103ce
fail to retrieve list, errors:
 [{"message":"Group does not
 exist","error":"GROUP_SYS_ID_IS_NOT_FOUND"}]
```

CMDBGroupAPI - setManualCIList(String groupId, String ciSysIds)

Sets the manual CI list for the specified group. The existing manual CI list is overwritten. CI sysIds not found in the cmdb_ci table are ignored.

Parameters

Name	Type	Description
groupId	String	The sysId of the CMDB group.
ciSysIds	String	Comma separated list of CI sysIds.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	A JSON formated string in the format `{ 'result':false, 'errors':[ {'message':'Group does not exist', 'error':'GROUP_SYS_ID_IS_NOT_FOUND'}, { } // another error if it exists ], 'partialCIListDueToACLFlag':false, 'idList':['sys_id_1', 'sys_id2'] }` Where • result - a boolean flag. When true the method was successful. • errors - a list of errors with a message and error code. • partialCIListDueToACLFlag - a Boolean flag. When true, the idList is incomplete due to an ACL restriction. When false, the idList is complete. • idList - an array of cmdb_ci sys_ids When not successful, returns one of the errors GROUP_SYS_ID_IS_NOT_FOUND, GROUP_SYS_ID_IS_EMPTY, FAIL_TO_INSERT_GROUP_CI_PAIR, FAIL_TO_INSERT_GROUP_QUERY_ID_PAIR, CI_CAN_NOT_FOUND, SAVED_QUERY_ID_NOT_FOUND, ERROR_DURING_QUERY_BUILDER_PROCESS_QUERY, TIMEOUT_DURING_QUERY_BUILDER_PROCESS_QUERY, NOT_COMPLETE_DURING_QUERY_BUILDER_PROCESS_QUERY, MAX_LIMIT_DURING_QUERY_BUILDER_PROCESS_QUERY, GROUP_API_TIMEOUT, EXCEPTION_FROM_EXECUTE_QUERY, SOME_CI_NOT_VISIBLE_DUE_TO_SECURITY_CONSTRAINT

```
// Script example:
var setManualCIListFunc = function(groupSysId, manualCIList) {
    var parser = new JSONParser();
    var response =
 sn_cmdbgroup.CMDBGroupAPI.setManualCIList(groupSysId,
 manualCIList);
    var parsed = parser.parse(response);
    if (parsed.result) {
        gs.info("succeed to set manual ci list");
    } else {
        gs.info("fail to set manual ci list, errors: " +
 JSON.stringify(parsed.errors));
    }
}
var group = "d0d2d25113152200eef2dd828144b0e4";
var groupDoesNotExist = "1234";
var manualCIList = "b4fd7c8437201000deeabfc8bcbe5dc1,
 affd3c8437201000deeabfc8bcbe5dc3";
setManualCIListFunc(group, manualCIList);
setManualCIListFunc(groupDoesNotExist, manualCIList);
```

Output: (Line breaks added for formatting.)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
succeed to set manual ci list
fail to set manual ci list, errors: [{"message":"Group does not
 exist","error":
"GROUP_SYS_ID_IS_NOT_FOUND"}]
```

CMDBGroupAPI - setSavedQueryIdList(String groupId, String queryIds)

Sets the saved query ID list for the specified group. The existing query ID list is overwritten. Query sysIds not found in the qb_saved_query table are ignored.

Parameters

Name	Type	Description
groupId	String	The sysId of the CMDB group.
queryIds	String	Comma separated list of saved query sysIds.

Returns

Type	Description

String	A JSON formated string in the format
	`{ 'result':false,`
	`'errors':[ {'message':'Group does not exist',`
	`'error':'GROUP_SYS_ID_IS_NOT_FOUND'},`
	`{ } // another error if it exists`
	`],`
	`'partialCIListDueToACLFlag':false,`
	`'idList':['sys_id_1', 'sys_id2'] }`
	Where
	• result - a boolean flag. When true the method was successful.
	• errors - a list of errors with a message and error code.
	• partialCIListDueToACLFlag - a Boolean flag. When true, the idList is incomplete due to an ACL restriction. When false, the idList is complete.
	• idList - an array of cmdb_ci sys_ids
	When not successful, returns one of the errors GROUP_SYS_ID_IS_NOT_FOUND, GROUP_SYS_ID_IS_EMPTY, FAIL_TO_INSERT_GROUP_CI_PAIR, FAIL_TO_INSERT_GROUP_QUERY_ID_PAIR, CI_CAN_NOT_FOUND, SAVED_QUERY_ID_NOT_FOUND, ERROR_DURING_QUERY_BUILDER_PROCESS_QUERY, TIMEOUT_DURING_QUERY_BUILDER_PROCESS_QUERY, NOT_COMPLETE_DURING_QUERY_BUILDER_PROCESS_QUERY, MAX_LIMIT_DURING_QUERY_BUILDER_PROCESS_QUERY, GROUP_API_TIMEOUT, EXCEPTION_FROM_EXECUTE_QUERY, SOME_CI_NOT_VISIBLE_DUE_TO_SECURITY_CONSTRAINT

```
// Script example:
var setSavedQueryIdListFunc = function(groupSysId, queryIdList)
 {
    var parser = new JSONParser();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var response =
 sn_cmdbgroup.CMDBGroupAPI.setSavedQueryIdList(groupSysId,
 queryIdList);
    var parsed = parser.parse(response);
    if (parsed.result) {
        gs.info("succeed to set saved query id list");
    } else {
        gs.info("fail to set saved query id list, errors: " +
 JSON.stringify(parsed.errors));
    }
}
var group = "d0d2d25113152200eef2dd828144b0e4";
var savedQueryBuilderIdList =
 "394585fed7812200de92a5f75e6103e8";
var savedQueryBuilderIdNotExistList =
 "b4fd7c8437201000deeabfc8bcbe5dc1,
   affd3c8437201000deeabfc8bcbe5dc3";

setSavedQueryIdListFunc(group, savedQueryBuilderIdList);
setSavedQueryIdListFunc(group, savedQueryBuilderIdNotExistList);
```

Output: (Line breaks added for formatting.)

```
succeed to set saved query id list
fail to set saved query id list, errors: [{"message":
"Saved query id(b4fd7c8437201000deeabfc8bcbe5dc1) is not found
 for
group(d0d2d25113152200eef2dd828144b0e4)","error":
"SAVED_QUERY_ID_NOT_FOUND"},{"message":
"Saved query id(affd3c8437201000deeabfc8bcbe5dc3) is not found
 for
group(d0d2d25113152200eef2dd828144b0e4)","error":"SAVED_QUERY_ID
_NOT_FOUND"}]
```

CMDBQBScopedScriptableAPI - Scoped

Provides methods to execute Configuration Management Database (CMDB) Query Builder operations in server-side scripts.

This API is the scoped equivalent of CMDBQueryBuilderAPI - Global.

This API requires the Configuration Management for Scoped Apps plugin (com.snc.cmdb.scoped) and is provided within the `sn_cmdb` namespace.

For more information about CMDB Query Builder, see CMDB Query Builder.

CMDBQBScopedScriptableAPI - createReport(String savedQueryId, String savedQueryName)

Creates a report that shows the results of a Configuration Management Database (CMDB) Query Builder query and returns the URL of the report.

Parameters

Name	Type	Description
savedQueryId	String	Sys_id of the query to use for the report. This parameter is not required if a query name is provided.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Saved Queries [qb_saved_query]
savedQueryName	String	Name of the query to use for the report. This parameter is not required if a query sys_id is provided. Table: Saved in the **Name** field of the Saved Queries [qb_saved_query] table.

Returns

Type	Description
Object	Details about the created report and any errors. `{ "error": "String", "message": "String", "status": "String" }`
<Object>.error	Error code. Returned when the report creation fails or invalid input parameters are provided. Possible errors: • `USER_NOT_AUTHORIZED_EXCEPTION` • `INVALID_PARAM` • `QUERY_SYS_ID_INVALID` Data type: String
<Object>.message	Message containing details about the success or failure of the report creation. Possible messages: • `<report-url>` • `User is unauthorized to create a CMDBQueryBuilder query report` • `Invalid Parameters. Please provide either a valid sysId or a valid name of a saved query` • `Invalid queryId. Please provide a valid saved query ID` • `Query must have a schedule with at least one run to create a report.` See also Schedule a CMDB query. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.status	Status code. Returned when the update is successful. Value: `success` Data type: String

This example shows how to create a report by passing a saved query name.

```
var queryReport =
 sn_cmdb.CMDBQBScopedScriptableAPI.createReport('','CMDBQueryTes
t1');

gs.info(JSON.stringify(queryReport, null, 2));
```

Output:

```
{

 "message":"\/sys_report_template.do?sysparm_report_source_id=6d
299cf81bbd4210bccf42a3b24bcb7a&sysparm_type=list&sysparm_title=C
MDBQueryTest1&sysparm_source_type=source&sysparm_from_list=true&
sysparm_chart_size=large&sysparm_manual_labor=true",
   "status":"success"
}
```

This example shows an error when the query sys_id and name are both missing from the method call.

```
var queryReport =
 sn_cmdb.CMDBQBScopedScriptableAPI.createReport('', '');

gs.info(JSON.stringify(queryReport, null, 2));
```

Output:

```
{
   "error":"INVALID_PARAM",
   "message":"Invalid Parameters. Please provide either a valid
 sysId or a valid name of a saved query"
}
```

CMDBQBScopedScriptableAPI - deleteQuery(String savedQueryId, String savedQueryName)

Deletes a Configuration Management Database (CMDB) Query Builder query.

Parameters

Name	Type	Description
savedQueryId	String	Sys_id of the query to delete. This parameter can be provided as an empty string if a query name is provided. Table: Saved Queries [qb_saved_query]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
savedQueryName	String	Name of the query to delete. This parameter is not required if a query sys_id is provided. Table: Saved in the *Name* field of the Saved Queries [qb_saved_query] table.

Returns

Type	Description
Object	Details about the deleted query and any errors. `{ "error": "String", "message": "String", "status": "String" }`
<Object>.error	Error code. Returned when the delete operation fails or invalid input parameters are provided. Possible errors: • `USER_NOT_AUTHORIZED_EXCEPTION` • `INVALID_PARAM` • `QUERY_DELETE_FAILED` Data type: String
<Object>.message	Message containing details about the success or failure of the delete operation. Possible messages: • `Successfully deleted the saved query` • `User is unauthorized to delete a CMDBQueryBuilder query` • `Invalid Parameters. Please provide either a valid sysId or a valid name of a saved query` • `Failed to delete the given saved query` Data type: String
<Object>.status	Status code. Returned when the update is successful. Value: `success` Data type: String

This example shows how to delete a saved query by passing the query name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(JSON.stringify(sn_cmdb.CMDBQBScopedScriptableAPI.deleteQ
uery('', 'CMDBQueryTest1')));
```

Output:

```
{
   "message":"Successfully deleted the saved query",
   "status":"success"
}
```

This example shows an error when the query sys_id and name are both missing from the method call.

```
gs.info(JSON.stringify(sn_cmdb.CMDBQBScopedScriptableAPI.deleteQ
uery('', '')));
```

Output:

```
{
   "error":"INVALID_PARAM",
   "message":"Invalid Parameters. Please provide either a valid
 sysId or a valid name of a saved query"
}
```

CMDBQBScopedScriptableAPI - getSavedQueryExecutionDetails(String savedQueryName, Boolean executeQuery, Number timeout)

Returns the execution details for a Configuration Management Database (CMDB) Query Builder query.

Optionally, you can execute the query in order to return current execution details.

If a timeout or memory issue occurs while executing the query, you can fine tune the query batch size to help alleviate these problems. For more information, see Batch size for Query Builder saved queries.

Parameters

Name	Type	Description
savedQueryName	String	Name of the query to retrieve execution details for. Table: *Name* field in the Saved Queries [qb_saved_query] table.
executeQuery	Boolean	Optional. Flag that indicates whether to execute the specified query. Valid values: • true: Execute the specified query and return its execution details. • false: Don't execute the specified query. Return the most recent execution details for the query. Default: False
timeout	Number	Optional. Integer value that overrides the default query execution timeout limit of five minutes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Unit: Seconds Default: Five minutes

Returns

Type	Description
Object	Details about the query execution and any errors. `{ "error": "String", "execution_batch_size": Number, "message": "String", "query_id": "String", "status": "String", "table_name": "String" }`
<Object>.error	Error code. Returned when the query execution fails or the specified query is not found. Possible errors: • `QUERY_EXECUTION_NOT_FOUND` • `QUERY_NOT_FOUND` • `QUERY_EXECUTION_FAILED` • `USER_NOT_AUTHORIZED_EXCEPTION` Data type: String
<Object>.execution_batch_size	Batch size of 100 allocated for the query run. This value only returns if the *`executeQuery`* parameter is true. See also Batch size for CMDB Query Builder queries. Data type: Number
<Object>.message	Message containing details about the error code. Returned when the query execution fails or the specified query is not found. Possible messages: • `Query execution details not found. Please execute the query.` • `Given saved query not found. Please make sure you are passing the name of a saved query.`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• `Query execution failed. Please use a valid query.` • `User is unauthorized to execute a CMDBQueryBuilder query.` Data type: String
<Object>.query_id	Sys_id of the query execution. Data type: String Table: Query Status [qb_query_status]
<Object>.status	Status of the query execution. • COMPLETE: Execution is complete. • FAILED: Error occurred while executing query. • TIME_OUT: Query execution timed out. • MAX_LIMIT: Maximum number of return results reached. Data type: String
<Object>.table_name	Name of the table that contains the query execution details. Data type: String

This example shows how to execute a saved query and set the query execution timeout value to 10 minutes.

```
var savedQuery =
 sn_cmdb.CMDBQBScopedScriptableAPI.getSavedQueryExecutionDetails
('CMDBQueryTest1', true, 600);

gs.info(JSON.stringify(savedQuery, null, 2));
```

Output:

```
{
   "execution_batch_size": 100,
   "query_id":"024fd53a7773330033b5270bba106141",

 "table_name":"u_cmdb_qb_result_598918aacb4dbf3f1a8dcf03fce6a5d5
7151a4e2",
   "status":COMPLETE
}
```

CMDBQBScopedScriptableAPI - saveQuery(String savedQueryName, String queryJson)

Saves a Configuration Management Database (CMDB) Query Builder query and returns the sys_id of the saved query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
savedQueryName	String	Name to save the query under. Table: Saved in the **Name** field of the Saved Queries [qb_saved_query] table.
queryJson	String	JSON that defines the query. Table: Saved in the **Query** field of the Saved Queries [qb_saved_query] table.

Returns

Type	Description
Object	Object containing details about the saved query and any errors. `{ "error": "String", "message": "String", "status": "String" }`
<Object>.error	Error code. Returned when the save operation fails or invalid input parameters are provided. Possible errors: • `USER_NOT_AUTHORIZED_EXCEPTION` • `QUERY_NAME_INVALID` • `QUERY_INVALID` • `QUERY_EXISTS_ALREADY` • `QUERY_SAVE_FAILED` Data type: String
<Object>.message	Message containing details about the success or failure of the save operation. Possible messages: • `Successfully saved the query with sysId <sy_id>` • `User is unauthorized to save a CMDBQueryBuilder query` • `Query name is empty. Please provide a name` • `QueryJson is invalid. Please provide a valid queryJson`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• `Query name is already used, please use a different name` • `Unexpected exception while saving the query` Data type: String
<Object>.status	Status code. Returned when the save operation is successful. Value: `success` Data type: String

This example shows how to add a query to the Saved Queries [qb_saved_query] table.

```
var queryJson =
 "{\"type\":\"cmdb\",\"nodes\":[{\"label\":\"Server\",
\"unique_id\":\"d93f96981b310210bccf42a3b24bcb41\",\"nodeType\":
\"class\",\"image\":\"images/app.ngbsm/server.svg\",
\"properties\":\"\",\"allowed_connections\":[],\"filters\":
{\"platform\":\"cmdb_ci_server\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_server\",\"ci_type_label\":\"Server\",\"sys_id\":
\"d93f96981b310210bccf42a3b24bcb41\",\"x\":72,\"y
\":337,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":true,\"nodeId\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"name\":
\"Server
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"classN
ame\":\"cmdb_ci_server\"},{\"label\":\"Database\",\"unique_id\":
\"b640269c1b310210bccf42a3b24bcb36\",\"nodeType\":\"class\",
\"image\":\"images/app.ngbsm/database.svg\",\"properties\":
\"\",\"allowed_connections\":[],\"filters\":{\"platform\":
\"cmdb_ci_database\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_database\",\"ci_type_label\":\"Database\",\"sys_id\":
\"b640269c1b310210bccf42a3b24bcb36\",\"x\":510,\"y
\":340,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":false,\"nodeId\":
\"b640269c1b310210bccf42a3b24bcb36_4_23_2024_5_50_57\",\"name\":
\"Database
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"b640269c1b310210bccf42a3b24bcb36_4_23_2024_5_50_57\",\"classN
ame\":\"cmdb_ci_database\"}],\"edges\":[{\"id\":\"Server
 1_Database
 1\",\"from\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"to\":
\"b640269c1b310210bccf42a3b24bcb36_4_23_2024_5_50_57\",\"isDot
ted\":false,\"type\":\"relation\",
\"isReverse\":false,\"direction\":\"outbound\",
\"hiddenLevel\":0,\"relations\":
[\"607ad1b2c0a8010e01941856b365af90\",\"1a9cb166f1571100a92eb60d
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
a2bce5c5\"]}],\"usedNames\":
{\"cmdb_ci_server\":1,\"cmdb_ci_database\":1}}";

var newQuery =
 sn_cmdb.CMDBQBScopedScriptableAPI.saveQuery('CMDBQueryTest1',
 queryJson);

gs.info(JSON.stringify(newQuery, null, 2));
```

Output:

```
{
   "message":"Successfully saved the query with sysId
 d93f96981b310210bccf42a3b24bcb41",
   "status":"success"
}
```

This example shows an error when an invalid JSON query is provided.

```
var queryJson = "Test";
var newQuery =
 sn_cmdb.CMDBQBScopedScriptableAPI.saveQuery('Test', queryJson);

gs.info(JSON.stringify(newQuery, null, 2));
```

Output:

```
{
   "error":"QUERY_INVALID",
   "message":"QueryJson is invalid. Please provide a valid
 queryJson"
}
```

CMDBQBScopedScriptableAPI - updateQuery(String savedQueryId, String savedQueryName, String queryJson)

Updates the JSON for a Configuration Management Database (CMDB) Query Builder query.

Parameters

Name	Type	Description
savedQueryId	String	Sys_id of the query to update. This parameter is not required if a query name is provided. Table: Saved Queries [qb_saved_query]
savedQueryName	String	Name of the query to update. This parameter is not required if a query sys_id is provided. Table: Saved in the *Name* field in the Saved Queries [qb_saved_query] table.
queryJson	String	JSON to update the query with. Table: Saved in the *Query* field in the Saved Queries [qb_saved_query] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Details about the updated query and any errors. `{ "error": "String", "message": "String", "status": "String" }`
<Object>.error	Error code. Returned when the update fails or invalid input parameters are provided. Possible errors: • `USER_NOT_AUTHORIZED_EXCEPTION` • `INVALID_PARAM` • `QUERY_INVALID` • `QUERY_UPDATE_FAILED` • `UNAUTHORIZED_REPORT_SOURCE_USER` Data type: String
<Object>.message	Message containing details about the success or failure of the update. Possible messages: • `Successfully updated the saved query` • `User is unauthorized to update a CMDBQueryBuilder query` • `Invalid Parameters. Please provide either a valid sysId or a valid name of a saved query` • `QueryJson is invalid. Please provide a valid queryJson` • `Failed to update the given saved query` • `User is unauthorized to update report source of a saved query` Data type: String
<Object>.status	Status code. Returned when the update is successful. Value: `success` Data type: String

This example shows how to update a saved query by passing the query name.

```
var queryJson =
 "{\"type\":\"cmdb\",\"nodes\":[{\"label\":\"Server\",
\"unique_id\":\"d93f96981b310210bccf42a3b24bcb41\",\"nodeType\":
\"class\",\"image\":\"images/app.ngbsm/server.svg\",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\"properties\":\"\",\"allowed_connections\":[],\"filters\":
{\"platform\":\"cmdb_ci_server\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_server\",\"ci_type_label\":\"Server\",\"sys_id\":
\"d93f96981b310210bccf42a3b24bcb41\",\"x\":72,\"y
\":336,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":true,\"nodeId\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"name\":
\"Server
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"classN
ame\":\"cmdb_ci_server\"},{\"label\":\"Web
 Server\",\"unique_id\":
\"984f5a981b310210bccf42a3b24bcb03\",\"nodeType\":\"class\",
\"image\":\"images/app.ngbsm/web_server.svg\",\"properties\":
\"\",\"allowed_connections\":[],\"filters\":{\"platform\":
\"cmdb_ci_web_server\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_web_server\",\"ci_type_label\":\"Web
 Server\",\"sys_id\":\"984f5a981b310210bccf42a3b24bcb03\",\"x
\":446,\"y\":330,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":false,\"nodeId\":
\"984f5a981b310210bccf42a3b24bcb03_4_23_2024_6_32_19\",\"name\":
\"Web Server
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"984f5a981b310210bccf42a3b24bcb03_4_23_2024_6_32_19\",\"classN
ame\":\"cmdb_ci_web_server\"}],\"edges\":[{\"id\":\"Server 1_Web
 Server
 1\",\"from\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"to\":
\"984f5a981b310210bccf42a3b24bcb03_4_23_2024_6_32_19\",\"isDot
ted\":false,\"type\":\"relation\",
\"isReverse\":false,\"direction\":\"outbound\",
\"hiddenLevel\":0,\"relations\":
[\"607ad1b2c0a8010e01941856b365af90\"]}],\"usedNames\":
{\"cmdb_ci_server\":1,\"cmdb_ci_database\":1,\"cmdb_ci_web_ser
ver\":1}}";

var queryUpdate =
 sn_cmdb.CMDBQBScopedScriptableAPI.updateQuery('',
 'CMDBQueryTest1', queryJson);

gs.info(JSON.stringify(queryUpdate, null, 2));
```

Output:

```
{
   "message":"Successfully updated the saved query",
   "status":"success"
}
```

This example shows an error when the query sys_id and name are both missing from the method call.

```
var queryJson =
 "{\"type\":\"cmdb\",\"nodes\":[{\"label\":\"Server\",
\"unique_id\":\"d93f96981b310210bccf42a3b24bcb41\",\"nodeType\":
\"class\",\"image\":\"images/app.ngbsm/server.svg\",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\"properties\":\"\",\"allowed_connections\":[],\"filters\":
{\"platform\":\"cmdb_ci_server\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_server\",\"ci_type_label\":\"Server\",\"sys_id\":
\"d93f96981b310210bccf42a3b24bcb41\",\"x\":72,\"y
\":336,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":true,\"nodeId\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"name\":
\"Server
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"classN
ame\":\"cmdb_ci_server\"},{\"label\":\"Web
 Server\",\"unique_id\":
\"984f5a981b310210bccf42a3b24bcb03\",\"nodeType\":\"class\",
\"image\":\"images/app.ngbsm/web_server.svg\",\"properties\":
\"\",\"allowed_connections\":[],\"filters\":{\"platform\":
\"cmdb_ci_web_server\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_web_server\",\"ci_type_label\":\"Web
 Server\",\"sys_id\":\"984f5a981b310210bccf42a3b24bcb03\",\"x
\":446,\"y\":330,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":false,\"nodeId\":
\"984f5a981b310210bccf42a3b24bcb03_4_23_2024_6_32_19\",\"name\":
\"Web Server
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"984f5a981b310210bccf42a3b24bcb03_4_23_2024_6_32_19\",\"classN
ame\":\"cmdb_ci_web_server\"}],\"edges\":[{\"id\":\"Server 1_Web
 Server
 1\",\"from\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"to\":
\"984f5a981b310210bccf42a3b24bcb03_4_23_2024_6_32_19\",\"isDot
ted\":false,\"type\":\"relation\",
\"isReverse\":false,\"direction\":\"outbound\",
\"hiddenLevel\":0,\"relations\":
[\"607ad1b2c0a8010e01941856b365af90\"]}],\"usedNames\":
{\"cmdb_ci_server\":1,\"cmdb_ci_database\":1,\"cmdb_ci_web_ser
ver\":1}}";

var queryUpdate =
 sn_cmdb.CMDBQBScopedScriptableAPI.updateQuery('', '',
 queryJson);

gs.info(JSON.stringify(queryUpdate, null, 2));
```

Output:

```
{
   "error":"INVALID_PARAM",
   "message":"Invalid Parameters. Please provide either a valid
 sysId or a valid name of a saved query"
}
```

CMDBQueryBuilderAPI - Global

Provides methods to execute Configuration Management Database (CMDB) Query Builder operations in server-side scripts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API requires the Configuration Management Database (CMDB) application (com.snc.cmdb).

Note:

This API is only available in Global scope. To use these methods in a scoped application, see CMDBQBScopedScriptableAPI - Scoped.

For more information about CMDB Query Builder, see CMDB Query Builder.

CMDBQueryBuilderAPI - createReport(String savedQueryId, String savedQueryName)

Creates a report that shows the results of a Configuration Management Database (CMDB) Query Builder query and returns the URL of the report.

For scoped applications, use CMDBQBScopedScriptableAPI - createReport(String savedQueryId, String savedQueryName).

Parameters

Name	Type	Description
savedQueryId	String	Sys_id of the query to use for the report. This parameter is not required if a query name is provided. Table: Saved Queries [qb_saved_query]
savedQueryName	String	Name of the query to use for the report. This parameter is not required if a query sys_id is provided. Table: Saved in the **Name** field of the Saved Queries [qb_saved_query] table.

Returns

Type	Description
Object	Details about the created report and any errors. `{ "error": "String", "message": "String", "status": "String" }`
<Object>.error	Error code. Returned when the report creation fails or invalid input parameters are provided. Possible errors: • `USER_NOT_AUTHORIZED_EXCEPTION` • `INVALID_PARAM` • `QUERY_SYS_ID_INVALID` Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.message	Message containing details about the success or failure of the report creation. Possible messages: • `<report-url>` • `User is unauthorized to create a CMDBQueryBuilder query report` • `Invalid Parameters. Please provide either a valid sysId or a valid name of a saved query` • `Invalid queryId. Please provide a valid saved query ID` • `Query must have a schedule with at least one run to create a report.` See also Schedule a CMDB query. Data type: String
<Object>.status	Status code. Returned when the update is successful. Value: `success` Data type: String

This example shows how to create a report by passing a saved query name.

```
var queryReport = SNC.CMDBQueryBuilderAPI.createReport('',
 'CMDBQueryTest1');

gs.info(JSON.stringify(JSON.parse(queryReport), null, 2));
```

Output:

```
{

 "message":"\/sys_report_template.do?sysparm_report_source_id=6d
299cf81bbd4210bccf42a3b24bcb7a&sysparm_type=list&sysparm_title=C
MDBQueryTest1&sysparm_source_type=source&sysparm_from_list=true&
sysparm_chart_size=large&sysparm_manual_labor=true",
   "status":"success"
}
```

This example shows an error when the provided query name is invalid.

```
var queryReport = SNC.CMDBQueryBuilderAPI.createReport('',
 'Test');

gs.info(JSON.stringify(JSON.parse(queryReport), null, 2));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
   "error":"INVALID_PARAM",
   "message":"Invalid Parameters. Please provide either a valid
 sysId or a valid name of a saved query"
}
```

CMDBQueryBuilderAPI - deleteQuery(String savedQueryId, String savedQueryName)

Deletes a Configuration Management Database (CMDB) Query Builder query.

For scoped applications, use CMDBQBScopedScriptableAPI - deleteQuery(String savedQueryId, String savedQueryName).

Parameters

Name	Type	Description
savedQueryId	String	Sys_id of the query to delete. This parameter can be provided as an empty string if a query name is provided. Table: Saved Queries [qb_saved_query]
savedQueryName	String	Name of the query to delete. This parameter is not required if a query sys_id is provided. Table: Saved in the *Name* field of the Saved Queries [qb_saved_query] table.

Returns

Type	Description
Object	Details about the deleted query and any errors. `{ "error": "String", "message": "String", "status": "String" }`
<Object>.error	Error code. Returned when the delete operation fails or invalid input parameters are provided. Possible errors: • `USER_NOT_AUTHORIZED_EXCEPTION` • `INVALID_PARAM` • `QUERY_DELETE_FAILED` Data type: String
<Object>.message	Message containing details about the success or failure of the delete operation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible messages: • `Successfully deleted the saved query` • `User is unauthorized to delete a CMDBQueryBuilder query` • `Invalid Parameters. Please provide either a valid sysId or a valid name of a saved query` • `Failed to delete the given saved query` Data type: String
<Object>.status	Status code. Returned when the update is successful. Value: `success` Data type: String

This example shows how to delete a saved query by passing the query name.

```
var delQuery = SNC.CMDBQueryBuilderAPI.deleteQuery('',
 'CMDBQueryTest1');

gs.info(JSON.stringify(JSON.parse(delQuery), null, 2));
```

Output:

```
{
   "message":"Successfully deleted the saved query",
   "status":"success"
}
```

CMDBQueryBuilderAPI - getSavedQueryExecutionDetails(String savedQueryName, Boolean executeQuery, Number timeout)

Returns the execution details for a Configuration Management Database (CMDB) Query Builder query.

Optionally, you can execute the query in order to return current execution details.

If a timeout or memory issue occurs while executing the query, you can fine tune the query batch size to help alleviate these problems. For more information, see Batch size for Query Builder saved queries.

For scoped applications, use CMDBQBScopedScriptableAPI - getSavedQueryExecutionDetails(String savedQueryName, Boolean executeQuery, Number timeout).

Parameters

Name	Type	Description
savedQueryName	String	Name of the query to retrieve execution details for.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: *Name* field in the Saved Queries [qb_saved_query] table.
executeQuery	Boolean	Optional. Flag that indicates whether to execute the specified query. Valid values: • true: Execute the specified query and return its execution details. • false: Don't execute the specified query. Return the most recent execution details for the query. Default: False
timeout	Number	Optional. Integer value that overrides the default query execution timeout limit of five minutes. Unit: Seconds Default: Five minutes

Returns

Type	Description
Object	Details about the query execution and any errors. `{ "error": "String", "execution_batch_size": Number, "message": "String", "query_id": "String", "status": "String", "table_name": "String" }`
<Object>.error	Error code. Returned when the query execution fails or the specified query is not found. Possible errors: • `QUERY_EXECUTION_NOT_FOUND` • `QUERY_NOT_FOUND` • `QUERY_EXECUTION_FAILED` • `USER_NOT_AUTHORIZED_EXCEPTION` Data type: String
<Object>.execution_batch_size	Batch size of 100 allocated for the query run. This value only returns if the *`executeQuery`* parameter is true. See also Batch size for CMDB Query Builder queries.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Number
<Object>.message	Message containing details about the error code. Returned when the query execution fails or the specified query is not found. Possible messages: • `Query execution details not found. Please execute the query.` • `Given saved query not found. Please make sure you are passing the name of a saved query.` • `Query execution failed. Please use a valid query.` • `User is unauthorized to execute a CMDBQueryBuilder query.` Data type: String
<Object>.query_id	Sys_id of the query execution. Data type: String Table: Query Status [qb_query_status]
<Object>.status	Status of the query execution. • COMPLETE: Execution is complete. • FAILED: Error occurred while executing query. • TIME_OUT: Query execution timed out. • MAX_LIMIT: Maximum number of return results reached. Data type: String
<Object>.table_name	Name of the table that contains the query execution details. Data type: String

This example shows how to get the execution status of a saved query.

```
var savedQuery =
 SNC.CMDBQueryBuilderAPI.getSavedQueryExecutionDetails('CMDBQuer
yTest1');

gs.info(JSON.stringify(JSON.parse(savedQuery), null, 2));
```

Output:

```
{
   "query_id":"024fd53a7773330033b5270bba106141",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "table_name":"u_cmdb_qb_result_598918aacb4dbf3f1a8dcf03fce6a5d5
7151a4e2",
   "status":COMPLETE
}
```

This example shows how to execute a saved query and set the query execution timeout value to 10 minutes.

```
var savedQuery =
 SNC.CMDBQueryBuilderAPI.getSavedQueryExecutionDetails('CMDBQuer
yTest2', true, 600);

gs.info(JSON.stringify(JSON.parse(savedQuery), null, 2));
```

Output:

```
{
  "execution_batch_size": 100,
  "query_id": "e73428b4939baa50779bfdfb5cba1047",
  "table_name":
 "u_cmdb_qb_result_f0eed95be923bf3d439c87c028ae3c3af53aa739",
  "status": "COMPLETE"
}
```

The following example shows how to access information in the result table for the saved query CMDBQueryTest2 in the previous example. You can also use the result table name followed by `.list` in the filter for results.

```
var resultTableName =
 'u_cmdb_qb_result_f7593958e298869427726be96f88155cce269806';
var queryId = '76bd283c931bee502285f4cc5cba10da'; // insert the
 query ID here
var gr = new GlideRecord(resultTableName);
gr.addQuery('query', queryId);
gr.query();
if (gr.next()) {
     gs.info(gr.getDisplayValue('u_server_1')); // field name in
 the result table
}
```

Output:

```
PS LoadBal01
```

CMDBQueryBuilderAPI - saveQuery(String savedQueryName, String queryJson)

Saves a Configuration Management Database (CMDB) Query Builder query and returns the sys_id of the saved query.

For scoped applications, use CMDBQBScopedScriptableAPI - saveQuery(String savedQueryName, String queryJson).

Parameters

Name	Type	Description
savedQueryName	String	Name to save the query under.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Saved in the **Name** field of the Saved Queries [qb_saved_query] table.
queryJson	String	JSON that defines the query. Table: Saved in the **Query** field of the Saved Queries [qb_saved_query] table.

Returns

Type	Description
Object	Object containing details about the saved query and any errors. `{ "error": "String", "message": "String", "status": "String" }`
<Object>.error	Error code. Returned when the save operation fails or invalid input parameters are provided. Possible errors: • `USER_NOT_AUTHORIZED_EXCEPTION` • `QUERY_NAME_INVALID` • `QUERY_INVALID` • `QUERY_EXISTS_ALREADY` • `QUERY_SAVE_FAILED` Data type: String
<Object>.message	Message containing details about the success or failure of the save operation. Possible messages: • `Successfully saved the query with sysId <sy_id>` • `User is unauthorized to save a CMDBQueryBuilder query` • `Query name is empty. Please provide a name` • `QueryJson is invalid. Please provide a valid queryJson` • `Query name is already used, please use a different name` • `Unexpected exception while saving the query`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.status	Status code. Returned when the save operation is successful. Value: `success` Data type: String

This example shows how to add a query to the Saved Queries [qb_saved_query] table.

```
var queryJson =
 "{\"type\":\"cmdb\",\"nodes\":[{\"label\":\"Server\",
\"unique_id\":\"d93f96981b310210bccf42a3b24bcb41\",\"nodeType\":
\"class\",\"image\":\"images/app.ngbsm/server.svg\",
\"properties\":\"\",\"allowed_connections\":[],\"filters\":
{\"platform\":\"cmdb_ci_server\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_server\",\"ci_type_label\":\"Server\",\"sys_id\":
\"d93f96981b310210bccf42a3b24bcb41\",\"x\":72,\"y
\":337,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":true,\"nodeId\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"name\":
\"Server
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"classN
ame\":\"cmdb_ci_server\"},{\"label\":\"Database\",\"unique_id\":
\"b640269c1b310210bccf42a3b24bcb36\",\"nodeType\":\"class\",
\"image\":\"images/app.ngbsm/database.svg\",\"properties\":
\"\",\"allowed_connections\":[],\"filters\":{\"platform\":
\"cmdb_ci_database\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_database\",\"ci_type_label\":\"Database\",\"sys_id\":
\"b640269c1b310210bccf42a3b24bcb36\",\"x\":510,\"y
\":340,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":false,\"nodeId\":
\"b640269c1b310210bccf42a3b24bcb36_4_23_2024_5_50_57\",\"name\":
\"Database
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"b640269c1b310210bccf42a3b24bcb36_4_23_2024_5_50_57\",\"classN
ame\":\"cmdb_ci_database\"}],\"edges\":[{\"id\":\"Server
 1_Database
 1\",\"from\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"to\":
\"b640269c1b310210bccf42a3b24bcb36_4_23_2024_5_50_57\",\"isDot
ted\":false,\"type\":\"relation\",
\"isReverse\":false,\"direction\":\"outbound\",
\"hiddenLevel\":0,\"relations\":
[\"607ad1b2c0a8010e01941856b365af90\",\"1a9cb166f1571100a92eb60d
a2bce5c5\"]}],\"usedNames\":
{\"cmdb_ci_server\":1,\"cmdb_ci_database\":1}}";

var newQuery =
 SNC.CMDBQueryBuilderAPI.saveQuery('CMDBQueryTest1', queryJson);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(JSON.stringify(JSON.parse(newQuery), null, 2));
```

Output:

```
{
   "message":"Successfully saved the query with sysId
 d93f96981b310210bccf42a3b24bcb41",
   "status":"success"
}
```

CMDBQueryBuilderAPI - updateQuery(String savedQueryId, String savedQueryName, String queryJson)

Updates the JSON for a Configuration Management Database (CMDB) Query Builder query.

For scoped applications, use CMDBQBScopedScriptableAPI - updateQuery(String savedQueryId, String savedQueryName, String queryJson).

Parameters

Name	Type	Description
savedQueryId	String	Sys_id of the query to update. This parameter is not required if a query name is provided. Table: Saved Queries [qb_saved_query]
savedQueryName	String	Name of the query to update. This parameter is not required if a query sys_id is provided. Table: Saved in the *Name* field in the Saved Queries [qb_saved_query] table.
queryJson	String	JSON to update the query with. Table: Saved in the *Query* field in the Saved Queries [qb_saved_query] table.

Returns

Type	Description
Object	Details about the updated query and any errors. `{ "error": "String", "message": "String", "status": "String" }`
<Object>.error	Error code. Returned when the update fails or invalid input parameters are provided. Possible errors:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• `USER_NOT_AUTHORIZED_EXCEPTION` • `INVALID_PARAM` • `QUERY_INVALID` • `QUERY_UPDATE_FAILED` • `UNAUTHORIZED_REPORT_SOURCE_USER` Data type: String
<Object>.message	Message containing details about the success or failure of the update. Possible messages: • `Successfully updated the saved query` • `User is unauthorized to update a CMDBQueryBuilder query` • `Invalid Parameters. Please provide either a valid sysId or a valid name of a saved query` • `QueryJson is invalid. Please provide a valid queryJson` • `Failed to update the given saved query` • `User is unauthorized to update report source of a saved query` Data type: String
<Object>.status	Status code. Returned when the update is successful. Value: `success` Data type: String

This example shows how to update a saved query by passing the query name.

```
var queryJson =
 "{\"type\":\"cmdb\",\"nodes\":[{\"label\":\"Server\",
\"unique_id\":\"d93f96981b310210bccf42a3b24bcb41\",\"nodeType\":
\"class\",\"image\":\"images/app.ngbsm/server.svg\",
\"properties\":\"\",\"allowed_connections\":[],\"filters\":
{\"platform\":\"cmdb_ci_server\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_server\",\"ci_type_label\":\"Server\",\"sys_id\":
\"d93f96981b310210bccf42a3b24bcb41\",\"x\":72,\"y
\":336,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":true,\"nodeId\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"name\":
\"Server
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"classN
ame\":\"cmdb_ci_server\"},{\"label\":\"Web
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 Server\",\"unique_id\":
\"984f5a981b31021Obccf42a3b24bcb03\",\"nodeType\":\"class\",
\"image\":\"images/app.ngbsm/web_server.svg\",\"properties\":
\"\",\"allowed_connections\":[],\"filters\":{\"platform\":
\"cmdb_ci_web_server\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_web_server\",\"ci_type_label\":\"Web
 Server\",\"sys_id\":\"984f5a981b31021Obccf42a3b24bcb03\",\"x
\":446,\"y\":330,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":false,\"nodeId\":
\"984f5a981b31021Obccf42a3b24bcb03_4_23_2024_6_32_19\",\"name\":
\"Web Server
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"984f5a981b31021Obccf42a3b24bcb03_4_23_2024_6_32_19\",\"classN
ame\":\"cmdb_ci_web_server\"}],\"edges\":[{\"id\":\"Server 1_Web
 Server
 1\",\"from\":
\"d93f96981b31021Obccf42a3b24bcb41_4_23_2024_5_50_54\",\"to\":
\"984f5a981b31021Obccf42a3b24bcb03_4_23_2024_6_32_19\",\"isDot
ted\":false,\"type\":\"relation\",
\"isReverse\":false,\"direction\":\"outbound\",
\"hiddenLevel\":0,\"relations\":
[\"607ad1b2c0a8010e01941856b365af90\"]}],\"usedNames\":
{\"cmdb_ci_server\":1,\"cmdb_ci_database\":1,\"cmdb_ci_web_ser
ver\":1}}";

var queryUpdate = SNC.CMDBQueryBuilderAPI.updateQuery('',
 'CMDBQueryTest1', queryJson);

gs.info(JSON.stringify(JSON.parse(queryUpdate), null, 2));
```

Output:

```
{
   "message":"Successfully updated the saved query",
   "status":"success"
}
```

This example shows an error when the query sys_id and name are both missing from the method call.

```
var queryJson =
 "{\"type\":\"cmdb\",\"nodes\":[{\"label\":\"Server\",
\"unique_id\":\"d93f96981b31021Obccf42a3b24bcb41\",\"nodeType\":
\"class\",\"image\":\"images/app.ngbsm/server.svg\",
\"properties\":\"\",\"allowed_connections\":[],\"filters\":
{\"platform\":\"cmdb_ci_server\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_server\",\"ci_type_label\":\"Server\",\"sys_id\":
\"d93f96981b31021Obccf42a3b24bcb41\",\"x\":72,\"y
\":336,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":true,\"nodeId\":
\"d93f96981b31021Obccf42a3b24bcb41_4_23_2024_5_50_54\",\"name\":
\"Server
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"d93f96981b31021Obccf42a3b24bcb41_4_23_2024_5_50_54\",\"classN
ame\":\"cmdb_ci_server\"},{\"label\":\"Web
 Server\",\"unique_id\":
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\"984f5a981b310210bccf42a3b24bcb03\",\"nodeType\":\"class\",
\"image\":\"images/app.ngbsm/web_server.svg\",\"properties\":
\"\",\"allowed_connections\":[],\"filters\":{\"platform\":
\"cmdb_ci_web_server\",\"custom\":\"\"},\"ci_type\":
\"cmdb_ci_web_server\",\"ci_type_label\":\"Web
 Server\",\"sys_id\":\"984f5a981b310210bccf42a3b24bcb03\",\"x
\":446,\"y\":330,\"returnValues\":[],\"filters_attrib\":
\"\",\"applied_filters\":\"\",\"isStartNode\":false,\"nodeId\":
\"984f5a981b310210bccf42a3b24bcb03_4_23_2024_6_32_19\",\"name\":
\"Web Server
 1\",\"type\":\"class\",
\"refFilterApplied\":false,\"focused\":false,\"id\":
\"984f5a981b310210bccf42a3b24bcb03_4_23_2024_6_32_19\",\"classN
ame\":\"cmdb_ci_web_server\"}],\"edges\":[{\"id\":\"Server 1_Web
 Server
 1\",\"from\":
\"d93f96981b310210bccf42a3b24bcb41_4_23_2024_5_50_54\",\"to\":
\"984f5a981b310210bccf42a3b24bcb03_4_23_2024_6_32_19\",\"isDot
ted\":false,\"type\":\"relation\",
\"isReverse\":false,\"direction\":\"outbound\",
\"hiddenLevel\":0,\"relations\":
[\"607ad1b2c0a8010e01941856b365af90\"]}],\"usedNames\":
{\"cmdb_ci_server\":1,\"cmdb_ci_database\":1,\"cmdb_ci_web_ser
ver\":1}}";

var queryUpdate = SNC.CMDBQueryBuilderAPI.updateQuery('', '',
 queryJson);

gs.info(JSON.stringify(JSON.parse(queryUpdate), null, 2));
```

Output:

```
{
   "error":"INVALID_PARAM",
   "message":"Invalid Parameters. Please provide either a valid
 sysId or a valid name of a saved query"
}
```

CMDBTransformUtil - Global

The *CMDBTransformUtil* script include uses the Identification and Reconciliation (IRE) framework to minimize the creation of duplicate configuration items (CI).

The IRE framework also reconciles CI attributes by only accepting information from authorized sources when updating the CMDB in `onBefore` transform map scripts. You can't use this class in other scripts. For additional information on how the IRE framework operates, see CMDB Identification and Reconciliation.

CMDBTransformUtil - CMDBTransformUtil()

Creates a CMDBTransformUtil object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var cmdbUtil = new CMDBTransformUtil();
```

CMDBTransformUtil - getError()

Returns any errors generated by the previous *identifyAndReconcile()* or *identifyAndReconcileEnhanced()* method call.

Use this method in onBefore transform map scripts to obtain errors. Use the hasError() method to first detect any errors from the *identifyAndReconcile()* or *identifyAndReconcileEnhanced()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Error message from *identifyAndReconcile()* or *identifyAndReconcileEnhanced()*.

```
// Add this code to the onBefore transform map script
// Call CMDB API to do Identification and Reconciliation of the
 current row
var cmdbUtil = new CMDBTransformUtil();
cmdbUtil.setDataSource('ImportSet');
cmdbUtil.identifyAndReconcileEnhanced(source, map, log);
ignore = true;

if (cmdbUtil.hasError()) {
  var errorMessage = cmdbUtil.getError();
  log.error(errorMessage);
} else {
  log.info('IE Output Payload: ' + cmdbUtil.getOutputPayload());
  log.info('Imported CI: ' + cmdbUtil.getOutputRecordSysId());
}
```

Scoped equivalent

There is no scoped equivalent for this method.

CMDBTransformUtil - getOutputPayload()

Returns the JSON payload from the previous *identifyAndReconcile()* or *identifyAndReconcileEnhanced()* method call.

Use this method in onBefore transform map scripts.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
<String>	JSON formatted string that is a list of results for the configuration items in the input string. Each result string is in the format 'items: [{}], relations:[{}]', where each item within the items and relations lists contains name-value pairs. Data type: String
<String>.additionalCommittedItems	No values are currently returned.
<String>.additionalCommittedRelations	No values are currently returned.
<String>.items	Description of the created or updated CIs. Data type: Object `"items": { "additionalRelatedItems": [Array], "className": "String", "duplicateIndices": [Array], "errorCount": Number, "errors": [Array], "identificationAttempts": [Array], "identifierEntrySysId": "String", "info": [Array], "inputIndices": [Array], "maskedAttributes": [Array], "operation": "String", "relatedItems": [Array], "relatedSysIds": [Array], "sysId": "String" }`
<String>.items.additionalRelatedItems	List of information about additional lookup and related items that were processed but

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	not provided as part of the input payload. These items are from partial payloads. This information is not currently returned. Data type: Array of Objects `"additionalRelatedItems": [ { "className": "String", "inputIndices": [Array], "operation": "String", "sysId": "String" } ]`
<String>.items.additionalRelatedItems.className	Class/table name (sys_class_name) of the CI that was created or updated. Data type: String
<String>.items.additionalRelatedItems.inputIndices	Index of the corresponding input item. For top-level items, it is a list of integers. For related or lookup items, it is list of JSON objects. Data type: Array of Numbers or Array of Objects `"inputIndices": [ { "mainIndex": Number, "subIndex": Number } ]`
<String>.items.additionalRelatedItems.inputIndices.mainIndex	Index value from the request body *items* array that corresponds to the CI parent of the additional related item. Data type: Number
<String>.items.additionalRelatedItems.inputIndices.subIndex	Index value from the request body *items.lookup* array that

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	corresponds to the additional related item. Data type: Number
<String>.items.additionalRelatedItems.operation	Type of operation. Possible values: • INSERT: New CI was inserted into the database. • NO_CHANGE: No CI changes were made. • UPDATE: Existing CI was updated. Data type: String
<String>.items.additionalRelatedItems.sysId	Sys_id of the additional related items. Data type: String
<String>.items.className	Class/table name (sys_class_name) of the CI that was created or updated. Data type: String
<String>.items.duplicateIndices	List of indexes of CIs that are duplicates of the current item. Data type: Array
<String>.items.errorCount	Number of errors. Data type: Number
<String>.items.errors	List of errors encountered while processing this CI. Data type: Array of Objects `"errors": [ { "error": "String", "message": "String" } ]`
<String>.items.errors.error	Type of error encountered while processing the CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<String>.items.errors.message	Error message associated with the error. Data type: String
<String>.items.identificationAttempts	List of attempts that were made to identify the CIs. Data type: Array of Objects `"identificationAttempts": [ { "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttributes": [Array], "identifierName": "String", "searchOnTable": "String" } ]`
<String>.items.identificationAttempts.attemptResult	Results of the attempt to identify the CI. Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule table which exactly matched the specified attributes. • MULTI_MATCH: Identification failed with an error. Duplicate CIs were found in the identifier rule table when matching against the specified attributes. • NO_MATCH: Identification failed. No CI was found in the identifier rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	required for this identifier rule table search were not provided, so the rule was not applied. Data type: String
<String>.items.identificationAttempts.attributes	List of CI identifier entry attributes that were used during the identification process. Data type: Array Attribute names and types depend on the request body data and the identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_type": "String", ]`
<String>.items.identificationAttempts.hybridEntryCiAttributes	No values are currently returned.
<String>.items.identificationAttempts.identifierName	Identifier rule used for this CI identification attempt. Data type: String
<String>.items.identificationAttempts.searchOnTable	Name of the table searched during the identification process. Data type: String
<String>.items.identifierEntrySysId	Sys_id for the identifier rule used to identify the CI. Data type: String Table: Identifier Entry [cmdb_identifier_entry]
<String>.items.info	List that contain additional information about the processing of the item. Data type: Array of Objects `"info": [ { "code": "String", "message": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	<pre>"ruleSysId": "String" }]</pre>
<String>.items.info.code	Reclassification type that was skipped. Possible values: • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_DOWNGRADE • SKIPPED_CLASS_UPGRADE Data type: String
<String>.items.info.message	Message that provides additional insights into the reason for skipping the reclassification. Data type: String
<String>.items.info.ruleSysId	Sys_id of the reclassification restriction rule that was matched. Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if the reclassification is skipped due to a payload or global flag. Data type: String
<String>.items.inputIndices	Index values for CIs from the request body *items* array that correspond to this CI. Data type: Array
<String>.items.maskedAttributes	List of attributes whose update by a non-authoritative data source was skipped as defined by the Reconciliation Rules. Data type: Array
<String>.items.relatedItems	List that provides information about the processed related items. Data type: Array of Objects <pre>"relatedItems": [{</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	<pre>"className": "String", "errors": [Array], "errorCount": Number, "inputIndices": [Array], "operation": "String", "sysId": "String" }]</pre>
<String>.items.relatedItems.className	Class/table name (sys_class_name) of the related item. Data type: String
<String>.items.relatedItems.errors	List of errors that occurred during processing. Data type: Array of Objects <pre>"errors": [{ "error": "String", "message": "String" }]</pre>
<String>.items.relatedItems.errorCount	Number of errors detected during processing. Data type: Number
<String>.items.relatedItems.inputIndices	Indexes of the corresponding related items. Data type: Array or Numbers <pre>"inputIndices": [{ "mainIndex": Number, "subIndex": Number }]</pre>
<String>.items.relatedItems.inputIndices.mainIndex	Integer value from the request body *items* array that corresponds to the CI parent of the related item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Number
<String>.items.relatedItems.inputIndices.subIndex	Integer value from the request body *items.lookup* array that corresponds to the related item. Data type: Number
<String>.items.relatedItems.operation	Type of operation. Possible values: • INSERT: New CI was inserted into the database. • NO_CHANGE: No CI changes were made. • UPDATE: Existing CI was updated. Data type: String
<String>.items.relatedSysIds	List of the sys_id values for related items (table lookup items) from the request body *items.lookup* array. Notable values - null: No sys_id was identified for this related item. Data type: Array
<String>.items.sys_id	Sys_id of the CI that was updated or created. Data type: String
<String>.relations	Information about the processed relations. Data type: Array of Objects `"relations":[ { "className": "String", "errorCount": Number, "inputIndices": [Array], "operation": "String", "sysId": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	}]
<String>.relations.className	Sys_class_name of this dependent relationship CI. Only supported value: cmdb_rel_ci: CI Relationship table. Data type: String
<String>.relations.errorCount	Number of errors. Data type: Number
<String>.relations.inputIndices	Indexes of the corresponding input relations. Data type: Array
<String>.relations.operation	Type of operation performed. Possible values: • INSERT • UPDATE • NO_CHANGE Data type: String
<String>.relations.sysId	Sys_id of the dependent relationship CI. Data type: String

```
// Add this code to the onBefore transform map script
// Call CMDB API to do Identification and Reconciliation of the
 current row
var cmdbUtil = new CMDBTransformUtil();
cmdbUtil.setDataSource('ImportSet');
cmdbUtil.identifyAndReconcileEnhanced(source, map, log);
ignore = true;

if (cmdbUtil.hasError()) {
  var errorMessage = cmdbUtil.getError();
  log.error(errorMessage);
} else {
  log.info('IE Output Payload: ' + cmdbUtil.getOutputPayload());
  log.info('Imported CI: ' + cmdbUtil.getOutputRecordSysId());
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

There is no scoped equivalent for this method.

CMDBTransformUtil - getOutputRecordSysId()

Returns the sys_id of the configuration item (CI) that was inserted or updated.

Use this method in onBefore transform map scripts.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the CI that was inserted or updated.

```
// Add this code to the onBefore transform map script
// Call CMDB API to do Identification and Reconciliation of
 current row
var cmdbUtil = new CMDBTransformUtil();
cmdbUtil.setDataSource('ImportSet');
cmdbUtil.identifyAndReconcileEnhanced(source, map, log);
ignore = true;

if (cmdbUtil.hasError()) {
  var errorMessage = cmdbUtil.getError();
  log.error(errorMessage);
} else {
  log.info('IE Output Payload: ' + cmdbUtil.getOutputPayload());
  log.info('Imported CI: ' + cmdbUtil.getOutputRecordSysId());
}
```

Scoped equivalent

There is no scoped equivalent for this method.

CMDBTransformUtil - getPayload(Object source, Object map, Object log)

Returns the JSON payload generated from the specified input.

You can then modify the payload and use the *`setPayload()`* method to store the updated payload. Once the payload is modified and stored, use *`identifyAndReconcile()`* or *`identifyAndReconcileEnhanced()`* to process the payload.

Parameters

Name	Type	Description
source	Object	Global object available in transform map scripts that holds the incoming record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
map	Object	Map object available in transform map scripts that holds the current transform map record.
log	Object	Log object available in transform map scripts.

Returns

Parameter	Description
<String>	JSON formatted string that is list of results for the configu items in the input string. Data type: String `{ "additionalCommit tems": [Array], "additionalCommit elations": [Array] "hasError": Bool "hasWarning": Boolean, "items": [Array] "relations": [Array], "summary": {Obje }`
<String>.additionalCommittedItems	List of CIs that were commit during the IRE processing o the current payload, but wer not present in the current in payload. Data type: Array of Objects `"additionalCommitt ems": [ { "className": "String", "errorCount": Number, "operation": "String", "identificationAt ts": [Array], "inputIndices" [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"markers": [Array], "mergedPayload [Array], "sysId": "Stri }
	]</pre>

<String>.additionalCommittedItems.className	Sys_class_name of this addi CI. Data type: String
<String>.additionalCommittedItems.errorCount	Number of errors encounter while processing this additio Data type: Number

<String>.additionalCommittedItems.errors	Array of objects that describ errors encountered while processing this additional C
	
	Data type: Array
	<pre>"errors": [{ "error": "Stri "message": "String" }
	]</pre>

<String>.additionalCommittedItems.errors.error	Type of error encountered w processing the additional CI Data type: String
<String>.additionalCommittedItems.errors.message	Error message encountered processing the additional CI Data type: String
<String>.additionalCommittedItems.identificationAttempts	Array of objects in which eac object describes an attempt to identify this additional CI. Data type: Array of Objects <pre>"identificationAtt s": [{ "attemptResult "String", "attributes": [Array],</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"hybridEntryCiAttributes": [Array],
	"identiferName
	"String",
	"searchOnTable
	[Array]
	}
	]</pre>

<String>.additionalCommittedItems.identificationAttempts.attemptResult	Outcome of this additional C identification attempt. Data type: String Possible values: • MATCHED: Identification succeeded. A unique CI w found in the identifier rule which exactly matched the specified attributes. • MULTI_MATCH: Identificat failed with an error. Duplic were found in the identifie table when matching agai specified attributes. • NO_MATCH: Identification No CI was found in the ide rule table which matched specified attributes. • SKIPPED: Identification no attempted. The attributes required for this identifier table search were not prov so the rule was not applie

<String>.additionalCommittedItems.identificationAttempts.attributes	CI identifier entry attributes used during this additional C identification attempt.
	
	Data type: Array
	
	Attribute names and types c on the request body data an identifier in use, such as:
	<pre>"attributes": [
	"serial_number":
	"String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"serial_number_ty
	"String",
	]</pre>

<String>.additionalCommittedItems.identificationAttempts.hybridEntryCiAttributes	Array of CI identifier entry attributes used during this additional CI identification a
	
	Data type: Array
	
	Attribute names and types d on the request body data an identifier in use, such as:
	<pre>"hybridEntryCiAttr
	es": [
	"name": "String"
	"serial_number":
	"String"
	]</pre>

<String>.additionalCommittedItems.identificationAttempts.identifierName	Identifier rule used for this additional CI identification a Data type: String
<String>.additionalCommittedItems.identificationAttempts.searchOnTable	Name of the table searched additional CI identification a Data type: String
<String>.additionalCommittedItems.identifierEntrySysId	Sys_id for the identifier rule identify this additional CI. Notable values - Unknown: Identification of this additior failed. See *errors* for deta

<String>.additionalCommittedItems.inputIndices	Index values for CIs from the request body *items* array t correspond to this additiona
	
	Data type: Array of Numbers
	<pre>"inputIndices": [
	{
	Number
	}
	]</pre>

<String>.additionalCommittedItems.markers	Marker values for internal us Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	`"markers": []`
<String>.additionalCommittedItems.mergedPayloads	Sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged durin processing of this additiona Data type: Array `"mergedPayloadIds" "String" ]`
<String>.additionalCommittedItems.operation	Operation performed for this additional CI. Data type: String Possible values: • DELETE: An existing CI is removed from the target ta • INSERT: The additional CI inserted into the target tab new record. • NO_CHANGE: No operatio performed for the addition • UPDATE: An existing CI in target table is updated. • UPDATE_WITH_DOWNGR An existing CI in the targe table is updated and its cl changed to a more generi (ancestor class). • UPDATE_WITH_SWITCH: existing CI in the target tal updated and its class is ch to another class which is r ancestor or descendent c • UPDATE_WITH_UPGRADE existing CI in the target tal updated and its class is ch to a more specialized clas (descendent class).
<String>.additionalCommittedItems.sysId	Sys_id found for this additio through identification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Notable values - Unknown: Identification of this additior failed. See *errors* for deta
<String>.additionalCommittedItems.warnings	Description of warnings encountered while processi additional CI. Data type: Array of Objects `"warnings": [ { "error": "Stri "message": "String" } ]`
<String>.additionalCommittedItems.warnings.error	Type of warning encountere processing this additional C Data type: String
<String>.additionalCommittedItems.warnings.message	Warning message encounte while processing this additio Data type: String
<String>.additionalCommittedRelations	Description of a dependent relationship CI that was not included in the request body *relations* list to insert or update. Data type: Array of Objects `"additionalCommitt lations": [ { "className": "String", "inputIndices" [Array], "markers": [Array], "mergedPayloadIds [Array], "operation": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.additionalCommittedRelations.className	The sys_class_name of this additional dependent relatio CI. Data type: String Only supported value: cmdb_rel_ci: The CI Relation table.
<String>.additionalCommittedRelations.errorCount	Number of errors encountere while processing this additio dependent relationship CI. Data type: Number
<String>.additionalCommittedRelations.errors	Description of the errors encountered while processi additional dependent relatio CI. Data type: Array of Objects `"errors": [ { "error": "Stri "message": "String" } ]`
<String>.additionalCommittedRelations.errors.error	Type of error encountered while processing the additio dependent relationship CI. Data type: String
<String>.additionalCommittedRelations.errors.message	Error message encountered while processing this additio dependent relationship CI. Data type: String
<String>.additionalCommittedRelations.inputIndices	Index values for dependent relationship CI objects in the request body *relations* that correspond to this addit dependent relationship CI. Data type: Array `"inputIndices": [ Number ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.additionalCommittedRelations.markers	Marker values for internal us Data type: Array `"markers": []`
<String>.additionalCommittedRelations.mergedPayloadIds	Sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] that were merged for this CI. were merged during process of this additional dependent relationship CI. Data type: Array `"mergedPayloadIds" "String" ]`
<String>.additionalCommittedRelations.operation	Operation that was performe for the additional dependen relationship CI. Possible values: • INSERT: The dependent relationship CI is inserted the target table as a new r • INSERT_AS_INCOMPLETE dependent relationship C errors and is inserted into CMDB IRE Incomplete Pay [cmdb_ire_incomplete_pa table. • INSERT_AS_PARTIAL: The dependent relationship C errors and is inserted into CMDB IRE Partial Payload [cmdb_ire_partial_payloa table. • NO_CHANGE: No operatio performed for the depend relationship CI. • UPDATE: An existing depe relationship CI in the targe is updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.hasError	Flag that indicates whether a item or relation has errors. Data type: Boolean
<String>.hasWarning	Flag that indicates whether a item or relation has warnings Data type: Boolean
<String>.items	Description of the created o updated CIs. Data type: Array of Objects `"items": [{ "additionalRelate ms": [Array], "className": "String", "duplicateIndices [Array], "errorCount": Number, "errors": [Arr "identificationAt ts": [Array], "identifierEntryS d": "String", "incompleteSysIds "String", "info": [Array "inputIndices" [Array], "maskedAttributes [Array], "operation": "String", "partialSysIds "String", "relatedItems" [Array], "relatedSysIds [Array], "sysId": "Stri`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	<pre> }]</pre>

<String>.items.additionalRelatedItems	Information about additiona lookup and related items tha processed but not provided of the input payload. These i are from partial payloads.
	
	Data type: Array of Objects
	<pre>"additionalRelated
	s": [
	  {
	  "className":
	"String",
	  "inputIndices"
	[Array],
	
	"mergedPayloadIds
	[Array],
	  "operation":
	"String",
	  "sysId": "Stri
	  }
	]</pre>

<String>.items.additionalRelatedItems.className	Class/table name (sys_class_name) of the CI t was created or updated. Data type: String
<String>.items.additionalRelatedItems.inputIndices	Index values for CIs from the request body *items* array t correspond to this related ite Data type: Array of Numbers
<String>.items.additionalRelatedItems.mergedPayloadIds	List of sys_ids of the partial payloads that were merged related item. Data type: Array Table: CMDB IRE Partial Pay [cmdb_ire_partial_payloads]
<String>.items.additionalRelatedItems.operation	Type of operation. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• INSERT: New CI was inserl the database. • NO_CHANGE: No CI chan were made. • UPDATE: Existing CI was updated. Data type: String
<String>.items.additionalRelatedItems.sysId	Sys_id of the CI that was upd or created. Data type: String
<String>.items.className	Class/table name (sys_class_name) of the CI t was created or updated. Data type: String
<String>.items.duplicateIndices	List of indexes of CIs that are duplicates of the current iten Data type: Array
<String>.items.errorCount	Number of errors encountere while processing the item. Data type: Number
<String>.items.errors	List of errors encountered w processing this CI. Data type: Array of Objects `"errors": [ { "error": "Stri "message": "String" } ]`
<String>.items.errors.error	Type of error encountered w processing the CI. Data type: String
<String>.items.errors.message	Error message associated w error. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.identificationAttempts	List of attempts that were ma identify the CIs. Data type: Array of Objects `"identificationAtt s": [ { "attemptResult "String", "attributes": [Array], "hybridEntryCiAtt tes": [Array], "identifierNam "String", "searchOnTable "String" } ]`
<String>.items.identificationAttempts.attemptResult	Results of the attempt to ide the CI. Possible values: • MATCHED: Identification succeeded. A unique CI w found in the identifier rule which exactly matched the specified attributes. • MULTI_MATCH: Identificat failed with an error. Duplic were found in the identifie table when matching agai specified attributes. • NO_MATCH: Identification No CI was found in the ide rule table which matched specified attributes. • SKIPPED: Identification no attempted. The attributes required for this identifier table search were not prov so the rule was not applie Data type: String
<String>.items.identificationAttempts.attributes	List of CI identifier entry attri that were used during the identification process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Array Attribute names and types c on the request body data an identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_ty "String", ]`
<String>items.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attri that were used during the identification process. Data type: Array Attribute names and types c on the request body data an identifier in use, such as: `"hybridEntryCiAttr es": [ "name": "String" "serial_number": "String" ]`
<String>.items.identificationAttempts.identifierName	Identifier rule used for this C identification attempt. Data type: String
<String>.items.identificationAttempts.searchOnTable	Name of the table searched the identification process. Data type: String
<String>.items.identifierEntrySysId	Sys_id for the identifier rule identify the CI. Data type: String Table: Identifier Entry [cmdb_identifier_entry]
<String>.items.incompleteSysIds	If the item had errors and wa saved as an incomplete pay this parameter contains the sys_id of the record in the CMDB IRE Incomplete Paylo

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	[cmdb_ire_incomplete_payl table. Data type: String
<String>.items.info	Additional information abou processing of the item. Data type: Array of Objects `"info": [ { "code": "Strin "message": "String", "ruleSysId": "String" } ]`
<String>.items.info.code	Reclassification type that wa skipped. Possible values: • SKIPPED_CLASS_DOWNG • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_UPGRAD Data type: String
<String>.items.info.message	Message that provides addi insights into the reason for skipping the reclassification Data type: String
<String>.items.info.ruleSysId	Sys_id of the reclassification restriction rule that was mat Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if th reclassification is skipped d payload or global flag. Data type: String
<String>.items.inputIndices	Indexes of the correspondin CI. For top-level items, it is a integers. For related or looku it is list of JSON objects.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Array of Numbers
<String>.items.maskedAttributes	List of attributes whose upda a non-authoritative data sou was skipped as defined by t Reconciliation Rules. Data type: Array
<String>.items.operation	Operation that took place. Possible values: • INSERT: New CI was inser the database. • INSERT_AS_INCOMPLETE Item was saved in cmdb_ire_incomplete_pay table. • INSERT_AS_PARTIAL: Item was saved in cmdb_ire_partial_payload • UPDATE: Existing CI was updated. • UPDATE_WITH_DOWNGR CI was updated and the cl changed to a more generi (ancestor class). • UPDATE_WITH_SWITCH: updated and the class cha to a class that is not ances descendent. • UPDATE_WITH_UPDRADE was updated and the clas changed to a more specia class (descendent class). Data type: String
<String>.items.partialSysIds	If the item had errors and wa saved as a partial payload, t parameter contains the sys_ the partial payload record. Data type: String
<String>.items.relatedItems	List of JSON objects that de a related CI (table lookup CI the request body *items.1* array.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Array of Objects `"relatedItems": [ { "className": "String", "errors": [Arr "errorCount": Number, "incompleteSysIds [Array], "inputIndices" [Array], "mergePayloadI [Array], "operation": "String", "partialSysIds [Array], "sysId": "Stri "warningCount" Number, "warnings": [Array] } ]`
<String>.items.relatedItems.className	Class/table name (sys_class_name) of the rela item. Data type: String
<String>.items.relatedItems.errors	List of errors that occurred d processing of the related ite Data type: Array of Objects `"errors": [ { "error": "Stri "message": "String" } ]`
<String>.items.relatedItems.errors.error	Type of error encountered w processing the related item. Data type: String
<String>.items.relatedItems.errors.message	Error message associated w error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
<String>.items.relatedItems.errorCount	Number of errors detected w processing the related items Data type: Number
<String>.items.relatedItems.incompleteSysIds	If the relation had errors and was saved as an incomplete payload, this value is the sys of the record in the CMDB IRE Incomplete Payloads [cmdb_ire_incomplete_payl table. Data type: String
<String>.items.relatedItems.inputIndices	Index of the corresponding i item. For top-level items, it is of integers. For related or loo items, it is list of JSON objec Data type: Array of Numbers Array of Objects `"inputIndices": [ { "mainIndex": Number, "subIndex": Num } ]`
<String>.items.relatedItems.inputIndices.mainIndex	Index value from the reques *items* array that correspon the CI parent of the related i Data type: Number
<String>.items.relatedItems.inputIndices.subIndex	Index value from the reques body *items.lookup* array corresponds to the related it Data type: Number
<String>.items.relatedItems.mergedPayloadIds	List of sys_ids of the partial payloads that were merged i CI during processing. Data type: Array
<String>.items.relatedItems.operation	Operation that took place. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• INSERT: New related CI wa inserted into the database • INSERT_AS_INCOMPLETE Item was saved in cmdb_ire_incomplete_pay table. • INSERT_AS_PARTIAL: Item was saved in cmdb_ire_partial_payload • NO_CHANGE: No related C changes were made. • UPDATE: Existing related C updated. • UPDATE_WITH_DOWNGR Related CI was updated a class changed to a more g class (ancestor class). • UPDATE_WITH_SWITCH: R CI was updated and the cl changed to a class that is ancestor or descendent. • UPDATE_WITH_UPDRADE Related CI was updated a the class changed to a mo specialized class (descen class). Data type: String
<String>.items.relatedItems.partialSysIds	If the related item had errors was saved as a partial paylo this contains a list of the sys of the associated records in the CMDB IRE Partial Payloa [cmdb_ire_partial_payloads] Data type: Array
<String>.items.relatedItems.sysId	Sys_id of the related item. Data type: String
<String>.items.relatedItems.warningCount	Number of warnings encoun when processing the related Data type: Number
<String>.items.relatedItems.warnings	Description of warnings encountered while processi related items.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Array of Objects `"warnings": [ { "error": "Stri "message": "String" } ]`
<String>.items.relatedItems.warnings.error	Type of warning encountere processing the related item. Data type: String
<String>.items.relatedItems.warnings.message	Message associated with th warning. Data type: String
<String>.items.relatedSysIds	List of the sys_id values of th CIs used during lookup-bas identification of related item Data type: String
<String>.items.sys_id	Sys_id of the CI that was up or created. Data type: String
<String>.relations	Description of a dependent relationship CI from the requ body *relations* array. Data type: Array of Objects `"relations": [ { "className": "String", "errorCount": Number, "errors": [Arr "incompleteSysIds "String", "inputIndices" [Array], "operation": "String", "partialSysIds "String", "sysId": "Stri`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	<pre> }]</pre>
<String>.relations.className	Sys_class_name of this dep relationship CI. Only supported value: cmdb_rel_ci: CI Relationshi Data type: String
<String>.relations.errorCount	Number of errors encounte when processing the depen relationship CI. Data type: Number

<String>.relations.errors	List that describes errors tha encountered while processi dependent relationship CI.
	
	Data type: Array of Objects
	<pre>"errors": [
	  {
	  "error": "Stri
	  "message":
	"String"
	  }
	]</pre>

<String>.relations.errors.error	Type of error encountered w processing the dependent relationship CI. Data type: String
<String>.relations.errors.message	Error message encountered while processing this depen relationship CI. Data type: String
<String>.relations.incompleteSysIds	If the relation had errors and was saved as an incomplete payload, this value is the sys of the record in the CMDB IRE Incomplete Payloads [cmdb_ire_incomplete_payl table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.relations.inputIndices	Indexes for the dependent relationship CI objects in the request body *relations* that correspond to this depe relationship CI. Data type: Array
<String>.relations.operation	Type of operation performed Possible values: • INSERT: The dependent relationship CI was inserte the target table as a new r • INSERT_AS_INCOMPLETE dependent relationship C errors and was inserted in CMDB IRE Incomplete Pay [cmdb_ire_incomplete_pa table. • INSERT_AS_PARTIAL: The dependent relationship C errors and was inserted in the CMDB IRE Partial Payl [cmdb_ire_partial_payloa table. • NO_CHANGE: No operatio performed. • UPDATE: An existing depe relationship CI in the targe was updated. Data type: String
<String>.relations.partialSysIds	If the relation had errors and saved as a partial payload, t value is the sys_id of the rec in the CMDB IRE Partial Payl [cmdb_ire_partial_payloads] Data type: String
<String>.relations.sysId	Sys_id of the dependent relationship CI. Data type: String
<String>.summary	List of JSON properties that provide statistics on how ma items were inserted, update such, per class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Array
<String>.summary.<class_name>	Statistics for a specific class Data type: Object `<class_name>: { "additionalInsert emCount": Number, "errorCount": Num "incompleteItemCo t": Number, "insertedItemCoun Number, "partialItemCount Number, "skippedItemCount Number, "unchangedItemCou Number, "updatedItemCount Number, "warningCount": Number }`
<String>.summary.<class_name>.additionalInsertedItemCount	Number of items inserted du processing of partial payloa Data type: Number
<String>.summary.<class_name>.errorCount	Number of errors encounter processing items. Data type: Number
<String>.summary.<class_name>.incompleteItemCount	Number of items inserted in CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_payl table. Data type: Number
<String>.summary.<class_name>.insertedItemCount	Number of items created. Data type: Number
<String>.summary.<class_name>.partialItemCount	Number of items saved in the Partial Payload table [cmdb_ire_partial_payloads Data type: Number
<String>.summary.<class_name>.skippedItemCount	Number of items that were s

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Number
<String>.summary.<class_name>.unchangedItemCount	Number of items that had er but were not modified. Data type: Number
<String>.summary.<class_name>.updatedItemCount	Number of items updated. Data type: Number
<String>.summary.<class_name>.warningCount	Number of items that genera warning when processed. Data type: Number

This code example shows how to obtain the payload of an ImportSet, where you can then update the payload, and then set the new payload before calling the *cmdbUtil.identifyAndReconcileEnhanced()* method to process the payload.

```
// Add this code to the onBefore transform map script
// Ability to modify the payload using get and set APIs
// Call cmdbUtil API to do Identification and Reconciliation of
 current row
var cmdbUtil = new CMDBTransformUtil();
cmdbUtil.setDataSource('ImportSet');
var payload = cmdbUtil.getPayload(source, map, log);
// Modify the payload here
cmdbUtil.setPayload(payload);
cmdbUtil.identifyAndReconcileEnhanced(source, map, log);
ignore = true;

if (cmdbUtil.hasError()) {
  var errorMessage = cmdbUtil.getError();
  log.error(errorMessage);
} else {
  log.info('IE Output Payload: ' + cmdbUtil.getOutputPayload());
  log.info('Imported CI: ' + cmdbUtil.getOutputRecordSysId());
}
```

CMDBTransformUtil - hasError()

Determines if an error occurred in the previous *identifyAndReconcile()* or *identifyAndReconcileEnhanced()* method call.

Use this method in onBefore transform map scripts.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether there was an error occurred in the previously called *identifyAndReconcile()* or *identifyAndReconcileEnhanced()* method. Possible values: • true: An error occurred • false: No error occurred

```
// Add this code to the onBefore transform map script
// Call CMDB API to do Identification and Reconciliation of
 current row
var cmdbUtil = new CMDBTransformUtil();
cmdbUtil.setDataSource('ImportSet');
cmdbUtil.identifyAndReconcileEnhanced(source, map, log);
ignore = true;

if (cmdbUtil.hasError()) {
  var errorMessage = cmdbUtil.getError();
  log.error(errorMessage);
} else {
  log.info('IE Output Payload: ' + cmdbUtil.getOutputPayload());
  log.info('Imported CI: ' + cmdbUtil.getOutputRecordSysId());
}
```

Scoped equivalent

There is no scoped equivalent for this method.

CMDBTransformUtil - identifyAndReconcile(Object source, Object map, Object log)

Inserts or updates a configuration item (CI) in the Configuration Management Database (CMDB).

Use this method in onBefore transform map scripts. Using this method instead of relying on the transform to insert or update the configuration item record reduces duplicate entries in the CMDB. For additional information, see Apply CI Identification and Reconciliation to Import Sets.

To prevent the transform from adding or updating the record a second time, set `ignore = true`.

Parameters

Name	Type	Description
source	Object	Global object available in transform map scripts that holds the incoming record.
map	Object	Map object available in transform map scripts that holds the current transform map record.
log	Object	Log object available in transform map scripts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This code example shows how to call the *identifyAndReconcile()* method to process the current row of the input payload.

```
// Add this code to the onBefore transform map script
// Call CMDBTransformUtil API to do Identification and
 Reconciliation of the current row
var cmdbUtil = new CMDBTransformUtil();
cmdbUtil.identifyAndReconcile(source, map, log);
ignore = true;
```

CMDBTransformUtil - identifyAndReconcileEnhanced(Object source, Object map, Object log)

Inserts or updates a configuration item (CI) in the Configuration Management Database (CMDB).

In addition to providing the functionality of the *CMDBTransformUtil.identifyAndReconcile()* method, this method also supports:

- Handling partial payloads
- Handling partial commits
- Removing duplicate items within a payload
- Generating output summaries

For additional information on Identification and Reconciliation and more detailed explanations of the data used by this method, see Identification and Reconciliation (IRE).

Parameters

Name	Type	Description
source	Object	Global object available in transform map scripts that holds the incoming record.
map	Object	Map object available in transform map scripts that holds the current transform map record.
log	Object	Log object available in transform map scripts.

Returns

Type	Description
None	

This code example shows how to call the *identifyAndReconcileEnhanced()* method to process the passed in payload.

```
// Add this code to the onBefore transform map script
// Call CMDBTransformUtil API to do Identification and
 Reconciliation
var cmdbUtil = new CMDBTransformUtil();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
cmdbUtil.identifyAndReconcileEnhanced(source, map, log);
ignore = true;
```

CMDBTransformUtil - logTransformStats(Object log)

Logs the number of configuration items (CI) inserted, updated, skipped, or that had errors.

Use this method in onComplete transform map scripts.

Parameters

Name	Type	Description
log	Object	Log object available in transform map scripts.

Returns

Type	Description
void	

```
var cmdbUtil = new CMDBTransformUtil();
cmdbUtil.logTransformStats(log);
```

Scoped equivalent

There is no scoped equivalent for this method.

CMDBTransformUtil - setDataSource(String source)

Sets the data source to use when the *`identifyAndReconcile()`* or *`identifyAndReconcileEnhanced()`* method is called.

Use this method in `onBefore` transform map scripts. If this method is not called, the default value *`ImportSet`*.

Parameters

Name	Type	Description
source	String	Data source for the source configuration item record.

Returns

Type	Description
void	

```
// Add this code to the onBefore transform map script
// Call CMDB API to do Identification and Reconciliation of
 current row
var cmdbUtil = new CMDBTransformUtil();
cmdbUtil.setDataSource('ImportSet');
cmdbUtil.identifyAndReconcileEnhanced(source, map, log);
ignore = true;

if (cmdbUtil.hasError()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var errorMessage = cmdbUtil.getError();
  log.error(errorMessage);
} else {
  log.info('IE Output Payload: ' + cmdbUtil.getOutputPayload());
  log.info('Imported CI: ' + cmdbUtil.getOutputRecordSysId());
}
```

Scoped equivalent

There is no scoped equivalent for this method.

CMDBUtil - Global

The *CMDBUtil* API provides utility methods for creating and managing table relationships in the Configuration Management Database (CMDB) and managing CMDB baselines.

CMDBUtil is a JavaScript-accessible ScriptableObject. The *CMDBUtil* API has dynamic and static methods. You access dynamic methods by creating a SNC.CMDBUtil object. You access static methods by using SNC.CMDBUtil global object to call the methods.

This example creates a CMDBUtil object.

```
var cu = new SNC.CMDBUtil();
cu.baselineProposedChangesGenDIFF(current,
 action.get('sysparm_changeset'));
```

This example calls a static method.

```
var output =
 SNC.CMDBUtil.getAllChildrenOfAsCommaList('cmdb_ci_computer');
```

Use these methods to manage CMDB table relationships and baselines.

CMDBUtil - baselineProposedChangesApplyChanges(GlideRecord proposedChanges)

Applies proposed changes in a task_ci record that represent an update set for all CIs associated with the task.

This is a dynamic method.

Parameters

Name	Type	Description
proposedChanges	GlideRecord	The collection of proposed changes in the change request (CHG).

Returns

Type	Description
void	

```
//Where current is a GlideRecord and action is the current UI
 action
var base = new SNC.CMDBUtil();
base.baselineProposedChangesApplyChanges(current);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CMDBUtil - baselineProposedChangesGenDiff(GlideRecord current, String changeSet)

Generates the XML for proposed changes diff, and adds it to the corresponding task_ci record.

This is a dynamic method.

Parameters

Name	Type	Description
current	GlideRecord	The GlideRecord that contains the collection of proposed changes.
changeSet	String	The sysid of the task_ci record that represents the change set to use.

Returns

Type	Description
void	

```
//Where current is a GlideRecord and action is the current UI
 action
var base = new SNC.CMDBUtil();
base.baselineProposedChangesGenDIFF(current,
 action.get('sysparm_changeset'));
```

CMDBUtil - bootstrap(String dictFile)

Bootstraps the environment by creating the database, creating the system dictionary table, and having the system dictionary table describe itself.

This is a static method.

Parameters

Name	Type	Description
dictFile	String	The file name including path, of the dictionary to load.

Returns

Type	Description
void	

CMDBUtil - createCIRelationship(String tableName, String parent, String child, String parentField, String childField)

Creates a CI relationship between fields.

Parameters

Name	Type	Description
tableName	String	Optional. The name of the relationship target table. Default: CI Relationship [cmdb_rel_ci] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
parent	String	Sys_id of the parent CI record in the Configuration Items [cmdb_ci] table.
child	String	Sys_id of the child CI record in the Configuration Items [cmdb_ci] table.
parentField	String	The parent relationship label listed in the CI Relationship Type [cmdb_rel_type] table.
childField	String	The child relationship label listed in the CI Relationship Type [cmdb_rel_type] table.

Returns

Type	Description
String	Sys_id of the new record listed in the CI Relationship [cmdb_rel_ci] table.

The following example shows how to create a CI relationship between the parent CI contains field and the child CI contained_by field. The relationship is listed in the CI Relationship [cmdb_rel_ci] table.

```
var base = new SNC.CMDBUtil();
base.createCIRelationship('<parent_ci_sys_id>',
 '<child_ci_sys_id>, 'Contains', 'Contained by');
```

CMDBUtil - getAllChildrenOfAsCommaList(String baseTable)

Gets all the child tables of the specified table as a comma-separated list.

This is a static method.

Parameters

Name	Type	Description
baseTable	String	The base table name.

Returns

Type	Description
String	A comma-separated list of sys_ids of tables extending the base table.

```
//Where cmdv_ci_computer is a table.
var output =
 SNC.CMDBUtil.getAllChildrenOfAsCommaList('cmdb_ci_computer');
gs.print(output);
```

CMDBUtil - getCMDBViews()

Gets all the records in the CMDB View [cmdb_view] table.

This method is dynamic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	List of the records in the CMDB View [cmdb_view] table.

The following example shows how to list the CMDB views.

```
var util = new SNC.CMDBUtil();
var cmdbViews = util.getCMDBViews();
gs.info(cmdbViews);

// Note that the output in the example is type:
 java.util.ArrayList
// To convert to JS Array, use ArrayUtils (add these lines
 preceding gs.info):
// var arrUtil = new global.ArrayUtil();
// var arrViews = arrUtil.convertArray(cmdbViews);
```

Output:

```
[View 3, View 1, View 2, Another view]
```

CMDBUtil - getTables0(String tableName)

Gets a list of all the parents of a table.

This method is a static method.

Parameters

Name	Type	Description
tableName	String	The table name.

Returns

Type	Description
Array	List of tables that are parents of the specified table.

The following example shows how to list the parent tables of the Server [cmdb_ci_server] table.

```
var gr = new GlideRecord('incident');

// Querying the incident table
gr.addQuery('number','INC0000005');
gr.query();


if(gr.next()){
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  // Find the list of parent tables for Configuration item field
 of this Incident
  var ciParent =
 SNC.CMDBUtil.getTables0(gr.cmdb_ci.sys_class_name);
  gs.print("Parent Tables for the Configuration Item '"
 + gr.cmdb_ci.name + "' belonging to the CMDB Class '"+
 gr.cmdb_ci.sys_class_name+ "' are: \n" + ciParent);
}
```

Output:

```
Parent Tables for the Configuration Item
 'ApplicationServerPeopleSoft' belonging to the CMDB Class
 'cmdb_ci_server' are:
[cmdb_ci_server, cmdb_ci_computer, cmdb_ci_hardware, cmdb_ci,
 cmdb]
```

CMDBUtil - isExcludedFromBR(String className)

Determines whether a CI class is defined in the Business Rule Exclusion Lists [cmdb_business_rule_exclusions] table. Use this method in an advanced condition to prevent a business rule from executing on excluded CI classes.

For example, the Create Asset on insert business rule uses this method in the advanced condition to prevent the rule from creating assets for CI classes such as cmdb_ci_qualifier, cmdb_ci_endpoint, cmdb_ci_storage_volume, and cmdb_ci_vcenter_datastore_disk. Define classes for exclusion in the Business Rule Exclusion Lists [cmdb_business_rule_exclusions] table.

Parameters

Name	Type	Description
className	String	Name of the class to check for exclusion.

Returns

Type	Description
Boolean	True if the class is defined in the Business Rule Exclusion Lists [cmdb_business_rule_exclusions] table; otherwise, false.

```
//Returns true if the cmdb_ci_endpoint class is defined
//in the Business Rule Exclusion Lists table
var exclusion =
 SNC.CMDBUtil.isExcludedFromBR("cmdb_ci_endpoint");

//Advanced condition that prevents business rules from executing
 on
//classes in the Business Rule Exclusion Lists table
(!SNC.CMDBUtil.isExcludedFromBR(current.getTableName()))
```

CMDBUtil - processCIChange(GlideRecord event, GlideRecord target)

Wraps the call to *RelationshipEventProcessor()*, which processes any changes to CI relationships.

This is a dynamic method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
event	GlideRecord	The event record.
target	GlideRecord	The target record.

Returns

Type	Description
void	

CMDBUtil - processRelChange(GlideRecord event, GlideRecord current, String relType, String triplet)

Wraps the call to `RelationshipEventProcessor()`, which processes any changes to CI relationships, with the specified type and triplet.

This is a dynamic method.

Parameters

Name	Type	Description
event	GlideRecord	The event record
current	GlideRecord	The current record, which is either the relation record or a user record if the current process is a deletion.
relType	String	The type of relation that changed.
triplet	String	The child, parent, and class name from the relation that changed.

Returns

Type	Description
void	

CMDBUtil - removeCIRelationship(String tableName, String parentField, String childField, String parentDesc, Object childDesc)

Deletes the specified CI relationship.

This is a dynamic method.

Parameters

Name	Type	Description
tableName	String	Optional. Table name Default: CI Relationship [cmdb_rel_ci] table
parentField	String	Parent field
childField	String	Child field

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
parentDesc	String	Parent relationship descriptor
childDesc	Object	Child relationship descriptor

Returns

Type	Description
void	

This code example shows how to remove every relation type 'Depends on::Used by' for the specified parent.

```
var cu = new SNC.CMDBUtil();
var parentSysID = '27d18f6fc0a8000b00ad14d4929d1b45';
var parentDesc = 'Depends on';
var childDesc = 'Used by'

// Get records with parent equal parentSysID
var relation = new GlideRecord('cmdb_rel_ci');
relation.addQuery('parent', parentSysID);
relation.query();
while(relation.next()){
    // Remove every relation of type: 'Depends on::Used by' for
 the parent
    // If the relation type does not exist, it inserts this
 relation type into [cmdb_rel_type].
    cu.removeCIRelationship('cmdb_rel_ci', parentSysID,
 relation.child.getValue('sys_id'), parentDesc, childDesc)
}
```

CMDBUtil - reParentTable(String table, String oldParent, String newParent)

Changes the parent of the given table to the new parent.

Parameters

Name	Type	Description
table	String	The table to re-parent.
oldParent	String	The old parent.
newParent	String	The new parent.

Returns

Type	Description
Boolean	Flag that indicates if the parent change is successful. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Parent change was successful. • false: Parent change wasn't successful.

To recreate the following example, use the code provided to create a custom table. Next create a record and check it in the task table. The custom table created extends from the Task table, which means it has successfully re-parented. The code isn't intended to be directly used via copy and paste. To show output, the custom table was created before running the code.

```
/*
  Before running the code in the background Script Make Sure
 'Record For Rollback' is unchecked.

  This API CMDBUtil.reParentTable changes the parent of the
 table but will not allow the OOB tables to change the parent it
 works only in the custom table. Hence this script contains the
 creation of the custom table.
  API CMDBUtil.reParentTable has 3 parameters (Table, Old
 Parent , New Parent);
  We can make the Parent as Null as well by using this (Table,
 Old Parent, '');

  The code in this example shows how to create a custom table
 without any extension.
  Then creating a record and then again creating a record and
 checking in the task table after it gets extended to the task
 table.

  If the code returns false means the record is not present
 in the task table as it is not extended. It returns true only
 when the record is found in the task table after the table is
 extended.

*/

/* Run the following code to create the custom table without an
 extension
createCustomTable('u_custom_table','Custom Table'); // Creating
 a custom Table (don't create if you have one)
var CreatedRecord = CreateCustomRecord('u_custom_table'); //
 Creating a record in the custom table
gs.print(CheckRecord('u_custom_table'));  // Checking of the
 record in the task table by passing the Class Name (A.K.A your
 custom Table)

var getParentTables = new
 SNC.CMDBUtil.reParentTable('u_custom_table','','task'); //
 Extending the custom table to task table . This Works only when
 the table is extendable
var CreatedRecordAfter =
 CreateCustomRecord('u_custom_table'); // Creating a record in
 the custom table
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print(CheckRecord('u_custom_table'));  // Checking of the
 record in the task table by passing the Class Name (A.K.A your
 custom Table)
*/

// If the custom Table is already created, run this. (Do not run
 these 4 lines when creating the table)
gs.print(CheckRecord('u_custom_table')); //Checking of the
 record in the task table by passing the Class Name (A.K.A your
 custom Table)
var getParentTables = new
 SNC.CMDBUtil.reParentTable('u_custom_table','','task'); //
Extending the custom table to task table . This Works only when
 the table is extendable
var CreatedRecordAfter =
 CreateCustomRecord('u_custom_table'); //Creating a record in
 the custom table
gs.print(CheckRecord('u_custom_table'));  //Checking of the
 record in the task table by passing the Class Name (A.K.A your
 custom Table)


function createCustomTable(Name, Label)
{
  var customTable = new GlideRecord('sys_db_object');
  customTable.initialize();
  customTable.name=  Name ;
  customTable.label= Label ;
  customTable.is_extendable= true;
  customTable.insert();
}

function CreateCustomRecord(customTableName)
{
  var customTable = new GlideRecord(customTableName);
  customTable.initialize();
  return customTable.insert();
}

function CheckRecord(customTableName)
{
  var task =new GlideRecord('task');
  task.addQuery('sys_class_name', customTableName);
  task.query();

  if(task.next())
  {
    return true;
  }

  return false;
}
```

Output:

```
*** Script: true
*** Script: true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Color - Scoped, Global

Creates a Color object used to define color attributes that you can apply to elements in a PDF; such as cells, tables, and lines.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

This API is a component used with the Document API to generate a PDF.

Color - Color(Array colors)

Instantiates a new *`Color`* object with RGB values.

Color can be applied to the following scenarios:

Parameters

Name	Type	Description
colors	Array	Three numbers indicating RGB values using a decimal value from 0 through 1. For example, in `[0.1, 0.9, 0.5]`, the value of the first position is red, second is green, and third is blue. Also, `[0, 0, 0]` is solid black, `[0.5, 0.5, 0.5]` is solid gray, and `[1, 1, 1]` is solid white.

The following example shows how to create a *`Color`* object.

```
var color = new sn_pdfgeneratorutils.Color([0.1, 0.9,
 0.5]); //given as object containing RGB values
```

Color – equals(Color color)

Indicates whether the values of two different color objects match.

Parameters

Name	Type	Description
color	Color	Color object to check for a match.

Returns

Type	Description
Boolean	Flag that indicates whether the values of two color objects match. Valid values: • true: The colors match. • false: The colors do not match.

The following example shows how to create two color objects and determine if the colors match.

```
var color1 = new sn_pdfgeneratorutils.Color([1,0.5,0.5]);  //
 given as an array of RGB values
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var color2 = new sn_pdfgeneratorutils.Color([0.8,0.5,0.5]);
    // given as an array of RGB values
var isequal = color1.equals(color2);
```

Color – getGrayColor(Number grayScale)

Returns a black, gray, or white color object.

Parameters

Name	Type	Description
grayScale	Number	Decimal value in the range 0 through 1, in which 0 is black and 1 is white.

Returns

Type	Description
Object	Color object reflecting the provided grayscale value.

The following example shows how to create a color object that is 50% grayscale.

```
var grayColor = new
 sn_pdfgeneratorutils.Color.getGrayColor(0.5);
```

Color – setColorValue(Array colors)

Creates color with given values and enables you to change the values of an existing color. Each of the values must be from 0 through 1.

Parameters

Name	Type	Description
colors	Array	Three numbers indicating RGB values using a decimal value from 0 through 1. For example, in `[0.1, 0.9, 0.5]`, the value of the first position is red, second is green, and third is blue. Also, `[0, 0, 0]` is solid black, `[0.5, 0.5, 0.5]` is solid gray, and `[1, 1, 1]` is solid white.

Returns

Type	Description
None	

The following example shows how to change the values of an existing color.

```
var color = new sn_pdfgeneratorutils.Color([1,0.5,0.5]);
  //given as array of RGB values;
color.setColorValue(color);
```

Color – setOpacity(Number opacity)

Sets the level of color opacity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
color	Color	Floating decimal value from 0 through 1, in which 0 is fully transparent and 1 is fully opaque.

Returns

Type	Description
None	

The following example shows how to create a color object and set its opacity to 50 percent.

```
var color = new Color([1,0.5,0.5]);
color.setOpacity(0.5);
```

ConnectActionResponse - Global

The *ConnectActionResponse* API provides a method to create a glide record.

The *ConnectActionResponse* methods are accessed through a global object (response) that is available only in Connect action scripts.

ConnectActionResponse - newRecord(String table, Object values, String view)

Create a GlideRecord in the specified table with the specified values.

Opens a form in the UI based upon the table, which replaces the **Table** and **Document** fields in the Live Group Profile record for the associated conversation.

Parameters

Name	Type	Description
table	String	Name of the table where the record is to be added.
values	Object	An object of name value pairs where the names are field names in the table and the values are the field values.
view	String	The form view to load. This parameter is optional.

Returns

Type	Description
void	

```
response.newRecord("incident", {
 short_description: conversation.document.short_description ||
 "",
 caller_id: conversation.document.opened_by
});
```

ConnectionInfo - Scoped, Global

The *ConnectionInfo* API enables you to get connection attribute information through the connection and credential alias.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can use this API in scoped applications or within the global scope. In scoped scripts, use the `sn_cc` namespace identifier.

For more information on connections and credentials, see Credentials and connection information.

This function retrieves connection attribute information identified by the given connection and credential alias.

```
var provider = new sn_cc.ConnectionInfoProvider();

// get a jdbc connection in the current domain with the alias ID
//     "6219afbf9f03320021dd7501942e70fc"
var connectionInfo =
 provider.getConnectionInfo("6219afbf9f03320021dd7501942e70fc");
if (connectionInfo != null) {
  // get data map
  var datamap = connectionInfo.getDataMap();
  gs.info(datamap["name"]);
  gs.info(datamap["connection_url"]);

  // get the same values using getAttribute
  gs.info(connectionInfo.getAttribute("name"));
  gs.info(connectionInfo.getAttribute("connection_url"));

  // get credential attributes
  gs.info(connectionInfo.getCredentialAttribute("user_name"));
  gs.info(connectionInfo.getCredentialAttribute("password"));

  // get extended attributes
  var extendedAttributes =
 connectionInfo.getExtendedAttributes();
  gs.info(extendedAttributes["name1"]);
 }

 // get a jdbc connection in the ACME domain with the alias ID
 //      "cd5923ff9f03320021dd7501942e70bb"
 connectionInfo =
 provider.getConnectionInfoByDomain("cd5923ff9f03320021dd7501942
e70bb",
        "c90d4b084a362312013398f051272c0d");
 if (connectionInfo != null) {
   // get data map
   var datamap = connectionInfo.getDataMap();
   gs.info(datamap["name"]);
 }
```

Scoped ConnectionInfo - getAttribute(String name)

Returns the value of a *ConnectionInfo* attribute with the specified property name.

Parameters

Name	Type	Description
name	String	Name of a *ConnectionInfo* object property.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Value of a specified *ConnectionInfo* property.

```
// get the same values using getAttribute
gs.info(connectionInfo.getAttribute("name"));
gs.info(connectionInfo.getAttribute("connection_url"));
```

Scoped ConnectionInfo - getCredentialAttribute()

Returns the value of credential attributes for a specified connection.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Key-value pair map of credential attributes.

```
// get credential attributes
gs.info(connectionInfo.getCredentialAttribute("user_name"));
gs.info(connectionInfo.getCredentialAttribute("password"));
```

Scoped ConnectionInfo - getDataMap()

Returns the connection attributes as a collection of key-value pairs.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Key-value pair map of connection attributes.

```
// get data map
var datamap = connectionInfo.getDataMap();
gs.info(datamap["name"]);
gs.info(datamap["connection_url"]);
```

Scoped ConnectionInfo - getExtendedAttributes()

Returns the extended attributes as a collection of key-value pairs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Key-value pair map of extended attributes.

```
// get extended attributes
  var extendedAttributes =
 connectionInfo.getExtendedAttributes();
  gs.info(extendedAttributes["name1"]);
 }
```

ConnectionInfoProvider - Scoped, Global

The *ConnectionInfoProvider* API provides methods to select connection information through the connection alias.

You can use this API in scoped applications or within the global scope. In scoped scripts, use the `sn_cc` namespace identifier.

This function retrieves connection information identified by the given connection alias.

```
var provider = new sn_cc.ConnectionInfoProvider();

// get a jdbc connection in the current domain with the alias ID
//     "6219afbf9f03320021dd7501942e70fc"
var connectionInfo =
 provider.getConnectionInfo("6219afbf9f03320021dd7501942e70fc");
if (connectionInfo != null) {
  // get data map
  var datamap = connectionInfo.getDataMap();
  gs.info(datamap["name"]);
  gs.info(datamap["connection_url"]);

  // get the same values using getAttribute
  gs.info(connectionInfo.getAttribute("name"));
  gs.info(connectionInfo.getAttribute("connection_url"));

  // get credential attributes
  gs.info(connectionInfo.getCredentialAttribute("user_name"));
  gs.info(connectionInfo.getCredentialAttribute("password"));

  // get extended attributes
  var extendedAttributes =
 connectionInfo.getExtendedAttributes();
  gs.info(extendedAttributes["name1"]);
 }

 // get a jdbc connection in the ACME domain with the alias ID
 //      "cd5923ff9f03320021dd7501942e70bb"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 connectionInfo =
 provider.getConnectionInfoByDomain("cd5923ff9f03320021dd7501942
e70bb",
        "c90d4b084a362312013398f051272c0d");
 if (connectionInfo != null) {
   // get data map
   var datamap = connectionInfo.getDataMap();
   gs.info(datamap["name"]);
 }
```

ConnectionInfoProvider - ConnectionInfoProvider()

Selects connection information through the connection alias.

Parameters

Name	Type	Description
None		

ConnectionInfoProvider - getConnectionInfo(String aliasID)

Retrieves a ConnectionInfo object identified by the given aliasID in the current domain.

Parameters

Name	Type	Description
aliasID	String	Sys_id of a connection alias.

Returns

Type	Description
ConnectionInfo	Information about the connection.

```
var provider = new sn_cc.ConnectionInfoProvider();

// get a jdbc connection in the current domain with the alias ID
//     "6219afbf9f03320021dd7501942e70fc"
var connectionInfo =
 provider.getConnectionInfo("6219afbf9f03320021dd7501942e70fc");
```

ConnectionInfoProvider - getConnectionInfoByDomain(String aliasID, String domainID)

Retrieves a ConnectionInfo object identified by the given aliasID for a specific domain.

Parameters

Name	Type	Description
aliasID	String	Sys_id of a connection alias.
domainID	String	Sys_id of a domain or `global`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
ConnectionInfo	Connection information.

```
var provider = new sn_cc.ConnectionInfoProvider();

// get a jdbc connection in the ACME domain with the alias ID
 //      "cd5923ff9f03320021dd7501942e70bb"
 connectionInfo =
 provider.getConnectionInfoByDomain("cd5923ff9f03320021dd7501942
e70bb",
        "c90d4b084a362312013398f051272c0d");
```

Console - Scoped, Global

The *Console* API provides methods to log messages to the system log, create and stop timers, create and log counters, log stack traces, and group/organize related content.

Console API methods provide the same logging functionality as Glide System API (for example, gs.info, gs.warn, and gs.debug), but allow more reflexive use for developers who are familiar with logging messages using console methods. Both *Console* API and *Glide System* API methods can be used on the server.

All *Console* API methods are static and are a ServiceNow® implementation of (Microsoft Developer Network) MDN's Console API. This API is provided as part of the ServiceNow base system and doesn't require a plugin to access it globally. To use this class in a scoped application, use the `sn_console` namespace identifier. Enable the Console (com.glide.console) plugin to access the *Console* API.

Logging capabilities

Logs generated using *Console* API methods, like *assert()*, *error()*, *debug()*, *warn()*, *info()*, and *log()*, are logged in the System Logs. Specifically, you can find System Logs in the UI by navigating to **All** > **System Logs** > **System Log**. You can choose to view all logs or specific log types like Application Logs, Errors, Script Log Statements, and so on under this menu item. Filtering the Source column in the **All** logs view can help locate your entries faster.

String substitutions

You can use zero or more substitution strings as the first parameter in many *Console* API methods, particularly those that allow you to log messages such as *assert()*, *error()*, *debug()*, *warn()*, *info()*, and *log()*.

Substitution strings in the *Console* API are placeholders you use in a log message to dynamically insert values, like strings or numbers. When the code runs, these placeholders are replaced with actual values that you pass as additional arguments, in the order they are provided. They make your logs more flexible and readable without needing to concatenate strings manually.

Common substitution strings:

- `%s`: Inserts a string.
- `%d` or `%i`: Inserts a number (integer or decimal).
- `%f`: Inserts a floating-point number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `%o`: Inserts an object.
- `%c`: Applies CSS styles to the log (useful for styling console output).

Here is a simple example script using substitution strings:

```
const name = "Alex";
const age = 25;

console.log("Hello, my name is %s and I am %d years old.", name,
 age);
```

Example output:

```
Hello, my name is Alex and I am 25 years old.
```

Here is an example using substitution strings with CSS styling:

```
const user = { name: "Alex", role: "Developer" };
console.log("User info: %o", user); // Logs the object
console.log("%cStyled message", "color: blue; font-weight:
 bold;"); // Adds styles
```

The output styles the message `User info: { name: "Alex", role: "Developer" }` in blue and bold.

Using timers

You can use *`Console`* API timers to calculate the duration of a specific operation. To start a timer, call Console - time(String label) and assign it a name using the *`label`* parameter. You can have a maximum of 10,000 timers per page. To stop a timer and get the elapsed time in milliseconds, call Console - timeEnd(String label) by passing the timer's name as the parameter.

For example, you can start a timer to measure the amount of time that passes by calling *`time("Process Duration")`*, and then call *`timeEnd("Process Duration")`*. Additionally, the code calculates and outputs how much time has elapsed since the timer start and when the first and second actions were completed by passing Console - timeLog(String label, Object valN) in the script.

```
console.time("Process Duration");

alert("Step 1: Click to continue."); // Simulates the first
 action
console.timeLog("Process Duration", "After Step 1");

alert("Step 2: Do other actions"); // Simulates additional
 actions
console.timeLog("Process Duration", "After Step 2");

console.timeEnd("Process Duration");
```

Output:

- After the first alert:

  ```
  Process Duration: 2.345ms After Step 1
  ```

- After the second alert:

  ```
  Process Duration: 7.890ms After Step 2
  ```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- When the timer ends:

```
Process Duration: 10.123ms
```

Console - assert(Boolean assertion, Object val1...valN, String msg, String subst1...substN)

Logs an error message to system logs if the assertion is false. This method does nothing if the assertion is true.

Parameters

Name	Type	Description
assertion	Boolean	Optional. Flag that indicates whether to log a generic message indicating an assertion failure to system logs. Valid values: • true: Doesn't log the assertion failure message. • false: Logs the assertion failure message. Default: false
msg	String	Required if *val1...valN* is not used. Message to display in system logs when the assertion fails. Accepts a string containing zero or more substitution values that can be set using the *subst1 through substN* parameter. For more information, see 'String substitutions', see Console - Scoped, Global.
subst1...substN	String	Optional. JavaScript values with which to replace substitution strings within *msg*. These values are logged or displayed in the order they are specified. If there are more substitution values than there are substitution strings, the extra values are themselves written are appended after the message (*msg*) in the same manner as when there is no format string. See 'Using substitution strings' in Console - Scoped, Global for more information.
val1...valN	Object	Required if *msg* is not passed. List of additional JavaScript values to append after the main message (*msg*), and are separated by a space or another delimiter. Accepts any JavaScript data type, including strings or objects, and outputs them in the order they are specified.

Returns

Type	Description
None	

Example: Basic assertion

The following example shows how to use *assert()* to log the error message "Math is broken!" when the assertion (1 + 1 === 3) is false, and does nothing when the assertion (1 + 1 === 2) is true.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
console.assert(1 + 1 === 2, "This won't be logged."); //
 Assertion is true, nothing happens.
console.assert(1 + 1 === 3, "Math is broken!");
```

Output:

```
"Math is broken!"
```

Example: Logging additional values

The following example passes `assert()` with additional values.

```
let x = 5, y = 10;
console.assert(x + y === 20, "Expected 20, got", x + y);
```

Output:

```
"Expected 20, got 15" // (because x + y is 15)
```

Example: Message substitution

The following example passes `assert()` with string substitution values.

```
let expected = 20, actual = 15;
console.assert(expected === actual, "Expected %d but got %d",
 expected, actual);
```

Output:

```
"Expected 20 but got 15"
```

Console - count(String label)

Counts and logs the number of times that `count()` has been called with a specified label.

The `count()` method is helpful for tracking the number of times something occurs, like how many times a block of code is executed or how many events occur in an application. Use Console - countReset(String label) to reset a counter with a specific label.

Parameters

Name	Type	Description
label	String	Optional. Name to give the counter. Labels are case-sensitive and generates different counters in the output if cases don't match. Default: If not provided, sets the label to "default".

Returns

Type	Description
None	

The following example demonstrates how the output looks each time the `count()` method is called with a label (for example, 'apple' or 'banana'). The count is tracked separately for each label.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
console.count('apple');
console.count('banana');
console.count('apple');
console.count('apple');
console.count('banana');
```

Output:

```
apple: 1
banana: 1
apple: 2
apple: 3
banana: 2
```

The following *count()* example demonstrates how the output looks when a counter label is not provided, inheriting a label of "default".

```
console.count();
console.count();
console.count();
```

Output:

```
default: 1
default: 2
default: 3
```

Console - countReset(String label)

Resets the specified counter to zero.

Parameters

Name	Type	Description
label	String	Optional. Name of the counter originally set in the Console - count(String label) method that you want to reset to zero. Case-sensitive. Default: Resets the `default` counter to zero. **Note:** A counter receives a label of `default` when a new counter is set using *count()* without a defined label. See Console - count(String label) for more details.

Returns

Type	Description
None	

The following example shows how to reset counter associated with the 5th iteration of the default label:

```
function greet(user) {
  console.count();
  return 'hi ${user}'
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
greet("bob");
greet("alice");
greet("alice");
console.count();
console.countReset();
```

Output:

```
"default: 1"
"default: 2"
"default: 3"
"default: 4"
"default: 0"
```

In the following example, if you pass the `user` variable as the `label` argument with the string "bob" to the first invocation of *`console.count()`*, and the string "alice" to the second:

```
function greet(user) {
  console.count(user);
  return'hi ${user}'
}

greet("bob");
greet("alice");
greet("alice");
console.countReset("bob");
console.count("alice");
```

Output. Note that resetting the value of the counter "bob" only changes the value of that counter. The value of "alice" is unchanged.

```
"bob: 1"
"alice: 1"
"alice: 2"
"bob: 0"
"alice: 3"
```

Console - debug(Object val1...valN, String msg, String subst1...substN)

Logs or outputs a debugging message to the system log at the debug level.

The *`debug()`* method allows verbose messaging and is recommended for low-priority or less critical debugging messages. For higher priority debug messaging use Console - log(Object val1...val2, String msg, String subst1...subst2). For instance, you can use this method to write longer debugging messages for internal developers about internal states or flows. The *`debug()`* method messages may behave differently between certain browsers.

The *`console.debug()`* method logs messages to system logs in the ServiceNow® instance. You can view these logs on the ServiceNow® platform in **System Logs** > **All or System Logs** > **Debug**.

Note: *`Console`* API methods provide the same logging functionality as Glide System API (for example, gs.info, gs.warn, and gs.debug), but allow more reflexive use for developers who are familiar with logging messages using console methods. Both *`Console`* API and *`Glide System`* API methods can be used on the server.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
msg	String	Required if *val1...valN* is not passed. The main message or object you want to log to system logs or in the output. Accepts a string containing zero or more substitution values that can be set using the *subst1 through substN* parameter. See 'Using substitution strings' in Console - Scoped, Global for more information.
subst1...substN	String	Optional. JavaScript values with which to replace substitution strings within *msg*. These values are logged or displayed in the order they are specified. If there are more substitution values than there are substitution strings, the extra values are themselves written are appended after the message (*msg*) in the same manner as when there is no format string. See 'Using substitution strings' in Console - Scoped, Global for more information.
val1...valN	Object	Required if *msg* is not passed. List of additional JavaScript values to append after the main message (*msg*), and are separated by a space or another delimiter. Accepts any JavaScript data type, including strings or objects, and outputs them in the order they are specified.

Returns

Type	Description
None	

In the following example, *console.debug()* logs messages to system logs in the ServiceNow® instance.

```
(function executeRule(current, previous /*null when async*/) {
    // Logging at different levels for debugging
    console.debug("Business rule triggered for record: " +
current.getDisplayValue());

    // Example: Check and log a field value
    if (current.priority == 1) {
        console.debug("High-priority incident detected: " +
current.number);
    } else {
        console.debug("Incident priority is not high. Priority:
" + current.priority);
    }

    // Perform some logic
    if (current.state == 1) {
        current.state = 2;
        gs.debug("State updated from 'New' to 'In Progress' for
record: " + current.number);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
})(current, previous);
```

Console - error(Object val1...valN, String msg, String subst1...subsN)

Logs a message to the system log at the error level.

Use *error()* to log issues that are critical and need immediate attention, such as invalid inputs, failed operations, or to debug unexpected behaviors.

Note: *Console* API methods provide the same logging functionality as Glide System API (for example, gs.info, gs.warn, and gs.debug), but allow more reflexive use for developers who are familiar with logging messages using console methods. Both *Console* API and *Glide System* API methods can be used on the server.

Parameters

Name	Type	Description
msg	String	Required if *val1...valN* is not passed. The main message or object you want to log to system logs or in the output. Accepts a string containing zero or more substitution values that can be set using the *subst1 through substN* parameter. See 'Using substitution strings' in Console - Scoped, Global for more information.
subst1...substN	String	Optional. JavaScript values with which to replace substitution strings within *msg*. These values are logged or displayed in the order they are specified. If there are more substitution values than there are substitution strings, the extra values are themselves written are appended after the message (*msg*) in the same manner as when there is no format string. See 'Using substitution strings' in Console - Scoped, Global for more information.
val1...valN	Object	Required if *msg* is not passed. List of additional JavaScript values to append after the main message (*msg*), and are separated by a space or another delimiter. Accepts any JavaScript data type, including strings or objects, and outputs them in the order they are specified.

Returns

Type	Description
None	

In the following example, the *error()* output displays the following code respectively:

- The first example will simply display "An error occurred!" in an error-styled format.
- The second will display "Error in module: ModuleName".
- The third will display "Unexpected value: 42".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
console.error("An error occurred!");
console.error("Error in module:", "ModuleName");
console.error("Unexpected value: %d", 42);
```

Console - group(String label)

Creates a new inline group in the system log, where all subsequent messages are indented at an additional level until *groupEnd()* is called. Use this method to visually organize and group related messages in output and system logs.

To end a grouping, call the Console - groupEnd() method. The groupEnd() method also decreases the indent of the group by one level.

Note: *group()* shows all grouping levels in the output and are not collapsible or expandable.

Parameters

Name	Type	Description
label	String	Optional. Label name for the group to display in the output. Default: If you don't pass a label, *group()* doesn't output any text but still indents the new empty line by one level.

Returns

Type	Description
None	

The following example passes *log()* to create a new nested block and then *group()* to log indented groups. Each subsequent call to *group()* indents the line at a new level. The script also calls *groupEnd()* to end each group and decrease its indent by one level.

```
console.log("Start logging...");
console.group("Group 1");
console.log("Inside Group 1 - Message 1");
console.log("Inside Group 1 - Message 2");
console.group("Nested Group");
console.log("Inside Nested Group - Message 1");
console.groupEnd();
console.log("Back to Group 1 - Message 3");
console.groupEnd();
console.log("End logging...");
```

Display/output:

```
Start logging...
    Group 1
        Inside Group 1 - Message 1
        Inside Group 1 - Message 2
            Nested Group
                Inside Nested Group - Message 1
        Back to Group 1 - Message 3
End logging...
```

The following example demonstrates how groups are indented when a group label is set:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
console.group("Group 1");
console.log("in group 1");
console.group();
console.log("in group 2");
```

Output:

```
Group 1
  in group 1
     in group 2
```

The following example demonstrates how groups are indented when a group label isn't set:

```
console.group(); // no label passed
console.log("in group 1");
console.group();
console.log("in group 2");
```

Output:

```
in group 1

     in group 2
```

Console - groupEnd()

Exits the current inline group created with *`group()`* and decreases the indent by one level.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example creates a new nested block by calling *`group()`* to log indented levels. The script passes *`groupEnd()`*to end the group and decrease its indent by one level.

```
console.log("This is the outer level");
console.group();
console.log("Level 2");
console.group();
console.log("Level 3");
console.warn("More of level 3");
console.groupEnd();
console.log("Back to level 2");
console.groupEnd();
console.log("Back to the outer level");
```

Output:

```
This is the outer level
    Level 2
        Level 3
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        ⚠# More of level 3
    Back to level 2
Back to the outer level
```

Console - info(Object val1...valN, String msg, String subst1...substN)

Logs a message to system logs at the info level.

Note: *Console* API methods provide the same logging functionality as Glide System API (for example, gs.info, gs.warn, and gs.debug), but allow more reflexive use for developers who are familiar with logging messages using console methods. Both *Console* API and *Glide System* API methods can be used on the server.

Parameters

Name	Type	Description
msg	String	Required if *val1...valN* is not passed. The main message or object you want to log to system logs or in the output. Accepts a string containing zero or more substitution values that can be set using the *subst1 through substN* parameter. See 'Using substitution strings' in Console - Scoped, Global for more information.
subst1...substN	String	Optional. JavaScript values with which to replace substitution strings within *msg*. These values are logged or displayed in the order they are specified. If there are more substitution values than there are substitution strings, the extra values are themselves written are appended after the message (*msg*) in the same manner as when there is no format string. See 'Using substitution strings' in Console - Scoped, Global for more information.
val1...valN	Object	Required if *msg* is not passed. List of additional JavaScript values to append after the main message (*msg*), and are separated by a space or another delimiter. Accepts any JavaScript data type, including strings or objects, and outputs them in the order they are specified.

Returns

Type	Description
None	

The following example uses the *info()* method to log two pieces of information: the record number and the priority of the current form. This method is useful for quick checks when debugging or verifying data in the form.

```
function onLoad() {
    console.info("Form loaded for record:",
 g_form.getValue("number")); // Log the record number
    console.info("Current priority is:",
 g_form.getValue("priority"));  // Log the priority
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Console - log(Object val1...val2, String msg, String subst1...subst2)

Logs a message to system logs.

Note: `Console` API methods provide the same logging functionality as Glide System API (for example, gs.info, gs.warn, and gs.debug), but allow more reflexive use for developers who are familiar with logging messages using console methods. Both `Console` API and `Glide System` API methods can be used on the server.

Parameters

Name	Type	Description
msg	String	Required if *val1...valN* is not passed. The main message or object you want to log to system logs or in the output. Accepts a string containing zero or more substitution values that can be set using the *subst1 through substN* parameter. See 'Using substitution strings' in Console - Scoped, Global for more information.
subst1...substN	String	Optional. JavaScript values with which to replace substitution strings within *msg*. These values are logged or displayed in the order they are specified. If there are more substitution values than there are substitution strings, the extra values are themselves written are appended after the message (*msg*) in the same manner as when there is no format string. See 'Using substitution strings' in Console - Scoped, Global for more information.
val1...valN	Object	Required if *msg* is not passed. List of additional JavaScript values to append after the main message (*msg*), and are separated by a space or another delimiter. Accepts any JavaScript data type, including strings or objects, and outputs them in the order they are specified.

Returns

Type	Description
None	

The following example show how to use *log()* to log the record number and the current state of the form to system logs.

```
function onLoad() {
    console.log("Form loaded for record:",
 g_form.getValue("number")); // Log the record number
    console.log("Current state is:",
 g_form.getValue("state")); // Log the state
}
```

Console - time(String label)

Starts a timer you can use to track how long an operation takes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can give each timer a unique name and may have up to 10,000 timers running on a given page. When you call the Console timeEnd() method with the same label name, the counter outputs the time in milliseconds that elapsed since the timer was started. Use the Console timeLog() method to log the elapsed time captured between the timer's start and stop time.

For examples about how to use this method with other time-based *Console* API methods, see "Using timers" in Console - Scoped, Global.

Parameters

Name	Type	Description
label	String	Optional. Name to give the new timer. Use the same name when calling Console - timeEnd(String label) to stop the timer and output the elapsed time to the console. Maximum number of timers: 10,000 Default: Uses the label `"default"` if omitted.

Returns

Type	Description
None	

The following shows how to use *time("label")* to start a timer with the label "label". The *console.timeEnd("label")* method stops the timer with the same label and logs the elapsed time. In this example, it measures the time it takes to retrieve and log the record's number and priority.

```
function onLoad() {
    console.time("Form load processing time"); // Start timing

    // Example: Simulate some processing
    var recordNumber = g_form.getValue("number");
    console.log("Record number is:", recordNumber);

    var priority = g_form.getValue("priority");
    console.log("Priority is:", priority);

    console.timeEnd("Form load processing time"); // End timing
 and log duration
}
```

Console - timeEnd(String label)

Stops a specified timer that was previously started by calling *time()*.

For examples about how to use this method with other time-based *Console* API methods, see "Using timers" in Console - Scoped, Global.

Parameters

Name	Type	Description
label	String	Optional. Name of the timer to stop. Once stopped, the elapsed time is automatically displayed in the console along

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		with an indicator that the time has ended. This label must match the timer specified in the Console - time(String label) *label* parameter and is case-sensitive. Default: If omitted, uses the label `"default"`.

Returns

Type	Description
None	

The following example shows how to use *`time("label")`* to start a timer with the label "label". The *`console.timeEnd("label")`* method stops the timer with the same label; *`console.log()`* logs the elapsed time. In this example, it measures the time it takes to retrieve and logs the record's number and priority in system logs.

```
function onLoad() {
    console.time("Form load processing time"); // Start timing

    // Example: Simulate some processing
    var recordNumber = g_form.getValue("number");
    console.log("Record number is:", recordNumber);

    var priority = g_form.getValue("priority");
    console.log("Priority is:", priority);

    console.timeEnd("Form load processing time"); // End timing
 and log duration
}
```

Console - timeLog(String label, Object valN)

Logs the current value of a specified timer to the system log.

For examples about how to use this method with other time-based *`Console`* API methods, see "Using timers" in Console - Scoped, Global.

Parameters

Name	Type	Description
label	String	Optional. Name of the timer to log to the console. Must match the timer specified in Console - time(String label) *`label`* parameter and is case-sensitive. Default: Uses the label `"default"` if omitted.
valN	Object	Optional. Additional values to be logged after the timer output. Accepts an unstructured object supporting any data type with special handling for strings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example demonstrates how to call *`timeLog()`* using the label value of a timer previously started using the *`time()`* method. The *`timeLog()`* method logs the current value of a timer.

```
console.time("reticulating splines");
reticulateSplines();
console.timeLog("reticulating splines");
// reticulating splines: 650ms
```

If the timer name is omitted, then the timer is named `"default"`:

```
console.time();reticulateSplines();
console.timeLog();// default: 780ms
```

If there is no corresponding timer, `console.timeLog()` logs a warning like:

```
Timer "timer name" doesn't exist.
```

You can log additional values to the console after the timer output:

```
console.time();reticulateSplines();
console.timeLog("default","Hello","world");// default: 780ms
 Hello world
```

In another example, `console.time('Timer')` starts a timer with the label "Timer". `console.timeLog('Timer')` logs the elapsed time along with optional additional messages. `console.timeEnd('Timer')` stops the timer and logs the total elapsed time.

```
console.time('Timer');

setTimeout(() => {
    console.timeLog('Timer', 'Halfway done');
}, 1000);

setTimeout(() => {
    console.timeLog('Timer', 'Almost done');
    console.timeEnd('Timer');
}, 2000);
```

Log output:

```
Timer: 1000ms Halfway done
Timer: 2000ms Almost done
Timer: 2000ms
```

Console - trace(Object objects)

Logs a stack trace to the system log at the info level.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
objects	Object	Optional. Zero or more objects to output to the console along with the trace. Objects are assembled and formatted the same way they would be if passed to the Console - log(Object val1...val2, String msg, String subst1...subst2) method. Default: Returns the entire stack in output.

Returns

Type	Description
None	

The following example demonstrates how `trace()` logs the message `Trace example` along with the stack trace.

```
function firstFunction() {
    secondFunction();
}

function secondFunction() {
    thirdFunction();
}

function thirdFunction() {
    console.trace('Trace example');
}

firstFunction();
```

The stack trace shows the call sequence: `thirdFunction` was called by `secondFunction`, which was called by `firstFunction`, and so on. The *`console.trace('Trace example')`* logs the message `Trace example` along with the stack trace.

Output:

```
Trace example
    at thirdFunction (<filename>:8:13)
    at secondFunction (<filename>:4:5)
    at firstFunction (<filename>:2:5)
```

Console - warn(Object val1...valN, String msg, String subst1...subst2)

Logs a warning message to the system log at the warning level.

Note: *`Console`* API methods provide the same logging functionality as Glide System API (for example, gs.info, gs.warn, and gs.debug), but allow more reflexive use for developers who are familiar with logging messages using console methods. Both *`Console`* API and *`Glide System`* API methods can be used on the server.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
msg	String	Required if *val1...valN* is not passed. The main message or object you want to log to system logs or in the output. Accepts a string containing zero or more substitution values that can be set using the *subst1 through substN* parameter. See 'Using substitution strings' in Console - Scoped, Global for more information.
subst1...substN	String	Optional. JavaScript values with which to replace substitution strings within *msg*. These values are logged or displayed in the order they are specified. If there are more substitution values than there are substitution strings, the extra values are themselves written are appended after the message (*msg*) in the same manner as when there is no format string. See 'Using substitution strings' in Console - Scoped, Global for more information.
val1...valN	Object	Required if *msg* is not passed. List of additional JavaScript values to append after the main message (*msg*), and are separated by a space or another delimiter. Accepts any JavaScript data type, including strings or objects, and outputs them in the order they are specified.

Returns

Type	Description
None	

The following example uses *warn()* to log a warning message, typically styled to stand out (for example, with a warning icon or yellow text). This example checks the priority of the record: If it's high (priority ==="1"), it logs a warning message. If it's not high, it logs a less urgent note with the current priority value.

```
function onLoad() {
    var priority = g_form.getValue("priority");

    if (priority === "1") {
        console.warn("Warning: This is a high-priority incident!
 Immediate attention required.");
    } else {
        console.warn("Note: Priority is not high. Current
 priority:", priority);
    }
}
```

As a result, *warn()* logs or displays the error like so:

- For high-priority: ⚠# `Warning: This is a high-priority incident! Immediate attention required.`
- For other priorities: ⚠# `Note: Priority is not high. Current priority: 3`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Conversation - Scoped

The `Conversation` API enables you to create or modify Connect conversations.

To use this class in a scoped application, use the `sn_connect` namespace identifier. The Connect Scriptable APIs plugin (ID: com.glide.connect.scriptable) should be enabled to access the `Conversation` API.

Conversation - addSubscriber(String sysID)

Adds a user to a conversation.

Parameters

Name	Type	Description
sysID	String	Sys_ID of the user you want to add to a conversation.

Returns

Type	Description
void	

```
var conversation =
 sn_connect.Conversation.get("7caf49111309030034bb58a12244b06c
");
conversation.addSubscriber("a8f98bb0eb32010045e1a5115206fe3a");
```

Conversation - create(String name)

Creates a Connect conversation.

Parameters

Name	Type	Description
name	String	Create a conversation with a specific name.
type	String	Include a specific conversation type. The type is determined by the type choice list. The base system includes the following type options: • connect • support • group • peer • qanda • team

Returns

Type	Description
Object	Scriptable Conversation

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var conversation = sn_connect.Conversation.create({
    name: "Hello world",
    type: "connect"
});
```

Conversation - get(String sysID)

Returns an existing Connect conversation by sys_id.

Parameters

Name	Type	Description
sysID	String	The sys_id of the conversation record.

Returns

Type	Description
Object	Conversation object

```
var conversation =
 sn_connect.Conversation.get("27b9844c1385030034bb58a12244b037
");
```

Conversation - removeSubscriber(String sysID)

Removes a user from a conversation.

Parameters

Name	Type	Description
SysID	String	The sys_id of the user you want to remove from a conversation.

Returns

Type	Description
void	

```
var conversation =
 sn_connect.Conversation.get("7caf49111309030034bb58a12244b06c
");
conversation.removeSubscriber("a8f98bb0eb32010045e1a5115206fe3a
");
```

Conversation - sendMessage(String body, String field)

Sends a message to a conversation.

Parameters

Name	Type	Description
Body	String	The main text of the message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
Field	String	The field you want the message to appear as. Only use this option if adding a message to a record conversation. Choose from work_notes, comments, or system. Using the field system treats the message as a system message.

Returns

Type	Description
void	

```
var conversation =
 sn_connect.Conversation.get("2064fa3919010300964f5270e9840fbb
");
conversation.sendMessage({body: "Hello world", field:
 "work_notes"});
```

CostPlanBatchOperations - Global

The *CostPlanBatchOperations* script include provides methods that enable the creation of a large number of cost plan records for demands and projects using batch processing. Use this script include instead of *GlideRecord* to more efficiently create multiple cost plan records.

Use the *CostPlanBatchOperations.add()* method to add any number of cost plans to a batch queue. Once you have added all the required cost plans, use the *CostPlanBatchOperations.process()* method to create/insert the cost plans in your instance. Until you call the *CostPlanBatchOperations.process()* method, the add requests remain in the batch queue (they are not yet added to your instance). If for some reason you need to remove all of the cost plans in the batch queue, use the *CostPlanBatchOperations.clear()* method.

To use this script include you must activate the PPM Standard (com.snc.financial_planning_pmo) plugin.

CostPlanBatchOperations - add(Object costPlan)

Adds one or more cost plans to a specified task (project or demand). Use this method when you want to create multiple cost plans.

Once processed, the cost plans are inserted into the specified project or demand. You can then view and modify them within your instance. For additional information, see Create a project cost plan and Create a demand cost plan.

Note: This method only defines the cost plans to add to your instance. The cost plans are not inserted into your instance until the *costPlanBatchOperations.process()* is called.

Parameters

Name	Type	Description
costPlan	Object	One or more objects or an array of objects that describe each of the cost plans to add to an existing task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
costPlan.name	String	Name of the cost plan. Maximum length: 130 characters
costPlan.task	String	Sys_id of the project or demand to associate with this cost plan. You can locate this value in one of the following tables: • Project [pm_project] • Project Task [pm_project_task] • Demand [dmn_demand]
costPlan.unit_cost	Number	Cost of a single unit of the specified resource.
costPlan.resource_type	String	Sys_id of the record that defines the cost type associated with this cost plan. The available values for this parameter are defined in the Cost Type Definition [resource_type_definition] table.
costPlan.start_fiscal_period	String	Sys_id of the record that defines the starting fiscal period to associate with this cost plan. The available values for this parameter are defined in the Fiscal period [fiscal_period] table.
costPlan.end_fiscal_period	String	Sys_id of the record that defines the ending fiscal period to associate with this cost plan. The available values for this parameter are defined in the Fiscal period [fiscal_period] table.
costPlan.<optional>	Varied	Optional. You can pass in additional parameters to add to a cost plan. The available parameters depend on the type of cost plan that you are creating. Refer to the Cost Plan [cost_plan] table for the list of additional parameters that you can pass.

Returns

Type	Description
void	

This example shows how to add a simple batched cost plan.

```
//Define Array of Cost Plan records in JSON format
var costPlanRecords= [];
costPlanRecords.push({
   name:'Capital Expense',
   task:'f7a36d1bdb58001025c85a35dc96193a', // sys_id of the
 task
   unit_cost:1000.00, //decimal
   resource_type:'a546eaf79330120064f572edb67ffb70', // sys_id
 of the cost type definition
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   start_fiscal_period:'091b6e60cb111200f2de77a4634c9c2e', //
 sys_id of the start fiscal period record
   end_fiscal_period:'0d1b6e60cb111200f2de77a4634c9c2f',//
 sys_id of the end fiscal period record
   quantity:1 // Optional cost plan record attributes
});

var costPlanBatchOperations = new CostPlanBatchOperations();
costPlanBatchOperations.add(costPlanRecords);
var costPlanSysIds = costPlanBatchOperations.process();
```

CostPlanBatchOperations - clear()

Removes all cost plan objects that were added using the *`CostPlanBatchOperations.add()`* method.

Note: This method only works for cost plans that have been added. Once a cost plan is processed, this method cannot remove it. Processed cost plans must be removed manually through the UI.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example shows how to clear the batch queue after adding cost plans.

```
//Define Array of Cost Plan records in JSON format
var costPlanRecords= [];
costPlanRecords.push({
   name:'Capital Expense',
   task:'f7a36d1bdb58001025c85a35dc96193a', // sys_id of the
 task
   unit_cost:1000.00, //decimal
   resource_type:'a546eaf79330120064f572edb67ffb70', // sys_id
 of the cost type definition
   start_fiscal_period:'091b6e60cb111200f2de77a4634c9c2e', //
 sys_id of the start fiscal period record
   end_fiscal_period:'0d1b6e60cb111200f2de77a4634c9c2f',//
 sys_id of the end fiscal period record
   quantity:1 // Optional cost plan record attributes
});

var costPlanBatchOperations = new CostPlanBatchOperations();
costPlanBatchOperations.add(costPlanRecords);
var costPlanSysIds = costPlanBatchOperations.process();
costPlanBatchOperations.clear();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CostPlanBatchOperations - process()

Processes all of the cost plans that were added using the `CostPlanBatchOperations.add()` method and creates corresponding cost plans and relevant rollups.

Once the cost plans are successfully processed, the cost plan queue is cleared.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Sys ID for each generated cost plan.

This example shows how to process a simple batched cost plan.

```
//Define Array of Cost Plan records in JSON format
var costPlanRecords= [];
costPlanRecords.push({
   name:'Capital Expense',
   task:'f7a36d1bdb58001025c85a35dc96193a', // sys_id of the
 task
   unit_cost:1000.00, //decimal
   resource_type:'a546eaf79330120064f572edb67ffb70', // sys_id
 of the cost type definition
   start_fiscal_period:'091b6e60cb111200f2de77a4634c9c2e', //
 sys_id of the start fiscal period record
   end_fiscal_period:'0d1b6e60cb111200f2de77a4634c9c2f',//
 sys_id of the end fiscal period record
   quantity:1 // Optional cost plan record attributes
});

var costPlanBatchOperations = new CostPlanBatchOperations();
costPlanBatchOperations.add(costPlanRecords);
var costPlanSysIds = costPlanBatchOperations.process();
```

CriteriaEvaluator - Global

The `CriteriaEvaluator` script include provides methods to implement a general-purpose criteria evaluator.

The general use pattern is to construct the class, add as many criteria as needed, then evaluate.

CriteriaEvaluator - addCriterion(String lhComparand, String operator, String rhComparand)

Adds the criteria to be evaluated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
lhComparand	String	The left hand comparand. Must be a named value in the left hand values input into `evaluate()`.
operator	String	The operator. Must be one of: equals, starts with, contains, does not contain, ends with, or regex matches.
rhComparand	String	The right hand comparand. Can be evaluated either as one of the right hand values input to `evaluate()` or as a literal string.

Returns

Type	Description
void	

CriteriaEvaluator - evaluate(Object lhValues, String rhValues, Boolean any)

Evaluates the criteria.

Parameters

Name	Type	Description
lhValues	Object	A hashmap of name-value pairs to evaluate the left hand comparands of the criteria.
rhValues	String	Optional right hand values to use instead of the literal value in evaluating the right hand comparands.
any	Boolean	If true, any criterion matching suffices for a true result. If false, all criteria must match for a true result.

Returns

Type	Description
Boolean	True if the supplied values satisfy the criteria, false otherwise.

CSBScratchpadUtil - Scoped

The `CSBScratchpadUtil` API allows consumers to share "extra" information that is outside of any other Service Exchange service, with their providers.

This information is stored as name-value pairs in the Scratchpad [sn_sb_scratchpad] table. The shared information must be associated with tasks that are of one of two types: provider tasks or remote tasks.

If the associated task is active, the updated scratchpad information syncs to the consumer instance. If a task is deactivated or deleted, the information in the scratchpad is also deleted after a specified number of days; by default three. This default is defined in the sn_sb.scratchpad.autodelete.days property.

Both providers and consumers can add, update, and remove information to and from the Scratchpad table. Producers update this information using the PSBScratchpadUtil - Scoped API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To access this API, the Service Exchange for Consumers application must be installed. This API runs in the `sn_sb_con` namespace.

CSBScratchpadUtil - get(GlideRecord taskGR, String name)

Returns the value of a specified scratchpad property.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task associated with the specified scratchpad property. Tables: Remote task [sn_sb_con_remote_task] and Provider task [sn_sb_con_provider_task].
name	String	Name of the scratchpad property whose value to retrieve. Table: Scratchpad [sn_sb_scratchpad]

Returns

Type	Description
String or null	Value of the requested scratchpad property. Null if the property isn't found.

The following code example shows how to call this method.

```
var rtGR = new GlideRecord("sn_sb_con_remote_task");
rtGR.setLimit(1);
rtGR.query();
rtGR.next()
if (rtGR.isValidRecord()) {
  var util = new sn_sb_con.CSBScratchpadUtil();
  util.update(rtGR, "name1", "value1");
  gs.info(util.get(rtGR, "name1"));
}
```

Output:

```
"value1"
```

CSBScratchpadUtil - getAll(GlideRecord taskGR)

Returns the property names and values (name-value pairs) of all scratchpad properties associated with the specified task.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task whose associated scratchpad properties to return. Table: Remote task [sn_sb_con_remote_task] and Provider task [sn_sb_con_provider_task] tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	All property names and values contained in the specified task. For example: `{ name1: value1, name2: value2, … }`

The following code example shows how to call this method.

```
var rtGR = new GlideRecord("sn_sb_con_remote_task");
rtGR.setLimit(1);
rtGR.query();
rtGR.next()
if (rtGR.isValidRecord()) {
  var util = new sn_sb_con.CSBScratchpadUtil();
  util.update(rtGR, "name1", "value1");
  gs.info(JSON.stringify(util.getAll(rtGR)));
}
```

Output:

```
{ "name1": "value1" }
```

CSBScratchpadUtil - getNames(GlideRecord taskGR)

Returns the list of names of all scratchpad properties associated with the specified task record.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task for which to return the list of names of all associated scratchpad properties. Table: Remote task [sn_sb_con_remote_task] and Provider task [sn_sb_con_provider_task]

Returns

Type	Description
String Array	List of names of the scratchpad properties associated with the specified task record.

The following code example shows how to call this method.

```
var rtGR = new GlideRecord("sn_sb_con_remote_task");
rtGR.setLimit(1);
rtGR.query();
rtGR.next()
if (rtGR.isValidRecord()) {
  var util = new sn_sb_con.CSBScratchpadUtil();
  util.update(rtGR, "name1", "value1");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.info(JSON.stringify(util.getNames(rtGR)));
}
```

Output:

```
[ "name1" ]
```

CSBScratchpadUtil - populateClientScratchpadBR(GlideRecord taskGR)

Places the scratchpad properties associated with the specified remote task or provider task in the client g_scratchpad.

You can call this method from a UI display business rule.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task whose associated scratchpad entries should be placed in the client g_scratchpad. Tables: Remote task [sn_sb_con_remote_task] and Provider task [sn_sb_con_provider_task]

Returns

Type	Description
None	

The following code example shows how to call this method.

```
new
 sn_sb_con.CSBScratchpadUtil().populateClientScratchpadBR(curren
t);
```

CSBScratchpadUtil - remove(GlideRecord taskGR, String name)

Deletes the specified scratchpad property from the Scratchpad [sn_sb_scratchpad] table.

Note: Deletes are not synced to other ServiceNow instances. Scratchpad properties are automatically deleted in a specified number of days after the associated task record is deactivated or deleted.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task associated with the specified scratchpad property. Tables: Remote task [sn_sb_con_remote_task] and Provider task [sn_sb_con_provider_task].
name	String	Name of the scratchpad property to remove from the Scratchpad [sn_sb_scratchpad] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var rtGR = new GlideRecord("sn_sb_con_remote_task");
rtGR.setLimit(1);
rtGR.query();
rtGR.next()
if (rtGR.isValidRecord()) {
  var util = new sn_sb_con.CSBScratchpadUtil();
  util.update(rtGR, "name1", "value1");
  util.remove(rtGR, “name1”);
  gs.info(util.get(rtGR, "name1"));
}
```

Output:

```
undefined
```

CSBScratchpadUtil - update(GlideRecord taskGR, String name, String value, Boolean client_side_accessible)

Inserts a property or updates the value of a property in the Scratchpad [sn_sb_scratchpad] table.

Note: The maximum number of properties that you can update in one call is 50.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task associated with the specified scratchpad property. Tables: Remote task [sn_sb_con_remote_task] and Provider task [sn_sb_con_provider_task]
name	String	Name of a new or existing scratchpad property. This name must be unique across all scratchpad properties.
value	String	Value of the scratchpad property. Maximum: 4000 characters.
client_side_accessible	Boolean	Optional. Flag that indicates whether this property is available to the client-side `g_scratchpad` when `populateClientScratchpadBR` is called from a display business rule. Valid values: • true: Property is available. • false: Property isn't available. Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var rtGR = new GlideRecord("sn_sb_con_remote_task");
rtGR.setLimit(1);
rtGR.query();
rtGR.next()
if (rtGR.isValidRecord()) {
  var util = new sn_sb_con.CSBScratchpadUtil();
  util.update(rtGR, "name1", "value2");
  gs.info(util.get(rtGR, "name1"));
}
```

Output:

```
"value2"
```

CSVParser - Scoped

The *`CSVParser`* API provides methods for parsing comma-separated value (CSV) formatted records into an object or an array.

This API runs in the `sn_impex` namespace.

CSVParser - parseLineToArray(String cvsLine, String delimiter, String quoteCharacter)

Parses passed in CSV formatted content into an array.

Parameters

Name	Type	Description
csvLine	String	CSV content to parse.
delimiter	String	Optional. Character used to delineate the fields in the source CSV content. Default: Comma ','
quoteCharacter	String	Optional. Character used as the quote character in the source CSV content. Default: Double quote '"'

Returns

Type	Description

Array	Array containing the parsed values for each element in the passed-in CSV content.
	
	For example:
	`{`
	`Joe,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Smith, 470 W Carmen, Chicago IL, 60640 }

This example shows simple CSV formatted content parsed into a returned array.

```
var csvLine = '\"Joe\",\"Smith\",\"1470 W Carmen, Chicago IL,
 60640\"';
var delimiter = ',';
var quoteCharacter = '"';

var x = new sn_impex.CSVParser().parseLineToArray(csvLine,
 delimiter, quoteCharacter);

gs.log(x[0]);
gs.log(x[1]);
gs.log(x[2]);
```

Output:

```
Joe
Smith
1470 W Carmen, Chicago IL, 60640
```

CSVParser - parseLineToObject(String cvsLine, Array headers, String delimiter, String quoteCharacter)

Parses passed in CSV formatted content into an object.

Parameters

Name	Type	Description
csvLine	String	CSV content to parse.
headers	Array of Strings	Headers associated with the CSV content. These headers must be specified in the same order as the corresponding content in *`csvLine`*. For example, `var headers = ['first_name', 'last_name', 'address'];`
delimiter	String	Optional. Character used to delineate the fields in the source CSV content. Default: Comma ','
quoteCharacter	String	Optional. Character used as the quote character in the source CSV content. Default: Double quote '"'

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Object containing the header and corresponding value for each element in the passed-in CSV content. For example: `{ first_name: Joe, last_name: Smith, address: 1470 W Carmen, Chicago IL, 60640 }`

This example shows CSV formatted content parsed into a returned object.

```
var csvLine = '\"Joe\",\"Smith\",\"1470 W Carmen, Chicago IL,
 60640\"';
var headers = ['first_name', 'last_name', 'address'];
var delimiter = ',';
var quoteCharacter = '"';

var x = new sn_impex.CSVParser().parseLineToObject(csvLine,
 headers, delimiter, quoteCharacter);

gs.log(x.first_name);
gs.log(x.last_name);
gs.log(x.address);
```

Output:

```
Joe
Smith
1470 W Carmen, Chicago IL, 60640
```

This example shows an exception response because of an invalid pass of the header parameter.

```
var csvLine = '\"Joe\",\"Smith\",\"1470 W Carmen, Chicago IL,
 60640\"';
var headers = null;
var delimiter = ',';
var quoteCharacter = '"';
try {
var x = new sn_impex.CSVParser().parseLineToObject(csvLine,
 headers, delimiter, quoteCharacter);

gs.log(x.first_name);
gs.log(x.last_name);
gs.log(x.address);
}
catch(ex) {
      gs.info(ex.message);
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
CSVParser: Header list is empty: no thrown error
*** Script: CSVParser: Header list is empty
```

CTIOperationRequest - Scoped, Global

The *CTIOperationRequest* script include provides methods to set and get data on the current CTIOperationRequest object.

You use CTIOperationRequest objects to pass information between a message transformer and an operation handler within the ServiceNow Voice framework.

Typically, a message transformer is responsible for parsing an incoming CTI-specific payload and setting the payload data on an associated CTIOperationRequest object. An operation handler is then responsible for getting the information from the CTIOperationRequest object and using the data to process the requested operation.

The ServiceNow base system provides working operation handlers and message transformers that enable connection to Amazon Connect. When building contact flows within Amazon Connect, there are two integration points between Amazon services and a ServiceNow instance:

- Amazon Web Services (AWS) Lambda Proxy (Invoke AWS Lambda function)
- AWS Lex Bot (Get Customer Input)

You can find the available operation handlers and message transformers for these integration points in the Operation Handlers [sn_cti_operation_handler] and Provider Message Transformer [sn_cti_provider_msg_transormer] tables.

A payload is passed into a ServiceNow instance from an external source, such as from a computer telephony integration (CTI) provider that is making an operation request. When a request is received, a message transformer parses the payload and uses the CTIOperationRequest set methods to set payload values, such as the operation handler name, onto an operation and contact-specific CTIOperationRequest object.

For example, the following message transformer script parses the passed in JSON payload and sets the values required by the associated operation handler on the CTIOperationRequest object.

```
{
  try {
    var jsonPayload = httpRequest.body.data;
    if (jsonPayload) {
 var event = jsonPayload.event;
 if (event) {
   var details = event.Details;
   if (details) {

 operationRequest.setOperationName(details.Parameters['sn_operat
ion']);
     var contactData = details.ContactData;
     if(contactData) {
  // Call id should be surfaced in openframe call log so it can
 be tied to transcription later
  operationRequest.setParameter('contact.call_id',
 contactData.ContactId);
  for(var ck in contactData.CustomerEndpoint) {
    operationRequest.setParameter('contact.' + ck,
 contactData.CustomerEndpoint[ck]);
       }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        operationRequest.setParameter('contact.id',
 contactData.ContactId);
        operationRequest.setParameter('contact.phone',
 contactData.CustomerEndpoint.Address);
     }
     var parameters = details.Parameters;
     if (parameters) {
  for (var pk in parameters) {
    switch(pk) {
      case 'interactionId':
   operationRequest.setInteractionSysId(parameters[pk]);
   break;
      case 'authToken':
   operationRequest.setAuthToken(parameters[pk]);
   break;
      case 'language':
   operationRequest.setLanguage(parameters[pk]);
   break;

      default:
   operationRequest.setParameter(pk, parameters[pk]);
   }
           }
         }
       }
     }
    }
  } catch(e) {
  ctx.setError(e);
  }
})(httpRequest, operationRequest, ctx);
```

After the message transformer finishes parsing the passed in payload, the ServiceNow Voice framework instantiates the specified operation handler. The operating handler uses the *CTIOperationResponse* script include get methods to obtain the information that it needs from the associated CTIOperationRequest object to process the requested operation.

For example, the following operation handler script stores values that were set on the CTIOperationRequest object in the interaction record associated with the call.

```
(function(/*CTIOperationRequest*/
 request, /*CTIOperationResponse*/ response, ctx) {
  // Returns the sys_id of the interaction record.
  var interactionSysId = request.getInteractionSysId();
  var number = request.getParameter('number');
  var addComment = request.getParameter('add_comment');
  addComment = addComment ? addComment.toLowerCase() :
 addComment;
  addComment = 'yes' === addComment || 'true' === addComment ||
 '1' === addComment;
  var workNotes = request.getParameter('work_notes');
  var message = gs.getMessage('Thankyou');
  var interactionGr = request.getInteractionRecord();
  var openedFor = interactionGr ?
 interactionGr.getValue('opened_for') : null;
  if (openedFor && number && addComment && workNotes) {
    var now_GR = new GlideRecordSecure('incident');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    now_GR.addQuery('caller_id', openedFor);
    now_GR.addQuery('number', number);
    now_GR.query();
    if (now_GR.next()) {
      now_GR.work_notes += workNotes;
      now_GR.update();
      message = now_GR.getMessage('Your comment was added');
    }
  }
  response.setStatusCode(200);
  response.setMessage(message);
})(request, response, ctx);
```

For additional information on creating operation handlers, see Configure a contact flow for an automated caller interaction.

This script include runs in the `sn_cti_core` namespace. Before you are able to access the *`CTIOperationRequest`* script include, the ServiceNow Voice (sn_cti_core) plugin must be activated. For information on activating ServiceNow Voice, see Install ServiceNow Voice applications.

For additional information on the ServiceNow Voice, see ServiceNow Voice.

CTIOperationRequest - CTIOperationRequest(String origin)

Instantiates a CTIOperationRequest object.

Parameters

Name	Type	Description
origin	String	Optional. Origin of the request. Usually the name of the computer telephony integrator provider. Default: null

```
var request = new sn_cti_core.CTIOperationRequest('AWS
 Connect');
request.setSessionAttribute('contact.phone', '+15552222345');
request.setSessionAttribute('contact.okToCall', true);
request.setSessionAttribute('contact.address', {
    street: '1234 Main St'
    city: 'API City',
    zip: 91335
});
```

CTIOperationRequest - getAuthToken()

Returns the authentication token set on the associated CTIOperationRequest object.

This token is used by the ServiceNow Voice framework to authenticate the current ServiceNow Voice user before executing the requested operation handler if the handler's *`auth_required`* flag is set to true. The *`auth_required`* flag is a field in the Operation Handler [sn_cti_operation_handler] table. The life of an authentication token should be for the life of the call session, but is determined by the CTI provider.

You can define whatever authentication/authorization handling required by your implementation by creating your own authentication operation handler. Regardless of how the authentication

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

token is generated, the message translator must pass the token back in the CTI payload. Additionally, the CTI provider must store this authentication token locally and pass it in each operation request that requires authentication.

If using the instance provided authenticate operation handler, the handler initiates the creation of the authentication token based on a four-digit user-entered pin. It then sets the authentication token in the sessionAttributes object of the CTIOperationResponse object. The associated message transformer translates the sessionAttributes object into the CTI-specific payload and then sends it to the CTI provider.

Note: If the authentication token is not passed, all requests to execute operation handlers with the *auth_required* flag set will fail. If you do not use authentication, you do not need to maintain authentication tokens.

The ServiceNow base system provides working operation handlers and message transformers that enable connection to Amazon Connect. When building contact flows within Amazon Connect, there are two integration points between Amazon services and a ServiceNow instance:

- Amazon Web Services (AWS) Lambda Proxy (Invoke AWS Lambda function)
- AWS Lex Bot (Get Customer Input)

You can find the available operation handlers and message transformers for these integration points in the Operation Handlers [sn_cti_operation_handler] and Provider Message Transformer [sn_cti_provider_msg_transormer] tables.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The authentication token associated with the current ServiceNow Voice user.

```
(function( /*CTIProviderResponseExecutionContext*/
 ctx, /*CTIOperationRequest*/
 operationRequest, /*CTIOperationResponse*/
 operationResponse, /*HTTPResponse*/ httpResponse) {
  var sessionAttributes = {},
      intentResponse;
  var statusCode = -1;
  var message = 'Unprocessed';
  if (operationResponse) {
    statusCode = operationResponse.getStatusCode();
    sessionAttributes =
 operationResponse.getSessionAttributes();
    message = operationResponse.getMessage();
    var error = operationResponse.getError();
    if (error) {
      sessionAttributes.error = error;
    }
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 if
 (sn_cti_core.CTIRequestDispatcher.Constants.HTTP.Status.AUTH_RE
QUIRED.code === statusCode) {
    //first call for a secure action without authentication
 token
    sessionAttributes.statusCode = 401;
    sessionAttributes.message = message;
    intentResponse = {
      sessionAttributes: sessionAttributes,
      dialogAction: {
        type: 'Close',
        fulfillmentState: 'Fulfilled',
        message: {
          contentType: 'PlainText',
          content: 'This operation requires authentication. Say
 authenticate for authentication.'
        }
      }
    };
 } else if ('DialogCodeHook' ===
 operationRequest.getParameter('$$invocationSource')) {
      //pass back authToken and interactionId
      sessionAttributes.authToken =
 operationRequest.getAuthToken();
      sessionAttributes.interactionId =
 operationRequest.getInteractionSysId();
      var originalSlots =
 operationRequest.getParameter('$$slots');
      var responseParameters = operationResponse ?
 operationResponse.getParameters() : {};
      responseParameters = responseParameters ?
 responseParameters : {};
      // See if processing happened and we got a dialogAction
      var responseDialogAction =
 responseParameters['dialogAction'];
      // Default dialog action
      var dialogAction = {
        type: 'Delegate',
        slots: originalSlots
      };
      // If the response doesn't contain an override replay the
 inputs
      if (responseDialogAction) {
        // We bypassed dialoghook so delegate and pass through
 inputs
        dialogAction = responseDialogAction;
      }
      intentResponse = {
        sessionAttributes: sessionAttributes,
        dialogAction: dialogAction
      };
 } else {
    // Override required session attributes
    sessionAttributes.statusCode = statusCode;
    sessionAttributes.message = message;
    // Build response template
    intentResponse = {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      sessionAttributes: sessionAttributes,
      dialogAction: {
        type: 'Close',
        fulfillmentState: 'Fulfilled',
        message: {
          contentType: 'PlainText',
          content: message
        }
      }
    };
  }
  httpResponse.setBody(intentResponse);
})(ctx, operationRequest, operationResponse, httpResponse);
```

CTIOperationRequest - getInteractionRecord()

Returns the interaction GlideRecord associated with the operation request.

An interaction represents a customer request for assistance made through a chat, phone call, or in-person. Interactions can be routed to queues for assignment or assigned to agents directly. Interaction records are stored in the Interaction [interaction] table and can contain any type of data that describes service account interactions with a customer for a specific session.

Interaction records are associated with a CTIOperationRequest object through the CTIOperationRequest - setInteractionSysId(String Id) method. This method is typically called by the message transformer and must be called prior to calling the *`getInteractionRecord()`* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	Interaction GlideRecord object associated with the current CTIOperationRequest object. If the interaction record sys_id has not been set on the CTIOperationRequest object, returns null.

```
(function(/*CTIOperationRequest*/
 request, /*CTIOperationResponse*/ response, /*Context*/ ctx) {
  var notes = '', lang = request.getLanguage();
  try {
    // Returns the interaction record (GlideRecord) set on the
 passed in CTIOperationRequest object
    var interactionGr = request.getInteractionRecord();

    var now_GR = new GlideRecord('sys_user');
    if(interactionGr &&
 now_GR.get(interactionGr.opened_for.toString())) {
    if(now_GR.locked_out == true) {
        notes += gs.getMessageLang("User record found locked.
 Unlocking the account.\n", lang);
        now_GR.locked_out=false;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        now_GR.update();
        response.setStatusCode(200);
        response.setMessage(gs.getMessageLang("Your account has
 been unlocked.", lang));
      } else {
        notes += gs.getMessageLang("User record not locked.\n",
 lang);
        response.setStatusCode(200);
        response.setMessage(gs.getMessageLang("Your account
 doesn't seem to be locked.", lang));
      }
    } else {
      notes += gs.getMessageLang("User record not found.
 Transfer to agent\n", lang);
      response.setStatusCode(302);
      response.setMessage(gs.getMessageLang("I am unable to find
 your record. Let me transfer to someone who can help.", lang));
    }
    if(interactionGr) {
      interactionGr.work_notes = notes;
      interactionGr.update();
    }
  } catch(e) {
    ctx.setError(e);
  }
})(request, response, ctx);
```

CTIOperationRequest - getInteractionSysId()

Returns the sys_id of the interaction record associated with the current CTIOperationRequest object.

The CTIOperationRequest - setInteractionSysId(String Id) method must have been called prior to calling this method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The sys_id of the interaction record set on the current CTIOperationRequest object. If the sys_id was not set on the associated CTIOperationRequest object, the method returns null.

```
(function( /*CTIOperationRequest*/
 request, /*CTIOperationResponse*/ response, ctx) {
  // Returns the sys_id of the interaction record associated
 with the CTIOperationRequest object.
  var interactionSysId = request.getInteractionSysId();
  var number = request.getParameter('number');
  var addComment = request.getParameter('add_comment');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  addComment = addComment ? addComment.toLowerCase() :
 addComment;
  addComment = 'yes' === addComment || 'true' === addComment ||
 '1' === addComment;
  var workNotes = request.getParameter('work_notes');
  var message = gs.getMessage('Thankyou');
  var interactionGr = request.getInteractionRecord();
  var openedFor = interactionGr ?
 interactionGr.getValue('opened_for') : null;
  if (openedFor && number && addComment && workNotes) {
    var now_GR = new GlideRecordSecure('incident');
    now_GR.addQuery('caller_id', openedFor);
    now_GR.addQuery('number', number);
    now_GR.query();
    if (now_GR.next()) {
    now_GR.work_notes += workNotes;
    now_GR.update();
      message = gs.getMessage('Your comment was added');
    }
  }
  response.setStatusCode(200);
  response.setMessage(message);
})(request, response, ctx);
```

CTIOperationRequest - getLanguage()

Returns the ISO 639.1 language code that was set on the current CTIOperationRequest object.

Using the customer preferred language enables you to use platform-provided internationalization and localization capabilities to customize messages and other communications with the associated caller.

Typically an operation handler calls the getLanguage() method and the message transformer sets the language on the CTIOperationRequest object by calling the CTIOperationRequest - setLanguage(String languageCode) method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The ISO 639.1 language code set on the current CTIOperationRequest object. If the language code is not set, returns `en`.

The following example shows an operation handler calling *`getLanguage()`* to obtain the caller's preferred language.

```
(function(/*CTIOperationRequest*/
 request, /*CTIOperationResponse*/ response) {
  // Obtain the contact's preferred language
  var notes = "", announcement, lang = request.getLanguage();
  try {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var interactionGr = request.getInteractionRecord();

    announcement = gs.getMessageLang("We are currently
experiencing issues with VPN. If you are calling about VPN
issues, you may hang up the call.", lang);
    // Use the contact's language to customize the response
messages and notes
    if(announcement) {
      notes = gs.getMessageLang("Listened to announcement: {0}",
lang, [announcement]);
      response.setStatusCode(200);
    } else {
      announcement = gs.getMessageLang("There are currently no
known outage announcements", lang);
      //use the status case as the flag to check for
announcements in contact flow
      response.setStatusCode(404);
    }
    response.setMessage(announcement);

    if(interactionGr && notes) {
      interactionGr.work_notes = notes;
      interactionGr.update();
    }

  } catch(e) {
    ctx.setError(e);
  }

})(request, response);
```

CTIOperationRequest - getMajorVersion()

Returns the major version of the computer telephony integrator (CTI) software set on the current CTIOperationRequest object.

Use this method if the CTI providers connected to your ServiceNow instance are running multiple versions of their software, as different software versions may require different processing behavior. If the processing behavior is only slightly different between the software versions, it may make sense to have only a single operation handler. You can then handle the processing differences by just checking the version of software making the request and process the request/data within your operation handler. If the required processing is significantly different between versions, it may be more effective to use multiple operation handlers.

Typically the message transformer sets the software version on the CTIOperationRequest object by calling the CTIOperationRequest - setMajorVersion(Number majorVersion) method and an operation handler then consumes the set value using this method. You can also get/set the minor version value of a provider's software using the CTIOperationRequest - getMinorVersion() and CTIOperationRequest - setMinorVersion(Number minorVersion) methods.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Major version number of the CTI software. If the major version was never set, returns 1.

```
var request = new sn_cti_core.CTIOperationRequest('origin');
var majorVersion = request.getMajorVersion();
```

CTIOperationRequest - getMinorVersion()

Returns the minor version of the computer telephony integrator (CTI) software associated with a CTIOperationRequest object.

Use this method if the CTI providers connected to your ServiceNow instance are running multiple versions of their software, as different software versions may require different processing behavior. If the processing behavior is only slightly different between the software versions, it may make sense to have only a single operation handler. You can then handle the processing differences by just checking the version of software making the request and process the request/data within your operation handler. If the required processing is significantly different between versions, it may be more effective to use multiple operation handlers.

Typically the message transformer sets the software version on the CTIOperationRequest object by calling the CTIOperationRequest - setMinorVersion(Number minorVersion) CTIOperationRequest - setMinorVersion(Number minorVersion) method and an operation handler then consumes the set value using this method. You can also get/set the major version value of a provider's software using the CTIOperationRequest - getMajorVersion() CTIOperationRequest - getMajorVersion() and CTIOperationRequest - setMajorVersion(Number majorVersion) CTIOperationRequest - setMajorVersion(Number majorVersion) methods.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Minor version number of the CTI software. If the minor version was never set, returns 0.

```
var request = new sn_cti_core.CTIOperationRequest('origin');
var minorVersion = request.getMinorVersion();
```

CTIOperationRequest - getOperationName()

Returns the name of the operation that the computer telephony integration (CTI) provider is requesting to execute.

The operation name determines the operation handler that is used to process a request. Typically the message transformer sets the operation name on the CTIOperationRequest object using the CTIOperationRequest - setOperationName(String name) method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The *getOperationName()* method does not instantiate the associated operation handler. This is done by the ServiceNow Voiceframework. This method simply returns the associated operation handler name.

Note: For Amazon Connect Lex Bot implementations, intent names are appended with a five letter suffix as different Amazon intents cannot have the same intent name. In the ServiceNow Voice framework, the intent name equals the operation handler name. An operation handler can either be specific for an intent, having an operation handler name that includes this suffix (myOperation_SUFFX), or it can be generic and used by multiple CTI providers or different use cases, such as using the same handler for processing an HR request and a helpdesk request (myOperation).

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The name of the operation that the CTI provider is requesting to execute. If the operation name is not set, returns null.

```
var request = new sn_cti_core.CTIOperationRequest('origin');
var name = request.getOperationName();
```

CTIOperationRequest - getOperationSubStepName()

Returns the substep operation handler name set on the current CTIOperationRequest object.

Use substeps to perform actions such as initialization and validation before processing an operation. Unlike operation handlers that are meant to be generic and used by all CTI providers, substeps are CTI provider specific and use terminology and naming conventions that are specific to the CTI provider.

The ServiceNow Voice framework performs the following steps to locate the required operation handler and any associated substep operation handlers.

Note: For Amazon Connect Lex Bot implementations, intent names are appended with a five letter suffix as different Amazon intents cannot have the same intent name. In the ServiceNow Voice framework, the intent name equals the operation handler name. An operation handler can either be specific for an intent, having an operation handler name that includes this suffix (myOperation_SUFFX), or it can be generic and used by multiple CTI providers or different use cases, such as using the same handler for processing an HR request and a helpdesk request (myOperation).

1. Tries to locate the operation handler associated with the request.
   - First checks for an operation handler called `myOperation_SUFFX`.
   - If not found, checks for the operation handler `myOperation`. If not found, errors out.
2. If the handler is found, checks the *auth_required* flag on the operation handler. If set, it checks that a valid authentication token (obtained through the *getAuthToken()* method) is present on the request. If present and valid, continue processing, else throw an error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Looks up the operation handler for the passed in substep. For this example let's assume `subStepName=SubStep`.
   - First checks for an operation handler named `myOperation_SUFFX.SubStep`. If found, executes the handler.
   - If not found, checks for the handler `myOperation.SubStep`. If found executes the handler.
   - If not found, checks if a `subStepNotFoundBehavior` was set on the request object.
   - If set, executes the behavior, otherwise, errors out.
4. Executes the primary operation handler (`myOpersation_SUFFX` or `myOperation`.)

Typically the message transformer sets the substep name on the CTIOperationRequest object using the CTIOperationRequest - setOperationSubStepName(String name) method. You can override this behavior if you are creating your own transformer by calling the CTIOperationRequest - setSubStepNotFoundBehaviour(Object behaviour) method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The name of the substep operation handler set on the CTIOperationRequest object. If it does not exist, returns null.

```
var request = new sn_cti_core.CTIOperationRequest('origin');
var name = request.getOperationSubStepName();
```

CTIOperationRequest - getParameter(String key)

Returns the value of a specified key previously set on the current CTIOperationRequest object.

Using the get/set parameter methods enables the passing of virtually any string or number value between a message transformer and an operation handler. The parameter object can contain zero or more key/value pairs of data that directly correlate to the current operation request. The operation handler determines what key/value pairs are required as it consumes these values. Typically the message transformer sets these parameters on the CTIOperationRequest object by calling the CTIOperationRequest - setParameter(String key, Object value) method and the operation handler consumes them using this method.

Parameters

Name	Type	Description
key	String	The name of the key value to return.

Returns

Type	Description
String or Number	Value of the specified key. If no such key exists, returns null.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
(function( /*CTIOperationRequest*/
 request, /*CTIOperationResponse*/ response, ctx) {
  var interactionSysId = request.getInteractionSysId();
  // Returns the number and add_comment parameters from the
 CTIOperationRequest object
  var number = request.getParameter('number');
  var addComment = request.getParameter('add_comment');
  addComment = addComment ? addComment.toLowerCase() :
 addComment;
  addComment = 'yes' === addComment || 'true' === addComment ||
 '1' === addComment;
  var workNotes = request.getParameter('work_notes');
  var message = gs.getMessage('Thankyou');
  var interactionGr = request.getInteractionRecord();
  var openedFor = interactionGr ?
 interactionGr.getValue('opened_for') : null;
  if (openedFor && number && addComment && workNotes) {
    var now_GR = new GlideRecordSecure('incident');
    now_GR.addQuery('caller_id', openedFor);
    now_GR.addQuery('number', number);
    now_GR.query();
    if (now_GR.next()) {
    now_GR.work_notes += workNotes;
    now_GR.update();
      message = gs.getMessage('Your comment was added');
    }
  }
  response.setStatusCode(200);
  response.setMessage(message);
})(request, response, ctx);
```

CTIOperationRequest - getParameters()

Returns the key-value pairs for all parameters that were previously set on the current CTIOperationRequest object.

Using the get/set parameter methods enables the passing of virtually any string or number value between a message transformer and an operation handler. The parameter object can contain zero or more key/value pairs of data that directly correlate to the current operation request. The operation handler determines what key/value pairs are required as it consumes these values. Typically the message transformer sets these parameters on the CTIOperationRequest object by calling the CTIOperationRequest - setParameter(String key, Object value) method and the operation handler consumes them using this method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A map of key-value pairs that were previously set on the CTIOperationRequest object. This key-value pairs are free-form and defined by the needs of the operation handler. The returned values are either Strings or Numbers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var request = new sn_cti_core.CTIOperationRequest('origin');
var parms = request.getParameters();
for(var key in parms) {
    gs.info(key + '=' + parms[key]);
}
```

CTIOperationRequest - getSessionAttribute(String key)

Returns the value of a specified session attribute key set on the current CTIOperationRequest object.

Using the get/set session attribute methods enables the passing of virtually any string or number value between a message transformer and an operation handler. The sessionAttribute object can contain zero or more key/value pairs of data that are valid for the duration of a computer telephony integration provider defined session, such as the contact's phone number. Session attributes can also be accessed within a contact flow. The operation handler determines what session attribute key/value pairs are needed as it consumes these values. Typically the message transformer sets these attributes on the CTIOperationRequest object by calling the CTIOperationRequest - setSessionAttribute(String key, Object value) method. Session attributes are different than parameters in that they persist for the life of the session (such as the entire call) and should be passed back by the CTI provider with each operation request within that call session.

Parameters

Name	Type	Description
key	String	The name of the key value to return.

Returns

Type	Description
String or Number	Value of the specified key. If no such key exists, returns null.

```
var request = new sn_cti_core.CTIOperationRequest('origin');
var phoneAttribute =
 request.getSessionAttribute('contact.phone');
```

CTIOperationRequest - getSessionAttributes()

Returns a key-value pair map of all session attributes set on the current CTIOperationRequest object.

Using the get/set session attribute methods enables the passing of virtually any string or number value between a message transformer and an operation handler. The sessionAttribute object can contain zero or more key/value pairs of data that are valid for the duration of a computer telephony integration provider defined session, such as the contact's phone number. Session attributes can also be accessed within a contact flow. The operation handler determines what session attribute key/value pairs are needed as it consumes these values. Typically the message transformer sets these attributes on the CTIOperationRequest object by calling the CTIOperationRequest - setSessionAttribute(String key, Object value) method. Session attributes are different than parameters in that they persist for the life of the session (such as the entire call) and should be passed back by the CTI provider with each operation request within that call session.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A map of session attribute key-value pairs that were set on the associated CTIOperationResponse object. This map is free-form and defined by the needs of the operation handler.

```
var request = new sn_cti_core.CTIOperationRequest('origin');
var parms = request.getSessionAttributes();
for(var key in parms) {
    gs.info(key + '=' + parms[key]);
}
```

CTIOperationRequest - getSubStepNotFoundBehaviour

Returns the handling behavior for a subsep when a substep's operation handler is not found.

Use substeps to perform actions such as initialization and validation before processing an operation. Unlike operation handlers that are meant to be generic and used by all CTI providers, substeps are CTI provider specific and use terminology and naming conventions that are specific to the CTI provider.

If the requested substep operation handler cannot be found by the ServiceNow Voice framework, it attempts to use the "step not found behavior". This behavior is typically set by the message transformer when an operation is initially requested.

Parameters

Name	Type	Description
None		

Returns

Type	Description
OperationNotFoundBehaviours	The behavior/handling to perform when an operation handler cannot be found for the operation/substep combination (*<operation_name>*.SubStep>). If not defined, returns null. Possible values: • OperationNotFoundBehaviours.ThrowError: Throw an error. • OperationNotFoundBehaviours.PassThrough: Do not perform any further processing on the request, just return. • OperationNotFoundBehaviours.RouteToOperation: Use the parent operation handler *<operation_name>*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var request = new sn_cti_core.CTIOperationRequest('origin');
var behavior = request.getSubStepNotFoundBehaviour();
```

CTIOperationRequest - setAuthToken(String id)

Sets an authentication token on the current CTIOperationRequest object.

This token is used by the ServiceNow Voice framework to authenticate the current ServiceNow Voice user before executing the requested operation handler if the handler's *auth_required* flag is set to true. The *auth_required* flag is a field in the Operation Handler [sn_cti_operation_handler] table. The life of an authentication token should be for the life of the call session, but is determined by the CTI provider.

You can define whatever authentication/authorization handling required by your implementation by creating your own authentication operation handler. Regardless of how the authentication token is generated, the message translator must pass the token back in the CTI payload. Additionally, the CTI provider must store this authentication token locally and pass it in each operation request that requires authentication.

If using the instance provided authenticate operation handler, the handler initiates the creation of the authentication token based on a four-digit user-entered pin. It then sets the authentication token in the sessionAttributes object of the CTIOperationResponse object. The associated message transformer translates the sessionAttributes object into the CTI-specific payload and then sends it to the CTI provider.

Note: If the authentication token is not passed, all requests to execute operation handlers with the *auth_required* flag set will fail. If you do not use authentication, you do not need to maintain authentication tokens.

The ServiceNow base system provides working operation handlers and message transformers that enable connection to Amazon Connect. When building contact flows within Amazon Connect, there are two integration points between Amazon services and a ServiceNow instance:

- Amazon Web Services (AWS) Lambda Proxy (Invoke AWS Lambda function)
- AWS Lex Bot (Get Customer Input)

You can find the available operation handlers and message transformers for these integration points in the Operation Handlers [sn_cti_operation_handler] and Provider Message Transformer [sn_cti_provider_msg_transormer] tables.

Parameters

Name	Type	Description
id	String	The authentication token for the associated ServiceNow Voice user.

Returns

Type	Description
void	

Example of message transformer script that saves the passed in authentication token.

```
{
  try {
    var jsonPayload = httpRequest.body.data;
    if (jsonPayload) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 var event = jsonPayload.event;
 if (event) {
   var details = event.Details;
   if (details) {

 operationRequest.setOperationName(details.Parameters['sn_operat
ion']);
     var contactData = details.ContactData;
     if(contactData) {
  // Call id should be surfaced in openframe call log so it can
 be tied to transcription later
  operationRequest.setParameter('contact.call_id',
 contactData.ContactId);
  for(var ck in contactData.CustomerEndpoint) {
    operationRequest.setParameter('contact.' + ck,
 contactData.CustomerEndpoint[ck]);
        }
        operationRequest.setParameter('contact.id',
 contactData.ContactId);
        operationRequest.setParameter('contact.phone',
 contactData.CustomerEndpoint.Address);
     }
     var parameters = details.Parameters;
     if (parameters) {
  for (var pk in parameters) {
    switch(pk) {
      case 'interactionId':
   operationRequest.setInteractionSysId(parameters[pk]);
   break;
      case 'authToken':
   operationRequest.setAuthToken(parameters[pk]);
   break;
      case 'language':
   operationRequest.setLanguage(parameters[pk]);
   break;
      case 'statusCode':
      case 'message':
   break;

      default:
   operationRequest.setParameter(pk, parameters[pk]);
   }
           }
         }
       }
     }
    }
  } catch(e) {
  ctx.setError(e);
  }
})(httpRequest, operationRequest, ctx);
```

CTIOperationRequest - setInteractionSysId(String Id)

Sets the sys_id of the interaction record associated with the operation request on the current CTIOperationRequest object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you want to maintain contact interaction information within a contact-specific interaction record, the interaction record sys_id must be maintained for the entire ServiceNow Voice call session.

Typically, an operation handler creates an interaction record when a new contact call is initiated. It then sets the interaction record sys_id and table name on the associated CTIOperationResponse object as session attributes using the CTIOperationRequest - setSessionAttribute(String key, Object value) method. The associated method transformer then translates this information into the computer telephony integration (CTI) provider payload and sends it back to the CTI provider.

The CTI provider must store the interaction record sys_id for the contact session locally. Each time the CTI provider interacts with the ServiceNow Voice for this contact session, it must pass back the corresponding interaction record sys_id in its payload. The receiving message transformer then parses the payload and uses the CTIOperationRequest - setInteractionSysId() method to set the interaction record sys_id on the associated CTIOperationtRequest object.

The CTIOperationRequest - getInteractionRecord() method uses this sys_id to obtain the correct interaction record for the contact session.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the interaction record to associate with the request. Table: Interaction [interaction]

Returns

Type	Description
void	

Example of a message transformer script that extracts the interaction record sys_id from the incoming payload (passed as a parameter) and sets it on the associated CTIOperationRequest object.

```
{
  try {
    var jsonPayload = httpRequest.body.data;
    if (jsonPayload) {
 var event = jsonPayload.event;
 if (event) {
   var details = event.Details;
   if (details) {

 operationRequest.setOperationName(details.Parameters['sn_operat
ion']);
     var contactData = details.ContactData;
     if(contactData) {
  // Call id should be surfaced in openframe call log so it can
 be tied to transcription later
  operationRequest.setParameter('contact.call_id',
 contactData.ContactId);
  for(var ck in contactData.CustomerEndpoint) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    operationRequest.setParameter('contact.' + ck,
 contactData.CustomerEndpoint[ck]);
        }
        operationRequest.setParameter('contact.id',
 contactData.ContactId);
        operationRequest.setParameter('contact.phone',
 contactData.CustomerEndpoint.Address);
     }
     var parameters = details.Parameters;
     if (parameters) {
  for (var pk in parameters) {
    switch(pk) {
                 // Associate the existing customer interaction
 record with the request
      case 'interactionId':
   operationRequest.setInteractionSysId(parameters[pk]);
   break;
      case 'authToken':
   operationRequest.setAuthToken(parameters[pk]);
   break;
      case 'language':
   operationRequest.setLanguage(parameters[pk]);
   break;
      case 'statusCode':
      case 'message':
   break;

      default:
   operationRequest.setParameter(pk, parameters[pk]);
   }
           }
         }
       }
     }
    }
  } catch(e) {
  ctx.setError(e);
  }
})(httpRequest, operationRequest, ctx);
```

CTIOperationRequest - setLanguage(String languageCode)

Sets the ISO 639.1 language code to use when processing the associated operation on a CTIOperationRequest object.

Using the customer preferred language enables you to use platform-provided internationalization and localization capabilities to customize messages and other communications with the associated caller. Typically the message transformer sets the language on the CTIOperationRequest object.

Parameters

Name	Type	Description
languageCode	String	The ISO 639.1 language code to use when processing the associated operation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
{
  try {
    var jsonPayload = httpRequest.body.data;
    if (jsonPayload) {
 var event = jsonPayload.event;
 if (event) {
   var details = event.Details;
   if (details) {

 operationRequest.setOperationName(details.Parameters['sn_operat
ion']);
     var contactData = details.ContactData;
     if(contactData) {
  // Call id should be surfaced in openframe call log so it can
 be tied to transcription later
  operationRequest.setParameter('contact.call_id',
 contactData.ContactId);
  for(var ck in contactData.CustomerEndpoint) {
    operationRequest.setParameter('contact.' + ck,
 contactData.CustomerEndpoint[ck]);
       }
       operationRequest.setParameter('contact.id',
 contactData.ContactId);
       operationRequest.setParameter('contact.phone',
 contactData.CustomerEndpoint.Address);
     }
     var parameters = details.Parameters;
     if (parameters) {
  for (var pk in parameters) {
    switch(pk) {
      case 'interactionId':
   operationRequest.setInteractionSysId(parameters[pk]);
   break;
      case 'authToken':
   operationRequest.setAuthToken(parameters[pk]);
   break;
      case 'language':
   operationRequest.setLanguage(parameters[pk]);
   break;
      case 'statusCode':
      case 'message':
   break;

      default:
   operationRequest.setParameter(pk, parameters[pk]);
   }
          }
        }
      }
     }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  } catch(e) {
  ctx.setError(e);
  }
})(httpRequest, operationRequest, ctx);
```

CTIOperationRequest - setMajorVersion(Number majorVersion)

Sets the major version of the computer telephony integrator (CTI) provider software making the request on the associated CTIOperationRequest object.

Use this method if the CTI providers connected to your ServiceNow instance are running multiple versions of their software, as different software versions may require different processing behavior. If the processing behavior is only slightly different between the software versions, it may make sense to have only a single operation handler. You can then handle the processing differences by just checking the version of software making the request and process the request/data within your operation handler. If the required processing is significantly different between versions, it may be more effective to use multiple operation handlers.

Typically the message transformer sets the software version on the CTIOperationRequest object by calling this method and an operation handler then consumes the set value using the CTIOperationRequest - getMajorVersion() method. You can also get/set the minor version value of a provider's software using the CTIOperationRequest - getMinorVersion() and CTIOperationRequest - setMinorVersion(Number minorVersion) methods.

Parameters

Name	Type	Description
majorVersion	Number	Major version of the CTI provider software making the operation request. If this value was not previously set, returns 1.

Returns

Type	Description
void	

```
var request = new sn_cti_core.CTIOperationRequest('origin');
request.setMajorVersion(2);
```

CTIOperationRequest - setMinorVersion(Number minorVersion)

Sets the minor version of the computer telephony integrator (CTI) provider software making the request on the associated CTIOperationRequest object.

Use this method if the CTI providers connected to your ServiceNow instance are running multiple versions of their software, as different software versions may require different processing behavior. If the processing behavior is only slightly different between the software versions, it may make sense to have only a single operation handler. You can then handle the processing differences by just checking the version of software making the request and process the request/data within your operation handler. If the required processing is significantly different between versions, it may be more effective to use multiple operation handlers.

Typically the message transformer sets the software version on the CTIOperationRequest object by calling this method and an operation handler then consumes the set value using

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

the CTIOperationRequest - getMinorVersion() method. You can also get/set the major version value of a provider's software using the CTIOperationRequest - getMajorVersion() and CTIOperationRequest - setMajorVersion(Number majorVersion) methods.

Parameters

Name	Type	Description
minorVersion	Number	Minor version of the CTI provider software making the operation request. If this value was not previously set, returns 0.

Returns

Type	Description
void	

```
var request = new sn_cti_core.CTIOperationRequest('origin');
...
request.setMinorVersion(3);
```

CTIOperationRequest - setOperationName(String name)

Sets the name of the operation that the computer telephony integration (CTI) provider is attempting to execute on the current CTIOperationRequest object.

The operation name determines the operation handler that is used to process the request. Call this method from the associated message transformer.

Note: For Amazon Connect Lex Bot implementations, intent names are appended with a five letter suffix as different Amazon intents cannot have the same intent name. In the ServiceNow Voice framework, the intent name equals the operation handler name. An operation handler can either be specific for an intent, having an operation handler name that includes this suffix (myOperation_SUFFX), or it can be generic and used by multiple CTI providers or different use cases, such as using the same handler for processing an HR request and a helpdesk request (myOperation).

Parameters

Name	Type	Description
name	String	The name of the operation that the CTI provider is currently attempting to execute. This name must be the same as the name of the operation handler to use to process the request. If it is not, an error is thrown. You can locate the available operation handlers in the Operation Handler [sn_cti_operation_handler] table.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  try {
    var jsonPayload = httpRequest.body.data;
    if (jsonPayload) {
 var event = jsonPayload.event;
 if (event) {
   var details = event.Details;
   if (details) {
          // Set the operation handler to use to process the
 request

 operationRequest.setOperationName(details.Parameters['sn_operat
ion']);
     var contactData = details.ContactData;
     if(contactData) {
  // Call id should be surfaced in openframe call log so it can
 be tied to transcription later
  operationRequest.setParameter('contact.call_id',
 contactData.ContactId);
  for(var ck in contactData.CustomerEndpoint) {
    operationRequest.setParameter('contact.' + ck,
 contactData.CustomerEndpoint[ck]);
       }
       operationRequest.setParameter('contact.id',
 contactData.ContactId);
       operationRequest.setParameter('contact.phone',
 contactData.CustomerEndpoint.Address);
     }
     var parameters = details.Parameters;
     if (parameters) {
  for (var pk in parameters) {
    switch(pk) {
      case 'interactionId':
   operationRequest.setInteractionSysId(parameters[pk]);
   break;
      case 'authToken':
   operationRequest.setAuthToken(parameters[pk]);
   break;
      case 'language':
   operationRequest.setLanguage(parameters[pk]);
   break;
      case 'statusCode':
      case 'message':
   break;

      default:
   operationRequest.setParameter(pk, parameters[pk]);
   }
          }
        }
      }
    }
  } catch(e) {
  ctx.setError(e);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
})(httpRequest, operationRequest, ctx);
```

CTIOperationRequest - setOperationSubStepName(String name)

Sets the operation substep name on the current CTIOperationRequest object.

Use substeps to perform actions such as initialization and validation before processing an operation. Unlike operation handlers that are meant to be generic and used by all CTI providers, substeps are CTI provider specific and use terminology and naming conventions that are specific to the CTI provider.

The ServiceNow Voice framework performs the following steps to locate the required operation handler and any associated substep operation handlers.

Note: For Amazon Connect Lex Bot implementations, intent names are appended with a five letter suffix as different Amazon intents cannot have the same intent name. In the ServiceNow Voice framework, the intent name equals the operation handler name. An operation handler can either be specific for an intent, having an operation handler name that includes this suffix (myOperation_SUFFX), or it can be generic and used by multiple CTI providers or different use cases, such as using the same handler for processing an HR request and a helpdesk request (myOperation).

1. Tries to locate the operation handler associated with the request.
   - First checks for an operation handler called `myOperation_SUFFX`.
   - If not found, checks for the operation handler `myOperation`. If not found, errors out.
2. If the handler is found, checks the *`auth_required`* flag on the operation handler. If set, it checks that a valid authentication token (obtained through the *`getAuthToken()`* method) is present on the request. If present and valid, continue processing, else throw an error.
3. Looks up the operation handler for the passed in substep. For this example let's assume `subStepName=SubStep`.
   - First checks for an operation handler named `myOperation_SUFFX.SubStep`. If found, executes the handler.
   - If not found, checks for the handler `myOperation.SubStep`. If found executes the handler.
   - If not found, checks if a `subStepNotFoundBehavior` was set on the request object.
   - If set, executes the behavior, otherwise, errors out.
4. Executes the primary operation handler (`myOpersation_SUFFX` or `myOperation`.)

You can set the default behavior of a substep by calling the CTIOperationRequest - setSubStepNotFoundBehaviour(Object behaviour) method.

Parameters

Name	Type	Description
name	String	The name of the substep that the CTI provider is trying to execute.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
(function( /*HTTPRequest*/ httpRequest, /*CTIOperationRequest*/
 operationRequest, /*Context*/ ctx) {
  try {
    var jsonPayload = httpRequest.body.data;
    if (jsonPayload) {
      var event = jsonPayload.event;
      if (event) {
        var intent = event.currentIntent;
  var inputTranscript = event.inputTranscript;
  if(inputTranscript) {
    operationRequest.setParameter('$utterance',
 inputTranscript);
  }
        if (intent) {
          operationRequest.setOperationName(intent.name);
    // Add this because intent name gets changed through the
 pipeline
    operationRequest.setParameter('$original_intent',
 intent.name);
          var sessionAttributes = event.sessionAttributes;
          if (sessionAttributes) {
            for (var sk in sessionAttributes) {
              switch (sk) {
                case 'interactionId':

 operationRequest.setInteractionSysId(sessionAttributes[sk]);
                  break;
                case 'authToken':

 operationRequest.setAuthToken(sessionAttributes[sk]);
                  break;
    case 'language':
      operationRequest.setLanguage(sessionAttributes[sk]);
      break;
                case 'statusCode':
                case 'message':
                  break;
                default:
                  operationRequest.setSessionAttribute(sk,
 sessionAttributes[sk]);
              }
            }
          }
          var slots = intent.slots;
    // Always copy in slots they are the parameters for the
 operation
          if (slots) {
            for (var pk in slots) {
              operationRequest.setParameter(pk, slots[pk]);
            }
          }
          var invocationSource = event.invocationSource;
    operationRequest.setParameter('$$invocationSource',
 invocationSource);
          // Specific handling for dialog hooks with a way to
 override for Amazon specific provider
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          if (invocationSource === 'DialogCodeHook') {
      // Set substep to trigger forwarding to another handler IF
 it s present

 operationRequest.setOperationSubStepName(invocationSource);
      // Allow pass through behavior
      var behaviourToUse =
 sn_cti_core.CTIOperationRequest.OperationNotFoundBehaviours.Pas
sThrough;

 operationRequest.setSubStepNotFoundBehaviour(behaviourToUse);
      // Reserved - copy slots in so we can just use delegate as
 default if the call isn't handled
      operationRequest.setParameter('$$slots', slots);
          }
        }
      }
    }
  } catch (e) {
      ctx.setError(e);
  }
  return operationRequest;
})(httpRequest, operationRequest, ctx);
```

CTIOperationRequest - setParameter(String key, Object value)

Sets the specified key-value pair on the parameter object of the current CTIOperationRequest object.

Using the get/set parameter methods enables the passing of virtually any string or number value between a message transformer and an operation handler. The parameter object can contain zero or more key/value pairs of data that directly correlate to the current operation request. The operation handler determines what key/value pairs are required as it consumes these values. Typically the message transformer sets these parameters on the CTIOperationRequest object by calling this method and the operation handler consumes them using the CTIOperationRequest - getParameter(String key) or CTIOperationRequest - getParameters() method.

Note: You should only store objects that can survive a `JSON.parse(JSON.stringify(object))` operation. Objects not meeting this criteria may not propagate correctly through the entire operation processing chain.

For example:

```
var x = {
  "string": 'abc',
  "int": 123,
  "float": 1.234,
  "number": new Number(3),
  "boolean": true,
  "date": new Date(2006, 0, 2, 15, 4, 5),
  "object": {
    "string": 'abc',
    "int": 123,
    "float": 1.234,
    "number": new Number(3),
    "boolean": true,
    "date": new Date(2006, 0, 2, 15, 4, 5)
  },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "function": function(abc) {

  }
}
var stringify = JSON.stringify(x);
gs.info(stringify);
var hydrate = JSON.parse(stringify);
var stringify2 = JSON.stringify(hydrate);
gs.info(stringify2);
```

Produces:

```
{"string":"abc","int":123,"float":1.234,"number":3,"boolean":tru
e,"date":"2006-01-02T23:04:05.000Z","object":{"string":"abc","in
t":123,"float":1.234,"number":3,"boolean":true,"date":"2006-01-0
2T23:04:05.000Z"}}
{"string":"abc","int":123,"float":1.234,"number":3,"boolean":tru
e,"date":"2006-01-02T23:04:05.000Z","object":{"string":"abc","in
t":123,"float":1.234,"number":3,"boolean":true,"date":"2006-01-0
2T23:04:05.000Z"}}
```

Parameters

Name	Type	Description
key	String	Name of the key under which to store the associated value.
value	Object	Value to store. Valid data types: • string • int • float • number • boolean • date • object

Returns

Type	Description
void	

```
{
  try {
    var jsonPayload = httpRequest.body.data;
    if (jsonPayload) {
 var event = jsonPayload.event;
 if (event) {
   var details = event.Details;
   if (details) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 operationRequest.setOperationName(details.Parameters['sn_operat
ion']);
     var contactData = details.ContactData;
     if(contactData) {
  // Call id should be surfaced in openframe call log so it can
 be tied to transcription later
  operationRequest.setParameter('contact.call_id',
 contactData.ContactId);
  for(var ck in contactData.CustomerEndpoint) {
    operationRequest.setParameter('contact.' + ck,
 contactData.CustomerEndpoint[ck]);
        }
        operationRequest.setParameter('contact.id',
 contactData.ContactId);
        operationRequest.setParameter('contact.phone',
 contactData.CustomerEndpoint.Address);
     }
     var parameters = details.Parameters;
     if (parameters) {
  for (var pk in parameters) {
    switch(pk) {
      case 'interactionId':
   operationRequest.setInteractionSysId(parameters[pk]);
   break;
      case 'authToken':
   operationRequest.setAuthToken(parameters[pk]);
   break;
      case 'language':
   operationRequest.setLanguage(parameters[pk]);
   break;
      case 'statusCode':
      case 'message':
   break;

      default:
   operationRequest.setParameter(pk, parameters[pk]);
   }
          }
        }
      }
     }
  } catch(e) {
  ctx.setError(e);
  }
})(httpRequest, operationRequest, ctx);
```

CTIOperationRequest - setSessionAttribute(String key, Object value)

Sets the specified session attribute key-value pair on the current CTIOperationRequest object.

Using the get/set session attribute methods enables the passing of virtually any string or number value between a message transformer and an operation handler. The sessionAttribute object can contain zero or more key/value pairs of data that are valid for the duration of a computer telephony integration provider defined session. Session attributes can also be accessed within a contact flow. The operation handler determines what session attribute key/

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

value pairs are needed as it consumes these values. Typically the message transformer sets these attributes on the CTIOperationRequest object by calling this method and the operation handler gets the attributes using the CTIOperationRequest - getSessionAttribute(String key) or CTIOperationRequest - getSessionAttribute() method.

Note: You should only store objects that can survive a `JSON.parse(JSON.stringify(object))` operation. Objects not meeting this criteria may not propagate correctly through the entire operation processing chain.

For example:

```
var x = {
  "string": 'abc',
  "int": 123,
  "float": 1.234,
  "number": new Number(3),
  "boolean": true,
  "date": new Date(2006, 0, 2, 15, 4, 5),
  "object": {
    "string": 'abc',
    "int": 123,
    "float": 1.234,
    "number": new Number(3),
    "boolean": true,
    "date": new Date(2006, 0, 2, 15, 4, 5)
  },
  "function": function(abc) {

  }
}
var stringify = JSON.stringify(x);
gs.info(stringify);
var hydrate = JSON.parse(stringify);
var stringify2 = JSON.stringify(hydrate);
gs.info(stringify2);
```

Produces:

```
{"string":"abc","int":123,"float":1.234,"number":3,"boolean":tru
e,"date":"2006-01-02T23:04:05.000Z","object":{"string":"abc","in
t":123,"float":1.234,"number":3,"boolean":true,"date":"2006-01-0
2T23:04:05.000Z"}}
{"string":"abc","int":123,"float":1.234,"number":3,"boolean":tru
e,"date":"2006-01-02T23:04:05.000Z","object":{"string":"abc","in
t":123,"float":1.234,"number":3,"boolean":true,"date":"2006-01-0
2T23:04:05.000Z"}}
```

Parameters

Name	Type	Description
key	String	Name of the key under which to store the associated value.
value	Object	Value to store. Valid data types:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• string • int • float • number • boolean • date • object

Returns

Type	Description
void	

```
var request = new sn_cti_core.CTIOperationRequest('origin');
request.setSessionAttribute('contact.phone', '+15552222345');
request.setSessionAttribute('contact.okToCall', true);
request.setSessionAttribute('contact.address', {
    street: '1234 Main St'
    city: 'API City',
    zip: 91335
});
```

CTIOperationRequest - setSubStepNotFoundBehaviour(Object behaviour)

Sets the behavior to perform if the current substep's operation handler is not found.

This method should be called by the input message transformer.

Parameters

Name	Type	Description
behaviour	OperationNotFoundBehaviours	Behavior to use if a handling behavior is not specified for the substep. This must be a behavior defined on the CTIOperationRequest.OperationNotFoundBehaviours object. Possible values: • ThrowError: Throw an error. • PassThrough: Do not perform any further processing on the request, just return. • RouteToOperation: Use the parent operation handler *<operation_name>*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
(function( /*HTTPRequest*/ httpRequest, /*CTIOperationRequest*/
 operationRequest, /*Context*/ ctx) {
  try {
    var jsonPayload = httpRequest.body.data;
    if (jsonPayload) {
      var event = jsonPayload.event;
      if (event) {
        var intent = event.currentIntent;
  var inputTranscript = event.inputTranscript;
  if(inputTranscript) {
    operationRequest.setParameter('$utterance',
inputTranscript);
  }
        if (intent) {
          operationRequest.setOperationName(intent.name);
    // Add this because intent name gets changed through the
pipeline
    operationRequest.setParameter('$original_intent',
intent.name);
          var sessionAttributes = event.sessionAttributes;
          if (sessionAttributes) {
            for (var sk in sessionAttributes) {
              switch (sk) {
                case 'interactionId':

operationRequest.setInteractionSysId(sessionAttributes[sk]);
                  break;
                case 'authToken':

operationRequest.setAuthToken(sessionAttributes[sk]);
                  break;
    case 'language':
      operationRequest.setLanguage(sessionAttributes[sk]);
      break;
                case 'statusCode':
                case 'message':
                  break;
                default:
                  operationRequest.setSessionAttribute(sk,
sessionAttributes[sk]);
              }
            }
          }
          var slots = intent.slots;
    // Always copy in slots they are the parameters for the
operation
          if (slots) {
            for (var pk in slots) {
              operationRequest.setParameter(pk, slots[pk]);
            }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
            var invocationSource = event.invocationSource;
       operationRequest.setParameter('$$invocationSource',
 invocationSource);
            // Specific handling for dialog hooks with a way to
 overide for Amazon specific provider
            if (invocationSource === 'DialogCodeHook') {
        // Set substep to trigger forwarding to another handler IF
 it s present

 operationRequest.setOperationSubStepName(invocationSource);
        // Allow pass through behavior
        var behaviourToUse =
 sn_cti_core.CTIOperationRequest.OperationNotFoundBehaviours.Pas
sThrough;

 operationRequest.setSubStepNotFoundBehaviour(behaviourToUse);
        // Reserved - copy slots in so we can just use delegate as
 default if the call isn't handled
        operationRequest.setParameter('$$slots', slots);
            }
          }
        }
      }
    } catch (e) {
        ctx.setError(e);
    }
    return operationRequest;
})(httpRequest, operationRequest, ctx);
```

CTIOperationResponse - Scoped, Global

The *CTIOperationResponse* script include provides methods to set and get data on the current CTIOperationResponse object.

You use CTIOperationResponse objects to pass information between an operation handler and a message transformer within the ServiceNow Voice framework.

Typically, an operation handler is responsible for setting values on the CTIOperationResponse object as it processes the associated request. A message transformer is then responsible for getting the values from the CTIOperationRequest object and building the CTI-specific payload that is sent back to the computer telephony integrator (CTI) provider.

The ServiceNow base system provides working operation handlers and message transformers that enable connection to Amazon Connect. When building contact flows within Amazon Connect, there are two integration points between Amazon services and a ServiceNow instance:

- Amazon Web Services (AWS) Lambda Proxy (Invoke AWS Lambda function)
- AWS Lex Bot (Get Customer Input)

You can find the available operation handlers and message transformers for these integration points in the Operation Handlers [sn_cti_operation_handler] and Provider Message Transformer [sn_cti_provider_msg_transormer] tables.

The following operation handler script shows how to use various *CTIOperationResponse* methods to set values on the CTIOperationResponse object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
(function(/*CTIOperationRequest*/
 request, /*CTIOperationResponse*/ response) {

  try {
    var state = request.getParameter('$state');
    if(!state) {
      state = 'new';
    }
    var phone = request.getParameter('contact.phone');
    var username = request.getParameter('contact.username');
    var someDataPresent = phone || username;
    if(!someDataPresent) {
      throw 'phone or username must be supplied';
    }
    if('new' === state) {
      var userGr = null;
      if(phone || username) {
        userGr = new GlideRecordSecure('sys_user');
        var qc = null;
        if(phone) {
          qc = userGr.addQuery('phone', phone);
          qc.addOrCondition('mobile_phone', phone);
          qc.addOrCondition("home_phone", phone);
        }
        if(username) {
          if(qc) {
            qc.addOrCondition('user_name', username);
          } else {
            qc = userGr.addQuery('user_name', username);
          }
        }
        // If there was criteria then run the query
        if(qc) {
          userGr.query();
        } else {
          userGr = null;
        }
      }

      var foundUser = userGr && userGr.next();

      var phonelogGr = new
 GlideRecord('sn_openframe_phone_log');
      phonelogGr.initialize();
      phonelogGr.setValue('call_id',
 request.getParameter('contact.id'));
      phonelogGr.setValue('phone_number', phone);
      if(foundUser) {
        phonelogGr.setValue('contact', userGr.getUniqueValue());
      }
      phonelogGr.insert();

      var interactionGr = new GlideRecordSecure('interaction');
      interactionGr.initialize();
      interactionGr.setValue('type', 'phone');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      interactionGr.setValue('short_description', 'User Contact
 via Phone: ' + phone);
      interactionGr.setValue('channel_metadata_table',
 'sn_openframe_phone_log');

 interactionGr.setValue('channel_metadata_document',phonelogGr.g
etUniqueValue());

      if(foundUser) {
        interactionGr.setValue('opened_for',
 userGr.getUniqueValue());
        response.setSessionAttribute('snc_user_first_name',
 userGr.getValue('first_name'));
        response.setSessionAttribute('snc_user_last_name',
 userGr.getValue('last_name'));
        response.setSessionAttribute('snc_user_sys_id',
 userGr.getUniqueValue());
      } else {
        response.setSessionAttribute('snc_user_sys_id',
 "USER_NOT_FOUND");
      }
      interactionGr.setValue('state', 'new');

      var interactionId = interactionGr.insert();

      response.setStatusCode(200);
      response.setMessage('success');
      response.setSessionAttribute('interactionTable',
 'interaction');
      response.setSessionAttribute('interactionId',
 interactionId);

    }
  } catch(e) {
    ctx.setError(e);
  }

})(request, response);
```

For additional information on creating operation handlers, see Configure a contact flow for an automated caller interaction.

The following message transformer script gets the values set on the CTIOperationResponse object and stores them in the CTI-specific payload that is then sent back to the CTI provider.

```
(function
 (/*CTIOperationResponse*/operationResponse, /*HTTPResponse*/
 httpResponse) {
 // AWS Connect Lambda expects name value pairs only
 var out = {};
 for(var k in operationResponse.getSessionAttributes()) {
  out[k] = operationResponse.getSessionAttributes()[k];
 }
 out.statusCode = operationResponse.getStatusCode();
 out.message = operationResponse.getMessage();
 httpResponse.setBody(out);
})(operationResponse, httpResponse);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This script include runs in the `sn_cti_core` namespace. Before you are able to access the *`CTIOperationRequest`* script include, the ServiceNow Voice Core (sn_cti_core) plugin must be installed. For information on this installation, see Install ServiceNow Voice applications.

For additional information on the ServiceNow Voice, see ServiceNow Voice.

CTIOperationResponse - CTIOperationResponse(String origin)

Instantiates a CTIOperationResponse object.

Parameters

Name	Type	Description
None		

```
var response = new sn_cti_core.CTIOperationResponse();
response.setMinorVersion(3);
```

CTIOperationResponse - getAuthToken()

Returns the authentication token that was set on the CTIOperationResponse object.

This token is used by the ServiceNow Voice framework to authenticate the current ServiceNow Voice user before executing the requested operation handler if the handler's *`auth_required`* flag is set to true. The *`auth_required`* flag is a field in the Operation Handler [sn_cti_operation_handler] table. The life of an authentication token should be for the life of the call session, but is determined by the CTI provider.

You can define whatever authentication/authorization handling required by your implementation by creating your own authentication operation handler. Regardless of how the authentication token is generated, the message translator must pass the token back in the CTI payload. Additionally, the CTI provider must store this authentication token locally and pass it in each operation request that requires authentication.

If using the instance provided authenticate operation handler, the handler initiates the creation of the authentication token based on a four-digit user-entered pin. It then sets the authentication token in the sessionAttributes object of the CTIOperationResponse object. The associated message transformer translates the sessionAttributes object into the CTI-specific payload and then sends it to the CTI provider.

Note: If the authentication token is not passed, all requests to execute operation handlers with the *`auth_required`* flag set will fail. If you do not use authentication, you do not need to maintain authentication tokens.

The ServiceNow base system provides working operation handlers and message transformers that enable connection to Amazon Connect. When building contact flows within Amazon Connect, there are two integration points between Amazon services and a ServiceNow instance:

- Amazon Web Services (AWS) Lambda Proxy (Invoke AWS Lambda function)
- AWS Lex Bot (Get Customer Input)

You can find the available operation handlers and message transformers for these integration points in the Operation Handlers [sn_cti_operation_handler] and Provider Message Transformer [sn_cti_provider_msg_transormer] tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The authentication token previously set on the CTIOperationRequest object. If not set, returns null.

```
var response = new sn_cti_core.CTIOperationResponse();
var token = response.getAuthToken();
```

CTIOperationResponse - getError()

Returns the error object associated with the current CTIOperationResponse object.

You might use this information to formulate the payload returned to the computer telephony integration (CTI) provider.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Operation error information. The format of this object is determined by the CTI provider. If an error does not exist, returns null.

```
(function( /*CTIProviderResponseExecutionContext*/
 ctx, /*CTIOperationRequest*/
 operationRequest, /*CTIOperationResponse*/
 operationResponse, /*HTTPResponse*/ httpResponse) {
    var sessionAttributes = {},
        intentResponse;
    var statusCode = -1;
    var message = 'Unprocessed';
    if (operationResponse) {
        statusCode = operationResponse.getStatusCode();
        sessionAttributes =
 operationResponse.getSessionAttributes();
        message = operationResponse.getMessage();
        var error = operationResponse.getError();
        if (error) {
            sessionAttributes.error = error;
        }
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    if
 (sn_cti_core.CTIRequestDispatcher.Constants.HTTP.Status.AUTH_RE
QUIRED.code === statusCode) {
        //first call for a secure action without authentication
 token
        sessionAttributes.statusCode = 401;
        sessionAttributes.message = message;
        intentResponse = {
            sessionAttributes: sessionAttributes,
            dialogAction: {
                type: 'Close',
                fulfillmentState: 'Fulfilled',
                message: {
                    contentType: 'PlainText',
                    content: 'This operation requires
 authentication. Say authenticate for authentication.'
                }
            }
        };
    } else if ('DialogCodeHook' ===
 operationRequest.getParameter('$$invocationSource')) {
        //pass back authToken and interactionId
        sessionAttributes.authToken =
 operationRequest.getAuthToken();
        sessionAttributes.interactionId =
 operationRequest.getInteractionSysId();
 var originalSlots = operationRequest.getParameter('$$slots');
        var responseParameters = operationResponse ?
 operationResponse.getParameters() : {};
        responseParameters = responseParameters ?
 responseParameters : {};
        // See if we processing happened and we got a
 dialogAction
 var responseDialogAction = responseParameters['dialogAction'];
 // Default dialog action
        var dialogAction = {
            type: 'Delegate',
            slots: originalSlots
        };
 // If the response doesn't contain an override replay the
 inputs
        if (responseDialogAction) {
            // We bypassed dialoghook so delegate and pass
 through inputs
            dialogAction = responseDialogAction;
        }
        intentResponse = {
            sessionAttributes: sessionAttributes,
            dialogAction: dialogAction
        };
    } else {
        // Override required session attributes
        sessionAttributes.statusCode = statusCode;
        sessionAttributes.message = message;
        // Build response template
        intentResponse = {
            sessionAttributes: sessionAttributes,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            dialogAction: {
                type: 'Close',
                fulfillmentState: 'Fulfilled',
                message: {
                    contentType: 'PlainText',
                    content: message
                }
            }
        };
    }
    httpResponse.setBody(intentResponse);
})(ctx, operationRequest, operationResponse, httpResponse);
```

CTIOperationResponse - getInteractionSysId()

Returns the sys_id of the interaction record associated with the call session that was set on the CTIOperationResponse object.

The CTIOperationResponse - setInteractionSysId(String Id) method must have been called prior to calling this method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the interaction record set on the CTIOperationResponse object. If the interaction record sys_id is not set, the method returns null. Table: Interaction [interaction]

```
var request = new sn_cti_core.CTIOperationResponse();
var interactionId = request.getInteractionSysId();
```

CTIOperationResponse - getMajorVersion()

Returns the major version of the computer telephony integrator (CTI) software set on the current CTIOperationResponse object.

Use this method if the CTI providers connected to your ServiceNow instance are running multiple versions of their software, as different software versions may require different payloads. If the payload is only slightly different between the software versions, it may make sense to have only a single message transformer. You can then handle the payload differences by just checking the version of software making the request within your message transformer. If the required payload is significantly different between versions, it may be more effective to use multiple message transformers.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Major version number of the CTI software. If the major version was never set, returns 1.

```
var request = new sn_cti_core.CTIOperationResponse();
var majorVersion = response.getMajorVersion();
```

CTIOperationResponse - getMessage()

Returns the message string set on the current CTIOperationResponse object.

Typically this is a message that is spoken back to the user once an operation is complete. You can set this value using the CTIOperationResponse - setMessage(String message) method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Message text. If no message exists, returns null.

```
(function
 (/*CTIOperationResponse*/operationResponse, /*HTTPResponse*/
 httpResponse) {
  // AWS Connect Lambda expects name value pairs only
  var out = {};
  for(var k in operationResponse.getSessionAttributes()) {
    out[k] = operationResponse.getSessionAttributes()[k];
  }
  out.statusCode = operationResponse.getStatusCode();
  out.message = operationResponse.getMessage();
  httpResponse.setBody(out);
})(operationResponse, httpResponse);
```

CTIOperationResponse - getMinorVersion()

Returns the minor version of the computer telephony integrator (CTI) software set on the current CTIOperationResponse object.

Use this method if the CTI providers connected to your ServiceNow instance are running multiple versions of their software, as different software versions may require different payloads. If the payload is only slightly different between the software versions, it may make sense to have only a single message transformer. You can then handle the payload differences by just checking the version of software making the request within your message transformer. If the required payload is significantly different between versions, it may be more effective to use multiple message transformers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Minor version number of the payload associated with this interaction. If the minor version was never set, returns 0.

```
var request = new sn_cti_core.CTIOperationResponse();
var minorVersion = request.getMinorVersion();
```

CTIOperationResponse - getParameter(String key)

Returns the value of a specified key previously set on the current CTIOperationResponse object.

Using the get/set parameter methods enables the passing of virtually any string or number value between an operation handler and a message transformer. The parameter object can contain zero or more key/value pairs of data that directly correlate to the current operation response. The operation handler determines what key/value pairs are required as it produces these values. Use the CTIOperationResponse - setParameter(String key, Object value) method to set parameters on the current CTIOperationResponse object.

Parameters

Name	Type	Description
key	String	The name of the key value to return.

Returns

Type	Description
String	The value of the passed in key. If no such key exists, returns null.

```
var request = new sn_cti_core.CTIOperationResponse();
var parm = request.getParameter('contact.phone');
```

CTIOperationResponse - getParameters()

Returns the key-value pairs for all parameters that were previously set on the current CTIOperationResponse object.

Using the get/set parameter methods enables the passing of virtually any string or number value between an operation handler and a message transformer. The parameter object can contain zero or more key/value pairs of data that directly correlate to the current operation response. The operation handler determines what key/value pairs are required as it produces these values. Use the CTIOperationResponse - setParameter(String key, Object value) method to set parameters on the current CTIOperationResponse object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A map of key-value pairs that were previously set on the CTIOperationResponse object. This key-value pairs are free-form and defined by the needs of the operation handler. The returned values are either Strings or Numbers.

```
(function( /*CTIProviderResponseExecutionContext*/
 ctx, /*CTIOperationRequest*/
 operationRequest, /*CTIOperationResponse*/
 operationResponse, /*HTTPResponse*/ httpResponse) {
  var sessionAttributes = {},
      intentResponse;
  var statusCode = -1;
  var message = 'Unprocessed';
  if (operationResponse) {
    statusCode = operationResponse.getStatusCode();
    sessionAttributes =
 operationResponse.getSessionAttributes();
    message = operationResponse.getMessage();
    var error = operationResponse.getError();
    if (error) {
      sessionAttributes.error = error;
    }
  }
  if
 (sn_cti_core.CTIRequestDispatcher.Constants.HTTP.Status.AUTH_RE
QUIRED.code === statusCode) {
    //first call for a secure action without authentication
 token
    sessionAttributes.statusCode = 401;
    sessionAttributes.message = message;
    intentResponse = {
      sessionAttributes: sessionAttributes,
      dialogAction: {
        type: 'Close',
        fulfillmentState: 'Fulfilled',
        message: {
          contentType: 'PlainText',
          content: 'This operation requires authentication. Say
 authenticate for authentication.'
        }
      }
    };
  } else if ('DialogCodeHook' ===
 operationRequest.getParameter('$$invocationSource')) {
      //pass back authToken and interactionId
      sessionAttributes.authToken =
 operationRequest.getAuthToken();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    sessionAttributes.interactionId =
operationRequest.getInteractionSysId();
    var originalSlots =
operationRequest.getParameter('$$slots');
    var responseParameters = operationResponse ?
operationResponse.getParameters() : {};
    responseParameters = responseParameters ?
responseParameters : {};
    // See if processing happened and we got a dialogAction
    var responseDialogAction =
responseParameters['dialogAction'];
    // Default dialog action
    var dialogAction = {
      type: 'Delegate',
      slots: originalSlots
    };
    // If the response doesn't contain an override replay the
inputs
    if (responseDialogAction) {
      // We bypassed dialoghook so delegate and pass through
inputs
      dialogAction = responseDialogAction;
    }
      intentResponse = {
          sessionAttributes: sessionAttributes,
          dialogAction: dialogAction
      };
  } else {
    // Override required session attributes
    sessionAttributes.statusCode = statusCode;
    sessionAttributes.message = message;
    // Build response template
    intentResponse = {
      sessionAttributes: sessionAttributes,
      dialogAction: {
        type: 'Close',
        fulfillmentState: 'Fulfilled',
        message: {
          contentType: 'PlainText',
          content: message
        }
      }
    };
 }
 httpResponse.setBody(intentResponse);
})(ctx, operationRequest, operationResponse, httpResponse);
```

CTIOperationResponse - getSessionAttribute(String key)

Returns the value for a specified session attribute key set on the current CTIOperationResponse object.

Using the get/set session attribute methods enables the passing of virtually any string or number value between an operation handler and a message transformer. Session attributes can also be accessed within a contact flow. The sessionAttribute object can contain zero or more key/value pairs of data, such as the contact's phone number, that are valid for the duration of a computer telephony integration provider defined session. The operation handler determines what session

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

attribute key/value pairs are needed as it utilizes these values during processing. Typically the operation handler sets these attributes on the CTIOperationResponse object by calling the CTIOperationResponse - setSessionAttribute(String key, Object value) method and the message transformer consumes the attributes using this method.

Parameters

Name	Type	Description
key	String	The name of the key value to return.

Returns

Type	Description
String	Value of the passed in key. If no such key exists, returns null.

```
var response = new sn_cti_core.CTIOperationResponse();
var phoneAttribute =
 response.getSessionAttribute('contact.phone');
```

CTIOperationResponse - getSessionAttributes()

Returns the key-value pairs for all session attributes that were previously set on the current CTIOperationResponse object.

Using the get/set session attribute methods enables the passing of virtually any string or number value between an operation handler and a message transformer. Session attributes can also be accessed within a contact flow. The sessionAttribute object can contain zero or more key/value pairs of data, such as the contact's phone number, that are valid for the duration of a computer telephony integration provider defined session. The operation handler determines what session attribute key/value pairs are needed as it utilizes these values during processing. Typically the operation handler sets these attributes on the CTIOperationResponse object by calling the CTIOperationResponse - setSessionAttribute(String key, Object value) method and the message transformer consumes the attributes using this method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A map of key-value pairs that were previously set on the CTIOperationResponse object. This key-value pairs are free-form and defined by the needs of the operation handler. The returned values are either Strings or Numbers.

```
(function
 (/*CTIOperationResponse*/operationResponse, /*HTTPResponse*/
 httpResponse) {
  // AWS Connect Lambda expects name value pairs only
  var out = {};
  for(var k in operationResponse.getSessionAttributes()) {
    out[k] = operationResponse.getSessionAttributes()[k];
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
  out.statusCode = operationResponse.getStatusCode();
  out.message = operationResponse.getMessage();
  httpResponse.setBody(out);
})(operationResponse, httpResponse);
```

CTIOperationResponse - getStatusCode()

Returns the status code set on the current CTIOperationResponse object.

These status codes should correspond with standard HTTP status codes, such as 200 for success, 401 for authorization required. Typically, the resultant status codes are determined by the operation handler and are set on the CTIOperationResponse object using the CTIOperationResponse - setStatusCode(String statusCode) method. The message transformer then uses this method to include the status code in the payload returned to the computer telephony integrator provider.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Status code of the current operation. If a status code has not been set, returns -1.

```
(function
 (/*CTIOperationResponse*/operationResponse, /*HTTPResponse*/
 httpResponse) {
  // AWS Connect Lambda expects name value pairs only
  var out = {};
  for(var k in operationResponse.getSessionAttributes()) {
    out[k] = operationResponse.getSessionAttributes()[k];
  }
  out.statusCode = operationResponse.getStatusCode();
  out.message = operationResponse.getMessage();
  httpResponse.setBody(out);
})(operationResponse, httpResponse);
```

CTIOperationResponse - setAuthToken(String token)

Sets an authentication token on the current CTIOperationResponse object.

This token is used by the ServiceNow Voice framework to authenticate the current ServiceNow Voice user before executing the requested operation handler if the handler's *auth_required* flag is set to true. The *auth_required* flag is a field in the Operation Handler [sn_cti_operation_handler] table. The life of an authentication token should be for the life of the call session, but is determined by the CTI provider.

You can define whatever authentication/authorization handling required by your implementation by creating your own authentication operation handler. Regardless of how the authentication token is generated, the message translator must pass the token back in the CTI payload. Additionally, the CTI provider must store this authentication token locally and pass it in each operation request that requires authentication.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If using the instance provided authenticate operation handler, the handler initiates the creation of the authentication token based on a four-digit user-entered pin. It then sets the authentication token in the sessionAttributes object of the CTIOperationResponse object. The associated message transformer translates the sessionAttributes object into the CTI-specific payload and then sends it to the CTI provider.

Note: If the authentication token is not passed, all requests to execute operation handlers with the *auth_required* flag set will fail. If you do not use authentication, you do not need to maintain authentication tokens.

The ServiceNow base system provides working operation handlers and message transformers that enable connection to Amazon Connect. When building contact flows within Amazon Connect, there are two integration points between Amazon services and a ServiceNow instance:

- Amazon Web Services (AWS) Lambda Proxy (Invoke AWS Lambda function)
- AWS Lex Bot (Get Customer Input)

You can find the available operation handlers and message transformers for these integration points in the Operation Handlers [sn_cti_operation_handler] and Provider Message Transformer [sn_cti_provider_msg_transormer] tables.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The authentication token to use to authenticate operations that have the *auth_required* flag set.

```
var response = new sn_cti_core.CTIOperationResponse();
var authenticate = <Your authentication code here>; //
 Authenticate the user
if (authenticated) {
 var claims = {
  "interactionId":interactionGr.sys_id.toString()
 };
 var jwt = new sn_cti_core.AuthHelpers().generateJWT(claims);
 response.setAuthToken(jwt);
}
```

CTIOperationResponse - setError(Object error)

Sets the error object in the current CTIOperationResponse object.

You can use the error object in the component to formulate the payload to send to the computer telephony integrator (CTI) provider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
error	Object	Information about the error that was detected while processing the requested operation. The format of this object is determined by the CTI provider.

Returns

Type	Description
void	

```
var response = new sn_cti_core.CTIOperationResponse();
response.setError(new Error("You did not supply a field"));
```

CTIOperationResponse - setInteractionSysId(String Id)

Sets the sys_id of the interaction record associated with the operation request on the current CTIOperationResponse object.

Parameters

Name	Type	Description
sys_id	String	The sys_id to set for the current interaction.

Returns

Type	Description
void	

```
var response = new sn_cti_core.CTIOperationResponse();
response.setInteractionSysId('98529cc55380001048e5ddeeff7b120b
');
```

CTIOperationResponse - setMajorVersion(Number majorVersion)

Sets the major version of the computer telephony integrator (CTI) provider software making the request on the associated CTIOperationResponse object.

Use this method if the CTI providers connected to your ServiceNow instance are running multiple versions of their software, as different software versions may require different payloads. If the payload is only slightly different between the software versions, it may make sense to have only a single message transformer. You can then handle the payload differences by just checking the version of software making the request within your message transformer. If the required payload is significantly different between versions, it may be more effective to use multiple message transformers.

Parameters

Name	Type	Description
majorVersion	Number	Major version of the CTI provider software making the operation request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		If this value was not previously set, returns 1.

Returns

Type	Description
void	

```
var request = new sn_cti_core.CTIOperationResponse();
request.setMajorVersion(2);
```

CTIOperationResponse - setMessage(String message)

Sets a text message on the current CTIOperationResponse object.

Typically this is a message that is spoken back to the user once an operation is complete and is set by the associated operation handler. The message transformer then uses the CTIOperationResponse - getMessage() method to obtain the message and pass it back to the computer telephony integration provider.

Parameters

Name	Type	Description
message	String	Message text

Returns

Type	Description
void	

```
(function(/*CTIOperationRequest*/
 request, /*CTIOperationResponse*/ response, /*Context*/ ctx) {
  var notes = '', lang = request.getLanguage();
  try {

    var interactionGr = request.getInteractionRecord();

    var now_GR = new GlideRecord('sys_user');
    if(interactionGr &&
 now_GR.get(interactionGr.opened_for.toString())) {
    if(now_GR.locked_out == true) {
        notes += gs.getMessageLang("User record found locked.
 Unlocking the account.\n", lang);
        now_GR.locked_out=false;
        now_GR.update();
        response.setStatusCode(200);
        response.setMessage(gs.getMessageLang("Your account has
 been unlocked.", lang));
     } else {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        notes += gs.getMessageLang("User record not locked.\n",
 lang);
        response.setStatusCode(200);
        response.setMessage(gs.getMessageLang("Your account
 doesn't seem to be locked.", lang));
      }
    } else {
      notes += gs.getMessageLang("User record not found.
 Transfer to agent\n", lang);
      response.setStatusCode(302);
      response.setMessage(gs.getMessageLang("I am unable to find
 your record. Let me transfer to someone who can help.", lang));
    }
    if(interactionGr) {
      interactionGr.work_notes = notes;
      interactionGr.update();
    }
  } catch(e) {
    ctx.setError(e);
  }
})(request, response, ctx);
```

CTIOperationResponse - setMinorVersion(Number minorVersion)

Sets the minor version of the computer telephony integrator (CTI) provider software making the request on the associated CTIOperationResponse object.

Use this method if the CTI providers connected to your ServiceNow instance are running multiple versions of their software, as different software versions may require different payloads. If the payload is only slightly different between the software versions, it may make sense to have only a single message transformer. You can then handle the payload differences by just checking the version of software making the request within your message transformer. If the required payload is significantly different between versions, it may be more effective to use multiple message transformers.

Parameters

Name	Type	Description
minorVersion	Number	Minor version of the CTI provider software making the operation request. If this value was not previously set, returns 0.

Returns

Type	Description
void	

```
var response = new sn_cti_core.CTIOperationResponse();
response.setMinorVersion(3);
```

CTIOperationResponse - setParameter(String key, Object value)

Sets the specified key-value pair on the associated CTIOperationResponse object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using the get/set parameter methods enables the passing of virtually any string or number value between an operation handler and a message transformer. The parameter object can contain zero or more key/value pairs of data that directly correlate to the current operation request. The operation handler determines what key/value pairs are required as it consumes these values. Typically the operation handler sets these parameters on the CTIOperationResponse object by calling this method and the message transformer consumes them using the CTIOperationResponse - getParmeter(String key) or CTIOperationResponse - getSParameters() method.

Note: You should only store objects that can survive a `JSON.parse(JSON.stringify(object))` operation. Objects not meeting this criteria may not propagate correctly through the entire operation processing chain.

For example:

```
var x = {
  "string": 'abc',
  "int": 123,
  "float": 1.234,
  "number": new Number(3),
  "boolean": true,
  "date": new Date(2006, 0, 2, 15, 4, 5),
  "object": {
    "string": 'abc',
    "int": 123,
    "float": 1.234,
    "number": new Number(3),
    "boolean": true,
    "date": new Date(2006, 0, 2, 15, 4, 5)
  },
  "function": function(abc) {

  }
}
var stringify = JSON.stringify(x);
gs.info(stringify);
var hydrate = JSON.parse(stringify);
var stringify2 = JSON.stringify(hydrate);
gs.info(stringify2);
```

Produces:

```
{"string":"abc","int":123,"float":1.234,"number":3,"boolean":tru
e,"date":"2006-01-02T23:04:05.000Z","object":{"string":"abc","in
t":123,"float":1.234,"number":3,"boolean":true,"date":"2006-01-0
2T23:04:05.000Z"}}
{"string":"abc","int":123,"float":1.234,"number":3,"boolean":tru
e,"date":"2006-01-02T23:04:05.000Z","object":{"string":"abc","in
t":123,"float":1.234,"number":3,"boolean":true,"date":"2006-01-0
2T23:04:05.000Z"}}
```

Parameters

Name	Type	Description
key	String	Name of the key under which to store the associated value.
value	Object	Value to store for the key.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid data types: • string • int • float • number • boolean • date • object

Returns

Type	Description
void	

```
var response = new sn_cti_core.CTIOperationResponse();
response.setParameter('contact.phone', '+15552222345');
response.setParameter('contact.okToCall', true);
response.setParameter('contact.address', {
    street: '1234 Main St'
    city: 'API City',
    zip: 91335
});
```

CTIOperationResponse - setSessionAttribute(String key, Object value)

Sets the specified session attribute key-value pair on the associated CTIOperationResponse object.

Using the get/set session attribute methods enables the passing of virtually any string or number value between an operation handler and a message transformer. The sessionAttribute object can contain zero or more key/value pairs of data that are valid for the duration of a computer telephony integration provider defined session. Session attributes can also be accessed within a contact flow. The operation handler determines what session attribute key/value pairs are needed as it consumes these values. Typically the operation handler sets these attributes on the CTIOperationResponse object by calling this method and the message transformer gets the attributes using the CTIOperationResponse - getSessionAttribute(String key) or CTIOperationResponse - getSessionAttribute() method.

Note: You should only store objects that can survive a `JSON.parse(JSON.stringify(object))` operation. Objects not meeting this criteria may not propagate correctly through the entire operation processing chain.

For example:

```
var x = {
  "string": 'abc',
  "int": 123,
  "float": 1.234,
  "number": new Number(3),
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "boolean": true,
  "date": new Date(2006, 0, 2, 15, 4, 5),
  "object": {
    "string": 'abc',
    "int": 123,
    "float": 1.234,
    "number": new Number(3),
    "boolean": true,
    "date": new Date(2006, 0, 2, 15, 4, 5)
  },
  "function": function(abc) {

  }
}
var stringify = JSON.stringify(x);
gs.info(stringify);
var hydrate = JSON.parse(stringify);
var stringify2 = JSON.stringify(hydrate);
gs.info(stringify2);
```

Produces:

```
{"string":"abc","int":123,"float":1.234,"number":3,"boolean":tru
e,"date":"2006-01-02T23:04:05.000Z","object":{"string":"abc","in
t":123,"float":1.234,"number":3,"boolean":true,"date":"2006-01-0
2T23:04:05.000Z"}}
{"string":"abc","int":123,"float":1.234,"number":3,"boolean":tru
e,"date":"2006-01-02T23:04:05.000Z","object":{"string":"abc","in
t":123,"float":1.234,"number":3,"boolean":true,"date":"2006-01-0
2T23:04:05.000Z"}}
```

Parameters

Name	Type	Description
key	String	Name of the session attribute key under which to set the associated value.
value	Object	Value to set. Valid data types: • string • int • float • number • boolean • date • object

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var response = new sn_cti_core.CTIOperationResponse();
response.setSessionAttribute('contact.phone', '+15552222345');
response.setSessionAttribute('contact.okToCall', true);
response.setSessionAttribute('contact.address', {
    street: '1234 Main St'
    city: 'API City',
    zip: 91335
});
```

CTIOperationResponse - setStatusCode(Number statusCode)

Sets the status code of the current operation request on the CTIOperationResponse object.

You can use any integer values to define the status, but it is recommended that you emulate the HTTP status codes, such as 200 = Ok/Success, 400 = Bad Request, 401 = Unauthorized.

Parameters

Name	Type	Description
statusCode	Number	Integer that uniquely identifies the status of the requested operation.

Returns

Type	Description
void	

```
(function(/*CTIOperationRequest*/
 request, /*CTIOperationResponse*/ response, /*Context*/ ctx) {
  var notes = '', lang = request.getLanguage();
  try {

    var interactionGr = request.getInteractionRecord();

    var now_GR = new GlideRecord('sys_user');
    if(interactionGr &&
 now_GR.get(interactionGr.opened_for.toString())) {
    if(now_GR.locked_out == true) {
        notes += gs.getMessageLang("User record found locked.
 Unlocking the account.\n", lang);
        now_GR.locked_out=false;
        now_GR.update();
        response.setStatusCode(200);
        response.setMessage(gs.getMessageLang("Your account has
 been unlocked.", lang));
     } else {
        notes += gs.getMessageLang("User record not locked.\n",
 lang);
        response.setStatusCode(200);
        response.setMessage(gs.getMessageLang("Your account
 doesn't seem to be locked.", lang));
     }
    } else {
      notes += gs.getMessageLang("User record not found.
 Transfer to agent\n", lang);
     response.setStatusCode(302);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      response.setMessage(gs.getMessageLang("I am unable to find
 your record. Let me transfer to someone who can help.", lang));
    }
    if(interactionGr) {
      interactionGr.work_notes = notes;
      interactionGr.update();
    }
  } catch(e) {
    ctx.setError(e);
  }
})(request, response, ctx);
```

Data - Scoped, Global

The *Data* API provides a data object that contains the results of transform performed by a *sn_clotho.Client.transform()* method.

Do not use a constructor to create an instance of this class, instead use the object returned by the *sn_clotho.Client.transform()* method.

You can call this class in scoped and global server scripts. This class runs in the sn_clotho namespace identifier.

This class is part of the MetricBase application.

Scoped Data - getEnd()

Returns the end time for data in the Data object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideDateTime	The end of the time period.

Scoped Data - getLabel()

Returns the label assigned by the *sn_clotho.ClothoTransform.label()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The label assigned to the data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped Data - getMetricName()

Returns the name of the metric of the data series. Returns null when the data object is associated with multiple data series.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the metric field. Returns null when the data object is associated with multiple data series.

Scoped Data - getPeriod()

Returns the time period in milliseconds.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The elapsed time in seconds.

Scoped Data - getStart()

Returns the start time for data in the Data object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideDateTime	The time for the first data point.

Scoped Data - getSubject()

Returns the subject of the data series. Returns null when the data object is associated with multiple data series.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The subject field value of the subject GlideRecord. This is generally the sys_id of the subject GlideRecord.

Scoped Data - getTableName()

Returns the name of the table assigned in the DataSelector class constructor. Returns null when the data object is associated with multiple data series.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Table name. Returns null when the data object is associated with multiple data series.

Scoped Data - getValues()

Returns an array of values.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of numbers.

Scoped Data - size()

Returns the number of values in the Data object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	The number of values in the object.

DataBuilder - Scoped, Global

The *DataBuilder* API provides methods to create a series of data points for a metric. Use the *sn_clotho.Client.put()* method to save the values.

You can call this class in scoped and global server scripts. When using the *DataBuilder* class, use the `sn_clotho` namespace identifier.

This class is part of the MetricBase application.

DataBuilder - DataBuilder(Object glideRecord, String subject, String metric)

Creates an instance of the DataBuilder class.

Parameters

Name	Type	Description
glideRecord	Object	GlideRecord from which to obtain the domain.
subject	String	The sys_id of the GlideRecord associated with this series.
metric	String	The field name of the metric.

The following example initializes a new instance of `DataBuilder` from the `sn_clotho` namespace using the `now_GR` parameter, which represents the current time or a specific time range, and the string parameter `'cpu_percentage'`, which is the name of the metric being tracked.

```
// Where cpu_percentage is the name of the metric
        var dataBuilder = new sn_clotho.DataBuilder(now_GR,
 'cpu_percentage');
```

DataBuilder - add(GlideDateTime start, Array value)

Adds a series of data points to the DataBuilder object. Each data point is a time stamp and a value.

Uses the start parameter and the retention policy collection period to calculate the time stamp for each value in the array. The first value has the start parameter as the time stamp. This method does not save the data in the MetricBase database. Use the *sn_clotho.Client.put()* method to save the values.

Parameters

Name	Type	Description
start	GlideDateTime	The time stamp for the first data point. Subsequent time stamps are calculated using the retention policy collection period.
value	Array	An array of numbers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
DataBuilder	The same DataBuilder object.

The following example first initializes an array (points) containing three numerical values: 7, 0.5, and 273, which represent different data points related to CPU usage at a given timestamp. Then, the code initializes a new `sn_clotho.DataBuilder` object using `now_GR` (a GlideRecord object) represents the target database record where this data is being stored. `'cpu_percentage'` is the metric name used to track CPU usage.

A new time variable is created using GlideDateTime, which sets the object to the current date and time. Finally, the code uses `dataBuilder.add(time, points)` to store multiple data points in the Data Builder object.

```
var points = [7,0.5,273];
var dataBuilder = new sn_clotho.DataBuilder(now_GR,
 'cpu_percentage');
// this creates a GlideDateTime object set to the current date
 and time
var time = new GlideDateTime();
dataBuilder.add(time, points);
```

DataBuilder - add(GlideDateTime start, Number value)

Adds a data point to the DataBuilder object. Each data point is a time stamp and a value. This method does not save the data point in the metric. Use the *`sn_clotho.Client.put()`* method to save the values.

Parameters

Name	Type	Description
start	GlideDateTime	The time stamp for the data point.
value	Number	The value of the data point.

Returns

Type	Description
DataBuilder	The DataBuilder object.

The following example first initializes a new instance of `DataBuilder` from the `sn_clotho` namespace using the parameters `now_GR` (the target record) and `'cpu_percentage'` (the metric to track). `GlideDateTime` initializes time to the current date and time. Finally, `dataBuilder.add()` stores the value `0.6` (representing a value of 60% CPU usage) at the current timestamp.

```
var dataBuilder = new sn_clotho.DataBuilder(now_GR,
 'cpu_percentage');
// this creates a GlideDateTime object set to the current date
 and time
var time = new GlideDateTime();
dataBuilder.add(time, 0.6);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DCManager - Global

The *DCManager* API enables you to group data by type.

Using this API you can:

- Assign data classifications to existing dictionary entries.
- Look up the data classifications for specific dictionary entries.
- Remove all data classifications associated with specific dictionary entries.
- Retrieve a list of all data classifications available in the current domain.

This API requires the Data Classification [com.glide.data_classification] plugin.

For more information, see Data Classification.

DCManager - classify(String dictEntries, String dataClasses)

Assigns pre-defined or user-defined data classifications to existing dictionary entries.

Requires the admin or data_classification_admin role.

Parameters

Name	Type	Description
dictEntries	String	Sys_ids of the records you want to classify. Entered as a comma-separated list enclosed in a string. Table: Dictionary [sys_dictionary] table
dataClasses	String	Sys_ids of the data classifications you want to assign. Entered as a comma-separated list enclosed in a string. Table: Data Classification [data_classification]

Returns

Type	Description
String	Message describing the result of the operation.

This example finds records containing social security numbers and classifies the records as confidential.

```
var dcm = new SNC.DCManager();
var confidentialClass = {};
var ssnFields = [];
var dataClasses = JSON.parse(dcm.getAllDataClasses());

// Get the Confidential data class record
dataClasses.forEach(function (dataClass) {
  if (dataClass.name == "Confidential")
    confidentialClass = dataClass;
});

// Find fields that seem to be strong social security numbers
var dictionaryGR = new GlideRecord("sys_dictionary");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
dictionaryGR.addQuery("element",
 "ssn").addOrCondition("element", "social_security_number");
dictionaryGR.query();
while (dictionaryGR.next())
  ssnFields.push(dictionaryGR.getUniqueValue());

// Classify any found entries as Confidential
if (ssnFields.length > 0)
  dcm.classify(ssnFields.join(), confidentialClass.sys_id);
```

Output:

```
"Successfully stored the data classification configurations"
```

DCManager - clearClassification(String dictEntries)

Removes all data classifications for the specified dictionary entries.

Requires the admin or data_classification_admin role.

Parameters

Name	Type	Description
dictEntries	String	Sys_ids of the records you want to remove classifications from. Entered as a comma-separated list enclosed in a string. Table: Dictionary [sys_dictionary]

Returns

Type	Description
String	Message describing the result of the operation.

This example removes the data classification for a dictionary entry.

```
var dcm = new SNC.DCManager();
gs.info(dcm.clearClassification("445de0a6dba30300efc57416bf9619b
0"));
```

Output:

```
"Classifications removed for the specified dictionary entries"
```

DCManager - getAllDataClasses()

Returns a list of all data classifications available in the current domain.

Requires the admin, data_classification_admin, or data_classification_auditor role.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
<Array>	Result of the request. Returns the sys_id and name for each available data classification. If there are no data classifications, it returns an empty array. Data classifications can be organized into parent-child relationships. If there are parent data classifications, they are identified in the result. Data type: Array `[ { "parent": {Object}, "sys_id": "String", "name": "String" } ]`
<Array>.parent	Entry for a parent data classification. Data type: Object `"parent": { "sys_id": "String", "name": "String" }`
<Array>.parent.sys_id	Sys_id of the parent data classification from the Data Classification [data_classification] table. Data type: String
<Array>.parent.name	Name of the parent data classification. Data type: String
<Array>.sys_id	Sys_id of the data classification from the Data Classification [data_classification] table. Data type: String
<Array>.name	Name of the data classification. Data type: String

This example retrieves a list of all available data classifications.

```
var dcm = new SNC.DCManager();
gs.info(dcm.getAllDataClasses());
```

Output:

```
[
  {
    "parent": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "sys_id": "a9670fc773fc1010ae8dd21efaf6a735",
      "name": "Confidential"
    },
    "sys_id": "348107b951d71010f877f3f178e7dd0d",
    "name": "Personally identifiable information"
  },
  {
    "sys_id": "a9670fc773fc1010ae8dd21efaf6a735",
    "name": "Confidential"
  },
  {
    "sys_id": "59b7070b73fc1010ae8dd21efaf6a764",
    "name": "Restricted"
  },
  {
    "sys_id": "11d60fc773fc1010ae8dd21efaf6a744",
    "name": "Internal"
  },
  {
    "sys_id": "f5b4cf4773fc1010ae8dd21efaf6a766",
    "name": "Public"
  }
]
```

DCManager - getClassification(String dictEntries)

Retrieves all data classifications for the specified dictionary entries.

Parameters

Name	Type	Description
dictEntries	String	Sys_ids of the records you want to retrieve classifications for. Entered as a comma-separated list enclosed in a string. Table: Dictionary [sys_dictionary]

Returns

Type	Description
<Object>	JSON object containing each dictionary entry's sys_id with an array of its associated data classes. If there are no associated data classifications, it returns a message describing the result of the operation. Data classifications can be organized into parent-child relationships. If there are parent data classifications, they are identified in the result. Data type: Object `{ <sys_dictionary_sys_id>: [ { "parent": {Object}, "sys_id": "String", "name": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>}
	]
	}</pre>

<Object>.parent	Entry for a parent data classification.
	
	Data type: Object
	<pre>"parent": {
	"sys_id": "String",
	"name": "String"
	}</pre>

<Object>.parent.sys_id	Sys_id of the parent data classification from the Data Classification [data_classification] table. Data type: String
<Object>.parent.name	Name of the parent data classification. Data type: String
<Object>.sys_id	Sys_id of the data classification from the Data Classification [data_classification] table. Data type: String
<Object>.name	Name of the data classification. Data type: String

This example retrieves the data classifications for a dictionary entry.

```
var dcm = new SNC.DCManager();
gs.info(dcm.getClassification("445de0a6dba30300efc57416bf9619b0"
));
```

Output:

```
{
  "445de0a6dba30300efc57416bf9619b0": [
    {
      "parent": {
        "sys_id": "a9670fc773fc1010ae8dd21efaf6a735",
        "name": "Confidential"
      },
      "sys_id": "348107b951d71010f877f3f178e7dd0d",
      "name": "Personally identifiable information"
    }
  ]
}
```

ScopedDCManager - Scoped

The *ScopedDCManager* API enables you to group data by type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using this API you can:

- Assign data classifications to existing dictionary entries.
- Look up the data classifications for specific dictionary entries.
- Remove all data classifications associated with specific dictionary entries.
- Retrieve a list of all data classifications available in the current domain.

This API requires the Data Classification [com.glide.data_classification] plugin.

For more information, see Data Classification.

ScopedDCManager - classify(String dictEntries, String dataClasses)

Assigns pre-defined or user-defined data classifications to existing dictionary entries.

Requires the admin or data_classification_admin role.

Parameters

Name	Type	Description
dictEntries	String	Sys_ids of the records you want to classify. Entered as a comma-separated list enclosed in a string. Table: Dictionary [sys_dictionary] table
dataClasses	String	Sys_ids of the data classifications you want to assign. Entered as a comma-separated list enclosed in a string. Table: Data Classification [data_classification]

Returns

Type	Description
String	Message describing the result of the operation.

This example finds records containing social security numbers and classifies the records as confidential.

```
var dcm = new global.ScopedDCManager();
var confidentialClass = {};
var ssnFields = [];
var dataClasses = JSON.parse(dcm.getAllDataClasses());

// Get the Confidential data class record
dataClasses.forEach(function (dataClass) {
  if (dataClass.name == "Confidential")
    confidentialClass = dataClass;
});

// Find the fields that seem to be strong social security
 numbers
var dictionaryGR = new GlideRecord("sys_dictionary");
dictionaryGR.addQuery("element",
 "ssn").addOrCondition("element", "social_security_number");
dictionaryGR.query();
while (dictionaryGR.next())
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ssnFields.push(dictionaryGR.getUniqueValue());

// Classify any found entries as confidential
if (ssnFields.length > 0)
  dcm.classify(ssnFields.join(), confidentialClass.sys_id);
```

Output:

```
"Successfully stored the data classification configurations"
```

ScopedDCManager - clearClassification(String dictEntries)

Removes all data classifications for the specified dictionary entries.

Requires the admin or data_classification_admin role.

Parameters

Name	Type	Description
dictEntries	String	Sys_ids of the records you want to remove classifications from. Entered as a comma-separated list enclosed in a string. Table: Dictionary [sys_dictionary]

Returns

Type	Description
String	Message describing the result of the operation.

This example removes the data classification for a dictionary entry.

```
var dcm = new global.ScopedDCManager();
gs.info(dcm.clearClassification("445de0a6dba30300efc57416bf9619b
0"));
```

Output:

```
"Classifications removed for the specified dictionary entries"
```

ScopedDCManager - getAllDataClasses()

Returns a list of all data classifications available in the current domain.

Requires the admin, data_classification_admin, or data_classification_auditor role.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
<Array>	Result of the request. Returns the sys_id and name for each available data classification. If there are no data classifications, it returns an empty array. Data classifications can be organized into parent-child relationships. If there are parent data classifications, they are identified in the result. Data type: Array `[ { "parent": {Object}, "sys_id": "String", "name": "String" } ]`
<Array>.parent	Entry for a parent data classification. Data type: Object `"parent": { "sys_id": "String", "name": "String" }`
<Array>.parent.sys_id	Sys_id of the parent data classification from the Data Classification [data_classification] table. Data type: String
<Array>.parent.name	Name of the parent data classification. Data type: String
<Array>.sys_id	Sys_id of the data classification from the Data Classification [data_classification] table. Data type: String
<Array>.name	Name of the data classification. Data type: String

This example retrieves a list of all available data classifications.

```
var dcm = new global.ScopedDCManager();
gs.info(dcm.getAllDataClasses());
```

Output:

```
[
  {
    "parent": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "sys_id": "a9670fc773fc1010ae8dd21efaf6a735",
      "name": "Confidential"
    },
    "sys_id": "348107b951d71010f877f3f178e7dd0d",
    "name": "Personally identifiable information"
  },
  {
    "sys_id": "a9670fc773fc1010ae8dd21efaf6a735",
    "name": "Confidential"
  },
  {
    "sys_id": "59b7070b73fc1010ae8dd21efaf6a764",
    "name": "Restricted"
  },
  {
    "sys_id": "11d60fc773fc1010ae8dd21efaf6a744",
    "name": "Internal"
  },
  {
    "sys_id": "f5b4cf4773fc1010ae8dd21efaf6a766",
    "name": "Public"
  }
]
```

ScopedDCManager - getClassification(String dictEntries)

Retrieves all data classifications for the specified dictionary entries.

Requires the admin, data_classification_admin, or data_classification_auditor role.

Parameters

Name	Type	Description
dictEntries	String	Sys_ids of the records you want to retrieve classifications for. Entered as a comma-separated list enclosed in a string. Table: Dictionary [sys_dictionary]

Returns

Type	Description
<Object>	JSON object containing each dictionary entry's sys_id with an array of its associated data classes. If there are no associated data classifications, it returns a message describing the result of the operation. Data classifications can be organized into parent-child relationships. If there are parent data classifications, they are identified in the result. Data type: Object `{ <sys_dictionary_sys_id>: [ { "parent": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"sys_id": "String",
	"name": "String"
	}
	]
	}</pre>

<Object>.parent	Entry for a parent data classification.
	
	Data type: Object
	<pre>"parent": {
	"sys_id": "String",
	"name": "String"
	}</pre>

<Object>.parent.sys_id	Sys_id of the parent data classification from the Data Classification [data_classification] table. Data type: String
<Object>.parent.name	Name of the parent data classification. Data type: String
<Object>.sys_id	Sys_id of the data classification from the Data Classification [data_classification] table. Data type: String
<Object>.name	Name of the data classification. Data type: String

This example retrieves the data classifications for a dictionary entry.

```
var dcm = new global.ScopedDCManager();
gs.info(dcm.getClassification("445de0a6dba30300efc57416bf9619b0"
));
```

Output:

```
{
  "445de0a6dba30300efc57416bf9619b0": [
    {
      "parent": {
        "sys_id": "a9670fc773fc1010ae8dd21efaf6a735",
        "name": "Confidential"
      },
      "sys_id": "348107b951d71010f877f3f178e7dd0d",
      "name": "Personally identifiable information"
    }
  ]
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DatasetDefinition - Global

The *DatasetDefinition* API provides methods to identify a set of records including a table name, columns, and row selection criteria to use as input for ML training algorithms. Datasets don't contain the actual data.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace. For information, see Predictive Intelligence.

Use the dataset to estimate mutual information *PredictabilityEstimate* or train data specified by an *Encoder*. You can also use the dataset to train data specified by one of the following solution types:

- *ClassificationSolution*
- *ClusteringSolution*
- *RegressionSolution*
- *SimilaritySolution*

For usage guidelines, refer to Using ML APIs.

DatasetDefinition - DatasetDefinition(Object)

Creates an instance of the *DatasetDefinition* class, enabling you to define a dataset by table name, fields, and query.

Create your dataset definition by passing a table and a list of fields. You can also pass a query to restrict datasets to include rows with specific characteristics.

Once created, a DatasetDefinition object cannot be modified.

Parameters

Name	Type	Description
config	Object	JavaScript object containing the dataset definition properties. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array], "tableName": "String" }`
config.tableName	String	Name of the table for the dataset. For example, `"tableName" : "Incident"`.
config.fieldNames	Array	Optional. List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Default: All fields
config.fieldDetails	Array	Optional. List of JavaScript objects that specify field properties. Use this property to force machine learning algorithms to interpret fields as being a specific type. You do not need to get field details for every field listed in the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		fieldNames property. All details must correspond with a field listed in the *fieldNames* array. `[ { "name": "String", "type": "String" } ]`
config.fieldDetails.name	String	Name of the field defining the type of information to restrict this dataset to. If used, this field name must match the corresponding name listed in the *fieldNames* property.
config.fieldDetails.type	String	Machine-learning field type. Specifying the data type forces the ML trainer to interpret a field as having that type. If no data type is specified, the system determines the type. Supported types: • *nominal*: ML interprets this field as containing classes or categories. • *numeric*: ML interprets this field as containing numbers. • *text*: ML interprets this field as containing text. These types identify data types from a machine learning perspective. The ML type might differ from the type listed in the source table. A field can be a string type, but its purpose can be to encode a nominal value. For example, t-shirt sizes such as "XL", "L", or "M" are string types in the table, but each value represents a categorgy of a nominal attribute from an ML perspective.
config.encodedQuery	String	Optional. Encoded query string in the standard platform format. You can construct the query to be absolute or relative. For example, your query can return rows for the previous 3 months (relative), or for the May through July period (absolute). Whether using an absolute or relative pattern, the data a definition identifies can change if the rows in the underlying table change.

The following example shows how to create a dataset definition.

```
var myData = new sn_ml.DatasetDefinition(
  {
     'tableName' : 'incident',
     'fieldNames' : ['category', 'short_description',
 'priority', 'assignment_group.name'],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    'fieldDetails' : [
      {
        'name' : 'category',
        'type' : 'nominal'
      },
      {
        'name' : 'short_description',
        'type' : 'text'
      }],
    'encodedQuery' :
 'sys_created_onONLast%202%20quarters@javascript:gs.beginningOfL
ast2Quarters()@javascript:gs.endOfLast2Quarters()^state=3'
  });
```

DatasetDefinition - getEligibleFields(String capability)

Returns a list of fields that are eligible as either input fields (features) or predicted fields regarding a solution of a given capability, for example, a classification solution. Eligibility is determined based on the fields having the appropriate glide data types.

Parameters

Name	Type	Description
capability	String	Capability for which to retrieve fields eligible for training. This method currently only supports classification solutions, any other value for the capability throws a "capability not supported" exception. Valid values: `"classification"`

Returns

Type	Description
Object	Object containing eligible input field names and eligible output field names. `{ "eligibleInputFieldNames" : [Array], "eligibleOutputFieldNames" : [Array] }`
<Object>.eligibleInputFieldNames	List of strings indicating input fields eligible for training. Data type: Array
<Object>.eligibleOutputFieldNames	List of strings indicating output fields eligible for training. Data type: Array

The following example shows how to display eligible fields for a classification solution.

```
var myIncidentData = new sn_ml.DatasetDefinition({
  'tableName' : 'incident',
  'encodedQuery' : 'activeANYTHING'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
});

var eligibleFields =
 JSON.parse(myIncidentData.getEligibleFields('classification'));

gs.print(JSON.stringify(eligibleFields, null, 2));
```

Output:

```
{
  "eligibleInputFieldNames": [
    "resolved_by",
    "short_description",
    "description",
    "notify"
  ],
  "eligibleOutputFieldNames": [
    "parent",
    "caused_by",
    "location",
    "category"
  ]
}
```

DateTimeUtils - Global

The *DateTimeUtils* script include is a collection of date/time functions.

You can use this script include in any server-side script, and is available through GlideAjax.

DateTimeUtils - int8ToGlideDateTime(Number int64)

Converts Microsoft AD integer8 DateTime format into GlideDateTime format.

Integer8 is also known as Microsoft Filetime format. This method is commonly used when importing AD user's date fields, such as Expiration Date.

Parameters

Name	Type	Description
int64	Number	A 64-bit value representing the number of 100-nanosecond intervals since January 1, 1601 (UTC).

Returns

Type	Description
GlideDateTime	A GlideDateTime object set to the Integer8 date and time.

```
//convert and set account expiration date from AD
//this is an example that could be used in an LDAP import
 transform map to import the LDAP account
//expires attribute to a customer created u_account_expires
 GlideDateTime field
var dtUtil = new DateTimeUtils();
target.u_account_expires =
 dtUtil.int8ToGlideDateTime(source.u_accountexpires);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DateTimeUtils - msToGlideDateTime(Number milliseconds)

Convert milliseconds to a GlideDateTime object

Parameters

Name	Type	Description
milliseconds	Number	The number of milliseconds

Returns

Type	Description
GlideDateTime	A GlideDateTime object

```
//example script to call the method from a client
Replace MILLISECONDSVALUE with your variable
var ga = new GlideAjax('DateTimeUtils');
ga.addParam('sysparm_name','msToGlideDateTime');
ga.addParam('sysparm_value', MILLISECONDSVALUE);
ga.getXMLWait();
var newGDT = ga.getAnswer();
```

DecisionTableAPI - Scoped, Global

The *DecisionTableAPI* class enables you to access Decision Tables data in scoped and global server-side scripts.

To access *DecisionTableAPI* methods, use the `sn_dt` namespace. You must have the decision_table_crud_api role to use this API. To learn more about Decision Tables, see Decision Tables.

DecisionTableAPI - DecisionTableAPI()

Instantiates a DecisionTableAPI object.

Parameters

Name	Type	Description
None		

```
var dt = new sn_dt.DecisionTableAPI();
```

DecisionTableAPI - createAnswerElementChoices(String decisionID, Array questions)

Creates multiple records in the Choices [sys_choice] table that are linked to answer elements.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the decision table record. Table: Decision Tables [sys_decision]
choices	Array	Array of objects used to create records in the Choices [sys_choice] table. Each object creates one choice record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>[
		  {
		  "answerElementID": "String",
		  "label": "String",
		  "order": Number,
		  "value": "String"
		  }
		]</pre>

choices.answerElementID	String	Sys_id of the answer element to associate with the choice. Table: Result [sys_decision_multi_result_element]
choices.label	String	Label of the choice.
choices.order	Number	Optional. Order of the choice.
choices.value	String	Value of the choice.

Returns

Type	Description

Object	Object with information about the status of the API request.
	<pre>{
	  "errors": [Array],
	  "results": [Array],
	  "status": "String"
	}</pre>

<Object>.errors	Error information.
	
	Data type: Array of Objects
	<pre>"errors": [
	  {
	  "message": "String",
	  "type": "String
	  }
	]</pre>

<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results	Array with information about the status of each choice. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"results": [
	  {
	  "errors": [Array],
	  "record": GlideRecord,
	  "status": "String"
	  }
	]</pre>

<Object>.results.errors	Error information for the choice.
	
	Data type: Array
	<pre>"errors": [
	  {
	  "message": "String",
	  "type": "String
	  }
	]</pre>

<Object>.results.errors.message	Error message. Data type: String
<Object>.results.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results.record	GlideRecord reference to the choice created in the Choices [sys_choice] table. Data type: GlideRecord
<Object>.results.status	Status that indicates whether the choice record was successfully created. Possible values: • Failure • Success Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example creates two choices for an answer element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var decisionID = 'a45be18c3d839910f8776a598af91269';
var answerElementID = '99d197c83d0b9910f8776a598af912df';
var choices = [
   {
      label: 'Hyderabad',
      value: 'hyd',
      answerElementId: answerElementID,
      order: 20
   },
   {
      label: 'Mumbai',
      value: 'mum',
      answerElementId: answerElementID,
      order: 40
   }
];

var dt = new sn_dt.DecisionTableAPI();
var response = dt.createAnswerElementChoices(decisionID,
 choices);
gs.info('Status - ' + response.status);
gs.info('First choice sys id - ' +
 response.results[0].record.getValue('sys_id'));
gs.info('Second choice sys id - ' +
 response.results[1].record.getValue('sys_id'));
```

Output:

```
Status - Success
First choice sys id - 6bc0d3c03d0b9910f8776a598af912c6
Second choice sys id - 6fc0d3c03d0b9910f8776a598af912c9
```

DecisionTableAPI - createAnswerElements(String decisionID, Array answerElements)

Creates multiple records in the Result [sys_decision_multi_result_element] table that are related to the specified decision table.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the decision table record. Table: Decision Tables [sys_decision]
answerElements	Array	Array of objects used to create records in the Result Elements [sys_decision_multi_result_element] table. Each object creates one answer element record. `[ { label: "String", maxsize: Number, order: Number, reference: "String", type: "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		}]
answerElements.label	String	Label of the answer element record.
answerElements.maxsize	Number	Optional. Maximum number of characters allowed in the answer element field. Use this property only if *`answerElements.type`* is `String`. Default value: 250
answerElements.order	Number	Optional. Order of the answer element.
answerElements.reference	String	Required if the value of *`answerElements.type`* is `Reference`. Name of the reference table used by the answer element.
answerElements.type	String	Answer element input type. Valid values: • Boolean • Choice • Currency • Decimal • Due_date • Glide_date • Glide_date_time • Glide_duration • Integer • Longint • Reference • String

Returns

Type	Description
Object	Object with information about the status of the API request. `{ "errors": [Array], "results": [Array], "status": "String" }`
<Object>.errors	Error information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results	Array with information about the status of each answer element. Data type: Array `"results": [ { "errors": [Array], "record": GlideRecord, "status": "String" } ]`
<Object>.results.errors	Error information for the answer element. Data type: Array `"errors": [ { "message": "String", "type": "String } ]`
<Object>.results.errors.message	Error message. Data type: String
<Object>.results.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results.record	GlideRecord reference to the answer element created in the Result Elements [sys_decision_multi_result_element] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: GlideRecord
<Object>.results.status	Status that indicates whether the answer element record was successfully created. Possible values: • Failure • Success Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example creates two answer elements for a decision table.

```
var decisionID = 'a45be18c3d839910f8776a598af91269';
var answerElements = [
   {
      label: 'City name',
      name: 'city',
      type: 'choice',
      comments: 'City name',
   },
   {
      label: 'Assigned To',
      name: 'assigned_to',
      type: 'reference',
      reference: 'sys_user'
   }
];

var dt = new sn_dt.DecisionTableAPI();
var response = dt.createAnswerElements(decisionID,
 answerElements);
gs.info('Status - ' + response.status);
gs.info('First answer element sys id - ' +
 response.results[0].record.getValue('sys_id'));
gs.info('Second answer element sys id - ' +
 response.results[1].record.getValue('sys_id'));
```

Output:

```
Status - Success
First answer element sys id - 41c707803d0b9910f8776a598af91201
Second answer element sys id - 51c707803d0b9910f8776a598af91217
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DecisionTableAPI - createConditions(String decisionID, Array conditions)

Creates multiple records in the Decision Conditions [sn_decision_table_decision_condition] table that are related to the specified decision table.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the decision table record. Table: Decision Tables [sys_decision]
conditions	Array	Array of objects used to create records in the Decision Conditions [sn_decision_table_decision_condition] table. Each object creates one decision condition record. `[ { "decisionInput": "String", "defaultOperator": "String", "label": "String" } ]`
conditions.decisionInput	String	Sys_id of the decision input to associate with the condition. Table: Decision Inputs [sys_decision_input]
conditions.defaultOperator	String	Optional. Default operator for the condition. For a list of valid operators, see Operators available for filters and queries.
conditions.label	String	Label of the decision condition record.

Returns

Type	Description
Object	Object with information about the status of the API request. `{ "errors": [Array], "results": [Array], "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results	Array with information about the status of each decision condition. Data type: Array of Objects `"results": [ { "errors": [Array], "record": GlideRecord, "status": "String" } ]`
<Object>.results.errors	Error information for the decision condition. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.results.errors.message	Error message. Data type: String
<Object>.results.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results.record	GlideRecord reference to the decision condition created in the Decision Conditions [sn_decision_table_decision_condition] table. Data type: GlideRecord
<Object>.results.status	Status that indicates whether the decision condition record was successfully created. Possible values: • Failure • Success

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example creates two decision conditions for a decision table.

```
var decisionID = 'a45be18c3d839910f8776a598af91269';
var conditions = [
    {
        label: 'Total count',
        decisionInput: '22bde5003dc39910f8776a598af91292',
        defaultOperator: '!='
    },
    {
        label: 'Is Incident Active',
        decisionInput: '6abde5003dc39910f8776a598af9127e',
        default_operator: 'ISEMPTY',
        order: 10,
        field: 'u_incident.active'
    }
];

var dt = new sn_dt.DecisionTableAPI();
var response = dt.createConditions(decisionID, conditions);
gs.info('Status - ' + response.status);
gs.info('First condition sys id - ' +
 response.results[0].record.getValue('sys_id'));
gs.info('Second condition sys id - ' +
 response.results[1].record.getValue('sys_id'));
```

Output:

```
Status - Success
First condition sys id - c1530f4c3dc79910f8776a598af912ef
Second condition sys id - c9530f4c3dc79910f8776a598af912f1
```

DecisionTableAPI - createDecisionTable(Object decisionTable)

Creates a decision table record in the Decision Tables [sys_decision] table.

Parameters

Name	Type	Description
decisionTable	Object	Key-value pairs of the field names and values to use to create a decision table record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>{
		  "accessibleFrom": "String",
		  "name": "String",
		  "scope": "String
		}</pre>

decisionTable.accessibleFrom	String	Optional. Scopes that have access to the decision table record. Valid values: • package_private • public
decisionTable.name	String	Name of the decision table.
decisionTable.scope	String	Scope of the decision table record.

Returns

Type	Description

Object	Information about the status of the API request.
	<pre>{
	  "errors": [Array],
	  "record": GlideRecord,
	  "status": "String"
	}</pre>

<Object>.errors	Error information.
	Data type: Array of Objects
	<pre>"errors": [
	  {
	  "message": "String",
	  "type": "String
	  }
	]</pre>

<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.record	GlideRecord reference to the decision table created in the Decision Tables [sys_decision] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: GlideRecord
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example creates an Emergency Change Policy decision table.

```
var decisionTable = {
    name: 'Emergency Change Policy',
    scope: 'global',
    accessibleFrom: 'public'
};

var dt = new sn_dt.DecisionTableAPI();
var response = dt.createDecisionTable(decisionTable);
gs.info('Status -' + response.status);
gs.info('Decision Table sys id - ' +
 response.record.getValue('sys_id'));
```

Output:

```
Status - Success
Decision Table sys id - 665569083d839910f8776a598af91223
```

DecisionTableAPI - createInputChoices(String decisionID, Array choices)

Creates multiple records in the Choices [sys_choice] table that are linked to decision inputs.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the decision table record. Table: Decision Tables [sys_decision]
choices	Array	Array of objects used to create records in the Choices [sys_choice] table. Each object creates one choice record. `[ { "inputID": "String", "label": "String", "order": Number, "value": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
choices.inputID	String	Sys_id of the decision input to associate with the choice. Table: Decision Inputs [sys_decision_input]
choices.label	String	Label of the choice.
choices.order	Number	Optional. Order of the choice.
choices.value	String	Value of the choice.

Returns

Type	Description
Object	Object with information about the status of the API request. `{ "errors": [Array], "results": [Array], "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results	Array with information about the status of each choice. Data type: Array of Objects `"results": [ { "errors": [Array], "record": GlideRecord, "status": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.results.errors	Error information for the choice. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.results.errors.message	Error message. Data type: String
<Object>.results.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results.record	GlideRecord reference to the choice created in the Choices [sys_choice] table. Data type: GlideRecord
<Object>.results.status	Status that indicates whether the choice record was successfully created. Possible values: • Failure • Success Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example creates two choices for a decision input.

```
var decisionID = 'a45be18c3d839910f8776a598af91269';
var inputID = '4d1f8f083d0b9910f8776a598af91274';
var choices = [
   {
      label: 'Hyderabad',
      value: 'hyd',
      inputId: inputID,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      order: 20
   },
   {
      label: 'Mumbai',
      value: 'mum',
      inputId: inputID,
      order: 40
   }
];

var dt = new sn_dt.DecisionTableAPI();
var response = dt.createInputChoices(decisionID, choices);
gs.info(JSON.stringify(response));
gs.info('Status - ' + response.status);
gs.info('First choice sys id - ' +
 response.results[0].record.getValue('sys_id'));
gs.info('Second choice sys id - ' +
 response.results[1].record.getValue('sys_id'));
```

Output:

```
Status - Success
First choice sys id - 6bc0d3c03d0b9910f8776a598af912c6
Second choice sys id - 6fc0d3c03d0b9910f8776a598af912c9
```

DecisionTableAPI - createInputs(String decisionID, Array inputs)

Creates multiple records in the Decision Inputs [sys_decision_input] table that are related to the specified decision table.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the decision table record. Table: Decision Tables [sys_decision]
inputs	Array	Array of objects used to create records in the Decision Input [sys_decision_input] table. Each object creates one decision input record. `[ { label: "String", maxsize: Number, order: Number, reference: "String", type: "String" } ]`
inputs.label	String	Label of the decision input record.
inputs.maxsize	Number	Optional. Maximum number of characters allowed in the input field. Use this property only if *inputs.type* is `String`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default value: 250
inputs.order	Number	Optional. Order of the input.
inputs.reference	String	Required if the value of *inputs.type* is `Reference`. Name of the reference table used by the decision input.
inputs.type	String	Decision input type. Valid values: • String • Integer • True/False • Choice • Reference • Date • Date/Time

Returns

Type	Description
Object	Object with information about the status of the API request. `{ "errors": [Array], "results": [Array], "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results	Array with information about the status of each decision input.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Array `"results": [ { "errors": [Array], "record": GlideRecord, "status": "String" } ]`
<Object>.results.errors	Error information for the decision input. Data type: Array `"errors": [ { "message": "String", "type": "String } ]`
<Object>.results.errors.message	Error message. Data type: String
<Object>.results.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results.record	GlideRecord reference to the decision input created in the Decision Inputs [sys_decision_input] table. Data type: GlideRecord
<Object>.results.status	Status that indicates whether the decision input record was successfully created. Possible values: • Failure • Success Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String

This example creates two inputs for a decision table.

```
var decisionID = 'a45be18c3d839910f8776a598af91269';
var inputs = [
   {
      label: 'Incident',
      type: 'reference',
      reference: 'incident',
      ref_qual: 'active=true^EQ'
   },
   {
      label: 'Total count',
      type: 'integer'
   }
];

var dt = new sn_dt.DecisionTableAPI();
var response = dt.createInputs(decisionID,inputs);
gs.info('Status - ' + response.status);
gs.info('First input id -' +
 response.results[0].record.getValue('sys_id'));
gs.info('Second input id -' +
 response.results[1].record.getValue('sys_id'));
```

Output:

```
Status - Success
First input id - 5dbfa58c3d839910f8776a598af91219
Second input id - 95bfe1803dc39910f8776a598af912fa
```

DecisionTableAPI - createQuestions(String decisionID, Array questions)

Creates multiple records in the Decisions [sys_decision_question] table that are related to the specified decision table.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the decision table record. Table: Decision Tables [sys_decision]
questions	Array	Array of objects used to create records in the Decisions [sys_decision_question] table. Each object creates one question record. `[ { "active": Boolean, "answer": [Array], "condition": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"defaultAnswer": Boolean,
		"order": Number
		}
		]</pre>

questions.active	Boolean	Flag that indicates whether the question record is active. Valid values: • true: The question record is active. • false: The question record isn't active.

questions.answer	Array	List of possible answers to the question.
		For a single result table, the array can only have one object. For a multi-result table, the array can have multiple objects.
		<pre>[
		{
		"name": "String",
		"value": "String"
		}
		]</pre>

questions.answer.name	String	Name of the answer element. Table: Result [sys_decision_multi_result_element]
questions.answer.value	String	Value of the answer element. Table: Result [sys_decision_multi_result_element]
questions.condition	String	Conditions required to reach this question. The fields available for the conditions are the decision inputs that are associated with the decision table. For more information about creating conditions, see Operators available for filters and queries.
questions.default	Boolean	Flag that indicates whether this question is the default question for the decision table. Valid values: • true: The question is the default question. • false: The question isn't the default question.
questions.order	Number	Order of the question.

Returns

Type	Description
Object	Object with information about the status of the API request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>{
	  "errors": [Array],
	  "results": [Array],
	  "status": "String"
	}</pre>

<Object>.errors	Error information.
	
	Data type: Array of Objects
	<pre>"errors": [
	  {
	  "message": "String",
	  "type": "String
	  }
	]</pre>

<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String

<Object>.results	Array with information about the status of each question.
	
	Data type: Array of Objects
	<pre>"results": [
	  {
	  "errors": [Array],
	  "record": GlideRecord,
	  "status": "String"
	  }
	]</pre>

<Object>.results.errors	Error information for the question.
	
	Data type: Array of Objects
	<pre>"errors": [
	  {
	  "message": "String",
	  "type": "String
	  }
	]</pre>

<Object>.results.errors.message	Error message. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.results.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.results.record	GlideRecord reference to the question created in the Decisions [sys_decision_question] table. Data type: GlideRecord
<Object>.results.status	Status that indicates whether the question record was successfully created. Possible values: • Failure • Success Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example creates two questions for a decision table.

```
var decisionID = 'a45be18c3d839910f8776a598af91269';
var questions = [
   {
      condition: 'u_item=Phone^u_price=500^EQ',
      answer:[
         {
            name: 'u_seller',
            value: '02826bf03710200044e0bfc8bcbe5d64'
         },
         {
            name: 'u_discount',
            value: '5'
         }
      ],
      active: true,
      defaultAnswer: true,
      order: 300
   },
   {
      condition: 'u_item=Laptop^u_price>800^EQ',
      answer:[
         {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            name: 'u_discount',
            value: '20'
         }
      ],
      active: true,
      defaultAnswer: false,
      order: 150
   }
];

var dt = new sn_dt.DecisionTableAPI();
var response = dt.createQuestions(decisionID, questions);
gs.info(JSON.stringify(response));
gs.info('Status - ' + response.status);
gs.info('First decision sys id - ' +
 response.results[0].record.getValue('sys_id'));
gs.info('Second decision sys id - ' +
 response.results[1].record.getValue('sys_id'));
```

Output:

```
Status - Success
First decision sys id - 21c8d3003d4b9910f8776a598af91213
Second decision sys id - e9c8d3003d4b9910f8776a598af91218
```

DecisionTableAPI - deleteAnswerElement(String answerElementID)

Deletes a record in the Result [sys_decision_multi_result_element] table.

Parameters

Name	Type	Description
answerElementID	String	Sys_id of the answer element record. Table: Result Elements [sys_decision_multi_result_element]

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	}]
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example deletes an answer element.

```
var answerElementID = '51c707803d0b9910f8776a598af91217';

var dt = new sn_dt.DecisionTableAPI();
var response = dt.deleteAnswerElement(answerElementID);
gs.info('Status - ' + response.status);
```

Output:

```
Status - Success
```

DecisionTableAPI - deleteChoice(String choiceID)

Deletes a record in the Choices [sys_choice] table.

Parameters

Name	Type	Description
choiceID	String	Sys_id of the choice record. Table: Choices [sys_choice]

Returns

Type	Description
Object	Information about the status of the API request. { "errors": [Array],

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	<pre> "status": "String" }</pre>

<Object>.errors	Error information.
	
	Data type: Array of Objects
	<pre>"errors": [
	  {
	  "message": "String",
	  "type": "String
	  }
	]</pre>

<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example deletes a choice.

```
var choiceID = '4532db883d0b9910f8776a598af912e7';

var dt = new sn_dt.DecisionTableAPI();
var response = dt.deleteChoice(choiceID);
gs.info('Status - ' + response.status);
```

Output:

```
Status - Success
```

DecisionTableAPI - deleteCondition(String conditionID)

Deletes a record in the Decision Conditions [sn_decision_table_decision_condition] table.

Parameters

Name	Type	Description
conditionID	String	Sys_id of the decision condition record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Decision Conditions [sn_decision_table_decision_condition]

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example deletes a decision condition.

```
var conditionID = 'c9530f4c3dc79910f8776a598af912f1';

var dt = new sn_dt.DecisionTableAPI();
var response = dt.deleteCondition(conditionID);
gs.info('Status - ' + response.status);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Status - Success
```

DecisionTableAPI - deleteDecisionTable(String decisionID)

Deletes a record in the Decision Tables [sys_decision] table.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the decision table record. Table: Decision Tables [sys_decision]

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example deletes a decision table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var decisionID = 'a1f6e14c3d039910f8776a598af9129d';

var dt = new sn_dt.DecisionTableAPI();
var response = dt.deleteDecisionTable(decisionID);
gs.info('Status -' + response.status);
```

Output:

```
Status - Success
```

DecisionTableAPI - deleteInput(String inputID)

Deletes a record in the Decision Inputs [sys_decision_input] table.

Parameters

Name	Type	Description
inputID	String	Sys_id of the decision input record. Table: Decision Inputs [sys_decision_input]

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.status	Status of the API request. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Failure • Success Data type: String

This example deletes a decision input.

```
var inputID = 'a1f6e14c3d039910f8776a598af9129d';

var dt = new sn_dt.DecisionTableAPI();
var response = dt.deleteInput(inputID);
gs.info('Status -' + response.status);
```

Output:

```
Status - Success
```

DecisionTableAPI - deleteQuestion(String questionID)

Deletes a record in the Decisions [sys_decision_question] table.

Parameters

Name	Type	Description
questionID	String	Sys_id of the question record. Table: Decisions [sys_decision_question]

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example deletes a question.

```
var questionId = '700602fe81d21110f87735acbca2c610';

var dt = new sn_dt.DecisionTableAPI();
var response = dt.deleteQuestion(questionId);
gs.info('Status - ' + response.status);
```

Output:

```
Status - Success
```

DecisionTableAPI - getAll()

Returns all decision tables from the Decision Tables [sys_decision] table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	All decision tables and their fields from the Decision Tables [sys_decision] table. Each decision table contains these key-value pairs: • distinctAnswers: Array. Answer records associated with the decision table. Each record contains these key-value pairs. ◦ answerElementValues: Array. Answer element values associated with the answer record. Each record contains these key-value pairs: ▪ answerElementName: String. Name of the answer element. ▪ label: String. Answer record label.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	▪ table: String. Table of the answer element if the answer element is a Reference type. ▪ type: String. Type of the answer element. ▪ valid: Boolean. True if the record exists in the system; otherwise false. ▪ value: String. Value of the answer element. ○ label: String. Answer record label. ○ multipleAnswerRecord: Boolean. True if this is a multiple answer record; otherwise false. ○ valid: Boolean. True if the record exists in the system; otherwise false. ○ value: String. Sys_id of the answer record. ○ table: String. Table containing the answer record. • referenceQualifier: String. Used for internal purposes. • inputs: Array. Decision inputs from the Decision Inputs [sys_decision_input] table associated with the decision table. Each record contains these key-value pairs. ○ searchField: String. Used for internal purposes. ○ defaultValue: String. Default value for the input. ○ show_ref_finder: Boolean. Used for internal purposes. ○ use_dependent: Boolean. Used for internal purposes. ○ type: String. Input data type. ○ mandatory: Boolean. True if the input is mandatory; otherwise false. ○ extended: Boolean. True if the input extends another field; otherwise false. ○ local: Boolean. Used for internal purposes. ○ sys_class_name: String. Used for internal purposes. ○ reference: String. Reference table used if the input type is reference. ○ dependent_on: String. Field that document ID and choice inputs depend on. ○ data_structure: String. Used for internal purposes. ○ readonly: Boolean. True if the input is read-only; otherwise false. ○ id: String. Sys_id of the input from the Decision Inputs [sys_decision_input] table. ○ type_label: String. Input data type label. ○ table: String. Reference field table if the input type is reference. ○ order: Number. Order in which the system evaluates inputs. ○ ref_qual: String. Condition applied to the reference table. ○ reference_display: String. Used for internal purposes. ○ choiceOption: String. Method for users to see a list of suggested values. ○ label: String. Label of the input record. ○ hint: String. Hint text used to help users understand the input required. ○ name: String. Internal name of the input record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ attributes: Array. Field attributes that apply to the input record. ○ maxsize: Number. Maximum number of characters allowed in the field. ○ columnName: String. Name of the input. • answerElements: Array. Answer elements from the Answer elements [sys_decision_multi_result_element] table associated with the decision table. Each record contains these key-value pairs. ○ searchField: String. Used for internal purposes. ○ defaultValue: String. Default value for the answer element. ○ show_ref_finder: Boolean. Used for internal purposes. ○ use_dependent: Boolean. Used for internal purposes. ○ type: String. Answer element data type. ○ mandatory: Boolean. True if the answer element is mandatory; otherwise false. ○ extended: Boolean. True if the answer element extends another field; otherwise false. ○ local: Boolean. Used for internal purposes. ○ sys_class_name: String. Used for internal purposes. ○ reference: String. Reference table used if the answer element type is reference. ○ dependent_on: String. Field that document ID and choice answer elements depend on. ○ data_structure: String. Used for internal purposes. ○ readonly: Boolean. True if the input is read-only; otherwise false. ○ id: String. Sys_id of the input from the Answer elements [sys_decision_multi_result_element] table. ○ type_label: String. Answer element data type label. ○ table: String. Reference field table if the answer element type is reference. ○ order: Number. Order of the answer elements. ○ ref_qual: String. Condition applied to the reference table. ○ reference_display: String. Used for internal purposes. ○ comments: Description of the answer element. ○ choiceOption: String. Method for users to see a list of suggested values. ○ label: String. Label of the answer element record. ○ hint: String. Hint text used to help users understand the answer element required. ○ name: String. Internal name of the answer element record. ○ attributes: Array. Field attributes that apply to the answer element record. ○ maxsize: Number. Maximum number of characters allowed in the field. ○ columnName: String. Name of the answer element. • domain: String. Domain in which the decision table is visible. • answerType: String. Used for internal purposes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• questions: Array. Decision records from the Decision [sys_decision_question] table associated with the decision table. Decision records contain these key-value pairs.
	  ○ defaultAnswer: Boolean. True if this decision is the default for the decision table; otherwise false.
	  ○ condition: String. Conditions required to reach this decision. The fields available for the condition are the decision inputs that are associated with this decision table.
	  ○ answer: Object. Answer record associated with the decision. Answer objects contain these key-value pairs.
	  ▪ answerElementValues: Array. Answer element values associated with the answer record. Each record contains these key-value pairs:
	  ▪ answerElementName: String. Name of the answer element.
	  ▪ label: String. Answer record label.
	  ▪ table: String. Table of the answer element if the answer element is a Reference type.
	  ▪ type: String. Type of the answer element.
	  ▪ valid: Boolean. True if the record exists in the system; otherwise false.
	  ▪ value: String. Value of the answer element.
	  ▪ label: String. Answer record label.
	  ▪ multipleAnswerRecord: Boolean. True if this is a multiple answer record; otherwise false.
	  ▪ valid: Boolean. True if the record exists in the system; otherwise false.
	  ▪ value: String. Sys_id of the answer record.
	  ▪ table: String. Table containing the answer record.
	  ○ decisionTable: String. Sys_id of the decision table from the Decision Tables [sys_decision] table associated with the decision.
	  ○ domain: String. Domain in which the decision is visible.
	  ○ active: Boolean. True if the decision record is active; otherwise false.
	  ○ id: String. Sys_id of the decision record from the Decision [sys_decision_question] table.
	  ○ label: String. Label for the decision record.
	  ○ order: Number. Order in which the system evaluates decisions.
	• accessibleFrom: String. Scopes that have access to the record.
	• name: String. Internal name of the decision table record.
	• active: Boolean. True if the decision table record is active; otherwise false.
	• multipleAnswerSupported: Boolean. True if the decision table support multiple answers; otherwise false.
	• id: String. Sys_id of the decision table record.
	• label: String. Label of the decision table record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• answerTable: Object. Answer table associated with the decision table.
	  ○ displayValue: String. Display name of the table that contains answer records.
	  ○ value: String. Internal name of the table that contains answer records.
	• conditions: Array. Conditions in the Decision [sys_decision_question_list] table. Applicable only for decision tables created or edited in Decision Builder. Each entry contains the following key value pairs.
	  ○ decisionInput: String. Sys_id of the corresponding decision input. Listed in the Decision Inputs [sys_decision_input] table.
	  ○ sysId: String. Sys_id of the condition record.
	  ○ defaultOperator: String. Default operator for the condition.
	  ○ typeName: String. Name of the condition type.
	  ○ description: String. Description of the condition.
	  ○ label: String. Label of the condition.
	  ○ type: String. Sys_id of the condition type.
	  ○ reference: String. Reference table used if the condition type is reference.
	  ○ field: String. Field of the condition if the condition is dot-walked from an input of type reference.
	  ○ decisionTable: String. Sys_id of the decision table from the Decision Tables [sys_decision] table.
	  ○ fieldLabel: String. Field label of the condition if the condition is dot-walked from an input of type reference.
	  ○ scope: String. Scope of the condition.
	  ○ domain: String. Domain in which the condition is visible.
	  ○ typeLabel: String. Label of the condition type.
	  ○ fieldParentTable: Table name of the condition field. Value returns if the condition is dot-walked to a non-reference field from a reference input.
	  ○ order: Number. Order of the condition.
	
	Format: JSON

```
var dt = new sn_dt.DecisionTableAPI();
var response = dt.getAll();
gs.info(JSON.stringify(response));
```

Output:

```
{"result": [
  {
    "distinctAnswers": [{
      "valid": true,
      "label": "Assignment Group Manager Approval",
      "value": "5684821db701230034d1da23ee11a94d",
      "table": "chg_approval_def"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }],
    "referenceQualifier": "",
    "inputs": [
      {
        "searchField": null,
        "defaultValue": "0",
        "show_ref_finder": false,
        "use_dependent": false,
        "type": "integer",
        "mandatory": false,
        "extended": false,
        "local": false,
        "sys_class_name": "",
        "reference": "",
        "dependent_on": "",
        "data_structure": "",
        "readonly": false,
        "id": "eca52ca7b701230034d1da23ee11a95a",
        "type_label": "Integer",
        "table": "",
        "order": 100,
        "ref_qual": "",
        "reference_display": "",
        "choiceOption": "",
        "label": "CI Count",
        "hint": "",
        "name": "ci_count",
        "attributes": {"element_mapping_provider":
"com.glide.decision_table.data.DecisionTableVariableMapper"},
        "maxsize": 40,
        "columnName": ""
      },
      {
        "searchField": "number",
        "defaultValue": "",
        "show_ref_finder": false,
        "use_dependent": false,
        "type": "reference",
        "mandatory": false,
        "extended": false,
        "local": false,
        "sys_class_name": "",
        "reference": "change_request",
        "dependent_on": "",
        "data_structure": "",
        "readonly": false,
        "id": "1395e8a7b701230034d1da23ee11a9b6",
        "type_label": "Reference",
        "table": "",
        "order": 100,
        "ref_qual": "",
        "reference_display": "Change Request",
        "choiceOption": "",
        "label": "Change request",
        "hint": "",
        "name": "change_request",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "attributes": {"element_mapping_provider":
"com.glide.decision_table.data.DecisionTableVariableMapper"},
        "maxsize": 32,
        "columnName": ""
      }
    ],
    "domain": "global",
    "answerType": "reference",
    "questions": [{
      "defaultAnswer": false,
      "condition": "ci_count>=1000^EQ",
      "answer": {
        "valid": true,
        "label": "Assignment Group Manager Approval",
        "value": "5684821db701230034d1da23ee11a94d",
        "table": "chg_approval_def"
      },
      "decisionTable": "e49568a7b701230034d1da23ee11a913",
      "domain": "global",
      "active": true,
      "state": null,
      "id": "2a36eca7b701230034d1da23ee11a961",
      "label": "Mandatory Approval if 1000 CIs or more",
      "order": 0
    }],
    "accessibleFrom": "public",
    "name": "Example Standard Change Policy",
    "active": true,
    "id": "e49568a7b701230034d1da23ee11a913",
    "label": "",
    "answerTable": {
      "displayValue": "Change Approval Definition",
      "value": "chg_approval_def"
    }
  },
  {
    "distinctAnswers": [
      {
        "valid": true,
        "label": "CAB Approval",
        "value": "45358a5db701230034d1da23ee11a938",
        "table": "chg_approval_def"
      },
      {
        "valid": true,
        "label": "Assignment Group Manager Approval",
        "value": "5684821db701230034d1da23ee11a94d",
        "table": "chg_approval_def"
      },
      {
        "valid": true,
        "label": "Assignment Group Approval",
        "value": "dc95ca5db701230034d1da23ee11a9e9",
        "table": "chg_approval_def"
      }
    ],
    "referenceQualifier": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "inputs": [
     {
       "searchField": null,
       "defaultValue": "false",
       "show_ref_finder": false,
       "use_dependent": false,
       "type": "boolean",
       "mandatory": false,
       "extended": false,
       "local": false,
       "sys_class_name": "",
       "reference": "",
       "dependent_on": "",
       "data_structure": "",
       "readonly": false,
       "id": "c0a7869db701230034d1da23ee11a9e7",
       "type_label": "True/False",
       "table": "",
       "order": 100,
       "ref_qual": "",
       "reference_display": "",
       "choiceOption": "",
       "label": "Manager approved",
       "hint": "",
       "name": "manager_approved",
       "attributes": {"element_mapping_provider":
"com.glide.decision_table.data.DecisionTableVariableMapper"},
       "maxsize": 40,
       "columnName": ""
     },
     {
       "searchField": "number",
       "defaultValue": "",
       "show_ref_finder": false,
       "use_dependent": false,
       "type": "reference",
       "mandatory": false,
       "extended": false,
       "local": false,
       "sys_class_name": "",
       "reference": "change_request",
       "dependent_on": "",
       "data_structure": "",
       "readonly": false,
       "id": "23164e5db701230034d1da23ee11a9c5",
       "type_label": "Reference",
       "table": "",
       "order": 100,
       "ref_qual": "",
       "reference_display": "Change Request",
       "choiceOption": "",
       "label": "Change request",
       "hint": "",
       "name": "change_request",
       "attributes": {"element_mapping_provider":
"com.glide.decision_table.data.DecisionTableVariableMapper"},
       "maxsize": 32,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "columnName": ""
      }
    ],
    "domain": "global",
    "answerType": "reference",
    "questions": [
      {
        "defaultAnswer": false,
        "condition":
 "change_request.state=-3^change_request.riskIN2,3^NQchange_requ
est.state=-3^change_request.assignment_group.managerISEMPTY^EQ",
        "answer": {
          "valid": true,
          "label": "CAB Approval",
          "value": "45358a5db701230034d1da23ee11a938",
          "table": "chg_approval_def"
        },
        "decisionTable": "5b06ce5db701230034d1da23ee11a965",
        "domain": "global",
        "active": true,
        "state": null,
        "id": "10284a9db701230034d1da23ee11a9c1",
        "label": "Requires CAB Approval",
        "order": 0
      },
      {
        "defaultAnswer": false,
        "condition":
 "change_request.state=-3^change_request.risk=4^manager_approved
=false^EQ",
        "answer": {
          "valid": true,
          "label": "Assignment Group Manager Approval",
          "value": "5684821db701230034d1da23ee11a94d",
          "table": "chg_approval_def"
        },
        "decisionTable": "5b06ce5db701230034d1da23ee11a965",
        "domain": "global",
        "active": true,
        "state": null,
        "id": "88e6829db701230034d1da23ee11a9a9",
        "label": "Low Risk Manager approval",
        "order": 0
      },
      {
        "defaultAnswer": false,
        "condition": "change_request.state=-4^EQ",
        "answer": {
          "valid": true,
          "label": "Assignment Group Approval",
          "value": "dc95ca5db701230034d1da23ee11a9e9",
          "table": "chg_approval_def"
        },
        "decisionTable": "5b06ce5db701230034d1da23ee11a965",
        "domain": "global",
        "active": true,
        "state": null,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "id": "a436029db701230034d1da23ee11a989",
        "label": "Assess Technical Approvals",
        "order": 0
      }
    ],
    "accessibleFrom": "public",
    "name": "Normal Change Policy",
    "active": true,
    "id": "5b06ce5db701230034d1da23ee11a965",
    "label": "",
    "answerTable": {
      "displayValue": "Change Approval Definition",
      "value": "chg_approval_def"
    }
  },

]}
```

DecisionTableAPI - getAnswers(String decisionID)

Returns the answers associated with the specified decision table. An answer is a record on any table associated with a Decision [sys_decision_question] record.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the Decision Table record from the Decision Tables [sys_decision] table.

Returns

Type	Description

Object	Answer records associated with the decision table. Each record contains these key-value pairs:
	• answerElementValues: Array. Answer element values associated with the answer record. Each record contains these key-value pairs:
	  ○ answerElementName: String. Name of the answer element.
	  ○ label: String. Answer record label.
	  ○ table: String. Table of the answer element if the answer element is a Reference type.
	  ○ type: String. Type of the answer element.
	  ○ valid: Boolean. True if the record exists in the system; otherwise false.
	  ○ value: String. Value of the answer element.
	• label: String. Answer record label.
	• multipleAnswerRecord: Boolean. True if this is a multiple answer record; otherwise false.
	• valid: Boolean. True if the record exists in the system; otherwise false.
	• value: String. Sys_id of the answer record.
	• table: String. Table containing the answer record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Format: JSON

```
var dt = new sn_dt.DecisionTableAPI();
var response =
 dt.getAnswers("3c4464a7b701230034d1da23ee11a993");
gs.info(JSON.stringify(response));
```

Output:

```
{
 "result": [
  {
   "answerElementValues": [
    {
     "valid": true,
     "answerElementName": "u_user",
     "label": "Abel Tuter",
     "value": "62826bf03710200044e0bfc8bcbe5df1",
     "table": "sys_user"
   }],
  "valid": true,
  "multipleAnswerRecord": true,
  "label": "User: Abel Tuter",
  "value": "76e19cd953d7011097a3ddeeff7b122c",
  "table": "sys_decision_multi_result"
  },
 ]
}
```

DecisionTableAPI - getDecision(String decisionID, Map inputs)

Evaluates a decision table based on the provided inputs and returns an answer. If no inputs are provided, returns the first default answer found.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the Decision Table record from the Decision Tables [sys_decision] table.
inputs	Map	Optional. Input values for the Decision Inputs [sys_decision_input] table associated with the provided decision table. Use the value of the **Column name** field as the key. The data type of the value must match the Decision Input **Type** field. If no inputs are provided, returns the first default answer found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Note: All inputs and column names must follow the following format: • be all lower case and prefixed with a `u_` • blank spaces are replaced with `_` For example, • Input name: Incident • Input technical name: u_incident • Result column name: Assignment Group • Result column technical name: u_assignment_group For more information, see Make Decisions from JavaScript with the DecisionTableAPI - Workflow Automation CoE

Returns

Type	Description
GlideRecord	The correctly evaluated Answer record associated with the decision table. An answer record is a record from the table defined in the Decision [sys_decision_question] record **Answer table** field. • If no inputs are provided, returns the first default answer found. If no default or correctly evaluated answers are found, returns an error. • If the decision table supports multiple answers, each answer is listed in the *`result_elements`* field.

```
var dt = new sn_dt.DecisionTableAPI();
var inputs = new Object();
inputs['u_age'] = 25;
var response =
 dt.getDecision('26eea7a9dba07300efc65404ce961961', inputs);
var user = response.result_elements.u_user;
```

DecisionTableAPI - getDecisions(String decisionID, Map inputs)

Evaluates a decision table based on the provided inputs and returns all correctly evaluated answers. If no inputs are provided, returns all default answers.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the Decision Table record from the Decision Tables [sys_decision] table.
inputs	Map	Optional. Input values for the Decision Inputs [sys_decision_input] table associated with the provided decision table. If no inputs are provided, returns all default answers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Note: All inputs and column names must follow the following format: • be all lower case and prefixed with a `u_` • blank spaces are replaced with `_` For example, • Input name: Incident • Input technical name: u_incident • Result column name: Assignment Group • Result column technical name: u_assignment_group For more information, see Make Decisions from JavaScript with the DecisionTableAPI - Workflow Automation CoE

Returns

Type	Description
Array	List of answer records in GlideRecord format. An answer record is a record on any table associated with a Decision [sys_decision_question] record. • If no inputs are provided, returns all default answers. • If no default or correctly evaluated answers are found, returns an error. • If the decision table supports multiple answers, each answer is listed in the *result_elements* field.

```
var dt = new sn_dt.DecisionTableAPI();
var input = new Object();
input['u_age'] = 25;
var response =
 dt.getDecisions('5b06ce5db701230034d1da23ee11a965', input);
var firstRecord = response[0];
var user = firstRecord.result_elements.u_user;
```

DecisionTableAPI - getDecisionTable(String decisionID)

Returns a single decision table from the Decision Tables [sys_decision] table.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the Decision Table record from the Decision Tables [sys_decision] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Decision table from the Decision Tables [sys_decision] table. Each decision table contains these key-value pairs. • distinctAnswers: Array. Answer records associated with the decision table. Each record contains these key-value pairs. ◦ answerElementValues: Array. Answer element values associated with the answer record. Each record contains these key-value pairs: ▪ answerElementName: String. Name of the answer element. ▪ label: String. Answer record label. ▪ table: String. Table of the answer element if the answer element is a Reference type. ▪ type: String. Type of the answer element. ▪ valid: Boolean. True if the record exists in the system; otherwise false. ▪ value: String. Value of the answer element. ◦ label: String. Answer record label. ◦ multipleAnswerRecord: Boolean. True if this is a multiple answer record; otherwise false. ◦ valid: Boolean. True if the record exists in the system; otherwise false. ◦ value: String. Sys_id of the answer record. ◦ table: String. Table containing the answer record. • referenceQualifier: String. Used for internal purposes. • inputs: Array. Decision inputs from the Decision Inputs [sys_decision_input] table associated with the decision table. Each record contains these key-value pairs. ◦ searchField: String. Used for internal purposes. ◦ defaultValue: String. Default value for the input. ◦ show_ref_finder: Boolean. Used for internal purposes. ◦ use_dependent: Boolean. Used for internal purposes. ◦ type: String. Input data type. ◦ mandatory: Boolean. True if the input is mandatory; otherwise false. ◦ extended: Boolean. True if the input extends another field; otherwise false. ◦ local: Boolean. Used for internal purposes. ◦ sys_class_name: String. Used for internal purposes. ◦ reference: String. Reference table used if the input type is reference. ◦ dependent_on: String. Field that document ID and choice inputs depend on. ◦ data_structure: String. Used for internal purposes. ◦ readonly: Boolean. True if the input is read-only; otherwise false. ◦ id: String. Sys_id of the input from the Decision Inputs [sys_decision_input] table. ◦ type_label: String. Input data type label. ◦ table: String. Reference field table if the input type is reference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ order: Number. Order in which the system evaluates inputs. ○ ref_qual: String. Condition applied to the reference table. ○ reference_display: String. Used for internal purposes. ○ choiceOption: String. Method for users to see a list of suggested values. ○ label: String. Label of the input record. ○ hint: String. Hint text used to help users understand the input required. ○ name: String. Internal name of the input record. ○ attributes: Array. Field attributes that apply to the input record. ○ maxsize: Number. Maximum number of characters allowed in the field. ○ columnName: String. Name of the input. • answerElements: Array. Answer elements from the Answer elements [sys_decision_multi_result_element] table associated with the decision table. Each record contains these key-value pairs. ○ searchField: String. Used for internal purposes. ○ defaultValue: String. Default value for the answer element. ○ show_ref_finder: Boolean. Used for internal purposes. ○ use_dependent: Boolean. Used for internal purposes. ○ type: String. Answer element data type. ○ mandatory: Boolean. True if the answer element is mandatory; otherwise false. ○ extended: Boolean. True if the answer element extends another field; otherwise false. ○ local: Boolean. Used for internal purposes. ○ sys_class_name: String. Used for internal purposes. ○ reference: String. Reference table used if the answer element type is reference. ○ dependent_on: String. Field that document ID and choice answer elements depend on. ○ data_structure: String. Used for internal purposes. ○ readonly: Boolean. True if the input is read-only; otherwise false. ○ id: String. Sys_id of the input from the Answer elements [sys_decision_multi_result_element] table. ○ type_label: String. Answer element data type label. ○ table: String. Reference field table if the answer element type is reference. ○ order: Number. Order of the answer elements. ○ ref_qual: String. Condition applied to the reference table. ○ reference_display: String. Used for internal purposes. ○ comments: Description of the answer element. ○ choiceOption: String. Method for users to see a list of suggested values. ○ label: String. Label of the answer element record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ hint: String. Hint text used to help users understand the answer element required. ○ name: String. Internal name of the answer element record. ○ attributes: Array. Field attributes that apply to the answer element record. ○ maxsize: Number. Maximum number of characters allowed in the field. ○ columnName: String. Name of the answer element. • domain: String. Domain in which the decision table is visible. • answerType: String. Used for internal purposes. • questions: Array. Decision records from the Decision [sys_decision_question] table associated with the decision table. Decision records contain these key-value pairs. ○ defaultAnswer: Boolean. True if this decision is the default for the decision table; otherwise false. ○ condition: String. Conditions required to reach this decision. The fields available for the condition are the decision inputs that are associated with this decision table. ○ answer: Object. Answer record associated with the decision. Answer objects contain these key-value pairs. ▪ answerElementValues: Array. Answer element values associated with the answer record. Each record contains these key-value pairs: ▪ answerElementName: String. Name of the answer element. ▪ label: String. Answer record label. ▪ table: String. Table of the answer element if the answer element is a Reference type. ▪ type: String. Type of the answer element. ▪ valid: Boolean. True if the record exists in the system; otherwise false. ▪ value: String. Value of the answer element. ▪ label: String. Answer record label. ▪ multipleAnswerRecord: Boolean. True if this is a multiple answer record; otherwise false. ▪ valid: Boolean. True if the record exists in the system; otherwise false. ▪ value: String. Sys_id of the answer record. ▪ table: String. Table containing the answer record. ○ decisionTable: String. Sys_id of the decision table from the Decision Tables [sys_decision] table associated with the decision. ○ domain: String. Domain in which the decision is visible. ○ active: Boolean. True if the decision record is active; otherwise false. ○ id: String. Sys_id of the decision record from the Decision [sys_decision_question] table. ○ label: String. Label for the decision record. ○ order: Number. Order in which the system evaluates decisions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• accessibleFrom: String. Scopes that have access to the record.
	• name: String. Internal name of the decision table record.
	• active: Boolean. True if the decision table record is active; otherwise false.
	• multipleAnswerSupported: Boolean. True if the decision table support multiple answers; otherwise false.
	• id: String. Sys_id of the decision table record.
	• label: String. Label of the decision table record.
	• answerTable: Object. Answer table associated with the decision table.
	  ○ displayValue: String. Display name of the table that contains answer records.
	  ○ value: String. Internal name of the table that contains answer records.
	• conditions: Array. Conditions in the Decision [sys_decision_question_list] table. Applicable only for decision tables created or edited in Decision Builder. Each entry contains the following key value pairs.
	  ○ decisionInput: String. Sys_id of the corresponding decision input. Listed in the Decision Inputs [sys_decision_input] table.
	  ○ sysId: String. Sys_id of the condition record.
	  ○ defaultOperator: String. Default operator for the condition.
	  ○ typeName: String. Name of the condition type.
	  ○ description: String. Description of the condition.
	  ○ label: String. Label of the condition.
	  ○ type: String. Sys_id of the condition type.
	  ○ reference: String. Reference table used if the condition type is reference.
	  ○ field: String. Field of the condition if the condition is dot-walked from an input of type reference.
	  ○ decisionTable: String. Sys_id of the decision table from the Decision Tables [sys_decision] table.
	  ○ fieldLabel: String. Field label of the condition if the condition is dot-walked from an input of type reference.
	  ○ scope: String. Scope of the condition.
	  ○ domain: String. Domain in which the condition is visible.
	  ○ typeLabel: String. Label of the condition type.
	  ○ fieldParentTable: Table name of the condition field. Value returns if the condition is dot-walked to a non-reference field from a reference input.
	  ○ order: Number. Order of the condition.
	
	Format: JSON

```
var dt = new sn_dt.DecisionTableAPI();
var response =
 dt.getDecisionTable("3c4464a7b701230034d1da23ee11a993");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(JSON.stringify(response));
```

Output:


```
"distinctAnswers": [{
    "valid": true,
    "label": "CAB Approval",
    "value": "45358a5db701230034d1da23ee11a938",
    "table": "chg_approval_def"
  }],
  "referenceQualifier": "",
  "inputs": [{
    "searchField": "number",
    "defaultValue": "",
    "show_ref_finder": false,
    "use_dependent": false,
    "type": "reference",
    "mandatory": false,
    "extended": false,
    "local": false,
    "sys_class_name": "",
    "reference": "change_request",
    "dependent_on": "",
    "data_structure": "",
    "readonly": false,
    "id": "634420a7b701230034d1da23ee11a94f",
    "type_label": "Reference",
    "table": "",
    "order": 100,
    "ref_qual": "",
    "reference_display": "Change Request",
    "choiceOption": "",
    "label": "Change request",
    "hint": "",
    "name": "change_request",
    "attributes": {"element_mapping_provider":
 "com.glide.decision_table.data.DecisionTableVariableMapper"},
    "maxsize": 32,
    "columnName": ""
  }],
  "domain": "global",
  "answerType": "reference",
  "questions": [{
    "defaultAnswer": true,
    "condition": "change_request.state=-3^EQ",
    "answer": {
      "valid": true,
      "label": "CAB Approval",
      "value": "45358a5db701230034d1da23ee11a938",
      "table": "chg_approval_def"
    },
    "decisionTable": "3c4464a7b701230034d1da23ee11a993",
    "domain": "global",
    "active": true,
    "state": null,
    "id": "2764a4a7b701230034d1da23ee11a989",
    "label": "Requires CAB Approval",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "order": 0
  }],
  "accessibleFrom": "public",
  "name": "Emergency Change Policy",
  "active": true,
  "id": "3c4464a7b701230034d1da23ee11a993",
  "label": "",
  "answerTable": {
    "displayValue": "Change Approval Definition",
    "value": "chg_approval_def"
  }
}
```


DecisionTableAPI - getInputs(String decisionID)

Returns the decision inputs from the Decision Inputs [sys_decision_input] table associated with the passed in decision table.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the Decision Table record from the Decision Tables [sys_decision] table.

Returns

Type	Description
Object	Decision inputs from the Decision Inputs [sys_decision_input] table associated with the decision table. You can find the inputs associated with a decision table using the Decision Inputs related list in the Decision Tables [sys_decision] table. Inputs contain these key-value pairs. • searchField: String. Used for internal purposes. • defaultValue: String. Default value for the input. • show_ref_finder: Boolean. Used for internal purposes. • use_dependent: Boolean. Used for internal purposes. • type: String. Input data type. • mandatory: Boolean. True if the input is mandatory; otherwise false. • extended: Boolean. True if the input extends another field; otherwise false. • local: Boolean. Used for internal purposes. • sys_class_name: String. Used for internal purposes. • reference: String. Reference table used if the input type is reference. • dependent_on: String. Field that document ID and choice inputs depend on. • data_structure: String. Used for internal purposes. • readonly: Boolean. True if the input is read-only; otherwise false. • id: String. Sys_id of the input from the Decision Inputs [sys_decision_input] table. • type_label: String. Input data type label. • table: String. Reference field table if the input type is reference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• order: Number. Order in which the system evaluates inputs. • ref_qual: String. Condition applied to the reference table. • reference_display: String. Used for internal purposes. • choiceOption: String. Method for users to see a list of suggested values. • label: String. Label of the input record. • hint: String. Hint text used to help users understand the input required. • name: String. Internal name of the input record. • attributes: Array. Field attributes that apply to the input record. • maxsize: Number. Maximum number of characters allowed in the field. • columnName: String. Name of the input. Format: JSON

```
var dt = new sn_dt.DecisionTableAPI();
var response = dt.getInputs("3c4464a7b701230034d1da23ee11a993");
gs.info(JSON.stringify(response));
```

Output:

```
{"result": [{
  "searchField": "number",
  "defaultValue": "",
  "show_ref_finder": false,
  "use_dependent": false,
  "type": "reference",
  "mandatory": false,
  "extended": false,
  "local": false,
  "sys_class_name": "",
  "reference": "change_request",
  "dependent_on": "",
  "data_structure": "",
  "readonly": false,
  "id": "634420a7b701230034d1da23ee11a94f",
  "type_label": "Reference",
  "table": "",
  "order": 100,
  "ref_qual": "",
  "reference_display": "Change Request",
  "choiceOption": "",
  "label": "Change request",
  "hint": "",
  "name": "change_request",
  "attributes": {"element_mapping_provider":
 "com.glide.decision_table.data.DecisionTableVariableMapper"},
  "maxsize": 32,
  "columnName": ""
}]}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DecisionTableAPI - getQuestions(String decisionID)

Returns the decisions from the Decision [sys_decision_question] table associated with the passed in decision table.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the Decision Table record from the Decision Tables [sys_decision] table.

Returns

Type	Description

Object	Decisions from the Decision [sys_decision_question] table associated with the decision table. You can find the decisions associated with a decision table using the Decisions related list in the Decision Tables [sys_decision] table. Decision records contain these key-value pairs.
	• defaultAnswer: Boolean. True if this decision is the default for the decision table; otherwise false.
	• condition: String. Conditions required to reach this decision. The fields available for the condition are the decision inputs that are associated with this decision table.
	• answer: Object. Answer record associated with the decision. Answer objects contain these key-value pairs.
	  ○ answerElementValues: Array. Answer element values associated with the answer record. Each record contains these key-value pairs:
	  ▪ answerElementName: String. Name of the answer element.
	  ▪ label: String. Answer record label.
	  ▪ table: String. Table of the answer element if the answer element is a Reference type.
	  ▪ type: String. Type of the answer element.
	  ▪ valid: Boolean. True if the record exists in the system; otherwise false.
	  ▪ value: String. Value of the answer element.
	  ○ label: String. Answer record label.
	  ○ multipleAnswerRecord: Boolean. True if this is a multiple answer record; otherwise false.
	  ○ valid: Boolean. True if the record exists in the system; otherwise false.
	  ○ value: String. Sys_id of the answer record.
	  ○ table: String. Table containing the answer record.
	• decisionTable: String. Sys_id of the decision table from the Decision Tables [sys_decision] table associated with the decision.
	• domain: String. Domain in which the decision is visible.
	• active: Boolean. True if the decision record is active; otherwise false.
	• id: String. Sys_id of the decision record from the Decision [sys_decision_question] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• label: String. Label for the decision record. • order: Number. Order in which the system evaluates decisions. Format: JSON

```
var dt = new sn_dt.DecisionTableAPI();
var response =
 dt.getQuestions("3c4464a7b701230034d1da23ee11a993");
gs.info(JSON.stringify(response));
```

Output:

```
{"result": [{
  "defaultAnswer": true,
  "condition": "change_request.state=-3^EQ",
  "answer": {
    "valid": true,
    "label": "CAB Approval",
    "value": "45358a5db701230034d1da23ee11a938",
    "table": "chg_approval_def"
  },
  "decisionTable": "3c4464a7b701230034d1da23ee11a993",
  "domain": "global",
  "active": true,
  "state": null,
  "id": "2764a4a7b701230034d1da23ee11a989",
  "label": "Requires CAB Approval",
  "order": 0
}]}
```

DecisionTableAPI - updateAnswerElement(String answerElementID, Object answerElement)

Updates a record in the Result [sys_decision_multi_result_element] table.

Parameters

Name	Type	Description
answerElementID	String	Sys_id of the answer element record. Table: Result Elements [sys_decision_multi_result_element]
answerElement	Object	Key-value pairs to update the answer element record. `{ comments: "String", label: "String", maxsize: Number }`
answerElement.comments	String	Optional. Description of the answer element.
answerElement.label	String	Optional. Label of the answer element record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
answerElement.maxsize	Number	Optional. Maximum number of characters allowed in the answer element field. Use this property only if *answerElement.type* is `String`.

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "record": GlideRecord, "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.record	GlideRecord reference to the answer element updated in the Result Elements [sys_decision_multi_result_element] table. Data type: GlideRecord
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example updates the label and comments for an answer element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var answerElementID = '51c707803d0b9910f8776a598af91217';
var answerElement = {
   label: 'Product',
   comments: 'hello'
};

var dt = new sn_dt.DecisionTableAPI();
var response = dt.updateAnswerElement(answerElementID,
 answerElement);
gs.info('Status - ' + response.status);
gs.info('Result Element label changed to - ' +
 response.record.getValue('label'));
```

Output:

```
Status - Success
Result Element label changed to - Product
```

DecisionTableAPI - updateChoice (String choiceID, Object choice)

Updates a record in the Choices [sys_choice] table.

Parameters

Name	Type	Description
choiceID	String	Sys_id of the choice record. Table: Choices [sys_choice]
choice	Object	Key-value pairs to update the choice record. `{ label: "String", order: Number, value: "String" }`
choice.label	String	Optional. Label of the choice.
choice.order	Number	Optional. Order of the choice.
choice.value	String	Optional. Value of the choice.

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "record": GlideRecord, "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"errors": [
	  {
	  "message": "String",
	  "type": "String
	  }
	]</pre>

<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.record	GlideRecord reference to the choice updated in the Choices [sys_choice] table. Data type: GlideRecord
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example updates the label, value, and order for a choice.

```
var choiceID = '4532db883d0b9910f8776a598af912e7';
var choices = {
   label: 'Delhi',
   value: 'del',
   order: 50
};

var dt = new sn_dt.DecisionTableAPI();
var response = dt.updateChoice(choiceID, choices);
gs.info('Status - ' + response.status);
```

Output:

```
Status - Success
```

DecisionTableAPI - updateCondition(String conditionID, Object condition)

Updates a record in the Decision Conditions [sn_decision_table_decision_condition] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
conditionID	String	Sys_id of the decision condition record. Table: Decision Conditions [sn_decision_table_decision_condition]
condition	Object	Key-value pairs to update the decision condition record. `{ defaultOperator: "String", description: "String", label: "String" }`
condition.defaultOperator	String	Optional. Default operator for the condition. For a list of valid operators, see Operators available for filters and queries.
condition.description	String	Optional. Description of the condition.
condition.label	String	Optional. Label of the decision condition record.

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "record": GlideRecord, "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.record	GlideRecord reference to the decision condition updated in the Decision Conditions [sn_decision_table_decision_condition] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: GlideRecord
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example updates a decision condition.

```
var conditionID = 'c9530f4c3dc79910f8776a598af912f1';
var condition = {
   defaultOperator: '!=',
   label: 'Active Incident',
   description: 'Check if the incident is active'
};

var dt = new sn_dt.DecisionTableAPI();
var response = dt.updateCondition(conditionID, condition);
gs.info('Status - ' + response.status);
gs.info('Condition label changed to - ' +
 response.record.getValue('label'));
```

Output:

```
Status - Success
Condition label changed to - Active Incident
```

DecisionTableAPI - updateDecisionTable(String decisionID, Object decisionTable)

Updates a record in the Decision Tables [sys_decision] table.

Parameters

Name	Type	Description
decisionID	String	Sys_id of the decision table record. Table: Decision Tables [sys_decision]
decisionTable	Object	Key-value pairs to update the decision table record. `{ "accessibleFrom": "String", "name": "String" }`
decisionTable.accessibleFrom	String	Optional. Scopes that have access to the decision table record. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• package_private • public
decisionTable.name	String	Optional. Name of the decision table.

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "record": GlideRecord, "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.record	GlideRecord reference to the decision table. Data type: GlideRecord Table: Decision Tables [sys_decision]
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example updates a decision table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var decisionID = 'a1f6e14c3d039910f8776a598af9129d';
var decisionTable = {
   name: 'Emergency Change Request',
   accessibleFrom: 'public',
};

var dt = new sn_dt.DecisionTableAPI();
var response = dt.updateDecisionTable(decisionID,
 decisionTable);
gs.info('Status -' + response.status);
gs.info('Decision Table sys id - ' +
 response.record.getValue('sys_id'));
```

Output:

```
Status - Success
Decision Table sys id - a1f6e14c3d039910f8776a598af9129d
```

DecisionTableAPI - updateInput(String inputID, Object input)

Updates a record in the Decision Inputs [sys_decision_input] table.

Parameters

Name	Type	Description
inputID	String	Sys_id of the decision input record. Table: Decision Inputs [sys_decision_input]
input	Object	Key-value pairs to update a decision input record. `{ active: Boolean, defaultValue: "String", label: "String", mandatory: Boolean, maxsize: Number, order: Number, readonly: Boolean }`
input.active	Boolean	Optional. Flag that indicates whether the decision input record is active. Valid values: • true: The decision input record is active. • false: The decision input record is not active.
input.defaultValue	String	Optional. Default value for the input.
input.label	String	Optional. Label of the decision input record.
input.mandatory	Boolean	Optional. Flag that indicates whether the input is mandatory. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: The input is mandatory. • false: The input is not mandatory.
input.maxsize	Number	Optional. Maximum number of characters allowed in the input field. Use this property only if *input.type* is `String`.
input.order	Number	Optional. Order of the input.
input.readonly	Boolean	Optional. Flag that indicates whether the input is read-only. Valid values: • true: The input is read-only. • false: The input is not read-only.

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "record": GlideRecord, "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.record	GlideRecord reference to the decision input updated in the Decision Inputs [sys_decision_input] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: GlideRecord
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example updates a decision input.

```
var inputID = 'e862f1803dc39910f8776a598af912da';
var input = {
   label: 'Item name',
   defaultValue: 'Apple',
   maxsize: 100,
};

var dt = new sn_dt.DecisionTableAPI();
var response = dt.updateInput(inputID, input);
gs.info(JSON.stringify(response));
gs.info('Status - ' + response.status);
gs.info('Input label changed to - ' +
 response.record.getValue('label'));
```

Output:

```
Status - Success
Input label changed to - Item name
```

DecisionTableAPI - updateQuestion(String questionID, Object question)

Updates a record in the Decisions [sys_decision_question] table.

Parameters

Name	Type	Description
questionID	String	Sys_id of the question record. Table: Decisions [sys_decision_question]
question	Object	Key-value pairs to update the question record. `{ "active": Boolean, "answer": [Array], "condition": "String", "defaultAnswer": Boolean, "label": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"order": Number
		}</pre>

question.active	Boolean	Optional. Flag that indicates whether the question record is active. Valid values: • true: The question record is active. • false: The question record isn't active.

question.answer	Array	Optional. List of possible answers to the question.
		
		For a single result table, the array can only have one object. For a multi-result table, the array can have multiple objects.
		<pre>[
		{
		"name": "String",
		"value": "String"
		}
		]</pre>

question.answer.name	String	Optional. Name of the answer element. Table: Result Elements [sys_decision_multi_result_element]
question.answer.value	String	Optional. Value of the answer element. Table: Result Elements [sys_decision_multi_result_element]
question.condition	String	Optional. Conditions required to reach this question. The fields available for the conditions are the decision inputs that are associated with the decision table. For more information about creating conditions, see Operators available for filters and queries.
question.default	Boolean	Optional. Flag that indicates whether this question is the default question for the decision table. Valid values: • true: The question is the default question. • false: The question isn't the default question.
question.label	String	Optional. Label of the question record.
question.order	Number	Optional. Order of the question.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Information about the status of the API request. `{ "errors": [Array], "record": GlideRecord, "status": "String" }`
<Object>.errors	Error information. Data type: Array of Objects `"errors": [ { "message": "String", "type": "String } ]`
<Object>.errors.message	Error message. Data type: String
<Object>.errors.type	Type of error. Possible value: INTERNAL_ERROR Data type: String
<Object>.record	GlideRecord reference to the question updated in the Decisions [sys_decision_question] table. Data type: GlideRecord
<Object>.status	Status of the API request. Possible values: • Failure • Success Data type: String

This example updates a question record.

```
var questionId = '70381fcc3d0b9910f8776a598af91219';
var questions = {
   condition: 'u_item=Laptop^u_price>1800^EQ',
   answer:[
      {
         name: 'u_discount',
         value: '40',
      },
      {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            name: 'u_seller',
            value: '02826bf03710200044e0bfc8bcbe5d64',
        },
    ],
    active: true,
    order: 3000
};

var dt = new sn_dt.DecisionTableAPI();
var response = dt.updateQuestion(questionId, questions);
gs.info('Status - ' + response.status);
```

Output:

```
Status - Success
```

DevOpsOrchestrationToolIntegrationHandler - Scoped

The *DevOpsOrchestrationToolIntegrationHandler* API enables processing of payloads from custom DevOps tools.

A custom DevOps tool is any tool that doesn't have an integration with DevOps. For a list of tools that have DevOps integrations, see DevOps Change Velocity integrations.

This API enables the processing of payloads that are used by the REST endpoint DevOps - POST /devops/tool/{capability}. You must implement the methods of this API in a script include before calling the *POST /devops/tool/{capability}* endpoint.

This API executes in the `sn_devops` namespace. For more information about DevOps, see DevOps Config.

DevOpsOrchestrationToolIntegrationHandler - getNativeIdForOrchestrationTask(Object payload)

Returns the value of the *orchestrationTaskName* parameter from the payload for the *POST /devops/tool/{capability}* endpoint.

You must implement this method in a script include before calling the REST endpoint DevOps - POST /devops/tool/{capability}.

Parameters

Name	Type	Description
payload	Object	Payload containing data from the custom tool which is accepted by the REST endpoint *POST /devops/tool/{capability}*, where *capability* is `orchestration`.

Returns

Type	Description
String	Value of the *orchestrationTaskName* parameter from the payload.

In this example, a script include named `DevOpsOrchestrationCustomToolIntegrationHandler` implements the methods *handleTool* and *getNativeIdForOrchestrationTask*. The

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

getNativeIdForOrchestrationTask method is implemented to return the value of the *orchestrationTaskName* parameter from the payload for POST /devops/tool/{capability}.

```
var DevOpsOrchestrationCustomToolIntegrationHandler =
 Class.create();

DevOpsOrchestrationCustomToolIntegrationHandler.prototype = {

    handleTool: function(toolName) {
        if (!gs.nil(toolName) && toolName ==
 'sn_devops_custom_tool')
            return true;
        return false;
    },

    getNativeIdForOrchestrationTask: function(payload) {
        return payload.orchestrationTaskName;
    },

    type: 'DevOpsOrchestrationCustomToolIntegrationHandler'

};
```

DevOpsOrchestrationToolIntegrationHandler - handleTool(String toolName)

Checks if this handler is valid for the specified tool.

You must implement this method in a script include before calling DevOps - POST /devops/tool/{capability}.

Parameters

Name	Type	Description
toolName	String	Name of the tool. Table: *Tool Name* field of the DevOps Tool Integration [sn_devops_tool_integration] table

Returns

Type	Description
Boolean	Flag that indicates whether this handler is valid for the specified tool. Possible values: • true: This handler can be used for the specified tool. • false: This handler can't be used for the specified tool.

In this example, a script include named `DevOpsOrchestrationCustomToolIntegrationHandler` implements the methods *handleTool* and *getNativeIdForOrchestrationTask*. The *handleTool* method is implemented to check that the passed in name is for the correct tool. Replace `'sn_devops_custom_tool'` with the name of the tool that you're using.

```
var DevOpsOrchestrationCustomToolIntegrationHandler =
 Class.create();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
DevOpsOrchestrationCustomToolIntegrationHandler.prototype = {

  handleTool: function(toolName) {
    if (!gs.nil(toolName) && toolName ==
 'sn_devops_custom_tool')
      return true;
    return false;
  },

  getNativeIdForOrchestrationTask: function(payload) {
    return payload.orchestrationTaskName;
  },

  type: 'DevOpsOrchestrationCustomToolIntegrationHandler'

};
```

DiscoveryAPI - Scoped

The *DiscoveryAPI* class provides methods that launch a quick discovery of a single IPv4 address and return summaries of previously launched discovery statuses for a single configuration item (CI) or for all scanned CIs.

This class runs is in the `sn_discovery` namespace.

DiscoveryAPI - discoverIpAddress(String ipAddress, String application, String source)

Discovers a specified IPv4 address.

A MID Server is selected automatically, based on the IP address provided or the application specified.

Parameters

Name	Type	Description
application	String	Optional. Application configured for the MID Server. To define a *source* parameter but not an *application* parameter, use "NULL" as the place holder. Default: Discovery
ipAddress	String	IP address to discover.
source	String	Optional. Source of the Discovery. This same value appears in the optional **Source** field in the Discovery Status record, which indicates how the Discovery was triggered. Default: Discovery_API

Returns

Type	Description
String	Discovery status record sys_id. The following exceptions can be thrown during MID Server selection:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• *NoSuitableMidServerFoundException*: `No appropriate MID Server available for this Discovery` • *BadArgumentException*: `Invalid argument detected during MID Server selection`

```
var sysid =
 sn_discovery.DiscoveryAPI.discoverIpAddress("11.23.125.39");
```

DiscoveryAPI - reportCiIpAddressStatus(Object ipAddress, Object discoveryStatusSysId)

Used to return a summary of a configuration item's Discovery status given the specific status sys_id and IPv4 address.

The following exceptions can be thrown:

- *DiscoveryStatusNotFoundException*: `Displays this message: Discovery Status with sys id '<invalid value>' does not exist`
- *DiscoveryDeviceHistoryNotFoundException*: `Device History with Discovery Status sys id '<invalid value>' and ipAddress '<invalid value>' does not exist`
- *IllegalArgumentException* (invalid input arguments): This argument exception prevents input values from being null.
  - `Discovery Status sys id can not be null`
  - `ipAddress can not be null`
- *IllegalArgumentException* (values stored in database): This argument exception prevents erroneous data from being returned to the caller in the case of bad attribute values.
  - `Discovery Status 'state' property can not be null`
  - `Device history 'source' property can not be null`
  - `Device history 'issues' property is not an integer: <invalid value>`
  - `Device history 'issues' property can not be less than 0: <invalid value>`

Parameters

Name	Type	Description
ipAddress	string	The IPv4 address that was scanned.
discoveryStatusSysId	string	The sys_id of the Discovery status record for the IP address that was scanned.

Returns

Type	Description
array	JavaScript array of immutable ReportCiStatusOutputJS objects.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var ipResultObj =
 sn_discovery.DiscoveryAPI.reportCiIpAddressStatus(ipAddress,
 discoveryStatus);
```

DiscoveryAPI - reportCiStatus(Object discoveryStatusSysId)

Used to return a summary of a CI Discovery status given a specific Discovery Status sys_id.

The following exceptions can be thrown:

- *DiscoveryStatusNotFoundException*: `Discovery Status with sys id '<invalid value>' does not exist`
- *DiscoveryDeviceHistoryNotFoundException*: `Device History with Discovery Status sys id '<invalid value>' and ipAddress '<invalid value>' does not exist`
- *IllegalArgumentException* (invalid input arguments): This argument exception prevents input values from being null.
  - `Discovery Status sys id can not be null`
  - `ipAddress can not be null`
- *IllegalArgumentException* (values stored in database): This argument exception imposes post conditions on database access values.
  - `Discovery Status 'state' property can not be null`
  - `Device history 'source' property can not be null`
  - `Device history 'issues' property is not an integer: <invalid value>`
  - `Device history 'issues' property can not be less than 0: <invalid value>`

Parameters

Name	Type	Description
sys_id	string	The sys_id of a Discovery status record.

Returns

Type	Description
array	JavaScript array of immutable ReportCiStatusOutputJS objects.

```
var ipResultObjArray =
 sn_discovery.DiscoveryAPI.reportCiStatus(discoveryStatus);
for(var idx=0; idx < ipResultObjArray.length; idx++) {
var ipResultObj = ipResultObjArray[idx];
```

Document - Scoped, Global

The *Document* API provides methods to initialize a PDF, add content, and close the PDF. After adding content, the document can be attached to a target record.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API depends on the a suite of classes to build various elements comprising a PDF.

- Cell – Creates a Cell object as a cell in a table. You can use this API to format the cell and include additional blocks, such as paragraphs and images.
- Color – Creates a Color object used to define color attributes that you can apply to elements in a PDF; such as cells, tables, and lines.
- Image – Creates an Image object representing an image and its layout insert in a PDF. Enables defining attributes such as scale, alignment, and border color.
- Line – Creates a Line object using methods to draw a line in a PDF.
- Paragraph – Creates a Paragraph object representing a block of text in a PDF.
- PdfPage – Creates a PdfPage object representing a PDF page and its attributes; such as size, width, and color.
- Style – Creates a style for defining properties such font size, border, and alignment. You can apply the same style to multiple objects simultaneously.
- Table – Creates a Table object to add to a PDF document. Defines the data to use in each cell and sets styles, margins, and alignment.

The following example shows how to create a basic PDF using the *Document* API and several components, such as a table, cell, and paragraph. The result is a list of Incidents from the Incident [incident] table listed in a PDF. You can test this example in your instance if you replace `<sys_id>` with the sys_id of an incident record.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var whiteColor =  sn_pdfgeneratorutils.Color([1,1,1]);
var greyColor =  sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var headerBgColor = new
 sn_pdfgeneratorutils.Color([0.4,0.6,0.8]);

// Query the Incident table
var gr = new GlideRecord("incident");
gr.query();

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [70,200],
 false);

var headerStyle = new sn_pdfgeneratorutils.Style;
headerStyle.setBackgroundColor(headerBgColor);
headerStyle.setTextAlignment("text-center");
headerStyle.setBold();
headerStyle.setFontColor(whiteColor);

table.setHeaderStyle(headerStyle);

var nParagraph = new sn_pdfgeneratorutils.Paragraph("Number");
var sParagraph = new sn_pdfgeneratorutils.Paragraph("Short
 Description");

var hdrCell1 = new sn_pdfgeneratorutils.Cell;
var hdrCell2 = new sn_pdfgeneratorutils.Cell;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
hdrCell1.addParagraph(nParagraph);
hdrCell2.addParagraph(sParagraph);

table.addHeaderCell(hdrCell1);
table.addHeaderCell(hdrCell2);

var row = 0;

while(gr.next()) {
var numCell = new sn_pdfgeneratorutils.Cell;
var sdCell = new sn_pdfgeneratorutils.Cell;

var numberParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.number);
var sdParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.short_description);

numCell.addParagraph(numberParagraph);
sdCell.addParagraph(sdParagraph);

if (row % 2 == 1) {
     table.setDefaultbackGroundColor(greyColor);
} else {
     table.setDefaultbackGroundColor(whiteColor);
}

table.addCell(numCell);
table.addCell(sdCell);

row = row + 1;
}

document.addTable(table);
document.saveAsAttachment("incident", "<sys_id>",
 "SampleGenerationTest.pdf");
```

The PDF attachment is listed in the Attachments [sys_attachment] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Number	Short Description
INC0000060	Unable to connect to email
INC0009002	My computer is not detecting the headphone device
INC0000009	Reset my password
INC0000010	Need Oracle 10GR2 installed
INC0000011	Need new Blackberry set up
INC0000012	Customer didn't receive eFax
INC0000013	EMAIL is slow when an attachment is involved
INC0000014	Missing my home directory
INC0000021	New employee hire
INC0000024	Issue with a web page on wiki
INC0000026	Seem to have an issue with my hard drive...
INC0000028	My disk is still having issues. Can't delete a file
INC0000030	Lost connection to the wireless network
INC0000032	EMAIL Server Down Again
INC0000033	File Server is 80% full - Needs upgrade
INC0000034	Does not look like a backup occurred last night
INC0000035	Reset my password
INC0000036	Issue with networking

Document - Document(PdfPage pageSize)

Instantiates a *Document* object and generates a PDF document.

Parameters

Name	Type	Description
pageSize	PdfPage	PDF page size.

Returns

Type	Description
Object	PDF document.

The following example shows how to create a *Document* object and return a PDF.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new sn_pdfgeneratorutils.Document(pageSize);
```

Document – addAndStartNewPage()

Adds a page to the document by terminating the current page and creating a new one.

Additional methods for adding a new page in a document:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- addNewPage() – Adds a new blank page to the document. Use to force a page break to start a new chapter or section in your document.
- addNewPageAtIndex() – Adds a new page at the specified index of the document. For example, setting the index to 6 inserts a page six or inserts the page at the position of the existing page six in a document. The original page six becomes page seven.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to add a new page to a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var para1 = new sn_pdfgeneratorutils.Paragraph("This text lands
 on the first page.");
var para2 = new sn_pdfgeneratorutils.Paragraph("This text lands
 on the new page.");

document.addParagraph(para1);

document.addAndStartNewPage();

document.addParagraph(para2);

// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<record_sys_id>",
 "newPage.pdf");
```

Document – addAuthor(String author)

Adds a name to the author field in PDF document properties.

Parameters

Name	Type	Description
author	String	Name of the document's author.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to add a name to the author field in PDF document properties. For a document usage example, see Document API.

```
var author = "John Do";

document.addAuthor(author);
```

Document – addImage(Image image)

Adds an image to a document.

Parameters

Name	Type	Description
image	Image	Image to add to a document.

Returns

Type	Description
None	

The following example shows how to add an image to a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare image using sys attachment
var image = new
 sn_pdfgeneratorutils.Image("<imgAttachment_sys_id>");

// add the image to the doc
document.addImage(image);

document.saveAsAttachment("incident", "<record_sys_id>",
 "docWithImage.pdf");
```

Document – addNewLine()

Adds a new empty line to the document.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to add a new line to a document. For a document usage example, see Document API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");

var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

document.addNewLine();
```

Document – addNewPage()

Adds a new blank page to the document. Use to force a page break to start a new chapter or section in your document.

Additional methods for adding a new page in a document:

- addAndStartNewPage()– Adds a page to the document by terminating the current page and creating a new one.
- addNewPageAtIndex() – Adds a new page at the specified index of the document. For example, setting the index to 6 inserts a page six or inserts the page at the position of the existing page six in a document. The original page six becomes page seven.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to add a new blank page to a document. For a document usage example, see Document API.

```
Usage:
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

document.addNewPage();
```

Document – addNewPageAtIndex(Number index)

Adds a new page at the specified index of the document. For example, setting the index to 6 inserts a page six or inserts the page at the position of the existing page six in a document. The original page six becomes page seven.

Additional methods for adding a new page in a document:

- addAndStartNewPage()– Adds a page to the document by terminating the current page and creating a new one.
- addNewPage() – Adds a new blank page to the document. Use to force a page break to start a new chapter or section in your document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
index	Number	Position at which to insert a new page.

Returns

Type	Description
None	

The following example shows how to add a new PDF page to position 6 of a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");

var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var index = 6;

document.addNewPageAtIndex(index);
```

Document – addParagraph(Paragraph paragraph)

Adds a paragraph to a document.

Parameters

Name	Type	Description
paragraph	Paragraph	Block of text provided as a paragraph object.

Returns

Type	Description
None	

The following example shows how to add a paragraph to a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var para = "Lorem ipsum dolor sit amet.";

document.addParagraph(para);
```

Document – addTable(Table table)

Adds a table to a document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
table	Table	Table to be inserted into the document.

Returns

Type	Description
None	

The following example shows how to add a table to a document. See the Table API for more details on how to define a table. For a document usage example, see Document API.

```
var table = new sn_pdfgeneratorutils.Table([70,200], false);

document.addTable(table);
```

Document – close()

Closes a document.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to close a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

document.close();
```

Document – createDocument(PdfPage pageSize)

Creates a document with the specified page size.

Parameters

Name	Type	Description
pageSize	PdfPage	Document page size.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	PDF document.

The following example shows how to create a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");

var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);
```

Document – getPageCount()

Gets the number of pages in the document.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of pages in the document.

The following example shows how to get the page count of a nine-page document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var count = document.getPageCount();

gs.info("The number of pages is " + count);
```

Output:

```
The number of pages is 9
```

Document – getPageSize()

Gets the default page size of the document.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Value of the default page size set using the PdfPage API. Possible values: • A4 – 595 x 842 points • EXECUTIVE – 522 x 756 points • LETTER – 612 x 792 points • LEDGER – 792 x 1224 points

The following example shows how to get the page size of a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");

var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var pagesize = document.getPageSize();
```

Document – isClosed()

Indicates whether a document is closed or open.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	Flag that indicates whether a document is open or closed. Valid values: • true: Document is closed. • false: Document is open. Default: true

The following example shows how to get the page size of a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");

var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var closed = document.isClosed();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Document – saveAsAttachment(String tableName, String tableSysId, String fileName)

Attaches the document file to the specified target table.

Parameters

Name	Type	Description
tableName	String	Name of the table on which to attach the document.
tableSysId	String	Sys_id of the record on which to attach the document.
fileName	String	Name of the document to attach.

Returns

Type	Description
String	Sys_id of the attached document in the Attachments [sys_attachment] table.

The following example shows how to attach a document to an incident record. For a document usage example, see Document API.

```
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// Additional document properties

document.saveAsAttachment("incident", "<record_sys_id>",
 "SampleDocGeneration.pdf");
```

Document – setBaseDirection(String direction)

Sets the base text flow direction to reorder from based on character recognition

Parameters

Name	Type	Description
direction	String	Text flow direction. Valid values: • LEFT_TO_RIGHT: Order text flow left to right. The text direction is only reordered if left-to-right language characters are detected. • RIGHT_TO_LEFT: Order text flow right to left. The text direction is only reordered if right-to-left language characters are detected. Default: LEFT_TO_RIGHT

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to set text flow left to right. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");

var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

document.setBaseDirection("RIGHT_TO_LEFT");
```

Document – setMargins(Number topMargin, Number rightMargin, Number bottomMargin, Number leftMargin)

Sets the page margin sizes in the document.

Parameters

Name	Type	Description
topMargin	Number	Height of the top margin in points.
rightMargin	Number	Width of the right margin in points.
bottomMargin	Number	Height of the bottom margin in points.
leftMargin	Number	Width of the left margin in points.

Returns

Type	Description
None	

The following example shows how to set page margins in a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

document.setMargins(72,36,36,36);
```

DocumentListEntryService - Scoped, Global

The *DocumentListEntryService* API provides methods for maintaining document templates in a document list.

This API requires the Document Management plugin (com.snc.platform_document_management) and is provided within the `sn_doc_services` namespace. For information, see Document Services.

Before using the methods in this API, add a document template with its version and create a document list. Use the SystemDocumentListEntry API to add or remove documents from a document list.

Before using the methods in this API, you must add a document with its default version and create a document list.

- SystemDocument – Define a document object.
- DocumentService – Add, update, or delete a document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- SystemDocumentVersion – Define a document version.
- DocumentVersionService – Add, update, or delete a document version.
- SystemDocumentList – Define a document list.
- DocumentListService – Add, update, or delete a document list.

To define a document as a template:

- Define the document object setting the SystemDocument – template() method to true. Create or update the document record with the methods in the DocumentService API.
- Select the Template check box of a document in the Documents [ds_document] table.

DocumentListEntryService - DocumentListEntryService()

Instantiates a *DocumentListEntryService* object.

Parameters

Name	Type	Description
None		

The following example shows how to instantiate a *DocumentListEntryService* object.

```
var s = new sn_doc_services.DocumentListEntryService();
```

DocumentListEntryService - createDocumentListEntry(SystemDocumentListEntry entry)

Adds a document template entry to a document list.

Parameters

Name	Type	Description
entry	SystemDocumentListEntry	One or more properties representing fields of a document list entry object.

Returns

Type	Description
Object	Sys_id of the new record in the Document List Entries [ds_document_list_entry] table with a success message. Error message otherwise. `{ "message": "String", "request_id": "String", "status": "String" }`
<Object>.message	Message confirming success or error. Data type: String
<Object>.request_id	Sys_id of the record in the Document List Entries [ds_document_list_entry] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to define a document entry and add it to a document list. See also SystemDocumentListEntry.

```
var docListEntry = new
 sn_doc_services.SystemDocumentListEntry('21afddea2460fc10f877a6
fed1c2b0dd');
docListEntry.document("9acd7fea24587410f877a6fed1c2b060");
docListEntry.description('birth certificate');

var dlEntrySvc = new sn_doc_services.DocumentListEntryService();
gs.info(JSON.stringify(dlEntrySvc.createDocumentListEntry(docLis
tEntry), null, 2));
```

Output:

```
{
  "message": "Create List Entry , List Entry sysId :
 d3f0b13624e8fc10f877a6fed1c2b0d9is successful.",
  "request_id": "d3f0b13624e8fc10f877a6fed1c2b0d9",
  "status": "success"
}
```

DocumentListEntryService - deleteDocumentListEntry(String listEntryId)

Removes a document list entry from the Document List Entries [ds_document_list_entry] table.

Parameters

Name	Type	Description
listEntryId	String	Sys_id of a document list record in the Document List Entries [ds_document_list_entry] table.

Returns

Type	Description

Object	Success or error message.
	`{`
	`  "message": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"status": "String"
	}</pre>

<Object>.message	Message confirming success or error. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to delete a document list record. See also SystemDocumentList.

```
var listEntryId = 'd3f0b13624e8fc10f877a6fed1c2b0d9';

var dlEntrySvc = new sn_doc_services.DocumentListEntryService();
gs.info(JSON.stringify(dlEntrySvc.deleteDocumentListEntry(listEn
tryId), null, 2));
```

Output:

```
{
  "message": "Deleting an entry for the given
 documentListEntrySysId : d3f0b13624e8fc10f877a6fed1c2b0d9 is
 successful.",
  "status": "success"
}
```

DocumentListEntryService - updateDocumentListEntry(String listEntryId, SystemDocumentListEntry entry)

Updates the field values of an existing document list entry.

Parameters

Name	Type	Description
listEntryId	String	Sys_id of a document list record in the Document List Entries [ds_document_list_entry] table.
entry	SystemDocumentListEntry	One or more properties representing fields of a document list entry object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Success or error message. `{ "message": "String", "request_id": "String", "status": "String" }`
<Object>.message	Message confirming success or error. Data type: String
<Object>.request_id	Sys_id of the record in the Document List Entries [ds_document_list_entry] table. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to update a document list entry description. See also SystemDocumentListEntry.

```
var listEntryId = 'd3f0b13624e8fc10f877a6fed1c2b0d9';

var entry = new sn_doc_services.SystemDocumentListEntry();
entry.description('description update');

var dlEntrySvc = new sn_doc_services.DocumentListEntryService();
gs.info(JSON.stringify(dlEntrySvc.updateDocumentListEntry(listEn
tryId, entry), null, 2));
```

Output:

```
{
  "message": "Updating an entry for the given
 documentListEntrySysId : d3f0b13624e8fc10f877a6fed1c2b0d9 is
 successful.",
  "request_id": "d3f0b13624e8fc10f877a6fed1c2b0d9",
  "status": "success"
}
```

DocumentListService - Scoped, Global

The *DocumentListService* API provides methods for creating, deleting, and updating a document list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API requires the Document Management plugin (com.snc.platform_document_management) and is provided within the `sn_doc_services` namespace. For information, see Document Services.

The Document Management plugin also supports creating lists of document templates to associate with your document. For example, a job application requiring multiple documents such as a diploma, ID, or passport. After you add your document list, you can add document templates:

- SystemDocumentListEntry – Define a document template list entry.
- DocumentListEntryService – Add or remove a document template list entry.

To define a document as a template:

- Define the document object setting the SystemDocument – template() method to true. Create or update the document record with the methods in the DocumentService API.
- Select the Template check box of a document in the Documents [ds_document] table.

The following APIs enable you to define and manage documents:

- SystemDocument – Define a document object.
- DocumentService – Add, update, or delete a document.

To define a document as a template:

- Define the document object setting the SystemDocument – template() method to true. Create or update the document record with the methods in the DocumentService API.
- Select the Template check box of a document in the Documents [ds_document] table.

See also SystemDocumentList.

DocumentListService - DocumentListService()

Instantiates a *`DocumentListService`* object.

Parameters

Name	Type	Description
None		

The following example shows how to instantiate a *`DocumentListService`* object. See also SystemDocumentList.

```
var s = new sn_doc_services.DocumentListService();
```

DocumentListService - createDocumentList(SystemDocumentList doc)

Creates a document list in the Document Lists [ds_document_lists] table.

The Document Management plugin also supports creating lists of document templates to associate with your document. For example, a job application requiring multiple documents such as a diploma, ID, or passport. After you add your document list, you can add document templates:

- SystemDocumentListEntry – Define a document template list entry.
- DocumentListEntryService – Add or remove a document template list entry.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use the createDocumentsFromList() method to create documents from the document template list.

Parameters

Name	Type	Description
doc	SystemDocumentList	One or more properties representing fields of a new record. The name property is required and can be set using the *SystemDocumentList* constructor or *name()* method.

Returns

Type	Description
Object	Sys_id of the new record in the Document Lists [ds_document_lists] table with a success message. Error message otherwise. `{ "message": "String", "request_id": "String", "status": "String" }`
<Object>.message	Message confirming success or error. Data type: String
<Object>.request_id	Sys_id of the record in the Document Lists [ds_document_lists] table. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to create a document list. See also SystemDocumentList.

```
var dL = new sn_doc_services.SystemDocumentList('My document
 list');

// Define the document list field
dL.description('description');

var docList = new sn_doc_services.DocumentListService();
gs.info(JSON.stringify(docList.createDocumentList(dL), null,
 2));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "message": "Create List for the given name : My document list,
 List sysId : b2c021a924683c10f877a6fed1c2b0b1 is successful.",
  "request_id": "b2c021a924683c10f877a6fed1c2b0b1",
  "status": "success"
}
```

DocumentListService - createDocumentsFromList(String listSysId, String tableName, String tableSysId)

Creates documents from a list of document templates.

Note: Before using this method, create a document template list using the createDocumentList() method.

Parameters

Name	Type	Description
listSysId	String	Sys_id of a document list record in the Document Lists [ds_document_lists] table.
tableName	String	Name of the table containing the record on which add a list of document template references.
tableSysId	String	Sys_id of the record containing the content from which to add a list of document template references.

Returns

Type	Description
Object	Success or error message. `{ "message": "String", "request_id": "String", "status": "String" }`
<Object>.message	Message containing the number of document templates in the document list. Data type: String
<Object>.request_id	Sys_id of the record in the Document Lists [ds_document_lists] table. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String

The following example shows how add a list of document template references to a record. The documentation is added to a record in the Incidents [incident] table.

```
var result = new
 sn_doc_services.DocumentListService().createDocumentsFromList('
21afddea2460fc10f877a6fed1c2b0dd', 'incident',
 'd7158da0c0a8016700eef46c8d1f3661');
gs.info(JSON.stringify(result, null, 2));
```

Output:

```
{
  "message": "Created 1 document references for the given table
 name: incident, table sysId : d7158da0c0a8016700eef46c8d1f3661
 with list SysId 21afddea2460fc10f877a6fed1c2b0dd",
  "request_id": "21afddea2460fc10f877a6fed1c2b0dd",
  "status": "success"
}
```

DocumentListService - deleteDocumentList(String listSysId)

Removes a document record from the Document Lists [ds_document_lists] table.

Parameters

Name	Type	Description
listSysId	String	Sys_id of a document list record in the Document Lists [ds_document_lists] table.

Returns

Type	Description
Object	Success or error message. `{ "message": "String", "request_id": "String", "status": "String" }`
<Object>.message	Message confirming success or error. Data type: String
<Object>.request_id	Sys_id of the record in the Document Lists [ds_document_lists] table. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to delete a document list record. See also SystemDocumentList.

```
var docListID = 'b2c021a924683c10f877a6fed1c2b0b1';

var docListSvc = new sn_doc_services.DocumentListService();
gs.info(JSON.stringify(docListSvc.deleteDocumentList(docListID),
 null, 2));
```

Output:

```
{
  "message": "Delete List for the given sysId :
 b2c021a924683c10f877a6fed1c2b0b1 is successful.",
  "request_id": "b2c021a924683c10f877a6fed1c2b0b1",
  "status": "success"
}
```

DocumentListService - updateDocumentList(String docSysId, SystemDocumentList doc)

Updates the field values of an existing document list.

Parameters

Name	Type	Description
listSysId	String	Sys_id of a document list record in the Document Lists [ds_document_lists] table.
doc	SystemDocumentL	One or more properties representing document list fields to be updated.

Returns

Type	Description
Object	Success or error message. `{ "message": "String", "request_id": "String", "status": "String" }`
<Object>.message	Message confirming success or error. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.request_id	Sys_id of the record in the Document Lists [ds_document_lists] table. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *`message`* provides details. Data type: String

The following example shows how to update a document list name and description. See also SystemDocumentList.

```
var docListID = 'b2c021a924683c10f877a6fed1c2b0b1';

var docListUpdate = new sn_doc_services.SystemDocumentList();
docListUpdate.name('name change');
docListUpdate.description('description update');

var docListSvc = new sn_doc_services.DocumentListService();
gs.info(JSON.stringify(docListSvc.updateDocumentList(docListID ,
 docListUpdate), null, 2));
```

Output:

```
{
  "message": "Update List for the given sysId :
 b2c021a924683c10f877a6fed1c2b0b1 is successful.",
  "request_id": "b2c021a924683c10f877a6fed1c2b0b1",
  "status": "success"
}
```

DocumentReferenceService - Scoped, Global

The *`DocumentReferenceService`* API provides methods for managing document references within a target table, such as the Incidents [incident] or Knowledge [kb_knowledge] table. You can use document references to associate information with a record.

This API requires the Document Management plugin (com.snc.platform_document_management) and is provided within the `sn_doc_services` namespace. For information, see Document Services.

The following APIs enable you to define and manage documents:

- SystemDocument – Define a document object.
- DocumentService – Add, update, or delete a document.

DocumentReferenceService - DocumentReferenceService()

Instantiates a *`DocumentReferenceService`* object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

The following example shows how to instantiate a *DocumentReferenceService* object.

```
var result = new sn_doc_services.DocumentReferenceService();
```

DocumentReferenceService - addDocumentReference(String docSysId, String targetTable, String tableSysId)

Adds a document reference to a target table record.

Parameters

Name	Type	Description
docSysId	String	Sys_id of a document record in the Documents [ds_document] table.
targetTable	String	Name of the target table on which to provide a document reference.
tableSysId	String	Sys_id of the target table record to which the document reference is to be added.

Returns

Type	Description
Object	Sys_id of the new record in the Document References [ds_document_reference] table with a success message. Error message otherwise. `{ "message": "String", "status": "String" }`
<Object>.message	Message confirming success or error. If successful, includes the sys_id of the record the document reference was added to. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to add a document reference to a record in the Incidents [incident] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var docReference = new
 sn_doc_services.DocumentReferenceService();

var result = docReference.addDocumentReference("<docSysId>",
 "incident", "<tableSysId>");

gs.info(JSON.stringify(result, null, 2));
```

Output:

```
{
  "message": "Adding an entry to DocumentReference for the given
 docId to target table : incident, sysId : <tableSysId> is
 successful.",
  "status": "success"
}
```

DocumentReferenceService - removeDocumentReference(String docSysId, String targetTable, String tableSysId)

Removes a document reference from the Document References [ds_document_reference] table.

Parameters

Name	Type	Description
docSysId	String	Sys_id of a document record in the Documents [ds_document] table.
targetTable	String	Name of the table containing the document reference. This information is listed with the document in the Document References [ds_document_reference] table.
tableSysId	String	Sys_id of the record from which the document is referenced. You can find related information listed with the document in the Document References [ds_document_reference] table.

Returns

Type	Description
Object	Success message. Error message otherwise. `{ "message": "String", "status": "String" }`
<Object>.message	Message confirming success or error. If successful, includes the sys_id of the record the document reference was removed from. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to remove a document reference from a record in the Incidents [incident] table.

```
var docReference = new
 sn_doc_services.DocumentReferenceService();

var result = docReference.removeDocumentReference("<docSysId>",
 "incident", "<tableSysId>");

gs.info(JSON.stringify(result, null, 2));
```

Output:

```
{
  "message": "Deleting an entry to DocumentReference for the
 given docId to target table : incident, sysId : <tableSysId> is
 successful.",
  "status": "success"
}
```

DocumentService - Scoped, Global

The *DocumentService* API provides methods for creating, deleting, and updating a document.

This API requires the Document Management plugin (com.snc.platform_document_management) and is provided within the `sn_doc_services` namespace. For information, see Document Services.

A document is a collection of information about a document record. The methods used to create or update a record modify fields using the SystemDocument object.

Document content is managed using versions. The following APIs enable you to define and manage document versions:

- SystemDocumentVersion – Define a document version as the source of the document content. Each version is an element containing the document content and is provided using a single URL or attachment. An attachment can only be added in the Document Versions [ds_document_version] table UI and not with the API.
- DocumentVersionService – Document content is managed using versions.

Use the DocumentReferenceService API to manage documents referenced in a target table, such as the Incidents [incident] or Knowledge [kb_knowledge] table.

The Document Management plugin also supports creating lists of document templates to associate with your document. For example, a job application requiring multiple documents such as a diploma, ID, or passport.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- SystemDocumentList – Define a list of document templates.
- DocumentListService – Add or remove a document template list.
- SystemDocumentListEntry – Define a document template list entry.
- DocumentListEntryService – Add or remove a document template list entry.

DocumentService - DocumentService()

Instantiates a *DocumentService* object.

Parameters

Name	Type	Description
None		

The following example shows how to instantiate a *DocumentService* object.

```
var s = new sn_doc_services.DocumentService();
```

DocumentService - createDocument(SystemDocument doc)

Creates a document record in the Documents [ds_document] table.

Parameters

Name	Type	Description
doc	SystemDocument	One or more properties representing fields of a new record. The name property is required and can be set using the *SystemDocument* constructor or *name()* method.

Returns

Type	Description
Object	Sys_id of the new record in the Documents [ds_document] table with a success message. Error message otherwise. `{ "message": "String", "request_id": "String", "status": "String" }`
<Object>.message	Message confirming success or error. Possible values: • Create document sysId : <sys_id> is successful. • Document Name is mandatory and should be valid. • Document Name is mandatory and it should not be null or empty. • <SystemDocument property requiring sys_id input> with SysId: "<sys_id>" does not exist Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.request_id	Sys_id of the record in the Documents [ds_document] table. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to populate *SystemDocument* object properties and create a new document record.

```
var d = new sn_doc_services.SystemDocument('My document');

// Define the document fields
var reviewers =
 '62826bf03710200044e0bfc8bcbe5df1,a8f98bb0eb32010045e1a5115206f
e3a';
d.description('description');
d.classification('restricted');
d.state('review');
d.department('93b25282c0a8000b0b55c8ab34e2f1e6');
d.template(false);
d.type('policy');
d.reviewers(reviewers);
d.audience('external');

var s = new sn_doc_services.DocumentService();
gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 10404202245034l0f877a6fed1c2b031 is successful.",
  "request_id": "10404202245034l0f877a6fed1c2b031",
  "status": "success"
}
```

DocumentService - deleteDocument(String docSysId)

Removes a document record from the Documents [ds_document] table.

Parameters

Name	Type	Description
docSysId	String	Sys_id of a document record in the Documents [ds_document] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Success or error message. `{ "message": "String", "request_id": "String", "status": "String" }`
<Object>.message	Message confirming success or error. Data type: String
<Object>.request_id	Sys_id of the record in the Documents [ds_document] table. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to delete an existing document record.

```
var docid = "<sys_id>";
var svc = new sn_doc_services.DocumentService();
gs.info(JSON.stringify(svc.deleteDocument(docid), null, 2));
```

Output:

```
{
  "message": "Delete document sysId : <sys_id> is successful.",
  "request_id": "<sys_id>",
  "status": "success"
}
```

DocumentService - updateDocument(String docSysId, SystemDocument doc)

Updates the field values of an existing document record.

Parameters

Name	Type	Description
docSysId	String	Sys_id of a document record in the Documents [ds_document] table.
doc	SystemDocument	One or more properties representing document fields to be updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Success or error message. `{ "message": "String", "request_id": "String", "status": "String" }`
<Object>.message	Message confirming success or error. Data type: String
<Object>.request_id	Sys_id of the record in the Documents [ds_document] table. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to change a document name. See also SystemDocument.

```
var dId = "19aab54e24103410f877a6fed1c2b03d";
var d = new sn_doc_services.SystemDocument();
d.name("c22.txt");

var s = new sn_doc_services.DocumentService();
gs.info(JSON.stringify(s.updateDocument(dId, d), null, 2));
```

Output:

```
{
  "message": "Update document sysId :
 19aab54e24103410f877a6fed1c2b03d is successful.",
  "request_id": "19aab54e24103410f877a6fed1c2b03d",
  "status": "success"
}
```

DocumentVersionService - Scoped, Global

The *DocumentVersionService* API provides a service for creating and deleting document versions. Each version is an element containing the document content and is provided using a single URL or attachment. An attachment can only be added in the Document Versions [ds_document_version] table UI and not with the API.

This API requires the Document Management plugin (com.snc.platform_document_management) and is provided within the `sn_doc_services` namespace. For information, see Document Services.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before creating a document version, you must first define and add a document record.

- SystemDocument – Define a document object.
- DocumentService – Add, update, or delete a document.

DocumentVersionService - DocumentVersionService()

Instantiates a *DocumentVersionService* object.

Parameters

Name	Type	Description
None		

The following example shows how to instantiate a *DocumentVersionService* object.

```
var versionSvc = new sn_doc_services.DocumentVersionService();
```

DocumentVersionService - createDocumentVersion(SystemDocumentVersion docVersion)

Creates a document version record in the Versions [ds_document_version] table.

Parameters

Name	Type	Description
docVersion	SystemDocumentVersion	One or more properties representing fields of a document version.

Returns

Type	Description
Object	Sys_id of the new record in the Versions [ds_document_version] table with a success message. Error message otherwise. `{ "message": "String", "request_id": "String", "status": "String" }`
<Object>.message	Message confirming success or error. If successful, includes the sys_id of the document record and the sys_id of its new document version. Data type: String
<Object>.request_id	Sys_id of the new record in the Versions [ds_document_version] table. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String

The following example shows how to populate *SystemDocumentVersion* object properties and create a new document version. See also SystemDocumentVersion.

```
var versionDefinition = new
 sn_doc_services.SystemDocumentVersion('491efbee24187410f877a6fe
d1c2b0a9');

versionDefinition.type('url');
versionDefinition.url('http://one/1.0');

var versionSvc = new sn_doc_services.DocumentVersionService();
gs.info(JSON.stringify(versionSvc.createDocumentVersion(versionD
efinition), null, 2));
```

Output:

```
{
  "message": "Adding an entry to DocumentVersion for the
 given docId : 491efbee24187410f877a6fed1c2b0a9, sysId :
 d5a340d9242cf810f877a6fed1c2b069 is successful.",
  "request_id": "d5a340d9242cf810f877a6fed1c2b069",
  "status": "success"
}
```

DocumentVersionService - deleteDocumentVersion(String docVersionSysId)

Deletes a document version.

Parameters

Name	Type	Description
docVersionSysId	String	Sys_id of a document version in the Versions [ds_document_version] table.

Returns

Type	Description
Object	Success message. Error message otherwise. `{ "message": "String", "status": "String" }`
<Object>.message	Message confirming success or error. If successful, includes the sys_id of the deleted document version. Data type: String
<Object>.status	Status indicating whether the operation is successful.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • success - The operation was successful. • failure – The operation was not successful. The *message* provides details. Data type: String

The following example shows how to delete an existing document version.

```
var vId = "<versionSysId>";
var versionSvc = new sn_doc_services.DocumentVersionService();

gs.info(JSON.stringify(versionSvc.deleteDocumentVersion(vId),
 null, 2));
```

Output:

```
{
  "message": "Deleting an entry to DocumentVersion for the
 given documentVersionSysId : , sysId : <versionSysId> is
 successful.",
  "status": "success"
}
```

DSCScriptableAPI - Global

The *DSCScriptableAPI* provides methods for checking the health of your domain configuration for an instance.

This API is part of the Domain Separation Center dashboard and is available in the SNC global namespace.

The com.glide.domain.msp_extensions.installer plugin must be activated for Domain Separation Center dashboard availability.

DSCScriptableAPI - DSCScriptableAPI()

Instantiates a new DSCScriptable object.

Parameters

Name	Type	Description
None		

DSCScriptableAPI - chkDataInvalidDomainForTables(String tableNames)

Checks a list of comma-separated tables for invalid domains.

View records that reference invalid domains in the Domain Log [syslog_domain] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
tableNames	String	Comma-separated list of table names.

Returns

Type	Description
String	GUID of any invalid references; OK otherwise

```
var dsc = new SNC.DSCScriptableAPI();
dsc.chkDataInvalidDomainForTables('task, sys_user');
```

DSCScriptableAPI - chkDataInvalidPathForTables(String tableNames)

Checks a list of comma-separated tables for invalid domain paths.

Records that have an invalid domain path are logged in the syslog_domain table.

Parameters

Name	Type	Description
tableNames	String	Comma-separated list of table names.

Returns

Type	Description
String	GUID if there are invalid paths; OK otherwise

```
var dsc = new SNC.DSCScriptableAPI();
dsc.chkDataInvalidPathForTables('task, sys_user');
```

DuplicateTemplate - Scoped

The *DuplicateTemplate* API provides methods for users to interact with de-duplication templates by enforcing a set of validations for each method.

De-duplication task remediation can be more time consuming than desirable when handled individually. Duplication templates enable grouping a set of duplicate tasks and running them together. Use the *DuplicateTemplate* API to create and consume de-duplication templates. This API runs in the `sn_cmdb` namespace and requires the cmdb_dedup_admin role to access.

When an instance detects duplicate configuration items (CIs) during identification and reconciliation, it groups each set of duplicate CIs into a de-duplication task for review and remediation. De-duplication tasks provide details about the duplication, including a list of all duplicate CIs. For information, see Duplicate CIs remediation.

See also: IdentificationEngine - Scoped

Template life cycle

1. Use the CreateTemplate() method to create a template in the draft state.

   You can use the following methods to retrieve or update the template:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- getTemplate()
- canAddTasksToTemplate()
- updateTemplate()

2. Use the publishTemplate() method to move the template from draft to published state.

   Note: Use the unPublishTemplate() method to return a published template to draft state and update the template.

3. Optional. Use the CMDBDuplicateTemplateUtil script include to add or remove tasks.
4. Use the runTemplate() method to run the template.

   To cancel a running task, use the requestCancellation() method.

5. If the template is no longer needed, you can retire the template using the retireTemplate() method.

Remediating a single task using a template

To remediate a single task without running the template, you can preview and remediate de-duplication tasks.

1. Use the previewTemplate() method to preview the remediation of a single-task with a template.
2. Use the remediateTask() method to remediate the de-duplication task with a template.

DuplicateTemplate - canAddTasksToTemplate(Array taskIds, String templatId)

Checks if the provided list of tasks can be added to a template.

Use this method to determine whether tasks are suitable for adding to the template. For example, the specified template might be created for Application Server Tomcat, but the specified de-duplication tasks are created for Linux Server. These tasks don't have a matching template class, so they can't be added to the template.

Parameters

Name	Type	Description
taskIds	Array	Array of sys_ids of the de-duplication tasks to add to the template.
templateId	String	Sys_id of the template listed in the Reconcile Duplicate Template [reconcile_duplicate_template] table.

Returns

Type	Description
Object	Result object containing what tasks can be added, skipped, or failed. `{ "success": [ "<task_id_1>",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"<task_id_2>",
	"<task_id_3>"
	],
	"failed": [
	"<task_id_4>"
	],
	"skipped": [
	"<task_id_5>"
	]
	}</pre>

failed	Error occurred while checking if the task is compatible with the template. See also Detecting duplicate CIs.
skipped	The tasks are incompatible because they don't have a matching template class, so the task was skipped.
success	The task matches the template class and can be added to the template.

The following example shows how to check for tasks that can be added to the template.

```
var taskIds = [];
taskIds.push(<task_id_1>);
taskIds.push(<task_id_2>);
taskIds.push(<task_id_3>);

var result =
 sn_cmdb.DuplicateTemplate.canAddTasksToTemplate(taskIds,
 <template_id>);

gs.info('Success:' + result.success);
gs.info('Failed:' + result.failed);
gs.info('Skipped:' + result.skipped);
```

Output:

```
Success: <task_id_1>
Failed: <task_id_2>
Skipped: <task_id_3>
```

DuplicateTemplate - createTemplate(Object template)

Creates a de-duplication template in draft state.

Parameters

Name	Type	Description

template	Object	The template object with different options for creating the template.
		<pre>{
		"allow_master_ci_null_update": Boolean,
		"allow_null_attribute_update": Boolean,</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>{
		"description": "String",
		"duplicate_ci_action": "String",
		"duplicate_ci_updates": [Array],
		"master_ci_condition": "String",
		"master_ci_option": "String",
		"merge_related_items": "String",
		"merge_related_items_condition": [Array],
		"merge_relations_condition": "String",
		"merge_relations": "String",
		"most_related_items_merge_attributes": "String",
		"most_relations_merge_attributes": "String",
		"name": "String",
		"newest_updated_merge_attributes": "String",
		"oldest_created_merge_attributes": "String",
		"table": "String",
		"task_conditions": "String"
		}</pre>

template.allow_null_attribute_update	Boolean	Optional. Flag that indicates if main CI attributes are updated with null values from duplicate CIs when resolving attribute conflicts for CIs within a de-duplication task. Valid values: • true: The main CI attributes are updated with null values from duplicate CIs. • false: The main CI attributes aren't updated with null values from duplicate CIs. Default: False
template.allow_master_ci_null_update	Boolean	Optional. Only includes updates from duplicate CIs if the main CI value is null. Flag that indicates whether to include only updates from duplicate CIs if the main CI value is null. Valid values: • true: Only include updates from duplicate CIs if the main CI value is null. • false: Include updates from all duplicate CIs. Default: False
template.description	String	Optional. Description to store more information about the template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
template.duplicate_ci_action	String	Optional. Specifies if the duplicate CI is to be deleted or updated with unique custom values. Possible options: • delete • update (requires specifying *duplicate_ci_updates*)
template.duplicate_ci_updates	Array	Optional, unless the setting for *duplicate_ci_action* is `update`. Array of objects specifying how the duplicate CI values are updated. `[ { "element": "String", "element_label": "String", "value": "String", "display": "String" } ]`
template.duplicate_ci_updates.element	String	The system dictionary name of a reference field.
template.duplicate_ci_updates.element_label	String	The label that the reference field displays.
template.duplicate_ci_updates.value	String	Value for a reference field, that is, the contents of the reference field.
template.duplicate_ci_updates.display	String	Display value for a reference field.
template.master_ci_option	String	Optional. Specifies how the main CI is selected for a de-duplication task when applying this template. Possible options: • conditional (must specify *master_ci_condition*) • most_related_items – Attributes to be merged from the CI with the most related items to the main CI. • most_relations – Attributes to be merged from the CI with the most relationships to the main CI. • newest_created – separated attributes to be merged from the most recently updated CI to the main CI. • oldest_created – Comma-separated attributes to be merged from the oldest-created CI to the main CI.
template.master_ci_condition	String	Optional (required if the value of *master_ci_option* is `conditional`). Encoded query to specify how the main CI is selected. If multiple CIs or no CIs match the query, the method selects the most recently updated CI as the main CI. The encoded query is evaluated for the template table. This table is identified in the *table* property.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		For details, see Encoded query strings .
template.merge_relations	String	Optional. Specifies how the relationships for duplicate CIs within a de-duplication task are merged when applying this template. Possible options: • all • conditional • none
template.merge_relations	String	Optional. Specifies how the relationships for duplicate CIs within a de-duplication task are merged when applying this template. Possible options: • all • conditional • none
template.merge_relations_condition	String	Optional (required if the value of *merge_relations* is `conditional`). Encoded query to specify if all or none of the relationships from duplicate CIs are merged. The query is evaluated on the main CI that is selected for the de-duplication task. If the query returns true, all relationships are merged. If false, no relationships are merged. The encoded query is evaluated for the template table. This table is identified in the *table* property. For details, see Encoded query strings .
template.merge_related_items	String	Optional. Specifies which related tables for duplicate CIs within a de-duplication task are merged to the main CI when applying this template. See also Remediate a de-duplication task (legacy). Possible options: • all_available – Includes the default-related tables and any related tables that reference duplicate CIs for the de-duplication task remediated via the template. • conditional • default – Includes related entries provided by the Duplicate CI Remediator Default Related Items module. • none
template.merge_related_items_condition	Array	Optional. List of related entries with an encoded query for each related entry. Each query is evaluated on the main CI that is selected for the task. If the query returns true, the related

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		entries are merged during the remediation of a de-duplication task. If false, related entries aren't merged. `"merge_related_items_condition": [ { "related_entry": "String", "condition": "String" } ]` For details, see Encoded query strings .
template.most_relations_merge_attributes	String	Optional. Comma-separated attributes to be merged from the CI with the most relationships to the main CI.
template.most_related_items_merge_attributes	String	Optional. Comma-separated attributes to be merged from the CI with the most related items to the main CI.
template.name	String	Name of the template.
template.newest_updated_merge_attributes	String	Optional. Comma-separated attributes to be merged from the most recently updated CI to the main CI.
template.oldest_created_merge_attributes	String	Optional. Comma-separated attributes to be merged from the oldest-created CI to the main CI.
template.table	String	Table for which the template is created.
template.task_conditions	String	Optional. Encoded query to be evaluated when the template runs. This query is evaluated on the Reconcile Duplicate Task Data [reconcile_duplicate_task_data] table. All tasks returned from this query are considered during the template evaluation. **Note:** Even if a task is returned as a part of the query, it doesn't guarantee that the template run processes the task. Other factors might cause the task to be skipped during template processing. For details, see Encoded query strings .

Returns

Type	Description
String	Sys_id of the template created in the Reconcile Duplicate Templates [reconcile_duplicate_template] table.

The following example shows how to create a de-duplication template.

```
var template = {
  "name": "Test Windows Template",
  "table": "cmdb_ci_win_server",
  "description": "This is a Windows server template",
  "master_ci_option": "oldest_created",
  "master_ci_condition": "",
  "allow_null_attribute_update": false,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "allow_master_ci_null_update": false,
  "oldest_created_merge_attributes": "serial_number,os_version",
  "merge_relations": "all",
  "merge_relations_condition": "",
  "merge_related_items": "conditional",
  "merge_related_items_condition": [
    {
      "related_entry": "change_request.cmdb_ci",
      "condition": "ramCONTAINS1024"
    },
    {
      "related_entry": "incident.cmdb_ci",
      "condition": "os_versionCONTAINSWindows"
    }
  ],
  "duplicate_ci_action": "delete",
  "duplicate_ci_updates":   [{
    "element": "ram",
    "element_label": "RAM (MB)",
    "value": "1024",
    "display": "1024"
  }],
  "task_conditions":
 "category=attribute^key=serial_number^value=E2BX1^EQ"
};

var templateId =
 sn_cmdb.DuplicateTemplate.createTemplate(template);

gs.info(templateId);
```

Output:

```
8dfcd36e042b2510f877c1665753a485
```

DuplicateTemplate - getTemplate(String templateId)

Gets the template object.

Parameters

Name	Type	Description
templateId	String	Sys_id of the template listed in the Reconcile Duplicate Template [reconcile_duplicate_template] table.

Returns

Type	Description
Object	The template object with different options for creating the template. `{ "allow_master_ci_null_update": Boolean, "allow_null_attribute_update": Boolean, "description": "String", "duplicate_ci_action": "String", "duplicate_ci_updates": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	"master_ci_condition": "String", "master_ci_option": "String", "merge_related_items": "String", "merge_related_items_condition": [Array], "merge_relations_condition": "String", "merge_relations": "String", "most_related_items_merge_attributes": "String", "most_relations_merge_attributes": "String", "name": "String", "newest_updated_merge_attributes": "String", "oldest_created_merge_attributes": "String", "table": "String", "task_conditions": "String" }
<Object>.allow_null_attribute_update	Flag that indicates if main CI attributes are updated with null values from duplicate CIs when resolving attribute conflicts for CIs within a de-duplication task. Valid values: • true: The main CI attributes are updated with null values from duplicate CIs. • false: The main CI attributes aren't updated with null values from duplicate CIs. Data type: Boolean
<Object>.allow_master_ci_null_update	Only includes updates from duplicate CIs if the main CI value is null. Valid values: • true: Only include updates from duplicate CIs if the main CI value is null. • false: Include updates from all duplicate CIs. Data type: Boolean
<Object>.description	Description to store more information about the template. Data type: String
<Object>.duplicate_ci_action	Specifies if the duplicate CI is to be deleted or updated with unique custom values. Possible options: • delete • update (requires specifying *duplicate_ci_updates*) Data type: String
	Array of objects specifying how the duplicate CI values are updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

<Object>.duplicate_ci_updates	<pre>[
	  {
	  "element": "String",
	  "element_label": "String",
	  "value": "String",
	  "display": "String"
	  }
	]</pre>
	Data type: Object

<Object>.duplicateCIUpdates.element	The system dictionary name of a reference field. Data type: String
<Object>.duplicateCIUpdates.element_label	The label that the reference field displays. Data type: String
<Object>.duplicateCIUpdates.value	Value for a reference field, that is, the contents of the reference field. Data type: String
<Object>.duplicateCIUpdates.display	Display value for a reference field. Data type: String
<Object>.master_ci_option	Specifies how the main CI is selected for a de-duplication task when applying this template. Possible options: • conditional (must specify *master_ci_condition*) • most_related_items – Attributes to be merged from the CI with the most related items to the main CI. • most_relations – Attributes to be merged from the CI with the most relationships to the main CI. • newest_created – separated attributes to be merged from the most recently updated CI to the main CI. • oldest_created – Comma-separated attributes to be merged from the oldest-created CI to the main CI. Data type: String
<Object>.merge_relations	Specifies how the relationships for duplicate CIs within a de-duplication task are merged when applying this template. Possible options: • all • conditional • none

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.merge_related_items	Specifies which related tables for duplicate CIs within a de-duplication task are merged to the main CI when applying this template. See also Remediate a de-duplication task (legacy). Possible options: • all_available – Includes the default-related tables and any related tables that reference duplicate CIs for the de-duplication task remediated via the template. • conditional • default – Includes related entries provided by the Duplicate CI Remediator Default Related Items module. • none Data type: String
<Object>.merge_related_items_condition	List of related entries with an encoded query for each related entry. Each query is evaluated on the main CI that is selected for the task. If the query returns true, the related entries are merged during the remediation of a de-duplication task. If false, related entries aren't merged. For details, see Encoded query strings. Data type: Array
<Object>.most_relations_merge_attributes	Comma-separated attributes to be merged from the CI with the most relationships to the main CI. Data type: String
<Object>.most_related_items_merge_attributes	Comma-separated attributes to be merged from the CI with the most related items to the main CI. Data type: String
<Object>.name	Name of the template. Data type: String
<Object>.newest_updated_merge_attributes	Comma-separated attributes to be merged from the most recently updated CI to the main CI. Data type: String
<Object>.oldest_created_merge_attributes	Comma-separated attributes to be merged from the oldest-created CI to the main CI. Data type: String
<Object>.table	Table for which the template is created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.task_condition_table	Location of the table task conditions, that is, the Reconcile Duplicate Task Data [reconcile_duplicate_task_data] table. The value never changes and the table is intended for internal use only. Data type: String
<Object>.task_conditions	Encoded query to be evaluated when the template runs. This query is evaluated on the Reconcile Duplicate Task Data [reconcile_duplicate_task_data] table. All tasks returned from this query are considered during the template evaluation. **Note:** Even if a task is returned as a part of the query, it doesn't guarantee that the template run processes the task. Other factors might cause the task to be skipped during template processing. For details, see Encoded query strings . Data type: String

The following example shows how to retrieve a template.

```
var template =
 sn_cmdb.DuplicateTemplate.getTemplate('<template_id>');
gs.info(JSON.stringify(template));
```

Output:

```
{
  "most_relations_merge_attributes": "",
  "task_conditions":
 "category=attribute^key=serial_number^value=E2BX1^EQ",
  "duplicate_ci_updates":
 "org.mozilla.javascript.NativeArray@5d3b19ef",
  "description": "This is a Windows server template",
  "master_ci_option": "oldest_created",
  "merge_related_items": "conditional",
  "duplicate_ci_action": "delete",
  "newest_updated_merge_attributes": "",
  "merge_related_items_condition": [
    {
      "condition": "os_versionCONTAINSWindows",
      "related_entry": "incident.cmdb_ci"
    },
    {
      "condition": "ramCONTAINS1024",
      "related_entry": "change_request.cmdb_ci"
    }
  ],
  "most_related_items_merge_attributes": "",
  "merge_relations": "all",
  "task_condition_table": "reconcile_duplicate_task_data",
  "name": "Test Windows Template",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "allow_null_attribute_update": false,
  "table": "cmdb_ci_win_server",
  "allow_master_ci_null_update": false,
  "oldest_created_merge_attributes": "serial_number,os_version"
}
```

DuplicateTemplate - previewTemplate(String templateId, String taskId)

Generates a preview of how different template options were applied to the de-duplication task and how it's to be remediated.

This method validates all the required attributes before generating the preview for the task using the template. Templates can be created or updated without specifying the required attributes. The required attributes must be provided to preview any de-duplication task.

The following attributes are required:

- duplicate_ci_action
- master_ci_option
- merge_related_items
- merge_relations
- name
- table

Note: Although this method validates all of the attributes, there's no requirement for the template to be in the published state for a preview.

Use the remediateTask() method to remediate de-duplication tasks.

Parameters

Name	Type	Description
templateId	String	Sys_id of the template listed in the Reconcile Duplicate Template [reconcile_duplicate_template] table.
taskId	String	Sys_id of the de-duplication task listed in the Remediate Duplicate Task [reconcile_duplicate_task] table.

Returns

Type	Description
Object	Preview object with values showing how the de-duplication tasks can be remediated using the template. `{ "allClassCIMap": {Object}, "duplicateCIAction": "String", "duplicateCIUpdates": [Array], "masterCI": "String", "mergeRelations": Boolean, "relatedTablesMerged": [Array], "resolvedFieldCIMap": [Array], "taskId": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"tooManyDuplicates": Boolean
	}</pre>

<Object>.allClassCIMap	List of sys_ids of the CIs within a de-duplication task, grouped by CI class. For example, *cmdb_ci_computer*.
	<pre>"allClassCIMap": {
	"<ci_class_name>": [
	"<ci_sys_id_1>",
	"<ci_sys_id_2>"
	]
	}</pre>
	Data type: Object

<Object>.duplicateCIAction	Specifies if the duplicate CI is to be deleted or updated with unique custom values. Possible options: • delete • update (requires specifying *duplicate_ci_updates*) Data type: String

<Object>.duplicateCIUpdates	Array of objects specifying how the duplicate CI values are updated.
	<pre>[
	{
	"element": "String",
	"element_label": "String",
	"value": "String",
	"display": "String"
	}
	]</pre>
	Data type: Array

<Object>.duplicateCIUpdates.element	The system dictionary name of a reference field. Data type: String
<Object>.duplicateCIUpdates.element_label	The label that the reference field displays. Data type: String
<Object>.duplicateCIUpdates.value	Value for a reference field, that is, the contents of the reference field. Data type: String
<Object>.duplicateCIUpdates.display	Display value for a reference field. Data type: String
<Object>.masterCI	Sys_id of the CI that was selected as the main CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.mergeRelations	Specifies how the relationships for duplicate CIs within a de-duplication task are merged when applying this template. Possible options: • all • conditional • none Data type: String
<Object>.relatedTablesMergeId	Specifies which related tables for duplicate CIs within a de-duplication task are merged to the main CI when applying this template. See also Remediate a de-duplication task (legacy). Possible options: • all_available – Includes the default-related tables and any related tables that reference duplicate CIs for the de-duplication task remediated via the template. • conditional • default – Includes related entries provided by the Duplicate CI Remediator Default Related Items module. • none Data type: Array
<Object>.resolvedFieldCIMap	Array of elements to be merged from duplicate CIs to the main CI. `"resolvedFieldCIMap": [ { "element": "String", "sys_id": "String" } ]` Data type: Array
<Object>.resolvedFieldCIMap.element	Name of the element to be merged from a duplicate CI to the main CI. Data type: String
<Object>.resolvedFieldCIMap.sys_id	Sys_id of the element to be merged from a duplicate CI to the main CI. Data type: String
<Object>.taskId	Sys_id of the de-duplication task listed in the Remediate Duplicate Task [reconcile_duplicate_task] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.tooManyDuplicates	Flag that indicates whether the task has more than the maximum number of CIs. The threshold is determined by comparing the value of the system property glide.duplicate_ci_ remediator.max.cis (default value 1000 CIs). Valid values: • true: Task number of CIs exceeds the maximum number of CIs. • false: Task number of CIs don't exceed the maximum number of CIs. Data type: Boolean

The following example shows how to get a preview of de-duplication remediation for a specified template.

```
var preview =
 sn_cmdb.DuplicateTemplate.previewTemplate("<template_id>",
 "<task_id>");
gs.info(JSON.stringify(preview));
```

Output:

```
{
  "taskId": "<task_id>",
  "masterCI": "<ci_sys_id_1>",
  "allClassCIMap": {
    "cmdb_ci_computer": [
      "<ci_sys_id_1>",
      "<ci_sys_id_2>"
    ]
  },
  "resolvedFieldCIMap": [
    {
      "element": "ram",
      "sys_id": "<ci_sys_id_2>"
    },
    {
      "element": "os_version",
      "sys_id": "<ci_sys_id_2>"
    }
  ],
  "mergeRelations": true,
  "relatedTablesMerged": [
    "incident.cmdb_ci",
    "change_request.cmdb_ci"
  ],
  "duplicateCIAction": "delete",
  "duplicateCIUpdates": [],
  "tooManyDuplicates": false
}
```

DuplicateTemplate - publishTemplate(String templateId)

Publishes a template. When successful, the template moves from draft to published state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method validates all the required attributes before publishing the template. You can create or update templates without specifying the required attributes, but the attributes must be provided before publishing a template.

The following attributes are required:

- duplicate_ci_action
- master_ci_option
- merge_related_items
- merge_relations
- name
- table

In published state, you can run the template using the runTemplate() method.

See also:

- previewTemplate()
- unPublishTemplate()
- updateTemplate()

Parameters

Name	Type	Description
templateId	String	Sys_id of the template listed in the Reconcile Duplicate Template [reconcile_duplicate_template] table.

Returns

Type	Description
Boolean	Flag that indicates whether the template was published. Valid values: • true: The template was published. • false: The template wasn't published.

The following example shows how to publish a template and display results.

```
var isPublished =
 sn_cmdb.DuplicateTemplate.publishTemplate('<template_id>');
gs.info(isPublished);
```

Output:

```
true
```

DuplicateTemplate - remediateTask(String templateId, String taskId)

Remediates a de-duplication task using the template.

If the template isn't in the published state, the template can't be run and the method throws an exception.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use the previewTemplate() method to preview how de-duplication tasks are to be remediated.

See also.

- Duplicate CIs remediation
- publishTemplate()
- Remediate a de-duplication task (legacy)

Parameters

Name	Type	Description
templateId	String	Sys_id of the template listed in the Reconcile Duplicate Template [reconcile_duplicate_template] table.
taskId	String	Sys_id of the de-duplication task listed in the Remediate Duplicate Task [reconcile_duplicate_task] table.

Returns

Type	Description
String	If successful, the merge resolution ID for the de-duplication task remediation. This merge resolution ID the sys_id of a record in the Duplicate CI Remediation [cmdb_duplicate_ci_remediation] table. If unsuccessful, the template might not be in the published state.

The following example shows how to remediate a de-duplication task.

```
var mergeResolutionId =
 sn_cmdb.DuplicateTemplate.remediateTask("<template_id>",
 "<task_id>");
gs.info(mergeResolutionId);
```

Output:

```
<merge_resolution_id>
```

DuplicateTemplate - requestCancellation(String templateRunId)

Cancels an existing template run.

A cancel request can only be made for a template run if it's in draft, ready, or running state.

After a template run cancel request, the template run state changes to the intermediate stage Cancel Requested.

Running this method doesn't automatically cancel template runs in Ready or Draft state. The template run state doesn't change to Cancelled until any tasks running are complete. At that point any remaining tasks staged for remediation change from cancel requested to canceled.

See also:

- publishTemplate()
- runTemplate()
- retireTemplate()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
templateRunId	String	Sys_id of the template run listed in the De-Duplication Template Run [reconcile_duplicate_template_run] table.

Returns

Type	Description
String	Flag that indicates whether the cancel request was successful. Valid values: • true: The cancel request was successful. • false: The cancel request wasn't successful.

The following example shows how to cancel a template run and display whether the operation is successful.

```
var isCancelled =
 sn_cmdb.DuplicateTemplate.requestCancellation("487c67e2046b2510
f877c1665753a4cc");
gs.info(isCancelled);
```

Output:

```
true
```

DuplicateTemplate - retireTemplate(String templateId)

Retires a template.

Use this method to move a template to the retire state if it's no longer needed.

The template can't be retired and the method throws an exception under the following conditions:

- The template is in the published state.
- The template is running or scheduled to run.

See also:

- publishTemplate()
- runTemplate()
- requestCancellation()
- DuplicateTemplate - unPublishTemplate(String templateId)

Parameters

Name	Type	Description
templateId	String	Sys_id of the template listed in the Reconcile Duplicate Template [reconcile_duplicate_template] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the template is retired. Valid values: • true: The template is retired. • false: The template couldn't be retired because it was running, scheduled to be run, or in published state

The following example shows how to retire a template and display results.

```
var isRetired =
 sn_cmdb.DuplicateTemplate.retireTemplate(<template_id>);
gs.info(isRetired);
```

Output:

```
true
```

DuplicateTemplate - runTemplate(String templateId)

Schedules a remediation run for a de-duplication template in the published state. A template can be run multiple times but you can only schedule one run at a time.

If the template isn't in published state, it can't be run and the method throws an exception. Use the publishTemplate() method to move the template from draft to published state.

To cancel a running task, use the requestCancellation() method.

Parameters

Name	Type	Description
templateId	String	Sys_id of the template listed in the Reconcile Duplicate Template [reconcile_duplicate_template] table.

Returns

Type	Description
String	Sys_id of the template that was run listed in the De-Duplication Template Run [reconcile_duplicate_template_run] table. If unsuccessful, the template might not be in published state.

The following example shows how to schedule a run for a published de-duplication template.

```
var template =
 sn_cmdb.DuplicateTemplate.runTemplate('<template_id>');
gs.info(JSON.stringify(template));
```

Output:

```
487c67e2046b2510f877c1665753a4cc
```

DuplicateTemplate - unPublishTemplate(String templateId)

Unpublishes a template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method moves the template from the published state to the draft state, which enables updating the template. The template can't be unpublished if it is running or scheduled to be run.

See also:

- publishTemplate()
- requestCancellation()
- updateTemplate()

Parameters

Name	Type	Description
templateId	String	Sys_id of the template listed in the Reconcile Duplicate Template [reconcile_duplicate_template] table.

Returns

Type	Description
Boolean	Flag that indicates whether the template was successfully unpublished. Valid values: • true: The template was successfully unpublished. • false: The template wasn't successfully unpublished. The template might be running or scheduled to be run.

The following example shows how to unpublish a template and display results.

```
var isUnPublished =
 sn_cmdb.DuplicateTemplate.unPublishTemplate(<template_id>);
gs.info(isUnPublished);
```

Output:

```
true
```

DuplicateTemplate - updateTemplate(String templateId, Object template)

Updates a de-duplication template in draft state.

See also:

- unPublishTemplate()
- canAddTasksToTemplate()

Parameters

Name	Type	Description
templateId	String	Sys_id of the template listed in the Reconcile Duplicate Template [reconcile_duplicate_template] table.
template	Object	The template object with different options for creating the template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		{
		"allow_master_ci_null_update": Boolean,
		"allow_null_attribute_update": Boolean,
		"description": "String",
		"duplicate_ci_action": "String",
		"duplicate_ci_updates": [Array],
		"master_ci_condition": "String",
		"master_ci_option": "String",
		"merge_related_items": "String",
		"merge_related_items_condition":
		[Array],
		"merge_relations_condition": "String",
		"merge_relations": "String",
		"most_related_items_merge_attributes":
		"String",
		"most_relations_merge_attributes":
		"String",
		"name": "String",
		"newest_updated_merge_attributes":
		"String",
		"oldest_created_merge_attributes":
		"String",
		"table": "String",
		"task_conditions": "String"
		}

template.allow_null_attribute_update	Boolean	Optional. Flag that indicates if main CI attributes are updated with null values from duplicate CIs when resolving attribute conflicts for CIs within a de-duplication task. Valid values: • true: The main CI attributes are updated with null values from duplicate CIs. • false: The main CI attributes aren't updated with null values from duplicate CIs. Default: False
template.allow_master_ci_null_update	Boolean	Optional. Only includes updates from duplicate CIs if the main CI value is null. Flag that indicates whether to include only updates from duplicate CIs if the main CI value is null. Valid values: • true: Only include updates from duplicate CIs if the main CI value is null. • false: Include updates from all duplicate CIs. Default: False

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
template.description	String	Optional. Description to store more information about the template.
template.duplicate_ci_action	String	Optional. Specifies if the duplicate CI is to be deleted or updated with unique custom values. Possible options: • delete • update (requires specifying *duplicate_ci_updates*)
template.duplicate_ci_updates	Array	Optional, unless the setting for *duplicate_ci_action* is `update`. Array of objects specifying how the duplicate CI values are updated. `[ { "element": "String", "element_label": "String", "value": "String", "display": "String" } ]`
template.duplicate_ci_updates.element	String	The system dictionary name of a reference field.
template.duplicate_ci_updates.element_label	String	The label that the reference field displays.
template.duplicate_ci_updates.value	String	Value for a reference field, that is, the contents of the reference field.
template.duplicate_ci_updates.display	String	Display value for a reference field.
template.master_ci_option	String	Optional. Specifies how the main CI is selected for a de-duplication task when applying this template. Possible options: • conditional (must specify *master_ci_condition*) • most_related_items – Attributes to be merged from the CI with the most related items to the main CI. • most_relations – Attributes to be merged from the CI with the most relationships to the main CI. • newest_created – separated attributes to be merged from the most recently updated CI to the main CI. • oldest_created – Comma-separated attributes to be merged from the oldest-created CI to the main CI.
template.master_ci_condition	String	Optional (required if the value of *master_ci_option* is `conditional`). Encoded query to specify how the main CI is selected. If multiple CIs or no CIs match the query, the method selects the most recently updated CI as the main CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The encoded query is evaluated for the template table. This table is identified in the *table* property. For details, see Encoded query strings .
template.merge_relations	String	Optional. Specifies how the relationships for duplicate CIs within a de-duplication task are merged when applying this template. Possible options: • all • conditional • none
template.merge_relations	String	Optional. Specifies how the relationships for duplicate CIs within a de-duplication task are merged when applying this template. Possible options: • all • conditional • none
template.merge_relations_condition	String	Optional (required if the value of *merge_relations* is `conditional`). Encoded query to specify if all or none of the relationships from duplicate CIs are merged. The query is evaluated on the main CI that is selected for the de-duplication task. If the query returns true, all relationships are merged. If false, no relationships are merged. The encoded query is evaluated for the template table. This table is identified in the *table* property. For details, see Encoded query strings .
template.merge_related_items	String	Optional. Specifies which related tables for duplicate CIs within a de-duplication task are merged to the main CI when applying this template. See also Remediate a de-duplication task (legacy). Possible options: • all_available – Includes the default-related tables and any related tables that reference duplicate CIs for the de-duplication task remediated via the template. • conditional • default – Includes related entries provided by the Duplicate CI Remediator Default Related Items module. • none
template.merge_related_items_condition	Array	Optional. List of related entries with an encoded query for each related entry. Each query is evaluated on the main CI that

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		is selected for the task. If the query returns true, the related entries are merged during the remediation of a de-duplication task. If false, related entries aren't merged. `"merge_related_items_condition": [ { "related_entry": "String", "condition": "String" } ]` For details, see Encoded query strings .
template.most_relationships_merge_attributes	String	Optional. Comma-separated attributes to be merged from the CI with the most relationships to the main CI.
template.most_related_items_merge_attributes	String	Optional. Comma-separated attributes to be merged from the CI with the most related items to the main CI.
template.name	String	Name of the template.
template.newest_updated_merge_attributes	String	Optional. Comma-separated attributes to be merged from the most recently updated CI to the main CI.
template.oldest_created_merge_attributes	String	Optional. Comma-separated attributes to be merged from the oldest-created CI to the main CI.
template.table	String	Table for which the template is created.
template.task_conditions	String	Optional. Encoded query to be evaluated when the template runs. This query is evaluated on the Reconcile Duplicate Task Data [reconcile_duplicate_task_data] table. All tasks returned from this query are considered during the template evaluation. **Note:** Even if a task is returned as a part of the query, it doesn't guarantee that the template run processes the task. Other factors might cause the task to be skipped during template processing. For details, see Encoded query strings .

Returns

Type	Description
Boolean	Flag that indicates whether the template was updated. Valid values: • true: The template was updated. • false: The template was updated. The template might not be in draft (unpublished) state.

The following example shows how to update several properties of an existing de-duplication template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var template = {
  "name": "Test Windows Template",
  "table": "cmdb_ci_win_server",
  "description": "This is a windows server template",
  "master_ci_option": "newest_updated",
  "master_ci_condition": "",
  "allow_null_attribute_update": false,
  "allow_master_ci_null_update": false,
  "oldest_created_merge_attributes": "",
  "newest_updated_merge_attributes": "ram,cpu_count",
  "most_relations_merge_attributes": "",
  "most_related_items_merge_attributes": "",
  "merge_relations": "all",
  "merge_relations_condition": "",
  "merge_related_items": "conditional",
  "merge_related_items_condition": [
    {
      "related_entry": "change_request.cmdb_ci",
      "condition": "ramCONTAINS1024"
    },
    {
      "related_entry": "incident.cmdb_ci",
      "condition": "os_versionCONTAINSWindows"
    }
  ],
  "duplicate_ci_action": "delete",
  "duplicate_ci_updates": "",
  "task_conditions":
 "category=attribute^key=serial_number^value=E2BX1^EQ"
};

sn_cmdb.DuplicateTemplate.updateTemplate(<template_id>,
 template);
```

Output:

```
true
```

DurationCalculator - Global

The *DurationCalculator* script include provides methods for calculating durations and due dates.

DurationCalculator - DurationCalculator( )

Constructor for *DurationCalculator* class.

Parameters

Name	Type	Description
None		

```
var dc = new DurationCalculator();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DurationCalculator - calcDuration(Number seconds)

Calculates an end date and time based on current start date and time and passed in duration (seconds).

This method also sets the *this.endDateTime*, *this.seconds*, and *this.totalSeconds* properties with the updated values. The *seconds* property represents the total number of seconds of work to be performed in the duration based on the work schedule. The *totalSeconds* property represents the total number of seconds between the start and end times of the duration, which includes both work and non-work.

Prior to calling this method, you must call *setStartDateTime()* with the start time to use for the duration.

Parameters

Name	Type	Description
seconds	Number	Number of seconds to add to the start date and time to compute the end date and time, seconds, and total seconds values.

Returns

Type	Description
Boolean	False if the input value is not a number.

```
var gdt = new GlideDateTime("2020-05-01 00:00:00");

var dc = new DurationCalculator();
dc.setStartDateTime(gdt);

if(!dc.calcDuration(2*24*3600)){ // 2 days
  gs.log("*** Error calculating duration");
  return;
}
var secs = dc.getSeconds();
var totalSecs = dc.getTotalSeconds();

gs.print("***SCHEDULE DURATION: SECS=" + secs + " TOTALSECS=" +
 totalSecs + " ENDTIME = " + endDateTime);
```

Output

```
***SCHEDULE DURATION: SECS=172800 TOTALSECS=970534 ENDTIME =
 2020-05-03 00:00:00
```

DurationCalculator - calcRelativeDueDate(GlideDateTime start, Number days, String endTime)

Calculates the due date starting at the passed in start time and adding the number of days using the current schedule and time zone.

Called from relative duration definitions, initiated by *calcRelativeDuration()*, as `calculator.calcRelativeDueDate(calculator.startDateTime, days)`. Once the day that the work is due is determined, the method sets the time to the passed in *endTime* of that day. If there are not enough days left in the schedule, uses the last day in the schedule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
start	GlideDateTime	GlideDateTime object that contains the start date for the computation.
days	Number	Number of days to add to the start date.
endTime	String	Time of day that the work is due on the computed due date. If blank, defaults to the end of the work day. Format: HH:mm:ss

Returns

Type	Description
Boolean	Flag that indicates if the completion date is within the schedule. Possible values: • true: Completion date is within the schedule. • false: Completion date falls outside the schedule. Undefined if no schedule was set prior to calling this method.

```
var dc = new DurationCalculator();
var startTime = new GlideDateTime();

// Settings for calculations
// Optional: Specify the schedule to use for the following
 calculations
dc.setSchedule('08fcd0830a0a0b2600079f56b1adb9ae');
// Optional: Specify a different timezone to use
dc.setTimeZone("Los Angeles");
// Optional: Set a start date and time, otherwise the current
 time is assumed
dc.setStartDateTime("2020-04-10 08:00:00")
// Calculate end time, from number of seconds required in the
 schedule
dc.calcDuration(3*24*3600); // 3 days
dc.calcRelativeDueDate(startTime, "3", "07:00:00");
```

DurationCalculator - calcRelativeDuration(String relativeDurationID)

Calculates the duration using the specified relative duration script.

Upon completion, the *this.endDateTime* and *this.seconds* properties are set to indicate the results of the calculation.

Parameters

Name	Type	Description
relativeDurationID	String	sys_id of relative duration schedule (table cmn_relative_duration).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	The result of the duration script.

```
var dc = new DurationCalculator();
dc.calcRelativeDuration('08fcd0830a0a1b2600074f56b1ad7cb');
```

DurationCalculator - calcScheduleDuration(String startTime, String endTime)

Returns the duration between the *startTime* and the *endTime* within the already-specified schedule and optionally overridden timezone.

This method also sets *this.endDateTime*, *this.seconds*, and *this.totalSeconds* in the current schedule object.

Parameters

Name	Type	Description
startTime	String	Optional. Display value for the end time. Default: Uses the current date and time (set using *setStartDateTime()*). You must pass a placeholder if this parameter it not passed, such as `dur.calcScheduleDuration("", endDateTime);`.
endTime	String	Optional. Display value for the start time. Default: Uses the current date and time (set using *setEndDateTime()*).

Returns

Type	Description
Number	Schedule duration. Returns 0 if *endTime* is before *startTime*. Unit: Seconds

```
var dur = new DurationCalculator();

// Set 9-5 weekday schedule. This is the schedule in which
 endDateTime, seconds, and totalseconds is set
dur.setSchedule('08fcd0830a0a0b2600079f56b1adb9ae');
dur.calcScheduleDuration("2019-01-02 11:00:00", "2019-01-06
 09:00:00");
var secs = dur.getSeconds();
var totalSecs = dur.getTotalSeconds();
var endDateTime = dur.getEndDateTime() + "";

gs.print("***SCHEDULE DURATION: SECS=" + secs + " TOTALSECS=" +
 totalSecs + " ENDTIME = " + endDateTime);
```

Output

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
***SCHEDULE DURATION: SECS=97200 TOTALSECS=338400 ENDTIME =
 2019-01-06 09:00:00
```

DurationCalculator - calcScheduleDuration(GlideDateTime startTime, GlideDateTime endTime)

Returns the duration between the *startTime* and the *endTime* within the already-specified schedule and optionally overridden timezone.

This method also sets *this.endDateTime*, *this.seconds*, and *this.totalSeconds* in the current schedule object.

Parameters

Name	Type	Description
startTime	GlideDateTime	Optional. GlideDateTime object that contains the start time to use. Default: Uses the current date and time (set using *setStartDateTime()*). You must pass a placeholder if this parameter it not passed, such as `dur.calcScheduleDuration("", endDateTime);`.
endTime	GlideDateTime	Optional. GlideDateTime object that contains the end time to use. Default: Uses the current date and time (set using *setEndDateTime()*).

Returns

Type	Description
Number	Schedule duration. Returns 0 if *endTime* is before *startTime*. Unit: Seconds

```
var startDateTime = new GlideDateTime("2020-11-02 11:00:00");
// Instantiate a new GlideDateTime object which has the end date
 as the current date and time
var endDateTime = new GlideDateTime();
var dur = new DurationCalculator();

// Set 9-5 weekday schedule. This is the schedule in which
 endDateTime, seconds, and totalseconds is set
dur.setSchedule('08fcd0830a0a0b2600079f56b1adb9ae');
dur.calcScheduleDuration(startDateTime, endDateTime);
var secs = dur.getSeconds();
var totalSecs = dur.getTotalSeconds();

gs.print("***SCHEDULE DURATION: SECS=" + secs + " TOTALSECS=" +
 totalSecs + " ENDTIME = " + endDateTime);
```

Output

```
***SCHEDULE DURATION: SECS=293734.24 TOTALSECS=970534 ENDTIME =
 2020-11-13 16:35:34
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DurationCalculator - getEndDateTime( )

Gets the *endDateTime* property that was set by *calcDuration*/*calcRelativeDuration*, indicating the end date and time for the duration.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideDateTime	The end datetime.

```
var dc = new DurationCalculator();
dc.calcDuration(52);
gs.print(dc.getEndDateTime());
```

2012-04-17 20:57:27

DurationCalculator - getSeconds( )

Returns the *this.seconds* property that was set by *calcDuration*/*calcRelativeDuration*, indicating the total number of seconds of work to be performed for the duration.

This is the total work time, not the total time between start and end times and may be used to determine percentages of the work time.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The total work time, in seconds.

```
var startDateTime = new GlideDateTime("2020-11-02 11:00:00");
// Instantiate a new GlideDateTime object which has the end date
 as the current date and time
var endDateTime = new GlideDateTime();
var dur = new DurationCalculator();

// Set 9-5 weekday schedule. This is the schedule in which
 endDateTime, seconds, and totalseconds is set
dur.setSchedule('08fcd0830a0a0b2600079f56b1adb9ae');
dur.calcScheduleDuration(startDateTime, endDateTime);
var secs = dur.getSeconds();
var totalSecs = dur.getTotalSeconds();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print("***SCHEDULE DURATION: SECS=" + secs + " TOTALSECS=" +
 totalSecs + " ENDTIME = " + endDateTime);
```

Output

```
***SCHEDULE DURATION: SECS=293734.24 TOTALSECS=970534 ENDTIME =
 2020-11-13 16:35:34
```

DurationCalculator - getTotalSeconds( )

Returns the *totalSeconds* value that was set by a call to *calculate(record)*.

The *totalSeconds* property represents the total number of seconds between the start and end times of the duration, which includes both work and non-work.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The total number of seconds.

```
var startDateTime = new GlideDateTime("2020-11-02 11:00:00");
// Instantiate a new GlideDateTime object which has the end date
 as the current date and time
var endDateTime = new GlideDateTime();
var dur = new DurationCalculator();

// Set 9-5 weekday schedule. This is the schedule in which
 endDateTime, seconds, and totalseconds is set
dur.setSchedule('08fcd0830a0a0b2600079f56b1adb9ae');
dur.calcScheduleDuration(startDateTime, endDateTime);
var secs = dur.getSeconds();
var totalSecs = dur.getTotalSeconds();

gs.print("***SCHEDULE DURATION: SECS=" + secs + " TOTALSECS=" +
 totalSecs + " ENDTIME = " + endDateTime);
```

Output

```
***SCHEDULE DURATION: SECS=293734.24 TOTALSECS=970534 ENDTIME =
 2020-11-13 16:35:34
```

DurationCalculator - isAfter(GlideDateTime dt, String tm)

Compares the passed in time to the time value in the passed in GlideDateTime object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
dt	GlideDateTime or String	Either a GlideDateTime object or a display value date and time to compare to the passed in *tm* value. If you pass a display value date and time, the method converts it to a GlideDateTime object.
tm	String	Display value for the time to compare against the time value in the GlideDateTime object. Assumes same date. Format: HH:mm:ss

Returns

Type	Description
Boolean	Flag that indicates if the passed in time value (*tm*) is after the time in the GlideDateTime object (*dt*). Possible values: • true: *tm* is after *dt*. • false *tm* is not after *dt*.

```
var dc = new DurationCalculator();
gs.print(dc.isAfter("2020-04-10 08:00:00", "09:00:00"));
```

*** Script: true

DurationCalculator - setSchedule(String schedId, String timezone)

Sets the schedule and time zone to use for calculating the due date.

Parameters

Name	Type	Description
schedId	String	Sys_id of the schedule to set. Table: Schedule [cmn_schedule].
timezone	String	Optional. Time zone to set. Default: User's time zone.

Returns

Type	Description
void	

The following code example shows how to call this method.

```
var startDateTime = new GlideDateTime("2020-11-02 11:00:00");
// Instantiate a new GlideDateTime object which has the end date
 as the current date and time
var endDateTime = new GlideDateTime();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var dur = new DurationCalculator();

// Set 9-5 weekday schedule. This is the schedule in which
 endDateTime, seconds, and totalseconds is set
dur.setSchedule('08fcd0830a0a0b2600079f56b1adb9ae');
dur.calcScheduleDuration(startDateTime, endDateTime);
var secs = dur.getSeconds();
var totalSecs = dur.getTotalSeconds();

gs.print("***SCHEDULE DURATION: SECS=" + secs + " TOTALSECS=" +
 totalSecs + " ENDTIME = " + endDateTime);
```

Output:

```
***SCHEDULE DURATION: SECS=293734.24 TOTALSECS=970534 ENDTIME =
 2020-11-13 16:35:34
```

DurationCalculator - setStartDateTime(String start)

Sets the start date and time for the duration calculations.

Parameters

Name	Type	Description
start	String	Display value for the start time in GMT for subsequent calculations.

Returns

Type	Description
void	

```
var dc = new DurationCalculator();
dc.setStartDateTime("2020-04-10 08:00:00")
```

DurationCalculator - setStartDateTime(GlideDateTime description)

Sets the start date and time for the duration calculations.

Parameters

Name	Type	Description
description	GlideDateTime	GlideDateTime object that contains the start time in GMT for subsequent calculations.

Returns

Type	Description
void	

```
var startDateTime = new GlideDateTime("2020-11-02 11:00:00");
var dur = new DurationCalculator();

// Set 9-5 weekday schedule.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
dur.setSchedule('08fcd0830a0a0b2600079f56b1adb9ae');
dur.setStartDateTime(startDateTime);
```

DurationCalculator - setTimeZone(String timezone)

Sets the time zone to use for calculating the due date.

Parameters

Name	Type	Description
timezone	String	Value of the time zone.

Returns

Type	Description
void	

```
var dc = new DurationCalculator();
dc.setTimeZone("Los Angeles");
```

DynamicSchemaAPI - Global

The *DynamicSchemaAPI* provides methods to clear the various caches used by the dynamic schema implementation.

You must have the dynamic_schema_writer role to execute any of the *clear()* methods.

Note: You shouldn't need to call the *clear()* methods in a production environment. Use these methods when you are troubleshooting your implementation if you think there is a possible caching problem causing stale data.

For more information on dynamic attributes, see Dynamic Schema.

DynamicSchemaAPI - clearDynamicCategoryCache()

Clears the entire dynamic category cache (DynamicCategoryCache).

DynamicCategoryCache is the internal in-memory cache of all dynamic categories. If you observe issues with stale category data, use this method to clear the cache.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var api = DynamicSchemaAPI.get();
api.clearDynamicCategoryCache();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DynamicSchemaAPI - clearDynamicChoiceSetCache()

Clears the entire dynamic choice set cache (DynamicChoiceSets).

DynamicChoiceSets is the internal in-memory cache of all dynamic choice sets. If you observe issues with stale choice sets data, use this method to clear the cache.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var api = DynamicSchemaAPI.get();
api.clearDynamicChoiceSetCache();
```

DynamicSchemaAPI - clearDynamicAttributeGroupCache()

Clears the DynamicAttributeGroups and DynamicAttributes caches.

These are internal in-memory caches that contain the attribute and attribute group data. If you observe issues with stale attribute or group data, use this method to clear the cache.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var api = DynamicSchemaAPI.get();
api.clearDynamicAttributeGroupCache();
```

DynamicSchemaAPI - clearDynamicAttributeGroupCacheItem(String sysId)

Clears the specified dynamic attribute group from the DynamicAttributeGroup cache.

If you observe issues with stale data for a specific attribute group, use this method to clear the group's cache.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sysId	String	Sys_id of the attribute group to clear from the cache. Table: Dynamic Attribute Group [dynamic_attribute_group]

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var api = DynamicSchemaAPI.get();
api.clearDynamicAttributeGroupCacheItem(sysId);
```

DynamicSchemaAPI - clearDynamicCategoryCacheItem(String sysId)

Clears a specified dynamic schema category from the DynamicCategoryCache.

DynamicCategoryCache is the internal in-memory cache of all dynamic categories. If you observe issues with stale category data for a specific category, use this method to clear that category's cache.

Parameters

Name	Type	Description
sysId	String	Sys_id of the category to clear from the cache. Table: Dynamic Category [dynamic_category]

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var api = DynamicSchemaAPI.get();
api.clearDynamicCategoryCacheItem(sysId);
```

DynamicSchemaAPI - clearDynamicChoiceSetItem(String sysId)

Clears a specified dynamic schema choice set from the DynamicChoiceSets cache.

DynamicChoiceSets is the internal in-memory cache for all dynamic choice sets. If you observe an issue with stale data for a specific choice set, use this method to clear that choice set's cache.

Parameters

Name	Type	Description
sysId	String	Sys_id of the choice set to clear from the cache.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Dynamic Choice Set [dynamic_choice_set]

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var api = DynamicSchemaAPI.get();
api.clearDynamicChoiceSetItem(sysId);
```

DynamicSchemaAPI - get()

Returns the DynamicSchemaAPI singleton.

You must call this method prior to calling any other *DynamicSchemaAPI* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var api = DynamicSchemaAPI.get();
```

DynamicTranslation - Scoped

The *DynamicTranslation* API provides methods that translate text, in real time, into multiple languages using translation service providers.

In addition, you can use this API to detect the language of a specific string and check whether the *DynamicTranslation* methods are enabled for a translation service. Use this API to create a seamless localization experience for your user interface, enabling one interface to service multiple countries.

Currently this API supports two translation service providers: Microsoft Azure Translator Service and Google Cloud Translator Service. You can also configure other translation services within your instance and then use the *DynamicTranslation* API to translate your text.

When using these methods in a server-side script, use the `sn_dt_api` namespace identifier. Before you are able to use this API, you must activate the DynamicTranslation (com.glide.dynamic_translation) plugin. For information on this plugin and additional information on Dynamic Translation, refer to Dynamic translation overview.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

DynamicTranslation - getDetectedLanguage(String text, Object parms)

Detects the language of the passed in text.

If you pass in a translator, the method uses that translation service to detect the source language. Otherwise, the detection is performed by the default translation service. Ensure that the text strings that you provide contain enough verbiage to enable proper language detection.

In addition to the detected language, the response contains a confidence level of the detection, along with other possible language alternatives. If a translator is not passed in, the method also returns the default translation service used to detect the language.

Parameters

Name	Type	Description
text	String	Text to use to detect the language.
parms	Object	Optional. JSON object that contains additional translation parameters.
parms.translator	String	Optional. Translation service to use to translate the text (not case-sensitive). Valid values: • Google • Microsoft • IBM • <custom> **Note:** To use custom translation services you must first configure the translation service in your instance. For details, see Integrate with a translation service provider. Default: Translation service configured in the Translator Configuration [sn_dt_translator_configuration] table.

Returns

Type	Description
alternatives	Array of objects that describe other languages that also may be a match. Data type: Array `"alternatives": [ { "code": "String", "confidence": "String", "name": "String" } ]`
alternatives.code	Language code of the alternative language.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
alternatives.confidence	Float value indicating the confidence level of the alternative language. Value is between zero and one. The lower the value, the lower the confidence level. Data type: String
alternatives.name	Language code of the alternative language. Data type: String

detectedLanguage	Description of the detected language.
	
	Data type: Object
	
	`"detectedLanguage": {`
	`  "code": "String",`
	`  "confidence": "String",`
	`  "name": "String"`
	`}`

detectedLanguage.code	Language code of the detected language. Data type: String
detectedLanguage.confidence	Float value indicating the confidence level of the alternative language. Value is between zero and one. The lower the value, the lower the confidence level. Data type: String
detectedLanguage.name	Language code of the detected language. Data type: String
translator	Translation service used to detect the language. Data type: String
Error messages	The following are error messages that the method may return and indications as to the error's root cause. • Text ("text" field) is missing or invalid. (40000): The text to translate is either missing or not a string. • Dynamic Translation plugin is not installed. (40001): The *`Dynamic Translation`* API was invoked without activating the com.glide.dynamic_translation plugin. For information on activating this plugin, see Dynamic translation overview. • Translator ("translator" field) is invalid. (40003): The passed in *`translator`* parameter is not a string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• <translator> translator is not configured. (40004): The specified translation service is not configured in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • <translator> translator is inactive. (40005): The specified translation service is not set to **Active** in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Additional parameters are invalid. (40006): The additional parameters that were passed are not an object. • Maximum time limit has been exceeded. (40009): The operation took longer than the defined timeout value specified in the Translation Configuration. Default: 40 seconds • Default translator is not configured for detection. (40011): The default translation service has not been specified for language detection in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • <translator> translator is not configured for detection. (40013): The specified translation service is not configured for language detection in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Unknown error occurred. (40051): Default error thrown when the error doesn't fall in to any other category. • Text ("text" field) has exceeded its maximum length. (40052): The text that was passed in to translate exceeds the maximum length supported by the corresponding translation service. • Request is not authorized because credentials are missing or invalid (40055): The credentials configured for the translation service in Connections & Credentials are not valid. For information on connections and credentials, see Dynamic translation overview.

This example shows code in a server-side script that detects a string in English using IBM's translation service.

```
var detectedResponse =
 sn_dt_api.DynamicTranslation.getDetectedLanguage('Please detect
 the language of this text', {"translator":'IBM'});
 gs.info(JSON.stringify(detectedResponse));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  detectedLanguage:
    { "code": "en", "confidence": "1", "name": "en" }
  alternatives:
    [
      { "code": "vi", "confidence": "0.86", "name": "vi" },
      { "code": "id", "confidence": "0.86", "name": "id" }
    ]
 }
```

This example shows a server script that throws an error when an invalid translation service is passed in.

```
var detectedResponse =
 sn_dt_api.DynamicTranslation.getDetectedLanguage('Please detect
 the language of this text', {"translator":123});
 gs.info(JSON.stringify(detectedResponse));
```

Output:

```
{"code":"40003","message":"Translator (\"translator\" field) is
 invalid"}
```

DynamicTranslation - getDetectedLanguages(Array texts, Object parms)

Detects the languages of the passed in text strings.

If you pass in a translator, the method uses that translation service to detect the source language. Otherwise, the detection is performed by the default translation service. Ensure that the text strings that you provide contain enough verbiage to enable proper language detection.

In addition to the detected language, the response contains a confidence level of the detection, along with other possible language alternatives. If a translator is not passed in, the method also returns the default translation service used to detect the language.

Parameters

Name	Type	Description
texts	Array	List of text strings to use to detect the language(s).
parms	Object	Optional. JSON object that contains additional translation parameters. `"parms": { "translator": "String" }`
parms.translator	String	Translation service to use to detect the language of a string. Translation services are configured under the **Translator Configuration** menu. Possible values - not case-sensitive: • Google • Microsoft • IBM • <custom>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Note: To use custom translation services you must first configure the translation service in your instance. For details, see Integrate with a translation service provider. Default: Translation service configured in the Translator Configuration [sn_dt_translator_configuration] table. Table: Translator Configuration [sn_dt_translator_configuration]

Returns

Type	Description
detections	Language detection of text strings. Data type: Object `"detections": { "alternatives": [Array], "detectedLanguage": {Object}, "isError": Boolean }`
detections.alternatives	Array of objects that describe other languages that might also be a match. Data type: Array `"alternatives": [ { "code": "String", "confidence": "String", "name": "String" } ]`
detections.alternatives.code	Language code of the alternative language. Data type: String
detections.alternatives.confidence	Float value indicating the confidence level of the alternative language. Value is between zero and one. The lower the value, the lower the confidence level. Data type: String
detections.alternatives.name	Language code of the alternative language. Data type: String
detections.detectedLanguage	Description of the detected language. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"detectedLanguage": {
	  "code": "String",
	  "confidence": "String",
	  "name": "String"
	}</pre>

detections.detectedLanguage.code	Language code of the detected language. Data type: String
detections.detectedLanguage.confidence	Flag value indicating the confidence level of the alternative language. Value is between zero and one. The lower the value, the lower the confidence level. Data type: String
detections.detectedLanguage.name	Language code of the detected language. Data type: String
detections.isError	Flag that indicates whether the detection of language for the text resulted in an error. Valid values: • true: Error encountered. • false: Language detection was successful. Data type: Boolean
status	Status of the response to the method call. Possible values: • Error • Partial • Success Data type: String
translator	Translation service used to detect the language. Data type: String
Error messages	The following are error messages that the method may return and indications as to the error's root cause. • Text ("text" field) is missing or invalid. (40000): The text to translate is either missing or not a string. • Dynamic Translation plugin is not installed. (40001): The *Dynamic Translation* API was invoked without activating the com.glide.dynamic_translation plugin. For information on activating this plugin, see Dynamic translation overview.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Translator ("translator" field) is invalid. (40003): The passed in *translator* parameter is not a string. • <translator> translator is not configured. (40004): The specified translation service is not configured in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • <translator> translator is inactive. (40005): The specified translation service is not set to **Active** in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Additional parameters are invalid. (40006): The additional parameters that were passed are not an object. • Maximum time limit has been exceeded. (40009): The operation took longer than the defined timeout value specified in the Translation Configuration. Default: 40 seconds • Request failed with multiple errors. (40010): Multiple errors occurred in the language detection call. For more information, refer to the response for each individual text string. • Default translator is not configured for detection. (40011): The default translation service has not been specified for language detection in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • <translator> translator is not configured for detection. (40013): The specified translation service is not configured for language detection in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Translator configuration version is invalid. Migrate to v3. (40014): The associated version of the Translator Configuration for the specified translation service does not support the specified text translation method. For more information, see Migrate to version v3 of a translator configuration. • Unknown error occurred. (40051): Default error thrown when the error doesn't fall in to any other category. • Text ("text" field) has exceeded its maximum length. (40052): The text that was passed in to translate exceeds the maximum length supported by the corresponding translation service. • Request is not authorized because credentials are missing or invalid (40055): The credentials configured for the translation service in Connections & Credentials are not valid. For information on connections and credentials, see Dynamic translation overview.

This example shows code in a server script that detects English as the language of the passed-in strings using the Microsoft translation service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var detectedResponse =
 sn_dt_api.DynamicTranslation.getDetectedLanguages(["First text
 string language to detect", "Second text string language to
 detect"], {"translator": "Microsoft"});
gs.info(JSON.stringify(detectedResponse));
```

Output

```
{
  "translator":"Microsoft",
  "status":"Success",
  "detections":[
    {
      "isError":false,
      "detectedLanguage":{"name":"en", "code":"en",
 "confidence":"1"},
      "alternatives":[
        {"name":"id", "code":"id", "confidence":"0.83"},
        {"name":"ms", "code":"ms", "confidence":"0.83"}
      ]
    },
    {
      "isError":false,
      "detectedLanguage":{"name":"en", "code":"en",
 "confidence":"1"},
      "alternatives":[
        {"name":"fr", "code":"fr", "confidence":"0.83"},
        {"name":"id", "code":"id", "confidence":"0.83"}
      ]
    }
  ]
}
```

This example shows code in a server script that returns a Partial status when two text strings are passed in and one of them is invalid.

```
var detectedResponse =
 sn_dt_api.DynamicTranslation.getDetectedLanguages(["First text
 string language to detect", ""], {"translator": "Microsoft"});
gs.info(JSON.stringify(detectedResponse));
```

Output

```
{
  "translator":"Microsoft",
  "status":"Partial",
  "detections":[
    {
      "isError":false,
      "detectedLanguage":{"name":"en", "code":"en",
 "confidence":"1"},
      "alternatives":[
        {"name":"id", "code":"id", "confidence":"0.83"},
        {"name":"ms", "code":"ms", "confidence":"0.83"}
      ]
    },
    {
      "isError":true,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "code":"40000",
      "message":"Text is missing or invalid"
    }
  ]
}
```

This example shows code in a server script that throws an error when an invalid translation service is passed in.

```
var detectedResponse =
 sn_dt_api.DynamicTranslation.getDetectedLanguages(["First text
 string language to detect", "Second text string language to
 detect"], {"translator": "123"});
gs.info(JSON.stringify(detectedResponse));
```

Output

```
{"code":"40003","message":"Translator (\"translator\" field) is
 invalid","status":"Error"}
```

DynamicTranslation - getTranslation(String textToTranslate, Object parms)

Translates the passed in text to one or more languages.

The method uses translation services, such as Microsoft Azure Translator Service and Google Cloud Translator Service, to perform the translation. If you do not pass in translation parameters, the method uses the system default.

Parameters

Name	Type	Description
textToTranslate	String	Text to translate.
parms	Object	Optional. JSON object that contains additional translation parameters. `"parms": { "additionalParameters": {Object}, "sourceLanguage": "String", "targetLanguages": [Array], "translator": "String" }`
parms.additionalParameters	Array	Optional. Array of JSON objects. Each object contains key-value pairs that provide additional information for performing the translation. `"additionalParameters": { "parameterName": "String", "parameterValue": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
parms.additionalParameters.parameterName	String	Optional. Key name. Valid values: textype: Type of text to translate. For Microsoft Azure Translator Service only.
parms.additionalParameters.parameterValue	String	Optional. Value of the associated key. Valid values: • html: HTML text string • plain: Standard text string Default: plain
parms.sourceLanguage	String	Optional. Language code of the source text. Default: Translation service detects the source language.
parms.targetLanguages	Array	Optional. List of language codes to use to translate the text. The method returns translated text for each language code. Default: User preferred language.
parms.translator	String	Optional. Translation service to use to translate the text (not case-sensitive). Valid values: • Google • Microsoft • IBM • <custom> **Note:** To use custom translation services you must first configure the translation service in your instance. For details, see Integrate with a translation service provider. Default: Translation service configured in the Translator Configuration [sn_dt_translator_configuration] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
detectedLanguage	Description of the detected language. Data type: Object `"detectedLanguage": { "code": "String", "name": "String" }`
detectedLanguage.code	Language code of the detected language. Data type: String
detectedLanguage.name	Language code of the detected language. Data type: String
translations	List that describe the language translations. Data type: Array of Objects `translations": [ { "targetLanguage": "String", "translatedText": "String" } ]`
translations.targetLanguage	Language code to which the source text was translated. Data type: String
translations.translatedText	Translated text. Data type: String
translator	Translation service used to detect the language. Data type: String
Error messages	The following are error messages that the method may return and indications as to their root cause. • Text ("text" field) is missing or invalid. (40000): The text to translate is either missing or not a string. • Dynamic Translation plugin is not installed. (40001): The *Dynamic Translation* API was invoked without activating the com.glide.dynamic_translation plugin. For information on activating this plugin, see Dynamic translation overview. • Default translator is not configured for translation. (40002): No translation service is selected as the default translation service in the Translator Configurations. For information on creating/modifying a translator configuration, see Create a translator configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• Translator ("translator" field) is invalid. (40003): The passed in *translator* parameter is not a string.
	• <translator> translator is not configured. (40004): The specified translation service is not configured in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration.
	• <translator> translator is inactive. (40005): The specified translation service is not set to **Active** in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration.
	• Additional parameters are invalid. (40006): The additional parameters that were passed are not an object.
	• Target languages ("targetLanguages" field) are invalid. (40007): The *targetLanguages* parameter is passed in the call but is not valid for one of the following reasons:
	  ○ Value isn't an array
	  ○ Array is empty
	  ○ One or multiple of the entries is not a string
	• Source language ("sourceLanguage" field) is invalid. (40008): The *sourceLanguage* parameter is passed in the call but the value is not a String.
	• Maximum time limit has been exceeded. (40009): The operation took longer than the defined timeout value specified in the Translation Configuration. Default: 40 seconds
	• <translator> translator is not configured for translation. (40012): The specified translation service is not configured for text translation in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration.
	• Unknown error occurred. (40051): Default error thrown when the error doesn't fall in to any other category.
	• Text ("text" field) has exceeded its maximum length. (40052): The text that was passed in to translate exceeds the maximum length supported by the corresponding translation service.
	• Source language is invalid. (40053): The passed in *sourceLanguage* parameter contains a language code that is not supported by the corresponding translation service.
	• Target language is invalid. (40054): One or more of the language codes passed in the *targetLanguages* parameter is not supported by the corresponding translation service.
	• Request is not authorized because credentials are missing or invalid (40055): The credentials configured for the translation service in Connections & Credentials are not valid. For

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	information on connections and credentials, see Dynamic translation overview. • Text cannot be translated to target languages. (40056): The specified translation service is not able to translate the passed in text into the specified target languages.

This example shows a server script translating plain text from English (detected) into French and Italian using Microsoft's translation service.

```
try {

 gs.info(JSON.stringify(sn_dt_api.DynamicTranslation.getTranslat
ion("Translate this text using platform from server", {
    "targetLanguages": ["fr", "it"],
    "additionalParameters": [{
      "parameterName": "texttype",
      "parameterValue": "plain"
    }],
    "translator": "Microsoft"
  })));
} catch (error) {
    gs.info(error.message);
}
```

Response:

```
{"translations":[
    {
      "targetLanguage":"it",
      "translatedText":"Tradurre questo testo utilizzando la
 piattaforma dal server"
    },
    {
      "targetLanguage":"fr",
      "translatedText":"Traduire ce texte en utilisant la
 plate-forme à partir du serveur"
    }
  ],
  "translator":"Microsoft",
  "detectedLanguage":{"code":"en","name":"en"}
}
```

This example shows a server script that throws an error when an invalid target language is passed in.

```
try {

 gs.info(JSON.stringify(sn_dt_api.DynamicTranslation.getTranslat
ion("Translate this text using platform from server", {
        "targetLanguages": ["123"],
        "additionalParameters": [{
            "parameterName": "texttype",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "parameterValue": "plain"
        }],
        "translator": "Microsoft"
    }));
} catch (error) {
    gs.info(error.message);
}
```

Response:

```
{"code":"40054","message":"Target language is invalid"}
```

DynamicTranslation - getTranslations(Array texts, Object parms)

Translates the passed in text strings to one or more languages.

The method uses translation services, such as Microsoft Azure Translator Service and Google Cloud Translator Service, to perform the translation. If you do not pass in translation parameters, the method uses the system default.

Parameters

Name	Type	Description
texts	Array	List of text stings to translate.
parms	Object	Optional. JSON object that contains additional translation parameters. `"parms": { "additionalParameters": {Object}, "sourceLanguage": "String", "targetLanguages": [Array], "translator": "String" }`
parms.additionalParameters	Object	Optional. Array of JSON objects. Each object contains key-value pairs that provide additional information for performing the translation. `"additionalParameters": { "parameterName": "String", "parameterValue": "String" }`
parms.additionalParameters.parameterName	String	Optional. Key name. Valid values: textype: Type of text to translate. For Microsoft Azure Translator Service only.
parms.additionalParameters.parameterValue	String	Optional. Value of the associated key.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • html: HTML text string • plain: Standard text string Default: plain
parms.sourceLanguage	String	Optional. Language code of the source text. Default: Translation service detects the source language.
parms.targetLanguages	Array	Optional. List of language codes to use to translate the text. The method returns translated text for each language code. Default: User preferred language.
parms.translator	String	Optional. Translation service to use to translate the text (not case-sensitive). Valid values: • Google • Microsoft • IBM • <custom> **Note:** To use custom translation services you must first configure the translation service in your instance. For details, see Integrate with a translation service provider. Default: Translation service configured in the Translator Configuration [sn_dt_translator_configuration] table.

Returns

Type	Description
status	Status of the response to the method call. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Error • Partial • Success Data type: String
translations	List that describe the language translations. Data type: Array `translations": [ { "isError": Boolean; "detectedLanguage": {Object}, "textTranslations": [Array] } ]`
translations.isError	Flag that indicates whether the translation of the text resulted in an error. Valid values: • true: Error encountered. • false: Text translation was successful. Data type: Boolean
translations.detectedLanguage	Description of the detected language. Data type: Object `"detectedLanguage": { "code": "String", "name": "String" }`
translations.detectedLanguage.code	Language code of the detected language. Data type: String
translations.detectedLanguage.name	Language code of the detected language. Data type: String
textTranlations	Description of the language used to translate the text string. Data type: Array of Objects `"textTranslation": { "targetLanguage": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>{
	  "translatedText": "String"
	}</pre>

textTranslations.targetLanguage	Language code to which the source text was translated. Data type: String
textTranslations.translatedText	Translated text. Data type: String
translator	Translation service used to translate the text. Data type: String
Error messages	The following are error messages that the method may return and indications as to their root cause. • Text ("text" field) is missing or invalid. (40000): The text to translate is either missing or not a string. • Dynamic Translation plugin is not installed. (40001): The *`Dynamic Translation`* API was invoked without activating the com.glide.dynamic_translation plugin. For information on activating this plugin, see Dynamic translation overview. • Default translator is not configured for translation. (40002): No translation service is selected as the default translation service in the Translator Configurations. For information on creating/modifying a translator configuration, see Create a translator configuration. • Translator ("translator" field) is invalid. (40003): The passed in *`translator`* parameter is not a string. • <translator> translator is not configured. (40004): The specified translation service is not configured in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • <translator> translator is inactive. (40005): The specified translation service is not set to **Active** in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Additional parameters are invalid. (40006): The additional parameters that were passed are not an object. • Target languages ("targetLanguages" field) are invalid. (40007): The *`targetLanguages`* parameter is passed in the call but is not valid for one of the following reasons:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ Value isn't an array ○ Array is empty ○ One or multiple of the entries is not a string • Source language ("sourceLanguage" field) is invalid. (40008): The *sourceLanguage* parameter is passed in the call but the value is not a String. • Maximum time limit has been exceeded. (40009): The operation took longer than the defined timeout value specified in the Translation Configuration. Default: 40 seconds • Request failed with multiple errors. (40010): Multiple errors occurred in the language detection call. For more information, refer to the response for each individual text string. • <translator> translator is not configured for translation. (40012): The specified translation service is not configured for text translation in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Translator configuration version is invalid. Migrate to v3. (40014): The associated version of the Translator Configuration for the specified translation service does not support the specified text translation method. For more information, see Migrate to version v3 of a translator configuration. • Unknown error occurred. (40051): Default error thrown when the error doesn't fall in to any other category. • Text ("text" field) has exceeded its maximum length. (40052): The text that was passed in to translate exceeds the maximum length supported by the corresponding translation service. • Source language is invalid. (40053): The passed in *sourceLanguage* parameter contains a language code that is not supported by the corresponding translation service. • Target language is invalid. (40054): One or more of the language codes passed in the *targetLanguages* parameter is not supported by the corresponding translation service. • Request is not authorized because credentials are missing or invalid (40055): The credentials configured for the translation service in Connections & Credentials are not valid. For information on connections and credentials, see Dynamic translation overview.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Text cannot be translated to target languages. (40056): The specified translation service is not able to translate the passed in text into the specified target languages.

This example shows code in a server-side script that translates a list of text strings into French and Italian using the Microsoft translation service.

```
try {

 gs.info(JSON.stringify(sn_dt_api.DynamicTranslation.getTranslat
ions(["Translate first text using platform from server",
 "Translate second text using platform from server"], {
    "targetLanguages": ["fr", "it"],
    "additionalParameters": [{"parameterName": "texttype",
 "parameterValue": "plain"}],
    "translator": "Microsoft"
  })));
} catch (error) {
    gs.error(error.message);
}
```

Response:

```
{
  "translations":[
    {
      "isError":false,
      "textTranslations":[
        {
          "targetLanguage":"it",
          "translatedText":"Traduci il primo testo utilizzando
 la piattaforma dal server"
        },
        {
          "targetLanguage":"fr",
          "translatedText":"Traduire le premier texte à l'aide
 de la plate-forme à partir du serveur"
        }
      ],
      "detectedLanguage": {"name":"en", "code":"en"}
    },
    {
      "isError":false,
      "textTranslations":[
        {
          "targetLanguage":"it",
          "translatedText":"Traduci il secondo testo utilizzando
 la piattaforma dal server"
        },
        {
          "targetLanguage":"fr",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "translatedText":"Traduire le deuxième texte à l'aide
 de la plate-forme à partir du serveur"
        }
      ],
      "detectedLanguage": {"name":"en", "code":"en"}
    }
  ],
  "translator":"Microsoft",
  "status":"Success"
}
```

This example shows a server script that returns a Partial status when one of the two passed in text strings is invalid.

```
try {

 gs.info(JSON.stringify(sn_dt_api.DynamicTranslation.getTranslat
ions(["Translate first text using platform from server", ""], {
    "targetLanguages": ["fr", "it"],
    "additionalParameters": [{"parameterName": "texttype",
 "parameterValue": "plain"}],
    "translator": "Microsoft"
  })));
} catch (error) {
    gs.error(error.message);
}
```

Response:

```
{
  "translations":[
    {
      "isError":false,
      "textTranslations":[
        {
          "targetLanguage":"it",
          "translatedText":"Traduci il primo testo utilizzando
 la piattaforma dal server"
        },
        {
          "targetLanguage":"fr",
          "translatedText":"Traduire le premier texte à l'aide
 de la plate-forme à partir du serveur"
        }
      ],
      "detectedLanguage":{"name":"en", "code":"en"}
    },
    {
      "isError":true,
      "code":"40000",
      "message":"Text is missing or invalid"
    }
  ],
  "translator":"Microsoft",
  "status":"Partial"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows a server script that throws an error when an invalid translation service is passed in.

```
try {

 gs.info(JSON.stringify(sn_dt_api.DynamicTranslation.getTranslat
ions(["Translate first text using platform from server",
 "Translate second text using platform from server"], {
    "targetLanguages": ["fr", "it"],
    "additionalParameters": [{"parameterName": "texttype",
 "parameterValue": "plain"}],
    "translator": 123
  })));
} catch (error) {
    gs.error(error.message);
}
```

Response:

```
{"code":"40003","message":"Translator (\"translator\" field) is
 invalid","status":"Error"}
```

DynamicTranslation - isEnabled(String translator)

Determines whether the various methods in the *DynamicTranslation* API are enabled for a translation service.

If you pass in a specific translation service, the method checks the method activation for that translation service; otherwise the method checks the default translation service.

Parameters

Name	Type	Description
translator	String	Optional. Translation service to use to verify whether the methods are active. Translation services are configured under the Translator Configuration menu. Possible values - not case-sensitive: • Google • Microsoft • IBM • <custom> **Note:** To use custom translation services you must first configure the translation service in your instance. For details, see Integrate with a translation service provider. Default: Default translation service.

Returns

Type	Description
batchDetection	Flag that indicates whether the *getDetectedLanguages()* method is enabled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • false: Disabled • true: Enabled Data type: Boolean
batchTranslation	Flag that indicates whether the `getTranslations()` method is enabled. Possible values: • false: Disabled • true: Enabled Data type: Boolean
detection	Flag that indicates whether the `getDetectedLanguage()` method is enabled. Possible values: • false: Disabled • true: Enabled Data type: Boolean
translation	Flag that indicates whether the `getTranslation()` method is enabled. Possible values: • false: Disabled • true: Enabled Data type: Boolean
Error messages	The following are error messages that the API may return and indications as to their root cause. • Translator ("translator" field) is invalid. (40003): The passed in `translator` parameter is not a string.

This example shows a server script that checks whether the `DynamicTranslation` methods are active for the Microsoft translator.

```
try {
  var response =
 sn_dt_api.DynamicTranslation.isEnabled('Microsoft');
  gs.info(JSON.stringify(response));
} catch(error) {
    gs.info(error.message);
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{"detection":true,"batchTranslation":true,"batchDetection":true,
"translation":true}
```

This example shows a server script that throws an error when an invalid translation service is passed in.

```
try {
  var response = sn_dt_api.DynamicTranslation.isEnabled(123);
  gs.info(JSON.stringify(response));
} catch(error) {
    gs.info(error.message);
}
```

Output:

```
{"code":"40003","message":"Translator (\"translator\" field) is
 invalid"}
```

Encoder - Global

The *Encoder* API provides a scriptable object used in Predictive Intelligence stores. This object converts input data into vectors of numbers, based on encoder-specific goals and configurations. Encoders can be used independently to run encodings or can be configured as part of solutions to encode text columns.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

Encoders are text processing objects that are either pre-trained or trained based on the language datasets you provide. You can train encoders that determine how the system interprets and processes text fields. For ML solutions that include text, you can train an encoder to specify how to process text and use the trained encoder in a solution.

Encoders have configuration and versions, and can be trained independently with their own retraining frequency. API-defined encoders are different from UI-defined encoders, because the retraining of UI-defined encoders is controlled by the solutions using them.

The encoder setup-to-training flow is as follows:

1. Create one or more datasets using the *DatasetDefinition* API.
2. Use the constructor to create an encoder object.
3. Add the encoder object to the encoder store using the *EncoderStore - add()* method.
4. Train the encoder using the *submitTrainingJob()* method. This creates a version of the object that you can manage using the *EncoderVersion* API.

Once you have trained an encoder, you can use it in a solution object:

- *ClassificationSolution*
- *ClusteringSolution* (required unless using the Levenshtein distance algorithm)
- *RegressionSolution*
- *SimilaritySolution* (required)

Note: This API runs with full privileges before the Vancouver Patch 7 Hotfix 2b and Washington DC Patch 7 releases. With later releases, grant access using ACLs. For more information see Query ACLs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For usage guidelines, refer to Using ML APIs.

Encoder - Encoder(Object config)

Creates an encoder.

To get an encoder for one or more datasets, use this constructor to create a new encoder object with a unique name.

Parameters

Name	Type	Description
config	Object	JavaScript object containing configuration properties of the encoder. `{ "algorithmConfig": {Object}, "datasets": [Array], "domainName": "String", "label": "String", "minRowCount": "String", "processingLanguage": "String", "stopwords": [Array], "trainingFrequency": "String" }`
config.algorithmConfig	Object	Optional. JavaScript object containing algorithm configuration properties. `'algorithmConfig' : { "algorithm": "String" }`
config.algorithmConfig.algorithm	String	Name of the algorithm for training this encoder. Possible values: • *paravec*: Paragraph vector word embedding. • *tf-idf*: Term Frequency–Inverse Document Frequency (TF-IDF)-based text.
config.datasets	Array	List of *DatasetDefinition* object names.
config.domainName	String	Optional. Domain name associated with this dataset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: Current domain, for example, `"global"`.
config.label	String	Identifies the prediction task.
config.minRowCount	String	Optional. Minimum number of records required in the dataset for training. Default: 10000
config.processingLanguage	String	Optional. Processing language in two-letter ISO 639-1 language code format. Default: "en"
config.stopwords	Array	Optional. Preset list of strings that the system automatically generates based on the *language* property setting. For details, see Create a custom stopwords list. Default: English Stopwords
config.trainingFrequency	String	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once

The following example shows how to create an encoder job and add it to the encoder store.

```
var myPrbData = new sn_ml.DatasetDefinition({
    'tableName' : 'problem',
    'fieldNames' : ['short_description'],
    'encodedQuery' : 'activeANYTHING'
});

var myIncidentData = new sn_ml.DatasetDefinition({
    'tableName' : 'incident',
    'fieldNames' : ['short_description', 'description'],
    'encodedQuery' : 'activeANYTHING'
});

var myEncoder = new sn_ml.Encoder({
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    'label': "encoder",
    'datasets' : [myPrbData, myIncidentData],
    'algorithmConfig' : {
        'algorithm' : 'tf-idf'
    }
});
var myEncoderName = sn_ml.EncoderStore.add(myEncoder);
```

Encoder - cancelTrainingJob()

Cancels a job for a encoder object that has been submitted for training.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to cancel an existing training job.

```
var myEncoder =
 sn_ml.EncoderStore.get('ml_sn_global_global_encoder');

myEncoder.cancelTrainingJob();
```

Encoder - getActiveVersion()

Gets the active EncoderVersion object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Active *EncoderVersion* object.

The following example shows how to get an active *Encoder* version from the store and return its training status.

```
var mlEncoder =
 sn_ml.EncoderStore.get('ml_x_snc_global_global_encoder');

gs.print(JSON.stringify(JSON.parse(mlEncoder.getActiveVersion().
getStatus()), null, 2));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "state": "encoder_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

Encoder - getAllVersions()

Gets all versions of an encoder.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Existing versions of an encoder object. See also *EncoderVersion* API.

The following example shows how to get all *Encoder* version objects and call the *getVersionNumber()* and *getStatus()* encoder version methods on them.

```
var mlEncoder =
 sn_ml.EncoderStore.get('ml_x_snc_global_global_encoder');

var mlEncoderVersions = mlEncoder.getAllVersions();

for (i = 0; i < mlEncoderVersions.length; i++) {
gs.print("Version " + mlEncoderVersions[i].getVersionNumber() +
 " Status: " + mlEncoderVersions[i].getStatus() +"\n");
};
```

Output:

```
Version 3 Status:
 {"state":"encoder_complete","percentComplete":"100","hasJobEnde
d":"true"}

Version 2 Status:
 {"state":"encoder_complete","percentComplete":"100","hasJobEnde
d":"true"}

Version 1 Status:
 {"state":"encoder_cancelled","percentComplete":"0","hasJobEnded
":"true"}
```

Encoder - getLatestVersion()

Gets the latest version of an encoder.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	*EncoderVersion* object corresponding to the latest version of an *Encoder()*.

The following example shows how to get the latest version of an encoder and return its training status.

```
var mlEncoder =
 sn_ml.EncoderStore.get('ml_x_snc_global_global_encoder');

gs.print(JSON.stringify(JSON.parse(mlEncoder.getLatestVersion().
getStatus()), null, 2));
```

Output:

```
{
  "state": "encoder_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

Encoder - getName()

Gets the name of the object to use for interaction with the store.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the encoder object.

The following example shows how to update *Encoder* dataset information and print the name of the object.

```
// Update encoder
var myIncidentData = new sn_ml.DatasetDefinition({
   'tableName' : 'incident',
   'fieldNames' : ['category', 'short_description', 'priority'],
   'encodedQuery' : 'activeANYTHING'
});

var eligibleFields =
 JSON.parse(myIncidentData.getEligibleFields(encoder));

var myEncoder = new sn_ml.Encoder({
   'label': "my encoder",
   'datasets' : [myIncidentData],
   'inputFieldNames': eligibleFields['eligibleInputFieldNames'],
   'predictedFieldName': 'category'
});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// update encoder
sn_ml.EncoderStore.update('ml_x_snc_global_global_my_definition_4', myEncoder);

// print encoder name
gs.print('Encoder Name: '+myEncoder.getName());
```

Output:

```
Encoder Name: ml_x_snc_global_global_my_definition_4
```

Encoder - getProperties()

Gets solution object properties.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and *Encoder()* object details in the *EncoderStore*. `{ "algorithmConfig" : {Object}, "datasetsProperties": [Array], "domainName": "String", "label": "String", "name": "String", "processingLanguage": "String", "scope": "String", "stopwords": [Array], "trainingFrequency": "String" }`
<Object>.algorithmConfig.algorithm	Name of the algorithm for training this encoder. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• *paravec*: Paragraph vector word embedding. • *tf-idf*: Term Frequency–Inverse Document Frequency (TF-IDF)-based text. Data type: String.
<Object>.algorithmConfig	Optional. JavaScript object containing algorithm configuration properties. `'algorithmConfig' : { "algorithm": "String" }` Data type: Object.
<Object>.datasetsProperties	List of *DatasetDefinition()* properties associated with the encoder. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array], "tableName": "String" }` Data type: Array.
<Object>.datasetsProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.
<Object>.datasetsProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Array.
<Object>.datasetsProperties.fieldNames.fieldDetails	List of JavaScript objects that specify field properties. `[ { "name": "String", "type": "String" } ]` Data type: Array.
<Object>.datasetsProperties.fieldNames.fieldDetails.<object>.name	Name of the field defining the type of information to restrict this dataset to. Data type: String.
<Object>.datasetsProperties.fieldDetails.<object>.type	Machine-learning field type. Data type: String.
<Object>.datasetsProperties.fieldDetails.encodedQuery	Encoded query string in the standard platform format. See Encoded query strings. Data type: String.
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.label	Identifies the prediction task. `{ "label": "my first prediction" }` Data type: String.
<Object>.name	System-assigned name. Data type: String.
<Object>.predictedFieldName	Identifies a field to be trained for predictability.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String.
<Object>.processingLanguage	Processing language in two-letter ISO 639-1 language code format. Data type: String.
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.stopwords	Optional. Preset list of strings that the system automatically generates based on the *language* property setting. For details, see Create a custom stopwords list. Data type: Array.
<Object>.trainingFrequency	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once Data type: String.

The following example gets properties of an encoder object in the store.

```
var myEncoder =
 sn_ml.EncoderStore.get('ml_sn_global_global_encoder');

gs.print(JSON.stringify(JSON.parse(myEncoder.getProperties()),
 null, 2));
```

Output:

```
*** Script: {
  "datasetsProperties": [
    {
      "tableName": "incident",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "fieldNames": [
        "assignment_group",
        "short_description",
        "description"
      ],
      "encodedQuery": "activeANYTHING"
    }
  ],
  "domainName": "global",
  "label": "my encoder definition",
  "name": "ml_x_snc_global_global_my_encoder_definition",
  "processingLanguage": "en",
  "scope": "global",
  "stopwords": [
    "Default English Stopwords"
  ],
  "trainingFrequency": "run_once"
}
```

Encoder - getVersion(String version)

Gets an encoder by provided version number.

Parameters

Name	Type	Description
version	String	Existing version number of an encoder.

Returns

Type	Description
Object	Specified version of the *Encoder()* object on which you can call *EncoderVersion* API methods.

The following example shows how to get the training status of an encoder by version number.

```
var mlEncoder =
 sn_ml.EncoderStore.get('ml_x_snc_global_global_encoder');

gs.print(JSON.stringify(JSON.parse(mlEncoder.getVersion('1').get
Status()), null, 2));
```

Output:

```
{
  "state": "encoder_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

Encoder - setActiveVersion(String version)

Activates a specified version of an encoder in the store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
version	String	Name of the *Encoder()* object version to activate. Activating this version deactivates any other version.

Returns

Type	Description
None	

The following example shows how to activate an encoder version in the store.

```
sn_ml.Encoder.setActiveVersion("ml_incident_categorization");
```

Encoder - submitTrainingJob()

Submits a training job.

Note: Before running this method, you must first add an encoder to the store using the *EncoderStore - add()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	*EncoderVersion* object corresponding to the *Encoder* being trained.

The following example shows how to create a dataset, apply it to an encoder, add it to a store, and submit the training job.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({

  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create an encoder
var myEncoder = new sn_ml.Encoder({

  'label': "my encoder definition",
  'datasets' : [myData],
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
});

// Add the encoder to the store to later be able to retrieve it.
var my_unique_name = sn_ml.EncoderStore.add(myEncoder);

// Train the encoder - this is a long running job
var myEncoderVersion = myEncoder.submitTrainingJob();
```

EncoderStore - Global

The *EncoderStore* API provides methods to store and retrieve encoders.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

EncoderStore - add(Object mlEncoder)

Adds a new encoder object to the store and returns a unique name.

Note: Label values do not need to be unique. For example, if you run this method with the same label 10 times, this method adds 10 different uniquely-named objects to the store.

Parameters

Name	Type	Description
mlEncoder	Encoder	*Encoder()* object to add to the store.

Returns

Type	Description
String	System-generated solution name.

The following example shows how to add an encoder to the store. Use *Encoder - submitTrainingJob()* to run the training job after adding it to the store.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({

  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create a solution
var myEncoder = new sn_ml.Encoder({

  'label': "my encoder definition",
  'datasets' : [myData],
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']

});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Add the encoder to the store to later be able to retrieve it.
var my_unique_name = sn_ml.EncoderStore.add(myEncoder);
```

EncoderStore - deleteObject(String name)

Removes a specified encoder object from the store.

Parameters

Name	Type	Description
name	String	Name of the *Encoder()* object to be deleted.

Returns

Type	Description
None	

The following example shows how to delete an encoder from the store.

```
sn_ml.EncoderStore.deleteObject("ml_sn_global_global_encoder");
```

EncoderStore - get(String name)

Gets an encoder object from a store.

Parameters

Name	Type	Description
name	String	Name of an encoder in a store.

Returns

Type	Description
Object	*Encoder* object. Returns an error if the object does not exist.

The following example shows how to get an encoder object from the store using the *get()* method and view its training status using the Encoder - getActiveVersion() and EncoderVersion - getStatus() methods.

```
// Get status
var myEncoder =
 sn_ml.EncoderStore.get('ml_incident_categorization');

gs.print(JSON.stringify(JSON.parse(myEncoder.getActiveVersion().
getStatus(), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

EncoderStore - getAllNames(Object options)

Gets the names of all encoder definition records in the store.

Parameters

Name	Type	Description
options	Object	Options for restricting results within the specified properties. `{ "label": "String", "domainName": "String", "scope": "String" };`
options.label	String	Optional. Label of your solution object.
options.domainName	String	Optional. Name of the domain for your solution object. Refer to Domain separation and Predictive Intelligence.
options.scope	String	Optional. Name of an application scope for your solution object.

Returns

Type	Description
Array	List of strings representing encoder object names in the store.

In the following example, the *getAllNames()* method returns a list of all names in the store.

```
gs.print(JSON.stringify(JSON.parse(sn_ml.EncoderStore.getAllNames()), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_classification_word_corpus",
  "ml_x_snc_global_global_predictability_estimate",
  "GloVe",
  "ml_x_snc_global_global_encoder",
  "ml_x_snc_global_global_predictability_estimate_1"
]
```

In the following example, the *getAllNames()* method returns only names associated with values set in the *options* parameter.

```
var options = {
  'label' : 'my encoder definition',
  'domainName' : 'global',
  'scope' : 'global'
};
var solNames = sn_ml.EncoderStore.getAllNames(options);
gs.print(JSON.stringify(JSON.parse(solNames), null, 2));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
[
  "ml_x_snc_global_global_my_encoder_definition"
]
```

EncoderStore - update(String name, Object mlEncoder)

Updates an encoder object in a store.

Parameters

Name	Type	Description
name	String	Name of the encoder to update.
mlEncoder	*Encoder*	*Encoder()* object properties to update.

Returns

Type	Description
None	

The following example shows how to update an encoder object in the store.

```
var encoderUpdate = new sn_ml.Encoder({
  'label': 'my encoder definition',
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames': ['short_description']
});

sn_ml.EncoderStore.update('ml_sn_global_global_incident_servic
e', encoderUpdate);
```

EncoderVersion - Global

The *EncoderVersion* API provides a scriptable object used in Predictive Intelligence stores.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

This API is used for working with encoder versions based on Encoder API objects in the Encoder store.

The system activates the most recent version of the encoder when it completes training, and only allows one version to be active at a time. However, you can activate any previously trained version you want to use to make predictions.

Methods in this API are accessible using the following *Encoder* methods:

- *getActiveVersion()*
- *getAllVersions()*
- *getLatestVersion()*
- *getVersion()*

EncoderVersion - getProperties()

Gets encoder object properties and version number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and Encoder details. Results vary by object property setup. `{ "algorithmConfig" : {Object}, "datasetsProperties": [Array], "domainName": "String", "isActive": "String", "label": "String", "name": "String", "predictedFieldName": "String", "processingLanguage": "String", "scope": "String", "stopwords": [Array], "trainingFrequency": "String", "versionNumber": "Number" }`
<Object>.algorithmConfig	Optional. JavaScript object containing algorithm configuration properties. `'algorithmConfig' : { "algorithm": "String" }` Data type: Object.
<Object>.algorithmConfig.algorithm	Name of the algorithm for training this encoder. Possible values: • *paravec*: Paragraph vector word embedding. • *tf-idf*: Term Frequency–Inverse Document Frequency (TF-IDF)-based text. Data type: String.
<Object>.datasetsProperties	List of *DatasetDefinition()* properties associated with the encoder. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array], "tableName": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Array.
<Object>.datasetsProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.
<Object>.datasetsProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.
<Object>.datasetsProperties.fieldDetails	List of JavaScript objects that specify field properties. `[ { "name": "String", "type": "String" } ]` Data type: Array.
<Object>.datasetsProperties.fieldName	Name of the field. Use this field to add information to restrict this dataset to. Data type: String.
<Object>.datasetsProperties.fieldDetails.type	Machine Learning field type. Data type: String.
<Object>.datasetsProperties.encodedQuery	Encoded query string in the standard platform format. See Encoded query strings. Data type: String.
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.isActive	Flag that indicates whether this version is active. Valid values: • true: Version is active. • false: Version is not active. Data type: String
<Object>.label	Identifies the prediction task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	`{ "label": "my first prediction" }` Data type: String.
<Object>.name	System-assigned name. Data type: String.
<Object>.predictedFieldName	Identifies a field to be trained for predictability. Data type: String.
<Object>.processingLanguage	Processing language in two-letter ISO 639-1 language code format. Data type: String.
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.stopwords	Optional. Preset list of strings that the system automatically generates based on the *`language`* property setting. For details, see Create a custom stopwords list. Data type: Array.
<Object>.trainingFrequency	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once Data type: String.
<Object>.versionNumber	Version number of the *`Encoder`* object. Data type: String.

The following example gets properties of the active object version in the store.

```
// Get properties
var mlEncoder =
 sn_ml.EncoderStore.get('ml_incident_categorization');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print(JSON.stringify(JSON.parse(mlEncoder.getActiveVersion().
getProperties()), null, 2));
```

Output:

```
*** Script: {
  "datasetsProperties": [
    {
      "tableName": "incident",
      "fieldNames": [
        "assignment_group",
        "short_description",
        "description"
      ],
      "encodedQuery": "activeANYTHING"
    }
  ],
  "domainName": "global",
  "isActive": "true",
  "label": "my encoder definition",
  "name": "ml_x_snc_global_global_my_encoder_definition",
  "processingLanguage": "en",
  "stopwords": [
    "Default English Stopwords"
  ],
  "versionNumber": "1"
}
```

EncoderVersion - getSentenceVectors(Array input)

Returns vectors for each input sentence.

Parameters

Name	Type	Description
input	Array	Array of strings as sentences from which to receive vectors.

Returns

Type	Description
String	Array of sentence vectors.

The following example shows how to return a vector for a single sentence.

```
var myEncoderName = 'GloVe';

var myEncoder = sn_ml.EncoderStore.get(myEncoderName);

var input = ["I like to code."];

var vectors =
 myEncoder.getActiveVersion().getSentenceVectors(input);

gs.print(vectors);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:
 [-0.16243751347064972,0.30614474415779114,0.08489049971103668,
-0.48100000619888306,-0.170997753739357,0.08779674768447876,-0.0
7848624140024185,-0.15123701095581055,
-0.07843250036239624,-1.9505999088287354,0.3007825016975403,-0.0
7804800570011139,-0.04779449850320816,
0.04803549498319626,0.09848674386739731,0.2427891194820404,-0.41
138750314712524,0.10880374908447266,
 … ,
0.21227750182151794,0.18478751182556152,-0.3113832473754883,-0.1
6560424864292145,0.09052124619483948]
```

EncoderVersion - getSimilarWords(Array input, Object options)

Returns words similar to each input word in the descending rank order of similarity.

Parameters

Name	Type	Description
input	Array	Array of words for which to find similar words.
options	Object	Map to refine results. `{ "topN":"String" }`
options.topN	String	If provided, returns the top results up to the specified number of words. For example, use `"10"` to return the top 10 most similar words.

Returns

Type	Description
Array	List of elements containing the similar words for the input word in the corresponding position. These similar words are represented by an of array of pairs in the format `[word, similarity score]`.

The following example shows how to get similar words using the `GloVe` encoder.

```
var myEncoderName = 'GloVe';
var myEncoder = sn_ml.EncoderStore.get(myEncoderName);
var input =  ["apple"];
var options = {"topN":"5"};
gs.print(myEncoder.getActiveVersion().getSimilarWords(input,
 options));
```

Output:

```
*** Script:
 [[["iphone",0.5987],["macintosh",0.5836],["ipod",0.5761],["micr
osoft",0.5664],["ipad",0.5628]]]
```

EncoderVersion - getStatus(Boolean includeDetails)

Gets training completion status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
includeDetails	Boolean	Flag that indicates whether to return status *details*. Valid values: • true: Return additional details. • false: Don't return additional details. Default: False

Returns

Type	Description
Object	JavaScript object containing training status information for an Encoder object. `{ "state": "String", "percentComplete": "Number as a String", "hasJobEnded": "Boolean value as a String", "details": {Object} }`
<Object>.state	Training completion state. If the training job reaches a terminal state, the job does not leave that state. If the state is terminal, the *hasJobEnded* property is set to `true`. Possible values: • `fetching_files_for_training` • `preparing_data` • `retry` • `solution_cancelled` (terminal) • `solution_complete` (terminal) • `solution_error` (terminal) • `solution_incomplete` • `training_request_received` • `training_request_timed_out` (terminal) • `training_solution` • `uploading_solution` • `waiting_for_training` Data type: String
<Object>.hasJobEnded	Flag that indicates whether training is complete. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Training is complete. • false: Training is incomplete. Data type: Boolean value as a String
<Object>.percentComplete	Training percent complete. If the completion percentage is less than 100, the job might be in a terminal state. For example, if training times out. Data type: Number as a String Range: 0 thru 100
<Object>.details	Object containing a list of additional training details. Data type: Object

The following example shows a successful result with training complete.

```
// Get status
var mlEncoder =
 sn_ml.EncoderStore.get('ml_incident_categorization');

gs.print(JSON.stringify(JSON.parse(mlEncoder.getActiveVersion().
getStatus(true), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true",
 "details":{"stepLabel":"Encoder Complete"} // This information
 is only returned if getStatus(true);
}
```

The following example shows an unsuccessful result with training complete.

```
// Get status
var encoderName = 'ml_x_snc_global_global_encoder';
var mlEncoder = sn_ml.EncoderStore.get(encoderName);
var trainingStatus = mlEncoder.getLatestVersion().getStatus();

gs.print(JSON.stringify(JSON.parse(trainingStatus), null, 2));
```

Output:

```
{
 "state":"solution_error",
 "percentComplete":"100",
 "hasJobEnded":"true"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

EncoderVersion - getVersionNumber()

Gets the version number of a solution object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Version number.

The following example shows how to get a version number.

```
// Get version number
var mlEncoder =
 sn_ml.EncoderStore.get('ml_incident_categorization');

gs.print("Version number:
 "+JSON.stringify(JSON.parse(mlEncoder.getActiveVersion().getVer
sionNumber()), null, 2));
```

Output:

```
Version number: 1
```

EncoderVersion - getWordVectors(Array input)

Returns vectors for each input word.

Parameters

Name	Type	Description
input	Array	List of strings as words from which to receive vectors.

Returns

Type	Description
Array	List of vectors for each word provided.

The following example shows how to get a vector from the word `hello`.

```
var myEncoderName = 'GloVe';
var myEncoder = sn_ml.EncoderStore.get(myEncoderName);
var input =  ["hello"];

gs.print(myEncoder.getActiveVersion().getWordVectors(input));
```

Output:

```
*** Script:
 [[-0.337119996547699,-0.2169100046157837,-0.006636499892920256,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
-0.41624999046325684,-1.2554999589920044,-0.028465992903471,-0.
7219499945640564,
-0.5288699865341187,0.0072085000574588776,0.3199700117111206,0.0
2942500077188015,
-0.013236000202596188,0.4351100027561188,0.2571600079536438,0.38
99500072002411,
 ... ,
0.3384299874305725,0.4055800139904022,0.18073000013828278,0.6424
999833106995]]
```

Event - Global

The *Event* API provides methods that enable the setting and getting of values within an event.

These events are sent from a MID Server to a ServiceNow instance. Before you are able to successfully send events, the connection between the MID Server and the ServiceNow instance must be defined.

Use the *Event* API to add/update fields within an event. Use the *SNEventSenderProvider* API to instantiate an event sender object. Then use the *IEventSender* API to send the event to a ServiceNow instance.

You must activate the Event Management (com.glideapp.itom.snac) plugin before attempting to access this API. The Event Management plugin requires a separate subscription and must be activated. This plugin includes demo data and activates related plugins if they are not already active.

For additional information on event management, see Event Management.

Event - Event()

Instantiates an Event constructor.

Parameters

Name	Type	Description
None		

```
var event = new Event();
var esource = event.getField("source");
var eseverity = event.getField("severity");
```

Event - getField(String field)

Returns the current value of the passed in event management field.

Parameters

Name	Type	Description
field	String	Name of the event management field value to return.

Returns

Type	Description
String	Value of the requested event management field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var event = new Event();
var eventSource = event.getField("source");
var eventSeverity = event.getField("severity");
```

Event - setAdditionalInfo(String additionalInfo)

Replaces the existing *additional_info* field in the associated event with the passed in JSON string.

Note: You can use the setField() method to update a specific field within the *additional_info* field.

Parameters

Name	Type	Description
additionalInfo	String	JSON String (key/value pairs) to save in the *additional_info* field. **Note:** This parameter replaces the existing information. It does not update the existing fields.

Returns

Type	Description
void	

```
event.setAdditionalInfo("{\"evtComponent\":\"Microsoft-Windows-
 WindowsUpdateClient\",\"evtMessage\":\"Installation Failure:
 Windows failed. Error 0x80070490\"}");
```

Event - setField(String key, String value)

Sets the specified field in the associated event.

If the passed in *key* matches a predefined event field, the method updates the corresponding event field. Otherwise, the method adds the *key* parameter to the *additional_info* section of the event before applying the passed in *value*.

The following are the predefined event fields that you can modify using this method:

Field	Description
additional_info	Key-value pair to add to the *additional_info* field of the associated event. If the passed in key already exists, its value is overwritten. Maximum length: 4,000 characters Associated UI field: Additional information
ci_identifier	JSON string that uniquely identifies a configuration item. For example, `{"name":"SAP ORA01","type":"Oracle"}`. Maximum length: 1,000 characters
cmdb_ci	Sys_id of the Configuration Item [cmdb_ci] record to bind the event to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Default: Null
description	Free-form description of the event. Maximum length: 4,000 characters Associated UI field: Description Default: Null
event_class	Enterprise Message Service (EMS) that generated the event. For example, "Solarwinds" or "SCOM". Maximum length: 100 Associated UI field: Source instance Default: Null
message_key	Unique event identifier. To override an existing event severity, use the same *message_key* value. Maximum length: 1024 characters Associated UI field: Message key Default: Combination of *source*, *node*, *type*, *resource*, and *metric name*.
resolution_state	Event resolution state. Valid values: • New: Resolution state for the corresponding event is open. • Closing: Resolution state for corresponding event is closing/closed. Associated UI field: Resolution state Default: New
resource	Node resource to associate with the event. For example, "Disk C:", "CPI-1", or the name of a process or service. Maximum length: 100 characters Associated UI field: Resource
severity	Event severity. Valid values: • 0: Clear - No action is required. An alert is not created from this event. Existing alerts are closed. • 1: Ok - An alert is created. The resource is still functional. • 2: Warning - Attention is required, even though the resource is still functional.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	• 3: Minor - Partial, non-critical loss of functionality or performance degradation occurred. • 4: Major - Major functionality is severely impaired or performance has degraded. • 5: Critical - Immediate action is required. The resource is either not functional or critical problems are imminent. Associated UI field: Severity Default: Null
source	Instance of the EMS that triggered the event. Typically the connector instance name. Maximum length: 200 characters Associated UI field: Source Default: Null
time_of_event	UTC time that the event occurred in the source system. Format: "yyyy-MM-dd HH:mm:ss" Maximum length: 40 characters Associated UI field: Time of event Default: Current date/time
type	Metric type to which the event is related, such as Disk or CPU. This value is used to identify an event record from which alerts are created. Maximum length: 100 characters Associated UI field: Type Default: Null

Note: You can also use the setText() method to update the *description* field and the setTimeOfEvent() method to update the event time.

For additional information on events, see Event Management.

Parameters

Name	Type	Description
key	String	Name of the key to add or update in the event. For additional information on the predefined event fields, see Event field format for event collection.
value	String	Information to store in the associated event field. **Note:** The *value* string is trimmed before it is stored, whereby multiple spaces are replaced with a single space.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var event = new Event();
event.setField("source","SAP Solman");
event.setField("severity","3");
event.setField("time_of_event", "2019-18-05 13:12:05");
event.setField("type", "SAP object");
event.setField("user", "admin"); // parameter will be added to
 additional_info section
```

Event - setText(String text)

Sets the *description* field of the associated event to the passed in value.

Note: You can also use the Event - setField(String key, String value) method to set the *text* field in the current event. Unlike the *setField()* method, this method does not trim the passed in text.

Parameters

Name	Type	Description
text	String	Text to store in the *description* field of the associated event. Max length: 4000 characters

Returns

Type	Description
void	

```
var event = new Event();
event.setText("SAP Solman");
```

Event - setTimeOfEvent(String timeOfEvent)

Sets the *time_of_event* field in the associated event to the passed in UTC time value.

Note: You can also use the Event - setField(String key, String value) method to set the *time_of_event* field.

Parameters

Name	Type	Description
timeOfEvent	String	UTC time value to set in the *time_of_event* field. Format: "yyyy-MM-dd HH:mm:ss" Max length: 40 characters

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var event = new Event();
event.setTimeOfEvent("2019-18-05 13:12:05");
```

EventProcessorUtilOOB - Scoped

The *EventProcessorUtilOOB* script include provides methods to construct and publish events on the configured message broker.

If you want to change the default functionality of this script include, you need to override these methods in the `EventProcessorUtil` script include. You must have the admin role to modify this script include.

This script include runs in the `sn_api_notif_mgmt` namespace.

EventProcessorUtilOOB - constructandPublishEvent(Object inboundEventPayloadRecord, String eventId)

Constructs a TMF688 compliant payload based on the passed information and publishes the event to the configured publishing platform.

The default publishing platform is defined in the sn_api_notif_mgmt.publisher_message_bus_config system property.

Note: This method is a core utility method of queue management. You should not need to override this method unless you plan on redesigning the underlying notification framework.

Parameters

Name	Type	Description
inboundEventPayloadRecord	Object	Information associated with the event. The format of this payload is dependent on the event type. In the base implementation, this is the glide record data of the associated event in JSON format.
eventId	String	Unique ID of the event to publish such as a GUID.

Returns

Type	Description
tmfEventPayload	TMF688-compliant event payload created for the event. For a description of the default format of this event payload, refer to the TMF688 Event Management API User Guide.

The following code example shows how to call this method.

```
processIndividualEventRecord: function(inboundQueueGr, node_id)
 {
  var isError = false;
  var errorMessage;
  try {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    new
 EventProcessorUtil().constructandPublishEvent(JSON.parse(inboun
dQueueGr.getValue('payload')),
 inboundQueueGr.getValue('record_id'));
  } catch (ex) {
    this._logger.logErr("Event processing failed " + ex);
    isError = true;
    errorMessage = JSON.stringify(ex);
  }

  // Update the inbound queue record based on processing
  var inboundQueueObj = new sn_tmt_core.BaseObject();
  if (isError == true) {
    inboundQueueObj.setValue('state',
 sn_tmt_core.Constants.INBOUND_QUEUE_STATE.ERROR);
    inboundQueueObj.setValue('error_message', errorMessage);
  } else {
    inboundQueueObj.setValue('state',
 sn_tmt_core.Constants.INBOUND_QUEUE_STATE.COMPLETED);
  }
    var inboundQueue = new
 sn_tmt_core.InboundQueue(inboundQueueGr, false);
    inboundQueue.updateInboundQueueRecord(inboundQueueObj);
},
```

EventProcessorUtilOOB - fetchEventHandlerAndCreateTMFEvent(Object eventSnapshot, String eventType, String eventId)

Converts the passed raw event object into a TMF-compliant event object by invoking a payload generator based on the event type.

You will need to override this method if your implementation does any of the following:

- Modifies the existing event handling.
- Adds a new event type. You must add the event type and its associated payload generator.
- Adds a new object in the Producer Event Notification Framework.

You may also need to override the methods within the `TroubleTicketNotificationUtil` script include to add attributes to the returned TMF-compliant payload or modify the default handling of the payload.

For additional information, see Configure trouble ticket notifications using the Producer Event Notification Framework.

Parameters

Name	Type	Description
eventSnapshot	Object	Raw data to transform into a TMF-compliant object. You can obtain this object from the payload field of the Inbound Queue [sn_tmt_core_inbound_queue] table. Inbound queue records are created by business rules, such as Trouble Ticket Attribute Change Event, which is associated with the Incident [incident] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The format of the event snapshot is defined by the business rule that originally pushed the event into the inbound queue.
eventType	String	Event type. This value specifies the type of event data that is passed in the *eventSnapshot* payload. The passed payload is processed based on this event type. The event type is stamped on the inbound queue record by the associated business rule on the associated table. Each event type has its own event payload structure. For example: `{ "eventId":"dc2003c2c3bb3550054e20bdc0013136", "@type":"Troubleticket", "eventType":"TroubleTicketCreateEvent", "event":{ "troubleTicket":{ "short_description":"Test payload", "severity":3, "ticketType":"incident" } } }` Default values for trouble ticket event types are defined in the *EVENT_TYPES* parameter in the `sn_api_notif_mgmt.Constants` script include.
eventId	String	Unique identifier of the event to convert.

Returns

Type	Description
tmfEventPayload	Event payload in TMF-compliant format. To see the transformation process of the passed *eventSnapshot* object to the TMF-compliant payload, review the code in the `TroubleTicketNotificationUtil00B` script include.

The following code example shows how to call this method.

```
constructandPublishEvent: function(inboundEventPayloadRecord,
 eventId) {
  if (gs.nil(inboundEventPayloadRecord)) return;
  var tmfEventPayload =
 this.fetchEventHandlerAndCreateTMFEvent(inboundEventPayloadReco
rd.eventSnapshot, inboundEventPayloadRecord.eventType, eventId);

  this._logger.debug("Event payload generated for the event id "
 + eventId + " is " + JSON.stringify(tmfEventPayload));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  if
 (gs.getProperty(Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATI
ON) ==
 Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATION_VALUES.OPEN_M
ESSAGE_BUS) {
    // Publish event in custom message bus
      this.publishEventToOpenMessageBus(tmfEventPayload);

  } else if
 (gs.getProperty(Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATI
ON) ==
 Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATION_VALUES.HERM
ES) {
    // Publish event in hermes kafka
    try {
      this.publishMessageToHermesKafka(tmfEventPayload);
    } catch (ex) {
      this._logger.logErr("Publishing message to Hermes Kafka
 Failed, error is: " + ex);
    }
  } else if
 (gs.getProperty(Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATI
ON) ==
 Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATION_VALUES.BOTH_M
ESSAGE_BUS_CONFIGURATIONS) {
    // Publish event in both custom message bus and hermes kafka
    this.publishEventToOpenMessageBus(tmfEventPayload);
    try {
      this.publishMessageToHermesKafka(tmfEventPayload);
    } catch (ex) {
      this._logger.logErr("Publishing message to Hermes Kafka
 Failed, error is: " + ex);
    }
  }
  return tmfEventPayload;
},
```

The following code example shows the switch case statements used by this method to determine how to transform the passed event payload based on the *eventType* parameter. If you add other event types to your implementation, you must override this method and include the processing for the new event type.

```
fetchEventHandlerAndCreateTMFEvent: function(eventSnapshot,
 eventType, eventId) {
var eventPayload;
switch (eventType) {
  case Constants.EVENT_TYPES.TROUBLE_TICKET_STATUS_CHANGE:
    eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketStatusChangePayload(eventSnapshot, eventType, eventId);
    break;

  // New event type in trouble ticket
  case 'troubleTicketPriorityChange'
    eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
eTicketAttributeChangePayload(eventSnapshot, eventType,
 eventId);
    break;

  // New event type of object other than trouble ticket
  case 'domainOrderStatusChange'
    eventPayload = new
 sn_ind_tmt_orm().domainOrderNotification().generatedomainOrderS
tatusChangePayoad(eventSnapshot, eventType, eventId);
    break;

  default:
    this._logger.debug("Event with id " + eventId + " could not
 find the matching payload generator");
    eventPayload = null;
  }
return eventPayload;
},
```

EventProcessorUtilOOB - publishMessageToHermesKafka(Object tmfEventPayload)

Instantiates the *HermesEventPublisher* class and publishes the passed event payload to the Hermes Kafka message broker.

Parameters

Name	Type	Description
tmfEventPayload	Object	TMF688-compliant event payload created for the event. For a description of the default format of this event payload, refer to the TMF688 Event Management API User Guide.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
constructandPublishEvent: function(inboundEventPayloadRecord,
 eventId) {
  if (gs.nil(inboundEventPayloadRecord)) return;
  var tmfEventPayload =
 this.fetchEventHandlerAndCreateTMFEvent(inboundEventPayloadReco
rd.eventSnapshot, inboundEventPayloadRecord.eventType, eventId);

  this._logger.debug("Event payload generated for the event id "
 + eventId + " is " + JSON.stringify(tmfEventPayload));

  if
 (gs.getProperty(Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATI
ON) ==
 Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATION_VALUES.OPEN_M
ESSAGE_BUS) {
    // Publish event in open message bus
    this.publishEventToOpenMessageBus(tmfEventPayload);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  } else if
 (gs.getProperty(Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATI
ON) ==
 Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATION_VALUES.HERM
ES) {
    // Publish event in Hermes Kafka
    try {
      this.publishMessageToHermesKafka(tmfEventPayload);
    } catch (ex) {
        this._logger.logErr("Publishing message to Hermes Kafka
 Failed, error is: " + ex);
    }
  } else if
 (gs.getProperty(Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATI
ON) ==
 Constants.EVENT_PUBLISH_MESSAGE_BUS_CONFIGURATION_VALUES.BOTH_M
ESSAGE_BUS_CONFIGURATIONS) {
    // Publish event in both custom message bus and Hermes Kafka
    this.publishEventToOpenMessageBus(tmfEventPayload);
    try {
      this.publishMessageToHermesKafka(tmfEventPayload);
    } catch (ex) {
      this._logger.logErr("Publishing message to Hermes Kafka
 Failed, error is: " + ex);
    }
  }
  return tmfEventPayload;
},
```

EventQueueProcessorOOB - Scoped

The *EventQueueProcessorOOB* script include provides methods to manage event requests on the inbound event queue (located in the Inbound Queue [sn_tmt_core_inbound_queue] table).

If you want to change the default functionality of this script include, you need to override these methods in the `EventQueueProcessor` script include. You must have the admin role to modify this script include.

This script include runs in the `sn_api_notif_mgmt` namespace.

EventQueueProcessorOOB - transformEventObject(Object eventSnapshot, Object eventJson, String queueType)

Adds attributes to the passed event snapshot.

This method is not implemented in the base instance. If you need to add attributes to the event snapshot before processing the event and sending it out on the proper message-bus, you should override this method in the `EventQueueProcessor` script include.

Parameters

Name	Type	Description
eventSnapshot	Object	Raw event data in which to add attributes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		This object is from the payload field of the Inbound Queue [sn_tmt_core_inbound_queue] table. Inbound queue records are created by business rules, such as Trouble Ticket Attribute Change Event, that are associated with the Incident [incident] table. The format of the event snapshot is defined by the business rule that originally pushed the event into the inbound queue.
eventJson	Object	JSON formatted glide record that caused the event to be triggered. This is the object that was stored in the Inbound Queue table. The format of this object is dependent on the table from which it was generated, such as incident or case.
queueType	String	Queue in which the event was pushed. For the default implementation, this is always `sn_tmt_core_inbound_queue`. If you modify the event queuing implementation in your instance, pass the name of the queue that contains the event record.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
pushEventsToEventQueue: function(eventSnapshot, queueType) {
  if (queueType == Constants.QUEUE_TYPE.INBOUND_QUEUE) {
    var inboundQueueEventJson =
 this.generateInboundQueueObj(eventSnapshot);
    this.transformEventObject(eventSnapshot,
 inboundQueueEventJson, queueType);
    // Passing isSecure as false
    new sn_tmt_core.InboundQueue(null,
 false).createInboundQueueRecord(inboundQueueEventJson);
  }
},
```

ExpenseAllocation - Global

The *ExpenseAllocation* script include is used by various cost management processes and can also be used for generating custom expense allocation records (*fm_expense_allocation*) from scripted expense allocation rules.

This script include requires the Cost Management (com.snc.cost_management) plugin.

ExpenseAllocation - ExpenseAllocation(GlideRecord expense, GlideRecord rule)

Called when you create a new *ExpenseAllocation* object.

This is not needed if scripting advanced allocation rules. This object is already available as the *allocation* variable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
expense	GlideRecord	*GlideRecord* identifying the source of the expense.
rule	GlideRecord	*GlideRecord* identifying the rule to use in allocating the expense line.

Returns

Type	Description
ExpenseAllocation object	The ExpenseAllocation object just created.

```
var allocation=new ExpenseAllocation(expenseGlideRecord,
 ruleGlideRecord);
```

ExpenseAllocation - createAllocation(GlideRecord target, Number amount)

Creates an expense allocation (*fm_expense_allocation*) record referencing the parameters provided during instantiation and this method.

Parameters

Name	Type	Description
target	GlideRecord	*GlideRecord* target of the allocation, for example a cost center record to allocate an expense to Decimal amount - the amount of the allocation.
amount	Number	The amount of the allocation.

Returns

Type	Description
Boolean	True if the expense allocation was successfully created.

```
var allocation=new ExpenseAllocation(expenseGlideRecord,
 ruleGlideRecord);
allocation.createAllocation(costCenterGlideRecord, 2345.67);
```

ExpenseLine - Global

The *ExpenseLine* script include is used by various cost management processes and can also be used for generating expense line (*fm_expense_line*) records from your own server-side scripts.

This script include requires the Cost Management (com.snc.cost_management) plugin.

ExpenseLine - ExpenseLine (GlideRecord source, Number amount, String description)

Constructor for *ExpenseLine* object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
source	GlideRecord	*GlideRecord* identifying the source of the expense
amount	Number	Decimal number identifying the amount of the expense
description	String	(Optional) Description of the expense.

Returns

Type	Description
ExpenseLine object	The ExpenseLine object just instantiated.

```
//get some random CI to be used as an expense source
       var ci = new GlideRecord("cmdb_ci_server");
       ci.query();
       ci.next();

       //create expense line
       var exp = new ExpenseLine(ci, 234.56, "Test expense
 line");
```

ExpenseLine - createExpense()

Creates a new expense line record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the expense line was successfully created.

```
//get some random CI to be used as an expense sourcevar ci =new
 GlideRecord("cmdb_ci_server");
ci.query();
ci.next();

//create expense line
var exp =new ExpenseLine(ci,234.56,"Test expense line");
exp.setSummaryType("run_business");
var success = exp.createExpense();
```

ExpenseLine - processCIParents()

Used internally by the *createExpense* method to process CI relationships when the expense source is a cmdb_ci record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

ExpenseLine - setCostSource(GlideRecord costSource)

Identifies the source rate card or distribution cost that was the source of expense line generation.

This is not the source (CI, task) of the expense.

Parameters

Name	Type	Description
costSource	GlideRecord	*GlideRecord* of CI rate card cost, distribution cost, or task rate card. This is generally only used for system-generated expense lines.

Returns

Type	Description
void	

ExpenseLine - setDescription(String description)

Defines the description of an expense.

Parameters

Name	Type	Description
description	String	Description of expense.

Returns

Type	Description
void	

ExpenseLine - setParent(GlideRecord expense)

Sets the parent field on the expense line.

This is generally only used by the system when generating indirect expenses such as business service aggregated expenses.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
expense	GlideRecord	Parent expense line record.

Returns

Type	Description
void	

ExpenseLine - setRecurring(Boolean recurring)

Flags the expense as recurring by setting the recurring field to true.

Expense lines are set to false by default so there is no need to call `setRecurring(false)`.

Parameters

Name	Type	Description
recurring	Boolean	Set to true to identify expense line as a recurring expense.

Returns

Type	Description
void	

ExpenseLine - setSummaryType(String summaryType)

Sets a value for the expense line summary_type field.

Parameters

Name	Type	Description
summaryType	String	Typically you would set this to a value already specified in the expense line summary type field choice list.

Returns

Type	Description
void	

```
//get some random CI to be used as an expense sourcevar ci =new
 GlideRecord("cmdb_ci_server");
ci.query();
ci.next();

//create expense line
var exp =new ExpenseLine(ci,234.56,"Test expense line");
exp.setSummaryType("run_business");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ExtractTermsFromAttachment - Global

The `ExtractTermsFromAttachment` script include provides methods to extract terms from an attachment.

This script include is called with the ScriptedExtractor object, SysAttachmentInputStream, the sys_id for the attachment, and the extension for the attachment. The `getTerms()` method is called to extract the terms from the attachment that should be indexed. The `getTerms()` method should just return a string that contains the terms. If you prefer to input a file rather than an inputStream, call `extractor.getFile()` to get the File object containing the attachment.

Fetch - Scoped, Global

The `Fetch` API provides methods for fetching resources using request and response objects.

You can use the `Fetch` API in a background script and wherever you can make HTTP calls (like a REST endpoint). The `Fetch` API allows you to make both simple and more complicated fetch requests by setting headers, body options, and so on.

This API is part of a set of `Fetch` APIs, which provide various actions for fetching resources from external websites. The full Fetch API collection includes:

- Fetch - fetch(String resource, Object options): Starts the process of fetching a resource from the network.
- Fetch Headers - Scoped, Global: Retrieve and modify request and response headers.
- Fetch Request - Scoped, Global: Create a new request object.
- Fetch RequestInit - Scoped, Global: Set options to configure a fetch request.
- Fetch Response - Scoped,Global: Create a new response object.

To support fetch actions, the system property, `glide.hosts.allowlist`, allows controls over what hosts a fetch method can access. It applies to HTTP APIs like `RestMessageV2` and those mentioned above. For more information about `glide.hosts.allowlist`, see Available system properties.

Fetch - fetch(String resource, Object options)

Starts the process of fetching a resource from the network and returns a promise that is fulfilled once the response is available.

Parameters

Name	Type	Description
resource	String or Object	Required. The resource to fetch. Accepted values: • A string or an object with a stringifier, including a URL object, that provides the URL of the resource you want to fetch. The URL may be relative to the base URL which is the document's baseURI. • A Fetch Request - Request() object.
options	Object	Optional. A Fetch RequestInit - Scoped, Global object containing custom settings to apply to the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: The request is passed without any customization settings.

Returns

Type	Description
Object	A promise that resolves to a response object. A `fetch()` promise only rejects when the request fails, for example, because of a badly-formed request URL or a network error. **Note:** A `fetch()` promise is not considered as rejected if the server responds with HTTP status codes that indicate errors like 404 or 504. In this instance, use a `then()` handler to check the ok and status Fetch Response - Scoped,Globalproperties.

The following example demonstrates how to form a new Request object using Fetch Request - Request() and then `fetch()` to retrieve its data. Here is a simple explanation of how each part of the code is used:

- `request()`: Configures the API request with URL, method, and headers.
- `fetch()`: Makes the fetch request.
- `response.json()`: Parses the JSON response body into a JavaScript object. (See Fetch Response - json() for more information.)
- `console.log()`: Outputs the incidents (data.result) using the `Console` API (See Console - log(Object val1...val2, String msg, String subst1...subst2)).

```
async function fetchIncidents() {
    const url =
 'https://your-instance.service-now.com/api/now/table/incident';
    const username = 'your_username';
    const password = 'your_password';

    // Create a Request object
    const request = new Request(url, {
        method: 'GET',
        headers: {
            'Content-Type': 'application/json',
            Authorization: 'Basic ' +
 btoa(`${username}:${password}`)
        }
    });

    // Fetch data and use response.json() to process it
    const response = await fetch(request);
    const data = await response.json(); // Parse the response to
 JSON
    console.log(data.result); // Log the incidents data to
 system logs
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
fetchIncidents();
```

Output:

```
[
    { "number": "INC0001", "short_description": "System
 outage" },
    { "number": "INC0002", "short_description": "Password reset
 request" }
]
```

Fetch Headers - Scoped, Global

The *Fetch Headers* API allows you to retrieve, set, add to, and remove headers from a list of request or response headers.

This API is part of a set of *Fetch* APIs, which provide various actions for fetching resources from external websites. The full *Fetch* API collection includes:

- Fetch - fetch(String resource, Object options): Starts the process of fetching a resource from the network.
- Fetch Headers - Scoped, Global: Retrieve and modify request and response headers.
- Fetch Request - Scoped, Global: Create a new request object.
- Fetch RequestInit - Scoped, Global: Set options to configure a fetch request.
- Fetch Response - Scoped,Global: Create a new response object.

To support fetch actions, the system property, `glide.hosts.allowlist`, allows controls over what hosts a fetch method can access. It applies to HTTP APIs like *RestMessageV2* and those mentioned above. For more information about `glide.hosts.allowlist`, see Available system properties.

Fetch Headers - Headers(init)

The *Headers()* constructor creates a new, empty Headers object. You can also create and pre-populate a new Headers object with list of HTTP headers using the *init* parameter.

Note: To add headers to an existing Headers object, use Fetch Headers - append(String name, String value).

Parameters

Name	Type	Description
init	Object	Optional. An object literal containing HTTP headers to pre-populate the new Headers object with. Valid values: • An object literal with string values, • An array of name-value pairs, • An existing Headers object (where the new object copies data from the existing object). Default: Creates an empty Headers object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to use the *Headers()* constructor to create a new Headers object with and without headers.

```
//Intializes an empty Headers object.
var headers = new Headers();

//Sets the new Headers object with a list of headers.
var httpHeaders = {
  "Content-Type": "application/json",
  "X-My-Custom-Header": "XYZ",
};

var myHeaders = new Headers(httpHeaders);
```

Fetch Headers - append(String name, String value)

Adds a new value to an existing header inside a Headers object, or adds the header if it does not already exist.

If the specified header already exists, `append()` changes its existing value to the specified value. If the specified header already exists and accepts multiple values, `append()` appends the new value to the end of the value set. To overwrite the old value with a new one, use Fetch Headers - set(String name, String value).

Parameters

Name	Type	Description
name	String	Required. The name of the HTTP header to add to the Headers object.
value	String	Required. The value of the HTTP header to add.

Returns

Type	Description
None	

The following example shows how to add a header using *append()*:

```
var myHeaders = new Headers(); // Currently empty
myHeaders.append("Content-Type", "image/jpeg");
myHeaders.get("Content-Type"); // Returns 'image/jpeg'
```

Output:

```
“image/jpeg”
```

The following example shows how to append a new header that accepts multiple values:

```
var myHeaders = new Headers(); // Currently empty
myHeaders.append("Accept-Encoding", "deflate");
myHeaders.append("Accept-Encoding", "gzip");
myHeaders.get("Accept-Encoding"); // Returns 'deflate, gzip'
```

Output:

```
{“deflate”, “gzip”}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Fetch Headers - delete(String name)

Deletes a header from the current Headers object.

Parameters

Name	Type	Description
name	String	The name of the HTTP header to delete from the Headers object.

Returns

Type	Description
None	

The following example shows how to first add a header to the Headers object using *append()*, and then delete the same header using *delete()*.

```
var myHeaders =newHeaders();// Currently empty
myHeaders.append("Content-Type","image/jpeg");
myHeaders.get("Content-Type");// Returns 'image/jpeg'
```

The following example shows that the endpoint returns a value of null if the Headers object is already deleted:

```
myHeaders.delete("Content-Type");
myHeaders.get("Content-Type");// Returns null, as it has been
 deleted
```

Output:

```
null
```

Fetch Headers - entries()

Returns an iterator allowing you to cycle through all key-value pairs (represented with strings) contained in the Headers object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Iterator	Returns an iterator object, where both the key and value pairs are String objects.

The following example shows how to create a test Headers object and then use the *entries()* method to return an iterator of all values in the Headers object.

```
// Create a test Headers object
var myHeaders = new Headers();
myHeaders.append("Content-Type", "text/xml");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
myHeaders.append("Vary", "Accept-Language");

// Display the key/value pairs
for (var pair of myHeaders.entries()) {
  console.log(`${pair[0]}: ${pair[1]}`);
}
```

Output:

```
content-type: text/xml
vary: Accept-Language
```

Fetch Headers - forEach(Function callbackFn, Object thisArg)

Executes a callback function once per each key/value pair in the Headers object.

The callback function does not execute for deleted keys but does for existing keys even if the value is undefined.

Parameters

Name	Type	Description
callbackFn	Function	Function to execute for each key/value pair in the Headers object. Conforms to the format: `callbackFn(string key, string value)`.
callbackFn.value	String	Value of the header entry.
callbackFn.key	String	Name of the header entry.
callBackFn.object	Header	The Headers object to iterate.
thisArg	Object	Value to use as `this` when executing `callback`.

Returns

Type	Description
None	

The following example logs a line for each key/value pair in the Headers object:

```
// Create a new test Headers object
var myHeaders = new Headers();
myHeaders.append("Content-Type", "application/json");
myHeaders.append("Cookie", "This is a demo cookie");
myHeaders.append("compression", "gzip");

// Display the key/value pairs
myHeaders.forEach((value, key) => {
  console.log(`${key} ==> ${value}`);
});
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
compression ==> gzip
content-type ==> application/json
cookie ==> This is a demo cookie
```

Fetch Headers - get(String name)

Returns a string of all header values of a specified Headers object, or returns null if the header does not exist.

Parameters

Name	Type	Description
name	String	The name of the HTTP header whose headers values you want to retrieve (case-insensitive).

Returns

Type	Description
String	The value of the retrieved header (represented as a string), or null if the header is not set. Returns an error if the header does not exist. Returns a type error if the given name is not that of an HTTP header.

The following shows how to create a headers object with multiple headers using *append()*, and then return the header's values using the *get()* method.

```
var myHeaders = new Headers(); // Currently empty
myHeaders.append("Accept-Encoding", "deflate");
myHeaders.append("Accept-Encoding", "gzip");
myHeaders.get("Accept-Encoding"); // Returns "deflate, gzip"
myHeaders
  .get("Accept-Encoding")
  .split(",")
  .map((v) => v.trimStart()); // Returns [ "deflate", "gzip"
```

Output:

```
[ "deflate", "gzip" ]
```

Fetch Headers - getSetCookie()

Returns all Set-Cookie headers associated with a response.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array of strings	An array of strings containing the values of all Set-Cookie headers associated with a response. The method returns an empty array if no Set-Cookie headers are set.

The following script example shows how to use *getSetCookie()* to return the header values associated with the response:

```
var headers = new Headers({
  "Set-Cookie": "name1=value1",
});

headers.append("Set-Cookie", "name2=value2");

headers.getSetCookie();
```

Output:

```
["name1=value1", "name2=value2"]
```

Fetch Headers - has(String name)

Returns a Boolean indicating whether a Headers object contains the given header.

Parameters

Name	Type	Description
name	String	The name of the HTTP header to check whether it exists on the Headers object or not.

Returns

Type	Description
Boolean	Flag that indicates whether the specified header exists in the Headers object. A TypeError is returned if the given header is not a valid HTTP header name. Possible values: • true: The header exists on the object. • false: The header doesn't exist on the object.

The following example uses the *Headers()* and *append()* methods to create and set a Headers object with the Content-Type header. The example then uses the *has()* method to show that the Content-Type header exists on the Headers object but a Accept-Coding header does not.

```
var myHeaders = new Headers(); // Currently empty
myHeaders.append("Content-Type", "image/jpeg");
myHeaders.has("Content-Type"); // Returns true
myHeaders.has("Accept-Encoding"); // Returns false
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
true
false
```

Fetch Headers - keys()

Returns an iterator allowing you to cycle through all keys contained in a Headers object.

Use the Fetch Headers - values() method to return all header keys.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Iterator	Returns an iterator, where header keys are represented as Strings.

The following example shows how to create a Headers object with keys, and then use the *keys()* method to return a list of available headers.

```
// Create a test Headers object
var myHeaders = new Headers();
myHeaders.append("Content-Type", "text/xml");
myHeaders.append("Vary", "Accept-Language");

// Display the keys
for (var key of myHeaders.keys()) {
  console.log(key);
}
```

Output:

```
content-type
vary
```

Fetch Headers - set(String name, String value)

Updates a value of an existing header inside the Headers object, or creates a new header with the given value if the header does not already exist.

To simply append a new value to an existing header without overwriting any data, use the Fetch Headers - append(String name, String value) method.

Parameters

Name	Type	Description
name	String	The name of the HTTP header in which to set a new value. Throws TypeError if the given name is not the name of an HTTP header.
value	String	The new value to set for the given header.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set a header in new Headers object using *append()*, and then reset the value using *set()*.

```
var myHeaders = new Headers(); // Currently empty
myHeaders.append("Content-Type", "image/jpeg");
myHeaders.set("Content-Type", "text/html");
```

Output:

```
text/html
```

The following example shows how to set a value in a Headers object when it accepts multiple values:

```
myHeaders.set("Accept-Encoding", "deflate");
myHeaders.set("Accept-Encoding", "gzip");
myHeaders.get("Accept-Encoding");
```

Output:

```
gzip
```

Fetch Headers - values()

Returns an iterator allowing you to cycle through all header values contained in the Headers object.

Use the Fetch Headers - keys() method to return all header values.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Returns an iterator, where the header values are represented as strings.

The following example shows how to fist create and set a new Headers object with multiple headers using the *append()* method, and then return a list of all header values in the new object by calling the *values()* method. *Console.log()* logs the line to system logs.

```
// Create a test Headers object
var myHeaders = new Headers();
myHeaders.append("Content-Type", "text/xml");
myHeaders.append("Vary", "Accept-Language");

// Display the values
for (var value of myHeaders.values()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  console.log(value);
}
```

Output:

```
text/xml
Accept-Language
```

Fetch Request - Scoped, Global

The *Fetch Request* API contains methods for creating or retrieving a Request object to allow applications to asynchronously request resources, such as JSON, text, or binary data, from a server, and handle the response. This API supports various HTTP methods like GET, POST, PUT, DELETE, and so on.

This API is part of a set of *Fetch* APIs, which provide various actions for fetching resources from external websites. The full *Fetch* API collection includes:

- Fetch - fetch(String resource, Object options): Start the process of fetching a resource from the network.
- Fetch Headers - Scoped, Global: Retrieve and modify request and response headers.
- Fetch Request - Scoped, Global: Create a new request object.
- Fetch RequestInit - Scoped, Global: Set options to configure a fetch request.
- Fetch Response - Scoped,Global: Create a new response object.

To support fetch actions, the system property, `glide.hosts.allowlist`, allows controls over what hosts a fetch method can access. It applies to HTTP APIs like *RestMessageV2* and those mentioned above. For more information about `glide.hosts.allowlist`, see Available system properties.

Request properties

The *Fetch Request* API supports several read-only properties that offer detailed information about an HTTP request. Some of these include `url` (the URL of the request), `method` (the HTTP method), `headers` (the associated headers), and `body` (the request body as a stream). Other properties include settings for caching, credentials, and referrers. These properties are read-only, meaning they can be accessed but not modified after the request is created. To read more about each property, see https://developer.mozilla.org/en-US/docs/Web/API/Request.

Request properties

Property name	Description	Example
body	Ready-only property. Contains a readable stream of byte data with the body contents that have been added to the request. Data type/value: A ReadableStream or null.	`const requ est = new Reque st("/m yEndpo int", { meth`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		`od: "POST", body: "Hello world", }); request.body; // ReadableStream`
bodyUsed	Ready-only property. Flag that indicates whether the request body has been read yet. Accepted value: • true: The request body has been read. • false: The request body hasn't been read. Data type: Boolean	`const request = new Request("/myEndpoint", { method: "POST", body: "Hello world", }); request.bodyUsed; // false request.text().then((bodyAsTe`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		`xt) => { console.log(request.bodyUsed); // true });`

cache	Ready-only property. Contains the cache mode of the request which controls how the request interacts with the browser's HTTP cache.
	
	Accepted values:
	• default: The browser looks for a matching request in its HTTP cache.
	  ○ If there is a match and it is fresh, it is returned from the cache.
	  ○ If there is a match but it is stale, the browser makes a conditional request to the remote server. If the server indicates that the resource has not changed, it is returned from the cache. Otherwise the resource is downloaded from the server and the cache will be updated.
	  ○ If there is no match, the browser makes a normal request, and updates the cache with the downloaded resource.
	• force-cache: The browser looks for a matching request in its HTTP cache.
	  ○ If there is a match, fresh or stale, it is returned from the cache.
	  ○ If there is no match, the browser makes a normal request and updates the cache with the downloaded resource.
	• no-cache: The browser looks for a matching request in its HTTP cache.
	  ○ If there is a match, fresh or stale, the browser makes a conditional request to the remote server. If the server indicates that the resource has not changed, it is returned from the cache. Otherwise the resource is downloaded from the server and the cache is updated.
	  ○ If there is no match, the browser makes a normal request, and updates the cache with the downloaded resource.
	• no-store: The browser fetches the resource from the remote server without first looking in the cache, and does not update the cache with the downloaded resource.
	• only-if-cached: The browser looks for a matching request in its HTTP cache.
		`// Download a resource with cache busting, to bypass the cache // completely. fetch("some.json", { cache: "no-store" }).then((response) => { /* consume the response */ });`
		
		`// Downl`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example

	○ If there is a match, fresh or stale, it is returned from the cache.
	○ If there is no match, the browser responds with 504 Gateway timeout status.
	
	The `only-if-cached` mode can only be used if the request's mode is `same-origin`. Cached redirects are followed if the request's `redirect` property is `follow` and the redirects do not violate the `same-origin` mode.
	
	• reload: The browser fetches the resource from the remote server without first looking in the cache, but then updates the cache with the downloaded resource.
	
	Data type: String
		`oad a resource with cache busting, but update the HTTP // cache with the downloaded resource. fetch("some.json", { cache: "reload" }).then((response) => { /* consume the response */ });`
		
		`// Download a resource with cache busting when dealing`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		with a // properly configured server that will send the correct ETag // and Date headers and properly handle If-Modified-Since and // If-None-Match request headers, therefore we can rely on the // validation to guarantee a fresh

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example

		response.fetch("some.json", { cache: "no-cache" }).then((response) => { /* consume the response */ });
		
		// Download a resource with economics in mind! Prefer a cached // albeit stale response to conserve as much bandwidth as possible. fetch("some.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example

		json", { cache: "force-cache" }).then((response) => { /* consume the response */ });
		
		// Naive stale-while-revalidate client-level implementation.
		// Prefer a cached albeit stale response; but update if it's too old.
		// AbortController and

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example

		signal to allow better memory cleaning.
		// In reality; this would be a function that takes a path and a
		// reference to the controller since it would need to change the value
		let controller = new AbortController();
		fetch("some.json", {
		cac

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		he: "only-if-cached", mode: "same-origin", signal: controller.signal, }) .catch((e) => e instanceof TypeError && e.message === "Failed to fetch" ? { status: 504 } // Workaround for chrome; which fails with a TypeError

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		`: Promise.reject(e), ) .then((res) => { if (res.status === 504) { controller.abort(); controller = new AbortController(); return fetch("some.json", { cache: "force-cache", mode: "same-origin",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		signal: controller.signal, }); } const date = res.headers.get("date"), dt = date ? new Date(date).getTime() : 0; if (dt < Date.now() - 86_400_000) { // if older than 24 hours controller.abort(); controller = new Abort

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example

		Controller();
		
		return fetch("some.json", {
		
		cache: "reload",
		
		mode: "same-origin",
		
		signal: controller.signal,
		
		});
		}
		
		// Other possible conditions
		if (dt < Date.now() - 300_000)
		
		// If it's older than

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example

		5 minutes
		
		fetch("some.json", { cache: "no-cache", mode: "same-origin" }); // no cancellation or return value.
		
		return res; })
		
		.then((response) => { /* consume the (possibly stale) response */ })
		
		.catch((error) => {

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		`/* Can be an AbortError/DOMException or a TypeError */ });`
credentials	Read-only. Reflects the value given to the *`Request()`* constructor in the credentials option. Credentials are cookies, TLS client certificates, or authentication headers containing a username and password. Accepted values: • include: Always include credentials, even for cross-origin requests. • omit: Never send credentials in the request or include credentials in the response. • same-origin: Only send and include credentials for same-origin requests. Data type: String	`const request = new Request("flowers.jpg"); const request = request.request; // returns "same-origin" by default`
destination	Read-only. Returns a string describing the type of content being requested. Accepted values: • audio: The target is audio data. • audioworklet: The target is data being fetched for use by an audio worklet. • document: The target is an HTML or XML document. • embed: The taget is embedded content. • fencedframe: The target is a fenced frame.	`fetch( 'https://example.com/image.jpg', { destination:`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
	• font: The target is a font. • frame: The target is a frame. • iframe: The target is an iframe. • image: The target is an image. • json: The target is a JSON file • manifest: The target is a manifest. • object: The target is a object. • paintworklet: The target is a paint worklet. • report: The target is a report. • script: The target is a script. • sharedworker: The target is a shared worker. • style: The target is a style. • track: The target is an HTML <track>. • video: The target is video data. • worker: The target is a worker. • xslt: The target is an XSLT transform. Data type: String	`'image' })  .then(response => response.blob())  .then(blob => {  console.log('Image fetched successfully', blob);  })  .catch(error => console.error('Error:', error));`
headers	Read-only. The Headers object associated with the request. Data type: Headers object	`const myRequest = new Request("flowers.jpg"); const myHeaders = myRequest.h`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		`eaders; // Headers {}`
integrity	Read-only. The subresource integrity value of the request. Value: The value that was passed as the *`options.integrity`* argument when constructing the request. If an integrity has not been specified, the property returns `''`.	`const myRequest = new Request("flowers.jpg", { integrity: "sha256-abc123", }); console.log(myRequest.integrity); // "sha256-abc123"`
isHistoryNavigation	Read-only. Boolean indicating whether the request is a history navigation. Accepted values: • true: The request is a history navigation. • false: The request is not a history navigation. Data type: Boolean	`self.addEventListener("request", (event) => { // ... if (event.request.isHistoryNavig`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		ation) { event .respo ndWi th(caches.match(event.request).then((response) => { if (response !== undefined) { return response; } else { return fetch(event.request).then((response) => { let responseCl

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example

		`one = response.clone();`
		
		`caches.open("v1").then((cache) => {`
		
		`cache.put(event.request, responseClone);`
		
		`});`
		
		`return response;`
		
		`});`
		
		`}`
		
		`}),`
		`);`
		`}`
		
		`//`
		`...`
		`});`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
keepalive	Read-only. The request's keepalive setting (true or false). Returns an empty string if an integrity value is not passed in the request. Accepted values: • true: The browser keeps the associated request alive if the page that initiated it is unloaded before the request is complete. • false: The browser doesn't keep the associated request alive if the page that initiated it is unloaded before the request is complete. Data type: Boolean	`const options = { keepalive: true, }; const myRequest = new Request("flowers.jpg", options); let myKeepAlive = myRequest.keepalive; // true`
method	Read-only. The request's method (GET, POST, etc.) Data type: String	`const myRequest = new Request("flowers.jpg"); const myMethod = myRequest.method; // GET`
mode	Read-only. Mode of the request. Used to determine if cross-origin requests lead to valid responses, and which properties of the response are readable.	`const myReq`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
	Accepted values: • cors: If the request is cross-origin then it will use the Cross-Origin Resource Sharing (CORS) mechanism. • navigate: A mode for supporting navigation. The navigate value is intended to be used only by HTML navigation. A navigate request is created only while navigating between documents. • no-cors: Disables CORS for cross-origin requests. The response is opaque, meaning that its headers and body are not available to JavaScript. • same-origin: Disallows cross-origin requests. If a request is made to another origin with this mode set, the result is an error. Requests can be initiated in a variety of ways, and the mode for a request depends on the particular means by which it was initiated. For example, when a Request object is created using the *`Request()`* constructor, the value of the mode property for that Request is set to cors. However, for requests created other than by the *`Request()`* constructor, no-cors is typically used as the mode; for example, for embedded resources where the request is initiated from markup, unless the crossorigin attribute is present, the request is in most cases made using the no-cors mode — that is, for the <link> or <script> elements (except when used with modules), or <img>, <audio>,<video>, <object>, <embed>, or <iframe> elements. Data type: String	`uest = new Request("flowers.jpg"); const myMode = myRequest.mode; // returns "cors" by default`
redirect	Read-only. Mode for how redirects are handled. Valid values: • error • follow • manual Data type: String Default: follow	`const myRequest = new Request("flowers.jpg"); const myCred = myRequest.redirect;`
referrer	Read-only. The referrer of the request (for example, `client`, `no-referrer`, or a URL). A value of `no-referrer` returns an empty string. Data type: String	`const myRequest = new Request("fl`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		owers.jpg"); const myReferrer = myRequest.referrer; // returns "about:client" by default
referrerPolicy	Read-only. The referrer policy which governs what referrer information is sent in the Referrer header with the request. Data type: String	const myRequest = new Request("flowers.jpg"); const myReferrer = myRequest.referrerPolicy; // returns "" by default
signal	Read-only. AbortSignal associated with the request. Data type: String	// Create a new abortcontroller const contr

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example

		oller = new AbortController();
		
		// Create a request with this controller's AbortSignal object
		const req = new Request("/", { signal: controller.signal });
		
		// Add an event handler logging a message in case of abort
		req.signal.addEventListener("abort",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		`() => { console.log("abort"); }); // In case of abort, log the AbortSignal reason, if any fetch(req).catch(() => { if (req.signal.aborted) { if (req.signal.reason) { console.log(`Request aborted with reason: ${req.signal.reason}`);`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
		`}
else
{

console.log("Request aborted but no reason was given.");
}
}
else
{

console.log("Request not aborted, but terminated abnormally.");
}
});

//Actually abort the request controller.abort();` |

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request properties (continued)

Property name	Description	Example
url	Read-only. URL of the request. Data type: String	`const myRequest = new Request("flowers.jpg"); const myURL = myRequest.url; // "https://github.com/mdn/dom-examples/tree/main/fetch/fetch-request/flowers.jpg"`

Fetch Request - Request()

Creates a new Request object. Optionally create the Request object from a URL or object resource.

Parameters

Name	Type	Description
input	String or Object	Optional. The resource to retrieve. Valid values: • A string containing the URL of the resource to fetch. The API doesn't accept URLs containing credentials, such as `http://user.password.example.com`. An exception is thrown if the URL can't be parsed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• A Request object, effectively creating a copy of an existing Request object. The object structure is dictated by the Request class. **Note:** Note the following behavioral updates to retain security while making the constructor less likely to throw exceptions: ○ If this object exists on another origin to the constructor call, the#Request.referrer#property is stripped out. ○ If this object has a#Request.mode#property of `#navigate`, the#mode#value is converted to `#same-origin`.
options	Object	Optional. A Fetch RequestInit - Scoped, Global object containing any custom settings to apply to the request. If you construct a new request from an existing request, options set in the new request override any corresponding options in the original request. Default: Returns default values for all properties.

The following example shows how to create a new Request object using the *`Request()`* constructor.

```
var myImage = document.querySelector("img");
var myRequest = new Request("flowers.jpg");
```

The following example shows how to create the new Request object using the input parameter to retrieve a URL or object.

```
var myImage = document.querySelector("img");
var myRequest = new Request("flowers.jpg");

fetch(myRequest)
  .then((response) => response.blob())
  .then((response) => {
    var objectURL = URL.createObjectURL(response);
    myImage.src = objectURL;
  });
```

The following example shows how to create the new Request object with header options using an object literal.

```
var myImage = document.querySelector("img");
var myRequest = new Request("flowers.jpg");

var options = {
  headers: {
    "Cache-Control": "max-age=60480",
  },
};
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Fetch Request - arrayBuffer()

Reads the request body and returns it as a promise that resolves with an arrayBuffer.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Promise	A promise that resolves with an arrayBuffer.

The following shows how to create a new request using the *arrayBuffer()* method.

```
var myArray = new Uint8Array(10);

var request = new Request("/myEndpoint", {
  method: "POST",
  body: myArray,
});

request.arrayBuffer().then((buffer) => {
  // perform an action with the buffer sent in the request
});
```

Fetch Request - blob()

Reads the request body and returns it as a promise that resolves with a Blob.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A promise that resolves with a Blob.

The following example shows how to form a request with the *blob()* method.

```
var obj = { hello: "world" };
var myBlob = new Blob([JSON.stringify(obj, null, 2)], {
  type: "application/json",
});

var request = new Request("/myEndpoint", {
  method: "POST",
  body: myBlob,
});

request.blob().then((myBlob) => {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  // do something with the blob sent in the request
});
```

Fetch Request - bytes()

Reads the request body and returns it as a promise that resolves with an Uint8Array.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A promise that resolves with an Uint8Array.

The following shows how to create a new request using the *bytes()* method.

```
var myArray = new Uint8Array(10);

var request = new Request("/myEndpoint", {
  method: "POST",
  body: myArray,
});

request.bytes().then((buffer) => {
  // do something with the buffer sent in the request
});
```

Fetch Request - clone()

Creates a copy of the current Request object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Request	A Request object that is an exact copy of the request that `clone()` was called on. `clone()` throws a error if the request body has already been used. If you want to modify the request, you use the Fetch Request - Request() constructor.

The following example demonstrates how to create a new request using *request()* and then copy it using *clone()*.

```
var myRequest = new Request("flowers.jpg");
var newRequest = myRequest.clone(); // a copy of the request is
 now stored in newRequest
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Fetch Request - formData()

Reads the request body and returns it as a promise that resolves with a FormData object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	A Promise that resolves with a FormData object.

The following example demonstrates how to create a new request using `request()` and then resolve it with the formData() method to resolve it as a FormData object.

```
var formData = new FormData();
var fileField = document.querySelector('input[type="file"]');

formData.append("username", "abc123");
formData.append("avatar", fileField.files[0]);

var request = new Request("/myEndpoint", {
  method: "POST",
  body: formData,
});

request.formData().then((data) => {
  // do something with the formdata sent in the request
});
```

Fetch Request - json()

Reads the request body, parses the content as JSON, and returns a promise that resolves with the parsed result.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A promise (the eventual completion, or failure, of an asynchronous operation and its resulting value) that resolves to a JavaScript object. This object could be anything that can be represented by JSON: an object, an array, a string, a number, and so on.

The following example demonstrates how to create a new request using `request()` and then `json()` to parse the request and return it as a JSON object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var obj = { hello: "world" };

var request = new Request("/myEndpoint", {
  method: "POST",
  body: JSON.stringify(obj),
});

request.json().then((data) => {
  // process the data sent in the request
});
```

Fetch Request - text()

Reads the request body and returns it as a promise that resolves with a String decoded using UTF-8.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	A promise that resolves with a String in UTF-8 format.

This example shows how to call `text()`.

```
var text = "Hello world";

var request = new Request("/myEndpoint", {
  method: "POST",
  body: text,
});

request.text().then((text) => {
  // process the data sent in the request
});
```

Fetch RequestInit - Scoped, Global

The `RequestInit` API provides options to configure a Fetch request.

You can pass a RequestInit object into the `Request()` constructor, or directly into the `fetch()` function call. You can also construct a Request with a `RequestInit()` call, and pass the Request to a `fetch()` call along with another `RequestInit()`. If you do this when the same option is set in both places, then the value passed directly into `fetch()` is used.

This API is part of a set of `Fetch` APIs, which provide various actions for fetching resources from external websites. The full `Fetch` API collection includes:

- Fetch - fetch(String resource, Object options): Starts the process of fetching a resource from the network.
- Fetch Headers - Scoped, Global: Retrieve and modify request and response headers.
- Fetch Request - Scoped, Global: Create a new request object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Fetch RequestInit - Scoped, Global: Set options to configure a fetch request.
- Fetch Response - Scoped,Global: Create a new response object.

To support fetch actions, the system property, `glide.hosts.allowlist`, allows controls over what hosts a fetch method can access. It applies to HTTP APIs like RestMessageV2 and those mentioned above. For more information about `glide.hosts.allowlist`, see Available system properties.

Fetch RequestInit - RequestInit

Set options to configure a Fetch request. You can pass a RequestInit object into the *`Request()`* constructor or directly into the *`fetch()`* function call.

RequestInit properties

The *`RequestInit`* API supports several optional properties that can be used to configure HTTP request behavior. Its properties include `method` (HTTP method), `headers` (request headers), `body` (data to send), `mode` (CORS mode), `credentials` (authentication details), `cache` (cache behavior), and others like `redirect`, `referrer`, and `integrity`. These options let you fine-tune request behavior for various use cases. To read more in-depth explanations about each property, see https://developer.mozilla.org/en-US/docs/Web/API/RequestInit.

RequestInit properties

Property name	Description
attributionReporting	Optional. Indicates that you want the request's response to be able to register a JavaScript-based attribution source or attribution trigger. `attributionReporting` is an object containing the following properties: • eventSourceEligible: Boolean. If set to `true`, the request's response is eligible to register an attribution source. If set to `false`, it isn't eligible for registration as an attribution source. • triggerEligible: Boolean. If set to `true`, the request's response is eligible to register an attribution trigger. If set to `false`, it isn't eligible for registration as an attribution trigger. Data type: Object
body	Optional. The request body contains content to send to the server, for example in a POST or PUT request. Accepted types: • ArrayBuffer • a string • Blob

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RequestInit properties (continued)

Property name	Description
	• DataView • File • FormData • ReadableStream • TypedArray • URLSearchParams
browsingTopics	Optional. Flag indicating whether the selected topics for the current user should be sent in a Sec-Browsing-Topics header with the associated request. Accepted values: • true: Selected topics for the current user should be sent in a Sec-Browsing-Topics header • false: Selected topics for the current user shouldn't be sent in a Sec-Browsing-Topics header. Data type: Boolean
cache	Optional. The cache mode to use for the request. Accepted values: • default: The browser looks in its HTTP cache for a response matching the request. • force-cache: The browser looks in its HTTP cache for a response matching the request. • no-cache: The browser looks in its HTTP cache for a response matching the request. • no-store: The browser fetches the resource from the remote server without first looking in the cache, and will not update the cache with the downloaded resource. • only-if-cached: The browser looks in its HTTP cache for a response matching the request. • reload: The browser fetches the resource from the remote server without first looking in the cache, but then will update the cache with the downloaded resource. The `only-if-cached` mode can only be used if the request's mode is `same-origin`. Cached redirects will be followed if

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RequestInit properties (continued)

Property name	Description
	the request's `redirect` property is `follow` and the redirects do not violate the `same-origin` mode. Data type: String
credentials	Optional. Controls whether or not the browser sends credentials with the request, as well as whether any Set-Cookie response headers are respected. Credentials are cookies, TLS client certificates, or authentication headers containing a username and password. Accepted values: • include: Always include credentials, even for cross-origin requests. **Note:** Including credentials in cross-origin requests can make a site vulnerable to CSRF attacks, so even if `credentials` is set to `include`, the server must also agree to their inclusion by including the Access-Control-Allow-Credentials in its response. Additionally, in this situation the server must explicitly specify the client's origin in the Access-Control-Allow-Origin response header (that is, `*` is not allowed). • omit: Never send credentials in the request or include credentials in the response. • same-origin: Only send and include credentials for same-origin requests. Default: same-origin Data type: String
headers	Optional. Any headers to add to your request, contained within a Headers object or an object literal whose keys are the names of headers and whose values are the header values. Many headers are set automatically by the browser and can't be set by a script; these are called Forbidden header names. If the `mode` option is set to `no-cors`, you can only set CORS-safelisted request headers. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RequestInit properties (continued)

Property name	Description
integrity	Optional. Contains the subresource integrity value of the request. This is checked when the resource is fetched. The browser computes the hash of the fetched resource using the specified algorithm, and if the result does not match the value specified, the browser rejects the fetch request with a network error. The format of this option is `<hash-algo>-<hash-source>` where: • <hash-algo>: is one of the following values: sha256, sha384, or sha512. • <hash-source>: is the Base64-encoding of the result of hashing the resource with the specified hash algorithm. Defaults to an empty string. Data type: String
keepalive	Optional. Flag that indicates whether to abort the associated request if the page that initiated it is unloaded before the request is complete. The body size for `keepalive` requests is limited to 64 kibibytes. Valid values: • true: The browser doesn't abort the associated request. • false: Aborts the associated request. Data type: Boolean Default: false
method	Optional. The request method. Data type: String Default: GET
mode	Optional. Sets cross-origin behavior for the request. Valid values: • same-origin: Disallows cross-origin requests. If a `same-origin` request is sent to a different origin, the result is a network error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RequestInit properties (continued)

Property name	Description

	• cors: If the request is cross-origin then it will use the Cross-Origin Resource Sharing (CORS) mechanism. Only CORS-safelisted response headers are exposed in the response.
	• no-cors: Disables CORS for cross-origin requests. This option comes with the following restrictions:
	  ○ The method may only be one of `HEAD`, `GET` or `POST`.
	  ○ The headers may only be CORS-safelisted request headers, with the additional restriction that the Range header is also not allowed. This also applies to any headers added by service workers.
	  ○ The response is opaque, meaning that its headers and body are not available to JavaScript, and its status code is always `0`.
	• navigate: Used only by HTML navigation. A `navigate` request is created only while navigating between documents.
	
	Data type: String
	
	Default: cors

priority	Optional. Specifies the priority of the fetch request relative to other requests of the same type. Valid values: • auto: No user preference for the fetch priority. It is used if no value is set or if an invalid value is set. • high: A high priority fetch request relative to other requests of the same type. • low: A low priority fetch request relative to other requests of the same type. Data type: String Default: auto
redirect	Optional. Determines the browser's behavior in case the server replies with a redirect status. Accepted values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RequestInit properties (continued)

Property name	Description
	• follow: Automatically follow redirects. • error: Reject the promise with a network error when a redirect status is returned. • manual: Return a response with almost all fields filtered out, to enable a service worker to store the response and later replay it. Data type: String Default: follow
referrer	Optional. A string specifying the value to use for the request's Referrer header. Accepted values and data types: • about:client: Set the `Referrer` header to the default value for the context of the request (for example, the URL of the page that made the request). • empty string: Omit the `Referrer` header. • same-origin relative or absolute URL: Set the `Referrer` header to the given value. Relative URLs are resolved relative to the URL of the page that made the request. Default: about:client
referrerPolicy	Optional. A string that sets a policy for the Referrer header. The syntax and semantics of this option are exactly the same as for the Referrer-Policy header. Data type: String
signal	Optional. An AbortSignal. If this option is set, the request can be canceled by calling *`abort()`* on the corresponding `AbortController`. Data type: String

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Pass options into fetch()

This example shows how to pass the method, body, and headers options directly into the *fetch()* method:

```
async function post() {
  const response = await fetch("https://example.org/post", {
    method: "POST",
    body: JSON.stringify({ username: "example" }),
    headers: {
      "Content-Type": "application/json",
    },
  });

  console.log(response.status);
}
```

Example: Pass options into the Request() constructor

This example shows how to create a Request and pass the method, body, and headers options into the constructor and pass the request into *fetch()*:

```
async function post() {
  const request = new Request("https://example.org/post", {
    method: "POST",
    body: JSON.stringify({ username: "example" }),
    headers: {
      "Content-Type": "application/json",
    },
  });

  const response = await fetch(request);

  console.log(response.status);
}
```

Example: Pass options into both Request() and fetch()

This example shows ho to create a *Request()* and pass the method, body, and headers options into the constructor. The script then passes the request into *fetch()* along with the body and referrer options.

In this case the request will be sent with the following options:

- method: "POST"
- headers: {"Content-Type": "application/json"}
- body: '{"username":"example2"}'
- referrer: ""

```
async function post() {
  const request = new Request("https://example.org/post", {
    method: "POST",
    headers: {
      "Content-Type": "application/json",
    },
    body: JSON.stringify({ username: "example1" }),
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  });

  const response = await fetch(request, {
    body: JSON.stringify({ username: "example2" }),
    referrer: "",
  });

  console.log(response.status);
}
```

Fetch Response - Scoped,Global

The *Fetch Response* API provides methods for creating a new Response object and for handling the response body created by a *Fetch Request* API method.

The *Fetch Response* API is part of a set of *Fetch* APIs, which provide various actions for fetching resources from external websites. The full *Fetch* API collection includes:

- Fetch - fetch(String resource, Object options): Starts the process of fetching a resource from the network.
- Fetch Headers - Scoped, Global: Retrieve and modify request and response headers.
- Fetch Request - Scoped, Global: Create a new request object.
- Fetch RequestInit - Scoped, Global: Set options to configure a fetch request.
- Fetch Response - Scoped,Global: Create a new response object.

To support fetch actions, the system property, `glide.hosts.allowlist`, allows controls over what hosts a fetch method can access. It applies to HTTP APIs like *RestMessageV2* and those mentioned above. For more information about `glide.hosts.allowlist`, see Available system properties.

Response properties

The *Response* API provides properties that return details about the HTTP response. These properties allow you to access metadata (like `status`, `headers`, `type`) and the response body (`body`) for further processing. They enable checking the success of a request (`ok`) and parsing the returned data in various formats (for example, JSON or text). These properties are important for validating and handling server responses in client-side applications. To read more in-depth explanations about each property, see https://developer.mozilla.org/en-US/docs/Web/API/Response.

Response properties

Property name	Description	Example
body	Ready-only. Contains a readable stream of byte data in the response body contents. Valid values: A ReadableStream or null. Data type: String	`const request = new Request("/myEndpoint", { method: "POST", body: "Hello world", }); request.body; // ReadableStream`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response properties (continued)

Property name	Description	Example
bodyUsed	Ready-only. Flag that indicates whether the body has been read yet. Accepted values: • true: Body has been read. • false: Body hasn't been read. Data type: Boolean	`const request = new Request("/myEndpoint", { method: "POST", body: "Hello world", }); request.bodyUsed; // false request.text().then((bodyAsText) => { console.log(request.bodyUsed); // true });`
headers	Read-only. The Headers object associated with the response. Data type: Headers object	`const myRequest = new Request("flowers.jpg"); const myHeaders = myRequest.headers; // Headers {}`
ok	Ready-only. Flag indicating whether the response was successful (status in the range 200-299) or not. Accepted values: • true: The response was successful. • false: The response wasn't successful. Data type: Boolean	`const myImage = document.querySelector("img"); const myRequest = new Request("flowers.jpg"); fetch(myRequest).then((response) => { console.log(response.ok); // returns true if the response returned successfully response.blob().then((myBlob) => { const objectURL =`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response properties (continued)

Property name	Description	Example
		URL.createObjectURL(myBlob); myImage.src = objectURL; }); });
redirected	Read-only. Flag indicating whether the response is a result that the request was redirected. Accepted values: • true: request was redirected. • false: request wasn't redirected. Data type: Boolean	const myRequest = new Request("flowers.jpg"); const myCred = myRequest.redirect;

status	Read-only. HTTP status codes of the response. For example, 200 for a success.
	
	Data type: Number
		const myImage = document.querySelector("img");
		
		const myRequest = new Request("flowers.jpg");
		
		fetch(myRequest)
		.then((response) => {
		
		console.log("response.status =", response.status); //
		response.status = 200
		return response.blob();
		})
		.then((myBlob) => {
		const objectURL = URL.createObjectURL(myBlob);

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response properties (continued)

Property name	Description	Example
		`myImage.src = objectURL; });`

statusText	Read-only. Status message corresponding to the HTTP status code in response.status. For example, this would be OK for a status code 200, `Continue` for 100, `Not Found` for 404.
	
	Data type: String
		`const myRequest = new Request("flowers.jpg");`
		
		`// Log the HTTP status and status text`
		
		`console.log(`Status: ${response.status}`);`
		
		`console.log(`Status Text: ${response.statusText}`);`
		
		`// Check if the response is successful`
		`if (response.ok) {`
		
		`console.log("Request succeeded!");`
		`} else {`
		
		`console.log("Request failed.");`
		`}`
		`} catch (error) {`
		
		`console.error("Error fetching the URL:", error);`
		`}`
		`}`

type	Read-only. Type of response.
	
	Accepted values:
	• basic: Normal, same origin response, with all headers exposed except "Set-Cookie".
		`const myImage = document.querySelector("img");`
		
		`const myRequest = new`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response properties (continued)

Property name	Description	Example

	• cors: Response was received from a valid cross-origin request. Certain headers and the body may be accessed.
	• error: Network error. No useful information describing the error is available. The Response's status is 0, headers are empty and immutable. This is the type for a Response obtained from `Response.error()`.
	• opaque: Response for "no-cors" request to cross-origin resource. Severely restricted.
	• opaqueredirect: The fetch request was made with `redirect: "manual"`. The Response's status is 0, headers are empty, body is null and trailer is empty.
	
	Data type: String
		`Request("flowers.jpg");`
		
		`fetch(myRequest) .then((response) => {`
		
		`console.log("response.type =", response.type); // response.type = 'basic' return response.blob(); }) .then((myBlob) => { const objectURL = URL.createObjectURL(myBlob); myImage.src = objectURL; });`

url	Read-only. URL of the response. Data type: String	`const myRequest = new Request("flowers.jpg"); const myURL = myRequest.url; // "https://github.com/mdn/dom-examples/tree/main/fetch/fetch-request/flowers.jpg"`

Fetch Response - Response(Object body, Object options)

Creates a new Response object using the *`Response()`* constructor.

Parameters

Name	Type	Description
body	Object	Optional. An object defining a body for the response. Valid types:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• ArrayBuffer • Blob • DataView • FormData • ReadableStream • String • String literal • TypedArray • URLSearchParams Default: null
options	Object	Optional. An options object containing any custom settings that you want to apply to the response, or an empty object (which is the default value). The possible options are: • headers: Any headers you want to add to your response, contained within a Fetch Headers - Scoped, Global object or object literal of string key/value pairs (see HTTP headers for a reference). Empty by default. • status: The status code for the response. The default value is `200`. • statusText: The status message associated with the status code, such as `"OK"`. The default value is `""`.

In this example, we create a new Response object using the constructor, passing a new Blob as a body, and an init object containing custom status and statusText options:

```
const myBlob = new Blob();
const myOptions = { status: 200, statusText: "Status
 message!" };
const myResponse = new Response(myBlob, myOptions);
```

Fetch Response - arrayBuffer()

Returns a promise that resolves with an ArrayBuffer.

The *`arrayBuffer()`* method is useful when working with binary data like images, audio files, or any other binary file that needs to be processed.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	A promise that resolves with an ArrayBuffer, which represents a generic raw binary data buffer.

Exceptions

Exception	Description
DOMException - AbortError	An exception stating that the request was aborted.
TypeError	Thrown for one of the following reasons: • The response body is disturbed or locked. • There was an error decoding the body content (for example, because the Content-Encoding header is incorrect).
RangeError	There was a problem creating the associated `ArrayBuffer`. For example, if the data size is too large.

The following example script fetches binary data from a server and processes it while utilizing the *`arrayBuffer()`* method using these steps:

1. *`fetch()`*: Fetches a resource from the specified URL.
2. *`response.ok`*: Checks if the response status is in the 200-299 range.
3. *`arrayBuffer()`*: Reads the response body and converts it into an ArrayBuffer, which represents a generic, fixed-length raw binary data buffer.
4. Uint8Array: Converts the ArrayBuffer into a Uint8Array, which is a typed array for easy manipulation of binary data.

```
javascriptCopy code// Simple API to fetch binary data and
 process it using arrayBuffer()asyncfunctionfetchBinaryData(url)
 {
  try {
    // Fetch the resource from the provided URLconst response =
 awaitfetch(url);

    // Check if the response is successfulif (!response.ok) {
      thrownewError(`HTTP error! Status: ${response.status}`);
    }

    // Convert the response body to an ArrayBufferconst
 arrayBuffer = await response.arrayBuffer();

    // Process the ArrayBuffer (e.g., convert it to a typed
 array)const uint8Array = newUint8Array(arrayBuffer);

    // Return the processed datareturn uint8Array;
  } catch (error) {
    console.error("Error fetching or processing binary data:",
 error);
    throw error;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}

// Example usageconst binaryDataUrl =
 'https://example.com/path/to/binary/data';

fetchBinaryData(binaryDataUrl)
  .then((data) => {
    console.log("Binary data as Uint8Array:", data);
    // Further processing can be done here, e.g., rendering an
 image or playing audio
  })
  .catch((error) => {
    console.error("Failed to fetch binary data:", error);
  });
```

Fetch Response - blob()

Returns a promise that resolves with a Blob.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A promise that resolves with a Blob.

Exceptions

Exception	Description
DOMException - AbortError	An exception stating that the request was aborted.
TypeError	Thrown for one of the following reasons: • The response body is disturbed or locked. • There was an error decoding the body content (for example, because the Content-Encoding header is incorrect).

The following example demonstrates how to use the *blob()* method with the *Fetch* API using the following steps. This use case is great for fetching images or other binary content (like videos or PDFs) and displaying them dynamically.

1. *fetch(url)*: Fetches a resource from the specified URL.
2. *response.blob()*: Converts the response body into a Blob object, which represents binary data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. *URL.createObjectURL(blob)*: Generates a temporary URL for the Blob, which can be used in the DOM (for example, as an image source).
4. Appending the image to the DOM: Dynamically creates an image element, sets the blob URL as its source, and appends it to the document body.

```
async function fetchBlob(url) {
  try {
    // Fetch the resource from the provided URL
    const response = await fetch(url);

    // Check if the response is successful
    if (!response.ok) {
      throw new Error(`HTTP error! Status: ${response.status}`);
    }

    // Convert the response body to a Blob
    const blob = await response.blob();

    // Create a URL for the Blob and log it
    const blobUrl = URL.createObjectURL(blob);
    console.log("Blob URL:", blobUrl);

    // For example, you can set it as the source of an image
    const img = document.createElement('img');
    img.src = blobUrl;
    img.alt = "Fetched Blob Image";
    document.body.appendChild(img);
  } catch (error) {
    console.error("Error fetching or processing blob:", error);
  }
}

// Example usage with an image URL
const imageUrl = 'https://via.placeholder.com/150';
fetchBlob(imageUrl);
```

Fetch Response - bytes()

Returns a promise that resolves with an Uint8Array.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A promise that resolves with an Uint8Array.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Exceptions

Exception	Description
DOMException-AbortError	The request was aborted.
TypeError	Thrown for one of the following reasons: • The response body is disturbed or locked. • There was an error decoding the body content (for example, because the Content-Encoding header is incorrect).
RangeError	There was a problem creating the associated `ArrayBuffer`. For example, if the data size is too large.

The following example shows how to fetch a text file, return the body as a Uint8Array, and then decode this into a string.

```
const response = await
 fetch("https://www.example.com/textfile.txt");
const textFile = await response.bytes();
const string = new TextDecoder().decode(textFile);
console.log(string);
```

Fetch Response - formData()

Returns a promise that resolves with a FormData object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A promise that resolves with a FormData object.

Exceptions

Exception	Description
DOMException-AbortError	The request was aborted.
TypeError	Thrown for one of the following reasons: • The response body is disturbed or locked. • There was an error decoding the body content (for example, because the Content-Encoding header is incorrect).

The following example demonstrates how to use *`formData()`* to process a form submission response using the following steps:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Request Body: Used `JSON.stringify()` to send the form data as JSON instead of URL-encoded parameters.
2. Content-Type: Set to `application/json` to indicate the request body format.

```
// Example of using Response.formData()
async function fetchFormData(url) {
  try {
    // Make a POST request to fetch the form data
    const response = await fetch(url, {
      method: 'POST',
      body: JSON.stringify({
        name: 'John Doe',
        email: 'john.doe@example.com',
      }),
      headers: {
        'Content-Type': 'application/json',
      },
    });

    // Check if the response is successful
    if (!response.ok) {
      throw new Error(`HTTP error! Status: ${response.status}`);
    }

    // Parse the response as FormData
    const formData = await response.formData();

    // Iterate through the FormData entries
    for (const [key, value] of formData.entries()) {
      console.log(`${key}: ${value}`);
    }
  } catch (error) {
    console.error("Error fetching or processing form data:",
 error);
  }
}

// Example usage
const formEndpoint = 'https://httpbin.org/post'; // Replace with
 your form endpoint
fetchFormData(formEndpoint);
```

Output:

```
name: John Doe
email: john.doe@example.com
```

Fetch Response - json()

Returns a promise that resolves to the result of parsing the body text as JSON.

Note: Despite the name of this method, the result of *`json()`* is not JSON but is instead the result of taking JSON as input and parsing it to produce a JavaScript object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A promise that resolves to a JavaScript object. This object could be anything that can be represented by JSON, like an object, array, string, number, and so on.

Exceptions

Exception	Description
DOMException-AbortError	The request was aborted.
TypeError	Thrown for one of the following reasons: • The response body is disturbed or locked. • There was an error decoding the body content (for example, because the Content-Encoding header is incorrect).
SyntaxError	The response body cannot be parsed as JSON.

The following example demonstrates how to use `json()` to form a response:

1. `fetch()` makes a GET request to the URL.
2. The `response.ok` checks if the request was successful (status code 200–299).
3. If successful, `response.json()` is called to parse the JSON data from the response.
4. The parsed data is logged to system logs using the `Console` API. If any error occurs during the request or parsing, it's caught and logged.

```
fetch('https://jsonplaceholder.typicode.com/posts/1')
  .then(response => {
    if (!response.ok) {
      throw new Error('Network response was not ok');
    }
    return response.json();
  })
  .then(data => console.log(data))
  .catch(error => console.error('Fetch error:', error));
```

Fetch Response - text()

Reads the response body and returns it as a plain string. The response is always decoded using UTF-8.

The `text()` method is useful for responses that contain textual data, such as HTML, JSON (if you want to handle it manually), XML, or plain text files that are meant to be treated as plain strings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	A promise that resolves with a UTF-8-enconded string.

Exceptions

Exception	Description
DOMException-AbortError	The request was aborted.
TypeError	Thrown for one of the following reasons: • The response body is disturbed or locked. • There was an error decoding the body content (for example, because the Content-Encoding header is incorrect).

The following example shows how a simple way to use *`text()`* when the server returns plain text, like `Hello, world! This is a sample response`.

```
const response =
 awaitfetch('https://example.com/text-endpoint');
const text = await response.text();
console.log(text); // Outputs: Hello, world! This is a sample
 response.
```

Output:

```
Hello, world! This is a sample response.
```

FinancialsWidgetUtil - Scoped

The *`FinancialsWidgetUtil`* script include provides methods to customize widgets in the **Financials** section of Project Workspace and Strategic Planning Workspace.

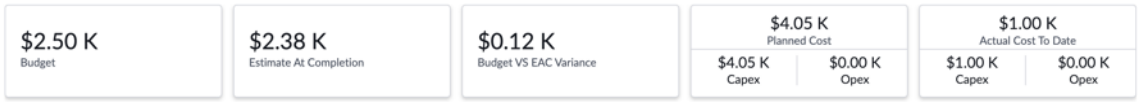
The following widgets are available in Project Workspace and Strategic Planning Workspace by default.

- Budget
- Estimate at Completion
- Planned Cost
- Actual Cost to Date

You can use the *`FinancialsWidgetUtil`* script include to add child widgets that show values for a specified time period or expense type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Financials section in Project Workspace



In this example from Project Workspace, the Planned Cost widget has child widgets that show CapEx and OpEx values, while the Budget widget doesn't have any child widgets.

To use this script include, create a child widget with one of the available financials widgets as the parent. Use the methods from this script include in the **Script** field of the child widget record.

The `FinancialsWidgetUtil` script include requires the Financials Core application (sn_invst_pln), as well as the Strategic Planning application (sn_apw_advanced) or Project Workspace application (sn_pw). This script include is provided within the `sn_invst_pln` namespace.

FinancialsWidgetUtil - FinancialsWidgetUtil(GlideRecord investmentGr, Object timeScope, String expenseType)

Instantiates a `FinancialsWidgetUtil` object.

This object is used to get aggregate values such as budget and planned cost for an investment.

Parameters

Name	Type	Description
investmentGr	GlideRecord	Investment to get aggregate values for. Table: Investment [sn_invst_pln_invst_investment]
timeScope	Object	List of fiscal periods to use as the start and end dates for the aggregation. `{ "startFiscalPeriodSysId": "String", "endFiscalPeriodSysId": "String" }`
timeScope.startFiscalPeriodSysId	String	Sys_id of the fiscal period to use as the start date for the aggregation. Table: Fiscal Period [fiscal_period]
timeScope.endFiscalPeriodSysId	String	Sys_id of the fiscal period to use as the end date for the aggregation. Table: Fiscal Period [fiscal_period]
expenseType	String	Optional. Type of expense to include in the aggregation, such as capital expenditure (CapEx) or operating expense (OpEx). Valid values: • capex • opex

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example instantiates a *FinancialsWidgetUtil* object that can be used to return aggregate values for an investment where the expense type is CapEx and the time period is context.timeScope.

```
var context = JSON.parse(context);
var investment = context.investment;
(function initializeFWU() {
   var invGr = new GlideRecord('sn_invst_pln_invst_investment');
   if (invGr.get(investment.sys_id)) {
      var capexCost = new
 sn_invst_pln.FinancialsWidgetUtil(invGr, context.timeScope,
 'capex');
   }
})();
```

FinancialsWidgetUtil - getActuals()

Returns the actual cost for any planning items and work items linked to an investment.

To use this method, create a child widget with the Actual Cost to Date widget as the parent. Use this method in the **Script** field of the child widget record.

The actual cost returned by this method is for the time period and expense type specified when instantiating the *FinancialsWidgetUtil* object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object containing the display value and value for the actual cost. `{ "displayValue": "String", "value": Number }`
<Object>.displayValue	Display value of the actual cost, such as `$1.00 K`. Data type: String
<Object>.value	Value of the actual cost, such as `1000`. Data type: Number

This example adds a child widget to the Actual Cost to Date widget that shows the actual cost for OpEx only.

```
var context = JSON.parse(context);
var investment = context.investment;
(function getCost() {
   var invGr = new GlideRecord('sn_invst_pln_invst_investment');
   if (invGr.get(investment.sys_id)) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      var opexCost = new
 sn_invst_pln.FinancialsWidgetUtil(invGr, context.timeScope,
 'opex').getActuals();
      return {
         displayValue:
 PPMCurrencyHelper.getFormattedAmountWithCurrency(opexCost.valu
e),
         value: opexCost.value
      };
   }
})();
```

FinancialsWidgetUtil - getBudget()

Returns the budget for any planning items and work items linked to an investment.

To use this method, create a child widget with the Budget widget as the parent. Use this method in the **Script** field of the child widget record.

The budget returned by this method is for the time period and expense type specified when instantiating the *FinancialsWidgetUtil* object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object containing the display value and value for the budget. `{ "displayValue": "String", "value": Number }`
<Object>.displayValue	Display value of the budget, such as `$2.50 K`. Data type: String
<Object>.value	Value of the budget, such as `2500`. Data type: Number

This example adds a child widget to the Budget widget that shows the budget for OpEx only.

```
var context = JSON.parse(context);
var investment = context.investment;
(function getCost() {
   var invGr = new GlideRecord('sn_invst_pln_invst_investment');
   if (invGr.get(investment.sys_id)) {
      var opexCost = new
 sn_invst_pln.FinancialsWidgetUtil(invGr, context.timeScope,
 'opex').getBudget();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      return {
         displayValue:
 PPMCurrencyHelper.getFormattedAmountWithCurrency(opexCost.valu
e),
         value: opexCost.value
      };
   }
})();
```

FinancialsWidgetUtil - getEAC()

Returns the estimate at completion (EAC) value for any planning items and work items linked to an investment.

To use this method, create a child widget with the Estimate at Completion widget as the parent. Use this method in the **Script** field of the child widget record.

The EAC value returned by this method is for the time period and expense type specified when instantiating the *FinancialsWidgetUtil* object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object containing the display value and value for the EAC. `{ "displayValue": "String", "value": Number }`
<Object>.displayValue	Display value of the EAC, such as `$2.38 K`. Data type: String
<Object>.value	Value of the EAC, such as `2380`. Data type: Number

This example adds a child widget to the Estimate at Completion widget that shows the EAC for OpEx only.

```
var context = JSON.parse(context);
var investment = context.investment;
(function getCost() {
   var invGr = new GlideRecord('sn_invst_pln_invst_investment');
   if (invGr.get(investment.sys_id)) {
      var opexCost = new
 sn_invst_pln.FinancialsWidgetUtil(invGr, context.timeScope,
 'opex').getEAC();
      return {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        displayValue:
 PPMCurrencyHelper.getFormattedAmountWithCurrency(opexCost.valu
e),
        value: opexCost.value
      };
   }
})();
```

FinancialsWidgetUtil - getPlannedCost()

Returns the planned cost for any planning items and work items linked to an investment.

To use this method, create a child widget with the Planned Cost widget as the parent. Use this method in the **Script** field of the child widget record.

The planned cost returned by this method is for the time period and expense type specified when instantiating the *FinancialsWidgetUtil* object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object containing the display value and value for the planned cost. `{ "displayValue": "String", "value": Number }`
<Object>.displayValue	Display value of the planned cost, such as `$4.05 K`. Data type: String
<Object>.value	Value of the planned cost, such as `4050`. Data type: Number

This example adds a child widget to the Planned Cost widget that shows the planned cost for OpEx only.

```
var context = JSON.parse(context);
var investment = context.investment;
(function getCost() {
   var invGr = new GlideRecord('sn_invst_pln_invst_investment');
   if (invGr.get(investment.sys_id)) {
      var opexCost = new
 sn_invst_pln.FinancialsWidgetUtil(invGr, context.timeScope,
 'opex').getPlannedCost();
      return {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        displayValue:
 PPMCurrencyHelper.getFormattedAmountWithCurrency(opexCost.valu
e),
        value: opexCost.value
      };
   }
})();
```

Findings - Scoped, Global

The *Findings* API provides methods for handling how an Instance Scan check produces findings.

This API is included with the Instance Scan (com.glide.instance_scan) plugin and runs in the `sn_instance_scan` namespace. For more information, see Instance Scan.

In Instance Scan, checks run on each record in the scope of a scan on the instance to generate findings. Each finding holds information about an issue record and which check it violated. *Findings* methods are used in Instance Scan checks as part of the engine object passed to the user. Add the code to the **Script** field in the check form.

See also:

- Getting started with checks
- Findings

Findings - increment()

Increases the count of the current finding.

The finding count starts at zero for each record that a check analyzes in a scan. When called, this method increments the finding count. The count indicates that a finding is to be generated for the current record.

This method can be called multiple times to signify that this finding has multiple occurrences of a check violation in the current record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to count the number of records with a failed state in a table type check. For more information, see Create a table type check.

```
(function(engine) {
  if (current.getValue("state") == "failed") {
    engine.finding.increment();
  }
})(engine);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Findings - incrementWithNode(Object node)

If the current finding is from a linter check, this method increments the current finding count and simultaneously passes the linter node object to the finding.

Use this method in the Script field in the Linter Check form. This method saves information about the given node, such as a line number in a current finding's details column.

See also:

- Advanced linter check scripts
- LinterCheckAstNode API

Parameters

Name	Type	Description
node	Object	Node object from the linter check.

Returns

Type	Description
None	

The following example shows how to increment linter type nodes in a linter check. For information on using linter check methods, see LinterCheckAstNode API.

```
(function(engine) {
  engine.rootNode.visit(function(node) {
    if (node.getTypeName() === "NAME" &&
        node.getNameIdentifier() === "soughtFunction" &&
        node.getParent().getTypeName() === "CALL") {
      engine.finding.incrementWithNode(node);
    }
  });
})(engine);
```

Findings - setCurrentSource(GlideRecord source)

Sets the source of the current finding based on the provided GlideRecord.

Use this method in the **Script** field of a Script Only check. This method is not used for any other checks because they automatically set the source as the current record during the scan. For more information, see Create a script only check.

Parameters

Name	Type	Description
source	GlideRecord	The record to set as the source record for the current finding. This value is added as a reference in the Source field of the Scan Findings [scan_finding] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set the current source to an incident record in a script only check. For more information, see Create a script only check.

```
(function(engine) {
  var gr = new GlideRecord('incident');
  gr.get('2f99f330730210100a5310c92bf6a798');
  engine.finding.setCurrentSource(gr);
  engine.finding.increment();
})(engine);
```

FormInfoHeader - Global

The `FormInfoHeader` script include provides methods to add an HTML message as a form info message.

The `addMessage()` method is commonly used in record producers.

FormInfoHeader - addMessage(String message)

Adds an HTML message to the form header, where form info messages are displayed.

Parameters

Name	Type	Description
message	String	A message that may include HTML tags.

Returns

Type	Description
void	

```
gs.include("FormInfoHeader");
  var fi = new FormInfoHeader();
  fi.addMessage('This incident was opened on your behalf<br/>
     The IT department will contact you for further information
 or when the incident is resolved');
```

FlowAPI - Scoped, Global

The `FlowAPI` provides methods to execute actions, flows, or subflows in server-side scripts using either blocking or non-blocking methods.

Access `FlowAPI` methods in global and scoped scripts using the `sn_fd` namespace. Create calls to your flows using the **Code Snippet** action in Workflow Studio or use the methods detailed here to update scripts manually.

Note: In domain separated instances, flows, subflows, and actions triggered by this API run in the domain of the user who started the script. For example, if a user in the Acme domain starts a script that triggers a flow, the flow runs in the Acme domain and can only access Acme data, even if the flow runs as the System User.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: To optimize instance performance, avoid calling these methods from an asynchronous business rule script. Instead, create a scheduled job record within the Workflow Studio UI.

FlowAPI - cancel(String contextId, String reason)

Cancels a paused or running flow, subflow, or action.

Parameters

Name	Type	Description
contextId	String	Sys_id of the execution details record for the flow, subflow, or action. Access the execution details by navigating to the Flow Executions tab in Workflow Studio, or pass the sys_id of the context record returned by the *`startFlow()`*, *`startSubflow()`*, or *`startAction()`* methods. **Note:** There might be a small delay in cancellation if the target context is running on a different node of the instance. Contexts running on the same node are cancelled immediately. Contexts running on another node must first wait for the cancellation to be forwarded to the appropriate node.
reason	String	Optional. Reason for canceling the flow, subflow, or action. Appears in the **Message** field of the Flow engine log entries [sys_flow_log] table.

Returns

Type	Description
void	

This example uses the return value of the *`startFlow()`* method to cancel any long-running flows.

```
(function() {

var now_GR = new GlideRecord('incident');
now_GR.addQuery('number', 'INC0000050');
now_GR.query();
now_GR.next();

      try {
          var inputs = {};
          inputs['current'] = now_GR; // GlideRecord of table:
          inputs['table_name'] = 'incident';

          // Starts the flow asynchronously.
          var result = sn_fd.FlowAPI.getRunner()
          .flow('global.myFlow')
          .inBackground()
          .withInputs(inputs)
          .run();

          var contextId = result.getContextId();
          var dateRun = result.getDate();
          var domainUsed = result.getDomainId();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            var flowName = result.getFlowObjectName();
            var flowObjectType = result.getFlowObjectType();

        } catch (ex) {
            var message = ex.getMessage();
            gs.error(message);
        }
})();


// Call the cancel() method using the context Id returned from
 the startFlow() method
sn_fd.FlowAPI.cancel(contextId, 'Flow took too long to
 execute.');
```

This example cancels any flows named Test Flow.

```
var now_GR = new GlideRecord("sys_flow_context");
now_GR.addQuery("name", "Test Flow");
now_GR.query();

while (now_GR.next()) {
sn_fd.FlowAPI.cancel(now_GR.getUniqueValue(), 'Canceling Test
 Flows');
}
```

FlowAPI - executeAction(String name, Map inputs, Number timeout)

Runs an action from a server-side script synchronously.

Execute an action from within a business rule, script include, or any other server-side script. Actions run using this method run synchronously, so the method has access to outputs created by the action. Use **startAction** to run an action asynchronously.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *getRunner()* method in the *FlowAPI* class to return a ScriptableFlowRunner object and use the associated methods. Use the *ScriptableFlowRunner* methods if you need to support domain separation.

Note: This method runs the action as the user who initiates the session.

Parameters

Name	Type	Description
name	String	The scope and name of the action to be executed, for example `global.action_name`.
inputs	Map	Name-value pairs that define action inputs. Use the input name, not the input label.
timeout	Number	Optional. Timeout in milliseconds. This value overrides the 30 second default timeout specified by the *com.glide.hub.flow_api.default_execution_time* system property. After the timeout expires, an exception is thrown.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	The action outputs.

In this example, the script uses *sn_fd.FlowAPI.executeAction* to execute an action called actionforpassword2test in the global scope. A variable called inputs contains the inputs for the action. In this case, a name and password. The outputs for the action are stored in the outputs variable, which in this case, is an encrypted password object. The code is wrapped in a try/catch statement to capture any errors that might occur when the flow executes.

```
(function() {

  try {
    var inputs = {};
    inputs['name'] = ; // String
    inputs['password2'] = ; // Password (2 Way Encrypted)

    // Execute Synchronously: Run in foreground. Code snippet
 has access to outputs.
    // var timeout = ; //timeout in ms

 //sn_fd.FlowAPI.executeAction('global.actionforpassword2test',
 inputs, timeout)
    var outputs =
 sn_fd.FlowAPI.executeAction('global.actionforpassword2test',
 inputs);

    // Get Outputs:
    // Note: outputs can only be retrieved when executing
 synchronously.
    var output = outputs['output']; // Password (2 Way
 Encrypted)

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }
})();
```

FlowAPI - executeActionQuick(String name, Map inputs, Number timeout)

Run an action from a server-side script synchronously from the current user session without creating execution details or other related records. Improve performance by eliminating record-keeping overhead. Use this API to increase the speed of high-volume processing, for example multiple executions per second, in a production environment.

Reporting & records generated

This method does not create execution details and context records, regardless of Workflow Studio settings.

Wait support

This method does not support pausing the action to wait for conditions. Steps that pause for wait conditions such as Ask for Approval or Wait for Condition are not supported.

MID Server support

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method does not support pausing an action to run from a MID Server.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *getRunner()* method in the *FlowAPI* class to return a ScriptableFlowRunner object and use the associated methods. Use the *ScriptableFlowRunner* methods if you need to support domain separation.

Parameters

Name	Type	Description
name	String	Scope and internal name of the action to execute. For example, `global.action_name`. Locate the **Internal name** field in the list of Workflow Studio actions.
inputs	Map	Name-value pairs that define action inputs. You can find the available action inputs and required data types under Inputs in the action outline. Use the input name, not the input label. For example, `{'table':'incident','sys_id':'a39d8e3cf0212300964feeefe80ff0ed'`
timeout	Number	Optional. Timeout in milliseconds. This value overrides the 30 second default timeout specified by the *com.glide.hub.flow_api.default_execution_time* system property. After the timeout expires, an exception is thrown.

Returns

Type	Description
Object	Object containing outputs defined by the action. You can find the outputs for the action under **Outputs** in the action outline.

```
(function() {
  try {

    var grIncident = new GlideRecord('incident');
    grIncident.get('57af7aec73d423002728660c4cf6a71c');

    var inputs = {};
    inputs['variable'] = grIncident;

    var outputs =
 sn_fd.FlowAPI.executeActionQuick('global.update_record_test',
 inputs);

    // Get Outputs:
    // Note: outputs can only be retrieved when executing
 synchronously.
    var output1 = outputs['output1'];

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
    }

})();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

FlowAPI - executeDataStreamAction(String name, Map inputs, Number timeout)

Runs a Data Stream action synchronously from a server-side script and returns a ScriptableDataStream object.

For more information about Data Stream actions, see Data Stream actions and pagination.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *getRunner()* method in the *FlowAPI* class to return a ScriptableFlowRunner object and use the associated methods. Use the *ScriptableFlowRunner* methods if you need to support domain separation.

Note: Always wrap data stream logic in a `try/catch` block to catch errors. Always include a `finally` statement that ends with the *close()* method from the *ScriptableDataStream* class to close the data stream and prevent performance issues.

Parameters

Name	Type	Description
name	String	The scope and name of the Data Stream action to execute. For example, `global.data_stream_action_name`.
inputs	Map	Name-value pairs that define action inputs. Use the input name, not the input label. If the action does not have any inputs, do not include this parameter.
timeout	Number	Optional. Amount of time before the action times out. After the timeout expires, an exception is thrown. The timeout only applies to the *executeDataStreamAction* method, not to methods in the *ScriptableDataStream* class. Default: 30000, specified by the *com.glide.hub.flow_api.default_execution_time* system property Unit: Milliseconds

Returns

Type	Description
ScriptableDataStream	An object used to iterate through items in the data stream. Use the methods in the *ScriptableDataStream* class to interact with this object. See ScriptableDataStream API.

This example creates an incident record for each item returned in the data stream.

```
(function() {

  try {

    // Execute Data Stream Action.
    var stream =
 sn_fd.FlowAPI.executeDataStreamAction('x_my_scope.data_stream_n
ame');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    // Process each item in the data stream
    while (stream.hasNext()) {

      // Get a single item from the data stream.
      var item = stream.next();

      // Use the item.
      var now_GR = new GlideRecord('incident');
      now_GR.setValue('number',item.id);
      now_GR.setValue('short_description',item.name);
      now_GR.insert();

      // By default, this code snippet will terminate after 10
 items.
      // Remove or modify this limit after testing your code.
      if (stream.getItemIndex() >= 9) {
        break;
      }
    }
  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  } finally {
    stream.close();
  }

})();
```

FlowAPI - executeFlow(String name, Map inputs, Number timeout)

Runs a flow from a server-side script synchronously.

Execute a flow from within a business rule, script include, or any other server-side script. Flows run using this method run synchronously. Use **startFlow** to run a flow asynchronously.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *`getRunner()`* method in the *`FlowAPI`* class to return a ScriptableFlowRunner object and use the associated methods. Use the *`ScriptableFlowRunner`* methods if you need to support domain separation.

Note: This method runs the flow as the user specified in flow properties.

Parameters

Name	Type	Description
name	String	The scope and name of the flow to be executed, for example `global.flow_name`.
inputs	Map	Name-value pairs that define trigger inputs. Use the input name, not the input label.
timeout	Number	Optional. Timeout in milliseconds. This value overrides the 30 second default timeout specified by the *`com.glide.hub.flow_api.default_execution_time`* system property. After the timeout expires, an exception is thrown.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	Normal operation produces no return value.
Exception	The API throws an exception when a flow called synchronously pauses. `The current execution is in the waiting state`. In most cases, the exception is removed when the flow resumes. However, the API cannot resume a flow that has been sent to a MID Server.

This example uses sn_fd.FlowAPI.executeFlow to execute a global flow called test_flow. This flow is normally triggered when a record on the incident table is updated. Because you are activating the flow from a script, you must provide this information. The code creates an inputs variable that contains the current record, and the table for the record. The code is wrapped in a try/catch statement to capture any errors that might occur when the flow executes.

```
(function() {
  try {
    var inputs = {};
    inputs['current'] = ; // GlideRecord of table:
    inputs['table_name'] = 'incident';

    // Execute Synchronously: Run in foreground.
    // var timeout = ; //timeout in ms
    //sn_fd.FlowAPI.executeFlow('global.test_flow', inputs,
 timeout)
    sn_fd.FlowAPI.executeFlow('global.test_flow', inputs);
  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }
})();
```

FlowAPI - executeFlowQuick(String name, Map inputs, Number timeout)

Runs a flow, subflow, action, or Data Stream action from a server-side script synchronously or asynchronously without creating execution details or other related records. Improves performance by eliminating record-keeping overhead. Use this API to increase the speed of high-volume processing, for example multiple executions per second, in a production environment.

Reporting & records generated

This method does not create execution details and context records, regardless of Workflow Studio settings.

Run as user

This method runs the flow as the user who initiates the session. Setting the flow to run as the system user, or impersonating a user, is not supported.

Wait support

This method does not support pausing the flow to wait for conditions. Actions or flow logic that pause for wait conditions such as Ask for Approval, Wait for Condition, or Wait for a duration are not supported.

MID Server support

This method does not support pausing a flow to run from a MID Server.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *getRunner()* method in the *FlowAPI* class to return a ScriptableFlowRunner object and use the associated methods. Use the *ScriptableFlowRunner* methods if you need to support domain separation.

Parameters

Name	Type	Description
name	String	Scope and internal name of the flow to execute. For example, `global.flow_name`. Locate the **Internal name** field in the list of Workflow Studio flows.
inputs	Map	Name-value pairs that define trigger inputs. You can find the available trigger inputs and required data types in the Trigger section of the flow. Use the input name, not the input label. For example, `{'table':'incident','sys_id':'a39d8e3cf0212300964feeefe80ff0ed'`
timeout	Number	Optional. Timeout in milliseconds. This value overrides the 30 second default timeout specified by the *com.glide.hub.flow_api.default_execution_time* system property. After the timeout expires, an exception is thrown.

Returns

Type	Description
void	

```
(function() {

  try {
    var grIncident = new GlideRecord('incident');
    grIncident.get('ed92e8d173d023002728660c4cf6a7bc');

    var inputs = {};
    inputs['current'] = grIncident;
    inputs['table_name'] = 'incident';

    sn_fd.FlowAPI.executeFlowQuick('global.test_quick_flow',
 inputs);

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
 }

})();
```

FlowAPI - executeSubflow(String name, Map inputs, Number timeout)

Runs an subflow from a server-side script synchronously.

Execute a subflow from within a business rule, script include, or any other server-side script. Subflows run using this method run synchronously. Use **startSubflow** to run an subflow asynchronously.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *getRunner()* method in the *FlowAPI* class to return a ScriptableFlowRunner object and use the associated methods. Use the *ScriptableFlowRunner* methods if you need to support domain separation.

Note: This method runs the flow as the user specified in flow properties.

Parameters

Name	Type	Description
name	String	The scope and name of the subflow to be executed, for example `global.subflow_name`.
inputs	Map	Name-value pairs that define subflow inputs. Use the input name, not the input label.
timeout	Number	Optional. Timeout in milliseconds. This value overrides the 30 second default timeout specified by the *com.glide.hub.flow_api.default_execution_time* system property. After the timeout expires, an exception is thrown.

Returns

Type	Description
Object	Object containing the subflow outputs.
Exception	The API throws an exception when a flow called synchronously pauses. `The current execution is in the waiting state`. In most cases, the exception is removed when the flow resumes. However, the API cannot resume a flow that has been sent to a MID Server.

In this example, the script uses sn_fd.FlowAPI.executeSubflow to execute an subflow called subflowTest in the global scope. A variable called inputs contains the inputs for the subflow. In this case, a name and password. The code is wrapped in a try/catch statement to capture any errors that might occur when the flow executes.

```
(function() {

 try {
  var inputs = {};
  inputs['name'] = ; // String
  inputs['password2'] = ; // Password (2 Way Encrypted)

  // Execute Synchronously: Run in foreground.
  // var timeout = ; //timeout in ms

 //sn_fd.FlowAPI.executeSubflow('global.subflowTest', inputs,
 timeout)
              var outputs =
 sn_fd.FlowAPI.executeSubflow('global.subflowTest', inputs);

 } catch (ex) {
  var message = ex.getMessage();
  gs.error(message);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 }
})();
```

FlowAPI - executeSubflowQuick(String name, Map inputs, Number timeout)

Run a subflow from a server-side script synchronously from the current user session without creating execution details or other related records. Improve performance by eliminating record-keeping overhead. Use this API to increase the speed of high-volume processing, for example multiple executions per second, in a production environment.

Reporting & records generated

This method does not create execution details and context records, regardless of Workflow Studio settings.

Run as user

This method runs the flow as the user who initiates the session. Setting the flow to run as the system user, or impersonating a user, is not supported.

Wait support

This method does not support pausing the flow to wait for conditions. Actions or flow logic that pause for wait conditions such as Ask for Approval, Wait for Condition, or Wait for a duration are not supported.

MID Server support

This method does not support pausing a flow to run from a MID Server.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *`getRunner()`* method in the *`FlowAPI`* class to return a ScriptableFlowRunner object and use the associated methods. Use the *`ScriptableFlowRunner`* methods if you need to support domain separation.

Parameters

Name	Type	Description
name	String	Scope and internal name of the subflow to execute. For example, `global.subflow_name` Locate the **Internal name** field in the list of Workflow Studio subflows.
inputs	Map	Name-value pairs that define subflow inputs. You can find the available subflow inputs and required data types under Inputs in the subflow. Use the input name, not the input label. For example, `{'table':'incident','sys_id':'a39d8e3cf0212300964feeefe80ff0ed'`
timeout	Number	Optional. Timeout in milliseconds. This value overrides the 30 second default timeout specified by the *`com.glide.hub.flow_api.default_execution_time`* system property. After the timeout expires, an exception is thrown.

Returns

Type	Description
Object	Object containing outputs defined by the subflow. You can find the outputs for the subflow under **Subflow Inputs & Outputs** in the subflow outline.

```
(function() {

  try {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var grIncident = new GlideRecord('incident');
    grIncident.get('57af7aec73d423002728660c4cf6a71c');

    var inputs = {};
    inputs['variable'] = grIncident;

    var outputs =
 sn_fd.FlowAPI.executeSubflowQuick('global.test_quick_run_subflo
w', inputs);

    // Get Outputs:
    // Note: outputs can only be retrieved when executing
 synchronously.
    var output1 = outputs['output1'];

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
    }

})();
```

FlowAPI - getErrorMessage(String contextId)

Returns the error messages produced by a flow, subflow, or action. This method cannot return messages from flows, subflows, or actions run with the quick() API.

Parameters

Name	Type	Description
contextId	String	The sys_id of the flow, subflow, or action whose error messages you want to get.

Returns

Type	Description
String	The last operation run and the error message it produced.

This example starts a global subflow called test_error_subflow and returns any error messages it produces. Normally, a single script does not both run a flow and then get its error messages. Typically, either another script or Workflow Studio would have already run the flow. The code is wrapped in a try/catch statement to capture any errors that might occur when the flow executes.

```
(function() {

  try {
    // Gather inputs to call flow
    var inputs = {};
    inputs['ah_task'] = myTaskRecord; // GlideRecord of table:
 task
    inputs['ah_comment'] ='Test Comment' ; // String

    // Call flow with known errors
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var contextId =
 sn_fd.FlowAPI.startSubflow('global.test_error_subflow',
 inputs);

    // Get flow error message
    var errormsg = sn_fd.FlowAPI.getErrorMessage(contextId);
    return errormsg;

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }
})();
```

Output:

```
Operation
 (test_error_flow.574033f6db6811102166e2291396199f.274073f6db681
1102166e22913961908.0be0d916c31332002841b63b12d3ae13) failed
 with error: com.snc.process_flow.exception.OpException: Value
 of field record is not a GlideRecord
at
 com.snc.process_flow.operation.FieldValue.getGlideRecord(FieldV
alue.java:145)
at
 com.snc.process_flow.operation.CRUDOperation.getInputValidGlide
Record(CRUDOperation.java:54)
at
 com.snc.process_flow.operation.RecordDeleteOperation.run(Record
DeleteOperation.java:26)
at
 com.snc.process_flow.engine.Operation.execute(Operation.java:2
12)
at
 com.snc.process_flow.engine.restricted_caller_access.ExecuteWit
hCallerAccessTracking.executeWithMetaStack(ExecuteWithCallerAcce
ssTracking.java:31)
at
 com.snc.process_flow.engine.ProcessEngine.executeOps(ProcessEng
ine.java:570)
at
 com.snc.process_flow.engine.ProcessEngine.runInternal(ProcessEn
gine.java:476)
at
 com.snc.process_flow.engine.ProcessEngine.run(ProcessEngine.jav
a:462)
at
 com.snc.process_flow.engine.ProcessAutomation.run(ProcessAutoma
tion.java:86)
at
 com.snc.process_flow.engine.GlideProcessAutomation.runSync(Glid
eProcessAutomation.java:155)
at
 com.snc.process_flow.engine.GlideProcessAutomation.runWithDomai
n(GlideProcessAutomation.java:270)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
at
 com.snc.process_flow.engine.GlideProcessAutomation.lambda$runAs
UserSync$1(GlideProcessAutomation.java:237)
at
 com.snc.process_flow.engine.PFSessionClone.run(PFSessionClone.j
ava:70)
at
 com.snc.process_flow.engine.GlidePFSession.runPlanAsUserSession
(GlidePFSession.java:42)
at
 com.snc.process_flow.engine.GlideProcessAutomation.runAsUserSyn
c(GlideProcessAutomation.java:235)
at
 com.snc.process_flow.engine.GlideProcessAutomation.messageFlow(
GlideProcessAutomation.java:330)
at
 com.snc.process_flow.engine.GlideProcessAutomation.messageFlow(
GlideProcessAutomation.java:309)
at
 com.snc.process_flow.engine.ProcessHubEventHandler.doSendMessag
e(ProcessHubEventHandler.java:475)
at
 com.snc.process_flow.engine.ProcessHubEventHandler.process(Proc
essHubEventHandler.java:119)
at
 com.snc.process_flow.engine.ProcessHubEventHandler.process(Proc
essHubEventHandler.java:91)
at
 com.snc.process_flow.engine.FlowEventManager.processEvents(Flow
EventManager.java:122)
at
 com.glide.job.EventHandlerJob.execute(EventHandlerJob.java:38)
at
 com.glide.schedule.JobExecutor.lambda$executeJob$0(JobExecutor.
java:129)
at
 com.snc.db.data_replicate.replicator.DataReplicationAdvisors.ru
nInOriginatorContext(DataReplicationAdvisors.java:73)
at
 com.glide.schedule.JobExecutor.lambda$inDataReplicationContext$
2(JobExecutor.java:159)
at
 com.glide.schedule.JobExecutor.executeJob(JobExecutor.java:132)
at com.glide.schedule.JobExecutor.execute(JobExecutor.java:116)
at
 com.glide.schedule_v2.SchedulerWorkerThread.executeJob(Schedule
rWorkerThread.java:338)
at
 com.glide.schedule_v2.SchedulerWorkerThread.lambda$process$0(Sc
hedulerWorkerThread.java:220)
at
 com.glide.worker.TransactionalWorkerThread.executeInTransaction
(TransactionalWorkerThread.java:35)
at
 com.glide.schedule_v2.SchedulerWorkerThread.process(SchedulerWo
rkerThread.java:220)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
at
 com.glide.schedule_v2.SchedulerWorkerThread.run(SchedulerWorker
Thread.java:101)
```

FlowAPI - getFlowStages(String scopedFlowName)

Return a JSON string containing the list of flow stages.

Parameters

Name	Type	Description
scopedFlowName	String	The application scope and name of the flow whose stages you want to get.

Returns

Type	Description
String	JSON formatted string that lists the stages of the flow by their stage record values.

This example shows getting the stages for the Service Catalog Item Request flow.

```
(function() {

  try {
    // Name of flow with stages
    var flowName = "service_catalog_item_request";

    // Get flow stages
    var flowStages = sn_fd.FlowAPI.getFlowStages(flowName);
    //Print JSON as info message
    gs.info(flowStages);
    return flowStages;

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }
})();
```

Output:

The JSON string contains name-value pairs for a stage field. See for more information.

```
[
  {
    "label": "Manager Approval",
    "value": "manager_approval",
    "type": "standard",
    "duration": "1970-01-03 00:00:00",
    "states": {
      "pending": "Pending - has not started",
      "inprogress": "In progress",
      "skipped": "Skipped",
      "complete": "Completed",
      "error": "Error"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "flow": "30f3d26187e92300e0ef0cf888cb0b91",
    "alwaysShow": true,
    "order": 0
  },
  {
    "label": "Set current stage state to:  [Error]",
    "value": "Set current stage state to:  [Error]",
    "type": "error",
    "duration": "1970-01-01 00:00:00",
    "states": {
      "pending": "Pending - has not started",
      "inprogress": "In progress",
      "skipped": "Skipped",
      "complete": "Completed",
      "error": "Error"
    },
    "flow": "30f3d26187e92300e0ef0cf888cb0b91",
    "alwaysShow": false,
    "order": 0
  },
  {
    "label": "Dept. Head Approval",
    "value": "Dept. Head Approval",
    "type": "standard",
    "duration": "1970-01-03 00:00:00",
    "states": {
      "pending": "Pending - has not started",
      "inprogress": "In progress",
      "skipped": "Skipped",
      "complete": "Completed",
      "error": "Error"
    },
    "flow": "30f3d26187e92300e0ef0cf888cb0b91",
    "alwaysShow": true,
    "order": 1
  },
  {
    "label": "CIO Approval",
    "value": "CIO Approval",
    "type": "standard",
    "duration": "1970-01-03 00:00:00",
    "states": {
      "pending": "Pending - has not started",
      "inprogress": "In progress",
      "skipped": "Skipped",
      "complete": "Completed",
      "error": "Error"
    },
    "flow": "30f3d26187e92300e0ef0cf888cb0b91",
    "alwaysShow": true,
    "order": 2
  },
  {
    "label": "Order Fulfillment",
    "value": "Order Fulfillment",
    "type": "standard",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "duration": "1970-01-05 00:00:00",
    "states": {
      "pending": "Pending - has not started",
      "inprogress": "In progress",
      "skipped": "Skipped",
      "complete": "Completed",
      "error": "Error"
    },
    "flow": "30f3d26187e92300e0ef0cf888cb0b91",
    "alwaysShow": true,
    "order": 3
  },
  {
    "label": "Backordered",
    "value": "Backordered",
    "type": "standard",
    "duration": "1970-01-15 00:00:00",
    "states": {
      "pending": "Pending - has not started",
      "inprogress": "In progress",
      "skipped": "Skipped",
      "complete": "Completed",
      "error": "Error"
    },
    "flow": "30f3d26187e92300e0ef0cf888cb0b91",
    "alwaysShow": true,
    "order": 4
  },
  {
    "label": "Deployment",
    "value": "Deployment",
    "type": "standard",
    "duration": "1970-01-02 00:00:00",
    "states": {
      "pending": "Pending - has not started",
      "inprogress": "In progress",
      "skipped": "Skipped",
      "complete": "Completed",
      "error": "Error"
    },
    "flow": "30f3d26187e92300e0ef0cf888cb0b91",
    "alwaysShow": true,
    "order": 5
  },
  {
    "label": "Request Cancelled",
    "value": "Request Cancelled",
    "type": "standard",
    "duration": "1970-01-01 00:00:00",
    "states": {
      "pending": "Pending - has not started",
      "inprogress": "In progress",
      "skipped": "Skipped",
      "complete": "Completed",
      "error": "Error"
    },
    "flow": "30f3d26187e92300e0ef0cf888cb0b91",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "alwaysShow": true,
    "order": 6
  },
  {
    "label": "Completed",
    "value": "complete",
    "type": "standard",
    "duration": "1970-01-01 00:00:00",
    "states": {
      "pending": "Pending - has not started",
      "inprogress": "In progress",
      "skipped": "Skipped",
      "complete": "Completed",
      "error": "Error"
    },
    "flow": "30f3d26187e92300e0ef0cf888cb0b91",
    "alwaysShow": true,
    "order": 7
  }
]
```

FlowAPI - getOutputs(String contextId)

Returns the outputs of a completed action or subflow.

You can use the return values from either the *startAction()* or *startSubflow()* methods as the contextId parameter.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *getRunner()* method in the *FlowAPI* class to return a ScriptableFlowRunner object and use the associated methods. Use the *ScriptableFlowRunner* methods if you need to support domain separation.

Parameters

Name	Type	Description
contextId	String	The sys_id of the action or subflow whose outputs you want to get.

Returns

Type	Description
Object	Object containing the action or subflow outputs.

This example starts a global subflow called test_subflow, waits for the flow to finish, and then gets its output values. Normally, a single script does not both run a flow and then get its output values. Since a flow may not complete before the *getOutputs()* call, this example uses a wait time. Typically, either another script or Workflow Studio would have already run the flow. The code is wrapped in a try/catch statement to capture any errors that might occur when the flow executes.

```
(function() {

  try {
    // Gather inputs to call flow
    var inputs = {};
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    inputs['ah_task'] = myTaskRecord; // GlideRecord of table:
 task
    inputs['ah_comment'] ='Test Comment' ; // String

    // Call flow
    var contextId =
 sn_fd.FlowAPI.startSubflow('global.test_subflow', inputs);

    // Wait for the flow to finish running

    // Get flow outputs
    var outputs = sn_fd.FlowAPI.getOutputs(contextId);
    var output1 = outputs['output1'];
    return output1;

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }
})();
```

FlowAPI - getRunner()

Returns a *ScriptableFlowRunner* builder object for a flow or action that you want to run.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

This example runs a flow synchronously.

```
(function() {
  try {

    var inputs = {};

    inputs['sys_id'] = '57af7aec73d423002728660c4cf6a71c';  //
 Pass the record's sys_id in as input.

    var result = sn_fd.FlowAPI.getRunner()  // Create a
 ScriptableFlowRunner builder object.
      .action('global.markapproved')        // Run the global
 scope action named markapproved.
      .inForeground()
      .inDomain('TOP/ACME')                 // Run the action
 from the TOP/ACME domain.
      .withInputs(inputs)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      .run();                                  // Run the action
 and return a FlowRunnerResult object.

    var contextId = result.getContextId();  // Retrieve the
 context ID from the result
    var dateRun = result.getDate();
    var domainUsed = result.getDomainId();  // Retrieve the
 Domain ID from the result.
    var flowName = result.getFlowObjectName();
    var flowObjectType = result.getFlowObjectType();

    var outputs = result.getOutputs();            // Retrieve
 any outputs from the action execution.
    var newApprovalStatus = outputs['approval'];  // Echo back
 the approval status for verification.

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

FlowAPI - getStatus(String contextId)

Returns the status of a flow, subflow, or action.

Parameters

Name	Type	Description
contextId	String	The sys_id of the flow, subflow, or action whose status you want to get.

Returns

Parameter	Type	Description
<Object>	Object	Object containing the current state of the flow, subflow, or action as name-value pairs. `{ "hasLookupError": Boolean, "errorMessage": "String", "contextStatus": {Object} }`
<Object>.hasLookupError	Boolean	Flag that indicates whether there was an issue looking up the context status of the flow, subflow, or action. `{ "hasLookupError": false, "errorMessage": "", "contextStatus": {Object} }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Type	Description
<Object>.errorMessage	String	Error message returned by context lookup operation. This parameter is void when *hasLookupError* is false. `{ "hasLookupError": false, "errorMessage": "", "contextStatus": {Object} }`
<Object>.contextStatus	Object	Object containing state details about the queried flow, subflow, or action. `{ "hasLookupError": false, "errorMessage": "", "contextStatus": { "state": "COMPLETE", "errorState": "NONE" } }`
<Object>.contextStatus.state	String	State of the flow, subflow, or action context. Some state values provide additional information in related parameters. • COMPLETE provides additional information in the *errorState* parameter • ERROR provides additional information in the *message* parameter • CANCELLED provides additional information in the *canceledReason* parameter • IN_PROGRESS provides additional information in the *isRunOnMid* parameter • WAITING provides additional information in the *waitingOn* parameter `{ "hasLookupError": false, "errorMessage": "", "contextStatus": { "state": "COMPLETE", "errorState": "NONE" } }`
<Object>.contextStatus.errorState	String	Flow complete state produced by flow error handling. The API only generates this parameter when the flow, subflow, or action is in the COMPLETE state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Type	Description
		• ERROR_CAUGHT • ERROR_SKIPPED `{ "hasLookupError": false, "errorMessage": "", "contextStatus": { "state": "COMPLETE", "errorState": "ERROR_CAUGHT" } }`
<Object>.contextStatus.message	String	Error message returned by the flow, subflow, or action. The API only generates this parameter when the flow, subflow, or action is in the ERROR state. `{ "hasLookupError": false, "errorMessage": "", "contextStatus": { "state": "ERROR", "message": "Error: Error Message! (Process Automation.LOG; line 1)" } }`
<Object>.contextStatus.canceledReason	String	Cancel message returned by the flow, subflow, or action. The API only generates this parameter when the flow, subflow, or action is in the CANCELLED state. `{ "hasLookupError": false, "errorMessage": "", "contextStatus": { "state": "CANCELLED", "canceledReason": "User has requested to stop executing the flow" } }`
<Object>.contextStatus.isRunOnMid	Boolean	Flag that indicates whether the flow, subflow, or action is run on a MID Server environment. The API only generates this parameter when the flow, subflow, or action is in the IN_PROGRESS state. `{ "hasLookupError": false, "errorMessage": "", "contextStatus": { "state": "IN_PROGRESS",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Type	Description

		<pre>"isRunOnMid": true
		}
		}
		}</pre>

<Object>.contextStatus.waitingOn	Array	List of items that the current flow, subflow, or action is waiting on. The API only generates this parameter when the flow, subflow, or action is in the WAITING state.
		<pre>{
		"hasLookupError": false,
		"errorMessage": "",
		"contextStatus": {
		"state": "WAITING",
		"waitingOn": [
		{
		"order":"1",
		"stepType": "TIMER",
		"endTime": 1713627497643
		},
		{
		"order":"5",
		"stepType":
		"WAIT_FOR_CONDITION_WITH_TIMEOUT",
		"table": "incident",
		"condition":
		"sys_id=10e8b43243200210338774d6ebb8f22d^short_description=112",
		"endTime": 1713645497800
		}
		]
		}
		}</pre>

<Object>.contextStatus.waitingOn.order	String	Flow step number of the item that is causing the flow to wait. If the waiting action is a custom action within a flow, the order also includes a period and the action step number of custom action on which the flow is waiting.
		<pre>{
		"hasLookupError": false,
		"errorMessage": "",
		"contextStatus": {
		"state": "WAITING",
		"waitingOn": [
		{
		"order":"1",
		"stepType": "TIMER",
		"endTime": 1713627497643
		},
		{
		"order":"5",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Type	Description
		"stepType": "WAIT_FOR_CONDITION_WITH_TIMEOUT", "table": "incident", "condition": "sys_id=10e8b43243200210338774d6ebb8f22d^short_description=112", "endTime": 1713645497800 }] } }
<Object>.contextStatus.waitingOn.stepType	String	Type of action or flow step that is causing the flow, subflow, or action to wait. The API only generates this parameter when the flow, subflow, or action is in the WAITING state. Here are some common examples. • WAIT_FOR_CONDITION • WAIT_FOR_CONDITION_WITH_TIMEOUT • ASK_FOR_APPROVAL • CREATE_TASK_WITH_WAIT • TIMER • SLA_TIMER • SUBFLOW
<Object>.contextStatus.waitingOn.table	String	Table name containing the record that the flow, subflow, or action is waiting on. The API only generates this parameter when the flow, subflow, or action is in the WAITING state and the stepType is WAIT_FOR_CONDITION, WAIT_FOR_CONDITION_WITH_TIMEOUT, ASK_FOR_APPROVAL, or CREATE_TASK_WITH_WAIT. { "hasLookupError": false, "errorMessage": "", "contextStatus": { "state": "WAITING", "waitingOn": [{ "order":"1", "stepType": "WAIT_FOR_CONDITION", "table": "incident", "condition": "sys_id=1347723243200210338774d6ebb8f285^short_description=1238" }]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Type	Description

		<pre>}
		}</pre>

<Object>.contextStatus.waitingOn.condition	String	Query condition of the record that the flow, subflow, or action is waiting on. The API only generates this parameter when the flow, subflow, or action is in the WAITING state and there is a condition that must be met to continue running.
		<pre>{
		"hasLookupError": false,
		"errorMessage": "",
		"contextStatus": {
		"state": "WAITING",
		"waitingOn": [
		{
		"order":"1",
		"stepType":
		"WAIT_FOR_CONDITION",
		"table": "incident",
		"condition":
		"sys_id=13477232432002103387 74d6ebb8f285^short_description=1238"
		}
		]
		}
		}</pre>

<Object>.contextStatus.waitingOn.endTime	Integer	End time that the flow, subflow, or action is waiting on. The API only generates this parameter when the flow, subflow, or action is in the WAITING state and the stepType is WAIT_FOR_CONDITION_WITH_TIMEOUT, TIMER, or SLA_TIMER.
		<pre>{
		"hasLookupError": false,
		"errorMessage": "",
		"contextStatus": {
		"state": "WAITING",
		"waitingOn": [
		{
		"order":"3",
		"stepType": "SLA_TIMER",
		"endTime": 1713574610000
		}
		]
		}
		}</pre>

<Object>.contextStatus.waitingOn.approvalRule	String	Approval rule that the flow, subflow, or action is waiting on. The API only generates this parameter when the flow, subflow, or action is in the WAITING state and the stepType is ASK_FOR_APPROVAL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Type	Description

		<pre>{
		"hasLookupError": false,
		"errorMessage": "",
		"contextStatus": {
		"state": "WAITING",
		"waitingOn": [
		{
		"order":"3",
		"stepType":
		"ASK_FOR_APPROVAL",
		"table": "incident",
		"condition":
		"sys_id=3bd897033720021033879631749
		24b20^approvalINapproved,rejected,canc
		elled",
		"approvalRule":
		"ApprovesAnyU[a8f98bb0eb32010045e1a5
		115206fe3a,71826bf03710200044e0bfc8bc
		be5d3b]"
		}
		]
		}
		}</pre>

<Object>.contextStatus.waitingOn.contextId	String	The sys_id of the subflow that the flow or subflow is waiting on. The API only generates this parameter when the flow, or subflow is in the WAITING state and the stepType is SUBFLOW.
		<pre>{
		"hasLookupError": false,
		"errorMessage": "",
		"contextStatus": {
		"state": "WAITING",
		"waitingOn": [
		{
		"order":"1",
		"stepType": "SUBFLOW",
		"contextId":
		"0f724aabd921021020291a665e07e44a"
		}
		]
		}
		}</pre>

This example runs a flow containing Do the following in parallel flow logic. Normally, a single script does not both run a flow and then get its error messages. Typically, either another script or Workflow Studio would have already run the flow.

```
(function() {
  try {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var result = sn_fd.FlowAPI.getRunner()  // Create a
 ScriptableFlowRunner builder object.
      .flow('global.test_do_in_parallel')   // Run the global
 scope flow named do_in_parallel.
      .run();                               // Run the flow and
 return a FlowRunnerResult object.

    var contextId = result.getContextId();  // Retrieve the
 context ID from the result

    var flowStatus = sn_fd.FlowAPI
      .getStatus(contextId);                // Retrieve any
 outputs from the flow execution.

    JSON.stringfy(flowStatus);              // Convert object to
 string
    return flowStatus;

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
{
    "hasLookupError": false,
    "errorMessage": "",
    "contextStatus": {
      "state": "WAITING",
      "waitingOn": [
        {
          "order":"1",
          "stepType": "TIMER",
          "endTime": 1713627497643
        },
        {
          "order":"5",
          "stepType": "WAIT_FOR_CONDITION_WITH_TIMEOUT",
          "table": "incident",
          "condition":
 "sys_id=10e8b43243200210338774d6ebb8f22d^short_description=11
2",
          "endTime": 1713645497800
        }
      ]
    }
  }
```

FlowAPI - hasApprovals(String scopedFlowName)

Checks if a flow within a give scope contains any Ask for Approval actions.

The *`hasApprovals()`* method determines if a flow within a given scope contains any Ask for Approval actions. This method also checks if any Ask for Approval actions within the flow are nested under If flow logic blocks. For more information, see Ask for Approval actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
scopedFlowName	String	Scope and internal name of the flow to execute. For example, `global.flow_name`. Locate the **Internal name** field in the list of Workflow Studio flows.

Returns

Type	Description
String	Returns one of the following string values: • ALWAYS: The flow contains an Ask for Approval action that isn't nested within a conditional `If` flow logic block. • CONDITIONALLY: The flow contains an Ask for Approval action that is nested within a conditional `If` flow logic block. • NO: The flow doesn't contain any Ask for Approval actions. • UNKNOWN: There was a compiler error, and the system can't determine whether the flow contains any Ask for Approval actions.

The following example checks if the *`example_flow`* flow within the *`global`* scope contains any Ask for Approval actions and logs the result.

```
(function() {

  try {
    var result =
 sn_fd.FlowAPI.hasApprovals('global.example_flow');
    gs.log('Result: ' + result);
  }

  catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }
})();
```

FlowAPI - restartFlowFromContext(String ContextId, Map providedInputs)

Restarts a flow, subflow, or action that was run in the background. You can provide new inputs or omit them to reuse the previously provided inputs.

Parameters

Name	Type	Description
contextId	String	The sys_id of the flow, subflow, or action you want to restart. This flow, subflow, or action must have run in background and have an associated sysevent record.
providedInputs	Object	Optional. Map object containing the name-value pairs that define replacement inputs for the flow, subflow, or action. If you omit or provide a null value for this parameter, the flow, subflow, or action runs using the previously provided inputs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
ScriptableFlowRunnerResponse Object	Object containing the execution details of a Workflow Studio action, flow, or subflow.

Restarts a sample flow that has a record-based trigger on the Incident table. The original flow used sample incident INC0008112 as an input. When the flow restarts it instead uses sample incident INC0008111 as an input.

```
(function() {
  try {

    var flowContextID = '4216396ffd7d11107edcf07204c30fd5';
  // sys_id of sys_flow_context record
    var oldIncidentRecord =
'552c48888c033300964f4932b03eb092'; // sys_id of INC0008112
    var newIncidentRecord =
'a83820b58f723300e7e16c7827bdeed2'; // sys_id of INC0008111
    var inputs = {};
    var gr = new GlideRecord('incident'); // Create new incident
object

    gr.get(newIncidentRecord);            // Get GlideRecord
object for INC0008111

    inputs['current'] = gr;               // Set new Incident
record as input
    inputs['table_name'] = 'incident';    // Set table name to
Incident

    var result = sn_fd.FlowAPI.getRunner()            // Create
a ScriptableFlowRunner builder object.
      .restartFlowFromContext(flowContextID, inputs); // Restart
flow with new inputs.

    var contextId = result.getContextId();  // Retrieve the
context ID from the result
    var dateRun = result.getDate();

    gs.info(contextId + ' ' + dateRun);

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

FlowAPI - scheduleCancel(String contextId, String reason, Integer delaySeconds)

Schedule a system event in the Flow Engine Queue to cancel a flow that is in the in progress, presumed interrupted, or waiting state after a delay.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
contextId	String	Sys_id of the execution details record for the flow, subflow, or action. The target flow, subflow, or action must be in the in progress, presumed interrupted, or waiting state. Access the execution details by navigating to the Flow Executions tab in Workflow Studio, or pass the sys_id of the context record returned by the method. **Note:** There might be a small delay in cancellation if the target context is running on a different node of the instance. Contexts running on the same node are cancelled immediately. Contexts running on another node must first wait for the cancellation to be forwarded to the appropriate node.
reason	String	Reason for canceling the flow, subflow, or action. Appears in the **Message** field of the Flow engine log entries [sys_flow_log] table.
delaySeconds	Integer	Optional. Number of seconds to wait before processing a cancellation event in the Flow Engine Queue. If you omit this parameter, the method uses the default value of 1 second. You can use this parameter to avoid the performance impact of scheduling the cancellation of thousands of flow contexts at the same time. Rather than run all cancellations simultaneously, schedule a batch of flow cancellations with a delay. Alternatively, you could use the delay as a time out value for an asynchronous flow.

Returns

Type	Description
None	

This example uses the return value of the *`startFlow()`* method to schedule the cancellation of any long-running flows.

```
(function() {

var now_GR = new GlideRecord('incident');
now_GR.addQuery('number', 'INC0000050');
now_GR.query();
now_GR.next();

      try {
          var inputs = {};
          inputs['current'] = now_GR; // GlideRecord of table:
          inputs['table_name'] = 'incident';

          // Starts the flow asynchronously.
          var contextId =
 sn_fd.FlowAPI.startFlow('global.myFlow', inputs);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      } catch (ex) {
          var message = ex.getMessage();
          gs.error(message);
      }
})();


// Call the scheduleCancel() method using the context Id
 returned from the startFlow() method
sn_fd.FlowAPI.scheduleCancel(contextId, 'Flow took too long to
 execute.', 60);
```

This example schedules the cancellation of any flows named Test Flow.

```
var now_GR = new GlideRecord("sys_flow_context");
now_GR.addQuery("name", "Test Flow");
now_GR.query();

while (now_GR.next()) {
sn_fd.FlowAPI.scheduleCancel(now_GR.getUniqueValue(), 'Canceling
 Test Flows', 60);
}
```

This example uses the delaySeconds parameter to run flow cancellation jobs in batches. Use batches to cancel thousands of flow contexts.

```
var delaySeconds = 1;

for (var i; i < sys_flow_context.length; ++i) {
  if (i % 100 === 0) {
    delaySeconds = delaySeconds + 60;
  }
  var contextId = sys_flow_context[i];
  var reason = "Example reason";
  sn_fd.FlowAPI.scheduleCancel(contextId, reason, delaySeconds);
}
```

FlowAPI - sendMessage(String contextSysID, String message, String payload)

Send a specific message and payload response to a flow that is paused and waiting for a message.

Parameters

Name	Type	Description
contextSysID	String	The sys_id value of the flow or subflow that is paused and waiting for a specific message to resume. The flow or subflow must include a Wait for Message action. See Wait For Message action.
message	String	The text string to send to the waiting flow or subflow. If this message value matches the message value listed in the Wait for Message action, then the flow or subflow resumes running. See Wait For Message action.
payload	String	The text string output value to send to the waiting flow. The flow or subflow can use the payload as an input when it

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		resumes running. For example, you could specify a reason why a record was reopened or that a new approval was required.

Returns

Type	Description
None	

This example sends the message `Resume Flow` to restart a paused flow. The paused flow can then use the payload value as data elsewhere in the flow.

```
(function() {
    try {
      // var change = '154a6320db9b12102166e229139619fc';    //
 Example sys_id of change record
      var pausedFlowId = '6e9bab60949b1210dda11cd237cd955d'; //
 Example sys_id of a paused flow
      var resumeMessage = 'Resume Flow';                     //
 Message that paused flow is waiting for
      var payload = 'Resubmitted for approval';              //
 Data to send back to flow
      var result = sn_fd.FlowAPI
      .sendMessage(pausedFlowId, resumeMessage, payload);    //
 Send a message to the paused flow
    } catch (ex) {
      var message = ex.getMessage();
      gs.error(message);
    }
  })();
```

Output:

This script doesn't produce any output of its own. When you run it from the **Scripts-Background** module, the system lists the operations and tables modified by the script. You can also see the results of the script output in the flow execution details of a Wait for Message action.

```
[0:00:00.074] Script completed in scope global: script
Script execution history and recovery available here
Operation Table                          Row Count
delete    sys_flow_runtime_state_chunk 1
insert    sys_flow_runtime_state_chunk 1
update    sys_flow_context             1
record-watcher asynchronous tracking complete - time: 3 ms.
 Executed responders: 1
record-watcher asynchronous tracking complete - time: 3 ms.
 Executed responders: 1
record-watcher asynchronous tracking complete - time: 3 ms.
 Executed responders: 1
```

FlowAPI - setEncryptedOutput(String password)

Builds password2 values inside a script step.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Identify an encrypted password2 value returned from a GlideRecord, enabling the system to display the value as a masked password rather than an encrypted string.

Parameters

Name	Type	Description
password	String	Encrypted password2 value.

Returns

Type	Description
String	Encrypted password2 value, recognised by the engine as a password value.

This example returns value of a password2 field from a user record and stores in in a variable. This variable is passed into the setEncryptedOutput method, which is called using sn_fd.GlideActionUtil.setEncryptedOutput. The instance recognises the returned value as a password.

```
(function execute(inputs, outputs) {
  // ...code...
  var now_GR = new GlideRecord('sys_user');
  now_GR.addQuery('first_name' , 'Abel');
  now_GR.query();
  now_GR.next();
  var pwVal = now_GR.getValue('pw2');
  outputs['usedSetEncrypted'] =
 sn_fd.GlideActionUtil.setEncryptedOutput(pwVal);
  outputs['justSetDirectly'] = pwVal;
})(inputs, outputs);
```

FlowAPI - startAction(String name, Map inputs)

Runs an action from a server-side script asynchronously.

Execute an action from within a business rule, script include, or any other server-side script. Actions run using this method run asynchronously, so scripts using this method do not have access to any outputs created by the action. Use **executeAction** to run an action synchronously and access the outputs it generates.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *getRunner()* method in the *FlowAPI* class to return a ScriptableFlowRunner object and use the associated methods. Use the *ScriptableFlowRunner* methods if you need to support domain separation.

Note: This method runs the action as the user who initiates the session.

Parameters

Name	Type	Description
name	String	The scope and name of the action to be executed, for example `global.action_name`.
inputs	Map	Name-value pairs that define action inputs. Use the input name, not the input label.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Sys Id of the context record for the action. Access the context record by navigating to the Flow Executions tab in Workflow Studio, selecting a flow execution, and clicking **Open Context Record**.

This example uses sn_fd.FlowAPI.startAction to execute an action called add_comment in the sn_itsm_spoke scope. The inputs object contains a target record and a comment to add to that record. The code is wrapped in a try/catch statement to capture any errors that might occur when the flow executes.

```
(function() {
  try {
    var inputs = {};
    inputs['ah_task'] = myTaskRecord; // GlideRecord of table:
 task
    inputs['ah_comment'] ='Test Comment' ; // String

    var contextId =
 sn_fd.FlowAPI.startAction('sn_itsm_spoke.add_comment', inputs);

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }
})();
```

FlowAPI - startActionQuick(String name, Map inputs)

Runs an action from a server-side script asynchronously without creating execution details or other related records. Improve performance by eliminating record-keeping overhead. Use this API to increase the speed of high-volume processing, for example multiple executions per second, in a production environment.

Reporting & records generated

This method does not create execution details and context records, regardless of Workflow Studio settings.

Wait support

This method does not support pausing the action to wait for conditions. Steps that pause for wait conditions such as Ask for Approval or Wait for Condition are not supported.

MID Server support

This method does not support pausing an action to run from a MID Server.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *getRunner()* method in the *FlowAPI* class to return a ScriptableFlowRunner object and use the associated methods. Use the *ScriptableFlowRunner* methods if you need to support domain separation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Scope and internal name of the action to execute. For example, `global.action_name`. Locate the **Internal name** field in the list of Workflow Studio actions.
inputs	Map	Name-value pairs that define action inputs. You can find the available action inputs and required data types under Inputs in the action outline. Use the input name, not the input label. For example, `{'table':'incident','sys_id':'a39d8e3cf0212300964feeefe80ff0ed'}`.

Returns

Type	Description
void	

```
(function() {

  try {
    var grIncident = new GlideRecord('incident');
    grIncident.get('57af7aec73d423002728660c4cf6a71c');

    var inputs = {};
    inputs['variable'] = grIncident;

    sn_fd.FlowAPI.startActionQuick('global.update_record_test',
 inputs);

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
    }

})();
```

FlowAPI - startFlow(String name, Map inputs)

Runs a flow from a server-side script.

Execute a flow from within a business rule, script include, or any other server-side script. Flows executed with this method run asynchronously.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *`getRunner()`* method in the *`FlowAPI`* class to return a ScriptableFlowRunner object and use the associated methods. Use the *`ScriptableFlowRunner`* methods if you need to support domain separation.

Note: This method runs the flow as the user specified in flow properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	The scope and name of the flow to be executed, for example `global.flow_name`.
inputs	Map	Name-value pairs that define trigger inputs. Use the input name, not the input label.

Returns

Type	Description
String	Sys Id of the context record for the flow. Access the context record by navigating to the Flow Executions tab in Workflow Studio, selecting a flow execution, and clicking **Open Context Record**.

This example uses sn_fd.FlowAPI.startFlow to execute a global flow called test_flow. The code creates an inputs variable that contains inputs required by the flow. In this case, the current record and the table for the record. The code is wrapped in a try/catch statement to capture any errors that might occur when the flow executes.

```
(function() {

  var now_GR = new GlideRecord('incident');
  now_GR.addQuery('number', 'INC0009009');
  now_GR.query();
  now_GR.next();

  try {
    var inputs = {};
    inputs['current'] = now_GR; // GlideRecord of table:
 Incident
    inputs['table_name'] = 'incident';

    var contextId = sn_fd.FlowAPI.startFlow('global.test_flow',
 inputs);

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }
})();
```

FlowAPI - startFlowQuick(String name, Map inputs)

Runs a flow from a server-side script asynchronously without creating execution details or other related records. Improve performance by eliminating record-keeping overhead. Use this API to increase the speed of high-volume processing, for example multiple executions per second, in a production environment.

Reporting & records generated

This method does not create execution details and context records, regardless of Workflow Studio settings.

Run as System user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method runs the flow as the System user. Setting the flow to run as the user who initiates the session, or impersonating a user, is not supported.

Wait support

This method does not support pausing the flow to wait for conditions. Actions or flow logic that pause for wait conditions such as Ask for Approval, Wait for Condition, or Wait for a duration are not supported.

MID Server support

This method does not support pausing a flow to run from a MID Server.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the `getRunner()` method in the `FlowAPI` class to return a ScriptableFlowRunner object and use the associated methods. Use the `ScriptableFlowRunner` methods if you need to support domain separation.

Parameters

Name	Type	Description
name	String	Scope and internal name of the flow to execute. For example, `global.flow_name`. Locate the **Internal name** field in the list of Workflow Studio flows.
inputs	Map	Name-value pairs that define trigger inputs. You can find the available trigger inputs and required data types in the Trigger section of the flow. Use the input name, not the input label. For example, `{'table':'incident','sys_id':'a39d8e3cf0212300964feeefe80ff0ed'}`.

Returns

Type	Description
void	

```
(function() {

  try {
    var grIncident = new GlideRecord('incident');
    grIncident.get('ed92e8d173d023002728660c4cf6a7bc');

    var inputs = {};
    inputs['current'] = grIncident;
    inputs['table_name'] = 'incident';

    sn_fd.FlowAPI.startFlowQuick('global.test_quick_flow',
 inputs);

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
 }

})();
```

FlowAPI - startSubflow(String name, Map input)

Runs a subflow from a server-side script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Execute a subflow from within a business rule, script include, or any other server-side script. Subflows run using this method run asynchronously Scripts that include this method do not have access to outputs created by the flow. Use **executeSubflow** to run a subflow synchronously and access the outputs it generates.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *getRunner()* method in the *FlowAPI* class to return a ScriptableFlowRunner object and use the associated methods. Use the *ScriptableFlowRunner* methods if you need to support domain separation.

Note: This method runs the flow as the user specified in flow properties.

Parameters

Name	Type	Description
name	String	The scope and name of the subflow to be executed, for example `global.subflow_name`.
inputs	Map	Name-value pairs that define subflow inputs. Use the input name, not the input label.

Returns

Type	Description
String	Sys Id of the context record for the subflow. Access the context record by navigating to the Flow Executions tab in Workflow Studio, selecting a flow execution, and clicking **Open Context Record**.

This example uses *sn_fd.FlowAPI.startSubflow* to execute a global flow called test_subflow. The code is wrapped in a try/catch statement to capture any errors that might occur when the flow executes.

```
(function() {
  try {
    var inputs = {};
    inputs['ah_task'] = myTaskRecord; // GlideRecord of table:
 task
    inputs['ah_comment'] ='Test Comment' ; // String

    var contextId =
 sn_fd.FlowAPI.startSubflow('global.test_subflow', inputs);

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

FlowAPI - startSubflowQuick(String name, Map inputs)

Runs a subflow from a server-side script asynchronously without creating execution details or other related records. Improve performance by eliminating record-keeping overhead. Use this API to increase the speed of high-volume processing, for example multiple executions per second, in a production environment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reporting & records generated

This method does not create execution details and context records, regardless of Workflow Studio settings.

Run as System user

This method runs the flow as the System user. Setting the flow to run as the user who initiates the session, or impersonating a user, is not supported.

Wait support

This method does not support pausing the flow to wait for conditions. Actions or flow logic that pause for wait conditions such as Ask for Approval, Wait for Condition, or Wait for a duration are not supported.

MID Server support

This method does not support pausing a flow to run from a MID Server.

Note: This API is replaced by ScriptableFlowRunner - Scoped, which deprecates the existing methods used to build objects and execute Workflow Studio flows and actions. Use the *`getRunner()`* method in the *`FlowAPI`* class to return a ScriptableFlowRunner object and use the associated methods. Use the *`ScriptableFlowRunner`* methods if you need to support domain separation.

Parameters

Name	Type	Description
name	String	Scope and internal name of the subflow to execute. For example, `global.subflow_name`. Locate the **Internal name** field in the list of Workflow Studio subflows.
inputs	Map	Name-value pairs that define subflow inputs. You can find the available subflow inputs and required data types under Inputs in the subflow. Use the input name, not the input label. For example, `{'table':'incident','sys_id':'a39d8e3cf0212300964feeefe80ff0ed'}`.

Returns

Type	Description
void	

```
(function() {

  try {
    var grIncident = new GlideRecord('incident');
    grIncident.get('57af7aec73d423002728660c4cf6a71c');

    var inputs = {};
    inputs['variable'] = grIncident;


 sn_fd.FlowAPI.startSubflowQuick('global.test_quick_run_subflo
w', inputs);

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
})();
```

FlowScriptAPI - Scoped

The *FlowScriptAPI* API provides a method to return the context ID of the running flow.

You cannot instantiate objects of this type. Objects of this type are created automatically and are accessible only in script steps and inline scripts.

FlowScriptAPI - getContextID()

Returns the context ID of the running flow.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The sys_id of the running flow.

This example assumes you have created a flow containing a **Log** action. This inline script generates the content of the Log message.

```
var contextId = FlowScriptAPI.getContextID();
return contextId;
```

Output:

```
4ecead85c4da0010598d0c7c6bf73554
```

Flow - Scoped (deprecated)

The *Flow* API provides methods to run activated Workflow Studio flows.

This API is deprecated and replaced by the ScriptableFlowRunner - Scoped and ScriptableFlowRunnerResult - ScopedAPIs.

The *Flow* API can only be used in server scripts.

Use the `sn_fd` namespace to access the *Flow* API.

Before interacting with a flow using the *Flow* API, you must first create and activate the flow in the Workflow Studio interface. Because the *Flow* API only interacts with pre-built flows, there is no constructor for the class.

Note: To optimize instance performance, avoid calling these methods from an asynchronous business rule script. Instead, create a scheduled job record within the Workflow Studio UI.

Flow - startAsync(String scopeName.flowName, Map flowInputs)

Ignores the trigger and runs an activated flow asynchronously.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Asynchronous calls are non-blocking, allowing the client to execute other code in the script without having to wait for the flow to complete.

Parameters

Name	Type	Description
scopeName.flowName	String	The application scope for the flow and the internal name of the flow to run. If scopeName is not included, the scope of the user currently logged in is used. Retrieve the internal name of the flow using the **Internal name** column on the Workflow Studio landing page.

flowInputs	Map	Name-value pairs in `<String, Object>` format that define record-based flow inputs.
		
		To call a flow with a record-based trigger, use the format:
		`var flowInputs = {};`
		`flowInputs['current'] = glideRecord;`
		`flowInputs['table_name'] = glideRecord.getTableName();`
		
		The GlideRecord object must be named 'current'.
		
		To call a flow with a Service Catalog trigger, use the format:
		`var flowInputs = {};`
		`flowInputs['request_item'] = glideRecord;`
		`flowInputs['table_name'] = glideRecord.getTableName();`
		
		The GlideRecord object must be named 'request_item'.

Returns

Type	Description
Object	PlanResponse object containing the following properties: • contextId: sys_id of the execution details record for the executed flow. Access the execution details by navigating to the Flow Executions tab in Workflow Studio and filtering by sys_id. An exception occurs when the flow: • Does not exist within the specified application scope, or the flow or scope name has been misspelled. • Is not activated. • Exceeds the recursion limit set by the *com.glide.hub.flow_engine.indirect_recursion_limit* system property. The default value is three.

```
//Example 1: Run a flow with a record-based trigger
(function startFlowAsync() {

 try {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  // You MUST fetch the GlideRecord that will be passed to the
 flow
  var glideRecordInput = new GlideRecord('sys_user');
  glideRecordInput.get('62826bf03710200044e0bfc8bcbe5df1');

  var flowInputs = {};
  flowInputs['current'] = glideRecordInput;
  flowInputs['table_name'] = glideRecordInput.getTableName();

  var result =
 sn_fd.Flow.startAsync('global.recordtriggeredflow',
 flowInputs);

  //The Sys ID of a flow execution (contextId)
  var contextId = result.contextId;

 } catch (ex) {
  var message = ex.getMessage();
  gs.error(message);
 }

})();

//Example 2: Run a flow with a schedule-based trigger
(function startFlowAsync() {

 try {
  var result =
 sn_fd.Flow.startAsync('global.scheduletriggeredflow');

  //The Sys ID of a flow execution (contextId)
  var contextId = result.contextId;

 } catch (ex) {
  var message = ex.getMessage();
  gs.error(message);
 }

})();

//Example 3: Run a flow with a Service Catalog trigger
(function startFlowAsync() {

 try {
  // You MUST fetch the GlideRecord that will be passed to the
 flow
  var glideRecordInput = new GlideRecord('sc_req_item');
  glideRecordInput.get(aeed229047801200e0ef563dbb9a71c2);

  var flowInputs = {};
  flowInputs['request_item'] = glideRecordInput;
  flowInputs['table_name'] = glideRecordInput.getTableName();

  var result =
 sn_fd.Flow.startAsync('global.catalogtriggeredflow',
 flowInputs);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  //The Sys ID of a flow execution (contextId)
  var contextId = result.contextId;

 } catch (ex) {
  var message = ex.getMessage();
  gs.error(message);
 }

})();

//Example 4: Run a flow with a MetricBase trigger
(function startMetricBaseFlowAsync() {

 try {

  var oilLevelTriggerRecord = new GlideRecord('oil_levels');
  oilLevelTriggerRecord.get('a4b3622bc72113007b237f48cb97635f');

  var metricTriggerDefinition = new
 GlideRecord('sys_metric_trigger_definition');

 metricTriggerDefinition.get('21f2eae7c72113007b237f48cb976352
');

  var event_time =
 oilLevelTriggerRecord.getValue('sys_created_on');
  var level = 4;

  var metricBaseFlowInputs = {};
  //The record that triggered the metric event
  metricBaseFlowInputs['current'] = oilLevelTriggerRecord;
  //The MetricBase Trigger Definition record
  metricBaseFlowInputs['metric'] = metricTriggerDefinition;
  //The time that the 'record' reached a specific metric event
 level and triggered this flow
  metricBaseFlowInputs['event_time'] = event_time;
  //The target event level to reach in order for a metric flow
 to trigger
  metricBaseFlowInputs['level'] = level;

  var result =
 sn_fd.Flow.startAsync('global.metricbasedtriggeredflow',
 metricBaseFlowInputs);

  //The Sys ID of a flow execution (contextId)
  var contextId = result.contextId;

 } catch (ex) {
  var message = ex.getMessage();
  gs.error(message);
 }

})();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GenericUPSAlarmsReconciler - Global

The `GenericUPSAlarmsReconciler` script include provides methods to obtain reconciler information for generic uninterruptible power supply (UPS) alarms.

Use this API for SNMP-related discovery.

GenericUPSAlarmsReconciler - getReconcilationField()

Returns the reconciliation field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The reconciliation field

GenericUPSAlarmsReconciler - getReconcilationKey()

Returns the reconciliation key.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The reconciliation key

GenericUPSAlarmsReconciler - hasChanged()

Determines if the generic UPS bypass information has changed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the information has changed; otherwise, false.

GenericUPSAlarmsReconciler - readDatabaseFields()

Reads the database fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GenericUPSAlarmsReconciler - readDiscovered()

Reads the discovered information.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GenericUPSAlarmsReconciler - setDatabaseFields()

Sets the database fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GenericUPSBypassReconciler - Global

The `GenericUPSBypassReconciler` script include provides methods to obtain reconciler information for generic uninterruptible power supply (UPS) bypasses.

Use this API for SNMP-related discovery.

GenericUPSBypassReconciler - getReconcilationField()

Returns the reconciliation field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The reconciliation field

GenericUPSBypassReconciler - getReconcilationKey()

Returns the reconciliation key.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The reconciliation key

GenericUPSBypassReconciler - hasChanged()

Determines if the generic UPS Bypass information has changed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the information has changed; otherwise, false.

GenericUPSBypassReconciler - readDatabaseFields()

Reads the database fields.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

GenericUPSBypassReconciler - readDiscovered()

Reads the discovered information.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GenericUPSBypassReconciler - setDatabaseFields()

Sets the database fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GenericUPSInputsReconciler - Global

The `GenericUPSInputsReconciler` script include provides methods to obtain reconciler information for generic uninterruptible power supply (UPS) inputs.

Use this API for SNMP-related discovery.

GenericUPSInputsReconciler - getReconcilationField()

Returns the reconciliation field.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The reconciliation field

GenericUPSInputsReconciler - getReconcilationKey()

Returns the reconciliation key.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The reconciliation key

GenericUPSInputsReconciler - hasChanged()

Determines if the generic UPS Bypass information has changed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the information has changed; otherwise, false.

GenericUPSInputsReconciler - readDatabaseFields()

Reads the database fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GenericUPSInputsReconciler - readDiscovered()

Reads the discovered information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GenericUPSInputsReconciler - setDatabaseFields()

Sets the database fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GenericUPSOutputsReconciler - Global

The `GenericUPSOutputsReconciler` script include provides methods to obtain reconciler information for generic uninterruptible power supply (UPS) outputs.

Use this API for SNMP-related discovery.

GenericUPSOutputsReconciler - getReconcilationField()

Returns the reconciliation field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The reconciliation field

GenericUPSOutputsReconciler - getReconcilationKey()

Returns the reconciliation key.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GenericUPSOutputsReconciler - hasChanged()

Determines if the generic UPS bypass information has changed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the information has changed; otherwise, false.

GenericUPSOutputsReconciler - readDatabaseFields()

Reads the database fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GenericUPSOutputsReconciler - readDiscovered()

Reads the discovered information.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

GenericUPSOutputsReconciler - setDatabaseFields()

Sets the database fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GeniusResultAnswer - Scoped

The *GeniusResultAnswer* API provides methods for creating an answer object in a Genius Result configuration's processor scripts. Answers created with this API define search requests or key-value pair maps that can populate Genius Result answer cards.

You can populate the answer object with query details retrieved from the context of the Genius Result configuration using the *GeniusResultContext* API.

The *GeniusResultAnswer* API methods you need to invoke to create your answer object depend on which AI Search Genius Result Configuration form field you're using for your script:

- If you're scripting in a Genius Result configuration's *AI Search request processor* field, you need to invoke the *setTable()* method and one of the *setSearchPhrase()*, *addSearchPhrases()*, or *setEncodedQuery()* methods. All other methods are optional except for *addDataMap()*, which is not relevant for this use case.
- If you're scripting in a Genius Result configuration's *AI Search response processor* field, you need to invoke the *addDataMap()* method. No other methods are relevant for this use case.

Use this API in Genius Result server-side scripts with the `sn_ais` namespace identifier. For more information on scripting logic for Genius Results, see Create a new Genius Result configuration.

GeniusResultAnswer – addDataMap(Object map)

Defines a Genius Result answer with arbitrary key-value pair fields in your Genius Result configuration's *AI Search response processor* script. You can utilize any public ServiceNow AI Platform API to generate these fields.

Note: When scripting in a Genius Result configuration's *AI Search response processor* field, you need to invoke this method. If you don't invoke this method, the Genius Result returns no answers when triggered.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can add multiple field maps to a single *AI Search response processor* script by invoking this method more than once. Each field map populates a separate Genius Result answer card.

Parameters

Name	Type	Description
map	Object	Defines an arbitrary set of key-value pair fields for addition to the search query response from AI Search. All field values must be Strings. `{ "fieldName1": String, "fieldName2": String }`

Returns

Type	Description
Boolean	Flag that indicates whether invocation of the method succeeded. Valid values: • true: Invocation of the method succeeded. • false: Invocation of the method failed.

This *AI Search response processor* script adds custom title and URL key-value pair fields to the answer object for display on a Genius Result answer card.

```
function process(context) {
  var answer = new sn_ais.GeniusResultAnswer();

  var customFieldMap = {
    "title": "My custom Genius Result answer",
    "url": "https://example.com/myGeniusResultLink"
  }

  answer.addDataMap(customFieldMap);

  return answer;
}
```

GeniusResultAnswer – addSearchPhrases(Array searchPhrases)

Adds terms to the search query defined in your Genius Result configuration's *AI Search request processor* script.

Note: When scripting in a Genius Result configuration's *AI Search request processor* field, you must invoke the `setTable()` method and one of the `setSearchPhrase()`, `addSearchPhrases()`, or `setEncodedQuery()` methods. If you don't invoke both of the required methods, your Genius Result returns no answers when triggered.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
searchPhrases	Array	Array of arbitrary Strings to add as search terms for the search query defined in your Genius Result configuration's *AI Search request processor* script. AI Search treats these search terms as if separated by the OR operator. Example: `[ "Term": String, "Quoted phrase": String ]`

Returns

Type	Description
Boolean	Flag that indicates whether invocation of the method succeeded. Valid values: • true: Invocation of the method succeeded. • false: Invocation of the method failed.

This *AI Search request processor* script constructs a search query for records on the User [sys_user] table that contain the terms `Beth` or `Anglin`.

```
function process(context) {
  var answer = new sn_ais.GeniusResultAnswer();

  answer.setTable('sys_user');
  answer.addSearchPhrases(['Beth','Anglin']);

  return answer;
}
```

GeniusResultAnswer – setEncodedQuery(String query)

Specifies an encoded search query in your Genius Result configuration's *AI Search request processor* script. Results from this encoded search query are displayed as Genius Result answer cards.

Note: When scripting in a Genius Result configuration's *AI Search request processor* field, you need to invoke the *setTable()* method and one of the *setSearchPhrase()*, *addSearchPhrases()*, or *setEncodedQuery()* methods. If you don't invoke both of the required methods, your Genius Result returns no answers when triggered.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
query	String	Encoded search query to send to AI Search from your Genius Result configuration's *AI Search request processor* script.

Returns

Type	Description
Boolean	Flag that indicates whether invocation of the method succeeded. Valid values: • true: Invocation of the method succeeded. • false: Invocation of the method failed.

This *AI Search request processor* script constructs an encoded search query against the User [sys_user] table. The final query joins together multiple subqueries generated from entities detected in the user's original search query.

```
function process(context) {
  var answer = new sn_ais.GeniusResultAnswer();

  answer.setTable('sys_user');
  answer.setSearchLimit(2);
  answer.spellCheck(false);
  var queries = [];
  var matchingSegments;
  var predictionResult = context.getPredictionResult();
  if (predictionResult && predictionResult.length == 1) {
    var detail = predictionResult[0];
    if (detail['result'] && detail['result']['entities']) {
      var entities = detail['result']['entities'];
      for (var i = 0; i < entities.length; i++) {
        if (entities[i]['name'].endsWith('personName')) {
          matchingSegments = entities[i]['matchingSegments'];
          for (var j = 0; j < matchingSegments.length; j++)

 answer.addSearchPhrases([matchingSegments[j]['value']]);
        } else if (entities[i]['name'].endsWith('cityLocation'))
 {
          matchingSegments = entities[i]['matchingSegments'];
          if (matchingSegments && matchingSegments.length > 0)
            queries.push('location.nameLIKE' +
 matchingSegments[0]['value']);
        } else if
 (entities[i]['name'].endsWith('departmentName')) {
          matchingSegments = entities[i]['matchingSegments'];
          if (matchingSegments && matchingSegments.length > 0)
            queries.push('department.nameLIKE' +
 matchingSegments[0]['value']);
        } else if (entities[i]['name'].endsWith('jobTitle')) {
          matchingSegments = entities[i]['matchingSegments'];
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          if (matchingSegments && matchingSegments.length > 0)
            queries.push('titleLIKE' +
 matchingSegments[0]['value']);
        }
      }
    }
  }

  if (queries.length > 0)
    answer.setEncodedQuery(queries.join('^'));

  return answer;
}
```

GeniusResultAnswer – setSearchLimit(Number searchLimit)

Limits the maximum number of results returned for the search query defined in your Genius Result configuration's *AI Search request processor* script. By default, the search query returns up to three results.

Parameters

Name	Type	Description
searchLimit	Number	Positive integer value for the maximum number of search results to return for the search query defined in your Genius Result configuration's *AI Search request processor* script. Values above 3 have no effect. Default: 3

Returns

Type	Description
Boolean	Flag that indicates whether invocation of the method succeeded. Valid values: • true: Invocation of the method succeeded. • false: Invocation of the method failed.

This *AI Search request processor* script searches for records from the Catalog Item [sc_cat_item] table that contain the term `laptop` and returns a maximum of two results.

```
function process(context) {
  var answer = new sn_ais.GeniusResultAnswer();

  answer.setTable('sc_cat_item');
  answer.setSearchPhrase('laptop');
  answer.setSearchLimit(2);

  return answer;
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GeniusResultAnswer – setSearchPhrase(String searchPhrase)

Specifies terms for the search query defined in your Genius Result configuration's *AI Search request processor* script.

Note: When scripting in a Genius Result configuration's *AI Search request processor* field, you need to invoke the `setTable()` method and one of the `setSearchPhrase()`, `addSearchPhrases()`, or `setEncodedQuery()` methods. If you don't invoke both of the required methods, your Genius Result returns no answers when triggered.

Parameters

Name	Type	Description
searchPhrase	String	Terms to use for the search query defined in your Genius Result configuration's *AI Search request processor* script. If you want to retain the search terms from the query that triggered the Genius Result configuration, set this parameter to the String value returned by the *GeniusResultContext.getOriginalSearchPhrase()* method.

Returns

Type	Description
Boolean	Flag that indicates whether invocation of the method succeeded. Valid values: • true: Invocation of the method succeeded. • false: Invocation of the method failed.

This *AI Search request processor* script constructs a search query for records from the User [sys_user] table that contain the term `Anglin`.

```
function process(context) {
  var answer = new sn_ais.GeniusResultAnswer();

  answer.setTable('sys_user');
  answer.setSearchPhrase('Anglin');

  return answer;
}
```

GeniusResultAnswer – setTable(String table)

Limits the search query defined in a Genius Result configuration's *AI Search request processor* script to a specific table. The query only returns search results from the specified table as Genius Result answer cards.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: When scripting in a Genius Result configuration's *AI Search request processor* field, you need to invoke this method and one of the *setSearchPhrase()*, *addSearchPhrases()*, or *setEncodedQuery()* methods. If you don't invoke both of the required methods, your Genius Result returns no answers when triggered.

Parameters

Name	Type	Description
table	String	ServiceNow AI Platform table name. Only indexed records on this table are returned as results for the search query defined in your Genius Result configuration's *AI Search request processor* script.

Returns

Type	Description
Boolean	Flag that indicates whether invocation of the method succeeded. Valid values: • true: Invocation of the method succeeded. • false: Invocation of the method failed.

This *AI Search request processor* script constructs a search query for records from the User [sys_user] table that contain the term `Anglin`.

```
function process(context) {
  var answer = new sn_ais.GeniusResultAnswer();

  answer.setTable('sys_user');
  answer.setSearchPhrase('Anglin');

  return answer;
}
```

GeniusResultAnswer – spellCheck(Boolean spellCheck)

Specifies whether to perform typo handling auto-correction (spell checking) for the search query defined in a Genius Result configuration's *AI Search request processor* script.

If you don't invoke this method in your Genius Result configuration's *AI Search request processor* script, the defined search query inherits the typo handling flag from the search query that triggers the Genius Result configuration.

Parameters

Name	Type	Description
spellCheck	Boolean	Flag that indicates whether to perform typo handling auto-correction for the search query defined in your Genius Result configuration's *AI Search request processor* script. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Perform typo handling auto-correction for the search query. • false: Bypass typo handling auto-correction for the search query. Default: true

Returns

Type	Description
None	

This *AI Search request processor* script disables typo handling auto-correction for its search query against the User [sys_user] table.

```
function process(context) {
  var answer = new sn_ais.GeniusResultAnswer();

  answer.setTable('sys_user');
  answer.setSearchLimit(2);
  answer.spellCheck(false);
  var queries = [];
  var matchingSegments;
  var predictionResult = context.getPredictionResult();
  if (predictionResult && predictionResult.length == 1) {
    var detail = predictionResult[0];
    if (detail['result'] && detail['result']['entities']) {
      var entities = detail['result']['entities'];
      for (var i = 0; i < entities.length; i++) {
        if (entities[i]['name'].endsWith('personName')) {
          matchingSegments = entities[i]['matchingSegments'];
          for (var j = 0; j < matchingSegments.length; j++)

answer.addSearchPhrases([matchingSegments[j]['value']]);
        } else if (entities[i]['name'].endsWith('cityLocation'))
{
          matchingSegments = entities[i]['matchingSegments'];
          if (matchingSegments && matchingSegments.length > 0)
            queries.push('location.nameLIKE' +
matchingSegments[0]['value']);
        } else if
(entities[i]['name'].endsWith('departmentName')) {
          matchingSegments = entities[i]['matchingSegments'];
          if (matchingSegments && matchingSegments.length > 0)
            queries.push('department.nameLIKE' +
matchingSegments[0]['value']);
        } else if (entities[i]['name'].endsWith('jobTitle')) {
          matchingSegments = entities[i]['matchingSegments'];
          if (matchingSegments && matchingSegments.length > 0)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            queries.push('titleLIKE' +
 matchingSegments[0]['value']);
        }
      }
    }
  }

  if (queries.length > 0)
    answer.setEncodedQuery(queries.join('^'));

  return answer;
}
```

GeniusResultContext - Scoped

The *GeniusResultContext* API provides methods for retrieving search query information from the context of a Genius Result configuration.

You can use search query details retrieved with this API to populate Genius Result answer objects created with the *GeniusResultAnswer* API.

Use this API in Genius Result server-side scripts with the `sn_ais` namespace identifier. For more information on scripting logic for Genius Results, see Create a new Genius Result configuration.

GeniusResultContext - getMatchingDocuments()

Retrieves search result documents from the search query that triggers your Genius Result configuration.

Use this method in a Genius Result configuration's response processor script to retrieve field values from search result documents returned by the search query that triggers your Genius Result. You can populate Genius Result answers with fields from the search result documents using *GeniusResultAnswer* API methods.

Note: This method returns no results when invoked in an *AI Search request processor* script, since the script is executed before AI Search computes results for the triggering search query. Don't use this method in your request processor scripts.

Parameters

Name	Type	Description
None		

Returns

Type	Description
[Array]	Array of objects in which each object represents a search result document that matched the search query. Data type: Array `[ { ".score": Number, ".table": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre> ".text": "String",
	    ".title": "String",
	    ".url": "String",
	    "class_name": "String",
	    "sys_id": "String",
	    "<field_name>": <field_value>
	  }
	]</pre>
	Note: Depending on the search query, some of the search result document's AI Search index fields may appear in the object in addition to the listed name-value pairs.

[Array]..score	Relevancy score computed for the search result document in the context of the search query. Data type: Number **Note:** The name for this name-value pair begins with a period to distinguish it from the AI Search index's **score** common field.
[Array]..table	Name of the ServiceNow AI Platform table that the search result document was indexed from. Data type: String **Note:** The name for this name-value pair begins with a period to distinguish it from the AI Search index's **table** common field.
[Array]..text	Indexed text from the search result document. Data type: String **Note:** The name for this name-value pair begins with a period to distinguish it from the AI Search index's **text** common field.
[Array]..title	Indexed title for the search result document. Data type: String **Note:** The name for this name-value pair begins with a period to distinguish it from the AI Search index's **title** common field.
[Array]..url	URL for the search result document. Data type: String **Note:** The name for this name-value pair begins with a period to distinguish it from the AI Search index's **url** common field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
[Array].class_name	The child class that the search result document belongs to. For more information on table child classes, see Table extension and classes. Data type: String
[Array].sys_id	Sys_id for the search result document. Data type: String
[Array].<field_name>	AI Search index field from the search result document. Data type: The data type of the AI Search index field.

This *AI Search response processor* script retrieves up to three search result documents matched by the search query and checks whether any of them is from the Knowledge [kb_knowledge] table. If it finds a search result document from the Knowledge table, the function adds that document's fields to the *GeniusResultAnswer* object so the UI can display them to the user.

```
function process(context) {
  var answer = new sn_ais.GeniusResultAnswer();
  var matchingDocuments = context.getMatchingDocuments();
  if (matchingDocuments.length > 1) {
    for (var i = 0; i < 3; i++) {
      var currentDocument = matchingDocuments[i];
      if (currentDocument['.table'] == 'kb_knowledge') {
        var gr = new GlideRecord("kb_knowledge");
        if (gr.get(currentDocument['sys_id'])) {
          answer.addDataMap({
            "number": currentDocument['number'],
            "url": currentDocument['.url'],
            "title": currentDocument['.title']
          });
        }
      }
      break;
    }
  }
  return answer;
}
```

GeniusResultContext – getOriginalSearchPhrase()

Retrieves the original search terms from the search query that triggers your Genius Result configuration.

You can use retrieved search terms to populate Genius Result answers using *GeniusResultAnswer* API methods.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Original terms from the search query. Data type: String

This *AI Search request processor* script gets the search query's original terms and uses them as the query terms for a new snippet search.

```
function process(context) {
  var answer = new sn_ais.GeniusResultAnswer();

  var searchPhrase = context.getOriginalSearchPhrase();
  answer.setSearchPhrase(searchPhrase);
  answer.snippetSearch(true);

  return answer;
}
```

GeniusResultContext – getPredictionResult()

Retrieves NLU model prediction results for the search query that triggers your Genius Result configuration.

Use this method in a Genius Result configuration's request or response processor script to retrieve the intent detected for the triggering search query. You can populate Genius Result answers with details from the detected intent using *GeniusResultAnswer* API methods.

Parameters

Name	Type	Description
None		

Returns

Type	Description
[Array]	Array of objects in which each object represents an NLU model intent prediction result for the search query. Data type: Array `[ { "intentName": "String", "result": {Object}, "solutionName": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	<pre> }]</pre>
[Array].intentName	Name of the NLU model intent detected in the search query. Data type: String

[Array].result	Object representing the NLU model intent prediction result for the search query.
	
	Data type: Object
	<pre>"result": {
	  "application": {Object},
	  "result": {Object},
	  "solutionLabel": "String",
	  "solutionName": "String",
	  "solutionType": "String",
	  "type": "String",
	  "version": Number
	}</pre>

[Array].result.application	Object containing metadata for the search application that produced the prediction result.
	
	Data type: Object
	<pre>"application": {
	  "language": "String",
	  "type": "String"
	}</pre>

[Array].result.application.language	Language context for the ServiceNow AI Platform application that produced the prediction result. Data type: String
[Array].result.application.type	Type of the ServiceNow AI Platform application that produced the prediction result. Data type: String

[Array].result.result	Object including details for the NLU model intent prediction result.
	
	Data type: Object
	<pre>"result": {
	  "entities": [Array],
	  "intentName": "String",
	  "intents": [Array],</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"nluModelName": "String",
	"score": Number
	}</pre>

[Array].result.result.entities	Array of objects in which each object represents an NLU model intent entity detected in the search query.
	
	Data type: Array
	<pre>"entities": [
	{
	"matchingSegments": [Array],
	"name": "String",
	"parts": [Array],
	"score": Number,
	"startingPosition": Number,
	"value": "String"
	}
	]</pre>

[Array].result.result.entities.matchingSegments	Array of objects in which each object represents a matching segment of the detected NLU entity.
	
	Data type: Array
	<pre>"matchingSegments": [
	{
	"directMatch": Boolean
	"meta": {Object},
	"value": "String"
	}
	]</pre>

[Array].result.result.entities.matchingSegments.directMatch	Flag that indicates whether the NLU entity matching segment represents an exact match for the entity value.

[Array].result.result.entities.matchingSegments.meta	Object containing key-value pair fields representing metadata for the NLU entity matching segment.
	
	Data type: Object
	<pre>"meta": {
	"augmentedBy": "String",
	"colMeta:first_name": "String",
	"colMeta:last_name": "String",
	"compositionStrategy": "String",
	"fieldName": "String",
	"searchPreProcessors": "String",
	"SUB_PHRASE.penalty": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"tableName": "String"
	}</pre>

[Array].result.result.entities.matchingSegments.value	String value of the NLU entity matching segment. Data type: String
[Array].result.result.entities.name	Name for the detected NLU entity, in `entity:[NLU_model].[intent].[entity_type]` format. Data type: String

[Array].result.result.entities.parts	Array of objects in which each object represents an NLU entity part found in the prediction result.
	
	Data type: Array
	<pre>"parts": [
	  {
	  "meta": {Object},
	  "value": "String"
	  }
	]</pre>

[Array].result.result.entities.parts.meta	Object containing key-value pair fields representing metadata for the NLU entity part.
	
	Data type: Object
	<pre>"meta": {
	  "augmentedBy": "String",
	  "colMeta:name": "String",
	  "compositionStrategy": "String",
	  "fieldName": "String",
	  "searchPreProcessors": "String",
	  "SUB_PHRASE.penalty": "String",
	  "tableName": "String"
	}</pre>

[Array].result.result.entities.parts.value	String value of the NLU entity part. Data type: String
[Array].result.result.entities.score	Numeric score from 0 through 1 indicating confidence for the detected NLU entity. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
[Array].result.result.entities.startingPosition	Numeric index for the character position in the search query at which the detected NLU entity begins. Data type: Number
[Array].result.result.entities.value	String value of the NLU detected in the search query. Data type: String
[Array].result.result.intentName	Name of the NLU model intent detected in the search query. Data type: String
[Array].result.result.intents	Array of objects in which each object represents a nested NLU model intent detected in the search query. Nested intent objects include the same parameter names and data types as the parent NLU model intent object. Data type: Array `"intents": [ { "entities": [Array], "intentName": "String", "intents": [Array], "nluModelName": "String", "score": Number } ]`
[Array].result.result.nluModelName	Name of the NLU model that produced the prediction result. Data type: String
[Array].result.result.score	Numeric score from 0 through 1 indicating confidence for the NLU model prediction result. Data type: Number
[Array].result.solutionLabel	Label for the NLU model that produced the prediction result. Data type: String
[Array].result.solutionName	Name for the NLU model that produced the prediction result. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
[Array].result.solutionType	Type for the NLU model that produced the prediction result. Data type: String
[Array].result.type	Type of the prediction result. Data type: String
[Array].result.version	Version of the NLU model that produced the prediction result. Data type: Number
[Array].solutionName	Name of the NLU model that produced the prediction result. Data type: String

This *AI Search request processor* script checks whether the search query includes an NLU model prediction result. When it finds a prediction result, it adds the matching segments from all detected catalogItem entities as search terms.

```
function process(context) {
  var answer = new sn_ais.GeniusResultAnswer();

  answer.setTable('sc_cat_item');
  answer.setSearchLimit(2);
  var predictionResult = context.getPredictionResult();
  if (predictionResult && predictionResult.length == 1) {
    var detail = predictionResult[0];
    if (detail['result'] && detail['result']['entities']) {
      var entities = detail['result']['entities'];
      for (var i = 0; i < entities.length; i++) {
        if (entities[i]['name'].endsWith('catalogItem')) {
          var matchingSegments =
 entities[i]['matchingSegments'];
          for (var j = 0; j < matchingSegments.length; j++)

 answer.addSearchPhrases([matchingSegments[j]['value']]);
        }
      }
    }
  }

  return answer;
}
```

GlideAggregate - Global

The *GlideAggregate* API enables creating database aggregation queries.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The `GlideAggregate` class is an extension of the `GlideRecord` class and provides database aggregation (AVG, COUNT, GROUP_CONCAT, GROUP_CONCAT_DISTINCT, MAX, MIN, STDDEV, SUM) queries. This functionality can be helpful when creating customized reports or in calculations for calculated fields.

When you use `GlideAggregate` methods on currency or price fields, you are working with the reference currency value. Be sure to convert the aggregate values to the user's session currency for display. Because the conversion rate between the currency or price value (displayed value) and its reference currency value (aggregation value) might change, the result may not be what the user expects.

To use this API to create dynamic attributes you must have the dynamic_schema_writer role. To read dynamic data using this API you must have the dynamic_schema_reader role.

For more information on dynamic attributes, see Dynamic Schema.

Note: When using an on-premise system, the database server time zone must be set to GMT/UTC for this class to work properly.

GlideAggregate - addAggregate(String agg, String name)

Adds an aggregate to a database query.

Parameters

Name	Type	Description
agg	String	Name of an aggregate to use. Valid values: • AVG: Average value of the expression. • COUNT: Count of the number of non-null values. • GROUP_CONCAT: Concatenates all non-null values of the group in ascending order, joins them with a comma (','), and returns the result as a string. • GROUP_CONCAT_DISTINCT: Concatenates all non-null values of the group in ascending order, removes duplicates, joins them with a comma (','), and returns the result as a string. • MAX: Largest, or maximum, value. • MIN: Minimum value. • STDDEV: Population standard deviation. • SUM: Sum of all values.
name	String	Optional for field name. Name of the field, or path to an attribute within a dynamic attribute store, to group the results of the aggregation by. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table. For more information on dynamic attributes, see Dynamic Schema. Default: Null

Returns

Type	Description
None	

The following example shows how to use *`GlideAggregate`* functions on the Incident [incident] table.

```
var incidentGA = new GlideAggregate('incident');
incidentGA.groupBy('category');
incidentGA.orderByAggregate('COUNT', 'sys_mod_count');

incidentGA.addAggregate('AVG', 'sys_mod_count');
incidentGA.addAggregate('COUNT', 'sys_mod_count');
incidentGA.addAggregate('GROUP_CONCAT', 'sys_mod_count');
incidentGA.addAggregate('GROUP_CONCAT_DISTINCT',
 'sys_mod_count');
incidentGA.addAggregate('MAX', 'sys_mod_count');
incidentGA.addAggregate('MIN', 'sys_mod_count');
incidentGA.addAggregate('STDDEV', 'sys_mod_count');
incidentGA.addAggregate('SUM', 'sys_mod_count');

incidentGA.query();

while (incidentGA.next()) {
gs.info('CATEGORY: ' + incidentGA.getValue('category'));
gs.info('AVG: ' + incidentGA.getAggregate('AVG',
 'sys_mod_count'));
gs.info('COUNT: ' + incidentGA.getAggregate('COUNT',
 'sys_mod_count'));
gs.info('GROUP_CONCAT: ' +
 incidentGA.getAggregate('GROUP_CONCAT', 'sys_mod_count'));
gs.info('GROUP_CONCAT_DISTINCT: ' +
 incidentGA.getAggregate('GROUP_CONCAT_DISTINCT',
 'sys_mod_count'));
gs.info('MAX: ' + incidentGA.getAggregate('MAX',
 'sys_mod_count'));
gs.info('MIN: ' + incidentGA.getAggregate('MIN',
 'sys_mod_count'));
gs.info('STDDEV: ' + incidentGA.getAggregate('STDDEV',
 'sys_mod_count'));
gs.info('SUM: ' + incidentGA.getAggregate('SUM',
 'sys_mod_count'));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(' ');
}
```

Output.

```
CATEGORY: inquiry
AVG: 8.4242424242424242424242424242424242424242E00
COUNT: 33
GROUP_CONCAT:
 0,0,0,0,1,2,2,4,4,4,5,5,5,6,6,6,6,6,6,6,6,7,8,8,8,8,9,15,15,19,
32,33,36
GROUP_CONCAT_DISTINCT: 0,1,2,4,5,6,7,8,9,15,19,32,33,36
MAX: 36
MIN: 0
STDDEV: 9.158432941251136299327101471351714944 39E00
SUM: 278

CATEGORY: software
AVG: 21
COUNT: 13
GROUP_CONCAT: 3,4,5,5,6,7,9,10,10,11,14,94,95
GROUP_CONCAT_DISTINCT: 3,4,5,6,7,9,10,11,14,94,95
MAX: 95
MIN: 3
STDDEV: 3.276939629186557555329703269898527940 87E01
SUM: 273

CATEGORY: Hardware
AVG: 6.8
COUNT: 10
GROUP_CONCAT: 2,5,5,6,6,6,7,7,9,15
GROUP_CONCAT_DISTINCT: 2,5,6,7,9,15
MAX: 15
MIN: 2
STDDEV: 3.392802839999859336228201089828846997 55E00
SUM: 68

CATEGORY: network
AVG: 18
COUNT: 5
GROUP_CONCAT: 3,12,17,21,37
GROUP_CONCAT_DISTINCT: 3,12,17,21,37
MAX: 37
MIN: 3
STDDEV: 1.256980508997653471570255865361365123 02E01
SUM: 90

CATEGORY:
AVG: 9.5
COUNT: 4
GROUP_CONCAT: 8,8,10,12
GROUP_CONCAT_DISTINCT: 8,10,12
MAX: 12
MIN: 8
STDDEV: 1.914854215512676219950203822739643106 07E00
SUM: 38
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
CATEGORY: database
AVG: 29
COUNT: 2
GROUP_CONCAT: 8,50
GROUP_CONCAT_DISTINCT: 8,50
MAX: 50
MIN: 8
STDDEV: 2.969848480983499602483546320840365965E01
SUM: 58
```

The following example shows how to call this method using an attribute in a dynamic attribute store.

```
var ga_Inc = new GlideAggregate('incident');
ga_Inc.groupBy('inc_dynamic_schema->cars->make');
ga_Inc.addAggregate('AVG', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('MIN', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('MAX', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('SUM', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('COUNT', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('STDDEV', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('GROUP_CONCAT',
 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('GROUP_CONCAT_DISTINCT',
 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('COUNT(DISTINCT',
 'inc_dynamic_schema->cars->cost');
ga_Inc.query();
while (ga_Inc.next()) {
    gs.info(gr_Inc.getValue('inc_dynamic_schema->cars->make'));
    gs.info('AVG: ' + ga_Inc.getAggregate('AVG',
 'inc_dynamic_schema->cars->cost'));
    gs.info('MAX: ' + ga_Inc.getAggregate('MAX',
 'inc_dynamic_schema->cars->cost'));
    gs.info('MIN: ' + ga_Inc.getAggregate('MIN',
 'inc_dynamic_schema->cars->cost'));
    gs.info('SUM: ' + ga_Inc.getAggregate('SUM',
 'inc_dynamic_schema->cars->cost'));
    gs.info('COUNT: ' + ga_Inc.getAggregate('COUNT',
 'inc_dynamic_schema->cars->cost'));
    gs.info('STDDEV: ' + ga_Inc.getAggregate('STDDEV',
 'inc_dynamic_schema->cars->cost'));
    gs.info('GROUP_CONCAT: ' +
 ga_Inc.getAggregate('GROUP_CONCAT',
 'inc_dynamic_schema->cars->cost'));
    gs.info('GROUP_CONCAT_DISTINCT: ' +
 ga_Inc.getAggregate('GROUP_CONCAT_DISTINCT',
 'inc_dynamic_schema->cars->cost'));
    gs.info('COUNT(DISTINCT: ' +
 ga_Inc.getAggregate('COUNT(DISTINCT',
 'inc_dynamic_schema->cars->cost'));
    gs.info(' ');
}
```

Output:

```
*** Script: BMW
*** Script: AVG: 31852.066666666667
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: MAX: 49182
*** Script: MIN: 16544
*** Script: SUM: 477781
*** Script: COUNT: 15
*** Script: STDDEV: 10376.50218706
*** Script: GROUP_CONCAT:
 16544,18427,19083,22144,24126,27018,32353,34934,35691,35698,357
99,36814,41257,48711,49182
*** Script: GROUP_CONCAT_DISTINCT:
 16544,18427,19083,22144,24126,27018,32353,34934,35691,35698,357
99,36814,41257,48711,49182
*** Script: COUNT(DISTINCT: 15
*** Script:
*** Script: Ford
*** Script: AVG: 31520.090909090909
*** Script: MAX: 47408
*** Script: MIN: 16080
*** Script: SUM: 346721
*** Script: COUNT: 11
*** Script: STDDEV: 11355.75551388
*** Script: GROUP_CONCAT:
 16080,16082,16996,27621,31662,33478,35201,36965,38085,47143,47
408
*** Script: GROUP_CONCAT_DISTINCT:
 16080,16082,16996,27621,31662,33478,35201,36965,38085,47143,47
408
*** Script: COUNT(DISTINCT: 11
*** Script:
*** Script: Honda
*** Script: AVG: 31972.750000000000
*** Script: MAX: 49187
*** Script: MIN: 15208
*** Script: SUM: 511564
*** Script: COUNT: 16
*** Script: STDDEV: 10240.67632207
*** Script: GROUP_CONCAT:
 15208,17926,18365,20942,25557,28215,29090,34336,34857,34969,371
44,38097,41541,41805,44325,49187
*** Script: GROUP_CONCAT_DISTINCT:
 15208,17926,18365,20942,25557,28215,29090,34336,34857,34969,371
44,38097,41541,41805,44325,49187
*** Script: COUNT(DISTINCT: 16
*** Script:
*** Script: Lexus
*** Script: AVG: 29841.250000000000
*** Script: MAX: 48406
*** Script: MIN: 15517
*** Script: SUM: 238730
*** Script: COUNT: 8
*** Script: STDDEV: 12073.56647214
*** Script: GROUP_CONCAT:
 15517,16964,22371,23900,32421,36620,42531,48406
*** Script: GROUP_CONCAT_DISTINCT:
 15517,16964,22371,23900,32421,36620,42531,48406
*** Script: COUNT(DISTINCT: 8
*** Script:
*** Script: Tesla
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: AVG: 30790.000000000000
*** Script: MAX: 45032
*** Script: MIN: 16724
*** Script: SUM: 431060
*** Script: COUNT: 14
*** Script: STDDEV: 8510.068136760580
*** Script: GROUP_CONCAT:
 16724,17173,21049,24837,28431,30594,31871,32549,32675,33778,369
63,37946,41438,45032
*** Script: GROUP_CONCAT_DISTINCT:
 16724,17173,21049,24837,28431,30594,31871,32549,32675,33778,369
63,37946,41438,45032
*** Script: COUNT(DISTINCT: 14
*** Script:
*** Script: Toyota
*** Script: AVG: 32115.444444444444
*** Script: MAX: 49418
*** Script: MIN: 15188
*** Script: SUM: 289039
*** Script: COUNT: 9
*** Script: STDDEV: 12120.76776767
*** Script: GROUP_CONCAT:
 15188,16453,24596,28529,32863,34697,42790,44505,49418
*** Script: GROUP_CONCAT_DISTINCT:
 15188,16453,24596,28529,32863,34697,42790,44505,49418
*** Script: COUNT(DISTINCT: 9
*** Script:
```

Scoped equivalent

To use the *addAggregate()* method in a scoped application, use the corresponding scoped method: addAggregate().

GlideAggregate - addBizCalendarTrend(String fieldName, String bizCalendarSysId)

Adds trending by a business calendar to the aggregate query. This method allows you to pick a date and time field in the corresponding GlideRecord and group records based on a specified business calendar time span.

Note: This method does not use the JOIN operator on the SQL queries.

Parameters

Name	Type	Description
fieldName	String	Date and time field in the associated GlideRecord to use to determine in which group or calendar time span that the record will be included.
bizCalendarSysId	String	Sys_id of the calendar record to use. This is the calendar that contains the desired time spans.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows the count of incident records grouped by the “Month” business calendar time spans.

```
var monthCal = "4d7ddda353f3001076bcddeeff7b12b1"
var ga = new GlideAggregate('incident');
ga.addAggregate('COUNT');
ga.addBizCalendarTrend('opened_at', monthCal);
ga.setGroup(false);
ga.query();
gs.print(ga.getRowCount());
while (ga.next()) {
  gs.info(ga.getValue('bizcalref') + ', ' +
 ga.getValue('bizcalrefend') + ', ' + ga.getAggregate('COUNT'));
}
```

Output:

```
13
2015-08-01 00:00:00, 2015-09-01 00:00:00, 2
2015-11-01 00:00:00, 2015-12-01 00:00:00, 2
2016-08-01 00:00:00, 2016-09-01 00:00:00, 3
2016-12-01 00:00:00, 2017-01-01 00:00:00, 1
2018-08-01 00:00:00, 2018-09-01 00:00:00, 3
2018-09-01 00:00:00, 2018-10-01 00:00:00, 3
2018-10-01 00:00:00, 2018-11-01 00:00:00, 2
2019-07-01 00:00:00, 2019-08-01 00:00:00, 2
2020-06-01 00:00:00, 2020-07-01 00:00:00, 1
2021-01-01 00:00:00, 2021-02-01 00:00:00, 1
2023-04-01 00:00:00, 2023-05-01 00:00:00, 15
2023-05-01 00:00:00, 2023-06-01 00:00:00, 23
2023-07-01 00:00:00, 2023-08-01 00:00:00, 9
```

GlideAggregate - addEncodedQuery(String query)

Adds an encoded query to the other queries that may have been set for this aggregate.

Parameters

Name	Type	Description
query	String	Encoded query string to add to the aggregate.

Returns

Type	Description
None	

```
var agg = new GlideAggregate('incident');
agg.addAggregate('count','category');
agg.orderByAggregate('count', 'category');
agg.orderBy('category');
agg.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(2)');
agg.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(2)');
agg.query();
while (agg.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var category = agg.category;
  var count = agg.getAggregate('count','category');
  var query = agg.getQuery();
  var agg2 = new GlideAggregate('incident');
  agg2.addAggregate('count','category');
  agg2.orderByAggregate('count', 'category');
  agg2.orderBy('category');
  agg2.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(3)');
  agg2.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(3)');
  agg2.addEncodedQuery(query);
  agg2.query();
  var last = "";
  while (agg2.next()) {
     last = agg2.getAggregate('count','category');
  }
  gs.log(category + ": Last month:" + count + " Previous Month:"
 + last);

}
```

Scoped equivalent

To use the *addEncodedQuery()* method in a scoped application, use the corresponding scoped method: addEncodedQuery().

GlideAggregate - addHaving(String name, String operator, String value)

Adds a "having" element to the aggregate, such as select category, count(*) from incident group by category HAVING count(*) > 5.

Parameters

Name	Type	Description
name	String	Aggregate to filter on. For example, COUNT.
operator	String	Operator symbol. For example <, >, =, !=.
value	String	Value to query on. For example, '5'.

Returns

Type	Description
None	

```
var trend = new GlideAggregate('incident');
trend.addTrend ('opened_at','Month');
trend.addAggregate('COUNT');

//addHaving limits the results returned to those in which the
 aggregate COUNT is greater than 2
trend.addHaving('COUNT', '>', '2');
trend.setGroup(false);
trend.query();
while(trend.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.print(('Incidents by month ' + trend.getValue('timeref')
 + ' where count is more than 2 count is: ' +
 trend.getAggregate('COUNT'));
}
```

Output:

```
Incidents by month 9/2018 where count is more than 2 count is: 3
Incidents by month 10/2018 where count is more than 2 count is:
 8
Incidents by month 11/2018 where count is more than 2 count is:
 14
```

GlideAggregate - addHaving(String aggName, String fieldName, String operator, String value)

Adds a "having" element to the aggregate, such as select category, count(*) from incident group by category HAVING count(*) > 5. This implementation of the method enables you to specify a specific field within a table or a dynamic attribute to act upon.

Parameters

Name	Type	Description
aggName	String	Aggregate to filter on. For example, COUNT.
fieldName	String	Field name or path to an attribute within a dynamic attribute store. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table. For more information on dynamic attributes, see Dynamic Schema.
operator	String	Operator symbol. For example <, >, =, !=.
value	String	Value to query on. For example, '5'.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to identify the duplicate serial numbers within the cmdb table using a field name in the *addHaving()* method call.

```
function getDupes(tableName, dpField) {
    var ga = new GlideAggregate(tableName);
    ga.addAggregate('COUNT', dpField); // Aggregate to count
 values in whatever field is passed as dpField
    ga.addHaving('COUNT', dpField, '>', '1'); // Returns only
 records having more than one active instance of dpField
    ga.query();
    var arDupes = new Array(); // Build array to push the
 results into
    while (ga.next()) {
      arDupes.push(ga.getValue(dpField)); // Push the value of
 the dupe field to the array
    }
    return arDupes;
}

var tableName = "cmdb";
var dpField = "serial_number";

gs.print(getDupes(tableName, dpField));
```

Output:

```
Incidents by month 9/2018 where count is more than 2 count is: 3
Incidents by month 10/2018 where count is more than 2 count is:
 8
Incidents by month 11/2018 where count is more than 2 count is:
 14
```

The following example shows to identify duplicates, but uses a dynamic attribute instead of a field in the *addHaving()* method call.

```
function getDupes(tableName, dpField) {
    var ga = new GlideAggregate(tablename);
    ga.addAggregate('COUNT', dpField); // Aggregate to count
 values in whatever dynamic attribute is passed as dpField
    ga.addHaving('COUNT', dpField, '>', '1'); // Returns only
 records having more than one active instance of dpField
    ga.query();
    var arDupes = new Array(); // Build array to push the
 results into
    while (ga.next()) {
      arDupes.push(ga.getValue(dpField)); // Push the value of
 the dupe field to the array
    }
    return arDupes;
}

var tableName = "cmdb";
var dpField = "dyn_att_field->group->attr";

gs.print(getDupes(tableName, dpField));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Incidents by month 9/2018 where count is more than 2 count is: 3
Incidents by month 10/2018 where count is more than 2 count is:
 8
Incidents by month 11/2018 where count is more than 2 count is:
 14
```

GlideAggregate - addTrend(String fieldName, String timeInterval, Number numUnits)

Adds a trend for a field. Use a trend to show patterns over a period of time.

Note: To control whether to group *dayofweek* results by year, use GlideAggregate - setIntervalYearIncluded(Boolean b).

Parameters

Name	Type	Description
fieldName	String	Name of the field for which trending should occur.
timeInterval	String	Time interval for the trend. Valid values: • date • dayofweek • hour • minute • quarter • value • week • year
numUnits	Number	Optional. Only valid when *timeInterval* = *minute*. Number of minutes to include in the trend. Default: 1

Returns

Type	Description
None	

```
var trend = new GlideAggregate('incident');
trend.addTrend ('opened_at','month');
trend.addAggregate('COUNT');
trend.setGroup(false);
trend.query();
while(trend.next()) {
   gs.print(trend.getValue('timeref') + ': ' +
 trend.getAggregate('COUNT'));
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
9/2018: 3
10/2018: 8
11/2018: 14
```

Scoped equivalent

To use the *addTrend()* method in a scoped application, use the corresponding scoped method: addTrend().

GlideAggregate - getAggregate(String agg, String name)

Gets the value of an aggregate from the current record.

Parameters

Name	Type	Description
agg	String	Type of the aggregate. Valid values: • AVG: Average value of the expression. • COUNT: Count of the number of non-null values. • GROUP_CONCAT: Concatenates all non-null values of the group in ascending order, joins them with a comma (','), and returns the result as a string. • GROUP_CONCAT_DISTINCT: Concatenates all non-null values of the group in ascending order, removes duplicates, joins them with a comma (','), and returns the result as a string. • MAX: Largest, or maximum, value. • MIN: Minimum value. • STDDEV: Population standard deviation. • SUM: Sum of all values.
name	String	Name of the field, or path to an attribute within a dynamic schema, to get the aggregate from. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table. For more information on dynamic attributes, see Dynamic Schema.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Value of the aggregation. If the values being aggregated are FX Currency values, the returned value is in the format `<currency_code;currency_value>`, such as: `USD;134.980000`. **Note:** If the specified field contains FX Currency values of mixed currency types, the method is not able to aggregate the values and returns a semicolon (;).

This example shows how to obtain the COUNT aggregate.

```
function doMyBusinessRule(assigned_to, number) {
  var agg = new GlideAggregate('incident');
  agg.addQuery('assigned_to', assigned_to);
  agg.addQuery('category', number);
  agg.addAggregate("COUNT");
  agg.query();
  var answer = 'false';
  if (agg.next()) {
    answer = agg.getAggregate("COUNT");
    if (answer > 0)
      answer = 'true';
    else
      answer = 'false';
  }
  return answer;
}
```

This example shows the aggregation of an FX Currency field.

```
var ga = new GlideAggregate('laptop_tracker');
ga.addAggregate('SUM', 'cost');
ga.groupBy('name');
ga.query();
while (ga.next()) {
  gs.info('Aggregate results ' + ga.getValue('name') + ' => ' +
 ga.getAggregate('SUM', 'cost'));
}
```

Output:

```
*** Script: Aggregate results Apple MacBook Air =>
 USD;1651.784280000000
*** Script: Aggregate results Apple MacBook Pro =>
 USD;1651.784280000000
*** Script: Aggregate results Dell XPS => USD;470.852672000000
*** Script: Aggregate results LG =>
*** Script: Aggregate results Samsung Galaxy =>
 USD;225.320000000000
*** Script: Aggregate results Surface3 => USD;2895.560369520000
*** Script: Aggregate results Toshiba => USD;9385.202875800000
```

The following example shows how to call this method using an attribute in a dynamic attribute store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var ga_Inc = new GlideAggregate('incident');
ga_Inc.groupBy('inc_dynamic_schema->cars->make');
ga_Inc.addAggregate('AVG', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('MIN', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('MAX', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('SUM', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('COUNT', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('STDDEV', 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('GROUP_CONCAT',
 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('GROUP_CONCAT_DISTINCT',
 'inc_dynamic_schema->cars->cost');
ga_Inc.addAggregate('COUNT(DISTINCT',
 'inc_dynamic_schema->cars->cost');
ga_Inc.query();
while (ga_Inc.next()) {
    gs.info(gr_Inc.getValue('inc_dynamic_schema->cars->make'));
    gs.info('AVG: ' + ga_Inc.getAggregate('AVG',
 'inc_dynamic_schema->cars->cost'));
    gs.info('MAX: ' + ga_Inc.getAggregate('MAX',
 'inc_dynamic_schema->cars->cost'));
    gs.info('MIN: ' + ga_Inc.getAggregate('MIN',
 'inc_dynamic_schema->cars->cost'));
    gs.info('SUM: ' + ga_Inc.getAggregate('SUM',
 'inc_dynamic_schema->cars->cost'));
    gs.info('COUNT: ' + ga_Inc.getAggregate('COUNT',
 'inc_dynamic_schema->cars->cost'));
    gs.info('STDDEV: ' + ga_Inc.getAggregate('STDDEV',
 'inc_dynamic_schema->cars->cost'));
    gs.info('GROUP_CONCAT: ' +
 ga_Inc.getAggregate('GROUP_CONCAT',
 'inc_dynamic_schema->cars->cost'));
    gs.info('GROUP_CONCAT_DISTINCT: ' +
 ga_Inc.getAggregate('GROUP_CONCAT_DISTINCT',
 'inc_dynamic_schema->cars->cost'));
    gs.info('COUNT(DISTINCT: ' +
 ga_Inc.getAggregate('COUNT(DISTINCT',
 'inc_dynamic_schema->cars->cost'));
    gs.info(' ');
}
```

Output:

```
*** Script: BMW
*** Script: AVG: 31852.066666666667
*** Script: MAX: 49182
*** Script: MIN: 16544
*** Script: SUM: 477781
*** Script: COUNT: 15
*** Script: STDDEV: 10376.50218706
*** Script: GROUP_CONCAT:
 16544,18427,19083,22144,24126,27018,32353,34934,35691,35698,357
99,36814,41257,48711,49182
*** Script: GROUP_CONCAT_DISTINCT:
 16544,18427,19083,22144,24126,27018,32353,34934,35691,35698,357
99,36814,41257,48711,49182
*** Script: COUNT(DISTINCT: 15
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:
*** Script: Ford
*** Script: AVG: 31520.090909090909
*** Script: MAX: 47408
*** Script: MIN: 16080
*** Script: SUM: 346721
*** Script: COUNT: 11
*** Script: STDDEV: 11355.75551388
*** Script: GROUP_CONCAT:
 16080,16082,16996,27621,31662,33478,35201,36965,38085,47143,47
408
*** Script: GROUP_CONCAT_DISTINCT:
 16080,16082,16996,27621,31662,33478,35201,36965,38085,47143,47
408
*** Script: COUNT(DISTINCT: 11
*** Script:
*** Script: Honda
*** Script: AVG: 31972.750000000000
*** Script: MAX: 49187
*** Script: MIN: 15208
*** Script: SUM: 511564
*** Script: COUNT: 16
*** Script: STDDEV: 10240.67632207
*** Script: GROUP_CONCAT:
 15208,17926,18365,20942,25557,28215,29090,34336,34857,34969,371
44,38097,41541,41805,44325,49187
*** Script: GROUP_CONCAT_DISTINCT:
 15208,17926,18365,20942,25557,28215,29090,34336,34857,34969,371
44,38097,41541,41805,44325,49187
*** Script: COUNT(DISTINCT: 16
*** Script:
*** Script: Lexus
*** Script: AVG: 29841.250000000000
*** Script: MAX: 48406
*** Script: MIN: 15517
*** Script: SUM: 238730
*** Script: COUNT: 8
*** Script: STDDEV: 12073.56647214
*** Script: GROUP_CONCAT:
 15517,16964,22371,23900,32421,36620,42531,48406
*** Script: GROUP_CONCAT_DISTINCT:
 15517,16964,22371,23900,32421,36620,42531,48406
*** Script: COUNT(DISTINCT: 8
*** Script:
*** Script: Tesla
*** Script: AVG: 30790.000000000000
*** Script: MAX: 45032
*** Script: MIN: 16724
*** Script: SUM: 431060
*** Script: COUNT: 14
*** Script: STDDEV: 8510.068136760580
*** Script: GROUP_CONCAT:
 16724,17173,21049,24837,28431,30594,31871,32549,32675,33778,369
63,37946,41438,45032
*** Script: GROUP_CONCAT_DISTINCT:
 16724,17173,21049,24837,28431,30594,31871,32549,32675,33778,369
63,37946,41438,45032
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: COUNT(DISTINCT: 14
*** Script:
*** Script: Toyota
*** Script: AVG: 32115.444444444444
*** Script: MAX: 49418
*** Script: MIN: 15188
*** Script: SUM: 289039
*** Script: COUNT: 9
*** Script: STDDEV: 12120.76776767
*** Script: GROUP_CONCAT:
 15188,16453,24596,28529,32863,34697,42790,44505,49418
*** Script: GROUP_CONCAT_DISTINCT:
 15188,16453,24596,28529,32863,34697,42790,44505,49418
*** Script: COUNT(DISTINCT: 9
*** Script:
```

Scoped equivalent

To use the *getAggregate()* method in a scoped application, use the corresponding scoped method: getAggregate().

GlideAggregate - getDynamicAttributeValue(String fullPath)

Returns the value of the dynamic attribute located at a specified path.

Parameters

Name	Type	Description
fullPath	String	Path to use to locate the desired dynamic attribute. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.

Returns

Type	Description
Object	Value of the dynamic attribute located at the specified path. If the *fullPath* parameter contains invalid data or the specified attribute value isn't one of the supported data types, returns null.

The following code example shows how to call this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var ga_Tab = new GlideAggregate('u_mytable');
ga_Tab.groupBy('u_dyn_attr_store->paint->color');
ga_Tab.addAggregate('AVG', 'u_dyn_attr_store->paint->number');
ga_Tab.query();

while(ga_Tab.next()) {
    gs.info(
        "color: " +
 ga_Tab.getDynamicAttributeValue('u_dyn_attr_store->paint->colo
r')
        + "  avg: " + ga_Tab.getAggregate('AVG',
 'u_dyn_attr_store->paint->number'));
}
```

Output:

```
*** Script: color: blue  avg: 5.0000
*** Script: color: red  avg: 8.0000
*** Script: color: yellow  avg: 7.0000
```

GlideAggregate - getDynamicAttributeValue(String dynamicAttributeField, String groupAttrPath)

Returns the value of the dynamic attribute located at a specified field in the current table and a specified attribute path.

Parameters

Name	Type	Description
dynamicAttributeField	String	Name of the field in the table that contains the dynamic attribute.
groupAttrPath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`

Returns

Type	Description
Object	Value of the dynamic attribute located at the specified path.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	If either the *dynamicAttributeField* or *groupAttrPath* parameters are invalid, returns null.

The following code example shows how to call this method.

```
var ga_Tab = new GlideAggregate('u_mytable');
ga_Tab.groupBy('u_dyn_attr_store->paint->color');
ga_Tab.addAggregate('AVG', 'u_dyn_attr_store->paint->number');
ga_Tab.query();

while(ga_Tab.next()) {
    gs.info(
        "color: " +
 ga_Tab.getDynamicAttributeValue('u_dyn_attr_store',
 'paint->color')
        + "  avg: " + ga_Tab.getAggregate('AVG',
 'u_dyn_attr_store->paint->number'));
}
```

Output:

```
*** Script: color: blue  avg: 5.0000
*** Script: color: red  avg: 8.0000
*** Script: color: yellow  avg: 7.0000
```

GlideAggregate - getDynamicAttributeDisplayValue(String fullPath)

Returns the display value of the dynamic attribute located at the specified path.

Parameters

Name	Type	Description
fullPath	String	Path to use to locate the desired dynamic attribute. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Display value of the dynamic attribute located at the specified path. If the *fullPath* parameter is invalid, returns null.

The following code example shows how to call this method.

```
var ga_Tab = new GlideAggregate('u_mytable');
ga_Tab.groupBy('u_dyn_attr_store->paint->color');
ga_Tab.addAggregate('AVG', 'u_dyn_attr_store->paint->number');
ga_Tab.query();

while(ga_Tab.next()) {
    gs.info(
        "color: " +
 ga_Tab.getDynamicAttributeDisplayValue('u_dyn_attr_store->pai
nt->color')
        + "  avg: " + ga_Tab.getAggregate('AVG',
 'u_dyn_attr_store->paint->number'));
}
```

Output:

```
*** Script: color: blue  avg: 5.0000
*** Script: color: red  avg: 8.0000
*** Script: color: yellow  avg: 7.0000
```

GlideAggregate - getDynamicAttributeDisplayValue(String dynamicAttributeField, String groupAttrPath)

Returns the display value of the dynamic attribute located in a specified table field and attribute path.

Parameters

Name	Type	Description
dynamicAttributeField	String	Name of the field in the table that contains the dynamic attribute.
groupAttrPath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`

Returns

Type	Description
String	Display value of the dynamic attribute located at the specified path. If either the *dynamicAttributeField* or *groupAttrPath* parameters are invalid, returns null.

The following code example shows how to call this method.

```
var ga_Tab = new GlideAggregate('u_mytable');
ga_Tab.groupBy('u_dyn_attr_store->paint->color');
ga_Tab.addAggregate('AVG', 'u_dyn_attr_store->paint->number');
ga_Tab.query();

while(ga_Tab.next()) {
    gs.info(
        "color: " +
 ga_Tab.getDynamicAttributeDisplayValue('u_dyn_attr_store',
 'paint->color')
        + "  avg: " + ga_Tab.getAggregate('AVG',
 'u_dyn_attr_store->paint->number'));
}
```

Output:

```
*** Script: color: blue  avg: 5.0000
*** Script: color: red  avg: 8.0000
*** Script: color: yellow  avg: 7.0000
```

GlideAggregate - getQuery()

Retrieves the query necessary to return the current aggregate.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The query.

```
var agg = new GlideAggregate('incident');
agg.addAggregate('count','category');
agg.orderByAggregate('count', 'category');
agg.orderBy('category');
agg.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(2)');
agg.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(2)');
agg.query();
while (agg.next()) {
  var category = agg.category;
  var count = agg.getAggregate('count','category');
  var query = agg.getQuery();
  var agg2 = new GlideAggregate('incident');
  agg2.addAggregate('count','category');
  agg2.orderByAggregate('count', 'category');
  agg2.orderBy('category');
  agg2.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(3)');
  agg2.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(3)');
  agg2.addEncodedQuery(query);
  agg2.query();
  var last = "";
  while (agg2.next()) {
     last = agg2.getAggregate('count','category');
  }
  gs.log(category + ": Last month:" + count + " Previous Month:"
 + last);

}
```

GlideAggregate - getRowCount()

Retrieves the number of rows in the GlideAggregate object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of rows in the GlideAggregate object.

```
var count = new GlideAggregate('incident');
  count.addAggregate('MIN', 'sys_mod_count');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 count.addAggregate('MAX', 'sys_mod_count');
 count.addAggregate('AVG', 'sys_mod_count');
 count.groupBy('category');
 count.query();
 gs.info(count.getRowCount());
 while (count.next()) {
    var min = count.getAggregate('MIN', 'sys_mod_count');
    var max = count.getAggregate('MAX', 'sys_mod_count');
    var avg = count.getAggregate('AVG', 'sys_mod_count');
    var category = count.category.getDisplayValue();
    gs.info(category + " Update counts: MIN = " + min + " MAX =
" + max + " AVG = " + avg);
 }
```

Output:

```
6
Database Update counts: MIN = 8 MAX = 48 AVG = 28.0000
Hardware Update counts: MIN = 4 MAX = 14 AVG = 6.6250
Inquiry / Help Update counts: MIN = 0 MAX = 34 AVG = 6.5714
Network Update counts: MIN = 3 MAX = 37 AVG = 18.6000
Request Update counts: MIN = 5 MAX = 39 AVG = 13.4000
Software Update counts: MIN = 4 MAX = 98 AVG = 24.0000
```

Scoped equivalent

To use the *getRowCount()* method in a scoped application, use the corresponding scoped method: Scoped GlideAggregate - getRowCount().

GlideAggregate - getTotal(String agg, String name)

Returns the number of records by summing an aggregate.

Parameters

Name	Type	Description
agg	String	Name of an aggregate to use. Valid values: • AVG: Average value of the expression. • COUNT: Count of the number of non-null values. • GROUP_CONCAT: Concatenates all non-null values of the group in ascending order, joins them with a comma (','), and returns the result as a string. • GROUP_CONCAT_DISTINCT: Concatenates all non-null values of the group in ascending order, removes duplicates, joins them with a comma (','), and returns the result as a string. • MAX: Largest, or maximum, value. • MIN: Minimum value. • STDDEV: Population standard deviation. • SUM: Sum of all values.
name	String	Name of the field to aggregate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Number of records.

```
var incidentGA = new GlideAggregate('incident');
incidentGA.addQuery('category', 'software');
incidentGA.addAggregate('COUNT');
incidentGA.addTrend('opened_at','year'); // Counting number of
 incidents for software category per year
incidentGA.setGroup(false);
incidentGA.query();
while(incidentGA.next()){
  gs.info('Incidents opened on year -
 '+incidentGA.getValue('timeref')+' -
 '+incidentGA.getAggregate('COUNT'));
}
gs.info('Total Aggregate Value >> '+
 incidentGA.getTotal('COUNT'));
```

Output:

```
Incidents opened on year - 2015 - 1
Incidents opened on year - 2018 - 5
Incidents opened on year - 2020 - 10
Total Aggregate Value >> 16
```

GlideAggregate - getValue(String name)

Returns the value of a field or a dynamic attribute.

Parameters

Name	Type	Description
name	String	Field name or path to an attribute within a dynamic attribute store. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.

Returns

Type	Description
String	Value of the specified field. Returns null if invalid (not part of result set).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var trend = new GlideAggregate('incident');
trend.addTrend ('opened_at','Month');
trend.addAggregate('COUNT');

//addHaving limits the results returned to those in which the
 aggregate COUNT is greater than 2
trend.addHaving('COUNT', '>', '2');
trend.setGroup(false);
trend.query();
while(trend.next()) {
  gs.print(('Incidents by month ' + trend.getValue('timeref')
 + ' where count is more than 2 count is: ' +
 trend.getAggregate('COUNT'));
}
```

Output:

```
Incidents by month 9/2018 where count is more than 2 count is: 3
Incidents by month 10/2018 where count is more than 2 count is:
 8
Incidents by month 11/2018 where count is more than 2 count is:
 14
```

Scoped equivalent

To use the *`getValue()`* method in a scoped application, use the corresponding scoped method: getValue().

GlideAggregate - groupBy(String name)

Provides the name of a field, or an attribute within a dynamic attribute store, to use when grouping the aggregates.

May be called numerous times to set multiple group fields.

Parameters

Name	Type	Description
name	String	Field name or path to an attribute within a dynamic attribute store. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table. For more information on dynamic attributes, see Dynamic Schema.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to call this method.

```
var count = new GlideAggregate('incident');
count.addAggregate('MIN', 'sys_mod_count');
count.addAggregate('MAX', 'sys_mod_count');
count.addAggregate('AVG', 'sys_mod_count');
count.groupBy('category');
count.query();
while (count.next()) {
  var min = count.getAggregate('MIN', 'sys_mod_count');
  var max = count.getAggregate('MAX', 'sys_mod_count');
  var avg = count.getAggregate('AVG', 'sys_mod_count');
  var category = count.category.getDisplayValue();
  gs.log(category + " Update counts: MIN = " + min + " MAX = " +
 max + " AVG = " + avg);
}
```

The following example shows how to call this method using an attribute in a dynamic attribute store.

```
var ga_AppTab = new GlideAggregate('application_table');
ga_AppTab.addGroupBy('dyn_att_field->group->attr');
ga_AppTab.addAggregate('AVG', 'dyn_att_field->group->attr1');
ga_AppTab.addHaving('SUM', 'dyn_att_field->group->attr2', '>=',
 420);
ga.query();
```

Scoped equivalent

To use the *groupBy()* method in a scoped application, use the corresponding scoped method: groupBy().

GlideAggregate - orderBy(String name)

Orders the aggregates using the value of the specified field, dynamic attribute path, or glidefunction. The field is also added to the group-by list.

Parameters

Name	Type	Description
name	String	Field name, path to an attribute within a dynamic attribute store, or glidefunction to use to order the aggregates. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table. For more information on dynamic attributes, see Dynamic Schema. glidefunction format: `glidefunction:length(short_description)`. For more information about glidefunctions, see glidefunction operations.

Returns

Type	Description
None	

```
var agg = new GlideAggregate('incident');
agg.addAggregate('count','category');
agg.orderByAggregate('count', 'category');
agg.orderBy('category');
agg.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(2)');
agg.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(2)');
agg.query();
while (agg.next()) {
  var category = agg.category;
  var count = agg.getAggregate('count','category');
  var query = agg.getQuery();
  var agg2 = new GlideAggregate('incident');
  agg2.addAggregate('count','category');
  agg2.orderByAggregate('count', 'category');
  agg2.orderBy('category');
  agg2.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(3)');
  agg2.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(3)');
  agg2.addEncodedQuery(query);
  agg2.query();
  var last = "";
  while (agg2.next()) {
     last = agg2.getAggregate('count','category');
  }
  gs.log(category + ": Last month:" + count + " Previous Month:"
 + last);
}
```

Scoped equivalent

To use the *`orderBy()`* method in a scoped application, use the corresponding scoped method: orderBy().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideAggregate - orderByAggregate(String agg, String fieldName)

Orders the aggregates based on the specified aggregate and field or dynamic attribute.

Parameters

Name	Type	Description
agg	String	Type of aggregation. Valid values: • AVG: Average value of the expression. • COUNT: Count of the number of non-null values. • GROUP_CONCAT: Concatenates all non-null values of the group in ascending order, joins them with a comma (','), and returns the result as a string. • GROUP_CONCAT_DISTINCT: Concatenates all non-null values of the group in ascending order, removes duplicates, joins them with a comma (','), and returns the result as a string. • MAX: Largest, or maximum, value. • MIN: Minimum value. • STDDEV: Population standard deviation. • SUM: Sum of all values.
fieldName	String	Name of the field or path to an attribute within a dynamic attribute store to aggregate. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table. For more information on dynamic attributes, see Dynamic Schema.

Returns

Type	Description
None	

```
var agg = new GlideAggregate('incident');
agg.addAggregate('count','category');
agg.orderByAggregate('count', 'category');
agg.orderBy('category');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
agg.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(2)');
agg.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(2)');
agg.query();
while (agg.next()) {
  var category = agg.category;
  var count = agg.getAggregate('count','category');
  var query = agg.getQuery();
  var agg2 = new GlideAggregate('incident');
  agg2.addAggregate('count','category');
  agg2.orderByAggregate('count', 'category');
  agg2.orderBy('category');
  agg2.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(3)');
  agg2.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(3)');
  agg2.addEncodedQuery(query);
  agg2.query();
  var last = "";
  while (agg2.next()) {
     last = agg2.getAggregate('count','category');
  }
  gs.log(category + ": Last month:" + count + " Previous Month:"
 + last);

}
```

Scoped equivalent

To use the *orderByAggregate()* method in a scoped application, use the corresponding scoped method: orderByAggregate().

GlideAggregate - query()

Issues the query and gets the results.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

```
var agg = new GlideAggregate('incident');
agg.addAggregate('count','category');
agg.orderByAggregate('count', 'category');
agg.orderBy('category');
agg.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(2)');
agg.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(2)');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
agg.query();
while (agg.next()) {
  var category = agg.category;
  var count = agg.getAggregate('count','category');
  var query = agg.getQuery();
  var agg2 = new GlideAggregate('incident');
  agg2.addAggregate('count','category');
  agg2.orderByAggregate('count', 'category');
  agg2.orderBy('category');
  agg2.addQuery('opened_at', '>=',
 'javascript:gs.monthsAgoStart(3)');
  agg2.addQuery('opened_at', '<=',
 'javascript:gs.monthsAgoEnd(3)');
  agg2.addEncodedQuery(query);
  agg2.query();
  var last = "";
  while (agg2.next()) {
     last = agg2.getAggregate('count','category');
  }
  gs.log(category + ": Last month:" + count + " Previous Month:"
 + last);
```

Scoped equivalent

To use the *query()* method in a scoped application, use the corresponding scoped method: query().

GlideAggregate - setAggregateWindow(Number firstRow, Number lastRow)

Limits the number of rows from the table to include in the aggregate query.

Parameters

Name	Type	Description
firstRow	Number	Zero-based index of the first row to include in the aggregate query, inclusive.
lastRow	Number	Zero-based index of the last row to include in the aggregate query, exclusive.

Returns

Type	Description
None	

Prints the count of each category for the first ten records in the Incident [incident] table.

```
var incidentGroup = new GlideAggregate('incident');
incidentGroup.addAggregate('COUNT', 'category');
incidentGroup.setAggregateWindow(0, 10);
incidentGroup.query();
while (incidentGroup.next()) {
   var incidentCount = incidentGroup.getAggregate('COUNT',
 'category');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   gs.info('{0} count: {1}',
 [incidentGroup.getValue('category'), incidentCount]);
}
```

Output:

```
database count: 1
Hardware count: 1
inquiry count: 7
software count: 1
```

Scoped equivalent

To use the *setAggregateWindow()* method in a scoped application, use the corresponding scoped method: setAggregateWindow().

GlideAggregate - setGroup(Boolean b)

Sets whether to group the results.

Parameters

Name	Type	Description
b	Boolean	Flag that indicates whether to group the results. Valid values: • true: Group the results. • false: Do not group the results.

Returns

Type	Description
None	

```
var ga = new GlideAggregate('incident');
ga.addAggregate('COUNT', 'category');

ga.setGroup(true);
```

Scoped equivalent

To use the *setGroup()* method in a scoped application, use the corresponding scoped method: setGroup().

GlideAggregate - setIntervalYearIncluded(Boolean b)

Sets whether to group results by year for day-of-week trends. These trends are created using the *addTrend()* method with the *dayofweek* time interval.

Dependency: GlideAggregate - addTrend('<fieldName>', 'dayofweek').

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
b	Boolean	Flag that indicates whether to include a year for a trend with a day-of-week time interval. Valid values: • true: Group day-of-week results by year. • false: Exclude the year from time interval results. Default: true

Returns

Type	Description
None	

The following example shows how to count incidents created in the last six months. The incidents are separated by the day of the week, but not including the year. For example, the default results for Thursday would include the year, such as `Thursday/2023: 16`.

```
var incidentGroup = new GlideAggregate('incident');
incidentGroup.addEncodedQuery("sys_created_onRELATIVEGT@month@ago@6");
incidentGroup.addTrend('sys_created_on', 'dayofweek');
incidentGroup.addAggregate('COUNT');
incidentGroup.setIntervalYearIncluded(false);
incidentGroup.query();
while (incidentGroup.next()) {
    gs.info(incidentGroup.getValue('timeref') + ': ' +
 incidentGroup.getAggregate('COUNT'))};
```

Output:

```
Sunday: 1
Monday: 15
Tuesday: 1
Wednesday: 7
Thursday: 16
Saturday: 1
```

Scoped equivalent

To use the *`setIntervalYearIncluded()`* method in a scoped application, use the corresponding scoped method: setIntervalYearIncluded().

GlideAggregate - Scoped

The *`GlideAggregate`* API enables creating database aggregation queries.

The *`GlideAggregate`* class is an extension of the *`GlideRecord`* class and provides database aggregation (AVG, COUNT, GROUP_CONCAT, GROUP_CONCAT_DISTINCT, MAX, MIN, STDDEV, SUM) queries. This functionality can be helpful when creating customized reports or in calculations for calculated fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When you use `GlideAggregate` methods on currency or price fields, you are working with the reference currency value. Be sure to convert the aggregate values to the user's session currency for display. Because the conversion rate between the currency or price value (displayed value) and its reference currency value (aggregation value) might change, the result may not be what the user expects.

Note: When using an on-premise system, the database server time zone must be set to GMT/UTC for this class to work properly.

Scoped GlideAggregate - GlideAggregate(String tableName)

Creates a GlideAggregate object on the specified table.

Parameters

Name	Type	Description
tableName	String	Name of the table.

```
var count = new GlideAggregate('incident');
```

Scoped GlideAggregate - addAggregate(String agg, String name)

Adds an aggregate to a database query.

Parameters

Name	Type	Description
agg	String	Name of an aggregate to use. Valid values: • AVG: Average value of the expression. • COUNT: Count of the number of non-null values. • GROUP_CONCAT: Concatenates all non-null values of the group in ascending order, joins them with a comma (','), and returns the result as a string. • GROUP_CONCAT_DISTINCT: Concatenates all non-null values of the group in ascending order, removes duplicates, joins them with a comma (','), and returns the result as a string. • MAX: Largest, or maximum, value. • MIN: Minimum value. • STDDEV: Population standard deviation. • SUM: Sum of all values.
name	String	Optional. Name of the field to group the results of the aggregation by. Default: Null

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to use *GlideAggregate* functions on the Incident [incident] table.

```
var incidentGA = new GlideAggregate('incident');
incidentGA.groupBy('category');
incidentGA.orderByAggregate('COUNT', 'sys_mod_count');

incidentGA.addAggregate('AVG', 'sys_mod_count');
incidentGA.addAggregate('COUNT', 'sys_mod_count');
incidentGA.addAggregate('GROUP_CONCAT', 'sys_mod_count');
incidentGA.addAggregate('GROUP_CONCAT_DISTINCT',
 'sys_mod_count');
incidentGA.addAggregate('MAX', 'sys_mod_count');
incidentGA.addAggregate('MIN', 'sys_mod_count');
incidentGA.addAggregate('STDDEV', 'sys_mod_count');
incidentGA.addAggregate('SUM', 'sys_mod_count');

incidentGA.query();

while (incidentGA.next()) {
gs.info('CATEGORY: ' + incidentGA.getValue('category'));
gs.info('AVG: ' + incidentGA.getAggregate('AVG',
 'sys_mod_count'));
gs.info('COUNT: ' + incidentGA.getAggregate('COUNT',
 'sys_mod_count'));
gs.info('GROUP_CONCAT: ' +
 incidentGA.getAggregate('GROUP_CONCAT', 'sys_mod_count'));
gs.info('GROUP_CONCAT_DISTINCT: ' +
 incidentGA.getAggregate('GROUP_CONCAT_DISTINCT',
 'sys_mod_count'));
gs.info('MAX: ' + incidentGA.getAggregate('MAX',
 'sys_mod_count'));
gs.info('MIN: ' + incidentGA.getAggregate('MIN',
 'sys_mod_count'));
gs.info('STDDEV: ' + incidentGA.getAggregate('STDDEV',
 'sys_mod_count'));
gs.info('SUM: ' + incidentGA.getAggregate('SUM',
 'sys_mod_count'));
gs.info(' ');
}
```

Output.

```
CATEGORY: inquiry
AVG: 8.4242424242424242424242424242424242424242E00
COUNT: 33
GROUP_CONCAT:
 0,0,0,0,1,2,2,4,4,4,5,5,5,6,6,6,6,6,6,6,6,7,8,8,8,8,9,15,15,19,
32,33,36
GROUP_CONCAT_DISTINCT: 0,1,2,4,5,6,7,8,9,15,19,32,33,36
MAX: 36
MIN: 0
STDDEV: 9.158432941251136299327101471351714944 39E00
SUM: 278

CATEGORY: software
AVG: 21
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
COUNT: 13
GROUP_CONCAT: 3,4,5,5,6,7,9,10,10,11,14,94,95
GROUP_CONCAT_DISTINCT: 3,4,5,6,7,9,10,11,14,94,95
MAX: 95
MIN: 3
STDDEV: 3.27693962918655755532970326989852794087E01
SUM: 273

CATEGORY: Hardware
AVG: 6.8
COUNT: 10
GROUP_CONCAT: 2,5,5,6,6,6,7,7,9,15
GROUP_CONCAT_DISTINCT: 2,5,6,7,9,15
MAX: 15
MIN: 2
STDDEV: 3.39280283999985933622820108982884699755E00
SUM: 68

CATEGORY: network
AVG: 18
COUNT: 5
GROUP_CONCAT: 3,12,17,21,37
GROUP_CONCAT_DISTINCT: 3,12,17,21,37
MAX: 37
MIN: 3
STDDEV: 1.25698050899765347157025586536136512302E01
SUM: 90

CATEGORY:
AVG: 9.5
COUNT: 4
GROUP_CONCAT: 8,8,10,12
GROUP_CONCAT_DISTINCT: 8,10,12
MAX: 12
MIN: 8
STDDEV: 1.91485421551267621995020382273964310607E00
SUM: 38

CATEGORY: database
AVG: 29
COUNT: 2
GROUP_CONCAT: 8,50
GROUP_CONCAT_DISTINCT: 8,50
MAX: 50
MIN: 8
STDDEV: 2.96984848098349960248354632084036596 5E01
SUM: 58
```

Scoped GlideAggregate - addEncodedQuery(String query)

Adds an encoded query to the other queries that may have been set for this aggregate.

Parameters

Name	Type	Description
query	String	An encoded query to add to the aggregate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
//Number of incidents varies depending on the current state
//of the incident table
var count = new GlideAggregate('incident');
count.addEncodedQuery('active=true');
count.addAggregate('COUNT');
count.query();
var incidents = 0;
if (count.next())
   incidents = count.getAggregate('COUNT');
gs.info(incidents);
```

Scoped GlideAggregate - addQuery(String name, String operator, String value)

Adds a query to the aggregate.

Parameters

Name	Type	Description
name	String	Query to add.
operator	String	Operator for the query.
value	String	List of values to include in the query.

Returns

Type	Description
GlideQueryCondition	Query condition.

```
//Number of incidents varies depending on the current state
//of the incident table
var count = new GlideAggregate('incident');
count.addQuery('active', '=','true');
count.addAggregate('COUNT', 'category');
count.query();
while (count.next()) {
   var category = count.category;
   var categoryCount = count.getAggregate('COUNT', 'category');
   gs.info("There are currently " + categoryCount + " incidents
 with a category of " + category);
}
```

Output:

```
There are currently 1 incidents with a category of database
There are currently 5 incidents with a category of hardware
There are currently 42 incidents with a category of inquiry
There are currently 4 incidents with a category of network
There are currently 4 incidents with a category of request
There are currently 7 incidents with a category of software
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideAggregate - addNotNullQuery(String fieldName)

Adds a not null query to the aggregate.

Parameters

Name	Type	Description
fieldname	String	Name of the field.

Returns

Type	Description
GlideQueryCondition	Scoped query condition.

```
var count = new GlideAggregate('incident');
  count.addNotNullQuery('short_description');
  count.query();   // Issue the query to the database to get all
 records
  while (count.next()) {
     // add code here to process the aggregate
  }
```

Scoped GlideAggregate - addNullQuery(String fieldName)

Adds a null query to the aggregate.

Parameters

Name	Type	Description
fieldName	String	Name of the field.

Returns

Type	Description
GlideQueryCondition	The scoped query condition.

```
var count = new GlideAggregate('incident');
  count.addNullQuery('short_description');
  count.query();   // Issue the query to the database to get all
 records
  while (count.next()) {
     // add code here to process the aggregate
  }
```

Scoped GlideAggregate - addTrend(String fieldName, String timeInterval, Number numUnits)

Adds a trend for a specified field. Use a trend to show patterns over a period of time.

Note: To control whether to group *dayofweek* results by year, use Scoped GlideAggregate - setIntervalYearIncluded(Boolean b).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
fieldName	String	Name of the field for which trending should occur.
timeInterval	String	Time interval for the trend. Valid values: • date • dayofweek • hour • minute • quarter • value • week • year
numUnits	Number	Optional. Only valid when *timeInterval* = *minute*. Number of minutes to include in the trend. Default: 1

Returns

Type	Description
void	

```
var ga = new GlideAggregate('incident');
ga.addAggregate('COUNT'); // Count all incidents opened each
 quarter
ga.addTrend('opened_at', 'quarter');
ga.query();
while(ga.next()) {
 gs.info([ga.getValue('timeref'), ga.getAggregate('COUNT')]);
}
```

Output:

```
3/2018, 9
4/2018, 2
1/2019, 38
2/2019, 310
```

Scoped GlideAggregate - getAggregate(String agg, String name)

Returns the value of an aggregate from the current record.

Parameters

Name	Type	Description
agg	String	Type of the aggregate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • AVG: Average value of the expression. • COUNT: Count of the number of non-null values. • GROUP_CONCAT: Concatenates all non-null values of the group in ascending order, joins them with a comma (','), and returns the result as a string. • GROUP_CONCAT_DISTINCT: Concatenates all non-null values of the group in ascending order, removes duplicates, joins them with a comma (','), and returns the result as a string. • MAX: Largest, or maximum, value. • MIN: Minimum value. • STDDEV: Population standard deviation. • SUM: Sum of all values.
name	String	Name of the field on which to perform the aggregation.

Returns

Type	Description
String	The value of the aggregation. If the values being aggregated are FX Currency values, the returned value is in the format `<currency_code;currency_value>`, such as: `USD;134.980000`. **Note:** If the specified field contains FX Currency values of mixed currency types, the method is not able to aggregate the values and returns a semicolon (;).

Shows an aggregation that returns the number of records in the Incident table.

```
var count = new GlideAggregate('incident');
count.addAggregate('COUNT');
count.query();
var incidents = 0;
if (count.next()) {
  incidents = count.getAggregate('COUNT');
}
//Number of incidents varies depending on the current state
//of the incident table
gs.info('Number of incidents: ' + incidents);
```

Output: Number of incidents: 63.

Shows the aggregation of an FX Currency field.

```
var ga = new GlideAggregate('laptop_tracker');
ga.addAggregate('SUM', 'cost');
ga.groupBy('name');
ga.query();
while (ga.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.info('Aggregate results ' + ga.getValue('name') + ' => ' +
 ga.getAggregate('SUM', 'cost'));
}
```

Output:

```
*** Script: Aggregate results Apple MacBook Air =>
 USD;1651.784280000000
*** Script: Aggregate results Apple MacBook Pro =>
 USD;1651.784280000000
*** Script: Aggregate results Dell XPS => USD;470.852672000000
*** Script: Aggregate results LG =>
*** Script: Aggregate results Samsung Galaxy =>
 USD;225.320000000000
*** Script: Aggregate results Surface3 => USD;2895.560369520000
*** Script: Aggregate results Toshiba => USD;9385.202875800000
```

Scoped GlideAggregate - getAggregateEncodedQuery()

Gets the query necessary to return the current aggregate.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Encoded query to get the aggregate.

```
var count = new GlideAggregate('incident');
count.addAggregate('MIN', 'sys_mod_count');
count.groupBy('category');
count.query();
while (count.next()) {
    gs.info(count.getAggregateEncodedQuery());
}
```

Output:

```
category=database
category=hardware
category=inquiry
category=network
category=request
category=software
```

Scoped GlideAggregate - getEncodedQuery()

Retrieves the encoded query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	Encoded query.

```
var count = new GlideAggregate('incident');
count.addAggregate('MIN', 'sys_mod_count');
count.addAggregate('MAX', 'sys_mod_count');
count.addAggregate('AVG', 'sys_mod_count');
count.groupBy('category');
count.query();
gs.info(count.getEncodedQuery());
```

Output:

```
ORDERBYcategory^GROUPBYcategory
```

Scoped GlideAggregate - getRowCount()

Retrieves the number of rows in the GlideAggregate object.

Parameters

Name	Type	Description
none		

Returns

Type	Description
Number	Number of rows in the GlideAggregate object.

```
var count = new GlideAggregate('incident');
  count.addAggregate('MIN', 'sys_mod_count');
  count.addAggregate('MAX', 'sys_mod_count');
  count.addAggregate('AVG', 'sys_mod_count');
  count.groupBy('category');
  count.query();
  gs.info(count.getRowCount());
  while (count.next()) {
     var min = count.getAggregate('MIN', 'sys_mod_count');
     var max = count.getAggregate('MAX', 'sys_mod_count');
     var avg = count.getAggregate('AVG', 'sys_mod_count');
     var category = count.category.getDisplayValue();
     gs.info(category + " Update counts: MIN = " + min + " MAX =
 " + max + " AVG = " + avg);
  }
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
6
Database Update counts: MIN = 8 MAX = 48 AVG = 28.0000
Hardware Update counts: MIN = 4 MAX = 14 AVG = 6.6250
Inquiry / Help Update counts: MIN = 0 MAX = 34 AVG = 6.5714
Network Update counts: MIN = 3 MAX = 37 AVG = 18.6000
Request Update counts: MIN = 5 MAX = 39 AVG = 13.4000
Software Update counts: MIN = 4 MAX = 98 AVG = 24.0000
```

Scoped GlideAggregate - getTableName()

Retrieves the table name associated with this GlideAggregate object.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	Table name.

```
var count = new GlideAggregate('incident');
count.addAggregate('MIN', 'sys_mod_count');
count.addAggregate('MAX', 'sys_mod_count');
count.addAggregate('AVG', 'sys_mod_count');
count.groupBy('category');
count.query();
gs.info(count.getTableName());
```

Scoped GlideAggregate - getValue(String name)

Returns the value of the specified field.

Parameters

Name	Type	Description
name	String	Name of the field within the current table to return.

Returns

Type	Description
String	Value of the specified field. Returns null if invalid (not part of result set).

```
var count = new GlideAggregate('incident');
count.addAggregate('MAX', 'sys_mod_count');
count.groupBy('category');
count.query();
while (count.next()) {
  gs.info(count.getValue('category') + " category had " +
 count.getAggregate('MAX', 'sys_mod_count') + " updates");
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
category had 12 updates
hardware category had 15 updates
inquiry category had 36 updates
network category had 37 updates
software category had 95 updates
```

Scoped GlideAggregate - groupBy(String name)

Provides the name of a field to use in grouping the aggregates.

May be called numerous times to set multiple group fields.

Parameters

Name	Type	Description
name	String	Name of the field.

Returns

Type	Description
None	

```
var count = new GlideAggregate('incident');
count.addAggregate('MIN', 'sys_mod_count');
count.addAggregate('MAX', 'sys_mod_count');
count.addAggregate('AVG', 'sys_mod_count');
count.groupBy('category');
count.query();
while (count.next()) {
     var min = count.getAggregate('MIN', 'sys_mod_count');
     var max = count.getAggregate('MAX', 'sys_mod_count');
     var avg = count.getAggregate('AVG', 'sys_mod_count');
     var category = count.category.getDisplayValue();
     gs.info(category + " Update counts: MIN = " + min + " MAX =
 " + max + " AVG = " + avg);
}
```

Output:

```
Database Update counts: MIN = 8 MAX = 48 AVG = 28.0000
Hardware Update counts: MIN = 4 MAX = 14 AVG = 6.6250
Inquiry / Help Update counts: MIN = 0 MAX = 34 AVG = 6.5714
Network Update counts: MIN = 3 MAX = 37 AVG = 18.6000
Request Update counts: MIN = 5 MAX = 39 AVG = 13.4000
Software Update counts: MIN = 4 MAX = 98 AVG = 24.0000
```

Scoped GlideAggregate - hasNext()

Determines if there are any more records in the GlideAggregate object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
none		

Returns

Type	Description
Boolean	Flag that indicates whether there are more results in the query set. Possible values: • true: More results are in the query set. • false: No more results in the query set.

```
var agg = new GlideAggregate('incident');
agg.addAggregate('AVG', 'sys_mod_count');
agg.groupBy('category');
agg.query();
while (agg.hasNext()) {
    agg.next();
    var avg = agg.getAggregate('AVG', 'sys_mod_count');
    var category = agg.category.getDisplayValue();
    gs.info(category + ': AVG = ' + avg);
}
```

Output:

```
Database: AVG = 32.5000
Hardware: AVG = 12.0000
Inquiry / Help: AVG = 7.6667
Network: AVG = 24.0000
Request: AVG = 16.4000
Software: AVG = 27.0833
```

Scoped GlideAggregate - next()

Moves to the next record in the GlideAggregate.

Parameters

Name	Type	Description
none		

Returns

Type	Description
Boolean	Flag that indicates whether there are more results in the query set. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: More results are in the query set. • false: No more results in the query set.

```
var count = new GlideAggregate('incident');
count.addAggregate('COUNT');
count.query();
var incidents = 0;
if (count.next()) {
   incidents = count.getAggregate('COUNT');
   gs.info(incidents);
}
```

Scoped GlideAggregate - orderBy(String name)

Orders the aggregates using the value of the specified field. The field is also added to the group-by list.

Parameters

Name	Type	Description
name	String	Name of the field to order the aggregates by. Alternatively, you can provide a glidefunction to order the aggregates, such as `glidefunction:length(short_description)`. For more information about glidefunctions, see glidefunction operations.

Returns

Type	Description
None	

```
var agg = new GlideAggregate('incident');
agg.addAggregate('count', 'category');
agg.orderBy('category');
agg.query();
while (agg.next()) {
  var category = agg.category;
  var count = agg.getAggregate('count', 'category');
  var agg2 = new GlideAggregate('incident');
  agg2.addAggregate('count', 'category');
  agg2.orderBy('category');
  gs.info(category + ": Current number of incidents:" + count);
}
```

Output:

```
database: Current number of incidents:2
hardware: Current number of incidents:8
inquiry: Current number of incidents:28
network: Current number of incidents:5
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
request: Current number of incidents:5
software: Current number of incidents:11
```

Scoped GlideAggregate - orderByAggregate(String agg, String fieldName)

Orders the aggregates based on the specified aggregate and field.

Parameters

Name	Type	Description
agg	String	Type of aggregation.
fieldName	String	Name of the field to aggregate.

Returns

Type	Description
void	

```
ga.addAggregate('COUNT', 'category');
ga.orderByAggregate('count', 'category');
ga.query();
while(ga.next()) {
  gs.info('Category: ' + ga.category + ' ' +
 ga.getAggregate('COUNT', 'category'));
}
```

Output:

```
Category: inquiry 18
Category: software 11
Category: hardware 7
Category: network 5
Category: request 5
Category:  4
Category: database 2
```

Scoped GlideAggregate - orderByDesc(String name)

Sorts the aggregates in descending order based on the specified field. The field will also be added to the group-by list.

Parameters

Name	Type	Description
name	String	Name of the field.

Returns

Type	Description
None	

```
var agg = new GlideAggregate('incident');
agg.addAggregate('count', 'category');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
agg.orderByDesc('category');
agg.query();
while (agg.next()) {
  var category = agg.category;
  var count = agg.getAggregate('count', 'category');
  var agg2 = new GlideAggregate('incident');
  agg2.addAggregate('count', 'category');
  agg2.orderBy('category');
  gs.info(category + ": Current number of incidents:" + count);
}
```

Output:

```
software: Current number of incidents:11
request: Current number of incidents:5
network: Current number of incidents:5
inquiry: Current number of incidents:28
hardware: Current number of incidents:8
database: Current number of incidents:2
```

Scoped GlideAggregate - query()

Issues the query and gets the results.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

```
var count = new GlideAggregate('incident');
count.addAggregate('COUNT');
count.query();
var incidents = 0;
if (count.next()) {
   incidents = count.getAggregate('COUNT');
}
gs.info('Number of incidents: ' + incidents);
```

Scoped GlideAggregate - setAggregateWindow(Number firstRow, Number lastRow)

Limits the number of rows from the table to include in the aggregate query.

Parameters

Name	Type	Description
firstRow	Number	Zero-based index of the first row to include in the aggregate query, inclusive.
lastRow	Number	Zero-based index of the last row to include in the aggregate query, exclusive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

Prints the count of each category for the first ten records in the Incident [incident] table.

```
var incidentGroup = new GlideAggregate('incident');
incidentGroup.addAggregate('COUNT', 'category');
incidentGroup.setAggregateWindow(0, 10);
incidentGroup.query();
while (incidentGroup.next()) {
   var incidentCount = incidentGroup.getAggregate('COUNT',
 'category');
   gs.info('{0} count: {1}',
 [incidentGroup.getValue('category'), incidentCount]);
}
```

Output:

```
database count: 1
Hardware count: 1
inquiry count: 7
software count: 1
```

Scoped GlideAggregate - setGroup(Boolean b)

Sets whether to group the return results.

Parameters

Name	Type	Description
b	Boolean	Flag that indicates whether to group the results. Valid values: • true: Group the results. • false: Do not group the results.

Returns

Type	Description
void	

```
var ga = new GlideAggregate('incident');
ga.addAggregate('COUNT', 'category');

ga.setGroup(true);
ga.groupBy("category");

ga.query();

while(ga.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.info('Category ' + ga.category + ' ' +
 ga.getAggregate('COUNT', 'category'));
  }
```

Output:

```
Category database 2
Category hardware 7
Category inquiry 18
Category network 5
Category request 5
Category software 11
```

Scoped GlideAggregate - setIntervalYearIncluded(Boolean b)

Sets whether to group results by year for day-of-week trends. These trends are created using the `addTrend()` method with the *dayofweek* time interval.

Dependency: Scoped GlideAggregate - addTrend('<fieldName>', 'dayofweek').

Parameters

Name	Type	Description
b	Boolean	Flag that indicates whether to include a year for a trend with a day-of-week time interval. Valid values: • true: Group day-of-week results by year. • false: Exclude the year from time interval results. Default: true

Returns

Type	Description
None	

The following example shows how to count incidents created in the last six months. The incidents are separated by the day of the week, but not including the year. For example, the default results for Thursday would include the year, such as `Thursday/2023: 16`.

```
var incidentGroup = new GlideAggregate('incident');
incidentGroup.addEncodedQuery("sys_created_onRELATIVEGT@month@ag
o@6");
incidentGroup.addTrend('sys_created_on', 'dayofweek');
incidentGroup.addAggregate('COUNT');
incidentGroup.setIntervalYearIncluded(false);
incidentGroup.query();
while (incidentGroup.next()) {
    gs.info(incidentGroup.getValue('timeref') + ': ' +
 incidentGroup.getAggregate('COUNT'))};
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Sunday: 1
Monday: 15
Tuesday: 1
Wednesday: 7
Thursday: 16
Saturday: 1
```

GlideApplicationProperty - Scoped, Global

The *GlideApplicationProperty* API provides methods to get and set application property values for a specific domain.

Application properties enable service providers to customize application functionality based on the domain. Instead of only having a single system property (System Property [sys_properties] table) that defines the functionality for all domains and users, application properties can be implemented to define functionality for specific domains.

To access this API you must activate the Domain Support - Domain Extensions Installer (com.glide.domain.msp_extensions.installer) plugin.

For additional information on domain-specific application properties, see Domain-separated application properties.

GlideApplicationProperty - getValue(String name, String domainSysId)

Returns the value for the specified application property and domain sys_id.

The list of available application properties is located in the Application Properties [sys_application_property] and Application Property Values [sys_application_property_value] tables.

Note: If the specified domain is a child domain, and there is not an application property for the child domain, the method returns the parent domain application property, if available.

Parameters

Name	Type	Description
name	String	Name of the application property to return. **Note:** If the application is not global, you must prefix the name of the sys_application_property with the application's scope.
domainSysId	String	Optional. Sys_id of the domain associated with the application property. Default: Session domain

Returns

Type	Description
String	Value of the specified application property for the specified domain. If *domainSysId* is not passed in the call, then returns the session domain. If the specified application property doesn't exist, returns the same-name system property value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	If the user does not have access rights to the specified domain, throws an exception and no value is returned.

This example shows how to create a new application property and override its value for ACME and Cisco domains.

```
var MY_APP_PROP_NAME = 'my-app-prop';
var ACME_DOMAIN_ID = 'c90d4b084a362312013398f051272c0d';
var CISCO_DOMAIN_ID = 'c90f91924a362312001bdefae0f35d68';

// create a new app_config entry:
var now_GR = new GlideRecord('sys_application_property');
now_GR.name = MY_APP_PROP_NAME;
now_GR.default_value = 'my-app-prop-default_value';
now_GR.insert();

// Override the value for ACME domain, catch exception if user
 can't access the specified domain
try {
  GlideApplicationProperty.setValue(MY_APP_PROP_NAME,
 'prop-value-ACME', ACME_DOMAIN_ID);
  gs.info('Value for ACME domain: ' +
 GlideApplicationProperty.getValue(MY_APP_PROP_NAME,
 ACME_DOMAIN_ID));
} catch (ex) {
  gs.info('Exception: ' + ex);
}

// Override the value for Cisco domain -- assuming that the
 current session domain is Cisco. Notice that we don't pass
 domain-id explicitly
session.setDomainID(CISCO_DOMAIN_ID); // NOTE: this API is not
 available from non-global scope (use domain-picker to switch to
 Cisco)
gs.info('Domain: ' + session.getCurrentDomainID());
GlideApplicationProperty.setValue(MY_APP_PROP_NAME,
 'prop-value-Cisco');
gs.info('Value for current session (Cisco) domain: ' +
 GlideApplicationProperty.getValue(MY_APP_PROP_NAME));
```

Output:

```
*** Script: Value for ACME domain: prop-value-ACME
*** Script: Domain: c90f91924a362312001bdefae0f35d68
*** Script: Value for current session (Cisco) domain:
 prop-value-Cisco
```

GlideApplicationProperty - setValue(String name, String value, String domainSysId)

Stores the specified value in the specified application property for the specified domain, or the current session domain if not specified.

The following are guidelines for using this method:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The application property is not created if its name contains one of the following strings:
  - glide.properties.blacklist
  - glide.properties.no_db_override
  - glide.properties.safe_overrides
  - glide.properties.maint_write_roles
- The application property is not created if there is an existing system property with the same name, and the system property is marked as private.
- The application property is not created if there is an existing system property and the application property does not reference it.
- The name of the application property in the sys_application_property table is prefixed with the application's scope if it is not global.
- This method cannot be called from a different scope.

Parameters

Name	Type	Description
name	String	Name of the application property to save. **Note:** If the application is not global, you must prefix the name of the sys_application_property with the application's scope.
value	String	Value to store in the specified application property.
domainSysId	String	Optional. Sys_id of the domain associated with the application property. Default: Current session domain

Returns

Type	Description
Boolean	Flag that indicates whether the save operation was successful. Valid values: • true: Value was successfully saved. • false: An error occurred and the application property was not created/updated. If the user does not have access rights to the specified domain, throws an exception and no value is returned.

This example shows how to create a new application property and override its value for ACME and Cisco domains.

```
var MY_APP_PROP_NAME = 'my-app-prop';
var ACME_DOMAIN_ID = 'c90d4b084a362312013398f051272c0d';
var CISCO_DOMAIN_ID = 'c90f91924a362312001bdefae0f35d68';

// create a new app_config entry:
var now_GR = new GlideRecord('sys_application_property');
now_GR.name = MY_APP_PROP_NAME;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
now_GR.default_value = 'my-app-prop-default_value';
now_GR.insert();

// Override the value for ACME domain, catch exception if user
 can't access the specified domain
try {
  GlideApplicationProperty.setValue(MY_APP_PROP_NAME,
 'prop-value-ACME', ACME_DOMAIN_ID);
  gs.info('Value for ACME domain: ' +
 GlideApplicationProperty.getValue(MY_APP_PROP_NAME,
 ACME_DOMAIN_ID));
} catch (ex) {
  gs.info('Exception: ' + ex);
}

// Override the value for Cisco domain -- assuming that the
 current session domain is Cisco. Notice that we don't pass
 domain-id explicitly
session.setDomainID(CISCO_DOMAIN_ID); // NOTE: this API is not
 available from non-global scope (use domain-picker to switch to
 Cisco)
gs.info('Domain: ' + session.getCurrentDomainID());
GlideApplicationProperty.setValue(MY_APP_PROP_NAME,
 'prop-value-Cisco');
gs.info('Value for current session (Cisco) domain: ' +
 GlideApplicationProperty.getValue(MY_APP_PROP_NAME));
```

Output:

```
*** Script: Value for ACME domain: prop-value-ACME
*** Script: Domain: c90f91924a362312001bdefae0f35d68
*** Script: Value for current session (Cisco) domain:
 prop-value-Cisco
```

GlideappCalculationHelper - Global

The *GlideappCalculationHelper* API is a scriptable object that provides methods that add items to an existing request or request the recalculation of the price of a request.

The methods for this API are used in global server-side scripts (script includes, business rules, etc.). There is currently no support for scoped applications.

GlideappCalculationHelper - addItemToExistingRequest(String requestID, String catalogID, String quantity)

Adds a specific catalog item to an existing request. This API should be used only before a request (REQ) is approved. After the REQ is approved, the RITM process is not initiated.

Parameters

Name	Type	Description
requestID	String	Sys_id of the request to which to add the catalog item(s)
catalogID	String	Sys_id of the catalog item to add to the request
quantity	String	Number (quantity) of the specified catalog item to be add to the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var catItemId = "04b7e94b4f7b4200086eeed18110c7fd";
var requestId = "6eed229047801200e0ef563dbb9a71c2";
var helper = new GlideappCalculationHelper();
helper.addItemToExistingRequest(requestId, catItemId, "1");
```

GlideappCalculationHelper - rebalanceRequest(String requestID)

Recalculates the price of all of the items in a specified request.

Parameters

Name	Type	Description
requestID	String	Sys_id of the request for which to recalculate the price

Returns

Type	Description
void	

```
var catItemId = "04b7e94b4f7b4200086eeed18110c7fd";
var requestId = "6eed229047801200e0ef563dbb9a71c2";
var helper = new GlideappCalculationHelper();
//Add an item to the request
helper.addItemToExistingRequest(requestId, catItemId, "1");
//Re-calculate the price of the request after adding the item
helper.rebalanceRequest(requestId);
```

GlideCalendarDateTime - Scoped (deprecated)

The `GlideCalendarDateTime` class provides methods for performing operations on GlideCalendarDateTime objects, such as instantiating GlideCalendarDateTime objects or working with glide_date_time fields.

This API has been deprecated. Please use the GlideDateTime API instead.

GlideCertificateEncryption - Global

The `GlideCertificateEncryption` API provides methods for encrypting certificates.

Use these methods to generate a hash for the certificate, sign data using a private key, and generate a message authentication code.

GlideCertificateEncryption - GlideCertificateEncryption()

Instantiates a GlideCertificateEncryption object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Scoped equivalent

To use the `GlideCertificateEncryption()` constructor in a scoped application, use the corresponding scoped constructor: CertificateEncryption().

GlideCertificateEncryption - generateMac(String key, String algorithm, String data)

Generates the Message Authentication Code (MAC), which is used to authenticate a message.

Parameters

Name	Type	Description
key	String	Key to use to sign the message. Must be Base64 encoded.
algorithm	String	Algorithm to use to generate the MAC: HmacSHA256, HmacSHA1, HmacMD5, and so on.
data	String	Data to process.

Returns

Type	Description
String	MAC in base64 format.

```
var mac = new GlideCertificateEncryption;
var key = "sample_key";
key = GlideStringUtil.base64Encode(key);
mac.generateMac(key, "HmacSHA256", "sample_data");
```

Scoped equivalent

To use the `generateMac()` method in a scoped application, use the corresponding scoped method: generateMac().

GlideCertificateEncryption - getThumbPrint(String certificateID, String algorithm)

Generates a hash (SHA-1, SHA-256, and so on) for the certificate from Trust Store Cert.

Parameters

Name	Type	Description
certificateID	String	sys_id of the certificate record in the X.509 Certificate [sys_certificate] table.
algorithm	String	SHA-1, SHA-256, and so on

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Thumbprint in base64 format.

Scoped equivalent

To use the `getThumbPrint()` method in a scoped application, use the corresponding scoped method: getThumbPrint().

GlideCertificateEncryption - getThumbPrintFromKeystore(String certificateID, String alias, String algorithm)

Generates a hash (SHA-1, SHA-256, and so on) for the certificate from the key store entry.

Parameters

Name	Type	Description
certificateID	String	sys_id of the certificate record in the X.509 Certificate [sys_certificate] table.
alias	String	Alias name for the certificate.
algorithm	String	SHA-1, SHA-256, and so on.

Returns

Type	Description
String	Thumbprint in base64 format.

Scoped equivalent

To use the `getThumbPrintFromKeystore()` method in a scoped application, use the corresponding scoped method: getThumbPrintFromKeystore().

GlideCertificateEncryption - sign(String certificateID, String alias, String aliaspassword, String algorithm, String datatosign)

Signs the data using the private key and the given algorithm.

Parameters

Name	Type	Description
certificateID	String	sys_id of the certificate record in the X.509 Certificate [sys_certificate] table.
alias	String	Private key name.
aliaspassword	String	Password for the private key.
datatosign	String	Data to sign.
algorithm	String	SHA-1, SHA-256, and so on.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Signed data in base64 format.

```
var gce = new GlideCertificateEncryption;
gce.sign("recordID", "alias", "password", "SHA-1", "sign this
 data");
```

Scoped equivalent

To use the *sign()* method in a scoped application, use the corresponding scoped method: sign().

GlideConversation - Global

The *GlideConversation* API provides methods to access information in a Connect message.

Important:

Starting with the Paris release, Connect Support no longer receives enhancements or non-priority bug fixes. Consider moving to ServiceNow® Advanced Work Assignment and Agent Chat in workspace to automatically assign chat requests and other work items to agents. For details, see Move from Connect Support to Advanced Work Assignment and Agent Chat.

Access GlideConversation properties through a global object (conversation) that is available only in Connect action conditions and scripts.

Connect conversations are stored on the Live Group Profile [live_group_profile] table.

GlideConversation - description

The conversation's description.

Field

Name	Type	Description
description	String	The conversation's description.

```
var c= conversation.description;
```

GlideConversation - document

The sysID of the document associated with the conversation.

This field is set for feed conversations, and contains the sysID of the record being discussed.

Field

Name	Type	Description
document	GlideRecord	The document associated with the conversation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideConversation - name

The name of the conversation.

Field

Name	Type	Description
name	String	The name of the conversation.

```
var c= conversation.name;
```

GlideConversation - queueEntry

The queue entry associated with the conversation.

The queue entry is a reference field pointing to the chat_queue_entry table. This field is only available on support conversations. The queue chat entry is used to track the state of the conversation. This property is not changed if an incident record is created from the support conversation using the *`newRecord()`* method.

Field

Name	Type	Description
queueEntry	GlideRecord	The queue entry associated with the conversation.

```
var c= conversation.queueEntry;
```

GlideConversation - sys_id

The sys_id of the conversation.

Field

Name	Type	Description
sys_id	String	The sys_id of the conversation.

```
var c= conversation.sys_id;
```

GlideConversation - table

The name of the table containing the record being discussed.

This field is set for feed conversations, and is set to the table holding the record.

Field

Name	Type	Description
table	String	The name of the table holding the record being discussed.

```
var c= conversation.table;
```

GlideConversation - type

The conversation type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This is not the message type.

Connect supports the following types.

- peer - direct conversations, which consist of messages between two users.
- connect - group conversations, which consist of messages between more than two users.
- support - Connect Support conversations.
- feed - record conversations, which consist of messages that correspond to comments and work notes on a specific record.

Field

Name	Type	Description
type	String	The conversation type.

```
var c= conversation.type;
```

GlideCurrencyConfig - Scoped

The `GlideCurrencyConfig` API provides methods to retrieve various configuration information for FX Currency fields.

You can acquire information for a specific FX Currency field by calling the GlideCurrencyConfig(Object ed) constructor, which associates a specific FX Currency field to the instantiated object. When calling the various `GlideCurrencyConfig()` methods, if a record exists in the FX Currency Configuration [fx_configuration] table for the FX Currency field, the requested value is passed back. If a record or field is not available, the default value is passed back. You can also acquire the default FX Currency configuration values by calling the GlideCurrencyConfig() constructor.

For additional information on FX Currency configuration, see Setting up and operating FX Currency fields.

This class runs is in the `sn_currency` namespace.

GlideCurrencyConfig - GlideCurrencyConfig()

Instantiates a GlideCurrencyConfig object that enables the retrieval of global default FX Currency configuration information.

When calling the available methods on this type of GlideCurrencyConfig object, the return values are the FX Currency global defaults from system properties. If a global default is not defined in system properties, a hard-coded default is returned (this can also be an empty value if not configured).

This object does not provide configuration information for a specific FX Currency field. To retrieve specific FX Currency field information, use the GlideCurrencyConfig(Object ed) constructor.

For more information, see Configuring FX Currency global settings.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var cur_config = new sn_currency.GlideCurrencyConfig();
```

GlideCurrencyConfig - GlideCurrencyConfig(Object ed)

Instantiates a GlideCurrencyConfig object that enables the retrieval of the configuration information for a specific FX Currency field.

When calling the available methods on this type of GlideCurrencyConfig object, the return values are from the FX Currency Configuration [fx_configuration] record associated with the FX Currency field, if a record exists. If a record does not exist, default values are returned.

For more information, see Configuring FX Currency global settings.

Parameters

Name	Type	Description
ed	GlideElementDescriptor	GlideElementDescriptor object of the FX Currency field to associate with the GlideCurrencyConfig object.

```
var grCurr = new GlideRecord('my_FXCurrency_table');
var curr_field = grCurr.getElement('currency');
var ed = curr_field.getED();
var cur_config = new sn_currency.GlideCurrencyConfig(ed);
```

GlideCurrencyConfig - getAggregationSource()

Returns the aggregation source value for an FX Currency field.

If called on an existing FX Currency field that has a corresponding FX Currency Configuration [fx_configuration] record, returns the value of the Aggregation Source (aggregation_source) field. Otherwise, if a new record, returns a default value.

For more information on aggregation source, see Specify the table field and its currency display parameters.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Source of values for aggregations. The returned value depends on the constructor used to instantiate the object. • *`GlideCurrencyConfig(Object ed)`*: If an fx_configuration record exists, returns the aggregation_source field from the fx_configuration record that is associated with the FX Currency field specified by the GlideElementDescriptor passed in the constructor. If no fx_configuration record, follows the *`GlideCurrencyConfig()`* rules. • *`GlideCurrencyConfig()`*: If set, returns the value in the glide.currency2.aggregation_source field in system properties. Otherwise, returns a hard-coded default of `reference`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • default • as_entered • reference

This code example returns the default aggregation source.

```
var cur_config = new sn_currency.GlideCurrencyConfig();
var curr_agg_source = cur_config.getAggregationSource();
```

This code example returns the aggregation source for a specific FX Currency field.

```
var grCurr = new GlideRecord('my_FXCurrency_table');
var curr_field = grCurr.getElement('currency');
var ed = curr_field.getED();
var cur_config = new sn_currency.GlideCurrencyConfig(ed);
var curr_agg_source = cur_config.getAggregationSource();
```

GlideCurrencyConfig - getConversionDateSource()

Returns the field used as the source of the date and time for the currency conversion.

If called on an existing FX Currency field that has a corresponding FX Currency Configuration [fx_configuration] record, returns the value of the Conversion Date Source (conversion_date_source) field. Otherwise, if a new record, returns "null".

For more information on the Conversion Date Source field, see Identify the rate table and date source for currency conversions.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Field in the record used as the conversion date source. The returned value depends on the constructor used to instantiate the object. • *`GlideCurrencyConfig(Object ed)`*: If an fx_configuration record exists, returns the conversion_date_source field from the fx_configuration record that is associated with the FX Currency field specified by the GlideElementDescriptor passed in the constructor. If no fx_configuration record, follows the *`GlideCurrencyConfig()`* rules. • *`GlideCurrencyConfig()`*: Returns `null`.

This code example returns the conversion date source for a specific FX Currency field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var grCurr = new GlideRecord('my_FXCurrency_table');
var curr_field = grCurr.getElement('currency');
var ed = curr_field.getED();
var cur_config = new sn_currency.GlideCurrencyConfig(ed);
var curr_conv_date_src = cur_config.getConversionDateSource();
```

GlideCurrencyConfig - getDisplayDigits()

Returns the number of digits to display for an FX Currency field.

If called on an existing FX Currency field that has a corresponding FX Currency Configuration [fx_configuration] record, returns the value of the Display Digits (display_digits) field. Otherwise, if a new record, returns a default value.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of digits to display for the FX Currency field. The returned value depends on the constructor used to instantiate the object. • *`GlideCurrencyConfig(Object ed)`*: If an fx_configuration record exists, returns the value of the display_digits field in the FX Currency Configuration [fx_configuration] record that is associated with the FX Currency field specified by the GlideElementDescriptor passed in the constructor. If no fx_configuration record, follows the *`GlideCurrencyConfig()`* rules. • *`GlideCurrencyConfig()`*: If set, returns the value of the glide.currency2.display_digits property in system properties. Otherwise, returns `-1`.

This code example returns the default number of display digits.

```
var cur_config = new sn_currency.GlideCurrencyConfig();
var curr_display_digits = cur_config.getDisplayDigits();
```

This code example returns the display digits for a specific FX Currency field.

```
var grCurr = new GlideRecord('my_FXCurrency_table');
var curr_field = grCurr.getElement('currency');
var ed = curr_field.getED();
var cur_config = new sn_currency.GlideCurrencyConfig(ed);
var curr_display_digits = cur_config.getDisplayDigits();
```

GlideCurrencyConfig - getDisplayValue()

Returns the currency code used to convert the FX Currency value when it appears in lists and reports.

If called on an existing FX Currency field that has a corresponding FX Currency Configuration [fx_configuration] record, returns the value of the Display Value Currency (display_value) field. Otherwise, if a new record, returns a default value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Currency code to use to display the FX Currency field. The returned value depends on the constructor used to instantiate the object. • *`GlideCurrencyConfig(Object ed)`*: If an fx_configuration record exists, returns the display_value field, which contains the currency code, from the fx_configuration record that is associated with the FX Currency field specified by the GlideElementDescriptor passed in the constructor. If no fx_configuration record, follows the *`GlideCurrencyConfig()`* rules. • *`GlideCurrencyConfig()`*: If set, returns the value of the glide.currency2.display_value property in system properties. Otherwise, returns `as_entered`. Possible values: • default: Global default. This is the value in the glide.currency2.display_digits property. • as_entered: Currency value as entered by the user. • in_session_currency: Currency value converted to the session currency. Session currency is based on the user's locale. • in_reference_currency: Reference value if computed and stored. Otherwise, the currency value converted to the reference currency.

This code example returns the default currency code.

```
var cur_config = new sn_currency.GlideCurrencyConfig();
var curr_display_value = cur_config.getDisplayValue();
```

This code example returns the display currency code for a specific FX Currency field.

```
var grCurr = new GlideRecord('my_FXCurrency_table');
var curr_field = grCurr.getElement('currency');
var ed = curr_field.getED();
var cur_config = new sn_currency.GlideCurrencyConfig(ed);
var curr_display_value = cur_config.getDisplayValue();
```

GlideCurrencyConfig - getRateFilterRateTableField()

Returns the rate table field used as a rate table filter for an FX Currency field.

If called on an existing FX Currency field that has a corresponding FX Currency Configuration [fx_configuration] record, returns the value of the Rate Table Field (rate_filter_rate_table_field). Otherwise, if a new record, returns a default value.

For more information on rate table filters, see Select the rate and target table fields used for filtering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Field in the rate table used to filter the rate table records. The returned value depends on the constructor used to instantiate the object. • *`GlideCurrencyConfig(Object ed)`*: If an fx_configuration record exists, returns the rate_filter_rate_table_field from the fx_configuration record that is associated with the FX Currency field specified by the GlideElementDescriptor passed in the constructor. If no fx_configuration record, follows the *`GlideCurrencyConfig()`* rules. • *`GlideCurrencyConfig()`*: Returns `null`.

This code example returns the rate table field used to filter rate table records for a specific FX Currency field.

```
var grCurr = new GlideRecord('my_FXurrency_table');
var curr_field = grCurr.getElement('currency');
var ed = curr_field.getED();
var cur_config = new sn_currency.GlideCurrencyConfig(ed);
var curr_reference_currency =
 cur_config.getRateFilterRateTableField();
```

GlideCurrencyConfig - getRateFilterTargetTableField()

Returns the target table field used to filter the rate table records for an FX Currency field.

If called on an existing FX Currency field that has a corresponding FX Currency Configuration [fx_configuration] record, returns the value of the Target Table Field (rate_filter_target_table_field). Otherwise, if a new record, returns a default value.

For more information on rate table filters, see Select the rate and target table fields used for filtering.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Field in the target table used/to use to filter the rate table. The returned value depends on the constructor used to instantiate the object. • *`GlideCurrencyConfig(Object ed)`*: If an fx_configuration record exists, returns the rate_filter_target_table_field from the fx_configuration record that is associated with the FX Currency field specified by the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	GlideElementDescriptor passed in the constructor. If no fx_configuration record, follows the *`GlideCurrencyConfig()`* rules. • *`GlideCurrencyConfig()`*: Returns `null`.

This code example returns the default rate filter, target table field.

```
var cur_config = new sn_currency.GlideCurrencyConfig();
var curr_rate_filter =
 cur_config.getRateFilterTargetTableField();
```

This code example returns the rate filter, target table field for a specific FX Currency field.

```
var grCurr = new GlideRecord('my_FXCurrency_table');
var curr_field = grCurr.getElement('currency');
var ed = curr_field.getED();
var cur_config = new sn_currency.GlideCurrencyConfig(ed);
var curr_rate_filter =
 cur_config.getRateFilterTargetTableField();
```

GlideCurrencyConfig - getRateTable()

Returns the rate table used to convert currency for an FX Currency field.

If called on an existing FX Currency field that has a corresponding FX Currency Configuration [fx_configuration] record, returns the value of the Rate Table Field (rate_filter_rate_table_field). Otherwise, if a new record, returns a default value.

For more information on FX Currency rate tables, see Identify the rate table and date source for currency conversions.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the rate table used to perform the currency conversion. The returned value depends on the constructor used to instantiate the object. • *`GlideCurrencyConfig(Object ed)`*: If an fx_configuration record exists, returns the rate_table_field field from the fx_configuration record that is associated with the FX Currency field specified by the GlideElementDescriptor passed in the constructor. If no fx_configuration record, follows the *`GlideCurrencyConfig()`* rules. • *`GlideCurrencyConfig()`*: If set, returns the value of the glide.currency2.system_rate_table property from system properties. Otherwise, returns `fx_system_rate`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns the default rate table.

```
var cur_config = new sn_currency.GlideCurrencyConfig();
var curr_rate_table = cur_config.getRateTable();
```

Returns the rate table used for a specific FX Currency field.

```
var grCurr = new GlideRecord('my_FXCurrency_table');
var curr_field = grCurr.getElement('currency');
var ed = curr_field.getED();
var cur_config = new sn_currency.GlideCurrencyConfig(ed);
var curr_rate_table = cur_config.getRateTable();
```

GlideCurrencyConfig - getReferenceCurrency()

Returns the reference currency for an FX Currency field.

If called on an existing FX Currency field that has a corresponding FX Currency Configuration [fx_configuration] record, returns the value of the Reference Currency (reference_currency) field. Otherwise, if a new record, returns a default value.

For more information on reference currency, see Set the reference currency.

Parameters

Name	Type	Description
None		

Returns

Type	Description

String	Reference currency as an ISO currency code. The returned value depends on the constructor used to instantiate the object.
	• *`GlideCurrencyConfig(Object ed)`*: If an fx_configuration record exists, returns the reference_currency field from the fx_configuration record that is associated with the FX Currency field specified by the GlideElementDescriptor passed in the constructor. If no fx_configuration record, follows the *`GlideCurrencyConfig()`* rules.
	• *`GlideCurrencyConfig()`*: If set, returns the value of the glide.currency2.default_reference_currency system property. Otherwise the method applies the following rules, in the specified order, to determine the reference currency code:
	  ○ If the glide.system.reference_currency system property is set to true, uses the value in the glide.system.reference_currency.code system property.
	  ○ The value in the glide.system.locale system property (which implies a currency).
	  ○ Default locale of the Java Virtual Machine on which the instance is running.

This code example returns the default reference currency.

```
var cur_config = new sn_currency.GlideCurrencyConfig();
var curr_reference_currency = cur_config.getReferenceCurrency();
```

This code example returns the reference currency for a specific FX Currency field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var grCurr = new GlideRecord('my_FXCurrency_table');
var curr_field = grCurr.getElement('currency');
var ed = curr_field.getED();
var cur_config = new sn_currency.GlideCurrencyConfig(ed);
var curr_reference_currency = cur_config.getReferenceCurrency();
```

GlideCurrencyConfig - getReferenceCurrencySource()

Returns the reference currency source for an FX Currency field.

If called on an existing FX Currency field that has a corresponding FX Currency Configuration [fx_configuration] record, returns the value (dot-walk path) of the Reference Currency Source (reference_currency_source) field. Otherwise, if a new record, returns a default value.

For more information on reference currency source, see Set the reference currency.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Dot-walk path of the field used/to use as the reference currency. The returned value depends on the constructor used to instantiate the object. • *`GlideCurrencyConfig(Object ed)`*: If an fx_configuration record exists, returns the reference_currency_source field from the fx_configuration record that is associated with the FX Currency field specified by the GlideElementDescriptor passed in the constructor. If no fx_configuration record, follows the *`GlideCurrencyConfig()`* rules. • *`GlideCurrencyConfig()`*: Returns `null`.

This code example returns the default reference currency source.

```
var cur_config = new sn_currency.GlideCurrencyConfig();
var curr_reference_currency =
 cur_config.getReferenceCurrencySource();
```

This code example returns the reference currency source for a specific FX Currency field.

```
var grCurr = new GlideRecord('my_FXCurrency_table');
var curr_field = grCurr.getElement('currency');
var ed = curr_field.getED();
var cur_config = new sn_currency.GlideCurrencyConfig(ed);
var curr_reference_currency =
 cur_config.getReferenceCurrencySource();
```

GlideCurrencyConverter - Scoped

The *`GlideCurrencyConverter`* API provides methods to convert one currency value to another, such as converting US dollars into European euros.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can instantiate the GlideCurrencyConverter object and define the source and destination currencies during instantiation using `GlideCurrencyConverter(from, to)`.
You can also instantiate the object without these values and define them later using the `setFromCurrency()` and `setToCurrency()` methods. These values and the amount to convert must be set before calling the `convert()` method to perform the currency conversion. To set the amount to convert, use the `setAmount()` method.

The `GlideCurrencyConverter()` API also provides optional methods that enable you to:

- Set the date and time for which to perform the conversion, `setDateTime()`. By setting the date and time, the rate that is used in the conversion calculation is that for the specified date and time, instead of the default of the current date and time.
- Set the rate table to use in the conversion, `setRateTable()`. By default the conversion uses the fx_system_rate table however, you can define custom rate tables for your instance. For additional information on creating rate tables, see Add conversion rates using a custom rate table.

This class runs is in the `sn_currency` namespace.

GlideCurrencyConverter - GlideCurrencyConverter()

Instantiates a `GlideCurrencyConverter` object.

Parameters

Name	Type	Description
None		

This example shows how to call the method.

```
var conv = new sn_currency.GlideCurrencyConverter();
```

GlideCurrencyConverter - GlideCurrencyConverter(String from, String to)

Instantiates a `GlideCurrencyConverter` object and sets the source and destination country codes to use in the currency conversion.

Parameters

Name	Type	Description
from	String	Three-letter ISO 3166 country code of the source currency.
to	String	Three-letter ISO 3166 country code of the converted currency.

This example shows how to call the method.

```
var conv = new sn_currency.GlideCurrencyConverter('EUR', 'USD');
```

GlideCurrencyConverter - convert()

Executes the currency converter.

Call this method after calling other `GlideCurrencyConverter` methods that construct the currency conversion, such as `setAmount()`, `setRateTable()`, and `setDate()`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description

Object	If the conversion is successful, returns CurrencyExchangeValue object. If unsuccessful, returns "null".
	`CurrencyExchangeValue {`
	`Rate: Number,`
	`OriginalAmount: Number,`
	`Amount: Number,`
	`fromCurrency: String,`
	`toCurrency: String,`
	`rateSysId: String`
	`}`
	Rate: Number. Exchange rate used in the conversion.
	OriginalAmount: Number. Source currency amount.
	Amount: Number. Converted amount (*OriginalAmount* * *Rate*).
	fromCurrency: String. Three-letter ISO 3166 country code of the source currency.
	toCurrency: String. Three-letter ISO 3166 country code of the converted currency.
	rateSysId: String. Sys_id of the rate table record used to calculate the conversion.

This example shows how to call the method.

```
var conv = new sn_currency.GlideCurrencyConverter('EUR', 'USD');
conv.setAmount(100);
gs.info(conv.convert());
```

Output:

```
CurrencyExchangeValue{Rate = 1.0777, OriginalAmount = 100,
 Amount = 107.7700, fromCurrency = 'EUR', toCurrency = 'USD',
 rateSysId = '2ed537fcb271937adb'}
```

GlideCurrencyConverter - setAmount(String amount)

Sets the amount of currency to convert.

Parameters

Name	Type	Description
amount	String	Currency amount to convert. This value must be unformatted except for a decimal point to denote fractional currency. For example, 1234.56 is valid, 1,234.56 is invalid.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example shows how to call the method.

```
var conv = new sn_currency.GlideCurrencyConverter('EUR', 'USD');
conv.setAmount(100);
```

GlideCurrencyConverter - setDateTime(Object date)

Sets the currency conversion date and time.

This date and time determines the conversion rate that is used to convert the currency. If this method is not called before the *`GlideCurrencyConverter.convert()`* method, the conversion is performed using the rate for the current date/time.

Parameters

Name	Type	Description
date	GlideDateTime	Date/time for which to calculate the currency conversion. This value determines the rate that is used in the conversion.

Returns

Type	Description
void	

The following example shows how to call this method.

```
var conv = new sn_currency.GlideCurrencyConverter('EUR', 'USD');
conv.setAmount(100);
var gd = new GlideDateTime("2019-01-03 11:00:00");
conv.setDateTime(gd);
gs.info(conv.convert());
```

Output:

```
CurrencyExchangeValue{fOriginalAmount=100,
 fOriginalCurrency='EUR', fRate=1.061, fAmount=106.1,
 fCurrency='USD', fRateSysId='4555525f5553445f3130303030313031'}
```

GlideCurrencyConverter - setFromCurrency(String from)

Sets the country code of the source currency.

Parameters

Name	Type	Description
from	String	Three-letter ISO 3166 country code of the source currency.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example shows how to call the method.

```
var conv = new
 sn_currency.GlideCurrencyConverter().setFromCurrency('FRA');
```

GlideCurrencyConverter - setRateTable(String rateTable)

Defines the rate table to use in the currency conversion.

If this method is not called before the *`GlideCurrencyConverter.convert()`* method is called, the conversion is performed using the fx_system_rate table. All custom rate tables must extend the fx_conversion_rate table. For additional information on creating rate tables, see Add conversion rates using a custom rate table.

Parameters

Name	Type	Description
rateTable	String	Name of the rate table to use in the currency conversion.

Returns

Type	Description
void	

This example shows how to call the method.

```
var conv = new sn_currency.GlideCurrencyConverter('EUR', 'USD');
conv.setRateTable(custom_rate_table);
```

GlideCurrencyConverter - setToCurrency(String to)

Sets the country code of the destination currency.

Parameters

Name	Type	Description
to	String	Three-letter ISO 3166 country code of the source currency.

Returns

Type	Description
void	

This example shows how to call the method.

```
var conv = new
 sn_currency.GlideCurrencyConverter().setToCurrency('USA');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideCurrencyExchangeValue - Scoped

The *GlideCurrencyExchangeValue* API provides methods to access information related to FX Currency conversions.

Refer to the *GlideCurrencyConverter()* API for methods that return a GlideCurrencyExchangeValue object.

This class runs is in the `sn_currency` namespace.

Note: There is no constructor for this class.

GlideCurrencyExchangeValue - getAmount()

Returns the currency amount after the conversion.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Currency amount after the conversion.

This example assumes a conversion rate of 1 Euro = .92 US dollars.

```
var conv = new sn_currency.GlideCurrencyConverter('EUR', 'USD');
conv.setAmount(100);
var convertValues = conv.convert();
gs.info('Exchanged Amount: ' + convertValues.getAmount());
```

Output:

```
Exchanged Amount: $92.00
```

GlideCurrencyExchangeValue - getCurrency()

Returns the converted to currency type.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Three-letter ISO currency code of the converted to currency.

This example shows how to call the method.

```
var convertValues = new
 sn_currency.GlideCurrencyConverter('USD', 'JPY');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
convertValues.setAmount(100);
gs.info('Exchanged Currency (To): ' +
 convertValues.convert().getCurrency());
```

Output:

```
Exchanged Currency (To): JPY
```

GlideCurrancyExchangeValue - getOriginalCurrency()

Returns the original, pre-conversion currency type.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Three-letter ISO currency code of the currency converted from.

This example shows how to call the method.

```
var converter = new sn_currency.GlideCurrencyConverter('USD',
 'JPY');
converter.setAmount(999.999)
var convertValues = converter.convert();
gs.info('Original Amount: ' +
 convertValues.getOriginalCurrency());
```

Output:

```
Original Amount: USD
```

GlideCurrencyExchangeValue - getOriginalValue()

Returns the original, pre-conversion amount.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Original amount before conversion.

This example shows how to call the method.

```
var converter = new sn_currency.GlideCurrencyConverter('USD',
 'JPY');
converter.setAmount(999.999)
var convertValues = converter.convert();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info('Original Amount: ' +
 'convertValues.getOriginalAmount());
```

Output:

```
Original Amount: 999.999
```

GlideCurrencyExchangeValue - getRate()

Returns the exchange rate used during the conversion.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Exchange rate used in the currency conversion.

This example shows how to call the method.

```
var converter = new sn_currency.GlideCurrencyConverter('EUR',
 'USD');
converter.setAmount(999.999)
var convertValues = converter.convert();
gs.info('Original Amount: ' + convertValues.getRate());
```

Output:

```
Exchange rate: 1.0559
```

GlideCurrencyExchangeValue - getRateSysId()

Returns the sys_id of the record in the rate table used in the currency conversion.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the rate table used in the currency conversion.

This example shows how to call the method.

```
var converter = new sn_currency.GlideCurrencyConverter('USD',
 'JPY');
converter.setAmount(999.999)
var convertValues = converter.convert();
gs.info('Rate table sys_id: ' + convertValues.getRateSysId());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
Original Amount: 99ebb4156fa831005be8883e6b3ee4b9
```

GlideCurrencyFormatter - Scoped

The `GlideCurrencyFormatter` API provides methods to format FX Currency strings.

When instantiating the GlideCurrencyFormatter object, you define the format of the output results for this object. Once set, the same format is used each time you call the `GlideCurrencyFormatter.format()` method of that object. The `GlideCurrencyFormatter()` and `format()` methods are the only two methods that you must call to format FX Currency.

The `GlideCurrencyFormatter()` API also provides optional methods that enable you to:

- Set the locale of the currency using `setLocale()`. By setting the locale, the formatter takes into consideration any formatting that is specific to that locale, such as whether a decimal point or decimal comma is used to denote fractions of currency amount. Default: System locale
- Set the minimum number of fractional digits to display using `setMinFractionDigits()`. Defines the minimum number of digits to the right of the decimal point/decimal comma to include. By default, all digits passed in are displayed. If the passed in amount has fewer digits than the specified minimum, the result is padded with "0".
- Set the maximum number of fractional digits to display using `setMaxFractionDigits()`. Defines the maximum number of digits to the right of the decimal point/decimal comma to include. By default, all digits passed in are displayed. If the passed in amount has a greater number of digits than the specified maximum, the additional digits are truncated during the process of rounding to the number of maximum fraction digits. Rounding is performed to the closest right-most digit. For example, if the maximum fraction digit is set to 2 and the passed in currency value is 123.456, the formatted value is 123.46. If the currency value is 23.122, the formatted value is 23.12. If the maximum is set to less than the minimum, the minimum value is used.

This class runs is in the `sn_currency` namespace.

GlideCurrencyFormatter - GlideCurrencyFormatter(String formatString)

Instantiates a GlideCurrencyFormatter object and defines the format string to use to format FX Currency.

This method does not perform the actual string format. You must call the `GlideCurrencyFormatter.format()` method to format the currency.

Parameters

Name	Type	Description
formatString	String	Optional. Format string to use to format any currency passed into the formatter. Valid values: • %s: Replaced by the currency symbol associated with the country code specified in the `format()` call. • %v: Replaced by the currency amount, such as 123.45. • %c: Replaced by the ISO currency code specified in the `format()` call, such as USD or EUR.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• %l: Replaced with the passed in value, no formatting performed. • %p: Replaced by the percent sign (%). For example, if the format string is '%s%v%c' and the value to format is 123.45 in US dollars, the returned formatted string is $123.45 USD. If the format string is '%s%l%c' and the value string to format is '56M' in Euros, the returned formatted string is €56M EUR. **Note:** The same format string is used each time the *format()* method is called on this object.

This example shows how to call the method.

```
var formatString = '%s%v%c';
var exchangeValue = new
 sn_currency.GlideCurrencyFormatter(formatString);
```

GlideCurrencyFormatter - format(String value, String currencyCode)

Formats a specified currency value using the specified currency code.

The resulting format of the currency is also dependent on the values passed in when the GlideCurrencyFormatter object was initially instantiated.

Parameters

Name	Type	Description
value	String	Currency amount to format. The amount can only contain a decimal point to denote the fractional amount, commas are not supported. Valid values: 123.45 or 2436.23 Invalid values 123,45 or 2,134.56
currencyCode	String	Three-letter ISO currency code to use when formatting the currency.

Returns

Type	Description
String	Formatted currency value.

This example shows how to call the method.

```
var amount = '123456.123456789';
var currencyCode = 'USD';
var formatString = '%s%v%c';
var exchangeValue = new
 sn_currency.GlideCurrencyFormatter(formatString);
gs.info('Formatted currency: ' +
 exchangeValue.setMaxFractionDigits(2).format(amount,
 currencyCode));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
Formatted currency: $123,456.12USD
```

GlideCurrencyFormatter - setLocale(String language, String country)

Sets the default language and country, which constitutes the locale, for the currency formatter.

If you do not call this method before calling the *GlideCurrencyFormatter.format()* method, the locale defaults to the current session locale.

Parameters

Name	Type	Description
language	String	Two-letter ISO 639 language code, such as en, sp, and fr.
country	String	Two-letter ISO 3166 country code, such as US, ES, and FR.

Returns

Type	Description
void	

This example shows setting the currency formatter to France.

```
var amount = '123456.123456789';
var currencyCode = 'EUR';
var formatString = '%s%v%c';
var exchangeValue = new
 sn_currency.GlideCurrencyFormatter(formatString);
exchangeValue.setLocale("fr", "FR"); // Language = fr Country =
 FR
gs.info('Formatted currency: ' +
 exchangeValue.setMaxFractionDigits(2).format(amount,
 currencyCode));
```

Output:

```
Formatted currency: €123 456,12EUR
```

GlideCurrencyFormatter - setMaxFractionDigits(Number maxFractionDigits)

Sets the maximum number of digits to the right of the decimal point/decimal comma to return.

Parameters

Name	Type	Description
maxFractionDigits	Number	Maximum number of fraction digits to return. If this value is set to something less than the *minFractionDigits* value, it is overridden by *minFractionDigits*.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to call the method.

```
var amount = '123456.123456789';
var currencyCode = 'USD';
var formatString = '%s%v%c';
var exchangeValue = new
 sn_currency.GlideCurrencyFormatter(formatString);
gs.info('Formatted currency: ' +
 exchangeValue.setMaxFractionDigits(2).format(amount,
 currencyCode));
```

Output:

```
Formatted currency: $123,456.12USD
```

GlideCurrencyFormatter - setMinFractionDigits(Number minFractionDigits)

Sets the minimum number of fraction digits (right of the decimal point/decimal comma) to return.

Parameters

Name	Type	Description
minFractionDigits	Number	Minimum number of fraction digits to return.

Returns

Type	Description
void	

```
var amount = '123456.12';
var currencyCode = 'USD';
var formatString = '%s%v%c';
var exchangeValue = new
 sn_currency.GlideCurrencyFormatter(formatString);
gs.info('Formatted currency: ' +
 exchangeValue.setMinFractionDigits(3).format(amount,
 currencyCode));
```

Output:

```
Formatted currency: $123,456.120USD
```

GlideCurrencyParser - Scoped

The *GlideCurrencyParser* API provides methods to parse FX Currency values to detect locale-based formatting.

The methods in this class parse a specified string into a GlideCurrencyValue object enabling you to obtain locale-based currency formatting. Before calling the *GlideCurrencyParser.parse()* method, which actually performs the parse, you must set the currency code to use during the parse. You can set the currency code by either passing it in the *GlideCurrencyParser.parse()* method call or by calling *GlideCurrencyParser.setDefaultCurrencyCode()*.

Setting the locale is optional. If you do not set it through the *GlideCurrencyParser.setLocale()* method, the currency amount passed into *GlideCurrencyParser.parse()* must be unformatted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This class runs is in the `sn_currency` namespace.

GlideCurrencyParser - GlideCurrencyParser()

Instantiates a GlideCurrencyParser object that provides methods to parse a string into a GlideCurrencyValue object.

Parameters

Name	Type	Description
None		

This example shows how to call the method.

```
var parser = new sn_currency.GlideCurrencyParser();
```

GlideCurrencyParser - parse(String value)

Parses a specified string into a GlideCurrencyValue object to obtain locale-based currency formatting.

Parameters

Name	Type	Description
value	String	String to parse. You can prepend this string with the ISO currency code to use when parsing the string (semicolon separated). If the currency code is not set prior to calling the *`parse()`* method, it defaults to the current session currency code. This method supports both decimal point and decimal comma notation. For example: "123.45", "USD;123.45", "123,45", "EUR;123,45"

Returns

Type	Description
GlideCurrencyValue	Parsed value information. Data type: Object

This example sets the locale to France and then parses the passed currency value to US dollars.

```
var gp = new sn_currency.GlideCurrencyParser();
gp.setLocale("fr", "FR");
var cv = gp.parse("USD;1234,56");
gs.info(cv);
```

Output:

```
USD;1234.56
```

This example sets the default currency code to US dollars and then parses the currency value.

```
var amount = "1234.56"
var gp = new sn_currency.GlideCurrencyParser();
gp.setDefaultCurrencyCode("USD");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var cv = gp.parse(amount);
gs.info(cv);
```

Output:

```
USD;1234.56
```

GlideCurrencyParser - setDefaultCurrencyCode(String currencyCode)

Sets the currency code for the associated GlideCurrencyParser object.

Parameters

Name	Type	Description
currencyCode	String	Three-letter ISO currency code to use as the default in the associated GlideCurrencyParser object.

Returns

Type	Description
void	

The following example sets the default currency code to US dollars.

```
var amount = "123.45"
var gp = new sn_currency.GlideCurrencyParser();
gp.setDefaultCurrencyCode("USD");
var cv = gp.parse(amount);
gs.info(cv);
```

Output:

```
USD;123.45
```

GlideCurrencyParser - setLocale(String language, String country)

Sets the default language and country codes, which constitute the locale, on the associated GlideCurrencyParser object.

If you do not call this method before calling the *`GlideCurrencyParser.parse()`* method, the locale defaults to the current session locale.

Parameters

Name	Type	Description
language	String	Two-letter ISO 639 language code, such as en, es, and fr.
country	String	Two-letter ISO 3166 country code, such as US, ES, and FR.

Returns

Type	Description
void	

The following example shows how to set the locale to Spain.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var amount = "USD;1.234,56"
var gp = new sn_currency.GlideCurrencyParser();
gp.setLocale("es", "ES");
var cv = gp.parse(amount);
gs.info(cv);
```

Output:

```
USD;1234.56
```

GlideCurrencyValue - Scoped

The *GlideCurrencyValue* API provides methods that return the currency code and original currency from an associated *GlideCurrencyParser.parse()* call.

This class runs is in the `sn_currency` namespace.

Note: There is no constructor for this class.

GlideCurrencyValue - getAmount()

Returns the currency amount originally passed into the associated *GlideCurrencyParser.parse()* call.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Original currency passed into the *parse()* method.

This example shows how to call the method.

```
var gp = new sn_currency.GlideCurrencyParser();
gp.setLocale("eng", "USA");
var cv = gp.parse("USD;1234.56");
gs.info('Original currency amount: ' + cv.getAmount());
```

Output:

```
Original currency amount: 1234.56
```

GlideCurrencyValue - getCurrencyCode()

Returns the currency code used to parse the currency in the associated *GlideCurrencyParser.parse()* call.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Three-letter ISO currency code used to parse the currency.

This example shows how to call the method.

```
var gp = new sn_currency.GlideCurrencyParser();
gp.setLocale(eng, USA);
var cv = gp.parse("USD";"1234.56");
gs.info('Parsed currency code: ' + cv.getCurrencyCode());
```

Output:

```
Parsed currency code: USD
```

GlideDate - Global

The *GlideDate* class provides methods for performing operations on GlideDate objects, such as instantiating GlideDate objects or working with GlideDate fields.

For guidance on date time input strings with a list of common format conflicts, refer to Date and time format guidelines.

See also GlideDateTime - Global.

GlideDate - GlideDate()

Creates a GlideDate object with the current date time.

Parameters

Name	Type	Description
None		

```
//Today's date is April 21, 2021
var gd = new GlideDate();
gs.info(gd.getValue());
```

Output:

```
2021-04-21
```

GlideDate - getByFormat(String format)

Gets the date in the specified date format.

Parameters

Name	Type	Description
format	String	Desired date format using Java SimpleDateFormat. For example, `"dd-MM-yyyy"` to get the day, month, and year, or `"EEEE"` to get the day of the week.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Date value for the GlideDate object in the specified format.

```
var gd = new GlideDate();
gd.setValue('2021-04-21');
gs.info(gd.getByFormat("dd-MM-yyyy"));
```

Output:

```
21-04-2021
```

Scoped equivalent

To use this method in a scoped application, use the corresponding scoped method: Scoped GlideDate - getByFormat(String format).

GlideDate - getDayOfMonthNoTZ()

Gets the day of the month stored by the GlideDate object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The day of the month in the UTC time zone, from 1 to 31.

```
//Today's date is 2016-05-13
var gd =new GlideDate();
gs.info(gd.getDayOfMonthNoTZ());
```

Output:

```
13
```

Scoped equivalent

To use this method in a scoped application, use the corresponding scoped method: Scoped GlideDate - getMonthNoTZ().

GlideDate - getDisplayValue()

Gets the date and time field value in the UTC time zone.

See also: getDisplayValueInternal()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	Date value for the GlideDate object in the UTC time zone.

```
var gd = new GlideDate();
gd.setValue('2025-04-21');
gs.info(gd.getDisplayValue());
```

Output:

```
2025-04-21
```

Scoped equivalent

To use this method in a scoped application, use the corresponding scoped method: Scoped GlideDate - getDisplayValue().

GlideDate - getDisplayValueInternal()

Gets the date in the internal format (yyyy-MM-dd) and current user's timezone.

See also getDisplayValue()

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	Date value for the GlideDate object in the current user's time zone. Format: yyyy-MM-dd

```
var gd = new GlideDate();
gs.info(gd.getDisplayValueInternal());
```

Output:

```
2021-04-21
```

Scoped equivalent

To use this method in a scoped application, use the corresponding scoped method: Scoped GlideDate - getDisplayValueInternal().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDate - getDisplayValueLang(String style)

Returns the date value in the user's locale according to a specified date style.

Parameters

Name	Type	Description
style	String	Date format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API defaults to `medium`. Accepted values are not case sensitive.

Returns

Type	Description
String	A string representation of the date in the style specified and in the appropriate format for the locale of the current user.

The following example returns the date of the user's locale in all styles.

```
var gd = new GlideDate(); // This will fetch the current date


gs.info('date: ' + gd.getDisplayValue());

gs.info('date: ' + gd.getDisplayValueLang("full"));
gs.info('date: ' + gd.getDisplayValueLang("long"));
gs.info('date: ' + gd.getDisplayValueLang("medium"));
gs.info('date: ' + gd.getDisplayValueLang("short"));
```

Output:

```
date: 2023-01-18
Wednesday, January 18, 2023
date: January 18, 2023
date: Jan 18, 2023
date: 1/18/23
```

GlideDate - getDisplayValueLang(String style, String language)

Returns the date value in the user's locale and language according to a specified date style.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
style	String	Date format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API defaults to `medium`. Accepted values are not case sensitive.
language	String	Returns the date according to a specified language value. Accepts language tags that conform with the BCP-47 standard. For example, `fr` for French or `en-UK` for British English. For a full list of accepted values, see BCP 47 Language Code List.

Returns

Type	Description
String	Date in the style and language specified according to the locale of the current user.

The following example returns the date of the user's locale in various languages and styles.

```
var gd = new GlideDate(); // This will fetch the current date


gs.info('date: ' + gd.getDisplayValue());

gs.info('date: ' + gd.getDisplayValueLang("full", "fr"));
gs.info('date: ' + gd.getDisplayValueLang("long", "en-GB"));
gs.info('date: ' + gd.getDisplayValueLang("medium", "de"));
gs.info('date: ' + gd.getDisplayValueLang("short", "es-MX"));
```

Output:

```

date: 2023-01-18
date: mercredi 18 janvier 2023
date: 18 January 2023
date: 18.01.2023
date: 18/01/23
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDate - getMonthNoTZ()

Gets the month stored by the GlideDate object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The numerical value of the month from 1 to 12.

```
//Today's date is 2016-05-13
var gd =new GlideDate();
gs.info(gd.getMonthNoTZ());
```

Output:

```
5
```

Scoped equivalent

To use this method in a scoped application, use the corresponding scoped method: Scoped GlideDate - getMonthNoTZ().

GlideDate - getYearNoTZ()

Gets the year stored by the GlideDate object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The numerical value of the year.

```
//Today's date is 2016-05-13
var gd =new GlideDate();
gs.info(gd.getYearNoTZ());
```

Output:

```
2016
```

Scoped equivalent

To use this method in a scoped application, use the corresponding scoped method: Scoped GlideDate - getYearNoTZ().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDate - parseDate(String date, String language, String country)

Parses a date to the locale associated with the passed language and country codes.

Note: This method fails and throws an exception if the regional date format isn't followed.

Parameters

Name	Type	Description
date	String	Date formatted in regional syntax. Formats: • Alphanumeric dates: You can specify months as either three characters such as Jan, Feb, or Mar, or fully spell out the month's name. Years must be four digits and days must be two digits. For example: `"31 Jan 2020"` or `"31 January 2020"` • Numeric dates: Days and months must be two digits. Four digits are highly preferred for years, though the method does support a two-digit year with less accuracy and a higher chance of parse failure. You must also use the regional date separator. These separators affect the parse based on the passed in *`language`* and *`country`* values. For example: "12/31/2020" for US locale and "31.12.20" for Estonia locale.
language	String	ISO-639 two-character language code.
country	String	ISO-3166 two-character country code.

Returns

Type	Description
Object	Parsed GlideDate object that you can use in calculations or insert in a record. This method throws an exception if the date failed to parse. An exception happens when the date format doesn't match the specified locale format (passed *`language`* and *`country`* parameters).

The following code example parses a date and adds four weeks to that date.

```
var date = GlideDate.parseDate("31 Dec 2020", "en", "GB");
date.addWeeksLocalTime(4);
gs.info("Project is due 4 weeks after start date, on " +
 date.getDisplayValue());
```

Output:

```
Project is due 4 weeks after start date, on 2021-01-28
```

GlideDate - setDisplayValue(String asDisplayed)

Sets a date value using the current user's display format and time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
asDisplayed	String	Date in the current user's display format and time zone. Format: Must be formatted using the current user's preferred display format, such as yyyy-MM-dd.

Returns

Type	Description
None	

```
var gd = new GlideDate();
gd.setDisplayValue("2011-01-01");
gs.info(gd.getValue());
```

Output:

```
2011-01-01
```

Scoped equivalent

To use this method in a scoped application, use the corresponding scoped method: Scoped GlideDate - setDisplayValue(String asDisplayed).

GlideDate - setDisplayValueLang(String date, String style)

Sets a date using a specified style and format according to the current user's locale.

Parameters

Name	Type	Description
date	String	Date value for the GlideDate object in the current user's time zone. Valid values are any date and time output from the `getDisplayValueLang()` function. For instance, using output from the `getDisplayValueLang(String style, String language)` example earlier in this topic, **October 25, 2022** or **25.10.2022** are accepted values.
style	String	Date format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API defaults to `medium`. Accepted values are not case sensitive.

Returns

Type	Description
void	

The following example shows how you can set the current date of the user's locale to 'full' style using *`setDisplayValueLang()`*.

```
glideDate.setDisplayValueLang("2/3/2023", "short");


gs.info('date: ' + glideDate.getDisplayValue());
gs.info('date: ' + glideDate.getDisplayValueLang("full"));
```

Output:

```
date: 2023-02-03
date: Friday, February 3, 2023
```

GlideDate - setDisplayValueLang(String date, String style, String language)

Sets a date using a specified style, language, and format according to the current user's locale.

Parameters

Name	Type	Description
date	String	Date value for the GlideDate object in the current user's time zone. Valid values are any date and time output from the *`getDisplayValueLang()`* function. For instance, using output from the *`getDisplayValueLang(String style, String language)`* example earlier in this topic, **October 25, 2022** or **25.10.2022** are accepted values.
style	String	Date format. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API defaults to `medium`. Accepted values are not case sensitive.
language	String	Sets the language using a language tag that conforms with the BCP-47 standard. For example, `fr` for French or `en-UK` for British English. For a full list of accepted values, see BCP 47 Language Code List.

Returns

Type	Description
Void	

The following example returns the date and time in short and full styles for English and French.

```
var glideDateFR = new GlideDate();

glideDateUS.setDisplayValueLang("2/3/202", "short", "en-US" );
glideDateFR.setDisplayValueLang("2/3/2023", "short", "fr-FR" );

gs.info('en-US date: ' + glideDateUS.getDisplayValue());
gs.info('en-US date: ' +
 glideDateUS.getDisplayValueLang("full"));

gs.info('fr-FR date: ' + glideDateFR.getDisplayValue());
gs.info('fr-FR date: ' +
 glideDateFR.getDisplayValueLang("full"));
```

Output:

```
en-US date: 2023-02-03
en-US date: Friday, February 3, 2023
fr-FR date: 2023-03-02
fr-FR date: Thursday, March 2, 2023
```

GlideDate- setValue(String o)

Sets the date of the current GlideDate object in internal format (yyyy-MM-dd) and the system time zone (UTC by default).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If invalid data is provided to this method, the previous value is kept.

Parameters

Name	Type	Description
o	String	Date and time to set in the current GlideDate object. Format: yyyy-MM-dd

Returns

Type	Description
None	

```
var gd = new GlideDate();
gd.setValue('2015-01-01');
gs.info(gd.getValue());
```

Output:

```
2015-01-01
```

Scoped equivalent

To use this method in a scoped application, use the corresponding scoped method: Scoped GlideDate - setValue(String o).

GlideDate - Scoped

The scoped `GlideDate` class provides methods for performing operations on GlideDate objects, such as instantiating GlideDate objects or working with GlideDate fields.

For guidance on date time input strings with a list of common format conflicts, refer to Date and time format guidelines.

See also GlideDateTime - Scoped.

Scoped GlideDate - GlideDate()

Creates a GlideDate object with the current date time.

Parameters

Name	Type	Description
None		

```
//Today's date is April 21, 2021
var gd = new GlideDate();
gs.info(gd.getValue());
```

Output:

```
2021-04-21
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideDate - getByFormat(String format)

Gets the date in the specified date format.

Parameters

Name	Type	Description
format	String	Desired date format using Java SimpleDateFormat. For example, `"dd-MM-yyyy"` to get the day, month, and year, or `"EEEE"` to get the day of the week.

Returns

Type	Description
String	Date value for the GlideDate object in the specified format.

```
var gd = new GlideDate();
gd.setValue('2021-04-21');
gs.info(gd.getByFormat("dd-MM-yyyy"));
```

Output:

```
21-04-2021
```

Scoped GlideDate - getDayOfMonthNoTZ()

Gets the day of the month stored by the GlideDate object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The day of the month in the UTC time zone, from 1 to 31.

```
//Today's date is 2016-05-13
var gd =new GlideDate();
gs.info(gd.getDayOfMonthNoTZ());
```

Output:

```
13
```

Scoped GlideDate - getDisplayValue()

Gets the date and time field value in the UTC time zone.

See also: getDisplayValueInternal()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	Date value for the GlideDate object in the UTC time zone.

```
var gd = new GlideDate();
gd.setValue('2025-04-21');
gs.info(gd.getDisplayValue());
```

Output:

```
2025-04-21
```

Scoped GlideDate - getDisplayValueInternal()

Gets the date in the internal format (yyyy-MM-dd) and current user's timezone.

See also getDisplayValue()

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	Date value for the GlideDate object in the current user's time zone. Format: yyyy-MM-dd

```
var gd = new GlideDate();
gs.info(gd.getDisplayValueInternal());
```

Output:

```
2021-04-21
```

Scoped GlideDate - getDisplayValueLang(String style, String language)

Returns the date value in the user's locale according to a specified language and date style.

Parameters

Name	Type	Description
style	String	Date format. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API defaults to `medium`. Accepted values are not case sensitive.
language	String	Returns the date according to a specified language value. Accepts language tags that conform with the BCP-47 standard. For example, `fr` for French or `en-UK` for British English. For a full list of accepted values, see BCP 47 Language Code List.

Returns

Type	Description
String	Date in the style and language specified according to the locale of the current user.

The following example returns the date of the user's locale in various languages and styles.

```
var gd = new GlideDate(); // This will fetch the current date


gs.info('date: ' + gd.getDisplayValue());

gs.info('date: ' + gd.getDisplayValueLang("full", "fr"));
gs.info('date: ' + gd.getDisplayValueLang("long", "en-GB"));
gs.info('date: ' + gd.getDisplayValueLang("medium", "de"));
gs.info('date: ' + gd.getDisplayValueLang("short", "es-MX"));
```

Output:

```

date: 2023-01-18
date: mercredi 18 janvier 2023
date: 18 January 2023
date: 18.01.2023
date: 18/01/23
```

Scoped GlideDate - getMonthNoTZ()

Gets the month stored by the GlideDate object, expressed in the UTC time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The numerical value of the month from 1 to 12.

```
//Today's date is 2016-05-13
var gd =new GlideDate();
gs.info(gd.getMonthNoTZ());
```

Output:

```
5
```

Scoped GlideDate - getValue()

Gets the date in the internal format (yyyy-MM-dd) and the system time zone (UTC by default).

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The date value for the GlideDate object in the system time zone. Format: yyyy-MM-dd

```
var gd = new GlideDate();
gd.setValue('2021-04-21');
gs.info(gd.getValue());
```

Output:

```
2021-04-21
```

Scoped GlideDate - getYearNoTZ()

Gets the year stored by the GlideDate object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	The numerical value of the year.

```
//Today's date is 2016-05-13
var gd =new GlideDate();
gs.info(gd.getYearNoTZ());
```

Output:

```
2016
```

Scoped GlideDate - setDisplayValue(String asDisplayed)

Sets a date value using the current user's display format and time zone.

Parameters

Name	Type	Description
asDisplayed	String	Date in the current user's display format and time zone. Format: Must be formatted using the current user's preferred display format, such as yyyy-MM-dd.

Returns

Type	Description
None	

```
var gd = new GlideDate();
gd.setDisplayValue("2011-01-01");
gs.info(gd.getValue());
```

Output:

```
2011-01-01
```

Scoped GlideDate - setDisplayValueLang(String date, String style)

Sets a date using a specified style and format according to the current user's locale.

Parameters

Name	Type	Description
date	String	Date value for the GlideDate object in the current user's time zone. Valid values are any date and time output from the `getDisplayValueLang()` function. For instance, using output from the `getDisplayValueLang(String style, String language)` example earlier in this topic, **October 25, 2022** or **25.10.2022** are accepted values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
style	String	Date format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API defaults to `medium`. Accepted values are not case sensitive.

Returns

Type	Description
void	

The following example shows how you can set the current date of the user's locale to 'full' style using *`setDisplayValueLang()`*.

```
glideDate.setDisplayValueLang("2/3/2023", "short");


gs.info('date: ' + glideDate.getDisplayValue());
gs.info('date: ' + glideDate.getDisplayValueLang("full"));
```

Output:

```
date: 2023-02-03
date: Friday, February 3, 2023
```

Scoped GlideDate - setDisplayValueLang(String date, String style, String language)

Sets a date using a specified style, language, and format according to the current user's locale.

Parameters

Name	Type	Description
date	String	Date value for the GlideDate object in the current user's time zone. Valid values are any date and time output from the *`getDisplayValueLang()`* function. For instance, using output from the *`getDisplayValueLang(String style, String`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		language) example earlier in this topic, **October 25, 2022** or **25.10.2022** are accepted values.
style	String	Date format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API defaults to `medium`. Accepted values are not case sensitive.
language	String	Sets the language using a language tag that conforms with the BCP-47 standard. For example, `fr` for French or `en-UK` for British English. For a full list of accepted values, see BCP 47 Language Code List.

Returns

Type	Description
Void	

The following example returns the date and time in short and full styles for English and French.

```
var glideDateFR = new GlideDate();

glideDateUS.setDisplayValueLang("2/3/202", "short", "en-US" );
glideDateFR.setDisplayValueLang("2/3/2023", "short", "fr-FR" );

gs.info('en-US date: ' + glideDateUS.getDisplayValue());
gs.info('en-US date: ' +
 glideDateUS.getDisplayValueLang("full"));

gs.info('fr-FR date: ' + glideDateFR.getDisplayValue());
gs.info('fr-FR date: ' +
 glideDateFR.getDisplayValueLang("full"));
```

Output:

```
en-US date: 2023-02-03
en-US date: Friday, February 3, 2023
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
fr-FR date: 2023-03-02
fr-FR date: Thursday, March 2, 2023
```

Scoped GlideDate - setValue(String o)

Sets the date of the current GlideDate object in internal format (yyyy-MM-dd) and the system time zone (UTC by default).

Parameters

Name	Type	Description
o	String	Date and time to set in the current GlideDate object. Format: yyyy-MM-dd

Returns

Type	Description
None	

```
var gd = new GlideDate();
gd.setValue('2015-01-01');
gs.info(gd.getValue());
```

Output:

```
2015-01-01
```

Scoped GlideDate - subtract(GlideDate start, GlideDate end)

Gets the duration difference between two GlideDate values.

Parameters

Name	Type	Description
start	GlideDate	The start value.
end	GlideDate	The end value.

Returns

Type	Description
GlideDuration	The duration between the two values.

```
var sgd1 = new GlideDate();
sgd1.setDisplayValue('2014-07-18');
var sgd2 = new GlideDate();
sgd2.setDisplayValue('2014-07-19');

var duration = GlideDate.subtract(sgd1, sgd2);
gs.info(duration.getDisplayValue());
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
1 Day
```

GlideDateTime - Global

The *GlideDateTime* class provides methods for performing operations on GlideDateTime objects.

Use the *GlideDateTime* methods to perform date-time operations, such as instantiating a GlideDateTime object, performing date-time calculations, formatting a date-time, or converting between date-time formats.

For guidance on date time input strings with a list of common format conflicts, refer to Date and time format guidelines.

GlideDateTime - GlideDateTime()

Instantiates a new *GlideDateTime* object with the current date and time.

Parameters

Name	Type	Description
None		

This example instantiates a *GlideDateTime* object.

```
var gdt = new GlideDateTime();
gs.info(gdt);
```

Output:

```
2022-08-08 16:51:44
```

GlideDateTime - GlideDateTime(String dateTime)

Instantiates a new *GlideDateTime* object using the passed-in date and time value.

The system attempts to match the passed-in value with the specified internal system format. If the argument does not match the system format, the system attempts to match it to one of the following formats in this order:

- yyyy-MM-dd HH:mm:ss
- MM/dd/yyyy HH:mm:ss
- MM-dd-yyyy HH:mm:ss
- MM-dd-yyyy HH:mm
- MM-dd-yyyy
- MM/dd/yyyy
- dd-MM-yyyy HH:mm:ss
- dd-MM-yyyy HH.mm.ss
- dd-MM-yyyy HH.mm
- dd-MM-yy HH.mm.ss
- dd/MM/yyyy
- dd-MM-yyyy
- yyyy-MM-dd HH:mm

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- yyyy-MM-dd
- dd.MM.yyyy HH:mm:ss
- dd.MM.yyyy HH.mm.ss
- dd.MM.yyyy hh:mm:ss a
- dd.MM.yyyy hh.mm.ss a
- dd.MM.yyyy

Note: The following format is not supported:

- yyyy-MM-dd'T'HH:mm:ss.SSSZ

Parameters

Name	Type	Description
dateTime	String	UTC date and time to set in the *GlideDateTime* object.

This example shows how to instantiate a *GlideDateTime* object using a string.

```
var gdt = new GlideDateTime("2023-01-01 12:00:00");
gs.info(gdt);
```

Output:

```
2023-01-01 12:00:00
```

GlideDateTime - GlideDateTime(GlideDateTime gdt)

Instantiates a new *GlideDateTime* object set to the time of a specified *GlideDateTime* object.

Parameters

Name	Type	Description
gdt	GlideDateTime	Object used to set the time of the new object.

This example shows how to instantiate a *GlideDateTime* object (gdt1) using a string in the format `yyyy-MM-dd HH:mm:ss`, and a second *GlideDateTime* object (gdt2) using gdt1.

```
var gdt1 = new GlideDateTime("2025-01-28 12:00:00"); //
 GlideDateTime(String g)
var gdt2 = new GlideDateTime(gdt1); //
 GlideDateTime(GlideDateTime g)
gs.info(gdt1);
gs.info(gdt2);
```

Output:

```
2025-01-28 12:00:00
2025-01-28 12:00:00
```

GlideDateTime - add(Number milliseconds)

Adds a specified number of milliseconds to the GlideDateTime object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
milliseconds	Number	The number of milliseconds to add

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.print(gdt.getNumericValue());
gdt.add(10);
gs.print(gdt.getNumericValue());
```

Output:

```
1314777600000
1314777600010
```

Scoped equivalent

To use the *add()* method in a scoped application, use the corresponding scoped method: add().

GlideDateTime - add(GlideTime time)

Adds a GlideTime object to the current GlideDateTime object.

Parameters

Name	Type	Description
time	GlideTime	GlideTime object whose time value to add to the specified GlideDateTime object.

Returns

Type	Description
void	

This example shows how to add 20 seconds to the time set in the gdt GlideDateTime object.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
var gtime1 = new GlideTime();
gtime1.setValue("00:00:20");
gdt.add(gtime1);
gs.print(gdt.toString());
```

Output:

```
2011-08-31 08:00:20
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the *add()* method in a scoped application, use the corresponding scoped method: add().

GlideDateTime - addDays(Number days)

Adds a specified number of days to the current GlideDateTime object. A negative parameter subtracts days.

This method isn't available in scoped applications. You can alternatively use *addDaysLocalTime()* or *addDaysUTC()* in scoped applications.

Parameters

Name	Type	Description
days	Number	The number of days to add. Use a negative number to subtract.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addDays(-1);
gs.print(gdt.getDate());
```

Output:

```
2011-08-30
```

GlideDateTime - addDaysLocalTime(Number days)

Adds a specified number of days to the current GlideDateTime object. A negative parameter subtracts days.

The method determines the local date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts days using the local date and time values.

Parameters

Name	Type	Description
days	Number	The number of days to add. Use a negative value to subtract.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addDaysLocalTime(-1);
gs.print(gdt.getLocalDate());
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
2011-08-30
```

Scoped equivalent

To use the *addDaysLocalTime()* method in a scoped application, use the corresponding scoped method: addDaysLocalTime().

GlideDateTime - addDaysUTC(Number days)

Adds a specified number of days to the current GlideDateTime object. A negative parameter subtracts days.

The method determines the UTC date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts days using the UTC date and time values.

Parameters

Name	Type	Description
days	Number	The number of days to add. Use a negative value to subtract.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addDaysUTC(-1);
gs.print(gdt.getDate());
```

Output:

```
2011-08-30
```

Scoped equivalent

To use the *addDaysUTC()* method in a scoped application, use the corresponding scoped method: addDaysUTC().

GlideDateTime - addSeconds(Number seconds)

Adds a specified number of seconds to the GlideDateTime object.

Parameters

Name	Type	Description
seconds	Number	The number of seconds to add

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gdt = new GlideDateTime("2011-12-07 08:00:00");
gdt.addSeconds(1000);
gs.print(gdt.getValue());
```

Output:

```
2011-12-07 08:16:40
```

Scoped equivalent

To use the *addSeconds()* method in a scoped application, use the corresponding scoped method: addSeconds().

GlideDateTime - addWeeks(Number weeks)

Adds a specified number of weeks to the current GlideDateTime object. A negative parameter subtracts weeks.

Use *addWeeksLocalTime()* and *addWeeksUTC()* instead of this method.

Parameters

Name	Type	Description
weeks	Number	The number of weeks to add. Use a negative number to subtract.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addWeeks(-1);
gs.print(gdt.getDate());
```

Output:

```
2011-08-24
```

GlideDateTime - addWeeksLocalTime(Number weeks)

Adds a specified number of weeks to the current GlideDateTime object. A negative parameter subtracts weeks.

The method determines the local date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts weeks using the local date and time values.

Parameters

Name	Type	Description
weeks	Number	The number of weeks to add. Use a negative number to subtract.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addWeeksLocalTime(-1);
gs.print(gdt.getDate());
```

Output:

```
2011-08-24
```

Scoped equivalent

To use the *addWeeksLocalTime()* method in a scoped application, use the corresponding scoped method: addWeeksLocalTime().

GlideDateTime - addWeeksUTC(Number weeks)

Adds a specified number of weeks to the current GlideDateTime object. A negative parameter subtracts weeks.

The method determines the UTC date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts weeks using the UTC date and time values.

Parameters

Name	Type	Description
weeks	Number	The number of weeks to add. Use a negative number to subtract.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addWeeksUTC(-1);
gs.print(gdt.getDate());
```

Output:

```
2011-08-24
```

Scoped equivalent

To use the *addWeeksUTC()* method in a scoped application, use the corresponding scoped method: addWeeksUTC().

GlideDateTime - addMonths(Number months)

Adds a specified number of months to the current GlideDateTime object. A negative parameter subtracts months.

Use *addMonthsLocalTime()* or *addMonthsUTC()* instead of this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
months	Number	The number of months to add. Use a negative number to subtract.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addMonths(2);
gs.print(gdt.getDate());
```

Output:

```
2011-10-31
```

GlideDateTime - addMonthsLocalTime(Number months)

Adds a specified number of months to the current GlideDateTime object. A negative parameter subtracts months.

The method determines the local date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts months using the local date and time values.

Parameters

Name	Type	Description
months	Number	The number of months to add. Use a negative value to subtract.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addMonthsLocalTime(2);
gs.print(gdt.getDate());
```

Output:

```
2011-10-31
```

Scoped equivalent

To use the *addMonthsLocalTime()* method in a scoped application, use the corresponding scoped method: addMonthsLocalTime().

GlideDateTime - addMonthsUTC(Number months)

Adds a specified number of months to the current GlideDateTime object. A negative parameter subtracts months.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The method determines the UTC date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts months using the UTC date and time values.

Parameters

Name	Type	Description
months	Number	The number of months to add. Use a negative number to subtract.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addMonthsUTC(2);
gs.print(gdt.getDate());
```

Output:

```
2011-10-31
```

Scoped equivalent

To use the *addMonthsUTC()* method in a scoped application, use the corresponding scoped method: addMonthsUTC().

GlideDateTime - addYears(Number years)

Adds a specified number of years to the current GlideDateTime object. A negative parameter subtracts years.

Use *addYearsLocalTime()* or *addYearsUTC()* instead of this method.

Parameters

Name	Type	Description
years	Number	The number of years to add. Use a negative value to subtract.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2010-08-31 08:00:00");
gdt.addYears(1);
gs.print(gdt.getDate());
```

Output:

```
2011-08-31
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDateTime - addYearsLocalTime(Number years)

Adds a specified number of years to the current GlideDateTime object. A negative parameter subtracts years.

The method determines the local date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts years using the local date and time values.

Parameters

Name	Type	Description
years	Number	The number of years to add. To subtract use a negative value.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2010-08-31 08:00:00");
gdt.addYearsLocalTime(1);
gs.print(gdt.getDate());
```

Output:

```
2011-08-31
```

Scoped equivalent

To use the *AddYearsLocalTime()* method in a scoped application, use the corresponding scoped method: AddYearsLocalTime().

GlideDateTime - addYearsUTC(Number years)

Adds a specified number of years to the current GlideDateTime object. A negative parameter subtracts years.

The date and time value stored by GlideDateTime object is interpreted as being in the UTC time zone.

Parameters

Name	Type	Description
years	Number	The number of years to add. Use a negative value to subtract.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2010-08-31 08:00:00");
gdt.addYearsUTC(1);
gs.print(gdt.getDate());
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
2011-08-31
```

Scoped equivalent

To use the *addYearsUTC()* method in a scoped application, use the corresponding scoped method: addYearsUTC().

GlideDateTime - compareTo(Object dateTime)

Compares two date and time objects to determine whether one occurs before the other or if they are equivalent.

Parameters

Name	Type	Description
dateTime	Object	Date time in a GlideDateTime object

Returns

Type	Description
Number	• 0 = Dates are equal • 1 = The object's date is after the date specified in the parameter • -1 = The object's date is before the date specified in the parameter

```
var initDate = new GlideDateTime("2011-08-01 12:00:00");
var compDate1 = new GlideDateTime("2011-08-01 12:00:00");
var compDate2 = new GlideDateTime("2011-07-31 12:00:00");
var compDate3 = new GlideDateTime("2011-08-04 16:00:00");

gs.info(initDate.compareTo(compDate1)); // Equals (0)
gs.info(initDate.compareTo(compDate2)); // initDate is after
 compDate2 (1)
gs.info(initDate.compareTo(compDate3)); // initDate is before
 compDate3 (-1)
```

Output:

```
0
1
-1
```

Scoped equivalent

To use the *compareTo()* method in a scoped application, use the corresponding scoped method: compareTo().

GlideDateTime - equals(Object GDT)

Compares an object with an existing value for equality.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
GDT	Object	The object to compare. Can be a GlideDateTIme object or a valid date time string.

Returns

Type	Description
Boolean	True if they are equal, false otherwise.

```
var gdt = new GlideDateTime("2011-08-31 00:00:00");
gs.print(gdt.equals("2011-09-30 00:12:01"));
```

Output:

```
false
```

Scoped equivalent

To use the *equals()* method in a scoped application, use the corresponding scoped method: equals().

GlideDateTime - getDate()

Returns the date stored by the GlideDateTime object. Expressed in the format yyyy-MM-dd and in the system time zone, UTC by default.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Date in the system time zone. Format: yyyy-MM-dd, and in the system time zone, UTC by default.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.getDate());
```

Output:

```
2011-08-31
```

Scoped equivalent

To use the *getDate()* method in a scoped application, use the corresponding scoped method: getDate().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDateTime - getDayOfMonth()

Gets the current day of the month in the UTC time zone.

Deprecated. Use *getDayOfMonthLocalTime()* and *getDayOfMonthUTC()* instead of this method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The day of the month in the UTC time zone, from 1 to 31.

```
var gdt = new GlideDateTime("2011-12-02 12:00:00");
gs.print(gdt.getDayOfMonth());
```

Output:

```
2
```

GlideDateTime - getDayOfMonthLocalTime()

Gets the day of the month stored by the GlideDateTime object, expressed in the current user's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The day of the month in the user's time zone, from 1 to 31.

```
var gdt = new GlideDateTime("2011-12-02 12:00:00");
gs.print(gdt.getDayOfMonthLocalTime());
```

Output:

```
2
```

Scoped equivalent

To use the *getDayOfMonthLocalTime()* method in a scoped application, use the corresponding scoped method: getDayOfMonthLocalTime().

GlideDateTime - getDayOfMonthUTC()

Gets the day of the month stored by the GlideDateTime object, expressed in the UTC time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The day of the month in the UTC time zone, from 1 to 31.

```
var gdt = new GlideDateTime("2011-12-02 12:00:00");
gs.print(gdt.getDayOfMonthUTC());
```

Output:

```
2
```

Scoped equivalent

To use the *getDayOfMonthUTC()* method in a scoped application, use the corresponding scoped method: getDayOfMonthUTC().

GlideDateTime - getDayOfWeek()

Retrieves the day of the week stored by the GlideDateTime object, expressed in the user's time zone.

Use *getDayOfWeekLocalTime()* and *getDayOfWeekUTC()* instead of this method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The day of the week value - Monday = 1, ... Sunday = 7.

```
var gdt = new GlideDateTime("2011-12-01 12:00:00");
gs.print(gdt.getDayOfWeek());
```

Output:

```
4
```

GlideDateTime - getDayOfWeekLocalTime()

Gets the day of the week stored by the GlideDateTime object, expressed in the user's time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The day of the week value - Monday = 1, ... Sunday = 7

```
var gdt = new GlideDateTime("2011-12-01 12:00:00");
gs.print(gdt.getDayOfWeekLocalTime());
```

Output:

```
4
```

Scoped equivalent

To use the *getDayOfWeekLocalTime()* method in a scoped application, use the corresponding scoped method: getDayOfWeekLocalTime().

GlideDateTime - getDayOfWeekUTC()

Gets the day of the week stored by the GlideDateTime object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The day of the week value - Monday = 1, ... Sunday = 7

```
var gdt = new GlideDateTime("2011-12-01 12:00:00");
gs.print(gdt.getDayOfWeekUTC());
```

Output:

```
4
```

Scoped equivalent

To use the *getDayOfWeekUTC()* method in a scoped application, use the corresponding scoped method: getDayOfWeekUTC().

GlideDateTime - getDaysInMonth()

Gets the number of days in the month stored by the GlideDateTime object, expressed in the Java Virtual Machine time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use *getDaysInMonthLocalTime()* and *getDaysInMonthUTC()* instead of this method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of days in the current month in the Java Virtual Machine time zone.

```
var gdt = new GlideDateTime(); //December
gs.print(gdt.getDaysInMonth());
```

Output:

```
31
```

GlideDateTime - getDaysInMonthLocalTime()

Gets the number of days in the month stored by the GlideDateTime object, expressed in the current user's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of days in the current month in the user's time zone.

```
var gdt = new GlideDateTime(); //December
gs.print(gdt.getDaysInMonthLocalTime());
```

Output:

```
31
```

Scoped equivalent

To use the *getDaysInMonthLocalTime()* method in a scoped application, use the corresponding scoped method: getDaysInMonthLocalTime().

GlideDateTime - getDaysInMonthUTC()

Gets the number of days in the month stored by the GlideDateTime object, expressed in the UTC time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of days in the month stored by the GlideDateTime object, expressed in the UTC time zone.

```
var gdt = new GlideDateTime(); //December
gs.print(gdt.getDaysInMonthUTC());
```

Output:

```
31
```

Scoped equivalent

To use the *getDaysInMonthUTC()* method in a scoped application, use the corresponding scoped method: getDaysInMonthUTC().

GlideDateTime - getDisplayValue()

Gets the date and time value in the current user's display format and time zone.

Note: Referring to the GlideDateTime object directly returns the date and time value in the GMT time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Date and time in the user's format and time zone. Keep in mind when designing business rules or script includes that this method may return values in different formats for different users.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.getDisplayValue());
```

Output:

```
2011-08-31 01:00:00
```

Scoped equivalent

To use the *getDisplayValue()* method in a scoped application, use the corresponding scoped method: getDisplayValue().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDateTime - getDisplayValueInternal()

Returns the display value in the internal format, yyyy-MM-dd HH:mm:ss. This method is useful for date/time fields, but not for date fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The date and time values for the GlideDateTime object. Format: yyyy-MM-dd HH:mm:ss in the caller's time zone.

```
// The passed in date and time is converted to the caller's time
 zone.
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.getDisplayValueInternal());
```

Output:

```
2011-08-31 01:00:00
```

Scoped equivalent

To use the *`getDisplayValueInternal()`* method in a scoped application, use the corresponding scoped method: getDisplayValueInternal().

GlideDateTime - getDisplayValueLang(String style)

Returns a date and time value in the current user's locale according to the specified date style.

Parameters

Name	Type	Description
style	String	Specifies the date and time format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		If any other value is passed the API will default to use *medium*. Accepted values are not case sensitive.

Returns

Type	Description
String	A string representation of the date in the style specified and in the appropriate format for the locale of the current user.

The following example returns the date and time of the user's locale in all date styles.

```
var gdt = new GlideDateTime(); // This will fetch the current
 date


gs.info('date: ' + gdt.getDisplayValue());

gs.info('date: ' + gdt.getDisplayValueLang("full"));
gs.info('date: ' + gdt.getDisplayValueLang("long"));
gs.info('date: ' + gdt.getDisplayValueLang("medium"));
gs.info('date: ' + gdt.getDisplayValueLang("short"));
```

Output:

```
date: 2023-01-18 06:49:02
date: Wednesday, January 18, 2023 06:49:02
date: January 18, 2023 06:49:02
date: Jan 18, 2023 06:49:02
date: 1/18/23 06:49:02
```

GlideDateTime - getDisplayValueLang(String style, String language)

Returns a date and time value in the current user's locale according to a specified language and date style.

Parameters

Name	Type	Description
style	String	Specifies the date and time format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API will default to use *medium*. Accepted values are not case sensitive.
language	String	Returns the date according to a specified language value. Accepts language tags that conform with the BCP-47 standard. For example, `fr` for French or `en-UK` for British English. For a full list of accepted values, see BCP 47 Language Code List.

Returns

Type	Description
String	A string representation of the date in the style specified and in the appropriate format for the locale of the current user.

The following example returns the date and time of the user's locale in all language and date styles.

```
var gdt = new GlideDateTime(); // This will fetch the current
 date


gs.info('date: ' + gdt.getDisplayValue());

gs.info('date: ' + gdt.getDisplayValueLang("full", "fr"));
gs.info('date: ' + gdt.getDisplayValueLang("long", "en-GB"));
gs.info('date: ' + gdt.getDisplayValueLang("medium", "de"));
gs.info('date: ' + gdt.getDisplayValueLang("short",
 "es-MX"));```
```

Output:

```
date: 2023-01-18 06:49:02
mercredi 18 janvier 2023 06:49:02
18 January 2023 06:49:02
18.01.2023 06:49:02
18/01/23 06:49:02
```

GlideDateTime - getDSTOffset()

Gets the amount of time that daylight saving time is offset.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Amount of time, in milliseconds, that daylight saving is offset. Returns 0 if there is no offset or if the time is not during daylight saving time.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.print(gdt.getDSTOffset());
```

Output:

```
3600000
```

Scoped equivalent

To use the *getDSTOffset()* method in a scoped application, use the corresponding scoped method: getDSTOffset().

GlideDateTime - getErrorMsg()

Gets the current error message.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The error message

```
var gdt = new GlideDateTime("2011-aa-31 aa:00:00"); //bad
gs.print(gdt.isValid()); //false
gs.print(gdt.getErrorMsg()); //reason
```

Output:

```
false
Could not parse DateTime: 2011-aa-31 aa:00:00
```

Scoped equivalent

To use the *getErrorMsg()* method in a scoped application, use the corresponding scoped method: getErrorMsg().

GlideDateTime - getInternalFormattedLocalTime()

Returns the object's time in the local time zone and in the internal format.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	The object's time in the local time zone and the internal format.

This example displays the time in the system time format of the user's timezone.

```
var gdt = new GlideDateTime('2022-10-08 01:00:00');
gs.info(gdt.getDisplayValue());
gs.info(gdt.getInternalFormattedLocalTime());
```

Output:

```
2022-10-07 06:00:00 PM
18:00:00
```

Scoped equivalent

To use the *`getInternalFormattedLocalTime()`* method in a scoped application, use the corresponding scoped method: getInternalFormattedLocalTime().

GlideDateTime - getInternalMidnight(Number dayOfTheWeek)

Returns a date and time object set to midnight of a specified day using UTC.

Parameters

Name	Type	Description
dayOfTheWeek	Number	The day of the week for which to return the date/time object.

Returns

Type	Description
GlideDateTime	A GlideDateTime object set to midnight.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.print(gdt.getInternalMidnight(2));
```

Output:

```
2011-08-30 00:00:01
```

GlideDateTime - getLocalDate()

Gets the date stored by the GlideDateTime object, expressed in the standard format, yyyy-MM-dd, and the current user's time zone.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideDate	The date in the user's time zone.

This example displays the time in the user's time format in the user's timezone.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.print(gdt.getLocalDate());
```

Output:

```
2011-08-31
```

Scoped equivalent

To use the *getLocalDate()* method in a scoped application, use the corresponding scoped method: getLocalDate().

GlideDateTime - getLocalTime()

Gets the time in the user's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideTime	The time in the user's time zone.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.print(gdt.getLocalTime());
```

Output:

```
1970-01-01 01:00:00
```

Scoped equivalent

To use the *getLocalTime()* method in a scoped application, use the corresponding scoped method: getLocalTime().

GlideDateTime - getMonth()

Retrieves the month stored by the GlideDateTime object, expressed in Java Virtual Machine time zone.

Use *getMonthLocalTime()* and *getMonthUTC()* instead of this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The numerical value of the month, Jan=1, Dec=12.

```
var gdt = new GlideDateTime(); //December
gs.print(gdt.getMonth());
```

Output:

```
12
```

GlideDateTime - getMonthLocalTime()

Gets the month stored by the GlideDateTime object, expressed in the current user's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The numerical value of the month, Jan=1, Dec=12.

```
var gdt = new GlideDateTime(); //December
gs.print(gdt.getMonthLocalTime());
```

Output:

```
12
```

Scoped equivalent

To use the *`getMonthLocalTime()`* method in a scoped application, use the corresponding scoped method: getMonthLocalTime().

GlideDateTime - getMonthUTC()

Gets the month stored by the GlideDateTime object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	The numerical value of the month, Jan=1, Dec=12.

```
var gdt = new GlideDateTime(); //December
gs.print(gdt.getMonthUTC());
```

Output:

```
12
```

Scoped equivalent

To use the *getMonthUTC()* method in a scoped application, use the corresponding scoped method: getMonthUTC().

GlideDateTime - getNumericValue()

Gets the number of milliseconds since January 1, 1970, 00:00:00 GMT.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of milliseconds since January 1, 1970, 00:00:00 GMT.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.print(gdt.getNumericValue());
```

Output:

```
1314777600000
```

GlideDateTime - getSpanTime(Number dayOfWeek)

Retrieves the amount of time elapsed since the midnight of a specified day to the current time.

Parameters

Name	Type	Description
dayOfWeek	Number	Day of week value from 1 to 7. 1 = Monday, 7=Sunday.

Returns

Type	Description
GlideTime	The amount of time elapsed since midnight of the specified day. To display the result in user-friendly terms, set the value to GlideDuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00"); //Wednesday
var dur = new GlideDuration();

var span = gdt.getSpanTime(1); //how much time since Monday
 00:00:00
dur.setValue(span);
gs.print(dur.getDisplayValue());
```

Output:

```
2 Days 8 Hours
```

GlideDateTime - getTime()

Gets the Unix duration stamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideTime	The Unix duration stamp in system format based on GMT time.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.print(gdt.getTime());
```

Output:

```
1970-01-01 08:00:00
```

Scoped equivalent

To use the *getTime()* method in a scoped application, use the corresponding scoped method: getTime().

GlideDateTime - getTZOffset()

Gets the time zone offset in milliseconds.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of milliseconds of the time zone offset

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gdt = new GlideDateTime();
gdt.getLocalTime(); // PST local time
gs.print(gdt.getTZOffset());
```

Output:

```
-28800000
```

Scoped equivalent

To use the *getTZOffset()* method in a scoped application, use the corresponding scoped method: getTZOffset().

GlideDateTime - getUserFormattedLocalTime()

Returns the object's time in local time zone in the user's format.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The object's time in local time and the user's format.

The following code example shows how to call this method.

```
var gdt = new GlideDateTime('2022-10-08 01:00:00');
gs.info(gdt.getDisplayValue());
gs.info(gdt.getUserFormattedLocalTime());
```

Output:

```
2022-10-07 06:00:00 PM
06:00:00 PM
```

Scoped equivalent

To use the *getUserFormattedLocalTime()* method in a scoped application, use the corresponding scoped method: getUserFormattedLocalTime().

GlideDateTime - getUserTimeZone()

Retrieves the time zone for the current user session.

This method is equivalent to `gs.getSession().getTimeZone()`.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
TimeZone	TimeZone object for the current user.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.print(gdt.getUserTimeZone());
```

Output:

```
sun.util.calendar.ZoneInfo[id="America/Los_Angeles",offset=-2880
0000,dstSavings=3600000,useDaylight=true,transitions=185,
lastRule=java.util.SimpleTimeZone[id=America/Los_Angeles,offset=
-28800000,dstSavings=3600000,useDaylight=true,startYear=0,startM
ode=3,
startMonth=2,startDay=8,startDayOfWeek=1,startTime=7200000,start
TimeMode=0,endMode=3,endMonth=10,endDay=1,endDayOfWeek=1,
endTime=7200000,endTimeMode=0]]
```

GlideDateTime - getUTCMidnight(Number dayOfTheWeek)

Retrieves a GlideDateTime object with the time set to midnight using the UTC time zone.

This method sets the date of the new GlideDateTime object as the specified day of the week within the week of the original GlideDateTime object.

Parameters

Name	Type	Description
dayOfTheWeek	Number	The day of the week, from 1 to 7. Monday=1, Sunday=7. Do not enter 0 in this parameter.

Returns

Type	Description
GlideDateTime	A new GlideDateTime object, set to midnight.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00"); //
 Wednesday, 3rd day of the week.
gs.print(gdt.getUTCMidnight(5)); //Friday, 5th day of the week.
```

Output:

```
2011-09-02 00:00:00
```

GlideDateTime - getValue()

Returns the date and time value stored by the GlideDateTime object in the internal format, yyyy-MM-dd HH:mm:ss, in the UTC time zone.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Date and time in the internal format and system time zone. Format: yyyy-MM-dd HH:mm:ss in the UTC time zone.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.getValue());
```

Output:

```
2011-08-31 08:00:00
```

Scoped equivalent

To use the *getValue()* method in a scoped application, use the corresponding scoped method: getValue().

GlideDateTime - getWeekOfYearLocalTime()

Gets the number of the week stored by the GlideDateTime object, expressed in the current user's time zone.

All weeks begin on Sunday. The first week of the year is the week that contains at least one day of the new year. The week beginning Sunday 2015-12-27 is considered the first week of 2016 as that week contains January 1 and 2.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of the current week. The highest week number in a year is either 52 or 53.

```
var gdt = new GlideDateTime("2011-12-01 12:00:00");
gs.print(gdt.getWeekOfYearUTC());
```

Output:

```
49
```

Scoped equivalent

To use the *getWeekOfYearLocalTime()* method in a scoped application, use the corresponding scoped method: getWeekOfYearLocalTime().

GlideDateTime - getWeekOfYearUTC()

Gets the number of the week stored by the GlideDateTime object, expressed in the UTC time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

All weeks begin on Sunday. The first week of the year is the week that contains at least one day of the new year. The week beginning Sunday 2015-12-27 is considered the first week of 2016 as that week contains January 1 and 2.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of the current week in UTC time. The highest week number in a year is either 52 or 53.

```
var gdt = new GlideDateTime("2011-12-01 12:00:00");
gs.print(gdt.getWeekOfYearUTC());
```

Output:

```
49
```

Scoped equivalent

To use the *getWeekOfYearUTC()* method in a scoped application, use the corresponding scoped method: getWeekOfYearUTC().

GlideDateTime - getYear()

Retrieves the year stored by the GlideDateTime object, expressed in the Java Virtual Machine time zone.

Use *getYearLocalTime()* and *getYearUTC()* instead of this method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The 4-digit year value in the Java Virtual Machine time zone.

```
var gdt = new GlideDateTime(); //2011
gs.print(gdt.getYear());
```

Output:

```
2011
```

GlideDateTime - getYearLocalTime()

Gets the year stored by the GlideDateTime object, expressed in the current user's time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The 4-digit year value in the user's time zone.

```
var gdt = new GlideDateTime(); //2011
gs.print(gdt.getYearLocalTime());
```

Output:

```
2011
```

Scoped equivalent

To use the *getYearLocalTime()* method in a scoped application, use the corresponding scoped method: getYearLocalTime().

GlideDateTime - getYearUTC()

Returns the year stored by the GlideDateTime object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
number	Four-digit year value in the UTC time zone.

```
var gdt = new GlideDateTime(); //2011
gs.info(gdt.getYearUTC());
```

Output:

```
2011
```

Scoped equivalent

To use the *getYearUTC()* method in a scoped application, use the corresponding scoped method: getYearUTC().

GlideDateTime - hasDate()

Determines if an object's date is set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the object's date is set, false otherwise.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.print(gdt.hasDate());
```

Output:

```
true
```

Scoped equivalent

To use the *hasDate()* method in a scoped application, use the corresponding scoped method: hasDate().

GlideDateTime - isDST()

Determines if the object's time uses a daylight saving offset

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the time is daylight saving time, false otherwise.

```
var gdt = new GlideDateTime("2011-08-31 00:00:00");
gs.print(gdt.isDST()); //true
```

Output:

```
true
```

Scoped equivalent

To use the *isDST()* method in a scoped application, use the corresponding scoped method: isDST().

GlideDateTime - isValid()

Determines if a value is a valid date and time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if value is valid, false otherwise.

```
var gdt = new GlideDateTime("2011-aa-31 aa:00:00");
gs.print(gdt.isValid()); //true
gs.print(gdt.getErrorMsg()); //reason
```

Output

```
Invalid date time: '2011-aa-31 aa:00:00', ignored
```

Scoped equivalent

To use the `isValid()` method in a scoped application, use the corresponding scoped method: isValid().

GlideDateTime - setDayOfMonth(Number day)

Sets the day of the month to a specified value.

Use `setDayOfMonthLocalTime(day)` and `setDayOfMonthUTC(day)` instead of this method.

Parameters

Name	Type	Description
day	Number	Day of the month, from 1 to 31.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setDayOfMonth(9);
gs.print(gdt.getDayOfMonth());
```

Output:

```
9
```

GlideDateTime - setDayOfMonthLocalTime(Number day)

Sets the day of the month to a specified value in the current user's time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
day	Number	The day of month to change to, from 1 to 31. If this value is greater than the maximum number of days in the month, the value is set to the last day of the month.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setDayOfMonthLocalTime(9);
gs.print(gdt.getDayOfMonthLocalTime());
```

Output:

```
9
```

Scoped equivalent

To use the *setDayOfMonthLocalTime()* method in a scoped application, use the corresponding scoped method: setDayOfMonthLocalTime().

GlideDateTime - setDayOfMonthUTC(Number day)

Sets the day of the month to a specified value in the UTC time zone.

Parameters

Name	Type	Description
day	Number	The day of month to change to, from 1 to 31. If this value is greater than the maximum number of days in the month, the value is set to the last day of the month.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setDayOfMonthUTC(9);
gs.print(gdt.getDayOfMonthUTC());
```

Output:

```
9
```

Scoped equivalent

To use the *setDayOfMonthUTC()* method in a scoped application, use the corresponding scoped method: setDayOfMonthUTC().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDateTime - setDisplayValue(String asDisplayed)

Sets a date and time value using the current user's display format and time zone.

Parameters

Name	Type	Description
asDisplayed	String	The date and time in the current user's display format and time zone. The parameter must be formatted using the current user's preferred display format, such as MM-dd-yyyy HH:mm:ss. To assign the current date and time to a variable in a workflow script, use `<variable>.setDisplayValue(gs.nowDateTime);`.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-02-02 12:00:00");
gdt.setDisplayValue("2011-01-01 12:00:00");
gs.print(gdt.getValue());
```

Output:

```
2011-01-01 20:00:00
```

Scoped equivalent

To use the *`setDisplayValue()`* method in a scoped application, use the corresponding scoped method: setDisplayValue().

GlideDateTime - setDisplayValue(String dateTime, String format)

Sets a date and time value using the current user's time zone and the specified date and time format.

This method throws a runtime exception if the date and time format used in the dateTime parameter does not match the format parameter. You can retrieve the error message by calling *`getErrorMsg()`* on the GlideDateTime object after the exception is caught.

Parameters

Name	Type	Description
dateTime	String	The date and time in the current user's time zone.
format	String	The format to use to parse the dateTime parameter.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gdt = new GlideDateTime("2011-02-02 12:00:00");
gdt.setDisplayValue("20-5-2011 12:00:00", "dd-MM-yyyy
 HH:mm:ss");
gs.print(gdt.getValue());
```

Output:

```
2011-05-20 19:00:00
```

Scoped equivalent

To use the *setDisplayValue()* method in a scoped application, use the corresponding scoped method: setDisplayValue().

GlideDateTime - setDisplayValueInternal(String dateTime)

Sets a date and time value using the internal format (yyyy-MM-dd HH:mm:ss) and the current user's time zone.

Parameters

Name	Type	Description
dateTime	String	The date and time in internal format

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-02-02 12:00:00");
gdt.setDisplayValueInternal("2011-01-01 12:00:00");
gs.print(gdt.getValue());
```

Output:

```
2011-01-01 20:00:00
```

Scoped equivalent

To use the *setDisplayValueInternal()* method in a scoped application, use the corresponding scoped method: setDisplayValueInternal().

GlideDateTime - setDisplayValueInternalWithAlternates(String dateTime)

Sets a date and time value using the internal format (yyyy-MM-dd HH:mm:ss) and the current user's time zone.

This method attempts to parse incomplete date and time values.

Parameters

Name	Type	Description
dateTime	String	The date and time in internal format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

GlideDateTime - setDisplayValueLang(String dateTime, String style)

Sets a date using a specified style and format according to the current user's locale.

Parameters

Name	Type	Description
dateTime	String	Date and time value for the GlideDate object in the current user's time zone. Valid values are any date and time output from the `getDisplayValueLang()` function. For instance, using output from the `getDisplayValueLang(String style, String language)` example earlier in this topic, **November 28, 2022 07:03:41** or **28.11.2022 07:03:41** are accepted values.
style	String	Specifies the date format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API will default to use *medium*. Accepted values are not case sensitive.

Returns

Type	Description
Void	

The following example returns the date and time in short and full styles.

```
var glideDateFR = new GlideDateTime();
glideDateFR.setDisplayValueLang("2/3/2023 17:27:56", "short");

gs.info('date: ' + glideDateFR.getDisplayValue());
gs.info('date: ' + glideDateFR.getDisplayValueLang("full"));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
date: 2023-02-03 17:27:56
date: Friday, February 3, 2023 17:27:56
```

GlideDateTime - setDisplayValueLang(String dateTime, String style, String language)

Sets a date and time using a specified style, language, and format according to the current user's locale.

Parameters

Name	Type	Description
dateTime	String	Date and time value for the GlideDate object in the current user's time zone. Valid values are any date and time output from the *`getDisplayValueLang()`* function. For instance, using output from the *`getDisplayValueLang(String style, String language)`* example earlier in this topic, **November 28, 2022 07:03:41** or **28.11.2022 07:03:41** are accepted values.
style	String	Specifies the date format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API will default to use *`medium`*. Accepted values are not case sensitive.
language	String	Sets the language using a language tag that conforms with the BCP-47 standard. For example, `fr` for French or `en-UK` for British English. For a full list of accepted values, see BCP 47 Language Code List.

Returns

Type	Description
Void	

The following example returns the date and time in short and full styles for English and French.

```
var glideDateFR = new GlideDateTime();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
glideDateUS.setDisplayValueLang("2/3/2023 18:00:00", "short",
 "en-US" );
glideDateFR.setDisplayValueLang("2/3/2023 18:00:00", "short",
 "fr-FR" );

gs.info('en-US date: ' + glideDateUS.getDisplayValue());
gs.info('en-US date: ' +
 glideDateUS.getDisplayValueLang("full"));

gs.info('fr-FR date: ' + glideDateFR.getDisplayValue());
gs.info('fr-FR date: ' +
 glideDateFR.getDisplayValueLang("full"));
```

Output:

```
en-US date: 2023-02-03 18:00:00
en-US date: Friday, February 3, 2023 18:00:00
fr-FR date: 2023-03-02 18:00:00
fr-FR date: Thursday, March 2, 2023 18:00:00
```

GlideDateTime - setGlideDateTime(GlideDateTime gDT)

Sets the date and time of the current object using an existing GlideDateTime object.

This method is equivalent to instantiating a new object with a GlideDateTime parameter.

Parameters

Name	Type	Description
gDT	GlideDateTime	A GlideDateTime object

Returns

Type	Description
void	

```
var dt1 = new GlideDateTime("2011-01-01 12:00:00");
var dt2 = new GlideDateTime("2011-02-02 08:00:00");
dt1.setGlideDateTime(dt2);
gs.print(dt1.getValue());
```

Output:

```
2011-02-02 08:00:00
```

Scoped equivalent

To use the *`setGlideDateTime()`* method in a scoped application, use the corresponding scoped method: setGlideDateTime().

GlideDateTime - setInitialValue(String dateTime)

Sets the date and time.

This method is equivalent to *`setValue(Object)`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
dateTime	String	The date and time to use. Accepts either a string in the GMT time zone in the internal format, or a GlideDateTime object.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setInitialValue("2011-01-01 12:00:00");
gs.print(gdt.getValue());
```

Output:

```
2011-01-01 12:00:00
```

GlideDateTime - setMonth(Number month)

Sets the month stored by the GlideDateTime object to a specified value using the Java Virtual Machine time zone.

Use `setMonthLocalTime()` or `setMonthUTC()` instead of this method.

Parameters

Name	Type	Description
month	Number	The month to change to.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setMonth(1);
gs.print(gdt.getMonth());
```

Output:

```
1
```

GlideDateTime - setMonthLocalTime(Number month)

Sets the month stored by the GlideDateTime object to a specified value using the current user's time zone.

Parameters

Name	Type	Description
month	Number	The month to change to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setMonthLocalTime(1);
gs.print(gdt.getMonthLocalTime());
```

Output:

```
1
```

Scoped equivalent

To use the *setMonthLocalTime()* method in a scoped application, use the corresponding scoped method: setMonthLocalTime().

GlideDateTime - setMonthUTC(Number month)

Sets the month stored by the GlideDateTime object to a specified value using the UTC time zone.

Parameters

Name	Type	Description
month	Number	The month to change to.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setMonthUTC(1);
gs.print(gdt.getMonthUTC());
```

Output:

```
1
```

Scoped equivalent

To use the *setMonthUTC()* method in a scoped application, use the corresponding scoped method: setMonthUTC().

GlideDateTime - setNumericValue(Number milliseconds)

Sets the date and time to the number of milliseconds since January 1, 1970 00:00:00 GMT.

Parameters

Name	Type	Description
milliseconds	Number	Number of milliseconds

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setNumericValue(1314777600000);
gs.print(gdt.getValue());
```

Output:

```
2011-08-31 08:00:00
```

GlideDateTime - setTZ(TimeZone timeZone)

Sets the time zone of the GlideDateTime object to be the specified time zone.

Parameters

Name	Type	Description
timeZone	TimeZone	A time zone object

Returns

Type	Description
void	

```
var tz = gs.getSession().getTimeZone();
var gdt = new GlideDateTime();
gdt.setTZ(tz);
```

GlideDateTime- setValue(Object dateTime)

Sets the date and time of the GlideDateTime object.

This method is equivalent to `setInitialValue()`.

If invalid data is provided to this method, the underlying date is set to null.

Parameters

Name	Type	Description
dateTime	Object	The date and time to use. This parameter may be one of several types. • A string in the UTC time zone and the internal format of yyyy-MM-dd HH:mm:ss: Sets the value of the object to the specified date and time. Using the method this way is equivalent to instantiating a new GlideDateTime object using the `GlideDateTime(value)` constructor. If the date and time format used doesn't match the internal format, the method attempts to set the date and time using other available formats. Resolving the date and time this way can lead to inaccurate data due to ambiguity in the day and month values. When using a non-standard date and time format, use `setValueUTC(dateTime, format)` instead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• A GlideDateTime object: Sets the value of the object to the date and time stored by the GlideDateTime passed in the parameter. Using the method this way is equivalent to instantiating a new GlideDateTime object using the `GlideDateTime(g)` constructor. • A Java Date object: Sets the value of the object using the value stored by the Java Date object. Using the method this way is equivalent to passing the value returned by the Java Date object `getTime()` to the GlideDateTime `setNumericValue()` method. This method doesn't accept JavaScript Date objects. • A JavaScript Number: Sets the value of the object using the Number value as milliseconds past January 1, 1970 00:00:00 UTC. Using the method this way is equivalent to the `setNumericValue(milliseconds)` method. • A Java Integer or Long: Sets the value of the object using the Integer or Long value as milliseconds past January 1, 1970 00:00:00 UTC. Using the method this way is equivalent to the `setNumericValue(milliseconds)` method.

Returns

Type	Description
void	

Set the date and time using a string in yyyy-MM-dd HH:mm:ss format.

```
var gdt = new GlideDateTime("2011-01-01 12:00:00");
gdt.setValue("2011-02-02 08:00:00");
gs.print(gdt.getValue());
```

Output:

```
2011-02-02 08:00:00
```

Set the date and time using an existing GlideDateTime object.

```
var gdtSource = new GlideDateTime("2017-05-23 11:37:41");
var gdtDest = new GlideDateTime();
gdtDest.setValue(gdtSource);
gs.print(gdtDest.getValue());
```

Output:

```
2017-05-23 11:37:41
```

Set the date and time using a number indicating milliseconds past January 1, 1970 00:00:00 UTC.

```
var gdt = new GlideDateTime("2011-01-01 12:00:00");
gdt.setValue(1617634522375);
gs.print(gdt.getValue());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
2021-04-05 14:55:22
```

Scoped equivalent

To use the *setValue()* method in a scoped application, use the corresponding scoped method: setValue().

GlideDateTime - setValueUTC(String dateTime, String format)

Sets a date and time value using the UTC time zone and the specified date and time format.

This method throws a runtime exception if the date and time format used in the dateTime parameter does not match the format parameter. You can retrieve the error message by calling *getErrorMsg()* on the GlideDateTime object after the exception is caught.

Parameters

Name	Type	Description
dateTime	String	The date and time to use.
format	String	The format to use.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-01-01 12:00:00");
gdt.setValueUTC("15-02-2011 08:00:00", "dd-MM-yyyy HH:mm:ss");
gs.print(gdt.getValue());
```

Output:

```
2011-02-15 08:00:00
```

Scoped equivalent

To use the *setValueUTC()* method in a scoped application, use the corresponding scoped method: setValueUTC().

GlideDateTime - setYear(Number year)

Sets the year stored by the GlideDateTime object to a specified value using the Java Virtual Machine time zone.

Use *setYearLocalTime()* or *setYearUTC()* instead of this method.

Parameters

Name	Type	Description
year	Number	The year to change to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setYear(2013);
gs.print(gdt.getYear());
```

Output:

```
2013
```

GlideDateTime - setYearLocalTime(Number year)

Sets the year stored by the GlideDateTime object to a specified value using the current user's time zone.

Parameters

Name	Type	Description
year	Number	The year to change to.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setYearLocalTime(2013);
gs.print(gdt.getYearLocalTime());
```

Output:

```
2013
```

Scoped equivalent

To use the *`setYearLocalTime()`* method in a scoped application, use the corresponding scoped method: setYearLocalTime().

GlideDateTime - setYearUTC(Number year)

Sets the year stored by the GlideDateTime object to a specified value using the UTC time zone.

Parameters

Name	Type	Description
year	Number	The year to change to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var gdt = new GlideDateTime();
gdt.setYearUTC(2013);
gs.print(gdt.getYearUTC());
```

Output:

```
2013
```

Scoped equivalent

To use the *setYearUTC()* method in a scoped application, use the corresponding scoped method: setYearUTC().

GlideDateTime - subtract(GlideTime time)

Subtracts a specified amount of time.

Parameters

Name	Type	Description
time	GlideTime	The time to subtract

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
var gtime1 = new GlideTime();
gtime1.setValue("00:00:20");
gdt.subtract(gtime1);
gs.print(gdt.getTime());
```

Output:

```
1970-01-01 07:59:40
```

Scoped equivalent

To use the *subtract()* method in a scoped application, use the corresponding scoped method: subtract().

GlideDateTime - subtract(Number milliseconds)

Subtracts a specified number of milliseconds from the GlideDateTime object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
milliseconds	Number	The number of milliseconds to subtract

Returns

Type	Description
void	

```
var gdt = new GlideDateTime("2011-12-07 08:00:00");
gdt.subtract(1000);
gs.print(gdt.getValue());
```

Output:

```
2011-12-07 07:59:59
```

Scoped equivalent

To use the *subtract()* method in a scoped application, use the corresponding scoped method: subtract().

GlideDateTime - subtract(GlideDateTime start, GlideDateTime end)

Returns the duration difference between two specified GlideDateTime objects.

Parameters

Name	Type	Description
start	GlideDateTime	Start date object.
end	GlideDateTime	End date object.

Returns

Type	Description
GlideDuration	Duration difference between the two specified dates.

```
var gdt1 = new GlideDateTime("2011-08-28 09:00:00");
var gdt2 = new GlideDateTime("2011-08-31 08:00:00");

var dur = GlideDateTime.subtract(gdt1, gdt2); // Difference
 between gdt1 and gdt2
gs.info(dur.getDisplayValue());
```

Output:

```
2 Days 23 Hours
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the *subtract()* method in a scoped application, use the corresponding scoped method: subtract().

GlideDateTime - toString()

Returns the date and time value stored by the GlideDateTime object in the internal format, yyyy-MM-dd HH:mm:ss, and the system time zone, UTC by default.

This method is equivalent to *getValue()*.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The date and time stored by the GlideDateTime object in the system time zone and format.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.print(gdt.toString());
```

Output:

```
2011-08-31 08:00:00
```

Scoped equivalent

To use the *toString()* method in a scoped application, use the corresponding scoped method: toString().

GlideDateTime - Scoped

The scoped *GlideDateTime* class provides methods for performing operations on GlideDateTime objects.

Use the *GlideDateTime* methods to perform date-time operations, such as instantiating a GlideDateTime object, performing date-time calculations, formatting a date-time, or converting between date-time formats.

For guidance on date time input strings with a list of common format conflicts, refer to Date and time format guidelines.

Scoped GlideDateTime - GlideDateTime()

Instantiates a new *GlideDateTime* object with the current date and time.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example instantiates a *GlideDateTime* object.

```
var gdt = new GlideDateTime();
gs.info(gdt);
```

Output:

```
2022-08-08 16:51:44
```

Scoped GlideDateTime - GlideDateTime(String value)

Instantiates a new *GlideDateTime* object using the passed-in date and time value.

The system attempts to match the passed-in value with the specified internal system format. If the argument does not match the system format, the system attempts to match it to one of the following formats in this order:

- yyyy-MM-dd HH:mm:ss
- MM/dd/yyyy HH:mm:ss
- MM-dd-yyyy HH:mm:ss
- MM-dd-yyyy HH:mm
- MM-dd-yyyy
- MM/dd/yyyy
- dd-MM-yyyy HH:mm:ss
- dd-MM-yyyy HH.mm.ss
- dd-MM-yyyy HH.mm
- dd-MM-yy HH.mm.ss
- dd/MM/yyyy
- dd-MM-yyyy
- yyyy-MM-dd HH:mm
- yyyy-MM-dd
- dd.MM.yyyy HH:mm:ss
- dd.MM.yyyy HH.mm.ss
- dd.MM.yyyy hh:mm:ss a
- dd.MM.yyyy hh.mm.ss a
- dd.MM.yyyy

Note: The following format is not supported:

- yyyy-MM-dd'T'HH:mm:ss.SSSZ

Parameters

Name	Type	Description
value	String	UTC date and time to set in the *GlideDateTime* object.

This example shows how to instantiate a *GlideDateTime* object using a string.

```
var gdt = new GlideDateTime("2023-01-01 12:00:00");
gs.info(gdt);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
2023-01-01 12:00:00
```

Scoped GlideDateTime - GlideDateTime(GlideDateTime g)

Instantiates a new *GlideDateTime* object set to the time of a specified *GlideDateTime* object.

Parameters

Name	Type	Description
g	GlideDateTime	Object used to set the time of the new object.

This example shows how to instantiate a *GlideDateTime* object (gdt1) using a string in the format `yyyy-MM-dd HH:mm:ss`, and a second *GlideDateTime* object (gdt2) using gdt1.

```
var gdt1 = new GlideDateTime("2025-01-28 12:00:00"); //
 GlideDateTime(String g)
var gdt2 = new GlideDateTime(gdt1); //
 GlideDateTime(GlideDateTime g)
gs.info(gdt1);
gs.info(gdt2);
```

Output:

```
2025-01-28 12:00:00
2025-01-28 12:00:00
```

Scoped GlideDateTime - add(GlideTime gd)

Adds a GlideTime object to the current GlideDateTime object.

Parameters

Name	Type	Description
gd	GlideTime	GlideTime object whose time value to add to the specified GlideDateTime object.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
var gtime1 = new GlideTime();
gtime1.setValue("00:00:20");
gdt.add(gtime1);
var gtime2 = gdt.getTime();
gs.info(gtime2.getByFormat('hh:mm:ss'));
```

Output:

```
08:00:20
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideDateTime - add(Number milliseconds)

Adds the specified number of milliseconds to the current GlideDateTime object.

Parameters

Name	Type	Description
milliseconds	Number	The number of milliseconds to add.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.getNumericValue());
gdt.add(10);
gs.info(gdt.getNumericValue());
```

Output:

```
1314777600000 1314777600010
```

Scoped GlideDateTime - addDaysLocalTime(Number days)

Adds a specified number of days to the current GlideDateTime object. A negative parameter subtracts days. The method determines the local date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts days using the local date and time values.

Parameters

Name	Type	Description
days	Number	The number of days to add. Use a negative value to subtract.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addDaysLocalTime(-1);
gs.info(gdt.getLocalDate());
```

Output:

```
2011-08-30
```

Scoped GlideDateTime - addDaysUTC(Number days)

Adds a specified number of days to the current GlideDateTime object. A negative parameter subtracts days. The method determines the UTC date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts days using the UTC date and time values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
days	Number	The number of days to add. Use a negative number to subtract.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addDaysUTC(-1);
gs.info(gdt.getDate());
```

Output:

```
2011-08-30
```

Scoped GlideDateTime - addMonthsLocalTime(Number months)

Adds a specified number of months to the current GlideDateTime object. A negative parameter subtracts months. The method determines the local date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts months using the local date and time values.

Parameters

Name	Type	Description
months	Number	The number of months to add. use a negative value to subtract.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addMonthsLocalTime(2);
gs.info(gdt.getDate());
```

Output:

```
2011-10-31
```

Scoped GlideDateTime - addMonthsUTC(Number months)

Adds a specified number of months to the current GlideDateTime object. A negative parameter subtracts months. The method determines the UTC date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts months using the UTC date and time values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
months	Number	The number of months to add. Use a negative value to subtract.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addMonthsUTC(2);
gs.info(gdt.getDate());
```

Output:

```
2011-10-31
```

Scoped GlideDateTime - addSeconds(Number seconds)

Adds the specified number of seconds to the current GlideDateTime object.

Parameters

Name	Type	Description
seconds	Number	The number of seconds to add.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-12-07 08:00:00");
gdt.addSeconds(1000);
gs.info(gdt.getValue());
```

Output:

```
2011-12-07 08:16:40
```

Scoped GlideDateTime - addWeeksLocalTime(Number weeks)

Adds a specified number of weeks to the current GlideDateTime object. A negative parameter subtracts weeks. The method determines the local date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts weeks using the local date and time values.

Parameters

Name	Type	Description
weeks	Number	The number of weeks to add. Use a negative value to subtract.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addWeeksLocalTime(-1);
gs.info(gdt.getDate());
```

Output:

```
2011-08-24
```

Scoped GlideDateTime - addWeeksUTC(Number weeks)

Adds a specified number of weeks to the current GlideDateTime object. A negative parameter subtracts weeks. The method determines the UTC date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts weeks using the UTC date and time values.

Parameters

Name	Type	Description
weeks	Number	The number of weeks to add. Use a negative value to subtract.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gdt.addWeeksUTC(-1);
gs.info(gdt.getDate());
```

Output:

```
2011-08-24
```

Scoped GlideDateTime - addYearsLocalTime(Number years)

Adds a specified number of years to the current GlideDateTime object. A negative parameter subtracts years. The method determines the local date and time equivalent to the value stored by the GlideDateTime object, then adds or subtracts years using the local date and time values.

Parameters

Name	Type	Description
years	Number	The number of years to add. Use a negative value to subtract.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gdt = new GlideDateTime("2010-08-31 08:00:00");
gdt.addYearsLocalTime(1);
gs.info(gdt.getDate());
```

Output:

```
2011-08-31
```

Scoped GlideDateTime - addYearsUTC(Number years)

Adds a specified number of years to the current GlideDateTime object. A negative parameter subtracts years. The date and time value stored by GlideDateTime object is interpreted as being in the UTC time zone.

Parameters

Name	Type	Description
years	Number	The number of years to add. Use a negative value to subtract.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2010-08-31 08:00:00");
gdt.addYearsUTC(1);
gs.info(gdt.getDate());
```

Output:

```
2011-08-31
```

Scoped GlideDateTime - after(GlideDateTime gdt)

Determines if the GlideDateTime object's date and time occurs after the specified object's date and time.

Parameters

Name	Type	Description
gdt	GlideDateTime	Date and time to check against.

Returns

Type	Description
Boolean	Flag that indicates whether the GlideDateTime object's date and time is after the date and time specified by the parameter. Possible values: • true: GlideDateTime object date and time is after the specified object's date and time. • false: GlideDateTime object date and time is before or equal to the specified object's date and time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gdt1 = new GlideDateTime("2016-05-09 10:11:12");
var gdt2 = new GlideDateTime("2017-06-12 15:11:12");
gs.info(gdt1.after(gdt2));
```

Output:

```
False
```

Scoped GlideDateTime - before(GlideDateTime gdt)

Determines if the GlideDateTime object's date and time occurs before the specified GlideDateTime object's date and time.

Parameters

Name	Type	Description
gdt	GlideDateTime	Date and time to check against.

Returns

Type	Description
Boolean	Flag that indicates whether the GlideDateTime object's date and time is before the date and time specified by the parameter. Possible values: • true: GlideDateTime object date and time is before the specified date and time. • false: GlideDateTime object date and time is after or equal to the specified date and time.

```
var gdt1 = new GlideDateTime("2016-05-09 10:11:12");
var gdt2 = new GlideDateTime("2017-06-12 15:11:12");
gs.info(gdt1.before(gdt2));
```

Output

```
true
```

Scoped GlideDateTime - compareTo(Object o)

Compares two date and time objects to determine whether they are equivalent or one occurs before or after the other.

Parameters

Name	Type	Description
o	Object	Date and time object in GlideDateTime format

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	• 0 = Dates are equal • 1 = The object's date is after the date specified in the parameter • -1 = The object's date is before the date specified in the parameter

```
var initDate = new GlideDateTime("2011-08-01 12:00:00");
var compDate1 = new GlideDateTime("2011-08-01 12:00:00");
var compDate2 = new GlideDateTime("2011-07-31 12:00:00");
var compDate3 = new GlideDateTime("2011-08-04 16:00:00");

gs.info(initDate.compareTo(compDate1)); // Equals (0)
gs.info(initDate.compareTo(compDate2)); // initDate is after
 compDate2 (1)
gs.info(initDate.compareTo(compDate3)); // initDate is before
 compDate3 (-1)
```

Output:

```
0
1
-1
```

Scoped GlideDateTime - equals(Object dateTime)

Compares a datetime with an existing value for equality.

Parameters

Name	Type	Description
dateTime	GlideDateTime object or String	The datetime to compare.

Returns

Type	Description
Boolean	Returns true if they are equal; otherwise, false.

```
var gdt = new GlideDateTime("2011-08-31 00:00:00");
gs.info(gdt.equals("2011-09-30 00:12:01"));
```

Output:

```
false
```

Scoped GlideDateTime - getDate()

Returns the date stored by the GlideDateTime object. Expressed in the standard format, yyyy-MM-dd, and in the system time zone, GMT by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Date in the system time zone.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.getDate());
```

Output:

```
2011-08-31
```

Scoped GlideDateTime - getDayOfMonthLocalTime()

Gets the day of the month stored by the GlideDateTime object, expressed in the current user's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The day of the month in the user's time zone, from 1 to 31.

```
var gdt = new GlideDateTime("2011-12-02 12:00:00");
gs.info(gdt.getDayOfMonthLocalTime());
```

Output:

```
2
```

Scoped GlideDateTime - getDayOfMonthUTC()

Gets the day of the month stored by the GlideDateTime object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	The day of the month in the UTC time zone, from 1 to 31.

```
var gdt = new GlideDateTime("2011-12-02 12:00:00");
gs.info(gdt.getDayOfMonthUTC());
```

Output:

```
02
```

Scoped GlideDateTime - getDayOfWeekLocalTime()

Gets the day of the week stored by the GlideDateTime object, expressed in the user's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The day of week value, in the user's time zone, from 1 to 7. Monday equals 1, Sunday equals 7.

```
var gdt = new GlideDateTime("2011-12-01 12:00:00");//Thursday
gs.info(gdt.getDayOfWeekLocalTime());
```

Output:

```
4
```

Scoped GlideDateTime - getDayOfWeekUTC()

Returns the day of the week stored by the GlideDateTime object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Day of week value from 1 to 7. Monday equals 1, Sunday equals 7.

```
var gdt = new GlideDateTime("2011-12-01 12:00:00"); //Thursday
gs.info(gdt.getDayOfWeekUTC());
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
4
```

Scoped GlideDateTime - getDaysInMonthLocalTime()

Gets the number of days in the month stored by the GlideDateTime object, expressed in the current user's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of days in the current month in the user's time zone.

```
var gdt = new GlideDateTime("2011-12-02 12:00:00"); //December
gs.info(gdt.getDaysInMonthLocalTime());
```

Output:

```
30
```

Scoped GlideDateTime - getDaysInMonthUTC()

Gets the number of days in the month stored by the GlideDateTime object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of days in the month stored by the GlideDateTime object, expressed in the UTC time zone.

```
var gdt = new GlideDateTime("2011-11-02 12:00:00"); //November
gs.info(gdt.getDaysInMonthUTC());
```

Output:

```
30
```

Scoped GlideDateTime - getDisplayValue()

Gets the date and time value in the current user's display format and time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Date and time in the user's format and time zone. Keep in mind when designing business rules or script includes that this method may return values in different formats for different users.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.getDisplayValue()); //uses current user session time
 zone (US/Pacific)
```

Output:

```
2011-08-31 01:00:00
```

Scoped GlideDateTime - getDisplayValueInternal()

Gets the display value in the internal format (yyyy-MM-dd HH:mm:ss).

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The date and time values for the GlideDateTime object in the current user's time zone and the internal date and time format of `yyyy-MM-dd HH:mm:ss`.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.getDisplayValueInternal()); //uses current user
 session time zone (US/Pacific)
```

Output:

```
2011-08-31 01:00:00
```

Scoped GlideDateTime - getDisplayValueLang(String style, String language)

Returns a date and time value in the current users' locale according to a specified language and date style.

Parameters

Name	Type	Description
style	String	Specifies the date and time format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API will default to use *`medium`*. Accepted values are not case sensitive.
language	String	Returns the date according to a specified language value. Accepts language tags that conform with the BCP-47 standard. For example, `fr` for French or `en-UK` for British English. For a full list of accepted values, see BCP 47 Language Code List.

Returns

Type	Description
String	A string representation of the date in the style specified and in the appropriate format for the locale of the current user.

The following example returns the date and time of the user's locale in all language and date styles.

```
var gdt = new GlideDateTime(); // This will fetch the current
 date


gs.info('date: ' + gdt.getDisplayValue());

gs.info('date: ' + gdt.getDisplayValueLang("full", "fr"));
gs.info('date: ' + gdt.getDisplayValueLang("long", "en-GB"));
gs.info('date: ' + gdt.getDisplayValueLang("medium", "de"));
gs.info('date: ' + gdt.getDisplayValueLang("short",
 "es-MX"));```
```

Output:

```
date: 2023-01-18 06:49:02
mercredi 18 janvier 2023 06:49:02
18 January 2023 06:49:02
18.01.2023 06:49:02
18/01/23 06:49:02
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideDateTime - getDSTOffset()

Gets the amount of time that daylight saving time is offset.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Amount of time, in milliseconds, that daylight saving is offset. Returns 0 if there is no offset or if the time is not during daylight saving time.

```
var gdt = new GlideDateTime("2014-08-31 08:00:00");
gs.info(gdt.getDSTOffset()); //uses current user session time
 zone (US/Pacific)
```

Output:

```
3600000
```

Scoped GlideDateTime - getErrorMsg()

Gets the current error message.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The error message.

```
var gdt = new GlideDateTime();
gdt.setDisplayValue("2011-aa-01 00:00:00");
gs.info(gdt.getErrorMsg());
```

Output:

```
Could not parse DateTime: 2011-aa-01 00:00:00
```

Scoped GlideDateTime - getInternalFormattedLocalTime()

Returns the object's time in the local time zone and in the internal format.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The object's time in the local time zone and the internal format.

This example displays the time in the system time format of the user's timezone.

```
var gdt = new GlideDateTime('2022-10-08 01:00:00');
gs.info(gdt.getDisplayValue());
gs.info(gdt.getInternalFormattedLocalTime());
```

Output

```
2022-10-07 06:00:00 PM
18:00:00
```

Scoped GlideDateTime - getLocalDate()

Gets the date stored by the GlideDateTime object, expressed in the standard format, yyyy-MM-dd, and the current user's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	
GlideDate	The date in the user's time zone.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.getLocalDate());
```

Output:

```
2011-08-31
```

Scoped GlideDateTime - getLocalTime()

Returns a GlideTime object that represents the time portion of the GlideDateTime object in the user's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideTime	The time in the user's time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gdt = new GlideDateTime("2014-08-31 08:00:00");
gt = gdt.getLocalTime();
gs.info("local time is " + gt.getByFormat('hh:mm:ss'));
```

Output:

```
local time is 01:00:00
```

Scoped GlideDateTime - getMonthLocalTime()

Gets the month stored by the GlideDateTime object, expressed in the current user's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The numerical value of the month.

```
var gdt = new GlideDateTime("2011-11-02 12:00:00"); //November
gs.info(gdt.getMonthLocalTime());
```

Output:

```
11
```

Scoped GlideDateTime - getMonthUTC()

Gets the month stored by the GlideDateTime object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The numerical value of the month.

```
var gdt = new GlideDateTime("2011-11-02 12:00:00"); //November
gs.info(gdt.getMonthUTC());
```

Output:

```
11
```

Scoped GlideDateTime - getNumericValue()

Gets the number of milliseconds since January 1, 1970, 00:00:00 GMT.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of milliseconds since January 1, 1970, 00:00:00 GMT.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.getNumericValue());
```

Output:

```
1314777600000
```

Scoped GlideDateTime - getTime()

Returns a GlideTime object that represents the time portion of the GlideDateTime object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideTime	The Unix duration stamp in system format based on GMT time.

```
var gdt = new GlideDateTime("2014-08-31 08:00:00");
gt = gdt.getTime();
gs.info(gt.getByFormat('hh:mm:ss'));
```

Output:

```
08:00:00
```

Scoped GlideDateTime - getTZOffset()

Gets the time zone offset in milliseconds.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	The number of milliseconds of time zone offset.

```
var gdt = new GlideDateTime();
gdt.getLocalTime(); // PST local time
gs.info(gdt.getTZOffset());
```

Output:

```
-25200000
```

Scoped GlideDateTime - getUserFormattedLocalTime()

Returns the object's time in the local time zone and in the user's format.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The object's time in the local time zone and in the user's format.

This example shows the object's time in the local time zone.

```
var gdt = new GlideDateTime('2022-10-08 01:00:00');
gs.info(gdt.getDisplayValue());
gs.info(gdt.getUserFormattedLocalTime());
```

Output:

```
2022-10-07 06:00:00 PM
06:00:00 PM
```

Scoped GlideDateTime - getValue()

Returns the date and time value stored by the GlideDateTime object in the internal format, yyyy-MM-dd HH:mm:ss, in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Date and time in the internal format and system time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Format: yyyy-MM-dd HH:mm:ss in the UTC time zone.

```
var gdt = new GlideDateTime("2014-08-31 08:00:00");
gs.info(gdt.getValue());
```

Output:

```
2014-08-31 08:00:00
```

Scoped GlideDateTime - getWeekOfYearLocalTime()

Gets the number of the week stored by the GlideDateTime object, expressed in the current user's time zone.

All weeks begin on Sunday. The first week of the year is the week that contains at least one day of the new year. The week beginning Sunday 2015-12-27 is considered the first week of 2016 as that week contains January 1 and 2.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of the current week. The highest week number in a year is either 52 or 53.

```
var gdt = new GlideDateTime("2011-12-01 12:00:00");//49th week,
 1st week in december
gs.info(gdt.getWeekOfYearLocalTime());
```

Output:

```
49
```

Scoped GlideDateTime - getWeekOfYearUTC()

Gets the number of the week stored by the GlideDateTime object, expressed in the UTC time zone.

All weeks begin on Sunday. The first week of the year is the week that contains at least one day of the new year. The week beginning Sunday 2015-12-27 is considered the first week of 2016 as that week contains January 1 and 2.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	The number of the current week in UTC time. The highest week number in a year is either 52 or 53.

```
var gdt = new GlideDateTime("2011-12-01 12:00:00");//49th week,
 1st week in December
gs.info(gdt.getWeekOfYearUTC());
```

Output:

```
49
```

Scoped GlideDateTime - getYearLocalTime()

Gets the year stored by the GlideDateTime object, expressed in the current user's time zone.

Parameters

Name	Type	Description
none		

Returns

Type	Description
Number	Four-digit year value in the user's time zone.

```
var gdt = new GlideDateTime("2011-11-02 12:00:00");
gs.info(gdt.getYearLocalTime());
```

Output:

```
2011
```

Scoped GlideDateTime - getYearUTC()

Gets the year stored by the GlideDateTime object, expressed in the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	4-digit year value in the UTC time zone.

```
var gdt = new GlideDateTime("2011-11-02 12:00:00");
gs.info(gdt.getYearUTC());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
2011
```

Scoped GlideDateTime - hasDate()

Determines if an object's date is set.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the object date is set; otherwise, returns false.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.hasDate());
```

Output:

```
true
```

Scoped GlideDateTime - isDST()

Determines if an object's time uses a daylight saving offset.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the time is daylight saving; otherwise, returns false.

```
var gdt = new GlideDateTime("2014-08-31 00:00:00");
gs.info(gdt.isDST()); //true
```

Output:

```
var gdt = new GlideDateTime("2014-08-31 00:00:00");
gs.info(gdt.isDST()); //true
```

Scoped GlideDateTime - isValid()

Determines if a value is a valid date and time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if value is valid; otherwise, returns false.

```
var gdt = new GlideDateTime("2011-aa-31 aa:00:00");
gs.info(gdt.isValid()); //true
gs.info(gdt.getErrorMsg()); //reason
```

Output:

```
false
Invalid date time: '2011-aa-31 aa:00:00', ignored
```

Scoped GlideDateTime - onOrAfter(GlideDateTime gdt)

Determines if the GlideDateTime object's data and time occurs on or after the specified GlideDateTime object's date and time.

Parameters

Name	Type	Description
gdt	GlideDateTime	Date and time to check against.

Returns

Type	Description
Boolean	Flag that indicates whether the GlideDateTime object's date and time is on or after the date and time specified by the parameter. Possible values: • true: GlideDateTime object date and time is on or after the specified object's date and time. • false: GlideDateTime object date and time is before the specified object's date and time.

```
var gdt1 = new GlideDateTime("2016-05-09 10:11:12");
var gdt2 = new GlideDateTime("2017-06-12 15:11:12");
gs.info(gdt1.onOrAfter(gdt2));
```

Output

```
false
```

Scoped GlideDateTime - onOrBefore(GlideDateTime gdt)

Determines if the GlideDateTime object's data and time occurs on or before the specified GlideDateTime object's date and time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
gdt	GlideDateTime	Date and time to check against.

Returns

Type	Description
Boolean	Flag that indicates whether the GlideDateTime object's date and time is on or before the date and time specified by the parameter. Possible values: • true: GlideDateTime object date and time is on or before the specified object's date and time. • false: GlideDateTime object date and time is after the specified object's date and time.

```
var gdt1 = new GlideDateTime("2016-05-09 10:11:12");
var gdt2 = new GlideDateTime("2017-06-12 15:11:12");
gs.info(gdt1.onOrBefore(gdt2));
```

Output

```
true
```

Scoped GlideDateTime - setDayOfMonthLocalTime(Number day)

Sets the day of the month to a specified value in the current user's time zone.

Parameters

Name	Type	Description
day	Number	The day of month to change to, from 1 to 31. If this value is greater than the maximum number of days in the month, the value is set to the last day of the month.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime();
gdt.setDayOfMonthLocalTime(9);
gs.info(gdt.getDayOfMonthLocalTime());
```

Output:

```
9
```

Scoped GlideDateTime - setDayOfMonthUTC(Number day)

Sets the day of the month to a specified value in the UTC time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
day	Number	The day of month to change to, from 1 to 31. If this value is greater than the maximum number of days in the month, the value is set to the last day of the month.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime();
gdt.setDayOfMonthUTC(9);
gs.info(gdt.getDayOfMonthUTC());
```

Output:

```
9
```

Scoped GlideDateTime - setDisplayValue(String asDisplayed)

Sets a date and time value using the current user's display format and time zone.

Parameters

Name	Type	Description
asDisplayed	String	The date and time in the current user's display format and time zone. The parameter must be formatted using the current user's preferred display format, such as MM-dd-yyyy HH:mm:ss. To assign the current date and time to a variable in a workflow script, use *variable* `.setDisplayValue(gs.nowDateTime);`.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2014-02-02 12:00:00");
gdt.setDisplayValue("2014-01-01 12:00:00");//uses current user
 session time zone (US/Pacific)
gs.info(gdt.getValue());
```

Output:

```
2014-01-01 20:00:00
```

Scoped GlideDateTime - setDisplayValue(String value, String format)

Sets a date and time value using the current user's time zone and the specified date and time format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method throws a runtime exception if the date and time format used in the *value* parameter does not match the *format* parameter. You can retrieve the error message by calling *getErrorMsg()* on the GlideDateTime object after the exception is caught.

Parameters

Name	Type	Description
value	String	Date and time in the current user's time zone.
format	String	Date and time format to use to parse the *value* parameter. Use the following values to describe the *value* parameter: • dd: Day of the month • MM: Month of the year • yyyy: Year • HH: Hour • mm: Minutes • ss: Seconds For example: "dd-MM-yyyy HH:mm:ss" or "MM-dd-yyyy HH:mm".

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-02-02 12:00:00");
gdt.setDisplayValue("20-5-2011 12:00:00", "dd-MM-yyyy
 HH:mm:ss"); //uses current user session time zone
gs.info(gdt.getValue());
```

Output

```
"20-05-2011 12:00:00"
```

Scoped GlideDateTime - setDisplayValueInternal(String value)

Sets a date and time value using the internal format (yyyy-MM-dd HH:mm:ss) and the current user's time zone.

Parameters

Name	Type	Description
value	String	The date and time in internal format.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gdt = new GlideDateTime("2014-02-02 12:00:00");
gdt.setDisplayValueInternal("2014-01-01 12:00:00"); //uses
 current user session time zone (US/Pacific)
gs.info(gdt.getValue());
```

Output:

```
2014-01-01 20:00:00
```

Scoped GlideDateTime - setDisplayValueLang(String dateTime, String style)

Sets a date and time using a specified style and format according to the current user's locale.

Parameters

Name	Type	Description
dateTime	String	Date and time value for the GlideDate object in the current user's time zone. Valid values are any date and time output from the *`getDisplayValueLang()`* function. For instance, using output from the *`getDisplayValueLang(String style, String language)`* example earlier in this topic, **November 28, 2022 07:03:41** or **28.11.2022 07:03:41** are accepted values.
style	String	Specifies the date format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API will default to use *`medium`*. Accepted values are not case sensitive.

Returns

Type	Description
Void	

The following example returns the date and time in short and full styles.

```
var glideDateFR = new GlideDateTime();
glideDateFR.setDisplayValueLang("2/3/2023 17:27:56", "short");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info('date: ' + glideDateFR.getDisplayValue());
gs.info('date: ' + glideDateFR.getDisplayValueLang("full"));
```

Output:

```
date: 2023-02-03 17:27:56
date: Friday, February 3, 2023 17:27:56
```

Scoped GlideDateTime - setDisplayValueLang(String dateTime, String style, String language)

Sets a date and time using a specified style, language, and format according to the current user's locale.

Parameters

Name	Type	Description
dateTime	String	Date and time value for the GlideDate object in the current user's time zone. Valid values are any date and time output from the *`getDisplayValueLang()`* function. For instance, using output from the *`getDisplayValueLang(String style, String language)`* example earlier in this topic, **November 28, 2022 07:03:41** or **28.11.2022 07:03:41** are accepted values.
style	String	Specifies the date format. Valid values: • *full*: returns the date in the format of <weekday, month, day, and year> according to the user's locale (for example, Monday, October 24, 2022). • *long*: returns the date in the format of <month, day, and year> according to the user's locale (for example, October 24, 2022). • *medium*: similar to **long** but returns the date with an abbreviated month (for example, Oct 24, 2022). • *short*: returns the date in the format of MM/DD/YY or DD/MM/YY according to the user's locale (for example, 10/24/2022 or 24/10/2022). If any other value is passed the API will default to use *`medium`*. Accepted values are not case sensitive.
language	String	Sets the language using a language tag that conforms with the BCP-47 standard. For example, `fr` for French or `en-UK` for British English. For a full list of accepted values, see BCP 47 Language Code List.

Returns

Type	Description
Void	

The following example returns the date and time in short and full styles for English and French.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var glideDateFR = new GlideDateTime();

glideDateUS.setDisplayValueLang("2/3/2023 18:00:00", "short",
 "en-US" );
glideDateFR.setDisplayValueLang("2/3/2023 18:00:00", "short",
 "fr-FR" );

gs.info('en-US date: ' + glideDateUS.getDisplayValue());
gs.info('en-US date: ' +
 glideDateUS.getDisplayValueLang("full"));

gs.info('fr-FR date: ' + glideDateFR.getDisplayValue());
gs.info('fr-FR date: ' +
 glideDateFR.getDisplayValueLang("full"));
```

Output:

```
en-US date: 2023-02-03 18:00:00
en-US date: Friday, February 3, 2023 18:00:00
fr-FR date: 2023-03-02 18:00:00
fr-FR date: Thursday, March 2, 2023 18:00:00
```

Scoped GlideDateTime - setGlideDateTime(GlideDateTime g)

Sets the date and time of the current object using an existing GlideDateTime object. This method is equivalent to instantiating a new object with a GlideDateTime parameter.

Parameters

Name	Type	Description
g	GlideDateTime	The object to use for setting the datetime value.

Returns

Type	Description
None	

```
var dt1 = new GlideDateTime("2011-01-01 12:00:00");
var dt2 = new GlideDateTime("2011-02-02 08:00:00");
dt1.setGlideDateTime(dt2);
gs.info(dt1.getValue());
```

Output:

```
2011-02-02 08:00:00
```

Scoped GlideDateTime - setMonthLocalTime(Number month)

Sets the month stored by the GlideDateTime object to the specified value using the current user's time zone.

Parameters

Name	Type	Description
month	Number	The month to change to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime();
gdt.setMonthLocalTime(1);
gs.info(gdt.getMonthLocalTime());
```

Output:

```
1
```

Scoped GlideDateTime - setMonthUTC(Number month)

Sets the month stored by the GlideDateTime object to the specified value using the UTC time zone.

Parameters

Name	Type	Description
month	Number	The month to change to.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime();
gdt.setMonthUTC(1);
gs.info(gdt.getMonthUTC());
```

Output:

```
1
```

Scoped GlideDateTime - setValue(String o)

Sets the date and time of the GlideDateTime object.

Parameters

Name	Type	Description
o	String	The date and time to use. This parameter may be one of several types: • A string in the UTC time zone and the internal format of yyyy-MM-dd HH:mm:ss. Sets the value of the object to the specified date and time. Using the method this way is equivalent to instantiating a new GlideDateTime object using the *`GlideDateTime(String value)`* constructor. If the date and time format used does not match the internal format, the method attempts to set the date and time using other available formats. Resolving the date and time this way can lead to inaccurate data due to ambiguity in the day and month values. When using a non-standard date and time format, use *`setValueUTC(String dt, String format)`* instead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• A GlideDateTime object. Sets the value of the object to the date and time stored by the GlideDateTime passed in the parameter. Using the method this way is equivalent to instantiating a new GlideDateTime object using the *`GlideDateTime(GlideDateTime g)`* constructor. • A JavaScript Number. Sets the value of the object using the Number value as milliseconds past January 1, 1970 00:00:00 UTC.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-01-01 12:00:00");
gdt.setValue("2011-02-02 08:00:00");  // value set =  2011-02-02
 08:00:00
gs.info(gdt.getValue());
```

Output:

```
2011-02-02 08:00:00
```

Scoped GlideDateTime - setValueUTC(String dt, String format)

Sets a date and time value using the UTC time zone and the specified date and time format. This method throws a runtime exception if the date and time format used in the *`dt`* parameter does not match the *`format`* parameter. You can retrieve the error message by calling `getErrorMsg()` on the GlideDateTime object after the exception is caught.

Parameters

Name	Type	Description
dt	String	The date and time to use.
format	String	The date and time format to use.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-01-01 12:00:00");
gdt.setValueUTC("15-02-2011 08:00:00", "dd-MM-yyyy HH:mm:ss");
gs.info(gdt.getValue());
```

Output:

```
2011-02-15 08:00:00
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideDateTime - setYearLocalTime(Number year)

Sets the year stored by the GlideDateTime object to the specified value using the current user's time zone.

Parameters

Name	Type	Description
year	Number	The year to change to.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime();
gdt.setYearLocalTime(2013);
gs.info(gdt.getYearLocalTime());
```

Output:

```
2013
```

Scoped GlideDateTime - setYearUTC(Number year)

Sets the year stored by the GlideDateTime object to the specified value using the UTC time zone.

Parameters

Name	Type	Description
year	Number	The year to change to.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime();
gdt.setYearUTC(2013);
gs.info(gdt.getYearUTC());
```

Output:

```
2013
```

Scoped GlideDateTime - subtract(GlideTime time)

Subtracts a specified amount of time from the current GlideDateTime object.

Parameters

Name	Type	Description
time	GlideTime	The time value to subtract.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
var gtime1 = new GlideTime();
gtime1.setValue("00:00:20");
gdt.subtract(gtime1);
var gtime2 = gdt.getTime();
gs.info(gtime2.getByFormat('hh:mm:ss'));
```

Output:

```
07:59:40
```

Scoped GlideDateTime - subtract(Number milliseconds)

Subtracts the specified number of milliseconds from the GlideDateTime object.

Parameters

Name	Type	Description
milliseconds	Number	Number of milliseconds to subtract.

Returns

Type	Description
None	

```
var gdt = new GlideDateTime("2011-12-07 08:00:00");
gdt.subtract(1000);
gs.info(gdt.getValue());
```

Output:

```
2011-12-07 07:59:59
```

Scoped GlideDateTime - subtract(GlideDateTime start, GlideDateTime end)

Returns the duration difference between two specified GlideDateTime objects.

Parameters

Name	Type	Description
Start	GlideDateTime	Start date object.
End	GlideDateTime	End date object.

Returns

Type	Description
GlideDuration	Duration difference between the two specified dates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gdt1 = new GlideDateTime("2011-08-28 09:00:00");
var gdt2 = new GlideDateTime("2011-08-31 08:00:00");

var dur = GlideDateTime.subtract(gdt1, gdt2); //the difference
 between gdt1 and gdt2
gs.info(dur.getDisplayValue());
```

Output:

```
2 Days 23 Hours
```

Scoped GlideDateTime - toString()

Gets the date and time value stored by the GlideDateTime object in the internal format, yyyy-MM-dd HH:mm:ss, and the system time zone, UTC by default. This method is equivalent to *getValue()*.

Parameters

Name	Type	Description
None		

Returns

Type	
String	The date and time stored by the GlideDateTime object in the system time zone and format.

```
var gdt = new GlideDateTime("2011-08-31 08:00:00");
gs.info(gdt.toString());
```

Output:

```
2011-08-31 08:00:00
```

GlideDBFunctionBuilder - Scoped, Global

The *GlideDBFunctionBuilder* API provides methods to build functions to perform SQL operations in the database.

These methods provide a way to build Relational Database Management System (RDBMS) functions to perform SQL operations on record data. You can use these methods in both scoped and global server scripts.

To use platform functions:

- Construct a function using the GlideDBFunctionBuilder constructor and associated methods.
- After building a function, you apply the function to the current record using the *addFunction()* method of the *GlideRecord* class.
- Add the function to a query using the *addQuery()* method of the *GlideRecord* class.
- Retrieve the results of the function using the existing *GlideRecord* API methods such as *getValue()* and *getElement()*.

For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var functionBuilder = new GlideDBFunctionBuilder();
var dbFunction = functionBuilder.position();
dbFunction = functionBuilder.constant('my'); // search_term:
 Text to search for in the specified table column.
dbFunction = functionBuilder.field('short_description');  //
 column: Name of the table column to search.
dbFunction = functionBuilder.build();

gs.log(dbFunction);

var gr_incident = new GlideRecord('incident'); // Table
 containing the column to search
gr_incident.addFunction(dbFunction);
gr_incident.addQuery("short_description", "CONTAINS", "my");
gr_incident.setLimit(20);
gr_incident.query();
while(gr_incident.next()) {
  gs.info(gr_incident.short_description + "\n position('my',
 short_description): " + gr_incident.getValue(dbFunction));
}
```

For additional information on Function fields, see Function field.

Scoped GlideDBFunctionBuilder - GlideDBFunctionBuilder()

Instantiates a GlideDBFunctionBuilder object.

Parameters

Name	Type	Description
None		

```
var builder = new GlideDBFunctionBuilder();
```

Scoped GlideDBFunctionBuilder - andFunc(expr1, expr2, ...)

Begins a new AND expression, which returns true only if all expressions provided to it as parameters are true. At least one boolean-valued expression must be provided as a parameter.

Parameters

Name	Type	Description
expression	Boolean-valued GlideFunction Expression	At present, glide functions that meet this criteria include `and()`, `or()`, and `compare()`.

Returns

Type	Description
String	The resultant GlideFunction expression.

The following example shows how to define and build a simple case statement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var expr = new GlideDBFunctionBuilder()
    .andFunc()

 .compare().field('first_name').constant('=').constant('John').e
ndfunc()

 .compare().field('active').constant('=').constant(1).endfunc()
    .endfunc()
    .build();
gs.info("Expression: " + expr);
```

Output:

```
Expression:
 glidefunction:and(compare(first_name,'=','John'),compare(active
,'=','1'))
```

Scoped GlideDBFunctionBuilder - add()

Adds the values of two or more integer fields.

Use the *`field(String field)`* method to define fields on which the operation is performed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var functionBuilder = new GlideDBFunctionBuilder();
var myAddingFunction = functionBuilder.add();
myAddingFunction = functionBuilder.field('order');
myAddingFunction = functionBuilder.field('priority');
myAddingFunction = functionBuilder.build();
```

Scoped GlideDBFunctionBuilder - build()

Builds the database function defined by the GlideDBFunctionBuilder object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var functionBuilder = new GlideDBFunctionBuilder();
var myAddingFunction = functionBuilder.add();
myAddingFunction = functionBuilder.field('order');
myAddingFunction = functionBuilder.field('priority');
myAddingFunction = functionBuilder.build();
gs.info(myAddingFunction);
```

Output:

```
*** Script: glidefunction:add(order,priority)
```

Scoped GlideDBFunctionBuilder - coalesce()

Takes any number of comma-separated fields as input and returns the first non-empty value.

Parameters

Name	Type	Description
argument	String	A list containing a constant value (strings, objects, booleans) or a field. Accepted format: `glidefunction:coalesce(<string, string, string, etc.>)`. An argument can have any number of parameters but must have at least one parameter defined.

Returns

Type	Description
String	The first value in the argument list that is non-null. If no values are non-null, null is returned. If no arguments are provided in the creation of the function object, "invalid function" is returned as a string.

The following example request demonstrates how to form the coalesce guide function to return null values according to closed_at, resolved_at, and sys_updated_on fields.

```
var gr = new GlideRecord('incident');
var func = "glidefunction:coalesce(closed_at,
 resolved_at,sys_updated_on)";
gr.addFunction(func);
gr.query();
while(gr.next())
gs.info(gr.getValue(func));
```

The script returns the first non-null value from a field out of this list: [closed_at, resolved_at, sys_updated_on] for each incident record in the incident table and outputs them with `gs.info`.

```
2016-12-14 02:46:44
2018-01-09 22:55:16
2018-01-07 22:54:55
2018-01-13 23:02:54
2018-01-09 23:12:02
```

Scoped GlideDBFunctionBuilder - compare(exp1, op, exp2)

Begins a new COMPARE expression which performs a comparison between two expressions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
exp1	String	Left comparison expression. Can be a constant, reference to a field, or another Glide function.
op	String	A comparison operator, surrounded with quotes. Accepted values: • "'='" • "'<'" • "'>'" • "'<='" • "'>='"
exp2	String	Right comparison expression. Can be a constant, reference to a field, or another Glide function.

Returns

Type	Description
String	The resultant GlideFunction expression.

The following example shows how to build a glidefunction expression using the compare() operation. After calling *`compare()`*, three additional calls must be made to specify each of the three required parameters, which is then completed by a single call to *`endfun()`*. Below, we create two separate *`compare()`* expressions and provide them as parameters to the *`or()`* expression.

```
var expr = new GlideDBFunctionBuilder()
    .orFunc()

 .compare().field('first_name').constant('=').constant('John').e
ndfunc()

 .compare().field('active').constant('=').constant(1).endfunc()
    .endfunc()
    .build();
```

Output:

```
Expression:
 glidefunction:or(compare(first_name,'=','John'),compare(active,
'=','1'))
```

Scoped GlideDBFunctionBuilder - concat()

Concatenates the values of two or more fields.

Use the *`field(String field)`* method to define fields on which the operation is performed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var functionBuilder = new GlideDBFunctionBuilder();
var myConcatFunction = functionBuilder.concat();
myConcatFunction = functionBuilder.field('short_description');
myConcatFunction = functionBuilder.field('caller_id.name');
myConcatFunction = functionBuilder.build();
```

Scoped GlideDBFunctionBuilder - constant(String constant)

Defines a constant value to use in the function. If used with the *dayofweek()* method, the string defines whether to use Sunday or Monday as the first day of the week.

Parameters

Name	Type	Description
constant	String	A constant value used in a function. When used with the *dayofweek()* method, the value defines whether the week starts on a Sunday or Monday. • **1**: Week begins on Sunday. • **2**: Week begins on Monday. This definition enables the *dayofweek()* method to return the correct day of the week from a given date. If a value other than 1 or 2 is provided, the *dayofweek()* method uses Sunday as the first day of the week.

Returns

Type	Description
void	

The following code example shows how to call this method.

```
var functionBuilder = new GlideDBFunctionBuilder();
var dbFunction = functionBuilder.position();
dbFunction = functionBuilder.constant('my');
dbFunction = functionBuilder.field('short_description');
dbFunction = functionBuilder.build();

gs.log(dbFunction);

var g = new GlideRecord('incident');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
g.addFunction(dbFunction);
g.addQuery("short_description", "CONTAINS", "my");
g.setLimit(20);
g.query();
while(g.next()) {
  gs.info(g.short_description + "\n position('my',
 short_description): " + g.getValue(dbFunction));
}
```

Scoped GlideDBFunctionBuilder - datediff()

Determines the duration using a given start date/time and end date/time.

Use the *field(String field)* method to define start and end date/time fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var functionBuilder = new GlideDBFunctionBuilder();
var myDateDiffFunction = functionBuilder.datediff();
myDateDiffFunction = functionBuilder.field('sys_updated_on');
myDateDiffFunction = functionBuilder.field('opened_at');
myDateDiffFunction = functionBuilder.build();
```

Scoped GlideDBFunctionBuilder - dayofweek()

Returns an integer representing the day of the week for a given date.

Use the *field(String field)* method to define the given date/time. Use the *constant(String constant)* method to define whether the week starts on a Sunday or Monday.

This method can be used with MySQL, Oracle, and Microsoft SQL Server databases only. If using an Oracle database, the NLS_TERRITORY setting must be set to a territory with Sunday as the first day of the week.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Integer	If the first day of the week is set to Sunday in the *constant(String constant)* method, return values are associated with the following days of the week:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• **1**: Sunday • **2**: Monday • **3**: Tuesday • **4**: Wednesday • **5**: Thursday • **6**: Friday • **7**: Saturday If the first day of the week is set to Monday: • **1**: Monday • **2**: Tuesday • **3**: Wednesday • **4**: Thursday • **5**: Friday • **6**: Saturday • **7**: Sunday If a value other than 1 or 2 is provided in the *`constant(String constant)`* method, the *`dayofweek()`* method uses Sunday as the first day of the week.

```
var functionBuilder = new GlideDBFunctionBuilder();
var dayOfWeekFunction = functionBuilder.dayofweek();
dayOfWeekFunction = functionBuilder.field('opened_at');
dayOfWeekFunction = functionBuilder.constant('2');
dayOfWeekFunction = functionBuilder.build();

var now_GR = new GlideRecord('incident');
now_GR.addFunction(dayOfWeekFunction);
now_GR.query();
while(now_GR.next())
gs.log(now_GR.getValue(dayOfWeekFunction));
```

Scoped GlideDBFunctionBuilder - divide()

Divides the value of one integer field by another.

Use the *`field(String field)`* method to define fields on which the operation is performed.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var functionBuilder = new GlideDBFunctionBuilder();
var myDivideFunction = functionBuilder.divide();
myDivideFunction = functionBuilder.field('order');
myDivideFunction = functionBuilder.field('priority');
myDivideFunction = functionBuilder.build();
```

Scoped GlideDBFunctionBuilder - field(String field)

Defines a field on which a SQL operation is performed.

Parameters

Name	Type	Description
field	String	The field on which you are performing the SQL operation.

Returns

Type	Description
void	

```
var functionBuilder = new GlideDBFunctionBuilder();
var myAddingFunction = functionBuilder.add();
myAddingFunction = functionBuilder.field('order');
myAddingFunction = functionBuilder.field('priority');
myAddingFunction = functionBuilder.build();
```

Scoped GlideDBFunctionBuilder - length()

Determines the number of code units in a field.

Use the *`field(String field)`* method to define fields on which the operation is performed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var functionBuilder = new GlideDBFunctionBuilder();
var myLengthFunction = functionBuilder.length();
myLengthFunction = functionBuilder.field('short_description');
myLengthFunction = functionBuilder.build();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideDBFunctionBuilder - multiply()

Multiplies the values of two integer fields.

Use the *field(String field)* method to define fields on which the operation is performed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var functionBuilder = new GlideDBFunctionBuilder();
var myMultiplyFunction = functionBuilder.multiply();
myMultiplyFunction = functionBuilder.field('order');
myMultiplyFunction = functionBuilder.field('priority');
myMultiplyFunction = functionBuilder.build();
```

Scoped GlideDBFunctionBuilder - orFunc(expression)

Begins a new OR expression which returns true if at least one of the expressions provided to it as a parameter is true.

At least one boolean-valued expression must be provided as a parameter.

Parameters

Name	Type	Description
expression	Boolean-valued GlideFunction Expression	At Present, glide functions that meet this criteria include and(), or(), and compare().

Returns

Type	Description
String	The resultant GlideFunction expression.

The following example shows how to build a glidefunction expression using the or() operation. The expression returns true if either the *first_name* field is 'John" or the *active* field is true. The resulting expression string may then be used wherever glidefunction expressions are accepted.

```
var expr = new GlideDBFunctionBuilder()
    .orFunc()

 .compare().field('first_name').constant('=').constant('John').e
ndfunc()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 .compare().field('active').constant('=').constant(1).endfunc()
    .endfunc()
    .build();
gs.info("Expression: " + expr);
```

Output:

```
Expression:
 glidefunction:or(compare(first_name,'=','John'),compare(active,
'=','1'))
```

Scoped GlideDBFunctionBuilder - position()

Returns the first occurrence of a specified string within a column of a table.

Optionally you can specify a location within the string to start the search. This method equates to the `LOCATE(substring, str, position)` in MySQL.

You can use this method to find interesting data points or custom reports by data analysts. Typically you will use this method for data warehousing or to extract, transform and load (ETL) data into less flexible systems.

To use this method in Dictionary records, use `glidefunction:position(<serarch_term>,<column>)`.

Note: The parameters specified in the following table are not passed with the method call, but rather are set in the GlideDBFunctionBuilder() object.

Parameters

Name	Type	Description
search_term	String	Text to search for in the specified table column.
column	String	Name of the table column to search. The table is specified in the associated GlideRecord object.
start_position	Number	Optional. Location in the column text to start the search. Default: 1

Returns

Type	Description
None	Position of the first occurrence of the specified search term. Returns 0 if the search term is not found in the associated text. Returns NULL if any required argument is NULL.

The following code example shows how to call this method.

```
var functionBuilder = new GlideDBFunctionBuilder();
var dbFunction = functionBuilder.position();
dbFunction = functionBuilder.constant('my'); // search_term:
 Text to search for in the specified table column.
dbFunction = functionBuilder.field('short_description');  //
 column: Name of the table column to search.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
dbFunction = functionBuilder.build();

gs.log(dbFunction);

var gr_incident = new GlideRecord('incident'); // Table
 containing the column to search
gr_incident.addFunction(dbFunction);
gr_incident.addQuery("short_description", "CONTAINS", "my");
gr_incident.setLimit(20);
gr_incident.query();
while(gr_incident.next()) {
  gs.info(gr_incident.short_description + "\n position('my',
 short_description): " + gr_incident.getValue(dbFunction));
}
```

Output:

```
*** Script: glidefunction:position('my',short_description)
*** Script: Wireless access is down in my area
 position('my', short_description): 28
*** Script: Printer in my office is out of toner
 position('my', short_description): 12
*** Script: Reset my password
 position('my', short_description): 7
*** Script: I can't launch my VPN client since the last software
 update
 position('my', short_description): 16
*** Script: Missing my home directory
 position('my', short_description): 9
*** Script: Seem to have an issue with my hard drive...
 position('my', short_description): 28
*** Script: Please remove the latest hotfix from my PC
 position('my', short_description): 38
*** Script: I can't get my weather report
 position('my', short_description): 13
*** Script: Reset my password
 position('my', short_description): 7
*** Script: my PDF docs are all locked from editing
 position('my', short_description): 1
*** Script: My desk phone does not work
 position('my', short_description): 1
*** Script: Can't log into SAP from my laptop today
 position('my', short_description): 25
*** Script: My computer is not detecting the headphone device
 position('my', short_description): 1
*** Script: My disk is still having issues. Can't delete a file
 position('my', short_description): 1
*** Script: The USB port on my PC stopped working
 position('my', short_description): 17
```

Scoped GlideDBFunctionBuilder - substring()

Returns a substring from a specified column of a table starting at a specified location.

Optionally you can also specify a location within the string where to stop the text extraction. This method equates to the LOCATE(`substring, str, position`) in MySQL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method works similar to that of JavaScript, just at the database level. You can use this method to find interesting data points or custom reports for data analysts. Typically you will use this method for data warehousing or to extract, transform and load (ETL) data into less flexible systems.

To use this method in Dictionary records, use `glidefunction:substring(<field>,<start_position>,<end_position>)`

Note: The parameters specified in the following table are not passed with the method call, but rather are set in the GlideDBFunctionBuilder() object.

Parameters

Name	Type	Description
field	String	Name of the column in the table from which to obtain the text. The table is specified in the associated GlideRecord object.
start_position	Number	Location in the column text to start extracting text.
end_position	Number	Optional. Location in the column text to stop extracting text. Default: End of text in the specified column.

Returns

Type	Description
String	Text extracted from the specified table column.

The following code example shows how to call this method.

```
var functionBuilder = new GlideDBFunctionBuilder();
var dbFunction = functionBuilder.substring();
dbFunction = functionBuilder.field('short_description');  //
 field: Column within the table to obtain the substring
dbFunction = functionBuilder.constant(0); // start_position:
 Location in the column text to start extracting text
dbFunction = functionBuilder.constant(20); // end_position:
 Location in the column text to stop extracting text.
dbFunction = functionBuilder.build();

gs.log(dbFunction);

var gr_incident = new GlideRecord('incident'); // Table
 containing the column from which to extract the text
gr_incident.addFunction(dbFunction);
gr_incident.addQuery("short_description", "CONTAINS", "my");
gr_incident.setLimit(20);
gr_incident.query();
while(gr_incident.next()) {
  gs.info(gr_incident.short_description +
 "\n substring(short_description, 0, 20): " +
 gr_incident.getValue(dbFunction));
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: glidefunction:substring(short_description,'0','20')
*** Script: Wireless access is down in my area
 substring(short_description, 0, 20): Wireless access is
*** Script: Printer in my office is out of toner
 substring(short_description, 0, 20): Printer in my offic
*** Script: Reset my password
 substring(short_description, 0, 20): Reset my password
*** Script: I can't launch my VPN client since the last software
 update
 substring(short_description, 0, 20): I can't launch my V
*** Script: Missing my home directory
 substring(short_description, 0, 20): Missing my home dir
*** Script: Seem to have an issue with my hard drive...
 substring(short_description, 0, 20): Seem to have an iss
*** Script: Please remove the latest hotfix from my PC
 substring(short_description, 0, 20): Please remove the l
*** Script: I can't get my weather report
 substring(short_description, 0, 20): I can't get my weat
*** Script: Reset my password
 substring(short_description, 0, 20): Reset my password
*** Script: my PDF docs are all locked from editing
 substring(short_description, 0, 20): my PDF docs are all
*** Script: My desk phone does not work
 substring(short_description, 0, 20): My desk phone does
*** Script: Can't log into SAP from my laptop today
 substring(short_description, 0, 20): Can't log into SAP
*** Script: My computer is not detecting the headphone device
 substring(short_description, 0, 20): My computer is not
*** Script: My disk is still having issues. Can't delete a file
 substring(short_description, 0, 20): My disk is still ha
*** Script: The USB port on my PC stopped working
 substring(short_description, 0, 20): The USB port on my
```

Scoped GlideDBFunctionBuilder - subtract()

Subtracts the value of one integer field from another.

Use the *`field(String field)`* method to define fields on which the operation is performed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var functionBuilder = new GlideDBFunctionBuilder();
var mySubtractFunction = functionBuilder.subtract();
mySubtractFunction = functionBuilder.field('order');
mySubtractFunction = functionBuilder.field('priority');
mySubtractFunction = functionBuilder.build();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDBFunctionCaseBuilder - Global

The `GlideDBCaseStatementBuilder` API allows you to build SQL CASE statements and return values based on a series of conditions.

You can use this API as part of the definition of the GlideElement - Global API or when querying a table. To build a CASE statement, start by instantiating the GlideDBFunctionCaseBuilder object using its constructor, `GlideDBFunctionCaseBuilder()`. Then, define one or more cases using a series of `when()` and `then()` calls followed by a single, optional `otherwise()` call. Lastly, call the `build()` method to finalize the builder and produce the completed database function case statement. This statement can then be used directly or as part of other Glide function definitions.

Required roles: Admin, function_field_admin.

GlideDBFunctionCaseBuilder - GlideDBFunctionCaseBuilder()

Instantiates a GlideDBFunctionCaseBuilder object.

Parameters

Name	Type	Description
None		

This example instantiates a GlideDBFunctionCaseBuilder object.

```
var caseBuilder = new GlideDBFunctionCaseBuilder();
```

GlideDBFunctionCaseBuilder - build()

Concludes the list of conditions and builds the final CASE statement.

Parameters

Name	Type	Description
None		

Returns

Type	Description
string	The completed case statement.

The following example shows how to define and build a simple case statement. Depending on the numerical value of the impact field, it will output one of four different strings.

```
const caseStatement = new GlideDBFunctionCaseBuilder()
    .whenCompare("impact", "'='", "'1'").then("'CRITICAL'")
    .whenCompare("impact", "'='", "'2'").then("'URGENT'")
    .whenCompare("impact", "'='", "'3'").then("'IMPORTANT'")
    .otherwise("'NOT IMPORTANT'")
    .build();

const gr_incident = new GlideRecord("incident");
gr_incident.addFunction(caseStatement);
gr_incident.setLimit(10);
gr_incident.query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
while(gr_incident.next())  {
    gs.info("impact: {0}  case: {1}",
            [gr_incident.impact,
 gr_incident.getValue(caseStatement)]);
}
```

Output:

```
*** Script: impact: 2  case: URGENT
*** Script: impact: 2  case: URGENT
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 2  case: URGENT
*** Script: impact: 2  case: URGENT
*** Script: impact: 3  case: IMPORTANT
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 3  case: IMPORTANT
*** Script: impact: 3  case: IMPORTANT
```

GlideDBFunctionCaseBuilder - otherwise(String exp)

Optional. Following at least one pair of calls to when and then, the otherwise() call allows you to specify a value to output if none of the when expressions are satisfied.

Parameters

Name	Type	Description
exp	String	Value to output. Can be a constant, a reference to a field, or another Glide function.

Returns

Type	Description
GlideDBFunctionCaseBuilder	The fluent builder object to continue building the statement.

The following example shows how to define and build a simple case statement.

```
const caseStatement = new GlideDBCaseFunctionBuilder()
    .whenEqual("impact", "'1'").then("'CRITICAL'")
    .whenEqual("impact", "'2'").then("category")
    .whenEqual("impact",
 "'3'").then("length(short_description)")
    .otherwise("'NOT IMPORTANT'")
    .build();

const gr_incident = new GlideRecord("incident");
gr_incident.addFunction(caseStatement);
gr_incident.setLimit(10);
gr_incident.query();
while(gr_incident.next())  {
      gs.info("impact: {0}  case: {1}",
              [gr_incident.impact,
 gr_incident.getValue(caseStatement)]);
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: impact: 2  case: inquiry
*** Script: impact: 2  case: Hardware
*** Script: impact: 1  case:  CRITICAL
*** Script: impact: 2  case: database
*** Script: impact: 2  case: inquiry
*** Script: impact: 3  case: 28
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 3  case: 17
*** Script: impact: 3  case: 29
```

GlideDBFunctionCaseBuilder - then(String exp)

Following any *when()* method, *then()* allows you to specify a value to output if the *when()* expression is satisfied.

Parameters

Name	Type	Description
exp	String	Value to output. Can be a constant, reference to a field, or another Glide function.

Returns

Type	Description
GlideDBFunctionCaseBuilder	The fluent builder object to continue building the statement.

The following example shows how to define and build a simple case statement. In this case, the *then()* expressions show how you can output not only strings, but also the results of other glide functions such as the `length(short_description)`.

```
const caseStatement = new GlideDBCaseFunctionBuilder()
    .whenEqual("impact", "'1'").then("'CRITICAL'")
    .whenEqual("impact", "'2'").then("category")
    .whenEqual("impact",
 "'3'").then("length(short_description)")
    .otherwise("'NOT IMPORTANT'")
    .build();

const gr_incident = new GlideRecord("incident");
gr_incident.addFunction(caseStatement);
gr_incident.setLimit(10);
gr_incident.query();
while(gr_incident.next())  {
      gs.info("impact: {0}  case: {1}",
              [gr_incident.impact,
 gr_incident.getValue(caseStatement)]);
}
```

Output:

```
*** Script: impact: 2  case: inquiry
*** Script: impact: 2  case: Hardware
*** Script: impact: 1  case:  CRITICAL
*** Script: impact: 2  case: database
*** Script: impact: 2  case: inquiry
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: impact: 3  case: 28
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 3  case: 17
*** Script: impact: 3  case: 29
```

GlideDBFunctionCaseBuilder - when(String func)

The most versatile of the supported 'when' expressions, the *when()* method allows you to supply any boolean-valued Glide function as the condition to satisfy.

Parameters

Name	Type	Description
func	String	A Glide function that results in a boolean-valued result when evaluated. Possible values: • glidefunction:compare • glidefunction:and • glidefunction:or

Returns

Type	Description
glideDBFunctionCaseBuilder	The object to continue building the statement.

The following example shows how to define and build a simple case statement. In this case, the *when()* method is used to specify more complex comparison expressions. If the expression evaluates to true, the corresponding string is returned.

```
const caseStatement = new GlideDBFunctionCaseBuilder()
    // if impact == 1 AND category == 'Software' then output
 "CRITICAL SOFTWARE"
    .when("and(compare(impact, '=', '1'), compare(category, '=',
'Software')")
        .then("'CRITICAL SOFTWARE'")
    // if impact == 1 then output "CRITICAL OTHER"
    .when("compare(impact, '=', '1')")
        .then("'CRITICAL OTHER'")
    // if impact == 2 OR category == 'Software' then output
 "URGENT"
    .when("or(compare(impact, '=', '2'), compare(category, '=',
 'Software')")
        .then("'URGENT'")
    // If none of the above expressions are true, output "NOT
 IMPORTANT"
    .otherwise("'NOT IMPORTANT'")
    .build();

const gr_incident = new GlideRecord("incident");
gr_incident.addFunction(caseStatement);
gr_incident.setLimit(20);
gr_incident.query();
while(gr_incident.next())  {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      gs.info("impact: {0}  category: {1}  case: {2}",
            [gr_incident.impact, gr_incident.category,
 gr_incident.getValue(caseStatement)]);
}
```

Output:

```
impact: 2  category: inquiry  case: URGENT
impact: 2  category: Hardware  case: URGENT
impact: 1  category: inquiry  case:  CRITICAL OTHER
impact: 2  category: database  case: URGENT
impact: 2  category: inquiry  case: URGENT
impact: 3  category: software  case: URGENT
impact: 1  category: inquiry  case: CRITICAL OTHER
impact: 1  category: inquiry  case: CRITICAL OTHER
impact: 3  category: inquiry  case: NOT IMPORTANT
impact: 3  category: inquiry  case: NOT IMPORTANT
impact: 3  category: hardware  case: NOT IMPORTANT
impact: 3  category: inquiry  case: NOT IMPORTANT
impact: 3  category: hardware  case: NOT IMPORTANT
impact: 3  category: inquiry  case: NOT IMPORTANT
impact: 1  category: inquiry  case: CRITICAL OTHER
impact: 1  category: software  case: CRITICAL SOFTWARE
impact: 3  category: inquiry  case: NOT IMPORTANT
impact: 3  category: inquiry  case: NOT IMPORTANT
impact: 2  category: software  case: URGENT
impact: 1  category: software  case: CRITICAL SOFTWARE
```

GlideDBFunctionCaseBuilder - whenCompare(String exp1, String op, String exp2)

Begins a comparison case condition.

Parameters

Name	Type	Description
exp1	String	Left comparison expression. Can be a constant, reference to a field, or another Glide function.
op	String	Comparison operator, surrounded with quotes. Valid values: • "'='" • "'<'" • "'>'" • "'<='" • "'>='"
exp2	String	Right comparison expression. Can be a constant, reference to a field, or another Glide function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideDBFunctionCaseBuilder	The function builder object to continue building the statement.

The following example shows how to define and build a simple case statement. In this case, the *whenCompare()* method is used to compare the value of the impact field to a number and output a specified string if they match.

```
const caseStatement = new GlideDBFunctionCaseBuilder()
    .whenCompare("impact", "'='", "'1'").then("'CRITICAL'")
    .whenCompare("impact", "'='", "'2'").then("URGENT")
    .whenCompare("impact", "'='", "'3'").then("IMPORTANT")
    .otherwise("'NOT IMPORTANT'")
    .build();

const gr_incident = new GlideRecord("incident");
gr_incident.addFunction(caseStatement);
gr_incident.setLimit(10);
gr_incident.query();
while(gr_incident.next()) {
    gs.info("impact: {0} case: {1}",
            [gr_incident.impact,
 gr_incident.getValue(caseStatement)]);
}
```

Output:

```
*** Script: impact: 2  case: URGENT
*** Script: impact: 2  case: URGENT
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 2  case: URGENT
*** Script: impact: 2  case: URGENT
*** Script: impact: 3  case: IMPORTANT
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 3  case: IMPORTANT
*** Script: impact: 3  case: IMPORTANT
```

GlideDBFunctionCaseBuilder - whenEqual(String exp1, String exp2)

Similar to *whenCompare()*, *whenEqual()* is a convenient method for checking equality. It is equivalent to *whenCompare(leftExpression, '=', rightExpression)*.

Parameters

Name	Type	Description
exp1	String	Left comparison expression. Can be a constant, a reference to a field, or another Glide function.
exp2	String	Right comparison expression. Can be a constant, a reference to a field, or another Glide function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideDBFunctionCaseBuilder	The function builder object to continue building the statement.

The following example shows how to define and build a simple case statement. In this case, the *whenEqual()* method is used to compare the value of the impact field to a number and output a specified string if they match.

```
const caseStatement = new GlideDBFunctionCaseBuilder()
    .whenEqual("impact", "'1'").then("'CRITICAL'")
    .whenEqual("impact", "'2'").then("'URGENT'")
    .whenEqual("impact", "'3'").then("'IMPORTANT'")
    .otherwise("'NOT IMPORTANT'")
    .build();

const gr_incident = new GlideRecord("incident");
gr_incident.addFunction(caseStatement);
gr_incident.setLimit(10);
gr_incident.query();
while(gr_incident.next())  {
    gs.info("impact: {0}  case: {1}",
            [gr_incident.impact,
 gr_incident.getValue(caseStatement)]);
}
```

Output:

```
*** Script: impact: 2  case: URGENT
*** Script: impact: 2  case: URGENT
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 2  case: URGENT
*** Script: impact: 2  case: URGENT
*** Script: impact: 3  case: IMPORTANT
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 1  case: CRITICAL
*** Script: impact: 3  case: IMPORTANT
*** Script: impact: 3  case: IMPORTANT
```

GlideDigest - Scoped

The scoped *GlideDigest* class provides methods for creating a message digest from strings or input streams using MD5, SHA1, or SHA256 hash algorithms.

GlideDigest - GlideDigest()

Creates an instance of scoped GlideDigest.

Parameters

Name	Type	Description
None		

GlideDigest - getMD5Base64(String source)

Creates a message digest from a string using the MD5 algorithm. The output string is in Base64.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
source	String	The source string.

Returns

Type	Description
String	The message digest.

```
var inputString = "Her molasses flowed slowly down the hill.";
var digest = new GlideDigest();
gs.info(digest.getMD5Base64(inputString));
```

GlideDigest - getMD5Base64FromInputStream(GlideScriptableInputStream inputStream)

Creates a message digest from an input stream using the MD5 algorithm. The output string is in Base64.

Parameters

Name	Type	Description
inputStream	GlideScriptableInputStream	The source input stream.

Returns

Type	Description
String	The message digest.

```
var inputStream = new
 GlideSysAttachment().getContentStream(attachmentSysID);
var digest = new GlideDigest();
gs.info(digest.getMD5Base64FromInputStream(inputStream));
```

GlideDigest - getMD5Hex(String source)

Creates a message digest from a string using the MD5 algorithm. The output string is in hexadecimal.

Parameters

Name	Type	Description
source	String	The source string.

Returns

Type	Description
String	The message digest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var inputString = "Her molasses flowed slowly down the hill.";
var digest = new GlideDigest();
gs.info(digest.getMD5Hex(inputString));
```

GlideDigest - getMD5HexFromInputStream(GlideScriptableInputStream inputStream)

Creates a message digest from an input stream using the MD5 algorithm. The output string is in hexadecimal.

Parameters

Name	Type	Description
inputStream	GlideScriptableInputStream	The source input stream.

Returns

Type	Description
String	The message digest.

```
var inputStream = new
 GlideSysAttachment().getContentStream(attachmentSysID);
var digest = new GlideDigest();
gs.info(digest.getMD5HexFromInputStream(inputStream));
```

GlideDigest - getSHA1Base64(String source)

Creates a message digest from a string using the SHA1 algorithm. The output string is in Base64.

Parameters

Name	Type	Description
source	String	The source string.

Returns

Type	Description
String	The message digest.

```
var inputString = "Her molasses flowed slowly down the hill.";
var digest = new GlideDigest();
gs.info(digest.getSHA1Base64(inputString));
```

GlideDigest - getSHA1Base64FromInputStream(GlideScriptableInputStream inputStream)

Creates a message digest from an input stream using the SHA1 algorithm. The output string is in Base64.

Parameters

Name	Type	Description
inputStream	GlideScriptableInputStream	The source input stream.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The message digest.

```
var inputStream = new
 GlideSysAttachment().getContentStream(attachmentSysID);
var digest = new GlideDigest();
gs.info(digest.getSHA1Base64FromInputStream(inputStream));
```

GlideDigest - getSHA1Hex(String source)

Creates a message digest from a string using the SHA1 algorithm. The output string is in hexadecimal.

Parameters

Name	Type	Description
source	String	The source string.

Returns

Type	Description
String	The message digest.

```
var inputString = "Her molasses flowed slowly down the hill.";
var digest = new GlideDigest();
gs.info(digest.getSHA1Hex(inputString));
```

GlideDigest - getSHA1HexFromInputStream(GlideScriptableInputStream inputStream)

Creates a message digest from an input stream using the SHA1 algorithm. The output string is in hexadecimal.

Parameters

Name	Type	Description
inputStream	GlideScriptableInputStream	The source input stream.

Returns

Type	Description
String	The message digest.

```
var inputStream = new
 GlideSysAttachment().getContentStream(attachmentSysID);
var digest = new GlideDigest();
gs.info(digest.getSHA1HexFromInputStream(inputStream));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDigest - getSHA256Base64(String source)

Creates a message digest from a string using the SHA256 algorithm. The output string is in Base64.

Parameters

Name	Type	Description
source	String	The source string.

Returns

Type	Description
String	The message digest.

```
var inputString = "Her molasses flowed slowly down the hill.";
var digest = new GlideDigest();
gs.info(digest.getSHA256Base64(inputString));
```

GlideDigest - getSHA256Base64FromInputStream(GlideScriptableInputStream inputStream)

Creates a message digest from an input stream using the SHA256 algorithm. The output string is in Base64.

Parameters

Name	Type	Description
inputStream	GlideScriptableInputStream	The source input stream.

Returns

Type	Description
String	The message digest.

```
var inputStream = new
 GlideSysAttachment().getContentStream(attachmentSysID);
var digest = new GlideDigest();
gs.info(digest.getSHA256Base64FromInputStream(inputStream));
```

GlideDigest - getSHA256Hex(String source)

Creates a message digest from a string using the SHA256 algorithm. The output string is in hexadecimal.

Parameters

Name	Type	Description
source	String	The source string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The message digest.

```
var inputString = "Her molasses flowed slowly down the hill.";
var digest = new GlideDigest();
gs.info(digest.getSHA256Hex(inputString));
```

GlideDigest - getSHA256HexFromInputStream(GlideScriptableInputStream inputStream)

Creates a message digest from an input stream using the SHA256 algorithm. The output string is in hexadecimal.

Parameters

Name	Type	Description
inputStream	GlideScriptableInputStream	The source input stream.

Returns

Type	Description
String	The message digest.

```
var inputStream = new
 GlideSysAttachment().getContentStream(attachmentSysID);
var digest = new GlideDigest();
gs.info(digest.getSHA256HexFromInputStream(inputStream));
```

GlideDuration - Scoped

The `GlideDuration` class provides methods for working with spans of time known as durations.

GlideDuration objects store the duration as the number of days and time from January 1, 1970, 00:00:00. As a result, the `setValue()` and `getValue()` methods use the scoped GlideDateTime object for parameters and return values.

GlideDuration - GlideDuration()

Instantiates a GlideDuration object.

Parameters

Name	Type	Description
None		

GlideDuration - GlideDuration(GlideDuration another)

Instantiates a GlideDuration object by cloning the values of the passed in GlideDuration object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
another	GlideDuration	GlideDuration object.

```
var duration = new GlideDuration('3 12:00:00');
var duration2 = new GlideDuration(duration);
gs.info(duration2.getDisplayValue());
```

Output:

```
3 Days 12 Hours
```

GlideDuration - GlideDuration(Number milliseconds)

Instantiates a GlideDuration object with the specified duration in milliseconds.

Parameters

Name	Type	Description
milliseconds	Number	Duration value. Unit: Milliseconds

```
var dur = new GlideDuration(60000);
gs.info(dur.getDurationValue());
```

Output:

```
00:01:00
```

GlideDuration - GlideDuration(String displayValue)

Instantiates a GlideDuration object with the specified duration display value.

Parameters

Name	Type	Description
displayValue	String	Duration value. Format: d HH:mm:ss where "d" is number of days.

```
var duration = new GlideDuration('3 12:00:00');
var duration2 = new GlideDuration('3:00:00');
var answer = duration.add(duration2);
gs.info(answer.getDisplayValue());
```

Output:

```
3 Days 15 Hours
```

GlideDuration - add(GlideDuration duration)

Adds the duration of the specified GlideDuration object to the current GlideDuration object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
duration	GlideDuration	GlideDuration object that contains the duration value to add to the current GlideDuration object.

Returns

Type	Description
GlideDuration	New GlideDuration object whose duration is the sum of the durations of the two GlideDuration objects.

```
var duration = new GlideDuration('3 12:00:00');
var duration2 = new GlideDuration('3:00:00');
var answer = duration.add(duration2);
gs.info(answer.getDisplayValue());
```

Output:

```
3 Days 15 Hours
```

GlideDuration - getByFormat(String format)

Returns the duration value in the specified format.

Parameters

Name	Type	Description
format	String	Duration format. Format: Global date and time field format

Returns

Type	Description
String	Current duration in the specified format.

```
var dur = new GlideDuration('3 22:00:00');
gs.info(dur.getByFormat('HH:mm'));
```

Output

```
22:00
```

GlideDuration - getDayPart()

Returns the number of days.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Number of days in the duration.

```
var dur = new GlideDuration('3 12:00:00');
gs.info(dur.getDayPart());
```

Output:

```
3
```

Scoped GlideDuration - getDisplayValue()

Returns the display value of the duration in number of days, hours, and minutes.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Number of days, hours, and minutes, such as 2 Days 10 Hours 36 Minutes. Format: Display value: "n" Days "n" Hours "n" Minutes

```
var dur = new GlideDuration('3 12:00:00');
gs.info(dur.getDisplayValue());
```

Output:

```
3 Days 12 Hours
```

GlideDuration - getDurationValue()

Returns the duration value in "d HH:mm:ss" format.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Duration value. Format: d HH:mm:ss where "d" is number of days.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var dur = new GlideDuration(60000);
gs.info(dur.getDurationValue());
```

Output:

```
00:01:00
```

GlideDuration - getRoundedDayPart()

Returns the rounded number of days. If the time part is more than 12 hours, the return value is rounded up. Otherwise, it is rounded down.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Day value of the display value rounded.

```
var dur = new GlideDuration('3 14:00:00');
gs.info(dur.getRoundedDayPart());
```

Output:

```
4
```

GlideDuration - getValue()

Returns the internal date/time value of the current GlideDuration object.

GlideDuration objects store the duration as a date and time from January 1, 1970, 00:00:00.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Current duration within the GlideDuration object. Format: YYYY-MM-DD HH:mm:ss

```
var dur = new GlideDuration('3 12:00:00');
gs.info(dur.getValue());
```

Output:

```
1970-01-04 12:00:00
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDuration - setDisplayValue(String asDisplayed)

Sets the duration display value.

Parameters

Name	Type	Description
asDisplayed	String	Display duration value to set. Format: d HH:mm:ss where "d" is number of days

Returns

Type	Description
None	

```
var dur = new GlideDuration();
dur.setDisplayValue('3 08:00:00');
gs.info(dur.getDisplayValue());
```

Output:

```
3 Days 8 Hours
```

GlideDuration - setValue(Object o)

Sets the internal date/time value of the GlideDuration object.

The method sets the duration value to the difference of the passed in date/time the base date/time value of January 1, 1970, 00:00:00. The passed in date/time object (string) is parsed into a GlideDateTime object.

Parameters

Name	Type	Description
o	Object	Date and time to use as the endpoint for the calculated duration time. Format: YYYY-MM-DD HH:mm:ss

Returns

Type	Description
None	

```
var dur = new GlideDuration();
dur.setValue('1970-01-05 08:00:00'); // sets internal DateTime
 value. The String is parsed into a GlideDateTime object.
gs.info(dur.getDisplayValue());
```

Output:

```
4 Days 8 Hours
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDuration - subtract(GlideDuration duration)

Subtracts the duration of the specified GlideDuration object to the current GlideDuration object.

Parameters

Name	Type	Description
duration	GlideDuration	GlideDuration object that contains the duration value to subtract from the current GlideDuration object.

Returns

Type	Description
GlideDuration	New GlideDuration object whose duration contains the result of the subtraction of the duration of the two GlideDuration objects.

```
var duration = new GlideDuration('3 12:00:00');
var duration2 = new GlideDuration('3:00:00');
var answer = duration.subtract(duration2);
gs.info(answer.getDisplayValue());
```

Output:

```
3 Days 9 Hours
```

GlideDynamicAttribute - Global

The *GlideDynamicAttribute* API provides access to dynamic attribute metadata.

This API provides methods that enable you to get dynamic schema values defined in the Dynamic Attribute [dynamic_attribute] table. Dynamic attributes have a defined data type and a sys_id. For more details on dynamic attributes, see Dynamic schema. The same methods are also available for transient dynamic attributes in the GlideTransientDynamicAttribute - Global API.

To use this API to create dynamic attributes you must have the dynamic_schema_writer role. To read dynamic data using this API you must have the dynamic_schema_reader role.

See also:

- GlideDynamicAttributeStore - Global
- GlideElementDynamicAttributeStore - Global

GlideDynamicAttribute - getGroupName()

Gets the value of the group name property of a dynamic attribute object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Value of the dynamic attribute's group name property. See also Create a dynamic attribute group.

In the following example, the value of the dynamic attribute object group name is displayed as a.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideDynamicAttribute - getName()

Gets the value of the name property of a dynamic attribute object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value of the dynamic attribute's name property.

In the following example, the value of the dynamic attribute object name is displayed as c.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDynamicAttribute - getPath()

Gets the value of the path property of a dynamic attribute object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value of the dynamic attribute's path.

In the following example, the value of the dynamic attribute object path is displayed as a - >c.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideDynamicAttribute - getSysId()

Gets the sys_id of a dynamic attribute object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value of the dynamic attribute's sys_id.

In the following example, the value of the dynamic attribute object's sys_id is displayed as `8bc411a94fc01210b8ddc0e552ce0b3c`.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideDynamicAttribute - getType()

Gets the value of the type property of a dynamic attribute object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value of the dynamic attribute's data type.

In the following example, the value of the dynamic attribute object type is displayed as `integer`.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideDynamicAttribute - isTransient()

Returns whether an object is a transient dynamic attribute.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates if a dynamic attribute is transient. Valid values: • true: The dynamic attribute is transient. Dynamic attributes are defined in the Dynamic Attribute [dynamic_attribute] table with a data type and a sys_id. • false: The dynamic attribute is not transient. Transient dynamic attributes are dynamic attributes that have been added to a *DynamicAttributeStore* field without a definition in the Dynamic Attribute [dynamic_attribute] table. Transient dynamic attributes are handled as strings and have no sys_id. **Note:** The Dynamic Attribute [dynamic_attribute] table is accessible by navigating to **All** > **Dynamic Schema** > **Dynamic Attribute Groups**, selecting a group, and selecting the **Dynamic Attributes** tab.

In the following example, the *isTransient()* method returns `false` for the non-transient object.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideDynamicAttributeStore - Global

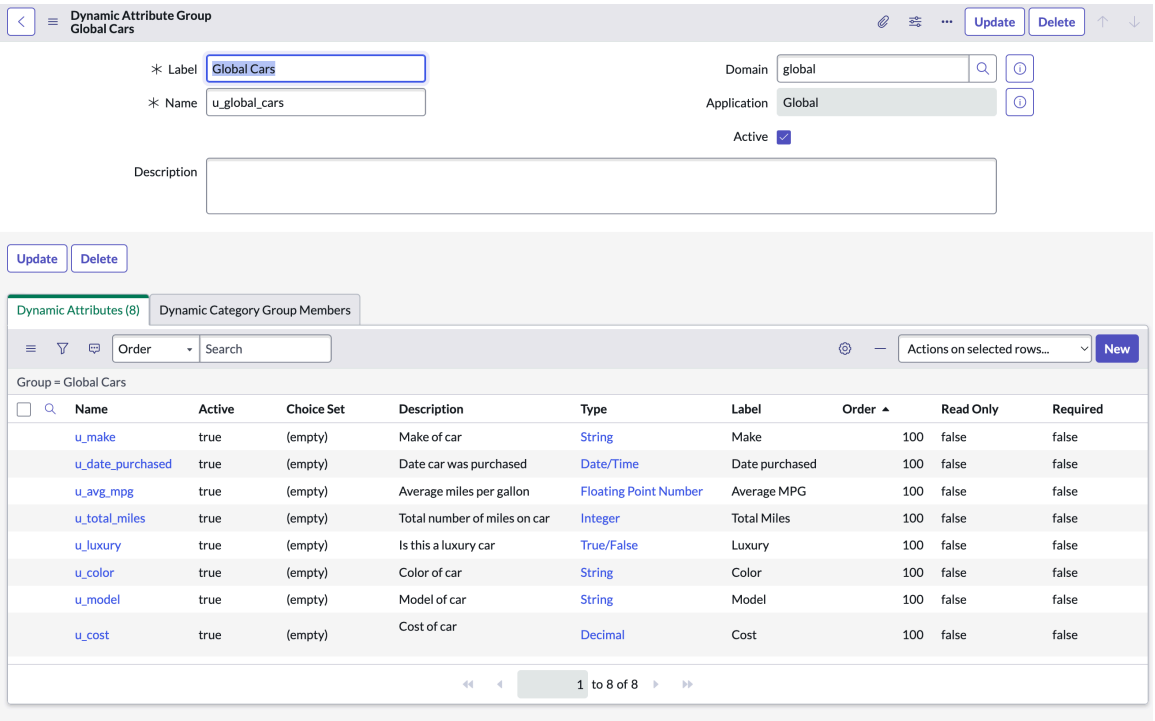
The *GlideDynamicAttributeStore* API provides access to a dynamic attribute store data type, similar to other data types such as string, date, or date/time.

This API provides methods that enable you to get and set dynamic schema attributes within a GlideDynamicAttribute object. These dynamic attributes enable each row in a table to contain different fields. The fields on which this data type is applied are shown as `dynamic_attribute_store` within the column data type description of the table. For more details on dynamic attributes, see Dynamic schema.

To use this API to create dynamic attributes you must have the dynamic_schema_writer role. To read dynamic data using this API you must have the dynamic_schema_reader role.

The following screenshot shows the dynamic attribute group and associated dynamic attributes that are used in the code examples for this API. The defined attributes provide an example of each of the data types that the dynamic schema implementation supports.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



There are methods in this API that have the same functionality as dynamic schema methods in the GlideRecord API. Use this API if you want to set the same group of dynamic attributes on multiple records. Using this API, you can stage a GlideDynamicAttributeStore object with the desired attributes and then copy that object to multiple GlideRecords using the various `setDynamicAttributeValues()` methods. Using similar dynamic schema methods in the `GlideRecord` API performs the actions on a specified GlideRecord.

See also:

- GlideDynamicAttribute - Global
- GlideElementDynamicAttributeStore - Global
- GlideTransientDynamicAttribute - Global

GlideDynamicAttributeStore - clear()

Clears all attributes and their values from the GlideDynamicAttributeStore object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue("cars->color","blue");
das.setDynamicAttributeValue("cars->make","Toyota");
das.setDynamicAttributeValue("cars->model","CRV");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
das.setDynamicAttributeValue("cars->luxury",true);
das.setDynamicAttributeValue("cars->cost",12000.5);
das.setDynamicAttributeValue("cars->avg_mpg",24.5234);
das.setDynamicAttributeValue("cars->total_miles",5324);
das.setDynamicAttributeValue("cars->date_purchased",new
 GlideDateTime());
gs.info('das: ' + das.getDisplayValue());
das.clear();
gs.info('das: ' + das.getDisplayValue());
```

Output:

```
*** Script: das: {
  "cars" : {
    "avg_mpg" : "24.5234",
    "color" : "blue",
    "cost" : "12000.5",
    "date_purchased" : "2024-04-19 08:29:52",
    "luxury" : "true",
    "make" : "Toyota",
    "model" : "CRV",
    "total_miles" : "5324"
  }
}
*** Script: das: null
```

GlideDynamicAttributeStore - getDisplayValue()

Returns the JSON map representation of the values stored in the current GlideDynamicAttributeStore object.

This method returns:

- Boolean values as "true" and "false" instead of 1 and 0.
- Date/time values in the user's locale instead of UTC.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Human-readable JSON map of the values stored in the GlideDynamicAttributeStore object. The contents of this string depends on your dynamic schema definition.

The following code example shows how to call this method.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue("cars->color","blue");
das.setDynamicAttributeValue("cars->make","Toyota");
das.setDynamicAttributeValue("cars->model","CRV");
das.setDynamicAttributeValue("cars->luxury",true);
das.setDynamicAttributeValue("cars->cost",12000.5);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
das.setDynamicAttributeValue("cars->avg_mpg", 24.5234);
das.setDynamicAttributeValue("cars->total_miles", 5324);
das.setDynamicAttributeValue("cars->date_purchased",new
 GlideDateTime());
gs.info('Value returned by getValue(): ' + das.getValue());
gs.info('Value returned by getDisplayValue(): ' +
 das.getDisplayValue());
```

Output:

```
*** Script: Value returned by getValue():
 {"cars":{"total_miles":5324,"color":"blue","model":"CRV","cost"
:12000.5,"luxury":1,"avg_mpg":24.5234,"make":"Toyota","date_purc
hased":"2024-04-19 15:33:23"}}
*** Script: Value returned by getDisplayValue(): {
  "cars" : {
    "avg_mpg" : "24.5234",
    "color" : "blue",
    "cost" : "12000.5",
    "date_purchased" : "2024-04-19 08:33:23",
    "luxury" : "true",
    "make" : "Toyota",
    "model" : "CRV",
    "total_miles" : "5324"
  }
}
```

GlideDynamicAttributeStore - getDynamicAttributes()

Returns the set of dynamic attribute definitions present in the store.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Array containing all transient and non-transient dynamic attributes present in the store. • GlideDynamicAttribute object. Dynamic attributes are defined in the Dynamic Attribute [dynamic_attribute] table with a data type and a sys_id. • GlideTransientDynamicAttribute object. Transient dynamic attributes are dynamic attributes that have been added to a *DynamicAttributeStore* field without a definition in the Dynamic Attribute [dynamic_attribute] table. Transient dynamic attributes are handled as strings and have no sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Note: The Dynamic Attribute [dynamic_attribute] table is accessible by navigating to **All** > **Dynamic Schema** > **Dynamic Attribute Groups**, selecting a group, and selecting the **Dynamic Attributes** tab.

The following example shows how to retrieve transient and non-transient dynamic attributes.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideDynamicAttributeStore - getDynamicAttributeValue(String groupAttrPath)

Returns the value of the specified attribute within the dynamic attribute store element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
groupAttrPath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`

Returns

Type	Description
Object	Value of the dynamic schema attribute referenced by the passed group/attribute path. If the *attributePath* parameter contains invalid information, returns a null.

The following code example shows how to call this method.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue("cars->color","blue");
das.setDynamicAttributeValue("cars->make","Toyota");
das.setDynamicAttributeValue("cars->model","CRV");
das.setDynamicAttributeValue("cars->luxury",true);
das.setDynamicAttributeValue("cars->cost",12000.5);
das.setDynamicAttributeValue("cars->avg_mpg", 24.5234);
das.setDynamicAttributeValue("cars->total_miles", 5324);
das.setDynamicAttributeValue("cars->date_purchased",new
 GlideDateTime());
gs.info('Value returned by getDynamicAttributeValue(): ' +
 das.getDynamicAttributeValue("cars->color"));
gs.info('Value returned by getDynamicAttributeValue(): ' +
 das.getDynamicAttributeValue("cars->luxury"));
```

Output:

```
*** Script: Value returned by getDynamicAttributeValue(): blue
*** Script: Value returned by getDynamicAttributeValue(): 1
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDynamicAttributeStore - getValue()

Returns the compact string representation of the contents of the current GlideDynamicAttributeStore object.

This method returns:

- Boolean values as 1 and 0 instead of "true" and "false".
- Date/time values in UTC instead of the user's locale.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Compact string representation of the values stored in the GlideDynamicAttributeStore object. The contents of this string depends on your dynamic schema definition.

The following code example shows how to call this method.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue("cars->color","blue");
das.setDynamicAttributeValue("cars->make","Toyota");
das.setDynamicAttributeValue("cars->model","CRV");
das.setDynamicAttributeValue("cars->luxury",true);
das.setDynamicAttributeValue("cars->cost",12000.5);
das.setDynamicAttributeValue("cars->avg_mpg", 24.5234);
das.setDynamicAttributeValue("cars->total_miles", 5324);
das.setDynamicAttributeValue("cars->date_purchased",new
 GlideDateTime());
gs.info('Value returned by getValue(): ' + das.getValue());
gs.info('Value returned by getDisplayValue(): ' +
 das.getDisplayValue());
```

Output:

```
*** Script: Value returned by getValue():
 {"cars":{"total_miles":5324,"color":"blue","model":"CRV","cost"
:12000.5,"luxury":1,"avg_mpg":24.5234,"make":"Toyota","date_purc
hased":"2024-04-19 15:33:23"}}
*** Script: Value returned by getDisplayValue(): {
  "cars" : {
    "avg_mpg" : "24.5234",
    "color" : "blue",
    "cost" : "12000.5",
    "date_purchased" : "2024-04-19 08:33:23",
    "luxury" : "true",
    "make" : "Toyota",
    "model" : "CRV",
    "total_miles" : "5324"
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideDynamicAttributeStore - setDisplayValue(Object value)

Clears the current GlideDynamicAttributeStore object and then stores the passed JSON map in the GlideDynamicAttributeStore object.

This method is functionally the same as GlideDynamicAttributeStore - setValue(Object value), except that it assumes that all date values are provided in the user's locale.

Parameters

Name	Type	Description
value	Object	Value to set in the current dynamic attribute store object. The passed value must be of one of the following data types: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

Returns

Type	Description
None	

The following example shows how to call this method.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue("cars->color","blue");
das.setDynamicAttributeValue("cars->make","Toyota");
das.setDynamicAttributeValue("cars->model","CRV");
das.setDynamicAttributeValue("cars->luxury",true);
das.setDynamicAttributeValue("cars->cost",12000.5);
das.setDynamicAttributeValue("cars->avg_mpg", 24.5234);
das.setDynamicAttributeValue("cars->total_miles", 5324);
das.setDynamicAttributeValue("cars->date_purchased",new
 GlideDateTime());
gs.info('das: ' + das.getDisplayValue());
das.setDisplayValue('{"cars":{"luxury":false}}');
gs.info('das: ' + das.getDisplayValue());
```

Output:

```
*** Script: das: {
  "cars" : {
    "avg_mpg" : "24.5",
    "color" : "blue",
    "cost" : "12000.0",
    "date_purchased" : "2024-04-19 14:16:49",
    "luxury" : "true",
    "make" : "Toyota",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "model" : "CRV",
    "total_miles" : "5324.0"
  }
}
*** Script: das: {
  "cars" : {
    "luxury" : "false"
  }
}
```

GlideDynamicAttributeStore - setDynamicAttributeDisplayValue(String groupAttrPath, Object value)

Sets the value of the dynamic attribute located at a specified path within a dynamic attribute store element.

This method works the same as the GlideDynamicAttributeStore - setDynamicAttributeValue(String groupAttrPath, Object value) method except in its handling of Boolean and date/time values. This method assumes that all date/time values are provided in the user's locale.

Parameters

Name	Type	Description
groupAttrPath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`
value	Object	Value to set in the specified attribute.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Note: For dynamic attributes, only the following data types are supported: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

Returns

Type	Description
Object	Updated GlideDynamicAttributeStore object. If the *groupAttrPath* parameter isn't valid, the method throws an `IllegalArgumentException`.

The following code example shows how to call this method.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeDisplayValue("cars->color","blue");
das.setDynamicAttributeDisplayValue("cars->make","Toyota");
das.setDynamicAttributeDisplayValue("cars->model","CRV");
das.setDynamicAttributeDisplayValue("cars->luxury","true");
das.setDynamicAttributeDisplayValue("cars->cost",12000.5);
das.setDynamicAttributeDisplayValue("cars->avg_mpg", 24.5234);
das.setDynamicAttributeDisplayValue("cars->total_miles", 5324);
das.setDynamicAttributeDisplayValue("cars->date_purchased",new
 GlideDateTime());
gs.info('das: ' + das.getDisplayValue());
das.setDisplayValue('{"cars":{"luxury":"false"}}');
gs.info('das: ' + das.getDisplayValue());
```

Output:

```
*** Script: das: {
  "cars" : {
    "avg_mpg" : "24.5234",
    "color" : "blue",
    "cost" : "12000.5",
    "date_purchased" : "2024-04-19 10:40:45",
    "luxury" : "true",
    "make" : "Toyota",
    "model" : "CRV",
    "total_miles" : "5324"
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}
*** Script: das: {
  "cars" : {
    "luxury" : "false"
  }
}
```

GlideDynamicAttributeStore - setDynamicAttributeValue(String groupAttrPath, Object value)

Sets the dynamic attribute referenced by a specified group/attribute path to a specified value.

Parameters

Name	Type	Description
groupAttrPath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`
value	Object	Value to set in the specified attribute. **Note:** For dynamic attributes, only the following data types are supported: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

Returns

Type	Description
Object	Updated GlideDynamicAttributeStore object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	If the *groupAttrPath* parameter isn't valid, the method throws an `IllegalArgumentException`.

The following code example shows how to call this method.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue("cars->color","blue");
das.setDynamicAttributeValue("cars->make","Toyota");
das.setDynamicAttributeValue("cars->model","CRV");
das.setDynamicAttributeValue("cars->luxury",true);
das.setDynamicAttributeValue("cars->cost",12000.5);
das.setDynamicAttributeValue("cars->avg_mpg", 24.5234);
das.setDynamicAttributeValue("cars->total_miles", 5324);
das.setDynamicAttributeValue("cars->date_purchased",new
 GlideDateTime());
gs.info('Value returned by getValue(): ' + das.getValue());
gs.info('Value returned by getDisplayValue(): ' +
 das.getDisplayValue());
```

Output:

```
*** Script: Value returned by getValue():
 {"cars":{"total_miles":5324,"color":"blue","model":"CRV","cost"
:12000.5,"luxury":1,"avg_mpg":24.5234,"make":"Toyota","date_purc
hased":"2024-04-19 15:33:23"}}
*** Script: Value returned by getDisplayValue(): {
  "cars" : {
    "avg_mpg" : "24.5234",
    "color" : "blue",
    "cost" : "12000.5",
    "date_purchased" : "2024-04-19 08:33:23",
    "luxury" : "true",
    "make" : "Toyota",
    "model" : "CRV",
    "total_miles" : "5324"
  }
}
```

GlideDynamicAttributeStore - setDynamicAttributeValues(Object value)

Sets the internal JSON storage for the field to the String representation of the passed value. If the passed value is another instance of a GlideDynamicAttributeStore object, it copies the values from that object to the current object.

Parameters

Name	Type	Description
value	Object	JSON object to store as the value in the associated GlideRecord. The method ignores any invalid JSON values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Updated GlideDynamicAttributeStore object.

The following example shows how to store attribute/value pairs in a GlideDynamicAttributeStore object and then copy those same values from one object to another.

```
var das = new GlideDynamicAttributeStore();
var otherValues = new GlideDynamicAttributeStore();
otherValues.setDynamicAttributeValue("position->x", 5);
otherValues.setDynamicAttributeValue("position->y", 6);

das.setDynamicAttributeValues(otherValues);
gs.info(das);
```

Output:

```
{"_position":{"x":"5.0","y":"6.0"}}
```

GlideDynamicAttributeStore - setValue(Object value)

Clears the current GlideDynamicAttributeStore object and then stores the passed JSON map in that GlideDynamicAttributeStore object.

This method is functionally the same as GlideDynamicAttributeStore - setDisplayValue(Object value) except that it assumes that all date values are in UTC.

Parameters

Name	Type	Description
value	Object	JSON map object to store in the GlideDynamicAttributeStore object. For example: `'{"cars":{"cost":"12500"}}'` This method ignores any invalid JSON values.

Returns

Type	Description
None	

The following example shows how to call this method.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue("cars->color","blue");
das.setDynamicAttributeValue("cars->make","Toyota");
das.setDynamicAttributeValue("cars->model","CRV");
das.setDynamicAttributeValue("cars->luxury",true);
das.setDynamicAttributeValue("cars->cost",12000.5);
das.setDynamicAttributeValue("cars->avg_mpg", 24.5234);
das.setDynamicAttributeValue("cars->total_miles", 5324);
das.setDynamicAttributeValue("cars->date_purchased", new
 GlideDateTime());
gs.info('das: ' + das.getValue());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
das.setValue('{"cars":{"luxury":false}}');
gs.info('das: ' + das.getValue());
```

Output:

```
*** Script: das:
 {"cars":{"total_miles":5324,"color":"blue","model":"CRV","cost"
:12000.5,"luxury":true,"avg_mpg":24.5234,"make":"Toyota","date_p
urchased":"2024-04-19 17:28:47"}}
*** Script: das: {"cars":{"luxury":false}}
```

GlideDynamicAttributeStore - toString()

Returns the content of the GlideDynamicAttributeStore object as a string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	GlideDynamicAttribute object as a string. For example: '{"group":{"attr2":"true","attr1":"42.0"}}'

The following code example shows how to call this method.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue("cars->color","blue");
das.setDynamicAttributeValue("cars->make","Toyota");
das.setDynamicAttributeValue("cars->model","CRV");
das.setDynamicAttributeValue("cars->luxury",true);
das.setDynamicAttributeValue("cars->cost",12000);
das.setDynamicAttributeValue("cars->avg_mpg",24.5);
das.setDynamicAttributeValue("cars->total_miles",5324);
das.setDynamicAttributeValue("cars->date_purchased",new
 GlideDateTime());
gs.info('das: ' + das.toString());
```

Output:

```
*** Script: das:
 {"cars":{"cost":"12000.0","color":"blue","avg_mpg":"24.5","date
_purchased":"2024-04-19
 14:05:00","luxury":"true","model":"CRV","make":"Toyota","total_
miles":"5324.123"}}
```

GlideElement - Global

The *GlideElement* API provides a number of convenient script methods for dealing with fields and their values. *GlideElement* methods are available for the fields of the current glide record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideElement - canCreate()

Determines if the user's role permits the creation of new entries in the associated field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current user has permissions to create new entries in the associated field. Possible values: • true: User can create new entries. • false: User cannot create new entries.

The following example shows how to determine if the user has permissions to create entries for the three most recent records in the Problem [problem] table.

```
var gr = new GlideRecord('problem');

// Get records in new state in Problem Table
gr.addQuery('state','101');

// Sort records in order of recent to earlier Created Date
gr.orderByDesc('sys_created_on');

// Limit the query to three records
gr.setLimit(3);
gr.query();

while(gr.next()){
  if(gr.short_description.canCreate()){ ///check to see if the
 current user is allowed to create the record
  gs.info("I can create new records for the field Problem
 statement for - " + gr.number);
  }
}
```

Output:

```
I can create new records for the field Problem statement for -
 PRB0000004
I can create new records for the field Problem statement for -
 PRB0001000
I can create new records for the field Problem statement for -
 PRB0001001
```

Scoped equivalent

To use the *canCreate()* method in a scoped application, use the corresponding scoped method: canCreate().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideElement - canRead()

Determines whether the user's role permits them to read the associated GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the field can be read, false otherwise.

The following example shows how to get a list of active Incident records with a readable Short Description field.

```
var grIncident = new GlideRecord('incident');
grIncident.addEncodedQuery("active=true"); //Query the Incident
 table for active incidents
grIncident.orderByDesc('number');
grIncident.setLimit(3); // limit to three results for example
grIncident.query();

while (grIncident.next()) {
    if (grIncident.short_description.canRead()) { //check to see
 if the current user is allowed to read the record
        gs.info('You have permission to read the
 short description of: ' + grIncident.number + ' ' +
 grIncident.short_description);
    }
}
```

Output:

```
*** Script: You have permission to read the short description
 of: INC0009009 Unable to access the shared folder.
*** Script: You have permission to read the short description
 of: INC0009005 Email server is down.
*** Script: You have permission to read the short description
 of: INC0009001 Unable to post content on a Wiki page
```

Scoped equivalent

To use the *canRead()* method in a scoped application, use the corresponding scoped method: canRead().

GlideElement - canWrite()

Determines whether the user's role permits them to write to the associated GlideRecord.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True if the user can write to the field, false otherwise.

The following example shows how to get a list of active Incident records with a writeable Short Description field.

```
var grIncident = new GlideRecord('incident');
grIncident.addEncodedQuery("active=true"); //Query the Incident
 table for active incidents
grIncident.orderByDesc('number');
grIncident.setLimit(3); // limit to three results for example
grIncident.query();

while (grIncident.next()) {
    if (grIncident.short_description.canWrite()) { //check to
 see if the current user is allowed to write to the record
        gs.info('You have permission to write to the
 short description of: ' + grIncident.number + ' ' +
 grIncident.short_description);
    }
}
```

Output:

```
*** Script: You have permission to write to the short
 description of: INC0009009 Unable to access the shared folder.
*** Script: You have permission to write to the short
 description of: INC0009005 Email server is down.
*** Script: You have permission to write to the short
 description of: INC0009001 Unable to post content on a Wiki
 page
```

Scoped equivalent

To use the *canWrite()* method in a scoped application, use the corresponding scoped method: canWrite().

GlideElement - changes()

Determines if the current field has been modified. This functionality is available for all available data types, except Journal fields.

Note: The *changes()* method is not supported within ACL scripts.

Note: If the GlideRecord on which you are performing this method has only been initialized and read, and has not been written, the underlying before-and-after values are the same. In this case, the method returns "false", as there has been no change to the data store.

Business rule execution

The ServiceNow AI Platform invokes business rules (*BEFORE* or *AFTER*) before resetting the internal previous values for columns (*GlideElement* objects) to the current values.

This sequence enables the following actions:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Triggering an *AFTER* business rule on <column>.changes conditions.
- Accessing the previous *GlideRecord* object in the script section.

Even in *AFTER* business rules, `current.<field>.changes()` returns `true` because the internal previous values haven't been reset yet. The condition `current.<field>.value != previous.<field>.value` also returns `true`.

Previous values are only reset after the following activities:

- The database update is complete.
- All *AFTER* business rules have been processed.

Inside an AFTER business rule, the *changes()* method still returns `true` if the field value was modified, even though the rule executes after the update.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the field has changed, false otherwise.

The following example from a business rule shows how to create an event in the EventQueue if the value of the **assigned_to** field changes. For a comprehensive example, see Sample scripts from the change events business rule.

```
if (!current.assigned_to.nil() && current.assigned_to.changes())
 {
  gs.eventQueue('incident.assigned', current,
 current.assigned_to.getDisplayValue(),
 previous.assigned_to.getDisplayValue());
}
```

Scoped equivalent

To use the *changes()* method in a scoped application, use the corresponding scoped method: changes().

GlideElement - changesFrom(Object value)

Determines if the previous value of the current field matches the specified object.

Note: If the GlideRecord on which you are performing this method has only been initialized and read, and has not been written, the underlying before-and-after values are the same. In this case, the method returns "false", as there has been no change to the data store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
value	Object	An object value to check against the previous value of the current field.

Returns

Type	Description
Boolean	True if the previous value matches the parameter, false if it does not.

```
if (theState.changesTo(resolvedState)) {
  operation = 4; //Resolved
}
else if (theState.changesTo(closedState)) {
  operation = 11; //Resolution Accepted
}
else if (theState.changesFrom(resolvedState) ||
 theState.changesFrom(closedState)) {
  operation = 10; //Re-open
}
else {
  operation = 6; //Update
}
```

Scoped equivalent

To use the *changesFrom()* method in a scoped application, use the corresponding scoped method: changesFrom().

GlideElement - changesTo(Object value)

Determines if the new value of a field, after a change, matches the specified object.

Note: The *changesTo()* method is not supported within ACL scripts.

Note: If the GlideRecord on which you are performing this method has only been initialized and read, and has not been written, the underlying before-and-after values are the same. In this case, the method returns "false", as there has been no change to the data store.

Parameters

Name	Type	Description
value	Object	An object value to check against the new value of the current field.

Returns

Type	Description
Boolean	True if the new value matches the parameter, false if it does not.

```
if (theState.changesTo(resolvedState)) {
  operation = 4; //Resolved
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}
else if (theState.changesTo(closedState)) {
  operation = 11; //Resolution Accepted
}
else if (theState.changesFrom(resolvedState) ||
 theState.changesFrom(closedState)) {
  operation = 10; //Re-open
}
else {
  operation = 6; //Update
}
```

Scoped equivalent

To use the *changesTo()* method in a scoped application, use the corresponding scoped method: changesTo().

GlideElement - dateNumericValue()

Returns the number of milliseconds since January 1, 1970, 00:00:00 GMT for a duration field. Does not require the creation of a GlideDateTime object because the duration field is already a GlideDateTime object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of milliseconds since January 1, 1970, 00:00:00 GMT.

```
var inc = new GlideRecord('incident');
inc.get('17c90efb13418700cc36b1422244b05d');
gs.info(inc.calendar_duration.dateNumericValue());
```

Output: 98000

Scoped equivalent

To use the *dateNumericValue()* method in a scoped application, use the corresponding scoped method: dateNumericValue().

GlideElement - debug(Object o)

Debugs the object and adds debug messages using *setError(String)*.

Parameters

Name	Type	Description
o	Object	An object to debug.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

GlideElement - getAttribute(String attributeName)

Returns the value of the specified attribute from the dictionary.

For Boolean attributes, you can use the *getBooleanAttribute()* method to return the value as a Boolean instead of a string.

Parameters

Name	Type	Description
attributeName	String	Name of the attribute. The attribute name is listed in the Dictionary Entries [sys_dictionary] table.

Returns

Type	Description
String	Value of the specified attribute.

The following example shows how to get the value of the *tree_picker* attribute in the *location* column of the User [sys_user] table as a string.

```
var now_GR = new GlideRecord('sys_user');
now_GR.query("user_name","admin");

if (now_GR.next()) {
   gs.info("The value of the tree_picker
 attribute in the location column is " +
 now_GR.location.getAttribute("tree_picker"));
}
```

Output:

```
The value of the tree_picker attribute in the location column is
 true
```

Scoped equivalent

To use the *getAttribute()* method in a scoped application, use the corresponding scoped method: getAttribute().

GlideElement - getBaseTableName()

Gets the base table of the field.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Name of the base table. This name might be different from the table that the field is defined on. See Table extension and classes in the product documentation.

The following example shows how to the base table for the Assignment Group field of an Incident record.

```
var gr = new GlideRecord('incident');

//query the Incident Records which have category as Inquiry/Help
gr.addQuery('category','inquiry');

// sort them in the order of earlier to recent created date
gr.orderBy('sys_created_on');
gr.query();

if(gr.next()){ //If at least any one record exists matching this
 query

  //Print the base table for the Assignment Group field
  gs.print("The Base Table for the field Assignment Group is - "
 + gr.assignment_group.getBaseTableName());
};
```

Output:

```
The Base Table for the field Assignment Group is - task
```

GlideElement - getBooleanAttribute(String attributeName)

Returns a specified Boolean-type attribute from the dictionary as a Boolean value.

To return the attribute value as a string, use the *`getAttribute()`* method.

Parameters

Name	Type	Description
attributeName	String	Name of the attribute. The attribute name is listed in the Dictionary Entries [sys_dictionary] table.

Returns

Type	Description
Boolean	Specifies the value of the attribute as Boolean true or false.

The following example shows how to get Boolean values of the *`ignore_filter_on_new`* attribute for two fields.

```
var inc = new GlideRecord('incident');
inc.query();

if (inc.next())
 {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   // opened_by field has attribute "ignore_filter_on_new =
 true"

 gs.info(inc.opened_by.getBooleanAttribute("ignore_filter_on_new
"));

  // short_description field does not have attribute
 ignore_filter_on_new

 gs.info(inc.short_description.getBooleanAttribute("ignore_filte
r_on_new"));
 }
```

Output:

```
true
false
```

Scoped equivalent

To use the *getBooleanAttribute()* method in a scoped application, use the corresponding scoped method: getBooleanAttribute().

GlideElement - getChoices(String dependent)

Generates a choice list for a field. Returns the choice values from the base table only, not from the extended table.

Parameters

Name	Type	Description
dependent	String	Optional. Field within the associated record on which the choice list field depends.

Returns

Type	Description
array list	The choice values for the field.

```
var glideRecord = new GlideRecord('incident');
glideRecord.query('priority','1');
glideRecord.next();

// urgency has choice list: 1 - High, 2 - Medium, 3 - Low, with
 value: 1, 2, 3
var choices = glideRecord.urgency.getChoices();
```

Scoped equivalent

To use the *getChoices()* method in a scoped application, use the corresponding scoped method: getChoices().

GlideElement - getChoiceValue()

Gets the choice label for the current choice value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The choice label.

The following example shows how to get the choice label for change request records with the a priority value of Normal.

```
var gr = new GlideRecord('change_request');

//query for the change records with change type as "Normal"
gr.addQuery('type','normal');

// sort them in the order of recent to earlier Created Date
gr.orderByDesc('sys_created_on');

// limit the query to 4 records
gr.setLimit(4);
gr.query();

while(gr.next()){
 //Printing the choice label for those records
 gs.print("The label of the current priority '"+ gr.priority+"'
 for the change request - " + gr.number + " is - "+
 gr.priority.getChoiceValue());
}
```

Output:

```
The label of the current priority '4' for the change request -
 CHG0000014 is - 4 - Low
The label of the current priority '4' for the change request -
 CHG0000013 is - 4 - Low
The label of the current priority '4' for the change request -
 CHG0000012 is - 4 - Low
The label of the current priority '4' for the change request -
 CHG0000011 is - 4 - Low
```

Scoped equivalent

To use the *getChoiceValue()* method in a scoped application, use the corresponding scoped method: getChoiceValue().

GlideElement - getDebugCount()

Gets the number of debug messages logged by *debug()*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of debug messages.

GlideElement - getDependent()

Returns the field (element) that a specified field is dependent on.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the field on which the current field depends. Null if no dependencies.

The following example shows how to find the parent field of the Configuration Item field using the *getDependent()* method.

```
var inc_gr = new GlideRecord('incident');
inc_gr.get('985f53d82fab301032e8808cf699b6e8'); // Get a
 particular Incident

var field_element = inc_gr.getElement('cmdb_ci'); // Get the
 Configuration Item element
var dependent_field = field_element.getDependent(); // Read the
 dependent field
gs.info("Dependent field: " + dependent_field);
if(dependent_field)
  {
    var dependent_field_value =
 inc_gr.getValue(dependent_field);
    if(!dependent_field_value)
      {
        var base_table = field_element.getRefRecord(); //
 Retrieve the reference record
        var dependent_field_value =
 base_table.getValue(dependent_field); // Read the parent field
 value
      }
    inc_gr.setValue(dependent_field, dependent_field_value); //
 Update the parent field on the Incident
    inc_gr.update();
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
company
```

GlideElement - getDependentTable()

Returns the name of the table that a field is dependent on.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the table if a field has a dependent table; null otherwise.

The following example shows how to determine if a field named *model_id* has a dependent table.

```
var gr = new GlideRecord('cmdb_ci_hardware');
gr.setLimit(1);
gr.query();

if (gr.next()) {
    var field_element = gr.getElement('model_id'); // Get the
 model_id field element
    var dependent_table = field_element.getDependentTable(); //
 Get the table that drives filtering

    gs.info("Field: " + field_element.getLabel());
    gs.info("Dependent table: " + dependent_table); //
 cmdb_model_category

    if (dependent_table) {
        // Use the dependent table to query what's controlling
 the filter
        var dep_gr = new GlideRecord(dependent_table);
        if (dep_gr.get(gr.getValue('model_category'))) {
            gs.info("Controlling record: " +
 dep_gr.getDisplayValue());
            gs.info("Only models belonging to category '" +
 dep_gr.getDisplayValue() + "' are valid for this CI");
        }
    }
}
```

Output:

```
Field: Model ID
Dependent table: null
```

GlideElement - getDisplayValue(Number maxChar)

Returns the formatted display value of the field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Display values are manipulated based on the actual value in the database and user or system settings and preferences.

The display value that is returned is dependent on the field type.

- Choice fields: The database value may be a number, but the display value will be more descriptive.
- Date fields: The database value is in UTC format, while the display value is based on the user's time zone.
- Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context.
- Reference fields: The database value is sys_id, but the display value is a display field of the referenced record.

Parameters

Name	Type	Description
maxChar	Number	Optional. Maximum number of characters to return.

Returns

Type	Description
String	Display value of the field.

```
var fields = current.getFields();
for (var i = 0; i < fields.size(); i++) {
  var field = fields.get(i);
  var name = field.getName();
  var value = field.getDisplayValue();
  gs.print(i + ". " + name + "=" + value);
}
```

Scoped equivalent

To use the *getDisplayValue()* method in a scoped application, use the corresponding scoped method: getDisplayValue().

GlideElement - getDisplayValueExt(Number maxChar, String nullSub)

Returns the formatted display value of a field, or a specified substitute value if the display value is null or empty.

Display values are manipulated based on the actual value in the database and user or system settings and preferences.

The display value that is returned is dependent on the field type.

- Choice fields: The database value may be a number, but the display value will be more descriptive.
- Date fields: The database value is in UTC format, while the display value is based on the user's time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context.
- Reference fields: The database value is sys_id, but the display value is a display field of the referenced record.

Parameters

Name	Type	Description
maxChar	Number	Optional. Maximum number of characters to be returned. Default: All
nullSub	String	Value to return if the display value is null or empty.

Returns

Type	Description
String	Formatted display value of the field, or the specified substitute value.

The following example shows how to display the two most recent active records in the Incident [incident] table.

```
var gr = new GlideRecord('incident');
gr.addQuery('active', true);      // get the active records
gr.orderByDesc('sys_updated_on'); // sort the records from most
 recent to oldest updated date
gr.setLimit(2);                   // limit the query to 2
 records
gr.query();

while(gr.next()){ // Printing the Display Value of the
 Configuration Item field.
  // If the Display Value is Null/Empty, then it will be
 substituted with Default value "I with Null/Empty Display
 Value"
  gs.info("The Display Value of the Configuration
 Item for the incident - "+ gr.number+ " is " +
 gr.cmdb_ci.getDisplayValueExt(40, " CI with Null/Empty Display
 Value"));
}
```

Output:

```
The Display Value of the Configuration Item for the incident -
 INC0007001 is  CI with Null/Empty Display Value
The Display Value of the Configuration Item for the incident -
 INC0000069 is NYC RAC
```

GlideElement - getDisplayValueLang(String language)

Gets the display value of the field in the language passed as a parameter.

The result is only applicable to translatable field types such as **Choice**, **Translated Field**, and **Translated Text**. For other field types, the result defaults to *getDisplayValue()*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You must have the corresponding language plugin to retrieve a translated value. For information, see Activate a language.

See also Scoped GlideElement - getLabelLang(String language).

Parameters

Name	Type	Description
language	String	Language tag conforming with IETF BCP-47.

Returns

Type	Description
String	Display value of the field in the language passed. If a translation isn't available, the method retrieves a value translated in the language of the current user. If a translation isn't available, the result defaults to English.

The following example shows how to get the original text and German-translated text from the **Accept** (UI View) title field.

```
var uiView = new GlideRecord("sys_ui_view");
uiView.get("fa776f6d97700100f309124eda2975bc");

gs.info("getDisplayValue: " +
 uiView.getElement("title").getDisplayValue());
gs.info("getDisplayValueLang: " +
 uiView.getElement("title").getDisplayValueLang("de"));
```

Output:

```
getDisplayValue: Accept
getDisplayValueLang: Akzeptieren
```

Scoped equivalent

To use the *getDisplayValueLang()* method in a scoped application, use the corresponding scoped method: getDisplayValueLang().

GlideElement - getED()

Returns an element descriptor, which provides information about specific fields, rather than the data inside of those fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ElementDescriptor	The field's element descriptor.

This example gets the fields and field descriptors for the current record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var fields = current.getFields();
for (i=0; i<fields.size(); i++) {
  var field = fields.get(i);
  var descriptor = field.getED();
  gs.print("type=" + descriptor.getType() +
    " internalType=" + descriptor.getInternalType());
}
```

Scoped equivalent

To use the *getED()* method in a scoped application, use the corresponding scoped method: getED().

GlideElement - getElementValue(String value)

Returns the value for the specified element.

Parameters

Name	Type	Description
value	String	Element whose value you want returned.

Returns

Type	Description
String	Value of the element.

```
var fields = current.getFields();
for (var i = 0; i < fields.size(); i++) {
  var field = fields.get(i);
  var name = field.getName();

  // Returns the unformatted value of the element
  var value = field.getElementValue(name);
  var disValue = field.getDisplayValue();
  gs.print(i + ". " + name + " = " + value + ' display value = '
 + disValue);
}
```

Output

```
1. cmdb_ci = 109562a3c611227500a7b7ff98cc0dc7 display value =
 Storage Area Network 001
2. impact = 2 display value = 2 - Medium
```

GlideElement - getError()

Returns any error message associated with the specified element.

Use the setError() method to set an error on a specific field (element).

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Error message currently set for the specified element.

This example shows how to set an error on the short_description element and then read the error back.

```
var incidentGR = new GlideRecord('incident');
incidentGR.setLimit(1);
incidentGR.query();
if (incidentGR.next()) {
    incidentGR.short_description.setError('The description is
 too short.');
    gs.info(incidentGR.short_description.getError()); // 'The
 description is too short.'
}
```

Output:

```
The description is too short.
```

This example shows how to use *getError()* in a function call.

```
// Before query business rule (order = 100)
(function executeRule(current, previous /*null when async*/) {
    var shortDescription =
 current.getValue('short_description');
    if (shortDescription.length < 10) {
        current.short_description.setError('The description is
 too short.');
        current.setAbortAction(true);
    }
})(current, previous);

// Before query business rule (order = 200)
(function executeRule(current, previous /*null when async*/) {
    var shortDescriptionErrMsg =
 current.short_description.getError();
    if (shortDescriptionErrMsg) {
        // Some error was set in one of the previous business
 rules.
    }
})(current, previous);
```

GlideElement - getEscapedValue()

Gets the escaped value for the current element.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The escaped value of the current element.

The following example shows how to use the *getEscapedValue()* method to display the contents of an Incident short description field with escape characters.

```
/*** Overview - Update incident short description with escape
 characters and printing ***/
var inc = new GlideRecord('incident');
inc.query();
inc.next();
inc.short_description = 'Can\'t log into SAP from my laptop
 today';
inc.update();
gs.info("Short Description:
 "+inc.getElement('short_description').toString()); //without
 escape characters
gs.info("Escaped Short Description:
 "+inc.getElement('short_description').getEscapedValue()); //
 with escape characters
```

Output:

```
Short Description: Can't log into SAP from my laptop today
Escaped Short Description: Can\'t log into SAP from my laptop
 today
```

GlideElement - getFieldStyle()

Gets the CSS style for the field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The CSS style for the field.

```
var fields = current.getFields();
for (var i = 0; i < fields.size(); i++) {
  var field = fields.get(i);
  var css_style = field.getFieldStyle();
  gs.print("CSS style" + "=" + css_style);
}
```

GlideElement - getGlideObject()

Retrieves the platform object associated with the field's value.

For a use case, see Modify GlideDateTime field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A platform object corresponding to the field's data type, such as *GlideDateTime*. You can use this object for type-specific operations on the value. For example, date arithmetic, formatting, and timezone conversions that are not available when accessing the field value as a plain string.

The following example shows how to calculate the duration between the opened date and Service Level Agreement (SLA) due date of an incident record.

```
// Query an incident record with both opened_at and sla_due
 populated
var incGr = new GlideRecord('incident');
incGr.addQuery('opened_at', '!=', '');
incGr.addQuery('sla_due', '!=', '');
incGr.setLimit(1);
incGr.query();

if (incGr.next()) {
    gs.info("Incident: " + incGr.getValue('number'));
    gs.info("Opened at: " + incGr.getValue('opened_at'));
    gs.info("SLA due: " + incGr.getValue('sla_due'));

    var duration = calcDateDelta(incGr.opened_at,
 incGr.sla_due);
    if (duration) {
        gs.info("Duration in seconds: " +
 duration.getNumericValue() / 1000);
        gs.info("Duration display value: " +
 duration.getDisplayValue());
    }
}

function calcDateDelta(start, end) {
    var realStart = start.getGlideObject();
    var realEnd = end.getGlideObject();

    // Use GlideDuration to calculate the difference between two
 GlideDateTime objects
    var startMS = realStart.getNumericValue();
    var endMS = realEnd.getNumericValue();
    var deltaMS = endMS - startMS;

    // Create a GlideDuration from the millisecond difference
    var duration = new GlideDuration(deltaMS);
    return duration;
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Incident: INC0000031
Opened at: 2025-03-06 00:18:03
SLA due: 2025-03-06 08:18:03
Duration in seconds: 28800
Duration display value: 8 Hours
```

Scoped equivalent

To use the *getGlideObject()* method in a scoped application, use the corresponding scoped method: getGlideObject().

GlideElement - getGlideRecord()

Gets a glide record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	A glide record object.

```
var grInc = new GlideRecord('incident');
grInc.get('sys_id','ef43c6d40a0a0b5700c77f9bf387afe3');
gs.info("Initial grInc - " + grInc.getDisplayValue());

var caller = grInc.getElement("caller_id");
doit(caller);

function doit(caller) {
  var now_GR = caller.getGlideRecord();
  gs.info("doit gr is - " + now_GR.getDisplayValue());
}
```

Output

```
*** Script: Initial grInc - INC0000050
*** Script: doit gr is - INC0000050
```

GlideElement - getHTMLValue(Number maxChars)

Returns the HTML value of a field.

Parameters

Name	Type	Description
maxChars	Number	Optional. Maximum number of characters to return.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	HTML value for the field.

The following example shows how to get the HTML content of a meeting note.

```
/*
  getHTMLValueExt() This Function is used to get HTML Value of a
 field. It accepts 2 Parameters

a. maxChar- Number - The maximum number of characters to return.
b. nullSub - String - The value to return if the HTML value is
 null or empty.

*/


// get a cab meeting record by its sys_id
var gr = new GlideRecord('cab_meeting');
gr.addQuery('sys_id','7777777b6d2a2010Osys70id534330f6');
gr.query();

if(gr.next()){
  var substituteString = 'Meeting Notes Unavailable';
  var maxLength = 50;
  gs.print(gr.meeting_notes.getHTMLValueExt(maxLength,
 substituteString));
}
```

Scoped equivalent

To use the *getHTMLValue()* method in a scoped application, use the corresponding scoped method: getHTMLValue().

GlideElement - getHTMLValueExt(Number maxChar, String nullSub)

Returns the HTML value of a field, or a specified substitute value if the HTML value is null or empty.

Parameters

Name	Type	Description
maxChar	Number	The maximum number of characters to return.
nullSub	String	The value to return if the HTML value is null or empty.

Returns

Type	Description
String	The HTML value or the specified substitute value.

The following example shows how to get the HTML content of a meeting note.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// get a cab meeting record by its sys_id
var gr = new GlideRecord('cab_meeting');
gr.addQuery('sys_id','7777777b6d2a20100sys70id534330f6');
gr.query();

if(gr.next()){
  var substituteString = 'Meeting Notes Unavailable';
  var maxLength = 50;
  gs.print(gr.meeting_notes.getHTMLValueExt(maxLength,
 substituteString));
}
```

Output if the meeting note for the record selected is not empty:

```
<p>Meeting note content.</p>
```

GlideElement - getJournalEntry(Number mostRecent)

Returns either the most recent journal entry or all journal entries.

Parameters

Name	Type	Description
mostRecent	Number	If 1, returns the most recent entry. If -1, returns all journal entries.

Returns

Type	Description
String	For the most recent entry, returns a string that contains the field label, timestamp, and user display name of the journal entry. For all journal entries, returns the same information for all journal entries ever entered as a single string with each entry delimited by "\n\n".

```
//gets all journal entries as a string where each entry is
 delimited by '\n\n'
var notes = current.work_notes.getJournalEntry(-1);
//stores each entry into an array of strings
var na = notes.split("\n\n");

for (var i = 0; i < na.length; i++)
  gs.print(na[i]);
```

Scoped equivalent

To use the *getJournalEntry()* method in a scoped application, use the corresponding scoped method: getJournalEntry().

GlideElement - getLabel()

Returns the object's label.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Object's label

```
var now_GR = new GlideRecord("sc_req_item");
now_GR.addQuery("request", current.sysapproval);
now_GR.query();
while(now_GR.next()) {
    var nicePrice = now_GR.price.toString();
    if (nicePrice != ) {
        nicePrice = parseFloat(nicePrice);
        nicePrice = nicePrice.toFixed(2);
    }
    template.print(now_GR.number + ":  " + now_GR.quantity + " X
 " + now_GR.cat_item.getDisplayValue() + " at $" + nicePrice + "
 each \n");
    template.print("    Options:\n");
    var variables = now_GR.variables.getElements();
    for (var key in variables) {
      var now_V = variables[key];
      if(now_V.getQuestion().getLabel() != ) {
         template.space(4);
         template.print('     ' +
 now_V.getQuestion().getLabel() + " = " +
 now_V.getDisplayValue() + "\n");
      }
    }
}
```

Scoped equivalent

To use the *getLabel()* method in a scoped application, use the corresponding scoped method: getLabel().

GlideElement - getLabelLang(String language)

Gets the label value of the field in the language passed as a parameter.

You must have the corresponding language plugin to retrieve a translated value. For information, see Activate a language.

See also:

- getDisplayValueLang()
- getLabel()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
language	String	Language tag conforming with IETF BCP-47.

Returns

Type	Description
String	Value of the field label in the language passed. If a translation isn't available, the method retrieves a value translated in the language of the current user. If a translation isn't available, the result defaults to English.

The following example shows how to get the original label text and its German translation of the **Accept** (UI View) title.

```
var uiView = new GlideRecord("sys_ui_view");
uiView.get("fa776f6d97700100f309124eda2975bc");

gs.info("getLabel: " + uiView.getElement("title").getLabel());
gs.info("getLabelLang: " +
 uiView.getElement("title").getLabelLang("de"));
```

Output:

```
getLabel: Title
getLabelLang: Titel
```

Scoped equivalent

To use the *getLabelLang()* method in a scoped application, use the corresponding scoped method: getLabelLang().

GlideElement - getName()

Returns the name of the field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Field name.

The following example shows how to get the name and other values for each field in a sys_user record.

```
var userRec = new GlideRecord("sys_user"); // GlideRecord to
 sys_user table

userRec.get("5137153cc611227c000bbd1bd8cd2005"); // Sys Id of
 user: Fred Luddy
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var fields = userRec.getFields();

for (var i = 0; i < fields.size(); i++) {

    var field = fields.get(i);
    var name = field.getName(); // Name of the field
    var label = field.getLabel(); // Label of the field
    var value = field.getDisplayValue(); // Value of the field

    gs.info((Number(i) + 1) + ".\n" + "Field Label: " + label +
 "\n" + "Field Name: " + name + "\n" + "Field Value: " + value);

};
```

Output. Results include 62 fields and have been truncated with ellipsis points (...) to save space.

```
*** Script: 1.
Field Label: Country code
Field Name: country
Field Value:
*** Script: 2.
Field Label: Calendar integration
Field Name: calendar_integration
Field Value: Outlook
...
*** Script: 47.
Field Label: First name
Field Name: first_name
Field Value: Fred
...
*** Script: 54.
Field Label: Last name
Field Name: last_name
Field Value: Luddy
...
```

Scoped equivalent

To use the *getName()* method in a scoped application, use the corresponding scoped method: getName().

GlideElement - getRefRecord()

Returns a GlideRecord object for a given reference element.

For calculated fields, this method fetches the referenced record and runs a calculation on a scripted default value.

Warning: If the reference element does not contain a value, it returns an empty GlideRecord object, not a NULL object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideRecord	A GlideRecord object

```
var grINC = new GlideRecord('incident');
grINC.notNullQuery('caller_id');
grINC.query();
if (grINC.next()) {

// Get a GlideRecord object for the referenced sys_user record
var grUSER = grINC.caller_id.getRefRecord();
if (grUSER.isValidRecord())
  gs.print( grUSER.getValue('name') );

}
```

Scoped equivalent

To use the *getRefRecord()* method in a scoped application, use the corresponding scoped method: getRefRecord().

GlideElement - getStyle()

Get the CSS style for the value.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The CSS style for the value.

```
// Get string of style field from Field Style record
var cssStyle = now_GR.state.getStyle();
```

GlideElement - getTableName()

Returns the name of the table that contains the field.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Name of the table that contains the field that is called on. The returned value might be different from the table class that the record is in. For more information, see Table extension and classes.

```
if (current.approver.getTableName() == "sysapproval_approver") {
    if (current.approver == email.from_sys_id) {
        current.comments = "reply from: " + email.from + "\n\n"
 + email.body_text;

        // if it's been cancelled, it's cancelled.
        var doit = true;
        if (current.state == 'cancelled')
            doit = false;

        if (email.body.state != undefined)
            current.state = email.body.state;

        if (doit)
            current.update();
    } else {
        gs.log("Approval for task " +
 current.sysapproval.getDisplayValue() +
            " rejected because user sending email " + email.from
 +
            " does not match the approver " +
 current.approver.getDisplayValue());
    }
}
```

Scoped equivalent

To use the *getTableName()* method in a scoped application, use the corresponding scoped method: getTableName().

GlideElement - getTextAreaDisplayValue()

Retrieves the display value for the associated field and escapes the HTML.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Escaped display value HTML for the associated field.

The following example retrieves the display value of a KB article.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var grh = new GlideRecord('kb_knowledge');
grh.get('c85cd2519f77230088aebde8132e70c2');  // Knowledge
 record sys_id
var t = grh.text.getTextAreaDisplayValue(); // Text is HTML type
 field
var d = GlideXMLUtil.parseHTML(t); // Parse the HTML
var b = d.getDocumentElement().getTextContent().trim();
gs.info(b);
```

Output:

```
This article explains how to use automatic replies in Outlook
 2010 for Exchange accounts.

Setting Up Automatic Replies

Click the
File tab.
Click
Automatic Replies.
Select
Send automatic replies.
If desired, select the
Only send during this time range check box to schedule when your
 out of office replies are active. If you do not specify a start
 and end time, auto-replies will be sent until you select the
 Do not send automatic replies check box.
On the
Inside My Organization tab, type the response that you want to
 send to colleagues while you are out of the office.
On the
Outside My Organization tab, select the
Auto-reply to people outside my organization check box, and then
 type the response that you want to send while you are out of
 the office. Select whether you want replies sent to
My contacts only or to
Anyone outside my organization who sends you messages.

NOTE:
If you select
My Contacts only in step 6, replies will be sent
only to contacts that exist in your Contacts folder.



Using Rules With Automatic Replies
It is also possible to use rules to manage your messages while
 you are out of office. For example, you can create rules to
 automatically move or copy messages to other folders, to delete
 messages, to send custom replies, and so on.

Click the
File tab.
Click
Automatic Replies.
Click
Rules, and then click
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Add Rule.
Under
When a message arrives that meets the following conditions,
 specify the conditions that the message must meet for the rule
 to be applied. If you want to specify more conditions, click
Advanced, enter or select the options that you want, and then
 click
OK.
If you want to specify that this rule must be applied last,
 select the
Do not process subsequent rules check box.
Under
Perform these actions, select the actions that you want. You can
 select more than one action.
Click
OK three times.

NOTES:

Automatic Replies rules can also be edited by following the
 above procedure.
To turn Automatic Replies rules on or off, in the Automatic
 Reply Rules dialog box, select or clear the check box of the
 rule that you want to turn on or off.
```

GlideElement - getValue()

Returns the value of the field in the database.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The value of the field.

The following example retrieves the value of a specified field in the database.

```
var now_GR = new GlideRecord('incident');
now_GR.get('9c573169c611228700193229fff72400'); //INC0000001
gs.info('Display Values');
gs.info('Opened at ' + now_GR.opened_at.getDisplayValue());
gs.info('Opened by ' + now_GR.opened_by.getDisplayValue());
gs.info('Priority ' + now_GR.priority.getDisplayValue());
gs.info('Values');
gs.info('Opened at ' + now_GR.opened_at.getValue());
gs.info('Opened by ' + now_GR.opened_by.getValue());
gs.info('Priority ' + now_GR.priority.getValue());
```

Output:

```
Display Values
Opened at 2022-02-01 15:09:51
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Opened by Joe Employee
Priority 1 - Critical
Values
Opened at 2022-02-01 23:09:51
Opened by 681ccaf9c0a8016400b98a06818d57c7
Priority 1
```

Scoped equivalent

To use the *getValue()* method in a scoped application, use the corresponding scoped method: Scoped GlideElement - getValue().

GlideElement - getXHTMLValue()

Retrieves the XHTML value of a field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The XHTML value

GlideElement - getXMLValue()

Gets the XML value of a field as a string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The XML value

GlideElement - hasAttribute(String attributeName)

Determines if a field has a specified attribute.

Parameters

Name	Type	Description
attributeName	String	Name of the attribute. The attribute name is listed in the Dictionary Entries [sys_dictionary] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether a field has the specified attribute. Valid values: • true: The field has the specified attribute. • false: The field does not have the specified attribute.

The following example shows how to get fields from the User [sys_user] table with the *edge_encryption_enabled* attribute.

```
var fields = new GlideRecord('sys_user');

fields.query();

var userFields = fields.getFields();

for (var num = 0; num < userFields.size(); num++) {
    var ed = userFields.get(num).getED();

    if (ed.hasAttribute("edge_encryption_enabled")) {
        gs.info(userFields.get(num).getName());
    }
}
```

Output:

```
*** Script: hashed_user_id
*** Script: federated_id
```

GlideElement - hasRightsTo(String operationName)

Determines if the user has the right to perform a particular operation.

Parameters

Name	Type	Description
operationName	String	Name of the operation to check for

Returns

Type	Description
Boolean	True if the user has permission to perform the operation, false otherwise. Flag that indicates whether a user has permission to perform an operation. Valid values: • true: User has permissions. • false: User does not have permissions.

The following example shows how to determine if a user has rights to read a specific table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Pass table name and userId to check if user has read access
 against given table name
checkAccess('incident', 'adela.cervantsz');

function checkAccess(tableName, userID) {

    var inc = new GlideRecordSecure(tableName);
    inc.get('$[sys_id]');

    var secureManager = GlideSecurityManager.get();

    //fetch a different user, using user_name field on the
 target user record
    var userObj = gs.getUser().getUserByID(userID);
    secureManager.setUser(userObj);

    var access = 'record/incident/read';

    //check if user has right to access
    var canRead = secureManager.hasRightsTo(access, inc);
    gs.info('canRead: ' + canRead);
}
```

Output:

```
canRead: false
```

GlideElement - hasValue()

Determines if the field has a value.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the field has a value, false otherwise.

GlideElement - nil()

Determines whether the field is null.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True if the field is null or an empty string, false otherwise.

```
if (current.start_date.changes() || current.end_date.changes()
 || current.assigned_to.changes()) {
  if (!current.start_date.nil() && !current.end_date.nil()
 && !current.assigned_to.nil()) {
 gs.eventQueue("change.calendar.notify", current,
 current.assigned_to, previous.assigned_to);

}
```

Scoped equivalent

To use the *nil()* method in a scoped application, use the corresponding scoped method: nil().

GlideElement - setDateNumericValue(Number milliseconds)

Sets the duration field to a number of milliseconds since January 1, 1970, 00:00:00 GMT for a duration field. Does not require the creation of a GlideDateTime object because the duration field is already a GlideDateTime object.

Parameters

Name	Type	Description
milliseconds	Number	Number of milliseconds spanned by the duration.

Returns

Type	Description
void	

```
var inc = new GlideRecord('incident');
inc.get('17c90efb13418700cc36b1422244b05d');
var timems = inc.calendar_duration.dateNumericValue();
timems = timems + 11*1000;
inc.calendar_duration.setDateNumericValue(timems)
gs.info(inc.calendar_duration.getValue());
```

Output:

```
1970-01-01 00:01:38
```

Scoped equivalent

To use the *setDateNumericValue()* method in a scoped application, use the corresponding scoped method: setDateNumericValue().

GlideElement - setDisplayValue(Object displayValue)

Sets the display value of the field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
displayValue	Object	Value to be displayed.

Returns

Type	Description
void	

Scoped equivalent

To use the *setDisplayValue()* method in a scoped application, use the corresponding scoped method: setDisplayValue().

GlideElement - setError(String errorMessage)

Adds an error message to the associated field.

You can retrieve the error message using the *getError()* method.

Parameters

Name	Type	Description
errorMessage	String	The error message.

Returns

Type	Description
None	

```
if ((!current.u_date1.nil()) && (!current.u_date2.nil())) {
  var start =
 current.u_date1.getGlideObject().getNumericValue();
  var end = current.u_date2.getGlideObject().getNumericValue();
  if (start > end) {
    gs.addInfoMessage('start must be before end');
    current.setAbortAction(true);
    current.u_date1.setError('start must be before end');
  }
}
```

Scoped equivalent

To use the *setError()* method in a scoped application, use the corresponding scoped method: setError().

GlideElement - setInitialValue(Object value)

Sets the initial value of a field.

This method had been deprecated. Use GlideElement - setValue(Object value) for this functionality.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
value	Object	Initial value for the field.

Returns

Type	Description
void	

GlideElement - setJournalEntry(String entry, String userName)

Adds a journal entry and author as a work note or comment field.

Parameters

Name	Type	Description
entry	String	Content of the journal entry.
userName	String	Optional. The user to attribute the journal entry to.

Returns

Type	Description
None	

The following example shows how to add a work note and its author to a record.

```
var now_GR = new GlideRecord("incident");

now_GR.addQuery("sys_id", "<sys_id_value>");
now_GR.query();

if(now_GR.next()){
  now_GR.work_notes.setJournalEntry("Content of the journal
 entry.", "abel.tuter");
  now_GR.update();
}
```

GlideElement - setValue(Object value)

Sets the value of a field.

Note: Before calling this method, the element must already exist by querying an existing record or by using the *now_GR.initialize()* method to initialize a new record.

Not for authentication with password2 fields

The *setValue()* method passes password2 data as clear text, which results in an error about expecting encrypted data. Additionally, using the setValue() method for password2 fields exposes data that should be encrypted.

For password2 authentication, use the *setDisplayValue()* method instead.

See also:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Deprecate GlideEncrypter usage of 3DES for password2 fields
- Alternatives to GlideEncrypter usage in knowledge base article KB1320986
- Password2 encryption with the Key Management Framework (KMF)

Parameters

Name	Type	Description
value	Object	The value the field is to be set to.

Returns

Type	Description
None	

Set the value passing a string.

```
var glideRecord = new GlideRecord('incident');
glideRecord.query('priority','1');
glideRecord.next();
glideRecord.short_description.setValue('Network failure');
```

Set the value passing an object.

```
var now_GR  = new GlideRecord('student');
now_GR.initialize();
now_GR.setValue('first_name', 'Joe');
now_GR.setValue('last_name', 'Smith');
now_GR.insert();
```

Scoped equivalent

To use the *setValue()* method in a scoped application, use the corresponding scoped method: setValue().

GlideElement - toString()

Converts the field's value to a string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The field's value as a string.

```
doit();

function doit() {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var now_GR = new GlideRecord('sys_user');
  now_GR.query();
  while (now_GR.next()) {
  if ((now_GR().length !=
 now_GR.first_name.toString().trim().length) ||
 (now_GR.last_name.toString().length
        != now_GR.last_name.toString().trim().length)) {
     now_GR.first_name = now_GR.first_name.toString().trim();
     now_GR.last_name = now_GR.last_name.toString().trim();
     now_GR.autoSysFields(false);
     now_GR.update();
    }
  }

}
```

Scoped equivalent

To use the *toString()* method in a scoped application, use the corresponding scoped method: toString().

GlideElement - Scoped

The scoped *GlideElement* API provides a number of convenient script methods for dealing with fields and their values. Scoped *GlideElement* methods are available for the fields of the current glide record.

Scoped GlideElement - canCreate()

Determines if the user's role permits the creation of new entries in the associated field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current user has permissions to create new entries in the associated field. Possible values: • true: User can create new entries. • false: User cannot create new entries.

The following example shows how to determine if the user has permissions to create entries for the three most recent records in the Problem [problem] table.

```
var gr = new GlideRecord('problem');

// Get records in new state in Problem Table
gr.addQuery('state','101');

// Sort records in order of recent to earlier Created Date
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gr.orderByDesc('sys_created_on');

// Limit the query to three records
gr.setLimit(3);
gr.query();

while(gr.next()){
  if(gr.short_description.canCreate()){ ///check to see if the
 current user is allowed to create the record
  gs.info("I can create new records for the field Problem
 statement for - " + gr.number);
  }
}
```

Output:

```
I can create new records for the field Problem statement for -
 PRB0000004
I can create new records for the field Problem statement for -
 PRB0001000
I can create new records for the field Problem statement for -
 PRB0001001
```

Scoped equivalent

To use the *canCreate()* method in a scoped application, use the corresponding scoped method: canCreate().

Scoped GlideElement - canRead()

Indicates whether the user's role permits them to read the associated GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the field can be read, false otherwise.

The following example shows how to get a list of active Incident records with a readable Short Description field.

```
var grIncident = new GlideRecord('incident');
grIncident.addEncodedQuery("active=true"); //Query the Incident
 table for active incidents
grIncident.orderByDesc('number');
grIncident.setLimit(3); // limit to three results for example
grIncident.query();

while (grIncident.next()) {
    if (grIncident.short_description.canRead()) { //check to see
 if the current user is allowed to read the record
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        gs.info('You have permission to read the
 short description of: ' + grIncident.number + ' ' +
 grIncident.short_description);
    }
}
```

Output:

```
*** Script: You have permission to read the short description
 of: INC0009009 Unable to access the shared folder.
*** Script: You have permission to read the short description
 of: INC0009005 Email server is down.
*** Script: You have permission to read the short description
 of: INC0009001 Unable to post content on a Wiki page
```

Scoped GlideElement - canWrite()

Determines whether the user's role permits them to write to the associated GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the user can write to the field, false otherwise.

The following example shows how to get a list of active Incident records with a writeable Short Description field.

```
var grIncident = new GlideRecord('incident');
grIncident.addEncodedQuery("active=true"); //Query the Incident
 table for active incidents
grIncident.orderByDesc('number');
grIncident.setLimit(3); // limit to three results for example
grIncident.query();

while (grIncident.next()) {
    if (grIncident.short_description.canWrite()) { //check to
 see if the current user is allowed to write to the record
        gs.info('You have permission to write to the
 short description of: ' + grIncident.number + ' ' +
 grIncident.short_description);
    }
}
```

Output:

```
*** Script: You have permission to write to the short
 description of: INC0009009 Unable to access the shared folder.
*** Script: You have permission to write to the short
 description of: INC0009005 Email server is down.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: You have permission to write to the short
 description of: INC0009001 Unable to post content on a Wiki
 page
```

Scoped GlideElement - changes()

Determines if the current field has been modified. This functionality is available for all available data types, except Journal fields.

Note: The *changes()* method is not supported within ACL scripts.

Note: If the GlideRecord on which you are performing this method has only been initialized and read, and has not been written, the underlying before-and-after values are the same. In this case, the method returns "false", as there has been no change to the data store.

Business rule execution

The ServiceNow AI Platform invokes business rules (*BEFORE* or *AFTER*) before resetting the internal previous values for columns (*GlideElement* objects) to the current values.

This sequence enables the following actions:

- Triggering an *AFTER* business rule on <column>.changes conditions.
- Accessing the previous *GlideRecord* object in the script section.

Even in *AFTER* business rules, `current.<field>.changes()` returns `true` because the internal previous values haven't been reset yet. The condition `current.<field>.value != previous.<field>.value` also returns `true`.

Previous values are only reset after the following activities:

- The database update is complete.
- All *AFTER* business rules have been processed.

Inside an AFTER business rule, the *changes()* method still returns `true` if the field value was modified, even though the rule executes after the update.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the fields have been changed, false if the field has not.

The following example from a business rule shows how to create an event in the EventQueue if the value of the **assigned_to** field changes. For a comprehensive example, see Sample scripts from the change events business rule.

```
if (!current.assigned_to.nil() && current.assigned_to.changes())
 {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.eventQueue('incident.assigned', current,
 current.assigned_to.getDisplayValue(),
 previous.assigned_to.getDisplayValue());
}
```

Scoped GlideElement - changesFrom(Object o)

Determines if the previous value of the current field matches the specified object.

Note: If the GlideRecord on which you are performing this method has only been initialized and read, and has not been written, the underlying before-and-after values are the same. In this case, the method returns "false", as there has been no change to the data store.

Parameters

Name	Type	Description
o	Object	An object value to check against the previous value of the current field.

Returns

Type	Description
Boolean	True if the previous value matches, false if it does not.

```
// The following example shows that in a business rule, if
 "active" field is changed from true,
// insert a event in the EventQueue.
if (current.active.changesFrom(true)) {
  gs.eventQueue("incident.inactive", current,
 current.incident_state, previous.incident_state);
}
```

Scoped GlideElement - changesTo(Object o)

Determines if the new value of a field, after a change, matches the specified object.

Note: The *changesTo()* method is not supported within ACL scripts.

Note: If the GlideRecord on which you are performing this method has only been initialized and read, and has not been written, the underlying before-and-after values are the same. In this case, the method returns "false", as there has been no change to the data store.

Parameters

Name	Type	Description
o	Object	An object value to check against the new value of the current field.

Returns

Type	Description
Boolean	True if the previous value matches, false if it does not.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// The following example shows that in a business rule, if
 "active" field is changed to false,
// insert a event in the EventQueue.
if (current.active.changesTo(false)) {
  gs.eventQueue("incident.inactive", current,
 current.incident_state, previous.incident_state);
}
```

Scoped GlideElement - dateNumericValue()

Returns the number of milliseconds since January 1, 1970, 00:00:00 GMT for a duration field. Does not require the creation of a GlideDateTime object because the duration field is already a GlideDateTime object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of milliseconds since January 1, 1970, 00:00:00 GMT.

```
var inc = new GlideRecord('incident');
inc.get('17c90efb13418700cc36b1422244b05d');
gs.info(inc.calendar_duration.dateNumericValue());
```

Output:

```
98000
```

Scoped GlideElement - getAttribute(String attributeName)

Returns the value of the specified attribute from the dictionary.

For Boolean attributes, you can use the *getBooleanAttribute()* method to return the value as a Boolean instead of a string.

Parameters

Name	Type	Description
attributeName	String	Name of the attribute. The attribute name is listed in the Dictionary Entries [sys_dictionary] table.

Returns

Type	Description
String	Value of the specified attribute.

The following example shows how to get the value of the *tree_picker* attribute in the *location* column of the User [sys_user] table as a string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR = new GlideRecord('sys_user');
now_GR.query("user_name","admin");

if (now_GR.next()) {
   gs.info("The value of the tree_picker
 attribute in the location column is " +
 now_GR.location.getAttribute("tree_picker"));
}
```

Output:

```
The value of the tree_picker attribute in the location column is
 true
```

Scoped GlideElement - getBooleanAttribute(String attributeName)

Returns a specified Boolean-type attribute from the dictionary as a Boolean value.

To return the attribute value as a string, use the *`getAttribute()`* method.

Parameters

Name	Type	Description
attributeName	String	Name of the attribute. The attribute name is listed in the Dictionary Entries [sys_dictionary] table.

Returns

Type	Description
Boolean	Specifies the value of the attribute as Boolean true or false.

The following example shows how to get Boolean values of the *`ignore_filter_on_new`* attribute for two fields.

```
var inc = new GlideRecord('incident');
inc.query();

if (inc.next())
 {
   // opened_by field has attribute "ignore_filter_on_new =
 true"

 gs.info(inc.opened_by.getBooleanAttribute("ignore_filter_on_new
"));

  // short_description field does not have attribute
 ignore_filter_on_new

 gs.info(inc.short_description.getBooleanAttribute("ignore_filte
r_on_new"));
 }
```

Output:

```
true
false
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideElement - getChoices(String dependent)

Returns the choice list for a specified field.

The field for which to return the choice list is specified in the method call. For example: `var choices = glideRecord.urgency.getChoices();`. For information on choice list field types and their associated capabilities, see Choice list field type.

Parameters

Name	Type	Description
dependent	String	Optional. Field within the associated record on which the choice list field depends.

Returns

Type	Description
Array	List of possible values for the choice list, which are the values in the Choice [sys_choice] table. If the *dependent* parameter is passed, the return results reflect only those choices available for the specified dependent field.

```
var glideRecord = new GlideRecord('incident');
glideRecord.query('priority','1');
glideRecord.next();

// urgency has choice list: 1 - High, 2 - Medium, 3 - Low, with
 value: 1, 2, 3
var choices = glideRecord.urgency.getChoices();
```

Scoped GlideElement - getChoiceValue()

Returns the choice label for the current choice.

A choice has a value (number) and a label (string). This method returns the label.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The selected choice's label.

```
var glideRecord = new GlideRecord('incident');
glideRecord.query('priority','1');
glideRecord.next();

// urgency has choice list: 1 - High, 2 - Medium, 3 - Low, with
 value: 1, 2, 3
var choiceLabel = glideRecord.urgency.getChoiceValue();
gs.info(choiceLabel);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
1 - High
```

Scoped GlideElement - getDecryptedValue()

Returns the clear text value for Password (2 way encrypted) fields in scoped applications.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The clear text password.

```
var tablename = 'x_scoped_app_table'
var CI = new GlideRecord(tablename);
CI.addQuery('number', 'OOO1OO2');
CI.query();
CI.next();

var password = CI.password_field
var decrypted = password.getDecryptedValue();
gs.info(decrypted);
```

Output:

```
x_scoped_app: cleartextpassword
```

Scoped GlideElement - getDisplayValue(Number maxCharacters)

Returns the formatted display value of a specified field from an associated GlideRecord object.

Display values are manipulated based on the actual value in the database and user or system settings and preferences.

The display value that is returned is dependent on the field type.

- Choice fields: The database value may be a number, but the display value will be more descriptive.
- Date fields: The database value is in UTC format, while the display value is based on the user's time zone.
- Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context.
- Reference fields: The database value is sys_id, but the display value is a display field of the referenced record.

For more information on display values, see Display values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
maxCharacters	Number	Optional. Maximum characters desired. Default: All

Returns

Type	Description
String	Display value of the specified field.

The following example shows how to retrieve the display value of the priority field in an incident record.

```
var glideRecord = new GlideRecord('incident');
glideRecord.query('priority','1');
glideRecord.next();
gs.info(glideRecord.priority.getDisplayValue());
```

Output:

```
1 - Critical
```

The following example shows how to retrieve both the display value and internal value of specified fields in the incident database.

```
var now_GR = new GlideRecord('incident');
now_GR.get('9c573169c611228700193229fff72400'); //INC0000001
gs.info('Display Values:');
gs.info('Opened at ' + now_GR.opened_at.getDisplayValue());
gs.info('Opened by ' + now_GR.opened_by.getDisplayValue());
gs.info('Priority ' + now_GR.priority.getDisplayValue());
gs.info('Values:');
gs.info('Opened at ' + now_GR.opened_at.getValue());
gs.info('Opened by ' + now_GR.opened_by.getValue());
gs.info('Priority ' + now_GR.priority.getValue());
```

Output:

```
Display Values:
Opened at 2022-02-01 15:09:51
Opened by Joe Employee
Priority 1 - Critical
Values:
Opened at 2022-02-01 23:09:51
Opened by 681ccaf9c0a8016400b98a06818d57c7
Priority 1
```

Scoped GlideElement - getDisplayValueLang(String language)

Gets the display value of the field in the language passed as a parameter.

The result is only applicable to translatable field types such as **Choice**, **Translated Field**, and **Translated Text**. For other field types, the result defaults to *getDisplayValue()*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You must have the corresponding language plugin to retrieve a translated value. For information, see Activate a language.

See also Scoped GlideElement - getLabelLang(String language).

Parameters

Name	Type	Description
language	String	Language tag conforming with IETF BCP-47.

Returns

Type	Description
String	Display value of the field in the language passed. If a translation isn't available, the method retrieves a value translated in the language of the current user. If a translation isn't available, the result defaults to English.

The following example shows how to get the original text and German-translated text from the **Accept** (UI View) title field.

```
var uiView = new GlideRecord("sys_ui_view");
uiView.get("fa776f6d97700100f309124eda2975bc");

gs.info("getDisplayValue: " +
 uiView.getElement("title").getDisplayValue());
gs.info("getDisplayValueLang: " +
 uiView.getElement("title").getDisplayValueLang("de"));
```

Output:

```
getDisplayValue: Accept
getDisplayValueLang: Akzeptieren
```

Scoped GlideElement - getED()

Returns the field's element descriptor.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideElementDescriptor	The field's element descriptor.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');

var field = grInc.getElement('priority');
var ed = field.getED();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideElement - getGlideObject()

Retrieves the platform object associated with the field's value.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	A platform object corresponding to the field's data type, such as *GlideDateTime*. You can use this object for type-specific operations on the value. For example, date arithmetic, formatting, and timezone conversions that are not available when accessing the field value as a plain string.

The following example shows how to calculate the duration between the opened date and Service Level Agreement (SLA) due date of an incident record.

```
// Query an incident record with both opened_at and sla_due
 populated
var incGr = new GlideRecord('incident');
incGr.addQuery('opened_at', '!=', '');
incGr.addQuery('sla_due', '!=', '');
incGr.setLimit(1);
incGr.query();

if (incGr.next()) {
    gs.info("Incident: " + incGr.getValue('number'));
    gs.info("Opened at: " + incGr.getValue('opened_at'));
    gs.info("SLA due: " + incGr.getValue('sla_due'));

    var duration = calcDateDelta(incGr.opened_at,
 incGr.sla_due);
    if (duration) {
        gs.info("Duration in seconds: " +
 duration.getNumericValue() / 1000);
        gs.info("Duration display value: " +
 duration.getDisplayValue());
    }
}

function calcDateDelta(start, end) {
    var realStart = start.getGlideObject();
    var realEnd = end.getGlideObject();

    // Use GlideDuration to calculate the difference between two
 GlideDateTime objects
    var startMS = realStart.getNumericValue();
    var endMS = realEnd.getNumericValue();
    var deltaMS = endMS - startMS;

    // Create a GlideDuration from the millisecond difference
    var duration = new GlideDuration(deltaMS);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    return duration;
}
```

Output:

```
Incident: INC0000031
Opened at: 2025-03-06 00:18:03
SLA due: 2025-03-06 08:18:03
Duration in seconds: 28800
Duration display value: 8 Hours
```

Scoped GlideElement - getGlobalDisplayValue()

Returns the phone number in international format.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Phone number in international format.

The following example shows how to get the phone number of a walk-up location. This example requires the Walk-up Experience plugin.

```
// Passing walkup location name and closed phone number in
 parameters
setWalkupLocPhone('Santa Clara Tech Lounge','phone_number');

function setWalkupLocPhone(locName, field) {
  var walkupLoc = new GlideRecord('wu_location_queue');
  walkupLoc.addQuery('name',locName);
  walkupLoc.query();
  walkupLoc.next();

  // Returns the phone number of walk-up location queue in
 international format
  gs.info(walkupLoc[field].getGlobalDisplayValue());
}
```

Output:

```
+91 98124 56789
```

Scoped GlideElement - getHTMLValue(Number maxChars)

Returns the HTML value of a field.

Parameters

Name	Type	Description
maxChars	Number	Optional. Maximum number of characters to return.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	HTML value for the field.

```
var inccause = new GlideRecord("incident");
inccause.short_description = current.short_description;
inccause.comments = current.comments.getHTMLValue();
inccause.insert();
```

Scoped GlideElement - getJournalEntry(Number mostRecent)

Returns either the most recent journal entry or all journal entries.

Parameters

Name	Type	Description
mostRecent	Number	If 1, returns the most recent entry. If -1, returns all journal entries.

Returns

Type	Description
String	For the most recent entry, returns a string that contains the field label, timestamp, and user display name of the journal entry. For all journal entries, returns the same information for all journal entries ever entered as a single string with each entry delimited by "\n\n".

```
//gets all journal entries as a string where each entry is
 delimited by '\n\n'
var notes = current.work_notes.getJournalEntry(-1);
//stores each entry into an array of strings
var na = notes.split("\n\n");

for (var i = 0; i < na.length; i++)
  gs.info(na[i]);
```

Scoped GlideElement - getLabel()

Returns the object label.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Object label

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR = new GlideRecord("sc_req_item");
now_GR.addQuery("request", current.sysapproval);
now_GR.query();
while(now_GR.next()) {
var nicePrice = now_GR.price.toString();
    if (nicePrice != ) {
        nicePrice = parseFloat(nicePrice);
        nicePrice = nicePrice.toFixed(2);
    }
    template.print(now_GR.number + ":  " + now_GR.quantity + " X
 " + now_GR.cat_item.getDisplayValue() + " at $" + nicePrice + "
 each \n");
    template.print("    Options:\n");
    var variables = now_GR.variables.getElements();
    for (var key in variables) {
      var now_V = variables[key];
      if(now_V.getQuestion().getLabel() != ) {
         template.space(4);
         template.print('     ' +
 now_V.getQuestion().getLabel() + " = " +
 now_V.getDisplayValue() + "\n");
      }
    }
}
```

Scoped GlideElement - getLabelLang(String language)

Gets the label value of the field in the language passed as a parameter.

You must have the corresponding language plugin to retrieve a translated value. For information, see Activate a language.

See also:

- getDisplayValueLang()
- getLabel()

Parameters

Name	Type	Description
language	String	Language tag conforming with IETF BCP-47.

Returns

Type	Description
String	Value of the field label in the language passed. If a translation isn't available, the method retrieves a value translated in the language of the current user. If a translation isn’t available, the result defaults to English.

The following example shows how to get the original label text and its German translation of the **Accept** (UI View) title.

```
var uiView = new GlideRecord("sys_ui_view");
uiView.get("fa776f6d97700100f309124eda2975bc");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info("getLabel: " + uiView.getElement("title").getLabel());
gs.info("getLabelLang: " +
 uiView.getElement("title").getLabelLang("de"));
```

Output:

```
getLabel: Title
getLabelLang: Titel
```

Scoped GlideElement - getName()

Returns the name of the field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Field name.

The following example shows how to get the name and other values for each field in a sys_user record.

```
var userRec = new GlideRecord("sys_user"); // GlideRecord to
 sys_user table

userRec.get("5137153cc611227c000bbd1bd8cd2005"); // Sys Id of
 user: Fred Luddy

var fields = userRec.getFields();

for (var i = 0; i < fields.size(); i++) {

    var field = fields.get(i);
    var name = field.getName(); // Name of the field
    var label = field.getLabel(); // Label of the field
    var value = field.getDisplayValue(); // Value of the field

    gs.info((Number(i) + 1) + ".\n" + "Field Label: " + label +
 "\n" + "Field Name: " + name + "\n" + "Field Value: " + value);

};
```

Output. Results include 62 fields and have been truncated with ellipsis points (...) to save space.

```
*** Script: 1.
Field Label: Country code
Field Name: country
Field Value:
*** Script: 2.
Field Label: Calendar integration
Field Name: calendar_integration
Field Value: Outlook
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
...
*** Script: 47.
Field Label: First name
Field Name: first_name
Field Value: Fred
...
*** Script: 54.
Field Label: Last name
Field Name: last_name
Field Value: Luddy
...
```

Scoped GlideElement - getReferenceTable()

Gets the table name for a reference element.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Table name of the reference.

```
var grINC = new GlideRecord('incident');
grINC.query('number','INC0010041'); // record assignment group
 assigned to "CAB Approval"
if (grINC.next()) {
  // Get the table name
  var tableName = grINC.assignment_group.getReferenceTable();
  gs.info( tableName );
}
```

Scoped GlideElement - getRefRecord()

Returns a GlideRecord object for a given reference element.

For calculated fields, this method fetches the referenced record and runs a calculation on a scripted default value.

Warning: If the reference element does not contain a value, it returns an empty GlideRecord object, not a NULL object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideRecord	A GlideRecord object

```
var grINC = new GlideRecord('incident');
grINC.addNotNullQuery('caller_id');
grINC.query();
if (grINC.next()) {

// Get a GlideRecord object for the referenced sys_user record
var grUSER = grINC.caller_id.getRefRecord();
if (grUSER.isValidRecord())
  gs.info(grUSER.getValue('name'));

}
```

Scoped GlideElement - getTableName()

Returns the name of the table that contains the field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the table that contains the field that is called on. The returned value might be different from the table class that the record is in. For more information, see Table extension and classes.

```
if (current.approver.getTableName() == "sysapproval_approver") {
    if (current.approver == email.from_sys_id) {
        current.comments = "reply from: " + email.from + "\n\n"
 + email.body_text;

        // if it's been cancelled, it's cancelled.
        var doit = true;
        if (current.state == 'cancelled')
            doit = false;

        if (email.body.state != undefined)
            current.state = email.body.state;

        if (doit)
            current.update();
    } else {
        gs.log("Approval for task " +
 current.sysapproval.getDisplayValue() +
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            " rejected because user sending email " + email.from
 +
            " does not match the approver " +
 current.approver.getDisplayValue());
    }
}
```

Scoped GlideElement - getValue()

Returns the value of a specified field from a GlideRecord object.

This method returns the internal value of the associated database field. To return the display value of the field, use the getDisplayValue() method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value of the field.

The following example shows how to retrieve both the display value and internal value of specified fields in the incident database.

```
var now_GR = new GlideRecord('incident');
now_GR.get('9c573169c611228700193229fff72400'); //INC0000001
gs.info('Display Values:');
gs.info('Opened at ' + now_GR.opened_at.getDisplayValue());
gs.info('Opened by ' + now_GR.opened_by.getDisplayValue());
gs.info('Priority ' + now_GR.priority.getDisplayValue());
gs.info('Values:');
gs.info('Opened at ' + now_GR.opened_at.getValue());
gs.info('Opened by ' + now_GR.opened_by.getValue());
gs.info('Priority ' + now_GR.priority.getValue());
```

Output:

```
Display Values:
Opened at 2022-02-01 15:09:51
Opened by Joe Employee
Priority 1 - Critical
Values:
Opened at 2022-02-01 23:09:51
Opened by 681ccaf9c0a8016400b98a06818d57c7
Priority 1
```

Scoped GlideElement - nil()

Determines if a field is null.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the field is null. Possible values: • true: Field is null. • false: Field is not null.

```
var glideRecord = new GlideRecord('incident');
glideRecord.query('priority','1');
glideRecord.next();
gs.info(glideRecord.state.nil());
```

Output:

```
false
```

Scoped GlideElement - setDateNumericValue(Number milliseconds)

Sets the value of a date/time element to the specified number of milliseconds since January 1, 1970 00:00:00 GMT.

When called, *`setDateNumericValue()`* automatically creates the necessary GlideDateTime/GlideDate/GlideDuration object, and then sets the element to the specified value.

Note: Before calling this method, the element must already exist by querying an existing record or by using the *`now_GR.initialize()`* method to initialize a new record.

Parameters

Name	Type	Description
milliseconds	Number	Number of milliseconds since 1/1/1970

Returns

Type	Description
void	

```
var now_GR = new GlideRecord("incident");
now_GR.initialize();
now_GR.opened_at.setDateNumericValue(10000);
```

Scoped GlideElement - setDisplayValue(Object value)

Sets the display value of the field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
value	Object	The value to set for the field.

Returns

Type	Description
void	

```
var glideRecord = new GlideRecord('incident');
glideRecord.query('priority','1');
glideRecord.next();

//change the urgency to 3
glideRecord.urgency.setDisplayValue('3 - Low');
gs.info(glideRecord.urgency);
```

Scoped GlideElement - setError(String errorMessage)

Adds an error message to the associated field.

Parameters

Name	Type	Description
errorMessage	String	The error message.

Returns

Type	Description
None	

The following example shows how to set an error message on Priority 1 incidents with empty short descriptions.

```
var now_GR = new GlideRecord('incident');
now_GR.addQuery('priority', '1');
now_GR.query();

if (now_GR.next()) {
    var shortDesc = now_GR.short_description.toString();

    if (!shortDesc || shortDesc.trim() === '') {
        now_GR.short_description.setError(
            'A short description is required for all Priority 1
 incidents. Please provide a brief summary of the issue.'
        );
    }
}
```

Scoped GlideElement - setPhoneNumber(Object phoneNumber, Boolean strict)

Sets the field to the specified phone number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method is only available on a phone number GlideElement.

Parameters

Name	Type	Description
phoneNumber	Object	The phone number to set. This can be in either the international or local format.
strict	Boolean	When true, specifies that the number specified must match the correct format. When false, the system attempts to correct an improperly formatted phone number.

Returns

Type	Description
Boolean	Flag that indicates whether the phone number value was set. Possible values: • true: Value was set. • false: Value was not set.

The following example shows how to set the phone number of a walk-up location. This example requires the Walk-up Experience plugin.

```
setWalkupLocPhone('Santa Clara Tech Lounge','+91 9812456789');

function setWalkupLocPhone(locName, phoneNumber) {
  var walkupLoc = new GlideRecord('wu_location_queue');
  walkupLoc.addQuery('name', locName);
  walkupLoc.query();
  walkupLoc.next();

  // Set phone number of walk-up location
  var isPhoneNumberSet =
 walkupLoc.phone_number.setPhoneNumber(phoneNumber, true);
  walkupLoc.update();
  gs.info('Phone Number: ' + walkupLoc.phone_number);
  gs.info('Is phone number specified match the correct format: '
 + isPhoneNumberSet);
}
```

Output:

```
Phone Number: +919812456789
Is phone number specified match the correct format: true
```

Scoped GlideElement - setValue(Object value)

Sets the value of a field.

Note: Before calling this method, the element must already exist by querying an existing record or by using the *now_GR.initialize()* method to initialize a new record.

Not for authentication with password2 fields

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The `setValue()` method passes password2 data as clear text, which results in an error about expecting encrypted data. Additionally, using the setValue() method for password2 fields exposes data that should be encrypted.

For password2 authentication, use the `setDisplayValue()` method instead.

See also:

- Deprecate GlideEncrypter usage of 3DES for password2 fields
- Alternatives to GlideEncrypter usage in knowledge base article KB1320986
- Password2 encryption with the Key Management Framework (KMF)

Parameters

Name	Type	Description
value	Object	Object value to set the field to.

Returns

Type	Description
None	

Set the value passing a string.

```
var glideRecord = new GlideRecord('incident');
glideRecord.query('priority','1');
glideRecord.next();
glideRecord.short_description.setValue('Network failure');
```

Set the value passing an object.

```
var now_GR  = new GlideRecord('student');
now_GR.initialize();
now_GR.setValue('first_name', 'Joe');
now_GR.setValue('last_name', 'Smith');
now_GR.insert();
```

Scoped GlideElement - toString()

Converts the value of a GlideRecord field to a string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value as a string.

```
var glideRecord = new GlideRecord('incident');
glideRecord.query('priority','1');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
glideRecord.next();
gs.info(glideRecord.opened_at.toString());
```

Output:

```
2019-08-31 23:09:51
```

GlideElementCurrency2 - Scoped

The *GlideElementCurrency2* API provides methods to perform operations on Foreign Exchange (FX) Currency fields (also known as Currency2) within the current GlideRecord.

This API provides methods that enable you to perform the following:

- Obtain the FX Currency field display string, as entered by the user.
- Obtain the display value of an FX Currency field.
- Obtain the reference currency value of an FX Currency field.
- Obtain the session currency value of an FX Currency field.
- Set the display value of an FX Currency field.

The *GlideElementCurrency2* class has no constructor.

GlideElementCurrency2 - getAsEnteredDisplayValue()

Returns an FX Currency field display string, as entered by the user, from the associated GlideRecord.

For additional information on FX Currency fields, see Setting up and operating FX Currency fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Display currency string as entered by the user.

This example shows how to call the method.

```
var tablename = 'my_currency2_table';
var setcur2 = new GlideRecord(tablename);
setcur2.initialize();
setcur2.currency_2_field.setDisplayValue('JPY;999999.1234');
setcur2.insert();
gs.info('As entered display value: ' +
 setcur2.currency_2_field.getAsEnteredDisplayValue());
```

Output:

```
As entered display value: ¥999,999.12
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideElementCurrency2 - getDisplayValue()

Returns the display value of an FX Currency field within the associated GlideRecord.

Depending on how the display_value is set in the FX Currency Configuration [fx_configuration] table, the returned value may be the:

- Currency value as entered by the user
- Currency value converted to the session currency (based on the user's locale)
- Currency value converted to the reference currency

For additional information on FX Currency and the configuration table, see Configure FX Currency global settings.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Display currency value

This example shows how to call the method.

```
var tablename = 'my_FXcurrency_table';
var setcur2 = new GlideRecord(tablename);
setcur2.initialize();
setcur2.currency_2_field.setDisplayValue('JPY;999999.1234');
setcur2.insert();
gs.info('Display Value: ' +
 setcur2.currency_2_field.getDisplayValue());
```

Output:

```
Display Value: ¥999,999.12
```

GlideElementCurrency2 - getReferenceDisplayValue()

Returns the reference currency value of an FX Currency field within the associated GlideRecord.

Reference currency is the common currency into which all currency values in a field are converted. The currency code that the *`getReferenceDisplayValue()`* method uses to derive the reference currency is based on the following:

- If an instance record exists, then the method uses the value in the reference_currency field of the FX Currency [fx_currency2_instance] table.
- If an instance record does not exist, then the method uses the reference currency that would be set on the instance record when the instance record is eventually created (in the following order):

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If set, the *reference_currency* in the FX Currency Configuration [fx_configuration] table.
- If set, the *reference_currency_source* in the FX Currency Configuration [fx_configuration] table.
- System default, system reference currency.

For additional information on the values in the FX Currency Configuration [fx_configuration] table, see Setting up and operating FX Currency fields.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Reference currency amount for the associated FX Currency display value.

This example assumes the reference currency code is USD and uses the default conversion rate specified in the FX Currency Configuration [fx_configuration] table. The output will change based on locale.

```
var tablename = 'my_currency2_table';
var setcur2 = new GlideRecord(tablename);
setcur2.initialize();
setcur2.currency_2_field.setDisplayValue('JPY;999999.1234');
setcur2.insert();
gs.info('Reference display value: ' +
 setcur2.currency_2_field.getReferenceDisplayValue());
```

Output:

```
Reference display value: $8,677.99
```

GlideElementCurrency2 - getSessionDisplayValue()

Returns the session currency value of the associated FX Currency field within the current GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Currency value converted to the session currency, which is based on the current user's locale.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example assumes the session locale is language code = eng and country code = USA, and uses the default conversion rate specified in the FX Currency Configuration [fx_configuration] table. The output will change based on locale.

```
var tablename = 'my_currency2_table';
var setcur2 = new GlideRecord(tablename);
setcur2.initialize();
setcur2.currency_2_field.setDisplayValue('JPY;999999.1234');
setcur2.insert();
gs.info('Session display value: ' +
 setcur2.currency_2_field.getSessionDisplayValue());
```

Output:

```
Session display value: $8,677.99
```

GlideElementCurrency2 - setDisplayValue(String displayValue)

Sets the display value of an FX Currency field with the specified currency value.

For additional information on FX Currency fields, see Setting up and operating FX Currency fields.

Parameters

Name	Type	Description
displayValue	String	Value to set in the FX Currency field in the format `<currency code>;<currency amount>`. You must format the `<currency amount>` field in the user's locale. For example, if the user's locale is USA/eng, the passed in `<currency amount>` would be 123.45. If the user's local is FRA/fre, the passed in `<currency amount>` would be 123,45.

Returns

Type	Description
void	

This example shows how to call the method.

```
var tablename = 'my_FXcurrency_table';
var setcur2 = new GlideRecord(tablename);
setcur2.initialize();
setcur2.currency_2_field.setDisplayValue('JPY;999,999.1234');
setcur2.insert();
```

GlideElementDescriptor - Scoped, Global

The *GlideElementDescriptor* API provides information about individual fields in a glide record.

There is no constructor for this class. Use the *GlideElement* or *GlideRecord getED()* method to obtain a GlideElementDescriptor object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideElementDescriptor - getAttachmentEncryptionType()

Returns the encryption type used for attachments on the element's table.

This method is for use with the Edge Encryption plugin.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The encryption type used on attachments. Returns null if attachments on the element's table are not being encrypted.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');

var field = grInc.getElement('priority');
var ed = field.getED();

var isEdge = ed.getAttachmentEncryptionType();
gs.info(isEdge);
```

Output:

```
null
```

GlideElementDescriptor - getEncryptionType()

Returns the element's encryption type.

This method is for use with the Edge Encryption plugin.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The element's encryption type. Returns null if the element is not encrypted.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');

var field = grInc.getElement('priority');
var ed = field.getED();

sEdge = ed.getEncryptionType();
gs.info(isEdge);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
null
```

GlideElementDescriptor - getInternalType()

Returns the element's internal data type.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The element's internal data type. Possible values: • boolean • char • collection • conditions • date • decimal • documentation_field • domain_id • due_date • email • field_name • file_attachment • float • glide_date • glide_date_time • glide_duration • glide_list • GUID • html • image • integer • long • longint • multi_two_lines • journal

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• journal_input • numeric • order_index • password • ph_number • reference • script • script_plain • string • sys_class_name • table_name • template_value • timer • translated_field • url • user_image • user_input • user_roles • video • workflow

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');

var field = grInc.getElement('priority');
var ed = field.getED();

var isEdge = ed.getInternalType();
gs.info(isEdge);
```

Output:

```
integer
```

GlideElementDescriptor - getLabel()

Returns the element's label.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The element's label.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');

var field = grInc.getElement('priority');
var ed = field.getED();

var isEdge = ed.getLabel();
gs.info(isEdge);
```

Output:

```
Priority
```

GlideElementDescriptor - getLength()

Returns the element's length.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The element's size.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');

var field = grInc.getElement('priority');
var ed = field.getED();

var isEdge = ed.getLength();
gs.info(isEdge);
```

Output:

```
40
```

GlideElementDescriptor - getName()

Returns the element's name.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The element's name.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');

var field = grInc.getElement('priority');
var ed = field.getED();

var isEdge = ed.getName();
gs.info(isEdge);
```

Output:

```
priority
```

GlideElementDescriptor - getPlural()

Returns the element's plural label.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The element's plural label.

```
var now_GR = new GlideRecord('incident');
now_GR.query();
var ed = now_GR.getED();
gs.info(ed.getPlural());
```

Output:

```
Incidents
```

GlideElementDescriptor - hasAttachmentsEncrypted()

Returns true if an encrypted attachment has been added to the table.

This method is for use with the Edge Encryption plugin.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Returns true if an encrypted attachment has been added to the table.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');

var field = grInc.getElement('priority');
var ed = field.getED();

var isEdge = ed.hasAttachmentsEncrypted();
gs.info(isEdge);
```

Output:

```
false
```

GlideElementDescriptor - isAutoOrSysID()

Returns true if the element is an automatically generated or system field.

Automatically generated and system fields cannot be encrypted. This method is for use with the Edge Encryption plugin.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the element is automatically generated or a system field.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');
var field = grInc.getElement('priority');
var ed = field.getED();

isEdge = ed.isAutoOrSysID();
gs.info(isEdge);
```

Output:

```
false
```

GlideElementDescriptor - isChoiceTable()

Returns true if the element is defined as a dropdown choice in its dictionary definition.

Choice fields cannnot be encrypted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if the element is defined as a dropdown choice. Returns true even if there are no entries defined in the choice table. The last choice type, suggestion, does not return true.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');

var field = grInc.getElement('priority');
var ed = field.getED();

var isChoiceTable = ed.isChoiceTable();
gs.info(isChoiceTable);
```

Output:

```
true
```

GlideElementDescriptor - isEdgeEncrypted()

Returns true if an element is encrypted.

This method is for use with the Edge Encryption plugin.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if the element is encrypted, false otherwise.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');

var field = grInc.getElement('priority');
var ed = field.getED();

var isEdge = ed.isEdgeEncrypted();
gs.info(isEdge)
```

Output:

```
false
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideElementDescriptor - isMandatory()

Determines whether the element is mandatory and must contain a value before the record can be saved.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the associated element is mandatory and must contain a value before the record containing the element can be saved. Possible values: • true: element must contain a value; mandatory field • false: element does not have to contain a value

This example shows how to check whether the name field is mandatory.

```
var isRecordValid;
var now_GR = new GlideRecord('my_table');
var field = now_GR.getElement('name');
var elementDescriptor = field.getED();
now_GR.query();
while (now_GR.next()) {
if (elementDescriptor.isMandatory() && !now_GR.name) {
       isRecordValid = false;
  }
}
```

GlideElementDescriptor - isVirtual()

Returns true if the element is a virtual element.

A virtual element is a calculated field as set by the dictionary definition of the field. Virtual fields cannot be encrypted.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if the element is a virtual element.

```
var grInc = new GlideRecord('incident');
grInc.query('priority', '1');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var field = grInc.getElement('priority');
var ed = field.getED();

var isVirtual = ed.isVirtual();
gs.info(isVirtual);
```

Output:

```
false
```

GlideElementDynamicAttributeStore - Global

The *GlideElementDynamicAttributeStore* API provides convenient script methods for managing dynamic attributes in the current glide record. Use these methods in conjunction with the *GlideRecord* API to get and set defined dynamic attribute values.

To use this API to create dynamic attributes you must have the dynamic_schema_writer role. To read dynamic data using this API you must have the dynamic_schema_reader role.

This API extends the GlideElement - Global API.

For more information on dynamic attributes, see Dynamic Schema.

See also:

- GlideDynamicAttribute - Global
- GlideDynamicAttributeStore - Global
- GlideTransientDynamicAttribute - Global

GlideElementDynamicAttributeStore - getDynamicAttribute(String attributePath)

Returns a GlideElementDynamicAttribute object representing the dynamic attribute located at the specified dynamic attribute path.

Parameters

Name	Type	Description
attributePath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideElementDynamicAttributeObject	Object that contains the specified dynamic attributes. If the *attributePath* parameter contains invalid information, returns a null.

The following code example shows how to call this method.

```
//Gets all the values of the make attribute from the
 u_inc_dynamic_schema dynamic attribute store column on the
 incident table
var gr_Inc = new GlideRecord('incident');
gr_Inc.query();
while(gr_Inc.next()) {
    var attr =
 gr.getDynamicAttribute('inc_dynamic_schema->cars->make');
    gs.info(attr.getValue());
}

//You can also use if(gr_Inc.next()) if you don't want all the
 values
var gr_Inc = new GlideRecord('incident');
gr_Inc.query();
if(gr_Inc.next()) {
    var attr =
 gr_Inc.getDynamicAttribute('inc_dynamic_schema->cars->make');
    gs.info(attr.getValue());
}
```

GlideElementDynamicAttributeStore - getDynamicAttributesInStore()

Returns the set of dynamic attribute definitions that are present and stored in a field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Array of GlideDynamicAttribute or GlideTransientDynamicAttribute objects.

The following example shows how to retrieve the contents of a stored dynamic attribute, list the attributes it stored, and the attributes in its schema.

```
var record = new GlideRecord('cool_thing');
record.get('number', 'COOL0000005');

gs.info("Store Contents:\n" +
 JSON.stringify(JSON.parse(record.store1), null, 2) + "\n");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info("Attributes in Store:\n" +
 record.store1.getDynamicAttributesInStore() + "\n");
gs.info("Attributes in Schema:\n" +
 record.store1.getDynamicAttributesInSchema() + "\n");
```

Output:

```
*** Script: Store Contents:
{
  "_a": {
    "b": "hello world"
  },
  "_group1": {
    "integer1": "5"
  },
  "_group2": {
    "integer1": "10",
    "string1": "hello"
  }
}

*** Script: Attributes in Store:
a->b,group1->integer1,group2->integer1,group2->string1

*** Script: Attributes in Schema:
group1->integer1,group1->string1,group2->integer1
```

GlideElementDynamicAttributeStore - getDynamicAttributesInSchema()

Returns the set of dynamic attribute definitions that are pointed to in the schema.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Array of GlideDynamicAttribute or GlideTransientDynamicAttribute objects.

The following example shows how to retrieve the contents of a stored dynamic attribute, list the attributes it stored, and the attributes in its schema.

```
var record = new GlideRecord('cool_thing');
record.get('number', 'COOL0000005');

gs.info("Store Contents:\n" +
 JSON.stringify(JSON.parse(record.store1), null, 2) + "\n");
gs.info("Attributes in Store:\n" +
 record.store1.getDynamicAttributesInStore() + "\n");
gs.info("Attributes in Schema:\n" +
 record.store1.getDynamicAttributesInSchema() + "\n");
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: Store Contents:
{
  "_a": {
    "b": "hello world"
  },
  "_group1": {
    "integer1": "5"
  },
  "_group2": {
    "integer1": "10",
    "string1": "hello"
  }
}

*** Script: Attributes in Store:
a->b,group1->integer1,group2->integer1,group2->string1

*** Script: Attributes in Schema:
group1->integer1,group1->string1,group2->integer1
```

GlideElementDynamicAttributeStore - getDynamicAttributeDisplayValue(String attributePath)

Returns the display value of the dynamic attribute located at a specified attribute path within a dynamic attribute store. If a display value is not available, it returns the internal value.

Parameters

Name	Type	Description
attributePath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`

Returns

Type	Description
Object	Value for the associated dynamic attribute in human-readable format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	If the *attributePath* parameter contains invalid information, returns a null.

The following code example shows how to call this method.

```
//Gets all the display values of the luxury attribute from
 the inc_dynamic_schema dynamic attribute store column on the
 incident table
var gr_Inc = new GlideRecord('incident');
gr_Inc.query();
while(gr_Inc.next()) {
    var attr =
 gr_Inc.getDynamicAttributeDisplayValue('inc_dynamic_schema->ca
rs->luxury');
    gs.info(attr);
}

//You can also use if(gr.next()) if you don't want all the
 values
var gr_Inc = new GlideRecord('incident');
gr_Inc.query();

if(gr_Inc.next()) {
    var attr =
 gr_Inc.getDynamicAttributeDisplayValue('inc_dynamic_schema->ca
rs->luxury');
    gs.info(attr);
}
```

GlideElementDynamicAttributeStore - getDynamicAttributeValue(String attributePath)

Returns the internal value of the dynamic attribute pointed to by a passed-in attribute path within a dynamic attribute store.

For more information on dynamic attributes, see Dynamic Schema.

Parameters

Name	Type	Description
attributePath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`

Returns

Type	Description
Object	Value of the dynamic attribute pointed to by the passed attribute path. If the *attributePath* parameter contains invalid information, returns a null.

The following code example shows how to call this method.

```
var gr_Inc = new GlideRecord('incident');
gr_Inc.query();

while(gr_Inc.next()) {
    var attr =
 gr_Inc.getDynamicAttributeValue('inc_dynamic_schema->cars->luxu
ry');
    gs.info(attr);
}
```

Output:

```
*** Script: 1
```

GlideElementDynamicAttributeStore - setDynamicAttributeValue(String attributePath, Object value)

Sets the attribute pointed to by a specified attribute path in a dynamic attribute store to a specified value.

For more information on dynamic attributes, see Dynamic Schema.

Parameters

Name	Type	Description
attributePath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`
value	Object	Value to set in the specified attribute. **Note:** For dynamic attributes, only the following data types are supported: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

Returns

Type	Description
GlideElementDynamicAttributeStore	Returns a GlideElementDynamicAttributeStore object containing the specified value. If the *groupAttributePath* parameter contains invalid information, the attribute is not updated.

The following code example shows how to call this method.

```
//This simple example inserts a make attribute on the
 inc_dynamic_schema column where the value of the make attribute
 is Ford.
var gr_Inc = new GlideRecord('incident');
gr_Inc.setDynamicAttributeValue('inc_dynamic_schema->cars->mak
e', 'Ford');
gr_Inc.insert();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideElementDynamicAttributeStore - setDynamicAttributeValues(GlideDynamicAttributeStore values)

Sets the values specified in the passed GlideElementDynamicAttrbuteStore object in the dynamic attribute store of the current GlideRecord element. The current element's data type must be set to **Dynamic Attribute Store**.

For more information on dynamic attributes, see Dynamic Schema.

Parameters

Name	Type	Description
values	GlideDynamicAttributeStore	Object that contains the values to set in the current element's dynamic schema. Values not specified in this object are not updated.

Returns

Type	Description
GlideElementDynamicAttributeStore	Updated GlideElementDynamicAttributeStore object.

The following code example shows how to call this method.

```
var gr_Inc = new GlideRecord('incident');
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue("cars->color", "black");
das.setDynamicAttributeValue("cars->make","Honda");
das.setDynamicAttributeValue("cars->model","CRV");
gr_Inc.setDynamicAttributeValues('inc_dynamic_schema', das);
gr_Inc.insert();
```

This code example inserts the following in the u_inc_dynamic_schema column:

```
{
  "cars" : {
    "color" : "black",
    "make" : "Honda",
    "model" : "CRV"
  }
}
```

GlideElementDynamicAttributeStore - setDynamicAttributeDisplayValue(String attributePath)

Sets the display value of the dynamic attribute located at a specified path within the dynamic attribute store of the current GlideRecord element.

Parameters

Name	Type	Description
attributePath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`
value	Object	Value to set in the current dynamic attribute element. The passed value must be of one of the following data types: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

Returns

Type	Description
GlideElementDynamicAttributeStore	Object that contains the updated glide element.

The following code example shows how to call this method.

```
var grFleet = new GlideRecord('u_car_fleet');
grFleet.setDynamicAttributeValue('u_dyn_attr_store',
 'car->color', 'Yellow');
grFleet.setDynamicAttributeValue('u_dyn_attr_store',
 'car->make', 'Ford');
var sysId = grFleet.insert();
gs.info("Inserted: " + grFleet.u_dyn_attr_store);

var daStore = new GlideDynamicAttributeStore();
daStore.setDynamicAttributeValue('car->color', 'Green');
daStore.setDynamicAttributeValue('car->model', 'Bronco');

var geDynAttrStore = grFleet.getElement('u_dyn_attr_store');
geDynAttrStore.setDynamicAttributeDisplayValues(daStore);
grFleet.update();
gs.info("Updated:  " + grFleet.u_dyn_attr_store);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
*** Script: Inserted: {"car":{"color":"Yellow","make":"Ford"}}
*** Script: Updated:
 {"car":{"color":"Green","make":"Ford","model":"Bronco"}}
```

The following code example shows how a Boolean display value is stored as "1" but is passed back as "true".

```
 var gr_Inc = new GlideRecord('incident');
gr_Inc.setDynamicAttributeDisplayValue('u_inc_dynamic_schema->u_
cars->u_luxury', '1');
gr_Inc.insert()
```

Returned value:

```
{
  "u_cars" : {
    "u_luxury" : "true"
  }
}
```

GlideElementDynamicAttributeStore - setDynamicAttributeDisplayValues(GlideDynamicAttributeStore values)

Sets the display values specified in the passed GlideDynamicAttrbuteStore object in the dynamic attributes of the current GlideRecord element. The current element's data type must be set to **Dynamic Attribute Store** in the associated table.

Parameters

Name	Type	Description
values	GlideDynamicAttributeStore	Object that contains the display values to set in the current element's dynamic attribute store. Display values not specified in this object are not updated. This object must contain both the attribute path and the display value for each attribute to store. For example: `{ "car":{ "color":"Blue", "make":"Ford", "model":"Mustang" } }`

Returns

Type	Description
GlideElementDynamicAttributeStore	Object that contains the updated glide element.

The following code example shows how to call this method.

```
var daStore = new GlideDynamicAttributeStore();
daStore.setDynamicAttributeValue('car->make', 'Ford');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
daStore.setDynamicAttributeValue('car->model', 'Mustang');
daStore.setDynamicAttributeValue('car->color', 'Blue');
gs.info("daStore: " + daStore);

var gr_Car = new GlideRecord('u_car_fleet');
gr_Car.query();
while(gr_Car.next()) {
  var glideElement = gr_Car.getElement('u_dyn_attr_store');
  glideElement.setDynamicAttributeValues(daStore);
  gr_Car.update();
}
```

GlideEmailOutbound - Scoped

The scoped *GlideEmailOutbound* API implements the email object for scoped applications. You can use the *GlideEmailOutbound* methods with the email global object available in mail scripts. The email object behaves identically for global and scoped applications.

GlideEmailOutbound - GlideEmailOutbound()

Instantiates a scoped GlideEmailOutbound object.

Parameters

Name	Type	Description
None		

GlideEmailOutbound - addAddress(String type, String address)

Adds the address to either the cc or bcc list.

Parameters

Name	Type	Description
type	String	Either cc or bcc, determines the list to which the address is added.
address	String	The recipient's email address.

Returns

Type	Description
void	

```
email.addAddress('cc', 'joe.employee@something.com');
```

GlideEmailOutbound - addAddress(String type, String address, String displayName)

Adds the recipient to either the cc or bcc list, but uses the display name instead of the address when showing the recipient.

Parameters

Name	Type	Description
type	String	Either cc or bcc, determines the list to which the address is added.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
address	String	The recipient's email address.
displayName	String	The name to be shown instead of the email address.

Returns

Type	Description
void	

```
email.addAddress('bcc', 'joe.employee@something.com', 'dudley
 rocks');
```

GlideEmailOutbound - getSubject()

Returns the email's subject line.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The email's subject line.

GlideEmailOutbound - getWatermark()

Returns the email's watermark.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The email's watermark.

```
var watermark = email.getWatermark();
```

GlideEmailOutbound - setBody(String bodyText)

Sets the body of the email.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
bodyText	String	The body of the email.

Returns

Type	Description
void	

```
email.setBody('Dear Sir, ...');
```

GlideEmailOutbound - setFrom(String address)

Sets the sender's address.

Parameters

Name	Type	Description
address	String	The sender's email address.

Returns

Type	Description
void	

```
email.setFrom('joe.employee@something.com');
```

GlideEmailOutbound - setReplyTo(String address)

Sets the reply to address.

Parameters

Name	Type	Description
address	String	The reply to email address.

Returns

Type	Description
void	

```
email.setReplyTo('joe.employee@something.com');
```

GlideEmailOutbound - setSubject(String subject)

Sets the email's subject line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
subject	String	Text for the subject line.

Returns

Type	Description
void	

```
email.setSubject('Important Issues to discuss');
```

GlideEncrypter - Global (deprecated)

The *GlideEncrypter* API provides methods to encrypt and decrypt strings using the Triple DES algorithm.

Note: The *GlideEncrypter* API uses the three-key Triple DES encryption standard which NIST 800-131A Rev 2 has recommended against using to encrypt data after 2023. Please take a moment to review the information below.

- Starting with the Xanadu family release, the *GlideEncrypter* API is not recommended for use, as this API is deprecated according to NIST guidelines. With the Zurich release, the GlideEncrypter API will be upgraded to automatically use Key Management Framework.
- New instance installations and re-installations using the GlideEncrypter API in the ServiceNow AI Platform will not be permitted in the Zurich release planned for September 2025. Use the Instance Scan to identify where GlideEncrypter is used on your instance. Find this tool on your instance by navigating to **Instance Scan** > **Suites** > **GlideEncrypter**.
- Review the following Knowledge Base article for migration guidance to the applicable replacement solution based on your current use case: Alternatives to deprecated GlideEncrypter APIs.

If the *GlideEncrypter* API is no longer used on your instance, you may deprecate 3DES. For details, see Prepare your instance for GlideEncrypter deprecation.

You can use this API in server scripts in the global scope. The *GlideEncrypter* class has two constructors:

- *GlideEncrypter()*
- *GlideEncrypter(String key)*

GlideEncrypter - GlideEncrypter()

Creates an instance of the GlideEncrypter class using a default (static) encryption key.

Parameters

Name	Type	Description
None		

```
var encr = new GlideEncrypter();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideEncrypter - GlideEncrypter(String key)

Creates an instance of the GlideEncrypter class using a given encryption key.

Parameters

Name	Type	Description
key	String	Your encryption key must be exactly 24 characters. A key longer than 24 characters will be truncated.

```
var encr = new GlideEncrypter(myKey);
```

GlideEncrypter - decrypt(String encryptedString)

Decrypts a clear string using the Triple DES algorithm.

Parameters

Name	Type	Description
encryptedString	String	String to be decrypted.

Returns

Type	Description
String	Clear text string.

```
var encr = new GlideEncrypter();
var clearString = 'abcdefg';
var encrString = encr.encrypt(clearString);
var decrString = encr.decrypt(encrString);
gs.print("Decrypted string = " + decrString);
```

Output:

```
Decrypted string = abcdefg
```

GlideEncrypter - encrypt(String clearString)

Encrypts a clear string using the Triple DES algorithm.

Parameters

Name	Type	Description
clearString	String	String to be encrypted.

Returns

Type	Description
String	Encrypted string.

```
var encr = new GlideEncrypter();
var clearString = 'abcdefg';
var encrString = encr.encrypt(clearString);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print("Encrypted string = " + encrString);
```

Output:

```
Encrypted string = 3wjpvKtUIi4=
```

GlideEventManager - Global

The *GlideEventManager* API provides methods to process events.

For information on creating an event queue, see Creating custom queues to process events.

GlideEventManager - GlideEventManager(String queueName)

Instantiates a *GlideEventManager* object.

Parameters

Name	Type	Description
queueName	String	Name of a queue for an event listed in the Event Registry [sysevent_register] table. If no queue is provided, *GlideEventManager* processes against the default queue.

The following example shows how to instantiate a *GlideEventManager* object.

```
var eventMgr = new GlideEventManager('my_queue');
```

GlideEventManager - process(Number limit)

Processes the eligible events in a queue.

You can use the *limit* parameter to identify a range of process_on times for events in the queue and it isn't a hard limit. For example, if the limit is 10, the system looks for the 10 oldest pending process_on times. If multiple events have the same process_on time, more than 10 events might be claimed (that is, ready to process).

Parameters

Name	Type	Description
limit	Number	Optional. Limits the number of events claimed. If this value isn't passed, no limit is applied.

Returns

Type	Description
None	

The following example shows how to limit the number of events processed to roughly 200.

```
GlideEventManager('my_event_queue').process(200);
```

GlideScopedEvaluator - Global

The *GlideScopedEvaluator* API allows you to evaluate scripts in a GlideRecord field from both scoped and global server scripts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API evaluates scripts within the script field type. The scope of the record defines the scope of the script.

GlideScopedEvaluator - GlideScopedEvaluator()

Instantiates a GlideScopedEvaluator object.

Parameters

Name	Type	Description
None		

Scoped equivalent

To use the *GlideScopedEvaluator()* method in a scoped application, use the corresponding scoped method: GlideScopedEvaluator().

GlideScopedEvaluator - evaluateScript(GlideRecord grObj, String scriptField, Object variables)

Evaluates a script from a GlideRecord field.

Parameters

Name	Type	Description
grObj	GlideRecord	The GlideRecord containing a script expression.
scriptField	String	(Optional) The name of the field containing the script expression.
variables	Object	(Optional) A map of variables with name-value pairs. These variables are available to the script during execution of this method.

Returns

Type	Description
Object	The result of the script execution.

```
//For this example, we created a table: "x_app_table" with two
 columns: "short_description", "test_script"
// "test_script" will store the script to be evaluated by
 GlideScopedEvaluator.
var now_GR = new GlideRecord('x_app_table');
now_GR.short_description = 'Testing GlideScopedEvaluator';
now_GR.test_script = "gs.getUser().getName() + ' says ' +
 greeting; ";
now_GR.insert();

//setup variables to be used by the script
var vars = {'greeting' : 'hello'};

//Evaluate the script from the field
var evaluator = new GlideScopedEvaluator();
gs.info(evaluator.evaluateScript(now_GR, 'test_script', vars));

// Now retrieve the result
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
evaluator.evaluateScript(gr, 'u_test_script', null);
gs.info(evaluator.getVariable('result'));
```

Output:

```
admin says hello
```

Scoped equivalent

To use the *evaluateScript()* method in a scoped application, use the corresponding scoped method: evaluateScript().

GlideScopedEvaluator - getVariable(String name)

Returns a variable from a GlideScopedEvaluator object.

Parameters

Name	Type	Description
name	String	The name of the variable.

Returns

Type	Description
Object	The value of the specified variable.

```
//setting up a record that contains the script to be executed.
var now_GR = new GlideRecord('global');
now_GR.u_short_description = 'Calculate Addition';
now_GR.u_test_script = "result = x + y";
evaluator.evaluateScript(now_GR, "script")
now_GR.insert();

var evaluator = new GlideScopedEvaluator();
evaluator.putVariable('x', 100);
evaluator.putVariable('y', 200);
evaluator.putVariable('result', null);
evaluator.evaluateScript(now_GR, "script")
now_GR.insert();
```

Output:

```
300
```

Scoped equivalent

To use the *getVariable()* method in a scoped application, use the corresponding scoped method: getVariable().

GlideScopedEvaluator - putVariable(String name, Object value)

Puts a variable into the *GlideScopedEvaluator* object. These variables are available to the script that this GlideScopedEvaluator object runs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	The name of the variable.
value	Object	The value of the variable.

Returns

Type	Description
void	

```
//setting up a record that contains the script to be executed.
var now_GR = new GlideRecord('u_global_table');
now_GR.u_short_description = 'Calculate Addition';
now_GR.u_test_script = "result = x + y";
evaluator.evaluateScript(now_GR, "script")
now_GR.insert();

var evaluator = new GlideScopedEvaluator();
evaluator.putVariable('x', 100);
evaluator.putVariable('y', 200);
evaluator.putVariable('result', null);
evaluator.evaluateScript(now_GR, "script")
now_GR.insert();
```

Output:

```
300
```

Scoped equivalent

To use the *putVariable()* method in a scoped application, use the corresponding scoped method: putVariable().

GlideScopedEvaluator - Scoped

The *GlideScopedEvaluator* API allows you to evaluate scripts in a GlideRecord field from both scoped and global server scripts.

This API evaluates records with script fields defined. The scope of the script is defined by the scope of the record.

GlideScopedEvaluator - GlideScopedEvaluator()

Instantiates a GlideScopedEvaluator object.

Parameters

Name	Type	Description
None		

GlideScopedEvaluator - evaluateScript(GlideRecord grObj, String scriptField, Object variables)

Evaluates a script that resides in a GlideRecord field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
grObj	GlideRecord	GlideRecord containing a script expression.
scriptField	String	Optional. Name of the field containing the script expression.
variables	Object	Optional. Map of variables with name-value pairs. These variables are available to the script during execution of this method.

Returns

Type	Description
Object	Result of the script execution.

```
// Setting up a record that contains the script to be executed.
var now_GR = new GlideRecord('u_global_table');
now_GR.u_short_description = 'Calculate Addition';
now_GR.u_test_script = "result = x + y";
now_GR.insert();

var evaluator = new GlideScopedEvaluator();
evaluator.putVariable('x', 100);
evaluator.putVariable('y', 200);
gs.info(evaluator.evaluateScript(now_GR, 'u_test_script'));
```

Output:

```
300
```

GlideScopedEvaluator - getVariable(String name)

Returns a specified variable from a GlideScopedEvaluator object.

Parameters

Name	Type	Description
name	String	Name of the variable to return.

Returns

Type	Description
Object	Value of the specified variable.

The following example shows how to call the *getVariable()* method to check the value of the *answer* variable.

```
(function executeRule(current, previous /*null when async*/) {
  var grAG = current.assignment_group.getRefRecord(); // Get the
 GlideRecord of the assignment group
  if (grAG.isValidRecord()) {
    var ge = new GlideScopedEvaluator();
    ge.putVariable("current", current); // Pass through the
 "current" variable as "current"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ge.putVariable("group", grAG); // Pass through the "grAG"
 variable as "group"
    ge.putVariable("answer", true); // default "answer" to TRUE
    ge.evaluateScript(grAG, "u_assignment_condition"); // Run
 the script

    // Abort the transaction if the "answer" variable was set to
 FALSE explicitly (undefined doesn't count)
    if (ge.getVariable("answer") === false) {
      gs.addErrorMessage("Assignment rule did not pass");
      current.setAbortAction(true);
    }
  }
})(current, previous);
```

GlideScopedEvaluator - putVariable(String name, Object value)

Sets a variable into the GlideScopedEvaluator object. These variables are available to the script that this GlideScopedEvaluator object runs.

Parameters

Name	Type	Description
name	String	Name of the variable.
value	Object	Value of the variable.

Returns

Type	Description
None	

The following example shows how to call the *putVariable()* method to set the *answer* variable to true.

```
(function executeRule(current, previous /*null when async*/) {
  var grAG = current.assignment_group.getRefRecord(); // Get the
 GlideRecord of the assignment group
  if (grAG.isValidRecord()) {
    var ge = new GlideScopedEvaluator();
    ge.putVariable("current", current); // Pass through the
 "current" variable as "current"
    ge.putVariable("group", grAG); // Pass through the "grAG"
 variable as "group"
    ge.putVariable("answer", true); // Set default "answer" to
 TRUE
    ge.evaluateScript(grAG, "u_assignment_condition"); // Run
 the script

    // Abort the transaction if the "answer" variable was set to
 FALSE explicitly (undefined doesn't count)
    if (ge.getVariable("answer") === false) {
      gs.addErrorMessage("Assignment rule did not pass");
      current.setAbortAction(true);
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
})(current, previous);
```

GlideExcelParser - Scoped, Global

The *GlideExcelParser* API parses .xlsx formatted Excel files and access file data in scripts.

You can use the *GlideExcelParser* methods in global and scoped scripts. Use the `sn_impex` namespace identifier to create a GlideExcelParser object.

GlideExcelParser - GlideExcelParser()

Creates an instance of GlideExcelParser.

The API name space identifier "sn_impex" must be used when creating a GlideExcelParser object.

Parameters

Name	Type	Description
None		

```
var parser = new sn_impex.GlideExcelParser();
var attachment = new GlideSysAttachment();
// use attachment sys id of an excel file
var attachmentStream = attachment.getContentStream(<attachment
 sys id>);

parser.parse(attachmentStream);

//retrieve the column headers
var headers = parser.getColumnHeaders();
var header1 = headers[0];
var header2 = headers[1];

//print headers
gs.info(header1 + " " + header2);

while(parser.next()) {
  var row = parser.getRow();
  //print row value for both columns
  gs.info(row[header1] + ' ' + row[header2])
}
```

GlideExcelParser - close()

Close the connection to the input stream and release the document.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example shows how to close the parser once all document management is complete.

```
// iterate over each row in the excel sheet
var attachment = new GlideSysAttachment();
var attachmentStream = attachment.getContentStream(<attachment
 sys id>);
var parser = new sn_impex.GlideExcelParser();
parser.parse(attachmentStream);
while (parser.next()) {
  // do something on each row
  var row = parser.getRow();
  gs.info(JSON.stringify(row));
}
parser.close(); // close the stream and release the document
```

GlideExcelParser - getColumnHeaders()

Returns a list of column headers from the parsed document.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of strings of column headers from the parsed document.

The following example shows how to parse an Excel file attachment multiple times to retrieve column headers and print values of each row for each worksheet. Results display column headers and values of three separate sheets in the Excel attachment.

```
var parser = new sn_impex.GlideExcelParser();

var attachment = new GlideSysAttachment();

// Use the attachment sys_id of an Excel file
var attachmentStream =
 attachment.getContentStream("<attachment_sys_id>");

// Set the source to be parsed
parser.setSource(attachmentStream);

// Get the worksheet names to be parsed in the Excel document
var list_sheet_name = parser.getSheetNames();

gs.info(" Sheet Names " + list_sheet_name.join(", "));

// Iterate over each worksheet in the Excel workbook
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
for (var i = 0; i < list_sheet_name.length; i++) {

 gs.info("************************************************************
*********************************");
    gs.info("Sheet name:    " + list_sheet_name[i]);

// Set the worksheet name to be parsed
    parser.setSheetName(list_sheet_name[i]);

// Parse each worksheet set using setSheetName()
    if (parser.parse()) {
        //retrieve the column headers
        var headers = parser.getColumnHeaders();
        var header1 = headers[0];
        var header2 = headers[1];
        var header3 = headers[2];

        //print headers
        gs.info(header1 + "\t||" + header2 + "\t||" + header3);

        // Iterate over each row in the worksheet
        while (parser.next()) {
            var row = parser.getRow();
            //print row value for both columns
            gs.info(row[header1] + '\t|| ' + row[header2] +
 '\t||' + row[header3])
        }
    } else
        gs.info(parser.getErrorMessage());
}
```

Output:

```
*** Script:  Sheet Names Incident Table, sys_user Table,
 knowledge Table
*** Script:
 ************************************************************************
***********************
*** Script: Sheet name:    Incident Table
*** Script: Number ||Opened ||Short description
*** Script: INC0010112 || 2019-07-29 11:48:43 ||Assessment :
 ATF Assessor
*** Script: INC0010111 || 2019-07-22 14:04:57 ||ATF : Test1
*** Script: INC0009009 || 2018-08-30 01:06:16 ||Unable to access
 the shared folder.
*** Script:
 ************************************************************************
***********************
*** Script: Sheet name:    sys_user Table
*** Script: User ID ||Name ||Email
*** Script: abel.tuter || Abel Tuter ||abel.tuter@example.com
*** Script: abraham.lincoln || Abraham Lincoln
 ||abraham.lincoln@example.com
*** Script: adela.cervantsz || Adela Cervantsz
 ||adela.cervantsz@example.com
*** Script: aileen.mottern || Aileen Mottern
 ||aileen.mottern@example.com
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: alejandra.prenatt || Alejandra Prenatt
 ||alejandra.prenatt@example.com
*** Script:
 ************************************************************************
**********************
*** Script: Sheet name:    knowledge Table
*** Script: Number ||Short description ||Author
*** Script: KB99999999 || Microsoft Outlook Issues ||System
 Administrator
*** Script: KB0000033 || Eclipse configuration for Android
 development ||System Administrator
*** Script: KB0000032 || Getting Around in Windows ||System
 Administrator
*** Script: KB0000031 || How can I find the MAC address of my
 Ethernet or
   wireless interface? ||Sam Sorokin
```

GlideExcelParser - getErrorMessage()

Returns the error message when the *parse()* method fails.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The error message.

GlideExcelParser - getRow()

Get the current row values and headers.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The row headers are property names and the row values are property values.

The following example shows how to parse an Excel file attachment multiple times to retrieve column headers and print values of each row for each worksheet. Results display column headers and values of three separate sheets in the Excel attachment.

```
var parser = new sn_impex.GlideExcelParser();

var attachment = new GlideSysAttachment();

// Use the attachment sys_id of an Excel file
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var attachmentStream =
 attachment.getContentStream("<attachment_sys_id>");

// Set the source to be parsed
parser.setSource(attachmentStream);

// Get the worksheet names to be parsed in the Excel document
var list_sheet_name = parser.getSheetNames();

gs.info(" Sheet Names " + list_sheet_name.join(", "));

// Iterate over each worksheet in the Excel workbook
for (var i = 0; i < list_sheet_name.length; i++) {

 gs.info("**********************************************************
*******************************");
    gs.info("Sheet name:    " + list_sheet_name[i]);

// Set the worksheet name to be parsed
    parser.setSheetName(list_sheet_name[i]);

// Parse each worksheet set using setSheetName()
    if (parser.parse()) {
        //retrieve the column headers
        var headers = parser.getColumnHeaders();
        var header1 = headers[0];
        var header2 = headers[1];
        var header3 = headers[2];

        //print headers
        gs.info(header1 + "\t||" + header2 + "\t||" + header3);

        // Iterate over each row in the worksheet
        while (parser.next()) {
            var row = parser.getRow();
            //print row value for both columns
            gs.info(row[header1] + '\t|| ' + row[header2] +
 '\t||' + row[header3])
        }
    } else
        gs.info(parser.getErrorMessage());
}
```

Output:

```
*** Script:  Sheet Names Incident Table, sys_user Table,
 knowledge Table
*** Script:
 ****************************************************************
**********************
*** Script: Sheet name:    Incident Table
*** Script: Number ||Opened ||Short description
*** Script: INC0010112 || 2019-07-29 11:48:43 ||Assessment :
 ATF Assessor
*** Script: INC0010111 || 2019-07-22 14:04:57 ||ATF : Test1
*** Script: INC0009009 || 2018-08-30 01:06:16 ||Unable to access
 the shared folder.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:
 ************************************************************************
************************
*** Script: Sheet name:    sys_user Table
*** Script: User ID ||Name ||Email
*** Script: abel.tuter || Abel Tuter ||abel.tuter@example.com
*** Script: abraham.lincoln || Abraham Lincoln
 ||abraham.lincoln@example.com
*** Script: adela.cervantsz || Adela Cervantsz
 ||adela.cervantsz@example.com
*** Script: aileen.mottern || Aileen Mottern
 ||aileen.mottern@example.com
*** Script: alejandra.prenatt || Alejandra Prenatt
 ||alejandra.prenatt@example.com
*** Script:
 ************************************************************************
************************
*** Script: Sheet name:    knowledge Table
*** Script: Number ||Short description ||Author
*** Script: KB99999999 || Microsoft Outlook Issues ||System
 Administrator
*** Script: KB0000033 || Eclipse configuration for Android
 development ||System Administrator
*** Script: KB0000032 || Getting Around in Windows ||System
 Administrator
*** Script: KB0000031 || How can I find the MAC address of my
 Ethernet or
   wireless interface? ||Sam Sorokin
```

GlideExcelParser - getSheetNames()

Gets a list of all worksheet names in an Excel workbook.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Array of strings as worksheet names ordered as positioned from left to right in the workbook. Results include any worksheets marked as hidden.

The following example shows how to parse an Excel file attachment multiple times to retrieve column headers and print values of each row for each worksheet. Results display column headers and values of three separate sheets in the Excel attachment.

```
var parser = new sn_impex.GlideExcelParser();

var attachment = new GlideSysAttachment();

// Use the attachment sys_id of an Excel file
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var attachmentStream =
 attachment.getContentStream("<attachment_sys_id>");

// Set the source to be parsed
parser.setSource(attachmentStream);

// Get the worksheet names to be parsed in the Excel document
var list_sheet_name = parser.getSheetNames();

gs.info(" Sheet Names " + list_sheet_name.join(", "));

// Iterate over each worksheet in the Excel workbook
for (var i = 0; i < list_sheet_name.length; i++) {

 gs.info("**********************************************************
*******************************");
    gs.info("Sheet name:    " + list_sheet_name[i]);

// Set the worksheet name to be parsed
    parser.setSheetName(list_sheet_name[i]);

// Parse each worksheet set using setSheetName()
    if (parser.parse()) {
        //retrieve the column headers
        var headers = parser.getColumnHeaders();
        var header1 = headers[0];
        var header2 = headers[1];
        var header3 = headers[2];

        //print headers
        gs.info(header1 + "\t||" + header2 + "\t||" + header3);

        // Iterate over each row in the worksheet
        while (parser.next()) {
            var row = parser.getRow();
            //print row value for both columns
            gs.info(row[header1] + '\t|| ' + row[header2] +
 '\t||' + row[header3])
        }
    } else
        gs.info(parser.getErrorMessage());
}
```

Output:

```
*** Script:  Sheet Names Incident Table, sys_user Table,
 knowledge Table
*** Script:
 ****************************************************************
**********************
*** Script: Sheet name:    Incident Table
*** Script: Number ||Opened ||Short description
*** Script: INC0010112 || 2019-07-29 11:48:43 ||Assessment :
 ATF Assessor
*** Script: INC0010111 || 2019-07-22 14:04:57 ||ATF : Test1
*** Script: INC0009009 || 2018-08-30 01:06:16 ||Unable to access
 the shared folder.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:
 ************************************************************************
************************
*** Script: Sheet name:    sys_user Table
*** Script: User ID ||Name ||Email
*** Script: abel.tuter || Abel Tuter ||abel.tuter@example.com
*** Script: abraham.lincoln || Abraham Lincoln
 ||abraham.lincoln@example.com
*** Script: adela.cervantsz || Adela Cervantsz
 ||adela.cervantsz@example.com
*** Script: aileen.mottern || Aileen Mottern
 ||aileen.mottern@example.com
*** Script: alejandra.prenatt || Alejandra Prenatt
 ||alejandra.prenatt@example.com
*** Script:
 ************************************************************************
************************
*** Script: Sheet name:    knowledge Table
*** Script: Number ||Short description ||Author
*** Script: KB99999999 || Microsoft Outlook Issues ||System
 Administrator
*** Script: KB0000033 || Eclipse configuration for Android
 development ||System Administrator
*** Script: KB0000032 || Getting Around in Windows ||System
 Administrator
*** Script: KB0000031 || How can I find the MAC address of my
 Ethernet or
   wireless interface? ||Sam Sorokin
```

GlideExcelParser - getTableInfo()

Gets table column types and max character length from a spreadsheet or CSV attachment.

Note: This method is restricted to scoped applications.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Returns attachment data as a map in which the key is column name. Values contain column type and maximum length of a character string in the column. Access return values using the *getType()* and *getLength()* methods.

This example shows how to data from a 7-column spreadsheet attachment including row data such as 1, Meghan, 1/1/85, 1:00 AM, 10.00%, 224-432-8582, ½.

```
var attachmentSysId = "<sys_id>";
var headerRowNumber = 6;

var attachmentStream = new
 GlideSysAttachment().getContentStream(attachmentSysId);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var parser = new sn_impex.GlideExcelParser();
parser.setHeaderRowNumber(headerRowNumber);
if (!parser.parse(attachmentStream)) {
    throw "Attachment could not be parsed as an Excel
 Spreadsheet " + attachmentSysId;
}
var tableInfo = parser.getTableInfo();
for (var name in tableInfo) {
gs.info('Column Name : ' + name + ', Type : ' +
 tableInfo[name].getType() + ', Max Length : ' +
 tableInfo[name].getLength());
}
```

Output:

```
ProgressWorker: Attempted to get non-existent sys_progress_
worker record, inserted 81b0ca5ddb59730090c9ff9dbf9619c4
sn_appcreator: Column Name : My Number Col, Type : integer,
 Max Length : 1
sn_appcreator: Column Name : My String Col, Type : string,
 Max Length : 650
sn_appcreator: Column Name : My Date Col, Type : glide_date,
 Max Length : 6
sn_appcreator: Column Name : My DateTime Col, Type :
 glide_date_time, Max Length : 7
sn_appcreator: Column Name : My Percent Col, Type : decimal,
 Max Length : 6
sn_appcreator: Column Name : My Phone Col, Type : string,
 Max Length : 12
sn_appcreator: Column Name : My Fraction Col, Type : decimal,
 Max Length : 3
```

GlideExcelParser - next()

Moves to the next row.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if there is a next row, otherwise, returns false.

The following example shows how to parse an Excel file attachment multiple times to retrieve column headers and print values of each row for each worksheet. Results display column headers and values of three separate sheets in the Excel attachment.

```
var parser = new sn_impex.GlideExcelParser();

var attachment = new GlideSysAttachment();

// Use the attachment sys_id of an Excel file
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var attachmentStream =
 attachment.getContentStream("<attachment_sys_id>");

// Set the source to be parsed
parser.setSource(attachmentStream);

// Get the worksheet names to be parsed in the Excel document
var list_sheet_name = parser.getSheetNames();

gs.info(" Sheet Names " + list_sheet_name.join(", "));

// Iterate over each worksheet in the Excel workbook
for (var i = 0; i < list_sheet_name.length; i++) {

 gs.info("**********************************************************
*******************************");
    gs.info("Sheet name:    " + list_sheet_name[i]);

// Set the worksheet name to be parsed
    parser.setSheetName(list_sheet_name[i]);

// Parse each worksheet set using setSheetName()
    if (parser.parse()) {
        //retrieve the column headers
        var headers = parser.getColumnHeaders();
        var header1 = headers[0];
        var header2 = headers[1];
        var header3 = headers[2];

        //print headers
        gs.info(header1 + "\t||" + header2 + "\t||" + header3);

        // Iterate over each row in the worksheet
        while (parser.next()) {
            var row = parser.getRow();
            //print row value for both columns
            gs.info(row[header1] + '\t|| ' + row[header2] +
 '\t||' + row[header3])
        }
    } else
        gs.info(parser.getErrorMessage());
}
```

Output:

```
*** Script:  Sheet Names Incident Table, sys_user Table,
 knowledge Table
*** Script:
 ****************************************************************
**********************
*** Script: Sheet name:    Incident Table
*** Script: Number ||Opened ||Short description
*** Script: INC0010112 || 2019-07-29 11:48:43 ||Assessment :
 ATF Assessor
*** Script: INC0010111 || 2019-07-22 14:04:57 ||ATF : Test1
*** Script: INC0009009 || 2018-08-30 01:06:16 ||Unable to access
 the shared folder.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:
 ************************************************************************
************************
*** Script: Sheet name:    sys_user Table
*** Script: User ID ||Name ||Email
*** Script: abel.tuter || Abel Tuter ||abel.tuter@example.com
*** Script: abraham.lincoln || Abraham Lincoln
 ||abraham.lincoln@example.com
*** Script: adela.cervantsz || Adela Cervantsz
 ||adela.cervantsz@example.com
*** Script: aileen.mottern || Aileen Mottern
 ||aileen.mottern@example.com
*** Script: alejandra.prenatt || Alejandra Prenatt
 ||alejandra.prenatt@example.com
*** Script:
 ************************************************************************
************************
*** Script: Sheet name:    knowledge Table
*** Script: Number ||Short description ||Author
*** Script: KB99999999 || Microsoft Outlook Issues ||System
 Administrator
*** Script: KB0000033 || Eclipse configuration for Android
 development ||System Administrator
*** Script: KB0000032 || Getting Around in Windows ||System
 Administrator
*** Script: KB0000031 || How can I find the MAC address of my
 Ethernet or
   wireless interface? ||Sam Sorokin
```

GlideExcelParser - parse(InputStream inputStream)

Parses an XLSX-formatted Excel document.

Parameters

Name	Type	Description
inputStream	GlideScriptableInputStream	Excel document provided as an input stream. **Note:** Do not set this value if using the setSource() method to parse the same source multiple times.

Returns

Type	Description
Boolean	Flag that indicates if the parse was successful. Valid values: • true: Document was successful parsed. • false: Document was not successfully parsed.

Example from a scripted REST API script where the Excel file is sent using an input stream in the request payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var parser = new sn_impex.GlideExcelParser();
parser.parse(request.body.dataStream);
```

The following example shows how to parse an Excel file attachment multiple times to retrieve column headers and print values of each row for each worksheet. Results display column headers and values of three separate sheets in the Excel attachment.

```
var parser = new sn_impex.GlideExcelParser();

var attachment = new GlideSysAttachment();

// Use the attachment sys_id of an Excel file
var attachmentStream =
 attachment.getContentStream("<attachment_sys_id>");

// Set the source to be parsed
parser.setSource(attachmentStream);

// Get the worksheet names to be parsed in the Excel document
var list_sheet_name = parser.getSheetNames();

gs.info(" Sheet Names " + list_sheet_name.join(", "));

// Iterate over each worksheet in the Excel workbook
for (var i = 0; i < list_sheet_name.length; i++) {

 gs.info("**********************************************************
*******************************");
    gs.info("Sheet name:    " + list_sheet_name[i]);

// Set the worksheet name to be parsed
    parser.setSheetName(list_sheet_name[i]);

// Parse each worksheet set using setSheetName()
    if (parser.parse()) {
        //retrieve the column headers
        var headers = parser.getColumnHeaders();
        var header1 = headers[0];
        var header2 = headers[1];
        var header3 = headers[2];

        //print headers
        gs.info(header1 + "\t||" + header2 + "\t||" + header3);

        // Iterate over each row in the worksheet
        while (parser.next()) {
            var row = parser.getRow();
            //print row value for both columns
            gs.info(row[header1] + '\t|| ' + row[header2] +
 '\t||' + row[header3])
        }
    } else
        gs.info(parser.getErrorMessage());
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script:  Sheet Names Incident Table, sys_user Table,
 knowledge Table
*** Script:
 ************************************************************
**********************
*** Script: Sheet name:    Incident Table
*** Script: Number ||Opened ||Short description
*** Script: INC0010112 || 2019-07-29 11:48:43 ||Assessment :
 ATF Assessor
*** Script: INC0010111 || 2019-07-22 14:04:57 ||ATF : Test1
*** Script: INC0009009 || 2018-08-30 01:06:16 ||Unable to access
 the shared folder.
*** Script:
 ************************************************************
**********************
*** Script: Sheet name:    sys_user Table
*** Script: User ID ||Name ||Email
*** Script: abel.tuter || Abel Tuter ||abel.tuter@example.com
*** Script: abraham.lincoln || Abraham Lincoln
 ||abraham.lincoln@example.com
*** Script: adela.cervantsz || Adela Cervantsz
 ||adela.cervantsz@example.com
*** Script: aileen.mottern || Aileen Mottern
 ||aileen.mottern@example.com
*** Script: alejandra.prenatt || Alejandra Prenatt
 ||alejandra.prenatt@example.com
*** Script:
 ************************************************************
**********************
*** Script: Sheet name:    knowledge Table
*** Script: Number ||Short description ||Author
*** Script: KB99999999 || Microsoft Outlook Issues ||System
 Administrator
*** Script: KB0000033 || Eclipse configuration for Android
 development ||System Administrator
*** Script: KB0000032 || Getting Around in Windows ||System
 Administrator
*** Script: KB0000031 || How can I find the MAC address of my
 Ethernet or
   wireless interface? ||Sam Sorokin
```

GlideExcelParser - setHeaderRowNumber(Number headerRowNumber)

Set the number of the header row to be retrieved.

Parameters

Name	Type	Description
headerRowNumber	Number	The header row to be retrieved.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideExcelParser - setNullToEmpty(Boolean empty)

Return an empty value instead of null when an Excel cell is not present.

Parameters

Name	Type	Description
empty	Boolean	When true, cells that are not present return an empty value. When false, cells that are not present return null.

Returns

Type	Description
void	

GlideExcelParser - setSheetName(String sheetName)

Set the name of the sheet to be retrieved.

If both `setSheetNumber()` and `setSheetName()` are set, `setSheetName()` is used.

Parameters

Name	Type	Description
sheetName	String	The name of the sheet to be retrieved.

Returns

Type	Description
void	

The following example shows how to parse an Excel file attachment multiple times to retrieve column headers and print values of each row for each worksheet. Results display column headers and values of three separate sheets in the Excel attachment.

```
var parser = new sn_impex.GlideExcelParser();

var attachment = new GlideSysAttachment();

// Use the attachment sys_id of an Excel file
var attachmentStream =
 attachment.getContentStream("<attachment_sys_id>");

// Set the source to be parsed
parser.setSource(attachmentStream);

// Get the worksheet names to be parsed in the Excel document
var list_sheet_name = parser.getSheetNames();

gs.info(" Sheet Names " + list_sheet_name.join(", "));

// Iterate over each worksheet in the Excel workbook
for (var i = 0; i < list_sheet_name.length; i++) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 gs.info("**********************************************************
**********************************");
    gs.info("Sheet name:    " + list_sheet_name[i]);

// Set the worksheet name to be parsed
    parser.setSheetName(list_sheet_name[i]);

// Parse each worksheet set using setSheetName()
    if (parser.parse()) {
        //retrieve the column headers
        var headers = parser.getColumnHeaders();
        var header1 = headers[0];
        var header2 = headers[1];
        var header3 = headers[2];

        //print headers
        gs.info(header1 + "\t||" + header2 + "\t||" + header3);

        // Iterate over each row in the worksheet
        while (parser.next()) {
            var row = parser.getRow();
            //print row value for both columns
            gs.info(row[header1] + '\t|| ' + row[header2] +
 '\t||' + row[header3])
        }
    } else
        gs.info(parser.getErrorMessage());
}
```

Output:

```
*** Script:  Sheet Names Incident Table, sys_user Table,
 knowledge Table
*** Script:
 **********************************************************************
**********************
*** Script: Sheet name:    Incident Table
*** Script: Number ||Opened ||Short description
*** Script: INC0010112 || 2019-07-29 11:48:43 ||Assessment :
 ATF Assessor
*** Script: INC0010111 || 2019-07-22 14:04:57 ||ATF : Test1
*** Script: INC0009009 || 2018-08-30 01:06:16 ||Unable to access
 the shared folder.
*** Script:
 **********************************************************************
**********************
*** Script: Sheet name:    sys_user Table
*** Script: User ID ||Name ||Email
*** Script: abel.tuter || Abel Tuter ||abel.tuter@example.com
*** Script: abraham.lincoln || Abraham Lincoln
 ||abraham.lincoln@example.com
*** Script: adela.cervantsz || Adela Cervantsz
 ||adela.cervantsz@example.com
*** Script: aileen.mottern || Aileen Mottern
 ||aileen.mottern@example.com
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: alejandra.prenatt || Alejandra Prenatt
 ||alejandra.prenatt@example.com
*** Script:
 ************************************************************
**********************
*** Script: Sheet name:    knowledge Table
*** Script: Number ||Short description ||Author
*** Script: KB99999999 || Microsoft Outlook Issues ||System
 Administrator
*** Script: KB0000033 || Eclipse configuration for Android
 development ||System Administrator
*** Script: KB0000032 || Getting Around in Windows ||System
 Administrator
*** Script: KB0000031 || How can I find the MAC address of my
 Ethernet or
   wireless interface? ||Sam Sorokin
```

GlideExcelParser - setSheetNumber(Number sheetNumber)

Set the number of the Excel sheet to be retrieved.

If both *`setSheetNumber()`* and *`setSheetName()`* are set, *`setSheetNumber()`* is ignored.

Parameters

Name	Type	Description
sheetNumber	Number	The Excel sheet number to retrieve.

Returns

Type	Description
void	

The following example shows how to use this method to specify the sheet number of an attached spreadsheet workbook to be read.

```
var parser = new sn_impex.GlideExcelParser();
var attachment = new GlideSysAttachment();

// Use the sys id of an Excel file in the sys_attachment table
 and copy the sys_id of attachment.
var attachmentStream =
 attachment.getContentStream('178e0511138b6300026e32228144b04e
');

// Specify the sheet Number to be read, 0 denotes sheet 1, 1
 denotes sheet 2, etc.
parser.setSheetNumber("0");

parser.parse(attachmentStream);

// retrieve the column headers (tests if on the correct sheet)
var headers = parser.getColumnHeaders();
var header1 = headers[0];
var header2 = headers[1];
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var header3 = headers[2];

// print headers
gs.info('Header 1 value = ' +header1);
gs.info('Header 2 value = ' +header2);
gs.info('Header 3 value = ' +header3);
```

Output:

```
Header 1 value = sys_id
Header 2 value = email
Header 3 value = undefined
```

GlideExcelParser - setSource(InputStream inputStream)

Defines an input source for parsing multiple times or parsing each worksheet in an Excel file.

Parameters

Name	Type	Description
inputStream	GlideScriptableInputStream	Excel document provided as an input stream.

Returns

Type	Description
None	

The following example shows how to parse an Excel file attachment multiple times to retrieve column headers and print values of each row for each worksheet. Results display column headers and values of three separate sheets in the Excel attachment.

```
var parser = new sn_impex.GlideExcelParser();

var attachment = new GlideSysAttachment();

// Use the attachment sys_id of an Excel file
var attachmentStream =
 attachment.getContentStream("<attachment_sys_id>");

// Set the source to be parsed
parser.setSource(attachmentStream);

// Get the worksheet names to be parsed in the Excel document
var list_sheet_name = parser.getSheetNames();

gs.info(" Sheet Names " + list_sheet_name.join(", "));

// Iterate over each worksheet in the Excel workbook
for (var i = 0; i < list_sheet_name.length; i++) {

 gs.info("**********************************************************
**********************************");
    gs.info("Sheet name:    " + list_sheet_name[i]);

// Set the worksheet name to be parsed
    parser.setSheetName(list_sheet_name[i]);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Parse each worksheet set using setSheetName()
    if (parser.parse()) {
        //retrieve the column headers
        var headers = parser.getColumnHeaders();
        var header1 = headers[0];
        var header2 = headers[1];
        var header3 = headers[2];

        //print headers
        gs.info(header1 + "\t||" + header2 + "\t||" + header3);

        // Iterate over each row in the worksheet
        while (parser.next()) {
            var row = parser.getRow();
            //print row value for both columns
            gs.info(row[header1] + '\t|| ' + row[header2] +
 '\t||' + row[header3])
        }
    } else
        gs.info(parser.getErrorMessage());
}
```

Output:

```
*** Script:  Sheet Names Incident Table, sys_user Table,
 knowledge Table
*** Script:
 ************************************************************
***********************
*** Script: Sheet name:    Incident Table
*** Script: Number ||Opened ||Short description
*** Script: INC0010112 || 2019-07-29 11:48:43 ||Assessment :
 ATF Assessor
*** Script: INC0010111 || 2019-07-22 14:04:57 ||ATF : Test1
*** Script: INC0009009 || 2018-08-30 01:06:16 ||Unable to access
 the shared folder.
*** Script:
 ************************************************************
***********************
*** Script: Sheet name:    sys_user Table
*** Script: User ID ||Name ||Email
*** Script: abel.tuter || Abel Tuter ||abel.tuter@example.com
*** Script: abraham.lincoln || Abraham Lincoln
 ||abraham.lincoln@example.com
*** Script: adela.cervantsz || Adela Cervantsz
 ||adela.cervantsz@example.com
*** Script: aileen.mottern || Aileen Mottern
 ||aileen.mottern@example.com
*** Script: alejandra.prenatt || Alejandra Prenatt
 ||alejandra.prenatt@example.com
*** Script:
 ************************************************************
***********************
*** Script: Sheet name:    knowledge Table
*** Script: Number ||Short description ||Author
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: KB99999999 || Microsoft Outlook Issues ||System
 Administrator
*** Script: KB0000033 || Eclipse configuration for Android
 development ||System Administrator
*** Script: KB0000032 || Getting Around in Windows ||System
 Administrator
*** Script: KB0000031 || How can I find the MAC address of my
 Ethernet or
   wireless interface? ||Sam Sorokin
```

GlideFilter - Scoped, Global

The *GlideFilter* API enables filtering queries to determine if one or more records meet a specified set of requirements.

Methods for this API are accessible using the GlideFilter global object.

Case sensitivity

The *GlideFilter* API is case-sensitive by default. Use the setCaseSensitive() method to enable or disable case sensitivity. *GlideRecord* queries are case-insensitive.

The following example shows how a GlideRecord query is case-insensitive and results in the same user record with upper or lower case.

```
var gr_Query = new GlideRecord('sys_user');
gr_Query.addQuery('first_name', 'Abel');
gr_Query.query();
while (gr_Query.next())
  gs.info("Upper case query: " + gr_Query.getDisplayValue());

var gr_Query = new GlideRecord('sys_user');
gr_Query.addQuery('first_name', 'abel');
gr_Query.query();
while (gr_Query.next())
  gs.info("Lower case query: " + gr_Query.getDisplayValue());
```

GlideRecord.query() output shows the same results display regardless of case.

```
Upper case query: Abel Tuter
Lower case query: Abel Tuter
```

The following example shows how *GlideFilter* only retrieves the matched value of the record for the upper case condition. The lower case condition does not provide a match.

```
// Matches the 'Abel Tuter' user record
var gr_Query = new GlideRecord('sys_user');
gr_Query.query();
var condition = 'first_name=Abel';
var glideFilter = new GlideFilter(condition, 'filterCondition');
while (gr_Query.next()) {
   if (glideFilter.match(gr_Query, true))
        gs.info("Upper case condition: " +
 gr_Query.getDisplayValue());
}

// The following code does not match 'Abel Tuter' user record
var gr_Query = new GlideRecord('sys_user');
gr_Query.query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var condition = 'first_name=abel';
var glideFilter = new GlideFilter(condition, 'filterCondition');
while (gr_Query.next()) {
   if (glideFilter.match(gr_Query, true))
        gs.info("Lower case condition: " +
 gr_Query.getDisplayValue());
}
```

The output reveals that the filter only returns upper case results with default case-sensitivity:

```
Upper case condition: Abel Tuter
```

The following example shows how to disable GlideFilter case-sensitivity with the *setCaseSensitive()* method. The filter matches the condition even though the case does not match the field value.

```
// Matches the 'Abel Tuter' user record
var gr_Query = new GlideRecord('sys_user');
gr_Query.query();
var condition = 'first_name=Abel';
var glideFilter = new GlideFilter(condition, 'filterCondition');
while (gr_Query.next()) {
   if (glideFilter.match(gr_Query, true))
     gs.info("Upper case condition: " +
 gr_Query.getDisplayValue());
}

// The following code disables case sensitivity and matches the
 same record
var gr_Query = new GlideRecord('sys_user');
gr_Query.query();

var condition = 'first_name=abel';
var glideFilter = new GlideFilter(condition, 'filterCondition');
glideFilter.setCaseSensitive(false);

while (gr_Query.next()) {
  if (glideFilter.match(gr_Query, true))
    gs.info("Lower case condition: " +
 gr_Query.getDisplayValue());
}
```

The output reveals *GlideFilter* case-insensitive results:

```
Upper case condition: Abel Tuter
Lower case condition: Abel Tuter
```

Filter null values

To exclude null values from *GlideFilter* query results, add ISNOTEMPTY to the query condition. The following example shows how using the same encoded query with *GlideRecord* and *GlideFilter* produces different results.

```
var insertRecordsGr = new GlideRecord('u_test_table');
insertRecordsGr.deleteMultiple();
var dates = ['', '2021-01-29', '2021-01-30', '2021-01-31'];
dates.forEach(function(val) {
  insertRecordsGr.initialize();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  insertRecordsGr.u_date_field = val;
  insertRecordsGr.insert();
});

var now_GR = new GlideRecord('u_test_table');
now_GR.addEncodedQuery('u_date_field<javascript:gs.beginningOfTo
day()');
now_GR.query();

// Encoded query includes null values with GlideFilter, which
 might cause unexpected results
var condition = 'u_date_field<javascript:gs.beginningOfToday()';

var grWithGlideFilter = new GlideRecord('u_test_table');
grWithGlideFilter.query();
var filter = new GlideFilter(condition, 'filterCondition');

var countWithGlideFilter = 0;
while (grWithGlideFilter.next()) {
  if (GlideFilter.checkRecord(grWithGlideFilter, condition))
     countWithGlideFilter++;
}

gs.info('Record RowCount: ' + now_GR.getRowCount() + ' - Filter
 Count: ' + countWithGlideFilter);
```

The output shows that *GlideRecord* returns three records, skipping empty date values. The *GlideFilter* query counts the empty date value and returns a count of four records.

```
Record RowCount: 3 - Filter Count: 4
```

To exclude null values from the *GlideFilter* results, add an AND condition ISNOTEMPTY to the queried field.

```
// Encoded query includes null values with GlideFilter
var condition =
 'u_date_field<=javascript:gs.beginningOfToday()^u_date_fieldISN
OTEMPTY';
```

Output shows that the *GlideFilter* encoded query skips the null date value and counts three results.

```
Record RowCount: 3 - Filter Count: 3
```

GlideFilter – GlideFilter(String filter, String title)

Instantiates a GlideFilter object.

Parameters

Name	Type	Description
filter	String	Encoded query string in the standard platform format. Results are case-sensitive, unless disabled using the setCaseSensitive() method. To exclude null values from *GlideFilter* query results, add ISNOTEMPTY to the query condition.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
title	String	Descriptive title for the filter.

The following example shows how to filter the number of users named Rebekah.

```
var now_GR = new GlideRecord('sys_user');
now_GR.query();
var condition = 'first_name=rebekah';
var filter = new GlideFilter(condition, 'filterCondition');
filter.setCaseSensitive(false);

var countResults = 0;
while (now_GR.next()) {
  if (filter.match(now_GR, true))
     countResults++;
}

gs.info('Number of users named Rebekah: ' + countResults);
```

Output:

```
Number of users named Rebekah: 2
```

GlideFilter - checkRecord(GlideRecord now_GR, String filter, Boolean match)

Compares a specified filter to the contents of a specified GlideRecord.

If the specified filter contains one condition, the method returns true if the record meets the condition.

Filters support multiple conditions, for example `"active=true^number=abc^category=request"`. You can use the *`match`* parameter to define whether all conditions must be met to determine a match or just a single condition.

Parameters

Name	Type	Description
now_GR	GlideRecord	*`GlideRecord`* to evaluate.
filter	String	Encoded query string in the standard platform format. To exclude null values from *`GlideFilter`* query results, add ISNOTEMPTY to the query condition. **Note:** The *`filter`* values are case-sensitive. In addition, you cannot use *`setCaseSensitive(false)`* to change the change the case-sensitive value.
match	Boolean	Optional. Flag that indicates whether all conditions must be met if the *`filter`* parameter contains multiple conditions. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: All conditions must be met for the method to return true. • false: Only one of the conditions must be met for the method to return true. Default: true

Returns

Type	Description
Boolean	Results of the filter comparison. • true: Filter conditions were met. • false: Filter conditions were not met.

The following example shows how to display true for each record in the Incident table that meets the filter condition. False otherwise.

```
var rec = new GlideRecord('incident');
rec.query();

var bool = true;

while(rec.next())
{
   bool = GlideFilter.checkRecord(rec, "active=true");
   gs.info("number "+ rec.number + " is " + bool);
}
```

Output:

```
number INC0000060 is false
number INC0009002 is false
number INC0000009 is false
...
number INC0000015 is true
number INC0000016 is true
number INC0000017 is true
...
```

GlideFilter - match(GlideRecord now_GR, Boolean match)

Evaluates a filter against a specified GlideRecord.

Parameters

Name	Type	Description
now_GR	GlideRecord	*GlideRecord* to evaluate.
match	Boolean	Flag that indicates whether all filter conditions must match.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • true: All filter conditions must match. • false: Filter condition match is not required. Default: false

Returns

Type	Description
Boolean	Results of the match check. • true: Filter conditions were met. • false: Filter conditions were not met.

The following example shows how to ensure the filter conditions match against the GlideRecord provided.

```
var now_GR = new GlideRecord('sys_user');
now_GR.query();
var condition = 'first_name=rebekah';
var filter = new GlideFilter(condition, 'filterCondition');
filter.setCaseSensitive(false);

var countResults = 0;
while (now_GR.next()) {
  if (filter.match(now_GR, true))
     countResults++;
}

gs.info('Number of users named Rebekah: ' + countResults);
```

Output:

```
Number of users named Rebekah: 2
```

GlideFilter - setCaseSensitive(Boolean caseSensitive)

Enables or disables case-sensitive filter results.

Parameters

Name	Type	Description
caseSensitive	Boolean	Flag that indicates whether the filter is case-sensitive. Valid values: • true: The filter is case-sensitive. • false: The filter is case-insensitive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: true

Returns

Type	Description
None	

The following example shows how to disable case-sensitive results.

```
var now_GR = new GlideRecord('sys_user');
now_GR.query();

var condition = 'first_name=rebekah';
var filter = new GlideFilter(condition, 'filterCondition');

// Disable case-sensitive filtering
filter.setCaseSensitive(false);

while (now_GR.next()) {
  if (filter.match(now_GR, true))
     gs.info(now_GR.getDisplayValue());
}
```

Output shows that the filter retrieves upper case results with a lower case condition.

```
Rebekah Padley
Rebekah Lindboe
```

GlideFilter - setEnforceSecurity(Boolean enforceSecurity)

Enables or disables sandboxed evaluation of the filter string.

Parameters

Name	Type	Description
enforceSecurity	Boolean	Flag that indicates whether to evaluate the filter in the sandbox. Valid values: • true: Evaluate the filter in the sandbox. • false: Don't evaluate the filter in the sandbox. Default: false

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this method.

```
var now_GR = new GlideRecord('sys_user');
now_GR.query();
var condition = 'first_name=rebekah';
var filter = new GlideFilter(condition, 'filterCondition');
filter.setEnforceSecurity(true);

var countResults = 0;
while (now_GR.next()) {
  if (filter.match(now_GR, true))
     countResults++;
}

gs.info('Number of users named Rebekah: ' + countResults);
```

Output:

```
Number of users named Rebekah: 2
```

GlideGeoPoint - Global

The *GlideGeoPoint* API enables you to get and set geopoint data type values in a table.

This API is available by default. The geopoint data type allows you to store a latitude and longitude values in a single field within a table. Using the *GlideGeoPoint* API, you can instantiate new GlideGeoPoint objects, create new geopoints for a specific table, or retrieve single latitude, longitude or geotype values. For additional information on how to implement specific use cases like inserting new records using a geopoint, computing distances between geopoint locations, or querying for nearby geopoint locations, see GlideGeoPoint Developer Guide.

Key aspects of the geotype data type are:

- It consists of a pair of decimal numbers representing longitude and latitude values.
- The range for longitude is (-180, 180]. Any value outside this range is normalized to the equivalent value inside this range.
- The range for latitude is [-90, 90]. Any value outside this range is normalized to the equivalent value inside this range.
- Geopoint values are always accepted as input and display as a comma-separated pair: “longitude,latitude”. Parentheses may optionally surround the expression.
- Both longitude and latitude values are stored up to 6 decimal places of precision.

Note: *GlideGeoPoint* API values are always listed in longitude, latitude order.

The examples on this page assume that a custom table is pre-populated with fields containing the geopoint field type. For more information about this data type, see Geo point field type and Function field.

GlideGeoPoint - GlideGeoPoint()

Instantiates a *GlideGeoPoint* object. The *GlideGeoPoint* object adds semantic awareness to longitude and latitude values that are otherwise stored as strings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

The following example shows how to initialize a new GlideGeoPoint object as a null value.

```
var gp = new GlideGeoPoint();
```

GlideGeoPoint - GlideGeoPoint(String longitude, String latitude)

Instantiates the *GlideGeoPoint* object according to provided longitude and latitude values.

Parameters

Name	Type	Description
longitude	String	The longitude coordinate of the geopoint.
latitude	String	The latitude coordinate of the geopoint.

Returns

Type	Description
geopoint	The resultant *GlideGeoPoint* object.

The following example shows how providing longitude and latitude values initializes the object accordingly.

```
// Providing longitude and latitude values initializes the
 object accordingly
var gp = new GlideGeoPoint(10.123, 25.987);
gs.info("geopoint: " + gp);
```

Output:

```
geopoint: 10.123000,25.987000
```

GlideGeoPoint - GlideGeoPoint(Object geoPoint)

Copies longitude and latitude points values to instantiate a new GlideGeoPoint object.

Parameters

Name	Type	Description
geoPoint	Object	The geopoint instance that you want copy.

Returns

Type	Description
geopoint	The resultant *GlideGeoPoint* object.

The following example shows how to copy longitude and latitude values to instantiate a new GlideGeoPoint object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gp = new GlideGeoPoint(135, -64);
var gpCopy = new GlideGeoPoint(gp);
gs.info("geopoint: " + gpCopy);
```

Output:

```
geopoint: 135,-64
```

GlideGeoPoint - getDisplayValue()

Returns the geopoint of the current user in a user-friendly format.

The *`getDisplayValue()`* method returns a single geopoint value. For information about how to retrieve all geopoint values from a specific table, see GlideGeoPoint Developer Guide.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The value of the longitude and latitude coordinates set in the object.

```
var gp = new GlideGeoPoint();
gp.setValue(76.25, 49.75);
gs.info("geopoint: " + gp);
gs.info("getDisplayValue(): " + gp.getDisplayValue());
```

Output:

```
geopoint: 76.250000,49.750000
getDisplayValue(): (76.250000, 49.750000)
```

GlideGeoPoint - getGeoPoint(String geo_point_field_name)

Returns a list of geo point coordinate values for a given field name of type geo point.

Parameters

Name	Type	Description
geo_point_field_name	String	Name of the geo point field. **Note:** You can also locate field names under dictionary elements defined on a table to see associated fields of geo point type. Table: Dictionary Entry [sys_dictionary]

Returns

Type	Description
Object	Resultant GlideGeoPoint object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In the following example, 'test_table' is a table which contains the 'geo_point' field of geo point type. The test_table has one record populated in the geo_point column with a value of (-30.560000,-54.330000). The example code returns the latitude and longitude coordinates and display value of the record in geo_point column.

```
var gr_Test = new GlideRecord('test_table');
gr_Test.query();
gr_Test.next();
var gp = gr_Test.getGeoPoint('geo_point');
gs.info("getLatitude(): " + gp.getLatitude());
gs.info("getLongitude(): " + gp.getLongitude());
gs.info("getDisplayValue(): " + gp.getDisplayValue());
```

Output:

```
getLatitude(): -54.33
getLongitude(): -30.560000000000002
getDisplayValue(): (-30.560000, -54.330000)
```

GlideGeoPoint - getLatitude()

Returns the latitude value of the *GlideGeoPoint* object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The latitude value of the *GlideGeoPoint* object.

```
var gp = new GlideGeoPoint();
gp.setValue(76.25, 49.75);

gs.info("geopoint: " + gp);
gs.info("getLatitude(): " + gp.getLatitude());
```

Output:

```
geopoint: 76.250000,49.750000
getLatitude(): 49.75
```

GlideGeoPoint - getLongitude()

Returns the longitude value of the *GlideGeoPoint* object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The longitude value of the *GlideGeoPoint* object.

```
var gp = new GlideGeoPoint();
gp.setValue(76.25, 49.75);
gs.info("geopoint: " + gp);
gs.info("getLongitude(): " + gp.getLongitude());
```

Output:

```
geopoint: 76.250000,49.750000
 getLongitude(): 76.25
```

GlideGeoPoint - getValue()

Returns a string containing the programmatic longitude and latitude value of the current *GlideGeoPoint* object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The longitude and latitude value of the current *GlideGeoPoint* object.

```
 var gp = new GlideGeoPoint();
gp.setValue(76.25, 49.75);
gs.info("geopoint: " + gp);
gs.info("getValue(): " + gp.getValue());
```

Output:

```
geopoint: 76.250000,49.750000
getValue(): 76.250000,49.750000
```

GlideGeoPoint - setValue(String longitude, String latitude)

Sets the longitude and latitude values of the geopoint.

Parameters

Name	Type	Description
longitude	String	The longitudinal coordinate of the geopoint.
latitude	String	The latitude coordinate of the geopoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The longitude and latitude value set on the *GlideGeoPoint* object.

```
var gp = new GlideGeoPoint();
gp.setValue("-28.48,38.91");
gs.info("geopoint: " + gp);
```

Output:

```
geopoint: -28.480000,38.910000
```

GlideGeoPoint - setValue(String value)

Sets the longitude and latitude values of the geopoint using a single comma-delimited value.

Parameters

Name	Type	Description
value	String	A comma-delimited value containing longitude and latitude points respectively.

Returns

Type	Description
String	The longitude and latitude value set on the *GlideGeoPoint* object.

The following example shows how to set the longitude and latitude values using a single string.

```
var gp = new GlideGeoPoint();
gp.setValue(23.4, 56.7);
```

Output:

```
geopoint: -23.400000,56.700000
```

GlideHTTPRequest - Global

The *GlideHTTPRequest* API provides utility methods to perform common functions with Glide HTTP requests.

You can use this API in global server-side scripts. To use this class, instantiate a GlideHTTPRequest object using the constructor. The constructor requires an endpoint URL as an input parameter.

GlideHTTPRequest - addHeader(String name, String value)

Adds a header to your HTTP request.

Parameters

Name	Type	Description
name	String	Header name, such as `Accept` or `Content-Type`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
value	String	Header value, such as `application/json`.

Returns

Type	Description
void	

This example adds the request header "Accept" and returns the number of the incidents from a ServiceNow Instance, parsing the JSON or XML responses.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Add the Accept header to get JSON response
request.addHeader('Accept', 'application/json');

// Execute the GET request
var response = request.get();

// Print the results: status code and number of records returned
gs.print(response.getStatusCode());
gs.print('(JSON) Incidents returned: ' +
 JSON.parse(response.getBody()).result.length);

// Replace the Accept header to get XML response
request.addHeader('Accept', 'application/xml');

// Execute the GET request
var response = request.get();

// Print the results: status code and number of records returned
gs.print(response.getStatusCode());
gs.print('(XML) Incidents returned: ' +
 gs.xmlToJSON(response.getBody()).response.result.length);
```

Output

```
200
(JSON) Incidents returned: 66
200
(XML) Incidents returned: 66
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideHTTPRequest - addParameter(String name, String value)

Adds a parameter to your HTTP request.

Parameters

Name	Type	Description
name	String	Parameter to add, such as *sysparm_limit*.
value	String	Value for the parameter.

Returns

Type	Description
void	

This example shows how to add the *sysparm_limit* parameter to the REST endpoint call to limit the number of returned responses.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Add the 'sysparm_limit' parameter to limit the number of
 records returned
request.addParameter('sysparm_limit', 1);

// Execute the GET request
var response = request.get();

// Print the results: status code and number of records returned
gs.print(response.getStatusCode());
gs.print('Incidents returned: ' +
 JSON.parse(response.getBody()).result.length);
```

Output:

```
200
Incidents returned: 1
```

GlideHTTPRequest - setBasicAuth(String userName, String password)

Sets a user name and password for basic authentication.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
userName	String	User name to use for authentication.
password	String	User's password to use for authentication.

Returns

Type	Description
void	

This example shows how to use the *setBasicAuth()* method to set the user name and password for the associated REST endpoint call.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Add the Accept header to get JSON response
request.addHeader('Accept', 'application/json');

// Execute the GET request
var response = request.get();

// Print the results: status code and number of records returned
gs.print(response.getStatusCode());
gs.print('(JSON) Incidents returned: ' +
 JSON.parse(response.getBody()).result.length);

// Replace the Accept header to get XML response
request.addHeader('Accept', 'application/xml');

// Execute the GET request
var response = request.get();

// Print the results: status code and number of records returned
gs.print(response.getStatusCode());
gs.print('(XML) Incidents returned: ' +
 gs.xmlToJSON(response.getBody()).response.result.length);
```

Output

```
200
(JSON) Incidents returned: 66
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
200
(XML) Incidents returned: 66
```

GlideHTTPRequest - setContentType(String type)

Sets the Content-Type header for your HTTP request to the specified value.

Parameters

Name	Type	Description
type	String	Content type to set, such as `application/json` or `multipart/form-data`. For additional information on Content-Type, see https://developer.mozilla.org/en-US/docs/Web/HTTP/Headers/Content-Type.

Returns

Type	Description
void	

This example shows how to set the `Content-Type` request header for a REST endpoint call using the *`setContentType()`* method.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Set up incident record to post

// Set the Content-Type of the POST
request.setContentType('application/json');

// Execute the POST request
var response = request.post();

// Print the results: status code and number of records returned
gs.print(response.getStatusCode());
```

Output

```
200
```

GlideHTTPRequest - setFollowRedirect(boolean followRedirect)

Enables or disables the follow redirect option for a REST endpoint call.

For additional information on HTTP redirects, see https://developer.mozilla.org/en-US/docs/Web/HTTP/Redirections.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
followRedirect	Boolean	Flag that indicates whether the endpoint should follow any URL redirect returned by the endpoint. Valid values: • true: Following any returned redirect. • false: Ignore any returned redirect. Default: true

Returns

Type	Description
void	

This example shows how to turn off redirects for an endpoint call using the *`setFollowRedirect()`* method.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Add the Accept header to get JSON response
request.addHeader('Accept', 'application/json');

// Turn off follow redirect - default is on (true)
request.setFollowRedirect(false);

// Execute the GET request
var response = request.get();

// Print the results: status code and number of records returned
gs.print(response.getStatusCode());
```

Output

```
200
```

GlideHTTPRequest - setHttpTimeout(int timeout)

Sets the HTTP timeout value in milliseconds.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
timeout	Integer	Timeout value to set. Unit: Milliseconds

Returns

Type	Description
void	

This example shows how to set the time out value for an endpoint call using the *setTimeout()* method.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Add the Accept header to get JSON response
request.addHeader('Accept', 'application/json');

// Set the time out value
request.setHttpTimeOut(1000);

// Execute the GET request
var response = request.get();

// Print the results: status code and number of records returned
gs.print(response.getStatusCode());
```

Output

```
200
```

GlideHTTPRequest - setLogLevel(String logLevel)

Sets the log level for an HTTP request.

Parameters

Name	Type	Description
logLevel	String	The level of logging available. **Note:** For performance reasons, in production it is advisable to leave HTTP request logging at *basic*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • basic: Covers many of the attributes of the HTTP transaction including host, path, response status, and so on. • elevated: Includes all of *basic*, as well as all request headers, the query string, and all response headers. • all: Includes all of *elevated*, as well as the request body and the response body. Default: basic

Returns

Type	Description
void	

This example shows how to set the log level for an endpoint call using the *setLogLevel()* method.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Add the Accept header to get JSON response
request.addHeader('Accept', 'application/json');

// Set the time out value
request.setLogLevel(elevated);

// Execute the GET request
var response = request.get();

// Print the results: status code and number of records returned
gs.print(response.getStatusCode());
```

Output

```
200
```

GlideHTTPRequest - setupProxy(String host, String port)

Sets the proxy host and port for the associated REST call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
host	String	Proxy host
port	String	Proxy port

Returns

Type	Description
void	

GlideHTTPResponse - Global

The *GlideHTTPResponse* API provides utility methods to perform common functions with Glide HTTP responses.

GlideHTTPResponse - getAllHeaders()

Returns a list of all headers.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	List of all the headers associated with the endpoint call.

This example shows how to delete a specified incident from the Incident table using the *del()* method.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Add the Accept header to get JSON response
request.addHeader('Accept', 'application/json');

// Execute the GET request
var response = request.get();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Print all headers associated with the endpoint call
gs.print(response.getAllHeaders());
```

Output

```
[
  X-Is-Logged-In: true,
  X-Transaction-ID: 21a9223f1b13,
  X-Total-Count: 69,
  X-Content-Type-Options: nosniff,
  Pragma: no-store,no-cache,
  Cache-Control: no-cache,no-store,must-revalidate,
  max-age=-1,
  Expires: 0,
  Content-Type: application/json;charset=UTF-8,
  Transfer-Encoding: chunked,
  Date: Tue, 26 Oct 2021 16:54:24 GMT,
  Server: ServiceNow,
  Set-Cookie: JSESSIONID=36B9B3E86C31E244A50AF38106376F9B;
 Path=/; HttpOnly; SameSite=None; Secure,
  Set-Cookie: glide_user=; Max-Age=0; Expires=Thu, 01-Jan-1970
 00:00:10 GMT; Path=/; HttpOnly; SameSite=None; Secure,
  Set-Cookie: glide_user_session=; Max-Age=0; Expires=Thu,
 01-Jan-1970 00:00:10 GMT; Path=/; HttpOnly; SameSite=None;
 Secure,
  Set-Cookie:
 glide_user_route=glide.455981d2bb48a9658f44c18e5f56313d;
 Max-Age=2147483647; Expires=Sun, 13-Nov-2089 20:08:31 GMT;
 Path=/; HttpOnly; SameSite=None; Secure,
  Set-Cookie:
 glide_session_store=E9A9223F1B1370107CF30D03CD4BCB8D;
 Max-Age=1800; Expires=Tue, 26-Oct-2021 17:24:24 GMT; Path=/;
 HttpOnly; SameSite=None; Secure,
  Set-Cookie: BIGipServerpool_jsmith=428037898.31808.0000;
 path=/; Httponly; Secure; SameSite=None; Secure,
 Strict-Transport-Security: max-age=63072000; includeSubDomains
]
```

GlideHTTPResponse - getBody()

Returns a string containing the body for the HTTP response.

Note: If the stream has already been accessed, it cannot be accessed again. In this case the method will return null.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	HTTP response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to use the *getBody()* method to display the contents of the return results of an endpoint call.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Add the Accept header to get JSON response
request.addHeader('Accept', 'application/json');
request.addHeader('Content-Type','application/json');

var response = request.post('{"short_description":"Test me"}');

gs.print(response.getStatusCode());
gs.print(response.getBody());
```

Output

```
201
{
  "result":{
    "parent":"",
    "made_sla":"true",
    "caused_by":"",
    "watch_list":"",
    "upon_reject":"cancel",
    "sys_updated_on":"2021-10-26 14:59:22",
    "child_incidents":"0",
    "hold_reason":"",
    "task_effective_number":"INC0010003",
    "approval_history":"",
    "skills":"",
    "number":"INC0010003",
    "resolved_by":"",
    "sys_updated_by":"admin",
    "opened_by":{

 "link":"https://
instanceName.servicenow.com/api/now/table/sys_user/6816f79cc0a80
16401c5a33be04be441",
      "value":"6816f79cc0a8016401c5a33be04be441"
    },
    "user_input":"",
    "sys_created_on":"2021-10-26 14:59:22",
    "sys_domain":{

 "link":"https://
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
instanceName.servicenow.com/api/now/table/sys_user_group/globa
l",
      "value":"global"
    },
    "state":"1",
    "route_reason":"",
    "sys_created_by":"admin",
    "knowledge":"false",
    "order":"",
    "calendar_stc":"",
    "closed_at":"",
    "cmdb_ci":"",
    "delivery_plan":"",
    "contract":"",
    "impact":"3",
    "active":"true",
    "work_notes_list":"",
    "business_service":"",
    "priority":"5",
    "sys_domain_path":"/",
    "rfc":"",
    "time_worked":"",
    "expected_start":"",
    "opened_at":"2021-10-26 14:59:22",
    "business_duration":"",
    "group_list":"",
    "work_end":"",
    "caller_id":"",
    "reopened_time":"",
    "resolved_at":"",
    "approval_set":"",
    "subcategory":"",
    "work_notes":"",
    "universal_request":"",
    "short_description":"Test me",
    "close_code":"",
    "correlation_display":"",
    "delivery_task":"",
    "work_start":"",
    "assignment_group":"",
    "additional_assignee_list":"",
    "business_stc":"",
    "description":"",
    "calendar_duration":"",
    "close_notes":"",
    "notify":"1",
    "service_offering":"",
    "sys_class_name":"incident",
    "closed_by":"",
    "follow_up":"",
    "parent_incident":"",
    "sys_id":"a85f82ffdb5f30103dd9c39d13961916",
    "contact_type":"",
    "reopened_by":"",
    "incident_state":"1",
    "urgency":"3",
    "problem_id":"",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "company":"",
    "reassignment_count":"0",
    "activity_due":"",
    "assigned_to":"",
    "severity":"3",
    "comments":"",
    "approval":"not requested",
    "sla_due":"",
    "comments_and_work_notes":"",
    "due_date":"",
    "sys_mod_count":"0",
    "reopen_count":"0",
    "sys_tags":"",
    "escalation":"0",
    "upon_approval":"proceed",
    "correlation_id":"",
    "location":"",
    "category":"inquiry"
  }
}
```

GlideHTTPResponse - getCookies()

Returns the list of cookies associated with an endpoint call.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	List containing the name and value of each cookie as a string.

This example shows how to use the *`getCookies()`* method to display the cookies associated with a endpoint response.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Add the Accept header to get JSON response
request.addHeader('Accept', 'application/json');

// Execute the GET request
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var response = request.get();

// Print the results: status code and number of records returned
gs.print(response.getStatusCode());
gs.print(response.getCookies());
```

Output

```
200
[
  JSESSIONID=B8E5C1C0E43FEA35EC0FCB323A9DF8D1;
  Path=/; HttpOnly; SameSite=None; Secure, glide_user=;
 Max-Age=0; Expires=Thu, 01-Jan-1970 00:00:10 GMT;
  Path=/; HttpOnly; SameSite=None; Secure, glide_user_session=;
 Max-Age=0; Expires=Thu, 01-Jan-1970 00:00:10 GMT;
  Path=/; HttpOnly; SameSite=None; Secure,
 glide_user_route=glide.f1aa2015b3fa5fa8dfe567386cde8fd5;
 Max-Age=2147483647; Expires=Sun, 13-Nov-2089 21:02:31 GMT;
  Path=/; HttpOnly; SameSite=None; Secure,
 glide_session_store=7406BAB7DBDF30103DD9C39D13961966;
 Max-Age=1800; Expires=Tue, 26-Oct-2021 18:18:24 GMT;
  Path=/; HttpOnly; SameSite=None; Secure,
 BIGipServerpool_jsmith=2643023626.45630.0000; path=/; Httponly;
 Secure; SameSite=None; Secure
]
```

GlideHTTPResponse - getErrorCode()

Returns the current error code returned by an endpoint.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Integer	The error code. 0 is returned if there are no errors.

This example shows how to view the error code of the last error message thrown by the instance for the associated REST call using the *`getErrorCode()`* method.

```
var instance = 'dev12345'; // Instance name
var username = 'admin';
var password = 'yourpassword';
var sysId = '0123456789abcdef0123456789abcdef';  // Sys_id of
 the incident to get

// Instantiate request with the ServiceNow API incident table
 endpoint for deletion of an incident
var endpoint = 'https://' + instance +
 '.service-now.com/api/now/table/incident/' + sysId;
var request = new GlideHTTPRequest(endpoint);

// Add authentication data
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
request.setBasicAuth(username, password);

// Delete the incident
response = request.get();

// Print the results: status code and response body
gs.print(response.getStatusCode());

// Get the last error message
gs.print(response.getErrorCode());
```

Output

```
404
1
```

GlideHTTPResponse - getErrorMessage()

Returns the last error encountered.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Text string that describes the last error encountered.

This example shows how to view the last error message thrown by the instance for the associated REST call using the *`getErrorMessage()`* method.

```
var instance = 'dev12345'; // Instance name
var username = 'admin';
var password = 'yourpassword';
var sysId = '0123456789abcdef0123456789abcdef';  // Sys_id of
 the incident to get

// Instantiate request with the ServiceNow API incident table
 endpoint for deletion of an incident
var endpoint = 'https://' + instance +
 '.service-now.com/api/now/table/incident/' + sysId;
var request = new GlideHTTPRequest(endpoint);

// Add authentication data
request.setBasicAuth(username, password);

// Try to get the non-existent incident
response = request.get();

// Print the results: status code and response body
gs.print(response.getStatusCode());

// Get the last error message
gs.print(response.getErrorMessage());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output

```
404
Method failed:
 (/api/now/table/incident/0123456789abcdef0123456789abcdef) with
 code: 404
```

GlideHTTPResponse - getHeader(String name)

Returns the header specified in the passed-in parameter.

Parameters

Name	Type	Description
name	String	Name of the response header to return, such as *Content-Type*.

Returns

Type	Description
String	Value of the specified header for the current response.

This example shows how to display the contents of the *Content-Type* header.

```
var instance = 'dev12345'; // Instance name
var username = 'admin';
var password = 'yourpassword';
var sysId = '0123456789abcdef0123456789abcdef';  // Sys_id of
 the incident to get

// Instantiate request with the ServiceNow API incident table
 endpoint for deletion of an incident
var endpoint = 'https://' + instance +
 '.service-now.com/api/now/table/incident/' + sysId;
var request = new GlideHTTPRequest(endpoint);

// Add authentication data
request.setBasicAuth(username, password);

// Execute the GET request
var response = request.get();

// Print the results
gs.print(response.getStatusCode());
gs.print(response.getHeader("Content-Type"));
```

Output

```
200
application/json
```

GlideHTTPResponse - getHeaders()

Returns all headers associated with the endpoint response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object containing all associated headers.

This example shows how to display all of the headers associated with an endpoint call using the *getHeaders()* method.

```
var instance = 'dev12345'; // Instance name
var username = 'admin';
var password = 'yourpassword';
var sysId = '0123456789abcdef0123456789abcdef';  // Sys_id of
 the incident to get

// Instantiate request with the ServiceNow API incident table
 endpoint for deletion of an incident
var endpoint = 'https://' + instance +
 '.service-now.com/api/now/table/incident/' + sysId;
var request = new GlideHTTPRequest(endpoint);

// Add authentication data
request.setBasicAuth(username, password);

// Execute the GET request
var response = request.get();

// Print the results
gs.print(response.getStatusCode());
gs.print(response.getHeaders());
```

Output

```
200
{
  Transfer-Encoding=chunked,
  Strict-Transport-Security=max-age=63072000; includeSubDomains,
  Cache-Control=no-cache, no-store, must-revalidate,
  max-age=-1,
  Server=ServiceNow,
  X-Content-Type-Options=nosniff,
  X-Transaction-ID=399f8f73db13,
  X-Is-Logged-In=true,
  Set-Cookie=BIGipServerpool_jsmith=2643023626.45630.0000;
 path=/; Httponly; Secure; SameSite=None; Secure,
  Pragma=no-store,no-cache, Expires=0, Date=Tue, 26 Oct 2021
 19:40:10 GMT,
  Content-Type=application/json;charset=UTF-8
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideHTTPResponse - getHttpMethod()

Returns the HTTP method associated with the specified endpoint call.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	HTTP method associated with the endpoint call, such as `org.apache.commons.httpclient.methods.GetMethod@f83e63`. Format: org.apache.commons.httpclient.methods.<Method>

This example shows how to display the HTTP method used when calling the associated endpoint using the *`getMethod()`* method.

```
var instance = 'dev12345'; // Instance name
var username = 'admin';
var password = 'yourpassword';
var sysId = '0123456789abcdef0123456789abcdef';  // Sys_id of
 the incident to get

// Instantiate request with the ServiceNow API incident table
 endpoint for deletion of an incident
var endpoint = 'https://' + instance +
 '.service-now.com/api/now/table/incident/' + sysId;
var request = new GlideHTTPRequest(endpoint);

// Add authentication data
request.setBasicAuth(username, password);

// Execute the GET request
var response = request.get();

// Print the results
gs.print(response.getStatusCode());
gs.print(response.getHttpMethod());
```

Output

```
200
org.apache.commons.httpclient.methods.GetMethod@f83e63
```

GlideHTTPResponse - getStatusCode()

Returns the last status code for an endpoint call.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
int	HTTP response status code.

This example shows how to get the status code of a REST call after it executes using the *getStatusCode()* method.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Instantiate request with ServiceNow API incidents table
 endpoint
var request = new
 GlideHTTPRequest('https://'+instance+'.service-now.com/api/n
ow/table/incident');

// Add authentication data
request.setBasicAuth(username, password);

// Add the 'sysparm_limit' parameter to limit the number of
 records returned
request.addParameter('sysparm_limit', 1);

// Execute the GET request
var response = request.get();

// Print the results: status code
gs.print(response.getStatusCode());
```

Output:

```
200
```

GlideHTTPResponse - haveError()

Returns a flag that indicates whether there were any errors while processing the endpoint call.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether there were any errors when processing the endpoint call. Valid values: • true: Error occurred during the processing of the endpoint. • false: No errors during the processing of the endpoint. Returns true if an error has occurred, or false if there are no errors

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how no error is flagged when the sys_id for an incident is valid using the *haveError()* method.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Valid sys_id of an incident record
var sysId = 'a85f82ffdb5f30103dd9c39d13961916';  // Sys_id of
 the incident to get

// Instantiate request with the ServiceNow API incident table
 endpoint for deletion of an incident
var endpoint = 'https://' + instance +
 '.service-now.com/api/now/table/incident/' + sysId;
var request = new GlideHTTPRequest(endpoint);

// Add authentication data
request.setBasicAuth(username, password);

// Execute the GET request
var response = request.get();

// Print the results
gs.print(response.getStatusCode());
gs.print(response.haveError());
```

Output

```
200
false
```

This example shows how an error is flagged when the sys_id for an incident is not valid (not found) using the *haveError()* method.

```
var instance = 'dev12345';
var username = 'admin';
var password = 'yourpassword';

// Invalid sys_id
var sysId = 'a85f82ffdb5f30103dd9c39d13961832';  // Sys_id of
 the incident to get

// Instantiate request with the ServiceNow API incident table
 endpoint for deletion of an incident
var endpoint = 'https://' + instance +
 '.service-now.com/api/now/table/incident/' + sysId;
var request = new GlideHTTPRequest(endpoint);

// Add authentication data
request.setBasicAuth(username, password);

// Execute the GET request
var response = request.get();

// Print the results
gs.print(response.getStatusCode());
gs.print(response.haveError());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output

```
404
true
```

GlideImpersonate - Global

The *GlideImpersonate* API enables administrators to pose as another authenticated user for testing purposes.

Use this API when you need to act as another user so to test functionality within your application. When impersonating another user, the administrator has access to exactly what the impersonated user would have access to in the system, including the same menus and modules.

Note: The system records anything the administrator does while impersonating another user as having been done by that user.

GlideImpersonate - canDebug(String userSysId)

Verifies whether the specified user can perform debugging on scripts.

In order for a user to be able to debug scripts, they must be on a developer instance. Debugging is not allowed on production instances.

Parameters

Name	Type	Description
userSysId	String	sys_Id of the user to verify for debugging capability.

Returns

Type	Description
Boolean	True: User is able to debug the application. False: User is not able to debug the application.

```
userDebug: function(userId) {
  var impUser = new GlideImpersonate();
  impUser.canDebug(userId);
 }
```

GlideImpersonate - canImpersonate(String userSysId)

Verifies whether the current user can impersonate the specified user.

If the current user is not assigned the admin role, the user to impersonate is inactive, or there are other issues with impersonating the specified user, the method returns "false" and the user cannot be impersonated.

Parameters

Name	Type	Description
userSysId	String	sys_Id of the user to impersonate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the current user can impersonate the specified user. Possible values: • true: Current user can impersonate the specified user. • false: Current user cannot impersonate the specified user.

```
function onlineImpersonate(userSysId) {
  if (!GlideImpersonate().canImpersonate(userSysId)){
    gs.addInfoMessage("No access to impersonate " + userSysId);
  } else {
    GlideImpersonate().impersonate(userSysId);
  }
  return;
}
```

GlideImpersonate - impersonate(String userSysId)

Sets the user ID for the current administrator to the passed-in user ID, enabling the administrator to act as that user.

When impersonating another user, the administrator has access to exactly what the impersonated user would have access to in the system, including the same menus and modules. Only use this method when testing functionality in an application. Ensure that once you are finished impersonating a user that you call the method again with the administrator sys_Id to stop the impersonation.

Parameters

Name	Type	Description
userSysId	String	Sys_id of the user to impersonate.

Returns

Type	Description
String	Sys_id of the user that was logged in prior to the impersonation request.

The following example shows how to get the current user object.

```
var user = gs.getUserDisplayName();
gs.print ("The current user display name is: " + user);

var impUser = new GlideImpersonate();
impUser.impersonate("62826bf03710200044e0bfc8bcbe5df1");
var user = gs.getUserDisplayName();
gs.print ("The impersonated user display name is: " + user);
```

Output:

```
The current user display name is: System Administrator
The impersonated user display name is: Abel Tuter
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideImpersonate - isImpersonating()

Determines whether the current user is impersonating another user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True: User is currently impersonating another user. False: User is not currently impersonating another user.

```
function abortOnImpersonate() {
    if (GlideImpersonate().isImpersonating()){
  current.setAbortAction(true);
  gs.addInfoMessage("Transaction canceled due to
 Impersonation");
    }
    return;
}
```

GlideImportLog - Scoped, Global

The `GlideImportLog` API provides methods to write log entries directly to the Import Log [import_log] table.

A GlideImportLog object is consumable by the `GlideImportSetTransformer` API. This object is not required for the `GlideImportSetTransformer` API, it enables you to associate import logs with a specific Import Set transformation.

Related topics

- GlideImportSetRun
- GlideImportSetTable
- GlideImportSetTransformer
- GlideImportSetTransformMap
- GlideTransformLog

GlideImportLog - GlideImportLog(GlideImportSetRun importSetRun, String source)

Instantiates a GlideImportLog object.

Parameters

Name	Type	Description
importSetRun	GlideImportSetRun	Optional. Import Set Run record on which all logs are to be associated with.
source	String	Optional. Source field value attached to the Import Log record that defines where in the Import Set process this

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		message was logged from. For example, Loading could represent loading step, Cleanup could represent during the cleanup after the transform, and so on.

Example without optional source parameter.

```
var importSetRun = new GlideImportSetRun();
var importLog = new GlideImportLog(importSetRun);
```

Example using optional source parameter.

```
var importSetRun = new GlideImportSetRun();
var importLog = new GlideImportLog(importSetRun, 'Scripted
 ImportSetTransformer');
```

GlideImportLog - error(String message, String source)

Logs a message of type Error to the Import Log [import_log] table.

GlideImportLog

Parameters

Name	Type	Description
message	String	Log message. Maximum length 4000 characters.
source	String	Optional. Source field value attached to the Import Log record that defines where in the Import Set process this message was logged from. For example, Loading could represent loading step, Cleanup could represent during the cleanup after the transform, and so on.

Returns

Type	Description
None	

```
var importLog = new GlideImportLog();
importLog.error('Error executing transform');
```

GlideImportLog - getImportRunHistory()

Returns a sys_id of the Import Run record associated with this Import Log.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Sys_id of an Import Set Run record from the Transform History [sys_import_set_run] table.

```
var importSet = new GlideRecord('sys_import_set');
importSet.name = 'Scripted Import Set';
importSet.short_description = 'Import set from scripted rest
 api';
importSet.table_name = importSetTableName;
var importSetID = importSet.insert();
var importLog = new GlideImportLog();
var transformer = new GlideImportSetTransformer();
transformer.setLogger(importLog);
transformer.transformAllMaps(importSet);
var importRunSysId = importLog.getImportRunHistory();
```

GlideImportLog - info(String message, String source)

Logs a message of type Info to the Import Log [import_log] table.

GlideImportLog

Parameters

Name	Type	Description
message	String	Log message. Maximum length 4000 characters.
source	String	Optional. Source field value attached to the Import Log record that defines where in the Import Set process this message was logged from. For example, Loading could represent loading step, Cleanup could represent during the cleanup after the transform, and so on.

Returns

Type	Description
None	

```
var importLog = new GlideImportLog();
importLog.info('Successfully executed transform');
```

GlideImportLog - setImportRunHistory(String importRunHistory)

Associates the GlideImportLog object with a specific Import Set Run record.

Parameters

Name	Type	Description
importRunHistory	String	The sys_id of a record from the Transform History [sys_import_set_run] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var importRunSysId = '4aa3a8d55ba10010953330ad5981c79f';
var importLog = new GlideImportLog();
importLog.setImportRunHistory(importRunSysId);
```

GlideImportLog - warn(String message, String source)

Logs a message of type Warn to the Import Log [import_log] table.

GlideImportLog

Parameters

Name	Type	Description
message	String	Log message. Maximum length 4000 characters.
source	String	Optional. Source field value attached to the Import Log record that defines where in the Import Set process this message was logged from. For example, Loading could represent loading step, Cleanup could represent during the cleanup after the transform, and so on.

Returns

Type	Description
None	

```
var importLog = new GlideImportLog();
importLog.warn('Transform taking longer than expected.');
```

GlideImportSetRun - Scoped, Global

The *GlideImportSetRun* API provides methods to creates an Import Set Run record which the *GlideImportSetTransformer* API can consume.

See also:

- Import sets
- Import Set API

Related topics

GlideImportLog

GlideImportSetTable

GlideImportSetTransformer

GlideImportSetTransformMap

GlideTransformLog

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideImportSetRun - GlideImportSetRun(String importSetID)

Instantiates a GlideImportSetRun object.

Parameters

Name	Type	Description
importSetID	String	Optional. The sys_id of the import set record listed in the Import Sets [sys_import_set] table. If not set, a new [sys_import_set] record is created and the GlideImportSetRun object represents this record.

```
var importSetRun = new GlideImportSetRun();
```

GlideImportSetRun - getImportSetRunSysID()

Gets the sys_id of the Import Set Run associated with the transformation.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The sys_id of the Transform Histories [sys_import_set_run] record associated with the transform.

```
var importSetRun = new GlideImportSetRun();
var importSetRunSysId = importSetRun.getImportSetRunSysID();
```

GlideImportSetTable - Scoped, Global

The `GlideImportSetTable` API provides methods to create temporary Import Set tables.

These methods create the Import Set table using a dynamic, standard naming convention. Tables must have at least one defined column. Modification and deletion of existing Import Set tables is not supported.

A scheduled job named Scripted Import Set Deleter runs every seven days by default. Scripted Import Set Deleter deletes all Import Sets, Transform Maps, Transform Entries, and drops the Import Set Tables associated with the tables created by this API.

You can use the `GlideImportSetTable` methods in global and scoped scripts. Use the `sn_impex` namespace identifier to create a GlideImportSetTable object.

Related topics

- GlideImportLog
- GlideImportSetRun
- GlideImportSetTransformer
- GlideImportSetTransformMap
- GlideTransformLog

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideImportSetTable - GlideImportSetTable(String tableLabel)

Instantiates a GlideImportSetTable object.

Parameters

Name	Type	Description
tableLabel	String	Label of the Import Set table created upon calling the *create()* method.

```
var importSetTable = new sn_impex.GlideImportSetTable("temp user
 table");
```

GlideImportSetTable - addDateTimeColumn(String columnLabel)

Creates a GlideDateTime column.

Parameters

Name	Type	Description
columnLabel	String	Label of the GlideDateTime column to create in the Import Set table.

Returns

Type	Description
void	

```
var importSetTable = new sn_impex.GlideImportSetTable("temp user
 table");
importSetTable.addDateTimeColumn('start date');
var tableStructure = importSetTable.create();
```

GlideImportSetTable - addStringColumn(String columnLabel, Number length)

Creates a string column.

Parameters

Name	Type	Description
columnLabel	String	Label of the string column to create in the Import Set table.
length	Number	Optional. Maximum column length. Default: 40 characters

Returns

Type	Description
void	

```
var importSetTable = new sn_impex.GlideImportSetTable("temp user
 table");
importSetTable.addStringColumn('first name', 50);
importSetTable.addStringColumn('last name', 50);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var tableStructure = importSetTable.create();
```

GlideImportSetTable - create()

Creates the Import Set table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	JSON object in the following format: • tableName: String. Database name of the table. • tableLabel: String. User-friendly label of the table (rewriteable). • columns: Object. Map of table column labels to column names provided by the *addDateTimeColumn()* and *addStringColumn()* methods. ○ column_label: String. Label of the string column in the Import Set table. ○ column_name: String. Name of the string column in the Import Set table. `{"tableName": "<table_name>", "tableLabel": "<table label>", "columns": StringMap(<column_label>: <column_name>)}`

```
// Create Import Set table
var importSetTable = new sn_impex.GlideImportSetTable("temp user
 table");
importSetTable.addStringColumn('first name', 40);
importSetTable.addStringColumn('last name', 40);
importSetTable.addDateTimeColumn('start date');
var tableStructure = importSetTable.create();

/*
tableStructure = {
"tableName": "imp_staging_table_1417601730000",
"tableLabel": "temp user table",
"columns": {
  "first name": "u_first_name",
  "last name": "u_last_name",
  "start date": "u_start_date"
 }
}
*/

var importSetTableName = tableStructure["tableName"];
var columns = tableStructure["columns"];
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideImportSetTransformer - Scoped, Global

The `GlideImportSetTransformer` API provides methods to create an Import Set Transformer object used to execute an Import Set Transform.

To execute an Import Set transform:

1. Create an Import Set table using the `GlideImportSetTable` API.
2. Create a Transform Map using the `GlideImportSetTransformMap` API.
3. Create or use an existing Import Set using the `GlideRecord` API.
4. Execute an Import Set Transform using the `GlideImportSetTransformer` API.

Once you have created the Import Set record it must be consumed by the `GlideImportSetTransformer` API in order to trigger the transform.

```
var transformer = new GlideImportSetTransformer();
transformer.transformAllMaps(importSetGr);
```

Related topics

GlideImportLog

GlideImportSetRun

GlideImportSetTable

GlideImportSetTransformMap

GlideRecord

GlideTransformLog

GlideImportSetTransformer - GlideImportSetTransformer()

Instantiates a GlideImportSetTransformer object.

Parameters

Name	Type	Description
None		

```
var transformer = new GlideImportSetTransformer();
```

GlideImportSetTransformer - getImportSetRun()

Gets the Import Set Run object associated with a GlideImportSetTransformer object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideImportSetRun	GlideImportSetRun object created by running a transformation or the argument supplied to the `setImportSetRun()` method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var importSet = new GlideRecord('sys_import_set');
importSet.short_description = 'Import set from scripted rest
 api';
importSet.table_name = importSetTableName;
var importSetID = importSet.insert();
var transformer = new GlideImportSetTransformer();
transformer.transformAllMaps(importSet);
var importSetRun = transformer.getImportSetRun();
```

GlideImportSetTransformer - isError()

Returns a Boolean value specifying whether or not there was an error during a transformation.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether there is an error. • true: Error. • false: Success.

```
var importSet = new GlideRecord('sys_import_set');
importSet.short_description = 'Import set from scripted rest
 api';
importSet.table_name = importSetTableName;
var importSetID = importSet.insert();
var transformer = new GlideImportSetTransformer();
transformer.transformAllMaps(importSet);
if(transformer.isError()) {
 gs.error('Error executing the transform');
}
```

GlideImportSetTransformer - setImportSetID(String id)

Associates an Import Set record with a specific GlideImportSetTransformer object.

Parameters

Name	Type	Description
id	String	The sys_id of an Import Set record from the Import Sets [sys_import_set] table.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var importSet = new GlideRecord('sys_import_set');
importSet.short_description = 'Import set from scripted rest
 api';
importSet.table_name = importSetTableName;
var importSetID = importSet.insert();
var transformer = new GlideImportSetTransformer();
transformer.setImportSetID(importSetID);
transformer.transformAllMaps(importSet);
```

GlideImportSetTransformer - setImportSetRun(GlideImportSetRun importSetRun)

Associates an Import Set Run object with a specific GlideImportSetTransformer object.

Parameters

Name	Type	Description
importSetRun	GlideImportSetRun	GlideImportSetRun object representing the ImportSetRun record to track the transformation history.

Returns

Type	Description
void	

```
var importSet = new GlideRecord('sys_import_set');
importSet.short_description = 'Import set from scripted rest
 api';
importSet.table_name = importSetTableName;
var importSetID = importSet.insert();
var importSetRun = new GlideImportSetRun(importSetID);
var transformer = new GlideImportSetTransformer();
transformer.setImportSetRun(importSetRun);
transformer.transformAllMaps(importSet);
```

GlideImportSetTransformer - setLogger(GlideImportLog log)

Associates a GlideImportLog object with a specific GlideImportSetTransformer object.

If this method is not called prior to calling the `transformAllMaps()` method, a GlideImportLog object is created internally on the server side.

Parameters

Name	Type	Description
log	GlideImportLog	GlideImportLog object to link to the Import Set history. Once set, any call from the GlideImportLog object is associated with the Import Set run history for that specific transform.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var importSet = new GlideRecord('sys_import_set');
importSet.short_description = 'Import set from scripted rest
 api';
importSet.table_name = importSetTableName;
var importSetID = importSet.insert();
var importLog = new GlideImportLog();
var transformer = new GlideImportSetTransformer();
transformer.setLogger(importLog);
transformer.transformAllMaps(importSet);
```

GlideImportSetTransformer - setMapID(String mapID)

Associates a Transform Map with a specific GlideImportSetTransformer object.

Parameters

Name	Type	Description
mapID	String	A sys_id from the Table Transform Maps [sys_transform_map] table.

Returns

Type	Description
void	

```
var importSet = new GlideRecord('sys_import_set');
importSet.short_description = 'Import set from scripted rest
 api';
importSet.table_name = importSetTableName;
var importSetID = importSet.insert();
var transformMapId = '<sys id of transform map>';
var transformer = new GlideImportSetTransformer();
transformer.setMapID(transformMapId);
transformer.transformAllMaps(importSet);
```

GlideImportSetTransformer - setSyncImport(Boolean synchronous)

Enables running synchronous transformations.

Parameters

Name	Type	Description
synchronous	Boolean	Sets transformation mode. Valid values: • true: Run transformation synchronously • false: Run transformation asynchronously Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var importSet = new GlideRecord('sys_import_set');
importSet.short_description = 'Import set from scripted rest
 api';
importSet.table_name = importSetTableName;
var importSetID = importSet.insert();
var transformer = new GlideImportSetTransformer();
transformer.setSyncImport(true);
transformer.transformAllMaps(importSet);
```

GlideImportSetTransformer - transformAllMaps(GlideRecord importSet, String rowSysId)

Executes the Import Set transformation.

Parameters

Name	Type	Description
importSet	GlideRecord	GlideRecord of the import set to execute.
rowSysId	String	Optional. Restricts transformation to a single record by passing the sys_id of a record from the Import Sets [sys_import_set] table. Default: Transform all rows

Returns

Type	Description
void	

```
var importSet = new GlideRecord('sys_import_set');
importSet.short_description = 'Import set from scripted rest
 api';
importSet.table_name = importSetTableName;
var importSetID = importSet.insert();
var transformer = new GlideImportSetTransformer();
transformer.transformAllMaps(importSet);
```

GlideImportSetTransformMap - Scoped, Global

The *GlideImportSetTransformMap* API provides methods to create transform maps and transform entries.

You can use the *GlideImportSetTransformMap* methods in global and scoped scripts. Use the `sn_impex` namespace identifier to create a GlideImportSetTransformMap object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

- GlideImportLog
- GlideImportSetRun
- GlideImportSetTable
- GlideImportSetTransformer
- GlideTransformLog

GlideImportSetTransformMap - GlideImportSetTransformMap(String transformMapName, String importSetTableName, String targetTableName)

Instantiates a GlideImportSetTransformMap object.

Parameters

Name	Type	Description
transformMapName	String	Name of the map.
importSetTableName	String	Name of the Import Set table.
targetTableName	String	Name of the target table.

```
var transformMap = new sn_impex.GlideImportSetTransformMap("temp
 user map name", importSetTableName, targetTableName);
```

GlideImportSetTransformMap - addDateTimeTransformEntry(String sourceColumn, String targetColumn, Boolean coalesce, String dateTimeFormat)

Add a GlideDateTime transform entry to a transform map.

Parameters

Name	Type	Description
targetColumn	String	Target column from target table to transform to.
coalesce	Boolean	Optional. Flag that indicates whether to insert the record into the target table • true: If true and target table contains a record with the same value in this field, the record is updated, that is, not inserted. • false: Default. Record is inserted into the target table.
sourceColumn	String	Source column from Import Set table to transform from.
dateTimeFormat	String	Optional. GlideDateTime format of the transform, for example, yyyy-MM-dd HH:mm:ss. If empty, the default value is the system date time format.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var transformMap = new sn_impex.GlideImportSetTransformMap("temp
 user map name", importSetTableName, targetTableName,);
transformMap.addDateTimeTransformEntry("u_start date", "first
 day", true, "yyyy-MM-dd HH:mm:ss");
var transformMapId = transformMap.create();
```

GlideImportSetTransformMap - addTransformEntry(String sourceColumn, String targetColumn, Boolean coalesce)

Adds a string transform entry to a transform map.

Parameters

Name	Type	Description
targetColumn	String	Source column from Import Set table to transform from.
coalesce	String	Target column from target table to transform to.
sourceColumn	Boolean	Optional. Flag that indicates whether to insert the record into the target table • true: If true and target table contains a record with the same value in this field, the record is updated, that is, not inserted. • false: Default. Record is inserted into the target table.

Returns

Type	Description
void	

```
var transformMap = new sn_impex.GlideImportSetTransformMap("temp
 user map name", importSetTableName, targetTableName);
transformMap.addTransformEntry("first_name", "first_name",
 true);
transformMap.addTransformEntry("last_name", "last_name", false);
transformMap.addTransformEntry("age", "age", false);
var transformMapId = transformMap.create();
```

GlideImportSetTransformMap - create()

Creates a new transform map.

Note: To create a transform map you must have defined at least one transform entry using either *addDateTimeTransformEntry()* or *addTransformEntry()*.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The sys_id of the created transform map.

```
var transformMap = new sn_impex.GlideImportSetTransformMap("temp
 user map name", importSetTableName, targetTableName);
transformMap.addTransformEntry("u_first_name", "first_name");
var transformMapId = transformMap.create();
```

GlideJsonPath - Global

The *GlideJsonPath* API retrieves values from a JSON document using a query path string.

This API is available by default.

GlideJsonPath - GlideJsonPath(String jsonDocument)

Instantiates a GlideJsonPath scriptable object by parsing a JSON document.

Parameters

Name	Type	Description
jsonDocument	String	JSON document to parse.

This example instantiates a GlideJsonPath object by parsing a JSON document.

```
var v = new
 GlideJsonPath('{"lib":{"jsonpath":{"creator":{"name":"DevStudio
","developers":["dev1","dev2","dev3"]}}}}');
```

GlideJsonPath - read(String jsonPath)

Retrieves values from a JSON document using a query path string.

Parameters

Name	Type	Description
jsonPath	String	Path to search for in the JSON document. All valid JSONPath expressions are supported. For more information, see JSONPath.

Returns

Type	Description
Object	JavaScript object(s) that match the specified path.

This example searches a JSON document for all developers listed under the specified path.

```
var v = new
 GlideJsonPath('{"lib":{"jsonpath":{"creator":{"name":"DevStudio
","developers":["dev1","dev2","dev3"]}}}}');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var l =
 v.read("$['lib']['jsonpath']['creator']['developers'][*]");
```

Output:

```
"dev1", "dev2", "dev3"
```

GlideListProperties - Global

The *GlideListProperties* API provides methods to create a list and set list properties. For example, you can define whether a list has a filter, breadcrumbs, and search.

To use this class, you must first instantiate a GlideListProperties object using the constructor.

For an example of this class in the base system, configure a list and select **All**. The tabbed list of options uses the personalize_all UI page and personalize_all_list UI macro to set list properties such as title, context menu, and breadcrumbs.

This API includes methods that provide information about existing GlideList settings and provides options for setting various GlideList properties. For information on how to modify settings in the UI, see GlideList2 (g_list) - Client or GlideList (Next Experience) - Client.

GlideListProperties - GlideListProperties()

Instantiates a GlideListProperties object.

Parameters

Name	Type	Description
None		

```
var list = new GlideListProperties();
```

GlideListProperties - getListID()

Returns the unique ID for a list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Unique ID for the list

```
var list = new GlideListProperties();
var getID = list.getListID();
gs.print(getID);
```

Output: 3519f77ad95f5700964f387107a8a394

GlideListProperties - getListName()

Returns the name of the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the list.

```
var list = new GlideListProperties();
var setName = list.setListName("my custom list");
var getName = list.getListName();
gs.print(getName);
```

Output: my custom list

GlideListProperties - getTitle()

Get the title of a list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The title of the list.

Optional example explanation

```
var list = new GlideListProperties();
var title = list.setTitle("My title");
var getTitle = list.getTitle();
gs.print(getTitle);
```

Output: My title

GlideListProperties - hasActions()

Returns whether or not the **Actions on select rows** option is enabled for a list.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Returns **true** if the actions option is enabled for a list.

```
var list = new GlideListProperties();
var actions = list.setHasActions(true);
var hasActions = list.hasActions();
gs.print(hasActions);
```

Output: true

GlideListProperties - hasBottomNav()

Returns whether or not a list has navigation at the bottom.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If returns **true** the list has bottom navigation.

```
var lp = new GlideListProperties();
var Nav = lp.setHasBottomNav(true);
var hasNav = lp.hasBottomNav();
gs.print(hasNav);
```

Output: true

GlideListProperties - hasBottomVCR()

Returns whether or not the page navigation controls appear in the footer of a list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If **true** the page navigation controls appear in the footer of a list.

```
var list = new GlideListProperties();
var vcr = list.setHasBottomVCR(true);
var hasVCR = list.hasBottomVCR();
gs.print(hasVCR);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output: true

GlideListProperties - hasFilter()

Returns whether or not a list has a filter.

The filter property is a parent of the breadcrumbs property. If the filter property is listed as false and the breadcrumb is listed as true, `hasFilter()` still returns true because the child property is marked as true.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If **true** a filter icon appears with the list, or the breadcrumb property is listed as true. If **false** both the filter property and the breadcrumb property are marked as false.

```
var list = new GlideListProperties();
var filter = list.setHasFilter(true);
var breadcrumbs = list.setHasBreadcrumbs(true);
var hasFilter = list.hasFilter();
gs.print(hasFilter);
```

Output: true

GlideListProperties - hasHeader()

Returns whether or not a list has a header.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns **true** if a list has a header.

```
var list = new GlideListProperties();
var header = list.setHasHeader(true);
var hasHeader = list.hasHeader();
gs.print(hasHeader);
```

Output: true

GlideListProperties - hasHeaderContextMenu()

Returns whether or not a header context menu is enabled for a list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If **true** a context menu displays next to each column header in a list.

```
var list = new GlideListProperties();
var header = list.setHasHeaderContextMenu(true);
var hasHeader = list.hasHeaderContextMenu();
gs.print(hasHeader);
```

Output: true

GlideListProperties - hasListMechanic()

Returns whether list personalization is enabled for a list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If **true** the list mechanic is enabled for a list and the Personalize List icon appears on the page.

```
var list = new GlideListProperties();
var mechanic = list.setHasListMechanic(true);
var hasMechanic = list.hasListMechanic();
gs.print(hasMechanic);
```

Output: true

GlideListProperties - hasPopup()

Returns whether or not a list can have popup windows.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Returns **true** if the list allows popups.

```
var list = new GlideListProperties();
var popup = list.setHasPopup(true);
var hasPopup = list.hasPopup();
gs.print(hasPopup);
```

Output: true

GlideListProperties - hasRowContextMenu()

Returns whether or not rows in a list have a context menu.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If **true** a list row can have a context menu.

```
var list = new GlideListProperties();
var contextMenu = list.setHasRowContextMenu(true);
var hasContextMenu = list.hasRowContextMenu();
gs.print(hasContextMenu);
```

Output: true

GlideListProperties - hasSearch()

Returns whether or not the search bar is enabled for a list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If **true** the search bar appears in the header of a list.

```
var list = new GlideListProperties();
var search = list.setHasSearch(true);
var hasSearch = list.hasSearch();
gs.print(hasSearch);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output: true

GlideListProperties - hasTitle()

Returns whether or not the list title appears in the list header.

The title context menu is a child property of title. If `setHasTitleContextMenu` is set to true, `hasTitle` also returns true, even if `setHasTitle` is set to false.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If **true** the list title appears in the list header.

```
var list = new GlideListProperties();
var title = list.setHasTitle(true);
var contextMenu = list.setHasTitleContextMenu(true);
var hasTitle = list.hasTitle();
gs.print(hasTitle);
```

Output: true

GlideListProperties - hasTitleContextMenu()

Returns whether a context menu appears in a list header.

The title context menu is a child property of title. If `setHasTitleContextMenu` is set to true, `hasTitle` also returns true, even if `setHasTitle` is set to false.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If **true** the context menu appears in the list header next to the list title.

Optional example explanation

```
var list = new GlideListProperties();
var contextMenu = list.setHasTitleContextMenu(true);
var hasContextMenu = list.hasTitleContextMenu();
gs.print(hasContextMenu);
```

Output: true

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideListProperties - hasTopVCR()

Returns whether or not the page navigation controls appear in the header of a list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If **true** the page navigation controls appear in the header of a list.

```
var list = new GlideListProperties();
var vcr = list.setHasTopVCR(true);
var hasVCR = list.hasTopVCR();
gs.print(hasVCR);
```

Output: true

GlideListProperties - isOmitFilter()

Returns whether or not the omit filter option has been selected.

The ListControl omit flags take precedence in that if they are set, they negate the setting of their corresponding flag. For example, if the show filter flag has been set to true, but the ListControl omit filter is true, then checking hasFilter returns `false`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true or false whether the omit filter flag has been selected.

```
var lp = new GlideListProperties();
var omitFilter = lp.isOmitFilter();
gs.print(omitFilter);
```

Output: false

GlideListProperties - isSaveFilterHidden()

Returns whether the Save Filter button is hidden in the condition builder.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	If **true** the Save Filter button is hidden in the condition builder.

```
var list = new GlideListProperties();
var SaveFilter = list.setSaveFilterHidden(true);
var hasSaveFilter = list.isSaveFilterHidden();
gs.print(hasSaveFilter);
```

Output: true

GlideListProperties - isShowLinks()

Returns whether or not a list shows links.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var links = list.setShowLinks(true);
var hasLinks = list.isShowLinks();
gs.print(hasLinks);
```

Output: true

GlideListProperties - isToggleHeader()

Returns whether or not toggling the header columns is available for a list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If **true** users can show or hide the column headers for a table.

```
var list = new GlideListProperties();
var toggle = list.setToggleHeader(true);
var hasToggle = list.isToggleHeader();
gs.print(hasToggle);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output: true

GlideListProperties - setCanChangeView(Boolean onOff)

Determine whether the user can change the view for the list.

Parameters

Name	Type	Description
onOff	Boolean	If **false** users cannot change the list view. By default, changing views is enabled.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var changeView = list.setCanChangeView(true);
```

GlideListProperties - setCanGroup(Boolean onOff)

Determine whether users can group items in a list.

Parameters

Name	Type	Description
onOff	Boolean	If **false**, the group by option does not appear in the column context menu. By default the group by option appears in the list context menu.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var canGroup = list.setCanGroup(true);
```

GlideListProperties - setCanSort(Boolean onOff)

Determine whether the sort option is available in a list.

Parameters

Name	Type	Description
onOff	Boolean	If **false**, the sort option does not appear in column list context menu, and users cannot click the column title to change the order of the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var canSort = list.setCanSort(true);
```

GlideListProperties - setContextMenus(Boolean onOff)

Displays or hides all of the available context menus for a list.

Parameters

Name	Type	Description
onOff	Boolean	If set to **true** displays the title context menu, header context menu, and list context menu for a list.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var context = list.setContextMenus(true);
```

GlideListProperties - setHasActions(Boolean)

Determine whether the **Actions on select rows** options display at the bottom of a list.

Parameters

Name	Type	Description
onOff	Boolean	If **true** displays action options for a list.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var actions = list.setHasActions(true);
```

GlideListProperties - setHasBottomNav(Boolean onOff)

Determine whether the navigation actions at the bottom of a list are hidden or not.

Parameters

Name	Type	Description
onOff	Boolean	When **true** adds navigation to the bottom of a list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var lp = new GlideListProperties();
var bottom = lp.setHasBottomNav(true);
```

GlideListProperties - setHasBreadcrumbs(Boolean onOff)

Determine whether or not breadcrumbs appear at the top of a list.

Breadcrumbs are a child of filters. To hide breadcrumbs completely, you need to also set the filter to false.

Parameters

Name	Type	Description
onOff	Boolean	If **true** breadcrumbs appear at the top of a list.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var breadcrumbs = list.setHasBreadcrumbs(true);
```

GlideListProperties - setHasBottomVCR(Boolean onOff)

Determine whether the first page, last page, next page, and previous page buttons appear at the bottom of the list.

Parameters

Name	Type	Description
onOff	Boolean	If **true**, the first page, last page, next page, and previous page buttons appear at the bottom of the list.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var bottomVCR = list.setHasBottomVCR(true);
```

GlideListProperties - setHasFilter(Boolean onOff)

Determine whether or not the filter displays as part of a list.

The filter is a parent of breadcrumbs. To remove the filter, you need to set both the filter and the breadcrumbs to false.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
onOff	Boolean	If **true** a filter icon appears at the top of the list. Users can use the filter to narrow search results.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var filter = list.setHasFilter(true);
```

GlideListProperties - setHasHeader(Boolean onOff)

Determine whether or not a list displays a header.

Parameters

Name	Type	Description
onOff	Boolean	If **true** the list displays a header.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var header = list.setHasHeader(true);
```

GlideListProperties - setHasHeaderContextMenu(Boolean onOff)

Determine whether or not the context menu appears next to each column in a list.

Parameters

Name	Type	Description
onOff	Boolean	If **true** the context menu appears next to each column in a list.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var actions = list.setHasHeaderContextMenu(true);
```

GlideListProperties - setHasListMechanic(Boolean onOff)

Determine whether or not a list has the option for personalization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
onOff	Boolean	If **true** the list mechanic is enabled and the Personalize List icon appears on the page.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var mechanic = list.setHasListMechanic(true);
```

GlideListProperties - setHasPopup(Boolean onOff)

Determine whether the list has a popup or modal window.

Parameters

Name	Type	Description
onOff	Boolean	If **true**the list can have popup windows.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var popup = list.setHasPopup(true);
```

GlideListProperties - setHasRowContextMenu(Boolean onOff)

Determines whether or not list rows have a context menu.

Parameters

Name	Type	Description
onOff	Boolean	When **true** list rows can have a context menu.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var contextMenu = list.setHasRowContextMenu(true);
```

GlideListProperties - setHasSearch(Boolean onOff)

Determine whether search appears for a list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
onOff	Boolean	If **true** the search bar appears in the list header.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var search = list.setHasSearch(true);
```

GlideListProperties - setHasTitle(Boolean onOff)

Determine whether the list title appears in the header.

Parameters

Name	Type	Description
onOff	Boolean	If **true** the title of the list appears in the list header.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var title = list.setHasTitle(true);
```

GlideListProperties - setHasTitleContextMenu(Boolean onOff)

Determine whether or not a list has a context menu in the header.

Parameters

Name	Type	Description
onOff	Boolean	If **true** the context menu appears next to the list title in the header

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var contextMenu = list.setHasTitleContextMenu(true);
```

GlideListProperties - setHasTopVCR(Boolean onOff)

Determine whether or not a list has the page navigation controls in the list header.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
onOff	Boolean	If **true** the page navigation controls appear in the header of a list.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var vcr = list.setHasTopVCR(true);
```

GlideListProperties - setHideRows(Boolean onOff)

Determine whether rows are visible in a list.

Parameters

Name	Type	Description
onOff	Boolean	If **true** all of the rows are hidden for a list.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var hideRows = list.setHideRows(true);
```

GlideListProperties - setListID(String ID)

Set the unique ID for a list.

Parameters

Name	Type	Description
Unique ID	String	The unique ID for the list.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var setID = list.setListID("a9dd1483d99f5700964f387107a8a3ec");
var getID = list.getListID();
gs.print(getID);
```

Output: a9dd1483d99f5700964f387107a8a3ec

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideListProperties - setListName(String name)

Defines a name for the list.

Parameters

Name	Type	Description
name	String	Name of the list.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var name = list.setListName("my custom list");
```

GlideListProperties - setSaveFilterHidden(Boolean onOff)

Determine whether the Save Filter button appears in the condition builder.

Parameters

Name	Type	Description
onOff	Boolean	If **true** the Save Filter button is hidden.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var saveFilter = list.setSaveFilterHidden(true);
```

GlideListProperties - setShowLinks(Boolean onOff)

Whether or not a list includes links.

Parameters

Name	Type	Description
onOff	Boolean	If **true** list includes related links.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var links = list.setShowLinks(true);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideListProperties - setTitle(String title)

Defines the list title.

Parameters

Name	Type	Description
title	String	Title for the list.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var title = list.setTitle("My title");
```

GlideListProperties - setToggleHeader(Boolean onOff)

Determine whether users can show or hide column headers for a table.

Parameters

Name	Type	Description
onOff	Boolean	If **true** an icon appears in the header that allows users to show or hide the column headers.

Returns

Type	Description
void	

```
var list = new GlideListProperties();
var toggle = list.setToggleHeader(true);
```

GlideListProperties - setVCR(Boolean onOff)

Determine whether the first page, last page, next page, and previous page buttons appear at the top and bottom of the list.

Parameters

Name	Type	Description
onOff	Boolean	If **false**, the list does not have any of the page navigation buttons for a list.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var list = new GlideListProperties();
var VCR = list.setVCR(true);
```

GlideLocale - Scoped

The *GlideLocale* API provides information about display information for the local instance.

There is no constructor for a GlideLocale object. Use the *get()* method to obtain a GlideLocale object.

GlideLocale - get()

Returns the GlideLocale object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideLocale	The GlideLocale object.

```
var locale = GlideLocale.get();
```

GlideLocale - getDecimalSeparator()

Returns the decimal separator.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The decimal separator.

```
var locale = GlideLocale.get();
var decimalSeparator = locale.getDecimalSeparator();
gs.info( "The decimal separator is " + decimalSeparator);
```

Output:

```
The decimal separator is .
```

GlideLocale - getGroupingSeparator()

Returns the grouping separator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The grouping separator.

```
var locale = GlideLocale.get();var groupingSeparator =
 locale.getGroupingSeparator();
gs.info( "The grouping separator is " + groupingSeparator);
```

Output:

```
The grouping separator is ,
```

GlideMultiRecurrence - Scoped

The *`GlideMultiRecurrence`* API provides methods that return GlideDateTime objects that describe the run times for a specified scheduled job.

Use this API when you need to determine when a specific periodic or recurring job needs to run, also known as an occurrence.

This API runs in the `sn_schdl_ns` namespace.

To use this API, the associated scheduling table must contain one or more of the following fields (triggers).

Trigger	Description
effective_end	Scheduled end date and time of the job.
effective_start	Schedule start date and time of the job.
frequency	Number of occurrences to return.
run_dayofmonth	Day of the month to run the job. Valid values: 1-31
run_dayofweek	Day of the week to run the job. Valid values: 1 (Sunday) - 7 (Saturday)
run_month	Month of the year to run the job. Valid values: 1-12
run_time	GMT time of day to run the job.
run_weekinmonth	Week of month to run the job. Valid values: 1-6
time_zone	Time zone of the scheduled job.
trigger_type	• 0: Run once • 1: Repeat • 2: On demand • 3: Day in week • 4: Day in month

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Trigger	Description
	• 5: Week in month • 6: Day and month in year • 7: Day in week in month and in year • 8: Run at the specified times • 9: Run at system start up • 10: Interval • 11: Daily

When using this API, you must first create a GlideRecord object for the scheduling table on which the API should act. You then retrieve the scheduling record for which to obtain the occurrence records. For example:

```
var table_nameGR = new GlideRecord('<table_name>'); //
 Scheduling table, such as sys_trigger
table_nameGR.addQuery('sys_id', '<sys_id>'); // Sys_id of the
 scheduling record
table_nameGR.query();
table_nameGR.next();  // Retrieve the scheduling record
```

GlideMultiRecurrence - getOccurrences()

Returns a GlideDateTime object for each scheduled run time (occurrence) that a specified scheduled job should execute within a specific time period, based on the triggers defined in the associated schedule record (GlideRecord).

This method analyzes the current GlideRecord scheduling object, using the triggers defined within the scheduling object, to determine when the job should run.

Properties that control the return results:

- com.glide.schedule.recurrence.num_occurrences_max: Maximum number of occurrences to return.
- com.glide.schedule.recurrence.num_occurrences_default: Default number of occurrences to return.

The method applies the following rules to determine the occurrences to return for the defined period of time and associated triggers:

- If the *effective_start* field is valid and not null or empty, use it as the date to start returning occurrences. Otherwise use the current date.
- If the *effective_end* date field is valid and not null or empty, return the occurrences between the *effective_start* and the *effective_end* date fields.

  Exception to the above rule: If the *effective_end* date is too far in the future, resulting in the return of more than the number of occurrences specified in the com.glide.schedule.recurrence.num_occurrences_max property, then the result is limited to the value specified in com.glide.schedule.recurrence.num_occurrences_max (default 500).

- If the *effective_end* date field is null or empty, but the *frequency* field is set, then use *frequency* to determine the number of occurrences to return.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Return historical dates if the *effective_start* date field is in the past.
- If the *frequency* and *effective_end* date fields are both specified, use the *effective_end* date with the maximum number of occurrences limited to the value specified in the com.glide.schedule.recurrence.num_occurrences_max property.

If none of the rules above are true, then the method returns occurrences based on the system properties' default setting.

Note: *MAX_Drift* is not supported by this API.

Example: Both *frequency* and *effective_end* are specified. *Effective_end* date takes precedence, and *frequency* is ignored.

- *frequency*: 10
- *effective_start*: 1st Aug 2022
- *effective_end*: 10th Oct 2022
- Trigger type: Day in month
- Run day of month: 15

Number of GlideDateTime objects returned = 2.

Occurrences returned: 15th Aug 2022, 15th Sep 2022.

Example: Both *frequency* and *effective_end* are specified. *Effective_end* date takes precedence and *frequency* is ignored, however, the number of returned occurrences is restricted by the value in the com.glide.schedule.recurrence.num_occurrences_max property.

- *frequency*: 20
- *effective_start*: 1st Aug 2022
- *effective_end*: 30th Oct 2070
- Trigger type: Day in month
- Run day of month: 15

Number of GlideDateTime objects returned = 500.

Parameters

Name	Type	Description
grSchedule	GlideRecord	GlideRecord object pointing to the record containing the job for which you want to get the schedule occurrences.

Returns

Type	Description
Array of GlideDateTime objects	GlideDateTime object for each time that the schedule job should run.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to retrieve GlideDateTime objects for all scheduled run date/time for a specific period for a specified job schedule record. The selected job is scheduled to run every hour.

```
var sys_id = 'a9e30c7dc61122760116894de7bcc7bd'; // Sys_id of
 the job schedule record
var table = 'sys_trigger'; // Table that contains the job
 schedule record

var grSchedule = new GlideRecord(table);
if
 (grSchedule.get(sys_id)) {
  var multiRecurrence = new sn_schdl_ns.GlideMultiRecurrence();
  var dates = multiRecurrence.getOccurrences(grSchedule); //
 Display the list of occurrences
  for(var i=0; i<dates.length; i++) {
    gs.info('occurrence = ' + dates[i]);
  }
}
```

Output:

```
occurrence = 2022-11-21 16:23:23
occurrence = 2022-11-21 17:23:23
occurrence = 2022-11-21 18:23:23
occurrence = 2022-11-21 19:23:23
occurrence = 2022-11-21 20:23:23
occurrence = 2022-11-21 21:23:23
occurrence = 2022-11-21 22:23:23
occurrence = 2022-11-21 23:23:23
occurrence = 2022-11-22 00:23:23
occurrence = 2022-11-22 01:23:23
```

GlideOAuthClient - Scoped, Global

The *GlideOAuthClient* API provides methods for requesting and revoking OAuth refresh and access tokens.

You can use this API in global and scoped scripts. In scoped scripts use the `sn_auth` namespace identifier.

GlideOAuthClient - getToken(String requestID, String oauthProfileID)

Retrieves the access and refresh tokens for the client.

Parameters

Name	Type	Description
requestID	String	Request ID from the OAuth Requestor Profile [oauth_requestor_profile] table, which references the OAuth Entity Profile [oauth_entity_profile] table.
oauthProfileID	String	OAuth profile ID from the OAuth Entity Profile [oauth_entity_profile] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideOAuthToken	The access and refresh tokens for the client.

This example code shows how to retrieve access and refresh tokens from the instance database.

```
function dumpToken(token) {
  if(token) {
     gs.info("AccessToken:" + token.getAccessToken());
     gs.info("AccessTokenExpiresIn:" + token.getExpiresIn());
     gs.info("RefreshToken:" + token.getRefreshToken());
  }
}

var oAuthClient = new  sn_auth.GlideOAuthClient();
var token =
 oAuthClient.getToken('248e3017c302301089a7dd5c2840dda5',
 '9c4e78d3c302301089a7dd5c2840dd76');
dumpToken(token);
```

Output:

```
*** Script:
 AccessToken:6MRxD3TRYYvIaoKr-JCy3KiaOxBPu4C9k8oafo3MYf9q8zDyHQr
8UzMSM3Md2alfaES1rzSYe5ydqgbOwpm7TA
*** Script: AccessTokenExpiresIn:1207
*** Script:
 RefreshToken:sc0iTK-0PcVkRi14HXPM3vT0FyOPO8iCqC10huQoDSSLBGUSnm
Ev_fUfJzGWCWBb_StsXIOz6r8qF-hRhURWTA
```

GlideOAuthClient - requestToken(String clientName, String jsonString)

Retrieves the token for the client, with the request parameters encoded in JSON format.

Parameters

Name	Type	Description
clientName	String	The client name.
jsonString	String	The JSON string for the client.

Returns

Type	Description
GlideOAuthClientResponse	The token for the client.

This example shows a resource owner password grant type request, with request parameters encoded in JSON format.

```
var oAuthClient = new GlideOAuthClient();
var params ={grant_type:"password", username:"itil",
 password:'itil'};
var json =new JSON();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var text = json.encode(params);
var tokenResponse = oAuthClient.requestToken('TestClient',
 text);
var token = tokenResponse.getToken();

gs.log("AccessToken:"+ token.getAccessToken());
gs.log("AccessTokenExpiresIn:"+ token.getExpiresIn());
gs.log(" RefreshToken:"+ token.getRefreshToken());
```

GlideOAuthClient - requestTokenByRequest(String clientName, GlideOAuthClientRequest request)

Retrieves the token for the client, with the client name and the request set into a GlideOAuthClientResponse object.

Parameters

Name	Type	Description
clientName	String	The client name.
request	GlideOAuthClientRequest	The request.

Returns

Type	Description
GlideOAuthClientResponse	The token for the client.

GlideOAuthClient - revokeToken(String clientName, String accessToken, String refreshToken, GlideOAuthClientRequest request)

Revokes the access or refresh token for the client, with the request and optional header parameters set into a GlideOAuthClientRequest object.

Parameters

Name	Type	Description
clientName	String	The client name.
accessToken	String	The access token.
refreshToken	String	The refresh token.
request	GlideOAuthClientRequest	The request.

Returns

Type	Description
GlideOAuthClientResponse	The token for the client.

GlideOAuthClientRequest - Scoped, Global

The *`GlideOAuthClientRequest`* API provides methods for handling OAuth client requests.

You can use this API in global and scoped scripts. In scoped scripts use the `sn_auth` namespace identifier.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideOAuthClientRequest - getGrantType()

Retrieves the grant type.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The grant type.

GlideOAuthClientRequest - getHeader(String name)

Retrieves the HTTP headers for the string you provide.

Parameters

Name	Type	Description
name	String	The name of the parameter.

Returns

Type	Description
StringMap	The string map with the HTTP headers.

GlideOAuthClientRequest - getHeaders()

Retrieves the HTTP headers.

Parameters

Name	Type	Description
none		

Returns

Type	Description
StringMap	The string map with the HTTP headers.

GlideOAuthClientRequest - getParameter(String name)

Retrieves the parameters for the parameter name you provide.

Parameters

Name	Type	Description
name	String	The parameter name for which you want the parameters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The parameters.

GlideOAuthClientRequest - getPassword()

Retrieves the password.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The password.

GlideOAuthClientRequest - getRefreshToken()

Retrieves the refresh token.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The refresh token.

GlideOAuthClientRequest - getScope()

Retrieves the scope.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The scope.

GlideOAuthClientRequest - getUserName()

Retrieves the user name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The user name.

GlideOAuthClientRequest - setGrantType(String grantType)

Sets the grant type for the string you provide.

Note: You only need to set the grant type if it is not already defined in the OAuth provider profile.

Parameters

Name	Type	Description
name	String	The grant type.

Returns

Type	Description
void	

GlideOAuthClientRequest - setHead(String name, String value)

Retrieves the HTTP headers for the string you provide.

Parameters

Name	Type	Description
name	String	The name of the parameter.
value	String	The value of the parameter.

Returns

Type	Description
void	

GlideOAuthClientRequest - setParameter(String name, String value)

Sets the parameters for the name:value pair of strings you provide.

Parameters

Name	Type	Description
name	String	The parameter name for which you want the parameters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
value	String	The value of the parameter.

Returns

Type	Description
void	

GlideOAuthClientRequest - setPassword(String password)

Sets the password with the string you provide.

Parameters

Name	Type	Description
password	String	The user name.

Returns

Type	Description
void	

GlideOAuthClientRequest - setRefreshToken(String refreshToken)

Sets the refresh token with the string you provide.

Parameters

Name	Type	Description
refreshToken	String	The refresh token.

Returns

Type	Description
void	

This example shows a resource owner password grant type request.

```
    var tokenRequest =new GlideOAuthClientRequest();
    tokenRequest.setGrantType("password");
    tokenRequest.setUserName("itil");
    tokenRequest.setPassword("itil");
    tokenRequest.setScope(null);

    var oAuthClient =new GlideOAuthClient();var tokenResponse =
oAuthClient.requestToken("TestClient", tokenRequest);
    gs.log("Error:"+ tokenResponse.getErrorMessage());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var token = tokenResponse.getToken();if(token){
      gs.log("AccessToken:"+ token.getAccessToken());
      gs.log("AccessTokenExpiresIn:"+ token.getExpiresIn());
      gs.log("RefreshToken:"+ token.getRefreshToken());
```

This example shows a refresh token grant type request.

```
    var tokenRequest =new GlideOAuthClientRequest();
    tokenRequest.setGrantType("refresh_token");

 tokenRequest.setRefreshToken("N-GtdSVLkWP_Cr-TysXdmNy59ZYafu5Zz
AS4YaSluXDmOkCkInEnu-hwM5SsGYSFwKJ6xauVmoaq7xJNoalXFQ");
    tokenRequest.setScope(null);

    var oAuthClient =new GlideOAuthClient();
    tokenResponse = oAuthClient.requestToken("TestClient",
 tokenRequest);
    gs.log("Error:"+ tokenResponse.getErrorMessage());
    token = tokenResponse.getToken();if( token){
       gs.log("AccessToken:"+ token.getAccessToken());
       gs.log("AccessTokenExpiresIn:"+ token.getExpiresIn());
       gs.log("AccessTokenSysID:"+
 token.getAccessTokenSysID());
       gs.log("RefreshToken:"+ token.getRefreshToken());
       gs.log("RefreshTokenSysID:"+
 token.getRefreshTokenSysID());
```

GlideOAuthClientRequest - setScope(String scope)

Sets the scope for the string you provide.

Note: You only need to set the scope if it is not already defined in the OAuth provider.

Parameters

Name	Type	Description
scope	String	The scope.

Returns

Type	Description
void	

GlideOAuthClientRequest - setUserName(String userName)

Sets the user name with the string you provide.

Parameters

Name	Type	Description
userName	String	The user name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

GlideOAuthClientResponse - Scoped, Global

The `GlideOAuthClientResponse` API provides methods for handling OAuth client responses.

You can use this API in global and scoped scripts. In scoped scripts use the `sn_auth` namespace identifier.

GlideOAuthClientResponse - getBody()

Retrieves all of the response information, including instance information.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The response information.

GlideOAuthClientResponse - getContentType()

Retrieves the HTTP response content header from an external OAuth provider.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The HTTP response header.

GlideOAuthClientResponse - getErrorMessage()

Retrieves the error message if authentication is not successful.

Parameters

Name	Type	Description
none		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The error message.

GlideOAuthClientResponse - getResponseCode()

Retrieves the HTTP response code from the external OAuth provider.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The HTTP response code.

GlideOAuthClientResponse - getResponseParameters()

Retrieves the error message if authentication is not successful.

Parameters

Name	Type	Description
none		

Returns

Type	Description
MapString	The response content.

GlideOAuthClientResponse - getToken()

Retrieves the refresh token.

Parameters

Name	Type	Description
none		

Returns

Type	Description
GlideOAuthToken	The refresh token.

GlideOAuthToken - Scoped, Global

The `GlideOAuthToken` API provides methods for retrieving OAuth access token and information about the access token.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can use this API in global and scoped scripts. In scoped scripts use the `sn_auth` namespace identifier.

GlideOAuthToken - getAccessToken()

Retrieves the access token associated with the GlideOAuthToken object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Access token.

This example code shows how to retrieve access and refresh tokens from the instance database. See also GlideOAuthClient.

```
function dumpToken(token) {
  if(token) {
     gs.info("AccessToken:" + token.getAccessToken());
     gs.info("AccessTokenExpiresIn:" + token.getExpiresIn());
     gs.info("RefreshToken:" + token.getRefreshToken());
  }
}

var oAuthClient = new  sn_auth.GlideOAuthClient();
var token =
 oAuthClient.getToken('248e3017c302301089a7dd5c2840dda5',
 '9c4e78d3c302301089a7dd5c2840dd76');
dumpToken(token);
```

Output:

```
*** Script:
 AccessToken:6MRxD3TRYYvIaoKr-JCy3KiaOxBPu4C9k8oafo3MYf9q8zDyHQr
8UzMSM3Md2alfaES1rzSYe5ydqgbOwpm7TA
*** Script: AccessTokenExpiresIn:1207
*** Script:
 RefreshToken:sc0iTK-0PcVkRi14HXPM3vT0FyOPO8iCqC10huQoDSSLBGUSnm
Ev_fUfJzGWCWBb_StsXIOz6r8qF-hRhURWTA
```

GlideOAuthToken - getAccessTokenSysID()

Deprecated. Retrieves the sys_id of the token ID associated with the GlideOAuthToken object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Sys_id of the access token.

GlideOAuthToken - getExpiresIn()

Retrieves the lifespan of the access token associated with the GlideOAuthToken object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number (Long)	Lifespan of the token. Unit: Seconds

This example code shows how to retrieve access and refresh tokens from the instance database. See also GlideOAuthClient.

```
function dumpToken(token) {
  if(token) {
     gs.info("AccessToken:" + token.getAccessToken());
     gs.info("AccessTokenExpiresIn:" + token.getExpiresIn());
     gs.info("RefreshToken:" + token.getRefreshToken());
  }
}

var oAuthClient = new  sn_auth.GlideOAuthClient();
var token =
 oAuthClient.getToken('248e3017c302301089a7dd5c2840dda5',
 '9c4e78d3c302301089a7dd5c2840dd76');
dumpToken(token);
```

Output:

```
*** Script:
 AccessToken:6MRxD3TRYYvIaoKr-JCy3KiaOxBPu4C9k8oafo3MYf9q8zDyHQr
8UzMSM3Md2alfaES1rzSYe5ydqgbOwpm7TA
*** Script: AccessTokenExpiresIn:1207
*** Script:
 RefreshToken:scOiTK-OPcVkRi14HXPM3vTOFyOPO8iCqC1OhuQoDSSLBGUSnm
Ev_fUfJzGWCWBb_StsXIOz6r8qF-hRhURWTA
```

GlideOAuthToken - getRefreshToken()

Refreshes the token associated with the GlideOAuthToken object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Refreshed token.

This example code shows how to retrieve access and refresh tokens from the instance database. See also GlideOAuthClient.

```
function dumpToken(token) {
  if(token) {
     gs.info("AccessToken:" + token.getAccessToken());
     gs.info("AccessTokenExpiresIn:" + token.getExpiresIn());
     gs.info("RefreshToken:" + token.getRefreshToken());
  }
}

var oAuthClient = new  sn_auth.GlideOAuthClient();
var token =
 oAuthClient.getToken('248e3017c302301089a7dd5c2840dda5',
 '9c4e78d3c302301089a7dd5c2840dd76');
dumpToken(token);
```

Output:

```
*** Script:
 AccessToken:6MRxD3TRYYvIaoKr-JCy3KiaOxBPu4C9k8oafo3MYf9q8zDyHQr
8UzMSM3Md2alfaES1rzSYe5ydqgbOwpm7TA
*** Script: AccessTokenExpiresIn:1207
*** Script:
 RefreshToken:sc0iTK-0PcVkRi14HXPM3vT0FyOPO8iCqC10huQoDSSLBGUSnm
Ev_fUfJzGWCWBb_StsXIOz6r8qF-hRhURWTA
```

GlideOAuthToken - getRefreshTokenSysID()

Deprecated. Retrieves the sys_id of the refresh token.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the refresh token.

GlideOAuthToken - getScope()

Retrieves the token scope, which is the amount of access granted by the access token.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Scope of the access token.

GlidePluginManager - Scoped

The scoped *GlidePluginManager* API provides a method for determining if a plugin has been activated.

GlidePluginManager - isActive(String pluginID)

Determines if the specified plugin has been activated.

Parameters

Name	Type	Description
pluginID	String	Unique plugin identifier.

Returns

Type	Description
Boolean	Flag that indicates if the plugin is active. Valid values: • true: Plugin is active. • false: Plugin is inactive.

```
var now_GR = new GlideRecord('sys_plugins');
var queryString = "active=0^ORactive=1";
now_GR.addEncodedQuery(queryString);
now_GR.query();
var pMgr = new GlidePluginManager();

while (now_GR.next()) {
   var name = now_GR.getValue('name');
   var pID = now_GR.getValue('source');
   var isActive = pMgr.isActive(pID);
   if (isActive)
       gs.info('The plugin ' + name + ' is active');
}
```

Output:

```
The plugin Country Lookup Data is active
The plugin Database Replication is active
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
The plugin REST API Provider is active
The plugin Ten Cool Things is active
```

GlideQuery - Scoped, Global

The *GlideQuery* script include is an alternative to the *GlideRecord* API for performing CRUD operations on record data from server-side scripts.

The *GlideQuery* script include lets you:

- Use standard JavaScript objects and types for queries and results.
- Quickly diagnose query errors with additional checks and clear error messages.
- Simplify your code by avoiding boiler-plate query patterns.
- Avoid common performance issues without needing deeper knowledge of the GlideRecord.

Use the *GlideQuery* script include in scoped or global server-side scripts. When used within a scoped app, it must be prefixed with the global scope.

```
new global.GlideQuery('sys_user')
// ...
```

This script include requires the GlideQuery [com.sn_glidequery] plugin.

Implementation

This script include works together with the *Stream* and *Optional* APIs in a builder pattern where the method calls chain together, each method building on the returned result of the previous method. Use methods to define the attributes of the query. The methods do not execute until you call a terminal method, a method that returns a query result, allowing you to define the requirements of the query before executing it.

If the query returns a single record, the system wraps the result in an Optional object. If the query returns a stream of records, the system wraps the result in a Stream object. These objects let you manage the result using a set of methods in each API.

For example, this script performs a query on the Task table, groups the records by priority, and returns each priority that has total reassignments greater than four.

```
var query = new global.GlideQuery('task')
    .where('active', true) //Returns new GlideQuery object with
 a "where" clause.
    .groupBy('priority') //Returns new GlideQuery object with a
 "group by" clause.
    .aggregate('sum', 'reassignment_count') //Returns new
 GlideQuery object with a "sum(reassignment_count)" clause.
    .having('sum', 'reassignment_count', '>', 4) //Returns
 new GlideQuery object with a "having reassignment_count > 4"
 clause.
    .select() //Returns a stream of records wrapped in a Stream
 object.
    .forEach(function (priority){ //Terminal method in the
 Stream class that executes the query and returns the result.
      gs.info("Priority " + priority.group.priority + ": " +
 priority.sum.reassignment_count + " reassignments");
    });
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Priority 1: 11 reassignments
Priority 3: 6 reassignments
Priority 5: 5 reassignments
```

Error handling

The *GlideQuery* script include throws an error when your query has a problem and includes a clear explanation to help guide you. This script include checks for:

- Invalid fields
- Invalid value types for a field
- Invalid values for choice fields
- Invalid query operators

For example, the following code sample would throw an error because the queried field does not exist in the table.

```
new global.GlideQuery('task')
    .where('id', '4717dfe5a9fe198100450448b2404c16') // should
 be 'sys_id'
    .select('description', 'severity')
    .toArray(100);
  // Error: Unable to find field 'id' in table 'task'. Known
 fields: active, activity_due, ...
```

This code sample would throw an error because the data type of one of the arguments is incorrect.

```
new global.GlideQuery('task')
    .where('priority', 'one') // priority is an integer (should
 be 1)
    .select('description', 'severity')
    .toArray(100);
  // Error: Unable to match value ['one'] with field 'priority'
 in table 'task'. Expecting type 'integer'
```

Reuse

Because GlideQuery objects are immutable, you can reuse them later in other parts of your code. For example, this script creates a query and then uses the GlideQuery object later to generate a report.

```
var highPriorityTasks = new global.GlideQuery('task')
    .where('active', true)
    .where('priority', 1);

generateReport(highPriorityTasks);
notifyOwners(highPriorityTasks);
var avgReassignmentCount = highPriorityTasks
    .avg('reassignment_count')
    .orElse(0)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Limitations

The *GlideQuery* script include does not support:

- Reading or writing to tables that do not allow access from other scopes.
- Reading encoded queries.
- GlideDate or GlideDateTime objects, which are read as JavaScript strings.
- FX currency fields.
- Updating journal field types.
- Queries with ambiguous conditional logic. For example, the following query is unclear because the system does not know whether to execute `(active = true AND name != null) OR last_name = Luddy` or `active = true AND (name != null OR last_name = Luddy)`.

```
var user = new global.GlideQuery('sys_user')
  .where('active', true)
  .whereNotNull('name')
  .orWhere('last_name', 'Luddy')
  .selectOne()
  .get()
```

See the *where()* method to understand how to nest a child query instead.

Note: Because the *GlideQuery* script include converts GlideRecord objects into standard JavaScript objects, it may take longer to execute queries. To reduce performance issues, avoid creating loops that iterate over large numbers of records.

Intermediate and terminal methods in GlideQuery

The *GlideQuery* script include uses two categories of methods: intermediate and terminal. Intermediate methods are those methods that return a *Stream*, an API used for interacting with a stream of items like records, allowing a fluent style of syntax where calls are chained together. Terminal methods are those methods that do not return a stream and therefore stop the chain of *Stream* method calls.

In the *GlideQuery* script include, methods such as *where()*, *orderBy()*, and *disableWorkflow()* are intermediate methods that return a new GlideQuery object. Similarly, the *GlideQuery* script include's most popular terminal methods, *select()* and *selectOne()*, are terminal methods. These methods are called when *GlideQuery* is done being configured and is ready to start processing records. The differences between these two method types is important to keep in mind when configuring calls to the *GlideQuery* script include according to your specific use cases. For more information about intermediate and terminal methods, see the article *GlideQuery* - Stream Processing Part 1.

The following methods are classified as intermediate:

- *aggregate(String aggregateType, String field)*
- *disableAutoSysFields()*
- *disableWorkflow()*
- *forceUpdate()*
- *groupBy(String fields)*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `having(String aggregateType, String field, String operator, Number value)`
- `limit(Number limit)`
- `orderBy(String fields)`
- `orderByDesc(String fieldOrAggregate, String field)`
- `orWhere(String fieldOrQuery, String operator, Any value)`
- `orWhereNotNull(String field)`
- `orWhereNull(String field)`
- `where(String fieldOrQuery, String operator, Any value)`
- `whereNotNull(String field)`
- `whereNull(String field)`
- `withAcls()`

The following methods are classified as terminal:

- `avg(String field)`
- `count()`
- `deleteMultiple()`
- `get(String key, Array selectedFields)`
- `getBy(Object keyValues, Array selectedFields)`
- `insert(Object keyValues, Object selectedFields)`
- `insertOrUpdate(Object changes, Object selectedFields)`
- `max(String field)`
- `min(String field)`
- `select(String fields)`
- `selectOne(String fields)`
- `sum(String field)`
- `toGlideRecord()`
- `update(Object changes, Object selectedFields)`
- `updateMultiple(Object changes)`

Note: `parse(String table, String encoded_query)` is neither intermediate or terminal, but static.

GlideQuery - GlideQuery(String table)

Instantiates a GlideQuery object used to build and execute record queries.

Parameters

Name	Type	Description
table	String	Table to query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

This example instantiates a query of the User table.

```
var query = new global.GlideQuery('sys_user');
```

GlideQuery - aggregate(String aggregateType, String field)

Aggregates a field using a specified aggregation function.

Use this method to build queries that aggregate against multiple fields or use multiple aggregate functions, or if you must use the *groupBy()* method. If you only want to aggregate against one field with one function, and you don't need to use *groupBy()*, then use one of these methods instead:

- *avg()*
- *min()*
- *max()*
- *count()*

Parameters

Name	Type	Description
aggregateType	String	The type of aggregation function to perform. Options include: • `min`: Returns the smallest value of all matching records. • `max`: Returns the largest value of all matching records. • `sum`: Returns the sum of all matching records. • `avg`: Returns the average of all matching records. • `count`: Returns the number of number of matching records.
field	String	Field on which to perform the operation.

Returns

Type	Description
GlideQuery	The query object being built.

This script performs a query on the Task table, groups the records by priority, and returns each priority that has total reassignments greater than four.

```
var query = new global.GlideQuery('task')
    .where('active', true) //Returns new GlideQuery object with
 a "where" clause.
    .groupBy('priority') //Returns new GlideQuery object with a
 "group by" clause.
    .aggregate('sum', 'reassignment_count') //Returns new
 GlideQuery object with a "sum(reassignment_count)" clause.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .having('sum', 'reassignment_count', '>', 4) //Returns
new GlideQuery object with a "having reassignment_count > 4"
clause.
    .select() //Returns a stream of records wrapped in a Stream
object.
    .forEach(function (priority){ //Terminal method in the
Stream class that executes the query and returns the result.
      gs.info("Priority " + priority.group.priority + ": " +
priority.sum.reassignment_count + " reassignments");
    });
```

Output:

```
Priority 1: 11 reassignments
Priority 3: 6 reassignments
Priority 5: 5 reassignments
```

GlideQuery - avg(String field)

Returns the aggregate average of a given numeric field.

You can only use this method on fields of the following types:

- Integer
- Long
- Floating point number
- Double
- Currency

Parameters

Name	Type	Description
field	String	Field on which to perform the operation.

Returns

Type	Description
Optional	Object that contains the aggregate average of the given field.

This example shows how to return the average number of faults in the cmdb_ci table.

```
var faults = new global.GlideQuery('cmdb_ci')
    .avg('fault_count')
    .orElse(0);

gs.info(JSON.stringify(faults));
```

Output:

```
0.0037
```

GlideQuery - count()

Returns the number of records that match the query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of records that match the query.

This example returns the number of active records in the User table.

```
var userCount = new global.GlideQuery('sys_user')
    .where('active', true)
    .count();
```

Output:

```
612
```

GlideQuery - deleteMultiple()

Deletes all records in the table specified by the preceding Where clauses.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

This example deletes all active records in the User table where the last name is Jeter.

```
var query = new global.GlideQuery('sys_user')
    .where('active', true)
    .where('last_name', 'Jeter')
    .deleteMultiple();
```

GlideQuery - disableAutoSysFields()

Disables updating system fields, or fields with a name that starts with the `sys` prefix, such as sys_created_on, sys_updated_on, and sys_mod_count. Only applies to the specified query.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideQuery	The query object being built.

This example adds a record to the task table, but does not set system fields. Without calling this method, the below example would update sys_updated_on, sys_mod_count, and so on.

```
var query = new global.GlideQuery('task')
    .disableAutoSysFields()
    .insert({ description: 'example', priority: 1 });
```

GlideQuery - disableWorkflow()

Disables any business rules, flows, workflows, or audit records that would run or be created as the result of the query.

Note: This method only works for tables in the GLOBAL scope.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideQuery	The query object being built.

This example updates multiple records in the Task table without triggering any automatic business processes.

```
var query = new global.GlideQuery('task')
    .disableWorkflow()
    .where('active', true)
    .updateMultiple({ priority: 1 });
```

GlideQuery - forceUpdate()

Forces a database update even when no record changes are made. For example, you can use this method to force a business rule to execute.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideQuery	The query object being built.

This example force updates Task records with a certain sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var forceUpdate = new global.GlideQuery('task')
    .forceUpdate()
    .where('sys_id', taskId)
    .update()
```

GlideQuery - get(String key, Array selectedFields)

Returns a single record from the query.

Parameters

Name	Type	Description
key	String	Sys_id of the record to return.
selectedFields	Array	Optional. Additional fields to return in the result. Default: The system always returns the sys_id.

Returns

Type	Description
Optional	Object used to interact with a single record.

Example that returns a record based on sys_id.

```
var user = new global.GlideQuery('sys_user')
    .get('5137153cc611227c000bbd1bd8cd2005', ['first_name',
 'last_name']) //Returns an Optional object.
    .orElse({ first_name: 'Default', last_name:
 'User' }); //Method in the Optional class to return a default
 value.

gs.info(JSON.stringify(user, null, 2));
```

Output:

```
{
   "sys_id":"5137153cc611227c000bbd1bd8cd2005",
   "first_name":"Fred",
   "last_name":"Luddy"
}
```

GlideQuery - getBy(Object keyValues, Array selectedFields)

Returns an Optional object containing a single record based on a set of name-value pairs to query by. Assumes the '=' operator for each name-value pair.

Parameters

Name	Type	Description
keyValues	Object	Object where the keys are the name of the fields, and the values are the values to query for.
selectedFields	Array	Optional. Additional fields to return in the result. Default: The system always returns the sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Optional	Object used to interact with a single record.

Example that returns a record by querying for a user's name.

```
var user = new global.GlideQuery('sys_user')
    .getBy({
        first_name: 'Fred',
        last_name: 'Luddy'
    }, ['first_name', 'last_name', 'city', 'active']) // select
 first_name, last_name, city, active
    .orElse({
        first_name: 'Nobody',
        last_name: 'Found',
        city: 'Nowhere',
        active: false
    });

gs.info(JSON.stringify(user, null, 2));
```

Output:

```
{
   "first_name":"Fred",
   "last_name":"Luddy",
   "city":null,
   "active":true,
   "sys_id":"5137153cc611227c000bbd1bd8cd2005"
}
```

GlideQuery - groupBy(String fields)

Groups the query results by a designated field or fields.

You must use this method with the *`aggregate()`* method.

Parameters

Name	Type	Description
fields	String or Array of Strings	Field or fields to group the results by.

Returns

Type	Description
GlideQuery	The query object being built.

This script performs a query on the Task table, groups the records by priority, and returns each priority that has total reassignments greater than four.

```
var query = new global.GlideQuery('task')
    .where('active', true) //Returns new GlideQuery object with
 a "where" clause.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   .groupBy('priority') //Returns new GlideQuery object with a
"group by" clause.
   .aggregate('sum', 'reassignment_count') //Returns new
GlideQuery object with a "sum(reassignment_count)" clause.
   .having('sum', 'reassignment_count', '>', 4) //Returns
new GlideQuery object with a "having reassignment_count > 4"
clause.
   .select() //Returns a stream of records wrapped in a Stream
object.
   .forEach(function (priority){ //Terminal method in the
Stream class that executes the query and returns the result.
     gs.info("Priority " + priority.group.priority + ": " +
priority.sum.reassignment_count + " reassignments");
   });
```

Output:

```
Priority 1: 11 reassignments
Priority 3: 6 reassignments
Priority 5: 5 reassignments
```

GlideQuery - having(String aggregateType, String field, String operator, Number value)

Filters aggregate groups so that you can display only groups of results that match a specified condition.

Must use this method with the *`aggregate()`* or *`groupBy()`* methods.

Parameters

Name	Type	Description
aggregateType	String	The type of aggregation function to perform. Options include: • `min`: Returns the smallest value of all matching records. • `max`: Returns the largest value of all matching records. • `sum`: Returns the sum of all matching records. • `avg`: Returns the average of all matching records. • `count`: Returns the number of number of matching records.
field	String	Field on which to perform the operation.
operator	String	Numeric operator to use in the operation. Options include: • `>`: Greater than. • `<`: Less than. • `>=`: Greater than or equal to. • `<=`: Less than or equal to. • `=`: Equal to. • `!=`: Not equal to.
value	Number	Number value to use in the operation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideQuery	The query object being built.

This script performs a query on the Task table, groups the records by priority, and returns each priority that has total reassignments greater than four.

```
var query = new global.GlideQuery('task')
    .where('active', true) //Returns new GlideQuery object with
 a "where" clause.
    .groupBy('priority') //Returns new GlideQuery object with a
 "group by" clause.
    .aggregate('sum', 'reassignment_count') //Returns new
 GlideQuery object with a "sum(reassignment_count)" clause.
    .having('sum', 'reassignment_count', '>', 4) //Returns
 new GlideQuery object with a "having reassignment_count > 4"
 clause.
    .select() //Returns a stream of records wrapped in a Stream
 object.
    .forEach(function (priority){ //Terminal method in the
 Stream class that executes the query and returns the result.
      gs.info("Priority " + priority.group.priority + ": " +
 priority.sum.reassignment_count + " reassignments");
    });
```

Output:

```
Priority 1: 11 reassignments
Priority 3: 6 reassignments
Priority 5: 5 reassignments
```

GlideQuery - insert(Object keyValues, Object selectedFields)

Inserts a record and returns an Optional object containing the record.

Parameters

Name	Type	Description
keyValues	Object	Object containing name-value pairs to insert into the record. Unspecified fields will be null.
selectedFields	Array	Optional. Additional fields to return in the result. Default: The system always returns the sys_id.

Returns

Type	Description
Optional	Object used to interact with a single record.

This example shows how to insert a record based on a user's first and last name.

```
var fred = new global.GlideQuery('sys_user')
    .insert({ first_name: 'Fred', last_name: 'Luddy' })
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .get();

gs.info(JSON.stringify(fred, null, 2));
```

Output:

```
{
   "sys_id":"cf16eed0e82a9010f8778bda83d255d2",
   "first_name":"Fred",
   "last_name":"Luddy"
}
```

GlideQuery - insertOrUpdate(Object changes, Object selectedFields)

Updates an existing record, or inserts a new record if one does not already exist.

Parameters

Name	Type	Description
changes	Object	Object containing name-value pairs to update or insert into the record.
selectedFields	Array	Optional. Additional fields to return in the result. Default: The system always returns the sys_id.

Returns

Type	Description
Optional	Object used to interact with a single record.

This example shows how to insert a new record that does not already exist in the system.

```
// insert a new record
var user = new GlideQuery('sys_user')
    .insertOrUpdate({
        first_name: 'George',
        last_name: 'Griffey'
    })
    .orElse(null);
```

This example shows how to update an existing record.

```
// update existing record
var user = new global.GlideQuery('sys_user')
    .insertOrUpdate({
        sys_id: '2d0efd6c73662300bb513198caf6a72e',
        first_name: 'George',
        last_name: 'Griffey' })
    .orElse(null);
```

GlideQuery - limit(Number limit)

Limits the number of records returned in a query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
limit	Number	Number of records to return.

Returns

Type	Description
GlideQuery	The query object being built.

This example shows how to limit the results returned to five records.

```
var incidents = new global.GlideQuery('incident')
    .limit(5)
    .select('priority', 'description')
    .forEach(function (incident){
        gs.info(JSON.stringify(incident, null, 2));
    });
```

Output:

```
*** Script: {
  "priority": 1,
  "description": "User can't get to any of his files on the file
 server.",
  "sys_id": "9d385017c611228701d22104cc95c371"
}
*** Script: {
  "priority": 1,
  "description": "I just moved from floor 2 to floor 3 and my
 laptop cannot connect to any wireless network.",
  "sys_id": "e8caedcbc0a80164017df472f39eaed1"
}
*** Script: {
  "priority": 1,
  "description": "User forgot their email password.",
  "sys_id": "9d3c1197c611228701cd1d94bc32d76d"
}
*** Script: {
  "priority": 1,
  "description": "When I try to print, my whole computer just
 freezes and stops working.",
  "sys_id": "8d6246c7c0a80164012fb063cecd4ace"
}
*** Script: {
  "priority": 3,
  "description": "Unable to login even though login credentials
 are correct.",
  "sys_id": "a9e30c7dc61122760116894de7bcc7bd"
}
```

GlideQuery - max(String field)

Returns the aggregate maximum of a given field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
field	String	Field on which to perform the operation.

Returns

Type	Description
Optional	Object used to interact with a single record.

This example shows how to return the maximum value, or highest alphanumeric value, of a given field.

```
var name = new global.GlideQuery('sys_user')
    .max('last_name')
    .orElse('');

gs.info(JSON.stringify(name));
```

Output:

```
"Zortman"
```

GlideQuery - min(String field)

Returns the aggregate minimum of a given field.

Parameters

Name	Type	Description
field	String	Field on which to perform the operation.

Returns

Type	Description
Optional	Object used to interact with a single record.

This example shows how to return the minimum value, or lowest alphanumeric value, of a given field.

```
var name = new global.GlideQuery('sys_user')
    .min('last_name')
    .orElse('');

gs.info(JSON.stringify(name));
```

Output:

```
"Abel"
```

GlideQuery - orderBy(String fields)

Orders the returned result in ascending order by a given field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
fields	String	Comma-delimited fields to order the result by in ascending order.

Returns

Type	Description
GlideQuery	The query object being built.

This example shows how to order results in ascending order by record number.

```
var query = new global.GlideQuery('incident')
    .orderBy('number')
    .limit(5)
    .select('number', 'description') //Returns a stream of
 records wrapped in a Stream object.
    .forEach(function (incident){ //Terminal method in the
 Stream class that executes the query and returns the result.
        gs.info(JSON.stringify(incident, null, 2));
    });
```

Output:

```
*** Script: {
  "number": "INC0000001",
  "description": "User can't access email on mail.company.com.",
  "sys_id": "9c573169c611228700193229fff72400"
}
*** Script: {
  "number": "INC0000002",
  "description": "User can't get to any of his files on the file
 server.",
  "sys_id": "9d385017c611228701d22104cc95c371"
}
*** Script: {
  "number": "INC0000003",
  "description": "I just moved from floor 2 to floor 3 and my
 laptop cannot connect to any wireless network.",
  "sys_id": "e8caedcbc0a80164017df472f39eaed1"
}
*** Script: {
  "number": "INC0000004",
  "description": "User forgot their email password.",
  "sys_id": "9d3c1197c611228701cd1d94bc32d76d"
}
*** Script: {
  "number": "INC0000005",
  "description": "CPU was 100% busy for more than 10 minutes",
  "sys_id": "e8e875b0c0a80164009dc852b4d677d5"
}
```

GlideQuery - orderByDesc(String fieldOrAggregate, String field)

Orders the returned result in descending order by a given field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
fieldOrAggregate	String	If the query does not use the *`aggregate()`* method, pass the field to order the results by. If the query uses the *`aggregate()`* method, pass the type of aggregation function to perform. Options include: • `min`: Returns the smallest value of all matching records. • `max`: Returns the largest value of all matching records. • `sum`: Returns the sum of all matching records. • `avg`: Returns the average of all matching records. • `count`: Returns the number of number of matching records.
field	String	Optional. Field to order the result by in descending order. Required for queries using the *`aggregate()`* method.

Returns

Type	Description
GlideQuery	The query object being built.

This example shows how to order the result in descending order by number.

```
var query = new global.GlideQuery('incident')
    .orderByDesc('number')
    .limit(5)
    .select('number', 'description') //Returns a stream of
 records wrapped in a Stream object.
    .forEach(function (incident){ //Terminal method in the
 Stream class that executes the query and returns the result.
        gs.info(JSON.stringify(incident, null, 2));
    });
```

Output:

```
*** Script: {
  "number": "INC0009009",
  "description": "Unable to access the shared folder. Please
 provide access.",
  "sys_id": "57af7aec73d423002728660c4cf6a71c"
}
*** Script: {
  "number": "INC0009005",
  "description": "Unable to send or receive emails.",
  "sys_id": "ed92e8d173d023002728660c4cf6a7bc"
}
*** Script: {
  "number": "INC0009004",
  "description": "While launching the defect tracking base URL,
 it is redirecting to an error page.",
  "sys_id": "e329de99731423002728660c4cf6a73c"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}
*** Script: {
  "number": "INC0009003",
  "description": "Having an issue with users trying to access
 the company portal app",
  "sys_id": "9fffc32873182300272866 0c4cf6a742"
}
*** Script: {
  "number": "INC0009002",
  "description": "My computer is not detecting the headphone
 device. It could be an issue with the USB port.",
  "sys_id": "1c832706732023002728660c4cf6a7b9"
}
```

This example shows how to order an aggregate result by the sum of child incidents.

```
var aggQuery = new GlideQuery('incident')
    .aggregate('sum', 'child_incidents')
    .groupBy('category')
    .orderByDesc('sum', 'child_incidents')
    .select()
    .forEach(function (category){
        gs.info(JSON.stringify(category, null, 2));
    });
```

Output:

```
*** Script: {
  "group": {
    "category": "hardware"
  },
  "sum": {
    "child_incidents": 2
  }
}
*** Script: {
  "group": {
    "category": "inquiry"
  },
  "sum": {
    "child_incidents": 1
  }
}
*** Script: {
  "group": {
    "category": "software"
  },
  "sum": {
    "child_incidents": 0
  }
}
*** Script: {
  "group": {
    "category": ""
  },
  "sum": {
    "child_incidents": null
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}
*** Script: {
  "group": {
    "category": "database"
  },
  "sum": {
    "child_incidents": null
  }
}
*** Script: {
  "group": {
    "category": "network"
  },
  "sum": {
    "child_incidents": null
  }
}
```

GlideQuery - orWhere(String fieldOrQuery, String operator, Any value)

Adds an OR clause to a query that returns values based on a given condition.

Note: Precede this method with the *`where()`*, *`whereNull()`*, or *`whereNotNull()`* methods.

Parameters

Name	Type	Description
fieldOrQuery	String or GlideQuery	Field or another GlideQuery object used in the where clause. If passing a field, you can dot-walk to a desired value. For example, `'company.name'`.
operator	String	Optional. Operator used in the OR clause. If you do not pass an argument, the system uses the = operator. You do not need to include a placeholder value.
value	Any	Value used in the OR clause.

Returns

Type	Description
GlideQuery	The query object being built.

This example shows how to add a simple OR clause to a query.

```
var query = new global.GlideQuery('sys_user')
   .where('failed_attempts', '>', 0)
   .orWhere('last_login', '<', '2019-04-15')
   .select()
   .forEach(function (user){
      gs.info(JSON.stringify(user, null, 2));
   });
```

Output:

```
*** Script: {
  "sys_id": "005d500b536073005e0addeeff7b12f4"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}
*** Script: {
  "sys_id": "d999e5fc77e72300454792718a10611d"
}
*** Script: {
  "sys_id": "30ad318577ab2300454792718a10619e"
}
*** Script: {
  "sys_id": "4ac73ecd738123002728660c4cf6a72c"
}
*** Script: {
  "sys_id": "3883f4c0730123002728660c4cf6a754"
}
*** Script: {
  "sys_id": "3988a3ca732023002728660c4cf6a757"
}
*** Script: {
  "sys_id": "8ff5b254b33213005e3de13516a8dcf7"
}
```

This example shows how to add an `orWhere` clause that contains a separate query.

```
// active = true OR (title = 'Vice President' AND state = 'CA')
var query = new GlideQuery('sys_user')
   .where('active', true)
   .orWhere(new GlideQuery()
       .where('title', 'Vice President')
       .where('state', 'CA'))
   .select('name')
   .limit(5)
   .forEach(function (user){
      gs.info(JSON.stringify(user, null, 2));
   });
```

Output:

```
*** Script: {
  "name": "ITIL User",
  "sys_id": "681b365ec0a80164000fb0b05854a0cd"
}
*** Script: {
  "name": "SOAP Guest",
  "sys_id": "155699460a0a0b2b009e27c10b7f68f6"
}
*** Script: {
  "name": "System Administrator",
  "sys_id": "6816f79cc0a8016401c5a33be04be441"
}
*** Script: {
  "name": "Alva Pennigton",
  "sys_id": "ca826bf03710200044e0bfc8bcbe5d89"
}
*** Script: {
  "name": "Benchmark Scheduler",
  "sys_id": "d3383a875b0132003d1c484c11f91a5b"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideQuery - orWhereNotNull(String field)

Adds an OR clause that returns records that do not contain a null value in a given field.

Note: Precede this method with the *where()*, *whereNull()*, or *whereNotNull()* methods.

Parameters

Name	Type	Description
field	String	Field used in the query.

Returns

Type	Description
GlideQuery	The query object being built.

This example shows how to query the User table and return results where the first or last names are not null.

```
var query = new global.GlideQuery('sys_user')
   .whereNotNull('first_name')
   .orWhereNotNull('last_name')
   .select('name')
   .limit(5)
   .forEach(function (user){
      gs.info(JSON.stringify(user, null, 2));
   });
```

Output:

```
*** Script: {
  "name": "ITIL User",
  "sys_id": "681b365ec0a80164000fb0b05854a0cd"
}
*** Script: {
  "name": "System Administrator",
  "sys_id": "6816f79cc0a8016401c5a33be04be441"
}
*** Script: {
  "name": "Alva Pennigton",
  "sys_id": "ca826bf03710200044e0bfc8bcbe5d89"
}
*** Script: {
  "name": "Benchmark Scheduler",
  "sys_id": "d3383a875b0132003d1c484c11f91a5b"
}
*** Script: {
  "name": "Allyson Gillispie",
  "sys_id": "06826bf03710200044e0bfc8bcbe5d8a"
}
```

GlideQuery - orWhereNull(String field)

Adds an OR clause to a query that returns records that contain a null value in a given field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Precede this method with the *where()*, *whereNull()*, or *whereNotNull()* methods.

Parameters

Name	Type	Description
field	String	Field used in the query.

Returns

Type	Description
GlideQuery	The query object being built.

This example shows how to query the User table and return records where the first or last names are null.

```
var query = new global.GlideQuery('sys_user')
   .whereNull('last_name')
   .orWhereNull('first_name')
   .select('first_name', 'last_name')
   .forEach(function (user){
      gs.info(JSON.stringify(user, null, 2));
   });
```

Output:

```
*** Script: {
  "first_name": "ml.admin",
  "last_name": null,
  "sys_id": "88aad6c5c73003005f1b78d48b9763a5"
}
*** Script: {
  "first_name": "Sitemap Scheduler User",
  "last_name": null,
  "sys_id": "85388c25b71011104eed4643ae11a993"
}
*** Script: {
  "first_name": null,
  "last_name": "Guest",
  "sys_id": "5136503cc611227c0183e96598c4f706"
}
*** Script: {
  "first_name": "ml_report.user",
  "last_name": null,
  "sys_id": "b6bad6c5c73003005f1b78d48b97632a"
}
```

GlideQuery - parse(String table, String encoded_query)

Adds an encoded query to a new *GlideQuery* query.

This method does not support all *GlideRecord* encoded query operators. The following operators are currently supported:

=	ANYTHING	GT_FIELD	NOT IN

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

`!=`	`BETWEEN`	`GT_OR_EQUALS_FIELD`	`NOT LIKE`
`>`	`CONTAINS`	`IN`	`NSAMEAS`
`>=`	`DOES NOT CONTAIN`	`INSTANCEOF`	`ON`
`<`	`DYNAMIC`	`LIKE`	`SAMEAS`
`<=`	`EMPTYSTRING`	`LT_FIELD`	`STARTSWITH`
	`ENDSWITH`	`LT_OR_EQUALS_FIELD`	

Parameters

Name	Type	Description
table	String	Table to query, such as task or incident.
encoded_query	String	Encoded query to apply to the records in the specified table.

Returns

Type	Description
GlideQuery	GlideQuery object containing the encoded query.

The following example creates a GlideQuery object that contains all active records in the task table, ordered by the priority field, returned as a Stream object that contains just the description field.

```
GlideQuery.parse('task', 'active=true^ORDERBYpriority') // Pass
 the encoded query to use to parse the Task records
  .select('description') // Return the records that match the
 encoded query
  .forEach(doSomething); // Do some processing on each of the
 returned records
```

GlideQuery - select(String fields)

Returns the results of the query as a Stream object containing the specified fields.

Note: Use a terminal method in the *`Stream`* class to get the result of the query. For more information, see Stream.

You can append a flag to a field name to return the field's metadata instead of the field's value. For example, using the field name `company$DISPLAY` returns the display value of a company field. Possible flags include:

- `DISPLAY`: Returns the display value of a field.
- `CURRENCY_CODE`: Returns the currency code of a currency field. For example, `USD`.
- `CURRENCY_DISPLAY`: Returns the currency display value of a currency field. For example, `¥123.45`.
- `CURRENCY_STRING`: Returns the currency string of a currency field. For example, `JPY;123.45`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description

fields	String or Array of Strings	Optional. Fields to display in the result. You can provide any number of fields as arguments, dot-walk to a desired value, or use a flag. For example:
		`select('first_name', 'location.city', 'company$DISPLAY');`
		or
		`select(['first_name', 'location.city', 'company$DISPLAY']);`
		Default: The system always returns the sys_id.

Returns

Type	Description
Stream	Object used to interact with a stream of items such as records.

This example shows how to select fields to display from the query and use `$DISPLAY` to return the display value of a field.

```
var stream = new global.GlideQuery('sys_user')
   .select('first_name', 'last_name', 'company$DISPLAY')
   .limit(5)
   .forEach(function (user){
      gs.info(JSON.stringify(user, null, 2));
   });
```

Output:

```
*** Script: {
  "first_name": "System",
  "last_name": "Administrator",
  "company$DISPLAY": "",
  "sys_id": "6816f79cc0a8016401c5a33be04be441"
}
*** Script: {
  "first_name": "Alva",
  "last_name": "Pennigton",
  "company$DISPLAY": "ACME North America",
  "sys_id": "ca826bf03710200044e0bfc8bcbe5d89"
}
*** Script: {
  "first_name": "Benchmark",
  "last_name": "Scheduler",
  "company$DISPLAY": "",
  "sys_id": "d3383a875b0132003d1c484c11f91a5b"
}
*** Script: {
  "first_name": "Allyson",
  "last_name": "Gillispie",
  "company$DISPLAY": "ACME North America",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "sys_id": "06826bf03710200044e0bfc8bcbe5d8a"
}
*** Script: {
  "first_name": "SOAP",
  "last_name": "Guest",
  "company$DISPLAY": "",
  "sys_id": "155699460a0a0b2b009e27c10b7f68f6"
}
```

GlideQuery - selectOne(String fields)

Returns the result of the query as an Optional object containing specified fields.

Use this method when returning a single record, or to test if a record exists. If returning multiple records, use the *`select()`* method to return a Stream object.

You can append a flag to a field name to return the field's metadata instead of the field's value. For example, using the field name `company$DISPLAY` returns the display value of a company field. Possible flags include:

- `DISPLAY`: Returns the display value of a field.
- `CURRENCY_CODE`: Returns the currency code of a currency field. For example, `USD`.
- `CURRENCY_DISPLAY`: Returns the currency display value of a currency field. For example, `¥123.45`.
- `CURRENCY_STRING`: Returns the currency string of a currency field. For example, `JPY;123.45`.

Parameters

Name	Type	Description

fields	String or Array of Strings	Optional. Fields to display in the result. You can provide any number of fields as arguments, dot-walk to a desired value, or use a flag. For example:
		`selectOne('first_name', 'location.city', 'company$DISPLAY');`
		or
		`selectOne(['first_name', 'location.city', 'company$DISPLAY']);`
		Default: The system always returns the sys_id.

Returns

Type	Description
Optional	Object used to interact with a single record.

This example shows how to return a single record as an Optional object and display specified fields.

```
var user = new global.GlideQuery('sys_user')
    .where('zip', '12345')
    .whereNotNull('last_name')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .selectOne('first_name', 'last_name', 'company$DISPLAY')
    .get();

gs.info(JSON.stringify(user, null, 2));
```

Output:

```
{
   "first_name":"Abel",
   "last_name":"Tuter",
   "company$DISPLAY":"ACME South America",
   "sys_id":"62826bf03710200044e0bfc8bcbe5df1"
}
```

GlideQuery - sum(String field)

Returns the aggregate sum of a given numeric field.

You can only use this method on fields of the following types:

- Integer
- Long
- Floating point number
- Double
- Currency

Parameters

Name	Type	Description
field	String	Field on which to perform the operation.

Returns

Type	Description
Optional	Object used to interact with a single record.

This example shows how to return the sum of all faults in the cmdb_ci table.

```
var totalFaults = new global.GlideQuery('cmdb_ci')
    .sum('fault_count')
    .orElse(0);

gs.info(JSON.stringify(totalFaults));
```

Output:

```
10
```

GlideQuery - toGlideRecord()

Returns a GlideRecord object that represents the current query. Returns a GlideAggregrate object if the query uses the *`GlideQuery.aggregate()`* method.

After transforming the query, use the *`query()`* method in the GlideRecord or GlideAggregate classes to query the database.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord or GlideAggregate	GlideRecord object that contains the query. If you used the *GlideQuery.aggregate()* method, then the method returns a GlideAggregrate object instead.

This example shows how to transform a GlideQuery object into a GlideRecord.

```
var userGr = new global.GlideQuery('sys_user')
    .where('active', true)
    .whereNotNull('first_name')
    .limit(10)
    .toGlideRecord();
userGr.query();
```

GlideQuery - update(Object changes, Object selectedFields)

Updates an existing record that matches the defined conditions.

Before using this method, call the *where()* method to specify the conditions that a record must meet to be updated.

Parameters

Name	Type	Description
changes	Object	Object containing name-value pairs to update in the record. Names must match fields in the table.
selectedFields	Array	Optional. Additional fields to return in the result. Default: The system always returns the sys_id.

Returns

Type	Description
Optional	Object used to interact with a single record.

This example shows how to update a record with new values.

```
var updateRecord = new global.GlideQuery('sys_user')
    .where('sys_id', '0a826bf03710200044e0bfc8bcbe5d7a')
    .update({ city: 'Los Angeles' });
```

GlideQuery - updateMultiple(Object changes)

Updates all existing records that match the defined conditions. Returns the number of records updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before using this method, call the *where()* method to specify the conditions that the records must meet to be updated.

Parameters

Name	Type	Description
changes	Object	Object containing name-value pairs to update in the record. Names must match fields in the table.

Returns

Type	Description
Object	Object containing the number of records that were updated. Keys include: • `rowCount`: Number of rows updated in the table.

This example shows how to update any records that fit a defined criteria.

```
var update = new global.GlideQuery('sys_user')
    .where('active', false)
    .where('last_name', 'Griffey')
    .updateMultiple({ active: true });

gs.info(JSON.stringify(update));
```

Output:

```
{"rowCount":1}
```

GlideQuery - where(String fieldOrQuery, String operator, Any value)

Adds a Where clause to the query that returns values based on a given condition.

Note: Do not precede this method with the *orWhere()*, *orWhereNull()*, or *orWhereNotNull()* methods.

Parameters

Name	Type	Description
fieldOrQuery	String or GlideQuery	Field or another GlideQuery object used in the where clause. If passing a field, you can dot-walk to a desired value. For example, `'company.name'`.
operator	String	Optional. Operator used in the where clause. If you do not pass an argument, the system uses the = operator.
value	Any	Value used in the where clause.

Returns

Type	Description
GlideQuery	The query object being built.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to return records from the User table where active is true and the user's last login is after a specified date.

```
var query = new global.GlideQuery('sys_user')
   .where('active', true)
   .where('last_login', '>', '2018-01-01')
   .limit(5)
   .select()
   .forEach(function (user){
      gs.info(JSON.stringify(user, null, 2));
   });
```

Output:

```
*** Script: {
  "sys_id": "6816f79cc0a8016401c5a33be04be441"
}
*** Script: {
  "sys_id": "005d500b536073005e0addeeff7b12f4"
}
*** Script: {
  "sys_id": "d999e5fc77e72300454792718a10611d"
}
*** Script: {
  "sys_id": "30ad318577ab2300454792718a10619e"
}
*** Script: {
  "sys_id": "3883f4c0730123002728660c4cf6a754"
}
```

This example shows how to return records from the Incident table where active is true and the priority or severity is 1.

```
// active = true AND (priority = 1 OR severity = 1)
var query = new GlideQuery('incident')
    .where('active', true)
    .where(new GlideQuery()
        .where('priority', 1)
        .orWhere('severity', 1))
   .limit(5)
   .select()
   .toArray(5)

gs.info(JSON.stringify(query, null, 2));
```

Output:

```
[
   {
      "sys_id":"b0f31e5673500010c2e7660c4cf6a711"
   },
   {
      "sys_id":"8ff5b254b33213005e3de13516a8dcf7"
   },
   {
      "sys_id":"d999e5fc77e72300454792718a10611d"
   },
   {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "sys_id":"30ad318577ab2300454792718a10619e"
   },
   {
      "sys_id":"3883f4c0730123002728660c4cf6a754"
   }
]
```

GlideQuery - whereNotNull(String field)

Returns records that do not contain a null value in a given field.

Note: Do not precede this method with the *orWhere()*, *orWhereNull()*, or *orWhereNotNull()* methods.

Parameters

Name	Type	Description
field	String	Field used in the query.

Returns

Type	Description
GlideQuery	The query object being built.

This example shows how to query the User table and return results where the first_name field is not null.

```
var query = new global.GlideQuery('sys_user')
   .whereNotNull('first_name')
   .select('name')
   .limit(5)
   .forEach(function (user){
      gs.info(JSON.stringify(user, null, 2));
   });
```

Output:

```
*** Script: {
  "name": "System Administrator",
  "sys_id": "6816f79cc0a8016401c5a33be04be441"
}
*** Script: {
  "name": "Alva Pennigton",
  "sys_id": "ca826bf03710200044e0bfc8bcbe5d89"
}
*** Script: {
  "name": "Benchmark Scheduler",
  "sys_id": "d3383a875b0132003d1c484c11f91a5b"
}
*** Script: {
  "name": "Allyson Gillispie",
  "sys_id": "06826bf03710200044e0bfc8bcbe5d8a"
}
*** Script: {
  "name": "SOAP Guest",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "sys_id": "155699460a0a0b2b009e27c10b7f68f6"
}
```

GlideQuery - whereNull(String field)

Returns records that contain a null value in a given field.

Note: Do not precede this method with the *orWhere()*, *orWhereNull()*, or *orWhereNotNull()* methods.

Parameters

Name	Type	Description
field	String	Field used in the query.

Returns

Type	Description
GlideQuery	The query object being built.

This example shows how to query the User table and return records where the first or last names are null.

```
var query = new global.GlideQuery('sys_user')
   .whereNull('last_name')
   .orWhereNull('first_name')
   .select('first_name', 'last_name')
   .forEach(function (user){
      gs.info(JSON.stringify(user, null, 2));
   });
```

Output:

```
*** Script: {
  "first_name": "ml.admin",
  "last_name": null,
  "sys_id": "88aad6c5c73003005f1b78d48b9763a5"
}
*** Script: {
  "first_name": "Sitemap Scheduler User",
  "last_name": null,
  "sys_id": "85388c25b71011104eed4643ae11a993"
}
*** Script: {
  "first_name": null,
  "last_name": "Guest",
  "sys_id": "5136503cc611227c0183e96598c4f706"
}
*** Script: {
  "first_name": "ml_report.user",
  "last_name": null,
  "sys_id": "b6bad6c5c73003005f1b78d48b97632a"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideQuery - withAcls()

Executes the query using the *GlideRecordSecure* API to securely query the database while honoring ACLs.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideQuery	The query object being built.

This example shows how to execute a secure query using ACLs.

```
var users = new global.GlideQuery('sys_user')
    .withAcls()
    .limit(5)
    .orderByDesc('first_name')
    .select('first_name')
    .forEach(function (user){
        gs.info(JSON.stringify(user, null, 2));
    });
```

Output:

```
*** Script: {
  "first_name": "Zane",
  "sys_id": "16826bf03710200044e0bfc8bcbe5dbc"
}
*** Script: {
  "first_name": "Zackary",
  "sys_id": "8a826bf03710200044e0bfc8bcbe5d69"
}
*** Script: {
  "first_name": "Yvette",
  "sys_id": "4e826bf03710200044e0bfc8bcbe5d57"
}
*** Script: {
  "first_name": "Winnie",
  "sys_id": "f682abf03710200044e0bfc8bcbe5d1d"
}
*** Script: {
  "first_name": "Wilmer",
  "sys_id": "42826bf03710200044e0bfc8bcbe5d7b"
}
```

GlideQueryCondition - Global

The *GlideQueryCondition* API provides additional AND or OR conditions that can be added to the current condition, allowing you to build complex queries.

Build complex queries such as:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
category='hardware' OR category='software' AND priority='2' AND
 priority='1'
```

In the case of *addCondition()*, an implied AND is added.

This class has no constructor. A GlideQueryCondition object is returned by the following methods:

- *addActiveQuery()*
- *addInactiveQuery()*
- *addJoinQuery()*
- *addNotNullQuery()*
- *addNullQuery()*
- *addQuery()*

If there is a complicated set of AND and OR queries, a single encoded query containing all conditions simplifies the query creation. To simplify the query creation, create a query in a list view, right-click the query, and select **Copy query**. It creates a single encoded query string to return your result set. Use that string as a parameter in an *addEncodedQuery()* method call.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *insert()*, *update()*, *deleteRecord()*, or *deleteMultiple()* method on bad query results can result in data loss.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

GlideQueryCondition - addCondition(String name, String oper, Object value)

Adds an AND condition to the current condition.

Parameters

Name	Type	Description
name	String	The name of a field.
oper	String	(Optional) The operator for the query. If you do not specify an operator, the condition uses an equals operator.
value	Object	The value to query on.

Returns

Type	Description
GlideQueryCondition	A reference to a *GlideQueryConditon* that was added to the GlideRecord.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR = new GlideRecord('incident');
var qc = now_GR.addQuery('category', 'Hardware');
qc.addCondition('category', 'Network');
now_GR.addQuery('number','INC0000003');
now_GR.next();
now_GR.number;
gs.info(now_GR.getEncodedQuery());
```

Scoped equivalent

To use the *addCondition()* method in a scoped application, use the corresponding scoped method: addCondition().

GlideQueryCondition - addOrCondition(String name, String oper, Object value)

Appends a 2-or-3 parameter OR condition to an existing GlideQueryCondition.

addOrCondition() works in conjunction with any of the addQuery()methods to OR the specified query parameters to the query previously constructed using *addQuery()*.

addOrCondition() is typically called with three parameters; table field, operator, and comparison value. It can be called with only two parameters, table field and comparison value, such as `qc.addOrCondition('category', 'software');`. The operator in this case is assumed to be "equal to".

Parameters

Name	Type	Description
name	String	Field name
oper	String	(Optional) Query operator. The available values are dependent on the data type of the *value* parameter. Numbers: • = • != • > • >= • < • <= Strings (must be in upper case): • = • != • IN • STARTSWITH • ENDSWITH • CONTAINS • DOESNOTCONTAIN
value	Object	Value on which to query (not case-sensitive).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Note: All passed in arrays must contain a minimum of two elements. Single element arrays are not supported.

Returns

Type	Description
GlideQueryCondition	A reference to a GlideQueryConditon that was added to the GlideRecord.

```
var now_GR = new GlideRecord('incident');
var qc = now_GR.addQuery('category', 'Hardware');
qc.addOrCondition('category', 'Network');
now_GR.addQuery('number','INC0000003');
now_GR.next();
now_GR.number;
gs.info(now_GR.getEncodedQuery());
```

To group AND/OR statements such as `(state < 3 OR state > 5) AND (priority = 1 OR priority = 5)` use code similar to the following:

```
var myObj = new GlideRecord('incident');
var q1 = myObj.addQuery('state', '<', 3);
q1.addOrCondition('state', '>', 5);
var q2 = myObj.addQuery('priority', 1);
q2.addOrCondition('priority', 5);
myObj.query();
```

Scoped equivalent

To use the *`addOrCondition()`* method in a scoped application, use the corresponding scoped method: addOrCondition().

GlideQueryCondition - Scoped

The scoped *`GlideQueryCondition`* API provides additional `AND` or `OR` conditions that can be added to the current condition, allowing you to build complex queries.

Build complex queries such as:

```
category='hardware' OR category='software' AND priority='2' AND
 priority='1'
```

In the case of *`addCondition()`*, an implied AND is added.

This class has no constructor. A GlideQueryCondition object is returned by the following methods:

- *`addActiveQuery()`*
- *`addInactiveQuery()`*
- *`addJoinQuery()`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- *addNotNullQuery()*
- *addNullQuery()*
- *addQuery()*

If there is a complicated set of AND and OR queries, a single encoded query containing all conditions simplifies the query creation. To simplify the query creation, create a query in a list view, right-click the query, and select **Copy query**. It creates a single encoded query string to return your result set. Use that string as a parameter in an *addEncodedQuery()* call.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *insert()*, *update()*, *deleteRecord()*, or *deleteMultiple()* method on bad query results can result in data loss.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

GlideQueryCondition - addCondition(String name, String oper, Object value)

Adds an AND condition to the current condition.

Parameters

Name	Type	Description
name	String	Name of a field.
oper	String	Optional. The operator for the query. If you do not specify an operator, the condition uses an equals operator.
value	Object	Value to query on.

Returns

Type	Description
GlideQueryCondition	Reference to a GlideQueryConditon that was added to the glide record.

```
var now_GR = new GlideRecord('incident');
var qc = now_GR.addQuery('category', 'Hardware');
qc.addCondition('category', 'Network');
now_GR.addQuery('number','INC0000003');
now_GR.next();
now_GR.number;
gs.info(now_GR.getEncodedQuery());
```

GlideQueryCondition - addOrCondition(String name, String oper, Object value)

Appends a two-or-three parameter OR condition to an existing GlideQueryCondition.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

addOrCondition() works in conjunction with any of the addQuery() methods to OR the specified query parameters to the query previously constructed using *addQuery()*.

addOrCondition() is typically called with three parameters; table field, operator, and comparison value. It can be called with only two parameters, table field and comparison value, such as `qc.addOrCondition('category', 'software');`. The operator in this case is assumed to be "equal to".

Parameters

Name	Type	Description
name	String	Field name
oper	String	(Optional) Query operator. The available values are dependent on the data type of the *value* parameter. Numbers: • = • != • > • >= • < • <= Strings (must be in upper case): • = • != • IN • STARTSWITH • ENDSWITH • CONTAINS • DOESNOTCONTAIN
value	Object	Value on which to query (not case-sensitive). **Note:** All passed in arrays must contain a minimum of two elements. Single element arrays are not supported.

Returns

Type	Description
GlideQueryCondition	A reference to a GlideQueryConditon that was added to the GlideRecord.

```
var now_GR = new GlideRecord('incident');
var qc = now_GR.addQuery('category', 'Hardware');
qc.addOrCondition('category', 'Network');
now_GR.addQuery('number','INC0000003');
now_GR.next();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
now_GR.number;
gs.info(now_GR.getEncodedQuery());
```

To group AND/OR statements to make complex queries, such as "All incidents with a (state less than 3 OR greater than 5) AND (priority is 1 OR priority is 5)

```
var myObj = new GlideRecord('incident');
var q1 = myObj.addQuery('state', '<', 3);
q1.addOrCondition('state', '>', 5);
var q2 = myObj.addQuery('priority', 1);
q2.addOrCondition('priority', 5);
myObj.query();
```

GlideRecord - Global

The *GlideRecord* API is used for database operations.

The *GlideRecord* API is the primary means of interfacing with the database on the server-side code. A GlideRecord is an object that contains records from a single table. Use the API to instantiate a GlideRecord object and add query parameters, filters, limits, and ordering.

To use this API to create dynamic attributes you must have the dynamic_schema_writer role. To read dynamic data using this API you must have the dynamic_schema_reader role.

For information on a class that performs the same functions as *GlideRecord* and enforces ACLs, see Using GlideRecordSecure.

For more information on dynamic attributes, see Dynamic Schema.

See the GlideRecord article for details on building and running queries.

For information about *GlideRecordSecure*, which is a class inherited from *GlideRecord* that performs the same functions as *GlideRecord* and also enforces ACLs, see the GlideServer APIs.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *insert()*, *update()*, *deleteRecord()*, or *deleteMultiple()* method on bad query results can result in data loss.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Retrieve values from records

In most cases, don't use dot-walking to get values from a record. Dot-walking retrieves the entire object instead of the field value. Retrieving the object uses more storage and might cause undesirable results when used in arrays or in Service Portal.

Instead of retrieving the entire object, you can use one of the following methods to copy the field values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- getValue()
- getDisplayValue()

If dot-walking through a GlideElement object is necessary, use the *toString()* method to retrieve values. For example, you might need the current caller's manager sys_id to set another reference field. The following example shows how to get the string value instead of the entire object:

```
var mgr = current.caller_id.manager.toString();
```

Dynamic attributes

There are methods in this API that have the same functionality as dynamic schema methods in the GlideDynamicAttributeStore - Global API. Use the dynamic attribute methods in this API to perform actions on a specified GlideRecord. Use the methods in the *GlideDynamicAttributeStore* API if you want to set the same group of dynamic attributes on multiple records. Using this API, you can stage a GlideDynamicAttributeStore object with the desired attributes and then copy that object to multiple GlideRecords using the various *setDynamicAttributeValues()* methods.

See also:

- GlideAggregate
- GlideElement
- GlideQuery

GlideRecord - GlideRecord(String tableName)

Creates an instance of the GlideRecord class for the specified table.

Parameters

Name	Type	Description
tableName	String	Table to use.

```
var now_GR = new GlideRecord('incident');
```

GlideRecord - addActiveQuery()

Adds a filter to return active records.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideQueryCondition	Filter to return active records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var inc = new GlideRecord('incident');
inc.addActiveQuery();
inc.query();
```

Scoped equivalent

To use the *addActiveQuery()* method in a scoped application, use the corresponding scoped method: addActiveQuery().

GlideRecord - addDomainQuery(Object glideRecord)

Changes the domain used for the query from the user's domain to the domain of the provided GlideRecord.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *insert()*, *update()*, *deleteRecord()*, or *deleteMultiple()* method on bad query results can result in data loss.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

This function requires the Domain Support - Domain Extensions Installer (com.glide.domain.msp_extensions.installer) plugin.

Parameters

Name	Type	Description
glideRecord	Object	GlideRecord from which to obtain the domain.

Returns

Type	Description
void	

```
//This example requires the Domain plugin be active, the Group
 table is the specified
//Domain table, and the ITIL user is in the Database Atlanta
 domain
//From any domain (using queryNoDomain()) look up the incidents
 that an ITIL user can only see
//who is in the Database Atlanta domain, should expect all
 incidents with the global or the
//Database Atlanta domain specified.
var domain = new GlideRecord('sys_user');
domain.addQuery('user_name', 'itil');
domain.queryNoDomain();
if (domain.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var domainQuery = new GlideRecord('incident');
    domainQuery.addQuery('active', true);
    domainQuery.addDomainQuery(domain);
    domainQuery.query();
    gs.print('Number of Incidents for ITIL user: ' +
 domainQuery.getRowCount());
    while (domainQuery.next())
        gs.print(domainQuery.number);
}
```

Scoped equivalent

This method is not available in scoped applications.

GlideRecord - addEncodedQuery(String query, Boolean enforceFieldACL)

Adds an encoded query to other queries that may have been set.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an `insert()`, `update()`, `deleteRecord()`, or `deleteMultiple()` method on bad query results can result in data loss.

You can set the `glide.invalid_query.returns_no_rows` system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when `glide.invalid_query.returns_no_rows` is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
query	String	An encoded query string.
enforceFieldACL	Boolean	Optional. Flag that indicates whether to enforce field ACL (Access Control List) rules. Valid values: • true: Enforce field ACLs. • false: Don't enforce field ACLs. Default: false

Returns

Type	Description
void	

```
var queryString = "priority=1^ORpriority=2";
 var now_GR = new GlideRecord('incident');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
now_GR.addEncodedQuery(queryString);
now_GR.query();
while (now_GR.next()) {
gs.addInfoMessage(now_GR.number);
}
```

Scoped equivalent

To use the *addEncodedQuery()* method in a scoped application, use the corresponding scoped method: addEncodedQuery().

GlideRecord - addExtraField(String dotWalkedField)

Queries one or more dot-walked fields from a form or script in a single request.

The *addExtraField()* method allows you to query dot-walked fields in a single database request, rather than perform multiple queries per dot-walked element in a form or script (which requires multiple round trips to the database).

Parameters

Name	Type	Description
dotWalkedField	String	The dot-walked field name. Levels of field names are separated by dots (periods). For example, enter the value `Caller.Company` if you want to query the **Company** > **Caller** condition in the Incident [incident] table. The format of *dotWalkedField* follows the left-to-right order of fields in a dotwalked form or script.

Returns

Type	Description
None	**Note:** The *addExtraField()* method does not impact output results; the output is always the same regardless if you use this method in your script.

The following example shows how to query the contact name field of cmn_location (referenced from the "location" reference field in a cmdb_ci field).

Note: The dotWalkedField value in this example, `cmdb_ci.location.contact.name`, looks like "cmdb_ci fields" => "cmn_location fields" => "sys_user fields" in the ServiceNow® UI when selecting fields in a list.

```
var gliderecord = new GlideRecord("incident");
gliderecord.addQuery("number", "INC0041457");
gliderecord.addExtraField("cmdb_ci.location.contact.name");
gliderecord.query();
gliderecord.next();
gs.print(gliderecord.cmdb_ci.location.contact.name);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The output is the same as `gs.print(gr.cmdb_ci.location.contact.name)` without using *`addExtraField()`*. The *`addExtraField()`* method optimizes the querying of the dot-walked fields. Example output:

```
Abel Tuter
```

GlideRecord - addFunction(Object function)

Applies a pre-defined GlideDBFunctionBuilder object to a record.

Use the GlideDBFunctionBuilder scoped class to define a function. After the function is defined, use the *`addFunction(Object function)`* method to apply the function to a record.

Parameters

Name	Type	Description
function	Object	A GlideDBFunctionBuilder or GlideDBCaseStatementBuilder object that defines a SQL operation.

Returns

Type	Description
void	

```
var functionBuilder = new GlideDBFunctionBuilder();
var myAddingFunction = functionBuilder.add();
myAddingFunction = functionBuilder.field('order');
myAddingFunction = functionBuilder.field('priority');
myAddingFunction = functionBuilder.build();

var now_GR = new GlideRecord('incident');
now_GR.addFunction(myAddingFunction);
now_GR.addQuery(myAddingFunction, '<', 5);
now_GR.query();
while(now_GR.next())
gs.log(now_GR.getValue(myAddingFunction));
```

Output:

```
*** Script: 1
*** Script: 4
*** Script: 3
*** Script: 1
*** Script: 1
*** Script: 2
*** Script: 1
*** Script: 1
```

GlideRecord - addInactiveQuery()

Adds a filter to return inactive records. Inactive records have the active flag set to false.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideQueryCondition	Records where the active flag is false.

```
var inc = new GlideRecord('incident');
inc.addInactiveQuery();
inc.query();
```

Scoped equivalent

In scoped applications use the scoped method addQuery("active","false").

GlideRecord - addJoinQuery(String table)

Adds a filter to return records based on a relationship in a related table.

For example, find all the users that are in the database group (users via sys_user_grmember table). Another example would be find all problems that have an assigned incident (problems via the incident.problem_id relationship).

This is not a true database join; rather, *`addJoinQuery()`* adds a subquery. So, while the result set is limited based on the join, the only fields that you have access to are those on the base table (those which are in the table with which the GlideRecord was initialized).

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *`insert()`*, *`update()`*, *`deleteRecord()`*, or *`deleteMultiple()`* method on bad query results can result in data loss.

You can set the *`glide.invalid_query.returns_no_rows`* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *`glide.invalid_query.returns_no_rows`* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
table	String	Table name

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideQueryCondition	Records where the relationships match.

Find problems that have an incident attached. This example returns problems that have associated incidents. However, it won't pull values from the incidents that are returned as a part of the query.

```
var prob = new GlideRecord('problem');
prob.addJoinQuery('incident');
prob.query();
```

Find active=false problems with associated incidents.

```
// Look for Problem records
var now_GR = new GlideRecord('problem');

// That have associated Incident records
var grSQ = now_GR.addJoinQuery('incident');

// Where the Problem records are "active=false"
now_GR.addQuery('active', 'false');

// And the Incident records are "active=true"
grSQ.addCondition('active', 'true');

// Query
now_GR.query();

// Iterate and print results
while (now_GR.next()) {
    gs.print(now_GR.getValue('number'));
}
```

Scoped equivalent

To use the *addJoinQuery()* method in a scoped application, use the corresponding scoped method: addJoinQuery().

GlideRecord - addJoinQuery(String table, String primaryField)

Adds a filter to return records based on a relationship in a related table.

For example, find all the users that are in the database group (users via sys_user_grmember table). Another example would be find all problems that have an assigned incident (problems via the incident.problem_id relationship).

This is not a true database join; rather, *addJoinQuery()* adds a subquery. So, while the result set is limited based on the join, the only fields that you have access to are those on the base table (those which are in the table with which the GlideRecord was initialized).

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

return all records from the table. Using an *insert()*, *update()*, *deleteRecord()*, or *deleteMultiple()* method on bad query results can result in data loss.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
table	String	Table name
primaryField	String	If other than sys_id, the primary field.

Returns

Type	Description
GlideQueryCondition	Records where the relationships match.

Find problems that have incidents using the open_by field at the join key instead of the sys_id.

```
var now_GR = new GlideRecord('problem');
now_GR.addJoinQuery('incident', 'opened_by');
now_GR.query();
```

Scoped equivalent

To use the *addJoinQuery()* method in a scoped application, use the corresponding scoped method: addJoinQuery().

GlideRecord - addJoinQuery(String table, String primaryField, String joinTableField)

Adds a filter to return records based on a relationship in a related table.

For example, find all the users that are in the database group (users via sys_user_grmember table). Another example would be find all problems that have an assigned incident (problems via the incident.problem_id relationship).

This is not a true database join; rather, *addJoinQuery()* adds a subquery. So, while the result set is limited based on the join, the only fields that you have access to are those on the base table (those which are in the table with which the GlideRecord was initialized).

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *insert()*, *update()*, *deleteRecord()*, or *deleteMultiple()* method on bad query results can result in data loss.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
table	String	Table name
primaryField	String	If other than sys_id, the primary field.
joinTableField	String	If other than sys_id, the field that joins the tables

Returns

Type	Description
GlideQueryCondition	Records where the relationships match.

Find problems that have incidents associated where the incident caller_id field value matches that of the problem opened_by field.

```
var now_GR = new GlideRecord('problem');
now_GR.addJoinQuery('incident', 'opened_by', 'caller_id');
now_GR.query();
```

Scoped equivalent

To use the *addJoinQuery()* method in a scoped application, use the corresponding scoped method: addJoinQuery().

GlideRecord - addNotNullQuery(String fieldName)

Adds a filter to return records where the specified field is not null.

Parameters

Name	Type	Description
fieldName	String	The field name.

Returns

Type	Description
GlideQueryCondition	GlideQueryCondition of records where the parameter field is not null.

```
var target = new GlideRecord('incident');
  target.addNotNullQuery('short_description');
  target.query();   // Issue the query to the database to get
 all records
  while (target.next()) {
     // add code here to process the incident record
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the *addNotNullQuery()* method in a scoped application, use the corresponding scoped method: addNotNullQuery().

GlideRecord - addNullQuery(String fieldName)

Adds a filter to return records where the specified field is null.

Parameters

Name	Type	Description
fieldName	String	The field name.

Returns

Type	Description
GlideQueryCondition	GlideQueryCondition of records where the specified field is null.

```
var target = new GlideRecord('incident');
  target.addNullQuery('short_description');
  target.query();   // Issue the query to the database to get
 all records
  while (target.next()) {
     // add code here to process the incident record
  }
```

Scoped equivalent

To use the *addNullQuery()* method in a scoped application, use the corresponding scoped method: addNullQuery().

GlideRecord - addQuery(String name, Object operator, Object value)

Provides the ability to build a request, which when executed, returns the rows from the specified table that match the request.

If you're familiar with SQL, this method is similar to the "where" clause. You can make one or more *addQuery()* calls in a single query. For this method the queries are AND'ed. If any of the query statements need to be OR'ed, use the class GlideQueryCondition.

addQuery() is typically called with three parameters; table field, operator, and comparison value. It can be called with only two parameters, table field and comparison value, such as `myObj.addQuery('category','Hardware');`. The operator in this case is assumed to be "equal to".

For additional information on using queries, see Querying tables in script.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *insert()*, *update()*, *deleteRecord()*, or *deleteMultiple()* method on bad query results can result in data loss.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
name	String	Table field name or path to an attribute within a dynamic attribute store element. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table. For more information on dynamic attributes, see Dynamic Schema.
operator	Object	Query operator. The available values are dependent on the data type of the *value* parameter. Numbers: • = • != • > • >= • < • <= Strings (must be in upper case): • = • != • IN • NOT IN • STARTSWITH • ENDSWITH • CONTAINS • DOES NOT CONTAIN • INSTANCEOF

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Note: Use CONTAINS instead of the LIKE operator. Dynamic schema operators: • = • != • < • > • <= • >= • BETWEEN • CONTAINS • DOES_NOT_CONTAIN • ENDSWITH • GT_FIELD • GT_OR_EQUALS_FIELD • IN • ISEMPTY • ISNOTEMPTY • IS_NOT_NULL • IS_NULL • LIKE • LT_FIELD • LT_OR_EQUALS_FIELD • MATCHES • NOT_IN • NOT_LIKE • NOT_MATCHES • NSAMEAS • SAMEAS • STARTSWITH
value	Object	Value on which to query (not case-sensitive).

Returns

Type	Description
GlideQueryCondition	Reference to the GlideQueryCondition that was added to the GlideRecord.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to call this method.

```
var rec = new GlideRecord('incident');
rec.addQuery('active',true);
rec.addQuery('sys_created_on', ">", "2010-01-19 04:05:00");
rec.query();
while (rec.next()) {
 rec.active = false;
 gs.print('Active incident ' + rec.number + ' closed');
 rec.update();
}
```

The following example shows how to use the `IN` operator.

```
var que = new GlideRecord('incident');
que.addQuery('number','IN','INC00001,INC00002');
que.query();
while(que.next()) {
 //do something....
}
```

The following example shows how to call this method for using attributes in a dynamic attribute store.

```
var gr_Inc = new GlideRecord('incident');
gr_Inc.addQuery('inc_dynamic_schema->cars->avg_mpg', 'GT_FIELD',
 'inc_dynamic_schema2->cars->avg_mpg');
gr_Inc.query();
while(gr_Inc.next()) {
    gs.info(gr_Inc.number + " Gas Mileage 1: " +
 gr_Inc.getDynamicAttributeValue('inc_dynamic_schema->cars->avg_
mpg') +  " GT_FIELD Gas Mileage 2 :" +
 gr_Inc.getDynamicAttributeValue('inc_dynamic_schema2->cars->avg
_mpg'));
}
```

Scoped equivalent

To use the *addQuery()* method in a scoped application, use the corresponding scoped method: addQuery().

GlideRecord - addValue(String field, Number value)

Provides atomic add and subtract operations on a specified number field at the database level for the current GlideRecord object.

Typically, a GlideRecord object is written as one record in a database. Individual field values are stored as defined. For code that adds a value to a GlideRecord field, it simply saves the field to the database with the new value, rather than atomically incrementing it.

For example, when the following code is executed, the value of the u_count field in the database is 2.

```
gs.print(now_now_GR.u_count); // "1"
now_GR.u_count += 1;
now_GR.update();
now_GR.get(now_now_GR.sys_id);
gs.print(now_now_GR.u_count); // "2"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If another user concurrently runs identical code, instead of the two operations each adding 1 to u_count, the net effect is that u_count only contains 2, with one operation's update actually being lost.

Conversely, the *addValue()* method performs the addition/subtraction in the database when the record is updated as an atomic operation. Two operations running concurrently each properly update the field.

```
gs.print(now_now_GR.u_count); // "1"
now_GR.addValue("u_count", 1);
now_GR.update();
now_GR.get(now_GR); // The record must be reloaded from the
 database to observe the result
gs.print(now_now_GR.u_count); // "3", if executed concurrently
 with another user
```

Note: The new value is not read back from the database unless explicitly done so.

Like *setValue()*, *addValue()* changes only take effect in the database after a subsequent call to *update()* or *insert()*. If *insert()* is called, the specified field is initialized with the *value* parameter passed into *addValue()*.

Note: If *setValue()* is called for the specified field prior to calling *addValue()*, the *addValue()* method is not processed and an error message is logged.

Parameters

Name	Type	Description
field	String	The name of the field in this GlideRecord to modify. If the associated field is not a numeric type, the operation is ignored.
value	Number	The amount to add to the value when the record is saved. To perform a subtraction operation, simply pass a negative value.

Returns

Type	Description
void	

Shows a value being added.

```
gs.print(now_GR.u_count); // "1"
now_GR.addValue("u_count", 1);
now_GR.update();
now_GR.get(now_GR.sys_id); // The record must be reloaded from
 the database to observe the result
gs.print(now_GR.u_count);
```

Output: 2

Shows a value being subtracted.

```
gs.print(now_GR.u_count); // "4"
now_GR.addValue("u_count", -1);
now_GR.update();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
now_GR.get(now_GR.sys_id); // The record must be reloaded from
 the database to observe the result
gs.print(now_GR.u_count);
```

Output: 3

GlideRecord - applyEncodedQuery(String queryString)

Sets the values of the specified encoded query terms and applies them to the current GlideRecord.

Parameters

Name	Type	Description
queryString	String	Encoded query to apply to the current GlideRecord.

Returns

Type	Description
None	

```
function createAcl(table, role) {
  gs.print("Checking security on table " + table);
  var now_GR = new GlideRecord("sys_security_acl");
  now_GR.addQuery("name", table);
  now_GR.addQuery("operation", "read");
  now_GR.query();
  var encQuery = now_GR.getEncodedQuery();
  if (now_GR.next()) {
    // existing acl found so use it
    createAclRole(now_GR.sys_id.toString(), role);
    return;
  } else {
  now_GR.initialize();
  now_GR.applyEncodedQuery(encQuery);
  var acl = now_GR.insert();
    gs.print("Added read access control on " + table);
    createAclRole(acl, role);
  }
}
```

GlideRecord - applyTemplate(String template)

Apply a template record from the Template table [sys_template] to the current record. If the specified template is not found, no action is taken.

Note: This method automatically instantiates a *now_GR.insert()* method if a template has the **Next Related Child Template** field filled. For information, see Create templates for related task records.

Parameters

Name	Type	Description
template	String	Name of a template from the Templates [sys_template] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var rec1 = new GlideRecord("incident");
rec1.initialize();
rec1.applyTemplate("my_incident_template");
rec1.insert();
```

GlideRecord - autoSysFields(Boolean e)

Enables or disables the update to the fields sys_updated_by, sys_updated_on, sys_mod_count, sys_created_by, and sys_created_on. This is often used for manually updating field values on a record while leaving historical information unchanged.

Warning: Use caution if you use this method. When you use this method the sys_mod_count field will not be incremented, and other sys_ fields will not be updated. This can break functionality including, but not limited to, the Activity Formatter, History Sets, Notifications, and Metrics.

Parameters

Name	Type	Description
e	Boolean	If false disables updates to sys_updated_by, sys_updated_on, sys_mod_count, sys_created_by, and sys_created_on.

Returns

Type	Description
void	

```
var inc = new GlideRecord('incident');

// Change all Open(1) incidents to Active(2)

inc.addQuery('state', 1);
inc.query();

while (inc.next()) {
  inc.autoSysFields(false);  // Do not update sys_updated_by,
 sys_updated_on, sys_mod_count, sys_created_by, and
 sys_created_on
  inc.setWorkflow(false);    // Do not run any other business
 rules
  inc.setValue('state', 2);
  inc.update();
}
```

GlideRecord - canCreate()

Determines if the access control rules (which includes the user's role) permit inserting new records in this table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the user's roles permit creating of records in this table. Possible values: • true: Creating permitted • false: Creating is not permitted

This example shows whether records can be created on the benefit_plan table.

```
canCreateBenefitPlan : function() {
  var now_GR = new GlideRecord('benefit_plan');
  return now_GR.canCreate();
}
```

Scoped equivalent

To use the *canCreate()* method in a scoped application, use the corresponding scoped method: canCreate().

GlideRecord - canDelete()

Determines if the access control rules (which includes the user's role) permit deletion of records in this table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the user's roles permit deleting of records in this table. Valid values: • true: Deleting permitted • false: Deleting is not permitted

```
var att = new GlideRecord('sys_attachment');
att.get('$[sys_attachment.sys_id]');
var sm = GlideSecurityManager.get();
var checkMe = 'record/sys_attachment/delete';
var canDelete = sm.hasRightsTo(checkMe, att);
gs.log('canDelete: ' + canDelete);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the *canDelete()* method in a scoped application, use the corresponding scoped method: canDelete().

GlideRecord - canRead()

Indicates whether the Access Control Rules (ACLs) permit the current user to read the current record within the associated GlideRecord table. This method evaluates all available ACLs for the specific resource.

Note: You shouldn't use this method to check for table-level access. A single call to this method might not be sufficient to get a conclusive table-level access rights check result. To perform a table-level access check, use the *GlideSecurityManager.hasRightsTo()* method.

For additional information on ACLs, see Access Controls Evaluation Order.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the user's roles permit reading of the current record. Valid values: • true: Reading permitted • false: Reading isn't permitted

This example shows how to iterate through the Incident [incident] table and check if the user has read rights to each record.

```
var grTable = new GlideRecord('incident');
grTable.query();
while (grTable.next()) {
  if (grTable.canRead())
  ...
}
```

Scoped equivalent

To use the *canRead()* method in a scoped application, use the corresponding scoped method: canRead().

GlideRecord - canWrite()

Determines if the access control rules (which includes the user's role) permit updates to records in this table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the user's roles permit writing of records in this table. Valid values: • true: Writing permitted • false: Writing is not permitted

This example shows whether records can be written to the benefit_plan table.

```
canWriteBenefitPlan : function() {
  var now_GR = new GlideRecord('benefit_plan');
  return now_GR.canWrite();
}
```

Scoped equivalent

To use the *canWrite()* method in a scoped application, use the corresponding scoped method: canWrite().

GlideRecord - changes()

Determines whether any of the fields in the record have changed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether there are changes in the specified record. Possible values: • true: Fields in the specified record have changed. • false: No fields have changed.

This example shows how to check if there are changes in an incident record.

```
var now_GR = new GlideRecord("incident");
now_GR.query();
now_GR.next();
if (now_GR.changes()) {
  gs.print("The incident record reported changes right after
 being read");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
} else {
  gs.print("The incident record has not changed");
}
```

Scoped equivalent

To implement this functionality in a scoped application, add code similar to the following:

```
var now_GR = new GlideRecord("incident");
   now_GR.get("965c9e5347c12200e0ef563dbb9a7156");
   now_GR.short_description = "test";
   var elements = now_GR.getElements();
   var hasChanged = false;
   for(var i=0; i < elements.length;i++){
     var element = elements[i];
     hasChanged = hasChanged || element.changes();
     gs.info(element.getName() + ":" + element.changes());
   }
   gs.info(hasChanged);
```

GlideRecord - chooseWindow(Number firstRow, Number lastRow, Boolean forceCount)

Sets a range of rows to be returned by subsequent queries.

Using setLimit() with chooseWindow()

The *setLimit()* method implicitly calls the *chooseWindow()* method and might cause unexpected results when used with *chooseWindow()* in a query.

- If the *chooseWindow()* method is called first, its record window is overwritten by the *setLimit()* method.

  Using the following lines in a query returns 100 records starting at row 1:

  ```
  grIncident.chooseWindow(20,30);
  grIncident.setLimit(100);
  ```

- If the *setLimit()* method is called first, the window set by *chooseWindow()* is used and the limit is overwritten.

  Using the following lines in a query returns 10 records starting at row 21:

  ```
  grIncident.setLimit(5);
  grIncident.chooseWindow(20,30);
  ```

Note: Running *query()* with the *chooseWindow()* method triggers a COUNT(*) query, which can result in slow performance on tables with a large number of records. You can use *setLimit()* before *chooseWindow()* to skip running the COUNT(*) query, but the same performance benefit is achievable using *setNoCount()*.

See also:

- query()
- setLimit()
- setNoCount()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
firstRow	Number	Zero-based index of the starting row for the range, inclusive. (A value of 0 returns the first row.)
lastRow	Number	Zero-based index of the ending row for the range, exclusive. For example, if *firstRow* = 1 and *lastRow* = 5, four records are returned (2-5).
forceCount	Boolean	Optional. Flag that indicates whether to force a row count query. In most implementations of this call, the row count is performed. There are some outlying cases, such as text searches, were a row count is not performed. Setting this flag ensures that the row count occurs. Valid values: • true: Row count always occurs. • false: Row count occurs if implemented in normal execution of method. Default: false

Returns

Type	Description
void	

This example shows how to return records 3 and 4 from the Incident [incident] table.

```
var now_GR = new GlideRecord('incident');
now_GR.orderBy('number');
now_GR.chooseWindow(2, 4);
now_GR.query();
while (now_GR.next()) {
  gs.info(now_GR.getValue('number') + ' is within window');
}
```

Output:

```
*** Script: INC0000003 is within window
*** Script: INC0000004 is within window
```

GlideRecord - deleteMultiple()

Deletes all records that satisfy the query.

This method does not delete attachments.

Dot-walking is not supported for this method. When using the *deleteMultiple()* function on referenced tables, all the records in the table are deleted. Also, when using *deleteRecord()* to cascade delete, prior calls to *setWorkflow()* on the same GlideRecord object are ignored.

Do not use *deleteMultiple()* on tables with currency fields. Always delete each record individually. Also, do not use this method with the *chooseWindow()* or *setLimit()*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

methods when working with large tables. The `setLimit()` method does not limit the number of records that are deleted with `deleteMultiple()`. All records returned by the query are deleted regardless of `setLimit()`.

The `glide.db.forced.chunk.threshold` system property sets the threshold above which forces chunk record deletions and updates. Chunking helps to prevent non-primary key deletions on huge tables from causing replication problems. For more information, see Available system properties.

Note: When using `deleteMultiple()` to cascade delete, prior calls to `setWorkflow()` on the same GlideRecord object are ignored.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

This example shows how to delete all inactive records from the Incident table.

```
var now_GR = new GlideRecord('incident');
now_GR.addQuery('active','false');
now_GR.query();
now_GR.deleteMultiple();
```

Scoped equivalent

To use the `deleteMultiple()` method in a scoped application, use the corresponding scoped method: deleteMultiple().

GlideRecord - deleteRecord()

Deletes a single record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the record was successfully deleted. Possible values: • true: Record was deleted. • false: No record was found to delete.

This example shows how to delete all inactive records from the Incident table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var rec = new GlideRecord('incident');
rec.addQuery('active',false);
rec.query();
while (rec.next()) {
 gs.info('Inactive incident ' + rec.number + ' deleted');
 rec.deleteRecord();
}
```

Output:

```
Inactive incident INC0010010 deleted
Inactive incident INC0010011 deleted
```

This example shows how to delete a record from the Incident table immediately after it is inserted. The incident *GlideRecord* must be reloaded after the insert before it can be deleted.

```
var grTicket = new GlideRecord('incident');
grTicket.initialize();
grTicket.short_description = 'Example ticket';
grTicket.work_notes = 'An update about the ticket';
var ins_sys_id = grTicket.insert(); // Insert the record
grTicket.get(ins_sys_id); // Reload the inserted record
gs.info(grTicket.deleteRecord()); // Delete the record
```

Output:

```
true
```

Scoped equivalent

To use the *deleteRecord()* method in a scoped application, use the corresponding scoped method: deleteRecord().

GlideRecord - disableSysIdInOptimization()

Disables the default optimization that prevents an extra database query from running when a user passes in a large number of sys_ids, such as `grIncident.addQuery('sys_id', 'IN', listOf200SysIds)`.

This method only effects the GlideRecord on which it's called. To modify the sys_id limit optimization for all GlideRecords, adjust the value in the *glide.db.first_pass_sys_id_list_size.max* system property (default 100).

If you don't either call this method or adjust the *glide.db.first_pass_sys_id_list_size.max* system property and pass a list that contains more sys_id entries than defined in *glide.db.first_pass_sys_id_list_size.max*, the returned value from *GlideRecord.getRowCount()* may be incorrect.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to use the *disableSysIdInOptimiation()* method to disable the sys_id limit optimization when passing an Incident sys_id list that contains 200 entries.

```
var listOf200SysIds = [ ... ]; // 200 comma separated sys_ids
var grIncident = new GlideRecord('incident');
grIncident.addQuery('sys_id', 'IN', listOf200SysIds);
grIncident.disableSysIdInOptimization(); // Rowcount could be
 incorrect without this method call
grIncident.query();
if (grIncident.next())
    gs.info("Rowcount: " + grIncident.getRowCount());
```

Output:

```
Rowcount: 200
```

GlideRecord - find(String columnName, String value)

Returns true if any record has a matching value in the specified column. If found, it also moves to the first record that matches, essentially executing *next()* until the record is returned.

Note: This method creates a record instead of updating the existing record if you apply the *update()* method after modifying the GlideRecord. To avoid creating a record, call the *next()* method before calling *find()*. For example:

```
var existingMaterials = new
 GlideRecord('u_m2m_material_num_service_instance');
existingMaterials.addQuery('u_service_instance',
 serviceInstance.sys_id);
existingMaterials.query();
existingMaterials.next(); // This line added to prevent new
 record creation

existingMaterials.find('u_material_number',
 'ca41b9fd37a84200fdc25ca543990ed8');

existingMaterials.u_material_quantity = 5;
existingMaterials.update("Modify request via catalog");
```

See also:

- next()
- update()

Parameters

Name	Type	Description
columnName	String	Field name to search.
value	String	Value to check for in the specified field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether any record within the current table has a matching value in the specified field. Possible values: • true: Matching field. • false: No matching field.

This example shows how to find a record in the Incident table with "Critical" in the short description field.

```
var now_GR = new GlideRecord("incident");
now_GR.query();
var shortDescription = "Critical";
if (now_GR.find("short_description", shortDescription)) {
  gs.print("An incident with the specified field value was
 found");
  var recordID = now_GR.getValue("sys_id");
  gs.print("Found in the following record: " + recordID);
} else {
  gs.print("An incident with the specified field value was not
 found");
}
```

Output:

```
An incident with the specified field value was found
Found in the following record: 552c48888c033300964f4932b03eb092
```

GlideRecord - get(Object name, Object value)

Returns the specified record in the current GlideRecord object.

This method accepts either one or two parameters. If only a single parameter is passed in, the method assumes that it is the sys_id of the desired record. If not found, it then tries to match the value against the display value. If two parameters are passed in, the first is the name of the column within the GlideRecord to search. The second is the value to search for. If multiple records are found, use `next()` to access the additional records.

Parameters

Name	Type	Description
name	Object	Optional. Name of the instantiated GlideRecord column to search for the specified *value* parameter. If only a single parameter is passed in, the method assumes that this parameter is sys_id.
value	Object	Value to match. For calculated fields, the value is matched as is rather than running a calculation on a scripted default value for a field in the record.

Returns

Type	Description
Boolean	Indicates whether the requested record was located.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • true: Record was found • false: Record was not found

This example gets an incident record by passing in the sys_id.

```
var grIncident = new GlideRecord('incident');
var returnValue =
 grIncident.get('99ebb4156fa831005be8883e6b3ee4b9');
gs.info(returnValue); // logs true or false
gs.info(grIncident.number); // logs Incident Number
```

This example gets an incident record by passing in the column in the record to search and the value to search for.

```
var grIncident = new GlideRecord('incident');
var returnValue = grIncident.get('caller_id.name','Sylivia
 Wayland');
gs.info(returnValue); // logs true or false
gs.info(grIncident.number); // logs Incident Number
```

Scoped equivalent

To use the *get()* method in a scoped application, use the corresponding scoped method: get().

GlideRecord - getAttribute(String fieldName)

Returns the dictionary attributes on the specified field.

Parameters

Name	Type	Description
fieldName	String	Field name for which to return the dictionary attributes

Returns

Type	Description
String	Dictionary attributes

This example shows how to return the dictionary attributes for "tree_picker".

```
function doit() {
  var now_GR = new GlideRecord('sys_user');
  now_GR.query("user_name","admin");
  if (now_GR.next()) {
    gs.print("we got one");
    gs.print(now_GR.location.getAttribute("tree_picker"));
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the `getAttribute()` method in a scoped application, use the corresponding scoped method: getAttribute().

GlideRecord - getClassDisplayValue()

Returns the table's label.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Label that identifies the table.

This example prints the label of the passed in table.

```
// Display the incident table label
var now_GR = new GlideRecord("incident");
var value = now_GR.getClassDisplayValue();
gs.info("The table label is " + value + ".");
```

Output:

```
The table label is Incident.
```

Scoped equivalent

To use the `getClassDisplayValue()` method in a scoped application, use the corresponding scoped method: getClassDisplayValue().

GlideRecord - getDisplayValue(String name)

Retrieves the display value for the current record or the display value of an attribute in a dynamic attribute store.

Display values are manipulated based on the actual value in the database and user or system settings and preferences.

The display value that is returned is dependent on the field type.

- Choice fields: The database value may be a number, but the display value is more descriptive.
- Date fields: The database value is in UTC format, while the display value is based on the user's time zone.
- Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context.
- Reference fields: The database value is sys_id, but the display value is the display field of the referenced record.

For more information on dynamic attributes, see Dynamic Schema.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Optional. Only required when requesting the display value for a dynamic attribute. Path to an attribute within a dynamic schema to retrieve. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.

Returns

Type	Description
String	Display value for the current record or specified element.

This example writes the display value of a specified incident record into the log.

```
var now_GR = new GlideRecord('incident');
now_GR.get('sys_id','<sys_id>');
gs.info(now_GR.getDisplayValue());
```

Output:

```
INC0000050
```

This example shows how to retrieve the display value of an attribute within a dynamic attribute store element.

```
var gr_AppTab = new GlideRecord('application_table');
gr_AppTab.setValue('dyn_att_field->group->attr', 42);
gr_AppTab.setDisplayValue('dyn_att_field->group->attr2, true);
gr_AppTab.update();
gs.info('Attr value: ' +
gr_AppTab.getDisplayValue('dyn_att_field->group->attr);
gs.info('Attr2 value: ' +
gr_AppTab.getDisplayValue('dyn_att_field->group->attr2);
```

Output:

```
Attr value: System error
Attr2 value: true
```

Scoped equivalent

To use the *`getDisplayValue()`* method in a scoped application, use the corresponding scoped method: getDisplayValue().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideRecord - getDynamicAttribute(String fullPath)

Returns the GlideElementDynamicAttribute object for the specified dynamic attribute store path.

For more information on dynamic attributes, see Dynamic Schema.

Parameters

Name	Type	Description
fullPath	String	Path to use to locate the desired dynamic attribute. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.

Returns

Type	Description
Object	GlideElementDynamicAttribute object containing the specified dynamic attribute. If the *fullPath* parameter is invalid, returns null.

The following code example shows how to call this method.

```
var gr_Inc = new GlideRecord('incident');
gr_Inc.get('number', 'INC0009009');
gr_Inc.getDynamicAttribute('attr_store->car->color').setValue('Blue');
gr_Inc.update();

gr_Inc = new GlideRecord('incident');
gr_Inc.get('number', 'INC0009009');
gs.info(gr_Inc.getDynamicAttribute('attr_store', 'car->color'));
```

Output:

```
*** Script: Blue
```

GlideRecord - getDynamicAttribute(String dynamicAttributeField, String groupAttrPath)

Returns a GlideElementDynamicAttribute object that contains the dynamic attribute located at the specified table field and attribute path.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
dynamicAttributeField	String	Name of the field in the table that contains the dynamic attribute.
groupAttrPath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`

Returns

Type	Description
Object	GlideElementDynamicAttribute object containing the specified dynamic attribute. If either the *dynamicAttributeField* or *groupAttrPath* parameters are invalid, returns null.

The following code example shows how to call this method.

```
var gr_Inc = new GlideRecord('incident');
gr_Inc.get('number', 'INC0009009');
gr_Inc.getDynamicAttribute('attr_store->car->color').setValue('B
lue');
gr_Inc.update();

gr_Inc = new GlideRecord('incident');
gr_Inc.get('number', 'INC0009009');
gs.info(gr_Inc.getDynamicAttribute('attr_store', 'car->color'));
```

Output:

```
*** Script: Blue
```

GlideRecord - getDynamicAttributeValue(String fullPath)

Returns the value of the dynamic attribute located at a specified path.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
fullPath	String	Path to use to locate the desired dynamic attribute. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.

Returns

Type	Description
Object	Value of the dynamic attribute located at the specified path. If the *fullPath* parameter contains invalid data or the specified attribute value isn't one of the supported data types, returns null.

The following code example shows how to call this method.

```
// Update the value of the attribute
 'attribute_store->car->time_of_purchase' incident `INC0009009`
 to a timestamp (in UTC)
var gr1 = new GlideRecord('incident');
gr1.get('number', 'INC0009009');
gr1.setDynamicAttributeValue('attribute_store->car->time_of_purc
hase', '2020-05-13 13:52:44');
gr1.update();

// Then retrieve the value of the attribute on the same record
var gr2 = new GlideRecord('incident');
gr2.get('number', 'INC0009009');
gs.info("Time of Purchase Value        (UTC): " +
 gr2.getDynamicAttributeValue('attribute_store->car->time_of_pur
chase'));
gs.info("Time of Purchase DisplayValue (PST): " +
 gr2.getDynamicAttributeDisplayValue('attribute_store->car->time
_of_purchase'));
```

Output:

```
*** Script: Time of Purchase Value        (UTC): 2020-05-13
 13:52:44
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: Time of Purchase DisplayValue (PST): 2020-05-13
 06:52:44
```

GlideRecord - getDynamicAttributeValue(String dynamicAttributeField, String groupAttrPath)

Returns the value of the dynamic attribute located at a specified field in the current table and a specified attribute path.

Parameters

Name	Type	Description
dynamicAttributeField	String	Name of the field in the table that contains the dynamic attribute.
groupAttrPath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`

Returns

Type	Description
Object	Value of the dynamic attribute located at the specified path. If either the *dynamicAttributeField* or *groupAttrPath* parameters are invalid, returns null.

The following code example shows how to call this method.

```
// Update the value of the attribute
 'attribute_store->car->time_of_purchase' incident `INC0009009`
 to a timestamp (in UTC)
var gr1 = new GlideRecord('incident');
gr1.get('number', 'INC0009009');
gr1.setDynamicAttributeValue('attribute_store',
 'car->time_of_purchase', '2020-05-13 13:52:44');
gr1.update();

// Then retrieve the value of the attribute on the same record
var gr2 = new GlideRecord('incident');
gr2.get('number', 'INC0009009');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info("Time of Purchase Value        (UTC): " +
 gr2.getDynamicAttributeValue('attribute_store',
 'car->time_of_purchase'));
gs.info("Time of Purchase DisplayValue (PST): " +
 gr2.getDynamicAttributeDisplayValue('attribute_store',
 'car->time_of_purchase'));
```

Output:

```
*** Script: Time of Purchase Value        (UTC): 2020-05-13
 13:52:44
*** Script: Time of Purchase DisplayValue (PST): 2020-05-13
 06:52:44
```

GlideRecord - getDynamicAttributeDisplayValue(String fullPath)

Returns the display value of the dynamic attribute located at the specified path.

Parameters

Name	Type	Description
fullPath	String	Path to use to locate the desired dynamic attribute. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.

Returns

Type	Description
String	Display value of the dynamic attribute located at the specified path. If the *`fullPath`* parameter is invalid, returns null.

The following code example shows how to call this method.

```
// Update the value of the attribute
 'attribute_store->car->time_of_purchase' incident `INC0009009`
 to a timestamp (in UTC)
var gr1 = new GlideRecord('incident');
gr1.get('number', 'INC0009009');
gr1.setDynamicAttributeValue('attribute_store->car->time_of_purc
hase', '2020-05-13 13:52:44');
gr1.update();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Then retrieve the value of the attribute on the same record
var gr2 = new GlideRecord('incident');
gr2.get('number', 'INC0009009');
gs.info("Time of Purcahse Value        (UTC): " +
 gr2.getDynamicAttributeValue('attribute_store->car->time_of_pur
chase'));
gs.info("Time of Purcahse DisplayValue (PST): " +
 gr2.getDynamicAttributeDisplayValue('attribute_store->car->time
_of_purchase'));
```

Output:

```
*** Script: Time of Purcahse Value        (UTC): 2020-05-13
 13:52:44
*** Script: Time of Purcahse DisplayValue (PST): 2020-05-13
 06:52:44
```

GlideRecord - getDynamicAttributeDisplayValue(String dynamicAttributeField, String groupAttrPath)

Returns the display value of the dynamic attribute located in a specified table field and attribute path.

Parameters

Name	Type	Description
dynamicAttributeField	String	Name of the field in the table that contains the dynamic attribute.
groupAttrPath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`

Returns

Type	Description
String	Display value of the dynamic attribute located at the specified path.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	If either the *dynamicAttributeField* or *groupAttrPath* parameters are invalid, returns null.

The following code example shows how to call this method.

```
// Update the value of the attribute
 'attribute_store->car->time_of_purchase' incident `INC0009009`
 to a timestamp (in UTC)
var gr1 = new GlideRecord('incident');
gr1.get('number', 'INC0009009');
gr1.setDynamicAttributeValue('attribute_store',
 'car->time_of_purchase', '2020-05-13 13:52:44');
gr1.update();

// Then retrieve the value of the attribute on the same record
var gr2 = new GlideRecord('incident');
gr2.get('number', 'INC0009009');
gs.info("Time of Purchase Value        (UTC): " +
 gr2.getDynamicAttributeValue('attribute_store',
 'car->time_of_purchase'));
gs.info("Time of Purchase DisplayValue (PST): " +
 gr2.getDynamicAttributeDisplayValue('attribute_store',
 'car->time_of_purchase'));
```

Output:

```
*** Script: Time of Purchase Value        (UTC): 2020-05-13
 13:52:44
*** Script: Time of Purchase DisplayValue (PST): 2020-05-13
 06:52:44
```

GlideRecord - getED()

Returns the element's descriptor.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideElementDescriptor	The element's descriptor.

This example shows how to retrieve the name field for an incident GlideRecord.

```
grInc = new GlideRecord('incident');
grInc.getActiveQuery();
grInc.query();
if (grInc.next())
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.info("Table Descriptor is - " + grInc.getED().getName());
```

Output:

```
Table Descriptor is - incident
```

Scoped equivalent

To use the *getED()* method in a scoped application, use the corresponding scoped method: getED().

GlideRecord - getElement(String fieldName)

Retrieves the GlideElement for a specified field.

The value returned by this method is a complete GlideElement object.
The results are the equivalent of dot-walking a field value. For example, `now_GR.getElement('short_description')` provides the same result as `nowGR.short_description`.

In most cases, don't use dot-walking to get values from a record. Dot-walking retrieves the entire object instead of the field value. Retrieving the object uses more storage and might cause undesirable results when used in arrays or in Service Portal.

Instead of retrieving the entire object, you can use one of the following methods to copy the field values:

- getValue()
- getDisplayValue()

If dot-walking through a GlideElement object is necessary, use the *toString()* method to retrieve values. For example, you might need the current caller's manager sys_id to set another reference field. The following example shows how to get the string value instead of the entire object:

```
var mgr = current.caller_id.manager.toString();
```

See also: GlideElement - toString().

Parameters

Name	Type	Description
fieldName	String	Column name for which to return the GlideElement object.

Returns

Type	Description
GlideElement	The GlideElement for the specified column of the current record. Each object describes a field in the current GlideRecord.

This example shows how to obtain the GlideElement object for a passed in table and compare them with the expected system metadata values.

```
function compareElement(comment, table, element, /*{}*/
 expected) {
  var now_GR = new GlideRecord(table);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var el = now_GR.getElement(element);
  for (var n in expected) {
    assertEquals(comment + ":" + table + "." + element,
 expected[n], el.sys_meta[n]);
  }
}
```

Scoped equivalent

To use the *getElement()* method in a scoped application, use the corresponding scoped method: getElement().

GlideRecord - getEncodedQuery()

Retrieves the query condition of the current result set as an encoded query string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	An encoded query string.

This example shows how to obtain the current encoded query to use later to create a read ACL role.

```
function createAcl(table, role) {
  gs.print("Checking security on table " + table);
  var now_GR = new GlideRecord("sys_security_acl");
  now_GR.addQuery("name", table);
  now_GR.addQuery("operation", "read");
  now_GR.query();
  var encQuery = now_GR.getEncodedQuery();
  if (now_GR.next()) {
    // existing acl found so use it
    createAclRole(now_GR.sys_id.toString(), role);
   return;
  } else {
    now_GR.initialize();
    now_GR.applyEncodedQuery(encQuery);
    var acl = now_GR.insert();
    gs.print("   Added read access control on " + table);
    createAclRole(acl, role);
  }
}
```

Scoped equivalent

To use the *getEncodedQuery()* method in a scoped application, use the corresponding scoped method: getEncodedQuery().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideRecord - getEscapedDisplayValue()

Retrieves the field value for the display field of the current record and adds escape characters for use in Jelly scripts.

Note: For this method to work, a display value must have been set on the associated table. For information on how to do this, see Select a field as the table display value.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Escaped value of the current table's display field.

This example shows how to obtain the user_name escaped display value from the User [sys_user] table.

```
var userName = "Michael J'ones";
var now_GR = new GlideRecord("sys_user");
if (now_GR.get("user_name", userName)) {
  gs.print("Deleting existing user=" + userName);
  now_GR.deleteRecord();
}
now_GR.initialize();

var name = userName.split(" ", 2);
var firstName = name[0];
var lastName = name[1];
now_GR.setValue("user_name", userName);
gs.print("Name: " + now_GR.getValue("user_name"));
now_GR.setValue("first_name", firstName);
now_GR.setValue("last_name", lastName);
var escapeValue = now_GR.getEscapedDisplayValue();
gs.print("Escaped name: " + escapeValue);
```

Output:

```
Name: Michael J'ones
Escaped name: Michael J\'ones
```

GlideRecord - getFields()

Retrieves a Java ArrayList of fields in the current record.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Java ArrayList	Fields in the current record

```
// This can be run in "Scripts - Background" for demonstration
 purposes

// Get a single incident record
var grINC = new GlideRecord('incident');
grINC.query();
grINC.next();
gs.print('Using ' + grINC.getValue('number'));
gs.print('');

// getFields() returns a Java ArrayList
var fields = grINC.getFields();

// Enumerate GlideElements in the GlideRecord object that have
 values
gs.print('Enumerating over all fields with values:');
for (var i = 0; i < fields.size(); i++) {
  var glideElement = fields.get(i);
  if (glideElement.hasValue()) {
    gs.print('  ' + glideElement.getName() + '\t' +
 glideElement);
  }
}
gs.print('');

// Get a specific GlideElement: number
gs.print('Getting the number field:');
for (var i = 0; i < fields.size(); i++) {
  var glideElement = fields.get(i);
  if (glideElement.hasValue() && glideElement.getName() ==
 'number') {
    gs.print('  ' + glideElement.getName() + '\t' +
 glideElement);
  }
}
```

GlideRecord - getLabel()

Retrieves the field's label.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The field's label

This example shows how to retrieve a label of a question field in the Requested Item table and print the label and its display name.

```
template.print("Summary of Requested items:\n");
var now_GR = new GlideRecord("sc_req_item");
now_GR.addQuery("request", current.sysapproval);
now_GR.query();
while(now_GR.next()) {
var nicePrice = now_GR.price.toString();
    if (nicePrice != '') {
        nicePrice = parseFloat(nicePrice);
        nicePrice = nicePrice.toFixed(2);
    }
    template.print(now_GR.number + ":  " + now_GR.quantity + " X
 " + now_GR.cat_item.getDisplayValue()
                    + " at $" + nicePrice + " each \n");
    template.print("    Options:\n");
    for (key in now_GR.variables) {
    var now_V = now_GR.variables[key];
      if(now_V.getGlideObject().getQuestion().getLabel() != '')
 {
         template.space(4);
         template.print('     ' +
 now_V.getGlideObject().getQuestion().getLabel() + " = "
                    + vnow_V.getDisplayValue() + "\n");
      }
    }
}
```

Scoped equivalent

To use the *getLabel()* method in a scoped application, use the corresponding scoped method: getLabel().

GlideRecord - getLink(Boolean noStack)

Retrieves the link for the current record.

Parameters

Name	Type	Description
noStack	Boolean	Flag that indicates whether to append the generated link to the end of the URL. For example: `&sysparm_stack=[tablename]_list.do?sysparm_query=active=true`. Valid values: • true: Append link. • false: Do not append link.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: false

Returns

Type	Description
String	URL of the current record.

This example checks for attachments and adds the link if any are found.

```
var attachment_link = '';
var rec = new GlideRecord('sc_req_item');
rec.addQuery('sys_id', current.request_item);
rec.query();
if(rec.next()){
  if(rec.hasAttachments()){
    attachment_link = gs.getProperty('glide.servlet.uri') +
 rec.getLink();
  }
}
```

Scoped equivalent

To use the *getLink()* method in a scoped application, use the corresponding scoped method: getLink().

GlideRecord - getLocation()

Retrieves the row number of the current record within the table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Zero-based row number of the current record within the table.

This example shows how to check if a record within the Incident table is not retrieved properly by comparing the record count to the record location number.

```
var now_GR = new GlideRecord("incident");
now_GR.addQuery("priority", "4");
now_GR.query();
for (x=0; x <4; x++) {
  now_GR.next();
  gs.print("Location value: " + now_GR.getLocation());
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
Location value: 0
Location value: 1
Location value: 2
Location value: 3
```

GlideRecord - getPlural()

Retrieves the plural label of the GlideRecord table.

For example, if the table name is "Change Request," this method returns "Change Requests."

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The plural label of the GlideRecord's table.

This example shows checks the return values for *`getLabel()`* and *`getPlural()`* for the Incident table.

```
var now_GR = new GlideRecord('incident');
gs.print(now_GR.getLabel());
if (now_GR.getLabel() != 'Incident')
throw "GlideRecord.getLabel() returned unexpected value for
 table 'incident': " + now_GR.getLabel();

gs.print(now_GR.getPlural());
if (now_GR.getPlural() != 'Incidents')
throw "GlideRecord.getPlural() returned unexpected value for
 table 'incident': " + now_GR.getPlural();
"success";
```

Scoped equivalent

To use the *`getPlural()`* method in a scoped application, use the scoped GlideRecord.getED() method to obtain the field's descriptor, and then use the scoped GlideElementDescriptor.getPlural() method.

GlideRecord - getRecordClassName()

Retrieves the class (table) name for the current record.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Class or table name

```
function TaskAssignmentFilter() {
  var classname = current.getRecordClassName();
  var filter = "type=null";
  if (classname == "incident" && current.category == "database")
 {
    filter = GetGroupFilter("database");
  }
  else {
    // append exclusion for 'catalog' to the filter
    var cat = new GlideRecord("sys_user_group_type");
    cat.addQuery("name", "catalog");
    cat.query();
    if (cat.next()) {
      filter += "^ORtype!=" + cat.sys_id;
    }
  }
  gs.log("TaskAssignmentFilter: " + filter);
  return filter;
}
```

Scoped equivalent

To use the *getRecordClassName()* method in a scoped application, use the corresponding scoped method: getRecordClassName().

GlideRecord - getRelatedLists()

Retrieves a list of names and display values of related lists associated with the current GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
HashMap	Hash map with names and display values of related lists.

This example shows how to obtain the list of names and display values of related lists associated with the current GlideRecord, store them in an array, and then print their values.

```
var now_GR = new GlideRecord('incident');
var c = now_GR.getRelatedLists().values().toArray();
var numElements = c.length;
for( var i = 0; i < numElements; ++i){
  gs.print(i+": "+c[i]);
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideRecord - getRelatedTables()

Retrieves a list of names and display values of tables that are referred to by the current record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
HashMap	Hash map with names and display values of related tables.

This example shows how to obtain the list of names and display values of tables related to the current GlideRecord, store them in an array, and then print their values.

```
var now_GR = new GlideRecord('incident');
var c = now_GR.getRelatedTables().values().toArray();
var numElements = c.length;
for( var i = 0; i < numElements; ++i){
  gs.print(i+": "+c[i]);
}
```

GlideRecord - getRowCount()

Retrieves the number of rows (records) in the current GlideRecord object.

Note: *GlideRecord* returns matching records, so it might not be as efficient as *GlideAggregate* when you only need the number of records. If you only need a record count and aren't iterating over the matching records, use *GlideAggregate*.

Retrieving the number of records in GlideRecord or GlideAggregate

The *GlideRecord getRowCount()* and *GlideAggregate getAggregate()* APIs offer similar information. Use the following criteria to determine which option is best for you.

- The *GlideRecord getRowCount()* method tells you how many records have been returned from a query along with the records themselves. If you need the number of records in the result set before or after you iterate over the set to perform actions on the records, use this method.
- The *GlideAggregate getAggregate()* method retrieves only a count of records matching the query, excluding the actual records. The aggregate must be set on the *GlideAggregate* object before issuing the query.

Retrieving the records and count with GlideRecord getRowCount()

The following example shows how to get the total number of active incidents with *GlideRecord getRowCount()*:

```
var incident = new GlideRecord("incident");
incident.addQuery("active", true);
incident.query();

gs.info("*** Total number of active incidents: {0}",
 incident.getRowCount());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Retrieving only the number of records with GlideAggregate getAggregate()

The following example shows how to return only the number of records. Because this method doesn't use the matching records, it's much more efficient to use an aggregate query and return just the count.

```
var incident = new GlideAggregate("incident");
incident.addQuery("active", true);
incident.addAggregate("COUNT");
incident.query();

if (incident.next())
    gs.info("*** Total number of active incidents:
 {0}", incident.getAggregate("COUNT"));
```

Deciding which option is best for your solution

If you only want to retrieve the number of records, the *GlideAggregate getAggregate()* method is the best option. To use the individual records and retrieve the number of results, use *GlideRecord getRowCount()*, because a single query provides this functionality.

Note: If you want to use the *getRowCount()* method when using `sys_id IN` with more than 100 sys_id values, such as `grIncident.addQuery('sys_id', 'IN', listOf200SysIds)`, you must either:

- Call the *disableSysIdInOptimization()* method on the GlideRecord.
- Or, adjust the *glide.db.first_pass_sys_id_list_size.max* system property to a value higher than the number of sys_ids in the list.

In addition, ensure that you call the *.next()* method before calling the *getRowCount()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of rows in the current GlideRecord.

The following example shows how to get the number of incidents from the Incident [incident] table.

```
var numberOfIncidents = new GlideRecord('incident');
numberOfIncidents.query();
gs.info("Records in incident table: " +
 numberOfIncidents.getRowCount());
```

Output:

```
Records in incident table: 6920
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to use the *disableSysIdInOptimiation()* method to disable the sys_id limit optimization when passing an Incident sys_id list that contains 200 entries.

```
var listOf200SysIds = [ ... ]; // 200 comma separated sys_ids
var grIncident = new GlideRecord('incident');
grIncident.addQuery('sys_id', 'IN', listOf200SysIds);
grIncident.disableSysIdInOptimization(); // Rowcount could be
 incorrect without this method call
grIncident.query();
if (grIncident.next())
    gs.info("Rowcount: " + grIncident.getRowCount());
```

Output:

```
Rowcount: 200
```

Scoped equivalent

To use the *getRowCount()* method in a scoped application, use the corresponding scoped method: getRowCount().

GlideRecord - getRowNumber()

Retrieves the row number set by *saveLocation()* or *setLocation()*.

To get the current row number, use *getLocation()*.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Saved row number.

This example shows how to save a row location in the Users table and then obtain that row number.

```
var now_GR = new GlideRecord('sys_user');
now_GR.addQuery();
now_GR.query();
now_GR.saveLocation(5);
var savedRow = now_GR.getRowNumber();
gs.print("Saved row: " + savedRow);
```

Output:

```
Saved row: 5
```

GlideRecord - getTableName()

Retrieves the table name associated with this GlideRecord.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A table name

This example shows how to write the current table name in the system log.

```
gs.log('Table: ' + current.getTableName());
gs.log('Parent: ' + current.parent.sys_id);
var item = new GlideRecord('sc_req_item');
item.addQuery('sys_id', current.parent.sys_id);
item.query();
if(item.next()){
  for(var variable in item.variable_pool) {
    gs.log(variable);
    var answer = eval ("item.variable_pool." + variable +
 ".getDisplayValue()");
    gs.log(answer);
  }
}
```

Scoped equivalent

To use the *getTableName()* method in a scoped application, use the corresponding scoped method: getTableName().

GlideRecord - getUniqueValue()

Gets the primary key of the record, which is usually the sys_id unless otherwise specified.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The unique primary key as a String, or null if the key is null.

```
var now_GR = new GlideRecord('kb_knowledge');
now_GR.query();
now_GR.next();
var uniqueid = now_GR.getUniqueValue();
gs.info(uniqueid);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideRecord - getValue(String fieldName)

Retrieves the string value of a specified field or the string value of an attribute in a dynamic attribute store.

Note: If the Field Encryption Enterprise plugin is enabled and the instance has access to the key, this method returns clear text values from encrypted fields. If the instance does not have access to the key, this method returns the encrypted value. For more information, see Platform Encryption.

For more information on dynamic attributes, see Dynamic Schema.

Parameters

Name	Type	Description
fieldName	String	The name of the field whose value you want to retrieve or the path to an attribute within a dynamic attribute store to retrieve. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.

Returns

Type	Description
String	Value of the specified element. Returns null if the field is empty or the field doesn't exist. **Note:** Boolean values return as `"0"` and `"1"` string values instead of false and true.

This example uses the *`getValue()`* method to obtain field values in two GlideRecords that are being compared.

```
function() {
  var jobExists = true;
  var jobGr;
  while(jobExists){
    jobGr = new GlideRecord("sys_trigger");
    jobExists = jobGr.get("name", "BaselineAPI: Create Baseline
 Job");
  }
  var baselineGr =  new GlideRecord('pm_project_baseline');
  baselineGr.get('baseline_name','Test Project Baseline');
  baselineGr.query();

  Assert.assertEquals(true, baselineGr.next());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var projectGr =  new GlideRecord('pm_project');
  projectGr.get(this._project);
  Assert.assertEquals(projectGr.getValue('cost'),
 baselineGr.getValue('cost'));
  Assert.assertEquals((projectGr.getValue('capex_cost')),
 baselineGr.getValue('capex_cost'));
  Assert.assertEquals((projectGr.getValue('opex_cost')),
 baselineGr.getValue('opex_cost'));
  Assert.assertEquals((projectGr.getValue('budget_cost')),
 baselineGr.getValue('budget_cost'));
  Assert.assertEquals((projectGr.getValue('value')),
 baselineGr.getValue('value'));
  Assert.assertEquals((projectGr.getValue('npv_value')),
 baselineGr.getValue('npv_value'));
 Assert.assertEquals((projectGr.getValue('score')),
 baselineGr.getValue('score'));
}
```

This example shows how to retrieve the value of a dynamic attribute.

```
// Update the value of the attribute
 'attribute_store->car->color' to 'Red' on incident `INC0009009`
var gr1 = new GlideRecord('incident');
gr1.get('number', 'INC0009009');
gr1.setDynamicAttributeValue('attribute_store->car->color',
 'Red');
gr1.update();

// Then retrieve the value of the attribute on the same record
var gr2 = new GlideRecord('incident');
gr2.get('number', 'INC0009009');
gs.info(gr2.getValue('attribute_store->car->color'));
```

Output:

```
*** Script: Red
```

Scoped equivalent

To use the *getValue()* method in a scoped application, use the corresponding scoped method: getValue().

GlideRecord - hasAttachments()

Determines if the current GlideRecord has any attachments.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the current record has attachments, false otherwise.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example checks for attachments and creates a link if there are any.

```
var attachment_link = '';
var rec = new GlideRecord('sc_req_item');
rec.addQuery('sys_id', current.request_item);
rec.query();
if(rec.next()){
  if(rec.hasAttachments()){
    attachment_link = gs.getProperty('glide.servlet.uri') +
 rec.getLink();
  }
}
```

GlideRecord - hasNext()

Determines if there are any more records in the GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if there are more records in the query set, otherwise false.

This example shows how to call different functions based on whether there are additional records in the current GlideRecord.

```
if (now_GR.hasNext()) {
  dothis(); // found it, do it
} else {
  dothat(); // didn't find it
};
```

Scoped equivalent

To use the *hasNext()* method in a scoped application, use the corresponding scoped method: hasNext().

GlideRecord - initialize()

Creates an empty record within the current GlideRecord that is suitable for population before an insert.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example initializes a new record in the to_do table, creates a record, and then inserts it into the table.

```
var now_GR = new GlideRecord('to_do');
now_GR.initialize();
now_GR.name = 'first to do item';
now_GR.description = 'learn about GlideRecord';
now_GR.insert();
```

Scoped equivalent

To use the *initialize()* method in a scoped application, use the corresponding scoped method: initialize().

GlideRecord - insert()

Inserts a new record with the field values that have been set for the current record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The sys_id of the inserted record, or null if the record is not inserted.

This example creates a new record in the to_do table, sets values for some record fields, and then inserts the record into the table.

```
var now_GR = new GlideRecord('to_do');
now_GR.initialize();
now_GR.name = 'first to do item';
now_GR.description = 'learn about GlideRecord';
now_GR.insert();
```

Scoped equivalent

To use the *insert()* method in a scoped application, use the corresponding scoped method: insert().

GlideRecord - insertWithReferences()

Inserts a new record and also inserts or updates any related records with the provided information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	sys_id of the inserted record or null if the record was not inserted.

If a reference value is not specified (as below), then a new user record is created with the provided first_name and last_name, and the caller_id value is set to this newly created sys_user record. The result is a new sys_user record with the provided first_name and last_name and a new incident record with the provided short_description and caller_id.

```
var inc = new GlideRecord('incident');
inc.initialize();
inc.short_description = 'New incident 1';
inc.caller_id.first_name = 'John';
inc.caller_id.last_name = 'Doe';
inc.insertWithReferences();
```

If a caller_id value is specified, then that caller_id is updated with the provided first_name and last_name. The result is a newly created incident record with values set for short_description and caller_id.

```
var inc = new GlideRecord('incident');
inc.initialize();
inc.short_description = 'New incident 1';
inc.caller_id.setDisplayValue('David Loo');
inc.caller_id.first_name = 'John';
inc.caller_id.last_name = 'Doe';
inc.insertWithReferences();
```

GlideRecord - instanceOf(String className)

Checks a table for the type\class of table.

Parameters

Name	Type	Description
className	String	Name of a type or class of record.

Returns

Type	Description
Boolean	True if table is an instance of the specified class.

This example checks if the passed in group/user is of the sys_user table/class type.

```
function(groupOrUser, label, grantedBy) {
  var labelCheck;
  var labelRecord;
  if (typeof label === "string") {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    labelRecord = new GlideRecord('label');
    labelRecord.addQuery('name', label);
    labelRecord.query();
    labelRecord.next();
  } else {
    labelRecord = label;
  }
  if (groupOrUser.instanceOf('sys_user')) {
    labelCheck = new GlideRecord('label_user_m2m');
    labelCheck.addQuery('user', groupOrUser.sys_id);
  } else {
    labelCheck = new GlideRecord('label_group_m2m');
    labelCheck.addQuery('group', groupOrUser.sys_id);
  }
  labelCheck.addQuery('label', labelRecord.sys_id);
  if (grantedBy !== "undefined") {
    labelCheck.addQuery('granted_by', grantedBy.sys_id);
  }
  labelCheck.query();
  return labelCheck.hasNext();
}
```

GlideRecord - isNewRecord()

Determines whether the current record has been inserted into the database.

This method returns true only if the *newRecord()* method has been called. This method is useful for scripted ACL, and in the condition of UI actions, but should not be used in background scripts.

Note: This method returns true for any new record during a business rule, or if the *newRecord()* method is used to initialize a record with default values and a unique ID (sys_id). In all other cases, it returns false.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current record is new (has not been inserted into the database.) Possible values: • true: Record is new. • false: Record is not new.

This example checks if the new record has been inserted into the sys_user table.

```
var now_GR = new GlideRecord("sys_user");
now_GR.newRecord();
now_GR.setValue("user_name", "John Smith");
gs.print("Is this a new record: " + now_GR.isNewRecord());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR2 = new GlideRecord("sys_user");
now_GR2.addQuery("user_name", "Abel Tutor");
now_GR2.query();
now_GR2.next();
gs.print("Is this a new record: " + now_GR2.isNewRecord());
```

GlideRecord - isValid()

Determines if the current GlideRecord table exists.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the table is exists (valid), otherwise false.

This example checks if the Incident table exists.

```
var testTable = new GlideRecord('incident');
gs.print(testTable.isValid());
```

Scoped equivalent

To use the *isValid()* method in a scoped application, use the corresponding scoped method: isValid().

GlideRecord - isValidField(String columnName)

Determines if the specified field is defined in the current GlideRecord table.

Parameters

Name	Type	Description
columnName	String	Name of a column to check.

Returns

Type	Description
Boolean	True if the field is defined in the table, otherwise false.

This example checks if the sys_class_name field exists in the cmds_software_instance table.

```
var gobj = new GlideRecord('sys_db_object');
gobj.addQuery('name','cmdb_software_instance');
gobj.query();
if (!gobj.next()) {
  var si = new GlideRecord('cmdb_software_instance');
  si.query();
  var count = 0;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  while (si.next()) {
    if (!si.isValidField('sys_class_name')) {
      var ci = new GlideRecord('cmdb_ci');
      ci.name = si.name;
      ci.setNewGuidValue(si.sys_id);
      ci.sys_class_name = 'cmdb_software_instance';
      ci.insert();
      count++;
    }
  }
}
```

Scoped equivalent

To use the *isValidField()* method in a scoped application, use the corresponding scoped method: isValidField().

GlideRecord - isValidRecord()

Determines if the current record is valid.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag indicating whether the current record is valid. Valid values: • true: Record is valid. • false: Past the end of the record set.

This example checks if the record identifier by the passed in sys_id is a valid record in the idea table.

```
function(sysId) {
  this.log('Inside acceptIdea sysId = ' + sysId);
  var now_GR = new GlideRecord('idea');
  now_GR.get(sysId);
  this.log('now_GR.isValidRecord() = ' +
 now_GR.isValidRecord());
  if(now_GR.isValidRecord()) {
    now_GR.setValue('state', 2);
    this.log('Updating gliderecord');
    this.log('gliderecord table name' + now_GR.getTableName());
    now_GR.update();
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the *isValidRecord()* method in a scoped application, use the corresponding scoped method: isValidRecord().

GlideRecord - newRecord()

Creates a GlideRecord, sets the default values for the fields, and assigns a unique ID to the record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example checks if the new record has been inserted into the sys_user table.

```
var now_GR = new GlideRecord("sys_user");
now_GR.newRecord();
now_GR.setValue("user_name", "John Smith");
gs.print("Is this a new record: " + now_GR.isNewRecord());

var now_GR2 = new GlideRecord("sys_user");
now_GR2.addQuery("user_name", "Abel Tutor");
now_GR2.query();
now_GR2.next();
gs.print("Is this a new record: " + now_GR2.isNewRecord());
```

Scoped equivalent

To use the *newRecord()* method in a scoped application, use the corresponding scoped method: newRecord().

GlideRecord - next()

Moves to the next record in the GlideRecord.

Use this method to iterate through the records returned by a GlideRecord query.

Note: This method fails if there is a field in the table called "next". If that is the case, use the method _next().

Note: The `if(myObj.next())` construct only processes the first record returned.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates if there is a "next" record in the GlideRecord. Valid values: • true: Move to the next record was successful. • false: No more records in the result set.

This example shows how to iterate through the Incident table using the `next()` method.

```
var rec = new GlideRecord('incident');
rec.query();
while (rec.next()) {
  gs.print(rec.number + ' exists');
}
```

Scoped equivalent

To use the `next()` method in a scoped application, use the corresponding scoped method: next().

GlideRecord - _next()

Moves to the next record in the GlideRecord. Provides the same functionality as `next()`, intended to be used in cases where the GlideRecord has a column named next.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if there are more records in the query set.

```
var rec = new GlideRecord('sys_template');
rec.query();
while (rec._next()) {
  gs.print(rec.number + ' exists');
}
```

Scoped equivalent

To use the `_next()` method in a scoped application, use the corresponding scoped method: _next().

GlideRecord - operation()

Determines if an operation is insert, update, or delete.

Knowing the operation enables using `current.operation()` to make a generic business rule which can handle each operation uniquely.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information on using the global variable *current*, refer to Global variables in business rules.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The current operation. Possible values: • delete • insert • update

The following example shows how to use this method in a business rule. The *operation()* method detects which operation triggered an event and performs a different action depending for update and insert operations.

```
if(current.operation() == "update") {
  current.updates ++; }
if(current.operation() == "insert") {
  current.updates = 0; }
```

This example shows how to use the *operation()* method to pass the operation value into the *startFlow()* method.

```
function createNewTransferOrder() {
  var toGr = new GlideRecord("alm_transfer_order");
  toGr.initialize();
  // From Stockroom - Southern California Warehouse
  toGr.setValue('from_stockroom', fromStockroomSysId);
  // To Stockroom - San Diego North - Pickup/Dropoff
  toGr.setValue('to_stockroom', toStockroomSysId);
  var transferOrder = toGr.insert();

  if(toGr.get(transferOrder)){
  // Start Transfer Order Workflow
  var wf = new Workflow();
  var context = wf.startFlow(toWorkflowSysId, toGr,
 toGr.operation(),{});
    createNewTransferOrderLine(transferOrder);
  }
}
```

Scoped equivalent

To use the *operation()* method in a scoped application, use the corresponding scoped method: operation().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideRecord - orderBy(String fieldName)

Specifies a field name, or path to an attribute within a dynamic attribute store, to use to order the query set. To order by multiple fields, call this method multiple times with different field values.

Parameters

Name	Type	Description
fieldName	String	Table field name, or path to an attribute within a dynamic attribute store, on which to order the query set. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table. For more information on dynamic attributes, see Dynamic Schema.

Returns

Type	Description
void	

This example shows how to order the query set by "order" and then by "number".

```
function UpdateProjectWBS(project) {
  var count = 0;
  var child = new GlideRecord('pm_project_task');
  child.addQuery('parent', project.sys_id);
  child.orderBy('order');
  child.orderBy('number');
  child.query();
  var len = child.getRowCount().toString().length;
  var seq = 0;
  while (child.next()) {
    count += UpdateProjectTaskWBS(child, 1, ++seq, len, '');
  }
  gs.addInfoMessage(count + ' Project Tasks updated');
}
```

This example shows how to order the query set by an attribute within a dynamic attribute store.

```
var gr_Inc = new GlideRecord('incident');
gr_Inc.orderBy('attribute_store->caller_id->first_name');
gr_Inc.query();

while(gr_Inc.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.info("first_name: " +
 gr_Inc.getValue('attribute_store->caller_id->first_name'));
}
```

Output:

```
*** Script: first_name: Alejandro
*** Script: first_name: Bertie
*** Script: first_name: Beth
*** Script: first_name: Bow
*** Script: first_name: Bud
*** Script: first_name: Carol
*** Script: first_name: Charlie
*** Script: first_name: Christen
*** Script: first_name: David
```

Scoped equivalent

To use the *orderBy()* method in a scoped application, use the corresponding scoped method: orderBy().

GlideRecord - orderByDesc(String fieldName)

Specifies the field, or an attribute in a dynamic attribute store, to use to order the query set in descending order.

Parameters

Name	Type	Description
fieldName	String	Table field name, or path to an attribute within a dynamic attribute store, on which to order the query set in descending order. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table. For more information on dynamic attributes, see Dynamic Schema.

Returns

Type	Description
void	

This example shows how to order the query set in ascending or descending order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
function(fiscalType, orderByDesc) {
  var now_GR = new GlideRecord('fiscal_period');
  now_GR.addQuery('fiscal_type', fiscalType);
  if (orderByDesc) {
    now_GR.orderByDesc('fiscal_start_date_time');
  } else {
    now_GR.orderBy('fiscal_start_date_time');
  }
  now_GR.setLimit(1);
  now_GR.query();
  now_GR.next();
  return now_GR.sys_id;
}
```

This example shows how to order the query set by an attribute within a dynamic attribute store.

```
var gr_Inc = new GlideRecord('incident');
gr_Inc.orderByDesc('attribute_store->caller_id->first_name');
gr_Inc.query();

while(gr_Inc.next()) {
  gs.info("first_name: " +
 gr_Inc.getValue('attribute_store->caller_id->first_name'));
}
```

Output:

```
*** Script: first_name: David
*** Script: first_name: Christen
*** Script: first_name: Charlie
*** Script: first_name: Carol
*** Script: first_name: Bud
*** Script: first_name: Bow
*** Script: first_name: Beth
*** Script: first_name: Bertie
*** Script: first_name: Alejandro
```

Scoped equivalent

To use the *orderByDesc()* method in a scoped application, use the corresponding scoped method: orderByDesc().

GlideRecord - query(String field, String value)

Runs a query against the table based on the filters specified in the query methods such as *addQuery()* and *addEncodedQuery()*.

This method queries the GlideRecord table as well as any references of the table. For more information, see Querying tables in script.

Note: This method fails if there is a field in the table called "query". If that is the case, use the method _query(). To run queries in a domain-separated instance, use the method queryNoDomain().

See the GlideRecord article for details on building and running queries.

See also:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- GlideAggregate - Global
- GlideQuery()
- GlideQueryCondition - Global

Parameters

Name	Type	Description
name	String	Optional - must also specify a value parameter. Name of the field to search for the value specified in the value parameter. **Note:** This method is typically run without arguments, but you can specify a name-value pair to filter records containing the specified values. If the parameters are specified, the "name=value" condition is added to the query.
value	String	Optional - must also specify a field parameter. Value to search for in the specified field parameter.

Returns

Type	Description
void	

The following example shows how to scan the System Dictionary [sys_dictionary] for tables with a query field.

```
var tableArr = [];

var now_GR = new GlideRecord('sys_dictionary');
now_GR.addQuery('element', 'query');
now_GR.setLimit(6);

now_GR.query();

while(now_GR.next()){
   tableArr.push(now_GR.name.getValue());
};

gs.info('The following tables have a field column called
 "query":');

for (i = 0; i < tableArr.length; i++) {
   gs.info(tableArr[i]);
};
```

Output:

```
The following tables have a field column called "query":
cmdb_convert_bulk_services
cmdb_multisource_query_status
cmdb_qb_result_base
cmdb_qb_table_mapping
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
discovery_probes_cim_query
kb_feedback
```

Scoped equivalent

To use the *query()* method in a scoped application, use the corresponding scoped method: query().

GlideRecord - _query(String field, String value)

Runs a query against the table based on the filters specified in the query methods such as *addQuery()* and *addEncodedQuery()*. This method is intended to be used on tables in which there's a column named "query", which might cause errors running the query() method.

This method queries the GlideRecord table as well as any references of the table. For more information, see Querying tables in script.

See the GlideRecord article for details on building and running queries.

See also:

- GlideAggregate - Global
- GlideQuery()
- GlideQueryCondition - Global

Parameters

Name	Type	Description
name	String	Optional - must also specify a value parameter. Name of the field to search for the value specified in the value parameter. **Note:** This method is typically run without arguments, but you can specify a name-value pair to filter records containing the specified values. If the parameters are specified, the "name=value" condition is added to the query.
value	String	Optional - must also specify a field parameter. Value to search for in the specified field parameter.

Returns

Type	Description
void	

The following example shows how query the Knowledge Feedback [kb_feedback] table and list KB articles with comments that include Excel.

```
var rec = new GlideRecord('kb_feedback');
rec.addQuery('comments', 'CONTAINS', 'Excel');
rec._query();
while (rec.next()) {
 gs.info(rec.getDisplayValue('article') + " comment: " +
 rec.getValue('comments'));
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
KB0000005 comment:
      Can you please add the version of Excel this applies to?
 All?

KB0000005 comment:
      Does this work for all Excel versions? OSX and Windows
 alike?
```

Scoped equivalent

To use the `_query()` method in a scoped application, use the corresponding scoped method: _query().

GlideRecord - queryNoDomain(String field, String value)

Used in domain-separated instances. Similar to `query()`, runs the query against the table based on the filters specified by `addQuery()` and `addEncodedQuery()`, but ignores domains.

This method queries the GlideRecord table as well as any references of the table. For more information, see Querying tables in script.

Parameters

Name	Type	Description
name	String	Optional - must also specify a value parameter. Name of the field to search for the value specified in the value parameter. **Note:** This method is typically run without arguments, but you can specify a name-value pair to filter records containing the specified values. If the parameters are specified, the "name=value" condition is added to the query.
value	String	Optional - must also specify a field parameter. Value to search for in the specified field parameter.

Returns

Type	Description
void	

This example shows how to query the incident table for all domains.

```
var rec = new GlideRecord('incident');
rec.queryNoDomain();
while (rec.next()) {
 gs.print(rec.number + ' exists');
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideRecord - restoreLocation()

Sets the current record to be the record that was saved with *saveLocation()*. If *saveLocation()* has not been called, the current record is set to the first record of the GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example shows how save the current record location, move to the next record, and then return back to the saved location.

```
function() {
  var now_GR = new GlideRecord("incident");
  now_GR.query();
  now_GR.next();
  var firstID = now_GR.getValue("sys_id");
  now_GR.next();
  var restoreID = now_GR.getValue("sys_id");
  now_GR.saveLocation();
  now_GR.next();
  var lastID = now_GR.getValue("sys_id");
  now_GR.restoreLocation();
  now_GR.next();
  var thisID = now_GR.getValue("sys_id");
  var progress = "first id=" + firstID
    + "\n\t last id=" + lastID
    + "\n\t saved id=" + restoreID
    + "\n\t restored id=" + thisID;
  gs.print("Progress:\n\t" + progress);
}
```

GlideRecord - saveLocation()

Saves the current row number so you can return to this location using the *restoreLocation()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how save the current record location, move to the next record, and then return back to the saved location.

```
function() {
  var now_GR = new GlideRecord("incident");
  now_GR.query();
  now_GR.next();
  var firstID = now_GR.getValue("sys_id");
  now_GR.next();
  var restoreID = now_GR.getValue("sys_id");
  now_GR.saveLocation();
  now_GR.next();
  var lastID = now_GR.getValue("sys_id");
  now_GR.restoreLocation();
  now_GR.next();
  var thisID = now_GR.getValue("sys_id");
  var progress = "first id=" + firstID
    + "\n\t last id=" + lastID
    + "\n\t saved id=" + restoreID
    + "\n\t restored id=" + thisID;
  gs.print("Progress:\n\t" + progress);
}
```

GlideRecord - setAbortAction(Boolean b)

Sets a flag to indicate if the next database action (insert, update, delete) is to be aborted.

Use in an `onBefore` business rule to prevent the database action from being done. The business rule continues to run after *`setAbortAction()`* is called. Calling *`setAbortAction()`* does not stop subsequent business rules from executing. Calling this method only prevents the database action from occurring.

Parameters

Name	Type	Description
b	Boolean	True to abort next action, or false to allow the next action.

Returns

Type	Description
void	

```
if ((!current.u_date1.nil()) && (!current.u_date2.nil())) {
  var start =
 current.u_date1.getGlideObject().getNumericValue();
  var end = current.u_date2.getGlideObject().getNumericValue();
  if (start > end) {
    gs.addInfoMessage('start must be before end');
    current.u_date1.setError('start must be before end');
    current.setAbortAction(true);
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the `setAbortAction()` method in a scoped application, use the corresponding scoped method: setAbortAction().

GlideRecord - setDisplayValue(String name, Object value)

Sets a specified field, or an attribute in a dynamic attribute store, to a specified display value.

For a reference field, this is the display value for the table. For a date/time, this is the time in the caller's current time zone.

Parameters

Name	Type	Description
name	String	Name of the field whose value you want to set or the path to an attribute within a dynamic attribute store. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.
value	Object	Value to set in the specified attribute. **Note:** For dynamic attributes, only the following data types are supported: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

Returns

Type	Description
void	

The following code example shows how to set a display value in a record and then update the record.

```
var now_GR = new GlideRecord('incident');
now_GR.get('46f09e75a9fe198100f4ffd8d366d17b');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
now_GR.setDisplayValue('opened_at','2011-02-13 4:30:00');
now_GR.update();
```

The following code example shows how to set a display value in a dynamic attribute store.

```
var gr_AppTab = new GlideRecord('application_table');
gr_AppTab.setValue('dyn_att_field->group->attr', 42);
gr_AppTab.setDisplayValue('dyn_att_field->group->attr2, true);
gr_AppTab.update();
gs.info('Attr value: ' +
gr_AppTab.getDisplayValue('dyn_att_field->group->attr);
gs.info('Attr2 value: ' +
gr_AppTab.getDisplayValue('dyn_att_field->group->attr2);
```

GlideRecord - setDynamicAttributeValue(String fullPath, Object value)

Sets the value of the dynamic attribute located at a specified path.

Parameters

Name	Type	Description
fullPath	String	Path to use to locate the desired dynamic attribute. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.
value	Object	Value to set the specified dynamic attribute to. The passed value must be of one of the following data types: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the dynamic attribute was successfully updated. Possible values: • true: Dynamic attribute was successfully updated. • false: Error occurred. Dynamic attribute wasn't updated. Verify that the *fullPath* parameter contains a valid path to the desired attribute.

The following code example shows how to call this method.

```
var gr_Inc = new GlideRecord('incident');
gr_Inc.setValue('inc_dynamic_groups',
 '78db044fc4b44210f8770961513dd7fe'); //Sysid of cars dimensions
 group
gr_Inc.setDynamicAttributeValue("inc_dynamic_schema->cars->color
","black");
gr_Inc.setDynamicAttributeValue("inc_dynamic_schema->cars->make"
,"Honda");
gr_Inc.setDynamicAttributeValue("inc_dynamic_schema->cars->model
","CRV");
gr_Inc.setDynamicAttributeValue("inc_dynamic_schema->cars->luxur
y",false);
gr_Inc.setDynamicAttributeValue("inc_dynamic_schema->cars->cost"
,20000);
gr_Inc.setDynamicAttributeValue("inc_dynamic_schema->cars->avg_m
pg",28.4);
gr_Inc.setDynamicAttributeValue("inc_dynamic_schema->cars->date_
purchased", new GlideDateTime());
gr_Inc.setValue("inc_dynamic_schema->cars->total_miles",
 10000.12345);
gr_Inc.insert();
```

GlideRecord - setDynamicAttributeValue(String dynamicAttributeField, String groupAttrPath, Object value)

Sets the value of the dynamic attribute located in a specified field of the current GlideRecord and a specified attribute path.

Parameters

Name	Type	Description
dynamicAttributeField	String	Name of the field in the table that contains the dynamic attribute.
attributePath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`
value	Object	Value to set the specified dynamic attribute to. The passed value must be of one of the following data types: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

Returns

Type	Description
Boolean	Flag that indicates whether the dynamic attribute was successfully updated. Possible values: • true: Dynamic attribute was successfully updated. • false: Error occurred. Dynamic attribute wasn't updated. Verify that the *dynamicAttributeField* and *groupAttrPath* parameters contain valid data.

The following code example shows how to call this method.

```
// Update the value of the attribute
 'attribute_store->car->time_of_purchase' incident `INC0009009`
 to a timestamp (in UTC)
var gr1 = new GlideRecord('incident');
gr1.get('number', 'INC0009009');
gr1.setDynamicAttributeValue('attribute_store',
 'car->time_of_purchase', '2020-05-13 13:52:44');
gr1.update();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Then retrieve the value of the attribute on the same record
var gr2 = new GlideRecord('incident');
gr2.get('number', 'INC0009009');
gs.info("Time of Purchase Value        (UTC): " +
 gr2.getDynamicAttributeValue('attribute_store',
 'car->time_of_purchase'));
gs.info("Time of Purchase DisplayValue (PST): " +
 gr2.getDynamicAttributeDisplayValue('attribute_store',
 'car->time_of_purchase'));
```

Output:

```
*** Script: Time of Purchase Value        (UTC): 2020-05-13
 13:52:44
*** Script: Time of Purchase DisplayValue (PST): 2020-05-13
 06:52:44
```

GlideRecord - setDynamicAttributeDisplayValue(String fullPath, Object value)

Sets the display value of the dynamic attribute located at a specified path.

Parameters

Name	Type	Description
fullPath	String	Path to use to locate the dynamic attribute whose display value you want to update. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table.
value	Object	Display value to set the specified dynamic attribute to. The passed value must be of one of the following data types: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the display value of the dynamic attribute was successfully updated. Possible values: • true: Display value of the dynamic attribute was successfully updated. • false: Error occurred. Display value of the dynamic attribute wasn't updated. Verify that the *fullPath* parameter contains a valid path to the desired attribute.

The following code example shows how to call this method.

```
var grProdTab = new GlideRecord('products_table');
grProdTab.query();
grProdTab.next();
var val =
 grProdTab.setDynamicAttributeDisplayValue('product_details->ca
rs->date_purchased', '2023-03-31 08:54:26');
```

GlideRecord - setDynamicAttributeDisplayValue(String dynamicAttributeField, String groupAttrPath, Object value)

Sets the display value of the dynamic attribute located in a specified field of the current GlideRecord and a specified attribute path.

Parameters

Name	Type	Description
dynamicAttributeField	String	Name of the field in the table that contains the dynamic attribute.
groupAttrPath	String	Attribute path to use to locate the associated dynamic schema attribute. Format: `"group_name->attr_name"` • `group_name`: Name of the group that the attribute is associated with. Table: In the Name field of the Dynamic Attribute Group [dynamic_attribute_group] table or the Group field of the Dynamic Attribute [dynamic_attribute] table. • `attr_name`: Name of the dynamic attribute within the dynamic group. Table: In the Name field of the Dynamic Attribute [dynamic_attribute] table. For example: `"car->color"`
value	Object	Display value to set the specified dynamic attribute to. The passed value must be of one of the following data types:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

Returns

Type	Description
Boolean	Flag that indicates whether the display value of the dynamic attribute was successfully updated. Possible values: • true: Display value of the dynamic attribute was successfully updated. • false: Error occurred. Display value of the dynamic attribute wasn't updated. Verify that the *dynamicAttributeField* and *groupAttrPath* parameters contain valid data.

The following code example shows how to call this method.

```
var grProdTab = new GlideRecord('products_table');
grProdTab.query();
grProdTab.next();
var val =
 grProdTab.setDynamicAttributeDisplayValue('product_details',
 'cars->date_purchased', '2023-03-31 08:54:26');
```

GlideRecord - setDynamicAttributeValues(String dynamicAttributeField, GlideDynamicAttributeStore values)

Sets one or more dynamic attribute values with values specified in the passed GlideDynamicAttributeStore object.

This method only updates the attributes and values passed in as arguments. Attributes and values on the GlideRecord that aren't specified are unaffected by this call. Any invalid groups, attributes, or values are ignored. Check the log messages for possible error information.

Parameters

Name	Type	Description
dynamicAttributeField	String	Name of the field in the current table that contains the dynamic schema.
values	GlideDynamicAttributeStore	GlideDynamicAttributeStore object that contains the dynamic attributes to update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The values populated in the object must be of the following data types: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('group->attribute1', 'Apple');
das.setDynamicAttributeValue('group->attribute2', 1234);

var gr_Inc = new GlideRecord('incident');
gr_Inc.query();
gr_Inc.next();
gr_Inc.setDynamicAttributeValues(das);
```

GlideRecord - setForceUpdate(Boolean force)

Updates the record even if fields have not changed.

Parameters

Name	Type	Description
force	Boolean	True to update even if fields have not changed, otherwise false.

Returns

Type	Description
void	

This example shows how to force a record in the itfm_cost_model table to update even without changes.

```
function() {
  gs.log("Update Script: Upgrade_cost_model_data.js started");
  var now_GR = new GlideRecord("itfm_cost_model");
  now_GR.initialize();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  now_GR.addNullQuery("source_table");
  now_GR.query();
  while (now_GR.next()) {
    now_GR.setForceUpdate(true);
    var sourceTable =
 getSourceTable(now_GR.getValue('clone_from'));
    if(sourceTable){
      now_GR.setValue("source_table", sourceTable);
      now_GR.setWorkflow(false);
      now_GR.update();
    }
  }
}
```

GlideRecord - setLimit(Number limit)

Sets the maximum number of records to return in the GlideRecord from a query.

Using setLimit() with chooseWindow()

The *setLimit()* method implicitly calls the *chooseWindow()* method and might cause unexpected results when used with *chooseWindow()* in a query.

- If the *chooseWindow()* method is called first, its record window is overwritten by the *setLimit()* method.

  Using the following lines in a query returns 100 records starting at row 1:

  ```
  grIncident.chooseWindow(20,30);
  grIncident.setLimit(100);
  ```

- If the *setLimit()* method is called first, the window set by *chooseWindow()* is used and the limit is overwritten.

  Using the following lines in a query returns 10 records starting at row 21:

  ```
  grIncident.setLimit(5);
  grIncident.chooseWindow(20,30);
  ```

> **Note:** Running *query()* with the *chooseWindow()* method triggers a COUNT(*) query, which can result in slow performance on tables with a large number of records. You can use *setLimit()* before *chooseWindow()* to skip running the COUNT(*) query, but the same performance benefit is achievable using *setNoCount()*.

See also:

- chooseWindow()
- query()
- setNoCount()

Parameters

Name	Type	Description
limit	Number	Limit for records to fetch.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example sets the number of records returned in the query to a maximum of ten.

```
var now_GR = new GlideRecord('incident');
now_GR.orderByDesc('sys_created_on');
now_GR.setLimit(10);
now_GR.query();
```

Scoped equivalent

To use the *setLimit()* method in a scoped application, use the corresponding scoped method: setLimit().

GlideRecord - setLocation(Number rowNumber)

Sets the current row location to the specified value.

Parameters

Name	Type	Description
rowNumber	Number	Row number to set as the current row.

Returns

Type	Description
void	

This example shows how to set the record position in the Incident table

```
verifySetLocation : function() {
  var now_GR = new GlideRecord("incident");
  now_GR.query();
  var recordIDs = new Array();
  while(now_GR.next()) {
  recordIDs.push(now_GR.getValue("sys_id"));
  }
  for (var ix = recordIDs.length - 1; ix >= 0; ix--) {
    now_GR.setLocation(ix);
    Assert.assertEquals(recordIDs[ix],
 now_GR.getValue("sys_id"),
      "The entry retrieved for the index " + ix + " is not
 valid");
  }
}
```

GlideRecord - setNewGuid()

Generates a new GUID and sets it as the unique ID (sys_id) for the current record.

This function applies only to new records. You cannot change the GUID for an existing record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the current record.

This example creates a new task record and stores the ID in the task_rel_task table.

```
var task = new GlideRecord ('task');
var tsk_id = task.setNewGuid();

task.description = "Request: " + current.request.number;
task.description = task.description + "\n" + "Requested by: " +
 current.request.u_requested_by.name;
task.description = task.description + "\n" + "Requested for: " +
 current.request.u_requested_for.name;
task.description = task.description + "\n" + "Item: " +
 current.cat_item.name;

var now_GR = new GlideRecord ('task_rel_task');
//link the incident to the request
now_GR.parent = current.request;
now_GR.child = tsk_id;
now_GR.insert();
```

GlideRecord - setNewGuidValue (String guid)

Generates a new GUID and sets it as the unique ID for the current record, when inserting a new record.

Parameters

Name	Type	Description
guid	String	Value for the new GUID.

Returns

Type	Description
void	

This example generates a new GUID and sets it as the unique ID for the newly created cmdb_software_instance record.

```
var gobj = new GlideRecord('sys_db_object');
gobj.addQuery('name','cmdb_software_instance');
gobj.query();
if (!gobj.next()) {
  var si = new GlideRecord('cmdb_software_instance');
  si.query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var count = 0;
  while (si.next()) {
  if (!si.isValidField('sys_class_name')) {
    var ci = new GlideRecord('cmdb_ci');
    ci.name = si.name;
    ci.setNewGuidValue(si.sys_id);
    ci.sys_class_name = 'cmdb_software_instance';
    ci.insert();
    count++;
  }
}
```

Scoped equivalent

To use the *setNewGuidValue()* method in a scoped application, use the corresponding scoped method: setNewGuidValue().

GlideRecord - setNoCount()

Stops a GlideRecord query from running a COUNT(*) query.

Running *query()* with some methods trigger a COUNT(*) query, such as the *chooseWindow()* and *getRowCount()* methods. The COUNT(*) query might cause slow performance on tables with a million or more records. For more information, see the Performance Improvement - Remove Pagination Count [KB0817996] article in the Now Support Knowledge Base.

Note: The *setLimit()* method also stops a COUNT(*). Using *setNoCount()* is unnecessary if the *setLimit()* method is included in the query.

See also:

- chooseWindow()
- query()

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

The following code example shows how to use *setNoCount()* to skip the COUNT(*) query on a windowed query set using the *chooseWindow()* method.

```
var  grIncident = new GlideRecord('incident');

grIncident.chooseWindow(6915, 6920, true);
grIncident.setNoCount();
grIncident.query();

while (grIncident.next()) { // Iterate through the returned
 records
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    gs.info('Incident Number: ' + grIncident.number + ', Short
 Description: ' + grIncident.short_description);
};
```

Output:

```
Incident Number: INC0006811, Short Description: Request an
 account to be created for Fidelity 401(k) Plans
Incident Number: INC0006918, Short Description: Please grant me
 additional roles in Oracle Fin Collections
Incident Number: INC0006812, Short Description: Taxware
 Value-added Tax crashes when I try to launch it
Incident Number: INC0006919, Short Description: Unable to Access
 SuccessFactors Learning
Incident Number: INC0010004, Short Description: Incident for
 assessment not generating
```

Scoped equivalent

To use the *setNoCount()* method in a scoped application, use the corresponding scoped method: setNoCount().

GlideRecord - setQueryReferences(Boolean queryReferences)

Enables or disables using the reference field's display name when querying a reference field.

Parameters

Name	Type	Description
queryReferences	Boolean	Flag indicating what time of data to generate. Valid values: • true: Generate a string of display names. • false: Generate a string of sys_ids.

Returns

Type	Description
void	

```
var grByName = new GlideRecord(this.TEST_TABLE);
grByName.addQuery("caller_id", userDisplayName);
grByName.setQueryReferences(true);
grByName.query();
if (grByName.hasNext()) {
  while(grByName.next()) {
    gs.print("Incident caller_id=" + grByName.caller_id);
  }
} else {
  gs.print("NO RESULTS");
}
```

GlideRecord - setUseEngines(Boolean e)

Disables or enables the running of any engines (approval rules / assignment rules).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Warning: Disabling the running of engines can have a significant impact on your ServiceNow® instance and how it operates. Ensure that you thoroughly test this change before deploying it to production.

Parameters

Name	Type	Description
e	Boolean	Flag that indicates whether to enable or disable the running of any engines. Valid values: • true: Enable engines • false: Disable engines

Returns

Type	Description
void	

This example shows how to disable engines and business rules before executing a query.

```
function auditOAuthInboundRequestsUsage(){
  var now_GR = new GlideRecord("oauth_credential");
  var oauthClient = now_GR.addJoinQuery("oauth_entity", "peer",
 "sys_id");
  now_GR.addQuery("type", "access_token");
  now_GR.addQuery("expires", ">", nowDateTime());
  now_GR.addNullQuery("oauth_requestor_profile");
  oauthClient.addCondition("active", "true");
  oauthClient.addCondition("type", "client");
  now_GR.setUseEngines(false);
  now_GR.setWorkflow(false);
  now_GR.query();
  return now_GR.hasNext();
}
```

GlideRecord - setValue(String name, Object value)

Sets the specified field, or an attribute in a dynamic attribute store, to a specified value.

Normally a script would do a direct assignment, for example `now_GR.category = value`. However, if in a script the element name is a variable, then you can use `now_GR.setValue(elementName, value)`. When setting a value, ensure that the data type of the field matches the data type of the value you enter.

If the value parameter is null, the record isn't updated, and an error isn't thrown.

Note: This method can't be used on journal fields. Use GlideElement.setJournalEntry() instead.

Note: If the Field Encryption Enterprise plugin is enabled and the instance has access to the key, this method can insert encrypted data into encrypted fields. If the instance does not have access to the key, this method returns an error. For more information, see Platform Encryption.

Not for authentication with password2 fields

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The `setValue()` method passes password2 data as clear text, which results in an error about expecting encrypted data. Additionally, using the setValue() method for password2 fields exposes data that should be encrypted.

For password2 authentication, use the `setDisplayValue()` method instead.

See also:

- Deprecate GlideEncrypter usage of 3DES for password2 fields
- Alternatives to GlideEncrypter usage in knowledge base article KB1320986
- Password2 encryption with the Key Management Framework (KMF)

Parameters

Name	Type	Description
name	String	Name of the field whose value you want to set or the path to an attribute within a dynamic attribute store. Format of the dynamic path: `dyn_att_field->group_name->attribute_name` • `dyn_att_field`: Name of a dynamic attribute store field on the table. • `group_name`: Name of the group that the attribute is associated with. Table: In the group_name field of the Dynamic Attribute Group [dynamic_attribute_group] table. • `attr_name`: Name of the dynamic attribute. Table: In the attribute field of the Dynamic Attribute [dynamic_attribute] table. For more information on dynamic attributes, see Dynamic Schema.
value	Object	Value to set in the specified field. **Note:** For a dynamic attribute, only the following data types are supported: • Boolean (True/False) • Decimal • Floating Point Number • GlideDate • GlideDateTime • Integer • String

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to set the value of the state field in the planned_task table.

```
function() {
  var topTask = new GlideRecord('planned_task');
  topTask.setValue('state', -5);
  var childTask = new GlideRecord('planned_task');
  childTask.setValue('state', -5);
  var s = new PlannedTaskStateManagement(childTask, topTask);
  var state = s.manageStateChange(false);
  Assert.assertEquals("-5", state);
}
```

This example shows how to set the value of a dynamic attribute.

```
var gr_Inc = new GlideRecord('incident');
gr_Inc.setValue('inc_dynamic_groups',
 '78db044fc4b44210f8770961513dd7fe'); //Sysid of cars dimensions
 group
gr_Inc.setValue("inc_dynamic_schema->cars->color", "black");
gr_Inc.setValue("inc_dynamic_schema->cars->make", "Honda");
gr_Inc.setValue("inc_dynamic_schema->cars->model", "CRV");
gr_Inc.setValue("inc_dynamic_schema->cars->luxury", false);
gr_Inc.setValue("inc_dynamic_schema->cars->cost", 25000);
gr_Inc.setValue("inc_dynamic_schema->cars->avg_mpg", 28.4);
gr_Inc.setValue("inc_dynamic_schema->cars->date_purchased", new
 GlideDateTime());
gr_Inc.setValue("inc_dynamic_schema->cars->total_miles",
 10000.12345);
gr_Inc.insert();
```

Scoped equivalent

To use the *setValue()* method in a scoped application, use the corresponding scoped method: setValue().

GlideRecord - setWorkflow(Boolean enable)

Enables or disables running business rules that might normally be triggered by subsequent actions.

Note: The *setWorkflow()* method is ignored when subsequently using either the *deleteProblem()* or *deleteMultiple()* methods to cascade delete.

Warning: Disabling the running of business rules can have a significant impact on your ServiceNow® instance and how it operates. Ensure that you thoroughly test this change before deploying it to production.

Parameters

Name	Type	Description
enable	Boolean	Flag that indicates whether to enable or disable the running of business rules, script engines, and audit. Valid values: • true: Enables running business rules, script engines, or audits. • false: Disables running business rules, script engines, or audits.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: true

Returns

Type	Description
None	

```
doit('name1','name2');

function doit(username1,username2) {

  var usr1 = new GlideRecord('sys_user');
  var usr2 = new GlideRecord('sys_user');
  var num = 0;

  if (usr1.get('user_name',username1) &&
 usr2.get('user_name',username2)) {
    var ref;
    var dict = new GlideRecord('sys_dictionary');
    dict.addQuery('reference','sys_user');
    dict.addQuery('internal_type','reference');
    dict.query();
    while (dict.next()) {
      num = 0;
      ref = new GlideRecord(dict.name.toString());
      ref.addQuery(dict.element,usr1.sys_id);
      ref.query();
      while (ref.next()) {
        ref.setValue(dict.element.toString(),usr2.sys_id);
        ref.setWorkflow(false);
        ref.update();
        num++;
      }
      if (num > 0) {
        gs.print(dict.element + ' changed from ' +
 usr1.user_name +
          ' to ' + usr2.user_name + ' in ' + num + ' ' +
 dict.name + ' records');
      }
    }
  }
}
```

Scoped equivalent

To use the *setWorkflow()* method in a scoped application, use the corresponding scoped method: setWorkflow().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideRecord - update(Object reason)

Updates the GlideRecord with any changes that have been made. If the record does not exist, it is inserted.

Parameters

Name	Type	Description
reason	Object	Optional. Reason for the update. The reason appears in the audit record.

Returns

Type	Description
String	The sys_id of the new or update record. Returns null if the update fails.

This example updates a record in the task_ci table.

```
var now_GR = new GlideRecord('task_ci');
now_GR.addQuery();
now_GR.query();
var count = now_GR.getRowCount();
if (count > 0) {
   var allocation = parseInt(10000 / count) / 100;
   while (now_GR.next()) {
      now_GR.u_allocation = allocation;
      now_GR.update();
   }
}
```

Scoped equivalent

To use the *update()* method in a scoped application, use the corresponding scoped method: update().

GlideRecord - updateMultiple()

Updates each GlideRecord in a stated query with a specified set of changes.

For information on adding journal entries, refer to the setJournalEntry() method.

The *glide.db.forced.chunk.threshold* system property sets the threshold above which forces chunk record deletions and updates. Chunking helps to prevent non-primary key deletions on huge tables from causing replication problems. For more information, see Available system properties.

Note: To ensure expected results, use the *setValue()* method instead of direct assignments. That is, use `gr_Now.setValue('<field_name>', '4'));` instead of `gr_Now.<field_name> = 4`.

Note: Do not use this method with the *chooseWindow()* or *setLimit()* methods when working with large tables.

This method sets new values and does not clear existing values. To clear an existing value, use the *setValue()* method and set the field to 'NULL'. For more information, see Setting a GlideRecord variable to 'NULL'.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

This example shows how to update the state of all active incidents to 4 - "Awaiting User Info".

```
var now_GR = new GlideRecord('incident');
now_GR.addQuery('active', true);
now_GR.setValue('state',  4);
now_GR.updateMultiple();
```

This example shows how to clear existing values of the description field for priority 1 incidents.

```
var test = new GlideRecord('incident');
test.addEncodedQuery('priority=1');
test.query();

test.setValue('description','NULL');
test.updateMultiple();
```

Scoped equivalent

To use the *updateMultiple()* method in a scoped application, use the corresponding scoped method: updateMultiple().

GlideRecord - updateWithReferences(Object reason)

Updates a record and also inserts or updates any related records with the information provided.

Parameters

Name	Type	Description
reason	Object	Reason for the updates. The reason is displayed in the audit record.

Returns

Type	Description
String	The sys_id for the record being updated.

If processing an incident where the Caller ID is set to reference sys_user record 'John Doe,' then the following code would update John Doe's user record. If processing an incident where there's no caller ID specified, then the following code creates a new sys_user record with the provided information (first_name, last_name) and sets the caller ID value to the newly created sys_user record.

```
var inc = new GlideRecord('incident');
inc.get(inc_sys_id);  // Looking up an existing incident record
 where 'inc_sys_id' represents the sys_id of a incident record
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
inc.caller_id.first_name = 'John';
inc.caller_id.last_name = 'Doe';
inc.updateWithReferences();
}
```

GlideRecord - Scoped

The scoped *GlideRecord* API is used for database operations.

The *GlideRecord* API is the primary means of interfacing with the database on the server-side code. A GlideRecord is an object that contains records from a single table. Use the API to instantiate a GlideRecord object and add query parameters, filters, limits, and ordering.

See the GlideRecord article for details on building and running queries.

For information on a class that performs the same functions as *GlideRecord* and enforces ACLs, see Using GlideRecordSecure.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *insert()*, *update()*, *deleteRecord()*, or *deleteMultiple()* method on bad query results can result in data loss.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Retrieve values from records

In most cases, don't use dot-walking to get values from a record. Dot-walking retrieves the entire object instead of the field value. Retrieving the object uses more storage and might cause undesirable results when used in arrays or in Service Portal.

Instead of retrieving the entire object, you can use one of the following methods to copy the field values:

- getValue()
- getDisplayValue()

If dot-walking through a GlideElement object is necessary, use the *toString()* method to retrieve values. For example, you might need the current caller's manager sys_id to set another reference field. The following example shows how to get the string value instead of the entire object:

```
var mgr = current.caller_id.manager.toString();
```

See also:

- GlideAggregate
- GlideElement
- GlideQuery

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideRecord - addActiveQuery()

Adds a filter to return active records.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideQueryCondition	Filter to return active records.

```
var inc = new GlideRecord('incident');
inc.addActiveQuery();
inc.query();
```

Scoped GlideRecord - addEncodedQuery(String query, Boolean enforceFieldACL)

Adds an encoded query to other queries that may have been set.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an `insert()`, `update()`, `deleteRecord()`, or `deleteMultiple()` method on bad query results can result in data loss.

You can set the `glide.invalid_query.returns_no_rows` system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when `glide.invalid_query.returns_no_rows` is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
query	String	An encoded query string.
enforceFieldACL	Boolean	Optional. Flag that indicates whether to enforce field ACL (Access Control List) rules. Valid values: • true: Enforce field ACLs. • false: Don't enforce field ACLs. Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var queryString = "priority=1^ORpriority=2";
var now_GR = new GlideRecord('incident');
now_GR.addEncodedQuery(queryString);
now_GR.query();
while (now_GR.next()) {
  gs.addInfoMessage(now_GR.getValue('number'));
}
```

Scoped GlideRecord - addFunction(Object function)

Applies a pre-defined GlideDBFunctionBuilder object to a record.

Use the *GlideDBFunctionBuilder* scoped class to define a function. After the function is defined, use the *addFunction(Object function)* method to apply the function to a record.

Parameters

Name	Type	Description
function	Object	GlideDBFunctionBuilder object that defines a SQL operation.

Returns

Type	Description
void	

```
var functionBuilder = new GlideDBFunctionBuilder();
var myAddingFunction = functionBuilder.add();
myAddingFunction = functionBuilder.field('order');
myAddingFunction = functionBuilder.field('priority');
myAddingFunction = functionBuilder.build();

// Query incidents in which order + priority is less than 5 and
 display that added value
var now_GR = new GlideRecord('incident');
now_GR.addFunction(myAddingFunction);
now_GR.addQuery(myAddingFunction, '<', 5);
now_GR.query();
while(now_GR.next())
  gs.info(now_GR.getValue(myAddingFunction));
```

Output:

```
1
4
3
1
1
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
2
1
```

Scoped GlideRecord – addJoinQuery(String joinTable, String primaryField, String joinTableField)

Adds a filter to return records based on a relationship in a table related to the current GlideRecord.

You can use this method to find all the users that are in the database group via the Group Member [sys_user_grmember] table, or to find all problems that have an assigned incident via the incident.problem_id relationship.

This is not a true database join; rather, `addJoinQuery()` adds a subquery. So, while the result set is limited based on the join, the only fields that you have access to are those on the base table (those which are in the table with which the GlideRecord was initialized.)

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an `insert()`, `update()`, `deleteRecord()`, or `deleteMultiple()` method on bad query results can result in data loss.

You can set the `glide.invalid_query.returns_no_rows` system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when `glide.invalid_query.returns_no_rows` is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
joinTable	String	Name of table to use in the join, such as `'incident'`.
primaryField	String	Optional. Name of the field in the GlideRecord to use to join the field specified in the `joinTableField` parameter. Default: sys_id
joinTableField	String	Optional. Name of the field in the table specified in `joinTable` to use to join the tables. Default: First field in the table specified in `joinTable` that is a reference field to the current GlideRecord table.

Returns

Type	Description
GlideQueryCondition	Filter that lists records where the relationships match.

Find problems that have an incident attached. This example returns problems that have associated incidents. However, it won't pull values from the incidents that are returned as a part of the query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var prob = new GlideRecord('problem');
prob.addJoinQuery('incident');
prob.query();
```

Find inactive problems with associated incidents.

```
// Look for Problem records that have associated Incident
 records
var now_GR = new GlideRecord('problem');
var grSQ = now_GR.addJoinQuery('incident');

// Where the Problem records are "active=false"
now_GR.addQuery('active', 'false');

// And the Incident records are "active=true"
grSQ.addCondition('active', 'true');

// Query
now_GR.query();

// Iterate and output results
while (now_GR.next()) {
gs.info(now_GR.getValue('number'));
}
```

Find problems that have incidents associated where the incident *caller_id* field value matches that of the problem *opened_by* field.

```
var now_GR = new GlideRecord('problem');
        now_GR.addJoinQuery('incident', 'opened_by',
 'caller_id');
        now_GR.query();
```

Scoped GlideRecord - addNotNullQuery(String fieldName)

A filter that specifies records where the value of the field passed in the parameter is not null.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *insert()*, *update()*, *deleteRecord()*, or *deleteMultiple()* method on bad query results can result in data loss.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
fieldName	String	The name of the field to be checked.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideQueryCondition	A filter that specifies records where the value of the field passed in the parameter is not null.

```
var target = new GlideRecord('incident');
target.addNotNullQuery('short_description');
target.query();   // Issue the query to the database to get all
 records where short_description is not null
while (target.next()) {
     // add code here to process the incident record
}
```

Scoped GlideRecord - addNullQuery(String fieldName)

Adds a filter to return records where the value of the specified field is null.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an `insert()`, `update()`, `deleteRecord()`, or `deleteMultiple()` method on bad query results can result in data loss.

You can set the `glide.invalid_query.returns_no_rows` system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when `glide.invalid_query.returns_no_rows` is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
fieldName	String	The name of the field to be checked.

Returns

Type	Description
GlideQueryCondition	The query condition added to the GlideRecord.

```
var target = new GlideRecord('incident');
target.addNullQuery('short_description');
target.query();   // Issue the query to the database to get all
 records where short_description is null
while (target.next()) {
   // add code here to process the incident record
}
```

Scoped GlideRecord - addQuery(String query)

Adds a filter to return records using an encoded query string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *`insert()`*, *`update()`*, *`deleteRecord()`*, or *`deleteMultiple()`* method on bad query results can result in data loss.

You can set the *`glide.invalid_query.returns_no_rows`* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *`glide.invalid_query.returns_no_rows`* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
query	String	An encoded query string.

Returns

Type	Description
GlideQueryCondition	The query condition added to the GlideRecord.

```
var rec = new GlideRecord('incident');
rec.addQuery('active=true');
rec.query();
while (rec.next()) {
  rec.setValue('active', false);
  gs.info('Active incident ' + rec.getValue('number') + '
 closed');
  rec.update();
}
```

Scoped GlideRecord - addQuery(String name, Object value)

Build a search query and return the rows that match the request.

If you are familiar with SQL, this method is similar to the "where" clause. One or more *`addQuery()`* calls can be made in a single query; in this case the queries are AND'ed. If any of the query statements need to be OR'ed, use the *`GlideQueryCondition`* method addOrCondition().

When *`addQuery()`* is called with only two parameters, table name and comparison value, such as `myObj.addQuery('category','Hardware');`, the operator is assumed to be "equal to".

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *`insert()`*, *`update()`*, *`deleteRecord()`*, or *`deleteMultiple()`* method on bad query results can result in data loss.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
name	String	Name of the table field to query, or one of the following reserved names: • 123TEXTQUERY321: Adds a string search term to the query. Specify the string you want to match as the value. Use this option to return records with field values containing the search string. This option searches against all fields in the table, which must be configured for indexing and search. For more information about configuring tables for indexing and search, see Configure a single table for indexing and searching. • 123TEXTINDEXGROUP321: Adds a text index group to the query. Specify the name of the text index group from the Text Index Groups [ts_index_group] table you want to query as the value. Use this option to return search results from one of the tables in a text index group, with result relevancy scores normalized using that text index group's settings. For more information about configuring text index groups, see Configure multiple tables for indexing and searching. **Note:** For more details on the use of the reserved names, see Querying tables in script.
value	Object	Value on which to query (not case-sensitive).

Returns

Type	Description
GlideQueryCondition	Query condition added to the GlideRecord.

This code example shows how to query the active records in the incident table and then set them all to inactive.

```
var rec = new GlideRecord('incident');
rec.addQuery('active', true);
rec.query();
while (rec.next()) {
  rec.setValue('active', false);
  rec.update();
}
```

This code example adds a query for records that match "email server" in the kb_knowledge table, with search result relevancy values computed using settings from the portal text index group.

```
var now_GR = new GlideRecord("kb_knowledge);
now_GR.addQuery("123TEXTQUERY321", "email server");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
now_GR.addQuery("123TEXTINDEXGROUP321", "portal");
now_GR.query();
```

Scoped GlideRecord - addQuery(String name, String operator, Object value)

Provides the ability to build a request, which when executed, returns the rows from the specified table, that match the request.

If you are familiar with SQL, this method is similar to the "where" clause. One or more *addQuery()* calls can be made in a single query; in this case the queries are AND'ed. If any of the query statements need to be OR'ed, use the *GlideQueryCondition* method addOrCondition().

Always test queries on a sub-production instance prior to deploying them on a production instance. An incorrectly constructed encoded query, such as including an invalid field name, produces an invalid query. When the invalid query is run, the invalid part of the query condition is dropped, and the results are based on the valid part of the query, which may return all records from the table. Using an *insert()*, *update()*, *deleteRecord()*, or *deleteMultiple()* method on bad query results can result in data loss.

You can set the *glide.invalid_query.returns_no_rows* system property to true to have queries with invalid encoded queries return no records. In some cases, the query may still return records in API results even when *glide.invalid_query.returns_no_rows* is set to true. This happens in queries where an invalid query term is used with a WHERE operator. In such queries, the WHERE operator ignores the invalid term(s) but still interprets and returns the rest of the query statement. For more information about this system property and its functionality, see Available system properties.

Parameters

Name	Type	Description
name	String	Table field name.
operator	String	Query operator. The available values are dependent on the data type of the *value* parameter. Numbers: • = • != • > • >= • < • <= Strings (must be in upper case): • = • != • IN • NOT IN • STARTSWITH • ENDSWITH

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• CONTAINS • DOES NOT CONTAIN • INSTANCEOF **Note:** Use CONTAINS instead of the LIKE operator.
value	Object	Value on which to query (not case-sensitive).

Returns

Type	Description
GlideQueryCondition	The query condition that was added to the GlideRecord.

```
var rec = new GlideRecord('incident');
rec.addQuery('active',true);
rec.addQuery('sys_created_on', ">", "2010-01-19 04:05:00");
rec.query();
while (rec.next()) {
  rec.setValue('active', false);
  gs.info('Active incident ' + rec.getValue('number') + '
 closed');
  rec.update();
}
```

Using the IN operator.

```
var now_GR = new GlideRecord('incident');
now_GR.addQuery('number','IN','INC00001,INC00002');
now_GR.query();
while(now_GR.next()) {
  //do something....
}
```

Scoped GlideRecord - addValue(String field, Number value)

Provides atomic add and subtract operations on a specified number field at the database level for the current GlideRecord object.

Typically, a GlideRecord object is written as one record in a database. Individual field values are stored as defined. For code that adds a value to a GlideRecord field, it simply saves the field to the database with the new value, rather than atomically incrementing it.

For example, when the following code is executed, the value of the *u_count* field in the database is 2.

```
gs.info(now_GR.u_count); // "1"
now_GR.u_count += 1;
now_GR.update();
now_GR.get(now_GR.sys_id);
gs.info(now_GR.u_count); // "2"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If another user concurrently runs identical code, instead of the two operations each adding 1 to *u_count*, the net effect is that *u_count* only contains 2, with one operation's update actually being lost.

Conversely, the *addValue()* method performs the addition/subtraction in the database when the record is updated as an atomic operation. Two operations running concurrently each properly update the field.

```
gs.info(now_GR.u_count); // "1"
now_GR.addValue("u_count", 1);
now_GR.update();
now_GR.get(now_GR.sys_id); // The record must be reloaded from
 the database to observe the result
gs.info(now_GR.u_count); // "3", if executed concurrently with
 another user
```

Note: The new value is not read back from the database unless explicitly done so.

Like *setValue()*, *addValue()* changes only take effect in the database after a subsequent call to *update()* or *insert()*. If *insert()* is called, the specified field is initialized with the *value* parameter passed into *addValue()*.

Note: If *setValue()* is called for the specified field prior to calling *addValue()*, the *addValue()* method is not processed and an error message is logged.

Parameters

Name	Type	Description
field	String	Name of the field in this GlideRecord to modify. **Note:** The associated field's data type must be an integer. This method doesn't support other data types such as longs.
value	Integer	Amount to add to the value when the record is saved. To perform a subtraction operation, simply pass a negative value.

Returns

Type	Description
void	

Shows a value being added.

```
gs.info(now_GR.u_count); // "1"
now_GR.addValue("u_count", 1);
now_GR.update();
now_GR.get(now_GR.sys_id); // The record must be reloaded from
 the database to observe the result
gs.info(now_GR.u_count);
```

Output:

```
2
```

Shows a value being subtracted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(now_GR.u_count); // "4"
now_GR.addValue("u_count", -1);
now_GR.update();
now_GR.get(now_GR.sys_id); // The record must be reloaded from
 the database to observe the result
gs.info(now_GR.u_count);
```

Output:

```
3
```

Scoped GlideRecord - applyEncodedQuery(String queryString)

Sets the values of the specified encoded query terms and applies them to the current GlideRecord.

Parameters

Name	Type	Description
queryString	String	Encoded query to apply to the current GlideRecord.

Returns

Type	Description
None	

```
function createAcl(table, role) {
  gs.info("Checking security on table " + table);
  var now_GR = new GlideRecord("sys_security_acl");
  now_GR.addQuery("name", table);
  now_GR.addQuery("operation", "read");
  now_GR.query();
  var encQuery = now_GR.getEncodedQuery();
  if (now_GR.next()) {
  // existing acl found so use it
    createAclRole(now_GR.getValue('sys_id'), role);
    return;
  } else {
    now_GR.initialize();
    now_GR.applyEncodedQuery(encQuery);
    var acl = now_GR.insert();
    gs.info("Added read access control on " + table);
    createAclRole(acl, role);
  }
}
```

Scoped GlideRecord - canCreate()

Determines if the Access Control Rules, which include the user's roles, permit inserting new records in this table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the user's roles permit creating of records in this table. Valid values: • true: Creating permitted • false: Creating is not permitted

This code example writes whether the current user can create records in the Incident table in the system log.

```
var now_GR = new GlideRecord('incident');
gs.info(now_GR.canCreate());
```

Scoped GlideRecord - canDelete()

Determines if the Access Control Rules, which include the user's roles, permit deleting records in this table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the user's roles permit deleting of records in this table. Valid values: • true: Deleting permitted • false: Deleting is not permitted

This code example writes whether the current user can delete records in the Incident table in the system log.

```
var att = new GlideRecord('sys_attachment');
gs.info(att.canDelete());
```

Scoped GlideRecord - canRead()

Determines if the Access Control Rules (ACLs) permit reading records in this table. This method evaluates all ACL types, such as user roles, scripted ACLs, ACLs with scripted conditions, and so on.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the user's roles permit reading of records in this table. Valid values: • true: Reading permitted • false: Reading is not permitted

This code example writes whether the current user can read records in the Incident table in the system log.

```
var now_GR = new GlideRecord('incident');
gs.info(now_GR.canRead());
```

Scoped GlideRecord - canWrite()

Determines if the Access Control Rules, which include the user's roles, permit editing records in this table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the user's roles permit writing of records in this table. Valid values: • true: Writing permitted • false: Writing is not permitted

This code example writes whether the current user can write records in the Incident table in the system log.

```
var now_GR = new GlideRecord('incident');
gs.info(now_GR.canWrite());
```

Scoped GlideRecord - chooseWindow(Number firstRow, Number lastRow, Boolean forceCount)

Sets a range of rows to be returned by subsequent queries.

Using setLimit() with chooseWindow()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The *setLimit()* method implicitly calls the *chooseWindow()* method and might cause unexpected results when used with *chooseWindow()* in a query.

- If the *chooseWindow()* method is called first, its record window is overwritten by the *setLimit()* method.

  Using the following lines in a query returns 100 records starting at row 1:

```
grIncident.chooseWindow(20,30);
grIncident.setLimit(100);
```

- If the *setLimit()* method is called first, the window set by *chooseWindow()* is used and the limit is overwritten.

  Using the following lines in a query returns 10 records starting at row 21:

```
grIncident.setLimit(5);
grIncident.chooseWindow(20,30);
```

Note: Running *query()* with the *chooseWindow()* method triggers a COUNT(*) query, which can result in slow performance on tables with a large number of records. You can use *setLimit()* before *chooseWindow()* to skip running the COUNT(*) query, but the same performance benefit is achievable using *setNoCount()*.

See also:

- query()
- setLimit()
- setNoCount()

Parameters

Name	Type	Description
firstRow	Number	Zero-based index of the starting row for the range, inclusive. (A value of 0 returns the first row.)
lastRow	Number	Zero-based index of the ending row for the range, exclusive. For example, if *firstRow* = 1 and *lastRow* = 5, four records are returned (2-5).
forceCount	Boolean	Optional. Flag that indicates whether to force a row count query. In most implementations of this call, the row count is performed. There are some outlying cases, such as text searches, were a row count is not performed. Setting this flag ensures that the row count occurs. Valid values: • true: Row count always occurs. • false: Row count occurs if implemented in normal execution of method. Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example shows how to return records 3 and 4 from the Incident [incident] table.

```
var now_GR = new GlideRecord('incident');
now_GR.orderBy('number');
now_GR.chooseWindow(2, 4);
now_GR.query();
while (now_GR.next()) {
  gs.info(now_GR.getValue('number') + ' is within window');
}
```

Output:

```
*** Script: INC0000003 is within window
*** Script: INC0000004 is within window
```

Scoped GlideRecord - deleteMultiple()

Deletes all records that satisfy the query.

This method does not delete attachments.

Do not use *`deleteMultiple()`* on tables with currency fields. Always delete each record individually. Also, do not use this method with the *`chooseWindow()`* or *`setLimit()`* methods when working with large tables. The *`setLimit()`* method does not limit the number of records that are deleted with *`deleteMultiple()`*. All records returned by the query are deleted regardless of *`setLimit()`*.

The *`glide.db.forced.chunk.threshold`* system property sets the threshold above which forces chunk record deletions and updates. Chunking helps to prevent non-primary key deletions on huge tables from causing replication problems. For more information, see Available system properties.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

This example shows how to delete all inactive records from the Incident table.

```
var now_GR = new GlideRecord('incident');
now_GR.addQuery('active','false');
now_GR.query();
now_GR.deleteMultiple();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideRecord - deleteRecord()

Deletes the current record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the record was successfully deleted. Valid values: • true: Record was deleted. • false: No record was found to delete.

This example shows how to delete a specified record from the Incident table.

```
var now_GR = new GlideRecord('incident');
//to delete one record
if (now_GR.get('99ebb4156fa831005be8883e6b3ee4b9'))
    now_GR.deleteRecord();
```

This example shows how to delete a record from the Incident table immediately after it is inserted. The incident *GlideRecord* must be reloaded after the insert before it can be deleted.

```
var grTicket = new GlideRecord('incident');
grTicket.initialize();
grTicket.short_description = 'Example ticket';
grTicket.work_notes = 'An update about the ticket';
var ins_sys_id = grTicket.insert(); // Insert the record
grTicket.get(ins_sys_id); // Reload the inserted record
gs.info(grTicket.deleteRecord()); // Delete the record
```

Output:

```
true
```

Scoped GlideRecord - disableSysIdInOptimization()

Disables the default optimization that prevents an extra database query from running when a user passes in a large number of sys_ids, such as `grIncident.addQuery('sys_id', 'IN', listOf200SysIds)`.

This method only effects the GlideRecord on which it's called. To modify the sys_id limit optimization for all GlideRecords, adjust the value in the *glide.db.first_pass_sys_id_list_size.max* system property (default 100).

If you don't either call this method or adjust the *glide.db.first_pass_sys_id_list_size.max* system property and pass a list that contains more sys_id entries than defined in *glide.db.first_pass_sys_id_list_size.max*, the returned value from *GlideRecord.getRowCount()* may be incorrect.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to use the *disableSysIdInOptimiation()* method to disable the sys_id limit optimization when passing an Incident sys_id list that contains 200 entries.

```
var listOf200SysIds = [ ... ]; // 200 comma separated sys_ids
var grIncident = new GlideRecord('incident');
grIncident.addQuery('sys_id', 'IN', listOf200SysIds);
grIncident.disableSysIdInOptimization(); // Rowcount could be
 incorrect without this method call
grIncident.query();
if (grIncident.next())
    gs.info("Rowcount: " + grIncident.getRowCount());
```

Output:

```
Rowcount: 200
```

Scoped GlideRecord - get(Object name, Object value)

Returns the specified record in the current GlideRecord object.

This method accepts either one or two parameters. If only a single parameter is passed in, the method assumes that it is the sys_id of the desired record. If not found, it then tries to match the value against the display value. If two parameters are passed in, the first is the name of the column within the GlideRecord to search. The second is the value to search for. If multiple records are found, use *next()* to access the additional records.

Parameters

Name	Type	Description
name	Object	Optional. Name of the instantiated GlideRecord column to search for the specified *value* parameter. If only a single parameter is passed in, the method assumes that this parameter is the sys_id or display value.
value	Object	Value to match. For calculated fields, the value is matched as is rather than running a calculation on a scripted default value for a field in the record.

Returns

Type	Description
Boolean	Indicates whether the requested record was located:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: record was found • false: record was not found

This example shows how to obtain an incident record by passing in the sys_id.

```
var grIncident = new GlideRecord('incident');
var returnValue =
 grIncident.get('99ebb4156fa831005be8883e6b3ee4b9');
gs.info(returnValue); // logs true or false
gs.info(grIncident.short_description); // logs Incident Short
 description
```

This example shows how to obtain an incident record by passing the field to search (caller_id.name) and the value to match within that field.

```
var grIncident = new GlideRecord('incident');
var returnValue = grIncident.get('caller_id.name','Sylivia
 Wayland');
gs.info(returnValue); // logs true or false
gs.info(grIncident.getValue('number')); // logs Incident Number
```

Scoped GlideRecord - getAttribute(String fieldName)

Returns the dictionary attributes for the specified field.

Parameters

Name	Type	Description
fieldName	String	Field name for which to return the dictionary attributes

Returns

Type	Description
String	Dictionary attributes

```
doit();
function doit() {
  var now_GR = new GlideRecord('sys_user');
  now_GR.query("user_name","admin");
  if (now_GR.next()) {
    gs.info("we got one");
    gs.info(now_GR.location.getAttribute("tree_picker"));
  }
}
```

Scoped GlideRecord - getClassDisplayValue()

Returns the current table's label.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Label that identifies the table.

This example prints the label of the passed in table.

```
// Display the incident table label
var now_GR = new GlideRecord("incident");
var value = now_GR.getClassDisplayValue();
gs.info("The table label is " + value + ".");
```

Output:

```
The table label is Incident.
```

Scoped GlideRecord - getDisplayValue()

Retrieves the display value for the current record.

Display values are manipulated based on the actual value in the database and user or system settings and preferences.

The display value that is returned is dependent on the field type.

- Choice fields: The database value may be a number, but the display value will be more descriptive.
- Date fields: The database value is in UTC format, while the display value is based on the user's time zone.
- Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context.
- Reference fields: The database value is sys_id, but the display value is a display field of the referenced record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Display value for the current record.

This example writes the display value of a specified incident record into the log.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR = new GlideRecord('incident');
now_GR.get('sys_id','<sys_id>');
gs.info(now_GR.getDisplayValue());
```

Output:

```
INC0000050
```

Scoped GlideRecord - getED()

Returns the element's descriptor.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideElementDescriptor	The element's descriptor.

This example shows how to retrieve the name field for an incident GlideRecord.

```
var grInc = new GlideRecord('incident');
grInc.get('sys_id','ef43c6d40a0a0b5700c77f9bf387afe3');

var field = grInc.getElement('priority');
var ed = field.getED();

var isEdge = ed.getLabel();
gs.info("Label is - " + isEdge);
```

Output:

```
Label is - Priority
```

Scoped GlideRecord - getElement(String fieldName)

Retrieves the GlideElement object for the specified field.

The value returned by this method is a complete GlideElement object.
The results are the equivalent of dot-walking a field value. For example, `now_GR.getElement('short_description')` provides the same result as `nowGR.short_description`.

In most cases, don't use dot-walking to get values from a record. Dot-walking retrieves the entire object instead of the field value. Retrieving the object uses more storage and might cause undesirable results when used in arrays or in Service Portal.

Instead of retrieving the entire object, you can use one of the following methods to copy the field values:

- getValue()
- getDisplayValue()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If dot-walking through a GlideElement object is necessary, use the *toString()* method to retrieve values. For example, you might need the current caller's manager sys_id to set another reference field. The following example shows how to get the string value instead of the entire object:

```
var mgr = current.caller_id.manager.toString();
```

See also:

- GlideElement – toString()
- getElements()

Parameters

Name	Type	Description
fieldName	String	Column name for which to return the GlideElement object.

Returns

Type	Description
GlideElement	The GlideElement for the specified column of the current record. Each object describes a field in the current GlideRecord.

The following example shows how to add a new incident record with details in the **Short Description** field.

```
var elementName = 'short_description';
var now_GR = new GlideRecord('incident');
now_GR.newRecord();
now_GR.setValue(elementName, "My DB is not working");
now_GR.insert();

var sdesc = now_GR.getElement('short_description');
gs.info(sdesc.getValue());
```

Output:

```
My DB is not working
```

Scoped GlideRecord - getElements()

Returns an array of GlideElement objects. Each object describes a field in the current GlideRecord.

If dot-walking through a GlideElement object is necessary, use the *toString()* method to retrieve values. For example, you might need the current caller's manager sys_id to set another reference field. The following example shows how to get the string value instead of the entire object:

```
var mgr = current.caller_id.manager.toString();
```

See also:

- GlideElement – toString()
- getElement()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Array of GlideElement objects. Each object describes a field in the current GlideRecord.

The following example displays the value of the name field for the five most recent records created in the Question [question] table.

```
var now_GR = new GlideRecord('question');
var elementArr = now_GR.getElements();
now_GR.orderByDesc('sys_created_on');
now_GR.setLimit(5);
now_GR.query();

while (now_GR.next()){
  var qNames = now_GR.name.toString();
  elementArr.push(qNames);
  gs.info(qNames);
}
```

Output:

```
delivery_time_var
delivery_time
sequence
priority
assigned_group
```

Scoped GlideRecord - getEncodedQuery()

Retrieves the query condition of the current result set as an encoded query string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	An encoded query string.

```
var now_GR = new GlideRecord('incident');
now_GR.addQuery('active', true);
now_GR.addQuery('priority', 1);
now_GR.query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var encodedQuery = now_GR.getEncodedQuery();
gs.info(encodedQuery);
```

Output:

```
active=true^priority=1
```

Scoped GlideRecord - getLabel()

Returns the field's label.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Field's label

```
template.print("Summary of Requested items:\n");
var now_GR = new GlideRecord("sc_req_item");
now_GR.addQuery("request", current.sysapproval);
now_GR.query();
while(now_GR.next()) {
var nicePrice = now_GR.price.toString();
  if (nicePrice != '') {
    nicePrice = parseFloat(nicePrice);
    nicePrice = nicePrice.toFixed(2);
  }
  template.print(now_GR.number + ":  " + now_GR.quantity + " X "
 + now_GR.cat_item.getDisplayValue()
    + " at $" + nicePrice + " each \n");
  template.print("    Options:\n");
  for (key in now_GR.variables) {
  var now_V = now_GR.variables[key];
    if(now_V.getGlideObject().getQuestion().getLabel() != '') {
      template.space(4);
      template.print('     ' +
 now_V.getGlideObject().getQuestion().getLabel() + " = "
        + now_V.getDisplayValue() + "\n");
    }
  }
}
```

Scoped GlideRecord - getLastErrorMessage()

Retrieves the last error message. If there is no last error message, null is returned.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The last error message as a string.

```
// Setup a data policy where short_description field in incident
 is mandatory
var now_GR = new GlideRecord('incident');
now_GR.insert(); // insert without data in mandatory field
var errormessage = now_GR.getLastErrorMessage();
gs.info(errormessage);
```

Output:

```
Data Policy Exception: Short description is mandatory
```

Scoped GlideRecord - getLink(Boolean noStack)

Retrieves the link to the current record.

Parameters

Name	Type	Description
noStack	Boolean	Flag indicating whether to append the sysparm_stack parameter to the returned link. This parameter specifies the page to visit after closing the current link. Valid values: • true: Do not attach the sysparm_stack parameter. • false: Attach the sysparm_stack parameter. If true, the sysparm_stack parameter is not appended to the link.

Returns

Type	Description
String	Link to the current record.

This example queries all Incident records with a priority of "1" and writes the servlet URI and the current record's link to the system log.

```
var now_GR = new GlideRecord('incident');
now_GR.addActiveQuery();
now_GR.addQuery("priority", 1);
now_GR.query();
now_GR.next();
gs.info(gs.getProperty('glide.servlet.uri') +
 now_GR.getLink(false));
```

Output:

```
https://instance.service-now.com/incident.do?sys_id=46e2fee9a9fe
19810049b49dee0daf58&sysparm_stack=incident_list.do?sysparm_quer
y=active=true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideRecord - getRecordClassName()

Retrieves the class name for the current record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The class name.

```
var now_GR = new GlideRecord('incident');
var recordClassName = now_GR.getRecordClassName();
gs.info(recordClassName);
```

Output:

```
incident
```

Scoped GlideRecord - getRowCount()

Retrieves the number of rows (records) in the current GlideRecord object.

Note: *GlideRecord* returns matching records, so it might not be as efficient as *GlideAggregate* when you only need the number of records. If you only need a record count and aren't iterating over the matching records, use *GlideAggregate*.

Retrieving the number of records in GlideRecord or GlideAggregate

The *GlideRecord getRowCount()* and *GlideAggregate getAggregate()* APIs offer similar information. Use the following criteria to determine which option is best for you.

- The *GlideRecord getRowCount()* method tells you how many records have been returned from a query along with the records themselves. If you need the number of records in the result set before or after you iterate over the set to perform actions on the records, use this method.
- The *GlideAggregate getAggregate()* method retrieves only a count of records matching the query, excluding the actual records. The aggregate must be set on the *GlideAggregate* object before issuing the query.

Retrieving the records and count with GlideRecord getRowCount()

The following example shows how to get the total number of active incidents with *GlideRecord getRowCount()*:

```
var incident = new GlideRecord("incident");
incident.addQuery("active", true);
incident.query();

gs.info("*** Total number of active incidents: {0}",
 incident.getRowCount());
```

Retrieving only the number of records with GlideAggregate getAggregate()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to return only the number of records. Because this method doesn't use the matching records, it's much more efficient to use an aggregate query and return just the count.

```
var incident = new GlideAggregate("incident");
incident.addQuery("active", true);
incident.addAggregate("COUNT");
incident.query();

if (incident.next())
    gs.info("*** Total number of active incidents:
 {0}", incident.getAggregate("COUNT"));
```

Deciding which option is best for your solution

If you only want to retrieve the number of records, the *GlideAggregate getAggregate()* method is the best option. To use the individual records and retrieve the number of results, use *GlideRecord getRowCount()*, because a single query provides this functionality.

Note: If you want to use the *getRowCount()* method when using `sys_id IN` with more than 100 sys_id values, such as `grIncident.addQuery('sys_id', 'IN', listOf200SysIds)`, you must either:

- Call the *disableSysIdInOptimization()* method on the GlideRecord.
- Or, adjust the *glide.db.first_pass_sys_id_list_size.max* system property to a value higher than the number of sys_ids in the list.

In addition, ensure that you call the *.next()* method before calling the *getRowCount()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Number of rows in the current GlideRecord.

The following example shows how to get the number of incidents from the Incident [incident] table.

```
var numberOfIncidents = new GlideRecord('incident');
numberOfIncidents.query();
gs.info("Records in incident table: " +
 numberOfIncidents.getRowCount());
```

Output:

```
Records in incident table: 6920
```

The following code example shows how to use the *disableSysIdInOptimiation()* method to disable the sys_id limit optimization when passing an Incident sys_id list that contains 200 entries.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var listOf200SysIds = [ ... ]; // 200 comma separated sys_ids
var grIncident = new GlideRecord('incident');
grIncident.addQuery('sys_id', 'IN', listOf200SysIds);
grIncident.disableSysIdInOptimization(); // Rowcount could be
 incorrect without this method call
grIncident.query();
if (grIncident.next())
    gs.info("Rowcount: " + grIncident.getRowCount());
```

Output:

```
Rowcount: 200
```

Scoped GlideRecord - getTableName()

Retrieves the name of the table associated with the GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The table name

```
var now_GR = new GlideRecord('incident');
gs.info(now_GR.getTableName());
```

Scoped GlideRecord - getUniqueValue()

Gets the primary key of the record, which is usually the sys_id unless otherwise specified.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The unique primary key as a String, or null if the key is null.

```
var now_GR = new GlideRecord('kb_knowledge');
now_GR.query();
now_GR.next();
var uniqueid = now_GR.getUniqueValue();
gs.info(uniqueid);
```

Scoped GlideRecord - getValue(String name)

Retrieves the string value of an underlying element in a field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: If the Field Encryption Enterprise plugin is enabled and the instance has access to the key, this method returns clear text values from encrypted fields. If the instance does not have access to the key, this method returns the encrypted value. For more information, see Platform Encryption.

Parameters

Name	Type	Description
name	String	The name of the field to get the value from.

Returns

Type	Description
String	The string value of the underlying element. Returns null if the field is empty or the field does not exist. Boolean values return as `"0"` and `"1"` string values instead of false and true.

```
var now_GR = new GlideRecord('incident');
now_GR.orderBy('number');
now_GR.query('active','true');
now_GR.next();
gs.info(now_GR.getValue('number'));
```

Output:

```
INC0000002
```

Scoped GlideRecord - GlideRecord(String tableName)

Creates an instance of the GlideRecord class for the specified table.

Parameters

Name	Type	Description
tableName	String	The table to be used.

```
var now_GR = new GlideRecord('incident');
```

Scoped GlideRecord - hasNext()

Determines if there are any more records in the GlideRecord object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if there are more records in the query result set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var rec = new GlideRecord('incident');
rec.query();
if (rec.hasNext()) {
  gs.info("Table is not empty");
}
```

Scoped GlideRecord - insert()

Inserts a new record using the field values that have been set for the current record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the inserted record, or null if the record is not inserted.

```
var now_GR = new GlideRecord('incident');
now_GR.initialize();
now_GR.setValue('name', 'New Incident');
now_GR.setValue('description', 'Incident description');
now_GR.insert();
```

Output:

```
138fb4111b4d4d907cf30d03cd4bcb57
```

Scoped GlideRecord - initialize()

Creates an empty record suitable for population before an insert.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var grIncident = new GlideRecord('incident');
grIncident.initialize();
grIncident.setValue('short_description', 'New Incident');
grIncident.setValue('description', 'Incident description');
grIncident.insert();
```

Scoped GlideRecord - isActionAborted()

Checks to see if the current database action is to be aborted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

isActionAborted() is initialized (set to false) for new threads and by the *next()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates if the current database action is to be aborted. Valid values: • true: The current database action is to be aborted. • false: The current database action is not to be aborted.

```
var now_GR = new GlideRecord('incident');

gs.info(now_GR.isActionAborted());
```

Output:

```
false
```

Scoped GlideRecord - isEncodedQueryValid(String query)

Verifies whether the specified encoded query is valid.

If the specified encoded query is valid, then the query is applied, just as if you had called addEncodedQuery(). If the specified encoded query is invalid, then `sys_idNotValidnull` is added as the encoded query.

Note: This method has been deprecated and replaced with the isValidEncodedQuery() method which does not execute the query.

Parameters

Name	Type	Description
query	String	Encoded query to validate. See Encoded query strings.

Returns

Type	Description
Boolean	Flag that indicates whether the specified encoded query is valid. • true: Passed-in encoded query is valid. • false: Passed-in encoded query is not valid.

This code example shows how to validate an encoded query and then execute logic if the query is valid.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR = new GlideRecord('incident_sla');
var isValidQuery =
 now_GR.isEncodedQueryValid('inc_impact=1^taskslatable_active=tr
ue');
if (isValidQuery) {
  now_GR.query();
  .
  .
  .
}
```

Scoped GlideRecord - isNewRecord()

Checks if the current record is a new record that has not yet been inserted into the database.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the record is new and has not been inserted into the database.

```
var now_GR = new GlideRecord("x_app_table");
now_GR.newRecord(); // create a new record and populate it with
 default values
gs.info(now_GR.isNewRecord());
```

Scoped GlideRecord - isValid()

Determines if the current table is valid or if the record was successfully retrieved.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates if the table is valid or if the record was successfully retrieved. Possible values: • true: Table is valid or the record was successfully retrieved. • false: Table is invalid or the record was not successfully retrieved.

```
var comment_GR = new GlideRecord('cf_comment');
var commentId = '99ebb4156fa831005be8883e6b3ee4b9';
comment_GR.get(commentId);
gs.info(comment_GR.isValid());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideRecord - isValidEncodedQuery(String query)

Verifies whether the syntax of the encoded query is correct.

When passing an empty string (`""`) as the provide query:

- The empty string (`""`) represents the absence of a query and returns false.
- Calling `GlideRecord.addEncodedQuery("")` followed by `GlideRecord.query()` returns all rows. The query method is similar to a SQL SELECT statement. In SQL, when using "SELECT * FROM foo WHERE X", the value X represents the query. If no query value is provided, all records are returned (e.g., SELECT * FROM foo).

Parameters

Name	Type	Description
query	String	Encoded query to validate. See Encoded query strings.

Returns

Type	Description
Boolean	Flag that indicates whether the specified encoded query is valid. • true: Passed-in encoded query is valid. • false: Passed-in encoded query is not valid.

This code example shows how to check if the encoded query is valid.

```
var queryString = "priority=1^ORpriority=2";
var now_GR = new GlideRecord('incident');
var isValidQuery = now_GR.isValidEncodedQuery(queryString);
if (isValidQuery) {
  now_GR.addEncodedQuery(queryString);
  now_GR.query();
  .
  .
  .
}
```

Scoped GlideRecord - isValidField(String columnName)

Determines if the specified field is defined in the current table.

Parameters

Name	Type	Description
columnName	String	The name of the field.

Returns

Type	Description
Boolean	True if the field is defined for the current table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR = new GlideRecord('incident');
now_GR.initialize();
gs.info(now_GR.isValidField("short_description"));
```

Scoped GlideRecord - isValidRecord()

Determines if a record was actually returned by the query/get record operation.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether a record was actually returned by the query/get operation. Valid values: • true: Record returned by query/get operation. • false: End of record set, no record returned.

```
var rec = new GlideRecord('incident');
rec.query();
while (rec.next()) {
  gs.info(rec.number + ' exists');
}
gs.info(rec.isValidRecord());
```

Scoped GlideRecord - isView()

Verifies whether the record was created in a view or a table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the record was created in table that is a view. • true: The record was created in a view. • false: The record was created in a table.

This code example shows how to determine if a GlideRecord was created in a view or a table.

```
var mySLA = new GlideRecord('incident_sla');

if (mySLA.isView() == true){
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   gs.info('This record was created in a view.');
} else {
   gs.info('This record was created in a table.');
}
```

Output:

```
This record was created in a view.
```

Scoped GlideRecord - newRecord()

Creates a new GlideRecord record, sets the default values for the fields, and assigns a unique ID to the record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var now_GR = new GlideRecord("x_app_table");
now_GR.newRecord();
gs.info(now_GR.isNewRecord());
```

Output:

```
true
```

Scoped GlideRecord - next()

Moves to the next record in the GlideRecord object.

Note: This method fails if there is a field in the table called "next". If that is the case, use the method _next().

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates if there is a "next" record in the GlideRecord. Valid values: • true: Move to the next record was successful. • false: No more records in the result set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var rec = new GlideRecord('incident');
rec.query();
while (rec.next()) {
 gs.info(rec.getValue('number') + ' exists');
}
```

Output:

```
INC0010112 exists
INC0010114 exists
INC0010119 exists
INC0010127 exists
```

Scoped GlideRecord - _next()

Moves to the next record in the GlideRecord. Provides the same functionality as `next()`, use this method if the GlideRecord has a column named next.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether there are more records in the query set. Possible values: • true: More records in the query set. • false: No more records in the query set.

The following example shows how to list each record in the Incidents [incident] table.

```
var rec = new GlideRecord('incident');
rec.query();
while (rec._next()) {
  gs.info(rec.getValue('number') + ' exists');
}
```

Output:

```
INC0000060 exists
INC0009002 exists
INC0000009 exists
INC0000010 exists
INC0000011 exists
INC0000012 exists
...
```

Scoped GlideRecord - operation()

Determines if an operation is insert, update, or delete.

Knowing the operation enables using `current.operation()` to make a generic business rule which can handle each operation uniquely.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information on using the global variable *current*, refer to Global variables in business rules.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The current operation. Possible values: • delete • insert • update

The following example shows how to use this method in a business rule. The *operation()* method detects which operation triggered an event and performs a different action depending for update and insert operations.

```
if(current.operation() == "update") {
  current.updates ++; }
if(current.operation() == "insert") {
  current.updates = 0; }
```

Scoped GlideRecord - orderBy(String name)

Specifies an orderBy column.

Call this method more than once to order by multiple columns. Results are arranged in ascending order. To arrange records in descending order, see Scoped GlideRecord - orderByDesc(String name).

Parameters

Name	Type	Description
name	String	Column name to use to order the records in this GlideRecord object.

Returns

Type	Description
void	

The following example shows how to order incident records in ascending order by Short Description.

```
var queryString = "priority=2";
var now_GR = new GlideRecord('incident');
now_GR.orderBy('short_description'); // Ascending Order
now_GR.addEncodedQuery(queryString);
now_GR.query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
while (now_GR.next()) {
  gs.info(now_GR.getValue('short_description'));
}
```

Output:

```
Can't launch 64-bit Windows 7 virtual machine
Can't log into SAP from my laptop today
Network storage unavailable
Please remove the latest hotfix from my PC
```

Scoped GlideRecord - orderByDesc(String name)

Specifies a descending orderBy column.

Call this method more than once to order by multiple columns. Results are arranged in descending order. To arrange records in ascending order, see Scoped GlideRecord - orderBy(String name).

Parameters

Name	Type	Description
name	String	Column name to use to order the records in a GlideRecord object.

Returns

Type	Description
void	

The following example shows how to order incident records in descending order by Short Description.

```
var queryString = "priority=2";
var now_GR = new GlideRecord('incident');
now_GR.orderByDesc('short_description'); //Descending Order
now_GR.addEncodedQuery(queryString);
now_GR.query();
while (now_GR.next()) {
  gs.info(now_GR.getValue('short_description'));
}
```

Output:

```
Please remove the latest hotfix from my PC
Network storage unavailable
Can't log into SAP from my laptop today
Can't launch 64-bit Windows 7 virtual machine
```

Scoped GlideRecord - query(String field, String value)

Runs a query against the table based on the filters specified in the query methods such as *addQuery()* and *addEncodedQuery()*.

This method queries the GlideRecord table as well as any references of the table. For more information, see Querying tables in script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This method fails if there is a field in the table called "query". If that is the case, use the_query() method instead.

See the GlideRecord article for details on building and running queries.

See also:

- GlideAggregate - Scoped
- GlideQuery - Scoped, Global
- GlideQueryCondition - Scoped

Parameters

Name	Type	Description
name	String	Optional - must also specify a value parameter. Name of the field to search for the value specified in the value parameter. **Note:** This method is typically run without arguments, but you can specify a name-value pair to filter records containing the specified values. If the parameters are specified, the "name=value" condition is added to the query.
value	String	Optional - must also specify a field parameter. Value to search for in the specified field parameter.

Returns

Type	Description
void	

The following example shows how to scan the System Dictionary [sys_dictionary] for tables with a query field.

```
var tableArr = [];

var now_GR = new GlideRecord('sys_dictionary');
now_GR.addQuery('element', 'query');
now_GR.setLimit(6);

now_GR.query();

while(now_GR.next()){
   tableArr.push(now_GR.name.getValue());
};

gs.info('The following tables have a field column called
 "query":');

for (i = 0; i < tableArr.length; i++) {
   gs.info(tableArr[i]);
};
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
The following tables have a field column called "query":
cmdb_convert_bulk_services
cmdb_multisource_query_status
cmdb_qb_result_base
cmdb_qb_table_mapping
discovery_probes_cim_query
kb_feedback
```

Scoped GlideRecord - _query(String field, String value)

Runs a query against the table based on the filters specified in the query methods such as *addQuery()* and *addEncodedQuery()*. This method is intended to be used on tables in which there's a column named "query", which might cause errors running the query() method.

This method queries the GlideRecord table as well as any references of the table. For more information, see Querying tables in script.

See the GlideRecord article for details on building and running queries.

See also:

- GlideAggregate - Scoped
- GlideQuery - Scoped, Global
- GlideQueryCondition - Scoped

Parameters

Name	Type	Description
name	String	Optional - must also specify a value parameter. Name of the field to search for the value specified in the value parameter. **Note:** This method is typically run without arguments, but you can specify a name-value pair to filter records containing the specified values. If the parameters are specified, the "name=value" condition is added to the query.
value	String	Optional - must also specify a field parameter. Value to search for in the specified field parameter.

Returns

Type	Description
void	

The following example shows how query the Knowledge Feedback [kb_feedback] table and list KB articles with comments that include Excel.

```
var rec = new GlideRecord('kb_feedback');
rec.addQuery('comments', 'CONTAINS', 'Excel');
rec._query();
while (rec.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 gs.info(rec.getDisplayValue('article') + " comment: " +
 rec.getValue('comments'));
}
```

Output:

```
KB0000005 comment:
      Can you please add the version of Excel this applies to?
 All?

KB0000005 comment:
      Does this work for all Excel versions? OSX and Windows
 alike?
```

Scoped GlideRecord - setAbortAction(Boolean b)

Sets a flag to indicate if the next database action (insert, update, delete) is to be aborted. This is often used in business rules.

Use in an `onBefore` business rule to prevent the database action from being done. The business rule continues to run after *`setAbortAction()`* is called. Calling *`setAbortAction()`* does not stop subsequent business rules from executing. Calling this method only prevents the database action from occurring.

Parameters

Name	Type	Description
b	Boolean	True to abort the next action. False if the action is to be allowed.

Returns

Type	Description
void	

```
// Often used in business rule to check whether the current
 operation should be aborted.
if (current.size > 16) {
  current.setAbortAction(true);
}
```

Scoped GlideRecord - setLimit(Number maxNumRecords)

Sets the limit for number of records are fetched by the GlideRecord query.

Using setLimit() with chooseWindow()

The *`setLimit()`* method implicitly calls the *`chooseWindow()`* method and might cause unexpected results when used with *`chooseWindow()`* in a query.

- If the *`chooseWindow()`* method is called first, its record window is overwritten by the *`setLimit()`* method.

  Using the following lines in a query returns 100 records starting at row 1:

  ```
  grIncident.chooseWindow(20,30);
  grIncident.setLimit(100);
  ```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If the *setLimit()* method is called first, the window set by *chooseWindow()* is used and the limit is overwritten.

  Using the following lines in a query returns 10 records starting at row 21:

```
grIncident.setLimit(5);
grIncident.chooseWindow(20,30);
```

> **Note:** Running *query()* with the *chooseWindow()* method triggers a COUNT(*) query, which can result in slow performance on tables with a large number of records. You can use *setLimit()* before *chooseWindow()* to skip running the COUNT(*) query, but the same performance benefit is achievable using *setNoCount()*.

See also:

- chooseWindow()
- query()
- setNoCount()

Parameters

Name	Type	Description
maxNumRecords	Number	The maximum number of records to fetch.

Returns

Type	Description
void	

```
var now_GR = new GlideRecord('incident');
now_GR.orderByDesc('sys_created_on');
now_GR.setLimit(10);
now_GR.query(); // this retrieves latest 10 incident records
 created
```

Scoped GlideRecord - setNewGuidValue(String guid)

Sets the sys_id value for the current record.

Parameters

Name	Type	Description
guid	String	GUID to assign to the current record.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR = new GlideRecord('incident');
now_GR.setValue('short_description', 'The third floor printer is
 broken');
now_GR.setNewGuidValue('eb4636ca6f6d31005be8883e6b3ee333');
now_GR.insert();
gs.info(now_GR.getValue('sys_id'));
```

Scoped GlideRecord - setNoCount()

Stops a GlideRecord query from running a `COUNT(*)` query.

Running *`query()`* with some methods trigger a `COUNT(*)` query, such as the *`chooseWindow()`* and *`getRowCount()`* methods. The `COUNT(*)` query might cause slow performance on tables with a million or more records. For more information, see the Performance Improvement - Remove Pagination Count [KB0817996] article in the Now Support Knowledge Base.

Note: The *`setLimit()`* method also stops a `COUNT(*)`. Using *`setNoCount()`* is unnecessary if the *`setLimit()`* method is included in the query.

See also:

- chooseWindow()
- query()

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

The following code example shows how to use *`setNoCount()`* to skip the `COUNT(*)` query on a windowed query set using the *`chooseWindow()`* method.

```
var  grIncident = new GlideRecord('incident');

grIncident.chooseWindow(6915, 6920, true);
grIncident.setNoCount();
grIncident.query();

while (grIncident.next()) { // Iterate through the returned
 records
    gs.info('Incident Number: ' + grIncident.number + ', Short
 Description: ' + grIncident.short_description);
};
```

Output:

```
Incident Number: INC0006811, Short Description: Request an
 account to be created for Fidelity 401(k) Plans
Incident Number: INC0006918, Short Description: Please grant me
 additional roles in Oracle Fin Collections
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Incident Number: INC0006812, Short Description: Taxware
 Value-added Tax crashes when I try to launch it
Incident Number: INC0006919, Short Description: Unable to Access
 SuccessFactors Learning
Incident Number: INC0010004, Short Description: Incident for
 assessment not generating
```

Scoped GlideRecord - setValue(String name, Object value)

Sets the value of the field with the specified name to the specified value.

Normally the script does a `now_GR.category = value`. However, if the element name is itself a variable then you can use `now_GR.setValue(elementName, value)`. When setting a value, ensure the data type of the field matches the data type of the value you enter.

Note: If the Field Encryption Enterprise plugin is enabled and the instance has access to the key, this method can insert encrypted data into encrypted fields. If the instance does not have access to the key, this method returns an error. For more information, see Platform Encryption.

Not for authentication with password2 fields

The *`setValue()`* method passes password2 data as clear text, which results in an error about expecting encrypted data. Additionally, using the setValue() method for password2 fields exposes data that should be encrypted.

For password2 authentication, use the *`setDisplayValue()`* method instead.

See also:

- Deprecate GlideEncrypter usage of 3DES for password2 fields
- Alternatives to GlideEncrypter usage in knowledge base article KB1320986
- Password2 encryption with the Key Management Framework (KMF)

Parameters

Name	Type	Description
name	String	Name of the field.
value	Object	Value to assign to the field.

Returns

Type	Description
None	

```
var elementName = 'short_description';
var now_GR = new GlideRecord('incident');
now_GR.initialize();
now_GR.setValue(elementName, "My DB is not working");
now_GR.insert();
```

Scoped GlideRecord - setWorkflow(Boolean enable)

Enables or disables running business rules, script engines, or audits.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The *setWorkflow()* method is ignored when subsequently using either the *deleteProblem()* or *deleteMultiple()* methods to cascade delete.

Warning: Disabling the running of business rules, script engines, and audit can have a significant impact on your ServiceNow® instance and how it operates. Ensure that you thoroughly test this change before deploying it to production.

Note: This method can't be set for cross-scoped applications. For additional information, see the following KB article https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0820691.

Parameters

Name	Type	Description
enable	Boolean	Flag that indicates whether to enable or disable the running of business rules, script engines, and audit. Valid values: • true: Enables running business rules, script engines, or audits. • false: Disables running business rules, script engines, or audits. Default: true

Returns

Type	Description
None	

```
//Enable business rules, scripts engines for x_app_table
var now_GR = new GlideRecord("x_app_table");
now_GR.setWorkflow(true);
```

Scoped GlideRecord - update(String reason)

Updates the GlideRecord with any changes that have been made. If the record does not already exist, it is inserted.

Parameters

Name	Type	Description
reason	String	Optional. Reason for the update. The reason appears in the audit record.

Returns

Type	Description
String	Sys_id of the new or updated record. Returns null if the update fails.

The following example shows how to update the Short Description field of an incident.

```
var now_GR = new GlideRecord('incident');
now_GR.get('99ebb4156fa831005be8883e6b3ee4b9');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
now_GR.setValue('short_description', 'Update the short
 description');
now_GR.update();
gs.info(now_GR.getElement('short_description'));
```

Output:

```
Update the short description.
```

Scoped GlideRecord - updateMultiple()

Updates each GlideRecord in a stated query with a specified set of changes.

This method does not support adding multiple journal entries.

The *glide.db.forced.chunk.threshold* system property sets the threshold above which forces chunk record deletions and updates. Chunking helps to prevent non-primary key deletions on huge tables from causing replication problems. For more information, see Available system properties.

Note: To ensure expected results, use the *setValue()* method instead of direct assignments. That is, use `gr_Now.setValue('<field_name>', '4'));` instead of `gr_Now.<field_name> = 4`.

Note: Do not use this method with the *chooseWindow()* or *setLimit()* methods when working with large tables.

This method sets new values and does not clear existing values. To clear an existing value, use the *setValue()* method and set the field to 'NULL'. For more information, see Setting a GlideRecord variable to 'NULL'.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

This example shows how to update the state of all active incidents to 4 - "Awaiting User Info".

```
var now_GR = new GlideRecord('incident');
now_GR.addQuery('active', true);
now_GR.setValue('state',  4);
now_GR.updateMultiple();
```

This example shows how to clear existing values of the description field for priority 1 incidents.

```
var test = new GlideRecord('incident');
test.addEncodedQuery('priority=1');
test.query();

test.setValue('description','NULL');
test.updateMultiple();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideRecord - updateWithReferences(Object reason)

Updates a record and also inserts or updates any related records with the information provided.

Parameters

Name	Type	Description
reason	Object	Reason for the updates. The reason is displayed in the audit record.

Returns

Type	Description
String	The sys_id for the record being updated.

If processing an incident where the Caller ID is set to reference sys_user record 'John Doe,' then the following code would update John Doe's user record. If processing an incident where there's no caller ID specified, then the following code creates a new sys_user record with the provided information (first_name, last_name) and sets the caller ID value to the newly created sys_user record.

```
var inc = new GlideRecord('incident');
inc.get(inc_sys_id);  // Looking up an existing incident record
 where 'inc_sys_id' represents the sys_id of a incident record
inc.caller_id.first_name = 'John';
inc.caller_id.last_name = 'Doe';
inc.updateWithReferences();
}
```

GlideRecordUtil - Global

The *GlideRecordUtil* script include is a utility class for working with GlideRecords.

This script include is available in server-side scripts. For use cases, see Using discovery script includes.

GlideRecordUtil - getCIGR(String sys_id)

Returns the GlideRecord object for the specified configuration item (CI) using just the sys_id of the CI.

Use this method to quickly obtain a specific CI without knowing its associated class/table.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the desired CI.

Returns

Type	Description
GlideRecord	GlideRecord object of the specified CI.

The following example returns the GlideRecord object for the specified CI using just the sys_id of the CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR = new
 GlideRecordUtil().getCIGR("2dfd7c8437201000deeabfc8bcbe5d56");
```

GlideRecordUtil - getFields(GlideRecord gr)

Returns an array of all the fields in the specified GlideRecord.

Note: If there is a field name which is the same as the table name, the *getFields()* method does not return the value of the field.

Parameters

Name	Type	Description
gr	GlideRecord	GlideRecord instance positioned to a valid record.

Returns

Type	Description
Array	Field names for the specified GlideRecord.

```
var queryString = "priority=1^ORpriority=2";
var now_GR = new GlideRecord('incident');
now_GR.addEncodedQuery(queryString);
now_GR.query();
now_GR.next();

var gRU = new GlideRecordUtil();
var fieldList = gRU.getFields(now_GR);
gs.info(fieldList);
```

Output: Line breaks added for presentation.

```
sys_id,skills,closed_by,assigned_to,contract,category,escalation
,state,reassignment_count,location,
time_worked,order,due_date,number,upon_approval,sys_tags,sla_due
,follow_up,reopen_count,notify,business_stc,
caused_by,rejection_goto,assignment_group,comments_and_work_note
s,incident_state,opened_at,parent_incident,
business_service,wf_activity,calendar_duration,group_list,caller
_id,comments,priority,sys_updated_by,
variables,delivery_task,resolved_at,sys_updated_on,parent,active
,opened_by,expected_start,watch_list,
company,upon_reject,work_notes,sys_created_by,additional_assigne
e_list,approval_set,cmdb_ci,user_input,
sys_created_on,close_code,contact_type,resolved_by,rfc,approval_
history,activity_due,severity,child_incidents,
,subcategory,work_end,closed_at,close_notes,variables,business_d
uration,knowledge,approval,sys_domain_path,
sys_mod_count,problem_id,calendar_stc,work_start,sys_domain,corr
elation_id,sys_class_name,short_description,
impact,description,correlation_display,urgency,made_sla,delivery
_plan,work_notes_list
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideRecordUtil - getGR(String baseTable, String sys_id)

Returns a GlideRecord instance for the given table, positioned to the given sys_id, and of the right class (table).

This method is useful when you need to load a GlideRecord from a sys_id, but you don't know what the actual table is (because it may be extended from the base table). This method always returns a GlideRecord of the correct type base_table: the name of the base table that the specified sys_id is in.

Parameters

Name	Type	Description
baseTable	String	The name of the base table containing the sys_id.
sys_id	String	The sys_id of the desired record.

Returns

Type	Description
GlideRecord	The GlideRecord for the specified sys_id.

```
var now_GR = new GlideRecordUtil().getGR("cmdb_ci_computer",
 "2dfd7c8437201000deeabfc8bcbe5d56");
```

GlideRecordUtil - getTables(String tableName)

Returns a Java ArrayList of the ancestors of the specified table name.

For example, given cmdb_ci_linux_server, this would return cmdb_ci_linux_server, cmdb_ci_server, cmdb_ci_computer, cmdb_ci_hardware, cmdb_ci, and cmdbr.

Parameters

Name	Type	Description
tableName	String	Name of the table.

Returns

Type	Description
ArrayList	List of ancestors of the specified table.

The following example shows the ancestors of the cmdb_ci_linux_server table.

```
var tables = new
 GlideRecordUtil().getTables("cmdb_ci_linux_server");
gs.info("Tables returned: " + tables);
```

Output:

```
Tables returned: [cmdb_ci_linux_server, cmdb_ci_server,
 cmdb_ci_computer, cmdb_ci_hardware, cmdb_ci, cmdb]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideRecordUtil - mergeToGR(Object hashMap, GlideRecord now_GR, Object ignore)

Sets the fields in the specified GlideRecord with the field values contained in the specified hashmap, unless that field name is in the ignore hashmap.

Parameters

Name	Type	Description
hashMap	Object	An Object instance (being used as a hashmap), with properties named for fields and containing the fields' value.
GlideRecord	GR	The GlideRecord instance to receive the field values.
ignore	Object	An optional hashmap of field names to ignore.

Returns

Type	Description
void	

This example updates a computer record's name and os fields, but does not update the sys_created_by field:

```
var now_GR = new GlideRecordUtil().getGR("cmdb_ci_computer",
 "2dfd7c8437201000deeabfc8bcbe5d56");
var obj = {"name": "xyz", "os": "windows 2000",
 "sys_created_by", "aleck.lin"};
var ignore = {"sys_created_by": true};
new GlideRecordUtil().mergeToGR(obj, now_GR, ignore);
now_GR.update();
```

GlideRecordUtil - populateFromGR(Object hashMap, GlideRecord now_GR, Object ignore)

Populates the given hashmap from the given GlideRecord instance. Each field in the GlideRecord becomes a property in the hashmap.

Parameters

Name	Type	Description
hashMap	Object	An object being used as a hashmap.
now_GR	GlideRecord	A GlideRecord instance positioned to a valid record.
ignore	Object	An optional hashmap of file names not to populate.

Returns

Type	Description
void	

```
var objectToPopulate = {};
var now_GR = new GlideRecordUtil().getGR("cmdb_ci_computer",
 "2dfd7c8437201000deeabfc8bcbe5d56");
var ignore = {"sys_created_on": true, "sys_updated_by": true};
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
new GlideRecordUtil().populateFromGR(objectToPopulate, now_GR,
 ignore);
// Now the objectToPopulate contains field/value pairs from the
 computer GlideRecord
```

GlideSchedule - Scoped

The scoped *GlideSchedule* API provides methods for performing operations on GlideSchedule objects, such as adding new schedule segments to a schedule, determining if a date/time is within the schedule, or setting the schedule timezone.

GlideSchedule - GlideSchedule()

Instantiates an empty GlideSchedule object.

Parameters

Name	Type	Description
None		

GlideSchedule - GlideSchedule(String sysID, String timeZone)

Instantiates a GlideSchedule object and loads the schedule information. If a time zone is not specified, the current session time zone is used.

Parameters

Name	Type	Description
sysID	String	The system ID for the schedule.
timeZone	String	Optional. The time zone to use. Default: The current session time zone. Time zones can be provided in the following formats. • `Country/City`. For example, `America/Los_Angeles`. • `Country/Time zone`. For example, `US/Pacific`. • `Time zone abbreviation`. For example, `PST`. For a complete list of valid timezones, see the **Time zone** field in the User [sys_user] table. For more information about time zones, see Time zones.

```
var schedule = new
 GlideSchedule('090eecae0a0a0b260077e1dfa71da828',
 'US/Pacific');
```

GlideSchedule - add(GlideDateTime startDate, GlideDuration offSet)

Adds a new schedule segment to the current schedule.

Parameters

Name	Type	Description
startDate	GlideDateTime	The starting date of the new schedule segment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
offSet	GlideDuration	The time offset of the new schedule segment.

Returns

Type	Description
GlideDateTime	The schedule updated with the new schedule segment.

```
var startDate = new GlideDateTime('2014-01-02');
var days = 2;
var dur = new GlideDuration(60 * 60 * 24 * 1000 * days);
var schedule = new GlideSchedule();
var end = schedule.add(startDate, dur);
gs.info(end);
```

Output:

```
2014-01-04 00:00:00
```

GlideSchedule - duration(GlideDateTime startDate, GlideDateTime endDate)

Determines the elapsed time in the schedule between two date time values using the timezone of the schedule or, if that is not specified, the timezone of the session.

Parameters

Name	Type	Description
startDate	GlideDateTime	The starting datetime.
endDate	GlideDateTime	The ending datetime.

Returns

Type	Description
GlideDuration	The difference between the starting and ending datetime.

```
var startDate = new GlideDateTime('2014-10-16 02:00:00');
var endDate = new GlideDateTime('2014-10-18 04:00:00');
var schedule = new GlideSchedule();

schedule.load('090eecae0a0a0b260077e1dfa71da828'); // loads "8-5
 weekdays excluding holidays" schedule
var duration = schedule.duration(startDate, endDate);
gs.info(duration.getDurationValue()); // gets the elapsed time
 in schedule
```

GlideSchedule - getName()

Retrieves the schedule name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The name of the current schedule.

```
sys_id ='04e664654a36232701a2247dcd8fc4cf'; // sys_id for
 "Application" schedule record
var sched = new GlideSchedule(sys_id);
gs.info(sched.getName());
```

GlideSchedule - isInSchedule(GlideDateTime time)

Determines if the specified date and time is within the current schedule.

Parameters

Name	Type	Description
time	GlideDateTime	Date and time value to check.

Returns

Type	Description
Boolean	Flag that indicates whether the specified date and time is within the schedule. Valid values: • true: Date and time is within the schedule. • false: Date and time are outside of the schedule.

```
var glide = new GlideRecord('cmn_schedule');
glide.addQuery('type', 'blackout');
glide.query();
if (glide.next()) {
   var sched = new GlideSchedule(glide.sys_id);
   var date = new GlideDateTime();
   date.setDisplayValue("2007-09-18 12:00:00");
   if (sched.isInSchedule(date))
      gs.info("Is in the schedule");
   else
      gs.info("Is NOT in the schedule");
}
```

GlideSchedule - isValid()

Determines if the current schedule is valid. A schedule is valid if it has at least one schedule span.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True if the schedule is valid.

```
var glide = new GlideRecord('cmn_schedule');
glide.addQuery('type', 'blackout');
glide.query();
if (glide.next()) {
   var sched = new GlideSchedule(glide.sys_id);
   var date = new GlideDateTime();
   date.setDisplayValue("2007-09-18 12:00:00");
   if (sched.isValid())
      gs.info("Is valid");

   else
      gs.info("Is not valid");
}
```

GlideSchedule - load(String sysID, String timeZone, String excludeSpanID)

Loads a schedule with the schedule information.

Parameters

Name	Type	Description
sysID	String	The system ID of the schedule.
timeZone	String	(Optional) The timezone. If a timezone is not specified, or is nil, the current session timezone is used for the schedule.
excludeSpanID	String	Any span to exclude.

Returns

Type	Description
void	

```
var x = new GlideSchedule();
x.load('08fcd0830a0a0b2600079f56b1adb9ae');
```

GlideSchedule - setTimeZone(String timeZone)

Sets the timezone for the current schedule.

Parameters

Name	Type	Description
timeZone	String	The time zone to use. Time zones can be provided in the following formats.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `Country/City`. For example, `America/Los_Angeles`. • `Country/Time zone`. For example, `US/Pacific`. • `Time zone abbreviation`. For example, `PST`. For a complete list of valid timezones, see the **Time zone** field in the User [sys_user] table. For more information about time zones, see Time zones.

Returns

Type	Description
void	

This example sets the timezone for the schedule to US/Pacific.

```
var schedule = new GlideSchedule();
schedule.setTimeZone('US/Pacific');
```

GlideSchedule - whenNext(GlideDateTime time, String timeZone)

Determines how much time (in milliseconds) until start time of the next schedule item.

This function is intended to be called when the GlideSchedule object (cmn_schedule table) is not currently in the schedule window. The whenNext() call returns duration (in ms) until the GlideSchedule object is within the schedule. This function does not return a meaningful value if called when the GlideSchedule object is within the schedule.

Parameters

Name	Type	Description
time	GlideDateTime	Time to be evaluated
timeZone	String	Timezone

Returns

Type	Description
Number	Number of milliseconds until the start time of the next schedule item. Returns -1 if never.

```
var startDate = new GlideDateTime('2014-10-25 08:00:00');
var glideSchedule = new
 GlideSchedule('08fcd0830a0a0b2600079f56b1adb9ae', 'UTC');
gs.info(glideSchedule.whenNext(startDate));
```

Output:

```
172800000
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
testScript();
function testScript() {
var now = new GlideDateTime(); //current date and time
var sched = new GlideSchedule("<sys_id>"); // Use a cmn_schedule
 sys_id
if (sched.isInSchedule(now)){
gs.info('We are in an active schedule window so whenNext() is
 not helpful');
} else{
gs.info('Not currently in schedule so call whenNext()');
var msUntilNext = sched.whenNext(new GlideDateTime(),
 'US/Pacific');
gs.info('Next schedule starts in '+msUntilNext+' milliseconds');
}
}
\\ Output [schedule inactive)]:
\\ *** Script: Not currently in schedule so call whenNext()
\\ *** Script: Next schedule starts in -1 milliseconds
```

Output:

```
[Scheduled for future] *** Script: Not currently in schedule ***
 Script: Next schedule starts in 332894000 milliseconds
```

GlideScriptableInputStream - Scoped, Global

A GlideScriptableInputStream object cannot be instantiated directly, but is used as an opaque object which is used to connect an input stream from *`GlideSysAttachment.getContentStream()`* with other streaming APIs.

The public APIs that can consume this input stream include:

- *`GlideDigest`*
- *`GlideExcelParser`*
- *`GlideTextReader`*
- *`XMLDocument2`*

GlideScriptedExtensionPoint - Scoped

The *`GlideScriptedExtensionPoint`* API provides a method that returns the extension instances associated with a specified extension point.

From these extension instances, you can extend the functionality of an application without altering the original application code. You can use pre-existing extension points available in selected ServiceNow AI Platform applications, or you can add extension points when you develop custom applications in your own instance.

This API is available in the base ServiceNow instance.

For more information on extension points, see Using extension points to extend application functionality.

GlideScriptedExtensionPoint - getExtensions(String name)

Returns the extension instances associated with a specified extension point.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

These extension instances are persisted in the Extension Instance [sys_extension_instance] table. For more information on extension points, see Using extension points to extend application functionality.

Note: The script include instances returned by the *getExtensions()* method are uninitialized. If your interface includes an initialize method, call that method before calling other methods on the returned instance. For example:

```
var eps = new
 GlideScriptedExtensionPoint().getExtensions("RelatedListIte
mCandidateFilter");
 for (var i = 0; i < eps.length; i++) {
   eps[i].initialize(tableName, parentFieldName,
 parentRecordSysId, referencedFieldName);
   eps[i].getFilterQuery();
 }
```

Parameters

Name	Type	Description
name	String	Name of the extension point for which to return the extension instances. Table: Extension Instance [sys_extension_instance]

Returns

Type	Description
Array of Objects	Extension instances associated with the specified endpoint.

The following code example returns the extension instances for the RelatedListItemCandidateFilter extension point. The "class" listed for each instance represents a script include.

```
var eps = new
 GlideScriptedExtensionPoint().getExtensions("RelatedListItemCan
didateFilter");
```

Response:

```
global.RelatedListItemCandidateFilter
 RelatedListItemCandidateFilter
global.RelatedListItemCandidateFilter
 ProblemRelatedListChangeRequestItemFilter
global.RelatedListItemCandidateFilter
 RelatedListConfigItemFilter
global.RelatedListItemCandidateFilter
 RelatedListItemCandidateFilterForAgileDevelopment
global.RelatedListItemCandidateFilter
 ProblemRelatedListIncidentItemFilter
global.RelatedListItemCandidateFilter
 RelatedListIncidentItemCandidateFilter
global.RelatedListItemCandidateFilter
 RelatedListCIItemCandidateFilter
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideScriptedProcessor - Scoped

The *GlideScriptedProcessor* API provides a customizable URL endpoint that can execute arbitrary server-side JavaScript code and produce output such as TEXT, JSON, or HTML. ServiceNow processors are equivalent to Java servlets.

Use this API in processor scripts to access the processor (servlet) capabilities. There are no constructors for the *ScopedGlideScriptedProcessor* APIs. The methods are called using the global variable *g_processor*.

A useful global variable, *g_target*, is available in processor scripts. It contains the table name extracted from the URL.

The URL to a processor has the format: `https://<instance name.servicenow.com>/<path endpoint>.do?<parameter endpoint>=<value>` where the path endpoint and parameter endpoint are defined on the processor form.

GlideScriptedProcessor - redirect(String url)

Redirects to the specified URL.

Parameters

Name	Type	Description
url	String	Destination URL

Returns

Type	Description
void	

```
//Do whatever processing you need and redirect to the homepage
g_processor.redirect("/navpage.do")
```

GlideScriptedProcessor - writeJSON(Object o)

Encodes an object as a JSON string and writes it to the current URL.

Parameters

Name	Type	Description
o	Object	The object to encode to a JSON string.

Returns

Type	Description
void	

```
var map = {"key1":"value1","key2":"value2"};
g_processor.writeJSON(map);
```

GlideScriptedProcessor - writeOutput(String s)

Writes the specified string to the current URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
s	String	The string to write.

Returns

Type	Description
void	

```
var name = g_request.getParameter("name");
g_processor.writeOutput("Hello " + name);
```

GlideScriptedProcessor - writeOutput(String contentType, String s)

Writes the specified string to the current URL in the specified character-encoding.

Parameters

Name	Type	Description
contentType	String	Sets the content type of the response sent to the client, if the response has not been committed, and may include a character-encoding specification.
s	String	String to write.

Returns

Type	Description
void	

```
var name = g_request.getParameter("name");
g_processor.writeOutput("text/plain", "Hello " + name);
```

GlideSecureRandomUtil - Scoped, Global

The *GlideSecureRandomUtil* API provides methods for generating integers, long values, and strings.

There is no constructor for this class. Methods are accessed through the static object GlideSecureRandomUtil. The *GlideSecureRandomUtil* class is available in both global and scoped applications.

GlideSecureRandomUtil - getSecureRandomInt()

Generates a pseudo-random integer.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	The pseudo-randomly generated integer.

```
gs.info(GlideSecureRandomUtil.getSecureRandomInt());
```

Output:

```
1976146969
```

GlideSecureRandomUtil - getSecureRandomIntBound(Number bound)

Generates a pseudo-random integer between 0 (inclusive) and the bound (exclusive) value that you pass into the method.

Parameters

Name	Type	Description
bound	Number	The bound value.

Returns

Type	Description
Number	The pseudo-randomly generated integer.

```
gs.info(GlideSecureRandomUtil.getSecureRandomIntBound(100));
```

Output:

```
55
```

GlideSecureRandomUtil - getSecureRandomLong()

Generates pseudo-random long value.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The pseudo-randomly generated 64-bit integer.

```
gs.info(GlideSecureRandomUtil.getSecureRandomLong());
```

Output:

```
792836514424092500
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSecureRandomUtil - getSecureRandomString(Number length)

Generates a random alpha-numeric String with the specified length.

Parameters

Name	Type	Description
length	Number	The length of the string in number of characters.

Returns

Type	Description
String	The randomly generated string.

```
gs.info(GlideSecureRandomUtil.getSecureRandomString(12));
```

Output:

```
1XzVIOsLfVlT
```

GlideSecurityManager - Global

The *GlideSecurityManager* API provides methods that enable you to retrieve a SecurityManager object and to check if the current user has access rights, both table-level and field-level, to a specified GlideRecord table based on the configured Access Control Rules (ACLs).

GlideSecurityManager - get()

Returns a SecurityManager object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	SecurityManager object.

The following code example shows how to call the *GlideSecurityManager.get()* method to obtain a GlideSecurityManager object that is then used by the *GlideSecurityManager.hasRightsTo()* method.

```
var sm = GlideSecurityManager.get();
var grInc = new GlideRecord('incident');
var path = 'record/incident/read';

gs.info(sm.hasRightsTo(path, grInc));
```

Output:

```
true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSecurityManager - hasRightsTo(String path_to_resource, Object context)

Indicates whether the current user has table-level access rights to a specified GlideRecord table based on the configured Access Control Rules (ACLs). This method evaluates all available ACLs for the specific resource.

For additional information on ACLs, see Access Controls Evaluation Order.

Parameters

Name	Type	Description
path_to_resource	String	Resource path to the GlideRecord table to check for access rights. For example: `record/incident/read` Format: <type>/<name>/<operation> • <type>: Type of resource. Valid values: Existing ACL types. Available from the drop-down choice list on the ACL form. • <name>: Name of the table to check. • <operation>: Name of the operation that you want to check access rights for. In this case "read".
context	Object	Optional. For table-level validation this field is not required.

Returns

Type	Description
Boolean	Flag that indicates whether the user's roles permit table-level reading of the specified table. Valid values: • true: Specified access is permitted. • false: Specified access isn't permitted.

The following code example shows how to use the *`hasRightsTo()`* method to check if the current user has table-level read rights to all records in the Incident [incident] table.

```
var sm = GlideSecurityManager.get();
var grInc = new GlideRecord('incident');
var path = 'record/incident/read';

gs.info(sm.hasRightsTo(path, grInc));
```

Output:

```
false
```

GlideSecurityUtils - Scoped, Global

The *`GlideSecurityUtils`* API provides methods to work with URLs.

Access these methods using the static object GlideSecurityUtils. This class is available in scoped and global scripts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSecurityUtils - cleanURL(String url)

Removes suspicious encoding to prevent reflected or DOM based cross site scripting.

Parameters

Name	Type	Description
url	String	The URL to be checked.

Returns

Type	Description
String	The URL stripped of problem elements.

```
myurl='javascript%3Aalert(1)';
var clean=GlideSecurityUtils.cleanURL(myurl);
gs.info(clean);
```

Output: null

GlideSecurityUtils - enforceRelativeURL(String url)

Removes the domain address from the URL, which leaves the page name and parameters.

Parameters

Name	Type	Description
url	String	The URL to be turned into a relative URL.

Returns

Type	Description
String	A relative URL.

```
myurl='http://evildomain.com/test.do';
relativeURL=GlideSecurityUtils.enforceRelativeURL(myurl);
gs.info(relativeURL);
```

Output: test.do

GlideSecurityUtils - escapeScript(String script)

Add escape characters to a script.

Adding escape characters to a script helps prevent cross-site scripting.

Parameters

Name	Type	Description
script	String	The script to have escape characters added.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The script with escape characters added.

```
theScript="<script> alert(1)</script>";
var escapedScript=GlideSecurityUtils.escapeScript(theScript);
gs.info(escapedScript);
```

Output: `<script> alert(1)</script>`

GlideSecurityUtils - isURLWhiteListed(String url)

Check the specified URL against the system defined allow list.

Parameters

Name	Type	Description
url	String	The URL to be checked against the URL allow list.

Returns

Type	Description
Boolean	Returns true if the specified URL is in the allow list.

```
myURL="http://evil.com/badscript.do";
isWhitelisted=GlideSecurityUtils.isURLWhiteListed(myURL);
gs.info(isWhitelisted);
```

Output: false

GlideServletRequest - Scoped

The *`GlideServletRequest`* API provides methods to use in processor scripts.

ServiceNow processor scripts are equivalent to Java servlets. Processor scripts provide a customizable URL endpoint that can execute arbitrary server-side JavaScript code and produce output such as TEXT, JSON, or HTML. Use the *`GlideServletRequest`* API in processor scripts to access the HttpServletRequest object. The GlideServletRequest object provides a subset of the *`HttpServletRequest`* APIs. The methods are called using the global variable *`g_request`*.

A useful global variable, *`g_target`*, is available in processor scripts. It contains the table name extracted from the URL.

The URL to a processor has the format: `https://<instance name.servicenow.com>/<path endpoint>.do?<parameter endpoint>=<value>` where the path endpoint and parameter endpoint are defined on the processor form.

GlideServletRequest - getContentType()

Returns the MIME type of the body of the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The content type, returns null if the content type is not known.

```
var contentType = g_request.getContentType();
```

GlideServletRequest - getHeader(String name)

Returns the header value.

Parameters

Name	Type	Description
name	String	The name of the header to be retrieved.

Returns

Type	Description
String	The header.

```
var headerValue = g_request.getHeader("host");
```

Output:

```
demonightlyus.service-now.com
```

GlideServletRequest - getHeaderNames()

Returns a comma-separated list of header names.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of header names as a string.

```
var headerList = g_request.getHeaderNames();
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
host,connection,cache-control,authorization,accept,user-agent,ac
cept-encoding,accept-language,
cookie,x-forwarded-proto,x-forwarded-host,x-forwarded-for
```

GlideServletRequest - getHeaders(String name)

Returns the header values.

Parameters

Name	Type	Description
name	String	Names of the headers to be retrieved.

Returns

Type	Description
Array	An array of header values as a string.

```
var headerValue = g_request.getHeaders("host");
```

Output:

```
demonightlyus.service-now.com
```

GlideServletRequest - getParameter(String name)

Returns the value of the parameter contained in the request URL.

Parameters

Name	Type	Description
name	String	The name of the parameter to be retrieved. This can be the parameter endpoint from the processor form.

Returns

Type	Description
Object	The parameter value. Returns null if the parameter is not found.

```
var name = g_request.getParameter("x_snc_custom_x_snc_name");
```

GlideServletRequest - getParameterNames()

Returns a list of URL parameters that were used in the request URI.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	An array of parameter names as a string.

```
var paramList = g_request.getParameterNames();
```

GlideServletRequest - getQueryString()

Returns the query string from the request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The query string.

This example uses the request URL: `https://instance.service-now.com/x_custom_app_customApp.do?x_custom_app_name=George&bell=rung`.

```
var queryString = g_request.getQueryString();
g_processor.writeOutput("The query string is: " + queryString);
```

Output:

```
The query string is: x_custom_app_name=George&bell=rung
```

GlideServletResponse - Scoped

The *GlideServletResponse* API provides methods to use in processor scripts.

ServiceNow processor scripts are equivalent to Java servlets. Processor scripts provide a customizable URL endpoint that can execute arbitrary server-side JavaScript code and produce output such as TEXT, JSON, or HTML. Use the *GlideServletResponse* API in processor scripts to access the HttpServletResponse object. The GlideServletResponse object provides a subset of the *HttpServletResponse* APIs. The methods are called using the global variable *g_response*.

A useful global variable, *g_target*, is available in processor scripts. It contains the table name extracted from the URL.

The URL to a processor has the format: `https://<instance name.servicenow.com>/<path endpoint>.do?<parameter endpoint>=<value>` where the path endpoint and parameter endpoint are defined on the processor form.

GlideServletResponse - sendRedirect(String location)

Sends a temporary redirect to the client.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
location	String	The URL to receive the response.

Returns

Type	Description
void	

GlideServletResponse - setContentType(String type)

Sets the MIME type of the response

Parameters

Name	Type	Description
type	String	The MIME type.

Returns

Type	Description
void	

```
g_response.setContentType('text/html;charset=UTF-8');
```

GlideServletResponse - setHeader(String key, String value)

Sets a response header to the specified value.

Parameters

Name	Type	Description
key	String	Specifies the header.
value	String	The value to be assigned to the header. If the header exists, it is overwritten.

Returns

Type	Description
void	

```
g_response.setHeader("host", "instance.service-now.com");
```

GlideServletResponse - setStatus(Number status)

Sets the status code for the response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
status	Number	The status to be set.

Returns

Type	Description
void	

```
// set the status to okay
g_response.setStatus(200);
```

GlideSession - Global

The *GlideSession* API provides methods to find information about the current session.

GlideSession - clearClientData(String paramName)

Clears a session client value previously set with *putClientData()*.

This method is used in a client script to clear data values that were set by a server script using the *putClientData()* method.

Parameters

Name	Type	Description
paramName	String	Name of the client data to clear.

Returns

Type	Description
void	

```
var session = gs.getSession();
session.putClientData('custName', 'Harry');
var clientData = session.getClientData('custName');
gs.info(clientData);

session.clearClientData('custName');
clientData = session.getClientData('custName');
gs.info(clientData);
```

Output:

```
Harry

null
```

GlideSession - getClientData(String paramName)

Returns a session client value previously set with *putClientData()*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method is used in a client script to retrieve data values that were set by a server script that used the *putClientData()* method.

Parameters

Name	Type	Description
paramName	String	Name of the client data to retrieve.

Returns

Type	Description
String	The client data as a string.

```
var session = gs.getSession();
session.putClientData('test1', 'Harry');
var clientData = session.getClientData('test1');
gs.info(clientData);
```

Output:

```
Harry
```

Scoped equivalent

To use the *getClientData()* method in a scoped application, use the corresponding scoped method: getClientData().

GlideSession - getLanguage()

Gets the session's language code.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The session's language code.

```
var session = gs.getSession();
var language = session.getLanguage();
gs.info(language);
```

Output:

```
en
```

Scoped equivalent

To use the *getLanguage()* method in a scoped application, use the corresponding scoped method: getLanguage().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSession - getRoles()

Gets a list of roles for the current user.

The list of roles does not reflect any changes made during the current user session. To get the updated list of roles, the user must log out and log back in.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A comma separated list of roles.

```
gs.info(gs.getSession().getRoles());
```

Output:

```
admin,hr_fulfiller,itsa_fulfiller,security_admin
```

GlideSession - getTimeZoneName()

Gets the name of the session's time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The name of the session's time zone.

```
var session = gs.getSession();
var zoneName = session.getTimeZoneName();
gs.info(zoneName);
```

Output:

```
US/Pacific
```

Scoped equivalent

To use the *getTimeZoneName()* method in a scoped application, use the corresponding scoped method: getTimeZoneName().

GlideSession - isInteractive()

Determines if the current session is interactive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

An interactive session is one that involves an end-user interacting with a user interface that then retrieves information from a server. An example of this type of session is when a user logs in using the log-in screen or uses a form to query a data store. A non-interactive session is one that only involves programmatic interaction with a server such as a SOAP request to retrieve data.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the session is interactive.

Note: The *isInteractive()* method will always return a false value for all user sessions using the classic or current mobile applications.

```
var interActive = gs.getSession().isInteractive();
gs.info(interActive);
```

Output:

```
false
```

Scoped equivalent

To use the *isInteractive()* method in a scoped application, use the corresponding scoped method: isInteractive().

GlideSession - isLoggedIn()

Determines if the current user is currently logged in.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the current user is logged in.

```
var session = gs.getSession();
var loggedIn = session.isLoggedIn();
gs.info(loggedIn);
```

Output:

```
true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the `isLoggedIn()` method in a scoped application, use the corresponding scoped method: isLoggedIn().

GlideSession - putClientData(String paramName, String paramValue)

Sets a session client value that can be retrieved with `getClientData()`. This method is used in a server side script that runs when a form is created.

Parameters

Name	Type	Description
paramName	String	Name of the client parameter to set.
paramValue	String	Parameter value.

Returns

Type	Description
void	

```
var session = gs.getSession();
session.putClientData('test1', 'Harry');
var clientData = session.getClientData('test1');
gs.info(clientData);
```

Output:

```
Harry
```

Scoped equivalent

To use the `putClientData()` method in a scoped application, use the corresponding scoped method: putClientData().

GlideSession - Scoped

The scoped `GlideSession` API provides methods to find information about the current session.

There are no constructors for creating an instance of a scoped GlideSession object. Instead, use the `getSession()` method of the scoped `GlideSystem` API.

Scoped GlideSession - getClientData(String paramName)

Retrieves a session client value previously set with `putClientData()`.

Use this method to retrieve data values that were set using the `putClientData()` method.

Parameters

Name	Type	Description
paramName	String	Name of the client data to retrieve.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Client data.

```
var session = gs.getSession();
session.putClientData('test1', 'Harry');
var clientData = session.getClientData('test1');
gs.info(clientData);
```

Output:

```
Harry
```

Scoped GlideSession - getClientIP()

Returns the client IP address.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	IP address.

```
var session = gs.getSession();
var addr = session.getClientIP();
gs.info(addr);
```

Output:

```
50.59.164.97
```

Scoped GlideSession - getCurrentApplicationId()

Returns the application currently selected in the application picker.

This method requires admin privileges.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Currently selected application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var session = gs.getSession();
var appID = session.getCurrentApplicationId();
gs.info(appID);
```

Output:

```
ce05b9f32b840200c5244f74b4da1501
```

Scoped GlideSession - getCurrentDomainID()

Returns the sys_id of the current domain for the logged-in user session.

The identifier that is returned depends on the domain type and the instantiation of that domain.

- If the user is configured in the global domain, and does not use the domain picker to switch domains, the method returns null.
- If the user uses the domain picker to switch to the global domain, the method returns the string "global".
- For all other domains, the method returns the sys_id of that domain.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the session domain of the current logged-in user. This is the same information that appears in the domain picker.

This example shows the current sys_email record's domain being set to the user's session domain, if the user domain is global or null.

```
// Set domain based on parent record's domain
setDomain();

// If the domain is global, set to user's domain
if (current.sys_domain == 'global' || current.sys_domain.nil())
   current.sys_domain = gs.getSession().getCurrentDomainID();

function setDomain() {
   if (current.target_table.nil())
      return;

   var d = new GlideRecord(current.target_table);
   if (!d.isValid())
      return;

   if (!d.get('sys_id', current.instance))
      return;

   if (typeof(d.sys_domain) == 'object')
      current.sys_domain = d.sys_domain;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideSession - getLanguage()

Returns the session's language code.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Session's language code.

```
var session = gs.getSession();
var language = session.getLanguage();
gs.info(language);
```

Output:

```
en
```

Scoped GlideSession - getSessionToken()

Returns the session token.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Session token.

```
var session = gs.getSession();
var token = session.getSessionToken();
gs.info(token);
```

Output:

```
4284b5372b840200c5244f74b4da15f2c3476cf7fcb6572afa4ef9d5e6d307a5
fd9e1da7
```

Scoped GlideSession - getTimeZoneName()

Returns the name of the session's time zone.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Name of the session's time zone.

```
var session = gs.getSession();
var zoneName = session.getTimeZoneName();
gs.info(zoneName);
```

Output:

```
US/Pacific
```

Scoped GlideSession - getUrlOnStack()

Returns the URL on the stack. Returns null if the stack is empty.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	URL on the stack. Returns null if the stack is empty.

```
var session = gs.getSession();
var URL = session.getUrlOnStack();
gs.info(URL);
```

Output: line breaks added for clarity.

```
sys_app.do?sys_id=ce05b9f32b840200c5244f74b4da1501&sysparm_goto_
url=sys_app.do
%3Fsys_id%3Dce05b9f32b840200c5244f74b4da1501
```

Scoped GlideSession - isImpersonating()

Returns true if the user is impersonating another user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates the user is impersonating another user. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: User is impersonating. • false: User isn't impersonating.

```
var isImpersonator = gs.getSession().isImpersonating();
gs.info(isImpersonator);
```

Scoped GlideSession - isInteractive()

Returns true if the session is interactive.

An interactive session is one that involves an end-user interacting with a user interface that then retrieves information from a server. An example of this type of session is when a user logs in using the log-in screen or uses a form to query a data store. A non-interactive session is one that only involves programmatic interaction with a server such as a SOAP request to retrieve data.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the session is interactive. Possible values: • true: Session is interactive. • false: Session isn't interactive.

```
var interActive = gs.getSession().isInteractive();
gs.info(interActive);
```

Scoped GlideSession - isLoggedIn()

Returns true if the user is logged in.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the user is logged in Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: User is logged in. • false: User isn't logged in.

```
var session = gs.getSession();
var loggedIn = session.isLoggedIn();
gs.info(loggedIn);
```

Output:

```
true
```

Scoped GlideSession - putClientData(String paramName, String paramValue)

Sets a session client value that can be retrieved with *`getClientData()`*. This method is used in a server side script that runs when a form is created.

Parameters

Name	Type	Description
paramName	String	Name of the client data to set.
paramValue	String	Value of the client data.

Returns

Type	Description
void	

```
var session = gs.getSession();
session.putClientData('test1', 'Harry');
var clientData = session.getClientData('test1');
gs.info(clientData);
```

Output:

```
Harry
```

GlideSPScriptable - Scoped

The *`GlideSPScriptable`* API provides methods to interact with data and perform record operations in Service Portal widgets.

You access *`GlideSPScriptable`* methods by using the global `$sp` object.

GlideSPScriptable - canReadRecord(GlideRecord now_GR)

Returns true if the user can read the specified GlideRecord.

If the record type is `kb_knowledge`, `sc_cat_item`, or `sc_category`, the method checks if the user can view the item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
now_GR	GlideRecord	The GlideRecord to check.

Returns

Type	Description
Boolean	True if the record is valid and readable.

Server script

```
//Server script
data.items = [];
data.userName = gs.getUserDisplayName();
var now_GR = new GlideRecord("sc_cat_item");
now_GR.query();
while(now_GR.next() && data.items.length < 10) {
    if ($sp.canReadRecord(now_GR)) {
    data.items.push(now_GR.getDisplayValue("name"));
    }
}

//HTML template
<div class="panel panel-default">
    <div class="panel-heading">Hi, {{c.data.userName}}!</div>
    <div class="panel-body">
        Here are some things you can order:
        <ul><li ng-repeat="item in
 c.data.items">{{item}}</li></ul>
    </div>
</div>
```

GlideSPScriptable - canReadRecord(String table, String sysId)

Returns true if the user can read the specified GlideRecord.

If the record type is `kb_knowledge`, `sc_cat_item`, or `sc_category`, the method checks if the user can view the item.

Parameters

Name	Type	Description
table	String	Name of the table to query.
sysId	String	Sys_id of the record to query.

Returns

Type	Description
Boolean	True if the record is valid and readable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSPScriptable - canSeePage(String pageID)

Returns true if the currently logged in user has permission to view the specified page.

The system determines permission using roles and user criteria. For more information, see Configure page security by role and User criteria for Service Portal.

Parameters

Name	Type	Description
pageID	String	Page ID from the Pages [sp_page] table.

Returns

Type	Description
Boolean	Flag that indicates whether the currently logged in user has permissions to view the specified page. Values include: • true: The user can view the page. • false: Either the user cannot view the page, the given pageID is not valid, or the user is not logged in.

This example adds a condition to the Knowledge menu item in the SP Header Menu to only show the menu item to users who have permission to view the kb_view2 page.

```
GlideSPScriptable.canSeePage("kb_view2")
```

GlideSPScriptable - getCatalogItem(String sysId)

Returns a model and view model for a `sc_cat_item` or `sc_cat_item_guide`.

This method is deprecated. Use the *`getCatalogItem(String sysId, Boolean isOrdering)`* method instead. This method calls the *`getCatalogItem(String sysId, Boolean isOrdering)`* method with the *`isOrdering`* parameter set to false, which means that write roles security checking is done.

This method is a quick way to get the data necessary to render and order a catalog item using `<sp-model />`. If you just need to get a catalog item to show its picture or name, use GlideRecord to query the `sc_cat_item` table.

Parameters

Name	Type	Description
sysId	String	The sys_id of the catalog item (`sc_cat_item`) or order guide (`sc_cat_item_guide`).

Returns

Type	Description
Object	An object containing the catalog item variable model, view, sections, pricing, and client scripts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Server script
(function() {
    var sys_id = $sp.getParameter("sys_id")
    data.catItem = $sp.getCatalogItem(sys_id);
})();

// Client script
function($http, spUtil) {
    var c = this;
    var submitting = false;
    c.getIt = function() {
        if (submitting) return;
        $http.post(spUtil.getURL('sc_cat_item'),
 c.data.catItem).success(function(response) {
            if (response.answer) {
                c.req = response.answer;
                c.req.page = c.req.table == 'sc_request' ?
 'sc_request' : 'ticket';
            }
        });
    }
}

//SCSS
.img-bg {
    padding: 5px;
    background-color: $brand-primary;
}

.img-responsive {
    margin: 0 auto;
}

.cat-icon {
    display: block;
    margin: -40px auto 0;
}

// HTML template
<div class="col-sm-4">
  <div class="panel panel-default">
    <div class="img-bg">
      <img ng-src="{{::data.catItem.picture}}"
 class="img-responsive" />
    </div>
    <span class="cat-icon fa fa-stack fa-lg fa-3x hidden-xs">
      <i class="fa fa-circle fa-stack-2x text-success"></i>
      <i class="fa fa-desktop fa-stack-1x fa-inverse"></i>
    </span>
    <div class="panel-body">
      <p class="lead text-center">{{::data.catItem.name}}</p>
      <ul class="list-unstyled">
        <li class="text-center"
 ng-if="::data.catItem.price">${Price}:
 {{::data.catItem.price}}</li>
      </ul>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      <sp-model form-model="::data.catItem"
 mandatory="mandatory"></sp-model>
      <p ng-if="c.req" class="text-center text-success">
        ${Request created!} <a
 href="?id={{c.req.page}}&table={{c.req.table}}&sys_id={{c.req.s
ys_id}}">{{c.req.number}}</a>
      </p>
      <button ng-if="!c.req" class="btn btn-default btn-block"
 ng-click="c.getIt()">${Get it}</button>
    </div>
  </div>
</div>
```

GlideSPScriptable - getCatalogItem(String sysId, Boolean isOrdering)

Returns a model and view model for a `sc_cat_item` or `sc_cat_item_guide`.

Parameters

Name	Type	Description
sysId	String	The sys_id of the catalog item (`sc_cat_item`) or order guide (`sc_cat_item_guide`).
isOrdering	Boolean	When true, uses create roles security check. When false, uses write roles security check. When users are ordering an item or have it in their cart, check using the create roles. If users are not ordering, for example, somebody is looking at a requested item to see the variables associated with that item, then check using the write roles.

Returns

Type	Description
Object	An object containing the catalog item variable model, view, sections, pricing, and client scripts.

GlideSPScriptable - getDisplayValue(String fieldName)

Returns the display value of the specified field (if it exists and has a value) from either the widget's `sp_instance` or the `sp_portal` record.

Parameters

Name	Type	Description
fieldName	String	Name of the field

Returns

Type	Description
String	The display value from either the `sp_instance` or `sp_portal` record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
//Server script
(function() {
    data.title = $sp.getDisplayValue("title");
    data.catalog = $sp.getDisplayValue("sc_catalog");
})();

//HTML template
<div>
    <h1>sp_instance.title: {{::data.title}}</h1>
    <h1>sp_portal.sc_catalog: {{::data.catalog}}</h1>
</div>
```

GlideSPScriptable - getField(GlideRecord now_GR, String fieldName)

Returns information about the specified field in the specified GlideRecord.

Parameters

Name	Type	Description
now_GR	GlideRecord	The GlideRecord to check
fieldName	String	The field to find information for

Returns

Type	Description
Object	An object containing the field's label, value, displayValue, and type. Returns null if the GlideRecord of field name are not valid, or if the field is not readable.

GlideSPScriptable - getFields(GlideRecord now_GR, String fieldNames)

Checks the specified list of field names, and returns an array of valid field names.

Parameters

Name	Type	Description
now_GR	GlideRecord	The GlideRecord to check
field Names	String	A comma separated list of field names.

Returns

Type	Description
Array	An array of valid fields.

GlideSPScriptable - getFieldsObject(GlideRecord now_GR, String fieldNames)

Checks the specified list of field names and returns an object of valid field names.

Parameters

Name	Type	Description
now_GR	GlideRecord	The GlideRecord to check

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
field Names	String	A comma separated list of field names.

Returns

Type	Description
Object	An object containing valid field names.

GlideSPScriptable - getForm(String tableName, String sysId)

Return the form associated with the passed table name and record sys_id.

Note: The method enforces cross-scope access privileges to the specified table and associated record.

Parameters

Name	Type	Description
tableName	String	Name of the table in which the form resides.
sysId	String	Sys_id of the form.

Returns

Type	Description
Object	Requested form.

```
var sp = new GlideSPScriptable('');
var res = sp.getForm('sys_user',
 '6816f79cc0a8016401c5a33be04be441');    // User sys ID
 information
gs.info('Name: ' + res._fields.name.value);
gs.info('E-mail: ' + res._fields.email.value);
```

Output:

```
Name: Harry Jones
 E-mail: harryjones@gmail.com
```

GlideSPScriptable - getKBCategoryArticles(String sys_id, Number limit)

Returns KB articles in the specified category and its subcategories.

To avoid performance issues, do not use this method to return articles in large categories or articles with inline images. Instead, use *`getKBArticleSummaries()`*.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the KB article category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
limit	Number	Maximum number of KB articles returned.

Returns

Type	Description
Array	The articles within the category and its subcategories with: • A **workflow_state** of **published**. • A **valid_to** date greater than or equal to the current date.

```
//Server script
(function() {
    data.kbs =
 $sp.getKBCategoryArticles("0ac1bf8bff0221009b20ffffffffffec",
 5);
})();

//HTML template
<div>
articles: {{::data.kbs}}
</div>
```

GlideSPScriptable - getKBCategoryArticleSummaries(String sys_id, Number limit, Number maxChars)

Returns Knowledge Base article summaries in the specified category and its subcategories.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the KB article category.
limit	Number	Maximum number of KB articles returned.
maxChars	Number	Maximum number of characters to return from the article text. For full article text, set the value to `-1`.

Returns

Type	Description
Array	The articles within the category and its subcategories with: • A **workflow_state** of **published**. • A **valid_to** date greater than or equal to the current date.

```
//Server script
(function() {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    data.summary =
 $sp.getKBCategoryArticleSummaries("0ac1bf8bff0221009b20ffffffff
ffec", 5, 200);
})();

//HTML template
<div>
articles: {{::data.summary}}
</div>
```

GlideSPScriptable - getKBCount(String sys_id)

Returns the number of articles in the defined Knowledge Base.

Parameters

Name	Type	Description
sys_id	String	Sys_id of a Knowledge Base record.

Returns

Type	Description
Number	Number of knowledge articles in the defined Knowledge Base with: • A **workflow_state** of **published**. • A **valid_to** date greater than or equal to the current date.

```
//Server script
(function() {
    data.count =
 $sp.getKBCount("a7e8a78bff0221009b20fffffffff17");
})();

//HTML template
<div>
articles: {{::data.count}}
</div>
```

GlideSPScriptable - getListColumns(String tableName, String view)

Returns a list of the specified table's columns in the specified view.

Parameters

Name	Type	Description
tableName	String	Name of the table
view	String	The view by which to filter the columns

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	An object containing the column names.

GlideSPScriptable - getMenuItems(String sysId)

Returns an array of menu items for the specified instance.

Parameters

Name	Type	Description
sysId	String	sysId of the instance

Returns

Type	Description
Array	Menu items for the specified instance

GlideSPScriptable - getMenuHREF(GlideRecord page)

Returns the (?id=) portion of the URL based on the sp_menu type.

Parameters

Name	Type	Description
page	GlideRecord	The page

Returns

Type	Description
String	The href portion of the URL.

GlideSPScriptable - getParameter(String name)

Returns the value of the specified parameter.

Parameters

Name	Type	Description
name	String	The name of the key from the query string or post body.

Returns

Type	Description
Object	Returns the specified parameter as an object. Returns null if there is no request, JSON request, or widget.

GlideSPScriptable - getPortalRecord()

Returns the portal record from the Service Portals [sp_portal] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	The portal record for the current portal from the Service Portals [sp_portal] table.

```
//Server script
(function() {
    var portalGr = $sp.getPortalRecord();
    data.logo = portalGr.getDisplayValue("logo");
    data.homepage = portalGr.getDisplayValue("homepage.id");
})();

//HTML template
<div>
    <img ng-src="{{::c.data.logo}}" />
    <a href="?id={{::c.data.homepage}}">Click here to go
 home</a>
</div>
```

GlideSPScriptable - getRecord(String table, String sys_id)

If parameters are provided, returns the GlideRecord identified by the provided table and Sys ID. If no parameters are provided, returns the record identified by the current URL.

Parameters

Name	Type	Description
table	String	Optional. The table of the record to return. If no parameters are included, returns the table and Sys ID identified by the current URL.
sys_id	String	Optional. The Sys ID of the record to return. If no parameters are included, returns the record identified by the current URL.

Returns

Type	Description
GlideRecord	If parameters are provided, returns the record identified by the provided table and Sys ID. If no parameters are provided, returns the record identified by the current URL. Returns null if the widget is embedded by another widget, or if the record for the provided parameters is not found.

```
//Server script
(function(){
var now_GR = $sp.getRecord();
data.tableLabel = now_GR.getLabel();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
})();

//HTML template
<div class="panel-heading">
<h4 class="panel-title">${{{data.tableLabel}} details}</h4>
</div>
```

GlideSPScriptable - getRecordDisplayValues(Object data, GlideRecord from, String names)

Copies display values for the specified fields into the data parameter.

Parameters

Name	Type	Description
data	Object	The display values for the specified fields are copied to this object.
from	GlideRecord	The GlideRecord to process.
names	String	A comma-separated list of field names.

Returns

Type	Description
void	

GlideSPScriptable - getRecordElements(Object data, GlideRecord from, String names)

For the specified fields, copies the element's name, display value, and value into the data parameter.

Parameters

Name	Type	Description
data	Object	The element's name, display value, and value for the specified fields are copied to this object.
from	GlideRecord	The GlideRecord to process.
names	String	A comma-separated list of field names.

Returns

Type	Description
void	

GlideSPScriptable - getRecordValues(Object data, GlideRecord from, String names)

Copies values for the specified field names from the GlideRecord into the data parameter.

Parameters

Name	Type	Description
data	Object	The value for the specified fields are copied to this object.
from	GlideRecord	The GlideRecord to process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
names	String	A comma-separated list of field names.

Returns

Type	Description
void	

GlideSPScriptable - getRecordVariables(GlideRecord now_GR, Boolean includeNilResponses)

Returns Service Catalog variables associated with a record in String format.

Parameters

Name	Type	Description
now_GR	GlideRecord	The record to retrieve Service Catalog variables for. Must be a record with Service Catalog variables defined, such as a requested item [sc_req_item] record or an incident submitted through a record producer.
includeNilResponses	Boolean	Optional. If true, the API includes variables with no user-defined value.

Returns

Type	Description
String	Service Catalog variables associated with the record.

```
//Server script
(function() {
var itemsGR = new GlideRecord("sc_req_item");
itemsGR.get('585d1bc44f4f13008a959a211310c77d');

data.scVars = $sp.getRecordVariables(itemsGR);

})();

//HTML template
<div>
Requested item variables: {{::data.scVars}}
</div>
```

Output:

```
Requested item variables: [
  {
    "display_value":"MetroPCS",
    "name":"carrier",
    "visible_summary":true,
    "id":"585d1bc44f4f13008a959a211310c77c",
    "label":"Allocated carrier",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "type":"5",
    "value":"metropcs",
    "visible_standalone":true,
    "visible_guide":true
  },
  {
    "display_value":"Unlimited",
    "name":"data_plan",
    "visible_summary":true,
    "id":"d05d1bc44f4f13008a959a211310c77c",
    "label":"Monthly data allowance",
    "type":"5",
    "value":"unlimited",
    "visible_standalone":true,
    "visible_guide":true
  },
  {
    "display_value":"12 Months",
    "name":"duration",
    "visible_summary":true,
    "id":"d85d1bc44f4f13008a959a211310c77c",
    "label":"Contract duration",
    "type":"5",
    "value":"twelve_months",
    "visible_standalone":true,
    "visible_guide":true
  },
  {
    "display_value":"Slate",
    "name":"color",
    "visible_summary":true,
    "id":"545d1bc44f4f13008a959a211310c77c",
    "label":"Color",
    "type":"5",
    "value":"slate",
    "visible_standalone":true,
    "visible_guide":true
  },
  {"display_value":"64GB",
    "name":"storage",
    "visible_summary":true,
    "id":"d45d1bc44f4f13008a959a211310c77c",
    "label":"Storage",
    "type":"5",
    "value":"sixtyfour",
    "visible_standalone":true,
    "visible_guide":true
  }
]
```


GlideSPScriptable - getRecordVariablesArray(GlideRecord now_GR, Boolean includeNilResponses)

Returns an array of Service Catalog variables associated with a record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
now_GR	GlideRecord	The record to retrieve Service Catalog variables for. Must be a record with Service Catalog variables defined, such as a requested item [sc_req_item] record or an incident submitted through a record producer.
includeNilResponses	Boolean	Optional. If true, the API includes variables with no user-defined value.

Returns

Type	Description
Object	Array of Service Catalog variables associated with the record.

```
//Server script
(function() {
var itemsGR = new GlideRecord("sc_req_item");
itemsGR.get('585d1bc44f4f13008a959a211310c77d');

data.scVars = $sp.getRecordVariablesArray(itemsGR);

})();

//HTML template
<div>
Requested item variables: {{::data.scVars}}
</div>
```

Output:

```
Requested item variables: [
  {
    "display_value":"MetroPCS",
    "name":"carrier",
    "visible_summary":true,
    "id":"585d1bc44f4f13008a959a211310c77c",
    "label":"Allocated carrier",
    "type":"5",
    "value":"metropcs",
    "visible_standalone":true,
    "visible_guide":true
  },
  {
    "display_value":"Unlimited",
    "name":"data_plan",
    "visible_summary":true,
    "id":"d05d1bc44f4f13008a959a211310c77c",
    "label":"Monthly data allowance",
    "type":"5",
    "value":"unlimited",
    "visible_standalone":true,
    "visible_guide":true
  },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  {
    "display_value":"12 Months",
    "name":"duration",
    "visible_summary":true,
    "id":"d85d1bc44f4f13008a959a211310c77c",
    "label":"Contract duration",
    "type":"5",
    "value":"twelve_months",
    "visible_standalone":true,
    "visible_guide":true
  },
  {
    "display_value":"Slate",
    "name":"color",
    "visible_summary":true,
    "id":"545d1bc44f4f13008a959a211310c77c",
    "label":"Color",
    "type":"5",
    "value":"slate",
    "visible_standalone":true,
    "visible_guide":true
  },
  {"display_value":"64GB",
    "name":"storage",
    "visible_summary":true,
    "id":"d45d1bc44f4f13008a959a211310c77c",
    "label":"Storage",
    "type":"5",
    "value":"sixtyfour",
    "visible_standalone":true,
    "visible_guide":true
  }
]
```


GlideSPScriptable - getStream(String table, String sysId)

Gets the activity stream for the specified record. This method works on tables that extend the task table.

Parameters

Name	Type	Description
table	String	The table name
sysID	String	The sys_id of the record

Returns

Type	Description
Object	If a table extending the task table is specified, contains the display_value, sys_id, short_description,number, entries, user_sys_id, user_full_name, user_login, label, table, and journal_fields properties; otherwise contains the table and sys_id properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Note: The user_login property contains the User ID of the current user. The user_sys_id and iser_full_name properties reference the creator of the queried record.

GlideSPScriptable - getUserInitials()

Returns the user's initials.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The user's initials

GlideSPScriptable - getValue(String name)

Returns the named value of the JSON request, instance, or portal.

Parameters

Name	Type	Description
name	String	Name of the JSON request, instance, or portal.

Returns

Type	Description
Object	Value of the specified parameter. Null if the specified entity does not exist or has no such parameter.

```
//Server script
(function() {
    data.title = $sp.getValue("title");
    data.catalog = $sp.getValue("sc_catalog");
})();

//HTML templage
<div>
    <h1>sp_instance.title: {{::data.title}}</h1>
    <h1>sp_portal.sc_catalog: {{::data.catalog}}</h1>
</div>
```

GlideSPScriptable - getValues(Object data, String names)

Copies values from the request or instance to the data parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
data	Object	Receives the parameter values.
names	String	Comma-separated string of field names.

Returns

Type	Description
void	

GlideSPScriptable - getVariablesArray(Boolean includeNilResponses)

Returns an array of Service Catalog variables associated with the record in the URL.

For example, if the URL includes the parameters `id=form&table=sc_req_item&sys_id=832e9620db4f330083766b984b9619cf`, the API returns the variables associated with the given record in the Requested item [sc_req_item] table. Must be a record with Service Catalog variables defined, such as a requested item [sc_req_item] record or an incident submitted through a record producer.

Parameters

Name	Type	Description
includeNilResponses	Boolean	Optional. If true, the API includes variables with no user-defined value.

Returns

Type	Description
Object	Array of variables associated with the table.

```
//Server script
(function() {
data.scVars = $sp.getVariablesArray();
})();

//HTML template
<div
Current record variables: {{::data.scVars}}
</div>
```

Output:

```
Current record variables: [
  {
    "display_value":"unlimited",
    "name":"data","visible_summary":
    true,"id":"472e5620db4f330083766b984b96198a",
    "label":"Data",
    "type":"6",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "value":"unlimited",
    "visible_standalone":true,
    "visible_guide":true
  },
  {
    "display_value":"Black",
    "name":"color",
    "visible_summary":true,
    "id":"c72e5620db4f330083766b984b96198a",
    "label":"Color",
    "type":"6",
    "value":"Black",
    "visible_standalone":true,
    "visible_guide":true
  }
]
```

GlideSPScriptable - getWidget(String sysID, Object options)

Gets a widget by id or sys_id, executes that widget's server script using the provided options, then returns the widget model.

Parameters

Name	Type	Description
sysID	String	The widget sys_id or widget_id
options	Object	An object to pass to the widget's server script. Refer to this object as `options` in your server script. **Note:** Any options passed into this function will only be available in the embedded widget's server script on the **first execution** of that script. Any subsequent calls into the server script from the embedded widget will not contain the object properties passed in.

Returns

Type	Description
Object	A widget model to be used with sp-widget.

```
//Server script
data.myWidget = $sp.getWidget('widget_id', {p1: param1, p2:
 param2});

//HTML
<sp-widget widget="c.data.myWidget"></sp-widget>
```

GlideSPScriptable - isRTLEnabled()

Checks whether the associated portal is enabled for right-to-left language (RTL) and whether the current user's language is directionally RTL.

Use this method to determine if there's a need for a RTL-specific CSS in the portal UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the RTL flag is enabled and the current user's session language is directionally RTL. Possible values: • true: The RTL flag is enabled. • false: The RTL flag isn't enabled. Data type: Boolean

The following code example shows how to use this method to determine the type of icon to display on the portal page.

```
// Server script
(function() {
  data.isRTLEnabled = $sp.isRTLEnabled();
 })();

// HTML template
<div> <i ng-class="c.data.isRTLEnabled ? 'fa fa-arrow-right' :
 'fa fa-arrow-left'"></i> </div>
```

GlideSPScriptable - isUserCriteriaEnabled()

Returns true if user criteria is enabled.

This method returns true if the **Service Portal User Criteria Support** plugin (com.glide.service-portal.user-criteria) is active and the **Enable use of User Criteria records instead of Roles fields for Service Portal entitlements** (glide.service_portal.user_criteria_enabled) system property is set to true.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if user criteria is enabled.

GlideSPScriptable - log(Object message)

Logs output to the Service Portal Log Entries [sp_log] table. The logged in user must have the sp_admin or admin role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
message	Object	JavaScript object or string representing the message to send as output on a Service Portal page.

Returns

Type	Description
None	

The following example shows how to log a predefined error if it occurs.

```
var demo_data = null;
var params = null;
if (gr.getValue("demo_data")) {
   try {
 demo_data = JSON.parse(gr.getValue("demo_data"));
 params = (demo_data.options) ? demo_data.options : null;
 } catch(e) {
 $sp.log(e);
   }
}
```

GlideSPScriptable - mapUrlToSPUrl(String url)

Transforms a URL requesting a list or form in the platform UI into the URL of the corresponding `id=list` or `id=form` Service Portal page.

Use this method to perform tasks such as redirecting a user after login to the correct Service Portal page when they request a platform UI form or list URL. Note that the `id=list` and `id=form` page targets are not customizable.

Note: Table, sys_id, and sysparm_query values are preserved from the original URL; sysparm_view is not.

Parameters

Name	Type	Description
url	String	Platform UI URL

Returns

Type	Description
String	Transformed Service Portal URL. If the passed-in URL does not request a list or a form in the platform UI, a null value is returned.

List example

```
GlideSPScriptable().mapUrlToSPUrl("http://
demo.service-now.com/task_list.do?sysparm_userpref_module=1523b8
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
d4c611227b00be8216ec331b9a&sysparm_query=assigned_to=javascript:
getMyAssignments()&sysparm_clear_stack=true"))
```

Returns

```
id=list&table=task&filter=assigned_to=javascript:getMyAssignment
s()&sys_id=&v=
```

Form example

```
GlideSPScriptable().mapUrlToSPUrl("incident.do?sys_id=12bc12bc12
bc12bc12bc12bc12bc12bc")
```

Returns

```
id=form&table=incident&filter=&sys_id=12bc12bc12bc12bc12bc12bc12
bc12bc&v=
```

GlideSPScriptable - userCanSeeSearchSourceByCriteria(String searchSourceID)

Returns true if the current user can see a search source specified by the searchSourceID.

Returns true if the user is not restricted by user criteria. For more detail on how user criteria affects Service Portal assets, see User criteria for Service Portal.

Note: This method does not evaluate role-based permissions of the search source, and should only be used if User Criteria is enabled.

Parameters

Name	Type	Description
searchSourceID	String	Sys_id of the search source record.

Returns

Type	Description
Boolean	True if current user has read access to the search source.

GlideSPSearchAnalytics - Global

The *GlideSPSearchAnalytics* API provides methods to generate search analytics from custom ServiceNow search widgets.

By default, the Search Events [sys_search_event] and Search Source Events [sys_search_source_event] tables collect search data from base system search widgets. However, custom search widgets do not benefit from this feature. Use this API in the server script of custom search widgets in global environments to send search data to the search events tables. Generate relevant search suggestions for your users and monitor search analytics to understand what your users are searching for and whether they're finding what they need.

This API collects the following search data:

- Searched terms
- Rank of clicked items
- Filters used to refine search results

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Table names and record identifiers from the first page of search results
- Search results clicked, including browser and location

Search Suggestions is a ServiceNow AI Platform feature. For more information, see Search Suggestions.

GlideSPSearchAnalytics - publish(String payload)

Sends search data to the Search Event [sys_search_event], Search Event per source [sys_search_source_event], and Search Signal Event [sys_search_signal_event] tables for search results, or to the Search Result Clicked [sys_search_result_clicked] and Search Signal Result Event [sys_search_signal_result_event] tables when a user clicks a search result.

Parameters

Name	Type	Description
payload	String	JSON payload in String format containing the search data to send to the Search Event [sys_search_event], Search Event per source [sys_search_source_event], and Search Signal Event [sys_search_signal_event] tables for search results, or to the Search Result Clicked [sys_search_result_clicked] and Search Signal Result Event [sys_search_signal_result_event] tables when a user clicks a search result. Structure the payload as key-value pairs according to the type of search data you would like to collect. • Collect data when the user searches for a term: ◦ `query`: String. The query being searched. ◦ `portal_id`: String. Sys_id of the portal record from the Service Portals [sp_portal] table. ◦ `page_id`: String. Sys_id of the page record from the Pages [sp_page] table. ◦ `results_per_source`: Array. Number of results returned from each search source. ▪ `source_id`: String. Sys_id of the search source record from the Search Sources [sp_search_source] table. ▪ `number_of_results`: Number. Number of results returned from the query for the specific search source. ◦ `ais_profile`: String. Sys_id of the search profile applied to the search. Only applicable for searches made with the AI Search engine. ◦ `search_results`: Array. Results returned in the first page of search results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		▪ `record_id`: String. Sys_id of the search result record. ▪ `table_name`: String. Name of the table in which the search result record was found. ◦ `refinement_occurred`: Boolean. True if the user filtered the search results; otherwise false. • Collect data when a user refines their search results: ◦ `query`: String. The query being searched. ◦ `portal_id`: String. Sys_id of the portal record from the Service Portals [sp_portal] table. ◦ `page_id`: String. Sys_id of the page record from the Pages [sp_page] table. ◦ `refinement_occurred`: Boolean. True if the user filtered the search results; otherwise false. • Collect the rank of the search result that the user selected. ◦ `query`: String. The query being searched. ◦ `portal_id`: String. Sys_id of the portal record from the Service Portals [sp_portal] table. ◦ `click_rank`: Number. Rank of the item the user selected. For example, if the user clicked the third item in a list of search results, the value is 3. • Collect information on the search result that the user clicks. Data logs to the Search Result Clicked [sys_search_result_clicked] table. ◦ `query`: String. The query being searched. ◦ `portal_id`: String. Sys_id of the portal record from the Service Portals [sp_portal] table. ◦ `page_id`: String. Sys_id of the page record from the Pages [sp_page] table. ◦ `results_per_source`: Array. Number of results returned from each search source. ▪ `source_id`: String. Sys_id of the search source record from the Search Sources [sp_search_source] table. ▪ `number_of_results`: Number. Number of results returned from the query for the specific search source. ◦ `refinement_occurred`: Boolean. True if the user filtered the search results; otherwise false. ◦ `click_rank`: Number. Rank of the item the user selected. For example, if the user clicked the third item in a list of search results, the value is 3.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		◦ `browser_info`: String. Logs browser name, version, and platform. ◦ `location`: Float. Logs latitude and longitude coordinates of the user location. ◦ `result_clicked_sys_id`: String. Sys_id of the result the user selected. ◦ `label_description`: String. Description of the result that the user selected. ◦ `source_table`: String. Name of the source table containing the selected result. ◦ `ais_doc_id`: String. Underscore-separated name of the source table and sys_id of the result record for each result the user selected. For example, if the user clicked a result from the Knowledge [kb_knowledge] table, the value is of the form `kb_knowledge_3020c9b14843210e9db4b5b08b9a712d`. Only applicable for searches made with the AI Search engine. • Collect data when a user searches for a term and collect the rank of the search result that the user clicked: ◦ `query`: String. The query being searched. ◦ `portal_id`: String. Sys_id of the portal record from the Service Portals [sp_portal] table. ◦ `page_id`: String. Sys_id of the page record from the Pages [sp_page] table. ◦ `results_per_source`: Array. Number of results returned from each search source. ▪ `source_id`: String. Sys_id of the search source record from the Search Sources [sp_search_source] table. ▪ `number_of_results`: Number. Number of results returned from the query for the specific search source. ◦ `ais_profile`: String. Sys_id of the search profile applied to the search. Only applicable for searches made with the AI Search engine. ◦ `search_results`: Array. Summary of records returned in the first page of search results. ▪ `record_id`: String. Sys_id of the search result record. ▪ `table_name`: String. Name of the table in which the search result record was found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ `click_rank`: Number. Rank of the item the user selected. For example, if the user clicked the third item in a list of search results, the value is `3`. ○ `ais_doc_id`: String. Underscore-separated name of the source table and sys_id of the result record for each result the user selected. For example, if the user clicked a result from the Knowledge [kb_knowledge] table, the value is of the form `kb_knowledge_3020c9b14843210e9db4b5b08b9a712d`. Only applicable for searches made with the AI Search engine.

Returns

Type	Description
None	

This example passes direct search data to the search analytics tables.

```
var searchObject = new GlideSPSearchAnalytics();
var payload = {
  'query': 'how do i get a new computer',
  'portal_id': '81b75d3147032100ba13a5554ee4902b',
  'page_id': '87466b63c3223100c8b837659bba8feb',
  'results_per_source': [{
    'source_id': 'bf2c4c15b3a31300e64be12b86a8dcb7',
    'number_of_results': 2,
  }, {
    'source_id': 'c96eb1686721220023c82e08f585efff',
    'number_of_results': 1
  }],
  'refinement': false,
  'search_results': [{
    'record_id': 'KB Article 1',
    'table_name': 'knowledge'
  }, {
    'record_id': 'KB Article 2',
    'table_name': 'knowledge'
  }, {
    'record_id': 'Employee Help',
    'table_name': 'userportal'
  }]
};
var directSearchData =
 searchObject.publish(JSON.stringify(payload));
```

This example dynamically collects direct search data from a custom search widget and passes it to the search analytics tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
//client script
var payload = {
  query: this.data.query,
  portal_id: this.data.portalID,
  page_id: this.data.pageID,
  results_per_source: getSearchSources(),
  refinement_occurred: false,
};
var payloadObject = {
  action: "TestAction",
  payload: payload,
};
c.server.get(payloadObject);
```

```
//server script
if (input && input.action === "TestAction") {
  input.action = "";
  var textSearchAnalytics = new
 GlideSPSearchAnalytics().publish(JSON.stringify(input.payload
));
  return;
}
```

This example collects direct search-results-clicked data from a custom search widget and passes it to the search analytics [sys_search_result_clicked] table.

```
//client script
function setUserLocationCoords(cb) {
  var onSuccess = function(pos) {
    return cb({
      latitude: pos.coords.latitude,
      longitude: pos.coords.longitude,
    });
  };
  var onError = function() {
    return cb({
      latitude: null,
      longitude: null,
    });
  };
  return
 window.navigator.geolocation.getCurrentPosition(onSuccess,
 onError, {
    enableHighAccuracy: true,
  });
}

function trackSearchResultClicked(resultClicked, rank) {
  if (!rank || rank < 1) return;
  var c = $scope;
  var query = _.get(c.data, "q");
  var results = _.get(c.data, "results", []);
  var result = results.find(function(e) {
    return e.primary.trim() === resultClicked.trim();
  });
  var description = result.name != null ? result.name :
 result.primary;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var sourceTable = result.table != null ? result.table : null;
  var payloadObject = {
    action: "TestAction",
    payload: {
      query: query,
      portal_id: c.portal.sys_id,
      page_id: $scope.page && $scope.page.id,
      results_per_source: getSearchSources(c),
      refinement_occurred: false,
      click_rank: rank,
      browser_info: $window.navigator.userAgent,
      location: {},
      result_clicked_sys_id: result.sys_id,
      label_description: description,
      source_table: sourceTable,
    },
  };
  setUserLocationCoords(function(coords) {
    payloadObject.payload.location.latitude = coords.latitude;
    payloadObject.payload.location.longitude = coords.longitude;
    $window.spSearchAnalytics = {
      query: query,
      refinement_occurred: false,
    };
    c.server.get(payloadObject);
  });
}
// Event delegation for Updating click rank
$(".panel").on("click", ".result-item a", function(e) {
  var index =
 $(e.currentTarget).parent().parent().data("index");
  var resultClicked = e.currentTarget.innerText;
  trackSearchResultClicked(resultClicked, index + 1);
});
```

```
// server script
if (input && input.action === "TestAction") {
  input.action = "";
  var textSearchAnalytics = new
 GlideSPSearchAnalytics().publish(JSON.stringify(input.payload
));
  return;
}
```

GlideSPUtil - Global

The *GlideSPUtil* API provides utility methods to perform common backend functions that support a Service Portal.

Available utility methods:

- Resolve variables specified in the Dynamic page variables [sp_page_title_variable] table associated with a specified Service Portal page located in the Page [sp_page] table.
- Other methods

For additional information, see Service Portal pages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSPUtil - GlideSPUtil()

Instantiates a GlideSPUtil object.

Parameters

Name	Type	Description
None		

The following code example shows how to instantiate a GlideSPUtil object before calling any of its associated methods.

```
function() {
  var spUtil = new GlideSPUtil();
  var pageGR = spUtil.getPageRecordWithPageRoute('kb_article',
 '81b75d3147032100ba13a5554ee4902b', false);
  var queryParams = RP.getParameters();
  var hrUrl = spUtil.getHumanReadableUrl(pageGR, queryParams);
}
```

GlideSPUtil - getHumanReadableUrl()

Considers 'id' query parameter to identify the portal page (pageGR) and uses query string of the current transaction to call getHumanReadableUrl(GlideRecord pageGR, String queryString) and returns the final human readable.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Human readable URL for the specified Service Portal record with the variables replaced with the contents of the *queryParams* string map.

The following code example shows how to.

```
function() {
  var spUtil = new GlideSPUtil();
  var hrUrl = spUtil.getHumanReadableUrl();
}
```

Output:

GlideSPUtil - getHumanReadableUrl(GlideRecord pageGR, String queryParams)

Converts the passed *queryParms* string parameter into a string map and then resolves the variables in the "Human readable url structure" string provided in the sp_page record and returns the final human readable part of the URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
pageGR	GlideRecord	GlideRecord object of the record in the Page [sp_page] table on which to resolve the URL variables.
queryString	String	Query string.

Returns

Type	Description
String	Human readable URL for the specified Service Portal record with the variables replaced with the contents of the *queryParams* string map.

The following code example shows how to.

```
function() {
  var spUtil = new GlideSPUtil();
  var pageGR = spUtil.getPageRecordWithPageRoute('kb_article',
 '81b75d3147032100ba13a5554ee4902b', false);
  var queryString =
 GlideTransaction.get().getRequest().getQueryString();
  var hrUrl = spUtil.getHumanReadableUrl(pageGR, queryParams);
}
```

Output:

GlideSPUtil - getHumanReadableUrl(GlideRecord pageGR, StringMap queryParams)

Resolves the variables in the **Human readable url structure** field of the passed-in Service Portal template page object and returns a URL containing the specified query parameters and the resolved human readable parameters.

Use human readable keywords in a URL to:

- Enable your customers to better understand the purpose of the URL when it is not in the context of the associated page.
- Provide search engines with keywords to better locate the page.

For example, instead of just having a URL that contains unrecognisable key-value pairs such as this:

```
https://instance_name.servicenow.com/sp/en?
id=sc_cat_item&sys_id=ec80c13297968d1021983d1e6253af32&sysparm_catgory=1e80c1
```

You can add the item name to the URL so it is easier to understand the purpose of the URL:

```
https://instance_name.servicenow.com/sp/en/apple-iphone-13?
id=sc_cat_item&sys_id=ec80c13297968d1021983d1e6253af32&sysparm_catgory=1e80c1
```

Before you can use this method, you must define the dynamic page variables that are available for each of the Service Portal templates for which you want to include dynamic content in the URL. For details on adding these variables, see Add human readable keywords to page URLs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
pageGR	GlideRecord	GlideRecord object of theService Portal template page for which to resolve the dynamic URL variables. Table: Page [sp_page]
queryParams	StingMap	URL query parameters to use to obtain the desired Service Portal page. For example: `{ "id": "sc_cat_item", "sys_id": "ec80c13297968d1021983d1e6253af32", "sysparm_catgory": "1e80c15697969f1032083d1e6253be15" }`

Returns

Type	Description
String	URL containing the resolved human readable elements for the dynamic variables specified in the Service Portal template page. For example, if the defined dynamic variable is *%item_name*, the URL contains the name of the item that the user selected, such as "apple-iphone-13, and all of the specified query parameters: `https://instance_name.servicenow.com/sp/en/apple-iphone-13?id=sc_cat_item&sys_id=ec80c13297968d1021983d1e6253af32&syspa`

The following code example shows how to obtain a specific KB article and call the *getHumanReaadableUrl()* to apply the associated dynamic variables.

```
function() {
  var spUtil = new GlideSPUtil();
  var pageGR = spUtil.getPageRecordWithPageRoute('kb_article',
 '81b75d3147032100ba13a5554ee4902b', false);
  var queryParams = RP.getParameters();
  var hrUrl = spUtil.getHumanReadableUrl(pageGR, queryParams);
}
```

GlideStringUtil - Scoped, Global

The *GlideStringUtil* API provides string handling methods.

Access these methods using the static object GlideStringUtil. This class is available in scoped and global scripts.

GlideStringUtil - dotToUnderBar(String sourceString)

Replaces periods with underscore characters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sourceString	String	Text to process.

Returns

Type	Description
String	Text with periods replaced with underscores.

```
var filename="../../../../../../etc/passwd";
cleanFilename=GlideStringUtil.dotToUnderBar(filename);
gs.info(cleanFilename);
```

Output:

```
 __/__/__/__/__/__/etc/passwd
```

GlideStringUtil - escapeAllQuotes(String sourceString)

Removes quotes from a string.

Parameters

Name	Type	Description
sourceString	String	The string to be processed.

Returns

Type	Description
String	The string with quotes removed.

```
mystring="let's escape some quotes";
escapeQuote=GlideStringUtil.escapeAllQuotes(mystring);
gs.info(escapeQuote);
```

Output:

```
lets escape some quotes
```

GlideStringUtil - escapeForHomePage(String sourceString)

Replaces problem characters with escape characters.

Parameters

Name	Type	Description
sourceString	String	Text to process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Text with problem characters replaced with escape characters.

```
mystring="<test> string \n to escape";
escapedString=GlideStringUtil.escapeForHomePage(mystring);
gs.info(escapedString);
```

Output:

```
%3ctest%3e string \n to escape
```

GlideStringUtil - escapeHTML(String htmlString)

Replaces illegal characters with their escape codes.

Using this method removes illegal characters that might cause the UI to render improperly, or trigger a client side attack such as JavaScript or HTML injection.

Parameters

Name	Type	Description
htmlString	String	Text to process.

Returns

Type	Description
String	Text with illegal characters replaced with their escape codes.

```
mydata='"<>&';
mydata=GlideStringUtil.escapeHTML(mydata);
gs.info(mydata);
```

Output:

```
&amp;quot;&amp;lt;&amp;gt;&amp;amp;
```

GlideStringUtil - escapeNonPrintable(String sourceString)

Replaces non-printable characters with their printable notation.

Parameters

Name	Type	Description
sourceString	String	Text to process.

Returns

Type	Description
String	Text with non-printable characters replaced with printable notation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
mystring="test \x09 non \x00 printable \x07 chars";
escapedString=GlideStringUtil.escapeNonPrintable(mystring);
gs.info(escapedString);
```

Output:

```
test \t non \u0000 printable \u0007 chars
```

GlideStringUtil - escapeQueryTermSeparator(String sourceString)

Replaces query term separators "^" with their escape sequence "^^".

Parameters

Name	Type	Description
sourceString	String	Text to process.

Returns

Type	Description
String	Text with query term separators replaced with the escape characters.

```
myquery="test^Test";
escapedQuery=GlideStringUtil.escapeQueryTermSeparator(myquery);
gs.info(escapedQuery);
```

Output:

```
test^^Test
```

GlideStringUtil - escapeTicks(String sourceString)

Replaces quotes with escape characters by adding a backslash before each quote.

Parameters

Name	Type	Description
sourceString	String	Text to process.

Returns

Type	Description
String	Text with backslashes added before quotes.

```
mystring="let's try escapeTicks";
escaped=GlideStringUtil.escapeTicks(mystring);
gs.info(escaped);
```

Output:

```
let\'s try escapeTicks
```

GlideStringUtil - getHTMLValue(String sourceString)

Replaces illegal HTML characters into HTML notation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using this method removes illegal characters that might cause the UI to render improperly, or trigger a client side attack such as JavaScript or HTML injection.

Parameters

Name	Type	Description
sourceString	String	Text to process.

Returns

Type	Description
String	Text with illegal characters replaced with HTML notation.

```
mydata='&';
htmlvalue=GlideStringUtil.getHTMLValue(mydata);
gs.info(htmlvalue);
```

Output:

```
&amp;
```

GlideStringUtil - getNumeric(String sourceString)

Extracts numeric characters from a string.

Parameters

Name	Type	Description
sourceString	String	Text to process.

Returns

Type	Description
String	Text containing only numeric characters.

```
mystring='123 test 456 String 789 cleaning';
onlyNumeric=GlideStringUtil.getNumeric(mystring);
gs.info(onlyNumeric);
```

Output:

```
123456789
```

GlideStringUtil - isBase64(String sourceString)

Validates whether the specified string is a valid base64 string.

Parameters

Name	Type	Description
sourceString	String	Text to process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the specified string is in valid base64 format. Possible values: • true: Valid base64 formatted string. • false: Invalid base64 formatted string.

```
//(adding a "*" to corrupt the base64 format)
base64="GethdTYehdtshetB*";
isValid=GlideStringUtil.isBase64(base64);
gs.info(isValid);
```

Output:

```
false
```

GlideStringUtil - isEligibleSysID(String sourceString)

Validates whether the specified string is in valid sys_id format.

The sys_id format is a sequence of 32 hexadecimal characters where all the characters are in the range [0-9, a-f, A-F].

Parameters

Name	Type	Description
sourceString	String	Text to process.

Returns

Type	Description
Boolean	Flag that indicates whether the specified string is in valid sys_id format. Possible values: • true: Valid sys_id formatted string. • false: Invalid sys_id formatted string.

```
sysID="62826bf03710200044e0bfc8bcbe5df1";
isElig=GlideStringUtil.isEligibleSysID(sysID);
gs.info(isElig);
```

Output:

```
true
```

GlideStringUtil - newLinesToBreaks(String sourceString)

Replaces the new line character, `/n`, with a break code, `<br/>`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sourceString	String	Text to process.

Returns

Type	Description
String	Text with new line characters replaced with HTML break code.

```
mystring="new line break \n, this is after the break";
replaceNewLine=GlideStringUtil.newLinesToBreaks(mystring);
gs.info(replaceNewLine);
```

Output:

```
new line break <br/>, this is after the break
```

GlideStringUtil - normalizeWhitespace(String sourceString)

Replaces carriage returns, line feeds, and tabs with spaces, and then removes leading, trailing, and duplicate spaces.

Parameters

Name	Type	Description
sourceString	String	Text to process.

Returns

Type	Description
String	Text with carriage returns, line feeds, and tabs replaced with spaces, and then leading, trailing, and duplicate spaces removed.

```
mystring="test with \n (new line) and \t (tabulation)";
normalizedString=GlideStringUtil.normalizeWhitespace(mystring);
gs.info(normalizedString);
```

Output:

```
test with (new line) and (tabulation)
```

GlideStringUtil - unEscapeHTML(String htmlString)

Replaces escape characters with their respective character.

This method replaces these escape characters: `< &gt:   & &quote;`.

Note: In scoped applications call this method as *`unescapeHTML(String)`*. In global applications call this method as *`unEscapeHTML(String)`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
htmlString	String	String to process.

Returns

Type	Description
String	String with the escape characters replaced.

This code example shows the method being called in a global application.

```
mydata='&amp;quot;&amp;lt;&amp;gt;&amp;amp;';
unescaped=GlideStringUtil.unEscapeHTML(mydata);
gs.info(unescaped);
```

Output:

```
"<>&
```

This code example shows the method being called in a scoped application.

```
mydata='&amp;quot;&amp;lt;&amp;gt;&amp;amp;';
unescaped=GlideStringUtil.unescapeHTML(mydata);
gs.info(unescaped);
```

Output:

```
"<>&
```

GlideStringUtil - urlEncode(String url)

Encodes non-ASCII characters, unsafe ASCII characters, and spaces so you can use the returned string on the Internet. Uses UTF-8 encoding. Uses percent (%) encoding.

Note: Only available in global scope.

Parameters

Name	Type	Description
url	String	String to encode.

Returns

Type	Description
String	String with non-ASCII characters, unsafe ASCII characters, and spaces encoded.

```
var mystring='Test characters: " < > & &amp;quot; &amp;lt; &amp;gt; &amp;amp;';
escapedString=GlideStringUtil.urlEncode(mystring);
gs.info(escapedString);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Test+characters%3A+%22+%3C+%3E+%26+%26quot%3B+%26lt%3B+%26gt%3B+
%26amp%3B
```

GlideSysAttachment - Global

The `GlideSysAttachment` API provides methods for handling attachments.

Content is returned as a GlideScriptableInputStream object when `getContentStream()` is called. The GlideScriptableInputStream contains the actual bytes not converted into a string.

GlideSysAttachment - GlideSysAttachment()

Creates an instance of the GlideSysAttachment class.

Parameters

Name	Type	Description
None		

GlideSysAttachment - copy(String sourceTable, String sourceID, String targetTable, String targetID)

Copies attachments from the source record to the target record.

Parameters

Name	Type	Description
sourceTable	String	Name of the table with the attachments to be copied.
sourceID	String	Source table's sys_id.
targetTable	String	Name of the table on which to add the attachments.
targetID	String	Target table's sys_id.

Returns

Type	Description
String	Array of sys_ids of the attachments that were copied.

```
var attachment = new GlideSysAttachment();
var incidentSysID = 'ab1b30031b04ec101363ff37dc4bcbfc';
var incGR = new GlideRecord('incident');
incGR.get(incidentSysID);

var copiedAttachments = attachment.copy('incident',
 incidentSysID, 'problem', incGR.getValue('problem_id'));
gs.info('Copied attachments: ' + copiedAttachments);
```

Output:

```
Copied attachments:
 6e4621df1bc420501363ff37dc4bcbb0,a87769531b0820501363ff37dc4bc
ba2
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSysAttachment - deleteAttachment(String attachmentID)

Deletes the specified attachment.

Parameters

Name	Type	Description
attachmentID	String	Attachment's sys_id.

Returns

Type	Description
void	

```
var attachment = new GlideSysAttachment();
var attachmentSysID = 'a87769531b0820501363ff37dc4bcba2';
attachment.deleteAttachment(attachmentSysID);
```

GlideSysAttachment - getAttachments(String tableName, String sys_id)

Returns a GlideRecord containing the matching attachment metadata such as name, type, or size.

Parameters

Name	Type	Description
tableName	String	Name of the table to which the attachment belongs; for example, incident.
sys_id	String	Sys_id of record to which the attachment belongs.

Returns

Type	Description
GlideRecord	GlideRecord object containing the matching attachment metadata such as name, type, or size.

The following script lists attachment file names for a record with two attachments.

```
var attachment = new GlideSysAttachment();

var agr = attachment.getAttachments('<table_name>',
 '<record_sys_id>');

while(agr.next())
gs.info(agr.getValue('file_name'));
```

Output:

```
*** Script: filename1.txt
*** Script: filename2.txt
```

GlideSysAttachment - getContentStream(String sysID)

Returns a GlideScriptableInputStream object given the sys_id of an attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can use the GlideTextReader API to read the content stream.

Parameters

Name	Type	Description
sysID	String	Attachment sys_id.

Returns

Type	Description
GlideScriptableInputStream	Stream that contains the attachment content.

```
var attachment = new GlideSysAttachment();
var attachmentSysID = '6e4621df1bc420501363ff37dc4bcbb0';
var attachmentContentStream =
 attachment.getContentStream(attachmentSysID);
gs.info('Attachment content stream: ' +
 attachmentContentStream);
```

Output:

```
Attachment content stream:
 com.glide.communications.GlideScriptableInputStream@14bd299
```

GlideSysAttachment - write(GlideRecord record, String fileName, String contentType, String content)

Attaches a specified attachment to the specified record.

Parameters

Name	Type	Description
record	GlideRecord	Record to which to attach the attachment.
fileName	String	Attachment file name.
contentType	String	MIME type of the attachment, such as `image/png`. Located in the Attachment [sys_attachment] table in the **Content type** field.
content	String	Attachment content.

Returns

Type	Description
String	Attachment sys_id. Returns null if the attachment was not added.

```
var attachment = new GlideSysAttachment();

//set up inputs
var rec = new GlideRecord('incident');
rec.get('78271e1347c12200e0ef563dbb9a7109');
var fileName = 'example.txt';
var contentType = 'text/csv';
var content = 'The text that is stored inside my file';
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var agr = attachment.write(rec, fileName, contentType, content);

gs.info('The attachment sys_id is: ' + agr);
```

Output:

```
The attachment sys_id is: 01271e4317c13311e0ef563dbb9abe34
```

GlideSysAttachment - writeContentStream(GlideRecord now_GR, String fileName, String contentType, GlideScriptableInputStream inputStream)

Inserts an attachment using the input stream.

Parameters

Name	Type	Description
now_GR	GlideRecord	Record to which to attach the attachment.
fileName	String	Attachment file name.
contentType	String	MIME type of the attachment, such as `image/png`. Located in the Attachment [sys_attachment] table in the **Content type** field.
content	GlideScriptableInputStream	Attachment content.

Returns

Type	Description
String	Sys_id of the attachment created.

Attaches a content stream from the sys_attachment table to a test_table record.

```
function copyAttachmentToGlideRecord(conceptSysId) {

  // Get record from test_table using sys_id
  var targetGlideRecord = new GlideRecord("test_table");
  if (!targetGlideRecord.get(conceptSysId)) {
     throw ("Cannot find record created by test with sys_id: " +
 conceptSysId);
  }

  // Get record from sys_attachment table
  var sourceAttachmentGlideRecord = new
 GlideRecord('sys_attachment');
  sourceAttachmentGlideRecord.query();
  sourceAttachmentGlideRecord.next();

  // Get field values from retrieved sys_attachment record
  var fileName =
 sourceAttachmentGlideRecord.getValue('file_name');
  var contentType =
 sourceAttachmentGlideRecord.getValue('content_type');
  var sourceAttachmentSysId =
 sourceAttachmentGlideRecord.getValue('sys_id');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  // Attach sys_attachment record content stream to test_table
 record
  var gsa = new GlideSysAttachment();
  gsa.writeContentStream(
    targetGlideRecord,
    fileName,
    contentType,
    gsa.getContentStream(sourceAttachmentSysId));
  gs.info("Attachment created");
}
```

GlideSysAttachment - Scoped

The `GlideSysAttachment` API provides methods to handle attachments.

Content is returned as a string, not as a byte array when `getContent()` is called.

Content is returned as a GlideScriptableInputStream object when `getContentStream()` is called. The GlideScriptableInputStream contains the actual bytes not converted into a string.

Scoped GlideSysAttachment - GlideSysAttachment()

Creates an instance of the GlideSysAttachment class.

Parameters

Name	Type	Description
None		

Scoped GlideSysAttachment - copy(String sourceTable, String sourceID, String targetTable, String targetID)

Copies attachments from the source record to the target record.

Parameters

Name	Type	Description
sourceTable	String	Name of the table with the attachments to be copied.
sourceID	String	Source table's sys_id.
targetTable	String	Name of the table on which to add the attachments.
targetID	String	Target table's sys_id.

Returns

Type	Description
String	Array of sys_ids of the attachments that were copied.

```
var attachment = new GlideSysAttachment();
var incidentSysID = 'ab1b30031b04ec101363ff37dc4bcbfc';
var incGR = new GlideRecord('incident');
incGR.get(incidentSysID);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var copiedAttachments = attachment.copy('incident',
 incidentSysID, 'problem', incGR.getValue('problem_id'));
gs.info('Copied attachments: ' + copiedAttachments);
```

Output:

```
Copied attachments:
 6e4621df1bc420501363ff37dc4bcbb0,a87769531b0820501363ff37dc4bc
ba2
```

Scoped GlideSysAttachment - deleteAttachment(String attachmentID)

Deletes the specified attachment.

Parameters

Name	Type	Description
attachmentID	String	Attachment's sys_id.

Returns

Type	Description
void	

```
var attachment = new GlideSysAttachment();
var attachmentSysID = 'a87769531b0820501363ff37dc4bcba2';
attachment.deleteAttachment(attachmentSysID);
```

Scoped GlideSysAttachment - getAttachments(String tableName, String sys_id)

Returns a GlideRecord containing the matching attachment metadata such as name, type, or size.

Parameters

Name	Type	Description
tableName	String	Name of the table to which the attachment belongs; for example, incident.
sys_id	String	Sys_id of record to which the attachment belongs.

Returns

Type	Description
GlideRecord	GlideRecord object containing the matching attachment metadata such as name, type, or size.

The following script lists attachment file names for a record with two attachments.

```
var attachment = new GlideSysAttachment();

var agr = attachment.getAttachments('<table_name>',
 '<record_sys_id>');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
while(agr.next())
gs.info(agr.getValue('file_name'));
```

Output:

```
*** Script: filename1.txt
*** Script: filename2.txt
```

Scoped GlideSysAttachment - getContent(GlideRecord sysAttachment)

Returns the attachment content as a string.

This method is for use in scoped applications only. This method returns `undefined` when used in the global scope. To read attachment content in the global scope, use the *`getContentStream()`* method from the *`GlideSysAttachment - Global`* API.

This method supports the following file types for attachments.

- CSV (*.csv)
- JSON (*.json)
- Text (*.txt)

Parameters

Name	Type	Description
sysAttachment	GlideRecord	Attachment record.

Returns

Type	Description
String	Attachment contents as a string. Returns up to 5MB of data.

```
var attachment = new GlideSysAttachment();

var agr = attachment.getAttachments('incident',
 '78271e1347c12200e0ef563dbb9a7109'); //create attachment
 GlideRecord

while(agr.next()) { //for each attachment on the incident record
   gs.info(agr.getValue('file_name')); //print file name of
 attachment
   var attachmentContent = attachment.getContent(agr);
   gs.info('Attachment content: ' + attachmentContent); //print
 attachment content
}
```

Output:

```
Doc1.txt
Attachment content: I am text in a txt file attached to a
 record.
```

Scoped GlideSysAttachment - getContentBase64(GlideRecord sysAttachment)

Returns the attachment content as a string with base64 encoding.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method is for use in scoped applications only. This method returns `undefined` when used in the global scope. To read attachment content in the global scope, use the *`getContentStream`* method from the *`GlideSysAttachment - Global`* API.

Parameters

Name	Type	Description
sysAttachment	GlideRecord	Attachment record.

Returns

Type	Description
String	Attachment contents as a string with base64 encoding. Returns up to 5MB of data.

```
var attachment = new GlideSysAttachment();

var agr = attachment.getAttachments('incident',
 '78271e1347c12200e0ef563dbb9a7109'); //create attachment
 GlideRecord

while(agr.next()) { //for each attachment on the incident record
   gs.info(agr.getValue('file_name')); //print file name of
 attachment
   var attachmentContent = attachment.getContentBase64(agr);
   gs.info('Attachment content: ' + attachmentContent); //print
 attachment content
}
```

Output:

```
Doc1.txt
Attachment content:
 SSBhbSB0ZXh0IGluIGEgdHh0IGZpbGUgYXR0YWNoZWQgdG8gYSByZWNvcmQuI
A0=
```

Scoped GlideSysAttachment - getContentStream(String sysID)

Returns a GlideScriptableInputStream object given the sys_id of an attachment.

You can use the GlideTextReader API to read the content stream.

Parameters

Name	Type	Description
sysID	String	Attachment sys_id.

Returns

Type	Description
GlideScriptableInputStream	Stream that contains the attachment content.

```
var attachment = new GlideSysAttachment();
var attachmentSysID = '6e4621df1bc420501363ff37dc4bcbb0';
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var attachmentContentStream =
 attachment.getContentStream(attachmentSysID);
gs.info('Attachment content stream: ' +
 attachmentContentStream);
```

Output:

```
Attachment content stream:
 com.glide.communications.GlideScriptableInputStream@14bd299
```

Scoped GlideSysAttachment - write(GlideRecord record, String fileName, String contentType, String content)

Attaches a specified attachment to the specified record.

Parameters

Name	Type	Description
record	GlideRecord	Record to which to attach the attachment.
fileName	String	Attachment file name.
contentType	String	MIME type of the attachment, such as `image/png`. Located in the Attachment [sys_attachment] table in the **Content type** field.
content	String	Attachment content.

Returns

Type	Description
String	Attachment sys_id. Returns null if the attachment was not added.

```
var attachment = new GlideSysAttachment();

//set up inputs
var rec = new GlideRecord('incident');
rec.get('78271e1347c12200e0ef563dbb9a7109');
var fileName = 'example.txt';
var contentType = 'text/csv';
var content = 'The text that is stored inside my file';

var agr = attachment.write(rec, fileName, contentType, content);

gs.info('The attachment sys_id is: ' + agr);
```

Output:

```
The attachment sys_id is: 01271e4317c13311e0ef563dbb9abe34
```

Scoped GlideSysAttachment - writeBase64(GlideRecord now_GR, String fileName, String contentType, String content_base64Encoded)

Inserts an attachment for the specified record using base64 encoded content.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
now_GR	GlideRecord	Record to which to attach the attachment.
fileName	String	Attachment file name.
contentType	String	MIME type of the attachment, such as `image/png`. Located in the Attachment [sys_attachment] table in the **Content type** field.
content	String	Attachment content in base64 format.

Returns

Type	Description
String	Sys_id of the attachment created.

```
var attachment = new GlideSysAttachment();

var rec = new GlideRecord('incident');
var incidentSysID = 'ab1b30031b04ec101363ff37dc4bcbfc';
rec.get(incidentSysID);
var fileName = 'example.txt';
var contentType = 'text/csv';
var base64Encodedcontent = 'SSBhbSB0ZXh0Lg==';

var agr = attachment.writeBase64(rec, fileName, contentType,
 base64Encodedcontent);

gs.info('The attachment sys_id is: ' + agr);
```

Output:

```
The attachment sys_id is: 10cde9971b0820501363ff37dc4bcba6
```

Scoped GlideSysAttachment - writeContentStream(GlideRecord now_GR, String fileName, String contentType, GlideScriptableInputStream inputStream)

Inserts an attachment using the input stream.

Parameters

Name	Type	Description
now_GR	GlideRecord	Record to which to attach the attachment.
fileName	String	Attachment file name.
contentType	String	MIME type of the attachment, such as `image/png`. Located in the Attachment [sys_attachment] table in the **Content type** field.
content	GlideScriptableInputStream	Attachment content.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Sys_id of the attachment created.

Attaches a content stream from the sys_attachment table to a test_table record.

```
function copyAttachmentToGlideRecord(conceptSysId) {

  // Get record from test_table using sys_id
  var targetGlideRecord = new GlideRecord("test_table");
  if (!targetGlideRecord.get(conceptSysId)) {
     throw ("Cannot find record created by test with sys_id: " +
 conceptSysId);
  }

  // Get record from sys_attachment table
  var sourceAttachmentGlideRecord = new
 GlideRecord('sys_attachment');
  sourceAttachmentGlideRecord.query();
  sourceAttachmentGlideRecord.next();

  // Get field values from retrieved sys_attachment record
  var fileName =
 sourceAttachmentGlideRecord.getValue('file_name');
  var contentType =
 sourceAttachmentGlideRecord.getValue('content_type');
  var sourceAttachmentSysId =
 sourceAttachmentGlideRecord.getValue('sys_id');

  // Attach sys_attachment record content stream to test_table
 record
  var gsa = new GlideSysAttachment();
  gsa.writeContentStream(
    targetGlideRecord,
    fileName,
    contentType,
    gsa.getContentStream(sourceAttachmentSysId));
  gs.info("Attachment created");
}
```

GlideSysListControl - Scoped

The *GlideSysListControl* API provides methods that enable you to determine if the **New** or **Edit** buttons are displayed.

GlideSysListControl - GlideSysListControl(String tableName)

Instantiates a GlideSysListControl object.

Parameters

Name	Type	Description
tableName	String	Name of the table

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSysListControl - getControlID()

Returns the sys_id for the control.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	sys_id of the control

```
var sysListCtrl = new GlideSysListControl("incident");
var controlID = sysListCtrl.getControlID();
gs.info(controlID);
```

Output:

```
91a807a60a0a3c74012113e28b47ca2e
```

GlideSysListControl - isOmitEditButton()

Returns true if the edit button is not displayed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True when the edit button is not displayed.

```
var sysListCtrl = new GlideSysListControl("incident");
var isOmitted = sysListCtrl.isOmitEditButton();
gs.info(isOmitted);
```

Output:

```
false
```

GlideSysListControl - isOmitNewButton()

Returns true when the New button is not displayed.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True when the new button is not displayed.

```
var sysListCtrl = new GlideSysListControl("incident");
var isOmitted = sysListCtrl.isOmitNewButton();
gs.info(isOmitted);
```

Output:

```
false
```

GlideSystem - Global

The *GlideSystem* API, which is referred to by the variable name `gs` in any server-side JavaScript, provides a number of convenient methods to get information about the system, the current logged in user, and date/time information.

Many of the *GlideSystem* methods facilitate the easy inclusion of dates in query ranges, and are most often used in filters and reporting.

GlideSystem - addErrorMessage(Object message)

Adds an error message for the current session.

Use *getErrorMessages()* to retrieve a list of error messages currently being shown.

Parameters

Name	Type	Description
message	Object	The message to add.

Returns

Type	Description
void	

```
gs.include("PrototypeServer");
  var ValidatePasswordStronger = Class.create();
  ValidatePasswordStronger.prototype = {
       process : function() {
          var user_password =
 request.getParameter("user_password");
          var min_len = 8;
          var rules = "Password must be at least " + min_len +
             " characters long and contain a digit, an uppercase
 letter, and a lowercase letter.";
          if (user_password.length() < min_len) {
             gs.addErrorMessage("TOO SHORT: " + rules);
             return false;
          }
          var digit_pattern = new RegExp("[0-9]", "g");
          if (!digit_pattern.test(user_password)) {
             gs.addErrorMessage("DIGIT MISSING: " + rules);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            return false;
         }
         var upper_pattern = new RegExp("[A-Z]", "g");
         if (!upper_pattern.test(user_password)) {
            gs.addErrorMessage("UPPERCASE MISSING: " + rules);
            return false;
         }
         var lower_pattern = new RegExp("[a-z]", "g");
         if (!lower_pattern.test(user_password)) {
            gs.addErrorMessage("LOWERCASE MISSING: " + rules);
            return false;
         }
         return true; // password is OK
      }
  }
[edit]
```

Scoped equivalent

To use the *addErrorMessage()* method in a scoped application, use the corresponding scoped method: addErrorMessage().

GlideSystem - addInfoMessage(Object message)

Adds an info message for the current session.

Use *getInfoMessages()* to retrieve the list of info messages being shown. This method is not supported for asynchronous business rules and cannot be used within transform scripts.

Parameters

Name	Type	Description
message	Object	The message to add.

Returns

Type	Description
void	

```
if ((!current.u_date1.nil()) && (!current.u_date2.nil())) {
  var start =
 current.u_date1.getGlideObject().getNumericValue();
  var end = current.u_date2.getGlideObject().getNumericValue();
  if (start > end) {
    gs.addInfoMessage('start must be before end');
    current.u_date1.setError('start must be before end');
    current.setAbortAction(true);
  }
}
```

Scoped equivalent

To use the *addInfoMessage()* method in a scoped application, use the corresponding scoped method: addInfoMessage().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSystem - addMessage(String type, Object message)

Adds a message for the current session.

Parameters

Name	Type	Description
type	String	Type of message, such as `error` or `info`.
message	Object	Message to add to the current session.

Returns

Type	Description
void	

GlideSystem - beginningOfLastMonth()

Gets the date and time for the beginning of last month in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The UTC beginning of last month, in the format yyyy-mm-dd hh:mm:ss.

This example sets the date and time of the GlideDateTime object to the beginning of last month.

```
var date = new GlideDate();
date.setValue(gs.beginningOfLastMonth());
var dateasint = date.toString().replace('-','');
gs.print(dateasint);
```

Scoped equivalent

To use the *`beginningOfLastMonth()`* method in a scoped application, use the corresponding scoped method: beginningOfLastMonth().

GlideSystem - beginningOfLastWeek()

Returns the date and time for the beginning of last week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	UTC beginning of last week. Format: yyyy-mm-dd hh:mm:ss

This example sets the value of the current Glide date/time record to the beginning of last week.

```
var gdt2 = new GlideDateTime(dt);
gdt2.setValue(gs.beginningOfLastWeek());
```

Scoped equivalent

To use the *beginningOfLastWeek()* method in a scoped application, use the corresponding scoped method: beginningOfLastWeek().

GlideSystem - beginningOfNextWeek()

Returns the date and time for the beginning of next week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of next week. Format: yyyy-mm-dd hh:mm:ss

This example sets the value of the current Glide date/time record to the beginning of next week.

```
var gdt2 = new GlideDateTime(dt);
gdt2.setValue(gs.beginningOfNextWeek());
```

Scoped equivalent

To use the *beginningOfNextWeek()* method in a scoped application, use the corresponding scoped method: beginningOfNextWeek().

GlideSystem - beginningOfNextMonth()

Returns the date and time for the beginning of next month in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	UTC beginning of next month. Format: yyyy-mm-dd hh:mm:ss

This example sets the value of the current Glide date/time record to the beginning of next month.

```
var gdt2 = new GlideDateTime(dt);
gdt2.setValue(gs.beginningOfNextMonth());
```

Scoped equivalent

To use the *beginningOfNextMonth()* method in a scoped application, use the corresponding scoped method: beginningOfNextMonth().

GlideSystem - beginningOfNextYear()

Returns the date and time for the beginning of next year in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The UTC beginning of next year, in the format yyyy-mm-dd hh:mm:ss.

This example sets the value of the current Glide date/time record to the beginning of next year.

```
var gdt2 = new GlideDateTime(dt);
gdt2.setValue(gs.beginningOfNextYear());
```

Scoped equivalent

To use the *beginningOfNextYear()* method in a scoped application, use the corresponding scoped method: beginningOfNextYear().

GlideSystem - beginningOfThisMonth()

Returns the date and time for the beginning of the current month in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	UTC beginning of the current month. Format: yyyy-mm-dd hh:mm:ss

This example sets the value of the current Glide date/time record to the beginning of this month.

```
var gdt2 = new GlideDateTime(dt);
gdt2.setValue(gs.beginningOfThisMonth());
```

Scoped equivalent

To use the *beginningOfThisMonth()* method in a scoped application, use the corresponding scoped method: beginningOfThisMonth().

GlideSystem - beginningOfThisQuarter()

Returns the date and time for the beginning of the current quarter in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of the current quarter. Format: yyyy-mm-dd hh:mm:ss

This example sets the value of the current Glide date/time record to the beginning of the current quarter.

```
var gdt2 = new GlideDateTime(dt);
gdt2.setValue(gs.beginningOfThisQuarter());
```

Scoped equivalent

To use the *beginningOfThisQuarter()* method in a scoped application, use the corresponding scoped method: beginningOfThisQuarter().

GlideSystem - beginningOfThisWeek()

Returns the date and time for the beginning of this week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	UTC beginning of the current week. Format: yyyy-mm-dd hh:mm:ss

This example sets the value of the current Glide date/time record to the beginning of the current week.

```
var gdt2 = new GlideDateTime(dt);
gdt2.setValue(gs.beginningOfThisWeek());
```

Scoped equivalent

To use the *`beginningOfThisWeek()`* method in a scoped application, use the corresponding scoped method: beginningOfThisWeek().

GlideSystem - beginningOfThisYear()

Returns the date and time for the beginning of this year in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of the current year. Format: yyyy-mm-dd hh:mm:ss

This example sets the value of the current Glide date/time record to the beginning of the current year.

```
var gdt2 = new GlideDateTime(dt);
gdt2.setValue(gs.beginningOfThisYear());
```

Scoped equivalent

To use the *`beginningOfThisYear()`* method in a scoped application, use the corresponding scoped method: beginningOfThisYear().

GlideSystem - beginningOfToday()

Retrieves the date and time for the beginning of today in the current user's timezone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of the current day. Format: yyyy-mm-dd hh:mm:ss

This example sets the value of the current Glide date/time record to the beginning of the current day.

```
var gdt2 = new GlideDateTime(dt);
gdt2.setValue(gs.beginningOfToday());
```

GlideSystem - beginningOfTomorrow()

Retrieves the (UTC) beginning of tomorrow adjusted for the timezone of the user's current session.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of tomorrow. Format: yyyy-mm-dd hh:mm:ss

```
var today = new
 GlideDateTime(gs.beginningOfTomorrow()).getNumericValue();
```

GlideSystem - beginningOfYesterday()

Retrieves the date and time for the beginning of yesterday in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The UTC beginning of yesterday, in the format yyyy-mm-dd hh:mm:ss.

```
var start = new GlideDateTime();
start.setValue(gs.beginningOfYesterday());
```

GlideSystem - calDateDiff(String startDate, String endDate, Boolean numericValue)

Calculate the difference between two dates using the default calendar.

Calendars are now legacy. If Schedules are being used, see the 'Calculate during a given schedule' section of the topic Scheduling script use cases.

Parameters

Name	Type	Description
startDate	String	Starting date to compare in the current user's date format.
endDate	String	Ending date to compare in the current user's date format.
numericValue	Boolean	Flag that indicates ther format of the returned time value. Valid values: • true: Return value is formatted in number of seconds • false: Return value is formatted ddd hh:mm:ss.

Returns

Type	Description
String	If the *numericValue* parameter is true, returns the difference between the two dates as an integer number of seconds. If false, returns the difference between the two dates in the format ddd hh:mm:ss.

```
var endDateTime = gs.nowDateTime();
gs.print('--- Total records: ' + countRecordsTotal);
gs.print('--- End time: ' + endDateTime);
gs.print('Time diff: ' + gs.calDateDiff(startDateTime,
 endDateTime));
```

GlideSystem - dateDiff(String startDate, String endDate, Boolean numericValue)

Calculates the difference between two dates.

This method expects the earlier date as the first parameter and the later date as the second parameter; otherwise, the method returns the difference as a negative value. Use *getDisplayValue()* to convert the strings to the expected format.

This method expects parameters in the user/system date time format, which may not be the same as the internal format. Using parameters in formats other than the user/system date time format may return invalid results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you are working with GlideDateTime objects use the GlideDateTime `subtract()` method instead of `dateDiff()`.

Parameters

Name	Type	Description
startDate	String	The starting date to compare in the current user's date format.
endDate	String	The ending date to compare in the current user's date format.
numericValue	Boolean	If true, the return value will be formatted in number of seconds; if false the return value will be formatted ddd hh:mm:ss.

Returns

Type	Description
String	If the numericValue parameter is true, returns the difference between the two dates as an integer number of seconds; if false, returns the difference between the two dates in the format ddd hh:mm:ss.

```
// Given two date/times as DateTime objects
// Set the values this way to ensure a consistent input time
var date1 = new GlideDateTime();
var date2 = new GlideDateTime();
date1.setDisplayValueInternal('2014-01-01 12:00:00');
date2.setDisplayValueInternal('2014-01-01 13:00:00');

// Determine the difference as number of seconds (returns a
 string)
// Use getDisplayValue() to convert the string to the format
 expected by dateDiff()
var diffSeconds = gs.dateDiff(date1.getDisplayValue(),
 date2.getDisplayValue(), true);

// JavaScript will coerce diffSeconds from a string to a number
// since diffSeconds is being compared to a number
var msg = (diffSeconds <= 0) ? ' is on or after ' : ' is before
 ';
gs.print(date1.getDisplayValue() + msg +
 date2.getDisplayValue())
```

GlideSystem - dateGenerate(String date, String range)

Generates a date and time for the specified date in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
date	String	Date to generate in UTC. Format: yyyy-mm-dd
range	String	Start, end, or a time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Format: 24-hour hh:mm:ss

Returns

Type	Description
String	Generated date and time. If the range is `start`, the returned value is yyyy-mm-dd 00:00:00. If range is `end` the return value is yyyy-mm-dd 23:59:59. Format: yyyy-mm-dd hh:mm:ss

This example shows using *`dateGenerate()`* to set the start date when querying records in the Incident table.

```
var tableData = new GlideRecord('incident');
tableData.addEncodedQuery("sys_created_onBETWEENjavascript:gs.da
teGenerate('2015-10-07','00:00:00')@javascript:gs.daysAgoEnd(0)^
priority=1^severityIN1,2");
tableData.query();
gs.info("Count: " + tableData.getRowCount());
```

Output:

```
Count: 7
```

Scoped equivalent

To use the *`dateGenerate()`* method in a scoped application, use the corresponding scoped method: dateGenerate().

GlideSystem - daysAgo(Number days)

Returns a date and time for a certain number of days ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
days	Number	Number of days

Returns

Type	Description
String	UTC of the specified number of days ago. Format: yyyy-mm-dd hh:mm:ss.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
function contractNoticeDue() {
  var now_GR = new GlideRecord("contract");
  now_GR.addQuery("u_contract_status", "Active");
  now_GR.query();
  while (now_GR.next()) {
    if ((now_GR.u_termination_date <= gs.daysAgo(-90)) &&
 (now_GR.u_contract_duration == "Long")) {
      now_GR.u_contract_status = "In review";
    }
    else if ((now_GR.u_termination_date <= gs.daysAgo(-50)) &&
 (now_GR.u_contract_duration == "Medium")) {
      now-GR.u_contract_status = "In review";
    }
    else if ((now_GR.u_termination_date <= gs.daysAgo(-10)) &&
 (now_GR.u_contract_duration == "Short")) {
      now_GR.u_contract_status = "In review";
    }
  }
  now_GR.update();
}
```

Scoped equivalent

To use the *daysAgo()* method in a scoped application, use the corresponding scoped method: daysAgo().

GlideSystem - daysAgoEnd(Number days)

Returns a date and time for the end of the day a specified number of days ago. Returns the value in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
days	Number	Integer number of days

Returns

Type	Description
String	The UTC end of the day in the format yyyy-mm-dd hh:mm:ss.

This example shows using *daysAgoEnd()* to set the end date when querying records in the Incident table.

```
var tableData = new GlideRecord('incident');
tableData.addEncodedQuery("sys_created_onBETWEENjavascript:gs.da
teGenerate('2015-10-07','00:00:00')@javascript:gs.daysAgoEnd(0)^
priority=1^severityIN1,2");
tableData.query();
gs.addInfoMessage("Count: " +tableData.getRowCount());
```

Scoped equivalent

To use the *daysAgoEnd()* method in a scoped application, use the corresponding scoped method: daysAgoEnd().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSystem - daysAgoLocal(Number days)

Returns the date and time of the beginning of the day for the specified number of days ago. The returned date and time reflect the time zone of the current session (local time).

Parameters

Name	Type	Description
days	Number	Number of days ago

Returns

Type	Description
String	Local date and time for the beginning of the day in the user-defined date time format. If the date time format is not modified from its initial value the format is yyyy-mm-dd hh:mm:ss.

```
if (due_in == "1 Day") {
  dd = gs.daysAgoLocal(-1);
}
if (due_in == "1 Week") {
  dd = gs.daysAgoLocal(-7);
}
```

GlideSystem - daysAgoStart(Number days)

Returns a date and time for the beginning of the day a specified number of days ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
days	String	Integer number of days

Returns

Type	Description
String	UTC start of the day in the format yyyy-mm-dd hh:mm:ss

```
var now_GR = new GlideRecord('sysapproval_approver');
now_GR.addQuery('state', 'requested');
now_GR.addQuery('sys_updated_on', '<', gs.daysAgoStart(5));
now_GR.query();
```

Scoped equivalent

To use the *daysAgoStart()* method in a scoped application, use the corresponding scoped method: daysAgoStart().

GlideSystem - endOfLastMonth()

Returns the date and time for the end of last month in the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC of the end of last month. Format: yyyy-mm-dd hh:mm:ss

This example shows how to query a report record from the last day of last month.

```
var month = gs.endOfLastMonth();
var monthd = new GlideDateTime(month);
monthd.addDays(-1);

var queueLast = new
 GlideRecord('u_amazon_connect_phone_metrics');
queueMtd.addQuery('u_queue_name',queueNames[i]);
queueMtd.addEncodedQuery('u_time_range=MTD');
queueMtd.addEncodedQuery('u_report_date'+ monthd);
queueMtd.orderByDesc('u_report_date');

queueMtd.query();

if(queueMtd.next()){
  gs.info(queueMtd.u_report_date);
}
```

Scoped equivalent

To use the *endOfLastMonth()* method in a scoped application, use the corresponding scoped method: endOfLastMonth().

GlideSystem - endOfLastWeek()

Returns the date and time for the end of last week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC end of last week. Format: yyyy-mm-dd hh:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to query records opened on the last week of the previous month.

```
var inc = new GlideRecord('incident');
inc.addQuery('active=true^priority=1^opened_atONLast
 month@javascript:gs.beginningOfLastMonth()@javascript:gs.endOfL
astMonth()^opened_atONLast
 week@javascript:gs.beginningOfLastWeek()@javascript:gs.endOfLas
tWeek()');
inc.query();
while(inc.next())
 {
   gs.addInfoMessage(inc.getRowCount());
 }
```

Scoped equivalent

To use the *endOfLastWeek()* method in a scoped application, use the corresponding scoped method: endOfLastWeek().

GlideSystem - endOfLastYear()

Returns the date and time for the end of last year in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in format yyyy-mm-dd hh:mm:ss.

This example shows how to query records created for all records created in the last year.

```
var inc = new GlideRecord('incident');
inc.addEncodedQuery('sys_created_onONLast
 year@javascript:gs.beginningOfLastYear()@javascript:gs.endOfLas
tYear()');
inc.query();
while(inc.next()){
  inc.assignment_group = "d625dccec0a8016700a222a0f7900d06";
  inc.update();
}
```

Scoped equivalent

To use the *endOfLastYear()* method in a scoped application, use the corresponding scoped method: endOfLastYear().

GlideSystem - endOfNextMonth()

Returns the date and time for the end of next month in the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC data and time. Format yyyy-mm-dd hh:mm:ss

This example shows how to query KB knowledge records created since the beginning of today until the end of next month.

```
var query =
 "kb_knowledge_base=e81c9a0ddbc15810c38f0763b99619c1^ORkb_knowle
dge_base=21302e89db055810c38f0763b99619cc^valid_toBETWEENjavascr
ipt:gs.beginningOfToday()@javascript:gs.endOfNextMonth()^ORworkf
low_state=pending_retirement^latest=true";
var rec = new GlideRecord('kb_knowledge');
rec.addEncodedQuery(query);
rec.addQuery('author', current.author);
rec.query();
while (rec.next()) {
  var Kbtitle = rec.getValue('short_description');
  articles.push(rec.number.toString()+ '' + Kbtitle);
  template.print('Click here to view record<a href="https://give
 urs instance url here/nav_to.do?uri=kb_knowledge.do?sys_id=' +
 rec.sys_id + '">' + rec.number + '</a>');
}
var articlesList = "<ul>";
for (i = 0; i <= articles.length-1; i++) {
  articlesList = articlesList + "<li>" + articles[i] + "</li>";
}
articlesList = articlesList + "</ul>";
```

Scoped equivalent

To use the *endOfNextMonth()* method in a scoped application, use the corresponding scoped method: endOfNextMonth().

GlideSystem - endOfNextWeek()

Returns the date and time for the end of next week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	UTC date and time for the end of next week. Format yyyy-mm-dd hh:mm:ss

This example shows how to use *endOfNextWeek()* in a query to obtain all visitors in the past week.

```
var title = 'Visitors arriving this Week';
var visitorQuery =
 'active=true^category=visitor_request^u_my_start_dateONThis
 week@javascript:gs.beginningOfThisWeek()@javascript:gs.endOfNex
tWeek()';
```

Scoped equivalent

To use the *endOfNextWeek()* method in a scoped application, use the corresponding scoped method: endOfNextWeek().

GlideSystem - endOfNextYear()

Returns the date and time for the end of next year in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC date and time for the end of next year. Format: yyyy-mm-dd hh:mm:ss

This example shows how to use *endOfNextYear()* to set the GlideDateTime object to the end of next year.

```
setEndDate : function(dt) {
  var gdt2 = new GlideDateTime(dt);
  gdt2.setValue(gs.endOfNextYear());
}
```

Scoped equivalent

To use the *endOfNextYear()* method in a scoped application, use the corresponding scoped method: endOfNextYear().

GlideSystem - endOfThisMonth()

Returns the date and time for the end of this month in the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC date and time for the end of this month. Format yyyy-mm-dd hh:mm:ss

This example shows how to use *endOfThisMonth()* to set the GlideDateTime object to the end of the current month.

```
setEndDate : function(dt) {
  var gdt2 = new GlideDateTime(dt);
  gdt2.setValue(gs.endOfThisMonth());
}
```

Scoped equivalent

To use the *endOfThisMonth()* method in a scoped application, use the corresponding scoped method: endOfThisMonth().

GlideSystem - endOfThisQuarter()

Returns the date and time for the end of this quarter in the current user's timezone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC date and time for the end of this quarter. Format: yyyy-mm-dd hh:mm:ss

This example shows how to use *endOfThisQuarter()* to set the GlideDateTime object to the end of the current month.

```
setEndDate : function(dt) {
  var gdt2 = new GlideDateTime(dt);
  gdt2.setValue(gs.endOfThisQuarter());
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the *endOfThisQuarter()* method in a scoped application, use the corresponding scoped method: endOfThisQuarter().

GlideSystem - endOfThisWeek()

Returns the date and time for the end of this week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC date and time for the end of this week. Format: yyyy-mm-dd hh:mm:ss

This example shows how to use *endOfThisWeek()* to set the GlideDateTime object to the end of the current month.

```
setEndDate : function(dt) {
  var gdt2 = new GlideDateTime(dt);
  gdt2.setValue(gs.endOfThisWeek());
}
```

Scoped equivalent

To use the *endOfThisWeek()* method in a scoped application, use the corresponding scoped method: endOfThisWeek().

GlideSystem - endOfThisYear()

Returns the date and time for the end of this year in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC date and time for the end of this year. Format yyyy-mm-dd hh:mm:ss

This example shows how to use *endOfThisYear()* to set the GlideDateTime object to the end of the current month.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
setEndDate : function(dt) {
  var gdt2 = new GlideDateTime(dt);
  gdt2.setValue(gs.endOfThisYear());
}
```

Scoped equivalent

To use the *endOfThisYear()* method in a scoped application, use the corresponding scoped method: endOfThisYear().

GlideSystem - endOfToday()

Retrieves the date and time for the end of today in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss.

```
var beginToday = gs.beginningOfToday();
        var endToday = gs.endOfToday();
        var beginTomorrow = gs.beginningOfTomorrow();
        var endTomorrow = gs.endOfTomorrow();
        var beginYesterday = gs.beginningOfYesterday();
        var endYesterday = gs.endOfYesterday();

        gs.info('beginningOfToday: ' + beginToday);
        gs.info('endOfToday: ' + endToday);
        gs.info('-----------');
        gs.info('beginningOfTomorrow: ' + beginTomorrow);
        gs.info('endOfTomorrow: ' + endTomorrow);
        gs.info('beginningOfYesterday: ' + beginYesterday);
        gs.info('endOfYesterday: ' + endYesterday);
        gs.info('-----------');
        var gdt1 = new GlideDateTime(beginToday);
        var gdt2 = new GlideDateTime(beginTomorrow);
        var dur = GlideDateTime.subtract(gdt1, gdt2); //the
 difference between gdt1 and gdt2
        gs.info('BeginTomorrow: ' + dur.getDisplayValue());

        var gdt1 = new GlideDateTime(endToday);
        var gdt2 = new GlideDateTime(endTomorrow);
        var dur = GlideDateTime.subtract(gdt1, gdt2); //the
 difference between gdt1 and gdt2
        gs.info('EndTomorrow: ' + dur.getDisplayValue());

        var gdt1 = new GlideDateTime(beginToday);
        var gdt2 = new GlideDateTime(beginYesterday);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        var dur = GlideDateTime.subtract(gdt2, gdt1); //the
difference between gdt1 and gdt2
        gs.info('BeginningYesterday: ' + dur.getDisplayValue());

        var gdt1 = new GlideDateTime(endToday);
        var gdt2 = new GlideDateTime(endYesterday);
        var dur = GlideDateTime.subtract(gdt2, gdt1); //the
difference between gdt1 and gdt2
        gs.info('EndYesterday: ' + dur.getDisplayValue());
```

GlideSystem - endOfTomorrow()

Retrieves the date and time for the end of tomorrow in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss.

```
var tomorrowEnd = new GlideDateTime();
tomorrowEnd.setValue(gs.endOfTomorrow());
```

GlideSystem - endOfYesterday()

Gets the date and time for the end of yesterday in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in the format (yyyy-mm-dd huh:mm:ss).

```
var yesterdayEnd = new GlideDateTime();
yesterdayEnd.setValue(gs.endOfYesterday());
```

GlideSystem - eventQueue(String name, Object glideRecord, String parm1, String parm2, String queue)

Queues an event for the event manager.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Name of the event being queued.
glideRecord	Object	GlideRecord object, such as "current".
parm1	String	(Optional) Saved with the instance if specified.
parm2	String	(Optional) Saved with the instance if specified.
queue	String	Name of the queue.

Returns

Type	Description
void	

```
if (current.operation() != 'insert' &&
 current.comments.changes()) {
    gs.eventQueue("incident.commented", current, gs.getUserID(),
 gs.getUserName());
}
```

Scoped equivalent

To use the *eventQueue()* method in a scoped application, use the corresponding scoped method: eventQueue().

GlideSystem - eventQueueScheduled(String name, Object glideRecord, String parm1, String parm2, Object expiration)

Queues an event for the event manager at a specified date and time.

Parameters

Name	Type	Description
name	String	Name of the event being queued.
glideRecord	Object	GlideRecord object, such as "current".
parm1	String	(Optional) Saved with the instance if specified.
parm2	String	(Optional) Saved with the instance if specified.
expiration	Object	Date and time to process this event.

Returns

Type	Description
void	

```
if (current.operation() != 'insert' &&
 current.comments.changes()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    gs.eventQueueScheduled("incident.commented", current,
 gs.getUserID(), gs.getUserName(), new GlideDateTime('2018-06-02
 20:00:00'));
}
```

Scoped equivalent

To use the *eventQueueScheduled()* method in a scoped application, use the corresponding scoped method: eventQueueScheduled().

GlideSystem - flushMessages()

Clears session messages saved using *addErrorMessage()* or *addInfoMessage()*.

Session messages are shown at the top of the form. In client side scripts, use *g_form.clearMessages()* to remove session messages.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example shows how to parse through and pass back error messages and then clears the messages using *flushMessages()*.

```
MySessionUtil.getSessionError = function() {
  var msg = null;
  var msgs = gs.getErrorMessages().toArray();
  if (msgs.length > 0) {
    msg = msgs[0] + '';
    gs.flushMessages();
  }
  return msg;
};
```

GlideSystem - getAvatar()

Returns the file path to the user's avatar.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The file path to the user's avatar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var avatarFile = gs.getUser().getAvatar();
gs.addInfoMessage('User avatar ID: ' + avatarFile);
```

Output:

```
User avatar ID: c148e1d13741310042106710ce41f149.iix?t=small
```

GlideSystem - getCurrentScopeName()

Returns the name of the current application scope.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Current scope name.

This example shows how to use *getCurrentScopeName()* to get the scope of the processor.

```
var incident_GR = new GlideRecord('Incident');

if (incident_GR.get("2e3f6baddb9ad600added8fdbf9618cb")) {
  gs.debug("processor scope = "+ gs.getCurrentScopeName());
  var w = new global.Workflow();
  var context = w.startFlow('1f4a4baddb9ad600affed8fdbf9619bc',
 incident_GR, "update");   //id = id workflow
}
```

Scoped equivalent

To use the *getCurrentScopeName()* method in a scoped application, use the corresponding scoped method: getCurrentScopeName().

GlideSystem - getDateFormat()

Returns the date format associated with the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The date format associated with the current user.

The following example returns the date format associated with the user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var userDateFormat = gs. getDateFormat();
gs.info(userDateFormat);
```

Output:

```
yyyy-MM-dd
```

GlideSystem - getDateTimeFormat()

Returns the date and time format associated with the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The date and time format associated with the current user.

The following example returns the format of the date and time that is associated with the user.

```
var userDateTimeFormat = gs.getDateTimeFormat();
gs.info(userDateTimeFormat);
```

Output:

```
yyyy-MM-dd HH:mm:ss
```

GlideSystem - getDisplayColumn(String tableName)

Retrieves the display column for the table.

Parameters

Name	Type	Description
tableName	String	Name of the table from which to get the display column name.

Returns

Type	Description
String	Display column name

```
// Return the sys_id value for a given table and its display
 value
function GetIDValue(table, displayValue) {
    var rec = new GlideRecord(table);
    var dn = gs.getDisplayColumn(table);
    if (rec.get(dn, displayValue))
        return rec.sys_id;
    else
        return null;
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSystem - getDisplayValueFor(String tableName, String recordID, String fieldName)

Returns the display value for a specified field on a specified record.

Parameters

Name	Type	Description
tableName	String	Name of the table.
recordID	String	Sys_id for the record.
fieldName	String	Name of the field whose display value to return.

Returns

Type	Description
String	Display value for the field.

This example shows how to use *`getDisplayValueFor()`* to return the display value of the *`number`* field.

```
var value =
 gs.getDisplayValueFor(current.getTableName(),current.getValue('
sys_id'),'number');
```

GlideSystem - getErrorMessages()

Returns the list of error messages for the session that were added by *`addErrorMessage()`*.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	List of error messages

This example shows how to parse through and pass back error messages using *`getErrorMessages()`*.

```
MySessionUtil.getSessionError = function() {
  var msg = null;
  var msgs = gs.getErrorMessages().toArray();
  if (msgs.length > 0) {
    msg = msgs[0] + '';
    gs.flushMessages();
  }
  return msg;
};
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the `getErrorMessages()` method in a scoped application, use the corresponding scoped method: getErrorMessages().

GlideSystem - getEscapedProperty(String key, Object substituteObject)

Retrieves the property and escapes it for XML parsing.

Parameters

Name	Type	Description
key	String	Key for the property whose value should be returned.
substituteObject	Object	Optional. Object to return if the property is not found.

Returns

Type	Description
String	Property, or the substituteObject if the property is not found.

```
var propValue =
 gs.getEscapedProperty("com.example.my_test_property");
gs.addInfoMessage("This is my property value " + propValue);
```

GlideSystem - getImpersonatingUserDisplayName()

Returns the display name of the impersonating user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Display name of the impersonating user.

This example shows how to obtain the impersonator's user display name.

```
var user = gs.getUserDisplayName();
gs.print ("The current user display name is: " + user);

var name = gs.getImpersonatingUserDisplayName();
gs.print("Impersonating user display name: " + name);
```

Output:

```
The current user display name is: abel.tuter
Impersonating user display name: admin
```

GlideSystem - getImpersonatingUserName()

Returns the name of the impersonating user or null if not impersonating.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of impersonating user

This example shows how to obtain the impersonator's user name.

```
var name = gs.getImpersonatingUserName();
var actual_user = null;
if (name == null || name == '')
  actual_user = user;
else
  actual_user = Packages.com.glide.sys.User.getUser(name);

var recent_impersonations =
 actual_user.getPreference('recent.impersonations');
var admin_role=actual_user.hasRole("admin");
```

GlideSystem - getInfoMessages()

Retrieves the list of info messages for the session that were added by *addInfoMessage()*.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	List of info messages.

This example shows how to obtain the information messages.

```
var messages = gs.getInfoMessages();
if (messages.toString().indexOf('Conflicts Detected') == -1)
  gs.addInfoMessage(msg);
```

GlideSystem - getInitials()

Returns the user's initials.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The user's initials.

```
var userInitials = gs.getUser().getInitials();
gs.addInfoMessage('User initials: ' + userInitials);
```

Output:

```
User initials: SA
```

GlideSystem - getMessage(String messageID, Object args)

Retrieves translated messages from the Message [sys_ui_message] table to display in a UI.

If the specified message identifier (key) exists in the Message [sys_ui_message] table for the current language, the method returns the translated message. If the specified message identifier does not exist for the current language, the method returns the English version of the message. If the message identifier does not exist in the table, then it returns the message ID.

For additional information about the Message table, see Message table.

Note: If the UI message has a tick ('), there may be issues with the message in the script; to escape the ticks ('), use *`getMessageS(String, Object)`*.

Parameters

Name	Type	Description
messageID	String	Message identifier. You can locate this value in the Key field of the Message [sys_ui_message] table. Note the Key field may look exactly like the actual message string.
args	Object	Optional. List of strings or other values defined by java.text.MessageFormat that replace the variables within the specified message. For example: `gs.getMessage("Abort adding action '{0}', same subflow can't be added twice in this subflow.", current.action.name);` In this example *`'{0}'`* is replaced with the content of *`current.action.name`*. **Note:** The passed in values are not translated. They are inserted verbatim in the message.

Returns

Type	Description
String	Requested UI message.

This example shows the message returned for the current user when Spanish is the current language.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var my_message = gs.getMessage("rows will not be updated");
alert(my_message);
```

Output:

```
las filas no se actualizarán
```

This example shows how to replace a single variable within a message.

```
// current.action.name is "update record"
var my_message = gs.getMessage("Abort adding action '{0}',
 same subflow can't be added twice in this subflow.",
 current.action.name);
alert(my_message);
```

Output:

```
Abort adding action update record, same subflow can't be added
 twice in this subflow.
```

This example shows how to replace multiple variables within a message.

```
// current.sub_flow.name is 'schedule users'
// current.action.name is "update record"
var my_message = gs.getMessage("Abort adding action '{0}',
 same subflow can't be added twice in {1} subflow.",
 [current.action.name, current.sub_flow.name]);
alert(my_message);
```

Output:

```
Abort adding action update record, same subflow can't be added
 twice in schedule users subflow.
```

Scoped equivalent

To use the *getMessage()* method in a scoped application, use the corresponding scoped method: getMessage().

GlideSystem - getMessageS(String messageID, Object args)

Retrieves translated messages to display in the UI and escapes all ticks (').

If the specified message identifier (key) exists in the Message [sys_ui_message] table for the current language, the method returns the translated message. If the specified message identifier does not exist for the current language, the method returns the English version of the message. If the message identifier does not exist in the table, then it returns the message ID.

For additional information about the Message table, see Message table.

Useful if you are inserting into a JavaScript expression from Jelly.

Parameters

Name	Type	Description
MessageID	String	Message identifier. You can locate this value in the Key field of the Message [sys_ui_message] table. Note the Key field may look exactly like the actual message string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
args	Object	Optional. List of strings or other values defined by java.text.MessageFormat that replace the variables within the specified message. For example: `gs.getMessage("Abort adding action '{0}', same subflow can't be added twice in this subflow.", current.action.name);` In this example *`'{0}'`* is replaced with the content of *`current.action.name`*. **Note:** The passed in values are not translated. They are inserted verbatim in the message.

Returns

Type	Description
String	Specified message with ticks escaped.

```
/*
"I love France" translates to "J'aime la France" in French.
Rendering this without escaping the tick in "J'aime" would break
 Jelly, because
the tick would prematurely end the variable assignment, and
 everything that
follows (aime la France') would be a jelly syntax error.
*/
var my_message = '${gs.getMessageS("I love France")}';
alert(my_message);
```

Output:

```
J'aime la France
```

GlideSystem - getMessageLang(String message, String language, Array args)

Translates the specified message into the specified language.

You can also embed variables in the passed message. The method resolves those variables with the values passed in the *`args`* array.

Parameters

Name	Type	Description
message	String	Message to translate.
language	String	Language in which to translate the message. Format: BCP 47 standard

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
args	Array	Optional. List of strings or other values defined by java.text.MessageFormat that replace the variables within the specified message. For example: `gs.getMessageLang("Abort adding action '{0}', same subflow can't be added twice in this subflow.", current.action.name);` In this example *`'{0}'`* is replaced with the content of *`current.action.name`*. **Note:** The passed in values are not translated. They are inserted verbatim in the message.

Returns

Type	Description
String	Translated message.

The following example transforms the specified message into Spanish.

```
var my_message = gs.getMessageLang("New email", "es");
gs.info(my_message);
```

Output:

```
Nuevo correo electrónico
```

The following example shows how to replace variables within a message.

```
var my_message = gs.getMessageLang("There are {0} new emails for
 {1}", "es", [current.numEmails, current.userName]);
gs.info(my_message);
```

Output:

```
Hay 7 correos nuevos para John Smith
```

GlideSystem - getNodeName(Object obj, Number index)

Returns the node name for the specified index.

Parameters

Name	Type	Description
obj	Object	Object to examine.
index	Number	Index from which to obtain the node name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Node's name

```
function doInsert(nodeList) {
  gs.print('Doing insert');
  var task = new GlideRecord('task');
  task.initialize();
  for (var x=0; x < nodeList.size(); x++) {
    var name = gs.getNodeName(nodeList, x);
    var value = gs.getNodeValue(nodeList, x);
    task.setValue(name, value);
  }
  task.insert();
}
```

GlideSystem - getNodeValue(Object obj, Number index)

Returns the node value for the specified index.

Parameters

Name	Type	Description
obj	Object	Object to examine.
index	Number	Index from which to get the node valu.e

Returns

Type	Description
Object	Node value

```
function doInsert(nodeList) {
  gs.print('Doing insert');
  var task = new GlideRecord('task');
  task.initialize();
  for (var x=0; x < nodeList.size(); x++) {
    var name = gs.getNodeName(nodeList, x);
    var value = gs.getNodeValue(nodeList, x);
    task.setValue(name, value);
  }
  task.insert();
}
```

GlideSystem - getPreference(String key, Object default)

Returns the specified user preference.

Parameters

Name	Type	Description
key	String	Key for the preference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
default	Object	Default value to use if the specified preference is not found.

Returns

Type	Description
String	Preference value. If no preference, returns the specified default value.

```
function getSelectedProject() {
  var array= new Array();
  var prj_id = gs.getPreference("prj_id"); //This will fetch
 value from user preference
  var gr = new GlideRecord('pm_project_task');
  gr.addQuery('parent', prj_id);
  gr.addActiveQuery();
  while(gr.next()) {
    array.push(gr.sys_id.toString());
  }
  return array;
}
```

GlideSystem - getProperty(String key, Object alt)

Returns the value of a Glide property. If the property is not found, returns the specified *alt* value.

Parameters

Name	Type	Description
key	String	Key for the property whose value should be returned.
alt	Object	Optional. Alternate object to return if the property is not found.

Returns

Type	Description
String	Value of the Glide property, or the alternate object defined above.

```
//Check for attachments and add link if there are any
var attachment_link = '';
var rec = new GlideRecord('sc_req_item');
rec.addQuery('sys_id', current.request_item);
rec.query();
if(rec.next()){
  if(rec.hasAttachments()){
    attachment_link = gs.getProperty('glide.servlet.uri') +
 rec.getLink();
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSystem - getScriptError(String script)

Returns the script error found in the specified script, if there is one.

Note: The script is not executed by this function, it is only checked for syntax errors.

Parameters

Name	Type	Description
script	String	Script to check for errors.

Returns

Type	Description
String	Error message. Null if there is no error.

```
if (gs.isValidScript(current.script) == false)
  {
    current.setAbortAction(true);
    var error = gs.getScriptError(current.script);
    current.script.setError(error);
  }
```

GlideSystem - getSession()

Returns a GlideSession object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideSession Object	GlideSession object for the current session

```
if(!gs.hasRole("admin") && gs.getSession().isInteractive() &&
 gs.getUserName() != "guest"){
  var qc = current.addQuery('u_visibility', "both");
  qc.addOrCondition('u_visibility', '');
  if (gs.getImpersonatingUserName() != null) {
    gs.getSession().clearClientData('navQuery');
  }
  var navQuery = gs.getSession().getClientData('navQuery');
  if (navQuery == null) {
    var isManager =
 gs.getUser().getRecord().getValue('u_is_manager');
      if (!isManager) {
        qc.addOrCondition('u_visibility', 'nonmanager');
        gs.getSession().putClientData('navQuery', 'nonmanager');
      } else {
        qc.addOrCondition('u_visibility', 'manager');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        gs.getSession().putClientData('navQuery', 'manager');
        }
  } else {
  qc.addOrCondition('u_visibility', navQuery);
  }
}
```

Scoped equivalent

To use the *getSession()* method in a scoped application, use the corresponding scoped method: getSession().

GlideSystem - getSessionID()

Returns the GlideSession session ID.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Session ID

```
var gr_NOW = new GlideRecord('v_user_session');
var sessionId = gs.getSessionID();
gs.log("Session ID is: " + sessionId);
```

Output

```
Session ID is: FEE589B3DB7EE4103DD9C39D139619D7
```

Scoped equivalent

To use the *getSessionID()* method in a scoped application, use the corresponding scoped method: getSessionID.

GlideSystem - getStyle(String tableName, String fieldName, String fieldValue)

Returns the style defined for the table, field, and field value.

Parameters

Name	Type	Description
tableName	String	Table name
fieldName	String	Field name
fieldValue	String	Field value

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Style of the specified field.

```
var returnString = gs.getStyle('<tableName>', '<fieldName>',
 '<fieldValue>');
gs.print(returnString);
```

GlideSystem - getTimeFormat()

Returns the time format associated with the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Time format associated with the current user.

The following code example shows how to call this method.

```
var userTimeFormat = gs. getTimeFormat();
gs.info(userTimeFormat);
```

Output:

```
HH:mm:ss
```

GlideSystem - getUser()

Returns a reference to the user object for the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideUser	Reference to a user object for the current user.

The following example shows how to get the current user object.

```
var user = gs.getUser();
gs.print ("The current user is: " + user);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
The current user is: com.glide.sys.User@db5dd9
```

The following example shows how to check whether the current user has the workflow_admin role.

```
var role = gs.getUser().hasRole('workflow_admin');
gs.print ("Does the current user have the workflow_admin role: "
 + role);
```

Output:

```
Does the current user have the workflow_admin role: true
```

Scoped equivalent

To use the *getUser()* method in a scoped application, use the corresponding scoped method: getUser().

GlideSystem - getUserDisplayName()

Gets the display name of the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The name field of the current user. For example, this method returns Abel Tuter as opposed to abel.tuter.

This example gets the current user's display name.

```
gs.info(gs.getUserDisplayName());
```

Output:

```
System Administrator
```

Scoped equivalent

To use the *getUserDisplayName()* method in a scoped application, use the corresponding scoped method: getUserDisplayName().

GlideSystem - getUserID()

Returns the sys_id of the current user.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Sys_id of the current user.

This example gets the current user's sys_id.

```
var currentUserId = gs.getUserID();
gs.print("Current user ID: " + currentUserId);
```

Output:

```
Current user ID: 6816f79cc0a8016401c5a33be04be441
```

Scoped equivalent

To use the *getUserID()* method in a scoped application, use the corresponding scoped method: getUserID().

GlideSystem - getUserName()

Returns the user name of the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The user name of the current user. For example, this method returns abel.tuter as opposed to Abel Tuter.

This example gets the user name of the current user and an impersonated user.

```
var user = gs.getUserName();
gs.info("The current user name is: " + user);

var impUser = new GlideImpersonate();
impUser.impersonate("62826bf03710200044e0bfc8bcbe5df1");
var user2 = gs.getUserName();
gs.info("The impersonated user name is: " + user2);
```

Output:

```
The current user name is: admin
The impersonated user name is: abel.tuter
```

Scoped equivalent

To use the *getUserName()* method in a scoped application, use the corresponding scoped method: getUserName().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSystem - getUserNameByUserID(String user_id)

Returns the user display name based on a provided user login name.

Parameters

Name	Type	Description
user_id	String	Login name of the user from which to retrieve the associated display name.

Returns

Type	Description
String	Display name of the requested user. **Note:** If this method can't find a user with the requested ID, it returns the input value provided.

The following example shows how to get the specified user's display name.

```
var displayName = gs.getUserNameByUserID('abel.tuter');
gs.info('User display name is: ' + displayName);
```

Output:

```
User display name is: Abel Tuter
```

GlideSystem - getXMLNodeList(String xml)

Constructs an array of all the nodes and values in an XML document.

Parameters

Name	Type	Description
xml	String	XML document to parse.

Returns

Type	Description
Array list	List of names and values of the outer most XML node.

The following example shows how to get a list of XML nodes and their associated values in an array list.

```
var nodeList =
 gs.getXMLNodeList("<note><to>Tove</to><from>Jani</from><heading
>Reminder</heading><body>Don't forget me this
 weekend!</body></note>");
gs.print ("The node contains: " + nodeList);
```

Output:

```
The node contains: [to : Tove, from : Jani, heading : Reminder,
 body : Don't forget me this weekend!]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSystem - getXMLText(String xml, String xpathQuery)

Returns the XML text for the first element in the XML string that matches the XPath query.

Parameters

Name	Type	Description
xml	String	XML string to search.
xpathQuery	String	XPath query to match.

Returns

Type	Description
String	XML node matching the search parameters.

The following example shows how to get the value of a specified XML element within a passed-in node.

```
var nodeList =
 gs.getXMLText("<outer><note><to>Tove</to><from>Jani</from><head
ing>Reminder</heading><body>Don't forget me this
 weekend!</body></note></outer>", "//from");
gs.print ("The from element contains: " + nodeList);
```

Output:

```
The from element contains: Jani
```

GlideSystem - hasRole(String roleName)

Determines if the current user has at least one of the passed-in roles.

Parameters

Name	Type	Description
roleName	String	Comma-separated list of roles.

Returns

Type	Description
Boolean	Flag that indicates whether the current user has at least one of the specified roles. Possible values: • true: User has at least one of the passed-in roles. Also returns true if the user has the administrator role. • false: User does not have any of the passed-in roles.

The following example shows how to check whether the current user has the admin or groups_admin role.

```
if (!gs.hasRole("admin, groups_admin") &&
 gs.getSession().isInteractive()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var qc = current.addQuery("u_hidden", "!=", "true"); //cannot
 see hidden groups...
  qc.addOrCondition("sys_id",
 "javascript:getMyGroups()"); //...unless in the hidden group
}
```

Scoped equivalent

To use the *hasRole()* method in a scoped application, use the corresponding scoped method: hasRole().

GlideSystem - hasRoleInGroup(Object roleName, Object group)

Determines if the current user has the specified role within a specified group.

Parameters

Name	Type	Description
roleName	Object	Name of the role.
group	Object	Sys_id of the group to check for the specified role.

Returns

Type	Description
Boolean	Flag that indicates whether the current user has the specified role in the specified group. Possible values: • true: The logged-in user is assigned to the specified role in the specified group. • false: The logged-in user is not assigned to the specified role in the specified group.

The following example shows how to check whether the sys_user_group group has the role_name role.

```
var group = new GlideRecord('sys_user_group');
group.addQuery('name', 'GROUP_NAME');
group.setLimit(1);
group.query();
if (group.next()) {
   if (gs.hasRoleInGroup('role_name', group)) {
      gs.print('User has role in group');
   } else {
      gs.print('User does NOT have role in group');
   }
}
```

GlideSystem - hoursAgo(Number hours)

Returns a date and time for the specified number of hours ago. The returned value is adjusted for the time zone of the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
hours	Number	Number of hours ago.

Returns

Type	Description
String	UTC date and time for the specified number of hours ago. Format: yyyy-mm-dd hh:mm:ss

```
var currentDateTime = gs.hoursAgo(0);
gs.info("Current date/time: " + currentDateTime);

var agoDateTime = gs.hoursAgo(1);
gs.info("Ago date/time: " + agoDateTime);
```

Output

```
Current date/time: 2021-03-17 20:53:25
Ago date/time: 2021-03-17 19:53:25
```

Scoped equivalent

To use the *hoursAgo()* method in a scoped application, use the corresponding scoped method: hoursAgo().

GlideSystem - hoursAgoEnd(Number hours)

Returns a date and time for the end of the hour for the specified number of hours ago. The returned value is adjusted for the time zone of the instance.

Parameters

Name	Type	Description
hours	Number (Integer)	Number of hours ago.

Returns

Type	Description
String	UTC date and time for the end of the specified number of hours ago. Format: yyyy-mm-dd hh:mm:ss

```
var currentDateTime = gs.hoursAgoEnd(0);
gs.print("Current date/time: " + currentDateTime);

var agoDateTime = gs.hoursAgoEnd(1);
gs.print("Ago date/time: " + agoDateTime);
```

Output

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Current date/time: 2021-03-17 20:59:59
Ago date/time: 2021-03-17 19:59:59
```

Scoped equivalent

To use the *hoursAgoEnd()* method in a scoped application, use the corresponding scoped method: hoursAgoEnd().

GlideSystem - hoursAgoStart(Number hours)

Returns a date and time for the start of the hour for the specified number of hours ago. The returned value is adjusted for the time zone of the instance.

Parameters

Name	Type	Description
hours	Number	Number of hours ago.

Returns

Type	Description
String	UTC date and time for the end of the specified number of hours ago. Format: yyyy-mm-dd hh:mm:ss

```
var currentDateTime = gs.hoursAgoStart(0);
gs.print("Current date/time: " + currentDateTime);

var agoDateTime = gs.hoursAgoStart(1);
gs.print("Ago date/time: " + agoDateTime);
```

Output

```
Current date/time: 2021-03-17 20:00:00
Ago date/time: 2021-03-17 19:00:00
```

Scoped equivalent

To use the *hoursAgoStart()* method in a scoped application, use the corresponding scoped method: hoursAgoStart().

GlideSystem - isFirstDayOfMonth(Object date)

Checks whether the date in the specified date object is the first day of the month.

Parameters

Name	Type	Description
date	Object	Date object on which to check the date, such as GlideDateTime or GlideDate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the date in the specified date object is the first day of the month. Possible values: • true: First day of the month. • false: Not the first day of the month.

This example show how to determine whether the date in the specified date object is the first day of the month.

```
var gdt = new GlideDateTime();
gdt.setValue('2021-04-01 12:00:00');
var currentDay = gs.isFirstDayOfMonth(gdt);
gs.print("First day of month: " + currentDay);

gdt.setValue('2021-04-21 12:00:00');
var currentDay = gs.isFirstDayOfMonth(gdt);
gs.print("First day of month: " + currentDay);
```

Output

```
First day of month: true
First day of month: false
```

GlideSystem - isFirstDayOfWeek(Object date)

Checks whether the date in the specified date object is the first day of the week. This method uses the ISO standard of Monday being the first day of the week.

Parameters

Name	Type	Description
date	Object	Date object on which to check the date, such as GlideDateTime or GlideDate.

Returns

Type	Description
Boolean	Flag that indicates whether the date in the current date object is the first day of the week (Monday). Possible values: • true: First day of the week. • false: Not the first day of the week.

This example show how to determine whether the date in the specified date object is the first day of the week.

```
var gdt = new GlideDateTime();
gdt.setValue('2021-03-02 12:00:00');
var currentDay = gs.isFirstDayOfWeek(gdt);
gs.info("First day of week: " + currentDay);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gdt.setValue('2021-03-22 12:00:00');
var currentDay = gs.isFirstDayOfWeek(gdt);
gs.info("First day of week: " + currentDay);
```

Output

```
First day of week: false
First day of week: true
```

GlideSystem - isFirstDayOfYear(Object date)

Checks whether the date in the specified date object is the first day of the year.

Parameters

Name	Type	Description
date	Object	Date object on which to check the date, such as GlideDateTime or GlideDate.

Returns

Type	Description
Boolean	Flag that indicates whether the date in the specified date object is the first day of the year. Possible values: • true: First day of the year. • false: Not the first day of the year.

This example show how to determine whether the date in the specified date object is the first day of the year.

```
var gdt = new GlideDateTime();
gdt.setValue('2020-12-31 12:00:00');
var currentDay = gs.isFirstDayOfYear(gdt);
gs.info("First day of year: " + currentDay);

gdt.setValue('2021-01-01 12:00:00');
var currentDay = gs.isFirstDayOfYear(gdt);
gs.info("First day of year: " + currentDay);
```

Output

```
First day of year: false
First day of year: true
```

GlideSystem - isInteractive()

Checks if the current session is interactive.

An example of an interactive session is when a user logs in using the log-in screen. An example of a non-interactive session is using a SOAP request to retrieve data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the session is interactive. Possible values: • true: Session is interactive. • false: Session is not interactive.

```
if (!gs.hasRole('admin') && gs.isInteractive()) {
  var qc1 = current.addQuery('u_group', '');
  var gra = new GlideRecord('sys_user_grmember');
  gra.addQuery('user', gs.getUserID());
  gra.query();
  while (gra.next()) {
    qc1.addOrCondition('u_group', gra.group);
  }
}
```

Scoped equivalent

To use the *`isInteractive()`* method in a scoped application, use the corresponding scoped method: isInteractive().

GlideSystem - isLastDayofMonth(Object date)

Checks whether the date in the specified date object is the last day of the month.

Parameters

Name	Type	Description
date	Object	Date object on which to check the date, such as GlideDateTime or GlideDate.

Returns

Type	Description
Boolean	Flag that indicates whether the date in the specified date object is the last day of the month. Possible values: • true: Last day of the month. • false: Not the last day of the month.

This example show how to determine whether the date in the specified date object is the last day of the month.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gdt = new GlideDate();
gdt.setValue('2020-12-31 12:00:00');
var currentDay = gs.isLastDayOfMonth(gdt);
gs.print("First day of year: " + currentDay);

gdt.setValue('2021-01-01 12:00:00');
var currentDay = gs.isLastDayOfMonth(gdt);
gs.print("First day of year: " + currentDay);
```

Output

```
Last day of month: true
Last day of month: false
```

GlideSystem - isLastDayOfWeek(Object date)

Checks whether the date in the specified date object is the last day of the week. This method uses the ISO standard of Sunday being the last day of the week.

Parameters

Name	Type	Description
date	Object	Date object on which to check the date, such as GlideDateTime or GlideDate.

Returns

Type	Description
Boolean	Flag that indicates whether the date in the current date object is the last day of the week (Sunday). Possible values: • true: Last day of the week. • false: Not the last day of the week.

This example show how to determine whether the date in the specified date object is the last day of the week.

```
var gdt = new GlideDate();
gdt.setValue('2021-03-01 12:00:00');
var currentDay = gs.isLastDayOfWeek(gdt);
gs.info("Last day of week: " + currentDay);

gdt.setValue('2021-03-21 12:00:00');
var currentDay = gs.isLastDayOfWeek(gdt);
gs.info("Last day of week: " + currentDay);
```

Output

```
First day of week: false
First day of week: true
```

GlideSystem - isLastDayOfYear(Object date)

Checks whether the date in the specified date object is the last day of the year.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
date	Object	Date object on which to check the date, such as GlideDateTime or GlideDate.

Returns

Type	Description
Boolean	Flag that indicates whether the date in the current date object is the last day of the year. Possible values: • true: Last day of the year. • false: Not the last day of the year.

This example show how to determine whether the date in the specified date object is the last day of the year.

```
var gdt = new GlideDateTime();
gdt.setValue('2020-12-31 12:00:00');
var currentDay = gs.isLastDayOfYear(gdt);
gs.info("Last day of year: " + currentDay);

gdt.setValue('2021-01-01 12:00:00');
var currentDay = gs.isLastDayOfYear(gdt);
gs.info("Last day of year: " + currentDay);
```

Output

```
Last day of year: true
Last day of year: false
```

GlideSystem - isLoggedIn()

Determines if the current user is currently logged in.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current user is logged in. Possible values: • true: User is logged in. • false: User is not logged in.

This example show how to determine whether the current user is logged in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
if(gs.isLoggedIn())
  gs.info("Current user is logged in");
else
  gs.info("Current user is NOT logged in");
```

Output

```
Current user is logged in
```

Scoped equivalent

To use the *isLoggedIn()* method in a scoped application, use the corresponding scoped method: isLoggedIn().

GlideSystem - isMobile()

Determines whether the request came from a mobile device.

You can use this method in UI action conditions and business rules.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the request came from a mobile device. Possible values: • true: Mobile device. • false: Non-mobile device.

This example show how to determine whether the current device is a mobile device.

```
if(gs.isMobile())
    gs.info("Submitted from mobile UI");
  else
   gs.info("NOT submitted from mobile UI");
```

Output

```
Submitted from mobile UI
```

Scoped equivalent

To use the *isMobile()* method in a scoped application, use the corresponding scoped method: isMobile().

GlideSystem - lastWeek()

Returns the date and time one week ago in the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Date and time one week ago. Format: (UTC) yyyy-MM-dd hh:mm:ss

This example show how to obtain the date that is one week from the date in the current date object.

```
var gdt = new GlideDateTime();
gdt.setValue('2021-03-22 01:00:00');

gs.info("Current date: " + gs.nowDateTime());

gs.info("One week earlier: " + gs.lastWeek());
```

Output

```
Current date: 2021-03-22 15:27:07
One week earlier: 2021-03-15 15:27:07
```

GlideSystem - log(String message, String source)

Logs a message to the system log and saves it to the syslog table.

Parameters

Name	Type	Description
message	String	Message to log.
source	String	Optional. Source of the message.

Returns

Type	Description
void	

The following example shows how to post a log entry using constants and variables.

```
var count = new GlideAggregate('incident');
count.addQuery('active', 'true');
count.addAggregate('COUNT', 'category');
count.query();
while (count.next()) {
   var category = count.category;
   var categoryCount = count.getAggregate('COUNT', 'category');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   gs.log("The are currently " + categoryCount + " incidents
 with a category of " + category, "Incident Counter");
}
```

GlideSystem - logError(String message, String source)

Logs an error to the system log and saves it to the syslog table.

Parameters

Name	Type	Description
message	String	Error message to log.
source	String	Optional. Source of the message.

Returns

Type	Description
void	

The following example logs an error if the Incident table cannot be found.

```
var gr_NOW = new GlideRecord("incident");
if (!gr_NOW.isValid()) {
  gs.logError('Incident table could not be found');
  return;
}
```

GlideSystem - logWarning(String message, String source)

Logs a warning to the system log and saves it to the syslog table.

Parameters

Name	Type	Description
message	String	Message to log.
source	String	Optional. Source of the message.

Returns

Type	Description
void	

The following example logs a warning if the Incident table cannot be found.

```
var gr_NOW = new GlideRecord("incident");
if (!gr_NOW.isValid()) {
  gs.logWarning('Incident table could not be found');
  return;
}
```

GlideSystem - minutesAgo(Number minutes)

Returns a date and time for the specified number of minutes ago.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
minutes	Number	Number of minutes in the past to return.

Returns

Type	Description
String	UTC date and time for the specified number of minutes ago. Format: yyyy-mm-dd hh:mm:ss

This example shows how to use the minutesAgo() method in an addQuery() call.

```
// Check to see if the user has failed to login too many times
// when the limit is reached, lock the user out of the system
//
//Check failed logins in the last 15 minutes
var now_GR = new GlideRecord('sysevent');
now_GR.addQuery('name', 'login.failed');
now_GR.addQuery('parm1', event.parm1.toString());
now_GR.addQuery('sys_created_on','>=', gs.minutesAgo(15));
now_GR.query();
var rowCount = now_GR.getRowCount();
if(rowCount >= 5){
  var now_GR = new GlideRecord("sys_user");
  now_GR.addQuery("user_name", event.parm1.toString());
  now_GR.query();
  if (now_GR.next()) {
    now_GR.locked_out = true;
    now_GR.update();
    gs.log("User " + event.parm1 + " locked out due to too many
 invalid login attempts");
  }
}
```

GlideSystem - minutesAgoEnd(Number minutes)

Returns a date and time for the end of the minute a certain number of minutes ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
minutes	Number	Integer number of minutes ago, such as 5 or 11.

Returns

Type	Description
String	UTC the specified number of minutes ago, at the end of the minute (59 seconds). Format: yyyy-mm-dd hh:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example displays the current date and time and the date and time 30 minutes ago at the end of the minute in UTC.

```
var nowDateTime = new GlideDateTime();
gs.print("Now: " + nowDateTime);
var thirtyMinutesAgoDateTime = gs.minutesAgoEnd(30);
gs.print("Thirty minutes ago end time: " +
 thirtyMinutesAgoDateTime);
```

Output:

```
Now: 2021-10-20 15:22:13
Thirty minutes ago end time: 2021-10-20 14:52:59
```

Scoped equivalent

To use the *minutesAgoEnd()* method in a scoped application, use the corresponding scoped method: minutesAgoEnd().

GlideSystem - minutesAgoStart(Number minutes)

Returns a date and time for the start of the minute a certain number of minutes ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
minutes	Number	Integer number of minutes ago, such as 15 or 112.

Returns

Type	Description
String	UTC the specified number of minutes ago, at the start of the minute. Format: yyyy-mm-dd hh:mm:ss

The following example displays the current date and time and the date and time 30 minutes ago at the start of the minute in UTC.

```
var nowDateTime = new GlideDateTime();
gs.info("Now: " + nowDateTime);
var thirtyMinutesAgoDateTime = gs.minutesAgoStart(30);
gs.info("Thirty minutes ago: " + thirtyMinutesAgoDateTime);
```

Output:

```
Now: 2021-10-20 14:56:18
Thirty minutes ago: 2021-10-20 14:26:00
```

Scoped equivalent

To use the *minutesAgoStart()* method in a scoped application, use the corresponding scoped method: minutesAgoStart().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideSystem - monthsAgo(Number months)

Returns a date and time for a certain number of months ago in the current user's timezone as a UTC timestamp.

Parameters

Name	Type	Description
months	Number	Integer number of months ago.

Returns

Type	Description
String	UTC of the specified number of months ago at the exact same time. Format: yyyy-mm-dd hh:mm:ss

The following example displays the current date and time and the date and time one month ago at the same time in UTC.

```
var nowDateTime = new GlideDateTime();
gs.info("Now: " + nowDateTime);
var oneMonthAgoDateTime = gs.monthsAgo(1);
gs.info("One month ago: " + oneMonthAgoDateTime);
```

Output:

```
Now: 2021-10-20 15:29:15
One month ago: 2021-09-20 15:29:15
```

Scoped equivalent

To use the *monthsAgo()* method in a scoped application, use the corresponding scoped method: monthsAgo().

GlideSystem - monthsAgoEnd(Number months)

Returns the date and time for the last day of the month a specified number of months ago.

Parameters

Name	Type	Description
months	Number (Integer)	Number of months, such as 4 or 16.

Returns

Type	Description
String	Date and time stamp of the month, the specified number of months ago, in local time. Format: UTC yyyy-mm-dd hh:mm:ss

The following example displays the current date and time and the date and time two months ago at the end of the business month.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var nowDateTime = new GlideDateTime();
gs.info("Now: " + nowDateTime);
var endOfTheMonthDateTime = gs.monthsAgoEnd(2);
gs.info("End of the month: " + endOfTheMonthDateTime);
```

Output:

```
Now: 2021-10-20 19:23:35
End of the month: 2021-08-01 06:59:59
```

GlideSystem - monthsAgoStart(Number months)

Returns a date and time for the start of the month a certain number of months ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
months	Number	Integer number of months ago, such as 5 or 14.

Returns

Type	Description
String	UTC start of the month the specified number of months ago. Format: yyyy-mm-dd hh:mm:ss

The following example displays the current date and time and the date and time three months ago in UTC.

```
var nowDateTime = new GlideDateTime();
gs.info("Now: " + nowDateTime);
var threeMonthsAgoDateTime = gs.monthsAgoStart(3);
gs.info("Three months ago start date and time: " +
 threeMonthsAgoDateTime);
```

Output:

```
Now: 2021-10-20 15:05:27
Three months ago start date and time: 2021-07-01 07:00:00
```

Scoped equivalent

To use the *monthsAgoStart()* method in a scoped application, use the corresponding scoped method: monthsAgoStart().

GlideSystem - nil(Object obj)

Queries an object and returns true if the object is null or contains an empty string.

Parameters

Name	Type	Description
obj	Object	The object to be checked.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True if null or empty string; otherwise, false.

```
if ((!current.u_date1.nil()) && (!current.u_date2.nil())) {
  var start =
 current.u_date1.getGlideObject().getNumericValue();
  var end = current.u_date2.getGlideObject().getNumericValue();
  if (start > end) {
    gs.addInfoMessage('start must be before end');
    current.u_date1.setError('start must be before end');
    current.setAbortAction(true);
  }
}
```

Scoped equivalent

To use the *nil()* method in a scoped application, use the corresponding scoped method: nil().

GlideSystem - now()

Returns the current date in UTC.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The current date in the user-defined format, in UTC.

```
// When the user password changes then set the
 u_password_last_reset field
// to now so we know when to force another update

var now_GR = new GlideRecord("sys_user");
if (now_GR.get(event.parm1.toString())) {
    // Do something based on the Password Changing
    gs.log("The user password changed so do something else...");
    now_GR.u_password_last_reset = gs.now();
    now_GR.update();
}
```

GlideSystem - nowNoTZ()

Returns the current date and time in UTC format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The current UTC date time

```
// When the user password changes then set the
 u_password_last_reset field
// to now so we know when to force another update

var now_GR = new GlideRecord("sys_user");
if (now_GR.get(event.parm1.toString())) {
    // Do something based on the Password Changing
    gs.log("The user password changed so do something else...");
    now_GR.u_password_last_reset = gs.nowNoTZ();
    now_GR.update();
}
```

GlideSystem - nowDateTime()

Returns the current date and time in the user-defined format.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Current date and time in the user-defined format. For more information on setting the system date and time format, see Date and Date/Time fields.

```
var currentDateTime = gs.nowDateTime();
gs.print("Current date/time: " + currentDateTime);
```

Output

```
Current date/time: 2021-03-17 14:04:02
```

When setting a variable in a workflow script to the current date and time, use the *setDisplayValue()* method. The following script sets the workflow variable *end_date* to the current date and time.

```
current.variables.end_date.setDisplayValue(gs.nowDateTime());
```

GlideSystem - nowGlideDateTime()

Gets a GlideDateTime object with the current date and time in the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

After you get a GlideDateTime object with the current date and time, you can use the GlideDateTime methods to perform date-time operations, such as performing date-time calculations, formatting a date-time, or converting between date-time formats.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	GlideDateTime object with the current date and time in UTC format.

Sets the field u_target_date to the current date and time in UTC format.

```
current.u_target_date = gs.nowGlideDateTime();
```

GlideSystem - print(String message)

Writes a message to the system log.

This method does not write the message to the syslog table unless debug has been activated.

Parameters

Name	Type	Description
message	String	The message to log

Returns

Type	Description
void	

```
var rec = new GlideRecord('incident');
rec.addQuery('active',false);
rec.query();
while (rec.next()) {
 gs.print('Inactive incident ' + rec.number + ' deleted');
 rec.deleteRecord();
}
```

GlideSystem - quartersAgo(Number quarters)

Returns a date and time for a certain number of quarters ago in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
quarters	Number	Integer number of the quarters ago.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	UTC of the quarter that was the specified number of quarters ago. Format: yyyy-mm-dd hh:mm:ss

The following example displays the current date and time and the date and time four quarters ago at the same time.

```
var nowDateTime = new GlideDateTime();
gs.print("Now: " + nowDateTime);
var fourQuartersAgoDateTime = gs.quartersAgo(4);
gs.print("Four quarters ago: " + fourQuartersAgoDateTime);
```

Output:

```
Now: 2021-10-20 16:27:32
Four quarters ago: 2020-10-20 16:27:32
```

GlideSystem - quartersAgoEnd(Number quarters)

Returns a date and time for the last day of the quarter, for a specified number of quarters ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
quarters	Number	An integer number of quarters

Returns

Type	Description
String	UTC end of the quarter that was the specified number of quarters ago, in the format yyyy-mm-dd hh:mm:ss

Scoped equivalent

To use the *`quartersAgoEnd()`* method in a scoped application, use the corresponding scoped method: quartersAgoEnd().

GlideSystem - quartersAgoStart(Number quarters)

Returns a date and time for the first day of the quarter, for a specified number of quarters ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
quarters	Number	An integer number of quarters

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	UTC end of the month that was the specified number of quarters ago, in the format yyyy-mm-dd hh:mm:ss

Scoped equivalent

To use the *quartersAgoStart()* method in a scoped application, use the corresponding scoped method: quartersAgoStart().

GlideSystem - setProperty(String key, String value, String description)

Sets the specified key to the specified value.

Note: Care should be taken when setting system properties (sys_properties) using this method as it causes a system-wide cache flush. Each flush can cause system degradation while the caches rebuild. If a value must be updated often, it should not be stored as a system property. In general, you should only place values in the sys_properties table that do not frequently change.

Parameters

Name	Type	Description
key	String	The key for the property to be set.
value	String	The value of the property to be set.
description	String	A description of the property.

Returns

Type	Description
void	

```
gs.setProperty("glide.foo","bar","foo");
gs.info(gs.getProperty("glide.foo"));
```

Output: bar

Scoped equivalent

To use the *setProperty()* method in a scoped application, use the corresponding scoped method: setProperty().

GlideSystem - setRedirect(Object URI)

Sets the redirect URI for this transaction, which then determines the next page the user will see.

Parameters

Name	Type	Description
URI	Object	URI to set as the redirect

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example redirects the user to a particular catalog item, and passes along the current email as a parameter.

```
gs.setRedirect("com.glideapp.servicecatalog_cat_item_view.do?sys
parm_id=d41ce5bac611227a0167f4bf8109bf70&sysparm_user="
+ current.sys_id + "&sysparm_email=" + current.email)
```

Scoped equivalent

To use the *setRedirect()* method in a scoped application, use the corresponding scoped method: setRedirect().

GlideSystem - setReturn(Object URI)

Sets the return URI for this transaction. This determines what page the user will be directed to when they return from the next form.

Parameters

Name	Type	Description
URI	Object	URI to set as the return location.

Returns

Type	Description
void	

This example ensures that the user will be returned to the current page when they are done with the next one.

```
gs.setReturn (current.getLink(true));
```

GlideSystem - tableExists(String tableName)

Determines if a database table exists in the ServiceNow instance.

Parameters

Name	Type	Description
tableName	String	Name of the table to check.

Returns

Type	Description
Boolean	Flag that indicates whether the specified table exists in the ServiceNow instance. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Table exists • false: Table does not exist

This example shows checking whether the incident and foo tables exist in the ServiceNow instance.

```
gs.info("Does the incident table exist? " +
 gs.tableExists("incident"));

gs.info("Does the foo table exist? " + gs.tableExists("foo"));
```

Output

```
Does the incident table exist? true
Does the foo table exist? false
```

Scoped equivalent

To use the *tableExists()* method in a scoped application, use the corresponding scoped method: tableExists().

GlideSystem - userID()

Returns the sys_id of the user associated with this session. Use *getUserID()* instead.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the current user.

The following example shows how to unassign all active Incident records assigned to the current user.

```
var incidentGR = new GlideRecord('incident');
incidentGR.addActiveQuery();

// Filter results to incidents assigned to the current user
var currentUserSysId = gs.userID();
incidentGR.addQuery('assigned_to', currentUserSysId);
incidentGR.query();

while (incidentGR.next()) {
    incidentGR.setValue('assigned_to', 'NULL');
    incidentGR.update();
    gs.info(
        'Unassigned Incident: {0}: {1}',
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        incidentGR.number.toString(),
        incidentGR.short_description.toString()
    );
}
```

Output:

```
Unassigned Incident: INC0000057: Performance problems with wifi
Unassigned Incident: INC0009001: Unable to post content on a
 Wiki page
Unassigned Incident: INC0008111: ATF : Test1
```

GlideSystem - workflowFlush(Object glideRecord)

Deletes any open scheduled job records in the Schedule (sys_trigger) table for the specified GlideRecord.

Parameters

Name	Type	Description
glideRecord	Object	The GlideRecord

Returns

Type	Description
void	

GlideSystem - yearsAgo(Number years)

Gets a date and time for a certain number of years ago in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
years	Number	An integer number of years

Returns

Type	Description
String	UTC beginning of the year that is the specified number of years ago, in the format yyyy-mm-dd hh:mm:ss.

Scoped equivalent

To use the *`yearsAgo(Number years)`* method in a scoped application, use the corresponding scoped method: yearsAgo(Number years).

GlideSystem - yesterday()

Returns yesterday's time (24 hours ago) in the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC for 24 hours ago, in the format yyyy-mm-dd hh:mm:ss

Scoped equivalent

To use the `yesterday()` method in a scoped application, use the corresponding scoped method: yesterday().

GlideSystem - Scoped

The scoped `GlideSystem` API provides a number of convenient methods to obtain information about the system, the current logged in user, and other system level information.

Many of the `GlideSystem` methods facilitate the easy inclusion of dates in query ranges, and are most often used in filters and reporting.

Scoped GlideSystem - addErrorMessage(String message)

Adds an error message for the current session.

Parameters

Name	Type	Description
message	String	Message to add.

Returns

Type	Description
void	

```
gs.include("PrototypeServer");
  var ValidatePasswordStronger = Class.create();
  ValidatePasswordStronger.prototype = {
       process : function() {
          var user_password =
 request.getParameter("user_password");
          var min_len = 8;
          var rules = "Password must be at least " + min_len +
             " characters long and contain a digit, an uppercase
 letter, and a lowercase letter.";
          if (user_password.length() < min_len) {
             gs.addErrorMessage("TOO SHORT: " + rules);
             return false;
          }
          var digit_pattern = new RegExp("[0-9]", "g");
          if (!digit_pattern.test(user_password)) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            gs.addErrorMessage("DIGIT MISSING: " + rules);
            return false;
         }
         var upper_pattern = new RegExp("[A-Z]", "g");
         if (!upper_pattern.test(user_password)) {
            gs.addErrorMessage("UPPERCASE MISSING: " + rules);
            return false;
         }
         var lower_pattern = new RegExp("[a-z]", "g");
         if (!lower_pattern.test(user_password)) {
            gs.addErrorMessage("LOWERCASE MISSING: " + rules);
            return false;
         }
         return true; // password is OK
      }
  }
```

Scoped GlideSystem - addInfoMessage(String message)

Adds an info message for the current session. This method is not supported for asynchronous business rules.

Parameters

Name	Type	Description
message	String	Info message to add.

Returns

Type	Description
void	

```
if ((!current.u_date1.nil()) && (!current.u_date2.nil())) {
  var start =
 current.u_date1.getGlideObject().getNumericValue();
  var end = current.u_date2.getGlideObject().getNumericValue();
  if (start > end) {
    gs.addInfoMessage('start must be before end');
    current.u_date1.setError('start must be before end');
    current.setAbortAction(true);
  }
}
```

Scoped GlideSystem - base64Encode(String source)

Creates a base64 string from the specified string.

Parameters

Name	Type	Description
source	String	String to encode.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Encoded base64 string.

The following code example shows how to call this method.

```
var mac = new CertificateEncryption;
var key = "sample_key";
key = gs.base64Encode(key);
mac.generateMac(key, "HmacSHA256", "sample_data");
```

Scoped GlideSystem - base64Decode(String source)

Returns an ASCII string from the specified base64 string.

Parameters

Name	Type	Description
source	String	A base64 encoded string.

Returns

Type	Description
String	The decoded string.

Scoped GlideSystem - beginningOfLastMonth()

Returns the date and time for the beginning of last month in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of last month, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - beginningOfLastWeek()

Returns the date and time for the beginning of last week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	UTC beginning of last week, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - beginningOfNextMonth()

Returns the date and time for the beginning of next month in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of next month, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - beginningOfNextWeek()

Returns the date and time for the beginning of next week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The UTC beginning of next week, in the format yyyy-mm-dd hh:mm:ss.

Scoped GlideSystem - beginningOfNextYear()

Returns the date and time for the beginning of next year in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of next year, in the format yyyy-mm-dd hh:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideSystem - beginningOfThisMonth()

Returns the date and time for the beginning of this month in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of this month, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - beginningOfThisQuarter()

Returns the date and time for the beginning of this quarter in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of this quarter, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - beginningOfThisWeek()

Returns the date and time for the beginning of this week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of this week, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - beginningOfThisYear()

Returns the date and time for the beginning of this year in the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC beginning of this year, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - dateGenerate(String date, String range)

Generates a date and time for the specified date in the current user's timezone as a UTC timestamp.

Parameters

Name	Type	Description
date	String	Date to generate the UTC for. Format: yyyy-mm-dd
range	String	Start, end, or a time in the 24 hour format hh:mm:ss.

Returns

Type	Description
String	Generated date and time. If the range is `start`, the returned value is yyyy-mm-dd 00:00:00. If range is `end` the return value is yyyy-mm-dd 23:59:59. Format: yyyy-mm-dd hh:mm:ss

This example shows using *`dateGenerate()`* to set the start date when querying records in the Incident table.

```
var tableData = new GlideRecord('incident');
tableData.addEncodedQuery("sys_created_onBETWEENjavascript:gs.da
teGenerate('2015-10-07','00:00:00')@javascript:gs.daysAgoEnd(0)^
priority=1^severityIN1,2");
tableData.query();
gs.info("Count: " + tableData.getRowCount());
```

Output:

```
Count: 7
```

Scoped GlideSystem - daysAgo(Number days)

Returns the date and time for a specified number of days ago the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
days	Number	Integer number of days

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

```
function contractNoticeDue() {
    var now_GR = new GlideRecord("contract");
    now_GR.addQuery("u_contract_status", "Active");
    now_GR.query();
    while (now_GR.next()) {
    if ((now_GR.u_termination_date <= gs.daysAgo(-90)) &&
 (now_GR.u_contract_duration == "Long")) {
            now_GR.u_contract_status = "In review";
        }
        else if ((now_GR.u_termination_date <= gs.daysAgo(-50))
 && (now_GR.u_contract_duration == "Medium")) {
        now_GR.u_contract_status = "In review";
        }
        else if ((now_GR.u_termination_date <= gs.daysAgo(-10))
 && (now_GR.u_contract_duration == "Short")) {
            now_GR.u_contract_status = "In review";
        }
    }
    now_GR.update();
}
```

Scoped GlideSystem - daysAgoEnd(Number days)

Returns the date and time for the end of the day a specified number of days ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
days	Number	Integer number of days

Returns

Type	Description
String	UTC end of the day in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - daysAgoStart(Number days)

Returns the date and time for the beginning of the day a specified number of days ago. Returned in the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
days	String	Integer number of days

Returns

Type	Description
String	UTC start of the day in the format yyyy-mm-dd hh:mm:ss

```
var now_GR = new GlideRecord('sysapproval_approver');
now_GR.addQuery('state', 'requested');
now_GR.addQuery('sys_updated_on', '<', gs.daysAgoStart(5));
now_GR.query();
```

Scoped GlideSystem - debug(String message, Object parm1, Object parm2, Object parm3, Object parm4, Object parm5)

Writes a debug message to the system log.

Parameters

Name	Type	Description
message	String	The log message with place holders for any variable arguments.
param1	Object	(Optional) First variable argument.
param2	Object	(Optional) Second variable argument.
param3	Object	(Optional) Third variable argument.
param4	Object	(Optional) Fourth variable argument.
param5	Object	(Optional) Fifth variable argument.

Returns

Type	Description
void	

```
gs.debug("This is a debug message");
var myFirstName = "Abel";
var myLastName = "Tuter";
gs.debug("This is a debug message from {0}.{1}", myFirstName,
 myLastName);
```

Output:

```
This is a debug message (sys.scripts extended logging)
This is a debug message from Abel.Tuter (sys.scripts extended
 logging)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideSystem - endOfLastMonth()

Returns the date and time for the end of last month in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC end of last month, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - endOfLastWeek()

Returns the date and time for the end of last week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC end of last week, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - endOfLastYear()

Returns the date and time for the end of last year in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - endOfNextMonth()

Returns the date and time for the end of next month in the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - endOfNextWeek()

Returns the date and time for the end of next week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - endOfNextYear()

Returns the date and time for the end of next year in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - endOfThisMonth()

Returns the date and time for the end of this month in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - endOfThisQuarter()

Returns the date and time for the end of this quarter in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - endOfThisWeek()

Returns the date and time for the end of this week in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - endOfThisYear()

Returns the date and time for the end of this year in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideSystem - error(String message, Object parm1, Object parm2, Object parm3, Object parm4, Object parm5)

Writes an error message to the system log.

This method accepts up to five variable arguments (varargs) in the message using the Java MessageFormat placeholder replacement pattern.

Note: Variables must contain valid values for this method to provide correct output.

Parameters

Name	Type	Description
message	String	The log message with place holders for any variable arguments.
param1	Object	(Optional) First variable argument.
param2	Object	(Optional) Second variable argument.
param3	Object	(Optional) Third variable argument.
param4	Object	(Optional) Fourth variable argument.
param5	Object	(Optional) Fifth variable argument.

Returns

Type	Description
void	

```
gs.error("This is an error message");
var myFirstName = "Abel";
var myLastName = "Tuter";
gs.error("This is an error message from {0}.{1}", myFirstName,
 myLastName);
```

Output:

```
This is an error message
This is an error message from Abel.Tuter
```

Scoped GlideSystem - eventQueue(String name, Object instance, String parm1, String parm2, String queue)

Queues an event for the event manager.

Parameters

Name	Type	Description
name	String	Name of the event being queued.
instance	Object	GlideRecord object, such as "current".
parm1	String	Optional. Saved with the instance if specified.
parm2	String	Optional. Saved with the instance if specified.
queue	String	Optional. Name of the queue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
if (current.operation() != 'insert' &&
 current.comments.changes()) {
    gs.eventQueue('incident.commented', current, gs.getUserID(),
 gs.getUserName());
}
```

Scoped GlideSystem - eventQueueScheduled(String name, Object instance, String parm1, String parm2, Object expiration)

Queues an event in the event manager.

The passed in event schedule information is stored in the Events [sysevent] table. For additional information on events, see Events.

Parameters

Name	Type	Description
name	String	Name of the event to queue.
instance	Object/ String	GlideRecord object or the sys_id of the record to which this event applies.
parm1	String	Optional. String to pass into the event script. This parameter is free-form and depends on the implementation of the event script. Default: If the *instance* parameter is a GlideRecord object, then the default is the display value for that GlideRecord (now_GR.getDisplayValue) otherwise it is `null`.
parm2	String	Optional. String to pass into the event script. This parameter is free-form and depends on the implementation of the event script. Default: `null`
expiration	Object	Optional. GlideDateTime object or a date/time type element that specifies the date and time to process the event. Default: Current date/time

Returns

Type	Description
void	

This example shows how to call the method using a GlideRecord, two parameters that are passed to the event script, and a specified time to schedule the event.

```
var requestXml = requestBody.dataString;
var processTime = new GlideDateTime();
processTime.addDaysLocalTime(7);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.eventQueueScheduled('sn_app.user.deactivate', now_GR,
 requestXML, gs.getUserID(), processTime);
```

This example shows how to call the method using a sys_id and the default values for the optional parameters.

```
gs.eventQueueScheduled('event.test',
 '0e29421383101000dada83ec37d9292d', '', '', '');
```

Scoped GlideSystem - executeNow(GlideRecord job)

Executes a job for a scoped application.

You can only use this method on a job in the same application as the script calling this method.

Parameters

Name	Type	Description
job	GlideRecord	Job to run.

Returns

Type	Description
String	Returns the sys_id of the scheduled job. Returns null if the job is global.

```
scheduleImportJob: function () {
  var jobId = '61847fe04c603300fa9bb64c2b491dac';
  var now_GR = new GlideRecord('sysauto_script');
  if (!now_GR.get(jobId)) {
    throw new Error('Unable to find import job');
  }
  gs.executeNow(now_GR);
}
```

Scoped GlideSystem - generateGUID()

Generates a GUID that can be used when a unique identifier is required.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A 32-character hexadecimal GUID.

The following code example shows how to call this method.

```
personalId = gs.generateGUID();
gs.info(personalId);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
af770511ff013100e04bfffffffffff6
```

Scoped GlideSystem - getCallerScopeName()

Gets the caller scope name; returns null if there is no caller.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The caller's scope name, or null if there is no caller.

This example shows two script includes that are set to Accessible from all application scopes. One script include is created within app_scope_a.

```
var Scopea = Class.create();

Scopea.prototype = {
    initialize: function() {
    },

    callerScope: function() {
        var scopeb = new app_scope_b.Scopeb();
        return scopeb.callerscope();
    },

    type: 'Scopea'
}
```

Output:

This example shows another script include created within app_scope_b.

```
var Scopeb = Class.create();

Scopeb.prototype = {
    initialize: function() {
        this._constructorCallerScope = gs.getCallerScopeName();
    },

    callerscope: function() {
        return gs.getCallerScopeName();
    },

    getConstructorCallerScope: function() {
        return this._constructorCallerScope;
    },

    type: 'Scopeb'
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This script can be used within scope app_scope_a to get the scope name of the caller—in this case app_scope_b.

```
gs.info(new Scopea().getCallerScopeName());
```

Scoped GlideSystem - getCssCacheVersionString()

Gets a string representing the cache version for a CSS file.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The CSS cache version.

The following code example shows how to call this method.

```
var verStr = gs.getCssCacheVersionString();
gs.info(verStr);
```

Output:

```
_d82979516f0171005be8883e6b3ee4cf&theme=
```

Scoped GlideSystem - getCurrentApplicationId()

Gets the ID of the current application as set using the Application Picker.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The current application's sys_id, or global in none is set.

```
var currentId = gs.getCurrentApplicationId();
gs.info(currentId);
```

Output

```
04936cb16f30b1005be8883e6b3ee4e0
```

Scoped GlideSystem - getCurrentScopeName()

Gets the name of the current scope.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The current scope name.

The following code example shows how to call this method.

```
var currentScope = gs.getCurrentScopeName();
gs.info(currentScope);
```

Output:

```
s_snc_test_scope
```

Scoped GlideSystem - getDateFormat(String)

Returns the date format associated with the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The date format associated with the current user.

The following example returns the date format associated with the user.

```
var userDateFormat = gs. getDateFormat();
gs.info(userDateFormat);
```

Output:

```
yyyy-MM-dd
```

Scoped GlideSystem - getDateTimeFormat()

Returns the date and time format associated with the current user.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The date and time format associated with the current user.

The following example returns the format of the date and time that is associated with the user.

```
var userDateTimeFormat = gs.getDateTimeFormat();
gs.info(userDateTimeFormat);
```

Output:

```
yyyy-MM-dd HH:mm:ss
```

Scoped GlideSystem - getErrorMessages()

Returns the error messages that were added by *`addErrorMessage()`* for the session.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array of Strings	Error messages associated with the session.

Scoped GlideSystem - getEscapedMessage(String id, Array args)

Retrieves the specified message from the Message [sys_ui_message] table. If the message has HTML special characters, replaces them with the corresponding HTML name codes. For example, & becomes `&`.

If the specified message identifier (Key) exists in the Message [sys_ui_message] table for the current language, the method returns the translated message with all special characters returned as escape sequences. If the specified message identifier does not exist for the current language, then the method returns the English version of the message with all special characters returned as escape sequences. If the message identifier does not exist in the table, then it returns the message ID.

For additional information about the Message table, see Message table.

Note: If the UI message has a tick ('), there may be issues with the message in the script; to escape the ticks ('), use *`getMessageS(String, Object)`*.

Parameters

Name	Type	Description
id	String	Message identifier. You can locate this value in the Key field of the Message [sys_ui_message] table. Note the Key field may look exactly like the actual message string.
args	Array	Optional. List of strings or other values defined by java.text.MessageFormat that replace the variables within the specified message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		For example: `gs.getMessage("Abort adding action '{0}', same subflow can't be added twice in this subflow.", current.action.name);` In this example *`'{0}'`* is replaced with the content of *`current.action.name`*. **Note:** The passed in values are not translated. They are inserted verbatim in the message.

Returns

Type	Description
String	UI message with HTML special characters replaced with HTML name codes.

This example shows the ampersand character being replaced with the equivalent ampersand HTML name code.

```
var my_message = gs.getEscapedMessage("Is the summary & details
 accurate?");
alert(my_message);
```

Output

```
Is the summary &amp; details accurate?
```

This example shows how to replace a single variable within a message and how the < and > symbols in the message are transposed to the corresponding HTML name codes of &lt and &gt.

```
// current.action.name is "update record"
var my_message = gs.getEscapedMessage("Abort adding action
 '{0}', same <subflow> can't be added twice in this subflow.",
 current.action.name);
alert(my_message);
```

Output

```
Abort adding action update record, same &ltsubflow&gt can't be
 added twice in this subflow.
```

Scoped GlideSystem - getMessage(String id, Array args)

Retrieves translated messages from the Message [sys_ui_message] table to display in a UI.

If the specified message identifier (key) exists in the Message [sys_ui_message] table for the current language, then the method returns the translated message. If the specified message identifier does not exist for the current language, then the method returns the English version of the message. If the message identifier does not exist in the table, then it returns the message ID.

For additional information about the Message table, see Message table

Note: If the UI message has a tick ('), there may be issues with the message in the script; to escape the ticks ('), use *`getMessageS(String, Object)`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
id	String	Message identifier. You can locate this value in the Key field of the Message [sys_ui_message] table. Note the Key field may look exactly like the actual message.
args	Array	Optional. List of strings or other values defined by java.text.MessageFormat that replace the variables within the specified message. For example: `gs.getMessage("Abort adding action '{0}', same subflow can't be added twice in this subflow.", current.action.name);` In this example *`'{0}'`* is replaced with the content of *`current.action.name`*. **Note:** The passed in values are not translated. They are inserted verbatim in the message.

Returns

Type	Description
String	UI message.

This example shows the message returned for the current user when Spanish is the current language.

```
var my_message = gs.getMessage("rows will not be updated");
alert(my_message);
```

Output:

```
las filas no se actualizarán
```

This example shows how to replace a single variable within a message.

```
// current.action.name is "update record"
var my_message = gs.getMessage("Abort adding action '{0}',
 same subflow can't be added twice in this subflow.",
 current.action.name);
alert(my_message);
```

Output:

```
Abort adding action update record, same subflow can't be added
 twice in this subflow.
```

This example shows how to replace multiple variables within a message.

```
// current.sub_flow.name is 'schedule users'
// current.action.name is "update record"
var my_message = gs.getEscapedMessage("Abort adding action
 '{0}', same subflow can't be added twice in {1} subflow.",
 [current.action.name, current.sub_flow.name]);
alert(my_message);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
Abort adding action update record, same subflow can't be added
 twice in schedule users subflow.
```

Scoped GlideSystem - getProperty(String key, Object alt)

Gets the value of a Glide property. If the property is not found, returns an alternate value.

Parameters

Name	Type	Description
key	String	The key for the property whose value should be returned.
alt	Object	(Optional) Alternate object to return if the property is not found.

Returns

Type	Description
String	The value of the Glide property, or the alternate object defined above.

The following code example shows how to call this method.

```
var attachment_link = gs.getProperty('glide.servlet.uri');
gs.info(attachment_link);
```

Output:

```
https://instance.service-now.com/
```

Scoped GlideSystem - getSession()

Gets a reference to the current Glide session.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A reference for the current session.

```
if (!gs.hasRole("admin") && !gs.hasRole("user_admin") &&
 gs.getSession().isInteractive()) {
  current.addQuery("active", "true");
}
```

Scoped GlideSystem - getSessionID()

Retrieves the GlideSession session ID.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The session ID.

```
var myUserObject = gs.getSessionID();
gs.info(myUserObject);
```

Output:

```
A0D4E5416F3F21005BE8883E6B3EE4B8
```

Scoped GlideSystem - getSessionToken()

This method is no longer available. Instead, use `gs.getSession().getSessionToken()`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The session token.

Scoped GlideSystem - getTimeFormat()

Returns the time format associated with the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The time format associated with the current user.

The following code example shows how to call this method.

```
var userTimeFormat = gs. getTimeFormat();
gs.info(userTimeFormat);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
HH:mm:ss
```

Scoped GlideSystem - getTimeZoneName()

Returns the name of the time zone associated with the current user.

This method has been deprecated. Instead, use the getTimeZoneName() method in the *GlideSession* API.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The time zone name.

The following code example shows how to call this method.

```
gs.info(gs.getTimeZoneName());
```

Scoped GlideSystem - getUrlOnStack()

Gets the current URI for the session.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The URI.

```
gs.info(gs.getUrlOnStack());
```

Scoped GlideSystem - getUser()

Returns a reference to the scoped GlideUser object for the current user.

See GlideUser - Scopedfor a list of available methods.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideUser	Reference to a scoped user object.

```
var myUserObject = gs.getUser();
gs.info(myUserObject);
```

Output

```
com.glide.script.fencing.ScopedUser@6c0645
```

Scoped GlideSystem - getUserDisplayName()

Gets the display name of the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The name field of the current user. For example, this method returns Abel Tuter as opposed to abel.tuter.

This example gets the current user's display name.

```
gs.info(gs.getUserDisplayName());
```

Output:

```
System Administrator
```

Scoped GlideSystem - getUserID()

Gets the sys_id of the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The sys_id of the current user.

The following example shows how to unassign all active Incident records assigned to the current user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var incidentGR = new GlideRecord('incident');
incidentGR.addActiveQuery();

// Filter results to incidents assigned to the current user
var currentUserSysId = gs.getUserID();
incidentGR.addQuery('assigned_to', currentUserSysId);
incidentGR.query();

while (incidentGR.next()) {
    incidentGR.setValue('assigned_to', 'NULL');
    incidentGR.update();
    gs.info(
        'Unassigned Incident: {0}: {1}',
        incidentGR.number.toString(),
        incidentGR.short_description.toString()
    );
}
```

Output:

```
Unassigned Incident: INC0000057: Performance problems with wifi
Unassigned Incident: INC0009001: Unable to post content on a
 Wiki page
Unassigned Incident: INC0008111: ATF : Test1
```

Scoped GlideSystem - getUserName()

Returns the user name of the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The user name of the current user. For example, this method returns abel.tuter as opposed to Abel Tuter.

This example gets the user name of the current user.

```
gs.info("The current user name is: " + gs.getUserName());
```

Output:

```
The current user name is: admin
```

Scoped GlideSystem - hasRole(Object role)

Determines if the current user has the specified role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
role	Object	The role to check.

Returns

Type	Description
Boolean	True if the user had the role. Returns true for users with the administrator role.

```
if (!gs.hasRole("admin") && !gs.hasRole("groups_admin")  &&
 gs.getSession().isInteractive()) {
  var qc = current.addQuery("u_hidden", "!=", "true"); //cannot
 see hidden groups...
  qc.addOrCondition("sys_id",
 "javascript:getMyGroups()"); //...unless in the hidden group
  gs.info("User has admin and groups admin roles");
}
else {
  gs.info("User does not have both admin and groups admin
 roles");
}
```

Scoped GlideSystem - hoursAgo(Number hours)

Returns the date and time for a specified number of hours ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
hours	Number	Integer number of hours

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

```
if (current.operation() == 'insert') {
 // If no due date was specified, calculate a default
 if (current.due_date == '') {

  if (current.urgency == '1') {
   // Set due date to 4 hours ahead of current time
   current.due_date = gs.hoursAgo(-4);
  }

  if (current.urgency == '2') {
   // Set due date to 2 days ahead of current time
   current.due_date = gs.daysAgo(-2);
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  if (current.urgency == '3') {
   // Set due date to 7 days ahead of current time
   current.due_date = gs.daysAgo(-7);
  }
 }
}
```

Scoped GlideSystem - hoursAgoEnd(Number hours)

Returns the date and time for the end of the hour a specified number of hours ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
hours	Number	Integer number of hours

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - hoursAgoStart(Number hours)

Returns the date and time for the start of the hour a specified number of hours ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
hours	Number	Integer number of hours

Returns

Type	Description
String	UTC in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - include(String name)

Provides a safe way to call a script include from the sandbox, allowing only the inclusion of trusted scripts.

Parameters

Name	Type	Description
name	String	Name of the script to include.

Returns

Type	Description
Boolean	Flag that indicates whether the script include worked.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • true: Script include worked. • false: Script include failed.

This example gets the LDAPUtils in the current script context.

```
var ldapServer = new GlideRecord("ldap_server_config");
ldapServer.addActiveQuery();
ldapServer.query();
gs.include("LDAPUtils");
var ldapUtils = new LDAPUtils();
var errMsg = "";
while (ldapServer.next()) {
  var ldap = new GlideLDAP();
  var dn = ldapServer.dn;
  var env = ldap.setup();
  if (env == null) {
    errMsg = "Failed environment setup, missing URL";
    gs.eventQueue("ldap.connection_failed",   ldapServer,
 ldapServer.getDisplayValue(), errMsg);
    gs.logError("LDAP server " + ldapServer.getDisplayValue() +
 " failed scheduled connection test: " + errMsg, "LDAP");
 }
}
```

Scoped GlideSystem - info(String message, Object parm1, Object parm2, Object parm3, Object parm4, Object parm5)

Writes an info message to the system log.

Parameters

Name	Type	Description
message	String	The log message with place holders for any variable arguments.
param1	Object	(Optional) First variable argument.
param2	Object	(Optional) Second variable argument.
param3	Object	(Optional) Third variable argument.
param4	Object	(Optional) Fourth variable argument.
param5	Object	(Optional) Fifth variable argument.

Returns

Type	Description
void	

```
gs.info("This is an info message");
var myFirstName = "Abel";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var myLastName = "Tuter";
gs.info("This is an info message from {0}.{1}", myFirstName,
 myLastName);
```

Output:

```
This is an info message
This is an info message from Abel.Tuter
```

Scoped GlideSystem - isDebugging()

Determines if debugging is active for a specific scope.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if either session debugging is active or the log level is set to debug for the specified scope.

```
gs.debug("This is a log message");
var myFirstName = "Abel";
var myLastName = "Tuter";
gs.debug("This is a log message from {0}.{1}", myFirstName,
 myLastName);
gs.info(gs.isDebugging());
```

Scoped GlideSystem - isInteractive()

Checks if the current session is interactive. An example of an interactive session is when a user logs in normally. An example of a non-interactive session is using a SOAP request to retrieve data.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the session is interactive.

```
if (!gs.hasRole("admin") && gs.getSession().isInteractive()) {
    var qc1 = current.addQuery('u_group',"");
    var gra = new GlideRecord('sys_user_grmember');
    gra.addQuery('user', gs.getUserID());
    gra.query();
    while (gra.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        qc1.addOrCondition('u_group', gra.group);
    }
}
```

Scoped GlideSystem - isLoggedIn()

Determines if the current user is currently logged in.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the current user is logged in.

```
gs.info(gs.isLoggedIn());
```

Scoped GlideSystem - isMobile()

You can determine if a request comes from a mobile device.

This method can be used in UI action conditions and business rules.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the request comes from a mobile device; otherwise, false.

```
if (gs.isMobile())
  gs.info("submitted from mobile UI");
 else
   gs.info("NOT submitted from mobile UI");
```

Output

```
NOT submitted from mobile UI
```

Scoped GlideSystem - minutesAgoEnd(Number minutes)

Returns the date and time for the end of the minute a specified number of minutes ago. Returned in the user's session time zone as a UTC timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
minutes	Number	Integer number of minutes ago, such as 5 or 126.

Returns

Type	Description
String	UTC the specified number of minutes ago, at the end of the minute (59 seconds). Format: yyyy-mm-dd hh:mm:ss

The following example displays the current date and time and the date and time 30 minutes ago at the end of the minute in UTC.

```
var nowDateTime = new GlideDateTime();
gs.info("Now: " + nowDateTime);
var thirtyMinutesAgoDateTime = gs.minutesAgoEnd(30);
gs.info("Thirty minutes ago end time: " +
 thirtyMinutesAgoDateTime);
```

Output:

```
Now: 2021-10-20 15:22:13
Thirty minutes ago end time: 2021-10-20 14:52:59
```

Scoped GlideSystem - minutesAgoStart(Number minutes)

Returns the date and time for the start of the minute a specified number of minutes ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
minutes	Number	Integer number of minutes ago, such as 15 or 112.

Returns

Type	Description
String	UTC the specified number of minutes ago, at the start of the minute. Format: yyyy-mm-dd hh:mm:ss

The following example displays the current date and time and the date and time 30 minutes ago at the start of the minute in UTC.

```
var nowDateTime = new GlideDateTime();
gs.info("Now: " + nowDateTime);
var thirtyMinutesAgoDateTime = gs.minutesAgoStart(30);
gs.info("Thirty minutes ago: " + thirtyMinutesAgoDateTime);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Now: 2021-10-20 14:56:18
Thirty minutes ago: 2021-10-20 14:26:00
```

Scoped GlideSystem - monthsAgo(Number months)

Returns the date and time for a specified number of months ago in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
months	Number	Integer number of months ago.

Returns

Type	Description
String	UTC of the specified number of months ago at the exact same time. Format: yyyy-mm-dd hh:mm:ss

The following example displays the current date and time and the date and time one month ago at the same time in UTC.

```
var nowDateTime = new GlideDateTime();
gs.info("Now: " + nowDateTime);
var oneMonthAgoDateTime = gs.monthsAgo(1);
gs.info("One month ago: " + oneMonthAgoDateTime);
```

Output:

```
Now: 2021-10-20 15:29:15
One month ago: 2021-09-20 15:29:15
```

Scoped GlideSystem - monthsAgoEnd(Number months)

Returns the date and time for the last day of the month a specified number of months ago.

Parameters

Name	Type	Description
months	Number (Integer)	Number of months, such as 4 or 16.

Returns

Type	Description
String	Date and time stamp of the month, the specified number of months ago, in local time. Format: UTC yyyy-mm-dd hh:mm:ss

The following example displays the current date and time and the date and time two months ago at the end of the business month.

```
var nowDateTime = new GlideDateTime();
gs.info("Now: " + nowDateTime);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var endOfTheMonthDateTime = gs.monthsAgoEnd(2);
gs.info("End of the month: " + endOfTheMonthDateTime);
```

Output:

```
Now: 2021-10-20 19:23:35
End of the month: 2021-08-01 06:59:59
```

Scoped GlideSystem - monthsAgoStart(Number months)

Returns the date and time for the start of the month a specified number of months ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
months	Number	Integer number of months ago, such as 3 or 14.

Returns

Type	Description
String	UTC start of the month the specified number of months ago. Format: yyyy-mm-dd hh:mm:ss

The following example displays the current date and time and the date and time three months ago in UTC.

```
var nowDateTime = new GlideDateTime();
gs.info("Now: " + nowDateTime);
var threeMonthsAgoDateTime = gs.monthsAgoStart(3);
gs.info("Three months ago start date and time: " +
 threeMonthsAgoDateTime);
```

Output:

```
Now: 2021-10-20 15:05:27
Three months ago start date and time: 2021-07-01 07:00:00
```

Scoped GlideSystem - nil(Object o)

Queries an object and returns true if the object is null, undefined, or contains an empty string.

Parameters

Name	Type	Description
o	Object	The object to check.

Returns

Type	Description
Boolean	True if the object is null, undefined, or contains an empty string; otherwise, returns false.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR = new GlideRecord();
gs.info(gs.nil(now_GR));
```

Output

```
true
```

Scoped GlideSystem - quartersAgoEnd(Number quarters)

Returns the date and time for the last day of the quarter for a specified number of quarters ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
quarters	Number	Integer number of quarters

Returns

Type	Description
String	UTC end of the quarter that was the specified number of quarters ago, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - quartersAgoStart(Number quarters)

Returns the date and time for the first day of the quarter for a specified number of quarters ago. Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
quarters	Number	Integer number of quarters

Returns

Type	Description
String	UTC end of the month that was the specified number of quarters ago, in the format yyyy-mm-dd hh:mm:ss

Scoped GlideSystem - setProperty(String key, String value, String description)

Sets the specified key to the specified value if the property is within the script's scope.

Note: Care should be taken when setting system properties (sys_properties) using this method as it causes a system-wide cache flush. Each flush can cause system degradation while the caches rebuild. If a value must be updated often, it should not be stored as a system property. In general, you should only place values in the sys_properties table that do not frequently change.

Parameters

Name	Type	Description
key	String	The key for the property to be set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
value	String	The value of the property to be set.
description	String	A description of the property.

Returns

Type	Description
void	

The following code example shows how to call this method.

```
gs.setProperty("glide.foo","bar","foo");
gs.info(gs.getProperty("glide.foo"));
```

Output:

```
bar
```

Scoped GlideSystem - setRedirect(Object o)

Sets the redirect URI for this transaction, which then determines the next page the user will see.

Parameters

Name	Type	Description
o	Object	URI object or URI string to set as the redirect

Returns

Type	Description
void	

```
gs.setRedirect("com.glideapp.servicecatalog_cat_item_view.do?sys
parm_id=d41ce5bac611227a0167f4bf8109bf70&sysparm_user="
+ current.sys_id + "&sysparm_email=" + current.email)
```

Scoped GlideSystem - tableExists(String name)

Determines if a database table exists.

Parameters

Name	Type	Description
name	String	Name of the table to check for existence.

Returns

Type	Description
Boolean	True if the table exists. False if the table was not found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows checking whether the incident and foo tables exist in the ServiceNow instance.

```
gs.info("Does the incident table exist? " +
 gs.tableExists("incident"));

gs.info("Does the foo table exist? " + gs.tableExists("foo"));
```

Output:

```
Does the incident table exist? true
Does the foo table exist? false
```

Scoped GlideSystem - urlEncode(String url)

Encodes non-ASCII characters, unsafe ASCII characters, and spaces so the returned string can be used on the Internet. Uses UTF-8 encoding. Uses percent (%) encoding.

Parameters

Name	Type	Description
url	String	The string to encode.

Returns

Type	Description
String	A string with non-ASCII characters, unsafe ASCII characters, and spaces encoded.

Scoped GlideSystem - urlDecode(String url)

Replaces UTF-8 encoded characters with ASCII characters.

Parameters

Name	Type	Description
url	String	UTF-8 percent (%) encoded characters.

Returns

Type	Description
String	Encoded characters replaced with ASCII characters.

Scoped GlideSystem - warn(String message, Object parm1, Object parm2, Object parm3, Object parm4, Object parm5)

Writes a warning message to the system log.

Parameters

Name	Type	Description
message	String	The log message with place holders for any variable arguments.
param1	Object	(Optional) First variable argument.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
param2	Object	(Optional) Second variable argument.
param3	Object	(Optional) Third variable argument.
param4	Object	(Optional) Fourth variable argument.
param5	Object	(Optional) Fifth variable argument.

Returns

Type	Description
void	

```
gs.warn("This is a warning");
var myFirstName = "Abel";
var myLastName = "Tuter";
gs.warn("This is a warning from {0}.{1}", myFirstName,
 myLastName);
```

Output:

```
This is a warning
This is a warning from Abel.Tuter
```

Scoped GlideSystem - xmlToJSON(String xmlString)

Takes an XML string and returns a JSON object.

Parameters

Name	Type	Description
xmlString	String	The XML string to be converted.

Returns

Type	Description
Object	A JSON object representing the XML string. Null if unable to process the XML string.

The following code example shows how to call this method.

```
var jsonObject = gs.xmlToJSON(xmlString);
```

Scoped GlideSystem - yearsAgo(Number years)

Returns a date and time for a certain number of years ago in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
years	Number	An integer number of years

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	UTC beginning of the year that is the specified number of years ago, in the format yyyy-mm-dd hh:mm:ss.

Scoped GlideSystem - yesterday()

Returns yesterday's time (24 hours ago). Returned in the user's session time zone as a UTC timestamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	UTC for 24 hours ago, in the format yyyy-mm-dd hh:mm:ss

GlideSystemRunLevel - Global

The `GlideSystemRunLevel` API provides methods to get and set the current system run level.

Setting the system run level allows applications to change or limit their features based on operational toggles. For more information about using operational toggles, see Operational toggles.

The system run level can be set to one of the defined system run levels.

- Fully Operational
- Slightly Degraded
- Moderately Degraded
- Severely Degraded

The system run level set on one node is synchronized to all nodes in the instance.

The admin role is required to use this API.

GlideSystemRunLevel – getCurrentLevel()

Retrieves the current system run level.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The current system run level. Possible values: • fully_operational • slightly_degraded • moderately_degraded • severely_degraded

Gets the current system run level.

```
var currentRunLevel =
 sn_run_level.GlideSystemRunLevel.getCurrentLevel();
gs.info(currentRunLevel);
```

Output:

```
fully_operational
```

GlideSystemRunLevel – switchLevel(String newLevel)

Switches the system run level.

Parameters

Name	Type	Description
newLevel	String	The ID value of the new system run level. This value is from the **ID** field in the System Run Level [sys_run_level] table.

Returns

Type	Description
String	ID of the previous system run level. Possible values: • fully_operational • slightly_degraded • moderately_degraded • severely_degraded

Sets the system run level to Slightly Degraded.

```
sn_run_level.GlideSystemRunLevel.switchLevel('slightly_degraded
');
```

Output:

```
SystemRunLevel requested to change from: fully_operational to:
 slightly_degraded
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideTableHierarchy - Scoped

The *GlideTableHierarchy* API provides methods for handling information about table relationships.

GlideTableHierarchy - GlideTableHierarchy(String tableName)

Instantiates a GlideTableHierarchy object.

Parameters

Name	Type	Description
tableName	String	The name of the table.

```
var table = new GlideTableHierarchy("incident");
gs.info(table.getTables());
```

Output:

```
incident,task
```

GlideTableHierarchy - getAllExtensions()

Returns an array of strings containing all tables that extend the current table and includes the current table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of strings containing the tables in the hierarchy that includes the current table.

```
var table = new GlideTableHierarchy("task");
gs.info(table.getAllExtensions());
```

Output: Line breaks added for clarity.

```
task,sc_task,problem_task,change_phase,sc_req_item,kb_submissi
on,
release_phase,problem,ticket,sm_task,hr_task,change_task,change_
request,
change_request_imac,incident,release_task,vtb_task,sm_order,hr_c
ase,
sysapproval_group,sc_request
```

GlideTableHierarchy - getBase()

Returns the parent class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The parent class.

```
var table = new GlideTableHierarchy("cmdb_ci_server");
gs.info(table.getBase());
```

Output:

```
cmdb_ci_computer
```

GlideTableHierarchy - getHierarchy()

Returns an array of strings containing all classes in the hierarchy of the current table.

Parameters

Name	Type	Description
none		

Returns

Type	Description
Array	An array of strings of the classes in the hierarchy.

```
var table = new GlideTableHierarchy("incident");
gs.info(table.getHierarchy());
```

Output:

```
incident,task
```

GlideTableHierarchy - getName()

Returns the table's name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The table's name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var table = new GlideTableHierarchy("incident");
gs.info(table.getName());
```

Output:

```
incident
```

GlideTableHierarchy - getRoot()

Returns the top level class in the hierarchy.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the root class.

```
var table = new GlideTableHierarchy("cmdb_ci_server");
gs.info(table.getRoot());
```

Output:

```
cmdb
```

GlideTableHierarchy - getTables()

Returns an array of strings of the table names in the hierarchy.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of strings containing the names of tables in the hierarchy.

```
var table = new GlideTableHierarchy("incident");
gs.info(table.getTables());
```

Output:

```
incident,task
```

GlideTableHierarchy - getTableExtensions()

Returns an array of strings containing all tables that extend the current table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of strings containing the tables that extend the current table.

```
var table = new GlideTableHierarchy("task");
gs.info(table.getTableExtensions());
```

Output: Line breaks added for clarity

```
sc_task,problem_task,change_phase,sc_req_item,kb_submission,rele
ase_phase,problem,
ticket,sm_task,hr_task,change_task,change_request,change_request
_imac,incident,
release_task,vtb_task,sm_order,hr_case,sysapproval_group,sc_requ
est
```

GlideTableHierarchy - isBaseClass()

Returns true if this is a base class.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the current table has no parent and has extensions.

```
var table = new GlideTableHierarchy("incident");
gs.info(table.isBaseClass());
```

Output:

```
false
```

GlideTableHierarchy - isSoloClass()

Returns true if this table is not in a hierarchy.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True if the current table has no parent and no extensions.

```
var table = new GlideTableHierarchy("sys_user");
gs.info(table.isSoloClass());
```

Output:

```
true
```

GlideTableHierarchy - hasExtensions()

Returns true of this class has been extended.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the current table has extensions.

```
var table = new GlideTableHierarchy("incident");
gs.info(table.hasExtensions());
```

Output:

```
false
```

GlideTextReader - Scoped

The *GlideTextReader* API provides the ability to read single lines from an input stream. Because an input stream is used, it is not subject to the 5MB attachment size limit.

GlideTextReader - GlideTextReader(GlideScriptableInputStream inputStream)

Creates a scoped GlideTextReader object for the specified input stream.

Parameters

Name	Type	Description
inputStream	GlideScriptableInputStream	The input stream to be read.

GlideTextReader - getEncoding()

Returns the character encoding of the input stream.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The character encoding of the input stream.

GlideTextReader - readLine()

Returns a single line from the input stream and returns a string. Since this is working off of a stream, it is not subject to the 5MB size limit.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A single line of input up to the carriage return. Does not include the carriage return. Returns null if there is no content.

```
var is = new
 GlideSysAttachment().getContentStream(attachmentSysId);
var reader = new GlideTextReader(is);
var ln = ' ';
while((ln = reader.readLine()) != null) {
  gs.info(ln);
}
```

GlideTime - Scoped

The *GlideTime* API provides methods for performing operations on GlideTime objects, such as instantiating GlideTime objects or working with GlideTime fields.

For guidance on date time input strings with a list of common format conflicts, refer to Date and time format guidelines.

GlideTime - GlideTime()

Instantiates a GlideTime object with the current time.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gt = new GlideTime();
gs.info(gt.getDisplayValue());
```

GlideTime - GlideTime(Number milliseconds)

Instantiates a GlideTime object with its time starting at midnight UTC plus the passed in value.

The value is adjusted for the timezone in which the instance resides. For example, if the user's instance is in a time zone that is -8 hours from the UTC, and 1000 is passed in, the time in the GlideTime object is 16:00:10 (00:00:00 - 8 hours +10 seconds.)

Parameters

Name	Type	Description
milliseconds	Number	Time to add to midnight UTC. Unit: Milliseconds

This example shows adding 10 seconds to midnight (UTC), which is then adjusted for the time zone in which the instance resides. In this case, -8 hours from UTC.

```
var gt = new GlideTime(10000);
gs.info(gt.getDisplayValue());
```

Output:

```
16:00:10
```

GlideTime - getByFormat(String format)

Returns the time in the specified format.

For information on the time formats that you can pass into this method, see Global date and time field format. You can pass these values in any order and add separators such as a dash, space, backslash, or colon. In addition, you can also pass the character "a" to return am/pm.

Parameters

Name	Type	Description
format	String	String to use to format the time. For example, if the current time is 10:30:20 then: • hh:mm:ss = 10:30:20 • HH = 10 • HH –- ss = 10 –- 20 • hh a = 10 AM • s:m:H ss:mm:hh = 20:30:10 20:30:10 • HH/mm/ss = 10/30/20

Returns

Type	Description
String	Time in the specified format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gt = new GlideTime();
gt.setValue('12:00:00');
gs.info(gt.getByFormat("HH:mm"));
```

Output:

```
12:00
```

GlideTime - getDisplayValue()

Gets the time in the current user's display format and time zone.

When designing business rules or script includes remember that this method may return values in different formats for different users.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The time in the user's format and time zone.

```
var gt = new GlideTime();
gt.setDisplayValue("12:00:00"); // User Time Zone
gs.info(gt.getDisplayValue()); // User Time Zone
```

GlideTime - getDisplayValueInternal()

Gets the display value in the current user's time zone and the internal format (HH:mm:ss).

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The time value for the GlideTime object in the current user's time zone and the internal time format of HH:mm:ss.

```
var gt = new GlideTime();
gt.setValue("01:00:00"); //Internal Time Zone , UTC
gs.info(gt.getDisplayValueInternal()); //User Time Zone
```

GlideTime - getHourLocalTime()

Returns the hours part of the time using the local time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The hours using the local time zone.

GlideTime - getHourOfDayLocalTime()

Returns the hours part of the time using the local time zone. The number of hours is based on a 24 hour clock.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The hours using the local time zone. The number of hours is based on a 24 hour clock.

GlideTime - getHourOfDayUTC()

Returns the hours part of the time using the UTC time zone. The number of hours is based on a 24 hour clock.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The hours using the UTC time zone. The number of hours is based on a 24 hour clock.

GlideTime - getHourUTC()

Returns the hours part of the time using the UTC time zone. The number of hours is based on a 12 hour clock. Noon and midnight are represented by 0, not 12.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	The hours using the UTC time zone. The number of hours is based on a 12 hour clock. Noon and midnight are represented by 0, not 12.

GlideTime - getMinutesLocalTime()

Returns the number of minutes using the local time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of minutes using the local time zone.

GlideTime - getMinutesUTC()

Returns the number of minutes in the hour based on the UTC time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of minutes in the hour using the UTC time zone.

GlideTime - getSeconds()

Returns the number of seconds in the current minute.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of seconds in the minute.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideTime - getValue()

Gets the time value stored in the database by the GlideTime object in the internal format, HH:mm:ss, and the system time zone.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The time value in the internal fomat and system time zone.

```
var gt = new GlideTime();
gs.info(gt.getValue()); // Internal Time Zone, UTC
```

GlideTime - setDisplayValue(String asDisplayed)

Sets a time value using the current user's display format and time zone.

Parameters

Name	Type	Description
asDisplayed	String	The time in the current user's display format and time zone. The parameter must be formatted using the current user's preferred display format, such as HH:mm:ss.

Returns

Type	Description
None	

```
var gt = new GlideTime();
gt.setDisplayValue('01:00:00');   // User Time Zone
gs.info(gt.getDisplayValueInternal()); // User Time Zone
```

GlideTime - setValue(String o)

Sets the time of the GlideTime object in the internal time zone.

If invalid data is provided to this method, the underlying time is set to 00:00:00.

Parameters

Name	Type	Description
o	String	The time in hh:mm:ss format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
var gt = new GlideTime();
gt.setValue('01:00:00');  //Internal Time Zone, UTC
gs.info("time is "+ gt.getByFormat('hh:mm:ss'));
```

GlideTime - subtract(GlideTime startTime, GlideTime endTime)

Gets the duration difference between two GlideTime object values.

Parameters

Name	Type	Description
startTime	GlideTime	The start value.
endTime	GlideTime	The end value.

Returns

Type	Description
GlideDuration	The duration between the two values.

```
var gd1 = new GlideTime();
gd1.setDisplayValue("09:00:00");
var gd2 = new GlideTime();
gd2.setDisplayValue("09:10:00");

var dur = GlideDate.subtract(gd1, gd2); //the difference between
 gdt1 and gdt2
gs.info(dur.getDisplayValue());
```

GlideTimeline - Global

The *GlideTimeline* API provides the core implementation for configuring and displaying a Glide Windowing Toolkit Timeline.

For security, the GlideTimeline has already been instantiated as a single instance variable called *GlideTimeline*. All configurations should be made in the client script section of the corresponding schedule page that references this instance variable.

GlideTimeline - groupByParent(Boolean b)

Specifies whether or not to group timeline items by their parent. If **true**, this will nest all child items inside their parent. This affects the ordering of display and children will always be listed immediately after their parent. The default value for the *groupByParent* property is **false**.

If **true**, this will nest all child items inside their parent. This affects the ordering of display and children will always be listed immediately after their parent. The default value for the *groupByParent* property is **false**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
b	Boolean	If **true**, displays Timeline Items grouped by parent.

Returns

Type	Description
void	

```
glideTimeline.groupByParent(true);
```

GlideTimeline - registerEvent(String strServerEvent, String strScriptIncludeName)

Registers the specified Timeline server event. The *strServerEvent* must be one of the allowed events for registration to work correctly. When the event occurs, the *GlideTimeline* sends a request to the server and processes the event as handled inside the *strScriptIncludeName* class.

The *strServerEvent* must be one of the allowed events for registration to work correctly. When the event occurs, the *GlideTimeline* sends a request to the server and processes the event as handled inside the *strScriptIncludeName* class.

Parameters

Name	Type	Description
strServerEvent	String	Specifies one of the following case-sensitive events: • *getItems* • *elementMoveX* • *elementMoveY* • *elementMoveXY* • *elementSuccessor* • *elementTimeAdjustStart* • *elementTimeAdjustEnd* • *inputBox* • *itemMove*
strScriptIncludeName	String	Specifies the name of the class to receive the *strServerEvent*. This class must be defined in a script include that extends *AbstractTimelineSchedulePage*.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
glideTimeline.registerEvent("getItems",
 "TimelineGanttSchedulePage");
```

GlideTimeline - setAutoRefresh(Number intSeconds)

Specifies the number of seconds to wait before performing an auto refresh of the data on the timeline. Setting the number of seconds to 0 will turn auto refresh off. By default, auto refresh is disabled. If *intSeconds* is greater than 0 and less than the minimum allowed time in seconds (10), it will be set to 10 seconds.

Setting the number of seconds to 0 will turn auto refresh off. By default, auto refresh is disabled. If intSeconds is greater than 0 and less than the minimum allowed time in seconds (10), it will be set to 10 seconds.

Parameters

Name	Type	Description
intSeconds	Number	An integer specifying the time in seconds between auto-refreshing.

Returns

Type	Description
void	

```
glideTimeline.setAutoRefresh(15); // Sets the interval for
 auto-refreshing to 15 seconds.
```

GlideTimeline - setDefaultPointIconClass(String icon_class)

Specifies the default icon class to use for Timeline Spans with zero duration if no icon class was explicitly specified in the properties of the Timeline Span returned from the server. The default value for the *setDefaultPointIconClass* property is *milestone*.

The default value for the *setDefaultPointIconClass* property is *milestone*.

Parameters

Name	Type	Description
icon_class	String	String that specifies one of the following values: • milestone • blue_square • sepia_square • green_square • red_square • black_square • blue_circle • sepia_circle • green_circle

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `red_circle` • `black_circle`

Returns

Type	Description
void	

```
glideTimeline.setDefaultPointIconClass('blue_circle');
```

GlideTimeline - setExtraAjaxParam(String strName, String strValue)

Allows setting of additional parameters in the client script to be made available to the corresponding Script Include events by using the *`getParameter()`* method. URI parameters that are prefixed with `sysparm_timeline_` will automatically be included in all server side AJAX calls.

URI parameters that are prefixed with `sysparm_timeline_` will automatically be included in all server side AJAX calls.

Parameters

Name	Type	Description
strName	String	The URI parameter name.
strValue	String	The value of strName.

Returns

Type	Description
void	

```
glideTimeline.setExtraAjaxParam("sysparm_timeline_limit", "5");
```

GlideTimeline - setInitialViewRange(String objStartDate, String objEndDate)

Specifies the initial viewable range for the timeline. The format of the start and end dates must be in the default timestamp format: yyyy-MM-dd HH:mm:ss. The default range is the range that specifies the earliest Timeline Span point to the end of the latest Timeline Span. If the *`initialViewRange`* property is specified, it will override the default range.

The format of the start and end dates must be in the default timestamp format: yyyy-MM-dd HH:mm:ss. The default range is the range that specifies the earliest Timeline Span point to the end of the latest Timeline Span. If the *`initialViewRange`* property is specified, it will override the default range.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
objStartDate	String	The start time of the view range in format: yyyy-MM-dd HH:mm:ss .
objEndDate	String	The end time of the view range in format: yyyy-MM-dd HH:mm:ss .

Returns

Type	Description
void	

```
// Sets the initial range to begin on June 20th, 2010 at 8:00 AM
 and end on June 28th, 2010 at 2:00 PM UTC time.
     glideTimeline.setInitialViewRange("2010-06-20 08:00:00",
 "2010-06-28 14:00:00");
```

GlideTimeline - setInitialViewRange(Number objStartDate, Number objEndDate)

Specifies the initial viewable range for the timeline. The default range is the range that specifies the earliest Timeline Span point to the end of the latest Timeline Span. If the *initialViewRange* property is specified, it will override the default range.

The default range is the range that specifies the earliest Timeline Span point to the end of the latest Timeline Span. If the *initialViewRange* property is specified, it will override the default range.

Parameters

Name	Type	Description
objStartDate	Number	The start time of the view range in milliseconds.
objEndDate	Number	The end time in milliseconds.

Returns

Type	Description
void	

```
// Sets the initial range to begin on June 20th, 2010 at 8:00 AM
 and end on June 28th, 2010 at 2:00 PM UTC time.
     glideTimeline.setInitialViewRange(1277046000000,
 1277647200000);
```

GlideTimeline - setInitialViewRange(String objStartDate, Number objEndDate)

Specifies the initial viewable range for the timeline. The default range is the range that specifies the earliest Timeline Span point to the end of the latest Timeline Span. If the *initialViewRange* property is specified, it will override the default range.

The default range is the range that specifies the earliest Timeline Span point to the end of the latest Timeline Span. If the *initialViewRange* property is specified, it will override the default range.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
objStartDate	String	The start time of the view range in format: yyyy-MM-dd HH:mm:ss .
objEndDate	Number	The end time in milliseconds.

Returns

Type	Description
void	

ExampleExplanation

```
// Sets the initial range to begin on June 20th, 2010 at 8:00 AM
 and end on June 28th, 2010 at 2:00 PM UTC time.
     glideTimeline.setInitialViewRange("2010-06-20 08:00:00",
 1277647200000);
```

GlideTimeline - setInitialViewRange(Number objStartDate, String objEndDate)

Specifies the initial viewable range for the timeline. The default range is the range that specifies the earliest Timeline Span point to the end of the latest Timeline Span. If the *`initialViewRange`* property is specified, it will override the default range.

The default range is the range that specifies the earliest Timeline Span point to the end of the latest Timeline Span. If the *`initialViewRange`* property is specified, it will override the default range.

Parameters

Name	Type	Description
objStartDate	Number	The start time of the view range in milliseconds.
objEndDate	String	The end time of the view range in format: yyyy-MM-dd HH:mm:ss .

Returns

Type	Description
void	

ExampleExplanation

```
// Sets the initial range to begin on June 20th, 2010 at 8:00 AM
 and end on June 28th, 2010 at 2:00 PM UTC time.
     glideTimeline.setInitialViewRange(1277046000000,
 "2010-06-28 14:00:00");
```

GlideTimeline - setReadOnly(Boolean b)

Enables or disables all timeline event interaction. If enabled, event interaction is determined from the corresponding attributes specified by each *`Timeline`* Item. The default value for the *`readOnly`* property is **false**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If enabled, event interaction is determined from the corresponding attributes specified by each *Timeline* Item. The default value for the *readOnly* property is **false**.

Parameters

Name	Type	Description
b	Boolean	If **true**, marks the entire timeline as **read-only** (non-interactive).

Returns

Type	Description
void	

```
glideTimeline.setReadOnly(true);
```

GlideTimeline - showDependencyLines(Boolean b)

Specifies whether or not to show dependency lines between Timeline Spans. This method applies only if the set of Timeline Items returned from the server includes dependency relationships. The default value for the showDependencyLines property is **false**.

This method applies only if the set of Timeline Items returned from the server includes dependency relationships. The default value for the showDependencyLines property is **false**.

Parameters

Name	Type	Description
b	Boolean	If **true**, displays dependency lines on the timeline; otherwise, does not.

Returns

Type	Description
void	

```
glideTimeline.showDependencyLines(true);
```

GlideTimeline - showGridLines(Boolean bShowGridlines, Number amount)

Specifies whether or not to show grid lines for each row of data on the timeline. By default, grid lines are enabled.

By default, grid lines are enabled.

Parameters

Name	Type	Description
bShowGridlines	Boolean	If **true**, timeline shows grid lines; otherwise, does not display grid lines.
amount	Number	amount

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	ReturnValue

```
glideTimeline.showGridLines(false); // Disables grid lines.
```

GlideTimeline - showLeftPane(Boolean b)

Specifies whether or not to show the left hand pane in the timeline. The default value for the *leftPane* property is **true**.

The default value for the *leftPane* property is **true**.

Parameters

Name	Type	Description
b	Boolean	If **true**, the timeline shows the left pane; otherwise, the left pane is not be displayed.

Returns

Type	Description
void	

```
glideTimeline.showLeftPane(false);
```

GlideTimeline - showLeftPaneAsTree(Boolean b)

Specifies how to show child items in the left pane of the timeline. Child items are displayed either as nested, indented nodes with expand and collapse capability or on a single indent level. The default value for the *showLeftPaneAsTree* property is **false**.

The default value for the *showLeftPaneAsTree* property is **false**.

Parameters

Name	Type	Description
b	Boolean	If **true**, child item nodes are shown as indented with expand/collapse capability; otherwise, all left pane items are displayed at a single indent level.

Returns

Type	Description
void	

```
glideTimeline.showLeftPaneAsTree(true);
```

GlideTimeline - showLeftPaneInputBox(Boolean b, String strDefaultValue)

Specifies whether or not to show the text input box at the bottom of the left pane with a default value as specified by **strDefaultValue**. If the left pane is diabled via *showLeftPane()*, the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

input box will not be visible. The default value for the *showLeftPaneInputBox* property is **false**.

If the left pane is diabled via *showLeftPane()*, the input box will not be visible. The default value for the *showLeftPaneInputBox* property is **false**.

Parameters

Name	Type	Description
b	Boolean	If **true**, show the left pane input box.
strDefaultValue	String	The default value to display in the input box.

Returns

Type	Description
void	

```
glideTimeline.showLeftPaneInputBox(true, 'Add a new task ...');
```

GlideTimeline - showSummaryPane(Boolean b)

Specifies whether or not to show the summary pane at the bottom of the timeline. The default value for the showSummaryPane property is **true**.

The default value for the showSummaryPane property is **true**.

Parameters

Name	Type	Description
b	Boolean	If **true**, the timeline includes the summary pane; otherwise, the summary pane is not displayed.

Returns

Type	Description
void	

```
glideTimeline.showSummaryPane(false);
```

GlideTimeline - showTimelineText(Boolean b)

Specifies whether or not to show the timeline text underneath each Timeline Span in the primary timeline pane. The default value for the showTimelineText property is **false**.

The default value for the showTimelineText property is **false**.

Parameters

Name	Type	Description
b	Boolean	If **true**, displays descriptive text underneath each Timeline Span; otherwise, no text is displayed underneath each Timeline Span.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
glideTimeline.showTimelineText(true);
```

GlideTimeline - snapVertScrollingIntoRows(Boolean b)

Specifies whether or not the vertical movement of timeline span objects (if appropriately registered to perform this event) should snap adjust into the closest row. By default this value is enabled.

By default this value is enabled.

Parameters

Name	Type	Description
b	Boolean	If **true**, snaps vertical movement of timeline span objects into rows; otherwise, items move exactly with respect to the mouse.

Returns

Type	Description
void	

```
glideTimeline.snapVertScrollingIntoRows(false);
```

GlideTimeline - sortByLeftLabelText(Boolean b)

Specifies whether or not to group items by their left label text. The default value for the *`sortByLeftLabelText`* property is **false**.

The default value for the *`sortByLeftLabelText`* property is **false**.

Parameters

Name	Type	Description
b	Boolean	If **true**, sort Timeline Items alphabetically by the text specified in each item's left label.

Returns

Type	Description
void	

```
glideTimeline.sortByLeftLabelText(true);
```

GlideTimeline - sortByStartDate(Boolean b)

Specifies whether or not to sort the list of Timeline Items returned by the earliest start date of an item's Timeline Span objects. If *`groupByParent()`* is set **true**, items are sorted after grouping has occurred. The default value for the *`sortByStartDate`* property is **false**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If *groupByParent()* is set **true**, items are sorted after grouping has occurred. The default value for the *sortByStartDate* property is **false**.

Parameters

Name	Type	Description
b	Boolean	If **true**, sort Timeline Items chronologically starting with their earliest start date.

Returns

Type	Description
void	

```
glideTimeline.sortByStartDate(true);
```

GlideTimeline - sortByTimelineLabelText(Boolean b)

Specifies whether or not to sort the list of Timeline Items returned in alphabetical order according to the text that was specified to show in the Timeline Pane.

Note: This sort order still applies even if the timeline text has been set **false** via the *showTimelineText()* method. Additionally, if *groupByParent()* is set **true**, items will be sorted appropriately after grouping has occurred.

The default value for the *sortByTimelineLabelText* property is **false**.

Parameters

Name	Type	Description
b	Boolean	If true, sorts Timeline Items alphabetically by the text specified in each item's timeline span text.

Returns

Type	Description
void	

```
glideTimeline.sortByTimelineLabelText(true);
```

GlideTimelineItem - Global

The *GlideTimelineItem* API extends the abstract *ScheduleItem* class to define additional properties that are specific to the time line.

A time line item is essentially any item that displays in a singular row across the time line. A GlideTimelineItem has zero or more associated spans (TimelineSpan objects).

GlideTimelineItem - GlideTimelineItem(String tableName)

Create a "dummy" *GlideTimelineItem* object.

This is useful for creating rows that do not allow any YMoving into; however, contain nested children (e.g. The top-level "Users" row in the Group Resource Timeline). The *sys_id* needs

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

to be unique for DOM level functions to parse correctly. By default this object will not be "droppable" because a table name was not specified.

Parameters

Name	Type	Description
tableName	String	The name of the table associated with current object.

Returns

Type	Description
void	

GlideTimelineItem - GlideTimelineItem(String tableName, String sys_id)

Constructor that sets the required table and `sys_id` properties.

The rest of this object's properties should be set by the caller. By default, this object instance is "droppable" since a table name is specified.

Parameters

Name	Type	Description
tableName	String	The name of the table associated with current object.
sys_id	String	The sys ID for the object.

Returns

Type	Description
void	

GlideTimelineItem - createTimelineSpan(String tableName)

Creates a new `TimelineSpan` object associated with the current instance object.

If no other `TimelineSpan` objects exist, the newly created object will share the same `sys_id` as current instance object. Otherwise, a randomly generated GUID will be used.

Parameters

Name	Type	Description
tableName	String	The name of the table associated with current object.

Returns

Type	Description
Object	The newly-created span object instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideTimelineItem - createTimelineSpan(String tableName, String sys_id)

Creates a new *TimelineSpan* object associated with the current instance object using the specified table and sys_id.

Parameters

Name	Type	Description
tableName	String	Name of the table associated with current object
sys_id	String	Sys_id for the object.

Returns

Type	Description
Object	Newly-created span object instance.

The following example shows how to use *createTimelineSpan()* to create a new TimelineSpan object.

```
var project_id="741cc7491b6f1c5043de32231b4bcbc5"; // Project ID
var grUser = new GlideRecord('user_resource');
grUser.addQuery('planned_task', project_id);
grUser.setQueryReferences(true);
grUser.orderBy('user.name', 'DESC');
grUser.query();
while (grUser.next()) {
  var item = new GlideTimelineItem(grUser.getTableName(),
 grUser.user);
  /* Specify the text to display in the left pane for this item.
 */
  item.setLeftLabelText(grUser.user.name);
  /* Set the name of the image file (including it's path) */
  item.setImage('../images/icons/user.gifx');
  /* Specify whether or not to bold the text style of the item
 in the left pane. */
  item.setTextBold(true);
  /* Set whether or not the current instance object can be
 clicked and dragged into another GlideTimelineItem */
  item.setIsDraggable(true);
  /* Create a new TimelineSpan object associated with the
 current instance object using the specified table and sys_id.
 */
  item.createTimelineSpan(grUser.getTableName(),
 grUser.getUniqueValue());
}
```

GlideTimelineItem - getImage( )

Returns a string specifying the name of the image file associated with the current *GlideTimelineItem*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The name of the image file associated with the current GlideTimelineItem. If no image is associated with the current item, an empty string ("") is returned.

GlideTimelineItem - getIsDroppable( )

Indicates whether or not the current instance object should be allowed as a "drop zone" when moving timeline elements vertically.

Parameters

Name	Type	Description
none		

Returns

Type	Description
Boolean	True if droppable; false otherwise.

GlideTimelineItem - getLeftLabelText( )

Returns the text to be displayed in the left pane (if enabled).

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The value of the text to be displayed in the left pane.

GlideTimelineItem - getParent( )

Returns the unique *sysId* of the current *GlideTimelineItem*'s parent object.

Parameters

Name	Type	Description
none		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The unique sysId of the current GlideTimelineItem's parent object. If the parent does not exist, this will return an empty string ("").

GlideTimelineItem - getTimelineSpans( )

Returns all the *TimelineSpan* objects associated with the current instance in an ArrayList.

Parameters

Name	Type	Description
none		

Returns

Type	Description
Object Array	The list of TimelineSpan objects associated with the current instance.

GlideTimelineItem - isTextBold( )

Indicates if the left pane text is set to display using a bold style.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the text should be bold. Possible values: • true: Text should be bold. • false: Text should not be bold.

The following example checks if an incident's state is "New" and sets the item text to bold.

```
var NewIncidentTimelineScriptInclude = Class.create();
NewIncidentTimelineScriptInclude.prototype =
 Object.extendsObject(AbstractTimelineSchedulePage, {

  getItems: function() {
    // Specify the page title
    this.setPageTitle('New Incident Timeline');

    var groupNew = new GlideTimelineItem('new');
    groupNew.setLeftLabelText('New Incidents');

    groupNew.setImage('../images/icons/all.gifx');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    this.add(groupNew);

    // Get all the new incidents and add them to a new label
    var grIncident = new GlideRecord('incident');
    grIncident.query();
    while (grIncident.next()) {
      // Loop through all and capture new incidents
      if (grIncident.incident_state != '1') continue;

      // Create the item and the span item.
      var item = new
 GlideTimelineItem(grIncident.getTableName(),
 grIncident.sys_id);
      var span =
 item.createTimelineSpan(grIncident.getTableName(),
 grIncident.sys_id);

      if (grIncident.incident_state == '1') { // New
        item.setParent(groupNew.getSysId());
        // Check and set bold text
          item.setTextBold(item.isTextBold() ? false : true);
        }
      item.setImage('../images/icons/open.gifx');

 span.setTimeSpan(grIncident.getElement('opened_at').getGlideObj
ect().getNumericValue(),

 grIncident.getElement('opened_at').getGlideObject().getNumericV
alue());

      // Show different colors based upon the priorities only
 for new incidents
      switch (grIncident.getElement('priority').toString()) {
        case '1':
          span.setPointIconClass('red_circle');
          break;
        case '2':
          span.setPointIconClass('red_square');
          break;
        case '3':
          span.setPointIconClass('blue_circle');
          break;
        case '4':
          span.setPointIconClass('blue_square');
          break;
        case '5':
          span.setPointIconClass('sepia_circle');
          break;

          default: // Otherwise, the default point icon class
 will be used (Milestone)
      }

      // Common item properties
      item.setLeftLabelText(grIncident.short_description);

      // Common span properties
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      span.setSpanText(grIncident.short_description);
      span.setSpanColor('blue');
      span.setTooltip('<strong>' +
 GlideStringUtil.escapeHTML(grIncident.short_description) +
        '</strong><br>' + grIncident.number);
      this.add(item);
    }
  }

});
```

GlideTimelineItem - setImage(String strImageName)

Sets the name of the image file (including it's path) to use as the icon for the item in the left pane.

Parameters

Name	Type	Description
strImageName	String	Name of the image, including its path.

Returns

Type	Description
void	

The following example shows how to use *setImage()* to define the image that should appear for the icon in the left pane.

```
var project_id="741cc7491b6f1c5043de32231b4bcbc5"; // Project ID
var grUser = new GlideRecord('user_resource');
grUser.addQuery('planned_task', project_id);
grUser.setQueryReferences(true);
grUser.orderBy('user.name', 'DESC');
grUser.query();
while (grUser.next()) {
  var item = new GlideTimelineItem(grUser.getTableName(),
 grUser.user);
  /* Specify the text to display in the left pane for this item.
 */
  item.setLeftLabelText(grUser.user.name);
  /* Set the name of the image file (including it's path) */
  item.setImage('../images/icons/user.gifx');
  /* Specify whether or not to bold the text style of the item
 in the left pane. */
  item.setTextBold(true);
  /* Set whether or not the current instance object can be
 clicked and dragged into another GlideTimelineItem */
  item.setIsDraggable(true);
}
```

GlideTimelineItem - setIsDraggable(Boolean b)

Sets whether or not the current instance object can be clicked and dragged into another *GlideTimelineItem*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
b	Boolean	Flag that indicates whether the item can be moved using click and drag. Valid values: • true: Item can be moved using click and drag. • false: Item cannot be moved using click and drag.

Returns

Type	Description
void	

The following example shows how to use *setIsDraggable()* to enable the current object to be dragged into another GlideTimelineItem.

```
var project_id="741cc7491b6f1c5043de32231b4bcbc5"; // Project ID
var grUser = new GlideRecord('user_resource');
grUser.addQuery('planned_task', project_id);
grUser.setQueryReferences(true);
grUser.orderBy('user.name', 'DESC');
grUser.query();
while (grUser.next()) {
  var item = new GlideTimelineItem(grUser.getTableName(),
 grUser.user);
  /* Specify the text to display in the left pane for this item.
 */
  item.setLeftLabelText(grUser.user.name);
  /* Set the name of the image file (including it's path) */
  item.setImage('../images/icons/user.gifx');
  /* Specify whether or not to bold the text style of the item
 in the left pane. */
  item.setTextBold(true);
  /* Set whether or not the current instance object can be
 clicked and dragged into another GlideTimelineItem */
  item.setIsDraggable(true);
}
```

GlideTimelineItem - setLeftLabelText(String strText)

Specifies the text to display in the left pane for this item.

Parameters

Name	Type	Description
strText	String	Text to display in the left pane for this item.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to use *setLeftLabelText()* to set the text in the left pane.

```
var project_id="741cc7491b6f1c5043de32231b4bcbc5"; // Project ID
var grUser = new GlideRecord('user_resource');
grUser.addQuery('planned_task', project_id);
grUser.setQueryReferences(true);
grUser.orderBy('user.name', 'DESC');
grUser.query();
while (grUser.next()) {
  var item = new GlideTimelineItem(grUser.getTableName(),
 grUser.user);
  /* Specify the text to display in the left pane for this item.
 */
  item.setLeftLabelText(grUser.user.name);
  /* Set the name of the image file (including it's path) */
  item.setImage('../images/icons/user.gifx');
  /* Specify whether or not to bold the text style of the item
 in the left pane. */
  item.setTextBold(true);
  /* Set whether or not the current instance object can be
 clicked and dragged into another GlideTimelineItem */
  item.setIsDraggable(true);
}
```

GlideTimelineItem - setParent(String sysId)

Sets the parent of the current *GlideTimelineItem*.

Parameters

Name	Type	Description
sysId	String	The sysID of the GlideTimelineItem that should become the parent of the current GlideTimelineItem.

Returns

Type	Description
void	

GlideTimelineItem - setTextBold(Boolean b)

Specifies whether or not to bold the text style of the item in the left pane.

Parameters

Name	Type	Description
b	Boolean	Flag that indicates whether the text in left pane should be bold. Valid values: • true: Text should be bold. • false: Text should not be bold.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

The following example shows how to set the text in the left pane to bold.

```
var project_id="741cc7491b6f1c5043de32231b4bcbc5"; // Project ID
var grUser = new GlideRecord('user_resource');
grUser.addQuery('planned_task', project_id);
grUser.setQueryReferences(true);
grUser.orderBy('user.name', 'DESC');
grUser.query();
while (grUser.next()) {
  var item = new GlideTimelineItem(grUser.getTableName(),
 grUser.user);
  /* Specify the text to display in the left pane for this item.
 */
  item.setLeftLabelText(grUser.user.name);
  /* Set the name of the image file (including it's path) */
  item.setImage('../images/icons/user.gifx');
  /* Specify whether or not to bold the text style of the item
 in the left pane. */
  item.setTextBold(true);
  /* Set whether or not the current instance object can be
 clicked and dragged into another GlideTimelineItem */
  item.setIsDraggable(true);
}
```

GlideTransformLog - Scoped, Global

The *GlideTransformLog* API provides methods to create a GlideTransformLog object to log messages to localhost logs.

Related topics

- GlideImportLog
- GlideImportSetRun
- GlideImportSetTable
- GlideImportSetTransformer
- GlideImportSetTransformMap

GlideTransformLog - GlideTransformLog()

Instantiates an GlideTransformLog object.

Parameters

Name	Type	Description
None		

```
var importLog = new GlideTransformLog();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideTransformLog - error(String message)

Logs a message of type Error to localhost logs.

Parameters

Name	Type	Description
message	String	Transform log message.

Returns

Type	Description
None	

```
var importLog = new GlideTransformLog();
importLog.error('Error executing transform');
```

GlideTransformLog - info(String message)

Logs a message of type Info to localhost logs.

Parameters

Name	Type	Description
message	String	Transform log message.

Returns

Type	Description
None	

```
var importLog = new GlideTransformLog();
importLog.info('Successfully executed the transform.');
```

GlideTransformLog - warn(String message)

Logs a message of type Warn to localhost logs.

Parameters

Name	Type	Description
message	String	Transform log message.

Returns

Type	Description
None	

```
var importLog = new GlideTransformLog();
importLog.warn('Transform taking longer than expected');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideTransientDynamicAttribute - Global

The `GlideTransientDynamicAttribute` API provides access to transient dynamic attribute metadata.

This API provides methods that enable you to get transient dynamic attributes values that are added to a DynamicAttributeStore field and not defined in the Dynamic Attribute [dynamic_attribute] table. Transient dynamic attributes are all handled as String data types and have no sys_id. For more details on dynamic attributes, see Dynamic schema. The same methods are also available for dynamic attributes in the GlideDynamicAttribute - Global API.

To use this API to create dynamic attributes you must have the dynamic_schema_writer role. To read dynamic data using this API you must have the dynamic_schema_reader role.

See also:

- GlideDynamicAttributeStore - Global
- GlideElementDynamicAttributeStore - Global

GlideTransientDynamicAttribute - getGroupName()

Gets the value of the group name property of a transient dynamic attribute object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value of the transient dynamic attribute's group name property. See also Create a dynamic attribute group.

In the following example, the value of the transient dynamic attribute object group name is displayed as a.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideTransientDynamicAttribute - getName()

Gets the value of the name property of a transient dynamic attribute object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value of the transient dynamic attribute's name property.

In the following example, the value of the transient dynamic attribute object name is displayed as b.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideTransientDynamicAttribute - getPath()

Gets the value of the path property of a transient dynamic attribute object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value of the transient dynamic attribute's path.

In the following example, the value of the transient dynamic attribute object path is displayed as a->b.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideTransientDynamicAttribute - getSysId()

Gets the sys_id value (undefined) of a transient dynamic attribute object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	If the selected object is a transient dynamic attribute, the result is undefined. Otherwise, sys_id of a dynamic attribute.

In the following example, the value of the transient dynamic attribute object's sys_id is displayed as `null`.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideTransientDynamicAttribute - getType()

Gets the value of the type property of a transient dynamic attribute object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value of the transient dynamic attribute's data type. The data type for transient dynamic attributes is always string.

In the following example, the value of the transient dynamic attribute object type is displayed as `string`.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideTransientDynamicAttribute - isTransient()

Returns whether an object is a transient dynamic attribute.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates if a dynamic attribute is transient. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: The dynamic attribute is transient. Dynamic attributes are defined in the Dynamic Attribute [dynamic_attribute] table with a data type and a sys_id. • false: The dynamic attribute is not transient. Transient dynamic attributes are dynamic attributes that have been added to a *DynamicAttributeStore* field without a definition in the Dynamic Attribute [dynamic_attribute] table. Transient dynamic attributes are handled as strings and have no sys_id. **Note:** The Dynamic Attribute [dynamic_attribute] table is accessible by navigating to **All** > **Dynamic Schema** > **Dynamic Attribute Groups**, selecting a group, and selecting the **Dynamic Attributes** tab.

In the following example, the *isTransient()* method returns `true` for the transient object.

```
var das = new GlideDynamicAttributeStore();
das.setDynamicAttributeValue('a->b', 5);    // transient (adding
 here)
das.setDynamicAttributeValue('a->c', 10);   // defined in
 dynamic_attribute table

var attributes = das.getDynamicAttributes();
gs.info(attributes);

for (var i = 0; i < attributes.length; i++) {
    var attr = attributes[i];

    gs.info("");
    gs.info("[" + i + "].getPath()      = " + attr.getPath());
    gs.info("[" + i + "].getName()      = " + attr.getName());
    gs.info("[" + i + "].getGroupName() = " +
 attr.getGroupName());
    gs.info("[" + i + "].getSysId()     = " + attr.getSysId());
    gs.info("[" + i + "].isTransient()  = " +
 attr.isTransient());
    gs.info("[" + i + "].getType()      = " + attr.getType());
}
```

Output:

```
*** Script: a->c,a->b
*** Script:
*** Script: [0].getPath()      = a->c
*** Script: [0].getName()      = c
*** Script: [0].getGroupName() = a
*** Script: [0].getSysId()     =
 8bc411a94fc01210b8ddc0e552ce0b3c
*** Script: [0].isTransient()  = false
*** Script: [0].getType()      = integer
*** Script:
*** Script: [1].getPath()      = a->b
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: [1].getName()      = b
*** Script: [1].getGroupName() = a
*** Script: [1].getSysId()     = undefined
*** Script: [1].isTransient()  = true
*** Script: [1].getType()      = string
```

GlideUICompatibility - Scoped

The *GlideUICompatibility* API provides the ability for scoped applications to define their own minimum browser versions. This is done by creating system properties for the scoped application.

You create the properties using the sys_properties list and assign a version number. When you do this from the scoped application, the <scope-name> prefix is automatically added to the property name. The scoped application UI compatibility properties are:

- <scope-name>.ui.ie_minimum
- <scope-name>.ui.chrome_minimum
- <scope-name>.ui.firefox_minimum
- <scope-name>.ui.safari_major_version_minimum

You can then use the *GlideUICompatibility* class to determine if the current browser is supported.

GlideUICompatibility - GlideUICompatibility(String scopeName)

Creates a GlideUICompatibility object.

Parameters

Name	Type	Description
scopeName	String	Application's scope name.

GlideUICompatibility - getCompatibility()

Returns the terms "block" or "allow" based upon the browser version.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Either `block` or `allow`.

```
UICompatibility = new
 GlideUICompatibility(gs.getCurrentScopeName());
var blockOrAllow = UICompatibility.getCompatibility();
gs.info(blockOrAllow);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
allow
```

GlideUICompatibility - isBlocked()

Determines if the browser is not supported (blocked).

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the browser is blocked. Possible values: • true: Browser is blocked. • false: Browser is valid and not blocked.

```
UICompatibility = new
 GlideUICompatibility(gs.getCurrentScopeName());
var blocked = UICompatibility.isBlocked();
gs.info(blocked);
```

Output:

```
false
```

GlideURI - Global

The *GlideURI* API provides methods to handle URI parameters in a global application.

Note: Do not use the *GlideURI* API in scripts that are executed during export or in background jobs.

For more information on using URIs:

- Navigate by URL
- Navigation stack

See also Action - getGlideURI().

GlideURI - deleteMatchingParameter(String match)

Deletes one or more parameters from the URI that match the beginning of the provided string.

Parameters

Name	Type	Description
match	String	Partial name of one or more parameters to remove from the query portion of a URI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to delete URI parameters that partially match the name provided.

```
// create the GlideURI object
var uri = action.getGlideURI();

uri.deleteMatchingParameter('sysparm_list_');
uri.deleteMatchingParameter('sysparm_record_');
```

Scoped equivalent

This method is not available in scoped applications.

GlideURI - deleteParameter(String name)

Removes a specified parameter from the query portion of the URI.

Parameters

Name	Type	Description
name	String	Name of the parameter to remove from the query portion of a URI.

Returns

Type	Description
None	

The following example shows how to delete a URI parameter.

```
// create the GlideURI object
var uri = action.getGlideURI();

uri.deleteParameter('sysparm_referring_url');
```

Scoped equivalent

This method is not available in scoped applications.

GlideURI - get(String name)

Returns the value of the specified parameter.

Parameters

Name	Type	Description
name	String	The parameter name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The value for the specified parameter.

```
// create the GlideURI object
var uri = action.getGlideURI();
uri.set('sysparm_query', 'priority=2^active=true' );
var fileString = uri.get('sysparm_query');
gs.info(fileString);
```

Output:

```
priority=2^active=true
```

Scoped equivalent

To use the *get()* method in a scoped application, use the corresponding scoped method: GlideURI - get(String name) .

GlideURI - getFileFromPath()

Returns the file name portion of the URI.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The file name portion of the URI.

```
var gURI = action.getGlideURI();

var fileString = gURI.getFileFromPath();
gs.info(fileString);
```

Scoped equivalent

To use the *getFileFromPath()* method in a scoped application, use the corresponding scoped method: GlideURI - getFileFromPath() .

GlideURI - getMap()

Returns a map (key value pairs) containing each parameter in the query and its associated value.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	

The following example shows how to get `sysparm_query` parameters. See also Action - getGlideURI() .

```
gs.action.getGlideURI().getMap().get('sysparm_query');
```

Scoped equivalent

This method is not available in scoped applications.

GlideURI - set(String name, String value)

Sets the specified parameter to the specified value.

Parameters

Name	Type	Description
name	String	The parameter name.
value	String	The value.

Returns

Type	Description
None	

The following example shows how to set value of a sysparm_query field. See also Action - getGlideURI() .

```
var gURI = action.getGlideURI();
gURI.set('sysparm_query', 'priority=2^active=true' );
var fileString = gURI.get('sysparm_query');
gs.info(fileString);
```

Output:

```
priority=2^active=true
```

Scoped equivalent

To use the *set()* method in a scoped application, use the corresponding scoped method: GlideURI - set(String name, String value) .

GlideURI - setView(String view)

Adds the *sysparm_view* parameter to the query with the named view.

A view defines the elements that appear when a user opens a form or a list. The *sysparm_view* parameter specifies the view to be used for a list or a form. For more information on views, see View management .

See also:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Action - getGlideURI()
- GlideModalV3 - switchView()

Parameters

Name	Type	Description
view	String	Name of the *sysparm_view* parameter to set in the URI query.

Returns

Type	Description
None	

The following example shows how to add the major incidents view to the URI query in the Incidents [incident] table. For example, `sysparm_view=Major%20Incidents`. See also Action - getGlideURI() .

```
// create the GlideURI object
var uri = action.getGlideURI();

// Adds the Major incidents to the query
uri.setView('Major Incidents');

//
 https://instance.service-now.com/incident.do?sys_id=0&sysparm_v
iew=Major%20Incidents ...
```

Scoped equivalent

This method is not available in scoped applications.

GlideURI - toString(String path)

Reconstructs the URI string and performs the proper URL encoding by converting non-valid characters to their URL code. For example, converting & to '%26'.

Parameters set with the *set()* method are encoded with the URI as well.

Parameters

Name	Type	Description
path	String	The base portion of the system URL to which the URI is appended.

Returns

Type	Description
String	The URL.

The following examples shows how to convert invalid characters to URL code in an instance URL. See also Action - getGlideURI() .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gURI = action.getGlideURI();
fileString = gURI.toString('https://<your
 instance>.service-now.com/navpage.do');
```

Scoped equivalent

To use the *toString()* method in a scoped application, use the corresponding scoped method: GlideURI - toString(String path) .

GlideURI - Scoped

The *GlideURI* API provides methods to handle URI parameters in a scoped application.

Note: Do not use the *GlideURI* API in scripts that are executed during export or in background jobs.

For more information on using URIs:

- Navigate by URL
- Navigation stack

See also: GlideURI - Global .

Scoped GlideURI - GlideURI()

Instantiates a GlideURI object.

Parameters

Name	Type	Description
None		

Scoped GlideURI - get(String name)

Returns the value of the specified parameter.

Parameters

Name	Type	Description
name	String	The parameter name.

Returns

Type	Description
String	The value for the specified parameter.

```
var gURI = new GlideURI();
gURI.set('sysparm_query', 'priority=2^active=true' );
var fileString = gURI.get('sysparm_query');
gs.info(fileString);
```

Output:

```
priority=2^active=true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideURI - getFileFromPath()

Returns the file name portion of the URI.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The file name portion of the URI.

```
var gURI = new GlideURI();

var fileString = gURI.getFileFromPath();
gs.info(fileString);
```

Scoped GlideURI - set(String name, String value)

Sets the specified parameter to the specified value.

Parameters

Name	Type	Description
name	String	The parameter name.
value	String	The value.

Returns

Type	Description
None	

```
var gURI = new GlideURI();
gURI.set('sysparm_query', 'priority=2^active=true' );
var fileString = gURI.get('sysparm_query');
gs.info(fileString);
```

Output:

```
priority=2^active=true
```

Scoped GlideURI - toString(String path)

Reconstructs the URI string and performs the proper URL encoding by converting non-valid characters to their URL code. For example, converting & to '%26'.

Parameters set with the `set()` method are encoded with the URI as well.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
path	String	The base portion of the system URL to which the URI is appended.

Returns

Type	Description
String	The URL.

```
var gURI = new GlideURI();
fileString = gURI.toString('https://<your
 instance>.service-now.com/navpage.do');
```

GlideUser - Scoped

The `GlideUser` API provides methods to access information about the current user and current user roles.

Using the `GlideUser` API avoids the need to use the slower GlideRecord queries to get user information.

Scoped GlideUser - getCompanyID()

Returns the current user's company sys_id.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Company sys_id.

```
var currentUser = gs.getUser();
gs.info(currentUser.getCompanyID());
```

Scoped GlideUser - getDisplayName()

Returns the current user's display name.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	User's display name

```
var currentUser = gs.getUser();
gs.info(currentUser.getDisplayName());
```

Scoped GlideUser - getEmail()

Returns the user's email address.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	User's email address.

```
var currentUser = gs.getUser();
gs.info(currentUser.getEmail());
```

Scoped GlideUser - getFirstName()

Returns the user's first name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	User's first name.

```
var currentUser = gs.getUser();
gs.info(currentUser.getFirstName());
```

Scoped GlideUser - getID()

Gets the sys_id of the current user.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	User's sys_id.

```
var currentUser = gs.getUser();
gs.info(currentUser.getID());
```

Scoped GlideUser - getLastName()

Returns the user's last name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	User's last name.

```
var currentUser = gs.getUser();
gs.info(currentUser.getLastName());
```

Scoped GlideUser - getName()

Returns the user ID, or login name, of the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	User ID or login name.

```
var currentUser = gs.getUser();
gs.info(currentUser.getName());
```

Scoped GlideUser - getPreference(String name)

Gets the specified user preference value for the current user.

Parameters

Name	Type	Description
name	String	Name of the preference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Preference value.

```
var currentUser = gs.getUser();
currentUser.savePreference('myPref','red');
gs.info(currentUser.getPreference('myPref'));
```

Scoped GlideUser - getRoles()

Returns a list of roles that includes explicitly granted roles, inherited roles, and roles acquired by group membership.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	List of all roles available to the user

```
var currentUser = gs.getUser();
gs.info(currentUser.getRoles());
```

Scoped GlideUser - getTimeZoneLabel()

Returns the current user's time zone label in the current user's preferred language.

For more information about setting a user's preferred language, see User specific language.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The current user's time zone label.

This example shows how to return the current user's time zone label in their preferred language.

```
gs.info(gs.getUser().getTimeZoneLabel());
```

Output:

```
Europe/Dublin
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped GlideUser - getTimeZoneLabelLang(String language)

Returns the current user's time zone label in the specified language.

Parameters

Name	Type	Description
language	String	Language to use for the time zone label. Located in the ID column of the Language [sys_language] table. If a valid language isn't provided, the time zone label is returned in English.

Returns

Type	Description
String	The current user's time zone label.

This example shows how to return the current user's time zone label in a specified language.

```
gs.info(gs.getUser().getTimeZoneLabelLang("es")); //Spanish
gs.info(gs.getUser().getTimeZoneLabelLang("ja")); //Japanese
gs.info(gs.getUser().getTimeZoneLabelLang("jksjsjks")); //
invalid
```

Output:

```
Europa/Dublín
ヨーロッパ/ダブリン
Europe/Dublin
```

Scoped GlideUser - getUserRoles()

Returns the list of roles explicitly granted to the user.

Unlike the `getRoles()` method, this method does not return roles the user inherits or roles acquired from group membership.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	List of roles explicitly assigned to the user.

```
var currentUser = gs.getUser();
gs.info(currentUser.getUserRoles());
```

Scoped GlideUser - hasRole(String role)

Determines if the current user has the specified role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
role	String	Role to check.

Returns

Type	Description
Boolean	Flag that indicates whether the user has the specified role. Possible values: • true: User has the specified role. • false: User doesn't have the specified role.

```
var currentUser = gs.getUser();
gs.info(currentUser.hasRole('admin'));
```

Scoped GlideUser - isMemberOf(String group)

Determines if the current user is a member of the specified group.

Parameters

Name	Type	Description
group	String	Sys_id or name of the group to check.

Returns

Type	Description
Boolean	Flag that indicates whether the user is a member of the specified group. Possible values: • true: User is a member of the group. • false: User isn't a member of the group.

The following example checks if the current user is a member of the Capacity Mgmt group.

```
var currentUser = gs.getUser();
gs.info(currentUser.isMemberOf('Capacity Mgmt'));
```

Output:

```
false
```

Scoped GlideUser - savePreference(String name, String value)

Saves a user preference value to the database.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Preference to save.
value	String	Preference value.

Returns

Type	Description
None	

```
var currentUser = gs.getUser();
currentUser.savePreference('myPref','red');
gs.info(currentUser.getPreference('myPref'));
```

GlideUser - Global

The *GlideUser* API provides methods to access information about the current user and current user roles.

Using the *GlideUser* API avoids the need to use the slower GlideRecord queries to obtain user information.

GlideUser - getCompanyID()

Returns the current user's company sys_id.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Company sys_id

```
var currentUser = gs.getUser();
gs.info(currentUser.getCompanyID());
```

Scoped equivalent

To use the *getCompanyID()* method in a scoped application, use the corresponding scoped method: getCompanyID().

GlideUser - getDisplayName()

Returns the current user's display name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	User's display name

```
var currentUser = gs.getUser();
gs.info(currentUser.getDisplayName());
```

Scoped equivalent

To use the *getDisplayName()* method in a scoped application, use the corresponding scoped method: getDisplayName().

GlideUser - getDomainDisplayValue()

Returns the display value of the user's session domain.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The display value of the user's session domain.

```
var currentUser = gs.getUser();
gs.info(currentUser.getDomainDisplayValue());
```

Scoped equivalent

There is no workaround for scoped applications.

GlideUser - getDomainID()

Returns the identifier of the user's current session domain.

The identifier that is returned depends on the domain type and the instantiation of that domain.

- If the user is configured in the global domain, and does not use the domain picker to switch domains, the method returns null.
- If the user uses the domain picker to switch to the global domain, the method returns the string "global".
- For all other domains, the method returns the sys_id of that domain.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Domain identifier.

```
var domain = new GlideRecord('domain');
domain.get(gs.getUser().getDomainID());
gs.info(domain.name);
```

GlideUser - getEmail()

Returns the user's email address.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	User's email address

```
var currentUser = gs.getUser();
gs.info(currentUser.getEmail());
```

Scoped equivalent

To use the *getEmail()* method in a scoped application, use the corresponding scoped method: getEmail().

GlideUser - getFirstName()

Returns the user's first name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object/ String	User's first name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Note: The data type for the returned value is object, however, the information is returned as a string.

```
var currentUser = gs.getUser();
var userName = currentUser.getFirstName();
gs.info('User First Name: + userName);
gs.info('Data type: ' + typeof userName);
```

```
*** Script: User First Name: John
*** Script: Data type: object
```

Scoped equivalent

To use the *getFirstName()* method in a scoped application, use the corresponding scoped method: getFirstName().

GlideUser - getID

Returns the sys_id of the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	User's sys_id

```
var currentUser = gs.getUser();
gs.info(currentUser.getID());
```

Scoped equivalent

To use the *getID()* method in a scoped application, use the corresponding scoped method: getID().

GlideUser - getLastName()

Returns the user's last name.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object/ String	User's last name. **Note:** The data type for the returned value is object, however, the information is returned as a string.

```
var currentUser = gs.getUser();
var userName = currentUser.getLastName();
gs.info('User Last Name: + userName);
gs.info('Data type: ' + typeof userName);
```

```
*** Script: User Last Name: Smith
*** Script: Data type: object
```

Scoped equivalent

To use the *getLastName()* method in a scoped application, use the corresponding scoped method: getLastName().

GlideUser - getMyGroups()

Returns an iterator containing the list of all groups to which the user belongs. Only active groups are returned.

Parameters

Name	Type	Description
None		

Returns

Type	Description
iterator	A list of sys_ids for the active groups to which the user belongs.

The following example shows how to return a list of groups the user belongs to.

```
var groupsArray = gs.getUser().getMyGroups().toArray();
gs.info(groupsArray[0]);
```

Output:

```
cfcbad03d711110050f5edcb9e61038f
```

Scoped equivalent

There is no scoped equivalent for this method.

GlideUser - getName()

Returns the user ID, or login name, of the current user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	User ID

```
var currentUser = gs.getUser();
gs.info(currentUser.getName());
```

Scoped equivalent

To use the *getName()* method in a scoped application, use the corresponding scoped method: getName().

GlideUser - getRoles()

Returns a list of roles associated with the user. Includes explicitly granted roles, inherited roles, and roles acquired by group membership.

Note: Use *hasRole()* instead of *getRoles()* if any session-related role changes occur, like role masking or role delegation.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Comma-separated list of user roles.

```
var currentUser = gs.getUser();
gs.info(currentUser.getRoles());
```

Output:

```
admin,hr_fulfiller,itsa_fulfiller,security_admin
```

Scoped equivalent

To use the *getRoles()* method in a scoped application, use the corresponding scoped method: getRoles().

GlideUser - getTimeZoneLabel()

Returns the current user's time zone label in the current user's preferred language.

For more information about setting a user's preferred language, see User specific language.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The current user's time zone label.

This example shows how to return the current user's time zone label in their preferred language.

```
gs.info(gs.getUser().getTimeZoneLabel());
```

Output:

```
Europe/Dublin
```

GlideUser - getTimeZoneLabelLang(String language)

Returns the current user's time zone label in the specified language.

Parameters

Name	Type	Description
language	String	Language to use for the time zone label. Located in the ID column of the Language [sys_language] table. If a valid language isn't provided, the time zone label is returned in English.

Returns

Type	Description
String	The current user's time zone label.

This example shows how to return the current user's time zone label in a specified language.

```
gs.info(gs.getUser().getTimeZoneLabelLang("es")); //Spanish
gs.info(gs.getUser().getTimeZoneLabelLang("ja")); //Japanese
gs.info(gs.getUser().getTimeZoneLabelLang("jksjsjks")); //
invalid
```

Output:

```
Europa/Dublín
ヨーロッパ/ダブリン
Europe/Dublin
```

GlideUser - getUserByID (String id)

Returns the user object associated with the passed-in user ID (sys_id in sys_user) or user_name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
id	String	Unique ID (sys_id) or user_name of the desired user record.

Returns

Type	Description
Object	User object associated with the specified sys_id or user_name.

Example using user name (user_name).

```
var currentUser = gs.getUser();
gs.info(currentUser.getFirstName()); // print the first name of
 the logged in user
var newUser = currentUser.getUserByID('abel.tuter'); // fetch a
 different user using the user_name field
gs.info(newUser.getFirstName()); // print the first name of the
 Abel Tuter user
```

Example using user ID (sys_id).

```
var currentUser = gs.getUser();
gs.info(currentUser.getFirstName()); // print the first name of
 the logged in user
var newUser =
 currentUser.getUserByID('62826bf03710200044e0bfc8bcbe5df1'); //
 fetch Abel Tuter user using sys_id from sys_user record
gs.info(newUser.getFirstName()); // print the first name of the
 Abel Tuter user
```

GlideUser - getUserRoles()

Returns the list of roles explicitly granted to the user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object/ String	List of comma-separated roles explicitly assigned to the user. **Note:** The data type for the returned value is object, however, the information is returned as a string.

```
var currentUser = gs.getUser();
var userRoles = currentUser.getUserRoles();
gs.info('User Roles: ' + userRoles);
gs.info('Data type: ' + typeof userRoles);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: User Roles: ,admin,security_admin
*** Script: Data type: object
```

Scoped equivalent

To use the *getUserRoles()* method in a scoped application, use the corresponding scoped method: getUserRoles().

GlideUser - hasRole(String role)

Determines if the current user has the specified role.

Note: Use *hasRole()* instead of *getRoles()* if any session-related role changes occur, like role masking or role delegation.

Parameters

Name	Type	Description
role	String	Role to check

Returns

Type	Description
Boolean	True if the user has the role.

```
var currentUser = gs.getUser();
gs.info(currentUser.hasRole('admin'));
```

Scoped equivalent

To use the *hasRole()* method in a scoped application, use the corresponding scoped method: hasRole().

GlideUser - isExplicitMemberOf(String group)

Determines if the current user is an explicit member of the specified group. Only active groups are evaluated by this method.

The *isMemberOf()* method returns true for a parent group if the user is a member of the child group. Use this method if you only want to return true for parent groups.

Parameters

Name	Type	Description
group	String	Sys_id of the user group to check.

Returns

Type	Description
Boolean	Flag that indicates whether the current user is an explicit member of the specified group. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: The current user is an explicit member of the specified group. • false: The current user is not an explicit member of the specified group.

The following example shows how to check if the current user is an explicit member of the specified group.

```
var isExplMem =
 gs.getUser().isExplicitMemberOf('b8ef24616fc331003b3c498f5d3ee4
34');
gs.info(isExplMem);
```

Output:

```
false
```

Scoped equivalent

There is no scoped equivalent for this method.

GlideUser - isMemberOf(String group)

Determines if the current user is a member of the specified group. Only active groups are evaluated by this method.

This method returns true for a parent group if the user is a member of the child group. Use the *`isExplicitMemberOf()`* if you only want to return true for parent groups.

Parameters

Name	Type	Description
group	String	Sys_id or name of the group to check.

Returns

Type	Description
Boolean	Flag that indicates whether the user is a member of the specified group. Possible values: • true: User is a member of the group. • false: User isn't a member of the group.

The following example checks if the current user is a member of the Capacity Mgmt group.

```
var currentUser = gs.getUser();
gs.info(currentUser.isMemberOf('Capacity Mgmt'));
```

Output:

```
false
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the `isMemberOf()` method in a scoped application, use the corresponding scoped method: isMemberOf().

GlideXMLUtil - Scoped, Global

The `GlideXMLUtil` API provides methods to remove invalid characters from an XML string and to validate an XML string.

Access these methods using the static object GlideXMLUtil. This class is available in scoped and global scripts.

GlideXMLUtil - removeInvalidChars(String xmlString)

Removes invalid characters from an XML string.

Parameters

Name	Type	Description
xmlString	String	The string to be processed.

Returns

Type	Description
String	A string with invalid characters removed.

```
var test = "test\btab";
var removedTest = GlideXMLUtil.removeInvalidChars(test);

gs.info(removedTest);
```

Output: testtab

GlideXMLUtil - validateXML(String xmlString, Boolean nsAware, Boolean forgiveUnclosed)

Determines if the specified string is valid XML.

Parameters

Name	Type	Description
xmlString	String	The string to be validated.
nsAware	Boolean	When true, the validation is aware of name spaces. When false, the validation ignores name spaces.
forgiveUnclosed	Boolean	When true, the validation does not check for <xml> tags enclosing the string.

Returns

Type	Description
String	Returns null if the string is valid. Returns an error string describing the error if the specified string is not valid.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var s = "<?xml version=\"1.0\" encoding=\"UTF-8\"?><unload
 unload_date=\"2017-11-27 21:56:14\"><incident
 action=\"INSERT_OR_UPDATE\"><active>true</active></incident></u
nload>";
var xml = GlideXMLUtil.validateXML(s,false, false);
gs.info(xml);
```

Output: null

GSLog - Scoped, Global

GSLog is a script include that simplifies script logging and debugging by implementing levels of log output, selectable by per-caller identified sys_properties values.

Logs generated using the *GSLog* API are logged in the System Logs. Specifically, you can find System Logs in the UI by navigating to **All** > **System Logs** > **System Log**. You can choose to view all logs or specific log types like Application Logs, Errors, Script Log Statements, and so on under this menu item. Filtering the Source column in the **All** logs view can help locate your entries faster.

Logs can be at the level of debug, info, notice, warning, err, or crit (after BSD syslog.h and followers). The default logging level is notice, so levels should be chosen accordingly.

Use for any server-side script where you want to implement event logging.

For more information, see Debugging scripts.

GSLog – GSLog()

Instantiates a *GSLog* object.

Parameters

Name	Type	Description
traceProperty	String	System property that contains a value indicating the level at or above which messages will be written to the log.
caller	String	Name of the script calling the logger.

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
```

GSLog – debugOn()

Determines if debug is turned on.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether debug is on or off.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Valid values: • true: Debug is on. • false: Debug is off.

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.setLevel("debug");
gs.print(gl.debugOn());
```

Output:

```
*** Script : true
```

GSLog – getLevel(String level)

Returns the log level.

Parameters

Name	Type	Description
level	String	Optional. Log level.

Returns

Type	Description
String	Log level.

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.setLevel("debug");
gs.print(gl.getLevel());
```

Output:

```
*** Script: debug
```

GSLog – initialize(String traceProperty, String caller)

Called by the Prototype JavaScript Framework during object creation to initialize a new instance of this class. Provide the input parameters, but do not call this method directly.

Parameters

Name	Type	Description
traceProperty	String	System property that contains a value indicating the level at or above which messages will be written to the log.
caller	String	Name of the script calling the logger.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
```

GSLog – log(String level, String msg)

Logs a message at the specified level.

Parameters

Name	Type	Description
level	String	Log level.
msg	String	Message to write to the log.

Returns

Type	Description
None	

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.log("debug", "debug message");
```

GSLog – logAlert(String msg)

Logs alert events.

Parameters

Name	Type	Description
msg	String	Message to write to the log.

Returns

Type	Description
None	

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.logAlert("This is an alert");
```

Output:

```
*** Script [TaskSLA]: This is an alert
```

GSLog – logCrit(String msg)

Logs critical events.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
msg	String	Message to write to the log.

Returns

Type	Description
None	

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.logCrit("This is a critical message");
```

Output:

```
*** Script [TaskSLA]: This is a critical message
```

GSLog – logDebug(String msg)

Logs debug events.

Parameters

Name	Type	Description
msg	String	Message to write to the log.

Returns

Type	Description
None	

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.logDebug("This is a debug message");
```

Output:

```
*** Script [TaskSLA]: This is a debug message
```

GSLog – logEmerg(String msg)

Logs emergency events.

Parameters

Name	Type	Description
msg	String	Message to write to the log.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.logEmerg("This is an emergency message");
```

Output:

```
*** Script  [TaskSLA ] : This is an emergency message
```

GSLog – logErr(String msg)

Logs error events.

Parameters

Name	Type	Description
msg	String	Message to write to the log.

Returns

Type	Description
None	

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.logErr("This is an error message");
```

Output:

```
*** Script [TaskSLA]: This is an error message
```

GSLog – logInfo(String msg)

Logs information events.

Parameters

Name	Type	Description
msg	String	Message to write to the log.

Returns

Type	Description
None	

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.logInfo("This is an info message");
```

GSLog – logNotice(String msg)

Logs notice events.

Parameters

Name	Type	Description
msg	String	Message to write to the log.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.logNotice("This is a notice");
```

Output:

```
*** Script [TaskSLA]: This is a notice
```

GSLog – logWarning(String msg)

Logs warning events.

Parameters

Name	Type	Description
msg	String	Message to write to the log.

Returns

Type	Description
None	

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.logWarning("This is a warning message");
```

Output:

```
*** Script [TaskSLA]: This is a warning message
```

GSLog – setLevel(String level)

Sets the log level.

Parameters

Name	Type	Description
level	String	Log level to set.

Returns

Type	Description
None	

```
var gl = new GSLog("com.snc.sla.tasksla.log", "TaskSLA");
gl.setLevel("debug");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HermesEventPublisherOOB - Scoped

The *HermesEventPublisherOOB* script include provides methods to publish messages to the Hermes Messaging Service.

If you want to change the default functionality of this script include, you need to override the methods contained in this script include in the `HermesEventPublisher` script include. For additional information on overriding the methods in this script include, see Configure the Producer Event Notification Framework to use the Hermes Messaging Service.

This script include runs in the `sn_api_notif_mgmt` namespace.

HermesEventPublisherOOB - fetchMessageHeaders(Object message)

Returns the message headers associated with the passed message.

You must call this method before publishing the message through the Hermes Messaging Service.

The default implementation of this method only sets the *origin* header value to `TMT_SERVICENOW`. If any other header attributes should be passed back by this method based on your business requirements, you must override this method in the `HermesEventPublisher` script include and provide the additional header attributes.

Parameters

Name	Type	Description
message	Object	TMF event to publish to the Hermes Kafka message broker. For details on the format of this message, see TMF688 Event Management API User Guide v4.0.0.

Returns

Type	Description
Object	Kafka headers to use for the passed message. For example: `{ origin: 'TMT_SERVICENOW' }`

The following code example shows how to call this method.

```
publishMessageThroughProducerV2API: function(message) {
  if (gs.nil(message)) return;
  var comptableTopicSysIds =
 this.fetchTopicsForMessage(message);
  if (gs.nil(comptableTopicSysIds)) return;

  for (var i = 0; i < comptableTopicSysIds.length; i++) {
    var partitionKey = this.fetchPartionKey(message);
    var headers = this.fetchMessageHeaders(message)
    try {
      var producer = new sn_ih_kafka.ProducerV2();
      producer.send(comptableTopicSysIds[i], partitionKey,
 JSON.stringify(message), false, headers);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    } catch (ex) {
      this._logger.logErr("Publishing message to Hermes Kafka
 Failed, error is: " + ex);
    }
  }
},
```

HermesEventPublisherOOB - fetchPartionKey(Object message)

Returns the partition key associated with the passed message.

You must call this method before publishing the message through the Hermes Messaging Service.

The default implementation for this method returns an auto-generated unique ID as the partition key. This type of implementation ensures that messages are evenly published across all partitions of the topic. If you want to modify the handling of partitions, you must override this method in the `HermesEventPublisher` script include. Another possible implementation is to return a unique partition key based on the message event type, or other attribute, to ensure the sequencing of messages of the same event type or attribute.

Parameters

Name	Type	Description
message	Object	Message to publish using the Hermes Kafka message broker. For details on the format of this message, see TMF688 Event Management API User Guide v4.0.0.

Returns

Type	Description
String	Kafka partition key to use for the passed message. For example: 6B29FC40-CA47-1067-B31D-00DD010662DA

The following code example shows how to call this method.

```
publishMessageThroughProducerV2API: function(message) {
  if (gs.nil(message)) return;
  var comptableTopicSysIds =
 this.fetchTopicsForMessage(message);
  if (gs.nil(comptableTopicSysIds)) return;

  for (var i = 0; i < comptableTopicSysIds.length; i++) {
    var partitionKey = this.fetchPartionKey(message);
    var headers = this.fetchMessageHeaders(message)
    try {
      var producer = new sn_ih_kafka.ProducerV2();
      producer.send(comptableTopicSysIds[i], partitionKey,
 JSON.stringify(message), false, headers);
    } catch (ex) {
      this._logger.logErr("Publishing message to Hermes Kafka
 Failed, error is: " + ex);
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
},
```

The following code example shows how to override this method to include your own logic for determining the partition key to use for the specified message.

```
// Existing implementation for fetching a partition key which is
 an auto-generated unique ID.
fetchPartionKey: function(message) {
  // Implement it for custom partition key
  // Random message key ensures better distribution of messages
 across partitions.
  // Same message key ensures that messages always goes to the
 same partition. This ensures a strict sequencing
  //  of messages at the Kafka consumer group level.
  return gs.generateGUID();
},

// Implementation where the partition key is determined based on
 the event type.
fetchPartionKey: function(message) {
  var eventType = message.eventType;
  var partionKey = fetchPartionKeyForMessage(eventType);
  return partionKey;
},
```

HermesEventPublisherOOB - fetchTopicsForMessage(Object message)

Returns all Kafka topics that are associated with the passed message.

This method is not implemented in the base implementation, it only returns a static sys_id. You must override this method in the `HermesEventPublisher` script include and provide logic that determines which Kafka topic or topics to send the passed message to.

For additional information on how to implement this method, see Configure the Producer Event Notification Framework to use the Hermes Messaging Service.

Parameters

Name	Type	Description
message	Object	TMF message to publish to the Hermes Kafka message broker. For details on the format of this message, see TMF688 Event Management API User Guide v4.0.0.

Returns

Type	Description
Array	List of sys_ids of the Kafka topics to which the message should be sent. For example: `[ "9d385017c611228701d22104cc95c371", "8438201ec613628421e13105d396d421" ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Table: Kafka Topic [cmdb_ci_appl_kafka_topic]

The following code example shows how to call this method.

```
publishMessageThroughProducerV2API: function(message) {
  if (gs.nil(message)) return;
  var comptableTopicSysIds =
 this.fetchTopicsForMessage(message);
  if (gs.nil(comptableTopicSysIds)) return;

  for (var i = 0; i < comptableTopicSysIds.length; i++) {
    var partitionKey = this.fetchPartionKey(message);
    var headers = this.fetchMessageHeaders(message)
    try {
      var producer = new sn_ih_kafka.ProducerV2();
      producer.send(comptableTopicSysIds[i], partitionKey,
 JSON.stringify(message), false, headers);
    } catch (ex) {
      this._logger.logErr("Publishing message to Hermes Kafka
 Failed, error is: " + ex);
    }
  }
},
```

The following code example shows how to override this method to return the same topic record sys_id for each passed message.

```
// Return the same topic for all messages if your
 // implementation only supports one kind of topic

fetchTopicsForMessage: function(message) {
// Return the same sys_id for all passed messages which
// implies that all of the messages are published to the same
 topic.
return ['91564fc087f8351063151f473cbb35f8'];
},
```

The following code example shows how to override this method to identify topics to send a message to based on the event type in the message.

```
// Fetch the topic based on the message content.
// This could be based on the message domain type or the message
 event type.

fetchTopicsForMessage: function(message) {
// Implement to return topic based on a message content
// Implementor may decide a topic based on 'eventType' or any
 other attribute.

var eventType = message.eventType;

var topicSysIdsArr = this.fetchTopicBasedOnEventType(eventType);
return topicSysIdsArr
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
},
```

HermesEventPublisherOOB - publishEventToHermesKafka(Object tmfEventPayload)

Publishes the passed TMF688-compliant payload using the Hermes Messaging Service.

This is a parent method that calls other methods to publish the event. It is unlikely that you will need to override this method unless you want to change the Kafka publishing mechanism, such as using Workflow Studio instead of using the ProducerV2 API.

Parameters

Name	Type	Description
tmfEventPayload	Object	TMF688-compliant event payload. For a description of the format of this event payload, refer to the TMF688 Event Management API User Guide.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
publishMessageToHermesKafka: function(tmfEventPayload) {
  new
 HermesEventPublisher().publishEventToHermesKafka(tmfEventPayloa
d);
},
```

HistoryWalker - Scoped, Global

The `HistoryWalker` API uses the audit/history tables to generate a historical version of an existing record. This historical version contains all updates to all fields for the specified glide record.

This API provides the ability to return a GlideRecord to a previous update count (walked GlideRecord) with the appropriate glide elements populated. After the walked GlideRecord is retrieved, the API provides the ability to move forward and backward between the update numbers, navigating through its historical updates.

This API enables you to:

- Instruct the `HistoryWalker` API to use a specific history walker implementation to retrieve audit data.
- Navigate through the historical version of a glide record.
- Apply the appropriate history/audit data to get an existing GlideRecord to the state it was in a specific update count.
- Turn off row-level access control.
- Turn off field-level access control.
- Turn off retrieval and processing of "changes" data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Enable journal fields.
- Enable variables.

The *HistoryWalker* API provides four ways to retrieve audit data:

1. HISTORY - History walker

   If not available or not up to date, creates a History Set [sys_history_set] record for the glide record that you passed when instantiating the *HistoryWalker* API, using the data in the Sys Audit [sys_audit] table. The sys_history_set table contains the name of the associated History [sys_history_line] table. The sys_history_line table contains a record for each field value that has been updated in the table being walked. Using this retrieval method, *HistoryWalker* methods retrieve history data from the generated sys_history_line table, instead of directly querying the sys_audit table.

   The records within the sys_history_line table are sorted and grouped by ascending Update [update] field values rather than by chronological order. The update field is loosely associated with the Updates [sys_mod_count] field on the task table.

   Note: Updates of the sys_mod_count by clients is not synchronized and therefore can be overwritten, making this count unreliable.

2. AUDIT - Audit walker

   Queries the sys_audit table for the glide record that you passed when instantiating the *HistoryWalker* API. Each record in the sys_audit table contains the changes to field values that occurred through the life of the record.

   Records are sorted ascending by the Update count [record_checkpoint] field rather than by chronological order. The record_checkpoint field is loosely associated with the Updates [sys_mod_count] field on the task table. One-to-one correlation is not guaranteed.

   Things to consider when deciding whether to use the AUDIT retrieval method:

   - Size of the sys_audit table. The sys_audit table can become quite large as the changes for all fields in all records are maintained in this table.
   - Possible lack of update zero record depending on the setting of the system property *glide.sys.audit_inserts*. This property defines whether an audit record is created with the initial field values when a record is first inserted in a table. In a base system, this property is set to "false" causing the *HistoryWalker* API to do additional processing to account for this missing information.

   As such, running the *HistoryWalker* API with AUDIT isn't as performant as either HISTORY or CHECKPOINT.

3. CHECKPOINT - Checkpoint walker

   Uses a hybrid approach to obtain historical data from the sys_history_set or sys_audit table depending on the setting of the system property *com.glide.history_walker.max_history_count*. If the record to walk has a sys_mod_count that exceeds the value set in this property, default value = 1,000, the checkpoint walker uses the sys_audit table to obtain history data. Otherwise it uses the sys_history_set table.

   The reason for this check is that the sys_history_set table provides a more performant approach for walking history data, but only up to a certain point. When the total number of field updates reaches a certain level, approximately 10K, the generation of the sys_history_set table can exceed the user transaction timeout. If the timeout is exceeded, the overall results are worse in performance than running against the sys_audit table that contains all table updates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The checkpoint walker uses the *com.glide.history_walker.max_history_count* to determine the optimal record set to use to achieve the best performance.

Records are grouped and sorted ascending by the Record Internal Checkpoint [internal_checkpoint] field. Since the internal_checkpoint field is a timestamp, the records are in chronological order. In addition, the internal_checkpoint field has no association to the task.sys_mod_count field.

The most important difference between the checkpoint walker and other walkers is that the other walkers are coupled to and driven by task.sys_mod_count entries and related to sys_audit.record_checkpoint and sys_history_line.update. The checkpoint walker uses the sys_audit.internal_checkpoint and sys_history_line.internal_checkpoint fields respectively.

The record internal checkpoint addresses both of these issues making the checkpoint walker the most reliable way to retrieve audit history data.

4. OFFLINE - Offline history walker

   Provides the offline history feature used by applications such as the Field Service mobile offline app. When a task table extension has fields with the dictionary attribute offline_timestamp_field set, the offline history walker runs irrespective of any property or explicit instruction to use another walker. The offline history walker uses the sys_history_line and sys_history_set tables, which contain history data purposely ordered by date and time, to support offline updates. Only the offline history walker can give accurate results for such tables.

   Note: For offline updates, the *HistoryWalker* API is initiated automatically and the only two methods that you can use are: *walkTo(0)* and *walkForward()*. You can't call other *HistoryWalker* methods for offline updates.

The system property *com.snc.walker.default* defines the default type of record walking to perform when instantiating the *HistoryWalker* API. For upgrading customers, this property is set to "HISTORY". For new customers, this property is set to "CHECKPOINT".

When you instantiate the *HistoryWalker* API as follows, the *com.snc.walker.default* property determines which record walker implementation the API uses.

```
var hw = new sn_hw.HistoryWalker(<table name>, <sys_id>);
```

You can also pass the type of record walker to use when instantiating the API. It's advisable to always include the desired walker implementation when instantiating this API.

```
var hw = new sn_hw.HistoryWalker(<table name>, <sys_id>,
 <walker>);
```

such as:

```
var hw = new sn_hw.HistoryWalker('incident',
 '1c741bd70b2322007518478d83673af3', 'CHECKPOINT');
```

To use this class in scoped and global applications, use the `sn_hw` namespace identifier. The History Walker plugin (com.glide.history_walker) that is enabled by default is required to access the *HistoryWalker* API.

HistoryWalker - HistoryWalker(String tableName, String sysId, String walker)

Instantiates the HistoryWalker object and retrieves the historic data for the specified glide record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
tableName	String	Name of table that contains the record to retrieve.
sysId	String	Sys_id of the record whose historic data you want to retrieve.
walker	String	Optional. Name of the history walker to use to retrieve the historic data for the specified record. Valid values: • AUDIT • CHECKPOINT • HISTORY • OFFLINE Default: Walker specified in the system property com.snc.walker.default.

The following code example shows how to call this method to walk through the changes made to the GlideRecord using the checkpoint walker.

```
var gr_Hw = new GlideRecord('sc_req_item');
gr_Hw.get('b0d3335d49534210f877468e89703a7c');

var hw = new sn_hw.HistoryWalker(gr_Hw.getTableName(),
 gr_Hw.getUniqueValue(), 'CHECKPOINT');
hw.walkTo('19096afcc800000001');
printChangedFields(hw);

function printChangedFields(hw) {
   var walkedGr = hw.getWalkedRecord();
   var fields =
 GlideScriptRecordUtil.get(walkedGr).getChangedFieldNames();
   gs.info('Fields changed at update ' + hw.getUpdateNumber() +
 ' were:');
   for (var j = 0; j < fields.size(); j++) {
      var fieldName = fields.get(j) + '';
      if (fieldName !== 'variables')
         gs.info(walkedGr.getValue('sys_updated_on') + ' ' +
 fieldName + '=' + walkedGr.getValue(fieldName));
   }

   var variables = walkedGr.variables;
   for (var variableName in variables) {
      if (variables[variableName].changes())
         gs.info(walkedGr.getValue('sys_updated_on') + ' ' +
 variableName + '=' + variables[variableName].getValue());
   }
   gs.info('');
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Fields changed at update 3 were:
2024-07-09 08:50:21 price=1499
2024-07-09 08:50:21 state=2
2024-07-09 08:50:21 priority=2
2024-07-09 08:50:21 recurring_price=100
```

HistoryWalker - HistoryWalker(String tableName, String sysId, Boolean useAudit)

Fetches the database record based on the parameters, using the History Sets or Audit data to retrieve the historic data, depending on the third parameter.

Parameters

Name	Type	Description
tableName	String	Name of table containing the record to retrieve.
sysId	String	Sys_id of the record to retrieve.
useAudit	Boolean	Flag that indicates whether to use audit data to retrieve historic date. Valid values: • true: Use audit data to retrieve historic date. • false: Use history set to retrieve historic date.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue(), true);
if (hw.walkTo(3)) {
    var oldPriority = hw.getWalkedRecord().priority;
    gs.info('Incident priority in update number ' +
 hw.getUpdateNumber() + ' was ' + oldPriority);
} else
    gs.info('Incident does not have update number 3');
```

Output:

```
Incident priority in update number 3 was 4
```

HistoryWalker - getUpdateNumber()

Gets the update number of the current walked glide record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
int	Current update number or -1 if record is not found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
for(int i = 0; i < 2; i++) {
  hw.walkForward();
}
gs.info('Update number: ' + hw.getUpdateNumber());
```

Output:

```
Update number: 3
```

HistoryWalker - getWalkedRecord()

Gets the record filled with the history/audit data after walking to an update number.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	The walked GlideRecord.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
hw.walkForward();
var walkedRecord = hw.getWalkedRecord();
gs.info('Priority in update number 0: ' +
 walkedRecord.priority);
hw.walkForward();
walkedRecord = hw.getWalkedRecord();
gs.info('Short description in update number 1: ' +
 walkedRecord.short_description);
```

Output:

```
 Priority in update number 0: 4
Short description in update number 1: My monitor has stopped
 working
```

HistoryWalker - getWalkedRecordCopy()

Returns a copy of the record filled with the history/audit data after walking to an update number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The `getWalkedRecord()` method might modify the obtained walkedRecord after walking to another update number. The `getWalkedRecordCopy()` method gets a clone to the walked record to prevent that.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	Copy of the walked GlideRecord.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var walkedRecord = [];
var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
hw.walkForward();
walkedRecord[0] = hw.getWalkedRecordCopy();
hw.walkForward();
walkedRecord[1] = hw.getWalkedRecordCopy();

gs.info('Priority in update number 0: ' +
 walkedRecord[0].priority);
gs.info('Short description in update number 1: ' +
 walkedRecord[1].short_description);
```

Output:

```
Priority in update number 0: 4
Short description in update number 1: My monitor has stopped
 working
```

HistoryWalker - isFieldLevelSecurity()

Specifies if the record-level read access is applied on the record when retrieving from the database.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether field-level security is enabled. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Field-level security is enabled. • false: Field-level security isn't enabled.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
gs.info('Field level security is active: ' +
 hw.isFieldLevelSecurity());
```

Output:

```
Field level security is active: true
```

HistoryWalker - isRecordLevelSecurity()

Specifies if the record-level read access is applied on the record when retrieving from the database.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether record-level security is enabled. Valid values: • true: Record-level security is enabled. • false: Record-level security isn't enabled.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
gs.info('Record level security is active: ' +
 hw.isRecordLevelSecurity());
```

Output:

```
Record level security is active: true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HistoryWalker - isWithChanges()

Specifies if any of the methods that walk the record from one update to another, support the "changes" data for each element.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether change support is enabled. Valid values: • true: Change support is enabled. • false: Change support isn't enabled.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
gs.info('Changes is active: ' + hw.isWithChanges());
```

Output:

```
Changes is active: true
```

HistoryWalker - isWithJournalFields()

Specifies if journal type fields are populated from the historical values.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether journal fields are populated. Valid values: • true: Journal fields are populated. • false: Journal fields aren't populated.

The following code example shows how to call this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
gs.info('Populating journal fields is active: ' + hw.
 isWithJournalFields());
```

Output:

```
Populating journal fields is active: false
```

HistoryWalker - isWithVariables()

Specifies if values are set for variables that are recorded in the history.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether values are set for variables that are recorded in the history. Valid values: • true: Values are set. • false: Values aren't set.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
gs.info('Populating variables is active: ' + hw.
 isWithVariables());
```

Output:

```
Populating variables is active: false
```

HistoryWalker - setFieldLevelSecurity(Boolean fieldLevelSecurity)

Sets the field-level read access on each element before setting the historical value of that element in the GlideRecord. If the field-level security is enabled, it prevents the API from populating the fields of the walked record that the user of the API doesn't have access to.

Parameters

Name	Type	Description
fieldLevelSecurity	Boolean	Flag that indicates how to set the field-level read access security.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • true: Enable field-level security. • false: Disable field-level security. Default: true

Returns

Type	Description
void	

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
hw.setFieldLevelSecurity(false);
hw.walkForward();
```

HistoryWalker - setRecordLevelSecurity(Boolean recordLevelSecurity)

Sets the record-level read access on the record when retrieving from the database. The record-level security prevents the API from retrieving the walked record if the user of the API doesn't have access to the GlideRecord.

Parameters

Name	Type	Description
recordLevelSecurity	Boolean	Flag that indicates how to set the record-level read access security. Valid values: • true: Enable record-level security. • false: Disable record-level security. Default: true

Returns

Type	Description
void	

The following code example shows how to call this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
hw.setRecordLevelSecurity(false);
hw.walkForward();
```

HistoryWalker - setWithChanges(Boolean withChanges)

Sets the "changes" data support for each element for a method that walks the record from one update to another.

Parameters

Name	Type	Description
withChanges	Boolean	Flag that indicates whether the changes data is supported for each element. Valid values: • true: Change data is supported for each element. • false: Change data is not supported for each element. Default: true

Returns

Type	Description
void	

This code example shows how to call this method with Changes data support. This example must be run in global scope.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');
var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
while (hw.walkForward()) {
  printChangedFields(hw);
}

function printChangedFields(hw) {
  var walkedGr = hw.getWalkedRecord();
  var fields =
 GlideScriptRecordUtil.get(walkedGr).getChangedFieldNames();
  gs.info("Fields changed at update " + hw.getUpdateNumber() + "
 were:");
  for (var j = 0; j < fields.size(); j++)
    gs.info(" " + fields.get(j));
  gs.info("");
}
```

This code example shows how to call this method without Changes data support. This example runs in both scoped and global environments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');
var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
hw.setWithChanges(false);

while (hw.walkForward()) {
  var oldPriority = hw.getWalkedRecord().priority;
  gs.info('Incident priority in update number ' +
 hw.getUpdateNumber() + ' was ' + oldPriority);
}
```

HistoryWalker - setWithJournalFields(Boolean withJournalFields)

Specifies if journal type fields are populated from the historical values.

Parameters

Name	Type	Description
withJournalFields	Boolean	Flag that indicates whether to include journal-type fields. Valid values: • true: Include journal-type fields. • false: Don't include journal-type fields. Default: false

Returns

Type	Description
void	

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');
var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
hw.setWithJournalFields(true);
if (hw.walkForward()) {
  var workNotes = hw.getWalkedRecord().work_notes;
  gs.info('Work Notes in update number ' + hw.getUpdateNumber()
 + ' was ' + workNotes);
}
```

HistoryWalker - setWithVariables(Boolean withVariables)

Specifies if variables are populated from the historical values.

Parameters

Name	Type	Description
withVariables	Boolean	Flag that indicates whether variables are populated from the historical values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • true: Variable are populated. • false: Variable aren't populated. Default: false

Returns

Type	Description
void	

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
hw.setWithVariables(true);
hw.walkTo(0);
if (hw.walkTo(0)) {
    var varUrgency = hw.getWalkedRecord().variables.urgency;
    gs.info('Variable Urgency in update number ' +
 hw.getUpdateNumber() + ' was ' + varUrgency);
}
```

HistoryWalker - walkBackward()

Applies the appropriate history/audit data to get a walked GlideRecord to the state when it was one update number backward. If the previous update count is missing from the history/audit data, it will walk to the previous available update count.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether walking to the specified update number was possible. Valid values: • true: Able to walk to the specified update number. • false: Unable to walk to the specified update number. Possible reasons: Already walked to the update number 0.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');
var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());

while (hw.walkBackward()) {
  var oldPriority = hw.getWalkedRecord().priority;
  gs.info('Incident priority in update number ' +
 hw.getUpdateNumber() + ' was ' + oldPriority);
}
```

Output:

```
Incident priority in update number 5 was 2
Incident priority in update number 4 was 4
Incident priority in update number 3 was 4
Incident priority in update number 2 was 4
Incident priority in update number 1 was 4
Incident priority in update number 0 was 4
```

HistoryWalker - walkForward()

Applies the appropriate history/audit data to get a walked GlideRecord to the state when it was one update number forward. If next update count is missing from the history/audit data, it will walk to the next available update count.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether walking to the specified update number was possible. Valid values: • true: Able to walk to the specified update number. • false: Unable to walk to the specified update number. Possible reasons: Already walked to the GlideRecord update count.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');
var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());

while (hw.walkForward()) {
  var oldPriority = hw.getWalkedRecord().priority;
  gs.info('Incident priority in update number ' +
 hw.getUpdateNumber() + ' was ' + oldPriority);
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
Incident priority in update number 0 was 4
Incident priority in update number 1 was 4
Incident priority in update number 2 was 4
Incident priority in update number 3 was 4
Incident priority in update number 4 was 4
Incident priority in update number 5 was 2
```

HistoryWalker - walkTo(int updateCount)

Applies the appropriate history/audit data to get a GlideRecord to the state it was in a specific update count. Use *`getWalkedRecord()`* or *`getWalkedRecordCopy()`* after walking to an update number to retrieve the "walked" GlideRecord.

Note: This method is not supported by the checkpoint walker implementation. Call the HistoryWalker - walkTo(String checkpoint) method when using the checkpoint walker.

Parameters

Name	Type	Description
updateCount	Integer	Update number to walk to.

Returns

Type	Description
Boolean	Flag that indicates whether walking to the specified update number was possible. Valid values: • true: Able to walk to the specified update number. • false: Unable to walk to the specified update number. Possible reasons: The requested update is greater than the update count of the GlideRecord or there is no history/audit data for the requested update number.

The following code example shows how to call this method.

```
var incGr = new GlideRecord('incident');
incGr.get('number', 'INC0000015');

var hw = new sn_hw.HistoryWalker(incGr.getTableName(),
 incGr.getUniqueValue());
if (hw.walkTo(3)) {
    var oldPriority = hw.getWalkedRecord().priority;
    gs.info('Incident priority in update number ' +
 hw.getUpdateNumber() + ' was ' + oldPriority);
} else
    gs.info('Incident does not have update number 3');
```

Output:

```
Incident priority in update number 3 was 4
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HistoryWalker - walkTo(String checkpoint)

Applies the appropriate history/audit data to get a GlideRecord to the state it was in for a specific record internal checkpoint. Use the *getWalkedRecord()* or *getWalkedRecordCopy()* method after walking to a record's internal checkpoint to retrieve the "walked" GlideRecord.

Note: This method is only supported by the checkpoint walker implementation.

Parameters

Name	Type	Description
checkpoint	String	Record's internal checkpoint to walk to. You can find this value in the internal_checkpoint field of the Sys Audit [sys_audit] or History [sys_history_line] table.

Returns

Type	Description
Boolean	Flag that indicates whether walking to the specified record's internal checkpoint was possible. Possible values: • true: Able to walk to the specified record's internal checkpoint. • false: Unable to walk to the specified record's internal checkpoint. Possible reasons: The internal checkpoint doesn't exist.

The following code example shows how to call this method to walk through the changes made to the GlideRecord.

```
var gr_Hw = new GlideRecord('sc_req_item');
gr_Hw.get('b0d3335d49534210f877468e89703a7c');

var hw = new sn_hw.HistoryWalker(gr_Hw.getTableName(),
 gr_Hw.getUniqueValue(), 'CHECKPOINT');
hw.walkTo('19096afcc800000001');
printChangedFields(hw);

function printChangedFields(hw) {
   var walkedGr = hw.getWalkedRecord();
   var fields =
 GlideScriptRecordUtil.get(walkedGr).getChangedFieldNames();
   gs.info('Fields changed at update ' + hw.getUpdateNumber() +
 ' were:');
   for (var j = 0; j < fields.size(); j++) {
      var fieldName = fields.get(j) + '';
      if (fieldName !== 'variables')
         gs.info(walkedGr.getValue('sys_updated_on') + ' ' +
 fieldName + '=' + walkedGr.getValue(fieldName));
   }

   var variables = walkedGr.variables;
   for (var variableName in variables) {
      if (variables[variableName].changes())
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        gs.info(walkedGr.getValue('sys_updated_on') + ' ' +
 variableName + '=' + variables[variableName].getValue());
   }
   gs.info('');
}
```

Output:

```
Fields changed at update 3 were:
2024-07-09 08:50:21 price=1499
2024-07-09 08:50:21 state=2
2024-07-09 08:50:21 priority=2
2024-07-09 08:50:21 recurring_price=100
```

HostnameJS - Global

The *HostnameJS* script include provides methods to format host names according to property settings.

Use with any server-side script when you need to format host names.

HostnameJS - format(String hostname, String source)

Formats the specified host name according to the property settings.

Parameters

Name	Type	Description
hostname	String	The host name to format
source	String	The property settings source

Returns

Type	Description
String	The system name

HostnameJS - getDomainName()

Returns the DNS domain name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The domain name

```
var hjs = new HostnameJS();
hjs.getDomainName();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HostnameJS - getSysName()

Returns the current system name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The system name

```
var hjs = new HostnameJS();
hjs.getSysName();
```

hr_ActivitySet - Scoped

The `hr_ActivitySet` API handles lifecycle event activity set cases.

Lifecycle event activity sets represent different stages in the lifecycle event process. You must define when the activity set is triggered, such as immediately upon creation of the lifecycle event case or after the completion of another activity set. Each activity set is associated with a single lifecycle event.

The `hr_ActivitySet` API requires the HR Lifecycle Events plugin (com.sn_hr_lifecycle_events) and runs in the `sn_hr_le` namespace.

For additional information, see Understanding Enterprise Onboarding and Transitions.

hr_ActivitySet - hr_ActivitySet()

Instantiates an instance of the hr_ActivitySet class.

Parameters

Name	Type	Description
None		

hr_ActivitySet - createLECaseByService(String hrService, Object caseValues)

Creates a lifecycle event case based on a specified HR service.

Parameters

Name	Type	Description
hrService	String	Sys ID of HR service in the HR Services [sn_hr_core_service] table to be assigned to the lifecycle event case.
caseValues	Object	Key-value pairs containing a value for each case field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
caseValues.subject_person	String	Sys ID of subject person's name in the User [sys_user] table.
caseValues.opened_for	String	Sys ID of case opened for subject person in the Users [sys_user] table.
caseValues.subject_person_job	String	Sys ID of subject person's Business title in the Jobs [sn_hr_core_job] table.
caseValues.location	String	Sys ID of subject person's location in HR profile in the Locations [cmn_location] table.
caseValues.department	String	Sys ID of subject person's department in HR profile in the Departments [cmn_department] table.
caseValues.subject_person_hr_profile	String	Sys ID of subject person's HR profile in the HR Profiles [sn_hr_core_profile] table.
caseValues.short_description	String	Case description.
caseValues.state	Number	Number representing uniquely-defined custom case state.

Returns

Type	Description
String	Sys ID of the created case in the HR Lifecycle Events Cases [sn_hr_le_case] table.

Output includes summary with Operation Table and Row Count columns. Click the link in the row count column adjacent sn_hr_le_case table to view the new case.

```
var caseValues = {
              'subject_person':
 '62826bf03710200044e0bfc8bcbe5df1',
              'opened_for': '0e826bf03710200044e0bfc8bcbe5d7c',
              'subject_person_job':
 'f8d56900587d3700964f4efae452b3db',
              'location': '25ab9d1d0a0a0bb300537fd25687439d',
              'department': '93b25282c0a8000b0b55c8ab34e2f1e6',
              'subject_person_hr_profile':
 '330370019f22120047a2d126c42e7012',
              'short_description': 'Short description',
              'state': 10
          };

  var activity = new sn_hr_le.hr_ActivitySet();
  var createCase = new
 activity.createLECaseByService('4719647c67a60300132a6c3b5685ef1
6', caseValues);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
...
insert sn_hr_le_case 1
...
```

hr_ActivitySet - hasActiveCaseByService(String spUser, String hrService, String jobId)

Checks for a case matching the specified combination of subject person user, HR service, and job.

Parameters

Name	Type	Description
spUser	String	Sys ID of subject person user in the Users [sys_user] table.
hrService	String	Sys ID of HR service in the HR Services [sn_hr_core_service] table.
jobId	String	Sys ID of subject user's job title in the HR Services [sn_hr_core_service] table.

Returns

Type	Description
Boolean	True if matching case exists, false otherwise.

```
var userId = '62826bf03710200044e0bfc8bcbe5df1'; //Abel Tuter
var hrServiceId =
 '64fa4c53534222003066a5f4a11c0875'; //Onboarding HR Service
var jobId = '3D62826bf03710200044e0bfc8bcbe5df1'; // Sample Job
 sys_id for the example

var activity = new sn_hr_le.hr_ActivitySet();

var hasActiveLECase = activity.hasActiveCaseByService(userId,
 hrServiceId, jobId);

gs.info('User has an active HR case: ' + hasActiveLECase);
```

Output:

```
sn_hr_le: User has an active HR case: false
```

hr_ActivityUtils - Scoped

The *hrActivityUtils* script include enables you to create HR cases from a record producer.

This script include requires the HR Lifecycle Events plugin (com.sn_hr_lifecycle_events) and runs in the sn_hr_le namespace.

hr_ActivityUtils - createCaseFromProducer(GlideRecord current, Object producer, String cat_item.sys_id)

Creates a case from a record producer and service. This method is intended to be called as-is to create a producer and does not require supplying data.

The following variables can be configured in a record producer to provide additional capabilities as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `job` – References sn_hr_core_job and maps to subject_person_job in an HR case
- `opened_for` – References sys_user and maps opened_for in an HR case
- `concurrent_job` – If the record producer includes this variable (by activating checkbox) and parameters have job information, creates a new job in sn_hr_core_job table

Parameters

Name	Type	Description
current	GlideRecord	GlideRecord for case to be created.
producer	Object	Comma-separated key value pair containing data as questions and answers that are automatically provided when a user submits an answer to a record producer question.
cat_item.sys_id	String	Looks up the HR service of case being created and variable names to populate the description.

Returns

Type	Description
Object	New case in related table, varies by product.

This method is intended to be called as-is to create a producer and does not require supplying data.

```
new
 sn_hr_core.hr_ActivityUtils(current).createCaseFromProducer(pro
ducer, cat_item.sys_id);
```

hr_Utils - Scoped

The *`hr_Utils`* API provides basic functionality for the Human Resource (HR) application.

This API requires the HR core plugin (com.sn_hr_core) and runs in the `sn_hr_core` namespace.

hr_Utils - hr_Utils()

Instantiates an instance of the hr_Utils class.

Parameters

Name	Type	Description
None		

hr_Utils - getPrimaryJob(String userId)

Gets the Sys ID of the active primary job for a provided user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
userID	String	Sys ID of the HR user from the User [sys_user] table assigned an active or future job in which Primary is true.

Returns

Type	Description
String	If present and active, Sys ID of the primary job from the Jobs [sn_hr_core_job] table, null otherwise.

```
var result = new
 sn_hr_core.hr_Utils().getPrimaryJob('5137153cc611227c000bbd1bd8
cd2007');
gs.info('Result: ' + result);
```

Output:

```
Result: eb3c69463cd63740964fb8b1ce04f9ae
```

hr_Utils - switchPrimaryJob(String userId String jobId)

Switches the primary job of a user.

Parameters

Name	Type	Description
userId	String	Sys ID of HR user from the Users [sys_user] table.
jobId	String	Job Sys ID from the Jobs [sn_hr_core_job] table.

Returns

Type	Description
String	Encoded JSON with message and status, error otherwise.

```
var result = new
 sn_hr_core.hr_Utils().switchPrimaryJob('5137153cc611227c000bbd1
bd8cd2007', 'bc884e723c0ebf00964fb8b1ce04f9d7');
gs.info('Result: ' + result);
```

Output:

```
Result: {"message":"Switched primary job for the user
 successfully","status":"success"}
```

HttpRequestAuthedData - Scoped

The *HttpRequestAuthedData()* API provides methods to access and set values in a signed REST or SOAP request.

Generate outbound signing requests using these APIs in the following order:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. `HttpRequestData`: Build the API request.
2. `AuthCredential`: Create a credential object or update an existing one. Use the credential to sign the request through the `RequestAuthAPI` class.
3. `RequestAuthAPI`: Sign the request and return an HttpRequestAuthedData object.
4. `HttpRequestAuthedData`: Get information about the signed request.
5. `GlideHTTPRequest`: Send the signed request.

Before using these APIs, you must configure an authentication algorithm to sign the request and associate it with the credential used to authenticate the request.

Use this API in scoped scripts with the `sn_auth` namespace identifier. You can instantiate this class using the constructor, or you can return an HttpRequestAuthedData object from the `generateAuth()` method in the `RequestAuthAPI` class.

HttpRequestAuthedData - HttpRequestAuthedData()

Instantiates an HttpRequestAuthedData object.

You can instantiate this class using the constructor, or you can return an HttpRequestAuthedData object from the `generateAuth()` method in the `RequestAuthAPI` class.

Parameters

Name	Type	Description
None		

HttpRequestAuthedData - addHeader(String key, String value)

Adds a header to the HttpRequestAuthedData object.

Parameters

Name	Type	Description
key	String	Name of the HTTP header.
value	String	Value of the HTTP Header.

Returns

Type	Description
void	

```
// Define HttpRequestData
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
//Get AuthCredential
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");

// Create RequestAuthAPI and sign the request
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();

// Update the signed response
output.addHeader('access-rights', 'public-read');
```

HttpRequestAuthedData - addQueryParam(String key, String value)

Adds a query parameter to the HttpRequestAuthedData object.

Parameters

Name	Type	Description
key	String	Name of the query parameter.
value	String	Value of the query parameter.

Returns

Type	Description
void	

```
// Define HttpRequestData
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);

//Get AuthCredential
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");

// Create RequestAuthAPI and sign the request
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();

// Update the signed response
output.addQueryParameter('api_version', 'v2');
```

HttpRequestAuthedData - getCredentialValue()

Returns the credential value that was included when the request was signed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use a credential value to store a cookie, signature, or other value needed for an authentication algorithm. For example, create a Get Connection Info (GCI) step with a script that retrieves and stores a one-time token for a REST or SOAP call.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Text of the credential value.

This example shows the retrieval of a credential value.

```
var RequestAuthGCISigner = Class.create();
RequestAuthGCISigner.prototype = Object.extend(new
 RequestAuthInternal(), {
  initialize: function() {
    RequestAuthInternal.prototype.initialize.call(this);
  },

  generateAuth: function(authAPI) {
    var requestData = authAPI.getHttpRequestData();

    // get credentials
    var credential = authAPI.getAuthCredential();
    var username = credential.getAttribute("user_name");
    var password = credential.getAttribute("password");
    var httpRequestSignedData = new
 sn_auth.HttpRequestAuthedData();
    var directive = requestData.getDirective();

    // set CREDENTIAL_VALUE

 httpRequestSignedData.setCredentialValue(username+":"+passwor
d);
    httpRequestSignedData.setDirective("CREDENTIAL_VALUE");
    httpRequestSignedData.setStatus("SUCCESS");

    gs.info("The Credential Value is " +
 httpRequestSignedData.getCredentialValue());
    return httpRequestSignedData;
  },
  type: 'RequestAuthGCISigner'
});
```

Output:

```
The Credential Value is someUsername:somePassword
```

HttpRequestAuthedData - getDirective()

Returns whether the signature is applied to the request in the header, as a query parameter, or as a credential value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

By default, the system applies the signature to the header. You can apply the signature as a query parameter or credential value by using the *setDirective()* API.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Whether the signature is applied to the header, as a query parameter, or as a credential value. Values include: • HEADER: The signature is applied to the request header. • QUERY: The signature is applied as a query parameter. • CREDENTIAL_VALUE: The signature is applied as a credential value.

```
// Define HttpRequestData
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);

//Get AuthCredential
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");

// Create RequestAuthAPI and sign the request
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();
output.setDirective("header");

gs.info("Signature applied to: " + output.getDirective());
```

Output:

```
Signature applied to: HEADER
```

HttpRequestAuthedData - getHeaderMap()

Returns an object containing the headers that were included when the request was signed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Key-value pairs that define all of the headers included when the request was signed. Each key-value pair includes these parts: • key: String. Name of the header. • value: String. Value of the header.

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl' , 'public-read' );

// Get an AuthCredential object
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");

// Create the RequestAuthAPI object and sign the request
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();

// get the signed response detail
var authH = headerM["Authorization"];
var xamzdateH = headerM["X-Amz-Date"];
var content256 = headerM["x-amz-content-sha256"];

gs.debug('authH:' + authH );
gs.debug('xamzdateH:' + xamzdateH );
gs.debug('content256:' + content256 );
```

Output:

```
*** Script: [DEBUG] authH:AWS4-HMAC-SHA256
 Credential=lsjfljljfllfwek/20191127/us-east-1/s3/aws4_request,
SignedHeaders=host;x-amz-acl;x-amz-content-sha256;x-amz-date,
Signature=5c349011324910c34596ba7abbd10e07c4127774049f8953418bd7
bed7d02b90
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: [DEBUG] xamzdateH:20191127T175210Z
*** Script: [DEBUG] content256:UNSIGNED-PAYLOAD
```

HttpRequestAuthedData - getQueryMap()

Returns an object containing the query parameters included when the request was signed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Key-value pairs that define the query parameters included when the request was signed. Each key-value pair includes these parts: • key: String. Name of the query parameter. • value: String. Value of the query parameter.

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addQueryParam('api_version', 'v2' );
httpRequestData.addQueryParam('limit', '1000' );
httpRequestData.addQueryParam('offset', '1' );

// Get an AuthCredential object
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f7353330f662cff8faf6a74b");

// Create the RequestAuthAPI object and sign the request
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();

// Get the signed response
queryMap = output.getQueryMap();

gs.info("API Version is: " + queryMap["api_version"]);
```

Output:

```
API Version is: v2
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HttpRequestAuthedData - getStatus()

Returns the status of the request signing.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The status of the request signing. Possible values: • SUCCESS: The system successfully signed the request. • FAIL: The system failed to sign the request. • SKIPPED: The system skipped signing because the information was incomplete.

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);

// Get an AuthCredential object
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");

// Create the RequestAuthAPI object and sign the request
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();

// Get the signed status
gs.info("Status is: " + output.getStatus());
```

Output:

```
Status is: SUCCESS
```

HttpRequestAuthedData - getStatusMessage()

Returns a detailed message about the request signing. If the request signing fails, this method returns the error message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Message about the request signing. If the request signing fails, returns one of these error messages: • `credential is not valid`: Check the AuthCredential object you used to sign the request. Make sure an authentication algorithm is associated with the credential. For more information, see Configure an authentication algorithm. • `Request data is empty. Request auth is skipped`: Check the HttpRequestData object because required information may be missing. • `Can't find script includes scope`: Verify that the authentication algorithm record and associated script includes used to sign the request are in the correct scope.

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addQueryParam('api_version', 'v2' );
httpRequestData.addQueryParam('limit', '1000' );
httpRequestData.addQueryParam('offset', '1' );

// Get AuthCredential object and set an attribute
var credential = new sn_auth.AuthCredential();
credential.setAttribute("user_name", "admin");
credential.setAttribute("password", "admin");

// Create the RequestAuthAPI object and sign the request
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();

// Get the signed status
gs.info("Status message is: " + output.getStatusMessage());
```

Output:

```
Status message is: credential is not valid.
```

HttpRequestAuthedData - setCredentialValue(String credential_value)

Sets a credential value for the HttpRequestAuthedData object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use a credential value to store a cookie, signature, or other value needed for an authentication algorithm. For example, create a Get Connection Info (GCI) step with a script that retrieves and stores a one-time token for a REST or SOAP call.

Use the *setCredentialValue()* method to set the **Credential Value** data pill for REST, SOAP, and GCI steps in Workflow Studio.

Parameters

Name	Type	Description
credential_value	String	Text of the credential value.

Returns

Type	Description
None	

This example shows how to set a credential value for a GCI step.

```
var RequestAuthGCISigner = Class.create();
RequestAuthGCISigner.prototype = Object.extend(new
 RequestAuthInternal(), {
  initialize: function() {
    RequestAuthInternal.prototype.initialize.call(this);
  },

  generateAuth: function(authAPI) {
    var requestData = authAPI.getHttpRequestData();

    // get credentials
    var credential = authAPI.getAuthCredential();
    var username = credential.getAttribute("user_name");
    var password = credential.getAttribute("password");
    var httpRequestSignedData = new
 sn_auth.HttpRequestAuthedData();
    var directive = requestData.getDirective();
    var b64data =
 GlideStringUtil.base64encode(username+":"+password);

    // set CREDENTIAL_VALUE
    httpRequestSignedData.setCredentialValue("Basic " +
 b64data);
    httpRequestSignedData.setDirective("CREDENTIAL_VALUE");
    httpRequestSignedData.setStatus("SUCCESS");
    return httpRequestSignedData;
  },
  type: 'RequestAuthGCISigner'
});
```

HttpRequestAuthedData - setDirective(String directive)

Defines whether to apply the signature to the signed request in the header, as a query parameter, or as a credential value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
directive	String	Whether to apply the signature to the header, query parameter, or credential value of the signed request. Values include: • `query`: Applies signature as a query parameter. • `header`: Applies signature to the request header. • `credential_value` : Applies signature to the credential value.

Returns

Type	Description
void	

```
// Define HttpRequestData
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);

//Get AuthCredential
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");

// Create RequestAuthAPI and sign the request
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();
output.setDirective("header");
```

HttpRequestAuthedData - setStatus(String status)

Sets the status of the request signing.

Parameters

Name	Type	Description
status	String	The status of the request signing. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `success`: The system successfully signed the request. • `fail`: The system failed to sign the request. • `skipped`: The system skipped signing because the information was incomplete.

Returns

Type	Description
void	

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);

// Get an AuthCredential object
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");

// Create the RequestAuthAPI object and sign the request
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();
output.setStatus("fail");

// Get the signed status
gs.info("Status is: " + output.getStatus());
```

Output:

```
 Status is: FAIL
```

HttpRequestAuthedData - setStatusMessage(String statusMessage)

Sets a status message for the request signing.

Parameters

Name	Type	Description
statusMessage	String	Message to set for the request signing status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);

// Get an AuthCredential object
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");

// Create the RequestAuthAPI object and sign the request
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();
output.setStatusMessage("The request was successfully signed.");

// Get the signed status message
gs.info("Status message is: " + output.getStatusMessage());
```

Output:

```
Status message is: The request was successfully signed.
```

HttpRequestData - Scoped

The *HttpRequestData* API provides methods to build and manipulate a REST request before applying a signature and sending it to an endpoint.

Generate outbound signing requests using these APIs in the following order:

1. *HttpRequestData*: Build the API request.
2. *AuthCredential*: Create a credential object or update an existing one. Use the credential to sign the request through the *RequestAuthAPI* class.
3. *RequestAuthAPI*: Sign the request and return an HttpRequestAuthedData object.
4. *HttpRequestAuthedData*: Get information about the signed request.
5. *GlideHTTPRequest*: Send the signed request.

Before using these APIs, you must configure an authentication algorithm to sign the request and associate it with the credential used to authenticate the request.

Use this API in scoped scripts with the `sn_auth` namespace identifier. You can instantiate this class using the constructor, or you can return an HttpRequestData object from the *getHttpRequestData()* method in the *RequestAuthAPI* class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HttpRequestData - HttpRequestData()

Instantiates an HttpRequestData object.

Parameters

Name	Type	Description
None		

```
var httpRequestData = new sn_auth.HttpRequestData();
```

HttpRequestData - addHeader(String key String value)

Adds a header to the HttpRequestData object.

Parameters

Name	Type	Description
key	String	Name of the HTTP header.
value	String	Value of the HTTP Header.

Returns

Type	Description
void	

This example creates a REST request payload.

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl', 'public-read' );
```

HttpRequestData - addQueryParam(String key, String value)

Adds a query parameter to the HttpRequestData object.

Parameters

Name	Type	Description
key	String	Name of the query parameter.
value	String	Value of the query parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addQueryParam('api_version', 'v2 );
```

HttpRequestData - deleteHeader(String key)

Removes a header from the HttpRequestData object.

Parameters

Name	Type	Description
key	String	Name of the HTTP header to remove.

Returns

Type	Description
void	

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.deleteHeader('x-amz-acl');
```

HttpRequestData - getConnectionAliasID()

Returns the sys_id of the Connection & Credential alias associated with the Integration Hub REST step.

You can pass the sys_id to the *`ConnectionInfoProvider`* API to retrieve information about the connection.

Note: You can only use this method in an Integration Hub REST step. For more information, see REST step.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the alias record from the Connection & Credential Aliases [sys_alias] table associated with the request.

```
var httpRequestData = new sn_auth.HttpRequestData();
var id = httpRequestData.getConnectionAliasID();

var credential = new sn_cc.ConnectionInfoProvider().
var connectionInfo = credential.getConnectionInfo(id);
```

HttpRequestData - getConnectionExtendedAttribute(String name)

Returns the value of a connection attribute associated with the Connection & Credential alias associated with Integration Hub REST step.

Note: You can only use this method in an Integration Hub REST step. For more information, see REST step.

For more information about connection attributes, see Create connection attributes for Integration Hub.

Parameters

Name	Type	Description
name	String	Name of the connection attribute.

Returns

Type	Description
String	Value of the connection attribute.

This example returns the value of a connection attribute set on the Connection & Credential alias associated with the REST step.

```
var httpRequestData = new sn_auth.HttpRequestData();
gs.info("API Version is: " +
 httpRequestData.getConnectionExtendedAttribute('api_version'));
```

HttpRequestData - getContent()

Returns the content of the request in the HttpRequestData object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Content of the request.

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl' , 'public-read' );
var ct = httpRequestData.getContent();
```

Output:

```
Action=SendMessage&MessageBody=This is a test message
```

HttpRequestData - getDate()

Returns the date when the request was signed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The difference between January 1, 1970 UTC and when the request was signed. Unit: Milliseconds

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.addQueryParam("list-type", "2");
httpRequestData.setService('s3');
httpRequestData.setHttpMethod('get');

gs.info( "Date: " + httpRequestData.getDate());
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Date: 1349333576093
```

HttpRequestData - getDirective()

Returns whether the signature is applied to the request in the header or as a query parameter.

By default, the system applies the signature to the header. You can apply the signature as a query parameter using the *setDirective()* API.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Whether the signature is applied to the header or as a query parameter. Values include: • HEADER: The signature is applied to the request header. • QUERY: The signature is applied as a query parameter.

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.addQueryParam("list-type", "2");
httpRequestData.setService('s3');
httpRequestData.setHttpMethod('get');

gs.info( "Signature applied to: " +
 httpRequestData.getDirective() );
```

Output:

```
Signature applied to: HEADER
```

HttpRequestData - getEndpoint()

Returns the endpoint set for the request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Endpoint set for the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.addQueryParam("list-type", "2");
httpRequestData.setService('s3');
httpRequestData.setHttpMethod('get');
httpRequestData.setDirective("query");
gs.info( "Endpoint is: " + httpRequestData.getEndpoint() );
```

Output:

```
Endpoint is: https://s3.amazonaws.com
```

HttpRequestData - getExpiry()

Returns the time in seconds before the signature expires starting when the request was signed using the *generateAuth()* method in the *RequestAuthAPI* class.

The expiration is commonly set by the third-party service you are sending the request to, which overrides any value set by the *setExpiry()* method. For example, if the expiration is set to 900 seconds by the third-party service and you use the *setExpiry()* method to set the expiration to 300 seconds, the *getExpiry()* method returns 900 seconds.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Time before the signature expires. Unit: Seconds

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.addQueryParam("list-type", "2");
httpRequestData.setService('s3');
httpRequestData.setHttpMethod('get');
httpRequestData.setDirective("query");
httpRequestData.setExpiry(300);

gs.info("Signature expires in: " + httpRequestData.getExpiry());
```

Output:

```
Signature expires in: 300
```

HttpRequestData - getHeader(String key)

Returns the value associated with the given HTTP header.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
key	String	Name of HTTP header.

Returns

Type	Description
String	Value of the given HTTP header.

```
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl', 'public-read' );

gs.info( "Header value is: " +
 httpRequestData.getHeader('x-amz-acl') );
```

Output:

```
Header value is: public-read
```

HttpRequestData - getHeaderMap()

Returns an object containing the headers included in the request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Key-value pairs that define all of the headers associated with the request. Each key-value pair includes these parts: • Key: String. Name of the header. • Value: String. Value of the header.

```
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl', 'public-read' );
httpRequestData.addHeader('content-type', 'application/json' );

var map = httpRequestData.getHeaderMap();

for(var x in map) {
    var y = map[x]

    gs.info(x, y);
}
```

Output:

```
*** Script: x-amz-acl
*** Script: content-type
```

HttpRequestData - getHost()

Returns the host used in the request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Host used in the request.

```
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setHost('myHost')
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl' , 'public-read' );

gs.info("Host is: " + httpRequestData.getHost());
```

Output:

```
Host is: myHost
```

HttpRequestData - getHttpMethod()

Returns the HTTP method used in the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	HTTP method used in the request.

```
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl', 'public-read' );

gs.info("HTTP method is: " + httpRequestData.getHttpMethod());
```

Output:

```
HTTP method is: PUT
```

HttpRequestData - getQueryParam(String key)

Returns the value of the specified query parameter.

Parameters

Name	Type	Description
key	String	Name of the query parameter to get the value of.

Returns

Type	Description
String	Value of the query parameter.

```
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addQueryParam('api_version', 'v2' );
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info("API version is: " +
 httpRequestData.getQueryParam('api_version'));
```

Output:

```
API version is: v2
```

HttpRequestData - getQueryParamMap()

Returns an object containing the query parameters included in the request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Key-value pairs that define the query parameters associated with the request. Each key-value pair includes these parts: • Key: String. Name of the query parameter. • Value: String. Value of the query parameter.

```
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addQueryParam('api_version', 'v2' );
httpRequestData.addQueryParam('limit', '1000' );
httpRequestData.addQueryParam('offset', '1' );


var map = httpRequestData.getQueryParamMap();
gs.info("api_version is: " + map['api_version']);
```

Output:

```
api_version is: v2
```

HttpRequestData - getRegion()

Returns the region for the request that will be used in signing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the region.

```
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);

gs.info("Region is: " + httpRequestData.getRegion());
```

Output:

```
Region is: us-east-1
```

HttpRequestData - getService()

Returns the service defined in the request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Service defined in the request.

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');

gs.info("Service is: " + httpRequestData.getService());
```

Output:

```
Service is: s3
```

HttpRequestData - setContent(String content)

Defines the content to send in the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This method is not supported in script includes or MID server scripts.

Parameters

Name	Type	Description
content	String	Content to send in the request.

Returns

Type	Description
void	

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "This is a test message";
httpRequestData.setContent(content);
```

HttpRequestData - setDate(Number date)

Defines the date of the request used for signing.

Use this method only when testing whether the signature is created correctly based on a time stamp. In production, the signing request uses the time that you generated the signature; manually setting this value may cause the signing request to fail.

Parameters

Name	Type	Description
date	Number	The difference between January 1, 1970 UTC and the date used to sign the request. Unit: Milliseconds

Returns

Type	Description
void	

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.addQueryParam("list-type", "2");
httpRequestData.setService('s3');
httpRequestData.setHttpMethod('get');
httpRequestData.setDate(1349333576093);
```

HttpRequestData - setDirective(String directive)

Defines whether to apply the signature to the request in a header or as a query parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
directive	String	Whether to apply the signature to the header or as a query parameter. Values include: • `query`: Applies signature as a query parameter. • `header`: Applies signature to the request header. Default: header

Returns

Type	Description
void	

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.addQueryParam("list-type", "2");
httpRequestData.setService('s3');
httpRequestData.setHttpMethod('get');
httpRequestData.setDirective("query");
```

HttpRequestData - setEndpoint(String endpoint)

Defines the endpoint to send the request to.

Parameters

Name	Type	Description
endpoint	String	Endpoint to send the request to. The endpoint can include query parameters, path, and version.

Returns

Type	Description
void	

```
var
 endpoint="https://
third-party-endpoint/path-parameters/version";

var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
```

HttpRequestData - setExpiry(Number expiry)

Sets the amount of time before the signature expires starting when the request is signed using the *`generateAuth()`* method in the *`RequestAuthAPI`* class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The expiration is commonly set by the third-party service you are sending the request to, which overrides any value set by the `setExpiry()` method. For example, if the expiration is set to 900 seconds by the third-party service and you use the `setExpiry()` method to set the expiration to 300 seconds, the `getExpiry()` method returns 900 seconds.

Parameters

Name	Type	Description
expiry	Number	Amount of time before the signature expires. Unit: Seconds

Returns

Type	Description
void	

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.addQueryParam("list-type", "2");
httpRequestData.setService('s3');
httpRequestData.setHttpMethod('get');
httpRequestData.setExpiry(300);
```

HttpRequestData - setHost(String host)

Defines the host used in the request.

Parameters

Name	Type	Description
host	String	Name of the HTTP request host.

Returns

Type	Description
void	

```
var endpoint= "https:third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setHost('myHost')
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl', 'public-read' );
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

HttpRequestData - setHttpMethod(String httpMethod)

Sets the HTTP method to use in the request.

Parameters

Name	Type	Description
httpMethod	String	HTTP method to use in the request.

Returns

Type	Description
void	

```
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
```

HttpRequestData - setRegion(String region)

Defines the region to use for the request in signing.

Parameters

Name	Type	Description
region	String	The region to use to sign the request. Available values are determined by the third-party API's requirements.

Returns

Type	Description
void	

```
var endpoint= "https:third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod('put');
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
```

HttpRequestData - setService(String service)

Defines the service for the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
service	String	The service for the request.

Returns

Type	Description
void	

```
var endpoint= "https://s3.amazonaws.com";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
```

IBQConfigBase API - Scoped

Script include that must be extended for Sales Customer Relationship Management Request Tracker to track the requests. This script include provides overridable methods that define how requests should be executed.

The Sales and Service API Core (com.sn_tmt_core) plugin must be activated for *IBQConfigBase* script include to be available in an instance. This script include belongs to the sn_tmt_core namespace and requires the admin role.

See also:

- Lead to Cash
- Sales and Order Management Request Tracker

Extending the IBQConfigBase API

Define a script include with the overridable methods of the IBQConfigBase API.

1. Create a script include. The name must start with IBQConfig, for example, *IBQConfigQuoteToOrderFlowSNC*.
2. Extend the *IBQConfigBase* API.

   For example:

   ```
   IBQConfigQuoteToOrderFlowSNC.prototype =
    Object.extendsObject(sn_tmt_core.IBQConfigBase, {
   ...
   });
   ```

3. Override any necessary methods provided by the *IBQConfigBase* API.

   For example:

   ```
   getRunMode: function(inboundQueueParams) {
       return
    this.quoteUtil.getQuoteSize(inboundQueueParams.source_record_i
   ds, this.threshold);
   },
   ```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
generateParentRecord: function(inboundQueueParams,
 additionalParams, context) {
    var result = "";
    var entityMappingGr =
 this.getMapingConfigIdFromSysId(inboundQueueParams.requested_f
low);
    var sourceToTargetConfigID =
 entityMappingGr.getValue("mapping_config_id");
    var sourceHeaderId = inboundQueueParams.source_record_ids;
    if (gs.nil(inboundQueueParams.requested_flow))
        throw "sourceToTargetConfigID cannot be null";
    if (gs.nil(inboundQueueParams.source_record_ids))
        throw "source record id cannot be null";
    var util = new sn_l2c_core.PrimitiveUtil();
    if (gs.nil(additionalParams))
        additionalParams = {};
    additionalParams[this.SKIP_LINES_KEY] = "true";
},

processInboundQueueRequest: function(inboundQueueGR) {
    gs.info("processRequest inboundQueueGR " +
 JSON.stringify(inboundQueueGR));
    var result =
 this.quoteUtil.createOrderFromQuoteUsingMetadata(inboundQueueG
R.getValue('source_record_ids'), 'sn_l2c_quote_to_order', null,
 null, inboundQueueGR.getValue('record_id'));
    return result;
}
```

4. Create a new metadata entry in Inbound Request Configuration [sn_tmt_core_inbound_queue_config] table to define how a request should be processed.
5. Link the script include created to the **configuration_api** field of metadata record to use the custom logic defined while processing the request. The script include is referenced in the **configuration_api** field while creating Inbound Request Configuration metadata.

Use case: IBQConfigQuoteToOrderFlow

You can use the *IBQConfigBase* API to create an order from a quote using inbound request configuration metadata. IBQConfigQuoteToOrderFlow is a custom script include that can be created by extending the *IBQConfigBase* API. The logic for the overridable methods must be added in the IBQConfigQuoteToOrderFlow script include.

Note: This script include extends the *IBQConfigBase* API and is used in the method examples. For information on using the *PrimitiveUtil* API, refer to LeadtoCashCore - Scoped.

```
var IBQConfigQuoteToOrderFlowSNC = Class.create();
IBQConfigQuoteToOrderFlowSNC.prototype =
 Object.extendsObject(sn_tmt_core.IBQConfigBase, {

    initialize: function() {
  this.quoteUtil = new sn_quote_mgmt.OrderIntegration();
        this.SKIP_LINES_KEY = "skipLines";
  this.threshold = 15;
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    getRunMode: function(inboundQueueParams) {
        return
 this.quoteUtil.getQuoteSize(inboundQueueParams.source_record_i
ds, this.threshold);
    },


    generateParentRecord: function(inboundQueueParams,
 additionalParams, context) {
        var result = "";
        var entityMappingGr =
 this.getMapingConfigIdFromSysId(inboundQueueParams.requested_fl
ow);
        var sourceToTargetConfigID =
 entityMappingGr.getValue("mapping_config_id");
        var sourceHeaderId =
 inboundQueueParams.source_record_ids;
        if (gs.nil(inboundQueueParams.requested_flow))
            throw "sourceToTargetConfigID cannot be null";
        if (gs.nil(inboundQueueParams.source_record_ids))
            throw "source record id cannot be null";
        var util = new sn_l2c_core.PrimitiveUtil();
        if (gs.nil(additionalParams))
            additionalParams = {};
        additionalParams[this.SKIP_LINES_KEY] = "true";

        // additional parameters are retrieved using the
 PrimitiveUtil() utility methods provided by the Lead to Cash
 Core application
        var service =
 util.getPrimitivesEPService(sourceToTargetConfigID, context);
        var isEmpty = false;
        if (service) {
            var createInstanceOutput =
 service.createInstance(sourceHeaderId, null, false,
 additionalParams);
            if (gs.nil(sourceHeaderId))
                isEmpty =
 this.__isEmpty(createInstanceOutput.lineItems);
            else
                isEmpty = this.__isEmpty(createInstanceOutput);
            if (!isEmpty) {
                var effectOutput =
 service.effect(createInstanceOutput, null, additionalParams);
                if (!this.__isEmpty(effectOutput)) {
                    var commitOutput =
 service.commitInstance(effectOutput, additionalParams);
                    return commitOutput;
                }
            }
        }
        return result;
    },

    processInboundQueueRequest: function(inboundQueueGR) {
        gs.info("processRequest inboundQueueGR " +
 JSON.stringify(inboundQueueGR));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        var result =
 this.quoteUtil.createOrderFromQuoteUsingMetadata(inboundQueueGR
.getValue('source_record_ids'), 'sn_l2c_quote_to_order', null,
 null, inboundQueueGR.getValue('record_id'));
        return result;
    },

    __isEmpty: function(sourceObj) {
        if (gs.nil(sourceObj))
            return true;
        return Object.keys(sourceObj).length === 0;
    },
    getMapingConfigIdFromSysId(requestedFlow) {
        var gr = new GlideRecord("sn_l2c_core_entity_mapping");
        gr.addQuery("sys_id", requestedFlow);
        gr.query();
        if (gr.next()) {
            gs.info("mapping id received to corresponding
 requestedFlow");
            return gr;
        }
    },

    type: 'IBQConfigQuoteToOrderFlowSNC'
});
```

IBQConfigBase – generateParentRecord(Object ibqParams)

Creates a parent record which gets added to the record_id of the Inbound Request [sn_tmt_core_inbound_queue_list] record before processing the request.

Having a parent record created before processing is ideal for asynchronous processing and allows you to add activities to your script include that can be performed while processing. For example, displaying a message on the screen.

Parameters

Name	Type	Description
ibqParams	Object	JSON object containing the details of Inbound Request record to be created. `{ "account": "String", "consumer": "String", "contact": "String", "payload": {Object}, "record_id": "String", "requested_flow": "String", "source_record_ids": [Array], "source_table": "String", "table": "String" }`
account	String	Optional. Information about the account associated with the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Account [customer_account]
consumer	String	Optional. Information about the consumer associated with the record. Table: Consumer [csm_consumer]
contact	String	Optional. Information about the contact associated with the record. Table: Contact [customer_contact]
payload	Object	Optional. JSON object needed to process the request using the `PrimitiveUtil()` API. For usage information, see LeadToCashCore. `"payload": { "additionalParams": {Object}, "context": {Object}, "inputParams": {Object} "source": [Array of Objects], "target": [Array of Objects] }`
payload.additionalParams	Object	Optional. Additional parameters to use. `"additionalParams": { "action": "String", "actionReason": "String" "endDate": "Date", "skipLines": "Boolean", "startDate": "Date" }`
payload.additionalParams.action	String	Optional. Specifies the type of declarative action being executed. For more information, see Customer Life Cycle Management Workflows. Possible values: • disconnect • modify • resume • suspend
payload.additionalParams.actionReason	String	Optional. Property used in flows using declarative actions. Reason for the action.
payload.additionalParams.endDate	String	Optional. End date required to execute flows using declarative actions. Format: yyyy-MM-dd HH:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
payload.additionalParams.skipLineItems	Boolean	Optional. Flag that indicates whether to fetch line items for the specified entity. Valid values: • true: Skip returning line items information for the entity. • false: Return line items information for the entity. Default: false
payload.additionalParams.startDate	String	Optional. Start date to execute flows using declarative actions. Format: yyyy-MM-dd HH:mm:ss
payload.context	Object	Optional. Additional parameter options for displaying attribute values and for invoking more than one instance at a time. `"context": { "isMultiSelect": "Boolean", "sourceToTargetConfigID": "String" }`
payload.context.isMultiSelect	Boolean	Optional. Flag that indicates whether to pass multiple entities as input to create the instance. Valid values: • true: Enables passing multiple line items in a comma-separated list. • false: Only one input item can be passed in the script. Default: false
payload.context.sourceToTargetConfigID	String	Optional. Mapping configuration ID for the source-to-target mapping. Table: Lead To Cash Entity Mapping [sn_l2c_core_entity_mapping]
payload.inputParams	Object	Optional. This object is a placeholder for any input parameters required to invoke the usage of a specific flow. `"inputParams": {}`
payload.source	Array	Optional. JSON object containing details of the source entity to retrieve data from. `"source": [ { "headerId": "String", "lineIds": [] } ]`
payload.source.headerId	String	Optional. Header sys_id of source entity to retrieve data from.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• Required if you don't provide the *lineIds* parameter. • Pass #null #if you aren't passing any header sys_ids.
payload.source.lineIds	Array	Optional. Array containing source line item sys_id(s) of an entity to retrieve entity data from. Required if you don't provide #the header ID, and if the entity structure starts with line items such as sold product.
payload.target	Array	Optional. JSON object containing details of the target entity. `"target": [ { "headerId": "String", "lineIds": [] } ]`
payload.target.headerId	String	Optional. Header sys_id of target entity to retrieve data from. Required if you don't provide the *lineIds* parameter. Pass #null #if you aren't passing any header sys_ids.
payload.target.lineIds	Array	Optional. Array containing target line item sys_id(s) of an entity to retrieve entity data from. Required if you don't provide #header ID #and if the entity structure starts with line items such as sold product.
record_id	String	Optional. Sys_id of the target record if already present.
requested_flow	String	Optional. Mapping configuration ID for source-to-target mapping. This property is required for flows using Entity configuration and mapping. Table: Lead To Cash Entity Mapping [sn_l2c_core_entity_mapping]
source_record_ids	Array	Array containing the sys_ids of the source records.
source_table	String	Name of the table that contains the source record of the flow.
table	String	Name of the table that contains the target record of the flow.

Returns

Type	Description
JSON object	A JSON object containing header ID of the target record created. `{ "headerID": "String", // additional parameters, if any, per flow see payload.inputParams }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
headerID	Sys_id of the header of the target record created. This value is used to populate record_id field while creating the Inbound Request record.

The following example shows how to invoke the *generateParentRecord()* method.

Note: IBQConfigQuoteToOrderFlow is a custom script include that can be created by extending the *IBQConfigBase* API. The logic for the overridable methods must be added in the IBQConfigQuoteToOrderFlow script include.

```
var ibqParams = {
  "source_record_ids": "f83e29574df02210f877142d1adc9531",
  "requested_flow": "0feb6d9da36271105c24939ef31e61dc",
  "initiated_by": "admin",
  "source_table": "sn_quote_mgmt_core_quote",
  "table": "sn_ind_tmt_orm_order",
  "payload": {}
};

var service = new sn_quote_mgmt.IBQConfigQuoteToOrderFlow();
var parentRecord = service.generateParentRecord(ibqParams);

gs.info("Parent record = "+JSON.stringify(parentRecord));
```

Output:

```
Parent record =
 {"headerID":"d11bd507dc6c6a10f877720033b5d0b9", ...}
```

IBQConfigBase – getRunMode(Object ibqParams)

Determines whether a flow should run in sync or async mode.

Parameters

Name	Type	Description
ibqParams	Object	JSON object containing the details of Inbound Request record to be created. `{ "account": "String", "consumer": "String", "contact": "String", "payload": {Object}, "record_id": "String", "requested_flow": "String", "source_record_ids": [Array], "source_table": "String", "table": "String" }`
account	String	Optional. Information about the account associated with the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Account [customer_account]
consumer	String	Optional. Information about the consumer associated with the record. Table: Consumer [csm_consumer]
contact	String	Optional. Information about the contact associated with the record. Table: Contact [customer_contact]
payload	Object	Optional. JSON object needed to process the request using the `PrimitiveUtil()` API. For usage information, see LeadToCashCore. `"payload": { "additionalParams": {Object}, "context": {Object}, "inputParams": {Object} "source": [Array of Objects], "target": [Array of Objects] }`
payload.additionalParams	Object	Optional. Additional parameters to use. `"additionalParams": { "action": "String", "actionReason": "String" "endDate": "Date", "skipLines": "Boolean", "startDate": "Date" }`
payload.additionalParams.action	String	Optional. Specifies the type of declarative action being executed. For more information, see Customer Life Cycle Management Workflows. Possible values: • disconnect • modify • resume • suspend
payload.additionalParams.actionReason	String	Optional. Property used in flows using declarative actions. Reason for the action.
payload.additionalParams.endDate	String	Optional. End date required to execute flows using declarative actions. Format: yyyy-MM-dd HH:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
payload.additionalParams.skipLineItems	Boolean	Optional. Flag that indicates whether to fetch line items for the specified entity. Valid values: • true: Skip returning line items information for the entity. • false: Return line items information for the entity. Default: false
payload.additionalParams.startDate	String	Optional. Start date to execute flows using declarative actions. Format: yyyy-MM-dd HH:mm:ss
payload.context	Object	Optional. Additional parameter options for displaying attribute values and for invoking more than one instance at a time. `"context": { "isMultiSelect": "Boolean", "sourceToTargetConfigID": "String" }`
payload.context.isMultiSelect	Boolean	Optional. Flag that indicates whether to pass multiple entities as input to create the instance. Valid values: • true: Enables passing multiple line items in a comma-separated list. • false: Only one input item can be passed in the script. Default: false
payload.context.sourceToTargetConfigID	String	Optional. Mapping configuration ID for the source-to-target mapping. Table: Lead To Cash Entity Mapping [sn_l2c_core_entity_mapping]
payload.inputParams	Object	Optional. This object is a placeholder for any input parameters required to invoke the usage of a specific flow. `"inputParams": {}`
payload.source	Array	Optional. JSON object containing details of the source entity to retrieve data from. `"source": [ { "headerId": "String", "lineIds": [] } ]`
payload.source.headerId	String	Optional. Header sys_id of source entity to retrieve data from.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• Required if you don't provide the *lineIds* parameter. • Pass #null #if you aren't passing any header sys_ids.
payload.source.lineIds	Array	Optional. Array containing source line item sys_id(s) of an entity to retrieve entity data from. Required if you don't provide #the header ID, and if the entity structure starts with line items such as sold product.
payload.target	Array	Optional. JSON object containing details of the target entity. `"target": [ { "headerId": "String", "lineIds": [] } ]`
payload.target.headerId	String	Optional. Header sys_id of target entity to retrieve data from. Required if you don't provide the *lineIds* parameter. Pass #null #if you aren't passing any header sys_ids.
payload.target.lineIds	Array	Optional. Array containing target line item sys_id(s) of an entity to retrieve entity data from. Required if you don't provide #header ID #and if the entity structure starts with line items such as sold product.
record_id	String	Optional. Sys_id of the target record if already present.
requested_flow	String	Optional. Mapping configuration ID for source-to-target mapping. This property is required for flows using Entity configuration and mapping. Table: Lead To Cash Entity Mapping [sn_l2c_core_entity_mapping]
source_record_ids	Array	Array containing the sys_ids of the source records.
source_table	String	Name of the table that contains the source record of the flow.
table	String	Name of the table that contains the target record of the flow.

Returns

Type	Description
String	Information about the run mode to be used to execute the request. Possible values: • async • sync

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to invoke the *getRunMode()* method using the source sys_id provided by the source_record_ids property. If the line items count is greater than 10, then *runMode* is `async`.

Note: IBQConfigQuoteToOrderFlow is a custom script include that can be created by extending the *IBQConfigBase* API. The logic for the overridable methods must be added in the IBQConfigQuoteToOrderFlow script include.

```
var ibqParams = {
  "source_record_ids": "04ba9004f11f3110f8777d7194f166f6",
  "requested_flow": "0feb6d9da36271105c24939ef31e61dc",
  "initiated_by": "admin",
  "source_table": "sn_quote_mgmt_core_quote",
  "table": "sn_ind_tmt_orm_order",
  "payload": {}
};

var service = new sn_quote_mgmt.IBQConfigQouteToOrderFlow();

var runMode = service.getRunMode(ibqParams);

gs.info("RunMode = "+JSON.stringify(runMode));
```

Output:

```
RunMode = "async"
```

The following example shows how to invoke *getRunMode()* method. It uses the source sys_id provided in source_record_ids. Here the line items count is fewer than 10, so the *runMode* is sync.

Note: IBQConfigQuoteToOrderFlow is a custom script include that can be created by extending the *IBQConfigBase* API. The logic for the overridable methods must be added in the IBQConfigQuoteToOrderFlow script include.

```
var ibqParams = {
  "source_record_ids": "0b0f5cc8f11f3110f8777d7194f16610",
  "requested_flow": "0feb6d9da36271105c24939ef31e61dc",
  "initiated_by": "admin",
  "source_table": "sn_quote_mgmt_core_quote",
  "table": "sn_ind_tmt_orm_order",
  "payload": {}
};

var service = new sn_quote_mgmt.IBQConfigQouteToOrderFlow();

var runMode = service.getRunMode(ibqParams);

gs.info("RunMode = "+JSON.stringify(runMode));
```

Output:

```
RunMode = "sync"
```

IBQConfigBase – processInboundQueueRequest(GlideRecord ibqGr)

Defines the logic for processing an inbound request record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
ibqGr	GlideRecord	GlideRecord reference to the Inbound Request record that has triggered the flow. Table: Inbound Request [sn_tmt_core_inbound_queue]

Returns

Type	Description
Object	A JSON object containing the processing details of the Inbound Request record. `{ "error": "String", "response": {Object}, "status": "String", "target": "String" }`
error	Value indicating the error encountered while processing the request. Data type: String
response	A JSON object containing the response of processing the Inbound Request record. For flows created by the Lead to Cash Core *`PrimitiveUtil`* API, this output can be provided using the commitInstance() method. Data type: Object
status	Value indicating the status of the request processing. Possible values: • failure – The operation has failed. • partial_success – There were few failures while processing the JSON object. Refer to processing logs in the Log [syslog] table to troubleshoot specific errors. • success – The operation was successful. Data type: String
target	Optional. Sys_id of the target record to be used for further processing, such as UI acknowledgment. The target can either be created during the flow or can be passed as input to the *`ibqParams`* of the *`generateParentRecord()`* method depending on the requirement. Data type: String

The following example shows how to invoke *`processInboundQueueRequest()`* method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This method is called during the flow using Flow Designer. In the following example, the Lead to Cash Core *PrimitiveUtil* commitInstance() method is used to provide the output.

```
var gr = new GlideRecord('sn_tmt_core_inbound_queue');
gr.get('c48ea9974df02210f877142d1adc951a');

var service = new sn_quote_mgmt.IBQConfigQuoteToOrderFlow();
var processRequest = service.processInboundQueueRequest(gr);

gs.info("processRequest = "+JSON.stringify(processRequest));
```

Output:

```
processRequest = {
  "response": {
    "status": "success",
    "error": "",
    "message": "Commit operation successfully processed.",
    "displayMessage": "Commit operation successfully
 processed.",
    "dataObject": {
      "sys_id": "a6f4568bdce0aa10f877720033b5d069",
      "table": "sn_ind_tmt_orm_order",
      "attributes": {
        "account": {
          "value": "9e2fd2ee11b43110f877366201dea674"
        },
        "quote": {
          "value": "c8841a4bdce0aa10f877720033b5d0f8"
        }
      },
      "_glide_action": "UPDATE",
      "_source_object": {
        "sys_id": "c8841a4bdce0aa10f877720033b5d0f8",
        "table": "sn_quote_mgmt_core_quote"
      },
      "lineItems": [
        {
          "sys_id": "-1",
          "table": "sn_ind_tmt_orm_order_line_item",
          "attributes": {
            "short_description": {
              "value": "Home Automation Bundle"
            },
            "account": {
              "value": "9e2fd2ee11b43110f877366201dea674"
            }
          },
          "_glide_action": "INSERT",
          "_source_object": {
            "sys_id": "afc4528bdce0aa10f877720033b5d0d0",
            "table": "sn_quote_mgmt_core_quote_line_item"
          },
          "characteristics": [],
          "lineItems": [
            {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "sys_id": "-1",
            "table": "sn_ind_tmt_orm_order_line_item",
            "attributes": {
              "short_description": {
                "value": "Door Sensor"
              },
              "account": {
                "value": "9e2fd2ee11b43110f877366201dea674"
              }
            },
            "_glide_action": "INSERT",
            "_source_object": {
              "sys_id": "77c4528bdce0aa10f877720033b5d0d5",
              "table": "sn_quote_mgmt_core_quote_line_item"
            },
            "characteristics": [],
            "lineItems": [],
            "pricingAdjustments": [
              {
                "sys_id": "-1",
                "table": "sn_ind_tmt_orm_pricing_adjustment",
                "attributes": {
                  "name": {
                    "value": "door sensor bundle discount"
                  }
                },
                "_glide_action": "INSERT",
                "_source_object": {
                  "sys_id":
"f3c4928bdce0aa10f877720033b5d02f",
                  "table":
"sn_quote_mgmt_core_pricing_adjustment"
                },
                "_commitObjectInfo": {
                  "sys_id":
"e6955acbdce0aa10f877720033b5d082",
                  "status": "success"
                }
              }
            ],
            "coveredProducts": [],
            "attributeAdjustment": [],
            "_commitObjectInfo": {
              "sys_id": "26955acbdce0aa10f877720033b5d07d",
              "status": "success"
            }
          }
        ],
        "pricingAdjustments": [],
        "coveredProducts": [],
        "attributeAdjustment": [],
        "_commitObjectInfo": {
          "sys_id": "22955acbdce0aa10f877720033b5d078",
          "status": "success"
        }
      }
    ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "_commitObjectInfo": {
        "status": "success"
      }
    },
    "headerID": "a6f4568bdce0aa10f877720033b5d069",
    "rootLineIDs": [
      "22955acbdce0aa10f877720033b5d078"
    ]
  },
  "status": "success",
  "error": "",
  "target": "a6f4568bdce0aa10f877720033b5d069"
}
```


ICalUtilSNC - Global

The *ICalUtilSNC* script include provides functions to generate iCalendar compliant events.

ICalUtilSNC - formatICalComponent(Array arrEvents)

Generates a formatted VCALENDAR component.

Parameters

Name	Type	Description
arrEvents	Array	Properties that make up a VCALENDAR component.

Returns

Type	Description
Array	Properties needed to form a VCALENDAR.

ICalUtilSNC - formatICalEvent(Array arrEvent, Boolean useAlarm)

Generates a formatted VEVENT.

Parameters

Name	Type	Description
arrEvent	Array	Contains the individual properties that make up a VEVENT.
useAlarm	Boolean	If true, adds a VALARM to the VEVENT.

Returns

Type	Description
String	The formatted VEVENT.

ICalUtilSNC - formatRecurringRule (Object ruleObj)

Formats the RRULE property for a VEVENT.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
ruleObj	Object	Contains the properties for the RRULE property.

Returns

Type	Description
String	The formatted RRULE property.

ICalUtilSNC - getDateFromScheduleDateTime (GlideScheduleDateTime scheduleDateTime)

Returns the date from the GlideScheduleDateTime.

Parameters

Name	Type	Description
scheduleDateTime	GlideScheduleDateTime	A GlideScheduleDateTime representation of the date and time.

Returns

Type	Description
String	Formatted date.

Example: cURL example

```
var scheduleDateTime = new GlideScheduleDateTime();
var myICalUtilSNC = new ICalUtilSNC();
var scheduleDate =
 myICalUtilSNC.getDateFromScheduleDateTime(scheduleDateTime);

gs.info(scheduleDateTime);
gs.info(scheduleDate);
```

Output:

```
2023-02-08 09:05:22
20230208
```

ICalUtilSNC - getSDT(String sdtStr, String timeZone)

Returns a GlideScheduleDateTime object based on the passed date and time string.

Parameters

Name	Type	Description
sdtStr	String	Formatted ScheduleDateTime.
timeZone	String	Optional. Time zone to use when generating the GlideScheduleDateTime object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideScheduleDateTime	A GlideScheduleDateTime representation of the passed date and time string.

ICalUtilSNC - getTimeFromScheduleDateTime (GlideScheduleDateTime scheduleDateTime)

Returns the time from the GlideScheduleDateTime.

Parameters

Name	Type	Description
scheduleDateTime	GlideScheduleDateTime	A GlideScheduleDateTime representation of the date and time.

Returns

Type	Description
String	Formatted time.

The following code example shows how to call this method.

```
var scheduleDateTime = new GlideScheduleDateTime();
var myICalUtilSNC = new ICalUtilSNC();
var scheduleDate =
 myICalUtilSNC.getTimeFromScheduleDateTime(scheduleDateTime);

gs.info(scheduleDateTime);
gs.info(scheduleDate);
```

Output:

```
2023-02-08 10:21:43
102143Z
```

IdentificationEngine - Scoped

The *IdentificationEngine* API uses the Identification and Reconciliation framework to minimize the creation of duplicate configuration items (CIs) and to reconcile CI attributes by only accepting information from authorized data sources when updating the Configuration Management Database (CMDB).

When using this class in a scoped application, use the `sn_cmdb` namespace identifier.

IdentificationEngine - createOrUpdateCI(String source, String input)

Inserts or updates configuration items (CI) and non-Configuration Management Database (CMDB) CIs (classes not extending from cmdb_ci) in the CMDB based on identification and reconciliation rules. Use this API instead of updating the CMDB directly.

For additional information on non-CMDB table ingestion, see IRE support for non-CMDB tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
input	String	Required. Input payload. A JS formatted string of configurati items to add or update. `"input" { "items": [Array], "referenceItems": [Array], "relations": [Arra }`
input.items	Array of Objects	Items to add or update. `"items": [ { "className": "String", "display_values {Object}, "internal_id": "String", "lookup": [Arra "related": [Arr "settings": {Object}, "sys_object_source o": {Object}, "values": {Obje } ]`
input.items.className	String	Required. Class/table name, sys_class_name, of the configuration item (CI) to crea update. This value can be any CMDB table, such as cmdb_ci_linux_ or cmdb_ci_win_server.
input.items.display_values	Object	Reference fields to create or u for this related item as name-value pairs, where the name i field name and the value is th referenced display value. If yo want to use the sys_id instead the display value for reference fields, pass the information in *input.items.lookup.v* parameter instead of in this parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		Reference field names depen
		the fields selected by the use
		as:
		`"display_values": {`
		`  "model_id": "Stri`
		`  "location": "Stri`
		`}`

input.items.internal_id	String	Unique item identifier for the associated payload. This can be any value, but mu unique within the payload.

input.items.lookup	Array of Objects	Identifies the top-level item containing the lookup (lookup
		based identification). These
		records are used to identify th
		configuration item based on a
		lookup table that has a refere
		back to cmdb_ci.
		
		For example:
		`"lookup": [`
		`  {`
		`  "className":`
		`"String",`
		`  "internal_id":`
		`"String",`
		
		`  "sys_object_source`
		`o": {Object},`
		`  "values": {Obje`
		`  }`
		`]`

input.items.lookup.className	String	Required. Class/table name, sys_class_name, of the configuration item (CI) to crea update. This value can be any CMDB table, such as cmdb_serial_nu or cmdb_ci_network_adapter.
input.items.lookup.internal_id	String	Unique item identifier for the associated payload. This can be any value, but mu unique within the payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
input.items.lookup.sys_object_source_info	Object	Unique CI identifier for a spec source. `"sys_object_source_ o": { "source_feed": "String", "source_name": "String", "source_native_ke "String", "source_recency_ti amp": "String" }`
input.items.lookup.sys_object_source_info.source_feed	String	If the source can have multipl feeds, use this field to provide name of the feed sending this The data source generates th feed name. It can be any strin uniquely identifies the source
input.items.lookup.sys_object_source_info.source_name	String	Data source of the CI informa This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci]
input.items.lookup.sys_object_source_info.source_native_key	String	Unique key/id for the item fro source. The data source generates th It can be any string that is uni the item.
input.items.lookup.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite scanned. Format: YYYY-MM-DD hh:mm
input.items.lookup.values	Object	Fields to create or update for related item as name/value pa where the name is the field na For a reference field, the valu must be the referenced sys_i you want to use the display va instead of the sys_id for refere fields, pass this information in *display_values* object in of in the *values* object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Field names and types deper the fields selected by the use as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "Strin "sys_class_name": "String" }`
input.items.related	Array	Reference to the top-level iter contains the related list. Rules Related Entry [cmdb_related_ define what type of records ca in this array. These records ar to add items based on a relate table that has a reference to t that is being identified. The related table may or may extend cmdb_ci. These record are not used to identify the configuration item. `"related" [ { "className": "String", "internal_id": "String", "sys_object_source o": {Object}, "values": {Obje } ]`
input.items.related.className	String	Required. Class/table name, sys_class_name, of the configuration item (CI) to crea update. This value can be any CMDB class/table, such as cmdb_software_instance or cmdb_key_value.
input.items.related.internal_id	String	Unique item identifier for the associated payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		This can be any value, but mu unique within the payload.
input.items.related.sys_object_source_info	Object	Unique CI identifier for a spec source. `"sys_object_source_ o": { "source_feed": "String", "source_name": "String", "source_native_ke "String", "source_recency_ti amp": "String" }`
input.items.related.sys_object_source_info.source_feed	String	If the source can have multipl feeds, use this field to provide name of the feed sending this The data source generates th feed name. It can be any strin uniquely identifies the source
input.items.related.sys_object_source_info.source_name	String	Data source of the CI informa This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci]
input.items.related.sys_object_source_info.source_native_key	String	Unique key/id for the item fro source. The data source generates th It can be any string that is uni the item.
input.items.related.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite scanned. Format: YYYY-MM-DD hh:mm
input.items.related.values	Object	Fields to create or update for related item as name/value pa where the name is the field na For a reference field, the value must be the referenced sys_id you want to use the display va instead of the sys_id for refere fields, pass this information in

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		display_values object in of in the *values* object. Field names and types deper the fields selected by the use as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "Strin "sys_class_name": "String" }`
input.items.settings	Object	Parameters that define the typ updates that are permitted. `"settings": { "skipReclassificat estrictionRules": Boolean, "updateWithoutDown e": Boolean, "updateWithoutSwit Boolean, "updateWithoutUpgr e": Boolean }`
input.items.settings.skipReclassificationRestrictionRules	Boolean	Flag that indicates whether IR should not run the Reclassific Restriction rule that matches class for the payload item. Valid values: • true: Skip running the rule. • false: Run the rule. Default: false
input.items.settings.updateWithoutDowngrade	Boolean	Flag that indicates whether up and downgrade are both perm for this item. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Update the item but downgrade is not permitted • false: Both item update and downgrade are permitted. Default: false
input.items.settings.updateWithoutUpgrade	Boolean	Flag that indicates whether up and upgrade are both permitt this item. Valid values: • true: Update the item but up is not permitted. • false: Both item update and upgrade are permitted. Default: false
input.items.settings.updateWithoutSwitch	Boolean	Flag that indicates whether th item can be updated and the switched. Valid values: • true: Update the item but cl switching is not permitted. • false: Both item update and switching are permitted. Default: false
input.items.sys_object_source_info	Object	Unique CI identifier for a spec source. `"sys_object_source_o": { "source_feed": "String", "source_name": "String", "source_native_ke "String", "source_recency_ti amp": "String" }`
input.items.sys_object_source_info.source_feed	String	If the source can have multipl feeds, use this field to provide name of the feed sending this

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The data source generates th feed name. It can be any strin uniquely identifies the source
input.items.sys_object_source_info.source_name	String	Data source of the CI informat This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci]
input.items.sys_object_source_info.source_native_key	String	Unique key/id for the item fron source. The data source generates th It can be any string that is uni the item.
input.items.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite scanned. Format: YYYY-MM-DD hh:mm
input.items.values	Object	Fields to create or update for related item as name/value pa where the name is the field na For a reference field, the value must be the referenced sys_id you want to use the display va instead of the sys_id for refere fields, pass this information in *display_values* object in of in the *values* object. Field names and types depen the fields selected by the use as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "Strin "sys_class_name": "String" }`
input.referenceItems	Array of Objects	List that define references be items in the input payload. `"referenceItems": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		<pre>"referenced": "String", "referencedBy": "String", "referenceField": "String" }]</pre>
input.referenceItems.referenced	String	The *internal_id* defined item being referenced by ano item.
input.referenceItems.referencedBy	String	The *internal_id* defined item that references another i
input.referenceItems.referenceField	String	Name of the reference field in class/table for the *referen* item.
input.relations	Array of Objects	List that specifies relationship between items in the input pa An object in this array can use of two formats. • The object can define a relationship between two to items (only) using *parent* *child* name-value pairs, w values representing item in from the payload *items* ar <pre>"relations": [{ "child": Numbe "parent": Numb "sys_rel_source_i o": {Object}, "type": "Strin }]</pre> • The object can define a relationship between any tw items, including top-level, related, or lookup items, usi *parent_id* and *child_* key/value pairs, with values representing *internal_* values defined for those ite <pre>"relations": [{</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		<pre>"child_id": "String", "parent_id": "String", "sys_rel_source_info": {Object}, "type": "String" }]</pre>
input.relations.child	Number	Integer index of the CI object in the *items* array that represents the child in the relationship (item, items.related, or items.lookup
input.relations.child_id	String	The *internal_id* of the child item in the relation (item, items.related, or items.lookup
input.relations.parent	Number	Integer index of the parent item in the *items* array (item, items.related, or items.lookup
input.relations.parent_id	String	The *internal_id* of the parent item in the relation (item, items.related, or items.lookup
input.relations.sys_rel_source_info	Object	Discovery source information for relationship. For non-dependent relationships, this information is saved in the Relationship Source [sys_rel_source] table (not per for *identifyCIEnhanced* *identifyCI()* methods.) Data type: Object <pre>"sys_rel_source_info": { "source_name": "String", "source_feed": "String" }</pre>
input.relations.sys_rel_source_info.source_name	String	Discovery source name. Default: Discovery source passed the API method parameter.
input.relations.sys_rel_source_info.source_feed	String	Any string that is a sub-discovery scan within the discovery sou

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: 'UNKNOWN' is stored source_feed column when cre a record in sys_rel_source tab
input.relations.type	String	Type of relationship that exists between the parent and child items. This must be a name fie value from the CI Relationship [cmdb_rel_type] table.
source	String	Identifies the data source of th CI information. This value mus one of the choice values defin for the discovery_source field cmdb_ci table.

Returns

Type	Description
<String>	JSON formatted string that is a list of results for the configuration items in the input string. Each result string is in the format 'items: [{}], relations:[{}]', where each item within the items and relations lists contains name-value pairs. Data type: String
<String>.additionalCommittedItems	No values are currently returned.
<String>.additionalCommittedRelations	No values are currently returned.

<String>.items	Description of the created or updated CIs.
	
	Data type: Object
	
	`"items": {`
	
	`"additionalRelatedItems": [Array],`
	`"className": "String",`
	`"duplicateIndices": [Array],`
	`"errorCount": Number,`
	`"errors": [Array],`
	
	`"identificationAttempts": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	"identifierEntrySysId": "String", "info": [Array], "inputIndices": [Array], "maskedAttributes": [Array], "operation": "String", "relatedItems": [Array], "relatedSysIds": [Array], "sysId": "String" }
<String>.items.additionalRelatedItems	List of information about additional lookup and related items that were processed but not provided as part of the input payload. These items are from partial payloads. This information is not currently returned. Data type: Array of Objects "additionalRelatedItems": [{ "className": "String", "inputIndices": [Array], "operation": "String", "sysId": "String" }]
<String>.items.additionalRelatedItems.className	Class/table name (sys_class_name) of the CI that was created or updated. Data type: String
<String>.items.additionalRelatedItems.inputIndices	Index of the corresponding input item. For top-level items, it is a list of integers. For related or lookup items, it is list of JSON objects.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Array of Numbers or Array of Objects `"inputIndices": [ { "mainIndex": Number, "subIndex": Number } ]`
<String>.items.additionalRelatedItems.inputIndices.mainIndex	Index value from the request body *`items`* array that corresponds to the CI parent of the additional related item. Data type: Number
<String>.items.additionalRelatedItems.inputIndices.subIndex	Index value from the request body *`items.lookup`* array that corresponds to the additional related item. Data type: Number
<String>.items.additionalRelatedItems.operation	Type of operation. Possible values: • INSERT: New CI was inserted into the database. • NO_CHANGE: No CI changes were made. • UPDATE: Existing CI was updated. Data type: String
<String>.items.additionalRelatedItems.sysId	Sys_id of the additional related items. Data type: String
<String>.items.className	Class/table name (sys_class_name) of the CI that was created or updated. Data type: String
<String>.items.duplicateIndices	List of indexes of CIs that are duplicates of the current item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Array
<String>.items.errorCount	Number of errors. Data type: Number
<String>.items.errors	List of errors encountered while processing this CI. Data type: Array of Objects `"errors": [ { "error": "String", "message": "String" } ]`
<String>.items.errors.error	Type of error encountered while processing the CI. Data type: String
<String>.items.errors.message	Error message associated with the error. Data type: String
<String>.items.identificationAttempts	List of attempts that were made to identify the CIs. Data type: Array of Objects `"identificationAttempts": [ { "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttributes": [Array], "identifierName": "String", "searchOnTable": "String" } ]`
<String>.items.identificationAttempts.attemptResult	Results of the attempt to identify the CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule table which exactly matched the specified attributes. • MULTI_MATCH: Identification failed with an error. Duplicate CIs were found in the identifier rule table when matching against the specified attributes. • NO_MATCH: Identification failed. No CI was found in the identifier rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rule table search were not provided, so the rule was not applied. Data type: String
<String>.items.identificationAttempts.attributes	List of CI identifier entry attributes that were used during the identification process. Data type: Array Attribute names and types depend on the request body data and the identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_type": "String", ]`
<String>.items.identificationAttempts.hybridEntryCiAttributes	No values are currently returned.
<String>.items.identificationAttempts.identifierName	Identifier rule used for this CI identification attempt. Data type: String
<String>.items.identificationAttempts.searchOnTable	Name of the table searched during the identification process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<String>.items.identifierEntrySysId	Sys_id for the identifier rule used to identify the CI. Data type: String Table: Identifier Entry [cmdb_identifier_entry]
<String>.items.info	List that contain additional information about the processing of the item. Data type: Array of Objects `"info": [ { "code": "String", "message": "String", "ruleSysId": "String" } ]`
<String>.items.info.code	Reclassification type that was skipped. Possible values: • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_DOWNGRADE • SKIPPED_CLASS_UPGRADE Data type: String
<String>.items.info.message	Message that provides additional insights into the reason for skipping the reclassification. Data type: String
<String>.items.info.ruleSysId	Sys_id of the reclassification restriction rule that was matched. Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if the reclassification is skipped due to a payload or global flag.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<String>.items.inputIndices	Index values for CIs from the request body *items* array that correspond to this CI. Data type: Array
<String>.items.maskedAttributes	List of attributes whose update by a non-authoritative data source was skipped as defined by the Reconciliation Rules. Data type: Array
<String>.items.relatedItems	List that provides information about the processed related items. Data type: Array of Objects `"relatedItems": [ { "className": "String", "errors": [Array], "errorCount": Number, "inputIndices": [Array], "operation": "String", "sysId": "String" } ]`
<String>.items.relatedItems.className	Class/table name (sys_class_name) of the related item. Data type: String
<String>.items.relatedItems.errors	List of errors that occurred during processing. Data type: Array of Objects `"errors": [ { "error": "String", "message": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	<pre> }]</pre>
<String>.items.relatedItems.errorCount	Number of errors detected during processing. Data type: Number

<String>.items.relatedItems.inputIndices	Indexes of the corresponding related items.
	
	Data type: Array or Numbers
	<pre>"inputIndices": [
	  {
	  "mainIndex":
	Number,
	  "subIndex": Number
	  }
	]</pre>

<String>.items.relatedItems.inputIndices.mainIndex	Integer value from the request body *items* array that corresponds to the CI parent of the related item. Data type: Number
<String>.items.relatedItems.inputIndices.subIndex	Integer value from the request body *items.lookup* array that corresponds to the related item. Data type: Number
<String>.items.relatedItems.operation	Type of operation. Possible values: • INSERT: New CI was inserted into the database. • NO_CHANGE: No CI changes were made. • UPDATE: Existing CI was updated. Data type: String
<String>.items.relatedSysIds	List of the sys_id values for related items (table lookup items) from the request body *items.lookup* array.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Notable values - null: No sys_id was identified for this related item. Data type: Array
<String>.items.sys_id	Sys_id of the CI that was updated or created. Data type: String
<String>.relations	Information about the processed relations. Data type: Array of Objects `"relations":[ { "className": "String", "errorCount": Number, "inputIndices": [Array], "operation": "String", "sysId": "String" } ]`
<String>.relations.className	Sys_class_name of this dependent relationship CI. Only supported value: cmdb_rel_ci: CI Relationship table. Data type: String
<String>.relations.errorCount	Number of errors. Data type: Number
<String>.relations.inputIndices	Indexes of the corresponding input relations. Data type: Array
<String>.relations.operation	Type of operation performed. Possible values: • INSERT • UPDATE • NO_CHANGE

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<String>.relations.sysId	Sys_id of the dependent relationship CI. Data type: String

The following shows how to reclassify a configuration item.

```
var payload = {
  "items": [
    {
      "className": "cmdb_ci_win_server",
      "values": {
        "short_description": "Linux server description",
        "name": "Linux Server 1"
      }
    }
  ]
};

var input = JSON.stringify(payload);
var output =
 sn_cmdb.IdentificationEngine.createOrUpdateCI('ServiceNow',
 input);

gs.info(JSON.stringify(JSON.parse(output), null, 2));
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_linux_server",
      "operation": "NO_CHANGE",
      "sysId": "440577800f321010150efc91ff767e94",
      "identifierEntrySysId":
 "556eb250c3400200d8d4bea192d3ae92",
      "identificationAttempts": [
        {
          "attributes": [],
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "searchOnTable": "cmdb_serial_number",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "serial_number"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "name"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "MATCHED",
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        }
      ],
      "info": [
        {
          "message": "CI Reclassification not allowed from
 class: [cmdb_ci_linux_server] to [cmdb_ci_win_server] by a
 reclassification restriction rule",
          "code": "SKIPPED_CLASS_SWITCH",
          "ruleSysId": "b3d4b3800f321010150efc91ff767eab"
        }
      ],
      "errorCount": 0,
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ],
      "mergedPayloadIds": []
    }
  ],
  "additionalCommittedItems": [],
  "relations": [],
  "additionalCommittedRelations": []
}
```


The following shows how to update a configuration item.


```
var payload = {
"items": [
{
 "className": "cmdb_ci_win_server",
 "values": {
   "chassis_type": "Desktop",
   "os": "Windows 2012 R2 Datacenter",
   "name": "Windows2012Server1",
   "serial_number": "0000-0011-1690-8730-8636-5722-52",
   "cpu_count": "1"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 },
 "lookup": [
 {
    "values": {
      "valid": "true",
      "serial_number": "0000-0011-1690-8730-8636-5722-52",
      "serial_number_type": "bios"
     },
    "className": "cmdb_serial_number"
  },
  {
    "values": {
      "valid": "true",
      "serial_number": "3311-9736-4988-9744-1749-4183-41",
      "serial_number_type": "chassis"
     },
    "className": "cmdb_serial_number"
  }],

   "internal_id": "16777219",
   "sys_object_source_info": {
     "source_feed": "SN Discovery Feed 1",
     "source_name": "ServiceNow",
     "source_native_key": "16777219",
     "source_recency_timestamp": "2019-10-18 08:31:23"
  }},
  {
  "className": "cmdb_ci_spkg",
  "values": {
    "name": "Windows 2012 R2 Datacenter",
    "key": "Microsoft Windows Server 2012 R2
Datacenter_:::_NULL"
    },

 "related": [
   {
     "internal_id": "Microsoft Windows Server 2012 R2
Datacenter_:::_NULL|16777219",
     "values": {
       "name": "Windows 2012 R2 Datacenter-SAMLABVM52"
     },
     "className": "cmdb_software_instance",
     "sys_object_source_info": {
       "source_feed": "SN Discovery Feed 1",
       "source_name": "ServiceNow",
       "source_native_key": "Microsoft Windows Server 2012 R2
Datacenter_:::_NULL|16777219"
 }}]},
 {
 "className": "cmdb_ci_app_server_tomcat",
 "values": {
   "running_process_key_parameters":
"/opt/OV/nonOV/tomcat/b/temp
org.apache.catalina.startup.Bootstrap start",
   "install_directory": "/opt/OV/nonOV/tomcat/b",
   "name": "Tomcat@hpom9:3443",
   "server_port": "8006",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sys_class_name": "cmdb_ci_app_server_tomcat"
  },

  "internal_id": "tomcat_id"
  }],

"relations": [
  {
    "parent_id": "tomcat_id",
    "child_id": "16777219",
    "type": "Runs on::Runs"
  }],

"referenceItems": [
  {
    "referenceField": "installed_on",
    "referenced": "16777219",
    "referencedBy": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219"
  }]};

var input = JSON.stringify(payload);
var output =
 sn_cmdb.IdentificationEngine.createOrUpdateCI('ServiceNow',
 input);

gs.info(JSON.stringify(JSON.parse(output), null, 2));
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_win_server",
      "operation": "INSERT",
      "sysId": "d56ab6eadbd510102f67dfea5e96194e",
      "relatedSysIds": [
        "dd6af62adb1910102f67dfea5e96197f",
        "996af62adb1910102f67dfea5e961980"
      ],
      "relatedItems": [
        {
          "errors": [],
          "operation": "INSERT",
          "errorCount": 0,
          "mergedPayloadIds": [],
          "warningCount": 0,
          "sysId": "dd6af62adb1910102f67dfea5e96197f",
          "markers": [],
          "inputIndices": [
            {
              "mainIndex": 0,
              "subIndex": 0
            }
          ],
          "className": "cmdb_serial_number"
        },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "errors": [],
          "operation": "INSERT",
          "errorCount": 0,
          "mergedPayloadIds": [],
          "warningCount": 0,
          "sysId": "996af62adb1910102f67dfea5e961980",
          "markers": [],
          "inputIndices": [
            {
              "mainIndex": 0,
              "subIndex": 1
            }
          ],
          "className": "cmdb_serial_number"
        }
      ],
      "identifierEntrySysId": "Unknown",
      "identificationAttempts": [
        {
          "info": "sys_object_source NO_MATCH",
          "identifierName": "",
          "attemptResult": "NO_MATCH",
          "attributes": [],
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "searchOnTable": "cmdb_serial_number",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "attributes": [
            "serial_number"
          ],
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "attributes": [
            "name"
          ],
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "attributes": [
          "mac_address",
          "name"
        ],
        "searchOnTable": "cmdb_ci_network_adapter",
        "hybridEntryCiAttributes": []
      }
    ],
    "errorCount": 0,
    "mergedPayloadIds": [],
    "warningCount": 0,
    "markers": [],
    "inputIndices": [
      0
    ]
  },
  {
    "className": "cmdb_ci_spkg",
    "operation": "INSERT",
    "sysId": "116af62adb1910102f67dfea5e961981",
    "relatedSysIds": [
      "6d6af62adb1910102f67dfea5e961984"
    ],
    "relatedItems": [
      {
        "errors": [],
        "operation": "INSERT",
        "errorCount": 0,
        "mergedPayloadIds": [],
        "warningCount": 0,
        "sysId": "6d6af62adb1910102f67dfea5e961984",
        "markers": [],
        "inputIndices": [
          {
            "mainIndex": 1,
            "subIndex": 0
          }
        ],
        "className": "cmdb_software_instance"
      }
    ],
    "identifierEntrySysId": "Unknown",
    "identificationAttempts": [
      {
        "info": "sys_object_source SKIPPED",
        "identifierName": "",
        "attemptResult": "SKIPPED",
        "attributes": [],
        "hybridEntryCiAttributes": []
      },
      {
        "identifierName": "Software",
        "attemptResult": "NO_MATCH",
        "attributes": [
          "key"
        ],
        "searchOnTable": "cmdb_ci_spkg",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        1
      ]
    },
    {
      "className": "cmdb_ci_app_server_tomcat",
      "operation": "INSERT",
      "sysId": "e96af62adb1910102f67dfea5e961985",
      "identifierEntrySysId": "Unknown",
      "identificationAttempts": [
        {
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "attributes": [],
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        2
      ]
    }
  ],
  "additionalCommittedItems": [],
  "relations": [
    {
      "className": "cmdb_rel_ci",
      "operation": "INSERT",
      "sysId": "e96af62adb1910102f67dfea5e961989",
      "identifierEntrySysId": "Unknown",
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ]
    }
  ],
  "additionalCommittedRelations": []
}
```


Identify a dependent CI.

```
var payload =
            {items: [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    {className:'cmdb_ci_web_server',
                     values: {name:'apache linux den 200',
                              running_process_command: 'xyz',
                              running_process_key_parameters:
 'abc',
                              tcp_port:'3452'}},
                    {className:'cmdb_ci_linux_server',
                     values: {name:'lnux100', ram:'2048'}}],
                relations:[{parent: 0, child: 1, type: 'Runs
 on::Runs'}]
              };

var input = JSON.stringify(payload);
var output =
 sn_cmdb.IdentificationEngine.createOrUpdateCI('ServiceNow',
 input);

gs.info(JSON.stringify(JSON.parse(output), null, 2));
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_web_server",
      "operation": "INSERT",
      "sysId": "b9bb766adb1910102f67dfea5e961962",
      "identifierEntrySysId": "Unknown",
      "identificationAttempts": [
        {
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "attributes": [],
          "hybridEntryCiAttributes": []
        },
        {
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "attributes": [],
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ]
    },
    {
      "className": "cmdb_ci_linux_server",
      "operation": "INSERT",
      "sysId": "a5bb766adb1910102f67dfea5e96195b",
      "identifierEntrySysId": "Unknown",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "identificationAttempts": [
        {
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "attributes": [],
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "searchOnTable": "cmdb_serial_number",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "attributes": [
            "serial_number"
          ],
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "attributes": [
            "name"
          ],
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "attributes": [
            "mac_address",
            "name"
          ],
          "searchOnTable": "cmdb_ci_network_adapter",
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        1
      ]
    }
  ],
  "additionalCommittedItems": [],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "relations": [
    {
      "className": "cmdb_rel_ci",
      "operation": "INSERT",
      "sysId": "fdbb766adb1910102f67dfea5e961964",
      "identifierEntrySysId": "Unknown",
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ]
    }
  ],
  "additionalCommittedRelations": []
}
```


Identify an independent CI with lookup-based identification.

```
var payload = {items: [
          {className:'cmdb_ci_netgear',
              values: {name:'ny8500-nbxs08',
                       ports:'1200'},
              lookup: [{className:'cmdb_serial_number',
                           values:{serial_number:'1234ABCD',
 serial_number_type:'uuid',absent:'false',valid:'true'}},
                       {className:'cmdb_serial_number',
                           values:{serial_number:'3456EFGH',
 serial_number_type:'system',absent:'false',valid:'true'}}]}]};

var input = JSON.stringify(payload);
var output =
 sn_cmdb.IdentificationEngine.createOrUpdateCI('ServiceNow',
 input);

gs.info(JSON.stringify(JSON.parse(output), null, 2));
```

Output:


```
{
  "items": [
    {
      "className": "cmdb_ci_netgear",
      "operation": "INSERT",
      "sysId": "787c7e6adb1910102f67dfea5e96196e",
      "relatedSysIds": [
        "f47c7e6adb1910102f67dfea5e961977",
        "3c7c7e6adb1910102f67dfea5e961977"
      ],
      "relatedItems": [
        {
          "errors": [],
          "operation": "INSERT",
          "errorCount": 0,
          "mergedPayloadIds": [],
          "warningCount": 0,
          "sysId": "f47c7e6adb1910102f67dfea5e961977",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "markers": [],
          "inputIndices": [
            {
              "mainIndex": 0,
              "subIndex": 0
            }
          ],
          "className": "cmdb_serial_number"
        },
        {
          "errors": [],
          "operation": "INSERT",
          "errorCount": 0,
          "mergedPayloadIds": [],
          "warningCount": 0,
          "sysId": "3c7c7e6adb1910102f67dfea5e961977",
          "markers": [],
          "inputIndices": [
            {
              "mainIndex": 0,
              "subIndex": 1
            }
          ],
          "className": "cmdb_serial_number"
        }
      ],
      "identifierEntrySysId": "Unknown",
      "identificationAttempts": [
        {
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "attributes": [],
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "searchOnTable": "cmdb_serial_number",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "attributes": [
            "serial_number"
          ],
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "attributes": [
            "name"
          ],
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "attributes": [
            "mac_address",
            "name"
          ],
          "searchOnTable": "cmdb_ci_network_adapter",
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ]
    }
  ],
  "additionalCommittedItems": [],
  "relations": [],
  "additionalCommittedRelations": []
}
```


IdentificationEngine - createOrUpdateCIEnhanced(String source, String input, Object options)

Inserts or updates configuration items (CI) and non-Configuration Management Database (CMDB) CIs (classes not extending from cmdb_ci) in the CMDB based on identification and reconciliation rules. Use this API instead of updating the CMDB directly.

In addition to providing the functionality of the `createOrUpdateCI()` method, this method also supports:

- Handling partial payloads
- Handling partial commits
- Removing duplicate items within a payload
- Generating output summaries

For additional information on IRE and more detailed explanations of the data used by this method, see Identification and Reconciliation (IRE).

For additional information on non-CMDB table ingestion, see IRE support for non-CMDB tables.

Parameters

Name	Type	Description
input	String	Required. Input payload. A JS add or update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"input" {
		"items": [Array],
		"referenceItems":
		"relations": [Arra
		}</pre>

input.items	Array of Objects	Items to add or update.
		<pre>"items": [
		{
		"className": "S
		"display_values
		"internal_id":
		"lookup": [Arra
		"related": [Arr
		"settings": {Ob
		"sys_object_sou
		"values": {Obje
		}
		]</pre>

input.items.className	String	Required. Class/table name, s (CI) to create or update. This value can be any CMDB cmdb_ci_win_server.

input.items.display_values	Object	Reference fields to create or u
		value pairs, where the name is
		referenced display value. If yo
		the display value for referenc
		input.items.lookup.v
		parameter.
		
		Reference field names depen
		<pre>"display_values": {
		"model_id": "Stri
		"location": "Stri
		}</pre>

input.items.internal_id	String	Unique item identifier for the a This can be any value, but mu

input.items.lookup	Array of Objects	Identifies the top-level item co
		identification). These records
		based on a lookup table that l
		
		For example:
		<pre>"lookup": [
		{
		"className": "S</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"internal_id":
		"sys_object_sou
		"values": {Obje
		}
		]</pre>

input.items.lookup.className	String	Required. Class/table name, s (CI) to create or update. This value can be any CMDB cmdb_ci_network_adapter.
input.items.lookup.internal_id	String	Unique lookup item identifier This can be any value, but mu

input.items.lookup.sys_object_source_info	Object	Defines a unique CI identifier may have different name-valu
		<pre>"sys_object_source_
		"source_feed": "S
		"source_name": "S
		"source_native_ke
		"source_recency_t
		}</pre>

input.items.lookup.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source
input.items.lookup.sys_object_source_info.source_name	String	Data source of the CI informat values defined for the discove [cmdb_ci] table.
input.items.lookup.sys_object_source_info.source_native_key	String	Unique key-id for the item fron The data source generates th the item.
input.items.lookup.sys_object_source_info.source_recency_timestamp	String	UTC date/time that the item w Format: YYYY-MM-DD hh:mm

input.items.lookup.values	Object	Field information for the CI as the field name. When updatin referenced sys_id.
		
		Field names and types deper
		<pre>"values": {
		"serial_number":
		"serial_number_ty
		"valid": "String"</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"ip_address": "St
		"mac_address": "S
		}</pre>

input.items.related	Array of Objects	Reference to the top-level iter
		Related Entry [cmdb_related_
		this array. These records are u
		that has a reference to the CI
		
		The related table may or may
		used to identify the configura
		<pre>"related" [
		{
		"className": "S
		"internal_id":
		"sys_object_sou
		"values": {Obje
		}
		]</pre>

input.items.related.className	String	Required. Class/table name, s (CI) to create or update. This value can be any CMDB cmdb_software_instance or c
input.items.related.internal_id	String	Unique identifier for this relate must be unique within the pay

input.items.related.sys_object_source_info	Object	Object that makes up a uniqu
		Different sources may have di
		<pre>"sys_object_source_
		"source_feed": "S
		"source_name": "S
		"source_native_ke
		"source_recency_t
		}</pre>

input.items.related.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source
input.items.related.sys_object_source_info.source_name	String	Identifies the data source of t one of the choice values defi Configuration Item [cmdb_ci]
input.items.related.sys_object_source_info.source_native_key	String	Unique key/ID from the source The data source generates th the item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
input.items.related.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite Format: `YYYY-MM-DD hh:m`

input.items.related.values	Object	Fields to create or update for
		the name is the field name. Fo
		referenced sys_id. If you want
		sys_id for reference fields, pa
		object instead of in the *valu*
		
		Field names and types deper
		`"values": {`
		`"host_name": "Str`
		`"ip_address": "St`
		`"name": "String",`
		`"os_name": "Strin`
		`"sys_class_name":`
		`}`

input.items.settings	Object	Parameters that define the typ
		`"settings": {`
		`"skipReclassifica`
		`Boolean,`
		`"updateWithoutDow`
		`"updateWithoutSwi`
		`"updateWithoutUpg`
		`}`

input.items.settings.skipReclassificationRestrictionRules	Boolean	Flag that indicates whether IR Restriction rule that matches Valid values: • true: Skip running the rule. • false: Run the rule. Default: false
input.items.settings.updateWithoutDowngrade	Boolean	Flag that indicates whether up this item. Valid values: • true: Update the item but do • false: Both item update and Default: false
input.items.settings.updateWithoutSwitch	Boolean	Flag that indicates whether th switched. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Update the item but cl • false: Both item update and Default: false
input.items.settings.updateWithoutUpgrade	Boolean	Flag that indicates whether up this item. Valid values: • true: Update the item but up • false: Both item update and Default: false
input.items.sys_object_source_info	Object	Unique CI identifier for a spec `"sys_object_source_ "source_feed": "S "source_name": "S "source_native_ke "source_recency_t }`
input.items.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source
input.items.sys_object_source_info.source_name	String	Data source of the CI informat values defined for the discove [cmdb_ci] table.
input.items.sys_object_source_info.source_native_key	String	Unique key/id for the item fro The data source generates th the item.
input.items.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite Format: YYYY-MM-DD hh:mm
input.items.values	Object	Fields to create or update for the name is the field name. Fo referenced sys_id. If you want sys_id for reference fields, pa object instead of in the *valu* Field names and types deper `"values": { "host_name": "Str "ip_address": "St`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"name": "String",
		"os_name": "Strin
		"sys_class_name":
		}</pre>

input.referenceItems	Array of Objects	List that define references be
		<pre>"referenceItems": [
		{
		"referenced": "
		"referencedBy":
		"referenceField
		}
		]</pre>

input.referenceItems.referenced	String	The *internal_id* defined item.
input.referenceItems.referencedBy	String	The *internal_id* defined
input.referenceItems.referenceField	String	Name of the reference field in item.

input.relations	Array of Objects	List that specifies relationship
		An object in this array can use
		• The object can define a rela
		using *parent* and *child*
		item indexes from the paylo
		<pre>"relations": [
		{
		"child": Numbe
		"parent": Numb
		"sys_rel_sourc
		"type": "Strin
		}
		]</pre>
		• The object can define a rela
		top-level, related, or lookup
		key/value pairs, with values
		defined for those items.
		<pre>"relations": [
		{
		"child_id": "S
		"parent_id": "
		"sys_rel_sourc
		"type": "Strin
		}
		]</pre>

input.relations.child	Number	Integer index of the CI object in the relationship (items, item

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
input.relations.child_id	String	The *internal_id* of the ch or items.lookup.)
input.relations.parent	Number	Integer index of the parent ite or items.lookup.)
input.relations.parent_id	String	The *internal_id* of the pa or items.lookup.)

input.relations.sys_rel_source_info	Object	Discovery source information relationships, this information [sys_rel_source] table (not pe *identifyCI()* methods.)
		
		Data type: Object
		
		`"sys_rel_source_inf`
		`"source_name": "S`
		`"source_feed": "S`
		`}`

input.relations.sys_rel_source_info.source_name	String	Discovery source name. Default: Discovery source pas
input.relations.sys_rel_source_info.source_feed	String	Any string that is a sub-discov Default: 'UNKNOWN' is stored record in sys_rel_source table
input.relations.type	String	Type of relationship that exist must be a name field value fr table.

options	Object	Optional, but {} or null must be features.
		
		Note: By default or if *pa partial_commits* an enabled, even if they are for partial payloads functi
		
		`"options": {`
		`"deduplicate_paylo`
		`"generate_summary"`
		`"partial_commits":`
		`"partial_payloads"`
		`"skip_updating_las`
		`"skip_updating_sou`
		`Boolean`
		`}`

options.deduplicate_payloads	Boolean	Flag that indicates whether du errors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • true: Merge duplicate items • false: Consider duplicate ite Default: true
options.generate_summary	Boolean	Flag that indicates whether th information. For the details of *<String>.summary* in the Valid values: • true: Include summary infor • false: Don't include summar Default: false
options.partial_commits	Boolean	Flag that indicates whether pa additional information on part Valid values: • true: Partial commit enabled • false: Partial commit disable Default: true
options.partial_payloads	Boolean	Flag that indicates whether pa additional information on part and Create an IRE data source Valid values: • true: Partial payload enable • false: Partial payload disabl Default: true
options.skip_updating_last_scan_to_now	Boolean	Flag that indicates whether to last_scan time field. Valid values: • true: If the *source_rece* passed in *sys_object_* sys_object_source's last_sc • false: Update the sys_objec

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: Uses the value in the glide.identification_engine.sk property.
options.skip_updating_source_last_discovered_to_now	Boolean	Flag that indicates whether to last_discovered fields in the C Valid values: • true: If last_discovered is no not update the discovery_s • false: Update the discovery Default: Uses the value in the glide.identification_engine.sk system property.
source	String	Data source of the CI informal values defined for the discove [cmdb_ci] table.

Returns

Parameter	Description
<String>	JSON formatted string that is list of results for the configur items in the input string. Data type: String `{ "additionalCommit tems": [Array], "additionalCommit elations": [Array] "hasError": Bool "hasWarning": Boolean, "items": [Array] "relations": [Array], "summary": {Obje }`
<String>.additionalCommittedItems	List of CIs that were committ during the IRE processing of the current payload, but wer not present in the current in payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Array of Objects `"additionalCommitt ems": [ { "className": "String", "errorCount": Number, "operation": "String", "identificationAt ts": [Array], "inputIndices" [Array], "markers": [Array], "mergedPayload [Array], "sysId": "Stri } ]`
<String>.additionalCommittedItems.className	Sys_class_name of this addi CI. Data type: String
<String>.additionalCommittedItems.errorCount	Number of errors encounter while processing this additio Data type: Number
<String>.additionalCommittedItems.errors	Array of objects that describ errors encountered while processing this additional C Data type: Array `"errors": [ { "error": "Stri "message": "String" } ]`
<String>.additionalCommittedItems.errors.error	Type of error encountered w processing the additional CI Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.additionalCommittedItems.errors.message	Error message encountered processing the additional CI Data type: String
<String>.additionalCommittedItems.identificationAttempts	Array of objects in which eac object describes an attempt to identify this additional CI. Data type: Array of Objects `"identificationAtt s": [ { "attemptResult "String", "attributes": [Array], "hybridEntryCiAtt tes": [Array], "identiferName "String", "searchOnTable [Array] } ]`
<String>.additionalCommittedItems.identificationAttempts.attemptResult	Outcome of this additional C identification attempt. Data type: String Possible values: • MATCHED: Identification succeeded. A unique CI w found in the identifier rule which exactly matched the specified attributes. • MULTI_MATCH: Identificat failed with an error. Duplic were found in the identifie table when matching agai specified attributes. • NO_MATCH: Identification No CI was found in the ide rule table which matched specified attributes. • SKIPPED: Identification no attempted. The attributes

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	required for this identifier table search were not prov so the rule was not applie
<String>.additionalCommittedItems.identificationAttempts.attributes	CI identifier entry attributes used during this additional C identification attempt. Data type: Array Attribute names and types c on the request body data an identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_ty "String", ]`
<String>.additionalCommittedItems.identificationAttempts.hybridEntryCiAttributes	Array of CI identifier entry attributes used during this additional CI identification a Data type: Array Attribute names and types c on the request body data an identifier in use, such as: `"hybridEntryCiAttr es": [ "name": "String", "serial_number": "String" ]`
<String>.additionalCommittedItems.identificationAttempts.identifierName	Identifier rule used for this additional CI identification a Data type: String
<String>.additionalCommittedItems.identificationAttempts.searchOnTable	Name of the table searched additional CI identification a Data type: String
<String>.additionalCommittedItems.identifierEntrySysId	Sys_id for the identifier rule identify this additional CI. Notable values - Unknown: Identification of this addition failed. See *errors* for deta

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.additionalCommittedItems.inputIndices	Index values for CIs from the request body *items* array t correspond to this additiona Data type: Array of Numbers `"inputIndices": [ { Number } ]`
<String>.additionalCommittedItems.markers	Marker values for internal us Data type: Array `"markers": []`
<String>.additionalCommittedItems.mergedPayloads	Sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged durin processing of this additiona Data type: Array `"mergedPayloadIds" "String" ]`
<String>.additionalCommittedItems.operation	Operation performed for this additional CI. Data type: String Possible values: • DELETE: An existing CI is removed from the target ta • INSERT: The additional CI inserted into the target tab new record. • NO_CHANGE: No operatio performed for the addition • UPDATE: An existing CI in target table is updated. • UPDATE_WITH_DOWNGR An existing CI in the targe table is updated and its cl changed to a more generi (ancestor class).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• UPDATE_WITH_SWITCH: A existing CI in the target tal updated and its class is ch to another class which is r ancestor or descendent c • UPDATE_WITH_UPGRADE existing CI in the target tal updated and its class is ch to a more specialized clas (descendent class).
<String>.additionalCommittedItems.sysId	Sys_id found for this additio through identification. Data type: String Notable values - Unknown: Identification of this addition failed. See *errors* for deta
<String>.additionalCommittedItems.warnings	Description of warnings encountered while processi additional CI. Data type: Array of Objects `"warnings": [ { "error": "Stri "message": "String" } ]`
<String>.additionalCommittedItems.warnings.error	Type of warning encountere processing this additional C Data type: String
<String>.additionalCommittedItems.warnings.message	Warning message encounte while processing this additio Data type: String
<String>.additionalCommittedRelations	Description of a dependent relationship CI that was not included in the request body *relations* list to insert or update. Data type: Array of Objects `"additionalCommitt lations": [`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>{
	"className":
	"String",
	"inputIndices"
	[Array],
	"markers":
	[Array],
	
	"mergedPayloadIds
	[Array],
	"operation":
	"String"
	}
	]</pre>

<String>.additionalCommittedRelations.className	The sys_class_name of this additional dependent relatio CI. Data type: String Only supported value: cmdb_rel_ci: The CI Relation table.
<String>.additionalCommittedRelations.errorCount	Number of errors encounter while processing this additio dependent relationship CI. Data type: Number

<String>.additionalCommittedRelations.errors	Description of the errors encountered while processi additional dependent relatio CI.
	
	Data type: Array of Objects
	<pre>"errors": [
	{
	"error": "Stri
	"message":
	"String"
	}
	]</pre>

<String>.additionalCommittedRelations.errors.error	Type of error encountered while processing the additio dependent relationship CI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.additionalCommittedRelations.errors.message	Error message encountered while processing this additio dependent relationship CI. Data type: String
<String>.additionalCommittedRelations.inputIndices	Index values for dependent relationship CI objects in the request body *relations* that correspond to this addi dependent relationship CI. Data type: Array `"inputIndices": [ Number ]`
<String>.additionalCommittedRelations.markers	Marker values for internal us Data type: Array `"markers": []`
<String>.additionalCommittedRelations.mergedPayloadIds	Sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] that were merged for this CI. were merged during process of this additional dependent relationship CI. Data type: Array `"mergedPayloadIds" "String" ]`
<String>.additionalCommittedRelations.operation	Operation that was performe for the additional dependen relationship CI. Possible values: • INSERT: The dependent relationship CI is inserted the target table as a new r • INSERT_AS_INCOMPLETE dependent relationship C errors and is inserted into CMDB IRE Incomplete Pay [cmdb_ire_incomplete_pa table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• INSERT_AS_PARTIAL: The dependent relationship C errors and is inserted into CMDB IRE Partial Payload [cmdb_ire_partial_payloa table. • NO_CHANGE: No operatio performed for the depend relationship CI. • UPDATE: An existing depe relationship CI in the targe is updated. Data type: String
<String>.hasError	Flag that indicates whether a item or relation has errors. Data type: Boolean
<String>.hasWarning	Flag that indicates whether a item or relation has warnings Data type: Boolean
<String>.items	Description of the created o updated CIs. Data type: Array of Objects `"items": [ { "additionalRelate ms": [Array], "className": "String", "duplicateIndices [Array], "errorCount": Number, "errors": [Arr "identificationAt ts": [Array], "identifierEntryS d": "String", "incompleteSysIds "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	"info": [Array "inputIndices" [Array], "maskedAttributes [Array], "operation": "String", "partialSysIds "String", "relatedItems" [Array], "relatedSysIds [Array], "sysId": "Stri }]
<String>.items.additionalRelatedItems	Information about additiona lookup and related items tha processed but not provided of the input payload. These i are from partial payloads. Data type: Array of Objects "additionalRelated s": [{ "className": "String", "inputIndices" [Array], "mergedPayloadIds [Array], "operation": "String", "sysId": "Stri }]
<String>.items.additionalRelatedItems.className	Class/table name (sys_class_name) of the CI t was created or updated. Data type: String
<String>.items.additionalRelatedItems.inputIndices	Index values for CIs from the request body *items* array t correspond to this related ite Data type: Array of Numbers

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.additionalRelatedItems.mergedPayloadIds	List of sys_ids of the partial payloads that were merged related item. Data type: Array Table: CMDB IRE Partial Pay [cmdb_ire_partial_payloads]
<String>.items.additionalRelatedItems.operation	Type of operation. Possible values: • INSERT: New CI was inser the database. • NO_CHANGE: No CI chan were made. • UPDATE: Existing CI was updated. Data type: String
<String>.items.additionalRelatedItems.sysId	Sys_id of the CI that was up or created. Data type: String
<String>.items.className	Class/table name (sys_class_name) of the CI t was created or updated. Data type: String
<String>.items.duplicateIndices	List of indexes of CIs that ar duplicates of the current ite Data type: Array
<String>.items.errorCount	Number of errors encounter while processing the item. Data type: Number
<String>.items.errors	List of errors encountered w processing this CI. Data type: Array of Objects `"errors": [ { "error": "Stri "message": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	<pre> }]</pre>
<String>.items.errors.error	Type of error encountered w processing the CI. Data type: String
<String>.items.errors.message	Error message associated w error. Data type: String

<String>.items.identificationAttempts	List of attempts that were ma identify the CIs.
	
	Data type: Array of Objects
	<pre>"identificationAtt
	s": [
	  {
	  "attemptResult
	"String",
	  "attributes":
	[Array],
	
	"hybridEntryCiAtt
	tes": [Array],
	  "identifierNam
	"String",
	  "searchOnTable
	"String"
	  }
	]</pre>

<String>.items.identificationAttempts.attemptResult	Results of the attempt to ide the CI. Possible values: • MATCHED: Identification succeeded. A unique CI w found in the identifier rule which exactly matched the specified attributes. • MULTI_MATCH: Identificat failed with an error. Duplic were found in the identifie table when matching agai specified attributes. • NO_MATCH: Identification No CI was found in the ide

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	rule table which matched specified attributes. • SKIPPED: Identification no attempted. The attributes required for this identifier table search were not prov so the rule was not applie Data type: String
<String>.items.identificationAttempts.attributes	List of CI identifier entry attri that were used during the identification process. Data type: Array Attribute names and types c on the request body data an identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_ty "String", ]`
<String>items.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attri that were used during the identification process. Data type: Array Attribute names and types c on the request body data an identifier in use, such as: `"hybridEntryCiAttr es": [ "name": "String" "serial_number": "String" ]`
<String>.items.identificationAttempts.identifierName	Identifier rule used for this C identification attempt. Data type: String
<String>.items.identificationAttempts.searchOnTable	Name of the table searched the identification process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String
<String>.items.identifierEntrySysId	Sys_id for the identifier rule identify the CI. Data type: String Table: Identifier Entry [cmdb_identifier_entry]
<String>.items.incompleteSysIds	If the item had errors and wa saved as an incomplete pay this parameter contains the sys_id of the record in the CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_payl table. Data type: String
<String>.items.info	Additional information abou processing of the item. Data type: Array of Objects `"info": [ { "code": "Strin "message": "String", "ruleSysId": "String" } ]`
<String>.items.info.code	Reclassification type that wa skipped. Possible values: • SKIPPED_CLASS_DOWNG • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_UPGRAD Data type: String
<String>.items.info.message	Message that provides addi insights into the reason for skipping the reclassification Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.info.ruleSysId	Sys_id of the reclassificatior restriction rule that was mat Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if th reclassification is skipped d payload or global flag. Data type: String
<String>.items.inputIndices	Indexes of the correspondin CI. For top-level items, it is a integers. For related or looku it is list of JSON objects. Data type: Array of Numbers
<String>.items.maskedAttributes	List of attributes whose upda a non-authoritative data sou was skipped as defined by t Reconciliation Rules. Data type: Array
<String>.items.operation	Operation that took place. Possible values: • INSERT: New CI was inser the database. • INSERT_AS_INCOMPLETE Item was saved in cmdb_ire_incomplete_pay table. • INSERT_AS_PARTIAL: Item was saved in cmdb_ire_partial_payload • UPDATE: Existing CI was updated. • UPDATE_WITH_DOWNGR CI was updated and the cl changed to a more generi (ancestor class). • UPDATE_WITH_SWITCH: updated and the class cha to a class that is not ances descendent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• UPDATE_WITH_UPDRADE was updated and the clas changed to a more specia class (descendent class). Data type: String
<String>.items.partialSysIds	If the item had errors and wa saved as a partial payload, t parameter contains the sys_ the partial payload record. Data type: String
<String>.items.relatedItems	List of JSON objects that de a related CI (table lookup CI the request body *items.I* array. Data type: Array of Objects `"relatedItems": [ { "className": "String", "errors": [Arr "errorCount": Number, "incompleteSysIds [Array], "inputIndices" [Array], "mergePayloadI [Array], "operation": "String", "partialSysIds [Array], "sysId": "Stri "warningCount" Number, "warnings": [Array] } ]`
<String>.items.relatedItems.className	Class/table name (sys_class_name) of the rela item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.relatedItems.errors	List of errors that occurred d processing of the related ite Data type: Array of Objects `"errors": [ { "error": "Stri "message": "String" } ]`
<String>.items.relatedItems.errors.error	Type of error encountered w processing the related item. Data type: String
<String>.items.relatedItems.errors.message	Error message associated w error. Data type: String
<String>.items.relatedItems.errorCount	Number of errors detected w processing the related items Data type: Number
<String>.items.relatedItems.incompleteSysIds	If the relation had errors and was saved as an incomplete payload, this value is the sys of the record in the CMDB IRE Incomplete Payloads [cmdb_ire_incomplete_payl table. Data type: String
<String>.items.relatedItems.inputIndices	Index of the corresponding i item. For top-level items, it is of integers. For related or loc items, it is list of JSON objec Data type: Array of Numbers Array of Objects `"inputIndices": [ { "mainIndex": Number, "subIndex": Num } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.relatedItems.inputIndices.mainIndex	Index value from the reques *items* array that correspon the CI parent of the related i Data type: Number
<String>.items.relatedItems.inputIndices.subIndex	Index value from the reques body *items.lookup* arra corresponds to the related i Data type: Number
<String>.items.relatedItems.mergedPayloadIds	List of sys_ids of the partial payloads that were merged CI during processing. Data type: Array
<String>.items.relatedItems.operation	Operation that took place. Possible values: • INSERT: New related CI wa inserted into the database • INSERT_AS_INCOMPLETE Item was saved in cmdb_ire_incomplete_pay table. • INSERT_AS_PARTIAL: Item was saved in cmdb_ire_partial_payload • NO_CHANGE: No related C changes were made. • UPDATE: Existing related C updated. • UPDATE_WITH_DOWNGR Related CI was updated a class changed to a more g class (ancestor class). • UPDATE_WITH_SWITCH: F CI was updated and the cl changed to a class that is ancestor or descendent. • UPDATE_WITH_UPDRADE Related CI was updated a the class changed to a mo specialized class (descen class). Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.relatedItems.partialSysIds	If the related item had errors was saved as a partial paylo this contains a list of the sys of the associated records in the CMDB IRE Partial Payloa [cmdb_ire_partial_payloads] Data type: Array
<String>.items.relatedItems.sysId	Sys_id of the related item. Data type: String
<String>.items.relatedItems.warningCount	Number of warnings encoun when processing the related Data type: Number
<String>.items.relatedItems.warnings	Description of warnings encountered while processi related items. Data type: Array of Objects `"warnings": [ { "error": "Stri "message": "String" } ]`
<String>.items.relatedItems.warnings.error	Type of warning encountere processing the related item. Data type: String
<String>.items.relatedItems.warnings.message	Message associated with th warning. Data type: String
<String>.items.relatedSysIds	List of the sys_id values of th CIs used during lookup-base identification of related item Data type: String
<String>.items.sys_id	Sys_id of the CI that was up or created. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.relations	Description of a dependent relationship CI from the requ body *relations* array. Data type: Array of Objects `"relations": [ { "className": "String", "errorCount": Number, "errors": [Arr "incompleteSysIds "String", "inputIndices" [Array], "operation": "String", "partialSysIds "String", "sysId": "Stri } ]`
<String>.relations.className	Sys_class_name of this dep relationship CI. Only supported value: cmdb_rel_ci: CI Relationship Data type: String
<String>.relations.errorCount	Number of errors encounter when processing the depen relationship CI. Data type: Number
<String>.relations.errors	List that describes errors tha encountered while processi dependent relationship CI. Data type: Array of Objects `"errors": [ { "error": "Stri "message": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.relations.errors.error	Type of error encountered w processing the dependent relationship CI. Data type: String
<String>.relations.errors.message	Error message encountered while processing this depen relationship CI. Data type: String
<String>.relations.incompleteSysIds	If the relation had errors and was saved as an incomplete payload, this value is the sys of the record in the CMDB IRE Incomplete Payloads [cmdb_ire_incomplete_payl table. Data type: String
<String>.relations.inputIndices	Indexes for the dependent relationship CI objects in the request body *relations* that correspond to this depe relationship CI. Data type: Array
<String>.relations.operation	Type of operation performed Possible values: • INSERT: The dependent relationship CI was inserte the target table as a new r • INSERT_AS_INCOMPLETE dependent relationship C errors and was inserted in CMDB IRE Incomplete Pay [cmdb_ire_incomplete_pa table. • INSERT_AS_PARTIAL: The dependent relationship C errors and was inserted in the CMDB IRE Partial Payl [cmdb_ire_partial_payload table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• NO_CHANGE: No operatio performed. • UPDATE: An existing depe relationship CI in the targe was updated. Data type: String
<String>.relations.partialSysIds	If the relation had errors and saved as a partial payload, t value is the sys_id of the rec in the CMDB IRE Partial Payl [cmdb_ire_partial_payloads] Data type: String
<String>.relations.sysId	Sys_id of the dependent relationship CI. Data type: String
<String>.summary	List of JSON properties that provide statistics on how ma items were inserted, update such, per class. Data type: Array
<String>.summary.<class_name>	Statistics for a specific class Data type: Object `<class_name>: { "additionalInsert emCount": Number, "errorCount": Num "incompleteItemCo t": Number, "insertedItemCoun Number, "partialItemCount Number, "skippedItemCount Number, "unchangedItemCou Number, "updatedItemCount Number, "warningCount": Number }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.summary.<class_name>.additionalInsertedItemCount	Number of items inserted du processing of partial payloa Data type: Number
<String>.summary.<class_name>.errorCount	Number of errors encounter processing items. Data type: Number
<String>.summary.<class_name>.incompleteItemCount	Number of items inserted in CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_payl table. Data type: Number
<String>.summary.<class_name>.insertedItemCount	Number of items created. Data type: Number
<String>.summary.<class_name>.partialItemCount	Number of items saved in the Partial Payload table [cmdb_ire_partial_payloads Data type: Number
<String>.summary.<class_name>.skippedItemCount	Number of items that were s Data type: Number
<String>.summary.<class_name>.unchangedItemCount	Number of items that had er but were not modified. Data type: Number
<String>.summary.<class_name>.updatedItemCount	Number of items updated. Data type: Number
<String>.summary.<class_name>.warningCount	Number of items that genera warning when processed. Data type: Number

This example shows how to import multiple CI entries.

```
var payload = {
"items": [
{
 "className": "cmdb_ci_win_server",
 "values": {
   "chassis_type": "Desktop",
   "os": "Windows 2012 R2 Datacenter",
   "name": "Windows2012Server1",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "serial_number": "0000-0011-1690-8730-8636-5722-52",
   "cpu_count": "1"
  },
  "lookup": [
  {
     "values": {
       "valid": "true",
       "serial_number": "0000-0011-1690-8730-8636-5722-52",
       "serial_number_type": "bios"
      },
     "className": "cmdb_serial_number"
   },
   {
     "values": {
       "valid": "true",
       "serial_number": "3311-9736-4988-9744-1749-4183-41",
       "serial_number_type": "chassis"
      },
     "className": "cmdb_serial_number"
   }],

    "internal_id": "16777219",
    "sys_object_source_info": {
      "source_feed": "SN Discovery Feed 1",
      "source_name": "ServiceNow",
      "source_native_key": "16777219",
      "source_recency_timestamp": "2019-10-18 08:31:23"
   }},
   {
   "className": "cmdb_ci_spkg",
   "values": {
     "name": "Windows 2012 R2 Datacenter",
     "key": "Microsoft Windows Server 2012 R2
Datacenter_:::_NULL"
     },

  "related": [
    {
      "internal_id": "Microsoft Windows Server 2012 R2
Datacenter_:::_NULL|16777219",
      "values": {
        "name": "Windows 2012 R2 Datacenter-SAMLABVM52"
      },
      "className": "cmdb_software_instance",
      "sys_object_source_info": {
        "source_feed": "SN Discovery Feed 1",
        "source_name": "ServiceNow",
        "source_native_key": "Microsoft Windows Server 2012 R2
Datacenter_:::_NULL|16777219"
  }}],
  "settings" : {
        "skipReclassificationRestrictionRules" : "false",
        "updateWithoutDowngrade" : "true",
        "updateWithoutUpgrade" : "true",
        "updateWithoutSwitch" : "true"
      }},
  {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "className": "cmdb_ci_app_server_tomcat",
  "values": {
    "running_process_key_parameters":
 "/opt/OV/nonOV/tomcat/b/temp
 org.apache.catalina.startup.Bootstrap start",
    "install_directory": "/opt/OV/nonOV/tomcat/b",
    "name": "Tomcat@hpom9:3443",
    "server_port": "8006",
    "sys_class_name": "cmdb_ci_app_server_tomcat"
  },

  "internal_id": "tomcat_id"
  }],

"relations": [
  {
    "parent_id": "tomcat_id",
    "child_id": "16777219",
    "type": "Runs on::Runs"
  }],

"referenceItems": [
  {
    "referenceField": "installed_on",
    "referenced": "16777219",
    "referencedBy": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219"
  }]};

var input = JSON.stringify((payload));
var output =
 sn_cmdb.IdentificationEngine.createOrUpdateCIEnhanced('ServiceN
ow', input, {});

gs.info(JSON.stringify(JSON.parse(output), null, 2));
```

Output:

```
{

"items": [
{
  "className": "cmdb_ci_win_server",
  "operation": "NO_CHANGE",
  "sysId": "65d873d2b3a0001028f6eae2c6a8dc2a",
  "relatedSysIds": [
    "a1d873d2b3a0001028f6eae2c6a8dc32",
    "a1d873d2b3a0001028f6eae2c6a8dc33"
],

"relatedItems": [
{
  "className": "cmdb_serial_number",
  "sysId": "a1d873d2b3a0001028f6eae2c6a8dc32",
  "markers": [],
  "inputIndices": [
  {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "mainIndex": 0,
    "subIndex": 0
  }]
},
  "className": "cmdb_serial_number",
  "sysId": "a1d873d2b3a0001028f6eae2c6a8dc33",
  "markers": [],
  "inputIndices": [
  {
    "mainIndex": 0,
    "subIndex": 1
  }]
}],

"additionalRelatedItems": [],
"identificationAttempts": [],
"errorCount": 0,
"inputIndices": [0]
},
{
"className": "cmdb_ci_spkg",
"operation": "NO_CHANGE",
"sysId": "c764e971b320001028f6eae2c6a8dc44",

"relatedSysIds": [
  "8b64e971b320001028f6eae2c6a8dc47"
],
"relatedItems": [
  {
  "className": "cmdb_software_instance",
  "sysId": "8b64e971b320001028f6eae2c6a8dc47",
  "markers": [],
  "inputIndices": [
    {
      "mainIndex": 1,
      "subIndex": 0
    }]
  }],

"additionalRelatedItems": [],
"identifierEntrySysId": "a52a87c03746220006b216a543990e8c",
"identificationAttempts": [
  {
    "attributes": [
      "key"
     ],
    "identifierName": "Software",
    "attemptResult": "MATCHED",
    "searchOnTable": "cmdb_ci_spkg",
    "hybridEntryCiAttributes": []
  }],

"errorCount": 0,
"inputIndices": [1]
},

{
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"className": "cmdb_ci_app_server_tomcat",
"operation": "INSERT",
"sysId": "6f29f3d2b3a0001028f6eae2c6a8dcc6",
"identifierEntrySysId": "Unknown",
"identificationAttempts": [
{
  "attributes": [
    "install_directory",
    "running_process_key_parameters",
    "sys_class_name"
  ],
"identifierName": "Tomcat",
"attemptResult": "NO_MATCH",
"searchOnTable": "cmdb_ci_app_server_tomcat",
"hybridEntryCiAttributes": []
},
{
"attributes": [
  "cl_port",
  "sys_class_name"
],
"identifierName": "Application Rule",
"attemptResult": "SKIPPED",
"searchOnTable": "cmdb_ci_appl",
"hybridEntryCiAttributes": []
},
{
"attributes": [
  "running_process_command",
  "running_process_key_parameters",
  "sys_class_name"
],
"identifierName": "Application Rule",
"attemptResult": "NO_MATCH",
"searchOnTable": "cmdb_ci_appl",
"hybridEntryCiAttributes": []
}
],

"errorCount": 0,
"inputIndices": [2]
}
],
"additionalCommittedItems": [],
"relations": [
{
  "className": "cmdb_rel_ci",
  "operation": "INSERT",
  "sysId": "6729f3d2b3a0001028f6eae2c6a8dcc9",
  "errorCount": 0,
  "inputIndices": [0]
}],
"additionalCommittedRelations": []
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

IdentificationEngine - identifyCI(String jsonString)

Determines the operation (insert/update) to perform with the specified payload without committing the operation in the database.

This works just like `createOrUpdateCI()`, but does not commit the result.

Parameters

Name	Type	Description
jsonString	String	A JSON formatted string of configuration items to be added or updated. Each input string is in the format 'items: [{}], relations:[{}]', where each item within the items and relations lists contains name-value pairs. The possible name-value pairs within the items list are: • className: Sys_class_name of the CI to be created or updated. • lookup:[{}]: List of records with each item having name-value pairs like the items list. • values:{}: Field information for the CI as name-value pairs, where the name is the field name. Possible name-value pairs within the relations list are: • child: Index of the child item in the dependency relation • parent: Index of the parent item in the dependency relation • type: Relationship type. This is one of the name field values from the cmdb_rel_type table.

Returns

Type	Description

String	A JSON formatted string that is a list of results. Each result string is in the format 'items: [{}], relations:[{}]', where each item within the items and relations lists contains name-value pairs.
	
	The possible name-value pairs within the items list are:
	• className: Sys_class_name for the CI that was updated or created.
	• duplicateIndices: List of indexes of items that are duplicates of the current item.
	• errors: List of errors in the format of (error, message string)
	• identificationAttempts: List of attempts.
	  ○ attemptResult: One of SKIPPED, NO_MATCH, MATCHED, MULTI_MATCH.
	  ○ attributes: Attributes of identifier entry used during identification.
	  ○ identiferName: CI identifier to which this identifier entry belongs.
	  ○ searchOnTable: Table searched during the identification process.
	• identifierEntrySysId: Sys_id of identifier entry used during matching.
	• operation: Operation to perform, which is one of the following:
	  ○ DELETE
	  ○ INSERT

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ UPDATE ○ UPDATE_WITH_DOWNGRADE ○ UPDATE_WITH_SWITCH ○ UPDATE_WITH_UPGRADE • relatedSysIds: List of sys_id values of CIs used during lookup based identification. • sysId: Sys_id of the CI that was updated or created. Possible name-value pairs within the relations list are: • className: Relationship CI's class name and is always cmdb_rel_ci • operation: Type of operation: INSERT, UPDATE, NO_CHANGE • sysId: Sys_id of the relationship CI inserted or updated

The following shows how to reclassify a configuration item.

```
var payload = {
  "items": [
    {
      "className": "cmdb_ci_win_server",
      "values": {
        "short_description": "Linux server description",
        "name": "Linux Server 1"
      }
    }
  ]
};

var input = JSON.stringify(payload);
var output = sn_cmdb.IdentificationEngine.identifyCI(input);

gs.info(JSON.stringify(JSON.parse(output), null, 2));
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_linux_server",
      "operation": "NO_CHANGE",
      "sysId": "440577800f321010150efc91ff767e94",
      "identifierEntrySysId":
 "556eb250c3400200d8d4bea192d3ae92",
      "identificationAttempts": [
        {
          "attributes": [],
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "hybridEntryCiAttributes": []
        },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "searchOnTable": "cmdb_serial_number",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "serial_number"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "name"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "MATCHED",
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        }
      ],
      "info": [
        {
          "message": "CI Reclassification not allowed from
 class: [cmdb_ci_linux_server] to [cmdb_ci_win_server] by a
 reclassification restriction rule",
          "code": "SKIPPED_CLASS_SWITCH",
          "ruleSysId": "b3d4b3800f321010150efc91ff767eab"
        }
      ],
      "errorCount": 0,
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ],
      "mergedPayloadIds": []
    }
  ],
  "additionalCommittedItems": [],
  "relations": [],
  "additionalCommittedRelations": []
}
```


IdentificationEngine - identifyCIEnhanced(String source, String input, Object options)

Determines the Configuration Management Database (CMDB) operation (insert/update) to perform with the specified payload (request body), without committing the operations in the database.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use this method to simulate submission of a payload.

This method is similar to the IdentificationEngine - identifyCI(String jsonString) method, however it also supports the following functionality:

- Partial payloads
  - In case of an item having a warning or error, indicates if an item operation is INSERT_AS_PARTIAL or INSERT_INCOMPLETE.
  - Returns the sys_ids of partial payloads that were merged with existing partial payloads.
- Supports payload deduplicate feature.
- Generates a summary.

Parameters

Name	Type	Description

input	String	Required. Input payload. A JS add or update.
		`"input" {`
		`"items": [Array],`
		`"referenceItems":`
		`"relations": [Arra`
		`}`

input.items	Array of Objects	Items to add or update.
		`"items": [`
		`{`
		`"className": "S`
		`"display_values`
		`"internal_id":`
		`"lookup": [Arra`
		`"related": [Arr`
		`"settings": {Ob`
		`"sys_object_sou`
		`"values": {Obje`
		`}`
		`]`

input.items.className	String	Required. Class/table name, s (CI) to create or update. This value can be any CMDB cmdb_ci_win_server.

input.items.display_values	Object	Reference fields to create or u value pairs, where the name is referenced display value. If yo the display value for reference *input.items.lookup.v* parameter.
		
		Reference field names depen
		`"display_values": {`
		`"model_id": "Stri`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"location": "Stri
		}</pre>

input.items.internal_id	String	Unique item identifier for the a This can be any value, but mu

input.items.lookup	Array of Objects	Identifies the top-level item co identification). These records based on a lookup table that I
		
		For example:<pre>"lookup": [
		{
		"className": "S
		"internal_id":
		"sys_object_sou
		"values": {Obje
		}
		]</pre>

input.items.lookup.className	String	Required. Class/table name, s (CI) to create or update. This value can be any CMDB cmdb_ci_network_adapter.
input.items.lookup.internal_id	String	Unique lookup item identifier This can be any value, but mu

input.items.lookup.sys_object_source_info	Object	Defines a unique CI identifier may have different name-valu
		<pre>"sys_object_source_
		"source_feed": "S
		"source_name": "S
		"source_native_ke
		"source_recency_t
		}</pre>

input.items.lookup.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source
input.items.lookup.sys_object_source_info.source_name	String	Data source of the CI informal values defined for the discove [cmdb_ci] table.
input.items.lookup.sys_object_source_info.source_native_key	String	Unique key-id for the item fron

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The data source generates th the item.
input.items.lookup.sys_object_source_info.source_recency_timestamp	String	UTC date/time that the item w Format: YYYY-MM-DD hh:mm

input.items.lookup.values	Object	Field information for the CI as
		the field name. When updatin
		referenced sys_id.
		
		Field names and types deper
		`"values": {`
		`  "serial_number":`
		`  "serial_number_ty`
		`  "valid": "String"`
		`  "ip_address": "St`
		`  "mac_address": "S`
		`}`

input.items.related	Array of Objects	Reference to the top-level iter
		Related Entry [cmdb_related_
		this array. These records are u
		that has a reference to the CI
		
		The related table may or may
		used to identify the configura
		`"related" [`
		`  {`
		`  "className": "S`
		`  "internal_id":`
		`  "sys_object_sou`
		`  "values": {Obje`
		`  }`
		`]`

input.items.related.className	String	Required. Class/table name, s (CI) to create or update. This value can be any CMDB cmdb_software_instance or c
input.items.related.internal_id	String	Unique identifier for this relate must be unique within the pay

input.items.related.sys_object_source_info	Object	Object that makes up a uniqu
		Different sources may have di
		`"sys_object_source_`
		`  "source_feed": "S`
		`  "source_name": "S`
		`  "source_native_ke`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"source_recency_t
		}</pre>

input.items.related.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source
input.items.related.sys_object_source_info.source_name	String	Identifies the data source of t one of the choice values defi Configuration Item [cmdb_ci]
input.items.related.sys_object_source_info.source_native_key	String	Unique key/ID from the source The data source generates th the item.
input.items.related.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite Format: `YYYY-MM-DD hh:m`

input.items.related.values	Object	Fields to create or update for
		the name is the field name. Fo
		referenced sys_id. If you want
		sys_id for reference fields, pa
		object instead of in the *valu*
		
		Field names and types deper
		<pre>"values": {
		"host_name": "Str
		"ip_address": "St
		"name": "String",
		"os_name": "Strin
		"sys_class_name":
		}</pre>

input.items.settings	Object	Parameters that define the typ
		<pre>"settings": {
		"skipReclassifica
		Boolean,
		"updateWithoutDow
		"updateWithoutSwi
		"updateWithoutUpg
		}</pre>

input.items.settings.skipReclassificationRestrictionRules	Boolean	Flag that indicates whether IR Restriction rule that matches Valid values: • true: Skip running the rule. • false: Run the rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: false
input.items.settings.updateWithoutDowngrade	Boolean	Flag that indicates whether up this item. Valid values: • true: Update the item but do • false: Both item update and Default: false
input.items.settings.updateWithoutSwitch	Boolean	Flag that indicates whether th switched. Valid values: • true: Update the item but cl • false: Both item update and Default: false
input.items.settings.updateWithoutUpgrade	Boolean	Flag that indicates whether up this item. Valid values: • true: Update the item but up • false: Both item update and Default: false

input.items.sys_object_source_info	Object	Unique CI identifier for a spec
		
		`"sys_object_source_`
		`"source_feed": "S`
		`"source_name": "S`
		`"source_native_ke`
		`"source_recency_t`
		`}`

input.items.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source
input.items.sys_object_source_info.source_name	String	Data source of the CI informal values defined for the discove [cmdb_ci] table.
input.items.sys_object_source_info.source_native_key	String	Unique key/id for the item fro

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The data source generates th the item.
input.items.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite Format: YYYY-MM-DD hh:mm

input.items.values	Object	Fields to create or update for
		the name is the field name. Fo
		referenced sys_id. If you want
		sys_id for reference fields, pa
		object instead of in the *valu*
		
		Field names and types deper
		`"values": {`
		`  "host_name": "Str`
		`  "ip_address": "St`
		`  "name": "String",`
		`  "os_name": "Strin`
		`  "sys_class_name":`
		`}`

input.referenceItems	Array of Objects	List that define references be
		`"referenceItems": [`
		`  {`
		`  "referenced": "`
		`  "referencedBy":`
		`  "referenceField`
		`  }`
		`]`

input.referenceItems.referenced	String	The *internal_id* defined item.
input.referenceItems.referencedBy	String	The *internal_id* defined
input.referenceItems.referenceField	String	Name of the reference field in item.

input.relations	Array of Objects	List that specifies relationship
		
		An object in this array can use
		• The object can define a rela
		using *parent* and *child*
		item indexes from the paylo
		`"relations": [`
		`  {`
		`  "child": Numbe`
		`  "parent": Numb`
		`  "sys_rel_sourc`
		`  "type": "Strin`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre> }
		]</pre>
		• The object can define a rela top-level, related, or lookup key/value pairs, with values defined for those items.
		<pre>"relations": [
		  {
		  "child_id": "S
		  "parent_id": "
		  "sys_rel_sourc
		  "type": "Strin
		  }
		]</pre>

input.relations.child	Number	Integer index of the CI object in the relationship (items, item
input.relations.child_id	String	The *internal_id* of the ch or items.lookup.)
input.relations.parent	Number	Integer index of the parent ite or items.lookup.)
input.relations.parent_id	String	The *internal_id* of the pa or items.lookup.)

input.relations.sys_rel_source_info	Object	Discovery source information relationships, this information [sys_rel_source] table (not pe *identifyCI()* methods.)
		
		Data type: Object
		<pre>"sys_rel_source_inf
		  "source_name": "S
		  "source_feed": "S
		}</pre>

input.relations.sys_rel_source_info.source_name	String	Discovery source name. Default: Discovery source pas
input.relations.sys_rel_source_info.source_feed	String	Any string that is a sub-discov Default: 'UNKNOWN' is stored record in sys_rel_source table
input.relations.type	String	Type of relationship that exist must be a name field value fro table.
options	Object	Optional, but {} or null must be features.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Note: By default or if *partial_commits* an enabled, even if they are for partial payloads functi `"options": { "deduplicate_paylo "generate_summary" "partial_commits": "partial_payloads" "skip_updating_las "skip_updating_sou Boolean }`
options.deduplicate_payloads	Boolean	Flag that indicates whether du errors. Valid values: • true: Merge duplicate items • false: Consider duplicate ite Default: true
options.generate_summary	Boolean	Flag that indicates whether th information. For the details of *<String>.summary* in the Valid values: • true: Include summary infor • false: Don't include summar Default: false
options.partial_commits	Boolean	Flag that indicates whether pa additional information on part Valid values: • true: Partial commit enable • false: Partial commit disable Default: true
options.partial_payloads	Boolean	Flag that indicates whether pa additional information on part and Create an IRE data source Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Partial payload enable • false: Partial payload disabl Default: true
options.skip_updating_last_scan_to_now	Boolean	Flag that indicates whether to last_scan time field. Valid values: • true: If the *source_rece* passed in *sys_object_* sys_object_source's last_sc • false: Update the sys_objec Default: Uses the value in the glide.identification_engine.sk property.
options.skip_updating_source_last_discovered_to_now	Boolean	Flag that indicates whether to last_discovered fields in the C Valid values: • true: If last_discovered is no not update the discovery_s • false: Update the discovery Default: Uses the value in the glide.identification_engine.sk system property.
source	String	Data source of the CI informa values defined for the discove [cmdb_ci] table.

Returns

Type	Description
<String>	JSON formatted string that is a list of results for the configuration items in the input string. Data type: String `{ "additionalCommittedItems": [Array], "additionalCommittedRelations": [Array], "hasError": Boolean, "hasWarning": Boolean, "items": [Array], "relations": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"summary": {Object}
	}</pre>

<String>.additionalCommittedItems	List of CIs that were committed during the IRE processing of the current payload, but were not present in the current input payload.
	
	Data type: Array of Objects
	<pre>"additionalCommittedItems": [
	  {
	  "className": "String",
	  "errorCount": Number,
	  "operation": "String",
	  "identificationAttempts": [Array],
	  "inputIndices": [Array],
	  "markers": [Array],
	  "mergedPayloads": [Array],
	  "sysId": "String"
	  }
	]</pre>

<String>.additionalCommittedRelations	Description of a dependent relationship CI that was not included in the request body *relations* list to insert or update.
	
	Data type: Array of Objects
	<pre>"additionalCommittedRelations": [
	  {
	  "className": "String",
	  "inputIndices": [Array],
	  "markers": [Array],
	  "mergedPayloadIds": [Array],
	  "operation": "String"
	  }
	]</pre>

<String>.hasError	Flag that indicates whether any item or relation has errors. Data type: Boolean
<String>.hasWarning	Flag that indicates whether any item or relation has warnings. Data type: Boolean

<String>.items	Description of the created or updated CIs.
	
	Data type: Array of Objects
	<pre>"items": [
	  {
	  "additionalRelatedItems": [Array],
	  "className": "String",
	  "duplicateIndices": [Array],
	  "errorCount": Number,
	  "errors": [Array],</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	"identificationAttempts": [Array], "identifierEntrySysId": "String", "info": [Array], "inputIndices": [Array], "maskedAttributes": [Array], "operation": "String", "relatedSysIds": [Array], "sysId": "String" }]

<String>.items.additionalRelatedItems	Related items about additional lookup and related items that were processed but not provided as part of the input payload. These items are from partial payloads.
	
	Data type: Array of Objects
	"additionalRelatedItems": [
	{
	"className": "String",
	"inputIndices": [Array],
	"mergedPayloadIds": [Array],
	"operation": "String",
	"sysId": "String"
	}
	]

<String>.items.className	Class table name (sys_class_name) of the CI that was created or updated. Data type: String
<String>.items.inputIndices	Related items from the request body *items* array that correspond to this related item. Data type: Array of Numbers
<String>.items.mergedPayloadIds	List of sys_ids of the partial payloads that were merged into the related item. Data type: Array Table: CMDB IRE Partial Payloads [cmdb_ire_partial_payloads]
<String>.items.operation	Type of operation Possible values: • INSERT: New CI was inserted into the database. • NO_CHANGE: No CI changes were made. • UPDATE: Existing CI was updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<String>.items.additionalSysIds	Sys_ids of the CI that was updated or created. Data type: String
<String>.items.className	Class/table name (sys_class_name) of the CI that was created or updated. Data type: String
<String>.items.duplicateIndexes	List of indexes of CIs that are duplicates of the current item. Data type: Array
<String>.items.errorCount	Number of errors encountered while processing the item. Data type: Number
<String>.items.errors	List of errors encountered while processing this CI. Data type: Array of Objects `"errors": [ { "error": "String", "message": "String" } ]`
<String>.items.errors.error	Type of error encountered while processing the CI. Data type: String
<String>.items.errors.message	Error message encountered while processing the CI. Data type: String
<String>.items.identificationAttempts	List of attempts that were made to identify the CIs. Data type: Array of Objects `"identificationAttempts": [ { "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttributes": [Array], "identifierName": "String", "searchOnTable": "String" } ]`
<String>.items.identificationAttempts.attemptResult	Result of the attempt to identify the CI. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• MATCHED: Identification succeeded. A unique CI was found in the identifier rule table which exactly matched the specified attributes. • MULTI_MATCH: Identification failed with an error. Duplicate CIs were found in the identifier rule table when matching against the specified attributes. • NO_MATCH: Identification failed. No CI was found in the identifier rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rule table search were not provided, so the rule was not applied. Data type: String
<String>.items.identification_attempts.attributes	List of the identifier entry attributes that were used during the identification process. Data type: Array Attribute names and types depend on the request body data and the identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_type": "String", ]`
<String>.items.identification_attempts.identifier	Identifier used for this CI identification attempt. Data type: String
<String>.items.identification_attempts.table	Name of the table searched during the identification process. Data type: String
<String>.items.identifierSysId	Sys_id of the identifier rule used to identify the CI. Data type: String Table: Identifier Entry [cmdb_identifier_entry]
<String>.items.info	Additional information about the processing of the item. Data type: Array of Objects `"info": [ { "code": "String", "message": "String", "ruleSysId": "String" } ]`
<String>.items.info.code	Reclassification type that was skipped.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_DOWNGRADE • SKIPPED_CLASS_UPGRADE Data type: String
<String>.items.info.message	Message that provides additional insights into the reason for skipping the reclassification. Data type: String
<String>.items.info.ruleSysId	Sys_id of the reclassification restriction rule that was matched. Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if the reclassification is skipped due to a payload or global flag. Data type: String
<String>.items.inputIndices	Indexes of the corresponding input CI. For top-level items, it is a list of integers. For related or lookup CIs, it is list of JSON objects. Data type: Array of Numbers
<String>.items.maskedAttributes	List of attributes whose update by a non-authoritative data source was skipped as defined by the Reconciliation Rules. Data type: Array
<String>.items.operation	Operation that took place. Possible values: • INSERT: New CI was inserted into the database. • INSERT_AS_INCOMPLETE: Item was saved in cmdb_ire_incomplete_payloads table. • INSERT_AS_PARTIAL: Item was saved in cmdb_ire_partial_payloads table. • UPDATE: Existing CI was updated. • UPDATE_WITH_DOWNGRADE: CI was updated and the class changed to a more generic class (ancestor class). • UPDATE_WITH_SWITCH: CI was updated and the class changed to a class that is not ancestor or descendent. • UPDATE_WITH_UPDRADE: CI was updated and the class changed to a more specialized class (descendent class). Data type: String
<String>.items.relatedItems	Information about the processed related items.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Array of Objects `"relatedItems": [ { "className": "String", "errorCount": Number, "errors": [Array], "inputIndices": [Array], "mergePayloadIds": [Array], "operation": "String", "sysId": "String", "warningCount": Number, "warnings": [Array] } ]`
<String>.items.relatedItems.className	Class/table name (sys_class_name) of the related item. Data type: String
<String>.items.relatedItems.errorCount	Number of errors detected while processing the related items. Data type: Number
<String>.items.relatedItems.errors	List of errors that occurred during processing of the related item. Data type: Array of Objects `"errors": [ { "error": "String", "message": "String" } ]`
<String>.items.relatedItems.error	Type of error encountered while processing the related item. Data type: String
<String>.items.relatedItems.message	Error message encountered while processing the related item. Data type: String
<String>.items.relatedItems.inputIndices	Index of the corresponding input item. For top-level items, it is a list of integers. For related or lookup items, it is list of JSON objects. Data type: Array of Numbers or Array of Objects `"inputIndices": [ { "mainIndex": Number, "subIndex": Number`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	}]
<String>.items.relatedItems.index	Index value from the request body *items* array that corresponds to the CI parent of the related item. Data type: Number
<String>.items.relatedItems.lookupIndex	Index value from the request body *items.lookup* array that corresponds to the related item. Data type: Number
<String>.items.relatedItems.mergedPayloads	List of merged payloads. Data type: Array of objects Child properties: **<String>.items.relatedItems.mergedPayloads.<String>** Partial payloads that were merged into the CI during processing. Data type: Array
<String>.items.relatedItems.operation	Operation that took place. Possible values: • INSERT: New related CI was inserted into the database. • INSERT_AS_INCOMPLETE: Item was saved in cmdb_ire_incomplete_payloads table. • INSERT_AS_PARTIAL: Item was saved in cmdb_ire_partial_payloads table. • NO_CHANGE: No related CI changes were made. • UPDATE: Existing related CI was updated. • UPDATE_WITH_DOWNGRADE: Related CI was updated and the class changed to a more generic class (ancestor class). • UPDATE_WITH_SWITCH: Related CI was updated and the class changed to a class that is not ancestor or descendent. • UPDATE_WITH_UPDRADE: Related CI was updated and the class changed to a more specialized class (descendent class). Data type: String
<String>.items.relatedItems.sys_id	Sys_id of the related item. Data type: String
<String>.items.relatedItems.numberOfWarnings	Number of warnings encountered when processing the related items. Data type: Number
<String>.items.relatedItems.warnings	Descriptions of warnings encountered while processing the related items. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"warnings": [
	  {
	  "error": "String",
	  "message": "String"
	  }
	]</pre>

<String>.items.relatedSysIds	List of the sys_id values of the CIs used during lookup-based identification of related items. Data type: String
<String>.items.sys_id	Sys_id of the CI that was updated or created. Data type: String

<String>.relations	Information about the processed relations.
	
	Data type: Array of Objects
	<pre>"relations": [
	  {
	  "className": "String",
	  "errorCount": Number,
	  "errors": [Array],
	  "inputIndices": [Array],
	  "operation": "String",
	  "sysId": "String"
	  }
	]</pre>

<String>.relations.className	Sys_class_name of this dependent relationship CI. Only supported value: cmdb_rel_ci: CI Relationship table. Data type: String
<String>.relations.errorCount	Number of errors encountered when processing the dependent relationship CI. Data type: Number

<String>.relations.errors	List that describes errors that were encountered while processing this dependent relationship CI.
	
	Data type: Array of Objects
	<pre>"errors": [
	  {
	  "error": "String",
	  "message": "String"
	  }
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<String>.relations.inputIndexes	Indexes for the dependent relationship CI objects in the request body *relations* array that correspond to this dependent relationship CI. Data type: Array
<String>.relations.operation	Type of operation performed. Possible values: • INSERT: The dependent relationship CI was inserted into the target table as a new record. • INSERT_AS_INCOMPLETE: The dependent relationship CI had errors and was inserted into the CMDB IRE Incomplete Payloads [cmdb_ire_incomplete_payloads] table. • INSERT_AS_PARTIAL: The dependent relationship CI had errors and was inserted into the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table. • NO_CHANGE: No operation was performed. • UPDATE: An existing dependent relationship CI in the target table was updated. Data type: String
<String>.relations.sysId	Sys_id of the dependent relationship CI. Data type: String
<String>.summary	List of JSON properties that provide statistics on how many items were inserted, updated, and such, per class. Data type: Array
<String>.summary.<class_name>	Statistics for a specific class. Data type: Object `<class_name>: { "additionalInsertedItemCount": Number, "errorCount": Number, "incompleteItemCount": Number, "insertedItemCount": Number, "partialItemCount": Number, "skippedItemCount": Number, "unchangedItemCount": Number, "updatedItemCount": Number, "warningCount": Number }`
<String>.summary.<class_name>.additionalInsertedItemCount	Number of items inserted due to processing of partial payloads. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<String>.summary.<classNumber>.errorCount	Number of errors encountered by the counter when processing items. Data type: Number
<String>.summary.<classNumber>.incompleteItemsInsertedCount	Number of items inserted into the CMDB IRE Incomplete Payloads [cmdb_ire_incomplete_payloads] table. Data type: Number
<String>.summary.<classNumber>.insertedCount	Number of items inserted. Data type: Number
<String>.summary.<classNumber>.partialItemsCount	Number of items saved in the Partial Payload table [cmdb_ire_partial_payloads]. Data type: Number
<String>.summary.<classNumber>.skippedItemsCount	Number of items that were skipped. Data type: Number
<String>.summary.<classNumber>.unchangedItemsCount	Number of items that were processed but were not modified. Data type: Number
<String>.summary.<classNumber>.updatedCount	Number of items updated. Data type: Number
<String>.summary.<classNumber>.warningCount	Number of items that generated a warning when processed. Data type: Number

```
var payload = {
"items": [
{
"className": "cmdb_ci_win_server",
"values": {
   "chassis_type": "Desktop",
   "os": "Windows 2012 R2 Datacenter",
   "name": "Windows2012Server1",
   "serial_number": "0000-0011-1690-8730-8636-5722-52",
   "cpu_count": "1"
  },
  "lookup": [
  {
     "values": {
       "valid": "true",
       "serial_number": "0000-0011-1690-8730-8636-5722-52",
       "serial_number_type": "bios"
      },
     "className": "cmdb_serial_number"
   },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   {
     "values": {
       "valid": "true",
       "serial_number": "3311-9736-4988-9744-1749-4183-41",
       "serial_number_type": "chassis"
      },
     "className": "cmdb_serial_number"
   }],

    "internal_id": "16777219",
    "sys_object_source_info": {
      "source_feed": "SN Discovery Feed 1",
      "source_name": "ServiceNow",
      "source_native_key": "16777219",
      "source_recency_timestamp": "2019-10-18 08:31:23"
   }},
   {
   "className": "cmdb_ci_spkg",
   "values": {
     "name": "Windows 2012 R2 Datacenter",
     "key": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL"
     },

  "related": [
    {
     "internal_id": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219",
      "values": {
        "name": "Windows 2012 R2 Datacenter-SAMLABVM52"
      },
      "className": "cmdb_software_instance",
      "sys_object_source_info": {
        "source_feed": "SN Discovery Feed 1",
        "source_name": "ServiceNow",
        "source_native_key": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219"
  }},
  {
    "internal_id": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777229",
      "values": {
        "name": "Windows 2012 R2 Datacenter-SAMLABVM52"
      },
    "className": "cmdb_software_instance",
    "sys_object_source_info": {
      "source_feed": "SN Discovery Feed 1",
      "source_name": "ServiceNow",
      "source_native_key": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777229"
  }}
],
  "settings" : {
        "skipReclassificationRestrictionRules" : "false",
        "updateWithoutDowngrade" : "true",
        "updateWithoutUpgrade" : "true",
        "updateWithoutSwitch" : "true"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      }},
  {
  "className": "cmdb_ci_app_server_tomcat",
  "values": {
    "running_process_key_parameters":
 "/opt/OV/nonOV/tomcat/b/temp
 org.apache.catalina.startup.Bootstrap start",
    "install_directory": "/opt/OV/nonOV/tomcat/b",
    "name": "Tomcat@hpom9:3443",
    "server_port": "8006",
    "sys_class_name": "cmdb_ci_app_server_tomcat"
  },

  "internal_id": "tomcat_id"
  }],

"relations": [
  {
    "parent_id": "tomcat_id",
    "child_id": "16777219",
    "type": "Runs on::Runs"
  }],

"referenceItems": [
  {
    "referenceField": "installed_on",
    "referenced": "16777219",
    "referencedBy": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219"
  }]};

var input = JSON.stringify(payload);
var output =
 sn_cmdb.IdentificationEngine.identifyCIEnhanced('ServiceNow',
 input, {});

gs.info(JSON.stringify(JSON.parse(output), null, 2));
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_win_server",
      "operation": "INSERT",
      "relatedSysIds": [
        null,
        null
      ],
      "relatedItems": [
        {
          "errors": [],
          "operation": "INSERT",
          "className": "cmdb_serial_number",
          "errorCount": 0,
          "markers": [],
          "inputIndices": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            {
              "mainIndex": 0,
              "subIndex": 0
            }
          ],
          "mergedPayloadIds": [],
          "warningCount": 0
        },
        {
          "errors": [],
          "operation": "INSERT",
          "className": "cmdb_serial_number",
          "errorCount": 0,
          "markers": [],
          "inputIndices": [
            {
              "mainIndex": 0,
              "subIndex": 1
            }
          ],
          "mergedPayloadIds": [],
          "warningCount": 0
        }
      ],
      "identificationAttempts": [
        {
          "attributes": [],
          "info": "sys_object_source NO_MATCH",
          "identifierName": "",
          "attemptResult": "NO_MATCH",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "searchOnTable": "cmdb_serial_number",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "serial_number"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "name"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "mac_address",
            "name"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "searchOnTable": "cmdb_ci_network_adapter",
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ],
      "mergedPayloadIds": [],
      "warningCount": 0
    },
    {
      "className": "cmdb_ci_spkg",
      "operation": "INSERT",
      "relatedSysIds": [
        null
      ],
      "relatedItems": [
        {
          "errors": [],
          "operation": "INSERT",
          "className": "cmdb_software_instance",
          "errorCount": 0,
          "markers": [],
          "inputIndices": [
            {
              "mainIndex": 1,
              "subIndex": 0
            }
          ],
          "mergedPayloadIds": [],
          "warningCount": 0
        },
        {
          "errors": [],
          "warnings": [
            {
              "error": "MISSING_MATCHING_ATTRIBUTES",
              "message": "In payload missing minimum
 set of input values for criterion (matching) attributes
 from identify rule for table [cmdb_software_instance].
 Add these input values in payload item
 '{\"className\":\"cmdb_software_instance\",\"values\":{},
\"internal_id\":\"f7273cccec30101056cd4bb46eb4db5d\",
\"sys_object_source_info\":{\"source_feed\":\"SN Discovery Feed
 1\",\"source_name\":\"ServiceNow\",\"source_native_key\":
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\"Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777229\"},\"settings\":{},
\"sys_ire_info\":{\"ire_received_time\":\"2020-05-10
 17:57:48\"}}'"
            }
          ],
          "operation": "INSERT_AS_PARTIAL",
          "className": "cmdb_software_instance",
          "errorCount": 0,
          "sysId": "Unknown",
          "markers": [],
          "inputIndices": [
            {
              "mainIndex": 1,
              "subIndex": 1
            }
          ],
          "mergedPayloadIds": [],
          "warningCount": 1
        }
      ],
      "identificationAttempts": [
        {
          "attributes": [],
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "key"
          ],
          "identifierName": "Software",
          "attemptResult": "NO_MATCH",
          "searchOnTable": "cmdb_ci_spkg",
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "markers": [],
      "inputIndices": [
        1
      ],
      "mergedPayloadIds": [],
      "warningCount": 0
    },
    {
      "className": "cmdb_ci_app_server_tomcat",
      "operation": "INSERT",
      "identificationAttempts": [
        {
          "attributes": [],
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "hybridEntryCiAttributes": []
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
      ],
      "errorCount": 0,
      "markers": [],
      "inputIndices": [
        2
      ],
      "mergedPayloadIds": [],
      "warningCount": 0
    }
  ],
  "additionalCommittedItems": [],
  "relations": [
    {
      "className": "cmdb_rel_ci",
      "operation": "INSERT",
      "errorCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ],
      "mergedPayloadIds": [],
      "warningCount": 0
    }
  ],
  "additionalCommittedRelations": []
}
```


IdentificationEngine - runIdentificationAudit(GlideRecord now_GR)

Runs an identification audit against the specified configuration item (CI) to detect duplicates.

If duplicates are found, duplication tasks are created. Only use this method on CI types with independent identification rules.

Parameters

Name	Type	Description
now_GR	GlideRecord	CI on which to run the audit to detect duplicates. The CI must have independent identification rules.

Returns

Type	Description
void	

The following example shows how to check a record in the Linux Servers [cmdb_ci_linux_server] table for duplicates.

```
var sysId = '<cbdb_ci_sys_id>';
var gr = new GlideRecord('cmdb_ci_linux_server');
gr.get(sysId);
sn_cmdb.IdentificationEngine.runIdentificationAudit(gr);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

IdentificationEngineScriptableApi - Global

The *IdentificationEngineScriptableApi* uses the Identification and Reconciliation framework to minimize the creation of duplicate configuration items (CIs) and to reconcile CI attributes by only accepting information from authorized data sources when updating the Configuration Management Database (CMDB).

IdentificationEngineScriptableApi - createOrUpdateCI(String source, String input)

Inserts or updates configuration items (CI) and non-Configuration Management Database (CMDB) CIs (classes not extending from cmdb_ci) in the CMDB based on identification and reconciliation rules. Use this API instead of updating the CMDB directly.

You must pass non-CMDB CIs as lookup or related items in the IRE payload. For additional information on non-CMDB table ingestion, see IRE support for non-CMDB tables.

Parameters

Name	Type	Description
input	String	Required. Input payload. A JS formatted string of configurati items to add or update. `"input" { "items": [Array], "referenceItems": [Array], "relations": [Arra }`
input.items	Array of Objects	Items to add or update. `"items": [ { "className": "String", "display_values {Object}, "internal_id": "String", "lookup": [Arra "related": [Arr "settings": {Object}, "sys_object_source o": {Object}, "values": {Obje } ]`
input.items.className	String	Required. Class/table name, sys_class_name, of the configuration item (CI) to crea update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		This value can be any CMDB table, such as cmdb_ci_linux_ or cmdb_ci_win_server.

input.items.display_values	Object	Reference fields to create or u for this related item as name-value pairs, where the name is field name and the value is th referenced display value. If yo want to use the sys_id instead the display value for reference fields, pass the information in *input.items.lookup.v* parameter instead of in this parameter.
		
		Reference field names depen the fields selected by the use as:
		`"display_values": {`
		`"model_id": "Stri`
		`"location": "Stri`
		`}`

input.items.internal_id	String	Unique item identifier for the associated payload. This can be any value, but mu unique within the payload.

input.items.lookup	Array of Objects	Identifies the top-level item containing the lookup (lookup based identification). These records are used to identify th configuration item based on a lookup table that has a refere back to cmdb_ci.
		
		For example:
		`"lookup": [`
		`{`
		`"className":`
		`"String",`
		`"internal_id":`
		`"String",`
		
		`"sys_object_source`
		`o": {Object},`
		`"values": {Obje`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		}]
input.items.lookup.className	String	Required. Class/table name, sys_class_name, of the configuration item (CI) to crea update. This value can be any CMDB table, such as cmdb_serial_nu or cmdb_ci_network_adapter.
input.items.lookup.internal_id	String	Unique item identifier for the associated payload. This can be any value, but mu unique within the payload.

input.items.lookup.sys_object_source_info	Object	Unique CI identifier for a spec source.
		
		"sys_object_source_
		o": {
		"source_feed":
		"String",
		"source_name":
		"String",
		"source_native_ke
		"String",
		
		"source_recency_ti
		amp": "String"
		}

input.items.lookup.sys_object_source_info.source_feed	String	If the source can have multipl feeds, use this field to provide name of the feed sending this The data source generates th feed name. It can be any strin uniquely identifies the source
input.items.lookup.sys_object_source_info.source_name	String	Data source of the CI informat This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci]
input.items.lookup.sys_object_source_info.source_native_key	String	Unique key/id for the item fro source. The data source generates th It can be any string that is uni the item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
input.items.lookup.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite scanned. Format: YYYY-MM-DD hh:mm
input.items.lookup.values	Object	Fields to create or update for related item as name/value pa where the name is the field na For a reference field, the value must be the referenced sys_id you want to use the display va instead of the sys_id for refere fields, pass this information in *display_values* object in of in the *values* object. Field names and types deper the fields selected by the use as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "Strin "sys_class_name": "String" }`
input.items.related	Array	Reference to the top-level iten contains the related list. Rules Related Entry [cmdb_related_ define what type of records ca in this array. These records ar to add items based on a relate table that has a reference to t that is being identified. The related table may or may extend cmdb_ci. These record are not used to identify the configuration item. `"related" [ { "className": "String", "internal_id": "String", "sys_object_source o": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"values": {Obje
		}
		]</pre>

input.items.related.className	String	Required. Class/table name, sys_class_name, of the configuration item (CI) to crea update. This value can be any CMDB class/table, such as cmdb_software_instance or cmdb_key_value.
input.items.related.internal_id	String	Unique item identifier for the associated payload. This can be any value, but mu unique within the payload.

input.items.related.sys_object_source_info	Object	Unique CI identifier for a spec source.
		<pre>"sys_object_source_
		o": {
		"source_feed":
		"String",
		"source_name":
		"String",
		"source_native_ke
		"String",
		
		"source_recency_ti
		amp": "String"
		}</pre>

input.items.related.sys_object_source_info.source_feed	String	If the source can have multipl feeds, use this field to provide name of the feed sending this The data source generates th feed name. It can be any strin uniquely identifies the source
input.items.related.sys_object_source_info.source_name	String	Data source of the CI informa This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci]
input.items.related.sys_object_source_info.source_native_key	String	Unique key/id for the item fro source.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The data source generates th It can be any string that is uni the item.
input.items.related.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite scanned. Format: YYYY-MM-DD hh:mm

input.items.related.values	Object	Fields to create or update for
		related item as name/value pa
		where the name is the field na
		For a reference field, the value
		must be the referenced sys_id
		you want to use the display va
		instead of the sys_id for refere
		fields, pass this information in
		display_values object in
		of in the *values* object.
		
		Field names and types deper
		the fields selected by the use
		as:
		
		`"values": {`
		`"host_name":`
		`"String",`
		`"ip_address":`
		`"String",`
		`"name": "String",`
		`"os_name": "Strin`
		`"sys_class_name":`
		`"String"`
		`}`

input.items.settings	Object	Parameters that define the typ
		updates that are permitted.
		
		`"settings": {`
		
		`"skipReclassificat`
		`estrictionRules":`
		`Boolean,`
		
		`"updateWithoutDown`
		`e": Boolean,`
		
		`"updateWithoutSwit`
		`Boolean,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"updateWithoutUpgr
		e": Boolean
		}</pre>

input.items.settings.skipReclassificationRestrictionRules	Boolean	Flag that indicates whether IR should not run the Reclassific Restriction rule that matches class for the payload item. Valid values: • true: Skip running the rule. • false: Run the rule. Default: false
input.items.settings.updateWithoutDowngrade	Boolean	Flag that indicates whether up and downgrade are both perm for this item. Valid values: • true: Update the item but downgrade is not permitted • false: Both item update and downgrade are permitted. Default: false
input.items.settings.updateWithoutUpgrade	Boolean	Flag that indicates whether up and upgrade are both permitt this item. Valid values: • true: Update the item but up is not permitted. • false: Both item update and upgrade are permitted. Default: false
input.items.settings.updateWithoutSwitch	Boolean	Flag that indicates whether th item can be updated and the switched. Valid values: • true: Update the item but cl switching is not permitted. • false: Both item update and switching are permitted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: false
input.items.sys_object_source_info	Object	Unique CI identifier for a spec source. `"sys_object_source_o": { "source_feed": "String", "source_name": "String", "source_native_ke "String", "source_recency_ti amp": "String" }`
input.items.sys_object_source_info.source_feed	String	If the source can have multipl feeds, use this field to provide name of the feed sending this The data source generates th feed name. It can be any strin uniquely identifies the source
input.items.sys_object_source_info.source_name	String	Data source of the CI informat This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci]
input.items.sys_object_source_info.source_native_key	String	Unique key/id for the item fro source. The data source generates th It can be any string that is uni the item.
input.items.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite scanned. Format: YYYY-MM-DD hh:mm
input.items.values	Object	Fields to create or update for related item as name/value pa where the name is the field na For a reference field, the value must be the referenced sys_id you want to use the display va instead of the sys_id for refere fields, pass this information in *display_values* object in of in the *values* object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Field names and types deper the fields selected by the use as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "Strin "sys_class_name": "String" }`
input.referenceItems	Array of Objects	List that define references be items in the input payload. `"referenceItems": [ { "referenced": "String", "referencedBy": "String", "referenceField "String" } ]`
input.referenceItems.referenced	String	The *internal_id* defined item being referenced by ano item.
input.referenceItems.referencedBy	String	The *internal_id* defined item that references another i
input.referenceItems.referenceField	String	Name of the reference field in class/table for the *referen* item.
input.relations	Array of Objects	List that specifies relationship between items in the input pa An object in this array can use of two formats. • The object can define a relationship between two to items (only) using *parent* *child* name-value pairs, w values representing item in from the payload *items* ar `"relations": [ { "child": Numbe`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"parent": Numb
		
		"sys_rel_source_i
		o": {Object},
		"type": "Strin
		}
		]</pre>
		• The object can define a relationship between any tw items, including top-level, related, or lookup items, usi *parent_id* and *child_* key/value pairs, with values representing *internal_i* values defined for those ite
		<pre>"relations": [
		{
		"child_id":
		"String",
		"parent_id":
		"String",
		
		"sys_rel_source_i
		o": {Object},
		"type": "Strin
		}
		]</pre>

input.relations.child	Number	Integer index of the CI object the *items* array that represe the child in the relationship (it items.related, or items.lookup
input.relations.child_id	String	The *internal_id* of the child item in the relation (item items.related, or items.lookup
input.relations.parent	Number	Integer index of the parent item in the *items* array (item items.related, or items.lookup
input.relations.parent_id	String	The *internal_id* of the parent item in the relation (ite items.related, or items.lookup
input.relations.sys_rel_source_info	Object	Discovery source information relationship. For non-depend relationships, this information saved in the Relationship Sou [sys_rel_source] table (not pe for *identifyCIEnhanced* *identifyCI()* methods.)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		Data type: Object
		`"sys_rel_source_inf`
		`{`
		`"source_name":`
		`"String",`
		`"source_feed":`
		`"String"`
		`}`

input.relations.sys_rel_source_info.source_name	String	Discovery source name. Default: Discovery source pas the API method parameter.
input.relations.sys_rel_source_info.source_feed	String	Any string that is a sub-discov scan within the discovery sou Default: 'UNKNOWN' is stored source_feed column when cre a record in sys_rel_source tab
input.relations.type	String	Type of relationship that exist between the parent and child items. This must be a name fie value from the CI Relationship [cmdb_rel_type] table.
source	String	Identifies the data source of th CI information. This value mus one of the choice values defir for the discovery_source field cmdb_ci table.

Returns

Type	Description
<String>	JSON formatted string that is a list of results for the configuration items in the input string. Each result string is in the format 'items: [{}], relations:[{}]', where each item within the items and relations lists contains name-value pairs. Data type: String
<String>.additionalCommittedItems	No values are currently returned.
<String>.additionalCommittedRelations	No values are currently returned.
<String>.items	Description of the created or updated CIs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Object `"items": { "additionalRelatedItems": [Array], "className": "String", "duplicateIndices": [Array], "errorCount": Number, "errors": [Array], "identificationAttempts": [Array], "identifierEntrySysId": "String", "info": [Array], "inputIndices": [Array], "maskedAttributes": [Array], "operation": "String", "relatedItems": [Array], "relatedSysIds": [Array], "sysId": "String" }`
<String>.items.additionalRelatedItems	List of information about additional lookup and related items that were processed but not provided as part of the input payload. These items are from partial payloads. This information is not currently returned. Data type: Array of Objects `"additionalRelatedItems": [ { "className": "String", "inputIndices": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	<pre>"operation": "String", "sysId": "String" }]</pre>
<String>.items.additionalRelatedItems.className	Class/table name (sys_class_name) of the CI that was created or updated. Data type: String
<String>.items.additionalRelatedItems.inputIndices	Index of the corresponding input item. For top-level items, it is a list of integers. For related or lookup items, it is list of JSON objects. Data type: Array of Numbers or Array of Objects <pre>"inputIndices": [{ "mainIndex": Number, "subIndex": Number }]</pre>
<String>.items.additionalRelatedItems.inputIndices.mainIndex	Index value from the request body *items* array that corresponds to the CI parent of the additional related item. Data type: Number
<String>.items.additionalRelatedItems.inputIndices.subIndex	Index value from the request body *items.lookup* array that corresponds to the additional related item. Data type: Number
<String>.items.additionalRelatedItems.operation	Type of operation. Possible values: • INSERT: New CI was inserted into the database. • NO_CHANGE: No CI changes were made. • UPDATE: Existing CI was updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<String>.items.additionalRelatedItems.sysId	Sys_id of the additional related items. Data type: String
<String>.items.className	Class/table name (sys_class_name) of the CI that was created or updated. Data type: String
<String>.items.duplicateIndices	List of indexes of CIs that are duplicates of the current item. Data type: Array
<String>.items.errorCount	Number of errors. Data type: Number
<String>.items.errors	List of errors encountered while processing this CI. Data type: Array of Objects `"errors": [ { "error": "String", "message": "String" } ]`
<String>.items.errors.error	Type of error encountered while processing the CI. Data type: String
<String>.items.errors.message	Error message associated with the error. Data type: String
<String>.items.identificationAttempts	List of attempts that were made to identify the CIs. Data type: Array of Objects `"identificationAttempts": [ { "attemptResult": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	"attributes": [Array], "hybridEntryCiAttributes": [Array], "identifierName": "String", "searchOnTable": "String" }]
<String>.items.identificationAttempts.attemptResult	Results of the attempt to identify the CI. Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule table which exactly matched the specified attributes. • MULTI_MATCH: Identification failed with an error. Duplicate CIs were found in the identifier rule table when matching against the specified attributes. • NO_MATCH: Identification failed. No CI was found in the identifier rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rule table search were not provided, so the rule was not applied. Data type: String
<String>.items.identificationAttempts.attributes	List of CI identifier entry attributes that were used during the identification process. Data type: Array Attribute names and types depend on the request body data and the identifier in use, such as:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"attributes": [
	  "serial_number":
	 "String",
	
	 "serial_number_type":
	 "String",
	]</pre>

<String>.items.identificationAttempts.hybridEntryCiAttributes	No values are currently returned.
<String>.items.identificationAttempts.identifierName	Identifier rule used for this CI identification attempt. Data type: String
<String>.items.identificationAttempts.searchOnTable	Name of the table searched during the identification process. Data type: String
<String>.items.identifierEntrySysId	Sys_id for the identifier rule used to identify the CI. Data type: String Table: Identifier Entry [cmdb_identifier_entry]

<String>.items.info	List that contain additional information about the processing of the item.
	
	Data type: Array of Objects
	<pre>"info": [
	  {
	  "code": "String",
	  "message":
	 "String",
	  "ruleSysId":
	 "String"
	  }
	]</pre>

<String>.items.info.code	Reclassification type that was skipped. Possible values: • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_DOWNGRADE • SKIPPED_CLASS_UPGRADE

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<String>.items.info.message	Message that provides additional insights into the reason for skipping the reclassification. Data type: String
<String>.items.info.ruleSysId	Sys_id of the reclassification restriction rule that was matched. Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if the reclassification is skipped due to a payload or global flag. Data type: String
<String>.items.inputIndices	Index values for CIs from the request body *items* array that correspond to this CI. Data type: Array
<String>.items.maskedAttributes	List of attributes whose update by a non-authoritative data source was skipped as defined by the Reconciliation Rules. Data type: Array
<String>.items.relatedItems	List that provides information about the processed related items. Data type: Array of Objects `"relatedItems": [ { "className": "String", "errors": [Array], "errorCount": Number, "inputIndices": [Array], "operation": "String", "sysId": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<String>.items.relatedItems.className	Class/table name (sys_class_name) of the related item. Data type: String
<String>.items.relatedItems.errors	List of errors that occurred during processing. Data type: Array of Objects `"errors": [ { "error": "String", "message": "String" } ]`
<String>.items.relatedItems.errorCount	Number of errors detected during processing. Data type: Number
<String>.items.relatedItems.inputIndices	Indexes of the corresponding related items. Data type: Array or Numbers `"inputIndices": [ { "mainIndex": Number, "subIndex": Number } ]`
<String>.items.relatedItems.inputIndices.mainIndex	Integer value from the request body *items* array that corresponds to the CI parent of the related item. Data type: Number
<String>.items.relatedItems.inputIndices.subIndex	Integer value from the request body *items.lookup* array that corresponds to the related item. Data type: Number
<String>.items.relatedItems.operation	Type of operation. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• INSERT: New CI was inserted into the database. • NO_CHANGE: No CI changes were made. • UPDATE: Existing CI was updated. Data type: String
<String>.items.relatedSysIds	List of the sys_id values for related items (table lookup items) from the request body *`items.lookup`* array. Notable values - null: No sys_id was identified for this related item. Data type: Array
<String>.items.sys_id	Sys_id of the CI that was updated or created. Data type: String
<String>.relations	Information about the processed relations. Data type: Array of Objects `"relations":[ { "className": "String", "errorCount": Number, "inputIndices": [Array], "operation": "String", "sysId": "String" } ]`
<String>.relations.className	Sys_class_name of this dependent relationship CI. Only supported value: cmdb_rel_ci: CI Relationship table. Data type: String
<String>.relations.errorCount	Number of errors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Number
<String>.relations.inputIndices	Indexes of the corresponding input relations. Data type: Array
<String>.relations.operation	Type of operation performed. Possible values: • INSERT • UPDATE • NO_CHANGE Data type: String
<String>.relations.sysId	Sys_id of the dependent relationship CI. Data type: String

The following shows how to reclassify a configuration item.

```
var payload = {
  "items": [
    {
      "className": "cmdb_ci_win_server",
      "values": {
        "short_description": "Linux server description",
        "name": "Linux Server 1"
      }
    }
  ]
};
var input = new JSON().encode(payload);
var output =
 SNC.IdentificationEngineScriptableApi.createOrUpdateCI('Service
Now', input);
gs.print(output);
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_linux_server",
      "operation": "NO_CHANGE",
      "sysId": "440577800f321010150efc91ff767e94",
      "identifierEntrySysId":
 "556eb250c3400200d8d4bea192d3ae92",
      "identificationAttempts": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "attributes": [],
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "searchOnTable": "cmdb_serial_number",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "serial_number"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "name"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "MATCHED",
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        }
      ],
      "info": [
        {
          "message": "CI Reclassification not allowed from
class: [cmdb_ci_linux_server] to [cmdb_ci_win_server] by a
reclassification restriction rule",
          "code": "SKIPPED_CLASS_SWITCH",
          "ruleSysId": "b3d4b3800f321010150efc91ff767eab"
        }
      ],
      "errorCount": 0,
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ],
      "mergedPayloadIds": []
    }
  ],
  "additionalCommittedItems": [],
  "relations": [],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "additionalCommittedRelations": []
}
```

```
var payload = {
"items": [
{
 "className": "cmdb_ci_win_server",
 "values": {
   "chassis_type": "Desktop",
   "os": "Windows 2012 R2 Datacenter",
   "name": "Windows2012Server1",
   "serial_number": "0000-0011-1690-8730-8636-5722-52",
   "cpu_count": "1"
  },
  "lookup": [
  {
     "values": {
       "valid": "true",
       "serial_number": "0000-0011-1690-8730-8636-5722-52",
       "serial_number_type": "bios"
      },
     "className": "cmdb_serial_number"
   },
   {
     "values": {
       "valid": "true",
       "serial_number": "3311-9736-4988-9744-1749-4183-41",
       "serial_number_type": "chassis"
      },
     "className": "cmdb_serial_number"
   }],

    "internal_id": "16777219",
    "sys_object_source_info": {
      "source_feed": "SN Discovery Feed 1",
      "source_name": "ServiceNow",
      "source_native_key": "16777219",
      "source_recency_timestamp": "2019-10-18 08:31:23"
   }},
   {
   "className": "cmdb_ci_spkg",
   "values": {
     "name": "Windows 2012 R2 Datacenter",
     "key": "Microsoft Windows Server 2012 R2
Datacenter_:::_NULL"
     },

  "related": [
    {
      "internal_id": "Microsoft Windows Server 2012 R2
Datacenter_:::_NULL|16777219",
      "values": {
        "name": "Windows 2012 R2 Datacenter-SAMLABVM52"
      },
      "className": "cmdb_software_instance",
      "sys_object_source_info": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "source_feed": "SN Discovery Feed 1",
        "source_name": "ServiceNow",
        "source_native_key": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219"
  }}]},
  {
  "className": "cmdb_ci_app_server_tomcat",
  "values": {
    "running_process_key_parameters":
 "/opt/OV/nonOV/tomcat/b/temp
 org.apache.catalina.startup.Bootstrap start",
    "install_directory": "/opt/OV/nonOV/tomcat/b",
    "name": "Tomcat@hpom9:3443",
    "server_port": "8006",
    "sys_class_name": "cmdb_ci_app_server_tomcat"
  },

  "internal_id": "tomcat_id"
  }],

"relations": [
  {
    "parent_id": "tomcat_id",
    "child_id": "16777219",
    "type": "Runs on::Runs"
  }],

"referenceItems": [
  {
    "referenceField": "installed_on",
    "referenced": "16777219",
    "referencedBy": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219"
  }]};

var jsonUntil = new JSON();
var input = jsonUntil.encode(payload);
var output =
 SNC.IdentificationEngineScriptableApi.createOrUpdateCI('Service
Now', input);
gs.print(output);
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_win_server",
      "operation": "INSERT",
      "sysId": "d56ab6eadbd510102f67dfea5e96194e",
      "relatedSysIds": [
        "dd6af62adb1910102f67dfea5e96197f",
        "996af62adb1910102f67dfea5e961980"
      ],
      "relatedItems": [
        {
          "errors": [],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "operation": "INSERT",
        "errorCount": 0,
        "mergedPayloadIds": [],
        "warningCount": 0,
        "sysId": "dd6af62adb1910102f67dfea5e96197f",
        "markers": [],
        "inputIndices": [
          {
            "mainIndex": 0,
            "subIndex": 0
          }
        ],
        "className": "cmdb_serial_number"
      },
      {
        "errors": [],
        "operation": "INSERT",
        "errorCount": 0,
        "mergedPayloadIds": [],
        "warningCount": 0,
        "sysId": "996af62adb1910102f67dfea5e961980",
        "markers": [],
        "inputIndices": [
          {
            "mainIndex": 0,
            "subIndex": 1
          }
        ],
        "className": "cmdb_serial_number"
      }
    ],
    "identifierEntrySysId": "Unknown",
    "identificationAttempts": [
      {
        "info": "sys_object_source NO_MATCH",
        "identifierName": "",
        "attemptResult": "NO_MATCH",
        "attributes": [],
        "hybridEntryCiAttributes": []
      },
      {
        "identifierName": "Hardware Rule",
        "attemptResult": "NO_MATCH",
        "attributes": [
          "serial_number",
          "serial_number_type"
        ],
        "searchOnTable": "cmdb_serial_number",
        "hybridEntryCiAttributes": []
      },
      {
        "identifierName": "Hardware Rule",
        "attemptResult": "NO_MATCH",
        "attributes": [
          "serial_number"
        ],
        "searchOnTable": "cmdb_ci_hardware",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "hybridEntryCiAttributes": []
      },
      {
        "identifierName": "Hardware Rule",
        "attemptResult": "NO_MATCH",
        "attributes": [
          "name"
        ],
        "searchOnTable": "cmdb_ci_hardware",
        "hybridEntryCiAttributes": []
      },
      {
        "identifierName": "Hardware Rule",
        "attemptResult": "SKIPPED",
        "attributes": [
          "mac_address",
          "name"
        ],
        "searchOnTable": "cmdb_ci_network_adapter",
        "hybridEntryCiAttributes": []
      }
    ],
    "errorCount": 0,
    "mergedPayloadIds": [],
    "warningCount": 0,
    "markers": [],
    "inputIndices": [
      0
    ]
  },
  {
    "className": "cmdb_ci_spkg",
    "operation": "INSERT",
    "sysId": "116af62adb1910102f67dfea5e961981",
    "relatedSysIds": [
      "6d6af62adb1910102f67dfea5e961984"
    ],
    "relatedItems": [
      {
        "errors": [],
        "operation": "INSERT",
        "errorCount": 0,
        "mergedPayloadIds": [],
        "warningCount": 0,
        "sysId": "6d6af62adb1910102f67dfea5e961984",
        "markers": [],
        "inputIndices": [
          {
            "mainIndex": 1,
            "subIndex": 0
          }
        ],
        "className": "cmdb_software_instance"
      }
    ],
    "identifierEntrySysId": "Unknown",
    "identificationAttempts": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "attributes": [],
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Software",
          "attemptResult": "NO_MATCH",
          "attributes": [
            "key"
          ],
          "searchOnTable": "cmdb_ci_spkg",
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        1
      ]
    },
    {
      "className": "cmdb_ci_app_server_tomcat",
      "operation": "INSERT",
      "sysId": "e96af62adb1910102f67dfea5e961985",
      "identifierEntrySysId": "Unknown",
      "identificationAttempts": [
        {
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "attributes": [],
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        2
      ]
    }
  ],
  "additionalCommittedItems": [],
  "relations": [
    {
      "className": "cmdb_rel_ci",
      "operation": "INSERT",
      "sysId": "e96af62adb1910102f67dfea5e961989",
      "identifierEntrySysId": "Unknown",
      "errorCount": 0,
      "mergedPayloadIds": [],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ]
    }
  ],
  "additionalCommittedRelations": []
}
```

Identify a dependent CI.

```
var payload =
             {items: [
                   {className:'cmdb_ci_web_server',
                    values: {name:'apache linux den 200',
                             running_process_command: 'xyz',
                             running_process_key_parameters:
 'abc',
                             tcp_port:'3452'}},
                   {className:'cmdb_ci_linux_server',
                    values: {name:'lnux100', ram:'2048'}}],
              relations:[{parent: 0, child: 1, type: 'Runs
 on::Runs'}]
             };

var jsonUntil = new JSON();
var input = jsonUntil.encode(payload);
var output =
 SNC.IdentificationEngineScriptableApi.createOrUpdateCI('Service
Watch', input);
gs.print(output);
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_web_server",
      "operation": "INSERT",
      "sysId": "b9bb766adb1910102f67dfea5e961962",
      "identifierEntrySysId": "Unknown",
      "identificationAttempts": [
        {
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "attributes": [],
          "hybridEntryCiAttributes": []
        },
        {
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "attributes": [],
          "hybridEntryCiAttributes": []
        }
      ],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ]
    },
    {
      "className": "cmdb_ci_linux_server",
      "operation": "INSERT",
      "sysId": "a5bb766adb1910102f67dfea5e96195b",
      "identifierEntrySysId": "Unknown",
      "identificationAttempts": [
        {
          "info": "sys_object_source SKIPPED",
          "identifierName": "",
          "attemptResult": "SKIPPED",
          "attributes": [],
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "searchOnTable": "cmdb_serial_number",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "attributes": [
            "serial_number"
          ],
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "attributes": [
            "name"
          ],
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "attributes": [
            "mac_address",
            "name"
          ],
          "searchOnTable": "cmdb_ci_network_adapter",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        1
      ]
    }
  ],
  "additionalCommittedItems": [],
  "relations": [
    {
      "className": "cmdb_rel_ci",
      "operation": "INSERT",
      "sysId": "fdbb766adb1910102f67dfea5e961964",
      "identifierEntrySysId": "Unknown",
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ]
    }
  ],
  "additionalCommittedRelations": []
}
```

Identify an independent CI with lookup-based identification.

```
var payload = {items: [
 {className:'cmdb_ci_netgear',
   values: {name:'ny8500-nbxs08',
            ports:'1200'},
   lookup: [{className:'cmdb_serial_number',
             values:{serial_number:'1234ABCD',
 serial_number_type:'uuid',absent:'false',valid:'true'}},
           {className:'cmdb_serial_number',
            values:{serial_number:'3456EFGH',
 serial_number_type:'system',absent:'false',valid:'true'}}]}]};

var jsonUntil = new JSON();
var input = jsonUntil.encode(payload);
var output =
 SNC.IdentificationEngineScriptableApi.createOrUpdateCI('Service
Now', input);
gs.print(output);
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_netgear",
      "operation": "INSERT",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sysId": "787c7e6adb1910102f67dfea5e96196e",
    "relatedSysIds": [
      "f47c7e6adb1910102f67dfea5e961977",
      "3c7c7e6adb1910102f67dfea5e961977"
    ],
    "relatedItems": [
      {
        "errors": [],
        "operation": "INSERT",
        "errorCount": 0,
        "mergedPayloadIds": [],
        "warningCount": 0,
        "sysId": "f47c7e6adb1910102f67dfea5e961977",
        "markers": [],
        "inputIndices": [
          {
            "mainIndex": 0,
            "subIndex": 0
          }
        ],
        "className": "cmdb_serial_number"
      },
      {
        "errors": [],
        "operation": "INSERT",
        "errorCount": 0,
        "mergedPayloadIds": [],
        "warningCount": 0,
        "sysId": "3c7c7e6adb1910102f67dfea5e961977",
        "markers": [],
        "inputIndices": [
          {
            "mainIndex": 0,
            "subIndex": 1
          }
        ],
        "className": "cmdb_serial_number"
      }
    ],
    "identifierEntrySysId": "Unknown",
    "identificationAttempts": [
      {
        "info": "sys_object_source SKIPPED",
        "identifierName": "",
        "attemptResult": "SKIPPED",
        "attributes": [],
        "hybridEntryCiAttributes": []
      },
      {
        "identifierName": "Hardware Rule",
        "attemptResult": "NO_MATCH",
        "attributes": [
          "serial_number",
          "serial_number_type"
        ],
        "searchOnTable": "cmdb_serial_number",
        "hybridEntryCiAttributes": []
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "attributes": [
            "serial_number"
          ],
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "attributes": [
            "name"
          ],
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "attributes": [
            "mac_address",
            "name"
          ],
          "searchOnTable": "cmdb_ci_network_adapter",
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "mergedPayloadIds": [],
      "warningCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ]
    }
  ],
  "additionalCommittedItems": [],
  "relations": [],
  "additionalCommittedRelations": []
}
```


Scoped equivalent

To use the *createOrUpdateCI(String source, String input)* method in a scoped application, use the corresponding scoped IdentificationEngine method: createOrUpdateCI(String source, String input).

IdentificationEngineScriptableApi - createOrUpdateCIEnhanced(String source, String input, Object options)

Inserts or updates configuration items (CI) and non-Configuration Management Database (CMDB) CIs (classes not extending from cmdb_ci) in the CMDB based on identification and reconciliation rules. Use this API instead of updating the CMDB directly.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You must pass non-CMDB CIs as lookup or related items in the IRE payload. For additional information on non-CMDB table ingestion, see IRE support for non-CMDB tables.

In addition to providing the functionality of the `createOrUpdateCI()` method, this method also supports:

- Handling partial payloads
- Handling partial commits
- Removing duplicate items within a payload
- Generating output summaries

For additional information on IRE and more detailed explanations of the data used by this method, see Identification and Reconciliation (IRE).

For additional information on non-CMDB table ingestion, see IRE support for non-CMDB tables.

Parameters

Name	Type	Description

input	String	Required. Input payload. A JS add or update.
		`"input" {`
		`"items": [Array],`
		`"referenceItems":`
		`"relations": [Arra`
		`}`

input.items	Array of Objects	Items to add or update.
		`"items": [`
		`{`
		`"className": "S`
		`"display_values`
		`"internal_id":`
		`"lookup": [Arra`
		`"related": [Arr`
		`"settings": {Ob`
		`"sys_object_sou`
		`"values": {Obje`
		`}`
		`]`

input.items.className	String	Required. Class/table name, s (CI) to create or update. This value can be any CMDB cmdb_ci_win_server.
input.items.display_values	Object	Reference fields to create or u value pairs, where the name is referenced display value. If yo the display value for reference *input.items.lookup.v* parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		Reference field names depen
		`"display_values": {`
		`"model_id": "Stri`
		`"location": "Stri`
		`}`

input.items.internal_id	String	Unique item identifier for the a This can be any value, but mu

input.items.lookup	Array of Objects	Identifies the top-level item co identification). These records based on a lookup table that
		
		For example:
		`"lookup": [`
		`{`
		`"className": "S`
		`"internal_id":`
		`"sys_object_sou`
		`"values": {Obje`
		`}`
		`]`

input.items.lookup.className	String	Required. Class/table name, (CI) to create or update. This value can be any CMDB cmdb_ci_network_adapter.
input.items.lookup.internal_id	String	Unique lookup item identifier This can be any value, but mu

input.items.lookup.sys_object_source_info	Object	Defines a unique CI identifier may have different name-valu
		`"sys_object_source_`
		`"source_feed": "S`
		`"source_name": "S`
		`"source_native_ke`
		`"source_recency_t`
		`}`

input.items.lookup.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
input.items.lookup.sys_object_source_info.source_name	String	Data source of the CI informa values defined for the discove [cmdb_ci] table.
input.items.lookup.sys_object_source_info.source_native_key	String	Unique key-id for the item fro The data source generates th the item.
input.items.lookup.sys_object_source_info.source_recency_timestamp	String	UTC date/time that the item w Format: YYYY-MM-DD hh:mm

input.items.lookup.values	Object	Field information for the CI as
		the field name. When updatin
		referenced sys_id.
		
		Field names and types deper
		`"values": {`
		`  "serial_number":`
		`  "serial_number_ty`
		`  "valid": "String"`
		`  "ip_address": "St`
		`  "mac_address": "S`
		`}`

input.items.related	Array of Objects	Reference to the top-level iter
		Related Entry [cmdb_related_
		this array. These records are u
		that has a reference to the CI
		
		The related table may or may
		used to identify the configura
		`"related" [`
		`  {`
		`  "className": "S`
		`  "internal_id":`
		`  "sys_object_sou`
		`  "values": {Obje`
		`  }`
		`]`

input.items.related.className	String	Required. Class/table name, s (CI) to create or update. This value can be any CMDB cmdb_software_instance or c
input.items.related.internal_id	String	Unique identifier for this relate must be unique within the pay
input.items.related.sys_object_source_info	Object	Object that makes up a uniqu Different sources may have di

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"sys_object_source_
		  "source_feed": "S
		  "source_name": "S
		  "source_native_ke
		  "source_recency_t
		}</pre>

input.items.related.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source
input.items.related.sys_object_source_info.source_name	String	Identifies the data source of t one of the choice values defi Configuration Item [cmdb_ci]
input.items.related.sys_object_source_info.source_native_key	String	Unique key/ID from the source The data source generates th the item.
input.items.related.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite Format: `YYYY-MM-DD hh:m`

input.items.related.values	Object	Fields to create or update for
		the name is the field name. Fo
		referenced sys_id. If you want
		sys_id for reference fields, pa
		object instead of in the *valu*
		
		Field names and types deper
		<pre>"values": {
		  "host_name": "Str
		  "ip_address": "St
		  "name": "String",
		  "os_name": "Strin
		  "sys_class_name":
		}</pre>

input.items.settings	Object	Parameters that define the typ
		<pre>"settings": {
		  "skipReclassifica
		 Boolean,
		  "updateWithoutDow
		  "updateWithoutSwi
		  "updateWithoutUpg
		}</pre>

input.items.settings.skipReclassificationRestrictionRules	Boolean	Flag that indicates whether IR Restriction rule that matches

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • true: Skip running the rule. • false: Run the rule. Default: false
input.items.settings.updateWithoutDowngrade	Boolean	Flag that indicates whether up this item. Valid values: • true: Update the item but do • false: Both item update and Default: false
input.items.settings.updateWithoutSwitch	Boolean	Flag that indicates whether th switched. Valid values: • true: Update the item but cl • false: Both item update and Default: false
input.items.settings.updateWithoutUpgrade	Boolean	Flag that indicates whether up this item. Valid values: • true: Update the item but up • false: Both item update and Default: false

input.items.sys_object_source_info	Object	Unique CI identifier for a spec
		`"sys_object_source_`
		`"source_feed": "S`
		`"source_name": "S`
		`"source_native_ke`
		`"source_recency_t`
		`}`

input.items.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
input.items.sys_object_source_info.source_name	String	Data source of the CI informa values defined for the discov [cmdb_ci] table.
input.items.sys_object_source_info.source_native_key	String	Unique key/id for the item fro The data source generates th the item.
input.items.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite Format: YYYY-MM-DD hh:mm
input.items.values	Object	Fields to create or update for the name is the field name. Fo referenced sys_id. If you want sys_id for reference fields, pa object instead of in the *valu* Field names and types depen `"values": { "host_name": "Str "ip_address": "St "name": "String", "os_name": "Strin "sys_class_name": }`
input.referenceItems	Array of Objects	List that define references be `"referenceItems": [ { "referenced": " "referencedBy": "referenceField } ]`
input.referenceItems.referenced	String	The *internal_id* defined item.
input.referenceItems.referencedBy	String	The *internal_id* defined
input.referenceItems.referenceField	String	Name of the reference field in item.
input.relations	Array of Objects	List that specifies relationship An object in this array can use • The object can define a rela using *parent* and *child* item indexes from the paylo `"relations": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"child": Numbe
		"parent": Numb
		"sys_rel_sourc
		"type": "Strin
		}
		]</pre>
		• The object can define a rela top-level, related, or lookup key/value pairs, with values defined for those items.
		<pre>"relations": [
		{
		"child_id": "S
		"parent_id": "
		"sys_rel_sourc
		"type": "Strin
		}
		]</pre>

input.relations.child	Number	Integer index of the CI object in the relationship (items, item
input.relations.child_id	String	The *internal_id* of the ch or items.lookup.)
input.relations.parent	Number	Integer index of the parent ite or items.lookup.)
input.relations.parent_id	String	The *internal_id* of the pa or items.lookup.)

input.relations.sys_rel_source_info	Object	Discovery source information relationships, this information [sys_rel_source] table (not pe *identifyCI()* methods.)
		
		Data type: Object
		<pre>"sys_rel_source_inf
		"source_name": "S
		"source_feed": "S
		}</pre>

input.relations.sys_rel_source_info.source_name	String	Discovery source name. Default: Discovery source pas
input.relations.sys_rel_source_info.source_feed	String	Any string that is a sub-discov Default: 'UNKNOWN' is stored record in sys_rel_source table

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
input.relations.type	String	Type of relationship that exist must be a name field value fr table.

options	Object	Optional, but {} or null must be
		features.
		
		Note: By default or if *pa*
		partial_commits an
		enabled, even if they are
		for partial payloads functi
		
		`"options": {`
		`"deduplicate_paylo`
		`"generate_summary"`
		`"partial_commits":`
		`"partial_payloads"`
		`"skip_updating_las`
		`"skip_updating_sou`
		`Boolean`
		`}`

options.deduplicate_payloads	Boolean	Flag that indicates whether du errors. Valid values: • true: Merge duplicate items • false: Consider duplicate ite Default: true
options.generate_summary	Boolean	Flag that indicates whether th information. For the details of *<String>.summary* in the Valid values: • true: Include summary infor • false: Don't include summar Default: false
options.partial_commits	Boolean	Flag that indicates whether pa additional information on part Valid values: • true: Partial commit enabled • false: Partial commit disable Default: true

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
options.partial_payloads	Boolean	Flag that indicates whether pa additional information on part and Create an IRE data source Valid values: • true: Partial payload enable • false: Partial payload disabl Default: true
options.skip_updating_last_scan_to_now	Boolean	Flag that indicates whether to last_scan time field. Valid values: • true: If the *source_rece* passed in *sys_object_* sys_object_source's last_sc • false: Update the sys_objec Default: Uses the value in the glide.identification_engine.sk property.
options.skip_updating_source_last_discovered_to_now	Boolean	Flag that indicates whether to last_discovered fields in the C Valid values: • true: If last_discovered is no not update the discovery_s • false: Update the discovery Default: Uses the value in the glide.identification_engine.sk system property.
source	String	Data source of the CI informal values defined for the discove [cmdb_ci] table.

Returns

Parameter	Description
<String>	JSON formatted string that i list of results for the configu items in the input string. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	{
	"additionalCommit
	tems": [Array],
	"additionalCommit
	elations": [Array]
	"hasError": Bool
	"hasWarning":
	Boolean,
	"items": [Array]
	"relations":
	[Array],
	"summary": {Obje
	}

<String>.additionalCommittedItems	List of CIs that were committ
	during the IRE processing o
	the current payload, but wer
	not present in the current in
	payload.
	
	Data type: Array of Objects
	"additionalCommitt
	ems": [
	{
	"className":
	"String",
	"errorCount":
	Number,
	"operation":
	"String",
	"identificationAt
	ts": [Array],
	"inputIndices"
	[Array],
	"markers":
	[Array],
	"mergedPayload
	[Array],
	"sysId": "Stri
	}
	]

<String>.additionalCommittedItems.className	Sys_class_name of this addi CI. Data type: String
<String>.additionalCommittedItems.errorCount	Number of errors encounter while processing this additio

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Number
<String>.additionalCommittedItems.errors	Array of objects that describ errors encountered while processing this additional C Data type: Array `"errors": [ { "error": "Stri "message": "String" } ]`
<String>.additionalCommittedItems.errors.error	Type of error encountered w processing the additional CI Data type: String
<String>.additionalCommittedItems.errors.message	Error message encountered processing the additional CI Data type: String
<String>.additionalCommittedItems.identificationAttempts	Array of objects in which eac object describes an attempt to identify this additional CI. Data type: Array of Objects `"identificationAtt s": [ { "attemptResult "String", "attributes": [Array], "hybridEntryCiAtt tes": [Array], "identiferName "String", "searchOnTable [Array] } ]`
<String>.additionalCommittedItems.identificationAttempts.attemptResult	Outcome of this additional C identification attempt. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Possible values: • MATCHED: Identification succeeded. A unique CI w found in the identifier rule which exactly matched the specified attributes. • MULTI_MATCH: Identificat failed with an error. Duplic were found in the identifie table when matching agai specified attributes. • NO_MATCH: Identification No CI was found in the ide rule table which matched specified attributes. • SKIPPED: Identification no attempted. The attributes required for this identifier table search were not prov so the rule was not applie
<String>.additionalCommittedItems.identificationAttempts.attributes	CI identifier entry attributes used during this additional C identification attempt. Data type: Array Attribute names and types d on the request body data an identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_ty "String", ]`
<String>.additionalCommittedItems.identificationAttempts.hybridEntryCiAttributes	Array of CI identifier entry attributes used during this additional CI identification a Data type: Array Attribute names and types d on the request body data an identifier in use, such as: `"hybridEntryCiAttr es": [ "name": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"serial_number":
	"String"
	]</pre>

<String>.additionalCommittedItems.identificationAttempts.identifierName	Identifier rule used for this additional CI identification a Data type: String
<String>.additionalCommittedItems.identificationAttempts.searchOnTable	Name of the table searched additional CI identification a Data type: String
<String>.additionalCommittedItems.identifierEntrySysId	Sys_id for the identifier rule identify this additional CI. Notable values - Unknown: Identification of this additior failed. See *errors* for deta

<String>.additionalCommittedItems.inputIndices	Index values for CIs from the request body *items* array t correspond to this additiona
	
	Data type: Array of Numbers
	<pre>"inputIndices": [
	{
	Number
	}
	]</pre>

<String>.additionalCommittedItems.markers	Marker values for internal us Data type: Array <pre>"markers": []</pre>

<String>.additionalCommittedItems.mergedPayloads	Sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged duri processing of this additiona
	
	Data type: Array
	<pre>"mergedPayloadIds"
	"String"
	]</pre>

<String>.additionalCommittedItems.operation	Operation performed for this additional CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: String Possible values: • DELETE: An existing CI is removed from the target ta • INSERT: The additional CI inserted into the target tab new record. • NO_CHANGE: No operatio performed for the addition • UPDATE: An existing CI in target table is updated. • UPDATE_WITH_DOWNGR An existing CI in the targe table is updated and its cl changed to a more generi (ancestor class). • UPDATE_WITH_SWITCH: existing CI in the target tal updated and its class is ch to another class which is n ancestor or descendent c • UPDATE_WITH_UPGRADE existing CI in the target tal updated and its class is ch to a more specialized clas (descendent class).
<String>.additionalCommittedItems.sysId	Sys_id found for this additio through identification. Data type: String Notable values - Unknown: Identification of this addition failed. See *errors* for deta
<String>.additionalCommittedItems.warnings	Description of warnings encountered while processi additional CI. Data type: Array of Objects `"warnings": [ { "error": "Stri "message": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.additionalCommittedItems.warnings.error	Type of warning encountere processing this additional C Data type: String
<String>.additionalCommittedItems.warnings.message	Warning message encounte while processing this additio Data type: String
<String>.additionalCommittedRelations	Description of a dependent relationship CI that was not included in the request body *relations* list to insert or update. Data type: Array of Objects `"additionalCommitt lations": [ { "className": "String", "inputIndices" [Array], "markers": [Array], "mergedPayloadIds [Array], "operation": "String" } ]`
<String>.additionalCommittedRelations.className	The sys_class_name of this additional dependent relatio CI. Data type: String Only supported value: cmdb_rel_ci: The CI Relation table.
<String>.additionalCommittedRelations.errorCount	Number of errors encounter while processing this additio dependent relationship CI. Data type: Number
<String>.additionalCommittedRelations.errors	Description of the errors encountered while processi

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	additional dependent relatio CI. Data type: Array of Objects `"errors": [ { "error": "Stri "message": "String" } ]`
<String>.additionalCommittedRelations.errors.error	Type of error encountered while processing the additio dependent relationship CI. Data type: String
<String>.additionalCommittedRelations.errors.message	Error message encountered while processing this additio dependent relationship CI. Data type: String
<String>.additionalCommittedRelations.inputIndices	Index values for dependent relationship CI objects in the request body *relations* that correspond to this addi dependent relationship CI. Data type: Array `"inputIndices": [ Number ]`
<String>.additionalCommittedRelations.markers	Marker values for internal us Data type: Array `"markers": []`
<String>.additionalCommittedRelations.mergedPayloadIds	Sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] that were merged for this CI. were merged during process of this additional dependent relationship CI. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	`"mergedPayloadIds": [ "String" ]`
<String>.additionalCommittedRelations.operation	Operation that was performe for the additional dependen relationship CI. Possible values: • INSERT: The dependent relationship CI is inserted the target table as a new r • INSERT_AS_INCOMPLETE dependent relationship C errors and is inserted into CMDB IRE Incomplete Pay [cmdb_ire_incomplete_pa table. • INSERT_AS_PARTIAL: The dependent relationship C errors and is inserted into CMDB IRE Partial Payload [cmdb_ire_partial_payloa table. • NO_CHANGE: No operatio performed for the depend relationship CI. • UPDATE: An existing depe relationship CI in the targe is updated. Data type: String
<String>.hasError	Flag that indicates whether a item or relation has errors. Data type: Boolean
<String>.hasWarning	Flag that indicates whether a item or relation has warnings Data type: Boolean
<String>.items	Description of the created o updated CIs. Data type: Array of Objects `"items": [ { `

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"additionalRelate
	ms": [Array],
	"className":
	"String",
	
	"duplicateIndices
	[Array],
	"errorCount":
	Number,
	"errors": [Arr
	
	"identificationAt
	ts": [Array],
	
	"identifierEntryS
	d": "String",
	
	"incompleteSysIds
	"String",
	"info": [Array
	"inputIndices"
	[Array],
	
	"maskedAttributes
	[Array],
	"operation":
	"String",
	"partialSysIds
	"String",
	"relatedItems"
	[Array],
	"relatedSysIds
	[Array],
	"sysId": "Stri
	}
	]</pre>

<String>.items.additionalRelatedItems	Information about additiona
	lookup and related items tha
	processed but not provided
	of the input payload. These
	are from partial payloads.
	
	Data type: Array of Objects
	<pre>"additionalRelated
	s": [
	{
	"className":
	"String",
	"inputIndices"
	[Array],</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"mergedPayloadIds
	[Array],
	"operation":
	"String",
	"sysId": "Stri
	}
	]</pre>

<String>.items.additionalRelatedItems.className	Class/table name (sys_class_name) of the CI t was created or updated. Data type: String
<String>.items.additionalRelatedItems.inputIndices	Index values for CIs from the request body *items* array t correspond to this related ite Data type: Array of Numbers
<String>.items.additionalRelatedItems.mergedPayloadIds	List of sys_ids of the partial payloads that were merged related item. Data type: Array Table: CMDB IRE Partial Pay [cmdb_ire_partial_payloads]
<String>.items.additionalRelatedItems.operation	Type of operation. Possible values: • INSERT: New CI was inser the database. • NO_CHANGE: No CI chan were made. • UPDATE: Existing CI was updated. Data type: String
<String>.items.additionalRelatedItems.sysId	Sys_id of the CI that was up or created. Data type: String
<String>.items.className	Class/table name (sys_class_name) of the CI t was created or updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.duplicateIndices	List of indexes of CIs that are duplicates of the current item Data type: Array
<String>.items.errorCount	Number of errors encountered while processing the item. Data type: Number
<String>.items.errors	List of errors encountered while processing this CI. Data type: Array of Objects `"errors": [ { "error": "Stri "message": "String" } ]`
<String>.items.errors.error	Type of error encountered while processing the CI. Data type: String
<String>.items.errors.message	Error message associated with error. Data type: String
<String>.items.identificationAttempts	List of attempts that were made to identify the CIs. Data type: Array of Objects `"identificationAtts": [ { "attemptResult "String", "attributes": [Array], "hybridEntryCiAttes": [Array], "identifierNam "String", "searchOnTable "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.identificationAttempts.attemptResult	Results of the attempt to ide the CI. Possible values: • MATCHED: Identification succeeded. A unique CI w found in the identifier rule which exactly matched the specified attributes. • MULTI_MATCH: Identificat failed with an error. Duplic were found in the identifie table when matching agai specified attributes. • NO_MATCH: Identification No CI was found in the ide rule table which matched specified attributes. • SKIPPED: Identification no attempted. The attributes required for this identifier table search were not prov so the rule was not applie Data type: String
<String>.items.identificationAttempts.attributes	List of CI identifier entry attri that were used during the identification process. Data type: Array Attribute names and types d on the request body data an identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_ty "String", ]`
<String>items.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attri that were used during the identification process. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Attribute names and types o on the request body data an identifier in use, such as: `"hybridEntryCiAttr es": [ "name": "String" "serial_number": "String" ]`
<String>.items.identificationAttempts.identifierName	Identifier rule used for this C identification attempt. Data type: String
<String>.items.identificationAttempts.searchOnTable	Name of the table searched the identification process. Data type: String
<String>.items.identifierEntrySysId	Sys_id for the identifier rule identify the CI. Data type: String Table: Identifier Entry [cmdb_identifier_entry]
<String>.items.incompleteSysIds	If the item had errors and wa saved as an incomplete pay this parameter contains the sys_id of the record in the CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_payl table. Data type: String
<String>.items.info	Additional information abou processing of the item. Data type: Array of Objects `"info": [ { "code": "Strin "message": "String", "ruleSysId": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.info.code	Reclassification type that wa skipped. Possible values: • SKIPPED_CLASS_DOWNG • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_UPGRAD Data type: String
<String>.items.info.message	Message that provides addi insights into the reason for skipping the reclassification Data type: String
<String>.items.info.ruleSysId	Sys_id of the reclassificatior restriction rule that was mat Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if th reclassification is skipped d payload or global flag. Data type: String
<String>.items.inputIndices	Indexes of the correspondin CI. For top-level items, it is a integers. For related or looku it is list of JSON objects. Data type: Array of Numbers
<String>.items.maskedAttributes	List of attributes whose upda a non-authoritative data sou was skipped as defined by t Reconciliation Rules. Data type: Array
<String>.items.operation	Operation that took place. Possible values: • INSERT: New CI was inser the database. • INSERT_AS_INCOMPLETE Item was saved in cmdb_ire_incomplete_pay table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• INSERT_AS_PARTIAL: Item was saved in cmdb_ire_partial_payload • UPDATE: Existing CI was updated. • UPDATE_WITH_DOWNGR CI was updated and the cl changed to a more generi (ancestor class). • UPDATE_WITH_SWITCH: updated and the class cha to a class that is not ances descendent. • UPDATE_WITH_UPDRADE was updated and the clas changed to a more specia class (descendent class). Data type: String
<String>.items.partialSysIds	If the item had errors and wa saved as a partial payload, t parameter contains the sys_ the partial payload record. Data type: String
<String>.items.relatedItems	List of JSON objects that de a related CI (table lookup CI the request body *items.I* array. Data type: Array of Objects `"relatedItems": [ { "className": "String", "errors": [Arr "errorCount": Number, "incompleteSysIds [Array], "inputIndices" [Array], "mergePayloadI [Array], "operation": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description

	<pre>"partialSysIds
	[Array],
	"sysId": "Stri
	"warningCount"
	Number,
	"warnings":
	[Array]
	}
	]</pre>

<String>.items.relatedItems.className	Class/table name (sys_class_name) of the rela item. Data type: String

<String>.items.relatedItems.errors	List of errors that occurred d processing of the related ite
	
	Data type: Array of Objects
	<pre>"errors": [
	{
	"error": "Stri
	"message":
	"String"
	}
	]</pre>

<String>.items.relatedItems.errors.error	Type of error encountered w processing the related item. Data type: String
<String>.items.relatedItems.errors.message	Error message associated w error. Data type: String
<String>.items.relatedItems.errorCount	Number of errors detected w processing the related items Data type: Number
<String>.items.relatedItems.incompleteSysIds	If the relation had errors and was saved as an incomplete payload, this value is the sys of the record in the CMDB IRE Incomplete Payloads [cmdb_ire_incomplete_payl table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.relatedItems.inputIndices	Index of the corresponding i item. For top-level items, it is of integers. For related or loo items, it is list of JSON objec Data type: Array of Numbers Array of Objects `"inputIndices": [ { "mainIndex": Number, "subIndex": Num } ]`
<String>.items.relatedItems.inputIndices.mainIndex	Index value from the reques *items* array that correspon the CI parent of the related i Data type: Number
<String>.items.relatedItems.inputIndices.subIndex	Index value from the reques body *items.lookup* arra corresponds to the related it Data type: Number
<String>.items.relatedItems.mergedPayloadIds	List of sys_ids of the partial payloads that were merged CI during processing. Data type: Array
<String>.items.relatedItems.operation	Operation that took place. Possible values: • INSERT: New related CI wa inserted into the database • INSERT_AS_INCOMPLETE Item was saved in cmdb_ire_incomplete_pay table. • INSERT_AS_PARTIAL: Item was saved in cmdb_ire_partial_payload • NO_CHANGE: No related C changes were made. • UPDATE: Existing related C updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• UPDATE_WITH_DOWNGR Related CI was updated a class changed to a more g class (ancestor class). • UPDATE_WITH_SWITCH: F CI was updated and the cl changed to a class that is ancestor or descendent. • UPDATE_WITH_UPDRADE Related CI was updated a the class changed to a mo specialized class (descen class). Data type: String
<String>.items.relatedItems.partialSysIds	If the related item had errors was saved as a partial paylo this contains a list of the sys of the associated records in the CMDB IRE Partial Payloa [cmdb_ire_partial_payloads] Data type: Array
<String>.items.relatedItems.sysId	Sys_id of the related item. Data type: String
<String>.items.relatedItems.warningCount	Number of warnings encoun when processing the related Data type: Number
<String>.items.relatedItems.warnings	Description of warnings encountered while processi related items. Data type: Array of Objects `"warnings": [ { "error": "Stri "message": "String" } ]`
<String>.items.relatedItems.warnings.error	Type of warning encountere processing the related item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
<String>.items.relatedItems.warnings.message	Message associated with th warning. Data type: String
<String>.items.relatedSysIds	List of the sys_id values of th CIs used during lookup-base identification of related item Data type: String
<String>.items.sys_id	Sys_id of the CI that was upd or created. Data type: String
<String>.relations	Description of a dependent relationship CI from the requ body *relations* array. Data type: Array of Objects `"relations": [ { "className": "String", "errorCount": Number, "errors": [Arr "incompleteSysIds "String", "inputIndices" [Array], "operation": "String", "partialSysIds "String", "sysId": "Stri } ]`
<String>.relations.className	Sys_class_name of this depe relationship CI. Only supported value: cmdb_rel_ci: CI Relationship Data type: String
<String>.relations.errorCount	Number of errors encountere when processing the depen relationship CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Number
<String>.relations.errors	List that describes errors tha encountered while processi dependent relationship CI. Data type: Array of Objects `"errors": [ { "error": "Stri "message": "String" } ]`
<String>.relations.errors.error	Type of error encountered w processing the dependent relationship CI. Data type: String
<String>.relations.errors.message	Error message encountered while processing this depen relationship CI. Data type: String
<String>.relations.incompleteSysIds	If the relation had errors and was saved as an incomplete payload, this value is the sys of the record in the CMDB IRE Incomplete Payloads [cmdb_ire_incomplete_payl table. Data type: String
<String>.relations.inputIndices	Indexes for the dependent relationship CI objects in the request body *relations* that correspond to this depe relationship CI. Data type: Array
<String>.relations.operation	Type of operation performed Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	• INSERT: The dependent relationship CI was inserte the target table as a new r • INSERT_AS_INCOMPLETE dependent relationship C errors and was inserted in CMDB IRE Incomplete Pay [cmdb_ire_incomplete_pa table. • INSERT_AS_PARTIAL: The dependent relationship C errors and was inserted in the CMDB IRE Partial Payl [cmdb_ire_partial_payloa table. • NO_CHANGE: No operatio performed. • UPDATE: An existing depe relationship CI in the targe was updated. Data type: String
<String>.relations.partialSysIds	If the relation had errors and saved as a partial payload, t value is the sys_id of the rec in the CMDB IRE Partial Payl [cmdb_ire_partial_payloads] Data type: String
<String>.relations.sysId	Sys_id of the dependent relationship CI. Data type: String
<String>.summary	List of JSON properties that provide statistics on how ma items were inserted, update such, per class. Data type: Array
<String>.summary.<class_name>	Statistics for a specific class Data type: Object `<class_name>: { "additionalInsert emCount": Number, "errorCount": Num`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	"incompleteItemCo t": Number, "insertedItemCoun Number, "partialItemCount Number, "skippedItemCount Number, "unchangedItemCou Number, "updatedItemCount Number, "warningCount": Number }
<String>.summary.<class_name>.additionalInsertedItemCount	Number of items inserted du processing of partial payloa Data type: Number
<String>.summary.<class_name>.errorCount	Number of errors encounter processing items. Data type: Number
<String>.summary.<class_name>.incompleteItemCount	Number of items inserted in CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_payl table. Data type: Number
<String>.summary.<class_name>.insertedItemCount	Number of items created. Data type: Number
<String>.summary.<class_name>.partialItemCount	Number of items saved in the Partial Payload table [cmdb_ire_partial_payloads Data type: Number
<String>.summary.<class_name>.skippedItemCount	Number of items that were s Data type: Number
<String>.summary.<class_name>.unchangedItemCount	Number of items that had er but were not modified. Data type: Number
<String>.summary.<class_name>.updatedItemCount	Number of items updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Parameter	Description
	Data type: Number
<String>.summary.<class_name>.warningCount	Number of items that genera warning when processed. Data type: Number

Identify a dependent CI.

```
var payload = {
"items": [
{
 "className": "cmdb_ci_win_server",
 "values": {
   "chassis_type": "Desktop",
   "os": "Windows 2012 R2 Datacenter",
   "name": "Windows2012Server1",
   "serial_number": "0000-0011-1690-8730-8636-5722-52",
   "cpu_count": "1"
  },
  "lookup": [
  {
     "values": {
       "valid": "true",
       "serial_number": "0000-0011-1690-8730-8636-5722-52",
       "serial_number_type": "bios"
      },
     "className": "cmdb_serial_number"
   },
   {
     "values": {
       "valid": "true",
       "serial_number": "3311-9736-4988-9744-1749-4183-41",
       "serial_number_type": "chassis"
      },
     "className": "cmdb_serial_number"
   }],

    "internal_id": "16777219",
    "sys_object_source_info": {
      "source_feed": "SN Discovery Feed 1",
      "source_name": "ServiceNow",
      "source_native_key": "16777219",
      "source_recency_timestamp": "2019-10-18 08:31:23"
   }},
   {
   "className": "cmdb_ci_spkg",
   "values": {
     "name": "Windows 2012 R2 Datacenter",
     "key": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL"
     },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "related": [
    {
      "internal_id": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219",
      "values": {
        "name": "Windows 2012 R2 Datacenter-SAMLABVM52"
      },
      "className": "cmdb_software_instance",
      "sys_object_source_info": {
        "source_feed": "SN Discovery Feed 1",
        "source_name": "ServiceNow",
        "source_native_key": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219"
  }}]
  "settings" : {
        "skipReclassificationRestrictionRules" : "false",
        "updateWithoutDowngrade" : "true",
        "updateWithoutUpgrade" : "true",
        "updateWithoutSwitch" : "true"
      }},
  {
  "className": "cmdb_ci_app_server_tomcat",
  "values": {
    "running_process_key_parameters":
 "/opt/OV/nonOV/tomcat/b/temp
 org.apache.catalina.startup.Bootstrap start",
    "install_directory": "/opt/OV/nonOV/tomcat/b",
    "name": "Tomcat@hpom9:3443",
    "server_port": "8006",
    "sys_class_name": "cmdb_ci_app_server_tomcat"
  },

  "internal_id": "tomcat_id"
  }],

"relations": [
  {
    "parent_id": "tomcat_id",
    "child_id": "16777219",
    "type": "Runs on::Runs"
  }],

"referenceItems": [
  {
    "referenceField": "installed_on",
    "referenced": "16777219",
    "referencedBy": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219"
  }]};

var input = new JSON().encode(payload);
var output =
 SNC.IdentificationEngineScriptableApi.createOrUpdateCIEnhanced(
'ServiceNow', input, {});
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{

"items": [
{
  "className": "cmdb_ci_win_server",
  "operation": "NO_CHANGE",
  "sysId": "65d873d2b3a0001028f6eae2c6a8dc2a",
  "relatedSysIds": [
    "a1d873d2b3a0001028f6eae2c6a8dc32",
    "a1d873d2b3a0001028f6eae2c6a8dc33"
],

"relatedItems": [
{
  "className": "cmdb_serial_number",
  "sysId": "a1d873d2b3a0001028f6eae2c6a8dc32",
  "markers": [],
  "inputIndices": [
  {
    "mainIndex": 0,
    "subIndex": 0
  }]
},
  "className": "cmdb_serial_number",
  "sysId": "a1d873d2b3a0001028f6eae2c6a8dc33",
  "markers": [],
  "inputIndices": [
  {
    "mainIndex": 0,
    "subIndex": 1
  }]
}],

"additionalRelatedItems": [],
"identificationAttempts": [],
"errorCount": 0,
"inputIndices": [0]
},
{
"className": "cmdb_ci_spkg",
"operation": "NO_CHANGE",
"sysId": "c764e971b320001028f6eae2c6a8dc44",

"relatedSysIds": [
  "8b64e971b320001028f6eae2c6a8dc47"
],
"relatedItems": [
  {
  "className": "cmdb_software_instance",
  "sysId": "8b64e971b320001028f6eae2c6a8dc47",
  "markers": [],
  "inputIndices": [
    {
      "mainIndex": 1,
      "subIndex": 0
    }]
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }],

"additionalRelatedItems": [],
"identifierEntrySysId": "a52a87c03746220006b216a543990e8c",
"identificationAttempts": [
  {
    "attributes": [
      "key"
     ],
    "identifierName": "Software",
    "attemptResult": "MATCHED",
    "searchOnTable": "cmdb_ci_spkg",
    "hybridEntryCiAttributes": []
  }],

"errorCount": 0,
"inputIndices": [1]
},

{
"className": "cmdb_ci_app_server_tomcat",
"operation": "INSERT",
"sysId": "6f29f3d2b3a0001028f6eae2c6a8dcc6",
"identifierEntrySysId": "Unknown",
"identificationAttempts": [
{
  "attributes": [
    "install_directory",
    "running_process_key_parameters",
    "sys_class_name"
  ],
"identifierName": "Tomcat",
"attemptResult": "NO_MATCH",
"searchOnTable": "cmdb_ci_app_server_tomcat",
"hybridEntryCiAttributes": []
},
{
"attributes": [
  "cl_port",
  "sys_class_name"
],
"identifierName": "Application Rule",
"attemptResult": "SKIPPED",
"searchOnTable": "cmdb_ci_appl",
"hybridEntryCiAttributes": []
},
{
"attributes": [
  "running_process_command",
  "running_process_key_parameters",
  "sys_class_name"
],
"identifierName": "Application Rule",
"attemptResult": "NO_MATCH",
"searchOnTable": "cmdb_ci_appl",
"hybridEntryCiAttributes": []
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
],

"errorCount": 0,
"inputIndices": [2]
}
],
"additionalCommittedItems": [],
"relations": [
{
  "className": "cmdb_rel_ci",
  "operation": "INSERT",
  "sysId": "6729f3d2b3a0001028f6eae2c6a8dcc9",
  "errorCount": 0,
  "inputIndices": [0]
}],
"additionalCommittedRelations": []
}
```


IdentificationEngineScriptableApi - identifyCI(String jsonString)

Determines the operation (insert/update) to perform with the specified payload without committing the operation in the database.

Note: If your identification rules are configured to do so, this method can also ingest non-CMDB tables. For additional information on non-CMDB table ingestion, see IRE support for non-CMDB tables.

This works just like *createOrUpdateCI()*, but does not commit the result.

Parameters

Name	Type	Description
jsonString	String	A JSON formatted string of configuration items to be added or updated. Each input string is in the format 'items: [{}], relations:[{}]', where each item within the items and relations lists contains name-value pairs. The possible name-value pairs within the items list are: • className: Sys_class_name of the CI to be created or updated. • lookup:[{}]: List of records with each item having name-value pairs like the items list. • values:{}: Field information for the CI as name-value pairs, where the name is the field name. Possible name-value pairs within the relations list are: • child: Index of the child item in the dependency relation • parent: Index of the parent item in the dependency relation • type: Relationship type. This is one of the name field values from the cmdb_rel_type table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description

String	A JSON formatted string that is a list of results. Each result string is in the format 'items:[{}], relations:[{}]', where each item within the items and relations lists contains name-value pairs.
	
	The possible name-value pairs within the items list are:
	• className: Sys_class_name for the CI that was updated or created.
	• duplicateIndices: List of indexes of items that are duplicates of the current item.
	• errors: List of errors in the format of (error, message string)
	• identificationAttempts: List of attempts.
	  ○ attemptResult: One of SKIPPED, NO_MATCH, MATCHED, MULTI_MATCH.
	  ○ attributes: Attributes of identifier entry used during identification.
	  ○ identiferName: CI identifier to which this identifier entry belongs.
	  ○ searchOnTable: Table searched during the identification process.
	• identifierEntrySysId: Sys_id of identifier entry used during matching.
	• operation: Operation to perform, which is one of the following:
	  ○ DELETE
	  ○ INSERT
	  ○ UPDATE
	  ○ UPDATE_WITH_DOWNGRADE
	  ○ UPDATE_WITH_SWITCH
	  ○ UPDATE_WITH_UPGRADE
	• relatedSysIds: List of sys_id values of CIs used during lookup based identification.
	• sysId: Sys_id of the CI that was updated or created.
	
	Possible name-value pairs within the relations list are:
	• className: Relationship CI's class name and is always cmdb_rel_ci
	• operation: Type of operation: INSERT, UPDATE, NO_CHANGE
	• sysId: Sys_id of the relationship CI inserted or updated

Identify an independent CI with lookup-based identification.

```
var payload = {items: [
 {className:'cmdb_ci_netgear',
   values: {name:'ny8500-nbxs08',
            ports:'1200'},
   lookup: [{className:'cmdb_serial_number',
             values:{serial_number:'1234ABCD',
 serial_number_type:'uuid',absent:'false',valid:'true'}},
           {className:'cmdb_serial_number',
            values:{serial_number:'3456EFGH',
 serial_number_type:'system',absent:'false',valid:'true'}}]}]};

var jsonUntil = new JSON();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var input = jsonUntil.encode(payload);
var output =
 SNC.IdentificationEngineScriptableApi.identifyCI(input);
gs.print(output);
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_netgear",
      "operation": "UPDATE",
      "sysId": "55b35562c0a8010e01cff22378e0aea9",
      "relatedSysIds": [
        null,
        null
      ],
      "relatedItems": [
        {
          "errors": [

          ],
          "operation": "INSERT",
          "info": [

          ],
          "errorCount": 0,
          "mergedPayloadIds": [

          ],
          "inputIndices": [
            {
              "mainIndex": 0,
              "subIndex": 0
            }
          ],
          "warningCount": 0,
          "markers": [

          ],
          "className": "cmdb_serial_number"
        },
        {
          "errors": [

          ],
          "operation": "INSERT",
          "info": [

          ],
          "errorCount": 0,
          "mergedPayloadIds": [

          ],
          "inputIndices": [
            {
              "mainIndex": 0,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "subIndex": 1
          }
        ],
        "warningCount": 0,
        "markers": [

        ],
        "className": "cmdb_serial_number"
      }
    ],
    "identifierEntrySysId":
"556eb250c3400200d8d4bea192d3ae92",
    "identificationAttempts": [
      {
        "info": "sys_object_source SKIPPED",
        "identifierName": "",
        "attemptResult": "SKIPPED",
        "attributes": [
          "source_name",
          "source_native_key"
        ],
        "searchOnTable": "sys_object_source",
        "hybridEntryCiAttributes": [

        ]
      },
      {
        "identifierName": "Hardware Rule",
        "attemptResult": "NO_MATCH",
        "attributes": [
          "serial_number",
          "serial_number_type"
        ],
        "searchOnTable": "cmdb_serial_number",
        "hybridEntryCiAttributes": [

        ]
      },
      {
        "identifierName": "Hardware Rule",
        "attemptResult": "SKIPPED",
        "attributes": [
          "serial_number"
        ],
        "searchOnTable": "cmdb_ci_hardware",
        "hybridEntryCiAttributes": [

        ]
      },
      {
        "identifierName": "Hardware Rule",
        "attemptResult": "MATCHED",
        "attributes": [
          "name"
        ],
        "searchOnTable": "cmdb_ci_hardware",
        "hybridEntryCiAttributes": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            ]
          }
        ],
        "info": [

        ],
        "errorCount": 0,
        "mergedPayloadIds": [

        ],
        "inputIndices": [
          0
        ],
        "warningCount": 0,
        "markers": [

        ]
      }
    ],
    "additionalCommittedItems": [

    ],
    "relations": [

    ],
    "additionalCommittedRelations": [

    ],
    "hasError": false,
    "hasWarning": false
}
```


Scoped equivalent

To use the *identifyCI(String jsonString)* method in a scoped application, use the corresponding scoped IdentificationEngine method: identifyCI(String jsonString).

IdentificationEngineScriptableApi - identifyCIEnhanced(String source, String input, Object options)

Determines the Configuration Management Database (CMDB) operation (insert/update) to perform with the specified payload (request body), without committing the operations in the database.

Note: If your identification rules are configured to do so, this method can also ingest non-CMDB tables. For additional information on non-CMDB table ingestion, see IRE support for non-CMDB tables.

Use this method to simulate submission of a payload.

This method is similar to the IdentificationEngineScriptableApi - identifyCI(String jsonString) method, however it also supports the following functionality:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Partial payloads
  - In case of an item having a warning or error, indicates if an item operation is INSERT_AS_PARTIAL or INSERT_INCOMPLETE.
  - Returns the sys_ids of partial payloads that were merged with existing partial payloads.
- Supports payload deduplicate feature.
- Generates a summary.

Parameters

Name	Type	Description

input	String	Required. Input payload. A JS
		add or update.
		`"input" {`
		`"items": [Array],`
		`"referenceItems":`
		`"relations": [Arra`
		`}`

input.items	Array of Objects	Items to add or update.
		`"items": [`
		`{`
		`"className": "S`
		`"display_values`
		`"internal_id":`
		`"lookup": [Arra`
		`"related": [Arr`
		`"settings": {Ob`
		`"sys_object_sou`
		`"values": {Obje`
		`}`
		`]`

input.items.className	String	Required. Class/table name, s (CI) to create or update. This value can be any CMDB cmdb_ci_win_server.

input.items.display_values	Object	Reference fields to create or u
		value pairs, where the name is
		referenced display value. If yo
		the display value for reference
		`input.items.lookup.v`
		parameter.
		Reference field names depen
		`"display_values": {`
		`"model_id": "Stri`
		`"location": "Stri`
		`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
input.items.internal_id	String	Unique item identifier for the a This can be any value, but mu
input.items.lookup	Array of Objects	Identifies the top-level item co identification). These records based on a lookup table that For example: `"lookup": [ { "className": "S "internal_id": "sys_object_sou "values": {Obje } ]`
input.items.lookup.className	String	Required. Class/table name, (CI) to create or update. This value can be any CMDB cmdb_ci_network_adapter.
input.items.lookup.internal_id	String	Unique lookup item identifier This can be any value, but mu
input.items.lookup.sys_object_source_info	Object	Defines a unique CI identifier may have different name-valu `"sys_object_source_ "source_feed": "S "source_name": "S "source_native_ke "source_recency_t }`
input.items.lookup.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source
input.items.lookup.sys_object_source_info.source_name	String	Data source of the CI informa values defined for the discove [cmdb_ci] table.
input.items.lookup.sys_object_source_info.source_native_key	String	Unique key-id for the item fro The data source generates th the item.
input.items.lookup.sys_object_source_info.source_recency_timestamp	String	UTC date/time that the item w

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Format: YYYY-MM-DD hh:mm

input.items.lookup.values	Object	Field information for the CI as
		the field name. When updatin
		referenced sys_id.
		
		Field names and types deper
		
		`"values": {`
		`  "serial_number":`
		`  "serial_number_ty`
		`  "valid": "String"`
		`  "ip_address": "St`
		`  "mac_address": "S`
		`}`

input.items.related	Array of Objects	Reference to the top-level iter
		Related Entry [cmdb_related_
		this array. These records are u
		that has a reference to the CI
		
		The related table may or may
		used to identify the configura
		
		`"related" [`
		`  {`
		`  "className": "S`
		`  "internal_id":`
		`  "sys_object_sou`
		`  "values": {Obje`
		`  }`
		`]`

input.items.related.className	String	Required. Class/table name, s (CI) to create or update. This value can be any CMDB cmdb_software_instance or c
input.items.related.internal_id	String	Unique identifier for this relate must be unique within the pay

input.items.related.sys_object_source_info	Object	Object that makes up a uniqu
		Different sources may have di
		
		`"sys_object_source_`
		`  "source_feed": "S`
		`  "source_name": "S`
		`  "source_native_ke`
		`  "source_recency_t`
		`}`

input.items.related.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The data source generates th uniquely identifies the source
input.items.related.sys_object_source_info.source_name	String	Identifies the data source of t one of the choice values defi Configuration Item [cmdb_ci]
input.items.related.sys_object_source_info.source_native_key	String	Unique key/ID from the source The data source generates th the item.
input.items.related.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite Format: `YYYY-MM-DD hh:m`

input.items.related.values	Object	Fields to create or update for the name is the field name. Fo referenced sys_id. If you want sys_id for reference fields, pa object instead of in the *valu*
		
		Field names and types deper
		`"values": {`
		`"host_name": "Str`
		`"ip_address": "St`
		`"name": "String",`
		`"os_name": "Strin`
		`"sys_class_name":`
		`}`

input.items.settings	Object	Parameters that define the typ
		`"settings": {`
		`"skipReclassifica`
		`Boolean,`
		`"updateWithoutDow`
		`"updateWithoutSwi`
		`"updateWithoutUpg`
		`}`

input.items.settings.skipReclassificationRestrictionRules	Boolean	Flag that indicates whether IR Restriction rule that matches Valid values: • true: Skip running the rule. • false: Run the rule. Default: false
input.items.settings.updateWithoutDowngrade	Boolean	Flag that indicates whether up this item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • true: Update the item but do • false: Both item update and Default: false
input.items.settings.updateWithoutSwitch	Boolean	Flag that indicates whether th switched. Valid values: • true: Update the item but cl • false: Both item update and Default: false
input.items.settings.updateWithoutUpgrade	Boolean	Flag that indicates whether up this item. Valid values: • true: Update the item but up • false: Both item update and Default: false
input.items.sys_object_source_info	Object	Unique CI identifier for a spec `"sys_object_source_ "source_feed": "S "source_name": "S "source_native_ke "source_recency_t }`
input.items.sys_object_source_info.source_feed	String	If the source can have multipl the feed sending this item. The data source generates th uniquely identifies the source
input.items.sys_object_source_info.source_name	String	Data source of the CI informat values defined for the discove [cmdb_ci] table.
input.items.sys_object_source_info.source_native_key	String	Unique key/id for the item fro The data source generates th the item.
input.items.sys_object_source_info.source_recency_timestamp	String	UTC date and time that the ite

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Format: YYYY-MM-DD hh:mm

input.items.values	Object	Fields to create or update for
		the name is the field name. Fo
		referenced sys_id. If you want
		sys_id for reference fields, pa
		object instead of in the *valu*
		
		Field names and types deper
		`"values": {`
		`  "host_name": "Str`
		`  "ip_address": "St`
		`  "name": "String",`
		`  "os_name": "Strin`
		`  "sys_class_name":`
		`}`

input.referenceItems	Array of Objects	List that define references be
		`"referenceItems": [`
		`  {`
		`  "referenced": "`
		`  "referencedBy":`
		`  "referenceField`
		`  }`
		`]`

input.referenceItems.referenced	String	The *internal_id* defined item.
input.referenceItems.referencedBy	String	The *internal_id* defined
input.referenceItems.referenceField	String	Name of the reference field in item.

input.relations	Array of Objects	List that specifies relationship
		
		An object in this array can use
		• The object can define a rela
		using *parent* and *child*
		item indexes from the paylo
		`"relations": [`
		`  {`
		`  "child": Numbe`
		`  "parent": Numb`
		`  "sys_rel_sourc`
		`  "type": "Strin`
		`  }`
		`]`
		• The object can define a rela
		top-level, related, or lookup

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		key/value pairs, with values defined for those items. `"relations": [ { "child_id": "S "parent_id": " "sys_rel_sourc "type": "Strin } ]`
input.relations.child	Number	Integer index of the CI object in the relationship (items, item
input.relations.child_id	String	The *internal_id* of the ch or items.lookup.)
input.relations.parent	Number	Integer index of the parent ite or items.lookup.)
input.relations.parent_id	String	The *internal_id* of the pa or items.lookup.)
input.relations.sys_rel_source_info	Object	Discovery source information relationships, this information [sys_rel_source] table (not pe *identifyCI()* methods.) Data type: Object `"sys_rel_source_inf "source_name": "S "source_feed": "S }`
input.relations.sys_rel_source_info.source_name	String	Discovery source name. Default: Discovery source pas
input.relations.sys_rel_source_info.source_feed	String	Any string that is a sub-discov Default: 'UNKNOWN' is stored record in sys_rel_source table
input.relations.type	String	Type of relationship that exist must be a name field value fro table.
options	Object	Optional, but {} or null must be features. **Note:** By default or if *pa partial_commits* an enabled, even if they are for partial payloads functi

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"options": {
		"deduplicate_paylo
		"generate_summary"
		"partial_commits":
		"partial_payloads"
		"skip_updating_las
		"skip_updating_sou
		Boolean
		}</pre>

options.deduplicate_payloads	Boolean	Flag that indicates whether du errors. Valid values: • true: Merge duplicate items • false: Consider duplicate ite Default: true
options.generate_summary	Boolean	Flag that indicates whether th information. For the details of *<String>.summary* in the Valid values: • true: Include summary infor • false: Don't include summa Default: false
options.partial_commits	Boolean	Flag that indicates whether pa additional information on part Valid values: • true: Partial commit enable • false: Partial commit disable Default: true
options.partial_payloads	Boolean	Flag that indicates whether pa additional information on part and Create an IRE data source Valid values: • true: Partial payload enable • false: Partial payload disabl Default: true

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
options.skip_updating_last_scan_to_now	Boolean	Flag that indicates whether to last_scan time field. Valid values: • true: If the *source_rece* passed in *sys_object_* sys_object_source's last_sc • false: Update the sys_objec Default: Uses the value in the glide.identification_engine.sk property.
options.skip_updating_source_last_discovered_to_now	Boolean	Flag that indicates whether to last_discovered fields in the C Valid values: • true: If last_discovered is nc not update the discovery_s • false: Update the discovery Default: Uses the value in the glide.identification_engine.sk system property.
source	String	Data source of the CI informal values defined for the discove [cmdb_ci] table.

Returns

Type	Description
<String>	JSON formatted string that is a list of results for the configuration items in the input string. Data type: String `{ "additionalCommittedItems": [Array], "additionalCommittedRelations": [Array], "hasError": Boolean, "hasWarning": Boolean, "items": [Array], "relations": [Array], "summary": {Object} }`
<String>.additionalCommittedItems	List of CIs that were committed during the IRE processing of the current payload, but were not present in the current input payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Array of Objects `"additionalCommittedItems": [ { "className": "String", "errorCount": Number, "operation": "String", "identificationAttempts": [Array], "inputIndices": [Array], "markers": [Array], "mergedPayloads": [Array], "sysId": "String" } ]`
<String>.additionalCommittedRelations	Description of a dependent relationship CI that was not included in the request body *relations* list to insert or update. Data type: Array of Objects `"additionalCommittedRelations": [ { "className": "String", "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "operation": "String" } ]`
<String>.hasError	Flag that indicates whether any item or relation has errors. Data type: Boolean
<String>.hasWarning	Flag that indicates whether any item or relation has warnings. Data type: Boolean
<String>.items	Description of the created or updated CIs. Data type: Array of Objects `"items": [ { "additionalRelatedItems": [Array], "className": "String", "duplicateIndices": [Array], "errorCount": Number, "errors": [Array], "identificationAttempts": [Array], "identifierEntrySysId": "String", "info": [Array], "inputIndices": [Array], "maskedAttributes": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"operation": "String",
	"relatedSysIds": [Array],
	"sysId": "String"
	}
	]</pre>

<String>.items.additionalRelatedItems	Related items about additional lookup and related items that were processed but not provided as part of the input payload. These items are from partial payloads.
	
	Data type: Array of Objects
	<pre>"additionalRelatedItems": [
	{
	"className": "String",
	"inputIndices": [Array],
	"mergedPayloadIds": [Array],
	"operation": "String",
	"sysId": "String"
	}
	]</pre>

<String>.items.additionalRelatedItems.className	Class table name (sys_class_name) of the CI that was created or updated. Data type: String
<String>.items.additionalRelatedItems.inputIndices	Related values from CI from the request body *items* array that correspond to this related item. Data type: Array of Numbers
<String>.items.additionalRelatedItems.mergedPayloadIds	List of sys_ids of the partial payloads that were merged into the related item. Data type: Array Table: CMDB IRE Partial Payloads [cmdb_ire_partial_payloads]
<String>.items.additionalRelatedItems.operation	Type of operation Possible values: • INSERT: New CI was inserted into the database. • NO_CHANGE: No CI changes were made. • UPDATE: Existing CI was updated. Data type: String
<String>.items.additionalRelatedItems.sysId	Sys_id of the CI that was updated or created. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<String>.items.className	Class/table name (sys_class_name) of the CI that was created or updated. Data type: String
<String>.items.duplicateIndices	List of indexes of CIs that are duplicates of the current item. Data type: Array
<String>.items.errorCount	Number of errors encountered while processing the item. Data type: Number
<String>.items.errors	List of errors encountered while processing this CI. Data type: Array of Objects `"errors": [ { "error": "String", "message": "String" } ]`
<String>.items.errors.error	Type of error encountered while processing the CI. Data type: String
<String>.items.errors.message	Error message encountered while processing the CI. Data type: String
<String>.items.identificationAttempts	List of attempts that were made to identify the CIs. Data type: Array of Objects `"identificationAttempts": [ { "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttributes": [Array], "identifierName": "String", "searchOnTable": "String" } ]`
<String>.items.identificationAttempts.attemptResult	Result of the attempt to identify the CI. Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule table which exactly matched the specified attributes. • MULTI_MATCH: Identification failed with an error. Duplicate CIs were found in the identifier rule table when matching against the specified attributes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• NO_MATCH: Identification failed. No CI was found in the identifier rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rule table search were not provided, so the rule was not applied. Data type: String
<String>.items.identification_attempts.attributes	List of the identifier entry attributes that were used during the identification process. Data type: Array Attribute names and types depend on the request body data and the identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_type": "String", ]`
<String>.items.identification_attempts.identifier	Identifier used for this CI identification attempt. Data type: String
<String>.items.identification_attempts.table	Name of the table searched during the identification process. Data type: String
<String>.items.identifier.sys_id	Sys_id of the identifier rule used to identify the CI. Data type: String Table: Identifier Entry [cmdb_identifier_entry]
<String>.items.info	Additional information about the processing of the item. Data type: Array of Objects `"info": [ { "code": "String", "message": "String", "ruleSysId": "String" } ]`
<String>.items.info.code	Reclassification type that was skipped. Possible values: • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_DOWNGRADE • SKIPPED_CLASS_UPGRADE

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<String>.items.info.messages	Message that provides additional insights into the reason for skipping the reclassification. Data type: String
<String>.items.info.ruleSysId	Sys_id of the reclassification restriction rule that was matched. Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if the reclassification is skipped due to a payload or global flag. Data type: String
<String>.items.inputIndices	Indexes of the corresponding input CI. For top-level items, it is a list of integers. For related or lookup CIs, it is list of JSON objects. Data type: Array of Numbers
<String>.items.maskedAttributes	List of attributes whose update by a non-authoritative data source was skipped as defined by the Reconciliation Rules.
<String>.items.operation	Operation that took place. Possible values: • INSERT: New CI was inserted into the database. • INSERT_AS_INCOMPLETE: Item was saved in cmdb_ire_incomplete_payloads table. • INSERT_AS_PARTIAL: Item was saved in cmdb_ire_partial_payloads table. • UPDATE: Existing CI was updated. • UPDATE_WITH_DOWNGRADE: CI was updated and the class changed to a more generic class (ancestor class). • UPDATE_WITH_SWITCH: CI was updated and the class changed to a class that is not ancestor or descendent. • UPDATE_WITH_UPDRADE: CI was updated and the class changed to a more specialized class (descendent class). Data type: String
<String>.items.relatedItems	Information about the processed related items. Data type: Array of Objects `"relatedItems": [ { "className": "String", "errorCount": Number, "errors": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"inputIndices": [Array],
	"mergePayloadIds": [Array],
	"operation": "String",
	"sysId": "String",
	"warningCount": Number,
	"warnings": [Array]
	}
	]</pre>

<String>.items.relatedItems.className	Class/table name (sys_class_name) of the related item. Data type: String
<String>.items.relatedItems.errorCount	Number of errors detected while processing the related items. Data type: Number

<String>.items.relatedItems.errors	List of errors that occurred during processing of the related item.
	
	Data type: Array of Objects
	<pre>"errors": [
	{
	"error": "String",
	"message": "String"
	}
	]</pre>

<String>.items.relatedItems.errors.error	Type of error encountered while processing the related item. Data type: String
<String>.items.relatedItems.errors.message	Error message encountered while processing the related item. Data type: String

<String>.items.relatedItems.inputIndices	Index of the corresponding input item. For top-level items, it is a list of integers. For related or lookup items, it is list of JSON objects.
	
	Data type: Array of Numbers or Array of Objects
	<pre>"inputIndices": [
	{
	"mainIndex": Number,
	"subIndex": Number
	}
	]</pre>

<String>.items.relatedItems.mainIndex	Index value from the request body *items* array that corresponds to the CI parent of the related item. Data type: Number
<String>.items.relatedItems.subIndex	Index value from the request body *items.lookup* array that corresponds to the related item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Number
<String>.items.relatedItems.messages.payloads	List of sys_id values of partial payloads that were merged into the CI during processing. Data type: Array
<String>.items.relatedItems.operation	Operation that took place. Possible values: • INSERT: New related CI was inserted into the database. • INSERT_AS_INCOMPLETE: Item was saved in cmdb_ire_incomplete_payloads table. • INSERT_AS_PARTIAL: Item was saved in cmdb_ire_partial_payloads table. • NO_CHANGE: No related CI changes were made. • UPDATE: Existing related CI was updated. • UPDATE_WITH_DOWNGRADE: Related CI was updated and the class changed to a more generic class (ancestor class). • UPDATE_WITH_SWITCH: Related CI was updated and the class changed to a class that is not ancestor or descendent. • UPDATE_WITH_UPDRADE: Related CI was updated and the class changed to a more specialized class (descendent class). Data type: String
<String>.items.relatedItems.sys_id	Sys_id of the related item. Data type: String
<String>.items.relatedItems.warnings	Number of warnings encountered when processing the related items. Data type: Number
<String>.items.relatedItems.warnings	Descriptions of warnings encountered while processing the related items. Data type: Array of Objects `"warnings": [ { "error": "String", "message": "String" } ]`
<String>.items.relatedSysIds	List of the sys_id values of the CIs used during lookup-based identification of related items. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<String>.items.sys_id	Sys_id of the CI that was updated or created. Data type: String
<String>.relations	Information about the processed relations. Data type: Array of Objects `"relations": [ { "className": "String", "errorCount": Number, "errors": [Array], "inputIndices": [Array], "operation": "String", "sysId": "String" } ]`
<String>.relations.className	Sys_class_name of this dependent relationship CI. Only supported value: cmdb_rel_ci: CI Relationship table. Data type: String
<String>.relations.errorCount	Number of errors encountered when processing the dependent relationship CI. Data type: Number
<String>.relations.errors	List that describes errors that were encountered while processing this dependent relationship CI. Data type: Array of Objects `"errors": [ { "error": "String", "message": "String" } ]`
<String>.relations.inputIndices	Indexes for the dependent relationship CI objects in the request body *relations* array that correspond to this dependent relationship CI. Data type: Array
<String>.relations.operation	Type of operation performed. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• INSERT: The dependent relationship CI was inserted into the target table as a new record. • INSERT_AS_INCOMPLETE: The dependent relationship CI had errors and was inserted into the CMDB IRE Incomplete Payloads [cmdb_ire_incomplete_payloads] table. • INSERT_AS_PARTIAL: The dependent relationship CI had errors and was inserted into the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table. • NO_CHANGE: No operation was performed. • UPDATE: An existing dependent relationship CI in the target table was updated. Data type: String
<String>.relations.sysId	Sys_id of the dependent relationship CI. Data type: String
<String>.summary	List of JSON properties that provide statistics on how many items were inserted, updated, and such, per class. Data type: Array
<String>.summary.<class_name>	Statistics for a specific class. Data type: Object `<class_name>: { "additionalInsertedItemCount": Number, "errorCount": Number, "incompleteItemCount": Number, "insertedItemCount": Number, "partialItemCount": Number, "skippedItemCount": Number, "unchangedItemCount": Number, "updatedItemCount": Number, "warningCount": Number }`
<String>.summary.<class_name>.additionalInsertedItemCount	Number of additional inserted due to processing of partial payloads. Data type: Number
<String>.summary.<class_name>.errorCount	Number of errors counter when processing items. Data type: Number
<String>.summary.<class_name>.incompleteItemCount	Number of items inserted into the CMDB IRE Incomplete Payloads [cmdb_ire_incomplete_payloads] table. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<String>.summary.<classname>.insertCount	Number of items created. Data type: Number
<String>.summary.<classname>.partialSaveCount	Number of items saved in the Partial Payload table [cmdb_ire_partial_payloads]. Data type: Number
<String>.summary.<classname>.skipCount	Number of items that were skipped. Data type: Number
<String>.summary.<classname>.unchangedCount	Number of items that exist but were not modified. Data type: Number
<String>.summary.<classname>.updateCount	Number of items updated. Data type: Number
<String>.summary.<classname>.warningCount	Number of items that generated a warning when processed. Data type: Number

```
var payload = {
"items": [
{
"className": "cmdb_ci_win_server",
"values": {
   "chassis_type": "Desktop",
   "os": "Windows 2012 R2 Datacenter",
   "name": "Windows2012Server1",
   "serial_number": "0000-0011-1690-8730-8636-5722-52",
   "cpu_count": "1"
  },
  "lookup": [
  {
     "values": {
       "valid": "true",
       "serial_number": "0000-0011-1690-8730-8636-5722-52",
       "serial_number_type": "bios"
      },
     "className": "cmdb_serial_number"
   },
   {
     "values": {
       "valid": "true",
       "serial_number": "3311-9736-4988-9744-1749-4183-41",
       "serial_number_type": "chassis"
      },
     "className": "cmdb_serial_number"
   }],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "internal_id": "16777219",
    "sys_object_source_info": {
      "source_feed": "SN Discovery Feed 1",
      "source_name": "ServiceNow",
      "source_native_key": "16777219",
      "source_recency_timestamp": "2019-10-18 08:31:23"
   }},
   {
   "className": "cmdb_ci_spkg",
   "values": {
     "name": "Windows 2012 R2 Datacenter",
     "key": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL"
     },

  "related": [
    {
     "internal_id": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219",
      "values": {
        "name": "Windows 2012 R2 Datacenter-SAMLABVM52"
      },
      "className": "cmdb_software_instance",
      "sys_object_source_info": {
        "source_feed": "SN Discovery Feed 1",
        "source_name": "ServiceNow",
        "source_native_key": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219"
  }},
  {
    "internal_id": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777229",
    "values": {
    },
    "className": "cmdb_software_instance",
    "sys_object_source_info": {
      "source_feed": "SN Discovery Feed 1",
      "source_name": "ServiceNow",
      "source_native_key": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777229"
  }}
],
  "settings" : {
        "skipReclassificationRestrictionRules" : "true",
        "updateWithoutDowngrade" : "true",
        "updateWithoutUpgrade" : "true",
        "updateWithoutSwitch" : "true"
      }},
  {
  "className": "cmdb_ci_app_server_tomcat",
  "values": {
    "running_process_key_parameters":
 "/opt/OV/nonOV/tomcat/b/temp
 org.apache.catalina.startup.Bootstrap start",
    "install_directory": "/opt/OV/nonOV/tomcat/b",
    "name": "Tomcat@hpom9:3443",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "server_port": "8006",
    "sys_class_name": "cmdb_ci_app_server_tomcat"
  },

  "internal_id": "tomcat_id"
  }],

"relations": [
  {
    "parent_id": "tomcat_id",
    "child_id": "16777219",
    "type": "Runs on::Runs"
  }],

"referenceItems": [
  {
    "referenceField": "installed_on",
    "referenced": "16777219",
    "referencedBy": "Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777219"
  }]};

var input = new JSON().encode(payload);
var output =
 SNC.IdentificationEngineScriptableApi.identifyCIEnhanced('Servi
ceNow', input, {});
```

Output:

```
{
  "items": [
    {
      "className": "cmdb_ci_win_server",
      "operation": "INSERT",
      "relatedSysIds": [
        null,
        null
      ],
      "relatedItems": [
        {
          "errors": [],
          "operation": "INSERT",
          "className": "cmdb_serial_number",
          "errorCount": 0,
          "markers": [],
          "inputIndices": [
            {
              "mainIndex": 0,
              "subIndex": 0
            }
          ],
          "mergedPayloadIds": [],
          "warningCount": 0
        },
        {
          "errors": [],
          "operation": "INSERT",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "className": "cmdb_serial_number",
          "errorCount": 0,
          "markers": [],
          "inputIndices": [
            {
              "mainIndex": 0,
              "subIndex": 1
            }
          ],
          "mergedPayloadIds": [],
          "warningCount": 0
        }
      ],
      "identificationAttempts": [
        {
          "attributes": [],
          "info": "sys_object_source NO_MATCH",
          "identifierName": "",
          "attemptResult": "NO_MATCH",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "searchOnTable": "cmdb_serial_number",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "serial_number"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "name"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "NO_MATCH",
          "searchOnTable": "cmdb_ci_hardware",
          "hybridEntryCiAttributes": []
        },
        {
          "attributes": [
            "mac_address",
            "name"
          ],
          "identifierName": "Hardware Rule",
          "attemptResult": "SKIPPED",
          "searchOnTable": "cmdb_ci_network_adapter",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "hybridEntryCiAttributes": []
        }
      ],
      "errorCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ],
      "mergedPayloadIds": [],
      "warningCount": 0
    },
    {
      "className": "cmdb_ci_spkg",
      "operation": "INSERT",
      "relatedSysIds": [
        null
      ],
      "relatedItems": [
        {
          "errors": [],
          "operation": "INSERT",
          "className": "cmdb_software_instance",
          "errorCount": 0,
          "markers": [],
          "inputIndices": [
            {
              "mainIndex": 1,
              "subIndex": 0
            }
          ],
          "mergedPayloadIds": [],
          "warningCount": 0
        },
        {
          "errors": [],
          "warnings": [
            {
              "error": "MISSING_MATCHING_ATTRIBUTES",
              "message": "In payload missing minimum
 set of input values for criterion (matching) attributes
 from identify rule for table [cmdb_software_instance].
 Add these input values in payload item
 '{\"className\":\"cmdb_software_instance\",\"values\":{},
\"internal_id\":\"f7273cccec30101056cd4bb46eb4db5d\",
\"sys_object_source_info\":{\"source_feed\":\"SN Discovery Feed
 1\",\"source_name\":\"ServiceNow\",\"source_native_key\":
\"Microsoft Windows Server 2012 R2
 Datacenter_:::_NULL|16777229\"},\"settings\":{},
\"sys_ire_info\":{\"ire_received_time\":\"2020-05-10
 17:57:48\"}}'"
            }
          ],
          "operation": "INSERT_AS_PARTIAL",
          "className": "cmdb_software_instance",
          "errorCount": 0,
          "sysId": "Unknown",
          "markers": [],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "inputIndices": [
          {
            "mainIndex": 1,
            "subIndex": 1
          }
        ],
        "mergedPayloadIds": [],
        "warningCount": 1
      }
    ],
    "identificationAttempts": [
      {
        "attributes": [],
        "info": "sys_object_source SKIPPED",
        "identifierName": "",
        "attemptResult": "SKIPPED",
        "hybridEntryCiAttributes": []
      },
      {
        "attributes": [
          "key"
        ],
        "identifierName": "Software",
        "attemptResult": "NO_MATCH",
        "searchOnTable": "cmdb_ci_spkg",
        "hybridEntryCiAttributes": []
      }
    ],
    "errorCount": 0,
    "markers": [],
    "inputIndices": [
      1
    ],
    "mergedPayloadIds": [],
    "warningCount": 0
  },
  {
    "className": "cmdb_ci_app_server_tomcat",
    "operation": "INSERT",
    "identificationAttempts": [
      {
        "attributes": [],
        "info": "sys_object_source SKIPPED",
        "identifierName": "",
        "attemptResult": "SKIPPED",
        "hybridEntryCiAttributes": []
      }
    ],
    "errorCount": 0,
    "markers": [],
    "inputIndices": [
      2
    ],
    "mergedPayloadIds": [],
    "warningCount": 0
  }
],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "additionalCommittedItems": [],
  "relations": [
    {
      "className": "cmdb_rel_ci",
      "operation": "INSERT",
      "errorCount": 0,
      "markers": [],
      "inputIndices": [
        0
      ],
      "mergedPayloadIds": [],
      "warningCount": 0
    }
  ],
  "additionalCommittedRelations": []
}
```

IdentificationEngineScriptableApi - runIdentificationAudit(GlideRecord now_GR)

Runs an identification audit against the specified configuration item (CI) to detect duplicates.

If duplicates are found, duplication tasks are created. Only use this method on CI types with independent identification rules.

Parameters

Name	Type	Description
now_GR	GlideRecord	CI on which to run the audit to detect duplicates. The CI must have independent identification rules.

Returns

Type	Description
void	

The following example shows how to check the server for duplicate tasks and creates a remediate duplicate task if any exist.

```
var grServer = new GlideRecord('cmdb_ci_server');
grServer.query();
while (grServer.next()) {

 SNC.IdentificationEngineScriptableApi.runIdentificationAudit(gr
Server);
}
```

Scoped equivalent

To use the *runIdentificationAudit(GlideRecord now_GR)* method in a scoped application, use the corresponding scoped IdentificationEngine method: runIdentificationAudit(GlideRecord now_GR).

IDResult - Global

The *IDResult* script include is a container class for the result of a CI Identifier.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use with any server-side discovery script.

IDResult - IDResult(Boolean explore, String sysID)

Creates an instance of the IDResult class.

Parameters

Name	Type	Description
explore	Boolean	Set to true if the CI should be explored; otherwise, false.
sysID	String	An existing CI's sys_id, or null if no existing CI could be found.

IEventSender - Global

The `IEventSender` API provides methods to send events from a MID Server to a ServiceNow instance and to query the status of the event queue.

Before calling any methods within this class, you must call the `SNEventSenderProvider.getEventSender()` method to instantiate an IEvent object.

Use the `Event` API to add/update fields within an event. Use the `SNEventSenderProvider` API to instantiate an event sender object. Then use the `IEventSender` API to send the event to a ServiceNow instance.

You must activate the Event Management (com.glideapp.itom.snac) plugin before attempting to access this API. The Event Management plugin requires a separate subscription and must be activated. This plugin includes demo data and activates related plugins if they are not already active.

For additional information on event management, see Event Management.

IEventSender - getQueueSize()

Returns the size of the event queue.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Size of the event queue. If an event queue is not currently implemented, returns "0".

```
var event = new Event();
event.setField("source","SAP Solman");
event.setField("severity","3");
event.setField("time_of_event", "2019-18-05 13:12:05");
event.setField("type", "SAP object");
event.setField("user", "admin"); // parameter added to
 additional info section
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var eventSender = SNEventSenderProvider.getEventSender();
var sendStatus = eventSender.sendEvent(event); //send event
var queueSize = eventSender.getQueueSize() // check the size of
 the event queue
```

IEventSender - isFullQueue()

Checks if the event queue has exceeded its maximum size.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the event queue has exceeded its maximum size. When this happens, no additional event messages can be queued until the queue decreases in size. Valid values: • true: Event queue is full. • false: Event queue is not full and can add more event entries.

```
var eventSender = SNEventSenderProvider.getEventSender();
if (!eventSender.isFullQueue()) // If queue is not full, send
 event
  eventSender.sendEvent(event);
```

IEventSender - sendEvent(Object event)

Places the specified event in the event queue.

Parameters

Name	Type	Description
event	IEventSender	Event object to place in the events queue.

Returns

Type	Description
Boolean	Flag that indicates whether the event was successfully queued Valid values: • true: Event was queued • false: Error

```
var eventSender = SNEventSenderProvider.getEventSender();
eventSender.sendEvent(event); //send event
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Image - Scoped, Global

Creates an Image object representing an image and its layout insert in a PDF. Enables defining attributes such as scale, alignment, and border color.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

This API is a component used with the Document API to generate a PDF.

You can add an image to a PDF using one of the following methods:

- Cell – addImage(Image image) – Adds an image to a table cell
- Table – addImageCell(Image image) – Adds a cell that contains an image to a table.
- Document – addImage(Image image) - Adds an image to a page

Image - Image(String attachmentSysId)

Instantiates a new *Image* object. Used to verify if an image attachment exists and is available for modification.

Parameters

Name	Type	Description
attachmentSysId	String	Sys_id of an image in the Attachments [sys_attachment] table.

The following example shows how to create a *Image* object.

```
var image = new sn_pdfgeneratorutils.Image("<sys_id>");
```

Image – scaleAbsolute(Number width, Number height)

Scales an image to absolute width and height sizes. This setting does not preserve the width-height ratio of the image and might result in undesired stretching if settings are not precise.

To scale to an absolute size that preserves width-height ratio of an image, use the scaleToFit() method.

Parameters

Name	Type	Description
width	Number	Image width in points.
height	Number	Image height in points.

Returns

Type	Description
None	

The following example shows how to add an image to a PDF with absolute width and height settings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var scaleAbsPic = new
 sn_pdfgeneratorutils.Image("<img_sys_id>");
scaleAbsPic.scaleAbsolute(25,50);

document.addImage(scaleAbsPic);

document.saveAsAttachment("incident", "<record_sys_id>",
 "docWithImg.pdf");
```

Image – scaleToFit(Number width, Number height)

Scales an image to an absolute size while preserving the width-height ratio.

Resulting output varies by image aspect ratio. If the width and height parameter values do not match the image aspect ratio, one value renders smaller in output than the value given.

Parameters

Name	Type	Description
width	Number	Maximum image width in points.
height	Number	Maximum image height in points.

Returns

Type	Description
None	

The following example shows how to insert an image scaled to fit using the Cell – addImage() method.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// add a table
var table = new sn_pdfgeneratorutils.Table([1,3],false);

// text for the left column
var text = "sample image";

// add a table cell for the image in the right column
var imgCell = new sn_pdfgeneratorutils.Cell(1, 1);

// add an image and set it scale-to-fit
var scaleToFitPic = new
 sn_pdfgeneratorutils.Image("<img_sys_id>");
scaleToFitPic.scaleToFit(90,175);

// add the image to the cell
imgCell.addImage(scaleToFitPic);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
table.addTextCell(text);
table.addCell(imgCell);

// Here's a paragraph
var para = new sn_pdfgeneratorutils.Paragraph("The following
 table image uses scale to fit.");

document.addParagraph(para);
document.addTable(table);

document.saveAsAttachment("incident", "<record_sys_id>",
 "imgScaleToFit.pdf");
```

Image – setAutoScale(Boolean value)

Enables scaling width and height to a page or cell while retaining dimensions.

Parameters

Name	Type	Description
value	Boolean	Flag that indicates whether to automatically scale an image. Valid values: • true: Automatically scales the image • false: Image does not scale Default: false

Returns

Type	Description
None	

The following example shows how to add an image to a PDF with automatic scaling. The image is added using the Table – addImageCell() method.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// Add a table
var table = new sn_pdfgeneratorutils.Table([1,2],false);

// Text in left column
var text = "sample image";

// Image in right column
var autoScaledPic = new
 sn_pdfgeneratorutils.Image("<image_sys_id>");
autoScaledPic.setAutoScale(true);

table.addTextCell(text);
table.addImageCell(autoScaledPic);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "imgAutoScale.pdf");
```

Image – setColoredBorder(Color color, Number width)

Sets a border on a PDF in the specified color.

Parameters

Name	Type	Description
color	Color	Image border color.
width	Number	Width of the border in points.

Returns

Type	Description
None	

The following example shows how to set a five-point red-colored border on an image.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var borderColor = new sn_pdfgeneratorutils.Color([1.0,0.0,0.0]);

// declare image using sys attachment
var image = new
 sn_pdfgeneratorutils.Image("<imgAttachment_sys_id>");

image.setColoredBorder(borderColor, 5);

document.addImage(image);
document.saveAsAttachment("incident", "<record_sys_id>",
 "docWithBorderedImage.pdf");
```

Image – setHorizontalAlignment(String alignment)

Sets the horizontal alignment of the image.

Parameters

Name	Type	Description
alignment	String	Positions image alignment on a page or block element. Valid values: • Center • Left • Right Default: Left

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to add a centered image on a PDF page.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare image using sys attachment
var image = new
 sn_pdfgeneratorutils.Image("<imgAttachment_sys_id>");

String alignment = "Center";
image.setHorizontalAlignment(alignment);

document.addImage(image);
// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<sys_id>",
 "docWithImageCentered.pdf");
```

Image – setNoBorder()

Sets an image to have no border.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to add an image to a document without a border.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare image using sys attachment
var image = new
 sn_pdfgeneratorutils.Image("<imgAttachment_sys_id>");

image.setNoBorder();

document.addImage(image);
document.saveAsAttachment("incident", "<sys_id>",
 "docWithImgNoBorder.pdf");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Interaction - Scoped

The *Interaction* API provides methods that enable you to define the behavior for interaction records.

This class requires the Interaction Logging, Routing, and Queueing plugin (com.glide.interaction) and runs in the `sn_interaction` namespace.

Interaction - accept()

Accepts a new interaction.

Accepting a transfer only works for pending transfers. Find any pending transfers in the Interaction Agent Transfer [interaction_agent_transfer] table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if the transfer is accepted.

```
var now_GR = new GlideRecord('interaction');
GR.get('b2c0a3af202a1300964f959e0488de75');
var interaction =
 sn_interaction.Interaction.getInteraction(GR).accept();
```

Interaction - create(Object options)

Creates an interaction.

Parameters

Name	Type	Description
options	Object	Field values for an interaction record. The channel field with the channel sys_id and channel metadata are required. If a queue is not included in the parameter, the system returns `Interaction b2c0a3af202a1300964f959e0488de75 has no queue specified... running queue matching rules.`

Returns

Type	Description
Object	Interaction

```
var interactionObj = sn_interaction.Interaction.create({
 channel: '28a59893873103002ae97e2526cb0b5d',
 channel_metadata:{},
 opened_for: '46d44a23a9fe19810012d100cca80666',
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 queue: 'f3a50867b30303002186a72256a8dcb7'
});
```

Interaction - getInteraction(GlideRecord interaction)

Returns an interaction record.

Parameters

Name	Type	Description
interaction	GlideRecord	Interaction record from the interaction table [interaction] that is retrieved from the system.

Returns

Type	Description
Object	Interaction

```
var now_GR = new GlideRecord('interaction');
now_GR.get('608a21bd096a9300964ffbd57ba7dd8d');
var interaction =
 sn_interaction.Interaction.getInteraction(now_GR);
```

Interaction - transferToAgent(String sysID)

Transfers an interaction record to an agent using the sys_id for the agent.

When an interaction is transferred from one agent to another, the interaction needs to be accepted or rejected using GlideRecord APIs. Use the GlideRecord API to change the state of the interaction and update. For more information, see the GlideRecord - update method.

Note: This method has been deprecated.

Parameters

Name	Type	Description
SysID	String	The sys_id of the user you want to transfer an interaction record to.

Returns

Type	Description
void	

```
var now_GR = new GlideRecord('interaction');
GR.get('24b927ef202a1300964f959e0488de2d');
var interaction = sn_interaction.Interaction.getInteraction(GR);
interaction.transferToAgent('6816f79cc0a8016401c5a33be04be441');
```

Interaction - transferToQueue(String sysID)

Transfers an interaction record to an interaction queue.

Transferring an interaction from one queue to another closes the original interaction and creates an interaction in the new queue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This method has been deprecated.

Parameters

Name	Type	Description
SysID	String	The sys_id of the interaction queue you want to transfer the interaction record to.

Returns

Type	Description
void	

```
var now_GR = new GlideRecord('interaction');
GR.get('24b927ef202a1300964f959e0488de2d');
var interaction = sn_interaction.Interaction.getInteraction(GR);
interaction.transferToQueue('86fee1933b101300088d832b44efc474');
```

IPAddress - Scoped, Global

The *IPAddress* API provides methods that enable you to check for various states of a specified IP address, such as whether it is routable, unicast, multicast, public, or reserved. It also enables you to get the canonical (shortened/standard) and expanded forms of an IP address.

Access the global *IPAddress* class and its associated methods in the SNC global namespace.

In this API, some of the methods are static and some are non-static. The isV4() and isV6() methods provide both static and non-static implementations. The benefit of the non-static methods is that you don't have to call the IPAddress() method to instantiate an IPAddress object.

IPAddress - IPAddress(String ipAddress)

Instantiates an IPAddress object for the specified IP address.

Parameters

Name	Type	Description
ipAddress	String	IP address for which to create the IPAddress object.

The following code example shows how to call the IPAddress constructor when calling a non-static *IPAddress* method.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");

  var ip = grDiscover.getValue('network_ip');
  var ip2 = gs.getSession().getClientIP().toString();
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + ip2);
  gs.info("ip address 1 is routable?: " + new
 SNC.IPAddress(ip).isRoutable());
  gs.info("ip address 2 is routable?: " + new
 SNC.IPAddress(ip2).isRoutable());
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

IPAddress - canonicalize(String ipAddress)

Returns the canonical (shortened/standard) form of the specified IP address by removing any zero padding from the address.

For example, the canonical form of the IPv6 address "0000:0000:0000:0000:0000:0000:0000:0001" is "::1". The canonical form of the IPv4 address "192.168.001.002" is "192.268.1.2".

Note: This is a static method.

Parameters

Name	Type	Description
ipAddress	String or Object	IP address to canonicalize or a scoped IPAddress object that contains the IP address.

Returns

Type	Description
String	Canonicalized (shortened/standardized) IP address.

The following example shows how to use the scoped version of this method to canonicalize an IPv6 IP address.

```
function() {
  var grCMDB = new GlideRecord('cmdb_ci');
  grCMDB.get("SYS_ID");
  var ip = grCMDB.getValue('ip_address');
  gs.info("ip address: " + ip);
  gs.info("canonicalized ip: " +
 SNC.IPAddress.canonicalize(ip));
}
```

Output:

```
ip address: 0000:0000:0000:0000:0000:0000:0000:0001
canonicalized ip: ::1
```

IPAddress - getExpanded(String ipAddress)

Returns the expanded form of the specified IP address

For example, the expanded form of the IPv6 address "::1" is "0000:0000:0000:0000:0000:0000:0000:0001". The expanded form of the IPv4 address "192.268.1.2" is "192.168.001.002".

Note: This is a static method.

Parameters

Name	Type	Description
ipAddress	String	IP address to expand.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Expanded IP address.

The following example shows how to use the scoped version of this method to expand an IPv6 IP address.

```
function() {
  var grCMDB = new GlideRecord('cmdb_ci');
  grCMDB.get(SYS_ID);
  var ip = grCMDB.getValue('ip_address');
  gs.info("ip address: " + ip);
  gs.info("expanded ip: " + SNC.IPAddress.getExpanded(ip));
}
```

Output:

```
ip address: ::1
expanded ip: 0000:0000:0000:0000:0000:0000:0000:0001
```

IPAddress - isLinkLocal()

Determines whether the specified IPAddress object is a link-local IP address.

For further information on link-local IP addresses see RFC 3927 and RFC 4291.

Note: This is a non-static method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the IP address object is a link-local address. Valid values: • true: IP address is a link-local address. • false: IP address is not a link-local address.

The following code example shows how to use the scoped version of this method to check if the IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are link-local addresses.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");

  var ip = grDiscover.getValue('network_ip');
  var start_ip = grDiscover.getValue('start_ip_address');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + start_ip);
  gs.info("ip address 1 is link local?: " + new
 SNC.IPAddress(ip).isLinkLocal());
  gs.info("ip address 2 is link local?: " + new
 SNC.IPAddress(start_ip).isLinkLocal());
}
```

Output:

```
ip address 1: ::1
ip address 2: fe80:1::1
ip address 1 is link local?: false
ip address 2 is link local?: true
```

IPAddress - isLocalhost()

Determines whether the specified IPAddress object is the loopback IP address.

For additional information on the loopback IP address, see IANA IPv4 Special-Purpose Address Registry and IANA IPv6 Special-Purpose Address Registry.

Note: This is a non-static method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the IP address object is the loopback IP address. Valid values: • true: IP address is the loopback IP address. • false: IP address is not the loopback IP address.

The following code example shows how to use the scoped version of this method to check if the IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are the loopback IP address.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");
  var ip = grDiscover.getValue('network_ip');
  var start_ip = grDiscover.getValue('start_ip_address');
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + start_ip);
  gs.info("ip address 1 is localhost?: " + new
 SNC.IPAddress(ip).isLocalhost());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.info("ip address 2 is localhost?: " + new
 SNC.IPAddress(ip2).isLocalhost());
}
```

Output:

```
ip address 1: 127.0.0.1
ip address 2: <current user's public IP Address>
ip address 1 is localhost?: true
ip address 2 is localhost?: false
```

IPAddress - isMulticast()

Determines whether the specified IPAddress object is a multicast IP address.

For further information on multicast IP addresses see RFC 2365 and RFC 3306.

Note: This is a non-static method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the IP address object is a multicast address. Valid values: • true: IP address is a multicast address. • false: IP address is not a multicast address.

The following code example shows how to use the scoped version of this method to check if the IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are multicast addresses.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");
  var ip = grDiscover.getValue('network_ip');
  var start_ip = grDiscover.getValue('start_ip_address');
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + start_ip);
  gs.info("ip address 1 is multicast?: " + new
 SNC.IPAddress(ip).isMulticast());
  gs.info("ip address 2 is multicast?: " + new
 SNC.IPAddress(start_ip).isMulticast());
}
```

Output:

```
ip address 1: ::1
ip address 2: 224.0.0.22
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
ip address 1 is multicast?: false
ip address 2 is multicast?: true
```

IPAddress - isPublic()

Determines whether the specified IPAddress object is a public IP address. An IP address is considered public if it is routable, and it is not a reserved address.

Note: This is a non-static method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the IP address object is a public address. Valid values: • true: IP address is a public address. • false: IP address is not a public address.

The following code example shows how to use the scoped version of this method to check if the IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are public addresses.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");
  var ip = grDiscover.getValue('network_ip');
  var ip2 = gs.getSession().getClientIP().toString();
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + ip2);
  gs.info("ip address 1 is public?: " + new
 SNC.IPAddress(ip).isPublic());
  gs.info("ip address 2 is public?: " + new
 SNC.IPAddress(ip2).isPublic());
}
```

Output:

```
ip address 1: 2001:1::1
ip address 2: <current user's public IP Address>
ip address 1 is public?: false
ip address 2 is public?: true
```

IPAddress - isReserved()

Determines whether the specified IPAddress object is a reserved IP address.

For additional information on reserved IP addresses, see IANA IPv4 Special-Purpose Address Registry and IANA IPv6 Special-Purpose Address Registry.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This is a non-static method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the IP address object is a reserved address. Valid values: • true: IP address is a reserved address. • false: IP address is not a reserved address.

The following code example shows how to use the scoped version of this method to check if the IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are reserved addresses.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");
  var ip = grDiscover.getValue('network_ip');
  var ip2 = gs.getSession().getClientIP().toString();
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + ip2);
  gs.info("ip address 1 is reserved?: " + new
 SNC.IPAddress(ip).isReserved());
  gs.info("ip address 2 is reserved?: " + new
 SNC.IPAddress(ip2).isReserved());
}
```

Output:

```
ip address 1: 2001:1::1
ip address 2: <current user's public IP Address>
ip address 1 is reserved?: true
ip address 2 is reserved?: false
```

IPAddress - isRoutable()

Determines whether the specified IPAddress object is a routable IP address.

An IP Address is considered to be routable if it is not a private address, a link-local address, or the loopback address. For additional information on private addresses, see RFC 1918 and RFC 4193.

Note: This is a non-static method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the IP address object is a routable address. Valid values: • true: IP address is a routable address. • false: IP address is not a routable address.

The following code example shows how to use the scoped version of this method to check if the IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are routable addresses.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");
  var ip = grDiscover.getValue('network_ip');
  var ip2 = gs.getSession().getClientIP().toString();
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + ip2);
  gs.info("ip address 1 is routable?: " + new
 SNC.IPAddress(ip).isRoutable());
  gs.info("ip address 2 is routable?: " + new
 SNC.IPAddress(ip2).isRoutable());
}
```

Output:

```
ip address 1: ::1
ip address 2: <current user's public IP Address>
ip address 1 is routable?: false
ip address 2 is routable?: true
```

IPAddress - isSameVersionAs(String ipAddress)

Determines whether the passed IPAddress object is the is the same version, IPv4 or IPv6, as the specified IP address.

Note: This is a non-static method.

Parameters

Name	Type	Description
ipAddress	String	IP address to check against the IP address in the passed IPAddress object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the specified IP address is the same version as that in the IPAddress object. Valid values: • true: IP address version is the same. • false: IP address version is different.

The following code example shows how to use the scoped version of this method to compare whether various IP address are the same version (IPv4 or IPv6).

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");
  var ip = grDiscover.getValue('network_ip');
  var start_ip = grDiscover.getValue('start_ip_address');
  var end_ip = grDiscover.getValue('end_ip_address');
  gs.info("ip address 1: "+ ip);
  gs.info("ip address 2: " + start_ip);
  gs.info("ip address 3: " + end_ip);
  var ip1 = new SNC.IPAddress(ip);
  var ip2 = new SNC.IPAddress(start_ip);
  var ip3 = new SNC.IPAddress(end_ip);
  gs.info("ip address 1 is same version as ip address 2?: " +
 ip1.isSameVersionAs(ip2));
  gs.info("ip address 1 is same version as itself?: " +
 ip1.isSameVersionAs(ip1));
  gs.info("ip address 2 is same version as ip address 3?: " +
 ip2.isSameVersionAs(ip3));
}
```

Output:

```
ip address 1: 192.168.0.1
ip address 2: ::2
ip address 3: ::3
ip address 1 is same version as ip address 2?: false
ip address 1 is same version as itself?: true
ip address 2 is same version as ip address 3?: true
```

IPAddress - isUnicast()

Determines whether the specified IPAddress object is a unicast IP address.

A unicast address is effectively an address that is not multicast.

Note: This is a non-static method.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the IP address object is a unicast address. Valid values: • true: IP address is a unicast address. • false: IP address is not a unicast address.

The following code example shows how to use the scoped version of this method to check if the IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are unicast addresses.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");
  var ip = grDiscover.getValue('network_ip');
  var start_ip = grDiscover.getValue('start_ip_address');
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + start_ip);
  gs.info("ip address 1 is unicast?: " + new
 SNC.IPAddress(ip).isUnicast());
  gs.info("ip address 2 is unicast?: " + new
 SNC.IPAddress(ip2).isUnicast());
}
```

Output:

```
ip address 1: 224.0.0.22
ip address 2: <current user's public IP Address>
ip address 1 is unicast?: false
ip address 2 is unicast?: true
```

IPAddress - isV4(String ipAddress)

Determines whether the specified IP address is a valid IPv4 address.

This method has both static and non-static implementations. The way in which you call the two method types is slightly different. For the non-static implementation you don't need to first instantiate an IPAddress object and you pass the IP address in the IPAddress class reference. Both return the same response.

Parameters

Name	Type	Description
ipAddress	String	IP address to validate. For the non-static implementation, the IP address is passed in the IPAddress class reference instead of the method call. For example `New SNC.IPAddress("::1").isV4();`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the specified IP address is a valid IPv4 address. Valid values: • true: IP address is valid. • false: IP address is invalid.

The following example shows how to use the scoped static version of this method to verify whether IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are valid IPv4 addresses.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");
  var ip = grDiscover.getValue('network_ip');
  var start_ip = grDiscover.getValue('start_ip_address');
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + start_ip);
  gs.info("ip address 1 is v4?: " + SNC.IPAddress.isV4(ip));
  gs.info(("ip address 2 is v4?: " +
 SNC.IPAddress.isV4(start_ip));
}
```

Output:

```
ip address 1: 192.168.0.1
ip address 2: ::2
ip address 1 is v4?: true
ip address 2 is v4?: false
```

The following example shows how to use the non-static version of this method to verify whether IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are valid IPv4 addresses.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");
  var ip = grDiscover.getValue('network_ip');
  var start_ip = grDiscover.getValue('start_ip_address');
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + start_ip);
  gs.info("ip address 1 is v4?: " + new
 SNC.IPAddress(ip).isV4());
  gs.info("ip address 2 is v4?: " + new
 SNC.IPAddress(start_ip).isV4());
}
```

Output:

```
ip address 1: 192.168.0.1
ip address 2: ::2
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
ip address 1 is v4?: true
ip address 2 is v4?: false
```

IPAddress - isV6(String ipAddress)

Determines whether the specified IP address is a valid IPv6 address.

This method has both static and non-static implementations. The way in which you call the two method types is slightly different. For the non-static implementation you don't need to first instantiate an IPAddress object and you pass the IP address in the IPAddress class reference. Both return the same response.

Parameters

Name	Type	Description
ipAddress	String	IP address to validate. For the non-static implementation, the IP address is passed in the IPAddress class reference instead of the method call. For example `New SNC.IPAddress("::1").isV6();`.

Returns

Type	Description
Boolean	Flag that indicates whether the specified IP address is a valid IPv6 address. Valid values: • true: IP address is valid. • false: IP address is invalid.

The following example shows how to use the scoped static version of this method to verify whether IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are valid IPv6 addresses.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get(SYS_ID);
  var ip = grDiscover.getValue('network_ip');
  var start_ip = grDiscover.getValue('start_ip_address');
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + start_ip);
  gs.info("ip address 1 is v6?: " + SNC.IPAddress.isV6(ip));
  gs.info(("ip address 2 is v6?: " +
 SNC.IPAddress.isV6(start_ip));
}
```

Output:

```
ip address 1: 192.168.0.1
ip address 2: ::2
ip address 1 is v6?: false
ip address 2 is v6?: true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to use the scoped non-static version of this method to verify whether IP addresses in a record in the Discovery IP Ranges [discovery_range_item] table are valid IPv6 addresses.

```
function() {
  var grDiscover = new GlideRecord('discovery_range_item');
  grDiscover.get("SYS_ID");

  var ip = grDiscover.getValue('network_ip');
  var start_ip = grDiscover.getValue('start_ip_address');
  gs.info("ip address 1: " + ip);
  gs.info("ip address 2: " + start_ip);

  gs.info("ip address 1 is v6?: " + new
 SNC.IPAddress(ip).isV6());
  gs.info("ip address 2 is v6?: " + new
 SNC.IPAddress(start_ip).isV6());

}
```

Output:

```
ip address 1: 192.168.0.1
ip address 2: ::1
ip address 1 is v6?: false
ip address 2 is v6?: true
```

IPAddress - isValid(String ipAddress)

Determines whether the specified IP address is a valid IPv4 or IPv6 address.

Note: This is a static method.

Parameters

Name	Type	Description
ipAddress	String	IP address to validate.

Returns

Type	Description
Boolean	Flag that indicates whether the specified IP address is a valid IPv4 or IPv6 address. Valid values: • true: IP address is valid. • false: IP address is invalid.

The following code example shows how to use the scoped version of this method to check if the IP address in a record within the Configuration Items [cmdb_ci] is valid.

```
function() {
  var grCMDB = new GlideRecord('cmdb_ci');
  grCMDB.get("SYS_ID");
  var ip = grCMDB.getValue('ip_address');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.info("ip address: " + ip)
  var ipAddress = new SNC.IPAddress(ip);
  gs.info("ip is valid?: " + ipAddress.isValid())
}
```

Output:

```
ip address: 127.0.0.1
ip is valid?: true
```

IPAddress - toExpanded()

Returns the expanded form of an IPAddress object.

Note: This is a non-static method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Expanded IP address.

The following example shows how to use the scoped version of this method to expand an IPv6 IP address.

```
function() {
  var grDiscover = new GlideRecord('cmdb_ci');
  grDiscover.get("SYS_ID");
  var ip = grDiscover.getValue('ip_address');
  gs.info("ip address: " + ip);
  gs.info("expanded ip address: " + new
 SNC.IPAddress(ip).toExpanded());
}
```

Output:

```
ip address: 2001:41::1
expanded ip address: 2001:0041:0000:0000:0000:0000:0000:0001
```

IPAddressFixup - Global

The *IPAddressFixup* script include provides methods that ensure that no other device has the same IP address, after a device has been successfully discovered. If any duplicates are found, the IP address field is cleared.

Use with any server-side Discovery script to validate IP addresses.

IPAddressFixup - dedupe(String tableName, String ip)

Removes duplicates of the specified IP address in the specified table.

After a device has been successfully discovered, you can use the *dedupe()* method to remove the duplicate IP addresses for that device.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
tableName	String	Table to check for duplicates.
ip	String	IP address to check for.

Returns

Type	Description
void	

The following example shows how to use *dedupe()* in a background script to remove duplicate IP addresses for the specified IP address within the cmdb_ci_hardware table.

```
var grDiscovery=new GlideRecord("discovery_device_history");
grDiscovery.addQuery('sys_id','<sys id of the record>'); //
 sys_id of the device discovery_device_history
grDiscovery.query();
if(grDiscovery.next())
  {
    var fx=new IPAddressFixup(grDiscovery.cmdb_ci); //
 Instantiate IPAddressFixup - pass cmdb reference
    fx.dedupe('cmdb_ci_hardware','192.161.1.1'); // Pass the IP
 address and table which removes duplicates of the specified IP
 address in the specified table.
  }
```

The following example shows how to use *dedupe()* in a business rule to remove duplicate IP addresses for the specified IP address within the cmdb_ci_hardware table.

```
(function executeRule(current, previous /*null when async*/) {

var cmdb_ci = current.cmdb_ci + '';
if (cmdb_ci)
  {
    var ipf = new IPAddressFixup(cmdb_ci); // Instantiate
 IPAddressFixup - pass cmdb reference
    ipf.dedupe('cmdb_ci_hardware','168.128.1.1'); // Removes
 duplicates of the specified IP address in the specified table.
  }
})(current, previous);
```

IPAddressFixup - dedupeAll()

Removes all duplicate IP addresses from the tables.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

The following example shows how to use *dedupeAll()* in a background script to remove all duplicate IP addresses.

```
var grDiscovery=new GlideRecord("discovery_device_history");
grDiscovery.addQuery('sys_id','<sys id of the record>'); //
 sys_id of the device discovery_device_history
grDiscovery.query();
if(grDiscovery.next())
{
  var fx=new IPAddressFixup(grDiscovery.cmdb_ci); // Call script
 include IPAddressFixup and pass cmdb reference
  fx.dedupeAll(); //Removes all duplicate IP addresses from the
 tables.
}
```

The following example shows how to use *dedupeAll()* in a business rule to remove all duplicate IP addresses.

```
(function executeRule(current, previous /*null when async*/) {

var cmdb_ci = current.cmdb_ci + '';
if (cmdb_ci)
{
  var ipf = new IPAddressFixup(cmdb_ci); //call script include
 IPAddressFixup and pass cmdb reference
  ipf.dedupeAll(); //Removes all duplicate IP addresses from the
 tables.
})(current, previous);
```

IPAddressFixup - fix()

Removes all duplicate IP addresses and ensures that the parent ip_address record is set to one of the network interface card's (NIC) IP addresses.

After a device has been successfully discovered, you can use the *dedupe()* method to remove the duplicate IP addresses for that device and set the parent ip_address record value.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

The following example shows how to use *fix()* in a background script to remove duplicate IP addresses and set the parent IP address.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var grDiscovery=new GlideRecord("discovery_device_history");
grDiscovery.addQuery('sys_id','<sys id of the the record>'); //
 sys_id of the device discovery_device_history
grDiscovery.query();
if(grDiscovery.next())
  {
    var fx=new IPAddressFixup(grDiscovery.cmdb_ci); //
 Instantiate IPAddressFixup - pass cmdb reference
    fx.fix(); // Remove all duplicate IP addresses and ensure
 that the parent ip_address record is set to one of the NIC's IP
 addresses.
  }
```

The following example shows how to use *fix()* in a business rule to remove duplicate IP addresses and set the parent IP address.

```
(function executeRule(current, previous /*null when async*/) {

var cmdb_ci = current.cmdb_ci + '';
if (cmdb_ci)
  {
    var ipf = new IPAddressFixup(cmdb_ci); // Instantiate
 IPAddressFixup - pass cmdb reference
    ipf.fix(); /// Remove all duplicate IP addresses and ensure
 that the parent ip_address record is set to one of the NIC's IP
 addresses.
  }
})(current, previous);
```

IPAddressFixup - getParentIP()

Returns the parent IP address for the current device.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Parent IP address

The following example shows how to use *getParentIP()* in a background script to obtain the parent IP address.

```
var grDiscovery=new GlideRecord("discovery_device_history"); //
 current.cmdb_ci can be used in case of Business rule on
 discovery_device_history table
grDiscovery.addQuery('sys_id','<sys id of the the record>'); //
 sys_id of the device discovery_device_history
grDiscovery.query();
if(grDiscovery.next())
  {
    var fx=new IPAddressFixup(grDiscovery.cmdb_ci); //
 Instantiate IPAddressFixup - pass cmdb reference
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    gs.info(fx.getParentIP()); // Display the parent IP address
 of the device
  }
```

Output:

```
172.21.12.11
```

The following example shows how to use *getParentIP()* in a business rule to obtain the parent IP address.

```
((function executeRule(current, previous /*null when async*/) {

var cmdb_ci = current.cmdb_ci + '';
if (cmdb_ci)
  {
    var ipf = new IPAddressFixup(cmdb_ci); // Instantiate
 IPAddressFixup - pass cmdb reference
    gs.log(ipf.getParentIP()); // Log the parent IP address of
 the device. Located in the system logs table
  }
})(current, previous);
```

IPAddressFixup - setParentIP(String ip)

Sets the parent IP address field for the current CI.

Parameters

Name	Type	Description
ip	String	Parent IP address for the current CI.

Returns

Type	Description
void	

The following example shows how to use *setParentIP()* in a background script to store the parent IP address.

```
var grDiscover=new GlideRecord("discovery_device_history");
grDiscover.addQuery('sys_id','a14e43b31bb4051070cb96c6b04bcb23')
; // sys_id of the device in discovery_device_history table. Put
 your own sys_id here.
grDiscover.query();
if(grDiscover.next())
  {
    var fx=new IPAddressFixup(grDiscover.cmdb_ci); //
 Instantiate IPAddressFixup - pass cmdb reference.
    fx.setParentIP('197.111.1.1'); // Pass IP address to set as
 new IP on current mentioned CI.
  }
```

The following example shows how to use *setParentIP()* in a business rule to store the parent IP address.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
((function executeRule(current, previous /*null when async*/) {

var cmdb_ci = current.cmdb_ci + '';
if (cmdb_ci)
  {
    var ipf = new IPAddressFixup(cmdb_ci); // Instantiate
 IPAddressFixup - pass cmdb reference
    fx.setParentIP('195.11.1.1'); // Set the new IP address of
 the CI
  }
})(current, previous);
```

IPAddressFixup - syncIP()

Ensures that the parent ip_address record is set to one of the NIC's IP addresses, or leaves it alone if there were no NICs.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This shows an example of using the *syncIP()* method in a background script.

```
var grDevHistory=new GlideRecord("discovery_device_history");
grDevHistory.addQuery('sys_id','a14e43b31bb4051070cb96c6b04bcb23
'); // Sys_id of the device in discovery_device_history table.
 Put your own sys_id here.
grDevHistory.query();
if(grDevHistory.next())
  {
    var fx=new IPAddressFixup(grDevHistory.cmdb_ci); // Call the
 script include IPAddressFixup and pass cmdb reference
    fx.syncIP(); // Ensures that the parent ip_address record
 is set to one of the NIC's IP addresses, or leaves it alone if
 there were no NICs.
  }
```

This shows an example of using the *syncIP()* method in a business rule.

```
(function executeRule(current, previous /*null when async*/) {

var cmdb_ci = current.cmdb_ci + '';
if (cmdb_ci)
  {
    var ipf = new IPAddressFixup(cmdb_ci); // Call script
 include IPAddressFixup and pass cmdb reference
    ipf.syncIP(); // Ensures that the parent ip_address record
 is set to one of the NIC's IP addresses, or leaves it alone if
 there were no NICs.
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
})(current, previous);
```

IPService - Global

The *IPService* script include provides methods that encapsulate an IP Service.

Use this class during the discovery scanning phase.

See also AbstractDBObject - isValid().

IPService - IPService(Object source)

Creates an instance of the IPService class.

Parameters

Name	Type	Description
source	Object	Either a GlideRecord instance or a sys_id string

IPService - creates

The table where this service creates entries.

Field

Name	Type	Description
creates	String	The table where this service creates entries.

IPService - description

Description of the IPService.

Field

Name	Type	Description
description	String	Description of the IPService.

IPService - getFromArrayList(Array list)

Returns an array of IPService instances specified by a Java ArrayList of sys_ids.

Parameters

Name	Type	Description
list	Array	List of sys_ids.

Returns

Type	Description
Array	IPService instances

IPService - port

The TCP or UDP port used by the service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field

Name	Type	Description
port	String	The TCP or UDP port used by the service.

IPService - protocol

The protocol used by the service ("UDP", "TCP", or "TCP/UDP").

Field

Name	Type	Description
protocol	String	The protocol used by the service ("UDP", "TCP", or "TCP/UDP").

IPService - name

A short name or handle for the IPService.

Field

Name	Type	Description
name	String	Name of the IPService

IPService - serviceName

A long, descriptive English name for the IPService.

Field

Name	Type	Description
serviceName	String	A long, descriptive English name for the IPService.

IPService - sysID

The sys_id of this record.

Field

Name	Type	Description
sysID	String	The sys_id of this record.

JavascriptProbe - Global

The `JavascriptProbe` script include provides methods for using the JavascriptProbe on the MID Server.

Use these methods in server scripts to send a probe to the MID Server For more information, see Create a JavaScript Probe activity.

JavascriptProbe - JavascriptProbe(String midServer)

Creates an instance of the JavascriptProbe.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
midServer	String	The MID server name

The following example shows how to use an instance of *JavascriptProbe*.

```
var jspr = new JavascriptProbe('midserver_name');

var func = function () {
    // Java FileWriter class of java.io package. FileWriter is
 write data in character.
    var FileWriter = Packages.java.io.FileWriter;

    // Constructs a FileWriter object given a file name.
    var file = new FileWriter("TestMessage.txt");

    // Gets the parameter from the ECC queue payload.
    var message = probe.getParameter("message");

    // Write the message to a file.
    file.write(message);

    // Close the FileWriter.
    file.close();
    file = null;
}

// Add parameter to pass to MIDServer.
jspr.addParameter('message', 'ServiceNow Message');

// Set the script to be executed by the MIDServer as a string
jspr.setJavascript('(' + func.toString() + ')();');

// Send to MIDServer. The MIDServer will execute the Script
 immediately.
jspr.create();
```

JavascriptProbe - addParameter(String name, String value)

Adds a parameter with the specified value to the probe.

Parameters

Name	Type	Description
name	String	The parameter name
value	String	The parameter's value

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var jspr = new JavascriptProbe('msserv');
jspr.setName('jsprobe100');
jspr.setSource('jspr_source');
jspr.addParameter('support_feat', 'yes');
```

JavascriptProbe - create()

Creates the probe for the current MID server, puts it on the output queue, and sets its state to "ready".

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var jspr = new JavascriptProbe('msserv');
jspr.setName('jsprobe100');
jspr.setSource('jspr_source');
jspr.setJavascript('jspr_script');
jspr.create();
```

JavascriptProbe - setJavascript(String script)

Adds a script to the probe.

Parameters

Name	Type	Description
script	String	The script to add to the probe

Returns

Type	Description
void	

```
var jspr = new JavascriptProbe('msserv');
jspr.setName('jsprobe100');
jspr.setSource('jspr_source');
jspr.setJavascript('jspr_script');
```

JavascriptProbe - setName(String name)

Sets the name of the JavascriptProbe

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	The name to give the JavascriptProbe.

Returns

Type	Description
void	

```
var jspr = new JavascriptProbe('msserv');
jspr.setName('jsprobe100');
```

JavascriptProbe - setSource(String ip)

Sets the source of the probe.

Parameters

Name	Type	Description
ip	String	The IP address of the target probe.

Returns

Type	Description
void	

```
var jspr = new JavascriptProbe('msserv');
jspr.setName('jsprobe100');
jspr.setSource('100.100.100.1');
```

j2js - Global

The `j2js` script include enables you to convert Java objects to JavaScript objects.

If the given value is a Java object that can be converted to an equivalent JavaScript object, that conversion is performed and the result is returned. Otherwise the original Java object is returned.

The `j2js` class is available to server-side scripts.

The specific conversion performed in the order they are checked.

- Java String -> JavaScript string
- Java Boolean -> JavaScript boolean
- Java Integer -> JavaScript number
- Java Long -> JavaScript number
- Java Double -> JavaScript number
- Java Byte -> JavaScript number
- Java Float -> JavaScript number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Java Short -> JavaScript number
- Java Character -> JavaScript number
- Java Array -> JavaScript Array with order preserved
- Java List -> JavaScript Array with order preserved
- Java Map -> JavaScript Object with the key/value pairs translated into property/value pairs
- Java Set -> JavaScript Array in arbitrary order

Conversions are performed recursively on the elements of arrays, lists, or collections. For example, given a Java ArrayList of ArrayLists of strings, this will return a JavaScript Array of Arrays of strings.

j2js - j2js(Object javaObject)

Converts a Java object from system code to a JavaScript object.

Parameters

Name	Type	Description
javaObject	Object	A Java object from system code such as a Packages call.

Returns

Type	Description
Object	A JavaScript object if the parameter can be converted, otherwise it returns the Java object.

```
var tu = new TableUtils("cmdb_ci_win_server");
var classes = tu.getHierarchy();
//getHierarchy returns a Java ArrayList, which is not exactly
 like a JavaScript Array
//for example you cannot get length
gs.print("classes = " + classes);
gs.print("classes.length = " + classes.length);

//convert to a JavaScript Array
gs.include("j2js");
var jsClasses = j2js(classes);
gs.print("jsClasses = " + jsClasses);
gs.print("jsClasses.length = " + jsClasses.length);
```

Output:

```
classes = [cmdb_ci_win_server, cmdb_ci_server, cmdb_ci_computer,
 cmdb_ci_hardware, cmdb_ci]
classes.length = undefined
jsClasses =
 cmdb_ci_win_server,cmdb_ci_server,cmdb_ci_computer,cmdb_ci_hard
ware,cmdb_ci
jsClasses.length = 5
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

JSON - Global

The *JSON* script include provides methods to create JSON objects from a string, and to turn JSON objects into strings.

This API has dynamic and static methods. You access the dynamic methods by creating a JSON object. To use the dynamic methods in a scoped application, add the global prefix when calling the constructor. You access the static methods by using the static JSON object.

The JavaScript ES5 native JSON object is used instead of the JSON static methods. If your script needs the old behavior, use the *encode()* and *decode()* methods.

This example creates a JSON object.

```
// obj is a JSON formatted object
var parser = new JSON(); // encode() and decode() are dynamic
 methods.
var str = parser.encode(obj);
```

The *encode()* and *decode()* methods are deprecated. Use the JavaScript JSON object instead.

This example creates a JSON object in a scoped script.

```
// obj is a JSON formatted object
var parser = new global.JSON();
var str = parser.encode(obj);
```

This example uses the static methods.

```
// obj is a JSON formatted object
var str =  JSON.stringify(obj);
// str is a string containing content to be turned into a JSON
 formatted object
var obj = JSON.parse(str);
```

JSON - JSON()

Creates an instance of the JSON class.

This class is deprecated. Use the JavaScript JSON object instead.

Parameters

Name	Type	Description
None		

JSON - decode(String str)

Creates an object or primitive type from a JSON formatted string.

Note: This class is deprecated. Use the JavaScript JSON object instead.

Parameters

Name	Type	Description
str	String	A JSON formatted string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	An object created from the specified string.

```
var str = '{"name":"George","lastname":"Washington"}';
var parser = new JSON();
var obj = parser.decode(str);
gs.info('The first name is '  + obj.name);
```

Output: The first name is George

To use in a scoped script.

```
var str = '{"name":"George","lastname":"Washington"}';
var parser = new global.JSON();
var obj = parser.decode(str);
gs.info('The first name is '  + obj.name);
```

Output: The first name is George

JSON - encode(Object jsonObject)

Creates a string from a JSON object.

Note: This class is deprecated. Use the JavaScript JSON object instead.

Parameters

Name	Type	Description
jsonObject	Object	The JSON object to be turned into a string.

Returns

Type	Description
String	A JSON formatted string.

```
var obj = {"name":"George","lastname":"Washington"};
var parser = new JSON();
var str = parser.encode(obj);
gs.info('The object '  + str);
```

Output: The object {"lastname":"Washington","name":"George"}

To use in a scoped script.

```
var obj = {"name":"George","lastname":"Washington"};
var parser = new global.JSON();
var str = parser.encode(obj);
gs.info('The object '  + str);
```

JSON - parse(String str)

Creates an object or primitive type from a JSON formatted string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The JavaScript ES5 native JSON object is used instead of the JSON static methods. If your script needs the old behavior, use the *encode()* and *decode()* methods.

Parameters

Name	Type	Description
str	String	A JSON formatted string.

Returns

Type	Description
Object	An object created from the specified string.

```
var str = '{"name":"George","lastname":"Washington"}';
var obj = JSON.parse(str);
gs.info('The first name is '  + obj.name);
```

Output: The first name is George

JSON - stringify(Object jsonObject)

Creates a string from a JSON object.

The *JSON.stringify()* method can only convert numbers, strings, and Java native objects to strings. It cannot convert user-defined objects to strings, unless those objects provide a *toJSON()* method. The call to *current.sys_id()* returns a GlideElement object which does not have a *toJSON()* method, so the return value for stringify is empty: "{}". The JavaScript ES5 native JSON object is used instead of the JSON static methods. If your script needs the old behavior, use the *encode()* and *decode()* methods.

JSON.stringify() converts a value to JSON notation using the following guidelines:

- If the value has a *toJSON()* method, it is responsible for defining the data that is serialized.
- Boolean, number, and string objects are converted to the corresponding primitive values during stringification; in accordance with the traditional conversion semantics.
- If a function, undefined, or a symbol is encountered during conversion, it is either omitted (when it is found in an object) or censored to null (when it is found in an array). *JSON.stringify()* also returns undefined when passing in "pure" values, such as `JSON.stringify(function(){})` or `JSON.stringify(undefined)`.
- All symbol-keyed properties are ignored, even when using a *replacer()* function.
- Instances of Date implement the *toJSON()* function by returning a string (the same as *date.toISOString()*), thus they are treated as strings.
- The numbers Infinity and NaN, as well as the value null, are all considered null.
- For all other object instances, only their enumerable properties are serialized.

Parameters

Name	Type	Description
jsonObject	Object	JSON object to turn into a string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	JSON formatted string.

```
var obj = {"name":"George","lastname":"Washington"};
var str =  JSON.stringify(obj);
gs.info('The object '  + str);
```

Output: The object {"name":"George","lastname":"Washington"}

It is also possible to define a *replacer()* function and use that in the *stringify()* call. This function leverages the *GlideElement.toString()* method to provide a string representation of the GlideElement object.

```
function replacer(name, val) {
   // convert GlideElement to string
   if ( val && val.constructor === GlideElement ) {
       return val.toString();
   } else {
       return val; // return as is
   }
};

var s = global.JSON.stringify(json_obj, replacer);
gs.info("json="+s);
```

JSON - Scoped

The *JSON* script include provides scoped methods to create JSON objects from a string, and to turn JSON objects into strings.

For scoped applications, the *JSON* API uses static methods that call the JavaScript ES5 native JSON object.

Note: Use the global keyword with *JSON* method calls in scoped scripts, for example, `global.JSON.stringify()`. Not using the global keyword could result in an error message, such as `ScopedRhinoObjectWrapper: not a wrappable type: com.glide.script.FieldGlideDescriptor`.

Scoped JSON - parse(String str)

Creates an object or primitive type from a JSON formatted string.

Parameters

Name	Type	Description
str	String	JSON formatted string.

Returns

Type	Description
Object	Object created from the specified string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var str = '{"name":"George","lastname":"Washington"}';
var obj = global.JSON.parse(str);
gs.info('The first name is ' + obj.name);
```

Output:

```
The first name is George
```

Scoped JSON - stringify(Object jsonObject)

Creates a string from a JSON object.

Parameters

Name	Type	Description
jsonObject	Object	JSON object to turn into a string.

Returns

Type	Description
String	JSON-formatted string.

```
var obj = {"name":"George","lastname":"Washington"};
var str =  global.JSON.stringify(obj);
gs.info('The object ' + str);
```

Output:

```
The object {"name":"George","lastname":"Washington"}
```

JSONParser - Global (deprecated)

The *JSONParser* API provides a JSON parser that does not use the JavaScript *eval()* function.

Note: This class is deprecated. Use the JavaScript JSON object instead.

Note: The methods of the *JSONParser* API do not validate the JSON string.

This class cannot be used in a scoped application. Use the JavaScript JSON object instead.

JSONParser - JSONParser()

Creates a JSONParser object.

This class cannot be used in a scoped application. Use the JavaScript JSON object instead.

This class is deprecated. Use the JavaScript JSON object instead.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

JSONStreamingAPI - Scoped

Build a large streaming JSON payload to use in a REST or SOAP request to send bulk data to a third-party API. You can also create the payload as a JSON string for a non-streaming option.

Use these methods in the Workflow Studio script step with the `sn_ih` namespace identifier. For example, you can use this API to create a JSON payload in the Workflow Studio Script step and pass the returned value to the REST step to send the request to a third-party service. For more information, see the Workflow Studio Script step.

You can only use this API within the Workflow Studio environment.

To use this class, you must call the *`build()`* method in the *`JSONStreamingBuilder`* class to return a JSONStreamingAPI object. See JSONStreamingBuilder - Scoped.

API call order

Generate JSON payloads using these APIs in the following order:

`JSONStreamingBuilder`: **Creates a builder object**

Use these methods in the following order to create a builder object:

1. *`JSONStreamingBuilder()`*: Instantiates the JSONStreamingBuilder object.
2. *`withAttachment()`*: Optional. Creates the JSON object as a streaming attachment and stores it in the Streaming Attachments [streaming_attachment] table. If you do not call this method, the API creates the payload as a JSON string.
3. *`expiresAt()`*: Optional. Sets a time when the attachment expires. Must also call the *`withAttachment()`* method.
4. *`build()`*: Returns a JSONStreamingAPI object.

`JSONStreamingAPI`: **Builds the JSON payload**

Use these methods in the following order to create the JSON payload:

1. *`startObject()`*: Creates the parent JSON object.
2. Methods to generate the JSON key-value pairs, such as *`writeFieldName()`*, *`writeString()`*, and *`writeNumberField()`*.
3. *`endObject()`*: Closes the parent JSON object.
4. *`getJSONString()`* or *`getAttachmentId()`*: Returns the JSON string or attachment ID that you created.
5. *`close()`*: Closes the JSONStreamingAPI object.

Size limits

Payloads generated through this API cannot exceed these size limits:

- Attachments: 200 MB
- Strings: 5 MB

Example

This example create a JSON object and stores it in the Attachment [sys_attachment] table with a defined expiration date. You can use this option to create payloads under 5 MB.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alternatively, this example uses the API in the Script step and creates the payload as a JSON string. You can use this option to create payloads under 5 MB.

```
(function execute(inputs, outputs) {

  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.startObject()
    .enablePrettyPrint()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
      .writeStringField("streetAddress", "21 2nd Street")
      .writeStringField("city", "Santa Clara")
      .writeStringField("state", "CA")
      .writeStringField("postalCode", "11111")
    .endObject()
    .writeFieldName("phoneNumber")
    .startArray()
      .startObject()
        .writeFieldName("type")
        .writeString("home")
        .writeFieldName("number")
        .writeString("212 555-1234")
      .endObject()
      .startObject()
        .writeFieldName("type")
        .writeString("fax")
        .writeFieldName("number")
        .writeString("646 555-4567")
      .endObject()
    .endArray()
    .endObject()

  outputs.payload = builder.getJSONString();

})(inputs, outputs);
```

Output:

```
{
"firstName" : "John",
"lastName" : "Smith",
"age" : 25,
"address" : {
  "streetAddress" : "21 2nd Street",
  "city" : "Santa Clara",
  "state" : "CA",
  "postalCode" : "11111"
},
"phoneNumber" : [ {
  "type" : "home",
  "number" : "212 555-1234"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}, {
  "type" : "fax",
  "number" : "646 555-4567"
} ]
}
```

JSONStreamingAPI - close()

Closes the JSONStreamingAPI object. Must call this method to close the stream after building a JSON object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .writeFieldName("number")
    .writeString("212 555-1234")
   .endObject()
   .startObject()               // Add another object to the
 array
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
   .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - disablePrettyPrint()

Ends pretty print JSON formatting.

Before calling this method, you must first call *`enablePrettyPrint()`* to add JSON formatting to a specific section.

Parameters

Name	Type	Description
None		

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

This example adds pretty print formatting to the `address` object.

```
try {
  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.startObject()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeNumberField("age","25")
    .enablePrettyPrint()
    .writeFieldName("address")
    .startObject()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .writeStringField("streetAddress", "21 2nd Street")
    .writeStringField("city", "Santa Clara")
    .writeStringField("state", "CA")
    .writeStringField("postalCode", "11111")
    .endObject()
    .disablePrettyPrint()
    .writeFieldName("phoneNumber")
    .startArray()
    .startObject()
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
    .endObject()
    .startObject()
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
    .endObject()
    .endArray()
    .endObject()

  gs.log(builder.getJSONString());
}

catch (err) {
  gs.log("Exception: " + err);
}

finally {
  builder.close();
}
```

Output:

```
{"firstName":"John","lastName":"Smith","age":25,
"address" : {
  "streetAddress" : "21 2nd Street",
  "city" : "Santa Clara",
  "state" : "CA",
  "postalCode" : "11111"
},"phoneNumber":[{"type":"home","number":"212
 555-1234"},{"type":"fax","number":"646 555-4567"}]}
```

JSONStreamingAPI - enablePrettyPrint()

Adds pretty print formatting to a JSON object, or a section of a JSON object.

To disable pretty print formatting in a JSON object section, use the *disablePrettyPrint()* method.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

```
try {
  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.enablePrettyPrint()
    .startObject()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
    .writeStringField("streetAddress", "21 2nd Street")
    .writeStringField("city", "Santa Clara")
    .writeStringField("state", "CA")
    .writeStringField("postalCode", "11111")
    .endObject()
    .writeFieldName("phoneNumber")
    .startArray()
    .startObject()
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
    .endObject()
    .startObject()
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
    .endObject()
    .endArray()
    .endObject()

  gs.log(builder.getJSONString());
}

catch (err) {
  gs.log("Exception: " + err);
}

finally {
  builder.close();
}
```

Output:

```
{
"firstName" : "John",
"lastName" : "Smith",
"age" : 25,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"address" : {
  "streetAddress" : "21 2nd Street",
  "city" : "Santa Clara",
  "state" : "CA",
  "postalCode" : "11111"
},
"phoneNumber" : [ {
  "type" : "home",
  "number" : "212 555-1234"
}, {
  "type" : "fax",
  "number" : "646 555-4567"
} ]
}
```

JSONStreamingAPI - endArray()

Closes an array within the parent JSON object.

Call the *`startArray()`* method first to open the array.

Parameters

Name	Type	Description
None		

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - endObject()

Closes an object within the parent JSON object.

Call the *`startObject()`* method first to open the object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - getAttachmentId()

Returns the sys_id of the attachment record in the Streaming Attachments [streaming_attachment] table that contains the JSON payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You must call the *withAttachment()* method in the *JSONStreamingBuilder* class to save the JSON payload as an attachment before calling this method. See JSONStreamingBuilder - Scoped.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the attachment record in the Streaming Attachments [streaming_attachment] table that contains the JSON payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - getJSONString()

Returns the JSON object as a string.

To return the JSON object as a string, do not call the *`withAttachment()`* method in the *`JSONStreamingBuilder`* class. See JSONStreamingBuilder - Scoped.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Contains the JSON object built using the *`JSONStreamingAPI`*.

```
try {
  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.startObject()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
    .writeStringField("streetAddress", "21 2nd Street")
    .writeStringField("city", "Santa Clara")
    .writeStringField("state", "CA")
    .writeStringField("postalCode", "11111")
    .endObject()
    .writeFieldName("phoneNumber")
    .startArray()
    .startObject()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
    .endObject()
    .startObject()
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
    .endObject()
    .endArray()
    .endObject()

  gs.log(builder.getJSONString());
}

catch (err) {
  gs.log("Exception: " + err);
}

finally {
  builder.close();
}
```

Output:

```
{
"firstName" : "John",
"lastName" : "Smith",
"age" : 25,
"address" : {
  "streetAddress" : "21 2nd Street",
  "city" : "Santa Clara",
  "state" : "CA",
  "postalCode" : "11111"
},
"phoneNumber" : [ {
  "type" : "home",
  "number" : "212 555-1234"
}, {
  "type" : "fax",
  "number" : "646 555-4567"
} ]
}
```

JSONStreamingAPI - startArray()

Opens an array within the parent JSON object.

Include the *`endArray()`* method to close the array.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - startArrayField(String fieldName)

Creates an array within the parent JSON object.

Surround this method with the *`startArray()`* and *`endArray()`* methods to open and close the array.

Parameters

Name	Type	Description
fieldName	String	The name of the array.

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

```
try {
  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.startObject()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
    .writeStringField("streetAddress", "21 2nd Street")
    .writeStringField("city", "Santa Clara")
    .writeStringField("state", "CA")
    .writeStringField("postalCode", "11111")
    .endObject()
    .startArrayField("phoneNumber")
    .startArray()
    .startObject()
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
    .endObject()
    .startObject()
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
    .endObject()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .endArray()
    .endObject()

  gs.log(builder.getJSONString());
}

catch (err) {
  gs.log("Exception: " + err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - startObject()

Opens an object within the parent JSON object.

Requires the *endObject()* method to close the object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - writeBoolean(Boolean state)

Adds a Boolean value to the parent JSON object.

Parameters

Name	Type	Description
state	Boolean	The boolean value to add to the parent JSON object. Valid values: • true • false

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

```
try {
  var builder = new sn_ih.JSONStreamingBuilder().build();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  builder.startObject()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeFieldName("activeUser")
    .writeBoolean(true)
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
    .writeStringField("streetAddress", "21 2nd Street")
    .writeStringField("city", "Santa Clara")
    .writeStringField("state", "CA")
    .writeStringField("postalCode", "11111")
    .endObject()
    .writeFieldName("phoneNumber")
    .startArray()
    .startObject()
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
    .endObject()
    .startObject()
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
    .endObject()
    .endArray()
    .endObject()

  gs.log(builder.getJSONString());
}

catch (err) {
  gs.log("Exception: " + err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - writeBooleanField(String fieldName, Boolean value)

Adds a Boolean field and value to the parent JSON object.

Parameters

Name	Type	Description
fieldName	String	The name of the field to add to the parent JSON object.
value	Boolean	The boolean value to add to the parent JSON object. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true • false

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

```
try {
  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.startObject()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeBooleanField("activeUser", true)
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
    .writeStringField("streetAddress", "21 2nd Street")
    .writeStringField("city", "Santa Clara")
    .writeStringField("state", "CA")
    .writeStringField("postalCode", "11111")
    .endObject()
    .writeFieldName("phoneNumber")
    .startArray()
    .startObject()
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
    .endObject()
    .startObject()
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
    .endObject()
    .endArray()
    .endObject()

  gs.log(builder.getJSONString());
}

catch (err) {
  gs.log("Exception: " + err);
}

finally {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  builder.close();
}
```

JSONStreamingAPI - writeFieldName(String name)

Adds a field name to the parent JSON object.

Parameters

Name	Type	Description
name	String	Field name to add to the parent JSON object.

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .startObject()                // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - writeNull()

Adds a null value to the parent JSON object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

```
try {
  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.startObject()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeFieldName("activeUser")
    .writeNull()
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
    .writeStringField("streetAddress", "21 2nd Street")
    .writeStringField("city", "Santa Clara")
    .writeStringField("state", "CA")
    .writeStringField("postalCode", "11111")
    .endObject()
    .writeFieldName("phoneNumber")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .startArray()
    .startObject()
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
    .endObject()
    .startObject()
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
    .endObject()
    .endArray()
    .endObject()

  gs.log(builder.getJSONString());
}

catch (err) {
  gs.log("Exception: " + err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - writeNullField(String fieldName)

Adds a field with a null value to the parent JSON object.

Parameters

Name	Type	Description
fieldName	String	The name of the null field.

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

```
try {
  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.startObject()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeNullField("activeUser")
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
    .writeStringField("streetAddress", "21 2nd Street")
    .writeStringField("city", "Santa Clara")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .writeStringField("state", "CA")
    .writeStringField("postalCode", "11111")
    .endObject()
    .writeFieldName("phoneNumber")
    .startArray()
    .startObject()
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
    .endObject()
    .startObject()
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
    .endObject()
    .endArray()
    .endObject()

  gs.log(builder.getJSONString());
}

catch (err) {
  gs.log("Exception: " + err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - writeNumberField(String fieldName, String encodedValue)

Adds a number field and value to the parent JSON object.

Parameters

Name	Type	Description
fieldName	String	The name of the number field.
encodedValue	String	The value of the number field.

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

 builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

 gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - writeRaw(String text)

Adds a raw value to the parent JSON object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
text	String	Raw text to add to the parent JSON object.

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

```
try {
  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.startObject()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeFieldName("filePath")
    .writeRaw("C:\Users\profile\aboutme.html")
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
    .writeStringField("streetAddress", "21 2nd Street")
    .writeStringField("city", "Santa Clara")
    .writeStringField("state", "CA")
    .writeStringField("postalCode", "11111")
    .endObject()
    .writeFieldName("phoneNumber")
    .startArray()
    .startObject()
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
    .endObject()
    .startObject()
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
    .endObject()
    .endArray()
    .endObject()

  gs.log(builder.getJSONString());
}

catch (err) {
  gs.log("Exception: " + err);
}

finally {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  builder.close();
}
```

JSONStreamingAPI - writeString(String text)

Adds a string value to the parent JSON object.

Parameters

Name	Type	Description
text	String	The string value to add to the parent JSON object.

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .startObject()                // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingAPI - writeStringField(String fieldName, String value)

Adds a string field and value to the parent JSON object.

Parameters

Name	Type	Description
fieldName	String	The name of the field to add to the parent JSON object.
value	String	The value of the field.

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                   // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingBuilder - Scoped

Create a builder object used to build a large streaming JSON payload to use in a REST or SOAP request to send bulk data to a third-party API. You can also create the payload as a JSON string for a non-streaming option.

Use these methods in the Workflow Studio script step with the `sn_ih` namespace identifier. For example, you can use this API to create a JSON payload in the Workflow Studio Script step and pass the returned value to the REST step to send the request to a third-party service. For more information, see the Workflow Studio Script step.

You can only use this API within the Workflow Studio environment.

API call order

Generate JSON payloads using these APIs in the following order:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

`JSONStreamingBuilder`**: Creates a builder object**

Use these methods in the following order to create a builder object:

1. `JSONStreamingBuilder()`: Instantiates the JSONStreamingBuilder object.
2. `withAttachment()`: Optional. Creates the JSON object as a streaming attachment and stores it in the Streaming Attachments [streaming_attachment] table. If you do not call this method, the API creates the payload as a JSON string.
3. `expiresAt()`: Optional. Sets a time when the attachment expires. Must also call the `withAttachment()` method.
4. `build()`: Returns a JSONStreamingAPI object.

`JSONStreamingAPI`**: Builds the JSON payload**

Use these methods in the following order to create the JSON payload:

1. `startObject()`: Creates the parent JSON object.
2. Methods to generate the JSON key-value pairs, such as `writeFieldName()`, `writeString()`, and `writeNumberField()`.
3. `endObject()`: Closes the parent JSON object.
4. `getJSONString()` or `getAttachmentId()`: Returns the JSON string or attachment ID that you created.
5. `close()`: Closes the JSONStreamingAPI object.

Size limits

Payloads generated through this API cannot exceed these size limits:

- Attachments: 200 MB
- Strings: 5 MB

Examples

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

Alternatively, this example shows how to use the API in the Script step and create the payload as a JSON string. You can use this option to create payloads under 5 MB.

```
(function execute(inputs, outputs) {

  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.startObject()
    .enablePrettyPrint()
    .writeTextElement("firstName","John")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
      .writeStringField("streetAddress", "21 2nd Street")
      .writeStringField("city", "Santa Clara")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      .writeStringField("state", "CA")
      .writeStringField("postalCode", "11111")
    .endObject()
    .writeFieldName("phoneNumber")
    .startArray()
      .startObject()
        .writeFieldName("type")
        .writeString("home")
        .writeFieldName("number")
        .writeString("212 555-1234")
      .endObject()
      .startObject()
        .writeFieldName("type")
        .writeString("fax")
        .writeFieldName("number")
        .writeString("646 555-4567")
      .endObject()
    .endArray()
    .endObject()

  outputs.payload = builder.getJSONString();

})(inputs, outputs);
```

Output:

```
{
"firstName" : "John",
"lastName" : "Smith",
"age" : 25,
"address" : {
  "streetAddress" : "21 2nd Street",
  "city" : "Santa Clara",
  "state" : "CA",
  "postalCode" : "11111"
},
"phoneNumber" : [ {
  "type" : "home",
  "number" : "212 555-1234"
}, {
  "type" : "fax",
  "number" : "646 555-4567"
} ]
}
```

JSONStreamingBuilder - JSONStreamingBuilder()

Instantiates the JSONStreamingBuilder object.

Parameters

Name	Type	Description
None		

```
var builder = new sn_ih.JSONStreamingBuilder()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

JSONStreamingBuilder - build()

Returns a JSONStreamingAPI object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
JSONStreamingAPI	Streaming JSON object used to construct the payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
    .writeFieldName("type")
    .writeString("fax")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .writeFieldName("number")
    .writeString("646 555-4567")
   .endObject()
  .endArray()
  .endObject()

   gs.log(builder.getAttachmentId()); // Returns the sys_id of
  the attachment.
}

catch (err) {
   gs.log(err);
}

finally {
   builder.close();
}
```

JSONStreamingBuilder - expiresAt(Object expiresAt)

Sets a time when the attachment expires. Must also call the *withAttachment()* method. If you do not call this method, the attachment expires two hours from the time the attachment is created.

Parameters

Name	Type	Description
expiresAt	GlideDateTime	Object that is set when the attachment expires. • Minimum value: 7200 seconds, or two hours, from the time the attachment is created. Default. • Maximum value: 172800 seconds, or 48 hours, from the time the attachment is created.

Returns

Type	Description
JSONStreamingBuilder	Builder object used to initiate the JSON payload.

This example shows how to create a JSON object and store it in the Attachment [sys_attachment] table with a defined expiration date.

```
try {
   var ttl = new GlideDateTime("2011-01-01 12:00:00");
   var builder = new sn_ih.JSONStreamingBuilder()
     .withAttachment() // Creates the JSON object in streaming
  mode within an attachment.
     .expiresAt(ttl) // Sets an expiration date for the
  attachment.
     .build(); // Creates the JSONStreamingAPI object.

   builder.startObject()  // Begins generating the JSON object.
  .writeFieldName("firstName")  // Adds a "firstName" field
  .writeString("John")          // Writes the value of the
  "firstName" field
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                   // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
  gs.log(err);
}

finally {
  builder.close();
}
```

JSONStreamingBuilder - withAttachment()

Creates the JSON object as a streaming attachment and stores it in the Streaming Attachments [streaming_attachment] table. If you do not call this method, the API creates the payload as a JSON string.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
JSONStreamingBuilder	Builder object used to initiate the JSON payload.

This example shows how to build the JSON payload and save it as an attachment.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.JSONStreamingBuilder()
    .withAttachment() // Creates the JSON object in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the JSONStreamingAPI object.

  builder.startObject()  // Begins generating the JSON object.
 .writeFieldName("firstName")  // Adds a "firstName" field
 .writeString("John")          // Writes the value of the
 "firstName" field
 .writeFieldName("lastName")
 .writeString("Smith")
 .writeNumberField("age","25") // Write a number field named
 "age" with value "25"
 .writeFieldName("address")
 .startObject()                // Start a new object nested
 under the parent object
  .writeStringField("streetAddress", "21 2nd Street")
  .writeStringField("city", "Santa Clara")
  .writeStringField("state", "CA")
  .writeStringField("postalCode", "11111")
 .endObject()
 .writeFieldName("phoneNumber")
 .startArray()                    // Start an array
  .startObject()               // Add the first object to the
 array
   .writeFieldName("type")
   .writeString("home")
   .writeFieldName("number")
   .writeString("212 555-1234")
  .endObject()
  .startObject()               // Add another object to the
 array
   .writeFieldName("type")
   .writeString("fax")
   .writeFieldName("number")
   .writeString("646 555-4567")
  .endObject()
 .endArray()
 .endObject()

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
}

catch (err) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.log(err);
}

finally {
  builder.close();
}
```

This example shows how to build the JSON payload and save it as a string.

```
try {
  var builder = new sn_ih.JSONStreamingBuilder().build();

  builder.startObject()
    .writeFieldName("firstName")
    .writeString("John")
    .writeFieldName("lastName")
    .writeString("Smith")
    .writeNumberField("age","25")
    .writeFieldName("address")
    .startObject()
    .writeStringField("streetAddress", "21 2nd Street")
    .writeStringField("city", "Santa Clara")
    .writeStringField("state", "CA")
    .writeStringField("postalCode", "11111")
    .endObject()
    .writeFieldName("phoneNumber")
    .startArray()
    .startObject()
    .writeFieldName("type")
    .writeString("home")
    .writeFieldName("number")
    .writeString("212 555-1234")
    .endObject()
    .startObject()
    .writeFieldName("type")
    .writeString("fax")
    .writeFieldName("number")
    .writeString("646 555-4567")
    .endObject()
    .endArray()
    .endObject()

  gs.log(builder.getJSONString());
}

catch (err) {
  gs.log("Exception: " + err);
}

finally {
  builder.close();
}
```

Output:

```
{
"firstName" : "John",
"lastName" : "Smith",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"age" : 25,
"address" : {
  "streetAddress" : "21 2nd Street",
  "city" : "Santa Clara",
  "state" : "CA",
  "postalCode" : "11111"
},
"phoneNumber" : [ {
  "type" : "home",
  "number" : "212 555-1234"
}, {
  "type" : "fax",
  "number" : "646 555-4567"
} ]
}
```

JSUtil - Global

The *JSUtil* script include provides shortcuts for common JavaScript routines.

This API is available in global server-side scripts, not scoped scripts.

JSUtil - doesNotHave(Object item)

Checks if item is null or is undefined.

Parameters

Name	Type	Description
item	Object	The object to check

Returns

Type	Description
Boolean	True if the specified object is null or undefined.

```
var x = "the quick brown fox";
var y = "";
var z;

gs.print("x = '" + x + "', JSUtil.doesNotHave(x) = " +
 JSUtil.doesNotHave(x));
gs.print("y = '" + y + "', JSUtil.doesNotHave(y) = " +
 JSUtil.doesNotHave(y));
gs.print("z = '" + z + "', JSUtil.doesNotHave(z) = " +
 JSUtil.doesNotHave(z))
```

Output:

```
x = 'the quick brown fox', JSUtil.doesNotHave(x) = false
y = '', JSUtil.doesNotHave(y) = false
z = 'undefined', JSUtil.doesNotHave(z) = true
```

JSUtil - escapeAttr(String text)

Escape ampersands commonly used to define URL attributes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
text	String	The text

Returns

Type	Description
String	The text with ampersands properly escaped.

```
var attr = "sysparm_query=active=true&sysparm_view=special";

gs.print(JSUtil.escapeAttr(attr));
```

Output: This is the returned text. If the text is displayed in the application, the page will render the escaped ampersand with a single ampersand.

```
sysparm_query=active=true&sysparm_view=special
```

JSUtil - escapeText(String text)

Escapes invalid XML characters such as "< > &".

Parameters

Name	Type	Description
text	String	The text

Returns

Type	Description
String	The text with escape characters added.

```
var html = "<b>This is my title</b>";

gs.print(JSUtil.escapeText(html));
```

Output: This is the value returned. If the result is displayed in the application, the page renders the brackets back so it appears that it is not escaped.

```
<b>This is my title</b>
```

JSUtil - getBooleanValue(GlideRecord now_GR, String field)

Returns the value in a boolean GlideRecord field.

Parameters

Name	Type	Description
now_GR	GlideRecord	A GlideRecord
field	String	The field from which to retrieve the boolean value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Returns the value in a boolean GlideRecord field, returns true if value of field is true, "true", 1, or "1".

```
var inc = new GlideRecord("incident");
//get an active incident
inc.addActiveQuery();
inc.setLimit(1);
inc.query();
inc.next();

gs.print(JSUtil.getBooleanValue(inc, "active"));
```

Output: true

JSUtil - has(Object item)

Checks if item is not null and is not undefined.

Parameters

Name	Type	Description
item	Object	The Object to check

Returns

Type	Description
Boolean	True if the specified object is not null and is not undefined.

```
var x = "the quick brown fox";
var y = "";
var z;

gs.print("x = '" + x + "', JSUtil.has(x) = " + JSUtil.has(x));
gs.print("y = '" + y + "', JSUtil.has(y) = " + JSUtil.has(y));
gs.print("z = '" + z + "', JSUtil.has(z) = " + JSUtil.has(z));
```

Output:

```
x = 'the quick brown fox', JSUtil.has(x) = true
y = '', JSUtil.has(y) = true
z = 'undefined', JSUtil.has(z) = false
```

JSUtil - instance_of(Object item, String class)

Checks to see if the specified object is a member of the specified class.

For JavaScript objects, this method behaves exactly like the JavaScript operator "instanceof", but also supports Java objects.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
item	Object	The object to check
class	String	The class to check

Returns

Type	Description
Boolean	True if the specified object is a member of the specified class.

```
var a = ['a','b','c'];
var b = 10;
var c = new GlideRecord("incident");

gs.print("JSUtil.instance_of(a,'Array') = " +
 JSUtil.instance_of(a,Array));
gs.print("JSUtil.instance_of(a,'String') = " +
 JSUtil.instance_of(a,String));

gs.print("JSUtil.instance_of(b,'String') = " +
 JSUtil.instance_of(b,String));

gs.print("JSUtil.instance_of(c,'GlideRecord') = " +
 JSUtil.instance_of(c,GlideRecord));
```

Output:

```
JSUtil.instance_of(a,'Array') = true
JSUtil.instance_of(a,'String') = false
JSUtil.instance_of(b,'String') = false
JSUtil.instance_of(c,'GlideRecord') = true
```

JSUtil - isJavaObject(Object value)

Checks if the specified object is a Java class.

Parameters

Name	Type	Description
value	Object	The object to check

Returns

Type	Description
Boolean	True if the specified object is an instance of a Java class.

```
var tu = new TableUtils("incident");
var classes = tu.getHierarchy(); //Java ArrayList
var tables = ["task, incident"]; //JavaScript Array
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print("JSUtil.isJavaObject(classes) = " +
 JSUtil.isJavaObject(classes));
gs.print("JSUtil.isJavaObject(tables) = " +
 JSUtil.isJavaObject(tables));
```

Output:

```
JSUtil.isJavaObject(classes) = true
JSUtil.isJavaObject(tables) = false
```

JSUtil - logObject(Object obj, String name)

Logs all the properties in the given object: name, type, and value.

Output is written to the console if you are running from a background script or have debug logging enables. The output is also written to the system log.

Parameters

Name	Type	Description
obj	Object	The object for which to enumerate properties
name	String	Optional name for the logged object

Returns

Type	Description
void	

```
var arr = ["a","b","c"];

var inc = new GlideRecord("incident");
//get an active incident
inc.addActiveQuery();
inc.setLimit(1);
inc.query();
inc.next();

JSUtil.logObject(arr, "arr");
JSUtil.logObject(inc, "inc");
```

Output:

```
Log Object: arr
  Array of 3 elements
    [0]: string = a
    [1]: string = b
    [2]: string = c
Log Object: inc
  GlideRecord('incident') @ INC0000002
```

JSUtil - nil(Object item)

Checks if item is null, undefined, or evaluates to the empty string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
item	Object	The object to check

Returns

Type	Description
Boolean	True if the item is null, undefined, or evaluates to the empty string.

```
var x = "the quick brown fox";
var y = "";
var z;

gs.print("x = '" + x + "', JSUtil.nil(x) = " + JSUtil.nil(x));
gs.print("y = '" + y + "', JSUtil.nil(y) = " + JSUtil.nil(y));
gs.print("z = '" + z + "', JSUtil.nil(z) = " + JSUtil.nil(z));
```

Output:

```
x = 'the quick brown fox', JSUtil.nil(x) = false
y = '', JSUtil.nil(y) = true
z = 'undefined', JSUtil.nil(z) = true
```

JSUtil - notNil(Object item)

Checks if an item is null, undefined, or evaluates to the empty string.

Note: This method returns an error if the object provided isn't declared.

Parameters

Name	Type	Description
item	Object	The object to check.

Returns

Type	Description
Boolean	Flag that indicates whether the item exists and isn't empty. An error returns if the object provided isn't declared. Valid values: • true: The object provided has been declared and defined. If the object is a string, it isn't empty. • false: The object provided is null, undefined, or evaluates to an empty string.

The following example shows results for a string variable, an empty string variable, and an undefined variable.

```
var x = "the quick brown fox";
var y = "";
var z;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print("x = '" + x + "', JSUtil.notNil(x) = " +
 JSUtil.notNil(x));
gs.print("y = '" + y + "', JSUtil.notNil(y) = " +
 JSUtil.notNil(y));
gs.print("z = '" + z + "', JSUtil.notNil(z) = " +
 JSUtil.notNil(z));
```

Output:

```
x = 'the quick brown fox', JSUtil.notNil(x) = true
y = '', JSUtil.notNil(y) = false
z = 'undefined', JSUtil.notNil(z) = false
```

JSUtil - toBoolean(Object item)

Converts the specified object to a Boolean.

Parameters

Name	Type	Description
item	Object	The object to convert

Returns

Type	Description
Boolean	If the specified object is a boolean, it is passed through. Non-zero numbers return true. Null or undefined return false. Strings return true only if exactly equal to 'true'.

```
var zero = 0;
var one = 1;
var number = 12;
var trueBoolean = true;
var trueString = "true";
var otherString = "random text";

gs.print("JSUtil.toBoolean(zero) = " + JSUtil.toBoolean(zero));
gs.print("JSUtil.toBoolean(one) = " + JSUtil.toBoolean(one));
gs.print("JSUtil.toBoolean(number) = " +
 JSUtil.toBoolean(number));
gs.print("JSUtil.toBoolean(trueBoolean) = " +
 JSUtil.toBoolean(trueBoolean));
gs.print("JSUtil.toBoolean(trueString) = " +
 JSUtil.toBoolean(trueString));
gs.print("JSUtil.toBoolean(otherString) = " +
 JSUtil.toBoolean(otherString));
```

Output:

```
JSUtil.toBoolean(zero) = false
JSUtil.toBoolean(one) = true
JSUtil.toBoolean(number) = true
JSUtil.toBoolean(trueBoolean) = true
JSUtil.toBoolean(trueString) = true
JSUtil.toBoolean(otherString) = false
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

JSUtil - type_of(Object value)

Determines the type of the specified object.

Parameters

Name	Type	Description
value	Object	The object to check

Returns

Type	Description
String	The type of the specified object. • 'null' if the given value is null or undefined • 'string' if the given value is a primitive string or a String wrapper instance • 'number' if the given value is a primitive number or a Number wrapper instance • 'boolean' if the given value is a primitive boolean or a Boolean wrapper instance • 'function' if the given value is a function • 'object' otherwise

```
var a = ["a","b","c"];
var b = 10;
var c = new GlideRecord("incident");
var d = true;
var e;

gs.print("JSUtil.type_of(a) = " + JSUtil.type_of(a));
gs.print("JSUtil.type_of(b) = " + JSUtil.type_of(b));
gs.print("JSUtil.type_of(c) = " + JSUtil.type_of(c));
gs.print("JSUtil.type_of= " + JSUtil.type_of(d));
gs.print("JSUtil.type_of(e) = " + JSUtil.type_of(e));
```

Output:

```
JSUtil.type_of(a) = object
JSUtil.type_of(b) = number
JSUtil.type_of(c) = object
JSUtil.type_of= boolean
JSUtil.type_of(e) = null
```

JSUtil - unescapeAttr(String text)

Restore ampersands from escaped text.

Parameters

Name	Type	Description
text	String	The text

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The text with escape characters removed.

```
var attr = "sysparm_query=active=true&amp;sysparm_view=special";

gs.print(JSUtil.unescapeAttr(attr));
```

Output:

```
sysparm_query=active=true&sysparm_view=special
```

JSUtil - unescapeText(String text)

Removes escape characters.

Parameters

Name	Type	Description
text	String	The text to process.

Returns

Type	Description
String	The the text without escape characters.

```
var html = "&lt;b&gt;This is my title&lt;/b&gt;";

gs.print(JSUtil.unescapeText(html));
```

Output: This is the value returned. If the text is displayed in the application the page, it renders the html tags and displays the text in bold.

```
<b>This is my title</b>
```

KMFCryptoOperation - Scoped, Global

The *KMFCryptoOperation* class provides methods for performing cryptographic operations using a Key Management Framework (KMF) cryptographic module or a Field Encryption encryption module.

To use this API, you must have already created and configured a KMF cryptographic module or a CLE encryption module. The module must have one or more cryptographic specifications and you must create or import its associated key. For details, see Cryptographic modules.

The KMFCryptoOperation object generated using this API represents a cryptographic operation, such as a Symmetric Encryption. Use the *KMFCryptoOperations()* method to create this object, the builder methods to set properties on the object, and the *doOperation()* method to execute the operation.

You can use this API in both scoped and global applications. You must always specify the `sn_kmf_ns` namespace when calling this API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

KMFCryptoOperation - KMFCryptoOperation(String cryptoModuleName, String operationName)

Creates a KMFCryptoOperation object for the specified module and operation.

This API leverages builder methods. Builder methods update properties on the KMFCryptoOperation object, such as changing the desired output format of the data. Not all builder methods are valid for all operations. The builder methods available for each operation are noted in the parameters table below.

The following builder methods are valid for all operation types:

- withInputFormat()
- withOutputFormat()
- withOutputType()

Important: Base64 input values used in this document must be URL safe (contains only A-Z, a-z, 0-9, dash(-) and underscore(_) characters).

Parameters

Name	Type	Description
cryptoModuleName	String	Name of the Key Management Framework (KMF) cryptographic module or Field Encryption encryption module to use. You must create the module before calling this method. For details, see Cryptographic module overview.

operationName	String	Name of the operation to perform.
		
		Valid values (not case-sensitive):
		• ASYMMETRIC_DECRYPTION: Data decryption using an asymmetric-key algorithm. Requires a KMF cryptographic module with an Asymmetric Data Decryption cryptographic purpose.
		  ○ Additional builder methods: `withAdditionalInput()`
		  ○ Default input format: Formatted - Formatted to the KMF specifications
		  ○ Default output format: KMFBase64 - Base64 encoded
		  ○ Default output type: String
		• ASYMMETRIC_ENCRYPTION: Data encryption using an asymmetric-key algorithm. Requires a KMF cryptographic module with an Asymmetric Data Encryption cryptographic purpose.
		  ○ Additional builder methods: `withAdditionalInput()`
		  ○ Default input format: KMFBase64 - Base64 encoded
		  ○ Default output format: Formatted - Formatted to the KMF specifications

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ Default output type: String . Output can also be an KMFEncryptionPayload object. RSA and EC-IES are compatible with both. For additional information on the KMFEncryptionPayload object, see withAdditionalInput(). • ASYMMETRIC_UNWRAPPING: Key unwrapping using an asymmetric-key algorithm. Requires a KMF cryptographic module with an Asymmetric Key Unwrapping cryptographic purpose. ○ Additional builder methods: `withAlgorithm()` ○ Default input format: Formatted - Formatted to the KMF specifications ○ Default output format: KMFBase64 - Base64 encoded ○ Default output type: String • ASYMMETRIC_WRAPPING: Key wrapping using an asymmetric-key algorithm. Requires a KMF cryptographic module with an Asymmetric Key Wrapping cryptographic purpose. ○ Additional builder methods: `withAlgorithm()`, `withSysId()` ○ Default input format: KMFBase64 - Base64 encoded ○ Default output format: Formatted - Formatted to the KMF specifications ○ Default output type: String • MAC_GENERATION: Generation of a Message Authentication Code (MAC). Symmetric-key algorithm based to provides data integrity and authentication. Requires a KMF cryptographic module with a Symmetric Authenticity cryptographic purpose. ○ Additional builder methods: None ○ Default input format: KMFBase64 - Base64 encoded ○ Default output format: Formatted - Formatted to the KMF specifications ○ Default output type: String • MAC_VERIFICATION: Verification of a MAC. Symmetric-key algorithm based to provide data integrity and authentication. Requires a KMF cryptographic module with a Symmetric Authenticity cryptographic purpose. ○ Additional builder methods: `withAdditionalInput()` ○ Default input format: KMFBase64 - Base64 encoded ○ Default output format: KMFNone - No decoding ○ Default output type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• SIGNATURE_GENERATION: Generation of a digital signature. Asymmetric-key algorithm based to provide data integrity and authentication. Requires a KMF cryptographic module with a Signature Generation cryptographic purpose. ○ Additional builder methods: None ○ Default input format: KMFBase64 - Base64 encoded ○ Default output format: Formatted - Formatted to the KMF specifications ○ Default output type: String • SIGNATURE_VERIFICATION: Verification of a digital signature. Asymmetric-key algorithm based to provide data integrity and authentication. Requires a KMF cryptographic module with a Signature Verification cryptographic purpose. ○ Additional builder methods: `withAdditionalInput()` ○ Default input format: KMFBase64 - Base64 encoded ○ Default output format: KMFNone - No decoding ○ Default output type: Boolean • SYMMETRIC_ENCRYPTION: Data encryption using a symmetric-key algorithm. If the algorithm is not equality preserving, only formatted output is allowed. Requires a KMF cryptographic module with a Symmetric Data Encryption/Decryption cryptographic purpose. ○ Additional builder methods: None ○ Default input format: KMFBase64 - Base64 encoded ○ Default output format: Formatted - Formatted to the KMF specifications ○ Default output type: String • SYMMETRIC_DECRYPTION: Data decryption using a symmetric-key algorithm. If the algorithm is not equality preserving, KMFBase64 input is allowed. Requires a KMF cryptographic module with a Symmetric Data Encryption/Decryption cryptographic purpose. ○ Additional builder methods: None ○ Default input format: Formatted - Formatted to the KMF specifications ○ Default output format: KMFBase64 - Base64 encoded ○ Default output type: String • SYMMETRIC_WRAPPING: Key wrapping using a symmetric-key algorithm. If the algorithm is not equality preserving, only formatted output is allowed. Requires a KMF cryptographic module with a Symmetric Key Wrapping/Unwrapping cryptographic purpose.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ Additional builder methods: *withAlgorithm()* and *withSysId()* ○ Default input format: KMFBase64 - Base64 encoded ○ Default output format: Formatted - Formatted to the KMF specifications ○ Default output type: String • SYMMETRIC_UNWRAPPING: Key unwrapping using a symmetric-key algorithm. If the algorithm is not equality preserving, KMFBase64 input is allowed. Requires a KMF cryptographic module with a Symmetric Key Wrapping/ Unwrapping cryptographic purpose. ○ Additional builder methods: *withAlgorithm()* ○ Default input format: Formatted - Formatted to the KMF specifications ○ Default output format: KMFBase64 - Base64 encoded ○ Default output type: String

This example instantiates a KMFCryptoOperation object for the module global.sj_cm to perform a Symmetric Encryption operation. You must include the namespace for both global and scoped applications.

```
var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","SYMMETRIC_ENCRYPTI
ON");
```

This example shows how to specify options to update the default output type and output format.

```
var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","SYMMETRIC_ENCRYPTI
ON")
  .withOutputType("STRING").withOutputFormat("FORMATTED");

var cipherText=op.doOperation("hi");
```

This example shows how to perform an Asymmetric Encryption operation using an Integrated Encryption Scheme (EC-IES). Note that long values, such as *signature*, have been truncated and replaced with an ellipse for readability.

```
var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","ASYMMETRIC_ENCRYPT
ION")
.withInputFormat("KMFNONE")
.withOutputType("PAYLOAD");

var cipherText = op.doOperation("hi");

/*
cipherText contains an object similar to this JSON: {
  "signature": "pkg…",
  "ephemeral_key": "BDi…",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "ciphertext": "afFS…"
}
*/
```

This example shows how to perform an Asymmetric Decryption operation using EC-IES.

```
var op = new
sn_kmf_ns.KMFCryptoOperation("global.sj_cm","ASYMMETRIC_DECRYPTI
ON")
  .withAdditionalInput({
  "signature": "pkg… ",
  "ephemeral_key": "BDi…"
})
.withOutputFormat("KMFNONE");

var clearText = op.doOperation("afFS…");
```

KMFCryptoOperation - doOperation(Object data)

Performs the cryptographic operation defined by the current KMFCryptoOperation object on the supplied data and returns the result.

Parameters

Name	Type	Description
data	Object	Required except if the *withSysId()* builder method has previously been called on the associated KMFCryptoOperation object. Input data on which to perform the cryptographic operation.

Returns

Type	Description
Depends on the operation type. • *MAC_VERIFICATION* and *SIGNATURE_VERIFICATION*: Boolean • All others: String	Data results after performing the operation specified in the associated KMFCryptoOperation object.

This example uses the *doOperation()* to create a MAC.

```
var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","MAC_GENERATION");
var data = "aGk=";
var mac = op.doOperation(data);
```

KMFCryptoOperation - withAdditionalInput(Object additionalInput)

Sets the additional input needed to perform the cryptographic operation.

For example, during a Message Authentication Code (MAC) verification, use this method to pass in the generated MAC tag. Similarly, during signature verification, use it to pass in the signature. You can also use this method to pass additional data, a KMFEncryptionPayload object, when

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

performing an asymmetric operation with an integrated cipher, such as Elliptic Curve Integrated Encryption Scheme (EC-IES.)

Note: The additional input does not have to be in the same format that is currently set on the KMFCryptoOperation object.

Parameters

Name	Type	Description
additionalInput	String or Object	Optional, except for Asymmetric Decryption operations when using EC-IES. Additional input data needed to perform the cryptographic operation specified in the KMFCryptoOperation object. Supported string formats: • FORMATTED: Formatted to the Key Management Framework (KMF) specifications. • KMFBASE64: Base64 encoded. KMFEncryptionPayload object format: `{ "ciphertext": String, "derivation_secret": String, "ephemeral_key": String, "ephemeral_key_format": String, "signature": String }`
additionalInput.ciphertext	String (Base64)	Required for Asymmetric Decryption, optional for all other operations. Valid values: • If using an RSA algorithm: RSA ciphertext • If using an EC-IES algorithm: Integrated AES ciphertext Available from the Asymmetric Encryption operation when the output type is set to *payload*.
additionalInput.derivation_secret	String (Base64)	Optional, only used for the Asymmetric Encryption or Asymmetric Decryption operations with EC-IES. Shared secret to use during the key derivation process of the integrated scheme.
additionalInput.ephemeral_key	String (Base64)	Required for the Asymmetric Decryption operation when using EC-IES, optional for all other operations. Ephemeral public key to use during the basic agreement process of the integrated scheme. Available from the Asymmetric Encryption operation when the output type is set to *payload*.
additionalInput.ephemeral_key_format	String	Optional, only used for the Asymmetric Encryption or Asymmetric Decryption operations with EC-IES. Overrides the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		format of the public key represented by the *ephemeral_key* parameter. Valid values: • x962 • der
additionalInput.signature	String (Base64)	Required for the Asymmetric Decryption operation with EC-IES, optional for all others. The signature of the ciphertext to validate using the signature verification process of the integrated scheme. Available from the Asymmetric Encryption operation when the output type is set to *payload*.

Returns

Type	Description
None	

This example uses *withAdditionalInput()* to add a string-based signature to the KMFCryptoOperation object.

```
var signature = "John Doe";
var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","SIGNATURE_VERIFICA
TION")
  .withAdditionalInput(signature);

var value = GlideStringUtil.base64Encode("Text to encode"); //
 Default input format is KMFBase64
var result = op.doOperation(String(value));
```

This example uses *withAdditionalInput()* to add a signature and ephemeral key to the KMFCryptoOperation object. Note that long values, such as those in the *doOperation()* call and *payload* description, have been truncated and replaced with an ellipse for readability.

```
var payload = new sn_kmf_ns.KMFEncryptionPayload();
payload.signature = "pkg...";
payload.ephemeral_key = " BDi...";
payload.ephemeral_key_format = "x962";

var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","ASYMMETRIC_DECRYPT
ION")
  .withAdditionalInput(payload)
  .doOperation("afFS...";
```

KMFCryptoOperation - withAlgorithm(String algorithm)

Sets the algorithm associated with the key material to wrap.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
algorithm	String	Algorithm to use. Valid values: • AES: Symmetric key type • EC: Asymmetric key type • HMAC: Symmetric key type • RSA: Asymmetric key type

Returns

Type	Description
None	

This example uses *withAlgorithm()* to change the encryption algorithm used to EC.

```
var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","ASYMMETRIC_WRAPPIN
G").withAlgorithm("EC");
var value = GlideStringUtil.base64Encode("Sample key"); //
 Default input format is KMFBase64
var result = op.doOperation(String(value));
```

KMFCryptoOperation - withInputFormat(String inputFormat)

Sets the data format for the input data on which the cryptographic operation will be performed. Uses the specified format when decoding the data.

Parameters

Name	Type	Description
inputFormat	String	Format of the input data. Valid values: • FORMATTED: Formatted to the Key Management Framework (KMF) specifications. • KMFBASE64: Base64 encoded. • KMF_GLIDE_ENCRYPTER_FORMATTED: Support decryptions of both KMF encrypted values and GlideEncrypter encrypted values. • KMFNONE: No encoding. Default: Value determined by the operation specified when the KMFCryptoOperation object was instantiated. For more information, see KMFCryptoOperation - KMFCryptoOperation(String cryptoModuleName, String operationName).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

This example uses *withInputFormat()* to change the input format to have no encoding.

```
var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","SYMMETRIC_ENCRYPTI
ON").withInputFormat("KMFNone");
var result = op.doOperation("Text with no encoding"); // Pass in
 unencrypted String
```

This example uses *withInputFormat()* to change the input format to KMF_GLIDE_ENCRYPTER_FORMATTED.

```
var encryptOp = new
 sn_kmf_ns.KMFCryptoOperation("<module_name>",
 "SYMMETRIC_DECRYPTION")
 .withInputFormat("KMF_GLIDE_ENCRYPTER_FORMATTED")
 .withOutputFormat("KMFNone");

var clear_text = encryptOp.doOperation(<encrypted_text>);
```

KMFCryptoOperation - withOutputFormat(String outputFormat)

Sets the data format of the output data that is returned by the cryptographic operation. Uses the specified format when encoding the data.

Parameters

Name	Type	Description
outputFormat	String	Format of the output data. Valid values: • FORMATTED: Formatted to the Key Management Framework (KMF) specifications. • KMFBASE64: Base64 encoded. • KMFNONE: No decoding. Only supported for MAC_VERIFICATION and SIGNATURE_VERIFICATION. Default if this method is not called: Value determined by the operation specified when the KMFCryptoOperation object was instantiated. For more information, see KMFCryptoOperation - KMFCryptoOperation(String cryptoModuleName, String operationName).

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example uses *withOutputFormat()* to set the output format of the decryption to KMFNone (default is KMFBase64.)

```
var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","SYMMETRIC_DECRYPTI
ON").withOutputFormat("KMFNone");
var clear_data = op.doOperation(<FORMATTED_data>); // Pass in
 default of FORMATTED data
```

KMFCryptoOperation - withOutputType(String outputType)

Sets the data type for the output data returned after the cryptographic operation is performed.

Note: When you instantiate the KMFCryptoOperation object for *MAC_VERIFICATION* or *SIGNATURE_VERIFICATION* operations, you must also call this method, passing boolean, to set the correct output type or an exception is thrown when you execute the operation.

Parameters

Name	Type	Description
outputType	String	Type of output data. Not all output types are applicable to all operations. For an unsupported type, an exception is thrown. Valid values (not case-sensitive): • String: Not valid for *MAC_VERIFICATION* or *SIGNATURE_VERIFICATION* operations. • Boolean: Only valid for *MAC_VERIFICATION* or *SIGNATURE_VERIFICATION* operations. • Payload: Only valid for the *ASYMMETRIC_ENCRYPTION* operation. Use this output type for EC-IES. **Note:** When specifying an output of `Payload`, the output of the *doOperation()* method is a KMFEncryptionPayload object. For more information on the structure of this object, see withAdditionalInput(). Default: Value determined by the operation, specified when the KMFCryptoOperation object was instantiated. For more information, see KMFCryptoOperation - KMFCryptoOperation(String cryptoModuleName, String operationName).

Returns

Type	Description
None	

This example uses *withOutputType()* to set the output type for MAC_VERIFICATION to Boolean.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","MAC_VERIFICATION")
  .withOutputType("Boolean").withAdditionalInput(<MAC>);
var value = GlideStringUtil.base64Encode("Text to sign"); //
 Default input type is KMFBase64
var result = op.doOperation(String(value));
```

KMFCryptoOperation - withSysId(String sysId)

Sets the sys_id of the key to wrap on the KMFCryptoOperation object. Applicable to symmetric and asymmetric wrapping of keys.

Parameters

Name	Type	Description
sysId	String	Sys_id of the key to wrap. Table: Module Key [sys_kmf_module_key]

Returns

Type	Description
None	

This example uses *withSysId()* to define the key to wrap.

```
var op = new
 sn_kmf_ns.KMFCryptoOperation("global.sj_cm","SYMMETRIC_WRAPPING
").withSysId("0d06ce525b231010f86d1b341d81c777");
var wrappedKey = operation.doOperation(); // No need to pass
 data when using withSysId()
```

LeadAPIHelperOOB - Scoped

The *LeadAPIHelperOOB* script include provides helper methods called by the *lead* REST API to perform various functions, such as converting a set of lead records from a GlideRecord object into a JSON array or JSON object and transforming fields within a lead object.

If you want to customize these helper functions, override the methods in this script include in the *LeadAPIHelper* script include. The names of the methods that you are overriding in the *LeadAPIHelper* script include must be the same as those in the *LeadAPIHelperOOB* script include file.

This API is provided within the `sn_lead_mgmt_core` namespace. To access the API, the Lead Management Data Model (sn_lead_mgmt_core) plugin must be activated on the instance, and the calling user must have the sn_lead_mgmt_core.lead_integrator role.

For additional information on Lead Management, see Using Lead Management.

LeadAPIHelperOOB - getJSONFromGR(GlideRecord gr, Array fields)

Converts a GlideRecord object into a JSON object. This method iterates over the fields of the GlideRecord, checks their types, and appropriately formats their values into a JSON-compatible structure.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
gr	GlideRecord	GlideRecord object to convert to a JSON object.
fields	Array	Optional. Comma-separated field names to include in the JSON object. These names must exactly match the names in the lead record. For example:`#["account", "first_name", "do_not_call", "lead_line_items"]` **Note:** If the *fields* parameter is null or contains the value `"lead_line_items"`, the method fetches each associated line item record, including all fields of the line item. This method only supports converting individual fields from the Lead [sn_lead_mgmt_core_lead] table, not the Lead Line Item [sn_lead_mgmt_core_lead_line_item] table. If you specify a specific field from the Lead Line Item table, it is ignored. Default: All lead record fields are included in the JSON object.

Returns

Type	Description
JSON object	JSON object that contains the fields from the specified GlideRecord. Each field in the GlideRecord is converted to a key-value pair. Special handling is applied for reference fields, choice fields, date-time fields, and other specific data types to ensure they are correctly formatted.

The following code example shows where to add your custom code for the *getJsonFromGR()* method in the *LeadAPIHelper* script include.

```
var LeadAPIHelper = Class.create();
LeadAPIHelper.prototype = Object.extendsObject(LeadAPIHelperOOB,
 {

// Define overriding functions here
getJSONFromGR: function(gr, fields) {

// Add your custom code here
},

type: 'LeadAPIHelper'
});
```

LeadAPIHelperOOB - getLeadsJSON(GlideRecord leadsGr, Array fields)

Converts a set of lead records from a GlideRecord object to a JSON array. You must specify the lead record fields that you want included in the JSON array.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
leadsGr	GlideRecord	GlideRecord object containing the lead records to convert to JSON. Table: Lead [sn_lead_mgmt-core_lead]
fields	Array	Comma-separated field names to include in the JSON object. These names must exactly match the names in the lead record. For example:`["account", "first_name", "do_not_call", "lead_line_items"]` **Note:** If the *fields* parameter is null or contains the value `"lead_line_items"`, the method fetches each associated line item record, including all fields of the line item. This method only supports converting individual fields from the Lead [sn_lead_mgmt_core_lead] table, not the Lead Line Item [sn_lead_mgmt_core_lead_line_item] table. If you specify a specific field from the Lead Line Item table, it is ignored.

Returns

Type	Description
Array of JSON objects	Each object represents a lead containing the specified fields. If applicable, it also includes an array of lead line item objects for every lead. Each field in the GlideRecord is converted to a key-value pair. Special handling is applied for reference fields, choice fields, date-time fields, and other specific data types to ensure they are correctly formatted.

The following code example shows where to add your custom code for the *getLeadsJson()* method in the *LeadAPIHelper* script include.

```
var LeadAPIHelper = Class.create();
LeadAPIHelper.prototype = Object.extendsObject(LeadAPIHelperOOB,
 {

// Define overriding functions here
getLeadsJson: function(leadsGR, fields) {

// Add your custom code here
},

type: 'LeadAPIHelper'
});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

LeadAPIHelperOOB - getTransformedLeadObject(Object leadObject)

Transforms the specified lead object.

This transformation includes:

- Removing ignored fields.
- Converting reference fields to their associated values, such as a sys_id.
- Combining work notes texts into a comma-separated string.
- Validating the account, contact, and consumer fields. The values of account, contact, and consumer are ignored if both account and consumer contain values.

Parameters

Name	Type	Description
leadObject	Object	Lead object to transform. This object contains details of the lead and its related lead line items.

Returns

Type	Description
Object	Transformed lead object.

The following code example shows where to add your custom code for the *getTransformedLeadObject()* method in the *LeadAPIHelper* script include.

```
var LeadAPIHelper = Class.create();

LeadAPIHelper.prototype = Object.extendsObject(LeadAPIHelperOOB,
 {

// Define overriding functions here
getTransformedLeadObject: function(leadObject) {

// Add your custom code here
},

type: 'LeadAPIHelper'
});
```

LeadAPIProcessUtilOOB - Scoped

The *LeadAPIProcessUtilOOB* script include provides methods that are called by the *lead* REST API to retrieve lead records and their associated lead line item records.

If you want to customize how lead records are retrieved when the lead API methods are called, override the methods in this script include in the *LeadAPIProcessUtil* script include. The names of the methods that you are overriding in the *LeadAPIProcessUtil* script include must be the same as those in the *LeadAPIProcessUtilOOB* script include file.

This API is provided within the `sn_lead_mgmt_core` namespace. To access the API, the Lead Management Data Model (sn_lead_mgmt_core) plugin must be activated on the instance, and the calling user must have the sn_lead_mgmt_core.lead_integrator role.

For additional information on Lead Management, see Using Lead Management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

LeadAPIProcessUtilOOB - processCreateLead (Object requestBody)

Processes the request body and creates a lead and all its associated line items, based on the passed parameters.

Records are inserted in the following tables:

- Lead [sn_lead_mgmt_core_lead]
- Lead Line Item [sn_lead_mgmt_core_lead_line_item]

Parameters

Name	Type	Description
requestBody	Object	Request body of the lead and its related lead line items to create. For details on the contents of this object, see lead - POST / sn_lead_mgmt_core/lead.

Returns

Type	Description
JSON object	Details of the saved lead and lead line item records. Data type: Object `{ "body": {Object}, "status": "String" }`
<JSONobject>.body	Response body. Successful response: All fields within the requested lead record and all fields in the associated lead line item records. For a description of the fields returned, refer to lead - POST /sn_lead_mgmt_core/lead. Error response: List of errors detected when trying to process the request. These error messages are defined in the *LeadAPIConstants* script include. Data type: Object
<JSONobject>.status	Response status code. These status codes are defined in the *LeadAPIConstants* script include. Data type: String

The following code example shows where to add your custom code for the *processCreateLead()* method in the *LeadAPIProcessUtil* script include.

```
var LeadAPIProcessUtil = Class.create();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
LeadAPIProcessUtil.prototype =
 Object.extendsObject(LeadAPIProcessUtilOOB, {

// Define overriding functions here

processCreateLead: function(requestBody) {
// Add your custom code
},

type: 'LeadAPIProcessUtil'

});
```

LeadAPIProcessUtilOOB - processGetAllLeads (Object queryParams, String requestUrl)

Retrieves all lead records and associated line item records based on the passed-in filter criteria. This method returns all fields within the associated records.

Record details are fetched from the following tables:

- Lead [sn_lead_mgmt_core_lead]
- Lead Line Item [sn_lead_mgmt_core_lead_line_item]

Parameters

Name	Type	Description
queryParams	Object	Object containing the query parameters to apply when retrieving the lead records. These are the query parameters passed in the lead - GET /sn_lead_mgmt_core/lead endpoint. For example: `{ "sysparm_fields":["first_name,last_name,sys_id,lead_line_items"], "sysparm_query":["lead_type=new_business"], "sysparm_offset":["2"],"sysparm_limit":["25"] }`
requestUrl	String	Request URL. Pass this URL when you are processing a paginated response so that the method has the links to all of the pages in the response.

Returns

Type	Description
JSON object	Details of the requested lead and lead line item records. Data type: Object `{ "body": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>{
	  "contentRange": "String",
	  "links": "String",
	  "status": "String",
	  "totalCount": "Number"
	}</pre>
	If an errors occur while processing the request, the JSON object only contains the `body` and `status` parameters.

<JSONobject>.body	Response body. Successful response: An array of objects with each object containing a lead record and all associated lead line item records. All fields within the requested lead record and all fields in the associated lead line item records are returned. For a description of the fields returned, refer to lead - GET /sn_lead_mgmt_core/lead. Error response: List of errors detected when trying to process the request. These error messages are defined in the *`LeadAPIConstants`* script include. Data type: Array of Objects
<JSONobject>.contentRange	Range of the content returned in a paginated call. For example: If offset=2 and limit=3, the value of this parameter is items 3-5. Data type: String

<JSONobject>.links	In the case of a paginated response, comma-separated links to each page contained in the response.
	
	For example:
	<pre><https://servicenow-instance/api/sn_lead_mgmt_core/lead?sysparm_offset=0&sysparm_limit=20>;rel="self",
	<https://servicenow-instance/api/sn_lead_mgmt_core/lead?sysparm_offset=20&sysparm_limit=20>;rel="last",
	<https://servicenow-instance/api/sn_lead_mgmt_core/lead?sysparm_offset=20&sysparm_limit=20>;rel="next"</pre>
	Data type: String

<JSONobject>.status	Response status code. These status codes are defined in the *`LeadAPIConstants`* script include. Data type: String
<JSONobject>.totalCount	Total number of lead records returned by the method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Number (Integer)

The following code example shows where to add your custom code for the *processGetAllLeads()* method in the *LeadAPIProcessUtil* script include.

```
var LeadAPIProcessUtil = Class.create();

LeadAPIProcessUtil.prototype =
 Object.extendsObject(LeadAPIProcessUtilOOB, {

// Define overriding functions here

processGetAllLeads: function(queryParams, requestUrl) {
// Add your custom code here
},

type: 'LeadAPIProcessUtil'
});
```

LeadAPIProcessUtilOOB - processGetLeadById (String id)

Retrieves the specified lead record and its associated line item records. This method returns all fields within the associated records.

Record details are fetched from the following tables:

- Lead [sn_lead_mgmt_core_lead]
- Lead Line Item [sn_lead_mgmt_core_lead_line_item]

Parameters

Name	Type	Description
id	String	Sys_id of the lead record to retrieve. Table: Lead [sn_lead_mgmt_core_lead]

Returns

Type	Description
JSON object	Details of the requested lead and lead line item records. Data type: Object `{ "body": {Object}, "status": "String" }`
<JSONobject>.body	Response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Successful response: All fields within the requested lead record and all fields in the associated lead line item records. For a description of the fields returned, refer to lead - GET /sn_lead_mgmt_core/lead/{sys_id}. Error response: List of errors detected when trying to process the request. These error messages are defined in the `LeadAPIConstants` script include. Data type: Object
<JSONobject>.status	Response status code. These status codes are defined in the `LeadAPIConstants` script include. Data type: String

The following code example shows where to add your custom code for the `processGetLeadById()` method in the `LeadAPIProcessUtil` script include.

```
var LeadAPIProcessUtil = Class.create();

LeadAPIProcessUtil.prototype =
 Object.extendsObject(LeadAPIProcessUtilOOB, {

// Define overriding functions here

processGetLeadById: function(id) {
  // Add your custom code here
},

type: 'LeadAPIProcessUtil'

});
```

LeadAPIProcessUtilOOB - processUpdateLead (Object requestBody, String id)

Processes the request body and updates the specified lead and all its associated line items, based on the passed parameters.

Records are updated in the following tables:

- Lead [sn_lead_mgmt_core_lead]
- Lead Line Item [sn_lead_mgmt_core_lead_line_item]

Parameters

Name	Type	Description
requestBody	Object	Request body of the lead and its related lead line item fields to update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		For details on the contents of this object, see lead - PATCH / sn_lead_mgmt_core/lead/{sys_id}.
id	String	Sys_id of the lead record to update. Table: Lead [sn_lead_mgmt_core_lead]

Returns

Type	Description
JSON object	Details of the saved lead and lead line item records. Data type: Object `{ "body": {Object}, "status": "String" }`
<JSONobject>.body	Response body. Successful response: All fields of the updated lead record and all fields in the associated lead line item records (updated or not). For a description of the fields returned, refer to lead - PATCH / sn_lead_mgmt_core/lead/{sys_id}. Error response: List of errors detected when trying to process the request. These error messages are defined in the *LeadAPIConstants* script include. Data type: Object
<JSONobject>.status	Response status code. These status codes are defined in the *LeadAPIConstants* script include. Data type: String

The following code example shows where to add your custom code for the *processUpdateLead()* method in the *LeadAPIProcessUtil* script include.

```
var LeadAPIProcessUtil = Class.create();

LeadAPIProcessUtil.prototype =
 Object.extendsObject(LeadAPIProcessUtilOOB, {

// Define overriding functions here

processUpdateLead: function(requestBody, id) {
// Add your custom code here
},
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
type: 'LeadAPIProcessUtil'

});
```

LeadAPIValidationUtilOOB - Scoped

The *LeadAPIValidationUtilOOB* script include provides methods that are called by the *lead* REST API to validate lead records and associated lead line item records when they are created (POST) or updated (PATCH).

If you want to customize how lead records are validated when the lead API methods are called, override the methods in this script include in the *LeadAPIValidationUtil* script include. The names of the methods that you are overriding in the *LeadAPIValidationUtil* script include must be the same as those in the *LeadAPIValidationUtilOOB* script include file.

This API is provided within the `sn_lead_mgmt_core` namespace. To access the API, the Lead Management Data Model (sn_lead_mgmt_core) plugin must be activated on the instance, and the calling user must have the sn_lead_mgmt_core.lead_integrator role.

For additional information on Lead Management, see Using Lead Management.

LeadAPIValidationUtilOOB - validateLeadObjectForPatchCall (Object leadObject)

Validates the passed fields for a specified lead and its associated line items when updating a lead record using the PATCH endpoint of the *lead* API.

This method is triggered by the *processUpdateLead()* method in the *LeadAPIValidationUtilOOB* script include. This method performs various validations, such as:

- Checks for mandatory fields
- Checks that the phone number and email address have the proper format.
- Checks choice and reference fields, ignoring any invalid values.
- Validates the stage and throws an error if the user attempts to qualify a lead.

Parameters

Name	Type	Description
leadObject	Object	Fields to update in the specified lead record and associated lead line item records. For a list of the fields that can be passed and their associated requirements, see lead - PATCH / sn_lead_mgmt_core/lead/{sys_id}.

Returns

Type	Description
<JSON object>	Results of the validation. `{ "errors": [Array], "indexesOfleadLineItemsForInsertion": [Array] }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<JSON object>.errors	Details of the errors detected while validating the passed lead and lead line item object. Returns an empty array if no errors are detected. For example: `[ {"email":"Invalid email address."}, {"last_name":"Mandatory field is either missing or invalid."}, {"lead_line_items[0]/product_offering":"Mandatory field is either missing or invalid."} ]` These error messages are located in the *LeadAPIConstantsOOB* script include. Data type: Array of Objects
<JSON object>.indexesOfleadLineItemObjectForInsertion	Indexes of new lead line items that need to be inserted in the leadObject. Data type: Array of Integers

The following code example shows where to add your custom code for the *validateLeadObjectForPatchCall()* method in the *LeadAPIValidationUtil* script include.

```
var LeadAPIValidationUtil = Class.create();

LeadAPIValidationUtil.prototype =
 Object.extendsObject(LeadAPIValidationUtilOOB, {

// Define overriding functions here

validateLeadObjectForPatchCall: function(leadObject) {
// Add your custom code here
},

type: 'LeadAPIValidationUtil'

});
```

LeadAPIValidationUtilOOB - validateLeadObjectForPostCall (Object leadObject)

Validates the passed fields for a specified lead and its associated line items when creating a lead record using the POST endpoint of the *lead* API.

This method is triggered by the *processCreateLead()* method in the *LeadAPIValidationUtilOOB* script include. This method performs various validations, such as:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Checks for required fields.
- Checks that the phone number and email address have the proper format.
- Checks choice and reference fields, ignoring any invalid values.

Parameters

Name	Type	Description
leadObject	Object	Fields to insert in the new lead record and associated lead line item records. For a list of the fields that can be passed and their associated requirements, see lead - POST / sn_lead_mgmt_core/lead.

Returns

Type	Description
Array	Details of the errors detected while validating the passed lead and lead line item object. Returns an empty array if no errors are detected. For example: `[ {"email":"Invalid email address."}, {"last_name":"Mandatory field is either missing or invalid."}, {"lead_line_items[0]/product_offering":"Mandatory field is either missing or invalid."} ]` These error messages are located in the *LeadAPIConstantsOOB* script include.

The following code example shows where to add your custom code for the *validateLeadObjectForPostCall()* method in the *LeadAPIValidationUtil* script include.

```
var LeadAPIValidationUtil = Class.create();

LeadAPIValidationUtil.prototype =
 Object.extendsObject(LeadAPIValidationUtilOOB, {

// Define overriding functions here

validateLeadObjectForPostCall: function(leadObject) {
// Add your custom code
},

type: 'LeadAPIValidationUtil'

});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

LeadtoCashCore - Scoped

The `LeadtoCashCore` script include provides methods to orchestrate a lead-to-cash workflow in the Lead to Cash Core life cycle.

The Lead to Cash Core (com.snd.l2c.core) plugin must be activated for `LeadtoCashCore` script includes to be available in an instance. This script include belongs to the sn_l2c_core namespace and requires the admin role.

In a lead to cash workflow, you map a source entity to a target entity. An entity is defined as a collection of tables. Source-to-target mapping allows you to transform the structure or content of the source entity to fit the structure or content needed in the target entity. The functionality provided by this script include represents the entity mapping feature available in the Lead to Cash feature. See Lead to Cash for more information.

To complete a workflow using the `LeadtoCash` script include, you pass return parameters from one method to the next. Typically, you call these methods in the following order:

1. LeadtoCashCore - createInstance(String headerSysIDs, String lineSysIDs, Boolean isTarget, Object additionalParams) - Fetches the data of a given entity. For example, customer order-related information including line items and their related data.

   Use the `context` parameter to declare one or more header or line IDs in the script. For such multi-select use cases, the output JSON contains a key items array where each entry represents a single entity.

2. LeadtoCashCore - delta(Object sourceJSON, Object dirtyJSON, Object additionalParams) - Compares two JSON inputs and identifies any changes that occurred between them. For example, when something is added, deleted, or modified in an entity.
3. LeadtoCashCore - effect(Object sourceJSON, Object targetJSON, Object additionalParams) - Transforms the source JSON target into a target object.
4. LeadtoCashCore - commitInstance(Object targetJSON, Object additionalParams) - Commits the transformation made in the `effect()` script include to the database.

Note: If necessary, `delta()` may be skipped in this workflow. However, calling these methods out of order results in an unsuccessful workflow (for example, when calling `commitInstance()` and then `effect()`).

Prerequisites

Each of these methods are bundled with an extension point, sn_l2c_core.LeadToCashServiceEP. `PrimitiveUtil()` is a utility which provides methods to get the extension point service and invokes the script includes according to their available parameters. You must first provide `PrimitiveUtil()` with the `getPrimitivesEPService()` method, which specifies the table to get source and target information from. For more information, see LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context). Once `PrimitiveUtil()` and `getPrimitivesEPService()` are provided in the script, you can then call any of the `createInstance()`, `delta()`, `effect()`, or `commitInstance()` script includes as needed for your use case.

Example Lead to Cash Core workflow script

Though each of the available Lead to Cash Core script includes are documented individually, you can reference the following example to see how you can use these methods together to produce a Lead to Cash work flow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var util = new sn_l2c_core.PrimitiveUtil();

var context = {"isMultiSelect": false}; // Set the
 context.isMultiSelect parameter as true to enable multi-select
 use cases

//Flow: Creation of Order from a sold product
var service =
 util.getPrimitivesEPService('sn_l2c_cust_flows_sp_to_order',
 context);

//CREATE INSTANCE to get the data of sold product with sys_id
 '06670ba3c3adbd501caee74bb0013166'
var SPInstance = service.createInstance(null,
 '06670ba3c3adbd501caee74bb0013166');
gs.info("SPInstance: "+JSON.stringify(SPInstance));

// DELTA
// construct the dirtyJSON as required
var deltaOutput = service.delta(SPInstance, dirtyJSON);/
gs.info("deltaOutput: "+JSON.stringify(deltaOutput));

// EFFECT
var effectOutput = service.effect(deltaOutput);
gs.info("effectOutput: " + JSON.stringify(effectOutput));

// COMMIT INSTANCE
var commitOutput = service.commitInstance(effectOutput);
gs.info("commitOutput: " + JSON.stringify(commitOutput));
```

In our example, a customer purchased a sold product but now requests a modification on the existing sold product. The required modifications are provided in the form of a dirtyJSON. To apply these modifications, we call the Lead to Cash Core methods in the following order:

1. The first call gets the existing sold product information using the *`createInstance()`* method.
2. We then compare this source JSON with the dirty JSON using the *`delta()`* method, which returns a delta JSON.
3. The *`delta()`* JSON is then transformed into a JSON of type order using the *`effect()`* method.
4. The order JSON is committed to the database using the *`commitInstance()`* method.

LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context)

Triggers the *`PrimitiveUtil()`* utility method.

To use any of the available methods in the *`LeadtoCashCore`* script include, you must first always call the scripted extension point *`PrimitiveUtil()`* in your script with the *`getPrimitivesEPService()`* utility method to trigger the implementation.

Parameters

Name	Type	Description
context	Object	Optional. Additional parameter options for displaying attribute values and for invoking more than one instance at a time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		`"context": { "isMultiSelect": "Boolean" "loadDisplayValue": "Boolean" }`
context.isMultiSelect	Boolean	Optional. Flag that indicates whether to pass multiple entities as input to create the instance. Valid values: • true: Enables the passing of multiple entities as input. When true, you can pass multiple line items in a comma-separated list. • false: Doesn't enable the passing of multiple entities as input. Only one input may be passed in the API script. Default: false
context.loadDisplayValue	Boolean	Optional. Flag that indicates whether to load the display value for each attribute. Valid values: • true: Enables the loading of an attribute's display value. • false: Doesn't enable the loading of an attribute's display value. Default: false
sourceToTargetConfigID	String	Mapping configuration ID for the source-to-target mapping. Table: Lead To Cash Entity Mapping [sn_l2c_core_entity_mapping]

Returns

Type	Description
None	

The following example invokes *`PrimitiveUtil()`* and picks an implementation based on sn_l2c_cust_flows_sp_to_order, which is a Mapping Config ID in the Lead To Cash Entity Mapping [sn_l2c_core_entity_mapping] table.

```
//Utility to invoke createInstance API
var util = new sn_l2c_core.PrimitiveUtil();
var context = {"isMultiSelect": true}; // Set the
 context.isMultiSelect parameter as true to enable multi-select
 use cases

//Invokes the extension point and specifies an implementation
 based on sourceToTargetConfigID of a L2C flow.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var service =
 util.getPrimitivesEPService('sn_l2c_cust_flows_sp_to_order',
 context)
```

LeadtoCashCore - createInstance(String headerSysIDs, String lineSysIDs, Boolean isTarget, Object additionalParams)

Returns the data of one or more given entities with a JSON object containing various details such as header, lines, child lines, characteristics, and their attributes.

Use the output JSON of the *createInstance()* method in subsequent methods of the Lead to Cash Core workflow such as *delta()*, *effect()*, and *commitInstance()*.

Note: The *LeadtoCashCore* script include requires you to first call the script utility method *PrimitiveUtil()* with the LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context) utility method to trigger the implementation before calling *createInstance()* in your script. Per each flow, get the service only once and use the same service for all *LeadtoCashCore* methods.

Set the *getPrimitivesEPService()* boolean parameter *context.isMultiSelect* to true to enable *createInstance()* to pass multiple, comma-separated headerIDs or lineIDs at a time. Otherwise, you can only pass one ID at a time. See LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context) for more details. The single headerID use case with multiple lineIDs is supported without setting *context.isMultiSelect* to true.

Parameters

Name	Type	Description
additionalParams	Object	Optional. Additional parameters to use.
additionalParams.skipLines	Boolean	Optional. Flag that indicates whether to fetch line items for the specified entity. Valid values: • true: Skip returning line items information for the entity. • false: Return line items information for the entity. Default: false
headerSysIDs	String	Header sys_id(s) of an entity to retrieve data from. Required if you don't provide the *lineSysIDs* parameter. Pass `null` if you aren't passing any header sys_ids. To designate one or more header sys_ids in your script, set `context.isMultiSelect = true` in the *getPrimitivesEPService()* utility method. For more details, see the Parameters table in LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context). **Note:** At least one *headerSysID* or *lineSysIDs* parameter is required.
isTarget	Boolean	Optional. Flag that determines whether to fetch target entity data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • true: Fetch data of the target entity. • false: Don't fetch data of the target entity. Default: false
lineSysIDs	String	Line item sys_id(s) of an entity to retrieve entity data from. Required if you don't provide *headerSysIDs* and if the entity structure starts with line items such as sold product. To designate one or more line item sys_ids in your script, set `context.isMultiSelect = true` in the *getPrimitivesEPService()* utility method. For more details, see the Parameters table in LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context). **Note:** At least one *headerSysID* or *lineSysIDs* parameter is required. If passing multiple *lineSysIDs*, all records must belong to the same *headerSysID*.

Returns

Type	Description
JSON Object	A JSON containing details of the entity record. Data type: Array of objects `{ "items": [ { "attributes": {Object}, "sys_id": {Object}, "table": "String", "lineItems": [ { "attributes": {Object}, "sys_id": {Object}, "table": "String", "characteristics": [Array], "lineItems": [Array] } ], "characteristics": [Array], "_state": "String" } ] }`
_state	Activity state of the entity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • active: The entity is active. • inactive: The entity is inactive. Default: active Data type: String
characteristics	List of entity characteristics. Characteristics may vary between entities. Data type: Array of objects `"characteristics": [ { "attributes": {Object}, "sys_id": {Object}, "table": "String" } ]`
characteristics.attributes	One or more objects that contain information about attributes associated with the characteristic record. The <attribute type> can be different values based on the records/functionality associated with the characteristic. For example, this object could contain references to the attributes record's sys_id, associated characteristic records, characteristic option records, or sold product information. Data type: Object `"attributes": { "<attribute_type>": {Object} }`
characteristics.attributes.<attribute_type>	Information about the key name of the item attribute. `"<key_name>": { "value": "String" }` Data type: Object
characteristics.attributes.<attribute_type>.value	Typically the sys_id of the associate attribute record, but can be any meaningful text string that describes the associated attribute type. Data type: String
characteristics.sys_id	Object containing the sys_id of the associated characteristic record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"sys_id": {
	  "value": "String"
	 }</pre>

characteristics.sys_id.value	Sys_id of the associated characteristic record. Data type: String
characteristics.table	Name of the table that contains the characteristic record of the lead to cash entity. Data type: String

items	Contains an array of selected objects when *`context.isMultiSelect`* is set to true.
	
	Data type: Array of Objects
	<pre>"items": [
	{
	  "attributes": {Object},
	  "sys_id": {Object},
	  "table": "String",
	  "lineItems": [Array]
	 },
	]</pre>

items.attributes	Attributes of the item record. Attributes may vary between entities.
	<pre>"attributes": {
	  "account": {Object},
	  "name": {Object}
	}</pre>
	Data type: Object

items.attributes.account	Information about the account associated with the item attribute.
	<pre>"account": {
	  "value": "String"
	}</pre>

items.attributes.account.attribute	Attributes of the item. Attributes may vary between entities.
	<pre>"attributes": {
	  "account": {Object},
	  "<key_name>": {Object}
	}</pre>
	Data type: Object

items.attributes.<key_name>	Information about the key name of the item attribute.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"<key_name>": {
	  "value": "String"
	}</pre>
	Data type: Object

items.attributes.<key_name>.value	Value of the key name attribute. Data type: String

items.sys_id	Object containing sys_id information about the entity item. Values vary between entities.
	
	Data type: Object
	<pre>"sys_id": {
	  "value": "String"
	}</pre>

items.sys_id.value	Sys_id of an associated item. Data type: String
items.table	Name of the table that contains line item record associated with the lead to cash entity. Data type: String

items.lineItems	JSON object that contains the line item details of the entity record.
	
	Data type: Array of objects
	<pre>"lineItems": [
	  {
	  "attributes": {Object},
	  "characteristics": [Array],
	  "lineItems": [Array],
	  "_state": "String",
	  "sys_id": {Object},
	  "table": "String"
	  }
	]</pre>

items.lineItems._state	Activity state of the line item entity. Possible values: • active: The entity is active. • inactive: The entity is inactive. Default: active Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

items.lineItems.attributes	Attributes of the line item record. Attributes may vary between entities.
	
	`"attributes": {`
	`  "account": {Object},`
	`  "<key_name>": {Object}`
	`}`
	
	Data type: Object

items.lineItems.attributes.key_name	Information about the key name of the line item attribute.
	
	`"<key_name>": {`
	`  "value": "String"`
	`}`
	
	Data type: Object

items.lineItems.attributes.key_name.value	Value of the key name attribute. Data type: String

items.lineItems.attributes.account	Information about the account associated with the line item attribute.
	
	`"account": {`
	`  "value": "String"`
	`}`

items.lineItems.attributes.sys_id.value	Sys_id of the account associated with the line item attribute. Data type: String

items.lineItems.characteristics	List of characteristics associated with the line item. Characteristics may vary between entities.
	
	Data type: Array of objects
	
	`"characteristics": [`
	`  {`
	`  "attributes": {Object},`
	`  "sys_id": {Object},`
	`  "table": "String"`
	`  }`
	`]`

items.lineItems.characteristics.attributes	Characteristic attributes objects that contain information about attributes associated with the characteristic record. The <attribute type> can be different values based on the records/functionality associated with the characteristic. For example, this object could contain references to the attributes record's sys_id, associated characteristic records, characteristic option records, or sold product information. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"attributes": {
	  "<attribute_type>": {Object}
	}</pre>

items.lineItems.characteristics.attributes.<attribute_type>	Typically the sys_id of the associate attribute record, but can be any meaningful text string that describes the associated attribute type. Data type: String

items.lineItems.characteristics.sys_id	Object containing the sys_id of the associated characteristic record.
	
	Data type: Object
	<pre>"sys_id": {
	  "value": "String"
	 }</pre>

items.lineItems.characteristics.sys_id.value	Sys_id of the associated characteristic record. Data type: String
items.lineItems.characteristics.table	Name of the table that contains the characteristic record of the lead to cash entity. Data type: String

items.lineItems.lineItems	Child line items of a parent line item. This object has the same format as the *lineItems* parameter.
	
	Data type: Object
	<pre>"lineItems": [
	  {
	  "attributes": {Object},
	  "characteristics": [Array],
	  "lineItems": [Array],
	  "_state": {Object},
	  "sys_id": {Object},
	  "table": "String"
	  }
	]</pre>

items.lineItems.sys_id	Object containing sys_id information about the associated line item record.
	
	Data type: Object
	<pre>"sys_id": {
	  "value": "String"
	}</pre>

items.lineItems.sys_id.value	Sys_id of an associated line item record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
items.lineItems.table	Name of the table that contains the line item record associated with the lead to cash entity. Data type: String

The example script below invokes the *createInstance()* method to load the data of a sold product, its entire hierarchy, and its characteristics.

```
//Utility to invoke createInstance API
var util = new sn_l2c_core.PrimitiveUtil();

//Invoke extension point, picks an implementation based on
 sourceToTargetConfigID of a L2C flow, the Mapping Config ID  in
 "sn_l2c_core_entity_mapping" table.
var service =
 util.getPrimitivesEPService('sn_l2c_cust_flows_sp_to_order');

//Invoke createInstance API with required params
var SPInstance = service.createInstance(null,
 '4e03cda2ec87311Of87727ef5883a2cf');

//Print the returned JSON
gs.info("SPInstance: "+JSON.stringify(SPInstance));

//The returned JSON can be used for subsequent methods of the
 flow such as delta(), effect() and commitInstance()
```

Output:

```
{
  "lineItems": [
    {
      "table": "sn_install_base_sold_product",
      "sys_id": {
        "value": "4e03cda2ec87311Of87727ef5883a2cf"
      },
      "attributes": {
        "name": {
          "value": "Quadplay Home Tech Hub Bundle"
        },
        "account": {
          "value": "9e2fd2ee11b4311Of877366201dea674"
        }
      },
      "lineItems": [
        {
          "table": "sn_install_base_sold_product",
          "sys_id": {
            "value": "9e0301e2ec87311Of87727ef5883a23a"
          },
          "attributes": {
            "name": {
              "value": "Internet and OTT Bundle"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            },
            "_state": "active",
            "account": {
                "value": "9e2fd2ee11b43110f877366201dea674"
            }
          },
          "lineItems": [
          ],
          "characteristics": []
        }
      ],
      "characteristics": [
        {
          "table": "sn_prd_pm_product_characteristics",
          "sys_id": {
            "value": "8d669b6665ebf110f877d71ec56bf75c"
          },
          "attributes": {
            "sys_id": {
              "value": "8d669b6665ebf110f87d71ec56bf75c"
            },
            "_state": "active",
            "characteristic_value": {
                "value": ""
            },
            "characteristic": {
                "value": "4f31999fd0a63110f8770dbf976be178"
            },
            "characteristic_option": {
                "value": "4f31999fd0a63110f8770dbf976be179"
            },
            "sold_product": {
                "value": "4e03cda2ec873110f87727ef5883a2cf"
            }
          }
        }
      ]
    }
  ]
}
```

Example: Multi-select

The following script demonstrates how to use *isMultiSelect* to invoke the *createInstance()* method and load the data of two sold products with their entire hierarchy and characteristics.

```
//Utility to invoke createInstance API
var util = new sn_l2c_core.PrimitiveUtil();

//Set context variable isMultiSelect true to enable multi-select
var context = {"isMultiSelect": true};
//Invoke extension point, picks an implementation based on
 sourceToTargetConfigID of a L2C flow, the Mapping Config ID  in
 “sn_l2c_core_entity_mapping” table.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var service =
 util.getPrimitivesEPService('sn_l2c_cust_flows_sp_to_order',
 context);

//Multiple sold products selected
var selectedLineitems =
 '4e03cda2ec87311Of87727ef5883a2cf,036a2349284d021Of877b6837Ofb2
e93';

//Invoke createInstance API with required params
var SPInstance = service.createInstance(null,
 selectedLineitems);

//Print the returned JSON
gs.info("SPInstance: "+JSON.stringify(SPInstance));

//The returned JSON can be used for subsequent APIs of the flow
 such as Delta, Effect and Commit Instance
```

Response:


```
{
  "items": [
    {
      "lineItems": [
        {
          "table": "sn_install_base_sold_product",
          "sys_id": {
            "value": "4e03cda2ec87311Of87727ef5883a2cf"
          },
          "attributes": {
            "name": {
              "value": "Quadplay Home Tech Hub Bundle"
            },
            "account": {
              "value": "9e2fd2ee11b4311Of877366201dea674"
            }
          },
          "lineItems": [
            {
              "table": "sn_install_base_sold_product",
              "sys_id": {
                "value": "9e0301e2ec87311Of87727ef5883a23a"
              },
              "attributes": {
                "name": {
                  "value": "Internet and OTT Bundle"
                },
                "account": {
                  "value": "9e2fd2ee11b4311Of877366201dea674"
                }
              },
              "lineItems": [],
              "characteristics": []
            }
          ]
        }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      ]
    },
    {
      "lineItems": [
        {
          "table": "sn_install_base_sold_product",
          "sys_id": {
            "value": "036a2349284d0210f877b68370fb2e93"
          },
          "attributes": {
            "name": {
              "value": "Quadplay Home Tech Hub Bundle"
            },
            "account": {
              "value": "9e2fd2ee11b43110f877366201dea674"
            }
          },
          "lineItems": [
            {
              "table": "sn_install_base_sold_product",
              "sys_id": {
                "value": "4b6a2349284d0210f877b68370fb2e9c"
              },
              "attributes": {
                "name": {
                  "value": "Internet and OTT Bundle"
                },
                "account": {
                  "value": "9e2fd2ee11b43110f877366201dea674"
                }
              },
              "lineItems": [],
              "characteristics": []
            }
          ],
          "characteristics": [],
          "_state": "active"
        }
      ]
    }
  ]
}
```


LeadtoCashCore - delta(Object sourceJSON, Object dirtyJSON, Object additionalParams)

Compares the source and modified source JSON objects of a lead to cash entity and returns a JSON object that describes any changes made to the source JSON, such as any additions, deletions, or modifications.

Note: The *LeadtoCashCore* script include requires you to first call the scripted extension point *PrimitiveUtil()* with the LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context) utility method to trigger the implementation before calling *delta()* in your script. Per each flow, get the service only once and use the same service for all *LeadtoCashCore* methods.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sourceJSON	Object	JSON object of the source lead to cash entity. **Note:** Use the LeadtoCashCore - createInstance(String headerSysIDs, String lineSysIDs, Boolean isTarget, Object additionalParams) method to retrieve the source JSON of an entity.
dirtyJSON	Object	Modified source JSON of the lead to cash entity.
additionalParams	Object	Optional. Additional parameters to use.
additionalParams.delta_ignore_attributes	Object	Table attributes to ignore during comparison between the source and dirtyJSON. Enables support of reconfiguration use cases. `{ "<table_name>": [<attribute_name1>, attribute_name2>] }`
additionalParams.delta_ignore_attributes.<table_name>	String	The name of the table and its associated attributes to ignore. For example: `{ "sn_install_base_sold_product": ["state","unit_price"] }`
additionalParams.loadDisplayValue	Boolean	Optional. Flag that indicates whether to load the display value for each attribute. Valid values: • true: Enables the loading of an attribute's display value. • false: Doesn't enable the loading of an attribute's display value. Default: false

Returns

Type	Description
JSON Object	An object containing details of the entity record with any changes that occurred between the sourceJSON and dirtyJSON. Data type: Object `{ "lineItems": [Array] }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
lineItems	JSON object that contains the line item details of the entity record. For example, order line items or quote line items. Data type: Array of objects `"lineItems": [ { "_action": "String", "attributes": {Object} "characteristics": [Array] "lineItems": [Array], "sys_id": {Object}, "table": "String" } ]`
lineItems._action	Change action applied to the line item of the source JSON. Possible values: • add: Information was added to the source JSON. • change: Information was updated in the source JSON. • disconnect: Information was disconnected from the source JSON. • nochange: No change occurred on the source JSON. Data type: String
lineItems.attributes	Attributes of the line item. For example, the attribute's name and value. May contain varying fields based on the entity. Data type: Object `"attributes": { "<attribute_name>": {Object} }`
lineitems.attributes.<attribute_name>	Name of the line item attribute. For example, the name of an account or contact. May contain varying fields of the entity. Data type: Object `"attributes": { "<attribute_name>": { "value": "String" } }`
lineitems.attributes.<attribute_name>.value	Value of the line item attribute. Data type: String
lineItems.attributes.account	Information about the account associated with the item attribute. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	``
	"account": {
	  "value": "String"
	}
	``

lineItems.attributes.account	Sys_id of the account associated with the line item attribute. Data type: String

lineItems.characteristics	Characteristics of the line item. May contain varying fields based on the entity.
	
	Data type: Array of Objects
	``
	"characteristics": [
	 {
	  "attributes": {Object},
	  "sys_id": {Object},
	  "table": "String"
	  }
	]
	``

lineItems.characteristics.attributes	Attributes of the header record characteristics. For example, the attribute's name and value. May contain varying fields based on the entity.
	
	Data type: Object
	``
	"attributes": {
	 "<field_name>": {
	 "value": "String"
	}
	``

lineitems.characteristics.attributes.<field_name>	Attributes and value of the characteristic record associated with the line item.
	
	Data type: Object
	``
	"<field_name>": {
	  "value": "String"
	}
	``

lineitems.characteristics.attributes.<field_name>.value	Value of the field_name belonging to the characteristic record of an entity. Data type: String

lineItems.characteristics.sys_id	Sys_id object of the characteristic record.
	
	Data type: Object
	``
	"sys_id": {
	  "value": "String"
	}
	``

lineItems.characteristics.sys_id.value	Sys_id value of the associated characteristic record. The updated table may vary between entities. For example, Order [sn_ind_tmt_orm_order].

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
lineItems.characteristicsTable	Name of the table containing the characteristic record. Data type: String
lineItems.lineItems	Child line items of a parent line item. This object has the same format as the *lineItems* parameter. Data type: Array of Objects `"lineItems": [ { "_glide_action": "String", "attributes": {Object}, "characteristics": [Array], "lineItems": [Array], "sys_id": {Object}, "table": "String" } ]`
lineItems.sys_id	Sys_id of the associated item record. Data type: Object `"sys_id": { "value": "String" }`
lineItems.sys_id.value	Sys_id of an associated item record. The updated table may vary between entities, like Order or Specification. For example, Order [sn_ind_tmt_orm_order]. Data type: String
lineItems.table	Name of the table that contains the item record associated with the lead to cash entity. Data type: String

The following example demonstrates how to call the *delta()* method by first calling the *PrimitiveUtil* utility method and *getPrimitiesEPService()*, and then providing the source and target JSON objects.

```
//Utility to invoke Delta API
var util = new sn_l2c_core.PrimitiveUtil();

//Invoke extension point, picks an implementation based on
 sourceToTargetConfigID of a L2C flow, the Mapping Config ID  in
 “sn_l2c_core_entity_mapping” table.
var service = util.getPrimitivesEPService('sp_order_macd');

//Invoke delta API with required params
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// sourceJSON can be the output of createInstance or null
//dirtyJSON is the modified sourceJSON
var deltaOutput= service.delta(sourceJSON, dirtyJSON);

//Print the returned JSON
gs.info(" deltaOutput: "+JSON.stringify(deltaOutput));

//The returned JSON can be used for subsequent APIs of the flow
 such as Effect and Commit Instance
```

The output JSON shows that several line items were added to the sold base product:

```
{
  "lineItems": [
    {
      "table": "sn_install_base_sold_product",
      "sys_id": {
        "value": "-1"
      },
      "attributes": {
        "name": {
          "value": "Quadplay Home Tech Hub Bundle"
        },
        "account": {
          "value": "9e2fd2ee11b43110f877366201dea674"
        }
      },
      "lineItems": [
        {
          "table": "sn_install_base_sold_product",
          "sys_id": {
            "value": "-1"
          },
          "attributes": {
            "name": {
              "value": "Internet and OTT Bundle"
            },
            "account": {
              "value": "9e2fd2ee11b43110f877366201dea674"
            }
          },
          "lineItems": [
            {
              "table": "sn_install_base_sold_product",
              "sys_id": {
                "value": "-1"
              },
              "attributes": {
                "name": {
                  "value": "Solana Sports streaming channel"
                },
                "account": {
                  "value": "9e2fd2ee11b43110f877366201dea674"
                }
              },
              "lineItems": [],
              "characteristics": [],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "_action": "add"
          }
        ],
        "characteristics": [],
        "_action": "add"
      }
    ],
    "characteristics": [
      {
        "table": "sn_prd_pm_product_characteristics",
        "sys_id": {
          "value": "-1"
        },
        "attributes": {
          "characteristic_value": {
            "value": ""
          },
          "characteristic": {
            "value": "4f31999fd0a63110f8770dbf976be178"
          },
          "characteristic_option": {
            "value": "4f31999fd0a63110f8770dbf976be179"
          },
          "sold_product": {
            "value": "4e03cda2ec873110f87727ef5883a2cf"
          },
          "action": {
            "value": "add"
          }
        },
        "_action": "add"
      }
    ],
    "_action": "add"
  }
 ]
}
```

Example: Multi-select

The following example shows how to form the multi-select *delta()* method by first calling *PrimitiveUtil* and *getPrimitivesEPService* and then providing the source and target JSON objects for multiple line or header IDs. Per each flow, get the service only once and use the same service for all the *LeadtoCashCore* methods.

```
/Utility to invoke Delta API
var util = new sn_l2c_core.PrimitiveUtil();

//Set context variable isMultiSelect true to enable multi-select
var context = {"isMultiSelect": true};

//Invoke extension point, picks an implementation based on
 sourceToTargetConfigID of a L2C flow, the Mapping Config ID  in
 “sn_l2c_core_entity_mapping” table.
var service =
 util.getPrimitivesEPService(‘sn_l2c_cust_flows_sp_to_order’,
 context);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
//Invoke delta API with required params
// sourceJSON can be the output of createInstance for multiple
 lineIDs or headerIDs or null
//dirtyJSON is the modified sourceJSON
var deltaOutput= service.delta(sourceJSON, dirtyJSON);

//Print the returned JSON
gs.info(" deltaOutput: "+JSON.stringify(deltaOutput));

//The returned JSON can be used for subsequent APIs of the flow
 such as Effect and Commit Instance
```

The output JSON shows that several line items were added to the sold base product:


```
{
  "items": [
    {
      "lineItems": [
        {
          "table": "sn_install_base_sold_product",
          "sys_id": {
            "value": "4e03cda2ec87311Of87727ef5883a2cf"
          },
          "attributes": {
            "name": {
              "value": "Quadplay Home Tech Hub Bundle"
            },
            "account": {
              "value": "9e2fd2ee11b4311Of877366201dea674"
            }
          },
          "lineItems": [
            {
              "table": "sn_install_base_sold_product",
              "sys_id": {
                "value": "9e0301e2ec87311Of87727ef5883a23a"
              },
              "attributes": {
                "name": {
                  "value": "Internet and OTT Bundle"
                },
                "account": {
                  "value": "9e2fd2ee11b4311Of877366201dea674"
                }
              },
              "lineItems": [],
              "characteristics": [],
              "_action": "disconnect"
            }
          ],
          "characteristics": [],
          "_action": "disconnect"
        }
      ]
    },
    {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "lineItems": [
        {
          "table": "sn_install_base_sold_product",
          "sys_id": {
            "value": "036a2349284d0210f877b68370fb2e93"
          },
          "attributes": {
            "name": {
              "value": "Quadplay Home Tech Hub Bundle"
            },
            "account": {
              "value": "9e2fd2ee11b43110f877366201dea674"
            }
          },
          "lineItems": [
            {
              "table": "sn_install_base_sold_product",
              "sys_id": {
                "value": "4b6a2349284d0210f877b68370fb2e9c"
              },
              "attributes": {
                "name": {
                  "value": "Internet and OTT Bundle"
                },
                "account": {
                  "value": "9e2fd2ee11b43110f877366201dea674"
                }
              },
              "lineItems": [],
              "characteristics": [],
              "_action": "disconnect"
            }
          ],
          "characteristics": [],
          "_action": "disconnect"
        }
      ]
    }
  ]
}
```


LeadtoCashCore - effect(Object sourceJSON, Object targetJSON, Object additionalParams)

Transforms and applies the source JSON structure of a given entity to the target JSON of another entity. You can then commit the changed entity to the database using the *commitInstance()* method.

You can use the output JSON of the *delta()* method in the *effect()* request. Then, commit any *effect()* JSON output to the database using the *commitInstance()* to complete the lead to cash workflow.

Note: The *LeadtoCashCore* script include requires you to first call the scripted extension point *PrimitiveUtil()* with the LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context) utility method to trigger the implementation before calling *effect()* in your script. Per each flow, get the service only once and use the same service for all *LeadtoCashCore* methods.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sourceJSON	Object	JSON containing details of the source entity. **Note:** Use the LeadtoCashCore - createInstance(String headerSysIDs, String lineSysIDs, Boolean isTarget, Object additionalParams) to retrieve the source JSON of an entity.
targetJSON	Object	JSON containing details of the target entity.
additionalParams	Object	Optional. Additional parameters to use.
additionalParams.is_feature_state	Boolean	Optional. Use this to support reconfiguration use cases. Accepted values: • true: Provides context variable keys instead of dictionary field names. This allows you to provide all the attributes from the target entity instead of mapping attributes from source to target. • false: Provides dictionary field names. Default: false

Returns

Type	Description
JSON Object	Change that occurred and was applied from the source to target entity JSON objects at each of the header of the lead to cash entity. Data type: Object `{ "_glide_action": "String", "_records_count: {Object}, "_source_object": {Object}, "lineItems": [Array], "sys_id": "String", "table": "String" }`
_glide_action	Indicates the change that occurred at the item level between the source and target JSON. Possible values (case-sensitive): • DELETE: Information was removed between the source and target JSON structures. • INSERT: Information was added between the source and target JSON structures.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• NO_CHANGE: No change occurred between the source and target JSON structures. • UPDATE: Information was modified between the source and JSON structures. Data type: String

_records_count	Details of new records inserted for each table.
	
	Data type: Object
	`"_records_count": {`
	`"tableName": {Object}`
	`}`

_records_count.tableName	Name of the table in which new records are inserted.
	
	Data type: Object
	`"tableName": {`
	`"insert": Number}`
	`}`

_records_count.tableName.insert	Number of new records inserted in the table. Data type: Number

_source_object	Source JSON object to which changes were applied. The object structure may vary between entities.
	
	Data type: Object
	`"_source_object": {`
	`"sys_id": "String",`
	`"table": "String"`
	`}`

_source_object.sys_id	Sys_id of the source entity record that was updated. Data type: String
_source_object.table	Table location of the source entity record that was updated. This value may vary between entities. Data type: String
lineItems._glide_action	Change action that occurred on the line item. Possible values: • DELETE: Information was removed between the source and target JSON structures. • INSERT: Information was added between the source and target JSON structures.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• NO_CHANGE: No change occurred between the source and target JSON structures. • UPDATE: Information was modified between the source and JSON structures. Data type: String
lineItems._source_object	Source entity record details to which the _glide_action was applied. This object may vary between entities. Data type: Object `"_source_object": { "sys_id": "String", "table": "String" }`
lineItems._source_object.sys_id	Sys_id of the source entity record that was updated. Data type: String
lineItems._source_object.table	Table location of the source entity record that was updated. This value may vary between entities. Data type: String
lineItems._state	State of the entity. Data type: Object `"_state": { "value": "String" }`
lineItems._state.value	The current state of the entity. Possible values: • active: The entity object is in an active state. • inactive: The entity object isn't in an active state. Data type: String
lineItems.attributes	Attributes of the line item. For example, the attribute's name and value. May contain varying fields based on the entity. Data type: Object `"attributes": { "<attribute_name>": {Object} }`
lineitems.attributes.<attribute_name>	Name of the line item attribute. For example, the name of an account or contact. May contain varying fields of the entity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Object `"attributes": { "<attribute_name>": { "value": "String" } }`
lineitems.attributes.<attribute_name>.value	Value of the line item attribute. Data type: String
lineItems.attributes.account	Information about the account associated with the item attribute. Data type: Object `"account": { "value": "String" }`
lineItems.attributes.account.value	Sys_id of the account associated with the line item attribute. Data type: String
lineItems.attributes.short_description	Brief description of the line item attribute. Data type: String
lineItems.characteristics	List of characteristics associated with the line item. Characteristics may vary between entities. Data type: Array of Objects `"characteristics": [ { "_glide_action: "String", "attributes": {Object}, "sys_id": {Object}, "table": "String" } ]`
lineItems.characteristics._glide_action	Change action that occurred on the line item. Possible values: • DELETE: Information was removed between the source and target JSON structures. • INSERT: Information was added between the source and target JSON structures.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• NO_CHANGE: No change occurred between the source and target JSON structures. • UPDATE: Information was modified between the source and JSON structures. Data type: String

lineItems.characteristics.attributes	Attributes more objects that contain information about attributes associated with the characteristic record.
	
	For example, this object could contain references to the attributes record's sys_id, associated characteristic records, accounts or contacts, characteristic option records, or sold product information.
	
	Data type: Object
	`"attributes": {`
	`  "<attribute_type>": {Object}`
	`}`

lineItems.characteristics.attributes.<attribute_type>	Type of attribute. This type can contain different values based on the records or functionality associated with the characteristic.
	
	Data type: Object
	`"<attribute_type>": {`
	`  "value": "String"`
	`}`

lineItems.characteristics.attributes.<attribute_type>.value	Value of the attribute type. Data type: String

lineitems.characteristics.attributes.<field_name>	Attribute name of the characteristic record associated with the line item.
	
	Data type: Object
	`"<field_name>": {`
	`  "value": "String"`
	`}`

lineitems.characteristics.attributes.<field_name>.value	Value of the field name belonging to the characteristic record of an entity. Data type: String

lineItems.characteristics.sys_id	Sys_id of the associated characteristic record.
	
	Data type: Object
	`"sys_id": {`
	`  "value": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
lineItems.characteristics.sys_id.value	Sys_id of the associated characteristic record. The updated table may vary between entities. For example, Order [sn_ind_tmt_orm_order]. Data type: String
lineItems.characteristics.table	Name of the table containing the characteristic record. Data type: String
lineItems.lineItems	Child line items of a parent line item. This object has the same format as the *`lineItems`* parameter. Data type: Array of Objects `"lineItems": [ { "_glide_action": "String", "attributes": {Object}, "characteristics": [Array], "lineItems": [Array], "sys_id": {Object}, "table": "String" } ]`
lineItems.sys_id	Sys_id of the associated item record. Data type: Object `"sys_id": { "value": "String" }`
lineItems.sys_id.value	Sys_id of an associated item record. The updated table may vary between entities, like Order or Specification. For example, Order [sn_ind_tmt_orm_order]. Data type: String
lineItems.table	Name of the table that contains the item record associated with the lead to cash entity. Data type: String
sys_id	Sys_id of the entity. Data type: String
table	Name of the table in which the entity is found. Data type: String

The following example shows how to apply transformation logic using the output of the *`delta()`* method:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The same script is applicable for both single select and multi-select use cases, as just the source JSON format changes and the output remains the same for both. For multi-select use cases, a single header is created with all the line items added to the same header.

```
//Utility to invoke effect API
var util = new sn_l2c_core.PrimitiveUtil();

//Invoke extension point, picks an implementation based on
 sourceToTargetConfigID of a L2C flow, the Mapping Config ID  in
 “sn_l2c_core_entity_mapping” table.
var service = util.getPrimitivesEPService('sp_order_macd');

//Invoke effect API with required params
var effectOutput = service.effect(deltaOutput, null);

//Print the returned JSON
gs.info("effectOutput: " + JSON.stringify(effectOutput));

//The returned JSON can be used in the subsequent
 commitInstance() method.
```

Output:

```
{
  "sys_id": "-1",
  "table": "sn_ind_tmt_orm_order",
  "_glide_action": "INSERT",
  "_source_object": {},
  "lineItems": [
    {
      "sys_id": "-1",
      "table": "sn_ind_tmt_orm_order_line_item",
      "attributes": {
        "account": {
          "value": "9e2fd2ee11b43110f877366201dea674"
        },
        "short_description": {
          "value": "Quadplay Home Tech Hub Bundle"
        }
      },
      "_glide_action": "INSERT",
      "_source_object": {
        "sys_id": "-1",
        "table": "sn_install_base_sold_product"
      },
      "lineItems": [
        {
          "sys_id": "-1",
          "table": "sn_ind_tmt_orm_order_line_item",
          "attributes": {
            "account": {
              "value": "9e2fd2ee11b43110f877366201dea674"
            },
            "short_description": {
              "value": "Internet and OTT Bundle"
            }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          },
          "_glide_action": "INSERT",
          "_source_object": {
            "sys_id": "-1",
            "table": "sn_install_base_sold_product"
          },
          "lineItems": [
            {
              "sys_id": "-1",
              "table": "sn_ind_tmt_orm_order_line_item",
              "attributes": {
                "account": {
                  "value": "9e2fd2ee11b43110f877366201dea674"
                },
                "short_description": {
                  "value": "Solana Sports streaming channel"
                }
              },
              "_glide_action": "INSERT",
              "_source_object": {
                "sys_id": "-1",
                "table": "sn_install_base_sold_product"
              },
              "lineItems": [],
              "characteristics": []
            }
          ],
          "characteristics": []
        }
      ],
      "characteristics": [
        {
          "sys_id": "-1",
          "table": "sn_ind_tmt_orm_order_characteristic_value",
          "attributes": {
            "characteristic_option": {
              "value": "4f31999fd0a63110f8770dbf976be179"
            },
            "characteristic": {
              "value": "4f31999fd0a63110f8770dbf976be178"
            },
            "characteristic_option_value": {
              "value": ""
            }
          },
          "_glide_action": "INSERT",
          "_source_object": {
            "sys_id": "-1",
            "table": "sn_prd_pm_product_characteristics"
          }
        }
      ]
    },
  "_state": {
      "value": "active"
}
   ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "_records_count":
    {
        "sn_ind_tmt_orm_order":
        {
            "insert": 1
        },
        "sn_ind_tmt_orm_order_line_item":
        {
            "insert": 3
        },
        "sn_ind_tmt_orm_order_characteristic_value":
        {
            "insert": 1
        }
    }
}
```

LeadtoCashCore - commitInstance(Object targetJSON, Object additionalParams)

Commits the JSON of a given lead to cash entity to the instance, returns a status message with updated information, and updates the Lead to Cash Core Entity table as a result.

Note: The *LeadtoCashCore* script include requires you to first call the scripted extension point *PrimitiveUtil()* with the LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context) utility method to trigger the implementation before calling *commitInstance()* in your script. Per each flow, get the service only once and use the same service for all *LeadtoCashCore* methods.

Parameters

Name	Type	Description
targetJSON	Object	JSON object containing the 'glide_action' of a target entity to commit. You can pass the output of the effect() method here. **Note:** 'glide_action' identifies the change action that occurred between the source and target JSON of a lead to cash entity.
additionalParams	Object	Optional. Additional parameters to use.
additionalParams.bulkNumberGeneration	Boolean	Optional. Flag that indicates whether to generate sys_numbers in bulk. Valid values: • true: Generate the sys_numbers in bulk to be utilized during the record insertion process. Reduces the need for additional queries to fetch numbers and decreases insertion time. • false: Generate the sys_number individually at the time of insertion for each record. Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
JSON Object	Details about the target entity record. Data type: Object `{ "dataObject": {Object}, "displayMessage": "String", "error": "String", "headerID": "String", "message": "String", "rootLineIDs": [Array], "status": "String" }`
dataObject	JSON object that contains detailed data on the commit operations performed at each level. Data type: Object `"dataObject": { "_commitObjectInfo": {Object}, "_glide_action": "String", "_source_object": {Object}, "lineItems": [Array], "sys_id": "String", "table": "String" }`
dataObject._commitObjectInfo	Commit status and sys_id if the line item change is an INSERT action. Data type: Object `"_commitObjectInfo": { "status": "String", "sys_id": "String" }`
dataObject._commitObjectInfo.status	Status of the commit operation performed on the particular entity. Possible values: • success: The entity commit operation was successful. • failure: The entity commit operation wasn't successful. Data type: String
dataObject._commitObjectInfo.sys_id	Sys_id of the inserted record. The method returns this parameter only if the *dataObject._glide_action* is INSERT. The updated table may vary between entities. For example, Order [sn_ind_tmt_orm_order]. Data type: String
dataObject._glide_action	Change action that occurred on the line item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • DELETE: Information was removed between the source and target JSON structures. • INSERT: Information was added between the source and target JSON structures. • NO_CHANGE: No change occurred between the source and target JSON structures. • UPDATE: Information was modified between the source and target structures. Data type: String
dataObject._source_object	Source JSON object to which changes were applied. The object structure may vary between entities. Data type: Object `"_source_object": { "sys_id": "String", "table": "String" }`
dataObject._source_object.sys_id	Sys_id of the source entity record to which the _glide_action was applied. The updated table may vary between entities. For example, Order [sn_ind_tmt_orm_order]. Data type: String
dataObject._source_object.table	Name of the table that contains the source entity record to which the _glide_action was applied. This may vary between entities. Data type: String
dataObject.lineItems	Line item details of the entity record. For example, order line items or quote line items. Data type: Array of Objects `"lineItems": [ { "_action": "String", "_commitObjectInfo": {Object}, "_glide_action": "String", "_source_object": {Object}, "_state": "String", "attributes": {Object}, "characteristics": [Array], "lineItems": [Array], "sys_id": {Object}, "table": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	}]
dataObject.lineItems._action	Change action applied to the line item of the source JSON. Possible values: • add: Information was added to the source JSON. • change: Information was updated in the source JSON. • disconnect: Information was disconnected from the source JSON. • nochange: No change occurred on the source JSON. Data type: String

dataObject.lineItems._commitObjectInfo	Returned if the line item change is an `INSERT` action. Contains the object's commit status and sys_id.
	
	Data type: Object
	`"_commitObjectInfo": {`
	`"status": "String",`
	`"sys_id": "String"`
	`}`

dataObject.lineItems._commitObjectInfo.status	Status of the commit operation performed on the particular entity. Possible values: • success: The entity commit operation was successful. • failure: The entity commit operation wasn't successful. Data type: String
dataObject.lineItems._commitObjectInfo.sys_id	Sys_id of the inserted record. The updated table may vary between entities. For example, Order [sn_ind_tmt_orm_order]. Data type: String
dataObject.lineItems._generalAction	Change action that occurred on the line item. Possible values: • DELETE: Information was removed between the source and target JSON structures. • INSERT: Information was added between the source and target JSON structures. • NO_CHANGE: No change occurred between the source and target JSON structures. • UPDATE: Information was modified between the source and JSON structures. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
dataObject.lineItems._source_object	Source entity record details to which the _glide_action was applied. This object may vary between entities. Data type: Object `"_source_object": { "sys_id": "String", "table": "String" }`
dataObject.lineItems._source_object.sys_id	Sys_id of the source entity record to which the _glide_action was applied. Data type: String
dataObject.lineItems._source_object.table	Table name of the source entity record to which the _glide_action was applied. Data type: String
dataObject.lineItems._state	State of the object. Possible values: • active: The entity object is in an active state. • inactive: The entity object isn't in an active state. Data type: String
dataObject.lineItems.attributes	Attributes of the line item. For example, the attribute's name and value. May contain varying fields based on the entity. Data type: Object `"attributes": { "<attribute_name>": {Object} }`
dataObject.lineItems.attributes.<attribute_name>	Name of attribute_name attribute. For example, the name of an account or contact. May contain varying fields of the entity. Data type: Object `"attributes": { "<attribute_name>": { "value": "String" } }`
dataObject.lineItems.attributes.<attribute_name>.value	Value of the attribute_name attribute. Data type: String
dataObject.lineItems.characteristics	List of characteristics associated with the line item. Characteristics may vary between entities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Array of Objects `"characteristics": [ { "_glide_action: "String", "attributes": {Object}, "sys_id": {Object}, "table": "String" } ]`
dataObject.lineItems.characteristics._glide_action	Characteristic that occurred on the line item. Possible values: • DELETE: Information was removed between the source and target JSON structures. • INSERT: Information was added between the source and target JSON structures. • NO_CHANGE: No change occurred between the source and target JSON structures. • UPDATE: Information was modified between the source and JSON structures. Data type: String
dataObject.lineItems.characteristics.attributes	One or more objects that contain information about attributes associated with the characteristic record. For example, this object could contain references to the attributes record's sys_id, associated characteristic records, accounts or contacts, characteristic option records, or sold product information. Data type: Object `"attributes": { "<attribute_type>": {Object} }`
dataObject.lineItems.characteristics.attributes.<attribute_type>	Name of the attributes attribute type. May contain varying fields of the entity. Data type: Object `"<attributes_type>": { "<attribute_name>": {Object} }`
dataObject.lineItems.characteristics.attributes.<attribute_type>.<attribute_name>	Name of the attributes attribute type. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"<attribute_name>": {
	"value": "String"
	}</pre>

dataObject.lineItems.characteristics.attributes.<attribute_type>.<attribute_name>	Value of the attribute. Data type: String

dataObject.lineItems[0].characteristics.sys_id	Sys_id of the associated characteristic record.
	
	Data type: Object
	<pre>"sys_id": {
	"value": "String"
	}</pre>

dataObject.lineItems[0].characteristics.value	Value of the associated characteristic record. The updated table may vary between entities. For example, Order [sn_ind_tmt_orm_order]. Data type: String
dataObject.lineItems[0].characteristics.table	Name of the table containing the characteristic record. Data type: String

dataObject.lineItems[0].lineItems	Child line items of a parent line item. This object has the same format as the *lineItems* parameter.
	
	Data type: Array of Objects
	<pre>"lineItems": [
	{
	"_glide_action": "String",
	"attributes": {Object},
	"characteristics": [Array],
	"lineItems": [Array],
	"sys_id": {Object},
	"table": "String"
	}
	]</pre>

dataObject.lineItems[0].sys_id	**Sys_id** of the associated item record.
	
	Data type: Object
	<pre>"sys_id": {
	"value": "String"
	}</pre>

dataObject.lineItems[0].sys_id.value	**Sys_id** value of an associated item record. The updated table may vary between entities, like Order or Specification. For example, Order [sn_ind_tmt_orm_order]. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
dataObject.lineItems[0].table	Name of the table that contains the item record associated with the lead to cash entity. Data type: String
dataObject.sys_id	Sys_id of the associated line item record. The updated table may vary between entities. For example, Order [sn_ind_tmt_orm_order]. Data type: String
dataObject.table	Name of the table that contains the record of the lead to cash entity. Data type: String
displayMessage	Message that is displayed to the user in the UI. The display message is identical to the *`message`* string value. Data type: String
error	Error message that describes the failure of the *`commitInstance`* method. If the request is successful, this parameter returns an empty string. Data type: String
headerID	Sys_id of the target entity record created or updated by the *`commitInstance`* method. Stored in: The related table depending on the entity type, like sold product, order, etc. Data type: String
message	Message describing the success, error, or partially_success scenarios. This message is the same as the *`displayMessage`* string value and can be used by other application calls to the API. Data type: String
rootLineIDs	Comma-separated list of sys_ids of the target entity records inserted, updated, or deleted by the *`commitInstance`* method. Stored in: The related table depending on the entity type, like sold product, order, etc. Data type: Array of Strings
status	Status message confirming the success of the commit. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• success: The commit was successful. • failure: The root line or header glide operation failed. Retrigger the Lead to Cash Core API flow. • partial_success: There were failures while processing the entire JSON. Refer to processing logs to troubleshoot specific errors. Data type: String

The following example shows how to use each *LeadtoCashCore* method to retrieve, apply, and commit the details of a source-to-target entity. In this example, the commitInstance() method is used to commit the changed JSON to a lead to cash entity on the instance.

```
//Utility to invoke commitInstance API
var util = new sn_l2c_core.PrimitiveUtil();

//Invokes the PrimitiveUtil extension point, picks an
 implementation based on sourceToTargetConfigID of a
 Lead to Cash (L2C) flow. The Mapping Config ID  in
 “sn_l2c_core_entity_mapping” table.
var service = util.getPrimitivesEPService('sp_order_macd');

//Invoke commitInstance API with the required params
var commitOutput = service.commitInstance(effectOutput);

//Print the returned JSON
gs.info("commitOutput: "+JSON.stringify(commitOutput));
```

Output:

```
{
  "status": "success",
  "error": "",
  "message": "Commit operation successfully processed.",
  "displayMessage": "Commit operation successfully processed.",
  "dataObject": {
    "sys_id": "-1",
    "table": "sn_ind_tmt_orm_order",
    "_glide_action": "INSERT",
    "_source_object": {},
    "lineItems": [
      {
        "sys_id": "-1",
        "table": "sn_ind_tmt_orm_order_line_item",
        "attributes": {
          "account": {
            "value": "86837a386f0331003b3c498f5d3ee4ca"
          },
          "sold_product": {
            "value": "e4bbf902b7343300ece839a6ee11a937"
          },
          "short_description": {
            "value": "Network Monitoring"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          }
        },
        "_glide_action": "INSERT",
        "_source_object": {
          "sys_id": "e4bbf902b7343300ece839a6ee11a937",
          "table": "sn_install_base_sold_product"
        },
        "lineItems": [
          {
            "sys_id": "-1",
            "table": "sn_ind_tmt_orm_order_line_item",
            "attributes": {
              "account": {
                "value": "86837a386f0331003b3c498f5d3ee4ca"
              },
              "sold_product": {
                "value": "23dbbd02b7343300ece839a6ee11a98e"
              },
              "short_description": {
                "value": "Remote Monitoring"
              }
            },
            "_glide_action": "INSERT",
            "_source_object": {
              "sys_id": "23dbbd02b7343300ece839a6ee11a98e",
              "table": "sn_install_base_sold_product"
            },
            "lineItems": [],
            "characteristics": [],
            "coveredProducts": [],
            "_commitObjectInfo": {
              "sys_id": "d2d5b868488d5610f877a23d5db8922f",
              "status": "success"
            }
          }
        ],
        "characteristics": [],
        "coveredProducts": [],
        "_commitObjectInfo": {
          "sys_id": "92d5b868488d5610f877a23d5db89229",
          "status": "success"
        }
      }
    ],
    "_commitObjectInfo": {
      "sys_id": "46d5b0a4488d5610f877a23d5db892ef",
      "status": "success"
    }
  },
  "headerID": "46d5b0a4488d5610f877a23d5db892ef",
  "rootLineIDs": [
    "92d5b868488d5610f877a23d5db89229"
  ]
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Line - Scoped, Global

Creates a Line object using methods to draw a line in a PDF.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

This API is a component used with the Document API to generate a PDF.

Line - Line()

Instantiates a new *`Line`* object.

Parameters

Name	Type	Description
None		

The following examples shows how to create a *`Line`* object.

```
var line = new sn_pdfgeneratorutils.Line();
```

Line – drawLine(Document document, Number pageNo, Number xPos, Number yPos, Number width, Number lineWidth)

Places a line on a document page.

Parameters

Name	Type	Description
Document	Document	Name of the document object.
pageNo	Number	Page number on which you want to place the line.
xPos	Number	X-coordinate area of the page on which to place the line.
yPos	Number	Y-coordinate area of the page on which to place the line.
width	Number	Width area of the page in which you want to draw the line. Values are in points.
lineWidth	Number	Optional. Value of line thickness in points. Default: 1

Returns

Type	Description
None	

The following example shows how to create a line at the lower margin of a document page. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var num = 1;
var xpos = 100;
var ypos = 100;
var width = 450;
var linewidth = 2.5;

document.addNewPage();

var line = new sn_pdfgeneratorutils.Line();

line.drawLine(document, num, xpos, ypos, width, linewidth);

document.saveAsAttachment("incident", "<sys_id>", "line.pdf");
```

Line – setColor(Color color)

Sets the color of a line.

Parameters

Name	Type	Description
color	Color	Line color.

Returns

Type	Description
None	

The following example shows how to create a line and set its color in a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var num = 1;
var xpos = 100;
var ypos = 100;
var width = 450;
var linewidth = 2.5;

var color = new sn_pdfgeneratorutils.Color([0.5,0.5,0.8]);
  //given as array of RGB values;

document.addNewPage();

var line = new sn_pdfgeneratorutils.Line();

line.setColor(color);

line.drawLine(document, num, xpos, ypos, width, linewidth);

document.saveAsAttachment("incident", "<sys_id>",
 "lineWithColor.pdf");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

LinterCheckAstNode - Scoped, Global

The *LinterCheckAstNode* API provides methods for getting abstract syntax tree (AST) node details in linter checks.

This API is included with the Instance Scan (com.glide.instance_scan) plugin and runs in the `sn_instance_scan` namespace. For more information, see Instance Scan.

Use the methods in this class to run linter checks on AST node types by adding code to the **Script** field in the Linter Check form. For more information, see Advanced linter check scripts.

Create a linter check to identify any issues in a script. When a linter check is run on a record, an abstract syntax tree for its code is generated. You can use the abstract syntax tree to analyze issues with the code.

Access methods in this API using the Instance Scan *engine.rootNode* object.

LinterCheckAstNode - getNameIdentifier()

Retrieves the string value of a name node type. A name node represents a simple identifier that is not a keyword, such as a function or variable name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	If the linter object is a name node type, return the name as a string. Null otherwise.

The following example uses the *Findings* API incrementWithNode() method in a linter check. Use this method in the Script field of the Linter Check form.

```
(function(engine) {
  engine.rootNode.visit(function(node) {
    if (node.getTypeName() === "NAME" &&
        node.getNameIdentifier() === "soughtFunction" &&
        node.getParent().getTypeName() === "CALL") {
      engine.finding.incrementWithNode(node);
    }
  });
})(engine);
```

LinterCheckAstNode - getParent()

Gets the parent node object of the accessed node.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Parent node object of the accessed node.

The following example uses the *Findings* API incrementWithNode() method in a linter check. Use this method in the Script field of the Linter Check form.

```
(function(engine) {
  engine.rootNode.visit(function(node) {
    if (node.getTypeName() === "NAME" &&
        node.getNameIdentifier() === "soughtFunction" &&
        node.getParent().getTypeName() === "CALL") {
      engine.finding.incrementWithNode(node);
    }
  });
})(engine);
```

LinterCheckAstNode - getTypeName()

Gets the type of the accessed node.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Type name of the accessed node. For example, a function call in the source is tokenized as a node with the type name of `CALL`.

The following example uses the *Findings* API incrementWithNode() method in a linter check. Use this method in the Script field of the Linter Check form.

```
(function(engine) {
  engine.rootNode.visit(function(node) {
    if (node.getTypeName() === "NAME" &&
        node.getNameIdentifier() === "soughtFunction" &&
        node.getParent().getTypeName() === "CALL") {
      engine.finding.incrementWithNode(node);
    }
  });
})(engine);
```

LinterCheckAstNode - visit(Function callbackFunction)

Accesses each node in the subtree starting from this node and executes a given callback function on each node.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
callbackFunction	Function	Callback function to be executed on each node in the subtree of this node. This callback function takes a node as a parameter which is the node to be visited.

Returns

Type	Description
None	

The following example uses the *Findings* API incrementWithNode() method in a linter check. Use this method in the Script field of the Linter Check form.

```
(function(engine) {
  engine.rootNode.visit(function(node) {
    if (node.getTypeName() === "NAME" &&
        node.getNameIdentifier() === "soughtFunction" &&
        node.getParent().getTypeName() === "CALL") {
      engine.finding.incrementWithNode(node);
    }
  });
})(engine);
```

logger - Global

The *logger* API provides inbound email actions that append messages to the email log.

It provides methods that add information, warning, and error messages. The added message has its source set to `email.<Sys ID of incoming email>`.

logger - log(String msg)

Appends the specified message to the email log.

Parameters

Name	Type	Description
msg	String	Text to append to the email log. These should be information type messages.

Returns

Type	Description
void	

This code example queries email from the sys_user table and then calls the appropriate logger method based on the sender information.

```
var grUser = new GlideRecord("sys_user");
grUser.addQuery("email", email.from);
grUser.query();
  if (grUser.next()) {
    if (grUser.user_name) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
     logger.log("Sender found: " + email.from); //Append
information message to the email log
     createInc(grUser.sys_id);
   } else {
       logger.logWarning("Sender: " + email.from + " " + "found
but no userID found, please take necessary actions"); //Append
warning message to the email log.
       createInc(grUser.sys_id);
   }
 } else {
     logger.logError("Sender is not present in the system hence
action aborted"); //Append error message to the email log.
     current.setAbortAction(true);
 }
```

logger - logError(String msg)

Appends the specified error message to the email log file.

Parameters

Name	Type	Description
msg	String	Error message to append to the email log

Returns

Type	Description
void	

This code example queries email from the sys_user table and then calls the appropriate logger method based on the sender information.

```
var grUser = new GlideRecord("sys_user");
grUser.addQuery("email", email.from);
grUser.query();
  if (grUser.next()) {
    if (grUser.user_name) {
      logger.log("Sender found: " + email.from); //Append
information message to the email log
      createInc(grUser.sys_id);
    } else {
       logger.logWarning("Sender: " + email.from + " " + "found
but no userID found, please take necessary actions"); //Append
warning message to the email log.
       createInc(grUser.sys_id);
    }
  } else {
     logger.logError("Sender is not present in the system hence
action aborted"); //Append error message to the email log.
     current.setAbortAction(true);
  }
```

logger - logWarning(String msg)

Appends the specified warning message to the email log file.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
msg	String	Warning message to append to the email log

Returns

Type	Description
void	

This code example queries email from the sys_user table and then calls the appropriate logger method based on the sender information.

```
var grUser = new GlideRecord("sys_user");
grUser.addQuery("email", email.from);
grUser.query();
  if (grUser.next()) {
    if (grUser.user_name) {
      logger.log("Sender found: " + email.from); //Append
 information message to the email log
      createInc(grUser.sys_id);
    } else {
       logger.logWarning("Sender: " + email.from + " " + "found
 but no userID found, please take necessary actions"); //Append
 warning message to the email log.
       createInc(grUser.sys_id);
    }
  } else {
      logger.logError("Sender is not present in the system hence
 action aborted"); //Append error message to the email log.
      current.setAbortAction(true);
  }
```

LSOFParser - Global

The *LSOFParser* script include provides methods to parse the output of the *lsof* command: `lsof -i4TCP -n -P -F pcnfT`.

Use this script include with a discovery script when you need to parse *lsof* output.

LSOFParser - error(String msg)

Generates the specified error message.

Parameters

Name	Type	Description
msg	String	The error message

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

LSOFParser - initFileDescriptor()

Initializes the file descriptor process.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

LSOFParser - initProcess()

Initializes the parser process.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

LSOFParser - on_c(String line)

Sets the current command.

Parameters

Name	Type	Description
line	String	The command

Returns

Type	Description
void	

LSOFParser - on_endFileDescriptor()

Closes the file descriptor process.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

LSOFParser - on_endProcess()

Closes the parser process.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

LSOFParser - on_f(String line)

Sets the current file descriptor.

Parameters

Name	Type	Description
line	String	The file descriptor

Returns

Type	Description
void	

LSOFParser - on_n(String line)

Sets the current address.

Parameters

Name	Type	Description
line	String	The address

Returns

Type	Description
void	

LSOFParser - on_p(String line)

Sets the current PID.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
line	String	The PID

Returns

Type	Description
void	

LSOFParser - on_T(String line)

Sets the current state.

Parameters

Name	Type	Description
line	String	The state

Returns

Type	Description
void	

LSOFParser - parse(String lsofOutput)

Parses the specified `lsof` output.

Results are available in connections and listeners arrays, and errors are recorded in *`errorString()`* and *`isValid()`*.

Parameters

Name	Type	Description
lsofOutput	String	The `lsof` output

Returns

Type	Description
void	

Messaging - Scoped

The *`Messaging`* API provides methods to perform actions in a third-party messaging application.

This class requires the Messaging Notification plugin (com.glide.notification.messaging) and an integration with a third-party messaging application such as Slack or Teams. Use these methods in an action script in the Message Actions [messaging_observer_handler] table.

Use the `sn_notification` namespace to access the *`Messaging`* API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Messaging - send(GlideRecord messagingApplication, String recipient, GlideRecord messagingContent, GlideRecord target)

Sends a custom message to a third-party application in response to a messaging event. For example, you can send a custom welcome message to a Slack channel when the Now Actions application installs.

Use this method in an action script in the Message Actions [messaging_observer_handler] table.

Parameters

Name	Type	Description
messagingApplication	GlideRecord	Third-party application to send a message to from the Messaging Entities [messaging_application] table.
recipient	String	Recipient of the message. When the instance receives an inbound message, you can send a response to a Slack channel, Team, or individual user ID found in the inbound payload.
messagingContent	GlideRecord	Message content to send from the Messaging Contents [messaging_content] table.
target	GlideRecord	Record used to define dynamic field values in the message. Table must match the **Target table** field in the Messaging Contents record. If the Messaging Contents record does not use a target table, set the value to null.

Returns

Type	Description
void	

```
//Send a message to a Teams user
var app = new GlideRecord('messaging_application');
app.get('1f2d26527f4213007f005212bdfa9102');

var content = new GlideRecord('messaging_content');
content.get('17f1f9617320130082999cfd7bf6a706');

sn_notification.Messaging.send(app,
 '29:1ojsgDg1xuA_jZ7OPDI2_6E7mn7P6Mc0wK7zOn2lblL-SaNXYVI1cR7i6qn
cllAGvdmhy2-kXh76IEVpUHXdz3w', content, null);

//Send a message to a Slack user
var app = new GlideRecord('messaging_application');
app.get('5d2e38c07f6113007f005212bdfa9160');

var content = new GlideRecord('messaging_content');
content.get('69c48ba77310130082999cfd7bf6a7af');

sn_notification.Messaging.send(app, 'U8P706QFQ', content, null);

//Send a message to a Slack channel
var app = new GlideRecord('messaging_application');
app.get('5d2e38c07f6113007f005212bdfa9160');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var content = new GlideRecord('messaging_content');
content.get('69c48ba77310130082999cfd7bf6a7af');

sn_notification.Messaging.send(app, 'CA6232N65', content, null);
```

MetricInfo - Scoped, Global

The *MetricInfo* API provides methods to check if a metric is in the MetricBase database, and if so, to report its retention policy. Retention policies are reported in minutes.

You can call this class in scoped and global server scripts. When using the *MetricInfo* class, use the `sn_clotho` namespace identifier.

This class is part of the MetricBase application.

MetricInfo – MetricInfo(String table, String metric)

Creates an instance of the *MetricInfo* class.

Parameters

Name	Type	Description
table	String	Metric table name listed in the Time Series Metrics [sys_metric] table.
metric	String	Metric field name listed in the Time Series Metrics [sys_metric] table. This field name must be mapped to the table name.

The following example shows how to construct a *MetricInfo* object with the Altitude (mb_demo_mt_altitude) metric associated with the Drones [mb_demo_drone] table.

```
var metricInfo =  new
 sn_clotho.MetricInfo('mb_demo_drone','mb_demo_mt_altitude');
```

MetricInfo – getRetentionSchedulesInMinutes()

Gets the retention policy schedules of the specified metric.

See also MetricBase retention policies.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	JSON object containing key-value pairs that represent the retention policy schedules (in minutes) for the specified metric listed in the Retention Policies [sys_metric_retention_policy] table. For each retention policy schedule belonging to the metric, the object contains a corresponding key-value pair that maps the retention duration to the sampling period.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Key – Retention duration of the retention policy schedule in minutes. Data type: String • Value – Sampling period of the retention policy schedule in minutes. Data type: Number `"<retentionDuration>": <samplingPeriod>`

The following example shows how to loop over the retention policy schedules and compile a log message. The message contains the retention durations converted from minutes to days with their corresponding sampling periods.

```
// Function to convert minutes to days
function toDays(minutes) {
 return minutes / 60 / 24;
};

var metricInfo = new
 sn_clotho.MetricInfo('mb_demo_drone','mb_demo_mt_altitude');
var schedules = metricInfo.getRetentionSchedulesInMinutes();
var log = '';

// Compiles a log message with retention schedules
for (var duration in schedules) {
 log += "Retention duration is: " + toDays(duration) +
 " days, Sampling period is: " + schedules[duration] + "
 minutes\n";
}

gs.info(log);
```

Output:

```
Retention duration is: 8 days, Sampling period is: 1 minutes
Retention duration is: 94 days, Sampling period is: 10 minutes
Retention duration is: 397 days, Sampling period is: 60 minutes
```

MetricInfo – isValid()

Indicates whether the specified metric is mapped to the table defined in a *`MetricInfo`* object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the metric specified in a *MetricInfo* object is mapped to the specified table. Valid values: • true: Specified metric is valid. • false: Specified metric or table either does not exist or the metric is not mapped to the table.

The following example shows how to check if the Altitude (mb_demo_mt_altitude) metric is in the Drones [mb_demo_drone] table, and return its retention schedule if it is. The example output reflects the policy duration in minutes mapped to its interval sampling period.

```
var metricInfo =  new
 sn_clotho.MetricInfo('mb_demo_drone','mb_demo_mt_altitude');
if (metricInfo.isValid())
{
  var retentionSchedules =
 metricInfo.getRetentionSchedulesInMinutes();
  gs.info(JSON.stringify(retentionSchedules, null, 2));
}
else
{
  gs.info("metricInfo is invalid");
}
```

Output:

```
{
  "11520": 1,
  "135360": 10,
  "571680": 60
}
```

MIDServer - Global

The *MIDServer* script include provides methods to encapsulate the notion of a MID Server.

Use these methods in server scripts to manage a MID Server using Ajax.

MIDServer - getByName(String name)

Returns the specified MID server.

Parameters

Name	Type	Description
name	String	The MID server name

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideRecord	The record of the requested MID server.

The following example shows how to access and display mid server details.

```
// Get a mid server object by name
var ms = MIDServer.getByName("windows_mid");

// Stringify the object for display purposes
gs.info(JSON.stringify(ms, null, 2));

// Show the value of each API property
gs.info('hostmane ' + ms.hostname);
gs.info('hostOS ' + ms.hostOS);
gs.info('ip ' + ms.ip);
gs.info('name ' + ms.name);
gs.info('routerIP ' + ms.routerIP);
gs.info('status ' + ms.status);
gs.info('sysID ' + ms.sysID);
gs.info('url ' + ms.url);
gs.info('version ' + ms.version);
gs.info('windowsDomain ' + ms.windowsDomain);
```

Output:

```
*** Script: {
  "valid": true,
  "sysID": "3cb25f0f874b3410c3a99999cebb35ba",
  "name": "windows_mid",
  "url": null,
  "hostname": "myHostname.service-now.com",
  "hostOS": "Windows",
  "version": "fixed",
  "ip": "10.11.128.184",
  "routerIP": "10.11.128.1",
  "network": "10.11.128.0/22",
  "windowsDomain": null,
  "status": "Up",
  "validated": "true",
  "userName": "MID_Profile"
}
*** Script: hostname myHostname.service-now.com
*** Script: hostOS Windows
*** Script: ip 10.11.128.184
*** Script: name windows_mid
*** Script: routerIP 10.11.128.1
*** Script: status Up
*** Script: sysID 3cb25f0f874b3410c3a99999cebb35ba
*** Script: url null
*** Script: version fixed
*** Script: windowsDomain null
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MIDServer - getDefault(DiscoverySchedule schedule)

Returns the MID server associated with the specified schedule (the MID server with the same name). If there is no associated MID server, gets the next MID server in the ecc_agent table.

Parameters

Name	Type	Description
schedule	DiscoverySchedule	The discovery schedule

Returns

Type	Description
GlideRecord	The MID server

MIDServer - getForPing(DiscoverySchedule schedule, DiscoveryRange range)

Returns the MID Server with the specified schedule and range set.

Parameters

Name	Type	Description
schedule	DiscoverySchedule	The discovery schedule
range	DiscoveryRange	The discovery range set

Returns

Type	Description
GlideRecord	The MID server

MIDServer - hostname

The name of the MID server's host.

Field

Name	Type	Description
hostname	String	The name of the MID server's host.

The following example shows how to execute and return all parameters of an available Mid server.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
MID Server Version - fixed
MID Server Windows Domain - null
```

q

MIDServer - hostOS

The operating system of the MID server's host.

Field

Name	Type	Description
hostOS	String	The operating system of the MID server's host.

The following example shows how to execute and return all parameters of an available Mid server.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
MID Server Version - fixed
MID Server Windows Domain - null
```

MIDServer - ip

The IP address of the MID server's host.

Field

Name	Type	Description
ip	String	The IP address of the MID server's host.

The following example shows how to execute and return all parameters of an available Mid server.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
MID Server Version - fixed
MID Server Windows Domain - null
```

MIDServer - name

Name of the MID server.

Field

Name	Type	Description
name	String	Name of the MID server

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to execute and return all parameters of an available Mid server.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
MID Server Version - fixed
MID Server Windows Domain - null
```

MIDServer - network

The network containing the MID server's host.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field

Name	Type	Description
network	String	The network containing the MID server's host. For example, "10.10.10.0/24" or "10.10.10.0/255.255.255.0".

The following example shows how to execute and return all parameters of an available Mid server.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
MID Server Version - fixed
MID Server Windows Domain - null
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MIDServer - routerIP

The IP address of the MID server host's default router.

Field

Name	Type	Description
routerIP	String	The IP address of the MID server host's default router.

The following example shows how to execute and return all parameters of an available Mid server.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
MID Server Version - fixed
MID Server Windows Domain - null
```

MIDServer - status

The MID server's status ("Up" or "Down").

Field

Name	Type	Description
status	String	The MID server's status ("Up" or "Down").

The following example shows how to execute and return all parameters of an available Mid server.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
MID Server Version - fixed
MID Server Windows Domain - null
```

MIDServer - sysID

The sys_id of the MID server record.

Field

Name	Type	Description
sysID	String	The sys_id of the MID server record.

The following example shows how to execute and return all parameters of an available Mid server.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
MID Server Version - fixed
MID Server Windows Domain - null
```

MIDServer - url

The URL the MID server uses to contact the instance.

Field

Name	Type	Description
url	String	The URL the MID server uses to contact the instance.

The following example shows how to execute and return all parameters of an available Mid server.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
MID Server Version - fixed
MID Server Windows Domain - null
```

MIDServer - version

Version of the MID server (WAR name).

Field

Name	Type	Description
version	String	Version of the MID server (WAR name).

The following example shows how to execute and return all parameters of an available Mid server.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
MID Server Version - fixed
MID Server Windows Domain - null
```

MIDServer - windowsDomain

Windows domain of the MID server's host (if it is a Windows machine).

Field

Name	Type	Description
windowsDomain	String	The Windows domain of the MID server's host.

The following example shows how to execute and return all parameters of an available Mid server.

```
var getMIDServerAttributes = new MIDServer(<mid_sys_id>); //Pass
 the sys id of the MID server record
var midServerHostname = getMIDServerAttributes.hostname; //would
 return the Host name of the MID Server Record
var midServerHostOS = getMIDServerAttributes.hostOS; // would
 return the Host OS of the MID Server Record
var midServerIP = getMIDServerAttributes.ip; //would return the
 IP of the MID Server Record
var midServerName = getMIDServerAttributes.name; //would return
 the Name of the MID Server Record
var midServerRouterIP = getMIDServerAttributes.routerIP; //would
 return the router IP of the MID Server Record
var midServerStatus = getMIDServerAttributes.status; //would
 return the status of the MID Server Record (UP or Down)
var midServerSysID = getMIDServerAttributes.sysID; // Would
 return the Sys ID of the MID server record
var midServerURL = getMIDServerAttributes.url; // Would return
 the URL of the MID server record
var midServerVersion = getMIDServerAttributes.version; // Would
 return ServiceNow release version of the MID server record
var midServerwindowsDomain =
 getMIDServerAttributes.windowsDomain; // Would return windows
 domain of the MID server record

gs.info("\nMID Server Host Name - "+ midServerHostname +"\nMid
 Server Host OS - " + midServerHostOS + "\nMID Server IP - "+
 midServerIP + "
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\nMID Server Name - " + midServerName + "\nMID Server Router
 IP - " + midServerRouterIP + "\nMID Server Status - " +
 midServerStatus  +
"\nMID Server SYS ID - " + midServerSysID  + "\nMID Server
 URL - " + midServerURL  + "\nMID Server Version - " +
 midServerVersion +
"\nMID Server Windows Domain - " + midServerwindowsDomain);
```

Output:

```
MID Server Host Name - midSvrName.service-now.com
Mid Server Host OS - Windows
MID Server IP - 10.11.999.999
MID Server Name - Windows MID
MID Server Router IP - 10.11.111.1
MID Server Status - Up
MID Server SYS ID - <mid_sys_id>
MID Server URL - null
MID Server Version - fixed
MID Server Windows Domain - null
```

MIDServerAjax - Global

The *MIDServerAjax* script include provides AJAX functionality for sending a test probe to a MID Server

Use in server scripts to test a MID Server using AJAX.

MIDServerAjax - MIDServerAjax()

Creates an instance of MIDServerAjax.

Parameters

Name	Type	Description
None		

MIDServerAjax - ajaxFunction_testProbe()

Sends a test probe to the MID server.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contains the agent name, test probe ID, topic, name, and source.

```
var msaj = new MIDServerAjax();
msaj.ajaxFunction_testProbe();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MIDServerCluster - Global

The *MIDServerCluster* script include provides methods to find MID Server clusters for a given MID Server and reassigns the jobs if necessary.

If the MID Server agent is up, this class gathers all MID Servers (including the original agent) in the load balance clusters that the original agent is part of. If the MID Server agent is down and the cluster is load balanced, the class gathers the other agents. If the server agent is down, and the cluster is failover, it gathers the next failover agent. The class then randomly returns the MID Server in the final list of MID Servers.

Use in server scripts to get MID Server cluster information.

MIDServerCluster - MIDServerCluster(GlideRecord agent)

Brief description of the method.

Parameters

Name	Type	Description
agent	GlideRecord	The MID server agent

Returns

Type	Description
void	

MIDServerCluster - clusterExists()

Determines if a cluster exists.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if a cluster exists; otherwise, false.

```
var midgr = new GlideRecord("ecc_agent");
midgr.addQuery("name", "al1winmid");
midgr.query();
midgr.next();

var mscl = new MIDServerCluster(midgr);
gs.print(mscl.clusterExists());
```

Output: true

MIDServerCluster - getClusterAgent()

Gets the cluster agent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The agent name

```
// Assuming "mid1" and "mid2" are in a cluster
var midgr = new GlideRecord("ecc_agent");
midgr.addQuery("name", "mid1");
midgr.query();
midgr.next();

var mscl = new MIDServerCluster(midgr);
gs.print(mscl.getClusterAgent());
```

Output: mid2

MIDServerFileSync - Global

The *MIDServerFileSync* script include provides methods to check to see if there are any changes to attachments on tables that are instances of MID Server synchronized files (ecc_agent_sync_file) and, if so, notifies the MID Servers of a change.

The tables that extend the sync tables are MID Server JAR file (ecc_agent_jar) and MID Server MIB File (ecc_agent_mib).

Use in server scripts to notify MID Servers.

MIDServerFileSync - MIDServerFileSync()

Creates an instance of MIDServerFileSync.

Parameters

Name	Type	Description
None		

MIDServerFileSync - notifyMIDServers(String table)

Checks for any changes to attachments on the specified table that are instances of MID server synchronized files and, if so, notifies the MID servers of a change.

Parameters

Name	Type	Description
table	String	The table to check

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var msfs = new MIDServerFileSync();
msfs.notifyMIDServers('ex.table.name');
```

MIDServerFinder - Global

The *MIDServerFinder* script include provides methods to find a list of MID Servers for specified IP addresses.

Use in server scripts to get the MID Server list.

MIDServerFinder - MIDServerFinder()

Creates an instance of MIDServerFinder.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

MIDServerFinder - getMIDServers()

Gets the names of MID servers available for a given range and capability.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of MID server names. If no MID servers are available, returns an empty array.

```
var msf = new MIDServerFinder();
msf.setRanges('10.10.10.1-10.10.11.254');
var msnames = msf.getMIDServers();

for(var i=0; i<msnames.length; i++) {
  gs.print(msnames[i]);
};
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MIDServerFinder - getMIDServersBySysId()

Gets the sys_ids of MID servers available for a given range and capability.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of MID server sys_ids. If no MID servers are available, returns an empty array.

```
var msf = new MIDServerFinder();
msf.setRanges('10.10.10.1-10.10.11.254');
var msids = msf.getMIDServersBySysId();

for(var i=0; i<msids.length; i++) {
  gs.print(msids[i]);
};
```

MIDServerFinder - getStatusMessage()

Gets the state of the finder operation.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The status message

```
var msf = new MIDServerFinder();
gs.print(msf.getStatusMessage());
```

MIDServerFinder - setActive(Boolean flag)

Sets whether to look for active or inactive MID servers. By default, searches are for active MID servers unless inactive is specified by this method.

Parameters

Name	Type	Description
flag	Boolean	If true, look for inactive MID servers. If false, do not look for inactive MID servers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var msf = new MIDServerFinder();
msf.setActive('true');
```

MIDServerFinder - setCapabilities(Array capabilities)

Sets the technologies for which to look.

Parameters

Name	Type	Description
capabilities	Array	Contains a list of capabilities, for example - `capabilities = ["ssh","wmi","snmp",{"os_domain":"disco"}, {"phase":1}];`

Returns

Type	Description
void	

```
var msf = new MIDServerFinder();
msf.setRanges('10.10.10.1-10.10.11.254');
var capab = ["ssh","wmi","snmp"];
msf.setCapabilities(capab);
```

MIDServerFinder - setDebug(Boolean onOrOff)

Turns debugging on or off.

Parameters

Name	Type	Description
onOrOff	Boolean	True to turn on debugging; false to turn debugging off.

Returns

Type	Description
void	

```
var msf = new MIDServerFinder();
msf.setDebug('true');
```

MIDServerFinder - setRanges(String ranges)

Sets the range of IP addresses for which to look.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
ranges	String	A comma-separated list in one of these formats. • IP addresses (10.10.10.1, 10.10.10.2) • IP networks (10.10.10.0/23) • IP ranges (10.10.10.1-10.10.11.254)

Returns

Type	Description
void	

```
var msf = new MIDServerFinder();
msf.setRanges('10.10.10.1-10.10.11.254');
```

MIDServerFinder - setRangesByIPOrHostname(String ipOrHostname)

Determines if the input is a single IP or a hostname, and passes the IP or multiple IPs to the setRanges() method.

If the value of ipOrHostname is an IP address, it is passed into the `setRanges()` method. It the value is a hostname, we look up the DNS table (cmdb_ip_address_dns_name) to try resolving the hostname. The result, either an IP or multiple IPs, is then passes into the `setRanges()` method.

Parameters

Name	Type	Description
ipOrHostname	String	The IP address, IP range, or host name.

Returns

Type	Description
void	

```
var msf = new MIDServerFinder();
msf.setRangesByIPOrHostname('10.10.10.1-10.10.11.254');
```

MIDServerManage - Global

The `MIDServerManage` script include provides methods that allow you to manage a MID Server by sending messages to start, stop, upgrade, get logs, send test probes, and send system messages.

Use in server scripts to send messages to a MID Server.

MIDServerManage - MIDServerManage()

Creates an instance of MIDServerManage.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

MIDServerManage - grab_logs(String agentName, String logs)

Gets the logs for the specified MID server.

Parameters

Name	Type	Description
agentName	String	The MID server name
logs	String	The type of log to get (Optional)

Returns

Type	Description
String	The log message

```
var msm = new MIDServerManage();
msm.grab_logs('serv1');
```

Output: Background message, type:info, message: Grabbing MID Server Logs

MIDServerManage - restart(String agentName)

Restarts the specified MID server.

Parameters

Name	Type	Description
agentName	String	The MID server name

Returns

Type	Description
void	

```
var msm = new MIDServerManage();
msm.restart('serv1');
```

MIDServerManage - stop(String agentName)

Stops the specified MID server.

Parameters

Name	Type	Description
agentName	String	The MID server name

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var msm = new MIDServerManage();
msm.stop('serv1');
```

MIDServerManage - system_msg(String agentName, String cmd, String name)

Creates a system message for the specified MID server.

Parameters

Name	Type	Description
agentName	String	The MID server name
cmd	String	The value of the probe source field
name	String	The name of the probe

Returns

Type	Description
void	

```
var msm = new MIDServerManage();
msm.test_probe('mid.server.serv1', 'command', 'probe_id');
```

MIDServerManage - text_probe(String agentName, String probeID, String topic, String ename, String source)

Sends a test probe for the specified MID server.

Parameters

Name	Type	Description
agentName	String	The MID server name
probeId	String	The ID of the probe to send
topic	String	The information for the topic field
ename	String	The name for the probe
source	String	The information for the source field

Returns

Type	Description
Object	The probe for the specified MID server

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var msm = new MIDServerManage();
msm.test_probe('mid.server.serv1', 'probe_id', 'topic text',
 'name', 'source text');
```

MIDServerManage - upgrade(String agentName)

Upgrades the specified MID server.

Parameters

Name	Type	Description
agentName	String	The MID server name

Returns

Type	Description
void	

```
var msm = new MIDServerManage();
msm.upgrade('serv1');
```

MIDServerSelector - Global

The *`MIDServerSelector`* script include provides methods to find a MID Server based on capabilities and target IP address.

Use in server scripts to find a MID Server with specific capabilities.

MIDServerSelector - MIDServerSelector()

Creates an instance of MIDServerSelector.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

MIDServerSelector - findAgent(String target)

Finds the MID server based on the capabilities and target IP address.

Parameters

Name	Type	Description
target	String	The target IP address

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var mss = new MIDServerSelector();
var capab = ["ssh","wmi","snmp"];
mss.setCapabilities(capab);
mss.findAgent('100.101.10.10');
```

MIDServerSelector - getError()

Gets the error messages for the current MID server.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var mss = new MIDServerSelector();
var capab = ["ssh","wmi","snmp"];
mss.setCapabilities(capab);
mss.findAgent('100.101.10.10');
mss.getError();
```

MIDServerSelector - getWarning()

Gets the warning messages for the current MID server.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var mss = new MIDServerSelector();
var capab = ["ssh","wmi","snmp"];
mss.setCapabilities(capab);
mss.findAgent('100.101.10.10');
mss.getWarning();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MIDServerSelector - setCapabilities(Array capabilities)

Sets the technologies for which to look.

Parameters

Name	Type	Description
capabilities	Array	A list of capabilities, for example - capabilities = ["ssh","wmi","snmp", {"os_domain":"disco"},{"phase":1}];

Returns

Type	Description
void	

```
var mss = new MIDServerSelector();
var capab = ["ssh","wmi","snmp"];
mss.setCapabilities(capab);
```

MLPredictor - Global (deprecated)

The `MLPredictor` API provides utility methods for Predictive Intelligence predictions.

Note: This API has been deprecated and is intended to be removed in a future release. Refer to Using ML APIs for the most recent guidelines.

The `MLPredictor` API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

This class contains all methods necessary to get prediction results from input data.

MLPredictor - MLPredictor()

Instantiates a new MLPredictor object.

Parameters

Name	Type	Description
None		

The following example shows how to use an MLPredictor object in a business rule to record final values after a prediction.

```
function executeRule(current, previous /*null when async*/) {
 var predictor = new MLPredictor();
 predictor.recordFinalValuesInPredictionResults(current, "On
 close");

}(current, previous);
```

MLPredictor - applyPrediction(GlideRecord now_GR, Array solutions)

Sets predicted values from an array of specified solutions to a specified record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
now_GR	GlideRecord	The record on which to apply the array of predicted solutions.
solutions	Array	Specified solution objects associated with the GlideRecord.

Returns

Type	Description
void	

The following example demonstrates using the applyPrediction() method in a business rule.

```
(function executeRule(current, previous /*null when async*/) {
    var mlPredictor = new MLPredictor();
    //Get the list of active solutions for the glide record
 table
    var solutions =
 mlPredictor.findActiveSolutionsForRecord(current);
    //Run prediction and apply predicted value to the record
    mlPredictor.applyPrediction(current, solution);

})(current, previous);
```

MLPredictor - applyPredictionForSolution(GlideRecord now_GR, Object solution)

Applies a predicted value from a specified classification solution to the specified GlideRecord.

For each solution in the GlideRecord, call this method to predict the results and set the field value on the incident to those results.

Parameters

Name	Type	Description
now_GR	GlideRecord	GlideRecord object containing values on which to run a prediction and apply the results.
solution	Object	Classification solution object to be executed.

Returns

Type	Description
Boolean	True upon prediction success, error otherwise.

To use this template, copy the Incident Based Prediction (Template) business rule, make the new record Active, and follow the commented instructions to initialize the solutionNames variable.

```
(function executeRule(current, previous /*null when async*/) {
 var solutionNames = ["solution1", "solution2", ...];

 /* For domain separation (MSP) use case */
// var solutionNames;
// if (current.sys_domain == "A")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
//  solutionNames = ["solution_A1", "solution_A2", ...];
// else if (current.sys_domain == "B")
//  solutionNames = ["solution_B1", "solution_B2", ...];
// else
//  ...

 var predictor = new MLPredictor();
 var info = "";
 solutionNames.forEach(function(solutionName) {
  var solution = predictor.findActiveSolution(solutionName);
  if (!solution)
   return;

  /* The next line of code does the prediction and updates the
 current record. */
  predictor.applyPredictionForSolution(current, solution);

  /* If no prediction is done, do not build the prediction info
 message. */
  if (!predictor.applyPredictionForSolution(current, solution))
   return;

  /* If user doesn't have 'itil' role, we don't build prediction
 info message. */
  if (!gs.hasRole('itil'))
   return;

  /* Building prediction info message */
  var fieldName = solution.getPredictedField();
  var fieldLabel =
 current.getElement(fieldName).getED().getLabel();
  var predictedDisplayValue =
 current.getDisplayValue(fieldName);
  var msg = gs.getMessage("Predicted {0} for {1}.",
 [predictedDisplayValue, fieldLabel]);
  if (info.length > 0)
   info += " ";
  info += msg;
 });
 /* Print out prediction info message on screen. */
 if (info.length > 0) {
  var incidentUrl = "<a
 href='"+current.getLink()+"'>"+current.number+":</a>";
  gs.addInfoMessage(incidentUrl + " " + info);
 }
})(current, previous);
```

MLPredictor - findActiveSolution(String solutionName)

Gets the solution object.

This method only returns the solutions if the ml_solution definition and solution are active.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
solutionName	String	Name of the ml_solution record.

Returns

Type	Description
Object	Solution object for the specified `solutionName` if the ml_solution definition and solution is active, null otherwise.

This example takes a hard-coded value and passes it to a specified Machine Learning model. You can use the outcome and confidence variables to set values or other business logic.

```
var solutionName = 'ml_incident_assignment';
  var shortDescriptionValue = "Unable to connect!"
  var input = {
  short_description : shortDescriptionValue
  };
  var MLP = new MLPredictor();
  var solution = MLP.findActiveSolution(solutionName);
  var predictedOutcome = solution.predictText(input);
  var outcome = predictedOutcome.predictedValue();
  var confidence = predictedOutcome.confidence();
  gs.info("Predicted value: " + outcome)
  gs.info("Confidence: " + confidence)
```

Output:

```
DxC_ML:
        ******* Finished Prediction********* *** Script:
 Predicted value: Software *** Script:
       Confidence: 80.78079080096245
```

MLPredictor - findActiveSolutionsForRecord(GlideRecord now_GR)

Gets active solutions for a table in a specified GlideRecord.

Parameters

Name	Type	Description
now_GR	GlideRecord	GlideRecord from which to collect active solution objects.

Returns

Type	Description
Array	Array of active solution objects associated with the table that the specified record is for.

This script passes a GlideRecord (such as an incident), and processes all solutions for the GlideRecord, returning the values for each.

```
/* This is only to get a hard-coded GR */
    var current = new GlideRecord('incident');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    current.get('965c9e5347c12200e0ef563dbb9a7156');
    var predictor = new MLPredictor();
    var solutions =
 predictor.findActiveSolutionsForRecord(current);
    solutions.forEach(function(solution) {
        var outcome = solution.predict(current);
        /* Use this to set the field to the predicted value in
 the GlideRecord */
        var fieldName = solution.getPredictedField();
        current[fieldName] = outcome.predictedValue();
        current.update();

        gs.info("Predicted value: " + outcome.predictedValue())
        gs.info("Confidence: " + outcome.confidence())
});
```

Output (Assignment Group prediction):

```
DxC_ML: ******* Finished Prediction*********
        *** Script: Predicted value: Software *** Script:
 Confidence:
        99.74530683715315
```

Output (Category prediction):

```
DxC_ML:
        ******* Finished Prediction********* *** Script:
 Predicted value: Software *** Script:
        Confidence: 98.7172805135524
```

MLPredictor - getPredictedValue(Object solution, Object outcome)

Gets the predicted value for a specified solution based on the specified prediction outcome.

Parameters

Name	Type	Description
solution	Object	Solution from which to get the predicted value.
outcome	Object	Prediction outcome results for the specified solution (var outcome = solution.predict(now_GR)).

Returns

Type	Description
String	Predicted value for specified solution based on the specified outcome of the prediction.
Null	Returns null if the prediction confidence does not satisfy thresholds.

MLPredictor - getPredictions(GlideRecord now_GR, Object solution, Object options)

Gets predictions for a specified solution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
now_GR	GlideRecord	GlideRecord to be predicted.
solution	Object	Solution object to be executed.
options	Object	Optional JSON object key value pair with the following properties: • options.top_n: If provided, returns results up to the expected number of predictions, otherwise default is read from the `glide.platform_ml.max_num_predictions` system property. • options.apply_threshold: Checks the threshold value (solution threshold for similarity, class level threshold for classification) for the solution and applies it to the result set. Default value is true.

Returns

Type	Description
Array	Array of predicted outcome objects

The following example calls a specified solution and executes predictions on it.

```
function printOutcomeArr(outcomeArr) {
gs.print('################## Results ##################');
for (var i=0; i<outcomeArr.length; i++) {
    var outcome = outcomeArr[i];
    gs.print((i+1) + ' : ' + outcome.predictedValue() + ', ' +
 outcome.predictedValueSysId() + ', ' + outcome.confidence());
}
}

var solutionName = 'ml_x_snc_global_prop_flip_test';
var predictor = new MLPredictor();
var solution = predictor.findActiveSolution(solutionName);

var now_GR = new GlideRecord('incident');
now_GR.get('1c741bd70b2322007518478d83673af3');

var options = {};
options.top_n = '10';            // top_n is an integer between
 1 and 1000
options.apply_threshold = false; // Value can be set to true or
 false

printOutcomeArr(predictor.getPredictions(now_GR, solution,
 options));
```

MLPredictor - isClassificationSolution(Object solution)

Identifies if a solution object is a classification type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
solution	Object	Name of the ML solution.

Returns

Type	Description
Boolean	Returns true if the input solution is a classification type, false otherwise.

```
var isClassificationSolution =
 this.isClassificationSolution(solution);

 //classification solution each class has different threshold
 //therefore needs to get all the results from ml engine
 if (applyThreshold && isClassificationSolution) {
  var maxClassificationTopN = 50;
  outcomeArr = solution.predictTopN(now_GR,
 maxClassificationTopN);
 }
 else  {
 outcomeArr = solution.predictTopN(now_GR, topN);
 }

 if (outcomeArr === null) {
  //instead of returning null returning empty array
  return [];
 }
```

MLPredictor - isSimilaritySolution(Object solution)

Identifies if a solution object is a similarity type.

Parameters

Name	Type	Description
solution	Object	Name of the ML solution; for example, ml_incident_categorization.

Returns

Type	Description
Boolean	Returns true if the input solution is a similarity type, false otherwise.

MLPredictor - outcome.confidence()

Gets the confidence of the predicted value.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The estimated precision of the prediction as a percentage. For example, **53.84615375762915**.

```
var MLP = new MLPredictor();
  var solution = MLP.findActiveSolution(solutionName);
  var predictedOutcome = solution.predictText(input);
  var outcome = predictedOutcome.predictedValue();
  var confidence = predictedOutcome.confidence();
  gs.info("Predicted value: " + outcome)
  gs.info("Confidence: " + confidence)
```

MLPredictor - outcome.predictedValue()

Gets the predicted value from the MLPredictor outcome object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Predicted value from the Outcome object.

```
var MLP = new MLPredictor();
  var solution = MLP.findActiveSolution(solutionName);
  var predictedOutcome = solution.predictText(input);
  var outcome = predictedOutcome.predictedValue();
  var confidence = predictedOutcome.confidence();
  gs.info("Predicted value: " + outcome)
  gs.info("Confidence: " + confidence)
```

MLPredictor - outcome.predictedValueSysId()

Gets the sys_id of the predicted value.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Predicted value sys_id.

```
function printOutcomeArr(outcomeArr) {
gs.print('################## Results ##################');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
for (var i=0; i<outcomeArr.length; i++) {
    var outcome = outcomeArr[i];
    gs.print((i+1) + ' : ' + outcome.predictedValue() + ', ' +
 outcome.predictedValueSysId() + ', ' + outcome.confidence());
}
```

MLPredictor - recordFinalValuesInPredictionResults(GlideRecord now_GR, String reason)

Sets final prediction result values to a specified GlideRecord with an optionally specified reason.

Parameters

Name	Type	Description
now_GR	GlideRecord	GlideRecord on which to set the final prediction result values.
reason	String	Optional. Reason for applying results.

Returns

Type	Description
void	

In following example, the recordFinalValuesInPredictionResults() method is called when the incident is closed.

```
(function executeRule(current, previous /*null when async*/) {
 var predictor = new MLPredictor();
 predictor.recordFinalValuesInPredictionResults(current, "On
 close");

})(current, previous);
```

MLPredictor - solution.getCapability()

Gets the capability information of a trained solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Definition ID and version of the trained solution, error message otherwise

MLPredictor - solution.getName()

Gets the name of the solution used for prediction.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The name of the solution to use for predictions; for example, `ml_incident_categorization`

MLPredictor - solution.getPredictedField()

Gets the predicted value of a solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Value of a solution's predicted output field

```
/* Get a hard-coded GR */
    var current = new GlideRecord('incident');
    current.get('965c9e5347c12200e0ef563dbb9a7156');
    var predictor = new MLPredictor();
    var solutions =
 predictor.findActiveSolutionsForRecord(current);
    solutions.forEach(function(solution) {
        var outcome = solution.predict(current);
        /* Use this to set the field to the predicted value in
 the GlideRecord */

        var fieldName = solution.getPredictedField();
        current[fieldName] = outcome.predictedValue();
        current.update();
        gs.info("Predicted value: " + outcome.predictedValue())
        gs.info("Confidence: " + outcome.confidence())
});
```

MLPredictor - solution.getThreshold(String className)

Gets the solution threshold.

The threshold represents a percentage reflecting the minimum prediction accuracy.

Parameters

Name	Type	Description
className	String	A specified categorical value of the solution output field

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Value of the threshold represented as a percentage between 0 and 100.

MLPredictor - solution.getVersion()

Gets the version of the active solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Version of the active solution

MLPredictor - solution.isActive()

Determines if the specified solution is active.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the solution is active, false otherwise

MLPredictor - solution.predict(GlideRecord now_GR, Object threshold)

Gets solution prediction results as an Outcome object.

Parameters

Name	Type	Description
now_GR	GlideRecord	GlideRecord of the solution input table
threshold	Object	Threshold value (solution level threshold for similarity, class level threshold for classification)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Prediction outcome result of the specified solution (var outcome = solution.predict(now_GR))

```
solutions.forEach(function(solution) {
        var outcome = solution.predict(current);
        /* Use this to set the field to the predicted value in
 the GlideRecord
        var fieldName = solution.getPredictedField();
        current[fieldName] = outcome.predictedValue();
        current.update();
        */
        gs.info("Predicted value: " + outcome.predictedValue())
        gs.info("Confidence: " + outcome.confidence())
});
```

MLPredictor - solution.predictTopN(GlideRecord now_GR, Object topN)

Returns a list of outcome objects up to the expected number of predictions. Maximum number 1000 predictions.

Parameters

Name	Type	Description
now_GR	GlideRecord	GlideRecord of the solution
topN	Object	Expected number of predictions, any number over 1000 returns 1000 results

Returns

Type	Description
Array	List of outcome objects in an array including GlideRecord, threshold, system ID, and expected number of predictions (topN object)

```
var isClassificationSolution =
 this.isClassificationSolution(solution);

 //classification solution each class has different threshold
 //therefore needs to get all the results from ml engine
 if (applyThreshold && isClassificationSolution) {
  var maxClassificationTopN = 50;
  outcomeArr = solution.predictTopN(now_GR,
 maxClassificationTopN);
 }
 else  {
  outcomeArr = solution.predictTopN(now_GR, topN);
 }

 if (outcomeArr === null) {
  //instead of returning null returning empty array
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  return [];
 }
```

MLSolution - Global

The `MLSolution` API provides methods for handling Predictive Intelligence predictions and retrieving solution objects for all capabilities: similarity, classification, and clustering).

This API provides methods commonly used among all solution capabilities and methods unique to classification and clustering solutions.

- Common methods used for all solution objects:
  - `getCapability()`
  - `getVersion()`
  - `isActive()`
  - `predict()`
- Methods only used for classification and regression solutions:
  - `applyPrediction()`
- Methods only used for clustering solutions:
  - `getClusterAssignments()`
  - `getClusterForRecord()`
  - `getClusterInfo()`

The `MLSolution` API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

The methods in this object are instantiated using MLSolutionFactory.

Related topics

MLSolutionUtil

REST API: Get predictions for multiple solutions

MLSolution - applyPrediction(GlideRecord now_GR)

Gets the prediction result for a classification solution and applies it to the input GlideRecord if the confidence value is higher than the threshold.

Parameters

Name	Type	Description
now_GR	GlideRecord	GlideRecord object containing values on which to run a prediction and apply the results.

Returns

Type	Description
Boolean	Flag that indicates whether the prediction was applied:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Prediction applied • false: Prediction rejected

```
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("ml_incident_categorization
");

var inputGR = new GlideRecord("incident");
inputGR.get("0ef47232db801300864adfea5e961912");

mlSolution.applyPrediction(inputGR);
```

MLSolution - getCapability()

Gets the capability information of a trained solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Type of trained solution. Possible values: • Similarity • Classification • Clustering

```
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("ml_x_global_clustering");

// configure optional parameters
var options = {};
options.group_by = 'network';
options.cluster_id = 1;
options.top_n_per_cluster = 3;

if (mlSolution.getCapability() == 'clustering') {
 var results = mlSolution.getClusterAssignments(options);
 // pretty print JSON results
 gs.print(JSON.stringify(JSON.parse(results), null, 2));
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MLSolution - getClusterAssignments(Object options)

Gets assignments for a clustering solution.

Parameters

Name	Type	Description
options	Object	Optional. Values to use to narrow down the returned results by group and level within a clustering solution. Default: Return cluster memberships for all clusters.
options.group_by	String	Optional. Identifies the segmentation field for which to retrieve cluster memberships, for example, assignment_group. This field provides the same grouping as options provided in the **Use Group By** check box in the **Clustering Definition** form. The information provided varies based on the table selected in the **Table** field. For more information, see Create and train a clustering solution .
options.cluster_id	String	Optional. Cluster ID of a trained solution in the Cluster Summary [ml_cluster_summary] table.
options.top_n_per_cluster	Number	Number of top results to receive for each cluster.

Returns

Type	Description
Object	JSON array containing cluster information in increasing order by cluster_id: • cluster_id: String. Unique cluster number within a solution of clusters. • rec_display_id: String. Record type and number. • rec_sys_id: String. Record sys_id. • group_by: If grouped, name of the segmentation field associated with this cluster.

```
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("ml_x_global_clustering");

// configure optional parameters
var options = {};
options.group_by = 'network';
options.cluster_id = '1';
// returns top 3 results per cluster
options.top_n_per_cluster = 3;

var results = mlSolution.getClusterAssignments(options);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
[{"cluster_id":"1","rec_display_id":"Incident:
 INC0014483","rec_sys_id":"04e33e7adb401300864adfea5e961900","gr
oup_by":"network"},
 {"cluster_id":"1","rec_display_id":"Incident:
 INC0011133","rec_sys_id":"5bd23af2db401300864adfea5e96194d","gr
oup_by":"network"}]
```

MLSolution - getClusterForRecord(GlideRecord now_GR)

Gets the cluster information for a clustering solution.

Parameters

Name	Type	Description
now_GR	GlideRecord	Name of the input GlideRecord.

Returns

Type	Description
String	The cluster_id from the Cluster Summary [ml_cluster_summary] table if the record belongs to a cluster. Empty string returns if the record does not belong to a cluster.

```
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("solution_name");
var now_GR = new GlideRecord('incident');
if (mlSolution.getCapability() == 'clustering') {
var clusterId = mlSolution.getClusterForRecord(now_GR);
}
```

MLSolution - getClusterInfo(Object options)

Gets information for a specified clustering solution.

Parameters

Name	Type	Description
options	Object	Optional. Narrows down the returned results by group and level within a clustering solution. Default: Return cluster memberships for all clusters.
options.group_by	String	Optional. Identifies the segmentation field for which to retrieve cluster memberships, for example, assignment_group. This field provides the same grouping as options provided in the **Use Group By** check box in the **Clustering Definition** form. The information provided varies based on the table selected in the **Table** field. For more information, see Create and train a clustering solution .
options.cluster_id	String	Optional. Cluster ID of a trained solution in the Cluster Summary [ml_cluster_summary] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	JSON array containing cluster information in increasing order by cluster_id: • cluster_id: String. Unique cluster number within a solution of clusters. • cluster_quality: String. Number from 0 to 100. Higher numbers indicate higher cluster density. • cluster_size: String. Number of records in a cluster. • group_by: If grouped, name of the segmentation field associated with this cluster. • cluster_concept: String. Set of words that describe the cluster in descending order of frequency.

```
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("ml_x_global_clustering");

// configure optional parameters
var options = {};
options.group_by = 'network';
options.cluster_id = 1;

var results = mlSolution.getClusterInfo(options);
```

Output:

```
[ {"cluster_id":"1","cluster_quality":"56.6","cluster_size":"46"
,"group_by":"SLA","cluster_concept":"issue occur capacity ..."},

 {"cluster_id":"2","cluster_quality":"55.47","cluster_size":"75"
,"group_by":"SLA","cluster_concept":"clone instance
 request ..."},
... ]
```

MLSolution - getVersion()

Gets the version of the active solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Version of the active solution.

```
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("solution_name");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var solutionVersion = mlSolution.getVersion();
```

MLSolution - isActive()

Determines if a solution is active.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the solution is active. • true: Solution active • false: Solution inactive

```
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("solution_name");

var isActive = mlSolution.isActive();
```

MLSolution - predict(Object input, Object options)

Gets the prediction results from the prediction server given a GlideRecord or an array of key-value pairs.

You can use this method to call prediction with multiple input records because GlideRecord is an iterator.

Parameters

Name	Type	Description
input	Object	*GlideRecord* or array of JSON objects containing field names and values as key-value pairs.
options	Object	Optional. JSON key-value pair with the following properties: • top_n: Number. If provided, returns the top results, up to the specified number of predictions. • apply_threshold: Boolean. Checks the threshold value for the solution and applies it to the result set. The threshold value is solution threshold for similarity or class-level threshold for classification. Default value is true. • custom_results_filter: String. Similarity solutions only. Specifies the allowed set from which results are returned using an encoded query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	JSON object containing the prediction results sorted by sys_id or record_number. • predictedValue: String. Value representing the prediction result. • predictedSysId: String. The sys_id of the predicted value. Results can be from any table on which information is being predicted. • confidence: Number. Value of the confidence associated with the prediction. For example, 53.84. • threshold: Number. Value of the configured threshold associated with the prediction.

```
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("ml_incident_categorization
");

// single GlideRecord input
var input = new GlideRecord("incident");
input.get("0ef47232db801300864adfea5e961912");

// configure optional parameters
var options = {};
options.top_n = 3;
options.apply_threshold = false;

var results = mlSolution.predict(input, options);
// pretty print JSON results
gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

```
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("ml_incident_categorization
");

// multiple GlideRecord input
var input = new GlideRecord("incident");
input.addQuery("sys_created_onONLast
 week@javascript:gs.beginningOfLastWeek()@javascript:gs.endOfLas
tWeek()");
input.query();

// configure optional parameters
var options = {};
options.top_n = 3;
options.apply_threshold = false;

var results = mlSolution.predict(input, options);
// pretty print JSON results
gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
    input_gr_sys_id1: [
                {
                    predictedValue : xxx,
                    predictedSysId : xx0,
                    confidence : xxx,
                    threshold : xxx

                },
                {
                    predictedValue : yyy,
                    predictedSysId : xx1,
                    confidence : xxx,
                    threshold : xxx
                }
        ],
    input_gr_sys_id2 : [
                {
                    predictedValue : xxx,
                    predictedSysId : xx0,
                    confidence : xxx,
                    threshold : xxx

                },
            ...
        ]
}
```

```
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("ml_incident_categorization
");

// key-value pairs input
var input = [{"short_description":"my email is not working"},
   {short_description:"need help with password"}];

// configure optional parameters
var options = {};
options.top_n = 3;
options.apply_threshold = false;

var results = mlSolution.predict(input, options);
// pretty print JSON results
gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

MLSolutionFactory - Global

The *MLSolutionFactory* API is a factory class to get an MLSolution scriptable object.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace. For more information, see Predictive Intelligence.

For usage guidelines, refer to MLSolutionFactory scriptable objects.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

MLSolution

MLSolutionUtil

REST API: Get predictions for multiple solutions

MLSolutionFactory - getSolution(String solutionName, Object options)

Gets an MLSolution object for a specified solution name.

Parameters

Name	Type	Description
solutionName	String	Name of the solution.
options	Object	Optional. options.version: If provided, creates MLSolution instance for provided version of solutionName.

Returns

Type	Description
Object	MLSolution object of the specified solution.

```
// basic usage
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("ml_incident_categorization
");
```

```
// using options.version parameter
var options = {};
options.version = 1;
var mlSolution =
 sn_ml.MLSolutionFactory.getSolution("ml_incident_categorizatio
n", options);
```

MLSolutionResult - Global (deprecated)

The *MLSolutionResult* API provides methods for managing cluster information and members of a clustering solution. You can embed the results in business logic.

Note: This API has been deprecated and is intended to be removed in a future release. Refer to Using ML APIs for the most recent guidelines.

MLSolutionResult - MLSolutionResult()

Instantiates a new MLSolutionResult object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MLSolutionResult - findActiveSolution(String solutionName)

Returns the solution object.

This method only returns the solutions if the ml_solution definition and solution are active (that is, trained). For information, see Create and train a clustering solution .

Parameters

Name	Type	Description
solutionName	String	Name of the clustering ml_s record.

Returns

Type	Description
Object	Clustering solution object for the specified `solutionName` if the ml_solution definition and solution is active, null otherwise.

```
var solutionName = 'ml_incident_assignment';
  var MLS = new MLSolutionResult();
  var solution = MLS.findActiveSolution(solutionName);
  gs.print(solution);
```

MLSolutionResult - getClusterAssignments(String solutionName, Object options)

Returns all members of a clustering solution.

Parameters

Name	Type	Description
solutionName	String	Name of active cluster soluti
options	Object	Optional. Narrows down the Default: Return cluster memb
options.segmentation_field	String	Optional. Identifies the segm This field provides the same by table selected in the **Tabl**
options.cluster_id	String	Optional. The sys_id from th
options.rec_sys_id	String	Optional. The sys_id from th

Returns

Type	Description
Array	Array of outcome objects including: • segmentation – Field name by which to group data • cluster_num – Unique cluster number within a solution of clusters (that is, label)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• rec_sys_id – The sys_id from the table record that the cluster solution is based on • rec_display_id – Name of the record associated with the record sys_id.

The following example shows how to return all cluster members for a solution without setting values for the options object.

```
var solutionName = "<Name_of_Active_Cluster_Solution>";
var solutionResult = new MLSolutionResult();
var outcome_array =
 solutionResult.getClusterAssignments(solutionName);
for (var i = 0; i < outcome_array.length; i++) {
   gs.print(outcome_array [i].segmentation + ' ' + outcome_array
 [i].cluster_num + ' ' + outcome_array [i].rec_sys_id + ' ' +
 outcome_array [i].rec_display_id);
}
```

The following example shows how to return all cluster members for one record using options.rec_sys_id.

```
var now_GR = new GlideRecord('incident');
now_GR.get('sys_id');

var solutionName = "solution_example";
var solutionResult = new MLSolutionResult();
var options = { "rec_sys_id": now_GR.getUniqueValue() };
var outcome_array =
 solutionResult.getClusterAssignments(solutionName, options);
for (var i = 0; i < outcome_array.length; i++) {
   gs.print(outcome_array [i].segmentation + ' ' + outcome_array
 [i].cluster_num + ' ' + outcome_array [i].rec_sys_id + ' ' +
 outcome_array [i].rec_display_id);
}
```

MLSolutionResult - getClusterInfo(String solutionName, Object options)

Returns all outcome information for a clustering solution.

Parameters

Name	Type	Description
solutionName	String	Name of active cluster soluti
options	Object	Optional. Narrows down the Default: Return cluster memb
options.segmentation_field	String	Optional. Identifies the segm This field provides the same by table selected in the **Tabl**
options.cluster_id	String	Optional. The sys_id from th

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	Array of outcome objects including: • segmentation – Field name by which to group data • cluster_num – Unique cluster number within a solution of clusters (that is, label) • total_members – Number of records in cluster (that is, size) • cluster_quality – Cluster quality percentile value

```
var solutionName = "solution_example";
var solutionResult = new MLSolutionResult();
var outcome_array = solutionResult.getClusterInfo(solutionName);
for (var i = 0; i < outcome_array.length; i++) {
gs.print(outcome_array[i].segmentation +
 ' ' + outcome_array[i].cluster_num + ' '
 + outcome_array[i].total_members + ' ' +
 outcome_array[i].cluster_quality);
}
```

MLSolutionUtil - Global

The *MLSolutionUtil* script include provides methods for getting Predictive Intelligence predictions.

This script include requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the sn_ml namespace.

For more information, see Using ML APIs.

Related topics

MLSolution

MLSolutionFactory

MLSolutionUtil - MLSolutionUtil()

Instantiates a new MLSolutionUtil object.

Parameters

Name	Type	Description
None		

```
var mlSolutionUtil = new MLSolutionUtil();
```

MLSolutionUtil - getPredictions(Object input, Array solutionNames, Object options)

Gets predictions for one or more specified solutions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
input	Object	GlideRecord or array of JSON objects as key-value pairs.
solutionNames	Array	Array of solution names to retrieve predictions from.
options	Object	Optional. JSON object key-value pair with the following properties: • top_n: Number. If provided, returns the top results, up to the specified number of predictions. • apply_threshold: Boolean. Checks the threshold value for the solution and applies it to the result set. The threshold value is solution threshold for similarity or class-level threshold for classification. Default value is true. • custom_results_filter: String. Similarity solutions only. Specifies the allowed set from which results are returned using an encoded query.

Returns

Type	Description
Array	JSON key-value pair containing the prediction result grouped by solution name and sorted by sys_id or record_number. • predictedValue: String. Value representing the prediction result. • predictedSysId: String. The sys_id of the predicted value. Results can be from any table on which information is being predicted. • confidence: Number. Value of the confidence associated with the prediction. For example, 53.84. • threshold: Number. Value of the configured threshold associated with the prediction.

```
var solutionNames = ['soluton1', 'solution2'];

var input = new GlideRecord("incident");
input.get("0ef47232db801300864adfea5e961912");

// configure optional parameters
var options = {};
options.top_n = 3;
options.apply_threshold = false;

var mlSolutionUtil = new MLSolutionUtil();
var results = mlSolutionUtil.getPredictions(input,
 solutionNames, options);

// pretty print JSON results
gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  solution1:  {
    input_gr_sys_id1: [
                {
                    predictedValue : xxx,
                    predictedSysId : xx0,
                    confidence : xxx,
                    threshold : xxx

                },
                {
                    predictedValue : yyy,
                    predictedSysId : xx1,
                    confidence : xxx,
                    threshold : xxx
                }
        ],
    input_gr_sys_id2 : [
                {
                    predictedValue : xxx,
                    predictedSysId : xx0,
                    confidence : xxx,
                    threshold : xxx

                },
            ...
        ]
  }

  solution2:  {
      ...
}
```

MobileDeepLinkGenerator - Global

The *MobileDeepLinkGenerator* script include provides methods to embed a link to a mobile app list or form applet.

Use this script include in a global server-side script to create a link to a list or form applet within these apps:

- Now Mobile
- Mobile Agent
- Mobile Onboarding

Note:

The Mobile Onboarding application is being deprecated!

With the ServiceNow AI Platform Rome release in September 2021, we started phasing out support for the Mobile Onboarding application. Customers may no longer activate it, and we are not offering enhancements or non-critical bug fixes. Mobile onboarding features are available in the Now Mobile app for HR Service Delivery.

For example, create a link from an email, push notification, or Virtual Agent conversation that opens a record or list of records in the app. The form or list only includes data that the user has access rights to view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For an example of this API used in a push notification, see Configure push notification message content. For additional information on deep links, see Deep linking for mobile.

MobileDeepLinkGenerator - MobileDeepLinkGenerator(String clientType)

Instantiates a MobileDeepLinkGenerator object for a specific mobile app.

Parameters

Name	Type	Description
clientType	String	Name of the app to create a link to. Options include: • agent: Creates a link to a list or screen in the Mobile Agent app. • request: Creates a link to a list or screen in the Now Mobile app. • onboarding: Creates a link to a list or screen in the Mobile Onboarding.

Note:

The Mobile Onboarding application is being deprecated!

With the ServiceNow AI Platform Rome release in September 2021, we started phasing out support for the Mobile Onboarding application. Customers may no longer activate it, and we are not offering enhancements or non-critical bug fixes. Mobile onboarding features are available in the Now Mobile app for HR Service Delivery.

```
var glide = new global.MobileDeepLinkGenerator('onboarding');
```

MobileDeepLinkGenerator - getFormScreenLink(String formScreenId, String tableName, String recordSysId)

Create a link to a form applet.

Parameters

Name	Type	Description
formScreenId	String	Sys ID of the applet record in the Applets [sys_sg_screen] table.
tableName	String	Name of the table containing the record in the *recordSysId* parameter.
recordSysId	String	Sys ID of the record to open in the applet.

Returns

Type	Description
String	Link to the record in the mobile app form applet.

```
var deepLinkGenerator = new
 global.MobileDeepLinkGenerator("agent");
var link = deepLinkGenerator.getFormScreenLink("<sys_id>",
 current.getTableName(), current.getValue("sys_id"));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MobileDeepLinkGenerator - getScreenLink(String documentId, Object uiParams)

Create a link to a list applet.

Parameters

Name	Type	Description
documentId	String	Sys ID of the applet record in the Applets [sys_sg_screen] table.
uiParams	Object	Optional. JSON object containing any URL parameters to include in the link. Determine which URL parameters to include by inspecting the URL you want to link to. In general, URL parameters filter records in the list. For example, `var param = {'<company-sys-id>': 'servicenow'}`, where `<company-sys-id>` is the Sys ID of a company UI parameter from the UI Parameters [sys_sg_ui_parameter] table for a specific mobile screen.

Returns

Type	Description
String	Link to the mobile app list applet.

```
var uiParams = {
    "b250294ab3c12300a0d56ad4c6a8dc8c": "servicenow",
    "7250294ab3c12300a0d56ad4c6a8dc90": "santa clara"}

var deepLinkGenerator = new
 global.MobileDeepLinkGenerator("request");
var link =
 deepLinkGenerator.getScreenLink("a75df1920f2033001befa68ca8767e
50", uiParams);
```

MonitorMIDServer - Global

The *`MonitorMIDServer`* script include provides methods to monitor MID Servers using the heartbeat probe to check for MID Servers that are down, sends heartbeat requests, and kills old heartbeat requests.

Use this script include in a server script to monitor MID Servers.

MonitorMIDServer - MonitorMIDServer()

Creates an instance of MonitorMIDServer.

Parameters

Name	Type	Description
None		

MonitorMIDServer - killOldRequests()

If there are any heartbeat probe requests that haven't been processed, cancels them so that they don't accumulate when a MID server is down for a while.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var mmsv = new MonitorMIDServer();
mmsv.killOldRequests();
```

MonitorMIDServer - markDowners()

Marks any non-responding MID servers as being down, by determining when the most recent heartbeat was sent and finding all non-responding servers.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var mmsv = new MonitorMIDServer();
mmsv.markDowners();
```

MonitorMIDServer - monitor()

Performs the functions required for a scheduled MID server monitor cycle, including killing old requests, marking the MID servers that are down, and sending heartbeat requests to all servers.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var mmsv = new MonitorMIDServer();
mmsv.monitor();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MonitorMIDServer - sendHeartbeatRequests()

Sends heartbeat requests to all MID servers and notes when by updating the server status record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var mmsv = new MonitorMIDServer();
mmsv.sendHeartbeatRequests();
```

NameValuePairs - Global

The *NameValuePairs* script include provides methods to convert between maps and strings representing the name/value pairs in the map.

The string form is: `<name> = <value>, <name> = <value, ...` where `<name>` is a string name, optionally surrounded by double quotes (Microsoft-style), and `<value>` is a string value, also optionally surrounded by double quotes.

The following are all examples of valid name/value strings:

- `name = value`
- `name = "My Value", name = value`
- `"My Name = this" = "My Value", "My Value, all the time", name = value`
- `"My Name" = "This" "name""", name = value`

In the third example, the quoted values contain equals and commas. In the fourth example, the quoted value contains a quote.

Instances have the following properties initialized:

- map: The map (JavaScript object being used as a hashmap) form of the name/value pairs, with Microsoft-style quotes removed
- string: The string form of the name/value pairs, with Microsoft-style quoting.

Use with any server-side script where you need convert name/value pairs between maps and strings.

NameValuePairs - NameValuePairs(String stringForm)

Creates an instance of the class initialized with the specified string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
stringForm	String	The values to use when creating the object.

NameValuePairs - NameValuePairs(Object mapForm)

Creates an instance of the class initialized with the specified hash map.

Parameters

Name	Type	Description
mapForm	Object	The map to use when creating the object.

NameValuePairs - mapToString()

Produces `this.string` from `this.map`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

NameValuePairs - quotify(Object value)

If the specified value contains double quotes, equals, commas, or spaces, this method surrounds the value with double quotes and doubles up any enclosed double quotes.

Parameters

Name	Type	Description
value	Object	The value to process

Returns

Type	Description
String	The value with added quotes.

NameValuePairs - stringToMap()

Produces `this.map` from `this.string`.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

NetwareHandler - Global

The `NetwareHandler` script include implements an SNMP handler for Netware OS.

This handler is designed to be invoked by Classify.java as an interim step toward completely moving the SNMP sensors into JavaScript.

Use this script include for SNMP classification.

NetwareHandler - classifyAndIdentify()

Classifies and identifies the SNMP device.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

Notify - Global

The `Notify` API allows you to interact with Notify calls and SMS messages using scripts.

Access the global `Notify` class and its associated methods in the SNC namespace.

Notify - call(String notifyPhoneNumber, String toPhoneNumber, GlideRecord conferenceCall, GlideRecord conferenceCallRecord, String userSysId, String groupSysId, GlideRecord sourceRecord)

Calls the specified E.164-compliant telephone number.

In addition, this method can automatically add the specified phone number to a specified conference call.

Parameters

Name	Type	Description
notifyPhoneNumber	String or NotifyPhoneNumber	Notify phone number from which to make the call. When you initiate a call, the outgoing call workflow for the number group associated with this number runs. Ensure this workflow includes a **join conference call** activity to connect the user to the conference call.
toPhoneNumber	String	Phone number to call. Called numbers are added to the conference call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
conferenceCall	GlideRecord	Optional. If this parameter is passed in, the callers identified in the *toPhoneNumber* parameter are automatically joined into the conference call identified by this record. GlideRecord for the Notify Call [notify_call] table that identifies the conference call record. This record is automatically added to the outgoing call workflow scratchpad as the workflow.scratchpad.conference_call variable.
userSysId	String	Optional. Unique identifier (sys_id) of the user associated with the call.
groupSysId	String	Optional. Unique identifier (sys_id) of the group associated with the call.
sourceRecord	GlideRecord	Optional. Source record that prompted this call.

Returns

Type	Description
void	

This example illustrates how to initiate a call to another phone number.

```
var from = '+14048007337';
var to = '+31646810495';

// set up call
new SNC.Notify().call(from, to);
```

This example illustrates how to initiate a call to list of telephone numbers and automatically join those numbers into a new conference call.

```
var notify = new SNC.Notify();
var from = '+14041234567';
var participants = ['+31612345678', '+31623456789',
 '+31687654321'];

// set up a conference call
var conferenceCall = notify.conferenceCall();

// set up the outbound calls for all conference call
 participants
for (var i in participants) {
    var to = participants[i];
    notify.call(from, to, conferenceCall);
}
```

This example illustrates how to initiate a new conference call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
SNC.Notify.call('+15413970605', '+91406XXXXXXX',
 SNC.Notify.conferenceCall(), null, null, null);
```

This example illustrates how to initiate new a conference call using a user record.

```
var sysUserGr = new GlideRecord('sys_user');
sysUserGr.get('active conference sys id');

if (conferenceGr.isValid) {
    SNC.Notify.call('+15413970605', '+91406XXXXXXX',
 SNC.Notify.conferenceCall(), sysUserGr.getUniqueValue(), null,
 null);
}
```

This example illustrates how to initiate a new conference call with a user, group, and source record.

```
var sysUserGr = new GlideRecord('sys_user');
sysUserGr.get('active sys user sys id');

var sysUserGroupGr = new GlideRecord('sys_user_group');
sysUserGroupGr.get('active sys user group sys id');

var incidentGr = new GlideRecord('incident');
incidentGr.get('incident sys_id');

if (conferenceGr.isValid) {
    SNC.Notify.call('+15413970605', '+91406XXXXXXX',
        SNC.Notify.conferenceCall(),
        sysUserGr.getUniqueValue(),
        sysUserGroupGr.getUniqueValue(),
        incidentGr.getUniqueValue());
}
```

Scoped equivalent

To use the *call()* method in a scoped application, use the corresponding scoped method: NotifyScoped - call().

Notify - conferenceCall(GlideRecord sourceRecord)

Creates a new conference call GlideRecord.

Parameters

Name	Type	Description
sourceRecord	GlideRecord	Optional. Record that initiated the request to create the conference call. Used to populate the source and table fields on notify_conference_call record.

Returns

Type	Description
GlideRecord	New Notify conference call [notify_conference_call] record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var notify = new SNC.Notify();
var from = '+14041234567';
var participants = ['+31612345678', '+31623456789',
 '+31687654321'];

// set up a conference call
var conferenceCall = notify.conferenceCall();

// set up the outbound calls for all conference call
 participants
for (var i in participants) {
    var to = participants[i];
    notify.call(from, to, conferenceCall);
}
```

Scoped equivalent

To use the *conferenceCall()* method in a scoped application, use the corresponding scoped method: NotifyScoped - conferenceCall().

Related topics

Notify - call(String notifyPhoneNumber, String toPhoneNumber, GlideRecord conferenceCall, GlideRecord conferenceCallRecord, String userSysId, String groupSysId, GlideRecord sourceRecord)

Notify - dequeueCall(GlideRecord callRecord)

Resumes a call after it was put in a queue (on hold).

Use this method to resume calls that were put in a queue with the *queueCall()* method.

Parameters

Name	Type	Description
callRecord	GlideRecord	A GlideRecord object on the Notify Call [notify_call] table with the held call you want to resume.

Returns

Type	Description
void	

The following example shows how to reactivate a call that was put on hold.

```
var notifyCallGr = new GlideRecord('notify_call');
notifyCallGr.get('active participant sys id');

if (notifyCallGr.isValid) {
    SNC.Notify.dequeueCall(notifyCallGr);
}
```

Scoped equivalent

To use the *dequeueCall()* method in a scoped application, use the corresponding scoped method: NotifyScoped - dequeueCall().

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Notify - forwardCall(GlideRecord call, String destination, String dtmf)

Forwards the specified call to a different call recipient.

Parameters

Name	Type	Description
call	GlideRecord or String	Notify call record or the telephony provider call ID, of the call to be forwarded.
destination	GlideRecord or String	Notify phone number record or an E.164-compliant phone number, of the caller to which to forward the call.
dtmf	String	Dual Tone - Multi Frequency (DTMF) code to send upon call connection.

Returns

Type	Description
void	

The following example shows how to forward a call to another phone number.

```
var callID = 'CA92374b5aa561dab476a7001db6026edc'; // Twilio
 Call ID
var phoneNumber = '+91406xxxxxx';
var dtmfTones = null;

var notifyCallGr = new GlideRecord('notify_call');
notifyCallGr.get('active participant sys id');

if (notifyCallGr.isValid) {
    SNC.Notify.forwardCall(notifyCallGr(or) callID, phoneNumber,
 dtmfTones)
}
```

Scoped equivalent

To use the *forwardCall()* method in a scoped application, use the corresponding scoped method: NotifyScoped - forwardCall().

Notify - getAvailableClients(String notifyNumber)

Returns a list of client sessions that are available to receive calls.

Parameters

Name	Type	Description
notifyNumber	String	Valid Notify phone number.

Returns

Type	Description
GlideRecord	GlideRecord from the notify_client_session table for the specified phone number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Returns "0" if there are no available client sessions.

The following example shows how to use the getAvailableClients() method to index into the notify_client_session table and then iterate across all available Notify clients.

```
var clientSessionGr =
 SNC.Notify.getAvailableClients('+185xxxxxxx');
// Here clientSessionGr is of type GlideRecord on
 'notify_client_session' table.

var isLoggedInUserAvailable = false;
while (clientSessionGr.next()) {
  if (clientSessionGr.user == gs.getUserID())
    isLoggedInUserAvailable = clientSessionGr.available;
}
gs.info('isLoggedInUserAvailable - ' + isLoggedInUserAvailable);
```

Scoped equivalent

To use the *getAvailableClients()* method in a scoped application, use the corresponding scoped method: NotifyScoped - getAvailableClients().

Notify - getParentCallID(GlideRecord callRecord)

Returns the sys_id of a specified call's parent call.

Any call started by forwarding another call, such as with the Forward workflow activity, is considered a child of the original call. The original call is the parent call.

Parameters

Name	Type	Description
callRecord	GlideRecord	Record on the Notify Call [notify_call] table for which to return the call status.

Returns

Type	Description
String	Unique sys_id of the parent call record.

This example shows how to obtain the parent call of the specified call.

```
var callRecord = new GlideRecord('notify_call');
callRecord.get("0f4f5863ff13310014ecfffffffff28");

var notify = new SNC.Notify();
var parentCallID = notify.getParentCallID(callRecord);
```

Notify - getPhoneNumbers()

Returns all phone numbers and short codes available to Notify.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
List	List of NotifyPhoneNumber objects, each object representing one phone number available to Notify.

```
var list = SNC.Notify.getPhoneNumbers();
for (var i = 0; i < list.size(); i++) {
    var num = list.get(i);
    gs.info(num.getNumber())
}
```

Scoped equivalent

To use the *getPhoneNumbers()* method in a scoped application, use the corresponding scoped method: NotifyScoped - getPhoneNumbers().

Notify - getTokens(GlideRecord, record)

Returns client tokens for any active telephony drivers for use in WebRTC or mobile clients.

Parameters

Name	Type	Description
record	GlideRecord	GlideRecord to use to identify the Notify client, such as a group record or a user record.

Returns

Type	Description
String	Web RTC tokens for the supported drivers, as a JSON string with the following format: {driverName1: "token1", driverName2: "token2"}, such as "TwilioDirect":"eyJhxxxx.eyJleHAiOiIxxxx.7fejxxx_mbLxxx"

This example shows how to obtain the client tokens for the currently logged in user.

```
// get Notify client Tokens per active Notify driver for the
 currently logged in user
var json = new SNC.Notify().getTokens();

// Parse the JSON that was return into a tokens object
var tokens = JSON.parse(json);

// Log line
gs.log('Notify client tokens for the currently logged in user');

 // iterate over the driver tokens
for (var driver in tokens) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.log(driver + ' Driver token: ' + tokens[driver]);
}
```

This example shows how to obtain the client tokens for every Notify group.

```
// instantiate Notify
var notify = new SNC.Notify();

// get all Notify Groups
var notifyGroup = new GlideRecord("notify_group");
notifyGroup.query();

// iterate over all notify groups
while (notifyGroup.next()) {
  // generate Notify Client tokens per active Notify Driver for
 this group
  var json = notify.getTokens(notifyGroup);
  var tokens = JSON.parse(json);

  for (var driver in tokens) {
    gs.log(gs.getMessage("Notify Client token for
 {0} driver and Notify Group '{1}': {2}", [driver,
 notifyGroup.getValue('name'), tokens[driver]]));
  }
}
```

Scoped equivalent

To use the *getTokens()* method in a scoped application, use the corresponding scoped method: NotifyScoped - getTokens().

Notify - getTokenTTL(String owner)

Returns the maximum amount of time that a client session stays active for a specified telephony driver before automatically timing out.

Parameters

Name	Type	Description
owner	String	Name of the telephony driver for which to retrieve the session length. Valid values: • Twilio: for the old driver • TwilioDirect: for the new driver

Returns

Type	Description
Integer	Maximum length of the session (in seconds). Default: 1800 seconds

The following example shows how to properly call this method and the associated response. It also shows what is returned if an invalid driver is passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var owner = "TwilioDirect";  // Valid driver
var ttl = SNC.Notify.getTokenTTL(owner);
gs.info("Token TTL for " + owner + " --> " + ttl);

owner = "Abcxyz";  // Invalid driver
ttl = SNC.Notify.getTokenTTL(owner);
// For an invalid driver, we throw NoSuchNotifyDriverException
 saying that Abcxyzdriver is not available
// and return the default value of TTL
gs.info("Token TTL for " + owner + " --> " + ttl);
```

Scoped equivalent

To use the *getTokenTTL()* method in a scoped application, use the corresponding scoped method: NotifyScoped - getAvailableClients().

Notify - hasCapability(String notifyPhoneNumber, String capability)

Determines whether the specified phone number has the specified capability.

The telephony driver associated with the phone number contains a list of all of the capabilities of the phone.

Note: In the base system, the Notify JS driver only has 'show_speakers' as a capability; this can be modified.

Parameters

Name	Type	Description
notifyPhoneNumber	String	Phone number for which to check for the specified capability.
capability	String	Capability to detect. The string text must be an exact match to what is in the phone.

Returns

Type	Description
Boolean	Flag that indicates whether the specified phone has the specified capability. • true: phone has the capability • false: phone does not have the capability

This example shows how to check if a phone has a specific capability.

```
// Each driver has a defined set of capabilities.

var capability = 'show_speakers';
gs.info(SNC.Notify.hasCapability('+185xxxxxxxx',
 capability)); // true

capability = 'send_sms';
gs.info(SNC.Notify.hasCapability('+185xxxxxxxx',
 capability)); // false
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the `hasCapability()` method in a scoped application, use the corresponding scoped method: NotifyScoped - hasCapability().

Notify - kick(GlideRecord participant)

Removes the specified caller from the current Notify conference call.

Parameters

Name	Type	Description
participant	GlideRecord	GlideRecord object containing the Notify Participant [notify_participant] record of the caller to remove from the conference call.

Returns

Type	Description
void	

The following example shows how to remove a participant from a conference call.

```
var notifyParticipantGr = new GlideRecord('notify_participant');
notifyParticipantGr.get('active participant sys id');

if (notifyParticipantGr.isValid) {
    SNC.Notify.kick(notifyParticipantGr);
}
```

Scoped equivalent

To use the `kick()` method in a scoped application, use the corresponding scoped method: NotifyScoped - kick().

Notify - modifyCall(GlideRecord callRecord, NotifyAction notifyAction)

Performs one or more actions on an active Notify phone call.

Available actions that you can perform on calls include queuing or dequeueing the call, reading text, playing audio, or forwarding the call. You can also create custom actions Call the `modifyCall()` method after you have specified all the actions that you want to apply to the specified call. Refer to the NotifyAction API documentation for more information about available actions.

Parameters

Name	Type	Description
callRecord	GlideRecord	Notify Call [notify_call] record of the call for which to apply the actions.
notifyAction	NotifyAction	NotifyAction object describing one or more actions to perform on the call. Create this object by calling one or more of the `NotifyAction()` methods.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example shows how to modify a call.

```
// get the most recent call record
var callRecord = new GlideRecord('notify_call');
callRecord.orderByDesc('sys_created_on');
callRecord.query();

if (callRecord.next()) {
    // instantiate notify action container class
    var notifyAction = new SNC.NotifyAction();
    // The call is already in progress. Now, we want to modify
 the call behavior by putting this call in a queue.
    // So, we add a queue action to queue the call
    notifyAction.addQueue('my fancy queue');

    // modify the call by passing in the above action, putting
 the call in a queue
    new SNC.Notify().modifyCall(callRecord, notifyAction);
} else {
    gs.log('no such call record');
}
```

Scoped equivalent

To use the *modifyCall()* method in a scoped application, use the corresponding scoped method: NotifyScoped - modifyCall().

Notify - mute(GlideRecord participantRecord)

Mutes the specified conference call participant.

Parameters

Name	Type	Description
participantRecord	GlideRecord	GlideRecord from the notify_participant table for the participant to mute.

Returns

Type	Description
void	

The following example shows how to mute a caller.

```
var notifyParticipantGr = new GlideRecord('notify_participant');
notifyParticipantGr.get('active participant sys id');

if (notifyParticipantGr.isValid) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    SNC.Notify.mute(notifyParticipantGr);
}
```

Scoped equivalent

To use the *mute()* method in a scoped application, use the corresponding scoped method: NotifyScoped - mute().

Notify - queueCall(GlideRecord callRecord)

Puts the specified call into a queue (on hold).

Resume a queued call using the *dequeueCall()* method.

Parameters

Name	Type	Description
callRecord	GlideRecord	GlideRecord object of the Notify Call record (notify_call table) to put on hold.

Returns

Type	Description
void	

The following example shows how to put a call on hold (in the queue).

```
var notifyCallGr = new GlideRecord('notify_call');
notifyCallGr.get('active participant sys id');

if (notifyCallGr.isValid) {
    SNC.Notify.queueCall(notifyCallGr);
}
```

Scoped equivalent

To use the *queueCall()* method in a scoped application, use the corresponding scoped method: NotifyScoped - queueCall().

Notify - sendBulkSMS(String notifyPhoneNumber, Array toPhoneNumbers, String messageBody, GlideRecord source)

Sends a specified SMS message to the specified list of Notify clients (phone numbers).

Parameters

Name	Type	Description
notifyPhoneNumber	String	Notify phone number from which the SMS message is being sent.
toPhoneNumbers	Array of Strings	Comma-separated list of phone numbers to which to send the SMS message. Format: E.164

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
messageBody	String	SMS text to send.
source	GlideRecord	Source record that prompted this SMS message, such as an incident.

Returns

Type	Description
String	Null

The following example shows how to send a bulk SMS message.

```
var incidentGr = new GlideRecord('incident');
incidentGr.get(active incident sys_id');
if (incidentGr.isValid()) {
    SNC.Notify.sendBulkSMS('+15413970605', ['+919885XXXXXX',
 '+919775XXXXXX'], 'Test automation message', incidentGr);
}
```

Scoped equivalent

To use the *sendBulkSMS()* method in a scoped application, use the corresponding scoped method: NotifyScoped - sendBulkSMS().

Notify - sendSMS(String notifyPhoneNumber, String toPhoneNumber, String messageBody, GlideRecord source)

Sends an SMS text message to an E.164-compliant phone number.

This method creates a new record on the Notify Message [notify_message] table and associates it with the source record.

Parameters

Name	Type	Description
notifyPhoneNumber	String	Notify phone number from which the SMS message is being sent.
toPhoneNumber	String	E.164-compliant phone number to which to send the SMS message.
messageBody	String	Body of the SMS text message.
source	GlideRecord	Source record that prompted this SMS message, such as an incident.

Returns

Type	Description
String	Unique message SID; stored in the Notify Message [notify_message] record as message_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to send an SMS message.

```
var incidentGr = new GlideRecord('incident');
incidentGr.get('active incident sys_id');
if (incidentGr.isValid()) {
    SNC.Notify.sendSMS('+15413970605', '+919885XXXXXX', 'Test
 automation message', incidentGr);
}
```

Scoped equivalent

To use the *sendSMS()* method in a scoped application, use the corresponding scoped method: NotifyScoped - sendSMS().

Notify - unmute(GlideRecord participantRecord)

Unmutes the specified conference call participant.

Parameters

Name	Type	Description
participantRecord	GlideRecord	GlideRecord from the notify_participant table for the participant to unmute.

Returns

Type	Description
void	

The following example shows how to unmute a caller.

```
var notifyParticipantGr = new GlideRecord('notify_participant');
notifyParticipantGr.get('active participant sys id');

if (notifyParticipantGr.isValid) {
    SNC.Notify.unmute(notifyParticipantGr);
}
```

Scoped equivalent

To use the *unmute()* method in a scoped application, use the corresponding scoped method: NotifyScoped - unmute().

NotifyScoped - Scoped

The *NotifyScoped* API allows you to interact with Notify calls and SMS messages using scripts.

Execute the *NotifyScoped* class and its associated methods from the `sn_notify` namespace.

NotifyScoped - call(String notifyPhoneNumber, String toPhoneNumber, GlideRecord conferenceCall, GlideRecord conferenceCallRecord, String userSysId, String groupSysId, GlideRecord sourceRecord)

Calls the specified E.164-compliant telephone number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
notifyPhoneNumber	String	Notify phone number from which to make the call. When you initiate a call, the outgoing call workflow for the number group associated with this number runs. Ensure this workflow includes a **join conference call** activity to connect the user to the conference call.
toPhoneNumber	String	Phone number to call. Called numbers are added to the conference call.
conferenceCall	GlideRecord	Optional. If this parameter is passed in, the callers identified in the *toPhoneNumber* parameter are automatically joined into the conference call identified by this record. GlideRecord for the Notify Call [notify_call] table which identifies the conference call record. This record is automatically added to the outgoing call workflow scratchpad as the workflow.scratchpad.conference_call variable.
userSysId	String	Optional. Unique identifier (sys_id) of the user associated with the call.
groupSysId	String	Optional. Unique identifier (sys_id) of the group associated with the call.
sourceRecord	GlideRecord	Optional. Source record that prompted this call.

Returns

Type	Description
void	

This example illustrates how to initiate a call to another phone number.

```
var from = '+14048007337';
var to = '+31646810495';

// set up call
new sn_notify.NotifyScoped().call(from, to);
```

This example illustrates how to initiate a call to a list of telephone numbers and automatically join those numbers into a new conference call.

```
var notify = new sn_notify.NotifyScoped();
var from = '+14041234567';
var participants = ['+31612345678', '+31623456789',
 '+31687654321'];

// set up a conference call
var conferenceCall = notify.conferenceCall();

// set up the outbound calls for all conference call
 participants
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
for (var i in participants) {
    var to = participants[i];
    notify.call(from, to, conferenceCall);
}
```

NotifyScoped - conferenceCall(GlideRecord sourceRecord)

Creates a new conference call GlideRecord.

Parameters

Name	Type	Description
sourceRecord	GlideRecord	Optional. Record that initiated the request to create the conference call. Used to populate the source and table fields on notify_conference_call record.

Returns

Type	Description
GlideRecord	New Notify conference call [notify_conference_call] record.

```
var notify = new sn_notify.NotifyScoped();
var from = '+14041234567';
var participants = ['+31612345678', '+31623456789',
 '+31687654321'];

// set up a conference call
var conferenceCall = notify.conferenceCall();

// set up the outbound calls for all conference call
 participants
for (var i in participants) {
    var to = participants[i];
    notify.call(from, to, conferenceCall);
}
```

NotifyScoped - dequeueCall(GlideRecord callRecord)

Resumes a call after it was put in a queue (on hold).

Use this method to resume calls that were put in a queue with the *`queueCall()`* method.

Parameters

Name	Type	Description
callRecord	GlideRecord	GlideRecord object on the Notify Call [notify_call] table with the held call you want to resume.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to reactivate a call that was put on hold.

```
var notifyCallGr = new GlideRecord('notify_call');
notifyCallGr.get('active participant sys id');

if (notifyCallGr.isValid) {
    sn_notify.NotifyScoped.dequeueCall(notifyCallGr);
}
```

NotifyScoped - forwardCall(GlideRecord call, String destination, String dtmf)

Forwards the specified call to a different call recipient.

Parameters

Name	Type	Description
call	GlideRecord or String	Notify call record or the telephony provider call ID, of the call to be forwarded.
destination	GlideRecord or String	Notify phone number record or an E.164-compliant phone number, of the caller to which to forward the call.
dtmf	String	Dual Tone - Multi Frequency (DTMF) code to send upon call connection.

Returns

Type	Description
void	

The following example shows how to forward a call to another phone number.

```
var callID = 'CA92374b5aa561dab476a7001db6026edc'; // Twilio
 Call ID
var phoneNumber = '+91406xxxxxxx';
var dtmfTones = null;

var notifyCallGr = new GlideRecord('notify_call');
notifyCallGr.get('active participant sys id');

if (notifyCallGr.isValid) {
    sn_notify.NotifyScoped.forwardCall(notifyCallGr(or) callID,
 phoneNumber, dtmfTones)
}
```

NotifyScoped - getAvailableClients(String notifyNumber)

Returns a list of client sessions that are available to receive calls.

Parameters

Name	Type	Description
notifyNumber	String	Valid Notify phone number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	GlideRecord from the notify_client_session table for the specified phone number. Returns "0" if there are no available client sessions.

The following example shows how to use the *getAvailableClients()* method to index into the notify_client_session table and then iterate across all available Notify clients.

```
var clientSessionGr =
 sn_notify.NotifyScoped.getAvailableClients('+185xxxxxxxx');
// Here clientSessionGr is of type GlideRecord on
 'notify_client_session' table.

var isLoggedInUserAvailable = false;
while (clientSessionGr.next()) {
  if (clientSessionGr.user == gs.getUserID())
    isLoggedInUserAvailable = clientSessionGr.available;
}
gs.info('isLoggedInUserAvailable - ' + isLoggedInUserAvailable);
```

NotifyScoped - getPhoneNumbers()

Returns all phone numbers and short codes available to Notify.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	List of NotifyPhoneNumber objects, each object representing one phone number available to Notify.

This example illustrates how to obtain the Notify phone numbers and then iterate over the list.

```
// Instantiate notify
var notify = new sn_notify.NotifyScoped();

// Retrieve all available phone numbers
var phoneNumbers = notify.getPhoneNumbers();

// Iterate over phone numbers
for (var i = 0; i < phoneNumbers.length; i++) {
  var number = phoneNumbers[i];

  // Perform any actions using each phone number

}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyScoped - getShortCodes()

Returns all short codes available to Notify.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example illustrates how to obtain the Notify short codes and then iterate over the list.

```
// Instantiate notify
var notify = new sn_notify.NotifyScoped();

// Retrieve all available shortcodes
var shortCodes = notify.getShortCodes();

// Iterate over phone numbers
for (var i = 0; i < shortCodes.length; i++) {
  var shortCode = shortCodes[i];
  gs.log(shortCode.getNumber());

//perform any actions using each shortcode

}
```

NotifyScoped - getTokens(GlideRecord, record)

Returns client tokens for any active telephony drivers for use in WebRTC or mobile clients.

This method uses the currently logged-in user record as the client.

Parameters

Name	Type	Description
record	GlideRecord	GlideRecord to use to identify the Notify client, such as a group record or a user record.

Returns

Type	Description
String	Web RTC tokens for the supported drivers, as a JSON string with the following format: {driverName1: "token1", driverName2: "token2"}, such as "TwilioDirect":"eyJhxxxx.eyJleHAiOiIxxxx.7fejxxx_mbLxxx"

This example shows how to obtain the client tokens for the currently logged in user.

```
// get Notify client Tokens per active Notify driver for the
 currently logged in user
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var json = new sn_notify.NotifyScoped().getTokens();

// Parse the JSON that was return into a tokens object
var tokens = JSON.parse(json);

// Log line
gs.log('Notify client tokens for the currently logged in user');

 // iterate over the driver tokens
for (var driver in tokens) {
  gs.log(driver + ' Driver token: ' + tokens[driver]);
}
```

This example shows how to obtain the client tokens for every Notify group.

```
// instantiate Notify
var notify = new sn_notify.NotifyScoped.Notify();

// get all Notify Groups
var notifyGroup = new GlideRecord("notify_group");
notifyGroup.query();

// iterate over all notify groups
while (notifyGroup.next()) {
  // generate Notify Client tokens per active Notify Driver for
 this group
  var json = notify.getTokens(notifyGroup);
  var tokens = JSON.parse(json);

  for (var driver in tokens) {
    gs.log(gs.getMessage("Notify Client token for
 {0} driver and Notify Group '{1}': {2}", [driver,
 notifyGroup.getValue('name'), tokens[driver]]));
  }
}
```

This example illustrates how to obtain the client tokens for the active telephony drivers.

```
var notify = new sn_notify.NotifyScoped();
var now_GR = new GlideRecord('sys_user');
if (now_GR.get(gs.getUserID())) {
  gs.info(notify.getTokens(now_GR));
}
```

Output:

```
{"TwilioDirect":"eyJhxxxx.eyJleHAiOiIxxxx.7fejxxx_mbLxxx"}
```

NotifyScoped - getTokenTTL(String owner)

Returns the maximum amount of time that a client session stays active for a specified telephony driver before automatically timing out.

Parameters

Name	Type	Description
owner	String	Name of the telephony driver for which to retrieve the session length.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • Twilio: for the old driver • TwilioDirect: for the new driver

Returns

Type	Description
Integer	Maximum length of the session (in seconds). Default: 1800 seconds

The following example shows how to properly call this method and the associated response. It also shows what is returned if an invalid driver is passed.

```
var owner = "TwilioDirect";  // Valid driver
var ttl = SNC.Notify.getTokenTTL(owner);
gs.info("Token TTL for " + owner + " --> " + ttl);

owner = "Abcxyz";  // Invalid driver
ttl = SNC.Notify.getTokenTTL(owner);
// For an invalid driver, we throw NoSuchNotifyDriverException
 saying that Abcxyzdriver is not available
// and return the default value of TTL
gs.info("Token TTL for " + owner + " --> " + ttl);
```

NotifyScoped - hasCapability(String notifyPhoneNumber, String capability)

Determines whether the specified phone number has the specified capability.

The telephony driver associated with the phone number contains a list of all of the capabilities of the phone.

Note: In the base system, the Notify JS driver only has 'show_speakers' as a capability; this can be modified.

Parameters

Name	Type	Description
notifyPhoneNumber	String	Phone number for which to check for the specified capability.
capability	String	Capability to detect. The string text must be an exact match to what is in the phone.

Returns

Type	Description
Boolean	Flag that indicates whether the specified phone has the specified capability.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: phone has the capability • false: phone does not have the capability

This example shows how to check if a phone has a specific capability.

```
// Each driver has a defined set of capabilities.

var capability = 'show_speakers';
gs.info(sn_notify.NotifyScoped.hasCapability('+185xxxxxxxx',
 capability)); // true

capability = 'send_sms';
gs.info(sn_notify.NotifyScoped.hasCapability('+185xxxxxxxx',
 capability)); // false
```

NotifyScoped - kick(GlideRecord participant)

Removes the specified caller from the current Notify conference call.

Parameters

Name	Type	Description
participant	GlideRecord	GlideRecord object containing the Notify Participant [notify_participant] record of the caller to remove from the conference call.

Returns

Type	Description
void	

This example shows how to remove a participant from a call.

```
var participant = new GlideRecord('notify_participant');
participant.get('<sys_id>');
if (participant.isValid()) {
    new sn_notify.NotifyScoped().kick(participant);
}
```

NotifyScoped - modifyCall(GlideRecord callRecord, NotifyAction notifyAction)

Performs one or more activities on an active Notify phone call.

Use this method to change the behavior of a call. For example, transferring a call, playing audio, or forcing a hangup.

Note: The scoped implementation of this method only supports custom Notify activities. Unlike the global implementation, it does not provide a *NotifyAction* API. For details on how to create a custom Notify activity, see Notify workflow activities.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
callRecord	GlideRecord	Notify Call [notify_call] record of the call for which to apply the actions.
notifyAction	NotifyAction	NotifyAction object describing one or more activities to perform on the call.

Returns

Type	Description
void	

NotifyScoped - mute(GlideRecord participantRecord)

Mutes the specified conference call participant.

Parameters

Name	Type	Description
participantRecord	GlideRecord	GlideRecord from the notify_participant table for the participant to mute.

Returns

Type	Description
void	

The following example shows how to mute a caller.

```
var notifyParticipantGr = new GlideRecord('notify_participant');
notifyParticipantGr.get('active participant sys id');

if (notifyParticipantGr.isValid) {
    sn_notify.NotifyScoped.mute(notifyParticipantGr);
}
```

NotifyScoped - queueCall(GlideRecord callRecord)

Puts the specified call into a queue (on hold).

Resume a queued call using the *`dequeueCall()`* method.

Parameters

Name	Type	Description
callRecord	GlideRecord	GlideRecord object of the Notify Call record (notify_call table) to put on hold.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var call = new GlideRecord('notify_call');
call.get('<call record sys_id>');
if (call.isValid()) {
    new sn_notify.NotifyScoped().queueCall(call);
}
```

NotifyScoped - sendBulkSMS(NotifyPhoneNumber notifyPhoneNumber, String toPhoneNumbers, String messageBody, GlideRecord source)

Sends a specified SMS message to the specified list of Notify clients (phone numbers).

Parameters

Name	Type	Description
notifyPhoneNumber	NotifyPhoneNumber	Phone number from which the SMS message is being sent.
toPhoneNumbers	String	Comma separated list phone numbers to which to send the SMS message. Format: E.164-compliant
messageBody	String	SMS text to send.
source	GlideRecord	Source record that prompted this SMS message, such as an incident.

Returns

Type	Description
String	Null

This example shows how to send an SMS message to multiple phone numbers (bulk SMS).

```
var incidentGr = new GlideRecord('incident');
incidentGr.get('active incident sys_id');
if (incidentGr.isValid()) {
    sn_notify.NotifyScoped.sendBulkSMS('+15413970605',
 ['+919885XXXXXX', '+919775XXXXXX'], 'Test automation message',
 incidentGr);
}
```

NotifyScoped - sendSMS(NotifyPhoneNumber notifyPhoneNumber, String toPhoneNumber, String messageBody, GlideRecord source)

Sends an SMS text message to an E.164-compliant phone number.

This method creates a new record on the Notify Message [notify_message] table and associates it with the source record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
notifyPhoneNumber	NotifyPhoneNumber	Notify phone number or short code to which to send this SMS message.
toPhoneNumber	String	E.164-compliant phone number to which to send the SMS message.
messageBody	String	SMS text message.
source	GlideRecord	Source record that prompted this SMS message, such as an incident.

Returns

Type	Description
String	Unique message SID; stored in the Notify Message [notify_message] record as message_id.

The following example shows how to send an SMS message.

```
var incidentGr = new GlideRecord('incident');
incidentGr.get('active incident sys_id');
if (incidentGr.isValid()) {
    sn_notify.NotifyScoped.sendSMS('+15413970605',
 '+919885XXXXXX', 'Test automation message', incidentGr);
}
```

NotifyScoped - unmute(GlideRecord participantRecord)

Unmutes the specified conference call participant.

Parameters

Name	Type	Description
participantRecord	GlideRecord	GlideRecord from the notify_participant table for the participant to unmute.

Returns

Type	Description
void	

This example shows how to unmute a specified call participant.

```
var notifyParticipantGr = new GlideRecord('notify_participant');
notifyParticipantGr.get('active participant sys id');

if (notifyParticipantGr.isValid) {
    sn_notify.NotifyScoped.unmute(notifyParticipantGr);
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyAction - Global

The `NotifyAction` API allows you to define actions to send to a telephony provider.

You add actions to a NotifyAction object by calling the respective add function for each type of action. Each add function returns an Action object, such as a SayAction object for the `addSay()` method. Refer to each method example for information about returned objects.

Note: The `NotifyAction` API is only valid within global applications. To utilize this type of functionality within scoped applications, you must create custom Notify workflow activities. For additional information on creating these activities, see Notify workflow activities.

NotifyAction - addConference()

Adds a conference action to move the current call into the current conference call.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ConferenceAction	Action added to the NotifyAction object. Use the ConferenceAction object to define the conference call name, and the behavior of the conference call when a participant joins or leaves.

This example demonstrates how to add a conference action and set the name of the conference.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a conference call action and set its name
var conference = notifyAction.addConference();
conference.setName('Brown Bag: Week 3');
```

NotifyAction - addConference.setEndOnExit(Boolean endOnExit)

Defines whether the conference call should end when a specified caller exits the conference call.

Parameters

Name	Type	Description
endOnExit	Boolean	Flag that indicates whether the conference call should end when the specified caller exits the current conference call. • true: end the conference call when the specified caller exits the conference call • false: Default. End the conference call once all participants exit

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example demonstrates how to add a conference call action and then set it so the conference call ends when the specified caller exits.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a conference call action and set the caller that starts
 the meeting
var conference = notifyAction.addConference();

// retrieve the participant for which the conference call should
 exit when they leave
var notifyParticipantGr = new GlideRecord('notify_participant');
notifyParticipantGr.get('active participant sys id');

if (notifyParticipantGr.isValid) {
conference.setEndOnExit(true);
}
```

NotifyAction - addConference.setHangupOnStar(Boolean hangupOnStar)

Defines whether the conference call should end when a participant presses the star (*) key.

Parameters

Name	Type	Description
hangupOnStar	Boolean	Flag that indicates whether the conference call should end when a participant presses the star (*) key. Valid values: • true: end the conference call • false: Default. Don't end the conference call

Returns

Type	Description
void	

This example demonstrates how to add a conference action and then record the conference call.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a conference call action and set the hang up action
var conference = notifyAction.addConference();
conference.setHangupOnStar(true);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyAction - addConference.setMuted(Boolean muted)

Defines whether the specified caller should be muted in the current conference call.

If you do not call this method, the caller is not muted by default.

Parameters

Name	Type	Description
muted	Boolean	Flag that indicates whether the specified caller should be muted in the current conference call. • true: caller should be muted • false: Default. Caller should not be muted

Returns

Type	Description
void	

This example demonstrates how to add a conference action and then mute a specified caller.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a conference call action and set it to mute the specified
 participant
var conference = notifyAction.addConference();

var notifyParticipantGr = new GlideRecord('notify_participant');
notifyParticipantGr.get('active participant sys id');

if (notifyParticipantGr.isValid) {
conference.setMuted(true);
}
```

NotifyAction - addConference.setName(String name)

Sets the name of the current conference call to the specified name.

Parameters

Name	Type	Description
name	String	Name to associate with the current conference call.

Returns

Type	Description
void	

This example demonstrates how to add a conference action and set the name of the conference call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a conference call action and set its name
var conference = notifyAction.addConference();

conference.setName('Brown Bag: Week 3');
```

NotifyAction - addConference.setRecord(Boolean record)

Defines whether the associated conference call should be recorded.

If you do not call this method, the conference call is not recorded by default.

Parameters

Name	Type	Description
record	Boolean	Flag that indicates whether the current conference call should be recorded. • true: start recording the conference call • false: Default. Conference call is not recorded. Recording is stopped if it is currently being recorded.

Returns

Type	Description
void	

This example demonstrates how to add a conference action and then record the conference call.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a conference call action and set it to be recorded
var conference = notifyAction.addConference();
conference.setRecord(true);
```

NotifyAction - addConference.setStartOnEnter(Boolean startOnEnter)

Defines whether the conference call should start when the specified caller joins the conference call.

By default, whenever there are two or more callers, the conference call starts. To make it so the conference call only starts when a specific caller joins, you must call this method for each of the other callers and set the value to "false". By doing this, the conference call will not start until the desired person joins the conference call.

Parameters

Name	Type	Description
startOnEnter	Boolean	Flag that indicates whether the conference call should start when the selected caller joins the current conference call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Default. Start the conference call when the specified caller joins the conference call. • false: start the conference call once it is added

Returns

Type	Description
void	

This example demonstrates how to add a conference action and then set it so the conference call does not start until the specified caller joins.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a conference call action and set the caller that starts
 the meeting
var conference = notifyAction.addConference();

// retrieve the participant for which the conference call should
 start when they arrive
var notifyParticipantGr = new GlideRecord('notify_participant');
notifyParticipantGr.get('active participant sys id');

if (notifyParticipantGr.isValid) {
conference.setStartOnEnter(true);
}
```

NotifyAction - addDial()

Forwards a call to a specified phone number or Notify Client.

Once the addDial action is created, the associated phone number (*`setPhoneNumber()`*) or Notify Client (*`setClientRecord()`*) must also be set.

Parameters

Name	Type	Description
None		

Returns

Type	Description
DialAction	Action added to the NotifyAction object.

This example shows how to make an outbound call and record the call.

```
// Initialize NotifyAction
var notifyAction = new SNC.NotifyAction();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Call addDial() to connect to another party - this returns an
 object of type DialAction
var dialAction = notifyAction.addDial();

// Call setPhoneNumber(String phoneNumber)in DialAction.java to
 specify the phone number to dial
dialAction.setPhoneNumber('+919765xxxxxxx');

// Invoke setRecord(Boolean record) to record the call to this
 new number +919765xxxxxxx
dialAction.setRecord(true);
```

NotifyAction - addDial.setCallerID(String callerID)

Defines the caller ID for the outgoing call.

Parameters

Name	Type	Description
callerID	String	Caller identifier to set for the outgoing call.

Returns

Type	Description
void	

This example shows how to make an outbound call and set a call timeout.

```
// Initialize NotifyAction
var notifyAction = new SNC.NotifyAction();

// Call addDial() to connect to another party - this returns an
 object of type DialAction
var dialAction = notifyAction.addDial();

// Call setPhoneNumber(String phoneNumber)in DialAction.java to
 specify the phone number to dial
dialAction.setPhoneNumber('+919765xxxxxxx');

// Set the caller ID
dialAction.setCallerID('Planning Conf Call');
```

NotifyAction - addDial.setClientRecord(String tableName, String sysID)

Sets the current caller to a Notify caller by specifying the table in which to find the Notify caller record and the caller's unique identifier.

Parameters

Name	Type	Description
tableName	String	Name of the table that contains the desired caller's information.
sysID	String	Unique identifier (sys_id) of the desired Notify caller.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example shows how to set the current caller to a Notify caller using setClientRecord().

```
// set up a dial action to forward the
// call to the specified client
var action = new SNC.NotifyAction();
var dial = action.addDial();
dial.setClientRecord(notifyClientRecord.getTableName(),
 notifyClientRecord.getUniqueValue());
dial.setTimeout(activity.vars.timeout);
dial.setRecord(activity.vars.record);
```

NotifyAction - addDial.setDTMF(String value)

Defines the DTMF tones to play when the call connects.

Parameters

Name	Type	Description
value	String	Valid DTMF digits to play when the call connects.

Returns

Type	Description
void	

This example shows how to make an outbound call and defines the DTMF tones to play when the call connects.

```
// Initialize NotifyAction
var notifyAction = new SNC.NotifyAction();

// Call addDial() to connect to another party - this returns an
 object of type DialAction
var dialAction = notifyAction.addDial();

// Call setPhoneNumber(String phoneNumber)in DialAction.java to
 specify the phone number to dial
dialAction.setPhoneNumber('+919765xxxxxxx');

// DTMF tones to play when call connects
dialAction.setDTMF("1246AF");
```

NotifyAction - addDial.setHangupOnStar(Boolean hangupOnStar)

Defines whether the call should end when the star (*) key is pressed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
hangupOnStar	Boolean	Flag that indicates whether the call should end when the star (*) key is pressed. • true: end the call • false: don't end the call

Returns

Type	Description
void	

This example shows how to make an outbound call and set the hang up key to star.

```
// Initialize NotifyAction
var notifyAction = new SNC.NotifyAction();

// Call addDial() to connect to another party - this returns an
 object of type DialAction
var dialAction = notifyAction.addDial();

// Call setPhoneNumber(String phoneNumber)in DialAction.java to
 specify the phone number to dial
dialAction.setPhoneNumber('+919765xxxxxxx');

// End call by pressing star
dialAction.setHangupOnStar(true);
```

NotifyAction - addDial.setPhoneNumber(String phoneNumber)

Defines the phone number to call.

Parameters

Name	Type	Description
phoneNumber	String	E.164-compliant phone number to call.

Returns

Type	Description
void	

This example shows how to make an outbound call and set a call timeout.

```
// Initialize NotifyAction
var notifyAction = new SNC.NotifyAction();

// Call addDial() to connect to another party - this returns an
 object of type DialAction
var dialAction = notifyAction.addDial();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Call setPhoneNumber(String phoneNumber)in DialAction.java to
 specify the phone number to dial
dialAction.setPhoneNumber('+919765xxxxxxx');
```

NotifyAction - addDial.setRecord(Boolean record)

Defines whether the outgoing call should be recorded.

Parameters

Name	Type	Description
record		Flag that indicates whether the outgoing call should be recorded. Valid values: • true: record the outgoing call • false: do not record the outgoing call

Returns

Type	Description
void	

This example shows how to make an outbound call and record the call.

```
// Initialize NotifyAction
var notifyAction = new SNC.NotifyAction();

// Call addDial() to connect to another party - this returns an
 object of type DialAction
var dialAction = notifyAction.addDial();

// Call setPhoneNumber(String phoneNumber)in DialAction.java to
 specify the phone number to dial
dialAction.setPhoneNumber('+919765xxxxxxx');

// Record the call
dialAction.setRecord(true);
```

NotifyAction - addDial.setTimeout(Integer timeout)

Sets the number of seconds after which the outgoing call times out.

Parameters

Name	Type	Description
timeout	Integer	Number of seconds after which the outgoing call times out. Default: 30

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example shows how to make an outbound call and set a call timeout.

```
// Initialize NotifyAction
var notifyAction = new SNC.NotifyAction();

// Call addDial() to connect to another party - this returns an
 object of type DialAction
var dialAction = notifyAction.addDial();

// Call setPhoneNumber(String phoneNumber)in DialAction.java to
 specify the phone number to dial
dialAction.setPhoneNumber('+919765xxxxxxx');

// Set the number of seconds to wait before timing out
dialAction.setTimeout(45);
```

NotifyAction - addGather()

Presents a specified interactive phone menu to the caller.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GatherAction	Action added to the NotifyAction object. Use the GatherAction object to define the menu settings and options to present to the user.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// present the user with a menu
var gather = notifyAction.addGather();
gather.setNumberOfDigits(1);    // the user can type 1 digit
gather.setFinishKey('#');       // # or *, useful for > 1 digit
gather.setTimeout(10);          // time to enter answer, in
 seconds

// add first menu item
var usSay = gather.addSay();
usSay.setText('Press 1 for english');
usSay.setLanguage('en-US');

// add second menu item
var nlSay = gather.addSay();
nlSay.setText('Kies 2 voor Nederlands');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
nlSay.setLanguage('nl-NL');

// add third menu item
var frSay = gather.addSay();
frSay.setText('Choisissez 3 pour le français.');
frSay.setLanguage('fr-FR');

// and finish off with an applause
var play = gather.addPlay();
play.setURL('http://
www.wavsource.com/snds_2015-04-12_5971820382841326/sfx/applause_
y.wav');
```

NotifyAction - addGather.addPlay()

Plays an audio file on the call.

Refer to the NotifyAction *addPlay()* method for a description of the supported child methods.

Parameters

Name	Type	Description
None		

Returns

Type	Description
PlayAction	Action added to the NotifyAction object. Use the PlayAction object to define the audio file URL and the number of times to loop the audio.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// Create the gather action object
var gather = notifyAction.addGather();

// Play an audio file
var play = gather.addPlay();
play.setURL('http://
www.wavsource.com/snds_2015-04-12_5971820382841326/sfx/applause_
y.wav');
```

NotifyAction - addGather.addSay()

Defines the text-to-speech to read on the call.

Refer to the NotifyAction *addSay()* method for a description of the supported child methods.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
SayAction	Action added to the NotifyAction object. Use the SayAction object to define the text and language to read.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// present the user with a menu
var gather = notifyAction.addGather();
gather.setNumberOfDigits(1);    // the user can type 1 digit
gather.setTimeout(20);          // time to enter answer, in
 seconds

// add first menu item
var gatherSay = gather.addSay();
gatherSay.setText('Press 1 for english');
gatherSay.setLanguage('en-US');
```

NotifyAction - addGather.setFinishKey(String finishKey)

Defines the key that the caller inputs to denote the end of their input.

Parameters

Name	Type	Description
finishKey	String	Key that denotes the end of caller input. Valid values: • 0-9 • # (default) • *

Returns

Type	Description
void	

This example shows how to add a gather action and define the key that denotes the end of the caller input.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

var gather = notifyAction.addGather();
gather.setNumberOfDigits(4);    // the user can type four digit
gather.setFinishKey('#');       // # or *, useful for > 1 digit
```

NotifyAction - addGather.setNumberOfDigits(Integer numberOfDigits)

Defines the number of digits to collect.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
numberOfDigits	Integer	Number of digits to collect. Zero is an invalid value.

Returns

Type	Description
void	

This example shows how to add a gather action and define the number of key strokes to collect.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// present the user with a menu
var gather = notifyAction.addGather();
gather.setNumberOfDigits(4);    // the user can type four digit
gather.setFinishKey('#');       // # or *, useful for > 1 digits
gather.setTimeout(20);          // time to enter answer, in
 seconds
```

NotifyAction - addGather.setTimeout(Integer timeout)

Defines the amount of time after which gathering of input will timeout.

Parameters

Name	Type	Description
timeout	Integer	Number of seconds to wait for caller input before timing out. Default: 10

Returns

Type	Description
void	

This example shows how to add a gather action and define the input timeout value.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// present the user with a menu
var gather = notifyAction.addGather();
gather.setNumberOfDigits(4);    // the user can type 1 digit
gather.setFinishKey('#');       // # or *, useful for > 1 digits
gather.setTimeout(20);          // time to enter answer, in
 seconds
```

NotifyAction - addHangUp()

Ends an active phone call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
HangUpAction	Action added to the NotifyAction object.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// hang up
notifyAction.addHangUp();
```

NotifyAction - addQueue()

Queues the call, which puts the call on hold.

Parameters

Name	Type	Description
None		

Returns

Type	Description
QueueAction	Action added to the NotifyAction object. Use the QueueAction object to define the queue name, and queueing or dequeueing behavior.

This example shows how to add the call to the specified queue.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// queue the call
var queue = notifyAction.addQueue();
queue.setName('my queue');
```

This example shows how to remove the call from the queue.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// dequeue the call
var queue = notifyAction.addQueue();
queue.setDequeue(true);
```

NotifyAction - addQueue.setDequeue(Boolean dequeue)

Removes the call from the current call queue (takes it off of "hold").

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
dequeue	Boolean	Flag that indicates whether to remove the current call from the queue. • true: remove the call from the queue • false: call is put in the queue

Returns

Type	Description
void	

This example shows how to remove the call from the queue.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// dequeue the call
var queue = notifyAction.addQueue();
queue.setDequeue(true);
```

NotifyAction - addQueue.setName(String name)

Defines the name associated with a queue.

Parameters

Name	Type	Description
name	String	Name to associate with the queue.

Returns

Type	Description
void	

This example shows how to define the name of a queue.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// queue the call
var queue = notifyAction.addQueue();
queue.setName('my queue');
```

NotifyAction - addPlay()

Plays an audio file on the call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
PlayAction	Action added to the NotifyAction object. Use the PlayAction object to define the audio file URL and number of times to loop the audio.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a play action
var play = notifyAction.addPlay();
play.setURL('http://www.moviesounds.com/2001/imsorry.wav');
play.setLoop(1);
```

NotifyAction - addPlay.setLoop(Integer loop)

Defines the number of times to play (loop through) the audio file.

Parameters

Name	Type	Description
loop	Integer	Number of times to play the audio file.

Returns

Type	Description
void	

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a play action
var play = notifyAction.addPlay();
play.setURL('http://www.moviesounds.com/2001/imsorry.wav');
play.setLoop(2);
```

NotifyAction - addPlay.setURL(String url)

Defines the URL where to obtain the audio file to play.

Parameters

Name	Type	Description
url	String	URL of the audio file to play.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a play action
var play = notifyAction.addPlay();
play.setURL('http://www.moviesounds.com/2001/imsorry.wav');
play.setLoop(1);
```

NotifyAction - addRecord()

Adds an action to record the call to the current NotifyAction object.

The recording automatically ends when the call is completed or when a specified terminate is pressed (*setFinishKey()*). The recording is then placed in the notify_record table for the associated call.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example demonstrates how to record a call.

```
// First we initialize NotifyAction
var notifyAction = new SNC.NotifyAction();

// Call addRecord() of NotifyAction - This returns an object of
 type RecordAction
var recordAction = notifyAction.addRecord();

// Optional. Define the key that callers use to stop the
 recording
recordAction.setFinishKey('#'); // Stop the call recording when
 caller presses the '#' key.
```

NotifyAction - addRecord.setFinishKey(String finishKey)

Defines the key that terminates the recording.

Parameters

Name	Type	Description
finishKey	String	Key that terminates the recording.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • 0-9 • # (default) • *

Returns

Type	Description
void	

This example demonstrates how to record a call and set the call termination key.

```
// First we initialize NotifyAction
var notifyAction = new SNC.NotifyAction();

// Then we call addRecord() of NotifyAction
var recordAction = notifyAction.addRecord();

// Set the key that terminates the recording
recordAction.setFinishKey('#'); // This means that we stop the
 call recording when user presses the '#' key.
```

NotifyAction - addRecord.setMaxDuration(Integer seconds)

Defines the maximum length of the recording.

Parameters

Name	Type	Description
seconds	Integer	Maximum length of the recording in seconds. Default: 3600

Returns

Type	Description
void	

This example demonstrates how to record a call and set the call termination key.

```
// First we initialize NotifyAction
var notifyAction = new SNC.NotifyAction();

// Then we call addRecord() of NotifyAction
var recordAction = notifyAction.addRecord();

// Set the maximum length of the recording
recordAction.setMaxDuration(4800);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyAction - addRecord.setTimeout(Integer timeout)

Sets the number of seconds of silence, after which, the recording ends.

Parameters

Name	Type	Description
timeout	Integer	Number of seconds of silence on the call, after which the recording ends. Default: 10

Returns

Type	Description
void	

This example demonstrates how to record a call and set the recording timeout value.

```
// First we initialize NotifyAction
var notifyAction = new SNC.NotifyAction();

// Then we call addRecord() of NotifyAction
var recordAction = notifyAction.addRecord();

// Set the recoding timeout value
recordAction.setTimeout(360);
```

NotifyAction - addReject()

Rejects an incoming call.

Parameters

Name	Type	Description
None		

Returns

Type	Description
RejectAction	Action added to the NotifyAction object. Use the RejectAction object to define the reason for rejecting the call.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// reject the call
var rejectAction = notifyAction.addReject();
rejectAction.setReason('busy'); // 'busy' or 'rejected'
```

NotifyActon - addReject.setReason(String reason)

Defines the reason why the call was rejected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
reason	String	Reason why the call was rejected. Valid values: • busy • rejected All other values are ignored.

Returns

Type	Description
void	

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// reject the call
var rejectAction = notifyAction.addReject();
rejectAction.setReason('busy'); // 'busy' or 'rejected'
```

NotifyAction - addSay()

Defines the text-to-speech to read on the call.

Multiple languages are supported with text-to-speech. Available languages depend on the telephony provider.

Parameters

Name	Type	Description
None		

Returns

Type	Description
SayAction	Action added to the NotifyAction object. Use the SayAction object to define the text and language to read.

This example demonstrates reading text in several languages.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a say action to say something in US English
var usSay = notifyAction.addSay();
usSay.setText('Welcome. I can speak english');
usSay.setLanguage('en-US');

// add a say action to say something in Dutch
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var nlSay = notifyAction.addSay();
nlSay.setText('Ik spreek ook vloeiend nederlands');
nlSay.setLanguage('nl-NL');

// and german
var deSay = notifyAction.addSay();
deSay.setText('Und ich kan auch deutsch sprechen');
deSay.setLanguage('de-DE');
```

NotifyAction - addSay.setLanguage(String language)

Defines the language in which to speak the text.

Use this method in conjunction with the *setText()* method to define the verbiage to speak.

Parameters

Name	Type	Description
language	String	ISO 3166 language code that defines the language in which to speak the associated text. For example, "en-US" or "nl-NL".

Returns

Type	Description
void	

This example demonstrates reading text in several languages.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a say action to say something in US English
var usSay = notifyAction.addSay();
usSay.setText('Welcome. I can speak english');
usSay.setLanguage('en-US');

// add a say action to say something in Dutch
var nlSay = notifyAction.addSay();
nlSay.setText('Ik spreek ook vloeiend nederlands');
nlSay.setLanguage('nl-NL');

// and german
var deSay = notifyAction.addSay();
deSay.setText('Und ich kan auch deutsch sprechen');
deSay.setLanguage('de-DE');
```

NotifyAction - addSay.setText(String text)

Defines the text to be read within the current call.

Use this method in conjunction with the *setLanguage()* method to define the language in which to speak the provided text.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
text	String	Text to read aloud within the current call.

Returns

Type	Description
void	

This example demonstrates reading text in several languages.

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// add a say action to say something in US English
var usSay = notifyAction.addSay();
usSay.setText('Welcome. I can speak english');
usSay.setLanguage('en-US');

// add a say action to say something in Dutch
var nlSay = notifyAction.addSay();
nlSay.setText('Ik spreek ook vloeiend nederlands');
nlSay.setLanguage('nl-NL');

// and german
var deSay = notifyAction.addSay();
deSay.setText('Und ich kan auch deutsch sprechen');
deSay.setLanguage('de-DE');
```

NotifyAction - addSMS()

Sends an SMS message.

Note: When using this function with an active call, you do not need to call the `setTo` function on the returned SMSAction object. The SMS is automatically sent to the caller.

Parameters

Name	Type	Description
None		

Returns

Type	Description
SMSAction	Action added to the NotifyAction object. Use the SMSAction object to define the message text and the phone number to which to send the message.

```
// Instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// Define where to send the SMS to
var number = new GlideElementPhoneNumber();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
number.setPhoneNumber('+31612345678', true);

// Add an SMS action
var sms = notifyAction.addSMS();
sms.setMessage('Lorem ipsum dolor sit amet, consectetur
 adipiscing elit.');
sms.setTo(number);
```

NotifyAction - addSMS.setMessage(String message)

Defines the text of the SMS message to send.

Parameters

Name	Type	Description
message	String	Text of the SMS message to send.

Returns

Type	Description
void	

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// define where to send the sms to
var number = new GlideElementPhoneNumber();
number.setPhoneNumber('+31612345678', true);

// add a SMS action
var sms = notifyAction.addSMS();
sms.setMessage('Lorem ipsum dolor sit amet, consectetur
 adipiscing elit.');
sms.setTo(number);
```

NotifyAction - addSMS.setTo(String to)

Sets the phone number to which to sent the SMS message.

Parameters

Name	Type	Description
to	String	E.164-compliant phone number to which to send the SMS message.

Returns

Type	Description
void	

```
// instantiate NotifyAction
var notifyAction = new SNC.NotifyAction();

// define where to send the sms to
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var number = new GlideElementPhoneNumber();
number.setPhoneNumber('+31612345678', true);

// add a SMS action
var sms = notifyAction.addSMS();
sms.setMessage('Lorem ipsum dolor sit amet, consectetur
 adipiscing elit.');
sms.setTo(number);
```

NotifyAction - append(NotifyAction action)

Appends the specified NotifyAction object to the current client's NotifyAction object.

There are two types of NotifyActions: terminal and non-terminal. Once you append a terminal action to a client's NotifyAction object, you cannot append any additional actions. Non-terminal actions include:

- PlayAction
- RecordAction
- SayAction
- SMSAction

All others NotifyActions are terminal. If you try to add another NotifyAction after a terminal action, the call will fail.

Parameters

Name	Type	Description
action	NotifyAction	NotifyAction object to append to the NotifyAction object of the current caller.

Returns

Type	Description
void	

NotifyAction - fromJson(String json)

Deserialize a *`NotifyAction`* object from a JSON string.

Parameters

Name	Type	Description
json	String	A JSON string representation of a *`NotifyAction`* object.

Returns

Type	Description
void	

This example demonstrates deserializing a NotifyAction object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var json = ".... some json obtained from toJson ....";

// instantiate notify action
var notifyAction = new SNC.NotifyAction();

// deserialize and reconstruct the notify action instance
notifyAction.fromJson(json);
```

This example demonstrates both serializing and deserializing a NotifyAction object.

```
// instantiate notify action
var notifyAction = new SNC.NotifyAction();

// add a queue
var queue = notifyAction.addQueue();
queue.setName('myQueueName');
queue.setDequeue(false);

// serialize to json
var json = notifyAction.toJson();
gs.log('serialization result: ' + json);

// instantiate a new notify action
var newAction = new SNC.NotifyAction();

// deserialize the json generated above
newAction.fromJson(json);

// serialize the new object and log the result
newJson = newAction.toJson();
gs.log('new serialization result: ' + newJson);
gs.log('the same: ' + (json == newJson));
```

Output: *** Script: serialization result: {"fClassName":"NotifyAction","fActions":[{"fClassName":"QueueAction","fDequeue":true,"fQueueName":"myQueueName"}]} *** Script: new serialization result: {"fClassName":"NotifyAction","fActions":[{"fClassName":"QueueAction","fDequeue":true,"fQueueName":"myQueueName"}]} *** Script: the same: true

NotifyAction - setCallRecord(GlideRecord callRecord)

Defines the Notify call record in which to add subsequent actions.

Parameters

Name	Type	Description
callRecord	GlideRecord	GlideRecord containing the record of the caller (within the notify_call table) for which to add actions. This caller stays in affect until this method is called again with a different caller.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to set the caller to which you want to add actions.

```
public NotifyAction runIncomingCallWorkflow(NotifyPhoneNumber
 notifyPhoneNumber, GlideRecord callRecord) throws
 NoWorkflowConfiguredException, NoSuchNotifyGroupRecordException
 {
   NotifyAction notifyAction = runWorkflow(notifyPhoneNumber,
 COL_INCOMING_CALL_WF, callRecord);
   notifyAction.setCallRecord(callRecord);
   return notifyAction;
}
```

NotifyAction - toJson()

Serialize the *`NotifyAction`* object to a JSON string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	JSON representation of this NotifyAction object.

This example demonstrates serializing a NotifyAction object.

```
// instantiate notify action
var notifyAction = new SNC.NotifyAction();

// add one or more notify actions
// ...

// and serialize to json
var json = notifyAction.toJson();
```

This example demonstrates both serializing and deserializing a NotifyAction object.

```
// instantiate notify action
var notifyAction = new SNC.NotifyAction();

// add a queue
var queue = notifyAction.addQueue();
queue.setName('myQueueName');
queue.setDequeue(false);

// serialize to json
var json = notifyAction.toJson();
gs.log('serialization result: ' + json);

// instantiate a new notify action
var newAction = new SNC.NotifyAction();

// deserialize the json generated above
newAction.fromJson(json);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// serialize the new object and log the result
newJson = newAction.toJson();
gs.log('new serialization result: ' + newJson);
gs.log('the same: ' + (json == newJson));
```

Output: *** Script: serialization result: {"fClassName":"NotifyAction","fActions":[{"fClassName":"QueueAction","fDequeue":true,"fQueueName":"myQueueName"}]} *** Script: new serialization result: {"fClassName":"NotifyAction","fActions":[{"fClassName":"QueueAction","fDequeue":true,"fQueueName":"myQueueName"}]} *** Script: the same: true

NotifyConferenceUtil - Scoped, Global

The *NotifyConferenceUtil* API provides methods to manage Notify conference calls and SMS messages for various telephony service providers, such as Zoom and Webex.

Using the *NotifyConferenceUtil* API you can:

- Create new conference calls
- Add participants by phone number or user ID
- Remove participants from a conference call
- Mute participants in a conference call
- Unmute participants in a conference call
- Obtain the capabilities of a specified service provider
- End a conference call

You can use this API in both scoped and global scripts. To use this API you must activate the Conference Notify plugin (com.snc.notify) which requires a separate subscription. For details on activating this plugin, see Activate Notify.

NotifyConferenceUtils - NotifyConferenceUtils()

Instantiates a NotifyConferenceUtils object (constructor).

Parameters

Name	Type	Description
None		

```
function () {
 var confGR = new GlideRecord('notify_conference_call');
 confGR.get('76d3364d0b5133008e64aabcb4673a6d');

 var confUtils = new NotifyConferenceUtils();
 var actionResult =
 confUtils.addToConferenceByPhoneNumber("+917799555331", confGR)
 if (actionResult.status)
  gs.info('Participant has been added to conference');
 else {
  gs.info('join operation failed');
  actionResult.warnMessages.forEach(function (msg) {
   gs.info(msg);
  });
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  actionResult.errorMessages.forEach(function (msg) {
   gs.info(msg);
  })
 }
})();
```

NotifyConferenceUtils - addToConferenceByPhoneNumber(String toNumber, GlideRecord confGR)

Adds a participant to a specified conference call using their phone number to identify the participant.

Parameters

Name	Type	Description
toNumber	String	Phone number of the participant to add to the conference call.
confGR	GlideRecord	GlideRecord of the conference call to which to add the specified participant. Table: Notify Conference Call [notify_conference_call]

Returns

Type	Description

Object	Results of the conference action.
	
	`<action>.status`: Status of the conference action.
	
	• Data type: Boolean
	• Possible values:
	  ○ true: Conference action succeeded
	  ○ false: Conference action failed
	
	`<action>.successMessages`: If *status* is true, success message(s), else empty.
	
	• Data type: Array of Strings
	
	`<action>.warnMessages`: If *status* is false, any warning messages thrown during processing.
	
	• Data type: Array of Strings
	
	`<action>.errorMessages`: If *status* is false, any error messages thrown during processing.
	
	• Data type: Array of Strings

The following code example shows how to call this method.

```
function () {
 var confGR = new GlideRecord('notify_conference_call');
 confGR.get('76d3364d0b5133008e64aabcb4673a6d');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var confUtils = new NotifyConferenceUtils();
var actionResult =
confUtils.addToConferenceByPhoneNumber("+917799555331", confGR)
if (actionResult.status)
 gs.info('Participant has been added to conference');
else {
 gs.info('join operation failed');
 actionResult.warnMessages.forEach(function (msg) {
  gs.info(msg);
 });
 actionResult.errorMessages.forEach(function (msg) {
  gs.info(msg);
 })
}
})();
```

NotifyConferenceUtils - addToConferenceByUserId(String userId, GlideRecord confGR)

Adds a participant to the conference call referenced by the passed in GlideRecord using their unique user identifier.

Parameters

Name	Type	Description
userId	String	Sys ID of the participant to add to the specified conference call. Table: User [sys_user]
confGR	GlideRecord	GlideRecord of the conference call to add the specified participant. Table: Notify Conference Call [notify_conference_call]

Returns

Type	Description

Object	Results of the conference action.
	
	`<action>.status`: Status of the conference action.
	
	• Data type: Boolean
	• Possible values:
	  ○ true: Conference action succeeded
	  ○ false: Conference action failed
	
	`<action>.successMessages`: If *status* is true, success message(s), else empty.
	
	• Data type: Array of Strings
	
	`<action>.warnMessages`: If *status* is false, any warning messages thrown during processing.
	
	• Data type: Array of Strings

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	`<action>.errorMessages`: If *`status`* is false, any error messages thrown during processing. • Data type: Array of Strings

The following code example shows how to call this method.

```
(function () {
 var confGR = new GlideRecord('notify_conference_call');
 confGR.get('76d3364d0b5133008e64aabcb4673a6d');

 var confUtils = new NotifyConferenceUtils();
 var actionResult =
 confUtils.addToConferenceByUserId(gs.getUserID(), confGR)
 if (actionResult.status)
  gs.info('Participant has been added to conference');
 else {
  gs.info('join operation failed');
  actionResult.warnMessages.forEach(function (msg) {
   gs.info(msg);
  });
  actionResult.errorMessages.forEach(function (msg) {
   gs.info(msg);
  })
 }
})();
```

NotifyConferenceUtils - doConferenceAction(String action, Object data)

Performs the specified conference call action, such as starting/ending a conference call or joining, removing, muting, or unmuting participants from a conference call.

You can start a new conference call and add participants within a single call to this method or call the method multiple times to start the call and then manage participants separately. In addition, through the passed in data object, you can configure the method to:

- Save pointers in the conference call record to the specific record (source record), such as an incident or problem, that is the topic of discussion for the conference call.
- Allow/disallow multiple conference calls for a source record.
- Automatically log the participants that were in the conference call in the "Work Notes" field of the source record.
- Have a message read aloud when a participant answers an outgoing call from the conference.

Parameters

Name	Type	Description
action	String	Defines the conference call action to perform. The following are the available conference call actions:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• end: Terminates the conference call identified in *data.confId*. • join: Adds the participant specified in the *data.items* array to the conference call identified in *data.confId*. • kick: Removes the participant specified in the *data.items* array from the conference call identified in *data.confId*. • multiJoin: Adds the participants specified in the *data.items* array to the conference call identified in *data.confId* • multiKick: Removes the participants specified in the *data.items* array from the conference call identified in *data.confId*. • multiMute: Mutes the participants specified in the *data.items* array on the conference call identified in *data.confId*. • multiUnmute: Unmutes the participants specified in the *data.items* array from the conference call identified in *data.confId*. • mute: Mutes the participant specified in the *data.items* array on the conference call identified in *data.confId*. • selfJoin: Adds the currently logged in user to the conference call (no entry in *data.items* required.) • start: Starts the conference call identified in *data.confId*. • unmute: Unmutes the participant specified in the *data.items* array from the conference call identified in *data.confId*.
data	Object	Object that describes the conference call.
data.addToWorkNotes	Boolean	Flag that indicates whether to add information about the participants that were included in the conference call in the work notes field of the associated record. For this functionality to work, you must also specify values in the *data.table* and *data.sysId* parameters. These parameters identify the record in which to add the work notes. Default: false Actions for which this parameter is valid: • join • multiJoin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• selfJoin • start
data.allowMulticonference	Boolean	Flag that indicates whether to allow multiple conference calls for a specific record at one time. For this functionality to work, you must also specify values in the *data.table* and *data.sysId* parameters. These parameters identify the record that is allowed to have multiple conference calls. Default: false Actions for which this parameter is valid: • start
data.confId	String	Sys_id of the conference call. Table: Notify Conference Call [notify_conference_call] Actions for which this parameter is required: • end • join • multiJoin • selfJoin **Note:** Participant actions such as mute, unmute, and kick don't require this parameter to be set as the method obtains this information from the Notify Conference Call Participant [notify_participant] table.
data.fromNumber	String	Service provider number to call into for the conference call. Locate this value in the Number or Phone number column of the Notify Phone Number [notify_number] table. Actions for which this parameter is required: • start
data.isNewConference	Boolean	Flag that indicates whether this is a new or an existing conference call. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: New conference call • false: Existing conference call Default: false Actions for which this parameter is valid: • start
data.items	Array	Information for each participant to include in the conference call. Valid array values: • id: Sys_id of user; located in the User [sys_User] table. Valid actions: join, multiJoin, start • notifyParticipantId: Sys ID of the Notify participant; located in the Notify Participant [notify_participant] table. Valid actions: join, kick, multiJoin, mute, start, unmute • phoneNumber: Phone number of the participant. If this value is passed in conjunction with either the *id* or *notifyParticipantId*, this value supersedes the phone numbers in the user/participant record and is used to place the call. Valid actions: join, multiJoin, start • email: Email address of the participant. Valid actions: join, multiJoin, start
data.message	String	Message that is read aloud when a user answers the call, such as, "P1 incident has been created please login to instance." Actions for which this parameter is valid: • join • multiJoin • start
data.serviceProvider	String	Required. Name of conference service provider, such as Zoom or Webex. Actions for which this parameter is required:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• all
data.sysId	String	Sys_id of the source record to associate with the conference call. For example, if a conference call is held to discuss a specific incident or problem, put the sys_id of the incident or problem record in this value. This sys_id is stored in the Source column of the NotifyConference Call [notify_conference_call] table and can later be tracked. This parameter is used in conjunction with the *`data.Table`*, *`data.addToWorkNotes`*, and *`allowMulticonference`* parameters. Actions for which this parameter is valid: • start
data.table	String	Table that contains the source record to associate with the conference call. A source record can be any record, such as an "incident" or "problem", that is the topic of discussion in the conference call. This table name is stored in the Table column of the NotifyConference Call [notify_conference_call] table and can be tracked. This parameter is used in conjunction with the *`data.sysId`*, *`data.addToWorkNotes`*, and *`allowMulticonference`* parameters. Actions for which this parameter is valid: • start

Returns

Type	Description

Object	Results of the conference action.
	
	`<action>.status`: Status of the conference action.
	
	• Data type: Boolean
	• Possible values:
	  ○ true: Conference action succeeded
	  ○ false: Conference action failed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	`<action>.successMessages`: If *`status`* is true, success message(s), else empty. • Data type: Array of Strings `<action>.warnMessages`: If *`status`* is false, any warning messages thrown during processing. • Data type: Array of Strings `<action>.errorMessages`: If *`status`* is false, any error messages thrown during processing. • Data type: Array of Strings

```
(function (confId) {
 var confUtils = new NotifyConferenceUtils();
 var data = confUtils.getConferenceInputDataTemplate();
 data.table = 'incident';
 data.sysId = '1234';
 data.addToWorkNotes = false;
 data.confId = confId;
 data.message = 'p1 incident has been created';
 data.fromNumber = 'twilio/Telephony driver number';
 data.items.push({ id: 'user3SysId', phoneNumber:
 '+917799555332' });
 data.items.push({ id: 'user4SysId', email:
 'yln99518@gmail.com' });

 var result = confUtils.doConferenceAction('start', data);
 if (result.status) {
  gs.info('Start conference action succeeded');
 } else
  gs.info('Start conference action failed');

 result.errorMessages.forEach(function (msg) {
  gs.info(msg);
 });
 result.warnMessages.forEach(function (msg) {
  gs.info(msg);
 });
 result.successMessages.forEach(function (msg) {
  gs.info(msg);
 });
})('activeConfSysId');
```

NotifyConferenceUtils - getConferenceInputDataTemplate()

Returns a JSON data template to use with the *`doConferenceAction()`* method. Using this template automatically structures the data object so that you don't have to manually create it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Call this method prior to calling the *doConferenceAction()* method. For the desired conference call action, set the desired parameters within the template, and then pass the template in the *doConferenceAction()* call. For additional information on the valid parameters for each action, see doConferenceAction().

Note: This is a helper method. You can also manually construct this object and pass that object into the *doConferenceAction()* method and have the same outcome.

Parameters

Name	Type	Description
None		

Returns

Type	Description
data	Object that describes the conference call.
data.addToWorkNotes	Flag that indicates whether to add information about the participants that were included in the conference call in the work notes field of the associated record. For this functionality to work, you must also specify values in the *data.table* and *data.sysId* parameters. These parameters identify the record in which to add the work notes. Default: false Actions for which this parameter is valid: • join • multiJoin • selfJoin • start
data.allowMultconference	Flag that indicates whether to allow multiple conference calls for a specific record at one time. For this functionality to work, you must also specify values in the *data.table* and *data.sysId* parameters. These parameters identify the record that is allowed to have multiple conference calls. Default: false Actions for which this parameter is valid: • start
data.confId	Sys_id of the conference call. Table: Notify Conference Call [notify_conference_call] Actions for which this parameter is required:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• end • join • multiJoin • selfJoin **Note:** Participant actions such as mute, unmute, and kick don't require this parameter to be set as the method obtains this information from the Notify Conference Call Participant [notify_participant] table.
data.fromNumber	Service provider number to call into for the conference call. Locate this value in the Number or Phone number column of the Notify Phone Number [notify_number] table. Actions for which this parameter is required: • start
data.isNewConference	Flag that indicates whether this is a new or an existing conference call. Valid values: • true: New conference call • false: Existing conference call Default: false Actions for which this parameter is valid: • start
data.items	Information for each participant to include in the conference call. Valid array values: • id: Sys_id of user; located in the User [sys_User] table. Valid actions: join, multiJoin, start • notifyParticipantId: Sys ID of the Notify participant; located in the Notify Participant [notify_participant] table. Valid actions: join, kick, multiJoin, mute, start, unmute • phoneNumber: Phone number of the participant. If this value is passed in conjunction with either the *id* or *notifyParticipantId*, this value supersedes the phone numbers in the user/participant record and is used to place the call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Valid actions: join, multiJoin, start • email: Email address of the participant. Valid actions: join, multiJoin, start
data.message	Message that is read aloud when a user answers the call, such as, "P1 incident has been created please login to instance." Actions for which this parameter is valid: • join • multiJoin • start
data.serviceProvider	Required. Name of conference service provider, such as Zoom or Webex. Actions for which this parameter is required: • all
data.sysId	Sys_id of the source record to associate with the conference call. For example, if a conference call is held to discuss a specific incident or problem, put the sys_id of the incident or problem record in this value. This sys_id is stored in the Source column of the NotifyConference Call [notify_conference_call] table and can later be tracked. This parameter is used in conjunction with the *`data.Table`*, *`data.addToWorkNotes`*, and *`allowMulticonference`* parameters. Actions for which this parameter is valid: • start
data.table	Table that contains the source record to associate with the conference call. A source record can be any record, such as an "incident" or "problem", that is the topic of discussion in the conference call. This table name is stored in the Table column of the NotifyConference Call [notify_conference_call] table and can be tracked. This parameter is used in conjunction with the *`data.sysId`*, *`data.addToWorkNotes`*, and *`allowMulticonference`* parameters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Actions for which this parameter is valid: • start

```
(function (confId) {
 var confUtils = new NotifyConferenceUtils();
 var data = confUtils.getConferenceInputDataTemplate();
 data.confId = confId;
 var result = confUtils.doConferenceAction('end', data);
 if (result.status) {
  gs.info('Conference call has been ended');
 } else
  gs.info('End conference call action failed');

 result.errorMessages.forEach(function (msg) {
  gs.info(msg);
 });
 result.warnMessages.forEach(function (msg) {
  gs.info(msg);
 });
 result.successMessages.forEach(function (msg) {
  gs.info(msg);
 });
})('activeConfSysId');
```

NotifyConferenceUtils - getServiceProvidersCapabilities()

Returns the capabilities of all telephony service provider drivers in the instance.

Possible capabilities include:

- archive: archives the conference after it ends
- beepOnLeave: plays a "beep" tone when a participant leaves the conference call
- beepOnJoin: plays a "beep" tone when a participant joins the conference call
- end: ends the identified conference call
- filesharing: allows file sharing between participants
- join: adds a participant to a conference call
- kick: removes a participant from a conference call
- multiJoin: adds multiple participants to a conference call
- multiKick: removes multiple participants from a conference call
- muteOnJoin: mutes a participant when they initially join a conference call
- multiUnmute: unmutes multiple participants for a conference call
- record: records conference calls
- recording: provides an on-screen indicator when the conference call is being recorded
- screenSharing: allows participant screens to be shared with the group
- selfJoin: adds the current logged in user to a conference call

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- speaking: provides an on-screen message as to who is currently speaking
- start: starts the identified conference call
- unmute: unmutes a participant in a conference call

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Key-value pairs of the status of each driver capability. Valid values: • isSupported = 0: capability is not supported • isSupported = 1: capability is supported

List driver capabilities for all telephony service provider drivers in the instance.

```
(function () {
 var confUtils = new NotifyConferenceUtils();
 var providerToCapability =
 confUtils.getServiceProvidersCapabilites();
 for (var provider in providerToCapability) {
  gs.info('{0} supported capabilities \n\n', provider);
  var capabilities = providerToCapability[provider]
  for (var cap in capabilities)

 if(confUtils.isActionSupported(capabilities[cap].isSupported))
    gs.info('"{0}" action supported', cap);
   else
    gs.info("'{0}' action is not supported by this conference
 driver", cap);
 }
})();
```

Output: The method returns a node similar to the following for each active telephony service provider within the instance.

```
{
    "Telephony": {
        "start": {
            "isSupported": 1,
            "meta": {}
        },
        "end": {
            "isSupported": 1,
            "meta": {}
        },
        "selfJoin": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "isSupported": 1,
            "meta": {}
        },
        "join": {
            "isSupported": 1,
            "meta": {}
        },
        "multiJoin": {
            "isSupported": 1,
            "meta": {}
        },
        "mute": {
            "isSupported": 1,
            "meta": {}
        },
        "multiMute": {
            "isSupported": 1,
            "meta": {}
        },
        "unmute": {
            "isSupported": 1,
            "meta": {}
        },
        "multiUnmute": {
            "isSupported": 1,
            "meta": {}
        },
        "kick": {
            "isSupported": 1,
            "meta": {}
        },
        "multiKick": {
            "isSupported": 1,
            "meta": {}
        },
        "record": {
            "isSupported": 0,
            "meta": {}
        },
        "speaking": {
            "isSupported": 0,
            "meta": {}
        },
        "recording": {
            "isSupported": 0,
            "meta": {}
        },
        "screenSharing": {
            "isSupported": 0,
            "meta": {}
        },
        "fileSharing": {
            "isSupported": 0,
            "meta": {}
        },
        "archive": {
            "isSupported": 0,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "meta": {}
        },
        "muteOnJoin": {
            "isSupported": 0,
            "meta": {}
        },
        "beepOnJoin": {
            "isSupported": 0,
            "meta": {}
        },
        "beepOnLeave": {
            "isSupported": 0,
            "meta": {}
        }
    }
}
```

NotifyConferenceUtils - isActionSupported(Number action)

Determines whether a Notify conference action is supported by a telephony service provider.

To use this method, you must first call the *`getServiceProviderCapabilities()`* method. This method returns an object that contains information about the availability of each possible Notify conference action for each service provider configured in your instance.

For example:

```
{
    "Telephony": {
        "start": {
            "isSupported": 1,
            "meta": {}
        },
        "end": {
            "isSupported": 1,
            "meta": {}
        },
        "selfJoin": {
            "isSupported": 1,
            "meta": {}
        },
        "join": {
            "isSupported": 1,
            "meta": {}
        },
        "multiJoin": {
            "isSupported": 1,
            "meta": {}
        },
        "mute": {
            "isSupported": 1,
            "meta": {}
        },
        "multiMute": {
            "isSupported": 1,
            "meta": {}
        },
        "unmute": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "isSupported": 1,
            "meta": {}
        },
        "multiUnmute": {
            "isSupported": 1,
            "meta": {}
        },
        "kick": {
            "isSupported": 1,
            "meta": {}
        },
        "multiKick": {
            "isSupported": 1,
            "meta": {}
        },
        "record": {
            "isSupported": 0,
            "meta": {}
        },
        "speaking": {
            "isSupported": 0,
            "meta": {}
        },
        "recording": {
            "isSupported": 0,
            "meta": {}
        },
        "screenSharing": {
            "isSupported": 0,
            "meta": {}
        },
        "fileSharing": {
            "isSupported": 0,
            "meta": {}
        },
        "archive": {
            "isSupported": 0,
            "meta": {}
        },
        "muteOnJoin": {
            "isSupported": 0,
            "meta": {}
        },
        "beepOnJoin": {
            "isSupported": 0,
            "meta": {}
        },
        "beepOnLeave": {
            "isSupported": 0,
            "meta": {}
        }
    }
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
action	Number	Value of the *isSupported* parameter returned by the *getServiceProvidersCapabilities()* method for a specific action and service provider. **Note:** Although the *isSupported* value may appear to be a Boolean, it is actually a Number. Do not try and evaluate the capabilities as Boolean values. Use this method as the associated values may be expanded in future versions.

Returns

Type	Description
Boolean	Flag that indicates whether the telephony service provider supports the specified action. Valid values: • true: action is supported by the service provider • false: action is not supported by the service provider

```
(function () {
  var confUtils = new NotifyConferenceUtils();
  var providerToCapability =
 confUtils.getServiceProvidersCapabilites();
    for (var provider in providerToCapability) {
      gs.info('{0} supported capabilities \n\n', provider);
      var capabilities = providerToCapability[provider]
      for (var cap in capabilities)
        if
 (confUtils.isActionSupported(capabilities[cap].isSupported))
          gs.info('"{0}" action supported', cap);
        else
          gs.info("'{0}' action is not supported by this
 conference driver", cap);
    }
})();
```

NotifyConferenceUtils - kickByParticipantGR(GlideRecord notifyParticipantGR)

Removes the participant associated with the passed in GlideRecord from the current conference call.

Parameters

Name	Type	Description
notifyParticipantGR	GlideRecord	GlideRecord object of the participant to remove from the conference call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Notify Participant [notify_participant]

Returns

Type	Description

Object	Results of the conference action.
	
	`<action>.status`: Status of the conference action.
	
	• Data type: Boolean
	• Possible values:
	  ○ true: Conference action succeeded
	  ○ false: Conference action failed
	
	`<action>.successMessages`: If *`status`* is true, success message(s), else empty.
	
	• Data type: Array of Strings
	
	`<action>.warnMessages`: If *`status`* is false, any warning messages thrown during processing.
	
	• Data type: Array of Strings
	
	`<action>.errorMessages`: If *`status`* is false, any error messages thrown during processing.
	
	• Data type: Array of Strings

The following code example shows how to call this method.

```
(function () {
    var confUtils = new NotifyConferenceUtils();
    var participantGR = new GlideRecord('notify_participant');
  // Participant record contains conf call ID
    participantGR.get('validParticipantSysId');
    var actionResult =
 confUtils.kickByParticipantGR(participantGR);
    if (actionResult.status)
        gs.info('Participant has been kicked out of
 conference');
    else {
        gs.info('kick operation failed');
        actionResult.warnMessages.forEach(function (msg) {
            gs.info(msg);
        });
        actionResult.errorMessages.forEach(function (msg) {
            gs.info(msg);
        })
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
})()
```

NotifyConferenceUtils - muteByParticipantGR(GlideRecord notifyParticipantGR)

Mutes the participant associated with the passed in GlideRecord on the current conference call.

Parameters

Name	Type	Description
notifyParticipantGR	Object	GlideRecord object of the participant to mute. Table: Notify Participant [notify_participant]

Returns

Type	Description

Object	Results of the conference action.
	
	`<action>.status`: Status of the conference action.
	
	• Data type: Boolean
	• Possible values:
	  ○ true: Conference action succeeded
	  ○ false: Conference action failed
	
	`<action>.successMessages`: If *`status`* is true, success message(s), else empty.
	
	• Data type: Array of Strings
	
	`<action>.warnMessages`: If *`status`* is false, any warning messages thrown during processing.
	
	• Data type: Array of Strings
	
	`<action>.errorMessages`: If *`status`* is false, any error messages thrown during processing.
	
	• Data type: Array of Strings

The following code example shows how to call this method.

```
(function () {
    var confUtils = new NotifyConferenceUtils();
    var participantGR = new GlideRecord('notify_participant');
    participantGR.get('validSysId');
    var actionResult =
 confUtils.muteByParticipantGR(participantGR);
    if (actionResult.status)
        gs.info('Participant has been muted');
    else {
        gs.info('mute operation failed');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        actionResult.warnMessages.forEach(function (msg) {
            gs.info(msg);
        });
        actionResult.errorMessages.forEach(function (msg) {
            gs.info(msg);
        })
    }
})()
```

NotifyConferenceUtils - unmuteByParticipantGR(GlideRecord notifyParticipantGR)

Unmutes the participant associated with the passed in GlideRecord on the current conference call.

Parameters

Name	Type	Description
notifyParticipantGR	GlideRecord	GlideRecord object of the participant to unmute. These records are located in the Notify Participant [notify_participant] table.

Returns

Type	Description

Object	Results of the conference action.
	
	`<action>.status`: Status of the conference action.
	
	• Data type: Boolean
	• Possible values:
	  ○ true: Conference action succeeded
	  ○ false: Conference action failed
	
	`<action>.successMessages`: If *`status`* is true, success message(s), else empty.
	
	• Data type: Array of Strings
	
	`<action>.warnMessages`: If *`status`* is false, any warning messages thrown during processing.
	
	• Data type: Array of Strings
	
	`<action>.errorMessages`: If *`status`* is false, any error messages thrown during processing.
	
	• Data type: Array of Strings

```
(function () {
    var confUtils = new NotifyConferenceUtils();
    var participantGR = new GlideRecord('notify_participant');
    participantGR.get('validSysId');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var actionResult =
 confUtils.unmuteByParticipantGR(participantGR);
    if (actionResult.status)
        gs.info('Participant has been Unmuted');
    else {
        gs.info('Unmute operation failed');
        actionResult.warnMessages.forEach(function (msg) {
            gs.info(msg);
        });
        actionResult.errorMessages.forEach(function (msg) {
            gs.info(msg);
        })
    }
})();
```

NotifyJsTelephonyDriver - Global

The *NotifyJsTelephonyDriver* API provides methods that you can use to obtain information about the capabilities of the associated telephony driver.

It is a scripted extension point that can only be used when its object is returned by another method, such as *NotifyUtil - getTelephonyDriverFromNotifyNumber()*. You cannot call this API directly. The calling method associates a specific driver to the interface, abstracting the details of determining the driver. Each of the available drivers implement the same interface, which is defined by the *NotifyJsTelephonyDriver* API.

In the following code example, the *getTelephonyDriverFromNotifyNumber()* method returns an implementation of this API, with the driver interface being determined by the passed in telephone number, such as TwilioNotifyJsTelephonyDriver.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
      return {
        driverName: driver.getName(),
        supportsCall: driver.supportsCall(),
        supportsSMS: driver.supportsSms()
      }
    }
}
```

To see which drivers are associated with the NotifyJsTelephonyDriver extension point, navigate to **System Extension Points**>**global.NotifyJsTelephonyDriver**. All associated driver implementations appear in the **Implementations** tab.

For additional information on scripted extension points, see Using extension points to extend application functionality point.

To use this API you must activate the Notify (com.snc.notify) plugin. To activate specific driver implementations, such as Twillo, you must activate their specific plugin.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyJsTelephonyDriver - call(Object notifyPhoneNumber, String phoneNumber)

Calls a specified telephone number.

Parameters

Name	Type	Description
notifyPhoneNumber	NotifyPhoneNumber - Global	NotifyPhoneNumber record that contains the Notify phone number from which to make the call. Table: Notify Phone Number [notify_number] table.
toPhoneNumber	String	Telephone number to call. Format: E.164

Returns

Type	Description
None	

NotifyJsTelephonyDriver - getCapabilities()

Returns a list of the capabilities of the telephony driver.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

This example returns the capabilities of the associated telephony driver.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
      return {
       capabilities: driver.getCapabilities()
      }
    }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyJsTelephonyDriver - getMaxSizeForBulkSms(String phoneNumber)

Returns the maximum number of telephone numbers to which the telephony driver associated with the passed in Notify telephone number can send an SMS message to at one time.

Parameters

Name	Type	Description
phoneNumber	String	Notify telephone number to check for the maximum number of telephone numbers that the associated driver is able to send to in one bulk SMS message.

Returns

Type	Description
Number	Maximum number of telephone numbers that an SMS message can be sent to in a single bulk SMS delivery.

This example returns the maximum number of telephone numbers that can be sent to in a single bulk SMS message for the associated telephony driver.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
       return {
       maxSmsNumbers: driver.getMaxSizeForBulkSMS(notifyNumber)
      }
    }
}
```

NotifyJsTelephonyDriver - getPhoneNumber(String phoneNumber)

Returns the Notify phone number record for the specified phone number.

Returns null if the specified phone number is not found in the Notify Phone Number [notify_number] table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
NotifyPhoneNumberAPI	Notify phone number record associated with the specified telephone number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example obtains the telephony driver and returns the associated Notify phone number record for a specified phone number.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
      return {
       phoneNumberRecord: driver.getPhoneNumber(notifyNumber)
      }
    }
}
```

NotifyJsTelephonyDriver - getPhoneNumbers()

Returns a list of all Notify telephone numbers associated with the current telephony driver.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Comma-separated list of all Notify telephone numbers associated with the current driver.

This example obtains the telephony driver and returns the list of Notify phone numbers associated with the current telephony driver.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
      return {
       phoneNumbers: driver.getPhoneNumbers()
      }
    }
}
```

NotifyJsTelephonyDriver - isActive()

Checks whether the current telephony driver is active.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current telephony driver is active. Valid values: • true: Driver is active. • false: Driver is inactive.

This example obtains the telephony driver and returns whether the current telephony driver is active.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
      return {
        active: driver.isActive()
      }
    }
}
```

NotifyJsTelephonyDriver - kick(GlideRecord participantRecord)

Removes the specified caller from the current Notify conference call.

Parameters

Name	Type	Description
participantRecord	GlideRecord - Global	GlideRecord object containing the Notify Participant [notify_participant] record of the caller to remove from the conference call.

Returns

Type	Description
String	Only returned if error. Error message that describes why the caller was not removed from the call.

This example mutes the associated caller in the current conference call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
      var notifyParticipantGr = new
 GlideRecord('notify_participant');
      notifyParticipantGr.get('active participant sys id');

      if (notifyParticipantGr.isValid) {
        driver.kick(notifyParticipantGr)
    }
}
```

NotifyJsTelephonyDriver - mute(GlideRecord participantRecord)

Mutes the specified caller in the current Notify conference call.

Parameters

Name	Type	Description
participantRecord	GlideRecord - Global	GlideRecord object containing the Notify Participant [notify_participant] record of the caller to mute in the conference call.

Returns

Type	Description
String	Only returned if error. Error message that describes why the caller was not muted.

This example mutes the associated caller in the current conference call.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
      var notifyParticipantGr = new
 GlideRecord('notify_participant');
      notifyParticipantGr.get('active participant sys id');

      if (notifyParticipantGr.isValid) {
        driver.mute(notifyParticipantGr)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

NotifyJsTelephonyDriver - sendAutonomousBulkSms(Object notifyPhoneNumber, Array toPhoneNumber, String message, GlideRecord source)

Sends the specified Short Message Service (SMS) message to the specified list of telephone numbers.

In addition, you can optionally associate the Incident record that caused the SMS message to be generated with the SMS message.

Parameters

Name	Type	Description
message	String	Message to send.
notifyPhoneNumber	NotifyPhoneNumber - Global	Record that contains the phone number that is sending the bulk SMS message.
source	GlideRecord - Global	Optional. Incident GlideRecord to store in the Source field of the associated SMS message record in the Notify Message [notify message] table. This links the Incident record that caused the SMS message to be generated to that SMS message. Default: None. If this parameter is not passed in, this information is not tracked.
toPhoneNumber	Array	List of telephone numbers of the devices to receive the SMS message.

Returns

Type	Description
None	

This example shows how to send an autonomous bulk SMS.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {

    }
}
```

NotifyJsTelephonyDriver - sendSMS(NotifyPhoneNumber notifyPhoneNumber, String toPhoneNumber, String messageBody)

Sends a specified Short Message Service (SMS) message to a specified telephone number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
notifyPhoneNumber	NotifyPhoneNumber - Global	Notify phone number record that contains the telephone number that is sending the SMS message. Table: Notify Phone Number [notify_number]
toPhoneNumber	String	Phone number to send the SMS message to. Format: E.164 compliant
message	String	Text to send in the SMS message.

Returns

Type	Description
None	

NotifyJsTelephonyDriver - supportsAutonomousBulkSms(String phoneNumber)

Checks whether the specified Notify telephone number is capable of handling autonomous bulk Short Message Service (SMS) messages.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the specified Notify telephone number supports autonomous bulk SMS. Valid values: • true: Supports autonomous bulk SMS. • false: Does not support autonomous bulk SMS.

This example obtains the telephony driver and returns whether the driver supports autonomous bulk SMS.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      return {
        supportsBulkSMS:
 driver.supportsAutonomousBulkSms(notifyNumber)
      }
    }
}
```

NotifyJsTelephonyDriver - supportsCall()

Checks whether the current telephony driver is capable of handling telephone calls.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current telephony driver supports telephone calls. Valid values: • true: Driver supports telephone calls. • false: Driver does not support telephone calls.

This example obtains the telephony driver and returns whether the driver supports telephone calls.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
      return {
        supportsCall: driver.supportsCall()
      }
    }
}
```

NotifyJsTelephonyDriver - supportsCallOverWebRtc()

Checks whether the specified Notify telephone number is capable of calls to a browser using WebRTC (Real-Time Communications.)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the specified Notify telephone number supports browser calls using WebRTC. Valid values: • true: Supports WebRTC. • false: Does not support WebRTC.

This example obtains the telephony driver and returns whether the driver supports browser calls using WebRTC.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
      return {
        supportsWebRTC:
 driver.supportsCallOverWebRtc(notifyNumber)
      }
    }
}
```

NotifyJsTelephonyDriver - supportsSMS()

Checks whether the current telephony driver is capable of handling Short Message Service (SMS) messages.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current telephony driver supports SMS. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Driver supports SMS. • false: Driver does not support SMS.

This example obtains the telephony driver and returns whether the driver supports SMS.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
      return {
        supportsSMS: driver.supportsSMS()
      }
    }
}
```

NotifyJsTelephonyDriver - unmute(GlideRecord participantRecord)

Unmutes the specified caller in the current Notify conference call.

Parameters

Name	Type	Description
participantRecord	GlideRecord - Global	GlideRecord object containing the Notify Participant [notify_participant] record of the caller to mute in the conference call.

Returns

Type	Description
String	Only returned if error. Error message that describes why the caller was not muted.

This example mutes the associated caller in the current conference call.

```
getDriverDetails('<notify_number>');

function getDriverDetails(notifyNumber) {
  var nUtil = new NotifyUtil();
  if (!notifyNumber
 || !nUtil.validateOutboundNotifyNumber(notifyNumber))
    return;
  var driver =
 nUtil.getTelephonyDriverFromNotifyNumber(notifyNumber);
    if (driver) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      var notifyParticipantGr = new
 GlideRecord('notify_participant');
      notifyParticipantGr.get('active participant sys id');

      if (notifyParticipantGr.isValid) {
        driver.unmute(notifyParticipantGr)
    }
}
```

NotifyNow (Legacy) - Global

The legacy *NotifyNow* API provides functionality for sending emails, sending SMS messages, and setting up conference calls.

Use this when you want to use Notify functionality with applications on your system.

Note: This API is included with the legacy Notify functionality. For APIs included in the current Notify feature, see the *Notify*, *NotifyAction*, *NotifyPhoneNumber*, and *NotifyClient* APIs.

NotifyNow - addConferenceCallParticipant(String conferenceCall, String participant)

Adds ad-hoc users to an ongoing conference call.

When the method is called with a phone number for the participant parameter and there is exactly one sys_user record that matches the phone number, that sys_user record will be related to the participant. The participant's phone number field will be left blank because the phone number is in the sys_user record. If there are several sys_user records that match the phone number, or if there are no results, the participant's phone number field will be filled in, and there will be no stored reference to sys_user because the user is not known.

Parameters

Name	Type	Description
conferenceCall	String or GlideRecord	The sys_id or GlideRecord of an active conference call.
participant	String or GlideRecord	The sys_id or GlideRecord of a user with an E.164-compliant phone number, or an E.164-compliant phone number.

Returns

Type	Description
GlideRecord	The participant record of the new participant that was added to the conference call.

```
// add a new participant by conference call sys_id (string) and
 phone number (string)
var nn = new SNC.NotifyNow();
gs.log(nn.addConferenceCallParticipant('d193b242eb020100a04d4910
f206fe39', '+31612345678'));
```

```
// add a new participant by conference call sys_id (string) and
 user record (GlideRecord)
var user = new GlideRecord('sys_user');
user.query('user_name', 'myUserName');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
if (user.hasNext() && user.next()) {
    var nn = new SNC.NotifyNow();

 gs.log(nn.addConferenceCallParticipant('d193b242eb020100a04d491
0f206fe39', user));

    // you could have added the user by sys_id as well:
    //
 nn.addConferenceCallParticipant('d193b242eb020100a04d4910f206fe
39', user.getValue('sys_id'));
} else {
    gs.log('no such user');
}
```

```
// add a new participant by conference call record (GlideRecord)
 and phone number (string)
var conferenceCall = new
 GlideRecord('notifynow_conference_call');
conferenceCall.query('title', 'IA0001001');
if (conferenceCall.hasNext() && conferenceCall.next()) {
    var nn = new SNC.NotifyNow();
    gs.log(nn.addConferenceCallParticipant(conferenceCall,
 '+31612345678'));
} else {
    gs.log('no such conference call');
}
```

NotifyNow - convertLocalPhoneNumberToE164(String userID, String phoneNumber)

Converts a local phone number to an E.164-compliant phone number based on a user's location.

Parameters

Name	Type	Description
userID	String	The sys_id of a sys_user record to get location information from.
phoneNumber	String	The phone number.

Returns

Type	Description
String	The E.164-compliant phone number.

```
var localPhoneNumber = '01784 221600';
var userName = 'Heath Vanalphen';

var user = new GlideRecord('sys_user');
user.get('name',userName);
var E164Number = new
 SNC.NotifyNow().convertLocalPhoneNumberToE164(user.getUniqueVal
ue(), localPhoneNumber);
gs.log('converted: ' + localPhoneNumber + ' to ' + E164Number +
 ' based on ' + user.getValue('name') +
     '\'s location (' + user.getValue('location') + ')');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyNow - getConferenceCallParticipants(String conferenceCallId, Boolean isCallable)

Returns all participants for a conference call.

Parameters

Name	Type	Description
conferenceCallId	String	The ID of the conference call.
isCallable	Boolean	An optional flag to return either only the users you can call (true) or those you cannot call (false).

Returns

Type	Description
GlideRecord	The participants

```
var nn = new SNC.NotifyNow();
var user =
 nn.getConferenceCallParticipants('c2e91710eb120100f34087b9d106f
e37');

while (user.hasNext() && user.next()) {
    if (user.getValue('participant')) {
        gs.log('user: ' + user.getValue('sys_id'));
    } else {
        gs.log('phone number: ' +
 user.getValue('phone_number'));
    }
}
```

```
var nn = new SNC.NotifyNow();
var user =
 nn.getConferenceCallParticipants('c2e91710eb120100f34087b9d106f
e37', true);

while (user.hasNext() && user.next()) {
    if (user.getValue('participant')) {
        gs.log('user: ' + user.getValue('sys_id'));
    } else {
        gs.log('phone number: ' +
 user.getValue('phone_number'));
    }
}
```

```
var conferenceCallId = '32b11430eb1201003cf587b9d106feb8';

// get all participants
gs.log('all conference call participants:');
var nn = new SNC.NotifyNow();
var user = nn.getConferenceCallParticipants(conferenceCallId);
gs.log(user);

// get all callable participants
gs.log('all conference call participants we can call:');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
user = nn.getConferenceCallParticipants(conferenceCallId, true);
gs.log(user);

// get all un callable participants
gs.log('all conference call participants that are already in an
 active session and whom we cannot call:');
user = nn.getConferenceCallParticipants(conferenceCallId,
 false);
gs.log(user);
```

NotifyNow - getFrequentlyCalledUsers(Number limit)

Returns a number of frequently-called users, up to the limit parameter, in alphabetical order.

Parameters

Name	Type	Description
limit	Number	The maximum number of results.

Returns

Type	Description
GlideRecord	The frequently called users in alphabetical order.

```
var nn = new SNC.NotifyNow();
var fc = nn.getFrequentlyCalledUsers(10);

while (fc.hasNext() && fc.next()) {
    gs.log("got user " + fc.getValue('name') + ' - ' +
 fc.getValue('sys_id'));
}
```

NotifyNow - getPreferredE164SMSNumber(GlideRecord user)

Returns a user's preferred E.164-compliant phone number for SMS messages.

Parameters

Name	Type	Description
user	GlideRecord or String	The user record or the sys_id of a user to get the E.164-compliant phone number from.

Returns

Type	Description
String	The E.164-compliant phone number or null.

```
var userID = "<user sys_id>";
var E164Number = new
 SNC.NotifyNow().getPreferredE164SMSNumber(userID);
gs.log('the preferred phone number for sending SMS notifications
 is ' + E164Number + ' for user with id: ' + userID);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyNow - getPreferredE164VoiceNumber(GlideRecord user)

Returns a user's preferred E.164-compliant phone number for voice calls.

Parameters

Name	Type	Description
user	GlideRecord or String	The user record or the sys_id of a user to get the E.164-compliant phone number from.

Returns

Type	Description
String	The E.164-compliant phone number or null.

```
var userID = "<user sys_id>";
var E164Number = new
 SNC.NotifyNow().getPreferredE164VoiceNumber(userID);
gs.log('the preferred phone number for setting up voice calls is
 ' + E164Number + ' for user with id: ' + userID);
```

NotifyNow - getPreferredEmailAddress(GlideRecord user)

Returns a user's preferred email address

Parameters

Name	Type	Description
user	GlideRecord or String	The user record or the sys_id of a user to get the email address from.

Returns

Type	Description
String	The email address or null.

```
var userID = "some user sys id";
var email = new
 SNC.NotifyNow().getPreferredEmailAddress(userID);
gs.log('the preferred email address for sending email
 notifications is ' + email + ' for user with id: ' + userID);
```

NotifyNow - getReadyState()

Indicates whether Notify is set up correctly or not.

This method can only be accessed by administrators or users with the notifynow_admin role. Users with all other roles get the message False when trying to run the function in a script.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True if Notify is set up correctly, otherwise false.

```
var nn = new SNC.NotifyNow();
gs.log(((nn.getReadyState()) ? "OK" :  "NOT OK"));
```

NotifyNow - getStatus()

Returns the current status of Notify configuration.

This method can only be accessed by administrators or users with the notifynow_admin role. Users with all other roles get the message Unauthorized when trying to run the function in a script.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	One of the possible status messages. Status — Description NO_NUMBER_MESSAGE — The account does not have a telephone number set up. Ensure tha NO_ENDPOINTS_MESSAGE — The account does not have its endpoints set up correctly. Ensure t ACCOUNT_OK_MESSAGE — The account is active and ready for use. ACCOUNT_NO_AUTH — The Twilio AuthToken is not valid. ACCOUNT_NOT_CONFIGURED — The Twilio AccountSID or AuthToken is not valid.

```
var nn = new SNC.NotifyNow();
gs.log(nn.getStatus());
```

NotifyNow - initiateConferenceCall(String[] conferenceCallParticipants, String conferenceCallTitle)

Initiate a new conference call.

Parameters

Name	Type	Description
conferenceCallParticipants	String	One or more users, conference call participants, identified by the sys_ids from the sys_user table or E.164-compliant phone numbers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
conferenceCallTitle	String	Title of the conference call. This parameter has a maximum length of 40 characters.

Returns

Type	Description
GlideRecord	The conference call record, or null if there was an error.

This initiates a conference call with E.164-compliant phone numbers for participants, without the optional source record parameter and and does not send any conference call details via SMS or email.

```
var participants = ['+31205655548', '+31205655552',
 '+31652825393'];
// set up conference call
var nn = new SNC.NotifyNow();
var conferenceCall = nn.initiateConferenceCall(participants,
 "testing12");
gs.log('started conference call: ' +
 conferenceCall.getUniqueValue());
```

NotifyNow - initiateConferenceCall(String[] conferenceCallParticipants, String conferenceCallTitle, GlideRecord sourceRecord, Boolean private)

Initiate a new conference call.

Parameters

Name	Type	Description
conferenceCallParticipants	String	One or more users, conference call participants, identified by the sys_ids from the sys_user table or E.164-compliant phone numbers.
conferenceCallTitle	String	Title of the conference call. This parameter has a maximum length of 40 characters.
sourceRecord	GlideRecord	Source record to associate to the conference call such as an incident or problem number.
private	Boolean	Value to control if a conference call is private. This value defaults to false.

Returns

Type	Description
GlideRecord	The conference call record, or null if there was an error.

This initiates a conference call with participants that have a E.164-compliant phone number and participants from the sys_user table and sends conference call details via SMS and email to all participants.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// define phone number participants
var participants = ['+31205655548', '+31205655552',
 '+31652825393'];

// we also want to add two Dutch sys_user participants
var user = new GlideRecord('sys_user');
user.addNotNullQuery('mobile_phone');
user.addQuery('mobile_phone', 'STARTSWITH', '+316');
user.setLimit(2);
user.query();

// add users to the participant array
while (user.hasNext() && user.next()) {
 gs.log('adding user ' + user.getValue('name') + ' with phone
 number ' +
             user.getValue('mobile_phone') + ' to the
 participant array');
 participants.push(user.getUniqueValue());
}

// define a source record to associate with the conference call
var source = new GlideRecord("cmdb_ci");
source.query("asset_tag", "P1000167");
if (source.hasNext() && source.next()) {
 // set up conference call
 var nn = new SNC.NotifyNow();
 var conferenceCall = nn.initiateConferenceCall(participants,
 "testing 1 2", source);

 // check if the conference call was successfully created
 if (conferenceCall != null) {
  gs.log('started conference call: ' +
 conferenceCall.getUniqueValue());
 } else {
  gs.log('could not start the conference call :(');
 }
}
```

NotifyNow - isCallable(String participant)

Determines whether a user is callable or not.

A user must have a valid phone number to be callable. A user who is already in an active session is not callable.

Parameters

Name	Type	Description
participant	String or GlideRecord	A sys_user or notifynow_participant record, or an E.164-compliant phone number.

Returns

Type	Description
boolean	Whether this participant can be called or not.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var nn = new SNC.NotifyNow();
gs.log('by number: ' + nn.isCallable('+31612345678'));

var user = GlideRecord('sys_user');
user.query('sys_id', '13d39544eb5201003cf587b9d106fea9');
if (user.hasNext() && user.next())
  gs.log('by user: ' + nn.isCallable(user));

var participant = GlideRecord('notifynow_participant');
participant.query('sys_id', '33b11430eb1201003cf587b9d106feb9');
if (participant.hasNext() && participant.next())
  gs.log('by participant: ' + nn.isCallable(participant));
```

NotifyNow - isSMSCapable()

Checks if the telephone number associated with the Twilio account is capable of sending SMS messages.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Whether the telephone number associated with the Twilio account is capable of sending SMS messages.

```
gs.log('The twilio number is SMS capable: ' + ((new
 SNC.NotifyNow().isSMSCapable()) ? 'yes' : 'no'));
```

NotifyNow - isSMSCapable(String userID)

Checks if a user is able to send SMS messages.

Parameters

Name	Type	Description
userID	String	The sys_id of the user you want to check for an SMS-capable phone number.

Returns

Type	Description
Boolean	If the user can send SMS messages.

```
gs.log('the user is able to send SMS messages (e.g. has a
 SMS device): ' + ((new SNC.NotifyNow().isSMSCapable('<user
 sys_id>')) ?
     'yes' : 'no'));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyNow - isVoiceCapable()

Checks if the telephone number associated with the Twilio account is capable of setting up phone calls.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Whether the telephone number associated with the Twilio account is capable of setting up phone calls.

```
gs.log('the Twilio number is Voice capable: ' + ((new
 SNC.NotifyNow().isVoiceCapable()) ? 'yes' : 'no'));
```

NotifyNow - isVoiceCapable(String userID)

Checks if a user is able to make voice calls.

Parameters

Name	Type	Description
userID	String	The sys_id of the user you want to check for a voice-call capable phone number.

Returns

Type	Description
boolean	Whether the user has a voice-call capable phone number.

```
gs.log('the user is able to send SMS messages (e.g. has a SMS
 device): ' +
     ((new SNC.NotifyNow().isVoiceCapable('someuserid')) ?
 'yes' : 'no'));
```

NotifyNow - kick(GlideRecord participant)

Removes a participant from a conference call.

Parameters

Name	Type	Description
participant	GlideRecord	The conference call participant to remove from the call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True if the participant was removed, otherwise false.

```
var participantId = "<participant sys_id>";
var participant = new GlideRecord('notifynow_participant');
participant.get(participantId);
if (participant.isValid()) {
     // kick participant
     result = new SNC.NotifyNow().kick(participant);
     gs.log('participant kicked: ' + result);
}
```

NotifyNow - mute(GlideRecord participant)

Mutes a participant on a conference call.

Parameters

Name	Type	Description
participant	GlideRecord	The conference call participant to mute.

Returns

Type	Description
Boolean	True if the participant was muted, otherwise false.

```
var participantId = "<participant sys_id>";
var participant = new GlideRecord('notifynow_participant');
participant.get(participantId);
if (participant.isValid()) {
     // mute participant
     result = new SNC.NotifyNow().mute(participant);
     gs.log('participant muted: ' + result);
}
```

NotifyNow - sendEmailQuestion(String emailAddress, String question, GlideRecord sourceRecord, String emailSubject)

Send an email question to an email address.

The sendEmailQuestion method produces a question body and requires users to click a link to indicate their choice.

Parameters

Name	Type	Description
emailAddress	String	Email address to send the question to.
question	String or GlideRecord	The question record to send or the sys_id of a question record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
sourceRecord	GlideRecord	An optional source record to associate to the SMS question, such as an incident.
emailSubject	String	Optional text to override the default email subject.

Returns

Type	Description
String	The conversation sys_id.

This example demonstrates using the default email subject.

```
var user = GlideRecord("sys_user");
user.get("email", "someone@somedomain.com");

new SNC.NotifyNow().sendEmailQuestion(user.getValue('email'),
 "b6b34500bf3111003cf585ce2c0739ce", user);
```

This example uses dot-walking and specifies a source record and email subject.

```
new SNC.NotifyNow().sendEmailQuestion("someone@somedomain.com",
 "b6071733bf1111003cf585ce2c07390f", current,
        "Please answer this question");
```

This example uses dot-walking and specifies an email subject but no source record.

```
new SNC.NotifyNow().sendEmailQuestion("someone@somedomain.com",
 "b6071733bf1111003cf585ce2c07390f",
        "Please answer this question");
```

NotifyNow - sendSMS(String phoneNumber, String smsBody)

Sends an SMS message to an E.164-compliant mobile phone number.

Notify supports international numbers. Using this method with a number that does not support sending SMS messages results in an error being logged.

Parameters

Name	Type	Description
phoneNumber	String	The E.164-compliant phone number to send the message to.
smsBody	String	The message to send, maximum 1600 characters.

Returns

Type	Description
void	

```
new SNC.NotifyNow().sendSMS("+31612345678", "This is a message
 without source record");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyNow - sendSMS(String phoneNumber, String smsBody, GlideRecord source)

Sends an SMS message to an E.164-compliant mobile phone number.

Notify supports international numbers. Using this method with a number that does not support sending SMS messages results in an error being logged.

See also: Advanced configuration for SMS.

Parameters

Name	Type	Description
phoneNumber	String	The E.164-compliant phone number to send the message to.
smsBody	String	The message to send, maximum 1600 characters.
source	GlideRecord	The source record to associate with this SMS message.

Returns

Type	Description
void	

```
var source = new GlideRecord("my_table");
source.query("my_field", "my_value");

if (source.hasNext() && source.next()) {
    // send a text message
    var nn = new SNC.NotifyNow();
    var message = "this is just a test";
    var number = "+31612345678";
    nn.sendSMS(number, message, source);
}
```

This example uses dot-walking and the current record as the source record.

```
new SNC.NotifyNow().sendSMS("+31612345678", "this is a test",
 current);
```

NotifyNow - sendSMSQuestion(String phoneNumber, String question, GlideRecord sourceRecord)

Sends an SMS question.

Parameters

Name	Type	Description
phoneNumber		An E.164-compliant phone number to send the message to.
question	String or GlideRecord	The question record to send or the sys_id of a question record.
sourceRecord		An optional source record to associate to the SMS question, such as an incident.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The conversation sys_id, or null if the SMS was not sent successfully.

```
var question = new GlideRecord("notifynow_question");
question.query();

// get the first question
if (question.hasNext() && question.next()) {
 // send the sms question
        var number = "+31612345678";
 var nn = new SNC.NotifyNow();
 nn.sendSMSQuestion(number, question.getUniqueValue(), current);
}
```

NotifyNow - umute(GlideRecord participant)

Unmutes a participant on a conference call.

Parameters

Name	Type	Description
participant	GlideRecord	The muted conference call participant to unmute.

Returns

Type	Description
Boolean	True if the participant was unmuted, otherwise false.

```
var participantId = "<participant sys_id>";
var participant = new GlideRecord('notifynow_participant');
participant.get(participantId);
if (participant.isValid()) {
     // unmute participant
     result = new SNC.NotifyNow().unmute(participant);
     gs.log('participant unmuted: ' + result);
}
```

NotifyPhoneNumber - Global

The *NotifyPhoneNumber* API allows you to query information about a Notify phone number.

Access the global *NotifyPhoneNumber* class and its associated methods in the SNC namespace.

NotifyPhoneNumber - getDialCode()

Returns the international dialing code for a Notify phone number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	International phone code for a country.

This example shows how to obtain the dial code for a phone number.

```
var numbers = SNC.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.getDialCode());
}
```

Scoped equivalent

To use the *`getDialCode()`* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - getDialCode().

NotifyPhoneNumber - getID()

Returns the ID of this phone number as defined by the telephony provider.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Identifier of the number within the telephony provider.

This example shows how to obtain the unique identifier for a phone number.

```
var numbers = SNC.NotifyScoped.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.getID());
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scoped equivalent

To use the *getID()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - getID().

NotifyPhoneNumber - getNumber()

Returns the numerical phone number for the current Notify caller.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	E.164-compliant phone number.

This example shows how to obtain a Notify caller's phone number.

```
var numbers = SNC.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.getNumber());
}
```

Scoped equivalent

To use the *getNumber()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - getNumber().

NotifyPhoneNumber - getOwner()

Returns the telephony provider associated with this phone number.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Telephony provider associated with the number: Twilio.

This example shows how to obtain the telephony provide that owns the specified phone number.

```
var numbers = SNC.Notify.getPhoneNumbers();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.getOwner());
}
```

Scoped equivalent

To use the *getOwner()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - getOwner().

NotifyPhoneNumber - getTerritory()

Returns the country associated with the phone number.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the country to which the phone number belongs.

This example shows how to obtain the country of a Notify caller.

```
var numbers = SNC.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.getTerritory());
}
```

Scoped equivalent

To use the *getTerritory()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - getTerritory().

NotifyPhoneNumber - isShortCode()

Determines whether the current Notify phone number is a short code.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the current Notify phone number is a short code. • true: phone number is a short code. • false: phone number is not a short code.

This example shows how to check if the current Notify phone number is a short code.

```
GlideRecord notifyNumber = new GlideRecord(TABLE_NOTIFY_NUMBER);
notifyNumber.query(COL_NUMBER, notifyPhoneNumber.getNumber());

if (!notifyNumber.next()) {
  notifyNumber.initialize();
  notifyNumber.setValue(COL_OWNER,
 notifyPhoneNumber.getOwner());
  if (notifyPhoneNumber.isShortCode()) {
    notifyNumber.setValue(COL_SHORT_CODE,
 notifyPhoneNumber.getNumber());
  } else {
    notifyNumber.setValue(COL_PHONE_NUMBER,
 notifyPhoneNumber.getNumber());
  }
```

NotifyPhoneNumber - supportsConferenceCall()

Determines if the Notify phone number supports conference calling.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports conference calling. • true: phone number does support conference calling • false: phone number does not support conference calling

This example shows how to determine if a Notify caller supports conference calls.

```
var numbers = SNC.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.info(number.supportsConferenceCall());
}
```

Scoped equivalent

To use the *supportsConferenceCall()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - supportsConferenceCall().

NotifyPhoneNumber - supportsIncomingPhoneCall()

Determines if the Notify phone number supports receiving phone calls.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports incoming phone calls. • true: phone number does support incoming phone calls • false: phone number does not support incoming phone calls

This example shows how to determine if a Notify caller can receive incoming phone calls.

```
var numbers = SNC.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsIncomingPhoneCall());
}
```

Scoped equivalent

To use the *supportsIncomingPhoneCall()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - supportsIncomingPhoneCall().

NotifyPhoneNumber - supportsIncomingSMS()

Determines if the Notify phone number supports receiving SMS messages.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports receiving incoming MMS messages. • true: phone number does support receiving incoming MMS messages • false: phone number does not support receiving incoming MMS messages

This example shows how to determine if a Notify caller can receive incoming SMS messages.

```
var numbers = SNC.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsIncomingSMS());
}
```

Scoped equivalent

To use the *supportsIncomingSMS()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - supportsIncomingSMS().

NotifyPhoneNumber - supportsOutgoingPhoneCall()

Determines if the Notify phone number supports initiating phone calls.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports initiating outgoing phone calls. • true: phone number does support initiating outgoing phone calls • false: phone number does not support initiating outgoing phone calls

This example shows how to determine if a Notify caller can make outgoing phone calls.

```
var numbers = SNC.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.info(number.supportsOutgoingPhoneCall());
}
```

Scoped equivalent

To use the *supportsOutgoingPhoneCall()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - supportsOutgoingPhoneCall().

NotifyPhoneNumber - supportsOutgoingSMS()

Determines if the Notify phone number supports sending SMS messages.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports sending SMS messages. • true: phone number does support sending SMS messages • false: phone number does not support sending SMS messages

This example shows how to determine if a Notify caller can initiate outgoing SMS messages.

```
var numbers = SNC.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsOutgoingSMS());
}
```

Scoped equivalent

To use the *supportsOutgoingSMS()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - supportsOutgoingSMS().

NotifyPhoneNumber - supportsRecording()

Determines if the Notify phone number supports recording phone calls.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports recording phone calls. • true: phone number does support recording phone calls • false: phone number does not support recording phone calls

This example shows how to determine if a Notify caller can record calls.

```
var numbers = SNC.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsRecording());
}
```

Scoped equivalent

To use the *supportsRecording()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - supportsRecording().

NotifyPhoneNumber - supportsWebRTC()

Determines if the Notify phone number supports calls to a browser, such as in a WebRTC implementation.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports calls to a browser. • true: phone number does support calls to a browser • false: phone number does not support calls to a browser

This example shows how to determine if a Notify caller can initiate/accept browser-to-browser calls.

```
var numbers = SNC.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsWebRTC());
}
```

Scoped equivalent

To use the *supportsWebRTC()* method in a scoped application, use the corresponding scoped method: Scoped NotifyPhoneNumber - supportsWebRTC().

NotifyPhoneNumber - Scoped

The *NotifyPhoneNumber* API allows you to query information about a Notify phone number.

Execute the scoped *NotifyPhoneNumber* API and its associated methods in the `sn_notify` namespace.

Scoped NotifyPhoneNumber - getDialCode()

Returns the international dialing code for a Notify phone number.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	International phone code for a country.

This example shows how to obtain the dial code for a phone number.

```
var numbers = sn_notify.NotifyScoped.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.getDialCode());
}
```

Scoped NotifyPhoneNumber - getID()

Returns the ID of this phone number as defined by the telephony provider.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Identifier of the number within the telephony provider.

This example shows how to obtain the unique identifier for a phone number.

```
var numbers = sn_notify.NotifyScoped.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.getID());
}
```

Scoped NotifyPhoneNumber - getNumber()

Returns the numerical phone number for the current Notify caller.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	E.164-compliant phone number.

This example shows how to obtain a Notify caller's phone number.

```
var numbers = sn_notify.NotifyScoped.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.getNumber());
}
```

Scoped NotifyPhoneNumber - getOwner()

Returns the telephony provider associated with this phone number.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Telephony provider associated with the number: Twilio.

This example shows how to obtain the telephony provide that owns the specified phone number.

```
var numbers = sn_notify.NotifyScoped.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.getOwner());
}
```

Scoped NotifyPhoneNumber - getTerritory()

Returns the country associated with the phone number.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the country to which the phone number belongs.

This example shows how to obtain the country of a Notify caller.

```
var numbers = sn_notify.NotifyScoped.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.getTerritory());
}
```

Scoped NotifyPhoneNumber - supportsConferenceCall()

Determines if the Notify phone number supports conference calls.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports conference calling. • true: phone number does support conference calling • false: phone number does not support conference calling

This example shows how to determine if a Notify caller supports conference calls.

```
var numbers = sn_notify.NotifyScoped.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsConferenceCall());
}
```

Scoped NotifyPhoneNumber - supportsIncomingPhoneCall()

Determines if the Notify phone number supports receiving phone calls.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports incoming phone calls. • true: phone number does support incoming phone calls • false: phone number does not support incoming phone calls

This example shows how to determine if a Notify caller can receive incoming phone calls.

```
var numbers = sn_notify.NotifyScoped.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsIncomingPhoneCall());
}
```

Scoped NotifyPhoneNumber - supportsIncomingSMS()

Determines if the Notify phone number supports receiving SMS messages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports incoming SMS messages. • true: phone number does support incoming SMS messages • false: phone number does not support incoming SMS messages

This example shows how to determine if a Notify caller can receive incoming SMS messages.

```
var numbers = sn_notify.NotifyScoped.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsIncomingSMS());
}
```

Scoped NotifyPhoneNumber - supportsOutgoingPhoneCall()

Determines if the Notify phone number supports initiating phone calls.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports initiating outgoing phone calls. • true: phone number does support initiating outgoing phone calls • false: phone number does not support initiating outgoing phone calls

This example shows how to determine if a Notify caller can make outgoing phone calls.

```
var numbers = sn_notfy.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsOutgoingPhoneCall());
}
```

Scoped NotifyPhoneNumber - supportsOutgoingSMS()

Determines if the Notify phone number supports sending SMS messages.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports sending SMS messages. • true: phone number does support sending SMS messages • false: phone number does not support sending SMS messages

This example shows how to determine if a Notify caller can initiate outgoing SMS messages.

```
var numbers = sn_notify.NotifyScoped.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsOutgoingSMS());
}
```

Scoped NotifyPhoneNumber - supportsRecording()

Determines if the Notify phone number supports recording phone calls.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports recording phone calls. • true: phone number does support recording phone calls • false: phone number does not support recording phone calls

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to determine if a Notify caller can record calls.

```
var numbers = sn_notify.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsRecording());
}
```

Scoped NotifyPhoneNumber - supportsWebRTC()

Determines if the Notify phone number supports calls to a browser, such as in a WebRTC implementation.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Value that indicates whether the Notify phone number supports browser-to-browser (WebRTC) calls. • true: phone number does support browser-to-browser (WebRTC) calls • false: phone number does not support browser-to-browser (WebRTC) calls

This example shows how to determine if a Notify caller can initiate/accept browser-to-browser calls.

```
var numbers = sn_notify.Notify.getPhoneNumbers();

// Here numbers is of type List
if (numbers.size() > 0) {
   var number = numbers.get(0);

   // Here number is of type NotifyPhoneNumber
  gs.info(number.supportsWebRTC());
}
```

NotifySMS - Global

The *NotifySMS* script include provides methods that enable you to send Short Message Service (SMS) messages from Notify telephone numbers to devices using either their telephone numbers or a GlideRecord that has a field that contains telephone number information.

To use this script include you must activate the Notify (com.snc.notify) plugin.

NotifySMS - NotifySMS()

Creates an instance of a NotifySMS object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

This example shows how to instantiate a NotifySMS object.

```
var sourceRecord = new GlideRecord('incident');
sourceRecord.query();
if (sourceRecord.next()) {
  var fromNumber = getFromNumber();
  var groupId = sourceRecord.assignment_group + '';
  var toGr = getRecipientGRs(groupId);
  var message = 'An Incident ' + sourceRecord.getDisplayValue()
 + ' has been assigned to your group';
  if (fromNumber && toGr) {
    var notifySMS = new NotifySMS();
    notifySMS.sendToUsers(fromNumber, toGr, message,
 sourceRecord);
  }
}
```

NotifySMS - sendBulkSMS(String fromNumber, Array toNumber, String message, GlideRecord sourceRecord)

Triggers an asynchronous flow action that sends a Short Message Service (SMS) message from a specified Notify phone number to a list of phone numbers.

Parameters

Name	Type	Description
fromNumber	String	Notify telephone number sending the SMS message.
toNumber	Array	List of telephone numbers to receive the SMS message.
message	String	Message to send.
sourceRecord	GlideRecord	Optional. Incident GlideRecord to store in the Source field of the associated SMS message record in the Notify Message [notify_message] table. This links the Incident record that caused the SMS message to be generated to that SMS message. Default: None. If this parameter is not passed in, this information is not tracked.

Returns

Type	Description
ScriptableFlowRunnerResult	ScriptableFlowRunnerResult - Scoped object.

The follow code example shows how you can use this method to send a bulk SMS message.

```
var fromNumber = getFromNumber();
var toNumbers = getRecipientNumbers();
var message = 'This is an example SMS';
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var sourceRecord = new GlideRecord('incident');
sourceRecord.query();
if (sourceRecord.next()) {
  var notifySMS = new NotifySMS();
  notifySMS.sendBulkSMS(fromNumber, toNumbers, message,
 sourceRecord);
}

function getRecipientNumbers() {
  var userGr = new GlideRecord('sys_user');
  userGr.addActiveQuery();
  userGr.addQuery('first_name', 'STARTSWITH', 'A');
  userGr.setLimit(5);
  userGr.query();
  var userIds = [];
  while (userGr.next()) {
    userIds.push(userGr.getUniqueValue());
  }
  if (userIds.length > 0) {
    var nUtil = new NotifyUtil();
    return nUtil.getUniquePhoneNumbersForUsersAndGroups(null,
 userIds, null, 'sms', false);
  }
}

function getFromNumber() {
  var prop = gs.getProperty('custom_property_name', '');
  if (!prop){
    return getFallbackFromNumber();
  }
  return prop;
}

function getFallbackFromNumber() {
  var notifyNumGr = new GlideRecord("notify_number");
  notifyNumGr.addActiveQuery();
  notifyNumGr.addQuery('has_sms_out', 'yes');
  notifyNumGr.query();
  if (notifyNumGr.next()) {
    return notifyNumGr.number + '';
  }
  return '';
}
```

NotifySMS - sendToNumber(String fromNumber, String toNumber, String message, Object sourceRecord)

Sends a Short Message Service (SMS) message from a specified Notify telephone number to a specified telephone number.

In addition, you can optionally associate the Incident record that caused the SMS message to be generated to the SMS message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
fromNumber	String	Notify telephone number sending the SMS message.
message	String	Message to send.
sourceRecord	GlideRecord - Global	Optional. Incident GlideRecord to store in the Source field of the associated SMS message record in the Notify Message [notify_message] table. This links the Incident record that caused the SMS message to be generated to that SMS message. Default: None. If this parameter is not passed in, this information is not tracked.
toNumber	String	Telephone number of the device to receive the SMS message.

Returns

Type	Description
None	

The following example illustrates how to send an SMS message to a specified phone number and stamp the associated Incident record with the message information.

```
var fromNumber = getFromNumber();
var toNumber = '+123456789';
var message = 'This is an example SMS';
var sourceRecord = new GlideRecord('incident');
sourceRecord.query();
if (sourceRecord.next()) {
  var notifySMS = new NotifySMS();
  notifySMS.sendToNumber(fromNumber, toNumber, message,
 sourceRecord);
}

function getFromNumber() {
  var prop = gs.getProperty('custom_property_name', '');
  if (!prop){
    return getFallbackFromNumber();
    }
  return prop;
}

function getFallbackFromNumber() {
  var notifyNumGr = new GlideRecord("notify_number");
  notifyNumGr.addActiveQuery();
  notifyNumGr.addQuery('has_sms_out', 'yes');
  notifyNumGr.query();
  if (notifyNumGr.next()) {
    return notifyNumGr.number + '';
  }
  return '';
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifySMS - sendToNumbers(String fromNumber, Array toNumber, String message, Object sourceRecord)

Sends a Short Message Service (SMS) message from a specified Notify phone number to a list of phone numbers.

In addition, you can optionally associate the Incident record that caused the SMS message to be generated with the SMS message.

Note: Internally this method uses the NotifySMS - sendBulkSMS(String fromNumber, Array toNumber, String message, GlideRecord sourceRecord) method to trigger an asynchronous flow action.

Parameters

Name	Type	Description
fromNumber	String	Notify telephone number sending the SMS message.
message	String	Message to send.
sourceRecord	GlideRecord - Global	Optional. Incident GlideRecord to store in the Source field of the associated SMS message record in the Notify Message [notify_message] table. This links the Incident record that caused the SMS message to be generated to that SMS message. Default: None. If this parameter is not passed in, this information is not tracked.
toNumber	Array	List of telephone numbers to receive the SMS message.

Returns

Type	Description
None	

The following example illustrates how to send an SMS message to multiple telephone numbers and store the information in the associated Incident record.

```
var fromNumber = getFromNumber();
var toNumbers = getRecipientNumbers()
var message = 'This is an example SMS';
var sourceRecord = new GlideRecord('incident');
sourceRecord.query();
if (sourceRecord.next()) {
  var notifySMS = new NotifySMS();
  notifySMS.sendToNumbers(fromNumber, toNumbers, message,
 sourceRecord);
}

function getRecipientNumbers() {
  var userGr = new GlideRecord('sys_user');
  userGr.addActiveQuery();
  userGr.addQuery('first_name', 'STARTSWITH', 'A');
  userGr.setLimit(5);
  userGr.query();
  var userIds = [];
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  while (userGr.next()) {
    userIds.push(userGr.getUniqueValue());
  }
  if (userIds.length > 0) {
    var nUtil = new NotifyUtil();
    return nUtil.getUniquePhoneNumbersForUsersAndGroups(null,
 userIds, null, 'sms', false);
  }
}

function getFromNumber() {
  var prop = gs.getProperty('custom_property_name', '');
  if (!prop){
    return getFallbackFromNumber();
  }
  return prop;
}

function getFallbackFromNumber() {
  var notifyNumGr = new GlideRecord("notify_number");
  notifyNumGr.addActiveQuery();
  notifyNumGr.addQuery('has_sms_out', 'yes');
  notifyNumGr.query();
  if (notifyNumGr.next()) {
    return notifyNumGr.number + '';
  }
  return '';
}
```

NotifySMS - sendToUser(String fromNumber, Object toGr, String message, Object sourceRecord)

Sends a Short Message Service (SMS) message from a specified phone number to the user identified in a specified GlideRecord.

This method extracts the telephone number from the specified GlideRecord. In addition, you can optionally associate the Incident record that caused the SMS message to be generated with the SMS message.

Parameters

Name	Type	Description
fromNumber	String	Notify telephone number sending the SMS message.
message	String	Message to send.
sourceRecord	GlideRecord - Global	Optional. Incident GlideRecord to store in the Source field of the associated SMS message record in the Notify Message [notify_message] table. This links the Incident record that caused the SMS message to be generated to that SMS message. Default: None. If this parameter is not passed in, this information is not tracked.
toGr	GlideRecord - Global	GlideRecord of a record type that contains a field that resolves to a user's telephone number. The record type must correlate with the record type used by the phone number resolver

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		that is currently implemented. A phone number resolver is simply a method that obtains the user telephone number from a specific type of GlideRecord, such as a User record or a Case record. When using the default resolver, the records correspond to the User [sys_user] table. To change the type of record that the resolver uses to obtain the telephone number, use the NotifySMS - setRecordToNumberResolver(Object scriptIncludeInstance, String methodName) method.

Returns

Type	Description
None	

The following example illustrates how to send an SMS message to a user identified in the associated Incident record and stamp the associated Incident record with the message information.

```
var sourceRecord = new GlideRecord('incident');
sourceRecord.query();
if (sourceRecord.next()) {
  var fromNumber = getFromNumber();
  var toGr = sourceRecord.assigned_to.getRefRecord();
  var message = 'An Incident ' + sourceRecord.getDisplayValue()
 + ' has been assigned to you';
  if (fromNumber && toGr.isValidRecord()) {
    var notifySMS = new NotifySMS();
    notifySMS.sendToUser(fromNumber, toGr, message,
 sourceRecord);
  }
}

function getFromNumber() {
  var prop = gs.getProperty('custom_property_name', '');
  if (!prop){
    return getFallbackFromNumber();
  }
  return prop;
}

function getFallbackFromNumber() {
  var notifyNumGr = new GlideRecord("notify_number");
  notifyNumGr.addActiveQuery();
  notifyNumGr.addQuery('has_sms_out', 'yes');
  notifyNumGr.query();
  if (notifyNumGr.next()) {
    return notifyNumGr.number + '';
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  return '';
}
```

NotifySMS - sendToUsers(String fromNumber, Object toGr, String message, Object sourceRecord)

Sends a Short Message Service (SMS) message from a specified Notify phone number to users found in a specified GlideRecord.

This method extracts the destination telephone numbers from the passed-in GlideRecord. In addition, you can optionally associate the Incident record that caused the SMS message to be generated with the SMS message.

Note: Internally this method uses the NotifySMS - sendBulkSMS(String fromNumber, Array toNumber, String message, GlideRecord sourceRecord) method to trigger an asynchronous flow action.

Parameters

Name	Type	Description
fromNumber	String	Notify telephone number sending the SMS message.
message	String	Message to send.
sourceRecord	GlideRecord - Global	Optional. Incident GlideRecord to store in the Source field of the associated SMS message record in the Notify Message [notify_message] table. This links the Incident record that caused the SMS message to be generated to that SMS message. Default: None. If this parameter is not passed in, this information is not tracked.
toGr	GlideRecord - Global	GlideRecord of a record type that contains a field that resolves to a user's telephone number. The record type must correlate with the record type used by the phone number resolver that is currently implemented. A phone number resolver is simply a method that obtains the user telephone number from a specific type of GlideRecord, such as a User record or a Case record. When using the default resolver, the records correspond to the User [sys_user] table. To change the type of record that the resolver uses to obtain the telephone number, use the NotifySMS - setRecordToNumberResolver(Object scriptIncludeInstance, String methodName) method.

Returns

Type	Description
None	

This example shows how to send an SMS message to users within a specified incident record.

```
var sourceRecord = new GlideRecord('incident');
sourceRecord.query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
if (sourceRecord.next()) {
  var fromNumber = getFromNumber();
  var groupId = sourceRecord.assignment_group + '';
  var toGr = getRecipientGRs(groupId);
  var message = 'An Incident ' + sourceRecord.getDisplayValue()
 + ' has been assigned to your group';
  if (fromNumber && toGr) {
    var notifySMS = new NotifySMS();
    notifySMS.sendToUsers(fromNumber, toGr, message,
 sourceRecord);
  }
}

function getFromNumber() {
  var prop = gs.getProperty('custom_property_name', '');
  if (!prop){
    return getFallbackFromNumber();
  }
  return prop;
}

function getFallbackFromNumber() {
  var notifyNumGr = new GlideRecord("notify_number");
  notifyNumGr.addActiveQuery();
  notifyNumGr.addQuery('has_sms_out', 'yes');
  notifyNumGr.query();
  if (notifyNumGr.next()) {
    return notifyNumGr.number + '';
  }
  return '';
}

function getRecipientGRs(groupId) {
  if (!groupId)
    return;
  var userMemberGr = new GlideRecord('sys_user_grmember');
  userMemberGr.addQuery('group', groupId);
  userMemberGr.query();
  var userIds = [];
  while (userMemberGr.next()) {
    userIds.push(userMemberGr.user + '');
  }
  var userGr = new GlideRecord('sys_user');
  userGr.addActiveQuery();
  userGr.addQuery('sys_id', 'IN', userIds.join(','));
  userGr.query();
  return userGr;
}
```

NotifySMS - setRecordToNumberResolver(Object scriptIncludeInstance, String methodName)

Sets the method within a script include to use to obtain the target telephone number in the GlideRecord that is passed in the *`NotifySMS.sendToUser()`* and *`NotifySMS.sendToUsers()`* methods.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

By default, the *NotifyUtil.getSMSNumberForUser()* method is used to obtain the telephone number from a User [sys_user] based GlideRecord. Use the *setRecordToNumberResolver()* method if you need to create a custom method to obtain this information from a different record type, such as a Case record.

Parameters

Name	Type	Description
methodName	String	Name of the method to use to obtain the target telephone number in a GlideRecord.
scriptIncludeInstance	Object	Instance of the script include that contains the specified number resolver method.

Returns

Type	Description
None	

This example shows how to set the phone number resolver to the *getSMSNumberForConsumer()* method within the csmUtils script include.

```
// Script include that contains the logic to retrieve a phone
 number for a consumer.
var csmUtils = new global.CSMExampleUtils();

// Example Case record used as source for sending SMS
var caseGr = new GlideRecord('sn_customerservice_case');
caseGr.get('3af265b3d1cb5010f877cb055160faxx'); // Case sys_id

var notifySms = new global.NotifySMS();

// Use the getSMSNumberForConsumer method of the csmUtils script
 include (CSMExampleUtils) to obtain the phone number of the
 consumer.
notifySms.setRecordToNumberResolver(csmUtils,
 'getSMSNumberForConsumer');

// Send an SMS message to a user whose telephone number is in
 the specified Case GlideRecord.
var smsText = 'This is a test message for ' +
 caseGr.getValue('number');
notifySms.sendToUser('+1xxxxxxxxxx',
 caseGr.getValue('consumer'), smsText, caseGr); // First param
 is the Notify phone number
```

This example shows the code needed for the telephone resolver method *getSMSNumberForConsumer()*.

```
getSMSNumberForConsumer: function(consumerGrOrId) {
  if (!consumerGrOrId)
    return;

  var consumerId, consumerGr;
  if (typeof consumerGrOrId === "string")
    consumerId = consumerGrOrId;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  if (typeof consumerGrOrId === "object" &&
 consumerGrOrId["isValidRecord"]) {
    consumerGr = consumerGrOrId;
    consumerId = consumerGr.getUniqueValue();
  }

  if (!consumerId)
    return;

  if (!consumerGr) {
    consumerGr = new GlideRecord('csm_consumer');
    consumerGr.get(consumerId);
  }

  if (consumerGr.isValidRecord()) {
    return consumerGr.getValue('mobile_phone');
  }
}
```

NotifyUtil - Global

The *NotifyUtil* script include provides utility methods to use when interacting with Notify calls and SMS messages using server-side scripts.

To use this script include you must activate the Notify (com.snc.notify) plugin.

Using the *NotifyUtil* script include you can:

- Obtain all of the Notify telephone numbers and related Notify information from a specified source record.
- Obtain a list of unique Notify telephone numbers.
- Determine whether there are any active conference calls for the specified source record.
- Obtain the SMS-capable number associated with the specified Notify user.
- Validate a specified Notify telephone number.

NotifyUtil - NotifyUtil()

Instantiates a NotifyUtil class object.

Parameters

Name	Type	Description
None		

This example instantiates a NotifyUtil object.

```
var notifyUtil = new NotifyUtil();
notifyUtil.getTelephonyProviers();
```

NotifyUtil - getListOfNotifyNumbersAndProviders(String sourceTable, String sourceSysId, String notifyGroupSelectorSysId, Boolean filterSMSCapableNums)

Returns all of the Notify telephone numbers and related Notify information from a specified source record, such as an incident.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can use this information to initiate a call or send an SMS message on a particular source record. The information that is returned is based on the configuration of the Notify Provider Selector framework. For additional information, see Notify

Parameters

Name	Type	Description
filterSMSCapableNumbers	Boolean	Optional. Flag that indicates if only numbers that are SMS-capable should be returned. Valid values: • true: Only return SMS-capable telephone numbers and information. • false: Return all notify telephone numbers and information. Default: false
notifyGroupSelectorSysId	String	Optional. Sys_id of a Notify group for which to return the notify numbers and information. Default: All groups
sourceSysId	String	Sys_id of the source record for which to return the Notify numbers and information. For example, this could be the sys_id of a record in the Incident [incident] table.
sourceTable	String	Name of the table that contains the source record that contains the desired Notify numbers and information.

Returns

Type	Description
confProviders	List of available conference providers. Data type: Array
numbers	List of objects, each describing a single Notify number. Data type: Array `"numbers": [{ "defaultFlag": Boolean, "name": "String", "number": "String", "shortCode": Boolean, "sysId": "String" }]`
numbers.defaultFlag	Flag that indicates whether the associated Notify number is the default number. Possible values: • true: Default number • false: Not the default number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Boolean
numbers.name	Name or label of the number. Data type: String
numbers.number	Notify number. Data type: String
numbers.shortCode	Flag that indicates whether the associated Notify number is a short code. Possible values: • true: Short code • false: Not a short code Data type: Boolean
numbers.sysId	Sys_id of the Notify number. Data type: String

This example shows how to obtain the Notify telephone numbers and related Notify information from a specified source record.

```
function updateConferenceBridges(sourceTable, sourceId) {

  var notifyUtil = new global.NotifyUtil();
  var numbersAndProviders =
 notifyUtil.getListOfNotifyNumbersAndProviders(sourceTable,
 sourceId);
  var confBridges = [];
  if (numbersAndProviders.confProviders) {

 numbersAndProviders.confProviders.forEach(function(provider){
    confBridges.push(provider);
    });
  }
  if (numbersAndProviders.numbers) {
    numbersAndProviders.numbers.forEach(function(number){
      confBridges.push(number.name);
    });
  }
}
```

NotifyUtil - getSMSNumberForUser(String userGrOrId)

Returns the SMS-capable number associated with the specified Notify user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
userGROrId	String or GlideRecord - Global	Sys_id of the user record, Table: User [sys_user] table or the sys_user GlideRecord of the user for whom to return the SMS-capable telephone number.

Returns

Type	Description
String	User SMS-capable telephone number. Returns null if the specified user is not found.

This example shows how to obtain an SMS-capable telephone number using the associated GlideRecord.

```
var sourceRecord = new GlideRecord('incident');
sourceRecord.query();
if (sourceRecord.next()) {
  var fromNumber = getFromNumber();
  var nUtil = new NotifyUtil();
  var toNumber =
 nUtil.getSMSNumberForUser(sourceRecord.assigned_to.getRefRecord
());
  var message = 'Incident ' + sourceRecord.getDisplayValue() + '
 has been assigned to you.';
  if (fromNumber &&
 nUtil.validateOutboundNotifyPhoneNumber(fromNumber) && toNumber
 && nUtil.validatePhoneNumber(toNumber)) {
    var notifySMS = new NotifySMS();
    notifySMS.sendToNumber(fromNumber, toNumber, message,
 sourceRecord);
  }
}

function getFromNumber() {
  var prop = gs.getProperty('custom_property_name', '');
  if (!prop){
    return getFallbackFromNumber();
  }
  return prop;
}

function getFallbackFromNumber() {
  var notifyNumGr = new GlideRecord("notify_number");
  notifyNumGr.addActiveQuery();
  notifyNumGr.addQuery('has_sms_out', 'yes');
  notifyNumGr.query();
  if (notifyNumGr.next()) {
    return notifyNumGr.number + '';
  }
  return '';
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NotifyUtil - getUniquePhoneNumbersForUsersAndGroups(Array numbers, Array users, Array groups, String type, Boolean getData)

Returns a list of unique Notify telephone numbers.

If you don't pass any parameters in the call, all Notify numbers within the Notify Phone Number [notify_number] table are checked for duplicates, with each available phone number only appearing once in the returned list. You can refine the return results by specifying a list of users or groups to check, or by specifying a set of numbers or number types (SMS or voice.) You can also request that the metadata associated with each number be returned along with the unique numbers. If you do not want to use a parameter, simply pass `null` as a placeholder. For example: `return nUtil.getUniquePhoneNumbersForUsersAndGroups(null, userIds, null, 'sms', false);`.

Parameters

Name	Type	Description
getData	Boolean	Optional. Flag that indicates whether to return metadata along with the list of unique phone numbers. Valid values: • true: Return metadata. • false: Do not return metadata. Default: false
groups	Array	Optional. List of sys_id groups to check. Default: Check all groups. Table: Group [sys_user_group]
numbers	Array	Optional. List of specific Notify telephone numbers to check. Default: Check all phone numbers.
type	String	Optional. Type of telephone numbers to check. Valid values (case-sensitive): • voice • sms Default: Check all phone number types
users	Array	Optional. List of sys_ids of specific users to check. Default: Check all users Table: User [sys_user]

Returns

Name	Description
numbers	Unique Notify telephone numbers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Name	Description
	Data type: Array
result	Only returned if *getData* is set to true. Metadata associated with each unique number. Data type: Object `"result": { "number": "String", "sysId": "String", "type": "String", "valid": Boolean }`
result.number	Unique Notify telephone number. Data type: String
result.sysId	Sys_id of the record that contains the Notify telephone number. Data type: String Table: Notify Phone Number [notify_number]
result.type	Always contains "u" for user. Data type: String
result.valid	Flag that indicates whether the Notify telephone number is in valid E.164 format. Possible values: • true: Valid E.164 format. • false: Not in E.164 format. Data type: Boolean

This example shows how to request a specific set of unique Notify telephone numbers that have SMS capabilities.

```
var fromNumber = getFromNumber();
var toNumbers = getRecipientNumbers();
var message = 'This is an example SMS';
var sourceRecord = new GlideRecord('incident');
sourceRecord.query();
if (sourceRecord.next()) {
  var notifySMS = new NotifySMS();
  notifySMS.sendToNumber(fromNumber, toNumbers, message,
 sourceRecord);
}

function getRecipientNumbers() {
  var userGr = new GlideRecord('sys_user');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  userGr.addActiveQuery();
  userGr.addQuery('first_name', 'STARTSWITH', 'A');
  userGr.setLimit(5);
  userGr.query();
  var userIds = [];
  while (userGr.next()) {
    userIds.push(userGr.getUniqueValue());
  }
  if (userIds.length > 0) {
    var nUtil = new NotifyUtil();
    return nUtil.getUniquePhoneNumbersForUsersAndGroups(null,
 userIds, null, 'sms', false);
  }
}

function getFromNumber() {
  var prop = gs.getProperty('custom_property_name', '');
  if (!prop){
    return getFallbackFromNumber();
  }
  return prop;
}

function getFallbackFromNumber() {
  var notifyNumGr = new GlideRecord("notify_number");
  notifyNumGr.addActiveQuery();
  notifyNumGr.addQuery('has_sms_out', 'yes');
  notifyNumGr.query();
  if (notifyNumGr.next()) {
    return notifyNumGr.number + '';
  }
  return '';
}
```

NotifyUtil - hasActiveConferenceCalls(String sourceRecSysId)

Determines whether there are any active conference calls for the specified source record.

Parameters

Name	Type	Description
sourceRecSysId	String	Sys_id of the record to check for active conference calls. For example the sys_id of a record in the Incident table.

Returns

Type	Description
Boolean	Flag that indicates whether the specified record has associated active conference calls. Possible values: • true: Active conference calls are available for the specified record. • false: No active conference calls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example displays an information message if there are any active conference calls associated with an incident record.

```
(function executeRule(current, previous /*null when async*/) {
  var nUtil = new NotifyUtil();
  if (nUtil.hasActiveConferenceCalls(current.getUniqueValue()))
 {
    gs.addInfoMessage("There are active conference calls related
 to this Incident.");
  }
})(current, previous);
```

NotifyUtil - validateOutboundNotifyPhoneNumber(String number)

Validates a specified Notify telephone number.

The method performs three types of validation:

1. Whether the Notify number exists in the Notify Phone Number [notify_number] table.
2. Whether the Notify number has a Notify group associated with it.
3. Whether the Notify number is active.

If any one of these validations fail, the method throws an exception.

Parameters

Name	Type	Description
number	String	Notify number to validate.

Returns

Type	Description
None	

This example illustrates how to validate a notify number.

```
var sourceRecord = new GlideRecord('incident');
sourceRecord.query();
if (sourceRecord.next()) {
  var fromNumber = getFromNumber();
  var nUtil = new NotifyUtil();
  var toNumber =
 nUtil.getSMSNumberForUser(sourceRecord.assigned_to.getRefRecord
());
  var message = 'Incident ' + sourceRecord.getDisplayValue() + '
 has been assigned to you.';
  if (fromNumber &&
 nUtil.validateOutboundNotifyPhoneNumber(fromNumber) && toNumber
 && nUtil.validatePhoneNumber(toNumber)) {
    var notifySMS = new NotifySMS();
    notifySMS.sendToNumber(fromNumber, toNumber, message,
 sourceRecord);
  }
}

function getFromNumber() {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var prop = gs.getProperty('custom_property_name', '');
  if (!prop){
    return getFallbackFromNumber();
  }
  return prop;
}

function getFallbackFromNumber() {
  var notifyNumGr = new GlideRecord("notify_number");
  notifyNumGr.addActiveQuery();
  notifyNumGr.addQuery('has_sms_out', 'yes');
  notifyNumGr.query();
  if (notifyNumGr.next()) {
    return notifyNumGr.number + '';
  }
  return '';
}
```

NotifyUtil - validatePhoneNumber(String number)

Verifies that the specified number is a valid E.164 telephone number.

Parameters

Name	Type	Description
number	String	Telephone number to validate.

Returns

Type	Description
Boolean	Flag that indicates whether the specified number is a valid telephone number. Possible values: • true: Valid E.164 telephone number. • false: Invalid telephone number.

This example illustrates how to validate a telephone number.

```
var sourceRecord = new GlideRecord('incident');
sourceRecord.query();
if (sourceRecord.next()) {
  var fromNumber = getFromNumber();
  var nUtil = new NotifyUtil();
  var toNumber =
 nUtil.getSMSNumberForUser(sourceRecord.assigned_to.getRefRecord
());
  var message = 'Incident ' + sourceRecord.getDisplayValue() + '
 has been assigned to you.';
  if (fromNumber &&
 nUtil.validateOutboundNotifyPhoneNumber(fromNumber) && toNumber
 && nUtil.validatePhoneNumber(toNumber)) {
    var notifySMS = new NotifySMS();
    notifySMS.sendToNumber(fromNumber, toNumber, message,
 sourceRecord);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}

function getFromNumber() {
  var prop = gs.getProperty('custom_property_name', '');
  if (!prop){
    return getFallbackFromNumber();
  }
  return prop;
}

function getFallbackFromNumber() {
  var notifyNumGr = new GlideRecord("notify_number");
  notifyNumGr.addActiveQuery();
  notifyNumGr.addQuery('has_sms_out', 'yes');
  notifyNumGr.query();
  if (notifyNumGr.next()) {
    return notifyNumGr.number + '';
  }
  return '';
}
```

NumberFormatter - Scoped, Global

The *NumberFormatter* API includes methods that return numbers formatted according to the language of the current user.

This API is available in scoped and global apps and runs in the *sn_i18n* namespace.

When formatted by language or locale, users can view numbers as expected. For example, if the locale is fr (French), a value provided as 100.00 returns as 100,00.

NumberFormatter – format(Number number)

Returns a string representation of a number formatted according to the language setting of the current user.

Parameters

Name	Type	Description
number	Number	Number of any size.

Returns

Type	Description
String	Number formatted according to the language setting of the current user.

The following example shows the return results for a user with their language set to Spanish.

```
gs.info("Number is: " +
 sn_i18n.NumberFormatter.format(123456.789));
gs.info("Number is: " +
 sn_i18n.NumberFormatter.format(-123456.789));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Number is: 123.456,789
Number is: -123.456,789
```

NumberFormatter – formatLang(Number number, String language)

Returns a string representation of a number formatted according to the language passed as a parameter.

Parameters

Name	Type	Description
number	Number	Number of any size.
language	String	Language tag conforming with IETF BCP-47.

Returns

Type	Description
String	Number formatted according to the language passed as a parameter.

The following example shows output for German language setting.

```
gs.info("Number is: " +
 sn_i18n.NumberFormatter.formatLang(123456.789, "de-de"));
gs.info("Number is: " +
 sn_i18n.NumberFormatter.formatLang(-123456.789, "de-de"));
```

Output:

```
Number is: 123.456,789
Number is: -123.456,789
```

NumberFormatter - parseWithLocale(String number, String language, String country)

Parses a number from a passed text string, traversing left-to-right, to extract the numeric value. It then uses the passed country and language codes to identify the locale of the number and returns the parsed number in that format.

This method parses the string until it reaches a character that it doesn't recognize as a numeric value or a currency separator.

Parameters

Name	Type	Description
number	String	String to parse. This string can contain numeric values and currency separators such as commas and decimal points. For example: `"24,506.55"` or `"45.677,89"`.
language	String	Two-character ISO-639 language code.
country	String	Two-character ISO-3166 country code.

Returns

Type	Description
Number	Parsed number in the specified locale's format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Throws an exception if the first character of the string can't be parsed. For example: • "123.34": Parses to 123.34 as long as the locale decimal separator is a period. • "1,234.56": Parses to 1234.56 as long as the locale grouping separator is a comma and the decimal separator is a period. • "1.234.567,89": If the grouping separator is anything but a period, parses to 1. • "123x456": Parses to 123. • "text123": Causes the method to throw a ParseException.

The following code example demonstrates parsing strings for various locales, as well as parsing a string with unexpected separators. The last example only partially parses the string because a space isn't a valid separator.

```
var x = sn_i18n.NumberFormatter.parseWithLocale("48,837.77",
 "en", "US");
var y =  sn_i18n.NumberFormatter.parseWithLocale("77.931,22",
 "de", "DE");
var z = sn_i18n.NumberFormatter.parseWithLocale("562 339,89",
 "fr", "FR");
var specialCase = sn_i18n.NumberFormatter.parseWithLocale("400
 797,67", "en", "US");

gs.info(x);
gs.info(y);
gs.info(z);
gs.info(specialCase);
```

Output:

```
48837.77
77931.22
562339.89
400
```

NumberFormatter - parseWithSeparators(String number, String groupingSeparator, String decimalSeparator)

Parses and returns a number from a passed text string, traversing left-to-right, until it encounters a character that it can't parse. Parsable values include numbers and the specified grouping and decimal separators.

Parameters

Name	Type	Description
number	String	String to parse. This string can contain numeric values and the specified separators such as commas and decimal points. For example: `"24,506.55"` or `"45.677,89"`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
groupingSeparator	String	Character that denotes the grouping separator, also known as the thousands separator, within the passed string. For example: Comma ",", period ".", or space " ".
decimalSeparator	String	Character that denotes the decimal separator within the passed string. For example: Comma ",", period ".", or space " ".

Returns

Type	Description
Number	Parsed number. Throws an exception if the first character of the string can't be parsed. For example: • "123.34": Parses to 123.34 as long as the locale decimal separator is a period. • "1,234.56": Parses to 1234.56 as long as the locale grouping separator is a comma and the decimal separator is a period. • "1.234.567,89": If the grouping separator is anything but a period, parses to 1. • "123x456": Parses to 123. • "text123": Causes the method to throw a ParseException.

The following code example shows how to parse numbers using various separators. Note that the final parse example only parses the first three digits of the number as a space is not a valid separator.

```
var x = sn_i18n.NumberFormatter.parseWithSeparators('48,837.77',
 ',', '.');
var y =
 sn_i18n.NumberFormatter.parseWithSeparators('77.931,22', '.',
 ',');
var z = sn_i18n.NumberFormatter.parseWithSeparators('562
 339,89', ' ', ',');
var specialCase =
 sn_i18n.NumberFormatter.parseWithSeparators('400 797,67', '.',
 ',');

gs.info(x);
gs.info(y);
gs.info(z);
gs.info(specialCase);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
48837.77
77931.22
562339.89
400
```

OAuthUtil - Global

The *OAuthUtil* script include modifies request parameters and parses the token response during runtime.

If the external OAuth provider returns a response other than an application/JSON type response, you can customize your own version of this script include to parse responses that are in different format. Extend or copy this script include, and then reference your version from the **OAuth API Script** field on the Application Registry form for third-party OAuth providers. The custom script include name must start with `OAuth`.

For example, if the OAuth provider requires a resource parameter with value `https://outlook.office365.com`, the code would look like:

```
preprocessAccessToken: function(requestParamMap) {
  requestParamMap.put("resource",
 "https://outlook.office365.com");
},
```

OAuthUtil - getOAuthProfile()

Returns a GlideRecord representing the current OAuth profile

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	GlideRecord representing the current OAuth profile

OAuthUtil - interceptRequestParameters(requestParamMap)

Adds a name:value pair to the request parameters.

Parameters

Name	Type	Description
requestParamMap	String	The name:value pair you want to add.

Returns

Type	Description
void	

OAuthUtil - parseTokenResponse(accessTokenResponse)

Parses the token received into a parameter map.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
accessTokenResponse	String	The access token response that you want to parse.

Returns

Type	Description
void	

OAuthUtil - setEndpoint(url)

Set the endpoiont for your OAuth request

Parameters

Name	Type	Description
url	String	URL endpoint for your request

Returns

Type	Description
void	

OAuthUtil - setHeader(headerName, headerValue)

Add a header to an outbound token request.

Parameters

Name	Type	Description
headerName	String	Name of your token request header
headerValue	String	Value of your token request header

Returns

Type	Description
void	

OAuthUtil - setQueryParameter(paramName, paramValue)

Add a query parameter to an OAuth request.

Parameters

Name	Type	Description
paramName	String	Name of your parameter
paramValue	String	Value of your parameter

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

OCRosterSpanApprovalUtil - Global

The *OCRosterSpanApprovalUtil* script include provides methods for the PTO approval feature.

OCRosterSpanApprovalUtil - approvePTOSpan (GlideRecord rosterSpanGr)

Changes the type of the roster_schedule_span to time-off from approval.

Parameters

Name	Type	Description
rosterSpanGr	GlideRecord	A roster_schedule_span_proposal record.

Returns

Type	Description
void	

OCRosterSpanApprovalUtil - getContextualCalUrlPerSpanProposal (GlideRecord rosterSpanProposalGr)

Returns a URL to the on-call calendar based on the rosterSpanProposalGr.

Parameters

Name	Type	Description
rosterSpanProposalGr	GlideRecord	A roster_schedule_span_proposal record.

Returns

Type	Description
String	A URL to the on-call calendar based on the rosterSpanProposalGr.

OCRosterSpanApprovalUtil - getFromDateDisplayValuePerSpanProposal (GlideRecord rosterSpanProposalGr)

Returns a formatted GlideScheduleDateTime string based on the start date of the rosterSpanProposalGr.

Parameters

Name	Type	Description
rosterSpanProposalGr	GlideRecord	A roster_schedule_span_proposal record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	A formatted GlideScheduleDateTime string based on the start date of the rosterSpanProposalGr.

OCRosterSpanApprovalUtil - getPTOApproversList(GlideRecord rosterSpanProposalGr)

Returns an array of group managers based on the user's rota groups.

Parameters

Name	Type	Description
rosterSpanProposalGr	GlideRecord	A roster_schedule_span_proposal record.

Returns

Type	Description
Array	An array of group managers based on the user's rota groups.

The following example is an on-demand script include named *OCPTOApprovalReminder*. When called by running the scheduled job manually, the managers and their delegate managers are notified of employees who are scheduled for PTO on the following day.

```
function OCPTOApprovalReminder() {

 //Passing parameters in 'getDateFormat()' function with the
 days which needs to be added
 var startDate = getDateFormat(1); //We can use System property
 to set Start Date
 var endDate = getDateFormat(2); //We can use System property to
 set End Date

 //Building the encoded query all the Pending approval state
 proposals whose start date is tomorrow
 var encodedQuery =
 'state=1^roster_schedule_span.start_date_time>' + startDate +
 '^roster_schedule_span.start_date_time<' + endDate;

 //Sends an event notification to all rota managers and their
 delegate managers
 getNotApprovedList(encodedQuery);

 //Converts the date and time in ISO Format
 function getDateFormat(daysToBeAdded) {

  //Getting today's date and adding '1' day
  var todaysDate = new GlideDate();
  todaysDate.addDaysUTC(daysToBeAdded);
  todaysDate = todaysDate.getValue();

  //Converting to today's date object to GlideDate object
  var addingDaysToDate = new GlideDate();
  addingDaysToDate.setValue(todaysDate);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 //Setting the time default to '12:00:00' and returning the
time in the specified format to match ISO
 var staticTime = new GlideTime();
 staticTime.setValue('00:00:00');
 staticTime.setValue(staticTime.getHourOfDayUTC() + ':' +
staticTime.getMinutesUTC() + ':' + staticTime.getSeconds());

 //Returns the date & time in the specified format
 var isoFormattedDateTime =
addingDaysToDate.getByFormat("yyyyMMdd") + 'T' +
staticTime.getByFormat("HHmmss") + 'Z';
 return isoFormattedDateTime;
}

//Gliding Roster schedule span proposal table with the
built-in query to fetch the records whose proposals are not
approved/rejected
function getNotApprovedList(addEncodedQuery) {
 var rosterScheduleEntryProposalGR = new
GlideRecord('roster_schedule_span_proposal');

rosterScheduleEntryProposalGR.addEncodedQuery(addEncodedQuery);
 rosterScheduleEntryProposalGR.query();
 while(rosterScheduleEntryProposalGR.next()) {

  //Call On-Call Scheduling OCRosterSpanApprovalUtil library
with 'getPTOApproversList' function
  //pass GlideRecord object of 'roster_schedule_span_proposal'
table
  var rotaManagers = new
OCRosterSpanApprovalUtil().getPTOApproversList(rosterScheduleEn
tryProposalGR);
  rotaManagers = rotaManagers.join(",");

  // Pull only the unique sys_ids
  var managerList = new
ArrayUtil().unique(getManagerDelegateApprovals(rotaManagers).to
String().split(','));

                    // Event to trigger a reminder notification
for testing.
                    // To use, create a an event registry named
"oc.manager.delegate.reminder"
                    // Call the event in a notification and
uncomment the following line
  //gs.eventQueue("oc.manager.delegate.reminder",
rosterScheduleEntryProposalGR, managerList, "");

              if(managerList)
  gs.info("Returns the list of manager and it's delegate
members >>>>>> " + managerList);
 }
}

//Get the sys_ids of the managers and their delegate managers
function getManagerDelegateApprovals(manager) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var answer = [];
        answer.push(manager);
  var delegateGR = new GlideRecord("sys_user_delegate");
  delegateGR.addQuery("user", 'IN', manager);
  delegateGR.addQuery("starts", "<=", gs.daysAgo(0));
  delegateGR.addQuery("ends", ">=", gs.daysAgo(0));
  delegateGR.addQuery("approvals", true);
  delegateGR.query();
  while(delegateGR.next()) {
   answer.push(delegateGR.getValue('user'));
   answer.push(delegateGR.getValue('delegate'));
  }
  return answer;
 }
}
```

Add the following call to a record in the Scheduled Script Execution [sysauto_script] table. This trigger calls the *OCPTOApprovalReminder* script include when the scheduled job is run manually.

```
OCPTOApprovalReminder();
```

OCRosterSpanApprovalUtil - getToDateDisplayValuePerSpanProposal (rosterSpanProposalGr GlideRecord)

Returns a formatted GlideScheduleDateTime string based on the end date of the rosterSpanProposalGr.

Parameters

Name	Type	Description
rosterSpanProposalGr	GlideRecord	A roster_schedule_span_proposal record.

Returns

Type	Description
String	A formatted GlideScheduleDateTime string based on the end date of the rosterSpanProposalGr.

OCRosterSpanApprovalUtil - getUserNamePerSpanProposal (GlideRecord rosterSpanProposalGr)

Returns the user's name based on rosterSpanProposalGr.

Parameters

Name	Type	Description
rosterSpanProposalGr	GlideRecord	A roster_schedule_span_proposal record.

Returns

Type	Description
String	The user's name based on rosterSpanProposalGr.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

OCRosterSpanApprovalUtil - isPTOApprovalRequired ()

Checks whether the system property *com.snc.on_call_rotation.pto.approval.required* is true.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if the system property *com.snc.on_call_rotation.pto.approval.required* is true..

OCRosterSpanApprovalUtil - rejectPTOSpan (rosterSpanGr GlideRecord)

Changes the type of the roster_schedule_span to rejected from approval.

Parameters

Name	Type	Description
rosterSpanGr	GlideRecord	A roster_schedule_span_proposal record.

Returns

Type	Description
void	

OCRotation - Global

The *OCRotation* script include provides methods to build a data structure that is used to display a calendar.

The code builds up the GlideAJAXSchedulePage object which stores a list of span items. You can use this type for the Gwt (legacy) calendar. See the OCRotationV2 - Global script include for other calender types. This is part of On-Call Scheduling.

OCRotation - buildRotas()

Builds the on-call coverage based on your groups, rotas, and rosters. This is used by the OCRotationV2 - getSpans method.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Void	

Related topics

OCRotationV2 - getSpans()

OCRotation - getEndDate()

Returns the end date for the time period for which you want to retrieve on-call coverage.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	End date for the time period for which you want to retrieve on-call coverage.

OCRotation - getGroupIds()

Returns a comma separated list of group sys_id (sys_user_group) values for an on-call schedule.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Comma separated list of group sys_id (sys_user_group) values for an on-call schedule.

OCRotation - getRosterIds()

Returns the rosters according to the selected rotas.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Rosters according to the selected rotas.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

OCRotation - getRotaGr(String rotaIds, String groupIds, String rosterIds, String userIds)

Returns a GlideRecord for the cmn_rota table filtered by groups, rota, users, and roster.

Parameters

Name	Type	Description
rotaIds	String	Comma separated list of rota sys_id (cmn_rota) values for an on-call schedule.
groupIds	String	Comma separated list of group sys_id (sys_user_group) values for an on-call schedule.
rosterIds	String	Comma separated list of roster sys_id (cmn_rota_roster) values for an on-call schedule.
userIds	String	Comma separated list of user sys_id (sys_user) values for an on-call schedule.

Returns

Type	Description
GlideRecord	A GlideRecord for the cmn_rota table filtered by groups, rota, users, and roster.

OCRotation - getRotaIds()

Returns the rotas for the groups on your calendar.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Rotas for the groups on your calendar.

OCRotation - getStartDate()

Returns the start date for the time period for which you want to retrieve on-call coverage.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Start date for the time period for which you want to retrieve on-call coverage.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

OCRotation - getTimezone()

Returns the timezone that your on-call calendar will use.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Timezone that your on-call calendar will use. For example, **Europe/Madrid** and **US/Pacific**.

OCRotation - getUserIDs()

This will filter the schedules return by users. Get comma separated list of user sys_id (sys_user) values used to filter on-call schedules.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Comma separated list of user sys_id (sys_user) values used to filter on-call schedules.

OCRotation - setEndDate(String endDate, Boolean inclusive)

Set the end date for the time period for which you want to retrieve on-call coverage. If the end date is not set, then the last day of the next month is applied by default. Use in conjunction with OCRotationV2 - getSpans.

Parameters

Name	Type	Description
endDate	String	[Optional] End date of the on-call schedule.
inclusive	Boolean	[Optional] When true, the end date is included in the time span. If not specified, this value defaults to true.

Returns

Type	Description
Void	

Related topics

OCRotationV2 - getSpans()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

OCRotation - setGroupIds(String groupIds)

Filters the schedules return by groups. Set comma separated list of group sys_id (sys_user_group) values for an on-call schedule. Use in conjunction with OCRotationV2 - getSpans.

Parameters

Name	Type	Description
groupIds	String	Comma separated list of group sys_id (sys_user_group) values for an on-call schedule.

Returns

Type	Description
Void	

Related topics

OCRotationV2 - getSpans()

OCRotation - setRosterIds(String rosterIds)

Sets the rosters according to the selected rotas. Use in conjunction with OCRotationV2 - getSpans.

Parameters

Name	Type	Description
RosterIds	String	Rosters according to the selected rotas.

Returns

Type	Description
void	

Related topics

OCRotationV2 - getSpans()

OCRotation - setRotaIds(String rotaIds)

Sets the rotas for the groups on your calendar. Use in conjunction with OCRotationV2 - getSpans.

Parameters

Name	Type	Description
RotaIds	String	Rotas for the groups on your calendar.

Returns

Type	Description
Void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related topics

OCRotationV2 - getSpans()

OCRotation - setStartDate(String startDate)

Sets the start date for the time period for which you want to retrieve on-call coverage. If the start date is not set, then the first day of the previous month is applied by default. Use in conjunction with OCRotationV2 - getSpans.

Parameters

Name	Type	Description
startDate	String	[Optional] Start date for the time period for which you want to retrieve on-call coverage.

Returns

Type	Description
void	

Related topics

OCRotationV2 - getSpans()

OCRotation - setTimezone(String timezone)

Sets the timezone that your on-call calendar will use. Use in conjunction with OCRotationV2 - getSpans.

Parameters

Name	Type	Description
Timezone	String	Timezone that your on-call calendar will use. For example, **Europe/Madrid** and **US/Pacific**.

Returns

Type	Description
Void	

Related topics

OCRotationV2 - getSpans()

OCRotation - setUserIds(String userIds)

Sets comma separated list of user sys_id (sys_user) values used to filter on-call schedules. Use in conjunction with OCRotationV2 - getSpans.

Parameters

Name	Type	Description
UserIds	String	Comma separated list of user sys_id (sys_user) values used to filter on-call schedules.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Void	

Related topics

OCRotationV2 - getSpans()

OCRotationV2 - Global

The *OCRotationV2* script include is an extension of *OCRotation* script include, which is used by Fullcalendar.io and the DHTMLX On-Call Calendar.

Use this script include to obtain the schedule time span between two dates that are further filtered by groups, rotas, rosters, and users. You can also extend *OCRotationV2* to add or modify behavior. This is part of On-Call Scheduling.

OCRotationV2 - getGroups()

Returns an array of groups that have active rotas.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of group objects. Each contains the following attributes: • sys_id of the sys_user_group record • name of the sys_user_group record

OCRotationV2 - getRostersByRotas(String rotaSysIds)

Returns an array of active rosters for a given rota ID.

Parameters

Name	Type	Description
rotaSysIds	String	Comma separated list of rota sys_id (cmn_rota) values.

Returns

Type	Description
Array	An array of rota objects. Each contains the following attributes:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• sys_id of the cmn_rota_roster record • name of the cmn_rota_roster record • rota sys_id of the cmn_rota record

OCRotationV2 - getRotasByGroup(String groupSysIds)

Returns an array of active rotas for a given group ID.

Parameters

Name	Type	Description
groupSysIds	String	Comma separated list of group sys_id (sys_user_group) values.

Returns

Type	Description
Array	An array of rota objects. Each contains the following attributes: • sys_id of the cmn_rota record • name of the cmn_rota record • group sys_id of the sys_user_group record

OCRotationV2 - getSpans()

Get the spans from the specified start date to the specified end date. If no start and end dates are provided, the start date defaults to a month before and the end date defaults to a month after the current time. You can also use the groups IDs, rota IDs, roster IDs, user IDs to further filter the spans.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of spans. Each contains the following attributes: id, sys_id, table, rota_id, roster_id, user_id, text, description, color, textColor, start_date, end_date.

Get all spans for the default time period

```
var spans = new OCRotationV2().getSpans();
var firstSpanStartDate = spans[0].start_date; // get the first
 span's start date
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Get all spans between 1st April 2014 and 5th June 2014

```
var spans = new OCRotationV2()
    .setStartDate("2014-04-01")
    .setEndDate("2014-06-05")
    .getSpans();
```

Get the Network group's spans for the default time period

```
var spans = new OCRotationV2()
     .setGroupIds("287ebd7da9fe198100f92cc8d1d2154e")
     .getSpans();
```

Get ITIL User's spans between 1st January 2014 and 31st January 2014

```
var spans = new OCRotationV2()
    .setStartDate("2014-01-01")
    .setEndDate("2014-01-31")
    .setUserIds("681b365ec0a80164000fb0b05854a0cd")
    .getSpans();
```

OCRotaICalendarSNC - Global

The *OCRotaICalendarSNC* script include provides iCal formatted events for the a specific user's rotation.

OCRotaICalendarSNC - cleanExpiredCache ()

Records in the cmn_rota_resp_cache table that have a From date prior to today.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

OCRotaICalendarSNC - createCalendarEvents (String groupId, String rotaId, String userId, Object dateRangeObj)

Returns list of AJAXScheduleItems for the user's on-call.

Parameters

Name	Type	Description
groupId	String	The group sys id.
rotaId	String	The rota sys id.
userId	String	The user sys id.
dateRangeObj	Object	Contains the from and to dates for the data set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
AJAXScheduleItem	Java list of AJAXScheduleItems.

OCRotaICalendarSNC - createCustomEvent (String groupName, Object scheduleItemSpan, String calendarLink)

Creates a VEVENT based on the scheduleItemSpan provided.

Parameters

Name	Type	Description
groupName	String	Name of the on-call group.
scheduleItemSpan	Object	Span of time for the on-call period.
calendarLink	String	A link back to the on-call calendar in the instance.

Returns

Type	Description
String	A VEVENT based on the scheduleItemSpan provided.

OCRotaICalendarSNC - createPlaceholderCalendar (GlideRecord rotaGR, Object dateRangeObj, String calendarLink)

Creates a formatted iCalendar if the user has no upcoming on-call.

Parameters

Name	Type	Description
rotaGR	GlideRecord	The cmn_rota glide record.
dateRangeObj	Object	Contains the from and to dates for the data set.
calendarLink	String	A link to the on-call calendar for this user.

Returns

Type	Description
String	Formatted iCalendar with a placeholder VEVENT.

OCRotaICalendarSNC - getCalendarEvents (String groupId , String rotaId, String userId , Object dateRangeObj, Boolean useCache)

Returns the formatted iCalendar for the user's rotation.

Parameters

Name	Type	Description
groupId	String	The group sys id.
rotaId	String	The rota sys id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
userId	String	The user sys id.
dateRangeObj	Object	Contains the from and to dates for the data set.
useCache	Boolean	If true, makes use of the cache table cmn_rota_resp_cache.

Returns

Type	Description
String	Formatted iCalendar for the user's rotation.

OCRotaICalendarSNC - getEventsFromTable (String groupId, String rotaId, String userId, Object dateRangeObj)

Returns the formatted iCalendar for the user's rotation if found in the cmn_rota_resp_cache table.

Parameters

Name	Type	Description
groupId	String	The group sys id.
rotaId	String	The rota sys id.
userId	String	The user sys id.
dateRangeObj	Object	Contains the from and to dates for the data set.

Returns

Type	Description
String	Formatted iCalendar for the user's rotation if found in the cmn_rota_resp_cache table.

OCRotaICalendarSNC - getIntersectRotaSpanItem (ScheduleTimeSpan timeSpan, Array rotaSpanItems)

Checks whether the provided timeSpan intersects with one of the rota span items.

Parameters

Name	Type	Description
timeSpan	ScheduleTimeSpan	A single span for the user's on-call.
rotaSpanItems	Array	Contains the user's standard on-call spans.

Returns

Type	Description
Object	If the timeSpan intersects with one of the rota span items, returns an object containing the rota span item and the span that it intersects with.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

OCRotaCalendarSNC - getMemberCalendarURL (String groupId, Object rotaId, String userId)

Creates the subscribable URL for the user's iCalendar.

Parameters

Name	Type	Description
groupId	String	The group sys id.
rotaId	Object	The rota sys id.
userId	String	The user sys id.

Returns

Type	Description
String	The subscribable URL for the user's iCalendar.

OCRotaCalendarSNC - getOnCallCalendarURL (GlideRecord rotaGR)

Returns a URL to the on-call calendar based on the rota record.

Parameters

Name	Type	Description
rotaGR	GlideRecord	A cmn_rota record.

Returns

Type	Description
String	URL to the on-call calendar based on the rota record.

OCRotaCalendarSNC - handleOverrideMember (AJAXScheduleItem scheduleItem)

Returns an array of the user's overrides (extra coverage).

Parameters

Name	Type	Description
scheduleItem	AJAXScheduleItem	A list of AJAXScheduleItems.

Returns

Type	Description
Array	An array of the user's overrides (extra coverage).

OCRotaCalendarSNC - handleRotaMember (AjaxSchedueItem scheduleItem , Object rotaSpanItems, Object definitionItems, Array repeatRotaSpanIdArr)

Returns an object containing the user's override (extra coverage) and excluded spans.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
scheduleItem	AJAXSchedueItem	A list of AJAXScheduleItems.
rotaSpanItems	Object	Contains the user's standard on-call spans.
definitionItems	Object	Contains the rota's standard on-call spans.
repeatRotaSpanIdArr	Array	An array of rota span sys ids.

Returns

Type	Description
Object	Contains the user's override (extra coverage) and excluded spans.

OCRotaICalendarSNC - invalidateRotaRespCache (GlideRecord rotaRespCacheGR)

Used by business rules on the cmn_rota_member, cmn_schedule_span, and roster_schedule_span tables to update the cmn_rota_resp_cache table.

Parameters

Name	Type	Description
rotaRespCacheGR	GlideRecord	Record that has been updated.

Returns

Type	Description
void	

OCRotaICalendarSNC - matchRotaSpanRule(ScheduleTimeSpan timeSpan, Array rotaSpanItems, Array repeatRotaSpanIdArr, Object seriesStartTimes)

Checks whether the provided timeSpan matches one of the rotaSpanItems.

Parameters

Name	Type	Description
timeSpan	ScheduleTimeSpan	A single span for the user's on-call.
rotaSpanItems	Array	Contains the user's standard on-call spans.
repeatRotaSpanIdArr	Array	An array of rota span sys ids.
seriesStartTimes	Object	Start time of the rota spans.

Returns

Type	Description
Boolean	Returns true if the timeSpan matches one of the rotaSpanItems.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

OCRotaCalendarSNC - populateCalendarSubscriptionSettings ()

Used by fixed job to populate the calendar subscription fields on the cmn_rota form

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

OCRotaCalendarSNC - processSeriesEvent (List scheduleItems, Array repeatRotaSpanIdArr , String userId)

Returns an object containing the user's rotations.

Parameters

Name	Type	Description
scheduleItems	List	The user's on-call rotation as an AJAXScheduleItem list.
repeatRotaSpanIdArr	Array	An array of the cmn_rota schedule span record sys_ids.
userId	String	The user sys id.

Returns

Type	Description
Object	Contains the user's rotations.

OCRotaCalendarSNC - saveCalendarEvents (String groupId, String rotaId, String userId, Object dateRangeObj, String result)

Inserts the user's iCalendar into the cmn_rota_resp_cache table.

Parameters

Name	Type	Description
groupId	String	The group sys id.
rotaId	String	The rota sys id.
userId	String	The user sys id.
dateRangeObj	Object	Contains the from and to dates for the data set.
result	String	The user's iCalendar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

OCRotaICalendarSNC - sendCalendarURL (GlideRecord rotaGR)

Queues events to send an email to all members of the rotation.

Parameters

Name	Type	Description
rotaGR	GlideRecord	A cmn_rota record.

Returns

Type	Description
void	

OCRotaICalendarSNC - updateExceptionList (AJAXScheduleItem scheduleItem, ScheduleTimeSpan timeSpan, Array rotaSpanItems)

Returns an object that contains all of the timeSpans that need to be excluded from the user's iCalendar.

Parameters

Name	Type	Description
scheduleItem	AJAXScheduleItem	One AJAXScheduleItem.
timeSpan	ScheduleTimeSpan	A single user's standard on-call span.
rotaSpanItems	Array	Contains the user's standard on-call spans.

Returns

Type	Description
Object	Object that contains all of the timeSpans that need to be excluded from the user's iCalendar.

OCRotaICalendar - Global

The `OCRotaICalendar` script include is an extension of the `OCRotaICalendarSNC` script include.

OCRotaMember - Global

The `OCRotaMember` script include provide methods to perform maintenance operations on the On-call Member [cmn_rota_member] table.

OCRotaMember - deactivateUser (String userId, GlideDateTime deactivateDate)

Deactivates the user's rota member records according to the deactivate date.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
userId	String	The sys id of the user.
deactivateDate	GlideDateTime	The date from which the user's rotation is deactivated.

Returns

Type	Description
void	

OCRotaMember - hasChanged (GlideRecord current, GlideRecord previous)

Checks whether the cmn_rota_member record has changed. Checks the Member, From, To, and Order fields have changed.

Parameters

Name	Type	Description
current	GlideRecord	The latest changes made to the cmn_rota_member record.
previous	GlideRecord	The original state of the cmn_rota_member record.

Returns

Type	Description
void	

OCRotaMember - hasOrderChanged (GlideRecord current, GlideRecord previous)

On update of a cmn_rota_member record, checks whether the order of the record has changed.

Parameters

Name	Type	Description
current	GlideRecord	The latest changes made to the cmn_rota_member record.
previous	GlideRecord	The original state of the cmn_rota_member record.

Returns

Type	Description
Boolean	Returns true if the order has changed.

OCRotaMember - recalculate (GlideRecord current, GlideRecord previous)

Recalculates the schedule for the cmn_rota_member record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
current	GlideRecord	The latest changes made to the cmn_rota_member record.
previous	GlideRecord	The original state of the cmn_rota_member record.

Returns

Type	Description
void	

OCRotaMember - validateDates (String from, String to)

Ensures that the From date occurs before or on the same date as the To date.

Parameters

Name	Type	Description
from	String	Formatted date/
to	String	Formatted date/

Returns

Type	Description
Boolean	Returns true if the From date is before or on same date as To date.

OCSeriesEventGenerator - Global

The `OCSeriesEventGenerator` script include provide methods to generate the repeating VEVENTS for a user's iCalendar.

OCSeriesEventGenerator - getMemberCalendar (String groupId, String rotaId, String userId, Object dateRangeObj, Object memberSchedules, String calendarLink)

Returns an array of the repeating on-call events.

Parameters

Name	Type	Description
groupId	String	The group sys id.
rotaId	String	The rota sys id.
userId	String	The user sys id.
dateRangeObj	Object	Contains the from and to dates for the data set.
memberSchedules	Object	The user's schedule.
calendarLink	String	A link back to the on-call calendar in the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	Array of the repeating on-call events.

OCSeriesEventGenerator - getRosterICalEvents (GlideRecord rotaScheduleSpanGR, GlideRecord memberScheduleSpanGR, Array seriesStartTimes, Object excludeItems, String repeatUntil, String timeZone, String calendarLink)

Returns an array of VEVENTs that represent the on-call for the provided rotaScheduleSpanGR and the memberScheduleSpanGR.

Parameters

Name	Type	Description
rotaScheduleSpanGR	GlideRecord	A cmn_schedule_span glide record for a rota.
memberScheduleSpanGR	GlideRecord	A cmn_schedule_span glide record for a rota member.
seriesStartTimes	Array	An array of the repeating rota span start times.
excludeItems	Object	The schedule items that need to be excluded.
repeatUntil	String	A formatted ScheduleDateTime string.
timeZone	String	Time zone for the on-call rota.
calendarLink	String	A link to the on-call calendar for this user.

Returns

Type	Description
Array	An array of VEVENTs that represent the on-call for the provided rotaScheduleSpanGR and the memberScheduleSpanGR.

OCSeriesEventGenerator - getRosterMemberEvents (GlideRecord rotaMemberGR, Array seriesStartTimes, Object excludeItems, String repeatUntil, String calendarLink)

Returns an array of the repeating on-call VEVENTS.

Parameters

Name	Type	Description
rotaMemberGR	GlideRecord	A cmn_rota_member record.
seriesStartTimes	Array	An array of the repeating rota span start times.
excludeItems	Object	The schedule items that need to be excluded.
repeatUntil	String	A formatted ScheduleDateTime string.
calendarLink	String	A link to the on-call calendar for this user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	An array of the repeating on-call VEVENTS

OCTimer - Global

The *OCTimer* script include provides methods to track the length of time it takes for a function to complete.

This script include requires the On-Call Scheduling (com.snc.on_call_rotation) plugin to be activated. For more information, refer to the topic Activate On-Call Scheduling.

OCTimer - log (String name, String entry)

Logs the entry based on the function name.

Parameters

Name	Type	Description
name	String	Function name.
entry	String	Text that will be part of the output in the log.

Returns

Type	Description
void	

OCTimer - millisToTime (Integer millis)

Takes a millisecond value and returns a formatted duration.

Parameters

Name	Type	Description
millis	Integer	Duration in miliseconds.

Returns

Type	Description
String	A formatted duration.

OCTimer - result ()

Calculates the time taken for each function registered.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Time taken for each function registered.

The following code example benchmarks the time taken by a REST API to fetch IP addresses from devices in Network Gear and then inserts them into IP Address table. API calls may require some time to process, so it is advisable to benchmark execution time before executing them in production.

```
var user = "<user name>"; // ServiceNow login user name
var password = "<password>";  // ServiceNow login password
var instance = "<instance name>";   // ServiceNow instance name

// Insert new IP address to IP address table using REST API
function insertIPAddress(ip_address) {
 var request = new sn_ws.RESTMessageV2();
 request.setEndpoint('https://' + instance +
 '.service-now.com/api/now/table/cmdb_ci_ip_address');
 request.setHttpMethod('POST');

 request.setBasicAuth(user,password);
 request.setRequestHeader("Accept","application/json");
 request.setRequestHeader('Content-Type','application/json');req
uest.setRequestBody("{\"ip_address\":\"" + ip_address + "\"}");
 var response = request.execute();
}

// Retrieve IP address from devices in Network gear
function getIPAddresses() {
 var request = new sn_ws.RESTMessageV2();
 request.setEndpoint('https://' + instance +
 '.service-now.com/api/now/table/cmdb_ci_netgear?sysparm_fields=
ip_address');
 request.setHttpMethod('GET');

 request.setBasicAuth(user,password);
 request.setRequestHeader("Accept","application/json");

 var response = request.execute();
 return response.getBody();
}

var timer = new OCTimer();              // create OCTimer object

// get the IP addresses from Network Gear table
timer.start("getIPAddresses");          // start timer to time
 fetching IP addresses from Network Gear table
var ipAddressStr = getIPAddresses();
timer.stop('getIPAddresses');           // stop timer

// insert IP addresses to IP Address table
var ipAddressJson = JSON.parse(ipAddressStr);  // parse result
var ipAddressList = ipAddressJson.result;      // extract IP
 addresses to a list
for (var i=0; i<ipAddressList.length;i++) {    // loop through
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 var ip_address = ipAddressList[i]["ip_address"].trim();
 if (ip_address.length > 0) {
  timer.start("insertIPAddress");    // start timer to time
 inserting IP address to IP Address table
  insertIPAddress(ip_address);       // insert IP address
  timer.stop('insertIPAddress');     // end timer
 }
}

var result = timer.result();         // get timer results
gs.info(result);                     // output timer result
```

Output:

```
getIPAddresses method was invoked 1 time and took 00.288 seconds
insertIPAddress method was invoked 37 times and took 02.352
 seconds
```

OCTimer - start (String name)

Initializes a timer based on the name provided.

Parameters

Name	Type	Description
name	String	Function name.

Returns

Type	Description
void	

The following code example benchmarks the time taken by a REST API to fetch IP addresses from devices in Network Gear and then inserts them into IP Address table. API calls may require some time to process, so it is advisable to benchmark execution time before executing them in production.

```
var user = "<user name>"; // ServiceNow login user name
var password = "<password>";  // ServiceNow login password
var instance = "<instance name>";   // ServiceNow instance name

// Insert new IP address to IP address table using REST API
function insertIPAddress(ip_address) {
 var request = new sn_ws.RESTMessageV2();
 request.setEndpoint('https://' + instance +
 '.service-now.com/api/now/table/cmdb_ci_ip_address');
 request.setHttpMethod('POST');

 request.setBasicAuth(user,password);
 request.setRequestHeader("Accept","application/json");
 request.setRequestHeader('Content-Type','application/json');req
uest.setRequestBody("{\"ip_address\":\"" + ip_address + "\"}");
 var response = request.execute();
}

// Retrieve IP address from devices in Network gear
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
function getIPAddresses() {
 var request = new sn_ws.RESTMessageV2();
 request.setEndpoint('https://' + instance +
 '.service-now.com/api/now/table/cmdb_ci_netgear?sysparm_fields=
ip_address');
 request.setHttpMethod('GET');

 request.setBasicAuth(user,password);
 request.setRequestHeader("Accept","application/json");

 var response = request.execute();
 return response.getBody();
}

var timer = new OCTimer();              // create OCTimer object

// get the IP addresses from Network Gear table
timer.start("getIPAddresses");          // start timer to time
 fetching IP addresses from Network Gear table
var ipAddressStr = getIPAddresses();
timer.stop('getIPAddresses');           // stop timer

// insert IP addresses to IP Address table
var ipAddressJson = JSON.parse(ipAddressStr);  // parse result
var ipAddressList = ipAddressJson.result;      // extract IP
 addresses to a list
for (var i=0; i<ipAddressList.length;i++) {    // loop through
 var ip_address = ipAddressList[i]["ip_address"].trim();
 if (ip_address.length > 0) {
  timer.start("insertIPAddress");    // start timer to time
 inserting IP address to IP Address table
  insertIPAddress(ip_address);       // insert IP address
  timer.stop('insertIPAddress');     // end timer
 }
}

var result = timer.result();          // get timer results
gs.info(result);                      // output timer result
```

Output:

```
getIPAddresses method was invoked 1 time and took 00.288 seconds
insertIPAddress method was invoked 37 times and took 02.352
 seconds
```

OCTimer - stop (String name)

Registers the end of the timer for the provided name.

Parameters

Name	Type	Description
name	String	Function name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

The following code example benchmarks the time taken by a REST API to fetch IP addresses from devices in Network Gear and then inserts them into IP Address table. API calls may require some time to process, so it is advisable to benchmark execution time before executing them in production.

```
var user = "<user name>"; // ServiceNow login user name
var password = "<password>";  // ServiceNow login password
var instance = "<instance name>";   // ServiceNow instance name

// Insert new IP address to IP address table using REST API
function insertIPAddress(ip_address) {
 var request = new sn_ws.RESTMessageV2();
 request.setEndpoint('https://' + instance +
 '.service-now.com/api/now/table/cmdb_ci_ip_address');
 request.setHttpMethod('POST');

 request.setBasicAuth(user,password);
 request.setRequestHeader("Accept","application/json");
 request.setRequestHeader('Content-Type','application/json');req
uest.setRequestBody("{\"ip_address\":\"" + ip_address + "\"}");
 var response = request.execute();
}

// Retrieve IP address from devices in Network gear
function getIPAddresses() {
 var request = new sn_ws.RESTMessageV2();
 request.setEndpoint('https://' + instance +
 '.service-now.com/api/now/table/cmdb_ci_netgear?sysparm_fields=
ip_address');
 request.setHttpMethod('GET');

 request.setBasicAuth(user,password);
 request.setRequestHeader("Accept","application/json");

 var response = request.execute();
 return response.getBody();
}

var timer = new OCTimer();              // create OCTimer object

// get the IP addresses from Network Gear table
timer.start("getIPAddresses");          // start timer to time
 fetching IP addresses from Network Gear table
var ipAddressStr = getIPAddresses();
timer.stop('getIPAddresses');           // stop timer

// insert IP addresses to IP Address table
var ipAddressJson = JSON.parse(ipAddressStr);  // parse result
var ipAddressList = ipAddressJson.result;      // extract IP
 addresses to a list
for (var i=0; i<ipAddressList.length;i++) {    // loop through
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 var ip_address = ipAddressList[i]["ip_address"].trim();
 if (ip_address.length > 0) {
  timer.start("insertIPAddress");    // start timer to time
 inserting IP address to IP Address table
  insertIPAddress(ip_address);       // insert IP address
  timer.stop('insertIPAddress');     // end timer
 }
}

var result = timer.result();         // get timer results
gs.info(result);                     // output timer result
```

Output:

```
getIPAddresses method was invoked 1 time and took 00.288 seconds
insertIPAddress method was invoked 37 times and took 02.352
 seconds
```

OnCallContactPreferenceUtil - Global

The *OnCallContactPreferenceUtil* script include provides methods for handling contact preferences.

For contact preference configuration, see Configure contact preferences.

This script include supports the OnCallRotation script include.

OnCallContactPreferenceUtil - OnCallContactPreferenceUtil()

Creates an instance of the OnCallContactPreferenceUtil class.

Parameters

Name	Type	Description
None		

OnCallContactPreferenceUtil - getContactsAtByEscalatee(Object escalatee, Number contactAttempt, GlideDateTime gdt, String rotaSysIds)

Gets a list of contacts with the escalatee object. Each returned contact contains a list of user contact preferences.

Parameters

Name	Type	Description
escalatee	Object	Mandatory. Escalatee object returned by the getEscalationPlan() method.
contactAttempt	Number	Optional. The attempt you are trying to contact [default value = 1]. • 1: First attempt • 2: First reminder • 3 or more: Subsequent reminders

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
gdt	GlideDateTime	Optional. yyyy-MM-dd HH:mm:ss format in the UTC timezone. Default is now.admin
rotaSysIds	String	Optional. Comma-separated string of Sys IDs of shifts from the [cmn_rota] table. Default value returns Sys IDs of the shifts at current time.

Returns

Type	Description

Array object	Array of escalatees (either a user, group, or device records depending on the notification rules) at a specific time and position.
	• type: String. Type of contact, e.g., user.
	• sys_id: String. Sys ID of the user from the [sys_user] table.
	• rota_id: String. Sys ID of the shift from the [cmn_rota] table.
	• roster_id: String. Sys ID of the roster from the [cmn_rota_roster] table.
	• escalation_step_id: String. If an escalation path has been defined, Sys ID of the escalation step from the [cmn_rota_esc_step_def] table.
	• forced_communication_channel: String. If specified in the preferences, mandatory communication channel. Supported values include SMS, voice or email.
	• override_user_contact_preference: Boolean. True if there are contact overrides, false otherwise.
	• preference_source: String. Source of preference, such as contact or group.
	• contact_attempt: Number. Contact attempts: 1 = first attempt, 2 = first reminder, and so on.
	• user_preferences: Array Object.
	  ○ type: String. User's preferred contact format, e.g. sms, email, or number.
	  ○ <name of preferred format, e.g., email or number>: String. Content of preferred contact type, e.g., email address or phone number.
	• contact_preferences, Array Object.
	  ○ type: String. User's preferred contact format, e.g., email or number.
	  ○ <name of preferred format, e.g., email or number>: String. Content of preferred contact type, e.g., email address or phone number.

```
var serviceDeskSysId = '<Sys_ID>';
var ocRotation = new OnCallRotation();
var escalationPlan =
 ocRotation.getEscalationPlan(serviceDeskSysId);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var escalatee = escalationPlan[0];

var onContactPrefUtil = new OnCallContactPreferenceUtil();
var contactAttempt = 1;
var gdt = new GlideDateTime();
var contacts =
 onContactPrefUtil.getContactsAtByEscalatee(escalatee,
 contactAttempt, gdt);
gs.log(JSON.stringify(contacts));
```

Output:

```
[{
    "type": "user",
    "sys_id": "<Sys_ID>",
    "rota_id": "<Rotation_ID>",
    "roster_id": "",
    "escalation_step_id": "<Escalation_Step_ID>",
    "forced_communication_channel": "",
    "override_user_contact_preference": true,
    "preference_source": "contact",
    "contact_attempt": 1,
    "user_preferences": [{
        "type": "sms",
        "number": "8587200477"
    }],
    "contact_preferences": [{
        "type": "voice",
        "number": "5555555555"
    }]
}]
```

OnCallContactPreferenceUtil - getUserPreferences(String userSysId, Number contactAttempt, GlideDateTime gdt, String communicationTypes)

Gets the list of contact preferences at the time at which the user has opted for communication. If no time is specified, then current time is used. This method is applicable to single and overlapping shifts.

Parameters

Name	Type	Description
userSysId	String	Sys ID of the user from the [sys_user] table.
contactAttempt	Number	Optional. The attempt you are trying to contact [default value = 1]. • 1: First attempt • 2: First reminder • `3 or more`: Subsequent reminders
gdt	GlideDateTime	Optional. yyyy-MM-dd HH:mm:ss format in the UTC timezone. Default is now.
communicationTypes	String	Optional. Comma-separated string containing one or more of the following values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• email • sms • voice Default includes all available communication types.

Returns

Type	Description
Array Object	On-call user contact preference. • type: String. User's preferred contact format, e.g. sms, email, or number. • <name of preferred format, e.g., email or number>: String. Content of preferred contact type, e.g., email address or phone number.

```
var onContactPrefUtil = new OnCallContactPreferenceUtil();
var contactAttempt = 1;
var gdt = new GlideDateTime();
var itilUserSysId = '<itilUserSysId>;
var userPreferences =
 onContactPrefUtil.getUserPreferences(itilUserSysId,
 contactAttempt, gdt);
gs.log(JSON.stringify(userPreferences));
```

Output:

```
[{
    "type": "sms",
    "number": "5555555555"
}, {
    "type": "voice",
    "number": "5555555555"
}]
```

OnCallContactPreferenceUtil - getCatchAllContacts(String rotaId, GlideDateTime gdt)

Gets a list of catch-all contacts and preferences.

Parameters

Name	Type	Description
rotaId	String	Sys ID of the shift from the [cmn_rota] table.
gdt	GlideDateTime	Optional. yyyy-MM-dd HH:mm:ss format in the UTC timezone. Default is now.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description

Array object	List of catch-all contacts with preferences.
	• type: String. Type of contact, e.g., user.
	• sys_id: String. Sys ID of the user from the [sys_user] table.
	• rota_id: String. Sys ID of the shift from the [cmn_rota] table.
	• roster_id: String. Sys ID of the roster from the [cmn_rota_roster] table.
	• escalation_step_id: String. If an escalation path has been defined, Sys ID of the escalation step from the [cmn_rota_esc_step_def] table.
	• forced_communication_channel: String. If specified in the preferences, mandatory communication channel. Supported values include SMS, voice or email.
	• override_user_contact_preference: Boolean. True if there are contact overrides, false otherwise.
	• preference_source: String. Source of preference, such as contact or group.
	• contact_attempt: Number. Contact attempts: 1 = first attempt, 2 = first reminder, and so on.
	• user_preferences: Array Object.
	  ○ type: String. User's preferred contact format, e.g. sms, email, or number.
	  ○ <name of preferred format, e.g., email or number>: String. Content of preferred contact type, e.g., email address or phone number.
	• contact_preferences, Array Object.
	  ○ type: String. User's preferred contact format, e.g., email or number.
	  ○ <name of preferred format, e.g., email or number>: String. Content of preferred contact type, e.g., email address or phone number.

Example:

```
var onContactPrefUtil = new OnCallContactPreferenceUtil();
var contactAttempt = 1;
var gdt = new GlideDateTime();
var rotaSysId = '<Rotation_Sys_ID>';
var catchAllContacts =
 onContactPrefUtil.getCatchAllContacts(rotaSysId, gdt);
gs.log(JSON.stringify(catchAllContacts));
```

Output:

```
[{
    "type": "user",
    "sys_id": "<Sys_ID>",
    "rota_id": "<Rotation_ID>",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "roster_id": "",
    "escalation_step_id": "<Escalation_Step_ID>",
    "forced_communication_channel": "",
    "override_user_contact_preference": true,
    "preference_source": "contact",
    "contact_attempt": 1,
    "user_preferences": [{
        "type": "sms",
        "number": "8587200477"
    }],
    "contact_preferences": [{
        "type": "voice",
        "number": "5555555555"
    }]
}]
```

OnCallContactPrefTemplate - Global

The *OnCallContactPrefTemplate* script include provides methods to apply contact preference templates to escalation sets.

For more information about the escalation process, see Defining On-Call Scheduling escalation process.

This script include requires the On-Call Scheduling plugin (com.snc.on_call_rotation).

OnCallContactPrefTemplate - OnCallContactPrefTemplate()

Instantiates an *OnCallContactPrefTemplate* object.

Parameters

Name	Type	Description
None		

This example instantiates an *OnCallContactPrefTemplate* object.

```
var contactPrefTemp = new global.OnCallContactPrefTemplate();
```

OnCallContactPrefTemplate - copyContactPreferences(String templateSysId, String escalationSetSysId)

Applies a contact preference template to an escalation set.

When the template is applied to the escalation set, contact attempt records are created in the Shift Contact Preference [cmn_rota_contact_preference] table.

Before calling this method, call the *deleteContactPreferenceAttempts()* method to delete existing contact attempt records. If existing records are not deleted first, this method returns an error.

Parameters

Name	Type	Description
templateSysId	String	Sys_id of the contact preference template in the On-Call Contact Preference Template [on_call_template_contact_preference] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
escalationSetSysId	String	Sys_id of the escalation set in the Shift Escalation Set [cmn_rota_escalation_set] table.

Returns

Type	Description
Object	Object containing error and warning messages. If the operation was successful, this object is empty. **Note:** If an error occurs, the operation stops and the template is not applied. If a warning occurs, the operation continues and some records are still created. `{ "error": "String", "warning": "String" }`
<Object>.error	Error message. Possible values: • Contact preference template sys_id is not correct • Escalation set sys_id is not correct • Contact attempts exist already Data type: String
<Object>.warning	Warning message. Data type: String

This example applies a contact preference template to the Service Desk – Default escalation set. The return object is empty because there are no errors or warnings.

```
var escSetSysId = "a47ac1abeb5a6110249e8d835d5228aa";
var templateSysId = "f8dac9ebeb5a6110249e8d835d522873";

var contactPrefTemp = new global.OnCallContactPrefTemplate();

// delete existing contact attempt records before applying the
 template
contactPrefTemp.deleteContactPreferenceAttempts(escSetSysId);

var result =
 contactPrefTemp.copyContactPreferences(templateSysId,
 escSetSysId);
gs.info(JSON.stringify(result));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{}
```

OnCallContactPrefTemplate - deleteContactPreferenceAttempts(String escalationSetSysId)

Deletes all contact preferences associated with an escalation set.

All contact attempt records for the escalation set are deleted from the Shift Contact Preference [cmn_rota_contact_preference] table.

Parameters

Name	Type	Description
escalationSetSysId	String	Sys_id of the escalation set in the Shift Escalation Set [cmn_rota_escalation_set] table.

Returns

Type	Description
None	

This example deletes all contact preferences associated with the Service Desk – Default escalation set.

```
var escSetSysId = "a47ac1abeb5a6110249e8d835d5228aa";
var contactPrefTemp = new global.OnCallContactPrefTemplate();

contactPrefTemp.deleteContactPreferenceAttempts(escSetSysId);
```

OnCallEscalationTemplateSNC - Global

The *OnCallEscalationTemplateSNC* script include provides methods to apply escalation policy templates to escalation sets.

For more information about the escalation process, see Defining On-Call Scheduling escalation process.

This script include requires the On-Call Scheduling plugin (com.snc.on_call_rotation).

OnCallEscalationTemplateSNC - OnCallEscalationTemplateSNC()

Instantiates an *OnCallEscalationTemplateSNC* object.

Parameters

Name	Type	Description
None		

This example instantiates an *OnCallEscalationTemplateSNC* object.

```
var escTemp = new global.OnCallEscalationTemplateSNC();
```

OnCallEscalationTemplateSNC - copyEscalationTemplatetoEscalationSet(String templateSysId, String escalationSetSysId)

Applies an escalation policy template to an escalation set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When the template is applied to the escalation set, escalation step definition records are created in the Shift Escalation Step Definition [cmn_rota_esc_step_def] table.

Before calling this method, call the *deleteEscalationSetSteps()* method to delete existing escalation step definitions. If existing records are not deleted first, this method returns an error.

Parameters

Name	Type	Description
templateSysId	String	Sys_id of the escalation policy template in the On-Call Escalation Policy Template [on_call_template_escalation_policy] table.
escalationSetSysId	String	Sys_id of the escalation set in the Shift Escalation Set [cmn_rota_escalation_set] table.

Returns

Type	Description
Object	Object containing error and warning messages. If the operation was successful, this object is empty. **Note:** If an error occurs, the operation stops and the template is not applied. If a warning occurs, the operation continues and some records are still created. `{ "error": "String", "warning": {Object} }`
<Object>.error	Error message. Possible errors: • Escalation policy template sys_id is not correct. • Escalation set sys_id is not correct. • Escalation step definitions already exist on escalation set. Data type: String
<Object>.warning	Information about any warnings. Data type: Object `{ "message": "String", "skipped_steps": [Array], "not_matching_steps": {Object}, }`
<Object>.warning.message	Warning message. Possible warnings:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Roster position does not match the rosters on the shift • There are no audiences defined on the escalation step template Data type: String
<Object>.warning.skipped_steps	Indexes of any escalation steps that were skipped (1-based). Data type: Array
<Object>.warning.not_matching_steps	Object containing information about any escalation steps that do not have available rosters in the format `{"step number":[roster number]}`. For example, if the return value is `{"3":[3]}`, then at escalation step three the tertiary roster is not available. Data type: Object

This example applies the Rotate through rosters escalation policy template to the Service Desk – Default escalation set. The return object is empty because there are no errors or warnings.

```
var escSetSysId = "32820dc3eb422110249e8d835d5228c3";
var templateSysId = "a89e2982eb592110249e8d835d522825";
var escTemp = new global.OnCallEscalationTemplateSNC();

// delete existing escalation step definitions before applying
 the template
escTemp.deleteEscalationSetSteps(escSetSysId);

var result =
 escTemp.copyEscalationTemplatetoEscalationSet(templateSysId,
 escSetSysId);
gs.info(JSON.stringify(result));
```

Output:

```
{}
```

This example applies the Rotate through roster escalation policy template to the Working Hours – Default escalation set. In this case, the Application Development shift has only two rosters but the template tries to assign a third roster. Since the number of rosters doesn't match, a warning is thrown. Two records are still created in the Shift Escalation Step Definition [cmn_rota_esc_step_def] table.

```
var escSetSysId = "e4f8f73deb562110249e8d835d522852";
var templateSysId = "a89e2982eb592110249e8d835d522825";
var escTemp = new global.OnCallEscalationTemplateSNC();

// delete existing escalation step definitions before applying
 the template
escTemp.deleteEscalationSetSteps(escSetSysId);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var result =
 escTemp.copyEscalationTemplatetoEscalationSet(templateSysId,
 escSetSysId);
gs.info(JSON.stringify(result));
```

Output:

```
{
   "warning": {
      "message": "Skipped copying templates for some of the
 steps since no audiences are defined",
      "not_matching_steps": {
         "3": [
            3
         ]
      },
      "skipped_steps": [
         "3"
      ]
   }
}
```

OnCallEscalationTemplateSNC - deleteEscalationSetSteps(String escalationSetSysId)

Deletes all escalation step definition records associated with an escalation set.

Parameters

Name	Type	Description
escalationSetSysId	String	Sys_id of the escalation set in the Shift Escalation Set [cmn_rota_escalation_set] table.

Returns

Type	Description
None	

This example deletes all escalation step definitions associated with the Service Desk – Default escalation set.

```
var escSetSysId = "32820dc3eb422110249e8d835d5228c3";

var escTemp = new global.OnCallEscalationTemplateSNC();

escTemp.deleteEscalationSetSteps(escSetSysId);
```

OnCallRotation - Global

The *OnCallRotation* script include provides methods to manage on-call schedules.

For information, see On-call scheduling.

OnCallRotation - OnCallRotation()

Creates an instance of the OnCallRotation class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

```
var oncall = new OnCallRotation();
```

OnCallRotation - addCurrentToNotified()

Add the current escalation member to the list of notified users so that the API knows who has been contacted. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

OnCallRotation - cancelEscalations(GlideRecord escalationGr)

Cancels any escalations for the GlideRecord that were started with the `startEscalations` API. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Parameters

Name	Type	Description
escalationGr	GlideRecord	GlideRecord of Rotation escalation(cmn_rota_escalation

Returns

Type	Description
void	

OnCallRotation - continueEscalations(GlideRecord escalationGr)

Continue the escalations for a document(incident now_GR) and group. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Parameters

Name	Type	Description
escalationGr	GlideRecord	GlideRecord of Rotation escalation(cmn_rota_escalation

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

OnCallRotation - getCatchAll(String rotaID)

Gets the sys_id of the catch all person. Use together with the *getCatchAllType()* method to determine the source of the returned id. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Parameters

Name	Type	Description
rotaID	String	The sys_id of the rota.

Returns

Type	Description
String	The sys_id of a sys_user, a cmn_rota_roster, or null.

```
var rotaSysId = '349f399173062300e7af6238edf6a75e';
var onCallRotation = new OnCallRotation();
var catchAll = onCallRotation.getCatchAll(rotaSysId);
gs.log(catchAll);
```

Output:

```
46d44a23a9fe19810012d100cca80666
```

OnCallRotation - getCatchAllType(String rotaID)

Gets the type of _catch all_ that lives at the end of the escalation chain. When the escalation chain finishes without assigning an on-call person, if configured, the incident is assigned to the _catch all_. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Parameters

Name	Type	Description
rotaID	String	The sys_id of the rota.

Returns

Type	Description
String	• Null: invalid rota id or catch all is not available. • Group_manager: the manager of the group linked to the rota is the catch all person. • Individual: a configured user is the catch all person. • All: all members of the configured roster are the catch all person.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var rotaSysId = '349f399173062300e7af6238edf6a75e';
var onCallRotation = new OnCallRotation();
var catchAllType = onCallRotation.getCatchAllType(rotaSysId);
gs.log(catchAllType);
```

Output:

```
group_manager
```

OnCallRotation - getEscalateeAt(String groupID, GlideDateTime dateTime, Number position)

Gets an item to escalate to, either a user [sys_user], group, or notification device [cmn_notif_device], for a group's shift at the specified date and time and at a certain position in the escalation lineup. This API is applicable for a single shift.

The method returns null if an invalid position or group is passed as an argument.

You can use the *getTableName()* method to check whether the returning GlideRecord comes from the sys_user or cmn_notif_device table.

Parameters

Name	Type	Description
groupID	String	The sys_id for the group from which to get the item to escalate.
dateTime	GlideDateTime	The date and time when the escalation lineup should begin.
position	Number	The position in the lineup to determine the item to escalate to (1-based, which means the count starts with 1).

Returns

Type	Description
GlideRecord	The item to escalate to,that is, escalatees (either a user, group, or device records depending on the notification rules) at a specific time and position. Returns null if nothing is found.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
var escalatee = onCallRotation.getEscalateeAt(groupSysId,
 currentTime, 1);
gs.log(escalatee.name);
```

Output:

```
Abel Tuter
```

OnCallRotation - getEscalatees(String groupSysIds, String rotaSysIds, String rosterSysIds, GlideDateTime gdt, GlideRecord taskGr)

Gets a list of escalatees that are on-call for a given time. If no time is specified, then the current time is used. If no groupSysIds are provided, empty list is returned. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Note: Set the taskGR parameter to enable escalation plan evaluation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
groupSysIds	String	Comma-separated list of sys_ids of the sys_user_group, to filter the records by.
rotaSysIds	String	Comma-separated list of cmn_rota sys_ids to filter the records by.
rosterSysIds	String	Comma-separated list of cmn_rota_roster sys_ids to filter the records by.
gdt	GlideDateTime	Date in the UTC timezone
taskGr	GlideRecord	Optional. Current task record. If taskGr is empty, this method returns the default escalation plan. If taskGr is passed, escalation policies are evaluated in order and this method returns the corresponding escalation plan.

Returns

Type	Description
Object	Escalatee information such as userIds, deviceIds, and escalationGroups.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
var result = onCallRotation.getEscalatees(groupSysId, "", "",
 currentTime);
gs.log(JSON.stringify(result));
```

Output:

For single shift:

```
[
  {
    "memberId": "119f399173062300e7af6238edf6a7e7",
    "memberIds": [],
    "userId": "62826bf03710200044e0bfc8bcbe5df1",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 1,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "9d9f399173062300e7af6238edf6a7ec"
  },
  {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "memberId": "1d9f399173062300e7af6238edf6a7e8",
    "memberIds": [],
    "userId": "a8f98bb0eb32010045e1a5115206fe3a",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 2,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "d99f399173062300e7af6238edf6a7ef"
  },
  {
    "memberId": "dd9f399173062300e7af6238edf6a7e9",
    "memberIds": [],
    "userId": "0a826bf03710200044e0bfc8bcbe5d7a",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 3,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "519f399173062300e7af6238edf6a7f2"
  }
]
```


For overlapping shift:


```
[
  {
    "memberId": "119f399173062300e7af6238edf6a7e7",
    "memberIds": [],
    "userId": "62826bf03710200044e0bfc8bcbe5df1",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 1,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "9d9f399173062300e7af6238edf6a7ec"
  },
  {
    "memberId": "7daf799173062300e7af6238edf6a7a2",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "memberIds": [],
    "userId": "d2826bf03710200044e0bfc8bcbe5dc9",
    "userIds": [],
    "roster": "b5af799173062300e7af6238edf6a7a2",
    "rota": "35af799173062300e7af6238edf6a79e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 1,
    "isOverride": false,
    "rotationScheduleId": "3daf799173062300e7af6238edf6a79e",
    "memberScheduleId": "06af799173062300e7af6238edf6a7cd"
  },
  {
    "memberId": "1d9f399173062300e7af6238edf6a7e8",
    "memberIds": [],
    "userId": "a8f98bb0eb32010045e1a5115206fe3a",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 2,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "d99f399173062300e7af6238edf6a7ef"
  },
  {
    "memberId": "f5af799173062300e7af6238edf6a7c9",
    "memberIds": [],
    "userId": "ee826bf03710200044e0bfc8bcbe5def",
    "userIds": [],
    "roster": "b5af799173062300e7af6238edf6a7a2",
    "rota": "35af799173062300e7af6238edf6a79e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 2,
    "isOverride": false,
    "rotationScheduleId": "3daf799173062300e7af6238edf6a79e",
    "memberScheduleId": "8aaf799173062300e7af6238edf6a7cf"
  },
  {
    "memberId": "dd9f399173062300e7af6238edf6a7e9",
    "memberIds": [],
    "userId": "0a826bf03710200044e0bfc8bcbe5d7a",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 3,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "519f399173062300e7af6238edf6a7f2"
  },
  {
    "memberId": "8aaf799173062300e7af6238edf6a7ca",
    "memberIds": [],
    "userId": "e2826bf03710200044e0bfc8bcbe5de0",
    "userIds": [],
    "roster": "b5af799173062300e7af6238edf6a7a2",
    "rota": "35af799173062300e7af6238edf6a79e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 3,
    "isOverride": false,
    "rotationScheduleId": "3daf799173062300e7af6238edf6a79e",
    "memberScheduleId": "02af799173062300e7af6238edf6a7d2"
  }
]
```


For custom escalation


```
[
  {
    "memberId": "",
    "memberIds": [],
    "userId": "",
    "userIds": [
      "62826bf03710200044e0bfc8bcbe5df1",
      "46d44a23a9fe19810012d100cca80666"
    ],
    "roster": "",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [
      "a715cd759f2002002920bde8132e7018"
    ],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 1,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": ""
  },
  {
    "memberId": "",
    "memberIds": [
      "119f399173062300e7af6238edf6a7e7"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ],
    "userId": "",
    "userIds": [
      "62826bf03710200044e0bfc8bcbe5df1"
    ],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 2,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": ""
  }
]
```

```
/**
 * create a custom escalation for service desk shift with
 condition as P1 for Incident
 * taskGr is optional parameter
 * if taskGr is empty then it returns list of escalatees in
 default escalation plan
 * if taskGr is passed then escalation policies are executed
 evaluated in order and list of escalatees in corresponding
 escalation plan is returned
**/
var serviceDeskSysId = 'd625dccec0a8016700a222a0f7900d06';
var taskGr = new GlideRecord('incident');
taskGr.get('ed92e8d173d023002728660c4cf6a7bc');

var ocRotation = new OnCallRotation();
var escalatees = ocRotation.getEscalatees(serviceDeskSysId,
 null, null, null, null, taskGr);
gs.log(JSON.stringify(escalatees));
```

OnCallRotation - getEscalationPlan(String groupSysId, GlideDateTime gdt, String rotaSysIds, GlideRecord taskGr)

Gets a list of objects to escalate to, escalation plans that consist of either a user [sys_user] or notification device [cmn_notif_device], for a group's shift at the specified date and time. This API is applicable for a single shift, overlapping shifts, and custom escalation.

The Escalation object contains the following fields:

- Number order: the escalation order within the lineup
- String userId: sys_id of the sys_user record or null
- String deviceId: sys_id of the cmn_notif_device record or null
- Boolean isDevice: true or false depending on whether the item to escalate to is a device or user
- GlideDuration timeBetweenReminders: the time between reminders being sent
- Number reminderNum: number of reminders to be sent for each item to escalate to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Set the taskGR parameter to enable escalation plan evaluation.

Parameters

Name	Type	Description
groupID	String	sys_id for the group for which you need the escalation plan.
gdt	GlideDateTime	Date and time when the escalation lineup should begin. Default is now. yyyy-MM-dd HH:mm:ss is the format in UTC timezone.
rotaSysIds	String	Comma-separated list of cmn_rota sys_ids to filter the records by.
taskGr	GlideRecord	Optional. Current task record. If taskGr is empty, this method returns the default escalation plan. If taskGr is passed, escalation policies are evaluated in order and this method returns the corresponding escalation plan.

Returns

Type	Description
Object	A list of escalation objects to escalate to.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
var result = onCallRotation.getEscalationPlan(groupSysId,
 currentTime);
gs.log(JSON.stringify(result));
```

Output:

For single shift:

```
[
  {
    "order": 1,
    "userId": "62826bf03710200044e0bfc8bcbe5df1",
    "userIds": [],
    "deviceId": "",
    "deviceIds": [],
    "escalationGroups": [],
    "isDevice": false,
    "timeToNextStep": null,
    "cmnRotaEscStepDefId": null,
    "reminderNum": 1,
    "rosterId": "9d9f399173062300e7af6238edf6a7e5",
    "memberId": "119f399173062300e7af6238edf6a7e7",
    "memberIds": [],
    "isOverride": false,
    "additionalEscalatees": [],
    "forcedCommunicationChannel": "",
    "rotaId": "349f399173062300e7af6238edf6a75e",
    "groupId": "096fb59173062300e7af6238edf6a783",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "rotaScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "9d9f399173062300e7af6238edf6a7ec"
  },
  {
    "order": 2,
    "userId": "a8f98bb0eb32010045e1a5115206fe3a",
    "userIds": [],
    "deviceId": "",
    "deviceIds": [],
    "escalationGroups": [],
    "isDevice": false,
    "timeToNextStep": null,
    "cmnRotaEscStepDefId": null,
    "reminderNum": 1,
    "rosterId": "9d9f399173062300e7af6238edf6a7e5",
    "memberId": "1d9f399173062300e7af6238edf6a7e8",
    "memberIds": [],
    "isOverride": false,
    "additionalEscalatees": [],
    "forcedCommunicationChannel": "",
    "rotaId": "349f399173062300e7af6238edf6a75e",
    "groupId": "096fb59173062300e7af6238edf6a783",
    "rotaScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "d99f399173062300e7af6238edf6a7ef"
  },
  {
    "order": 3,
    "userId": "0a826bf03710200044e0bfc8bcbe5d7a",
    "userIds": [],
    "deviceId": "",
    "deviceIds": [],
    "escalationGroups": [],
    "isDevice": false,
    "timeToNextStep": null,
    "cmnRotaEscStepDefId": null,
    "reminderNum": 1,
    "rosterId": "9d9f399173062300e7af6238edf6a7e5",
    "memberId": "dd9f399173062300e7af6238edf6a7e9",
    "memberIds": [],
    "isOverride": false,
    "additionalEscalatees": [],
    "forcedCommunicationChannel": "",
    "rotaId": "349f399173062300e7af6238edf6a75e",
    "groupId": "096fb59173062300e7af6238edf6a783",
    "rotaScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "519f399173062300e7af6238edf6a7f2"
  }
]
```


For overlapping shift:


```
[
  {
    "order": 1,
    "userId": "62826bf03710200044e0bfc8bcbe5df1",
    "userIds": [],
    "deviceId": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "deviceIds": [],
    "escalationGroups": [],
    "isDevice": false,
    "timeToNextStep": null,
    "cmnRotaEscStepDefId": null,
    "reminderNum": 1,
    "rosterId": "9d9f399173062300e7af6238edf6a7e5",
    "memberId": "119f399173062300e7af6238edf6a7e7",
    "memberIds": [],
    "isOverride": false,
    "additionalEscalatees": [
      {
        "order": 1,
        "userId": "d2826bf03710200044e0bfc8bcbe5dc9",
        "userIds": [],
        "deviceId": "",
        "deviceIds": [],
        "escalationGroups": [],
        "isDevice": false,
        "timeToNextStep": null,
        "cmnRotaEscStepDefId": null,
        "reminderNum": 1,
        "rosterId": "b5af799173062300e7af6238edf6a7a2",
        "memberId": "7daf799173062300e7af6238edf6a7a2",
        "memberIds": [],
        "isOverride": false,
        "additionalEscalatees": [],
        "forcedCommunicationChannel": "",
        "rotaId": "35af799173062300e7af6238edf6a79e",
        "groupId": "096fb59173062300e7af6238edf6a783",
        "rotaScheduleId": "3daf799173062300e7af6238edf6a79e",
        "memberScheduleId": "06af799173062300e7af6238edf6a7cd"
      }
    ],
    "forcedCommunicationChannel": "",
    "rotaId": "349f399173062300e7af6238edf6a75e",
    "groupId": "096fb59173062300e7af6238edf6a783",
    "rotaScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "9d9f399173062300e7af6238edf6a7ec"
  },
  {
    "order": 2,
    "userId": "a8f98bb0eb32010045e1a5115206fe3a",
    "userIds": [],
    "deviceId": "",
    "deviceIds": [],
    "escalationGroups": [],
    "isDevice": false,
    "timeToNextStep": null,
    "cmnRotaEscStepDefId": null,
    "reminderNum": 1,
    "rosterId": "9d9f399173062300e7af6238edf6a7e5",
    "memberId": "1d9f399173062300e7af6238edf6a7e8",
    "memberIds": [],
    "isOverride": false,
    "additionalEscalatees": [
      {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "order": 2,
        "userId": "ee826bf03710200044e0bfc8bcbe5def",
        "userIds": [],
        "deviceId": "",
        "deviceIds": [],
        "escalationGroups": [],
        "isDevice": false,
        "timeToNextStep": null,
        "cmnRotaEscStepDefId": null,
        "reminderNum": 1,
        "rosterId": "b5af799173062300e7af6238edf6a7a2",
        "memberId": "f5af799173062300e7af6238edf6a7c9",
        "memberIds": [],
        "isOverride": false,
        "additionalEscalatees": [],
        "forcedCommunicationChannel": "",
        "rotaId": "35af799173062300e7af6238edf6a79e",
        "groupId": "096fb59173062300e7af6238edf6a783",
        "rotaScheduleId": "3daf799173062300e7af6238edf6a79e",
        "memberScheduleId": "8aaf799173062300e7af6238edf6a7cf"
      }
    ],
    "forcedCommunicationChannel": "",
    "rotaId": "349f399173062300e7af6238edf6a75e",
    "groupId": "096fb59173062300e7af6238edf6a783",
    "rotaScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "d99f399173062300e7af6238edf6a7ef"
  },
  {
    "order": 3,
    "userId": "0a826bf03710200044e0bfc8bcbe5d7a",
    "userIds": [],
    "deviceId": "",
    "deviceIds": [],
    "escalationGroups": [],
    "isDevice": false,
    "timeToNextStep": null,
    "cmnRotaEscStepDefId": null,
    "reminderNum": 1,
    "rosterId": "9d9f399173062300e7af6238edf6a7e5",
    "memberId": "dd9f399173062300e7af6238edf6a7e9",
    "memberIds": [],
    "isOverride": false,
    "additionalEscalatees": [
      {
        "order": 3,
        "userId": "e2826bf03710200044e0bfc8bcbe5de0",
        "userIds": [],
        "deviceId": "",
        "deviceIds": [],
        "escalationGroups": [],
        "isDevice": false,
        "timeToNextStep": null,
        "cmnRotaEscStepDefId": null,
        "reminderNum": 1,
        "rosterId": "b5af799173062300e7af6238edf6a7a2",
        "memberId": "8aaf799173062300e7af6238edf6a7ca",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "memberIds": [],
        "isOverride": false,
        "additionalEscalatees": [],
        "forcedCommunicationChannel": "",
        "rotaId": "35af799173062300e7af6238edf6a79e",
        "groupId": "096fb59173062300e7af6238edf6a783",
        "rotaScheduleId": "3daf799173062300e7af6238edf6a79e",
        "memberScheduleId": "02af799173062300e7af6238edf6a7d2"
      }
    ],
    "forcedCommunicationChannel": "",
    "rotaId": "349f399173062300e7af6238edf6a75e",
    "groupId": "096fb59173062300e7af6238edf6a783",
    "rotaScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "519f399173062300e7af6238edf6a7f2"
  }
]
```


For custom escalation:


```
[
  {
    "order": 1,
    "userId": "",
    "userIds": [
      "62826bf03710200044e0bfc8bcbe5df1",
      "46d44a23a9fe19810012d100cca80666"
    ],
    "deviceId": "",
    "deviceIds": [],
    "escalationGroups": [
      "a715cd759f2002002920bde8132e7018"
    ],
    "isDevice": false,
    "timeBetweenReminders": {},
    "timeToNextStep": {},
    "cmnRotaEscStepDefId": "655042d173062300e7af6238edf6a738",
    "reminderNum": 1,
    "rosterId": "",
    "memberId": "",
    "memberIds": [],
    "isOverride": false,
    "additionalEscalatees": [],
    "forcedCommunicationChannel": "",
    "rotaId": "349f399173062300e7af6238edf6a75e",
    "groupId": "096fb59173062300e7af6238edf6a783",
    "rotaScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": ""
  },
  {
    "order": 2,
    "userId": "",
    "userIds": [],
    "deviceId": "",
    "deviceIds": [],
    "escalationGroups": [],
    "isDevice": false,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "timeBetweenReminders": {},
    "timeToNextStep": {},
    "cmnRotaEscStepDefId": "8b6042d173062300e7af6238edf6a7f3",
    "reminderNum": 1,
    "rosterId": "",
    "memberId": "",
    "memberIds": [],
    "isOverride": false,
    "additionalEscalatees": [],
    "forcedCommunicationChannel": "",
    "rotaId": "349f399173062300e7af6238edf6a75e",
    "groupId": "096fb59173062300e7af6238edf6a783",
    "rotaScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": ""
  }
]
```


```
/**
* create a custom escalation for service desk shift with
 condition as P1 for Incident
* taskGr is optional parameter
* if taskGr is empty then it returns default escalation plan
* if taskGr is passed then escalation policies are executed
 evaluated in order and corresponding escalation plan is
 returned
**/

var serviceDeskSysId = 'd625dccec0a8016700a222a0f7900d06';
var taskGr = new GlideRecord('incident');
taskGr.get('ed92e8d173d023002728660c4cf6a7bc');

var ocRotation = new OnCallRotation();
var escalationPlan =
 ocRotation.getEscalationPlan(serviceDeskSysId, null, null,
 taskGr);
gs.log(JSON.stringify(escalationPlan));
```

OnCallRotation - getEscalationType(String rotaID)

Gets the type of escalation based on a simple calculation. If there is one active roster in the rota, rotate through members. If there is more than one active roster in the rota, rotate through rosters. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Parameters

Name	Type	Description
rotaID	String	The sys_id for the rota to check for rosters.

Returns

Type	Description
String	• Member: if there is one roster in the rota. • Roster: if there is more than one roster in the rota.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• No rosters in this rota: if none of the above. • Custom: If the custom escalation is applicable.

```
var rotaSysId = '349f399173062300e7af6238edf6a75e';
var onCallRotation = new OnCallRotation();
var escalationType =
 onCallRotation.getEscalationType(rotaSysId);
gs.log(escalationType);
```

Output:

```
custom
```

OnCallRotation - getEscalateesAt(String groupSysId, GlideDateTime gdt, Number position, GlideRecord taskGr)

Gets the escalatees (either a user, group, or device records depending on the notification rules) at a specific time and position. This API is applicable for a single shift, overlapping shifts and custom escalation.

Note: Set the taskGR parameter to enable escalation plan evaluation.

Parameters

Name	Type	Description
groupSysId	String	ys_id of the group.
gdt	GlideDateTime	yyyy-MM-dd HH:mm:ss format in the UTC timezone. Default is now.
position	Number	Position of the escalation step.
taskGr	GlideRecord	Optional. Current task record. If taskGr is empty, this method returns the default escalation plan. If taskGr is passed, escalation policies are evaluated in order and this method returns the corresponding escalation plan.

Returns

Type	Description
GlideRecord	Array of escalatees (either a user, group, or device records depending on the notification rules) at a specific time and position.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
var escalatees = onCallRotation.getEscalateesAt(groupSysId,
 currentTime, 1);
for (var i = 0; i < escalatees.length; i++) {
gs.log(escalatees[i].name);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}
```

Output:

For overlapping shifts:

```
Abel Tuter
Barbara Hindley
```

For custom escalation:

```
Abel Tuter
Beth Anglin
Change Management
Barbara Hindley
```

```
// Create a custom escalation for service desk shift with
 condition as P1 for Incident
var serviceDeskSysId = 'd625dccec0a8016700a222a0f7900d06';
// optional parameter taskGR
var taskGr = new GlideRecord('incident');
taskGr.get('ed92e8d173d023002728660c4cf6a7bc');

var ocRotation = new OnCallRotation();
var position = 1;
var escalatees = ocRotation.getEscalateesAt(serviceDeskSysId,
 new GlideDateTime(), position, taskGr);

// if taskGr is empty then it returns escalatees at a position
 in default escalation plan
// if taskGr is passed then escalation policies are
 executed evaluated in order and escalatees at a position in
 corresponding escalation plan is returned
for (var i = 0; i < escalatees.length; i++) {
    gs.log(escalatees[i].getDisplayValue());
}
```

OnCallRotation - getPrimaryUser()

Gets the sys_id of the current primary contact when there is a single shift.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	sys_id of the current primary contact.

Example:

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var currentTime = new GlideDateTime();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var onCallRotation = new OnCallRotation();
var result = onCallRotation.who(groupSysId, currentTime);
var primaryUser = onCallRotation.getPrimaryUser();
```

Output:

```
62826bf03710200044e0bfc8bcbe5df1
```

OnCallRotation - getPrimaryUserByRota(String rotaId)

Gets the sys_id of the current primary user of the specified shift. This API is applicable for a single shift and overlapping shifts.

Parameters

Name	Type	Description
rotaId	String	sys_id of the cmn_rota.

Returns

Type	Description
String	sys_id of the current primary user of the specified shift.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var rotaId = '349f399173062300e7af6238edf6a75e';
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
var result = onCallRotation.who(groupSysId, currentTime);
var primaryUser = onCallRotation.getPrimaryUserByRota(rotaId);
gs.log(primaryUser);
```

Output:

```
62826bf03710200044e0bfc8bcbe5df1
```

OnCallRotation - getPrimaryUserName()

Gets the name of the current primary contact. This API is applicable for a single shift.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the current primary contact.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var result = onCallRotation.who(groupSysId, currentTime);
var primaryUser = onCallRotation.getPrimaryUserName();
gs.log(primaryUser);
```

Output:

```
Abel Tuter
```

OnCallRotation - getPrimaryUserNameByRota(String rotaId)

Gets the name of the current primary user of the specified shift. This API is applicable for a single shift and overlapping shifts.

Parameters

Name	Type	Description
rotaId	String	sys_id of the cmn_rota.

Returns

Type	Description
String	Name of the current primary user of the specified shift.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var rotaId = '349f399173062300e7af6238edf6a75e';
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
var result = onCallRotation.who(groupSysId, currentTime);
var primaryUser =
 onCallRotation.getPrimaryUserNameByRota(rotaId);
gs.log(primaryUser);
```

Output:

```
Abel Tuter
```

OnCallRotation - getPrimaryUsers()

Gets the list of primary contacts for a shift. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	List of primary contacts.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
var result = onCallRotation.who(groupSysId, currentTime);
var primaryUser = onCallRotation.getPrimaryUser();
gs.log(JSON.stringify(primaryUser));
```

Output:

```
{
  "349f399173062300e7af6238edf6a75e": {
    "userSysId": "62826bf03710200044e0bfc8bcbe5df1",
    "userName": "Abel Tuter"
  },
  "35af799173062300e7af6238edf6a79e": {
    "userSysId": "d2826bf03710200044e0bfc8bcbe5dc9",
    "userName": "Barbara Hindley"
  }
}
```

OnCallRotation - spansOverlap(ArrayList parent, ArrayList child, String timeZone)

Checks if the parent span and child spans overlap.

Parameters

Name	Type	Description
parent	ArrayList	The parent spans to compare.
child	ArrayList	The child spans to compare.
timeZone	String	The name of the time zone.

Returns

Type	Description
Boolean	Returns true if the parent and child spans overlap.

```
var onCall = new OnCallRotation();

// get a time range we are interested in
var timeZone = gs.getSession().getTimeZoneName();
var dateStart = new GlideDateTime();
var dateEnd = new GlideDateTime().addMonths(1);

// convert glidedatime to scheduledatetime because it is
 required
// by the function being called below
var scheduleStart = new GlideScheduleDateTime(dateStart);
var scheduleEnd =  new GlideScheduleDateTime(dateEnd);
scheduleStart.setTimeZone(timeZone);
scheduleEnd.setTimeZone(timeZone);

// calculate rotation items based on the date and time given
// for all the groups the currently logged in user is a member
 of
gs.include("OnCallRotationPersonal");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var rotation = new OnCallRotationPersonal();
var myGroups = gs.getUser().getMyGroups();
var groupIter = myGroups.iterator();

while(groupIter.hasNext()){
 var rotaItems = rotation.onCallDuringPeriod(groupIter.next(),
 scheduleStart, scheduleEnd);

 // loop through rotation schedules
 for (var i = 0; i < rotaItems.length - 1; i++) {
  var parentItem = rotaItems[i];
  var nextItem = rotaItems[i + 1];

  // check if previous and next time spans overlap
  var overlaps = onCall.spansOverlap(parentItem.getTimeSpans(),
 nextItem.getTimeSpans(),
   gs.getSession().getTimeZoneName());
 }
}
```

OnCallRotation - startEscalations(GlideRecord now_GR, String eventName, String escalationScriptName)

Start the escalations for a document(incident now_GR) and group, and specify the event name for the escalation notifications. In addition, specify the name of the business rule to call when an escalation occurs. This method should be used after a succesful call to *who* or *whoAt* methods. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Parameters

Name	Type	Description
now_GR	GlideRecord	Document glide record. For example, Incident now_GR.
eventName	String	Event name for the escalation notifications.
escalationScriptName	String	Business rule to call when escalation occurs

Returns

Type	Description
void	

OnCallRotation - who(String groupSysId, GlideDateTime gdt, Boolean nullifyOverrideRoster, String rotaSysIds, Boolean overrideCustomEscalation, GlideRecord taskGR)

Specifies if there is an on-call user, group, or device. This method is applicable for a single shift, overlapping shifts, and custom escalation.

Note: Pass the *taskGR* parameter to enable escalation plan evaluation.

Parameters

Name	Type	Description
groupSysId	String	Sys_id of the group to check for.
gdt	GlideDateTime	Date and time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Format: yyyy-MM-dd HH:mm:ss in the UTC time zone Default: Current date and time
nullifyOverrideRoster	Boolean	Flag that indicates whether the notification list for the group is for a specific roster. Valid values: • true: Not for a specific roster. • false: For a specific roster.
rotaSysIds	String	Comma-separated list of cmn_rota sys_ids to filter the records by.
overrideCustomEscalation	Boolean	Flag that indicates whether to override the default escalation policy with the custom escalation. Valid values: • true: Override the default escalation policy. • false: Do not override the default escalation policy.
taskGR	GlideRecord	Optional. Current task record. If passed, the method populates the escalatees based on the escalation conditions.

Returns

Type	Description
Boolean	Flag that indicates whether a match was found. Possible values: • true: At least one match was found. • false: No matches were found.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
var result = onCallRotation.who(groupSysId, currentTime);
gs.log(result);
```

Output:

```
true
```

The following example shows how to create a custom escalation for service desk shift with condition P1 for an incident.

```
/**
 * When the who() method is invoked with the optional taskGr
 parameter,
 * escalatees are populated based on the conditional escalations
**/
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var serviceDeskSysId = 'd625dccec0a8016700a222a0f7900d06';
var taskGr = new GlideRecord('incident');
taskGr.get('ed92e8d173d023002728660c4cf6a7bc');

var ocRotation = new OnCallRotation();
ocRotation.who(serviceDeskSysId, null, null, null, null,
 taskGr);
while (ocRotation.next()) {
    gs.log(ocRotation.getUserName());
}
```

Output:

```
Beth Anglin
```

OnCallRotation - whoAt(String groupSysId, GlideDateTime gdt, String rotaSysIds)

Specifies if there is an on-call user, group, or device. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Parameters

Name	Type	Description
groupSysId	String	Sys ID of the group.
gdt	GlideDateTime	yyyy-MM-dd HH:mm:ss format in the UTC timezone. Default is now.
rotaSysIds	String	Comma-separated list of cmn_rota Sys IDs to filter the records by.

Returns

Type	Description
Boolean	True if there is at least one on-call user, group, or device; false otherwise.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
var result = onCallRotation.whoAt(groupSysId, currentTime);
gs.log(result);
```

Output:

```
true
```

OnCallRotation - whoIsOnCall(String groupSysIds, String rotaSysIds, String rosterSysIds, GlideDateTime gdt)

Gets the list of users that are on-call at a given time. If no time is specified, then current time is used. This API is applicable for a single shift and overlapping shifts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
groupSysIds	String	Comma-separated list of sys_ids of the sys_user_group, to filter the records by.
rotaSysIds	String	Comma-separated list of cmn_rota sys_ids to filter the records by.
rosterSysIds	String	Comma-separated list of cmn_rota_roster sys_ids to filter the records by.
gdt	GlideDateTime	Date in the UTC timezone

Returns

Type	Description
Object	List of users, groups, or devices that are on-call at a given time. For example, information about userIds, deviceIds, and escalationGroups.

```
var groupSysId = '096fb59173062300e7af6238edf6a783';
var currentTime = new GlideDateTime();
var onCallRotation = new OnCallRotation();
var escalatees = onCallRotation. whoIsOnCall(groupSysId, "", "",
 currentTime);
gs.log(JSON.stringify(escalatees));
```

Output:

For single shift:


```
[
  {
    "memberId": "119f399173062300e7af6238edf6a7e7",
    "memberIds": [],
    "userId": "62826bf03710200044e0bfc8bcbe5df1",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 1,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "9d9f399173062300e7af6238edf6a7ec"
  },
  {
    "memberId": "1d9f399173062300e7af6238edf6a7e8",
    "memberIds": [],
    "userId": "a8f98bb0eb32010045e1a5115206fe3a",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 2,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "d99f399173062300e7af6238edf6a7ef"
  },
  {
    "memberId": "dd9f399173062300e7af6238edf6a7e9",
    "memberIds": [],
    "userId": "0a826bf03710200044e0bfc8bcbe5d7a",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 3,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "519f399173062300e7af6238edf6a7f2"
  }
]
```


For overlapping shift:


```
[
  {
    "memberId": "119f399173062300e7af6238edf6a7e7",
    "memberIds": [],
    "userId": "62826bf03710200044e0bfc8bcbe5df1",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 1,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "9d9f399173062300e7af6238edf6a7ec"
  },
  {
    "memberId": "7daf799173062300e7af6238edf6a7a2",
    "memberIds": [],
    "userId": "d2826bf03710200044e0bfc8bcbe5dc9",
    "userIds": [],
    "roster": "b5af799173062300e7af6238edf6a7a2",
    "rota": "35af799173062300e7af6238edf6a79e",
    "group": "096fb59173062300e7af6238edf6a783",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 1,
    "isOverride": false,
    "rotationScheduleId": "3daf799173062300e7af6238edf6a79e",
    "memberScheduleId": "06af799173062300e7af6238edf6a7cd"
  },
  {
    "memberId": "1d9f399173062300e7af6238edf6a7e8",
    "memberIds": [],
    "userId": "a8f98bb0eb32010045e1a5115206fe3a",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 2,
    "isOverride": false,
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "d99f399173062300e7af6238edf6a7ef"
  },
  {
    "memberId": "f5af799173062300e7af6238edf6a7c9",
    "memberIds": [],
    "userId": "ee826bf03710200044e0bfc8bcbe5def",
    "userIds": [],
    "roster": "b5af799173062300e7af6238edf6a7a2",
    "rota": "35af799173062300e7af6238edf6a79e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 2,
    "isOverride": false,
    "rotationScheduleId": "3daf799173062300e7af6238edf6a79e",
    "memberScheduleId": "8aaf799173062300e7af6238edf6a7cf"
  },
  {
    "memberId": "dd9f399173062300e7af6238edf6a7e9",
    "memberIds": [],
    "userId": "0a826bf03710200044e0bfc8bcbe5d7a",
    "userIds": [],
    "roster": "9d9f399173062300e7af6238edf6a7e5",
    "rota": "349f399173062300e7af6238edf6a75e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 3,
    "isOverride": false,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "rotationScheduleId": "119f399173062300e7af6238edf6a7df",
    "memberScheduleId": "519f399173062300e7af6238edf6a7f2"
  },
  {
    "memberId": "8aaf799173062300e7af6238edf6a7ca",
    "memberIds": [],
    "userId": "e2826bf03710200044e0bfc8bcbe5de0",
    "userIds": [],
    "roster": "b5af799173062300e7af6238edf6a7a2",
    "rota": "35af799173062300e7af6238edf6a79e",
    "group": "096fb59173062300e7af6238edf6a783",
    "escalationGroups": [],
    "deviceId": "",
    "deviceIds": [],
    "isDevice": false,
    "order": 3,
    "isOverride": false,
    "rotationScheduleId": "3daf799173062300e7af6238edf6a79e",
    "memberScheduleId": "02af799173062300e7af6238edf6a7d2"
  }
]
```


OnCallRotation - whoIsNext(GlideRecord escalationGr)

Escalation business rules determine who in the shift should be contacted next. The escalation record passed to the method tracks the escalation between invocations of the business rule. This API is applicable for a single shift, overlapping shifts, and custom escalation.

Parameters

Name	Type	Description
escalationGr	GlideRecord	GlideRecord of Rotation escalation [cmn_rota_escalation].

Returns

Type	Description
None	

OpenMessageBusEventPublisherOOB - Scoped

The *OpenMessageBusEventPublisherOOB* script include provides a method for sending messages to the spoke selector, which sends the messages to the configured REST proxy.

This script includes runs in the `sn_api_notif_mgmt` namespace. The admin role is required to access this script include.

For additional information on how to configure your instance to use this script include, see Configure the Producer Event Notification Framework to use the Open Message Bus.

OpenMessageBusEventPublisherOOB - publishMessageToComptibleRestProxy(Object tmfEventPayload, Array compatibleTopicArr)

Sends the passed message to a custom message platform's REST proxy using the spoke selector.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For additional information on this process, see Producing outbound API notifications using the open message bus. For information on how to implement this method, see Configure the Producer Event Notification Framework to use the Open Message Bus.

Parameters

Name	Type	Description
tmfEventPayload	Object	Event message to send. For additional information on the format, see TMF688 Event Management API User Guide v4.0.0. Format: TMF688
compatibleTopicArr	Array	List of topic record sys_ids for which the passed event payload should be published. Table: Topic [sn_api_notif_mgmt_topic]

Returns

Type	Description
None	

The following code example shows how to call this method.

```
 publishEventToOpenMessageBus: function(tmfEventPayload) {
  // Fetch compatible topics
  var compatibleTopicArr = new
 TopicPickerUtilsOOB().fetchEventCompatibleTopic(tmfEventPayloa
d);
  // Publish event in topic through REST proxy
  new
 OpenMessageBusEventPublisherOOB().publishMessageToComptibleRest
Proxy(tmfEventPayload, compatibleTopicArr);
},
```

Optional - Scoped, Global

The *Optional* API interacts with a single record returned by the *GlideQuery*, *Stream*, or *GlideRecord* APIs, even when it does not exist. Write scripts that are less likely to result in an error by handling null or undefined query results.

You can get an *Optional* object in these ways:

- Return an *Optional* object from these methods in the *GlideQuery* class. For more information, see *GlideQuery*.
  - *getBy()*
  - *get()*
  - *insert()*
  - *insertOrUpdate()*
  - *update()*
  - *selectOne()*
  - *avg()*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

  - *max()*
  - *min()*
  - *sum()*
- Return an *Optional* object from the *find()* method in the *Stream* class. For more information on *Stream*, see the *Stream* API.
- Use the *lazy()* method to generate the value of the Optional if ever needed.

These methods are static and do not require an instance of the class:

- *lazy()*
- *of()*
- *empty()*

You can use these static methods with any API that returns a single value such as *GlideRecord*.

Use the *Optional* API in scoped or global server-side scripts. This API requires the GlideQuery [com.sn_glidequery] plugin.

Implementation

This API can work with the *GlideQuery* and *Stream* APIs in a builder pattern where the method calls chain together, each method building on the returned result of the previous method. Use methods to define the attributes of the query. The methods do not execute until you call a terminal method, a method that returns a query result, allowing you to define the requirements of the query before executing it.

If the query returns a single record, the system wraps the result in an Optional object. If the query returns a stream of records, the system wraps the result in a Stream object. These objects let you manage the result using a set of methods in each API.

For example, this script performs a query on the Task table, groups the records by priority, and returns each priority that has total reassignments greater than four.

```
var query = new global.GlideQuery('task')
    .where('active', true) //Returns new GlideQuery object with
 a "where" clause.
    .groupBy('priority') //Returns new GlideQuery object with a
 "group by" clause.
    .aggregate('sum', 'reassignment_count') //Returns new
 GlideQuery object with a "sum(reassignment_count)" clause.
    .having('sum', 'reassignment_count', '>', 4) //Returns
 new GlideQuery object with a "having reassignment_count > 4"
 clause.
    .select() //Returns a stream of records wrapped in a Stream
 object.
    .forEach(function (priority){ //Terminal method in the
 Stream class that executes the query and returns the result.
      gs.info("Priority " + priority.group.priority + ": " +
 priority.sum.reassignment_count + " reassignments");
    });
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Priority 1: 11 reassignments
Priority 3: 6 reassignments
Priority 5: 5 reassignments
```

Terminal methods

For performance reasons, a query only fetches data when you call a terminal method. These are the terminal methods from the *Optional* class:

- *get()*
- *orElse()*
- *ifPresent()*
- *isEmpty()*
- *isPresent()*

Optional - empty(String reason)

Returns an empty Optional object. Use this method in an Else clause to handle a query that might not return a result.

Note: This method is static. You do not need an instance of the class to use this method.

Parameters

Name	Type	Description
reason	String	Optional. Reason displayed in the log when *Optional.get()* is called on the empty Optional object.

Returns

Type	Description
Optional	Object used to interact with a single record.

This example shows you how to generate an empty Optional object when a query does not return a result.

```
var now_GR = new GlideRecord('task');
now_GR.addQuery('approval', 'not requested');
now_GR.query();
var optional;
if (now_GR.next()) {
optional = Optional.of(now_GR.getUniqueValue());
} else {
    optional = Optional.empty("no results");
}

gs.info(optional.get());
```

Output:

```
NiceError: [2020-08-26T23:23:37.402Z]: get() called on empty
 Optional: no results
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Optional - filter(Function predicate)

Applies a predicate function, a function that takes a single value and returns true or false, to the record inside the Optional object. If the function returns true, the method returns the Optional record unchanged. If the function returns false, it returns an empty Optional object.

Parameters

Name	Type	Description
predicate	Function	Predicate function to apply to the value inside the Optional object. Must return a Boolean value.

Returns

Type	Description
Optional	Object used to interact with a single record.

This example shows you how to apply a filter function to an Optional result.

```
var filteredQuery = new global.GlideQuery('sys_user')
    .getBy({ sys_id: 'f682abf03710200044e0bfc8bcbe5d38' },
 ['phone'])
    .filter(function (user) {
        return phoneRegex.test(user.phone);
    });
```

Optional - flatMap(Function fn)

Applies a function that returns an Optional object to the result of a query. Use this method to perform a second query using the result of the first.

Parameters

Name	Type	Description
fn	Function	Function to apply to the results of the query that returned the Optional object.

Returns

Type	Description
Optional	Object used to interact with a single record.

This example shows how to execute a query of the User table based on the result of a previous query.

```
new global.GlideQuery('alm_asset')
    .whereNotNull('owned_by')
    .selectOne('owned_by')
    .flatMap(function (asset) {
        return new global.GlideQuery('sys_user')
            .getBy({ sys_id: asset.owned_by }, ['first_name',
 'last_name', 'company.name'])
    })
    .ifPresent(GQ.jsonDebug);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
{
  "sys_id": "46d59205a9fe198101d603f5de37bfa3",
  "first_name": "John",
  "last_name": "Bohnhamn",
  "company": {
    "name": "ACME North America"
  }
}
```

Optional - get()

Returns the record inside the Optional object, or throws an error if the query does not return a record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Any	The record inside the Optional object. If the value is null or undefined, the system throws an error.

This example shows how to get the value of a single record.

```
var value = new global.GlideQuery('sys_user')
    .selectOne('first_name') //Returns the result of the query
 inside an Optional object
    .get(); //Calls Optional.get() on the Optional object

gs.info(JSON.stringify(value));
```

Output:

```
{
   "first_name":"fred",
   "sys_id":"005d500b536073005e0addeeff7b12f4"
}
```

Optional - ifPresent(Function fn)

Applies a function to the record within an Optional object. If the Optional object does not contain a record, the function does not execute.

Parameters

Name	Type	Description
fn	Function	The function to apply to the record within the Optional object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

This example shows how to print a value if it exists.

```
var user = new global.GlideQuery('sys_user')
    .where('sys_id', 'f682abf03710200044e0bfc8bcbe5d38')
    .selectOne('zip')
    .ifPresent(function (user) {
      gs.info('Zip Code: ' + user.zip);
    });
```

Optional - isEmpty()

Returns true if the Optional object is empty.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the result of a query contains a value. Valid values: • true: The query returns null or undefined. • false: The query returns a value.

This example shows how to check whether the result of a query is empty.

```
var checkEmpty = new global.GlideQuery('sys_user')
    .where('last_name', 'Barker')
    .selectOne()
    .isEmpty();

gs.info(checkEmpty);
```

Output:

```
true
```

Optional - isPresent()

Checks whether an Optional object contains a value.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the result of a query contains a value. Valid values: • true: The query returns a value. • false: The query returns null or undefined.

This example shows how to check whether a query returns a result.

```
var checkPresent = new global.GlideQuery('sys_user')
   .where('last_name', 'Luddy')
   .selectOne('first_name')
   .isPresent();

gs.info(checkPresent);
```

Output:

```
true
```

Optional - lazy(Function lazyGetFn)

Returns a new Optional object. Instead of containing the record, the object contains a function to get the record that is only called if and when requested in the code.

Use this method to delay getting the value until it's needed. You might do this if requesting the value from a slow source and don't want to slow down your code unnecessarily. Otherwise, you can return an Optional object using the *GlideQuery* and *Stream* APIs.

Note: This method is static. You do not need an instance of the class to use this method.

Parameters

Name	Type	Description
lazyGetFn	Function	Function that returns a single record as a result of a query. For example: `var userGr = new GlideRecord('sys_user');`

Returns

Type	Description
Optional	Object containing the result of the query in the format `Optional<result>`.

This example shows how to get an Optional object based on a GlideRecord query.

```
var userOptional = global.Optional.lazy(function () {
    var userGr = new GlideRecord('sys_user');
    userGr.setLimit(1);
    userGr.query();
    return userGr.next() ? userGr.getUniqueValue() : null;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
});

gs.info(userOptional);
```

Output:

```
Optional<005d500b536073005e0addeeff7b12f4>
```

Optional - map(Function fn)

Applies a function to the result of a query.

Parameters

Name	Type	Description
fn	Function	Function to apply to the result of the query.

Returns

Type	Description
Optional	Object containing the results of the query updated by the function in the format `Optional<result>`.

This example shows how to apply a function that transforms a value to upper case to the result of a query.

```
var value = new global.GlideQuery('sys_user')
    .whereNotNull('first_name')
    .selectOne('first_name')
    .map(function (user) {
        return user.first_name.toUpperCase();
    });

gs.info(value);
```

Output:

```
Optional<ABEL>
```

Optional - of(Any value)

Wraps a given value in an Optional object. For example, you can wrap the result of a GlideRecord query in an Optional object to use the associated methods.

Note: This method is static. You do not need an instance of the class to use this method.

Parameters

Name	Type	Description
value	Any	Value inside the Optional object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Optional	Object containing the passed-in value in the format `Optional<value>`.

This example shows you how to generate an Optional object based on a GlideRecord query.

```
var now_GR = new GlideRecord('task');
now_GR.addQuery('approval', 'not requested');
now_GR.query();
var optional;
if (now_GR.next()) {
optional = Optional.of(now_GR.getUniqueValue());
} else {
    optional = Optional.empty("no results");
}

gs.info(optional.get());
```

Output:

```
00c269162d761010f87708b56757cbb3
```

Optional - orElse(Any defaultValue)

Adds a default value within the Optional object if the query does not return any results.

Parameters

Name	Type	Description
defaultValue	Any	Value within the Optional object if the query does not return any results.

Returns

Type	Description
Any	Value within the Optional object if the query does not return any results.

This example shows how to return a value, even when the query is incorrect.

```
var user = new global.GlideQuery('sys_user')
    .get('1234', ['first_name', 'last_name'])
    .orElse({ first_name: 'Default', last_name: 'User' });

gs.info(JSON.stringify(user))
```

Output:

```
{
   "first_name":"Default",
   "last_name":"User"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

OrderGuide - Scoped

The *OrderGuide* API enables you to initialize and view order guide details.

To use this class in a scoped application, use the sn_sc namespace identifier. The Service Catalog Scoped API plugin (com.glideapp.servicecatalog.scoped.api) that is enabled by default is required to access the *OrderGuide* API.

OrderGuide - OrderGuide(String sys_id)

Creates an instance of the OrderGuide class with the specified sys_id.

Parameters

Name	Type	Description
sys_id	String	sys_id of the OrderGuide.

Example:

```
var cart=new
 sn_sc.OrderGuide("6690750f4f7b4200086eeed18110c761");
```

OrderGuide - getID()

Returns the sys_id of the order guide.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	sys_id of the order guide.

Example:

```
var cart=new
 sn_sc.OrderGuide("6690750f4f7b4200086eeed18110c761");
 console.log(cart.getID());
```

Output:

```
6690750f4f7b4200086eeed18110c761
```

OrderGuide - init(Map request)

Initialises the order guide with the specified catalog items and the variables, and returns the order guide.

Parameters

Name	Type	Description
request	Map	A JSON object with the Catalog item and variable details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Map	A JSON object with the initialised order guide details.

Example:

```
var guide = new
 sn_sc.OrderGuide('6690750f4f7b4200086eeed18110c761');

var map = {};
map.variables = {};
//map.sysparm_id = '6690750f4f7b4200086eeed18110c761';
map.variables['IOce433d0f4f7b4200086eeed18110c74d']
 = '221f3db5c6112284009f4becd3039cc9'; //Here
 ce433d0f4f7b4200086eeed18110c74d is the sys_id of the variable
 and 221f3db5c6112284009f4becd3039cc9 is its value
var includedItems = guide.init(map)
```

Output:

```
{
"cascade_variable_map":{
},
"items":[
{
"order":"-1",
"quantity":"1",
"show_quantity":false,
"sys_id":"a4022d7b87c20300e3010cf888cb0bb2"
},
{
"order":"300",
"quantity":"1",
"show_quantity":false,
"sys_id":"186d917a6fab7980575967ddbb3ee4f2"
},
{
"order":"600",
"quantity":"1",
"show_quantity":false,
"sys_id":"8b3ae7fedc1be1004ece5c08239e522b"
}
],
"variable_assignments":{
}
}
```

OrderGuide - isIncludeItems()

Specifies if the **Show Include Toggle** (include_items) check box is selected for the specified order guide.

Note: The **Show Include Toggle** field does not appear on the Order guide form by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if the **Show Include Toggle** check box is selected for the specified order guide. Else, returns false.

```
var orderGuide=new
 sn_sc.OrderGuide("6690750f4f7b4200086eeed18110c761");
 console.log(orderGuide.isIncludeItems());
```

Output:

```
true
```

OrderGuide - isTwoStep()

Specifies if the two-step checkout is enabled.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if the two-step checkout is enabled. Else returns false.

Example:

```
var orderGuide=new
 sn_sc.OrderGuide("6690750f4f7b4200086eeed18110c761");
 console.log(orderGuide.isTwoStep());
```

Output:

```
false
```

OrderGuide - isUseCustomCart()

Specifies if a separate cart (different from that for catalog items) usage is enabled for a two-step order guide.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Returns true if a separate cart usage is enabled for a two-step order guide. Else, returns false.

Example:

```
var orderGuide=new
 sn_sc.OrderGuide("6690750f4f7b4200086eeed18110c761");
 console.log (orderGuide.isUseCustomCart());
```

Output:

```
false
```

OrderGuide - navigateFromMap(Map itemDetails)

Navigates to the catalog items of an order guide.

Parameters

Name	Type	Description
itemDetails	Map	A JSON object with details of catalog items in the order guide.

Returns

Type	Description
void	

Example:

```
var orderGuide=new
 sn_sc.OrderGuide.navigateFromMap(itemdetails);
```

OrderUtil - Scoped

The *`OrderUtil`* script include enables you to view and retrieve order details.

To access the methods in this script include, use the `sn_ind_tmt_orm` namespace identifier. The Order Management (com.sn_ind_tmt_orm) plugin is required to access the *`OrderUtil`* script include.

OrderUtil - OrderUtil()

Creates an instance of the OrderUtil class.

Parameters

Name	Type	Description
None		

The following example shows how to instantiate an *`OrderUtil`* object called myOrder.

```
var myOrder = new sn_ind_tmt_orm.OrderUtil();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

OrderUtil - getStateFromOrder(String orderSysId)

Gets the state of a specified order.

Parameters

Name	Type	Description
orderSysId	String	The sys_id of the order located in the Customer Order [sn_ind_tmt_orm_order] table.

Returns

Type	Description
String	Returns the state value from the order record. If there's an issue with getting the order record or there's no order sys_id passed, then the method returns null.

The following example shows how to get the state value of a specified order.

```
var orderId = "<order_sys_id>"; // order sys_id, with state
 draft
var state = new
 sn_ind_tmt_orm.OrderUtil().getStateFromOrder(orderId);
gs.info(state);
```

Output:

```
draft
```

OrderUtil - isOrderInDraftState(String orderSysId)

Returns whether the state of a specified order is in draft state.

Parameters

Name	Type	Description
orderSysId	String	The sys_id of the order located in the Customer Order [sn_ind_tmt_orm_order] table.

Returns

Type	Description
Boolean	Flag that indicates whether the state of a specified order is in draft state. Valid values: • true: The specified order is in draft state. • false: The specified order is either not in draft state, there's an issue retrieving the order record, or no sys_id was passed.

The following example shows how to determine a specified order is in draft state.

```
var orderId = "<order_sys_id>"; // order sys_id, with state
 draft
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var state = new
 sn_ind_tmt_orm.OrderUtil().isOrderInDraftState(orderId);
gs.info(state);
```

Output:

```
true
```

PADomainUtils - Global

The *PADomainUtils* API enables you to copy Performance Analytics records between different domains on the same instance.

Use this API in server scripts to copy Performance Analytics records such as indicators, breakdowns, and dashboards, to different domains. This API enables you to create a Performance Analytics record in one domain and copy that record to any number of additional domains.

Note: This API cannot copy records into the Global domain.

Warning: When configuration records are moved to another domain, scores will not be accessible.

To use *PADomainUtils*, you must satisfy these requirements:

- Performance Analytics must be enabled.
- The user running the script must have the admin role.
- The instance must use domain separation.
- The script must be run from the global domain.
- When moving or copying records, the source and target domains must be different.

PADomainUtils - PADomainUtils()

Instantiates a new PADomainUtils object to move or copy Performance Analytics records from the global domain.

Use the *PADomainUtils(String domainFrom)* constructor instead when moving or copying records from a domain other than the global domain.

Parameters

Name	Type	Description
None		

```
// PADomainUtils initialized with the global domain
var globalUtils = new SNC.PADomainUtils();
```

PADomainUtils - PADomainUtils(String domainFrom)

Instantiates a new PADomainUtils object to move or copy Performance Analytics records from the specified domain.

Use the *PADomainUtils()* constructor instead when moving or copying from the global domain.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
domainFrom	String	The domain to copy records from.

```
// c90d4b084a362312013398f051272c0d is the sys id of the ACME
 domain
var acmeUtils = new
 SNC.PADomainUtils('c90d4b084a362312013398f051272c0d');
```

PADomainUtils - copy(String runAs)

Copies Performance Analytics records to a different domain.

To copy dashboards or scheduled jobs, see copyDashboard and copyJob.

Parameters

Name	Type	Description
runAs	String	User whose domain you want to copy records to.

Returns

Type	Description
void	

```
// copy all the Performance Analytics records from global to
 user's domain
var pa = new SNC.PADomainUtils();
pa.copy('09ff3d105f231000b12e3572f2b4775d');
```

PADomainUtils - copyDashboard(String dashboardId, String runAs)

Copy a dashboard to another domain.

Parameters

Name	Type	Description
dashboardId	String	Sys_id of the dashboard to copy.
runAs	String	User whose domain you want to copy the dashboard to.

Returns

Type	Description
void	

```
//Copy Incident Management dashboard from global to user's
 domain
var pa = new SNC.PADomainUtils();
pa.copyDashboard('a64b7031d7201100b96d45a3ce610335','09ff3d105f2
31000b12e3572f2b4775d');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PADomainUtils - copyJob(String paJob, String runAs)

Copies a Performance Analytics scheduled data collection job record to another domain.

Parameters

Name	Type	Description
paJob	String	Sys_id of a Performance Analytics scheduled data collection job [sysauto_pa] record.
runAs	String	User whose domain you want to copy the job to.

Returns

Type	Description
String	Error message if an error occurs, or an empty string if there is no error.

```
// No source domain needs to be set
var pa = new SNC.PADomainUtils();
// copy the '[PA Incident] Daily Data Collection job'
// set the 'run as' of the new record to be the 'acme.itil' user
// first argument is the sys_id of the sysauto_pa record
// the second is the sys_id of the acme.itil user record
pa.copyJob('82ba2023d7101100b96d45a3ce6103cd','797d14341f1310005
a3637b8ec8b7010');
```

PADomainUtils - isWriteable(String table, String id)

Evaluate if you can write to a specific record identified by table and sys_id.

Parameters

Name	Type	Description
table	String	The name of the table containing the record to query, such as pa_indicators.
id	String	The sys_id of the record to query.

Returns

Type	Description
Boolean	Indicates that you can write to the specified record. Returns true if the record exists within the domain of the current user. Returns false if the record does not exist, or is in a different domain.

```
var pa = new SNC.PADomainUtils();
pa.isWriteable('pa_incidents','cd8125b5140012007665a83e633b028d
');
```

PADomainUtils - move(String runAs)

Moves Performance Analytics records to a different domain.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
runAs	String	The user whose domain you want to copy records to.

Returns

Type	Description
void	

```
// move all the Performance Analytics records from the global to
 the customers domain
var pa = new SNC.PADomainUtils();
pa.move('774190f01f1310005a3637b8ec8b70ef')
```

PADomainUtils - setFoundation(Boolean foundation)

Use this method to move or copy only foundational records in a hybrid domain configuration.

You can implement a hybrid approach by maintaining some types of record in a parent domain and some types in child domains. Generally, the parent domain contains foundational records and the child domain contains higher-level records, such as widgets. The following types of record are considered foundational records.

- Bucket groups
- Buckets
- Scripts
- Breakdown sources
- Indicator sources
- Filters
- Breakdowns
- Managed sources
- Manual breakdowns
- Breakdown mappings
- Breakdown relations

Other Performance Analytics records such as widgets and indicators are not foundational records. Set this method to false to move or copy these additional records as well.

Parameters

Name	Type	Description
foundation	Boolean	Indicates if only foundational records should be copied or moved by this PADomainUtils object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
PADomainUtils	The object calling this function.

```
var pa = new SNC.PADomainUtils().setFoundation(true);
pa.copy('bb6b58b01f1310005a3637b8ec8b70dd');
```

PADomainUtils - setOverrides(Boolean overrides)

Use this method before copying records to set the sys_override value of the new record to the original parent record.

Using this method enables you to automatically override records in a parent domain. By overriding the parent records, the parent records do not impact the child domain. If the source domain is not the parent of the target domain when copying records, setting the sys_override value will not have any impact on behavior. You can specify an override only when copying records, not when moving records.

Parameters

Name	Type	Description
overrides	Boolean	Indicates that copied records in a child domain should override the source record in the parent domain. This value is true by default.

Returns

Type	Description
PADomainUtils	The object calling this function.

```
var pa = new
 SNC.PADomainUtils('c90d4b084a362312013398f051272c0d');
pa.setOverrides(false);
pa.copy('bb6b58b01f1310005a3637b8ec8b70dd');
```

Paragraph - Scoped, Global

Creates a Paragraph object representing a block of text in a PDF.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

This API is a component used with the Document API to generate a PDF.

Paragraph - Paragraph(String text)

Instantiates a new *`Paragraph`* object containing a string.

Parameters

Name	Type	Description
text	String	Paragraph block of text.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to create a *Paragraph* object. For a document usage example, see Document API.

```
var para = new Paragraph("hello");
```

Paragraph – addNewLine()

Adds an empty line after a paragraph in a document.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to add a new line after a paragraph in a document. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var myPara = new sn_pdfgeneratorutils.Paragraph("This is a
 paragraph.");
myPara.addNewLine();

document.addParagraph(myPara);
// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<record_sys_id>",
 "addText.pdf");
```

Paragraph – addParagraph(Paragraph paragraph)

Adds a paragraph. You can use this method to create a block of paragraphs with automatic line breaks.

Parameters

Name	Type	Description
paragraph	Paragraph	Paragraph object.

Returns

Type	Description
None	

The following example shows how to add a section of paragraphs to a document. For a document usage example, see Document API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var sectionPara = new sn_pdfgeneratorutils.Paragraph("This is
 the first paragraph.");
var subPara1 = new sn_pdfgeneratorutils.Paragraph("Pellentesque
 nec neque interdum turpis ultricies tristique at ut lacus. Nam
 eget sollicitudin.");
var subPara2 = new sn_pdfgeneratorutils.Paragraph("Lorem ipsum
 dolor sit amet, consectetur adipiscing elit. Nulla vel ultrices
 erat.");
var subPara3 = new sn_pdfgeneratorutils.Paragraph("Aenean
 fermentum lorem congue metus faucibus, vitae viverra quam
 eleifend. Donec sed risus quis eros suscipit efficitur.");

sectionPara.addParagraph(subPara1);
sectionPara.addParagraph(subPara2);
sectionPara.addParagraph(subPara3);

document.addParagraph(sectionPara);

// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Paragraph – addString(String content)

Adds a string of text to a paragraph. This method does not automatically insert a space preceding the content.

Parameters

Name	Type	Description
content	String	Information to include in a paragraph.

Returns

Type	Description
None	

The following example shows how to add a new sentence to a paragraph. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var myPara = new sn_pdfgeneratorutils.Paragraph("This is the
 first sentence.");

myPara.addString(" This is the second sentence in the same
 paragraph. Spaces are not inserted automatically.")

document.addParagraph(myPara);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Paragraph – addStyle(Style style)

Applies a predefined style to paragraph text.

Parameters

Name	Type	Description
style	Style	Style to apply to this element.

Returns

Type	Description
None	

The following example shows how to apply a style to a paragraph. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// Create a font color (result is purple)
var fontColor = new sn_pdfgeneratorutils.Color([0.5,0.0,0.5]);

// Create a style for your paragraph
var paraStyle = new sn_pdfgeneratorutils.Style();
paraStyle.setFontColor(fontColor);
paraStyle.setFontSize(10);

var myPara = new sn_pdfgeneratorutils.Paragraph("This paragraph
 has style.");

myPara.addStyle(paraStyle);


document.addParagraph(myPara);

// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<record_sys_id>",
 "addStyle.pdf");
```

Paragraph – setFixedPosition(Number left, Number bottom, Number width)

Sets a paragraph element to a fixed position on the page.

Parameters

Name	Type	Description
left	Number	Indentation from the left side of the PDF page in points.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
bottom	Number	Position from the bottom of the PDF page in points.
width	Number	Width of the paragraph element in points. This value determines the length at which the line breaks.

Returns

Type	Description
None	

The following example shows how to set a fixed position on a page. For a document usage example, see Document API.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// Create a style
var paraStyle = new sn_pdfgeneratorutils.Style();
paraStyle.setFontSize(48);
paraStyle.setBold();

// my paragraph
var para = new sn_pdfgeneratorutils.Paragraph("Document Title");

para.setFixedPosition(204,400,240);

para.setTextAlignment("text-center");
para.addStyle(paraStyle);


document.addParagraph(para);

// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<record_sys_id>",
 "fileName.pdf");
```

Paragraph – setMargin(Number margin)

Sets each paragraph margin.

To set all four margins with one or more unique values, use setMargins().

Parameters

Name	Type	Description
margin	Number	Value of the top, right, bottom, and left margins in points.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set the all margins of the paragraph to 48 points.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var margins = 48.0;

var myPara = new sn_pdfgeneratorutils.Paragraph("Paragraph text
 with all margins set to the same value.");
myPara.setMargin(margins);

document.addParagraph(myPara);

// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<record_sys_id>",
 "docName.pdf");
```

Paragraph – setMarginBottom(Number margin)

Sets the bottom margin of a paragraph.

Parameters

Name	Type	Description
margin	Number	Height of the bottom margin in points.

Returns

Type	Description
None	

The following example shows how to set the bottom margin of a paragraph to one point.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var marginVal = 1.0;

var paraMarginBottom = new
 sn_pdfgeneratorutils.Paragraph("Paragraph text with bottom
 margin set.");
paraMarginBottom.setMarginBottom(marginVal);

document.addParagraph(paraMarginBottom);

// save pdf as attachment to target record in the Incident table
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
document.saveAsAttachment("incident", "<record_sys_id>",
 "docName.pdf");
```

Paragraph – setMarginLeft(Number margin)

Sets the left margin of a paragraph.

Parameters

Name	Type	Description
leftMargin	Number	Width of the left margin in points.

Returns

Type	Description
None	

The following example shows how to set the left margin of a paragraph to one point.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var marginVal = 1.0;

var paraMarginLeft = new
 sn_pdfgeneratorutils.Paragraph("Paragraph text with left margin
 set.");
paraMarginLeft.setMarginLeft(marginVal);

document.addParagraph(paraMarginLeft);

// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<record_sys_id>",
 "docName.pdf");
```

Paragraph – setMarginRight(Number margin)

Sets the right margin of a paragraph.

Parameters

Name	Type	Description
margin	Number	Width of the right margin in points.

Returns

Type	Description
None	

The following example shows how to set the right margin of a paragraph to one point.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var marginVal = 1.0;

var paraMarginRight = new
 sn_pdfgeneratorutils.Paragraph("Paragraph text with right
 margin set.");
paraMarginRight.setMarginRight(marginVal);

document.addParagraph(paraMarginRight);

// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<record_sys_id>",
 "docName.pdf");
```

Paragraph – setMargins(Number marginTop, Number marginRight, Number marginBottom, Number marginLeft)

Sets a size for each paragraph margin.

To set each margin to the same value, use setMargin().

Parameters

Name	Type	Description
topMargin	Number	Height of the top margin in points.
rightMargin	Number	Width of the right margin in points.
bottomMargin	Number	Height of the bottom margin in points.
leftMargin	Number	Width of the left margin in points.

Returns

Type	Description
None	

The following example shows how to set paragraph margins.For a document usage example, see Document API.

```
var para = new sn_pdfgeneratorutils.Paragraph("Paragraph
 text.");

var topMargin = 1.0;
var rightMargin = 1.0;
var bottomMargin = 1.0;
var leftMargin = 1.5;

para.setMargins(marginTop, marginRight, marginBottom,
 marginLeft);
```

Paragraph – setMarginTop(Number margin)

Sets the top margin of a paragraph.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
margin	Number	Height of the top margin in points.

Returns

Type	Description
None	

The following example shows how to set the top margin of a paragraph to one point.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("LETTER");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var marginVal = 1.0;

var paraMarginTop = new
 sn_pdfgeneratorutils.Paragraph("Paragraph text with top margin
 set.");
paraMarginTop.setMarginTop(marginVal);

document.addParagraph(paraMarginTop);

// save pdf as attachment to target record in the Incident table
document.saveAsAttachment("incident", "<record_sys_id>",
 "docName.pdf");
```

Paragraph – setTextAlignment(String alignment)

Sets the text alignment of this paragraph.

Parameters

Name	Type	Description
alignment	String	Text alignment position. Valid values: • text-center: Aligns text to the center. • text-justified: Modifies the space between characters to completely fill text between the left and right sides. The final line is left-aligned. • text-justified-all: Justifies text alignment including the final line. • text-left: Align text to the left. • text-right: Align text to the right.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set the paragraph text to left alignment.

```
var paragraph = new sn_pdfgeneratorutils.Paragraph("This
 paragraph text is centered.");

var alignment = "text-center";

paragraph.setTextAlignment(alignment);
```

PAScorecard - Scoped

The *PAScorecard* API enables you to fetch data about indicators and their associated records, such as breakdowns.

This API requires the Performance Analytics (com.snc.pa.analytics_center) application and runs in the SNC namespace.

PAScorecard - addParam(String parameter, String value)

Adds a query parameter to filter the returned scores.

Call this method multiple times on the same PAScorecard object to pass multiple parameters, such as the indicator sys_id and a breakdown sys_id. After specifying all parameters, call *query()* to run the query.

If you query a PAScorecard object with no parameters, the API returns a list of all indicators that are displayed on the Analytics Hub, with their scores.

Parameters

Name	Type	Description
breakdown	String	Sys_id of a breakdown to return chart information organized as defined by the breakdown. For example, the sys_id of a priority breakdown to return separate task chart information for each priority value, such as the number of open incidents / Priority / 2 - High.
breakdown_relation	String	Specify the sys_id of a breakdown relation to break down the returned data using that relation. You can view available breakdown relations by setting the *include_available_breakdowns* parameter to `true`.
contains	String	Comma-separated list of names or descriptions to return results only from indicators with a matching value. All the comma-separated list items must match, or no results are returned: The list follows AND logic, not OR logic.
display	String	Flag that indicates the type of indicators to return. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Return only indicators that display on the Analytics Hub . • all: Return all indicators. Default: true
display_value	String	Data retrieval operation for reference and choice fields. Based on this value, the display value and/or the actual value in the database are retrieved. • *true* returns display values for all of the fields. • *false* returns actual values from the database. • *all* returns both actual and display values. Default: false
elements_filter	String	Specify the sys_id of an elements filter to apply that filter to the returned data. Data type: String
exclude_reference_link	Boolean	Flag that indicates whether to hide additional information provided for reference fields, such as the URI to the reference resource. Valid values: • true: Hide additional information provided for reference fields. • false: Do not hide additional information provided for reference fields. Default: false
favorites	Boolean	Flag that indicates whether to return only indicators that are favorites of the querying user. Valid values: • true: Return only indicators that are favorites of the querying user. • false: Return all indicators. Default: false
from	String	Earliest date to return scores from. Only scores from this date or later are returned. This parameter requires that *`include_scores`* is set to `true`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Format: ISO-8601 standard
include_available_aggregates	String	Flag that indicates whether to return all available aggregates for an indicator when no aggregate has been applied. Valid values: • true: Return all available aggregates for an indicator when no aggregate has been applied. • false: Return no aggregates. Default: false
include_available_breakdowns	Boolean	Flag that indicates whether to return all available breakdowns for an indicator. Valid values: • true: Return all available breakdowns for an indicator. • false: Return no breakdowns. Default: false
include_forecast_scores	Boolean	Flag that indicates whether to return the forecast_scores element that contains an array of date-value pairs that define the forecast data for the Analytics Hub . This parameter requires that *include_scores* is set to `true`. Valid values: • true: Return the forecast_scores element. • false: Do not return the forecast_scores element. Default: false
include_realtime	Boolean	Flag that indicates whether to return the realtime_enabled element which indicates if real-time scores are enabled for the indicator, and the realtime_value element which contains the real-time score value. This parameter is not supported for formula indicators. Valid values: • true: Return the realtime_enabled element. • false: Do not return the realtime_enabled element. Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
include_scores	Boolean	Flag that indicates whether to return indicator scores for the entire time range selected on the Analytics Hub . If a value is not specified, this parameter defaults to false and returns only the most recent score value. To constrain the date range of the scores that are returned, combine this parameter with *from* and *to*. Valid values: • true: Return indicator scores for the entire selected time range. • false: Do not return indicator scores for the entire selected time range. Default: false
include_target_color_scheme	Boolean	Flag that indicates whether to return the target_color_scheme element that contains the minimum and maximum values, and the color of each section of the target color scheme for the Analytics Hub . Valid values: • true: Return the target_color_scheme element. • false: Do not return the target_color_scheme element. Default: false
include_trendline_scores	String	Flag that indicates whether to return the trendline_scores element that contains an array of date-value pairs that define the Analytics Hub trendline. This parameter requires that *include_scores* is set to `true`.
key	Boolean	Flag that indicates whether to return results only for key indicators. Valid values: • true: Return the trendline_scores element. • false: Do not return the trendline_scores element . Default: false
limit	Number	Maximum number of scores to return.
page	String	Specify the page number. For example, when querying 20 indicators in the Analytics Hub with the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		default per_page value (10), specify a page value of 2 to retrieve the Analytics Hub for 11-20.
per_page	Number	Maximum number of indicators each query can return on a page. Default: 10 Maximum: 100
sortby	String	Value to use when sorting results. Valid values: • bullet • change • changeperc • date • default • direction • duedate • frequency • gap • gapperc • group • indicator_group • name • order • target • trend • value Default: value
sortdir	String	Sort direction. Valid values: • asc: Denotes ascending • des: Denotes descending Default: Descending
step	Number	Numeric value to skip scores, based on the indicator frequency. For example, specify a value of 3 to return only scores from every third day for a daily indicator, or from every third week for a weekly indicator.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
tags	String	Enter an indicator group sys_id to return the indicators in that group. Do not use *`uuid`* with this parameter.
target	Boolean	Flag that indicates whether to return results only for indicators that have a target set on the Analytics Hub . Valid values: • true: Only return results for indicators that have a target set. • false: Return results for all applicable indicators. Default: false
to	String	Latest date from which to return scores. Only scores from this date or earlier are returned. This parameter requires that *`include_scores`* is set to `true`.
uuid	String	Enter a colon-separated list of sys_id values to specify which indicators, breakdowns, aggregates, and domains to query. The parameter follows this format: <indicator_sys_id>:<breakdown_sys_id>:<elements_filter_sys_id or element_sys_ids>:<lvl-2 breakdown_sys_id>:<lvl-2 elements_filter_sys_id or element_sys_ids>:<aggregate_sys_id>;<domain_sys_id> The parameter must begin with the sys_id of an indicator record. Optionally, you can append the sys_id values of a breakdown and breakdown element to group the response based on the breakdown, and the sys_id of an aggregate to apply that aggregate. You can use a breakdown with an aggregate, or use only one. For information about obtaining the sys_id values of records, see Unique record identifier (sys_id). **Note:** If an indicator is configured to use a **Default time series**, all Analytics Hub values for that indicator use that time series aggregation.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In this example, the uuid parameter specifies the Number of open incidents indicator, and the breakdown parameter specifies the Priority breakdown. Both parameters have the sys_id of the respective records as their values. The query() function returns the results as an object.

```
var sc = new SNC.PAScorecard(); //in a scoped app, do not use
 the SNC namespace
sc.addParam('uuid', 'fb007202d7130100b96d45a3ce6103b4');
  // Number of open incidents
sc.addParam('breakdown', '0df47e02d7130100b96d45a3ce610399');
  // by Priority
var result = sc.query();  // Query results, which are returned
 as an object
for (var i = 0; i < result.length; i++)
gs.info(result[i].name + ': ' + result[i].value + ' ' +
 result[i].unit.display_value);
```

PAScorecard - query()

Perform a query based on the specified parameters and return the results as an object.

Before calling this method, configure parameters for the PAScorecard object by calling *`addParam(String parameter, String value)`*.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The PAScorecard object.

PAScorecard - result()

Get the last query result as an object.

This method does not perform a query. To perform a query before returning the result, use *`query()`*.

This function cannot run in a scope other than global.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The results from the last query, returned as a JS object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PASnapshot - Scoped

The *PASnapshot* API enables you to query information about Performance Analytics snapshots. Snapshots are the lists of records (sys_ids) that are collected at the time that the scores for those records are collected. A snapshot is made only for automated indicators with **Collect records** selected.

You can query information about a snapshot at a certain date using the indicator sys_id and date, and perform comparisons between snapshots for an indicator at different dates.

PASnapshot - getCompareIDs(String sys_id, Number date1, Number date2, String type)

Compares records in snapshots for a specified indicator at multiple dates, such as to identify records included in one snapshot but not the other.

Parameters

Name	Type	Description
sys_id	String	Indicator's sys_id.
date1	Number	Date of the first snapshot. Format: yyyymmdd
date2	Number	Date of the second snapshot. Format: yyyymmdd
type	String	Data to retrieve. Valid values: • all1: all records in the first snapshot • all2: all records in the second snapshot • shared: records that are in both snapshots • movedin: records that are in the first snapshot, but not the second • movedout: records that are in the second snapshot, but not the first

Returns

Type	Description
String	A comma-separated list of sys_id values.

```
var snapshot2 =
 PASnapshot.getCompareIDs('fb007202d7130100b96d45a3ce6103b4',
 20160430, 20160531, 'shared');
gs.info(snapshot2);
```

Output:

```
*** Script:
 09c01200d7002100b81145a3ce6103ab,19c01200d7002100b81145a3ce6103
e9,fcc01200d7002100b81145a3ce61035b,….
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PASnapshot - getCompareQuery(String sys_id, Number date1, Number date2, String type)

Returns the query used to compare records in snapshots for a specified indicator at multiple dates.

Parameters

Name	Type	Description
sys_id	String	Indicator's sys_id.
date1	Number	Date of the first snapshot. Format: yyyymmdd
date2	Number	Date of the second snapshot. Format: yyyymmdd
type	String	Specifies what data to retrieve. Valid values: • all1: all records in the first snapshot • all2: all records in the second snapshot • shared: records that are in both snapshots • movedin: records that are in the second snapshot, but not the first • movedout: records that are in the first snapshot, but not the second

Returns

Type	Description
String	The table, view, and encoded query as a JSON string.

```
var snapshot4 =
 PASnapshot.getCompareQuery('fb007202d7130100b96d45a3ce6103b4',
 20160530, 20160531, 'all1');
gs.info(snapshot4);
```

Output:

```
*** Script: {
  "view":"",
  "query":"sys_idINjavascript:new
 PAUtils().getCompareSnapshotIDs(\"fb007202d7130100b96d45a3ce610
3b4\",
  \"20160530\",
  \"20160531\",
  \"all1\")",
  "table":"incident"
}
```

PASnapshot - getIDs(String sys_id, Number date)

Returns the sys_id values for all records contained in the snapshot for a specified indicator at the specified date.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sys_id	String	Indicator's sys_id.
date	Number	Date when the snapshot was taken. Format: yyyymmdd

Returns

Type	Description
String	A comma-separated list of sys_id values.

```
var snapshot1 =
 PASnapshot.getIDs('fb007202d7130100b96d45a3ce6103b4',
 20160530);
gs.info(snapshot1);
```

Output:

```
*** Script:
 09c01200d7002100b81145a3ce6103ab,19c01200d7002100b81145a3ce6103
e9,fcc01200d7002100b81145a3ce61035b,….
```

PASnapshot - getQuery(String sys_id, Number date)

Returns the query used to generate the snapshot for a specified indicator at the specified date.

Parameters

Name	Type	Description
sys_id	String	Indicator's sys_id.
date	Number	Date the snapshot was taken. Format: yyyymmdd

Returns

Type	Description
String	The table, view, and encoded query as a JSON string.

```
var snapshot3 =
 PASnapshot.getQuery('fb007202d7130100b96d45a3ce6103b4',
 20160530);
gs.info(snapshot3);
```

Output:

```
*** Script: {
  "view":"",
  "query":"sys_idINjavascript:new
 PAUtils().getSnapshotIDs(\"fb007202d7130100b96d45a3ce6103b4\",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  \"20160530\")",
  "table":"incident"
}
```

PDAutomationProvider - Scoped, Global

The *PDAutomationProvider* API enables inserting an optional activity into a process while it's executing.

This API is part of the Playbooks plugin (com.glide.pad.core) and runs in the `sn_pad` namespace.

Calling scripts with this API requires at least one of the following:

- The caller must be in the same scope in which the optional activity trigger was created.
- Admin privileges.

A process is a series of activities ordered by lanes. An optional activity is predefined during process design. The activities aren't scheduled to run at a precise time. An activity can be assigned to a lane and made available to run during lane execution. An activity can be assigned to a process and made available to run during lane execution.

To create an optional activity, it must have the **Start rule** set to **Manual** in the Activities [sys_pd_activity] table. Playbooks doesn't currently support creating manual activities.

An agent adds the optional activity to a lane or activity relative to another activity. The process must be running to insert an optional activity.

See also:

- Design an automated process
- Process Automation Designer lanes and activities

PDAutomationProvider – activateProcess(String processDefinitionSysId)

Activates a playbook.

Parameters

Name	Type	Description
processDefinitionSysId	String	Sys_id of a playbook. Table: Process Definitions [sys_pd_process_definition]

Returns

Property	Description
Object	Object containing process definition activation details. `{ "errors": [Array] "process_definition": {Object}, "state": "String" }`
errors	List of errors. Empty if successful.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Property	Description
	Data type: Array of String(s)
process_definition	The activated playbook and its properties. Data type: Object `"process_definition": { "active": Boolean, "snapshot": {Object}, "status": "String" }`
process_definition.active	Flag that indicates whether the process definition for the deactivated playbook is active. Find process definitions in the Process Definitions [sys_pd_process_definition] list. Valid values: • true: The process definition for the deactivated playbook is active. • false: The process definition for the deactivated playbook is inactive. Data type: Boolean
process_definition.snapshot	Contains details about the process definition at the time of activation. Data type: Object `{ "snapshot": { "created": "String", "processDefinitionSysId": "String" } }`
process_definition. snapshot. created	The date that the playbook was created. Data type: String
process_definition. snapshot. processDefinitionSysId	The sys_id of the activated playbook. Data type: String
process_definition.status	Indicates the publishing status of the playbook. Possible values: • draft: The playbook is in draft state. • published: The playbook is in published state. Data type: String
state	Indicates whether your request to activate was successful or not.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Property	Description
	Possible values: • SUCCESS – The playbook was successfully activated. • FAILURE – The ID for the playbook was not found. Data type: Object

The following example shows how to activate a playbook.

```
var myPlaybook =
 sn_pad.PDAutomationProvider.activateProcess('cdd1b85e43000210d9
6e29c28ab8f275');
gs.info(JSON.stringify(myPlaybook));
```

Output:

```
{
  "process_definition": {
    "active": true,
    "snapshot": {
      "processDefinitionId": "cdd1b85e43000210d96e29c28ab8f275",
      "created": "2024-02-19 22:58:12"
    },
    "status": "published"
  },
  "state": "SUCCESS",
  "errors": []
}
```

PDAutomationProvider – addOptionalActivityRelativeToActivityContext(String contextID, String activityId, String where, String relativeToId)

Adds a specified optional activity to a process to be run relative to another activity during process execution.

An activity context is created for each activity when a process executes. The context also handles how the activity handles execution. For information, see Process Automation Designer lanes and activities.

Parameters

Name	Type	Description
contextID	String	Sys_id of the activity execution in which to add the optional activity. To access, click the process listed in the Process Executions [sys_pd_context] table. The execution selected must be in a state of **In Progress**.
activityId	String	Sys_id of the optional activity listed in the Activities [sys_pd_activity] table. **Note:** To create an optional activity, it must have the **Start rule** set to **Manual** in the Activities [sys_pd_activity] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
where	String	Indicates where to place the activity in the process. Valid values: • AFTER – Execute this activity after the relative activity context. • WITH – Execute the activity at the same time as another relative activity context.
relativeToId	String	ID of the relative activity context that the optional activity will run after or with. Listed in the Activity Context [sys_pd_activity_context] table.

Returns

Type	Description
Boolean	Flag that indicates whether the activity was successfully scheduled to run. Possible values: • true: Activity is successfully scheduled to run. The output is a string stating `success`. • false: Activity isn't successfully scheduled to run. The output is an array of one or more error messages. If errors, list of one or more error messages. Message stating `Array of 0 or more elements` otherwise.
Array	If errors, list of one or more error messages. Message stating `Array of 0 or more elements` otherwise. Possible error messages: • `Invalid Optional activity Id`: The sys_id provided for the *`activityId`* parameter is invalid. • `Invalid PD context Id`: The Process Designer (PD) sys_id provided in the *`contextID`* parameter is invalid. • `Invalid position type`:The position type provided is invalid. See the description of the *`where`* parameter for valid types. • `Invalid Relative-to Id`: The sys_id provided for the *`relativeToId`* parameter is invalid. • `Optional activity not found`: The sys_id provided for the *`activityId`* parameter wasn't found. • `Process must still be active`: The process containing this activity must be active to run the optional activity. • `Relative activity context not found` : The sys_id provided for the *`relativeToId`* parameter was not found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to run an optional activity simultaneously with the relative activity context.

```
var contextId = '<context_id>';
var optionalActivityId = '<optional_activity_id>';
var where = 'WITH'; // options AFTER, WITH
var relativeToId = '<relative_activity_context_id>'; // relative
 activity context ID

var response =
 sn_pad.PDAutomationProvider.addOptionalActivityRelativeToActivi
tyContext(contextId, optionalActivityId, where, relativeToId);

gs.info(JSUtil.describeObject(response));
```

Output (success):

```
success: boolean = true
errors: Array of 0 elements
```

PDAutomationProvider – addOptionalActivityRelativeToLaneContext(String contextID, String activityId, String where, String relativeToId)

Assigns an optional activity to a lane to run during that lane's execution context.

A lane context is created for each lane when a process executes. The context also handles how the lane handles execution. For information, see Process Automation Designer lanes and activities.

Parameters

Name	Type	Description
contextID	String	Sys_id of the activity execution in which to add the optional activity. To access, click the process listed in the Process Executions [sys_pd_context] table. The execution selected must be in a state of **In Progress**.
activityId	String	Sys_id of the optional activity listed in the Activities [sys_pd_activity] table. **Note:** To create an optional activity, it must have the **Start rule** set to **Manual** in the Activities [sys_pd_activity] table.
where	String	Indicates where to place the activity in the process. Valid values: • LAST – Execute as the final activity in a lane context. • NEXT – Execute in the next activity in a lane context.
relativeToId	String	ID of the relative lane context in which the optional activity is to run. Listed in the Lane Context [sys_pd_lane_context] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the activity was successfully scheduled to run. Possible values: • true: Activity is successfully scheduled to run. The output is a string stating `success`. • false: Activity isn't successfully scheduled to run. The output is an array of one or more error messages.
Array	If errors, list of one or more error messages. Message stating `Array of 0 or more elements` otherwise. Possible error messages: • `Invalid Optional activity Id`: The sys_id provided for the *`activityId`* parameter is invalid. • `Invalid PD context Id`: The Process Designer (PD) sys_id provided in the *`contextID`* parameter is invalid. • `Invalid position type`:The position type provided is invalid. See the description of the *`where`* parameter for valid types. • `Invalid Relative-to Id`: The sys_id provided for the *`relativeToId`* parameter is invalid. • `Optional activity cannot be added to lane`: The optional activity provided in the *`activityId`* parameter can't be added relative to the lane provided in the *`relativeToId`* parameter. Make sure that the **Activity Execution** selected is in the **In Progress** state. • `Optional activity not found`: The sys_id provided for the *`activityId`* parameter wasn't found. • `Process must still be active`: The process containing this activity must be active to run the optional activity. • `Relative lane context not found` : The sys_id provided for the *`relativeToId`* parameter was not found.

The following example shows how to run an optional activity as the final activity in a lane context.

```
var contextId = '<context_id>';
var optionalActivityId = '<optional_activity_id>';
var where = 'LAST'; // options LAST, NEXT
var relativeToId = '<relative_lane_context_id>'; // relative
 lane context ID

var response =
 sn_pad.PDAutomationProvider.addOptionalActivityRelativeToLaneCo
ntext(contextId, optionalActivityId, where, relativeToId);

gs.info(JSUtil.describeObject(response));
```

Output (success):

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
success: boolean = true
errors: Array of 0 elements
```

PDAutomationProvider – deactivateProcess(String processDefinitionSysId)

Deactivates a playbook.

Parameters

Name	Type	Description
processDefinitionSysId	String	Sys_id of a playbook. Table: Process Definitions [sys_pd_process_definition]

Returns

Property	Description
Object	Object containing process definition deactivation details. `{ "errors": [Array] "process_definition": {Object}, "state": "String" }`
errors	List of errors. Empty if successful. Data type: Array of String(s)
process_definition	The deactivated playbook and its properties. Data type: Object `"process_definition": { "active": Boolean, "snapshot": {Object}, "status": "String" }`
process_definition.active	Indicates whether the process definition for the deactivated playbook is active. Find process definitions in the Process Definitions [sys_pd_process_definition] list. Possible values: • true: The process definition for the deactivated playbook is active. • false: The process definition for the deactivated playbook is inactive. Data type: Boolean
process_definition.description	Details about your deactivated playbook. Data type: String
process_definition.label	The name of the deactivated playbook that users see in the interface.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Property	Description
	Data type: String
process_definition.name	The name for the deactivated playbook in the code. Only used as a request parameter in scripting. Data type: String
process_definition.scope	The sys_id of the application scope that your playbook is deactivated for. Data type: String
process_definition.status	If the playbook is published, it changes back to a draft. Data type: String
state	Indicates whether deactivation was successful. Possible values: • SUCCESS – The playbook was successfully deactivated. • FAILURE – The ID for the playbook was not found. Data type: String

Deactivate the playbook.

```
sn_pad.PDAutomationProvider.deactivateProcess('cdd1b85e43000210d96e29c28ab8f275')
```

Outputs:

```
{"process_definition":{"scope":"global","name":"test","active":true,"description":"","label":"test","status":"draft"},"state":"SUCCESS"}
```

PDAutomationProvider – duplicateProcess(String processDefinitionSysId, String label, String description, String scopeId, String triggerTypeId)

Duplicates a playbook.

Parameters

Name	Type	Description
processDefinitionSysId	String	Sys_id of a playbook. Table: Process Definitions [sys_pd_process_definition]
label	String	The name of the duplicated playbook.
description	String	Optional. Add details about your playbook.
scopeId	String	The sys_id of the application scope that you want your playbook to run in. The scoped name is from the Process

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Definition [sys_pd_process_definition] table in the format `scope.name`. Entering the sys_id for the global scope lets your playbook run in any application scope.
triggerTypeId	String	The sys_id of the trigger from which to initiate playbook runs. Find the trigger type in the Trigger Type [sys_pd_trigger_type] table and copy its sys_id.

Returns

Property	Description
Object	Object containing process definition duplication details. `{ "errors": [Array] "processDefinitionSysId": "String", "state": "String" }`
errors	List of errors. Empty if successful. Data type: Array of String(s) Possible error messages: • `Scope not found for scopeId: xyz` • `Process definition not found for id: xyz` • `Trigger type not found for triggerTypeId: xyz`
processDefinitionSysId	The sys_id of the new playbook in the Process Definitions [sys_pd_process_definition] table. Data type: String
state	Indicates whether playbook duplication was successful. Possible values: • SUCCESS – The playbook was successfully duplicated. • FAILURE – The ID for the playbook, application scope, or trigger was not found. Data type: Object

This example shows how to duplicate a playbook with the sys_id `f8ca6192ec210210f8772cbd595eab20`. The new playbook is named **Playbook 2.0**, has an application scope of **Global**, and is triggered when a record is created. The **Record Create** trigger type has a sys_id of `ab6951170f1200108c87f4f0ff767e4f`.

```
sn_pad.PDAutomationProvider.duplicateProcess('f8ca6192ec210210f8
772cbd595eab20', 'Playbook 2.0', '', 'global',
 'ab6951170f1200108c87f4f0ff767e4f');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
{"processDefinitionSysId":"6e4f0b8fece9c210f8772cbd595eabda","st
ate":"SUCCESS"}
```

PDFGenerationAPI - Scoped, Global

The *PDFGenerationAPI* provides support for PDF conversion and handling PDF fields.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

Use the *glide.pdf.url.whitelist* property to add an extra layer of validation to ensure whether any external URL introduced should be included in the generated PDF. If the system property glide.pdf.url.whitelisting.enabled is set to true, the PDF does not process URL content unless it is listed in the Value field of the com.snc.pdf.whitelisted_urls system property. These properties are listed in the System Properties [sys_properties] table. For more information, see Available system properties.

Note: The maximum PDF size is 50 MB.

The methods in this class enable the following tasks:

- Dynamically generate a PDF from an HTML string and attach it to a record
  - A4 size without headers or footers – PDFGenerationAPI – convertToPDF(String html, String targetTable, String targetTableSysId, String pdfName, String fontFamilySysId, Object documentConfiguration)
  - Customizable page size with options for header and footer – PDFGenerationAPI – convertToPDFWithHeaderFooter(String html, String targetTable, String targetTableSysId, String pdfName, Object headerFooterInfo, String fontFamilySysId, Object documentConfiguration)
- Queue a PDF to be generated from an HTML string and attached to a record
  - A4 size without headers or footers – PDFGenerationAPI – convertToPDFAsync(String html, String targetTable, String targetTableSysId, String pdfName, String fontFamilySysId, Object documentConfiguration)
  - Customizable page size with options for header and footer – PDFGenerationAPI – convertToPDFWithHeaderFooterAsync(String html, String targetTable, String targetTableSysId, String pdfName, Object headerFooterInfo, String fontFamilySysId, Object documentConfiguration)
- Fill fields in a PDF
  - PDFGenerationAPI – fillDocumentFieldsAndFlatten(Object fieldsMap, String sysId, String tableName, String tableSysId, String pdfName, Object flatten)
  - PDFGenerationAPI – fillDocumentFields(Object fieldsMap, String sysId, String tableName, String tableSysId, String pdfName)
  - PDFGenerationAPI – isDocumentFillable(String sysId)
- Sign a PDF
  - PDFGenerationAPI – fillFieldsAndMergeSignature(Object fieldsMap, String sysId, String tableName, String tableSysId, String pdfName, PdfMergeSignRequestor requestor, Object flatten)
  - PDFGenerationAPI – getFilledDocumentWithSignatureAsBase64(Object fieldsMap, String sysId, PdfMergeSignRequestor requestor, Object flatten)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Restrict editing filled fields as flattened or partially flattened – PDFGenerationAPI – fillDocumentFieldsAndFlatten(Object fieldsMap, String sysId, String tableName, String tableSysId, String pdfName, Object flatten)
- Retrieve PDF page size and field data
  - PDFGenerationAPI – getPdfPageSizes(String sysId)
  - PDFGenerationAPI – getDocumentFieldsType(String sysId)
  - PDFGenerationAPI – getDocumentFields(String sysId)
- Redact information in a PDF – PDFGenerationAPI – redact(Object inputJson)

Note: These methods can also be used for documents created by non-catalog items.

Related APIs:

- PdfMergeSignRequestor
- SVGToPDFConversionAPI

PDFGenerationAPI – PDFGenerationAPI()

Instantiates a new *PDFGenerationAPI* object.

Parameters

Name	Type	Description
None		

The following example shows how to create a *PDFGenerationAPI* object.

```
var v = new sn_pdfgeneratorutils.PDFGenerationAPI;
```

PDFGenerationAPI – convertToPDF(String html, String targetTable, String targetTableSysId, String pdfName, String fontFamilySysId, Object documentConfiguration)

Converts an HTML string to a PDF document.

This method creates a PDF using the page size A4 – 595 × 842 points. Content will be truncated if it exceeds this size.

To generate a PDF with additional settings, such as page size, orientation, and page numbers, use convertToPDFWithHeaderFooter().

Parameters

Name	Type	Description
html	String	HTML to convert to a PDF document.
targetTable	String	Name of the table on which to attach the converted PDF.
targetTableSysId	String	Sys_id of the record on which to attach the converted PDF.
pdfName	String	Name to give the PDF. Default: Sys_id of the PDF in the Attachments [sys_attachment] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
fontFamilySysId	String	Optional. Sys_id of the font family to use for the PDF. This sys_id is from the PDF Generation Font Family [sys_pdf_generation_font_family] table. Default: none
documentConfiguration	Object	Optional. Object containing a table of contents configuration and a page number configuration. `{ "accessibilityEnabled" : Boolean, "toc_config" : "String", "page_number_config": "String" }`
documentConfiguration.accessibilityEnabled	Boolean	Optional. Flag that indicates whether to format the generated PDF to support accessibility. When this feature is enabled, accessibility tags will be available in the PDF tag tree to help users who rely on screen readers to navigate, understand, and interact with the generated PDF documents. Valid values: • true: The generated PDF is formatted for accessibility. • false: The generated PDF is not formatted for accessibility. Default: False
documentConfiguration.toc_config	String	Optional. Sys_id of the table of contents configuration to use for the PDF. This sys_id is from the Table of Contents Configuration [doc_toc_config] table. Default: none
documentConfiguration.page_number_config	String	Optional. Sys_id of the page number configuration to use for the PDF. This sys_id is from the Page Number Configuration [doc_page_number_config] table. Default: none

Returns

Type	Description
Object	Object containing sys_id of the PDF attachment if conversion is successful, error message otherwise. `{ "attachment_id": "String", "message": "String", "request_id": "String", "status": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.attachment_id	If HTML conversion is successful, sys_id of the converted and attached PDF. The file is listed in the Attachments [sys_attachment] table. Data type: String
<Object>.message	Message confirming success or error. Possible values: • Conversion failed. – No PDF created. Make sure the values provided are accurate. • Conversion is successful. – The HTML successfully converted to PDF. • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • No Form associated with pdf to fill. attachmentSysId: <sys_id> • No editable fields exist with specified names. Please check and try again. field names: <field names> • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Request completed successfully – Operation is successful. • Undefined – Sys_id provided does not exist or is not a PDF attachment. • <URL> is not listed in whitelisted URL, please check URL whitelisting property : "glide.pdf.url.whitelisting.enabled" and "com.snc.pdf.whitelisted_urls" – If the system property glide.pdf.url.whitelisting.enabled is set to true, the PDF does not process URL content unless it is listed in the Value field of the com.snc.pdf.whitelisted_urls system property. These properties are listed in the System Properties [sys_properties] table. Data type: String
<Object>.request_id	Sys_id of the change producer request record. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how to convert HTML to a PDF and attach it to a record in the Incident [incident] table.

```
var v = new sn_pdfgeneratorutils.PDFGenerationAPI;

//  (Option) get HTML from the description field of an incident
 record
var gr = new GlideRecord("incident");
var html;

if (gr.get("<tableSysId>")) {
 html = gr.description.toString();
}

var result = v.convertToPDF(html, "incident", "<target_sys_id>",
 "myPDF");
gs.info(JSON.stringify(result));
```

Output:

```
{"attachment_id":"<sys_id>","message":"Conversion is
 successful.","request_id":"<change_sys_id>","status":"success"}
```

PDFGenerationAPI – convertToPDFAsync(String html, String targetTable, String targetTableSysId, String pdfName, String fontFamilySysId, Object documentConfiguration)

Stages a job that converts an HTML string to a PDF document asynchronously. Asynchronous processing enables you to work in the instance while the PDF conversion is in progress. This is especially helpful for larger PDF exports.

This API creates a PDF using the page size A4 – 595 × 842 points. Content will be truncated if it exceeds this size.

To generate a PDF with additional settings, such as page size, orientation, and page numbers, use convertToPDFWithHeaderFooterAsync().

Parameters

Name	Type	Description
html	String	HTML to convert to a PDF document.
targetTable	String	Name of the table on which to attach the converted PDF.
targetTableSysId	String	Sys_id of the record on which to attach the converted PDF.
pdfName	String	Name to give the PDF.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: Sys_id of the PDF in the Attachments [sys_attachment] table.
fontFamilySysId	String	Optional. Sys_id of the font family to use for the PDF. This sys_id is from the PDF Generation Font Family [sys_pdf_generation_font_family] table. Default: none
documentConfiguration	Object	Optional. Object containing a table of contents configuration and a page number configuration. `{ "accessibilityEnabled" : Boolean, "toc_config" : "String", "page_number_config": "String" }`
documentConfiguration.accessibilityEnabled	Boolean	Optional. Flag that indicates whether to format the generated PDF to support accessibility. When this feature is enabled, accessibility tags will be available in the PDF tag tree to help users who rely on screen readers to navigate, understand, and interact with the generated PDF documents. Valid values: • true: The generated PDF is formatted for accessibility. • false: The generated PDF is not formatted for accessibility. Default: False
documentConfiguration.toc_config	String	Optional. Sys_id of the table of contents configuration to use for the PDF. This sys_id is from the Table of Contents Configuration [doc_toc_config] table. Default: none
documentConfiguration.page_number_config	String	Optional. Sys_id of the page number configuration to use for the PDF. This sys_id is from the Page Number Configuration [doc_page_number_config] table. Default: none

Returns

Type	Description
Object	Object indicating whether the PDF conversion is in progress. You can review the conversion status in the PDF Generation Status [sys_pdf_generation_status] table. `{ "message": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"request_id": "String"
	}</pre>

<Object>.message	Message confirming success or error. Possible values: • HTML to PDF Conversion is in progress. – Request to convert HTML to a PDF document is successful. • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • No Form associated with pdf to fill. attachmentSysId: <sys_id> • No editable fields exist with specified names. Please check and try again. field names: <field names> • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Undefined – Sys_id provided does not exist or is not a PDF attachment. • <URL> is not listed in whitelisted URL, please check URL whitelisting property : "glide.pdf.url.whitelisting.enabled" and "com.snc.pdf.whitelisted_urls" – If the system property glide.pdf.url.whitelisting.enabled is set to true, the PDF does not process URL content unless it is listed in the Value field of the com.snc.pdf.whitelisted_urls system property. These properties are listed in the System Properties [sys_properties] table. Data type: String
<Object>.request_id	Sys_id of the change producer request record. Data type: String

The following example shows how to queue a task that converts HTML to a PDF. When the conversion is complete, the PDF named "myPDF" is attached to the target record in the Incident [incident] table.

```
var v = new sn_pdfgeneratorutils.PDFGenerationAPI;

//  (Option) get HTML from the description field of an incident
 record
var gr = new GlideRecord("incident");
var html;

if (gr.get("<tableSysId>")) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 html = gr.description.toString();
}

var result = v.convertToPDFAsync(html, "incident",
 "<target_sys_id>", "myPDF");
gs.info(JSON.stringify(result));
```

Output:

```
{"message":"HTML to PDF Conversion is in
 progress.","request_id":"<sys_id>"}
```

PDFGenerationAPI – convertToPDFWithHeaderFooter(String html, String targetTable, String targetTableSysId, String pdfName, Object headerFooterInfo, String fontFamilySysId, Object documentConfiguration)

Converts an HTML string into a PDF with header and footer content.

Use this method to generate PDFs with page settings:

- Header and footer information
- Margin sizes
- Orientation
- Enumeration
- Page size

Parameters

Name	Type	Description
html	String	HTML to convert to a PDF document.
targetTable	String	Name of the table on which to attach the converted PDF.
targetTableSysId	String	Sys_id of the record on which to attach the converted PDF.
pdfName	String	Name to give the PDF. Default: Sys_id of the PDF in the Attachments [sys_attachment] table.
headerFooterInfo	Object	Defines PDF header and footer details. `{ "FooterImageAlignment": "String", "FooterImageAttachmentId": "String", "FooterImageHeight": "String", "FooterText": "String", "FooterTextAlignment": "String", "GeneratePageNumber": "String", "HeaderImageAlignment": "String", "HeaderImageAttachmentId": "String", "HeaderImageHeight": "String", "LeftOrRightMargin": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>{
		  "PageOrientation": "String",
		  "PageSize": "String",
		  "TopOrBottomMargin": "String"
		}</pre>

headerFooterInfo. FooterImageAlignment	String	Sets the image position in the footer. Valid values: • BOTTOM_CENTER: Position the image in the bottom center of the footer. • BOTTOM_LEFT: Position the image in the bottom left area of the footer. • BOTTOM_RIGHT: Position the image in the bottom right area of the footer. • TOP_CENTER: Position the image in the top center of the footer. • TOP_LEFT: Position the image in the top left area of the footer. • TOP_RIGHT: Position the image in the top right area of the footer.
headerFooterInfo. FooterImageAttachmentId	String	Sys_id of the footer image in the Attachments [sys_attachment] table. To determine if the file type is supported in your instance, Navigate to **System Properties**, **Security**, and check if it's listed in **List of file extensions (comma-separated) that can be attached** field.
headerFooterInfo. FooterImageHeight	String	Height of footer image. Default: 50 points
headerFooterInfo. FooterText	String	Footer text to place at the bottom of each PDF page.
headerFooterInfo. FooterTextAlignment	String	Sets the text position in the footer. Make sure this value does not match or conflict with the area provided in *`headerFooterInfo.FooterImageAlignment`*. Valid values: • BOTTOM_CENTER: Position the text in the bottom center of the footer. • BOTTOM_LEFT: Position the text in the bottom left area of the footer. • BOTTOM_RIGHT: Position the text in the bottom right area of the footer. • TOP_CENTER: Position the text in the top center of the footer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• TOP_LEFT: Position the text in the top left area of the footer. • TOP_RIGHT: Position the text in the top right area of the footer.
headerFooterInfo. GeneratePageNumber	String	Flag that indicates whether to generate a PDF page number. Valid values: • true: Generate page numbers. • false: Do not generate page numbers. Default: true
headerFooterInfo. HeaderImageAlignment	String	Sets the image position in the header. Valid values: • center: Position the image in the center of the header. • left: Position the image on the left side of the header. • right: Position the image on the right side of the header.
headerFooterInfo. HeaderImageAttachmentId	String	Sys_id of the header image in the Attachments [sys_attachment] table. To determine if the file type is supported in your instance, Navigate to **System Properties**, **Security**, and check if it's listed in **List of file extensions (comma-separated) that can be attached** field.
headerFooterInfo. HeaderImageHeight	String	Height of the header image. Default: 50 points
headerFooterInfo. LeftOrRightMargin	String	Size of the left and right margins. If positioned in the left or right side of the page, header/footer details are placed within in this area. Default: 36 points
headerFooterInfo. PageOrientation	String	Page orientation. Valid values: • PORTRAIT • LANDSCAPE Default: Portrait
headerFooterInfo. PageSize	String	Document page size. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• A4 – 595 × 842 points • LETTER – 612 × 792 points • LEDGER – 792 x 1224 points Content will be truncated if it exceeds the page size.
headerFooterInfo. TopOrBottomMargin	String	Size of the top and bottom margins. Header and footer details are placed within in this area. Default: 72 points
fontFamilySysId	String	Optional. Sys_id of the font family to use for the PDF. This sys_id is from the PDF Generation Font Family [sys_pdf_generation_font_family] table. Default: none
documentConfiguration	Object	Optional. Object containing a table of contents configuration and a page number configuration. `{ "accessibilityEnabled" : Boolean, "toc_config" : "String", "page_number_config": "String" }`
documentConfiguration.accessibilityEnabled	Boolean	Optional. Flag that indicates whether to format the generated PDF to support accessibility. When this feature is enabled, accessibility tags will be available in the PDF tag tree to help users who rely on screen readers to navigate, understand, and interact with the generated PDF documents. Valid values: • true: The generated PDF is formatted for accessibility. • false: The generated PDF is not formatted for accessibility. Default: False
documentConfiguration.toc_config	String	Optional. Sys_id of the table of contents configuration to use for the PDF. This sys_id is from the Table of Contents Configuration [doc_toc_config] table. Default: none
documentConfiguration.page_number_config	String	Optional. Sys_id of the page number configuration to use for the PDF. This sys_id is from the Page Number Configuration [doc_page_number_config] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: none

Returns

Type	Description
Object	Object containing sys_id of the PDF attachment if conversion is successful, error message otherwise. `{ "attachment_id": "String", "message": "String", "request_id": "String", "status": "String" }`
<Object>. attachment_id	If HTML conversion is successful, sys_id of the converted and attached PDF. The file is listed in the Attachments [sys_attachment] table. Data type: String
<Object>.message	Message confirming success or error. Possible values: • Conversion failed. – No PDF created. Make sure the values provided are accurate. • Conversion is successful. – The HTML successfully converted to PDF. • Footer Image alignment and text alignment cannot be in the same region with same alignment: <footerImageAlignment value> – Make sure that *`headerFooterInfo.FooterImageAlignment`* and *`headerFooterInfo.FooterTextAlignment`* values are not in the same area. • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • Invalid footer image alignment: <invalid_option> is provided. – Provide a valid option in the *`headerFooterInfo.FooterImageAlignment`* property. • Invalid footer text alignment: " + <invalid_option> + " is provided. – Provide a valid option in the *`headerFooterInfo.footerTextAlignment`* property. • No Form associated with pdf to fill. attachmentSysId: <sys_id>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• No editable fields exist with specified names. Please check and try again. field names: <field names> • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Request completed successfully – Operation is successful. • Unable to get the footer image. sysId: + <value provided> – Make sure the sys_id provided for *headerFooterInfo.footerImageId* is accurate. • Unable to get the header image. sysId: + <value provided> – Make sure the sys_id provided for *headerFooterInfo.headerImageId* is accurate. • Undefined – Sys_id provided does not exist or is not a PDF attachment. • <URL> is not listed in whitelisted URL, please check URL whitelisting property : "glide.pdf.url.whitelisting.enabled" and "com.snc.pdf.whitelisted_urls" – If the system property glide.pdf.url.whitelisting.enabled is set to true, the PDF does not process URL content unless it is listed in the Value field of the com.snc.pdf.whitelisted_urls system property. These properties are listed in the System Properties [sys_properties] table. Data type: String
<Object>.request_id	Sys_id of the change producer request record. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how to convert HTML to a PDF named "myPDF" and add the PDF as an attachment to a record in the Incident [incident] table. The PDF contains header and footer provided via attachment.

```
var v = new sn_pdfgeneratorutils.PDFGenerationAPI;

//  (Option) get HTML from the description field of an incident
 record
var gr = new GlideRecord("incident");
var html;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
if (gr.get("<tableSysId>")) {
 html = gr.description.toString();
}

var hfInfo = new Object();
hfInfo["HeaderImageAttachmentId"] = "<hdrImgAttSysId>";
hfInfo["HeaderImageAlignment"] = "left";
hfInfo["FooterImageAttachmentId"] = "<ftrImgAttSysId>";
hfInfo["FooterImageAlignment"] = "TOP_CENTER";
hfInfo["FooterText"] = "Sample Footer Message";
hfInfo["PageSize"] = "A4";
hfInfo["GeneratePageNumber"] = "false";
hfInfo["TopOrBottomMargin"] = "36";
hfInfo["LeftOrRightMargin"] = "24";

var result = v.convertToPDFWithHeaderFooter(html, "incident",
 "<targetTbl_sys_id>", "myPDF", hfInfo);
gs.info(JSON.stringify(result));
```

Output:

```
{"attachment_id":"<sys_id>","message":"Conversion is
 successful.","request_id":"<change_sys_id>","status":"success"}
```

PDFGenerationAPI – convertToPDFWithHeaderFooterAsync(String html, String targetTable, String targetTableSysId, String pdfName, Object headerFooterInfo, String fontFamilySysId, Object documentConfiguration)

Stages a job that converts an HTML string into a PDF with header and footer content asynchronously. Asynchronous processing enables you to work in the instance while the PDF conversion is in progress. This is especially helpful for larger PDF exports.

Use this method to generate PDFs with page settings:

- Header and footer information
- Margin sizes
- Orientation
- Enumeration
- Page size

Parameters

Name	Type	Description
html	String	HTML to convert to a PDF document.
targetTable	String	Name of the table on which to attach the converted PDF.
targetTableSysId	String	Sys_id of the record on which to attach the converted PDF.
pdfName	String	Name to give the PDF. Default: Sys_id of the PDF in the Attachments [sys_attachment] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

headerFooterInfo	Object	Defines PDF header and footer details.
		<pre>{
		  "FooterImageAlignment": "String",
		  "FooterImageAttachmentId":
		 "String",
		  "FooterImageHeight": "String",
		  "FooterText": "String",
		  "FooterTextAlignment": "String",
		  "GeneratePageNumber": "String",
		  "HeaderImageAlignment": "String",
		  "HeaderImageAttachmentId":
		 "String",
		  "HeaderImageHeight": "String",
		  "LeftOrRightMargin": "String",
		  "PageOrientation": "String",
		  "PageSize": "String",
		  "TopOrBottomMargin": "String"
		}</pre>

headerFooterInfo. FooterImageAlignment	String	Sets the image position in the footer. Valid values: • BOTTOM_CENTER: Position the image in the bottom center of the footer. • BOTTOM_LEFT: Position the image in the bottom left area of the footer. • BOTTOM_RIGHT: Position the image in the bottom right area of the footer. • TOP_CENTER: Position the image in the top center of the footer. • TOP_LEFT: Position the image in the top left area of the footer. • TOP_RIGHT: Position the image in the top right area of the footer.
headerFooterInfo. FooterImageAttachmentId	String	Sys_id of the footer image in the Attachments [sys_attachment] table. To determine if the file type is supported in your instance, Navigate to **System Properties**, **Security**, and check if it's listed in **List of file extensions (comma-separated) that can be attached** field.
headerFooterInfo. FooterImageHeight	String	Height of footer image. Default: 50 points
headerFooterInfo. FooterText	String	Footer text to place at the bottom of each PDF page.
headerFooterInfo. FooterTextAlignment	String	Sets the text position in the footer. Make sure this value does not match

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		or conflict with the area provided in *headerFooterInfo.FooterImageAlignment*. Valid values: • BOTTOM_CENTER: Position the text in the bottom center of the footer. • BOTTOM_LEFT: Position the text in the bottom left area of the footer. • BOTTOM_RIGHT: Position the text in the bottom right area of the footer. • TOP_CENTER: Position the text in the top center of the footer. • TOP_LEFT: Position the text in the top left area of the footer. • TOP_RIGHT: Position the text in the top right area of the footer.
headerFooterInfo. GeneratePageNumber	String	Flag that indicates whether to generate a PDF page number. Valid values: • true: Generate page numbers. • false: Do not generate page numbers. Default: true
headerFooterInfo. HeaderImageAlignment	String	Sets the image position in the header. Valid values: • center: Position the image in the center of the header. • left: Position the image on the left side of the header. • right: Position the image on the right side of the header.
headerFooterInfo. HeaderImageAttachmentId	String	Sys_id of the header image in the Attachments [sys_attachment] table. To determine if the file type is supported in your instance, Navigate to **System Properties**, **Security**, and check if it's listed in **List of file extensions (comma-separated) that can be attached** field.
headerFooterInfo. HeaderImageHeight	String	Height of the header image. Default: 50 points
headerFooterInfo. LeftOrRightMargin	String	Size of the left and right margins. If positioned in the left or right side of the page, header/footer details are placed within in this area.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: 36 points
headerFooterInfo. PageOrientation	String	Page orientation. Valid values: • PORTRAIT • LANDSCAPE Default: Portrait
headerFooterInfo. PageSize	String	Document page size. Valid values: • A4 – 595 × 842 points • LETTER – 612 × 792 points • LEDGER – 792 x 1224 points Content will be truncated if it exceeds the page size.
headerFooterInfo. TopOrBottomMargin	String	Size of the top and bottom margins. Header and footer details are placed within in this area. Default: 72 points
fontFamilySysId	String	Optional. Sys_id of the font family to use for the PDF. This sys_id is from the PDF Generation Font Family [sys_pdf_generation_font_family] table. Default: none
documentConfiguration	Object	Optional. Object containing a table of contents configuration and a page number configuration. `{ "accessibilityEnabled" : Boolean, "toc_config" : "String", "page_number_config": "String" }`
documentConfiguration.accessibilityEnabled	Boolean	Optional. Flag that indicates whether to format the generated PDF to support accessibility. When this feature is enabled, accessibility tags will be available in the PDF tag tree to help users who rely on screen readers to navigate, understand, and interact with the generated PDF documents. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: The generated PDF is formatted for accessibility. • false: The generated PDF is not formatted for accessibility. Default: False
documentConfiguration.toc_config	String	Optional. Sys_id of the table of contents configuration to use for the PDF. This sys_id is from the Table of Contents Configuration [doc_toc_config] table. Default: none
documentConfiguration.page_number_config	String	Optional. Sys_id of the page number configuration to use for the PDF. This sys_id is from the Page Number Configuration [doc_page_number_config] table. Default: none

Returns

Type	Description
Object	
<Object>.message	Message confirming success or error. Possible values: • HTML to PDF Conversion is in progress. – Request to convert HTML to a PDF document is successful. • Footer Image alignment and text alignment cannot be in the same region with same alignment: <footerImageAlignment value> – Make sure that *`headerFooterInfo.FooterImageAlignment`* and *`headerFooterInfo.FooterTextAlignment`* values are not in the same area. • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • Invalid footer image alignment: <invalid_option> is provided. – Provide a valid option in the *`headerFooterInfo.FooterImageAlignment`* property. • Invalid footer text alignment: " + <invalid_option> + " is provided. – Provide a valid option in the *`headerFooterInfo.footerTextAlignment`* property. • No Form associated with pdf to fill. attachmentSysId: <sys_id>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• No editable fields exist with specified names. Please check and try again. field names: <field names> • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Unable to get the footer image. sysId: + <value provided> – Make sure the sys_id provided for *headerFooterInfo.footerImageId* is accurate. • Unable to get the header image. sysId: + <value provided> – Make sure the sys_id provided for *headerFooterInfo.headerImageId* is accurate. • Undefined – Sys_id provided does not exist or is not a PDF attachment. • <URL> is not listed in whitelisted URL, please check URL whitelisting property : "glide.pdf.url.whitelisting.enabled" and "com.snc.pdf.whitelisted_urls" – If the system property glide.pdf.url.whitelisting.enabled is set to true, the PDF does not process URL content unless it is listed in the Value field of the com.snc.pdf.whitelisted_urls system property. These properties are listed in the System Properties [sys_properties] table. Data type: String
<Object>.request_id	Sys_id of the change producer request record. Data type: String

The following example shows how to queue a task that converts HTML to a PDF. The PDF contains header and footer provided via attachment. When the conversion is complete, the PDF named "myPDF" is attached to the target record in the Incident [incident] table.

```
var v = new sn_pdfgeneratorutils.PDFGenerationAPI;

//  (Option) get HTML from the description field of an incident
 record
var gr = new GlideRecord("incident");
var html;

if (gr.get("<tableSysId>")) {
 html = gr.description.toString();
}

var hfInfo = new Object();
hfInfo["HeaderImageAttachmentId"] = "<hdrImgAttSysId>";
hfInfo["HeaderImageAlignment"] = "left";
hfInfo["FooterImageAttachmentId"] = "<ftrImgAttSysId>";
hfInfo["FooterImageAlignment"] = "TOP_CENTER";
hfInfo["FooterText"] = "Sample Footer Message";
hfInfo["PageSize"] = "A4";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
hfInfo["GeneratePageNumber"] = "false";
hfInfo["TopOrBottomMargin"] = "36";
hfInfo["LeftOrRightMargin"] = "24";

var result = v.convertToPDFWithHeaderFooterAsync(html,
 "incident", "<targetTbl_sys_id>", "myPDF", hfInfo);
gs.info(JSON.stringify(result));
```

Output:

```
{"message":"HTML to PDF Conversion is in
 progress.","request_id":"<sys_id>"}
```

PDFGenerationAPI – fillDocumentFields(Object fieldsMap, String sysId, String tableName, String tableSysId, String pdfName)

Fills fields in an editable PDF and attaches it to the provided record.

Use the following methods to determine if the PDF is fillable and get field information:

- isDocumentFillable()
- getDocumentFields()
- getDocumentFieldsType()

PDFGenerationAPI provides additional fill methods with different options:

- fillDocumentFieldsAndFlatten() – Fills fields in an editable PDF, flattens the data fields, and attaches it to the provided record.
- fillFieldsAndMergeSignature() – Fills fields in an editable PDF, adds signature image, flattens the data fields, and attaches it to the provided record.
- getFilledDocumentWithSignatureAsBase64() – Fills fields in an editable PDF, creates an image, and converts it to a Base64-encoded PDF.

Parameters

Name	Type	Description
fieldsMap	Object	Optional. Key value map by PDF field name and value to fill. Use the *getDocumentFields()* method to get the list of available fields.
sysId	String	Sys_id of a PDF in the Attachments [sys_attachment] table.
tableName	String	Name of the table containing the record to which the PDF is attached. You can find this value in the same row as the attachment listed in the Attachments [sys_attachment] table.
tableSysId	String	Sys_id of the record to which the PDF is attached. You can find this value in the same row as the attachment listed in the Attachments [sys_attachment] table.
pdfName	String	Name to give the PDF. Default: Sys_id of the PDF in the Attachments [sys_attachment] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Object containing sys_id of the updated PDF attachment if successful, error message otherwise. `{ "attachment_id": "String", "message": "String", "status": "String" }`
<Object>. attachment_id	If the operation is successful, sys_id of the filled PDF. The file is listed in the Attachments [sys_attachment] table. Data type: String
<Object>.message	Message confirming success or error. Valid values: • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • No Form associated with pdf to fill. attachmentSysId: <sys_id> • No editable fields exist with specified names. Please check and try again. field names: <field names> • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Request completed successfully – Operation is successful. • Undefined – Sys_id provided does not exist or is not a PDF attachment. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how to fill fields in an editable PDF.

```
var fieldMap = new Object();
fieldMap["Address"] = "Address value here";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
fieldMap["State"] = "State value here";

var v = new sn_pdfgeneratorutils.PDFGenerationAPI;
var result = v.fillDocumentFields(fieldMap, "<attachmentSysId>",
 "<tableName>", "<tableSysId>", "pdfName");
gs.info(JSON.stringify(result));
```

Output:

```
{"attachment_id":"<sys_id>","message":"Request completed
 successfully.","status":"success"}
```

PDFGenerationAPI – fillDocumentFieldsAndFlatten(Object fieldsMap, String sysId, String tableName, String tableSysId, String pdfName, Object flatten)

Fills fields in an editable PDF, flattens the data fields, and attaches it to the provided record.

Use the following methods to determine if the PDF is fillable and get field information:

- isDocumentFillable()
- getDocumentFields()
- getDocumentFieldsType()

PDFGenerationAPI provides additional fill methods with different options:

- fillDocumentFields() – Fills fields in an editable PDF and attaches it to the provided record.
- fillFieldsAndMergeSignature() – Fills fields in an editable PDF, adds signature image, flattens the data fields, and attaches it to the provided record.
- getFilledDocumentWithSignatureAsBase64() – Fills fields in an editable PDF, creates an image, and converts it to a Base64-encoded PDF.

Parameters

Name	Type	Description
fieldsMap	Object	Optional. Key value map by PDF field name and value to fill. Use the *getDocumentFields()* method to get the list of available fields.
sysId	String	Sys_id of a PDF in the Attachments [sys_attachment] table.
tableName	String	Name of the table containing the record to which the PDF is attached. You can find this value in the same row as the attachment listed in the Attachments [sys_attachment] table.
tableSysId	String	Sys_id of the record to which the PDF is attached. You can find this value in the same row as the attachment listed in the Attachments [sys_attachment] table.
pdfName	String	Name to give the PDF. Default: Sys_id of the PDF in the Attachments [sys_attachment] table.
flatten	Object	Optional. Flattening fields enable locking the fields so that other users cannot change the information. Specify the key as "FlattenType" and provide a flattening option as a string. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• donot_flatten - Do not flatten any fields. • partially_flatten - Flatten only the fields which are modified. • fully_flatten - Flattens all the fields. Default: fully_flatten `{ "FlattenType": "String" }`

Returns

Type	Description
Object	Object containing sys_id of the updated PDF attachment if successful, error message otherwise. `{ "attachment_id": "String", "message": "String", "status": "String" }`
<Object>. attachment_id	If the operation is successful, sys_id of the filled PDF. The file is listed in the Attachments [sys_attachment] table. Data type: String
<Object>.message	Message confirming success or error. Valid values: • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • No Form associated with pdf to fill. attachmentSysId: <sys_id> • No editable fields exist with specified names. Please check and try again. field names: <field names> • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Request completed successfully – Operation is successful. • Undefined – Sys_id provided does not exist or is not a PDF attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how to fill fields and flatten an editable PDF.

```
var fieldMap = new Object();
fieldMap["Last Name First Name Middle Initial"] = "Tuter Abel
 E.";
fieldMap["Date of Birth"] = "08101952";
fieldMap["US SSN"] = "111-22-9999";
fieldMap["Address"] = "PO Box 344";
fieldMap["City"] = "Jerome";
fieldMap["State"] = "AZ";
fieldMap["Zip"] = "86331";

var flatten = new Object();
flatten["FlattenType"] = "partially_flatten";

var v = new sn_pdfgeneratorutils.PDFGenerationAPI;
var result = v.fillDocumentFieldsAndFlatten(fieldMap,
 "<attachmentSysId>", "<tableName>", "<tableSysId>", "pdfName",
 flatten);
gs.info(JSON.stringify(result));
```

Output:

```
"attachment_id":"<sys_id>","message":"Request completed
 successfully.","status":"success"
```

PDFGenerationAPI – fillFieldsAndMergeSignature(Object fieldsMap, String sysId, String tableName, String tableSysId, String pdfName, PdfMergeSignRequestor requestor, Object flatten)

Fills fields in an editable PDF, adds signature image, flattens the data fields, and attaches it to the provided record.

Use the following methods to determine if the PDF is fillable and get field information:

- isDocumentFillable()
- getDocumentFields()
- getDocumentFieldsType()

PDFGenerationAPI provides additional fill methods with different options:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- fillDocumentFields() – Fills fields in an editable PDF and attaches it to the provided record.
- fillDocumentFieldsAndFlatten() – Fills fields in an editable PDF, flattens the data fields, and attaches it to the provided record.
- getFilledDocumentWithSignatureAsBase64() – Fills fields in an editable PDF, creates an image, and converts it to a Base64-encoded PDF.

Parameters

Name	Type	Description
fieldsMap	Object	Optional. Key value map by PDF field name and value to fill. Use the `getDocumentFields()` method to get the list of available fields.
sysId	String	Sys_id of a PDF in the Attachments [sys_attachment] table.
tableName	String	Name of the table containing the record to which the PDF is attached. You can find this value in the same row as the attachment listed in the Attachments [sys_attachment] table.
tableSysId	String	Sys_id of the record to which the PDF is attached. You can find this value in the same row as the attachment listed in the Attachments [sys_attachment] table.
pdfName	String	Name to give the PDF. Default: Sys_id of the PDF in the Attachments [sys_attachment] table.
requestor	PdfMergeSign Requestor	Signature input returned from `pdfMergeSignRequestor`.
flatten	Object	Optional. Flattening fields enable locking the fields so that other users cannot change the information. Specify the key as "FlattenType" and provide a flattening option as a string. Valid values: • donot_flatten - Do not flatten any fields. • partially_flatten - Flatten only the fields which are modified. • fully_flatten - Flattens all the fields. Default: fully_flatten `{ "FlattenType": "String" }`

Returns

Type	Description
Object	Object containing sys_id of the updated PDF attachment if successful, error message otherwise. `{ "attachment_id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>{
	  "message": "String",
	  "status": "String"
	}</pre>

<Object>.attachment_id	If the operation is successful, sys_id of the filled PDF. The file is listed in the Attachments [sys_attachment] table. Data type: String
<Object>.message	Message confirming success or error. Valid values: • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • No Form associated with pdf to fill. attachmentSysId: <sys_id> • No editable fields exist with specified names. Please check and try again. field names: <field names> • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Request completed successfully – Operation is successful. • Undefined – Sys_id provided does not exist or is not a PDF attachment. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how to fill fields with signature with default settings to completely flatten the fields.

```
var fieldMap = new Object();
fieldMap["Address_Salutation"] = "Address value here";

var paramMap = new Object();
paramMap["FlattenType"] = "partially_flatten";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var requestor = new sn_pdfgeneratorutils.PdfMergeSignRequestor;
requestor.createRequest("<attachmentSysId>", "incident",
 "<tableSysId>", "filledPdf");
requestor.addSignatureMapping(6, 40, 50, 188, 44,
 "<signatureSysId>");

var v = new sn_pdfgeneratorutils.PDFGenerationAPI;
var result = v.fillFieldsAndMergeSignature(fieldMap,
 "<attachmentSysId>", "incident", "<tableSysId>", requestor,
 "filledPdf", paramMap);
gs.info(JSON.stringify(result));
```

Output:

```
{"attachment_id":"5440d993dbed3010d66be1191396194e","message":"R
equest completed successfully.","status":"success"}
```

PDFGenerationAPI – getDocumentFields(String sysId)

Gets a list of editable fields in a PDF document. Enables listing editable PDF fields without manually opening the file to check.

Parameters

Name	Type	Description
sysId	String	Sys_id of a PDF in the Attachments [sys_attachment] table.

Returns

Type	Description
Object	Object containing ID of the signed PDF, error message otherwise. `{ "attachment_id": "String", "message": "String", "status": "String" }`
<Object>.fields	If the request is successful, list containing the name of each field in the PDF. Data type: Array of strings `"fields": ["field_name"]`
<Object>.message	Message confirming success or error. Possible values: • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Request completed successfully – Operation is successful. • Undefined – Sys_id provided does not exist or is not a PDF attachment. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how to retrieve fields in a PDF attachment.

```
var v = new sn_pdfgeneratorutils.PDFGenerationAPI;
var result = v.getDocumentFields("attachmentSysId");
gs.info(JSON.stringify(result));
```

Output:

```
{"message":"Request completed
 successfully.","fields":["NP_formFillable","reset","print","1SS
N","Signature.1","5sigDate","Check Box21"],"status":"success"}
```

PDFGenerationAPI – getDocumentFieldsType(String sysId)

Gets the field type of set of editable fields from a PDF document.

Parameters

Name	Type	Description
sysId	String	Sys_id of a PDF in the Attachments [sys_attachment] table.

Returns

Type	Description
Object	Object containing each PDF field type if successful, error message otherwise. `{ "fields_type": {Object}, "message": "String", "status": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

<Object>.fields_type	Object listing each field in the specified PDF if successful, error message otherwise.
	
	Data type: Object
	
	`"fields_type": {`
	`  "<field type>": {Object},`
	`}`

<Object>.fields_type.<field>	Object containing page number of each field. The <field> name represents the field label, for example, "SSN", or an automated label representing the type.
	
	Data type: Object
	
	`"<field>": {`
	`  "fieldsDetails": [Array], // Check boxes, radio buttons, choice boxes only`
	`  "pageNumber": "String",`
	`  "type": "String"`
	`}`

<Object>.fields_type.<field>.fieldsDetails	List of objects containing field name and corresponding value of each option for choice field types.
	
	Applicable types:
	• Check box
	• Choice box
	• Combo box
	• Multi select choice box
	
	Data type: Array
	
	`"fieldsDetails": [`
	`  "fieldName": "String",`
	`  "value": "String"`
	`]`

<Object>.fields_type.<field>.fieldsDetails.fieldName	Name of a choice field. Data type: String
<Object>.fields_type.<field>.fieldsDetails.value	Value of a choice field. Data type: String
<Object>.fields_type.<field>.pageNumber	PDF page number corresponding to this field. Data type: String
<Object>.fields_type.<field>.type	PDF field type. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• check_box • choice_box • combo_box • multi_select_choice_box • push_button • radio_button • signature • text Data type: String
<Object>.message	Message confirming success or error. Possible values: • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Request completed successfully – Operation is successful. • Undefined – Sys_id provided does not exist or is not a PDF attachment. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how to retrieve field types in a PDF attachment. Results include manual returns for readability and are truncated for brevity.

```
var v = new sn_pdfgeneratorutils.PDFGenerationAPI;
var result = v.getDocumentFieldsType("<attachmentSysId>");
gs.info(JSON.stringify(result));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{"fields_type":{"1ADDLINE2.25":{"pageNumber":2,"type":"text"},"1
ADDLINE2.24":{"pageNumber":2,"type":"text"},
"1ADDLINE2.23":{"pageNumber":2,"type":"text"},"1ADDLINE2.22":{"p
ageNumber":2,"type":"text"},
"1ADDLINE2.11":{"pageNumber":2,"type":"text"},
"Check
 Box1":{"fieldsDetails":[{"fieldName":"Yes"}],"pageNumber":2,"ty
pe":"check_box"},
"4consentDate.6":{"pageNumber":4,"type":"text"},"4consentDate.
7":{"pageNumber":4,"type":"text"},
"3SSN.9":{"pageNumber":3,"type":"text"},"3SSN.8":{"pageNumber":3
,"type":"text"},"3SSN.7":{"pageNumber":3,"type":"text"},
"pageNumber":2,"type":"check_box"},"Check
 Box8":{"fieldsDetails":[{"fieldName":"Off"},{"fieldName":"yes"
}],
"4planAdminDate.8":{"pageNumber":4,"type":"text"},"4planAdminDat
e.7":{"pageNumber":4,"type":"text"},
"1FirstName_ID.7":{"pageNumber":2,"type":"text"},
"Check
 Box9":{"fieldsDetails":[{"fieldName":"Yes"}],"pageNumber":3,"ty
pe":"check_box"},
"1LN.1":{"pageNumber":2,"type":"text"},"1LN.2":{"pageNumber":2,"
type":"text"},
"Check
 Box11":{"fieldsDetails":[{"fieldName":"Yes"}],"pageNumber":3,"t
ype":"check_box"},
"1LN.9":{"pageNumber":2,"type":"text"},
"Check
 Box17":{"fieldsDetails":[{"fieldName":"Yes"}],"pageNumber":3,"t
ype":"check_box"},
"Check
 Box16":{"fieldsDetails":[{"fieldName":"Yes"}],"pageNumber":3,"t
ype":"check_box"},
"1LN.7":{"pageNumber":2,"type":"text"},"Check
 Box19":{"fieldsDetails":[{"fieldName":"Yes"}],
"1LN.8":{"pageNumber":2,"type":"text"},"Check
 Box18":{"fieldsDetails":[{"fieldName":"Yes"}],
"print":{"pageNumber":2,"type":"push_button"},"4planAdministrato
r.1":{"pageNumber":4,"type":"text"},
"1TaxID.9":{"pageNumber":2,"type":"text"},"4SSN.1":{"pageNumber"
:3,"type":"text"},"4SSN.2":{"pageNumber":3,"type":"text"},
"Signature.1":{"pageNumber":4,"type":"text"},"1ZIP.2":{"pageNumb
er":2,"type":"text"},"1ZIP.3":{"pageNumber":2,"type":"text"},
"message":"Request completed successfully.","status":"success"}
```


PDFGenerationAPI – getFilledDocumentWithSignatureAsBase64(Object fieldsMap, String sysId, PdfMergeSignRequestor requestor, Object flatten)

Fills fields in an editable PDF, creates an image, and converts it to a Base64-encoded PDF.

Base64 encoding enables you to output a PDF as a string within a text document, such as HTML or JSON, without damaging the binary character syntax.

Use the following methods to determine if the PDF is fillable and get field information:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- isDocumentFillable()
- getDocumentFields()
- getDocumentFieldsType()

PDFGenerationAPI provides additional fill methods with different options:

- fillDocumentFields() – Fills fields in an editable PDF and attaches it to the provided record.
- fillDocumentFieldsAndFlatten() – Fills fields in an editable PDF, flattens the data fields, and attaches it to the provided record.
- fillFieldsAndMergeSignature() – Fills fields in an editable PDF, adds signature image, flattens the data fields, and attaches it to the provided record.

Parameters

Name	Type	Description
fieldsMap	Object	Optional. Key value map by PDF field name and value to fill. Use the *getDocumentFields()* method to get the list of available fields.
sysId	String	Sys_id of a PDF in the Attachments [sys_attachment] table.
requestor	PdfMergeSign Requestor	Signature input returned from *pdfMergeSignRequestor*.
flatten	Object	Optional. Flattening fields enable locking the fields so that other users cannot change the information. Specify the key as "FlattenType" and provide a flattening option as a string. Valid values: • donot_flatten - Do not flatten any fields. • partially_flatten - Flatten only the fields which are modified. • fully_flatten - Flattens all the fields. Default: fully_flatten `{ "FlattenType": "String" }`

Returns

Type	Description
String	If successful, PDF converted to Base64 format is added to the Attachments table [sys_attachment]. Contents reflect the PDF attachment provided with fields and signature filled. The fields are not editable unless an alternative flattening option was provided with the *flatten* parameter.
<Object>.message	Message confirming success or error. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • No Form associated with pdf to fill. attachmentSysId: <sys_id> • No editable fields exist with specified names. Please check and try again. field names: <field names> • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Request completed successfully – Operation is successful. • Undefined – Sys_id provided does not exist or is not a PDF attachment. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how to load two fields in a PDF attachment, flatten the fields, and convert the PDF to Base64 format.

```
var mymap = new Object();
mymap["City"] = "City value here";
mymap["State"] = "XX";

// create a requestor
var requestor = new sn_pdfgeneratorutils.PdfMergeSignRequestor;
requestor.createRequest("<sys_id>", "tableName", "<tableSysId>",
 "pdfName");
requestor.addSignatureMapping(6, 40, 50, 188, 44,
 "<signImgSysId>");
var processedRequestObj = requestor.processRequest();

var v = new sn_pdfgeneratorutils.PDFGenerationAPI;

var result = v.getFilledDocumentWithSignatureAsBase64(mymap,
 "<attachmentSysId>", processedRequestObj);
gs.info (JSON.stringify(result));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PDFGenerationAPI – getPdfPageSizes(String sysId)

Gets the page size of a PDF document.

Parameters

Name	Type	Description
sysId	String	Sys_id of a PDF in the Attachments [sys_attachment] table.

Returns

Type	Description
Object	Object containing the size of each page if successful, error message otherwise. `{ "pages_size": {Object}, "message": "String", "status": "String" }`
<Object>.pages_size	If the operation is successful, width and height of each PDF page in points. The page number is returned as a string and the measurement values are returned as number data types. Data type: Object `"pages_size": {"<page number>":[<width>,<height>]}`
<Object>.message	Message confirming success or error. Possible values: • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Request completed successfully – Operation is successful. • Undefined – Sys_id provided does not exist or is not a PDF attachment. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to display the width and height of each page in a PDF attachment.

```
var v = new sn_pdfgeneratorutils.PDFGenerationAPI;
var result = v.getPdfPageSizes ("<attachmentSysId>");
gs.info(JSON.stringify(result));
```

Output:

```
{"pages_size":{"1":[612,792],"2":[612,792],"3":[612,792],"4":[61
2,792],"5":[612,792]},"message":"Request completed
 successfully.","status":"success"}
```

PDFGenerationAPI – isDocumentFillable(String sysId)

Checks if the PDF document contains editable fields.

Parameters

Name	Type	Description
sysId	String	Sys_id of a PDF in the Attachments [sys_attachment] table.

Returns

Type	Description
Object	Object containing the size of each page if successful, error message otherwise. `{ "document_editable": "String", "message": "String", "status": "String" }`
<Object>. document_editable	If the operation is successful, flag indicating whether the document is editable. Valid values: • true: PDF document has editable fields. • false: PDF document does not have editable fields. Data type: Boolean value provided as a string
<Object>.message	Message confirming success or error. Possible values: • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Request completed successfully – Operation is successful. • Undefined – Sys_id provided does not exist or is not a PDF attachment. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *`message`* provides details. Data type: String

The following example shows how to determine if PDF document fields are editable.

```
var v = new sn_pdfgeneratorutils.PDFGenerationAPI;
var result = v.isDocumentFillable("<attachmentSysId>");
gs.info(JSON.stringify(result));
```

Output:

```
{"message":"Request completed
 successfully.","document_editable":"true","status":"success"}
```

PDFGenerationAPI – redact(Object inputJson)

Applies redaction to a PDF document based on the given rectangle coordinates, search keywords, or both. A redacted copy of the original PDF is generated in the Attachments [sys_attachment] table.

Note:

- Redaction results might include an unexpected white redacted text block that overwrites text not intended to be redacted. If this event occurs, you can manually select the content for redaction using the *`highlightedSections`* property or the PDF Generation Utilities plugin. For more information, see Redact data from documents.
- This method doesn't support redaction in PDFs containing JBIG2 images.

Parameters

Name	Type	Description
inputJson	Object	Identifies the PDF and its content to be redacted. `{ "sysId": "String", "highlightedSections": [Array], "searchedKeywords": [Array] }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
inputJson.sysId	String	Sys_id of a PDF in the Attachments [sys_attachment] table.
inputJson.highlightedSections	Array of Objects	List of rectangles coordinates provided as an object. Each coordinate represents the location of the content to be redacted on each page. Optional if including the *`searchedKeywords`* property. `[ { "pageNumber": Number, "x": Number, "y": Number, "width": Number, "height": Number } ]`
inputJson.highlightedSections.pageNumber	Number	PDF page number containing the content to select for redaction.
inputJson.highlightedSections.x	Number	The X-axis (horizontal position) of the redaction rectangle on the PDF in points. The value at the bottom-left corner of the PDF page is 0. For example, a value of `306` places the rectangle approximately in the horizontal center of a letter-size PDF page.
inputJson.highlightedSections.y	Number	The Y-axis (vertical position) of the redaction rectangle on the PDF in points. The value at the bottom-left corner of the PDF page is 0. For example, a value of `396` places the rectangle approximately in the vertical center of a letter-size PDF page.
inputJson.highlightedSections.width	Number	Width of the redaction rectangle is in points. This value increases the size of the rectangle horizontally from the lower left point at which the x an y axes intersect.
inputJson.highlightedSections.height	Number	Height of the redaction rectangle in points. This value increases the size of the rectangle vertically from the lower left point at which the x an y axes intersect.
inputJson.searchedKeywords	Array	List of one or more strings used to find text for redaction. The redaction rectangle size matches the height and width of the text that is blocked out as a result. Optional if including the *`highlightedSections`* property. **Note:** In some cases, text strings containing special characters or punctuation such as `"items:"` and `"PDF."` aren't redacted. You can alternatively remove the character from the string or highlight the area to remove the text.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Object containing sys_id of the updated PDF attachment if successful, error message otherwise. `{ "attachment_id": "String", "message": "String", "status": "String" }`
<Object>. attachment_id	If the operation is successful, sys_id of the filled PDF. The file is listed in the Attachments [sys_attachment] table. Data type: String
<Object>.message	Message confirming success or error. Possible values: • Can't parse this format – Unable to process an image embedded in the PDF. The PDF contains one or more images in an unsupported format, such as a JBIG2 image. • Exception while reading Source document contents. PDF header not found. – Input attachment provided is not a valid PDF. Provide the correct attachment sys_id. • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • Request cannot proceed as the attachment with sys_id [{0}] is pending security scan – The PDF requires an antivirus scan. • Request completed successfully – Operation is successful. • Undefined – Sys_id provided does not exist or is not a PDF attachment. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how to redact by rectangle and key word. On the redacted PDF, the areas selected on page 2 are blocked out. The string '23' is redacted on any page that it's found on.

```
var pdfRequest = {
  sysId: 'e4b3ae35fc128210f877789781ea59f3',
  highlightedSections: [
    {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "pageNumber": 2,
      "x": 261.75,
      "y": 480,
      "width": 21,
      "height": 14.25
    },
    {
      "pageNumber": 2,
      "x": 249,
      "y": 390.75,
      "width": 63.75,
      "height": 15.75
    }
    // Add more coordinates as needed
  ],
  searchedKeywords: ['23']
};

// Convert the JSON object to a string
var jsonRequest = JSON.stringify(pdfRequest);
gs.info('JSON Request: ' + jsonRequest + '\n');

var PDFRedaction = new sn_pdfgeneratorutils.PDFGenerationAPI;
var result = PDFRedaction.redact(jsonRequest);
gs.info(JSON.stringify(result));
```

Output:

```
JSON Request:
 {"sysId":"e4b3ae35fc128210f877789781ea59f3","highlightedSection
s":[{"pageNumber":2,"x":261.75,"y":480,"width":21,"height":14.2
5},{"pageNumber":2,"x":249,"y":390.75,"width":63.75,"height":15.
75}],"searchedKeywords":[23]}

{"attachment_id":"1744ae35fc128210f877789781ea59fc","message":"R
equest completed successfully.","status":"success"}
```

PdfMergeSignRequestor - Scoped, Global

The *PdfMergeSignRequestor* API provides methods to add an image representing a signature to a PDF document.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

This API creates a signature object that can be implemented in a PDF using PDFGenerationAPI.

PdfMergeSignRequestor - PdfMergeSignRequestor()

Instantiates a new *PdfMergeSignRequestor* object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following examples shows how to create a *PdfMergeSignRequestor* object.

```
var v = new sn_pdfgeneratorutils.PdfMergeSignRequestor;
```

PdfMergeSignRequestor - addSignatureMapping(Number pageNumber, Number leftMargin, Number topMargin, Number boxWidth, Number boxHeight, String sysId)

Assigns signature size and position requirements in the PDF.

Parameters

Name	Type	Description
pageNumber	Number	Number of the page on which to insert the signature.
leftMargin	Number	Value in points representing the left margin area of the page at which to insert the signature.
topMargin	Number	Value in points representing the top margin area of the page at which to insert the signature image.
boxWidth	Number	Value in points representing width of the box to contain the signature.
boxHeight	Number	Value in points representing height of the box to contain the signature image.
sysId	String	Sys_id of the signature image in the Attachments [sys_attachment] table.

Returns

Type	Description
None	

The following example shows how to add the signature mapping. For a complete example, see *processRequest()*.

```
var requestor = new sn_pdfgeneratorutils.PdfMergeSignRequestor;

// For the purpose of this example, set signature sizes and page
 number for signature placement
var page = 2;
var leftMargin = 48;
var topMargin = 60;
var signatureWidth = 96;
var signatureHeight = 36;

requestor.addSignatureMapping(page, leftMargin, topMargin,
 signatureWidth, signatureHeight, "<signatureSysId>");
```

PdfMergeSignRequestor - createRequest(String targetSysId, String targetTable, String tableSysId, String targetFileName)

Creates a signature request with source and target inputs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
targetSysId	String	Sys_id of a PDF in the Attachments [sys_attachment] table. Use this value as the target PDF on which to add a signature.
targetTable	String	Name of the table containing the record to which the PDF is attached. You can find this value in the same row as the attachment listed in the Attachments [sys_attachment] table.
tableSysId	String	Sys_id of the record to which the PDF is attached. You can find this value in the same row as the attachment listed in the Attachments [sys_attachment] table.
targetFileName	String	Name of the target PDF without extension.

Returns

Type	Description
None	

The following example shows how to create a signature request. For a complete example, see *processRequest()*.

```
var requestor = new sn_pdfgeneratorutils.PdfMergeSignRequestor;

requestor.createRequest("<sys_id>", "tableName", "<tableSysId>",
 "pdfFileName");
```

PdfMergeSignRequestor - processRequest()

Processes requests and adds the signatures.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object containing the size of each page if successful, error message otherwise. `{ "attachment_id": "String", "message": "String", "status": "String" }`
<Object>.attachment_id	If the request is successful, sys_id of the signed and attached PDF. The file is listed in the Attachments [sys_attachment] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.message	Possible values: • Request cannot proceed as the attachment with sys_id [{0}] did not pass security scan – The PDF did not pass the antivirus scan. • No signature mapping specified. Cannot process this request – Provide signature mapping using the *addSignatureMapping()* method. • Request completed successfully. • Request failure. Exceptions while trying to add signatures to document. Please check again. • This request cannot be completed as the requested page does not exist. page No: <page number> Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how to process the signature request.

```
var requestor = new sn_pdfgeneratorutils.PdfMergeSignRequestor;

requestor.createRequest("<sys_id>", "tableName", "<tableSysId>",
 pdfFileName);

// For the purpose of this example, set signature sizes and page
 number for signature placement
var page = 6;
var leftMargin = 40;
var topMargin = 50;
var signatureWidth = 188;
var signatureHeight = 44;

requestor.addSignatureMapping(page, leftMargin, topMargin,
 signatureWidth, signatureHeight, "<signatureSysId>");

var result = requestor.processRequest();
gs.info(JSON.stringify(result));
```

PdfPage - Scoped, Global

Creates a PdfPage object representing a PDF page and its attributes; such as size, width, and color.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

This API is a component used with the Document API to generate a PDF.

PdfPage - PdfPage(String pageSize, String orientation)

Instantiates a new *`PdfPage`* object.

Parameters

Name	Type	Description
pageSize	String	PDF page size. Valid values: • A4 – 595 x 842 points • EXECUTIVE – 522 x 756 points • LETTER – 612 x 792 points • LEDGER – 792 x 1224 points
orientation	String	Optional. PDF page orientation. Valid values: • LANDSCAPE • PORTRAIT Default: PORTRAIT

The following example shows how to create a *`PdfPage`* object.

```
var pdfpage = new sn_pdfgeneratorutils.PdfPage("A4",
 "LANDSCAPE");
```

PdfPage – getBottom()

Gets the Y-coordinate of the lower edge of a PDF page.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Decimal value of the Y-coordinate at the lower edge of the PDF page.

The following example shows how to get the Y-coordinate of the lower edge of a PDF page.

```
var pdfpage = new sn_pdfgeneratorutils.PdfPage("A4",
 "LANDSCAPE");
 var bottom = pdfpage.getBottom();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PdfPage – getLeft()

Gets the X-coordinate of the left edge of a PDF page.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Decimal value of the X-coordinate on the left edge of the page.

The following example shows how to get the X-coordinate of the left edge of a PDF page.

```
var pdfpage = new sn_pdfgeneratorutils.PdfPage("A4",
 "LANDSCAPE");
 var left = pdfpage.getLeft();
```

PdfPage – getPdfPageSize()

Gets the size of a PDF page

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to get the PDF page size.

```
var pdfpage = new sn_pdfgeneratorutils.PdfPage("A4",
 "LANDSCAPE");
var size = pdfpage.getPdfPageSize();
```

PdfPage – getRight()

Gets the X-coordinate of the right edge of a PDF page.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Decimal value of the X-coordinate on the right edge of the page.

The following example shows how to get the X-coordinate of the right edge of a PDF page.

```
var pdfpage = new sn_pdfgeneratorutils.PdfPage("A4",
 "LANDSCAPE");
 var right = pdfpage.getRight();
```

PdfPage – getTop()

Gets the Y-coordinate of the upper edge of a PDF page.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Decimal value of the Y-coordinate at the upper edge of the PDF page.

The following example shows how to get the Y-coordinate of the upper edge of a PDF page.

```
var pdfpage = new sn_pdfgeneratorutils.PdfPage("A4",
 "LANDSCAPE");
 var top  = pdfpage.getTop();
```

PdfPage – getWidth()

Gets the width of a PDF page.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Size of the page width in points.

The following example shows how to retrieve the width of a PDF page.

```
var pdfpage = new sn_pdfgeneratorutils.PdfPage("A4",
 "LANDSCAPE");
var width = PdfPage.getWidth();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PersonalAuthAPI - Scoped

The *PersonalAuthAPI* provides methods that enable you to manage access/refresh tokens for personal authentication credentials.

To access this API the Personal Authentication (com.snc.sn_ihub_personal_auth) plugin must be activated. This API runs in the `sn_cc` namespace.

Before accessing this API, Personal Authentication must be configured on your instance. For additional information, see Create a Connection & Credential alias.

PersonalAuthAPI - PersonalAuthAPI()

Instantiates a new PersonalAuthAPI object.

Parameters

Name	Type	Description
None		

The following code example shows how to instantiate a PersonalAuthAPI object.

```
var personalAuthAPI = new sn_cc.PersonalAuthAPI();
```

PersonalAuthAPI - getInitiatorURL(String aliasId)

Returns the OAuth initiator URL for the personal authentication credential associated with a specified alias.

Parameters

Name	Type	Description
aliasId	String	Sys_id of the connection or credential alias whose OAuth initiator URL you want to retrieve. Table: Connection & Credential Aliases [sys_alias]

Returns

Type	Description
String	OAuth initiator URL for the personal authentication credential associated with the specified alias. If the personal authentication credential doesn't exist for the specified alias, the method returns an empty string.

The following code example shows how to call this method.

```
var aliasId = "e41b9dd1532102104c4bddeeff7b1250";
var personalAuthAPI = new sn_cc.PersonalAuthAPI();
var result = personalAuthAPI.getInitiatorURL(aliasId);
gs.info(result);
```

Output:

```
/oauth_initiator.do?oauth_requestor_context=oauth_2_0_credentials&oauth_requestor=d84b5115532102104c4bddeeff7b12f2&oauth_provide
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
r_profile=d84b5115532102104c4bddeeff7b12ec&response_type=code&pe
rsonal=true
```

PersonalAuthAPI - isTokenValid(String aliasId)

Checks whether a valid access/refresh token exists for the personal authorization credential associated with a specified alias.

Parameters

Name	Type	Description
aliasId	String	Sys_id of the connection or credential alias to check for the associated personal authorization credential. Table: Connection & Credential Aliases [sys_alias]

Returns

Type	Description
Boolean	Flag that indicates whether there's an associated personal authorization credential for the specified alias ID. Possible values: • true: A valid personal authorization credential exists. • false: A valid personal authorization credential doesn't exist.

The following code example shows how to call this method.

```
var aliasId = "e41b9dd1532102104c4bddeeff7b1250";
var personalAuthAPI = new sn_cc.PersonalAuthAPI();
var result = personalAuthAPI.isTokenValid(aliasId);
gs.info(result);
```

Output:

```
true
```

PersonalAuthAPI - revokeToken(String aliasId)

Revokes an existing access/refresh token for the personal authentication credential associated with a specified alias.

Parameters

Name	Type	Description
aliasId	String	Sys_id of the connection or credential alias whose access/refresh token for the personal authorization credential you want to revoke. Table: Connection & Credential Aliases [sys_alias]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Object that contains methods that you can call to obtain additional information about the status of the credential and method call. These methods are available until the next time this method is called. • *<object_name>.getResponseStatus()*: Returns the status of the *revokeToken()* method call, either `success` or `fail`. You can find additional information on any error in the error logs. • *<object_name>.getExpiryInSeconds():* Returns the number of seconds until the associated credential expires. If this value is anything other than zero, the revoke request failed. • *<object_name>.isAuthenticated()*: Returns a Boolean value that indicates whether the personal auth token exists. If the *revokeToken()* method call was successful, this method should return `false`. • *<object_name>.getCredentialId()*: Returns the sys_id of the personal authorization credential associated with the token. Located in the OAuth 2.0 Credentials [oauth_2_0_credentials] table.

The following code example shows how to call this method.

```
var aliasId = "e41b9dd1532102104c4bddeeff7b1250";
var personalAuthAPI = new sn_cc.PersonalAuthAPI();
var personalAuthResponse = personalAuthAPI.revokeToken(aliasId);
gs.info(personalAuthResponse.getResponseStatus());
gs.info(personalAuthResponse.getExpiryInSeconds());
gs.info(personalAuthResponse.isAuthenticated());
gs.info(personalAuthResponse.getCredentialId());
```

Output:

```
SUCCESS
0
false
d84b5115532102104c4bddeeff7b12f2
```

PlaybookExperience - Scoped

The *PlaybookExperience* API provides methods for handling playbook executions.

This API requires the Playbook Experience Core plugin (com.glide.playbook_experience.config) and is provided within the `sn_playbook` namespace.

This API requires at least one playbook in the Process Definition [sys_pd_process_definition] table. To use this API, you must have the roles required to view and cancel a running process in Process Automation Designer. For more information, see Process Automation Designer.

PlaybookExperience - cancelPlaybooksByParentRecord(GlideRecord parentRecord, String cancellationReason, String scopedName, String playbookExperienceId)

Cancels playbook executions for a given parent record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
parentRecord	GlideRecord	The parent record to cancel playbook executions for. The parent record can be any record that has playbook executions, such as an interaction record or an onboarding case record.
cancellationReason	String	The reason for cancelling the playbook executions.
scopedName	String	Optional. The scoped name of the playbook to cancel. The scoped name is from the Process Definition [sys_pd_process_definition] table in the format `scope.name`. If provided, only executions of this playbook are cancelled for the given parent record. If not provided, all executions of all playbooks are cancelled for the given parent record.
playbookExperienceId	String	Optional. Sys_id of the playbook experience record in the Playbook Experience [sys_playbook_experience] table to use for the cancellation. Use this parameter if you've defined custom activity state mappings. See Playbook activity state mapping. Default: Sys_id of the Global Playbook Experience record.

Returns

Type	Description
Object	Object containing the cancelled playbook executions and any skipped playbook executions that were unable to be cancelled. `{ "canceledPlaybookContext": [Array], "skippedPlaybookContext": [Array] }`
<Object>.canceledPlaybookContext	List of the cancelled playbook executions. Each playbook execution is an object in the array. Data type: Array `"canceledPlaybookContext": [{ "can_read": Boolean, "canceled_by": "String", "cancellation_reason": "String", "errors": [Array], "parent_record": "String", "parent_table": "String", "playbook_id": "String", "playbook_table": "String", "scoped_name": "String", "state": {Object}, "sys_id": "String", "title": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	}]
<Object>.canceledPlaybookContext.can_read	Flag that indicates whether the current user can read the playbook execution record. The current user must have read access to the parent record to be able to read the playbook execution record. Valid values: • true: Current user has read access to the playbook execution record. • false: Current user doesn't have read access to the playbook execution record. Data type: Boolean
<Object>.canceledPlaybookContext.canceled_by	The User ID of the user who cancelled the playbook execution. Data type: String
<Object>.canceledPlaybookContext.cancellation_reason	The cancellation reason input by the user who cancelled the playbook execution. Data type: String

<Object>.canceledPlaybookContext.errors	List of cancellation errors. Each error is an object in the array.
	
	Data type: Array
	"errors": [
	{
	"message": "String",
	"type": "String"
	}
	]

<Object>.canceledPlaybookContext.errors.message	The error message. Data type: String
<Object>.canceledPlaybookContext.errors.type	The type of error. Data type: String
<Object>.canceledPlaybookContext.parent_record	Sys_id of the parent record that playbook executions were cancelled for. Data type: String
<Object>.canceledPlaybookContext.parent_table	The name of the table that the parent record is from. Data type: String
<Object>.canceledPlaybookContext.playbook_id	Sys_id of the playbook from the Process Definitions [sys_pd_process_definition] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.canceledPlaybookContext.parent_table	The name of the table that the playbook is from, generally the Process Definitions [sys_pd_process_definition] table. Data type: String
<Object>.canceledPlaybookContext.scoped_name	The scoped name of the playbook from the Process Definitions [sys_pd_process_definition] table in the format `scope.name`. Data type: String
<Object>.canceledPlaybookContext.state	The state of the playbook execution from the Process Executions [sys_pd_context] table. Data type: Object `"state": { "displayValue": "String", "value": "String" }`
<Object>.canceledPlaybookContext.state.displayValue	The display value of the playbook execution state. Data type: String
<Object>.canceledPlaybookContext.state.value	The value of the playbook execution state. Data type: String
<Object>.canceledPlaybookContext.sys_id	Sys_id of the playbook execution from the Process Executions [sys_pd_context] table. Data type: String
<Object>.canceledPlaybookContext.title	The title of the playbook execution from the Process Executions [sys_pd_context] table. Data type: String
<Object>.skippedPlaybookContext	List of the skipped playbook executions. Each playbook execution is an object in the array. For descriptions of the object properties, see the *`canceledPlaybookContext`* array. Data type: Array `"skippedPlaybookContext": [ { "can_read": Boolean, "canceled_by": "String", "cancellation_reason": "String", "errors": [Array], "parent_record": "String", "parent_table": "String", "playbook_id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	"playbook_table": "String", "scoped_name": "String", "state": {Object}, "sys_id": "String", "title": "String" }]

This example shows how to cancel all executions of a specific playbook (in this case, the Playbook Experience Demo) for a given interaction record. To use this method in a UI action or business rule, pass the `current` object as the parentRecord instead.

```
var parentRecord = new GlideRecordUtil().getGR("interaction",
 "d91742531b343010a26c98a1b24bcbe0");

var cancellationReason = "Cancelling this playbook";

// demo playbook from Process Automation Experience Demo store
 app
var scopedName = "sn_pad_demo.playbook_experience_demo";

// demo playbook experience from Process Automation Experience
 Demo store app
var playbookExperienceId = "a56d8d93ff311010cc0853ea793bf1a6";

var cancelPlaybookReturn =
 sn_playbook.PlaybookExperience.cancelPlaybooksByParentRecord(pa
rentRecord, cancellationReason, scopedName,
 playbookExperienceId);


gs.info(JSON.stringify(cancelPlaybookReturn, null, 2));
```

Output:


```
{
  "canceledPlaybookContext": [
    {
      "can_read": true,
      "sys_id": "d02782533d343010ac50ee17e75d3466",
      "scoped_name": "sn_pad_demo.playbook_experience_demo",
      "canceled_by": "admin",
      "playbook_table": "sys_pd_process_definition",
      "state": {
        "displayValue": "Pending Cancel",
        "value": "PENDING_CANCEL"
      },
      "title": "Playbook Experience Demo",
      "parent_record": "d91742531b343010a26c98a1b24bcbe0",
      "playbook_id": "0d35ee1807301010cc08d9630ad3002a",
      "cancellation_reason": "Cancelling this playbook",
      "parent_table": "interaction",
      "errors": []
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  ],
  "skippedPlaybookContext": []
}
```

PlaybookExperience - getPlaybooksForParentRecord(GlideRecord parentRecord)

Gets a list of playbook executions for a given parent record.

Parameters

Name	Type	Description
parentRecord	GlideRecord	The parent record to get playbook executions for. The parent record can be any record that can have playbook executions, such as an interaction record or an onboarding case record.

Returns

Type	Description
Array	List of playbook executions for the parent record. Each playbook execution is an object in the array. `[ { "can_read": Boolean, "canceled_by": "String", "cancellation_reason": "String", "errors": [Array], "parent_record": "String", "parent_table": "String", "playbook_id": "String", "playbook_table": "String", "scoped_name": "String", "state": {Object}, "sys_id": "String", "title": "String" } ]`
<Array>.can_read	Flag that indicates whether the current user can read the playbook execution record. The current user must have read access to the parent record to be able to read the playbook execution record. Valid values: • true: Current user has read access to the playbook execution record. • false: Current user doesn't have read access to the playbook execution record. Data type: Boolean
<Array>.canceled_by	The **User ID** of the user who cancelled the playbook execution. Empty if the playbook is not cancelled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Array>.cancellation_reason	The cancellation reason input by the user who cancelled the playbook execution. Empty if the playbook is not cancelled. Data type: String
<Array>.errors	List of errors. Each error is an object in the array. Data type: Array `"errors": [ { "message": "String", "type": "String" } ]`
<Array>.errors.message	The error message. Data type: String
<Array>.errors.type	The type of error. Data type: String
<Array>.parent_record	Sys_id of the parent record. Data type: String
<Array>.parent_table	The name of the table that the parent record is from. Data type: String
<Array>.playbook_id	Sys_id of the playbook from the Process Definitions [sys_pd_process_definition] table. Data type: String
<Array>.playbook_table	The name of the table that the playbook is from, generally the Process Definitions [sys_pd_process_definition] table. Data type: String
<Array>.scoped_name	The scoped name of the playbook from the Process Definitions [sys_pd_process_definition] table in the format `scope.name`. Data type: String
<Array>.state	The state of the playbook execution from the Process Executions [sys_pd_context] table. Data type: Object `"state": { "displayValue": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"value": "String"
	}</pre>

<Array>.state.displayValue	The display value of the playbook execution state. Data type: String
<Array>.state.value	The value of the playbook execution state. Data type: String
<Array>.sys_id	Sys_id of the playbook execution from the Process Executions [sys_pd_context] table. Data type: String
<Array>.title	The label of the playbook execution from the Process Executions [sys_pd_context] table. Data type: String

This example shows how to get playbook executions for a given interaction record. To use this method in a UI action or business rule, pass the `current` object as the parentRecord instead.

```
var parentRecord = new GlideRecordUtil().getGR("interaction",
 "148776e5818d7410f87701eb89fdc824");
var playbook =
 sn_playbook.PlaybookExperience.getPlaybooksForParentRecord(pare
ntRecord);
gs.info(JSON.stringify(playbook, null, 2));
```

Output:

```
[
  {
    "can_read": true,
    "sys_id": "bd87bae50b8d7410807a8ffed6d0909e",
    "scoped_name": "sn_pad_demo.playbook_experience_demo",
    "canceled_by": "",
    "playbook_table": "sys_pd_process_definition",
    "state": {
      "displayValue": "In Progress",
      "value": "IN_PROGRESS"
    },
    "title": "Playbook Experience Demo",
    "parent_record": "148776e5818d7410f87701eb89fdc824",
    "playbook_id": "0d35ee1807301010cc08d9630ad3002a",
    "cancellation_reason": "",
    "parent_table": "interaction",
    "errors": []
  }
]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PlaybookExperience - parentRecordContainsPlaybook(GlideRecord parentRecord, String scopedName)

Checks whether a parent record has playbook executions.

Parameters

Name	Type	Description
parentRecord	GlideRecord	The parent record to check for playbook executions. The parent record can be any record that can have playbook executions, such as an interaction record or an onboarding case record.
scopedName	String	Optional. The scoped name of the playbook to check for. The scoped name is from the Process Definition [sys_pd_process_definition] table in the format `scope.name`. If provided, only executions of this playbook are checked for. If not provided, executions of all playbooks are checked for.

Returns

Type	Description
Boolean	Flag that indicates whether the parent record has playbook executions. Valid values: • true: Parent record has playbook executions. • false: Parent record doesn't have playbook executions.

This example shows how to check if a given interaction record has executions of a specific playbook (in this case, the Playbook Experience Demo). To use this method in a UI action or business rule, pass the `current` object as the parentRecord instead.

```
var parentRecord = new GlideRecordUtil().getGR("interaction",
 "148776e5818d7410f87701eb89fdc824");

// demo playbook from Process Automation Experience Demo store
 app
var scopedName = "sn_pad_demo.playbook_experience_demo";

var hasPlaybooks =
 sn_playbook.PlaybookExperience.parentRecordContainsPlaybook(par
entRecord, scopedName);
gs.info(hasPlaybooks);
```

Output:

```
true
```

PlaybookExperience - restartPlaybook(GlideRecord playbookContextRecord, String laneContextId, String activityContextId, String playbookExperienceId)

Restarts an execution from the beginning (the entire playbook) or from a specific stage or activity of a playbook.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Only playbooks that are In Progress, Queued, or Pending Cancel state can be restarted.

Parameters

Name	Type	Description
playbookContextRecord	GlideRecord	The playbook context record for the playbook run or execution that you want to restart. Table: Process Execution [sys_pd_context]
laneContextId	String	Optional. The sys_id of the stage context record for the stage run or execution that you want to restart from. *laneContextId* and *activityContextId* are mutually exclusive; only one of these values can be specified at a time, while the other should be either an empty string or null. **Note:** Only complete stages can be restarted. Table: Lane Executions [sys_pd_lane_context]
activityContextId	String	Optional. The sys_id of the activity context record for the activity run or execution that you want to restart from. *laneContextId* and *activityContextId* are mutually exclusive; only one of these values can be specified at a time, while the other should be either an empty string or null. **Note:** Only complete activities can be restarted. Table: Activity Executions [sys_pd_activity_context]
playbookExperienceId	String	Optional. The sys_id of the playbook experience that you want to use for the restarted run. Use this parameter if you have defined custom activity state mappings. See Playbook activity state mapping. Default: Global Playbook Experience Table: Playbook Experience [sys_playbook_experience]

Returns

Property	Description

Object	Object containing the restarted playbook execution details.
	
	`{`
	`"can_add_activity": Boolean,`
	`"can_cancel": Boolean,`
	`"can_read": Boolean`
	`"can_restart": Boolean,`
	`"canceled_by": "String",`
	`"cancellation_reason": "String",`
	`"errors": [Array]`
	`"is_archived": Boolean`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Property	Description
	"parent_record": "String", "parent_table": "String", "playbook_id": "String", "playbook_table": "String", "scoped_name": "String", "state": {Object}, "sys_id": "String", "title": "String", }
can_add_activity	Flag that indicates whether a user can add an optional activity to the playbook. Valid values: • true: Current user can add an optional activity to the playbook. • false: Current user can't add an optional activity to the playbook. Data type: Boolean
can_cancel	Flag that indicates whether a user can cancel a playbook. • true: The process definition for the deactivated playbook is active. • false: The process definition for the deactivated playbook is inactive. Data type: Boolean
can_read	Flag that indicates whether the current user can read the playbook execution record. The current user must have read access to the parent record to be able to read the playbook execution record. • true: Current user has read access to the playbook execution record. • false: Current user doesn't have read access to the playbook execution record. Data type: Boolean
can_restart	Flag that indicates whether a user can restart a playbook, stage, or activity. • true: Current user can restart the playbook, stage, or activity. • false: Current user can't restart the playbook, stage, or activity. Data type: Boolean
canceled_by	**User ID** of the user who canceled the playbook execution. Data type: String
cancellation_reason	Cancellation reason entered by the user who canceled the playbook execution. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Property	Description
errors	List of restart errors. Each error is an object in the array. Data type: Array `"errors": [ { "message": "String", "type": "String" } ]`
is_archived	Flag that indicates whether playbook context records are archived. Possible values: • true: Playbook context records are archived. • false: Playbook context records aren't archived. Data type: Boolean
parent_record	Sys_id of the parent record that playbook executions were restarted for. Data type: String
parent_table	Name of the table that the parent record is from. Data type: String
playbook_id	Sys_id of the playbook. Data type: String Table: Process Definitions [sys_pd_process_definition]
playbook_table	Name of the table that the playbook is from, generally the Process Definitions [sys_pd_process_definition] table. Data type: String
scoped_name	Optional. The scoped name of the playbook to restart. The scoped name is from the Process Definition [sys_pd_process_definition] table in the format `scope.name`. If provided, only executions of this playbook are restarted for the given parent record. If not provided, all executions of all playbooks are restarted for the given parent record. Data type: String
state	Indicates whether your request to activate was successful. Data type: Object Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Property	Description
	• SUCCESS: The playbook was successfully activated. • FAILURE: The ID for the playbook wasn't found. `"state": [ { "displayValue": "String", "value": "String" } ]`
state.displayValue	Display value of the playbook execution state. Data type: String
state.value	Value of the playbook execution state. Data type: String
sys_id	Sys_id of the playbook execution. Data type: String Table: Process Executions [sys_pd_context]
title	Label of the playbook execution. Data type: String Table: Process Executions [sys_pd_context]

This example shows how to restart an entire playbook run with the Process Executions [sys_pd_context] record ID 98e4fe04591b4caca59583f7b8e30b0a.

```
var gr = new GlideRecord('sys_pd_context');
var found = gr.get('98e4fe04591b4caca59583f7b8e30b0a');
if (found) {
    var result =
 sn_playbook.PlaybookExperience.restartPlaybook(gr);
    gs.info(JSON.stringify(result));
}
else
    gs.info('invalid pd context');
```

Output:

```
{
 "scoped_name": "global.restart_scriptable_demo",
 "canceled_by": "",
 "can_add_activity": true,
 "playbook_table": "sys_pd_process_definition",
 "can_restart": true,
 "can_cancel": true,
 "title": "Restart scriptable demo",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "cancellation_reason": "",
 "parent_table": "interaction",
 "can_read": true,
 "sys_id": "98e4fe04591b4caca59583f7b8e30b0a",
 "is_archived": false,
 "state": {
   "displayValue": "In Progress",
   "value": "IN_PROGRESS"
 },
 "parent_record": "b88623beb5e10210f877d783f6f83a46",
 "playbook_id": "12d5a7fab5e10210f877d783f6f83aff",
 "errors": []
}
```

PlaybookExperience - triggerPlaybook(String scopedName, GlideRecord parentRecord)

Initiates a playbook for a parent record.

Parameters

Name	Type	Description
scopedName	String	The scoped name of the playbook to initiate. The scoped name is from the Process Definition [sys_pd_process_definition] table in the format `scope.name`.
parentRecord	GlideRecord	The parent record to initiate a playbook for. The parent record can be any record that can have playbook executions, such as an interaction record or an onboarding case record.

Returns

Type	Description
String	Sys_id of the playbook execution from the Process Executions [sys_pd_context] table that was created for the parent record. Null if a playbook execution wasn't successfully created.

This example shows how to initiate a playbook for a given interaction record. To use this method in a UI action or business rule, pass the `current` object as the parentRecord instead.

```
var parentRecord = new GlideRecordUtil().getGR("interaction",
 "148776e5818d7410f87701eb89fdc824");

// demo playbook from Process Automation Experience Demo store
 app
var scopedName = "sn_pad_demo.playbook_experience_demo";

var playbookExecution =
 sn_playbook.PlaybookExperience.triggerPlaybook(scopedName,
 parentRecord);
gs.info(playbookExecution);
```

Output:

```
f059958267cdb410952864f0fed358cc
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PlaybookExperience - cancelPlaybook(String playbookContext, String cancellationReason, String playbookExperienceId, Boolean force)

Cancel an individual playbook.

Parameters

Name	Type	Description
playbookContext	GlideRecord	The [sys_pd_context] record that you want to cancel.
cancellationReason	String	The reason for canceling the playbook execution. This appears in the UI for runtime users as well.
playbookExperienceId	String	Optional. Sys_id of the playbook experience record in the Playbook Experience [sys_playbook_experience] table to use for the cancellation. Use this parameter if you've defined custom activity state mappings. See Playbook activity state mapping. Default: Sys_id of the Global Playbook Experience record.
force	Boolean	Optional. If set to true, cancels the underlying flows for activities that are In Progress. The cancellationReason parameter is not used when this parameter is set to true. You can only force cancel activities after the playbook is cancelled and the sys_pd_context is in a Pending Cancel state. **Note:** The flow engine attempts to cancel all underlying flows without creating issues when a playbook is canceled, but we cannot guarantee that no issues will occur.

Returns

Type	Description
<Object>.canceledPlaybookContext	The canceled playbook execution associated data, such as the reason why it was cancelled. Data type: Array

```
"canceledPlaybookContext": [
    {
      "can_read": Boolean,
      "canceled_by": "String",
      "can_add_activity": Boolean,
      "snapshot_id": "string",
      "can_restart": Boolean,
      "can_cancel": Boolean,
      "cancellation_reason": "String",
      "errors": [Array],
      "parent_record": "String",
      "parent_table": "String",
      "playbook_id": "String",
      "playbook_table": "String",
      "scoped_name": "String",
      "variant_id": "String",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"is_archived": Boolean,
	"state": {Object},
	"sys_id": "String",
	"title": "String"
	}
	]</pre>

<Object>.canceledPlaybookContext.can_add_activity	Flag that indicates whether a user can add an optional activity to the playbook. Valid values: • true: Current user can add an optional activity to the playbook. • false: Current user can't add an optional activity to the playbook. Data type: Boolean
<Object>.canceledPlaybookContext.can_cancel	Flag that indicates whether a user can cancel a playbook. • true: The process definition for the deactivated playbook is active. • false: The process definition for the deactivated playbook is inactive. Data type: Boolean
<Object>.canceledPlaybookContext.can_read	Flag that indicates whether the current user can read the playbook execution record. The current user must have read access to the parent record to be able to read the playbook execution record. Valid values: • true: Current user has read access to the playbook execution record. • false: Current user doesn't have read access to the playbook execution record. Data type: Boolean
<Object>.canceledPlaybookContext.can_restart	Flag that indicates whether a user can restart a playbook, stage, or activity. • true: Current user can restart the playbook, stage, or activity. • false: Current user can't restart the playbook, stage, or activity. Data type: Boolean
<Object>.canceledPlaybookContext.canceled_by	The **User ID** of the user who cancelled the playbook execution. Data type: String
<Object>.canceledPlaybookContext.cancelation_reason	The cancellation reason input by the user who cancelled the playbook execution. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.cancelledPlaybookContext.errors	List of cancellation errors. Each error is an object in the array. Data type: Array `"errors": [ { "message": "String", "type": "String" } ]`
<Object>.cancelledPlaybookContext.errors.message	The cancellation error message Data type: String
<Object>.cancelledPlaybookContext.errors.type	The type of error Data type: String
<Object>.cancelledPlaybookContext.flag_context_archived	Flag that indicates whether playbook context records are archived. Set to true. This value can't be modified. Possible values: • true: Playbook context records are archived. • false: Playbook context records aren't archived. Data type: Boolean
<Object>.cancelledPlaybookContext.parent_record	Sys_id of the parent record that playbook executions were cancelled for. Data type: String
<Object>.cancelledPlaybookContext.parent_table	The name of the table that the parent record is from. Data type: String
<Object>.cancelledPlaybookContext.playbook_id	Sys_id of the playbook from the Process Definitions [sys_pd_process_definition] table. Data type: String
<Object>.cancelledPlaybookContext.playbook_table	The name of the table that the playbook is from, generally the Process Definitions [sys_pd_process_definition] table. Data type: String
<Object>.cancelledPlaybookContext.scoped_name	The scoped name of the playbook from the Process Definitions [sys_pd_process_definition] table in the format `scope.name`. Data type: String
<Object>.cancelledPlaybookContext.snapshot_id	Sys_id of the snapshot of the playbook execution from the [sys_pd_snapshot] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.canceledPlaybookContext.state	The state of the playbook execution from the Process Executions [sys_pd_context] table. Data type: Object `"state": { "displayValue": "String", "value": "String" }`
<Object>.canceledPlaybookContext.state.displayValue	The display value of the playbook execution state. Data type: String
<Object>.canceledPlaybookContext.state.value	The value of the playbook execution state. Data type: String
<Object>.canceledPlaybookContext.sys_id	Sys_ID of the playbook execution from the Process Executions [sys_pd_context] table. Data type: String
<Object>.canceledPlaybookContext.title	The title of the playbook execution from the Process Executions [sys_pd_context] table. Data type: String
<Object>.canceledPlaybookContext.variant	Sys_ID of the playbook variant execution from the Process Executions [sys_pd_context] table.

This example shows how to cancel a single execution of a specific playbook that is running too long.

```
var process = new GlideRecord('sys_pd_context');

process.get("SYS_ID");

var cancelPlaybookReturn =
 sn_playbook.PlaybookExperience.cancelPlaybook(process, "This
 playbook ran for too long");

gs.info(JSON.stringify(cancelPlaybookReturn));
```

Output:

```
{
 "scoped_name": "global.test_user_form",
 "canceled_by": "maint",
 "can_add_activity": true,
 "snapshot_id": "28ec63425459e250f87766647bf35e7e",
 "playbook_table": "sys_pd_process_definition",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "can_restart": false,
 "can_cancel": true,
 "title": "Test User Form",
 "cancellation_reason": "This process ran for too long",
 "parent_table": "incident",
 "can_read": true,
 "sys_id": "418b1e7ea722435bb4facac50fc9b4f3",
 "variant_id": null,
 "is_archived": false,
 "state": {
   "displayValue": "Pending Cancel",
   "value": "PENDING_CANCEL"
 },
 "parent_record": "8cdc23425459e250f87766647bf35ea1",
 "playbook_id": "d589efca5419e250f87766647bf35e29",
 "errors": []
}
```

Force cancel a single execution of a specific playbook.

```
var forceCancelPlaybookReturn =
 sn_playbook.PlaybookExperience.cancelPlaybook(process, "This
 playbook did not cancel", undefined, true);

gs.info(JSON.stringify(forceCancelPlaybookReturn));
```

Output:

```
{
 "scoped_name": "global.test_user_form",
 "canceled_by": "maint",
 "can_add_activity": true,
 "snapshot_id": "28ec63425459e250f87766647bf35e7e",
 "playbook_table": "sys_pd_process_definition",
 "can_restart": false,
 "can_cancel": true,
 "title": "Test User Form",
 "cancellation_reason": "This process ran for too long",
 "parent_table": "incident",
 "can_read": true,
 "sys_id": "418b1e7ea722435bb4facac50fc9b4f3",
 "variant_id": null,
 "is_archived": false,
 "state": {
   "displayValue": "Cancelled",
   "value": "CANCELLED"
 },
 "parent_record": "8cdc23425459e250f87766647bf35ea1",
 "playbook_id": "d589efca5419e250f87766647bf35e29",
 "errors": []
}
```

PolarisUI - Scoped

The *PolarisUI* API provides methods for enabling Next Experience on direct UI pages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A UI page [sys_ui_page] is direct if the **Direct** field is **Selected**. A direct UI page doesn't include the common HTML page template and must include all CSS and JavaScript that you want to use in the page.

All non-direct UI pages use Next Experience by default.

For more information about Next Experience, see the Next Experience UI.

The *PolarisUI* API is provided within the `sn_ui` namespace.

PolarisUI - canUsePolarisCSS()

Checks if the current page can use the Next Experience UI.

This method returns `true` if all of the following conditions are met.

- *sn_ui.PolarisUI.isEnabled()* is `true`.
- The request URL parameter *sysparm_use_polaris* is not set to `false`.
- The referrer HTTP request header does not contain `sysparm_use_polaris=false`.
- The page or its parent plugin are not denied use of Next Experience by a record in the Page Theme Support [sys_page_theme] table.

Use this method to conditionally change behavior or jelly output if Next Experience is enabled.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current page can use the Next Experience UI. Valid values: • true: The current page can use the Next Experience UI. • false: The current page can't use the Next Experience UI.

This UI Action redirects to a different page if Next Experience is running on the current form.

```
var id = current.getUniqueValue();
if (sn_ui.PolarisUI.canUsePolarisCSS())
 action.setRedirectUrl("/now/custom/application/record/" + id);
return "/record.do?sys_id=" + id;
```

This jelly script sets a different style sheet for pages using Next Experience.

```
<g:evaluate var="jvar_css_path">
 // Core UI content css record
 var id = "5e8fde63d713310074304187ed61030d";

 if (sn_ui.PolarisUI.canUsePolarisCSS())
  id = "84f03cc87120a00cfab6dd207cb0b72";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "/" + id + ".cssdbx";
</g:evaluate>
<link href="${jvar_css_path}" rel="stylesheet"
 type="text/css" />
```

PolarisUI - getBodyClassNames()

Returns a list of CSS class names used by the Next Experience UI.

Use this method in the HTML `<body>` tag of a UI page to set the CSS classes required for Next Experience to render correctly.

```
<body class="$[sn_ui.PolarisUI.getBodyClassNames()]">
```

The returned class names change depending on system properties and if session debug output exists.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	List of CSS class names used by the Next Experience UI.

This jelly script adds Next Experience to a custom UI page.

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="true" xmlns:j="jelly:core" xmlns:g="glide"
 xmlns:g2="null">
    <g2:doctype name="html" />
    <g:inline template="dir_checker.xml"/>
    <html class="${jvar_text_direction}"
 lang="$[gs.getSession().getLanguage()]">
        <head>
            <g:inline template="set_theme_vars.xml" /> <!-- sets
 jvar_theme and jvar_css_cache_key -->
            <g:requires name="styles/css_includes_my_app.css"
 includes="true" params="$[jvar_css_cache_key]" />
            <g:if_polaris>
 <g:then><g:inline template="polarisberg_output.xml"/></g:when>
 <g:else><g:inline template="heisenberg_output.xml"
 type="css"/></g:else>
             </g:if_polaris>
        </head>
        <body class="$[sn_ui.PolarisUI.getBodyClassNames()]">
            Your UI page content here
        </body>
    </html>
</j:jelly>
```

PolarisUI - isEnabled()

Checks if the Next Experience UI is enabled for the current user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method checks if the *glide.ui.polaris.experience* system property and *glide.ui.polaris.use* user preference are both set to **true**.

- *glide.ui.polaris.experience* enables Next Experience on the instance.
- *glide.ui.polaris.use* disables Next Experience for specified users when set to **false**.

For more information about Next Experience system properties and user preferences, see Next Experience system properties.

Note: This method returns true even if Next Experience is disabled for the current page. This method is useful for conditionally enabling entire experiences or redirecting to different pages when Next Experience is enabled globally.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the Next Experience UI is enabled for the current user. Valid values: • true: The Next Experience UI is enabled for the current user. • false: The Next Experience UI isn't enabled for the current user.

This UI page displays a conditional message to the user if Next Experience is enabled for the current user.

```
<j:if test="${sn_ui.PolarisUI.isEnabled()}">
 <a href="...">Click here to learn more about the new UI
 changes</a>
</j:if>
```

This business rule shows an info message on record display that a user can click to view the record in Core UI instead of Next Experience. The business rule **Condition** field is set to `!current.isNewRecord() && sn_ui.PolarisUI.isEnabled() && sn_ui.PolarisUI.canUsePolarisCSS()`.

```
// business rule script field

(function executeRule(current, previous /*null when async*/) {

 var sysId = current.getUniqueValue();
 gs.addInfoMessage("<a href='/incident.do?sys_id="+ sysId
 +"&sysparm_use_polaris=false'>Click here to load this page in
 Core UI</a>");

})(current, previous);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PredictabilityEstimate - Global

The *PredictabilityEstimate* API is a scriptable object used in Predictive Intelligence stores. This object provides estimation of how predictable fields of a dataset can be, and which features can be useful for predicting those fields.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

The predictability estimate setup-to-training flow is as follows:

1. Create a dataset using the *DatasetDefinition* API.
2. Use the constructor to create a predictability estimate object.
3. Add the predictability estimate object to the predictability estimate store using the *PredictabilityEstimateStore - add()* method.
4. Train the predictability estimate using the *submitTrainingJob()* method. This creates a version of the object that you can manage using the *PredictabilityEstimateVersion* API.
5. Get estimated predictive values using the *PredictabilityEstimateVersion - getResults()* method.

Note: This API runs with full privileges before the Vancouver Patch 7 Hotfix 2b and Washington DC Patch 7 releases. With later releases, grant access using ACLs. For more information see Query ACLs.

For usage guidelines, refer to Using ML APIs.

PredictabilityEstimate - PredictabilityEstimate(Object config)

Creates a predictability estimate.

To get new predictability estimates on the same dataset, use this constructor to create a new PredictabilityEstimate object with a unique name.

Parameters

Name	Type	Description
config	Object	JavaScript object containing configuration properties of the predictability estimate. `{ "dataset": {Object}, "domainName": "String", "inputFieldNames": [Array], "label": "String", "minRowCount": "String", "predictedFieldName": "String", "trainingFrequency": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
config.dataset	Object	*DatasetDefinition* name.
config.domainName	String	Optional. Domain name associated with this dataset. Default: Current domain, for example, `"global"`.
config.inputFieldNames	Array	List of candidate input fields as strings to be considered for estimation.
config.label	String	Identifies the prediction task.
config.minRowCount	String	Optional. Minimum number of records required in the dataset for training. Default: 10000
config.predictedFieldName	String	Identifies a field to be trained for predictability.
config.trainingFrequency	String	Optional. The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once

The following example shows how to create an estimation job and add it to the PredictabilityEstimate store.

```
var myIncidentData = new sn_ml.DatasetDefinition({
  'tableName' : 'incident',
  'encodedQuery' : 'activeANYTHING'
});

var myEstimate = new sn_ml.PredictabilityEstimate({
  'label': "predictability estimate",
  'dataset' : myIncidentData,
  'inputFieldNames':['short_description'],
  'predictedFieldName': 'category'
});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var myEstimateName =
 sn_ml.PredictabilityEstimateStore.add(myEstimate);
```

PredictabilityEstimate - cancelTrainingJob()

Cancels a job for a predictability estimate object that has been submitted for training.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to cancel an existing training job.

```
var myEstimate =
 sn_ml.PredictabilityEstimateStore.get('ml_sn_global_global_pred
ictability_estimate');

myEstimate.cancelTrainingJob();
```

PredictabilityEstimate - getActiveVersion()

Gets the active *PredictabilityEstimateVersion* object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Active *PredictabilityEstimateVersion* object.

The following example shows how to get an active *PredictabilityEstimate* version from the store and return its training status.

```
var mlEstimate =
 sn_ml.PredictabilityEstimateStore.get('ml_x_snc_global_global_p
redictability_estimate');

gs.print(JSON.stringify(JSON.parse(mlEstimate.getActiveVersion()
.getStatus()), null, 2));
```

Output:

```
{
  "state": "predictability_estimate_complete",
  "percentComplete": "100",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "hasJobEnded": "true"
}
```

PredictabilityEstimate - getAllVersions()

Gets all versions of a predictability estimate.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Existing versions of a solution object. See also *PredictabilityEstimateVersion* API.

The following example shows how to get all *PredictabilityEstimate* version objects and call the *getVersionNumber()* and *getStatus()* estimate version methods on them.

```
var mlEstimate =
 sn_ml.PredictabilityEstimateStore.get('ml_x_snc_global_global_p
redictability_estimate');

var mlEstimateVersions = mlEstimate.getAllVersions();

for (i = 0; i < mlEstimateVersions.length; i++) {
gs.print("Version " + mlEstimateVersions[i].getVersionNumber() +
 " Status: " + mlEstimateVersions[i].getStatus() +"\n");
};
```

Output:

```
Version 3 Status:
 {"state":"predictability_estimate_complete","percentComplete":"
100","hasJobEnded":"true"}

Version 2 Status:
 {"state":"predictability_estimate_complete","percentComplete":"
100","hasJobEnded":"true"}

Version 1 Status:
 {"state":"predictability_estimate_cancelled","percentComplete":
"0","hasJobEnded":"true"}
```

PredictabilityEstimate - getLatestVersion()

Gets the latest version of a predictability estimate.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	*PredictabilityEstimateVersion* object corresponding to the latest version of a *PredictabilityEstimate()*.

The following example shows how to get the latest version of a predictability estimate and return its training status.

```
var mlEstimate =
 sn_ml.PredictabilityEstimateStore.get('ml_x_snc_global_global_p
redictability_estimate');

gs.print(JSON.stringify(JSON.parse(mlEstimate.getLatestVersion()
.getStatus()), null, 2));
```

Output:

```
{
  "state": "predictability_estimate_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

PredictabilityEstimate - getName()

Gets the name of the object to use for interaction with the store.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the estimate object.

The following example shows how to update *PredictabilityEstimate* dataset information and print the name of the object.

```
// Update estimate
var myIncidentData = new sn_ml.DatasetDefinition({
   'tableName' : 'incident',
   'fieldNames' : ['category', 'short_description', 'priority'],
   'encodedQuery' : 'activeANYTHING'
});

var myEstimate = new sn_ml.PredictabilityEstimate({
   'label': "my estimate",
   'dataset' : myIncidentData,
   'inputFieldNames':['short_description'],
   'predictedFieldName': 'category'
});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// update estimate
sn_ml.PredictabilityEstimateStore.update('ml_x_snc_global_global
_my_definition_4', myEstimate);

// print estimate name
gs.print('Estimate Name: '+myEstimate.getName());
```

Output:

```
Estimate Name: ml_x_snc_global_global_my_definition_4
```

PredictabilityEstimate - getProperties()

Gets predictability estimate object properties.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and *PredictabilityEstimate()* object details in the *PredictabilityEstimateStore*. `{ "datasetProperties": {Object}, "domainName": "String", "inputFieldNames": [Array], "label": "String", "name": "String", "predictedFieldName": "String", "scope": "String", "trainingFrequency": "String" }`
<Object>.datasetProperties	Lists the properties of the *DatasetDefinition()* object associated with the estimate. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array], "tableName": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.datasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.
<Object>.datasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.
<Object>.datasetProperties.fieldNames.fieldDetails	List of JavaScript objects that specify field properties. `[ { "name": "String", "type": "String" } ]` Data type: Array.
<Object>.datasetProperties.fieldNames.fieldDetails.<object>.name	Name of the field defining the type of information to restrict this dataset to. Data type: String.
<Object>.datasetProperties.fieldDetails.<object>.type	Machine-learning field type. Data type: String.
<Object>.datasetProperties.fieldDetails.encodedQuery	Encoded query string in the standard platform format. See Encoded query strings. Data type: String.
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.inputFieldNames	List of candidate input fields as strings to be considered for estimation. Data type: String.
<Object>.label	Identifies the prediction task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	`{ "label": "my first prediction" }` Data type: String.
<Object>.name	System-assigned name. Data type: String.
<Object>.predictedFieldName	Identifies a field to be trained for predictability. Data type: String.
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.trainingFrequency	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once Data type: String.

The following example gets properties of a predictability estimate object in the store.

```
var mySolution =
 sn_ml.PredictabilityEstimateStore.get('ml_sn_global_global_pred
ictability_estimate');

gs.print(JSON.stringify(JSON.parse(mySolution.getProperties()),
 null, 2));
```

Output:

```
*** Script: {
  "datasetProperties": {
    "tableName": "incident",
    "fieldNames": [
      "category",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "short_description",
      "priority",
      "assignment_group.name"
    ],
    "fieldDetails": [
      {
        "name": "category",
        "type": "nominal"
      },
      {
        "name": "short_description",
        "type": "text"
      }
    ]
  },
  "domainName": "global",
  "inputFieldNames": [
    "short_description"
  ],
  "label": "my estimate definition",
  "name": "ml_x_snc_global_global_my_definition_26",
  "predictedFieldName": "category",
  "processingLanguage": "en",
  "scope": "global",
  "stopwords": [
    "Default English Stopwords"
  ],
  "trainingFrequency": "run_once"
}
```

PredictabilityEstimate - getVersion(String version)

Gets a predictability estimate by provided version number.

Parameters

Name	Type	Description
version	String	Existing version number of a predictability estimate.

Returns

Type	Description
Object	Specified version of the *PredictabilityEstimate()* object on which you can call *PredictabilityEstimateVersion* API methods.

The following example shows how to get the training status of a predictability estimate by version number.

```
var mlEstimate =
 sn_ml.PredictabilityEstimateStore.get('ml_x_snc_global_global_p
redictability_estimate');

gs.print(JSON.stringify(JSON.parse(mlEstimate.getVersion('1').ge
tStatus()), null, 2));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
{
  "state": "predictability_estimate_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

PredictabilityEstimate - setActiveVersion(String version)

Activates a specified version of a predictability estimate in the store.

Parameters

Name	Type	Description
version	String	Name of the *PredictabilityEstimate()* object version to activate. Activating this version deactivates any other version.

Returns

Type	Description
None	

The following example shows how to activate a predictability estimate version in the store.

```
sn_ml.PredictabilityEstimate.setActiveVersion("ml_x_snc_global_global_my_estimate_definition");
```

PredictabilityEstimate - submitTrainingJob()

Submits a training job.

Note: Before running this method, you must first add a predictability estimate to the store using the *PredictabilityEstimateStore - add()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	*PredictabilityEstimateVersion* object corresponding to the *PredictabilityEstimate* being trained.

The following example shows how to create a dataset, apply it to a predictability estimate, add it to a store, and submit the training job.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create an estimate
var myEstimate = new sn_ml.PredictabilityEstimate({

  'label': "my estimate definition",
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']

});

// Add the estimate to the store to later be able to retrieve
 it.
var my_unique_name =
 sn_ml.PredictabilityEstimateStore.add(myEstimate);

// Train the estimate - this is a long running job
var myEstimateVersion = myEstimate.submitTrainingJob();
```

PredictabilityEstimateStore - Global

Enables storing and retrieving predictability estimates.

The *PredictabilityEstimateStore* API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

PredictabilityEstimateStore - add(Object mlEstimate)

Adds a new predictability estimate object to the store and returns a unique name.

Note: Label values do not need to be unique. For example, if you run this method with the same label 10 times, this method adds 10 different uniquely-named objects to the store.

Parameters

Name	Type	Description
mlEstimate	PredictabilityEstima	*PredictabilityEstimate()* object to add to the store.

Returns

Type	Description
String	System-generated predictability estimate name.

The following example shows how to add a predictability estimate to the store. Use *PredictabilityEstimate - submitTrainingJob()* to run the training job after adding it to the store.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create an estimate
var myEstimate = new sn_ml.PredictabilityEstimate({

  'label': "my estimate definition",
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']

});

// Add the estimate to the store to later be able to retrieve
 it.
var my_unique_name =
 sn_ml.PredictabilityEstimateStore.add(myEstimate);
```

PredictabilityEstimateStore - deleteObject(String name)

Removes a specified predictability estimate object from the store.

Parameters

Name	Type	Description
name	String	Name of the *PredictabilityEstimate()* object to be deleted.

Returns

Type	Description
None	

The following example shows how to delete a predictability estimate from the store.

```
sn_ml.PredictabilityEstimateStore.deleteObject("ml_sn_global_glo
bal_estimate");
```

PredictabilityEstimateStore - get(String name)

Gets a predictability estimate object from a store.

Parameters

Name	Type	Description
name	String	Name of a predictability estimate in a store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	*PredictabilityEstimate* object. Returns an error if the object does not exist.

The following example shows how to get a predictability estimate object from the store using the *get()* method and view its training status using the PredictabilityEstimate - getActiveVersion() and PredictabilityEstimateVersion - getStatus() methods.

```
// Get status
var mlEstimate =
 sn_ml.PredictabilityEstimateStore.get('ml_incident_categorizati
on');

gs.print(JSON.stringify(JSON.parse(mlEstimate.getActiveVersion()
.getStatus(), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true"
}
```

PredictabilityEstimateStore - getAllNames(Object options)

Gets the names of all predictability estimate definition records in the store.

Parameters

Name	Type	Description
options	Object	Options for restricting results within the specified properties. `{ "label": "String", "domainName": "String", "scope": "String" };`
options.label	String	Optional. Label of your solution object.
options.domainName	String	Optional. Name of the domain for your solution object. Refer to Domain separation and Predictive Intelligence.
options.scope	String	Optional. Name of an application scope for your solution object.

Returns

Type	Description
Array	List of strings representing predictability estimate object names in the store.

In the following example, the *getAllNames()* method returns a list of all names in the store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print(JSON.stringify(JSON.parse(sn_ml.PredictabilityEstimateS
tore.getAllNames()), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_predictability_estimate_1",
  "ml_x_snc_global_global_predictability_estimate",
  "ml_x_snc_global_global_predictability_estimate_2",
  "ml_x_snc_global_global_my_estimate_definition"
]
```

In the following example, the *getAllNames()* method returns only names associated with values set in the *options* parameter.

```
var options = {
  'label' : 'my estimate definition',
  'domainName' : 'global',
  'scope' : 'global'
};
var solNames =
 sn_ml.PredictabilityEstimateStore.getAllNames(options);
gs.print(JSON.stringify(JSON.parse(solNames), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_my_estimate_definition"
]
```

PredictabilityEstimateStore - update(String name, Object mlEstimate)

Updates a predictability estimate object in a store.

Parameters

Name	Type	Description
name	String	Name of the predictability estimate to update.
mlEstimate	*PredictabilityEstimate()* object properties to update.	

Returns

Type	Description
None	

The following example shows how to update a predictability estimate object in the store.

```
var estimateUpdate = new sn_ml.PredictabilityEstimate({
  'label': 'my estimate definition',
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames': ['short_description']
});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
sn_ml.PredictabilityEstimateStore.update('ml_sn_global_global_incident_service', estimateUpdate);
```

PredictabilityEstimateVersion - Global

The *PredictabilityEstimateVersion* API is a scriptable object used in Predictive Intelligence stores.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

Use this API when working with predictability estimate versions based on PredictabilityEstimate API objects in the PredictabilityEstimate store.

The system activates the most recent version of the predictability estimate when it completes training, and only allows one version to be active at a time. However, you can activate any previously trained version you want to use to make predictions.

Methods in this API are accessible using the following *PredictabiltyEstimate* methods:

- *getActiveVersion()*
- *getAllVersions()*
- *getLatestVersion()*
- *getVersion()*

PredictabilityEstimateVersion - getProperties()

Gets predictability estimate object properties and version number.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and PredictabilityEstimate version details. Results vary by object property setup. `{ "datasetProperties": {Object}, "domainName": "String", "inputFieldNames": [Array], "label": "String", "name": "String", "predictedFieldName": "String", "scope": "String", "trainingFrequency": "String", "versionNumber": "Number" }`
<Object>.datasetProperties	Lists the properties of the *DatasetDefinition()* object associated with the predictability estimate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>{
	  "encodedQuery": "String",
	  "fieldDetails": [Array],
	  "fieldNames": [Array],
	  "tableName": "String"
	}</pre>
	Data type: Object.

<Object>.datasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.
<Object>.datasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.

<Object>.datasetProperties.fieldDetails	List of JavaScript objects that specify field properties.
	<pre>[
	  {
	  "name": "String",
	  "type": "String"
	  }
	]</pre>
	Data type: Array.

<Object>.datasetProperties.fieldDetails.name	Name of the field. Use the object information to restrict this dataset to. Data type: String.
<Object>.datasetProperties.fieldDetails.type	Machine-readable field type. Data type: String.
<Object>.datasetProperties.encodedQuery	Encoded query string in standard platform format. See Encoded query strings. Data type: String.
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.inputFieldNames	List of candidate input fields as strings to be considered for estimation. Data type: String.
<Object>.isActive	Flag that indicates whether this version is active.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Valid values: • true: Version is active. • false: Version is not active. Data type: String
<Object>.label	Identifies the prediction task. `{ "label": "my first prediction" }` Data type: String.
<Object>.name	System-assigned name. Data type: String.
<Object>.predictedFieldName	Identifies a field to be trained for predictability. Data type: String.
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.trainingFrequency	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once Data type: String.
<Object>.versionNumber	Version number of the *`PredictabilityEstimate`* object. Data type: String.

The following example gets properties of the active object version in the store.

```
// Get properties
var mlEstimate =
 sn_ml.PredictabilityEstimateStore.get('ml_incident_categorizati
on');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print(JSON.stringify(JSON.parse(mlEstimate.getActiveVersion()
.getProperties()), null, 2));
```

Output:

```
"datasetProperties": {
    "encodedQuery": "activeANYTHING^EQ",
    "fieldNames": [
      "short_description",
      "category"
    ],
    "tableName": "incident"
  },
  "domainName": "global",
  "inputFieldNames": [
    "short_description"
  ],
  "isActive": "true",
  "label": "Incident Categorization_Trainer",
  "name": "ml_incident_categorization",
  "predictedFieldName": "category",
  "processingLanguage": "en",
  "stopwords": [
    "Default English Stopwords"
  ],
  "versionNumber": "1"
}
```

PredictabilityEstimateVersion - getResults()

Returns JSON results containing suggested input fields for an output field.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	JSON object results containing suggested input field options for an output field.
<Object>.<output field name>	Output field name, e.g., `category`, containing suggested input fields. `{ "<output field name>": { "nominalInputFields": [Array], "textInputFields": [Array] } }` Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.<output field name>.nominalInputFields	Nominal input field details. `"nominalInputFields": [ { "fieldName": "String", "modelImprovement": "String" } ]` Data type: Array.
<Object>.<output field name>.nominalInputFields.fieldName	Nominal input field name. Data type: String.
<Object>.<output field name>.nominalInputFields.modelImprovement	Score as a relative indication of how likely this field is to improve results. Data type: Number as a string.
<Object>.textInputFields	Text input field details. `"textInputFields": [ { "fieldName": "String", "density": "String" } ]` Data type: Array.
<Object>.textInputFields.fieldName	Text input field name. Data type: String.
<Object>.textInputFields.density	Value between 0 and 1.0 that represents frequency that the field is not empty. A value of 1.0 means that the field is not empty in all rows, and a value of 0 indicates that the field is empty in all rows. Data type: Number as a string.

The following example shows how to get results for a selected version of a predictability estimate in the store.

```
// Get results
var estimateName =
 "ml_x_snc_global_global_predictability_estimate;"
var mlEstimate =
 sn_ml.PredictabilityEstimateStore.get(estimateName);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var results = mlEstimate.getActiveVersion().getResults();

gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

Output:

```
{
  "category": {
    "nominalInputFields": [
      {
        "fieldName": "number",
        "modelImprovement": "0.167052396325189"
      },
      {
        "fieldName": "task_effective_number",
        "modelImprovement": "0.167052396325189"
      }
    ],
    "textInputFields": [
      {
        "fieldName": "short_description",
        "density": "1.0"
      }
    ]
  }
}
```

PredictabilityEstimateVersion - getStatus(Boolean includeDetails)

Gets training completion status.

Parameters

Name	Type	Description
includeDetails	Boolean	Flag that indicates whether to return status *details*. Valid values: • true: Return additional details. • false: Don't return additional details. Default: False

Returns

Type	Description
Object	JavaScript object containing training status information for a PredictabilityEstimate object. `{ "state": "String", "percentComplete": "Number as a String", "hasJobEnded": "Boolean value as a String", "details": {Object} }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.state	Training completion state. If the training job reaches a terminal state, the job does not leave that state. If the state is terminal, the *hasJobEnded* property is set to `true`. Possible values: • `fetching_files_for_training` • `preparing_data` • `retry` • `solution_cancelled` (terminal) • `solution_complete` (terminal) • `solution_error` (terminal) • `solution_incomplete` • `training_request_received` • `training_request_timed_out` (terminal) • `training_solution` • `uploading_solution` • `waiting_for_training` Data type: String
<Object>.hasJobEnded	Flag that indicates whether training is complete. Valid values: • true: Training is complete. • false: Training is incomplete. Data type: Boolean value as a String
<Object>.percentComplete	Training percent complete. If the completion percentage is less than 100, the job might be in a terminal state. For example, if training times out. Data type: Number as a String Range: 0 thru 100
<Object>.details	Object containing a list of additional training details. Data type: Object

The following example shows a successful result with training complete.

```
// Get status
var mlEstimate =
 sn_ml.PredictabilityEstimateStore.get('ml_incident_categorizati
on');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print(JSON.stringify(JSON.parse(mlEstimate.getActiveVersion()
.getStatus(true), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true",
 "details":{"stepLabel":"Solution Complete"} // This information
 is only returned if getStatus(true);
}
```

The following example shows an unsuccessful result with training complete.

```
// Get status
var mlEstimate =
 sn_ml.PredictabilityEstimateStore.get('ml_x_snc_global_global_m
y_estimate_definition');
var trainingStatus = mlEstimate.getLatestVersion().getStatus();

gs.print(JSON.stringify(JSON.parse(trainingStatus), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

PredictabilityEstimateVersion - getVersionNumber()

Gets the version number of a predictability estimate object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Version number.

The following example shows how to get a version number.

```
// Get version number
var mlEstimate =
 sn_ml.PredictabilityEstimateStore.get('ml_x_snc_global_global_p
redictability_estimate');

gs.print("Version number:
 "+JSON.stringify(JSON.parse(mlEstimate.getActiveVersion().getVe
rsionNumber()), null, 2));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Version number: 1
```

PreferenceDestination - Scoped, Global

The *PreferenceDestination* API updates user notification preferences.

A notification destination is somewhere that a notification can be delivered to, such as a specific email address or phone number. This API is based on notifications from the Notification [sys_notification] table. Notifications are sent through channels such as email or Workspace. A channel can be used to send notifications to multiple types of destinations. For example, an email channel could send notifications to both personal email and work email destinations. Destination types are listed in the Notification Destination Type [sys_notif_destination_type] table.

A user can update their own notification preferences, and an admin can update notification preferences for any user. User notification preferences control which destinations will receive which notifications.

Use this API with the *Preferences* API. Before calling any methods in this class, you must call the *Preferences.getDestinations()* or *Preferences.getDestinationsByChannel()* methods to instantiate a PreferenceDestination object.

This class uses the `sn_notification` namespace identifier.

PreferenceDestination - getChannel()

Returns the channel that is used to send notifications to the destination.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	GlideRecord from the Notification Channel [sys_notification_channel] table for the channel that is used to send notifications to the destination.

This example prints the channel that is used to send notifications for each of Abel Tuter's destinations.

```
var recipient = new GlideRecord('sys_user');
recipient.get('last_name', 'Tuter');
var prefs = new sn_notification.Preferences(recipient);
var dests = prefs.getDestinations();
for (var i=0; i<dests.length; i++) {
     gs.print('Channel for destination '+(i+1)+' is
 '+dests[i].getChannel().name);
}
```

Output:

```
Channel for destination 1 is Workspace
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

PreferenceDestination - getDeliverTo()

Returns the identifier for the destination.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Identifier for the destination. For example, an email address, push application install token, or sys_id.

This example prints the identifier for each of Abel Tuter's destinations. The output shows that the identifier for Abel's Workspace destination is the user sys_id.

```
var recipient = new GlideRecord('sys_user');
recipient.get('last_name', 'Tuter');
var prefs = new sn_notification.Preferences(recipient);
var dests = prefs.getDestinations();
for (var i=0; i<dests.length; i++) {
     gs.print('The identifier for '+recipient.first_name+'\'s
 '+dests[i].getDestinationType().name+' destination is
 '+dests[i].getDeliverTo());
}
```

Output:

```
The identifier for Abel's Workspace destination is
 62826bf03710200044e0bfc8bcbe5df1
```

PreferenceDestination - getDestinationType()

Returns the type of destination, such as personal email or work email.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	GlideRecord from the Notification Destination Type [sys_notif_destination_type] table for the destination type.

This example prints the identifier for each of Abel Tuter's destinations. The output shows that the identifier for Abel's Workspace destination is the user sys_id.

```
var recipient = new GlideRecord('sys_user');
recipient.get('last_name', 'Tuter');
var prefs = new sn_notification.Preferences(recipient);
var dests = prefs.getDestinations();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
for (var i=0; i<dests.length; i++) {
     gs.print('The identifier for '+recipient.first_name+'\'s
 '+dests[i].getDestinationType().name+' destination is
 '+dests[i].getDeliverTo());
}
```

Output:

```
The identifier for Abel's Workspace destination is
 62826bf03710200044e0bfc8bcbe5df1
```

PreferenceDestination - isActive(GlideRecord notification)

Checks if the destination has permission to receive a notification.

Parameters

Name	Type	Description
notification	GlideRecord	Optional. Notification to check if the destination has permission to receive that notification. An exception is thrown if the notification doesn't exist or if the notification isn't readable by the destination's user. If no notification is specified, this method checks if the destination has permission to receive any notifications.

Returns

Type	Description
Boolean	Flag that indicates whether the destination has permission to receive a notification. Possible values: • true: The destination has permission receive a notification. • false: The destination doesn't have permission to receive a notification.

This example checks if each of Abel Tuter's destinations has permission to receive the Approval Request notification.

```
var recipient = new GlideRecord('sys_user');
recipient.get('last_name', 'Tuter');
var prefs = new sn_notification.Preferences(recipient);
var dests = prefs.getDestinations();
var notif = new GlideRecord('sys_notification');
notif.get('name', 'Approval Request');
for (var i=0; i<dests.length; i++) {
   var active = dests[i].isActive(notif) ? 'active' :
 'inactive';
   gs.print(dests[i].getDestinationType().name + ' ' +
 dests[i].getDeliverTo() + ' is ' + active + ' for this
 notification');
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Workspace 62826bf03710200044e0bfc8bcbe5df1 is active for this
 notification
```

PreferenceDestination - isOverriden(GlideRecord notification)

Checks if a notification overrides a user's preferences for the destination.

Parameters

Name	Type	Description
notification	GlideRecord	Specify a notification to check if it overrides user preferences for the destination. The notification should be a GlideRecord from the Notification [sys_notification] table.

Returns

Type	Description
Boolean	Flag that indicates whether the notification overrides user preferences for the destination. Valid values: • true: User preferences for the destination are ignored for this notification. • false: The destination receives or doesn't receive the notification according to the user preference.

This example checks if the Approval Request notification overrides user preferences for one of Abel Tuter's destinations. If the notification doesn't override user preferences, the destination is given permission to receive the notification. Otherwise, no preference is set because the notification overrides the preference.

```
var recipient = new GlideRecord('sys_user');
recipient.get('last_name', 'Tuter');
var prefs = new sn_notification.Preferences(recipient);
var dests = prefs.getDestinations();
var notif = new GlideRecord('sys_notification');
notif.get('name', 'Approval Request');
var firstDest = dests[0];
if (!firstDest.isOverridden(notif)) {
     dests[0].setActive(notif, true);
} else {
     gs.print('This notification overrides user preference, so
 don't bother to set a preference.');
}
```

PreferenceDestination - setActive(GlideRecord notification, Boolean active)

Sets the user preference for a destination to receive or not receive notifications.

The `isOverriden()` method can be called first to check if the user preference will be ignored, but it is not required.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
notification	GlideRecord	Optional. If a notification is specified, the user preference is set for the destination to receive or not receive that notification. The notification should be a GlideRecord from the Notification [sys_notification] table. If no notification is specified, the user preference is set for the destination to receive or not receive all notifications.
active	Boolean	Flag that indicates whether the destination has permission to receive a notification. Valid values: • true: The destination has permission receive a notification. • false: The destination doesn't have permission to receive a notification.

Returns

Type	Description
None	

This example checks if the Approval Request notification overrides user preferences for one of Abel Tuter's destinations. If the notification doesn't override user preferences, the destination is given permission to receive the notification. Otherwise, no preference is set because the notification overrides the preference.

```
var recipient = new GlideRecord('sys_user');
recipient.get('last_name', 'Tuter');
var prefs = new sn_notification.Preferences(recipient);
var dests = prefs.getDestinations();
var notif = new GlideRecord('sys_notification');
notif.get('name', 'Approval Request');
var firstDest = dests[0];
if (!firstDest.isOverridden(notif)) {
    dests[0].setActive(notif, true);
} else {
    gs.print('This notification overrides user preference, so
 don't bother to set a preference.');
}
```

Preferences - Scoped, Global

The *Preferences* API gets notification destinations for a user.

A notification destination is somewhere that a notification can be delivered to, such as a specific email address or phone number. This API is based on notifications from the Notification [sys_notification] table. Notifications are sent through channels such as email or Workspace. A channel can be used to send notifications to multiple types of destinations. For example, an email channel could send notifications to both personal email and work email destinations. Destination types are listed in the Notification Destination Type [sys_notif_destination_type] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use this API with the *PreferenceDestination* API to update user notification preferences.

This class uses the `sn_notification` namespace identifier.

Preferences - Preferences(GlideRecord recipient)

Instantiates a Preferences object for a specified user.

Parameters

Name	Type	Description
recipient	GlideRecord	GlideRecord from the User [sys_user] table for the user that you want to get notification destinations for.

This example instantiates a Preferences object for the user Abel Tuter.

```
var recipient = new GlideRecord('sys_user');
recipient.get('last_name', 'Tuter');
var prefs = new sn_notification.Preferences(recipient);
```

Preferences - getDestinations()

Returns a user's notification destinations.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Array of *PreferenceDestination* objects. If the user doesn't have any destinations, the array is empty.

This example gets all of Abel Tuter's notification destinations. The output shows that Abel has one destination.

```
var recipient = new GlideRecord('sys_user');
recipient.get('last_name', 'Tuter');
var prefs = new sn_notification.Preferences(recipient);
var dests = prefs.getDestinations();
gs.print(dests);
```

Output:

```
[object PreferenceDestination]
```

Preferences - getDestinationsByChannel(GlideRecord channel)

Returns a user's notification destinations that use a specified channel.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
channel	GlideRecord	GlideRecord from the Notification Channel [sys_notification_channel] table for the channel you want to filter on.

Returns

Type	Description
Array	Array of *PreferenceDestination* objects. If the user doesn't have any notification destinations that use the channel or if the channel doesn't exist, the array is empty.

This example gets all of Abel Tuter's destinations that use the Workspace channel. The output shows that Abel has one destination that uses the Workspace channel.

```
var recipient = new GlideRecord('sys_user');
recipient.get('last_name', 'Tuter');
var prefs = new sn_notification.Preferences(recipient);
var channel = new GlideRecord('sys_notification_channel');
channel.get('name', 'Workspace');
var dests = prefs.getDestinationsByChannel(channel);
gs.print(dests);
```

Output:

```
[object PreferenceDestination]
```

ProactiveTriggerAPI - Scoped

The *ProactiveTriggerAPI* enables you to create server-side triggers that send context-specific messages to a specified user.

This API uses rules and related actions based on those rules to send messages to a user. These rules and actions are context-specific and are based on real-time data gathered as the user navigates across portal pages. For additional information, see Proactive Triggers.

Before using this API, the trigger types, rules, and actions must be configured on your instance. For information on how to configure Proactive Triggers, see Configuring Proactive Triggers.

Using this API you can send messages to a specific user or to a user in a specific session.

For example, in the case where a customer adds items to their cart, you can have a Proactive Triggers event within a business rule that sends a reminder to the user to complete check-out after a specified amount of time.

Similarly, if a user performs an AI Search from a Service Portal and no results are returned, you can have logic in a business rule that creates a Proactive Triggers that sends alternate offerings to the user through the proactive pop over message web-client.

When calling the *ProactiveTriggerAPI*, there's a specific sequence in which you should call the methods. This API runs in the `sn_pt` namespace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

First, you should call the ProactiveTriggerAPI - createTrigger(String triggerTypeId) method to specify the type of trigger that you want to create. This call is required. For the list of available trigger types, see How Proactive Triggers work.

Next, you should call one of the methods that identifies the user to whom the messages should be sent. You can do this by calling one of the following methods:

- ProactiveTriggerAPI - setUserId(String userId): Identifies the user by the sys_id of their associated User [sys_users] record.
- ProactiveTriggerAPI - setUserName(String userName): Identifies the user by their user name, such as "abel.tuter".
- ProactiveTriggerAPI - setUserSessionId(String userId): Identifies the user by their current session sys_id.

Next, you should call the ProactiveTriggerAPI - setTriggerRecord(String triggerRecord) method to specify the trigger record on which to apply the Proactive Triggers' rules and actions.

Finally, call the ProactiveTriggerAPI - process() method to execute the call chain. Both the *`setTriggerRecord()`* and *`process()`* method calls are required.

For example:

```
var eventSysId =
 sn_pt.ProactiveTriggerAPI.createTrigger(triggerTypeId)
  .setUserName(userName).setTriggerRecord(userId).process();
```

ProactiveTriggerAPI - createTrigger(String triggerTypeId)

Creates a server-side Proactive Triggers event.

Parameters

Name	Type	Description
triggerTypeId	String	Unique ID of the trigger type to create. For example: `triggerTypeId = "sn_pt.ai_search_event"` Table: ID field of the Proactive Trigger Types [sys_cs_ptrigger_trigger_type] table.

Returns

Parameter	Description
None	

The following business rule shows how to call the *`createTrigger()`* method inside a business rule.

```
try {
  var triggerTypeId = "sn_pt.ai_search_event";
  var userId = current.getValue("user");

  var eventSysId =
 sn_pt.ProactiveTriggerAPI.createTrigger(triggerTypeId)
       .setUserId(userId).setTriggerRecord(current).process();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  // Returns the Proactive Trigger Event record's sys_id
  gs.info("Proactive Trigger Event Sys Id:"+ eventSysId);

} catch (e) {
    gs.info("error:"+e); // Log the error.
}
```

ProactiveTriggerAPI - process()

Executes the specified Proactive Triggers API request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
sys_id	Sys_id of the Proactive Trigger Event record that was created. Data type: String Table: Proactive Event [sys_cs_ptrigger_event]

The following business rule shows how to call the *process()* method to execute the specified Proactive Triggers API request.

```
try {
  var triggerTypeId = "sn_pt.ai_search_event";
  var userId = current.getValue("user");

  var eventSysId =
 sn_pt.ProactiveTriggerAPI.createTrigger(triggerTypeId)
       .setUserId(userId).setTriggerRecord(current).process();

  // Returns the Proactive Trigger Event record's sys_id
  gs.info("Proactive Trigger Event Sys Id:"+ eventSysId);

} catch (e) {
    gs.info("error:"+e); // Log the error.
}
```

ProactiveTriggerAPI - setTriggerRecord(String triggerRecord)

Sets the trigger record on which to apply the Proactive Triggers' rules and actions.

These rules and actions are defined in the associated trigger type record, located in the Proactive Trigger Types [sys_cs_ptrigger_trigger_type] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
triggerRecord	String or GlideRecord	Sys_id or GlideRecord of the trigger record on which to apply the associated Proactive Triggers' rules and actions. The trigger record is located in the table specified in the trigger_table field of the trigger type record that was specified in the *createTrigger()* method call. For example, if your *createTrigger()* call specified the AI Search Event trigger type, then the trigger table is the Search Event [sys_search_event] table. **Note:** This table is typically the same as the table that caused the business rule to execute. If it isn't the same, you will need to add this sys_id to the GlideRecord so you can pass it into this method.

Returns

Type	Description
None	

The following business rule shows how to call the *setTriggerRecord()* method.

```
try {
  var triggerTypeId = "sn_pt.ai_search_event";
  var userId = current.getValue("user");

  var eventSysId =
 sn_pt.ProactiveTriggerAPI.createTrigger(triggerTypeId)
       .setUserId(userId).setTriggerRecord(current).process();

  // Returns the Proactive Trigger Event record's sys_id
  gs.info("Proactive Trigger Event Sys Id:"+ eventSysId);

} catch (e) {
    gs.info("error:"+e); // Log the error.
}
```

ProactiveTriggerAPI - setUserId(String userId)

Sets the user to whom to send the message generated by the associated Proactive Triggers event using the user ID.

Parameters

Name	Type	Description
userId	String	Sys_id of the user to whom to send the associated Proactive Triggers message. Table: User [sys_user] table or in the associated GlideRecord.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Parameter	Description
None	

The following code example shows how to call the *setUserId()* method using the value in the user field of the current GlideRecord.

```
try {
  var triggerTypeId = "sn_pt.ai_search_event";
  var userId = current.getValue("user");

  var eventSysId =
 sn_pt.ProactiveTriggerAPI.createTrigger(triggerTypeId)
       .setUserId(userId).setTriggerRecord(current).process();

  // Returns the Proactive Trigger Event record's sys_id
  gs.info("Proactive Trigger Event Sys Id:"+ eventSysId);

} catch (e) {
    gs.info("error:"+e); // Log the error.
}
```

ProactiveTriggerAPI - setUserName(String userName)

Sets the user to whom to send the message generated by the associated Proactive Triggers event using the user name.

Parameters

Name	Type	Description
userName	String	Name of the user to whom to send the proactive message. This name must correlate to the User ID field in the User [sys_user] table, such as "abel.tuter".

Returns

Parameter	Description
None	

The following business rule shows how to call the *setUserName()* method using the value in the sys_created_by field of the current GlideRecord.

```
try {
  var triggerTypeId = "sn_pt.ai_search_event";

  // User name of the user to whom to send the proactive
 message.
  var userName = current.getValue("sys_created_by");

  var eventSysId =
 sn_pt.ProactiveTriggerAPI.createTrigger(triggerTypeId)

 .setUserName(userName).setTriggerRecord(current).process();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  // Returns the Proactive Trigger Event record's sys_id
  gs.info("Proactive Trigger Event Sys Id:"+ eventSysId);

} catch (e) {
    gs.info("error:"+e); // Log the error.
}
```

ProactiveTriggerAPI - setUserSessionId(String userId)

Sets the user session ID on the associated Proactive Triggers event. When using this method, the Proactive message is only sent to the specific user associated with a specific session.

Parameters

Name	Type	Description
userSessionId	String	Sys_id of the current session of the user to whom the Proactive Triggers message should be sent. **Note:** Not all tables contain a session ID. Before using this endpoint, ensure that the table that you're referencing contains a valid session ID. If not, the latest available session ID is used which may cause erroneous results.

Returns

Parameter	Description
None	

The following business rule shows how to call the *`setUserSessionId()`* method using the value in the session field of the current GlideRecord.

```
try {
  var triggerTypeId = "sn_pt.ai_search_event";
  var sessionId = current.getValue("session");

  var eventSysId =
 sn_pt.ProactiveTriggerAPI.createTrigger(triggerTypeId)

 .setUserSessionId(sessionId).setTriggerRecord(current).process
();

  // Returns the Proactive Trigger Event record's sys_id
  gs.info("Proactive Trigger Event Sys Id:"+ eventSysId);

} catch (e) {
    gs.info("error:"+e); // Log the error.
}
```

ProbeHandlerCim - Global

The *`ProbeHandlerCim`* script include provides methods to configures a Common Information Model (CIM) probe.

You can use this script include in any server-side script where you need to configure a CIM probe.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ProbeHandlerCim - getCimQueries()

Returns a string containing the CIM fields to fetch

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The CIM fields to fetch

ProbeHandlerCim - getNamespace()

Returns the CIM name space.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The name space

ProbeHandlerCim - getParameters()

Returns a hash map of the parameters added by this probe handler.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A hash map of the parameters

ProbeHandlerCim - run()

Runs the probe.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

ProbeHandlerCim - setProbeParameters(Object params)

Sets the probe parameters.

Parameters

Name	Type	Description
params	Object	The parameters to add

Returns

Type	Description
void	

ProbeHandlerMulti - Global

The `ProbeHandlerMulti` script include is a probe handler for multiprobes.

This script include does not work with probe parameters that have value_scripts and does not work with JavaScript probes.

You can use this script include in any server-side script where you need to configure a multiprobe.

ProbeHandlerMulti - addParameters(String parent, String sysID, GlideRecord probe)

Adds the probe parameters to the given XML parent element, taken from the given probe's parameter table.

Parameters

Name	Type	Description
parent	String	The XML parent element to add parameters to.
sysID	String	The sys_id of the probe to get parameters from.
probe	GlideRecord	Optional GlideRecord of the probe. If present, and there is a probe handler, it is called.

Returns

Type	Description
void	

ProbeHandlerMulti - addProbes(String parent, String sysID)

Adds the probes for this multiprobe to the document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
parent	String	The XML parent element to add the probes to.
sysID	String	The sys_id of the multi-probe

Returns

Type	Description
void	

ProbeHandlerMulti - run()

Runs the probe.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

ProbeHandlerMulti - runProbeHandler(String params, String sysID, GlideRecord probe)

If the given probe's GlideRecord is present and contains a probe handler, runs the probe handler and adds any parameters it creates to the given parameter element.

Parameters

Name	Type	Description
params	String	The XML parameter element to add parameters to.
sysID	String	The sys_id of the probe to get parameters from.
probe	GlideRecord	Optional GlideRecord of the probe. If present, and there is a probe handler, it is called.

Returns

Type	Description
void	

ProbeHandlerMulti - setParameter(String parent, String name, String value)

Sets the value of a given XML parameter element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
parent	String	The XML parent element to add the parameter to.
name	String	The name of the parameter to set
value	String	The value to set the parameter to.

Returns

Type	Description
void	

ProbeHandlerSNMP - Global

The *ProbeHandlerSNMP* script include is a discovery probe handler for SNMP probes, invoked when an SNMP probe is about to be created.

You can use this script include in any server-side script where you need to configure an SNMP probe.

ProbeHandlerSNMP - addBoolean(String dbName, String paramName, String paramMap)

Adds a boolean value to the parameter map.

Parameters

Name	Type	Description
dbName	String	The database name
paramName	String	The parameter name
paramMap	String	The parameter map

Returns

Type	Description
void	

ProbeHandlerSNMP - addDebug(String paramMap)

Adds debugging to the probe handler.

Parameters

Name	Type	Description
paramMap	String	The parameter map

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ProbeHandlerSNMP - addJavascriptHandlers(String paramMap)

Adds a JavaScript handler.

Parameters

Name	Type	Description
paramMap	String	The parameter map

Returns

Type	Description
void	

ProbeHandlerSNMP - addOIDAutoResolve(String paramMap)

Adds OID automatic resolution.

Parameters

Name	Type	Description
paramMap	String	The parameter map

Returns

Type	Description
void	

ProbeHandlerSNMP - addOIDSpec(String paramMap)

Adds OID specifications to the parameter map.

Parameters

Name	Type	Description
paramMap	String	The parameter map

Returns

Type	Description
void	

ProbeHandlerSNMP - addSensorHandler(String paramMap)

Adds a sensor handler.

Parameters

Name	Type	Description
paramMap	String	The parameter map

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

ProbeHandlerSNMP - addStage(String paramMap)

Adds the stage to the parameter map.

Parameters

Name	Type	Description
paramMap	String	The parameter map

Returns

Type	Description
void	

ProbeHandlerSNMP - addTimingSpecs(String paramMap)

Adds timing specifications to the parameter map.

Parameters

Name	Type	Description
paramMap	String	The parameter map

Returns

Type	Description
void	

ProbeHandlerSNMP - getParameters()

Returns the parameters added by this probe handler.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A hash map of the parameters added by this probe handler.

ProbeHandlerSNMP - run()

Runs the probe.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

ProbeHandlerSNMP - setProbeParameters(String params)

Sets the value of a given XML parameter element.

Parameters

Name	Type	Description
params	String	The probe's parameters

Returns

Type	Description
void	

ProbeHandlerWMI - Global

The `ProbeHandlerWMI` script include is the discovery probe handler for Windows Management Instrumentation (WMI) probes.

You can use this script include in any server-side script where you need to configure an WMI probe.

ProbeHandlerWMI - getParameters()

Returns the parameters added by this probe handler.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A hash map of the parameters added by this probe

ProbeHandlerWMI - getWMIFields()

Generates a string containing the WMI fields to fetch.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The WMI fields to fetch.

ProbeHandlerWMI - run()

Runs the probe.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

ProbeHandlerWMI - setProbeParameters(Object params)

Sets the probe parameters.

Parameters

Name	Type	Description
params	Object	The probe parameters

Returns

Type	Description
void	

ProcessMiningForExternalData - Scoped, Global

The `ProcessMiningForExternalData` API contains a method that marks an external audit record for processing.

This external audit data may come for external systems such as SAP, SmartRecruiters, or Jira.

To access this API, the Process Mining for external data (sn_po_extdata) plugin must be installed and the calling entity must have the sn_process_optimization_admin role.

For additional information on external audit records and Process Mining, see Process Mining.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ProcessMiningForExternalData - scheduleCaseGeneration(String externalDataSysId)

Marks the specified record in the External dataset [sn_po_extdata_dataset] table for processing. Use this method to automate the processing of external audit data.

Before calling this method, the external audit data must have already been imported into the External dataset table.

You can choose your desired method of importing this data, such as by Integration Hub or Workflow Studio. You can schedule this import on some fixed interval such as weekly, monthly, or quarterly. For additional information, see Working with external datasets.

After the data is imported, you call this method to set the state field in the specified External dataset record to "Scheduled." This setting indicates that the specified external dataset record is ready for processing. When processed, the data within the external dataset record is used to create audit and case records. The names of these audit and case records appear in the associated External dataset record.

Note: When the call returns, it has only marked the record for processing. The actual processing of the record is done in the background.

This API is available in both global and scoped. Use the following syntax when calling this method:

- Global: `SNC.ProcessMiningForExternalData.scheduleCaseGeneration(String externalDataSysId);`
- Scoped: `ProcessMiningForExternalData.scheduleCaseGeneration(String externalDataSysId);`

Parameters

Name	Type	Description
externalDataSysId	String	Sys_id of the dataset record in the External dataset [sn_po_extdata_dataset] table to mark as ready to be processed.

Returns

Type	Description
message	Status of the method call. When successful, the message is always: `External dataset is scheduled for processing.` When an error occurs, the message describes why the call failed.
status	Status of the method call. Possible values: • error • success

The following code example shows how to call this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
ProcessMiningForExternalData.scheduleCaseGeneration("o83ehu2yv91
8ehbu23eg928dg7jbcf52");
```

Output:

```
{
  "status": "success",
  "message": "External dataset is scheduled for processing"
}
```

ProcessMiningIntegrationAPI - Scoped

The *ProcessMiningIntegrationAPI* script include provides methods to manage process mining projects and retrieve findings and breakdowns.

This script include requires the Process Mining Core plugin (com.sn_process_optimization). For more information, see Process Mining.

The calling user must have the sn_process_optimization_analyst or sn_process_optimization_power_user role.

The following system properties can be used to manage API functionality.

promin.limit.api.project_creation

Limits the number of projects that can be created daily using APIs.

Default: 25.

promin.limit.api.max_daily_minings

Limits the number of minings that can be scheduled daily using APIs.

Default: 25.

promin.limit.api.max_daily_minings_per_project

Limits the number of minings that can be scheduled daily per project using APIs.

Default: 1.

promin.api.allow_no_role_mining

Allows projects to be mined by users without the sn_process_optimization_analyst role.

Default: False.

promin.api.auto_share_project_with_creator

Automatically shares the project with the creator of the project.

Default: False.

ProcessMiningIntegrationAPI - createProject(String table, Array activities, Array breakdowns, String encodedQuery, String templateType, Object permissions, Boolean autoRetire)

Creates a process mining project.

A project acts as a blueprint for Process Mining operations. It selects the process that the mining is done on and which attributes of the process are considered while mining.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
table	String	Name of the table containing the data to analyze.
activities	Array	Activity definitions for the project. An activity definition is an attribute of the process to consider while mining, such as state or assignment group. It must be a column from the table specified in the *table* parameter. At least one activity definition is required to mine a project. For more information about activity definitions, see Set activity definitions. **Note:** Activity definitions are also included in the project template specified in the *templateType* parameter. Use the *activities* parameter to specify any additional activities not included in the template. `["<column_name>"]`
breakdowns	Array	Breakdown definitions for the project. A breakdown definition allows you to filter records and analyze a process map by categories, such as priority or business category. It must be a column from the table specified in the *table* parameter. Breakdown definitions aren't required to mine a project. For more information about breakdown definitions, see Set breakdown definitions. **Note:** Breakdown definitions are also included in the project template specified in the *templateType* parameter. Use the *breakdowns* parameter to specify any additional breakdowns not included in the template. `["<column_name>"]`
encodedQuery	String	Encoded query to select the data to analyze. This allows you to limit the data that is analyzed, such as by selecting data only from a specified time period. To include all data in the table, you can pass an empty string.
templateType	String	Type of template to use for the project. Valid values: • Default • Digital Portfolio Management • Vendor Management • WFO For a project that is not part of WFO, Vendor Management, or Digital Portfolio Management, choose Default. For example, to create a Performance Analytics project, select Default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
permissions	Object	Map of groups, roles, and users to share the project with, where the key is a sys_id and the value specifies the type (group, role, or user). All users who the project is shared with can view the analyzed model and view project configurations. Only users with the sn_process_optimization_analyst or sn_process_optimization_power_user can mine the project. `{ "<user_sys_id>":"user", "<role_sys_id>":"role", "<group_sys_id>":"group" }`
autoRetire	Boolean	Optional. Flag that indicates whether to automatically retire the project. Valid values: • true: The project is automatically retired seven days after creation. • false: The project isn't automatically retired. Default: False

Returns

Type	Description
Object	Object containing information about the project. `{ "entity": {Object}, "findingDefinitionKPIMap": {Object}, "id": "String", "lastMined": String", "miningState": "String", "name": "String", "permissions": [Array], "retiredDate": "String" }`
<Object>.entity	Object containing information about the data analyzed in the project. Data type: Object `{ "activityDefinitions": [Array], "breakdownDefinitions": [Array], "condition": "String,"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"table": "String"
	}</pre>

<Object>.entity.activityDefinitions	Activity definitions for the project.
	
	Data type: Array
	<pre>[
	{
	"activityOfInterest":Boolean,
	"field":"String",
	"type":"String"
	}
	]</pre>

<Object>.entity.activityDefinitions.activityOfInterest	Flag that indicates whether field changes appear in the analyst workbench. Valid values: • true: Field changes appear in the analyst workbench. • false: Field changes don't appear in the analyst workbench, but can still be used in contextual conditions in transitions or findings.
<Object>.entity.activityDefinitions.field	Field containing the data to analyze. The field must be from the table specified in the *table* parameter.
<Object>.entity.activityDefinitions.type	The type of values to mine. Valid values: • Field Values (Default): This is the default selection. This option is available whenever you create an activity definition. • Date Time: Uses date time value from the actual record rather than the audit history and is displayed as a grouped node on the process map. • Compound: One node or process graph representing change in the multiple field value from the actual record rather than the audit history. • Child Attached: This option is available when you have selected two tables for table configuration and have set a child-parent relationship. This option is available only for the parent table configuration. In the visualization, you will see when the child was attached in the process. • Parent Attached: This option creates a node on the child process representing when a parent record was attached to a child.

<Object>.entity.breakdownDefinitions	Breakdown definitions for the project.
	
	Data type: Array
	<pre>[
	{</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>{
	"field":"String",
	"fieldLabel":"String"
	}
	]</pre>

<Object>.entity.breakdown	Name of the field used in the breakdown. Data type: String
<Object>.entity.breakdownLabel	Label of the field used in the breakdown. Data type: String
<Object>.entity.condition	Encoded query to select the data to analyze. Data type: String
<Object>.entity.table	Name of the table containing the data to analyze. Data type: String

<Object>.findingDefinitionKPIMap	Map of finding definitions and key performance indicators (KPIs), where the key is a finding definition sys_id and the value is an array of sys_ids of the KPIs impacted by the finding definition.
	
	Finding definitions are located in the Finding Definition [promin_finding_def] and Automated Finding Definition [promin_automated_finding] tables. KPIs are located in the Indicator [pa_indicators] table.
	
	For more information about finding definitions and KPIs, see Working with finding definitions and Viewing business insights.
	
	Data type: Object
	<pre>{
	"<finding_def_sys_id":[
	"<kpi_sys_id>"
	]
	}</pre>

<Object>.id	Sys_id of the project. Table: Project Definition [promin_project] Data type: String
<Object>.lastMined	Date the project was last mined. Data type: String
<Object>.miningState	Mining state for the project. For descriptions of mining states, see Mine states.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.name	Name of the project. Data type: String
<Object>.permissions	Group, role, and user permissions for the project. Data type: Object `[ { "type":"String", "value":"String" } ]`
<Object>.permissions.type	Type of permission. Valid values: • group • role • user Data type: String
<Object>.permissions.value	Sys_id of the group, role, or user to grant permission. Data type: String
<Object>.retiredDate	Date the project will be retired. Data type: String

This example creates a project using data from incidents created last month.

```
SNC.ProcessMiningIntegrationAPI
.createProject(
"incident", // table name
["state"], // activity definitions
["priority"], // breakdown definitions
"sys_created_onONLast
 month@javascript:gs.beginningOfLastMonth()@javascript:gs.endOfL
astMonth()", // incident created on last month
"DEFAULT", // template type
{"02acf036b3120010ed7fc9c316a8dc0c":"user"}, // map of
 permissions "sys_id":"type"
true // auto retire project
);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
   "entity":{
      "table":"incident",
      "condition":"sys_created_onONLast
 month@javascript:gs.beginningOfLastMonth()@javascript:gs.endOfL
astMonth()",
      "activityDefinitions":[
         {
            "field":"assignment_group",
            "type":"DEFAULT",
            "activityOfInterest":false
         },
         {
            "field":"business_service",
            "type":"DEFAULT",
            "activityOfInterest":false
         },
         {
            "field":"category",
            "type":"DEFAULT",
            "activityOfInterest":false
         },
         {
            "field":"priority",
            "type":"DEFAULT",
            "activityOfInterest":false
         },
         {
            "field":"state",
            "type":"DEFAULT",
            "activityOfInterest":false
         }
      ],
      "breakdownDefinitions":[
         {
            "field":"contact_type",
            "fieldLabel":"Channel"
         },
         {
            "field":"assignment_group",
            "fieldLabel":"Assignment group"
         },
         {
            "field":"location",
            "fieldLabel":"Location"
         },
         {
            "field":"priority",
            "fieldLabel":"Priority"
         },
         {
            "field":"category",
            "fieldLabel":"Category"
         }
      ]
   },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "name":"Incident Process",
   "permissions":[
      {
         "value":"62826bf03710200044e0bfc8bcbe5df1",
         "type":"user"
      },
      {
         "value":"02acf036b3120010ed7fc9c316a8dc0c",
         "type":"user"
      }
   ],
   "id":"a4286c4f4f831210c98b8a4a91ce0bf5",
   "miningState":"NEW",
   "findingDefinitionKPIMap":{
      "f23c20c34fc31210c98b8a4a91ce0bac":[
         "002d65c3d7131100b96d45a3ce6103e2"
      ]
   },
   "retiredDate":null,
   "lastMined":null
}
```


ProcessMiningIntegrationAPI - deleteProject(String projectId)

Deletes a process mining project.

Parameters

Name	Type	Description
projectId	String	Sys_id of the project. Table: Project Definition [promin_project]

Returns

Type	Description
None	

This example deletes a process mining project.

```
SNC.ProcessMiningIntegrationAPI.deleteProject("a4286c4f4f831210c
98b8a4a91ce0bf5");
```

ProcessMiningIntegrationAPI - getBreakDownStats(String projectId)

Gets breakdown statistics for a process mining project.

Breakdowns allow you to filter records and analyze a process by categories, such as priority or business category.

Parameters

Name	Type	Description
projectId	String	Sys_id of the project.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Project Definition [promin_project]

Returns

Type	Description
Array	Array of breakdown objects. Each object contains statistics for the breakdown. `[ { "caseCount": Number, "field": "String", "fieldValue": "String", "performanceStats": {Object}, "tableName": "String", "variantCount": Number } ]`
<Array>.caseCount	Number of cases from the Case Record [promin_case_record] table that are part of this breakdown. Data type: Number
<Array>.field	Field used for the breakdown. Data type: String
<Array>.fieldValue	Field value used for the breakdown. Data type: String
<Array>.performanceStats	Performance statistics for the breakdown. `{ "max": Number, "mean": Number, "median": Number, "min": Number, "n": Number, "q1": Number, "q3": Number, "q4": Number, "stdDeviation": Number, "sum": Number, "total": Number, "trimmedAverage": Number, "trimmedPercentage": Number }` Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Array>.performanceStats.max	Longest time a record took to complete a route. Data type: Number Unit: Milliseconds
<Array>.performanceStats.average	Average time that records took to complete a route, from the time records were opened to closed. Data type: Number Unit: Milliseconds
<Array>.performanceStats.median	Duration middle value, or average of two middle values. Data type: Number Unit: Milliseconds
<Array>.performanceStats.min	Shortest time a record took to complete a route. Data type: Number Unit: Milliseconds
<Array>.performanceStats.sum	Number of records that are part of this breakdown. Data type: Number Unit: Milliseconds
<Array>.performanceStats.q1	Duration first quartile value. Data type: Number Unit: Milliseconds
<Array>.performanceStats.q3	Duration third quartile value. Data type: Number Unit: Milliseconds
<Array>.performanceStats.q4	Duration fourth quartile value (maximum). Data type: Number Unit: Milliseconds
<Array>.performanceStats.standardDeviation	Variation from the route duration average value. Data type: Number Unit: Milliseconds

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Array>.performanceStats.sum	Sum total of all duration times, from the first to the last event, for all records that follow a route. Data type: Number Unit: Milliseconds
<Array>.performanceStats.sum	Sum total of all duration times, from the first to the last event, for all records that follow a route. Data type: Number Unit: Milliseconds
<Array>.performanceStats.trimmedAverage	Average time that records took to complete a route, calculated after removing a percentage of smallest and largest values. Data type: Number Unit: Milliseconds
<Array>.performanceStats.trimmedPercentage	Percentage used to calculate the *trimmedAverage* value. Data type: Number
<Array>.tableName	Table used for the breakdown. Data type: String
<Array>.variantCount	Count of variants (a unique sequence of activities performed in a process) corresponding to this breakdown. Data type: Number

This example gets breakdown statistics for a project.

```
SNC.ProcessMiningIntegrationAPI.getBreakDownStats("a4286c4f4f831
210c98b8a4a91ce0bf5");
```

Output:

```
[
   {
      "fieldValue":"1",
      "field":"priority",
      "tableName":"incident",
      "variantCount":21,
      "caseCount":33,
      "performanceStats":{
         "sum":6.4945381E7,
         "min":0.0,
         "max":5.2334704E7,
         "n":33,
         "median":0.0,
         "mean":0.0,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "total":64945381,
            "stdDeviation":9144841.0,
            "trimmedAverage":165594.0,
            "trimmedPercentage":-1.0,
            "q1":0.0,
            "q3":313333.0,
            "q4":5.2334704E7
        }
    }
]
```


ProcessMiningIntegrationAPI - getFindings(String projectId)

Gets findings for a process mining project.

Parameters

Name	Type	Description
projectId	String	Sys_id of the project. Table: Project Definition [promin_project]

Returns

Type	Description
Array	Array of findings objects. `[{ "caseIds":[], "category": "String", "categoryDescription": "String", "categoryLabel": "String", "createdOn": Number, "findingDefId": "String", "id": "String", "impactedKpis": [], "matchingRecords": Number, "message": "String", "performanceStats": {}, "shortMessage": "String", "tableName": "String", "totalRecords": Number, "type": "String", "typeLabel": "String", "versionId": "String" }]`
<Array>.caseIds	List of ids of cases that match the finding pattern. Located in the Case ID column of the Case Record [promin_case_record] table. Data type: Array
<Array>.category	Category of the finding.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • AUTOMATION • COMPLIANCE • CONFORMANCE • COST • PERFORMANCE • QUALITY • SPEED Data type: String
<Array>.categoryDescription	Description of the finding category. Data type: String
<Array>.categoryLabel	Label for the finding category. Data type: String
<Array>.createdOn	Creation date of the finding. Data type: Number
<Array>.findingDefId	Sys_id of the finding definition. Finding definitions are located in the Finding Definition [promin_finding_def] and Automated Finding Definition [promin_automated_finding] tables. Data type: String
<Array>.id	Sys_id of the finding. Located in the Finding [promin_finding] table. Data type: String
<Array>.impactedKpis	List of sys_ids of KPIs impacted by the finding. Located in the Indicator [pa_indicators] table. Data type: Array
<Array>.matchingRecords	Number of Case IDs from the Case Record [promin_case_record] table that match the finding pattern. Data type: Number
<Array>.message	Message from the finding definition. Data type: String
<Array>.performanceStats	Performance statistics for the finding.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	{
	"max": Number,
	"mean": Number,
	"median": Number,
	"min": Number,
	"n": Number,
	"q1": Number,
	"q3": Number,
	"q4": Number,
	"stdDeviation": Number,
	"sum": Number,
	"total": Number,
	"trimmedAverage": Number,
	"trimmedPercentage": Number
	}
	Data type: Object

<Array>.performanceStatsLongest	Longest time a record took to complete a route. Data type: Number Unit: Milliseconds
<Array>.performanceStatsMean	Average time that records took to complete a route, from the time records were opened to closed. Data type: Number Unit: Milliseconds
<Array>.performanceStatsMedian	Duration middle value, or average of two middle values. Data type: Number Unit: Milliseconds
<Array>.performanceStatsShortest	Shortest time a record took to complete a route. Data type: Number Unit: Milliseconds
<Array>.performanceStatsSum	Number of records that are part of this finding. Data type: Number Unit: Milliseconds
<Array>.performanceStatsQ1	Duration first quartile value. Data type: Number Unit: Milliseconds

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Array>.performanceStatsQ3	Duration third quartile value. Data type: Number Unit: Milliseconds
<Array>.performanceStatsQ4	Duration fourth quartile value (maximum). Data type: Number Unit: Milliseconds
<Array>.performanceStatsStdDeviation	Variation from the route duration average value. Data type: Number Unit: Milliseconds
<Array>.performanceStatsSumTotal	Sum total of all duration times, from the first to the last event, for all records that follow a route. Data type: Number Unit: Milliseconds
<Array>.performanceStatsSumTotal	Sum total of all duration times, from the first to the last event, for all records that follow a route. Data type: Number Unit: Milliseconds
<Array>.performanceStatsTrimmedAverage	Average time that records took to complete a route, calculated after removing a percentage of smallest and largest values. Data type: Number Unit: Milliseconds
<Array>.performanceStatsTrimmedPercentage	Percentage used to calculate the *trimmedAverage* value. Data type: Number
<Array>.shortMessage	Short message from the finding definition. Data type: String
<Array>.tableName	Name of the table used in the finding. Data type: String
<Array>.totalRecords	Total number of records analyzed in the mining. Data type: Number
<Array>.type	Type of finding definition.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • EXTRA_STEP • EXTREME_DURATION • EXTREME_REPETITION • OTHER • PATTERN • PERFORMANCE_OUTLIER • PINGPONG • REWORK For more information, see Automated improvement opportunities.
<Array>.typeLabel	Label for the finding definition type. Data type: String
<Array>.versionId	Sys_id of the project version. Located in the Project Definition Version [promin_model_def_version] table. Data type: String

This example gets findings for a project.

```
SNC.ProcessMiningIntegrationAPI.getFindings("a4286c4f4f831210c98
b8a4a91ce0bf5");
```

Output:

```
[
   {
      "message":"Rework on Closed",
      "id":"0ef09b2e1c6cf0d98045e6ba1c3c9edb",
      "type":"REWORK",
      "createdOn":1727036052.000000000,
      "category":"AUTOMATION",
      "tableName":"incident",
      "categoryLabel":"Automation",
      "matchingRecords":111,
      "versionId":"9a2f187177b412102f7a1b56ba5a99e2",
      "totalRecords":19758,
      "findingDefId":"791f587177b412102f7a1b56ba5a99eb",
      "categoryDescription":"Category that groups all
 opportunities that are subject to automation.",
      "impactedKpis":[

      ],
      "performanceStats":{
         "sum":2.09532828E8,
         "min":1.0,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "max":6563078.0,
            "n":111,
            "median":1036715.0,
            "mean":1.0,
            "total":209532828,
            "stdDeviation":1855944.0,
            "trimmedAverage":1716904.0,
            "trimmedPercentage":-1.0,
            "q1":776859.0,
            "q3":2246368.0,
            "q4":6563078.0
         },
         "typeLabel":"Automation",
         "shortMessage":"Closed",
         "caseIds":[
            "119e4a569397fd14849bbcd74dba1018",
            "b16b355f47197190498cc044846d43b0",
            "cf9bca7597fe7d90ef889504a253af9e",
         ]
      }
]
```


ProcessMiningIntegrationAPI - getMiningStatus(String projectId)

Gets the mining status of a process mining project.

Parameters

Name	Type	Description
projectId	String	Sys_id of the project. Table: Project Definition [promin_project]

Returns

Type	Description
Object	Object containing the project sys_id and a tracker. `{ "projectId":"String", "trackerId":"String" }`
<Object>.projectId	Sys_id of the project. Table: Project Definition [promin_project] Data type: String
<Object>.trackerId	Sys_id of the tracker that monitors the mining progress for the project. Table: Execution Tracker [sys_execution_tracker] Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example gets the mining status for a project.

```
SNC.ProcessMiningIntegrationAPI.getMiningStatus("c0b91f0cff01121
047cae835f2cb14bc");
```

Output:

```
{
   "trackerId":"aec9530cff01121047cae835f2cb147e",
   "projectId":"c0b91f0cff01121047cae835f2cb14bc"
}
```

ProcessMiningIntegrationAPI - getProject(String projectId)

Retrieves a process mining project.

Parameters

Name	Type	Description
projectId	String	Sys_id of the project. Table: Project Definition [promin_project]

Returns

Type	Description
Object	Object containing information about the project. `{ "entity": {Object}, "findingDefinitionKPIMap": {Object}, "id": "String", "lastMined": String", "miningState": "String", "name": "String", "permissions": [Array], "retiredDate": "String" }`
<Object>.entity	Object containing information about the data analyzed in the project. Data type: Object `{ "activityDefinitions": [Array], "breakdownDefinitions": [Array], "condition": "String," "table": "String" }`
<Object>.entity.activityDefinitions	Activity definitions for the project. Data type: Array `[ { "activityOfInterest":Boolean,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"field":"String",
	"type":"String"
	}
	]</pre>

<Object>.entity.activityDefinitions.activityOfInterest	Flag that indicates whether field changes appear in the analyst workbench. Valid values: • true: Field changes appear in the analyst workbench. • false: Field changes don't appear in the analyst workbench, but can still be used in contextual conditions in transitions or findings.
<Object>.entity.activityDefinitions.field	Field containing the data to analyze. The field must be from the table specified in the *table* parameter.
<Object>.entity.activityDefinitions.type	The type of values to mine. Valid values: • Field Values (Default): This is the default selection. This option is available whenever you create an activity definition. • Date Time: Uses date time value from the actual record rather than the audit history and is displayed as a grouped node on the process map. • Compound: One node or process graph representing change in the multiple field value from the actual record rather than the audit history. • Child Attached: This option is available when you have selected two tables for table configuration and have set a child-parent relationship. This option is available only for the parent table configuration. In the visualization, you will see when the child was attached in the process. • Parent Attached: This option creates a node on the child process representing when a parent record was attached to a child.

<Object>.entity.breakdowns	Breakdown definitions for the project.
	
	Data type: Array
	<pre>[
	{
	"field":"String",
	"fieldLabel":"String"
	}
	]</pre>

<Object>.entity.breakdowns.field	Name of the field used in the breakdown. Data type: String
<Object>.entity.breakdowns.fieldLabel	Label of the field used in the breakdown.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.entity.condition	Encoded query to select the data to analyze. Data type: String
<Object>.entity.table	Name of the table containing the data to analyze. Data type: String
<Object>.findingDefinitionKPIMap	Map of finding definitions and key performance indicators (KPIs), where the key is a finding definition sys_id and the value is an array of sys_ids of the KPIs impacted by the finding definition. Finding definitions are located in the Finding Definition [promin_finding_def] and Automated Finding Definition [promin_automated_finding] tables. KPIs are located in the Indicator [pa_indicators] table. For more information about finding definitions and KPIs, see Working with finding definitions and Viewing business insights. Data type: Object `{ "<finding_def_sys_id":[ "<kpi_sys_id>" ] }`
<Object>.id	Sys_id of the project. Table: Project Definition [promin_project] Data type: String
<Object>.lastMined	Date the project was last mined. Data type: String
<Object>.miningState	Mining state for the project. For descriptions of mining states, see Mine states. Data type: String
<Object>.name	Name of the project. Data type: String
<Object>.permissions	Group, role, and user permissions for the project. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	[
	{
	"type":"String",
	"value":"String"
	}
	]

<Object>.permissions.type	Type of permission. Valid values: • group • role • user Data type: String
<Object>.permissions.value	Sys_id of the group, role, or user to grant permission. Data type: String
<Object>.retiredDate	Date the project will be retired. Data type: String

This example retrieves a process mining project.

```
SNC.ProcessMiningIntegrationAPI.getProject("fa465748ff01121047ca
e835f2cb1473");
```

Output:


```
{
   "entity":{
      "table":"incident",
      "activityDefinitions":[
         {
            "field":"assignment_group",
            "type":"DEFAULT",
            "activityOfInterest":false
         },
         {
            "field":"business_service",
            "type":"DEFAULT",
            "activityOfInterest":false
         },
         {
            "field":"state",
            "type":"DEFAULT",
            "activityOfInterest":false
         },
         {
            "field":"category",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "type":"DEFAULT",
            "activityOfInterest":false
         },
         {
            "field":"priority",
            "type":"DEFAULT",
            "activityOfInterest":false
         }
      ],
      "condition":"",
      "breakdownDefinitions":[
         {
            "field":"contact_type",
            "fieldLabel":"Channel"
         },
         {
            "field":"close_code",
            "fieldLabel":"Resolution code"
         },
         {
            "field":"assignment_group",
            "fieldLabel":"Assignment group"
         },
         {
            "field":"location",
            "fieldLabel":"Location"
         },
         {
            "field":"priority",
            "fieldLabel":"Priority"
         },
         {
            "field":"category",
            "fieldLabel":"Category"
         }
      ]
   },
   "name":"Incident Process",
   "permissions":[
      {
         "value":"some_group_sys_id",
         "type":"group"
      },
      {
         "value":"some_role_sys_id",
         "type":"role"
      },
      {
         "value":"some_user_sys_id",
         "type":"user"
      }
   ],
   "id":"fa465748ff01121047cae835f2cb1473",
   "miningState":"NEW",
   "findingDefinitionKPIMap":{

   },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "retiredDate":1728292672.622894000,
   "lastMined":null
}
```

ProcessMiningIntegrationAPI - scheduleMining(String projectId)

Submits a process mining project for mining.

Parameters

Name	Type	Description
projectId	String	Sys_id of the project. Table: Project Definition [promin_project]

Returns

Type	Description
Object	Object containing the project sys_id and a tracker. `{ "projectId":"String", "trackerId":"String" }`
<Object>.projectId	Sys_id of the project. Table: Project Definition [promin_project] Data type: String
<Object>.trackerId	Sys_id of the tracker that monitors the mining progress for the project. Table: Execution Tracker [sys_execution_tracker] Data type: String

This example submits a project for mining.

```
SNC.ProcessMiningIntegrationAPI.scheduleMining("c0b91f0cff011210
47cae835f2cb14bc");
```

Output:

```
{
   "trackerId":"aec9530cff01121047cae835f2cb147e",
   "projectId":"c0b91f0cff01121047cae835f2cb14bc"
}
```

Producer - Scoped (deprecated)

The *Producer* API provides methods that enable you to push data from a ServiceNow instance to a Kafka topic.

Note: This API is deprecated and replaced by the ProducerV2 - Scoped API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API requires the ServiceNow Integration Hub Action Step - Kafka Producer plugin (com.glide.hub.action_step.kafka) and is provided within the `sn_ih_kafka` namespace.

Producer - send(String topic, String key, String message, Boolean isSync)

Sends the specified message to the specified Kafka topic.

Parameters

Name	Type	Description
topic	String	Name of the topic to publish the message to. A topic stores messages of the same type. For example, a topic named Payments might store messages about recent payments. When you enter the topic name, include everything that comes after the instance name prefix. For example, if the complete topic name is `snc.<instancename>.sn_streamconnect.<topicname>`, enter `sn_streamconnect.<topicname>` in the topic field.
key	String	Name of the key for a specific partition. Topics can be partitioned. Messages with the same key are stored in the same partition. For example, payment messages with a key of June would all be stored in the same partition of the Payments topic.
message	String	Message text.
isSync	Boolean	Flag that indicates whether to require the flow to wait for the step to complete before continuing. Valid values: • true: Wait for the step to complete before continuing the associated flow. • false: Do not wait for the step to complete before continuing the associated flow.

Returns

Type	Description
None	

This example shows how to send changed incident information to the changed_incidents Kafka topic.

```
var message = {
  'number': current.number.toString(),
  'short_description': current.short_description.toString(),
  'caller_id': current.caller_id.getDisplayValue(),
  'priority': current.priority.toString(),
  'state': current.state.toString()
};

var producer = new sn_ih_kafka.Producer();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
producer.send('changed_incidents', current.number.toString(),
 JSON.stringify(message), false);
```

ProducerV2 - Scoped

The *ProducerV2* API provides methods to publish messages from your ServiceNow instance to a Kafka topic.

Note: This API requires a Stream Connect subscription. For more information, see https://www.servicenow.com/now-platform/workflow-data-fabric.html.

This API requires the ServiceNow Stream Connect Installer plugin (com.glide.hub.stream_connect.installer) and runs in the `sn_ih_kafka` namespace.

ProducerV2 - send(String topicSysID, String key, String message, Boolean isSync, Object headers, String schemaID)

Sends the specified message to the specified Kafka topic.

Parameters

Name	Type	Description
topicSysID	String	Sys_id of the topic to publish the message to. Topics are stored in the Kafka Topics [sys_kafka_topic] table.
key	String	Name of the key for a specific partition in the topic.
message	String	Message text.
isSync	Boolean	Flag that indicates whether to require the script to wait for the send method to complete before continuing. Valid values: • true: Wait for the step to complete before continuing the associated flow. • false: Do not wait for the step to complete before continuing the associated flow.

headers	Object	Headers for the message, defined as key-value pairs.
		`"headers": {`
		`  "<key>": "<value>"`
		`}`
		For example, `var headers = { "origin": "sn_business_rule" };`
		• `key`: String. Name of the header.
		• `value`: String. Value of the header.

schemaID	String	Sys_id of the schema record. Required if you're using a schema to convert plain-text messages to Avro messages and back. Schemas are stored in the Stream Connect Schemas [stream_connect_schema] table. For more information, see Schema management in Stream Connect.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

This example shows how to send changed incident information to the Kafka topic with a sys_id of 75135aa2ff0311105cf343d0653bf155, using a schema with a sys_id of f9d083f3ff610210ef7343d3653bf12e.

```
var message = {
  'number': current.number.toString(),
  'short_description': current.short_description.toString(),
  'caller_id': current.caller_id.getDisplayValue(),
  'priority': current.priority.toString(),
  'state': current.state.toString()
};

var headers = {
    'origin': 'sn_business_rule'
};

var producer = new sn_ih_kafka.ProducerV2();
producer.send('75135aa2ff0311105cf343d0653bf155',
 gs.generateGUID(), JSON.stringify(message), false, headers,
 'f9d083f3ff610210ef7343d3653bf12e');
```

ProductInstance - Scoped, Global

The *ProductInstance* API provides methods to generate a product instance identifier (PID), retrieve PID configuration data, and determine if a model category is a product instance.

This API runs in the `sn_cmdb` namespace and requires the category_manager or snc_internal role. Access is also granted to users with access control lists (ACLs) for the Model Category [cmdb_model_category] table. You can view the ACLs in the Table [sys_db_object] table.

A PID is a unique identifier for a product instance and links asset, configuration item (CI), and an install base item (IBI) to synchronize updates between common product representations. A product instance is associated with assets of a particular model category.

Access to install base items requires the Customer Service Install Base Management (com.snc.install_base) plugin.

See also:

- Model categories
- Product Instance feature in Hardware Asset Management
- Create an install base item

ProductInstance – generatePID(String className, String modelCategorySysId, Object jsonKeyValues)

Generates the hashed value of the product instance and returns it.

This method can be invoked many times without affecting the performance of the calling application. This method doesn't modify any data in the database and caches the data required to compute the PID.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A product Instance Identifier (PID) is a unique identifier for a Product Instance and links assets, CIs, and install base items (IBI).

A PID is generated based on the following items defined in the Product Instance Identifier Configurations [product_instance_identifier_configuration] table:

- PID configurations (read only)
- Order assigned to each configuration

See also Product Instance feature in Hardware Asset Management.

Parameters

Name	Type	Description
className	String	Table name for the PID to be generated.
modelCategorySysId	String	The sys_id of the model category in the Model Categories [cmdb_model_category] table. For information, see Model categories.
jsonKeyValues	Object	JSON key-value pair of PID parameters configured in the Product Instance Identifier Configurations [product_instance_identifier_configuration] table. The key value pairs contain attribute names with their corresponding values. These values vary depending on the configuration properties defined for the PID.

Returns

Type	Description
Object	Information used to generate the PID. The object returns with an empty product_instance_id property value in the following conditions: • The PID is missing the required PID configuration attributes. The PID configuration is in the Product Instance Identifier Configurations [product_instance_identifier_configuration] table. • The given class doesn't have an associated product instance. `{ "model_category_sysId": "String", "parameters": [Array], "product_instance_id": "String" }`
<Object>.model_category_sysId	The sys_id of the product category in the Model Categories [cmdb_model_category] table. This value might be different from the input value if the model category hierarchy was used to generate the PID. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.parameters	List of parameters used to generate the PID and defined in the Product Instance Identifier Configurations [product_instance_identifier_configuration] table. Data type: Array of Strings
<Object>.product_instance_id	PID in the product_instance_id field of an asset, CI, or install base item. The hashed value of the PID can be set on this property to synchronize common values in objects one of the following tables: • Assets [alm_asset] • Configuration Items [cmdb_ci] • Install Base Items [sn_install_base_item] Install base items require the Customer Service Install Base Management (com.snc.install_base) plugin. Data type: String

The following example shows how to create a PID for an asset in the Medical assets [sn_ent_medical_asset] table. This table is included with the Customer Service Install Base Management (com.snc.install_base) plugin.

```
var output =
 sn_cmdb.ProductInstance.generatePID('sn_ent_medical_asset',
 '4b8aa89a77710110dd5fca22fe5a9984', { "serial_number" :
 "SN1001"});
gs.info(JSON.stringify(output,null,'\t'));
```

Output:

```
{
  "model_category_sysId": "4b8aa89a77710110dd5fca22fe5a9984",
  "product_instance_id":
 "tw8QgznsS4cP3b4UO+rSbnbIWxirYpeVSquk3g81K/8=",
  "parameters": [
    "serial_number"
  ]
}
```

ProductInstance – getPIDConfig(String className, String modelCategorySysId)

Gets the PID configuration associated with the model category based on the hierarchy and class name.

This method scans all the hierarchies for the model category and returns the PID configuration(s) for the first found model category.

Parameters

Name	Type	Description
className	String	Table name for the PID to be generated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
modelCategorySysId	String	The sys_id of the model category in the Model Categories [cmdb_model_category] table. For information, see Model categories.

Returns

Type	Description
Object	JSON object containing the PID configurations associated with the given class name and model category. `{ "model_category_sysId": "String", "configs": [Array] }`
<Object>.model_category_sysId	The sys_id of the product category in the Model Categories [cmdb_model_category] table. This value might be different from the input value if the model category hierarchy was used to generate the PID. Data type: String
<Object>.configs	List of each configuration associated with the given model category. `"configs": [ { "configuration_order": Number, "parameters": [Array] } ]` Data type: Array
<Object>.configs.configuration_order	Returns the order of the configuration defined in the Product Instance Identifier Parameters [product_instance_identifier_parameters] table. Data type: Number
<Object>.configs.parameters	List of all the parameters associated with the configuration and its order. `"parameters": [ { "parameter_class_attribute_name": "String", "parameter_class_name": "String", "parameter_name": "String", "parameter_order": Number } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Array of Objects
<Object>.configs.parameters.parameter_class_attribute_name	Parameter class attribute name associated with the parameter_class_name property. This string represents the name of the column corresponding to that class. Data type: String
<Object>.configs.parameters.parameter_class_name	Class name associated with the parameter defined in the Product Instance Identifier Parameters [product_instance_identifier_parameters] table. Data type: String
<Object>.configs.parameters.parameter_name	Parameter name defined in the Product Instance Identifier Parameters [product_instance_identifier_parameters] table. Data type: String
<Object>.configs.parameters.parameter_order	Order of the parameter defined in the Product Instance Identifier Parameters [product_instance_identifier_parameters] table. Data type: Number

The following example shows how to retrieve configuration details for a model category named in the in the Medical assets [sn_ent_medical_asset] table. This table is included with the Customer Service Install Base Management (com.snc.install_base) plugin.

```
var config =
 sn_cmdb.ProductInstance.getPIDConfig('sn_ent_medical_asset',
 '4b8aa89a77710110dd5fca22fe5a9984');
gs.info(JSON.stringify(config,null,'\t'));
```

Output:

```
{
  "model_category_sysId": "4b8aa89a77710110dd5fca22fe5a9984",
  "configs": [
    {
      "parameters": [
        {
          "parameter_class_attribute_name": "serial_number",
          "parameter_class_name": "sn_ent_medical_asset",
          "parameter_name": "serial_number",
          "parameter_order": 1
        }
      ],
      "configuration_order": 100
    },
    {
      "parameters": [
        {
          "parameter_class_attribute_name": "parent",
          "parameter_class_name": "sn_ent_medical_asset",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "parameter_name": "parent_asset",
          "parameter_order": 1
        },
        {
          "parameter_class_attribute_name":
 "model_component_id",
          "parameter_class_name": "sn_ent_medical_asset",
          "parameter_name": "model_component_id",
          "parameter_order": 2
        }
      ],
      "configuration_order": 200
    }
  ]
}
```

ProductInstance – isProductInstance(String modelCategorySysId)

Checks if a given model category is a product instance.

If both of the following conditions are met, the model category qualifies as a product instance:

- The value of the model category's is_model_category flag is true.
- The model category has a valid configuration defined for it in the Product Instance Identifier Configurations [product_instance_identifier_configuration] table.

This method can be used in business rules before invoking the *generatePID()* method.

Parameters

Name	Type	Description
modelCategorySysId	String	The sys_id of the model category in the Model Categories [cmdb_model_category] table. For information, see Model categories.

Returns

Type	Description
Boolean	Flag that indicates whether the model category provided is a product instance. Valid values: • true: The model category provided is a product instance. • false: The model category provided isn't a product instance.

The following example shows how to determine whether the model category provided is a product instance.

```
var isProductInstance =
 sn_cmdb.ProductInstance.isProductInstance('4b8aa89a77710110dd5f
ca22fe5a9984');
gs.info(isProductInstance);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
true
```

PSBScratchpadUtil - Scoped

The *PSBScratchpadUtil* API provides methods that allow providers to share "extra" information that is outside of any other Service Exchange service, with their consumers.

This information is stored as name-value pairs in the Scratchpad [sn_sb_scratchpad] table. The shared information must be associated with tasks that are of one of two types: provider tasks or remote tasks.

If the associated task is active, the updated scratchpad information syncs to the consumer instance. If a task is deactivated or deleted, the information in the scratchpad is also deleted after a specified number of days; by default three. This default is defined in the sn_sb.scratchpad.autodelete.days property.

Both providers and consumers can add, update, and remove information to and from the Scratchpad table. Consumers update this information using the *CSBScratchpadUtil* API.

To access this API, the Service Exchange for Providers application (sn_sb_pro) must be installed. This API runs in the `sn_sb_pro` namespace.

PSBScratchpadUtil - get(GlideRecord taskGR, String name)

Returns the value of a specified scratchpad property.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task associated with the specified scratchpad property. Tables: Remote task [sn_sb_pro_remote_task] and Provider task [sn_sb_pro_provider_task]
name	String	Name of the scratchpad property whose value to retrieve. Table: Scratchpad [sn_sb_scratchpad]

Returns

Type	Description
String or null	Value of the requested scratchpad property. Null if the property isn't found.

The following code example shows how to call this method.

```
var rtGR = new GlideRecord("sn_sb_pro_remote_task");
rtGR.setLimit(1);
rtGR.query();
rtGR.next()
if (rtGR.isValidRecord()) {
  var util = new sn_sb_pro.PSBScratchpadUtil();
  util.update(rtGR, "name1", "value1");
  gs.info(util.get(rtGR, "name1"));
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
"value1"
```

PSBScratchpadUtil - getAll(GlideRecord taskGR)

Returns the property names and values (name-value pairs) of all scratchpad properties associated with the specified task.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task whose associated scratchpad properties to return. Tables: Remote task [sn_sb_pro_remote_task] and Provider task [sn_sb_pro_provider_task]

Returns

Type	Description
Object	All property names and values contained in the specified task. In the form: `{ name1: value1, name2: value2, … }`

The following code example shows how to call this method.

```
var rtGR = new GlideRecord("sn_sb_pro_remote_task");
rtGR.setLimit(1);
rtGR.query();
rtGR.next()
if (rtGR.isValidRecord()) {
  var util = new sn_sb_pro.PSBScratchpadUtil();
  util.update(rtGR, "name1", "value1");
  gs.info(JSON.stringify(util.getAll(rtGR)));
}
```

Output:

```
{ "name1": "value1" }
```

PSBScratchpadUtil - getNames(GlideRecord taskGR)

Returns the list of names of all scratchpad properties associated with the specified task record.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task for which to return the list of names of all associated scratchpad properties. Tables: Remote task [sn_sb_pro_remote_task] and Provider task [sn_sb_pro_provider_task]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String Array	List of names of the scratchpad properties associated with the specified task record.

The following code example shows how to call this method.

```
var rtGR = new GlideRecord("sn_sb_pro_remote_task");
rtGR.setLimit(1);
rtGR.query();
rtGR.next()
if (rtGR.isValidRecord()) {
  var util = new sn_sb_pro.PSBScratchpadUtil();
  util.update(rtGR, "name1", "value1");
  gs.info(JSON.stringify(util.getNames(rtGR)));
}
```

Output:

```
[ "name1" ]
```

PSBScratchpadUtil - populateClientScratchpadBR(GlideRecord taskGR)

Places the scratchpad properties associated with the specified remote task or provider task in the client g_scratchpad.

You can call this method from a UI display business rule.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task whose associated scratchpad entries should be placed in the client g_scratchpad. Tables: Remote task [sn_sb_pro_remote_task] and Provider task [sn_sb_pro_provider_task]

Returns

Type	Description
None	

The following code example shows how to call this method.

```
new
 sn_sb_pro.PSBScratchpadUtil().populateClientScratchpadBR(curren
t);
```

PSBScratchpadUtil - remove(GlideRecord taskGR, String name)

Deletes the specified scratchpad property from the Scratchpad [sn_sb_scratchpad] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Deletes are not synced to other ServiceNow instances. Scratchpad properties are automatically deleted in a specified number of days after the associated task record is deactivated or deleted.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task associated with the specified scratchpad property. Tables: Remote task [sn_sb_pro_remote_task] and Provider task [sn_sb_pro_provider_task]
name	String	Name of the scratchpad property to remove from the Scratchpad [sn_sb_scratchpad] table.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var rtGR = new GlideRecord("sn_sb_pro_remote_task");
rtGR.setLimit(1);
rtGR.query();
rtGR.next()
if (rtGR.isValidRecord()) {
  var util = new sn_sb_pro.PSBScratchpadUtil();
  util.update(rtGR, "name1", "value1");
  util.remove(rtGR, “name1”);
  gs.info(util.get(rtGR, "name1"));
}
```

Output:

```
undefined
```

PSBScratchpadUtil - update(GlideRecord taskGR, String name, String value, Boolean client_side_accessible)

Inserts a property or updates the value of a property in the Scratchpad [sn_sb_scratchpad] table.

Note: The maximum number of properties that you can update in one call is 50.

Parameters

Name	Type	Description
taskGR	GlideRecord	GlideRecord of the active remote task or provider task associated with the specified scratchpad property. Table: Remote task [sn_sb_pro_remote_task] and Provider task [sn_sb_pro_provider_task]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
name	String	Name of a new or existing scratchpad property. This name must be unique across all scratchpad properties.
value	String	Value of the scratchpad property. Maximum: 4000 characters.
client_side_accessible	Boolean	Optional. Flag that indicates whether this property is available to the client-side *g_scratchpad* when *populateClientScratchpadBR* is called from a display business rule. Valid values: • true: Property is available. • false: Property isn't available. Default: false

Returns

Type	Description
None	

The following code example shows how to call this method.

```
var rtGR = new GlideRecord("sn_sb_pro_remote_task");
rtGR.setLimit(1);
rtGR.query();
rtGR.next()
if (rtGR.isValidRecord()) {
  var util = new sn_sb_pro.PSBScratchpadUtil();
  util.update(rtGR, "name1", "value2");
  gs.info(util.get(rtGR, "name1"));
}
```

Output:

```
"value2"
```

Queue - Global

The *Queue* API (Advanced Work Assignment) provides methods to route a document to a queue.

This API is provided within the `sn_awa` namespace.

Requires the following:

- Advanced Work Assignment plugin (com.glide.awa)
- Role: awa_integration_user or admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Queue - get(String queue_id)

Gets a queue record by sys_id.

Parameters

Name	Type	Description
queue_id	String	Represents sys_id of queue record from awa_queue table

Returns

Type	Description
Boolean	True if queue record exists, false otherwise.

```
var queue = sn_awa.Queue.get("<queue_id>");
var workItem = queue.route({
    document_sys_id: "<sys_id>",
    document_table: "<table>"
});
```

Queue – route(Object options)

Routes an active work item to the queue object.

If an active work item does not exist for the specified document, this method creates a work item and set its fields accordingly.

Parameters

Name	Type	Description
options	Object	Contains document sys_id and table associated with work item: • `document_sys_id: "<sys_id>"` • `document_table: "<table>"`, e.g., interaction

Returns

Type	Description
Boolean	True if successful, error message otherwise.

```
var queue = sn_awa.Queue.get("<queue_id>");
var workItem = queue.route({
    document_sys_id: "<sys_id>",
    document_table: "<table>"
});
```

Queue - Scoped

The *Queue* API provides methods that allow you to retrieve or join a Connect Support chat queue.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To execute this class in a scoped application, use the `sn_connect` namespace identifier. The Connect Scriptable APIs plugin (ID: com.glide.connect.scriptable) must be enabled to access the *`Queue`* API.

Scoped Queue - get(String sysID)

Retrieves a specified chat queue.

Parameters

Name	Type	Description
SysID	String	Sys_id of a queue from the Chat Queue [chat_queue] table.

Returns

Type	Description
Object	Returns a conversation queue object.

```
var queue =
 sn_connect.Queue.get("ab73be7dc09a4300964f336ee6b74361");
```

Scoped Queue - join(String question)

Adds the current user to an existing Connect Support chat queue and posts the specified question.

Before calling this method, you must call the Scoped Queue - get(String sysID) method to retrieve the chat queue to which to attach the current user.

Parameters

Name	Type	Description
Question	String	Question to add to the chat queue.

Returns

Type	Description
Object	Record (GlideRecord object) in the Chat Queue Entry [chat_queue_entry] table.

```
var queue =
 sn_connect.Queue.get("ab73be7dc09a4300964f336ee6b74361");
queue.join("How do I access my email?");
```

QuickRanges - Global

The *`QuickRanges`* script include provides methods to generate IP network, range, and address entries from a convenient comma-separated input field using conventional Classless Inter-Domain Range (CIDR) network notation, hyphenated range entries, or individual IP addresses.

You can use this script include with any server-side discovery script.

QuickRanges - createItem(String table, String id, String type)

Creates a new discovery range item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
table	String	The table where the item will be created.
id	String	The identifier to use for the new item.
type	String	The type of entries to generate: IP address, IP network, or IP range.

Returns

Type	Description
GlideRecord	The created entry

QuickRanges - onMakeRanges()

Returns the IP network, range, and address information to use when generating the entries.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

RecordToHTML - Global

The `RecordToHTML` script include is a utility class to turn a record into HTML.

This script include is available to server-side scripts.

RecordToHTML - RecordToHTML(String table, String sys_id, String pattern, Boolean link)

Creates an instance of a `RecordToHTML` class.

Parameters

Name	Type	Description
table	String	Table name of the record.
sys_id	String	Sys_id of the record.
pattern	String	The pattern of the string to generate. The pattern can include ${} template literals to provide the content of existing field values. For example, the pattern "${number}" provides the number for the selected record.
link	Boolean	Flag that indicates whether generate results as an HTML link. Valid values: • true: The record information is generated as a link in an HTML tag. • false: The record information is generated as text.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: False

The following example shows how to generate formatted incident record information in an HTML link.

```
var r2html = new RecordToHTML("incident",
 "e8e875b0c0a80164009dc852b4d677d5",
"incident: ${number}-${short_description}");
gs.print(r2html.toString());
```

Output:

```
<a
 href="incident.do?sys_id=e8e875b0c0a80164009dc852b4d677d5"><u>i
ncident: INC0000005-CPU load high for over 10 minutes</u></a>
```

RecordToHTML - setValue(String fieldName, String value)

Sets the specified field to the specified value.

Parameters

Name	Type	Description
fieldName	String	Name of the field to change.
value	String	Value to set the field to.

Returns

Type	Description
None	

The following example shows how to generate formatted incident record information including the user name as a string.

```
var r2html = new
 RecordToHTML("incident","e8e875b0c0a80164009dc852b4d677d5",
 "incident: ${number}-${short_description} (${user})", true);
r2html.setValue("user", gs.getUserName());
gs.print(r2html.toString());
```

Output:

```
incident: INC0000005-CPU load high for over 10 minutes (admin)
```

RecordToHTML - toString()

Converts a RecordToHTML object to a string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	HTML output of the record in the pattern set using the *RecordToHTML()* constructor.

The following example shows how to convert a *RecordToHTML* object to a string and display the results.

```
var r2html = new
 RecordToHTML("incident","e8e875b0c0a80164009dc852b4d677d5",
                         "incident:
 ${number}-${short_description}", true);
gs.print(r2html.toString());
```

Output:

```
<a
 href="incident.do?sys_id=e8e875b0c0a80164009dc852b4d677d5"><u>i
ncident: INC0000005-CPU load high for over 10 minutes</u></a>
```

RegressionSolution - Global

The *RegressionSolution* API is a scriptable object used in Predictive Intelligence stores.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

The solution setup-to-training flow is as follows:

1. Create a dataset using the *DatasetDefinition* API.
2. Optional. Build an encoder using the *Encoder* API.
3. Use the constructor to create a regression solution object.
4. Add the solution object to the regression solution store using the *RegressionSolutionStore - add()* method.
5. Train the solution using the *submitTrainingJob()* method. This creates a version of the object that you can manage using the *RegressionSolutionVersion* API.
6. Get predictions using the *RegressionSolutionVersion - predict()* method.

Note: This API runs with full privileges before the Vancouver Patch 7 Hotfix 2b and Washington DC Patch 7 releases. With later releases, grant access using ACLs. For more information see Query ACLs.

For usage guidelines, refer to Using ML APIs.

RegressionSolution - RegressionSolution(Object config)

Creates a regression solution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
config	Object	JavaScript object containing configuration properties of the solution. `{ "algorithmConfig": {Object}, "dataset": {Object}, "domainName": "String", "encoder": {Object}, "inputFieldNames": [Array], "label": "String", "minRowCount": "String", "predictedFieldName": "String", "predictedInterval": [Array], "processingLanguage": "String", "stopwords": [Array], "trainingFrequency": "String" }`
config.dataset	Object	*DatasetDefinition* name.
config.domainName	String	Optional. Domain name associated with this dataset. Default: Current domain, for example, `"global"`.
config.encoder	Object	Optional. Trained encoder object to assign to this solution. See Encoder - Encoder(Object config).
config.inputFieldNames	Array	List of input field names as strings. The model uses these fields used to make predictions.
config.label	String	Identifies the prediction task.
config.minRowCount	String	Optional. Minimum number of records required in the dataset for training. Default: 10000
config.predictedFieldName	String	Mandatory unless setting *predictedInterval*. Identifies a field to be trained for predictability.
config.predictedInterval	Array	Mandatory unless setting *predictedFieldName*. Sets a range of fields to train your solution for confidence. Supports providing 2 non-numeric date fields. For example, `'predictedInterval': ['sys_updated_on', 'sys_created_on']`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
config.processingLanguage	String	Optional. Processing language in two-letter ISO 639-1 language code format. Default: "en"
config.stopwords	Array	Optional. Preset list of strings that the system automatically generates based on the *language* property setting. For details, see Create a custom stopwords list. Default: English Stopwords
config.trainingFrequency	String	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once

The following example shows how to create an object and add it to the RegressionSolution store.

```
var myNewData = new sn_ml.DatasetDefinition(
  {
     'tableName' : 'incident',
     'fieldNames' : ['category', 'short_description',
 'priority'],
     'fieldDetails' : [
       {
         'name' : 'category',
         'type' : 'nominal'
       },
       {
         'name' : 'short_description',
         'type' : 'text'
       }],
     'encodedQuery' : 'activeANYTHING'
  });

var mySimSolution = new sn_ml.SimilaritySolution({
  'label': "my solution definition",
  'dataset' : myNewData,
  'predictedFieldName' : 'category',
  'inputFieldNames': ['short_description']
});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var mySimilarityName =
 sn_ml.SimilaritySolutionStore.add(mySimSolution);
```

The following example shows how to create an object to train using the *predictedInterval* property.

```
var myIncidentData = new sn_ml.DatasetDefinition({
'tableName' : 'incident',
'fieldNames' : ['short_description',
 'sys_updated_on','sys_created_on'],
'encodedQuery' : 'activeANYTHING'
});

var mySolution = new sn_ml.RegressionSolution({
'label': 'reg assinGroup',
'dataset' : myIncidentData,
'predictedInterval': ['sys_updated_on', 'sys_created_on'],
'inputFieldNames': ['short_description']
});

var my_unique_name =
 sn_ml.RegressionSolutionStore.add(mySolution)
```

RegressionSolution - cancelTrainingJob()

Cancels a job for a solution object that has been submitted for training.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to cancel an existing training job.

```
var mySolution =
 sn_ml.RegressionSolutionStore.get('ml_sn_global_global_regressi
on');

mySolution.cancelTrainingJob();
```

RegressionSolution - getActiveVersion()

Gets the active *RegressionSolutionVersion* object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Active *RegressionSolutionVersion* object.

The following example shows how to get an active *RegressionSolution* version from the store and return its training status.

```
var mlSolution =
 sn_ml.RegressionSolutionStore.get('ml_x_snc_global_global_regre
ssion');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

RegressionSolution - getAllVersions()

Gets all versions of a *RegressionSolution* object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Existing versions of a solution object. See also *RegressionSolutionVersion* API.

The following example shows how to get all *RegressionSolution* version objects and call the *getVersionNumber()* and *getStatus()* solution version methods on them.

```
var mlSolution =
 sn_ml.RegressionSolutionStore.get('ml_x_snc_global_global_regre
ssion');

var mlSolutionVersions = mlSolution.getAllVersions();

for (i = 0; i < mlSolutionVersions.length; i++) {
gs.print("Version " + mlSolutionVersions[i].getVersionNumber() +
 " Status: " + mlSolutionVersions[i].getStatus() +"\n");
};
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Version 3 Status:
 {"state":"solution_complete","percentComplete":"100","hasJobEnd
ed":"true"}

Version 2 Status:
 {"state":"solution_complete","percentComplete":"100","hasJobEnd
ed":"true"}

Version 1 Status:
 {"state":"solution_cancelled","percentComplete":"0","hasJobEnde
d":"true"}
```

RegressionSolution - getLatestVersion()

Gets the latest version of a solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	*RegressionSolutionVersion* object corresponding to the latest version of a *RegressionSolution()*.

The following example shows how to get the latest version of a solution and return its training status.

```
var mlSolution =
 sn_ml.RegressionSolutionStore.get('ml_x_snc_global_global_regre
ssion');

gs.print(JSON.stringify(JSON.parse(mlSolution.getLatestVersion()
.getStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

RegressionSolution - getName()

Gets the name of the object to use for interaction with the store.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Name of the solution object.

The following example shows how to update *RegressionSolution* dataset information and print the name of the object.

```
// Update solution
var myIncidentData = new sn_ml.DatasetDefinition({
   'tableName' : 'incident',
   'fieldNames' : ['category', 'short_description', 'priority'],
   'encodedQuery' : 'activeANYTHING'
});

var eligibleFields =
 JSON.parse(myIncidentData.getEligibleFields('regression'));

var myRegression = new sn_ml.RegressionSolution({
   'label': "my regression solution",
   'dataset' : myIncidentData,
   'inputFieldNames': eligibleFields['eligibleInputFieldNames'],
   'predictedFieldName': 'category'
});

// update solution
sn_ml.RegressionSolutionStore.update('ml_x_snc_global_global_my_
solution_definition_4', myRegression);

// print solution name
gs.print('Solution Name: '+myRegression.getName());
```

Output:

```
Solution Name: ml_x_snc_global_global_my_solution_definition_4
```

RegressionSolution - getProperties()

Gets solution object properties.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and *RegressionSolution()* object details in the *RegressionSolutionStore*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	{
	"datasetProperties": {Object},
	"domainName": "String",
	"encoder": {Object},
	"inputFieldNames": [Array],
	"label": "String",
	"name": "String",
	"predictedFieldName": "String",
	"predictedInterval": [Array],
	"processingLanguage": "String",
	"scope": "String",
	"stopwords": [Array],
	"trainingFrequency": "String"
	}

<Object>.datasetProperties	Lists the properties of the *DatasetDefinition()* object associated with the solution.
	{
	"encodedQuery": "String",
	"fieldDetails": [Array],
	"fieldNames": [Array],
	"tableName": "String"
	}
	Data type: Object.

<Object>.datasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.datasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.
<Object>.datasetProperties.fieldNames.fieldDetails	List of JavaScript objects that specify field properties. `[ { "name": "String", "type": "String" } ]` Data type: Array.
<Object>.datasetProperties.fieldNames.fieldDetails.<object>.name	Name of the field defining the type of information to restrict this dataset to. Data type: String.
<Object>.datasetProperties.fieldDetails.<object>.type	Machine-learning field type. Data type: String.
<Object>.datasetProperties.fieldDetails.encodedQuery	Encoded query string in the standard platform format. See Encoded query strings. Data type: String.
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.encoder	Encoder object assigned to this solution. See Encoder - Encoder(Object config). Data type: Object.
<Object>.inputFieldNames	List of input field names as strings. The model uses these fields used to make predictions. Data type: String.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.label	Identifies the prediction task. `{ "label": "my first prediction" }` Data type: String.
<Object>.name	System-assigned name. Data type: String.
<Object>.predictedFieldName	Identifies a field to be trained for predictability. Data type: String.
<Object>.predictedInterval	Range of values specifying the prediction confidence level. Data type: Array
<Object>.processingLanguage	Processing language in two-letter ISO 639-1 language code format. Data type: String.
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.stopwords	Optional. Preset list of strings that the system automatically generates based on the *`language`* property setting. For details, see Create a custom stopwords list. Data type: Array.
<Object>.trainingFrequency	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Default: run_once Data type: String.

The following example gets properties of a solution object in the store.

```
var mySolution =
 sn_ml.RegressionSolutionStore.get('ml_sn_global_global_regressi
on_solution');

gs.print(JSON.stringify(JSON.parse(mySolution.getProperties()),
 null, 2));
```

Output:

```
*** Script: {
  "datasetProperties": {
    "tableName": "cloudinfratext",
    "fieldNames": [
      "short_description",
      "sourcedc",
      "targetdc",
      "dbsize",
      "duration"
    ]
  },
  "domainName": "global",
  "encoderProperties": {
    "datasetsProperties": [],
    "name": "wc_regression"
  },
  "inputFieldNames": [
    "short_description",
    "sourcedc",
    "targetdc",
    "dbsize"
  ],
  "label": "Regression Test for DB Restore",
  "name": "ml_x_snc_global_global_regression",
  "predictedFieldName": "duration",
  "processingLanguage": "en",
  "scope": "global",
  "stopwords": [
    "Default English Stopwords"
  ],
  "trainingFrequency": "every_30_days"
}
```

RegressionSolution - getVersion(String version)

Gets a solution by provided version number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
version	String	Existing version number of a solution.

Returns

Type	Description
Object	Specified version of the *RegressionSolution()* object on which you can call *RegressionSolutionVersion* API methods.

The following example shows how to get the training status of a solution by version number.

```
var mlSolution =
 sn_ml.RegressionSolutionStore.get('ml_x_snc_global_global_regre
ssion');

gs.print(JSON.stringify(JSON.parse(mlSolution.getVersion('1').ge
tStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

RegressionSolution - setActiveVersion(String version)

Activates a specified version of a solution in the store.

Parameters

Name	Type	Description
version	String	Name of the *RegressionSolution()* object version to activate. Activating this version deactivates any other version.

Returns

Type	Description
None	

The following example shows how to activate a solution version in the store.

```
sn_ml.RegressionSolution.setActiveVersion("ml_incident_categoriz
ation");
```

RegressionSolution - submitTrainingJob()

Submits a training job.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Before running this method, you must first add a solution to the store using the *RegressionSolutionStore - add()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	*RegressionSolutionVersion* object corresponding to the *RegressionSolution* being trained.

The following example shows how to create a dataset, apply it to a solution, add the solution to a store, and submit the training job.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({

  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create a solution
var mySolution = new sn_ml.RegressionSolution({

  'label': "my solution definition",
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']

});

// Add the solution to the store to later be able to retrieve
 it.
var my_unique_name =
 sn_ml.RegressionSolutionStore.add(mySolution);

// Train the solution - this is a long running job
var myRegressionVersion = mySolution.submitTrainingJob();
```

RegressionSolutionStore - Global

Enables storing and retrieving solutions.

The *RegressionSolutionStore* API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

RegressionSolutionStore - add(Object mlSolution)

Adds a new solution object to the store and returns a unique name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Label values do not need to be unique. For example, if you run this method with the same label 10 times, this method adds 10 different uniquely-named objects to the store.

Parameters

Name	Type	Description
mlSolution	RegressionSolution	*RegressionSolution()* object to add to the store.

Returns

Type	Description
String	System-generated solution name.

The following example shows how to add a solution to the store. Use *RegressionSolution - submitTrainingJob()* to train the Solution after adding it to the store.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({

  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create an solution
var mySolution = new sn_ml.RegressionSolution({

  'label': "my solution definition",
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']

});

// Add the solution to the store to later be able to retrieve
 it.
var my_unique_name =
 sn_ml.RegressionSolutionStore.add(mySolution);
```

RegressionSolutionStore - deleteObject(String name)

Removes a specified solution object from the store.

Parameters

Name	Type	Description
name	String	Name of the *RegressionSolution()* object to be deleted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to delete a solution from the store.

```
sn_ml.RegressionSolutionStore.deleteObject("ml_sn_global_global_
solution");
```

RegressionSolutionStore - get(String name)

Gets a solution object from the store.

Parameters

Name	Type	Description
name	String	Name of a solution in the store.

Returns

Type	Description
Object	*RegressionSolution* object. Returns an error if the object does not exist.

The following example shows how to get a solution object from the store using the *get()* method and view its training status using the RegressionSolution - getActiveVersion() and RegressionSolutionVersion - getStatus() methods.

```
// Get status
var mlSolution =
 sn_ml.RegressionSolutionStore.get('ml_incident_categorization
');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus(), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true"
}
```

RegressionSolutionStore - getAllNames(Object options)

Gets the names of all solution definition records in the store.

Parameters

Name	Type	Description
options	Object	Options for restricting results within the specified properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		`{ "label": "String", "domainName": "String", "scope": "String" };`
options.label	String	Optional. Label of your solution object.
options.domainName	String	Optional. Name of the domain for your solution object. Refer to Domain separation and Predictive Intelligence.
options.scope	String	Optional. Name of an application scope for your solution object.

Returns

Type	Description
Array	List of strings representing solution object names in the store.

In the following example, the *getAllNames()* method returns a list of all names in the store.

```
gs.print(JSON.stringify(JSON.parse(sn_ml.RegressionSolutionStore
.getAllNames()), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_my_solution_definition_3",
  "ml_incident_assignment",
  "ml_x_snc_global_global_my_solution_definition",
  "ml_x_snc_global_global_my_solution_definition_2",
  "ml_sn_global_global_incident_service"
]
```

In the following example, the *getAllNames()* method returns only names associated with values set in the *options* parameter.

```
var options = {
  'label' : 'my solution definition',
  'domainName' : 'global',
  'scope' : 'global'
};
var solNames =
 sn_ml.RegressionSolutionStore.getAllNames(options);
gs.print(JSON.stringify(JSON.parse(solNames), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_my_solution_definition"
]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RegressionSolutionStore - update(String name, Object mlSolution)

Replaces an existing object in the store with the object passed as a parameter. The object name provided must be empty or match.

Parameters

Name	Type	Description
name	String	Name of the solution to update.
mlSolution	*RegressionSol*	*RegressionSolution()* object properties to update.

Returns

Type	Description
None	

The following example shows how to update a solution object in the store.

```
var solutionUpdate = new sn_ml.RegressionSolution({
  'label': 'my solution definition',
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames': ['short_description']
});

sn_ml.RegressionSolutionStore.update('ml_sn_global_global_incident_service', solutionUpdate);
```

RegressionSolutionVersion - Global

The *RegressionSolutionVersion* API is a scriptable object used in Predictive Intelligence stores.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

Use this API when working with solution versions based on RegressionSolution API objects in the RegressionSolution store.

The system creates a solution version each time you train a solution definition. Most versions are created during scheduled solution training.

Methods in this API are accessible using the following *RegressionSolution* methods:

- *getActiveVersion()*
- *getAllVersions()*
- *getLatestVersion()*
- *getVersion()*

RegressionSolutionVersion - getProperties()

Gets solution object properties and version number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and RegressionSolution version details. Results vary by object property setup. `{ "datasetProperties": {Object}, "domainName": "String", "encoder": {Object}, "inputFieldNames": [Array], "isActive": Boolean, "label": "String", "name": "String", "predictedFieldName": "String", "predictedInterval": [Array], "processingLanguage": "String", "scope": "String", "stopwords": [Array], "versionNumber": "Number" }`
<Object>.datasetProperties	Lists the properties of the *DatasetDefinition()* object associated with the solution. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array], "tableName": "String" }`
<Object>.datasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.
<Object>.datasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.
<Object>.datasetProperties.fieldDetails	List of UnivariateDetails that specify field properties. `[ { "name": "String", "type": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	}] Data type: Array.
<Object>.datasetProperties	Name of the field that contains object information to restrict this dataset to. Data type: String.
<Object>.datasetProperties	Machine name of the field that contains object type. Data type: String.
<Object>.datasetProperties	Encoded query string in the standard platform format. See Encoded query strings. Data type: String.
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.encoder	Encoder object assigned to this solution. See Encoder - Encoder(Object config). Data type: Object.
<Object>.inputFieldNames	List of input field names as strings. The model uses these fields used to make predictions. Data type: String.
<Object>.isActive	Flag that indicates whether this version is active. Valid values: • true: Version is active. • false: Version is not active. Data type: String

<Object>.label	Identifies the prediction task.
	
	{
	"label": "my first prediction"
	}
	
	Data type: String.

<Object>.name	System-assigned name. Data type: String.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.predictedFieldName	Identifies a field to be trained for predictability. Data type: String.
<Object>.predictedInterval	Range of values specifying the prediction confidence level. Data type: Array
<Object>.processingLanguage	Processing language in two-letter ISO 639-1 language code format. Data type: String.
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.stopwords	Optional. Preset list of strings that the system automatically generates based on the *`language`* property setting. For details, see Create a custom stopwords list. Data type: Array.
<Object>.versionNumber	Version number of the *`RegressionSolution`* object.

The following example gets properties of the active object version in the store.

```
// Get properties
var mlSolution =
 sn_ml.RegressionSolutionStore.get('ml_incident_categorization
');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getProperties()), null, 2));
```

Output:

```
{
  "datasetProperties": {
    "encodedQuery": "",
    "fieldNames": [
      "short_description",
      "sourcedc",
      "targetdc",
      "dbsize",
      "duration"
    ],
    "tableName": "cloudinfratext"
  },
  "domainName": "global",
  "encoderProperties": {
    "datasetsProperties": [],
    "name": "wc_regression"
  },
  "inputFieldNames": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "short_description",
    "sourcedc",
    "targetdc",
    "dbsize"
  ],
  "isActive": "true",
  "label": "Regression Test for DB Restore",
  "name": "ml_x_snc_global_global_regression",
  "predictedFieldName": "duration",
  "processingLanguage": "en",
  "stopwords": [
    "Default English Stopwords"
  ],
  "versionNumber": "1"
}
```

RegressionSolutionVersion - getStatus(Boolean includeDetails)

Gets training completion status.

Parameters

Name	Type	Description
includeDetails	Boolean	Flag that indicates whether to return status *details*. Valid values: • true: Return additional details. • false: Don't return additional details. Default: False

Returns

Type	Description
Object	JavaScript object containing training status information for a RegressionSolution object. `{ "state": "String", "percentComplete": "Number as a String", "hasJobEnded": "Boolean value as a String", "details": {Object} }`
<Object>.state	Training completion state. If the training job reaches a terminal state, the job does not leave that state. If the state is terminal, the *hasJobEnded* property is set to `true`. Possible values: • `fetching_files_for_training` • `preparing_data` • `retry`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• `solution_cancelled` (terminal) • `solution_complete` (terminal) • `solution_error` (terminal) • `solution_incomplete` • `training_request_received` • `training_request_timed_out` (terminal) • `training_solution` • `uploading_solution` • `waiting_for_training` Data type: String
<Object>.hasJobEnded	Flag that indicates whether training is complete. Valid values: • true: Training is complete. • false: Training is incomplete. Data type: Boolean value as a String
<Object>.percentComplete	Training percent complete. If the completion percentage is less than 100, the job might be in a terminal state. For example, if training times out. Data type: Number as a String Range: 0 thru 100
<Object>.details	Object containing a list of additional training details. Data type: Object

The following example shows a successful result with training complete.

```
// Get status
var mlSolution =
 sn_ml.RegressionSolutionStore.get('ml_incident_categorization
');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus(true), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "details":{"stepLabel":"Solution Complete"} // This information
 is only returned if getStatus(true);
}
```

The following example shows an unsuccessful result with training complete.

```
// Get status
var solutionName = 'ml_x_snc_global_global_regression_solution';
var mlSolution =
 sn_ml.RegressionSolutionStore.get(solutionName);
var trainingStatus = mlSolution.getLatestVersion().getStatus();

gs.print(JSON.stringify(JSON.parse(trainingStatus), null, 2));
```

Output:

```
{
 "state":"solution_error",
 "percentComplete":"100",
 "hasJobEnded":"true"
}
```

RegressionSolutionVersion - getVersionNumber()

Gets the version number of a solution object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Version number.

The following example shows how to get a version number.

```
// Get version number
var mlSolution =
 sn_ml.RegressionSolutionStore.get('ml_incident_categorization
');

gs.print("Version number:
 "+JSON.stringify(JSON.parse(mlSolution.getActiveVersion().getVe
rsionNumber()), null, 2));
```

Output:

```
Version number: 1
```

RegressionSolutionVersion - predict(Object input, Object options)

Gets the input data for a prediction.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
input	Object	*GlideRecord* or array of JSON objects containing field names and values as key-value pairs.
options	Object	Optional values for filtering prediction results. `{ "apply_threshold": Boolean, "top_n": Number }`
options.apply_threshold	Boolean	Flag that indicates whether to check the threshold value for the solution and apply it to the result set. Valid values: • true: Return results in which confidence is greater than threshold. • false: Return all results. Default: True
options.top_n	Number	If provided, returns the top results, up to the specified number of predictions.

Returns

Type	Description
Object	JSON object containing the prediction results sorted by sys_id or record_number. `{ <identifier>: [Array] }`
<Object>.<identifier>	List of objects with details for each prediction result. Data type: Array of Objects `<identifier>: [ { "confidence": Number, "predictedSysId": "String", "predictedValue": "String", "threshold": Number } ]`
<Object>.<identifier>.<object_id>.confidence	Value of the confidence associated with the prediction. For example, 53.84. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.<identifier>.<object_type>.predictedSysId	The sys_id of the predicted value. Results can be from any table on which information is being predicted. Data type: String
<Object>.<identifier>.<object_type>.predictedValue	Value representing the prediction result. Data type: String
<Object>.<identifier>.<object_type>.threshold	Value of the configured threshold associated with the prediction. Data type: Number

The following example shows how to display prediction results for a *predict()* method that takes a GlideRecord by sys_id for input and includes optional parameters to restrict to top three results and exclude the threshold value.

```
var mlSolution =
 sn_ml.RegressionSolutionStore.get('ml_incident_categorization
');

// single GlideRecord input
var input = new GlideRecord("incident");
input.get("<sys_id>");

// configure optional parameters
var options = {};
options.top_n = 3;
options.apply_threshold = false;

var results = mlSolution.getVersion(1).predict(input, options);
// pretty print JSON results
gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

```
{
        "<sys_id/now_GR>": [
    {
      "confidence": 62.10782320780268,
      "threshold": 20.36,
      "predictedValue": "Clone Issues",
      "predictedSysId": ""
    },
    {
      "confidence": 6.945237375770391,
      "threshold": 16.63,
      "predictedValue": "Instance Administration",
      "predictedSysId": ""
    },
    {
      "confidence": 5.321061076300759,
      "threshold": 23.7,
      "predictedValue": "Administration",
      "predictedSysId": ""
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  ]
}
```

The following example shows how to display prediction results for a *predict()* method that takes an array of field names as key-value pairs for input and includes optional parameters to restrict to top three results and exclude the threshold value.

```
var mlSolution =
 sn_ml.RegressionSolutionStore.get('ml_incident_categorization
');
// key-value pairs input
var input = [{"short_description":"my email is not working"},
 {short_description:"need help with password"}];
// configure optional parameters
var options = {};
options.top_n = 3;
options.apply_threshold = false;
var results = mlSolution.predict(input, options);
// pretty print JSON results
gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

```
{
  "1": [
    {
      "confidence": 37.5023032262591,
      "threshold": 10.72,
      "predictedValue": "Authentication",
      "predictedSysId": ""
    },
    {
      "confidence": 24.439964862166583,
      "threshold": 23.7,
      "predictedValue": "Administration",
      "predictedSysId": ""
    },
    {
      "confidence": 11.736320486031047,
      "threshold": 100,
      "predictedValue": "Security",
      "predictedSysId": ""
    }
  ],
  "2": [
    {
      "confidence": 99,
      "threshold": 17.77,
      "predictedValue": "Email",
      "predictedSysId": ""
    },
    {
      "confidence": 3.182137005157543,
      "threshold": 10.72,
      "predictedValue": "Authentication",
      "predictedSysId": ""
    },
    {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "confidence": 2.8773826570713514,
      "threshold": -1,
      "predictedValue": "Email (I/f)",
      "predictedSysId": ""
    }
  ]
}
```

RemedialActionEngine - Scoped

The *RemedialActionEngine* API provides methods for working with remedial actions.

This API is part of the Remedial Actions Framework and can be used to perform the following actions:

- Kick start a remedial action.
- Trigger the execution of a remedial action.
- Check the authorization of logged in user to execute the remedial action.
- Check the applicability of the remedial action against the target record.
- Get the current execution status and output payload of the targeted action.

This API requires the Remedial Actions Framework (com.snc.sn_reacf) store application and is provided within the `sn_reacf` namespace.

RemedialActionEngine - beginRemediation (String remedialAction, String parentTable, String parentRecord, Object actionParams, String targetRecord, String originRecord)

Starts any remedial action from the parent record against a target record. This method creates a new remedial action execution record in a 'Ready' state.

Note: When defining request parameters, remember that:

- If the parameter type is an object or array, define each property and its type.
- If the parameter type is GlideRecord, provide the associated table in your request.

Parameters

Name	Type	Description
remedialAction	String or GlideRecord	Sys_id or internal_name or GlideRecord of the femedial action [sn_reacf_remedial_action] table.
parentTable	String	Table name of the parent record.
parentRecord	String	Sys_id of the parent record.
actionParams	Object	Optional. Map of remedial action parameter names and values. `{ "<parameter name>": <parameter value> }` **Note:** Parameter value should be of type defined in remedial action Parameter [sn_reacf_remedial_action_parameter] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
targetRecord	String or GlideRecord	Optional. Sys_id or GlideRecord of the configured Target table.
originRecord	String or GlideRecord	Optional. Sys_id or GlideRecord of the Remedial Action Origin [sn_reacf_remedial_action_origin] table.

Returns

Type	Description
Object	`{ "statusCode": "String", "actionExecutionRequestId": "String", "parentRecord": "String", "parentTable": "String" }`
<Object>.statusCode	Status code of the remedial action execution request i.e. successful, duplicate_request or failed
<Object>.actionExecutionRequestId	Sys_id of the new Rremedial action execution record or duplicate concurrent Remedial Action Execution record
<Object>.parentRecord	Sys_id of the Parent record of the duplicate concurrent remedial action execution record.
<Object>.parentTable	Table name of the Parent record of the duplicate concurrent remedial action execution record.

The following example shows how to start any remedial action. Here, the remedial action uses a CI Action internally to kill a process on a CI.

```
var remedialAction = "9ef9924c436521101a24ff53e9b8f2d2" //sys_id
 of the Action
var parentTable = "incident"; //table name of the Parent record
var parentRecord = "62733787871e25105763ec6d0ebb3579" //sys_id
 of the Parent record
var actionParams = {
    process_id: "322113"
}
var targetRecord = "af57a3418775e5105763ec6d0ebb356d"; //sys_id
 of the Target record
var originRecord = "26e78022c3d525104f1a722e3f40dd99"; //sys_id
 of the Origin record

var remedialActionEngine = new sn_reacf.RemedialActionEngine();
var response =
 remedialActionEngine.beginRemediation(remedialAction,
 parentTable, parentRecord, actionParams, targetRecord,
 originRecord);

gs.info(JSON.stringify(response));
```

Output object:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Case 1 :successful :
{
  'statusCode': 'successful',
  'actionExecutionRequestId: '979b6060a5954300964fa3aa92874155'

}

Case 2 :Duplicate :
{
  'statusCode': 'duplicate_request,
  'actionExecutionRequestId':
 '552c48888c033300964f4932b03eb092',
  'parentRecord' : '1a14620f973be110539e35d11153afc8',
  'parentTable': 'incident'

}

Case 3 : Failed
{
  'statusCode': 'failed,
}
```

RemedialActionEngine - canCancel(String remedialActionExecution)

This method is used to check if the current user can or cannot cancel the given remedial action execution.

Note: When defining request parameters, remember that:

- If the parameter type is an object or array, define each property and its type.
- If the parameter type is GlideRecord, provide the associated table in your request.

Parameters

Name	Type	Description
remedialActionExecution	String GlideRecord	Sys_id or GlideRecord of the Remedial Action Execution [sn_reacf_remedial_action_execution] table.

Returns

Type	Description
Boolean	Flag that indicates whether the remedial action execution request can or cannot be canceled. Valid values: • true: The specified remedial action execution request can be canceled. • false: The specified remedial action execution request cannot be canceled.

The following example shows how to validate whether the current user can cancel any remedial action execution in its current state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var remedialActionExecutionId =
 "9ef9924c436521101a24ff53e9b8f2d2" //sys_id of
 sn_reacf_remedia_action_execution record

var remedialActionEngine = new sn_reacf.RemedialActionEngine();
var canCancel =
 remedialActionEngine.canCancel(remedialActionExecutionId)

gs.info("canCancel: " + canCancel);
```

Output:

```
canCancel: true
```

RemedialActionEngine - cancelExecution(String remedialActionExecution)

Cancels a remedial action execution request, then updates the execution record to the state 'cancelled' and returns true upon success.

Note: When defining request parameters, remember that:

- If the parameter type is an object or array, define each property and its type.
- If the parameter type is GlideRecord, provide the associated table in your request.

Parameters

Name	Type	Description
remedialActionExecution	String GlideRecord	Sys_id or GlideRecord of the Remedial Action Execution [sn_reacf_remedial_action_execution] table.

Returns

Type	Description
Boolean	Flag that indicates whether the remedial action execution request can or cannot be canceled. Valid values: • true: The specified remedial action execution request is canceled successfully. A status of true updates the execution record to the state 'cancelled'. • false: The specified remedial action execution request is not canceled successfully.

The following example shows how to cancel any remedial action execution from its current state.

```
var remedialActionExecutionId =
 "9ef9924c436521101a24ff53e9b8f2d2" //sys_id of
 sn_reacf_remedia_action_execution record

var remedialActionEngine = new sn_reacf.RemedialActionEngine();
var cancelExecution =
 remedialActionEngine.cancelExecution(remedialActionExecutionId)

gs.info('cancelExecution: ' + cancelExecution);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
cancelExecution : true
```

RemedialActionEngine - executeRemedialAction (String remedialActionExecution)

Triggers any remedial action execution that was started and is currently in Ready state. This method starts the targeted Action (e.g. CI Action) and moves the remedial action execution state to 'In Progress'.

Parameters

Name	Type	Description
remedialActionExecution	String GlideRecord	Sys_id or GlideRecord of the Remedial Action Execution [sn_reacf_remedial_action_execution] table.

Returns

Type	Description
Object	Object contains the action_execution_table and action_execution_id of the remedial action execution. `{ "action_execution_table": "String", "action_execution_id": "Sys_id" }`

The following example shows how to execute any remedial action.

```
var remedialActionExecution =
 "8ed58be387d2a5100295ebd73cbb35a3"; //Sys_id of the Remedial
 Action Execution record

var remedialActionEngine = new sn_reacf.RemedialActionEngine();
var response =
 remedialActionEngine.executeRemedialAction(remedialActionExecut
ion);
gs.info("Response: " + JSON.stringify(response, null, 2));
```

Output:

```
{
  "action_execution_table": "sn_cimaf_action_request",
  "action_execution_id": "2d7843a787d2a5100295ebd73cbb35d4"
}
```

RemedialActionEngine - getRemedialActionOutput (String remedialActionExecution)

Gets the current execution status and output payload of the targeted Action.

Parameters

Name	Type	Description
remedialActionExecution	String GlideRecord	Sys_id or GlideRecord of the Remedial Action Execution [sn_reacf_remedial_action_execution] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Object contains the status object having value and display value of the target Action status, and payload array having the target Action outputs executed as part of the Remedial Action execution. Data type: String `{ "status": { "value": "completed", "displayValue": "Completed" }, "payload": [ "{\"output\":\"SUCCESS: The process with PID 19604 has been terminated.\\r\\n\",\"cmd\":\"taskkill /pid 19604 /f\"}" ] }`

The following example shows how to get current execution status and output payload of the targeted Action.

```
var remedialActionExecution =
 "8ed58be387d2a5100295ebd73cbb35a3"; //sys_id of the Remedial
 Action Execution record

var remedialActionEngine = new sn_reacf.RemedialActionEngine();
var response =
 remedialActionEngine.getRemedialActionOutput(remedialActionExec
ution);

gs.info("Response: " + JSON.stringify(response, null, 2));
```

Output:

```
{
  "status": {
    "value": "completed",
    "displayValue": "Completed"
  },
  "payload": [
    "{\"output\":\"SUCCESS: The process with PID 19604 has been
 terminated.\\r\\n\",\"cmd\":\"taskkill /pid 19604 /f\"}"
  ]
}
```

RemedialActionEngine - isApplicable (String remedialAction, String targetRecord)

Checks the applicability of any remedial action against a target record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
remedialAction	String or GlideRecord	Sys_id or internal_name or GlideRecord of the remedial action [sn_reacf_remedial_action] table.
targetRecord	String or GlideRecord	Sys_id or GlideRecord of the configured Target table.

Returns

Type	Description
Boolean	Flag that indicates the target record's applicability for the remedial action. • true: the Remedial Action is applicable to the specified target record. • false: the Remedial Action is not applicable to the specified target record.

The following example shows how to check applicability of any remedial action against a target record.

```
var remedialAction =
 "9ef9924c436521101a24ff53e9b8f2d2"; //Sys_id of the Remedial
 Action Execution record
var targetRecord = "df3799a387a921100295ebd73cbb35c4"; //Sys_id
 of the Target Record

var remedialActionEngine = new sn_reacf.RemedialActionEngine();
var isApplicable =
 remedialActionEngine.isApplicable(remedialAction,
 targetRecord);
gs.info("Is applicable: " + isApplicable);
```

Output:

```
Is applicable: true
```

RemedialActionEngine - isAuthorized(String remedialAction)

Checks if the user is authorized to execute the remedial action.

Parameters

Name	Type	Description
remedialAction	String or GlideRecord	Sys_id or internal_name or GlideRecord of the Remedial Action [sn_reacf_remedial_action] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates the resulting success status of the user's authorization. • true: The user's authorization is successful. • false: The user's authorization is unsuccessful.

The following example shows how to check authorization to execute any remedial action.

```
var actionSysId = "e62f550843e121101a24ff53e9b8f23b"; //Sys_id
 of the Action

var remedialActionEngine = new sn_reacf.RemedialActionEngine();
var isAuthorized =
 remedialActionEngine.isAuthorized(actionSysId);
gs.info("Is user authorized: " + isAuthorized);
```

Output:

```
Is user authorized: true
```

RemoteTableCacheManager - Scoped

The *RemoteTableCacheManager* API provides a method to flush the cache for a specified remote table.

Remote tables often cache query results for performance reasons, but when the data at the source changes the cached results become outdated. Scoped applications can invoke this API to flush the remote table cache so that subsequent queries fetch the latest data from the source system. Use this API to automate cache flushing based on custom logic, workflows, or triggers in scoped applications.

The *RemoteTableCacheManager* API requires the Remote Tables plugin (com.glide.script.vtable) and is provided within the `sn_vtable` namespace. For more information, see Remote tables.

RemoteTableCacheManager - flushCache(String tableName)

Flushes the cache for a specified remote table.

Flushing the cache ensures that subsequent queries against the remote table fetch fresh data from the source system.

Parameters

Name	Type	Description
tableName	String	Name of the remote table. Must be a valid remote table within the current scope.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

A message containing details about the result is written to the system log.

Success message:

- [RemoteTableCacheManager] - Flushed cache for Remote Table: <tableName>.

Error messages:

- [RemoteTableCacheManager] - tableName cannot be null.
- [RemoteTableCacheManager] - No remote table found with name: <tableName>.
- [RemoteTableCacheManager] - Table scope is null.
- [RemoteTableCacheManager] - Current scope is null.
- [RemoteTableCacheManager] - Current scope: <currentScope> is not same as table scope: <tableScope>.

This example flushes the cache for the remote table x_app_my_remote_table.

```
sn_vtable.RemoteTableCacheManager.flushCache("x_app_my_remote_table");
```

Output:

```
[RemoteTableCacheManager] - Flushed cache for Remote Table:
 x_app_my_remote_table
```

RenderProperties - Global

The *RenderProperties* API provides methods to obtain information about the current page and is available in Jelly scripts and in UI-action conditions and scripts.

Access *RenderProperties* methods using the static variable RP.

RenderProperties - getEncodedQuery()

Returns the encoded query from the URL sent to the page.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Returns the encoded query from the URL sent to the form.

The following example is used in a condition for UI action named listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
RP.getEncodedQuery() != null &&
 (RP.getEncodedQuery().indexOf('table=global') < 0 &&
 RP.getEncodedQuery().indexOf('table=') >= 0)
```

RenderProperties - getListControl()

Returns the list control object for the page.

Parameters

Name	Type	Description
None		

Returns

Type	Description
SysListControl object	The list control object for the page.

The following example is used in a condition named New for CAB Agenda Items. This UI action is listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
current.canCreate() && !RP.getListControl().isOmitNewButton() &&
 RP.isRelatedList() && !RP.isManyToMany() && !RP.isInDevStudio()
 && (new sn_change_cab.CABMeeting(parent)).canAddAgendaItem()
```

RenderProperties - getParameterValue(String parameterName)

Returns the value of the specified URL parameter.

Parameters

Name	Type	Description
parameterName	String	Name of the parameter passed on the URL.

Returns

Type	Description
String	The parameter's value.

The following example is used in a condition for the Insert and Stay UI action for configuration items listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
current.canCreate() && (!current.instanceOf('task')
 || gs.getProperty('glide.ui.task.insert') ==
 'true') && (!current.instanceOf('sys_db_object')) &&
 JSUtil.nil(RP.getParameterValue("sysparm_changeset"))
```

RenderProperties - getReferringURL()

Returns the URL where the request originated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The URL of the page where the request originated.

The following example is used in a condition for the Import Sets UI action for import set row listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
RP.getReferringURL().indexOf("sys_import_set.do") == -1 && new
 global.ImportSetRowHelper().canReadImportSets();
```

RenderProperties - getViewID()

Returns the view the page is using.

This method is not available in scoped applications.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The sys_id of the view being used.

RenderProperties - getViewName()

Returns the name of the view in use.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the view being used.

The following example is used in a condition named New for action assignment. This UI action is listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
RP.getViewName() != '' && RP.getViewName() != null &&
 RP.getViewName() != undefined
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RenderProperties - getWindowProperties()

Returns the window's properties.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The window's properties

RenderProperties - isInDevStudio()

Returns true if the page is part of Studio.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if the page is part of Studio.

The following example is used in a condition named New for CAB Agenda Items. This UI action is listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
current.canCreate() && !RP.getListControl().isOmitNewButton() &&
 RP.isRelatedList() && !RP.isManyToMany() && !RP.isInDevStudio()
 && (new sn_change_cab.CABMeeting(parent)).canAddAgendaItem()
```

RenderProperties - isInteractive()

Returns true if this is an interactive session. An interactive session is when a user has logged in as opposed to a REST request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if this is an interactive session.

RenderProperties - isManyToMany()

Returns true when the `sysparm_collection_related_file` URL parameter is set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true when the `sysparm_collection_related_file` URL parameter is set.

The following example is used in a condition named New for CAB Agenda Items. This UI action is listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
current.canCreate() && !RP.getListControl().isOmitNewButton() &&
 RP.isRelatedList() && !RP.isManyToMany() && !RP.isInDevStudio()
 && (new sn_change_cab.CABMeeting(parent)).canAddAgendaItem()
```

RenderProperties - isRelatedList()

Returns true when the `sys_is_related_list` URL-parameter is true. Returns false if the parameter is not present.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the URL parameter `sys_is_related_list` is true.

The following example is used in a condition for a UI action listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
current.canCreate() && RP.isRelatedList()
```

RenderProperties - Scoped

The *`RenderProperties`* API provides methods to obtain information about the current page and is available in Jelly scripts and in UI-action conditions and scripts.

Access *`RenderProperties`* methods using the static variable `RP`.

Scoped RenderProperties - getEncodedQuery()

Returns the encoded query from the URL sent to the page.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Encoded query from the URL sent to the form.

The following example is used in a condition for UI action named listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
RP.getEncodedQuery() != null &&
 (RP.getEncodedQuery().indexOf('table=global') < 0 &&
 RP.getEncodedQuery().indexOf('table=') >= 0)
```

Scoped RenderProperties - getListControl()

Returns the list control object for the page.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ScopedSysListControl object	Lst control object for the page.

The following example is used in a condition named New for CAB Agenda Items. This UI action is listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
current.canCreate() && !RP.getListControl().isOmitNewButton() &&
 RP.isRelatedList() && !RP.isManyToMany() && !RP.isInDevStudio()
 && (new sn_change_cab.CABMeeting(parent)).canAddAgendaItem()
```

Scoped RenderProperties - getParameterValue(String parameterName)

Returns the value of the specified URL parameter.

Parameters

Name	Type	Description
parameterName	String	Name of the parameter passed on the URL.

Returns

Type	Description
String	The parameter's value.

The following example is used in a condition for the Insert and Stay UI action for configuration items listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
current.canCreate() && (!current.instanceOf('task')
 || gs.getProperty('glide.ui.task.insert') ==
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 'true') && (!current.instanceOf('sys_db_object')) &&
 JSUtil.nil(RP.getParameterValue("sysparm_changeset"))
```

Scoped RenderProperties - getReferringURL()

Returns the URL where the request originated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	URL of the page where the request originated.

The following example is used in a condition for the Import Sets UI action for import set row listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
RP.getReferringURL().indexOf("sys_import_set.do") == -1 && new
 global.ImportSetRowHelper().canReadImportSets();
```

Scoped RenderProperties - getViewName()

Returns the name of the view in use.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the view being used.

The following example is used in a condition named New for action assignment. This UI action is listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
RP.getViewName() != '' && RP.getViewName() != null &&
 RP.getViewName() != undefined
```

Scoped RenderProperties - getWindowProperties()

Returns the window's properties.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Window's properties.

Scoped RenderProperties - isInDevStudio()

Returns true if the page is part of Studio.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the page is part of Studio. Possible values: • true: Page is part of Studio. • false: Page isn't part of Studio.

The following example is used in a condition named New for CAB Agenda Items. This UI action is listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
current.canCreate() && !RP.getListControl().isOmitNewButton() &&
 RP.isRelatedList() && !RP.isManyToMany() && !RP.isInDevStudio()
 && (new sn_change_cab.CABMeeting(parent)).canAddAgendaItem()
```

Scoped RenderProperties - isInteractive()

Returns true if this is an interactive session. An interactive session is when a user has logged in as opposed to a REST request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether this is an interactive session. Possible values: • true: Interactive session. • false: Not an interactive session.

Scoped RenderProperties - isManyToMany()

Returns true when the `sysparm_collection_related_file` URL parameter is set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the `sysparm_collection_related_file` URL parameter is set. Possible values: • true: Parameter is set. • false: Parameter isn't set.

The following example is used in a condition named New for CAB Agenda Items. This UI action is listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
current.canCreate() && !RP.getListControl().isOmitNewButton() &&
 RP.isRelatedList() && !RP.isManyToMany() && !RP.isInDevStudio()
 && (new sn_change_cab.CABMeeting(parent)).canAddAgendaItem()
```

Scoped RenderProperties - isRelatedList()

Returns true when the `sys_is_related_list` URL-parameter is true. Returns false if the parameter is not present.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the URL parameter `sys_is_related_list` is set to `true`. Possible values: • true: `sys_is_related_list` is set to `true`. • false: `sys_is_related_list` is set to `false`.

The following example is used in a condition for a UI action listed in the UI Actions [sys_ui_action] table. See also Defining UI actions.

```
current.canCreate() && RP.isRelatedList()
```

ReportCiStatusOutputJS - Scoped

The *`ReportCiStatusOutputJS`* API provides methods that return specific object properties for the *`DiscoveryAPI reportCiIpAddressStatus`* method and then converts the information into a JSON string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This class runs is in the `sn_discovery` namespace.

ReportCiStatusOutputJS - getCiOperationStatus()

Returns the state of the scanned CI.

This is a calculated field based on the last_state field in discovery_device_history table and the state field in the discovery_status table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
string	The three possible states returned by this method are: • Processing: Discovery is still processing the request. • Successful: A CI was created or updated. • NotSuccessful: A CI was not created or updated, and the Discovery status was Completed or Cancelled.

```
var ipResultObj =
 sn_discovery.DiscoveryAPI.reportCiIpAddressStatus(ipAddress,
 discoveryStatus);
gs.info("ipResultObj(CiOperationStatus): " +
 ipResultObj.getCiOperationStatus());
```

ReportCiStatusOutputJS - getCmdbCI()

Returns the value in the cmdb_ci field from the discovery_device_history table for the CI being scanned.

Parameters

Name	Type	Description
None		

Returns

Type	Description
string	Sys_id of the CI created or updated. This value can be null in the case of intermediate results before a CI is created.

```
var ipResultObj =
 sn_discovery.DiscoveryAPI.reportCiIpAddressStatus(ipAddress,
 discoveryStatus);
gs.info("ipResultObj(cmdb): " + ipResultObj.getCmdbCI());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ReportCiStatusOutputJS - getDiscoveryState()

Returns the value from the **State** field in the Discovery Status [discovery_status] table.

The values returned by this method are used to calculate the value returned by the getCiOperationStatus() method

Parameters

Name	Type	Description
None		

Returns

Type	Description
string	The possible states returned by this method are: • Starting • Active • Complete • Cancelled

```
var ipResultObj =
 sn_discovery.DiscoveryAPI.reportCiIpAddressStatus(ipAddress,
 discoveryStatus);
gs.info("ipResultObj(discoveryState): " +
 ipResultObj.getDiscoveryState());
```

ReportCiStatusOutputJS - getIpAddress()

Returns the value from the source field in the discovery_device_history table for the CI being scanned.

Parameters

Name	Type	Description
None		

Returns

Type	Description
string	The IP address of the CI being scanned.

```
var ipResultObj =
 sn_discovery.DiscoveryAPI.reportCiIpAddressStatus(ipAddress,
 discoveryStatus);
gs.info("ipResultObj(IpAddress): " +
 ipResultObj.getIpAddress());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ReportCiStatusOutputJS - getIssues()

Returns the value from the issues field in the discovery_device_history table for the CI being scanned.

Parameters

Name	Type	Description
None		

Returns

Type	Description
integer	Number of issues in this Discovery for this CI.

```
var ipResultObj =
 sn_discovery.DiscoveryAPI.reportCiIpAddressStatus(ipAddress,
 discoveryStatus);
gs.info("ipResultObj(issues): " + ipResultObj.getIssues());
```

ReportCiStatusOutputJS - getIssuesLink()

Returns the value from the issues_link field in the discovery_device_history table for the CI being scanned.

Parameters

Name	Type	Description
None		

Returns

Type	Description
string	The issues_link field from the discovery_device_history table. This value may be null or an anchor tag defining a hyperlink to a page that provides the list of issues associated with the Discovery Status and CI (IP address).

```
var ipResultObj =
 sn_discovery.DiscoveryAPI.reportCiIpAddressStatus(ipAddress,
 discoveryStatus);
gs.info("ipResultObj(issues_link): " +
 ipResultObj.getIssuesLink());
```

ReportCiStatusOutputJS - toJson()

Serializes the *ReportCiStatusOutputJS* object.

This method throws the *IllegalArgumentException* exception, `Cannot serialize object, e` when the method is unable to serialize the object. The **e** is the exception object, which provides the exception message and trace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
string	Serialized instance of the *ReportCiStatusOutputJS* object into a JSON string.

```
var ipResultObj =
 sn_discovery.DiscoveryAPI.reportCiIpAddressStatus(ipAddress,
 discoveryStatus);
gs.info("ipResultObj(json): " + ipResultObj.toJson());
```

RequestAuthAPI - Scoped

The *RequestAuthAPI* provides methods to apply a signature to a REST request.

Generate outbound signing requests using these APIs in the following order:

1. *HttpRequestData*: Build the API request.
2. *AuthCredential*: Create a credential object or update an existing one. Use the credential to sign the request through the *RequestAuthAPI* class.
3. *RequestAuthAPI*: Sign the request and return an HttpRequestAuthedData object.
4. *HttpRequestAuthedData*: Get information about the signed request.
5. *GlideHTTPRequest*: Send the signed request.

Before using these APIs, you must configure an authentication algorithm to sign the request and associate it with the credential used to authenticate the request.

Use this API in scoped scripts with the `sn_auth` namespace identifier.

RequestAuthAPI - RequestAuthAPI(Object data, Object credential)

Instantiates a RequestAuthAPI object using a REST request and a credential.

Parameters

Name	Type	Description
data	Object	HttpRequestData object that contains the unsigned REST request. Use the *HttpRequestData* class to build this object. See HttpRequestData API.
credential	Object	Object that represents a record from the Credentials [discovery_credentials] table. Retrieve this object using the *AuthCredential* class. See AuthCredential API.

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl' , 'public-read' );

 // Get a credential record
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("8877
2d0d40990010f8772fdd9ebc8075");

// Instantiate a RequestAuthAPI object
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
```

RequestAuthAPI - generateAuth()

Signs the HttpRequestData object and returns an HttpRequestAuthedData object to use to send in the REST request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
HttpRequestAuthedData	Object. Data to use to obtain information about the signed result. Use the methods in the *HttpRequestAuthedData* class to interact with the signed result. See HttpRequestAuthedData API.

This example creates a request and gets a credential record to pass to the *RequestAuthAPI* API. The *generateAuth()* method then signs the request.

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl' , 'public-read' );

// Get a credential record
gs.info( "date:" + httpRequestData.getDate() );
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");

// Create the RequestAuthAPI object and sign the request
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var output = signingAPI.generateAuth();
```

RequestAuthAPI - getAuthCredential()

Returns the credential record used to sign the request.

Parameters

Name	Type	Description
None		

Returns

Type	Description
AuthCredential	Object. Data to use to obtain information about the credential record used to sign the request. Use the methods in the *AuthCredential* class to interact with the credential. See AuthCredential API.

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl' , 'public-read' );

// Get a credential record
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("5b61
c16f73533300f662cff8faf6a74b");

// Return the AuthCredential object
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var signingCredential = signingAPI.getAuthCredential();
```

RequestAuthAPI - getHttpRequestData()

Returns the HttpRequestData object that was used to instantiate the *RequestAuthAPI* class.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
HttpRequestData	Object. Contains the unsigned REST request. Use the methods in the *HttpRequestData* class to interact with the request. See HttpRequestData API.

```
// Define the HttpRequestData object
var endpoint= "https://third-party-endpoint";
var httpRequestData = new sn_auth.HttpRequestData();
httpRequestData.setEndpoint(endpoint);
httpRequestData.setService('s3');
httpRequestData.setRegion('us-east-1');
httpRequestData.setHttpMethod("PUT");
var content = "Action=SendMessage&MessageBody=This is a test
 message";
httpRequestData.setContent(content);
httpRequestData.addHeader('x-amz-acl' , 'public-read' );

 // Get a credential record
var credential = new
 sn_cc.StandardCredentialsProvider().getAuthCredentialByID("8877
2d0d40990010f8772fdd9ebc8075");

// Return the HttpRequestData object
var signingAPI = new sn_auth.RequestAuthAPI(httpRequestData,
 credential);
var unsignedRequest = signingAPI.getHttpRequestData();

gs.info("Endpoint is: " + unsignedRequest.getEndpoint());
```

Output:

```
Endpoint is: https://third-party-endpoint
```

RequestAuthAPI - resetAuthCredential()

Generates a temporary, limited privilege token that you can use to provide trusted users with temporary security credentials to control third-party resources.

To use this method, the third-party service must include an API or SDK that processes and manages limited access tokens.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Creates a temporary token
function(authAPI) {
    var requestData = authAPI.getHttpRequestData();
    var credential= authAPI.getAuthCredential();
    credential.setAttribute('Action', 'aws_sessionToken');
    authAPI.resetAuthCredential();

    //Returns status information
    var status =
 credential.getAttribute('credential_reset_status');
}
```

ResponseTemplate - Scoped, Global

The *ResponseTemplate* script include provides methods for managing response templates.

Response templates are reusable messages that agents can copy to case or task forms. They provide quick and consistent messages to users and display standard chat response messages to requesters in Agent Chat. This script include requires the Templated Responses plugin (com.sn_templated_snip), which is activated by default, and runs within the `sn_templated_snip` namespace.

For additional information on response templates, see Response templates.

ResponseTemplate - ResponseTemplate()

Instantiates a new ResponseTemplate object.

Parameters

Name	Type	Description
None		

```
new
 sn_templated_snip.ResponseTemplate().query("incident","ef4225a4
0a0a0b5700d0b8a790747812", "", 0, 0, true, "");
```

ResponseTemplate - query(String tableName, String recordId, String searchTerm, Number limit, Number offset, Boolean includeEvaluatedBody, String errorFormat, Object opts)

Returns all response templates from a specified table that match the passed in query criteria.

Parameters

Name	Type	Description
tableName	String	Name of the table to use to search the sn_templated_snip_note_template table to locate corresponding response templates. For example, incident or sn_hr_core_case.
recordId	String	Sys ID of the record to use to render the variables in the response template.
searchTerm	String	Optional. Text to use to filter the list of matching response templates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The method performs a CONTAINS search of this text on the name and body fields and a STARTS WITH search on the short name field. For example, if the search term is "crash", the method returns any response template that matches the query criteria and has crash in the name or body or the short name starts with crash. Response templates with exact matches on short name appear first in the return results. All other returned response templates are sorted by name. Default: Return all matching response templates.
limit	Number	Optional. Maximum number of response templates to return. Default: 50
offset	Number	Optional. For pagination, the index at which to start the search. Default: 0

includeEvaluatedBody	Boolean	Optional. Flag that indicates whether to render the template variables.
		
		Valid values:
		
		• false: Do not render the template variables. The response contains the message variables.
		
		For example:
		
		`Please note that your case ${number} has been escalated to ${assignment_group}.`
		
		• true: Renders the template variables and returns *evaluated_response* in the return results.
		
		For example:
		
		`Please note that your case INC100001 has been escalated to Facilities.`
		
		Default: false

errorFormat	String	Optional. HTML formatting to use for errors. For example: `"<span style='color:#ffff00'>${%s}</span>"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: `"<span style='color:#ff0000'>${%s}</span>"`
opts	Object	Optional. Parameters to pass to the sn_templated_snip.response_template extension point. The format and content of these parameters are dependent on the implementation of the extension point. For additional information on extension points, see Using extension points to extend application functionality.

Returns

Type	Description

Object	Array of all templates that match the specified search criteria. Response templates with exact matches on short name appear first in the return results. All other returned response templates are sorted by name.
	
	Each node in the Array may contain the following parameters:
	
	• *sys_id*: String. Unique identifier of the response template.
	• *name*: String. Name of the response template.
	• *short_name*: String. Short name of the response template.
	• *body*: HTML. Body of the response template.
	• *short_name_match*: Boolean. Flag that indicates whether an exact match occurred on the short name of the response template.
	• *evaluated_response*: Array. Results of the template evaluation.
	  ◦ *success*: Boolean. Flag that indicates whether all variables rendered properly.
	  ◦ *evaluated_body*: HTML. Rendered response template body.
	  ◦ *error*: Array. Entry for each evaluation error that occurred.
	  ▪ *inAccessibleVariables*: String. Variables in the response template body that could not be resolved.
	  ▪ *unEvaluatedVariables*: String. Variablesin the response template body that were not evaluated.
	  ▪ *message*: String. Error message.

This example shows how to query for response templates associated with the incident table.

```
query("incident","ef4225a40a0a0b5700d0b8a790747812", "", 0, 0,
 false, "");
```

Successful response:

```
[
  {
    "sys_id": "5fc1d65993003300a9bc1d1e867ffb9c",
    "name": "Incident escalation",
    "short_name": "escalation",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "template_body": "<p>Dear
 ${caller_id.first_name},</p>\r\n<p>Please note that your
 incident ${number} has been escalated to ${assignment_group}.
 An agent will be assigned on your case and will keep you
 updated. If you have more questions please reach out to our
 team.</p>\r\n<p>Regards,</p>\r\n<p>${sys_updated_by}</p>"
  }
]
```

Same query with an error response.

```
query("incident","fe4225a40a0a0b5700d0b8a790747812", "", 0, 0,
 false, "");
```

Error response:

```
[
  {
    "sys_id": "5fc1d65993003300a9bc1d1e867ffb9c",
    "name": "Incident escalation",
    "short_name": "escalation",
    "template_body": "<p>Dear
 ${caller.first_name},</p>\r\n<p>Please note that your
 incident ${number} has been escalated to ${assignment_group}.
 An agent will be assigned on your case and will keep you
 updated. If you have more questions please reach out to our
 team.</p>\r\n<p>Regards,</p>\r\n<p>${sys_updated_by}</p>",
    "evaluated_response": {
      "success": false,
      "error": {
        "unEvaluatedVariables": "caller.first_name",
        "message": "Cannot evaluate following variables:
 caller.first_name"
      },
      "evaluated_body": "<p>Dear <span
 style='color:#ff0000'>${caller.first_name}</span>,</p>\r
\n<p>Please note that your incident INC0000049 has been
 escalated to Hardware. An agent will be assigned on your case
 and will keep you updated. If you have more questions please
 reach out to our team.</p>\r\n<p>Regards,</p>\r\n<p>admin</p>"
    }
  }
]
```

ResponseTemplate - render(String templateId, String tableName, String recordId, String errorFormat, Object opts)

Renders the HTML body of a specified response template.

During rendering, all variables are resolved using the information from the specified table and record. If variables cannot be resolved, or any other problem occurs during rendering, the method returns an error message in the results.

Parameters

Name	Type	Description
templateId	String	Sys ID of the response template to render.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
tableName	String	Name of the table to use when rendering the variables on the response template.
recordId	String	Sys ID of the record to use when rendering the variables on the response template. This record must be in the table specified by *tableName*.
errorFormat	String	Optional. HTML formatting to use for errors. For example: `"<span style='color:#ffff00'>${%s}</span>"` Default: `"<span style='color:#ff0000'>${%s}</span>"`
opts	Object	Optional. Parameters to pass to the sn_templated_snip.response_template extension point. The format and content of these parameters are dependent on the implementation of the extension point. For additional information on extension points, see Using extension points to extend application functionality.

Returns

Type	Description
Object	Results of the render. • *success*: Flag that indicates whether the render was successful. • *evaluated_body*: String. For success, rendered response template body. For error, response template body which includes both rendered and non-renderable variables. • *error*: Object. Error message if render was unsuccessful. ◦ *unEvaluatedVariables*: Variables that could not be rendered. ◦ *message*: Error message.

This code example shows how to request a rendered response template for the incident table.

```
render("5fc1d65993003300a9bc1d1e867ffb9c","incident","ef4225a40a
0a0b5700d0b8a790747812", "")
```

Successful response:

```
{
  "success": true,
  "evaluated_body": "<p>Dear Beth,</p>\r\n<p>Please note that
 your incident INC0000049 has been escalated to Hardware.
 An agent will be assigned on your case and will keep you
 updated. If you have more questions please reach out to our
 team.</p>\r\n<p>Regards,</p>\r\n<p>admin</p>"
}
```

Same render request but returning an error response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
render("5fc1d65993003300a9bc1d1e867ffb9c","incident","ef4225a40a
0a0b5700d0b8a790747812", "")
```

Error response:

```
{
  "success": false,
  "error": {
    "unEvaluatedVariables": "caller.first_name",
    "message": "Cannot evaluate following variables:
 caller.first_name"
  },
  "evaluated_body": "<p>Dear <span
 style='color:#ff0000'>${caller.first_name}</span>,</p>\r
\n<p>Please note that your incident INC0000049 has been
 escalated to Hardware. An agent will be assigned on your case
 and will keep you updated. If you have more questions please
 reach out to our team.</p>\r\n<p>Regards,</p>\r\n<p>admin</p>"
}
```

RESTAPIRequest - Scoped, Global

The *RESTAPIRequest* API provides methods that allow you to access scripted REST API request details in scripts.

This API runs in the `sn_ws` namespace.

Note: You cannot instantiate objects of this type. Objects of this type are created automatically and are accessible only in scripted REST API resource scripts.

RESTAPIRequest - body

The body of the request.

Field

Name	Type	Description
body	RESTAPIRequestBody	The body of the request. You can access data from the body object using the RESTAPIRequestBody API.

```
var requestBody = request.body // Returns instance of
 RESTAPIRequestBody
```

RESTAPIRequest - getHeader(String header)

Returns the value of a specific header from the web service request.

Parameters

Name	Type	Description
header	String	The name of the header, such as *accept* or *content-type*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The value of the specified header.

```
var acceptHeader = request.getHeader('accept');
```

RESTAPIRequest - getSupportedResponseContentTypes()

Get the content types specified in the request Accept header.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of string values where each string is a content type, such as application/json.

RESTAPIRequest - headers

All headers from the request.

Field

Name	Type	Description
headers	object	All headers from the request, and their values.

```
var headers = request.headers;
var acceptHeader = headers.Accept;
var myCustomHeader = headers.myCustom;
var specialHeader = headers['special - header'];
```

RESTAPIRequest - pathParams

The path parameters passed in the request URI.

Field

Name	Type	Description
pathParams	Object	The path parameters as a script object. Available path parameters depend on the web service configuration.

In this example, the scripted REST API endpoint follows this format: `https://instance.service-now.com/api/now/myservice/{tableName}/{id}`. The request being processed uses this URL: `https://instance.service-now.com/api/now/myservice/myApp_table/1234`.

```
var pathParams = request.pathParams;
var tableName = pathParams.tableName; //'myApp_table'
var id = pathParams.id; //'1234'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RESTAPIRequest - queryParams

The query parameters from the web service request.

Field

Name	Type	Description
queryParams	Array	The query parameters from the web service request.

In this example, the request being processed uses this URL: `https://<instance_rest_endpoint>?active=false&name=now`. Note the *active* and *name* parameters.

```
var queryParams = request.queryParams;
var isActiveQuery = queryParams.active; // [false]
var nameQueryVal = queryParams.name; // ['now']
```

RESTAPIRequest - queryString

The entire query added to the endpoint URI.

Field

Name	Type	Description
queryString	String	The entire query for the request.

In this example, the request being processed uses this URL: `https://<instance_rest_endpoint>?active=false&name=now`. Note the query `active=false&name=now`.

```
var query = request.queryString; //"active=false&name=now"
```

RESTAPIRequest - uri

The request URI, excluding domain information.

Field

Name	Type	Description
uri	String	The request URI, excluding domain information.

In this example, the request being processed uses this URL: `https://instance.service-now.com/api/now/table/myTable?active=false&name=now`.

```
var query = request.uri; //"api/now/table/myTable"
```

RESTAPIRequest - url

The entire request URL.

Field

Name	Type	Description
url	String	The entire request URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In this example, the request being processed uses this URL: `https://instance.service-now.com/api/now/table/myTable?active=false&name=now`.

```
var query =
 request.url; //
"https://instance.service-now.com/api/now/table/myTable?active=false&name=now"
```

RESTAPIRequestBody - Scoped, Global

The *RESTAPIRequestBody* API provides methods that allow you to access the body content of a scripted REST API request in scripts.

The format of a RESTAPIRequestBody object may be JSON or XML, depending on the content-type header value from the request.

Note: You cannot instantiate objects of this type. Objects of this type are created automatically and are accessible only in scripted REST API resource scripts.

This API runs in the `sn_ws` namespace.

Single entry example-request-body in JSON format.

```
{
 "name": "user1",
 "id": 1234,
 "roles": [
  {
   "name": "admin"
  },
  {
   "name": "itil"
  }
 ]
}
```

Multiple entry example-request-body in JSON format.

```
[{
 "name": "user1",
 "id": 1234,
 "roles": [
  {
   "name": "admin"
  },
  {
   "name": "itil"
  }
 ]
},{
 "name": "user2",
 "id":9876,
 "roles": [
  {
   "name":"admin"
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 ]
}]
```

RESTAPIRequestBody - data

The content of the request body.

Note: REST web services consume data, datastream, and dataString via stream. Because streams are only consumed once, only one can be called. For example, if calling both data and dataString, the second call will return empty.

Field

Name	Type	Description
data	Object or Array	The request content. This can be a single object or an array of objects depending on the request.

```
var entry;
var id;
var requestBody = request.body;
var requestData = requestBody.data; //May be an array or a
 single object
if (requestData instanceof Array) {
 entry = requestData[0].name; // 'user1'
 id = requestData[0].id; // '1234'
} else {
 entry = requestData.name; // 'user1'
 id = requestData.id; // '1234'
}
```

RESTAPIRequestBody - dataStream

The content of the request body, as a stream.

Note: REST web services consume data, datastream, and dataString via stream. Because streams are only consumed once, only one can be called. For example, if calling both data and dataString, the second call will return empty.

Field

Name	Type	Description
dataStream	Object	The content of the request body. You can pass the stream to a separate API, such as to create an attachment from the request or forward the request to a different endpoint.

```
var requestBody = request.body;
var requestStream = requestBody.dataStream;
```

RESTAPIRequestBody - dataString

The content of the request body, as a String.

Note: REST web services consume data, datastream, and dataString via stream. Because streams are only consumed once, only one can be called. For example, if calling both data and dataString, the second call will return empty.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field

Name	Type	Description
dataString	String	The content of the request body.

```
var requestBody = request.body;
var requestString = requestBody.dataString;
```

RESTAPIRequestBody - hasNext()

Determines if there are additional entries in the request body.

Use this method with the *nextEntry()* method to iterate over multiple request body entries.

Parameters

Name	Type	Description
None		

Returns

Type	Description
boolean	Flag indicating whether there are additional entries in the request body. Possible values: • true: Additional entries are available. As *nextEntry()* is called, *hasNext()* continues to be true until the last matching record is loaded. • false: No additional entries.

```
var requestBody = request.body;
requestBody.hasNext(); // returns true if the request contains a
 single entry or multiple entries
requestBody. nextEntry(); // returns next available entry

//calling second time
requestBody.hasNext(); // returns false if the request contains
 a single entry, or true if the request contains multiple
 entries
```

RESTAPIRequestBody - nextEntry()

Retrieve one entry from the request body as a script object.

Use this method with the hasNext() method to iterate over multiple request body entries.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	A single entry from the request body.

```
var requestBody = request.body;
var requestEntry = requestBody.nextEntry(); // returns available
 entry if there is only one entry, or the first entry if there
 are multiple.
var name = requestEntry.name; // 'user1'

// Calling second time
requestEntry = requestBody.nextEntry(); // returns undefined
 if there is only one entry, or the second entry if there are
 multiple.
```

This example demonstrates using hasNext() with nextEntry().

```
var requestBody = request.body;
while(requestBody.hasNext()){
var entry = requestBody.nextEntry();
}
```

RESTAPIResponse - Scoped, Global

The *RESTAPIResponse* API provides methods that allow you to build a RESTful response to a scripted REST API request.

This API runs in the `sn_ws` namespace.

Note: You cannot instantiate objects of this type. Objects of this type are created automatically and are accessible only in scripted REST API resource scripts.

RESTAPIResponse - getStreamWriter()

Returns the ResponseStreamWriter for this response, allowing you to write directly to the response stream.

Set the content type and status code using the *setHeaders* and *setStatus* functions prior to calling the *getStreamWriter* function.

Parameters

Name	Type	Description
None		

Returns

Type	Description
RESTAPIResponseStream - Scoped, Global	The ResponseStreamWriter for this response. You can use this object to write directly to the response stream.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
response.setContentType('application/json');
response.setStatus(200);
var writer = response.getStreamWriter();
```

RESTAPIResponse - setBody(Object body)

Sets the body content to send in the web service response.

Parameters

Name	Type	Description
body	Object	The response body, as a JavaScript object. The body content is automatically serialized to JSON or XML depending on the value of the *Accept* header passed in the request.

Returns

Type	Description
void	

```
var body = {};
body.name = "incident";
body.number = "1234";
body.caller = {"id": "user1"};
response.setBody(body);
```

```
var bodyArray = [];
var body = {};
body.name = "incident";
body.number = "1234";
body.caller = {"id":"user1"};
bodyArray.push(body);
response.setBody(bodyArray);
```

RESTAPIResponse - setContentType(String contentType)

Assigns a value to the Content-Type header in the web service response.

You must set a response content type before writing the response. The content type is set automatically for string responses, based on the request Accept header value.

Setting an invalid content type causes the response to default to JSON. Failing to set a content type results in a status code 500 error when sending a binary response.

See the W3 Content-Type header documentation for more information about this header.

Parameters

Name	Type	Description
contentType	String	The content type of the response body, such as application/json.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
response.setContentType('application/json');
```

RESTAPIResponse - setError(Object error)

Configures the REST response to return an error.

Parameters

Name	Type	Description
error	Object	Error object. For more information about the types of error objects that can be used, see Scripted REST API example - script samples.

Returns

Type	Description
void	

The following example shows how to return an error from within a scripted REST resource.

```
var queryParams = request.queryParams;
var userId = String(queryParams.user_id || '');
var fileId = String(queryParams.file_id || '');
if (!userId || !fileId){
  response.setError(new sn_ws_err.BadRequestError('Missing
 required parameters.'));
  return;
}
```

RESTAPIResponse - setHeader(String header, String value)

Assign a value to a REST service response header.

Parameters

Name	Type	Description
header	String	The header you want to set.
value	String	The value to assign the specified header.

Returns

Type	Description
void	

```
response.setHeader("Location","<URI>");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RESTAPIResponse - setHeaders(Object headers)

Sets the headers for the web service response.

Parameters

Name	Type	Description
headers	Object	A JavaScript object listing each header and the value to assign that header.

Returns

Type	Description
void	

```
var headers = {};
headers.X-Total-Count=100;
headers.Location='https://
instance.service-now.com/<endpoint_to_resource>';
response.setHeaders(headers);
```

RESTAPIResponse - setLocation(String location)

Assigns a value to the Location header in the web service response.

See the W3 Location header documentation for more information about this header.

Parameters

Name	Type	Description
None	String	An absolute URI to redirect the response recipient to.

Returns

Type	Description
void	

RESTAPIResponse - setStatus(Number status)

Sets the status code number for the web service response.

Parameters

Name	Type	Description
status	Number	The status code to send in the response, such as 200 to indicate success. Passing a non-numerical value, such as a string, causes the status code to default to 0.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
response.setStatus(200);
```

RESTAPIResponseStream - Scoped, Global

The *RESTAPIResponseStream* API provides methods that allow you to write directly to the scripted REST API response stream.

Use *RESTAPIResponseStream* methods to build web service APIs in the Scripted REST API feature.

This API runs in the `sn_ws` namespace.

Note: You cannot instantiate objects of this type. Objects of this type are created automatically and are accessible only in scripted REST API resource scripts.

RESTAPIResponseStream - writeStream(Object stream)

Write an input stream to the response stream.

You must set the content type and status code before calling the *writeStream()* method or the response will fail. You cannot modify these values after calling the *writeStream()* method.

Note:

It is the responsibility of the script author to obtain the stream from a third-party service.

Parameters

Name	Type	Description
stream	Object	An attachment or a response stream from a third-party service.

Returns

Type	Description
void	

The following example is for scoped applications:

```
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {

    response.setContentType('application/json');
    response.setStatus(200);

    var gsa = new GlideSysAttachment();
    var attachmentStream = new gsa.getContentStream(<sys_id of
 attachment>);
    var writer = response.getStreamWriter();
    writer.writeStream(attachmentStream);

})(request, response);
```

The following example is for global applications:

```
(function process(/*RESTAPIRequest*/
 request, /*RESTAPIResponse*/ response) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    response.setContentType('application/json');
    response.setStatus(200);

    var attachmentStream = new
 GlideSysAttachmentInputStream(<sys_id of attachment>);
    var writer = response.getStreamWriter();
    writer.writeStream(attachmentStream);

})(request, response);
```

RESTAPIResponseStream - writeString(String data)

Write string data to the response stream.

You must set the content type and status code before calling the *writeString()* method or the response will fail. You cannot modify these values after calling the *writeString()* method.

Parameters

Name	Type	Description
data	String	The string to add to the response data.

Returns

Type	Description
void	

```
response.setContentType('application/json');
response.setStatus(200);
var writer = response.getStreamWriter();
var body ={
  name:user1,
  id: 1234,
  roles: [
    {
      name: admin
    },
    {
      name: itil
    }
  ]
}
writer.writeString("{'name':'user','id':'1234'}");
writer.writeString(JSON.stringify(body));
```

RESTMessageV2 - Scoped, Global

The *RESTMessageV2* API provides methods that allow you to send outbound REST messages using JavaScript.

Use this API to manage the response returned by the REST provider.

The User-Agent value is "ServiceNow/1.0". To change this, add the glide.http.user.agent system property in the System Properties [sys_properties] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API runs in the `sn_ws` namespace.

RESTMessageV2 - RESTMessageV2()

Instantiates an empty RESTMessageV2 object.

When using an object instantiated this way, you must manually specify an HTTP method and endpoint.

Parameters

Name	Type	Description
None		

```
var sm = new sn_ws.RESTMessageV2();
```

RESTMessageV2 - RESTMessageV2(String name, String methodName)

Instantiates a RESTMessageV2 object using information from a REST message record.

You must have a REST message record defined before you can use this constructor. For instructions, see Create a REST message.

Parameters

Name	Type	Description
name	String	The name of the REST message record in the REST Message [sys_rest_message] table.
methodName	String	The name of the HTTP method to use, such as GET/get or PUT/put - case insensitive.

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new sn_ws.RESTMessageV2("<REST_message_record>","get");
// Might throw exception if message doesn't exist or not visible
 due to scope.
```

RESTMessageV2 - disableForcedVariableSubstitution()

Disables forced variable substitution in outbound REST messages.

Note: Use of curly brackets or dollar signs in your request may inadvertently return a truncated output. If your request erroneously truncates the response or splits the response onto new lines, refer to this Community article for a potential solution.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var sm = new sn_ws.RESTMessageV2("<REST_message_record>","get");
sm.disableForcedVariableSubstitution();
var response = sm.execute();
```

RESTMessageV2 - execute()

Sends the REST message to the endpoint.

Parameters

Name	Type	Description
None		

Returns

Type	Description
RESTResponse	The response returned by the REST provider.

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.execute(); //Might throw exception if http
 connection timed out or some issue with sending request itself
 because of encryption/decryption of password.
```

RESTMessageV2 - executeAsync()

Sends the REST message to the endpoint asynchronously. The instance does not wait for a response from the web service provider when making asynchronous calls.

Parameters

Name	Type	Description
None		

Returns

Type	Description
RESTResponse	The response returned by the REST provider.

In the following example, replace *REST_message_record* with the name of the REST message record from your instance. When using `executeAsync`, consider processing the response body in a separate business rule to take advantage of the asynchronous call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.executeAsync(); //Might throw exception if
 http connection timed out or some issue with sending request
 itself because of encryption/decryption of password.
```

RESTMessageV2 - getEndpoint()

Gets the URL of the endpoint for the REST message.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The URL of the REST web service provider.

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var endpoint = sm.getEndpoint();
```

RESTMessageV2 - getRequestBody()

Gets the content of the REST message body.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	the REST message body.

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var body = sm.getRequestBody();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RESTMessageV2 - getRequestHeader(String headerName)

Gets the value for an HTTP header specified in the REST message.

By default, this method cannot return the value for a header set automatically by the system. To grant this method access to all headers, set the property glide.http.log_debug to true.

Parameters

Name	Type	Description
headerName	String	Request header you want to get the value for.

Returns

Type	Description
String	The value of the specified header.

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var header = sm.getRequestHeader("Accept");
```

RESTMessageV2 - getRequestHeaders()

Gets HTTP headers that were set by the REST client and the associated values.

This method does not return headers set automatically by the system. To configure this method to return all headers, set the property glide.http.log_debug to true.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	An Object that maps the name of each header to the associated value.

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var headers = sm.getRequestHeaders();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RESTMessageV2 - saveResponseBodyAsAttachment(String tableName, String recordSysId, String fileName)

Configures the REST message to save the returned response body as an attachment record.

When you use this function with a REST message that is sent through a MID server, the MID server user must have any roles required to read and write attachment records, as well as any roles required to read and write records on the table specified in the *tableName* parameter.

The response body does not need to be a binary file to be saved as an attachment. Response bodies using text formats, such as JSON or XML can also be saved. If the instance fails to save the attachment, call *getErrorMessage()* on the related RESTResponseV2 object for error details.

Parameters

Name	Type	Description
tableName	String	Specify the table that contains the record you want to attach the saved file to.
recordSysId	String	Specify the sys_id of the record you want to attach the saved file to.
fileName	String	Specify the file name to give to the saved file.

Returns

Type	Description
void	

```
(function sampleRESTMessageV2() {
  try{
    var request  = new sn_ws.RESTMessageV2();
    request.setHttpMethod('get');

    var attachment_sys_id  = '<attachment_record_sys_id>',
      tablename = 'incident',
      recordSysId = '<incident_sys_id>',
      response,
      httpResponseStatus,
      filename ='<filename>';

    //endpoint - ServiceNow REST Attachment API

 request.setEndpoint('https://
<instance_name>.service-now.com/api/now/attachment/' +
 attachment_sys_id  +'/file');
    request.setBasicAuth('<username>', '<password>');

    //RESTMessageV2 - saveResponseBodyAsAttachment(String
 tableName, String recordSysId, String fileName)
    request.saveResponseBodyAsAttachment(tablename, recordSysId,
 filename);

    response = request.execute();
    httpResponseStatus = response.getStatusCode();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    gs.info(" http response status_code:  " +
 httpResponseStatus);
  }
  catch(ex){
    var message  = ex.getMessage();
    gs.info(message);
  }
})();
```

RESTMessageV2 - saveResponseBodyAsAttachment(String tableName, String recordSysId, String fileName, String encryptContext)

Configures the REST message to save the returned response body as an encrypted attachment record.

When you use this function with a REST message that is sent through a MID server, the MID server user must have any roles required to read and write attachment records, as well as any roles required to read and write records on the table specified in the *`tableName`* parameter.

The response body does not need to be a binary file to be saved as an attachment. Response bodies using text formats, such as JSON or XML can also be saved. If the instance fails to save the attachment, call *`getErrorMessage()`* on the related RESTResponseV2 object for error details.

Parameters

Name	Type	Description
tableName	String	Specify the table that contains the record you want to attach the saved file to.
recordSysId	String	Specify the sys_id of the record you want to attach the saved file to.
fileName	String	Specify the file name to give to the saved file.
encryptContext	String	Specify the sys_id of an encryption context. The saved file is encrypted using this context.

Returns

Type	Description
void	

RESTMessageV2 - setAllowedRedirectURIs(Array Uris)

Sets one or more URIs allowed to be redirected to. Controlling the allowed outbound URIs reduces security concerns and helps prevent URL redirect attacks that send users to malicious sites.

For a more comprehensive means of redirecting URIs, see UriMatcher - Scoped.

Parameters

Name	Type	Description
Uris	Array	One or more URIs allowed for redirection. Each URI must be listed in "string" format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to add one or more URLs allowed for redirection for a REST message method.

```
// Redirection URI Allow list
try{
 var rm = new sn_ws.RESTMessageV2('<REST_message_record>',
 '<REST_Msg_method_name>');
 rm.setAllowedRedirectURIs(['https://www.google.com']);

 var response = rm.execute();
 var responseBody = response.getBody();
 var httpStatus = response.getStatusCode();
 gs.info(responseBody);
 gs.info(httpStatus);
} catch(ex) {
 var message = ex.getMessage();
}
```

RESTMessageV2 - setAuthenticationProfile(String type, String profileId)

Sets the credentials for the REST message using an existing basic auth or OAuth 2.0 profile.

Parameters

Name	Type	Description
type	String	The type of authentication profile to use. Valid values are 'basic' to use basic authentication, or 'oauth2' to use OAuth 2.0.
profileId	String	The sys_id of an authentication profile record. When using basic auth, specify the sys_id of a Basic Auth Configuration [sys_auth_profile_basic] record. When using OAuth 2.0, specify the sys_id of a OAuth Entity Profile [oauth_entity_profile] record.

Returns

Type	Description
void	

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var requestBody;
var responseBody;
var status;
var sm;
try{
       // Might throw exception if message doesn't exist or not
 visible due to scope.
 sm = new sn_ws.RESTMessageV2("<REST_message_record>", "get");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      //set auth profile to an OAuth 2.0 profile record.
 sm.setAuthenticationProfile('oauth2',
 '1234adsf123212131123qasdsf');

 sm.setStringParameter("symbol", "NOW");
 sm.setStringParameterNoEscape("xml_data","<data>test</data>");

      //In milliseconds. Wait at most 10 seconds for response
 from http request.
 sm.setHttpTimeout(10000);
      //Might throw exception if http connection timed out or
 some issue
      //with sending request itself because of
 encryption/decryption of password.
 response = sm.execute();
      responseBody = response.haveError() ?
 response.getErrorMessage() : response.getBody();
 status = response.getStatusCode();
} catch(ex) {
 responseBody = ex.getMessage();
 status = '500';
} finally {
 requestBody = sm ? sm.getRequestBody():null;
}
```

RESTMessageV2 - setBasicAuth(String userName, String userPass)

Sets basic authentication headers for the REST message.

Setting security values using this method overrides basic authentication values defined for the REST message record.

Parameters

Name	Type	Description
userName	String	Username you want to use to authenticate the REST message.
userPass	String	Password for the specified user.

Returns

Type	Description
void	

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
sm.setBasicAuth("username","password");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RESTMessageV2 - setEccCorrelator(String correlator)

Associates outbound requests and the resulting response record in the ECC queue. This method only applies to REST messages sent through a MID Server.

The correlator provided populates the **Agent correlator** field on the ECC queue record for the response. Provide a unique correlator for each outbound request to associate the correct results in the ECC queue with the request when designing asynchronous automation through a MID Server.

Parameters

Name	Type	Description
correlator	String	Unique identifier

Returns

Type	Description
void	

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
sm.setEccCorrelator("unique_identifier");
```

RESTMessageV2 - setEccParameter(String name, String value)

Overrides a value from the database by writing to the REST message payload. This method only applies to REST messages sent through a MID Server.

Use this method when a value from the REST message in the database is invalid, such as when the endpoint URL is longer than the maximum REST endpoint field length. You can set only the endpoint URL using this method by passing source as the name parameter.

Parameters

Name	Type	Description
name	String	The name of the parameter, such as source.
value	String	The value to assign to the specified parameter.

Returns

Type	Description
void	

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
sm.setEccParameter("source","http://very.long.endpoint.url");
```

RESTMessageV2 - setEndpoint(String endpoint)

Sets the endpoint for the REST message.

By default, the REST message uses the endpoint specified in the REST message record. Use this method to override this default. You must call this method when using the RESTMessageV2 - RESTMessageV2() constructor with no parameters.

Parameters

Name	Type	Description
endpoint	String	The URL of the REST provider you want to interface with.

Returns

Type	Description
void	

```
var sm = new sn_ws.RESTMessageV2();
sm.setEndpoint("http://web.service.endpoint");
```

RESTMessageV2 - setHttpMethod(String method)

Sets the HTTP method this REST message performs, such as GET or PUT.

You must set an HTTP method when using the RESTMessageV2 - RESTMessageV2() constructor with no parameters.

Parameters

Name	Type	Description
method	String	HTTP method to perform.

Returns

Type	Description
void	

```
var sm = new sn_ws.RESTMessageV2();
sm.setHttpMethod("post");
```

RESTMessageV2 - setHttpTimeout(Number timeoutMs)

Sets the amount of time the REST message waits for a response from the web service provider before the request times out.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
timeoutMs	Number	Amount of time in milliseconds before the call to the REST provider times out. **Note:** This value sets a timeout on the socket and only times out if the socket does not receive data within the specified time. For environments in which responses are streamed, it's possible that connections last much longer than the timeout value.

Returns

Type	Description
None	

To use the following example, replace *<REST_message_record>* with the name of the REST message record from your instance.

```
// Might throw exception if message doesn't exist or not visible
 due to scope.
var sm = new sn_ws.RESTMessageV2("<REST_message_record>",
 "get");
sm.setHttpTimeout(6000);
```

RESTMessageV2 - setLogLevel(String level)

Sets the log level for this message and the corresponding response.

Setting a log level using the RESTMessageV2 API overrides the log level configured on the REST message record. This log level may not apply if the endpoint domain is excluded, or if the property *glide.outbound_http_log.override* is true. To view outbound web service logs, navigate to **System Logs** > **Outbound HTTP Requests**.

Parameters

Name	Type	Description
level	String	The log level. Valid values are basic, elevated, and all.

Returns

Type	Description
void	

```
var rm = new sn_ws.RESTMessageV2();
rm.setLogLevel('all');
```

RESTMessageV2 - setMIDServer(String midServer)

Configures the REST message to communicate through a MID Server.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
midServer	String	Name of the MID Server to use. Your instance must have an active MID Server with the specified name.

Returns

Type	Description
void	

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
sm.setMIDServer("mid_server_name");
```

RESTMessageV2 - setMutualAuth(String profileName)

Sets the mutual authentication protocol profile for the REST message.

Setting a protocol profile using this method overrides the protocol profile selected for the REST message record.

Parameters

Name	Type	Description
profileName	String	The **Name** of the protocol profile to use for mutual authentication.

Returns

Type	Description
void	

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
sm.setMutualAuth("mutual_auth_profile_name");
```

RESTMessageV2 - setQueryParameter(String name, String value)

Appends a parameter to the end of the request URL with the form name=value.

For example, the code setQueryParameter("sysparm_query","active=true^ORDERBYnumber^ORDERBYDESCcategory"); appends the text sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcategory to the request URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Name of the URL parameter to pass.
value	String	Value to assign the URL parameter.

Returns

Type	Description
void	

```
var sm = new sn_ws.RESTMessageV2();
//Set up message, including endpoint and authentication
sm.setQueryParameter("sysparm_query","active=true^ORDERBYnumber^
ORDERBYDESCcategory");
```

RESTMessageV2 - setRequestBody(String body)

Sets the body content to send to the web service provider when using PUT or POST HTTP methods.

When you set the body content using this method, variables in the body are not substituted for parameters from the REST message function record. You must explicitly define all values within the REST message body.

Parameters

Name	Type	Description
body	String	Request body to send.

Returns

Type	Description
void	

```
var sm = new sn_ws.RESTMessageV2("Update user","post"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var body = "<Message body content>";
sm.setRequestBody(body);
```

RESTMessageV2 - setRequestBodyFromAttachment(String attachmentSysId)

Sets the request body using an existing attachment record.

When you use this function with a REST message that is sent through a MID Server, the MID Server user must have any roles required to read attachment records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
attachmentSysId	String	Sys_id of the Attachment [sys_attachment] record you want to send in this REST message.

Returns

Type	Description
void	

```
(function sampleRESTMessageV2() {
    try {
        var request = new sn_ws.RESTMessageV2();
        request.setHttpMethod('post');
        request.setEndpoint('<web service endpoint URL>');
        request.setRequestBodyFromAttachment('<attachment
 sys_id>');

        var response = request.execute();
        var httpResponseStatus = response.getStatusCode();

        gs.info("http response status_code: " +
 httpResponseStatus);
    }
    catch (ex) {
        var message = ex.getMessage();
        gs.info(message);
    }
})();
```

RESTMessageV2 - setRequestHeader(String name, String value)

Sets an HTTP header in the REST message to the specified value.

Parameters

Name	Type	Description
name	String	Name of the header.
value	String	Value to assign to the specified header.

Returns

Type	Description
void	

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 throw exception if message doesn't exist or not visible due to
 scope.
sm.setRequestHeader("Accept","Application/json");
```

RESTMessageV2 - setRequestorProfile(String requestorContext, String requestorId)

Overrides the default requestor profile for the REST message in order to retrieve an OAuth access token associated with a different requestor.

This method applies only to REST messages configured to use OAuth 2.0 authentication. This method is optional and is unnecessary in most configurations.

Parameters

Name	Type	Description
requestorContext	String	
requestorId	String	

Returns

Type	Description
void	

RESTMessageV2 - setStringParameter(String name, String value)

Sets a REST message function variable with the specified name from the REST message record to the specified value.

XML reserved characters in the value are converted to the equivalent escaped characters. Use `setStringParameterNoEscape` to set a variable without escaping XML reserved characters.

Parameters

Name	Type	Description
name	String	Name of the REST message variable. This parameter must be defined in the REST message record before you can assign a value to it.
value	String	Value to assign the variable.

Returns

Type	Description
void	

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
sm.setStringParameter("s","NOW");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RESTMessageV2 - setStringParameterNoEscape(String name, String value)

Sets a REST message function variable with the specified name from the REST message record to the specified value.

This method is equivalent to *setStringParameter* but does not escape XML reserved characters.

Parameters

Name	Type	Description
name	String	Name of the REST message variable. This parameter must be defined in the REST message record before you can assign a value to it.
value	String	Value to assign the variable.

Returns

Type	Description
void	

In the following example, replace *REST_message_record* with the name of the REST message record from your instance.

```
var sm = new
 sn_ws.RESTMessageV2("<REST_message_record>","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
sm.setStringParameterNoEscape("s","NOW");
```

RESTResponseV2 - Scoped, Global

The *RESTResponseV2* API provides methods that allow you to use the data returned by an outbound REST message in JavaScript code.

A RESTResponseV2 object is returned by the *RESTMessageV2* methods *execute()* and *executeAsync()*.

You can use this API in scoped applications or within the global scope.

This API runs in the `sn_ws` namespace.

RESTResponseV2 - getAllHeaders()

Returns all headers contained in the response, including any duplicate headers.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
List<GlideHTTPHeader>	List of headers contained in the response. Each header is represented as a GlideHTTPHeader object which contains the header *name* and *value*.

The follow code example shows how to call the REST Table API and then lists out all of the headers found in the response.

```
var request = new sn_ws.RESTMessageV2();
request.setEndpoint('http://
<SN_Instance_host>/api/now/table/incident');
request.setHttpMethod('GET');

request.setBasicAuth('username', 'password');
request.setRequestHeader("Accept", "application/json");
var res = request.execute();
if (res.getStatusCode() != 200) {
  gs.info('Bad Request');
}

var headers = res.getAllHeaders();
for(var i in headers){
  gs.info(headers[i].name + ': ' + headers[i].value);
}
```

Response headers

```
X-Is-Logged-In: true
X-Transaction-ID: e3003cb2db8c
X-Total-Count: 66
X-Content-Type-Options: nosniff
Pragma: no-store,no-cache
Cache-Control: no-cache,no-store,must-revalidate,max-age=-1
Expires: 0
Content-Type: application/json;charset=UTF-8
Date: Fri, 14 May 2021 16:05:10 GMT
Connection: close
Server: ServiceNow
JSESSIONID=5041870726ADADFAB2EE2BF8E7E01596; Path=/; HttpOnly;
 SameSite=None; Secure
Set-Cookie: glide_user=; Max-Age=0; Expires=Thu, 01-Jan-1970
 00:00:10 GMT; Path=/; HttpOnly; SameSite=None; Secure
Set-Cookie: glide_user_session=; Max-Age=0; Expires=Thu,
 01-Jan-1970 00:00:10 GMT; Path=/; HttpOnly; SameSite=None;
 Secure
Set-Cookie:
 glide_user_route=glide.f1aa2015b3fa5fa8dfe567386cde8fd5;
 Max-Age=2147483647; Expires=Wed, 01-Jun-2089 19:19:17 GMT;
 Path=/; HttpOnly; SameSite=None; Secure
Set-Cookie:
 glide_session_store=AF003CB2DB8CF8103DD9C39D139619C7;
 Max-Age=1800; Expires=Fri, 14-May-2021 16:35:10 GMT; Path=/;
 HttpOnly; SameSite=None; Secure
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Set-Cookie: BIGipServerpool_ddershem=2643023626.45630.0000;
 path=/; Httponly; Secure; SameSite=None; Secure
Strict-Transport-Security: max-age=63072000; includeSubDomains
```

RESTResponseV2 - getBody()

Gets the content of the REST response body.

Use this function when you want to get the request body as text content. Do not use this method when saving the response as a binary attachment. If a RESTMessageV2 object called the *`saveResponseBodyAsAttachment(...)`* function, using *`getBody()`* on the associated RESTResponseV2 object will cause an error. When saving the response as an attachment, if the outbound REST message fails, call *`getErrorMessage()`* on the response to retrieve the body content.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	REST response body.

```
var sm = new sn_ws.RESTMessageV2("Yahoo Finance","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.execute();
var responseBody = response.getBody();
```

RESTResponseV2 - getCookies()

Returns all cookies included in the response.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Array of strings representing cookies. Iterate through the array to perform operations on each cookie.

Display individual cookies from the response.

```
var cookies = response.getCookies();
for (var i = 0; i < cookies.length; i++) {
  gs.info('cookie: ' + cookies.get(i));
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
cookie: JSESSIONID=4135AA97A5D12DA22EF614AA2B0CAFD8.node20;
 Path=/; Secure; HttpOnly
cookie: SABASESSIONID=370152970.36895.0000; path=/
```

RESTResponseV2 - getErrorCode()

Gets the numeric error code if there was an error during the REST transaction.

This error code is specific to the ServiceNow AI Platform, it is not an HTTP error code. Provide this error code if you require assistance from ServiceNow Customer Support.

Note: To retrieve the contents of the actual error message, use the getBody() method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Numeric error code, such as 1 for socket timeout.

```
var sm = new sn_ws.RESTMessageV2("Yahoo Finance","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.execute();
var errorCode = response.getErrorCode();
```

RESTResponseV2 - getErrorMessage()

Gets the error message if there was an error during the REST transaction.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Error message.

```
var sm = new sn_ws.RESTMessageV2("Yahoo Finance","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.execute();
var errorMsg = response.getErrorMessage();
```

RESTResponseV2 - getHeader(String name)

Gets the value for a specified header.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Name of the header that you want the value for, such as Set-Cookie.

Returns

Type	Description
String	Value of the specified header.

```
var sm = new sn_ws.RESTMessageV2("Yahoo Finance","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.execute();
var headerVal = response.getHeader("Content-Type");
```

RESTResponseV2 - getHeaders()

Gets all headers returned in the REST response and the associated values.

Note: If a header is present more than once in the response, such as a Set-Cookie header, this function returns only the last of the duplicate headers. To return all headers including duplicates, use the *`getAllHeaders()`* function.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object that maps the name of each header to the associated value.

```
var sm = new sn_ws.RESTMessageV2("Yahoo Finance","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.execute();
var headers = response.getHeaders();
```

RESTResponseV2 - getQueryString()

Gets the fully-resolved query sent to the REST endpoint..

This query contains the endpoint URL as well as any values assigned to variables in the REST message. Use this method only with responses to direct requests. This method is not supported for requests sent asynchronously, or requests sent using a MID server.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Fully-resolved query.

```
var sm = new sn_ws.RESTMessageV2("Yahoo Finance","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.execute();
var queryString = response.getQueryString();
```

RESTResponseV2 - getResponseAttachmentSysid()

Gets the sys_id value of the attachment created from the response body content.

If the RESTMessageV2 object associated with this response called the *`saveResponseBodyAsAttachment(...)`* function, use *`getResponseAttachmentSysid()`* to get the sys_id of the created attachment record. Use this function when you want to perform additional operations with the new attachment record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the new attachment record.

RESTResponseV2 - getStatusCode()

Gets the numeric HTTP status code returned by the REST provider.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Numeric status code returned by the REST provider, such as 200 for a successful response.

```
var sm = new sn_ws.RESTMessageV2("Yahoo Finance","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.execute();
var statusCode = response.getStatusCode();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

RESTResponseV2 - haveError()

Indicates if there was an error during the REST transaction.

Parameters

Name	Type	Description
None		

Returns

Type	Description
boolean	Returns true if there was an error, false if there was no error.

```
var sm = new sn_ws.RESTMessageV2("Yahoo Finance","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.execute();
var error = response.haveError();
```

RESTResponseV2 - waitForResponse(Number timeoutSecs)

Set the amount of time the instance waits for a response from the web service provider.

This method overrides the property glide.rest.outbound.ecc_response.timeout for this REST response.

Parameters

Name	Type	Description
timeoutSecs	Number	The amount of time, in seconds, to wait for this response.

Returns

Type	Description
void	

```
var sm = new sn_ws.RESTMessageV2("Yahoo Finance","get"); //Might
 throw exception if message doesn't exist or not visible due to
 scope.
var response = sm.executeAsync();
response.waitForResponse(60);
```

RoundingInterval - Global

The *RoundingInterval* script include provides methods that handle all the details of rounding intervals for CPU speed and RAM size.

Use in any server-side Discovery script.

RoundingInterval - RoundingInterval(String type)

Creates an instance of the RoundingInterval class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
type	String	Can be either CPU or RAM.

RoundingInterval - getRoundedValue(Number value)

Returns the value after applying the rounding interval.

Parameters

Name	Type	Description
value	Number	The value to round off

Returns

Type	Description
Number	The value after rounding

RTETransformer - Scoped

The `RTETransformer` API provides a method to transform and store an array of messages into a record in the associated ServiceNow instance based on a provided extract, transform, and load (ETL) definition.

For example, you can use this API when you have JSON payload(s) that contain user information and you want to transform that information into the sys_user table using the Robust Transform Engine (RTE).

Use the `sn_impex` namespace when accessing this API.

For additional information, see Define Robust Transform Engine operations.

RTETransformer - rteTransform(String transformDefinitionId, Boolean verboseLogging, String source, Number batchSize)

Instantiates an RTETransformer object.

Parameters

Name	Type	Description
transformDefinitionId	String	Sys_id of the extract, transform, and load (ETL) definition to use for the transform. For information on creating an ETL, see Create Extract Transform Load (ETL) definitions. Table: ETL Definitions [sys_rte_eb_etl_definition]
verboseLogging	Boolean	Flag that indicates whether to enable verbose logging and the creation of import set rows for debugging. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Enable logging and import set row creation. • false: Don't enable logging and import set row creation.
source	String	Name field of the import set record.
batchSize	Number	Number of messages to process at one time (batch). For example, if there are 10 messages in a payload, and this value is set to 2, the method runs five separate batch jobs to process all messages in the payload.

The following code example shows how to instantiate an RTETransformer object for the source testSourceRecord that has a batch size of 10.

```
(function(/*CTIOperationRequest*/
 request, /*CTIOperationResponse*/ response, /*Context*/ ctx) {
  // Uses an ETL definition with a target table of incident, and
 mappings for the number and short description field
  var transformer = new
 sn_impex.RTETransformer("c58f1c637711011Of5455d14cd5a998b",
 true, "testSourceRecord", 10);
  var messages =
 ["{\"number\":\"testnumber\",\"short_description\":
\"testdesc\"}"];
  var results = transformer.transform(messages);

  for (var i = 0; i < results.length; i++) {
    var dataList = results[i].data.incident;
    gs.log("source record id: " + results[i].sourceRecordSysId);
    gs.log("status: " + results[i].status);
    for (var j = 0; j < dataList.length; j++) {
      gs.log("number:" + dataList[j].number);
      gs.log("short desc:" + dataList[j].short_description);
    }
  }
})(request, response, ctx);
```

RTETransformer - transform(Array message)

Transforms and stores an array of messages into a record in the associated ServiceNow instance based on a provided extract, transform, and load (ETL) definition.

For example, if you want to transform user information into a sys_user record, you can create a message array with a single message and pass it into this transform method.

Parameters

Name	Type	Description
message	Array of Objects	Stringified JSON objects representing the records to transform based on the ETL definition.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		For example, if you want to transform a single user with the data active, email, first name, and last name to the sys_user table, the message would look similar to this: `[ { "active":"true", "email":"example@servicenow.com", "first_name":"Jane", "last_name":"Doe" } ]` **Note:** The field names must match the field/path of the source entity fields.

Returns

Name	Description
data	Data for the transformed records, organized by table name. The returned record data matches the mapped fields specified in the ETL definition. Data type: Object `"data": { "tableName": [] }`

data.tableName	Details of the table containing the records.
	Data type: Array of Objects
	`"tableName": [{ "sys_id": String, // Other data for a single transformed record }] }`
	For example:
	`"sys_user": [{ "sys_id":"b29e629877130110f5455d14cd5a99ad", "active": "true", "email": "example@servicenow.com", "first_name": "Jane", "last_name": "Doe" }]`

data.tableName.sys_id	Sys_id of the record within the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Name	Description
	Data type: String
data.tableName.<other_ETL_info>	Additional fields that were specified in the passed ETL. Data type: Any
message	If an error occurs while transforming the specified record, a message that describes the error. Null if the transform is successful. Data type: String
sourceRecordSysId	Sys_id of the import set table record. The import set table name is JSON Event Sink [imp_json_event_sink]. Data type: String
status	Status of the transform, such as processed or error. Data type: String

The following code example shows how to transform and store a record in the User [sys_user] table.

```
(function(/*CTIOperationRequest*/
 request, /*CTIOperationResponse*/ response, /*Context*/ ctx) {
  // Uses an ETL definition with a target table of sys_user, and
 mappings for the active,
  //email, first name, and last name fields
  var transformer = new
 sn_impex.RTETransformer("c58f1c6377110110f5455d14cd5a998b",
 true, "testSourceRecord", 10);
  var messages = [JSON.stringify({
    "active":"true",
    "email":"example@servicenow.com",
    "first_name":"Jane",
    "last_name":"Doe"
  }),
  JSON.stringify({
    "active":"true",
    "email":"example2@servicenow.com",
    "first_name":"John",
    "last_name":"Deer"
  })];
  var results = transformer.transform(messages);

  for (var i = 0; i < results.length; i++) {
    var dataList = results[i].data.sys_user;
    gs.log("source record id: " + results[i].sourceRecordSysId);
 gs.log("status: " + results[i].status);
    for (var j = 0; j < dataList.length; j++) {
      gs.log("First Name: " + dataList[j].first_name);
      gs.log("Last Name: " + dataList[j].last_name);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      gs.log("Email: " + dataList[j].email;
      gs.log("Active: " + dataList[j].active;
    }
  }
}
```

Results:

```
source record id: b29e629877130110f5455d14cd5a99ad
status: PROCESSED
First Name: Jane
Last Name: Doe
Email: example@servicenow.com
Active: true
First Name: John
Last Name: Deer
Email: example2@servicenow.com
Active: true
```

sb - Scoped, Global

The *sb* script include provides methods that enable you to perform operations on Service Exchange configuration records.

There are three types of Service Exchange configuration records that you can perform operations on using this script include:

- Foundation Data Sync (FDS)
- Remote Record Producers (RRP)
- Remote Task Definition (RTD)

You can perform any of the following Service Exchange operations on these configuration records:

- Checkout: Creates a draft version of a specified configuration record. Any published version is still available for customer use.
- Publish: Publishes the draft version of a specified configuration record and makes it available for customer use.
- Archive: Archives an inactive version of a specified configuration record and makes it unavailable to customers.
- Retire: Retires all versions of a specified configuration record and makes them unavailable to customers.
- Update virtual field: Populates virtual fields in a task table on a target instance when using Service Exchange remote tasks.

For additional information on Service Exchange configuration records, see Create configuration revisions.

To access this API, the Service Exchange for Providers application (sn_sb_pro) and the Service Exchange Base (sn_sb) plugins must be installed on your instance.

You call the methods in this API using the *sb* script include. The code for these methods, however, resides in the *PSBPublicAPIUtil* script include.

When calling these methods from global scope, use the following syntax:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
sb.checkout(glideRecord);
sb.publish(glideRecord);
sb.archive(glideRecord);
sb.retire(glideRecord);
```

When calling them from a scoped application, use this syntax:

```
global.sb.checkout(glideRecord);
global.sb.publish(glideRecord);
global.sb.archive(glideRecord);
global.sb.retire(glideRecord);
```

sb - archive(glideRecord)

Validates that the specified GlideRecord is a valid Service Exchange configuration record and verifies that the record is in the "inactive" state. If this validation passes, archives the specified configuration record, leaving all other versions of the same configuration record untouched.

For additional information on configuration revisions and their associated states, see Create configuration revisions.

Parameters

Name	Type	Description
glideRecord	GlideRecord	Configuration record to archive. This record can be one of the following: • Foundation Data Sync (FDS): Records located in the Foundation Data Provider Offering [sn_fds_pro_offering] table. • Remote Record Producers (RRP): Records located in the Remote record producer [sn_sb_pro_remote_record_producer] table. • Remote Task Definition (RTD): Records located in the Remote task definition [sn_sb_pro_remote_task_def] table.

Returns

Type	Description
Boolean	Flag that indicates whether the configuration record was archived. Possible values: • true: Configuration record was archived. • false: Error occurred; configuration record wasn't archived.

The following code example shows how to call this method from global scope on an FDS configuration record.

```
var grConfig = new GlideRecord('sn_fds_pro_offering''); //
 Configuration table that contains the desired record
grConfig.get('0ed11101ff6aca10c1befe258c4fd99e'); // Sys_id of
 the configuration record to publish
var isExecuted = sb.archive(grConfig);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

sb - checkout(glideRecord)

Validates that the specified GlideRecord is a valid Service Exchange configuration record and verifies that the record is in the "published" state. If this validation passes, creates a new version of the specified configuration record and sets the state field to "draft".

Parameters

Name	Type	Description
glideRecord	GlideRecord	Configuration record to checkout. This record can be one of the following: • Foundation Data Sync (FDS): Records located in the Foundation Data Provider Offering [sn_fds_pro_offering] table. • Remote Record Producers (RRP): Records located in the Remote record producer [sn_sb_pro_remote_record_producer] table. • Remote Task Definition (RTD): Records located in the Remote task definition [sn_sb_pro_remote_task_def] table.

Returns

Type	Description
GlideRecord	If successful, returns the newly created configuration record with the state field set to "draft". If an error occurred, returns null.

The following code example shows how to call this method from the global scope on an RTD configuration record.

```
var grConfig = new GlideRecord('sn_sb_pro_remote_task_def'); //
 Configuration table that contains the desired record
grConfig.get('0ed11101ff6aca10c1befe258c4fd99e'); // Sys_id of
 the configuration record to checkout
var checkoutGr = sb.checkout(grConfig);
```

sb - publish(glideRecord)

Validates that the specified GlideRecord is a valid Service Exchange configuration record and verifies that the record is in the "draft" state. If this validation passes, publishes the draft version of the configuration record.

Parameters

Name	Type	Description
glideRecord	GlideRecord	Configuration record to publish. This record can be one of the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• Foundation Data Sync (FDS): Records located in the Foundation Data Provider Offering [sn_fds_pro_offering] table. • Remote Record Producers (RRP): Records located in the Remote record producer [sn_sb_pro_remote_record_producer] table. • Remote Task Definition (RTD): Records located in the Remote task definition [sn_sb_pro_remote_task_def] table.

Returns

Type	Description
Boolean	Flag that indicates whether the configuration record was published. Possible values: • true: Configuration record was published. • false: Error occurred; configuration record wasn't published.

The following code example shows how to call this method from global scope on an RRP configuration record.

```
var grConfig = new
 GlideRecord('sn_sb_pro_remote_record_producer''); //
 Configuration table that contains the desired record
grConfig.get('0ed11101ff6aca10c1befe258c4fd99e'); // Sys_id of
 the configuration record to publish
var isExecuted = sb.publish(grConfig);
```

sb - retire(glideRecord)

Validates that the specified GlideRecord is a valid Service Exchange configuration record and verifies that the record is in a valid state. If this validation passes, retires the specified version of the configuration record along with all other revisions of that same configuration record.

For additional information on configuration revisions and their associated states, see Create configuration revisions.

Parameters

Name	Type	Description
glideRecord	GlideRecord	Configuration record to retire. This record can be one of the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• Foundation Data Sync (FDS): Records located in the Foundation Data Provider Offering [sn_fds_pro_offering] table. • Remote Record Producers (RRP): Records located in the Remote record producer [sn_sb_pro_remote_record_producer] table. • Remote Task Definition (RTD): Records located in the Remote task definition [sn_sb_pro_remote_task_def] table.

Returns

Type	Description
Boolean	Flag that indicates whether the configuration record was retired. Possible values: • true: Configuration record was retired. • false: Error occurred; configuration record wasn't retired.

The following code example shows how to call this method from global scope on an RTD configuration record.

```
var grConfig = new GlideRecord('sn_sb_pro_remote_task_def'); //
 Configuration table that contains the desired record
grConfig.get('0ed11101ff6aca10c1befe258c4fd99e'); // Sys_id of
 the configuration record to checkout
var isExecuted = sb.retire(grConfig);
```

sb - updateVirtualField(GlideRecord remoteTaskGr, String virtualField, String virtualValue, String virtualDisplayValue)

Populates virtual fields in a task table on a target instance when using Service Exchange remote tasks.

A virtual field is a field that exists in a target task table but doesn't exist in the source task table. You use this method to pass the values for a virtual field from the source instance to the target instance. This method stores the specified values for the virtual field as JSON in the form section of the specified remote task. This remote task is then synced to the target instance where the values are stored in the mapped field in the target task table.

Virtual fields are defined in remote task definitions. Remote task definitions contain inbound and outbound mapping tables that map fields between task tables in source and target instances. When a source table doesn't contain a field that exists on a target table, the field is configured in the remote task definition as a virtual field. The consumer can then use either Service Exchange transforms or this method to update the values of these virtual fields in the associated target task record.

The following section describes an example use case on how to implement virtual fields and then use the *updateVirtualField()* method to populate values in the virtual field. In this example, the two task tables that are bound together by a remote task definition are the provider Case table and the consumer Incident table. When an incident record is created or updated on the consumer instance, it's configured to sync with the provider Case table. The Affected

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Instances field in the Case table is a required field but doesn't exist in the Incident table. To handle this situation, the Affected Instances field must be defined as a virtual field in the inbound mapping of the associated remote task definition.

1. The provider creates a remote task definition for the provider Case table and the consumer Incident table.
2. On the **Inbound fields** tab in the **Related links** of the remote task definition, the provider maps the fields between the Incident table and the Case table.

   When defining the Affected Instances field, the provider selects the **Virtual** check box and then selects **Affected Instances** from the **Target field** on the **Target mapping** tab.

   Note: When defining a virtual field, no source field is defined as it doesn't exist.

3. The provider then publishes the remote task definition, which is synced to the consumer instance.
4. The consumer creates a remote task for the Incident table. A JSON payload that holds all values for the mapped fields, including the information on virtual fields, is included on a form section in the remote task.
5. The consumer instance calls the `updateVirtualField()` method, such as in a business rule that runs when records in the Incident table are updated, to set the values of the Affected Instances field in the remote task.

   Note: Even though you can populate data in the target table at any time, required fields configured as virtual fields must be populated in the remote task before the remote task is sent to the producer instance.

6. The remote task is synced to the provider instance and creates a Case record on the provider instance.

For information on how to create a remote task definition, see Create remote task definitions in Service Exchange for Providers.

For information on how to create a Service Exchange transform, see Transform data with the Service Exchange transform framework.

Warning: You should only call this method in a before business rule as it updates the remote task that it is called on. If you call this method in an after business rule, you must include strict conditions that prevent the update of the virtual field on the remote task from triggering the business rule as this can cause an infinite loop.

Parameters

Name	Type	Description
remoteTaskGr	GlideRecord	GlideRecord object of the remote task for which to set the specified virtual field values.
virtualField	String	**Field name** of the virtual field for which to update the associate information. Defined on the **Outbound fields** related tab of the associated remote task definition.
virtualValue	String	Value to set for this field on the target instance.
virtualDisplayValue	String	Display value to set for this field on the target instance

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to call this method.

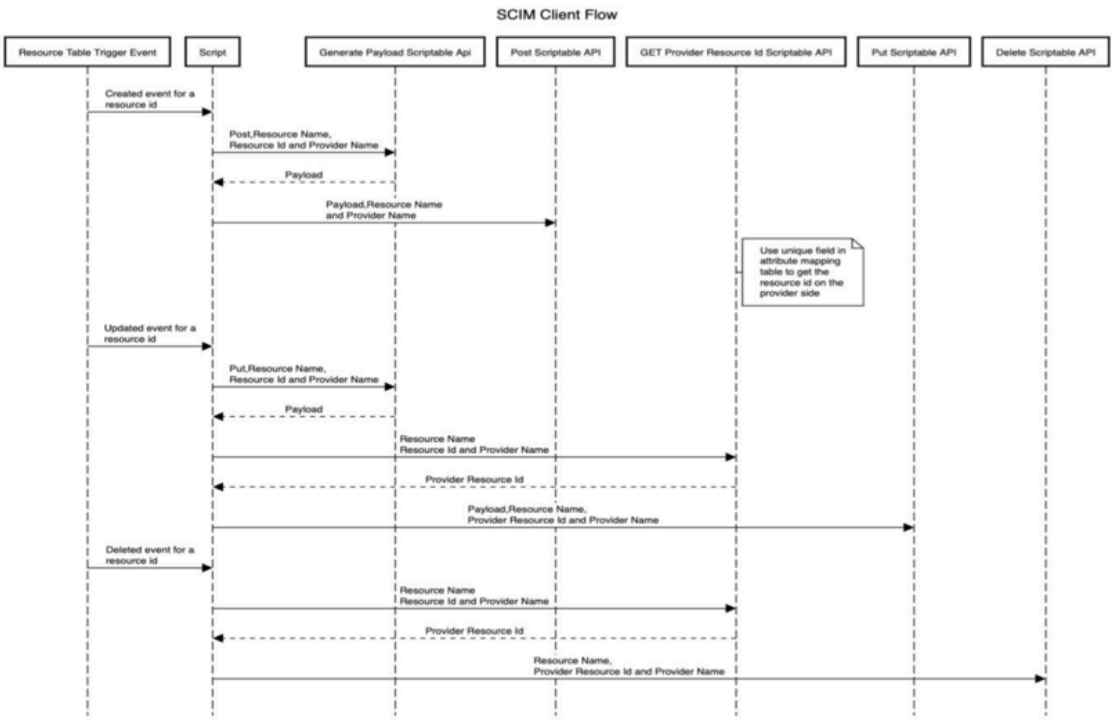
```
var remoteTaskGr = new GlideRecord("");
/** Remote Task table name,
** Table name vary based on which instance the script is being
 executed.
**/

remoteTaskGr.get(""); // Remote Task record sys_id

global.sb.updateVirtualField(remoteTaskGr,"<virtual outbound
 field name>", "<value to set on target field>", "<display value
 to set on target field>");
```

SCIM2Client - Scoped

The *SCIM2Client* API provides methods that call the System for Cross-domain Identity Management (SCIM) Provider (server role) to create, update, or delete data in a service provider (SP).

SCIM is a REST and JSON-based protocol that defines a client and server role. A client is usually an identity provider (IDP), such Okta, that contains a robust directory of user identities. An SP is typically a SaaS application, such as Box or Slack, that needs a subset of information from those identities. When changes to identities are made in the IDP, including create, update, and delete, they are automatically synchronized to the SP according to the SCIM protocol.

The following image illustrates typical API call flows for manipulating service provider data.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API runs in the `sn_auth` namespace and requires the SCIM v2 - ServiceNow Cross-domain Identity Management Client (com.snc.integration.scim2.client) plugin to be installed to access the API.

You can locate the results of each SCIM method call in the SCIM Client Logs [sys_scim_client_logs] table.

For additional information on SCIM, see System for Cross-domain Identity Management (SCIM).

SCIM2Client - executeDelete (String provider, String resourceName, String providerResourceId)

Deletes a specified resource from an external service provider system.

Parameters

Name	Type	Description
provider	String	Required. Name of the configured SCIM service provider. The service provider name is defined in the name field of the SCIM Provider [sys_scim_provider] table.
resourceName	String	Required. Name of the resource type, such as User or Group. Table: In the resource_name field of the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.
providerResourceId	String	Required. Unique identifier of the associated resource on the external service provider system.

Returns

Type	Description
message	If the *status* is SUCCESS, the endpoint returns the response body as defined by the REST *SCIM* API. Data type: String
status	Status of the request. Possible values: • FAILURE • SUCCESS Data type: String

The following example shows how to delete a user resource in the SNOW Provider system.

```
var scimClient = new sn_auth.SCIM2Client();
var response = scimClient.executeDelete('SNOW
 Provider','User','f282abf03710200044e0bfc8bcbe5d12');
gs.info('response: ' + response);
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Example of a successful response
{
  "status":"SUCCESS",
  "message":null
}

// Example of a failed response
{
  "status":"FAILURE",
  "message":"{
    \"schemas\":[
      \"urn:ietf:params:scim:api:messages:2.0:Error\"
    ],
    \"status\":\"404\",
    \"detail\":\"Invalid user id
 3985e598876989103fa711f83cbb35ae1\"
  }"
}
```

SCIM2Client - executeGet (String provider, String resourceName, String queryParams)

Returns all resources from a specified external provider system that match the passed criteria.

This information is used to call the corresponding SCIM service provider API.

Parameters

Name	Type	Description
provider	String	Required. Name of the configured SCIM service provider. The service provider name is defined in the name field of the SCIM Provider [sys_scim_provider] table.
resourceName	String	Required. Name of the resource type, such as User or Group. Table: In the resource_name field of the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.
queryParams	String	Required. SCIM compliant query parameters passed to the external SCIM service provider endpoint. For additional information on the available query parameters and their associated format, refer to the following sections in the Internet Engineering Task Force document: System for Cross-domain Identity Management: Protocol • https://datatracker.ietf.org/doc/html/rfc7644#section-3.4.2.2 • https://datatracker.ietf.org/doc/html/rfc7644#section-3.4.2.4 • https://datatracker.ietf.org/doc/html/rfc7644#section-3.4.2.3 • https://datatracker.ietf.org/doc/html/rfc7644#section-3.4.2.5

Returns

Type	Description
message	If the *status* is SUCCESS, the endpoint returns the response body as defined by the REST *SCIM* API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
status	Status of the request. Possible values: • FAILURE • SUCCESS Data type: String

The following example shows how to retrieve all of the available users from the snow test service provider whose work email contains lucius.bagnoli.

```
var scimClient = new sn_auth.SCIM2Client();
var queryParams = {};
queryParams['filter'] = 'emails[type eq \"work\" and value co
 \"lucius.bagnoli\"]';
var response = scimClient.executeGet('SCIM Provider
 Demo','User', queryParams);
gs.info('response for get with filter: ' + response);
```

Response:

```
//Example of a successful response
{
  "status":"SUCCESS",
  "message":"{
    \"schemas\":[
      \"urn:ietf:params:scim:api:messages:2.0:ListResponse\"
    ],
  \"totalResults\":647,
  \"Resources\":[
    {
      \"schemas\":[

 \"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User\",
        \"urn:ietf:params:scim:schemas:core:2.0:User\"
      ],
    \"id\":\"005d500b536073005e0addeeff7b12f4\",
    \"meta\":{
      \"resourceType\":\"User\",
      \"created\":\"2019-04-05T21:09:12Z\",
      \"lastModified\":\"2021-10-10T19:38:36Z\",

 \"location\":
\"https://empiamsd1.service-now.com/api/now/scim/Users/005d500b5
36073005e0addeeff7b12f4\"
    },
    \"userName\":\"survey.user\",
    \"name\":{
      \"familyName\":\"user\",
      \"givenName\":\"survey\"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    \"displayName\":\"survey user\",
    \"active\":true,
    \"emails\":[
      {
        \"value\":\"survey.user@email.com\",
        \"type\":\"work\"
      }
    ]
  },
  {
    \"schemas\":[

 \"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User\",
      \"urn:ietf:params:scim:schemas:core:2.0:User\"
    ],
    \"id\":\"02826bf03710200044e0bfc8bcbe5d3f\",
    \"meta\":{
      \"resourceType\":\"User\",
      \"created\":\"2012-02-18T03:04:49Z\",
      \"lastModified\":\"2021-10-10T19:38:36Z\",

 \"location\":
\"https://empiamsd1.service-now.com/api/now/scim/Users/02826bf03
710200044e0bfc8bcbe5d3f\"
    },
    \"userName\":\"lucius.bagnoli\",
    \"name\":{
      \"familyName\":\"Bagnoli\",
      \"givenName\":\"Lucius\"
    },
    \"displayName\":\"Lucius Bagnoli\",
    \"active\":true,
    \"emails\":[
      {
        \"value\":\"lucius.bagnoli@example.com\",
        \"type\":\"work\"
      }
    ],

 \"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User\":
{
      \"gender\":\"Male\",
      \"costCenter\":{
        \"value\":\"91e8bbf43710200044e0bfc8bcbe5daa\",
        \"name\":\"Customer Support\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/CostCenters/91e
8bbf43710200044e0bfc8bcbe5daa\"
      },
      \"company\":{
        \"value\":\"81fd65ecac1d55eb42a426568fc87a63\",
        \"name\":\"ACME Japan\",

 \"$ref\":
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\"https://empiamsd1.service-now.com/api/now/scim/Companies/81fd6
5ecac1d55eb42a426568fc87a63\"
      },
      \"department\":{
        \"value\":\"5d7f17f03710200044e0bfc8bcbe5d43\",
        \"name\":\"Customer Support\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Departments/5d7
f17f03710200044e0bfc8bcbe5d43\"
      },
      \"manager\":{
        \"value\":\"02826bf03710200044e0bfc8bcbe5d88\",
        \"displayName\":\"Billie Cowley\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Users/02826bf03
710200044e0bfc8bcbe5d88\"
      },
      \"location\":{
        \"value\":\"0002c0a93790200044e0bfc8bcbe5df5\",
        \"name\":\"2-10-1 Yurakucho, Chiyoda-ku, Tokyo\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Locations/0002c
0a93790200044e0bfc8bcbe5df5\"
      }
    }
  }
],
\"startIndex\":1,
\"itemsPerPage\":2}"}


// Example of a failure response
{
  "status":"FAILURE",
  "message":"SCIM Provider rest message is not configured
 properly"
}
```

SCIM2Client - executeGetById (String provider, String resourceName, String providerResourceId, Map<String, String> queryParams)

Returns a resource from the external provider system with the specified unique resource ID.

This information is used to call the corresponding SCIM service provider API.

Parameters

Name	Type	Description
provider	String	Required. Name of the configured SCIM service provider. The service provider name is defined in the name field of the SCIM Provider [sys_scim_provider] table.
providerResourceId	String	Required. Unique identifier of the associated resource on the external service provider system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
queryParams	String	Required. SCIM compliant query parameters passed to the external SCIM service provider endpoint. For additional information on the available query parameters and their associated format, refer to the following sections in the Internet Engineering Task Force document: System for Cross-domain Identity Management: Protocol • https://datatracker.ietf.org/doc/html/rfc7644#section-3.4.2.2 • https://datatracker.ietf.org/doc/html/rfc7644#section-3.4.2.4 • https://datatracker.ietf.org/doc/html/rfc7644#section-3.4.2.3 • https://datatracker.ietf.org/doc/html/rfc7644#section-3.4.2.5

Returns

Type	Description
message	If the *status* is SUCCESS, the endpoint returns the response body as defined by the REST *SCIM* API. Data type: String
status	Status of the request. Possible values: • FAILURE • SUCCESS Data type: String

This example shows how to obtain the specified resource from the external provider system "snow test".

```
var scimClient = new sn_auth.SCIM2Client();
var queryParams = {};
var response = scimClient.executeGetById('snow test','User',
 'f282abf03710200044e0bfc8bcbe5d12', queryParams);
gs.info('response for simple getById: ' + response);
```

Output:

```
// Example of a successful response
{
  "status":"SUCCESS",
  "message":"{
    \"schemas\":[

 \"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User\",
      \"urn:ietf:params:scim:schemas:core:2.0:User\"
    ],
    \"id\":\"f282abf03710200044e0bfc8bcbe5d12\",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    \"meta\":{
      \"resourceType\":\"User\",
      \"created\":\"2012-02-18T03:04:53Z\",
      \"lastModified\":\"2021-10-10T19:38:37Z\",

 \"location\":
\"https://empiamsd1.service-now.com/api/now/scim/Users/f282abf03
710200044e0bfc8bcbe5d12\"
    },
    \"userName\":\"tia.neumaier\",
    \"name\":{
      \"givenName\":\"Tia\"
    },
    \"displayName\":\"Tia Neumaier\",
    \"active\":true,
    \"emails\":[
      {
        \"value\":\"tia.neumaier@example.com\",
        \"type\":\"work\"
      }
    ],

 \"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User\":
{
      \"costCenter\":{
        \"value\":\"7fb1cc99c0a80a6d30c04574d14c0acf\",
        \"name\":\"Sales\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/CostCenters/7fb
1cc99c0a80a6d30c04574d14c0acf\"
      },
      \"company\":{
        \"value\":\"227cdfb03710200044e0bfc8bcbe5d6b\",
        \"name\":\"ACME South America\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Companies/227cd
fb03710200044e0bfc8bcbe5d6b\"
      },
      \"department\":{
        \"value\":\"221db0edc611228401760aec06c9d929\",
        \"name\":\"Sales\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Departments/221
db0edc611228401760aec06c9d929\"
      },
      \"location\":{
        \"value\":\"25b4c23b0a0a0bb30054836629537509\",
        \"name\":\"Carretera Cancun-Chetumal KM 22, Cancun\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Locations/25b4c
23b0a0a0bb30054836629537509\"
      }
    }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }"
}

// Example of a failed response
{
  "status":"FAILURE",
  "message":"{
    \"schemas\":[
      \"urn:ietf:params:scim:api:messages:2.0:Error\"
    ],
    \"status\":\"404\",
    \"detail\":\"User not found
 f282abf03710200044e0bfc8bcbe5d121\"
  }"
}
```

SCIM2Client - provision (String provider, String resourceName, String resourceId)

Creates or updates a resource in an external service provider system for a specified sys_id.

For example, if you create or update a user in a ServiceNow instance, you can use this method to create or update the same resource on an external service provider system. Only those fields which are mapped in the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table can be created or updated in the corresponding resource.

For additional information on provider resource mapping, see Create a SCIM Provider Resource Mapping.

Parameters

Name	Type	Description
provider	String	Required. Name of the configured SCIM service provider. The service provider name is defined in the name field of the SCIM Provider [sys_scim_provider] table.
resourceName	String	Required. Name of the resource type, such as User or Group. Table: In the resource_name field of the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.
resourceId	String	Required. Sys_id of the resource saved in the ServiceNow instance (the client). Table: In the primary_table field of the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.

Returns

Type	Description
message	If the *status* is SUCCESS, the endpoint returns the response body as defined by the REST *SCIM* API. Data type: String
status	Status of the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible values: • FAILURE • SUCCESS Data type: String

The following example shows how to provision a user on the Snow Provider.

```
var scimClient = new sn_auth.SCIM2Client();
var response = scimClient.provision('SNOW
 Provider','User','f282abf03710200044e0bfc8bcbe5d12');
gs.info('response: ' + response);
```

Output:

```
// Example of successful response
{
  "status":"SUCCESS",
  "message":"{
    \"schemas\":[

 \"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User\",
      \"urn:ietf:params:scim:schemas:core:2.0:User\"
    ],
    \"id\":\"f282abf03710200044e0bfc8bcbe5d12\",
    \"meta\":{
      \"resourceType\":\"User\",
      \"created\":\"2012-02-18T03:04:53Z\",
      \"lastModified\":\"2021-10-10T19:38:37Z\",

 \"location\":
\"https://empiamsd1.service-now.com/api/now/scim/Users/f282abf03
710200044e0bfc8bcbe5d12\"
    },
    \"userName\":\"tia.neumaier\",
    \"name\":{
      \"familyName\":\"Neumaier\",
      \"givenName\":\"Tia\"
    },
    \"displayName\":\"Tia Neumaier\",
    \"active\":true,
    \"emails\":[
      {
        \"value\":\"tia.neumaier@example.com\",
        \"type\":\"work\"
      }
    ],

 \"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User\":
{
      \"gender\":\"Female\",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      \"costCenter\":{
        \"value\":\"7fb1cc99c0a80a6d30c04574d14c0acf\",
        \"name\":\"Sales\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/CostCenters/7fb
1cc99c0a80a6d30c04574d14c0acf\"
      },
      \"company\":{
        \"value\":\"227cdfb03710200044e0bfc8bcbe5d6b\",
        \"name\":\"ACME South America\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Companies/227cd
fb03710200044e0bfc8bcbe5d6b\"
      },
      \"department\":{
        \"value\":\"221db0edc611228401760aec06c9d929\",
        \"name\":\"Sales\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Departments/221
db0edc611228401760aec06c9d929\"
      },
      \"location\":{
        \"value\":\"25b4c23b0a0a0bb30054836629537509\",
        \"name\":\"Carretera Cancun-Chetumal KM 22, Cancun\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Locations/25b4c
23b0a0a0bb30054836629537509\"
      }
    }
  }"
}
```

```
// Example of failure response
{
  "status":"FAILURE",
  "message":"SCIM client attribute or provider resource mapping
 is not configured properly ,
  No provider resource mapping id found for provider name: SNOW
 Provider and resource name: User"
}
```

SCIM2Client - provisionNew (String provider, String resourceName, String resourceId)

Creates a new resource in an external service provider system for a specified sys_id.

For example, if you create a new user in a ServiceNow instance, you can use this method to create the same resource on an external service provider system. Only those fields which are mapped in the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table can be created in the corresponding external service provider system. If the resource is already present in the external service provider system, an error response is returned.

For additional information on provider resource mapping, see Create a SCIM Provider Resource Mapping.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
provider	String	Required. Name of the configured SCIM service provider. The service provider name is defined in the name field of the SCIM Provider [sys_scim_provider] table.
resourceName	String	Required. Name of the resource type, such as User or Group. Table: In the resource_name field of the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.
resourceId	String	Required. Sys_id of the resource saved in the ServiceNow instance (the client). Table: In the primary_table field of the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.

Returns

Type	Description
message	If the *status* is SUCCESS, the endpoint returns the response body as defined by the REST *SCIM* API. Data type: String
status	Status of the request. Possible values: • FAILURE • SUCCESS Data type: String

The following example shows how to create a new user in the external service provider SNOW Provider.

```
var scimClient = new sn_auth.SCIM2Client();
var response = scimClient.provisionNew('SNOW
 Provider','User','f282abf03710200044e0bfc8bcbe5d12');
gs.info('response: ' + response);
```

Output:

```
// Example of successful response
{
  "status":"SUCCESS",
  "message":"{
    \"schemas\":[

 \"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User\",
      \"urn:ietf:params:scim:schemas:core:2.0:User\"
    ],
    \"id\":\"f282abf03710200044e0bfc8bcbe5d12\",
    \"meta\":{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      \"resourceType\":\"User\",
      \"created\":\"2012-02-18T03:04:53Z\",
      \"lastModified\":\"2021-10-10T19:38:37Z\",

 \"location\":
\"https://empiamsd1.service-now.com/api/now/scim/Users/f282abf03
710200044e0bfc8bcbe5d12\"
    },
    \"userName\":\"tia.neumaier\",
    \"name\":{
      \"familyName\":\"Neumaier\",
      \"givenName\":\"Tia\"
    },
    \"displayName\":\"Tia Neumaier\",
    \"active\":true,
    \"emails\":[
      {
        \"value\":\"tia.neumaier@example.com\",
        \"type\":\"work\"
      }
    ],

 \"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User\":
{
      \"gender\":\"Female\",
      \"costCenter\":{
        \"value\":\"7fb1cc99c0a80a6d30c04574d14c0acf\",
        \"name\":\"Sales\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/CostCenters/7fb
1cc99c0a80a6d30c04574d14c0acf\"
      },
      \"company\":{
        \"value\":\"227cdfb03710200044e0bfc8bcbe5d6b\",
        \"name\":\"ACME South America\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Companies/227cd
fb03710200044e0bfc8bcbe5d6b\"
      },
      \"department\":{
        \"value\":\"221db0edc611228401760aec06c9d929\",
        \"name\":\"Sales\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Departments/221
db0edc611228401760aec06c9d929\"
      },
      \"location\":{
        \"value\":\"25b4c23b0a0a0bb30054836629537509\",
        \"name\":\"Carretera Cancun-Chetumal KM 22, Cancun\",

 \"$ref\":
\"https://empiamsd1.service-now.com/api/now/scim/Locations/25b4c
23b0a0a0bb30054836629537509\"
      }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  }"
}

// Example of failure response
{
  "status":"FAILURE",
  "message":"SCIM client attribute or provider resource mapping
 is not configured properly ,
  No provider resource mapping id found for provider name: SNOW
 Provider and resource name: User"
}
```

SCIM2ClientUtil - Scoped

The *SCIM2ClientUtil* API provides utility methods to obtain the unique identifiers of external provider systems and then use that information when calling the *SCIM2Client* API.

This API runs in the sn_auth namespace and requires the SCIM v2 - ServiceNow Cross-domain Identity Management Client (com.snc.integration.scim2.client) plugin to be installed to access the API.

For additional information on SCIM, see System for Cross-domain Identity Management (SCIM).

SCIM2ClientUtil - getProviderIdByFilter(String provider, String resourceName, String filter)

Returns the unique identifier of a specified resource from a specified external provider system for a unique resource ID in a ServiceNow instance using a filter expression to describe the desired resource.

This API is useful when mapping ServiceNow fields to SCIM fields where the resource identifier in the external provider system is needed. Before calling this method, a unique field must be defined for the resource in the system attribute map, located in the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.

For additional information on provider resource mapping, see Create a SCIM Provider Resource Mapping.

Parameters

Name	Type	Description
provider	String	Name of the configured SCIM service provider. Table: In the name field of the SCIM Provider [sys_scim_provider] table.
resourceName	String	Name of the resource type, such as User or Group. Table: In the resource_name field of the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.
filter	String	Filter expression to apply to the return results. For additional information on the available filter parameters and their associated format, refer to the following section in

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		the Internet Engineering Task Force document: System for Cross-domain Identity Management: Protocol https://datatracker.ietf.org/doc/html/rfc7644#section-3.4.2.2

Returns

Type	Description
String	Unique resource identifier used by the external service provider. Throws an exception if there is any problem while fetching the information.

The following example shows how to obtain the resource identifier of the user using the filter `'username eq "abel.tuter"'`.

```
var response =
 sn_auth.SCIM2ClientUtil.getProviderIdByFilter('SNOW
 Provider','User','username eq "abel.tuter"');
gs.info('response: ' + response);
```

Output:

```
 "005d500b536073005e0addeeff7b12f4"
```

The following example shows how to use a script to obtain the resource identifier of the manager using the filter `'userName eq "' + manager + '"'`.

```
(function getValue(resourceGR) {
  try {
    var manager = resourceGR.manager.user_name;
    return sn_auth.SCIM2ClientUtil.getProviderIdByFilter('SCIM
 Provider Demo', 'User', 'userName eq "' + manager + '"');
  } catch (e) {
    gs.error('Unable to get attribute value using script' + e);
    // Handle failure scenario here
  }
})(resourceGR);
```

Output:

```
  "125d500b535973005e0addeeff8c12a2"
```

SCIM2ClientUtil - getProviderIdByResourceId(String provider, String resourceName, String resourceId)

Returns the unique identifier of a specified resource from a specified external provider system for a unique resource ID in a ServiceNow instance.

This API is useful when mapping ServiceNow fields to SCIM fields where the resource identifier in the external provider system is needed. Before calling this method, a unique field must be

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

defined for the resource in the system attribute map, located in the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.

For additional information on provider resource mapping, see Create a SCIM Provider Resource Mapping.

Parameters

Name	Type	Description
provider	String	Name of the configured SCIM service provider. Table: In the name field of the SCIM Provider [sys_scim_provider] table.
resourceName	String	Name of the resource type, such as User or Group. Table: In the resource_name field of the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.
resourceId	String	Sys_id of the resource saved in the ServiceNow instance (the client). Table: In the primary_table field of the SCIM Provider Resource Mapping [sys_scim_provider_resource_mapping] table.

Returns

Type	Description
String	Unique resource identifier used by the external service provider. Throws an exception if there is any problem while fetching the information.

The following example shows how to obtain the resource identifier of the user with the sys_id f282abf03710200044e0bfc8bcbe5d12.

```
var response =
 sn_auth.SCIM2ClientUtil.getProviderIdByResourceId('SNOW
 Provider','User','f282abf03710200044e0bfc8bcbe5d12');
gs.info('response: ' + response);
```

Output:

```
  "005d500b536073005e0addeeff7b12f4"
```

ScopedCacheManager - Scoped

The *ScopedCacheManager* API provides methods for retrieving, setting, and flushing cache data for scoped applications.

This API requires the Scoped Cache (com.glide.scopedcache) plugin and runs in the `sn_scoped_cache` namespace. The plugin is installed and activated by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

These methods require one or more scoped caches and scoped cache pairs to be defined. For more information on creating scoped caches, see the ScopedCacheManager API Developer Guide.

Using this API with scoped caches provides several advantages, including:

- Caching strings in scoped applications that live in memory across transactions.
- Caching scoped application data in memory and flushing this data based on changes in the underlying table.
- Defining and use cache data outside the transaction life cycle.
- Caching the output of expensive operations or calculations for quick access in the future.

ScopedCacheManager – flushScopedCache(String catalog, String key)

Flushes an entire cache or a single entry from a cache.

Parameters

Name	Type	Description
catalog	String	Name of the cache defined in the Scoped Caches [sys_scoped_cache] table.
key	String	Optional. Cache key. Set this parameter to flush a single entry from a cache.

Returns

Type	Description
None	

The following example shows how to flush the "abc" key from a cache named myCache. To flush the entire cache, leave out the key parameter.

```
sn_scoped_cache.ScopedCacheManager.flushScopedCache("myCache",
 "abc");
```

ScopedCacheManager – get(String catalog, String key)

Gets a value from a cache.

Parameters

Name	Type	Description
catalog	String	Name of the cache defined in the Scoped Caches [sys_scoped_cache] table.
key	String	Cache key.

Returns

Type	Description
String	Cache entry.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to count the number of incident records having short descriptions with a number of characters greater than the key (50). In this case, there are 6 incident records with short descriptions longer than 50 characters. This value is stored in the cache as a reusable string, so you don't have to make a calculation each time you want to retrieve the value.

```
var cache2 = "Cache 2"; // column pair type

// Re-populate the column cache
for (var i = 0; i < 100; i+=10) {
    var inc = new GlideRecord('incident');
    inc.query();
    var counter = 0;
    while (inc.next()) {
        if (inc.getValue('short_description').length > i)
        counter++;
    }
    sn_scoped_cache.ScopedCacheManager.put(cache2, i.toString(),
 counter.toString());
}

// script to get values from column cache
gs.info(sn_scoped_cache.ScopedCacheManager.get(cache2, "50"));
```

Output:

```
scoped_app: 6
```

ScopedCacheManager – getCacheEntryDetails(String catalog, String key)

Gets cache entry details including byte size, object type, and entry value.

Parameters

Name	Type	Description
catalog	String	Name of the cache defined in the Scoped Caches [sys_scoped_cache] table. The catalog name must be prefixed with the scope name and a caret character. For example, "test_cache" in the global scope is prefixed as `"global^test_cache"`.
key	String	Cache key.

Returns

Type	Description
String	String in the format `<ObjectType> (<EntrySize>): <Value.toString()>`.

The following example shows how to display cache entry details for a scoped cache named `test_cache`.

```
sn_scoped_cache.ScopedCacheManager.put("test_cache", "key1",
 "val1");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(sn_scoped_cache.ScopedCacheManager.getCacheEntryDetails(
"global^test_cache", "key1"));
```

Output:

```
java.lang.String (48):
val1
```

ScopedCacheManager – prefixFlush(String catalog, String prefix)

Flushes all cache entries that have keys beginning with a specified prefix.

Parameters

Name	Type	Description
catalog	String	Name of the cache defined in the Scoped Caches [sys_scoped_cache] table.
prefix	String	Prefix by which to search for keys when flushing the cache.

Returns

Type	Description
None	

The following example shows how to flush cache values for keys with the prefix `a`.

```
sn_scoped_cache.ScopedCacheManager.put("test_cache", "aKey1",
 "val1");
sn_scoped_cache.ScopedCacheManager.put("test_cache", "aKey2",
 "val2");
sn_scoped_cache.ScopedCacheManager.put("test_cache", "bKey1",
 "val3");

sn_scoped_cache.ScopedCacheManager.prefixFlush("test_cache",
 "a");

gs.info(sn_scoped_cache.ScopedCacheManager.get("test_cache",
 "aKey1"));
gs.info(sn_scoped_cache.ScopedCacheManager.get("test_cache",
 "aKey2"));
gs.info(sn_scoped_cache.ScopedCacheManager.get("test_cache",
 "bKey1"));
```

Output:

```
*** Script: null
*** Script: null
*** Script: val3
```

ScopedCacheManager – put(String catalog, String key, String value)

Puts a value in a scoped cache for caches that are **Table** or **Table Column** pair types.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
catalog	String	Name of the cache defined in the Scoped Caches [sys_scoped_cache] table.
key	String	Cache key.
value	String	Cache entry.

Returns

Type	Description
None	

The following example shows how to define and retrieve a key called "abc" to a cache named myCache. The cache is table-paired with the Incident [incident] table. The example also shows how the cache is flushed after updating the description field of an incident record.

```
//put value in cache for key "abc"
gs.info("put key 'abc' into cache with value 'value1'");
sn_scoped_cache.ScopedCacheManager.put("myCache", "abc",
 "value1");

// retrieve value from cache for key "abc"
gs.info("value of 'abc' in cache: ");
gs.info(sn_scoped_cache.ScopedCacheManager.get("myCache",
 "abc")+"\n");

//update an incident record (add string to the description
 field)
gs.info("Updating incident record.");
var gr = new GlideRecord("incident");
gr.get("<incident_sys_id>");
gr.description= "test12345";
if (gr.update()) {
    gs.info("Record updated successfully.\n");
};

//retrieve the value from cache for key "abc"
gs.info("Retrieving 'abc' from cache. Value should be null
 because a table pair was updated.");
gs.info(sn_scoped_cache.ScopedCacheManager.get("myCache",
 "abc"));
```

Output:

```
scoped_app: put key 'abc' into cache with value 'value1'
scoped_app: value of 'abc' in cache:
scoped_app: value1

scoped_app: Updating incident record.
scoped_app: Record updated successfully.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
scoped_app: Retrieving 'abc' from cache. Value should be null
 because a table pair was updated.
scoped_app: null
```

ScopedCacheManager – putMultiRow(String catalog, String key, String value, Array ids)

Puts an entry into the cache and sets all records with the specified sys_ids as a flush source for that entry. This method is intended for caches that are **Table** or **Table Column** pair types.

Parameters

Name	Type	Description
catalog	String	The catalog to be flushed. Name of the cache defined in the Scoped Caches [sys_scoped_cache] table.
key	String	Cache key for the new entry.
value	String	Value for new entry.
ids	Array	List of sys_ids of the records to be used as flush sources for the entry. These records can be from different tables.

Returns

Type	Description
None	

The following example shows how to use an incident and user record as flush points. The test_cache key INC0000060 is flushed when either of the specified records is updated.

```
// This example requires a table-row pair for the "incident" and
 "sys_user" tables assigned to a cache named test_cache
var inc1ID = "1c741bd70b2322007518478d83673af3";
var userID = "681ccaf9c0a8016400b98a06818d57c7";

// update to email should invalidate the entry
gs.info("initial put");
putCacheEntry();
gs.info("cache value for INC0060: " +
 sn_scoped_cache.ScopedCacheManager.get("test_cache",
 "INC0000060"));
var gr = new GlideRecord("sys_user");
gr.get(userID);
gr.setValue("email", "a" + gr.getValue("email"));
gr.update();
gs.info("updated user email");
gs.info("cache value: " +
 sn_scoped_cache.ScopedCacheManager.get("test_cache",
 "INC0000060"));

// update to incident number should invalidate the entry.
gs.info("second put");
putCacheEntry();
gs.info("cache value: " +
 sn_scoped_cache.ScopedCacheManager.get("test_cache",
 "INC0000060"));
var gr = new GlideRecord("incident");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gr.get(inc1ID);
gr.setValue("number", gr.getValue("number") + "1");
gr.update();
gs.info("updated incident number");
gs.info("cache value: " +
 sn_scoped_cache.ScopedCacheManager.get("test_cache",
 "INC0000060"));

function putCacheEntry() {
    var incGr = new GlideRecord("incident");
    incGr.get(inc1ID);
    var userGr = new GlideRecord("sys_user");
    userGr.get(userID);
    // the cache stores that the incident is assigned to a
 specific user. So if the incident or user record changes, we
 should flush.

 sn_scoped_cache.ScopedCacheManager.putMultiRow("test_cache",inc
Gr.getValue("number"), userGr.getValue("email"), [inc1ID,
 userID]);
}
```

Output:

```
*** Script: initial put
*** Script: cache value for INC0060: employee@example.com
*** Script: Updating Joe Employee's primary email device based
 on change to user record email address
*** Script: updated user email
*** Script: cache value: null
*** Script: second put
*** Script: cache value: aemployee@example.com
*** Script: updated incident number
*** Script: cache value: null
```

ScopedCacheManager – putRow(String catalog, String key, String value, String sysId)

Puts a value in a single row (table) of a cache. Use this method for caches that are **Table Row** or **Table Row and Column** pair types.

Parameters

Name	Type	Description
catalog	String	Name of the cache defined in the Scoped Caches [sys_scoped_cache] table.
key	String	Cache key.
value	String	Cache entry.
sysId	String	Optional. Sys_id of a row in a table, that is, the record being tracked.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example uses a table row pair cache type named incident_cache. The cache adds the incident caller ID, and the cache entries associated with the changed record's sys_id are cleared.

```
// build the cache:
var number = 'INC0009009';
var inc = new GlideRecord('incident');
inc.addQuery('number', number);
inc.query();
inc.next();
var entry = inc.caller_id.getDisplayValue();
sn_scoped_cache.ScopedCacheManager.putRow("incident_cache",
 inc.getValue('number'), entry, inc.getValue('sys_id'));
gs.info(sn_scoped_cache.ScopedCacheManager.get("incident_cache",
 number));

// when the incident is altered, the cache entry will be
 flushed.
inc = new GlideRecord('incident');
inc.addQuery('number', number);
inc.query();
inc.next();
inc.setValue('short_description',
 inc.getValue('short_description') + "a");
inc.update();
gs.info(sn_scoped_cache.ScopedCacheManager.get("incident_cache",
 number));
```

Output:

```
scoped_app: John Jones
scoped_app: null
```

ScriptableDataStream - Scoped, Global

The *ScriptableDataStream* API provides methods to interact with a stream of data.

This class can only be used in a server-side script after retrieving a ScriptableDataStream object using one of these APIs:

- The *executeDataStreamAction()* method in the *FlowAPI* class. See FlowAPI.
- The *getDataStream()* method in the *ScriptableFlowRunnerResult* class. See ScriptableFlowRunnerResult.

After retrieving a ScriptableDataStream object, call the methods in this specific order:

1. Use the *hasNext()* method to determine whether there are more items in the data stream.
2. Use the *next()* method to access the next item in the stream.
3. Use the *getItemIndex()*, *getItemInPageIndex()*, and *getPageIndex()* methods to get information from the stream.
4. Use the *close()* method to close the stream.

This class runs is in the `sn_fd` namespace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Always wrap data stream logic in a `try/catch` block to catch errors. Always include a `finally` statement that ends with the *`close()`* method from the *`ScriptableDataStream`* class to close the data stream and prevent performance issues.

ScriptableDataStream - close()

Closes the connection to a data stream. Always call this method after performing any desired operations on a data stream.

You can only call this method on a ScriptableDataStream object returned from the *`executeDataStreamAction()`* method in the FlowAPI class. See FlowAPI.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
(function() {

 try {
  // Execute Data Stream Action.
  var stream =
 sn_fd.FlowAPI.executeDataStreamAction('x_snc_my_scope.data_stre
am_name');
  // Process each item in the data stream
  while (stream.hasNext()) {
   // Get a single item from the data stream.
   var user = stream.next();

   // Only log the first item in each page
   if (stream.getItemInPageIndex() == 0) {
    gs.info('first user on page is ' + user.name);
   }
  }
 } catch (ex) {
  var message = ex.getMessage();
  gs.error(message);
 } finally {
  stream.close();
 }

})();
```

ScriptableDataStream - getItemIndex()

Returns the current index of an item in a data stream.

You can only call this method on a ScriptableDataStream object returned from the *`executeDataStreamAction()`* method in the FlowAPI class. See FlowAPI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Current index of an item in a data stream using zero-based indexing.

```
(function() {

 try {

  // Execute Data Stream Action.
  var stream =
 sn_fd.FlowAPI.executeDataStreamAction('x_my_scope.data_stream_n
ame');

  // Process each item in the data stream
  while (stream.hasNext()) {

   // Get a single item from the data stream.
   var User = stream.next();

   // Use the item. Example:
   // var now_GR = new GlideRecord(<table_name>);
   // now_GR.<field_name> = User.<field_name>;
   // now_GR.insert();

   // By default, this code snippet will terminate after 10
 items.
   // Remove or modify this limit after your code has been
 tested.
   if (stream.getItemIndex() >= 9) {
    break;
   }
  }
 } catch (ex) {
  var message = ex.getMessage();
  gs.error(message);
 } finally {
  stream.close();
 }

})();
```

ScriptableDataStream - getItemInPageIndex()

Returns the current index of an item within the current page in a data stream.

You can only call this method on a ScriptableDataStream object returned from the *executeDataStreamAction()* method in the FlowAPI class. See FlowAPI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Current index of an item within the current page in the data stream using zero-based indexing.

```
(function() {

 try {
  // Execute Data Stream Action.
  var stream =
 sn_fd.FlowAPI.executeDataStreamAction('x_snc_my_scope.data_stre
am_name');
  // Process each item in the data stream
  while (stream.hasNext()) {
   // Get a single item from the data stream.
   var user = stream.next();

   // Only log the first item in each page
   if (stream.getItemInPageIndex() == 0) {
    gs.info('first user on page is ' + user.name);
   }
  }
 } catch (ex) {
  var message = ex.getMessage();
  gs.error(message);
 } finally {
  stream.close();
 }

})();
```

ScriptableDataStream - getPageIndex()

Returns the current index of a page in a data stream.

You can only call this method on a ScriptableDataStream object returned from the *executeDataStreamAction()* method in the FlowAPI class. See FlowAPI.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Current index of a page in a data stream using zero-based indexing.

```
(function() {

 try {

  // Execute Data Stream Action.
  var stream =
 sn_fd.FlowAPI.executeDataStreamAction('x_my_scope.data_stream_n
ame');

  // Process each item in the data stream
  while (stream.hasNext()) {

   // Get a single item from the data stream.
   var item = stream.next();

   // Use the item.
   var now_GR = new GlideRecord('incident');
   now_GR.setValue('number',item.id);
   now_GR.setValue('short_description',item.name);
   now_GR.insert();

   // By default, this code snippet will terminate after 5
 pages.
   // Remove or modify this limit after testing your code.
   if (stream.getPageIndex() >= 4) {
    break;
   }
  }
 } catch (ex) {
  var message = ex.getMessage();
  gs.error(message);
 } finally {
  stream.close();
 }

})();
```

ScriptableDataStream - hasNext()

Returns true if there are more items in the data stream.

You can only call this method on a ScriptableDataStream object returned from the *executeDataStreamAction()* method in the FlowAPI class. See FlowAPI.

Note: By default, the instance waits for 600 seconds to retrieve a single page of data from a MID Server. If you encounter a timeout when running a Data Stream action through a MID Server, change this default by increasing the *datastream_alternative_env_fetch_page_timeout_seconds* system property.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that determines whether there are more items in the data stream. Values include: • true: There are more items to iterate through in the data stream. • false: There are no more items in the data stream.

This example creates an incident record for each item returned in the data stream.

```
(function() {

 try {

  // Execute Data Stream Action.
  var stream =
 sn_fd.FlowAPI.executeDataStreamAction('x_my_scope.data_stream_n
ame');

  // Process each item in the data stream
  while (stream.hasNext()) {

   // Get a single item from the data stream.
   var item = stream.next();

   // Use the item.
   var now_GR = new GlideRecord('incident');
   now_GR.setValue('number',item.id);
   now_GR.setValue('short_description',item.name);
   now_GR.insert();

   // By default, this code snippet will terminate after 10
 items.
   // Remove or modify this limit after testing your code.
   if (stream.getItemIndex() >= 9) {
    break;
   }
  }
 } catch (ex) {
  var message = ex.getMessage();
  gs.error(message);
 } finally {
  stream.close();
 }

})();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ScriptableDataStream - next()

Returns the next item in a data stream.

You can only call this method on a ScriptableDataStream object returned from the *executeDataStreamAction()* method in the FlowAPI class. See FlowAPI.

Note: By default, the instance waits for 600 seconds to retrieve a single page of data from a MID Server. If you encounter a timeout when running a Data Stream action through a MID Server, change this default by increasing the *datastream_alternative_env_fetch_page_timeout_seconds* system property.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The next item in the data stream. This object contains the outputs defined by the Data Stream action. To view the Data Stream action outputs, navigate to the Outputs section of the Data Stream action in the Flow Designer interface.

This example creates an incident record for each item returned in the data stream.

```
(function() {

 try {

  // Execute Data Stream Action.
  var stream =
 sn_fd.FlowAPI.executeDataStreamAction('x_my_scope.data_stream_n
ame');

  // Process each item in the data stream
  while (stream.hasNext()) {

   // Get a single item from the data stream.
   var item = stream.next();

   // Use the item.
   var now_GR = new GlideRecord('incident');
   now_GR.setValue('number',item.id);
   now_GR.setValue('short_description',item.name);
   now_GR.insert();

   // By default, this code snippet will terminate after 10
 items.
   // Remove or modify this limit after testing your code.
   if (stream.getItemIndex() >= 9) {
    break;
   }
  }
 } catch (ex) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var message = ex.getMessage();
  gs.error(message);
 } finally {
  stream.close();
 }

})();
```

ScriptableFlowRunner - Scoped

Creates a builder object used to define parameters for flow, subflow, and action execution. You can specify a flow to execute in a particular domain. Start the flow, subflow, or action execution directly from the builder and view the results in a ScriptableFlowRunnerResult object.

Use these methods in your server-side scripts with the `sn_fd` namespace identifier.

API call order

Build and execute flows, subflows, and actions using these APIs in the following order:

1. *`FlowAPI`*: **Creates a builder object**

   Use *`getRunner()`* to instantiate the ScriptableFlowRunner builder object.
2. *`ScriptableFlowRunner`*: **Specify Workflow Studio content to run**

   Use these methods in the following order to create the builder pattern:

   1. Use one of the methods *`action()`*, *`datastream()`*, *`flow()`*, or *`subflow()`* to specify what type of Workflow Studio object to build.
   2. Use one or more methods such as *`addInput()`*, *`inDomain()`*, or *`quick()`* to specify execution parameters.
   3. Use the *`run()`* method to run the action, flow, or subflow with the provided parameters and return a ScriptableFlowRunnerResult object.
3. *`ScriptableFlowRunnerResult`*: **Retrieve Workflow Studio execution details**

   Use one or more methods such as *`getContextId()`*, *`getOutputs()`*, and *`getDomainId()`* to view execution details.

Example

This example shows how to create a ScriptableFlowRunner builder object and uses it to execute an approval action on a specific record. A ScriptableFlowRunnerResult object captures the execution arguments and action outputs.

```
(function() {
  try {

    var inputs = {};

    inputs['sys_id'] = '57af7aec73d423002728660c4cf6a71c';  //
 Pass the record's sys_id in as input.

    var result = sn_fd.FlowAPI.getRunner()  // Create a
 ScriptableFlowRunner builder object.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      .action('global.markapproved')        // Run the global
scope action named markapproved.
      .inForeground()
      .inDomain('TOP/ACME')                 // Run the action
from the TOP/ACME domain.
      .withInputs(inputs)
      .run();                               // Run the action
and return a FlowRunnerResult object.

    var contextId = result.getContextId();  // Retrieve the
context ID from the result
    var dateRun = result.getDate();
    var domainUsed = result.getDomainId();  // Retrieve the
Domain ID from the result.
    var flowName = result.getFlowObjectName();
    var flowObjectType = result.getFlowObjectType();

    var outputs = result.getOutputs();            // Retrieve
any outputs from the action execution.
    var newApprovalStatus = outputs['approval'];  // Echo back
the approval status for verification.

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

ScriptableFlowRunner - action(String scopedActionName)

Identifies the scope and name of the action to execute.

See also:

- ScriptableFlowRunner - flow(String scopedFlowName)
- ScriptableFlowRunner - subflow(String scopedSubflowName)

Parameters

Name	Type	Description
scopedActionName	String	Scope and name of the action to execute. For example, `global.actionName`.

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

This example shows how to create a ScriptableFlowRunner builder object and uses it to execute an approval action on a specific record. A ScriptableFlowRunnerResult object captures the execution arguments and action outputs.

```
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
(function() {
  try {

    var inputs = {};

    inputs['sys_id'] = '57af7aec73d423002728660c4cf6a71c';  //
 Pass the record's sys_id in as input.

    var result = sn_fd.FlowAPI.getRunner()  // Create a
 ScriptableFlowRunner builder object.
      .action('global.markapproved')        // Run the global
 scope action named markapproved.
      .inForeground()
      .inDomain('TOP/ACME')                 // Run the action
 from the TOP/ACME domain.
      .withInputs(inputs)
      .run();                               // Run the action
 and return a FlowRunnerResult object.

    var contextId = result.getContextId();  // Retrieve the
 context ID from the result
    var dateRun = result.getDate();
    var domainUsed = result.getDomainId();  // Retrieve the
 Domain ID from the result.
    var flowName = result.getFlowObjectName();
    var flowObjectType = result.getFlowObjectType();

    var outputs = result.getOutputs();            // Retrieve
 any outputs from the action execution.
    var newApprovalStatus = outputs['approval'];  // Echo back
 the approval status for verification.

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

ScriptableFlowRunner - addInput(String name, Object value)

Adds a single input. If the name passed as an argument already exists as a separate input, the new value replaces the pre-existing value.

This method adds a single input. To create an object and add multiple inputs, use the *`withInputs()`* method.

Parameters

Name	Type	Description
name	String	The name of the input for the flow, subflow, or action.
value	Object	The value of the input for the flow, subflow, or action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

This example runs an action that takes a single input called `table_name`.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .action('global.test_action')
      .addInput('table_name', 'incident')
      .inForeground()
      .run();

    gs.info(result.debug());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
Flow Designer: TableName
*** Script: FlowRunnerResult
Flow Object Name: global.test_action
Flow Object Type: action
Domain: null
Result Time: 2020-06-09 00:10:57
ContextId: null
Output count: 1
```

ScriptableFlowRunner - asUser()

Runs flow as the user who triggered it, not the system, for quick background executions.

When a flow is triggered using *`quick()`* along with the *`asUser()`* method, user who triggered the flow is retrieved and is used for the flow execution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ScriptableFlowRunner - Scoped	Builder object used to run a Workflow Studio action, flow, or subflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to create a ScriptableFlowRunner builder object and uses it to execute an approval action on a specific record using *asUser()* and *quick()* methods. A ScriptableFlowRunnerResult object captures the execution arguments and action outputs.

```
(function() {
    try {

        var outputs = sn_fd.FlowAPI.getRunner() // Create a
 ScriptableFlowRunner builder object.
        .flow('global.stry53225960_flow_asuser_test')
        .inForeground()
        .quick() //Run the flow from a server-side script.
        .asUser() //Run flow with the roles specified in the
 flow.
        .run(); // Run the action and return a FlowRunnerResult
 object.

    } catch (ex) {
        var message = ex.getMessage();
        gs.error(message);
    }

})();
```

Errors

These errors may occur while using the *asUser()* method:

- Script returns an error when *asUser()* not used along with *quick()*.
- Script returns an error when *asUser()* is called in a flow that has roles defined.
- Script returns an error when *withRoles()* and *asUser()* methods are called at the same time.

ScriptableFlowRunner - datastream(String scopedDatastreamName)

Identifies the scope and name of the data stream action to execute.

To learn more about data stream actions, see Data Stream actions and pagination.

Parameters

Name	Type	Description
scopedDatastreamName	String	Scope and name of the Data Stream action to execute. For example, `global.dataStreamActionName`.

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

This example shows how to run a Data Stream action.

```
(function() {
  try {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var result = sn_fd.FlowAPI.getRunner()
      .datastream('global.test_dsa')
      .inForeground()
      .run();

    gs.info(result.debug());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
*** Script: FlowRunnerResult
Flow Object Name: global.test_dsa
Flow Object Type: datastream
Domain: null
Result Time: 2020-06-08 16:41:13
ContextId: null
Output count: 0
```

ScriptableFlowRunner - flow(String scopedFlowName)

Identifies the scope and name of the flow to execute.

See also:

- ScriptableFlowRunner - action(String scopedActionName)
- ScriptableFlowRunner - subflow(String scopedSubflowName)

Parameters

Name	Type	Description
scopedFlowName	String	Scope and name of the flow to execute. For example, `global.flowName`.

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

This example shows how to run a flow that logs a message.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .flow('global.test_flow')
      .inForeground()
      .run();

    gs.info(result.debug());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
*** Script: FlowRunnerResult
Flow Object Name: global.test_flow
Flow Object Type: flow
Domain: null
Result Time: 2020-06-08 16:41:13
ContextId: null
Output count: 0
```

ScriptableFlowRunner - inBackground()

Runs the flow, subflow, or action asynchronously. Once the flow object starts running, script execution resumes immediately.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

Note: As of the Xanadu release, running an action, flow, or subflow in the background using the quick() method returns an execution ID as the ContextId value. The execution ID is not an actual context record as no records are inserted into the Flow Context [sys_flow_context] table. Rather the execution ID is used to track the asynchronous call.

This example shows how to run a flow in the background asynchronously.

```
(function() {
    try {

      var result = sn_fd.FlowAPI.getRunner()
        .flow('global.change__unauthorized__review')
        .inBackground()
        .run();

      gs.info(result.debug());

    } catch (ex) {
      var message = ex.getMessage();
      gs.error(message);
    }

  })();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
[0:00:01.015] Script completed in scope global: script
-------------------------------------------------------
Script execution history and recovery available here
Operation       Table                                 Row Count
insert          sys_flow_context_inputs_chunk         1
insert          sys_flow_context                      1
-------------------------------------------------------
Complex type redefined: FlowDesigner:FDCollection
Queued flow.fire event in NowMQ for sys_flow_context.sys_id:
 e0cd6e30b8b602104a8752ad4a9167c8,
sysevent.sys_id: 34cd6e30dbb60210497c1a48139619c9, with priority
 5
*** Script: FlowRunnerResult
Flow Object Name: global.change__unauthorized__review
Flow Object Type: flow
Domain: null
Result Time: 2024-06-12 17:54:58
ContextId: e0cd6e30b8b602104a8752ad4a9167c8
Output count: 0
```

ScriptableFlowRunner - inDomain(String domainId)

Runs the flow, subflow, or action in the specified domain. Checks to ensure the domain exists and is available.

Parameters

Name	Type	Description
domainId	String	The sys_id or name for the domain of execution for the flow.

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

This example shows how to create a ScriptableFlowRunner builder object and uses it to execute an approval action on a specific record. A ScriptableFlowRunnerResult object captures the execution arguments and action outputs.

```
(function() {
  try {

    var inputs = {};

    inputs['sys_id'] = '57af7aec73d423002728660c4cf6a71c';  //
 Pass the record's sys_id in as input.

    var result = sn_fd.FlowAPI.getRunner()  // Create a
 ScriptableFlowRunner builder object.
      .action('global.markapproved')        // Run the global
 scope action named markapproved.
      .inForeground()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      .inDomain('TOP/ACME')                  // Run the action
 from the TOP/ACME domain.
      .withInputs(inputs)
      .run();                                // Run the action
 and return a FlowRunnerResult object.

    var contextId = result.getContextId();  // Retrieve the
 context ID from the result
    var dateRun = result.getDate();
    var domainUsed = result.getDomainId();  // Retrieve the
 Domain ID from the result.
    var flowName = result.getFlowObjectName();
    var flowObjectType = result.getFlowObjectType();

    var outputs = result.getOutputs();            // Retrieve
 any outputs from the action execution.
    var newApprovalStatus = outputs['approval'];  // Echo back
 the approval status for verification.

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

ScriptableFlowRunner - inForeground()

Runs the flow, subflow, or action synchronously. Script execution pauses while the flow object is running.

Note: This method does not support pausing the action to wait for conditions. Steps that pause for wait conditions such as Ask for Approval or Wait for Condition are not supported.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

This example shows how to create a ScriptableFlowRunner builder object and uses it to execute an approval action on a specific record. A ScriptableFlowRunnerResult object captures the execution arguments and action outputs.

```
(function() {
  try {

    var inputs = {};
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    inputs['sys_id'] = '57af7aec73d423002728660c4cf6a71c';  //
Pass the record's sys_id in as input.

    var result = sn_fd.FlowAPI.getRunner()  // Create a
ScriptableFlowRunner builder object.
      .action('global.markapproved')        // Run the global
scope action named markapproved.
      .inForeground()
      .inDomain('TOP/ACME')                 // Run the action
from the TOP/ACME domain.
      .withInputs(inputs)
      .run();                               // Run the action
and return a FlowRunnerResult object.

    var contextId = result.getContextId();  // Retrieve the
context ID from the result
    var dateRun = result.getDate();
    var domainUsed = result.getDomainId();  // Retrieve the
Domain ID from the result.
    var flowName = result.getFlowObjectName();
    var flowObjectType = result.getFlowObjectType();

    var outputs = result.getOutputs();            // Retrieve
any outputs from the action execution.
    var newApprovalStatus = outputs['approval'];  // Echo back
the approval status for verification.

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

ScriptableFlowRunner - quick()

Runs a flow, subflow, action, or Data Stream action from a server-side script synchronously or asynchronously without creating execution details or other related records. Improves performance by eliminating record-keeping overhead. Use this API to increase the speed of high-volume processing, for example multiple executions per second, in a production environment.

Reporting & records generated

This method does not create execution details and context records, regardless of Workflow Studio settings.

Wait condition support

This method does not support pausing an action or flow to wait for conditions. Actions, flow logic, and steps that pause for wait conditions such as Ask for Approval, Wait for Condition, or Wait for a duration are not supported.

MID Server support

This method does not support pausing an action or flow to run from a MID Server. This restriction includes data stream action preprocessing scripts that pause an action to run from a MID Server.

Data stream action support

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method does not support pausing a data stream action to run a preprocessing script from a MID Server.

Flow priority support

This method supports flow priority settings. The flow runs at the specified flow priority.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

Note: As of the Xanadu release, running an action, flow, or subflow in the background using the quick() method returns an execution ID as the ContextId value. The execution ID is not an actual context record as no records are inserted into the Flow Context [sys_flow_context] table. Rather the execution ID is used to track the asynchronous call.

This example shows how to run a flow without creating any related records.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .flow('global.change__unauthorized__review')
      .inBackground()
      .quick()
      .run();

    gs.info(result.debug());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
Complex type redefined: FlowDesigner:FDCollection
Queued flow.run.quick event in NowMQ for
 sys_flow_context.sys_id: d81781ec57801110403e8f90ac94f90e,
sysevent.sys_id: 48abe270dbf20210497c1a4813961908, with priority
 5
*** Script: FlowRunnerResult
Flow Object Name: global.change__unauthorized__review
Flow Object Type: flow
Domain: null
Result Time: 2024-06-12 17:45:37
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
ContextId: 08abe2706cf202107b7d3b283f7ee108
Output count: 0
```

ScriptableFlowRunner - run()

Runs the flow, subflow, or action with the specified parameters.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ScriptableFlowRunnerResultObjectScoped	Object containing the execution details of a Workflow Studio action, flow, or subflow.

This example shows how to create a ScriptableFlowRunner builder object and uses it to execute an approval action on a specific record. A ScriptableFlowRunnerResult object captures the execution arguments and action outputs.

```
(function() {
  try {

    var inputs = {};

    inputs['sys_id'] = '57af7aec73d423002728660c4cf6a71c';  //
Pass the record's sys_id in as input.

    var result = sn_fd.FlowAPI.getRunner()  // Create a
ScriptableFlowRunner builder object.
      .action('global.markapproved')        // Run the global
scope action named markapproved.
      .inForeground()
      .inDomain('TOP/ACME')                 // Run the action
from the TOP/ACME domain.
      .withInputs(inputs)
      .run();                               // Run the action
and return a FlowRunnerResult object.

    var contextId = result.getContextId();  // Retrieve the
context ID from the result
    var dateRun = result.getDate();
    var domainUsed = result.getDomainId();  // Retrieve the
Domain ID from the result.
    var flowName = result.getFlowObjectName();
    var flowObjectType = result.getFlowObjectType();

    var outputs = result.getOutputs();            // Retrieve
any outputs from the action execution.
    var newApprovalStatus = outputs['approval'];  // Echo back
the approval status for verification.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

ScriptableFlowRunner - subflow(String scopedSubflowName)

Identifies the scope and name of the subflow to execute.

See also:

- ScriptableFlowRunner - action(String scopedActionName)
- ScriptableFlowRunner - flow(String scopedFlowName)

Parameters

Name	Type	Description
scopedSubflowName	String	Scope and name of the subflow to execute. For example, `global.subflowName`.

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

This example shows how to run a subflow that logs a message.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .subflow('global.output_test')
      .inForeground()
      .run();

    gs.info(result.debug());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
record-watcher asynchronous tracking complete - time: 1 ms.
 Executed responders: 1
record-watcher asynchronous tracking complete - time: 1 ms.
 Executed responders: 1
*** Script: FlowRunnerResult
Flow Object Name: global.output_test
Flow Object Type: subflow
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Domain: null
Result Time: 2024-08-02 22:52:08
ContextId: b2dxx659bebf01101d72200x503x19pr
Output count: 2
```

ScriptableFlowRunner - timeout(Number timeout)

Sets a timeout for a flow, subflow, or action execution.

Parameters

Name	Type	Description
timeout	Number	Timeout in milliseconds.

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

This example shows how to run a flow and sets a timeout for two minutes.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .flow('global.test_flow')
      .inForeground()
      .timeout(120000)
      .run();

    gs.info(result.debug());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
Flow Designer: Cloning a new session to run as as user id:
 [user_name] from original user session: [user_name]
Flow Designer: Reverting cloned session to original user
 session: [user_name]
*** Script: FlowRunnerResult
Flow Object Name: global.test_flow
Flow Object Type: flow
Domain: null
Result Time: 2020-06-08 18:22:35
ContextId: null
Output count: 0
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ScriptableFlowRunner - validateInputs(Boolean validateInputs)

Throw an error and prevent the ScriptableFlowRunner class from running when any method input has an unexpected value. This method defaults to true for any ScriptableFlowRunner call.

Parameters

Name	Type	Description
validateInputs	Boolean	Flag that indicates whether to validate ScriptableFlowRunner method inputs. There are two valid values. • true: Throw an error when inputs have unexpected values and stop running the script. • false: Allow the script to run with unexpected values. Default: True

Returns

Type	Description
None	

This example shows how to run a flow without validating the method input values.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .flow('global.test_flow')
      .inForeground()
      .validateInputs(false)
      .run();

    gs.info(result.debug());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
*** Script: FlowRunnerResult
Flow Object Name: global.test_flow
Flow Object Type: flow
Domain: null
Result Time: 2020-06-08 16:41:13
ContextId: null
Output count: 0
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ScriptableFlowRunner - withConnectionAliasOverride(String aliasName, String overrideName)

Overrides the Connections and Credentials alias associated with the flow, action, or subflow. You can override the default parent alias with any of its child aliases.

To learn more about overriding a Connections and Credentials alias, see Supporting multiple connections.

Parameters

Name	Type	Description
parentAliasSysID	String	The sys_id of the parent alias, the alias you want to override.
overrideAliasSysID	String	The sys_id of the child alias, the alias you want to use when running the flow, subflow, or action.

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

This example shows how to run a flow using a different alias than the default associated with the flow.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .flow('global.test_flow')
      .withConnectionAliasOverride('sn_original_alias.spoke',
 'x_new_alias.spoke')
      .inForeground()
      .run();

    gs.info(result.debug());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

ScriptableFlowRunner - withInputs(Map inputs)

Adds a collection of inputs. If a name in one of the name-value pairs already exists, the new value replaces the pre-existing value.

Parameters

Name	Type	Description
inputs	Object	Map object containing the name-value pairs that define inputs for the flow, subflow, or action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
ScriptableFlowRunner	Builder object used to run a Workflow Studio action, flow, or subflow.

Creates an input object and passes the value to the *withInputs()* method.

```
(function() {
  try {

    var inputs = {};

    inputs['sys_id'] = '57af7aec73d423002728660c4cf6a71c';  //
 Pass the record's sys_id in as input.

    var result = sn_fd.FlowAPI.getRunner()  // Create a
 ScriptableFlowRunner builder object.
      .action('global.markapproved')        // Run the global
 scope action named markapproved.
      .inForeground()
      .inDomain('TOP/ACME')                 // Run the action
 from the TOP/ACME domain.
      .withInputs(inputs)
      .run();                               // Run the action
 and return a FlowRunnerResult object.

    var contextId = result.getContextId();  // Retrieve the
 context ID from the result
    var dateRun = result.getDate();
    var domainUsed = result.getDomainId();  // Retrieve the
 Domain ID from the result.
    var flowName = result.getFlowObjectName();
    var flowObjectType = result.getFlowObjectType();

    var outputs = result.getOutputs();            // Retrieve
 any outputs from the action execution.
    var newApprovalStatus = outputs['approval'];  // Echo back
 the approval status for verification.

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

ScriptableFlowRunner - withRoles()

Runs the flow as the user who triggered the flow or executes the flow with roles that have been added in Workflow Studio.

When a flow is triggered using *quick()* along with the *withRoles()* method, roles defined in the flow properties are retrieved, passed during the flow execution, and the flow is run with the roles.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ScriptableFlowRunner - Scoped	Builder object used to run a Workflow Studio action, flow, or subflow.

This example shows how to create a ScriptableFlowRunner builder object and uses it to execute an approval action on a specific record using *`withRoles()`* and *`quick()`* methods. A ScriptableFlowRunnerResult object captures the execution arguments and action outputs.

```
(function() {
    try {

        var outputs = sn_fd.FlowAPI.getRunner() // Create a
 ScriptableFlowRunner builder object.
        .flow('global.stry53225960_flow')
        .inForeground()
        .quick() //Run the flow from a server-side script.
        .withRoles() //Run the flow as the user who triggered
 the flow.
        .run(); // Run the action and return a FlowRunnerResult
 object.

    } catch (ex) {
        var message = ex.getMessage();
        gs.error(message);

    }

})();
```

Errors

These errors may occur while using the *`withRoles()`* method:

- *`withRoles()`* performs no operation if it is not used along with *`quick()`*.
- Script returns an error when *`withRoles()`* is called in a flow that doesn't have any roles.
- Script returns an error when *`withRoles()`* and *`asUser()`* methods are called at the same time.

ScriptableFlowRunnerResult - Scoped

Captures the result of using *`ScriptableFlowRunner`* to execute a flow, subflow, or action. Includes data such as the context ID, domain, and any outputs from the flow execution.

Use these methods in your server-side scripts with the `sn_fd` namespace identifier.

API call Order

Build and execute flows, subflows, and actions using these APIs in the following order:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. *FlowAPI*: **Creates a builder object**

   Use *getRunner()* to instantiate the ScriptableFlowRunner builder object.

2. *ScriptableFlowRunner*: **Specify Workflow Studio content to run**

   Use these methods in the following order to create the builder pattern:

   1. Use one of the methods *action()*, *datastream()*, *flow()*, or *subflow()* to specify what type of Workflow Studio object to build.
   2. Use one or more methods such as *addInput()*, *inDomain()*, or *quick()* to specify execution parameters.
   3. Use the *run()* method to run the action, flow, or subflow with the provided parameters and return a ScriptableFlowRunnerResult object.

3. *ScriptableFlowRunnerResult*: **Retrieve Workflow Studio execution details**

   Use one or more methods such as *getContextId()*, *getOutputs()*, and *getDomainId()* to view execution details.

Example

This example shows how to create a ScriptableFlowRunner builder object and uses it to execute an approval action on a specific record. A ScriptableFlowRunnerResult object captures the execution arguments and action outputs.

```
(function() {
  try {

    var inputs = {};

    inputs['sys_id'] = '57af7aec73d423002728660c4cf6a71c';  //
Pass the record's sys_id in as input.

    var result = sn_fd.FlowAPI.getRunner()  // Create a
ScriptableFlowRunner builder object.
      .action('global.markapproved')        // Run the global
scope action named markapproved.
      .inForeground()
      .inDomain('TOP/ACME')                 // Run the action
from the TOP/ACME domain.
      .withInputs(inputs)
      .run();                               // Run the action
and return a FlowRunnerResult object.

    var contextId = result.getContextId();  // Retrieve the
context ID from the result
    var dateRun = result.getDate();
    var domainUsed = result.getDomainId();  // Retrieve the
Domain ID from the result.
    var flowName = result.getFlowObjectName();
    var flowObjectType = result.getFlowObjectType();

    var outputs = result.getOutputs();            // Retrieve
any outputs from the action execution.
    var newApprovalStatus = outputs['approval'];  // Echo back
the approval status for verification.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

ScriptableFlowRunnerResult - debug()

Returns information about the executed flow, subflow, or action, including the context ID, domain ID, and execution outputs.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Execution details about the Workflow Studio action, flow, or subflow run. • flow object name: Name of the flow, subflow, or action. • flow object type: Flow, subflow, action, or datastream action. • domain ID: ID of the domain that the flow, subflow, or action ran in. • result time: Amount of time it took to run. • context ID: Sys_id of the Workflow Studio execution details record for the action, flow, or subflow. • output count: Number of action or subflow outputs.

This example shows how to retrieve information about the executed flow, subflow, or action from the ScriptableFlowRunnerResult object.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .flow('global.test_flow')
      .inForeground()
      .timeout(12000)
      .run();

    gs.info(result.debug());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
})();
```

Output:

```
*** Script: FlowRunnerResult
Flow Object Name: global.test_flow
Flow Object Type: flow
Domain: null
Result Time: 2020-06-08 18:28:41
ContextId: null
Output count: 0
```

ScriptableFlowRunnerResult - getContextId()

Returns the context ID of the flow, subflow, or action.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The sys_id of the Workflow Studio execution details record for the action, flow, or subflow.

This example shows how to retrieve a context ID from a ScriptableFlowRunnerResult object.

```
var contextId = result.getContextId();
```

Output:

```
4ecead85c4da1110598d0c7d6bf73554
```

ScriptableFlowRunnerResult - getDate()

Returns the date and time when a Workflow Studio action, flow, or subflow ran as a GlideDateTime object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideDateTime	The execution date and time for the flow, subflow, or action.

This example shows how to retrieve the date and time of a flow execution from a ScriptableFlowRunnerResult object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .flow('global.test_flow')
      .inForeground()
      .timeout(12000)
      .run();

    gs.info(result.getDate());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
2020-05-22 18:45:42
```

ScriptableFlowRunnerResult - getDataStream()

Returns the stream of data from a data stream action.

If the *datastream()* method was used in the *ScriptableFlowRunner* builder class, this returns the stream of data as a ScriptableDataStream object. Use the *ScriptableDataStream* class to iterate over items in the stream. See ScriptableDataStream.

For more information about data stream actions, see Data Stream actions and pagination.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ScriptableDataStream	A ScriptableDataStream object you can use to iterate through items in a data stream. Use the methods in the *ScriptableDataStream* class to interact with this object. See ScriptableDataStream.

This example shows how to retrieve a data stream from a ScriptableFlowRunnerResult object.

```
var datastream = result.getDataStream();
```

ScriptableFlowRunnerResult - getDomainId()

Returns the sys_id of the domain that the Workflow Studio action, flow, or subflow ran in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The sys_id of the domain that the Workflow Studio action, flow, or subflow ran in.

This example shows how to retrieve a domain ID from a ScriptableFlowRunnerResult object.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .flow('global.test_flow')
      .inForeground()
      .inDomain('TOP/ACME')
      .timeout(12000)
      .run();

    gs.info(result.getDomainId());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
4ecead85a4da1110598d0c7d6bf75554
```

ScriptableFlowRunnerResult - getFlowObjectType()

Returns the type of Workflow Studio object run.

Parameters

Name	Type	Description
None		

Returns

Type	Description
FlowObjectType	The type of Workflow Studio object run, which is either action, flow, or subflow.

This example shows how to retrieve the flow object type from the *`ScriptableFlowRunnerResult`* API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .flow('global.test_flow')
      .inForeground()
      .timeout(12000)
      .run();

    gs.info(result.getFlowObjectType());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
flow
```

ScriptableFlowRunnerResult - getFlowObjectName()

Returns the scope and internal name of the Workflow Studio action, flow, or subflow run.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The scope and internal name of the Workflow Studio action, flow, or subflow run. For example, `global.emailflow`.

This example shows how to retrieve the name of the flow, subflow, or action name from a ScriptableFlowRunnerResult object.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .flow('global.test_flow')
      .inForeground()
      .timeout(12000)
      .run();

    gs.info(result.getFlowObjectName());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
})();
```

Output:

```
global.test_flow
```

ScriptableFlowRunnerResult - getOutputs()

Returns the outputs of a completed Workflow Studio action, flow, or subflow.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object containing the output of a completed Workflow Studio action, flow, or subflow.

This example shows how to retrieve the outputs from a Workflow Studio action, flow, or subflow run with the *ScriptableFlowRunner* API.

```
(function() {
  try {

    var result = sn_fd.FlowAPI.getRunner()
      .action('global.test_action')
      .inForeground()
      .timeout(12000)
      .run();

    gs.info(result.getOutputs());

  } catch (ex) {
    var message = ex.getMessage();
    gs.error(message);
  }

})();
```

Output:

```
Flow Designer: Warning. This is an important log message.
```

ScriptableUriMatcher - Scoped, Global

Use the *ScriptableUriMatcher* API to verify URI matches.

SentimentAnalyser - Scoped

The *SentimentAnalyser* script include provides methods to perform sentiment analysis on a string value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You should use this script include in a script that is treated as an admin-executing script. For example, use the *Sentiment Analysis* script includein a script action or scheduled job.

To use this class in a scoped application, use the `sn_nlp_sentiment` namespace identifier. The Sentiment Analysis plugin (com.snc.sentiment_analysis) must be enabled to access the *SentimentAnalyser* API.

SentimentAnalyser - SentimentAnalyser()

Creates an instance of the SentimentAnalyser class with the default connector configuration that is used for sentiment analysis.

```
var sa = new sn_nlp_sentiment.SentimentAnalyser();
```

SentimentAnalyser - SentimentAnalyser(GlideRecord configGR)

Creates an instance of the SentimentAnalyser class with the specified connector configuration that is used for sentiment analysis.

Parameters

Name	Type	Description
configGR	GlideRecord	GlideRecord object of a connector configuration.

```
var sa = new sn_nlp_sentiment.SentimentAnalyser(configGR);
```

SentimentAnalyser - analyze(String inputText)

Performs sentiment analysis on the specified text.

Parameters

Name	Type	Description
inputText	String	Text on which sentiment analysis should be performed.

Returns

Type	Description
JSON object	Result of the sentiment analysis specifying the status, score, normalised score, sys_id of the relevant connector configuration, and error message.

```
        var sa = new sn_nlp_sentiment.SentimentAnalyser();
        var result = sa.analyze ("Example string");
```

Output:

```
{"status": "Success", "score": "0.7", "normalizedScore":
 "0.7", "connectorConfig": "10932aa773101300734e234ffff6a777",
 "errorMessage":""}
```

SentimentAnalyser - analyzeMultiple(Array inputTextArray)

Performs sentiment analysis on an array of strings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
inputTextArray	Array	Array of text (string) on which to perform sentiment analysis.

Returns

Type	Description
JSON Array	An array that gives the result of the sentiment analysis performed on multiple texts specifying the status, score, normalized score, sys_id of the relevant connector configuration, and error message.

```
var sa = new sn_nlp_sentiment.SentimentAnalyser();
var result = sa.analyzeMultiple (["Example string1","Example
 string2"]);
```

Output:

```
[{"text": "I am happy","result": {Success",
 "score": "0.7", "normalizedScore": "0.7",
 "connectorConfig": "10932aa773101300734e234ffff6a777",
 "errorMessage":""}},{"text": "I am not happy","result":
 {Success", "score": "-0.7", "normalizedScore": "-0.7",
 "connectorConfig": "10932aa773101300734e234ffff6a777",
 "errorMessage":""}}]
```

SentimentAnalyser - analyzeMultipleWithLanguage(Array inputTextArray, String language)

Performs sentiment analysis on an array of strings in the specified language.

Parameters

Name	Type	Description
inputTextArray	Array	Array of text (string) on which to perform sentiment analysis.
language	String	Language for the input text. This can very for different sentiment services.

Returns

Type	Description
JSON Array	An array with the result of the sentiment analysis performed on multiple texts of the mentioned language, specifying the status, score, normalized score, sys_id of the relevant connector configuration, and error message.

```
var sa = new sn_nlp_sentiment.SentimentAnalyser();
var result = sa.analyzeMultipleWithLanguage (["Example
 string1","Example string2"], "en");
```

Output:

```
[{"text": "I am happy","result": {Success",
 "score": "0.7", "normalizedScore": "0.7",
 "connectorConfig": "10932aa773101300734e234ffff6a777",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "errorMessage":""}},{"text": "I am not happy","result":
 {Success", "score": "-0.7", "normalizedScore": "-0.7",
 "connectorConfig": "10932aa773101300734e234ffff6a777",
 "errorMessage":""}}]
```

SentimentAnalyser - analyzeWithLanguage(String inputText, String language)

Performs sentiment analysis on a specified text and language.

Parameters

Name	Type	Description
inputText	String	Text on which to perform sentiment analysis.
language	String	Language for the input text. This can vary for different sentiment services.

Returns

Type	Description
JSON object	Result of the sentiment analysis specifying the status, score, normalized score, sys_id of the relevant connector configuration, and error message.

```
var sa = new sn_nlp_sentiment.SentimentAnalyser();
var result = sa.analyze ("Example string", "en");
```

Output:

```
{"status": "Success", "score": "0.7", "normalizedScore":
 "0.7", "connectorConfig": "10932aa773101300734e234ffff6a777",
 errorMessage":""}
```

SentimentAnalyser - getConnectorByName(String connectorName)

Returns the GlideRecord of the specified connector configuration.

Parameters

Name	Type	Description
connectorName	String	Name of the connector configuration.

Returns

Type	Description
GlideRecord	GlideRecord of the specified connector configuration.

```
var sa = new sn_nlp_sentiment.SentimentAnalyser();
var connector = sa.getConnectorByName("xxx");
```

Output:

```
GlideRecord object of the connector configuration with name
 "xxx", null if no connector is named as "xxx".
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SentimentAnalyser - getDefaultConnector()

Returns the GlideRecord of the default connector configuration.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	GlideRecord of the default connector configuration.

```
var sa = new sn_nlp_sentiment.SentimentAnalyser();
var defaultConnector = sa.getDefaultConnector();
```

SerialNumberManager - Global

The *SerialNumberManager* script include provides methods to manage the serial numbers for discovery devices.

You can use this script include with a discovery script where you need to manage serial numbers.

SerialNumberManager - add(Number sType, Number value)

Adds the specified serial number.

Parameters

Name	Type	Description
sType	Number	The serial number type
value	Number	The serial number

Returns

Type	Description
void	

SerialNumberManager - getSerialNumber()

Returns the serial number.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	The serial number.

SerialNumberManager - getSerialsForCIData()

Returns serial number information for CI Data, including the type, serial number, and validity.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array with the serial number information in the following order: serial number type, serial number, and validity flag.

SerialNumberManager - isValid(Number value)

Checks if the number is a valid serial number.

Parameters

Name	Type	Description
value	Number	The number to check

Returns

Type	Description
Boolean	True if the number is valid; otherwise, false.

ServiceRegistryQuery - Global

The `ServiceRegistryQuery` script include provides methods to map Shazzam service registry query results against a port probe. Child classes provide specifics on mapping.

Use this script include during the discovery scanning phase.

ServiceRegistryQuery - ServiceRegistryQuery(Object source)

Creates an instance of the ServiceRegistryQuery class.

Parameters

Name	Type	Description
source	Object	A GlideRecord or sys_id of the registry service.

ServiceRegistryQuery - findForPortProbe(PortProbe portProbe)

Parses an array of IDs for the given port probe.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
portProbe	PortProbe	The port probe

Returns

Type	Description
void	

ServiceRegistryQuery - get(Object source)

Retrieves a registry service by id, regardless of child class.

Parameters

Name	Type	Description
source	Object	The registry service GlideRecord or sys_id.

Returns

Type	Description
String	The registry service

ServiceRegistryQuery - getShazzamQuerierClassname()

Returns the Shazzam! querier class name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The class name

ServiceRegistryQuery - toPortProbeMap()

Retrieves the port probe XML and creates a map.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The port probe map

ServiceRegistryQuery - toPortProbeXml()

Creates XML output for Shazzam! port probes.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The XML output for the probe.

ShazzamLaunch - Global

The *ShazzamLaunch* script include provides methods to handle the details of launching a Shazzam probe for a given discovery.

Use this script include to launch a Shazzam probe during the discovery scanning phase.

ShazzamLaunch - ShazzamLaunch(DiscoveryStatus status, DiscoverySchedule schedule)

Creates an instance of the Shazzamlaunch class.

Parameters

Name	Type	Description
status	DiscoveryStatus	The DiscoveryStatus instance for this discovery.
schedule	DiscoverySchedule	The DiscoverySchedule instance for this discovery.

Returns

Type	Description
void	

ShazzamLaunch - addPortProbe(String midPPs, String portProbes, IPIncludeExcludeCollection ipiec)

Adds a single port probe to our MID services collection.

Parameters

Name	Type	Description
midPPs	String	A hashmap with two properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• midServer: a MIDServer instance • portProbes: a hashmap (by port probe name) of DiscoveryPortProbe instances.
portProbes	String	A hashmap (byMIDServer name) that contains these properties. • range: An IPMetaCollection containing the ranges to be probed. • midserver: A MIDServer instance for the MID server to be probed. • portProbes: a hashmap (by port probe name) of DiscoveryPortProbe instances to be probed.
ipiec	IPIncludeExcludeCollection	The range to be probed.

Returns

Type	Description
void	

ShazzamLaunch - addRange(IPCollection ipc, String portProbes, Boolean samePhase)

Adds the specified range and this discovery's port probes to scan (as defined by behavior) to the collection of MID servers and port probes that need to be probed.

Parameters

Name	Type	Description
ipc	IPCollection	The range to be discovered
portProbes	String	A hashmap (by MID server name) of hashmaps containing these properties. • range: an IPMetaCollection containing the ranges to be probed. • midServer: a Mid server instance for the MID server to be probed. • portProbes: a hashmap (by port probe name) of DiscoveryPortProbe instances to be probed.
samePhase	Boolean	True if this should use the same phase as is currently running.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ShazzamLaunch - fireShazzamProbe(String portProbe, String ip, String sensor)

Fires a Shazzam probe for the MID server and services in the given hash map.

Parameters

Name	Type	Description
portProbe	String	A hashmap containing these properties. • range: an IPMetaCollection containing the ranges to be probed. • midServer: a MIDServer instance for the MID server to be probed.
ip	String	A comma-separated list of IPs to fire probes for.
sensor	String	The sys_id of the sensor that launched this probe (network discovery only).

Returns

Type	Description
void	

ShazzamLaunch - launch(String ip, Boolean samePhase, String sensor)

Launches Shazzam probes as necessary, depending on the current phase of each behavior used.

Parameters

Name	Type	Description
ip	String	A comma-separated list of IPs to fire probes for.
samePhase	Boolean	True if this launch should use the same phase as is currently running.
sensor	String	The sys_id of the sensor that launched this (only in network discovery).

Returns

Type	Description
Boolean	True if any probes are launched.

ShazzamLaunch - makeProbeSpec(String portProbe)

Makes an XML port probe spec for the given port probe hashmap.

Parameters

Name	Type	Description
portProbe	String	A hashmap containing these properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• range: an IPMetaCollection containing the ranges to be probed. • midServer: a MIDServer instance for the MID server to be probed. • portProbes: a hashmap (by port probe name) of DiscoveryPortProbe instances to be probed.

Returns

Type	Description
String	An XML port probe specification

ShazzamResult - Global

The `ShazzamResult` script include provides methods to encapsulate a Shazzam result.

Use this script include during the discovery scanning phase.

ShazzamResult - active

Property that shows if the IP address is active

Field

Name	Type	Description
active	Boolean	True if this IP address is active, which means at least one port is open.

ShazzamResult - alive

Property is true if this IP address is alive, which means no ports are open, but at least one responded.

Field

Name	Type	Description
alive	Boolean	True if the IP address is alive, meaning no ports are open, but at least one port responded.

ShazzamResult - domainName

The Windows domain name for the IP.

Field

Name	Type	Description
domainName	String	The Windows domain name for the IP if one was resolved by the scanner.

ShazzamResult - hostName

Host name for the IP.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field

Name	Type	Description
hostName	String	Host name of the IP if one was resolved by the scanner.

ShazzamResult - ip

IP address of the results.

Field

Name	Type	Description
ip	String	IP address of the results

ShazzamResult - scanners

A JavaScript array of ShazzamScanner instances.

Field

Name	Type	Description
scanners	Array	Array of ShazzamScanner instances

ShazzamScanner - Global

The *ShazzamScanner* script include provides methods to encapsulate a Shazzam scanner.

Use this script include during the discovery scanning phase.

ShazzamScanner - contents

A hash map of any nodes contained within the scanner, by name.

Field

Name	Type	Description
contents	Hash map	A hash map of any nodes contained within the scanner, by name.

ShazzamScanner - domainName

The Windows domain name, if one was resolved by the scanner.

Field

Name	Type	Description
domainName	String	The Windows domain name, if one was resolved by the scanner.

ShazzamScanner - hostName

The IP hostname, if one was resolved by the scanner.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field

Name	Type	Description
hostName	String	The IP hostname, if one was resolved by the scanner.

ShazzamScanner - name

The scanner name.

Field

Name	Type	Description
name	String	The scanner name

ShazzamScanner - port

The port being scanned.

Field

Name	Type	Description
port	String	The port being scanned.

ShazzamScanner - portProbe

The port probe name.

Field

Name	Type	Description
portProbe	String	The port probe name.

ShazzamScanner - protocol

The scanner protocol.

Field

Name	Type	Description
protocol	String	The scanner protocol.

ShazzamScanner - result

The scanner result.

Field

Name	Type	Description
result	String	The scanner result.

ShazzamScanner - service

The scanner service name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field

Name	Type	Description
service	String	The scanner service name.

SimilaritySolution - Global

The *SimilaritySolution* API is a scriptable object used in Predictive Intelligence stores.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

The solution setup-to-training flow is as follows:

1. Use the constructor to create a similarity solution object.
2. Add the solution object to the similarity solution store using the *SimilaritySolutionStore - add()* method.
3. Train the solution using the *submitTrainingJob()* method. This creates a version of the object that you can manage using the *SimilaritySolutionVersion* API.
4. Get predictions using the *SimilaritySolutionVersion - predict()* method.

Note: This API runs with full privileges before the Vancouver Patch 7 Hotfix 2b and Washington DC Patch 7 releases. With later releases, grant access using ACLs. For more information see Query ACLs.

For usage guidelines, refer to Using ML APIs.

SimilaritySolution - SimilaritySolution(Object config)

Creates a similarity solution.

Parameters

Name	Type	Description
config	Object	JavaScript object containing configuration properties of the solution. `{ "domainName": "String", "label": "String", "lookupDataset": {Object}, "minRowCount": "String", "processingLanguage": "String", "stopwords": [Array], "testDataset": {Object}, "trainingFrequency": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"updateFrequency": "String"
		}</pre>

config.domainName	String	Optional. Domain name associated with this dataset. Default: Current domain, for example, `"global"`.
config.label	String	Identifies the prediction task.
config.lookupDataset	Object	Name of the *`DatasetDefinition`* to use as the lookup set.
config.minRowCount	String	Optional. Minimum number of records required in the dataset for training. Default: 10000
config.processingLanguage	String	Optional. Processing language in two-letter ISO 639-1 language code format. Default: "en"
config.stopwords	Array	Optional. Preset list of strings that the system automatically generates based on the *`language`* property setting. For details, see Create a custom stopwords list. Default: English Stopwords
config.testDataset	Object	Name of the *`DatasetDefinition`* to scan for similarities with *`lookupDataset`* results.
config.trainingFrequency	String	Optional. The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: run_once
config.updateFrequency		The frequency at which the model for the solution definition must be rebuilt. Possible values: • do_not_update • every_1_day • every_1_hour • every_6_hours • every_12_hours • every_1_minute • every_15_minutes • every_30_minutes Default: do_not_update

The following example shows how to create an object and add it to the SimilaritySolution store.

```
var incidentData = new sn_ml.DatasetDefinition({
        'tableName' : 'incident',
        'fieldNames' : ['category', 'short_description']
    });
    var kbData = new sn_ml.DatasetDefinition({
        'tableName' : 'kb_knowledge',
        'fieldNames' : ['short_description'],
        'encodedQuery' : 'active=true'
    });

    var mySolution = new sn_ml.SimilaritySolution({
        'label': "similarity solution",
        'lookupDataset' : kbData,
        'testDataset' : incidentData,
    });

    // add solution
    var solutionName =
 sn_ml.SimilaritySolutionStore.add(mySolution);
```

SimilaritySolution - cancelTrainingJob()

Cancels a job for a solution object that has been submitted for training.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to cancel an existing training job.

```
var mySolution =
 sn_ml.SimilaritySolutionStore.get('ml_sn_global_global_similari
ty');

mySolution.cancelTrainingJob();
```

SimilaritySolution - getActiveVersion()

Gets the active *SimilaritySolutionVersion* object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Active *SimilaritySolutionVersion* object.

The following example shows how to get an active *SimilaritySolution* version from the store and return its training status.

```
var mlSolution =
 sn_ml.SimilaritySolutionStore.get('ml_x_snc_global_global_simil
arity');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

SimilaritySolution - getAllVersions()

Gets all versions of a *SimilaritySolution* object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	Existing versions of a solution object. See also *SimilaritySolutionVersion* API.

The following example shows how to get all *SimilaritySolution* version objects and call the *getVersionNumber()* and *getStatus()* solution version methods on them.

```
var mlSolution =
 sn_ml.SimilaritySolutionStore.get('ml_x_snc_global_global_Simil
arity');

var mlSolutionVersions = mlSolution.getAllVersions();

for (i = 0; i < mlSolutionVersions.length; i++) {
gs.print("Version " + mlSolutionVersions[i].getVersionNumber() +
 " Status: " + mlSolutionVersions[i].getStatus() +"\n");
```

Output:

```
Version 3 Status:
 {"state":"solution_complete","percentComplete":"100","hasJobEnd
ed":"true"}

Version 2 Status:
 {"state":"solution_complete","percentComplete":"100","hasJobEnd
ed":"true"}

Version 1 Status:
 {"state":"solution_cancelled","percentComplete":"0","hasJobEnde
d":"true"}
```

SimilaritySolution - getLatestVersion()

Gets the latest version of a solution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	*SimilaritySolutionVersion* object corresponding to the latest version of a *SimilaritySolution*.

The following example shows how to get the latest version of a solution and return its training status.

```
var mlSolution =
 sn_ml.SimilaritySolutionStore.get('ml_x_snc_global_global_Simil
arity');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print(JSON.stringify(JSON.parse(mlSolution.getLatestVersion()
.getStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

SimilaritySolution - getName()

Gets the name of the object to use for interaction with the store.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the solution object.

The following example shows how to update *SimilaritySolution* dataset information and print the name of the object.

```
// Update solution
var myIncidentData = new sn_ml.DatasetDefinition({
   'tableName' : 'incident',
   'fieldNames' : ['category', 'short_description', 'priority'],
   'encodedQuery' : 'activeANYTHING'
});

var eligibleFields =
 JSON.parse(myIncidentData.getEligibleFields('Similarity'));

var mySimilarity = new sn_ml.SimilaritySolution({
   'label': "my Similarity solution",
   'dataset' : myIncidentData,
   'inputFieldNames': eligibleFields['eligibleInputFieldNames'],
   'predictedFieldName': 'category'
});

// update solution
sn_ml.SimilaritySolutionStore.update('ml_x_snc_global_global_my_
solution_definition_4', mySimilarity);

// print solution name
gs.print('Solution Name: '+mySimilarity.getName());
```

Output:

```
Solution Name: ml_x_snc_global_global_my_solution_definition_4
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SimilaritySolution - getProperties()

Gets solution object properties.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and *SimilaritySolution()* object details in the *SimilaritySolutionStore*. `{ "domainName": "String", "label": "String", "lookupDatasetProperties": {Object}, "name": "String", "processingLanguage": "String", "scope": "String", "stopwords": [Array], "testDatasetProperties": {Object}, "trainingFrequency": "String", "updateFrequency": "String" }`
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.label	Identifies the prediction task. `{ "label": "my first prediction" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String.
<Object>.lookupDatasetProperties	Details of the *DatasetDefinition()* object used as the lookup set. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array], "tableName": "String" }` Data type: Object.
<Object>.lookupDatasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.
<Object>.lookupDatasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.
<Object>.lookupDatasetProperties.fieldNames.fieldDetails	List of JavaScript objects that specify field properties. `[ { "name": "String", "type": "String" } ]` Data type: Array.
<Object>.lookupDatasetProperties.fieldNames.fieldDetails.<object>.name	Name of the field defining the type of information to restrict this dataset to. Data type: String.
<Object>.lookupDatasetProperties.fieldDetails.<object>.type	Machine-learning field type. Data type: String.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.lookupDatasetProperties.fieldDetails.encodedQuery	Encoded query string in the standard platform format. See Encoded query strings. Data type: String.
<Object>.name	System-assigned name. Data type: String.
<Object>.processingLanguage	Processing language in two-letter ISO 639-1 language code format. Data type: String.
<Object>.scope	Object scope. Currently the only valid value is `global`. Data type: String
<Object>.stopwords	Optional. Preset list of strings that the system automatically generates based on the *`language`* property setting. For details, see Create a custom stopwords list. Data type: Array.
<Object>.testDatasetProperties	Details of the *`DatasetDefinition()`* object used to retrieve similarities between results searched in this model and results found in the *`lookupDataset`*. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array], "tableName": "String" }` Data type: Object.
<Object>.testDatasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.testDatasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.
<Object>.testDatasetProperties.fieldNames.fieldDetails	List of JavaScript objects that specify field properties. `[ { "name": "String", "type": "String" } ]` Data type: Array.
<Object>.testDatasetProperties.fieldNames.fieldDetails.<object>.name	Name of the field defining the type of information to restrict this dataset to. Data type: String.
<Object>.testDatasetProperties.fieldDetails.<object>.type	Machine-learning field type. Data type: String.
<Object>.testDatasetProperties.fieldDetails.encodedQuery	Encoded query string in the standard platform format. Data type: String.
<Object>.trainingFrequency	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once Data type: String.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.updateFrequency	The frequency at which the model for the solution definition must be rebuilt. Possible values: • do_not_update • every_1_day • every_1_hour • every_6_hours • every_12_hours • every_1_minute • every_15_minutes • every_30_minutes Default: do_not_update Datatype: String

The following example gets properties of a solution object in the store.

```
var mySolution =
 sn_ml.SimilaritySolutionStore.get('ml_sn_global_global_similari
ty_solution');

gs.print(JSON.stringify(JSON.parse(mySolution.getProperties()),
 null, 2));
```

Output:

```
*** Script: {
  "domainName": "global",
  "label": "similarity",
  "lookupDatasetProperties": {
    "tableName": "incident",
    "fieldNames": [
      "short_description"
    ]
  },
  "name": "ml_x_snc_global_global_similarity",
  "processingLanguage": "en",
  "scope": "global",
  "stopwords": [
    "Default English Stopwords"
  ],
  "testDatasetProperties": {
    "tableName": "incident",
    "fieldNames": [
      "short_description"
    ]
  },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "trainingFrequency": "every_30_days",
  "updateFrequency": "do_not_update"
}
```

SimilaritySolution - getVersion(String version)

Gets a solution by provided version number.

Parameters

Name	Type	Description
version	String	Existing version number of a solution.

Returns

Type	Description
Object	Specified version of the *SimilaritySolution()* object on which you can call *SimilaritySolutionVersion* API methods.

The following example shows how to get the training status of a solution by version number.

```
var mlSolution =
 sn_ml.SimilaritySolutionStore.get('ml_x_snc_global_global_simil
arity');

gs.print(JSON.stringify(JSON.parse(mlSolution.getVersion('1').ge
tStatus()), null, 2));
```

Output:

```
{
  "state": "solution_complete",
  "percentComplete": "100",
  "hasJobEnded": "true"
}
```

SimilaritySolution - setActiveVersion(String version)

Activates a specified version of a solution in the store.

Parameters

Name	Type	Description
version	String	Name of the *SimilaritySolution()* object version to activate. Activating this version deactivates any other version.

Returns

Type	Description
None	

The following example shows how to activate a solution version in the store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
sn_ml.SimilaritySolution.setActiveVersion("ml_x_snc_global_simil
arity_solution");
```

SimilaritySolution - submitTrainingJob()

Submits a training job.

Note: Before running this method, you must first add a solution to the store using the *SimilaritySolutionStore - add()* method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	*SimilaritySolutionVersion* object corresponding to the *SimilaritySolution* being trained.

```
// Create a dataset
var incidentData = new sn_ml.DatasetDefinition({
    'tableName' : 'incident',
    'fieldNames' : ['category', 'short_description']
});

var kbData = new sn_ml.DatasetDefinition({
    'tableName' : 'kb_knowledge',
    'fieldNames' : ['short_description'],
    'encodedQuery' : 'active=true'
});

// Create a solution
var mySolution = new sn_ml.SimilaritySolution({
    'label': "similarity solution",
    'lookupDataset' : kbData,
    'testDataset' : incidentData
});

// Add solution
var solutionName =
 sn_ml.SimilaritySolutionStore.add(mySolution);


// Train the solution - this is a long running job
var mySimilarityVersion = mySolution.submitTrainingJob();
```

SimilaritySolutionStore - Global

Enables storing and retrieving solutions.

The *SimilaritySolutionStore* API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SimilaritySolutionStore - add(Object mlSolution)

Adds a new solution object to the store and returns a unique name.

Note: Label values do not need to be unique. For example, if you run this method with the same label 10 times, this method adds 10 different uniquely-named objects to the store.

Parameters

Name	Type	Description
mlSolution	SimilaritySolution	*SimilaritySolution()* object to add to the store.

Returns

Type	Description
String	System-generated solution name.

The following example shows how to add a solution to the store. Use to run the training job after adding it to the store.

```
// Create a dataset
var myData = new sn_ml.DatasetDefinition({

  'tableName' : 'incident',
  'fieldNames' : ['assignment_group', 'short_description',
 'description'],
  'encodedQuery' : 'activeANYTHING'

});

// Create a solution
var mySolution = new sn_ml.SimilaritySolution({

  'label': "my solution definition",
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames':['short_description']

});

// Add the solution to the store to later be able to retrieve
 it.
var my_unique_name =
 sn_ml.SimilaritySolutionStore.add(mySolution);
```

SimilaritySolutionStore - deleteObject(String name)

Removes a specified solution object from the store.

Parameters

Name	Type	Description
name	String	Name of the *SimilaritySolution()* object to be deleted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to delete a solution from the store.

```
sn_ml.SimilaritySolutionStore.deleteObject("ml_sn_global_global_
solution");
```

SimilaritySolutionStore - get(String name)

Gets a solution object from the store.

Parameters

Name	Type	Description
name	String	Name of a solution in the store.

Returns

Type	Description
Object	*SimilaritySolution* object. Returns an error if the object does not exist.

The following example shows how to get a solution object from the store using the *get()* method and view its training status using the SimilaritySolution - getActiveVersion() and SimilaritySolutionVersion - getStatus() methods.

```
// Get status
var mlSolution =
 sn_ml.SimilaritySolutionStore.get('ml_x_snc_global_similarity_s
olution');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus(), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true"
}
```

SimilaritySolutionStore - getAllNames(Object options)

Gets the names of all solution definition records in the store.

Parameters

Name	Type	Description
options	Object	Options for restricting results within the specified properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		`{ "label": "String", "domainName": "String", "scope": "String" };`
options.label	String	Optional. Label of your solution object.
options.domainName	String	Optional. Name of the domain for your solution object. Refer to Domain separation and Predictive Intelligence.
options.scope	String	Optional. Name of an application scope for your solution object.

Returns

Type	Description
Array	List of strings representing solution object names in the store.

In the following example, the *getAllNames()* method returns a list of all names in the store.

```
gs.print(JSON.stringify(JSON.parse(sn_ml.SimilaritySolutionStore
.getAllNames()), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_my_solution_definition_3",
  "ml_incident_assignment",
  "ml_x_snc_global_global_my_solution_definition",
  "ml_x_snc_global_global_my_solution_definition_2",
  "ml_sn_global_global_incident_service"
]
```

In the following example, the *getAllNames()* method returns only names associated with values set in the *options* parameter.

```
var options = {
  'label' : 'my solution definition',
  'domainName' : 'global',
  'scope' : 'global'
};
var solNames =
 sn_ml.SimilaritySolutionStore.getAllNames(options);
gs.print(JSON.stringify(JSON.parse(solNames), null, 2));
```

Output:

```
[
  "ml_x_snc_global_global_my_solution_definition"
]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SimilaritySolutionStore - update(String name, Object mlSolution)

Replaces an existing object in the store with the object passed as a parameter. The object name provided must be empty or match.

Parameters

Name	Type	Description
name	String	Name of the solution to update.
mlSolution	*SimilaritySol*	*SimilaritySolution()* object properties to update.

Returns

Type	Description
None	

The following example shows how to update a solution object in the store.

```
var solutionUpdate = new sn_ml.SimilaritySolution({
  'label': 'my solution definition',
  'dataset' : myData,
  'predictedFieldName' : 'assignment_group',
  'inputFieldNames': ['short_description']
});

sn_ml.SimilaritySolutionStore.update('ml_sn_global_global_incident_service', solutionUpdate);
```

SimilaritySolutionVersion - Global

The *SimilaritySolutionVersion* API is a scriptable object used in Predictive Intelligence stores.

This API requires the Predictive Intelligence plugin (com.glide.platform_ml) and is provided within the `sn_ml` namespace.

This API is used is used for working with solution versions based on SimilaritySolution API objects in the SimilaritySolution store.

The system creates a solution version each time you train a solution definition. Most versions are created during scheduled solution training.

Methods in this API are accessible using the following *SimilaritySolution* methods:

- *getActiveVersion()*
- *getAllVersions()*
- *getLatestVersion()*
- *getVersion()*

SimilaritySolutionVersion - getProperties()

Gets solution object properties and version number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contents of the Dataset and SimilaritySolution version details. Results vary by object property setup. `{ "domainName": "String", "isActive": "String", "label": "String", "lookupDatasetProperties": {Object}, "name": "String", "predictedFieldName": "String", "processingLanguage": "String", "scope": "String", "stopwords": [Array], "testDatasetProperties": {Object}, "trainingFrequency": "String", "updateFrequency": "String", "versionNumber": "String" }`
<Object>.domainName	Domain name associated with this dataset. See Domain separation and Predictive Intelligence. Type: String
<Object>.isActive	Flag that indicates whether this version is active. Valid values: • true: Version is active. • false: Version is not active. Data type: String
<Object>.label	Identifies the prediction task. `{ "label": "my first prediction" }` Data type: String.
<Object>.lookupDatasetProperties	Details of the *DatasetDefinition()* object used as the lookup set. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>{
	  "tableName": "String"
	}</pre>
	Data type: Object.

<Object>.lookupDataset	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.
<Object>.lookupDataset	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.

<Object>.lookupDataset	List of JavaScript objects that specify field properties.
	
	<pre>[
	  {
	  "name": "String",
	  "type": "String"
	  }
	]</pre>
	Data type: Array.

<Object>.lookupDataset	Name of the field containing the type of information to restrict this dataset to. Data type: String.
<Object>.lookupDataset	Property for field type. For example, <object>.type Data type: String.
<Object>.lookupDataset	Encoded query string in the database platform format. See Encoded query strings. Data type: String.
<Object>.name	System-assigned name. Data type: String.
<Object>.predictedFieldName	Identifies a field to be trained for predictability. Data type: String.
<Object>.processingLanguage	Processing language in two-letter ISO 639-1 language code format. Data type: String.
<Object>.scope	Object scope. Currently the only valid value is `global`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.stopwords	Optional. Preset list of strings that the system automatically generates based on the *`language`* property setting. For details, see Create a custom stopwords list. Data type: Array.
<Object>.testDatasetProperties	Details of the *`DatasetDefinition()`* object used to retrieve similarities between results searched in this model and results found in the *`lookupDataset`*. `{ "encodedQuery": "String", "fieldDetails": [Array], "fieldNames": [Array], "tableName": "String" }` Data type: Object.
<Object>.testDatasetProperties.tableName	Name of the table for the dataset. For example, `"tableName" : "Incident"`. Data type: String.
<Object>.testDatasetProperties.fieldNames	List of field names from the specified table as strings. For example, `"fieldNames" : ["short_description", "priority"]`. Data type: Array.
<Object>.testDatasetProperties.fieldDetails	List of JavaScript objects that specify field properties. `[ { "name": "String", "type": "String" } ]` Data type: Array.
<Object>.testDatasetProperties.fieldDetails.name	Name of the field to which the type information is applied. Data type: String.
<Object>.testDatasetProperties.fieldDetails.type	Machine-readable field type. Data type: String.
<Object>.testDatasetProperties.encodedQuery	Encoded query string in the ServiceNow platform format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String.
<Object>.trainingFrequency	The frequency to retrain the model. Possible values: • every_30_days • every_60_days • every_90_days • every_120_days • every_180_days • run_once Default: run_once Data type: String.
<Object>.updateFrequency	The frequency at which the model for the solution definition must be rebuilt. Possible values: • do_not_update • every_1_day • every_1_hour • every_6_hours • every_12_hours • every_1_minute • every_15_minutes • every_30_minutes Default: do_not_update Datatype: String
<Object>.versionNumber	Version number of the *SimilaritySolution* object. Data type: String.

The following example gets properties of the active object version in the store.

```
// Get properties
var mlSolution =
 sn_ml.SimilaritySolutionStore.get('ml_x_snc_global_similarity_s
olution');

gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getProperties()), null, 2));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
*** Script: {
  "domainName": "global",
  "isActive": "true",
  "label": "similarity",
  "lookupDatasetProperties": {
    "encodedQuery": "",
    "fieldNames": [
      "short_description"
    ],
    "tableName": "incident"
  },
  "name": "ml_x_snc_global_global_similarity",
  "processingLanguage": "en",
  "stopwords": [
    "Default English Stopwords"
  ],
  "testDatasetProperties": {
    "fieldNames": [
      "short_description"
    ],
    "tableName": "incident"
  },
  "versionNumber": "3"
}
```

SimilaritySolutionVersion - getStatus(Boolean includeDetails)

Gets training completion status.

Parameters

Name	Type	Description
includeDetails	Boolean	Flag that indicates whether to return status *details*. Valid values: • true: Return additional details. • false: Don't return additional details. Default: False

Returns

Type	Description
Object	JavaScript object containing training status information for a SimilaritySolution object. `{ "state": "String", "percentComplete": "Number as a String", "hasJobEnded": "Boolean value as a String", "details": {Object} }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
<Object>.state	Training completion state. If the training job reaches a terminal state, the job does not leave that state. If the state is terminal, the *hasJobEnded* property is set to `true`. Possible values: • `fetching_files_for_training` • `preparing_data` • `retry` • `solution_cancelled` (terminal) • `solution_complete` (terminal) • `solution_error` (terminal) • `solution_incomplete` • `training_request_received` • `training_request_timed_out` (terminal) • `training_solution` • `uploading_solution` • `waiting_for_training` Data type: String
<Object>.hasJobEnded	Flag that indicates whether training is complete. Valid values: • true: Training is complete. • false: Training is incomplete. Data type: Boolean value as a String
<Object>.percentComplete	Training percent complete. If the completion percentage is less than 100, the job might be in a terminal state. For example, if training times out. Data type: Number as a String Range: 0 thru 100
<Object>.details	Object containing a list of additional training details. Data type: Object

The following example shows a successful result with training complete.

```
// Get status
var mlSolution =
 sn_ml.SimilaritySolutionStore.get('ml_x_snc_global_similarity_s
olution');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.print(JSON.stringify(JSON.parse(mlSolution.getActiveVersion()
.getStatus(true), null, 2)));
```

Output:

```
{
 "state":"solution_complete",
 "percentComplete":"100",
 "hasJobEnded":"true",
 "details":{"stepLabel":"Solution Complete"} // This information
 is only returned if getStatus(true);
}
```

The following example shows an unsuccessful result with training complete.

```
// Get status
var solutionName = 'ml_x_snc_global_global_similarity_solution';
var mlSolution =
 sn_ml.SimilaritySolutionStore.get(solutionName);
var trainingStatus =
 JSON.parse(mlSolution.getLatestVersion().getStatus());

gs.print(JSON.stringify(JSON.parse(trainingStatus), null, 2));
```

Output:

```
{
 "state":"solution_error",
 "percentComplete":"100",
 "hasJobEnded":"true"
}
```

SimilaritySolutionVersion - getVersionNumber()

Gets the version number of a solution object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Version number.

The following example shows how to get a version number.

```
// Get version number
var mlSolution =
 sn_ml.SimilaritySolutionStore.get('ml_x_snc_global_similarity_s
olution');

gs.print("Version number:
 "+JSON.stringify(JSON.parse(mlSolution.getActiveVersion().getVe
rsionNumber()), null, 2));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
Version number: 1
```

SimilaritySolutionVersion - predict(Object input, Object options)

Gets the input data for a prediction.

Parameters

Name	Type	Description
input	Object	*GlideRecord* or array of JSON objects containing field names and values as key-value pairs.
options	Object	Optional values for filtering prediction results. `{ "apply_threshold": Boolean, "top_n": Number }`
options.apply_threshold	Boolean	Flag that indicates whether to check the threshold value for the solution and apply it to the result set. Valid values: • true: Return results in which confidence is greater than threshold. • false: Return all results. Default: True
options.top_n	Number	If provided, returns the top results, up to the specified number of predictions.

Returns

Type	Description
Object	JSON object containing the prediction results sorted by sys_id or record_number. `{ <identifier>: [Array] }`
<Object>.<identifier>	List of objects with details for each prediction result. Data type: Array of Objects `<identifier>: [ { "confidence": Number, "predictedSysId": "String", "predictedValue": "String", "threshold": Number`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	}]
<Object>.<identifier>.<object_id>.confidence	Value of the confidence associated with the prediction. For example, 53.84. Data type: Number
<Object>.<identifier>.<object_id>.predictedSysId	The sys_id of the predicted value. Results can be from any table on which information is being predicted. Data type: String
<Object>.<identifier>.<object_id>.predictedValue	Value representing the prediction result. Data type: String
<Object>.<identifier>.<object_id>.threshold	Value of the configured threshold associated with the prediction. Data type: Number

The following example shows how to display prediction results for a *predict()* method that takes a GlideRecord by sys_id for input and includes optional parameters to restrict to top three results and exclude the threshold value.

```
var mlSolution =
 sn_ml.SimilaritySolutionStore.get('ml_x_snc_global_similarity_s
olution');

// single GlideRecord input
var input = new GlideRecord("incident");
input.get("<sys_id>");

// configure optional parameters
var options = {};
options.top_n = 3;
options.apply_threshold = false;

var results = mlSolution.getVersion(1).predict(input, options);
// pretty print JSON results
gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

```
{
        "<sys_id/now_GR>": [
    {
      "confidence": 62.10782320780268,
      "threshold": 20.36,
      "predictedValue": "Clone Issues",
      "predictedSysId": ""
    },
    {
      "confidence": 6.945237375770391,
      "threshold": 16.63,
      "predictedValue": "Instance Administration",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "predictedSysId": ""
    },
    {
      "confidence": 5.321061076300759,
      "threshold": 23.7,
      "predictedValue": "Administration",
      "predictedSysId": ""
    }
  ]
}
```

The following example shows how to display prediction results for a *predict()* method that takes an array of field names as key-value pairs for input and includes optional parameters to restrict to top three results and exclude the threshold value.

```
var mlSolution =
 sn_ml.SimilaritySolutionStore.get("ml_x_snc_global_similarity_s
olution");
// key-value pairs input
var input = [{"short_description":"my email is not working"},
 {short_description:"need help with password"}];
// configure optional parameters
var options = {};
options.top_n = 3;
options.apply_threshold = false;
var results = mlSolution.predict(input, options);
// pretty print JSON results
gs.print(JSON.stringify(JSON.parse(results), null, 2));
```

```
{
  "1": [
    {
      "confidence": 37.5023032262591,
      "threshold": 10.72,
      "predictedValue": "Authentication",
      "predictedSysId": ""
    },
    {
      "confidence": 24.439964862166583,
      "threshold": 23.7,
      "predictedValue": "Administration",
      "predictedSysId": ""
    },
    {
      "confidence": 11.736320486031047,
      "threshold": 100,
      "predictedValue": "Security",
      "predictedSysId": ""
    }
  ],
  "2": [
    {
      "confidence": 99,
      "threshold": 17.77,
      "predictedValue": "Email",
      "predictedSysId": ""
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "confidence": 3.182137005157543,
      "threshold": 10.72,
      "predictedValue": "Authentication",
      "predictedSysId": ""
    },
    {
      "confidence": 2.8773826570713514,
      "threshold": -1,
      "predictedValue": "Email (I/f)",
      "predictedSysId": ""
    }
  ]
}
```

SkillDeterminationUtils - Scoped

The *`SkillDeterminationUtils`* script include provides utility methods to get or set work item skill data.

This script include requires the Skill Determination (com.snc.skill_determination) plugin and is provided within the `sn_skill_rule` namespace.

SkillDeterminationUtils - SkillDeterminationUtils()

Constructor to create an instance of SkillDeterminationUtils.

Parameters

Name	Type	Description
None		

```
var util = new sn_skill_rule.SkillDeterminationUtils();
```

SkillDeterminationUtils - assignSkillsToWorkItem(Array skills, GlideRecord now_GR)

Assigns an array of active skill objects to a work item.

Parameters

Name	Type	Description
skills	Array	Array of active skill objects to be assigned.
skill.skillName	String	Name of the skill.
skill.skillSysId	String	Sys ID of the skill.
skill.mandatory	Boolean	True if the skill is mandatory, false otherwise.
skill.skillLevelName	String	Optional skill level name.
skill.skillLevelSysId	String	Optional skill level Sys ID.
now_GR	GlideRecord	GlideRecord of the work item on which to assign skills.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The examples below create an Interaction record using the table name (interaction) and show how to assign skills to the interaction work item, creating a record in the Interaction Skills [interaction_m2m_skill] table.

Use case 1: Use returned results from determineWorkItemSkills() to assign skills to a work item from the Interaction table.

```
// Create an interaction record
var now_GR = new GlideRecord('interaction');
now_GR.insert();

var util = new sn_skill_rule.SkillDeterminationUtils();

// Get interaction skills interaction
// and specify if any are mandatory
var result = util.determineWorkItemSkills(now_GR);

// Assign skills determined by result and
// assign them to the interaction work item
util.assignSkillsToWorkItem(result, now_GR);
```

Use case 2: Manually insert skills array. In this case, assign IT skills to the Interaction work item.

```
var now_GR = new GlideRecord('interaction');
now_GR.insert();

var util = new sn_skill_rule.SkillDeterminationUtils();

var skills = [{"skillSysId":"2eb1c2029f100200a3bc1471367fcfe4",
 "skillName":"IT", "mandatory":true, "skillLevelName":"",
 "skillLevelSysId":null}];

util.assignSkillsToWorkItem(skills, now_GR);
```

SkillDeterminationUtils - determineWorkItemSkills(GlideRecord now_GR)

Gets skills for a specified work item, indicates if the skills are mandatory, and lists any skill levels.

Parameters

Name	Type	Description
now_GR	GlideRecord	GlideRecord of a work item from any interaction or task table extension.

Returns

Type	Description
Array	One or more skill objects. • skillSysId: String. Sys ID of the skill from the Skills [cmn_skill] table. • skillName: String. Name of the skill.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• mandatory: Boolean. True if mandatory, false otherwise. • skillLevelName: If skill exists, name of the skill level. • skillLevelSysId: If skill exists, Sys ID of the skill level from the Skill Levels [cmn_skill_level] table.

The following script creates an interaction record, gets skills for the interaction work item, and indicates if the skills are mandatory.

```
// Create an interaction record
var now_GR = new GlideRecord('interaction');
now_GR.insert();

var util = new sn_skill_rule.SkillDeterminationUtils();

var result = util.determineWorkItemSkills(now_GR);
gs.info(JSON.stringify(result));
```

Output:

```
[{"skillSysId":"6c0f025c7f672300a8b1bdc8adfa917f",
"skillName":"Premier Support Certified",
"mandatory":false,"skillLevelName":"",
"skillLevelSysId":null}]
```

SLARepair - Global

The *SLARepair* script include provides methods that delete the existing SLAs and then recreates them from each task's history.

SLARepair - repairByFilter(String filter, String sourceTable)

Repair the task SLAs associated with the passed-in filter and source table.

Parameters

Name	Type	Description
filter	String	Encoded query that is used to retrieve a set of records from the source table.
sourceTable	String	Name of a table that is (or extends) contract_sla, task_sla, or task.

Returns

Type	Description
void	

Repair SLAs for problems created last month with a priority of 2.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var now_GR = new GlideRecord("problem");
now_GR.addQuery("sys_created_on", "ON", "Last
 Month@javascript:gs.beginningOfLastMonth()@javascript:gs.endOfL
astMonth()");
now_GR.addQuery("priority", "2");
now_GR.query();

var repair = new SLARepair();
repair.repairByFilter(now_GR.getEncodedQuery(),
 now_GR.getRecordClassName());
```

SLARepair - repairByGlideRecord(GlideRecord now_GR)

Repair the task SLAs associated with the passed in GlideRecord.

Parameters

Name	Type	Description
now_GR	GlideRecord	GlideRecord for a table that is (or extends) contract_sla, task_sla, or task.

Returns

Type	Description
void	

Repair SLAs for problems created last month with a priority of 2.

```
var now_GR = new GlideRecord("problem");
now_GR.addQuery("sys_created_on", "ON", "Last
 Month@javascript:gs.beginningOfLastMonth()@javascript:gs.endOfL
astMonth()");
now_GR.addQuery("priority", "2");
now_GR.query();

var repair = new SLARepair();
repair.repairByGlideRecord(now_GR);
```

SLARepair - repairBySysId(String sysId, String sourceTable)

Repair the task SLAs associated with the passed in sys_id and source table.

Parameters

Name	Type	Description
sysId	string	Specify the ID of a table that is (or extends) contract_sla, task_sla, or task.
sourceTable	string	Specify the name of a table that is (or extends) contract_sla, task_sla, or task.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Find problems created last month with a priority of 2.

```
var now_GR = new GlideRecord("problem");
now_GR.addQuery("sys_created_on", "ON", "Last
 Month@javascript:gs.beginningOfLastMonth()@javascript:gs.endOfL
astMonth()");
now_GR.addQuery("priority", "2");
now_GR.query();

var repair = new SLARepair();
repair.repairBySysId(now_GR.sys_id + "",
 now_GR.getRecordClassName());
```

SLARepair - setAuditEnabled(Boolean onOrOff)

Enables or disables auditing when running a repair.

By default, auditing is set to the value in the property *com.snc.sla.repair.audit*. You can override this by passing in true to enable or false to disable auditing.

Parameters

Name	Type	Description
onOrOff	Boolean	Flag that indicates whether to enable auditing. Valid values: • true: Enable auditing. • false: Disable auditing.

Returns

Type	Description
this	Self-reference to allow for method chaining.

```
var builder = new SLARepair();
  builder.setAuditEnabled(true);
```

SLARepair - setRunWorkflow(Boolean onOrOff)

Enables or disables running a workflow for each of the Task SLA records being repaired.

By default, when a Task SLA is repaired the workflow is run during the repair process. To override this, you can pass in false to disable running of the workflow.

Parameters

Name	Type	Description
onOrOff	Boolean	Flag that indicates whether to enable workflow. Valid values: • true: Enable workflow. • false: Disable workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
this	Self-reference to allow for method chaining.

```
var repair = new SLARepair();
repair.setRunWorkflow(false);
```

SLARepair - setValidateOnly(Boolean onOrOff)

Validates the repair request.

If false is passed in, the task SLAs are repaired. If true is passed in, calls to repair don't alter any task SLAs, they only validate the supplied parameters and generate a count of records to be repaired.

Parameters

Name	Type	Description
onOrOff	Boolean	Flag that indicates whether to enable validation. Valid values: • true: Enable validation. • false: Disable validation.

Returns

Type	Description
this	Self-reference to allow for method chaining.

```
var repair = new SLARepair();
  repair.setValidateOnly(true);
```

SLPServiceRegistryQuery - Global

The `SLPServiceRegistryQuery` script include provides methods to map Shazzam! SLP query results to port probes.

Use this script include during the discovery scanning phase.

SLPServiceRegistryQuery - getShazzamQuerierClassname()

Returns the Shazzam querier class name.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The class name

SLPServiceRegistryQuery - toPortProbeMap()

Creates a scalar map for port probes to use in XML output to Shazzam!.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The scalar map

SMSPreferenceHandlerSNC - Scoped, Global

The *SMSPreferenceHandler* script include provides methods to manage short message service (SMS) configurations.

This script include is implemented as the script include *SMSPreferenceHandlerSNC* and resides in the `sn_sms_pref` namespace. To use this API you must install the Notify plugin (com.snc.notify) which requires a separate subscription. You can activate this plugin if you have the admin role.

SMSPreferenceHandlerSNC - SMSPreferenceHandler(String provider)

Instantiates the SMSPreferenceHandler script include object.

Parameters

Name	Type	Description
provider	String	Name of the telephony service provider.

```
var handler = new
 sn_sms_pref.SMSPreferenceHandler('TwilioDirect'); // Pass the
 provider name
var config = handler.getConfig();
```

SMSPreferenceHandlerSNC - getConfig()

Returns the preferences configuration record for the current telephony service provider.

The method queries all preference configuration records from the SMS Preference Configuration [sn_sms_pref_configuration] table for the current telephony service provider, sorts the results by the Order field (lowest to highest), and then returns the first record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideRecord	Preference configuration record for the current telephony service provider. If no record exists, then null.

```
var handler = new
 sn_sms_pref.SMSPreferenceHandler('TwilioDirect'); // Pass the
 provider name
var config = handler.getConfig();
```

SNEventSenderProvider - Global

The *SNEventSenderProvider* API provides a method to instantiate an IEventSender instance.

Use this API when writing scripts that will run on MID Servers to instantiate the object to send an event to your ServiceNow instance.

Use the *IEventSender* API to send the event to the ServiceNow instance. Use the *Event* API to add/update fields within an event.

You must activate the Event Management (com.glideapp.itom.snac) plugin before attempting to access this API. The Event Management plugin requires a separate subscription and must be activated. This plugin includes demo data and activates related plugins if they are not already active.

For additional information on event management, see Event Management.

EventSender - getEventSender()

Returns an IEventSender object to use to send events from a MID Server to a ServiceNow instance.

You must call this method before calling any *IEventSender* API methods.

Parameters

Name	Type	Description
None		

Returns

Type	Description
IEventSender	IEventSender object to use to send an event to a ServiceNow instance.

```
var eventSender = SNEventSenderProvider.getEventSender();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SNMPGatherDocParts - Global

The *SNMPGatherDocParts* script include provides methods to handle the gathering of parts of an SNMP response document for JavaScript SNMP sensors.

Use this script include in a discovery script when you need to gather the parts of an SNMP response document.

SNMPGatherDocParts - gather(String doc, Object probe)

Returns the given XML document with any data gathered by prior SNMP probes.

Parameters

Name	Type	Description
doc	String	The XML document for this sensor
probe	Object	The probe instance

Returns

Type	Description
String	The XML document with the gathered data.

SNMPNetworkInterfaces - Global

The *SNMPNetworkInterfaces* script include provides methods to create network interfaces for JavaScript SNMP sensors.

Use this script include in discovery scripts when you need to create network interfaces for JavaScript SNMP sensors.

SNMPNetworkInterfaces - process(String cmdb_ci, String doc, Boolean isComputer, String agentName, String ecc_sys_id)

Analyzes the SNMP data and reconciles the discovered NICs to the CMDB's NICs.

Parameters

Name	Type	Description
cmdb_ci	String	The sys_id of the CI
doc	String	The SNMP data in XML form
isComputer	Boolean	If true, this is a computer; otherwise, false.
agentName	String	Name of the MID server
ecc_sys_id	String	The sys_id of the ECC queue record with the input.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SNMPResponse - Global

The *SNMPResponse* script include provides methods to wrap an SNMP payload response instance with methods to safely and easily retrieve SNMP singleton fields or tables.

Use this script include to retrieve SNMP singleton fields or tables.

SNMPResponse - buildIndex(Object cur, String name, String extName)

Builds an index to all SNMP entities in the current object.

Parameters

Name	Type	Description
cur	Object	The current object
name	String	The index name
extName	String	The index extension

Returns

Type	Description
void	

SNMPResponse - buildReferences()

Builds references to actual instances for all identified indexes (in the discovery_snmp_ref table) that can be resolved.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

SNMPResponse - getAmbiguousOIDs(String refBase, String refLeaf)

Returns an array of OIDs that match the given ref_base and which have a defined, non-null ref_leaf.

The last character of ref_base may be a question mark; in that case, if the parent node is a table then all table entries are returned.

Parameters

Name	Type	Description
refBase	String	The reference base
refLeaf	String	The reference leaf

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	An array of OIDs that match the given ref_base and which have a defined, non-null ref_leaf.

SNMPResponse - getOIDInt(String name)

Returns the integer contained in the OID object with the given MIB name.

Parameters

Name	Type	Description
name	String	The MIB name

Returns

Type	Description
Number	The integer contained in the OID object, or zero if the object could not be found or is empty.

SNMPResponse - getOIDObj(String name)

Retrieves the OID object with the given MIB name from the response.

This method does not work with numeric OID strings, only MIB names.

Parameters

Name	Type	Description
name	String	The MIB name

Returns

Type	Description
OID object	The OID object with the given MIB name, or null if the object could not be found or if any table entries are encountered while walking down the named elements.

SNMPResponse - getOIDTable(String parentName, String entryName)

Returns a hashmap of table entries under the given parent MIB name, with the given entry MIB names.

Parameters

Name	Type	Description
parentName	String	The parent MIB name
entryName	String	The entry MIB name

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Hashmap	A hashmap of table entries under the given parent MIB name, with the given entry MIB names, or null if the parent does not exist.

SNMPResponse - getOIDText(String name)

Returns the text contained in the OID object with the given MIB name.

Parameters

Name	Type	Description
name	String	The MIB name

Returns

Type	Description
String	The text contained in the OID object. Returns null if the object could not be found, or if it has no text.

SNMPResponse - normalize(Object cur)

Resolves SNMP tables into hashmaps and OID values into primitives.

All SNMP numeric types convert to a JavaScript number. An SNMP null type converts to a JavaScript null. An SNMP IP Address value converts to a Java IPAddressV4 instance. All other values convert to a JavaScript string.

Parameters

Name	Type	Description
cur	Object	The SNMP table or OID value.

Returns

Type	Description
void	

SOAPMessageV2 - Scoped, Global

The *SOAPMessageV2* API provides methods to send an outbound SOAP message using JavaScript.

Use this API to manage the response returned by the SOAP provider.

You can use this API in scoped applications or within the global scope. This API runs in the `sn_ws` namespace.

See also:

- Direct SOAPMessageV2 example
- Recordless SOAPMessageV2 example

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Asynchronous SOAPMessageV2 example
- SOAPMessageV2 MID server example

SOAPMessageV2 - SOAPMessageV2()

Instantiates an empty SOAPMessageV2 object.

When using an object instantiated this way, you must manually specify a SOAP action and endpoint.

Parameters

Name	Type	Description
None		

```
var sm = new sn_ws.SOAPMessageV2();
```

SOAPMessageV2 - SOAPMessageV2(String soapMessage, String soapFunction)

Instantiates a SOAPMessageV2 object from a SOAP message record and a function associated with that record.

Values such as the endpoint, authentication, or MID Server settings from the SOAP message record apply to this object.

Parameters

Name	Type	Description
soapMessage	String	SOAP message record you want to use as the base for this object.
soapFunction	String	SOAP function you want to execute. Available SOAP functions depend on the WSDL supplied by the web service provider.

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
```

SOAPMessageV2 - execute()

Sends the SOAP message to the endpoint.

This method calls synchronously, meaning that the script execution waits until the call completes before continuing.

Things to consider when using this method:

- Only use this method for quick service calls. You shouldn't call this method in high volume no matter how quick the service.
- Only use this method when the timeout is very short, otherwise the instance can be brought to a standstill. There are two properties that control the timeout period, *glide.http.timeout* and *glide.http.connection_timeout*. By default, these timeouts are set to 175 seconds and 10 seconds respectively.
- Generally, if the request must go through the MID Server, you shouldn't use this method. MID Server requests must go through the External Communication Channel (ECC) queue which is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

an asynchronous queue. The thread isn't only held up by the request itself, but it's also held up waiting for the MID Server to respond back to the instance. If MID Servers are involved, use asynchronous calls with a sensor business rule.

Parameters

Name	Type	Description
None		

Returns

Type	Description
SOAPResponseV2	Response returned by the SOAP provider.

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
var response = sm.execute(); //Might throw exception if http
 connection timed out or some issue with sending request itself
 because of encryption/decryption of password.
```

SOAPMessageV2 - executeAsync()

Sends the SOAP message to the External Communication Channel (ECC) queue.

SOAP messages in the ECC queue are processed by the SOAPClient business rule.

By default, this business rule doesn't run asynchronously. To configure this business rule to run asynchronously, set the **When** value to `Async` and add `current.update()` to the end of the **Script**. The instance doesn't wait for a response from the web service provider when sending a message through the ECC queue.

Parameters

Name	Type	Description
None		

Returns

Type	Description
SOAPResponseV2 - Scoped, Global	Response returned by the SOAP provider. **Note:** Attempting to use the SOAP response object before the response has been processed may result in a timeout error.

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
var response = sm.executeAsync();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SOAPMessageV2 - getEndpoint()

Gets the endpoint for the SOAP message.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	URL of the SOAP web service provider.

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
var endpoint = sm.getEndpoint();
```

SOAPMessageV2 - getRequestBody()

Returns the content of the SOAP message body.

Note: Before calling the *getRequestBody()* method, you must call the execute() method to obtain the response object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	SOAP message body.

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","StockQuoteSoap.GetQuote"); //
Might throw exception if message doesn't exist or not visible
 due to scope.
var response = sm.execute();
var requestBody = response.getRequestBody();
```

SOAPMessageV2 - getRequestHeader(String headerName)

Gets the value for an HTTP header specified by the SOAP client.

By default, this method cannot return the value for a header set automatically by the system. To grant this method access to all headers, set the property glide.http.log_debug to true.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
headerName	String	Request header you want to get the value for.

Returns

Type	Description
String	Value of the specified header.

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
var header = sm.getRequestHeader("Accept");
```

SOAPMessageV2 - getRequestHeaders()

Gets HTTP headers that were set by the SOAP client and the associated values.

This method does not return headers set automatically by the system. To configure this method to return all headers, set the property glide.http.log_debug to true.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object that maps the name of each header to the associated value.

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
var requestHeaders = sm.getRequestHeaders();
```

SOAPMessageV2 - setAllowedRedirectURIs(Array Uris)

Sets one or more URIs allowed to be redirected to. Controlling the allowed outbound URIs reduces security concerns and helps prevent URL redirect attacks that send users to malicious sites.

For a more comprehensive means of redirecting URIs, see UriMatcher - Scoped.

Parameters

Name	Type	Description
Uris	Array	One or more URIs allowed for redirection. Each URI must be listed in "string" format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to add a list of URLs allowed for redirection for a SOAP message function.

```
// Redirection URI Allow list
try {
 var sm = new sn_ws.SOAPMessageV2('TemperatureConvert',
 'TempConvertHttpPost.FahrenheitToCelsius');
 sm.setAllowedRedirectURIs(['https://www.w3schools.com/',
 'https://www.google.com']);

 sm.execute();

} catch(ex) {
 var message = ex.getMessage();
}
```

SOAPMessageV2 - setBasicAuth(String userName, String userPass)

Sets basic authentication headers for the SOAP message.

Setting basic authentication headers using this method overrides basic authentication values defined in the SOAP message record.

Parameters

Name	Type	Description
userName	String	Username to use when authenticating the SOAP message.
userPass	String	Password for the specified user.

Returns

Type	Description
void	

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
sm.setBasicAuth("username","password");
```

SOAPMessageV2 - setEccCorrelator(String correlator)

Associates outbound requests and the resulting response record in the ECC queue.

This method only applies to SOAP messages sent through a MID Server. The correlator provided populates the **Agent correlator** field on the ECC queue record for the response. Provide a unique correlator for each outbound request to associate the correct results in the ECC queue with the request when designing asynchronous automation through a MID Server.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
correlator	String	Unique identifier

Returns

Type	Description
void	

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
sm.setEccCorrelator("unique_id");
```

SOAPMessageV2 - setEccParameter(String name, String value)

Overrides a value from the database by writing to the SOAP message payload.

This method only applies to SOAP messages sent through a MID Server. Use this method when a value from the SOAP message in the database is invalid, such as when the endpoint URL is longer than the maximum **SOAP endpoint** field length.

These are valid values for the name parameter.

- *source*: The endpoint URL.
- *name*: The SOAP message function to run.

Parameters

Name	Type	Description
name	String	Name of the ECC parameter.
value	String	Value to assign to the specified ECC parameter.

Returns

Type	Description
void	

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
sm.setEccParameter("source","http://very.long.endpoint");
```

SOAPMessageV2 - setEndpoint(String endpoint)

Sets the endpoint for the SOAP message.

By default, the SOAP message uses the endpoint specified in the SOAP message record. Use this method to override the default. You must call this method when using the SOAPMessageV2() constructor with no parameters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
endpoint	String	URL of the SOAP web service provider you want to interface with.

Returns

Type	Description
void	

```
var sm = new sn_ws.SOAPMessageV2();
sm.setEndpoint("http://web.service.endpoint");
```

SOAPMessageV2 - setFollowRedirect(Boolean followRedirect)

Sets the parameter in the API that controls automatic HTTP redirects. By default, automatic redirects are turned off.

For additional information on HTTP redirects, see Redirections in HTTP.

Parameters

Name	Type	Description
followRedirect	Boolean	Flag that indicates whether the API should automatically follow any redirects that arise when executing the *SOAPMessageV2* call. Valid values: • true: Automatically follow redirects. • false: Don't automatically follow redirects. You must handle all redirect conditions within your code.

Returns

Type	Description
None	

The following code example shows how to set automatic redirects on and have the API handle the redirect.

```
var sMessage = new sn_ws.SOAPMessageV2(); //Create an empty SOAP
 message
sMessage.setBasicAuth('admin','admin');
sMessage.setSOAPAction('http://
www.service-now.com/incident/insert'); //set the SOAP action to
 perform
sMessage.setEndpoint('http://
<instance>.service-now.com/incident.do?SOAP'); //set the web
 service provider endpoint
sMessage.setRequestBody('<soapenv:Envelope
 xmlns:soapenv=\"http://schemas.xmlsoap.org/soap/envelope/\"
 xmlns:inc=\"http://www.service-now.com/incident\"><soapenv:Head
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
er/><soapenv:Body><inc:insert><short_description>Test Dynamic
 SOAP</short_description></inc:insert></soapenv:Body></soapenv:E
nvelope>');
sMessage.setFollowRedirect(true);
var response = sMessage.execute();
gs.info(response.getStatusCode());
```

Output:

```
200
```

The following code example shows the automatic redirect set to false. The returned status code is a redirect code. In this case, you must handle the redirect within your code.

```
var sMessage = new sn_ws.SOAPMessageV2(); //Create an empty SOAP
 message
sMessage.setBasicAuth('admin','admin');
sMessage.setSOAPAction('http://
www.service-now.com/incident/insert'); //set the SOAP action to
 perform
sMessage.setEndpoint('http://
<instance>.service-now.com/incident.do?SOAP'); //set the web
 service provider endpoint
sMessage.setRequestBody('<soapenv:Envelope
 xmlns:soapenv=\"http://schemas.xmlsoap.org/soap/envelope/\"
 xmlns:inc=\"http://www.service-now.com/incident\"><soapenv:Head
er/><soapenv:Body><inc:insert><short_description>Test Dynamic
 SOAP</short_description></inc:insert></soapenv:Body></soapenv:E
nvelope>');
sMessage.setFollowRedirect(false);
var response = sMessage.execute();
gs.info(response.getStatusCode());
```

Output:

```
3xx  // Redirect status code
```

SOAPMessageV2 - setHttpTimeout(Number timeoutMs)

Sets the amount of time the SOAP message waits for a response from the web service provider before the request times out.

Parameters

Name	Type	Description
timeoutMs	Number	Amount of time to wait for a response from the web service provider, in milliseconds.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
sm.setHttpTimeout(6000);
```

SOAPMessageV2 - setLogLevel(String level)

Sets the log level for this message and the corresponding response.

Setting a log level using the SOAPMessageV2 API overrides the log level configured on the SOAP message record. This log level may not apply if the endpoint domain is excluded, or if the property *glide.outbound_http_log.override* is true. To view outbound web service logs, navigate to **System Logs** > **Outbound HTTP Requests**.

Parameters

Name	Type	Description
level	String	Log level. Valid values: • all • basic • elevated

Returns

Type	Description
void	

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
sm.setLogLevel("all");
```

SOAPMessageV2 - setMIDServer(String midServerName)

Configures the SOAP message to be sent through a MID Server.

By default, the SOAP message uses the MID Server specified in the SOAP message function record. Use this method to override the default.

Parameters

Name	Type	Description
midServerName	String	Name of the MID Server you want to send the SOAP message through. Your instance must have an active MID Server with the specified name.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SOAPMessageV2 - setMutualAuth(String profileName)

Sets the mutual authentication protocol profile for the SOAP message.

Setting a protocol profile using this method overrides the protocol profile selected for the SOAP message record.

Parameters

Name	Type	Description
profileName	String	Name of the protocol profile to use for mutual authentication.

Returns

Type	Description
void	

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
sm.setMutualAuth("auth_profile_name");
```

SOAPMessageV2 - setRequestBody(String requestBody)

Sets the body content to send to the web service provider.

When you set the body content using this method, variables in the body are not substituted for parameters from the SOAP message function record. You must explicitly define all values within the SOAP message body.

Parameters

Name	Type	Description
requestBody	String	Body of the SOAP message.

Returns

Type	Description
void	

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
var body = "<SOAP message body>";
sm.setRequestBody(body);
```

SOAPMessageV2 - setRequestHeader(String headerName, String headerValue)

Sets an HTTP header in the SOAP message to the specified value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
headerName	String	Name of the header.
headerValue	String	Value to assign to the specified header.

Returns

Type	Description
void	

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
sm.setRequestHeader("Accept","Application/json");
```

SOAPMessageV2 - setSOAPAction(String soapAction)

Defines the SOAP action this SOAP message performs.

The WSDL for your web service provider lists SOAP actions you can perform. You must call this method when using the SOAPMessageV2() constructor with no parameters.

Parameters

Name	Type	Description
soapAction	String	SOAP action this SOAP message performs.

Returns

Type	Description
void	

```
var sm = new sn_ws.SOAPMessageV2();
sm.setSOAPAction("GetQuote");
//construct SOAP message by specifying endpoint and auth
sm.execute();
```

SOAPMessageV2 - setStringParameter(String name, String value)

Sets a variable with the specified name from the SOAP message record to the specified value.

XML reserved characters in the value are converted to the equivalent escaped characters.

Parameters

Name	Type	Description
name	String	Name of the SOAP message variable.
value	String	Value to assign to the specified variable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
sm.setStringParameter("symbol","NOW");
```

SOAPMessageV2 - setStringParameterNoEscape(String name, String value)

Sets a variable with the specified name from the SOAP message record to the specified value.

This method is equivalent to setStringParameter but does not escape XML reserved characters.

Parameters

Name	Type	Description
name	String	Name of the SOAP message variable.
value	String	Value to assign to the specified variable.

Returns

Type	Description
void	

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
sm.setStringParameterNoEscape("symbol","NOW");
```

SOAPMessageV2 - setWSSecurity(String keystoreId, String keystoreAlias, String keystorePassword, String certificateId)

Sets web service security values for the SOAP message.

Setting security values using this method overwrites web service security values defined for the SOAP message record.

Parameters

Name	Type	Description
keystoreId	String	Sys_id of the Java or PKCS12 key store to use.
keystoreAlias	String	Alias that identifies the public and private keys.
keystorePassword	String	Password assigned to the key store record.
certificateId	String	Sys_id of the trusted server certificate.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var sm = new
 sn_ws.SOAPMessageV2("StockQuote","GetQuote"); //Might throw
 exception if message doesn't exist or not visible due to scope.
sm.setWSSecurity("70d65e074f3812001f6eac118110c71a","Quote
 keys","UXr82cqX75Z7MaSa+EyjGA==","ba969a074f3812001f6eac118110c
76d");
```

SOAPResponseV2 - Scoped, Global

The *SOAPResponseV2* API provides methods that use the data returned by an outbound SOAP message in JavaScript code.

A SOAPResponseV2 object is returned by the *SOAPMessageV2* methods *execute()* and *executeAsync()*.

You can use this API in scoped applications or within the global scope.

This API runs in the `sn_ws` namespace.

See also:

- Direct SOAPMessageV2 example
- Recordless SOAPMessageV2 example
- Asynchronous SOAPMessageV2 example
- SOAPMessageV2 MID server example

SOAPResponseV2 - getAllHeaders()

Returns all headers contained in the response, including any duplicate headers.

Parameters

Name	Type	Description
None		

Returns

Type	Description
List<GlideHTTPHeader>	List of headers contained in the response. Each header is represented as a GlideHTTPHeader object which contains the header *name* and *value*.

```
var r = new sn_ws.SOAPMessageV2('<A SOAP message>', 'get');
var response = r.execute();
var headers = response.getAllHeaders();
for(var i in headers){
  gs.info(headers[i].name + ': ' + headers[i].value);
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SOAPResponseV2 - getBody()

Gets the content of the SOAP response body.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	SOAP response body.

```
var body = response.getBody();
```

SOAPResponseV2 - getCookies()

Returns all cookies included in the response.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Array of strings representing cookies. Iterate through the array to perform operations on each cookie.

Display individual cookies from the response.

```
var cookies = response.getCookies();
for (var i = 0; i < cookies.length; i++) {
  gs.info('cookie: ' + cookies.get(i));
}
```

Output:

```
cookie: JSESSIONID=4135AA97A5D12DA22EF614AA2B0CAFD8.node20;
 Path=/; Secure; HttpOnly
cookie: SABASESSIONID=370152970.36895.0000; path=/
```

SOAPResponseV2 - getErrorCode()

Gets the numeric error code if there was an error during the SOAP transaction.

This error code is specific to the ServiceNow AI Platform, it is not an HTTP error code. Provide this error code if you require assistance from Customer Service and Support.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Numeric error code, such as 1 for a socket timeout.

```
var errorCode = response.getErrorCode();
```

SOAPResponseV2 - getErrorMessage()

Gets the error message if there was an error during the SOAP transaction.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Error message

```
var errorMsg = response.getErrorMessage();
```

SOAPResponseV2 - getHeader(String name)

Gets the value for a specified HTTP header.

Parameters

Name	Type	Description
name	String	Name of the header that you want the value for, such as Set-Cookie.

Returns

Type	Description
String	Value of the specified header.

```
var headerVal = response.getHeader("Accept");
```

SOAPResponseV2 - getHeaders()

Gets all HTTP headers returned in the SOAP response and the associated values.

Note: If a header is present more than once in the response, such as a Set-Cookie header, this function returns only the last of the duplicate headers. To return all headers including duplicates, use the *`getAllHeaders()`* function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object that maps the name of each header to the associated value.

```
var headers = response.getHeaders();
```

SOAPResponseV2 - getStatusCode()

Gets the numeric HTTP status code returned by the SOAP provider.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	Numeric status code returned by the SOAP provider, such as 200 for a successful response.

```
var statusCode = response.getStatusCode();
```

SOAPResponseV2 - haveError()

Indicates if there was an error during the SOAP transaction.

Parameters

Name	Type	Description
None		

Returns

Type	Description
boolean	Returns true if there was an error, false if there was no error.

```
var error = response.haveError();
```

SOAPResponseV2 - waitForResponse(Number timeoutSecs)

Sets the amount of time the instance waits for a response from the web service provider.

This method overrides the property glide.soap.outbound.ecc_response.timeout for this SOAP response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
timeoutSecs	Number	Amount of time, in seconds, to wait for this response.

Returns

Type	Description
void	

```
response.waitForResponse(60);
```

SPScriptedFacet - Scoped

Defines facet items, filters, or mapped queries for a facets object.

You can only use the *SPScriptedFacet* API in a facet generation script in a Service Portal search source. The facet generation script is only visible when **Is scripted source** is selected.

There is no constructor for this class. Instead, use the *createFacet()* or *createMultiChoiceFacet()* methods of the *SPScriptedFacetService* class to generate a facets object.

SPScriptedFacet - addFacetItem(String label, Object valueObj)

Adds facet items or mapped queries to a facets object.

Before adding facet items to a facets object, create the facets object using the *createFacet()* or *createMultiChoiceFacet()* methods of the *SPScriptedFacetService* class.

Parameters

Name	Type	Description
label	String	The display label for the facet item or mapped query.
valueObj	Object	The facet item or mapped query for the facet. Can only contain types String, Number, Boolean, and Double.

Returns

Type	Description
void	

```
function createMultiChoiceFacetFromKB(label, variable, values,
 orderBy){
  if(!values || values.length == 0)
    return;

  var kbFacet = facetService.createMultiChoiceFacet(label,
 variable);
  var kbMap = {};
  for(var i in values) {
    var key = values[i].label;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var value = values[i].id;
    var parent = new KBParentData().getParentCategory(value,
 key);
    key = parent.join(' > ');
    kbMap[key] = value;
  }

  var labels = Object.keys(kbMap).sort();
  for (i = 0; i < labels.length; i++) {
    var currentLabel = labels[i];
    kbFacet.addFacetItem(currentLabel, kbMap[currentLabel]);
    //adds facet search options for each kbMap entry
  }
}
```

SPScriptedFacetService - Scoped

Generates a multi-choice or single-choice facets object for an advanced search source.

The *SPScriptedFacetService* API can only be used in a facet generation script in a Service Portal search source. The facet generation script is only visible when **Is scripted source** is selected.

There is no constructor for this class. Instead, use the *createFacet()* or *createMultiChoiceFacet()* methods to generate a facets object.

SPScriptedFacetService - createFacet(String label, String id)

Creates a single choice facets object.

After creating the facets object, add facet items or mapped queries to the facet using the *addFacetItem()* method of the *SPScriptedFacet* class.

Parameters

Name	Type	Description
label	String	Label for the facet.
id	String	ID for the facet.

Returns

Type	Description
Object	Single choice facets object. Returns an error when: • A duplicate label or ID is found. • A label or ID is not defined.

Can only be used in a facet generation script in a Service Portal advanced search source.

```
var stateFacet = facetService.createFacet("State", "state");
```

SPScriptedFacetService - createMultiChoiceFacet(String label, String id)

Creates a multi choice facets object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

After creating the facets object, add facet items or mapped queries to the facet using the *addFacetItem()* method of the *SPScriptedFacet* class.

Parameters

Name	Type	Description
label	String	Label for the facet.
id	String	ID for the facet.

Returns

Type	Description
Object	Multi choice facets object. Returns an error when: • A duplicate label or ID is found. • A label or ID is not defined.

```
function createMultiChoiceFacetFromKB(label, variable, values,
 orderBy){
  if(!values || values.length == 0)
    return;

  var kbFacet = facetService.createMultiChoiceFacet(label,
 variable);
  var kbMap = {};
  for(var i in values) {
    var key = values[i].label;
    var value = values[i].id;
    var parent = new KBParentData().getParentCategory(value,
 key);
    key = parent.join(' > ');
    kbMap[key] = value;
  }

  var labels = Object.keys(kbMap).sort();
  for (i = 0; i < labels.length; i++) {
    var currentLabel = labels[i];
    kbFacet.addFacetItem(currentLabel, kbMap[currentLabel]);
    //adds facet search options for each kbMap entry
  }
}
```

SPSEOUtilsSNC - Global

The *SPSEOUtilsSNC* script include provides utility methods that return human-readable URLs for a specific page, or for the current page, based on the transaction request.

In addition, this API provides other utility methods that you can use to obtain information that is needed to call other human-readable URL methods.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SPSEOUtilsSNC - getHumanReadableUrl(GlideRecord pageGR, String queryString)

Returns the human-readable URL for a specified record in the Page [sp_page] table. Uses the passed-in query parameters to resolve any dynamic page variables required by the URL.

Parameters

Name	Type	Description
pageGR	GlideRecord	GlideRecord object of the record in the Page [sp_page] table for which to return the human-readable URL. Use the SPSEOUtilsSNC - getPageRecordWithPageRoute(GlideRecord pageId, String portalId, Boolean preventReRoute) method to obtain the desired sp_page GlideRecord.
queryString	String	Query string to use to resolve any parameters that may need to be passed by the URL. For example: ? `id=kb_article&sys_id=471ee81eff6002009b20fffffffff34`

Returns

Type	Description
String	Human-readable URL for the specified Service Portal record. The URL variables are resolved using the contents of the passed *`queryString`* parameter.

The following code example shows how to call this method to obtain the human-readable URL.

```
function() {
  var util = new global.SPSEOUtilsSNC();
  var portalId = util.getPortalId();
  var pageGR = util.getPageRecordWithPageRoute(
    'kb_article', portalId, false);
  var queryString =
 "?id=kb_article&sys_id=471ee81eff6002009b20fffffffff34";
  var hrUrl = util.getHumanReadableUrl(pageGR, queryString);
```

Output:

```
"getting-around-in-windows"
```

SPSEOUtilsSNC - getHumanReadableUrlForCurrentRequest()

Returns the human-readable URL for the current Service Portal record.

This method replicates the parameters in the cryptic URL of the current page, such as the *`id`* parameter and the query parameters, when creating this human-readable URL.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Human-readable URL for the current Service Portal record.

The following code example shows how to call this method. In this example, the current Service Portal record uses the cryptic URL of `<instance-url>/sp?id=kb_article&sys_id=471ee81eff6002009b20ffffffffff34` and is configured to show the short description of a KB article that discusses navigation in Windows. The returned human-readable URL for this cryptic URL is "getting-around-in-windows".

```
// In a script include
function() {
  var util = new global.SPSEOUtilsSNC()
  var hrUrl = util.getHumanReadableUrlForCurrentRequest();
}
```

Output:

```
getting-around-in-windows
```

SPSEOUtilsSNC - getPageRecordWithPageRoute(GlideRecord pageId, String portalId, Boolean preventReRoute)

Returns the GlideRecord from the Pages [sp_page] table whose ID field matches the passed ID parameter (*`pageId`*). Call this method prior to calling the *`getHumanReadableUrl()`* method to obtain the desired sp_pages GlideRecord.

You can also request that the method use the page route maps information to return the GlideRecord of the final Service Portal page associated with the passed Service Portal page ID. For additional information on page route maps, see Redirect a reference to a page ID.

Parameters

Name	Type	Description
pageId	String	ID of the Pages [sp_page] record to return. Table: In the id field of the Pages [sp_page] table.
portalId	String	Sys_id of the associated Service Portal [sp_portal] record. Required to return the appropriate login or 404 pages in case the record associated with the passed *`pageId`* parameter is not accessible or unavailable. Use the SPSEOUtilsSNC - getPortalId() method to obtain the desired Service Portal ID.
preventReRoute	Boolean	Flag that indicates whether to use page route maps to return the GlideRecord for the last sp_page that the passed page ID resolves to, instead of the matching sp_page record. Possible values: • true: Use the page route maps to return the last sp_page record that the passed page ID resolves to. • false: Return the sp_page record that the passed page ID matches.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
GlideRecord	Record that matches the query request for the sp_page record.

The following code example shows how to call this method prior to calling the *getHumanReadableUrl()* method.

```
function() {
  var util = new global.SPSEOUtilsSNC();
  var portalId = util.getPortalId();
  var pageGR = util.getPageRecordWithPageRoute(
    'kb_article', portalId, false);
  var queryString =
 "?id=kb_article&sys_id=471ee81eff6002009b20fffffffff34";
  var hrUrl = util.getHumanReadableUrl(pageGR, queryString);
```

SPSEOUtilsSNC - getPortalId()

Returns the sys_id of the portal being loaded based on the portal suffix in the request URL. Call this method prior to calling the *getPageRecordWithPageRoute()* method to obtain the desired Service Portal sys_id.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id of the requested Service Portal based on the portal suffix of the request URL.

The following code example shows how to call this method for a URL such as `<instance-url>/sp?id=index`.

```
function() {
  var util = new global.SPSEOUtilsSNC();
  var portalId = util.getPortalId();
  var pageGR = util.getPageRecordWithPageRoute(
    'kb_article', portalId, false);
  var queryString =
 "?id=kb_article&sys_id=471ee81eff6002009b20fffffffff34";
  var hrUrl = util.getHumanReadableUrl(pageGR, queryString);
```

Output:

```
81b75d3147032100ba13a5554ee4902b
```

SPWidgetAccessControl - Global

The *SPWidgetAccessControl* script include provides methods that allow administrators to check whether a provided table is granted public access to a widget and is securely accessed by an intended audience.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For details and instructions about using the *SPWidgetAccessControl* API in your server script, see Configure widget security (Restrict which tables public widgets can access for guest users).

SPWidgetAccessControl – SPWidgetAccessControl()

Instantiates the SPWidgetAccessControl object.

Parameters

Name	Type	Description
None		

The following example shows how to initialize a new SPWidgetAccessControl object.

```
new global.SPWidgetAccessControl()
```

SPWidgetAccessControl – hasPublicAccess(String tableName, Object SPScriptable, String options, Object input)

Returns information about whether a specified table has public access to a widget.

Parameters

Name	Type	Description
tableName	String	Required. Name of the table to query. For example, enter `incident` to query the Incident [Incident] table.
SPScriptable	Scriptable Object	Required. Widget's SP Scriptable. Formatted as `$sp` in the request. `SPScriptable:{ "widgetSysId":widget sys_id, "request":request object }`
options	Object	Optional. Widget/rectangle options passed in the widget. `"options":{ "table":"incident", "maximum_entries": "10" }`
input	Object	Optional. Widget/rectangle input passed during runtime. `"input":{ "table":"incident", "display_field":"name" }`

Returns

Type	Description
Boolean	Flag that indicates the widget access status of the specified table. Possible values: • true: The provided table is granted security access on the widget. • false: The provided table is not granted security access on the widget.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Default: false

The following example shows confirmation that the Incident table has access to the Simple List Widget as shown in the configuration table, m2m_sp_public_widget_allow_table.

```
options.table = "incident";
//$sp,options,input - which are available by default in any
 widget script
new
 global.SPWidgetAccessControl().hasPublicAccess(options.table,
 $sp, options, input);
```

Output:

```
true
```

StandardCredentialsProvider - Scoped, Global

The *StandardCredentialsProvider* API provides methods to retrieve credential information.

You can use this API in scoped applications or within the global scope. In scoped scripts, use the `sn_cc` namespace identifier.

This API provides methods to retrieve credential information by sys_id and by specified credential attributes.

```
//Get a single credential

var provider = new sn_cc.StandardCredentialsProvider();
var credential =
 provider.getCredentialByID("f43c6d40a0a0b5700c77f9bf387afe3");
var userName = credential.getAttribute("user_name");
var password = credential.getAttribute("password");
//using getAttribute for new keys in extended tables, for
 example
//cloud management credential has the "user_public_key"
 attribute
var userPublicKey = credential.getAttribute("user_public_key");

//Get a list of SSH credentials

var provider = new sn_cc.StandardCredentialsProvider();
var credentials = provider.getCredentials(["ssh"]);
for (var i = 0; i < credentials.length; i++) {
  var credential = credentials[i];
  gs.info(credential.getAttribute("name"));
}
```

StandardCredentialsProvider - StandardCredentialsProvider()

Instantiates a credentials provider object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

```
var provider = new sn_cc.StandardCredentialsProvider();
var credentials =
 provider.getCredentialByID("ef43c6d40a0a0b5700c77f9bf387afe3");
```

StandardCredentialsProvider - getCredentials(String types, String tags)

Returns an array of all credentials that match the specified types and tags.

Parameters

Name	Type	Description
tags	String	Optional. Comma-separated list of tag names. For example, "ssh, jdbc". Examples of valid calls: • `var credentials = provider.getCredentials(null, null);` • `var credentials = provider.getCredentials(["ssh"], "");` • `var credentials = provider.getCredentials(new ArrayList<String>(), "ssh,admin");`
types	Array	Optional. Credential type names. For example, ["ssh", "windows"] **Note:** If *types* is null or empty, any match returns a credential. If *types* is specified, the credentials whose type matches one of the types is returned.

Returns

Type	Description
StandardCredential	Credential record object.

This code example shows how to get the provider credentials for "ssh" credential types.

```
var provider = new sn_cc.StandardCredentialsProvider();
var credentials = provider.getCredentials(["ssh"]);
```

This code example shows how to get the provider credentials for "ssh" and "windows" credential types that have tags of "admin".

```
var provider = new sn_cc.StandardCredentialsProvider();
ArrayList<String> types = new ArrayList<>();
types.add("ssh");
types.add("windows");
JSONArray jsonArray = provider.getCredentials(types, "admin");
```

StandardCredentialsProvider - getCredentialByAliasID(String sys_id)

Returns the credential record object through its credential alias (sys_alias).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method is specifically for use with credential types. For information, see Credential aliases for Discovery.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the credential alias record in the Connection & Credential Aliases [sys_alias] table.

Returns

Type	Description
StandardCredential	Credential record object.

The following example retrieves a credential using the alias ID and displays the user name.

```
var provider = new sn_cc.StandardCredentialsProvider();
var aliasCred =
 provider.getCredentialByAliasID("752a91887740001038e286a2681061
fb");
gs.info("User name: " + aliasCred.getAttribute("user_name"));
```

Output for a credential record with a user name:

```
User name: Dara Lee
```

StandardCredentialsProvider - getCredentialByID(String sys_id)

Returns the credential record object identified by the specified sys_id.

Parameters

Name	Type	Description
sys_id	String	Sys_id of the credential record. Table: Credentials [discovery_credentials]

Returns

Type	Description
StandardCredential	Credential record object.

The following example retrieves a credential and displays the user name.

```
var provider = new sn_cc.StandardCredentialsProvider();
var credentials =
 provider.getCredentialByID("ef43c6d40a0a0b5700c77f9bf387afe3");
gs.info("User name: " + credentials.getAttribute("user_name"));
```

Output for a credential record with a user name:

```
User name: Dara Lee
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

StartDiscovery - Global

The `StartDiscovery` script include provides methods to start discovery jobs.

Use this script include during the discovery scanning phase.

StartDiscovery - addAdditionalIP(String status, String ip, String sensor)

Adds an IP (or comma-separated list of IPs) to an existing discovery (used by networks discovery).

Parameters

Name	Type	Description
status	String	The discovery status
ip	String	An IP address, or a comma-separated list of IP addresses.
sensor	String	The discovery sensor

Returns

Type	Description
void	

StartDiscovery - discoverFromSchedule(String ip, Boolean samePhase, String sensor)

Handles discovery of devices (whether basic or advanced) from a schedule.

Parameters

Name	Type	Description
ip	String	An IP address, or a comma-separated list of IP addresses.
samePhase	Boolean	
sensor	String	The discovery sensor

Returns

Type	Description
void	

StartDiscovery - getCancelScript()

Returns the cancel script.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The cancel script

StartDiscovery - scheduleCancelJob()

If the schedule specifies a cancel time, if necessary, schedules a job to cancel the discovery.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

The following example shows how to use the *scheduleCancelJob()* method to cancel a current discovery job.

```
var discoveryScheduleGR = new
 GlideRecord('discovery_schedule'); // Create a discovery
 schedule Gliderecord
discoveryScheduleGR.get('name', 'Disco'); // Put the discovery
 schedule job name

var discoverySchedule = new
 DiscoverySchedule(discoveryScheduleGR);
var discoveryStatusSysId = new
 StartDiscovery().startFromIP(discoverySchedule,
 '172.167.31.231'); // Initiate discovery
gs.info(discoveryStatusSysId); // Display the sys_id of the
 discovery status record

discoveryStatusSysId.scheduleCancelJob(); // Schedule a cancel
 job, located in the sys_trigger table
```

Output:

```
Operation Table  Row Count
insert  discovery_result 1
update  discovery_status 1
insert  sys_trigger      1
insert  discovery_status 1
*** Script: Fired started event for: undefined Disco
*** Script: Scheduling Discovery DIS0010023 for cancellation at
 2022-02-13 16:42:44
*** Script: 1828b05f1b6d811070cb96c6b04bcb53
```

StartDiscovery - startFromIP(DiscoverySchedule schedule, String ip)

Starts a discovery for a single IP using the specified schedule to get information such as MID servers and behaviors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
schedule	DiscoverySchedule	DiscoverySchedule instance for the schedule to use.
ip	String	IP address to discover. Format: dot-formatted string

Returns

Type	Description
String	Sys_id of the status record created.

This example uses the *startFromIP()* method to obtain the record that contains the discover information.

```
// Get a discovery schedule gliderecord
var discoveryScheduleGR = new GlideRecord('discovery_schedule');
discoveryScheduleGR.get('name', 'Discover Management Range
 172.x.x.x');

// Create a DiscoverySchedule object to get information such as
 MID servers and behaviors
var discoverySchedule = new
 DiscoverySchedule(discoveryScheduleGR);
var discoveryStatusSysId = new
 StartDiscovery().startFromIP(discoverySchedule, '172.1.1.10');

// Sys_id of the genterated status record
gs.info(discoveryStatusSysId);
```

Output:

```
9d3c1197c611228701cd1d94bc32d76d
```

StartDiscovery - startFromSchedule(GlideRecord schedule, GlideRecord job)

Invoked by the discovery script include to kick off a scheduled (or discover now) discovery.

Parameters

Name	Type	Description
schedule	GlideRecord	The instance of discovery_schedule that this discovery is based on.
job	GlideRecord	The instance of sys_trigger that triggered this discovery.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

StateManagementScriptableApi - Global

The `StateManagementScriptableApi` provides a set of methods for manipulating configuration item (CI) operational states and applying CI actions.

The `StateManagementScriptableApi` methods adhere to restrictions and allowances specified by not allowed CI actions, compatible CI actions, and not allowed operational transitions. If a method attempts to perform a restricted operation, the operation is blocked, an error is logged, and a task is created if appropriate.

The `StateManagementScriptableApi` methods are static methods. You access the methods using the SNC . `StateManagementScriptableApi` global object.

StateManagementScriptableApi - addBulkCIAction(String requestorId, String sysIdList, String ciActionName, String ciActionListOld, String leaseTime)

Add a CI action to a list of CIs.

Parameters

Name	Type	Description
requestorId	String	A sys_id of a workflow context, or the GUID returned from the `registerOperator()` method.
sysIdList	String	A list comma separated list of CI sys_ids.
ciActionName	String	The CI action name.
ciActionListOld	String	(Optional) A comma separated list of old CI actions that all CIs should be in.
leaseTime	String	(Optional) Time duration for which the lease is valid for specified CI Action. In the format HH:MM:SS.

Returns

Type	Description
String	A JSON formatted string with name-value pairs for • result - true if the action is set for all CIs in the list; otherwise, false. • errors - list of errors.

StateManagementScriptableApi - extendCIActionLease(String requestorId, String ciSysId, String ciActionName, String leaseTime)

Extend the CI-action-lease time for the registered user. If the previous lease has expired, the new lease time starts now.

Parameters

Name	Type	Description
requestorId	String	A sys_id of a workflow context, or the GUID returned from the `registerOperator()` method.
ciSysId	String	The CI's sys_id.
ciActionName	String	The CI action name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
leaseTime	String	Time duration for which the lease is valid for specified CI Action. In the format HH:MM:SS.

Returns

Type	Description
String	A JSON formatted string with name-value pairs for • result - true if the lease time has been set. • errors - list of errors.

StateManagementScriptableApi - getCIActions(String ciSysId)

Returns a list of active CI actions for the specified CI.

Parameters

Name	Type	Description
ciSysId	String	Sys_id of the CI.

Returns

Type	Description
String	A JSON formatted string with name-value pairs. Possible values: • ciActions - Comma-separated list of active CI actions for the CI, or `no_active_action`. • errors - List of errors.

The following example shows how to get active actions for a list of configuration items.

```
// Store sys_ids of configuration items for which to get data
var CIArray =
 ["a9c0c8d2c6112276018f7705562f9cb0","0c43bc4fc61122750182c13241
1702f2","46bbf419a9fe1981009802288c1eb79d","46a4381ca9fe1981005c
3e99af3cd164","0c43bcbdc61122750182c132e9b6565d"];

var output = '';

// looping above array to fetch each sys_id and passing to
 method
for(var i=0; i < CIArray.length; i++) {

  // passing sys_id of CI stored in array to method
  output =
 SNC.StateManagementScriptableApi.getCIActions(CIArray[i]);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  // print a JSON formatted string with name-value pairs
  gs.print(output);
}
```

Output:

```
{"ciActions":["no_active_action"],"result":true}
{"ciActions":["no_active_action"],"result":true}
{"ciActions":["no_active_action"],"result":true}
{"ciActions":["no_active_action"],"result":true}
{"ciActions":["no_active_action"],"result":true}
```

StateManagementScriptableApi - getOperationalState(String ciSysId)

Returns the operational state of the CI.

Parameters

Name	Type	Description
ciSysId	String	Sys_id of the CI.

Returns

Type	Description
String	A JSON formatted string with name-value pairs. Possible values: • ciActions - String choice values of the operational_status field, or UNKNOWN. • errors - List of errors.

The following example shows how to get the operational states of a list of specified configuration items.

```
// Store sys_ids of configuration items for which to get the
 operational state.
var CIArray =
 ["0c43bc4fc61122750182c132411702f2","46bbf419a9fe1981009802288c
1eb79d","46a4381ca9fe1981005c3e99af3cd164","0c43bcbdc61122750182
c132e9b6565d","a9c0c8d2c6112276018f7705562f9cb0"];

var output = '';

// Loop the array to fetch each sys_id and pass to the method.
for(var i=0;i<CIArray.length;i++) {
  // Pass sys_id of CI stored in array to the method
  output =
 SNC.StateManagementScriptableApi.getOperationalState(CIArray[i
]);

  // prints a JSON formatted string with name-value pairs
  gs.print(output);
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
*** Script: {"operationalState":"Operational","result":true}
*** Script: {"operationalState":"Operational","result":true}
*** Script: {"operationalState":"Operational","result":true}
*** Script: {"operationalState":"Operational","result":true}
ci_state_management                          : INVALID_SYS_ID:
 Invalid sys_id [a9c0c8d2c6112276018f7705562f9cb0]: no thrown
 error
*** Script:
 {"errors":[{"error":"INVALID_SYS_ID","message":"Invalid sys_id
 [a9c0c8d2c6112276018f7705562f9cb0]"}],"operationalState":"unkno
wn","result":false}
```

StateManagementScriptableApi - isCompatibleCIAction(String actionName, String otherActionName)

Determines if the two specified actions are compatible.

Parameters

Name	Type	Description
actionName	String	A CI action name
otherActionName	String	A CI action name

Returns

Type	Description
Boolean	Returns true if the two specified CI actions are compatible.

StateManagementScriptableApi - isLeaseExpired(String requestorId, String ciSysId, String ciActionName)

Determines if the lease has expired for the requestor of a specified CI Action.

Parameters

Name	Type	Description
requestorId	String	A sys_id of a workflow context, or the GUID returned from the *`registerOperator()`* method.
ciSysId	String	The CI's sys_id.
ciActionName	String	Name of the CI action.

Returns

Type	Description
String	A JSON formatted string with name-value pairs for • result - true if the user's lease has expired. • errors - list of errors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

StateManagementScriptableApi - isNotAllowedAction(String ciType, String opsLabel, String actionName)

For a type of CI, determine if a CI action is not allowed for an operational state.

Parameters

Name	Type	Description
ciType	String	The CI type
opsLabel	String	The operational state
actionName	String	The CI action name

Returns

Type	Description
Boolean	Returns true if the action is not allowed on the specified CI type in the specified operational state.

StateManagementScriptableApi - isNotAllowedOpsTransition(String ciType, String opsLabel, String transitionOpsLabel)

For a type of CI, determine if an operational state transition is not allowed.

Parameters

Name	Type	Description
ciType	String	The CI type
opsLabel	String	The label of the beginning operational state.
transitionOpsLabel	String	The label of the ending operational state.

Returns

Type	Description
Boolean	Returns true if specified operational state transition is not allowed on the specified CI type.

StateManagementScriptableApi - isValidRequestor(String requestorId)

Determines if the specified requestor is a valid active workflow user or a registered user.

Parameters

Name	Type	Description
requestorId	String	Sys_id of a workflow context or the GUID returned from the *`registerOperator()`* method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	JSON formatted name-value pairs. Possible values: • result - `true` if the requestorId is valid. • errors - list of errors.

This example show how to use the *`isValidRequestor()`* method to check if an operator is a registered user.

```
var output =
 SNC.StateManagementScriptableApi.registerOperator();
var jsonUtil = new JSON();
var result = jsonUtil.decode(output);
var requestorId = result.requestorId; // Fetching requestorId

output =
 SNC.StateManagementScriptableApi.isValidRequestor(requestorId);
gs.info(output);
```

Output:

```
{"result":true}
```

StateManagementScriptableApi - registerOperator()

Registers an operator for a non-workflow user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A JSON formatted string with name-value pairs for • requestorid - Registered user GUID that is used to set CI Action/operational states. • result - true if successfully registered. • errors - list of errors.

```
var output =
 SNC.StateManagementScriptableApi.registerOperator();
var jsonUntil = new JSON();
var result = jsonUntil.decode(output);
var requestorId = result.requestorId;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

StateManagementScriptableApi - removeBulkCIAction(String requestorId, String sysIdList, String ciActionName)

Removes a CI action for a list of CIs.

Parameters

Name	Type	Description
requestorId	String	A sys_id of a workflow context, or the GUID returned from the *registerOperator()* method.
sysIdList	String	A comma separated list of CI sys_ids
ciActionName	String	The CI action name

Returns

Type	Description
String	A JSON formatted string with name-value pairs for • result - true if the action is removed for all CIs in the list; otherwise, false. • errors - list of errors.

StateManagementScriptableApi - setBulkCIOperationalState(String requestorId, String sysIdList, String opsLabel, String opsStateListOld)

Set the operational state for list of CIs.

Parameters

Name	Type	Description
requestorId	String	A sys_id of a workflow context, or the GUID returned from the *registerOperator()* method.
sysIdList	String	A comma separated list of CI sys_ids.
opsLabel	String	This is the string label of an operational_status choice.
opsStateListOld	String	(Optional) A comma separated list of old CI states that all CIs should be in.

Returns

Type	Description
String	A JSON formatted string with name-value pairs for • result - true if the state is set for all CIs in the list; otherwise, false. • errors - list of errors.

```
var output =
 SNC.StateManagementScriptableApi.registerOperator();
var jsonUntil = new JSON();
var result = jsonUtil.decode(output);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var requestorId = result.requestorId;

// list of sys_ids to update
var sys_ids;

// Set list of sys_ids's Operational State to 'Repair in
 Progress'
output =
 SNC.StateManagementScriptableApi.setBulkCIOperationalState(requ
estorId, sys_ids,'Repair in Progress');
gs.print(output);
```

StateManagementScriptableApi - unregisterOperator(String requestorId)

Unregisters an operator for non-workflow users.

Parameters

Name	Type	Description
requestorId	String	Sys_id of a workflow context or the GUID returned from the *`registerOperator()`* method.

Returns

Type	Description
String	JSON formatted name-value pairs. Possible values: • result - `true` if successfully unregistered • errors - list of errors.

This example show how to use the *`unregisterOperator()`* method to unregister a registered user.

```
var output =
 SNC.StateManagementScriptableApi.registerOperator();
var jsonUtil = new JSON();
var result = jsonUtil.decode(output);
var requestorId = result.requestorId; // Fetching requestorId

output =
 SNC.StateManagementScriptableApi.unregisterOperator(requestorI
d);
gs.info(output);
```

Output:

```
{"result":true}
```

Style - Scoped, Global

Creates a style for defining properties such font size, border, and alignment. You can apply the same style to multiple objects simultaneously.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

This API is a component used with the Document API to generate a PDF.

You can apply custom styles to the following API elements:

- Cell
- Paragraph
- Table

Style - Style()

Instantiates a new *`Style`* object.

Parameters

Name	Type	Description
None		

The following examples shows how to create a *`Style`* object that you can add to a Cell, Paragraph or Table element.

```
var style = new sn_pdfgeneratorutils.Style();
```

Style – setBackgroundColor(Color color)

Specifies a background color of an element.

Parameters

Name	Type	Description
color	Color	Background color.

Returns

Type	Description
None	

The following example shows how to set element background color. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var color = new sn_pdfgeneratorutils.Color([1, 0.9, 0.9]); //
 provided as array of RGB float values

style.setBackGroundColor(color);
```

Style – setBold()

Sets a style to bold font.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to set a style to bold font.

```
var style = new sn_pdfgeneratorutils.Style();
style.setBold();
```

Style – setBorder(Number width)

Sets the style border on all four sides of an element.

Parameters

Name	Type	Description
width	Number	Style border width in points.

Returns

Type	Description
None	

The following example shows how to set a style border. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var width = 2;

style.setBorder(width);
```

Style – setBorderBottom(Number width)

Sets the style border to the bottom of an element.

Parameters

Name	Type	Description
width	Number	Style border width in points.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to set a style border to the bottom of an element. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var width = 2;

style.setBorderBottom(width);
```

Style – setBorderLeft(Number width)

Sets the style border on the left side of an element.

Parameters

Name	Type	Description
width	Number	Style border width in points.

Returns

Type	Description
None	

The following example shows how to set a style border on the left side of an element. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var width = 2;

style.setBorderLeft(width);
```

Style – setBorderRight(Number width)

Sets the style border on the right side of an element.

Parameters

Name	Type	Description
width	Number	Style border width in points.

Returns

Type	Description
None	

The following example shows how to set a style border on the right side of an element. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var width = 2;

style.setBorderRight(width);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Style – setBorderTop(Number width)

Sets the style border to the top of an element.

Parameters

Name	Type	Description
width	Number	Style border width in points.

Returns

Type	Description
None	

The following example shows how to set a style border to the top of an element. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var width = 2;

style.setBorderTop(width);
```

Style – setColoredBorder(Number width, Color color)

Sets style border with color on all four sides of an element.

Parameters

Name	Type	Description
width	Number	Style border width in points.
color	Color	Style border color.

Returns

Type	Description
None	

The following example shows how to set a style border with color. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var width = 1.0;
var borderColor = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);

style.setColoredBorder(width, borderColor);
```

Style – setColoredBorderBottom(Number width, Color color)

Sets style border with color to the bottom side of an element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
width	Number	Style border width in points.
color	Color	Style border color.

Returns

Type	Description
None	

The following example shows how to set a style border to the bottom of an element.For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var width = 1.0;
var borderColor = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);

style.setColoredBorderBottom(width, borderColor);
```

Style – setColoredBorderLeft(Number width, Color color)

Sets style border with color on the left side of an element.

Parameters

Name	Type	Description
width	Number	Style border width in points.
color	Color	Style border color.

Returns

Type	Description
None	

The following example shows how to set a style border. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var width = 1.0;
var borderColor = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);

style.setColoredBorderLeft(width, borderColor);
```

Style – setColoredBorderRight(Number width, Color color)

Sets style border with color on the right side of an element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
width	Number	Style border width in points.
color	Color	Style border color.

Returns

Type	Description
None	

The following example shows how to set a style border with color. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var width = 1.0;
var borderColor = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);

style.setColoredBorderRight(width, borderColor);
```

Style – setColoredBorderTop(Number width, Color color)

Sets style border with color to the top side of an element.

Parameters

Name	Type	Description
width	Number	Style border width in points.
color	Color	Style border color.

Returns

Type	Description
None	

The following example shows how to set a style border. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var width = 1.0;
var borderColor = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);

style.setColoredBorderTop(width, borderColor);
```

Style – setFontColor(Color color)

Sets a font color.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
color	Color	Font color.

Returns

Type	Description
None	

The following example shows how to set a font color. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var fontColor = new sn_pdfgeneratorutils.Color([1,0.5,0.5]);

style.setFontColor(fontColor);
```

Style – setFontSize(Number fontSize)

Sets a style font size.

Parameters

Name	Type	Description
fontSize	Number	Font size in points.

Returns

Type	Description
None	

The following example shows how to set a font size.

```
var style = new sn_pdfgeneratorutils.Style();

style.setFontSize(12);
```

Style – setHorizontalAlignment(String alignment)

Sets the horizontal alignment for a style.

Parameters

Name	Type	Description
alignment	String	Horizontal alignment setting. Valid values: • center: Align contents to the center. • left: Align contents to the left. • right: Align contents to the right.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set horizontal alignment on an element. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var alignment = "Center";

style.setHorizontalAlignment(alignment);
```

Style – setItalic()

Sets a style to italic font.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to set an element style to an italic font.

```
var style = new sn_pdfgeneratorutils.Style();
style.setItalic();
```

Style – setPadding(Number padding)

Sets the padding of all four sides of an element to the same width.

See also:

- setPaddingBottom()
- setPaddingLeft()
- setPaddingRight()
- setPaddingTop()

Parameters

Name	Type	Description
padding	Number	Padding width in points as a decimal value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set bottom style to 2.5 points. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var padding = 2.5;

style.setPadding(padding);
```

Style – setPaddingBottom(Number padding)

Sets the value of the bottom padding width of an element.

See also:

- setPadding()
- setPaddingLeft()
- setPaddingRight()
- setPaddingTop()

Parameters

Name	Type	Description
padding	Number	Padding width in points as a decimal value.

Returns

Type	Description
None	

The following example shows how to set bottom element padding to 2.5 points. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var padding = 2.5;

style.setPaddingBottom(padding);
```

Style – setPaddingLeft(Number padding)

Sets the value of the left padding width of an element.

See also:

- setPadding()
- setPaddingBottom()
- setPaddingRight()
- setPaddingTop()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
padding	Number	Padding width in points as a decimal value.

Returns

Type	Description
None	

The following example shows how to set left element padding to 2.5 points. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var padding = 2.5;

style.setPaddingLeft(padding);
```

Style – setPaddingRight(Number padding)

Sets the value of the right padding width of a style.

See also:

- setPadding()
- setPaddingBottom()
- setPaddingLeft()
- setPaddingTop()

Parameters

Name	Type	Description
padding	Number	Padding width in points as a decimal value.

Returns

Type	Description
None	

The following example shows how to set right element padding to 2.5 points. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var padding = 2.5;

style.setPaddingRight(padding);
```

Style – setPaddingTop(Number padding)

Sets the value of the top padding width of an element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

See also:

- setPadding()
- setPaddingBottom()
- setPaddingLeft()
- setPaddingRight()

Parameters

Name	Type	Description
padding	Number	Padding width in points as a decimal value.

Returns

Type	Description
None	

The following example shows how to set top element padding to 2.5 points. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var padding = 2.5;

style.setPaddingTop(padding);
```

Style – setTextAlignment(String alignment)

Sets the text alignment for a style.

Parameters

Name	Type	Description
alignment	String	Text alignment position. Valid values: • text-center: Aligns text to the center. • text-justified: Modifies the space between characters to completely fill text between the left and right sides. The final line is left-aligned. • text-justified-all: Justifies text alignment including the final line. • text-left: Align text to the left. • text-right: Align text to the right.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to set the element text to center alignment.

```
var style = new sn_pdfgeneratorutils.Style();

String alignment = "text-center";

style.setTextAlignment(alignment);
```

Style – setVerticalAlignment(String alignment)

Sets the vertical alignment for this element.

Parameters

Name	Type	Description
alignment	String	Vertical alignment setting. Valid values: • bottom: Aligns contents to the bottom. • mid: Aligns contents to the center. • top: Aligns contents to the top.

Returns

Type	Description
None	

The following example shows how to set vertical alignment on an element. For a document usage example, see Document API.

```
var style = new sn_pdfgeneratorutils.Style();

var alignment = "Mid";

style.setVerticalAlignment(alignment);
```

Stream - Scoped, Global

The *Stream* API provides methods to interact with a stream of items such as records. For example, you can use the *forEach()* method to update the state of each record in a stream returned by the *GlideQuery* API.

You can get a Stream object in these ways:

- Instantiate a Stream object using the constructor.
- Return a Stream object from the *GlideQuery.select()* method. For more information, see *GlideQuery*.

This method is static and does not require an instance of the class: *fromArray()*.

Use the *Stream* API in scoped or global server-side scripts. This API requires the GlideQuery [com.sn_glidequery] plugin.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Implementation

This API can work with the *GlideQuery* and *Optional* APIs in a builder pattern where the method calls chain together, each method building on the returned result of the previous method. Use methods to define the attributes of the query. The methods do not execute until you call a terminal method, a method that returns a query result, allowing you to define the requirements of the query before executing it.

If the query returns a single record, the system wraps the result in an Optional object. If the query returns a stream of records, the system wraps the result in a Stream object. These objects let you manage the result using a set of methods in each API.

For example, this script performs a query on the Task table, groups the records by priority, and returns each priority that has total reassignments greater than four.

```
var query = new global.GlideQuery('task')
    .where('active', true) //Returns new GlideQuery object with
 a "where" clause.
    .groupBy('priority') //Returns new GlideQuery object with a
 "group by" clause.
    .aggregate('sum', 'reassignment_count') //Returns new
 GlideQuery object with a "sum(reassignment_count)" clause.
    .having('sum', 'reassignment_count', '>', 4) //Returns
 new GlideQuery object with a "having reassignment_count > 4"
 clause.
    .select() //Returns a stream of records wrapped in a Stream
 object.
    .forEach(function (priority){ //Terminal method in the
 Stream class that executes the query and returns the result.
      gs.info("Priority " + priority.group.priority + ": " +
 priority.sum.reassignment_count + " reassignments");
    });
```

Output:

```
Priority 1: 11 reassignments
Priority 3: 6 reassignments
Priority 5: 5 reassignments
```

Terminal methods

For performance reasons, a query only fetches data when you call a terminal method. These are the terminal methods from the *Stream* class:

- *every()*
- *find()*
- *forEach()*
- *reduce()*
- *some()*
- *toArray()*

Stream - Stream(Function nextFn)

Instantiates a Stream object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Instead of using this constructor, you can return a Stream object based on a query using the *GlideQuery* API.

Parameters

Name	Type	Description
nextFn	Function	A function that retrieves the next item in the stream.

This example shows you how to create a Stream object based on a random number generator. Make sure to include the *limit()* method to avoid creating an infinite loop.

```
new Stream(Math.random)
   .map(Math.round)
   .map(function (num) {
      return num === 1 ? 'heads' : 'tails';
   })
   .limit(10)
   .forEach(gs.info)
```

Output:

```
*** Script: tails
*** Script: heads
*** Script: tails
*** Script: heads
*** Script: tails
*** Script: heads
*** Script: tails
*** Script: tails
*** Script: tails
*** Script: tails
```

Stream - chunk(Number count)

Returns results in batches of arrays, each containing the number of records passed to the method.

Parameters

Name	Type	Description
count	Number	Number of records in each array returned from the stream.

Returns

Type	Description
Stream	Object used to interact with a stream of items such as records.

This example shows how to query a table and chunk the result into batches of arrays.

```
var chunkResult = new GlideQuery('cmdb_ci_hardware')
    .select('asset', 'purchase_date')
    .limit(10)
    .chunk(5) //Returns arrays of 5 sys_ids at a time
    .forEach(function (chunk){
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        gs.info(JSON.stringify(chunk, null, 2));
    });
```

Output:

```
*** Script: [
  {
    "asset": "2fa9680d3790200044e0bfc8bcbe5dfb",
    "purchase_date": "2022-02-28",
    "sys_id": "2ba9680d3790200044e0bfc8bcbe5dfc"
  },
  {
    "asset": "73c1fa8837f3100044e0bfc8bcbe5ded",
    "purchase_date": "2017-12-05",
    "sys_id": "b4fd7c8437201000deeabfc8bcbe5dc1"
  },
  {
    "asset": "cbc1ba8837f3100044e0bfc8bcbe5dad",
    "purchase_date": "2017-12-05",
    "sys_id": "25fd3c8437201000deeabfc8bcbe5dea"
  },
  {
    "asset": "8fc1ba8837f3100044e0bfc8bcbe5da9",
    "purchase_date": null,
    "sys_id": "108a9205c611227500786e160f9d343e"
  },
  {
    "asset": "27c1fa8837f3100044e0bfc8bcbe5dd8",
    "purchase_date": "2017-06-06",
    "sys_id": "a9a2d111c611227601fb37542399caa8"
  }
]
*** Script: [
  {
    "asset": "93c1fa8837f3100044e0bfc8bcbe5d30",
    "purchase_date": "2017-12-05",
    "sys_id": "6b43105c37301000deeabfc8bcbe5db2"
  },
  {
    "asset": "a2c0b1213784200044e0bfc8bcbe5de3",
    "purchase_date": "2017-12-05",
    "sys_id": "aac0b1213784200044e0bfc8bcbe5de3"
  },
  {
    "asset": "33c1fa8837f3100044e0bfc8bcbe5def",
    "purchase_date": "2017-12-05",
    "sys_id": "d0e8761137201000deeabfc8bcbe5da7"
  },
  {
    "asset": "53c1fa8837f3100044e0bfc8bcbe5d1f",
    "purchase_date": "2017-12-05",
    "sys_id": "53fdbc8437201000deeabfc8bcbe5d10"
  },
  {
    "asset": "f1c031213784200044e0bfc8bcbe5de0",
    "purchase_date": "2017-12-05",
    "sys_id": "71c031213784200044e0bfc8bcbe5de1"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
]
```

This example shows how to create a child query using batches of IDs. When you call the *flatMap()* method after using the *chunk()* method, the system iterates over the batch of records instead of each individual record.

```
var chunkResult = new global.GlideQuery('cmdb_ci_hardware')
    .select('sys_id')
    .map(function (device) { return device.sys_id; })
    .chunk(5) //Returns arrays of 5 sys_ids at a time
    .flatMap(function (deviceIds) {
        return new GlideQuery('cmdb_sam_sw_install')
            .where('installed_on', 'IN', deviceIds)
            .select('software_model', 'installed_on');
    })

gs.info(JSON.stringify(chunkResult));
```

Stream - every(Function predicate)

Applies a predicate function to every item in the Stream object. If the predicate returns true for every item in the stream, the method returns true. If the predicate returns false for any item in the stream, the method returns false.

Parameters

Name	Type	Description
predicate	Function	Predicate function to apply to every record or item inside the Stream object. The function must take each item in the stream as input and return a boolean.

Returns

Type	Description
Boolean	Flag that indicates whether the predicate function returns true for every item in the stream. Valid values: • true: The predicate function returns true for every item in the stream. • false: The predicate function does not return true for every item in the stream.

This example shows how to apply a predicate function to every item in a stream.

```
var hasOnlyShortDescriptions = new global.GlideQuery('task')
   .whereNotNull('description')
   .select('description')
   .every(function (t) {
       return t.description.length < 10;
       });

gs.info(hasOnlyShortDescriptions);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
false
```

Stream - filter(Function predicate)

Applies a predicate function to each item in the Stream object. If the predicate returns true, the method returns the stream. If the predicate returns false, it returns an empty Stream object.

For better performance, use the *`where()`*, *`whereNotNull()`*, and *`whereNull()`* methods in the *`GlideQuery`* class instead of this method where possible. See GlideQuery.

Parameters

Name	Type	Description
predicate	Function	Predicate function to apply to every record or item inside the Stream object. The function must take each item in the stream as input and return a boolean.

Returns

Type	Description
Stream	Object used to interact with a stream of items such as records.

This example shows how to check all records in the Task table against a defined filter. If the records match the filter, the system returns the stream of records. Otherwise, it returns an empty Stream object.

```
var shoutingTasks = new global.GlideQuery('task')
   .whereNotNull('description')
   .select('description')
   .filter(function (task) {
      return task.description.toUpperCase() ===
 task.description;
   })
```

Stream - find(Function predicate)

Returns the first record or item in the Stream object that matches the predicate function. If no predicate function is provided, then the method returns the first record or item in the Stream.

Parameters

Name	Type	Description
predicate	Function	Optional. Predicate function to apply to the items inside the Stream object. The function must take each item in the stream as input and return a boolean.

Returns

Type	Description
Optional	Object containing the returned record.

This example shows how to return the first record from the stream.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var UserOptional = new global.GlideQuery('sys_user')
   .where('active', true)
   .where('company.name', 'ServiceNow')
   .select()
   .find()
   .map(function (user) {
      return JSON.stringify(user);
   })

gs.info(UserOptional);
```

Output:

```
Optional<{"sys_id":"babb4639b76233004fbc2089ee11a97f"}>
```

Stream - flatMap(function fn)

Applies a function to every item in a stream. Returns another stream that you can iterate over.

Use this method instead of *map()* if the function returns a second stream of records.

Parameters

Name	Type	Description
fn	Function	Function to apply to the result of the query that returns a Stream object.

Returns

Type	Description
Stream	Object containing the stream of records updated after applying the function.

This example shows you how to query the User table and then create a child query from the result. This example executes an N+1 query, which can cause performance issues. Avoid this use case in a production environment.

```
var records = new global.GlideQuery('sys_user')
   .where('last_login', '>', '2015-12-31')
   .select('first_name', 'last_name')
   .flatMap(function (u) {
      return new global.GlideQuery('task')
           .where('closed_by', u.sys_id)
           .select('closed_at', 'description')
           .map(function (t) {
                return {
                    first_name: u.first_name,
                    last_name: u.last_name,
                    description: t.description,
                    closed_at: t.closed_at
                 };
           });
      })
   .limit(5)
   .toArray(100);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(JSON.stringify(records));
```

Output:

```
[
   {
      "first_name":"System",
      "last_name":"Administrator",
      "description":null,
      "closed_at":"2020-08-23 13:14:56"
   },
   {
      "first_name":"System",
      "last_name":"Administrator",
      "description":null,
      "closed_at":"2020-08-23 13:07:43"
   },
   {
      "first_name":"System",
      "last_name":"Administrator",
      "description":null,
      "closed_at":"2020-06-15 06:59:05"
   },
   {
      "first_name":"System",
      "last_name":"Administrator",
      "description":null,
      "closed_at":"2020-08-23 13:07:33"
   },
   {
      "first_name":"System",
      "last_name":"Administrator",
      "description":null,
      "closed_at":"2020-08-23 13:07:14"
   }
]
```

Stream - forEach(Function fn)

Applies the specified function to each record or item in the stream.

Parameters

Name	Type	Description
fn	Function	Function to apply to each item in the stream.

Returns

Type	Description
None	

This example shows you how to print the result of each item in the stream.

```
var firstNames = new global.GlideQuery('sys_user')
   .select('first_name')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   .forEach(function (u) {
      gs.debug(u.first_name);
   });
```

Output:

```
*** Script: [DEBUG] survey
*** Script: [DEBUG] Lucius
*** Script: [DEBUG] Jimmie
*** Script: [DEBUG] Melinda
*** Script: [DEBUG] Jewel
*** Script: [DEBUG] Sean
*** Script: [DEBUG] Jacinto
*** Script: [DEBUG] Krystle
*** Script: [DEBUG] Billie
*** Script: [DEBUG] Christian
*** Script: [DEBUG] Naomi
...
```

Stream - fromArray(Object arr)

Returns a Stream object that contains the values from the provided array.

Note: This method is static. You do not need an instance of the class to use this method.

Parameters

Name	Type	Description
arr	Array	Array of values to create the stream from.

Returns

Type	Description
Stream	Object used to interact with a stream of items such as records.

This example shows how to create a Stream object containing an array of values.

```
var nameStream = Stream.fromArray(['Bob', 'Sue', 'Sam'])
   .map(function (name) {
      return name.toUpperCase();
   })
   .toArray(3);

gs.info(JSON.stringify(nameStream));
```

Output:

```
["BOB","SUE","SAM"]
```

Stream - limit(Number count)

Limits the number of results returned by the stream.

For better performance, use the *`limit()`* method in the *`GlideQuery`* class where possible. See GlideQuery. You may need to use this method to limit results with the *`Stream.flatMap()`* method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
count	Number	Number of records to return.

Returns

Type	Description
Stream	Object used to interact with a stream of items such as records.

This example shows you how to limit the results returned from the *`Stream.flatMap()`* method.

```
var records = new global.GlideQuery('sys_user')
   .where('last_login', '>', '2015-12-31')
   .select('first_name', 'last_name')
   .flatMap(function (u) {
      return new GlideQuery('task')
           .where('closed_by', u.sys_id)
           .select('closed_at', 'description')
           .map(function (t) {
                return {
                    first_name: u.first_name,
                    last_name: u.last_name,
                    description: t.description,
                    closed_at: t.closed_at
                 };
           });
      })
   .limit(5)
   .forEach(function (task){
      gs.info(JSON.stringify(task, null, 2));
   });
```

Output:

```
*** Script: {
  "first_name": "System",
  "last_name": "Administrator",
  "description": null,
  "closed_at": "2021-10-04 13:40:16"
}
*** Script: {
  "first_name": "System",
  "last_name": "Administrator",
  "description": null,
  "closed_at": "2021-10-04 13:40:22"
}
*** Script: {
  "first_name": "System",
  "last_name": "Administrator",
  "description": null,
  "closed_at": "2021-10-04 13:40:27"
}
*** Script: {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "first_name": "System",
  "last_name": "Administrator",
  "description": null,
  "closed_at": "2021-10-04 13:40:31"
}
*** Script: {
  "first_name": "System",
  "last_name": "Administrator",
  "description": null,
  "closed_at": "2021-10-04 13:40:54"
}
```

Stream - map(Function fn)

Applies a function to each item in a stream and returns the updated Stream object.

Parameters

Name	Type	Description
fn	Function	Function to apply to the result of the query that takes the each item in the stream as input.

Returns

Type	Description
Stream	Object containing the stream of records updated after applying the function.

This example shows you how to apply a function to every item in the stream.

```
var users = new global.GlideQuery('sys_user')
   .whereNotNull('first_name')
   .select('first_name')
   .map(function (u) {
      return u.first_name.toUpperCase();
   })
   .toArray(100);

gs.info(JSON.stringify(users));
```

Output:

```
[
   "SURVEY",
   "LUCIUS",
   "JIMMIE",
   "MELINDA",
   "JEWEL",
   "SEAN",
   "JACINTO",
   "KRYSTLE",
   "BILLIE",
   "CHRISTIAN",
   ...
]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Stream - reduce(function reducerFn, Any initialValue)

Executes a reducer function on each item in the stream, resulting in single output value.

This method is similar to the native JavaScript *`reduce()`* method. For more information, see w3schools documentation.

Parameters

Name	Type	Description
reducerFn	Function	Function to apply to each item in the stream that reduces the stream to a single value. This function must take two arguments: • `acc`: Accumulator that accumulates all values returned by the function. • `cur`: Current item being accumulated in the array.
initialValue	Any	Value passed to the function as the initial value.

Returns

Type	Description
Any	Accumulated total of all items returned by the reducer function.

This example shows you how to return the record with the longest name from the User table.

```
var longestName = new global.GlideQuery('sys_user')
   .whereNotNull('first_name')
   .select('first_name')
   .reduce(function (acc, cur) {
       return cur.first_name.length > acc.length
           ? cur.first_name
           : acc;
       }, '');

gs.info(JSON.stringify(longestName));
```

Output:

```
"ATF_TestItilUser1"
```

Stream - some(Function predicate)

Applies a predicate function, a function that takes a single value and returns true or false, to each item in the stream. If the predicate returns true for any item in the stream, the method returns true.

Parameters

Name	Type	Description
predicate	Function	Predicate function to apply to the items inside the Stream object. Must return a Boolean value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the predicate function returned true for an item in the stream. Valid values: • true: The predicate function returned true for an item in the stream. • false: The predicate function did not return true for an item in the stream.

This example shows how to check whether any descriptions in the Task table are over 1,000 characters long.

```
var hasLongDescriptions = new global.GlideQuery('task')
   .whereNotNull('description')
   .select('description')
   .some(function (t) {
      return t.description.length > 1000;
   });


gs.info(hasLongDescriptions);
```

Output:

```
false
```

Stream - toArray(Number count)

Returns an array containing the given number of items from the stream.

Parameters

Name	Type	Description
count	Number	The maximum number of items from the stream to return in the array.

Returns

Type	Description
Array	Array containing the given number of items from the stream.

This example shows you how to transform a stream of records into a JavaScript array.

```
var users = new global.GlideQuery('sys_user')
    .limit(10)
    .select('first_name', 'last_name')
    .toArray(50);

gs.info(JSON.stringify(users));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
[
   {
      "first_name":"Jewel",
      "last_name":"Agresta",
      "sys_id":"02826bf03710200044e0bfc8bcbe5d64"
   },
   {
      "first_name":"Sean",
      "last_name":"Bonnet",
      "sys_id":"02826bf03710200044e0bfc8bcbe5d6d"
   },
   {
      "first_name":"Jacinto",
      "last_name":"Gawron",
      "sys_id":"02826bf03710200044e0bfc8bcbe5d76"
   },
   {
      "first_name":"Krystle",
      "last_name":"Stika",
      "sys_id":"02826bf03710200044e0bfc8bcbe5d7f"
   },
   {
      "first_name":"Billie",
      "last_name":"Cowley",
      "sys_id":"02826bf03710200044e0bfc8bcbe5d88"
   },
   {
      "first_name":"Christian",
      "last_name":"Marnell",
      "sys_id":"02826bf03710200044e0bfc8bcbe5d91"
   }
]
```


Subflow - Scoped (deprecated)

The *Subflow* API provides methods to run published Workflow Studio subflows.

This API is deprecated and replaced by the FlowAPI - Scoped, Global.

The *Subflow* API can only be used in server scripts.

Use the `sn_fd` namespace to access the *Subflow* API.

Before interacting with a subflow using the *Subflow* API, you must first create and publish the subflow in the Workflow Studio interface. Because the *Subflow* API only interacts with pre-built subflows, there is no constructor for the class.

Note: To optimize instance performance, avoid calling these methods from an asynchronous business rule script. Instead, create a scheduled job record within the Workflow Studio UI.

Subflow - startAsync(String scopeName.subflowName, Map inputs)

Runs a published subflow asynchronously.

Asynchronous calls are non-blocking, allowing the client to execute other code in the script without having to wait for the subflow to complete.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
scopeName.subflowName	String	The application scope for the subflow and the internal name of the subflow to run. If scopeName is not included, the scope of the user currently logged in is used. Retrieve the internal name of the subflow using the **Internal name** column on the Workflow Studio landing page.
inputs	Map	Name-value pairs that define subflow inputs. If a subflow includes mandatory inputs, they must be included. For inputs of Reference or Document ID field types, use a GlideRecord object as the value.

Returns

Type	Description
Object	PlanResponse object containing the following properties: • contextId: Sys_id of the execution details record for the executed subflow. Access the execution details by navigating to the Flow Executions tab in Workflow Studio and filtering by sys_id. An exception occurs when the subflow: • Does not exist within the specified application scope, or the subflow or scope name has been misspelled. • Is not published. • Is passed an input object that does not match the subflow inputs. • Exceeds the recursion limit set by the *com.glide.hub.flow_engine.indirect_recursion_limit* system property. The default value is three.

```
//Run a subflow that takes two inputs: user, a sys_user record,
 and laptop_welcome_message, a string.
(function startSubflowAsync() {

  try {
    var userToProvisionFor = new GlideRecord('sys_user');
    userToProvisionFor.get('62826bf03710200044e0bfc8bcbe5df1');

    var inputs = {};
    inputs['user'] = userToProvisionFor;
    inputs['laptop_welcome_message'] = 'Welcome Onboard!!';

    var result =
 sn_fd.Subflow.startAsync('sn_devstudio.provisionlaptop',
 inputs);

    //The Sys ID of a flow execution (contextId)
    var contextId = result.contextId;

  } catch (ex) {
    var message = ex.getMessage();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    gs.error(message);
  }

})();
```

SummaryTableWriter - Global

The *SummaryTableWriter* script include enables the creation of summary sets for reports that can be generated with standard queries and trending.

This script include provides methods that enable you to customize the output of the summary sets for reports, such as adding a title, defining a query on which to base the report data, and specifying the stack column and X axis.

SummaryTableWriter - SummaryTableWriter(String tableName, String columnName)

Produces a summary set for the COUNT of all incidents grouped by category.

The custom chart definition table contains a field named **Table** that is hidden by default. If the field is set, which it is in some of the base custom charts, then, no matter what is defined within the custom chart scripts, clicking on the chart points you to this table.

For example, if you create a custom chart against the `[task]` table through a script, but you copied the custom chart from a custom chart that contains Table = incident, then clicking on any bar in the custom script will go to incident.do rather than to task.do.

To check the value of the **Table** field, click the additional actions icon and select **Configure** > **Form Layout** and move the **Table** field from **Available** to **Selected**. Open the custom chart definition and set the **Table** field to **none**.

Parameters

Name	Type	Description
tableName	String	Table used in the query to generate the data.
columnName	String	Field that is used to determine the X axis values.

```
var summarySet = new SummaryTableWriter('incident', 'category');
summarySet.generate();
```

SummaryTableWriter - generate()

Creates the summary set of records for reports.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var opened = new SummaryTableWriter('incident', '');
opened.generate();
```

SummaryTableWriter - setQuery(String query)

Defines the query to use to load the data for the summary record set.

Parameters

Name	Type	Description
query	String	Query to use to load the summary data.

Returns

Type	Description
void	

```
var summarySet = new SummaryTableWriter('incident', 'category');
summarySet.setQuery("active=true");
summarySet.generate();
```

SummaryTableWriter - setStackOn(String column)

Defines the column on which to stack the incident records.

Parameters

Name	Type	Description
column	String	Column that is used to stack the incident records.

Returns

Type	Description
void	

```
var summarySet = new SummaryTableWriter('incident', 'category');
summarySet.setQuery("active=true");
summarySet.setStackOn('priority');
summarySet.generate();
```

SummaryTableWriter - setTitle(String title)

Sets the title of the summary set, which is also the chart title.

Parameters

Name	Type	Description
title	String	Title given to the summary set that is used as the chart title. Also used as the key field for chart generators to determine whether the data was generated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var opened = new SummaryTableWriter('incident', '');
opened.setTitle("Trend of Open Incidents");
opened.setTrend('opened_at', 'month');
opened.generate();
```

SummaryTableWriter - setTrend(String field, String interval)

Sets the time field used for the X axis or stacking field; can also set the time interval used to calculate the trend.

Parameters

Name	Type	Description
field	String	Time field that is used for X axis values if grouping is not used. If grouping is used, then this is the stacking field.
interval	String	Time interval that is used to calculate the trend.

Returns

Type	Description
void	

```
var opened = new SummaryTableWriter('incident', '');
opened.setTitle("Trend of Open Incidents");
opened.setTrend('opened_at', 'month');
opened.generate();
```

SVGToPDFConversionAPI - Scoped, Global

The *SVGToPDFConversionAPI* provides methods that enable the adding of an SVG to a PDF and converting an SVG to PDF.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

See also PDFGenerationAPI.

SVGToPDFConversionAPI - SVGToPDFConversionAPI()

Instantiates a new *SVGToPDFConversionAPI* object.

Parameters

Name	Type	Description
None		

The following examples shows how to create a *SVGToPDFConversionAPI* object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var v = new sn_pdfgeneratorutils.SVGToPDFConversionAPI();
```

SVGToPDFConversionAPI - addSVGToPDF(String svg, String inputPdfSysId, String targetTable, String targetSysId, String nameForPdf, Number pageNo, Number x, Number y, Number svgImgWidth, Number svgImgHeight)

Adds an SVG image to a PDF on a specified page with image size and location coordinates.

Parameters

Name	Type	Description
svg	String	SVG to convert to a PDF document.
inputPdfSysId	String	Sys_id of the target PDF in which to create a copy of with an SVG. The target PDF is in the Attachments [sys_attachment] table.
targetTable	String	Name of the table containing the record to which the PDF is attached. You can find this value in the same row as the attachment listed in the Attachments [sys_attachment] table.
targetTableSysId	String	Sys_id of the record to which the PDF is attached. You can find this value in the same row as the attachment listed in the Attachments [sys_attachment] table.
targetTable	String	Name of the table on which to attach the converted PDF.
targetTableSysId	String	Sys_id of the record on which to attach the converted PDF.
pdfName	String	Name to give the PDF. Default: Sys_id of the PDF in the Attachments [sys_attachment] table.
pageNo	Number	Page number in the attached PDF on which to place the SVG.
x	Number	Horizontal position of the SVG in the page. Value is in points.
y	Number	Vertical position of the SVG in the page. Value is in points.
svgImgWidth	Number	Width of the SVG image in pixels.
svgImgHeight	Number	Height of the SVG image in pixels.

Returns

Type	Description
Object	Object containing sys_id of a new PDF attachment with inserted SVG if successful, error message otherwise. `{ "attachment_id": "String", "message": "String", "status": "String" }`
<Object>. attachment_id	If SVG conversion is successful, sys_id of the attached PDF. The file is listed in the Attachments [sys_attachment] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.message	Message confirming success or error. Possible values: • Adding SVG content to PDF failed. • Adding SVG to PDF and creating new PDF is successful. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • Input PDF attachment sys id to add the SVG content is null • Input SVG content is empty or null • PdfReader is not opened with owner password • The target table name to attach the modified PDF : <targetTable> is empty or null • The target table name to attach the modified PDF : <targetTable> is not valid Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how get SVG from the description field of an incident record and add it to page 5 of a PDF attachment. The new PDF with SVG is located in the Attachments [sys_attachment] table.

```
var gr = new GlideRecord("incident");

var svg;

if (gr.get("<tableSysId>")) {
 svg = gr.description.toString();
}

var result = new
 sn_pdfgeneratorutils.SVGToPDFConversionAPI().addSVGToPDF(svg,
 "<inputPdfSysId>", "incident", "<tableSysId>", "AddSVGToPDF",
 5, 30, 30, 300, 100);
gs.info(JSON.stringify(result));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{"attachment_id":"<sys_id>","message":"Adding SVG to PDF and
 creating new PDF is successful.","status":"success"}
```

SVGToPDFConversionAPI - convertSVGToPDF(String svg, String pdfName, String targetTable, String targetTableSysId)

Converts an SVG provided as string to PDF.

Parameters

Name	Type	Description
svg	String	SVG to convert to a PDF document.
pdfName	String	Name to give the PDF. Default: Sys_id of the PDF in the Attachments [sys_attachment] table.
targetTable	String	Name of the table on which to attach the converted PDF.
targetTableSysId	String	Sys_id of the record on which to attach the converted PDF.

Returns

Type	Description
Object	Object containing sys_id of the PDF attachment converted from SVG if successful, error message otherwise. `{ "attachment_id": "String", "message": "String", "status": "String" }`
<Object>. attachment_id	If SVG conversion is successful, sys_id of the attached PDF. The file is listed in the Attachments [sys_attachment] table. Data type: String
<Object>.message	Message confirming success or error. Possible values: • Converting SVG image to PDF document failed. • Exception while reading Source document contents. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • SVG to PDF conversion is successful. • The Target table name - <tableName> to attach the converted SVG is not valid • The Target table name - <tableName> to attach the converted SVG is empty or null

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how get SVG from the description field of an incident record, to convert the SVG to PDF and attach it to a record.

```
var gr = new GlideRecord("incident");

var svg;

if (gr.get("<tableSysId>")) {
 svg = gr.description.toString();
}

var v = new sn_pdfgeneratorutils.SVGToPDFConversionAPI();

var result = v.convertSVGToPDF(svg, "ConvertSVGToPDF",
 "incident", "<targetTableSysId>");
gs.info(JSON.stringify(result));
```

Output:

```
{"attachment_id":"<pdf_attachment_sys_id>","message":"SVG to PDF
 conversion is successful.","status":"success"}
```

SVGToPDFConversionAPI - convertSVGToPDFWithSize(String svg, String nameForPDF, String targetTable, String targetTableSysId, Number svgImgWidth, Number svgImgHeight)

Converts an SVG provided as string to PDF with image width and height values.

Parameters

Name	Type	Description
svg	String	SVG to convert to a PDF document.
pdfName	String	Name to give the PDF. Default: Sys_id of the PDF in the Attachments [sys_attachment] table.
targetTable	String	Name of the table on which to attach the converted PDF.
targetTableSysId	String	Sys_id of the record on which to attach the converted PDF.
svgImgWidth	Number	Width of the SVG image in pixels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
svgImgHeight	Number	Height of the SVG image in pixels.

Returns

Type	Description
Object	Object containing sys_id of the PDF attachment converted from SVG if successful, error message otherwise. `{ "attachment_id": "String", "message": "String", "status": "String" }`
<Object>. attachment_id	If SVG conversion is successful, sys_id of the attached PDF. The file is listed in the Attachments [sys_attachment] table. Data type: String
<Object>.message	Message confirming success or error. Possible values: • Converting SVG image to PDF document failed. • Exception while reading Source document contents. • Given target record [<tableName> - <targetTableSysId>] does not exist. – Target table sys_id is not in the table provided. Make sure you include the correct table name for the record. • The Target table name - <tableName> to attach the converted SVG is not valid • The Target table name - <tableName> to attach the converted SVG is empty or null • SVG to PDF conversion is successful. Data type: String
<Object>.status	Status indicating whether the operation is successful. Possible values: • success - Operation was successful. • failure – Operation was not successful. The *message* provides details. Data type: String

The following example shows how get SVG from the description field of an incident record, to convert the SVG to PDF, and attach it to a record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gr = new GlideRecord("incident");

var svg;

if (gr.get("<tableSysId>")) {
 svg = gr.description.toString();
}

var v = new sn_pdfgeneratorutils.SVGToPDFConversionAPI();

var result = v.convertSVGToPDFWithSize(svg, "ConvertSVGToPDF",
 "incident", "<targetTableSysId>", 600, 150);
gs.info(JSON.stringify(result));
```

Output:

```
{"attachment_id":"<pdf_attachment_sys_id>","message":"SVG to PDF
 conversion is successful.","status":"success"}
```

SystemDocument - Scoped, Global

The *SystemDocument* API provides methods for setting fields of a record in the Documents [ds_document] table.

This API requires the Document Management plugin (com.snc.platform_document_management) and is provided within the `sn_doc_services` namespace. For information, see Document Services.

To create a document, use the DocumentService API.

SystemDocument - SystemDocument(String docName)

Instantiates a *SystemDocument* object.

Parameters

Name	Type	Description
docName	String	Name of the document.

Returns

Type	Description
None	

The following example shows how to instantiate a *SystemDocument* object and set several fields for a document record. See also DocumentService API.

```
var d = new sn_doc_services.SystemDocument('My document');

// Define the document fields
var reviewers =
 '62826bf03710200044e0bfc8bcbe5df1,a8f98bb0eb32010045e1a5115206f
e3a';
d.description('description');
d.classification('restricted');
d.state('review');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
d.department('93b25282c0a8000b0b55c8ab34e2f1e6');
d.template(false);
d.type('policy');
d.reviewers(reviewers);
d.audience('external');

var s = new sn_doc_services.DocumentService();
gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 10404202245034l0f877a6fed1c2b031 is successful.",
  "request_id": "10404202245034l0f877a6fed1c2b031",
  "status": "success"
}
```

SystemDocument - audience(String audience)

Sets the Audience field of a document record to specify external or internal availability. Represents the Audience field in a Document Management form.

Parameters

Name	Type	Description
audience	String	String representing the intended audience of the document. Possible values: • external • internal Default: internal

Returns

Type	Description
None	

The following example shows how to set the Audience field in a new document record. See also DocumentService - Scoped, Global.

```
var d = new sn_doc_services.SystemDocument('My document');
var s = new sn_doc_services.DocumentService();

d.audience('external');

gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 1193fd4624103410f877a6fed1c2b016 is successful.",
  "request_id": "1193fd4624103410f877a6fed1c2b016",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "status": "success"
}
```

SystemDocument - classification(String classification)

Sets the Classification field of a document record to identify the level of information sensitivity. Represents the Classification field in a Document Management form.

Parameters

Name	Type	Description
classification	String	Classification of the document. Possible values: • confidential • public • restricted Default: public

Returns

Type	Description
String	The value of the classification property of a *SystemDocument* object.

The following example shows how to set the classification field in a new document record. See also DocumentService API.

```
var d = new sn_doc_services.SystemDocument('My restricted
 document');
var s = new sn_doc_services.DocumentService();

d.classification('restricted');

gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 d80435c624103410f877a6fed1c2b0d0 is successful.",
  "request_id": "d80435c624103410f877a6fed1c2b0d0",
  "status": "success"
}
```

SystemDocument - createdFromTemplate(String docTemplate)

Sets the template from which to generate a document. When the document is generated, the specified template is listed in the Created From Template field in the Documents [ds_document_list] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
docTemplate	String	Sys_id of a document listed in the Documents [ds_document_list] table. The document must have the Template checkbox selected (true). See also DocumentVersionService API.

Returns

Type	Description
None	

The following example shows how to create a new document record from an existing template. See also DocumentService API.

```
var d = new sn_doc_services.SystemDocument('New doc from
 template');
var s = new sn_doc_services.DocumentService();

d.createdFromTemplate('<doc_template_sys_id>');

gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 deaef1ce24103410f877a6fed1c2b085 is successful.",
  "request_id": "deaef1ce24103410f877a6fed1c2b085",
  "status": "success"
}
```

SystemDocument - department(String docDept)

Sets the Department field of a document record.

Parameters

Name	Type	Description
docDept	String	Sys_id of a department listed in the Departments [cmn_department] table.

Returns

Type	Description
None	

The following example shows how to set the department field in a new document record. See also DocumentService API.

```
var d = new sn_doc_services.SystemDocument('My document');

// Assign the doc to the human resources department
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
d.department('<dept_sys_id>');

var s = new sn_doc_services.DocumentService();
gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 491efbee24187410f877a6fed1c2b0a9 is successful.",
  "request_id": "491efbee24187410f877a6fed1c2b0a9",
  "status": "success"
}
```

SystemDocument - description(String description)

Sets the Description field of a document record.

Parameters

Name	Type	Description
description	String	Description of the document.

Returns

Type	Description
None	

The following example shows how to set the description field in a document record. See also: DocumentService API.

```
var d = new sn_doc_services.SystemDocument('My document');

d.description('Information describing the doc.');

var s = new sn_doc_services.DocumentService();
gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 9acd7fea24587410f877a6fed1c2b060 is successful.",
  "request_id": "9acd7fea24587410f877a6fed1c2b060",
  "status": "success"
}
```

SystemDocument - name(String docName)

Sets the Name field of a document record.

Note: You can also set the name as a parameter in the *SystemDocument()* constructor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
docName	String	Name of the document.

Returns

Type	Description
None	

The following example shows how to set the Name field in a new document record. See also DocumentService API.

```
var d = new sn_doc_services.SystemDocument();

d.name('Document named using method instead of constructor');

var s = new sn_doc_services.DocumentService();
gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 c19d7f2624587410f877a6fed1c2b0eb is successful.",
  "request_id": "c19d7f2624587410f877a6fed1c2b0eb",
  "status": "success"
}
```

SystemDocument - owner(String owner)

Sets the Owner field of a document record.

Parameters

Name	Type	Description
owner	String	Sys_id of a user listed in the Users [sys_user] table. Role required: admin Default: Current user

Returns

Type	Description
None	

The following example shows how to set the owner field in a new document record. See also DocumentService API.

```
var d = new sn_doc_services.SystemDocument('My document');
var s = new sn_doc_services.DocumentService();

d.owner('aa826bf03710200044e0bfc8bcbe5dd6');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 4235318a24103410f877a6fed1c2b0ff is successful.",
  "request_id": "4235318a24103410f877a6fed1c2b0ff",
  "status": "success"
}
```

SystemDocument - reviewers(String reviewers)

Sets the Reviewers field of a document record.

Parameters

Name	Type	Description
reviewers	String	List of one or more document reviewers by sys_id. The reviewer must be a user listed in the Users [sys_user] table.

Returns

Type	Description
None	

The following example shows how to set the reviewers field in a new document record. See also DocumentService API.

```
var d = new sn_doc_services.SystemDocument('My document');

var reviewers =
 '62826bf03710200044e0bfc8bcbe5df1,a8f98bb0eb32010045e1a5115206f
e3a';
d.reviewers(reviewers);

var s = new sn_doc_services.DocumentService();
gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 8d19f9ca24103410f877a6fed1c2b0aa is successful.",
  "request_id": "8d19f9ca24103410f877a6fed1c2b0aa",
  "status": "success"
}
```

SystemDocument - state(String state)

Sets the State field of a document record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
state	String	State of the document representing where the document is in the workflow. Valid values: • draft • submit • review • complete Default: draft

Returns

Type	Description
None	

The following example shows how to set the state field in a new document record. See also DocumentService API.

```
var d = new sn_doc_services.SystemDocument('My document');
var s = new sn_doc_services.DocumentService();

d.state('submit');

gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 19aab54e24103410f877a6fed1c2b03d is successful.",
  "request_id": "19aab54e24103410f877a6fed1c2b03d",
  "status": "success"
}
```

SystemDocument - template(Boolean template)

Specifies whether a document record is a template.

Parameters

Name	Type	Description
template	Boolean	Flag that specifies whether a document record is a template. Valid values: • true: The default version of this document is a template. • false: This document is not a template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: false

Returns

Type	Description
None	

The following example shows how to indicate that a document record is a template. See also DocumentService API.

```
var d = new sn_doc_services.SystemDocument('My document');

d.template(true);

var s = new sn_doc_services.DocumentService();
gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 f7f006ce24103410f877a6fed1c2b053 is successful.",
  "request_id": "f7f006ce24103410f877a6fed1c2b053",
  "status": "success"
}
```

SystemDocument - type(String docType)

Sets the Type field of a document record.

Parameters

Name	Type	Description
docType	String	Type of document. Valid values: • contract • guideline • policy • procedure Default: None

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to set the type field in a new document record. See also DocumentService API.

```
var d = new sn_doc_services.SystemDocument('How to use the
 document mgmt API');
var s = new sn_doc_services.DocumentService();

d.type('guideline');

gs.info(JSON.stringify(s.createDocument(d), null, 2));
```

Output:

```
{
  "message": "Create document sysId :
 8adfb10224503410f877a6fed1c2b0e4 is successful.",
  "request_id": "8adfb10224503410f877a6fed1c2b0e4",
  "status": "success"
}
```

SystemDocumentList - Scoped, Global

The *SystemDocumentList* API provides methods for setting the record fields in the Document Lists [ds_document_lists] table.

This API requires the Document Management plugin (com.snc.platform_document_management) and is provided within the `sn_doc_services` namespace. For information, see Document Services.

To create or manage a document list, use the DocumentListService API.

SystemDocumentList - SystemDocumentList(String docListName)

Instantiates a *SystemDocumentList* object.

Parameters

Name	Type	Description
docListName	String	Name of the document list.

Returns

Type	Description
None	

The following example shows how to instantiate a *SystemDocumentList* object.

```
var docList = new sn_doc_services.SystemDocumentList();
```

SystemDocumentList - description(String description)

Sets the Description field of a new document list record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
description	String	Description of the document list.

Returns

Type	Description
None	

The following example shows how to add a description to the document list. See also DocumentListService API.

```
var dL = new sn_doc_services.SystemDocumentList('My document
 list');

// Define the document list field
dL.description('description');

var docList = new sn_doc_services.DocumentListService();
gs.info(JSON.stringify(docList.createDocumentList(dL), null,
 2));
```

Output:

```
{
  "message": "Create List for the given name : My document list,
 List sysId : b2c021a924683c10f877a6fed1c2b0b1 is successful.",
  "request_id": "b2c021a924683c10f877a6fed1c2b0b1",
  "status": "success"
}
```

SystemDocumentList - name(String docListName)

Sets the Name field of a document list record.

Note: You can also set the name as a parameter in the *SystemDocumentList()* constructor.

Parameters

Name	Type	Description
docListName	String	Name of the document list.

Returns

Type	Description
None	

The following example shows how to rename an existing document list. See also DocumentListService.

```
var docListID = 'b2c021a924683c10f877a6fed1c2b0b1';
var docListUpdate = new sn_doc_services.SystemDocumentList();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
docListUpdate.name('name change');

var docListSvc = new sn_doc_services.DocumentListService();
gs.info(JSON.stringify(docListSvc.updateDocumentList(docListID ,
 docListUpdate), null, 2));
```

Output:

```
{
  "message": "Update List for the given sysId :
 b2c021a924683c10f877a6fed1c2b0b1 is successful.",
  "request_id": "b2c021a924683c10f877a6fed1c2b0b1",
  "status": "success"
}
```

SystemDocumentListEntry - Scoped, Global

The *SystemDocumentListEntry* API provides methods for setting the record fields in the Document List Entries [ds_document_list_entry] table.

This API requires the Document Management plugin (com.snc.platform_document_management) and is provided within the `sn_doc_services` namespace. For information, see Document Services.

Before using the methods in this API, you must add a document with its versions, and create a document list.

- SystemDocument – Define a document object.
- DocumentService – Add, update, or delete a document.
- SystemDocumentVersion – Define a document version.
- DocumentVersionService – Add, update, or delete a document version.
- SystemDocumentList – Define a document list.
- DocumentListService – Add, update, or delete a document list.

SystemDocumentListEntry - SystemDocumentListEntry(String listID)

Instantiates a *SystemDocumentListEntry* object.

Parameters

Name	Type	Description
listSysId	String	Sys_id of a document list record in the Document Lists [ds_document_lists] table.

Returns

Type	Description
None	

The following example shows how to instantiate a *SystemDocumentListEntry* object.

```
var docList = new
 sn_doc_services.SystemDocumentListEntry("<docListSysId>");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SystemDocumentListEntry - description(String description)

Sets the Description field of a document list entry record.

Parameters

Name	Type	Description
description	String	Description of the document list entry.

Returns

Type	Description
None	

The following example shows how to add a description to the document list entry provided using the constructor. See also DocumentListEntryService API.

```
var docListEntry = new
 sn_doc_services.SystemDocumentListEntry('21afddea2460fc10f877a6
fed1c2b0dd');

docListEntry.description('birth');

var dlEntrySvc = new sn_doc_services.DocumentListEntryService();
gs.info(JSON.stringify(dlEntrySvc.createDocumentListEntry(docLis
tEntry), null, 2));
```

Output:

```
{
  "message": "Create List Entry , List Entry sysId :
 d3f0b13624e8fc10f877a6fed1c2b0d9is successful.",
  "request_id": "d3f0b13624e8fc10f877a6fed1c2b0d9",
  "status": "success"
}
```

SystemDocumentListEntry - document(String docSysId)

Specifies the document template to add to a document list.

To define a document as a template:

- Define the document object setting the SystemDocument – template() method to true. Create or update the document record with the methods in the DocumentService API.
- Select the Template check box of a document in the Documents [ds_document] table.

The document record specified must have a version. Use the following APIs to define and add a document version:

- SystemDocumentVersion – Define a document version.
- DocumentVersionService – Add, update, or delete a document version.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
docSysId	String	Sys_id of a document record in the Documents [ds_document] table. The document specified must be a template and have a version.

Returns

Type	Description
None	

The following example shows how to add a document template as a document list entry. See also DocumentListEntryService API.

```
var docListEntry = new
 sn_doc_services.SystemDocumentListEntry('21afddea2460fc10f877a6
fed1c2b0dd');
docListEntry.document("9acd7fea24587410f877a6fed1c2b060");
docListEntry.description('birth certificate');

var dlEntrySvc = new sn_doc_services.DocumentListEntryService();
gs.info(JSON.stringify(dlEntrySvc.createDocumentListEntry(docLis
tEntry), null, 2));
```

Output:

```
{
  "message": "Create List Entry , List Entry sysId :
 d3f0b13624e8fc10f877a6fed1c2b0d9is successful.",
  "request_id": "d3f0b13624e8fc10f877a6fed1c2b0d9",
  "status": "success"
}
```

SystemDocumentListEntry - documentList(String listSysId)

Specifies the document list in which to add a document.

Note: You can alternatively set the document list as a parameter in the *SystemDocumentListEntry()* constructor.

Use the following APIs to define and create a document list:

- SystemDocumentList – Define a document list.
- DocumentListService – Add, update, or delete a document list.

Parameters

Name	Type	Description
listSysId	String	Sys_id of a document list record in the Document Lists [ds_document_lists] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to set the document list in which to add a document. See also DocumentListEntryService API.

```
var docListEntry = new
 sn_doc_services.SystemDocumentListEntry();

docListEntry.documentList('21afddea2460fc10f877a6fed1c2b0dd');
docListEntry.document('deaef1ce24103410f877a6fed1c2b085');
docListEntry.description('passport');

var dlEntrySvc = new sn_doc_services.DocumentListEntryService();
gs.info(JSON.stringify(dlEntrySvc.createDocumentListEntry(docLis
tEntry), null, 2));
```

Output:

```
{
  "message": "Create List Entry , List Entry sysId :
 c4ccaa8b24283050f877a6fed1c2b003is successful.",
  "request_id": "c4ccaa8b24283050f877a6fed1c2b003",
  "status": "success"
}
```

SystemDocumentVersion - Scoped, Global

The *SystemDocumentVersion* API provides methods for setting the values of a document's source version in the Versions [ds_document_version] table.

This API requires the Document Management plugin (com.snc.platform_document_management) and is provided within the `sn_doc_services` namespace. For information, see Document Services.

To create a document version, use the DocumentVersionService API.

SystemDocumentVersion - SystemDocumentVersion(String docSysId)

Instantiates a *SystemDocumentVersion* object.

Parameters

Name	Type	Description
docSysId	String	Sys_id of a document record in the Documents [ds_document] table.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to instantiate a *SystemDocumentVersion* object and create a document version. See also DocumentVersionService.

```
var versionDefinition = new
 sn_doc_services.SystemDocumentVersion('491efbee24187410f877a6fe
d1c2b0a9');

versionDefinition.type('url');
versionDefinition.url('http://one/1.0');

var versionSvc = new sn_doc_services.DocumentVersionService();
gs.info(JSON.stringify(versionSvc.createDocumentVersion(versionD
efinition), null, 2));
```

Output:

```
{
  "message": "Adding an entry to DocumentVersion for the
 given docId : 491efbee24187410f877a6fed1c2b0a9, sysId :
 d5a340d9242cf810f877a6fed1c2b069 is successful.",
  "request_id": "d5a340d9242cf810f877a6fed1c2b069",
  "status": "success"
}
```

SystemDocumentVersion - document(String docSysId)

Specifies the document record for this version.

Note: You can alternatively set the name as a parameter in the *SystemDocumentVersion()* constructor.

Parameters

Name	Type	Description
docSysId	String	Sys_id of a document record in the Documents [ds_document] table.

Returns

Type	Description
None	

The following example shows how to set the name field of a document version. See also *DocumentVersionService* – createDocumentVersion().

```
var versionDefinition = new
 sn_doc_services.SystemDocumentVersion();

versionDefinition.document('491efbee24187410f877a6fed1c2b0a9');

var versionSvc = new sn_doc_services.DocumentVersionService();
gs.info(JSON.stringify(versionSvc.createDocumentVersion(versionD
efinition), null, 2));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "message": "Adding an entry to DocumentVersion for the
 given docId : 491efbee24187410f877a6fed1c2b0a9, sysId :
 1c504c91242cf810f877a6fed1c2b08b is successful.",
  "request_id": "1c504c91242cf810f877a6fed1c2b08b",
  "status": "success"
}
```

SystemDocumentVersion - type(String docType)

Sets the Type field of a document version.

Parameters

Name	Type	Description
docType	String	Document source type. Valid values: • url • attachment Default: attachment **Note:** An attachment can currently only be added in the Document Versions [ds_document_version] table UI and not with the API.

Returns

Type	Description
None	

The following example shows how to set the type field and create a document version. See also DocumentVersionService.

```
var versionDefinition = new
 sn_doc_services.SystemDocumentVersion('491efbee24187410f877a6fe
d1c2b0a9');

versionDefinition.type('url');
versionDefinition.url('http://one/1.0');

var versionSvc = new sn_doc_services.DocumentVersionService();
gs.info(JSON.stringify(versionSvc.createDocumentVersion(versionD
efinition), null, 2));
```

```
{
  "message": "Adding an entry to DocumentVersion for the
 given docId : 491efbee24187410f877a6fed1c2b0a9, sysId :
 d5a340d9242cf810f877a6fed1c2b069 is successful.",
  "request_id": "d5a340d9242cf810f877a6fed1c2b069",
  "status": "success"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SystemDocumentVersion - url(String url)

Sets the URL of a document version.

Parameters

Name	Type	Description
url	String	URL of the source document for this version.

Returns

Type	Description
None	

The following example shows how to set the URL field as the source of a document version. See also DocumentVersionService.

```
var versionDefinition = new
 sn_doc_services.SystemDocumentVersion('491efbee24187410f877a6fe
d1c2b0a9');

versionDefinition.type('url');
versionDefinition.url('http://one/1.0');

var versionSvc = new sn_doc_services.DocumentVersionService();
gs.info(JSON.stringify(versionSvc.createDocumentVersion(versionD
efinition), null, 2));
```

```
{
  "message": "Adding an entry to DocumentVersion for the
 given docId : 491efbee24187410f877a6fed1c2b0a9, sysId :
 d5a340d9242cf810f877a6fed1c2b069 is successful.",
  "request_id": "d5a340d9242cf810f877a6fed1c2b069",
  "status": "success"
}
```

SystemDocumentVersion - versionNumber(Number versionNumber)

Sets the number of a document version.

Parameters

Name	Type	Description
versionNumber	Number	Version number for this document.

Returns

Type	Description
None	

The following example shows how to set the version number and create a document version. See also DocumentVersionService.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var versionDefinition = new
 sn_doc_services.SystemDocumentVersion('491efbee2418741Of877a6fe
d1c2b0a9');

versionDefinition.type('url');
versionDefinition.url('http://one/1.0');
versionDefinition.versionNumber(5);

var versionSvc = new sn_doc_services.DocumentVersionService();
gs.info(JSON.stringify(versionSvc.createDocumentVersion(versionD
efinition), null, 2));
```

Output:

```
{
  "message": "Adding an entry to DocumentVersion for the
 given docId : 491efbee2418741Of877a6fed1c2b0a9, sysId :
 ff47449d242cf810f877a6fed1c2b06c is successful.",
  "request_id": "ff47449d242cf810f877a6fed1c2b06c",
  "status": "success"
}
```

Table - Scoped, Global

Creates a Table object to add to a PDF document. Defines the data to use in each cell and sets styles, margins, and alignment.

This API is part of the ServiceNow PDF Generation Utilities plugin (com.snc.apppdfgenerator) and is provided within the `sn_pdfgeneratorutils` namespace. The plugin is activated by default.

This API is a component used with the Document API to generate a PDF.

Build a Table object using the methods in this class. You can use these additional classes to add cells, paragraphs, and styles to your table:

`Cell API`

Create a cell using the *`Cell`* API. Then, add the cell to your table using one of these methods:

- *`Table.addCell()`*
- *`Table.addCellWithStyle()`*
- *`Table.addHeaderCell()`*
- *`Table.addImageCell()`*
- *`Table.addParagraphCell()`*
- *`Table.addTextCell()`*

`Paragraph API`

Create a paragraph using the *`Paragraph`* API. Add the paragraph to a cell in the table using *`Cell.addParagraph()`*.

`Style API`

Set styles, colors, and borders using the *`Style`* API. Add the styles to the table using one of these methods:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `Table.setDefaultStyle()`
- `Table.setHeaderStyle()`

You can then apply the Table object to a PDF document using the following class and method.

`Document API`

Use the `Document.addTable()` method to add your table to a PDF document. You can use the `Document.saveAsAttachment()` method to attach the document to a record.

Table - Table(Boolean ltr, Array columnWidths, Boolean largeTable)

Instantiates a new Table object with text direction, column width, and layout settings.

Parameters

Name	Type	Description
ltr	Boolean	Flag that indicates text direction of the language in the table. For information, see W3C: Script direction and languages. Valid values: • true: Text direction is left-to-right. • false: Text direction is right-to-left.
columnWidths	Array	Numbers specifying the width of each column in a table. Sizes are based proportionally. For example, `var columnWidths = [2, 1, 1];` is a three-column table with a first column twice as large as the other two. Default: Each column is equal width.
largeTable	Boolean	Flag that indicates whether 100% width and fixed layout are set implicitly. Valid values: • true: Table uses 100% width with a fixed layout. If true, use the `complete()` method when all content has been added to indicate that the table is complete. • false: Automatic table size. Default: false

The following example shows how to create a 2-column Table object.

```
var table = new sn_pdfgeneratorutils.Table(true, [70,200],
 false);
```

Table – addCell(Cell cell)

Adds a cell element to the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
cell	Cell	Cell element to add to the table.

Returns

Type	Description
None	

This example shows how to create a Table object from the incident table and add a Number and a Short Description cell to each row.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var whiteColor =  sn_pdfgeneratorutils.Color([1,1,1]);
var greyColor =  sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var headerBgColor = new
 sn_pdfgeneratorutils.Color([0.4,0.6,0.8]);

// Query Incident
var gr = new GlideRecord("incident");
gr.query();

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [70,200],
 false);

var headerStyle = new sn_pdfgeneratorutils.Style;
headerStyle.setBackgroundColor(headerBgColor);
headerStyle.setTextAlignment("text-center");
headerStyle.setBold();
headerStyle.setFontColor(whiteColor);

table.setHeaderStyle(headerStyle);

var nParagraph = new sn_pdfgeneratorutils.Paragraph("Number");
var sParagraph = new sn_pdfgeneratorutils.Paragraph("Short
 Description");

var hdrCell1 = new sn_pdfgeneratorutils.Cell;
var hdrCell2 = new sn_pdfgeneratorutils.Cell;

hdrCell1.addParagraph(nParagraph);
hdrCell2.addParagraph(sParagraph);

table.addHeaderCell(hdrCell1);
table.addHeaderCell(hdrCell2);

var row = 0;

while(gr.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   var numCell = new sn_pdfgeneratorutils.Cell;
   var sdCell = new sn_pdfgeneratorutils.Cell;

   var numberParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.number);
   var sdParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.short_description);

   numCell.addParagraph(numberParagraph);
   sdCell.addParagraph(sdParagraph);

   if (row % 2 == 1) {
      table.setDefaultbackGroundColor(greyColor);
   } else {
      table.setDefaultbackGroundColor(whiteColor);
   }

   table.addCell(numCell);
   table.addCell(sdCell);

   row = row + 1;

}

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – addCellWithStyle(Cell cell, Style style)

Adds a cell element with an applied style to the table.

Parameters

Name	Type	Description
cell	Cell	Cell object to add to the table.
style	Style	Style to apply to the cell.

Returns

Type	Description
None	

This example shows how to apply a style to a specified Cell object and save the document as an attachment to a record.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var whiteColor =  sn_pdfgeneratorutils.Color([1,1,1]);
var greyColor =  sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var cellBgColor = new sn_pdfgeneratorutils.Color([0.4,0.6,0.8]);

// Query Incident
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var gr = new GlideRecord("incident");
gr.query();

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [70,200],
 false);

var cellStyle = new sn_pdfgeneratorutils.Style;
cellStyle.setBackgroundColor(cellBgColor);
cellStyle.setTextAlignment("text-center");
cellStyle.setBold();
cellStyle.setFontColor(whiteColor);

var nParagraph = new sn_pdfgeneratorutils.Paragraph("Number");
var sParagraph = new sn_pdfgeneratorutils.Paragraph("Short
 Description");

var hdrCell1 = new sn_pdfgeneratorutils.Cell;
var hdrCell2 = new sn_pdfgeneratorutils.Cell;

hdrCell1.addParagraph(nParagraph);
hdrCell2.addParagraph(sParagraph);

table.addHeaderCell(hdrCell1);
table.addHeaderCell(hdrCell2);

var row = 0;

while(gr.next()) {
   var numCell = new sn_pdfgeneratorutils.Cell;
   var sdCell = new sn_pdfgeneratorutils.Cell;

   var numberParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.number);
   var sdParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.short_description);

   numCell.addParagraph(numberParagraph);
   sdCell.addParagraph(sdParagraph);

   if (row % 2 == 1) {
      table.setDefaultbackGroundColor(greyColor);
   } else {
      table.setDefaultbackGroundColor(whiteColor);
   }

   table.addCellWithStyle(numCell, cellStyle);
   table.addCell(sdCell);

   row = row + 1;

}

document.addTable(table);
document.saveAsAttachment("incident", "sys_id", "filename.pdf");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table – addHeaderCell(Cell cell)

Adds a header Cell object to the table.

Parameters

Name	Type	Description
cell	Cell	Header cell to add to the table.

Returns

Type	Description
None	

This example shows how to add a header cell to a table that contains a Paragraph object. For more information on Paragraph objects, see the *Paragraph API*.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var whiteColor =  sn_pdfgeneratorutils.Color([1,1,1]);
var greyColor =  sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var headerBgColor = new
 sn_pdfgeneratorutils.Color([0.4,0.6,0.8]);

// Query Incident
var gr = new GlideRecord("incident");
gr.query();

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [70,200],
 false);

var headerStyle = new sn_pdfgeneratorutils.Style;
headerStyle.setBackgroundColor(headerBgColor);
headerStyle.setTextAlignment("text-center");
headerStyle.setBold();
headerStyle.setFontColor(whiteColor);

table.setHeaderStyle(headerStyle);

var nParagraph = new sn_pdfgeneratorutils.Paragraph("Number");
var sParagraph = new sn_pdfgeneratorutils.Paragraph("Short
 Description");

var hdrCell1 = new sn_pdfgeneratorutils.Cell;
var hdrCell2 = new sn_pdfgeneratorutils.Cell;

hdrCell1.addParagraph(nParagraph);
hdrCell2.addParagraph(sParagraph);

table.addHeaderCell(hdrCell1);
table.addHeaderCell(hdrCell2);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var row = 0;

while(gr.next()) {
   var numCell = new sn_pdfgeneratorutils.Cell;
   var sdCell = new sn_pdfgeneratorutils.Cell;

   var numberParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.number);
   var sdParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.short_description);

   numCell.addParagraph(numberParagraph);
   sdCell.addParagraph(sdParagraph);

   if (row % 2 == 1) {
      table.setDefaultbackGroundColor(greyColor);
   } else {
      table.setDefaultbackGroundColor(whiteColor);
   }

   table.addCell(numCell);
   table.addCell(sdCell);

   row = row + 1;

}

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – addImageCell(Image image)

Adds a cell that contains an image to the table.

Parameters

Name	Type	Description
image	Image	Image object to add to the cell.

Returns

Type	Description
None	

This example shows how to create a table with two image cells and attach the document to a record.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var table = new sn_pdfgeneratorutils.Table(true, [70,200],
 false);

var icon = new sn_pdfgeneratorutils.Image("<sys_id>");
var picture = new sn_pdfgeneratorutils.Image("<sys_id>");

table.addImageCell(icon);
table.addImageCell(picture);

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – addParagraphCell(Paragraph p)

Adds a cell that contains a paragraph to the table.

Parameters

Name	Type	Description
p	Paragraph	Paragraph object to add to the cell.

Returns

Type	Description
None	

This example shows how to create a table with a single cell containing paragraph content.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

var paragraph = new sn_pdfgeneratorutils.Paragraph("Content to
 add to the cell");

table.addParagraphCell(paragraph);

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – addTextCell(String text)

Adds a cell that contains a string to the table.

Parameters

Name	Type	Description
text	String	Text to add to the cell.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

This example shows how to create a table with a single cell containing a string.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

table.addTextCell("Text to add to the cell");

document.addTable(table);
document.saveAsAttachment("incident", "record_sys_id",
 "filename.pdf");
```

Table – complete()

Indicates that all the intended content has been added to a large table.

Use with the *`Table.flush()`* method to add additional content to a table already added to a document. This method only applies when the *`largeTable`* parameter in the constructor is set to true.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

This example shows how to indicate adding content to a table already added to a document is complete.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var whiteColor =  sn_pdfgeneratorutils.Color([1,1,1]);
var greyColor =  sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var headerBgColor = new
 sn_pdfgeneratorutils.Color([0.4,0.6,0.8]);

// Query Incident
var gr = new GlideRecord("incident");
gr.query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1,2,1,1],
 true);

var headerStyle = new sn_pdfgeneratorutils.Style;
headerStyle.setBackgroundColor(headerBgColor);
headerStyle.setTextAlignment("text-center");
headerStyle.setBold();
headerStyle.setFontColor(whiteColor);

table.setHeaderStyle(headerStyle);

var numberParagraph = new
 sn_pdfgeneratorutils.Paragraph("Number");
var descParagraph = new sn_pdfgeneratorutils.Paragraph("Short
 Description");
var stateParagraph = new
 sn_pdfgeneratorutils.Paragraph("State");
var assignedParagraph = new
 sn_pdfgeneratorutils.Paragraph("Assigned to");



var hdrCell1 = new sn_pdfgeneratorutils.Cell;
var hdrCell2 = new sn_pdfgeneratorutils.Cell;
var hdrCell3 = new sn_pdfgeneratorutils.Cell;
var hdrCell4 = new sn_pdfgeneratorutils.Cell;

hdrCell1.addParagraph(numberParagraph);
hdrCell2.addParagraph(descParagraph);
hdrCell3.addParagraph(stateParagraph);
hdrCell4.addParagraph(assignedParagraph);

table.addHeaderCell(hdrCell1);
table.addHeaderCell(hdrCell2);
table.addHeaderCell(hdrCell3);
table.addHeaderCell(hdrCell4);

var row = 0;

while(gr.next()) {
   var numCell = new sn_pdfgeneratorutils.Cell;
   var sdCell = new sn_pdfgeneratorutils.Cell;
   var stateCell = new sn_pdfgeneratorutils.Cell;
   var assignedCell = new sn_pdfgeneratorutils.Cell;



   var numberParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.number);
   var sdParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.short_description);
   var stateParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.state);
   var assignedParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.assigned_to);

   numCell.addParagraph(numberParagraph);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   sdCell.addParagraph(sdParagraph);
   stateCell.addParagraph(stateParagraph);
   assignedCell.addParagraph(assignedParagraph);


   if (row % 2 == 1) {
      table.setDefaultbackGroundColor(greyColor);
   } else {
      table.setDefaultbackGroundColor(whiteColor);
   }

   table.addCell(numCell);
   table.addCell(sdCell);
   table.addCell(stateCell);
   table.addCell(assignedCell);

   row = row + 1;

}

document.addTable(table);
table.addTextCell("A cell added later");
table.flush();
table.complete();
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – donotSplitRowOnPageBreak(Boolean value)

Prevents splitting a row across two pages, when possible.

Parameters

Name	Type	Description
value	Boolean	Flag that indicates whether to split a row across two pages, or move the entire row onto the second page. However, this property does not apply when the row spans more than a single page. Valid values: • true: If the remaining part of a page is not large enough for the row, adds the entire row to a new page. • false: If the remaining part of a page is not large enough for the row, splits the row across two pages. Default: false

Returns

Type	Description
None	

This example shows how to prevent splitting a row across two pages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true,
 [25,25,25,75,400], false);

table.addTextCell("Text to add to the cell");
table.addTextCell("More text to add to the cell");
table.addTextCell("Even more text to add to the cell");
table.addTextCell("Even more text to add to the cell");
table.addTextCell("Even more text to add to the cell");

table.donotSplitRowOnPageBreak(true);

document.addTable(table);
document.saveAsAttachment("incident", "record_sys_id",
 "filename.pdf");
```

Table – flush()

Adds additional content to a table that is already added to a document.

Use with the *`Table.complete()`* method to indicate that you have added all additional content to the table. This method only applies when the *`largeTable`* parameter in the constructor is set to true.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

This example shows how to add a text cell to a table that is already added to a document.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var whiteColor =  sn_pdfgeneratorutils.Color([1,1,1]);
var greyColor =  sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var headerBgColor = new
 sn_pdfgeneratorutils.Color([0.4,0.6,0.8]);

// Query Incident
var gr = new GlideRecord("incident");
gr.query();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1,2,1,1],
 true);

var headerStyle = new sn_pdfgeneratorutils.Style;
headerStyle.setBackgroundColor(headerBgColor);
headerStyle.setTextAlignment("text-center");
headerStyle.setBold();
headerStyle.setFontColor(whiteColor);

table.setHeaderStyle(headerStyle);

var numberParagraph = new
 sn_pdfgeneratorutils.Paragraph("Number");
var descParagraph = new sn_pdfgeneratorutils.Paragraph("Short
 Description");
var stateParagraph = new
 sn_pdfgeneratorutils.Paragraph("State");
var assignedParagraph = new
 sn_pdfgeneratorutils.Paragraph("Assigned to");


var hdrCell1 = new sn_pdfgeneratorutils.Cell;
var hdrCell2 = new sn_pdfgeneratorutils.Cell;
var hdrCell3 = new sn_pdfgeneratorutils.Cell;
var hdrCell4 = new sn_pdfgeneratorutils.Cell;

hdrCell1.addParagraph(numberParagraph);
hdrCell2.addParagraph(descParagraph);
hdrCell3.addParagraph(stateParagraph);
hdrCell4.addParagraph(assignedParagraph);

table.addHeaderCell(hdrCell1);
table.addHeaderCell(hdrCell2);
table.addHeaderCell(hdrCell3);
table.addHeaderCell(hdrCell4);

var row = 0;

while(gr.next()) {
   var numCell = new sn_pdfgeneratorutils.Cell;
   var sdCell = new sn_pdfgeneratorutils.Cell;
   var stateCell = new sn_pdfgeneratorutils.Cell;
   var assignedCell = new sn_pdfgeneratorutils.Cell;


   var numberParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.number);
   var sdParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.short_description);
   var stateParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.state);
   var assignedParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.assigned_to);

   numCell.addParagraph(numberParagraph);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   sdCell.addParagraph(sdParagraph);
   stateCell.addParagraph(stateParagraph);
   assignedCell.addParagraph(assignedParagraph);


   if (row % 2 == 1) {
      table.setDefaultbackGroundColor(greyColor);
   } else {
      table.setDefaultbackGroundColor(whiteColor);
   }

   table.addCell(numCell);
   table.addCell(sdCell);
   table.addCell(stateCell);
   table.addCell(assignedCell);

   row = row + 1;

}

document.addTable(table);
table.addTextCell("A cell added later");
table.flush();
table.complete();
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – getDefaultStyle()

Returns the default style.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Style	Default style.

This example shows how to set and then return the default style.

```
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

var style = new sn_pdfgeneratorutils.Style();

style.setItalic();

table.setDefaultStyle(style);

table.addTextCell("Text to add to the cell");

var defaultStyle = table.getDefaultStyle();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(defaultStyle);
```

Table – getHeaderStyle()

Returns the style applied to the table's header.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Style	Style applied to the table's header.

This example shows how to set and return the table's header style.

```
var table = new sn_pdfgeneratorutils.Table(true, [1,1], false);

var whiteColor =  sn_pdfgeneratorutils.Color([1,1,1]);
var headerBgColor = new
 sn_pdfgeneratorutils.Color([0.4,0.6,0.8]);

var headerStyle = new sn_pdfgeneratorutils.Style;
headerStyle.setBackgroundColor(headerBgColor);
headerStyle.setTextAlignment("text-center");
headerStyle.setBold();
headerStyle.setFontColor(whiteColor);

table.setHeaderStyle(headerStyle);

var hdrCell1 = new sn_pdfgeneratorutils.Cell;
var hdrCell2 = new sn_pdfgeneratorutils.Cell;

table.addHeaderCell(hdrCell1);
table.addHeaderCell(hdrCell2);

var styleObject = table.getHeaderStyle();

gs.info(styleObject);
```

Table – setBorder(Number width)

Sets a border of designated width around the outer edges of the table.

Parameters

Name	Type	Description
width	Number	Width of the border. Unit: Points

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

This example shows how to create a table with two-pixel border and attach the table to a record.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

table.addTextCell("Text to add to the cell");
table.setBorder(2);

document.addTable(table);
"document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – setDefaultbackGroundColor(Color color)

Sets the table's default background color.

Parameters

Name	Type	Description
color	Color	Color object used as the default background color for the table.

Returns

Type	Description
None	

This example shows how to set the default background color for the table.

```
// declare table by providing width array with automatic table
 size
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

var color = new sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);

table.setDefaultbackGroundColor(color);

table.addTextCell("Text to add to the cell");
```

Table – setDefaultStyle(Style defaultStyle)

Sets the default style to apply to the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
defaultStyle	Style	Default style to apply to the table.

Returns

Type	Description
None	

This example shows how to apply a default style to a table.

```
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

var style = new sn_pdfgeneratorutils.Style();

style.setItalic();

table.setDefaultStyle(style);

table.addTextCell("Text to add to the cell");

var defaultStyle = table.getDefaultStyle();

gs.info(defaultStyle);
```

Table – setFixedPosition(Number pageNumber, Number left, Number bottom, Number width)

Sets the table to a fixed position on the page.

Parameters

Name	Type	Description
pageNumber	Number	Number of the page to add the table to.
left	Number	Number of pixels from the left margin to add the table. Unit: Points
bottom	Number	Number of pixels from the bottom margin to add the table. Unit: Points
width	Number	Width of the table. Unit: Points

Returns

Type	Description
None	

This example shows how to reposition the table into the bottom left corner of the page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

table.addTextCell("Text to add to the cell");
table.setFixedPosition(1,36,36,500);

document.addTable(table);
"document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – setHeaderStyle(Style headerStyle)

Sets the Style object to apply to the table's header.

Parameters

Name	Type	Description
headerStyle	Style	Style object to apply to the table's header.

Returns

Type	Description
None	

This example shows how to set and return the table's header style.

```
var table = new sn_pdfgeneratorutils.Table(true, [1,1], false);

var whiteColor =  sn_pdfgeneratorutils.Color([1,1,1]);
var headerBgColor = new
 sn_pdfgeneratorutils.Color([0.4,0.6,0.8]);

var headerStyle = new sn_pdfgeneratorutils.Style;
headerStyle.setBackgroundColor(headerBgColor);
headerStyle.setTextAlignment("text-center");
headerStyle.setBold();
headerStyle.setFontColor(whiteColor);

table.setHeaderStyle(headerStyle);

var hdrCell1 = new sn_pdfgeneratorutils.Cell;
var hdrCell2 = new sn_pdfgeneratorutils.Cell;

table.addHeaderCell(hdrCell1);
table.addHeaderCell(hdrCell2);

var styleObject = table.getHeaderStyle();

gs.info(styleObject);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table – setHorizontalAlignment(String alignment)

Sets the horizontal alignment of the table.

Parameters

Name	Type	Description
alignment	String	Alignment for the table. Valid values: • center: Align contents to the center. • left: Align contents to the left. • right: Align contents to the right.

Returns

Type	Description
None	

This example shows how to create a small table aligned in the center of the page.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

table.addTextCell("Text to add to the cell");
table.setWidth(90);
table.setHorizontalAlignment("center");

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – setMargin(Number margin)

Sets all margins around the table to the same width.

Parameters

Name	Type	Description
margin	Number	Value of the top, right, bottom, and left margins in points.

Returns

Type	Description
None	

This example shows how to set a margin for the entire table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

table.addTextCell("Text to add to the cell");
table.setMargin(3);

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – setMarginBottom(Number margin)

Sets the margin at the bottom of the page.

Parameters

Name	Type	Description
margin	Number	Height of the bottom margin in points.

Returns

Type	Description
None	

This example shows how to set a margin for the bottom of the page to three points.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

var whiteColor =  sn_pdfgeneratorutils.Color([1,1,1]);
var greyColor =  sn_pdfgeneratorutils.Color([0.8,0.8,0.8]);
var headerBgColor = new
 sn_pdfgeneratorutils.Color([0.4,0.6,0.8]);

// Query Incident
var gr = new GlideRecord("incident");
gr.query();

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [70,200],
 false);

var headerStyle = new sn_pdfgeneratorutils.Style;
headerStyle.setBackgroundColor(headerBgColor);
headerStyle.setTextAlignment("text-center");
headerStyle.setBold();
headerStyle.setFontColor(whiteColor);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
table.setHeaderStyle(headerStyle);

var nParagraph = new sn_pdfgeneratorutils.Paragraph("Number");
var sParagraph = new sn_pdfgeneratorutils.Paragraph("Short
 Description");

var hdrCell1 = new sn_pdfgeneratorutils.Cell;
var hdrCell2 = new sn_pdfgeneratorutils.Cell;

hdrCell1.addParagraph(nParagraph);
hdrCell2.addParagraph(sParagraph);

table.addHeaderCell(hdrCell1);
table.addHeaderCell(hdrCell2);

// set the bottom margin to three points
table.setBottomMargin(3);

var row = 0;

while(gr.next()) {
   var numCell = new sn_pdfgeneratorutils.Cell;
   var sdCell = new sn_pdfgeneratorutils.Cell;

   var numberParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.number);
   var sdParagraph = new
 sn_pdfgeneratorutils.Paragraph(gr.short_description);

   numCell.addParagraph(numberParagraph);
   sdCell.addParagraph(sdParagraph);

   if (row % 2 == 1) {
      table.setDefaultbackGroundColor(greyColor);
   } else {
      table.setDefaultbackGroundColor(whiteColor);
   }

   table.addCell(numCell);
   table.addCell(sdCell);

   row = row + 1;

}

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – setMarginLeft(Number margin)

Sets the margin at the left side of the page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
margin	Number	Width of the left margin in points.

Returns

Type	Description
None	

This example shows how to set a margin for the left side of the page.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

table.addTextCell("Text to add to the cell");
table.setMarginLeft(100);

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – setMarginRight(Number margin)

Sets the margin at the right side of the page.

Parameters

Name	Type	Description
margin	Number	Width of the right margin in points.

Returns

Type	Description
None	

This example shows how to set a margin for the left side of the page.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

table.addTextCell("Text to add to the cell");
table.setMarginRight(100);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
document.addTable(table);
"document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – setMarginTop(Number margin)

Sets a margin at the top of the page.

Parameters

Name	Type	Description
margin	Number	Height of the top margin in points.

Returns

Type	Description
None	

This example shows how to set a margin at the top of the page.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

table.addTextCell("Text to add to the cell");
table.setMarginTop(100);

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – setWidth(Number width)

Sets the table's total width.

Parameters

Name	Type	Description
width	Number	Width of the table. Unit: Points

Returns

Type	Description
None	

This example shows how to create a table 90 points wide and attach the document to a record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

table.addTextCell("Text to add to the cell");
table.setWidth(90);
table.setHorizontalAlignment("center");

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

Table – useAllAvailableWidth()

Expands the table to use the entire width available on the page.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

This example shows how to create a table that expands to the available width on the page.

```
var pageSize = new sn_pdfgeneratorutils.PdfPage("A4");
var document = new
 sn_pdfgeneratorutils.Document.createDocument(pageSize);

// declare table by providing width array and Boolean for large
 table
var table = new sn_pdfgeneratorutils.Table(true, [1], false);

table.addTextCell("Text to add to the cell");
table.useAllAvailableWidth();

document.addTable(table);
document.saveAsAttachment("incident", "<record_sys_id>",
 "filename.pdf");
```

TableUtils - Global

The *TableUtils* script include provides shortcuts for accessing table related information.

This class is available to server-side scripts.

TableUtils - TableUtils(String tableName)

Creates an instance of a TableUtils class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
tableName	String	The table name

```
var tu = new TableUtils("incident");
```

TableUtils - drop(String tableName)

Drops a database table.

Note: Use with extreme caution. Dropping a table permanently deletes the table and all its data. If the table is extended, use *dropTableAndExtensions*.

Parameters

Name	Type	Description
tableName	String	Name of the table to drop

Returns

Type	Description
void	

```
var tu = new TableUtils();
tu.drop("table_that_will_be_lost_forever");
```

Output:

```
dropping table table_that_will_be_lost_forever
Starting cache flush
Cache flush complete
TABLE DROP: admin dropped table table_that_will_be_lost_forever
```

TableUtils - dropAndClean(String tableName)

Drops a database table and cleans up references to the table.

Note: Use with extreme caution. Dropping a database table permanently deletes the table and all its data. If the table is extended, use *dropTableAndExtensions*.

Parameters

Name	Type	Description
tableName	String	Name of the table to drop

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var tu = new TableUtils();
tu.dropAndClean("table_that_will_be_lost_forever");
```

Output:

```
dropping table table_that_will_be_lost_forever
Starting cache flush
Cache flush complete
TABLE DROP: admin dropped table table_that_will_be_lost_forever
*** Script: removing gauges for table_that_will_be_lost_forever
*** Script: removing forms for table_that_will_be_lost_forever
*** Script: removing styles for table_that_will_be_lost_forever
*** Script: removing forms sections for
 table_that_will_be_lost_forever
*** Script: removing lists for table_that_will_be_lost_forever
*** Script: removing related lists for
 table_that_will_be_lost_forever
*** Script: removing references to
 table_that_will_be_lost_forever
*** Script: removing dictionary entries for
 table_that_will_be_lost_forever
Background message, type:info, message: Table deleted
```

TableUtils - dropTableAndExtensions(String tableName)

Drops a database table, all of it's extended tables, and cleans up references to the tables.

Note: Use with extreme caution. Dropping a database table permanently deletes the table and all of its data.

Parameters

Name	Type	Description
tableName	String	The table to drop

Returns

Type	Description
void	

```
var tu = new TableUtils();
tu.dropTableAndExtensions("table_that_will_be_lost_forever");
```

Output:

```
dropping table parent_table_that_will_be_lost_forever
Starting cache flush
Cache flush complete
TABLE DROP: admin dropped table
 ext_table_that_will_be_lost_forever
removing gauges for ext_table_that_will_be_lost_forever
removing forms for ext_table_that_will_be_lost_forever
removing styles for ext_table_that_will_be_lost_forever
removing forms sections for ext_table_that_will_be_lost_forever
removing lists for ext_table_that_will_be_lost_forever
removing related lists for ext_table_that_will_be_lost_forever
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
removing references to ext_table_that_will_be_lost_forever
removing dictionary entries for
 ext_table_that_will_be_lost_forever
Background message, type:info, message: Table deleted
dropping table parent_table_that_will_be_lost_forever
Starting cache flush
Cache flush complete
TABLE DROP: admin dropped table
 parent_table_that_will_be_lost_forever
removing gauges for parent_table_that_will_be_lost_forever
removing forms for parent_table_that_will_be_lost_forever
removing styles for parent_table_that_will_be_lost_forever
removing forms sections for
 parent_table_that_will_be_lost_forever
removing lists for parent_table_that_will_be_lost_forever
removing related lists for
 parent_table_that_will_be_lost_forever
removing references to parent_table_that_will_be_lost_forever
removing dictionary entries for
 parent_table_that_will_be_lost_forever
Background message, type:info, message: Table deleted
```

TableUtils - getAbsoluteBase()

Returns the base table name from which the table was extended.

Note: For any table under the cmdb_ci hierarchy, this method returns cmdb_ci and not cmdb, which is the actual base table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Base table name

```
var table = new TableUtils("cmdb_ci_server");
gs.print(table.getAbsoluteBase());
```

Output: cmdb_ci

TableUtils - getAllExtensions()

Returns the list of tables that extend a table, includes the base table.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
ArrayList	A list of tables that extend the table, includes the base table.

```
var table = new TableUtils("task");
gs.print(table.getAllExtensions());
```

Output:

```
[task, incident, issue, kb_submission, sysapproval_group,
 change_request, change_request_imac, sc_task,
problem, sc_req_item, ticket, ast_transfer_order, planned_task,
 change_task, change_phase, sc_request]
```

TableUtils - getHierarchy()

Returns a list of all classes participating in the hierarchy of the specified table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ArrayList	A list of all classes in the specified table's hierarchy.

```
var table = new TableUtils("cmdb_ci_server");
gs.print(table.getHierarchy());
```

Output: [cmdb_ci_server, cmdb_ci_computer, cmdb_ci_hardware, cmdb_ci, cmdb_ci_mainframe, cmdb_ci_linux_server, cmdb_ci_mainframe_lpar, cmdb_ci_esx_server, cmdb_ci_unix_server, cmdb_ci_solaris_server, cmdb_ci_hpux_server, cmdb_ci_aix_server, cmdb_ci_osx_server, cmdb_ci_netware_server, cmdb_ci_win_server]

TableUtils - getTables()

Returns the table hierarchy.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ArrayList	A list of table names in the parent hierarchy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Get the hierarchy of tables
var table = new TableUtils("cmdb_ci_computer");
var tableArrayList = table.getTables();

// Use the j2js method to convert the Java ArrayList to
 JavaScript
gs.include("j2js");
var tableArray = j2js(tableArrayList);

// Write the value of each element in the JavaScript array
var i = 0;
while ( i < tableArray.length ) {
gs.print("Table with index " + i + ": " + tableArray[i]);
i++;
}
```

Output:

```
Table with index 0: cmdb_ci_computer
Table with index 1: cmdb_ci_hardware
Table with index 2: cmdb_ci
Table with index 3: cmdb
```

TableUtils - getTableExtensions()

Returns a list of tables that extend a table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
ArrayList	A list of table names that extend the table.

This example shows that 58 tables in this instance extend the Computer [cmdb_ci_computer] table. (Output condensed below.)

```
// Get the tables that extend the table
var table = new TableUtils("cmdb_ci_computer");
var tableArrayList = table.getTableExtensions();

// Use the j2js method to convert the Java ArrayList to
 JavaScript
gs.include("j2js");
var tableArray = j2js(tableArrayList);

// Write the value of each element in the JavaScript array
var i = 0;
while ( i < tableArray.length ) {
  gs.print("Table with index " + i + ": " + tableArray[i]);
  i++;
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
Table with index 0: cmdb_ci_mainframe_hardware
Table with index 1: cmdb_ci_handheld_computing
Table with index 2: cmdb_ci_ucs_blade
Table with index 3: cmdb_ci_storage_switch
Table with index 4: cmdb_ci_server
Table with index 5: cmdb_ci_hmc_server
...
Table with index 56: cmdb_ci_pc_hardware
Table with index 57: cmdb_ci_ucs_rack_unit
```

TableUtils - hasExtensions()

Determines if a table has been extended.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the table has extensions.

```
var table = new TableUtils("cmdb_ci_server");
gs.print(table.hasExtensions());
```

Output:

```
true
```

TableUtils - isBaseClass()

Determines if a table is a base class, meaning it has no parents and has extensions.

For example, Task is a base class since it is not extended from another table and has tables extended from it. Sys_user is not a base class because it has no parents, but does not have extensions.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether a table is a base class table meaning it has no parents but has extensions. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Table is a base class. • false: Table is not a base class.

```
var table = new TableUtils("task");
gs.print("Task is base class: " + table.isBaseClass());

var table = new TableUtils("sys_user");
gs.print("User is base class: " + table.isBaseClass());
```

Output:

```
 Task is base class: true
User is base class: false
```

TableUtils - isSoloClass()

Determines if the table has no parents and no extensions.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the table has no parent and no table is extended from it.

```
var table = new TableUtils("task");
gs.print("task is solo class: " + table.isSoloClass());

var table = new TableUtils("cmdb_ci_win_server");
gs.print("cmdb_ci_win_server is solo class: " +
 table.isSoloClass());

var table = new TableUtils("sys_user");
gs.print("sys_user is solo class: " + table.isSoloClass());
```

Output:

```
task is solo class: false
cmdb_ci_win_server is solo class: false
sys_user is solo class: true
```

TableUtils - tableExists()

Checks to see if a table exists.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the table exists.

```
var table = new TableUtils("my_table");
gs.print("Does 'my_table' exist? " + table.tableExists());
```

Output: Does 'my_table' exist? false

TaskStateUtil - Global

The `TaskStateUtil` script include provides methods for working with task-type table state attributes.

This script include is primarily used by the Task Active State Management business rule to set the active field based on state changes. Configurations are defined in the task.state dictionary element, usually using dictionary overrides since state values vary by table.

You can call the `TaskStateUtil` script include in any server script to determine inactive states, default work, or default close states for a table.

The required attributes are defined on the planned_task table so all planned task types are supported. We will eventually add the attributes to other task types and eventually the base task table. You are free to do this if you want to leverage this feature now.

These attributes can be defined on the task.state dictionary element or a dictionary override for extended task tables.

Related Attributes

Attribute	Definition
close_states	Semicolon delimited list of state values that are inactive, used to identify whether the task should be set to active or inactive.
default_close_state	Optional. Attribute to define the state value of the default close state if you want to define business rules that automatically close a task. Default: 3, typically Closed Complete if attribute is not defined.
default_work_state	Optional. Attribute to define the state value of the default working state if you want to define business rules that automatically set a task for working.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related Attributes (continued)

Attribute	Definition
	Default: 2, typically Work in Progress if the attribute is not defined.

TaskStateUtil - TaskStateUtil(GlideRecord task)

Creates a TaskStateUtil object.

Parameters

Name	Type	Description
task	GlideRecord	This must be a GlideRecord from a task table.

```
var stateUtil = new TaskStateUtil(current);
```

TaskStateUtil - ATTR_DEFAULT_WORK

The name of the attribute that identifies default work state.

Field

Name	Type	Description
ATTR_DEFAULT_WORK	String	Identifies default work state. Value: default_work_state

TaskStateUtil - ATTR_DEFAULT_CLOSE

The name of the attribute that identifies the default close state.

Field

Name	Type	Description
ATTR_DEFAULT_CLOSE	String	Identifies the default close state. Value: default_close_state

TaskStateUtil - ATTR_INACTIVE_STATES

The name of the attribute that identifies inactive states.

Field

Name	Type	Description
ATTR_INACTIVE_STATES	String	Identifies inactive states. Value: close_states

TaskStateUtil - SYSTEM_DEFAULT_CLOSE

The value of the default close state is Closed Complete on the Task table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field

Name	Type	Description
SYSTEM_DEFAULT_CLOSE	Integer	Value of the default close state is Closed Complete on the Task table. Value: 3

TaskStateUtil - SYSTEM_DEFAULT_WORK

The value of the default work state is Work in progress on the Task table.

Field

Name	Type	Description
SYSTEM_DEFAULT_WORK	Integer	Value of the default work state is Work in progress on the Task table. Value: 2

TaskStateUtil - SYSTEM_INACTIVE_STATES

The values of the default inactive states: Closed Complete, Closed Incomplete, Closed Skipped on the Task table.

Field

Name	Type	Description
SYSTEM_INACTIVE_STATES	Integer array	Values of the default inactive states: Closed Complete, Closed Incomplete, Closed Skipped on the Task table. Value: 3, 4, 7

TaskStateUtil - getDefaultCloseState

Returns the value for the default closed state.

The default closed state value is 3 if the default_close_state attribute has not been specified.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	State value representing the closed state.

```
var stateUtil = new TaskStateUtil(current);
//get the close state
var defaultCloseState =  stateUtil.getDefaultCloseState();
current.state = defaultCloseState;
```

TaskStateUtil - getDefaultWorkState()

Returns the value for the default work state.

The default work state value is 2 if the default_work_state attribute has not been specified.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The state value representing the working state.

```
var stateUtil = new TaskStateUtil(current);
//get the work state
var defaultWorkState =  stateUtil.getDefaultWorkState();
current.state = defaultWorkState;
```

TaskStateUtil - getInactiveStates

Returns a list of the inactive state values.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	Array of state values that are inactive.

```
var stateUtil = new TaskStateUtil(current);
//get the inactive state values
var inactiveStates = stateUtil.getInactiveStates();
```

TaskStateUtil - isStateInactive(String state)

Returns the active status of the specified state.

Parameters

Name	Type	Description
state	String	The state value to check.

Returns

Type	Description
Boolean	True if the state is inactive.

```
var stateUtil = new TaskStateUtil(current);
var previousStateInactive =
 stateUtil.isStateInactive(previous.state);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var currentStateInactive =
 stateUtil.isStateInactive(current.state);
```

TaskStateUtil - runMarkClosed

Decides whether the *mark closed* business rule should be run or not.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Whether the business rule should be allowed to run or not.

TaskStateUtil - runTaskCloser

Decides whether the *task closer* business rule should be run or not.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Determines whether the business rule should be allowed to run or not.

TaskStateUtil - runTaskReopener

Decides whether the *task reopener* business rule should be run or not.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Whether the business rule should be allowed to run or not.

TaskStateUtil - setDefaultWorkState(String defaultWorkState)

Enables the user to specify their own default work state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
defaultWorkState	String	The value to use for the default work state.

Returns

Type	Description
TaskStateUtil	A self-reference to allow for method chaining.

TemplatePrinter - Scoped

The *TemplatePrinter* API provides methods to handle printing from a mail script to the email message.

There is no constructor for this API. The methods are called in mail scripts using the *template* global variable.

TemplatePrinter - print(String string)

Prints the string to the email body.

Parameters

Name	Type	Description
string	String	String to print.

Returns

Type	Description
void	

```
template.print("Incident number - " + current.number + "\n");
```

TemplatePrinter - space(Number spaces)

Adds non-breaking spaces to the email body.

Parameters

Name	Type	Description
spaces	Number	Number of non-breaking spaces to output to the email body.

Returns

Type	Description
void	

```
template.space(4);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TimelineSpan - Global

The *TimelineSpan* API provides methods to define a set of properties that describe the characteristics and interactive behavior of an element rendered within a time line item.

Since it is extremely important for all of a time line item's collection of spans to be unique, the creation of a new instance should be performed using the *createTimelineItem()* method of an existing time line Item instance.

TimelineSpan - addPredecessor(Object Array objArray)

Adds multiple relationships between the current instance and other TimelineSpan objects by enumerating through the array of JavaScript objects.

Each object should have an internal property *relationship_sys_id* and *predecessor_sys_id* specified.

Parameters

Name	Type	Description
objArray	Object Array	JavaScript object array that contains two internal properties: *relationship_sys_id* and *predecessor_sys_id*.

Returns

Type	Description
void	

TimelineSpan - addPredecessor(String strPredecessorSysId, String strRelationshipSysId, String strTableName)

Adds the specified relationship between the current instance and another *TimelineSpan* and allows the relationship to open a *GlideWindow* to display information about the relationship.

Parameters

Name	Type	Description
strPredecessorSysId	String	Sys_id of the planned task record that is the predecessor of the relationship.
strRelationshipSysId	String	Sys_id of the relationship record of the relationship.
strTableName	String	Name of the table for the relationship.

Returns

Type	Description
void	

TimelineSpan - addPredecessor(String strPredecessorSysId, String strRelationshipSysId)

Adds the specified relationship between the current instance and another time line span with sys_id *strPredecessorSysId*.

The drawn line will not have any double click handlers associated with it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
strPredecessorSysId	String	Sys_id of the planned task record that is the predecessor of the relationship.
strRelationshipSysId	String	Sys_id of the relationship record of the relationship.

Returns

Type	Description
void	

TimelineSpan - getAllowXDragLeft()

Returns the boolean value of the *AllowXDragLeft* property.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the object's start time can be adjusted. Valid values: • true: Object start time can be adjusted. • false: Object start time can't be adjusted.

TimelineSpan - getAllowXDragRight()

Returns the boolean value of the *AllowXDragRight* property.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the object's end time can be adjusted. Valid values: • true: Object end time can be adjusted. • false: Object end time can't be adjusted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TimelineSpan - getAllowXMove()

Returns the boolean value of the *AllowXMove* property.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the object can be moved horizontally. Valid values: • true: Object can be moved horizontally. • false: Object can't be moved horizontally.

TimelineSpan - getAllowYMove()

Returns the boolean value of the *AllowYMove* property.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the object can be moved vertically. Valid values: • true: Object can be moved vertically. • false: Object can't be moved vertically.

TimelineSpan - getAllowYMovePredecessor()

Returns the boolean value of the *AllowYMovePredecessor* property.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the a dashed relationship line can be drawn from the current object to a new successor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Valid values: • true: Dashed relationship line can be drawn from the current object to a new successor. • false: Dashed relationship line can't be drawn from the current object to a new successor.

TimelineSpan - getInnerSegmentClass()

Returns the name of the current inner segment class for the time line span.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the class for the current inner segment style.

TimelineSpan - getInnerSegmentEndTimeMs()

Returns the time in milliseconds of the end time of the inner segment portion of the timeline span.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	End time of the timeline span inner segment portion. Unit: Milliseconds

TimelineSpan - getInnerSegmentStartTimeMs()

Returns the time in milliseconds of the start time of the inner segment portion of the timeline span.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Start time of the timeline span inner segment portion. Unit: Milliseconds

TimelineSpan - getIsChanged()

Returns a boolean that specifies whether or not the current timeline item has been modified after initialization.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current span has been marked as changed. Valid values: • true: Marked as changed. • false: Not marked as changed.

TimelineSpan - getPointIconClass()

Returns a string that specifies the name of the icon class to use for displaying the element on the timeline if the current instance has zero duration.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the icon class to use for displaying the current timeline span if the duration is zero.

TimelineSpan - getPredecessors()

Returns an array of all the predecessor objects associated with the current instance. Each array object is a HashMap that contains a `predecessor_sys_id` and `relationship_sys_id` property.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object Array	List of HashMaps that contain two internal properties: `predecessor_sys_id` and `relationship_sys_id`.

TimelineSpan - getSpanColor()

Returns the string name of the background color specified for displaying this span.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	HTML color name to use as the background color for the element.

TimelineSpan - getSpanText()

Returns the string that specifies the text to display adjacent to the time element.

Note: This text only displays if the GlideTimeline object has enabled timeline text defined using the `glideTimeline.showTimelineText(true)` method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Text displayed adjacent to the element.

TimelineSpan - getStartTimeMs()

Returns the start time in milliseconds of the current TimelineSpan object.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Start time of the element. Unit: Milliseconds

TimelineSpan - getSysId()

Returns the sys_id of the current object.

This method is useful for returning the sys_id when the current object instance was created without a specific sys_id to obtain the dynamically generated GUID.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Unique sys_id of the current element.

TimelineSpan - getTable()

Returns the name of the table where the sys_id is referenced.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Table name.

TimelineSpan - getTooltip()

Returns the text/html to display in the tooltip when the TimelineSpan element is being hovered over.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Tooltip text.

TimelineSpan - setAllowXDragLeft(Boolean bFlag)

Sets a flag that determines whether the element's start date can be dragged left or right therefore adjusting the duration of the task.

The effect of this behavior is controlled by the script include that handles the appropriate event. The default value for this property is false.

Parameters

Name	Type	Description
bFlag	Boolean	Flag that indicates whether the element's start date can be adjusted. Valid values: • true: Start date can be adjusted. • false: Start date can't be adjusted.

Returns

Type	Description
void	

TimelineSpan - setAllowXDragRight(Boolean bFlag)

Sets a flag that determines whether the element's end date can be dragged left or right therefore adjusting the duration of the task.

The effect of this behavior is controlled by the script include that handles the appropriate event. The default value for this property is false.

Parameters

Name	Type	Description
bFlag	Boolean	Flag that indicates whether the element's end date can be adjusted. Valid values: • true: End date can be adjusted. • false: End date can't be adjusted.

Returns

Type	Description
void	

TimelineSpan - setAllowXMove(Boolean bFlag)

Sets a flag that determines whether the element can be moved to start at a different time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The effect of this behavior is controlled by the script include that handles the appropriate event. The default value for this property is false.

Parameters

Name	Type	Description
bFlag	Boolean	Flag that indicates whether the element can be moved horizontally. Valid values: • true: Element can be moved horizontally. • false: Element can't be moved horizontally.

Returns

Type	Description
void	

TimelineSpan - setAllowYMove(Boolean bFlag)

Sets a flag that determines whether the element can be dragged vertically on the timeline.

The effect of this behavior is controlled by the script include that handles the appropriate event. The default value for this property is false.

Parameters

Name	Type	Description
bFlag	Boolean	Flag that indicates whether the element can be moved vertically. Valid values: • true: Element can be moved vertically. • false: Element can't be moved vertically.

Returns

Type	Description
void	

TimelineSpan - setAllowYMovePredecessor(Boolean bFlag)

Sets a flag that determines whether a dashed relationship line can be drawn from this element interactively on the timeline.

The effect of this behavior is controlled by the script include that handles the appropriate event. The default value for this property is false.

Parameters

Name	Type	Description
bFlag	Boolean	Flag that indicates whether the a dashed relationship line can be drawn from the current object to a new successor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • true: Dashed relationship line can be drawn from the current object to a new successor. • false: Dashed relationship line can't be drawn from the current object to a new successor.

Returns

Type	Description
void	

TimelineSpan - setInnerSegmentClass(String styleClass)

Sets the name of the class to use for stylizing the inner segment if it exists.

Parameters

Name	Type	Description
styleClass	String	Name of the color class to use to stylize the inner segment. Valid values: • blue • green • silver Default: green

Returns

Type	Description
void	

TimelineSpan - setInnerSegmentTimeSpan(Number startTimeMs, Number endTimeMs)

Creates an inner segment to show within the current timespan defined by the specified range.

Parameters

Name	Type	Description
startTimeMs	Number	Start time. Unit: Milliseconds
endTimeMs	Number	End time. Unit: Milliseconds

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

TimelineSpan - setPointIconClass(String iconClassName)

Sets the icon class to use for displaying the current element on the timeline if the current instance has zero duration.

Note: This only affects the current *TimelineSpan* object and will take precedence over the *defaultPointIconClass* specified by the *GlideTimeline*.

Parameters

Name	Type	Description
iconClassName	String	Icon class to use to display the current element on the timeline if the current instance has zero duration. Valid values: • black_circle • black_square • blue_circle • blue_square • green_circle • green_square • milestone • red_circle • red_square • sepia_circle • sepia_square

Returns

Type	Description
void	

TimelineSpan - setSpanColor(String strColor)

Sets the color for displaying this span.

Parameters

Name	Type	Description
strColor	String	HTML name for the color of this span.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

TimelineSpan - setSpanText(String strSpanText)

Sets the text to display adjacent to the time element.

Note: This text only displays if the GlideTimeline object has enabled timeline text set using the `glideTimeline.showTimelineText(true)` method.

Parameters

Name	Type	Description
strSpanText	String	Text to display next to the time element.

Returns

Type	Description
void	

TimelineSpan - setTimeSpan(Number nStartTime, Number nEndTimeMs)

Sets the start and end dates for the current span.

Parameters

Name	Type	Description
nStartTime	Number	Start time. Unit: Milliseconds
nEndTimeMs	Number	End time. Unit: Milliseconds

Returns

Type	Description
void	

TimelineSpan - setTimeSpan(String strStartTime, String strEndTimeMs)

Sets the start and end times for the current span.

Parameters

Name	Type	Description
strStartTime	String	Start time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Unit: Milliseconds
strEndTimeMs	String	End time. Unit: Milliseconds

Returns

Type	Description
void	

TimelineSpan - setTooltip(String strTooltipText)

Sets the text to display in the tooltip when the TimelineSpan element is being hovered over.

Parameters

Name	Type	Description
strTooltipText	String	Text to display in the tooltip. **Note:** You can specify valid HTML in this string.

Returns

Type	Description
void	

TMFTopicEventAPIUtilOOB - Scoped

The `TMFTopicEventAPIUtilOOB` script include contains functions to handle *`Event Notification Management Open`* API requests that are triggered by external trigger definitions to create, update, and delete events in the Event [em_event] table.

This script include contains the default implementation for the *`Event Notification Management Open`* API. If you want to change the default functionality of this API, you need to override the functions contained in this script include in the `TMFTopicEventAPIUtil` script include.

This script include runs in the `sn_ind_tmf642` namespace and requires the Telecommunications Alarm Management Open API (app-ind-tmfapi-alarm) plugin to be activated.

For additional information on how to override these functions, see the Event Notification Management Open API Developer Guide.

For additional information on the *`Event Notification Management Open`* API, see Event Notification Management Open API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TMFTopicEventAPIUtilOOB - getAlarmChangeEventSchema()

Returns the payload schema used when processing an alarm change event (ALARM_CHANGE_EVENT_SCHEMA).

This function is called as part of the `AlarmChangeEvent` flow action call process. You can change the functionality of this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include and the schema in the `TMFAlarmAPIConstants` script include.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Schema defined in `TMFAlarmAPIConstants.ALARM_CHANGE_EVENT_SCHEMA`.

```
// Schema validation
var schema = this.getAlarmChangeEventSchema();
var validationResults =
 this.schemaValidator.validateJSON(changeAlarmPayload, schema);
if (validationResults.length > 0) {
  this.responseObject.status =
 TMFAlarmAPIConstants.EVENT_TRANSFORMATION_ERROR;
  this.responseObject.responseError.errorMessage =
 TMFAlarmAPIConstants.MESSAGES.CHANGE_ERROR;
  this.responseObject.responseError.errorReason =
 TMFAlarmAPIConstants.MESSAGES.CHANGE_ERROR_PAYLOAD;
  var messageDetails = [];
  for (var i = 0; i < validationResults.length; i++)

 messageDetails.push(this.createErrorObject(validationResults[i]
.message, validationResults[i].dataPath));
  this.responseObject.responseError.details = messageDetails;
  return this.responseObject;
```

TMFTopicEventAPIUtilOOB - getAlarmCreateEventSchema()

Returns the payload schema used when processing an alarm create event (ALARM_CREATE_EVENT_SCHEMA).

This function is called as part of the `AlarmCreateEvent` flow action call process. You can change the functionality of this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include and the schema in the `TMFAlarmAPIConstants` script include.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Schema defined in `TMFAlarmAPIConstants.ALARM_CREATE_EVENT_SCHEMA`

```
// Schema validation
var schema = this.getAlarmCreateEventSchema();
var validationResults =
 this.schemaValidator.validateJSON(eventAlarmObject, schema);
if (validationResults.length > 0) {
  this.responseObject.status =
 TMFAlarmAPIConstants.EVENT_TRANSFORMATION_ERROR;
  this.responseObject.responseError.errorMessage =
 TMFAlarmAPIConstants.MESSAGES.CREATE_ERROR;
  this.responseObject.responseError.errorReason =
 TMFAlarmAPIConstants.MESSAGES.CREATE_ERROR_PAYLOAD;
  var messageDetails = [];
  for (var i = 0; i < validationResults.length; i++)

 messageDetails.push(this.createErrorObject(validationResults[i]
.message, validationResults[i].dataPath));
  this.responseObject.responseError.details = messageDetails;
  return this.responseObject;
}
```

TMFTopicEventAPIUtilOOB - getAlarmDeleteEventSchema()

Returns the payload schema used when processing an alarm delete event (ALARM_DELETE_EVENT_SCHEMA).

This function is called as part of the `AlarmDeleteEvent` flow action call process. You can change the functionality of this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include and the schema in the `TMFAlarmAPIConstants` script include.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Schema defined in `TMFAlarmAPIConstants.ALARM_DELETE_EVENT_SCHEMA`.

```
// Schema validation
var schema = this.getAlarmDeleteEventSchema();
var validationResults =
 this.schemaValidator.validateJSON(deleteAlarmPayload, schema);
if (validationResults.length > 0) {
  this.responseObject.status =
 TMFAlarmAPIConstants.EVENT_TRANSFORMATION_ERROR;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  this.responseObject.responseError.errorMessage =
 TMFAlarmAPIConstants.MESSAGES.CLEAR_ERROR;
  this.responseObject.responseError.errorReason =
 TMFAlarmAPIConstants.MESSAGES.CLEAR_ERROR_PAYLOAD;
  var messageDetails = [];
  for (var i = 0; i < validationResults.length; i++)

 messageDetails.push(this.createErrorObject(validationResults[i]
.message, validationResults[i].dataPath));
  this.responseObject.responseError.details = messageDetails;
  return this.responseObject;
}
```

TMFTopicEventAPIUtilOOB - mapAlarmChangeObjectToEvent(alarmObject, GlideRecord newEventGr)

Maps the parameters in the passed change request payload to fields in the specified record in the Event [em_event] table.

You can customize field mappings to add data to the Event [em_event] table or change the default field mappings. To modify mappings, create functions with identical names and parameters in the `TMFTopicEventAPIUtil` script include to override the mappings in the `TMFTopicEventAPIUtilOOB` script include. If you add fields to the mappings, these fields must also be added to the associated schema (`TMFAlarmAPIConstants.ALARM_CHANGE_EVENT_SCHEMA`).

This function is called as part of the *`transformAndPersistChangeEvent()`* function.

Parameters

Name	Type	Description
alarmObject	Object	Payload should match what is defined in the schema defined in `TMFAlarmAPIConstants.ALARM_CHANGE_EVENT_SCHEMA`.
newEventGr	GlideRecord	GlideRecord of the record to updated in the Event [em_event] table.

Returns

Type	Description
None	

```
this.mapAlarmChangeObjectToEvent(additionalInfoObj, newEventGr);

var id = newEventGr.insert();
return gs.nil(id) ? id : newEventGr.message_key;
```

TMFTopicEventAPIUtilOOB - mapCreateAlarmObjectToEvent(Object alarmObject, GlideRecord eventGr)

Maps the parameters in the passed create request payload to fields in the specified record in the Event [em_event] table.

You can customize field mappings to add data to the Event [em_event] table or change the default field mappings. To modify mappings, create functions with identical

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

names and parameters in the `TMFTopicEventAPIUtil` script include to override the mappings in the `TMFTopicEventAPIUtilOOB` script include. If you add fields to the mappings, these fields must also be added to the associated schema (`TMFAlarmAPIConstants.ALARM_CREATE_EVENT_SCHEMA`).

This function is called as part of the *`transformAndPersistAlarmCreateEvent()`* function.

Parameters

Name	Type	Description
alarmObject	Object	Payload should match what is defined in the schema defined in `TMFAlarmAPIConstants.ALARM_CREATE_EVENT_SCHEMA`.
eventGr	GlideRecord	GlideRecord of the record in the Event [em_event] table.

Returns

Type	Description
None	

```
this.mapCreateAlarmObjectToEvent(eventAlarmObject, eventGr);
var id = eventGr.insert();
return gs.nil(id) ? id : msgKey;
```

TMFTopicEventAPIUtilOOB - mapDeleteAlarmObjectToEvent(Object additionalInfoObj, GlideRecord newEventGr)

Maps the parameters in the passed delete request payload to fields in the specified record in the Event [em_event] table.

You can customize field mappings to add data to the Event [em_event] table or change the default field mappings. To modify mappings, create functions with identical names and parameters in the `TMFTopicEventAPIUtil` script include to override the mappings in the `TMFTopicEventAPIUtilOOB` script include. If you add fields to the mappings, these fields must also be added to the associated schema (`TMFAlarmAPIConstants.ALARM_DELETE_EVENT_SCHEMA`).

This function is called as part of the *`transformAndPersistDeleteEvent()`* function.

Parameters

Name	Type	Description
alarmObject	Object	Payload should match what is defined in the schema defined in `TMFAlarmAPIConstants.ALARM_DELETE_EVENT_SCHEMA`.
newEventGr	GlideRecord	GlideRecord of the record to use to map the fields in the payload to those in the Event [em_event] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
this.mapDeleteAlarmObjectToEvent(additionalInfoObj, newEventGr);
var id = newEventGr.insert();
return gs.nil(id) ? id : newEventGr.message_key;
```

TMFTopicEventAPIUtilOOB - prepareEventAlarmRecordResponse(String msgKey Object alarmObject, Object responseObject)

Generates the response object after event creation or update, including the clearing of an event.

This function is called by the *`processAlarmCreateEvent()`*, *`processChangeAlarm()`*, and *`processDeleteAlarmEvent()`* functions. You can change the functionality of this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include.

Parameters

Name	Type	Description
msgKey	String	Message key. This key is generated when an event is created. Table: In the Message key field in the Events [em_event] table.
alarmObject	Object	Event payload to process. The format of this payload should correlate to the event type that is being processed. The schemas for these payloads are defined in the `TMFAlarmAPIConstants` script include.
responseObject	Object	Empty response object. Use this object to record any issues with the verification of the payload schema. Data type: Object `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject.responseError	Object	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`
responseObject.responseError.details	Array	Any additional information to pass back to the calling routine. For example: `var messageDetails = []; for (var i = 0; i < validationResults.length; i++)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		`messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath));`
		`this.responseObject.responseError.details = messageDetails;`
		`return this.responseObject`

responseObject.responseError.errorMessage	String	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.responseError.errorReason	String	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.
responseObject.status	String	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.successResponse	Object	Successful response from the function call. For example, you could store the payload object in this value.

Returns

Type	Description
responseObject	Details about the status of the function call. `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject.status	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.successResponse	Successful response from the function call. For example, you could store the payload object in this value.
responseObject.responseError	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`

responseObject.responseError.details	Any additional information to pass back to the calling routine.
	For example:
	`var messageDetails = [];`
	`for (var i = 0; i < validationResults.length; i++)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	``` messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath)); this.responseObject.responseError.details = messageDetails; return this.responseObject ```
responseObject. responseError. errorMessage	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject. responseError. errorReason	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.

```
processDeleteAlarm: function(additionalInfoObj, gr,
 deleteAlarmPayload, responseObject) {
var msgKey =
 this.transformAndPersistDeleteEvent(additionalInfoObj, gr);
var responsePayload =
 this.prepareEventAlarmRecordResponse(msgKey,
 deleteAlarmPayload, responseObject);
this._logger.logDebug("processDeleteAlarmEvent");
return responsePayload;
},
```

TMFTopicEventAPIUtilOOB - processAlarmChangeEvent(Object changeAlarmPayload)

Starts the process of updating a record in the Event [em_event] table when the *eventType* is set to `AlarmChangeNotification`.

This function is called by the `AlarmChangeEvent` flow action. You can change the functionality of this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include.

Parameters

Name	Type	Description
changeAlarm Payload	Object	Event change payload to process. The payload should match the schema defined in `TMFAlarmAPIConstants.ALARM_CHANGE_EVENT_SCHEMA`.

Returns

Type	Description

responseObject	Details about the status of the function call.
	``
	"responseObject": {
	"responseError": {Object},
	"status": "String",
	``

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	<pre> "successResponse": {Object} }</pre>

responseObject.
responseError
	Details about any error that occurred during validation.
	<pre>"responseError": {
	  "details": [Array],
	  "errorMessage": "String",
	  "errorReason": "String"
	}</pre>

responseObject.
responseError.details
	Any additional information to pass back to the calling routine.
	For example:
	<pre>var messageDetails = [];
	for (var i = 0; i < validationResults.length;
	 i++)
	
	 messageDetails.push(this.createErrorObject(va
	lidationResults[i].message,
	 validationResults[i].dataPath));
	this.responseObject.responseError.details =
	 messageDetails;
	return this.responseObject</pre>

responseObject. responseError. errorMessage	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject. responseError. errorReason	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.
responseObject. status	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject. successResponse	Successful response from the function call. For example, you could store the payload object in this value.

```
Called by the AlarmChangeEvent flow action
```

TMFTopicEventAPIUtilOOB - processAlarmCreateEvent(Object eventAlarmObject)

Starts the process of creating a record in the Event [em_event] table when the *eventType* is set to `AlarmCreateNotification`.

This function is called by the `AlarmCreateEvent` flow action. You can change the functionality of this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
eventAlarm Object	Object	Event create payload to process. The payload should match the schema defined in `TMFAlarmAPIConstants.ALARM_CREATE_EVENT_SCHEMA`.

Returns

Type	Description
responseObject	Details about the status of the function call. `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject. responseError	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`
responseObject. responseError.details	Any additional information to pass back to the calling routine. For example: `var messageDetails = []; for (var i = 0; i < validationResults.length; i++) messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath)); this.responseObject.responseError.details = messageDetails; return this.responseObject`
responseObject. responseError. errorMessage	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject. responseError. errorReason	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.
responseObject. status	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject. successResponse	Successful response from the function call. For example, you could store the payload object in this value.

`Called by AlarmCreateEvent flow action.`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TMFTopicEventAPIUtilOOB - processDeleteAlarmEvent(Object deleteAlarmPayload)

Starts the process of clearing the alarm event in the Event [em_event] table when the *eventType* is set to `AlarmDeleteNotification`.

This function clears the state field and closes the event alarm. It also updates any parameters in the passed payload.

This function is called by the `AlarmDeleteEvent` flow action. You can change the functionality of this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include.

Parameters

Name	Type	Description
deleteAlarm Payload	Object	Event delete payload to process. The payload should match the schema defined in `TMFAlarmAPIConstants.ALARM_DELETE_EVENT_SCHEMA`.

Returns

Type	Description
responseObject	Details about the status of the function call. `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject. responseError	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`
responseObject. responseError.details	Any additional information to pass back to the calling routine. For example: `var messageDetails = []; for (var i = 0; i < validationResults.length; i++) messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath)); this.responseObject.responseError.details = messageDetails; return this.responseObject`
responseObject. responseError. errorMessage	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
responseObject.responseError.errorReason	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.
responseObject.status	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.successResponse	Successful response from the function call. For example, you could store the payload object in this value.

```
Called by AlarmDeleteEvent flow action.
```

TMFTopicEventAPIUtilOOB - transformAndPersistAlarmCreateEvent(Object alarmObject)

Transforms the passed in create event payload using the associated create event mapping values and stores the information in Event [em_event] table.

This function is called by the processAlarmCreateEvent() function as part of the flow action. You can change the functionality of this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include.

Parameters

Name	Type	Description
alarmObject	Object	Payload to use to create a record in the Event [em_event] table. The payload should match the schema defined in `TMFAlarmAPIConstants.ALARM_CREATE_EVENT_SCHEMA`.

Returns

Type	Description
String	Unique ID (Message key) of the event.

This function is only called by the `AlarmCreateEvent` flow action, so no code example is provided.

TMFTopicEventAPIUtilOOB - transformAndPersistChangeEvent(Object additionalInfoObj, GlideRecord existingGr)

Transforms the passed in change event payload using the associated change event mapping values and stores the updated information in the passed GlideRecord within the Event [em_event] table.

This function is called by the processAlarmChangeEvent() function as part of the flow action. You can change the functionality of this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include.

Parameters

Name	Type	Description
additionalInfoObj	Object	Payload to use to update the fields in the record specified in the *`existingGr`* parameter. The

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		payload should match the schema defined in `TMFAlarmAPIConstants.ALARM_CHANGE_EVENT_SCHEMA`.
existingGr	GlideRecord	GlideRecord of the event record in the Event [em_event] table to update.

Returns

Type	Description
String	Unique ID (Message key) of the event.

This function is only called by the `AlarmChangeEvent` flow action, so no code example is provided.

TMFTopicEventAPIUtilOOB - transformAndPersistDeleteEvent(Object additionalInfoObj GlideRecord existingGr)

Transforms the passed in delete (clear) event payload using the associated delete event mapping values and stores the updated information in the passed GlideRecord within the Event [em_event] table.

This function is called by the >processAlarmDeleteEvent() function as part of the flow action. You can change the functionality of this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include.

Parameters

Name	Type	Description
additional InfoObj	Object	Payload to use to update the clear event fields in the record specified in the *`existingGr`* parameter. The payload should match the schema defined in `TMFAlarmAPIConstants.ALARM_DELETE_EVENT_SCHEMA`.
existingGr	GlideRecord	GlideRecord of the event record in the Event [em_event] table for which to clear the alarm.

Returns

Type	Description
String	Unique ID (Message key) of the event.

This function is only called by the `AlarmDeleteEvent` flow action, so no code example is provided.

TMFTopicEventAPIUtilOOB - validateSubscription(Object eventAlarmObject, Object responseObject)

Performs validation on the subscription.

This validation includes checking if the callback URL used to make the event notification and the *`eventType`* in the payload are registered.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This function is called by the *processAlarmCreateEvent()*, *processChangeAlarm()*, and *processDeleteAlarmEvent()* functions. You can change the functionality of this function by overriding the default functionality in the TMFTopicEventAPIUtil script include.

Parameters

Name	Type	Description
eventAlarmObject	Object	Event payload to validate. The format of this payload should correlate to the event type that is being processed. The schemas for these payloads are defined in the TMFAlarmAPIConstants script include.
responseObject	Object	Empty response object. Use this object to record any issues with the verification of the payload schema. Data type: Object `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject.status	String	Status of the function call. The available status messages are defined in the TMFAlarmAPIConstants script include.
responseObject.successResponse	Object	Successful response from the function call. For example, you could store the payload object in this value.
responseObject.responseError	Object	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`
responseObject.responseError.details	Array	Any additional information to pass back to the calling routine. For example: `var messageDetails = []; for (var i = 0; i < validationResults.length; i++) messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath)); this.responseObject.responseError.details = messageDetails; return this.responseObject`
responseObject.responseError.errorMessage	String	Error message that describes the error that occurred. The available error messages are defined in the TMFAlarmAPIConstants script include.
responseObject.responseError.errorReason	String	Reason why the endpoint failed. The available error reasons are defined in the TMFAlarmAPIConstants script include.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
responseObject	Details about the status of the function call. `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject. responseError	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`
responseObject. responseError.details	Any additional information to pass back to the calling routine. For example: `var messageDetails = []; for (var i = 0; i < validationResults.length; i++) messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath)); this.responseObject.responseError.details = messageDetails; return this.responseObject`
responseObject. responseError. errorMessage	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject. responseError. errorReason	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.
responseObject. status	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject. successResponse	Successful response from the function call. For example, you could store the payload object in this value.

This function is only called by the `AlarmCHANGEEvent` flow action, so no code example is provided.

TMFTopicEventAPIUtilOOB - verifyAlarmChangeEventPayload(Object changeAlarmPayload, Object responseObject)

Provides the ability to define additional verification of the passed in change event payload.

This function is called by the processAlarmChangeEvent() function as part of the flow action. Currently there is no additional payload verification provided for the change payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can add functionality for this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include.

Parameters

Name	Type	Description
changeAlarmPayload	Object	Payload to verify. Payload should match the schema defined in `TMFAlarmAPIConstants.ALARM_CHANGE_EVENT_SCHEMA`.
responseObject	Object	Empty response object. Use this object to record any issues with the verification of the payload schema. Data type: Object `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject.responseError	Object	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`
responseObject.responseError.details	Array	Any additional information to pass back to the calling routine. For example: `var messageDetails = []; for (var i = 0; i < validationResults.length; i++) messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath)); this.responseObject.responseError.details = messageDetails; return this.responseObject`
responseObject.responseError.errorMessage	String	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.responseError.errorReason	String	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.
responseObject.status	String	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.successResponse	Object	Successful response from the function call. For example, you could store the payload object in this value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
responseObject	Details about the status of the function call. `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject. responseError	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`
responseObject. responseError.details	Any additional information to pass back to the calling routine. For example: `var messageDetails = []; for (var i = 0; i < validationResults.length; i++) messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath)); this.responseObject.responseError.details = messageDetails; return this.responseObject`
responseObject. responseError. errorMessage	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject. responseError. errorReason	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.
responseObject. status	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject. successResponse	Successful response from the function call. For example, you could store the payload object in this value.

```
 // Apply customized validations if applicable, defaults to no
 error
var changePayloadResponse =
 this.verifyAlarmChangeEventPayload(changeAlarmPayload,
 this.responseObject);
if (!gs.nil(changePayloadResponse.responseError.errorMessage))
  return changePayloadResponse;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TMFTopicEventAPIUtilOOB - verifyAlarmCreateEventPayload(Object alarmObject, Object responseObject)

Provides the ability to define additional verification of the passed in create event payload.

This function is called by the processAlarmCreateEvent() function as part of the flow action. Currently there is no additional payload verification provided for the create payload. You can add functionality for this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include.

Parameters

Name	Type	Description
alarmPayload	Object	Payload to verify. Payload should match the schema defined in `TMFAlarmAPIConstants.ALARM_CREATE_EVENT_SCHEMA`.
responseObject	Object	Empty response object. Use this object to record any issues with the verification of the payload schema. Data type: Object `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject.status	String	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.successResponse	Object	Successful response from the function call. For example, you could store the payload object in this value.
responseObject.responseError	Object	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`
responseObject.responseError.details	Array	Any additional information to pass back to the calling routine. For example: `var messageDetails = []; for (var i = 0; i < validationResults.length; i++) messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath)); this.responseObject.responseError.details = messageDetails; return this.responseObject`
responseObject.responseError.errorMessage	String	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
responseObject.responseError.errorReason	String	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.

Returns

Type	Description
responseObject	Details about the status of the function call. `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject.responseError	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`
responseObject.responseError.details	Any additional information to pass back to the calling routine. For example: `var messageDetails = []; for (var i = 0; i < validationResults.length; i++) messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath)); this.responseObject.responseError.details = messageDetails; return this.responseObject`
responseObject.responseError.errorMessage	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.responseError.errorReason	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.
responseObject.status	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.successResponse	Successful response from the function call. For example, you could store the payload object in this value.

```
// Apply customized validations if applicable, defaults to no
 error
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var creatPayloadResponse =
 this.verifyAlarmCreateEventPayload(eventAlarmObject,
 this.responseObject);
if (!gs.nil(creatPayloadResponse.responseError.errorMessage))
  return creatPayloadResponse;
```

TMFTopicEventAPIUtilOOB - verifyDeleteEventPayload(Object deleteAlarmPayload, Object responseObject)

Provides the ability to define additional verification of the passed in delete event payload.

This function is called by the processDeleteAlarmEvent() function as part of the flow action. Currently there is no additional payload verification provided for the delete payload. You can add functionality for this function by overriding the default functionality in the `TMFTopicEventAPIUtil` script include.

Parameters

Name	Type	Description
deleteAlarmPayload	Object	Payload to verify. Payload should match the schema defined in `TMFAlarmAPIConstants.ALARM_DELETE_EVENT_SCHEMA`.
responseObject	Object	Empty response object. Use this object to record any issues with the verification of the payload schema. Data type: Object `"responseObject": { "responseError": {Object}, "status": "String", "successResponse": {Object} }`
responseObject.status	String	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.successResponse	Object	Successful response from the function call. For example, you could store the payload object in this value.
responseObject.responseError	Object	Details about any error that occurred during validation. `"responseError": { "details": [Array], "errorMessage": "String", "errorReason": "String" }`
responseObject.responseError.details	Array	Any additional information to pass back to the calling routine. For example: `var messageDetails = []; for (var i = 0; i < validationResults.length; i++) messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath));`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		`this.responseObject.responseError.details = messageDetails;` `return this.responseObject`
responseObject.responseError.errorMessage	String	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.responseError.errorReason	String	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.

Returns

Type	Description

responseObject	Details about the status of the function call.
	`"responseObject": {`
	`"responseError": {Object},`
	`"status": "String",`
	`"successResponse": {Object}`
	`}`

responseObject.responseError	Details about any error that occurred during validation.
	`"responseError": {`
	`"details": [Array],`
	`"errorMessage": "String",`
	`"errorReason": "String"`
	`}`

responseObject.responseError.details	Any additional information to pass back to the calling routine.
	For example:
	`var messageDetails = [];`
	`for (var i = 0; i < validationResults.length; i++)`
	`messageDetails.push(this.createErrorObject(validationResults[i].message, validationResults[i].dataPath));`
	`this.responseObject.responseError.details = messageDetails;`
	`return this.responseObject`

responseObject.responseError.errorMessage	Error message that describes the error that occurred. The available error messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.responseError.errorReason	Reason why the endpoint failed. The available error reasons are defined in the `TMFAlarmAPIConstants` script include.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
responseObject.status	Status of the function call. The available status messages are defined in the `TMFAlarmAPIConstants` script include.
responseObject.successResponse	Successful response from the function call. For example, you could store the payload object in this value.

```
// Apply customized validations if applicable, defaults to no
 error
var deletePayloadResponse =
 this.verifyDeleteEventPayload(deleteAlarmPayload,
 this.responseObject);
if (!gs.nil(deletePayloadResponse.responseError.errorMessage))
  return deletePayloadResponse;
```

TopicAPIUtilsOOB - Scoped

The *`TopicAPIUtilsOOB`* script include provides methods that are used when processing the *`Event Management Topic Open API`* endpoint.

If you want to change the default functionality of *`Event Management Topic Open API`*, you need to override the functions contained in this script include in the `TopicAPIUtils` script include.

This script include runs in the `sn_api_notif_mgmt` namespace and requires the sn_api_notif_mgmt.event_mgmt_integration role.

TopicAPIUtilsOOB - createTopicHelper(Object topicObject, Array warnings)

Inserts the information passed in the *`Event Management Topic Open API - POST /sn_api_notif_mgmt/topic`* endpoint into the Topic [sn_api_notif_mgmt_topic] table.

If you want to modify this insertion process, you need to override this method in the *`TopicAPIUtils`* script include.

Parameters

Name	Type	Description
topicObject	Object	Topic payload object passed into the Event Management Topic Open API endpoint. For example: `{ "name": "HighPriorityTroubleTicket", "headerQuery": "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeChangeEvent", "contentQuery": "troubleTicket.ticketType=incident&troubleTicket.severity=1", "externalId": "ext001", "namespace": "telecomEvents" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The schema of this object must match what is defined in *Constants.SCHEMA.CREATE_TOPIC_SCHEMA* located in the sn_api_notif_mgmt.Constants script include.
warnings	Array	Warning messages to return in the Event Management Topic Open API endpoint response if the method encounters an issue at the level of "warning". This parameter allows you to add custom warning messages to your implementation of this endpoint. If there are no additional warning messages, you must pass an empty array.

Returns

Type	Description
Object	Response object. `{ "contentQuery": "String", "eventType": "String", "externalId": "String", "headerQuery": "String", "id": "String", "name": "String" }` For details on these parameters, see the return results for Event Management Topic Open - POST /sn_api_notif_mgmt/topic.

The following code example shows how to call this method.

```
processTopicCreation: function(topicObject) {
  try {
    var warnings = [];

    var schema = this.getCreateTopicSchema();
    if (!this.isValidCreateTopicPayload(topicObject, schema,
 warnings)) {
      this._logger.logDebug("Create Topic : validation failed");
      return this.response;
    }
    this.createTopicHelper(topicObject, warnings);
    this._logger.logDebug("Create Topic: Topic created
 succesfully");
  } catch (ex) {
    this._logger.logErr("Create Topic : Process aborted, error
 is: " + ex);
    var errorObj =
 this.apiCoreUtil.getErrorObj(sn_tmt_core.Constants.ERROR_CODES.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
INTERNAL_ERROR, Constants.MESSAGES.TOPIC_CREATE_ERROR,
 Constants.MESSAGES.TOPIC_CREATE_ERROR);
    var details = [];
    details.push(this.apiCoreUtil.getErrorDetailsObj(ex.message
 + '', ''));
    errorObj.details = details;
    this.response.details = errorObj;
  }

  return this.response;
},
```

TopicAPIUtilsOOB - getCreateTopicSchema()

Returns the defined schema for the payload used by the *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint to validate the topic payload.

If you want to customize the schema for the topic payload, you need to override the default payload schema, *Constants.SCHEMA*, located in the `sn_api_notif_mgmt.Constants` script include. This default value of this schema is:

```
CREATE_TOPIC_SCHEMA: "{
  \"title\":\"Topic\",
  \"type\":\"object\",
  \"properties\":{
    \"name\":{
      \"type\":\"string\"
    },
    \"contentQuery\":{
      \"type\":\"string\"
    },
    \"headerQuery\":{
      \"type\":\"string\"
    },
    \"namespace\":{
      \"type\":\"string\"
    }
  },
  \"required\":[\"name\"]
}"
```

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Schema for the *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint payload. Use this schema to validate the schema passed into the endpoint using the TopicAPIUtilsOOB - isValidCreateTopicPayload(Object topicObject, String schema, Array warnings) method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this method.

```
processTopicCreation: function(topicObject) {
  try {
    var warnings = [];

    var schema = this.getCreateTopicSchema();
    if (!this.isValidCreateTopicPayload(topicObject, schema,
 warnings)) {
      this._logger.logDebug("Create Topic : validation failed");
      return this.response;
    }
    this.createTopicHelper(topicObject, warnings);
    this._logger.logDebug("Create Topic: Topic created
 succesfully");
  } catch (ex) {
    this._logger.logErr("Create Topic : Process aborted, error
 is: " + ex);
    var errorObj =
 this.apiCoreUtil.getErrorObj(sn_tmt_core.Constants.ERROR_CODES.
INTERNAL_ERROR, Constants.MESSAGES.TOPIC_CREATE_ERROR,
 Constants.MESSAGES.TOPIC_CREATE_ERROR);
    var details = [];
    details.push(this.apiCoreUtil.getErrorDetailsObj(ex.message
 + '', ''));
    errorObj.details = details;
    this.response.details = errorObj;
  }

  return this.response;
},
```

TopicAPIUtilsOOB - isValidCreateTopicPayload(Object topicObject, String schema, Array warnings)

Validates the payload passed into the *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint. This validation is performed on the request body and the schema.

If you want to modify the validation process for the payload, you need to override this method in the *TopicAPIUtils* script include.

Parameters

Name	Type	Description
topicObject	Object	Topic payload object passed into the Event Management Topic Open API endpoint. For example: `{ "name": "HighPriorityTroubleTicket", "headerQuery": "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeChangeEvent",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		<pre>"contentQuery": "troubleTicket.ticketType=incident&troubleTicket.severity=1", "externalId": "ext001", "namespace": "telecomEvents" }</pre> The schema of this object must match what is defined in *Constants.SCHEMA.CREATE_TOPIC_SCHEMA* located in the `sn_api_notif_mgmt.Constants` script include.
schema	String	Schema to use to validate the topic payload. Use the TopicAPIUtilsOOB - getCreateTopicSchema() method to obtain this schema.
warnings	Array	Warning messages to return in the Event Management Topic Open API endpoint response if the method encounters an issue at the level of "warning". This parameter allows you to add custom warning messages to your implementation of this endpoint. If there are no additional warning messages, you must pass an empty array.

Returns

Type	Description
Boolean	Flag that indicates whether the payload passed in the *topicObject* parameter passed the schema and request body validations. Valid values: • true: Payload is valid. • false: Payload is invalid.

The following code example shows how to call this method.

```
processTopicCreation: function(topicObject) {
  try {
    var warnings = [];

    var schema = this.getCreateTopicSchema();
    if (!this.isValidCreateTopicPayload(topicObject, schema,
 warnings)) {
      this._logger.logDebug("Create Topic : validation failed");
      return this.response;
    }
    this.createTopicHelper(topicObject, warnings);
    this._logger.logDebug("Create Topic: Topic created
 succesfully");
  } catch (ex) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    this._logger.logErr("Create Topic : Process aborted, error
 is: " + ex);
    var errorObj =
 this.apiCoreUtil.getErrorObj(sn_tmt_core.Constants.ERROR_CODES.
INTERNAL_ERROR, Constants.MESSAGES.TOPIC_CREATE_ERROR,
 Constants.MESSAGES.TOPIC_CREATE_ERROR);
    var details = [];
    details.push(this.apiCoreUtil.getErrorDetailsObj(ex.message
 + '', ''));
    errorObj.details = details;
    this.response.details = errorObj;
  }

  return this.response;
},
```

TopicAPIUtilsOOB - prepareCreateTopicResponse(Object topicObject, String topicSysId, Array warnings)

Generates and returns the response to a *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint call.

If you want to customize the response object returned by the *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint, you need to override this method in the *TopicAPIUtils* script include.

Parameters

Name	Type	Description
topicObject	Object	Topic payload object passed into the Event Management Topic Open API endpoint. For example: `{ "name": "HighPriorityTroubleTicket", "headerQuery": "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeChangeEvent", "contentQuery": "troubleTicket.ticketType=incident&troubleTicket.severity=1", "externalId": "ext001", "namespace": "telecomEvents" }` The schema of this object must match what is defined in *Constants.SCHEMA.CREATE_TOPIC_SCHEMA* located in the sn_api_notif_mgmt.Constants script include.
topicSysId	String	Sys_id of the topic created as part of the *Event Management Topic Open API - POST / sn_api_notif_mgmt/topic* call. Table: Topic [sn_api_notif_mgmt_topic]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
warnings	Array	Warning messages to return in the Event Management Topic Open API endpoint response if the method encounters an issue at the level of "warning". This parameter allows you to add custom warning messages to your implementation of this endpoint. If there are no additional warning messages, you must pass an empty array.

Returns

Type	Description
Object	Endpoint response object. For example: `{ "externalId": "ext001", "name": "HighPriorityTroubleTicket", "headerQuery": "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeChangeEvent", "contentQuery": "troubleTicket.ticketType=incident&troubleTicket.severity=1", "namespace": "telecomEvents", "id": "7ee9850443c3f550461f99612bb8f223" }`

The following code example shows how to call this method.

```
createTopicHelper: function(topicObject, warnings) {
 var topicObj = new sn_tmt_core.BaseObject();
 topicObj.setValue('topic_name', topicObject.name);
 if (!gs.nil(topicObject.headerQuery))
   topicObj.setValue('header_query', topicObject.headerQuery);
 if (!gs.nil(topicObject.contentQuery))
   topicObj.setValue('content_query',
topicObject.contentQuery);
 if (!gs.nil(topicObject.namespace))
   topicObj.setValue('namespace', topicObject.namespace);
 if (!gs.nil(topicObject.externalId))
   topicObj.setValue('topic_id', topicObject.externalId);
 topicObj.setValue('type', "egress");
 topicObj.setValue('user_created', false);

 new TopicUtil().createTopic(topicObj);

 // If topic external id is passed by external system, add it
in topic id field. This will act as an external id for us.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 var topicGr =
TopicDAO.getTopicByNameHeaderContentNamespace(topicObject.name,
topicObject.headerQuery, topicObject.contentQuery,
topicObject.namespace, '');

 if (topicGr && topicGr.next())
   var newTopicSysId = topicGr.getValue('sys_id');

   this.prepareCreateTopicResponse(topicObject, newTopicSysId,
warnings);
   return this.response;

},
```

TopicAPIUtilsOOB - processTopicCreation(Object topicObject)

Processes the request made by the *Event Management Topic Open API* endpoint.

This method invokes the helper methods needed for data insertion, schema validation, request body validation, and response-orchestration. Override this method if you need to customize the fundamental processing of the Event Management Topic Open - POST /sn_api_notif_mgmt/topic request. Otherwise, override the individual helper methods.

Parameters

Name	Type	Description
topicObject	Object	Topic payload object passed into the Event Management Topic Open API endpoint. For example: `{ "name": "HighPriorityTroubleTicket", "headerQuery": "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeChangeEvent", "contentQuery": "troubleTicket.ticketType=incident&troubleTicket.severity=1", "externalId": "ext001", "namespace": "telecomEvents" }` The schema of this object must match what is defined in *Constants.SCHEMA.CREATE_TOPIC_SCHEMA* located in the `sn_api_notif_mgmt.Constants` script include.

Returns

Type	Description
Object	Endpoint response object. For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	{
	"externalId": "ext001",
	"name": "HighPriorityTroubleTicket",
	"headerQuery":
	"eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeChangeEvent",
	"contentQuery":
	"troubleTicket.ticketType=incident&troubleTicket.severity=1",
	"namespace": "telecomEvents",
	"id": "7ee9850443c3f550461f99612bb8f223"
	}

The following code example shows how to call this method.

```
try {
  var topicAPIUtils = new TopicAPIUtils();
  var apiResponse =
 topicAPIUtils.processTopicCreation(request.body.data);
  response.setStatus(apiResponse.status);
  return tsmOpenAPIUtil.responseBuilder(response,
 apiResponse.details);
}
```

TopicAPIUtilsOOB - transformCreateTopicResponse(Object topicObject, String topicSysId)

Provides the ability to add custom data to the response object returned to the *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint.

To customize this response object, override this method in the *TopicAPIUtils* script include.

Parameters

Name	Type	Description

topicObject	Object	Topic payload object passed into the Event Management Topic Open API endpoint.
		
		For example:
		{
		"name": "HighPriorityTroubleTicket",
		"headerQuery":
		"eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeChangeEvent",
		"contentQuery":
		"troubleTicket.ticketType=incident&troubleTicket.severity=1",
		"externalId": "ext001",
		"namespace": "telecomEvents"
		}

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The schema of this object must match what is defined in *Constants.SCHEMA.CREATE_TOPIC_SCHEMA* located in the sn_api_notif_mgmt.Constants script include.
topicSysId	String	Sys_id of the topic created as part of the *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* call. You can add information from this record to the topic response object. Table: Topic [sn_api_notif_mgmt_topic]

Returns

Type	Description
Object	Transformed endpoint response object. This object should be TMF688 compliant. For example: `{ "externalId": "ext001", "name": "HighPriorityTroubleTicket", "headerQuery": "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeChangeEvent", "contentQuery": "troubleTicket.ticketType=incident&troubleTicket.severity=1", "namespace": "telecomEvents", "id": "7ee9850443c3f550461f99612bb8f223" }`

The following code example shows how to call this method.

```
prepareCreateTopicResponse: function(topicObject, topicSysId,
 warnings) {
  if (!gs.nil(topicSysId)) {
    topicObject.id = topicSysId;
    this.response.status =
 sn_tmt_core.Constants.STATUS_CODES.CREATED;
    topicObject = this.transformCreateTopicResponse(topicObject,
 topicSysId); // Customize response payload as per requirement.
    this.response.details = topicObject;
    if (!gs.nil(warnings) && warnings.length > 0) {
      this.response.details.warnings = warnings;
    }
  } else {
    var errorObj =
 this.apiCoreUtil.getErrorObj(sn_tmt_core.Constants.ERROR_CODES.
INTERNAL_ERROR, Constants.MESSAGES.CREATE_TOPIC_ERROR,
 Constants.MESSAGES.CREATE_TOPIC_ERROR);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var details = [];

 details.push(this.apiCoreUtil.getErrorDetailsObj(Constants.MESS
AGES.CREATE_TOPIC_ERROR, ''));
    errorObj.details = details;
    this.response.details = errorObj;
  }
},
```

The following code example shows code for overriding the default functionality of this method.

```
transformCreateTopicResponse: function(topicObject, topicSysId)
 {
  new sn_tmt_core.BaseAPIUtil().removeNulls(topicObject);

  // Add custom attributes to the topicObject
  topicObject.origin = “ServiceNow”,
  topicObject.ServiceId= “service001”,
  return topicObject;
},
```

TopicAPIUtilsOOB - validateTopicAttributes(Object topicObject, Array details)

Validates whether the topic name, header-query, content-query, and namespace combination passed in the *Event Management Topic Open API* endpoint payload is unique.

The endpoint uses this attribute combinations to determine whether the topic currently exists in the Topic [sn_api_notif_mgmt_topic] table.

If you want to modify the validation process you need to override this method in the *TopicAPIUtils* script include.

Parameters

Name	Type	Description
topicObject	Object	Topic payload object passed into the Event Management Topic Open API endpoint. For example: `{ "name": "HighPriorityTroubleTicket", "headerQuery": "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeChangeEvent", "contentQuery": "troubleTicket.ticketType=incident&troubleTicket.severity=1", "externalId": "ext001", "namespace": "telecomEvents" }` The schema of this object must match what is defined in *Constants.SCHEMA.CREATE_TOPIC_SCHEMA* located in the `sn_api_notif_mgmt.Constants` script include.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
details	Array	Warning messages to return in the Event Management Topic Open API endpoint response if the method encounters an issue at the level of "warning". This parameter allows you to add custom warning messages to your implementation of this endpoint. If there are no additional warning messages, you must pass an empty array.

Returns

Type	Description
Boolean	Flag that indicates whether the topic name, header-query, content-query, and namespace combination passed in the *topicObject* parameter is unique. Valid values: • true: Parameter combination is unique. • false: Parameter combination isn't unique.

The following code example shows how to call this method.

```
isValidCreateTopicPayload: function(topicObject, schema,
 warnings) {
  var isValidPayload = true;
  var details = [];
  var validationResults =
 this.jsonSchemaValidation.validateJSON(topicObject, schema,
 ''); // Schema validation
  var errorObj =
 this.apiCoreUtil.getErrorObj(sn_tmt_core.Constants.ERROR_CODES.
MISSING_BODY_FIELD,
 sn_tmt_core.Constants.MESSAGES.MISSING_BODY_FIELD,
 sn_tmt_core.Constants.MESSAGES.MISSING_BODY_FIELD);

  if (validationResults.length > 0) {
    if (validationResults[0].message ==
 Constants.PAYLOAD_MISSING) {
      this._logger.logDebug("isValidCreateTopicPayload: Missing
 request body, invalid payload");
      errorObj =
 this.apiCoreUtil.getErrorObj(sn_tmt_core.Constants.ERROR_CODES.
MISSING_BODY, sn_tmt_core.Constants.MESSAGES.MISSING_BODY,
 sn_tmt_core.Constants.MESSAGES.MISSING_BODY);

 details.push(this.apiCoreUtil.getErrorDetailsObj(sn_tmt_core.Co
nstants.MESSAGES.MISSING_BODY, ''));
      errorObj.details = details;
      this.response.details = errorObj;
      return false;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    } else {
      for (var i = 0; i < validationResults.length; i++) {
        var missingFieldMsg =
sn_tmt_core.Constants.MESSAGES.MISSING_FIELD_KEY;
        var message = validationResults[i].message;
        var errorMessage = '';
        if (message.indexOf('missing') != -1) {
          var newMessage =
this.apiCoreUtil.constructErrorMsg(message,
validationResults[i].dataPath);
          errorMessage = missingFieldMsg.replace(/\$key/g,
newMessage);
        } else {
          errorMessage = message;
        }

details.push(this.apiCoreUtil.getErrorDetailsObj(errorMessage,
validationResults[i].dataPath));
      }
    }
    isValidPayload = false;
  }
  var isValidTopicExternalId =
this.validateTopicExternalId(topicObject, details);
  var isValidTopicAttributes =
this.validatateTopicAttributes(topicObject, details);

  isValidPayload = isValidPayload && isValidTopicExternalId &&
isValidTopicAttributes;
    if (!isValidPayload) {
      errorObj.details = details;
      this.response.details = errorObj;
    }
    return isValidPayload;
  },
```

TopicAPIUtilsOOB - validateTopicExternalId(Object topicObject, Array details)

Validates the topic external ID passed in the request body of the *Event Management Topic Open API* endpoint.

In the base implementation this only validates that the external ID is not empty. If you want to modify the validation process for the topic external ID, you need to override this method in the *TopicAPIUtils* script include. The passed external ID is mapped to the topic_id field in the Topic [sn_api_notif_mgmt_topic] table.

Parameters

Name	Type	Description
topicObject	Object	Topic payload object passed into the Event Management Topic Open API endpoint. For example: `{ "name": "HighPriorityTroubleTicket",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		<pre>"headerQuery": "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeChangeEvent", "contentQuery": "troubleTicket.ticketType=incident&troubleTicket.severity=1", "externalId": "ext001", "namespace": "telecomEvents" }</pre> The schema of this object must match what is defined in *Constants.SCHEMA.CREATE_TOPIC_SCHEMA* located in the `sn_api_notif_mgmt.Constants` script include.
details	Array	Error/detail messages to return in the Event Management Topic Open API endpoint response if the method encounters an issue at the level of "error". This parameter allows you to add custom error messages to your implementation of this endpoint. If there are no additional error messages, you must pass an empty array.

Returns

Type	Description
Boolean	Flag that indicates whether the external ID passed in the *topicObject* parameter is valid. Valid values: • true: External ID is valid. • false: External ID is invalid.

The following code example shows how to call this method.

```
isValidCreateTopicPayload: function(topicObject, schema,
 warnings) {
  var isValidPayload = true;
  var details = [];
  var validationResults =
 this.jsonSchemaValidation.validateJSON(topicObject, schema,
 ''); // Schema validation
  var errorObj =
 this.apiCoreUtil.getErrorObj(sn_tmt_core.Constants.ERROR_CODES.
MISSING_BODY_FIELD,
 sn_tmt_core.Constants.MESSAGES.MISSING_BODY_FIELD,
 sn_tmt_core.Constants.MESSAGES.MISSING_BODY_FIELD);

  if (validationResults.length > 0) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    if (validationResults[0].message ==
 Constants.PAYLOAD_MISSING) {
      this._logger.logDebug("isValidCreateTopicPayload: Missing
 request body, invalid payload");
      errorObj =
 this.apiCoreUtil.getErrorObj(sn_tmt_core.Constants.ERROR_CODES.
MISSING_BODY, sn_tmt_core.Constants.MESSAGES.MISSING_BODY,
 sn_tmt_core.Constants.MESSAGES.MISSING_BODY);

 details.push(this.apiCoreUtil.getErrorDetailsObj(sn_tmt_core.Co
nstants.MESSAGES.MISSING_BODY, ''));
      errorObj.details = details;
      this.response.details = errorObj;
      return false;
    } else {
      for (var i = 0; i < validationResults.length; i++) {
        var missingFieldMsg =
 sn_tmt_core.Constants.MESSAGES.MISSING_FIELD_KEY;
        var message = validationResults[i].message;
        var errorMessage = '';
        if (message.indexOf('missing') != -1) {
          var newMessage =
 this.apiCoreUtil.constructErrorMsg(message,
 validationResults[i].dataPath);
          errorMessage = missingFieldMsg.replace(/\$key/g,
 newMessage);
        } else {
          errorMessage = message;
        }

 details.push(this.apiCoreUtil.getErrorDetailsObj(errorMessage,
 validationResults[i].dataPath));
      }
    }
    isValidPayload = false;
  }
  var isValidTopicExternalId =
 this.validateTopicExternalId(topicObject, details);
  var isValidTopicAttributes =
 this.validatateTopicAttributes(topicObject, details);

  isValidPayload = isValidPayload && isValidTopicExternalId &&
 isValidTopicAttributes;
    if (!isValidPayload) {
      errorObj.details = details;
      this.response.details = errorObj;
    }
    return isValidPayload;
  },
```

TopicSubscriptionUtilOOB - Scoped

The *TopicSubscriptionUtilOOB* script include provides methods to query and manipulate records in the Topic subscription [sn_api_notif_mgmt_topic_subscription] table. This class operates at the service layer and interacts with the Data Access Object (DAO) class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

These functions are called when the **Register** button is selected on the Topic Subscription form. If you want to change the default functionality of this script include, you need to override the functions contained in this script include in the `TopicSubscriptionUtil` script include.

Both script includes run in the `sn_api_notif_mgmt` namespace.

For additional information on topic subscriptions, see Handling the external events using Telecommunications API notification.

TopicSubscriptionUtilOOB - executeRegistrationSubflow(String topicSubID)

Triggers a spoke subflow to register the passed topic subscription on an external system.

Before triggering the registration flow, the function checks whether the passed topic subscription record contains a callback URL and whether the topic is already registered. If these checks pass, it triggers a demo subflow. This demo subflow is defined as an adapter in the spoke selector and performs a "mock" outbound registration call.

This function is called when a user selects the **Register** button in the Topic subscriptions form. The name of the demo subflow is defined in `Constants.INITIATE_REGISTRATION_PROCESS = "sn_ind_tmf642.initiate_registration_process";`

You need to override this function in the `TopicSubscriptionUtil` script include to define your own custom subflow to register topic subscriptions.

Within this registration subflow you must create a REST step, connection alias, or other implementation to call a registration endpoint on the external system to register a topic. This endpoint should pass the topic name and callback URL to register. In return, the external system endpoint should return the subscription ID, whether the registration was successful, and the registration information to store in the Topic subscription table. This information typically includes the registration status, registration message, and subscription ID fields. Your registration subflow should then call the updateRegistrationResponse() method to store the response payload in the Topic subscription table.

Parameters

Name	Type	Description
topicSubID	String	Sys_id of the topic subscription record to register.

Returns

Type	Description
None	

The following code example shows how to override this function.

```
var TopicSubscriptionUtil= Class.create();

TopicSubscriptionUtil.prototype =
 Object.extendsObject(TopicSubscriptionUtilOOB, {

  // Define overriding functions here. Pass the topicSubID of
 the record to be registered for subscription
  executeRegistrationSubflow: function(topicSubID){
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var topicSubGr = new
 TopicSubscriptionUtil(topicSubID).topicSubscriptionDAO.getGlide
Record();

    // Customer extensible function to call their defined
 subflows. Here one can call their own subflow that
    // will perform registration by giving an endpoint of the
 external env and parsing and updating the topic Sub
    // record with Registered information.
    var registrationFlow = ''; // Pass the subflow name that you
 want to override here.
    var inputs = {};
    inputs['topic_subscription_rec'] = topicSubGr;
    try {
      var flowOp =
 sn_fd.FlowAPI.getRunner().subflow(registrationFlow).inBackgroun
d().withInputs(inputs).run();

    } catch (ex) {
      gs.addErrorMessage(gs.getMessage(ex + ' Please check the
 subflow and inputs defined.'));

    }
  }
  type: TopicSubscriptionUtil
});
```

TopicSubscriptionUtilOOB - getSubFlowName()

Returns the subflow to use for the spoke selector subflow trigger to register topic subscriptions.

Typically this function is called from the executeRegistrationSubflow() function. This subflow is responsible for contacting an external system and registering a topic subscription. The name of the subflow to use is defined in `Constants.INITIATE_REGISTRATION_PROCESS`.

You can change this functionality to include the name of your own subflow by overriding the name of the subflow to execute in the `sn_api_notif_mgmt.Constants` script include.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the subflow to use. For the demo implementation, this subflow is defined as `Constants.INITIATE_REGISTRATION_PROCESS = "sn_ind_tmf642.initiate_registration_process";`.

The following code example shows how to override this function.

```
var TopicSubscriptionUtil= Class.create();
TopicSubscriptionUtil.prototype =
  Object.extendsObject(TopicSubscriptionUtilOOB, {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  // Define overriding functions here. Define a constants and
 return.
  // That is your subflow that has the registration process. In
 current OOB implementation
  // it's a spoke selector implementation.
  getSubFlowName: function(){
    var subflowName = '' // Pass your subflow name here
    return subflowName;
  }

 type: TopicSubscriptionUtil

});
```

TopicSubscriptionUtilOOB - getTopicName(topicSubRefID)

Returns the name of the topic associated with the passed sys_id of a record in the Topic Subscription [sn_api_notif_mgmt_topic_subscription] table.

Parameters

Name	Type	Description
topicSubRefID	String	Sys_id of the topic subscription record whose topic name to return. Table: Topic Subscription [sn_api_notif_mgmt_topic_subscription]

Returns

Type	Description
String	Topic name.

The following code example shows how to override this function.

```
var TopicSubscriptionUtil = Class.create();
TopicSubscriptionUtil.prototype =
  Object.extendsObject(TopicSubscriptionUtilOOB, {

  // Define overriding functions here. Pass topicSubId or
 topicId and get topicname from there.
  getTopicName: function(topicSubRefID){
    var topicSubGr = new
 TopicSubscriptionUtil(topicSubRefID).topicSubscriptionDAO.getGl
ideRecord();
    var topicRefID = topicSubGr.getValue('topic');
    var topicGr = new
 TopicUtil(topicRefID).topicDAO.getGlideRecord();
    return topicGr.getValue('topic_name');
  }
type: TopicSubscriptionUtil
});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TopicSubscriptionUtilOOB - getUnregisteredTopicIds()

Returns the sys_ids of any unregistered topics. Unregistered topics are those topics that are in the Topic [sn_api_notif_mgmt_topic] table, but not in the Topic Subscription [sn_api_notif_mgmt_topic_subscription] table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	List of sys_ids of the topic records that have not yet been registered.

The following code example shows update this function.

```
 var TopicSubscriptionUtil= Class.create();
TopicSubscriptionUtil.prototype =
  Object.extendsObject(TopicSubscriptionUtilOOB, {

  // Define overriding functions here. This method is returning
 all topic IDs
  // that are not in the Topic Subscription table. Modify
 queries here to
  // return other topics in Topic Subscription table to return
 either 'Error' or
  // 'UnRegistered' status topics.

  getUnregisteredTopicIds: function(){
    var topicIds = [];
    var topicSubscriptionGr =
 TopicSubscriptionDAO.getInSubscriptionTopic();
    if (!gs.nil(topicSubscriptionGr)) {
      while (topicSubscriptionGr.next()) {
        topicIds.push(topicSubscriptionGr.getValue('topic'));
      }
    }

    var unregisteredTopicGr =
 TopicDAO.getUnregisteredTopic(topicIds);
    if (!gs.nil(unregisteredTopicGr)) {
      var unregisterTopicIds = [];
      while (unregisteredTopicGr.next()) {

 unregisterTopicIds.push(unregisteredTopicGr.getValue('sys_id'
));
      }
    }

    return unregisterTopicIds;
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  type: TopicSubscriptionUtil
});
```

TopicSubscriptionUtilOOB - updateRegistrationResponse(Object registrationDetails)

Updates the topic subscription record in the Topic subscription [sn_api_notif_mgmt_topic_subscription] table with the values from the mock registration response of an outbound topic registration endpoint call.

You can override this function in the `TopicSubscriptionUtil` script include to modify the information that is stored in the associated topic subscription record. For more information on executing the subflow that returns the registration details, see executeRegistrationSubflow().

Parameters

Name	Type	Description
registration Details	Object	For the demo implementation, this is a mock response returned by the demo registration API call. If you override this function, the response payload should at least contain the following topic subscription fields: • registration_status • registration_message • subscription_id

Returns

Type	Description
Error	If the call is successful, nothing is returned. If an error occurred, it returns: • status_reason: Returned from a spoke call clarifying the reason for failure when `status_code = 0`. • errormessage: Error message that describes the failure when status_code is not 0 or 1, such as: `'Spoke Request Type output not set, please check request adapter flow'`.

The following code example shows how to update this function.

```
var TopicSubscriptionUtil= Class.create();
TopicSubscriptionUtil.prototype =
  Object.extendsObject(TopicSubscriptionUtilOOB, {

// Define overriding functions here. Modify this method to parse
 the registration details
// output from a spoke selector flow. You can pass different
 parameters from the registration response
// and map them to the fields in the Topic Subscription table.

  updateRegistrationResponse: function(registrationDetails){
    var reqTypeId = Constants.TOPIC_SUB_REQUEST_TYPE;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var outputMap = new
 sn_appss.IntegrationRequestConfigAPI().outputJSONToMap(reqType
Id, registrationDetails.result);
    var updateTopicSubObj = new sn_tmt_core.BaseObject();
    if
 (Constants.REGISTRATION_RESPONSE_SUCCESS_CODES.indexOf(response
Code) != -1) {
      updateTopicSubObj.setValue('registration_status',
 Constants.REGISTRATION_STATUS.REGISTERED);
      updateTopicSubObj.setValue('registration_message',
 outputMap.response_body.message);
      updateTopicSubObj.setValue('subscription_id',
 outputMap.response_body.result.id);
    }
  }
  type: TopicSubscriptionUtil

});
```

TopicSubscriptionUtilOOB - updateTopicSubscriptionRec(Object topicSubObj)

Stores the current topic subscription record in the Topic subscription [sn_api_notif_mgmt_topic_subscription] table using DAO insert.

Typically you will call this function within the updateRegistrationResponse() function.

Parameters

Name	Type	Description
topicSubObj	Object	Fields to update in the associated topic subscription record. This is the payload returned by the registration subflow. For example: `"topicSubObj": { "registration_message": "String", "registration_status": "String", "subscription_id": "String" }` For more information, see executeRegistrationSubflow().

Returns

Type	Description
String	Sys_id of the topic subscription record that was updated.

The following code example shows how to update this function.

```
var TopicSubscriptionUtil= Class.create();
TopicSubscriptionUtil.prototype =
  Object.extendsObject(TopicSubscriptionUtilOOB, {

// Define overriding functions here. Pass a topic subscription
 record object that contains
// the values to update in a record.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  updateTopicSubRec: function(topicSubObj){
    return
 this.topicSubscriptionDAO.updateTopicSubscription(topicSubObj);
  }

type: TopicSubscriptionUtil

});
```

The following code example shows how to call this function.

```
if (!gs.nil(outputMap) && outputMap.status_code == '1') {
  var responseCode = outputMap.response_body.code;
  var topicSubID = registrationDetails.topicSubID;
  var topicSubGr = new
 TopicSubscriptionUtil(topicSubID).topicSubscriptionDAO.getGlide
Record();
  var updateTopicSubObj = new sn_tmt_core.BaseObject();
  if
 (Constants.REGISTRATION_RESPONSE_SUCCESS_CODES.indexOf(response
Code) != -1) {
    updateTopicSubObj.setValue('registration_status',
 Constants.REGISTRATION_STATUS.REGISTERED);
    updateTopicSubObj.setValue('registration_message',
 outputMap.response_body.message);
    updateTopicSubObj.setValue('subscription_id',
 outputMap.response_body.result.id);
  } else {
    updateTopicSubObj.setValue('registration_status',
 Constants.REGISTRATION_STATUS.ERROR);
    updateTopicSubObj.setValue('registration_message',
 outputMap.response_body.message);
  }
    new
 TopicSubscriptionUtil(topicSubGr).updateTopicSubscriptionRec(up
dateTopicSubObj);
    return '';
} else if (!gs.nil(outputMap) && outputMap.status_code == '0') {
  return outputMap.status_reason;
} else {
  var errorMsg = 'Spoke Request Type output not set, please
 check request adapter flow';
  return errorMsg;
}
```

TopicUtilOOB - Scoped

The `TopicUtilOOB` script include contains functions that enable you to query and manipulate records in the Topic [sn_api_notif_mgmt_topic] table. This class operates at the service layer that interacts with the Data Access Object (DAO) class.

These functions are called when the **Get Topics** button is selected on the Topics form. If you want to change the default functionality of this script include, you must override the functions contained in this script include in the `TopicUtil` script include.

Both script includes run in the `sn_api_notif_mgmt` namespace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For additional information on topics, see Handling the external events using Telecommunications API notification.

TopicUtilOOB - createTopic(Object topicObj)

Creates a record in the Topic [sn_api_notif_mgmt_topic] table using DAO insert.

Typically you will call this function within the validateAndInsertTopic function that also performs various validations on the content.

Parameters

Name	Type	Description
topicObj	Object	Object that contains the fields to store in the topic record. For the base implementation the object has the following format. If you modify or extend the Topics table, this object should reflect that structure. Ensure that you include any required fields. `"topicObj": { "content_query": "String"; "description": "String"; "header_query": "String"; "namespace": "String"; "topic_id": "String"; "topic_name": "String"; "type": "String"; }`

Returns

Type	Description
String	Sys_id of the created topic record.

The following code example shows how to call this function.

```
validateAndInsertTopics: function(topicsResponse) {
  if (!gs.nil(topicsResponse)) {
    var topicsArr = topicsResponse.response;
    for (var i = 0; i < topicsArr.length; i++) {
      var name = topicsArr[i].name;
      var headerQuery = topicsArr[i].headerQuery;
      var contentQuery = topicsArr[i].contentQuery;
      var namespace = topicsArr[i].namespace;
      var id = topicsArr[i].id;
      var description = topicsArr[i].description;
      var topicGr =
 TopicDAO.getTopicByNameHeaderContentNamespace(name,
 headerQuery, contentQuery, namespace,'');
      if (topicGr && !topicGr.hasNext()) {
        var topicObj = new sn_tmt_core.BaseObject();
        topicObj.setValue('topic_name', name);
        topicObj.setValue('header_query', headerQuery);
        topicObj.setValue('content_query', contentQuery);
        topicObj.setValue('namespace', namespace);
        topicObj.setValue('description', description);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        topicObj.setValue('topic_id', id);
        topicObj.setValue('type', Constants.TYPE_INGRESS);
        this.createTopic(topicObj);
      }
    }
  }
}
```

The following code example shows how to override this function.

```
var TopicUtil = Class.create();
TopicUtil.prototype =
  Object.extendsObject(TopicUtilOOB, {

  // Define overriding functions here. Pass a topic record
 object with
  // values for a single Topic table record.

  createTopic: function(topicObj){
    return this.topicDAO.create(topicObj);
  }

  type: TopicUtil

});
```

TopicUtilOOB - getSubFlowName()

Returns the name of the subflow to call to obtain topics from an external system.

Typically this function is called from the triggerSubflow() function. This subflow is responsible for contacting an external system and obtaining any topic records that need to be inserted in the Topics [sn_api_notif_mgmt_topic] table.

The name of the subflow is defined in `Constants.GET_TOPICS_SUBFLOW`. For the demo implementation this subflow is `sn_ind_tmf642.event_alarm_notifications_api` and generates a "mock" response (doesn't call an external system) to show the end-to-end processing.

You can change this functionality to include the name of your own subflow by overriding the name of the subflow to execute in the `sn_api_notif_mgmt.Constants` script include.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the subflow to use to obtain topics from an external system.

The following code example shows how to override this function.

```
var TopicUtil= Class.create();
TopicUtil.prototype =
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  Object.extendsObject(TopicUtilOOB, {

  // Define overriding function here. In TopicUtilOOB it returns
 the flow name of a GET outbound API call that mocks the GET
 call.
  // Override this function to return a flow that returns topics
 from an external system.

  getSubflowName: function(){
    return <flow_name>; // Return the name here
  }

  type: TopicUtil

});
```

TopicUtilOOB - triggerSubflow()

Triggers the subflow that is responsible for obtaining topic records from an external system.

This function is called when the user selects the **Get Topics** button on the Topics form.

The name of the subflow that gets triggered is defined in `Constants.GET_TOPICS_SUBFLOW`. For the demo implementation this subflow is `sn_ind_tmf642.event_alarm_notifications_api` and generates a "mock" response (doesn't call an external system) to show the end-to-end processing.

You need to change this functional to include the name of your own subflow by overriding the name of the subflow to execute in the `sn_api_notif_mgmt.Constants` script include.

Within the subflow you must create a REST step, connection alias, or other implementation to provide an endpoint URL that retrieves topics from your external network. When the topics are returned by that subflow, you call the validateAndInsertTopics function to verify the passed back topic payload and insert/update the records in the Topic table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to override this function.

```
var TopicUtil = Class.create();
TopicUtil.prototype =
  Object.extendsObject(TopicUtilOOB, {

  // Define overriding functions here. Override this function to
 call your own GET API outbound call subflow.
  triggerSubflow: function(){
    var result =''; // Pass the subflow here
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    try {
      var flowOp =
 sn_fd.FlowAPI.getRunner().subflow(result).inBackground().withIn
puts().run();
      if (flowOp) {
        gs.addInfoMessage(gs.getMessage('Please refresh the list
 to see new Topics.'));
      }
    } catch (ex) {
      gs.addInfoMessage(gs.getMessage(ex + ' Please check if the
 trigger is defined and passed correctly'));
    }
  }

  type: TopicUtil

});
```

TopicUtilOOB - validateAndInsertTopics(Array topicsResponse)

Validates the passed in topic record payload and inserts records in the Topic [sn_api_notif_mgmt_topic} table containing this data.

The passed topics payload is obtained from the "GET API endpoint" used to retrieve topics from an external system. For more information on triggering this GET API, see triggerSubflow().

You can change this functionality to include your own validation rules and topic record fields by overriding this function in the `TopicUtil` script include.

Parameters

Name	Type	Description
topicsResponse	Array of objects	Topic record payload returned by the external system through the GET API endpoint within the subflow. This payload should match the structure of the Topics [sn_api_notif_mgmt_topic] table. Each object within the array is a separate topic. For example, in the demo implementation this is: `"topicResponse": [ { "name": "String"; "header_query": "String"; "content_query": "String"; "namespace": "String"; "id": "String"; "description": "String" }, { "name": "String"; "header_query": "String"; "content_query": "String"; "namespace": "String"; "id": "String"; "description": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to override this function.

```
var TopicUtil= Class.create();
TopicUtil.prototype =
  Object.extendsObject(TopicUtilOOB, {

  // Define overriding functions here. Override this function to
 include custom
  // validations on topic payload parameters and insert the
 record into the Topics table.

  validateInsertTopics: function(topicsResponse){

    // Provide validation on the passed payload.
    this.createTopic(topicObj);
  }

type: TopicUtil

});
```

TopicUtilOOB - verifyTopics(String topicname, String headerQuery, String contentQuery, String namespace, String previousSysId)

Determines whether any other topic record in the Topic [sn_api_notif_mgmt_topic] table contains the specified combination of fields as its composite key, indicating a duplicate topic.

Parameters

Name	Type	Description
topicname	String	Name of the topic.
headerQuery	String	Filter to apply to the content of the event header properties. This query defines the type of events to listen to for the associated topic. You can pass this parameter as a nested query. For example: `"headerQuery": "eventType=AlarmCreateNotification&domain=Paris",` For additional information, refer to the TMF688 Event Management API User Guide.
contentQuery	String	Filter to apply to the content of the event. This query is a deeper event filter that is used to find information such as event severity or probable cause. You can pass this parameter as a nested query. For example: `"contentQuery": "event.alarm.perceivedSeverity=CRITICAL",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		For additional information, refer to the TMF688 Event Management API User Guide.
namespace	String	Namespace in which the associated topic resides. Topics can't be duplicated within a domain, but can be contained in multiple domains.
previousSysId	String	Optional. Sys_id of the topic to update. Only pass this value when updating an existing topic.

Returns

Type	Description
Boolean	Flag that indicates whether another record in the Topic table contains the specified combination of fields. Possible values: • true: Another record in the Topic table contains the combination of fields. • false: No other record in the Topic table contains the combination of fields.

The following code example shows how to override this function.

```
var TopicUtil= Class.create();
TopicUtil.prototype =
  Object.extendsObject(TopicUtilOOB, {

  // Define overriding functions here. Override this function to
 provide custom validations on
  // the passed parameters and to verify whether an insert is
 possible or not.

  verifyTopics: function(topicname, headerQuery, contentQuery,
 namespace, previousSysId) {

    // Write modified code here to get any combination of
 records present in the current Topic table.
    // In the current implementation, the function checks if
 there is a duplicate topic record that contains the
    // passed parameters.

  },

type: TopicUtil

});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transformer - Scoped, Global

The *Transformer* API provides methods to parse and transform structured JSON or XML source content into structured key-value pair output, using a defined set of rules.

This API works along with the *TransformerDefinition* and *TransformerRuleList* APIs. Together, these APIs transform XML nodes or any entity in a structured JSON document into an output of name-value pairs. Supported JSON entities including objects and elements within an array, such as strings, numbers, and other arrays.

- The *TransformerRuleList* API enables you to create transformation rule lists that define what data in the source document to include in the output and how to transform the source data.
- The *TransformerDefinition* API associates a transformation rule list with a JSON/XML record path to define reusable transform definition objects. You can use a transform definition object to transform one or more source documents.
- The *Transformer* API performs the actual data transformation, one data entity at a time, using the specified transformation rule list to create the desired output data.

You can use the *Transformer* class in both scoped and global server scripts. When using this class, use the `sn_tfrm` namespace identifier. Before this API is available in an instance, you must activate the Transformation Service plugin (com.glide.transform).

The following example illustrates how to use the *TransformerRuleList* API to define the transformation rules, the *TransformerDefinition* API to define the transformation criteria, and the *Transformer* API to actually perform the transformation.

This code example retrieves an external JSON-based stock details document, creates rules for transforming that data into a tabular table, and then transforms the source document, one row at a time. The following is a snippet of the JSON source document being transformed:

```
{
  "NOW": {
    "quote": {
      "symbol": "NOW",
      "companyName": "ServiceNow Inc.",
      "primaryExchange": "New York Stock Exchange",
      "sector": "Technology",
      "open": 166.78,
      "openTime": 1522935000556,
      "close": 165.77,
      "changePercent": 0.00656,
       ...
     },
 ...}
```

```
var stockAPI = new sn_ws.RESTMessageV2('Stock Details', 'Default
 GET');
var response = stockAPI.execute();
var responseBody = response.getBody(); // obtain the source JSON
 document
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
/* Define the list of rules to use to transform the acquired
 JSON stock detail
information into a tabular table */

var transformerRuleList = new sn_tfrm.TransformerRuleList() //
 instantiate the rule list object
  .fromJSON() // indicate that the source document is JSON
  .addRule('ticker', '$.quote.symbol') // add a rule to copy
 the value in the "symbol" field of the source document to the
 ticker field in the output document (no changes)
  .addRule('change_percentage', '$.quote.changePercent') //
 copy the "changePercent" field from source into the
 change_percentage field of output document
  .thenMultiply('100') // multiply the change_percentage value
 by 100
  .thenRoundDown('0') // addthen round it down to a whole number
  .addRule('close_price', '$.quote.close') // copy the "close"
 field to the close_price field in the 21=-[';output
  .thenAdaptCurrency('USD', false) // attach the US dollar code
 to the close_price field, but do not display the symbol
  .addRule('summary') // add a blank "summary" field to the
 output (no corresponding source field)
  .thenConcat('Shares of ') // in the summary field concatenate
 the string "Shares of "
  .thenConcatSymbol('ticker') // then concatenate the "ticker"
 field from the source document
  .thenConcat(' closed at ') // then concatenate the string "
 closed at "
  .thenConcatSymbol('close_price'); // then concatenate the
 "close_price" field from the source document

// Create a transformer definition that associates the rule list
 to use and the record path of the set of records in the source
 document to transform.
var path = '$.*';
var transformerDefinition = new
 sn_tfrm.TransformerDefinition(transformerRuleList, path);

// Instantiate the transformer object.
var transformer = new sn_tfrm.Transformer(transformerDefinition,
 responseBody);

// Transform the source data, one row at a time, until all rows
 are processed.
var results = [];
while (transformer.transform()) {
  results.push(transformer.getRow());
}
```

Output:

```
 {ticker: "Now", change_percentage: "0", close_price: "165.77
 USD", summary: "Shares of Now closed at 165.77" }
```

Transformer - Transformer(Object transformerDefinition, String document)

Instantiates a Transformer object (constructor).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
transformerDefinition	Object	Object that describes the content transformation; includes rule list and JSONPath/XPath record path. Use the *TransformerRuleList()* and *TransformerDefinition()* APIs to generate this object.
document	String	Source document to translate.

```
var stockAPI = new sn_ws.RESTMessageV2('Stock Details', 'Default
 GET');
var response = stockAPI.execute();
var responseBody = response.getBody();

var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .addRule('ticker', 'quote.symbol')
  .addRule('change_percentage', 'quote.change')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', 'quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('summary')
  .thenConcat('Shares of ')
  .thenConcatSymbol('ticker')
  .thenConcat(' closed at ')
  .thenConcatSymbol('close')


var path = '$.*';
var transformerDefinition = new
 sn_tfrm.TransformerDefinition(transformerRuleList, path);
var transformer = new sn_tfrm.Transformer(transformerDefinition,
 responseBody);

var results = [];
while (transformer.transform()) {
  results.push(transformer.getRow());
}
```

Transformer - getRow()

Returns the row resulting from the last transformation (or null if no row exists).

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Object containing one transformed row/node of data.

```
var results = [];
while (transformer.transform()) {
  results.push(transformer.getRow());
```

Output:

```
 {ticker: "Now", change_percentage: "0", close_price: "165.77
 USD", summary: "Shares of Now closed at 165.77" }
```

Transformer - transform()

Transforms the next available row/node in the source document.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether there is a valid next row to transform. • true: Valid next row • false: No additional rows

```
var results = [];
while (transformer.transform()) {
  results.push(transformer.getRow());
```

Output:

```
 {ticker: "Now", change_percentage: "0", close_price: "165.77
 USD", summary: "Shares of Now closed at 165.77" }
```

Transformer - Scoped, Global

The *Transformer* API manipulates time-series data to prepare the data for evaluation and analysis.

You can call this API in scoped and global server scripts. When using the *Transformer* class, use the `sn_clotho` namespace identifier.

The general use case is to determine the period to be evaluated, select the records from the table with the metric field, define the type of transform to run, and then execute the transform.

```
// create the start and end time
       var start = new GlideDateTime();
 start.addSeconds(-1 * 60 * 60);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var end = new GlideDateTime();

//mb_demo_drone is a table with metric fields.
var drones = new GlideRecord("mb_demo_drone");
drones.addQuery("model", "Kingfisher Phantom");
drones.query();

//build a transform that returns a simple average
var builder = new sn_clotho.Transformer(drones);
builder.metric("mb_demo_mt_rem_battery").avg().label("Original
");

//execute transform and return result for visualization
var result = builder.execute(start,end);
```

This class is part of the MetricBase application.

Transformer - Transformer(GlideRecord sourceRecords)

Create a Transformer object.

Parameters

Name	Type	Description
sourceRecords	GlideRecord	Contains the records for which metrics are to be evaluated. Can be one record or many.

```
//where drones is a GlideRecord created from a table with a
 metric field
var builder = new sn_clotho.Transformer(drones);
```

Transformer - execute(GlideDateTime start, GlideDateTime end)

Run the transform.

Use the *metric()* and *groupBy()* methods before calling *execute()*. The *execute()* method can only be called once for each Transformer object.

Actions performed as part of the transform do not change the data in the MetricBase database.

Parameters

Name	Type	Description
start	GlideDateTime	The beginning of the period to be evaluated.
end	GlideDateTime	The end of the period to be evaluated.

Returns

Type	Description
TransformResult	The transformed data.

```
var minutesAgoStart = 60;
var end = new GlideDateTime();
var start = new GlideDateTime(end);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
start.addSeconds(-1 * 60 * minutesAgoStart);

// query subject records
var grDrone = new GlideRecord('mb_demo_drone');
grDrone.query();

// building transform; get the average transforms of a metric,
grouping by model
var transformer = new sn_clotho.Transformer(grDrone);
transformer.groupBy("fleet").metric("mb_demo_mt_altitude").avg(
).label('avg - %g:fleet:');

// execute and return result for visualization
var tfrmResult = transformer.execute(start, end);
```

Transformer - groupBy(String field)

Specifies the field to use to group the data.

If you are going to use the *`groupBy()`* method, you must call it must before calling the *`execute()`* method.

Parameters

Name	Type	Description
field	String	The field in the table to use to group the transform results.

Returns

Type	Description
TransformPart	A TransformPart object that you can use to specify the transform characteristics.

```
var transformer = new sn_clotho.Transformer(grDrone);
var trnsfrm = transformer.groupBy("fleet");
```

Transformer - metric(String metricName)

Specify the metric field to be used in the transform.

You can specify multiple metrics to be used in the transform. The *`metric()`* method cannot be called after the *`execute()`* method is called.

Parameters

Name	Type	Description
metricName	String	Name of the metric field.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify the transform characteristics.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var transformer = new sn_clotho.Transformer(grDrone);
var trnsfrm = transformer.metric("mb_demo_mt_altitude");
```

TransformerDefinition - Scoped, Global

The *TransformerDefinition* API provides methods to instantiate and manage the TransformerDefinition object, which associates a transformation rules list and a record path.

This API works along with the *Transformer* and *TransformerRuleList* APIs. Together, these APIs transform XML nodes or any entity in a structured JSON document into an output of name-value pairs. Supported JSON entities including objects and elements within an array, such as strings, numbers, and other arrays.

- The *TransformerRuleList* API enables you to create transformation rule lists that define what data in the source document to include in the output and how to transform the source data.
- The *TransformerDefinition* API associates a transformation rule list with a JSON/XML record path to define reusable transform definition objects. You can use a transform definition object to transform one or more source documents.

In addition, this object provides methods that enable you to obtain the record path of the TransformerDefinition object. It can also validate whether the definition has a valid TransformerRuleList associated with it.

The *Transformer* API performs the actual data transformation, one data entity at a time, using the specified transformation rule list to create the desired output data.

You can use the *TransformerDefinition* class in both scoped and global server scripts. When using this class, use the `sn_tfrm` namespace identifier. Also, before this API is available in an instance, you must activate the Transformation Service plugin (com.glide.transform).

TransformerDefinition - TransformerDefinition(Object transformerRuleList, String recordPath)

Instantiates a TransformerDefinition object.

Parameters

Name	Type	Description
transformerRuleList	Object	TransformerRuleList to associate with this transformer definition.
recordPath	String	Optional. The path (JSONPath for JSON, XPath for XML) that identifies the container (parent) of nodes to parse as records in the source document. For JSON documents, these nodes can be any object, array, or JSON primitive (string, number, boolean). For XML documents, these nodes are the child elements of the container. If *recordPath* is unspecified, the entire document is inferred as a single record. For JSON documents, if the top node is an array and *recordPath* is unspecified, then the top array is the record's container, and each of its entries is a record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var stockAPI = new sn_ws.RESTMessageV2('Stock Details', 'Default
 GET');
var response = stockAPI.execute();
var responseBody = response.getBody();

var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .addSymbol('ticker', 'quote.symbol')
  .addSymbol('change_percentage', 'quote.change_change')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addSymbol('close_price', 'quote.close')
  .thenAdaptCurrency('USD', false)
  .addSymbol('summary')
  .thenConcat('Shares of ')
  .thenConcatSymbol('ticker')
  .thenConcat(' closed at ')
  .thenConcatSymbol('close');


var path = '$.*'; // Transform all objects in the JSON document
var transformerDefinition = new
 sn_tfrm.TransformerDefinition(transformerRuleList, recordPath);
var transformer = new sn_tfrm.Transformer(transformerDefinition,
 responseBody);

var results = [];
while (transformer.transform()) {
  results.push(transformer.getRow());
}
```

TransformerDefinition - TransformerDefinition(String transformerDefinitionSysId)

Instantiates a TransformerDefinition object using an existing transformer definition.

Parameters

Name	Type	Description
transformerDefinitionSysId	String	Sys_id of a transformer definition. Table: Record Transformer [sys_record_transformer]

This example instantiates a TransformerDefinition object based on the provided sys_id.

```
var transformerDefinition = new
 sn_tfrm.TransformerDefinition("7208b59743542110d4dc2c78c9b8f2e2
");
```

TransformerDefinition - recordPath()

If set when the TransformerDefinition object was instantiated, returns the record path for the source data file associated with the TransformerDefinition object.

A record path (JSONPath for JSON, XPath for XML) identifies the container (parent) of nodes to parse as records in the source document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For JSON documents, these nodes can be any object, array, or JSON primitive (string, number, boolean). For XML documents, these nodes are the child elements of the container.

If *recordPath* is unspecified, the entire document is inferred as a single record. For JSON documents, if the top node is an array and *recordPath* is unspecified, then the top array is the record's container, and each of its entries is a record.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	If set, the record path associated with the transformer definition. If not set, returns null.

```
var path = '$.records';
var transformerDefinition = new
 sn_tfrm.TransformerDefinition(transformerRuleList, recordPath);
var transformer = new sn_tfrm.Transformer(transformerDefinition,
 responseBody);
.
.
.

var recordPath = transformerDefinition.recordfPath();

var results = [];
while (transformer.transform()) {
  results.push(transformer.getRow());
}
```

TransformerDefinition - validate()

Validates whether a valid TransformerRuleList is associated with the TransformerDefintion object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether a valid TransformerRuleList is associated with the specified TransformerDefintion object. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Valid TransformerRuleList associated • false: Invalid or no TransformerRulList associated

```
var transformerDefinition = new
 sn_tfrm.TransformerDefinition(transformerRuleList, recordPath);
var transformer = new sn_tfrm.Transformer(transformerDefinition,
 responseBody);
.
.
.

if (transformerDefinition.validate()) {

  var results = [];
  while (transformer.transform()) {
    results.push(transformer.getRow());
  }
}
```

TransformerRuleList - Scoped, Global

The *TransformerRuleList* API enables you to create a list of rules for transforming various types of JSON and XML data into name-value pair output.

This API works along with the *Transformer* and *TransformerDefinition* APIs. Together, these APIs transform XML nodes or any entity in a structured JSON document into an output of name-value pairs. Supported JSON entities including objects and elements within an array, such as strings, numbers, and other arrays.

- The *TransformerRuleList* API enables you to create transformation rule lists that define what data in the source document to include in the output and how to transform the source data.
- The *TransformerDefinition* API associates a transformation rule list with a JSON/XML record path to define reusable transform definition objects. You can use a transform definition object to transform one or more source documents.
- The *Transformer* API performs the actual data transformation, one data entity at a time, using the specified transformation rule list to create the desired output data.

When you instantiate the TransformRuleList object, you must define whether it describes a JSON or XML source document using the *.fromJSON()* or *.fromXML()* methods. For example:

`var trl = sn_tfrm.TransformerRuleList().fromJSON();` or `var trl = sn_tfrm.TransformerRuleList().fromXML();`

Then use the *addRule()* method to define a transformation rule for each element in the source document that you want to include as a name-value pair in the output.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use "adapter methods", such as `setName()` or `thenAdd()`, to define how to manipulate data elements when the transformation is performed. Adapter methods work along with the `addRule()` method. They define adaptations to apply to the output field defined by the `addRule()` method such as formatting, rounding, and applying patterns. You can apply one or more adapter methods to each data transformation. Adapter methods enable you to do things such as:

- Concatenate text.
- Perform mathematical functions, such as add, subtract, divide, and multiply.
- Round values up or down (round up/down, ceiling/floor).
- Define whether to use the minimum or maximum value when comparing a source data element to a specified value.
- Apply a currency code.
- Convert between different units of measure.
- Format data elements.
- Apply patterns.
- Replace specified data elements with a specified value.
- Split and rearrange strings.

You can use the `TransformerRuleList` class in both scoped and global server scripts. When using this class in a scoped application, use the `sn_tfrm` namespace identifier. Also, before this API is available in an instance, you must activate the Transformation Service plugin (com.glide.transform).

TransformerRuleList - addRule(String rule, String path)

Creates an entry in the associated transformation rules list which defines a field to create in the output.

You can create rules for any element in a source document. For example, `.addRule('ticker', '$.quote.symbol')` creates the field "ticker" in the output and copies over the value in quote.symbol of the source.

Once you define a rule using `addRule()`, you then use adaptor methods, such as `thenAdd()`, `thenReplace()`, and `thenFloor()` to manipulate the rule's output data. You can define as many adaptor methods as needed for a single rule. All adapter methods directly after an `addRule()` call, until the next `addRule()` call, apply to that rule. Adapter methods are cumulative with the result of all adapter methods being the final value saved in the output field.

For example, in the following code snippet, `thenMultiply()` and `thenRoundDown()` apply to `addRule('change_percentage', '$.quote.changePercent')`; `addRule('close_price', '$.quote.close')` starts a new rule. If the value in `$.quote.changePercent` is .011, then the final output value is "1" (.011 * 100 rounded down to the ones position).

```
.addRule('change_percentage', '$.quote.changePercent')
.thenMultiply('100')
.thenRoundDown('0')
.addRule('close_price', '$.quote.close')
```

The `addRule()` method also supports the parameter `summary`; `.addRule('summary')`. This implementation creates the name field "summary:" in the output, but does not correlate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

it to any field in the source. You can then use the adaptor methods *thenConcat()* and *thenConcatSymbol()* to modify the contents of the summary field.

Parameters

Name	Type	Description
rule	String	Name of the element in the destination output.
path	String	Optional. JSONPath or XPath to the data element in the source document. The adapter methods *thenConcat()* and *thenConcatSymbol()* do not require you to define this parameter if no other adapter methods are defined for the rule. All other adapter methods require this parameter.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('summary')
  .thenConcat('Shares of ')
  .thenConcatSymbol('ticker')
  .thenConcat(' closed at ')
  .thenConcatSymbol('close_price');
```

TransformerRuleList - setName(String name)

Defines a name for the associated TransformerRuleList object for logging purposes.

Parameters

Name	Type	Description
name	String	Name to use to identify the associated TransformerRuleList object. Although the API does not force this name to be unique, it is helpful if they are unique within an instance.

Returns

Type	Description
Object	Current TransformerRuleList object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('summary')
  .thenConcat('Shares of ')
  .thenConcatSymbol('ticker')
  .thenConcat(' closed at ')
  .thenConcatSymbol('close_price');
```

TransformerRuleList - thenAdaptCurrency(String currencyCode, Boolean outputNumericCurrencyValue)

Adds an adapter to the current rule that ties the specified currency code to the output field defined in the associated *addRule()* call.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
currencyCode	String	Currency code to tie to the destination data element, such as USD, EUR, and GBP.
outputNumericCurrencyValue	Boolean	Optional. Flag that indicates whether to display the currency code. Valid values: • true: do not display the country code; numeric value only • false: display the country code Default: false

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('summary')
  .thenConcat('Shares of ')
  .thenConcatSymbol('ticker')
  .thenConcat(' closed at ')
  .thenConcatSymbol('close_price');
```

TransformerRuleList - thenAdaptDuration(String inputDuration, String outputDuration)

Adds an adapter to the current rule that converts the source field from one unit of measure to another, such as from minutes to seconds or weeks to days.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
inputDuration	String	Current unit of measure of the source field. Valid values: • NANOSECOND • MICROSECOND • MILLISECOND • SECOND • MINUTE • HOUR • DAY • WEEK
outputDuration	String	Unit of measure to convert the source field to in the output. Valid values: • NANOSECOND • MICROSECOND • MILLISECOND • SECOND • MINUTE • HOUR • DAY • WEEK

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('daily', '$.quote.weekly')
  .thenAdaptDuration('WEEK', 'DAY');
```

TransformerRuleList - thenAdd(Number operand)

Adds an adapter to the current rule that adds the passed in value to the source field.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
operand	Number	Value to add to the source field.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new
 sn_tfrm.TransformerRuleList.fromJSON()
  .setName('Stock Report 05182019 JSON')
  .addSymbol('ticker', '$.symbol')
  .addSymbol('change_percentage', '$.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addSymbol('trade_price', '$.current_price')
  .thenAdaptCurrency('USD', false)
  .addMultiply('$.trade_quantity')
  .thenAdd('4.5');
```

TransformerRuleList - thenApplyMap(Object map)

Adds an adapter to the current rule that searches the associated source field for a list of strings and replaces them in the output with the specified replacement values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the `addRule()` method. They define adaptations to apply to the output field defined by the `addRule()` method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
map	Object	Name/value pairs. • name: text to locate in the source data element • value: text to replace it with in the output

Returns

Type	Description
Object	Current TransformerRuleList object.

In this example, the `thenApplyMap()` call searches the source text in the company_info field for Inc. and St. and replaces them with Incorporated and Street in the company_info field in the output.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('company_info', '$.quote.company_info')
  .thenApplyMap({'Inc.': 'Incorporated', 'St.': 'Street'});
```

TransformerRuleList - thenApplyPattern(String matchPattern, String outputPattern

Adds an adapter to the current rule that matches a specified regex pattern to content in the source field and then replaces/reformats that content with a second regex pattern and stores that value in the output.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the `addRule()` method. They define adaptations to apply to the output field defined by the `addRule()` method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
matchPattern	String	Regex pattern to use to locate the text to replace/reformat.
outputPattern	String	Regex pattern to use to update the located text.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Current TransformerRuleList object.

In this example, any company name that ends with "Inc." is transformed to "Incorporated", such as Company Inc. to Company Incorporated.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('company', '$.quote.company')
  .thenApplyPattern('(.+)(\\w{3}\\.)', '$1Incorporated');
```

TransformerRuleList - thenCeiling(Number operand)

Adds an action to the current rule to round the source field up at the decimal position specified by the passed in value.

Unlike straight rounding where the number is rounded based on the value of the digit in the specified decimal position (0-4 round down, 5-9 round up), ceiling always rounds up. For example, the ceiling value for 2.156 and 2.152 is always 2.16 for the passed in decimal position of 2; whereas for straight rounding the values would be 2.16 and 2.15 respectively. For negative numbers, the ceiling operation makes the number more positive, as in the ceiling value of -2.156 is -2.15; whereas the same number rounded up makes the value more negative, -2.16.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
operand	Number	Decimal position to the right of the decimal point at which to round the number up (apply ceiling). For example, if this value is 2 and the source data element is 6.421, the resulting value is 6.43.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Mortgage Rates 05022019 JSON')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .addRule('interest_rate', '$.quote.interest_rate')
  .thenCeiling('2') // Always round the interest rate up to the
 hundredths place
  .addRule('monthly_payment', '$.quote.total_loan_amount')
  .thenDivideBy('180');
```

TransformerRuleList - thenConcat(String value)

Adds an adapter to the current rule that concatenates the passed in string to the output field.

Unlike other adapter methods, this method does not have to be applied to a source field. You can use this method to create completely new data strings in the output.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the `addRule()` method. They define adaptations to apply to the output field defined by the `addRule()` method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
value	String	Text to concatenate to the end of the current data element.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('summary')
  .thenConcat('Shares of ')
  .thenConcatSymbol('ticker')
  .thenConcat(' closed at ')
  .thenConcatSymbol('close_price');
```

TransformerRuleList - thenConcatSymbol(String symbol)

Adds an adapter to the current rule that concatenates the value of a field previously defined in the rules list to the current output field.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the `addRule()` method. They define adaptations to apply to the output field defined by the `addRule()` method such as formatting, rounding, and applying patterns.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
symbol	String	Name of the rules list element to append to the output field.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('summary')
  .thenConcat('Shares of ')
  .thenConcatSymbol('ticker')
  .thenConcat(' closed at ')
  .thenConcatSymbol('close_price');
```

TransformerRuleList - thenDivideBy(Number operand)

Adds an adapter to the current rule that divides the source field by the passed in value.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
operand	Number	Value by which to divide the source field.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('dividend_per_share', '$.quote.total_dividend')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .thenDivideBy('$.quote.total_shares');
```

TransformerRuleList - thenDivideInto(Number operand)

Adds an adapter to the current rule that divides the passed in value by the source field.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
operand	Number	Value into which to divide the source field.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('dividend_per_share', '$.quote.total_shares')
  .thenDivideInto('$.quote.total_dividends');
```

TransformerRuleList - thenFloor(Number operand)

Adds an adapter to the current rule that rounds the source field down at the decimal position specified by the passed in value and stores it in the output.

Unlike straight rounding where the number is rounded based on the value of the digit in the specified decimal position (0-4 round down, 5-9 round up), floor always rounds down. For example, the floor value for 2.156 and 2.152 is always 2.15 for the passed in decimal position of 2; whereas for straight rounding the values would be 2.16 and 2.15 respectively. For negative numbers, the floor operation makes the number more negative, as in the floor value of -2.156 is -2.16; whereas the same number rounded down makes the value more positive, -2.15.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
operand	Number	Decimal position to the right of the decimal point at which to round the number down (apply floor).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		For example, if this value is 2 and the source data element is 6.427, the resulting value is 6.42.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Mortgage Rates 05022019 JSON')
  .addRule('interest_rate', '$.quote.interest_rate')
  .thenFloor('2') // Always round the interest rate down to the
 hundreths place
  .addRule('monthly_payment', '$.quote.total_loan_amount')
  .thenDivideBy('180');
```

TransformerRuleList - thenFormat(String matchPattern, String outputPattern)

Adds an adapter to the current rule that reformats the content in the source field that matches the specified match pattern, with the specified output pattern.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
matchPattern	String	Pattern to match against the source field. Valid values: • @: any character • #: decimal digit • \: literal escape (\@ for the @ symbol)
outputPattern	String	Pattern to replace the content with in the output. Valid values: • @: any character • #: decimal digit • \: literal escape (\@ for the @ symbol)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Current TransformerRuleList object.

This example reformats the quote date from YYYY/MM/DD to YYYY MM-DD.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('date', '$.quote.date')
  .thenFormat('####/##/##', '#### ##-##');
```

TransformerRuleList - thenMax(Number operand)

Adds an adapter to the current rule that compares the passed in value against the source field and copies the greater of the two values to the output field.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
operand	Number	Value to compare to the source field.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Mortgage Rates 05022019 JSON')
  .addRule('lowest_interest_rate', '$.quote.interest_rate')
  .thenMax('3.5') // Interest rate cannot be less than 3.5%
  .addRule('dividend_per_share', '$.quote.total_shares')
  .thenDivideInto('$.quote.total_dividends');
```

TransformerRuleList - thenMin(Number operand)

Adds an adapter to the current rule that compares the passed in value against the source field and copies the lower of the two values to the output field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
operand	Number	Value to compare to the source field.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addSymbol('broker_fee_percentage', '$.quote.broker_fee')
  .thenMin('10') // Maximum of 10% broker fee
  .addSymbol('dividend_per_share', '$.quote.total_shares')
  .thenDivideInto('$.quote.total_dividends');
```

TransformerRuleList - thenMultiply(Number operand)

Adds an adapter to the current rule that multiplies the source field by the passed in value.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
operand	Number	Value by which to multiply the source field.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('summary')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .thenConcat('Shares of ')
  .thenConcatSymbol('ticker')
  .thenConcat(' closed at ')
  .thenConcatSymbol('close_price');
```

TransformerRuleList - thenReplace(String matchString, String replaceString)

Adds an adapter to the current rule that finds all text within the source field that matches a specified string and replaces it with an updated string.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the `addRule()` method. They define adaptations to apply to the output field defined by the `addRule()` method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
matchString	String	String to match against the source field to identify the text to replace.
replaceString	String	String with which to replace the matching text.

Returns

Type	Description
Object	Current TransformerRuleList object.

In this example, any company name that ends with "Inc." is transformed to "Incorporated", such as Company Inc. to Company Incorporated.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('company', '$.quote.company')
  .thenReplace('Inc.', 'Incorporated');
```

TransformerRuleList - thenRoundDown(Number operand)

Adds an adapter to the current rule that rounds the source field down at the decimal position specified by the passed in value.

For negative numbers, the `thenRoundDown()` method makes the number more positive; the round down value of -2.156 is -2.15. The `thenFloor()` method makes the same number more negative, -2.16.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the `addRule()` method. They define adaptations to apply to the output field defined by the `addRule()` method such as formatting, rounding, and applying patterns.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
operand	Number	Decimal position to the right of the decimal point at which to round the number down. For example, if this value is 2 and the source data element is 6.427, the resulting value is 6.42.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList90
  .fromJSON()
  .setName('Mortgage Rates 05022019 JSON')
  .addRule('interest_rate', '$.quote.interest_rate')
  .thenRoundDown('2') // Always round the interest rate down to
 the hundredths place
  .addRule('monthly_payment', '$.quote.total_loan_amount')
  .thenDivideBy('180');
```

TransformerRuleList - thenRoundUp(Number operand)

Adds an adapter to the current rule that rounds the source data element up at the decimal position specified by the passed in value.

For negative numbers, the *thenRoundUp()* method makes the number more negative; the round up value of -2.156 is -2.16. The *thenCeiling()* method makes the same number more positive, -2.15.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
operand	Number	Decimal position to the right of the decimal point at which to round the number up. For example, if this value is 2 and the source data element is 6.422, the resulting value is 6.43.

Returns

Type	Description
Object	Current TransformerRuleList object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Mortgage Rates 05022019 JSON')
  .addRule('interest_rate', '$.quote.interest_rate')
  .thenRoundUp('2') // Always round the interest rate up to the
 hundredths place
  .addRule('monthly_payment', '$.quote.total_loan_amount')
  .thenDivideBy('180');
```

TransformerRuleList - thenSplit(String splitPattern, String replaceString)

Adds an adapter to the current rule that splits, reorganizes, and replaces strings within the source field and saves them in the output field.

The *splitPattern* parameter denotes how to divide the source text string into segments. This parameter can be a typical word separator such as a space (' '), comma (','), or semicolon (';'), and can also be any string, such as 'name'. For example, if the source text is "Smith John Michael" and the *splitPattern* is a space, then the available segments are "Smith", "John", and "Michael". To reference a segment, use $#, where # is the number of the order of the segment in the source text string. For example, if the method call is `thenSplit(' ', '$2 $3 $1')`, then the output is "John Michael Smith". In addition, you can add constants within the output pattern, such as `thenSplit(' ', 'First name: $2 Middle name: $3 Last name: $1')`.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
splitPattern	String	String that denotes how to split the text into segments.
replaceString	String	String that defines the output string, including segment references and constants. Not all segments need to be referenced. Reference the segments defined by the *splitPattern* using $#, where # is the number of the order of the segment in the source data element. Reference the entire source data element using $0.

Returns

Type	Description
Object	Current TransformerRuleList object.

In this example, the CEO name is last name, first name in the source data and in the output it will be transformed to first name last name.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock Report 05022019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('CEO', '$.quote.CEO')
  .thenSplit(',', '$2 $1');
```

TransformerRuleList - thenSubtract(Number operand)

Adds an adapter to the current rule that subtracts the passed in value from the source field and stores it in the output field.

Note: This is an adapter method and cannot be used on its own. Adapter methods work in conjunction with the *addRule()* method. They define adaptations to apply to the output field defined by the *addRule()* method such as formatting, rounding, and applying patterns.

Parameters

Name	Type	Description
operand	Number	Value to subtract from the source data element.

Returns

Type	Description
Object	Current TransformerRuleList object.

```
var transformerRuleList = new sn_tfrm.TransformerRuleList()
  .fromJSON()
  .setName('Stock 05182019 JSON')
  .addRule('ticker', '$.quote.symbol')
  .addRule('change_percentage', '$.quote.changePercent')
  .thenMultiply('100')
  .thenRoundDown('0')
  .addRule('close_price', '$.quote.close')
  .thenAdaptCurrency('USD', false)
  .addRule('trade_price', '$.quote.current_price')
  .addMultiply('$.quote.trade_quantity')
  .thenSubtract('$.quote.discount_dollars');
```

TransformPart - Scoped, Global

The *TransformPart* API provides methods to specify details of the transform to be done.

You can call this class in scoped and global server scripts. When using the *TransformPart* class, use the `sn_clotho` namespace identifier.

There is no constructor for this class. TransformPart objects are returned by many *Transformer* and *TransformPart* methods.

The methods of this class define the transforms to be done. The actual transformation is done when the *execute()* method is called on the Transformer object.

The order the *TransformPart* methods are called is important.

- You must call the *metric()* method before calling a transform method.
- You cannot use the *metric()* or *groupBy()* methods after calling a transform method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Intermediate transforms are not returned in a result unless the `collect()` method is called for the intermediate result you want.

```
// where tp is a TransformPart object
// example 1
tp.avg().add(2);
var tr = tp.execute();
// tr contains avg+2, but not avg

// example 2
tp.avg().add(2);
tp.avg();
var tr = tp.execute();
// tr contains both avg and avg + 2

// example 3
tp.avg().collect().add(2);
var tr = tp.execute();
// tr contains both avg and avg + 2
```

This class is part of the MetricBase application.

TransformPart - add(Number constant)

Add the specified number to the value in each time stamp.

Parameters

Name	Type	Description
constant	Number	The number to add to the value in each time stamp.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - avg()

Aggregate the selected metric series into one series containing the average value for each time stamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TransformPart - bottom(Number count)

Create a result set that for each time stamp returns specified number of bottom values. This method results in 'count' number of series. Each value retains the label of its source series.

Parameters

Name	Type	Description
count	Number	The number of series to return. The series are labeled 0 to count - 1.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - ceil(Number ceiling)

Replace the value in any time stamp that is greater than the specified value with the specified value.

Parameters

Name	Type	Description
ceiling	Number	The maximum allowed value for any time stamp.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - collect()

Mark this transform for collection.

Transforms that are part of a chain, but not the last transform, are by default not collected. A collected transform is returned as part of the transform result.

Parameters

Name	Type	Description
None		

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - count()

Aggregate the selected metric series into one series containing the number of values for each time stamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - div(Number constant)

Divide the value in each time stamp by the specified number.

Parameters

Name	Type	Description
constant	Number	The number by which to divide the value of each time stamp.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - filter(Object aggregator, Object duration)

Create a series using the specified aggregator for the specified time.

Parameters

Name	Type	Description
aggregator	Object	Can be: • AVG • CHISQUARE • LAST • MAX • MEDIAN • MIN • STDDEV For definitions of these options, see MetricBase transforms.
duration	Object	Time period for the series.

Returns

Type	Description
TransformPart	TransformPart object that you can use to specify transform characteristics.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TransformPart - floor(Number floor)

Replace the value in any time stamp that is less than the specified value with the specified value.

Parameters

Name	Type	Description
floor	Number	The minimum value for any time stamp.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - fractiles(Array fractions)

Create series made up of the value that the specified percentage of values is below. Returns a series for each fraction in the specified array.

The value in a time stamp in a returned series is the value at which the specified fraction of the samples for that time stamp is below. For example, if the fraction is 0.5, then the value in the time stamp is the value where half the values in the input series are below (median).

Parameters

Name	Type	Description
fractions	Array of numbers	The fractions to use on the input series.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics. Contains one series for each fraction specified.

```
// returns a single series containing the median for each time
 stamp, which
// means that half a time stamp's values are below the returned
 value
fractiles([.5])
// returns four series, one series for each of the 25%, 50%,
 75%, and 100% quartiles
fractiles([.25, .5, .75, 1])
// returns the median, 95% percentile, the max value
fractiles([.50, .95, 1])
```

TransformPart - getResult()

Return the part of the result relevant to this transform.

The `collect()` method must be called before the `execute()` method, and the `execute()` method must be called before calling the `getResult()` method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
TransformResult	Contains the transform results associated with this part of the transform.

```
var t = new sn_clotho.Transformer(drones);
t.metric("mb_demo_mt_altitude");
var avgTform = t.avg();
t.execute();
var avgTformResult = avgTform.getResult();
```

TransformPart - groupBy(String field)

Specify a field by which to group data. To specify multiple fields, run successive calls individually.

Note: The *groupBy()* method cannot be called after a transform has been run.

Parameters

Name	Type	Description
field	String	Name of a field in the table by which to group the transform results.

Returns

Type	Description
TransformPart	A *TransformPart* object that can be used to specify transform characteristics.

The following example shows how to group altitude average metrics by fleet and model fields.

```
transformer.groupBy("fleet,model").metric("mb_demo_mt_altitude")
.avg().label('%g:fleet: - %g:model:');

var transformPart = transformer.groupBy("fleet,model")

transformPart.metric("mb_demo_mt_altitude").avg().label('%g:fle
et: - %g:model:');
```

TransformPart - interpolate(Object count)

Create a data value for a NaN data item by interpolating from adjacent data values.

Parameters

Name	Type	Description
count	Object	Specifies the number of data samples in each direction to check for a non NaN value. If if a non NaN value is not found, NaN is used.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - iqr()

Perform an Interquartile range transform.

Creates a result set of four series.

- IQR, the median of all entries
- IQR range, below Q1-1.5IQR, or above Q3+1.5IQR
- Q1, the median of the smallest half of entries
- Q3, the median of the largest half of entries

Parameters

Name	Type	Description
None		

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - label(String label)

Add a label for the resulting series.

Parameters

Name	Type	Description
label	String	The label for the transform results.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - limit(Object count)

Returns at most the specified number of values, starting at the most recent non-NaN value.

Parameters

Name	Type	Description
count	Object	A number of time stamps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - log(Number base)

Run a logarithm on the value in each time stamp where the result is the log of the specified base for the time stamp value.

Parameters

Name	Type	Description
base	Number	The base for the logarithm calculation.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - max()

Returns a series with the maximum value for each time stamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - median()

Create a series containing the median of values for each time stamp across a set of series.

If there are n series in the TranformPart object, then if n is odd, the (n / 2 + 1) value for a time stamp is the median. If n is even, the average of the (n / 2) and (n / 2 + 1) values for a time stamp is the median.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - metric(String metric)

Specify the metric field to be used in the transform.

You can specify multiple metrics to be used in the transform. The `metric()` method cannot be called after the transform has been run.

Parameters

Name	Type	Description
metric	String	Name of the metric field.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - min()

Returns a series with the minimum value for each time stamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - mul(Number constant)

Multiply the value in each time stamp by the specified number.

Parameters

Name	Type	Description
constant	Number	The number by which to multiply the value of each time stamp.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TransformPart - partition(String aggregator, GlideDateTime duration, GlideDateTime base)

Partition the series into intervals of the same duration.

Parameters

Name	Type	Description
aggregator	String	The aggregator to use. Can be min, max, avg, or last.
duration	GlideDateTime or an ISO 8601 formatted string	The interval length.
base	GlideDateTime or an ISO 8601 formatted string	The zero offset for partitioning. For example, if you partition by day (24h), then set the base to Monday at midnight in your time zone. If you partition by 30 days, then set the base to 1st day of the most recent month.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - resample(Number count)

Specify the number of data points to include in the result.

Aligns a series with a fixed number of data points in the given range. If the original series has more data points than specified, multiple values are averaged. If the original series has fewer data points than specified, data points are added by interpolating data points between existing data points.

You can use the `resample()` method to reduce the number of samples in the result to more closely match the number of samples you are going to display.

Parameters

Name	Type	Description
count	Number	The number of samples to include in the result.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - resample(Number min, Number max)

Specify the minimum and maximum number of samples to include in the result.

This method is useful when you are showing series with different time periods (granularities).

This method determines the average number of points per series and if that fits between the specified minimum and maximum, each series is resampled to that average number of points.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If the calculated average is greater than the maximum specified or smaller than the minimum specified, the specified maximum or minimum is used.

Parameters

Name	Type	Description
min	Number	The minimum number of samples to include in the result. If not enough samples are available, interpolation is used to create samples.
max	Number	The maximum number of samples to include in the result.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - resample(String aggregator, Number numValues)

Specify an aggregator to use to create a result set of the specified size. The aggregator can be LAST, AVG, MIN, or MAX.

You can use the *`resample()`* method to reduce the number of samples in the result to more closely match the number of samples you are going to display.

Parameters

Name	Type	Description
aggregator	String	Can be LAST, AVG, MIN, or MAX.
numValues	Number	The number of samples to include in the result set. When the number of values requested is greater than the number of values in the data for the requested time period, *`interpolate()`* is used to add values between existing points to reach the requested number of values.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - resample(String aggregator, GlideDuration duration)

Specify an aggregator to use to create a result set over the specified duration. The aggregator can be LAST, AVG, MIN, or MAX.

Resamples the underlying data to the requested period.

- When the time series is stored at a 1 minute interval and `resample(AVG, new GlideDuration("1:00"))` is called, the result will have one data point at every hour reflecting the average of the previous 60 values.
- When the period requested is smaller than the period of the data, interpolation is used to calculate the intervening data points.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can use the `resample()` method to reduce the number of samples in the result to more closely match the number of samples you are going to display.

Parameters

Name	Type	Description
aggregator	String	Can be LAST, AVG, MIN, or MAX.
duration	GlideDuration	The time period for the result set.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - round(Number precision)

Round the value in each time stamp to the specified precision.

Performs this calculation on each value.

```
(v / precision) * precision
```

Parameters

Name	Type	Description
precision	Number	The value to be used in the rounding calculation.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - stddev()

Create a series containing the standard deviation of values for each time stamp across a set of series.

Parameters

Name	Type	Description
None		

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - sub(Object constant)

Subtract the specified number from the value in each time stamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
constant	Object	The number to subtract from the value in each time stamp.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - sum()

Aggregate the selected metric series into one series containing the sum of all values for each time stamp.

Parameters

Name	Type	Description
None		

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformPart - top(Number count)

Create a result set that for each time stamp returns the specified number of top values. This method results in 'count' number of series. Each value retains the label of its source series.

Parameters

Name	Type	Description
count	Number	The number of series to return. The series are labeled 0 to count - 1.

Returns

Type	Description
TransformPart	A TransformPart object that can be used to specify transform characteristics.

TransformResult - Scoped, Global

The *`TransformResult`* API provides methods that return the result of a transformation run on time-series data.

You can use this API in both scoped and global server scripts. When using the *`Transformer`* class in a scoped application, use the `sn_clotho` namespace identifier.

There is no constructor for this class. TransformResult objects are returned by many *`TransformPart`* methods.

This class is part of the MetricBase application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TransformResult - byGroup()

Returns an array of Data objects. Returns an error if no group was specified for the transform.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	An array of Data objects, with each object corresponding to a group.

TransformResult - getByLabel(String label)

Returns the transformed data with the specified label.

Parameters

Name	Type	Description
label	String	The label that identifies the data to be retrieved.

Returns

Type	Description
Data	The Data object with the transform results.

TransformResult - getData()

Returns a single Data object, or null if the result is empty.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Data	The Data object with the transform results.

TransformResult - toArray()

Returns the transformed data as an array. This method turns a Data object into an array.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array	The Data object formatted as an array.

TroubleTicketNotificationUtilOOB - Scoped

The *TroubleTicketNotificationUtilOOB* script include provides methods used to define and generate the TMF-compliant payloads for trouble ticket notification events.

Override the methods in this script include to:

- Add/remove attributes to an existing trouble ticket event type.
- Define attributes for a new trouble ticket event type.

For additional information, see Configure trouble ticket notifications using the Producer Event Notification Framework.

This script include runs within the `sn_ind_tsm_sdwan` namespace.

The calling user must have the ticket_integrator role.

TroubleTicketNotificationUtilOOB - addAdditionalEventAttributes(Object tmfEventPayload)

Adds custom event header attributes to the passed TMF trouble ticket event payload. The attributes added by this method are added to the event-level header for all trouble ticket events.

Parameters

Name	Type	Description
tmfEventPayload	Object	TMF-compliant trouble ticket event payload. For details on the format of this event payload, see the TMF621 Trouble Ticket Management API REST Specification v5.0.0 and the TMF688 Event Management API User Guide v4.0.0.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
constructTMFEvent: function(eventId) {
  var troubleTicketEvent = {};
  if (gs.nil(eventId)) {
    troubleTicketEvent.eventId = gs.generateGUID();
  } else {
    troubleTicketEvent.eventId = eventId;
  }
  troubleTicketEvent['@type'] =
 Constants.EVENT_TYPE_TROUBLE_TICKET;
  this.addAdditionalEventAttributes(troubleTicketEvent);
  return troubleTicketEvent;
},
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TroubleTicketNotificationUtilOOB - constructTMFEvent(String eventId)

Generates the TMF688-compliant header attributes in the event section of the payload. These attributes are consistent across all event payloads.

In the default implementation, this method adds the *eventId* and the *@type* header attributes.

This method calls the helper method *addAdditionalEventAttributes()*. In this method you can add other header attributes to the event payload. For details, see Modify a trouble ticket event payload.

Parameters

Name	Type	Description
eventId	String	Unique identifier of the associated event. This can be any unique value. In the default implementation, if you don't pass the event ID, the value is set to a system generated GUID.

Returns

Type	Description
Object	TMF payload with the event-level attributes set. For details on the format of this event payload, see theTMF688 Event Management API User Guide v4.0.0 .

The following code example shows how to call this method to construct the event header attributes when generating a trouble ticket attribute change payload.

```
generateTroubleTicketAttributeChangePayload:
 function(incidentGr, eventType, eventId) {
  var tmfEventPayload = this.constructTMFEvent(eventId);
  tmfEventPayload.eventType = eventType;
  tmfEventPayload.event =
 this.addAttributeChangeTroubleTicketAttributes(incidentGr);

  return tmfEventPayload;
},
```

TroubleTicketNotificationUtilOOB - generateCreateTroubleTicketEventPaylaod(Object incidentGr, String eventType, String eventId)

Constructs the TMF-compliant payload for the associated create trouble ticket for incident event type.

This method is executed when the associated event type is `TROUBLE_TICKET_CREATE: "TroubleTicketCreateEvent"`. This method calls two helper methods:

- *constructTMFEvent()*: Adds the event header attributes (TMF688) to the payload.
- *addCreateTroubleTicketAttributes()*: Override this method to add trouble ticket attributes (TMF621), both mandatory and optional, to the payload. This method is just a stub in the default implementation.

You can override these helper methods in the `TroubleTicketNotificationUtil` script include to configure both event header and trouble ticket attributes in the TMF-compliant payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
incidentGr	Object	JSON formatted glide record that caused the trouble ticket event to be generated. Use the information in this glide record to construct the TMF621-compliant trouble ticket event payload.
eventType	String	Unique identifier of the associated trouble ticket event type. For the default implementation of this method, this should always be `"TroubleTicketCreateEvent"`. For a list of all base trouble ticket event types, refer to *`Constants.EVENT_TYPES`* in the `sn_api_notif_mgmt.Constants` script include file.
eventId	String	Unique identifier of the associated event.

Returns

Type	Description
Object	TMF-compliant trouble ticket event payload. For details on the format of this event payload, see the TMF621 Trouble Ticket Management API REST Specification v5.0.0 and the TMF688 Event Management API User Guide v4.0.0.

The following code example shows how to call this method.

```
fetchEventHandlerAndCreateTMFEvent: function(eventSnapshot,
 eventType, eventId) {
  var eventPayload;
  switch (eventType) {
    case Constants.EVENT_TYPES.TROUBLE_TICKET_STATUS_CHANGE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketStatusChangePayload(eventSnapshot, eventType, eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_CREATE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateCreate
TroubleTicketEventPaylaod(eventSnapshot, eventType, eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_ATTRIBUTE_CHANGE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketAttributeChangePayload(eventSnapshot, eventType,
 eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_CREATE_FOR_CASE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateCreate
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
TroubleTicketEventPaylaodForCase(eventSnapshot, eventType,
 eventId);
      break;

    default:
      this._logger.debug("Event with id " + eventId + " could
 not find the matching payload generator");
      eventPayload = null;
  }
return eventPayload;
},
```

TroubleTicketNotificationUtilOOB - generateCreateTroubleTicketEventPaylaodForCase(Object incidentGr, String eventType, String eventId)

Constructs the TMF-compliant payload for the associated create trouble ticket for case event type.

This method is executed when the associated event type is `TROUBLE_TICKET_CREATE_FOR_CASE: "TroubleTicketCreateEventForCase"`. This method calls two helper methods:

- *`constructTMFEvent()`*: Adds the event attributes (TMF688) to the payload.
- *`addCreateTroubleTicketAttributesForCase()`*: Override this method to add trouble ticket attributes (TMF621), both mandatory and optional, to the payload. This method is just a stub in the default implementation.

You can override these helper methods in the `TroubleTicketNotificationUtil` script include to configure both event header and trouble ticket attributes in the TMF-compliant payload.

Parameters

Name	Type	Description
incidentGr	Object	JSON formatted glide record that caused the trouble ticket event to be generated. Use the information in this glide record to construct the TMF621-compliant trouble ticket event payload.
eventType	String	Unique identifier of the associated trouble ticket event type. For the default implementation of this method, this should always be `"TroubleTicketCreateEvent"`. For a list of all base trouble ticket event types, refer to *`Constants.EVENT_TYPES`* in the `sn_api_notif_mgmt.Constants` script include file.
eventId	String	Unique identifier of the associated event.

Returns

Type	Description
Object	TMF-compliant trouble ticket event payload. For details on the format of this event payload, see the TMF621 Trouble Ticket Management API

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	REST Specification v5.0.0 and the TMF688 Event Management API User Guide v4.0.0.

The following code example shows how to call this method.

```
fetchEventHandlerAndCreateTMFEvent: function(eventSnapshot,
 eventType, eventId) {
  var eventPayload;
  switch (eventType) {
    case Constants.EVENT_TYPES.TROUBLE_TICKET_STATUS_CHANGE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketStatusChangePayload(eventSnapshot, eventType, eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_CREATE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateCreate
TroubleTicketEventPaylaod(eventSnapshot, eventType, eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_ATTRIBUTE_CHANGE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketAttributeChangePayload(eventSnapshot, eventType,
 eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_CREATE_FOR_CASE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateCreate
TroubleTicketEventPaylaodForCase(eventSnapshot, eventType,
 eventId);
      break;

    default:
      this._logger.debug("Event with id " + eventId + " could
 not find the matching payload generator");
      eventPayload = null;
  }
return eventPayload;
},
```

TroubleTicketNotificationUtilOOB - generateTroubleTicketAttributeChangePayload(Object incidentGr, String eventType, String eventId)

Constructs the TMF-compliant payload for the trouble ticket attribute change event for incident event type.

This method is executed when the associated event type is `TROUBLE_TICKET_ATTRIBUTE_CHANGE: "TroubleTicketAttributeChangeEvent"`. This method calls two helper methods:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- *constructTMFEvent()*: Adds the event attributes (TMF688) to the payload.
- *addAttributeChangeTroubleTicketAttributes()*: Override this method to add trouble ticket attributes (TMF621), both mandatory and optional, to the payload. This method is just a stub in the default implementation.

You can override these helper methods in the `TroubleTicketNotificationUtil` script include to configure both event header and trouble ticket attributes in the TMF-compliant payload.

Parameters

Name	Type	Description
incidentGr	Object	JSON formatted glide record that caused the trouble ticket event to be generated. Use the information in this glide record to construct the TMF621-compliant trouble ticket event payload.
eventType	String	Unique identifier of the associated trouble ticket event type. For the default implementation of this method, this should always be `"TroubleTicketCreateEvent"`. For a list of all base trouble ticket event types, refer to *Constants.EVENT_TYPES* in the `sn_api_notif_mgmt.Constants` script include file.
eventId	String	Unique identifier of the associated event.

Returns

Type	Description
Object	TMF-compliant trouble ticket event payload. For details on the format of this event payload, see the TMF621 Trouble Ticket Management API REST Specification v5.0.0 and the TMF688 Event Management API User Guide v4.0.0.

The following code example shows how to call this method.

```
fetchEventHandlerAndCreateTMFEvent: function(eventSnapshot,
 eventType, eventId) {
  var eventPayload;
  switch (eventType) {
    case Constants.EVENT_TYPES.TROUBLE_TICKET_STATUS_CHANGE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketStatusChangePayload(eventSnapshot, eventType, eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_CREATE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateCreate
TroubleTicketEventPaylaod(eventSnapshot, eventType, eventId);
      break;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    case Constants.EVENT_TYPES.TROUBLE_TICKET_ATTRIBUTE_CHANGE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketAttributeChangePayload(eventSnapshot, eventType,
 eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_CREATE_FOR_CASE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateCreate
TroubleTicketEventPaylaodForCase(eventSnapshot, eventType,
 eventId);
      break;

    default:
      this._logger.debug("Event with id " + eventId + " could
 not find the matching payload generator");
      eventPayload = null;
  }
return eventPayload;
},
```

TroubleTicketNotificationUtilOOB - generateTroubleTicketStatusChangePayload(Object incidentGr, String eventType, String eventId)

Constructs the TMF-compliant payload for the associated trouble ticket status change event for incident event type.

This method is executed when the associated event type is `TROUBLE_TICKET_STATUS_CHANGE: "TroubleTicketStatusChangeEvent"`. This method calls two helper methods:

- *`constructTMFEvent()`*: Adds the event attributes (TMF688) to the payload.
- *`addStatusChangeTroubleTicketAttributes()`*: Override this method to add trouble ticket attributes (TMF621), both mandatory and optional, to the payload. This method is just a stub in the default implementation.

You can override these helper methods in the `TroubleTicketNotificationUtil` script include to configure both event header and trouble ticket attributes in the TMF-compliant payload.

Parameters

Name	Type	Description
incidentGr	Object	JSON formatted glide record that caused the trouble ticket event to be generated. Use the information in this glide record to construct the TMF621-compliant trouble ticket event payload.
eventType	String	Unique identifier of the associated trouble ticket event type. For the default implementation of this method, this should always be `"TroubleTicketCreateEvent"`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		For a list of all base trouble ticket event types, refer to *Constants.EVENT_TYPES* in the `sn_api_notif_mgmt.Constants` script include file.
eventId	String	Unique identifier of the associated event.

Returns

Type	Description
Object	TMF-compliant trouble ticket event payload. For details on the format of this event payload, see the TMF621 Trouble Ticket Management API REST Specification v5.0.0 and the TMF688 Event Management API User Guide v4.0.0.

The following code example shows how to call this method.

```
fetchEventHandlerAndCreateTMFEvent: function(eventSnapshot,
 eventType, eventId) {
  var eventPayload;
  switch (eventType) {
    case Constants.EVENT_TYPES.TROUBLE_TICKET_STATUS_CHANGE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketStatusChangePayload(eventSnapshot, eventType, eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_CREATE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateCreate
TroubleTicketEventPaylaod(eventSnapshot, eventType, eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_ATTRIBUTE_CHANGE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketAttributeChangePayload(eventSnapshot, eventType,
 eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_CREATE_FOR_CASE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateCreate
TroubleTicketEventPaylaodForCase(eventSnapshot, eventType,
 eventId);
      break;

    default:
      this._logger.debug("Event with id " + eventId + " could
 not find the matching payload generator");
      eventPayload = null;
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
return eventPayload;
},
```

UniversalRequestUtilsSNC - Scoped

The *UniversalRequestUtilsSNC* API enables handling universal request life cycles. Provided as a script include record.

This API requires the Universal Request (com.snc.universal_request) plugin and is provided within the `sn_uni_req` namespace.

For information, refer to Universal Request.

UniversalRequestUtilsSNC - createUniversalRequest(Object copyFields)

Creates a universal request and returns the sys_id of the newly created universal request record.

This method is called using the *UniversalRequestUtils* prototype in the `sn_uni_req` namespace. For example, `sn_uni_req.UniversalRequestUtils().createUniversalRequest(<copyFields>)`.

Parameters

Name	Type	Description
copyFields	Object	JSON object containing field names and values to set on a new record in the Universal Requests [universal_request] table. Provide details by field name and field value in the format `{ '<field_name>': '<field_value>' }`. The following fields are considered the most useful details to assign to a primary ticket. `{ 'assignment_group': 'String', 'assigned_to': 'String', 'contact_type': 'String', 'description': 'String', 'opened_by': 'String', 'opened_for': 'String', 'priority': 'String', 'restricted': Boolean, 'short_description': 'String' };` Other fields not listed might be eligible for your use case. For a list of table fields and related fields in the system, view the Data dictionary tables. **Note:** Do not include the primary_ticket or sys_id fields in the copyFields JSON object.
copyFields.assignment_group	String	Optional. Sys_id of the group assigned to the resource. Default: Default assignment group is set per assignment rules.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Group [sys_user_group] table.
copyFields.contact_type	String	Optional. Method by which the resource was initially reported. Possible values: • chat • email • phone • social • web Maximum length: 40
copyFields.description	String	Optional. Detailed description of the problem associated with the resource. Maximum length: 4,000
copyFields.opened_by	String	Optional. Sys_id of the person that initially opened the resource. Located in the User [sys_user] table.
copyFields.opened_for	String	Optional. Required for HR Service Delivery cases. The sys_id of the user for whom the resource was opened.
copyFields.priority	String	Optional. Priority of the resource. Specified as a number. Possible values: • 1: Critical • 2: High • 3: Moderate • 4: Low Default: 3
copyFields.restricted	Boolean	Optional. Flag that indicates if the universal request has restricted access. Refer to Universal Request roles and groups. Valid values: • true: Universal request is only accessible to users with the `sn_uni_req.sensitiveinfo_agent` role. Users with this role have permissions to view sensitive information, such as payroll details. • false: Universal request access is unrestricted. Default: false
copyFields.short_description	String	Concise description of the resource.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Maximum length: 160

Returns

Type	Description
String	Sys_id of the newly created universal request record.

The following example shows how to set fields on a new universal request. In this use case, this code is added to the beginning of the Inbound Email Actions [sysevent_in_email_action] scoped **Create HR Case** script. If the case doesn't apply to HR, agents can transfer the case to the appropriate department.

```
var copiedFields = {
  'opened_for': "<user_sys_id>",
  'short_description': email.subject,
  'restricted': false,
  'priority': '1'
};

// createUniversalRequest() must be called to create the
 universal request prior to creating the child case

var ur = new
 sn_uni_req.UniversalRequestUtils().createUniversalRequest(copie
dFields);
current.universal_request = ur;
```

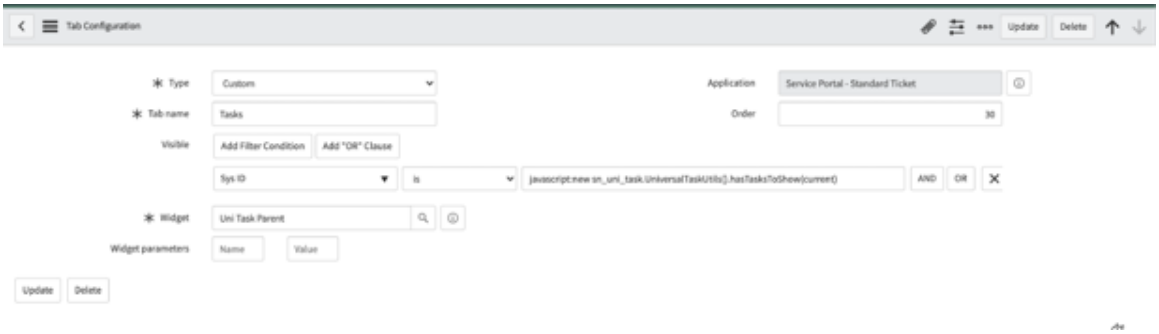
UniversalTaskUtils - Scoped, Global

The *`UniversalTaskUtils`* script include provides methods for managing universal tasks.

With the ServiceNow Universal Task application, agents can create tasks for employees. For example, agents can ask for additional information or request an action to resolve a parent ticket or request. Universal tasks are available for any ticket type that extends the Task [task] table.

Using this script include you can change the state of active universal tasks to "Complete" or "Cancelled", obtain all active universal tasks for a specified parent task, check whether a parent universal task has any children, and apply templates to a universal task record. You can use these methods in scripts and in the Visable condition builders on the **Tab configuration** form to manage the data that appears on the **Universal Task** tab. For additional information, see Add a Task tab on the Standard Ticket page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can use this script include in both scoped and global applications. The Universal Task application (sn_uni_task) must be installed on the associated instance to have access to this script include. You must always specify the `sn_uni_task` namespace when calling methods in this API.

For additional information on the Universal Task application, see Universal Task.

UniversalTaskUtils - applyTemplate(String templateSysId, GlideRecord uniTaskGr)

Applies the specified universal task template to the specified universal task record.

Before you can use this method, there must be universal task templates configured in your instance. For details, see Universal Task templates.

Parameters

Name	Type	Description
templateSysId	String	Sys_id of universal task template to apply to the specified universal task record. Table: Universal Task Template [sn_uni_task_template]
uniTaskGr	GlideRecord	GlideRecord of the universal task record to which to apply the template.

Returns

Type	Description
None	Any errors are written to the system log.

This code example shows a function that acquires, and then applies, the Feedback Template.

```
(function executeRule(current, previous /*null when async*/) {
  var templateGr = new GlideRecord('sn_uni_task_template');
  templateGr.get('name','Feedback Template');
  var templateSysId = templateGr.getValue('sys_id');
  new sn_uni_task.UniversalTaskUtils().applyTemplate
 (templateSysId,current);
})(current, previous);
```

UniversalTaskUtils - getActiveChildTasks(String parentSysId)

Returns the active child task records, in the form of a GlideRecord, for the specified parent ticket.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can then use the *GlideRecord* API, scoped or global depending on the calling application's scope, to access the returned data, such as using the *getRowCount()* method to count active tasks.

Parameters

Name	Type	Description
parentSysId	String	Sys_id of the parent ticket whose active child tickets to return.

Returns

Type	Description
GlideRecord	GlideRecord that contains all active child task records for the specified parent task.

The following example shows a function that obtains all active child tasks for the current sys_id and then uses *getRowCount()* to obtain the number of active child tasks.

```
(function executeRule(current, previous /*null when async*/) {
  var gr_ActiveTasks = new
 sn_uni_task.UniversalTaskUtils().getActiveChildTasks(current.sy
s_id);
  var count = gr_ActiveTasks.getRowCount();
})(current, previous);
```

UniversalTaskUtils - hasTasksToShow(GlideRecord current)

Checks whether the specified parent ticket has any universal tasks that are in the work-in progress or complete state.

You can use this method to determine whether to show the Universal Task tab to a requester in a standard ticket configuration only if there are tasks that are work-in progress or complete.

Parameters

Name	Type	Description
current	GlideRecord	GlideRecord of the parent ticket to check.

Returns

Type	Description
sys_id	If universal tasks are associated with the parent ticket, the sys_id of the parent ticket; otherwise null. Data type: String

The following example shows a function that calls this method to check for universal tasks.

```
(function executeRule(current, previous /*null when async*/) {
  var sysId = new
 sn_uni_task.UniversalTaskUtils().hasTasksToShow(current);
})(current, previous);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UniversalTaskUtils - markActiveChildTasksCancelled(String parentSysId)

Changes the state of all active universal tasks under the specified parent ticket to "Cancelled".

Parameters

Name	Type	Description
parentSysId	String	Sys_id of the parent ticket whose active child universal tasks' state should be changed to "Cancelled".

Returns

Type	Description
None	

This code example shows how to use this method to update the states of all universal tasks associated with the specified parent task to cancelled.

```
(function executeRule(current, previous /*null when async*/) {
  new
 sn_uni_task.UniversalTaskUtils().markActiveChildTasksCancelled(
current.sys_id);
})(current, previous);
```

UniversalTaskUtils - markActiveChildTasksCompleted(String parentSysId)

Changes the state of all active child universal tasks associated with the specified parent ticket to "Complete".

Parameters

Name	Type	Description
parentSysId	String	Sys_id of the parent ticket whose active child universal tasks' state should be changed to "Complete".

Returns

Type	Description
None	

This code example shows how to use this method to update the states of all universal tasks associated with the specified parent task to completed.

```
(function executeRule(current, previous /*null when async*/) {
  new
 sn_uni_task.UniversalTaskUtils().markActiveChildTasksCompleted(
current.sys_id);
})(current, previous);
```

UPSHandler - Global

The *UPSHandler* script include provides methods to handle SNMP classification and identification for uninterruptible power supplies (UPSs).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use this script include for SNMP-related discovery.

UPSHandler - classifyAndIdentify()

Classifies and identifies the UPSs.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

UriMatcher - Scoped

Provides a method to check if a URI matches specified criteria for scheme, host, path, fragments, and presence of query parameters.

The *`UriMatcher`* API requires the REST API Provider (com.glide.rest) plugin, which is activated by default.

This API is provided within the `sn_ws` namespace.

UriMatcher - UriMatcher()

Instantiates a new *`UriMatcher`* object.

Parameters

Name	Type	Description
None		

Instantiates a *`UriMatcher`* object.

```
var matcher = new sn_ws.UriMatcher();
```

UriMatcher - match(String uri, String scheme, Array hosts, Array paths, Array fragments, Boolean disallowQueryParameters)

Checks if a URI matches specified criteria for scheme, host, path, fragments, and presence of query parameters.

Parameters

Name	Type	Description
uri	String	URI to test against the specified criteria.
scheme	String	Protocol used in the URI. Valid values: • http • https

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
hosts	Array	List of allowed hosts in the URI. The URI must use one of the allowed hosts to be considered a match.
paths	Array	Optional. List of allowed paths in the URI. The URI must use one of the allowed paths to be considered a match, and the allowed path must be the full path used in the URI. For example, if the allowed path is `/path1`, a URI with the path `/path1/more` isn't considered a match. **Note:** Paths must start with `/`. Default: Any path is allowed.
fragments	Array	Optional. List of allowed fragments in the URI. The URI is considered a match even if it doesn't contain any of the allowed fragments. The URI is only considered not matching if it contains fragments that aren't in the allowed list. Default: Any fragment is allowed.
disallowQueryParameters	Boolean	Optional. Flag that indicates whether query parameters are allowed in the URI. Valid values: • true: Query parameters aren't allowed. If query parameters are included in the URI, an error occurs. • false: Query parameters are allowed. Default: false

Returns

Type	Description
UriMatcherResponse	*`UriMatcherResponse`* object with methods for returning detailed information about the match.

This example checks if the URI matches the specified scheme and host.

```
var uri = "https://example.com/path?q=query";
var scheme = "https";
var allowedHosts = ["example.com"];
var matcher = new sn_ws.UriMatcher();
var resp = matcher.match(uri, scheme, allowedHosts);

gs.info("Is URI a match: " + resp.isMatch());
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Is URI a match: true
```

This example checks if the URI matches the specified scheme, host, path, fragments, and presence of query parameters.

```
var uri = "https://example.com/path1/more";
var scheme = "https";
var allowedHosts = ["example.com", "sample.com"];
var allowedPaths = ["/path1/more", "/path2/less"];
var allowedFragments = ["section1", "section2"];
var noQueryParams = true;
var matcher = new sn_ws.UriMatcher();
var resp = matcher.match(uri, scheme, allowedHosts,
 allowedPaths, allowedFragments, noQueryParams);

gs.info("Is URI a match: " + resp.isMatch());
gs.info("Is scheme a match: " + resp.isSchemeMatches());
gs.info("Is host a match: " + resp.isHostMatches());
gs.info("Is path a match: " + resp.isPathMatches());
gs.info("Is fragment a match: " + resp.isFragmentMatches());
gs.info("Error occurred: " + resp.isError());
gs.info("Error message: " + resp.getErrorMessages());
```

Output:

```
Is URI a match: true
Is scheme a match: true
Is host a match: true
Is path a match: true
Is fragment a match: true
Error occurred: false
Error message:
```

UriMatcherResponse - Scoped

Provides methods to return information about whether a URI matches specified criteria for scheme, host, path, fragments, and presence of query parameters.

Use this API with the *UriMatcher* API. This API doesn't have a constructor. Instead, use the UriMatcher - match() method to instantiate a *UriMatcherResponse* object.

The *UriMatcherResponse* API requires the REST API Provider (com.glide.rest) plugin, which is activated by default.

This API is provided within the `sn_ws` namespace.

UriMatcherResponse - getErrorMessages()

Returns messages about any errors that occurred when testing the URI against the specified criteria.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Description of the error that occurred. If no error occurred, an empty string is returned.

This example returns an error because a host wasn't provided in the matching criteria.

```
var uri = "https://example.com";
var scheme = "https";
var matcher = new sn_ws.UriMatcher();
var resp = matcher.match(uri, scheme);

gs.info("Error occurred: " + resp.isError());
gs.info("Error message: " + resp.getErrorMessages());
```

Output:

```
Error occurred: true
Error message: Hosts rule is null or empty.
```

UriMatcherResponse - isError()

Checks if an error occurred when testing the URI against the specified criteria.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether an error occurred. Valid values: • true: An error occurred. • false: No errors occurred.

This example returns an error because the URI contains query parameters. The error occurs because the argument passed to *`match()`* for *`disallowQueryParameters`* is `true`.

```
var uri = "https://example.com/path1/more?q=query";
var scheme = "https";
var allowedHosts = ["example.com", "sample.com"];
var allowedPaths = ["/path1/more", "/path2/less"];
var allowedFragments = ["section1", "section2"];
var noQueryParams = true;
var matcher = new sn_ws.UriMatcher();
var resp = matcher.match(uri, scheme, allowedHosts,
 allowedPaths, allowedFragments, noQueryParams);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info("Error occurred: " + resp.isError());
gs.info("Error message: " + resp.getErrorMessages());
```

Output:

```
Error occurred: true
Error message: Query parameters are not allowed for matching.
```

UriMatcherResponse - isFragmentMatches()

Checks if the URI matches the criteria for fragments.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the URI matches the criteria for fragments. Valid values: • true: The URI matches the criteria for fragments. • false: The URI doesn't match the criteria for fragments.

This example shows that the URI doesn't match the criteria because it contains a fragment that isn't in the list of allowed fragments.

```
var uri = "https://example.com/path1/more#section3";
var scheme = "https";
var allowedHosts = ["example.com", "sample.com"];
var allowedPaths = ["/path1/more", "/path2/less"];
var allowedFragments = ["section1", "section2"];
var matcher = new sn_ws.UriMatcher();
var resp = matcher.match(uri, scheme, allowedHosts,
 allowedPaths, allowedFragments);

gs.info("Is URI a match: " + resp.isMatch());
gs.info("Is scheme a match: " + resp.isSchemeMatches());
gs.info("Is host a match: " + resp.isHostMatches());
gs.info("Is path a match: " + resp.isPathMatches());
gs.info("Is fragment a match: " + resp.isFragmentMatches());
gs.info("Error occurred: " + resp.isError());
```

Output:

```
Is URI a match: false
Is scheme a match: true
Is host a match: true
Is path a match: true
Is fragment a match: false
Error occurred: false
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UriMatcherResponse - isHostMatches()

Checks if the URI matches the criteria for the host.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the URI matches the criteria for the host. Valid values: • true: The URI matches the criteria for the host. • false: The URI doesn't match the criteria for the host.

This example checks if the URI matches the specified scheme and host.

```
var uri = "https://example.com/path?q=query";
var scheme = "https";
var allowedHosts = ["example.com"];
var matcher = new sn_ws.UriMatcher();
var resp = matcher.match(uri, scheme, allowedHosts);

gs.info("Is URI a match: " + resp.isMatch());
gs.info("Is host a match: " + resp.isHostMatches());
```

Output:

```
Is URI a match: true
Is host a match: true
```

UriMatcherResponse - isMatch()

Checks if the URI matches all of the specified criteria.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the URI matches all of the specified criteria. Valid values: • true: The URI matches all of the criteria. • false: The URI doesn't match all of the criteria.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example checks if the URI matches the specified scheme and host.

```
var uri = "https://example.com/path?q=query";
var scheme = "https";
var allowedHosts = ["example.com"];
var matcher = new sn_ws.UriMatcher();
var resp = matcher.match(uri, scheme, allowedHosts);

gs.info("Is URI a match: " + resp.isMatch());
```

Output:

```
Is URI a match: true
```

UriMatcherResponse - isPathMatches()

Checks if the URI matches the criteria for the path.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the URI matches the criteria for the path. Valid values: • true: The URI matches the criteria for the path. • false: The URI doesn't match the criteria for the path.

This example checks if the URI matches the specified scheme, host, and path.

```
var uri = "https://example.com/path1/more";
var scheme = "https";
var allowedHosts = ["example.com", "sample.com"];
var allowedPaths = ["/path1/more", "/path2/less"];
var matcher = new sn_ws.UriMatcher();
var resp = matcher.match(uri, scheme, allowedHosts,
 allowedPaths);

gs.info("Is URI a match: " + resp.isMatch());
gs.info("Is scheme a match: " + resp.isSchemeMatches());
gs.info("Is host a match: " + resp.isHostMatches());
gs.info("Is path a match: " + resp.isPathMatches());
gs.info("Is fragment a match: " + resp.isFragmentMatches());
gs.info("Error occurred: " + resp.isError());
```

Output:

```
Is URI a match: true
Is scheme a match: true
Is host a match: true
Is path a match: true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Is fragment a match: true
Error occurred: false
```

UriMatcherResponse - isSchemeMatches()

Checks if the URI matches the criteria for the scheme.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the URI matches the criteria for the scheme. Valid values: • true: The URI matches the criteria for the scheme. • false: The URI doesn't match the criteria for the scheme.

This example checks if the URI matches the specified scheme and host.

```
var uri = "https://example.com/path?q=query";
var scheme = "https";
var allowedHosts = ["example.com"];
var matcher = new sn_ws.UriMatcher();
var resp = matcher.match(uri, scheme, allowedHosts);

gs.info("Is URI a match: " + resp.isMatch());
gs.info("Is scheme a match: " + resp.isSchemeMatches());
```

Output:

```
Is URI a match: true
Is scheme a match: true
```

UserCriteria - Scoped

The *UserCriteria* API provides methods to create, modify, and delete user criteria records using scripts.

To use this class in a scoped application, use the `sn_uc` namespace identifier. The User Criteria Scoped API plugin (ID: com.glideapp.user_criteria.scoped.api) must be enabled to access this API.

UserCriteria - UserCriteria()

Creates an instance of the UserCriteria class.

```
var uc = new sn_uc.UserCriteria();
```

UserCriteria - UserCriteria(String sys_id)

Creates an instance of the UserCriteria class with the specified sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sys_id	String	sys_id of the user criteria.

```
var uc = new
 sn_uc.UserCriteria("31bea3d53790200044e0bfc8bcbe5dec");
```

UserCriteria - create(Object columnValues, Boolean standardUpdate)

Creates a user criteria with specified values in the user_criteria table. Values specified in columnValues override the values provided via setters.

Parameters

Name	Type	Description
columnValues	Object	Key and value pairs for a column and its value.
standardUpdate	Boolean	Set to true to enable the running of engines and workflow.

Returns

Type	Description
String	sys_id of the created user criteria.

```
var uc = new sn_uc.UserCriteria();
uc.setCcompanies("31bea3d53790200044e0bfc8bcbe5dec,0c441abbc61122
75000025157c651c89");
uc.setActive(true);
uc.setUsers("31bea3d53790200044e0bfc8bcbe5dec,0c441abbc611227500
0025157c651c89");
var UserCriteriaId = uc.create();
gs.info(UserCriteriaId);
```

Output:

```
41bea3d53790200044e0bfc8bcbe5dec
```

UserCriteria - deleteRecord()

Deletes the current user criteria.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	If true, the user criteria is deleted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	If false, no user criteria is found to delete.

```
var uc = new
 sn_uc.UserCriteria("31bea3d53790200044e0bfc8bcbe5dec");
uc.deleteRecord();
```

Output:

```
true
```

UserCriteria - read(String columns)

Displays the mapping for the attribute and value pairs of the catalog item.

Parameters

Name	Type	Description
columns	String	Array of catalog item attributes.

Returns

Type	Description
Object	Mapping for the attribute and value pairs of the catalog item.

```
var uc = new
 sn_uc.UserCriteria("7b8a6927ef732100438236caa5c0fb89");
var obj = uc.read(["company","name"]);
gs.info(JSON.stringify(obj));
```

Output:

```
Script: {"name":"All ACME Corporation
 employees","company":"e7c1f3d53790200044e0bfc8bcbe5deb,227cdfb0
3710200044e0bfc8bcbe5d6b,86c1f3193790200044e0bfc8bcbe5d95,98c37b
193790200044e0bfc8bcbe5dbe,81f95197ac1d55eb35432fd1e068385e,df7d
53303710200044e0bfc8bcbe5dac,81fdf9ebac1d55eb4cb89f136a082555,4b
7d13f03710200044e0bfc8bcbe5db6,81f87336ac1d55eb06002def816d139f,
81fbfe03ac1d55eb286d832de58ae1fd,81fca4cbac1d55eb355b4b6db0e3c80
f,187d13f03710200044e0bfc8bcbe5df2,81fd65ecac1d55eb42a426568fc87
a63,31bea3d53790200044e0bfc8bcbe5dec,81f75fcaac1d55eb2b0781d6f2c
3c260"}
```

UserCriteria - setActive(Boolean active)

Specifies if the user criteria is active.

Parameters

Name	Type	Description
active	Boolean	If true, the user criteria is active.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		If false, the user criteria is inactive.

Returns

Type	Description
void	

```
var uc = new sn_uc.UserCriteria();
uc.setActive(true);
```

UserCriteria - setAdvanced(boolean advanced)

Specifies if the user criteria has an advanced script.

Parameters

Name	Type	Description
advanced	Boolean	If true, the user criteria has an advanced script. If false, the user criteria does not have an advanced script.

Returns

Type	Description
void	

```
var uc = new sn_uc.UserCriteria();
uc.setAdvanced(true);
```

UserCriteria - setCompanies(String companies)

Sets the company property for the user criteria.

Parameters

Name	Type	Description
companies	String	Comma-separated list of the company sys_ids to be set for the user criteria.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var uc = new sn_uc.UserCriteria();
uc.setCompanies("31bea3d53790200044e0bfc8bcbe5dec,0c441abbc6112275000025157c651c89");
```

UserCriteria - setDepartments(String departments)

Sets the department property for the user criteria.

Parameters

Name	Type	Description
departments	String	Comma-separated list of the department sys_ids to be set for the user criteria.

Returns

Type	Description
void	

```
var uc = new sn_uc.UserCriteria();
uc.setDepartments("31bea3d53790200044e0bfc8bcbe5dec,0c441abbc6112275000025157c651c89");
```

UserCriteria - setGroups(String groups)

Sets the group property for the user criteria.

Parameters

Name	Type	Description
groups	String	Comma-separated list of the group sys_ids to be set for the user criteria.

Returns

Type	Description
void	

```
var uc = new sn_uc.UserCriteria();
uc.setGroups("31bea3d53790200044e0bfc8bcbe5dec,0c441abbc6112275000025157c651c89");
```

UserCriteria - setLocations(String locations)

Sets the location property for the user criteria.

Parameters

Name	Type	Description
locations	String	Comma-separated list of the location sys_ids to be set for the user criteria.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var uc = new sn_uc.UserCriteria();
uc.setLocations("31bea3d53790200044e0bfc8bcbe5dec,0c441abbc6112275000025157c651c89");
```

UserCriteria - setMatchAll(Boolean match_all)

Sets the match_all property for the user criteria.

Parameters

Name	Type	Description
None	match_all	If true, all conditions set as properties for the user criteria should be fulfilled. If false, at least one condition set as a property for the user criteria should be fulfilled.

Returns

Type	Description
void	

```
var uc = new sn_uc.UserCriteria();
uc.setMatchAll(true);
```

UserCriteria - setName(String name)

Sets the name property for the user criteria.

Parameters

Name	Type	Description
name	String	Name of the user criteria.

Returns

Type	Description
void	

```
var uc = new sn_uc.UserCriteria();
uc.setName("Property1");
```

UserCriteria - setRoles(String roles)

Sets the role property for the user criteria.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
roles	String	Comma-separated list of the role sys_ids to be set for the user criteria.

Returns

Type	Description
void	

```
var uc = new sn_uc.UserCriteria();
uc.setRoles("31bea3d53790200044e0bfc8bcbe5dec,0c441abbc611227500
0025157c651c89");
```

UserCriteria - setScript(String script)

Sets the script for the user criteria.

Parameters

Name	Type	Description
script	String	Script to be set for the advanced user criteria.

Returns

Type	Description
void	

```
var uc = new sn_uc.UserCriteria();
uc.setScript("function scriptTest() {
  var retVal;
  if (gs.getUser().getRecord().getDisplayValue('department') ==
 'Product Management') {
      retVal = true;
  } else {
      retVal = false;
  }
  return retVal;
}");
```

UserCriteria - setUsers(String users)

Sets the user property for the user criteria.

Parameters

Name	Type	Description
users	String	Comma-separated list of the user sys_ids to be set for the user criteria.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var uc = new sn_uc.UserCriteria();
uc.setUsers("31bea3d53790200044e0bfc8bcbe5dec,0c441abbc611227500
0025157c651c89");
```

UserCriteria - update(Object columnValues, String reason)

Updates the current catalog item with the specified values.

Parameters

Name	Type	Description
columnValues	Object	Mapping for the column name and the value pairs.
reason	String	Reason for updating the catalog item.

Returns

Type	Description
String	Returns the sys_id of the created user criteria.

```
var uc = new sn_uc.UserCriteria();
uc.update("name": "Updated name", "The existing name is not
 relevant. Setting a relevant name");
```

Output:

```
31bea3d53790200044e0bfc8bcbe5dec
```

UserSkillAnalyzer - Global

The *UserSkillAnalyzer* API provides methods to analyze user skills against skills required to complete work items.

This API requires the Skills Management plugin (com.snc.skills_management), which you can activate if you have the admin role.

See Qualify and rank users based on skills and skill levels.

UserSkillAnalyzer - UserSkillAnalyzer()

Instantiates a new UserSkillAnalyzer object.

Parameters

Name	Type	Description
None		

```
var userSkillAnalyzer = new SNC.UserSkillAnalyzer();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UserSkillAnalyzer - analyzeUserByID(String requiredSkillsJson, String userID, Boolean isSkillLevelEnforced)

Analyzes user skills against the required skills and sets the number of matching skills, skill level gap, and qualification that can be collected from an instance.

Analyzes whether an agent is qualified to work on a task by verifying if the agent has the skills and skill levels required to complete the task. If an agent is qualified to work on a task, the API analyzes the level gap between required skills and user's skill level which can be further used by the application to choose the best agent based on level gap. It also analyzes the total number of skills with and without skill levels the agent has to execute that task.

Parameters

Name	Type	Description
requiredSkillsJson	String	List of required skills to compare with user. Each skill is listed as a JSON entry in the following format: • sys_id: String. Sys ID of skill from the Skills [cmn_skill] tab • is_mandatory: Boolean. Flag that indicates whether the sk mandatory. • level: String. Sys ID from the Skill Levels [cmn_skill_level]
userID	String	Sys ID from the User [sys_user] table.
isSkillLevelEnforced	Boolean	True if user must have a minimum skill level for all required n skills, false otherwise. Default: false.

Returns

Type	Description
String	JSON that contains all the required information about the user based on the anal map as follows: • sys_id: String. Sys ID from the User [sys_user] table. • is_qualified: Boolean. Flag that indicates whether the user is qualified for the re skills. ○ True if user has all the mandatory skills and skill level is enforced. ○ False if user does not have all mandatory skills or does not meet level require • num_skills: Number. Skills matched against the required skills. • num_skills_matching_level: Number. User skills matching the required skill leve • total_skill_level_gap: Number. Skill level gap helps ranking algorithm find optim meeting minimum skill level requirements. Calculated based on overall gap bet skill level and user skill level. User must have required skill level for mandatory s • optional_skill_level_gap: Number. Provides skill level gap for optional skills only the end points in distinguishing between total skill level and optional skill level Error if inaccurate parameters or malformed JSON provided.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var skills = [{"sys_id":"48c9f873c0a8018b65c3814608b201e6",
 "is_mandatory": true,
 "level":"4e0ac4d6b3332300290ea943c6a8dc4e"},
     {"sys_id":"48c9fdddc0a8018b04bd8d7914c82c9d",
 "is_mandatory": false,
 "level":"4e0ac4d6b3332300290ea943c6a8dc4e"}];
var userSysID = "a8f98bb0eb32010045e1a5115206fe3a";
var userSkillAnalyzer = new SNC.UserSkillAnalyzer();
var result =
 userSkillAnalyzer.analyzeUserById(JSON.stringify(skills),
 userSysID, true);
gs.info('Results: ' + result);
```

Output:

```
Calling user analyzer
*** Script: Results:
 {"sys_id":"a8f98bb0eb32010045e1a5115206fe3a","is_qualified":fal
se,"num_skills":0,"num_skills_matching_level":0,"total_skill_lev
el_gap":0,"optional_skill_level_gap":0}
```

UserSkillAnalyzer - analyzeUserBySkills(String requiredSkillsJson, String userSkillsJson, Boolean isSkillLevelEnforced)

Analyzes user skills against the required skills and sets the number of matching skills, skill-level gap, and qualification that can be collected from an instance.

Parameters

Name	Type	Description
requiredSkillsJson	String	List of required skills to qualify the users against. Each skill is listed as a JSON entry in the following format: • sys_id: String. Sys ID of skill from the Skills [cmn_skill] tab • is_mandatory: Boolean. Flag that indicates whether the sk mandatory. • level: String. Sys ID from the Skill Levels [cmn_skill_level]
userSkillsJson	String	List of user skills to determine qualification for required skills Each skill is listed as a JSON entry in the following format: • sys_id: String. Sys ID of skill from the Skills [cmn_skill] tab • is_mandatory: Boolean. Flag that indicates whether the sk mandatory. • level: String. Sys ID from the Skill Levels [cmn_skill_level]
isSkillLevelEnforced	Boolean	True if user must have minimum skill level for all required ma skills, false otherwise. Default: false.

Returns

Type	Description
String	JSON that contains all the required information about the user based on the anal map as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• sys_id: String. Sys ID from the User [sys_user] table.
	• is_qualified: Boolean. Flag that indicates whether the user is qualified for the re skills.
	  ○ True if user has all the mandatory skills and skill level is enforced.
	  ○ False if user does not have all mandatory skills or does not meet level require
	• num_skills: Number. Skills matched against the required skills.
	• num_skills_matching_level: Number. User skills matching the required skill leve
	• total_skill_level_gap: Number. Skill level gap helps ranking algorithm find optim meeting minimum skill level requirements. Calculated based on overall gap bet skill level and user skill level. User must have required skill level for mandatory
	• optional_skill_level_gap: Number. Provides skill level gap for optional skills only the end points in distinguishing between total skill level and optional skill level
	
	Error if inaccurate parameters or malformed JSON provided.

```
var skills = [{"sys_id":"48c9f873c0a8018b65c3814608b201e6",
 "is_mandatory": true,
 "level":"4e0ac4d6b3332300290ea943c6a8dc4e"},
    {"sys_id":"48c9fdddc0a8018b04bd8d7914c82c9d",
 "is_mandatory": false,
 "level":"4e0ac4d6b3332300290ea943c6a8dc4e"}];
var userSkills = [{"sys_id":"48c9f873c0a8018b65c3814608b201e6",
 "is_mandatory": true,
 "level":"4e0ac4d6b3332300290ea943c6a8dc4e"},
     {"sys_id":"k, th", "is_mandatory": false,
 "level":"4e0ac4d6b3332300290ea943c6a8dc4e"}];
var userSkillAnalyzer = new SNC.UserSkillAnalyzer();
var result =
 userSkillAnalyzer.analyzeUserBySkills(JSON.stringify(skills),
 JSON.stringify(userSkills));
gs.info('Results: ' + result);
```

UserSkillRanking - Global

The *UserSkillRanking* API provides methods to configure options for choosing the right user and getting a sorted list of qualified users based on number of matching skills and skill-level gap.

This API requires the Skills Management plugin (com.snc.skills_management), which you can activate if you have the admin role.

See Qualify and rank users based on skills and skill levels.

UserSkillRanking - UserSkillRanking()

Instantiates a UserSkillRanking object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

UserSkillRanking - getQualifiedRankedUsers(String requiredSkillsJson, String usersJson, String rankType, Boolean isSkillLevelEnforced)

Provides a list of qualified users based on matching mandatory skills and levels if the `isSkillLevelEnforced` parameter is true).

Parameters

Name	Type	Description
requiredSkillsJson	String	List of required skills to qualify users. Each skill is listed as a JSON entry in the following format: • sys_id: String. Sys ID of skill from the Skills [cmn_skill] tab • is_mandatory: Boolean. Flag that indicates whether the sk mandatory. • level: String. Sys ID from the Skill Levels [cmn_skill_level]
usersJson	String	List of user Sys IDs from sys_user table (in JSON format) rep users to be qualified against required skills.
rankType	String	Enables sorting qualified users based on ranking type. Poss are comparators to provide sorted list of qualified users bas number of matching skills and skill level gap: • NO_RANKING (default) – Used if empty value provided. • NUM_SKILLS – Number of skills matched against required • NUM_SKILL_ MATCHING_LEVEL – Number of user skills m the required skill level. • LEAST_SKILL_ LEVEL_GAP – Finds user skill that most clo minimum skill level requirements. • MOST_SKILL_ LEVEL_GAP – Finds user that least meets r skill level requirements. • BEST_OPTIMUM_ USER – Finds optimum user for all skill
isSkillLevelEnforced	Boolean	True if user must have minimum skill level for all required ma skills, false otherwise. Default: false.

Returns

Type	Description
String	List of qualified users as JSON. Error if inaccurate parameters or malformed JSON provided.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var skills = [{"sys_id":"48c9f873c0a8018b65c3814608b201e6",
 "is_mandatory": true,
 "level":"4e0ac4d6b3332300290ea943c6a8dc4e"},
    {"sys_id":"48c9fdddc0a8018b04bd8d7914c82c9d",
 "is_mandatory": false,
 "level":"4e0ac4d6b3332300290ea943c6a8dc4eS"}];
var users = ["a8f98bb0eb32010045e1a5115206fe3a",
 "62826bf03710200044e0bfc8bcbe5df1"];
var userSkillRanking = new SNC.UserSkillRanking();
var qualifiedUsers =
 userSkillRanking.getQualifiedRankedUsers(JSON.stringify(skill
s), JSON.stringify(users), "BEST_OPTIMUM_USER", true);
```

v_query – Scoped, Global

The *v_query* API provides methods to obtain information about a scriptable object that represents a query running against a remote table.

This API requires the Remote Tables plugin (com.glide.script.vtable) to be activated. For additional information, see Retrieving external data using remote tables and scripts.

Remote table rows are created using the *v_table* API.

v_query - getCondition(String field)

Gets an encoded query string for the specified field.

See also *v_table* API.

Parameters

Name	Type	Description
field	String	Name of the field.

Returns

Type	Description
String	Returns an encoded query string for the given field.

The following example shows results for a field with an encoded query of `number=INC0001^active=true`.

```
var result = v_query.getCondition("number");
gs.info(result);
```

Output:

```
number=INC0001
```

v_query - getEncodedQuery()

Returns the query against a remote table as an encoded query string

For details, see Encoded query strings.

See also *v_table* API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The encoded query as a string.

The following example is a snippet from Retrieving specific records from a third-party source.

```
gs.info(v_query.getEncodedQuery());
```

Output:

```
active=true^priority=1
```

v_query - getParameter(String field)

Gets the value of a field in an equality query condition.

See also:

- Retrieving specific records from a third-party source
- *v_table* API

Parameters

Name	Type	Description
field	String	Name of the field to be queried.

Returns

Type	Description
String	Value of the field in the query condition. For example, if `name=John` is the encoded query, then *`getParameter("name")`* returns `"John"`.

The following example shows how to get the value of a caller ID field.

```
v_query.getParameter("caller_id");
```

Output:

```
12345123451234512345123451234501
```

v_query - getSysId()

Returns the sys_id value in a get query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Sys_id value in the get query, for example, if `sys_id=123`, this method returns `123`.

The following example is a snippet from Retrieving specific records from a third-party source.

```
v_query.getSysId();
```

Output:

```
a3a7ffb6dba41010db2051735e4619b7
```

v_query - getTextSearch()

Gets a text search query parameter.

See also:

- Encoded query strings
- Querying tables in script
- *v_table* API

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Text search query parameter, for example `email`.

In the following example, the method returns true if the query contains a text query parameter, such as `GOTO123TEXTQUERY321=email`.

```
// for query value GOTO123TEXTQUERY321=email
v_query.getTextSearch();
```

Output:

```
email
```

v_query - isGet()

Determines if the query is a get query, that is, a query that retrieves a record by sys_id.

See also:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Retrieving specific records from a third-party source
- *v_table* API

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag indicates that query for a specific record has `sys_id=` as the query format. Valid values: • true: Query contains equality query condition on the sys_id field. • false: Query does not include equality query condition on the sys_id field.

In the following example, if the encoded query is `sys_id=d1954c744662010bd7e061e67a6776e`, the *v_query.isGet()* method returns true. If the encoded query is anything else, such as `Number=INC0000001`, the *v_query.isGet()* method returns false.

```
// Virtual table to query
var row = {
 sys_id: "d1954c744662010bd7e061e67a6776e",
 number: "INC0000001",
 short_description: "New laptop request",
 u_balance: 1200.23
};

v_table.addRow(row);

v_query.isGet();
```

v_query - isTextSearch()

Indicates if the query contains a text query parameter.

See also:

- Encoded query strings
- Querying tables in script
- *v_table* API

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the query contains a text query parameter. Valid values: • true: Query contains a text query parameter. • false: Query does not contain a text query parameter.

In the following example, the method returns true if the query contains a text query parameter, such as `GOTO123TEXTQUERY321=email`.

```
v_query.isTextSearch();
```

v_query - setLastErrorMessage(String message)

Sets the last error message in the GlideRecord.

See also:

- Scoped GlideRecord - getLastErrorMessage()
- Retrieving specific records from a third-party source
- *v_table* API

Parameters

Name	Type	Description
message	String	Error message.

Returns

Type	Description
None	

The following example shows the basic structure used to set an error message.

```
(function executeQuery (v_table, v_query) {
 try {

 // Add code to test for errors during execution
 } catch(ex) {

  v_query.setLastErrorMessage(ex.message);

 }

}) (v_table, v_query);
```

The following example shows how to set the last error message in a REST API.

```
(function executeQuery (v_table, v_query) {
 try {

 // call a REST API
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 } catch(ex) {

  v_query.setLastErrorMessage("Error obtaining results from
 remote service");

 }

}) (v_table, v_query);
```

v_record - Scoped, Global

The *v_record* API enables you to sets an exception or error message on a remote table record. Remote tables allow you to retrieve data from external sources or from another instance with REST or SOAP services.

This API executes wherever GlideRecord create, update, and delete methods are used in a script with no changes to workspaces or lists and forms.

This API requires the Remote Tables plugin (com.glide.script.vtable) to be activated. For more information, see Create script definitions for a remote table.

Use *v_record* with the v_query – Scoped, Global scriptable object to query remote tables, and the v_table – Scoped, Global API to create remote tables.

v_record - setLastErrorMessage(String lastErrorMessage)

Sets an exception or error message to display during editable operations on a remote table record in the form or list view, and in system logs.

Note: v_record represents the remote record on which the insert, update, or delete operation is executed, therefore no tables are updated as a result of using this method.

Parameters

Name	Type	Description
lastErrorMessage	String	Exception or error message to display as the last error or exception in the remote table record. Displays on the form or list view, and is written to the system log.

Returns

Type	Description
None	

The following example sets the exception message "Exception encountered executing the insert" to display during editable operations on a remote table record:

```
(function executeInsert(v_record) {
   try{
//add logic to insert the record in the remote table
   } catch(ex) {
      v_record.setLastErrorMessage("Exception encountered
 executing the insert");
   }
})(v_record);
(function executeUpdate(v_record, v_changed_fields) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   try{
//add logic to update the record in the remote table from the
 changed fields in
// v_changed_fields
   }catch(ex) {
      v_record.setLastErrorMessage("Exception encountered
 executing the update");
   }
})
(v_record, v_changed_fields);
(function executeDelete(v_record) {
   try{
//add logic to delete the record in the remote table
   }catch(ex) {
      v_record.setLastErrorMessage("Exception encountered
 executing the delete");
   }
})(v_record);
```

Output:

```
"Exception encountered executing the insert"
```

The output is the exception message that was set using `setLastErrorMessage()` when there is an exception in the operation performed on the remote system (such as insert, update, delete). If there is no exception returned, the operation is considered a success.

v_table – Scoped, Global

The `v_table` API provides methods to add rows to a remote table through a scriptable object.

This API requires the Remote Tables plugin (com.glide.script.vtable) to be activated. For additional information, see Retrieving external data using remote tables and scripts.

Use the `v_query` scriptable object to query remote tables.

v_table - addRow(Object row)

Adds rows to the remote table.

See also:

- Create a script definition for a remote table
- Lookup remote information in the system of record
- Retrieving specific records from a third-party source
- v_query API

Parameters

Name	Type	Description
row	Object	JavaScript object containing field name and value map in which the key is the field name, for example, `{number: "INC0001", sys_id: "a34"}`. `{ "<field name>": "value" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
row.<field value>	String	Represents the value of the selected field. Although no fields are mandatory, provide the sys_id at a minimum. Example listing only sys_id field and value: `{ "sys_id": "<uniqueID>" }`

Returns

Type	Description
Boolean	Flag that indicates whether the row was added to the remote table. Valid values: • true: Success. • false: Row was not added.

The following example shows how to use the RESTMessageV2 API to create and execute the REST call to an external bank application. The script shows how to use the *addRow()* method to store return results in a remote table.

```
(function executeQuery (v_table, v_query) {
  // Parameters needed in the request body of the REST endpoint
  var requestBody = {

 'financial_account':v_query.getParameter('financial_account')
  };

  // Instantiate the RESTMessageV2 object
  var request = new sn_ws.RESTMessageV2();
  // Set the HTTP method as "GET"
  request.setHttpMethod('get');
  // URL of the endpoint on the bank application

 request.setEndpoint('https://
<yourbankapphost>/api/getTransactionDetails');
  // Request body as a string
  request.setRequestBody(JSON.stringify(requestBody));
  // Call the REST endpoint
  var response = request.execute();
  // Get the response body
  var responseBody = response.getBody();
  // Parse the response body into an object
  var responseObj = JSON.parse(responseBody);

  // Store the response body into a virtual table
  v_table.addRow({
    sys_id: gs.generateGUID(),
    amount: responseObj.amount,
    description: responseObj.description,
    posting_date: responseObj.posting_date,
    transaction_date: responseObj.transaction_date
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  });

}) (v_table, v_query);
```

VMUtils - Global

The *VMUtils* script include provides methods for discovery and provisioning of virtual machines.

This script include is available in server-side scripts to convert between UUID and Correlation ID formats.

VMUtils - turnCorrelationIdToUuid(String correlationId)

Converts a correlation ID into a UUID for a virtual machine in the ServiceNow system.

Parameters

Name	Type	Description
correlationId	String	The correlation ID to convert

Returns

Type	Description
String	The UUID, or an empty string if invalid.

```
gs.info(VMUtils.turnCorrelationIdToUuid('42 10 82 82 62 35 ca
 68-b5 1c 1e f8 5c 0a 0d 5b'));
```

Output:

```
42108282-6235-ca68-b51c-1ef85c0a0d5b
```

VMUtils - turnUuidToCorrelationId(String uuid)

Converts a WMware universal unique identifier (UUID) to a format that matches the original format in the ServiceNow system.

vCenter works with UUIDs where the ESXi Linux console worked with this format.

Parameters

Name	Type	Description
uuid	String	The UUID to convert.

Returns

Type	Description
String	The identifier converted to the ServiceNow format.

```
gs.info(VMUtils.turnUuidToCorrelationId('13eb78d0-d504-11e1-9b23
-0800200c9a66'));
```

Output:

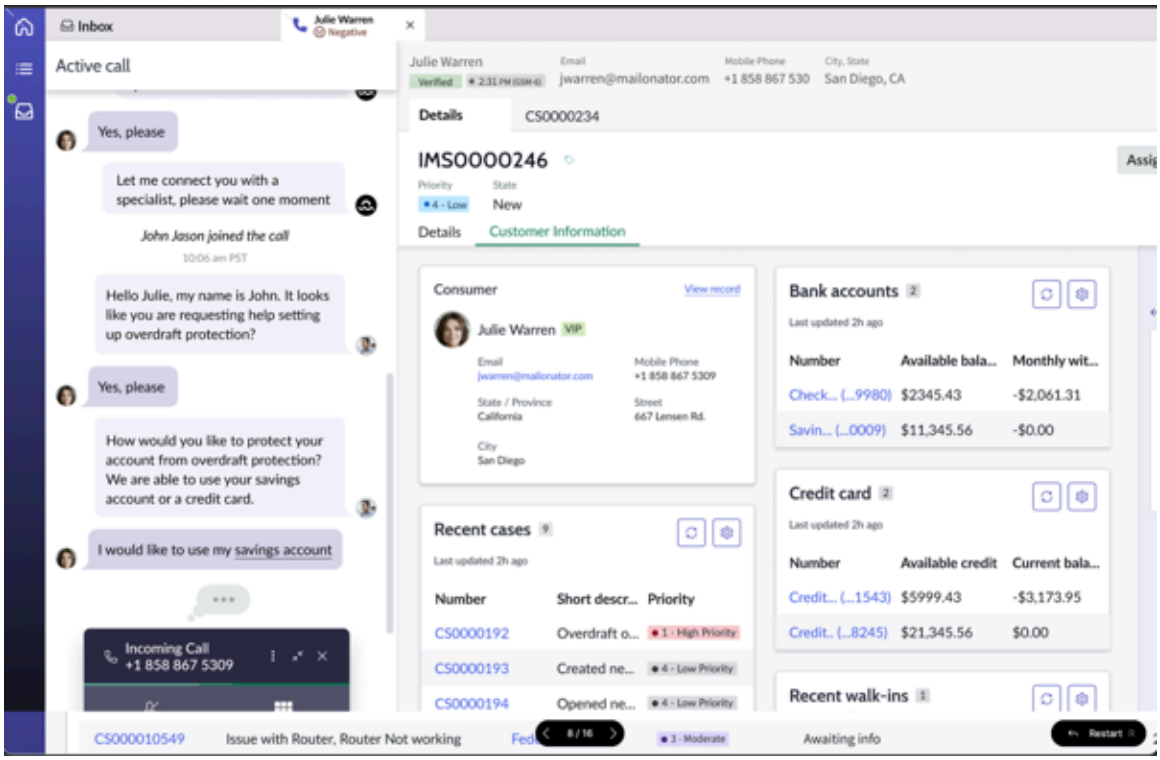
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
13 eb 78 d0 d5 04 11 e1-9b 23 08 00 20 0c 9a 66
```

VoiceTranscriptObject - Scoped

The *VoiceTranscriptObject* scriptable API provides methods to save third-party voice conversation transcript data to a table within a ServiceNow instance.

When calling the VoiceTranscriptObject class, use the sn_cs namespace identifier.



Availability

This API is available in the base ServiceNow system. Access is restricted by the ACLs imposed on the Interaction [interaction] and Conversation [sys_cs_conversation] tables.

VoiceTranscriptObject - addVoiceInteractionMessage(String interactionId, String Json)

Adds the specified messages to the specified voice transaction record.

You can call this endpoint multiple times during real-time transcribing of the call or pass all messages in a single call if you are transcribing the call for historical purposes. If you are processing a real-time conversation, you should call this endpoint frequently, so that the messages appear in Agent Workspace in a timely manner. Messages are ordered based on their start and end times in relation to the start of the call.

Parameters

Name	Type	Description
interactionId	String	Sys_id of the interaction record to add the specified messages to. This value is returned by the VoiceTranscriptObject - startVoiceInteraction(String Json) method. Table: Interaction [interaction]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
<json_string>	String (Array of Objects)	List of messages to attach to the specified voice interaction. `"<json_string>":[ { "attributes": [Array], "beginOffsetMillis": Long, "content": "String" "endOffsetMillis": Long, "id": "String", "isEvent": Boolean, "isInternalMessage": Boolean, "loudnessScore": "Number", "participantId": "String", "sentiment": "String" } ]`
<json_string>.attributes	Array of Objects	Key-value pairs to associate to the voice interaction. These can be any type of data object, from simple objects to complex compound objects. They are used as unique identifiers when invoking Amazon Web Services APIs. Default: None
<json_string>.beginOffsetMillis	Long	Required. Time offset between the start of the voice interaction and the start of the associated message. For example: "beginOffsetMillis": 2650. Unit: Milliseconds
<json_string>.content	String	Required. Text of the message to add to the voice interaction.
<json_string>.endOffsetMillis	Long	Required. Time offset between the start of the voice interaction and the end of the message. For example: "endOffsetMillis": 9380. Unit: Milliseconds
<json_string>.id	String	Message UUID of the source of this voice conversation, such as for AmazonConnect. Sets the source message ID column value. Default: None
<json_string>.isEvent	Boolean	Set by Amazon Connect but not currently used by the method. Flag that indicates whether the associated message is an event. Valid values: • true: Message is an event. • false: Message is not an event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: false
<json_string>.isInternalMessage	Boolean	Flag that indicates whether this is an internal message and shouldn't be shown to the caller. Transcriptions are typically considered internal messages and only appear for the agent and not to the caller. In addition, Agent Whisper is used when a silent third-party is chatting with or is brought into a phone conversation without the caller knowing and offers advice to an agent. The caller doesn't hear or see these messages, but the agent does. Valid values: • true: Internal message, don't display to the caller. • false: Not an internal message, display to caller. Default: false
<json_string>.loudnessScore	Number	Measurement as to how loudly a customer or agent is speaking during a call. Contact Lens displays an analysis of the conversation that shows where they may be talking loudly and have a negative sentiment. Default: Null
<json_string>.participantId	String	Required. Participant associated with the message. Valid values: • AGENT • CUSTOMER
<json_string>.sentiment	String	Sentiment of the message. This value is generated by a third-party provider. Based on the ServiceNow instance configuration settings, this value is then translated to be either positive, negative, or neutral and is stored in the conversation and interaction record. Valid values: • NEGATIVE • NEUTRAL • POSITIVE Default: Null

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Message that describes the results of the call.
String	If successful, sys_id of the voice interaction message record that was created. If an error occurred, an error message describing the reason for the failure. Table: Voice Transcript Conversation Message [sys_cs_message_voice_transcript]

The following example shows how to add messages to an existing voice interaction record.

```
var request = [
  {
    "isEvent":"False",
    "isInternalMessage":"False",
    "beginOffsetMillis":100000,
    "content":"This is John. How can I help you?",
    "endOffsetMillis":150000,
    "id":"954c4edc-31a8-48b0-8f6e-7fa0c4ca00a8",
    "participantId":"AGENT",
    "sentiment":"NEUTRAL"
  },
  {
    "isEvent":"False",
    "isInternalMessage":"False",
    "beginOffsetMillis":200000,
    "content":"Uh, yes, John. Um, I'm a little very frustrated
 right now.",
    "endOffsetMillis":25000,
    "id":"18bcf19c-4a9b-4af1-9bd7-7bfb5ba53b9f",
    "participantId":"CUSTOMER",
    "sentiment":"NEGATIVE"
  }
];

gs.log(sn_cs.VoiceTranscriptObject.addVoiceInteractionMessage("1
f4ed6fdb7471110b6e8bc15ae11a971", JSON.stringify(request)));
```

Output:

```
// Success
Voice conversation transcript has been successfully saved.
 Conversation id: ea01113cb7f71110b6e8bc15ae11a94d

// Error
Exception occurred while adding the message: <error message>
```

VoiceTranscriptObject - createConversation(String interactionId, String Json)

Creates a conversation record within the Conversation [sys_cs_conversation] table for the specified interaction.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
interactionId	String	Sys_id of the interaction record for which to create a conversation record. This value is returned by the VoiceTranscriptObject - startVoiceInteraction(String Json) method and stored in the Interaction [interaction] table.
<json_string>	String	JSON string of the input parameters. `"<json_string>": { "agentId": "String", "callerPhoneNumber": "String", "clientSessionId": "String", "inboundId": "String", "userId": "String"`
<json_string>.agentId	String	Unique identifier of the agent to assign the voice interaction to. Default: None. Assigned to the next available agent. Table: In the User ID field of the User [sys_user] table.
<json_string>.callerPhoneNumber	String	Caller's callback phone number. This is the number the agent uses to reach the caller in case the call drops. Format: E.164 standard compliant Default: None
<json_string>.clientSessionId	String	Unique identifier of a record in an external system used to track this phone call. This information links the records between the two systems. Default: None
<json_string>.inboundId	String	Unique identifier of the application provider for the voice service. Default: Pull from chat Table: In the Inbound ID field of the Provider Channel Application [sys_cs_provider_application] table.
<json_string>.userId	String	Required. Phone number of the caller who made the call associated with the voice transaction. Format: Defined by the software that created the voice conversation script. Typically E.164 standard compliant.

Returns

Type	Description
String	If successful, returns the sys_id of the newly created conversation record. If an error occurs, returns a detailed error message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Table: Conversation [sys_cs_conversation]

The following code example shows how to create a new conversation record using this method.

```
var request = {
  "userId": "+14089178877"
};

var response =
 sn_cs.VoiceTranscriptObject.createConversation("e0fc03d7b7a2111
0b6e8bc15ae11a96c", JSON.stringify(request));
gs.log("Conversation id: " + JSON.stringify(response));
```

Output:

```
// Success
{"conversationId":"28435dbcb7f71110b6e8bc15ae11a972","status":"S
UCCESS"}

// Error
{"error":"Exception occurred while creating a conversation:
 <error message>","status":"FAILED"}
```

VoiceTranscriptObject - endVoiceInteraction(String interactionId, String Json)

Terminates the specified voice interaction. Once called, no additional voice messages are translated and stored for the phone conversation.

Parameters

Name	Type	Description
interactionId	String	Sys_id of the interaction record whose voice interaction to terminate. Located in the Interaction [interaction] table.
<json_string>	JSON String	Optional. Parameters that contain additional information about the voice interactions. `"<json_string>": { "recordingURL": "String" }`
<json_string>.recordingURL	String	Optional. URL where the original voice recording is located. If configured to do so, this URL appears in Agent Workspace. Default: None

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	If successful, returns `Success`. If an error occurs, returns a detailed error message.

The following code example shows how to end an active voice interaction and pass in the original voice recording URL.

```
var request = {
  "recordingURL":
 "https://servicenow.zoom.us/rec/QbF7XmPFHPlX1LG"
};

gs.log(sn_cs.VoiceTranscriptObject.endVoiceInteraction("1f4ed6fd
b7471110b6e8bc15ae11a971", JSON.stringify(request)));
```

Output:

```
// Success
Success

// Error
Exception occurred while ending the interaction: <error message>
```

VoiceTranscriptObject - saveVoiceConversationTranscript(String voiceConversationJson)

Saves third-party voice conversation transcript data to tables within a ServiceNow instance that is then accessible through Customer Service Management (CSM).

These voice conversations are typically generated using third-party vendor software. This method parses the passed JSON and saves the data into the Conversation [sys_cs_conversation], Conversation Message [sys_cs_message], and Voice Transcript Conversation Message [sys_cs_message_voice_transcript] tables within the ServiceNow instance. CSM accesses the information in these tables to display the voice conversation transcripts.

Parameters

Name	Type	Description

voiceConversationJson	String	JSON that represents the voice conversation to store. This JSON is sent by another ServiceNow plugin, such as OpenFrame. Third-party vendors, such as Amazon, send the JSON to the plugin. The associated plugin parses out the voice conversation and sends the JSON in the required format to Virtual Agent.
		
		For example, the following is an example of an Amazon Connect conversation:
		`{`
		`"interactionId":"bgr09b5a-7308-47b2-jy97-737de9f45d19",`
		`"source":"AmazonConnect",`
		`"conversationStarted":"2021-08-06 15:07:51",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description


```
 "transcript":[
   {
     "isEvent":"False",
     "isInternalMessage":"False",
     "beginOffsetMillis":2650,
     "content":"This is John. How can I
help you? Yeah,",
     "endOffsetMillis":9380,

 "id":"954c4edc-31a8-48b0-8f6e-7fa0c4ca00
a8",
     "participantId":"AGENT",
     "Sentiment":"NEUTRAL",
     "loudnessScore":"null,null",
     "attributes": [{
       "key":"key1",
       "value":"value1"
     },{
       "key":"key2",
       "value":"value2"
     }]
   },
   {
     "isEvent":"False",
     "isInternalMessage":"False",
     "beginOffsetMillis":9120,
     "content":"Uh, yes, John. I'm a
little very frustrated right now.",
     "endOffsetMillis":22900,

 "id":"18bcf19c-4a9b-4af1-9bd7-7bfb5ba53b
9f",
     "participantId":"CUSTOMER",
     "sentiment":"NEGATIVE",
     "loudnessScore":"null,null",
     "attributes": [{
       "key":"key1",
       "value":"value1"
     },{
       "key":"key2",
       "value":"value2"
     } ]
   },
   {
     "isEvent":"True",
     "isInternalMessage":"True",
     "beginOffsetMillis":23590,
     "content":"Agent asked for help in
chat",
     "endOffsetMillis":30610,

 "id":"ab09b3b6-23fd-4e41-be05-6b2b53c190
59",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"participantId":"CUSTOMER",
		"sentiment":"NEUTRAL",
		
		"loudnessScore":"null,null,null,null",
		"attributes": []
		}
		]
		}</pre>

Returns

Type	Description
String	Results of the method call. Possible return results: • Voice conversation transcript has been successfully saved. Conversation id: `<transcript_record_sys_id>` • Voice conversation transcript could not be saved. Detail error: `<error details>` • ERROR: InteractionId is missing in the request. • ERROR: Interaction specified in the request has already been processed.

This example shows how to call the *`saveVoiceConversationTranscript()`* method to save an Amazon Connect transcript.

```
var voiceConversationJson = "{\n" +
  "   \"interactionId\":\"e67a6c30c7233010967a34c91dc26068\",\n"
 +
  "   \"source\":\"AmazonConnect\",\n" +
  "   \"conversationStarted\":\"2021-08-06 15:07:51\",\n" +
  "   \"transcript\":[\n" +
  "      {\n" +
  "         \"isEvent\":\"False\",\n" +
  "         \"isInternalMessage\":\"False\",\n" +
  "         \"beginOffsetMillis\":2650,\n" +
  "         \"content\":\"This is John. How can I help you?
 Yeah,\",\n" +
  "         \"endOffsetMillis\":9380,\n" +
  "         \"id\":\"954c4edc-31a8-48b0-8f6e-7fa0c4ca00a8\",\n"
 +
  "         \"participantId\":\"AGENT\",\n" +
  "         \"sentiment\":\"NEUTRAL\",\n" +
  "         \"loudnessScore\":\"null,null\",\n" +
  "         \"attributes\": [{\n" +
  "           \"key\":\"key1\",\n" +
  "           \"value\":\"value1\"\n" +
  "         },{\n" +
  "           \"key\":\"key2\",\n" +
  "           \"value\":\"value2\"\n" +
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "         }\n" +
 " ]\n" +
 "      },\n" +
 "      {\n" +
 "         \"isEvent\":\"False\",\n" +
 "         \"isInternalMessage\":\"False\",\n" +
 "         \"beginOffsetMillis\":9120,\n" +
 "         \"content\":\"Uh, yes, John. I'm a little frustrated
right now.\",\n" +
 "         \"endOffsetMillis\":22900,\n" +
 "         \"id\":\"18bcf19c-4a9b-4af1-9bd7-7bfb5ba53b9f\",\n"
+
 "         \"participantId\":\"CUSTOMER\",\n" +
 "         \"sentiment\":\"NEGATIVE\",\n" +
 "         \"loudnessScore\":\"null,null\",\n" +
 "         \"attributes\": [{\n" +
 "           \"key\":\"key1\",\n" +
 "           \"value\":\"value1\"\n" +
 "         },{\n" +
 "           \"key\":\"key2\",\n" +
 "           \"value\":\"value2\"\n" +
 "         }\n" +
 " ]\n" +
 "      },\n" +
 "      {\n" +
 "         \"isEvent\":\"False\",\n" +
 "         \"isInternalMessage\":\"False\",\n" +
 "         \"beginOffsetMillis\":9120,\n" +
 "         \"content\":\"I am sorry to hear that\",\n" +
 "         \"endOffsetMillis\":22900,\n" +
 "         \"id\":\"18bcf19c-4a9b-4af1-9bd7-7bfb5ba53b9f\",\n"
+
 "         \"participantId\":\"AGENT\",\n" +
 "         \"sentiment\":\"NEGATIVE\",\n" +
 "         \"loudnessScore\":\"null,null\",\n" +
 "         \"attributes\": [{\n" +
 "           \"key\":\"key1\",\n" +
 "           \"value\":\"value1\"\n" +
 "         },{\n" +
 "           \"key\":\"key2\",\n" +
 "           \"value\":\"value2\"\n" +
 "         }\n" +
 " ]\n" +
 "      },\n" +
 "      {\n" +
 "         \"isEvent\":\"false\",\n" +
 "         \"isInternalMessage\":\"false\",\n" +
 "         \"beginOffsetMillis\":23590,\n" +
 "         \"content\":\"I am having problems with my
computer\",\n" +
 "         \"endOffsetMillis\":30610,\n" +
 "         \"id\":\"ab09b3b6-23fd-4e41-be05-6b2b53c19059\",\n"
+
 "         \"participantId\":\"CUSTOMER\",\n" +
 "         \"sentiment\":\"NEUTRAL\",\n" +
 "  \"loudnessScore\":\"null,null,null,null\",\n" +
 "         \"attributes\": [\n" +
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "   ]\n" +
  "       },\n" +
  "       {\n" +
  "          \"isEvent\":\"True\",\n" +
  "          \"isInternalMessage\":\"True\",\n" +
  "          \"beginOffsetMillis\":23590,\n" +
  "          \"content\":\"Agent asked for help in chat\",\n" +
  "          \"endOffsetMillis\":30610,\n" +
  "          \"id\":\"ab09b3b6-23fd-4e41-be05-6b2b53c19059\",\n"
 +
  "          \"participantId\":\"CUSTOMER\",\n" +
  "          \"sentiment\":\"NEUTRAL\",\n" +
  "   \"loudnessScore\":\"null,null,null,null\",\n" +
  "          \"attributes\": [\n" +
  "   ]\n" +
  "       }\n" +
  "    ]\n" +
  "}\n";
var result =
 sn_cs.VoiceTranscriptObject.saveVoiceConversationTranscript(voi
ceConversationJson);
gs.log(result);
```

Output:

```
Voice conversation transcript has been successfully saved.
 Conversation id: 9c573169c6112287001932 29fff72400
```

VoiceTranscriptObject - startVoiceInteraction(String Json)

Creates a voice interaction record within the Interaction [interaction] table.

You must create this record before trying to save any transcribed voice messages. You can also use this method to assign a call to a specific agent by passing in their specific user ID.

Parameters

Name	Type	Description
<json_string>	String	JSON string of the input parameters. `"<json_string>": { "agentId": "String", "callerPhoneNumber": "String", "clientSessionId": "String", "inboundId": "String", "userId": "String"`
<json_string>.agentId	String	Unique identifier of the agent to assign the voice interaction to. Default: None. Assigned to the next available agent. Table: In the User ID field of the User [sys_user] table.
<json_string>.callerPhoneNumber	String	Caller's callback phone number. This is the number the agent uses to reach the caller in case the call drops. Format: E.164 standard compliant

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: None
<json_string>.clientSessionId	String	Unique identifier of a record in an external system used to track this phone call. This information links the records between the two systems. Default: None
<json_string>.inboundId	String	Unique identifier of the application provider for the voice service. Default: Pull from chat Table: In the Inbound ID field of the Provider Channel Application [sys_cs_provider_application] table.
<json_string>.userId	String	Required. Phone number of the caller who made the call associated with the voice transaction. Format: Defined by the software that created the voice conversation script. Typically E.164 standard compliant.

Returns

Type	Description
String	Results of the method call. Possible return results: • Success: {"interactionId":"<interaction_sys_id>","status":"SUCCESS"} • Error: {"error":"<error message>","status":"FAILED"}

The following code example shows how to create a voice interaction record.

```
var request = {
  "userId": "+14089178877",
  "callerPhoneNumber": "+14089178878",
  "clientSessionId": "f8453abb-a33d-45b7-bf01-52b7a821e99z"
};
var response =
 sn_cs.VoiceTranscriptObject.startVoiceInteraction(JSON.stringif
y(request));
gs.log(JSON.stringify(response));
```

Output:

```
// Success
{"interactionId":"ea01113cb7f71110b6e8bc15ae11a950","status":"SU
CCESS"}

// Error
{"error":"Exception occurred while starting the interaction:
 <error message>","status":"FAILED"}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WalkWorkflow - Global

The `WalkWorkflow` script include provides methods to walk a workflow and return a list of successors for each activity along with a shortest path order that indicates the activity depth in the workflow.

Walkworkflow - Walkworkflow(GlideRecord workflowVersion)

Constructor for **Walkworkflow** class.

Parameters

Name	Type	Description
workflowVersion	GlideRecord	`GlideRecord` on table wf_workflow_version of the workflow version to analyze.

Returns

Type	Description
Workflow	Workflow object just created.

Walkworkflow - computeFullSequences()

Computes the full sequence for every path.

Does not combine paths at Join activities. After calling this method, call `getSequences()` to yield the computed sequences.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

Walkworkflow - computeSequences()

Computes the sequences of activities.

All sequences leading up to a join end at the join and then a single sequence from the join is computed. This ensures that all sequences can be walked up to a join, and then the sequence can be walked from the join. After calling this method a call to `getSequences()` will yield the computed sequences.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

Walkworkflow - dump()

Outputs the internal state of this class to `gs.print()`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

Walkworkflow - dumpSequences()

Outputs the sequences internal to this class to `gs.print()`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

Walkworkflow - dumpShortestPathOrders(description)

Outputs the shortest path orders internal to this object to `gs.print()`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

Walkworkflow - getActivitiesAtOrder(Number order)

Returns all the activities at the specified shortest path order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
order	Number	The order number the client is interested in.

Returns

Type	Description
String Array	An array of activity sys_ids at the specified order. If an empty array is returned, there are no more activities.

Walkworkflow - getSequences( )

Returns the activity sequences.

The `walk()` method must have been called prior to calling this method.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A string of |-delimited sequences. Each sequence is a comma-delimited list of activity ids (table wf_workflow_activity).

Walkworkflow - walk(Boolean fullSequences)

Walks the workflow and sets up the activity shortest path ordering.

After calling this method the client would call the various accessor methods to obtain relevant data about the workflow.

Parameters

Name	Type	Description
fullSequences	Boolean	(Optional) If **true**, computes the full sequences. Default is false.

Returns

Type	Description
void	

WFActivityHandler - Global

The `WFActivityHandler` script include is the base class for all workflow activities.

As the base class for all workflow activities, this code always executes as part of an activity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When developing your own workflow activities, create your script object by deriving from this class and overriding methods as necessary to get the functionality you want. Client code must override method `onExecute()` to perform meaningful activity processing.

WFActivityHandler - debug(String msg, String args)

Logs a debug message.

Parameters

Name	Type	Description
msg	String	Message to send to the log.
args	String	String to send to the log

Returns

Type	Description
void	

WFActivityHandler - debug(String msg, Array args)

Logs a debug message.

Parameters

Name	Type	Description
msg	String	Message to send to the log.
args	Array	Array of values to send to the log

Returns

Type	Description
void	

WFActivityHandler - generate(String activityId, String order, GlideDateTime startAtDspValue, Boolean noCreateFlag)

Generates approvals and tasks before the activity runs for a preview of upcoming work.

Enables generating objects at the start of a workflow in a **pending** state. For related information, see Generate workflow activity.

Parameters

Name	Type	Description
activityId	String	Sys_id of this running activity. Table: Workflow Activities [wf_activity]
order	String	Order number associated with the task or approval.
startAtDspValue	String	Starting time for the task or approval in GlideDateTime format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
noCreateFlag	Boolean	Flag that indicates whether to skip creating an approval record. Valid values: • true: Don't create an approval record. • false: Create an approval record. Default: true

Returns

Type	Description
Object	Pre-generation object saved in the workflow scratchpad. For example, the object might be an array of approval IDs. When the activity runs the `onExecute` function, it can request the pre-generation object to determine one of the following conditions: • Approvals have already been created in a pending state. • Activity must create the approvals using the `onExecute` function.

WFActivityHandler - info(String msg, String args)

Logs an information message.

Parameters

Name	Type	Description
msg	String	Message to send to the log.
args	String	String to send to the log.

Returns

Type	Description
void	

WFActivityHandler - info(String msg, Array args)

Logs an information message.

Parameters

Name	Type	Description
msg	String	Message to send to the log.
args	Array	Array of values to send to the log

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

WFActivityHandler - js(String str)

Evaluates activity variables in the script.

Used to evaluate strings that contain el such as `${some script}` or strings starting with `javascript:`. See almost any existing activity for example usage.

Parameters

Name	Type	Description
str	String	String that possibly contains embeded el.

Returns

Type	Description
String	The evaluated string.

WFActivityHandler - onCancel( )

Event handler for *`cancel`* event.

The base class for the activity script sets this activity to be cancelled. Derived classes (activities) can override this method if additional processing is required to cancel this activity. Activity *`Manual Approvals`* is an example of overriding this method to perform additional processing to cancel this activity.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

WFActivityHandler - onExecute( )

Virtual method. Activity subclasses must override this method to perform work appropriate to the activity.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

WFActivityHandler - runScript(String script)

Enables activities to run a script contained in an activity variable of type script.

Example activities that use this method include If, *`Wait for condition`*, and *`Approval - User`*.

Parameters

Name	Type	Description
script	String	String containing valid Javascript.

Returns

Type	Description
variable	If the script set the workflow variable *`answer`* then this value is returned. If not, then the result of the script execution is returned.

WFActivityHandler - setActivityOutput( )

Sets the activity output property.

See activity *`SOAP Message`*.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

WFActivityHandler - setResultFailed(String reason)

Sets the activity result as failed with an optional reason string.

See Activity *`SOAP Message`*.

Parameters

Name	Type	Description
reason	String	(Optional) Description of the reason this activity failed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

WFActivityHandler - setResultSucceeded( )

Sets the result of this activity as successful.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

WFActivityHandler - warn(String msg, String args)

Logs a warning message.

Parameters

Name	Type	Description
msg	String	Message to send to the log.
args	String	String to send to the log

Returns

Type	Description
void	

WFActivityHandler - warn(String msg, Array args)

Logs a warning message.

Parameters

Name	Type	Description
msg	String	Message to send to the log.
args	Array	Array of values to send to the log

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WindowsOSNameHelper - Global

The `WindowsOSNameHelper` script include provides methods to handle the formatting of Windows OS names.

Use in any server-side discovery scripts where you need to format OS names.

WindowsOSNameHelper - formatWindowsOSName(String name)

Formats the given Windows OS name.

Parameters

Name	Type	Description
name	String	The name to format

Returns

Type	Description
String	The formatted name

WindowsOSNameHelper - makeOSChoiceValid(String value)

Ensures that the OS choice is valid.

Note: Deprecated. Use `OSChoice.reconcile()`

Parameters

Name	Type	Description
value	String	The value to validate

Returns

Type	Description
void	

WindowsOSNameHelper - osCleanupName(String name)

Cleans up the specified Windows OS name by stripping out incorrect characters, incorrect capitalization, extra spaces, or trailing spaces.

Parameters

Name	Type	Description
name	String	The name to clean up.

Returns

Type	Description
String	The cleaned up name

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workflow - Global

The *Workflow* script include provides methods that interface with the Workflow engine.

Use these methods to manipulate workflows.

Workflow - broadcastEvent(String contextId, String eventName)

Sends the specified event (message) into the workflow context to pass along to the executing activities.

Typical use of this method is to enable activities that wait for some action to occur before proceeding. For additional information on using *broadcastEvent*, refer to Workflow event-specific functions.

For a list of the available OOB events, refer to Workflow events in the base system.

Parameters

Name	Type	Description
contextId	String	The context ID.
eventName	String	The name of the event.

Returns

Type	Description
void	

```
//where current is a task record with a workflow context
      var wf = new Workflow().getRunningFlows(current);
      while(wf.next()) {
          new Workflow().broadcastEvent(wf.sys_id, 'resume');
      }
```

Workflow - cancel(GlideRecord record)

Cancels all running workflows on this record by broadcasting the *cancel* event to activities in all running workflows on this record.

Parameters

Name	Type	Description
record	GlideRecord	*GlideRecord* on any table. All workflows running on this record will be cancelled.

Returns

Type	Description
void	

```
//get workflow helper
      var workflow = new Workflow();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
     //cancel all the workflows, where current is a task record
with a workflow context
     workflow.cancel(current);
     gs.addInfoMessage(gs.getMessage("Workflows for {0} have
been cancelled", current.getDisplayValue()));
```

Workflow - cancelContext(GlideRecord context)

Cancels this running context by broadcasting a *cancel* event to activities in this workflow context.

Parameters

Name	Type	Description
context	GlideRecord	*GlideRecord* of the running context to cancel.

Returns

Type	Description
void	

```
// If a workflow has started for this item, cancel it, where
current is a task record with a workflow context
     if ((current.stage == 'Request Cancelled') &&
current.context
         && !current.context.nil()) {
     var w = new Workflow();
     var now_GR = new GlideRecord('wf_context');

     if (now_GR.get(current.context))
         w.cancelContext(now_GR);
     }
```

Workflow - deleteWorkflow(GlideRecord current)

Deletes all the workflows on the record.

Parameters

Name	Type	Description
current	GlideRecord	*GlideRecord* for which the caller wants to delete all workflows. This can be any record on any table.

Returns

Type	Description
void	

```
//where current is a task record with a workflow context
     var wkfw = new Workflow();
     wkfw.deleteWorkflow(current);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workflow - fireEvent(GlideRecord eventRecord, String eventName, Object eventParms)

Fires the named event of a running workflow on the input record.

Used in Activities **Approval Coordinator**, **Timer**, **Lock**, and some others.

Parameters

Name	Type	Description
eventRecord	GlideRecord	Event record listed in the Workflow Executing Activites [wf_executing] table.
eventName	String	The name of the event to send to the executing workflow.
eventParms	Object	Optional. Parameters in JSON format used by the event.

Returns

Type	Description
void	

```
// where current is a task record with a workflow context
  var w = new Workflow();
  w.fireEvent(current, 'execute');
```

Workflow - fireEventById(String eventRecordId, String eventName)

Fires the named event on the record specified by record ID.

Used in Activities **Approval Coordinator**, **Timer**, **Lock**, and some others.

Parameters

Name	Type	Description
eventRecordId	String	The sys_id of the glide record.
eventName	String	The name of the event to send to the executing workflow.

Returns

Type	Description
void	

```
var wkfw = new Workflow();

 wkfw.fireEventById('f2400ec10b0a3c1c00ca5bb5c6fae427','Timer');
```

Workflow - getContexts(GlideRecord record)

Returns all workflow contexts for a specified record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
record	GlideRecord	*GlideRecord* for which the caller wants a list of all workflow contexts. This can be any record on any table for which the caller wants the running workflow contexts.

Returns

Type	Description
GlideRecord	GlideRecord in the Workflow context [wf_context] table filtered for all workflow contexts for the specified record (in any state, such as running, cancelled, finished).

```
//where current is a task record with a workflow context
var wkfw = new Workflow();
var context = wkfw.getContexts(current);
while (context.next())
  gs.print(context.started);
```

Workflow - getEstimatedDeliveryTime(String workflowId)

Gets the estimated time for a workflow to complete.

Parameters

Name	Type	Description
workflowId	String	Sys_id of the workflow (table wf_workflow) to get the estimated run time.

Returns

Type	Description
String	Display value from a GlideDuration (e.g., 3 days), or blank if unknown.

```
var wkfw = new Workflow();

 gs.print(wkfw.getEstimatedDeliveryTime('b99a866a4a3623120074c03
3e005418f'));
```

2 Days

Workflow - getEstimatedDeliveryTimeFromWFVersion(GlideRecord wfVersion)

Get the estimated elapsed execution time for the workflow version.

Parameters

Name	Type	Description
wfVersion	GlideRecord	*GlideRecord* on table wf_workflow_version of a specific workflow version for which the caller wants the estimated during of executing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Display value from a GlideDuration (e.g., 3 days), or blank if unknown.

```
//where current is a task record with a workflow context
      var wkfw = new Workflow();
      var context = wkfw.getContexts(current);

 gs.print(wkfw.getEstimatedDeliveryTimeFromWFVersion(context.wf_
version));
```

Workflow - getReturnValue(String workflowID, Number amount, Boolean result)

Gets the appropriate workflow return value for the input workflow ID. This is either the workflow checked out by the current user or the published workflow with the most recent date.

This is either the workflow checked out by the current user or the published workflow with the most recent date. This method is available starting with the Fuji release.

Parameters

Name	Type	Description
workflowID	String	The sys_id of the workflow (table wf_workflow)
amount	Number	amount
result	Boolean	**True**, if true

Returns

Type	Description
???	The return value of the workflow as specified by the Return Value activity. Workflows without a Return Value activity return a null value.

```
var wkfw = new Workflow();
      wkfw.getReturnValue('context');
```

Output:

```
*** Script: b99a866a4a3623120074c033e005418f
```

Workflow - getRunningFlows(GlideRecord record)

Gets all the currently running workflow contexts for the input record.

The input record is any record on any table for which the caller wants the running workflow contexts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
record	GlideRecord	*GlideRecord* of the record for which the caller wants a list of all running workflows.

Returns

Type	Description
GlideRecord	GlideRecord on table wf_context and filtered for all executing workflow contexts.

```
//where current is a task record with a workflow context
      var wf = new Workflow().getRunningFlows(current);
      while(wf.next()) {
          new Workflow().broadcastEvent(wf.sys_id, 'pause');
      }
```

Workflow - getVersion(String workflowID)

Gets the appropriate workflow version for the input workflow ID. This is either the workflow checked out by the current user or the published workflow with the most recent date.

This is either the workflow checked out by the current user or the published workflow with the most recent date.

Parameters

Name	Type	Description
workflowID	String	The sys_id of the workflow (table wf_workflow)

Returns

Type	Description
none	

```
var wkfw = new Workflow();
      wkfw.getVersion('b99a866a4a3623120074c033e005418f');
```

Workflow - getVersionFromName(String workflowName)

Returns the appropriate workflow version for the input workflow name.

See *getVersion()* for more information.

Parameters

Name	Type	Description
workflowName	String	Name of the workflow (table wf_workflow)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var wkfw = new Workflow();
      wkfw.getVersionFromName('Emergency Change');
```

Workflow - getWorkflowFromName(String workflowName)

Returns the sys_id of the workflow associated with the specified workflow name.

Parameters

Name	Type	Description
workflowName	String	Name of the workflow.

Returns

Type	Description
String	The sys_id of the workflow associated with the passed in name.

```
var wflw = new Workflow();
      gs.print(wflw.getWorkflowFromName('Emergency Change'));
```

Workflow - hasWorkflow(GlideRecord record)

Determines if a specified record has any workflow contexts associated to it.

This includes running and completed workflow contexts.

Parameters

Name	Type	Description
record	GlideRecord	*GlideRecord* under scrutiny. This *GlideRecord* can be from any table.

Returns

Type	Description
Boolean	True, if record has associated workflow; otherwise, returns False.

```
var wkfw = new Workflow();

 gs.print(wkfw.hasWorkflow('f2400ec10b0a3c1c00ca5bb5c6fae427'));
```

false

Workflow - restartWorkflow(GlideRecord current, Boolean maintainStateFlag)

Recalculates the approvals and tasks for a workflow by adding new approvals and tasks, while not resetting current approvals and tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can use this method to perform such tasks as adding a company to a change request, without resetting the current approvals for companies already in the workflow.

Parameters

Name	Type	Description
current	GlideRecord	*GlideRecord* of the record this workflow is executing. This can by any record on any table.
maintainStateFlag	Boolean	Flag that indicates whether to maintain all approvals and tasks in their current state. Valid values: • true: Maintain all approvals and tasks in their current state. • false: Update all approval and task states.

Returns

Type	Description
void	

This example shows the workflow being restarted with the approval file changing from Rejected to Requested.

```
(function(){
  var comment = 'Workflow Restarted - the Approval Field
 changing from Rejected to Requested';
  var gLock = new GlideRecordLock(current);
    gLock.setSpinWait(50);
  if (gLock.get()) {
    new Workflow().restartWorkflow(current, false);
    current.setDisplayValue('approval_history', comment);
  }
})
```

Workflow - runFlows(GlideRecord record, String operation)

Runs all workflows for a given record in a given table and its descendant tables.

Sample usage can be seen in the Script Includes "SNC - Run parent workflows", and "SNC - Run parent workflows (Approval)".

Parameters

Name	Type	Description
record	GlideRecord	GlideRecord to run workflows against.
operation	String	Database operation. Valid values: • insert • update • delete

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var now_GR = new GlideRecord('wf_test');
now_GR.addQuery('parent', current.parent);
now_GR.addQuery('sys_id','!=',current.sys_id);
now_GR.query();
while(now_GR.next()) {
    new Workflow().runFlows(now_GR, 'update');
}
```

Workflow - startFlow(String workflowId, GlideRecord current, String operation, Array vars)

Starts a specified workflow.

See script include WorkflowScheduler and Business Rule "Start Workflow" on table sc_req_item for examples of use.

Parameters

Name	Type	Description
workflowId	String	The sys_id of the workflow to start. This sys_id refers to table wf_workflow.
current	GlideRecord	The record to use as current in this workflow. This is normally from the *Table* field of the workflow properties for this workflow.
operation	String	The operation to perform on *current*. Possible values: **insert**, **update**, **delete**.
vars	Array	Collection of variables to add to the workflow

```
////where current is a task record with a workflow context
      var w = new Workflow();
      var context = w.startFlow(id, current,
 current.operation(), getVars());
```

Workflow - startFlowFromContextInsert(GlideRecord context, String operation)

Helper method for business rule *Auto start on context*.

Parameters

Name	Type	Description
context	GlideRecord	GlideRecord on table wf_context of a new record (the "current" record in the business rule).
operation	String	Database operation being performed. One of *insert*, *update*, *delete*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
//where current is a task record with a workflow context
      current.name = current.workflow_version.name;
      current.started_by.setValue(gs.userID());

      if (gs.nil(current.id)) {
        var now_GR = new GlideRecord('wf_workflow_execution');
        now_GR.name = current.name;
        now_GR.insert();

        current.table = 'wf_workflow_execution';
        current.id = now_GR.sys_id;
      }

      var wf = new Workflow();
      wf.startFlowFromContextInsert(current,
 current.operation())
```

Workflow - startFlowRetroactive(String workflowId, Number retroactiveMSecs, GlideRecord current, String operation, Array, ???)

Used by business rule *Start Workflow* on table task_sla. This starts a workflow and the extra arguments to this method are used by activity "Timer" to pause the execution of the workflow for some duration.

Parameters

Name	Type	Description
workflowID	String	The sys_id of the workflow to start. This sys_id refers to table wf_workflow.
retroactiveMSecs	Number	Delay in milliseconds used by Activity **Timer**.
current	GlideRecord	GlideRecord of the record to use as current in this workflow. This is normally from the *Table* field of the workflow properties for this workflow
operation	String	Database operation being performed.One of *insert*, *update*, *delete*.
vars	Array	Collection of variables to add to the workflow.
withSchedule	???	Schedule used by Activity **Timer**

Returns

Type	Description
GlideRecord	A GlideRecord on table wf_context on the inserted record for this newly created workflow context.

```
// is this a retroactive start?
      ////where current is a task record with a workflow context
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
     var msecs = new GlideDateTime().getNumericValue() -
current.start_time.getGlideObject().getNumericValue();

     // treat this as a retroactive workflow start if the SLA
started more than 5 seconds ago
     var w = new Workflow();
     if (msecs <= 5000)
       w.startFlow(id, current, current.operation());
     else
       w.startFlowRetroactive(id, msecs, current,
current.operation());

     // update the record in case the workflow changed some
values
     current.update();
```

Workflow - Workflow()

Constructor for *Workflow* class.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var w = new Workflow();
```

Workflow - Scoped

The scoped *Workflow* API provides methods that can be used in an activity definition script.

There are no constructors for creating an instance of a scoped workflow object. Instead, use the global workflow object available in activity scripts. This workflow object is available in any script location inside a workflow.

Scoped Workflow - debug(String message, Object args)

Adds a debug message to the log.

Parameters

Name	Type	Description
message	String	The message to add to the log.
args	Object	Arguments to add to the message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The message added to the log.

```
var loggedMessage = workflow.debug("All is well");
```

Scoped Workflow - error(String message, Object args)

Adds an error message to the log.

Parameters

Name	Type	Description
message	String	The message to add to the log.
args	Object	Arguments to add to the message.

Returns

Type	Description
String	The logged message

```
var loggedMessage = workflow.error("An error has occurred. ");
```

Scoped Workflow - getVariable(String name)

Returns the specified variable's value.

Parameters

Name	Type	Description
name	String	The variable name

Returns

Type	Description
Object	The variable's value

```
var value = workflow.getVariable("task");
```

Scoped Workflow - info(String message, Object args)

Adds an informational message to the log.

Parameters

Name	Type	Description
message	String	The message to add to the log.
args	Object	Arguments to add to the message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The message that is logged.

```
var loggedMessage = workflow.info("All is well");
```

Scoped Workflow - inputs

Object that contains the workflow variables.

This is not a method, but rather a way to reference the variables in a workflow object, such as the user. Workflow variables are defined in the properties of the workflow or by scripted activities.

Field

Name	Type	Description
inputs	Object	Workflow variables as name value pairs. The variables of a workflow object are custom to an integrator's implementation.

```
var user = workflow.inputs.u_user;
```

Scoped Workflow - name()

Returns the workflow name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The workflow name

```
var name = workflow.name();
```

Scoped Workflow - removeVariable(String name)

Removes the specified variable from the workflow.

Parameters

Name	Type	Description
name	String	The variable name

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var value = workflow.removeVariable("task");
```

Scoped Workflow - result

Element of the workflow object that contains the workflow results.

This is not a method, but rather the element in the workflow object that contains the results of a workflow.

Field

Name	Type	Description
result	String	Workflow results.

```
var wfResult = workflow.result;
```

Scoped Workflow - scratchpad()

Returns the workflow's scratchpad object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	The scratchpad object.

```
var scratchpad = workflow.scratchpad();
```

Scoped Workflow - setResult(String result)

Sets the workflow's result.

Parameters

Name	Type	Description
result	String	The workflow's result

Returns

Type	Description
void	

```
workflow.setResult("Success");
```

Scoped Workflow - setVariable(String name, Object value)

Sets the specified variable to the specified value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	The variable name
value	Object	The value to be assigned to the variable.

Returns

Type	Description
void	

```
workflow.setVariable("task", "terrible");
```

Scoped Workflow - warn(String message, Object args)

Adds a warning message to the log.

Parameters

Name	Type	Description
message	String	The message to add to the log.
args	Object	Arguments to add to the message.

Returns

Type	Description
String	The logged message

```
var loggedMessage = workflow.warn("Check your permissions.");
```

WorkflowDuration - Global

The *`WorkflowDuration`* script include provides methods to calculates the duration (in seconds) based on the variables of a workflow activity. It is an interface between *`Workflow Timer()`* and *`DurationCalculator()`*.

WorkflowDuration - addSeconds(GlideRecord record, Number amount)

Adds the number of seconds to the specified start date/time.

Parameters

Name	Type	Description
record	GlideRecord	description
amount	Number	amount

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	True, if object was successfully created.

WorkflowDuration - calculate(GlideRecord record)

Calculates the number of seconds and the due date.

Parameters

Name	Type	Description
record	GlideRecord	The record that contains the fields with the schedule, timezone, and date/time information. This is almost always `activity.vars.__var_record__`.

Returns

Type	Description
void	

WorkflowDuration - calculateTimeLeft(GlideRecord record)

Calculates the number of seconds remaining to the specified end date/time.

Parameters

Name	Type	Description
record	GlideRecord	The record that contains the fields with the schedule, timezone, and date/time information. This is almost always `activity.vars.__var_record__`.

Returns

Type	Description
void	

WorkflowDuration - getEndDateTime( )

Returns the end date/time set by a call to `calculate(record)`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
GlideDateTime	The end date/time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WorkflowDuration - getSeconds( )

Returns the seconds value that was set by a call to `calculate(record)`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of seconds set by a call to calculate(record).

WorkflowDuration - getTotalSeconds( )

Returns the totalSeconds value that was set by a call to calculate(record).

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The total number of seconds set by a call to calculate(record).

WorkflowDuration - setEndDateTime(String dt)

Sets the end date/time to use when calculating the remaining time.

To convert the value into the GlideDateTime internal format, use `GlideDateTime.getValue()`.

Parameters

Name	Type	Description
dt	String	The end date/time to use.

Returns

Type	Description
void	

WorkflowDuration - setEndDateTime(GlideDateTime dt)

Sets the end date/time to use when calculating the remaining time.

To convert the value into the GlideDateTime internal format, use **GlideDateTime.getValue()**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
dt	GlideDateTime	The end date/time to use.

Returns

Type	Description
void	

WorkflowDuration - setStartDateTime(String dt)

Sets the start date/time to use in the calculations.

Parameters

Name	Type	Description
dt	String	The start date/time to use, in GMT.

Returns

Type	Description
void	

WorkflowDuration - setStartDateTime(GlideDateTime dt)

Sets the start date/time to use in the calculations.

To convert the value into the GlideDateTime internal format, use `GlideDateTime.getValue()`.

Parameters

Name	Type	Description
dt	GlideDateTime	The start date/time to use.

Returns

Type	Description
void	

WorkflowDuration - setUsedSecs(Number secs)

Sets the *used seconds* compensation, where the number of seconds is the number of seconds inside of any schedule.

Can be a -ve number, which extends the duration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
secs	Number	The number of used seconds to set.

Returns

Type	Description
void	

WorkflowDuration - setWorkflow(Object schedule, Object timezone)

Sets the workflow schedule/timezone. Used for *schedule_type* **workflow_schedule** and *timezone_type* **workflow_timezone**).

Parameters

Name	Type	Description
schedule	Object	The schedule to use. Usually from the workflow *context.schedule*.
timezone	Object	The timezone to use. Usually from the workflow *context.timezone*.

Returns

Type	Description
void	

WorkflowModelManager - Global

The *WorkflowModelManager* script include provides methods to query the workflow model, to step backwards and forwards between specified workflow history items, and to query the history for activity and transition-specific information.

The interaction with the *WorkflowModelManager* script include is through the *ActivityHistoryRecord* data object. The *ActivityHistoryRecord* object is an inner class and is only used while interacting with *WorkflowModelManager*.

To acquire the executed history of the workflow activities:

```
var model = new WorkflowModelManager('myContextId');
var activities = model.getExecutedHistory();
```

To output the playback of the workflow:

```
var model = new WorkflowModelManager('myContextId');
model.getExecutedHistory();
model.playBack();
```

At this time, the playBack is required to load the executed transitions. This will also play a role in walking backwards on a model to rollback to a specific activity.

To see the details of the cached model:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var model = new WorkflowModelManager('myContextId');
 model.getExecutedHistory();
 model.dump();
```

Related topics

WFActivityHandler - Global

WorkflowModelManager - WorkflowModelManager(String contextId)

Creates a new WorkflowModelManager object (constructor) within the specified context.

Parameters

Name	Type	Description
contextId	String	The ID for the context in which you want the WorkflowModelManager created.

Returns

Type	Description
ActivityHistoryRecord	The ActivityHistoryRecord JavaScript object requested.

```
var model = new WorkflowModelManager('MyContextId');
```

WorkflowModelManager - getActivityHistoryRecordById(String haRecordSysId)

Retrieves the history activity that is cached by the *wf_history.sys_id* provided in the argument.

Parameters

Name	Type	Description
haRecordSysId	String	Sys_id of the desired Activity History [wf_history] record.

Returns

Type	Description
ActivityHistoryRecord	Requested ActivityHistoryRecord JavaScript object.

This example shows how to use the method to obtain the specified history activity record.

```
var model = new
 WorkflowModelManager('a71efa6345550110a86630cf9552f3af');  //
 The sys_id of the wf_context
model.getExecutedHistory();
var current_hist_obj =
 model.getActivityHistoryRecordById('2b1efa6345550110a86630cf955
2f3bc'); // The sys_id of the desired record
gs.info(JSON.stringify(current_hist_obj));
```

Output:

```
{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "sys_id":"2b1efa6345550110a86630cf9552f3bc",
   "index":"3",
   "startTime":1643795456000,
   "endTime":1643795456000,
   "wfaId":"31bf2a05e7c133009a610558d2f6a968",
   "wfaIsParent":{

   },
   "parent":"",
   "wfaName":{

   },
   "adId":"db8c65aec0a8016501d00259bc7203a4",
   "adName":{

   },
   "transitions":[
      {
         "sys_id":"e31efa6345550110a86630cf9552f3c0",
         "ahrId":"2b1efa6345550110a86630cf9552f3bc",
         "to":"39bf2a05e7c133009a610558d2f6a970",
         "from":"31bf2a05e7c133009a610558d2f6a968",
         "rolledBack":"false",
         "rolledBackBy":""
      },
      {
         "sys_id":"e71efa6345550110a86630cf9552f3c0",
         "ahrId":"2b1efa6345550110a86630cf9552f3bc",
         "to":"7dbf2a05e7c133009a610558d2f6a96b",
         "from":"31bf2a05e7c133009a610558d2f6a968",
         "rolledBack":"false",
         "rolledBackBy":""
      }
   ],
   "rolledBackBy":"",
   "ARRIVED":true,
   "NOT_ARRIVED":false,
   "joinFroms":[

   ],
   "joinSatisfied":false,
   "rollingBackBy":0
}
```


WorkflowModelManager - getAllTransitionedIntoActivity(Object description)

Retrieves the history activities that executed and transitioned into the one represented by the *sys_id* in the argument.

The **next** status is based on the *wf_activity.sys_id* associated with the activity represented in the haRecord existing as a TO in a transition associated with any ActivityHistoryRecords that executed in the workflow's history. (This differs from *getPreviousByTransition*, which only returns TO transitions that come before the haRecord in the execution sequence (by time).) The return value is a collection of ActivityHistoryRecords that identify the argument haRecord.wfaId as their TO activity. The return values are based on all transitions in the executed history collection that transition To get the activity that executed prior to this activity in time use *getPreviousByExecutedOrder*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
description	Object	ActivityHistoryRecord JavaScript object.

Returns

Type	Description
Object Array	Array of ActivityHistoryRecord JavaScript objects.

WorkflowModelManager - getAllTransitionedIntoActivityId(String haRecordSysId)

Retrieves the history activities that executed and transitioned into the one represented by the *sys_id* in the argument. The *next* status is based on the *wf_activity.sys_id* associated with the activity represented in the haRecord existing as a TO in a transition associated with any ActivityHistoryRecords that executed in the workflow's history. (This differs from *getPreviousByTransition*, which returns only TO transitions that come before the haRecord in the execution sequence (by time).) The return value is a collection of ActivityHistoryRecords that identify the argument haRecord.wfaId as their TO activity.

The *next* status is based on the *wf_activity.sys_id* associated with the activity represented in the haRecord existing as a TO in a transition associated with any ActivityHistoryRecords that executed in the workflow's history. (This differs from *getPreviousByTransition*, which returns only TO transitions that come before the haRecord in the execution sequence (by time).) The return value is a collection of ActivityHistoryRecords that identify the argument haRecord.wfaId as their TO activity.

Parameters

Name	Type	Description
haRecordSysId	String	The sys_id of the activity history (table wf_history).

Returns

Type	Description
Object Array	Array of ActivityHistoryRecord JavaScript objects requested.

```
var model = new
 WorkflowModelManager('a143585c3b001000dada82c09ccf3d44');
      model.getExecutedHistory();
      var activity = model.begin;
      gs.print('activity: ' + activity.wfaName + ', transitions:
 ' + activity.transitions.length);
      while( activity != null){
          gs.print('activity: ' + activity.wfaName + ',
 transitions: ' + activity.transitions.length);
          var parents =
 model.getAllTransitionedIntoActivity(activity);
          for( var i = 0; i < parents.length; i++ ){
              gs.print(' --------------  parent activity: ' +
 parents[i].wfaName );
            }
           activity = model.getNextByExecutedOrder( activity );
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
```

WorkflowModelManager - getExecutedHistory( )

This is the worker method that must be called to initialize the *WorkflowModelManager* object. In the process of initializing the WorkflowModelManager object, *getExecutedHistory()* creates and populates the *activityHistoryRecord* data object array (which is a member of the *WorkflowModelManager* class). Most *WorkflowModelManager* methods return a subset of the *activityHistoryRecord* array. Your script can then call one or more of the *activityHistoryRecord* methods to accomplish further work.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String Array	An ordered array of sys_ids from table wf_history. It is unlikely client code would use the return value; it is kept internally to this object for use by subsequent method calls.

```
var model = new WorkflowModelManager('myContextId');
var activities = model.getExecutedHistory();
var current =
 model.getActivityHistoryRecordById('d6681d573b130000dada82c09cc
f3d10');
```

WorkflowModelManager - getFinalExecutedActivityList( )

Queries the wf_history table by context and retrieves all the activities executed in the workflow given by the context set in the construction of this object.

This function produces a list of executed activities in the exact order each activity passed through the server side ActivityManager.java using the new activity_index to force the order coming out of the database. On its this call will not give the full picture; it needs to load and map the transitions.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object Array	Array of ActivityHistoryRecord javascript objects.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WorkflowModelManager - getFinalExecutedActivityIdList( )

Gets the list of *wf_history.sys_ids* of all activities that successfully executed and were not rolled back or skipped up to the moment the function was called.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String Array	Array of wf_history.sys_id values for executed activities.

```
var model = new
 WorkflowModelManager('ee3e0a053b101000dada82c09ccf3d7c');
      model.getExecutedHistory();
      var finals = model.getFinalExecutedActivityIdList();
      gs.print(' EXECUTION PATH IDs --------------- : '  +
 finals.length);

      for ( var x = 0; x < finals.length; x++ ) {
          gs.print(finals[x] );
      }
```

WorkflowModelManager - getNextByExecutedOrder(Object haRecord)

Retrieves the history activity that executed just after the one provided in the argument.

The *next* status is based on the activity index reflecting the nearest prior activity in time, and not necessarily the nearest next wf_activity that the provided activity transitioned to. To get the nearest next activity that transitioned to this haRecord passed in, use *getNextByTransitionOrder(haRecord).*

Note: In the process of assembling the execution order array, blanks are left in the array where history objects have been deleted. This is done to ensure the index in the array and the activity_index of the object remain in synch. For that reason, all objects coming out of the execution order array should be tested for nil() and not assumed to be the previous record based on activity_index or array index value alone.

Parameters

Name	Type	Description
haRecord	Object	ActivityHistoryRecord JavaScript object.

Returns

Type	Description
Object	The requested ActivityHistoryRecord JavaScript object.

The following example shows how to use the *getNextByExecutedOrder()* method to retrieve the history activity that executed after the specified activity.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var model = new
 WorkflowModelManager('34451ec2cb200200d71cb9c0c24c9c66'); //
 Sys_id of the workflow context
model.getExecutedHistory();
var current_hist_obj =
 model.getActivityHistoryRecordById('0199483adba52200a6a2b31be0b
8f562');// Sys_id of the current activity from wf_history table
var next_hist_obj =
 model.getNextByExecutedOrder(current_hist_obj);
gs.info(JSON.stringify(next_hist_obj));
```

Output:

```
{
   "sys_id":"b2c5a06e07e0011094b4fe4f7c1ed049",
   "index":"3",
   "startTime":1640265864000,
   "endTime":1640265864000,
   "wfaId":"64d4e4aa07e0011094b4fe4f7c1ed060",
   "wfaIsParent":{

   },
   "parent":"",
   "wfaName":{

   },
   "adId":"1ca8d7cf0a0a0b265e9a000c2c08248c",
   "adName":{

   },
   "transitions":[
      {
         "sys_id":"bac5a06e07e0011094b4fe4f7c1ed07d",
         "ahrId":"b2c5a06e07e0011094b4fe4f7c1ed049",
         "to":"e0d4acaa07e0011094b4fe4f7c1ed062",
         "from":"64d4e4aa07e0011094b4fe4f7c1ed060",
         "rolledBack":"false",
         "rolledBackBy":""
      }
   ],
   "rolledBackBy":"",
   "ARRIVED":true,
   "NOT_ARRIVED":false,
   "joinFroms":[

   ],
   "joinSatisfied":false,
   "rollingBackBy":0
}
```

WorkflowModelManager - getNextByExecutedOrderId(String haRecordSysId)

Retrieves the history activity that is cached by the *wf_history.sys_id* provided in the argument and then calls into *getNextByExecutedOrder()* with the retrieved JavaScript object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
haRecordSysId	String	The sys_id of the activity history (table wf_history).

Returns

Type	Description
Object	The ActivityHistoryRecord JavaScript object requested.

```
var model = new
 WorkflowModelManager('7b3e01573b130000dada82c09ccf3dcf');
      model.getExecutedHistory();
      var current =
 model.getActivityHistoryRecordById('d6681d573b130000dada82c09cc
f3d10');
      current.debugDump();

      var results =
 model.getNextByExecutedOrderId(current.sys_id);
      results.debugDump();
```

WorkflowModelManager - getNextByTransitionId(String haRecordSysId)

Retrieves the history activity that executed just after the one identified by the sys_id provided in the argument.

This function retreives the cached history record associated with the provided *`wf_history.sys_id`* and then calls *`getNextByTransition`*. The return values are based on which transitions came before the *`haRecord`* submitted and not necessarily the activities that executed just prior to the *`haRecord`* in time. To get the activity that executed prior to this activity in time, use *`getNextByExecutedOrder`*.

Parameters

Name	Type	Description
haRecordSysId	String	Sys_id of the desired Activity History [wf_history] record.

Returns

Type	Description
Object Array	Array of ActivityHistoryRecord JavaScript objects.

```
var model = new
 WorkflowModelManager('7b3e01573b130000dada82c09ccf3dcf');
model.getExecutedHistory();
model.playBack();

var current =
 model.getActivityHistoryRecordById('d6681d573b130000dada82c09cc
f3d10');
current.debugDump();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var results = model.getNextByTransitionId(current.sys_id);
gs.print('COMPLETED NEXT' + results.length );
for(var i = 0; i < results.length; i++){
  results[i].debugDump();
}
```

WorkflowModelManager - getPreviousByExecutedOrder(Object haRecord)

Retrieves the history activity that executed just previous to the one provided in the argument.

The **previous** status is based on the activity index reflecting the nearest prior activity in time and not necessarily the nearest prior activity with a valid transition to this activity. To get the nearest prior activity that transitioned to this haRecord passed in use *`getPreviousByTransition( haRecord)`*.

Note: In the process of assembling the execution order array, blanks are left in the array where history objects have been deleted. This ensures that the index in the array and the activity_index of the object remain in sync. For that reason, all objects coming out of the execution order array should be tested for nil() and not assumed to be the previous record based on activity_index or array index value.

Parameters

Name	Type	Description
haRecord	Object	ActivityHistoryRecord JavaScript object

Returns

Type	Description
Object	The ActivityHistoryRecord JavaScript object requested.

WorkflowModelManager - getPreviousByExecutedOrderId(String haRecordSysId)

Retrieves the history activity cached by the *`wf_history.sys_id`* provided in the argument, then calls *`getPreviousByExecutedOrder()`* with the retrieved JavaScript object.

Parameters

Name	Type	Description
haRecordSysId	String	Workflow history system ID (wf_history.sys_id)

Returns

Type	Description
ActivityHistoryRecord	The ActivityHistoryRecord JavaScript object requested.

```
var model = new WorkflowModelManager('contextId');
      model.getExecutedHistory();
      var current =
 model.getActivityHistoryRecordById('wf_history.sys_id');
      current.debugDump();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
     var results =
model.getPreviousByExecutedOrderId(current.sys_id);
     results.debugDump();
```

WorkflowModelManager - getPreviousByTransition(Object haRecord)

Retrieves the history activities that executed just prior to the one provided in the argument.

The **next** status is based on the wf_activity.sys_id associated with the activity represented in the haRecord existing as a TO in a transition associated with any ActivityHistoryRecords that come before the haRecord in the execution sequence. (This differs from *`getAllTransitionedIntoActivity`*, which returns all TO transitions up to the given haRecord in the execution sequence .) The return value is a collection of ActivityHistoryRecords that identify the argument haRecord.wfaId as their TO activity. The return values are based on which transitions came before the haRecord submitted and not necessarily the activities that executed just prior to the haRecord in time. To get the activity that executed prior to this activity in time, use *`getPreviousByExecutedOrder`*.

Parameters

Name	Type	Description
haRecord	Object	ActivityHistoryRecord JavaScript object.

Returns

Type	Description
Object Array	Array of ActivityHistoryRecord JavaScript objects requested.

WorkflowModelManager - getPreviousByTransitionId(String haRecordSysId)

Retrieves the history activities that executed just prior to the one provided in the argument.

The *`next`* status is based on the *`wf_activity.sys_id`* associated with the activity represented in the haRecord existing as a TO in a transition associated with any ActivityHistoryRecords that come before the haRecord in the execution sequence. The return value is a collection of ActivityHistoryRecords that identify the argument haRecord.wfaId as their TO activity. The return values are based on which transitions came before the haRecord sumbitted and not necessarily the activities that executed just prior to the haRecord in time. To get the activity that executed prior to this activity in time use *`getPreviousByExecutedOrder()`*.

Parameters

Name	Type	Description
haRecordSysId	String	Sys_id of the activity history. Table: WorkFlow History [wf_history]

Returns

Type	Description
Object	Array of ActivityHistoryRecord JavaScript objects requested.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to use the *getPreviousByTransitionId()* method to obtain ActivityHistoryRecord objects.

```
var w_history = new GlideRecord('wf_history');
w_history.addQuery('context.id',
 '089ebdad1b420110c97a40c6cc4bcbf7'); // Pass sys_id of record
 -> Requested Item / Change Request / Request, etc....
w_history.query();
if (w_history.next()) {
    var model = new WorkflowModelManager(w_history.context); //
 Call sys_id of the workflow context
    model.getExecutedHistory();
    var previousObje_hist_obj =
 model.getPreviousByTransitionId(w_history.sys_id); // Sys_id of
 wf_history table
    gs.info(JSON.stringify(previousObje_hist_obj));
}
```

Output:

```
[
  {
    "sys_id": "a40a92950721011094b4fe4f7c1ed05e",
    "index": "1",
    "startTime": 1644255752000,
    "endTime": 1644255758000,
    "wfaId": "28200e2a77873300b473455caa1061cd",
    "wfaIsParent": {},
    "parent": "",
    "wfaName": {},
    "adId": "3961a1da0a0a0b5c00ecd84822f70d85",
    "adName": {},
    "transitions": [
      {
        "sys_id": "060ad6950721011094b4fe4f7c1ed016",
        "ahrId": "a40a92950721011094b4fe4f7c1ed05e",
        "to": "24204e2a77873300b473455caa10611a",
        "from": "28200e2a77873300b473455caa1061cd",
        "rolledBack": "false",
        "rolledBackBy": ""
      }
    ],
    "rolledBackBy": "",
    "ARRIVED": true,
    "NOT_ARRIVED": false,
    "joinFroms": [],
    "joinSatisfied": false,
    "rollingBackBy": 0
  }
]
```

WorkflowModelManagerAjax - Global

The *WorkflowModelManagerAjax* script include provides an AjaxProcessor wrapper for the *WorkflowModelManager* script include. This class derives from *AbstractAjaxProcessor*.

Use this class in the Workflow Debug context menus.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WorkflowModelManagerAjax - getExecutedHistory( )

Puts the execution history into the return parameter based on the query string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

WorkflowModelManagerAjax - getFinalExecutedActivityIdList( )

Returns the final execution activity list based on a query string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example shows how to obtain the sys_ids of an executed activity list.

```
var model = new WorkflowModelManagerAjax(); // Initiate the
 class

 model.getParameter = function(paramName) {
   return {
      sysparm_key_id: "0213a4a607e0011094b4fe4f7c1ed0e2", //
sys_id of workflow context
      sysparm_key_table: 'wf_context'
   }[paramName];
 } // Override the parameters while calling from server side

 model.getExecutedHistory();
 var finals = model.getFinalExecutedActivityIdList(); // Get
the list of IDs
 finals = JSON.parse(finals);
 var finalarrofID = finals.ids;
   for ( var x = 0; x < finalarrofID .length; x++ ) {
     gs.print(JSON.stringify(finalarrofID[x]) ); // Print the
sys_ids of workflow history records
   }
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
WorkflowModelManagerAjax: creating new WorkflowModelManager for
 context=0213a4a607e0011094b4fe4f7c1ed0e2
WorkflowModelManagerAjax: returning 4 ActivityHistoryRecords
WorkflowModelManagerAjax: returning 4 activities  in execution
 path for 0213a4a607e0011094b4fe4f7c1ed0e2
*** Script: "0a13a4a607e0011094b4fe4f7c1ed0e3"
*** Script: "d61368a607e0011094b4fe4f7c1ed027"
*** Script: "de1368a607e0011094b4fe4f7c1ed02b"
*** Script: "961368a607e0011094b4fe4f7c1ed02f"
```

WorkflowModelManagerAjax - getRolledBackActivityIdList( )

Puts the rollback activity list into the return parameter based on the query string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

WorkflowScheduler - Global

The *`WorkflowScheduler`* script include provides a method to start a workflow.

This code is executed in the business rule "Set workflow scheduler script" on the Workflow Schedule [wf_workflow_schedule] table.

WorkflowScheduler - run( )

Starts the workflow specified in current, which is a record in the Workflow Schedule [wf_workflow_schedule] table.

This method is called from the Business Rule Set "workflow scheduler script" on the wf_workflow_schedule table.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

WorkflowTimeline - Global

The *`WorkflowTimeline`* script include provides methods to generate a view that shows a workflow context on the timeline.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WorkflowTimeline-getItems()

Generates the Ajax response for the timeline.

This method is called by the Prototype JavaScript Framework. See the *AbstractTimelineSchedulePage* script include for more details.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

XMLDocument2 - Scoped, Global

The *XMLDocument2* API is a JavaScript object wrapper for parsing and extracting XML data from an XML string.

Use this JavaScript class to create an object from an XML string, usually a return value from a web-service invocation, or the XML payload of ECC Queue. Using the XMLDocument2 object in a JavaScript business rule lets you query values from the XML elements and attributes directly.

An XML string has a tree structure, and the parts of the structure are called nodes. An XMLDocument2 object deals with two node types, element, and document element. An element node is a node with a name and possibly attributes and child nodes. A document-element node is the root node of the XML tree. It is the only node without a parent node.

Note: This API works for scoped or global applications.

Scoped XMLDocument2 - XMLDocument2()

Creates an XMLDocument2 object.

Parameters

Name	Type	Description
None		

Scoped XMLDocument2 - XMLDocument2(GlideScriptableInputStream inputStream)

Creates an XMLDocument2 object from an attachment stream.

Parameters

Name	Type	Description
inputStream	GlideScriptableInputStream	The input stream the XMLDocument2 object encapsulates.

Scoped XMLDocument2 - createElement(String name)

Creates and adds an element node to the current node. The element name is the string passed in as a parameter. The new element has no text child nodes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	The new element's name.

Returns

Type	Description
XMLNode	Current XML node.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
xmlDoc.createElement("new2");

gs.info(xmlDoc);
```

Output:

```
?xml version="1.0" encoding="UTF-8"?>
<test>
    <one>
        <two att="xxx">abcd1234</two>
            <three att="yyy" boo="yah">1234abcd</three>
        <two>another</two>
    </one>
    <number>1234</number>
    <new2></new2>
</test>
```

Scoped XMLDocument2 - createElementWithTextValue(String name, String value)

Creates and adds an element node with a text child node to the current node.

Parameters

Name	Type	Description
name	String	Name of the element to add.
value	String	Element's text value.

Returns

Type	Description
XMLNode	Current XML node.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var xmlString = "<test>" +
    "  <one>" +
    "    <two att=\"xxx\">abcd1234</two>" +
    "    <three boo=\"yah\" att=\"yyy\">1234abcd</three>" +
    "    <two>another</two>" +
    "  </one>" +
    "  <number>1234</number>" +
    "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
xmlDoc.createElementWithTextValue("new", "test");
gs.info(xmlDoc);
```

Output:

```
<?xml version="1.0" encoding="UTF-8"?>
    <test>
        <one>
            <two att="xxx">abcd1234</two>
            <three att="yyy" boo="yah">1234abcd</three>
            <two>another</two>
        </one>
        <number>1234</number>
        <new>test</new>
    </test>
```

Scoped XMLDocument2 - getDocumentElement()

Gets the document element node of the XMLdocument2 object. The document element node is the root node.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLNode	The document element.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
//returns the root node of the document tree.
var rootNode = xmlDoc.getDocumentElement();
gs.info(rootNode.getTextContent());
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
abcd1234    1234abcd    another    1234
```

Scoped XMLDocument2 - getFirstNode(String xPath)

Gets the first node in the specified xPath.

This method only supports a subset of predicate xPath expressions. For example, assume the following document:

```
<store>
    <resources company="ABC Inc">
        <resources type="servers" />
    </resources>
    <resources company="XYZ Inc">
        <resource type="bookstore">
            <book>
                <title>Windows</title>
                <price>10</price>
            </book>
            <book year="2009">
                <title>Harry Potter</title>
                <price>50</price>
            </book>
            <book year="1999">
                <title>Learning XML</title>
                <price>120</price>
            </book>
            <book year="2019">
                <title>Learning Java</title>
                <price>99</price>
            </book>
        </resource>
    </resources>
</store>
```

This method supports the following xPath expressions with predicates:

```
"/store/resources/resource[@type='bookstore']/book[@year='1999'
]",
"/store/resources/resource[@type='bookstore']/book[@year]",
"/store/resources/resource[@type='bookstore']/book[price >
 100]"
```

However, it does not support the following xPath expressions with predicates:

```
"/store/resources/resource[@type='bookstore']/book[2]",
"/store/resources/resource[@type='bookstore']/book[last()]",
"/store/resources/resource[@type='bookstore']/book[position()>
2]"
```

To work around this, use xPath without predicates, such as `"/store/resources/resource[@type='bookstore']/book")` and then filter the nodes in the script using the *`getFirstNode()`* and *`getNextNode()`* methods.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
xPath	String	The xPath to obtain the node from.

Returns

Type	Description
XMLNode	The first node.

```
var xmlString = "<test>" +
  "  <one>" +
  "    <two att=\"xxx\">abcd1234</two>" +
  "    <three boo=\"yah\" att=\"yyy\">1234abcd</three>" +
  "    <two>another</two>" +
  "  </one>" +
  "  <number>1234</number>" +
  "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
var foo = xmlDoc.getFirstNode('/test/one/two');
gs.info(foo.getTextContent());
```

Output:

```
abcd1234
```

Scoped XMLDocument2 - getNextNode(Object current)

Gets the node after the specified node.

Parameters

Name	Type	Description
current	Object	The current node.

Returns

Type	Description
XMLNode	The next node.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var foo = xmlDoc. getFirstNode('/test/one/two');
var foo2 = xmlDoc.getNextNode(foo);
gs.info(foo.getTextContent());
gs.info(foo2.getTextContent());
```

Output:

```
abcd1234

another
```

Scoped XMLDocument2 - getNode(String xPath)

Gets the node specified in the xPath.

Note: This method is intended for use with small documents since it parses the entire document to match the xPath expression. If the document is too large, an out of memory error may occur. For large documents, use the *`getFirstNode(String xPath)`* and *`getNextNode(Object current)`* methods, which are designed to stream through the document without parsing the entire document.

Parameters

Name	Type	Description
xPath	String	xPath of the node to obtain.

Returns

Type	Description
XMLNode	Current XML node.

```
/*
 * Checks if given node indeed of given tag.
 * Params:
 *  tag - String, name of tag to check
 *  node - XMLNode, node in which to check for the tag
 * Returns:
 *  true, if tag is present
 *  false, otherwise
 */
function isNodeOfTag (node, tag) {
  try {
    if (tag == node.getNodeName()) {
      gs.info("Given node belongs to tag " + tag);
      return true;
    }
  } catch (error) {
    gs.error("Given node might not belong to tag " + tag + ".
 Error while checking: " + error);
    return false;
  }
}

var xmlString = "<test>" +
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";

var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);

var node = xmlDoc.getNode("/test/one/two"); // tag 'two' is
 present in this XML.
isNodeOfTag(node, "two");

var node = xmlDoc.getNode("/test/one/four"); // tag 'four' is
 not present in this XML.
isNodeOfTag(node, "four");
```

Output:

```
Given node belongs to tag two
Given node might not belong to tag four. Error while checking:
 java.lang.NullPointerException
```

Scoped XMLDocument2 - getNodeText(String xPath)

Gets all the text child nodes from the node referenced in the specified XPath.

Parameters

Name	Type	Description
xPath	String	XPath of the text to obtain.

Returns

Type	Description
String	Text children in the XPath.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
gs.info(xmlDoc.getNodeText("//two"));
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
abcd1234
```

Scoped XMLDocument2 - parseXML(String xmlDoc)

Parses the XML string and loads it into the XMLDocument2 object.

Parameters

Name	Type	Description
xmlDoc	String	The document to parse.

Returns

Type	Description
Boolean	Flag that indicates whether the content was parsed.

This example parses the xmlString and loads it into the xmlDocument2 object.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
var rootNode = xmlDoc.getDocumentElement();
```

Scoped XMLDocument2 - setCurrentElement(XMLNode element)

Makes the node passed in as a parameter the current node.

Parameters

Name	Type	Description
element	XMLNode	The element node to set as the current node.

Returns

Type	Description
void	

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
//returns the root node of the document tree.
var rootNode = xmlDoc.getDocumentElement(); //returns
 org.w3c.dom.Element
// sets the root node as the current element
xmlDoc.setCurrentElement(rootNode);
```

Scoped XMLDocument2 - setEnableCDATAReporting(Boolean enable)

Sets whether nodes are treated as CDATA or regular text after parsing. CDATA reporting is deactivated by default.

This method must be called with Scoped XMLDocument2 - parseXML(String xmlDoc).

See also: Scoped XMLNode - isCDATANode().

Parameters

Name	Type	Description
enable	Boolean	Flag that indicates whether to handle CDATA nodes as CDATA or regular text nodes. Valid values: • true: Enable CDATA reporting. • false: Handle CDATA nodes as regular text nodes after parsing and concatenate it with the adjacent text. Default: False

Returns

Type	Description
None	

The following example shows how CDATA is parsed in an element with CDATA reporting activated. The result of `content.getFirstChild()` is an element that holds the text value `another`. This element internally contains the information identifying it as a CDATA type. The result of `content.getLastChild()` is an element that holds the text value `element`. This element internally contains the information as a text type.

```
var xmlString = "<test>" +
  "  <one>" +
  "    <three boo=\"yah\" att=\"yyy\">1234abcd</three>" +
  "    <two><![CDATA[another]]>element</two>" +
  "  </one>" +
  "  <number>1234</number>"
  "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.setEnableCDATAReporting(true); // Enable CDATA reporting
xmlDoc.parseXML(xmlString);
var content = xmlDoc.getFirstNode('/test/one/two');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gs.info(content.getFirstChild().getTextContent()); // prints
 "another"
gs.info(content.getLastChild().getTextContent()); // prints
 "element"
```

Output:

```
another
element
```

Note: Without CDATA reporting activated in the example, the entire child concatenates the CDATA as text with the rest of the text (`element`) in each line as follows:

```
anotherelement
anotherelement
```

Scoped XMLDocument2 - setNamespaceAware(Boolean aware)

When set to true, the XMLDocument2 object processes the document with XML namespaces.

If you don't set this, an XML document with namespaces won't be enumerated correctly, and an XPath search would fail.

Parameters

Name	Type	Description
aware	Boolean	When true, the XMLDocument2 object processes the document with XML namespaces.

Returns

Type	Description
void	

Scoped XMLDocument2 - toString()

Returns a string containing the XML.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A string containing the XML.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
gs.info(xmlDoc.toString());
```

Output - Line breaks were added to the output for readability.

```
<?xml version="1.0" encoding="UTF-8"?>
<test>
<one>
<two att="xxx">abcd1234</two>
<three att="yyy" boo="yah">1234abcd</three>
<two>another</two>
</one>
<number>1234</number>
</test>
```

XMLNode - Scoped, Global

The *XMLNode* API provides methods to query values from XML nodes. XMLNodes are extracted from XMLDocument2 objects, which contain XML strings.

There are no constructors for creating a stand alone instance of an XMLNode object. Instead, use the *createElement()* method of XMLDocument2, which adds a node to an existing document.

Scoped XMLNode - getAttribute(String attribute)

Gets the value of the attribute.

Parameters

Name	Type	Description
attribute	String	Name of the attribute.

Returns

Type	Description
String	The attribute's value.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
var node = xmlDoc.getNode('//two');
gs.info(node.getAttribute('att'));
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
xxx
```

Scoped XMLNode - getAttributes()

Returns an object containing the node's attributes as properties with values.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Contains name-value pairs where the name is the attribute and the value is the attribute's value.

Scoped XMLNode - getChildNodeIterator()

Gets a XMLNodeIterator object that can be used to walk through the list of child nodes.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLNodeIterator	The node iterator object.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
var node = xmlDoc.getNode('//one');
var iter= node.getChildNodeIterator();
gs.info(iter.hasNext());
```

Scoped XMLNode - getFirstChild()

Gets the node's first child node.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLNode	The node's first child node.

```
var xmlString = "<test>" +
                "<one>" +
                "<two att=\"xxx\">abcd1234</two>" +
                "<three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "<two>another</two>" +
                "</one>" +
                "<number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
var node = xmlDoc.getNode('//one');
gs.info(node.getFirstChild());
```

Output:

```
<two att="xxx">abcd1234</two>
```

Scoped XMLNode - getLastChild()

Gets the node's last child node.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLNode	The node's last child.

```
var xmlString = "<test>" +
                "<one>" +
                "<two att=\"xxx\">abcd1234</two>" +
                "<three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "<two>another</two>" +
                "</one>" +
                "<number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var node = xmlDoc.getNode('//one');

gs.info(node.getLastChild());
```

Output:

```
<two>another</two>
```

Scoped XMLNode - getNodeName()

Gets the node's name. A node's name is determined by the node type. A document-element node's name is #document. A text node's name is #text. An element node's name is the element's name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The node's name.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
var node = xmlDoc.getNode('//two');
gs.info(node.getNodeName());
```

Output:

```
two
```

Scoped XMLNode - getNodeValue()

Gets the node's value. A node's value is determined by the node type. Element and document-element nodes return null.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The node's value.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
var node = xmlDoc.getNode('//two');
gs.info(node.getNodeValue());
```

Output:

```
null
```

Scoped XMLNode - getTextContent()

Gets the text content of the current node. The text content of a node consists of all the node's child text nodes

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The text content of the current node.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmldoc = new XMLDocument2();
xmldoc.parseXML(xmlString);
var node = xmldoc.getNode('//one/two');
gs.info(node.getTextContent());
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
abcd1234
```

Scoped XMLNode - hasAttribute(String attribute)

Determines if the node has the specified attribute.

Parameters

Name	Type	Description
attribute	String	The name of the attribute to check.

Returns

Type	Description
Boolean	True if the node has the attribute.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
var node = xmlDoc.getNode('//two');
gs.info(node.hasAttribute('att'));
```

Output:

```
true
```

Scoped XMLNode - isCDATANode()

Indicates whether the CDATA node is preserved as a separate node.

Use the Scoped XMLDocument2 - setEnableCDATAReporting(Boolean enable) method to ensure that CDATA nodes are preserved and not handled as text.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether a queried node is CDATA or plain text. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: The node queried is CDATA. • false: The node queried is plain text.

The following example shows how to parse an XML string with CDATA reporting enabled using Scoped XMLDocument2 - setEnableCDATAReporting(Boolean enable). The code uses *isCDATANode()* to show that the first node queried in the XML string is a CDATA node.

```
var xmlString = "<test>" +
  "  <one>" +
  "    <two att=\"xxx\">abcd1234</two>" +
  "    <three boo=\"yah\" att=\"yyy\">1234abcd</three>"+
  "    <four><![CDATA[another]]>element</four>" +
  "  </one>" +
  "  <number>1234</number>" +
  "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.setEnableCDATAReporting(true); // Enables CDATA reporting
xmlDoc.parseXML(xmlString);
var content = xmlDoc.getFirstNode('/test/one/four');
gs.info(content.getFirstChild().isCDATANode());
```

Output:

```
true
```

Scoped XMLNode - toString()

Returns the string value of the current node.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The string value of the current node.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var node = xmlDoc.getNode('//one');
gs.info(node.toString());
```

Output: Line breaks were added to the output.

```
<one>
<two att="xxx">abcd1234</two>
<three att="yyy" boo="yah">1234abcd</three>
<two>another</two>
</one>
```

XMLNodeIterator - Scoped

The *XMLNodeIterator* API provides methods to iterate through a node of a XML document.

There are no constructors for creating a stand alone instance of a XMLNodeIterator object. To create a XMLNodeIterator object use the *getChildNodeIterator()* method of the XMLNode object.

XMLNodeIterator - hasNext()

Returns true if the iteration has more elements.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the iteration has more elements.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
var node = xmlDoc.getNode('//one');
var iter= node.getChildNodeIterator();
gs.info(iter.hasNext());
```

XMLNodeIterator - next()

Gets the next element in the iteration. The returned element may be a #text node for the spaces/tabs if XML is "pretty formatted".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLNode	The next element in the iteration.

```
var xmlString = "<test>" +
                "  <one>" +
                "    <two att=\"xxx\">abcd1234</two>" +
                "    <three boo=\"yah\"
 att=\"yyy\">1234abcd</three>" +
                "    <two>another</two>" +
                "  </one>" +
                "  <number>1234</number>" +
                "</test>";
var xmlDoc = new XMLDocument2();
xmlDoc.parseXML(xmlString);
var node = xmlDoc.getNode('//one');
var iter= node.getChildNodeIterator();
while(iter.hasNext()) {
   var n = iter.next();
   gs.info('Node name: ' +  n.getNodeName());
   gs.info('Node value: ' +  n.getNodeValue());
}
```

Output:

```
Node name: #text
Node value:
Node name: two
Node value: null
Node name: #text
Node value:
Node name: three
Node value: null
Node name: #text
Node value:
Node name: two
Node value: null
Node name: #text
Node value:
```

XMLStreamingAPI - Scoped

Builds a large streaming XML payload for use in a REST or SOAP request to send bulk data to a third-party API. You can also create the payload as an XML string for a non-streaming option.

Use these methods in a Workflow Studio Script step with the `sn_ih` namespace identifier. For example, you can use this API to create an XML payload in the Workflow Studio Script step and pass the returned value to the REST step to send the request to a third-party service. For more information, see the Workflow Studio Script step.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: You can only use this API within the Workflow Studio environment.

There is no constructor for this class. Instead, you must call the *build()* method in the XMLStreamingBuilder class to return an XMLStreamingAPI object.

API call order

Generate XML payloads by first instantiating a builder object with *XMLStreamingBuilder* and then calling the methods in the *XMLStreamingAPI* class:

1. *XMLStreamingBuilder*: **Creates a builder object**

   Use these method in the following order to create a builder object:

   1. *XMLStreamingBuilder()*: Instantiates the XMLStreamingBuilder object.
   2. *withAttachment()*: Optional. Creates an XML document as an attachment and stores it in the Streaming Attachments [streaming_attachment] table. If you don't call this method, the API builds the payload as an XML string.
   3. *expiresAt()*: Optional. Sets a time when the attachment expires. False is the default. Must also call the *withAttachment()* method.
   4. *build()*: Returns an XMLStreamingAPI object.

2. *XMLStreamingAPI*: **Builds the XML payload**

   Use these methods in the following order to create the XML payload:

   1. *startDocument()*: Creates the top-level parent element in the XML document.
   2. Methods to generate child elements in the XML document, such as *writeTextElement()*, *startElement()*, and *writeArray()*.
   3. Methods to generate attributes for an element, such as *writeAttribute()*, *writeNamespace()*, and *writeDtd()*.
   4. *endElement()*: Closes an XML element.
   5. *endDocument*: Closes the top-level parent element.
   6. *getXMLString()* or *getAttachmentId()*: Returns the XML string or attachment ID that you created.
   7. *close()*: Closes the XMLStreamingAPI object.

Size limits

Payloads generated through this API cannot exceed these size limits:

- Attachments: 200 MB
- Strings: 5 MB

The following example shows how to create an XML document and store it in the Streaming Attachments [streaming_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .withAttachment() // Creates the XML document in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the XMLStreamingAPI object.

  builder.startDocument("Employee") // Begins generating the XML
 document.
    .writeTextElement("firstName","John") // Writes a
 "firstName" element and value.
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .startElement("address") // Adds an "address" parent
 element.
      .writeTextElement("streetAddress", "21 2nd Street") //
 Writes a child element and value.
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement() // Adds a closing tag for the "address"
 element.
    .startElement("phoneNumber")
      .writeTextElement("type","home")
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument() // Stops generating the XML document.

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

Alternatively, this example shows how to use the API in the Script step and create the payload as an XML string. You can use this option to create payloads under 5 MB.

```
(function execute(inputs, outputs) {

  var builder = new sn_ih.XMLStreamingBuilder().build();

  builder.startDocument("Employee")
    .enablePrettyPrint()
    .writeTextElement("firstName","John")
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .startElement("address")
      .writeTextElement("streetAddress", "21 2nd Street")
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement()
    .startElement("phoneNumber")
      .writeTextElement("type","home")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument()

  outputs.payload = builder.getXMLString();

})(inputs, outputs);
```

Output:

```
<?xml version="1.0" encoding="UTF-8"?>
<firstName>John</firstName>
<lastName>Smith</lastName>
<age>25</age>
<address>
  <streetAddress>21 2nd Street</streetAddress>
  <city>Santa Clara</city>
  <state>CA</state>
  <postalCode>11111</postalCode>
</address>
<phoneNumber>
  <type>home</type>
  <number>212 555-1234</number>
  <type>fax</type>
  <number>646 555-4567</number>
</phoneNumber>
```

XMLStreamingAPI - close()

Closes the XMLStreamingAPI object. You must call this method to close the stream after building your XML document.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

Example

The following example shows how to create an XML document and store it in the Streaming Attachments [streaming_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment() // Creates the XML document in streaming
 mode within an attachment.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the XMLStreamingAPI object.

  builder.startDocument("Employee") // Begins generating the XML
 document.
    .writeTextElement("firstName","John") // Writes a
 "firstName" element and value.
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .startElement("address") // Adds an "address" parent
 element.
      .writeTextElement("streetAddress", "21 2nd Street") //
 Writes a child element and value.
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement() // Adds a closing tag for the "address"
 element.
    .startElement("phoneNumber")
      .writeTextElement("type","home")
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument() // Stops generating the XML document.

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

XMLStreamingAPI - disablePrettyPrint()

Ends pretty print XML formatting.

Before calling this method, you must first call *`enablePrettyPrint()`* to add XML formatting to a section.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to add pretty print formatting to the `address` element.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment()
    .expiresAt(ttl)
    .build();

  builder.startDocument("Employee")
    .writeTextElement("firstName","John")
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .enablePrettyPrint()
    .startElement("address")
      .writeTextElement("streetAddress", "21 2nd Street")
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement()
    .disablePrettyPrint()
    .startElement("phoneNumber")
      .writeTextElement("type","home")
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument()

  gs.log(builder.getAttachmentId());
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

XMLStreamingAPI - enablePrettyPrint()

Adds pretty print formatting to an XML element or tree of elements.

Use the *`disablePrettyPrint()`* method to end the formatting.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to add pretty print formatting to the `address` element.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment()
    .expiresAt(ttl)
    .build();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  builder.startDocument("Employee")
    .writeTextElement("firstName","John")
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .enablePrettyPrint()
    .startElement("address")
      .writeTextElement("streetAddress", "21 2nd Street")
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement()
    .disablePrettyPrint()
    .startElement("phoneNumber")
      .writeTextElement("type","home")
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument()

  gs.log(builder.getAttachmentId());
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

XMLStreamingAPI - endDocument()

Ends the structure of your XML document.

After calling the *`startDocument()`* method and organizing your streaming XML document, call the *`endDocument()`* method at the end of your document's structure. You must use these two methods together to successfully build your streaming XML document's structure.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to create an XML document containing elements about a user.

```
try {
    var ttl = new GlideDateTime('2011-01-01 12:00:00');
    var builder = new
 sn_ih.XMLStreamingBuilder().withAttachment().expiresAt(ttl);
    var streamingDocument = builder.build();

    streamingDocument.startDocument('Employee')
        .writeTextElement('firstName', 'John')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        .writeTextElement('lastName', 'Smith')
        .writeTextElement('age', '25')
        .endDocument();
    gs.log(streamingDocument.getAttachmentId());
} catch (err) {
    gs.log(err);
} finally {
    streamingDocument.close();
}
```

XMLStreamingAPI - endElement()

Adds a closing tag to an XML element.

Use the following methods in this sequence to create a valid XML element:

1. Use the *`startElement()`* method to add a starting tag.
2. Use the *`endElement()`* method to add the closing tag.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to build a parent element named `address` and then write four child elements.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment()
    .expiresAt(ttl)
    .build();

  builder.startDocument("Employee")
      .startElement("address")
      .writeTextElement("streetAddress", "21 2nd Street")
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement()
  .endDocument()

  gs.log(builder.getAttachmentId());
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

XMLStreamingAPI - getXMLString()

Returns the XML document as a string.

To return the XML document as a string, don't call the *getAttachementId()* method in the *XMLStreamingBuilder* class. For more information, see XMLStreamingBuilder - Scoped.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	XML document created using the *XMLStreamingAPI* methods, as a string.

The following example shows how to create an XML document and then return it as a string.

```
(function execute(inputs, outputs) {

  var builder = new sn_ih.XMLStreamingBuilder().build();

  builder.startDocument("Employee")
    .enablePrettyPrint()
    .writeTextElement("firstName","John")
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .startElement("address")
      .writeTextElement("streetAddress", "21 2nd Street")
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement()
    .startElement("phoneNumber")
      .writeTextElement("type","home")
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument()

  outputs.payload = builder.getXMLString();

})(inputs, outputs);
```

Output:

```
<?xml version="1.0" encoding="UTF-8"?>
<firstName>John</firstName>
<lastName>Smith</lastName>
<age>25</age>
<address>
  <streetAddress>21 2nd Street</streetAddress>
  <city>Santa Clara</city>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  <state>CA</state>
  <postalCode>11111</postalCode>
</address>
<phoneNumber>
  <type>home</type>
  <number>212 555-1234</number>
  <type>fax</type>
  <number>646 555-4567</number>
</phoneNumber>
```

XMLStreamingAPI - startDocument(String rootElement, Object namespaceDefinitionMap)

Begins building an XML document.

After calling the *build()* method, call the *startDocument()* method to start organizing your XML document. You must also call the *endDocument* method at the end of your document's structure.

Parameters

Name	Type	Description
rootElement	String	Optional. Root element, or top-level parent element, for your XML document.
namespaceDefinitionMap	Object	Optional. Map of keys and values for the namespaces and their associated values in a subsequent list of elements. For example: `{ 'namespaceOne':'namespaceValue', 'namespaceTwo':'namespaceValue' }`

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to create an XML document containing elements with information about an employee.

```
try {
    var ttl = new GlideDateTime('2011-01-01 12:00:00');
    var builder = new
 sn_ih.XMLStreamingBuilder().withAttachment().expiresAt(ttl);
    var streamingDocument = builder.build();

    streamingDocument.startDocument('Employee')
        .writeTextElement('firstName', 'John')
        .writeTextElement('lastName', 'Smith')
        .writeTextElement('age', '25')
        .endDocument();
    gs.log(streamingDocument.getAttachmentId());
} catch (err) {
    gs.log(err);
} finally {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    streamingDocument.close();
}
```

XMLStreamingAPI - startElement(String name, Object namespaceMap, Object attributeMap, String prefix)

Adds a starting tag for an XML element.

Use the following methods in this sequence to create a valid XML element:

1. Use the `startElement()` method to add a starting tag.
2. Use the `endElement()` method to add the closing tag.

Parameters

Name	Type	Description
name	String	Name of the XML element.
namespaceMap	Object	Optional. Map of keys and values for the namespaces and their associated values in a subsequent list of elements. For example: `{ 'namespaceOne':'namespaceValue', 'namespaceTwo':'namespaceValue' }`
attributeMap	Object	Optional. Map of keys and values for the attributes and their associated values in a subsequent list of elements.
prefix	String	Optional. Prefix for the XML element.

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to build a parent element named `address` and then write four child elements.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment()
    .expiresAt(ttl)
    .build();

  builder.startDocument("Employee")
      .startElement("address")
      .writeTextElement("streetAddress", "21 2nd Street")
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement()
  .endDocument()

  gs.log(builder.getAttachmentId());
} catch (err) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.log(err);
} finally {
  builder.close();
}
```

XMLStreamingAPI - writeArray(String elementName, Array data, String wrappingElement)

Adds a list of nested elements with predefined text to your streaming XML document.

After calling the *`startDocument()`* method, you can call the *`writeArray()`* method to add a block of nested elements to your streaming XML document.

Parameters

Name	Type	Description
elementName	String	Name of the XML element associated with each string listed in the *`data`* array.
data	Array	List of values to assign to each element nested inside *`wrappingElement`*.
wrappingElement	String	Parent element containing each *`elementName`*.

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to build a parent element named `officeLocations`, and then nest an array of five `city` elements.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment()
    .expiresAt(ttl)
    .build();

  builder.startDocument("Employee")
      .writeArray('city', ['Santa Clara','San
 Diego','Chicago','Sydney','London'], 'officeLocations')
  .endDocument()

  gs.log(builder.getAttachmentId());
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

XMLStreamingAPI - writeAttribute(String name, String value)

Adds an attribute to an element in your XML document.

After calling the *`startDocument()`*, *`startElement()`*, or *`writeTextElement()`* method, you can call the *`writeAttribute()`* method to add an attribute to the associated XML element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Name of the XML element's attribute.
value	String	Value for the XML element's attribute.

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

This example adds an attribute named *idNumber* to the *employee* element.

```
try {
    var ttl = new GlideDateTime('2011-01-01 12:00:00');
    var builder = new
 sn_ih.XMLStreamingBuilder().withAttachment().expiresAt(ttl);
    var streamingDocument = builder.build();

    streamingDocument.startDocument('Employee')
    .writeAttribute('idNumber','12345')
        .writeTextElement('firstName', 'John')
        .writeTextElement('lastName', 'Smith')
        .writeTextElement('age', '25')
    .endDocument();
    gs.log(streamingDocument.getAttachmentId());
} catch (err) {
    gs.log(err);
} finally {
    streamingDocument.close();
}
```

XMLStreamingAPI - writeAttributes(Object attributeMap)

Adds attributes to an element in your XML document.

After calling the *startDocument()*, *startElement()*, or *writeTextElement()* method, you can call the *writeAttributes()* method to add attributes to the associated XML element.

Parameters

Name	Type	Description
attributeMap	Object	Map of keys and values containing attribute names and values to associate with the XML element. For example: `{ 'attributeOne':'attributeValue', 'attributeTwo':'attributeValue' }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

This example adds attributes named *idNumber*, *officeLocation*, and *department* to the *employee* element.

```
try {
    var ttl = new GlideDateTime('2011-01-01 12:00:00');
    var builder = new
 sn_ih.XMLStreamingBuilder().withAttachment().expiresAt(ttl);
    var streamingDocument = builder.build();

    streamingDocument.startDocument('Employee')
    .writeAttributes({'idNumber':'12345', 'officeLocation':'San
 Diego', 'department':'Sales'})
        .writeTextElement('firstName', 'John')
        .writeTextElement('lastName', 'Smith')
        .writeTextElement('age', '25')
    .endDocument();
    gs.log(streamingDocument.getAttachmentId());
} catch (err) {
    gs.log(err);
} finally {
    streamingDocument.close();
}
```

XMLStreamingAPI - writeCData(String data)

Adds CDATA to your XML document.

After calling the *writeCDataElement()* method, you can call the *writeCData()* method to add CDATA within the element.

Parameters

Name	Type	Description
data	String	Value to include after the CDATA keyword in your CDATA element.

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

This example adds CDATA to the CDATA element `timeWorked`.

```
try {
    var ttl = new GlideDateTime('2011-01-01 12:00:00');
    var builder = new
 sn_ih.XMLStreamingBuilder().withAttachment().expiresAt(ttl);
    var streamingDocument = builder.build();

    streamingDocument.startDocument('Employee')
        .writeTextElement('firstName', 'John')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        .writeTextElement('lastName', 'Smith')
        .writeTextElement('age', '25')
        .writeCDataElement('timeWorked')
        .writeCData('< 2 years')
    .endDocument();
    gs.log(streamingDocument.getAttachmentId());
} catch (err) {
    gs.log(err);
} finally {
    streamingDocument.close();
}
```

XMLStreamingAPI - writeCDataElement(String name, String data, Object prefix)

Adds a CDATA element to your XML document.

After calling the *`startDocument()`* method, you can call the *`writeCDataElement()`* method to add a CDATA element to your XML document.

Parameters

Name	Type	Description
name	String	Name of the CDATA element.
data	String	Optional. Type of data to parse the CDATA element as.
prefix	Object	Optional. Map of child elements and values that the CDATA element includes. For example: `{ 'prefixOne':'prefixValue', 'prefixTwo':'prefixValue' }` You must associate an XML element's prefix with a namespace using writeNamespace().

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

This example uses a document type definition named `address` to define an internal document type definition for the XML document.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment()
    .expiresAt(ttl)
    .build();

  builder.startDocument("Employee")
  .writeDtd('address')
  .writeCDataElement('home', '#PCDATA', {'streetAddress',
 'city', 'state', 'postalCode'})
      .writeTextElement("streetAddress", "21 2nd Street")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
  .endDocument()

  gs.log(builder.getAttachmentId());
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

XMLStreamingAPI - writeCharacters(String text)

Adds text to your XML document.

Use the *writeCharacters()* method to insert string data to a section in your XML document.

Parameters

Name	Type	Description
text	String	Text to add to a section of your XML document.

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to add text values to elements in your XML document.

```
try {
    var ttl = new GlideDateTime('2011-01-01 12:00:00');
    var builder = new
 sn_ih.XMLStreamingBuilder().withAttachment().expiresAt(ttl);
    var streamingDocument = builder.build();

    streamingDocument.startDocument('Employee')
        .startElement('firstName')
        .writeCharacters('John')
        .EndElement()
        .startElement('lastName')
        .writeCharacters('Smith')
        .endElement()
    .endDocument();
    gs.log(streamingDocument.getAttachmentId());
} catch (err) {
    gs.log(err);
} finally {
    streamingDocument.close();
}
```

XMLStreamingAPI - writeComment(String comment)

Adds a comment to your XML document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

After calling the *startDocument()* method, you can call the *writeComment()* method to add a comment to your XML document.

Parameters

Name	Type	Description
comment	String	Comment text to include.

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to add a comment to an XML document.

```
try {
    var ttl = new GlideDateTime('2011-01-01 12:00:00');
    var builder = new
 sn_ih.XMLStreamingBuilder().withAttachment().expiresAt(ttl);
    var streamingDocument = builder.build();

    streamingDocument.startDocument('Employee')
        .writeComment('Element for information related to active
 employees.')
        .writeTextElement('firstName', 'John')
        .writeTextElement('lastName', 'Smith')
        .writeTextElement('age', '25')
    .endDocument();
    gs.log(streamingDocument.getAttachmentId());
} catch (err) {
    gs.log(err);
} finally {
    streamingDocument.close();
}
```

XMLStreamingAPI - writeDtd(String dtd)

Adds a document type definition to your XML document.

After calling the *startDocument()* method, you can call the *writeDtd()* method to add a valid XML document type definition to your XML document.

Parameters

Name	Type	Description
dtd	String	Name of a valid XML document type definition.

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example uses a document type definition named *address* to define an internal document type definition for the XML document.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment()
    .expiresAt(ttl)
    .build();

  builder.startDocument("Employee")
  .writeDtd('address')
  .writeCDataElement('home', '#PCDATA', {'streetAddress',
 'city', 'state', 'postalCode'})
      .writeTextElement("streetAddress", "21 2nd Street")
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
  .endDocument()

  gs.log(builder.getAttachmentId());
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

XMLStreamingAPI - writeNamespace(String prefix, String namespaceURI)

Adds a namespace to an element in your XML document.

After calling the *startDocument()*, *startElement()*, or *writeTextElement()* method, you can call the *writeNamespace()* method to add a namespace to the associated XML element.

Parameters

Name	Type	Description
prefix	String	Prefix for the XML namespace.
namespaceURI	String	Optional. URI for the namespace.

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to add a namespace and URI to the `company` root element, and then assign the prefix to the nested `companyName` element.

```
try {
    var ttl = new GlideDateTime('2011-01-01 12:00:00');
    var builder = new
 sn_ih.XMLStreamingBuilder().withAttachment().expiresAt(ttl);
    var streamingDocument = builder.build();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    streamingDocument.startDocument('company')
    .writeNamespace('x','https://www.servicenow.com')
        .writeTextElement('companyName', 'ServiceNow')
        .writeNamespace('x')
    .endDocument();
    gs.log(streamingDocument.getAttachmentId());
} catch (err) {
    gs.log(err);
} finally {
    streamingDocument.close();
}
```

XMLStreamingAPI - writeNamespaces(Object namespaceMap)

Adds namespaces to the root element in your XML document.

After calling the *`startDocument()`* or *`startElement()`* method, you can call the *`writeNamespaces()`* method to declare namespaces for the associated XML element.

Parameters

Name	Type	Description
namespaceMap	Object	Map of keys and values containing namespace prefixes and URIs to associate with the root element of the XML document. For example: `{ 'namespaceOne':'namespaceValue', 'namespaceTwo':'namespaceValue' }`

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

This example adds two namespaces and URIs to the *`company`* root element, and then assigns the appropriate prefixes to the nested elements.

```
try {
    var ttl = new GlideDateTime('2011-01-01 12:00:00');
    var builder = new
 sn_ih.XMLStreamingBuilder().withAttachment().expiresAt(ttl);
    var streamingDocument = builder.build();

    streamingDocument.startDocument('company')
    .writeNamespaces({'x':'https://www.servicenow.com',
 'y':'https://www.developer.servicenow.com'})
        .writeTextElement('companyName', 'ServiceNow')
        .writeNamespace('x')
        .writeTextElement('devFramework', 'UI Framework')
        .writeNamespace('y')
    .endDocument();
    gs.log(streamingDocument.getAttachmentId());
} catch (err) {
    gs.log(err);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
} finally {
    streamingDocument.close();
}
```

XMLStreamingAPI - writeTextElement(String name, String text, Object prefix)

Adds a single XML element to your XML document.

After calling the *`startDocument()`* method, you can call the *`writeTextElement()`* method to add a single XML element to your XML document's structure.

Parameters

Name	Type	Description
name	String	Name of the XML element.
text	String	Value for the XML element.
prefix	Object	Optional. Map of prefixes and values associated with the XML element. For example: `{ 'prefixOne':'prefixValue', 'prefixTwo':'prefixValue' }` You must associate an XML element's prefix with a namespace using writeNamespace().

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to create an XML document containing three elements with information about an employee.

```
try {
    var ttl = new GlideDateTime('2011-01-01 12:00:00');
    var builder = new
 sn_ih.XMLStreamingBuilder().withAttachment().expiresAt(ttl);
    var streamingDocument = builder.build();

    streamingDocument.startDocument('Employee')
        .writeTextElement('firstName', 'John')
        .writeTextElement('lastName', 'Smith')
        .writeTextElement('age', '25')
    .endDocument();
    gs.log(streamingDocument.getAttachmentId());
} catch (err) {
    gs.log(err);
} finally {
    streamingDocument.close();
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

XMLStreamingBuilder - Scoped

Creates a builder object to build a large XML payload for use in a REST or SOAP request to send bulk data to a third-party API. You can also create the payload as an XML string for a non-streaming option.

Use these methods in a Workflow Studio Script step with the `sn_ih` namespace identifier. For example, you can use this API to create an XML payload in the Workflow Studio Script step and pass the returned value to the REST step to send the request to a third-party service. For more information, see the Workflow Studio Script step.

Note: You can only use this API within the Workflow Studio environment.

API call order

Generate XML payloads by first instantiating a builder object with *`XMLStreamingBuilder`* and then calling the methods in the *`XMLStreamingAPI`* class:

1. *`XMLStreamingBuilder`*: **Creates a builder object**

   Use these method in the following order to create a builder object:

   1. *`XMLStreamingBuilder()`*: Instantiates the XMLStreamingBuilder object.
   2. *`withAttachment()`*: Optional. Creates an XML document as an attachment and stores it in the Streaming Attachments [streaming_attachment] table. If you don't call this method, the API builds the payload as an XML string.
   3. *`expiresAt()`*: Optional. Sets a time when the attachment expires. False is the default. Must also call the *`withAttachment()`* method.
   4. *`build()`*: Returns an XMLStreamingAPI object.

2. *`XMLStreamingAPI`*: **Builds the XML payload**

   Use these methods in the following order to create the XML payload:

   1. *`startDocument()`*: Creates the top-level parent element in the XML document.
   2. Methods to generate child elements in the XML document, such as *`writeTextElement()`*, *`startElement()`*, and *`writeArray()`*.
   3. Methods to generate attributes for an element, such as *`writeAttribute()`*, *`writeNamespace()`*, and *`writeDtd()`*.
   4. *`endElement()`*: Closes an XML element.
   5. *`endDocument`*: Closes the top-level parent element.
   6. *`getXMLString()`* or *`getAttachmentId()`*: Returns the XML string or attachment ID that you created.
   7. *`close()`*: Closes the XMLStreamingAPI object.

Size limits

Payloads generated through this API cannot exceed these size limits:

- Attachments: 200 MB
- Strings: 5 MB

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to create an XML document and store it in the Streaming Attachments [streaming_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment() // Creates the XML document in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the XMLStreamingAPI object.

  builder.startDocument("Employee") // Begins generating the XML
 document.
    .writeTextElement("firstName","John") // Writes a
 "firstName" element and value.
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .startElement("address") // Adds an "address" parent
 element.
      .writeTextElement("streetAddress", "21 2nd Street") //
 Writes a child element and value.
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement() // Adds a closing tag for the "address"
 element.
    .startElement("phoneNumber")
      .writeTextElement("type","home")
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument() // Stops generating the XML document.

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

Alternatively, this example shows how to use the API in the Script step and create the payload as an XML string. You can use this option to create payloads under 5 MB.

```
(function execute(inputs, outputs) {

  var builder = new sn_ih.XMLStreamingBuilder().build();

  builder.startDocument("Employee")
    .enablePrettyPrint()
    .writeTextElement("firstName","John")
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .startElement("address")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      .writeTextElement("streetAddress", "21 2nd Street")
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement()
    .startElement("phoneNumber")
      .writeTextElement("type","home")
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument()

  outputs.payload = builder.getXMLString();

})(inputs, outputs);
```

Output:

```
<?xml version="1.0" encoding="UTF-8"?>
<firstName>John</firstName>
<lastName>Smith</lastName>
<age>25</age>
<address>
  <streetAddress>21 2nd Street</streetAddress>
  <city>Santa Clara</city>
  <state>CA</state>
  <postalCode>11111</postalCode>
</address>
<phoneNumber>
  <type>home</type>
  <number>212 555-1234</number>
  <type>fax</type>
  <number>646 555-4567</number>
</phoneNumber>
```

XMLStreamingBuilder - XMLStreamingBuilder()

Instantiates the XMLStreamingBuilder object.

Parameters

Name	Type	Description
None		

This example shows how to instantiate a `builder` object.

```
var builder = new sn_ih.XMLStreamingBuilder()
```

XMLStreamingBuilder - build()

Returns an XMLStreamingAPI object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLStreamingAPI	Streaming XML object for constructing the payload.

The following example shows how to create an XML document and store it in the Streaming Attachments [streaming_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment() // Creates the XML document in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the XMLStreamingAPI object.

  builder.startDocument("Employee") // Begins generating the XML
 document.
    .writeTextElement("firstName","John") // Writes a
 "firstName" element and value.
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .startElement("address") // Adds an "address" parent
 element.
      .writeTextElement("streetAddress", "21 2nd Street") //
 Writes a child element and value.
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement() // Adds a closing tag for the "address"
 element.
    .startElement("phoneNumber")
      .writeTextElement("type","home")
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument() // Stops generating the XML document.

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

XMLStreamingBuilder - expiresAt(Object expiresAt)

Sets a time when the attachment expires. Must also call the `withAttachment()` method.

Parameters

Name	Type	Description
expiresAt	GlideDateTime	Object that is set when the attachment expires. • Minimum value: 7200 seconds, or two hours, from the time the attachment is created. This is the default value if you don't call the `expiresAt()` method. • Maximum value: 172800 seconds, or 48 hours, from the time the attachment is created.

Returns

Type	Description
XMLStreamingBuilder	Builder object used to initiate the XML payload.

The following example shows how to create an XML document and store it in the Streaming Attachments [streaming_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment() // Creates the XML document in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the XMLStreamingAPI object.

  builder.startDocument("Employee") // Begins generating the XML
 document.
    .writeTextElement("firstName","John") // Writes a
 "firstName" element and value.
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .startElement("address") // Adds an "address" parent
 element.
      .writeTextElement("streetAddress", "21 2nd Street") //
 Writes a child element and value.
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement() // Adds a closing tag for the "address"
 element.
    .startElement("phoneNumber")
      .writeTextElement("type","home")
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument() // Stops generating the XML document.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

XMLStreamingBuilder - withAttachment()

Creates an XML document as an attachment and stores it in the Streaming Attachments [streaming_attachment] table. If you don't call this method, the API creates the XML document as a string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
XMLStreamingBuilder	Builder object used to initiate the XML payload.

The following example shows how to create an XML document and store it in the Streaming Attachments [streaming_attachment] table with a defined expiration date.

```
try {
  var ttl = new GlideDateTime("2011-01-01 12:00:00");
  var builder = new sn_ih.XMLStreamingBuilder()
    .withAttachment() // Creates the XML document in streaming
 mode within an attachment.
    .expiresAt(ttl) // Sets an expiration date for the
 attachment.
    .build(); // Creates the XMLStreamingAPI object.

  builder.startDocument("Employee") // Begins generating the XML
 document.
    .writeTextElement("firstName","John") // Writes a
 "firstName" element and value.
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .startElement("address") // Adds an "address" parent
 element.
      .writeTextElement("streetAddress", "21 2nd Street") //
 Writes a child element and value.
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement() // Adds a closing tag for the "address"
 element.
    .startElement("phoneNumber")
      .writeTextElement("type","home")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument() // Stops generating the XML document.

  gs.log(builder.getAttachmentId()); // Returns the sys_id of
 the attachment.
} catch (err) {
  gs.log(err);
} finally {
  builder.close();
}
```

This example shows how to build the XML payload and save it as a string.

```
(function execute(inputs, outputs) {

  var builder = new sn_ih.XMLStreamingBuilder().build();

  builder.startDocument("Employee")
    .enablePrettyPrint()
    .writeTextElement("firstName","John")
    .writeTextElement("lastName","Smith")
    .writeTextElement("age","25")
    .startElement("address")
      .writeTextElement("streetAddress", "21 2nd Street")
      .writeTextElement("city", "Santa Clara")
      .writeTextElement("state", "CA")
      .writeTextElement("postalCode", "11111")
    .endElement()
    .startElement("phoneNumber")
      .writeTextElement("type","home")
      .writeTextElement("number","212 555-1234")
      .writeTextElement("type","fax")
      .writeTextElement("number","646 555-4567")
    .endElement()
  .endDocument()

  outputs.payload = builder.getXMLString();

})(inputs, outputs);
```

Output:

```
<?xml version="1.0" encoding="UTF-8"?>
<firstName>John</firstName>
<lastName>Smith</lastName>
<age>25</age>
<address>
  <streetAddress>21 2nd Street</streetAddress>
  <city>Santa Clara</city>
  <state>CA</state>
  <postalCode>11111</postalCode>
</address>
<phoneNumber>
  <type>home</type>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  <number>212 555-1234</number>
  <type>fax</type>
  <number>646 555-4567</number>
</phoneNumber>
```

XMLUtilJS - Global

The *XMLUtilJS* script include provides XML utility methods for JavaScript to be used with Discovery scripts.

This script include is provided with the Discovery plugin. Use this script include in any server-side Discovery script in which you need XML utilities.

Access these methods using the static variable *XMLUtilJS*.

XMLUtilJS - escapeForXMLText(String text)

Provides escape text for a given string.

Parameters

Name	Type	Description
text	String	The text to format.

Returns

Type	Description
String	The formatted text.

The following example shows how to list escaped XML data in a document. See also *stringToValue()*.

```
// Create an XML document to work with
var doc = new XMLDocument2();

// Add an element called catalog
var catalog = doc.createElement('catalog');

// Set current element to the one previously made to add more
 elements
doc.setCurrentElement(catalog);

// Add an element called catalog
var bookAttribute = doc.createElement('book');

// Add an attribute to the element created
bookAttribute.setAttribute('id', 'bk101');

// Create multiple elements with a defined value
doc.createElementWithTextValue('author', 'Gambardella,
 Matthew');
doc.createElementWithTextValue('title', 'XML Developer');
doc.createElementWithTextValue('genre', 'Computer');
doc.createElementWithTextValue('price', '44.95');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Pass the created XML document as a string to the XMLUtilJS
 API function
var escapedXML = XMLUtilJS.escapeForXMLText(doc.toString());

// Print the escapedXML. If an invalid XML is created, the
 original value will be returned
gs.print(escapedXML);
```

Output:

```
&lt;?xml version="1.0"
 encoding="UTF-8"?&gt;&lt;catalog&gt;&lt;book
 id="bk101"/&gt;&lt;author&gt;Gambardella,
 Matthew&lt;/author&gt;&lt;title&gt;XML
 Developer&lt;/title&gt;&lt;genre&gt;Computer&lt;/genre&gt;&lt;p
rice&gt;44.95&lt;/price&gt;&lt;/catalog&gt;
```

XMLUtilJS - stringToValue(String str)

Converts a string to an XML value.

Parameters

Name	Type	Description
str	String	The string to convert.

Returns

Type	Description
String	The specified string converted to XML.

The following example shows how to transform a string of escaped XML to tagged XML output. See also *`escapeForXMLText()`*.

```
//Example of an escaped XML string, previously generated by
 XMLUtilJS.escapeForXMLText()
var escapedXML = '&lt;catalog&gt;&lt;book
 id="bk101"&gt;&lt;author&gt;Gambardella,
 Matthew&lt;/author&gt;&lt;title&gt;XML Developer\'s
 Guide&lt;/title&gt;&lt;genre&gt;Computer&lt;/genre&gt;&lt;price
&gt;44.95&lt;/price&gt;&lt;publish_date&gt;2000-10-01&lt;/publis
h_date&gt;&lt;description&gt;An in-depth look at creating
 applications with
 XML.&lt;/description&gt;&lt;/book&gt;&lt;/catalog&gt;';

//Pass in escaped XML text and store output in a variable
var output = XMLUtilJS.stringToValue(escapedXML);

// If the input value is a string value of NULL, the output will
 be null, otherwise an unescaped XML string value.
gs.print(output);
```

Output:

```
<catalog><book id="bk101"><author>Gambardella,
 Matthew</author><title>XML Developer's
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 Guide</title><genre>Computer</genre><price>44.95</price><publis
h_date>2000-10-01</publish_date><description>An in-depth look at
 creating applications with XML.</description></book></catalog>
```

XMLUtilJS - unescapeForXMLText(String text)

Provides un-escaped XML for a given string.

Parameters

Name	Type	Description
text	String	The XML text to clean up.

Returns

Type	Description
String	The cleaned up XML string.

The following example shows how to convert an escaped XML string to tagged XML output. See also *escapeForXMLText()*.

```
//Example of an escaped XML string, previously generated by
 XMLUtilJS.escapeForXMLText()
var escapedXML = '&lt;catalog&gt;&lt;book
 id="bk101"&gt;&lt;author&gt;Gambardella,
 Matthew&lt;/author&gt;&lt;title&gt;XML Developer\'s
 Guide&lt;/title&gt;&lt;genre&gt;Computer&lt;/genre&gt;&lt;price
&gt;44.95&lt;/price&gt;&lt;publish_date&gt;2000-10-01&lt;/publis
h_date&gt;&lt;description&gt;An in-depth look at creating
 applications with
 XML.&lt;/description&gt;&lt;/book&gt;&lt;/catalog&gt;';

//Pass in escaped XML text and store output in a variable
var output = XMLUtilJS.unescapeForXMLText(escapedXML);


//Print the escapedXML. If the XML is invalid, the original
 value will be returned
gs.print(output);
```

Output:

```
<catalog><book id="bk101"><author>Gambardella,
 Matthew</author><title>XML Developer's
 Guide</title><genre>Computer</genre><price>44.95</price><publis
h_date>2000-10-01</publish_date><description>An in-depth look at
 creating applications with XML.</description></book></catalog>
```

XMLUtilJS - valueToString(String XMLvalue)

Converts an XML value to a string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
XMLvalue	String	The XML to convert

Returns

Type	Description
String	The XML value converted to a string.

The following example shows how to convert an XML document to a string.

```
//Create an XML document to work with
var doc = new XMLDocument2();

//Add an element called catalog
var catalog = doc.createElement("catalog");

//Set our current element to the one previously made to add
 further elements
doc.setCurrentElement(catalog);

//Add an element called catalog
var bookAttribute = doc.createElement("book");

//Add an attribute to the element created
bookAttribute.setAttribute("id" , "bk101");

//create multiple elements with a defined value
doc.createElementWithTextValue("author" , "Gambardella,
 Matthew");
doc.createElementWithTextValue("title" , "XML Developer");
doc.createElementWithTextValue("genre" , "Computer");
doc.createElementWithTextValue("price" , "44.95");

//Pass the created XML document as a string to the XMLUtilJS API
 function.
var escapedXML = XMLUtilJS.valueToString(doc.toString());

// Print the results
// Returns NULL if XML is invalid
gs.print(escapedXML);
```

Output:

```
&lt;?xml version="1.0"
 encoding="UTF-8"?&gt;&lt;catalog&gt;&lt;book
 id="bk101"/&gt;&lt;author&gt;Gambardella,
 Matthew&lt;/author&gt;&lt;title&gt;XML
 Developer&lt;/title&gt;&lt;genre&gt;Computer&lt;/genre&gt;&lt;p
rice&gt;44.95&lt;/price&gt;&lt;/catalog&gt;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Client API reference

Use client-side JavaScript APIs to control aspects of how ServiceNow AI Platform is displayed and functions within the web browser. This reference lists available classes and methods along with parameters, descriptions, and examples to help control the end-user experience.

StandaloneClientMethods

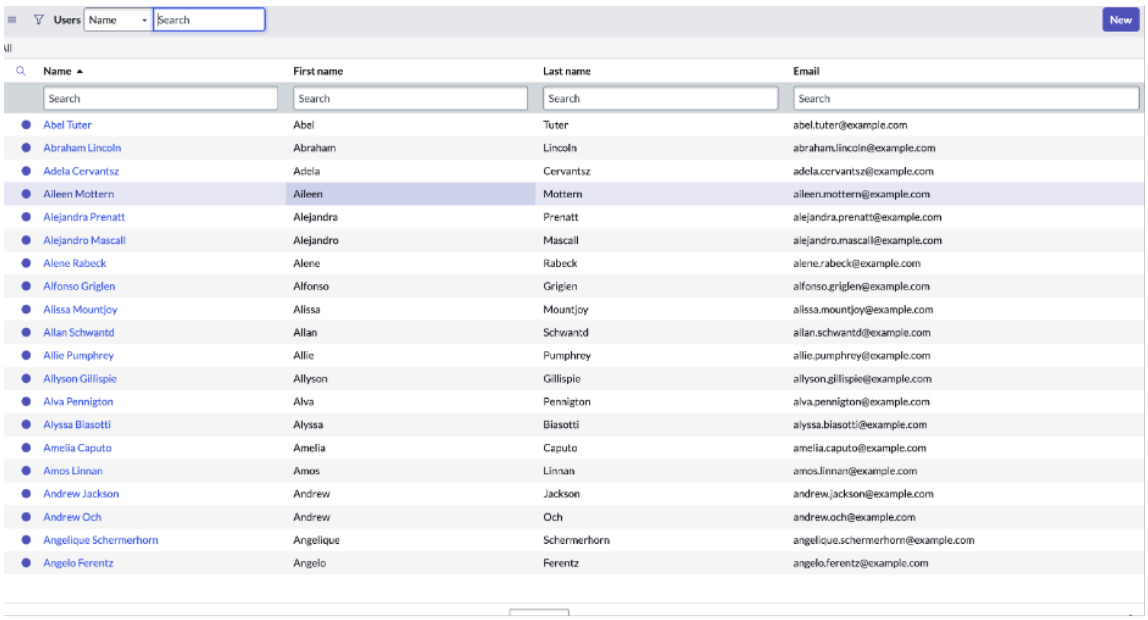
Standalone client methods are methods that you can use within your client JavaScripts, such as reflistOpen, but aren't a part of any class or API.

You can directly access these methods within a client script without any constructor or other type of instantiation before use.

Standalone - reflistOpen (String target, String elementName, String refTableName, String dependent, String useQBE, String refQualElements, String additionalQual, String parentID, String forceReference, String ignoreTargetValue)

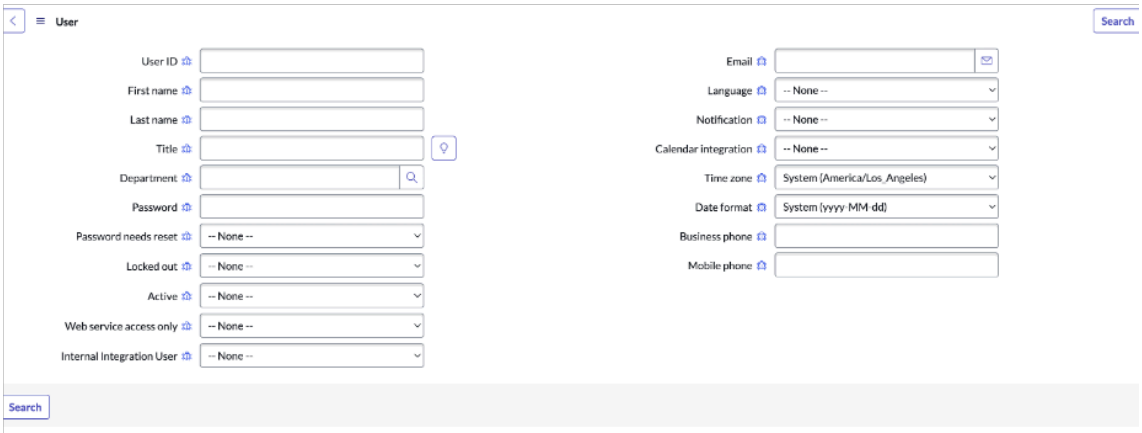
Shows the reference field data in a standard pop-up window. This method is commonly used when selecting a magnifying glass icon, beside any reference field, in UI 16 forms.

For example, using this method you can display reference field data for a specific set of query criteria:



Similarly, you can use this method to display a search form that enables the user to enter their own set of query criteria for selecting the reference field data to display.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



When opening the URL in the standard pop-up, if the URL length is greater than TinyURL length, 1024 by default, the URL is converted to TinyURL, such as:

`"sys_user_list.do?sysparm_tiny=7ea02c4ff8a8b510f877c74d78b60460"`.

Note:

`reflistOpen()` isn't supported in Workspace Client Script. Use the *`g_modal.showFrame()`* method instead.

Parameters

Name	Type	Description
target	String	Form target reference field ID. For example, the `caller_id` parameter's target reference field ID is `incident.caller_id`.
elementName	String	Form reference field element name. For example: `caller_id`
refTableName	String	Reference table to map to the form reference field. For example, for the reference field `caller_id`, sys_user is the reference table. In this case, you would pass the value `sys_user`.
dependent	String	Configured dependent field for the specified *`target`* element. For additional information, see Make a field dependent.
useQBE	String	Flag that indicates the type of information to return in the pop-up window. Valid values: • true: Display a query form with a search button. • false: Display the query results. Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
refQualElements	String	Configured reference qualifier for the specified *target* element. The function appends the specified reference qualifiers to the URL and only displays the filtered results in the pop-up window. If you don't want to include a reference qualifier, pass an empty string. For additional information on reference qualifiers, see Reference qualifiers.
additionalQual	String	Optional. Additional qualifier query to use to filter the results that display in the pop-up window. For example, for a `caller_id` reference field in an incident, you could pass the user's sys_id `sys_id=62826bf03710200044e0bfc8bcbe5df1`. The function filters the User [sys_user] table and shows the filtered results in the pop-up window.
parentID	String	Optional. Currently only an internal parameter, no need to pass a value.
forceReference	String	Optional. Currently only an internal parameter, no need to pass a value.
ignoreTargetValue	String	Optional. Currently only an internal parameter, no need to pass a value.

Returns

Type	Description
Pop-up window	Displays the returned reference field data in a standard pop-up window.

The following example shows how to invoke this method to show the caller field data in the pop-up window for the incident table (first image above).

```
function onChange(control, oldValue, newValue, isLoading,
 isTemplate) {
   if (isLoading || newValue === '') {
      return;
   }

   reflistOpen('incident.caller_id', 'caller_id',
 'sys_user','company', 'false', '');
}
```

The following example shows how to invoke this same client script, but with `useQBE = true`, which displays a search button and associated search criteria within the pop-up window (second image above).

```
function onChange(control, oldValue, newValue, isLoading,
 isTemplate) {
   if (isLoading || newValue === '') {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      return;
   }

   //  Type appropriate comment here, and begin script below
   reflistOpen('incident.caller_id', 'caller_id',
 'sys_user','company', 'true', '');
}
```

DynamicTranslation - Client

The *DynamicTranslation* API provides methods that translate text, in real time, into multiple languages using translation service providers. This API is available for both standard clients and Angular-based Service Portal clients.

In addition, you can use this API to detect the language of a specific string and check whether the *DynamicTranslation* methods are enabled for a translation service. Use this API to create a seamless localization experience for your user interface, enabling one interface to service multiple countries.

Currently this API supports two translation service providers: Microsoft Azure Translator Service and Google Cloud Translator Service. You can also configure other translation services within your instance and then use the *DynamicTranslation* API to translate your text.

To use this API you must activate the Dynamic Translation plugin. For information on this plugin and additional information on Dynamic Translation, refer to Dynamic translation overview. Also, to use this API in a Service Portal widget, you must inject the dynamicTranslation service into the widget client script function.

Note: The name of the class to use in Service Portal clients is *dynamicTranslation*, while the name of the class to use in standard clients is *DynamicTranslation*.

DynamicTranslation - getDetectedLanguage(String text, Object parms)

Detects the language of the passed in text.

If you pass in a translator, the method uses that translation service to detect the source language. Otherwise, the detection is performed by the default translation service. Ensure that the text strings that you provide contain enough verbiage to enable proper language detection.

In addition to the detected language, the response contains a confidence level of the detection, along with other possible language alternatives. If a translator is not passed in, the method also returns the default translation service used to detect the language.

Parameters

Name	Type	Description
text	String	Text to use to detect the language.

parms	Object	Optional. JSON object that contains additional translation parameters.
		`"parms": {`
		`  "translator": "String"`
		`}`

parms.translator	String	Translation service to use to detect the language of a string. Translation services are configured under the **Translator Configuration** menu.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Possible values - not case-sensitive: • Google • Microsoft • IBM • <custom> **Note:** To use custom translation services you must first configure the translation service in your instance. For details, see Integrate with a translation service provider. Default: Translation service configured in the Translator Configuration [sn_dt_translator_configuration] table. Table: Translator Configuration [sn_dt_translator_configuration]

Returns

Type	Description
alternatives	Array of objects that describe other languages that might also be a match. Data type: Array `"alternatives": [ { "code": "String", "confidence": "String", "name": "String" } ]`
alternatives.code	Language code of the alternative language. Data type: String
alternatives.confidence	Float value indicating the confidence level of the alternative language. Value is between zero and one. The lower the value, the lower the confidence level. Data type: String
alternatives.name	Language code of the alternative language. Data type: String
detectedLanguage	Description of the detected language. Data type: Object `"detectedLanguage": { "code": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"confidence": "String",
	"name": "String"
	}</pre>

detectedLanguage.code	Language code of the detected language. Data type: String
detectedLanguage.confidence	Float value indicating the confidence level of the alternative language. Value is between zero and one. The lower the value, the lower the confidence level. Data type: String
detectedLanguage.name	Language code of the detected language. Data type: String
translator	Translation service used to detect the language. Data type: String
Error messages	The following are error messages that the method may return and indications as to the error's root cause. • Text ("text" field) is missing or invalid. (40000): The text to detect the language is either missing or not a string. • Dynamic Translation plugin is not installed. (40001): The *`Dynamic Translation`* API was invoked without activating the com.glide.dynamic_translation plugin. For information on activating this plugin, see Dynamic translation overview. • Translator ("translator" field) is invalid. (40003): The passed in *`translator`* parameter is not a string. • <translator> translator is not configured. (40004): The specified translation service is not configured in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • <translator> translator is inactive. (40005): The specified translation service is not set to **Active** in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Additional parameters are invalid. (40006): The additional parameters that were passed are not an object. • Maximum time limit has been exceeded. (40009): The operation took longer than the defined timeout value specified in the Translation Configuration. Default: 40 seconds

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Default translator is not configured for detection. (40011): The default translation service has not been specified for language detection in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • <translator> translator is not configured for detection. (40013): The specified translation service is not configured for language detection in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Unknown error occurred. (40051): Default error thrown when the error doesn't fall in to any other category. • Text ("text" field) has exceeded its maximum length. (40052): The text that was passed in for language detections exceeds the maximum length supported by the corresponding translation service. • Request is not authorized because credentials are missing or invalid (40055): The credentials configured for the translation service in Connections & Credentials are not valid. For information on connections and credentials, see Dynamic translation overview.

This example shows code that detects a string in English using IBM's translation service in a standard client script.

```
var detectedResponse =
 DynamicTranslation.getDetectedLanguage('Please detect the
 language of this text',
 {"translator":'IBM'}).then(function(res) {console.log(res); },
 function(res) {console.log(res); } );
```

Output:

```
detectedResponse {
  detectedLanguage:
    { "code": "en", "confidence": "1", "name": "en" }
  alternatives:
    [
      { "code": "vi", "confidence": "0.86", "name": "vi" },
      { "code": "id", "confidence": "0.86", "name": "id" }
    ]
 }
```

This example shows a client script that throws an error when an invalid translation service is passed in.

```
var detectedResponse =
 DynamicTranslation.getDetectedLanguage('Please detect the
 language of this text', {"translator":123}).then(function(res)
 {console.log(res); }, function(res) {console.log(res); } );
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
{"code":"40003","message":"Translator (\"translator\" field) is
 invalid"}
```

This example shows code that detects a string in English using IBM's translation service in a Service Portal widget client script. Note that the name of the class is `dynamicTranslation` not `DynamicTranslation`.

```
var detectedResponse =
 dynamicTranslation.getDetectedLanguage('Please detect the
 language of this text',
 {"translator":'IBM'}).then(function(res) {console.log(res); },
 function(res) {console.log(res); } );
```

Output:

```
detectedResponse {
  detectedLanguage:
    { "code": "en", "confidence": "1", "name": "en" }
  alternatives:
    [
      { "code": "vi", "confidence": "0.86", "name": "vi" },
      { "code": "id", "confidence": "0.86", "name": "id" }
    ]
 }
```

This example shows a Service Portal widget client script that throws an error when an invalid translation service is passed in.

```
var detectedResponse =
 dynamicTranslation.getDetectedLanguage('Please detect the
 language of this text', {"translator":123}).then(function(res)
 {console.log(res); }, function(res) {console.log(res); } );
```

Output:

```
{"code":"40003","message":"Translator (\"translator\" field) is
 invalid"}
```

DynamicTranslation - getDetectedLanguages(Array texts, Object parms)

Detects the languages of the passed in text strings.

If you pass in a translator, the method uses that translation service to detect the source language. Otherwise, the detection is performed by the default translation service. Ensure that the text strings that you provide contain enough verbiage to enable proper language detection.

In addition to the detected language, the response contains a confidence level of the detection, along with other possible language alternatives. If a translator is not passed in, the method also returns the default translation service used to detect the language.

When calling this method from a portal client script, use the class name *`dynamicTranslation`*; such as *`dynamicTranslation.getTranslations()`*. When calling it from a platform client script, use the class name *`DynamicTranslation`*; such as *`DynamicTranslation.getTranslations()`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
parms	Object	Optional. JSON object that contains additional translation parameters. `"parms": { "translator": "String" }`
parms.translator	String	Translation service to use to detect the language of a string. Translation services are configured under the **Translator Configuration** menu. Possible values - not case-sensitive: • Google • Microsoft • IBM • <custom> **Note:** To use custom translation services you must first configure the translation service in your instance. For details, see Integrate with a translation service provider. Default: Translation service configured in the Translator Configuration [sn_dt_translator_configuration] table. Table: Translator Configuration [sn_dt_translator_configuration]
texts	Array	List of text strings to use to detect the language(s).

Returns

Type	Description
detections	Language detection of text strings. Data type: Object `"detections": { "alternatives": [Array], "detectedLanguage": {Object}, "isError": Boolean }`
detections.alternatives	Array of objects that describe other languages that might also be a match. Data type: Array `"alternatives": [ { "code": "String", "confidence": "String", "name": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	<pre> }]</pre>
detections.alternatives.code	Language code of the alternative language. Data type: String
detections.alternatives.confidence	Float value indicating the confidence level of the alternative language. Value is between zero and one. The lower the value, the lower the confidence level. Data type: String
detections.alternatives.name	Language code of the alternative language. Data type: String

detections.detectedLanguage	Description of the detected language.
	
	Data type: Object
	<pre>"detectedLanguage": {
	  "code": "String",
	  "confidence": "String",
	  "name": "String"
	}</pre>

detections.detectedLanguage.code	Language code of the detected language. Data type: String
detections.detectedLanguage.confidence	Float value indicating the confidence level of the alternative language. Value is between zero and one. The lower the value, the lower the confidence level. Data type: String
detections.detectedLanguage.name	Language code of the detected language. Data type: String
detections.isError	Flag that indicates whether the detection of language for the text resulted in an error. Valid values: • true: Error encountered. • false: Language detection was successful. Data type: Boolean
status	Status of the response to the method call. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Error • Partial • Success Data type: String
translator	Translation service used to detect the language. Data type: String
Error messages	The following are error messages that the method may return and indications as to the error's root cause. • Text ("text" field) is missing or invalid. (40000): The text to detect the language is either missing or not a string. • Dynamic Translation plugin is not installed. (40001): The *Dynamic Translation* API was invoked without activating the com.glide.dynamic_translation plugin. For information on activating this plugin, see Dynamic translation overview. • Translator ("translator" field) is invalid. (40003): The passed in *translator* parameter is not a string. • <translator> translator is not configured. (40004): The specified translation service is not configured in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • <translator> translator is inactive. (40005): The specified translation service is not set to **Active** in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Additional parameters are invalid. (40006): The additional parameters that were passed are not an object. • Maximum time limit has been exceeded. (40009): The operation took longer than the defined timeout value specified in the Translation Configuration. Default: 40 seconds • Request failed with multiple errors. (40010): Multiple errors occurred in the language detection call. For more information, refer to the response for each individual text string. • Default translator is not configured for detection. (40011): The default translation service has not been specified for language detection in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • <translator> translator is not configured for detection. (40013): The specified translation service is not configured for language detection in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Translator configuration version is invalid. Migrate to v3. (40014): The associated version of the Translator Configuration for the specified translation service does not support the specified text translation method. For more information, see Migrate to version v3 of a translator configuration. • Unknown error occurred. (40051): Default error thrown when the error doesn't fall in to any other category. • Text ("text" field) has exceeded its maximum length. (40052): The text that was passed in for language detections exceeds the maximum length supported by the corresponding translation service. • Request is not authorized because credentials are missing or invalid (40055): The credentials configured for the translation service in Connections & Credentials are not valid. For information on connections and credentials, see Dynamic translation overview.

This example shows code from a portal client script that detects English as the language of the passed-in strings using the Microsoft translation service.

```
var detectedResponse =
 dynamicTranslation.getDetectedLanguages(["First text
 string language to detect", "Second text string language to
 detect"], {"translator": "Microsoft"}).then(function(res)
 {console.log(res);}, function(res) {console.log(res);});
gs.info(JSON.stringify(detectedResponse));
```

Output

```
{
  "translator":"Microsoft",
  "status":"Success",
  "detections":[
    {
      "isError":false,
      "detectedLanguage":{"name":"en", "code":"en",
 "confidence":"1"},
      "alternatives":[
        {"name":"id", "code":"id", "confidence":"0.83"},
        {"name":"ms", "code":"ms", "confidence":"0.83"}
      ]
    },
    {
      "isError":false,
      "detectedLanguage":{"name":"en", "code":"en",
 "confidence":"1"},
      "alternatives":[
        {"name":"fr", "code":"fr", "confidence":"0.83"},
        {"name":"id", "code":"id", "confidence":"0.83"}
      ]
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ]
}
```

This example shows code in a portal client script that returns a Partial status when two text strings are passed in and one of them is invalid. To use this code example in a platform client script, change `dynamicTranslation.getDetectedLanguages` to `DynamicTranslation.getDetectedLanguages`.

```
var detectedResponse =
 dynamicTranslation.getDetectedLanguages(["First
 text string language to detect", ""], {"translator":
 "Microsoft"}).then(function(res) {console.log(res); },
 function(res) {console.log(res); } );
gs.info(JSON.stringify(detectedResponse));
```

Output

```
{
  "translator":"Microsoft",
  "status":"Partial",
  "detections":[
    {
      "isError":false,
      "detectedLanguage":{"name":"en", "code":"en",
 "confidence":"1"},
      "alternatives":[
        {"name":"id", "code":"id", "confidence":"0.83"},
        {"name":"ms", "code":"ms", "confidence":"0.83"}
      ]
    },
    {
      "isError":true,
      "code":"40000",
      "message":"Text is missing or invalid"
    }
  ]
}
```

This example shows code from a portal client script that throws an error when an invalid translation service is passed in. To use this code example for a platform client script, change `dynamicTranslation.getDetectedLanguages` to `DynamicTranslation.getDetectedLanguages`.

```
var detectedResponse =
 dynamicTranslation.getDetectedLanguages(["First text string
 language to detect", "Second text string language to detect"],
 {"translator": "123"}).then(function(res) {console.log(res); },
 function(res) {console.log(res); } );
gs.info(JSON.stringify(detectedResponse));
```

Output

```
{"code":"40003","message":"Translator (\"translator\" field) is
 invalid","status":"Error"}
```

DynamicTranslation - getTranslation(String textToTranslate, Object parms)

Translates the passed in text to one or more languages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The method uses translation services, such as Microsoft Azure Translator Service and Google Cloud Translator Service, to perform the translation. If you do not pass in translation parameters, the method uses the system default.

Parameters

Name	Type	Description
textToTranslate	String	Text to translate.
parms	Object	Optional. JSON object that contains additional translation parameters. `"parms": { "additionalParameters": {Object}, "sourceLanguage": "String", "targetLanguages": [Array], "translator": "String" }`
parms.additionalParameters	Object	Optional. Array of JSON objects. Each object contains key-value pairs that provide additional information for performing the translation. `"additionalParameters": { "parameterName": "String", "parameterValue": "String" }`
parms.additionalParameters.parameterName	String	Optional. Key name. Valid values: textype: Type of text to translate. For Microsoft Azure Translator Service only.
parms.additionalParameters.parameterValue	String	Optional. Value of the associated key. Valid values: • html: HTML text string • plain: Standard text string Default: plain
parms.sourceLanguage	String	Optional. Language code of the source text. Default: Translation service detects the source language.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
parms.targetLanguages	Array	Optional. List of language codes to use to translate the text. The method returns translated text for each language code. Default: User preferred language.
parms.translator	String	Optional. Translation service to use to translate the text (not case-sensitive). Valid values: • Google • Microsoft • IBM • <custom> **Note:** To use custom translation services you must first configure the translation service in your instance. For details, see Integrate with a translation service provider. Default: Translation service configured in the Translator Configuration [sn_dt_translator_configuration] table.

Returns

Type	Description
detectedLanguage	Description of the detected language. Data type: Object `"detectedLanguage": { "code": "String", "name": "String" }`
detectedLanguage.code	Language code of the detected language. Data type: String
detectedLanguage.name	Language code of the detected language. Data type: String
translations	List that describe the language translations. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>translations": [
	  {
	  "targetLanguage": "String",
	  "translatedText": "String"
	  }
	]</pre>

translations.targetLanguage	Language code to which the source text was translated. Data type: String
translations.translatedText	Translated text. Data type: String
translator	Translation service used to detect the language. Data type: String
Error messages	The following are error messages that the method may return and indications as to their root cause. • Text ("text" field) is missing or invalid. (40000): The text to translate is either missing or not a string. • Dynamic Translation plugin is not installed. (40001): The *`Dynamic Translation`* API was invoked without activating the com.glide.dynamic_translation plugin. For information on activating this plugin, see Dynamic translation overview. • Default translator is not configured for translation. (40002): No translation service is selected as the default translation service in the Translator Configurations. For information on creating/modifying a translator configuration, see Create a translator configuration. • Translator ("translator" field) is invalid. (40003): The passed in *`translator`* parameter is not a string. • <translator> translator is not configured. (40004): The specified translation service is not configured in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • <translator> translator is inactive. (40005): The specified translation service is not set to **Active** in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Additional parameters are invalid. (40006): The additional parameters that were passed are not an object. • Target languages ("targetLanguages" field) are invalid. (40007): The *`targetLanguages`* parameter is passed in the call but is not valid for one of the following reasons:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ Value isn't an array ○ Array is empty ○ One or multiple of the entries is not a string • Source language ("sourceLanguage" field) is invalid. (40008): The *sourceLanguage* parameter is passed in the call but the value is not a String. • Maximum time limit has been exceeded. (40009): The operation took longer than the defined timeout value specified in the Translation Configuration. Default: 40 seconds • <translator> translator is not configured for translation. (40012): The specified translation service is not configured for text translation in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration. • Unknown error occurred. (40051): Default error thrown when the error doesn't fall in to any other category. • Text ("text" field) has exceeded its maximum length. (40052): The text that was passed in to translate exceeds the maximum length supported by the corresponding translation service. • Source language is invalid. (40053): The passed in *sourceLanguage* parameter contains a language code that is not supported by the corresponding translation service. • Target language is invalid. (40054): One or more of the language codes passed in the *targetLanguages* parameter is not supported by the corresponding translation service. • Request is not authorized because credentials are missing or invalid (40055): The credentials configured for the translation service in Connections & Credentials are not valid. For information on connections and credentials, see Dynamic translation overview. • Text cannot be translated to target languages. (40056): The specified translation service is not able to translate the passed in text into the specified target languages.

This example shows the translation of plain text content from English (detected) into French and Italian using Microsoft's translation service in a standard client script.

```
DynamicTranslation.getTranslation("Translate this text using
 platform from client", {
  "targetLanguages": ["fr", "it"],
  "additionalParameters": [{
    "parameterName": "texttype",
    "parameterValue": "plain"
  }],
  "translator": "Microsoft"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 }).then(function(res){console.log(res);},
 function(res){console.log(res);});
```

Response:

```
{"translations":[
    {
      "targetLanguage":"it",
      "translatedText":"Tradurre questo testo utilizzando la
 piattaforma dal client"
    },
    {
      "targetLanguage":"fr",
      "translatedText":"Traduire ce texte en utilisant la
 plate-forme du client"
    }
  ],
  "translator":"Microsoft",
  "detectedLanguage":{"code":"en","name":"en"}
}
```

This example shows a client script that throws an error when an invalid target language is passed in.

```
DynamicTranslation.getTranslation("Translate this text using
 platform from client", {
  "targetLanguages": ["123"],
  "additionalParameters": [{
    "parameterName": "texttype",
    "parameterValue": "plain"
  }],
  "translator": "Microsoft"
 }).then(function(res){console.log(res);},
 function(res){console.log(res);});
```

Response:

```
{"code":"40054","message":"Target language is invalid"}
```

This example shows the translation of plain text content from English (detected) into French and Italian using Microsoft's translation service in a Service Portal widget client script. Note that the name of the class is `dynamicTranslation` not `DynamicTranslation`.

```
dynamicTranslation.getTranslation("Translate this text using
 platform from client", {
  "targetLanguages": ["fr", "it"],
  "additionalParameters": [{
    "parameterName": "texttype",
    "parameterValue": "plain"
  }],
  "translator": "Microsoft"
 }).then(function(res){console.log(res);},
 function(res){console.log(res);});
```

Response:

```
{"translations":[
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "targetLanguage":"it",
      "translatedText":"Tradurre questo testo utilizzando la
 piattaforma dal client"
    },
    {
      "targetLanguage":"fr",
      "translatedText":"Traduire ce texte en utilisant la
 plate-forme du client"
    }
  ],
  "translator":"Microsoft",
  "detectedLanguage":{"code":"en","name":"en"}
}
```

This example shows a Service Portal widget client script that throws an error when an invalid target language is passed in

```
dynamicTranslation.getTranslation("Translate this text using
 platform from client", {
  "targetLanguages": [123],
  "additionalParameters": [{
    "parameterName": "texttype",
    "parameterValue": "plain"
  }],
  "translator": "Microsoft"
 }).then(function(res){console.log(res);},
 function(res){console.log(res);});
```

Response:

```
{"code":"40054","message":"Target language is invalid"}
```

DynamicTranslation - getTranslations(Array texts, Object parms)

Translates the passed in text strings to one or more languages.

The method uses translation services, such as Microsoft Azure Translator Service and Google Cloud Translator Service, to perform the translation. If you do not pass in translation parameters, the method uses the system default.

When calling this method from a portal client script, use the class name *`dynamicTranslation`*; such as *`dynamicTranslation.getTranslations()`*. When calling it from a platform client script, use the class name *`DynamicTranslation`*; such as *`DynamicTranslation.getTranslations()`*.

Parameters

Name	Type	Description
texts	Array	List of text stings to translate.
parms	Object	Optional. JSON object that contains additional translation parameters. `"parms": { "additionalParameters": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		<pre>"sourceLanguage": "String", "targetLanguages": [Array], "translator": "String" }</pre>
parms.additionalParameters	Object	Optional. Array of JSON objects. Each object contains key-value pairs that provide additional information for performing the translation. <pre>"additionalParameters": { "parameterName": "String", "parameterValue": "String" }</pre>
parms.additionalParameters.parameterName	String	Optional. Key name. Valid values: textype: Type of text to translate. For Microsoft Azure Translator Service only.
parms.additionalParameters.parameterValue	String	Optional. Value of the associated key. Valid values: • html: HTML text string • plain: Standard text string Default: plain
parms.sourceLanguage	String	Optional. Language code of the source text. Default: Translation service detects the source language.
parms.targetLanguages	Array	Optional. List of language codes to use to translate the text. The method returns translated text for each language code. Default: User preferred language.
parms.translator	String	Optional. Translation service to use to translate the text (not case-sensitive). Valid values: • Google • Microsoft

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• IBM • <custom> **Note:** To use custom translation services you must first configure the translation service in your instance. For details, see Integrate with a translation service provider. Default: Translation service configured in the Translator Configuration [sn_dt_translator_configuration] table.

Returns

Type	Description
status	Status of the response to the method call. Possible values: • Error • Partial • Success Data type: String
translations	List that describe the language translations. Data type: Array `translations": [ { "isError": Boolean; "detectedLanguage": {Object}, "textTranslations": [Array] } ]`
translations.isError	Flag that indicates whether the translation of the text resulted in an error. Valid values: • true: Error encountered. • false: Text translation was successful. Data type: Boolean
translations.detectedLanguage	Description of the detected language.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Data type: Object `"detectedLanguage": { "code": "String", "name": "String" }`
translations.detectedLanguage.code	Language code of the detected language. Data type: String
translations.detectedLanguage.name	Language code of the detected language. Data type: String
textTranlations	Description of the language used to translate the text string. Data type: Array of Objects `"textTranslation": { "targetLanguage": "String", "translatedText": "String" }`
textTranslations.targetLanguage	Language code to which the source text was translated. Data type: String
textTranslations.translatedText	Translated text. Data type: String
translator	Translation service used to translate the text. Data type: String
Error messages	The following are error messages that the method may return and indications as to their root cause. • Text ("text" field) is missing or invalid. (40000): The text to translate is either missing or not a string. • Dynamic Translation plugin is not installed. (40001): The *Dynamic Translation* API was invoked without activating the com.glide.dynamic_translation plugin. For information on activating this plugin, see Dynamic translation overview. • Default translator is not configured for translation. (40002): No translation service is selected as the default translation service in the Translator Configurations. For information on creating/modifying a translator configuration, see Create a translator configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• Translator ("translator" field) is invalid. (40003): The passed in *translator* parameter is not a string.
	• <translator> translator is not configured. (40004): The specified translation service is not configured in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration.
	• <translator> translator is inactive. (40005): The specified translation service is not set to **Active** in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration.
	• Additional parameters are invalid. (40006): The additional parameters that were passed are not an object.
	• Target languages ("targetLanguages" field) are invalid. (40007): The *targetLanguages* parameter is passed in the call but is not valid for one of the following reasons:
	  ○ Value isn't an array
	  ○ Array is empty
	  ○ One or multiple of the entries is not a string
	• Source language ("sourceLanguage" field) is invalid. (40008): The *sourceLanguage* parameter is passed in the call but the value is not a String.
	• Maximum time limit has been exceeded. (40009): The operation took longer than the defined timeout value specified in the Translation Configuration. Default: 40 seconds
	• Request failed with multiple errors. (40010): Multiple errors occurred in the language detection call. For more information, refer to the response for each individual text string.
	• <translator> translator is not configured for translation. (40012): The specified translation service is not configured for text translation in the Translator Configuration. For information on creating/modifying a translator configuration, see Create a translator configuration.
	• Translator configuration version is invalid. Migrate to v3. (40014): The associated version of the Translator Configuration for the specified translation service does not support the specified text translation method. For more information, see Migrate to version v3 of a translator configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• Unknown error occurred. (40051): Default error thrown when the error doesn't fall in to any other category. • Text ("text" field) has exceeded its maximum length. (40052): The text that was passed in to translate exceeds the maximum length supported by the corresponding translation service. • Source language is invalid. (40053): The passed in *sourceLanguage* parameter contains a language code that is not supported by the corresponding translation service. • Target language is invalid. (40054): One or more of the language codes passed in the *targetLanguages* parameter is not supported by the corresponding translation service. • Request is not authorized because credentials are missing or invalid (40055): The credentials configured for the translation service in Connections & Credentials are not valid. For information on connections and credentials, see Dynamic translation overview. • Text cannot be translated to target languages. (40056): The specified translation service is not able to translate the passed in text into the specified target languages.

This example shows code in a portal client script that translates a list of text strings into French and Italian using the Microsoft translation service.

```
dynamicTranslation.getTranslations(["Translate first text using
 portal from client", "Translate second text using portal from
 client"], {
  "targetLanguages": ["fr", "it"],
  "additionalParameters": [{
    "parameterName": "texttype",
    "parameterValue": "plain"
  }],
  "translator": "Microsoft"
 }).then(function(res){console.log(res);},
 function(res){console.log(res);});
```

Response:

```
{
  "translations":[
    {
      "isError":false,
      "textTranslations":[
        {
          "targetLanguage":"it",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "translatedText":"Tradurre il primo testo utilizzando
 il portale dal client"
        },
        {
          "targetLanguage":"fr",
          "translatedText":"Traduire le premier texte à l'aide
 du portail à partir du client"
        }
      ],
      "detectedLanguage": {"name":"en", "code":"en"}
    },
    {
      "isError":false,
      "textTranslations":[
        {
          "targetLanguage":"it",
          "translatedText":"Traduci il secondo testo utilizzando
 il portale dal client"
        },
        {
          "targetLanguage":"fr",
          "translatedText":"Traduire le deuxième texte à l'aide
 du portail à partir du client"
        }
      ],
      "detectedLanguage": {"name":"en", "code":"en"}
    }
  ],
  "translator":"Microsoft",
  "status":"Success"
}
```

This example shows a portal client script that returns a Partial status when one of the two passed in text strings is invalid. To use this code example for a platform client script, change `dynamicTranslation.getTranslations` to `DynamicTranslation.getTranslations`.

```
dynamicTranslation.getTranslations(["Translate first text using
 portal from client", ""], {
  "targetLanguages": ["fr", "it"],
  "additionalParameters": [{
    "parameterName": "texttype",
    "parameterValue": "plain"
  }],
  "translator": "Microsoft"
 }).then(function(res){console.log(res);},
 function(res){console.log(res);});
```

Response:

```
{
  "translations":[
    {
      "isError":false,
      "textTranslations":[
        {
          "targetLanguage":"it",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "translatedText":"Tradurre il primo testo utilizzando
 il portale dal client"
        },
        {
          "targetLanguage":"fr",
          "translatedText":"Traduire le premier texte à l'aide
 du portail à partir du client"
        }
      ],
      "detectedLanguage":{"name":"en", "code":"en"}
    },
    {
      "isError":true,
      "code":"40000",
      "message":"Text is missing or invalid"
    }
  ],
 "translator":"Microsoft",
 "status":"Partial"
}
```

This example shows a portal client script that throws an error when an invalid translation service is passed in. To use this code example for a platform client script, change `dynamicTranslation.getTranslations` to `DynamicTranslation.getTranslations`.

```
dynamicTranslation.getTranslations(["Translate first text using
 portal from client", "Translate second text using portal from
 client"], {
  "targetLanguages": ["fr", "it"],
  "additionalParameters": [{
    "parameterName": "texttype",
    "parameterValue": "plain"
  }],
  "translator": 123
 }).then(function(res){console.log(res);},
 function(res){console.log(res);});
```

Response:

```
{"code":"40003","message":"Translator (\"translator\" field) is
 invalid","status":"Error"}
```

DynamicTranslation - isEnabled(String translator)

Determines whether the various methods in the *`DynamicTranslation`* API are enabled for a translation service.

If you pass in a specific translation service, the method checks the method activation for that translation service; otherwise the method checks the default translation service.

When calling this method from a portal client script, use the class name *`dynamicTranslation`*; such as *`dynamicTranslation.isEnabled()`*. When calling it from a platform client script, use the class name *`DynamicTranslation`*; such as *`DynamicTranslation.isEnabled()`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
translator	String	Optional. Translation service to use to verify whether the methods are active. Translation services are configured under the Translator Configuration menu. Possible values - not case-sensitive: • Google • Microsoft • IBM • <custom> **Note:** To use custom translation services you must first configure the translation service in your instance. For details, see Integrate with a translation service provider. Default: Default translation service.

Returns

Type	Description
batchDetection	Flag that indicates whether the `getDetectedLanguages()` method is enabled. Possible values: • false: Disabled • true: Enabled Data type: Boolean
batchTranslation	Flag that indicates whether the `getTranslations()` method is enabled. Possible values: • false: Disabled • true: Enabled Data type: Boolean
detection	Flag that indicates whether the `getDetectedLanguage()` method is enabled. Possible values: • false: Disabled • true: Enabled Data type: Boolean
translation	Flag that indicates whether the `getTranslation()` method is enabled. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• false: Disabled • true: Enabled Data type: Boolean
Error messages	The following are error messages that the API may return and indications as to their root cause. • Translator ("translator" field) is invalid. (40003): The passed in *translator* parameter is not a string.

This example shows a client script that checks whether the *DynamicTranslation* methods are enabled for the Microsoft translation service. To use this code example for a platform client script, change `DynamicTranslation.getTranslations` to `dynamicTranslation.getTranslations`.

```
DynamicTranslation.isEnabled('Microsoft').then(function(res){con
sole.log(res);}, function(res){console.log(res);});
```

Output:

```
{"detection":true,"batchTranslation":true,"batchDetection":true,
"translation":true}
```

This example shows a client script that throws an error when an invalid translation service is passed in. To use this code example for a platform client script, change `DynamicTranslation.getTranslations` to `dynamicTranslation.getTranslations`.

```
DynamicTranslation.isEnabled(123).then(function(res){console.log
(res);}, function(res){console.log(res);});
```

Output:

```
{"code":"40003","message":"Translator (\"translator\" field) is
 invalid"}
```

g_modal - Client

The *g_modal* API enables you to display a modal window to enhance application functionality.

Use this API to display modals in workspaces.

Using this API you can:

- Display input type fields in a modal window.
- Show something in a frame such as a UI page or external link.
- Perform an action on user confirmation.
- Load a component.
- Use HTML to populate the contents of a modal.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

g_modal - alert(String title, String message, Function callback, style Object)

Displays an alert message relating to a UI action.

Parameters

Name	Type	Description
title	String	Optional. Title to display in the header of the modal. Default: Alert
message	String	Message to display in the modal body. **Note:** If you only pass one parameter, the method treats it as the *message* parameter.

callback	Function	Optional. Function to call after the form has been submitted and processed on the server.
		
		The callback function has the form `callbackFunction(String action_verb, String sys_id, String table, String displayValue)` where:
		• *action_verb*: Name of the UI action executed. Examples:
		  ○ sysverb_cancel (Cancel button)
		  ○ sysverb_insert (Submit button)
		  ○ sysverb_save (Save button)
		• *sys_id*: Sys_id of the affected record.
		• *table*: Name of the table containing the record.
		• *displayValue*: Value that appears on the form.
		
		Default: No additional processing

style	Object	Optional. Style of the confirmation button to display in the modal. `"style": { "buttonTitle": "String", "buttonType": "String" }`
style.buttonTitle	String	Optional. Text to display on the confirmation button. Default: OK
style.buttonType	String	Optional. Type of confirmation button to display. Default: default

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Promise	If a *callback* parameter is passed, returns promise if successful, error otherwise. If a *callback* parameter isn't passed, the method always returns success.

The following code example shows how to call this method to display an alert message 'Only the assigned to can end this action.'.

```
function onClick(g_form) {

  if (g_user.userID != g_form.getValue('assigned_to')) {
    g_modal.alert('Only the assigned to can end this action.');
    return;
  }

  var msg = getMessage("Are you sure you want to take this
 action?");
  g_modal.confirm(getMessage("Confirmation"), msg, function
 (confirmed) {
    if (confirmed) {
      g_form.setValue('state', 'closed_complete');
      g_form.save();
    }
  });

  return false;
}
```

g_modal - confirm(String title, String message, Function callback, style Object)

Displays a confirm message relating to a UI action.

Parameters

Name	Type	Description
title	String	Optional. Title to display in the header of the modal. Default: Confirm
message	String	Message to display in the modal body. **Note:** If you only pass one parameter, the method treats it as the *message* parameter.
callback	Function	Optional. Function to call after the form has been submitted and processed on the server. The callback function has the form `callbackFunction(String action_verb, String sys_id, String table, String displayValue)` where:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		• *action_verb*: Name of the UI action executed. Examples:
		  ○ sysverb_cancel (Cancel button)
		  ○ sysverb_insert (Submit button)
		  ○ sysverb_save (Save button)
		• *sys_id*: Sys_id of the affected record.
		• *table*: Name of the table containing the record.
		• *displayValue*: Value that appears on the form.
		
		Default: No additional processing

style	Object	Optional. Style of the confirm and cancel buttons to display in the modal. `"style": { "cancelTitle": "String", "cancelType": "String", "confirmTitle": "String", "confirmType": "String" }`
style.cancelTitle	String	Optional. Text to display on the cancel button. Default: Cancel
style.cancelType	String	Optional. Type of cancel button to display. Valid values: • confirm (blue background) • default (white background) • destructive (red background) Default: confirm
style.confirmTitle	String	Optional. Text to display on the confirm button. Default: OK
style.confirmType	String	Optional. Type of confirm button to display. Valid values: • confirm (blue background) • default (white background) • destructive (red background) Default: default

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

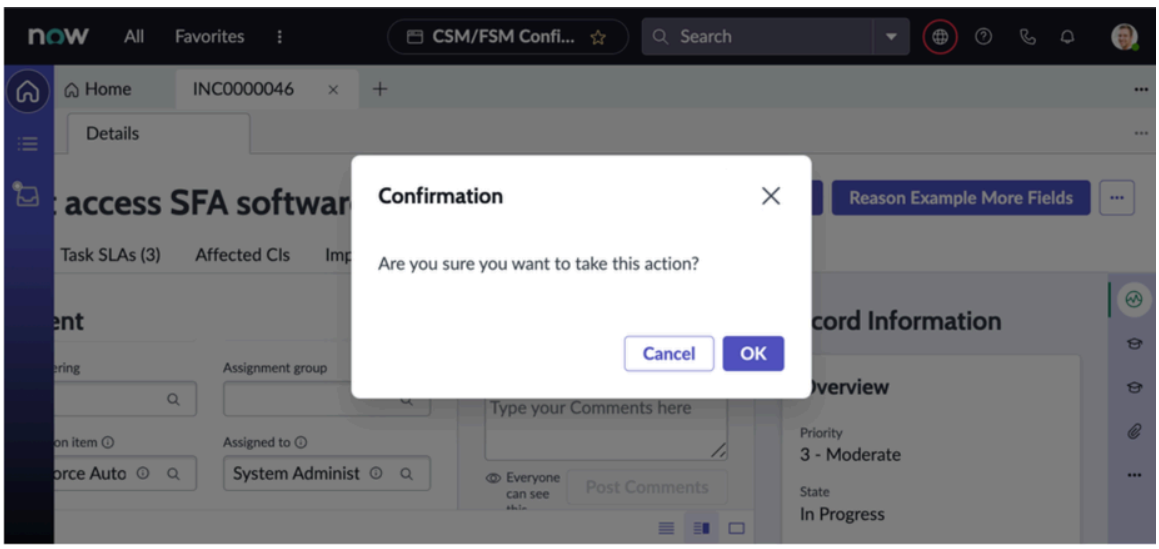
Returns

Type	Description
Promise	If a *callback* parameter is passed, returns promise if successful, error otherwise. If a *callback* parameter isn't passed, the method always returns success.

The following code example shows how to call this method to display the confirmation message "Are you sure you want to take this action?"

```
function onClick(g_form) {

  if (g_user.userID != g_form.getValue('assigned_to')) {
    g_modal.alert('Only the assigned to can end this action.');
    return;
  }

  var msg = getMessage("Are you sure you want to take this
 action?");
  g_modal.confirm(getMessage("Confirmation"), msg, function
 (confirmed) {
    if (confirmed) {
      g_form.setValue('state', 'closed_complete');
      g_form.save();
    }
  });

  return false;
}
```

Output:



g_modal - confirmDestroy(String title, String message, Function callback, style Object)

Displays a confirm message related to a UI action, with the confirm button displaying a destructive style.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
title	String	Optional. Title to display in the header of the modal. Default: Confirm
message	String	Message to display in the modal body. **Note:** If you only pass one parameter, the method treats it as the *message* parameter.

callback	Function	Optional. Function to call after the form has been submitted and processed on the server.
		
		The callback function has the form `callbackFunction(String action_verb, String sys_id, String table, String displayValue)` where:
		• *action_verb*: Name of the UI action executed. Examples:
		  ○ sysverb_cancel (Cancel button)
		  ○ sysverb_insert (Submit button)
		  ○ sysverb_save (Save button)
		• *sys_id*: Sys_id of the affected record.
		• *table*: Name of the table containing the record.
		• *displayValue*: Value that appears on the form.
		
		Default: No additional processing

style	Object	Optional. Style of the confirm and cancel buttons to display in the modal. `"style": { "cancelTitle": "String", "cancelType": "String", "confirmTitle": "String", "confirmType": "String" }`
style.cancelTitle	String	Optional. Text to display on the cancel button. Default: Cancel
style.cancelType	String	Optional. Type of cancel button to display. Valid values: • confirm (blue background) • default (white background) • destructive (red background) Default: confirm

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
style.confirmTitle	String	Optional. Text to display on the confirm button. Default: OK
style.confirmType	String	Optional. Type of confirm button to display. Default: destructive

Returns

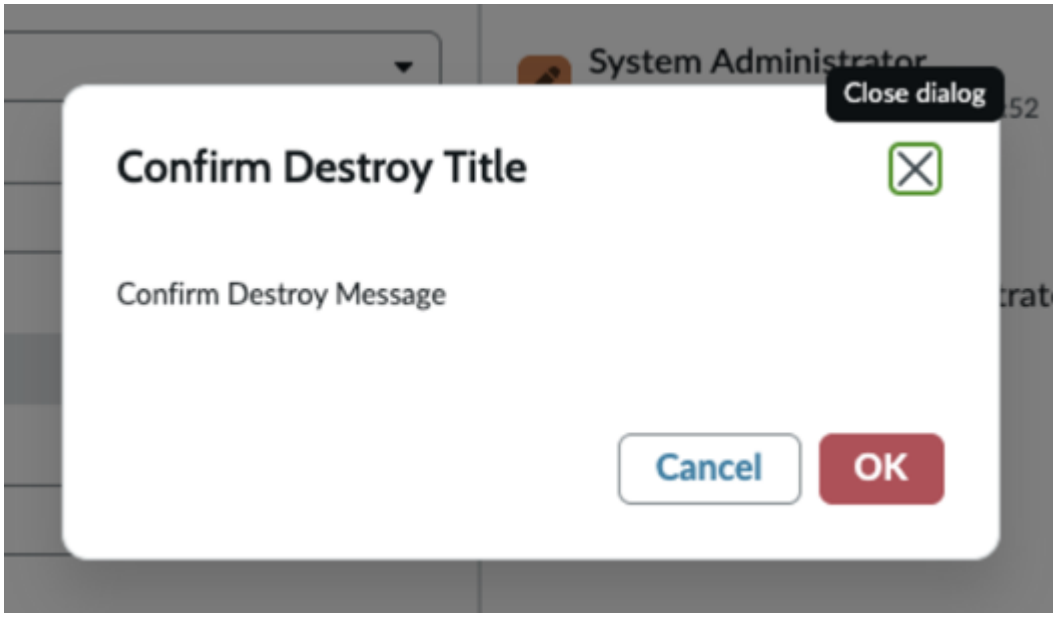
Type	Description
Promise	If a *`callback`* parameter is passed, returns promise if successful, error otherwise. If a *`callback`* parameter isn't passed, the method always returns success.

This code example shows how to call the *`confirmDestroy()`* method to display a confirmation modal with a red **OK** button.

```
function callback(value){
  value ? console.log("confirm destroy callback") :
 console.log('cancel callback');
}

function onClick(g_form) {
  g_modal.confirmDestroy("Confirm Destroy Title", "Confirm
 Destroy Message", callback, {
    cancelTitle: "Cancel",
    confirmTitle: "Confirm",
    cancelType: "destructive",
    confirmType: "confirm"
  })

  .then(

    function test() {
      g_form.setValue("state', '7");
    },

    function fail() {
      g_form.setValue("state", 2)
    }
  )
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



g_modal - richText(String title, String richText, Function callback, String size, String cancelTitle, String confirmTitle, String cancelType, String confirmType)

Displays a modal that uses passed HTML to generate the content within the modal.

Parameters

Name	Type	Description
title	String	Optional. Title to display in the header of the modal. Default: blank
richText	String	HTML content to display in the modal. **Note:** This method removes `<script>` tags, inline JavaScript, and other elements that might pose security exploits.

callback	Function	Optional. Function to call after the form has been submitted and processed on the server.
		
		The callback function has the form `callbackFunction(String action_verb, String sys_id, String table, String displayValue)` where:
		• *`action_verb`*: Name of the UI action executed. Examples:
		  ○ sysverb_cancel (Cancel button)
		  ○ sysverb_insert (Submit button)
		  ○ sysverb_save (Save button)
		• *`sys_id`*: Sys_id of the affected record.
		• *`table`*: Name of the table containing the record.
		• *`displayValue`*: Value that appears on the form.
		
		Default: No additional processing

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
cancelTitle	String	Optional. Text to display on the cancel button. Default: Cancel
confirmTitle	String	Optional. Text to display on the confirm button. Default: OK
cancelType	String	Optional. Type of cancel button to display. Valid values: • confirm (blue background) • default (white background) • destructive (red background) Default: confirm
confirmType	String	Optional. Type of confirm button to display. Valid values: • confirm (blue background) • default (white background) • destructive (red background) Default: default

Returns

Type	Description
Promise	If a *callback* parameter is passed, returns promise if successful, error otherwise. If a *callback* parameter isn't passed, the method always returns success.

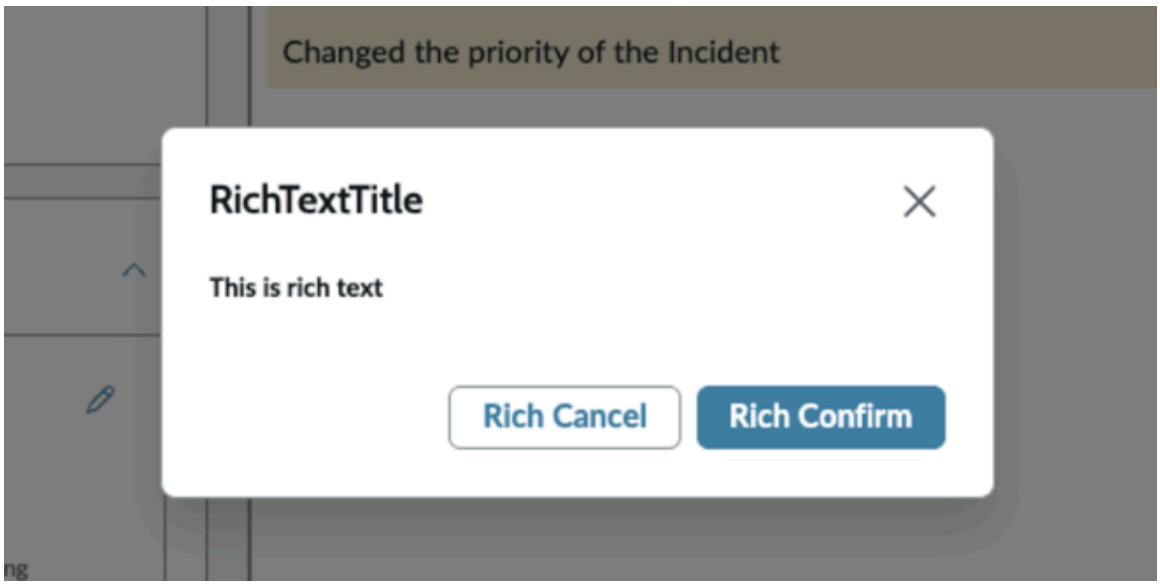
The following code example shows how to display the text "This is rich text" in bold in the associated modal.

```
function callback(value){
  value ? console.log("confirm richtext callback") :
 console.log('cancel rich text callback');
}

function onClick(g_form) {
  g_modal.richText("RichTextTitle", "<b>This is rich text</b>",
 callback, {
    cancelTitle: "Rich Cancel",
    confirmTitle: "Rich Confirm"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  })

  .then(
    function test() {
      g_form.setValue("state', '7");
    },

    function fail() {
      g_form.setValue("state", 2)
    }
  )
}
```

Output:



g_modal - showFields(String title, Array fields, Function callback, String size, String cancelTitle, String confirmTitle, String cancelType, String confirmType, String instruction)

Displays a modal window that contains the specified fields and an **OK** and **Cancel** buttons by default.

Parameters

Name	Type	Description
title	String	Optional. Title to display in the header of the modal. Default: " "

fields	Array of Objects	List of fields to display in the modal. Each field is defined in a separate object. The *`fields`* parameters that you pass are dependent on the type of field (*`fields.type`*) specified.
		
		The fields display in the modal in the same order as they appear in the array.
		
		`fields: [`
		`  {`
		`  autoFocus: Boolean,`
		`  choices: "Array",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>display_value_list: "String",
		enableMentions: Boolean,
		label: "String",
		mandatory: Boolean,
		name: "String",
		referringTable: "String",
		referringRecordId: "String",
		type: "String",
		value: "String"
		}
		]</pre>

fields.autoFocus	Boolean	Optional. Flag that indicates whether the field should default to auto focus when the modal loads. Only one field should have this value set to true. Valid values: • true: Auto focus. • false: Don't auto focus. Default: false

fields.choices	Array of Objects	Required if the *`fields.type`* parameter is set to `choice`. List of options to display in the associated list field. Each entry in the choice list must be specified as a separate object in the `choices` array.
		
		For example:
		<pre>choices: [
		{
		displayValue: "String",
		value: "String
		}
		]</pre>

fields.choices.displayValue	String	Optional. Value to display in the list field. Default: Blank
fields.choices.value	String	Optional. Internal value of the value displayed in the list field. Default: Null
fields.display_value_list	Array of Strings	Optional. List of strings to display. For example, `['item1', 'item2', 'item3']`.
fields.enableMentions	Boolean	Required if *`fields.type`* is `html`. Flag that indicates whether you can mention a user in the modal. Valid values: • true: Users can be mentioned in the modal. • false: Users can't be mentioned in the modal.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: false
fields.label	String	Optional. Text to display as the label for this field in the modal. Default: Blank
fields.mandatory	Boolean	Optional. Flag that indicates whether the field is mandatory. Valid values: • true: Field is mandatory. • false: Field is optional. Default: false
fields.name	String	Internal name of the field. If the *`fields.type`* parameter is set to `reference` or `glide_list`, it is the reference field on the current record being used to search.
fields .referringTable	String	Required if the *`fields.type`* parameter is set to `reference` or `glide_list`. Name of the table that you are referencing from. For example: `incident`
fields. referringRecordId	String	Required if the *`fields.type`* parameter is set to `reference`. Sys_id of the record that you're calling in the UI action form.
fields.type	String	Type of field to display in the modal. Each field type has a set of *`fields.<>`* elements that can be passed. The values in brackets [ ] below are the *`fields`* elements supported by the associated *`fields`* type. Valid values: • boolean [autofocus, label, mandatory, name, value] • choice [autofocus, choices, label, mandatory, name, value] • domain_id [label, referringRecordId, referringTable, value] • glide_list [autofocus, display_value_list, label, name, mandatory, referringRecordId, referringTable, value] • html [autofocus, enableMentions, label, mandatory, name, referringRecordId, referringTable, value] • reference [autofocus, label, mandatory, name, reference, referringRecordId, referringTable, value] • string [autofocus, label, mandatory, name, value] • textarea [autofocus, label, mandatory, name, value]
fields.value	String	Optional. Value to display in the field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		For example, for a choice field you might display a user prompt:
		`value: getMessage(' -- Select -- ')`
		Or for a reference field you might display the value of a field on the associated form:
		`g_form.getValue('caller_id')`
		Default: Blank

callback	Function	Optional. Function to call after the form has been submitted and processed on the server. The callback function has the form `callbackFunction(String action_verb, String sys_id, String table, String displayValue)` where: • *`action_verb`*: Name of the UI action executed. Examples: ◦ sysverb_cancel (Cancel button) ◦ sysverb_insert (Submit button) ◦ sysverb_save (Save button) • *`sys_id`*: Sys_id of the affected record. • *`table`*: Name of the table containing the record. • *`displayValue`*: Value that appears on the form. Default: No additional processing
size	String	Optional. Size of the modal. Valid values: • fw: Full-width • sm: 420px by 315px • md: 600px by 450px • lg: 800px by 600px **Note:** If a pixel value is specified, the modal takes up the whole browser. For example, passing "1px" makes the modal full-width. Default: sm
cancelTitle	String	Optional. Text to display on the cancel button. Default: Cancel
confirmTitle	String	Optional. Text to display on the confirm button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: OK
cancelType	String	Optional. Type of cancel button to display. Valid values: • confirm (blue background) • default (white background) • destructive (red background) Default: confirm
confirmType	String	Optional. Type of confirm button to display. Valid values: • confirm (blue background) • default (white background) • destructive (red background) Default: default
instruction	String	Optional. Instructions to display in the modal. This content appears below the modal title and above the first field in the modal. Default: No instructions displayed

Returns

Type	Description
Promise	Returns promise if successful, error otherwise.

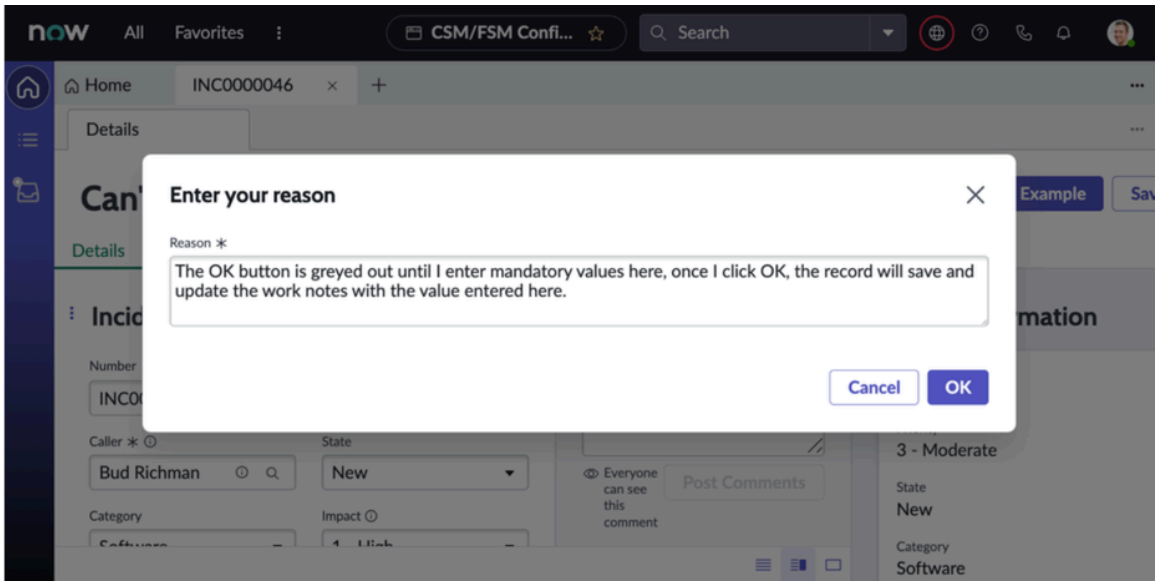
The following example shows prompting a user for a reason using a modal window, and then passing it back to the work notes field on the record. The *then()* method returns a promise, which returns what the modal returns; *fieldValues* in this case. The work notes field on the client-side, with the field value, are in the *updatedFields* array. Since only one field is returned, the example assumes an index position of *0*.

```
function onClick(g_form) {
    g_modal.showFields({
        title: "Enter your reason",
        fields: [{
            type: 'textarea',
            name: 'work_notes',
            label: getMessage('Reason'),
            mandatory: true
        }],
        size: 'lg'
    }).then(function(fieldValues) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        g_form.setValue('work_notes',
 fieldValues.updatedFields[0].value);
        g_form.save();
    });
}
```

Output:



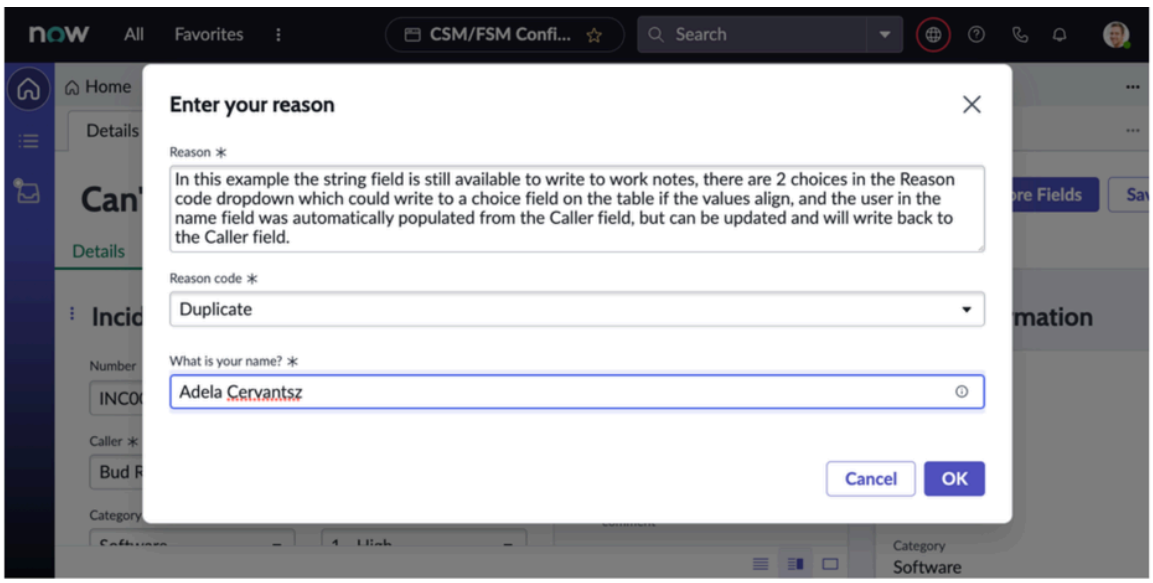
The following example expands on the example above, adding choice and a reference fields.

```
function onClick(g_form) {

    var fields = [{
        type: 'textarea',
        name: 'work_notes',
        label: getMessage('Reason'),
        mandatory: true
    },
    {
        type: 'choice',
        name: 'reason_code',
        label: getMessage('Reason code'),
        value: getMessage(' -- Select -- '),
        choices: [
          {
            displayValue: 'Duplicate',
            value: 'duplicate'
          },
          {
            displayValue: 'Canceled',
            value: 'canceled'
          }
        ],
        mandatory: true
    },
    {
        type: 'reference',
        name: 'caller_id',
        label: getMessage('What is your name?'),
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        mandatory: true,
        reference: 'sys_user',
        referringTable: 'incident',
        referringRecordId: g_form.getUniqueValue(),
  value: g_form.getValue('caller_id'),
  displayValue: g_form.getDisplayValue('caller_id')
    }
  ];

  g_modal.showFields({
    title: "Enter your reason",
    fields: fields,
    size: 'lg'
  }).then(function(fieldValues) {
        g_form.setValue('work_notes',
 fieldValues.updatedFields[0].value);
        g_form.setValue('caller_id',
 fieldValues.updatedFields[2].value);
        g_form.save();
  });
}
```

Output:



The following example shows how to use this method to display a modal that contains textarea, choices, reference, glide_list, and domain_id field types.

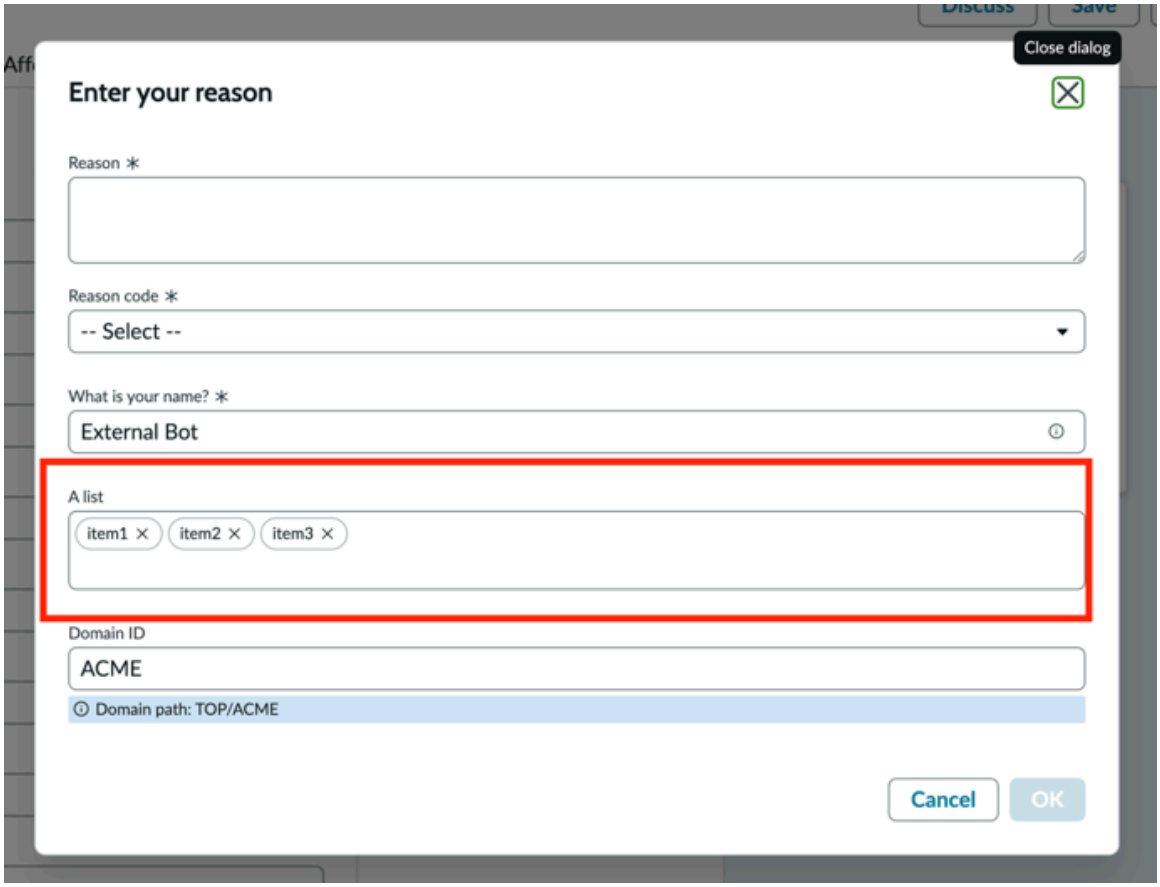
```
function onClick(g_form) {
  var fields = [
    {
      type: 'textarea',
      name: 'work_notes',
      label: getMessage('Reason'),
      mandatory: true
    },
    {
      type: 'choice',
      name: 'reason_code',
      label: getMessage('Reason code'),
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      value: getMessage(' -- Select -- '),
      choices: [
        {
          displayValue: 'Duplicate',
          value: 'duplicate'
        },
        {
          displayValue: 'Canceled',
          value: 'canceled'
        }
      ],
      mandatory: true
    },
    {
      type: 'reference',
      name: 'caller_id',
      label: getMessage('What is your name?'),
      mandatory: true,
      referringTable: 'incident',
      referringRecordId: g_form.getUniqueValue(),
        value: g_form.getValue('caller_id')
    },
     {
      type: 'glide_list',
        name: 'watch_list',
        label: 'A list',
        mandatory: false,
      referringTable: 'incident',
      referringRecordId: g_form.getUniqueValue(),
        value: '628,9ee1,f298d',
        display_value_list: ['item1', 'item2', 'item3']
    },
     {
        label: 'Domain ID',
        type: 'domain_id',
        value: 'c90d4b084a362312013398f051272c0d',
        displayValue: 'TOP/ACME',
        referringRecordId: '552c48888c03300964f4932b03eb092',
        referringTable: 'incident'
     }
  ];

  g_modal.showFields({
    title: "Enter your reason",
    fields: fields,
    size: 'lg'
  }).then(function(fieldValues) {

  });
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



g_modal - showFrame(String title, String url, Function callback, String size, String height, String modalHeight, String modalWidth, Boolean showClose, String autoCloseOn, Boolean hasLoadingMessage, Boolean closeOnEscape, Boolean hideOverlay)

Displays a modal that uses a link to an external URL or UI page for its content.

Parameters

Name	Type	Description
title	String	Optional. Title to display in the header of the modal. Default: blank
url	String	URL of the information to load in the IFrame. **Note:** If only one argument is passed, it is treated as the *url* parameter.
callback	Function	Optional. Function to call after the form has been submitted and processed on the server. The callback function has the form `callbackFunction(String action_verb, String sys_id, String table, String displayValue)` where:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		• *action_verb*: Name of the UI action executed. Examples:
		  ○ sysverb_cancel (Cancel button)
		  ○ sysverb_insert (Submit button)
		  ○ sysverb_save (Save button)
		• *sys_id*: Sys_id of the affected record.
		• *table*: Name of the table containing the record.
		• *displayValue*: Value that appears on the form.
		
		Default: No additional processing

size	String	Optional. Size of the modal. Valid values: • fw: Full-width • sm: 420px by 253.25px • md: 600px by 253.25px • lg: 800px x 254px Default: lg
height	String	Optional. Height of the content section in the modal. This value is in the format of "<number><unit>", such as "80%" or "300px". If you only pass a number, the method assumes the unit of measure is pixels. Valid units of measure: • % • em • px • vh Default: 100% or 153.75px
modalHeight	String	Optional. Height of the modal. This value is in the format of "<number><unit>", such as "80%" or "300px". If you only pass a number, the method assumes the unit of measure is pixels. Valid units of measure: • % • em • px • vh Default: 254px

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
modalWidth	String	Optional. Width of the modal. This value is in the format of "<number><unit>", such as "80%" or "300px". If you only pass a number, the method assumes the unit of measure is pixels. Valid units of measure: • % • em • px • vh Default: 800px
showClose	Boolean	Optional. Flag that indicates whether the close icon (X) appears in the upper-right corner of the modal. Valid values: • true: Display the close icon. • false: Don't display the close icon. Default: true
autoCloseOn	String	Optional. Condition on which to automatically close the modal. Valid values: • EMPTY_BODY • URL_CHANGED Default: Don't automatically close modal.
hasLoadingMessage	Boolean	Optional. Flag that indicates whether to display the **Loading...** message in the content slot of the modal before loading the modal content. Valid values: • true: Display loading message. • false: Don't display the loading message. The content slot of the modal is empty before content is loaded. **Note:** You can't customize the "Loading..." message; only configure whether it displays or not. Default: false
closeOnEscape	Boolean	Optional. Flag that indicates whether the user can close the modal by pressing the escape key. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Modal closes when the user presses the escape key. • false: Modal doesn't close when the user presses the escape key. Default: false
hideOverlay	Boolean	Optional. Flag that indicates whether to display the transparent gray overlay over the record page. Valid values: • true: Hide the transparent gray overlay over the record page. • false: Display the transparent gray overlay over the record page. Default: false

Returns

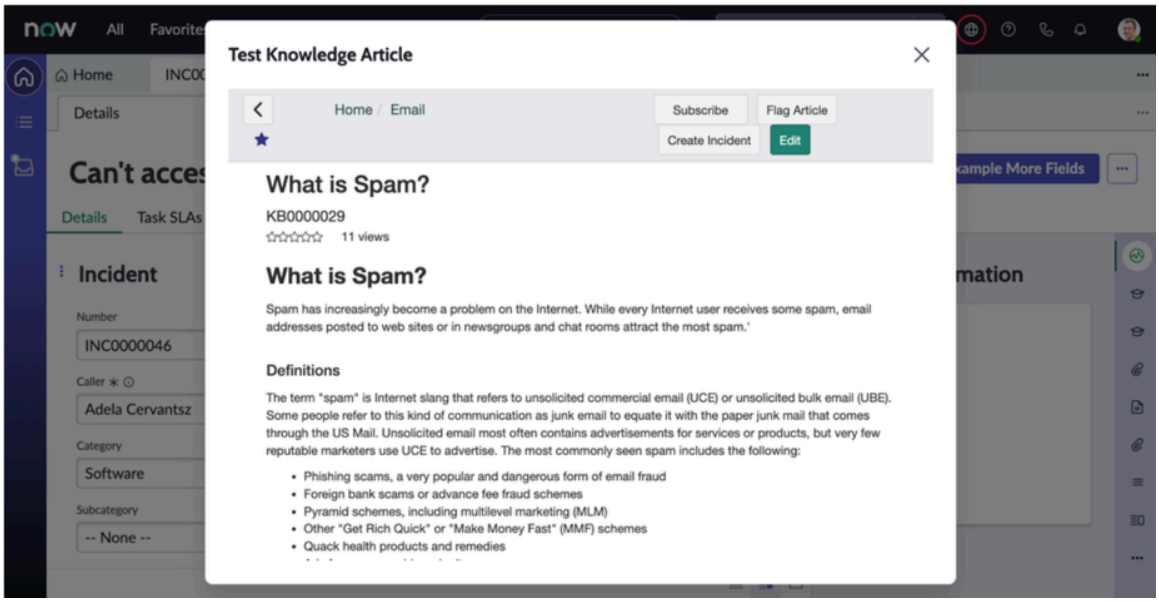
Type	Description
Promise	Returns promise if successful, error otherwise. This promise is resolved when the IFrame modal is closed.

The following example shows how to display a KB article in a model using the sys_id of the KB article record and a base URL.

```
function onClick(g_form) {
  var kbId = '24d9243187032100deddb882a2e3ec33'; //sysId of KB
 article
  g_modal.showFrame({
    url: '/kb_view.do?sys_kb_id=' + kbId,
    title: 'Test Knowledge Article',
    size: 'lg',
    height: 500px
  });
}
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



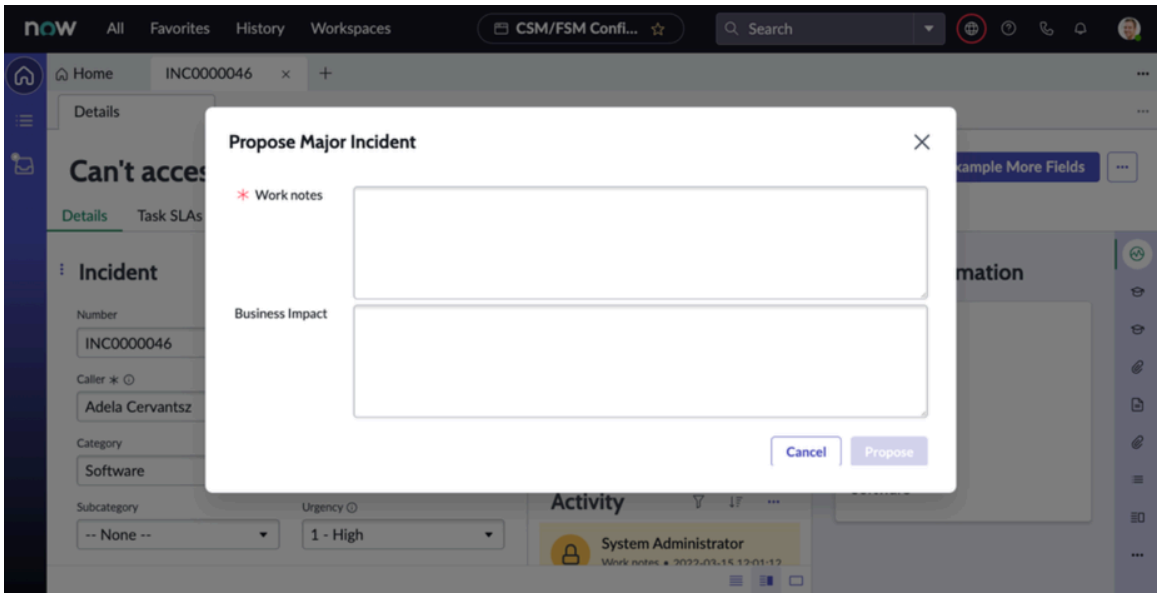
This example shows how to use an embedded UI page when creating a modal. It uses *`window.parent.postMessage()`* in the UI page to pass data from the iFrame back to the workspace since the *`g_form`* API is not accessible in a UI page when it is in the iFrame.

```
function onClick(g_form) {
  function proposeMIC(data) {
    var workNotes = data.msg + "\n" + data.workNotes;
    var notes = g_form.getValue('work_notes') + ' ' + workNotes;
    var bi = g_form.getValue('business_impact') + ' ' +
 data.businessImpact;
    g_form.setValue('work_notes', notes.trim());
    g_form.setValue('business_impact', bi.trim());
    g_form.submit('sysverb_mim_propose');
  }

  function openPopup() {
    if(!g_form.getControl('work_notes')) {
      getMessage('Cannot propose major incident as "Worknotes"
 is not visible', function(msg) {
  g_form.addErrorMessage(msg);
      });
      return false;
    }

    var url =
 "/sn_major_inc_mgmt_mim_propose.do?sysparm_stack=no&sysparm_wor
kspace=" + true;
    g_modal.showFrame({
      title: getMessage("Propose Major Incident"),
      url: url,
      size: 'lg',
      autoCloseOn: 'URL_CHANGED',
      callback: function (ret, data) {
        if (ret)
          proposeMIC(data);
      }
    });
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    openPopup();
}
```

Output:



g_service_catalog - Client

The `g_service_catalog` API provides methods to access data in a multi-row variable set (MRVS) when a model is open.

This API is available in all environments, such as, Service Portal, ServiceNow AI Platform, Workspace, and Now® Mobile.

g_service_catalog - getValue(String variableName)

Returns the value of the specified field on the catalog item form when used in a client script on multi-row variable sets (MRVS).

Use this method when an MRVS modal is open for editing or creating and you want to modify data within the MRVS based on the value of a field on the parent catalog item form. For example, when you need to modify the contents of the cells within an MRVS based on a check box on the parent form. You can also use this method to access the data of other MRVS elements within the same parent form.

Note: This method can only be called from the parent object, such as `g_service_catalog.parent.getValue()`.

Parameters

Name	Type	Description
variableName	String	Name of the variable in the catalog item form to return.

Returns

Type	Description
String	Value contained in the specified variable of the catalog item form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In this example, a catalog item for blocking multiple IP addresses on a firewall has a variable *address_type* with two choices - **IPV4** and **IPV6**. The MRVS has two variables (*ipv4_address* and *ipv6_address*) for the respective address types. If the **Address type** field on the parent form is set to **IPV4**, the field **IPV6 address** is hidden on the MRVS.

```
function onLoad() {
  if (g_service_catalog.parent.getValue("address_type") ==
 "ipv4") {
    g_form.setValue("ipv4_address", "XX.XX.XX.XX");
    g_form.setVisible("ipv6_address", "false");
  }
}
```

GlideAgentWorkspace (g_aw) - Client

The *g_aw* API provides methods that enable a UI action or client script to open a specified record in an Agent Workspace tab.

There is no constructor for this class. Access *GlideAgentWorkspace* methods using the `g_aw` global object.

GlideAgentWorkspace - closeRecord()

Closes the currently open record, such as a form, in a subtab within Agent Workspace.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example saves the content of the tab and then closes it.

```
function onClick(g_form) {
```

```
function onClick(g_form) {
  g_form.save().then(function(){
    g_aw.closeRecord();
  });
}
```

The following example script uses the `g_aw.closeRecord()` method to close a record when a button is clicked in Agent Workspace. You can use this script as follows:

1. Add this script to a UI Action (button) configured for Agent Workspace.
2. When the button is clicked, it will attempt to close the current record.
3. Basic logging indicates success or failure.

```
functioncloseCurrentRecord() {
    if (typeof g_aw !== 'undefined' && g_aw.closeRecord) {
        g_aw.closeRecord().then(function(response) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            console.log(response.success ? 'Record closed
 successfully.' : 'Failed to close the record.');
        }).catch(function(error) {
            console.error('Error closing the record:', error);
        });
    }
}
```

In a more complex example, the *closeRecord()* method is applied in a client script where a support agent wants to automatically close an incident record in Agent Workspace after performing a specific action, such as resolving the incident. The key actions of this script are as follows:

- Trigger Condition: The script checks if the incident's state is set to "Resolved" (`state = 6`).
- Workspace Validation: Ensures the code runs only within Agent Workspace using `typeof g_aw !== 'undefined'`.
- Promise Handling: Uses *.then()* and *.catch()* for handling the asynchronous nature of *closeRecord()*.
- Error Handling: Provides detailed logging for both successful and failed attempts.

```
(function executeRule(current, gForm, gUser, gSNC) {
    // Check if the incident state is 'Resolved' (state = 6 in
 default ServiceNow setup)
    if (current.state == 6) {
        // Ensure we're in Agent Workspace
        if (typeof g_aw !== 'undefined' && g_aw.closeRecord) {
            g_aw.closeRecord().then(function(response) {
                if (response.success) {
                    console.log('Incident record closed
 successfully in Agent Workspace.');
                } else {
                    console.error('Failed to close the record:',
 response.errorMessage);
                }
            }).catch(function(error) {
                console.error('An error occurred while closing
 the record:', error);
            });
        }
    }
})(current, gForm, gUser, gSNC);
```

GlideAgentWorkspace - openRecord(String table, String sysId, Object params)

Opens a specified record, such as a form, in a subtab within Agent Workspace.

Note: This method is only available in the Agent Workspace client scripting environment or in a UI action on the workspace client script field.

Parameters

Name	Type	Description
table	String	Name of the table that contains the record to open.
sysId	String	Sys ID of the record to open.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
params	Object	Optional. Name/value pairs of the parameters to pass to the record. `"params": { "readOnlyForm": Boolean; "defaultTab": "String"; "hideDetails": Boolean }`
params.readOnlyForm	Boolean	Flag that indicates whether all fields on the opened record are read-only; regardless of the UI policy and ACLs. • true: All fields are read only. • false: Fields adhere to the associated UI policy and ACLs. Default: false
params.defaultTab	String	Name of the initial tab to display in the workspace. You can only specify related items or related lists. If not specified, the details tab appears unless *`hideDetails`* is set to true. For more information on the method to use to obtain a related list name, see getRelatedListNames().
params.hideDetails	Boolean	Flag that indicates whether to hide the details tab and the UI actions. • true: Only the form header, all other tabs, and the first available tab appear on the form. • false: Details tab and UI actions appear on the form. Default: false

Returns

Type	Description
None	

Open a sys_user record in a subtab.

```
g_aw.openRecord('sys_user',
 '62826bf03710200044e0bfc8bcbe5df1');
```

Open a record in a subtab where all fields are read-only.

```
g_aw.openRecord('sys_user', '62826bf03710200044e0bfc8bcbe5df1',
 {readOnlyForm: true});
```

Open a record in a subtab and go directly to the "Groups" related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
g_aw.openRecord('sys_user', '62826bf03710200044e0bfc8bcbe5df1',
 {defaultTab: "sys_user_grmember.user"});
```

Open a record in a subtab but only show the form header and other tabs.

```
g_aw.openRecord('sys_user', '62826bf03710200044e0bfc8bcbe5df1',
 {hideDetails: true});
```

The following example script demonstrates how an agent can add a button to an incident which opens a related change request in a new tab within Agent Workspace. The key actions of this script are as follows:

- Dynamic Record Opening: The script retrieves the sys_id of the related change request from the current incident.
- Agent Workspace Context: It checks if `g_aw` is available to confirm the script is running in Agent Workspace.
- Custom Parameters:
  - `view: 'agent'` opens the record in a specific view (optional).
  - `readOnly: true` opens the record in read-only mode (optional).
- Error Handling: Uses *`.then()`* and *`.catch()`* for handling responses and errors.

```
function openRelatedChangeRequest() {
    // Get the sys_id of the related Change Request from the
 current incident
    var changeRequestSysId =
 g_form.getValue('change_request'); // Assuming 'change_request'
 is the field name

    if (changeRequestSysId && typeof g_aw !== 'undefined' &&
 g_aw.openRecord) {
        g_aw.openRecord('change_request', changeRequestSysId, {
            view: 'agent', // Optional: Specify a custom view
            readOnly: true // Optional: Open the record in
 read-only mode
        }).then(function(response) {
            if (response.success) {
                console.log('Change Request opened
 successfully.');
            } else {
                console.error('Failed to open Change Request:',
 response.errorMessage);
            }
        }).catch(function(error) {
            console.error('Error opening Change Request:',
 error);
        });
    } else {
        console.warn('No related Change Request found or Agent
 Workspace is not available.');
    }
}
```

Note: You can use this script in your own instance by attaching this script to a UI Action (button) on the Incident form in Agent Workspace. Clicking the button opens the related change request in a new tab, improving the agent's workflow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideAgentWorkspace - setSectionExpanded(String section_name, Boolean expanded)

Sets a form section to expanded or collapsed state.

Parameters

Name	Type	Description
section_name	String	Name of a form section in Agent Workspace.
expanded	Boolean	Flag that indicates whether a section is to be expanded or collapsed by default. • true: The section is expanded by default. • false: The section is collapsed by default.

Returns

Type	Description
None	

The following example shows how to set a form section named `related_records` to collapse by default.

```
function onLoad() {
   g_aw.setSectionExpanded('related_records', false);
}
```

The following example script demonstrates how an agent can use the *`setSectionExpanded`* method to open an incident where the "Work Notes" section should automatically expand if the incident has a high priority (e.g., Priority 1 or 2). For lower priorities, the section remains collapsed to reduce visual clutter.

The key actions of this script are as follows:

- Priority-Based Logic: The script checks the incident's priority using `g_form.getValue('priority')`.
- Dynamic Section Control: Expands the "Work Notes" section if the priority is 1 (Critical) or 2 (High). Collapses it for lower priorities to maintain a cleaner UI.
- Agent Workspace Check: Ensures the script only runs in Agent Workspace.

```
javascriptCopyEdit(functiontoggleWorkNotesSection() {
    // Check if we're in Agent Workspace and the
 method is availableif (typeof g_aw !== 'undefined' &&
 g_aw.setSectionExpanded) {
        // Get the incident priority from the formvar priority =
 g_form.getValue('priority');

        // Automatically expand the "Work Notes" section for
 high-priority incidents (1 or 2)var shouldExpand = (priority ==
 '1' || priority == '2');

        // Expand or collapse the section based on priority
        g_aw.setSectionExpanded('Work Notes', shouldExpand);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
})();
```

You can add this example as a client script with the type set to "onLoad" for incidents in Agent Workspace. Make sure the section name matches exactly as it appears in the form layout (for example, "Work Notes").

GlideAgentWorkspace - domainScopeProvider()

Gets the domain scope details.

The *`domainScopeProvider()`* method accesses four functions to return information about the domain scope. For information, see Domain scope.

Required role – domain_expand_scope.

Functions

Function Name	Return Type	Description
getDomainScope()	String	Gets the domain scope. Possible values: • false: Returns basic domain info and doesn't include information about parent domains, inherited properties, or domain hierarchy. • true: Return detailed domain scope information about the current record or workspace context. Default: false
hasDomainChanged()	Boolean	Flag that indicates if the domain has changed for the current record compared to its original domain. Valid values: • true: Domain has changed. • false: Domain hasn't changed. Returns basic domain information without evaluating whether the domain has changed. Default: false
isDomainEnabledRecord()	Boolean	Flag that indicates whether the method should check if the current record is domain-separated (domain-enabled). Valid values: • true: Record is domain-enabled (for example, domain separation applies to it). • false: Record isn't domain-enabled (for example, it exists globally without domain-specific restrictions). Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Functions (continued)

Function Name	Return Type	Description
toggleDomainScope()	Boolean	Flag that indicates whether to enable or disable the domain scope context for a record. Valid values: • true: Display all data available based to the user's domain and child domains. • false: Display only data that matches the current record's domain. Default: true

Returns

Type	Description
None	

Example: Example

The following example shows how to toggle the domain scope between the user session and the record as expanded (session scope) or collapsed (record scope) in a UI action workplace client script.

```
function onClick(g_form) {
    var provider = g_aw.domainScopeProvider();

    provider.toggleDomainScope();

    var domainScopeNow = provider.getDomainScope();

    if (domainScopeNow === 'SESSION')
        g_form.addInfoMessage(getMessage("Domain Scope
 Expanded"));
    else if (domainScopeNow === 'RECORD')
        g_form.addInfoMessage(getMessage("Domain Scope
 Collapsed"));
}
```

```
function onSubmit() {
      if (typeof g_aw === 'undefined'
 || !g_aw.domainScopeProvider || typeof g_scratchpad ===
 'undefined') return true;
      if (g_scratchpad._domainConfirmationPassed ||
          g_scratchpad._domainCheckErrorBypass ||
 g_scratchpad._domainCheckPassed) return true;
      var provider = g_aw.domainScopeProvider();
      if (!provider || !provider.isDomainEnabledRecord
 || !provider.isDomainEnabledRecord()) return true;
  // if you change these messages, please change them in the
 above messages field var title = getMessage("Change Domain");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 var message = getMessage("You are about to change the domain of
 this record which may result in data
      loss.We will copy the information we can but you may need
 to replace the lost data.Do you want to proceed ? ");
      var gFormRef = g_form;
      var popModalConfirm = function() {  g_modal.confirm(title,
 message , function(response) {
      if (response) {
          g_scratchpad._domainConfirmationPassed = true;
          gFormRef.submit(gFormRef.getActionName());
      }
  });
  return false;
  };

  var proceedWithSubmit = function() {
      gFormRef.submit(gFormRef.getActionName());
  };

  var hasDomainChanged = provider.hasDomainChanged();
  if (hasDomainChanged === false) return true;
  if (hasDomainChanged === true) return popModalConfirm();
  else {
      hasDomainChanged.then(function(isChanged) {
          if (isChanged)
              return popModalConfirm();
          else {
              g_scratchpad._domainCheckPassed = true;
              proceedWithSubmit();
          }
      }, function(error) {
          g_scratchpad._domainCheckErrorBypass = true;
          proceedWithSubmit();
      });
      return false;
  }
}
```

The following example script demonstrates how an agent can verify which domain they are working in when handling records in Agent Workspace. The key actions of this script are as follows:

- Basic Checks: `typeof g_aw !=='undefined'` ensures the script only runs in Agent Workspace. `g_aw.domainScopeProvider` checks if the method exists.
- Simple Asynchronous Handling: Uses `.then()` to process the result when the domain info is available. Uses `.catch()` to handle any errors (for example, if something goes wrong when fetching the domain).
- User-Friendly Alert: Displays an alert with the domain name (`alert('You are working in the domain: ...')`), which is simple and easy to understand. If no domain info is found, it alerts the user with "`Domain information is not available.`"
- Error Handling: Errors are logged to the console using `console.error()` for basic troubleshooting.

```
(function showDomainAlert() {
    // Check if we're in Agent Workspace and the
 domainScopeProvider is available
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    if (typeof g_aw !== 'undefined' && g_aw.domainScopeProvider)
 {
        // Get the current domain information
        g_aw.domainScopeProvider().then(function(domainInfo) {
            if (domainInfo && domainInfo.name) {
                // Show an alert with the current domain name
                alert('You are working in the domain: ' +
 domainInfo.name);
            } else {
                alert('Domain information is not available.');
            }
        }).catch(function(error) {
            console.error('Error getting domain scope:', error);
        });
    }
})();
```

You can add this script as an "onLoad" Client Script in Agent Workspace. When an agent opens a record, an alert will pop up showing the current domain name.

GlideAjax - Client

The *GlideAjax* class enables a client script to call server-side code in a script include.

To use *GlideAjax* in a client script, follow these general steps.

1. Create a *GlideAjax* instance by calling the *GlideAjax* constructor. As the argument to the constructor, specify the name of the script include class that contains the method you want to call.
2. Call the *addParam* method with the *sysparm_name* parameter and the name of the script-include method you want to call.
3. Optional. Call the *addParam* method one or more times to provide the script-include code with other parameters it needs.
4. Execute the server-side code by calling *getXML()*.

> **Note:** *getXML()* is the preferred method for executing the code, because it is asynchronous and does not hold up the execution of other client code. Another method, *getXMLWait()*, is also available but is not recommended. Using *getXMLWait()* ensures the order of execution, but can cause the application to seem unresponsive, significantly degrading the user experience of any application that uses it. *getXMLWait()* is not available to scoped applications.

```
var ga = new GlideAjax('HelloWorld'); // HelloWorld is the
 script include class
ga.addParam('sysparm_name','helloWorld'); // helloWorld is the
 script include method
ga.addParam('sysparm_user_name',"Bob"); // Set parameter
 sysparm_user_name to 'Bob'
ga.getXML(HelloWorldParse);  /* Call HelloWorld.helloWorld()
 with the parameter sysparm_user_name set to 'Bob'
      and use the callback function HelloWorldParse() to return
 the result when ready */

// the callback function for returning the result from the
 server-side code
function HelloWorldParse(response) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   var answer =
 response.responseXML.documentElement.getAttribute("answer");
    alert(answer);
}
```

GlideAjax - GlideAjax(String class_name)

Constructor for *GlideAjax*.

Parameters

Name	Type	Description
class_name	String	The name of the server-side class that contains the method you want to execute.

In this example, a client script sets the user to Fred Luddy and then calls a script include to get their manager.

```
// client script - contains onLoad function and a callback
 function

function onLoad() {
   var ga = new GlideAjax('GetUserInfo'); // GetUserInfo is the
 script include name
   ga.addParam('sysparm_name','managerName'); // managerName is
 the function in the script include that we're calling
   ga.addParam('sysparm_user_name','fred.luddy'); // set user to
 Fred Luddy

   /* Call GetUserInfo.managerName() with user set to Fred Luddy
 and use the callback function ManagerParse() to return the
 result when ready */
   ga.getXMLAnswer(ManagerParse);
}

// callback function for returning the result from the script
 include
function ManagerParse(response) {
   alert(response);
}


// GetUserInfo script include

var GetUserInfo = Class.create();
GetUserInfo.prototype =
 Object.extendsObject(global.AbstractAjaxProcessor, {

    managerName: function() {
        var userName = this.getParameter("sysparm_user_name");
        var grUser = new GlideRecord('sys_user');
        grUser.get("user_name", userName);

        // Build the payload. You can return additional data if
 needed.
        var result = {
           "manager": grUser.getDisplayValue('manager')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        };
        return JSON.stringify(result);
    },
    type: 'GetUserInfo'
});
```

GlideAjax - addParam(String parm_name, String parm_value)

Specifies a parameter name and value to be passed to the server-side function associated with this *GlideAjax* object.

You can execute *addParam* multiple times with different parameters and values.

Note: The first call to *addParam* should be with the parameter *sysparm_name* and the name of the server-side method you want to call. The server-side code does not execute until the client script calls *getXML()* or *getXMLAnswer()*.

Parameters

Name	Type	Description
parm_name	String	The name of the parameter to pass. (The name must begin with the `sysparm_` .)
parm_value	String	The value to assign to *parm_name*.

Returns

Type	Description
void	

In this example, a client script sets the user to Fred Luddy and then calls a script include to get their manager.

```
// client script - contains onLoad function and a callback
 function

function onLoad() {
   var ga = new GlideAjax('GetUserInfo'); // GetUserInfo is the
 script include name
   ga.addParam('sysparm_name','managerName'); // managerName is
 the function in the script include that we're calling
   ga.addParam('sysparm_user_name','fred.luddy'); // set user to
 Fred Luddy

   /* Call GetUserInfo.managerName() with user set to Fred Luddy
 and use the callback function ManagerParse() to return the
 result when ready */
   ga.getXMLAnswer(ManagerParse);
}

// callback function for returning the result from the script
 include
function ManagerParse(response) {
   alert(response);
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// GetUserInfo script include

var GetUserInfo = Class.create();
GetUserInfo.prototype =
 Object.extendsObject(global.AbstractAjaxProcessor, {

    managerName: function() {
        var userName = this.getParameter("sysparm_user_name");
        var grUser = new GlideRecord('sys_user');
        grUser.get("user_name", userName);

        // Build the payload. You can return additional data if
 needed.
        var result = {
           "manager": grUser.getDisplayValue('manager')
        };
        return JSON.stringify(result);
    },
    type: 'GetUserInfo'
});
```

GlideAjax - getAnswer()

Retrieves the results from a server-side method called from the client via *`getXMLWait()`*.

Parameters

Name	Type	Description
none		

Returns

Type	Description
void	The result returned by the server-side method previously called with *`getXMLWait()`*.

GlideAjax - getXMLAnswer(Function callback, Object additionalParam, Object responseParam)

Calls the processor asynchronously and gets the answer element of the response in XML format.

Parameters

Name	Type	Description
callback	Function	Callback function. The function receives the answer element of the response in XML format as an argument.
additionalParam	Object	Optional. Name-value pair of additional parameters.
responseParam	Object	Optional. Second argument for the callback function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example retrieves the number of attachments for a given sysid using GlideAjax and updates the UI with the count. It also passes an additional parameter (for example, a timestamp) to the callback function, which can be used for debugging or tracking when the request was made.

```
function updateAttachmentCount(sysid) {
  var ga = new GlideAjax('AttachmentAjax');
  ga.addParam('sysparm_type', 'attachmentCount');
  ga.addParam('sysparm_value', sysid);

  // Adding an additional parameter object
  var additionalParam = { timestamp: new Date().toISOString() };

  ga.getXMLAnswer(numberOfAttachments, additionalParam, sysid);
}

function numberOfAttachments(answer, additionalParam, sysid) {
  var number = parseInt(answer);

  console.log('Additional Param:', additionalParam); //
 Debugging
  console.log('Timestamp:', additionalParam?.timestamp); //
 Example usage

  var buttons = $$('.attachmentNumber_' + sysid);
  if (buttons[0] == undefined)
    $('header_attachment_list_label').down().innerHTML = number;
  else {
    for (var i = 0; i < buttons.length; i++) {
      buttons[i].innerHTML = number;
    }
  }
}
```

GlideAjax - getXML(Function callback)

Sends the server a request to execute the method and parameters associated with this *GlideAjax* object.

The server processes the request asynchronously and -- when ready -- returns the results via the function specified as the *callback_function*.

Parameters

Name	Type	Description
callback	Function	The name of the callback function to process the results returned by the server.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var comments = gel("dialog_comments").value;
var ga = new GlideAjax('validateComments'); //Call script
 include to escape text
ga.addParam('sysparm_name', 'validateComments');
ga.addParam('sysparm_comments', comments);
ga.getXML(callback);

return false;

function callback(response) {
  var comments =
 response.responseXML.documentElement.getAttribute("answer");
  comments = trim(comments);
  if (comments == "") {
     //If comments are empty, alert the user and stop submission
     alert("Please enter your comments before submitting.");
  } else {
    //If there are comments, close the dialog window and submit
 them
    GlideDialogWindow.get().destroy(); //Close the dialog window
    g_form.setValue("comments", comments); //Set the "Comments"
 field with comments in the dialog
  }
```

GlideAjax - getXMLWait()

Sends the server a request to execute the method and parameters associated with this *GlideAjax* object.

The server processes the request synchronously and will not process further requests from the client until finished. To retrieve the results, the client must call *getAnswer()*. Using *getXMLWait()* ensures the order of execution, but can cause the application to seem unresponsive, significantly degrading the user experience of any application that uses it. We recommend using *getXML()* instead.

Note: *getXMLWait()* is not available to scoped applications.

Parameters

Name	Type	Description
none		

Returns

Type	Description
void	

```
var ga = new GlideAjax('HelloWorld');
      ga.addParam('sysparm_name','helloWorld');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ga.addParam('sysparm_user_name',"Bob");
    ga.getXMLWait();
    alert(ga.getAnswer());
```

GlideDialogWindow - Client (deprecated)

The *GlideDialogWindow* API provides methods for displaying a dialog in the current window and frame.

Use these methods in scripts anywhere that you can use a client-side JavaScript. These methods are most often called from a UI action with the **Client** check box selected.

Note: This API has been deprecated, use the *GlideModal* API instead.

GlideDialogWindow - GlideDialogWindow(String id, Boolean readOnly, Number width, Number height)

Provides methods for displaying a dialog in the current window and frame.

Use these methods in scripts anywhere that you can use a client-side JavaScript. These methods are most often called from a UI Action with the **Client** check box selected.

Parameters

Name	Type	Description
id	String	Name of the UI page to load into the dialog window.
readOnly	Boolean	Optional. Flag that indicates whether the dialog window is read only (true) or read/write (false). Default: false
width	Number	Optional. Size (in pixels) to set the width of the dialog window.
height	Number	Optional. Size (in pixels) to set the height of the dialog window.

Returns

Type	Description
void	

```
// Creates a dialog window
var gdw = new GlideDialogWindow('show_list');

// Creates a read-only dialog window
var gdw = new GlideDialogWindow('show_list', true);

// Creates a dialog window that is 400 pixels wide
var gdw = new GlideDialogWindow('show_list', false, 400);

// Creates a dialog window that is 400 pixels wide and 200
 pixels tall
var gdw = new GlideDialogWindow('show_list', false, 400, 200);
```

GlideDialogWindow - adjustBodySize()

Adjusts the body height of a dialog window to be the window height minus the header height.

You typically call this method after calling *GlideDialogWindow - setSize()*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var gdw = new GlideDialogWindow('show_list');
      gdw.setTitle('Test');
      gdw.setSize(750,300);
      gdw.adjustBodySize();
      gdw.render();
```

GlideDialogWindow - destroy()

Closes the dialog window.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
//Destroy the current dialog window.
      GlideDialogWindow.get().destroy();
```

GlideDialogWindow - render()

Renders the dialog window.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var gdw = new GlideDialogWindow('show_list');
      gdw.setTitle('Test');
      gdw.setSize(750,300);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gdw.setPreference('table', 'u_test_list');
gdw.setPreference('title', 'A New Title');
gdw.render();
```

GlideDialogWindow - setPreference(String name, String value)

Sets a given window property to a specified value.

Any window property can be set using this method.

Parameters

Name	Type	Description
name	String	The window property to set.
value	String	The value for the window property.

Returns

Type	Description
void	

```
var gdw = new GlideDialogWindow('show_list');
    gdw.setTitle('Test');
    gdw.setSize(750,300);
    gdw.setPreference('table', 'u_test_list');
    gdw.setPreference('title', 'A New Title');
```

GlideDialogWindow - setSize(Number width, Number height)

Sets the size of the dialog window.

If you do not pass width and height parameters, a default size is used.

Parameters

Name	Type	Description
width	Number	The width of the dialog window.
height	Number	The height of the dialog window.

Returns

Type	Description
void	

```
var gdw = new GlideDialogWindow('show_list');
    gdw.setSize(750,300);
```

GlideDialogWindow - setTitle(String title)

Sets the title of the dialog window.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
title	String	The title for the current window.

Returns

Type	Description
void	

```
//var gdw = new GlideDialogWindow('show_list');
      gdw.setTitle('test');
```

GlideDocument - Client

The *GlideDocument* API provides methods to search a Document Object Model (DOM) element, a document, or a JQuery element.

You can use this API in client-side scripts using *ListV2* and *ListV3* APIs. The *GlideDocument* APIs are accessed using the `g_document` global object.

GlideDocument - getElement(String selector, Element context)

Returns a node found in the specified DOM based context or created from the HTML context.

Parameters

Name	Type	Description
selector	String or Object	Selector expression
context	String or Object	Optional. DOM Element, document, or JQuery object to search.

Returns

Type	Description
node	Node that matches the selector.

This example shows how to get the list view name value from a UI page.

```
//HTML entry
<input type="hidden" id="list_view" name="list_view"
 value="${sysparm_list_view}" />

// Client script
var listView = g_document.getElement('#list_view').value;
```

GlideDocument - getElements(String selector, Element context)

Returns a node list found in the specified DOM based context or created if an HTML context is specified.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
selector	String or Object	The selector expression
context	String or Object	(Optional) A DOM Element, document, or JQuery object to be searched.

Returns

Type	Description
node list	A list of nodes that matches the selector.

GlideFlow - Client

The `GlideFlow` API provides methods for client-side interactions with actions, flows, and subflows.

You can use this API with classic ServiceNow AI Platform UI experiences that accept client scripts. The action, flow, or subflow must be set as client callable, and have a valid ACL using the Manage Security feature in Workflow Studio.

Note: This APi is incompatible with the Workspace Experience UI.

Some of the methods within the `GlideFlow` API return `promise` objects. A `promise` represents the eventual result of an asynchronous operation. For more information on promises, see Promise - Javascript MDN or AngularJS documentation.

Using this API, you can:

- Start actions, flows, or subflows via a script.
- Get an existing execution.
- Get the status and any available outputs.
- Wait for the completion of an action, flow, or subflow.

There is no constructor for the `GlideFlow` API. Access `GlideFlow` methods using the `GlideFlow` global object.

GlideFlow - execution.awaitCompletion()

Returns a completion object for the execution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	An object that contains completion details for a flow or action execution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In this example, an action is executed using startAction(), which returns an execution object. The code then uses awaitCompletion() on this execution object, which returns a completion object. The code uses this completion object to log the status and outputs within the execution.

```
(function() {
 var inputs = {};

 inputs['input1'] = 'string input'; // String

 GlideFlow.startAction('global.action_name', inputs)
  .then(function(execution) {
   return execution.awaitCompletion();
  }, errorResolver)
  .then(function(completion) {
   var status = completion.status;
   console.log(status);

   // Available Outputs:
   var outputs = completion.outputs;
   console.log(outputs);
  }, errorResolver());

 function errorResolver(error) {
  // Handle errors in error resolver
  console.error(error);
 }
})();
```

GlideFlow - execution.getExecutionStatus()

Returns a string containing the execution status of the current execution.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A string containing the execution status.

In this example, the code obtains an execution object using the getExecution method. The getExecution method requires an ID, which is returned by the method used to start the execution. The code then uses getExecutionStatus() to determine whether the execution has been completed before continuing.

```
// Get an existing action, getStatus, and getOutputs if complete
(function() {
   GlideFlow.getExecution('mamIN4Q35vmEFe744EwJV5GHrSz8fmJG')
      .then(function(execution) {
         execution.getExecutionStatus().then(
            function(status) {
               if (status === 'COMPLETE')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                  execution.getOutputs().then(
                     function(outputs) {
                        console.log(outputs);
                     },
                     errorResolver
                  );
            },
            errorResolver
         );
      }, errorResolver);

   function errorResolver(error) {
      // Handle errors in error resolver
      console.error(error);
   }
})();
```

GlideFlow - execution.getOutputs()

Returns an outputs object for the execution.

Use this method to access output generated by the execution of an action, flow, or subflow.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	An object containing outputs for an action, flow, or subflow.

In this example, the code obtains an execution object using the getExecution method. After the execution is complete, the code uses getOutputs() to return an outputs object, which it then logs using the console.log method.

```
// Get an existing action, getStatus, and getOutputs if complete
(function() {
   GlideFlow.getExecution('mamIN4Q35vmEFe744EwJV5GHrSz8fmJG')
      .then(function(execution) {
         execution.getExecutionStatus().then(
            function(status) {
               if (status === 'COMPLETE')
                  execution.getOutputs().then(
                     function(outputs) {
                        console.log(outputs);
                     },
                     errorResolver
                  );
            },
            errorResolver
         );
      }, errorResolver);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   function errorResolver(error) {
      // Handle errors in error resolver
      console.error(error);
   }
})();
```

GlideFlow - getExecution(String executionId)

Get an existing execution instance by ID.

Parameters

Name	Type	Description
executionId	String	The ID of the execution to be retrieved.

Returns

Type	Description
Object	A promise of an execution object.

In this example, the code gets an execution, then waits for it to be completed before logging the executions completion status and outputs using console.log.

```
// Get an existing action and await completion
(function() {
 GlideFlow.getExecution('79cd437e0b202300a150a95e93673ae3')
  .then(function(execution) {
   return execution.awaitCompletion();
  }, errorResolver)
  .then(function(completion) {

   var status = completion.status;
   console.log(status);

   // Available Outputs:
   var outputs = completion.outputs;
   console.log(outputs);
  }, errorResolver());

 function errorResolver(error) {
  // Handle errors in error resolver
  console.error(error);
 }
})();
```

GlideFlow - startAction(String scopedName.actionName, Map inputs)

Start an action.

Parameters

Name	Type	Description
scopedName	String	The scoped name of the flow to be executed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
inputs	Object	An object containing inputs defined for the action.

Returns

Type	Description
Object	An object containing details on the action execution.

In this example, the code starts the global action_name action using arguments in the inputs input object variable. Upon completion, the example uses console.log or console.error to report on the success or failure of the flow.

```
// Start an action and await completion.
(function() {
 var inputs = {};

 inputs['input1'] = 'string input'; // String

 GlideFlow.startAction('global.action_name', inputs)
  .then(function(execution) {
   return execution.awaitCompletion();
  }, errorResolver)
  .then(function(completion) {
   var status = completion.status;
   console.log(status);

   // Available Outputs:
   var outputs = completion.outputs;
   console.log(outputs);
  }, errorResolver());

 function errorResolver(error) {
  // Handle errors in error resolver
  console.error(error);
 }
})();
```

GlideFlow - startFlow(String scopedName.flowName, Map inputs)

Start a flow.

Parameters

Name	Type	Description
scopedName	String	The scoped name of the flow to be executed.
inputs	Object	An object containing inputs defined for the flow.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	An object containing details on the flow execution.

This example flow is normally triggered when a record on the incident table is updated. Because you are activating the flow from Client script, you must provide this information. The code creates an inputs variable that contains the current record and the table for the record

```
// Start a Flow
(function() {
      var inputs = {};
      inputs['current'] = { // GlideRecord
        table : 'incident',
        sys_id : '79cd437e0b202300a150a95e93673ae3'
    };
        inputs['table_name'] = 'incident';
         GlideFlow.startFlow('global.flow_name', inputs)
  .then(
   function(execution) {
    console.log('Started flow_name with execution id :' +
 execution.getExecutionId());
   },
   function(error) {
    console.log('Unable to start flow: ' + error);
   }
  );
})();
```

GlideFlow - startSubflow(String scopedName.subflowName, Map inputs)

Start a subflow.

Parameters

Name	Type	Description
scopedName	String	The scoped name of the flow to be executed.
inputs	Object	An object containing inputs used for the subflow.

Returns

Type	Description
Object	An object containing details on the subflow execution.

In this example, the code starts the global subflow_name subflow using arguments in the inputs array variable. Upon completion, the example uses console.log or console.error to report on the success or failure of the flow.

```
// Start an action and await completion.
(function() {
 var inputs = {};
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 inputs['input1'] = 'string input'; // String

 GlideFlow.startSubflow('global.subflow_name', inputs)
  .then(function(execution) {
   return execution.awaitCompletion();
  }, errorResolver)
  .then(function(completion) {
   var status = completion.status;
   console.log(status);

   // Available Outputs:
   var outputs = completion.outputs;
   console.log(outputs);
  }, errorResolver());

 function errorResolver(error) {
  // Handle errors in error resolver
  console.error(error);
 }
})();
```

GlideForm (g_form) - Client

The *GlideForm* API provides methods to customize forms.

GlideForm.js is the JavaScript class containing the methods. Only use *GlideForm* methods on the client. You can use these methods to make custom changes to the form view of records. All validation of examples was done using client scripts.

You can also use some of these methods in other client scripts (such as Catalog Client Scripts or Wizard Client Scripts), but you must first test this to determine whether they will work as expected.

Note: The methods *getControl()*, *getHelpTextControl()*, *getElement()*, and *getFormElement()* are deprecated for mobile devices. For information on using *GlideForm* for mobile, see Mobile Client GlideForm (g_form) Scripting and Migration.

There is no constructor for the *GlideForm* class. Access *GlideForm* methods using the `g_form` global object.

GlideForm - addDecoration(String fieldName, String icon, String title)

Adds an icon on a field's label.

Adding the same item twice is prevented; however, you can add the same icon with a different title.

Note: This method is not supported by Service Catalog.

Parameters

Name	Type	Description
fieldName	String	The field name.
icon	String	The font icon to show next to the field. Supported icons - icon-user, icon-user-group, icon-lightbulb, icon-home, icon-mobile, icon-comment, icon-mail, icon-locked, icon-database, icon-book, icon-drawer, icon-folder, icon-catalog, icon-tab, icon-cards, icon-tree-right, icon-tree, icon-book-open,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		icon-paperclip, icon-edit, icon-trash, icon-image, icon-search, icon-power, icon-cog, icon-star, icon-star-empty, icon-new-ticket, icon-dashboard, icon-cart-full, icon-view, icon-label, icon-filter, icon-calendar, icon-script, icon-add, icon-delete, icon-help, icon-info, icon-check-circle, icon-alert, icon-sort-ascending, icon-console, icon-list, icon-form, and icon-livefeed.
title	String	The text title for the icon.

Returns

Type	Description
void	

```
g_form.addDecoration('caller_id', 'icon-star', 'preferred
 member');
```

GlideForm - addDecoration(String fieldName, String icon, String title, String color)

Adds an icon on a field's label.

Adding the same item twice is prevented; however, you can add the same icon with a different title.

Note: This method is not supported by Service Catalog.

Parameters

Name	Type	Description
fieldName	String	The field name.
icon	String	The font icon to show next to the field. Supported icons - icon-user, icon-user-group, icon-lightbulb, icon-home, icon-mobile, icon-comment, icon-mail, icon-locked, icon-database, icon-book, icon-drawer, icon-folder, icon-catalog, icon-tab, icon-cards, icon-tree-right, icon-tree, icon-book-open, icon-paperclip, icon-edit, icon-trash, icon-image, icon-search, icon-power, icon-cog, icon-star, icon-star-empty, icon-new-ticket, icon-dashboard, icon-cart-full, icon-view, icon-label, icon-filter, icon-calendar, icon-script, icon-add, icon-delete, icon-help, icon-info, icon-check-circle, icon-alert, icon-sort-ascending, icon-console, icon-list, icon-form, and icon-livefeed.
title	String	The text title for the icon.
color	String	A CSS color.

Returns

Type	Description
void	

```
g_form.addDecoration('caller_id', 'icon-star', 'Mark as
 Favorite', 'color-green');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideForm - addErrorMessage(String message)

Displays the specified error message at the top of the form.

This message appears for approximately four seconds and then disappears. This timeout is not configurable at this time.

Parameters

Name	Type	Description
message	String	Message to display.

Returns

Type	Description
void	

```
g_form.addErrorMessage('This is an error');
```

GlideForm - addFormMessage(String message, String type, Object options)

Displays a floating form message at the top of the form detail section. The message does not cover UI actions.

See also:

- clearAllFormMessages()
- clearFormMessages()

Parameters

Name	Type	Description
message	String	Message to display.
type	String	The type of message. Valid values: • error • info • warning
options	Object	Optional. Object containing buttons to add to the form message and any metadata needed to handle a button click. `{ buttons: [Array], meta: {Object} }`
options.buttons	Array	Array of buttons to add to the form message. `buttons: [ { label: "String", actionName: "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		}]
options.buttons.label	String	Text to display on the button.
options.buttons.actionName	String	Name used by FORM_MESSAGE_BUTTON_CLICKED event handlers to determine the button that was clicked. For example, if you add a button with the actionName `assign_to_me`, you must create an event handler in UIB on the FORM_MESSAGE_BUTTON_CLICKED event that only executes when the actionName is `assigned_to_me`.

options.meta	Object	Map of any metadata needed to handle the button click formatted as key-value pairs.
		
		`meta: {`
		`  'key': 'value'`
		`}`
		
		For example, for an **Assign to me** button the event handler needs the sys_id of the user to assign the record to.

Returns

Type	Description
None	

The following example shows how to add form messages of each type.

```
g_form.addFormMessage('info message','info');
g_form.addFormMessage('warning message','warning');
g_form.addFormMessage('error message','error');
g_form.addFormMessage('info2 message','info');
g_form.addFormMessage('warning2 message','warning');
g_form.addFormMessage('error2 message','error');
g_form.addFormMessage('Would you like to reassign this
 to yourself?', 'info', {buttons: [{label: "Assign to
 me", actionName: "assign_to_me"}], meta: {'userId':
 '46d44a23a9fe19810012d100cca80666'}});
```

GlideForm - addInfoMessage(String message)

Adds the specified informational message to the top of the form.

This message appears for approximately four seconds and then disappears. This timeout is not configurable at this time.

Parameters

Name	Type	Description
message	String	Message to display.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
g_form.addInfoMessage('The top five fields in this form are
 mandatory');
```

GlideForm - addOption(String fieldName, String choiceValue, String choiceLabel)

Adds a choice to the end of a choice list field.

Parameters

Name	Type	Description
fieldName	String	The name of the field.
choiceValue	String	The value to be stored in the database.
choiceLabel	String	The value displayed.

Returns

Type	Description
void	

```
g_form.addOption('priority', '6', '6 - Really Low');
```

GlideForm - addOption(String fieldName, String choiceValue, String choiceLabel, Number choiceIndex)

Adds a choice to the list field at the position specified.

Note: Duplicate list labels are not supported in Service Portal. For example, items with label text matching another label are ignored and not added to the list.

Parameters

Name	Type	Description
fieldName	String	The field name.
choiceValue	String	The value stored in the database.
choiceLabel	String	The value displayed.
choiceIndex	Number	Order of the choice in the list. The index is into a zero based array.

Returns

Type	Description
void	

```
g_form.addOption('priority', '2.5', '2.5 - Moderately High', 3);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideForm - clearMessages()

Removes all informational and error messages from the top of the form.

Removes informational and error messages added with `g_form.addInfoMessage()` and `g_form.addErrorMessage()`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
g_form.clearMessages();
```

GlideForm - clearAllFormMessages()

Removes all form messages of any type.

See also:

- addFormMessage()
- clearFormMessages()

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following example shows how to clear all messages from the form.

```
g_form.clearAllFormMessages();
```

GlideForm - clearFormMessages(String type)

Removes all form messages of a given type.

See also:

- addFormMessage()
- clearAllFormMessages()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
type	String	The type of message. Valid values: • error • info • warning

Returns

Type	Description
None	

The following example shows how to clear all error messages from the form.

```
g_form.clearFormMessages('error');
```

GlideForm - clearOptions(String fieldName)

Removes all options from the choice list.

Parameters

Name	Type	Description
fieldName	String	Name of the field.

Returns

Type	Description
void	

GlideForm - clearValue(String fieldName)

Removes any value(s) from the field.

Parameters

Name	Type	Description
fieldName	String	Name of the field.

Returns

Type	Description
void	

GlideForm - disableAttachments()

Prevents file attachments from being added.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method is not available on the mobile platform. If this method is run on a mobile platform, no action occurs.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GlideForm - enableAttachments()

Allows file attachments to be added. Shows the paper clip icon.

This method is not available on the mobile platform. If this method is run on a mobile platform, no action occurs.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GlideForm - flash(String fieldName, String color, Number count)

Used to draw attention to a particular field. Flashes the specified color for a specified duration of time in the specified field.

This method is not supported by Service Catalog.

This method is not available on the mobile platform. If this method is run on a mobile platform, no action occurs.

Parameters

Name	Type	Description
fieldName	String	Specifies the field to highlight in the following format: `"<table-name>.<field-name>"`.
color	String	RGB color or acceptable CSS color.
count	Number	Specifies how long the label will flash. Options include: • 2: Flashes for 1 second • 0: Flashes for 2 seconds

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• -2: Flashes for 3 seconds • -4: Flashes for 4 seconds

Returns

Type	Description
void	

```
g_form.flash("incident.number", "#FFFACD", 0);
```

GlideForm - getActionName()

Returns the most recent action name, or, for a client script, the sys_id of the UI action clicked.

Note: Not available in Wizard client scripts.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The current action name.

```
function onSubmit() {
   var action = g_form.getActionName();
   alert('You pressed ' + action);
}
```

GlideForm - getBooleanValue(String fieldName)

Returns a Boolean value for the specified field.

Parameters

Name	Type	Description
fieldName	String	Name of the field.

Returns

Type	Description
Boolean	Returns false if the field value is false or undefined; otherwise returns true.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideForm - getControl(String fieldName)

Returns the HTML element for the specified field.

Compound fields may contain several HTML elements. This method is generally not necessary as there are built-in methods that use the fields on a form.

If the field is a reference field and the control is a choice list, *`getControl()`* may not return a control as expected. In this case, use `sys_select.<table name>.<field name>`.

This method is not available in mobile scripts or Service Portal scripts.

Parameters

Name	Type	Description
fieldName	String	Name of the field.

Returns

Type	Description
HTMLElement	The field's HTML element.

GlideForm - getDecimalValue(String fieldName)

Returns the decimal value of the specified field.

Parameters

Name	Type	Description
fieldName	String	The name of the field.

Returns

Type	Description
String	The decimal value of the specified field.

```
function onChange(control, oldValue, newValue, isLoading) {
   alert(g_form.getDecimalValue('percent_complete'));
}
```

GlideForm - getDisplayBox(String fieldName)

Gets the display value from a form in the core UI.

Note: To get a display value from a form in Service Portal, use the getDisplayValue() method.

See also:

- getValue()
- Get the display value of a reference variable

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
fieldName	String	Name of the field from which you want to retrieve a value in the form.

Returns

Type	Description
None	

```
var caller = g_form.getDisplayBox('caller_id').value;

var assignee = g_form.getDisplayBox('assigned_to').value;

if (caller == assignee)
{
   alert('in');
}
```

GlideForm - getDisplayValue(String fieldName)

Gets the display value from a form in Service Portal.

Note: To get a display value from a form in the core UI, use the getDisplayBox() method.

See also:

- getValue()
- Get the display value of a reference variable

Note: In the core UI, calling this method as `g_form.getDisplayValue()` without an argument returns the record display value rather than the display value of an individual field.

Parameters

Name	Type	Description
fieldName	String	Name of the field from which you want to retrieve a value in the form.

Returns

Type	Description
None	

The following example shows how to get the display value of a reference variable in the core UI or Service Portal. The use case for this example is on the community site.

```
function onChange(control, oldValue, newValue, isLoading) {
     if (isLoading || newValue == '') {
          return;
     }
     if(window == null){
          var valuePortal = g_form.getDisplayValue('requester');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          alert('Portal->' + valuePortal);
     }
     else{
          var valueNative =
 g_form.getDisplayBox('requester').value;
          alert('CoreUI->' + valueCoreUI);
     }
     //Type appropriate comment here, and begin script below
}
```

GlideForm - getElement(String id)

Returns the HTML element specified by the parameter.

Compound fields may contain several HTML elements. This method is generally not necessary as there are built-in methods that use the fields on a form.

This method is not available in mobile scripts or Service Portal scripts.

Parameters

Name	Type	Description
id	String	The field id.

Returns

Type	Description
HTMLElement	The field's HTML element.

GlideForm - getFormElement()

Returns the HTML element for the form.

This method is not available in mobile scripts or Service Portal scripts.

Parameters

Name	Type	Description
None		

Returns

Type	Description
HTMLFormElement	The HTML element for the form.

GlideForm - getHelpTextControl(String fieldName)

Returns the HTML element of the help text for the specified field.

This method is applicable to service catalog variables only.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
fieldName	String	Name of the field.

Returns

Type	Description
HTMLElement	Help text field's HTML element.

GlideForm - getIntValue(String fieldName)

Returns the integer value of the field.

Parameters

Name	Type	Description
fieldName	String	The field name.

Returns

Type	Description
Number	Integer value of the field.

GlideForm - getLabelOf(String fieldName)

Returns the plain text value of the field label.

Parameters

Name	Type	Description
fieldName	String	The field name

Returns

Type	Description
String	The label text.

```
if (g_user.hasRole('itil')) {
    var oldLabel = g_form.getLabelOf('comments');
    g_form.setLabelOf('comments', oldLabel + ' (Customer
 visible)');
}
```

GlideForm - getOption(String fieldName, String choiceValue)

Returns the option element for a selected box named *`fieldName`* where *`choiceValue`* matches the option value.

Note: This method does not work on read-only fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
fieldName	String	Name of the field.
choiceValue	String	Value of the option.

Returns

Type	Description
HTMLElement	The HTMLElement for the option. Returns null if the field or option is not found.

The following example shows how to get the label for a choice list value.

```
// Get the label for a choice list value
// fieldName is 'category'

function onChange(control, oldValue, newValue, isLoading) {
var choiceValue = g_form.getValue('category');
var choiceLabel = g_form.getOption('category',
 choiceValue).text;
}
```

GlideForm - getReference(String fieldName, Function callBack)

Returns the GlideRecord for a specified field.

If a callback function is present, this routine runs asynchronously. The browser (and script) processing continues normally until the server returns the reference value, at which time, the callback function is invoked. If a callback function is not present, this routine runs synchronously and processing halts (causing the browser to appear to hang) while waiting on a server response.

Important: It is strongly recommended that you use a callback function.

Callback function support for ServiceCatalogForm.getReference is available.

Note: Using this method requires a call to the server which requires additional time and may introduce latency to your page. Use this method with caution. For additional information, see Client script design and processing.

Parameters

Name	Type	Description
fieldName	String	Name of the field.
callBack	Function	Name of the call back function.

Returns

Type	Description
GlideRecord	GlideRecord object for the specified field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	If the specified reference cannot be found, it returns an initialized GlideRecord object where currentRow = -1 and rows.length = 0.

```
function onChange(control, oldValue, newValue, isLoading) {
    g_form.getReference('caller_id', doAlert); // doAlert is our
 callback function
}

function doAlert(caller) { // reference is passed into callback
 as first arguments
   if (caller.getValue('vip') == 'true') {
      alert('Caller is a VIP!');
   }
}
```

GlideForm - getRelatedListNames()

Returns an array of related list names from the current form.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array	String array of related list names from the current form. The related list names are listed in the order in which they appear on the form.

```
var listNames = g_form.getRelatedListNames();

for (var i = 0; i < listNames.length; i++) {
  this.showRelatedList(listNames[i]);
 }
```

GlideForm - getSectionNames()

Returns all section names, whether visible or not.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Array of strings	The section names.

GlideForm - getSections()

Returns an array of the form's sections.

This method is not available on the mobile platform. If this method is run on a mobile platform, no action occurs.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Array of HTML elements	The form's sections.

```
function onChange(control, oldValue, newValue, isLoading) {
   //this example was run on a form divided into sections
 (Change form)
   // and hid a section when the "state" field was changed
   var sections = g_form.getSections();
   if (newValue == '2') {
      g_form.setSectionDisplay(sections[1], false);
   } else {
      g_form.setSectionDisplay(sections[1], true);
   }
}
```

GlideForm - getTableName()

Returns the name of the table to which this record belongs.

On the server side, the table for the current record can be retrieved with `current.sys_class_name` or `current.getTableName()`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Name of the table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
function onLoad() {
    if (g_form.isNewRecord()) {
        var tableName = g_form.getTableName(); //Get the table
 name
    }
}
```

GlideForm - getUniqueValue()

Returns the sys_id of the record displayed in the form.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The record's sys_id.

```
function onLoad() {
   var incSysid = g_form.getUniqueValue();
   alert(incSysid);
}
```

GlideForm - getValue(String fieldName)

Returns the value of the specified form field.

This method also supports getting values from a multi-row variable set (MRVS). To obtain data from fields within an MRVS, you must first use `JSON.parse(getValue('<mrvs_field_name>') || '[]')` to obtain the MRVS array, and then use indexing to access the fields within the row objects. For more details, see the code example below.

Parameters

Name	Type	Description
fieldName	String	Name of the field whose value to return.

Returns

Type	Description
String	Value of the specified field.

The following example shows how to get the short description from the current form.

```
function onChange(control, oldValue, newValue, isLoading) {
   alert(g_form.getValue('short_description'));
}
```

The following example shows how to get values from an MRVS. In this example, salaries are being managed through the Service Catalog. The client script searches all rows within the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MRVS for the value entered in the **Job title** and then updates the matching entries within the MRVS with what is entered in the **Salary** field. The MRVS is named "variable_set_1" and contains the following fields within each row object: Employee name [employee_name], Job title [employee_job_title], and Salary [employee_salary]. In addition, the Catalog Item contains: Job title [job_title] and Salary [salary].

```
function onChange(control, oldValue, newValue, isLoading) {
if (isLoading || newValue == '') {
return;
}

// Get the MRVS
var vs1 = g_form.getValue('variable_set_1') || '[]';
var multiRowVariableSet = JSON.parse(vs1);

for (var i = 0; i < multiRowVariableSet.length; i++) {
// Check if the entered job title matches the title in the
 current MRVS row
  if (multiRowVariableSet[i].employee_job_title ==
 g_form.getValue("job_title")){
    // Update the value of a matching field with the new salary
    multiRowVariableSet[i].employee_salary = newValue;
  }
}

// Update the MRVS
g_form.setValue('variable_set_1',
 JSON.stringify(multiRowVariableSet));
}
```

GlideForm - hideAllFieldMsgs()

Hides all field messages.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GlideForm - hideAllFieldMsgs(String type)

Hides all field messages of the specified type.

Parameters

Name	Type	Description
type	String	The type of message. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• error • info

Returns

Type	Description
void	

GlideForm - hideErrorBox(String fieldName)

Hides the error message placed by *showErrorBox()*.

Whenever possible, use *hideFieldMsg()* rather than this method whenever possible.

Parameters

Name	Type	Description
fieldName	String	The name of the field or control.

Returns

Type	Description
void	

GlideForm - hideFieldMsg(String fieldName, Boolean clearAll)

Hides the first message that appears in the specified field on the current form.

Use the GlideForm - showFieldMsg(String field, String message, String type) or GlideForm - showFieldMsg(String field, String message, String type, Boolean scrollForm) methods to display messages on a form.

For example, the following code snippet shows how to display two messages on the `work_notes` field of a form and then hide the first message:

```
g_form.showFieldMsg('work_notes', 'First message', "error");
g_form.showFieldMsg('work_notes', 'Second message', "error");
g_form.hideFieldMsg('work_notes', false); // This call hides the
 'First message'
```

Parameters

Name	Type	Description
fieldName	String	Name of the field on which to hide the message.
clearAll	Boolean	Optional. Flag that indicates whether to hide all messages for the specified field. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Hide all messages. • false: Only hide the first message being displayed. Default: false

Returns

Type	Description
void	

The following example shows how to clear all messages for a specified form field and then display an encryption error message.

```
function submitEncryptedInputs() {
  return processEncryptedInputs(function(inputName, fieldName) {
    if (!checkEncryptedFieldValue(fieldName)) {
      g_form.hideFieldMsg(fieldName, true); // Hide all messages
 for the specified field
      g_form.showFieldMsg(fieldName, "Your activity requires an
 encrypted input.", "error");
      return false;
    }
    return true;
  });
}
```

GlideForm - hideRelatedList(String listTableName)

Hides the specified related list on the form.

This method is not available on the mobile platform. If this method is run on a mobile platform, no action occurs.

Parameters

Name	Type	Description
listTableName	String	Name of the related list. Use the sys_id to hide a list through a relationship.

Returns

Type	Description
void	

GlideForm - hideRelatedLists()

Hides all related lists on the form.

This method is not available on the mobile platform. If this method is run on a mobile platform, no action occurs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GlideForm - isLiveUpdating()

Returns true while a live update is being done on the record the form is showing.

This can be used in an *onChange()* client script to determine if a change to the record is because of a live update from another session. The client script can then decide what action to take, or not to take. This applies to systems using Core UI with live forms enabled.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if a live update is happening on the record displayed by the form.

GlideForm - isMandatory(String fieldName)

Returns true if the field is mandatory.

Mandatory fields are visually distinguished by an asterisk next to the field label. The asterisk is red if the field is empty, and black if the field is not empty. The system displays a validation message if a user attempts to save or submit the form without completing those fields. For more information, see Form fields.

Parameters

Name	Type	Description
fieldName	String	Name of the field.

Returns

Type	Description
Boolean	True if the field is required, false otherwise.

GlideForm - isNewRecord()

Returns true if the record has never been saved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if the record has not been saved; otherwise false.

```
function onLoad() {
   if(g_form.isNewRecord()){
      alert('New Record!');
   }
}
```

GlideForm - isSectionVisible(String sectionName)

Returns true if the section is visible.

Important: The isSectionVisible() function is not supported in Workspace.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true when the section is visible; otherwise, false is returned.

GlideForm - isVisible(String fieldName)

Determines whether the field associated with the passed-in field name is visible on the current form.

Parameters

Name	Type	Description
fieldName	String	Name of the field to check whether it is visible on the current form.

Returns

Type	Description
Boolean	Flag that indicates whether the specified field is visible on the current form. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• true: Field is visible on the form. • false: Field isn't visible on the form.

The following code example shows how to check if the `user_address` field is visible on the current form.

```
if(g_form.isVisible('user_address')) {
    alert('is visible');
}
else {
    alert('is hidden');
}
```

GlideForm - onUserChangeValue(Function fn)

Registers a custom event listener that detects when any field in the current form is modified by a user.

When a form field is modified, the event listener calls the function that is passed in when the listener is initially registered. This listener is only triggered when a user makes a change to a field on the form. Changes from client scripts, UI policies, or any other non-user interactions, do not trigger the listener.

Note: This method does not work for journal fields or Service Catalog items in the classic environment.

Parameters

Name	Type	Description
fn	Function	Function to call when a user changes the value of a field within the current form. This is actually the function code, not just the function name. This function must accept the following three arguments: • field name • original field value • updated field value

Returns

Type	Description
Function	Function to call to unregister the onUserChangeValue event listener.

```
var handler = function(fieldname, originalValue, newValue) {
  console.log('The field ('+ fieldname + ') has a new value of:
 ' + newValue); // function code
}

var unregister = g_form.onUserChangeValue(handler);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// To unregister the event listener
unregister();
```

GlideForm - refreshSlushbucket(String fieldName)

You can update a list collector variable.

Parameters

Name	Type	Description
fieldName	String	Name of the slush bucket.

Returns

Type	Description
void	

```
g_form.refreshSlushbucket('bucket');
```

GlideForm - removeDecoration(String fieldname, String icon, String title)

Removes the icon from the specified field that matches the icon and title.

Note: This method is not supported by Service Catalog.

Parameters

Name	Type	Description
fieldName	String	Field name.
icon	String	Name of the icon to remove.
title	String	The icon's text title (name).

Returns

Type	Description
void	

```
function onChange(control, oldValue, newValue, isLoading) {
 // if the caller_id field is not present, then we can't add an
 icon anywhere
 if (!g_form.hasField('caller_id'))
  return;

 if (!newValue)
  return;

 g_form.getReference('caller_id', function(ref) {
  g_form.removeDecoration('caller_id', 'icon-star', 'VIP');

  if (ref.getValue('vip') == 'true')
   g_form.addDecoration('caller_id', 'icon-star', 'VIP');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 });
}
```

GlideForm - removeDecoration(String fieldname, String icon, String title, String color)

Removes the icon from the specified field that matches the icon, title, and color.

Note: This method is not supported by Service Catalog.

Parameters

Name	Type	Description
fieldName	String	Field name.
icon	String	Name of the icon to remove.
title	String	The icon's text title (name).
color	String	A CSS color

Returns

Type	Description
void	

```
g_form.removeDecoration('caller_id', 'icon-star', 'VIP',
 'blue');
```

GlideForm - removeOption(String fieldName, String choiceValue)

Removes the specified option from the choice list.

Parameters

Name	Type	Description
fieldName	String	Name of the field.
choiceValue	String	The value stored in the database. This is not the label.

Returns

Type	Description
void	

```
g_form.removeOption('priority', '1');
```

GlideForm - save()

Saves the record without navigating away (update and stay).

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

GlideForm - setMandatory(String fieldName, Boolean mandatory)

Makes the specified field mandatory.

Mandatory fields are visually distinguished by an asterisk next to the field label. The asterisk is red if the field is empty, and black if the field is not empty. The system displays a validation message if a user attempts to save or submit the form without completing those fields. For more information, see Form fields.

Note: Whenever possible, use a UI policy rather than this method.

Parameters

Name	Type	Description
fieldName	String	Name of the field.
mandatory	Boolean	When true makes the field mandatory. When false makes the field optional.

Returns

Type	Description
void	

GlideForm - setSectionDisplay(String sectionName, Boolean display)

Shows or hides a section.

Parameters

Name	Type	Description
sectionName	String	The section name is lower case with an underscore replacing the first space in the name, and with the remaining spaces being removed, for example "Section Four is Here" becomes "section_fourishere". Other non-alphanumeric characters, such as ampersand (&), are removed. Section names can be found by using the `getSectionNames()` method.
display	Boolean	When true shows the section. When false hides the section.

Returns

Type	Description
Boolean	Returns true when successful.

GlideForm - setValue(String fieldName, String value, String displayValue)

Sets the value of a specified form field to the value of a specified display value in a reference record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To improve performance by preventing a round trip when setting the value for a reference field, use this method, not *`setValue(fieldName, value)`*. When setting multiple reference values for a list collector field, pass arrays in the *`value`* and *`displayValue`* parameters.

Note: The method *`setValue()`* can cause a stack overflow when used in an OnChange client script. This is because every time the value is set, it will register as a change, which may re-trigger the OnChange client script. To prevent this, perform a check that will validate that the new value will be different from the old value. For example, before performing `setValue(shortDesc, newValue.toUpperCase());`, validate that the short description is not already uppercase. This will prevent the client script from applying the *`toUpperCase()`* more than once.

Parameters

Name	Type	Description
fieldName	String	Name of the form field to update.
value	String or Array	Sys_id of the reference record to use to update the field. If the specified field is a GlideList, this parameter can contain an array of sys_ids. In this case, the method performs a lookup of all records specified in the array and those values are used to update the contents of the specified field (related list). **Note:** When defining a value in a choice list, be sure to use number value rather than the label.
displayValue	String or Array	Field within the specified reference record to use to update the specified field. For example, in the User [sys_user] table it might be userName. If the specified field is a GlideList, this parameter can contain an array of display value names. For additional information on display values, see Display value.

Returns

Type	Description
void	

This example shows passing the sys_id of the reference record that contains the userName field to use to update the **assigned_to** form field.

```
g_form.setValue('assigned_to', userSysID, userName);
```

This example shows passing an array of reference record sys_ids and an array of corresponding display value names to use to update the form fields in the GlideList **glide-list_field_name**.

```
g_form.setValue('glide-list_field_name', sysIDArray,
 displayNameArray);
```

GlideForm - showErrorBox(String name, String message, Boolean scrollForm)

Displays an error message under the specified form field (either a control object or the name of the field). If the control or field is currently off the screen and the scrollForm parameter is true, the form scrolls to the control or field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A global property (glide.ui.scroll_to_message_field) is available that controls automatic message scrolling when the form field is off screen (scrolls the form to the control or field). The *showFieldMsg()* method is a similar method that requires a type parameter.

Parameters

Name	Type	Description
name	String	Name of the field or control.
message	String	Message to display.
scrollForm	Boolean	When true scrolls the form to the field. When false the form does not scroll to the field.

Returns

Type	Description
void	

GlideForm - showFieldMsg(String field, String message, String type)

Displays either an informational or error message under the specified form field (either a control object or the name of the field). If the control or field is off the screen, the form is scrolled to the field.

A global property (glide.ui.scroll_to_message_field) is available that controls automatic message scrolling when the form field is off screen (scrolls the form to the control or field).

The *showErrorBox()* method is a shorthand method that does not require the type parameter.

Note: This method does not work with the *journal_field* type field in Core UI.

Parameters

Name	Type	Description
field	String	Name of the field or control.
message	String	Message to display.
type	String	"error","info", or "warning".

Returns

Type	Description
void	

```
g_form.showFieldMsg('impact','Low impact response time can be
 one week','info');
```

GlideForm - showFieldMsg(String field, String message, String type, Boolean scrollForm)

Displays either an informational or error message under the specified form field (either a control object or the name of the field). If the control or field is currently off the screen and scrollForm is true, the form is scrolled to the field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A global property (glide.ui.scroll_to_message_field) is available that controls automatic message scrolling when the form field is off screen (scrolls the form to the control or field).

The *showErrorBox()* method is a shorthand method that does not require the type parameter.

Note: This method does not work with the *journal_field* type field in Core UI.

Parameters

Name	Type	Description
field	String	Name of the field or control.
message	String	Message to display.
type	String	"error","info", or "warning".
scrollForm	Boolean	When true, the form scrolls to the field if it is off screen. When false, the form does not scroll.

Returns

Type	Description
void	

```
g_form.showFieldMsg('impact','Low impact not allowed with High
 priority','error',false);
```

GlideForm - setDisabled(String fieldName, Boolean disable)

Makes the specified field available or unavailable.

Parameters

Name	Type	Description
fieldName	String	Name of the field.
disable	Boolean	When true disables the field. When false enables the field.

Returns

Type	Description
void	

GlideForm - setDisplay(String fieldName, Boolean display)

Displays or hides a field.

This method cannot hide a mandatory field with no value. If the field is hidden, the space is used to display other items. Whenever possible, use a UI policy instead of this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
fieldname	String	Name of the field.
display	Boolean	When true displays the field, when false hides the field.

Returns

Type	Description
void	

```
function onChange(control, oldValue, newValue, isLoading,
 isTemplate) {
   //If the page isn't loading
   if (!isLoading) {
      //If the new value isn't blank
      if (newValue != '') {
         g_form.setDisplay('priority', false);
      }
      else
         g_form.setDisplay('priority', true);
      }
   }
```

GlideForm - setLabelOf(String fieldName, String label)

Sets the plain text value of the field label.

Note: This method is not supported by Service Catalog.

Parameters

Name	Type	Description
fieldName	String	The field name.
label	String	The field text label.

Returns

Type	Description
void	

```
if (g_user.hasRole('itil')) {
    var oldLabel = g_form.getLabelOf('comments');
    g_form.setLabelOf('comments', oldLabel + ' (Customer
 visible)');
}
```

GlideForm - setReadOnly(String fieldName, Boolean readOnly)

Makes the specified field read-only or editable.

Whenever possible, use a UI policy instead of this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To make a mandatory field read-only, you must first remove the mandatory requirement for that field by using the *setMandatory()* method.

Once you set a field to read-only, you cannot use the setValue() method to update the value of that field. If you need to set the value in this way, you must set the readOnly value to false.

Parameters

Name	Type	Description
fieldName	String	Name of the field.
readOnly	Boolean	Flag that determines whether the associate field is editable or read-only. Possible values: • true: Set field to read-only • false: Set field to be editable

Returns

Type	Description
None	

The following example shows how set the Variable Editor to read only. To do this in Service Catalog tables, use *setVariablesReadOnly()*.

```
// Create a Client Script on a table (e.g., incident) and paste
 this script
// Uncheck (set to false) the "isolate script" checkbox (not
 available by default)
// To add the isolate script checkbox to the form, configure
 form layout to add the checkbox
function onLoad() {

 $("variable_map").querySelectorAll("item").forEach(function(it
em){
    var variable = item.getAttribute("qname");
    g_form.setReadOnly("variables."+ variable, true);
  });
}
```

GlideForm - setValue(String fieldName, String value)

Sets the value of a specified form field to the passed in value.

This method also supports setting values in a multi-row variable set (MRVS). You must first use `JSON.parse(getValue('<mrvs_field_name>'))` to obtain the MRVS array and then use indexing to update the fields within the row objects. Once all values are updated in the MRVS, use the *setValue()* method to save the updated MRVS array. For more details, see the code example below.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The method *setValue()* can cause a stack overflow when used in an OnChange client script. This is because every time the value is set, it will register as a change, which may re-trigger the OnChange client script. To prevent this, perform a check that will validate that the new value will be different from the old value. For example, before performing `setValue(shortDesc, newValue.toUpperCase());`, validate that the short description is not already uppercase. This will prevent the client script from applying the *toUpperCase()* more than once.

Parameters

Name	Type	Description
fieldName	String	Name of the form field to update.
value	String	String value to set in the specified field. **Note:** When defining a value in a choice list, be sure to use the number value rather than the label.

Returns

Type	Description
void	

The following example shows how to set the short description in the current form.

```
g_form.setValue('short_description', 'replace this with
 appropriate text');
```

The following example shows how to set values in an MRVS. In this example, salaries are being managed through the Service Catalog. The client script searches all rows within the MRVS for the value entered in the **Job title** and then updates the matching entries within the MRVS with what is entered in the **Salary** field. The MRVS is named "variable_set_1" and contains the following fields within each row object: Employee name [employee_name], Job title [employee_job_title], and Salary [employee_salary]. In addition, the Catalog Item contains: Job title [job_title] and Salary [salary].

```
function onChange(control, oldValue, newValue, isLoading) {
if (isLoading || newValue == '') {
return;
}

// Get the MRVS
var multiRowVariableSet =
 JSON.parse(g_form.getValue('variable_set_1'));

for (var i = 0; i < multiRowVariableSet.length; i++) {
// Check if the entered job title matches the title in the
 current MRVS row
  if (multiRowVariableSet[i].employee_job_title ==
 g_form.getValue("job_title")){
    // Update the value of a matching field with the new salary
    multiRowVariableSet[i].employee_salary = newValue;
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Update the MRVS
g_form.setValue('variable_set_1',
 JSON.stringify(multiRowVariableSet));
}
```

GlideForm - setVariablesReadOnly(Boolean isReadOnly)

Makes a Service Catalog variable editor read only.

Note: This method is only applicable to Service Catalog variable editors in the core UI. This method is not supported in the Service Catalog form.

The method must be placed in the client script of the table in which the variable editor is added, such as Requested Item [sc_req_item], Incident [incident], and so on. To set variables to read only in other tables, use the setReadOnly() method.

See also: Service Catalog variable editors

Parameters

Name	Type	Description
isReadOnly	Boolean	Flag that determines whether the variable editor is read only. Possible values: • true: Sets the variable editor as read-only. • false: Sets the variable editor as editable. Default: false

Returns

Type	Description
None	

Adding the following line to a client script sets the variable editor to read only.

```
g_form.setVariablesReadOnly(true);
```

GlideForm - setVisible(String fieldName, Boolean display)

Displays or hides the field.

On desktop UI, the space is left blank when hidden. On Mobile or Service Portal UI, the space is filled in my other fields when hidden. This method cannot hide mandatory fields with no value.

Use UI Policy rather than this method whenever possible.

Parameters

Name	Type	Description
fieldName	String	The field name.
display	Boolean	When true displays the field. When false hides the field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
function onChange(control, oldValue, newValue, isLoading,
 isTemplate) {
   //If the page isn't loading
   if (!isLoading) {
      //If the new value isn't blank
      if(newValue != '') {
         g_form.setVisible('priority', false);
      }
      else
         g_form.setVisible('priority', true);
      }
   }
```

GlideForm - showErrorBox(String name, String message)

Displays an error message under the specified form field (either a control object or the name of the field). If the control or field is currently off the screen, the form scrolls to the control or field.

A global property (glide.ui.scroll_to_message_field) is available that controls automatic message scrolling when the form field is off screen (scrolls the form to the control or field). The *`showFieldMsg()`* method is a similar method that requires a type parameter.

Parameters

Name	Type	Description
name	String	The name of the control or field.
message	String	The message to be displayed.

Returns

Type	Description
void	

GlideForm - showRelatedList(String listTableName)

Displays the specified related list on the form.

This method is not available on the mobile platform. If this method is run on a mobile platform, no action occurs.

Parameters

Name	Type	Description
listTableName	String	Name of the related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

GlideForm - showRelatedLists()

Displays all the form's related lists.

This method is not available on the mobile platform. If this method is run on a mobile platform, no action occurs.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GlideForm - submit()

Saves the record.

The user is taken away from the form, returning them to where they were.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GlideForm - submit(String verb)

Performs the UI action specified by the parameter.

Parameters

Name	Type	Description
verb	String	An action_name from a sys_ui_action record. The action name must be for a visible form button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

Mobile GlideForm (g_form) - Client

The *Mobile GlideForm (g_form)* API provides methods to work with forms on the mobile platform.

Use these methods in any script that targets a mobile device.

MobileGlideForm (g_form) - addDecoration(String fieldName, String icon, String text)

Adds a decorative icon next to a field.

Parameters

Name	Type	Description
fieldName	String	The field name.
icon	String	The font icon to show next to the field.
text	String	The text title for the icon (used for screen readers).

Returns

Type	Description
void	

This example adds a VIP icon next to the caller.

```
function onChange(control, oldValue, newValue, isLoading) {
      // if the caller_id field is not present, then we can't
 add an icon anywhere
      if (!g_form.hasField('caller_id'))
          return;

      if (!newValue)
         return;

      g_form.getReference('caller_id', function(ref) {
      g_form.removeDecoration('caller_id', 'icon-star', 'VIP');

      if (ref.getValue('vip') == 'true')
           g_form.addDecoration('caller_id', 'icon-star',
 'VIP');
      });
      }
```

MobileGlideForm (g_form) - getLabel(String fieldName)

Gets the form label text.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
fieldName	String	The field name.

Returns

Type	Description
String	The label text.

```
if (g_user.hasRole('itil')) {
      var oldLabel = g_form.getLabel('comments');
      g_form.setLabel('comments', oldLabel + ' (Customer
 visible)');
      }
```

MobileGlideForm (g_form) - hasField(String fieldName)

Determines if a field is present on the form.

Present means that it can be shown, not that it is visible.

Parameters

Name	Type	Description
fieldName	String	The field to look for.

Returns

Type	Description
Boolean	True if the field is present on the form; false, if it is not. On the form means that the field is part of g_form. It could still be hidden, read-only, mandatory, or invalid.

This example makes the assigned_to field mandatory if the assignment_group field is on the form.

```
if (g_form.hasField('assignment_group'))
      g_form.setMandatory('assigned_to', true);
```

MobileGlideForm (g_form) - removeDecoration(String fieldName, String icon, String text)

Removes a decorative icon from next to a field.

Parameters

Name	Type	Description
fieldName	String	The field name.
icon	String	The icon to remove.
text	String	The text title for the icon.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
function onChange(control, oldValue, newValue, isLoading) {
      // if the caller_id field is not present, then we can't
 add an icon anywhere
      if (!g_form.hasField('caller_id'))
           return;

      if (!newValue)
           return;

      g_form.getReference('caller_id', function(ref) {
           g_form.removeDecoration('caller_id', 'icon-star',
 'VIP');

           if (ref.getValue('vip') == 'true')
                g_form.addDecoration('caller_id', 'icon-star',
 'VIP');
      });
      }
```

MobileGlideForm (g_form) - setLabel(String fieldName, String label)

Sets the form label text.

Parameters

Name	Type	Description
fieldName	String	The field name.
label	String	The field label text.

Returns

Type	Description
void	

This example changes the comments label.

```
if (g_user.hasRole('itil')) {
      var oldLabel = g_form.getLabel('comments');
      g_form.setLabel('comments', oldLabel + ' (Customer
 visible)');
      }
```

GlideGuid - Client

The *GlideGuid* API provides methods to create a globally unique identifier.

You access the GlideGuidV3 methods using the `g_guid` global object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideGuid - generate(Number stringLength)

Creates a globally unique identifier 32 characters long, or as specified with the optional length argument.

Parameters

Name	Type	Description
stringLength	Number	The desired string length, must be between 1 and 32 inclusive. This parameter is optional. If not specified, the returned string will be 32 characters long.

Returns

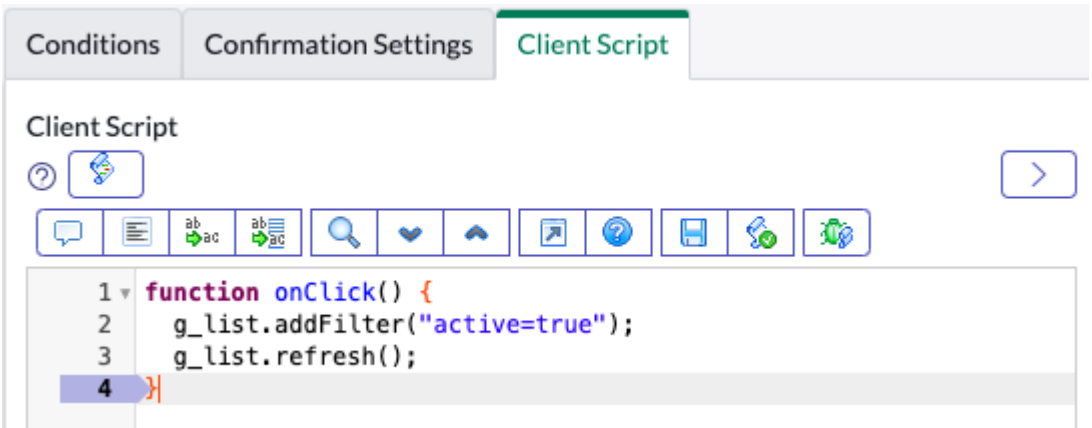
Type	Description
String	The globally unique identifier.

GlideList (Next Experience) - Client

The *GlideList* API provides methods to customize lists in the Next Experience UI Framework.

This API enables adding GlideList functionality to a button in the Workspace Experience UI. Use the `g_list` variable to call each method.

To add a button, create a list action and add *GlideList* method calls into the **Client Script** field `onClick{}` method. For instructions, see Use the client GlideList API in the Workspace Experience UI.



Note: Each method must be used with the *refresh()* method, with the exceptions of *sort()* and *sortDescending()* methods.

The methods in this API are based on *GlideList2*. The following *GlideList2* methods are not supported in the Next Experience framework and cause an error in the console log:

- *isUserList()*
- *setFirstRow()*
- *showHideGroups()*
- *showHideList()*
- *toggleList()*
- *toggleListNoPref()*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideList (Next Experience) - addFilter(String filter)

Adds a single term to the list query filter.

See also setFilter().

Parameters

Name	Type	Description
filter	String	Encoded query string in standard Glide format. See Encoded query strings.

Returns

Type	Description
None	

The following example shows how to retrieve a list of active records and refresh the page.

```
g_list.addFilter("active=true");
g_list.refresh();
```

GlideList (Next Experience) - getChecked()

Returns a comma-separated list of the sys_ids for the items that are checked in the associated list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Comma-separated list of the sys_ids for the items that are checked in the list. Does not check to determine that the items returned are allowed to be executed.

The following example shows how to get the sys_ids of each record selected in a list.

```
var myChecked = g_list.getChecked();
alert(myChecked);
g_list.refresh();
```

Output in an alert box (empty if no records are selected):

```
079893e6b733330059128ac7ee11a967,
 4fca6d45b7131010f03e9b7ade11a9d3,
 5c460fbf1bd0011079e52131604bcbd9
```

GlideList (Next Experience) - getFixedQuery()

Returns the fixed query.

A fixed query is the part of the query that cannot be removed from the breadcrumb (i.e., it is fixed for the user).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Apply this method under **Related List Actions** in the Workspace Experience UI. For instructions, see Use the client GlideList API in the Workspace Experience UI.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The fixed query string for the list.

The following example shows how to display a fixed query with a debug message in the browser console log.

```
console.log(g_list.getFixedQuery() + " debug message");
```

The output after clicking the button on the Child Incidents tab in an Incident record.

```
parent_incident=46f1784ba9fe19810018aa27fbb23482 debug message
```

GlideList (Next Experience) - getGroupBy()

Returns the field or comma-separated list of fields that are used to group the list.

See also:

- getQuery()
- setGroupBy()

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The field or comma-separated list of fields that are used to group the list.

The following example shows how to get field groupBy values of the current list view.

```
var grpdBy = g_list.getGroupBy();
alert("The list is grouped by " + grpdBy);
g_list.refresh();
```

Output in an alert box for a list grouped by priority:

```
The list is grouped by ^GROUPBYpriority
```

GlideList (Next Experience) - getListName()

Returns the name of the list, which is usually the table name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The list name (usually the table name).

The following example shows how to call the method.

```
g_list.getListName();
```

GlideList (Next Experience) - getOrderBy()

Returns the first field used to order the list.

See also:

- getQuery()
- setOrderBy()

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The field by which to order the list. Empty if the list is not ordered.

The following example shows how to get field orderBy values of the current list view.

```
var orderBy = g_list.getOrderBy();

alert("The list is ordered by " + orderBy);
g_list.refresh();
```

Output in an alert box for a list ordered by priority:

```
The list is ordered by ^ORDERBYDESCpriority
```

GlideList (Next Experience) - getParentTable()

Returns the name of the parent table for a related list (the table associated with the form).

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The parent table name.

The following example shows how to call the method.

```
g_list.getParentTable();
g_list.refresh();
```

GlideList (Next Experience) - getQuery(Object)

Returns the encoded query string for the list.

See also:

- getFixedQuery()
- getGroupBy()
- getOrderBy()
- setGroupBy()
- setOrderBy()

Parameters

Name	Type	Description
<object>	Object	Optional. By default, this method includes orderBy, groupBy, and fixed query in the results. You can set object properties to restrict results to one or more of the three available options.
<object>.orderBy	Boolean	Optional. Flag that indicates whether to include orderBy in results. Valid values: • true: Include orderBy in results. • false: Do not include orderBy in results. Default: false
<object>.groupBy	Boolean	Optional. Flag that indicates whether to include groupBy in results. Valid values: • true: Include groupBy in results. • false: Do not include groupBy in results. Default: false
<object>.fixed	Boolean	Optional. Flag that indicates whether to include fixed query in results. Valid values: • true: Include fixed query in results. • false: Do not include fixed query in results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: false

Returns

Type	Description
String	Encoded query string for the list.

The following example shows how to display the list encoded query with a debug message in the browser console log.

```
var myQuery = g_list.getQuery();
console.log(myQuery + " message");
```

Output:

```
active=false^EQ message
```

GlideList (Next Experience) - getRelated()

Returns the related list field that associates the related list to the parent form.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Field that connects the list to the parent form.

The following example shows how to call the method.

```
g_list.getRelated();
```

GlideList (Next Experience) - getTableName()

Returns the table name for the list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Returns the table name for the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to display the list name for the current view.

```
var listName = g_list.getListName();
alert("The current list name is " + listName);
g_list.refresh();
```

Output in an alert box:

```
The current list name is incident
```

GlideList (Next Experience) - getTitle()

Returns the list title.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The list title.

The following example shows how to call the method.

```
g_list.getTitle();
```

GlideList (Next Experience) - getView()

Returns the view used to display the list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The name of the view.

The following example shows how to call the method.

```
g_list.getView();
```

GlideList (Next Experience) - refresh(Number firstRow)

Refreshes the list. The *orderBy* part of the list filter is ignored so that the list uses its natural ordering when it is refreshed.

Parameters

Name	Type	Description
firstRow	Number	The first row to appear in the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: First row of the current view.

Returns

Type	Description
None	

The following example shows how to call the method.

```
g_list.addFilter("active=true");
g_list.refresh();
```

GlideList (Next Experience) - refreshWithOrderBy(Number firstRow)

Refreshes the list. The *orderBy* part of the list filter is included if it is specified for the list.

Parameters

Name	Type	Description
firstRow	Number	The first row to appear in the list. Default: First row of the current view.

Returns

Type	Description
None	

The following example shows how to call the method.

```
g_list.refreshWithOrderBy();
```

GlideList (Next Experience) - setFilter(String filter)

Sets the encoded query string for the list, ignoring the *orderBy* and *groupBy* parts of the query string.

See also addFilter().

Parameters

Name	Type	Description
filter	String	Encoded query string in standard Glide format. See Encoded query strings.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to restrict list results to active records.

```
g_list.setFilter("active=true");
g_list.refresh();
```

GlideList (Next Experience) - setGroupBy(String groupBy)

Sets the list *groupBy* criteria for a single field.

See also:

- getGroupBy()
- getQuery()

Parameters

Name	Type	Description
groupBy	String	The *groupBy* criteria for the list.

Returns

Type	Description
None	

The following example shows how to group listed records by Caller ID.

```
g_list.setGroupBy("caller_id");
g_list.refresh();
```

GlideList (Next Experience) - setOrderBy(String orderBy)

Sets the *orderBy* criteria for the list.

For a single order by field, use *orderBy* field or *orderByDesc* field. For multiple fields, use `orderByField1^orderByField2^orderByField3`. *orderBy* specifies ascending order and orderByDesc specifies descending. These prefix strings are optional. If not specified, *orderBy* is the default order.

See also:

- getOrderBy()
- getQuery()
- sort()
- sortDescending()

Parameters

Name	Type	Description
orderBy	String	Single or multiple orderBy fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to order the list by the value of the Priority field.

```
g_list.setOrderBy("priority");
g_list.refresh();
```

GlideList (Next Experience) - setRowsPerPage(Number rows)

Sets the number of rows per page to display.

Parameters

Name	Type	Description
rows	Number	The number of rows to display.

Returns

Type	Description
None	

The following example shows how to limit results to 50 rows per page.

```
g_list.setRowsPerPage(50);
refresh();
```

GlideList (Next Experience) - sort(String field)

Sorts the list in ascending order and sets the field as an *`orderBy`* column.

See also:

- getOrderBy()
- getQuery()
- setOrderBy()
- sortDescending()

Note: This method does not require the *`refresh()`* method.

Parameters

Name	Type	Description
field	String	Field to use to sort the list.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example shows how to sort results by the **Number** field.

```
g_list.sort("number");
```

GlideList (Next Experience) - sortDescending(String field, Number amount)

Sorts a single field in the list in descending order and sets the field as an *orderByDescField* column.

See also:

- getOrderBy()
- getQuery()
- setOrderBy()
- sortDescending()

Note: This method does not require the *refresh()* method.

Parameters

Name	Type	Description
field	String	Field to use to sort the list.

Returns

Type	Description
None	

The following example shows how to sort results by the Number field in descending order.

```
g_list.sortDescending("number");
```

GlideList2 (g_list) - Client

The *GlideList2* API provides methods to customize (v2) lists.

The variable `g_list` is used to access a specified list object. The `g_list` variable is not available to the related lists form link UI action. It is available to the lists form link UI action.

These methods are used in UI context menus and UI actions.

Several of these methods are available in Next Experience UI Framework. For details, see GlideList (Next Experience UI Framework).

GlideList2 - addFilter(String filter)

Adds a single term to the list query filter.

Parameters

Name	Type	Description
filter	String	Encoded query string in standard Glide format. See Encoded query strings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
g_list.addFilter("active=true");
```

GlideList2 - get(Object DOMelement)

Returns the *GlideList2* object for the list that contains the specified item.

Parameters

Name	Type	Description
DOMelement	Object	The DOM element ID for the list for which you want the *GlideList2* object.

Returns

Type	Description
Object	The GlideList2 object or null if not found.

GlideList2 - get(String ListID)

Returns the *GlideList2* object for the list specified.

Parameters

Name	Type	Description
ListID	String	The list ID for which you want the *GlideList2* object.

Returns

Type	Description
Object	The GlideList2 object or null if not found.

```
function assignLabelActionViaLookupModal(tableName, listId) {
 var list = GlideList2.get(listId);
 if (!list)
  return;

 assignLabelViaLookup(tableName, sysIds, list.getView());
}
```

GlideList2 - getChecked()

Returns a comma-separated list of the sys_ids for the items that are checked in the associated list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	Comma-separated list of the sys_ids for the items that are checked in the list. Does not check to determine that the items returned are allowed to be executed.

```
function removeLabelActionViaLookupModal(tableName, listId) {
  var list = GlideList2.get(listId);
  if (!list)
    return;

  var sysIds = list.getChecked();
  if (!sysIds)
    return;

  removeLabelViaLookup(tableName, sysIds);
}
```

GlideList2 - getFixedQuery()

Returns the fixed query.

A fixed query is the part of the query that cannot be removed from the breadcrumb (i.e., it is fixed for the user). It is specified by including a *sysparm_fixed_query* parameter for the application module.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The fixed query string for the list.

```
var list = GlideList2.get(container.readAttribute('list_id'));
var filter = this._getFilter(element);
var fixedQuery = list.getFixedQuery();
if (fixedQuery)
  filter = fixedQuery + "^" + filter;
```

GlideList2 - getGroupBy()

Returns the field or comma-separated list of fields that are used to group the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The field or comma-separated list of fields that are used to group the list.

```
function runFilterV2Lists(name, filter) {
  var list = GlideList2.get(name);
    if (list) {
      var groupBy = list.getGroupBy();
      if (groupBy)
        filter += "^" + groupBy;

        list.setFilterAndRefresh(filter);
    }
}
```

GlideList2 - getListName()

Returns the name of the list, which is usually the table name.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The list name (usually the table name).

```
var list = GlideList2.get(name);
var listName = list.getListName();
```

GlideList2 - getOrderBy()

Returns the first field used to order the list.

Parameters

Name	Type	Description
none		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The field by which to order the list. Empty if the list is not ordered.

```
var list = GlideList2.get(listId);
if (!list)
  return;
var orderBy = list.getOrderBy();
```

GlideList2 - getParentTable()

Returns the name of the parent table for a related list (the table associated with the form).

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The parent table name.

```
for (var id in GlideLists2) {
  var list = GlideLists2[id];
  if (list.getTableName() == listTableName &&
 list.getParentTable() == tableName)
    return list.getContainer();
}
```

GlideList2 - getQuery(Boolean orderBy, Boolean groupBy, Boolean fixed, Boolean all)

Returns the encoded query string for the list.

Parameters

Name	Type	Description
orderBy	Boolean	Optional. Flag that indicates whether to include orderBy in results. Valid values: • true: Include orderBy in results. • false: Do not include orderBy in results. Default: false
groupBy	Boolean	Optional. Flag that indicates whether to include groupBy in results. Valid values: • true: Include groupBy in results. • false: Do not include groupBy in results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: false
fixed	Boolean	Optional. Flag that indicates whether to include fixed query in results. Valid values: • true: Include fixed query in results. • false: Do not include fixed query in results. Default: false
all	Boolean	Default. Flag that indicates whether to include orderBy, groupBy, and fixed query in results. Valid values: • true: Include orderBy, groupBy, and fixed query in results. • false: Do not include all three options in results. Default: true

Returns

Type	Description
String	Encoded query string for the list.

```
var list = GlideList2.get(this.listID);
var ajax = new GlideAjax("AJAXJellyRunner",
 "AJAXJellyRunner.do");
  ajax.addParam("sysparm_query_encoded", list.getQuery({groupby:
 true, orderby: true}));
  ajax.addParam("sysparm_table", list.getTableName());
  ajax.addParam("sysparm_view", list.getView());
```

GlideList2 - getRelated()

Returns the related list field that associates the related list to the parent form.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	Field that connects the list to the parent form.

```
var list = GlideList2.get(name);
var related = list.getRelated();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
if (related)
  ajax.addParam("sysparm_is_related_list", "true");
```

GlideList2 - getTableName()

Returns the table name for the list.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	Returns the table name for the list.

```
GlideList2.getListsForTable = function(table) {
    var lists = [];
    for (var id in GlideLists2) {
        var list = GlideLists2[id];
        if (list.getTableName() == table)
            lists.push(list);
    }
    return lists;
}
```

GlideList2 - getView()

Returns the view used to display the list.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The name of the view.

```
function assignLabelActionViaLookupModal(tableName, listId) {
 var list = GlideList2.get(listId);
 if (!list)
  return;

 assignLabelViaLookup(tableName, sysIds, list.getView());
}
```

GlideList2 - getTitle()

Returns the list title.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
none		

Returns

Type	Description
String	The list title.

```
var list = GlideList2.get(name);
var listTitle = list.getTitle();
```

GlideList2 - isUserList()

Returns **true** if the list has been personalized by the user by choosing the list mechanic and changing the list layout.

Parameters

Name	Type	Description
none		

Returns

Type	Description
Boolean	True if the list layout has been changed.

```
var list = GlideList2.get(listId);
if (!list)
  return;
if (list.isUserList())
  var tableName = list.getTableName();
```

GlideList2 - refresh(Number firstRow, String additionalParms)

Refreshes the list. The *orderBy* part of the list filter is ignored so that the list uses its natural ordering when it is refreshed.

Parameters

Name	Type	Description
firstRow	Number	The first row to appear in the list. Default: First row of the current view.
additionalParms	String	Optional name-value pairs that are submitted with the list refresh request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
$timeout(function() {
  if (GlideList.lists) {
    var list = GlideList.get(name);
    if (list) {
       if (sortBy) {
         if (sortDirection == 'ASC')
            list.sort(sortBy);
         else
            list.sortDescending(sortBy);
         }
       list.refresh();
     }
   }
}
```

GlideList2 - refreshWithOrderBy(Number firstRow, String description)

Refreshes the list. The *orderBy* part of the list filter is included if it is specified for the list.

Parameters

Name	Type	Description
firstRow	Number	The first row to appear in the list. Default: First row of the current view.
description	String	Optional name-value pairs that are submitted with the list refresh request.

Returns

Type	Description
void	

```
ga.getXML(function(serverResponse) {
  var response =
 serverResponse.responseXML.getElementsByTagName("response")[0];
  if (response) {
    var list = GlideList2.getByName("backlog_stories");
    list.refreshWithOrderBy();
    var status = response.getAttribute('status');
    $j('html, body').animate({scrollTop:
 $j("#"+data.record.sys_id).offset().top},500);
    if (status == 'failure') {
      alert('${gs.getMessage("Story cannot be created. Team is
 not associated with any project.")}');
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}
```

GlideList2 - setFilter(String filter)

Sets the encoded query string for the list, ignoring the *orderBy* and *groupBy* parts of the query string.

Parameters

Name	Type	Description
filter	String	Encoded query string in standard Glide format. See Encoded query strings.

Returns

Type	Description
void	

```
list =
 GlideList2.get($(side+"ContentDivRelease").select(".list_div")[
0].getAttribute("id"));
if (list) {
  list.setFilter("active=true");
  list.refresh(1);
 }
```

GlideList2 - setFilterAndRefresh(String filter)

Sets the encoded query string for the list, including the *orderBy* and *groupBy* if specified, and then refreshes the list using the new filter.

Parameters

Name	Type	Description
filter	String	Encoded query string.

Returns

Type	Description
void	

```
function updateListFilter(projectID) {
  var list = GlideList2.getByName("backlog_stories");
  var fixedQuery = $('hdn_additional_filters').value;
  if(!projectID) {
      list.setFilterAndRefresh(fixedQuery +
 "^ORDERBYteam_index");
      list.setOrderBy("team_index");
  }
}
```

GlideList2 - setFirstRow(Number rowNum)

Sets the first row that appears in the list when the list is refreshed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
rowNum	Number	Row number of the first row to display.

Returns

Type	Description
void	

```
var nextRow = 0;
var rowsPerPage = 20;
var list = GlideList2.get(listId);
if (!list)
  return;
list.setFirstRow(nextRow);
nextRow = nextRow + rowsPerPage;
```

GlideList2 - setGroupBy(String groupBy)

Sets the list *groupBy* criteria for a single field.

Parameters

Name	Type	Description
groupBy	String	The *groupBy* criteria for the list.

Returns

Type	Description
void	

```
function runContextAction(listId) {
  var g_list = GlideList2.get(listId);
  g_list.setGroupBy('');
  g_list.refresh(1);
}
```

GlideList2 - setOrderBy(String orderBy)

Sets the *orderBy* criteria for the list.

For a single order by field, use *orderBy* field or *orderByDesc* field. For multiple fields, use `orderByField1^orderByField2^orderByField3`. *orderBy* specifies ascending order and orderByDesc specifies descending. These prefix strings are optional. If not specified, *orderBy* is the default order.

Parameters

Name	Type	Description
orderBy	String	Single or multiple orderBy fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
            updateOrderBy: function(orderBy){
  var list = GlideList2.get(this.listID);
  if (list)
    list.setOrderBy(orderBy);
};
```

GlideList2 - setRowsPerPage(Number rows)

Sets the number of rows per page to display.

Parameters

Name	Type	Description
rows	Number	The number of rows to display.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
link: function(scope) {
  var list = GlideList2.get(scope.listId);
  list.setRowsPerPage(scope.maxRows);
  list.setFilterAndRefresh(scope.tableQuery);
}
```

GlideList2 - showHideGroups(Boolean showFlag)

Shows or hides all the groups within the list and saves the current collapsed/expanded state of the groups as a user preference.

Parameters

Name	Type	Description
showFlag	Boolean	If **true**, shows the groups within the list.

Returns

Type	Description
void	

```
function showHideAllGroups(showFlag) {
  var list = GlideList2.get(listId);
  if (!list)
    return;
  list.showHideGroups(showFlag);
}
```

GlideList2 - showHideList(Boolean showFlag)

Displays or hides the list and saves the current collapsed/expanded state of the list as a user preference.

Parameters

Name	Type	Description
showFlag	Boolean	If **true**, displays the list.

Returns

Type	Description
void	

```
GlideList2.toggleAll = function(expandFlag) {
for (var id in GlideLists2) {
  var list = GlideLists2[id];
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
list.showHideList(expandFlag);
}
```

GlideList2 - sort(String field)

Sorts the list in ascending order and sets the field as an *orderBy* column.

Parameters

Name	Type	Description
field	String	Field to use to sort the list.

Returns

Type	Description
void	

```
$timeout(function() {
  if (GlideList.lists) {
    var list = GlideList.get(name);
    if (list) {
       if (sortBy) {
         if (sortDirection == 'ASC')
            list.sort(sortBy);
         else
            list.sortDescending(sortBy);
         }
       list.refresh();
     }
   }
}
```

GlideList2 - sortDescending(String field, Number amount)

Sorts a single field in the list in descending order and sets the field as an *orderByDescField* column.

Parameters

Name	Type	Description
field	String	Field to use to sort the list.

Returns

Type	Description
void	

```
$timeout(function() {
  if (GlideList.lists) {
    var list = GlideList.get(name);
    if (list) {
       if (sortBy) {
         if (sortDirection == 'ASC')
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            list.sort(sortBy);
         else
            list.sortDescending(sortBy);
         }
       list.refresh();
     }
   }
}
```

GlideList2 - toggleList()

Toggles the display of the list and saves the current collapsed/expanded state of the list as a user preference.

Parameters

Name	Type	Description
none		

Returns

Type	Description
void	

```
var list = GlideList2.get(listId);
if (!list)
  return;
list.toggleList();
```

GlideList2 - toggleListNoPref()

Toggles the display of the list but does not save the current collapsed/expanded state of the list as a user preference.

Parameters

Name	Type	Description
none		

Returns

Type	Description
void	

```
var list = GlideList2.get(listId);
if (!list)
  return;
list.toggleListNoPref();
```

GlideListV3 (g_list) - Client (deprecated)

The *GlideListV3* API provides methods to manipulate lists.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You access the *GlideListV3* methods by using the `g_list` global object. These methods are used in UI context menus and UI actions. The g_list object is not available for related lists on the form link UI action.

Note:

This API is no longer supported. Consider using the GlideList2() API instead.

GlideListV3 - addFilter(String filter)

Adds a single term to the list query filter.

Parameters

Name	Type	Description
filter	String	Query string condition to add.

Returns

Type	Description
void	

GlideListV3 - get(String listId)

Returns the GlideList object for specified list.

Parameters

Name	Type	Description
listId	String	The list name.

Returns

Type	Description
Object	The GlideList object for the specified list, or null if not found.

GlideListV3 - get(Object DomElement)

Returns the GlideList object for the specified DOM element.

Parameters

Name	Type	Description
DomElement	Object	The DOM element ID for which you want the GlideList object.

Returns

Type	Description
Object	The GlideList object for the specified DOM element. Returns null if the DOM element is not found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideListV3 - getChecked()

Returns a comma-separated list of sys_ids for checked items in the list. Does not return items that are not allowed to be executed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Comma-separated list of the sys_ids for checked items in the list. Does not return items that are not allowed to be executed.

GlideListV3 - getFixedQuery()

Returns the sysparm_fixed query.

The fixed query is the part of the query that cannot be removed from the breadcrumb (i.e., it is fixed for the user). It is specified by including a *sysparm_fixed_query* parameter for the application module.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The fixed query string for the list.

GlideListV3 - getFormTarget()

Returns the form's target attribute.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The form's target attribute.

GlideListV3 - getGroupBy()

Returns the field or comma-separated list of fields that are used to group the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The field or comma-separated list of fields used to group the list.

GlideListV3 - getListName()

Returns the name of the list, which is usually the table name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The list name.

GlideListV3 - getOrderBy()

Returns the first field used to order the list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The field used to order the list, or an empty string if the list is not sorted.

GlideListV3 - getParentTable()

Returns the name of the parent table (the table associated with the form).

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The parent table name.

GlideListV3 - getQuery(Object options)

Returns the encoded query string for the list.

Parameters

Name	Type	Description
options	Object	The options can be one or more of the following. • orderby - include ORDERBY in the query • groupby - include GROUPBY in the query • fixed - include sysparm_fixed_query in the query • all - include all the options in the query

Returns

Type	Description
String	Encoded query string for the list.

GlideListV3 - getReferringUrl()

Returns the referring URL.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Returns the parent form's URL, or '*' if there is no parent form.

GlideListV3 - getRelated()

Returns the related list field that associates the related list to the parent form.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Field that connects the list to the parent form.

GlideListV3 - getRelatedListType()

Returns the related list type.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The relationship table type.

GlideListV3 - getRelationshipId()

Returns the relationship record id, if this is type REL related list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The sys_id of the relationship record.

GlideListV3 - getRowCount()

Returns the number of rows returned by the query.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of rows returned by the query.

GlideListV3 - getRowsPerPage()

Returns the number of rows to be displayed on a page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The number of rows to be displayed on a page.

GlideListV3 - getTableName()

Returns the table name of the list.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The list's table name.

GlideListV3 - getTitle()

Returns the list title.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The list title.

GlideListV3 - getView()

Returns the view used to display the list.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The name of the view

GlideListV3 - isUserList()

Returns true if the list has been personalized by the user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if the list layout has changed.

GlideListV3 - refresh(Number firstRow, Object additionalParams)

Refreshes the list. The orderBy part of the list filter is ignored so that the list's natural ordering is used.

Parameters

Name	Type	Description
firstRow	Number	(Optional) The first row to display in the list. If not specified, the list's current first row is used.
additionalParams	Object	(Optional) Name- value pairs that are submitted with the list refresh request.

Returns

Type	Description
void	

GlideListV3 - refreshWithOrderBy(Number firstRow, Object additionalParams)

Refreshes the list using the orderBy fields.

Parameters

Name	Type	Description
firstRow	Number	(Optional) The first row to display in the list. If not specified, the list's current first row is used.
additionalParams	Object	(Optional) Name- value pairs that are submitted with the list refresh request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

GlideListV3 - setFilter(String filter, Boolean saveOrderBy, Boolean saveGroupBy)

Sets the encoded query string for the list ignoring the orderBy and groupBy parts of the query string.

Parameters

Name	Type	Description
filter	String	An encoded query string.
saveOrderBy	Boolean	The default is false. When true uses the orderBy part of the query.
saveGroupBy	Boolean	The default is false. When true uses the groupBy part of the query.

Returns

Type	Description
void	

GlideListV3 - setFilterAndRefresh(String filter)

Sets the encoded query string for the list, and then refreshes the list using the new filter.

This preserves the groupby and orderby parameters.

Parameters

Name	Type	Description
filter	String	Encoded query string.

Returns

Type	Description
void	

GlideListV3 - setFirstRow(Number firstRow)

Sets the first row to be displayed when the list is refreshed.

Parameters

Name	Type	Description
firstRow	Number	The row number in the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

GlideListV3 - setFormTarget(String target)

Specifies where to display the response from the form.

Parameters

Name	Type	Description
target	String	The form.target attribute value to use.

Returns

Type	Description
void	

GlideListV3 - setGroupBy(String groupBy)

Sets the *`groupBy`* criteria for the list, for a single field or multiple fields.

For a single field, use field or groupByField. The groupBy prefix is optional. For multiple fields use `field1^field2^field3` or `groupByField1^groupByField2^groupByField3`.

Parameters

Name	Type	Description
String	groupBy	The group by criteria for the list.

Returns

Type	Description
void	

GlideListV3 - setOrderBy(String orderBy)

Sets the *`orderBy`* criteria for the list.

For a single order by field use *`orderBy`* field or *`orderByDescField`*. For multiple fields, use `orderByField1^orderByField2^orderByField3`. *`orderBy`* specifies ascending order and orderByDesc specifies descending. These prefix strings are optional. If not specified *`orderBy`* is assumed.

Parameters

Name	Type	Description
orderBy	String	Single or multiple order by fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

GlideListV3 - setReferringUrl(String url)

Sets the parent form referring url.

Parameters

Name	Type	Description
url	String	The parent form's URL

Returns

Type	Description
void	

GlideListV3 - setRowsPerPage(Number numRows)

Set the number of rows to display on a page.

Parameters

Name	Type	Description
numRows	Number	The number of rows to display on a page.

Returns

Type	Description
void	

GlideListV3 - showHideGroups(Boolean showFlag)

Displays or hides all of the groups within the list and saves the current collapsed/expanded state of the groups as a user preference.

Parameters

Name	Type	Description
showFlag	Boolean	When true, displays the groups within the list.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideListV3 - showHideList(Boolean showFlag)

Displays or hides the list and saves the current collapsed/expanded state of the list as a user preference.

Parameters

Name	Type	Description
showFlag	Boolean	When true, displays the list.

Returns

Type	Description
void	

GlideListV3 - sort(String field)

Sort the list in ascending order.

Parameters

Name	Type	Description
field	String	The field to be used to sort the list.

Returns

Type	Description
void	

GlideListV3 - sortDescending(String field)

Sorts the list in descending order.

Parameters

Name	Type	Description
field	String	The field used to sort the list.

Returns

Type	Description
void	

GlideListV3 - toggleList()

Toggles the list display between collapsed and expanded, and saves the state as a user preference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GlideListV3 - toggleListNoPref()

Toggles the list display between collapsed and expanded, but does not save the state as a user preference.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GlideMenu (g_menu and g_item) - Client

The *GlideMenu* API provides methods that can be used in UI context menus and in `onShow` scripts to customize UI context menu items.

There is no constructor for the *GlideMenu* class. Access *GlideMenu* methods using the `g_menu` global object.

- `g_menu` is the UI context menu that is about to be shown. The `onShow` script can make changes to the appearance of the menu before it is displayed using these methods.
- `g_item` is the current UI context menu item that is about to be shown. It is used in several of the *g_menu* methods to specify an item.

GlideMenu - clearImage(GlideMenuItem item)

Clears the image for an item.

Parameters

Name	Type	Description
item	GlideMenuItem	Specifies the item to have its image removed from display.

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
g_menu.clearImage(g_item);
```

GlideMenu - clearSelected()

Clears any selection images from items in the menu.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

GlideMenu - getItem(String itemID)

Returns a menu item by item ID.

It can be necessary to find an item in a menu so that it can be changed before being displayed. Each menu item may be assigned a unique ID when the menu item is created (either from a UI Context Menu entry or from the `addAction()` method in the Dynamic Script Action).

Parameters

Name	Type	Description
itemID	String	Specifies the item to be returned.

Returns

Type	Description
GlideMenuItem	The menu item

GlideMenu - setDisabled(GlideMenuItem item)

Disables a menu item so that it cannot be selected. The disabled menu item is displayed in a lighter color (grayed out) to indicate it is disabled.

Parameters

Name	Type	Description
item	GlideMenuItem	The item to be disabled.

Returns

Type	Description
void	

```
g_menu.setDisabled(g_item);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideMenu - setEnabled(GlideMenuItem item)

Enables the specified menu item.

Parameters

Name	Type	Description
item	GlideMenuItem	The item to be enabled.

Returns

Type	Description
void	

```
g_menu.setEnabled(g_item);
```

GlideMenu - setHidden(GlideMenuItem item)

Hides the specified menu item.

When hiding menu items, the separator bars are not adjusted, so it is possible to end up with the menu showing two separators in a row.

Parameters

Name	Type	Description
item	GlideMenuItem	The item to be hidden.

Returns

Type	Description
void	

```
g_menu.setHidden(g_item);
```

GlideMenu - setImage(GlideMenuItem item, String imgSrc)

Sets an image for an item.

Parameters

Name	Type	Description
item	GlideMenuItem	the item to have the image displayed.
imgSrc	String	the image to attach to the menu item.

Returns

Type	Description
void	

```
g_menu.setImage(g_item, 'images/checked.gifx');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideMenu - setLabel(GlideMenuItem item, String label)

Sets the display label for a menu item. The label may contain HTML.

Parameters

Name	Type	Description
item	GlideMenuItem	the item to be labeled.
label	String	the label to be displayed. The string may contain HTML.

Returns

Type	Description
void	

```
g_menu.setLabel(g_item, "This is a new label");
```

GlideMenu - setVisible(GlideMenuItem item)

Displays the specified item.

Parameters

Name	Type	Description
item	GlideMenuItem	The item to be displayed.

Returns

Type	Description
void	

```
g_menu.setVisible(g_item);
```

GlideModalForm - Client

The *GlideModalForm* API provides methods to display a form in a GlideModal.

General usage of the *GlideModalForm* class involves creating the object, setting any preferences, and then rendering the GlideModalForm.

```
var dialog = new GlideModalForm('dialog title',
 'table_name_or_form_name', [callback on completion of submit])
  dialog.setPreference('name', 'value');
  dialog.render();
```

Specify the query parameters that are passed to the form using the *setPreference()* method. Any name/value pair that you specify with *setPreference()* is sent along with the form POST request to display the form.

The GlideModalForm is set to fill the height of the document window.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideModalForm - GlideModalForm(String title, String tableName, Function onCompletionCallback, Boolean readOnly)

Creates an instance of the GlideModalForm class.

Parameters

Name	Type	Description
title	String	Modal form title.
tableName	String	Table being shown.
onCompletionCallback	Function	Function to call after the form has been submitted and processed on the server. The callback function has the formcallbackFunction(String action_verb, String sys_id, String table, String displayValue) where: • *action_verb*: Name of the UI action executed. Examples are sysverb_insert (Submit button), sysverb_cancel, sysverb_save (Save button). • *sys_id*: Sys_id of the affected record. • *table*: Name of the table containing the record. • *displayValue*: Value that appears on the form.
readOnly	Boolean	Optional. Flag that indicates whether the modal form should be set to read only. Valid values: • true: Set form to read only. • false: Set for to read/write. Default: false

This example shows how to instantiate a GlideModalForm object.

```
function openDevice(deviceSysID, deviceName) {
  var uName = gel('hidden_user_name').value + "'s ";
  deviceName = new String(deviceName).escapeHTML();
  var gp = new GlideModalForm(uName + deviceName,
 "cmn_notif_device", refreshNotifPage);
  gp.addParm('sys_id', deviceSysID);
  gp.render();
}
```

GlideModalForm - addParm(String name, String value)

Sets the specified form field to the specified value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Form field name. If the specified name is not a field in the associated modal form, it is ignored.
value	String	Value to set the specified form field to.

Returns

Type	Description
void	

This example shows how to call *addParm()* to set the value of the sys_id field the modal form.

```
function openDevice(deviceSysID, deviceName) {
  var uName = gel('hidden_user_name').value + "'s ";
  deviceName = new String(deviceName).escapeHTML();
  var gp = new GlideModalForm(uName + deviceName,
 "cmn_notif_device", refreshNotifPage);
  gp.addParm('sys_id', deviceSysID);
  gp.render();
}
```

GlideModalForm - setSysID(String sys_id)

Sets the object's sys_id preference.

Parameters

Name	Type	Description
sys_id	String	The id preference. One of the query parameters passed to the form.

Returns

Type	Description
void	

This example shows how to use the *setSysID()* method to initialize the value of the sys_id.

```
function(startDate, endDate) {
  var dialog = new GlideModalForm("Add Schedule Item",
 "cmn_schedule_span");
  dialog.setSysID("-1");
  dialog.addParm("sysparm_collection", "cmn_schedule");
  dialog.addParm("sysparm_collectionID", this.sysId);
  dialog.addParm("sysparm_collection_key", "schedule");

  var q = "schedule=" + this.sysId + "^start_date_time="
   + startDate.serializeInUserFormat() + "^end_date_time="
   + endDate.serializeInUserFormat() + "^";

  if (startDate.isAllDay(endDate))
    q += "^all_day=true^";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  dialog.addParm("sysparm_query", q);
  dialog.render();
}
```

GlideModalForm - setCompletionCallback(Function callbackFunction)

Sets the function to be called when the form has been successfully submitted and processed by the server.

Parameters

Name	Type	Description
callbackFunction	Function	Callback function to call when the form has been successfully processed. The callback function has the form `callbackFunction(String action_verb, String sys_id, String table, String displayValue)` where: • *`action_verb`*: action_name from a sys_ui_action record • *`sys_id`*: Sys_id of the affected record • *`table`*: Name of the table containing the record • *`displayValue`*: Value that appears on the form

Returns

Type	Description
void	

This example shows how to set the onload callback function of the associated modal.

```
function handleCreateOrEdit(targetFieldName, sourceFieldName,
 adapterRuleId, transformerSysId){
  dialog = new GlideModalForm('Edit Adapter Rule',
 "sys_adapter_rule");
  dialog.setSysID(adapterRuleId); //Pass in sys_id to edit
 existing record
  dialog.addParm('sysparm_form_only', 'true'); //Add or remove
 related lists
  dialog.setOnloadCallback(hideModalForm);
  dialog.setCompletionCallback(handleAdapterCreatedOrUpdated);
  dialog.render(); //Open the dialog
}
function handleAdapterCreatedOrUpdated(action_verb, sys_id,
 table, displayValue) {
  var draftRecordTransformer =
 g_form.getValue("draft_record_transformer");
  if(draftRecordTransformer == null ||
 draftRecordTransformer.length == 0) {
    //sync Sticky Replications if it is enabled.
    var ajax = new GlideAjax('ReplicationPoolUtil');
    ajax.addParam('sysparm_name', 'syncStickyReplicationSet');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ajax.addParam('sysparm_entry_set',
 g_form.getValue("entry_set"));
    ajax.getXMLWait();
  }
}
```

GlideModalForm - setOnloadCallback(Function callbackFunction)

Sets the function to be called after the form has been loaded.

Parameters

Name	Type	Description
callbackFunction	Function	Function to call after the form has been loaded. The callback function has the form `callBackFunction(GlideModalForm obj)`

Returns

Type	Description
void	

This example shows how to set the on load callback function of the associated modal.

```
function handleCreateOrEdit(targetFieldName, sourceFieldName,
 adapterRuleId, transformerSysId){
  dialog = new GlideModalForm('Edit Adapter Rule',
 "sys_adapter_rule");
  dialog.setSysID(adapterRuleId); //Pass in sys_id to edit
 existing record
  dialog.addParm('sysparm_form_only', 'true'); //Add or remove
 related lists
  dialog.setOnloadCallback(hideModalForm);
  dialog.setCompletionCallback(handleAdapterCreatedOrUpdated);
  dialog.render(); //Open the dialog
}
```

GlideModalForm - render()

Shows the modal form.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example shows how to call *`render()`* to display the modal.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
function openDevice(deviceSysID, deviceName) {
  var uName = gel('hidden_user_name').value + "'s ";
  deviceName = new String(deviceName).escapeHTML();
  var gp = new GlideModalForm(uName + deviceName,
 "cmn_notif_device", refreshNotifPage);
  gp.addParm('sys_id', deviceSysID);
  gp.render();
}
```

GlideModal - Client

The *GlideModal* API provides methods for displaying a content overlay, known as a modal. Modals are interactive windows that appear above a page and close when a user takes an action. You can use a modal to display information, ask questions, or perform actions.

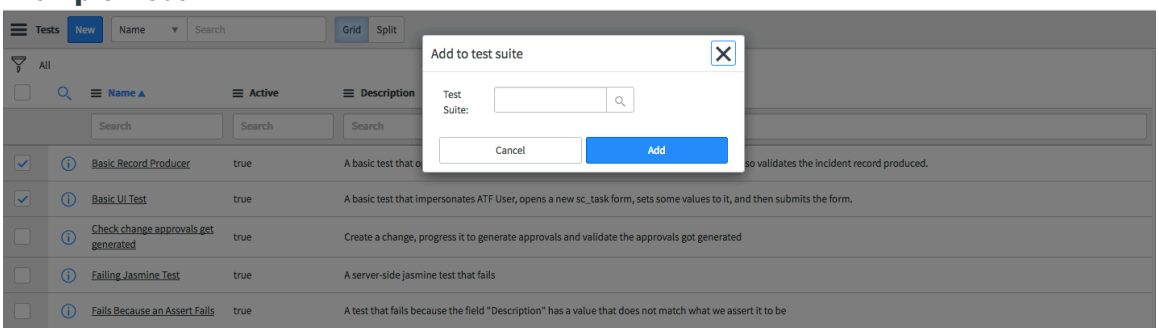
Use the *GlideModal* methods in scripts anywhere that you can use client-side JavaScript. These methods are most often called from a UI action with the **Client** check box selected.

Using the *GlideModal* API you can create custom modals or you can leverage existing base-system modals.

Note: This is a fully-featured replacement for the *GlideWindow* and *GlideDialogWindow* APIs.

GlideModal doesn't work in workspace, instead use the *g_modal* API.

Example modal



Modals can contain different types of content such as:

- Static text
- Dynamic text
- Forms
- Images
- Buttons

Using this API you can:

- Retrieve a base-system modal such as `glide_confirm`, `glide_info`, or `glide_alert`.
- Create modal content from a UI page or from passed HTML.
- Set the title in the modal.
- Set the body content of the modal.
- Set the width of the modal.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Get and set preferences.
- Switch modal views.

To make a modal appear in the UI you must call one of the render methods:

- GlideModal - render()
- GlideModal - renderWithContent(String html)

The following code example shows how to create and render a modal using the UI page "my_modal".

```
var dialog = new GlideModal("my_modal");

//Set the dialog title
dialog.setTitle('Show title');

//Set the dialog width
dialog.setWidth(550);

//Display the modal
dialog.render();
```

This code example shows how to create and render a modal using the *`renderWithContent()`* method and HTML to define the content of the modal.

```
function cancelDialog(){

  var dialog = new GlideModal('cancelTask');
  //Sets the dialog title
  dialog.setTitle('Cancel Task');
  //Set up valid custom HTML to display
  dialog.renderWithContent('<div style="padding:15px"><p>What
 action do you want to take?</p>
    <p><select name="cancellation" id="taskCancellation"
 class="form-control">
    <option value="cancelOnly" role="option">Cancel this task
 but keep the requested item open</option>
    <option value="cancelAll" role="option">Cancel this and all
 other tasks, closing the requested item</option>
    </select></p><div style="padding:5px;float:right"><button
 style="padding:5px;margin-right:10px"

 onclick="window.changeTaskAction(this.innerHTML,jQuery(\'#taskC
ancellation\').val())"
    class="btn btn-default">Abort</button><button
 style="padding:5px" class="btn btn-primary"

 onclick="window.changeTaskAction(this.innerHTML,jQuery(\'#taskC
ancellation\').val())">Cancel Task</button></div></div>');

  //Use the windows object to ensure the code is accessible from
 the modal dialog
  window.changeTaskAction = function(thisButton, thisAction){

    //Close the GlideModal dialog window
    dialog.destroy();
```

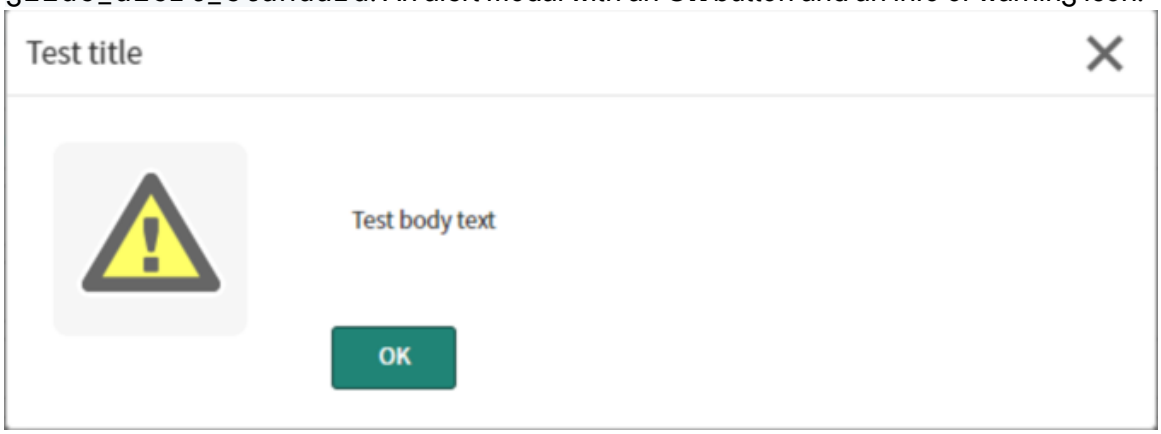
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    //Submit to the back-end
    if(thisButton=='Cancel Task'){
      if(thisAction=="cancelAll"){
        g_form.setValue('state',4); //Closed Incomplete -- will
 close the Requested Item and all other open tasks
      }else{
        g_form.setValue('state',7); //Closed Skipped -- will
 only close this task
      }
         //Regular ServiceNow form submission
         gsftSubmit(null, g_form.getFormElement(),
 'cancel_sc_task');
      }
    };
    return false; //Prevents the form from submitting when the
 dialog first load
}
```

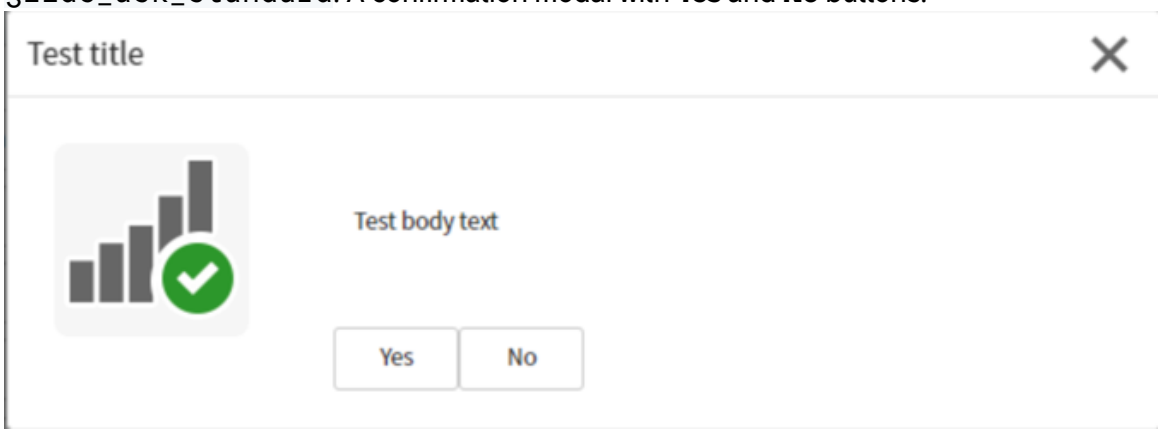
Base system modals

A base ServiceNow instance provides the following modals, defined as UI pages, that you can use when displaying a modal with *`GlideModal`*:

- `glide_alert_standard`: An alert modal with an **OK** button and an info or warning icon.



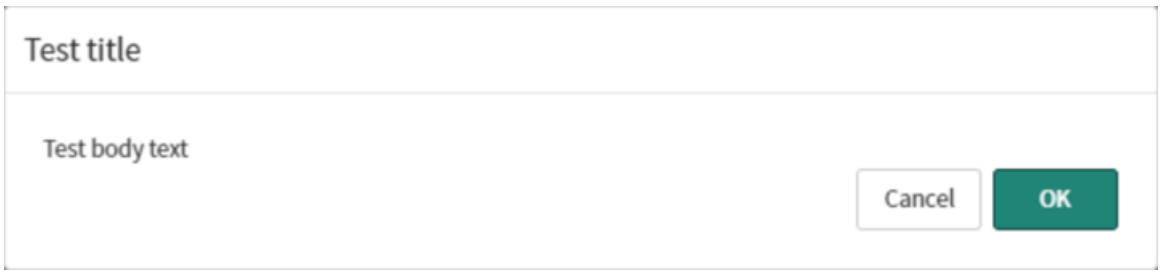
- `glide_ask_standard`: A confirmation modal with **Yes** and **No** buttons.



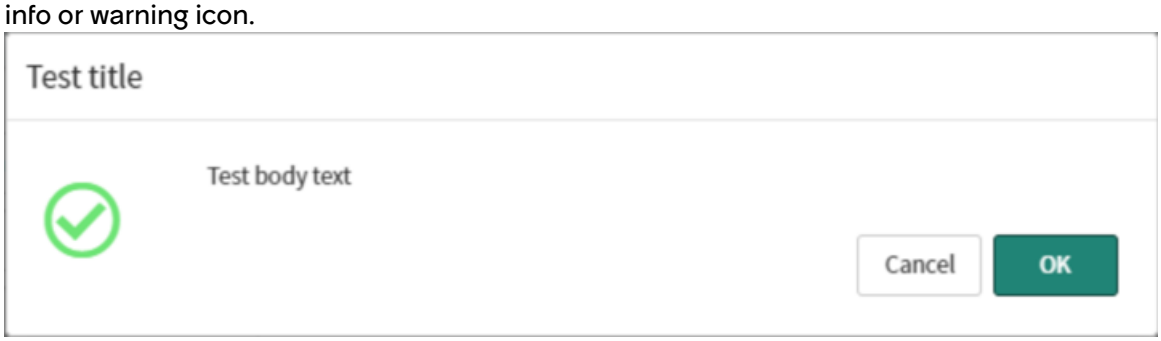
- `glide_confirm`: A confirmation modal with **Don't save**, **Cancel**, and **Save** buttons.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

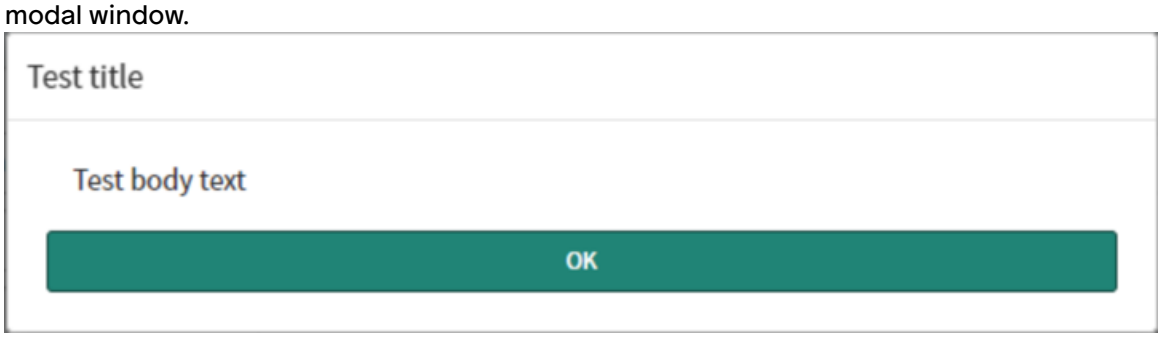
- `glide_confirm_basic`: A confirmation modal with an **OK** and **Cancel** button, without an icon.



- `glide_confirm_standard`: A confirmation modal with an **OK** and **Cancel** button, and an info or warning icon.

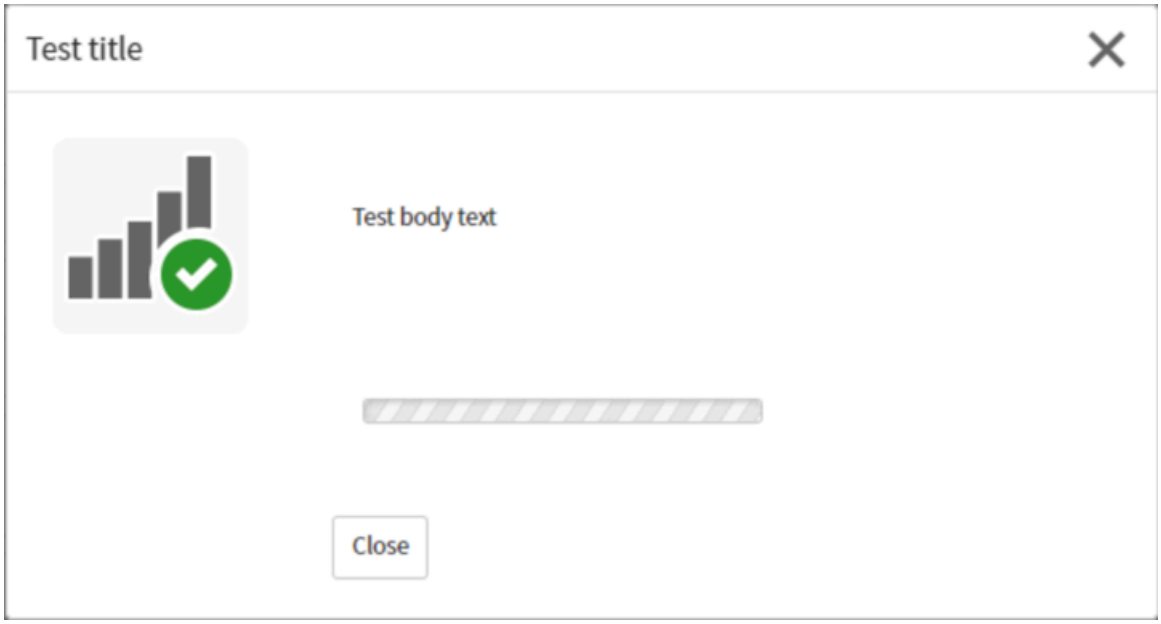


- `glide_info`: An information modal with an info icon and an **OK** button the width of the modal window.

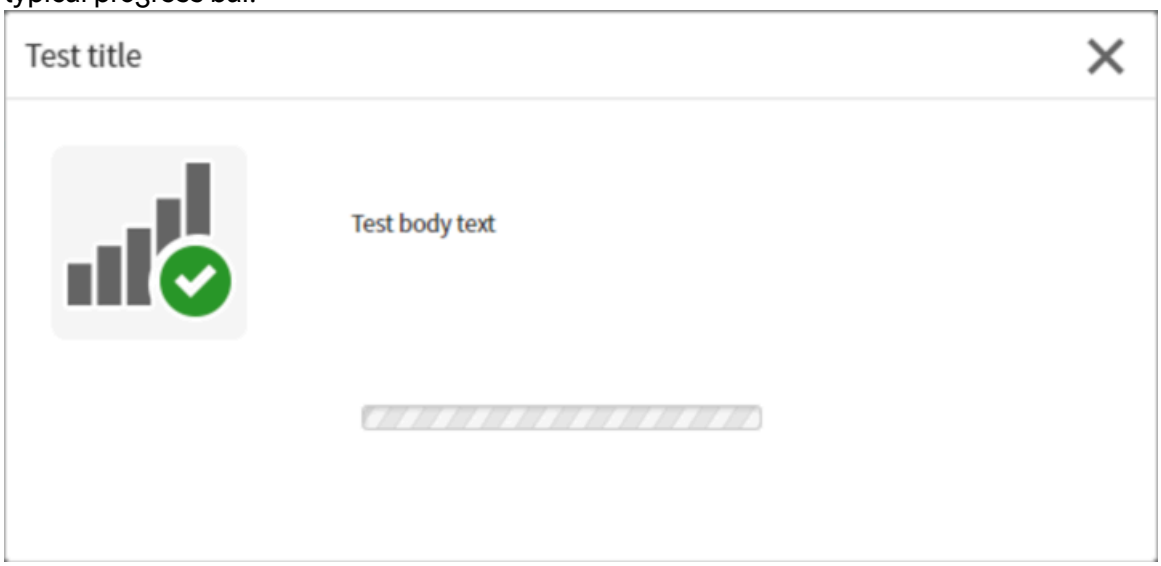


- `glide_progress_standard`: An information modal with a **Close** button, an info or warning icon, and a scrolling progress bar. The progress bar is an animated GIF image and can't be updated as a typical progress bar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



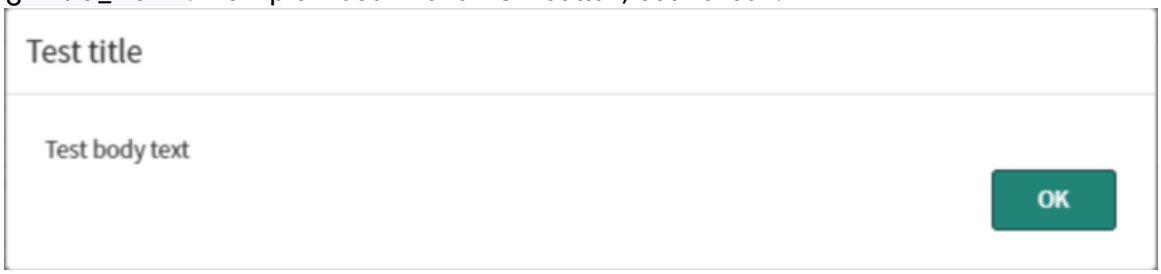
- `glide_progress_no_button`: An information modal with an info or warning icon, and a scrolling progress bar. The progress bar is an animated GIF image and can't be updated as a typical progress bar.



- `glide_prompt`: A modal with a prompt text box and an **OK** and **Cancel** button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `glide_warn`: A simple modal with an **OK** button, but no icon.



Preferences

Modal preferences provides a way to pass data into the modal being rendered. You use the setPreference() or setPrefAndReload() methods to set a preference value. You then use the GlideModal - getPreference(String name) method to retrieve a set preference.

To retrieve preferences in a UI page, use the following function: `RP.getWindowProperties().get('preference_name')`.

Some of the base-system modals support the following system-based preferences:

- autoFocus: Flag that indicates whether the modal automatically receives focus once it is rendered. Set to true when the modal is initialized.
- body: Sets the passed content in the body of the modal.
- buttonClass: Sets the button class.
- buttonClassCancel: Sets the class for the cancel button on the modal.
- buttonClassComplete: Sets the class for the OK button (complete) on the modal.
- buttonLabel Sets the button label.
- buttonLabelCancel: Sets the label for the cancel button on the modal.
- buttonLabelComplete: Sets the label for the OK button (complete) on the modal.
- callbackParam: Sets a callback parameter.
- focusTrap: Flag that indicates whether to block all interactions outside of the modal while open. Set to false when the modal is initialized.
- modal_title: Sets the title of the modal. Used by the `setTitle()` method.
- onPromptCancel: Defines a function to call when the user selects the **Cancel** button.

  For example:

```
dialog.setPreference("onPromptCancel", function() {
  return false;
});
```

- onPromptComplete: Defines a function to call when the user selects the **OK** button.

  For example:

```
dialog.setPreference("onPromptComplete", function () {
  gsftSubmit(null, g_form.getFormElement(), 'check_button');
});
```

GlideModal - GlideModal(String id, Boolean readOnly, Number/String width)

Creates an instance of the `GlideModal` class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
id	String	Name of theUI page to load into the modal. You can find the list of available UI pages in **System UI** > **UI Pages**
readOnly	Boolean	Optional. Flag that indicates whether the content in the modal is read-only. Valid values: • true: Content is read only. • false: User can modify the content. Default: false
width	Number or String	Optional. Width of the modal in pixels or the modal CSS class. If a pixel width is passed, it aligns the specified width with the corresponding CSS class. Possible modal CSS classes: • modal-alert: (300 px) Assigned when the specified width is 0 to 349 pixels. • modal-sm: (400 px) Assigned when the specified width is 350 to 449 pixels. • modal-md: (600 px) Assigned when the specified width is 450 to 649 pixels. • modal-lg: (900 px) Assigned when the specified width is 650 to 900 pixels. Default: modal-md Maximum width: 900 pixels **Note:** You can also set the modal width using the GlideModal - setWidth(Number/String width) method.

The following code example shows how to create a GlideModal object using an existing UI page.

```
var dialog = new GlideModal('UI_dialog_name');

//Set the dialog title
dialog.setTitle('Show title');

//Set the desired preferences
dialog.setPreference('table', 'task');
dialog.setPreference('name', 'value');

//Opens the dialog
dialog.render();
```

The following code example shows how to create a GlideModal object using the `glide_confirm` file.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var dialog = new GlideModal('glide_confirm', true, 300);
dialog.setTitle(new GwtMessage().getMessage('Confirmation'));
dialog.setPreference('body', new GwtMessage().format("This will
 complete all update sets in the batch. Continue changing state
 to complete?"));
dialog.setPreference('focusTrap', true);
dialog.setPreference('onPromptComplete', doComplete);
dialog.setPreference('onPromptCancel', doCancel);
dialog.render();

function doComplete() {
  callback(true);
}

function doCancel() {
  callback(false);
}
```

GlideModal - destroy()

Closes the current modal.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to use the *`destroy()`* method to close a modal.

```
function cancelDialog(){

var gmod = new GlideModal('cancelTask');
  //Sets the dialog title
  gmod.setTitle('Cancel Task');
  //Set up valid custom HTML to be displayed
  gmod.renderWithContent('<div style="padding:15px"><p>What
 action do you want to take?</p>
    <p><select name="cancellation" id="taskCancellation"
 class="form-control">
    <option value="cancelOnly" role="option">Cancel this task
 but keep the requested item open</option>
    <option value="cancelAll" role="option">Cancel this and all
 other tasks, closing the requested item</option>
    </select></p><div style="padding:5px;float:right"><button
 style="padding:5px;margin-right:10px"

 onclick="window.changeTaskAction(this.innerHTML,jQuery(\'#taskC
ancellation\').val())"
    class="btn btn-default">Abort</button><button
 style="padding:5px"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    class="btn btn-primary"
 onclick="window.changeTaskAction(this.innerHTML,jQuery(\'#taskC
ancellation\').val())">
    Cancel Task</button></div></div>');

  //Use the windows object to ensure our code is accessible from
 the modal dialog
  window.changeTaskAction = function(thisButton, thisAction){

    //Close the glide modal dialog window
    gmod.destroy();

    //Submit to the back-end
    if(thisButton=='Cancel Task'){
      if(thisAction=="cancelAll"){
        g_form.setValue('state',4); //Closed Incomplete --
 closes the Requested Item and all other open tasks
      }else{
        g_form.setValue('state',7); //Closed Skipped -- only
 closes this task
      }
      //Regular ServiceNow form submission
      gsftSubmit(null, g_form.getFormElement(),
 'cancel_sc_task');
    }
  };
  return false; //Prevents the form from submitting when the
 dialog first load
}
```

The following code example shows how to use *`GlideModal.get().destroy()`* to close a modal in a client script. The following button should be declared in the UI page HTML: `<button onclick="closeMe()">close</button>`.

```
function closeGlideModal() {
  try {
    GlideModal.get().destroy();
  } catch (err) {
    console.warn("closeGlideModal ERROR: " + err.message);
    var x = document.getElementById('THE_NAME_OF_YOUR_UI_PAGE' +
 '_closemodal');
    if (x) {
      x.click();
    } else {
      console.warn("No 'X' close button found!");
    }
  }
}

function closeMe() {
  setTimeout(function() {
    closeGlideModal();
  }, 100);
}
```

GlideModal - get(String id)

Returns the GlideModal object identified by the specified UI page name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use this method to obtain the GlideModal object to use in other GlideModal operations such as, `GlideModal.get().destroy()`.

Parameters

Name	Type	Description
id	String	Name of theUI page associated with the modal. You can also specify the base system modals that are provided in a base instance. You can find the list of available UI pages in **System UI** > **UI Pages**.

Returns

Type	Description
GlideModal	Requested GlideModal object.

This example shows how to use the *`get()`* method to obtain the modal that you want to close using the *`destroy()`* method.

```
// If the modal was initially created like this:

var dialog = new GlideModal("glide_confirm");
dialog.render();

// Some code using the modal
.
.
.

// Now use the get() and destroy() methods to close the modal
var glideModal = new GlideModal().get("glide_confirm");
glideModal.destroy();

// You could also code it like this:
GlideModal.prototype.get("glide_confirm").destroy();
```

GlideModal - getPreference(String name)

Returns the value of the specified preference (property). Use preferences to pass data into the page being rendered.

Invoking actions that create the modal typically also create the necessary preferences for the modal using the GlideModal - setPreference(String name, String value) method. The UI page client script can then consume these preferences using this method and the following function: *`RP.getWindowProperties().get('preference_name')`*.

Parameters

Name	Type	Description
name	String	Name of the preference value to retrieve. This value must have been previously set on the modal using the GlideModal - setPreference(String name, String value) method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Specified preference's value.

This example shows a simple case of setting a preference and then retrieving that preference from a specified modal.

```
var dialog = new GlideModal('UI_dialog_name');
// Sets the dialog title
dialog.setTitle('Modal title');

// Sets the value of the preference table
dialog.setPreference('table', 'incident');

// Gets the value of the preference table
var title = dialog.getPreference('table');
```

GlideModal - render()

Renders the UI page specified when the API was instantiated in the modal. You must call this method after you define the modal for it to appear in the UI.

Call this method when you use a UI page to generate the content in your modal. If you want to display HTML within a modal, call GlideModal - renderWithContent(String html) to render the modal.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

The following code example shows how to instantiate a *GlideModal* object using the UI pages `glide_confirm` and `glide_info`, set various preferences, and then display the appropriate modal in the UI (render).

```
var UpdateSetClient = Class.create({

  mergeConfirm: function () {
    var filterCriteriaMsg = "Please select filter criteria
 matching two or more update sets to merge";
    var messageMap = new
 GwtMessage().getMessages([filterCriteriaMsg, "Confirmation",
      "Are you sure you want to merge these {0} update sets? You
 will not be able to undo this action",
      "Invalid selection", "OK", "Cancel"]);
    var list = GlideList2.get('sys_update_set');
    var dialog;
    if (list.totalRows == 0 || list.totalRows == 1) {
      dialog = new GlideModal('glide_info', true, 300);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      dialog.setPreference('focusTrap', true);
      dialog.setTitle(messageMap["Invalid selection"]);
      dialog.setPreference('body',
messageMap[filterCriteriaMsg]);
      dialog.setPreference('buttonLabel', messageMap["OK"]);
      dialog.render();
      return;
    }
    dialog = new GlideModal('glide_confirm', true, 300);
    dialog.setTitle(messageMap["Confirmation"]);
    dialog.setPreference('focusTrap', true);
    dialog.setPreference('body', new GwtMessage().format(
      messageMap["Are you sure you want to merge these {0}
update sets? You will not be able to undo this action"],
      list.totalRows));
    dialog.setPreference('buttonLabelComplete',
messageMap["OK"]);
    dialog.setPreference('onPromptComplete', this.merge);
    dialog.setPreference('buttonLabelCancel',
messageMap["Cancel"]);
    dialog.setPreference('onPromptCancel', this.mergeExit);
    dialog.render();
  },

  merge: function () {
  var list = GlideList2.get('sys_update_set');
  var query = list.getQuery();
  var name = $('update_set_name').value;
  var comments = $('update_set_comments').value;

  var gurl = new GlideAjax('AngularProcessor','angular.do');
  gurl.addParam('sysparm_type', 'hub_client');
  gurl.addParam('type', 'merge_update_sets');
  gurl.addParam('name', name);
  gurl.addParam('comments', comments);
  gurl.addParam('query', query);
  gurl.getXML(function (response) {
      var data = response.responseText.evalJSON();
      var p = data.progress;
      if (p) {
        var progressId = p.progress_id;
        var map = new GwtMessage().getMessages(["Close", "Update
Set Merge"]);
        var dialogClass = window.GlideModal ? GlideModal :
GlideDialogWindow;
        var dd = new dialogClass("hierarchical_progress_viewer",
false, "40em", "10.5em");
        dd.setPreference('focusTrap', true);
        dd.setTitle(map["Update Set Merge"]);
        dd.setPreference('sysparm_renderer_execution_id',
progressId);
        dd.setPreference('sysparm_renderer_expanded_levels',
'0'); // collapsed root node by default
        dd.setPreference('sysparm_button_close', map["Close"]);
        dd.render();
        //when all trackers are completed
        dd.on("executionComplete", function(trackerObj) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          if (trackerObj.state == "2") {
            var redirectUrl = new
 GlideURL('sys_update_set_list.do');
            window.location.replace(redirectUrl.getURL());
            return;
          }
          var closeBtn = $("sysparm_button_close");
          if (closeBtn) {
            closeBtn.onclick = function() {
              dd.destroy();
            };
          }
        });
      }
    });
  },

  mergeExit: function () {
    // Do nothing interesting...
  }
});
```

GlideModal - renderWithContent(String html)

Displays a modal with the specified string-based HTML content.

Use the *renderWithContent()* method in lieu of the *render()* method when deriving the modal content from HTML.

Parameters

Name	Type	Description
html	String	HTML content to display in the modal.

Returns

Type	Description
void	

This code example shows how to display a modal that is constructed using the passed HTML string which contains a list of choices that the user can select from.

```
function cancelDialog(){

  var dialog = new GlideModal('cancelTask');
  //Sets the dialog title
  dialog.setTitle('Cancel Task');
  //Set up valid custom HTML to display
  dialog.renderWithContent('<div style="padding:15px"><p>What
 action do you want to take?</p>
    <p><select name="cancellation" id="taskCancellation"
 class="form-control">
    <option value="cancelOnly" role="option">Cancel this task
 but keep the requested item open</option>
    <option value="cancelAll" role="option">Cancel this and all
 other tasks, closing the requested item</option>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    </select></p><div style="padding:5px;float:right"><button
 style="padding:5px;margin-right:10px"

 onclick="window.changeTaskAction(this.innerHTML,jQuery(\'#taskC
ancellation\').val())"
    class="btn btn-default">Abort</button><button
 style="padding:5px" class="btn btn-primary"

 onclick="window.changeTaskAction(this.innerHTML,jQuery(\'#taskC
ancellation\').val())">Cancel Task</button></div></div>');

  //Use the windows object to ensure the code is accessible from
 the modal dialog
  window.changeTaskAction = function(thisButton, thisAction){

    //Close the GlideModal dialog window
    dialog.destroy();

    //Submit to the back-end
    if(thisButton=='Cancel Task'){
      if(thisAction=="cancelAll"){
        g_form.setValue('state',4);//Closed Incomplete -- will
 close the Requested Item and all other open tasks
      }else{
        g_form.setValue('state',7);//Closed Skipped -- will only
 close this task
      }
         //Regular ServiceNow form submission
         gsftSubmit(null, g_form.getFormElement(),
 'cancel_sc_task');
      }
   };
   return false;//Prevents the form from submitting when the
 dialog first load
}
```

GlideModal - setPreference(String name, String value)

Sets the value of the specified preference (property). Use preferences to pass data into the page being rendered.

To retrieve preferences in a UI page, use the following function: *`RP.getWindowProperties().get('preference_name')`*. For additional information on preferences, see GlideModal - Client.

Parameters

Name	Type	Description
name	String	Name of the preference whose value to set.
value	String	Value to store in the specified preference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

The following code example shows how to set the *table* preference to 'task' and the *name* preference to 'value'.

```
var dialog = new GlideModal('UI_dialog_name');

//Set the dialog title
dialog.setTitle('Show title');

//Set the desired preferences
dialog.setPreference('table', 'task');
dialog.setPreference('name', 'value');

//Opens the dialog
dialog.render();
```

The following example shows how to set base preferences in a glide_confirm modal.

```
var dialog = new GlideModal('glide_confirm', true, 300);
  dialog.setTitle('Example Title');
  dialog.setPreference('body', 'Example Body');
  dialog.setPreference('focusTrap', true);
  dialog.setPreference('callbackParam', 'exampleParameter');
  dialog.setPreference('buttonClassComplete', 'btn-primary');
  dialog.setPreference('onPromptComplete', function(param) {
    console.log('Prompt completed with param: ' + param);
  });

  dialog.setPreference('onPromptCancel', function(param) {
    console.log('Prompt cancelled with param: ' + param);
  });

dialog.render();
```

GlideModal - setPreferenceAndReload(Array properties)

Sets the specified preferences and then reloads the modal.

Parameters

Name	Type	Description
properties	Array	Name-value pairs to set as preferences.

Returns

Type	Description
void	

This example shows how to create and render a modal and then update the `body` preference and reloading the modal.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var dialog = new GlideModal('glide_confirm');
dialog.setPreference('body', 'This is a test modal body');
dialog.setTitle('This is a test modal title');
dialog.render();

...

dialog.setPreferenceAndReload({'body': 'this is another body'})
```

GlideModal - setTitle(String title)

Sets the title of the modal.

Parameters

Name	Type	Description
title	String	Text to display in the title of the modal.

Returns

Type	Description
void	

The following code example shows how to set the modal title to "Table to update".

```
var dialog = new GlideModal('UI_dialog_name');

//Sets the dialog title
dialog.setTitle('Table to update');
dialog.setPreference('table', 'task');
dialog.setWidth(550);

//Opens the dialog
dialog.render();
```

GlideModal - setWidth(Number/String width)

Sets the width of the modal.

You can also set the width of a modal when you first instantiate the API using the GlideModal - GlideModal(String id, Boolean readOnly, Number/String width) method.

Parameters

Name	Type	Description
width	Number or String	Width of the modal in pixels or the modal CSS class. If a pixel width is passed, it aligns the specified width with the corresponding CSS class. Possible modal CSS classes: • modal-alert: (300 px) Assigned when the specified width is 0 to 349 pixels. • modal-sm: (400 px) Assigned when the specified width is 350 to 449 pixels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• modal-md: (600 px) Assigned when the specified width is 450 to 649 pixels. • modal-lg: (900 px) Assigned when the specified width is 650 to 900 pixels. Maximum width: 900 pixels

Returns

Type	Description
void	

The following code example shows how to set the modal width to 550 pixels.

```
var dialog = new GlideModal('UI_dialog_name');

//Sets the dialog title
dialog.setTitle('Show title');
dialog.setPreference('name', 'value');
dialog.setWidth(550);

//Opens the dialog
dialog.render();
```

GlideModal - switchView(String newView)

Change the view and reload the modal.

Parameters

Name	Type	Description
newView	String	View to use.

Returns

Type	Description
void	

GlideNavigation - Client

The *GlideNavigation* API provides methods to control and refresh the navigator and main frame.

These methods are accessed using the `g_navigation` global object.

GlideNavigation - open(String url, String target)

Redirects to a new URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
url	String	The URL to load. It can be any URL supported by the browser.
target	String	Optional. The frame in which to load the content specified by the URL. Default: Current frame

Returns

Type	Description
void	

This example shows how to open the list of active incidents within an instance and display the content in the current frame.

```
g_navigation.open('incident_list.do?sysparm_query=active=true');
```

GlideNavigation - openPopup(String url, String name, String features, Boolean noStack)

Opens the specified URL in a popup window.

The *features* parameter is part of the DOM specification and is passed through. For more information on the available feature list, refer to the Mozilla Developer Network.

Parameters

Name	Type	Description
url	String	URL to open.
name	String	Window name.
features	String	Comma separated list of features for the popup window.
noStack	Boolean	Flag that indicates whether to append `sysparm_stack=no` to the URL. This parameter helps prevent unexpected behavior when using the form back button. Valid values: • true: Append `sysparm_stack=no` to the URL. • false: Do not append `sysparm_stack=no` to the URL.

Returns

Type	Description
Window	Instance of the new window.

This example shows how to open the list of active incidents within a popup window called "Active Incidents", and enable the resizable, scrollbars, and status features on the window.

```
g_navigation.openPopup('incident_list.do?sysparm_query=active=tr
ue', 'Active Incidents', 'resizable,scrollbars,status', true);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideNavigation - openRecord(String tableName, String sys_id)

Redirects to a record. The record displays in the navigator frame.

Parameters

Name	Type	Description
tableName	String	Name of the table containing the record to display.
sys_id	String	Sys_id of the record to display.

Returns

Type	Description
void	

This example shows how to open a specified incident record in the navigator frame.

```
g_navigation.openRecord('incident',
 '4e49c0e81bf198101363ff37dc4bcb8a');
```

GlideNavigation - refreshNavigator()

Refreshes content in the navigator frame.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example shows how to refresh the content in the navigator frame.

```
g_navigation.refreshNavigator();
```

GlideNavigation - reloadWindow()

Reloads the current frame.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to refresh the content in the current frame.

```
g_navigation.reloadWindow();
```

GlideNotification - Client

The *GlideNotification* API provides methods that display messages over the page content.

Access this API using the `g_notification` global object. List V3 must be activated for the g_notification object to be available.

GlideNotification - show(String type, String message, Number duration)

Displays the specified string over the page content as the specified type of message. When the duration timer expires, the message is removed.

Note: When using this method in a scoped application, you must specify the associated namespace `nowapi`. For example, `nowapi.g_notification.show("info", "The record has been updated", 10000);`

Parameters

Name	Type	Description
type	String	Type of message to display. Valid values: • error • info • warning
message	String	Message to display.
duration	Number	Optional. Amount of time to display the message. Unit: Milliseconds Default: 5,000

Returns

Type	Description
void	

```
// Displays an info message at the top of the screen
g_notification.show("info", "The record has been updated",
 10000);

// Displays an error message at the top of the screen in a
 scoped app
nowapi.g_notification.show("error", "You need to provide
 notes!");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideRecord - Client

The *GlideRecord* API provides methods that perform database operations. This API enables the use of some GlideRecord functionality in client-side scripts, such as client scripts and UI policy scripts.

A GlideRecord contains both records and fields. Queries made with client-side *GlideRecord* methods are executed on the server. Therefore, a request is made from the client browser to obtain the record data.

The client-side *GlideRecord* API is not supported in scoped applications. Instead, create a script include and use the *GlideAJAX* API, or use the REST APIs. In addition, this API applies access control lists (ACLs) based on the credentials of the user executing the script. To execute the code on the server without ACLs, use the *GlideAjax* API.

Client side GlideRecord - GlideRecord(String tableName)

Creates an instance of the GlideRecord class for the specified table.

Parameters

Name	Type	Description
tableName	String	The table to be used.

```
var now_GR = new GlideRecord('incident');
```

Client side GlideRecord - addOrderBy(String column)

Adds a column to order by in the query.

Parameters

Name	Type	Description
column	String	The column by which to order the result set.

Returns

Type	Description
void	

Client side GlideRecord - addQuery(String name, Object value)

Adds a query to return records where the specified field name is equal to a specified value (or is in a list of values).

If you are familiar with SQL, this method is similar to the "where" clause. You can create one or more queries for a single filter by calling this method multiple times; for this method the queries are AND'ed. Once you define all of the desired queries, call the Client side GlideRecord - query(String name, Function responseFunction, String value) to execute the specified query clause (filter).

To perform an operation other than AND, use either the addQuery(String name, Object operator, Object value) method or the setEncodedQuery() method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Name of the field to check.
value	Object	The value or list of values on which to query.

Returns

Type	Description
void	

Example showing multiple queries.

```
var now_GR = new GlideRecord('incident');
now_GR.addQuery('priority', 4); // Priority is 4 - Low and,
now_GR.addQuery('state', 3); // State is On Hold
now_GR.query(response);

function response(result) {
    while(result.next()) {
       // Print all INC with priority 4 - Low AND state is On
 Hold
        console.log(result.getValue('number'));
    }
}
```

Example showing how to pass a string object.

```
var now_GR = new GlideRecord('incident');
now_GR.addQuery('short_description', new String('USB device not
 working')); // string object
now_GR.addQuery('priority', 4); //number
now_GR.query(response);

function response(result) {
    while(result.next()) {
       // Print all INC with priority 4 - Low AND short
 description contains 'USB device not working'
        console.log(result.getValue('number'));
    }
}
```

Client side GlideRecord - addQuery(String name, Object operator, Object value)

Adds a filter to return records where the field meets the specified condition (field, operator, value).

If you are familiar with SQL, this method is similar to the "where" clause. You can create one or more queries for a single filter by calling this method multiple times. Once you define all of the desired queries, call the Client side GlideRecord - query(String name, Function responseFunction, String value) to execute the specified query clause (filter).

To create more complex queries, use the setEncodedQuery() method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Name of the field to check.
operator	Object	Query operator. The available values are dependent on the data type of the *value* parameter. Numbers: • = • != • > • >= • < • <= Strings (must be in upper case): • = • != • IN • NOT IN • STARTSWITH • ENDSWITH • CONTAINS • DOES NOT CONTAIN • INSTANCEOF **Note:** Don't use the LIKE operator. Use CONTAINS instead.
value	Object	Value on which to query (not case-sensitive).

Returns

Type	Description
void	

Example showing how to add multiple queries to a filter.

```
var now_GR = new GlideRecord('incident');
now_GR.addQuery('priority', '<=', 2); // Priority is 2 or higher
 and,
now_GR.addQuery('short_description', 'CONTAINS', 'crash'); //
 Short description contains the word crash
now_GR.query(response);

function response(result) {
    while(result.next()) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        // Print all INC with priority of 2 or higher AND short
 description contains "crash"
         console.log(result.getValue('number'));
    }
}
```

Example showing how to pass in an array to verify multiple conditions in a single query.

```
var priorities = [4,2];
var now_GR = new GlideRecord('incident');
now_GR.addQuery('priority', 'IN', priorities);
now_GR.query(response);

function response(result) {
  while(result.next()) {
    console.log(result.getValue('number'));
  }
}
```

Client side GlideRecord - deleteRecord(Function responseFunction)

Deletes the current record and calls the specified response function when complete.

Parameters

Name	Type	Description
responseFunction	Function	Response function for the callback.

Returns

Type	Description
None	

This example deletes a record and then calls the response function *response* to log an alert message.

```
var recordGR = new GlideRecord('incident');
if (recordGR.get('99ebb4156fa831005be8883e6b3ee4b9')) {
  recordGR.deleteRecord(response);
}

function response(result) {
  alert('Deleted record sys_id: ' + result.getValue('sys_id'));
}
```

Output:

```
Deleted record sys_id: 99ebb4156fa831005be8883e6b3ee4b9
```

Client side GlideRecord - get(String sys_id)

Executes a GlideRecord query for a record with the specified sys_id. This method is expected to be used to query for single records, so a next operation is performed before returning.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sys_id	String	The sys_id of the record to be found.

Returns

Type	Description
Boolean	True if one or more matching records was found. False if no records were found.

Client side GlideRecord - getEncodedQuery()

Retrieves the query condition of the current result set as an encoded query string.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	An encoded query string containing all conditions that have been added to the query.

Client side GlideRecord - getLimit()

Returns the limit for records to be returned by the GlideRecord query.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Number	The limit for records to be returned by the GlideRecord query.

Client side GlideRecord - getTableName()

Retrieves the name of the table associated with this GlideRecord.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The table name

```
var item = new GlideRecord('sc_request');
item.addQuery('sys_id', current.request);
item.query(itemResponse);

function itemResponse(item) {
   alert('The table is ' + item.getTableName());
}
```

Client side GlideRecord - hasNext()

Determines if there are any more records in the GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	True if there are more records in the query set.

Client side GlideRecord - insert(Function responseFunction)

Inserts a new record using the field values that have been set for the current record.

Parameters

Name	Type	Description
responseFunction	Function	Function to execute once the record is inserted.

Returns

Type	Description
String	Sys_id of the inserted record, or null if the record was not inserted.

```
var now_GR = new GlideRecord('incident');
now_GR.short_description = 'Learn about GlideRecord';
var recResponse = now_GR.insert(handleResponse);

function handleResponse(recResponse, answer) {
// Answer will be the sys_id of the created record or null
alert('Newly created sys_id is - ' + answer + ' exists');
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Client side GlideRecord - next()

Moves to the next record in the GlideRecord.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	False if there are no more records in the query set.

```
var rec = new GlideRecord('incident');
rec.query(recResponse);

function recResponse(rec) {
  while (rec.next()) {
    alert(rec.number + ' exists');
  }
}
```

Client side GlideRecord - orderBy(String column)

Specifies an orderBy column. May be called more than once to order by multiple columns.

Parameters

Name	Type	Description
column	String	The column name to be used to order the result set.

Returns

Type	Description
void	

```
function UpdateProjectWBS(project) {
  var count = 0;
  var child = new GlideRecord('pm_project_task');
  child.addQuery('parent', project.sys_id);
  child.orderBy('order');
  child.orderBy('number');
  child.query(childResponse);
  g_form.addInfoMessage(count + ' Project Tasks updated');
}

function childResponse(child) {
  var len = child.getRowCount().toString().length;
  var seq = 0;
  while (child.next()) {
    count += UpdateProjectTaskWBS(child, 1, ++seq, len, '');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}
```

Client side GlideRecord - query(String name, Function responseFunction, String value)

Runs the query to the server against the table based on the addQuery() filter. This method queries the GlideRecord table as well as any references of the table.

Do not make synchronous query calls. Performing a query without a response function makes the call synchronous, which means that the display will wait for the query response before continuing.

Parameters

Name	Type	Description
name	String	Optional. The name of a field to query.
responseFunction	Function	The function called when the query results are available.
value	String	Optional. The field value to query for. Any pair of literals is considered a query pair (field : value).

Returns

Type	Description
void	

The following is a basic example with a response function.

```
var rec = new GlideRecord('incident');
rec.query(recResponse);

function recResponse(rec) {
  while (rec.next()) {
   alert(rec.number + ' exists');
  }
}
```

The following example shows the difference between synchronus and asynchronous syntax, with an asynchronous example.

```
// synchronous call syntax (no response function): DO NOT USE
       query();

       // asynchronous call syntax
       // performs query with current conditions, calls
 responseFunction when done
       query(responseFunction)

       // synchronous call syntax (no response function): DO
 NOT USE
       // adds "category=hardware" to current query conditions
 and performs query
       query('category', 'hardware')

       // asynchronous call syntax
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        // adds "category=hardware" to current query conditions,
performs query, and calls responseFunction when done
        query('category', 'hardware', responseFunction)

        // asynchronous call example
        // adds "user_name=abel.tuter" to current query
conditions, performs query, and calls defined response function
when done
        function onLoad() {
        var now_GR = new GlideRecord("sys_user");
        now_GR.query("user_name", "abel.tuter", function(now_GR)
{
        if (now_GR.next()) {
        alert("You can access fields by name from the client
API, just like in the server API:\n now_GR.name = " +
now_GR.name);
        alert("You can also access fields using getValue():\n
now_GR.getValue(\"email\") = " + now_GR.getValue("email"));
        if (now_GR.getDisplayValue) {
        alert("In Service Portal, Mobile, and
Agent Workspace, you can access a field's display
value:\n now_GR.getDisplayValue(\"company\") = " +
now_GR.getDisplayValue("company"));
        } else {
        alert("On the desktop, you cannot access a field's
display value, but can get its sys_id:\n now_GR.company = " +
now_GR.company);
        }
        alert("You cannot dot-walk in the client API:\n
now_GR.company.name = " + now_GR.company.name);
        }
        });
        }
```

Client side GlideRecord - setEncodedQuery(String encodedQuery)

Adds a specified encoded query string to the current query clause.

This method enables you to specify complex filters (encoded query strings) in a single query call, unlike other client-side *addQuery()* methods. Once you define all of the desired queries, call the Client side GlideRecord - query(String name, Function responseFunction, String value) to execute the specified query clause (filter). For additional information on encoded query strings, refer to Encoded query strings.

If you call this method multiple times before calling the query() method, the queries are AND'ed together.

Parameters

Name	Type	Description
encodedQuery	String	Encoded query string to add to the current query clause.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
var now_GR = new GlideRecord('incident');
now_GR.setEncodedQuery('priority=4^ORstate=3');
now_GR.query(response);

function response(result) {
    while(result.next()) {
        console.log(result.getValue('number'));
    }
}
```

Client side GlideRecord - setLimit(Number maxQuery)

Sets the limit for how many records are in the GlideRecord.

Parameters

Name	Type	Description
maxQuery	Number	The limit for the number of records to retrieve.

Returns

Type	Description
void	

GlideURLV3 - Client

The `GlideURLV3` API provides methods for manipulating a URI.

You can only use this API in client-side scripts using `ListV2` and `ListV3` APIs.

Note: This API is not supported by Service Portal, Now Mobile, or Agent Workspace.

GlideURLV3 - GlideURL(String contextPath)

Creates an instance of the GlideURL class.

Parameters

Name	Type	Description
contextPath	String	A relative path for the URL.

GlideURLV3 - addParam(String name, String value)

Adds a query string name-value pair to the URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
name	String	Name of the query string parameter.
value	String	Query string value.

Returns

Type	Description
String	The GlideURL

```
var gu = new GlideURL('incident.do');
var url = gu.addParam('sys_id', '-1');
```

GlideURLV3 - getURL(Object additionalParams)

Get the entire context path and query string parameters as a single URI.

Parameters

Name	Type	Description
additionalParams	Object	A name-value pair object that contains parameters that are added to this URL request only. These additional parameters are not saved to the GlideURL object.

Returns

Type	Description
String	The GlideURL with the specified additional parameters added to the end.

GlideUser - Client

The *GlideUser* API provides methods that access information about the current user and current user roles. Using this API avoids the need to use the slower GlideRecord queries to get user information.

GlideUser methods and properties are accessed through a global object (`g_user`) that is only available in client scripts.

This API:

- contains name and role information about the current user.
- is typically used in client scripts and UI policies but is also found in UI actions that run on the client.
- cannot be used in business rules or UI actions that run on the server.

Session information about the current user and current user roles is contained in the client (web browser). All *GlideUser* methods except *getClientData()* access the session information that is available by default. The *getClientData()* method requires setup on the server and use of the *putClientData()* method to make session information available.

For information on using client-side scripts, see Introduction to Client-side Scripting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideUser - firstName

The current user's first name.

Field

Name	Type	Description
firstName	String	Current user's first name.

```
alert('first name = ' + g_user.firstName);
```

GlideUser - getClientData(String key)

Returns a client value set using *setClientData()* or *GlideSession -- putClientData()*.

Session client data is a set of named strings that may be setup on the server using *GlideSession -- putClientData()*. You can use *getClientData()* during form load time to get information that the client script needs to make decisions about the form. For example, to identify which fields should be visible.

See also *GlideForm*.

Parameters

Name	Type	Description
key	String	Name of the client data to retrieve.

Returns

Type	Description
String	Value of the client data.

```
var loginLanguage = g_user.getClientData("loginlanguage");
```

GlideUser - getFullName()

Returns the first and last name of the current user.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The current user's full name.

```
var formalName = g_user.getFullName();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideUser - hasRole(String role, Boolean includeDefaults)

Returns true if the current user has the specified role or the admin role.

Parameters

Name	Type	Description
role	String	Role to check.
includeDefaults	Boolean	Optional. Flag that indicates whether to include default roles, such as snc_internal and snc_external, in the request. For additional information on roles, see Exploring user administration. Default: false

Returns

Type	Description
Boolean	Returns true if the current user has the specified role or the admin role; otherwise returns false.

```
var isInternal = g_user.hasRole('snc_internal', true);
```

```
var isItil = g_user.hasRole('itil');
```

GlideUser - hasRoleExactly(String role, Boolean includeDefaults)

Determines whether the current user has the specified role.

Parameters

Name	Type	Description
includeDefaults	Boolean	Optional. Flag that indicates whether to include default roles, such as snc_internal and snc_external, in the request. For additional information on roles, see Explicit roles. Default: false
role	String	Role to check.

Returns

Type	Description
Boolean	Returns true if the current user has the specified role.

```
var isInternal = g_user.hasRoleExactly('snc_internal', true);
```

```
var isItil = g_user.hasRoleExactly('itil');
```

GlideUser - hasRoleFromList(String roles, Boolean includeDefaults)

Returns true if the current user has at least one of the specified roles or has the admin role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
roles	String	Comma-separated list of roles to check
includeDefaults	Boolean	Optional. Flag that indicates whether to include default roles, such as snc_internal and snc_external, in the request. For additional information on roles, see Exploring user administration. Default: false

Returns

Type	Description
Boolean	Returns true if the current user has a role in the list or the admin role.

```
var isOK = g_user.hasRoleFromList("itil, maint");
```

```
var isOK = g_user.hasRoleFromList("itil, maint, snc_internal",
 true);
```

GlideUser - hasRoles(Boolean includeDefaults)

Returns true if the current user has any role.

Parameters

Name	Type	Description
includeDefaults	Boolean	Optional. Flag that indicates whether to include default roles, such as snc_internal and snc_external, in the request. For additional information on roles, see Exploring user administration. Default: false

Returns

Type	Description
Boolean	Returns true if the current user has at least one role.

```
var yesRole = g_user.hasRoles();
```

```
var yesRole = g_user.hasRoles(true);
```

GlideUser - lastName

The current user's last name.

Field

Name	Type	Description
lastName	String	Current user's last name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
alert('last name = ' + g_user.lastName);
```

GlideUser - setClientData(String key, String value)

Sets a client value that you can retrieve using *getClientData()*.

See also *GlideForm*.

Parameters

Name	Type	Description
key	String	Name of the client data to store as a key.
value	Number	Value to assign to the key.

Returns

Type	Description
None	

```
function onSubmit() {

 if (!g_user.getClientData('keyName')) {
  var now_GR = new GlideRecord('incident');
  now_GR.addActiveQuery();
  now_GR.setLimit(1);
  now_GR.query(cb);
  return false;
 }
 return true;
}

function cb(now_GR) {
 // <insert glide operation >
 g_user.setClientData('keyName', now_GR.getValue('<number>'));
 g_form.submit();
}
```

GlideUser - userName

The current user's username, for example gsmith02. It is not the user's name, for example George Smith.

Field

Name	Type	Description
userName	String	Current user's username.

```
var userName = g_user.userName;
   alert('Current user = ' + userName);
```

GlideUser - userID

Returns the sys_id of the current user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field

Name	Type	Description
userID	String	Sys_id of the current user.

```
var userID = g_user.userID;
   alert('Current user ID = ' + userID);
```

GlideUIScripts - Client

The *GlideUIScripts* API provides methods to access UI scripts from within client-side code.

There is no constructor for this class. Access methods using the `g_ui_scripts` global object in any client-side code, such as client or validation scripts.

This API is only supported in Workspaces and Service Portal. It is not supported in the Core UI (UI16). This class does not support UI scripts with the **Global** field set to `true`.

To use this API, the **UI Type** field must be set to **Mobile / Service Portal** or **All** on both the client script and the UI script. It cannot be set to **Desktop**.

GlideUIScripts - getUIScript(String scriptName)

Calls a UI script from a client script or other client-side code. Returns a promise.

Use the `then()` function to perform an asynchronous action after the call resolves.

Note: This method is not supported in Internet Explorer 11 when called outside of the Angular application environment. If calling a UI script outside of an Angular context using IE11, call the script directly using the `g_ui_scripts['nameOfScript'];` syntax.

Parameters

Name	Type	Description
scriptName	String	API name of the UI script to run.

Returns

Type	Description
Promise	The result of the asynchronous call.

In this example, a client script calls a UI script to show an alert when the page loads.

```
// Client script
function onLoad() {
    g_ui_scripts.getUIScript('myUIScript').then(function(script)
 {
        script.myUIScriptMethod();
    }, function() {
        console.log('The script did not load');
    });
}
```

```
// UI script - myUIScript
(function() {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    return {
        myUIScriptMethod: function() {
            alert("This is an alert.");
        }
    };
})();
```

Guided Tours - Client

The *Guided Tours* API provides methods for launching and stopping guided tours.

This API includes methods used in Guided Tour Designer.

Guided Tours - applyListFilter(Function filter_func)

Sets a function to retrieve filtered tour results when the `getAllTours()` method is called.

Complete signature includes `top.NOW.guided_tours.api` preceding the method name.

Parameters

Name	Type	Description
filter_func	Function	Filter function that takes a single `tour` object from the `tours[]` array returne `getAllTours()` method.

Returns

Type	Description
None	

The following example shows basic API usage.

```
//create a filter function
var filtFunction = function(tour) {
   //only return those tours whose name starts with 'my'
   return tour.name.indexOf('my') === 0);
}

//apply the filter
top.NOW.guided_tours.api.applyListFilter (filtFunction);

//call the getAllTours method to observe the filtered tours
top.NOW.guided_tours.api.getAllTours (function(er, tours) {
  if(!er) {
    console.log('The filtered tours are: ');
    console.log(tours);
  }
});
```

The following example shows how to use the `options` field on the tour object to add JSON with custom tour identifiers for reading and filtering tours inside the `filter_func()` function.

```
top.NOW.guided_tours.api.applyListFilter(function(tour) {
       var options = (tour.options)? JSON.parse(tour.options):
 null;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      return (options && options.my_param) ? (options.my_param
 == my_value) : false;
});
```

Guided Tours - endTour()

Stops a currently playing tour. This method silently exits if no tours are playing.

Complete signature includes `top.NOW.guided_tours.api` preceding the method name.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Null	

```
//create a callback function to end the tour if it starts
 correctly
var cbFunction = function(err) {
 if (err) {
   console.log('Error Occurred');
}
 else {
    // tour has started so we can call endTour
    top.NOW.guided_tours.api.endTour();
}
}

//calling the startTour method so that we can end the tour as
 soon as it starts
top.NOW.guided_tours.api.startTour('a297e04b732313007077edcc5ef6
a780', 2, cbFunction);
```

Guided Tours - events.off(String event_name, Function listener_function)

Removes an existing event listener.

Complete signature includes `top.NOW.guided_tours.api` preceding the method name.

Parameters

Name	Type	Description
event_name	String	Event name to be removed from the listener. Valid event names: • tourStarted • tourEnded • tourCompleted • tourFailed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• tourAbandoned • tourDismissed • stepStarted
listener_function	Function	Optional. If provided, specified listener function is removed from remaining eve listeners attached with that event. If not provided, all listener functions attache that event are removed.

Returns

Type	Description
None	

```
//create a callback function to handle the result of the api
 call
var eventListenerTourStarted = function() {
   console.log('The tour has started');
}
var eventListenerTourEnded = function() {
   console.log('The tour has ended');
}

//attaching event listeners for tourStarted and tourEnded Events
top.NOW.guided_tours.events.on('tourStarted',eventListenerTourSt
arted);
top.NOW.guided_tours.events.on('tourEnded',
 eventListenerTourEnded);

…
//start a tour
top.NOW.guided_tours.api.startTour
 ('a297e04b732313007077edcc5ef6a780', 2, cbFunction);
//As soon as the tour starts the eventListenerTourStarted gets
 fired
…
top.NOW.guided_tours.api.endTour();
// eventListenerTourEnded gets fired

….

//removing the event listeners
 top.NOW.guided_tours.events.off('tourStarted',eventListenerTour
Started);
top.NOW.guided_tours.events.off('tourEnded',
 eventListenerTourEnded);
```

Guided Tours - events.on(String event_name, Function listener_function)

Attaches an event listener to a guided tour event.

Complete signature includes `top.NOW.guided_tours.api` preceding the method name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
event_name	String	Event name to be attached to the listener. Valid event names: • stepStarted • tourStarted • tourEnded • tourCompleted • tourFailed • tourAbandoned • tourDismissed
listener_function	Function	Listener to be added. **Note:** Clear any event listener after it solves its purpose.

listener_function.obj	Object	Passed to `listener_function()` by each event in the following format:
		• For stepStarted events:
		`{tour: '<tour_sys_id>', step: step_num}`
		• For all other events:
		`{tour: '<tour_sys_id>'}`
		JSON parameters:
		• tour_sys_id: String. Guided tour ID from the Guided Tours [sys_embedded_tour_guide] table
		• step_num: Number. Value between 0 (first step) and n (final step)

The following example shows basic API usage.

```
//create a callback function to handle the result of the api
 call
var eventListenerTourStarted = function() {
   console.log('The tour has started');
}
var eventListenerTourEnded = function() {
   console.log('The tour has ended');
}

//attaching event listeners for tourStarted and tourEnded Events
top.NOW.guided_tours.events.on('tourStarted',eventListenerTourSt
arted);
top.NOW.guided_tours.events.on('tourEnded',
 eventListenerTourEnded);

...
//start a tour
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
top.NOW.guided_tours.api.startTour
 ('a297e04b732313007077edcc5ef6a780', 2, cbFunction);
//As soon as the tour starts the eventListenerTourStarted gets
 fired
…
top.NOW.guided_tours.api.endTour();
// eventListenerTourEnded gets fired

….

//removing the event listeners
 top.NOW.guided_tours.events.off('tourStarted',eventListenerTour
Started);
top.NOW.guided_tours.events.off('tourEnded',
 eventListenerTourEnded);
```

The following example shows how to use the `listener_function` parameter with `obj` as an argument.

```
top.NOW.guided_tours.events.on("tourStarted", function
 (obj){console.log(obj);});
```

Guided Tours - getAllTours(Function cb_function)

Gets a list of tours on the current page from which this method is called. Because this method is asynchronous, a callback function must be passed to determine operation success and get a list of tours.

Complete signature includes `top.NOW.guided_tours.api` preceding the method name.

Parameters

Name	Type	Description
cb_function	Function	Callback function called by `getAllTours()` after attempt to fetch all tours fo current page from which `getAllTours()` method is called.
cb_function.err	Object	Points to the error object if any occurred during the operation: `err = { success: false, message: 'string containing th error object' }` Null otherwise.
cb_function.tours	Array	List of available tours for the page. If no tours are present on the page, `cb_function.tours` returns undefined `if(!tours) console.log('No tour present')`

Returns

Type	Description
None	

```
//create a callback function to handle the result of the API
 call
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var cbFunction = function(err, tours) {
 if (err) {
   console.log('Error Occurred');
}
 else {
     if(!tours) console.log('No tour present')
   else {
      tours.forEach(function(t) {
               console.log(t);
            });
         }
}
}
//calling the getTours method
top.NOW.guided_tours.api.getAllTours(cbFunction);
```

Guided Tours - loadPlayer()

Loads the guided tours player on a page in which guided tours player is not present by default.

Complete signature:

```
NOW.guided_tours.api.loadPlayer()
```

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

Guided Tours - startTour(String tour_id, Number step_number, Function cb_function)

Starts a tour. Because this method is asynchronous, you must pass a callback function to determine operation success.

Complete signature includes `top.NOW.guided_tours.api` preceding the method name.

Parameters

Name	Type	Description
tour_id	String	Sys ID of the tour from the Guided Tours [sys_embedded_tour_guide] table.
step_number	Number	Optional. Step at which to start the tour. If not provided (or step number is 0), to starts from the beginning.
cb_function	Function	Optional. Callback function called by `startTour()` method after attempt to the tour.
cb_function.err	Object	Points to the error object if any occurred during the operation: `err = { success: false, message: 'string containing t error object' }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Null otherwise.

Returns

Type	Description
None	

```
//create a callback function to handle the result of the API
 call
var cbFunction = function(err) {
 if (err) {
   console.log('Error Occurred');
}
 else {
   console.log('The tour with tourid=%s was successfully
 launched', tourId);
}
}

//calling the startTour method
top.NOW.guided_tours.api.startTour('a297e04b732313007077edcc5ef6
a780', 2, cbFunction);
```

i18N - Client

The *i18N* API provides methods to get and format translated messages.

The *i18N* methods are accessed using the `g_i18n` global object.

i18N - format(String message, Object map)

Formats a string containing named tokens with values from a map.

Parameters

Name	Type	Description
message	String	The message to have the tokens added.
map	Object	The map of name/value pairs to replace in the message.

Returns

Type	Description
String	The formatted string

```
// Returns: "The rich young ruler was very very rich"
nowapi.g_i18n.format("The {p1} {p2} {p3} was very very
 {p1}",{p1: "rich", p2: "young", p3: "ruler"});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

i18N - getMessage(String msgKey, Function callback)

Retrieves a translated message.

If the specified string exists in the database for the current language, then the translated message is returned. If the specified string does not exist for the current language, then the English version of the string is returned. If the string does not exist at all in the database, then the ID itself is returned.

Parameters

Name	Type	Description
msgKey	String	The message to be retrieved.
callback	Function	The function to be called when the message has been retrieved. The callback function has one argument, a string that is the translated message.

Returns

Type	Description
void	

i18N - getMessages(Array msgKeys, Function callback)

Retrieves a set of messages.

If the specified string exists in the database for the current language, then the translated message is returned. If the specified string does not exist for the current language, then the English version of the string is returned. If the string does not exist at all in the database, then the ID itself is returned.

Parameters

Name	Type	Description
msgKeys	Array	An array of keys specifying the messages to be retrieved.
callback	Function	The function to be called when the messages have been retrieved. The callback function has one argument, an object containing key-value pairs, where key is the requested message key, and the value is the translated string.

Returns

Type	Description
void	

openFrameAPI - Client

The `openFrameAPI` provides methods that interact with OpenFrame. OpenFrame is an omni-present frame that communication partners can use to integrate their systems into the ServiceNow platform.

One of the core requirements is the ability to connect and serve code from different domains that can connect seamlessly with partner subsystems. This cross domain connection is required

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

to keep connections and callbacks registered into communication systems without any cross domain issues.

OpenFrame has two significant parts. One lives in the ServiceNow application (referred to as TopFrame) and this API that is sourced from the partner application. This API has the necessary methods to communicate with TopFrame and control the visual features of the OpenFrame.

Note: To stay current with reference to the OpenFrame library, use the following resource URI: `https://[servicenow instance]/scripts/openframe/latest/openFrameAPI.min.js`.

openFrameAPI - getAWAAgentPresence(String success, String failure)

Returns the logged in agent's current presence state.

Parameters

Name	Type	Description
success	String	If the method is successful, name of the callback function to invoke.
failure	String	If the method fails, name of the callback function to invoke.

Returns

Type	Description

presence	Results passed to the success callback function by the openFrame infrastructure.
	
	Data type: Object
	
	`"presence": {`
	`  "available": Boolean,`
	`  "channels": [Array],`
	`  "name": "String",`
	`  "sys_id": "String"`
	`}`

presence.available	Flag that indicates whether the associated agent is available. Valid values: • true: Agent is available. • false: Agent isn't available. Data type: Boolean

presence.channels	List of available channels of communication with the agent.
	
	Data type: Array of Objects
	
	`"channels": [`
	`  {`
	`  "available": Boolean,`
	`  "name": "String",`
	`  "restrict_update": Boolean,`
	`  "service_channel_type": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	<pre>"sys_id": "String"
	}
	]</pre>

presence.channels.available	Flag that indicates whether the channel is available. Valid values: • true: Channel is available. • false: Channel isn't available. Data type Boolean
presence.channels.name	Name of the channel, such as Chat or Phone. Data type: String
presence.channels.restrictUpdate	Flag that indicates whether the user can restrict updates to the channel. Valid values: • true: User can restrict updates to the channel. • false: User can't restrict updates to the channel. Data type Boolean
presence.channels.service_channel_type	Type of the service channel. Data type: String
presence.channels.sys_id	Sys_id of the channel record. Data type: String Table: Service Channels [awa_service_channel]
presence.name	Name of the agent's presence state. Data type: String
presence.sys_id	Sys_id of the presence state record. Data type: String Table: Presence States [awa_presence_state]

The following code example shows how to call this method.

```
function failure(data)
{
  console.log("failure: " + JSON.stringify(data));
}

function success(data)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  console.log("success: " + JSON.stringify(data));
}

openFrameAPI.getAWAAgentPresence(success, failure)
```

Response to success callback function:

```
success: {
  "presence": {
    "name": "Available",
    "sys_id": "0b10223c57a313005baaaa65ef94f970",
    "available": true,
    "channels": [
      {
        "name": "Chat",
        "available": true,
        "sys_id": "27f675e3739713004a905ee515f6a7c3",
        "restrict_update": false,
        "service_channel_type": "chat"
      }
    ]
  }
}
```

openFrameAPI - hide()

Hides the OpenFrame in the TopFrame.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
openFrameAPI.hide()
```

openFrameAPI - init(Object config, function successCallback, function failureCallback)

Initializes OpenFrame. This must be the first method that you call.

This method initializes communication to TopFrame and initializes any visual elements passed in the *config* parameter.

Parameters

Name	Type	Description
config	Object	Name-value pairs to use during the initialization process. Possible keys:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• height • subTitle • title • titleIcon • width All keys are optional. Pass an empty object if you don't want to set these key-value pairs.
successCallback	function	Name of the callback function to use if the *init* method succeeds. The OpenFrame configuration stored in the system is passed as a parameter to the callback function.
failureCallback	function	Name of the callback function to use if the *init* method fails.

Returns

Type	Description
void	

```
var config = {
height: 300,
width: 200
}
function handleCommunicationEvent(context) {
console.log("Communication from Topframe", context);
}
function initSuccess(snConfig) {
console.log("openframe configuration", snConfig);
//register for communication event from TopFrame
openFrameAPI.subscribe(openFrameAPI.EVENTS.COMMUNICATION_EVENT,
handleCommunicationEvent);
}
function initFailure(error) {
console.log("OpenFrame init failed...", error);
}
openFrameAPI.init(config, initSuccess, initFailure);
```

openFrameAPI - isVisible(function callback)

Checks to see if the OpenFrame is visible in the TopFrame.

Parameters

Name	Type	Description
callback	function	The callback function receives a parameter with a value of true or false. True if OpenFrame is visible and false if not visible.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
function callback(isVisible) {
console.log(isVisible)
}
openFrameAPI.isVisible(callback)
```

openFrameAPI - openCustomURL(String details)

Opens a custom URL in the UI16 interface.

Parameters

Name	Type	Description
Url	String	Text of the custom URL. Maximum size: 2083 characters

Returns

Type	Description
void	

```
openFrameAPI.openCustomURL('10_cool_things.do');
```

openFrameAPI - openServiceNowForm(Object details)

Opens a form URL.

When an agent receives an incoming call, the OpenFrame window displays information such as the account, contact, or consumer. Clicking a link in the OpenFrame window displays the corresponding record.

- In the platform interface, this API opens a form URL in TopFrame.
- For Agent Workspace, this API supports interaction tab management. In Agent Workspace, an interaction record opens in a parent tab and the specified entity record opens in a child tab under the interaction tab.

Parameters

Name	Type	Description

details	Object	Key-value pairs that identify the form URL to open.
		
		`"details": {`
		`  "entity": "String";`
		`  "interaction_sys_id": "String";`
		`  "query": "String"`
		`}`

details.entity	String	Table or entity name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
details.interaction_sys_id	String	Optional. Sys_id of the interaction record to open as parent tab in Agent Workspace. **Note:** In the platform interface the *interaction_sys_id* is ignored.
details.query	String	Query to identify the record to open, such as: `query:'sys_id=<record_sys_id>'`.

Returns

Type	Description
void	

The following example shows basic usage in platform:

```
openFrameAPI.openServiceNowForm({entity:'customer_account',
query:'sys_id=447832786f0331003b3c498f5d3ee452',
 'interaction_sys_id':'3be092313b711300758ce9b534efc4dd'});
```

The following example shows how to use the *query* parameter to create a new record with data provided in the form by using sysparm_query and an encoded query to populate the first and last name fields in Workspace:

```
openFrameAPI.openServiceNowForm({ entity: 'sys_user',
query:
 'sys_id=-1&sysparm_query=first_name=Ivan^last_name=Greggor' });
```

openFrameAPI - openServiceNowFormwithChildTab()

Opens a ServiceNow form with a child tab if invoked in a workspace or opens an entity if invoked in the UI16 interface.

Parameters

Name	Type	Description
openServiceNowFormwithChildTab	Object	Defines if the API opens a ServiceNow form with a child tab if invoked in a workspace or opens an entity if invoked in the UI16 interface. `openFrameAPI.openServiceNowFormwithChildTab({ entity: "String", sys_id: String", parent_entity: "String", parent_entity_sys_id: "String" })`
openServiceNowFormwithChildTab.entity	String	The name of the table that contains the record to open.
openServiceNowFormwithChildTab.sys_id	String	The sys_id of the record to open.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
openServiceNowFormwithChildTab	String	Name of the table to open as a parent tab.
openServiceNowFormwithChildTab	String	Sys_id of the parent record to open.

Returns

Type	Description
None	

The following example opens the parent entity as a parent tab on a configured workspace, or opens just the entity if invoked in UI16.

```
openFrameAPI.openServiceNowFormwithChildTab({
  entity: "customer_account",
  sys_id: "447832786f0331003b3c498f5d3ee452",
  parent_entity: "interaction",
  parent_entity_sys_id: "3be092313b711300758ce9b534efc4dd"
});
```

openFrameAPI - openServiceNowList(Object details)

Opens a list URL in the UI16 interface.

Parameters

Name	Type	Description
details	Object	Key value pairs that describe the content to use when opening the list URL. Valid values: • entity: Table name • query: Encoded query string

Returns

Type	Description
void	

```
openFrameAPI.openServiceNowList({entity:'case',
 query:'active=true'});
```

openFrameAPI - setFrameMode(mode)

Sets the OpenFrame mode.

The mode passed in this API:

- Sets the appropriate icon in the header: collapse or expand
- Raises the relevant event for CTI:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- openFrameAPI.EVENTS.COLLAPSE
- openFrameAPI.EVENTS.EXPAND

Parameters

Name	Type	Description
Mode	String	Set OpenFrame Mode. Enumerated options: **1.** openFrameAPI.FRAME_MODE.COLLAPSE **2.** openFrameAPI.FRAME_MODE.EXPAND

Returns

Type	Description
void	

```
openFrameAPI.setFrameMode(openFrameAPI.FRAME_MODE.COLLAPSE);
```

openFrameAPI - setHeight(height)

Sets the OpenFrame height.

Parameters

Name	Type	Description
Height	Number	Height in pixels

Returns

Type	Description
void	

```
openFrameAPI.setHeight(100);
```

openFrameAPI - setICContext(String Type, Object <Context>)

Sets the context data related to the interaction controls on the client. Use this context data to determine the client UI to display in OpenFrame.

For additional information on interactive controls, see Interaction Controls Component.

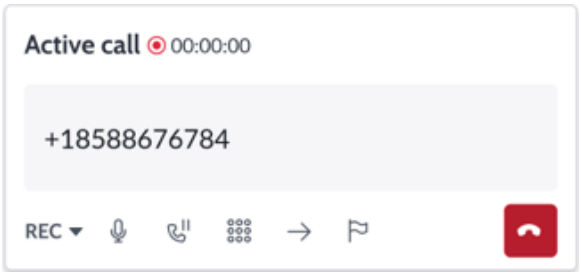
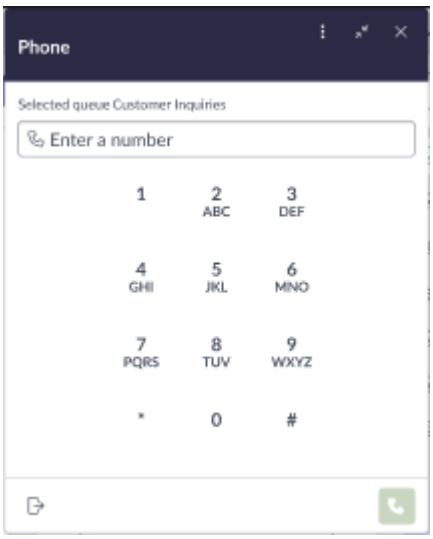
For additional information on interaction records, see CSM voice interaction record page.

Parameters

Name	Type	Description
Type	String	Type of context data to set. Valid values:

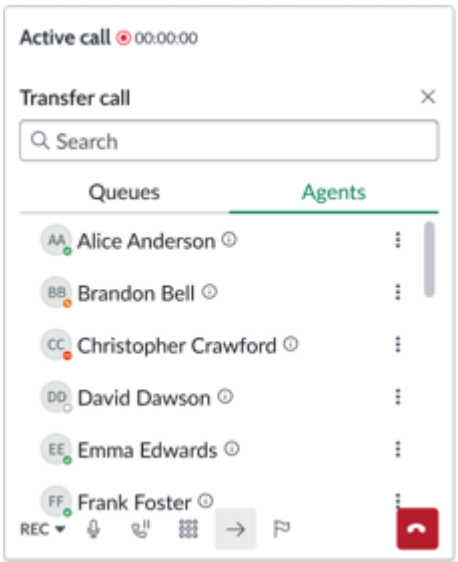
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• activeCall: Sets the context for the ongoing Active call component. When you pass this context type, you must also pass the `activeCall[]` JSON as the *`Context`* parameter.  • idleState: Sets the idle state capabilities for the current user. When this is set, the idle state UI (dial pad) appears in OpenFrame. When you pass this context type, you must also pass the `<idleState>{}` JSON as the *`Context`* parameter.  • searchTargetList: Sets the telephone directory context. When this is set, it enables **Transfer call** on the Active call component.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		When you pass this context type, you must also pass the `searchTargetList[]` JSON as the *`Context`* parameter. 
<Context>	Object	Context data to set. Each context data type has a different set of possible input data. Valid *`Context`* data objects: • `activeCall` • `idleState` • `searchTargetList`
activeCall	Array of Objects	Context details about an active call. Each object represents an ongoing active call. `"activeCall": [ { "currentParticipant": {Object}, "customPayload: {Object}, "direction": "String", "externalId": "String", "nowRecordId": "String", "nowRecordTable": "String", "participants": [Array], "type": "String" } ]`
activeCall.callbackContext	Object	Only used if the *`activeCall.type`* property is `callback`. Callback context information for the ongoing callback component. `"callbackContext": { "callAttemptedByAgent": Boolean, "callbackNumbers": [Array], "closeInEndTime": "String", "customerName": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>"dialInEndTime": "String"
		}</pre>

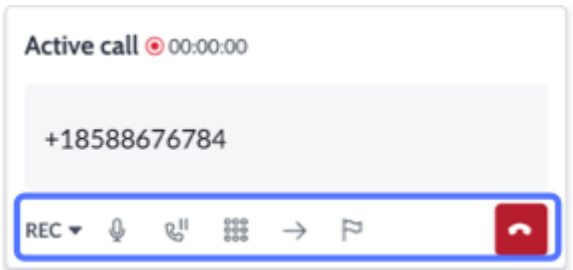
activeCall. callbackContext. callAttemptedByAgent	Boolean	Flag that indicates whether callback was attempted by a customer service agent. Valid values: • true: The callback was attempted by a customer service agent. If true, set *closeInEndTime*. • false: The callback wasn't attempted by a customer service agent. If false, set *dialInEndTime*. Default: False
activeCall. callbackContext. callbackNumbers	Array	List of phone numbers provided as strings.
activeCall. callbackContext. closeInEndTime	String	Set only if *callAttemptedByAgent* is true. End time for callback in UTC format.
activeCall. callbackContext. customerName	String	Name of the customer.
activeCall. callbackContext. dialInEndTime	String	Set only if *callAttemptedByAgent* is false and the type of callback is auto-dial. Dial-in end time for callback in UTC format.

activeCall.currentParticipant	Object	Required. Details about the current participant's call capabilities and call status.
		<pre>"currentParticipant": {
		"actor": "String",
		"callStartTime": "String",
		"capabilities": {Object},
		"connectedTime": "String",
		"custom-capability-state-1": Boolean,
		"flagged": Boolean,
		"held": Boolean,
		"id": "String",
		"muted": Boolean,
		"name": "String",
		"paused": Boolean,
		"recording": "String",
		"state": "String",
		"wrapUP": {Object}
		}</pre>

activeCall.currentParticipant. actor	String	Type of participant on the call. Valid values: • agent **Note:** Other participant types to be added in the future.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
activeCall.currentParticipant.callStartTime	String	Date and time that the call started. Time standard: UTC Format: RSS - "<day of week>, dd mmm yyyy hh:MM:ss GMT". For example: "Wed, 17 Dec 2024 05:23:41 GMT"
activeCall.currentParticipant.capabilities	Object	Details about the capabilities that the current (agent) participant can perform during a call. The associated icons appear in the Active call component for the capabilities that are enabled.  `"capabilities": { "dtmf": Boolean, "endCall": Boolean, "flag": Boolean, "hold": Boolean, "leaveAndTransfer": Boolean, "mergeCall": Boolean, "mute": Boolean, "resumeRecording": Boolean, "pauseRecording": Boolean, "startRecording": Boolean, "stopRecording": Boolean, "transfer": Boolean }`
activeCall.currentParticipant.capabilities.dtmf	Boolean	Flag that indicates whether the agent has dual tone multi-frequency (DTMF) capability for the current call. Valid values: • true: Participant has DTMF capability. • false: Participant doesn't have DTMF capability. Default: false
activeCall.currentParticipant.capabilities.endCall	Boolean	Flag that indicates whether the associated participant can end the call. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Participant can end the call. The end call button is enabled in the UI. • false: Participant can't end the call. The end call button is disabled in the UI. Default: false
activeCall.currentParticipant.capabilities.flag	Boolean	Flag that indicates whether the participant can flag the call for quality issues, such as a voice quality problems. Valid values: • true: Participant can flag problem calls. • false: Participant can't flag problem calls. Default: false
activeCall.currentParticipant.capabilities.hold	Boolean	Flag that indicates whether the participant can put the call on hold. Valid values: • true: Participant can put the call on hold. The hold button is enabled in the UI. • false: Participant can't put the call on hold. The hold button is disabled in the UI. Default: false
activeCall.currentParticipant.capabilities.leaveAndTransfer	Boolean	Flag that indicates whether the participant can transfer the call to another agent and then drop off the call. Enable this capability for actions such as consult transfers, where the user who is consulted is not the owner of the call. Valid values: • true: Participant can transfer and drop off the call. • false: Participant can't transfer and drop off the call. Default: false
activeCall.currentParticipant.capabilities.mergeCall	Boolean	Flag that indicates whether the participant can merge the call. Use this capability when the participant's call legs are capable of merging. Valid values: • true: Participant can merge the call. The merge button is enabled in the UI. • false: Participant can't merge the call. The merge button is disabled in the UI. Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
activeCall.currentParticipant.capabilities.mute	Boolean	Flag that indicates whether the participant can mute the call. Valid values: • true: Participant can mute the call. The mute button is enabled in the UI. • false: Participant can't mute the call. The mute button is disabled in the UI. Default: false
activeCall.currentParticipant.capabilities.resumeRecording	Boolean	Flag that indicates whether the participant can resume recording the call. Valid values: • true: Participant can resume recording the call. The pause recording button is enabled in the UI. • false: Participant can't resume recording the call. The pause recording button is disabled in the UI. Default: false
activeCall.currentParticipant.capabilities.pauseRecording	Boolean	Flag that indicates whether the participant can pause recording the call. Valid values: • true: Participant can pause recording the call. The pause recording button is enabled in the UI. • false: Participant can't pause recording the call. The pause recording button is disabled in the UI. Default: false
activeCall.currentParticipant.capabilities.startRecording	Boolean	Flag that indicates whether the participant can start recording the call. Valid values: • true: Participant can start recording the call. The recording button is enabled in the UI. • false: Participant can't start recording the call. The recording button is disabled in the UI. Default: false
activeCall.currentParticipant.capabilities.stopRecording	Boolean	Flag that indicates whether the participant can stop recording the call. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Participant can stop recording the call. The stop recording button is enabled in the UI. • false: Participant can't stop recording the call. The stop recording button is disabled in the UI. Default: false
activeCall.currentParticipant.capabilities.transfer	Boolean	Flag that indicates whether the participant can transfer the call. Valid values: • true: Participant can transfer the call. The transfer button is enabled in the UI. • false: Participant can't transfer the call. The transfer button is disabled in the UI. Default: false
activeCall.currentParticipant.connectedTime	String	Date and time that the call initially connected. Time base: UTC Format: RSS - "<day of week>, dd mmm yyyy hh:MM:ss GMT". For example: "Wed, 17 Dec 2024 05:23:41 GMT"
activeCall.currentParticipant.custom-capability-state-1	Boolean	Flag that indicates whether there are any current participants on the call. Valid values: • true: Current participants on the call. • false: No current participants on the call. Default: false
activeCall.currentParticipant.flagged	Boolean	Flag that indicates whether the call is flagged for an issue, such as a voice quality issue. Valid values: • true: Call has been flagged for an issue. • false: Call hasn't been flagged for an issue. Default: false
activeCall.currentParticipant.held	Boolean	Flag that indicates the participant’s held state. Valid values: • true: Participant is on-hold. • false: Participant isn't on-hold. Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
activeCall.currentParticipant.id	String	Required. Sys_id of the associated participant record, such as the sys_id of the agent. Table: User [sys_user]
activeCall.currentParticipant.muted	Boolean	Flag that indicates the participant's muted state. Valid values: • true: Participant is muted. • false: Participant isn't muted. Default: false
activeCall.currentParticipant.name	String	Participant's name.
activeCall.currentParticipant.paused	Boolean	Flag that indicates the participant's paused state. Valid values: • true: Participant is paused. • false: Participant isn't paused. Default: false
activeCall.currentParticipant.recording	String	Current recording state of the call. Valid values: • in_progress • none
activeCall.currentParticipant.wrapUP	Object	Future use.
activeCall.customPayload	Object	Custom payload to pass to OpenFrame as part of OpenFrame events. This is a free-form object and can contain any data needed to customize the active call component, such as adding buttons or text.
activeCall.direction	String	Direction of the call for the associated participant. Valid values: • inbound • outbound
activeCall.externalId		Required. Unique value that identifies the current active call on the associated external system.
activeCall.nowRecordId	String	Required. Sys_id of the active call record. Table: Interaction [interaction] Only supported option for base system.
activeCall.nowRecordTable	String	Required. Table to which the active call belongs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Interaction [interaction] Only supported option for base system.
activeCall.participants	Array of Objects	Required. List of the additional participants on the call. A participant can be an agent, a customer, an external person who is not an agent or a customer, or a queue. `"participants": [{ "actor": "String", "ani": "String", "address": "String", "capabilities": {Object}, "callStartTime" "String", "connectedTime": "String", "customPayload": {Object}, "dnis": "String", "held": Boolean, "heldAtTime": "String", "id": "String", "muted": Boolean, "name": "String", "requestACW": Boolean, "requireWrapup": Boolean, "state": "String" }]`
activeCall.participants.actor	String	Type of actor for the associated participant. For example: • agent • customer • external • queue
activeCall.participants.ani		Automatic number identification. Telephone number to display to the receiver of the phone call.
activeCall.participants.address	String	Participant's telephone number.
activeCall.participants.capabilities	Object	Details about the type of capabilities that the participant has for the associated call. `"capabilities": { "endCall": Boolean, "hold": Boolean, "mute": Boolean }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
activeCall.participants.capabilities.endCall	Boolean	Flag that indicates whether the associated participant can end the call. Valid values: • true: Participant can end the call. The end call button is enabled in the UI. • false: Participant can't end the call. The end call button is disabled in the UI. Default: false
activeCall.participants.capabilities.hold	Boolean	Flag that indicates whether the participant can put the call on hold. Valid values: • true: Participant can put the call on hold. The hold button is enabled in the UI. • false: Participant can't put the call on hold. The hold button is disabled in the UI. Default: false
activeCall.participants.capabilities.mute	Boolean	Flag that indicates whether the participant can mute the call. Valid values: • true: Participant can mute the call. The mute button is enabled in the UI. • false: Participant can't mute the call. The mute button is disabled in the UI. Default: false
activeCall.participants.connectedTime	String	Required. Date and time that the participant initially connected to the call. Time standard: UTC Format: RSS - "<day of week>, dd mmm yyyy hh:MM:ss GMT". For example: "Wed, 17 Dec 2024 05:23:41 GMT"
activeCall.participants.customPayload	Object	Custom payload to pass to OpenFrame as part of Open Frame custom events. This is a free-form object and can contain any data needed to customize the Active call component, such as adding buttons or text.
activeCall.participants.dnis	String	Dialed Number Identification Service. Telephone number the participant dialed.
activeCall.participants.held	Boolean	Flag that indicates the participant's held state. Valid values:

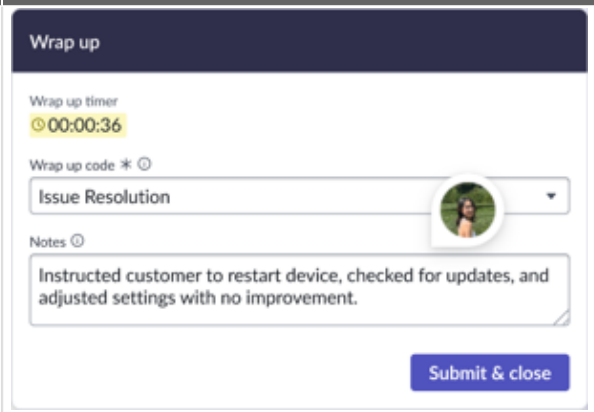
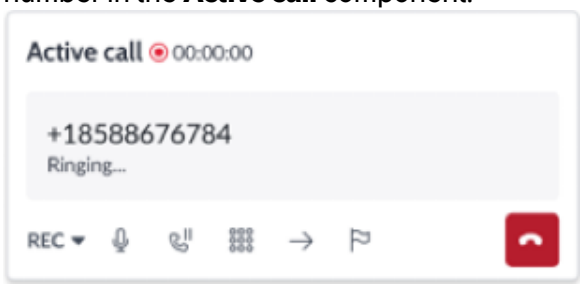
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• true: Participant is on-hold. • false: Participant isn't on-hold. Default: false
activeCall.participants.heldAtTime	String	Date and time that the participant's connection to the call was put on hold. Time base: UTC Format: RSS - "<day of week>, dd mmm yyyy hh:MM:ss GMT". For example: "Wed, 17 Dec 2024 05:23:41 GMT"
activeCall.participants.id	String	Required. Participant's unique ID from the Contact Center as a Service (CCaaS) system.
activeCall.participants.muted	Boolean	Flag that indicates the participant's mute state. Valid values: • true: Participant is muted. • false: Participant isn't muted. Default: false
activeCall.participants.name	String	Name of the participant.
activeCall.participants.requestACW	Boolean	For agent use case only - only valid when the *`activeCall.currentParticipant.actor`* is "agent". Flag that indicates whether the participant needs to follow-up with the customer. Valid values: • true: Follow-up required. • false: No follow-up required. Default: false
activeCall.participants.requireWrapup	Boolean	For agent use case only - only valid when the *`activeCall.currentParticipant.actor`* is "agent". Flag that indicates whether to display the **Wrap up** component once the call is complete.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		 Valid values: • true: Display the **Wrap up** component at call completion. • false: Don't display the **Wrap up** component at call completion. Default: false
activeCall.participants.state	String	State of the participant's call leg. Appears beneath the phone number in the **Active call** component.  This can be any meaningful text, such as: • Alerting • Connected • Ringing
activeCall.type	String	Type of call. Valid values: • call • callback **Note:** If set, you must include the *activeCall.callbackContext* object details. • voicemail
idleState	Object	Describes the idle state context of the agent. This context data determines the information that appears on the dial pad when an agent is waiting for a call and the capabilities they have through this dial pad.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

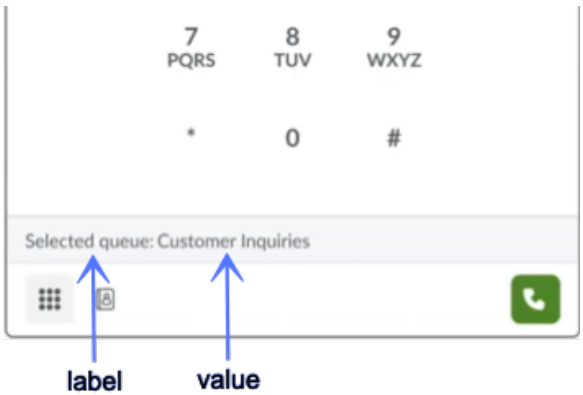
Parameters (continued)

Name	Type	Description
		`idleState { "capability": {Object}, "currentInboundId": "String", "dialpadInfoMessage": {Object}, "enableState": {Object} }`
idleState.capability	Object	Description of the current user's idle state capabilities. `"capability": { "globalContactSearch": Boolean, "logOut": Boolean, "outBoundCall": Boolean }`
idleState.capability. globalContactSerarch	Boolean	Flag that indicates whether to display the global contact list while in the idle state. Valid values: • true: Display the global contact list. • false: Don't display the global contact list. Default: false
idleState.capability.logOut	Boolean	Flag that indicates whether the user can logout while in the idle state. Valid values: • true: User can log out when the call is idle. The log out button appears on the dial pad. • false: User can't log out when the call is idle. Default: false
idleState.capability. outBoundCall	Boolean	Flag that indicates whether the user can make an outbound call while in the idle state. Valid values: • true: User can make an outbound call when the call is idle. • false: User can't make an outbound call when the call is idle. Default: false
idleState.currentInboundId	String	Inbound identifier of the provider application used to create the outbound call interaction. Table: Located in the id field of the Provider Channel Identities [sys_cs_provider_application] table. Default: Base system provider application

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

idleState.
dialpadInfoMessage
	Object	Details about the information message to display on the user's dial pad, such as the currently selected queue.
		`"dialpadInfoMessage": {`
		`"label": "String",`
		`"value": "String"`
		`}`
		In the following example, the *label* is **Selected queue:** and the *value* is **Customer Inquiries**. You can also just use either the *label* or the *value* parameter with **Selected queue: Customer Inquiries**.
		 

idleState. dialpadInfoMessage.label	String	Free-form label to display on the dial pad.
idleState. dialpadInfoMessage.value	String	Free-form message text to display after the label on the dial pad.

idleState.enableState	Object	Details about the enable state of the buttons on the dial pad.
		`"enableState": {`
		`"logOut": Boolean,`
		`"outBoundCall": Boolean`
		`}`

idleState.enableState.logOut	Boolean	Flag that indicates whether to enable the logout button in the UI while in the idle state. Valid values: • true: Display the logout button while in the idle state. • false: Don't display the logout button while in the idle state. Default: false
idleState.enableState. outBoundCall	Boolean	Flag that indicates whether to enable the outbound call button in the UI while in the idle state. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

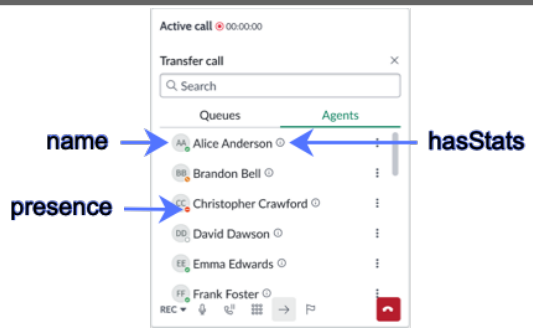
Parameters (continued)

Name	Type	Description
		• true: Display the outbound call button while in the idle state. • false: Don't display the outbound call button while in the idle state. Default: false
searchTargetList	Array of Objects	Context details of the transfer related data for a ServiceNow table. `"searchTargetList": [ { "externalId": "String", "nowRecordId": "String", "nowRecordTable": "String", "participantID": "String", "targets": [Array] } ]`
searchTargetList.externalId	String	Unique identifier of the associated call on the CCaaS system.
searchTargetList. nowRecordId	String	Required. Sys_id of the record to which the searchTargetList belongs. **Note:** Only records in the Interaction [interaction] table are currently supported.
searchTargetList. nowRecordTable	String	Required. ServiceNow table to which the searchTargetList belongs. Table: Only valid value - `"interaction"`
searchTargetList. participantID	String	Unique identifier for the participant from the CCaaS system.
searchTargetList.targets	Array of Objects	Details about the agents, external users, and/or queues to whom the call can be transferred. `"targets": [ { "payload": {Object}, "transferSubtypes": [Array], "type": "String" } ]`
searchTargetList.targets. payload	Object	Details about the information to display in the transfer call control. The following is an example of a **Transfer call** control that contains a list of agents that the call can be transferred to. The screen shot shows what elements of the UI that each parameter in the *`list.payload`* controls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		
		`"payload": { "list": [Array] }`
		This example shows an agent payload (`"searchTargetList.targets.type" : "agent"`).
		`"payload": { "list": [ { "name": "Alice Anderson", "id": "agent1Id", "hasStats": "true", "presence": "available", "moreInfo": [ { "label": "Skill", "value": "CRM certified" } ] } ] }`
		The following shows an example of a queue payload (`"searchTargetList.targets.type" : "queue"`).
		`"payload": { "list": [ { "name": "Product Support Queue", "id": "queue1Id", "hasStats": "true", "moreInfo": [ { "label": "Skill", "value": "10sec" }, { "label": "Queue Skill", "value": "German" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>{
		    },
		    {
		      "name": "Billing Queue",
		      "id": "queue2Id",
		      "hasStats": "true",
		      "moreInfo": [
		        {
		           "label": "Skill",
		           "value": "10sec"
		        }
		      ]
		    }
		  ]
		}</pre>

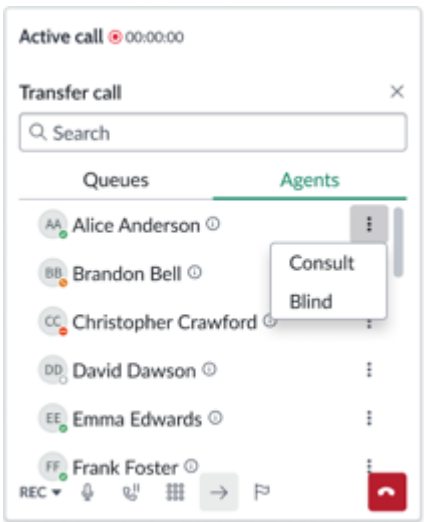
searchTargetList.targets.payload.list	Array of Objects	Details about the payload for each type of target.
		<pre>"list": [
		  {
		    "hasStats": Boolean,
		    "id": "String",
		    "moreInfo": [Array],
		    "name": "String",
		    "presence": "String"
		  }
		]</pre>

searchTargetList.targets.payload.list.hasStats	Boolean	Flag that indicates whether the associated target has additional statistics such as a wait-time for a queue. Valid values: • true: Target has additional statistics. An information icon appears next to the agent name or queue. • false: Target doesn't have additional statistics. Default: false
searchTargetList.targets.payload.list.id	String	Unique identifier of the agent or queue in the CCaaS system.

searchTargetList.targets.payload.list.moreInfo	Array of Objects	Required if *searchTargetList.targets.payload.list.hasStats* is set to `"true"`. List of skills that the agent or queue has. This information appears in a pop-up window when the user selects the information icon at the end of the entities name.
		<pre>"moreInfo": [
		  {
		    "label": "String",
		    "value": "String"
		  }
		]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
searchTargetList.targets. payload.list.moreInfo.label	String	Free-form label for the information to display in the pop-up window, such as a **Skill** or **Language**.
searchTargetList.targets. payload.list.moreInfo.value	String	Text to display in the pop-up window after the label, such as **CRM certified** or **German**.
searchTargetList.targets. payload.list.name	String	Name of the agent, external user, or queue. Located in the CCaaS system.
searchTargetList.targets. payload.list.presence	String	Presence state of the associated agent. This parameter is only valid for a *`searchTargetList.targets.type`* of `"agent"`. Valid values: • available • away • busy • offline
searchTargetList.targets. transferSubtypes	Array of Objects	Details about the type of transfer supported for the specified *`searchTargetList.targets.type`*. This information appears when the user clicks the ellipse next to the target's name in the UI.  For example, if only a consult type is supported for the current target type, say queue, this array will contain one object to denote the consult type of transfer. `"transferSubtypes": [ { "id": "String", "label": "String" } ]`
searchTargetList.targets. transferSubtypes.id	String	Identifier of the transfer subtype.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • blind: Agent directly transfers the customer call to another agent or queue without first speaking to the agent. • consult: Agent contacts the agent to whom they want to consult, then merges the customer into the call with the consulting agent. This must correspond to the value in *searchTargetList.targets.transferSubtypes.label*.
searchTargetList.targets.transferSubtypes.label	String	Label of the transfer subtype. If you don't pass a label, nothing appears in the UI for transfer subtype. Valid values: • Blind • Consult This must correspond to the value in *searchTargetList.targets.transferSubtypes.id*.
searchTargetList.targets.type	String	Type of target. Valid values: • agent • external • queue

Returns

Type	Description
None	

The following code example shows how to set the active state context.

```
openFrameAPI.setICContext("activeCall", {
  "activeCall": [
    {
      "nowRecordTable": "interaction",
      "nowRecordId": "12345675678903456",
      "externalId": "1234567890",
      "type": "call",
      "direction": "inbound",
      "currentParticipant": {
        "id": "participant1",
        "name": "John 1",
        "actor": "agent",
        "state": "connected",
        "connectedTime": "Fri, 12 Jul 2024 05:23:41 GMT",
        "callStartTime": "Fri, 12 Jul 2024 04:20:22 GMT",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "muted": false,
        "held": true,
        "paused": true,
        "flagged": true,
        "recording": "in_progress",
        "capabilities": {
          "hold": false,
          "mute": true,
          "endCall": true,
          "startRecording": true,
          "pauseRecording": true,
          "stopRecording": true,
          "resumeRecording": true,
          "transfer": true,
          "mergeCall": true,
          "leaveAndTransfer": true,
          "dtmf": true,
          "flag": true
        }
      },
      "participants": [
        {
          "id": "customer1",
          "name": "Gilly 1",
          "actor": "customer",
          "address": "+18582359874",
          "ani": "+16193287356",
          "dnis": "+18004346258",
          "state": "connected",
          "connectedTime": "Fri, 12 Jul 2024 00:23:41 GMT",
          "callStartTime": "Fri, 12 Jul 2024 20:55:04 GMT",
          "muted": false,
          "held": false,
          "heldAtTime": "Fri, 12 Jul 2024 20:55:04 GMT",
          "capabilities": {
            "mute": true,
            "hold": true,
            "endCall": true
          }
        },
        {
          "id": "agent2",
          "name": "Ned",
          "actor": "agent",
          "address": "+3134787324",
          "ani": "+13134787324",
          "dnis": "+14773286943",
          "state": "Ringing...",
          "requireWrapup": true,
          "requestACW": true,
          "connectedTime": "Fri, 12 Jul 2024 20:24:41 GMT",
          "callStartTime": "Fri, 12 Jul 2024 20:56:34 GMT",
          "muted": true,
          "held": true,
          "heldAtTime": "Fri, 12 Jul 2024 20:55:41 GMT",
          "capabilities": {
            "mute": true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "endCall": true,
            "hold": true
          }
        }
      ]
    },
    {
      "nowRecordTable": "interaction",
      "nowRecordId": "12345yhedfh534576u5",
      "externalId": "1234567890",
      "type": "call",
      "direction": "inbound",
      "currentParticipant": {
        "id": "participant1",
        "name": "John 1",
        "actor": "agent",
        "state": "connected",
        "muted": true,
        "held": false,
        "recording": "in_progress",
        "paused": true,
        "flagged": true,
        "capabilities": {
          "hold": false,
          "mute": true,
          "endCall": true,
          "record": true,
          "startRecording": true,
          "stopRecording": true,
          "transfer": true,
          },
          "mergeCall": false,
          "dtmf": true,
          "flag": true
        }
      },
      "participants": [
        {
          "id": "customer1",
          "name": "Gilly 2",
          "actor": "customer",
          "address": "+123456789",
          "state": "connected",
          "connectedTime": "Wed, 04 Dec 2024 00:23:41 GMT",
          "muted": true,
          "held": false,
          "heldAtTime": "Fri, 12 Jul 2024 20:24:41 GMT”,
          "capabilities": {
            "mute": true,
            "hold": true,
            "endCall": true
          }
        },
        {
          "id": "agent2",
          "name": "Ned 2",
          "actor": "agent",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "address": "+123456789",
          "state": "Ringing...",
          "connectedTime": "Fri, 12 Jul 2024 20:24:41 GMT",
          "muted": true,
          "held": true,
          "heldaAtTime": "Fri, 12 Jul 2024 20:24:41 GMT”,
          "capabilities": {
            "mute": true,
            "endCall": true,
            "hold": true
          }
        }
      ]
    }
  ]
}
);
```

The following example shows how to set the idle state context.

```
openFrameAPI.setICContext("idleState", {
  "capability": {
    "outBoundCall": true,
    "logOut": true
  },
  "enableState": {
    "outBoundCall": true,
    "logOut": true
  },
  "dialpadInfoMessage": {
    "label": "Info Message Label",
    "value": "Info Message Value"
  },
  "currentInboundId": "1234"
});
```

The following example shows how to set the search target list context.

```
openFrameAPI.setICContext("searchTargetList",
  {
    "searchTargetList": [
      {
        "nowRecordTable": "interaction",
        "nowRecordId": "1234",
        "externalId": "5678",
        "participantID": "participant1",
        "targets": [
          {
            "type": "agent",
            "transferSubtypes": [
              {
                "id": "consult",
                "label": "Consult"
              },
              {
                "id": "blind",
                "label": "Blind"
              }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        ],
        "payload": {
          "list": [
            {
              "name": "John Jason",
              "id": "agent1Id",
              "hasStats": "true",
              "presence": "away",
              "moreInfo": [
                {
                  "label": "Skill",
                  "value": "10sec"
                }
              ]
            }
          ]
        }
      },
      {
        "type": "queue",
        "transferSubtypes": [
          {
            "id": "consult",
            "label": "Consult"
          },
          {
            "id": "blind",
            "label": "Blind"
          }
        ],
        "payload": {
          "list": [
            {
              "name": "Product Support Queue",
              "id": "queue1Id",
              "hasStats": "true",
              "moreInfo": [
                {
                  "label": "Skill",
                  "value": "10sec"
                },
                {
                  "label": "Queue Skill",
                  "value": "German"
                }
              ]
            },
            {
              "name": "Billing Queue",
              "id": "queue2Id",
              "hasStats": "true",
              "moreInfo": [
                {
                  "label": "Skill",
                  "value": "10sec"
                }
              ]
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                }
              ]
            }
          }
        ],
        "customPayload": {}
      }
    ],
    "customPayload": {}
  });
```

The following example suggests how to set callback context and related capabilities settings.

```
openFrameAPI.setICContext('activeCall', callbackContext);

var callbackContext = {
  "activeCall": [
    {
      "nowRecordTable": "Customer interaction",
      "nowRecordId": "12345yhedfh534576u5",
      "externalId": "1234567890",
      "type": "callback",
      "currentParticipant": {
        "id": "agent1",
        "capabilities": {
          "initiateCall": "true",
          "closeCallback": "true",
          "transfer": "true",
          "cancelCallbackTransferEligible": "false",
          "callbackTransferStatus": ""
        }
      },
      "callbackContext": {
        "customerName": "Fred Luddy",
        "callbackNumbers": [
          "8665551234"
        ],
        "callAttemptedByAgent": "true",
        "closeInEndTime": "Mon, 05 Dec 2024 09:25:08 GMT",
        "dialInEndTime": ""
      }
    }
  ]
}
```

openFrameAPI - setIcons(Array icons)

Defines icons in the OpenFrame header that are placed next to the close icon.

Parameters

Name	Type	Description
icons	Array of objects	A list of icon configurations, where each icon configuration is an object with key values *imageURL*, *imageTitle*, and any other needed context.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Maximum size: Icons can be a maximum of 16x16 pixels. Larger images are automatically adjusted to this maximum.

Returns

Type	Description
void	

```
openFrameAPI.setIcons([{imageURL:'https://
mydomian.com/image/mute.png',
imageTitle:'mute', id:101},
 {imageURL:'https://mydomian.com/image/hold.png',
imageTitle:'hold', id:102}]);
```

openFrameAPI - setPresenceIndicator(presence)

Sets the presence indicator to display agent availability in a workspace.

For more information on configuring OpenFrame, refer to Create an OpenFrame configuration

Parameters

Name	Type	Description
state	String	Presence state of the agent. Default states: • Available • Away • Offline You can also specify custom states.
color	String	Presence indicator color on workspace. Supported colors: • red • orange • grey • green

Returns

Type	Description
void	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
openframeAPI.setPresenceIndicator('Available', 'green');
```

openFrameAPI - setSize(Number width, Number height)

Sets the OpenFrame size.

Parameters

Name	Type	Description
width	Number	Should be greater than zero.
height	Number	Should be greater than zero.

Returns

Type	Description
void	

```
openFrameAPI.setSize(300, 370);
```

openFrameAPI - setSubtitle(String subTitle)

Sets the OpenFrame subtitle.

Parameters

Name	Type	Description
subTitle	String	A string of 256 or fewer characters.

Returns

Type	Description
void	

```
openFrameAPI.setSubtitle('+18888888888');
```

openFrameAPI - setTitle(String title)

Sets the OpenFrame title.

Parameters

Name	Type	Description
title	String	A string of 256 or fewer characters.

Returns

Type	Description
void	

```
openFrameAPI.setTitle('Incoming Call');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

openFrameAPI - setTitleIcon(Object icon)

Sets the OpenFrame's title icon.

Parameters

Name	Type	Description
icon	Object	Object of key value pairs. Keys include *imageURL*, *imageTitle*, and any other context needed. Maximum size: Icons can be a maximum of 16x16 pixels. Larger images are automatically adjusted to this maximum.

Returns

Type	Description
void	

```
openFrameAPI.setTitleIcon({imageURL:'/my/image/path.png',
 imageTitle:'mute', id:101});
```

```
openFrameAPI.setTitleIcon({imageURL:'https://
mydomian.com/image/path.png',
imageTitle:'mute', id:101});
```

openFrameAPI - setWidth(width)

Sets the OpenFrame width.

Parameters

Name	Type	Description
Width	Number	Width in pixels

Returns

Type	Description
void	

```
openFrameAPI.setWidth(100);
```

openFrameAPI - show()

Makes the OpenFrame visible in the TopFrame.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

```
openFrameAPI.show()
```

openFrameAPI - subscribe(openFrameAPIEVENT event, function eventCallback)

Subscribes to a specified event.

Parameters

Name	Type	Description
event	openFrameAPIEVENT	The event to subscribe to: • openframe_agent_off_interaction: Indicates the presence of an agent on chat as off or available. • openframe_awa_agent_presence: In Advanced Work Assignment (AWA), this event occurs when there's any change in the agent presence state. Computer Telephony Integration (CTI) developers can subscribe to this event to receive presence state changes. • openframe_awa_workitem_accepted: Occurs when a work item is accepted by an agent. • openframe_awa_workitem_offered: Occurs when a work item is offered to an agent. • openframe_awa_workitem_rejected: Occurs when a work item is rejected by an agent. • openframe_before_destroy: Occurs before the TopFrame is unloaded. • openframe_collapse: Occurs when the collapse icon is selected on the OpenFrame header. • openframe_communication: Application-specific and can be customized. • openframe_communication_failure: Occurs when communication to TopFrame fails. • openframe_expand: Occurs when the expand icon is selected on the OpenFrame header. • openframe_heart_beat: Occurs when the user session is extended or logged out. • openframe_header_icon_clicked: Deprecated. Use openframe_icon_clicked or openframe_title_icon_clicked instead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• openframe_hidden: Occurs when the OpenFrame is hidden. • openframe_icon_clicked: Occurs when any icon other than the close icon is selected on the OpenFrame footer. The callback receives the icon object as a parameter. • openframe_shown: Occurs when the OpenFrame is shown. • openframe_title_icon_clicked: Occurs when the title icon is selected on the OpenFrame. The callback receives the titleIcon object as a parameter. • openframe_wrap_up_submitted: Occurs when the wrap up periods ends on the wrap-up modeless dialog. The event is triggered only when the wrap up is external.
eventCallback	function	Function to call when the specified event occurs.

Returns

Type	Description
results	Most event subscriptions have no return values. The event subscriptions that do return values are described in the following table entries.
openframe_awa_agent_presence	In AWA, the *openframe_awa_agent_presence* event returns the `presence` object: `"presence":{ "available": Boolean, "channels":[ { "available": Boolean, "name": "String", "restrict_update": Boolean, "sys_id": "String" } ], "name": "String", "sys_id": "String" }` *presence*: Information about an agent's current presence state and channel.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• *presence.available*: Flag that indicates whether the agent is available.
	• *presence.channels*: List of objects that describe the available channels of communication with the agent.
	  ○ *presence.channels.available*: Flag that indicates whether the channel is available.
	  ○ *presence.channels.name*: Channel name, such as Chat or Phone.
	  ○ *presence.channels.restrict_update*: Flag that indicates whether the user can restrict updates.
	  ○ *presence.channels.sys_id*: Channel sys_id.
	• *presence.name*: Name of the agent's presence state.
	• *presence.sys_id*: Presence state sys_id.

openframe_awa_workitem_accepted and openframe_awa_workitem_offered	In AWA, the *openframe_awa_workitem_accepted* and *openframe_awa_workitem_offered* events return the `workItem` object:
	`"workItem": { "document": { "sys_id": "String", "table": "String" }, "isAutoAccepted": Boolean, "isQueueTransferred": Boolean, "previousWorkItem": "String", "serviceChannel": { "name": "String", "sys_id": "String" }, "size": Number, "sys_id": "String" }`
	workItem: Information about the work item that is associated with the event.
	• *workItem.document*: List of documents associated with the work item task.
	  ○ *workItem.document.sys_id*: Sys_id of the document assigned to the work item task.
	  ○ *workItem.document.table*: Name of the document table assigned to the task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• *workItem.isAutoAccepted*: Flag that indicates whether the work item was automatically accepted by the system. Set to true if the work item was auto-accepted.
	• *workItem.isQueueTransferred*: Flag that indicates whether the work item is queue transferred. Set to true if the work item is queue transferred, false if it isn't. For more information on queue transfers, see Transfer a chat to another queue.
	• *workItem.previousWorkItem*: Sys_id of the previous work item for the same document ID. For the non-transfer work items this value is empty.
	• *workItem.serviceChannel*: List of service channels associated with the work item task.
	  ○ *workItem.serviceChannel.name*: Name of the service channel, such as Chat or Phone.
	  ○ *workItem.serviceChannel.sys_id*: Sys_id of the service channel.
	• *workItem.size*: Agent's capacity used when this work item is assigned to the agent.
	• *workItem.sys_id*: Sys_id of the work item that was accepted or offered.

openframe_awa_workitem_rejected	In AWA, the *openframe_awa_workitem_rejected* event returns the `workItem` object: `"workItem": { "document": { "sys_id": "String", "table": "String" }, "isQueueTransferred": Boolean, "previousWorkItem": "String", "rejection": { "reason": "String", "sys_id": "String" }, "serviceChannel": { "name": "String", "sys_id": "String" }, "size": Number, "sys_id": "String" }` *workItem*: Information about the work item that is associated with the event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• *workItem.document*: List of documents associated with the work item task.
	  ○ *workItem.document.sys_id*: Sys_id of the document assigned to the work item task.
	  ○ *workItem.document.table*: Name of the document table assigned to the task.
	• *workItem.isQueueTransferred*: Flag that indicates whether the work item is queue transferred. Set to true if the work item is queue transferred, false if it isn't. For more information on queue transfers, see Transfer a chat to another queue.
	• *workItem.previousWorkItem*: Sys_id of the previous work item for the same document ID. For the non-transfer work items this value is empty.
	• *workItem.rejection*: List of reasons for the rejection of the work item.
	  ○ *workItem.rejection.reason*: Name of the reason for rejecting the work items.
	  ○ *workItem.rejection.sys_id*: Sys_id of the rejection reason.
	  Table: Reject Reasons [awa_reject_reason]
	• *workItem.serviceChannel*: List of service channels associated with the work item task.
	  ○ *workItem.serviceChannel.name*: Name of the service channel, such as Chat or Phone.
	  ○ *workItem.serviceChannel.sys_id*: Sys_id of the service channel.
	• *workItem.size*: Agent's capacity used when this work item is assigned to the agent.
	• *workItem.sys_id*: Sys_id of the work item that was accepted or offered.

openframe_heart_beat	The *openframe_heart_beat* event returns the following object: `{ "lastUiActivity": "String", "sessionLoggedIn": Boolean }` • *lastUiActivity*: Optional. Time stamp of last UI activity that extended the user session. • *sessionLoggedIn* Flag that indicates whether the user is logged in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ true: User is logged in. ○ false: User isn't logged in.
openframe_wrap_up_submitted	The *openframe_wrap_up_submitted* event returns the following object: `{ "wrapUp": { "external": Boolean, "externalSegmentId": "String", "recordId": "String", "recordTable": "String", "wrapUpCode": "String", "wrapUpNotes": "String", "wrapUpSegmentId": "String" } }` • *external*: Flag that indicates whether the wrap up is handled internally by the ServiceNow instance or managed outside of the ServiceNow instance by some other call system. ○ true: Wrap up is handled by an external call system. ○ false: Wrap up is handled by the ServiceNow instance. • *externalSegmentId*: Unique identifier of the external data object that triggered the external wrap up. • *recordId*: Sys_id of the interaction record that is undergoing wrap up. • *recordTable*: Name of the table containing the record. Always set as “interaction". • *wrapUpCode*: Code selected by the user during the wrap up that indicates how the interaction was resolved. • *wrapUpNotes*: Free-form text entered by the user during wrap up that describes how the interaction was resolved. • *wrapUpSegmentId*: Sys_id of the interaction wrap up segment record associated with the interaction. Located in the Wrap Up Segment [interaction_wrap_up_segment] table. Contains the wrap up data.

The following code example shows how to call this method for an `openframe_awa_agent_presence` event.

```
function handleIconClick(context) {
console.log("Icon was clicked", context);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}
openFrameAPI.subscribe(openFrameAPI.events.openframe_awa_agent_p
resence, handleIconClick);
```

Output:

```
// Sample presence object output
// openframe_awa_agent_presence event only

{
  "result":{
    "presence":{
      "name":"Available",
      "sys_id":"27f675e3739713004a905ee515f6a7c3",
      "available":true,
      "channels":[
        {
          "name":"Chat",
          "available":true,
          "sys_id":"36f675e4239713124a905fe515f6a832",
          "restrict_update":false
        },
        {
          "name":"Phone",
          "available":true,
          "sys_id":"9378a530a1820610f809018efd9bc01e",
          "restrict_update":false
        }
      ]
    }
  }
}
```

The following code example shows how to call this method for an `openframe_awa_workitem_accepted` event.

```
function handleIconClick(context) {
console.log("Icon was clicked", context);
}
openFrameAPI.subscribe(openFrameAPI.events.openframe_awa_workite
m_accepted, handleIconClick);
```

Output:

```
// Sample workItem object output
// openframe_awa_workitem_accepted event only
{
  "result": {
    "workItem": {
      "sys_id": "14c86c40a1650610f87701807d9bc0be",
      "size": 1,
      "serviceChannel": {
        "name": "Chat",
        "sys_id": "27f675e3739713004a905ee515f6a7c3"
      },
      "document": {
        "sys_id": "aa582040a1650610f87701807d9bc076",
        "table": "interaction"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "previousWorkItem": "7c78a440a1650610f87701807d9bc02b",
      "isQueueTransferred": true,
      "isAutoAccepted": true
    }
  }
}
```

The following code example shows how to call this method for an `openframe_awa_workitem_rejected` event.

```
function handleIconClick(context) {
console.log("Icon was clicked", context);
}
openFrameAPI.subscribe(openFrameAPI.events.openframe_awa_workite
m_rejected, handleIconClick);
```

Output:

```
// Sample workItem object output
// openframe_awa_workitem_rejected event only
{
  "payload": {
    "workItem": {
      "sys_id": "2c3bdc4824250610f8775e73b116f8de",
      "size": "1",
      "serviceChannel": {
        "name": "Chat",
        "sysID": "27f675e3739713004a905ee515f6a7c3"
      },
      "document": {
        "sys_id": "cf0a180824250610f8775e73b116f80c",
        "table": "interaction"
      },
      "rejection": {
        "reason": "Busy",
        "sys_id": "4e93fa29b38023002e7b6e5f26a8dc20"
      },
      "previousWorkItem": "831b9c4824250610f8775e73b116f841",
      "isQueueTransferred": true
    }
  }
}
```

openFrameAPI - version()

Returns the OpenFrame API version.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	The OpenFrame API version

```
var version = openFrameAPI.version();

console.log("API version " + version);
```

NotifyClient - Client

The `NotifyClient` API provides methods that enable you to use Notify telephony functionality, such as making and receiving calls from a web browser.

Several `NotifyClient` methods take a callback function as a parameter. Because `NotifyClient` method calls are made asynchronously, these methods can't return a value directly. Use the callback function to parse the returned data, such as by assigning variables or making other API calls.

NotifyClient - Client(Object notifyConfig, Boolean initializeVendorClientLazily)

Instantiates a new Notify WebRTC Client object.

Parameters

Name	Type	Description
initializeVendorClientLazily	Boolean	Flag that indicates whether to use the autoSelectVendorCallback function passed in the `setCallerId()` method to automatically set the caller's associated vendor (`notifyConfig.vendor` does not need to be defined in the constructor). • false: Default. Do not use the autoSelectVendorCallback function to set the caller's vendor. The vendor must be set in the constructor. • true: Use the autoSelectVendorCallback function to define the vendor when the caller ID is set.
notifyConfig	Object	JSON object that contains the configuration settings for the Notify WebRTC Client.
notifyConfig.autoLoadScriptResources	Boolean	Flag that indicates how to load the core JS library needed by the vendor client. • false: Default. Use vendor specific codes to load the required vendor JS library (enables backwards compatibility). • true: Use notifyClient.js to load the core JS library.
notifyConfig.callerId	Number	Registered Notify number to use. Do not directly set this value. Use the method

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		notifyClient.setCallerID() to set this value.
notifyConfig.forceRefreshToken	Boolean	Flag that indicates whether to auto-renew expired client tokens. • false: Do not automatically renew client tokens when they expire. • true: Default. Automatically renew client tokens when they expire.
notifyConfig.skipParentId	Boolean	Flag that indicates whether to immediately invoke the onIncoming caller for incoming calls. • false: Default. Do not immediately invoke the onIncoming event handler. • true: Immediately invoke the onIncoming event handler. By setting this flag, if there is another call, where the `<Dial><Client>` Twiml caused the incoming call, then setting this flag causes the system to auto poll the backend. This auto poll obtains the parent notify_call reference.
notifyConfig.vendor	Constant	Vendor to which the caller belongs. • SNC.Notify.Vendor.TWILIO_DIRECT • SNC.Notify.Vendor.TWILIO (older, deprecated Twilio driver)

The following example shows how to create the NotifyClient constructor, register various event listeners, and initialize the client driver.

```
jQuery(function () {

  var notifyConfig = {
    autoLoadScriptResources: true // This will take care of auto
 loading the JS resources needed by the client (if any)
  };
  var client = new SNC.Notify.Client(notifyConfig, true); // The
 second argument ensures that the proper vendor for the given
 number is auto determined
  client.setCallerId('valid_notify_long_number', function () {
    // This is called after the vendor has been determined.

    if (!notifyConfig.vendor) // Means this number has no
 compatible vendor
      return;
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    client.addEventListener(SNC.Notify.STD_EVENTS.ONLINE,
 function () {
      // Ability to call is available
    });
    client.addEventListener(SNC.Notify.STD_EVENTS.OFFLINE,
 function () {
      // Ability to call is _not_ available right now
    });
    client.addEventListener(SNC.Notify.STD_EVENTS.ERROR,
 function (msg, code) {
      // Some error happened
    });
      //... register other event handlers here
      //Show UI elements which can be used to invoke
 client.call() and other APIs
    client.init(); // This is important to call this.
    });
});
```

NotifyClient - addEventListener(String event, Function fn)

Registers an event handler to listen for changes in a Notify client.

Using this method you can register multiple listeners. Each listener must be a separate method call.

Parameters

Name	Type	Description

event	String	Name of the event to listen for.
		
		Instead of passing strings, use the constants defined in `SNC.Notify.STD_EVENTS`.
		
		• CALL_START: call has started and is in progress.
		• CALL_CANCEL: caller canceled the call.
		• CALL_INIT: WebRTC connected to a call (incoming or outgoing).
		• CALL_DISCONNECT: current call has been disconnected.
		• ERROR: Error occurred. Parameters: `message(string), errCode(string)`
		  ◦ `message`: error message to display.
		  ◦ `errCode`: Optional. Associated error code.
		• INCOMING_CALL: Call is coming in. Parameters: `from(string), to(string), callId(string), parentId(string), sysId(string), isFromClient(boolean)`
		  ◦ `from`: caller's phone number.
		  ◦ `to`: called phone number.
		  ◦ `callId`: SID of the call.
		  ◦ `parentId`: parent notify_call reference. If skipParentId is set to true, this parameter should not be passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ `sysId`: WebRTC-to-WebRTC calls only. Unique identifier (sys_id) of the caller. ○ `isFromClient`: WebRTC-to-WebRTC calls only. Flag that indicates whether the call is from another WebRTC client. • CALL_MUTE: client is muted. • CALL_UNMUTE: client is unmuted. • OFFLINE: WebRTC session is not active. • ONLINE: WebRTC session is ready. Must be set after calling the init() method.

Returns

Type	Description
Function	Function to use to de-register a listener.

This example shows how to register multiple listeners.

```
jQuery(function () {

 var notifyConfig = {
   autoLoadScriptResources: true // This will take care of auto
loading the JS resources needed by the client (if any)
 };
 var client = new SNC.Notify.Client(notifyConfig, true); // The
second argument ensures that the proper client for the given
number is auto determined
 client.setCallerId('valid_notify_long_number', function () {
   // This is called after the client has been determined.

   if (!notifyConfig.vendor) // Means this number has no
compatible client
     return;

   client.addEventListener(SNC.Notify.STD_EVENTS.ONLINE,
function () {
     // Ability to call is available
   });
   client.addEventListener(SNC.Notify.STD_EVENTS.OFFLINE,
function () {
     // Ability to call is _not_ available right now
   });
   client.addEventListener(SNC.Notify.STD_EVENTS.ERROR,
function (msg, code) {
     // Some error happened
   });
     //... register other event handlers here

   client.init(); // This is important to call this.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    });
});
```

This example shows how to de-register a listener.

```
var dereg =
 notifyClient.addEventListener(SNC.Notify.STD_EVENTS.ONLINE,
 function () {
 ...
 });
 dereg();
  // The event listener function is no longer triggered.
```

NotifyClient - call(Object identifier)

Calls the specified phone number or the phone number associated with a specified user.

Note: When checking the status of a call/connection, always compare against the constants provided by SNC.Notify.Status.

Parameters

Name	Type	Description
identifier	Object	JSON object that contains either a phone number to call or the sys_id of a WebRTC user. Passing a user sys_id causes the call to be made through browser-to-browser communication. You can obtain the user sys_id from the Notify WebRTC Session table. **Note:** If you provide both a phone number and user sys_id, the method only uses the phone number.

Returns

Type	Description
void	

This example demonstrates passing a phone number as the function parameter.

```
notifyClient.call({
    phoneNumber: "+18001112223"
});
```

This example demonstrates passing a user record sys_id as the function parameter.

```
notifyClient.call({
    userId: "6816f79cc0a8016401c5a33be04be441"
});
```

This example shows a button click handler.

```
$j("#pickupCallBtn").on("click", function() {
 notifyClient.hangupCall();
});
```

This example shows an event handler.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
onConnect: function(status) {
  // webRTC receives a call connection event (incoming or
 outgoing).
  if (status == SNC.Notify.Status.OPEN) {
    setStatus(getTimeStamp() + " -- Successfully established
 call");
    showHangupButton();
  }
},
```

NotifyClient - destroy()

Kills the current Notify client, rendering it unusable.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

NotifyClient - forwardCall(Object argument)

Forwards an ongoing incoming or outgoing phone call to either a different phone number or a different WebRTC client.

Parameters

Name	Type	Description
argument	Object	JSON object that contains the necessary information for forwarding the call to either a phone number or a WebRTC client (user sys_id). You can obtain this sys_id from the Notify WebRTC Session table.

Returns

Type	Description
void	

This example demonstrates forwarding a call to a different phone number. The dtmf attribute allows you to send DTMF dial tones to the receiving number.

```
var arg = {
    type: "number",
    id: "+17012345678",
    dtmf: "1234"
}
client.forwardCall(arg);
```

This example demonstrates forwarding a call to a different Notify client.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var arg = {
    type: "userId",
    id: "6816f79cc0a8016401c5a33be04be441"
}
client.forwardCall(arg);
```

NotifyClient - getAvailableClients(Function callback)

Returns a list of clients available to accept calls.

This method excludes the current client from the list. The equivalent Notify-getAvailableClients() method does not filter any user.

Parameters

Name	Type	Description
callback	Function	Function to use to parse the list of clients. This function accepts a single parameter, an array of JSON objects with the following format: `[{ sys_id: "...", // user's sys_id name: "..." // user's name }]`

Returns

Type	Description
void	

NotifyClient - getParentId(String callId, Function callback)

Returns the parent call identifier for a specified call identifier, if one exists.

Depending on the telephony provider, there may be a delay before the parent call identifier is returned; therefore you must provide a callback function.

Parameters

Name	Type	Description
callId	String	Unique identifier of the call for which to return the parent call identifier.
callback	Function	Function that obtains the JSON object that contains either the parent call identifier or an error message if the identifier could not be obtained after several tries.

Returns

Type	Description
String	Parent call identifier.

This example shows how to use this method to obtain the parent call identifier.

```
notifyClient.getParentId( callId, function(jsonObj) {} );
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows the contents of the jsonObj parameter.

```
{
 parentId: "xyz",
 error: "msg"
}
```

NotifyClient - getStatus()

Returns the normalized status of the current call.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Current status of the call. The values returned by the telephony provider API are normalized by replacing the returned driver value with its equivalent value as defined in SNC.Notify.Status.

This example shows how to obtain the status of the current Notify client.

```
clientStatus = notifyClient.getStatus();
```

NotifyClient - hangupCall()

End the current call.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example how to hang up a call.

```
$j("#pickupCallBtn").on("click", function() {
    notifyClient.hangupCall();
});
```

NotifyClient - init()

Initializes the client driver.

For example, when using the Twilio client, it invokes the method *`Twilio.Device.setup()`*. Call this method after the user has interacted with the page. This initialization process is asynchronous, therefore, you must provide an ONLINE event handler. This handler is called when the setup process is complete and the system is ready to take or make calls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

This example shows how to initialize the Notify client.

```
$j(function() {
  notifyClient = new SNC.Notify.Client( notifyConfig );
  notifyClient.setCallerId( '+31858889170' );
  notifyClient.init();
});
```

NotifyClient - mute(Boolean muted)

Mute or unmute the current client.

Parameters

Name	Type	Description
muted	Boolean	Mutes or unmutes the current call. • false: (or any non-true value) unmutes the current call. • true: mutes the current call.

Returns

Type	Description
void	

This example shows how to send mute the current call.

```
notifyClient.mute( "true" );
```

NotifyClient - pickupCall()

Answers and connects to an incoming call from a WebRTC client.

Call this method when there is a notification of an incoming call.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

This example shows how to pickup a call.

```
$j("#pickupCallBtn").on("click", function() {
    notifyClient.pickupCall();
});
```

NotifyClient - sendDtmf(String digits)

Send one or more DTMF-valid digits over the current call.

Parameters

Name	Type	Description
digits	String	One or more DTMF-valid digits.

Returns

Type	Description
void	

This example shows how to send DTMF signals to the current call.

```
notifyClient.SendDtmf( "1246AF" ) {} );
```

NotifyClient - setCallerId(String value, Function autoSelectVendorCallback)

Sets the caller ID for the current client session.

You can change or update the caller ID at any time however, the caller ID must belong to the same vendor.

Parameters

Name	Type	Description
value	String	Phone number to use to make and receive calls.
autoSelectVendorCallback	Function	**Optional.** *`initializeVendorClientLazily`* must be set to "true" in the constructor to use this function, otherwise an error is thrown. Name of the callback function to call once the vendor is automatically set for the specified phone number. With this option, the vendor does not need to be specified in the constructor (*`notifyConfig.vendor`*). Auto vendor selection is an asynchronous operation. Therefore, this callback is required to indicate when it is safe to call *`notifyConfig.init()`*, as this method requires that the vendor be set before it is called. In addition, you must also check if

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		notifyConfig.vendor has been set in the callback to ensure that a vendor has been specified.

Returns

Type	Description
void	

This example shows how to set the caller ID. This example assumes that the vendor is set in the constructor.

```
$j(function() {
  notifyClient = new SNC.Notify.Client( notifyConfig );
  notifyClient.setCallerId( '+31858889170' );
  notifyClient.init();
});
```

NotifyClient - setClientAvailable(Boolean available)

Sets the availability of an active WebRTC client agent.

This type of availability is different than an agent being in a call. In this case, an active WebRTC client may be connected and not on a call, but may not want to receive calls.

Calling this method updates the **Available** field value on the Notify Client Connected Session [notify_client_session] record associated with this client session. You can get a list of available clients using the *getAvailableClients()* method.

Parameters

Name	Type	Description
available	boolean	Flag that indicates whether an active WebRTC client wants to receive calls. • false: client does not want to receive calls. • true: client does want to receive calls.

Returns

Type	Description
void	

NotifyOnTaskClient - Client

The *NotifyOnTaskClient* API provides methods for sending SMS messages or starting/managing a conference call for various telephony service providers, such as Zoom and Webex.

Any UI can consume the *NotifyOnTaskClient* API by explicitly including the NotifyOnTaskClient UI script.

Using the *NotifyOnTaskClient* API you can:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Start a conference call
- End a conference call
- Add participants
- Perform actions that are available through the telephony driver such as:
  - mute/unmute participants
  - remove participants from a conference call
  - add participants to a conference call
  - start a conference call
  - end a conference call

The Notify (com.snc.notify) plugin requires a separate subscription. For additional information on activating the Notify plugin, see Activate Notify.

NotifyOnTaskClient - addParticipants(Object data)

Adds the specified participants to a specified conference call.

Parameters

Name	Type	Description
data	Object	Object that describes the conference call.
data.addToWorkNotes	Boolean	Flag that indicates whether to add information about the participants that were included in the conference call in the work notes field of the associated record. For this functionality to work, you must also specify values in the *data.table* and *data.sysId* parameters. These parameters identify the record in which to add the work notes. Default: false
data.confId	String	Sys_id of the conference call. Table: Notify Conference Call [notify_conference_call]
data.items	Array	Information for each participant to include in the conference call. `"items": [ "email": "String", "id": "String", "notifyParticipantId": "String", "phoneNumber": "String" ]`
data.items.email	String	Email address of the participant.
data.items.id	String	User sys_id. Table: User [sys_User]
data.items.notifyParticipantId	String	Participant sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Table: Notify Participant [notify_participant]
data.items.phoneNumber	String	Phone number of the participant. If this value is passed in conjunction with either the *id* or *notifyParticipantId* parameter, this value supersedes the phone numbers in the user/participant record and is used to place the call.
data.message	String	Message that is read aloud when a user answers the call, such as, "P1 incident has been created please login to instance."
data.serviceProvider	String	Required. Name of conference service provider, such as Zoom or Webex.
data.sysId	String	Sys_id of the source record to associate with the conference call. For example, if a conference call is held to discuss a specific incident or problem, put the sys_id of the incident or problem record in this value. This sys_id is stored in the Source column of the NotifyConference Call [notify_conference_call] table and can later be tracked. This parameter is used in conjunction with the *data.Table*, *data.addToWorkNotes*, and *allowMulticonference* parameters. You should configure this value when the conference call is initially created through a "start" action. If required, you can also set this value through this method.
data.table	String	Table that contains the source record to associate with the conference call. A source record can be any record, such as an "incident" or "problem", that is the topic of discussion in the conference call. This table name is stored in the Table column of the NotifyConference Call [notify_conference_call] table and can be tracked. This parameter is used in conjunction with the *data.sysId*, *data.addToWorkNotes*, and *allowMulticonference* parameters. You should configure this value when the conference call is initially created through a "start" action. If required, you can also set this value through this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description

Object	Results of the conference action.
	
	`<action>.status`: Status of the conference action.
	
	• Data type: Boolean
	• Possible values:
	  ○ true: Conference action succeeded
	  ○ false: Conference action failed
	
	`<action>.successMessages`: If *`status`* is true, success message(s), else empty.
	
	• Data type: Array of Strings
	
	`<action>.warnMessages`: If *`status`* is false, any warning messages thrown during processing.
	
	• Data type: Array of Strings
	
	`<action>.errorMessages`: If *`status`* is false, any error messages thrown during processing.
	
	• Data type: Array of Strings

The following code example shows how to call this method.

```
function addToConferenceCall() {
    var data = NotifyOnTaskClient.getNotifyActionTemplate();
    data.serviceProvider = 'Telephony'; // e.g 'Zoom', 'WebEx'
    data.confId = 'Active conference sysId';
    data.items.push({ id: 'userSysId' });
    data.items.push({ phoneNumber: '+917799555331' });
    data.items.push({ email: 'yln99518@gmail.com' });

    NotifyOnTaskClient.addParticipants(data).then(function
 (result) {
        var joinActionResult = result[0];
        if(joinActionResult.status) {

 joinActionResult.successMessages.forEach(function(msg) {
                console.log(msg);
            });
            return;
        }

        joinActionResult.warnMessages.forEach(function(msg) {
            console.warn(msg);
        });
        joinActionResult.errorMessages.forEach(function(msg) {
            console.error(msg);
        });
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }, function (errMsg) {
        console.log(errMsg);
    });
}
```

NotifyOnTaskClient - doConferenceAction(String action, Object data)

Performs the specified conference call action, such as starting/ending a conference call or joining, removing, muting, or unmuting participants from a conference call.

You can start a new conference call and add participants within a single call to this method or call the method multiple times to start the call and then manage participants separately. In addition, through the passed in data object, you can configure the method to:

- Save pointers in the conference call record to the specific record (source record), such as an incident or problem, that is the topic of discussion for the conference call.
- Allow/disallow multiple conference calls for a source record.
- Automatically log the participants that were in the conference call in the **Work notes** field of the source record.
- Have a message read aloud when a participant answers an outgoing call from the conference.

Parameters

Name	Type	Description
action	String	Defines the conference call action to perform. The following are the available conference call actions: • end: Terminates the conference call identified in *`data.confId`*. • join: Adds the participant specified in the *`data.items`* array to the conference call identified in *`data.confId`*. • kick: Removes the participant specified in the *`data.items`* array from the conference call identified in *`data.confId`*. • multiJoin: Adds the participants specified in the *`data.items`* array to the conference call identified in *`data.confId`* • multiKick: Removes the participants specified in the *`data.items`* array from the conference call identified in *`data.confId`*. • multiMute: Mutes the participants specified in the *`data.items`* array on the conference call identified in *`data.confId`*. • multiUnmute: Unmutes the participants specified in the *`data.items`* array from the conference call identified in *`data.confId`*. • mute: Mutes the participant specified in the *`data.items`* array on the conference call identified in *`data.confId`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• selfJoin: Adds the currently logged in user to the conference call (no entry in *data.items* required.) • start: Starts the conference call identified in *data.confId*. • unmute: Unmutes the participant specified in the *data.items* array from the conference call identified in *data.confId*.
data	Object	Object that describes the conference call.
data.addToWorkNotes	Boolean	Flag that indicates whether to add information about the participants that were included in the conference call in the work notes field of the associated record. For this functionality to work, you must also specify values in the *data.table* and *data.sysId* parameters. These parameters identify the record in which to add the work notes. Default: false Actions for which this parameter is valid: • join • multiJoin • selfJoin • start
data.allowMulticonference	Boolean	Flag that indicates whether to allow multiple conference calls for a specific record at one time. For this functionality to work, you must also specify values in the *data.table* and *data.sysId* parameters. These parameters identify the record that is allowed to have multiple conference calls. Default: false Actions for which this parameter is valid: • start
data.confId	String	Sys_id of the conference call. Table: Notify Conference Call [notify_conference_call] Actions for which this parameter is required: • end • join

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• multiJoin • selfJoin **Note:** Participant actions such as mute, unmute, and kick don't require this parameter to be set as the method obtains this information from the Notify Conference Call Participant [notify_participant] table.
data.fromNumber	String	Service provider number to call into for the conference call. Locate this value in the Number or Phone number column of the Notify Phone Number [notify_number] table. Actions for which this parameter is required: • start
data.isNewConference	Boolean	Flag that indicates whether this is a new or an existing conference call. Valid values: • true: New conference call • false: Existing conference call Default: false Actions for which this parameter is valid: • start
data.message	String	Message that is read aloud when a user answers the call, such as, "P1 incident has been created please login to instance." Actions for which this parameter is valid: • join • multiJoin • start
data.items	Array	Information for each participant to include in the conference call. Valid array values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• id: Sys_id of user; located in the User [sys_User] table. Valid actions: join, multiJoin, start • notifyParticipantId: Sys ID of the Notify participant; located in the Notify Participant [notify_participant] table. Valid actions: join, kick, multiJoin, mute, start, unmute • phoneNumber: Phone number of the participant. If this value is passed in conjunction with either the *`id`* or *`notifyParticipantId`*, this value supersedes the phone numbers in the user/participant record and is used to place the call. Valid actions: join, multiJoin, start • email: Email address of the participant. Valid actions: join, multiJoin, start
data.serviceProvider	String	Required. Name of conference service provider, such as Zoom or Webex. Actions for which this parameter is required: • all
data.sysId	String	Sys_id of the source record to associate with the conference call. For example, if a conference call is held to discuss a specific incident or problem, put the sys_id of the incident or problem record in this value. This sys_id is stored in the Source column of the NotifyConference Call [notify_conference_call] table and can later be tracked. This parameter is used in conjunction with the *`data.Table`*, *`data.addToWorkNotes`*, and *`allowMulticonference`* parameters. Actions for which this parameter is valid: • start
data.table	String	Table that contains the source record to associate with the conference call. A source record can be any record, such as an "incident" or "problem", that is the topic of discussion in the conference call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		This table name is stored in the Table column of the NotifyConference Call [notify_conference_call] table and can be tracked. This parameter is used in conjunction with the *`data.sysId`*, *`data.addToWorkNotes`*, and *`allowMulticonference`* parameters. Actions for which this parameter is valid: • start

Returns

Type	Description

Object	Results of the conference action.
	
	`<action>.status`: Status of the conference action.
	
	• Data type: Boolean
	• Possible values:
	  ○ true: Conference action succeeded
	  ○ false: Conference action failed
	
	`<action>.successMessages`: If *`status`* is true, success message(s), else empty.
	
	• Data type: Array of Strings
	
	`<action>.warnMessages`: If *`status`* is false, any warning messages thrown during processing.
	
	• Data type: Array of Strings
	
	`<action>.errorMessages`: If *`status`* is false, any error messages thrown during processing.
	
	• Data type: Array of Strings

The following example shows how to create a function to call doConferenceAction() to manipulate the participants in a conference call by passing in the action and the participants.

```
/**
 *
 * @param {string} action - action to perform on the conference
 object or participant object
 * @param {Array} participants;
 */
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
function doConferenceAction(action, participants) {
    var data = NotifyOnTaskClient.getNotifyActionTemplate();
    data.serviceProvider = 'Telephony'; // e.g 'Zoom', 'WebEx'
    data.confId = 'Active conference sysId';
    data.items = participants;

    NotifyOnTaskClient.doConferenceAction(action,
 data).then(function (result) {
        var kickActionResult = result[0];
        if (kickActionResult.status)
            console.log(action + ' succeeded');
        else {
            kickActionResult.warnMessages.forEach(function (msg)
 {
                console.warn(msg);
            });
            kickActionResult.errorMessages.forEach(function
 (msg) {
                console.error(msg);
            });
        }
    }, function (errMsg) {
            console.log(errMsg)
    });
}

// kick participants

doConferenceAction('kick', [{notifyParticipantId:
 'notifyParticipantSysId'}]);

// kick multiple participants

doConferenceAction('multiKick',
    [{notifyParticipantId: 'notifyParticipantSysId'},
    {notifyParticipantId: 'notifyParticipantSysId'}]);

// Mute participants
doConferenceAction('mute', [{notifyParticipantId:
 'notifyParticipantSysId'}]);
doConferenceAction('mute', [{notifyParticipantId:
 'notifyParticipantSysId'}]);

doConferenceAction('multiMute',
    [{notifyParticipantId: 'notifyParticipantSysId'},
    {notifyParticipantId: 'notifyParticipantSysId'}]);

// self join to any confernece.
doConferenceAction('selfJoin', [{id: 'logged in userId'}]);
```

NotifyOnTaskClient - endConference(Object data)

Terminates the specified conference call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
data	Object	Object that describes the conference call.
data.confId	String	Sys_id of the conference call.
data.serviceProvider	String	Required. Name of conference service provider, such as Zoom or Webex.

Returns

Type	Description

Object	Results of the conference action.
	
	`<action>.status`: Status of the conference action.
	
	• Data type: Boolean
	• Possible values:
	  ○ true: Conference action succeeded
	  ○ false: Conference action failed
	
	`<action>.successMessages`: If *status* is true, success message(s), else empty.
	
	• Data type: Array of Strings
	
	`<action>.warnMessages`: If *status* is false, any warning messages thrown during processing.
	
	• Data type: Array of Strings
	
	`<action>.errorMessages`: If *status* is false, any error messages thrown during processing.
	
	• Data type: Array of Strings

```
function endConferenceCall() {
    var data = NotifyOnTaskClient.getNotifyActionTemplate();
    data.serviceProvider = 'Telephony'; // e.g 'Zoom', 'WebEx'
    data.confId = 'Active conference sysId';

    NotifyOnTaskClient.endConference(data).then(function
 (result) {
        var endActionResult = result[0];
        if (endActionResult.status)
            console.log('Conference has been ended');
        else {
            endActionResult.warnMessages.forEach(function (msg)
 {
                console.warn(msg);
            });
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            endActionResult.errorMessages.forEach(function (msg)
 {
                console.error(msg);
            });
        }
    }, function (errMsg) {
        console.log(errMsg);
    });
}
```

NotifyOnTaskClient - getNotifyActionTemplate()

Returns a JSON data template to use with the *doConferenceAction()* method. Using this template automatically structures the data object so that you don't have to manually create it.

Call this method prior to calling the *doConferenceAction()* method. For the desired conference call action, set the desired parameters within the template, and then pass the template in the *doConferenceAction()* call. For additional information on the valid parameters for each action, see doConferenceAction().

Note: This is a helper method. You can also manually construct this object and pass it into the *doConferenceAction()* method and have the same outcome.

Parameters

Name	Type	Description
None		

Returns

Type	Description
data	Object that describes the conference call.
data.addToWorkNotes	Flag that indicates whether to add information about the participants that were included in the conference call in the work notes field of the associated record. For this functionality to work, you must also specify values in the *data.table* and *data.sysId* parameters. These parameters identify the record in which to add the work notes. Default: false Actions for which this parameter is valid: • join • multiJoin • selfJoin • start
data.allowMultconference	Flag that indicates whether to allow multiple conference calls for a specific record at one time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	For this functionality to work, you must also specify values in the *data.table* and *data.sysId* parameters. These parameters identify the record that is allowed to have multiple conference calls. Default: false Actions for which this parameter is valid: • start
data.confId	Sys_id of the conference call. Table: Notify Conference Call [notify_conference_call] Actions for which this parameter is required: • end • join • multiJoin • selfJoin **Note:** Participant actions such as mute, unmute, and kick don't require this parameter to be set as the method obtains this information from the Notify Conference Call Participant [notify_participant] table.
data.fromNumber	Service provider number to call into for the conference call. Locate this value in the Number or Phone number column of the Notify Phone Number [notify_number] table. Actions for which this parameter is required: • start
data.isNewConference	Flag that indicates whether this is a new or an existing conference call. Valid values: • true: New conference call • false: Existing conference call Default: false Actions for which this parameter is valid: • start
data.items	Information for each participant to include in the conference call. Valid array values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• id: Sys_id of user; located in the User [sys_User] table. Valid actions: join, multiJoin, start • notifyParticipantId: Sys ID of the Notify participant; located in the Notify Participant [notify_participant] table. Valid actions: join, kick, multiJoin, mute, start, unmute • phoneNumber: Phone number of the participant. If this value is passed in conjunction with either the *id* or *notifyParticipantId*, this value supersedes the phone numbers in the user/participant record and is used to place the call. Valid actions: join, multiJoin, start • email: Email address of the participant. Valid actions: join, multiJoin, start
data.message	Message that is read aloud when a user answers the call, such as, "P1 incident has been created please login to instance." Actions for which this parameter is valid: • join • multiJoin • start
data.serviceProvider	Required. Name of conference service provider, such as Zoom or Webex. Actions for which this parameter is required: • all
data.sysId	Sys_id of the source record to associate with the conference call. For example, if a conference call is held to discuss a specific incident or problem, put the sys_id of the incident or problem record in this value. This sys_id is stored in the Source column of the NotifyConference Call [notify_conference_call] table and can later be tracked. This parameter is used in conjunction with the *data.Table*, *data.addToWorkNotes*, and *allowMulticonference* parameters. Actions for which this parameter is valid:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• start
data.table	Table that contains the source record to associate with the conference call. A source record can be any record, such as an "incident" or "problem", that is the topic of discussion in the conference call. This table name is stored in the Table column of the NotifyConference Call [notify_conference_call] table and can be tracked. This parameter is used in conjunction with the *data.sysId*, *data.addToWorkNotes*, and *allowMulticonference* parameters. Actions for which this parameter is valid: • start

The following example shows how to call getNotifyActionTemplate() to obtain the data template necessary to define the actions for doConferenceAction().

```
/**
 *
 * @param {string} action - action to perform on the conference
 object or participant object
 * @param {Array} participants;
 */
function doConferenceAction(action, participants) {
    var data = NotifyOnTaskClient.getNotifyActionTemplate();
    data.serviceProvider = 'Telephony'; // e.g 'Zoom', 'WebEx'
    data.confId = 'Active conference sysId';
    data.items = participants;

    NotifyOnTaskClient.doConferenceAction(action,
 data).then(function (result) {
        var kickActionResult = result[0];
        if (kickActionResult.status)
            console.log(action + ' succeeded');
        else {
            kickActionResult.warnMessages.forEach(function (msg)
 {
                console.warn(msg);
            });
            kickActionResult.errorMessages.forEach(function
 (msg) {
                console.error(msg);
            });
        }
    }, function (errMsg) {
            console.log(errMsg)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    });
}

// kick participants

doConferenceAction('kick', [{notifyParticipantId:
 'notifyParticipantSysId'}]);

// kick multiple participants

doConferenceAction('multiKick',
    [{notifyParticipantId: 'notifyParticipantSysId'},
    {notifyParticipantId: 'notifyParticipantSysId'}]);

// Mute participants
doConferenceAction('mute', [{notifyParticipantId:
 'notifyParticipantSysId'}]);
doConferenceAction('mute', [{notifyParticipantId:
 'notifyParticipantSysId'}]);

doConferenceAction('multiMute',
    [{notifyParticipantId: 'notifyParticipantSysId'},
    {notifyParticipantId: 'notifyParticipantSysId'}]);

// self join to any confernece.
doConferenceAction('selfJoin', [{id: 'logged in userId'}]);
```

NotifyOnTaskClient - start(Object data)

Starts a new conference call.

Parameters

Name	Type	Description
data	Object	Object that describes the conference call.
data.addToWorkNotes	Boolean	Optional.Flag that indicates whether to add information about the participants that were included in the conference call in the work notes field of the associated record. For this functionality to work, you must also specify values for the *data.table* and *data.sysId* parameters to identify the record in which to add the work notes. Default: false
data.allowMulticonference	Boolean	Optional. Flag that indicates whether to allow multiple conference calls for a specific record at one time. For this functionality to work, you must also specify values in the *data.table* and *data.sysId* parameters. These parameters identify the record that is allowed to have multiple conference calls. Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
data.fromNumber	String	Required. Service provider number to call into for the conference call. Locate this value in the Number or Phone number column of the Notify Phone Number [notify_number] table.
data.items	Array	Optional. Information for each participant to include in the conference call. `"items": [ "email": "String", "id": "String", "notifyParticipantId": "String", "phoneNumber": "String" ]`
data.items.email	String	Email address of the participant.
data.items.id	String	User sys_id. Table: User [sys_User]
data.items.notifyParticipantId	String	Participant sys_id. Table: Notify Participant [notify_participant]
data.items.phoneNumber	String	Phone number of the participant. If this value is passed in conjunction with either the *id* or *notifyParticipantId* parameter, this value supersedes the phone numbers in the user/participant record and is used to place the call.
data.message	String	Optional. Message that is read aloud when a user answers the call, such as, "P1 incident has been created please login to instance."
data.serviceProvider	String	Required. Name of conference service provider, such as Zoom or Webex.
data.sysId	String	Optional. Sys_id of the source record to associate with the conference call. For example, if a conference call is held to discuss a specific incident or problem, put the sys_id of the incident or problem record in this value. This sys_id is stored in the Source column of the NotifyConference Call [notify_conference_call] table and can later be tracked. This parameter is used in conjunction with the *data.Table*, *data.addToWorkNotes*, and *allowMulticonference* parameters.
data.table	String	Optional. Table that contains the source record to associate with the conference call. A source record

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		can be any record, such as an "incident" or "problem", that is the topic of discussion in the conference call. This table name is stored in the Table column of the NotifyConference Call [notify_conference_call] table and can be tracked. This parameter is used in conjunction with the *`data.sysId`*, *`data.addToWorkNotes`*, and *`allowMulticonference`* parameters.

Returns

Type	Description

Object	Results of the conference action.
	
	`<action>.status`: Status of the conference action.
	
	• Data type: Boolean
	• Possible values:
	  ○ true: Conference action succeeded
	  ○ false: Conference action failed
	
	`<action>.successMessages`: If *`status`* is true, success message(s), else empty.
	
	• Data type: Array of Strings
	
	`<action>.warnMessages`: If *`status`* is false, any warning messages thrown during processing.
	
	• Data type: Array of Strings
	
	`<action>.errorMessages`: If *`status`* is false, any error messages thrown during processing.
	
	• Data type: Array of Strings

The following code example shows how to call this method.

```
function startConferenceCall() {
    var data = NotifyOnTaskClient.getNotifyActionTemplate();
    data.table = 'incident';
    data.sysId = '1234';
    data.serviceProvider = serviceProvider;
    data.addToWorkNotes = true;
    data.fromNumber = 'Telephony Number';
    data.items.push({ id: 'userSysId' });
    data.items.push({ phoneNumber: '+917799555332' });
    data.items.push({ email: 'yln99517@gmail.com' });
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    NotifyOnTaskClient.start(data).then(function (result) {
        var startActionResult = result[0];
        if(startActionResult.status) {

 startActionResult.successMessages.forEach(function(msg) {
                console.log(msg);
            });
            return;
        }

        startActionResult.warnMessages.forEach(function(msg) {
            console.warn(msg);
        });
        startActionResult.errorMessages.forEach(function(msg) {
            console.error(msg);
        });
    }, function (errMsg) {
        console.log(errMsg);
    });
}
```

ScopedSessionDomain - Client

The *ScopedSessionDomain* script include that contains client-side methods that provide functionality related to the current session domain.

This API is only available if the Domain Support - Domain Extensions Installer plugin (com.glide.domain.msp_extensions) plugin has been activated in the instance. In addition, the caller must have the admin role to access this API.

ScopedSessionDomain - getCurrentDomainID()

Returns the sys_id of the current domain for the logged-in user session.

The identifier that is returned depends on the domain type and the instantiation of that domain.

- If the user is configured in the global domain, and does not use the domain picker to switch domains, the method returns null.
- If the user uses the domain picker to switch to the global domain, the method returns the string "global".
- For all other domains, the method returns the sys_id of that domain.

To access this method from a client-side script, you must use GlideAjax() to invoke it. To invoke this method from a server-side script, use something similar to the following to instantiate the object and access the method.

```
var ssg = new global.ScopedSessionDomain();
domainID = ssg.getCurrentDomainID();
```

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
String	Sys_id of the session domain of the current logged-in user. This is the same information that appears in the domain picker.

This example shows how to call the *getCurrentDomainID()* method from a client-side script.

```
// This example is calling the script include in a client
 script.
// This particular record is within the "Service Portal -
 Standard Ticket" scope.
// To reproduce this example:
//  1. Change application scope to "Service Portal - Standard
 Ticket"
//  2. Navigate to Client Script table and open a new form and
 name it anything
//  3. Set table=ticket_configuration (this table is within the
 same scope)
//  4. Set UI type=Desktop and Type=onLoad
//  5. Populate the script field with the script above
//  6. Navigate to the ticket_configuration table and open any
 form.
//
// This will trigger the client script, invoke the API, and pop
 up a browser alert containing the sys_id of the user's current
 domain

function onLoad() {
  var ga = new GlideAjax("global.ScopedSessionDomain"); // Set
 the script include
  ga.addParam("sysparm_name", "getCurrentDomainID"); // Set the
 getCurrentDomainID method
  ga.getXML(getResponse);

  function getResponse(response) {
     var answer =
 response.responseXML.documentElement.getAttribute('answer');
     alert(answer); // Pops up the sys_id of the domain record
  }
}
```

ScriptLoader - Client

The *ScriptLoader* API provides methods to load scripts asynchronously.

You can use this API in client-side scripts for a platform/desktop UI using *ListV2* and *ListV3* APIs. It isn't available for Service Portal, Mobile, or Agent Workspace.

You access *ScriptLoader* methods by using the global object `ScriptLoader`.

ScriptLoader - getScripts(Array scripts, Function callback)

Loads scripts asynchronously.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
scripts	Array	Array of scripts to load.
callback	Function	Function to call when the scripts have been loaded. The callback function must not have any arguments.

Returns

Type	Description
void	

```
var scriptFiles=[
'scripts/classes/providers/ProviderUI.js',
'scripts/classes/providers/wf_provider_client_script.js'
];

ScriptLoader.getScripts(scriptFiles, function() {
  ProviderUI.setFields(['input_transform']);
  ProviderUI.apply();

 ProviderUI.removeDisabledAttribute("sys_readonly.wf_element_act
ivity.access");
}
```

ScriptLoader - getScripts(String filePath, Function callback)

Gets scripts asynchronously.

Parameters

Name	Type	Description
filePath	String	Path, including the file name, that contains one or more scripts.
callback	Function	Function to call after the scripts have been loaded. This callback function should not have arguments.

Returns

Type	Description
void	

This example shows how load a utility script and then run the *`getDepartment()`* function.

```
// Client script to load a utility script and run the
 getDepartment callback function
ScriptLoader.getScripts('sn_ui_script_util.Utilities.jsdbx',
 getDepartment);

function getDepartment() {
  var req = sn_ui_script_util.Utilities.rest('json');
  req.addParam("sysparm_query", "sys_id=" + newValue);
  req.addParam("sysparm_fields", "department");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  req.addParam("sysparm_display_value", true);
  req.success(updateNotes);
  req.get("/api/now/table/sys_user");
}

function updateNotes(data) {
  g_form.setValue("work_notes",
 data.result[0].department.display_value);
}
```

SNAnalytics - Client

The *SNAnalytics* API provides methods to push custom analytics data (events, pages, and user properties) to the Usage Insights for Service Portal dashboard.

Usage Insights for Service Portal provides dashboard views for monitoring the key performance indicators (KPIs) of web applications built on Service Portal. You can use these insights to optimize your portal. For example, Usage Insights tracks when a user orders a catalog item or views a knowledge article. You can use this data to infer which items or articles are the most popular among users.

To access this API, the Service Portal Analytics (com.glide.service-portal.analytics) plugin must be activated on the instance. In addition, within your application, you must import the snAnalytics Angular service, such as:

```
<client_script><![CDATA[function($rootScope, $scope, $window,
 $timeout, spUtil, $sce, spModal, $uibModal, $location,
 cabrillo, snAnalytics)
```

For additional information, see User Experience Analytics for Service Portal.

SNAnalytics - addEvent(Object payload)

Stores the specified event information in the analytics data store.

Events are actions performed by a user, such as clicking a button or submitting a form. Call this method within your web-page widget whenever you want to capture a user action. These events then automatically appear on the associated user session timeline and User Experience Analytics dashboard.

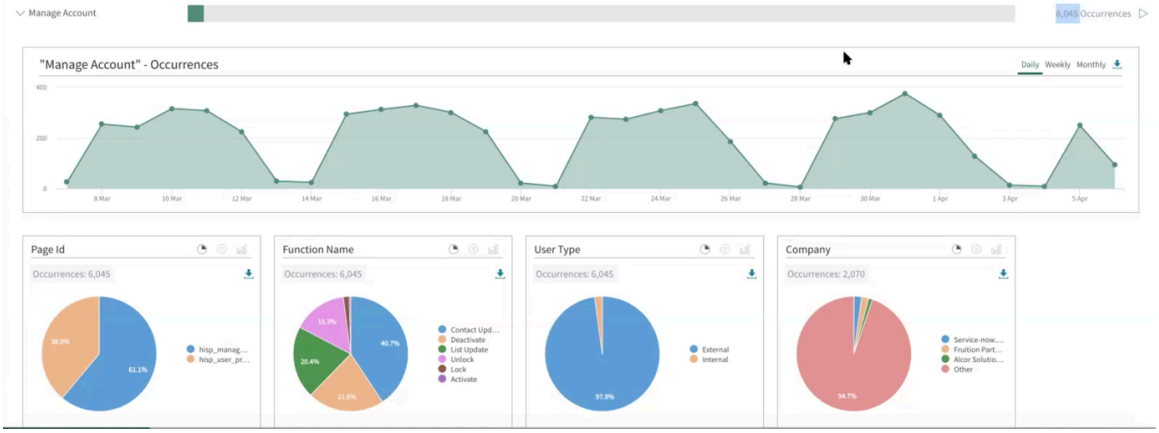
The following is an example of a payload passed in an *addEvent()* call:

```
var payload= {};
payload.name = "Manage Account";
payload.data = {};
payload.data["Function Name"] = c.data.function_name;
payload.data["User Type"] = c.data.user_type;
payload.data["Company"] = c.data.company_name;
snAnalytics.addEvent(payload);
```

The screen capture below shows the information that appears on the analytics dashboard for the event "Manage Account." The timeline at the top represents the number of times that the event occurred. The pie charts below the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

timeline reflect the properties that were captured in the *addEvent()* call.



If you want to capture when users access a web page, use the SNAnalytics - startPage(String name, String description) method instead of this method.

Parameters

Name	Type	Description

payload	Object	Event to store in the analytics data store.
		
		Data type: Object
		
		`"payload": {`
		`  "data": [Array],`
		`  "name": String`
		`}`

payload.data	Array Each element can be a string (case-sensitive), boolean, number, or date.	Optional. Name-value pairs of custom event properties. These properties can be any values that you want to track and see on the analytics dashboard. They appear under the associated event timeline on the analytics dashboard. The **Page Id** property always appears first on the dashboard for all base system events, and all other properties are sorted alphabetically. If no properties are required for an event, only an event timeline appears on the analytics dashboard. Properties can be added at a later time. The following values are automatically converted by this method: • String value of "yes": Boolean value of "true" • String value of "no": Boolean value of "false Default value: Null
payload.name	String	Descriptive name of the event. Special characters are not allowed. Maximum length: The length of the event name and value cannot exceed 300 bytes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to call the *addEvent()* method during initialization of a widget.

```
function initialize() {
  c.options.glyph = c.options.glyph || 'search';
  c.options.title = c.options.title || c.data.searchMsg;
  c.options.color = c.options.color || "default";
  c.searchTerm = c.data.q;
  c.searchQuery = "";
  c.pageID = $scope.page && $scope.page.id;
  c.showSuggestions =  c.data.searchTypeBehavior ===
 "suggestions" && c.data.isSuggestionsEnabled === "true";
  c.suggestionsLimit = c.options.limit || "";
  c.latitude = null;
  c.longitude = null;
  c.isLocationTrackerDisabled = c.data.isLocationTrackerDisabled
 === "true";
  c.isTypeAheadEnabled = c.data.isTypeAheadEnabled === "true";

  c.sendAnalytics = function(type){
    var payload= {};
    payload.name = "Initiate Search";
    payload.data = {};
    payload.data["Keyword"] = (type == 'User Entered' ?
 c.searchTerm : c.searchQuery);
    payload.data["Type"] = type;
    snAnalytics.addEvent(payload);
  };
}
```

SNAnalytics - appendToUserProperty(String name, String value)

Appends the specified string to the specified user string property in the analytics data store.

Parameters

Name	Type	Description
name	String or String[]	Name of the property to append the specified string to. Special characters are not allowed. **Note:** The associated property must be a string or string[]. Maximum length: The length of the property name and property value cannot exceed 300 bytes.
value	String	Value to append to the string property. The following values are automatically converted by this method:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• String value of "yes": Boolean value of "true" • String value of "no": Boolean value of "false

Returns

Type	Description
None	

This example shows how to add `television` to the `tags` property.

```
snAnalytics.setUserProperties({
  level: 7,
  lastPurchase: new Date(),
  lastPurchaseId: '41563cd2-1666-4855-8c0d-b9ca778aed23',
  isPremium: true,
  tags: ['chair', 'table'],
});

// Append television to the tags property (now 'tags' will have
 'chair', 'table', and 'television')
snAnalytics.appendToUserProperty('tags', 'television');
```

SNAnalytics - incUserProperty(String name, Number value)

Increments or decrements the specified user property value with the specified number value in the analytics data store.

Parameters

Name	Type	Description
name	String	Name of the property to increment. Value is case-sensitive. **Note:** The associated property must be a number.
value	Number	Amount to increment the property by. If you enter a negative number, the value is decremented.

Returns

Type	Description
None	

The following example shows how to increment the property `Grace days` by 5.

```
snAnalytics.incUserProperty('Grace days', 5)
```

SNAnalytics - removeUserProperty(String name)

Removes the specified property for the current user from the analytics data store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In addition, the property no longer appears on the analytics dashboard.

Parameters

Name	Type	Description
name	String	Name of the property to remove. Value is case-sensitive.

Returns

Type	Description
None	

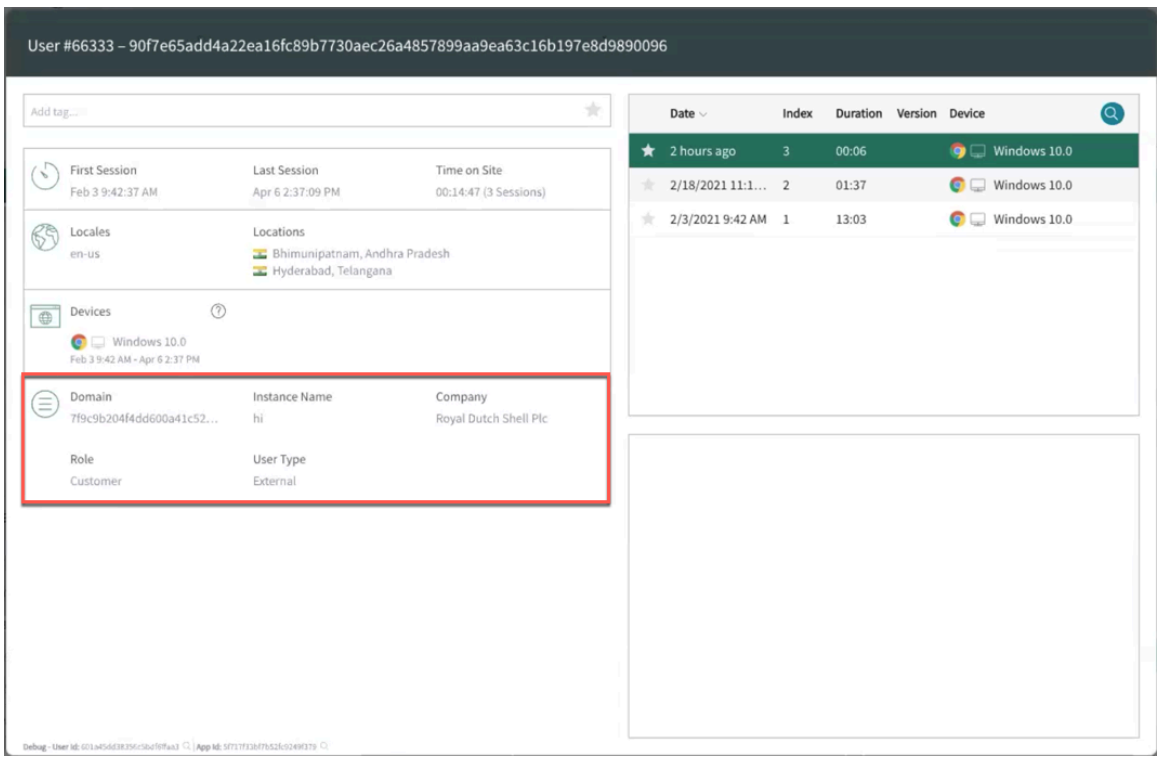
The following example shows how to remove the IsAdmin property.

```
snAnalytics.removeUserProperty('IsAdmin');
```

SNAnalytics - setUserProperties(Object properties)

Sets the specified properties with the specified values for the current user in the analytics data store.

These properties are saved in the analytics data store and appear on the user session details page as illustrated below. If a property already exists in the analytics data store, the current value is overwritten with the new value.



Parameters

Name	Type	Description
properties	Object	Object that contains the name-value pairs of the user properties to set, such as:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
	Each element in this object can be a string, boolean, number, date, string[], or null.	`{ level: 7, lastPurchase: new Date(), lastPurchaseId: '41563cd2-1666-4855-8c0d-b9ca778aed23', isPremium: true, tags: ['chair', 'table'], }` The following values are automatically converted by this method: • String value of "yes": Boolean value of "true" • String value of "no": Boolean value of "false

Returns

Type	Description
None	

The following example shows how to set multiple properties for the current user.

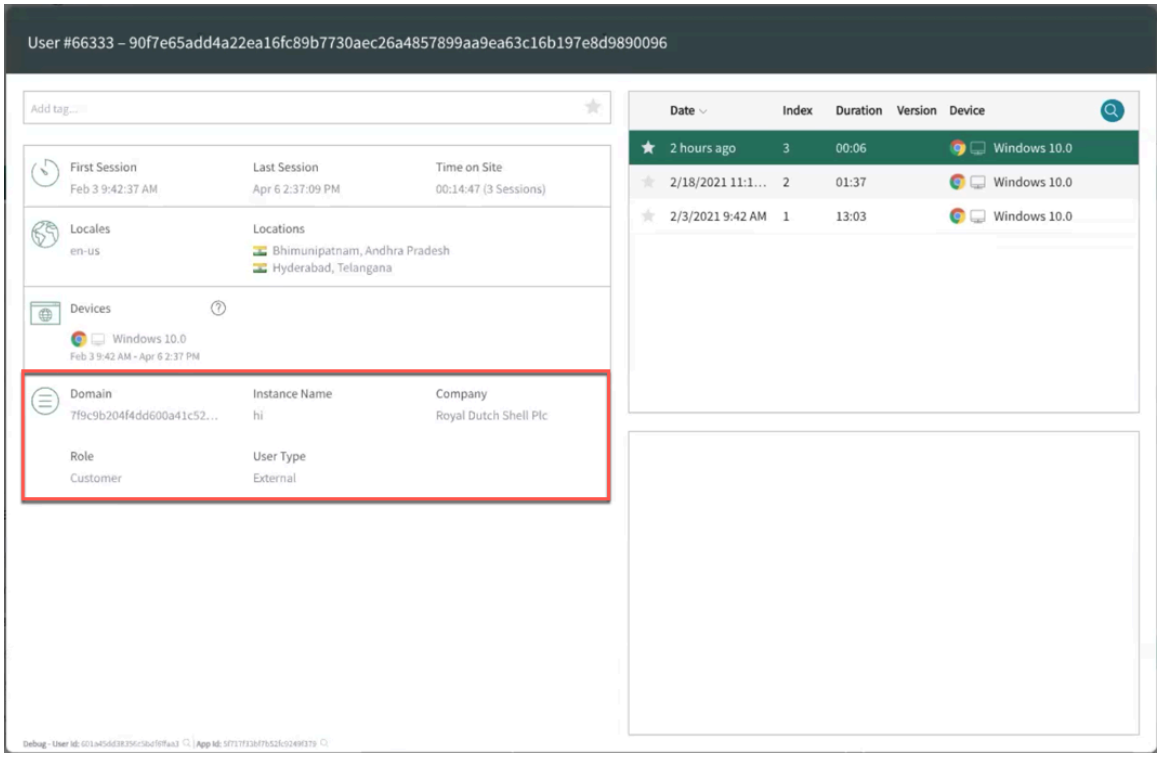
```
snAnalytics.setUserProperties({
  level: 7,
  lastPurchase: new Date(),
  lastPurchaseId: '41563cd2-1666-4855-8c0d-b9ca778aed23',
  isPremium: true,
  tags: ['chair', 'table'],
});
```

SNAnalytics - setUserProperty(String name, UserProperty value)

Sets the specified property with the specified value for the current user in the analytics data store.

These properties are saved in the analytics data store and appear on the user session details page as illustrated below. If a property already exists in the analytics data store, the current value is overwritten with the new value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Parameters

Name	Type	Description
name	String	Name of the property to update. This name appears as the label for the property. For example, in the prior screenshot, Domain, Instance Name, Company, Role, and User Type are all name parameters. Special characters are not allowed. Maximum length: The length of the property name and property value cannot exceed 300 bytes.
value	UserProperty This value can be a string, boolean, number, date, string[], or null.	Value to set in the specified property. The following values are automatically converted by this method: • String value of "yes": Boolean value of "true" • String value of "no": Boolean value of "false

Returns

Type	Description
None	

The following example shows how to set the property `Company`.

```
snAnalytics.setUserProperty('Company', "ABC Company")
```

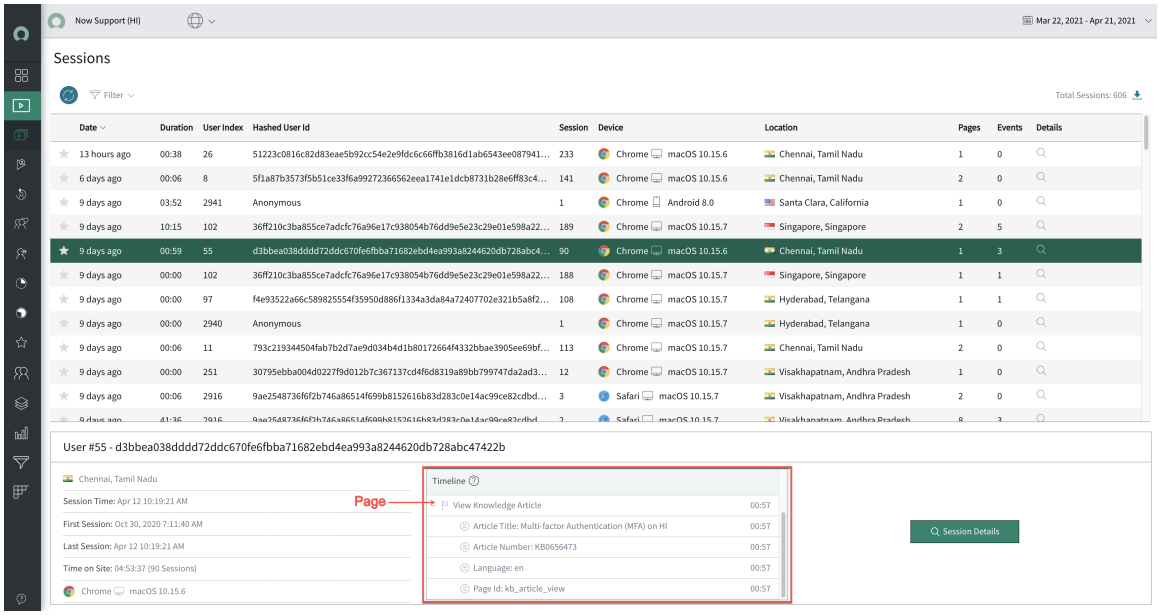
SNAnalytics - startPage(String name, String description)

Saves the name and description of a page in the analytics data store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This information appears in the user session timeline and on the analytics dashboard. Call this method within your custom widgets to track the pages visited by a user. You can also use this method to track user navigation within an individual page. For more information, see Exploring Usage Insights.

Note: In general, portal pages are automatically tagged with this tracking capability. Use this method for custom scenarios, such as a single page custom widget in a wizard scenario.



Parameters

Name	Type	Description
name	String	Descriptive name of the page or page section. Special characters are not allowed.
description	String	Optional. Description of the page to appear in the timeline and analytics dashboard. Default: *name* parameter value

Returns

Type	Description
None	

The following example shows how to call the *startPage()* method.

```
snAnalytics.startPage('login_view', 'Login');
```

spAriaUtil - Client

The *spAriaUtil* API provides methods to show messages on a screen reader.

This API is an angular service that you can use in Service Portal widget client scripts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

spAriaUtil - sendLiveMessage(String message)

Announce a message to a screen reader.

The `sendLiveMessage()` method injects text into an aria-live region on the page. The default setting for an aria-live region is `assertive`, which means that messages are announced immediately. This can annoy and confuse users if used too frequently.

Parameters

Name	Type	Description
message	String	The message to be shown.

Returns

Type	Description
void	

```
function(spAriaUtil) {
  /* widget controller */

  spAriaUtil.sendLiveMessage('Hello world!');
}
```

spContextManager - Client

Makes data from a Service Portal widget available to other applications and services in a Service Portal page. For example, pass widget data to Agent Chat when it opens in a Service Portal page.

The `spContextManager` API is an AngularJS service that you can use in Service Portal widget client scripts.

Keys passed to this API are unique per page. For example, if the `'agent-chat'` key is already initialized by another widget on the page through the `addContext()` method, you must use the `updateContextForKey()` method to update the key's data. Available keys include: agent-chat: Sends widget data to Agent Chat.

For more information about passing data to Agent Chat, see Configure Agent Chat in Service Portal.

spContextManager - addContext(String key, Object context)

Initializes a key and adds widget data as the value. For example, add data to the 'agent-chat' key to make it available to Agent Chat.

Use this method the first time data is added to a specific key on a Service Portal page. If the key is already used by another widget on the page, use the `updateContextForKey()` method instead.

Parameters

Name	Type	Description
key	String	Name of the key to send the data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Available keys include**agent-chat**: Sends widget data to Agent Chat when it opens in a Service Portal page.
context	Object	Widget data in JSON format to send to the application or service specified in the key parameter. For example, `{'approval_count': 5}`.

Returns

Type	Description
void	

Pass `approval_count` to Agent Chat. When a user initiates an Agent Chat conversation from the Service Portal homepage, the system appends `&sysparm_approval_count=5` to the Agent Chat `iframe` URL.

```
function ($scope, spContextManager) {
    spContextManager.addContext('agent-chat', {
        'approval_count': 5
    });
};
```

spContextManager - getContext()

Returns each key and associated data object defined by any widget on the page.

Using this method may affect performance. Use this method to understand which keys are initialized on the page and to get their current values. If you know which key you need to access, use the *`getContextForKey()`* method instead.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Each key and associated data object defined on the page.

```
function ($scope, spContextManager) {
  spContextManager.getContext();
}
```

spContextManager - getContextForKey(String key, Boolean returnPromise)

Returns the widget data associated with a key.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
key	String	Name of the key to get context from. Available keys include: agent-chat: Sends widget data to Agent Chat.
returnPromise	Boolean	Flag that determines whether to return the data associated with a key as a promise or an object. Values include: • True: return the data as a promise. Use this option if another widget on the page uses the *addContext()* method to initialize the same key. Returning a promise prevents returning an undefined object when the key is not yet initialized. • False: returns an object containing the data associated with the key.

Returns

Type	Description
Promise	If returnPromise is true, returns a promise that is fulfilled when another widget on the page initializes the key.
Object	If returnPromise is false, returns an object containing the data associated with the key. For example, `{approval_count: 5}`.

Pass `approval_count` to Agent Chat. When a user initiates an Agent Chat conversation from the Service Portal homepage, the system appends `&sysparm_approval_count=5` to the Agent Chat `iframe` URL.

```
function ($scope, spContextManager) {
  spContextManager.getContextForKey('agent-chat',
 true).then(function(context) {
    context = context || {};
    context.approval_count = 5;
    spContextManager.updateContextForKey('agent-chat', context);
  });
}
```

spContextManager - updateContextForKey(String key, Object context)

Sends data to an existing key. For example, if another widget on the page uses the 'agent-chat' key to pass data to the Agent Chat configuration, you must update the context of the key rather than using the *addContext()* method.

Parameters

Name	Type	Description
key	String	Name of the key to send the data. Available keys include**agent-chat**: Sends widget data to Agent Chat when it opens in a Service Portal page.
context	Object	Widget data in JSON format to send to the application or service specified in the key parameter. For example, `{'approval_count': 5}`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

Pass `approval_count` to Agent Chat. When a user initiates an Agent Chat conversation from the Service Portal homepage, the system appends `&sysparm_approval_count=5` to the Agent Chat `iframe` URL.

```
function ($scope, spContextManager) {
  spContextManager.getContextForKey('agent-chat',
 true).then(function(context) {
    context = context || {};
    context.approval_count = 5;
    spContextManager.updateContextForKey('agent-chat', context);
  });
}
```

spModal - Client

Shows alerts, prompts, and confirmation dialogs in Service Portal widgets. The *`spModal`* class is available in Service Portal client scripts.

The *`spModal`* class is a lightweight wrapper for Angular UI bootstrap's $uibModal. You can use the *`spModal.open()`* method to display a widget in a modal dialog.

spModal - alert(String message).then(fn)

Displays an alert.

Parameters

Name	Type	Description
message	String	The message to display.

Returns

Type	Description
Boolean	The promise contains a single argument that contains true or false.

```
// HTML template
<button ng-click="c.onAlert()" class="btn btn-default">
    Alert
  </button>

// Client script
function(spModal) {
    var c = this;
  c.onAlert = function () {
        spModal.alert('How do you feel today?').then(function
 (answer) {
            c.simple = answer;
        });
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
 }
```

spModal - confirm(String message).then(fn)

Displays a confirmation message.

Parameters

Name	Type	Description
message	String	The message to display.

Returns

Type	Description
Boolean	The promise contains a single argument that contains true or false.

```
// HTML template
 <button ng-click="c.onConfirm()" class="btn btn-default">
 Confirm </button>
<span>{{c.confirmed}}</span>

// Client script
function(spModal) {
  var c = this;
  c.onConfirm = function() {
        c.confirmed = "asking";
        spModal.confirm("Can you confirm or deny
 this?").then(function(confirmed) {
            c.confirmed = confirmed; // true or false
        })
    }
 }
```

Confirm with HTML message:

```
//HTML template
<button ng-click="c.onConfirmEx()" class="btn btn-default">
    Confirm - HTML message
  </button>
  <span>{{c.confirmed}}</span>

// Client script
function(spModal) {
  var c = this;
  // more control, passing options
    c.onConfirmEx = function() {
        c.confirmed = "asking";
        var warn = '<i class="fa fa-warning"
 aria-hidden="true"></i>';
        spModal.open({
            title: 'Delete this Thing?',
            message: warn + ' Are you <b>sure</b> you want to do
 that?'
        }).then(function(confirmed) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            c.confirmed = confirmed;
        })
    }
}
```

spModal - open(Object options).then(fn)

Opens a modal window using the specified options.

Parameters

Name	Type	Description
options	Object	An object that may have these properties. • backdrop: Boolean|String. Controls the presence of a backdrop. Valid values: ○ true: Displays backdrop. ○ false: No backdrop. ○ static: Disables modal closing by selecting the backdrop. Default: true • buttons: Array. Buttons to show on the dialog. The default is Cancel and OK. • input: Boolean. When true, shows an input field on the dialog. Default: false • keyboard: Boolean. When true, indicates that the dialog is closable using the ESC key. Default: true • message: String. HTML that goes in the header. Default: empty • noDismiss: Boolean. When true,indicates that the header section that contains the close icon is present. Default: false • shared: Client-side object. Shares data with the embedded widget client script. • size: String. Size of the window. Valid values: 'sm' or 'lg'. Default: empty • title: String. HTML that goes in the header. Default: empty • value: String. Value of the input field. Default: empty • widget: String. Widget ID or sys_id to embed in the dialog.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: empty • widgetInput: Object. Sent to the embedded widget as input. Default: null

Returns

Type	Description
void	

The following code example shows how to create a prompt with a label.

```
//HTML template
<button ng-click="c.onOpen()" class="btn btn-default">
    Prompt with label
  </button>
  <div ng-show="c.name">
    You answered <span>{{c.name}}</span>
  </div>

//Client code
function(spModal) {
  var c = this;
  c.onOpen = function() {
        //ask the user for a string
        spModal.open({
            title: 'Give me a name',
            message: 'What would you like to name it?',
            input: true,
            value: c.name
        }).then(function(name) {
            c.name = name;
        })
    }
}
```

The following code example shows how to use the custom buttons option.

```
//HTML template
<button ng-click="c.onAgree()" class="btn btn-default">
    Agree
  </button>
  <div ng-show="c.agree">
    You answered {{c.agree}}
  </div>

//Client script
function(spModal) {
  var c = this;
  c.onAgree = function() {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        // ask the user for a string
        // note embedded html in message
        var h = '<h4>Apple likes people to agree to lots of
 stuff</h4>'
        // Line feeds added to the following lines for
 presentation formatting.
        var m = 'Your use of Apple software or hardware products
 is based
on the software license and other terms and conditions in effect
 for the
product at the time of purchase. Your agreement to these terms
 is required
to install or use the product. '
        spModal.open({
            title: 'Do you agree?',
            message: h + m,
            buttons: [
                {label:'✘ ${No}', cancel: true},
                {label:'✔ ${Yes}', primary: true}
            ]
        }).then(function() {
            c.agree = 'yes';
        }, function() {
            c.agree = 'no';
        })
    }
}
```

The following code example shows how to use the embedded widget option.

```
//HTML template
<button ng-click="c.onWidget('widget-cool-clock')" class="btn
 btn-default">
    Cool Clock
  </button>

//Client script
function(spModal) {
  var c = this;
  c.onWidget = function(widgetId, widgetInput) {
        spModal.open({
            title: 'Displaying widget ' + widgetId,
            widget: widgetId,
            widgetInput: widgetInput || {}
        }).then(function(){
            console.log('widget dismissed');
        })
    }
}
```

spModal - prompt(String message, String default).then(fn)

Displays a prompt for user input.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
message	String	The message to display.
default (optional)	String	A default value to use if the user does not provide a response.

Returns

Type	Description
String	The promise contains the user's response, or the default value if the user does not enter a response.

```
//HTML template
 <button ng-click="c.onPrompt()" class="btn btn-default">
    Prompt
  </button>
  <div ng-show="c.name">
    You answered <span>{{c.name}}</span>
  </div>

// Client script
function(spModal) {
  var c = this;
  c.onPrompt = function() {
        spModal.prompt("Your name please",
 c.name).then(function(name) {
            c.name = name;
        })
    }
}
```

spUtil - Client

The *spUtil* API provides utility methods to perform common functions in a Service Portal widget client script.

These functions include:

- Display a notification error message. spUtil - addErrorMessage(String message)
- Display a notification info message. spUtil - addInfoMessage(String message)
- Display a trivial notification message. spUtil - addTrivialMessage(String message)
- Create a unique identifier. spUtil - createUid()
- Format a string with variables. spUtil - format(String template, Object data)
- Embed a widget model in a widget client script. spUtil - get(String widgetId Object data)
- Retrieve all headers to use for API calls. spUtil - getHeaders()
- Return the complete host domain. spUtil - getHost()
- Execute the callback with User Preference response by passing the preference name. spUtil - getPreference(String preference, Function callback)
- Return the current service portal URL information. spUtil - getURL()
- Check if the current client is a mobile device. spUtil - isMobile()

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Parse the comma-separated attributes within a specified string. spUtil - parseAttributes(String attributes)
- Watch for updates to a table or filter and returns the value from the callback function. spUtil - recordWatch(Object $scope, String table, String filter, Function callback)
- Call the server and replaces the current **options** and **data** with the server response. spUtil - refresh(Object $scope)
- Scroll to the element with the specified selector, over a specified period of time. spUtil - scrollTo(String selector, Number time)
- Update the header breadcrumbs. spUtil - setBreadCrumb(Object $scope, Array breadcrumbs)
- Set a user preference. spUtil - setPreference(String pref, String value)
- Update the search page. spUtil - setSearchPage(String searchPage)
- Update the data object on the server within a given scope. spUtil - update(Object $scope)

For additional information on widgets, see Service Portal widgets.

spUtil - addErrorMessage(String message)

Displays a notification error message.

Parameters

Name	Type	Description
message	String	Error message to display.

Returns

Type	Description
void	

```
spUtil.addErrorMessage("There has been an error processing your
 request")
```

spUtil - addInfoMessage(String message)

Displays a notification info message.

Parameters

Name	Type	Description
message	String	Message to display.

Returns

Type	Description
void	

```
spUtil.addInfoMessage("Your order has been placed")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

spUtil - addTrivialMessage(String message)

Displays a trivial notification message.

Trivial messages disappear after a short period of time.

Parameters

Name	Type	Description
message	String	Message to display.

Returns

Type	Description
void	

```
spUtil.addTrivialMessage("Thanks for your order")
```

spUtil - createUid()

Create a unique identifier.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	A unique 32 character ID.

spUtil - get(String widgetId Object data)

Embeds a widget model in a widget client script.

The callback function returns the full widget model. For additional information on widgets, see Service Portal widgets.

Parameters

Name	Type	Description
widgetId	String	Widget ID or sys_id of the widget to embed.
data	Object	Optional. Name/value pairs of parameters to pass to the widget model.

Returns

Type	Description
Object	Model of the embedded widget.

Without data passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
spUtil.get("widget-cool-clock").then(function(response) {
  c.coolClock = response;
});
```

With data passed.

```
spUtil.get('pps-list-modal', {title: c.data.editAllocations,
  table: 'resource_allocation',
  queryString: 'GROUPBYuser^resource_plan=' + c.data.sysId,
  view: 'resource_portal_allocations' }).then(function(response)
 {
    var formModal = response;
    c.allocationListModal = response;
  });
```

spUtil - getHeaders()

Retrieves all headers to use for API calls.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	All headers to use for API calls.

spUtil - getHost()

Returns the complete host domain.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	The complete host domain, for example `hi.servicenow.com`

spUtil - getPreference(String preference, Function callback)

Executes the callback with User Preference response by passing the preference name.

Parameters

Name	Type	Description
preference	String	Name of the preference.
callback	Function	Define the callback function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

spUtil - getURL()

Returns the current service portal URL information.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Current service portal URL.

spUtil - format(String template, Object data)

Formats a string that contains variables.

Use this method as an alternative to string concatenation.

Parameters

Name	Type	Description
template	String	String template that contains values for variable substitution.
data	Object	Object containing the values for the variables defined in the template string.

Returns

Type	Description
String	String containing the variable values instead of the variable nomenclature.

```
spUtil.format('An error ocurred: {error} when loading {widget}',
 {error: '404', widget: 'sp-widget'})
```

Output:

```
'An error occurred: 404 when loading sp-widget'
```

spUtil - isMobile()

Checks if the current client is a mobile device.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the current client is a mobile device. Valid values: • true: Current client is a mobile device. • false: Current client is not a mobile device.

spUtil - parseAttributes(String attributes)

Parses the comma-separated attributes within a specified string.

Parameters

Name	Type	Description
attributes	String	String containing comma separated attributes, such as the Attributes field of a dictionary record.

Returns

Type	Description
Array	Array of objects containing the parsed attributes.

```
function getRefQualElements() {
  var refQualElements = [];
  if (field && field.attributes &&
 field.attributes.indexOf('ref_qual_elements') > -1) {
    var attributes = spUtil.parseAttributes(field.attributes);
    refQualElements =
 attributes['ref_qual_elements'].split(';');
  }
  return refQualElements;
}
```

spUtil - recordWatch(Object $scope, String table, String filter, Function callback)

Watches for updates to a table or filter and returns the value from the callback function.

Allows a widget developer to respond to table updates in real-time. For instance, by using *`recordWatch()`*, the Simple List widget can listen for changes to its data table. If records are added, removed, or updated, the widget updates automatically.

Note: When passing the `$scope` argument into the *`recordWatch()`* function, inject `$scope` into the parameters of your client script function.

Parameters

Name	Type	Description
$scope	Object	Scope of the data object updated by the callback function.
table	String	Watched table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
filter	String	Filter for fields to watch.
callback	Function	Optional. Parameter to define the callback function.

Returns

Type	Description
Promise	Return value of the callback function.

```
//A simple recordWatch function.
spUtil.recordWatch($scope, "live_profile", "sys_id=" +
 liveProfileId);

//In a widget client script
function(spUtil, $scope) {
  /* widget controller */
  var c =this;

  // Registers a listener on the incident table with the filter
 active=true,
  // meaning that whenever something changes on that table with
 that filter,
  // the callback function is executed.
  // The callback function takes a single parameter 'response',
 which contains
  // the property 'data'. The 'data' property contains
 information about the changed record.
  spUtil.recordWatch($scope, "incident", "active=true",
 function(response) {

    // Returns the data inserted or updated on the table
    console.log(response.data);

    });
}
```

spUtil - refresh(Object $scope)

Calls the server and replaces the current **options** and **data** with the server response.

Calling `spUtil.refresh()` is similar to calling `server.refresh()`. However, when you call `spUtil.refresh()`, you can define the $scope object.

Parameters

Name	Type	Description
$scope	Object	Scope defined for the update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Updated options and data objects.

spUtil - scrollTo(String selector, Number time)

Scrolls to the element with the specified selector, over a specified period of time.

Parameters

Name	Type	Description
selector	String	Selector to scroll to.
time	Number	Time taken to scroll to the specified selector. Unit: Milliseconds

Returns

Type	Description
void	

spUtil - setBreadCrumb(Object $scope, Array breadcrumbs)

Updates the header breadcrumbs.

Parameters

Name	Type	Description
$scope	Object	Scope defined for the table.
breadcrumbs	Array	Conditions used to create the breadcrumb filter.

Returns

Type	Description
void	

spUtil - setPreference(String pref, String value)

Sets a user preference.

Parameters

Name	Type	Description
pref	String	Preference name
value	String	Preference value

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
void	

spUtil - setSearchPage(String searchPage)

Updates the search page.

Parameters

Name	Type	Description
searchPage	String	Name of the search page.

Returns

Type	Description
void	

spUtil - update(Object $scope)

Updates the data object on the server within a given scope.

This method is similar to `server.update()`, but includes a $scope parameter that defines the scope to pass over.

Parameters

Name	Type	Description
$scope	Object	Scope defined for the update.

Returns

Type	Description
Object	Updated data object.

The following example includes a P1 widget that watches for changes to the state field and uses a filter to watch all active P1s and let the callback function determine whether to refresh the data. The *data.changes* property contains an array of any updated fields. If the state of any fields have changed, the data is updated in the widget.

```
var q = "priority=1^active=true^EQ";
spUtil.recordWatch($scope, "incident", q, function(event, data)
 {
   if (data.changes.includes("state")) { // only update if state
 was updated.
      spUtil.update($scope);
   }
});
```

StopWatch - Client

The *StopWatch* API provides methods to measure the duration of operations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can use this API in client-side scripts using *ListV2* and *ListV3* APIs.

StopWatch - StopWatch()

Creates an instance of the StopWatch class.

Uses the current time as the start time.

Parameters

Name	Type	Description
None		

```
var sw = new StopWatch();

// some slow code here
for(var i=0,j=1;i<100000000;i++) {
    j=Math.sqrt(i*i*j);
}

if (sw.getTime() > 500)
    console.log("Long running script. Execution time: [" +
 sw.toString() + "]");

sw.restart();

// some faster code
for(i=0,j;i<100000;i++) {
    j= i + Math.random() * i;
}

console.log("Finished in: " + sw.getTime() + "ms");
sw.stop();
```

StopWatch - StopWatch(Date initialDate)

Creates an instance of the StopWatch class using the specified date as the initial value.

Parameters

Name	Type	Description
initialDate	Date	The initial date for the object.

StopWatch - getTime()

Returns the number of milliseconds since the timer started.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Number	Time since the timer started. Unit: Milliseconds

```
var sw = new StopWatch();

// some slow code here
for(var i=0,j=1;i<100000000;i++) {
    j=Math.sqrt(i*i*j);
}

if (sw.getTime() > 500)
    console.log("Long running script. Execution time: [" +
 sw.toString() + "]");

sw.restart();

// some faster code
for(i=0,j;i<100000;i++) {
    j= i + Math.random() * i;
}

console.log("Finished in: " + sw.getTime() + "ms");
sw.stop();
```

StopWatch - restart()

Resets the timer start to the current time.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
var sw = new StopWatch();

// some slow code here
for(var i=0,j=1;i<100000000;i++) {
    j=Math.sqrt(i*i*j);
}

if (sw.getTime() > 500)
    console.log("Long running script. Execution time: [" +
 sw.toString() + "]");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
sw.restart();

// some faster code
for(i=0,j;i<100000;i++) {
    j= i + Math.random() * i;
}

console.log("Finished in: " + sw.getTime() + "ms");
sw.stop();
```

StopWatch - toString()

Returns the elapsed time.

Parameters

Name	Type	Description
None		

Returns

Type	Description
String	Elapsed time. Format: HH:MM:SS.SSS

```
var sw = new StopWatch();

// some slow code here
for(var i=0,j=1;i<100000000;i++) {
    j=Math.sqrt(i*i*j);
}

if (sw.getTime() > 500)
    console.log("Long running script. Execution time: [" +
 sw.toString() + "]");

sw.restart();

// some faster code
for(i=0,j;i<100000;i++) {
    j= i + Math.random() * i;
}

console.log("Finished in: " + sw.getTime() + "ms");
sw.stop();
```

UIB API reference

Use UI Builder (UIB) APIs in UIB client applications.

api - UI Builder

The *api* API provides methods that you can use when developing client scripts in the UI Builder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API is exposed to client scripts, also known as page scripts. Client scripts are executed in response to something happening on a page, such as:

- User interaction events/actions, such as a button click.
- Lifecycle events, such as a data broker execution started.

These scripts do not have to return anything to the framework and can be written as an asynchronous function.

This API is also exposed to scripted property values. These scripts are executed whenever the framework-runtime needs to calculate a value, such as:

- Passing to a component property.
- Determining component visibility.
- Emitting an event with a payload.

These scripts cannot be written as an asynchronous function. They also cannot invoke side-effect methods on the api object, such as, *`api.emit()`*, *`api.setState()`*, and *`api.data.<data_resource_id>.*()`*.

The api object contains both configuration dependent and configuration independent properties that you can access within the context of the associated page or component. You cannot directly modify the properties within this object. Modification can only be made through the available methods.

api - api.context.props.<page_property_name>

Page properties can be configured within UI Builder. The configuration values depend on the context in which the page is used.

Field

Name	Type	Description

<page_property_name>	Any	Available values are dependant on the client script implementation.
		
		To access these properties, use the following: `api.context.props.<page_property_name>`.
		
		For example:
		`// A record page with property table could be accessed with`
		`function isActivityStreamVisible({api}) {`
		`  return api.context.props.table === 'incident';`
		`}`
		
		Note: These property values are read-only. Mutating nested object values from scripts is not supported.

api - api.context.session.<session_property>

Context session properties associated with the current user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Available session properties

Name	Type	Description
isLoggedIn	Boolean	Flag that indicates whether the current user is logged in to the system. Possible values: • true: Current user is logged in to • false: Current user is not logged in.
properties.awaEnabled	String	The system property glide.awa.enabled that indicates whether the auto assignment for work items for Advanced Work Assignment (AWA) is enabled for the current user. Possible values: • true: AWA is enabled for the user. • false: AWA is not enabled for the user. For additional information, see Components installed with Advanced Work Assignment.
properties.forgetMe.value	String	The property glide.ui.forgetme that indicates whether to remove the **Remember Me** check box from the login page to prevent login information from being cached. Possible values: • true: Remove the **Remember Me** check box. • false: Display the **Remember Me** check box. For additional information, see Remove remember me.
properties.sessionTimeLeft.value	String Number coerced to string	The system property glide.ui.session_timeleft that determines the mount of time left before the current session times out. Use this property to prompt the user to extent the current session before it times out. Unit: Minutes
properties.sessionTimeout.value	String Number coerced to string	The system property glide.ui.session_timeout that determines the initial session time out value. Unit: Minutes - Values greater than 1440 minutes are treated as one day. For additional information, see Session activity timeout
properties.trackingEnabled.value	String	The system property glide.uxbuilder.tracking.enabled that indicates whether to enable/disable web analytics library

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Available session properties (continued)

Name	Type	Description
		loading and instantiation for UI Builder based applications. Possible values: • true: Enabled for the user. • false: Disabled for the user.
user.avatar	String	URL of the current user's avatar.
user.dateFormat	String	Default date format.
user.domain	String	Domain path for the current user.
user.firstName	String	First name of the current user.
user.fullName	String	First and last name of the current user.
user.initials	String	Initials of the current user.
user.language	String	Primary language spoken by the current user.
user.preferences	Array of objects	Name-value pairs that describe the user preferences. These user preferences are stored as records in the User Preference [sys_user_preference] table, and are updated each time the user changes their settings. For additional information, see Exploring user administration.
user.roles	Array	Comma-separated list of roles assigned to the current user. **Note:** If the user has no roles assigned, this context session property returns null rather than an empty array.
user.sys_id	String	Sys_id of the user in the User [sys_user] table.
user.timeFormat	String	Default time format to use for the user.
user.timeZone	String	Time zone of the current user.
user.timeZoneOffset	String	Time zone offset of the current user.

api - api.data.<data_resource_id>.lifecycle.lastFetchSucceeded

Boolean flag that indicates whether the last fetch attempt for the specified data resource instance finished successfully.

If the value is true, the last fetch attempt for the data resource instance finished successfully; otherwise, false.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

api - api.data.<data_resource_id>.addErrorMessage(Object payload)

Displays the specified error message at the top of the current form.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

payload	Object	Object that describes the error message to display.
		`"payload": {`
		`  "message": "String"`
		`}`

payload.message	String	Error message to display.

Returns

Type	Description
None	

```
api.data.gform.addErrorMessage({message: 'Error message'});
```

api -api.data.<data_resource_id>.addInfoMessage(Object payload)

Displays the specified informational message at the top of the current form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

payload	Object	Object that describes the informational message to display.
		`"payload": {`
		`  "message": "String"`
		`}`

payload.message	String	Informational message to display.

Returns

Type	Description
None	

```
api.data.gform.addInfoMessage({message: 'Test message'});
```

api - api.data.<data_resource_id>.addOption(Object payload)

Adds an option to the specified choice type field.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

payload	Object	Object that describes the field value to update.
		`"payload": {`
		`  "choiceIndex": "String",`
		`  "choiceLabel": "String",`
		`  "choiceValue": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		<pre>{
		  "fieldName": "String"
		}</pre>

payload.choiceIndex	String	Optional. Index into the choice list at which to insert the option. Default: End of the choice list.
payload.choiceLabel	String	Label of the option to add to the specified field.
payload.choiceValue	String	Value of the option to add to the specified field.
payload.fieldName	String	Name of the choice type form field to add the specified option to.

Returns

Type	Description
None	

```
api.data.gform.addOption({fieldName: 'priority', choiceLabel:
 'Extremely High', choiceValue: '10'});
```

api - api.data.<data_resource_id>.addWarningMessage(Object payload)

Displays the specified warning message at the top of the current form.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

payload	Object	Object that describes the warning message to display.
		
		<pre>"payload": {
		  "message": "String"
		}</pre>

payload.message	String	Warning message to display.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
api.data.gform.addWarningMessage({message: 'Test message'});
```

api - api.data.<data_resource_id>.clearMessage()

Removes all informational and error messages from the top of the current form.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

Returns

Type	Description
None	

```
api.data.gform.clearMessage();
```

api - api.data.<data_resource_id>.clearOptions(Object payload)

Clears all options from the specified choice type field.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
payload	Object	Object that describes the choice type field whose options are to be cleared.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		`"payload": { "fieldName": "String" }`
payload.fieldName	String	Name of the choice type field whose options are to be cleared.

Returns

Type	Description
None	

```
api.data.gform.clearOptions({fieldName: 'priority'});
```

api - api.data.<data_resource_id>.executeUiAction(Object payload)

Executes the specified UI action.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
payload	Object	Description of the UI action to execute. `"payload": { "actionSysId": "String" }`
payload.actionSysId	String	Sys_id of the UI action to execute. Table: UI Action [sys_ui_action]

Returns

Type	Description
None	

The following code example shows how to call this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
api.data.gform.executeUiAction({actionSysId:
 '60615ff90f730010ac7de6f8c4767e9a'});
```

api - api.data.<data_resource_id>.execute(Object inputValues)

Triggers an execute operation on the specified data resource.

This method is only available if the data resource is one of the following types:

- Composite
- GraphQL
- REST
- Scriptlet
- Transform

Note: This method is only exposed if the *mutates_server_data* field is set to `true` on the corresponding data resource (sys_ux_data_broker_* table) record. It is accessible under *api.data.<data_resource_Id>.refresh()*.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
inputValues	Object	Object to pass to the specified data resource. This object must conform to the data resource's input parameters.

Returns

Type	Description
None	

This code example shows a page script that is invoked when the **Submit** button on the page is clicked. The page is configured wit a Server Data Resource tat creates a new record.

```
function handler({api}) {
  if (api.state.movieYear === 2020) {
    // The data resource used in this case specifies two input
 parameters: name and year
    api.data.create_movie_record.execute({
      name: api.state.movieName,
      year: api.state.movieYear
    });
  }
}
```

api - api.data.<data_resource_id>.hideFieldMessage(Object payload)

Hides the oldest message next to the specified field or clears all messages associated with the field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
payload	Object	Object that describes the field message to hide. `"payload": { "clearAll": Boolean, "fieldName": "String" }`
payload.clearAll	Boolean	Optional. Flag that indicates whether to clear all messages associated with the specified form field. Valid values: • true: Clear all messages associated with the specified field. • false: Do not clear all messages associated with the specified field. Default: false
payload.fieldName	String	Name of the form field for which to hide the oldest message or clear all associated messages.

Returns

Type	Description
None	

```
api.data.gform.hideFieldMessage({fieldName:
 'short_description'});
```

api - api.data.<data_resource_id>.hideRelatedList(Object payload)

Hides the specified related list on the current form.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
payload	Object	Object that describes the related list to hide. `"payload": { "listTableName ": "String" }`
payload.listTableName	String	Name of the related list to hide. If the list to hide is through a relationship, provide the sys_id of the list instead of the name. Table: Related List [sys_ui_related_list]

Returns

Type	Description
None	

The following code example shows how to call this method.

```
api.data.gform.hideRelatedList({listTableName:'incident.parent_incident'});
```

api - api.data.<data_resource_id>.hideRelatedLists()

Hides all related lists on the current form.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
api.data.gform.hideRelatedLists();
```

api - api.data.<data_resource_id>.refresh()

Triggers a refresh operation for the specified non-mutating data resource instance.

Call this method if the underlying data being fetched by the data resource changes. A data resource is considered non-mutating if the *mutates_server_data* field on the record is set to false.

This method is asynchronous and emits an internal event to trigger the refresh of the specified data resource instance. The UI Builder allows you to trigger client scripts in response to data resource lifecycle events, such as DATA_FETCH_SUCCEEDED and DATA_FETCH_FAILED. For additional information on these events, see Event mapping.

This method is only available if the data resource is one of the following types:

- Composite
- GraphQL
- REST
- Scriptlet
- Transform

Note: This method is only exposed if the *mutates_server_data* field is set to `false` on the corresponding data resource (sys_ux_data_broker_* table) record.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

Returns

Type	Description
None	

This code example shows a page script that is invoked when a dropdown item is selected in a page. The page is configured with two Server Data Resources that query problem and incident tables.

```
function handler({api, event}) {
  const value = event.payload.value[0];
  if (value === 'problem')
    api.data.problem_list_1.refresh();
  else if(value === 'incident')
    api.data.incident_list_1.refresh();
}
```

api - api.data.<data_resource_id>.reload()

Reloads the current form using the same table and sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

Returns

Type	Description
None	

```
api.data.gform.reload();
```

api - api.data.<data_resource_id>.removeOption(Object payload)

Removes an option from the specified choice type field.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

payload	Object	Object that describes the choice type field to update.
		
		`"payload": {`
		`  "choiceValue": "String",`
		`  "fieldName": "String"`
		`}`

payload.choiceValue	String	Value of the option to remove from the specified choice type field.
payload.fieldName	String	Name of the choice type form field from which to remove the specified value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
api.data.gform.removeOption({fieldName: 'priority', choiceValue:
 '1'});
```

api - api.data.<data_resource_id>.save()

Triggers form submission using the *Save* UI action.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

Returns

Type	Description
None	

```
api.data.gform.save();
```

api - api.data.<data_resource_id>.setMandatory(Object payload)

Sets whether the specified form field is mandatory.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
payload	Object	Object that describes the field whose mandatory information to update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		`"payload": { "fieldName": "String", "mandatory": Boolean }`
payload.fieldName	String	Name of the form field whose mandatory value is to be set.
payload.mandatory	Boolean	Flag that indicates the specified form field is mandatory, meaning the form cannot be saved without this field containing a valid value. Valid values: • true: Field is mandatory. • false: Field is optional.

Returns

Type	Description
None	

```
api.data.gform.setMandatory({fieldName: 'short_description',
 mandatory: false});
```

api - api.data.<data_resource_id>.setReadOnly(Object payload)

Sets the read/write capabilities of the specified form field.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
payload	Object	Object that describes the field whose readability information to update. `"payload": { "fieldName": "String", "readonly": Boolean }`
payload.fieldName	String	Name of the form field whose readability is to be set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
payload.readonly	Boolean	Flag that indicates the read/write capabilities of the specified form field. Valid values: • true: Field is read only. • false: Field is read/write.

Returns

Type	Description
None	

```
api.data.gform.setReadOnly({fieldName: 'short_description',
 readonly: false});
```

api -api.data.<data_resource_id>.setValue(Object payload)

Updates a specified GlideForm field with the specified value. Optionally, you can also update the display value with the same specified value.

Only the value on the form is updated. The value is not saved in the database.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

payload	Object	Object that describes the field whose value to update.
		
		`"payload": {`
		`  "displayValue": "String",`
		`  "fieldName": "String",`
		`  "value": "String"`
		`}`

payload.displayValue	String	Optional. Name of the display value to update. If left blank, the display value is not modified.
payload.fieldName	String	Name of the form field to update.
payload.value	String	Value to update the field with.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
api.data.gform.setValue({fieldName: 'short_description', value:
 'short description'});
```

api - api.data.<data_resource_id>.setVisible(Object payload)

Sets the visibility of the specified form field.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
payload	Object	Object that describes the field on which to set visibility. `"payload": { "fieldName": "String", "visibility": Boolean }`
payload.fieldName	String	Name of the form field whose visibility is to be set.
payload.visibility	Boolean	Flag that indicates whether the associated field is visible on the current form. Valid values: • true: Field will display on the form. • false: Field will not display on the form.

Returns

Type	Description
None	

```
api.data.gform.setVisible({fieldName: 'short_description',
 visibility: false});
```

api - api.data.<data_resource_id>.showFieldMessage(Object payload)

Displays the specified message next to the specified field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
payload	Object	Object that describes the field message to display. `"payload": { "fieldName": "String", "message": "String", "type": "String"`
payload.fieldName	String	Name of the field next to which the message should appear.
payload.message	String	Message to display.
payload.type	String	Optional. Type of message to display. Valid values: • error • info • warning Default: info

Returns

Type	Description
None	

```
api.data.gform.showFieldMessage({fieldName: 'short_description',
 message: 'Error message', type: 'error'});
```

api - api.data.<data_resource_id>.showRelatedList(Object payload)

Displays the specified related list on the current form.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
payload	Object	Object that describes the related list to display. `"payload": { "listTableName ": "String" }`
payload.listTableName	String	Name of the related list to display. If the list to display is through a relationship, provide the sys_id of the list instead of the name. Table: Related List [sys_ui_related_list]

Returns

Type	Description
None	

The following code example shows how to call this method.

```
api.data.gform.showRelatedList({listTableName:'incident.parent_incident'});
```

api - api.data.<data_resource_id>.showRelatedLists()

Displays all related lists associated with the current form.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
api.data.gform.showRelatedLists();
```

api - api.data.<data_resource_id>.submit()

Triggers form submission using the specified UI action.

Parameters

Name	Type	Description
data_resource_id	String	Unique identifier of the associated data resource. In most cases, you can use the Form Controller CTRL_RECORD#SAVE_FORM action. If the record page has the Record Page Tabs component, the data resource for this method must be based off of GlideForm (g_form). The available data resource instances are configuration-dependent and defined when you add the data resource to your page in UI Builder.
payload	Object	Object that describes the UI action to use to submit the current form. `"payload": { "submitActionName": "String" }`
payload.submitActionName	String	Name of the UI action to execute to submit the current form.

Returns

Type	Description
None	

```
api.data.gform.submit({submitActionName:'sysverb_ws_save'});
```

api - api.emit(String eventName, Object payload)

Emits an event with the specified name and payload.

The event name being emitted must be part of the associated page definition's dispatched events list, which is stored in the UX Macroponent Definition [sys_ux_macroponent] table. Any `api.emit` call that dispatches events not declared in this table are ignored.

For additional information on events, see Work with events.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
eventName	String	Name of the event to emit. This name should follow the UI Framework action naming guidelines: • Should be upper snake case, such as ITEM_CHANGED. All letters in upper case and all spaces replaced with underscores. • Should be past tense, such as BUTTON_CLICKED or USER_SELECTED. For additional information on these action naming guidelines, see https://developer.servicenow.com/dev.do#!/reference/now-experience/sandiego/ui-framework/main-concepts/dispatching-actions.
payload	Object	Optional. Object that contains the data to send with the emitted event. This object is free-form and can contain whatever data is necessary by the entity receiving the data. **Note:** Payloads of primitive type work, but could result in inconsistent behavior.

Returns

Type	Description
None	

The following code example shows emitting an event called *NOW_UXF_PAGE#ADD_NOTIFICATIONS* with an associated *items* payload.

```
function handler({api}) {
  api.emit('NOW_UXF_PAGE#ADD_NOTIFICATIONS', {
    items: [
      {
        id: 'alert1',
        status: 'positive',
        icon: 'check-circle-outline',
        content: 'Here is some information!',
        textLinkProps: {
          label: 'More info',
          href: 'https://www.servicenow.com'
        },
      action: {type: 'acknowledge'}
      }
    ]
  });
}
```

api - setState(String stateParam, Any value)

Sets the value of the specified client state parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use client state parameters to maintain a shared state on a page. The shared state can then be passed as values to properties of components used on the page. You can also access and update client states in multiple page scripts. A common use case is to keep track of values input by users in multiple form controls on a page. When the form is submitted, a client script could then use all of the values stored in client state parameters to create a new record with a data broker. A page can have one or more client state parameters, which you can declare for a page through the UI Builder. You can then bind a client state parameter to one or more components to share or act on the client state parameter.

`api.setState()` calls are executed asynchronously and do not necessarily update the UI immediately. If the value to set depends on the `currentValue` of the client state parameter, or any of the properties provided in the api object, you should use this variant of the `api.setState()` method to avoid using outdated values.

Parameters

Name	Type	Description
stateParm	String	Name of the client state parameter to update. This name must be declared in the client state parameters of the associated page. For additional information on declaring client state parameters, see Work with client state parameters.
value	Any - Must be the same as the client state parameter declaration.	Value to set the specified client state parameter to.

Returns

Type	Description
None	

This example shows a script that could be executed to update the email client state parameter when an input value is set on a now-input component.

```
function handler({api, event}) {
    api.setState('email', event.payload.value);
}
```

api - setState(String stateParam, Function callbackFn)

Sets the value of the specified client state parameter to the value returned by the specified callback function.

The callback function is invoked with an object that has two properties: `currentValue` and `api`. The function should never mutate the `currentValue` property or the `api` object directly.

Use client state parameters to maintain a shared state on a page. The shared state can then be passed as values to properties of components used on the page. You can also access and update client states in multiple page scripts. A common use case is to keep track of values input by users in multiple form controls on a page. When the form is submitted, a client script could then use all of the values stored in client state parameters to create a new record with a data

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

broker. A page can have one or more client state parameters, which you can declare for a page through the UI Builder. You can then bind a client state parameter to one or more components to share or act on the client state parameter.

`api.setState()` calls are executed asynchronously and do not necessarily update the UI immediately. If the value to set depends on the `currentValue` of the client state parameter, or any of the properties provided in the api object, you should use this variant of the `api.setState()` method to avoid using outdated values.

Parameters

Name	Type	Description
stateParm	String	Name of the client state parameter to update. This name must be declared in the client state parameters of the associated page. For additional information on declaring client state parameters, see Work with client state parameters.
callbackFn	Function	Callback function to execute to obtain the value.

Returns

Type	Description
None	

This example shows how to use `api.setState` to log users into a page.

```
function handler({api, event}) {
  const {name, value} = event.payload;
  if (name === 'username' || name === 'password') {
    // Update the loginParameters state object with the
 username/password value
    api.setState('loginParameters', ({currentValue}) => {
      return {
        ...currentValue,
        [name]: value
      };
    });
  }
}
```

api - api.state.<client_state_parameter_name>

Current value of the specified client state parameter.

Field

Name	Type	Description
<client_state_parameter_name>	Any. The available client state parameters are dependent on the page configuration.	Name of the client state parameter. Available client states are dependant on the client script implementation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field (continued)

Name	Type	Description

		To access the available client states, use the following: `api.state.<client_state_name>`.
		
		For example:
		`function showRelatedLists({api}) {`
		`return !api.state.isCustomListSelected;`
		`}`
		
		Note: These property values are read-only. To update a client state parameter, use api.setState(). Mutating nested object values from scripts is not supported.

helpers - UI Builder

The *helpers* API provides general functionality that is common across page scripts, eliminating the need to write scripts for simple functionality such as opening and closing a modal.

This API is only available to page scripts, it is not available in any other UI Builder scripts including:

- component property value scripts
- component visibility scripts
- event payload scripts
- UX client script includes

helpers - helpers.modal.close(String modalId)

Closes the specified modal on the current page.

Parameters

Name	Type	Description
modalId	String	Modal component ID of the modal to close. Component IDs are auto generated when a component is dragged and dropped on the UI Builder stage. You can locate the ID on the property page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

This example shows closing a modal with a component ID that ends with `alert-modal`.

```
function handler({api, event, imports, helpers}) {
  helpers.modal.close("[component-id$='alert_modal']")
}
```

helpers - helpers.modal.open(String modalId, Object options)

Opens the specified modal on the current page.

You can only display one modal at a time within a page. If a modal is currently open, and you call this method, the existing modal is hidden and the new modal appears.

Parameters

Name	Type	Description
modalId	String	Component ID of the modal to open. Component IDs are auto generated when a component is dragged and dropped on the UI Builder stage. You can locate the ID on the property page.
options	Object	Optional. `"options": { "content": "String", "contentFullWidth": Boolean, "headerLabel": "String", "size": "String" }`
options.content	String	Text content for the modal.
options.contentFullWidth	Boolean	Flag that indicates whether to remove the horizontal padding around the body of the modal in order to fit wider content. Valid values: • true: Remove the padding. • false: Do not remove the padding. Default: false
options.headerLabel	String	Text content for the modal header.
options.size	String	Size of the modal container. Most sizes automatically expand to fill the viewport when the screen size is small. Valid values: • sm • md • lg • fullscreen

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: sm

Returns

Type	Description
None	

This example shows opening a modal with ca omponent ID that ends with `alert-modal`.

```
function handler({api, event, imports, helpers}) {
  helpers.modal.open("[component-id$='alert_modal']")
}
```

helpers - helpers.navigate.setRouteParams(Object params)

Passes the specified parameters down to other components on the same page.

Use this method in any page component that wants to add a parameter in a URL. You may want to add a parameter to a URL when another component needs to know the current value of that parameter when it changes, so it can react to it. For example, use this method to pass the `selectedIndex` of a tab component so it reflected in the URL to give focus to that tab.

Parameters

Name	Type	Description
params	Object	Key-value pairs of optional parameters to pass to other components. This must be a plain, flat object with only primitive values. Array or object references are ignored and not added to the URL. All specified keys must be part of the optional parameters in the route configuration or they are also ignored. For additional information on optional parameters, see Create a page in UI Builder.

Returns

Type	Description
None	

This code example shows how to append the URL `params/selected-tab-index/2`. Note that the parameter in the actual URL is changed from camel case to snake case, so `selectedTabIndex` becomes `selected-tab-index`.

```
function handler({api, event, helpers, imports}) {
  helpers.navigate.setRouteParams({'params':
 {'selectedTabIndex':  2}});
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

helpers - helpers.navigate.to(String route, Object fields, Object params, Boolean redirect, Boolean passiveNavigation, String targetRoute)

Navigates from one screen to another based on the specified route and field information. URL changes and the respective screen loads are observed.

Parameters

Name	Type	Description
route	String	Name of the route. Must be a valid entry from UX App Routes (sys_ux_app_route.list). This value is reflected in the URL, and the URL is created based on the *route*, *fields*, and *optionalParams* column values: `/<route>/<field1Value>/{<field2Value>/params/<optionalParamKey1>/<optionalParamValue1>/<optionalParamKey2>/<optionalParamValue2>` For example: `/record/incident/12345/params/selectedTabIndex/4`
fields	Object	Optional. Key-value pairs of required parameters. For example: `'fields' : {'table': 'incident', 'sysId': '12345'}`.
params	Object	Optional. Key-value pairs of optional parameters. For example: `'params' : {'selectedTabIndex': 4}`.
redirect	Boolean	Flag that indicates whether to remove the latest history entry from the browser history. For example, if you navigate to sites A, B and then C. If *redirect* is set to `true` while navigating to C, the history entry for B is removed. The browser history only shows only A and C. Valid values: • true: Removes the latest history entry, and redirects to the latest URL. • false: Does not remove any history entries. Default: false
passiveNavigation	Boolean	Flag that indicates whether to perform background navigation. Background navigation is when a page is opened but it is not active or shown. For example, opening an inactive tab for the page, but it is not visible but loaded in the background. Valid values: • true: Perform background navigation. • false: Do not perform background navigation. Default: false
targetRoute	String or Object	Sub navigation to a drill-down, deep-link, or sub-tab. If set to `current`, the current route does a sub-navigation under the current URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		For example, if `/record/incident/123` is the current URL, and the following call is made: `helper.navigate.to('record', {'table': 'problem', 'sysId': '567'}, {}, false, false, 'current');` The following URL is generated: `/record/incident/123/sub/record/problem/567` **Note:** *`targetRoute`* can be either a string such as `'current'` or an object, such as `navigation NAV_ITEM_SELECTED payload`.

Returns

Type	Description
None	

This example shows how to navigate to a page passing just the *`route`* parameter.

```
function handler({api, event, imports, helpers}) {
  helpers.navigate.to('test');
}
```

This example shows how to navigate to a page passing the *`route`* and *`fields`* parameters.

```
function handler({api, event, imports, helpers}) {
  helpers.navigate.to('test', {'key': 'value'});
}
```

This example shows how to navigate to a page passing the *`route`*, *`fields`*, and *`params`* parameters.

```
function handler({api, event, helpers, imports}) {
  helpers.navigate.to('test', {'key': 'value'}, {'first':
 'FirstName', 'last': 'Last Name'});
}
```

helpers - helpers.screen.updateStatus(Object statusObj)

Enables pages to report their status updates, such as title, icon, dirty state, message, and error changes.

Status updates are reported to WorkspaceChrome or AppShell, whichever the outer layer is, and acting as the host.

Parameters

Name	Type	Description
statusObj	Object	Payload to send to the current page to report that the content has been updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • *dirtyModalId*: (String) ID of the modal that has changed. • *hasError*: (Boolean) Flag that indicates that there are errors on the page. • *hasUpdate*: (Boolean) Flag that indicates that there were updates to the page. • *icon*: (String) Name of the updated or new icon. • *isDirty*: (Boolean) Flag that indicates whether the page is dirty (values have changed). • *message*: (String) Updated/new message. • *screenKey*: (String) ID of the screen on which the change occurred. Every screen has a *screenKey* as a property on the screen macroponent inside sn-canvas-screen. • *status*: (String) Status operation for this action. This value must be one of the following: inserted, deleted, saved, or closed. • *title*: (String) Updated/new display title. • *tooltipPreview*: (JSON) Updated or new tool tip. For example, `tooltipPreview : { primaryTitle, secondaryContent: {} }`

Returns

Type	Description
None	

```
screen.updateStatus({'dirtyModalId': 'customModalId', 'isDirty':
 true});
```

helpers - helpers.snHttp(String url, Object options)

Makes an HTTP request to the ServiceNow instance and returns a promise with the results.

Note: There is a known issue where objects named *options* are omitted from the HTTP response.

```
{
  options: {},
  otherFields: {}
}

becomes

{
  otherFields: {}
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
url	String	HTTP endpoint relative to the instance URL. For example, `/api/now/table/incident` or `/api/now/table/incident/a83820b58f723300e7e16c7827bdeed`.
options	Object	Describes the contents of the HTTP request. `"options": { "batch": Boolean, "body": {Object}, "headers": {Object}, "method": "String" }`
options.batch	Boolean	Optional. Flag that indicates whether this HTTP request should be batched with other HTTP requests made to the instance. Valid values: • true: Make request as part of a batch request. • false: Make dedicated request. Default: true
options.body	Object	Optional. Data to send as the request body. Only applicable for request methods PUT, POST, and PATCH. Elements in the object depend on the type of HTTP method. For details, refer to the code examples below. Default: `{}`
options.headers	Object	Optional. Additional HTTP request headers. For example: `headers: { "Content-Type": "application/json", "Accept": "application/xml" }`
options.method	String	Optional. HTTP method. Valid values: • DELETE • GET • PATCH • POST • PUT Default: GET

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description

error	Object that describes any error returned by the REST API.
	
	Data type: Object
	
	`"error": {`
	`  "data": "String",`
	`  "message": "String",`
	`  "options": {Object},`
	`  "status": Number,`
	`  "statusText": "String"`
	`}`

error.data	Response returned from the HTTP API. Data type: Defined by REST API
error.message	Message describing the error encountered when trying to process the HTTP request. **Note:** This parameter is not always returned. Data type: String

error.options	Describes the original HTTP request.
	
	Data type: Object
	
	`"options": {`
	`  "headers": {Object},`
	`  "responseHeader": {Object}`
	`}`

error.options.headers	Object containing a list of all of the request headers sent in the request. Data type: Object
error.options.responseHeaders	Object containing a list of all of the response headers sent in the request. Data type: Object
error.status	Returned HTTP error status code, such as 400, 405, or 500. Data type: Number
error.statusText	Returned HTTP status message, such as `Bad Request`. Data type: String
response	Returned when HTTP request is successful. The response to the HTTP request. Data type: Any

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example show how to call *snHttp()* which returns a promise.

```
function handler({api, event, helpers, imports}) {
  helpers.snHttp('/api/now/table/u_movie', {method: 'GET'})
    .then(({response}) => {
      // do something with the table data
    })
    .catch(({error}) => {
      const message = `Error: ${error.data.error.message}`;
      console.error(message);
      api.emit('NOW_UXF_PAGE#ADD_NOTIFICATIONS', {
        id: 'alert5',
        status: 'high',
        icon: 'info-circle-outline',
        content: message,
        action: { type: 'dismiss' }
    });
  });
}
```

The following example show how to call *snHttp()* using *async* and *await*.

```
async function handler({helpers}) {
  try {
    const result = await
 helpers.snHttp('/api/now/table/u_movie', {method: 'GET'});
  } catch ({error}) {
      const message = `Error: ${error.data.error.message}`;
      console.error(message);
      api.emit('NOW_UXF_PAGE#ADD_NOTIFICATIONS', {
        id: 'alert5',
        status: 'high',
        icon: 'info-circle-outline',
        content: message,
        action: { type: 'dismiss' }
      });
  }
}
```

The following example show how to set up a POST request.

```
function handler({api, helpers, event, imports}) {
  helpers
    .snHttp("/api/now/table/incident", {
      method: "POST",
      body: {
        description: "Sample description",
        close_notes: "Sample close notes",
        order: "-1"
      }
    })
    .then(({ response }) => {
      // handle POST request response
    })
    .catch(({ error }) => {
      // handle POST request errors
    });
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following example show how to set up a PUT request.

```
function handler({api, helpers, event, imports}) {
  helpers

 .snHttp("/api/now/table/incident/a83820b58f723300e7e16c7827bdeed2", {
      method: "PUT",
      body: {
        activity_due: "1970-04-02 18:26:17"
      },
      headers: {
        "Content-Type": "application/json",
        "Accept": "application/xml"
      }
    })
    .then(({ response }) => {
      // handle PUT request response
    })
    .catch(({ error }) => {
      // handle PUT request errors
    });
}
```

helpers - helpers.timing.clearInterval(Number timeoutId)

Cancels the execution of the function that was scheduled through a prior `setInterval()` call.

Parameters

Name	Type	Description
timeoutId	Number	Unique identifier of the scheduled function to clear. This value is returned by the corresponding `setInterval()` call.

Returns

Type	Description
None	

This example shows using `clearInterval()` to cancel a timing operation that was previously set using the `setInterval()` method. This function could be invoked by a user clicking a **Disable Auto-refresh** button on a page.

```
function handler({api, helpers}) {
  api.setState('intervalId', ({currentValue}) => {
    if (currentValue > -1) {
      helpers.timing.clearInterval(currentValue);
    }
    return -1;
  });
}
```

helpers - helpers.timing.clearTimeout(Number timeoutId)

Cancels the execution of the function that was scheduled through a prior `setTimeout()` call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
timeoutId	Number	Unique identifier of the scheduled function to clear. This value is returned by the corresponding `setTimeout()` call.

Returns

Type	Description
None	

This code example shows how to terminate a timer with the specified *timeoutId*.

```
function handler({api, helpers}) {
  api.setState('timeoutId', ({currentValue}) => {
    if (currentValue > -1) {
      helpers.timing.clearTimeout(currentValue);
    }
    return -1;
  });
}
```

helpers - helpers.timing.setInterval(Function fn, Number delay)

Repeatedly executes the specified function, using the specified delay value as the interval between function calls.

Unlike the native JavaScript `setInterval()` method, this method does not support passing a code string to evaluate as the first argument. Any additional arguments are passed to the function itself.

Parameters

Name	Type	Description
fn	Function	Function to repeatedly execute.
delay	Number	Length of the time-interval between each function execution. Unit: Milliseconds

Returns

Type	Description
Number	Unique identifier of the function execution operation. Use this value in the helpers - helpers.timing.clearInterval(Number timeoutId) method if you need to cancel this operation.

This code example shows how to refresh the timestamp on a page every second. This function could be invoked by a user clicking an **Enable Auto-refresh** button on a page.

```
function handler({api, helpers}) {
  // Every one second, refresh the value of current timestamp
 client state parameter
  const intervalId = helpers.timing.setInterval(() => {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    api.setState('currentTimestamp', new Date().toString())
  }, 1000);

  // The interval ID is kept in state to use when calling the
 helpers.timing.clearInterval() method at a later point
  api.setState('intervalId', intervalId);
}
```

helpers - helpers.timing.setTimeout(Function fn, Number delay)

Executes the specified function, after the specified delay.

Unlike the native JavaScript *`setTimeout()`* method, this method does not support passing a code string to evaluate as the first argument. Any additional arguments are passed to the function itself.

Parameters

Name	Type	Description
fn	Function	Function to execute.
delay	Number	Length of the time to wait before calling the specified function. Unit: Milliseconds

Returns

Type	Description
Number	Unique identifier of the function execution operation. Use this value in the helpers - helpers.timing.clearTimeout(Number timeoutId) method if you need to cancel this operation.

This code example shows how to set a 20 minute timer. You could associate this function with a button **Remind me in 20 minutes**.

```
function handler({api, helpers}) {
  const timeoutId = helpers.timing.setTimeout(() => {
    api.emit('NOW_UXF_PAGE#ADD_NOTIFICATIONS', {
      id: 'alert5',
      status: 'high',
      icon: 'info-circle-outline',
      content: 'Try to look away at something that is 20 feet
 away from you for a total of 20 minutes.',
      action: { type: 'dismiss' }
    });
  }, 20 * 60 * 1000);

  // The timeout ID is kept in state to use when calling the
 helpers.timing.clearTimeout() method at a later point
  api.setState('timeoutId', timeoutId);
}
```

helpers - helpers.translate(String message, String tokens)

Asynchronously retrieves and translates the specified message based on the current user's session language.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can use this method with the api - setState(String stateParam, Any value) to bind the translated value to other fields on the page.

Note: You can call this method using a promise or `async` and `await`. The code examples below show both implementations.

Parameters

Name	Type	Description
message	String	Message to translate.
tokens	String	Optional. Comma-separated list of parameters to use for replacing string variables. For example: `helpers.translate('Text {0} {1}', 'to', 'translate');`

Returns

Type	Description
String	Translated text string.

The following example shows how to pass in table field references to embed in the corresponding variables in a string, using a promise.

```
function handler ({api, helpers}) {
  helpers.translate('Welcome {0} {1}!', user.firstName,
 user.lastName)
    .then((translatedText) => {
      api.setState('greeting', translatedText);
    });
}
```

The following example shows how to use `async` and `await` in your function instead of a promise.

```
async function handler ({api, helpers}) {
  const translatedText = await helpers.translate('Welcome to
 {0}', 'ServiceNow');
    api.setState('greeting', translatedText);
}
```

Client mobile API reference

Use Cabrillo JS to build custom mobile experiences inside of ServiceNow AI Platform native mobile apps.

Cabrillo JS constants

These are the constants used by Cabrillo JS.

Cabrillo JS constants - button styles

Constants to use when setting the style of a button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties

Name	Type	Description
cabrillo.viewLayout.MORE_MENU_BUTTON_STYLE	String	Indicates that the button appears in the navigation bar's overflow button menu.
cabrillo.viewLayout.REPLACE_BACK_BUTTON_STYLE	String	Replaces the native back button with a Cabrillo button. **Note:** Use this style with caution. If the webpage does not restore the native back button after using the Cabrillo replacement, the user may not be able to navigate back.

Cabrillo JS constants - close button styles

Constants to use when setting the close button style of modal interfaces.

Properties

Name	Type	Description
cabrillo.modal.CLOSE_BUTTON_STYLE_CANCEL	String	The modal has a localized cancel button to close the modal.
cabrillo.modal.CLOSE_BUTTON_STYLE_CLOSE	String	The modal has a localized close button to close the modal.
cabrillo.modal.CLOSE_BUTTON_STYLE_DONE	String	The modal has a localized done button to close the modal.

Cabrillo JS constants - message styles

Constants to use when setting the style of a message.

The appearance of each message style can be customized using theme colors. For more information, see Next Experience theming for mobile.

Properties

Name	Type	Description
cabrillo.message.ERROR_MESSAGE_STYLE	String	The message is styled to indicate an error.
cabrillo.message.INFO_MESSAGE_STYLE	String	The message is styled to indicate non-critical information.
cabrillo.message.SUCCESS_MESSAGE_STYLE	String	The message is styled to indicate a success.
cabrillo.message.WARNING_MESSAGE_STYLE	String	The message is styled to indicate a warning.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cabrillo JS constants - modal presentation styles

Constants to use when setting the presentation style of modal interfaces.

Properties

Name	Type	Description
cabrillo.modal.MODAL_PRESENTATION_STYLE_FULL_SCREEN	String	The modal is presented full screen.
cabrillo.modal.MODAL_PRESENTATION_STYLE_FORM_SHEET	String	The modal is presented as a form sheet, but may adapt to full screen on small devices.

Cabrillo JS data types

These are common data types used by Cabrillo JS APIs.

Cabrillo.Attachment

Defines an attachment.

Properties

Name	Type	Description
content_type	String	The attachment content type.
ext	String	The attachment file extension.
file_name	String	The full file name of the attachment including the extension.
sys_created_by	String	The user name of the user that created the attachment.
sys_id	String	The attachment record sys_id.
sys_updated_on	String	The date the attachment record was updated.
table_name	String	Name of the table containing the record to which the attachment is attached.
table_sys_id	String	The sys_id of the record that to which the attachment is attached.
thumbnail	String	The URL for the image thumbnail of the attachment. Only applies to image attachments.

Cabrillo.AttachmentOptions

Defines attachment options.

Properties

Name	Type	Description
isSingleSelection	Boolean	Optional. Flag that indicates whether the document picker for uploading files allows multi-selection. Valid values: • true: Only one file to upload can be selected at a time. • false: Multiple files to upload can be selected at a time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Type	Description
		Default: False

Cabrillo.Button

Defines a button. Different interface contexts may support a subset of a button's properties.

Properties

Name	Type	Description
backgroundColor	String	Background color of the button or badge. A string containing hex, RGB, HSL, or an x11-named color. **Note:** The color can't be set for buttons in the navigation bar. The color can be set for bottom buttons.
badgeCount	Number	Number value to display on the button's badge.
buttonId	String	Required. Unique id for the button. This value is returned in the button action payload to indicate which button the user tapped.
buttonStyle	String	Used to customize the style of the button.
enabled	Boolean	Indicates whether the button is enabled.
imageName	String	Specifies an image. Possible values are: • add: Displays an add button. • back: Displays a back arrow image to navigate back. • cart: Displays a shopping cart. • close: Displays an X image to navigate back. • edit: Displays an edit button. • filter: Displays a filter button. • menu: Displays a menu button. • search: Displays a search button.
textColor	String	The text color of the badge or button. A string containing hex, RGB, HSL, or an x11-named color. **Note:** The color can't be set for buttons in the navigation bar. The color can be set for bottom buttons.
title	String	Title of the button. The string should be localized.

Cabrillo.ModalResponse

Contains the result passed from a modal window that was dismissed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties

Name	Type	Description
results	Object	The result from the dismissed modal window.

Cabrillo.NavigationRequest

Specifies a request to navigate to a list or record.

Properties

Name	Type	Description
table	String	The table to navigate to. Required for both list and record navigation.
sysId	String	The sys_id of the record to navigate to. Required for record navigation.
query	String	An encoded query for the requested list. Can be used to seed values for record navigation requests.
view	String	The list or record view.

Cabrillo.Rect

Contains the location and dimensions of a rectangle.

Properties

Name	Type	Description
x	Number	The x origin of the rectangle.
y	Number	The y origin of the rectangle.
width	Number	The width in points.
height	Number	The height in points.

Cabrillo.Spinner

Defines a spinner.

Properties

Name	Type	Description
mask	Boolean	Optional. Determines whether to display a mask behind the spinner. Valid values: • true: Displays a mask behind the spinner. • false: Does not display a mask behind the spinner.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Type	Description
		Default: false
maskColor	String	Color of the mask, if enabled.

cabrillo - Client

Cabrillo JS is a client side JavaScript API for accessing capabilities inside ServiceNow native mobile applications.

Use Cabrillo JS to build a custom mobile experience in ServiceNow native mobile applications. Cabrillo JS provides APIs to use native device capabilities, native mobile UI, and other ServiceNow mobile functionality.

Cabrillo JS is available in AngularJS as an injectable parameter. For example, you can inject Cabrillo JS in a Service Portal widget client script.

```
function(cabrillo) {
    var c = this;

    // Used to determine if Cabrillo is executing in
 ServiceNow's native mobile apps.
    c.isNative = cabrillo.isNative();
}
```

Cabrillo JS APIs are only supported when executing in ServiceNow native mobile applications. Use the *`cabrillo.isNative()`* API to determine if the script is executing in a native context.

Note: Cabrillo JS APIs are unavailable in GlideForm client scripts.

cabrillo - isNative()

Boolean value indicating if Cabrillo JS is executing a ServiceNow native mobile application.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if Cabrillo JS is running in a native context; otherwise, false.

```
var isNative = cabrillo.isNative();
```

cabrillo.attachments - Client

The name space for Cabrillo JS attachment functions. This enables adding and viewing attachments.

cabrillo.attachments - addFile(String tableName, String sysId, Object params, String options)

Presents a document picker and uploads the selected file.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important: This method is deprecated. Use the addFiles() method instead.

Parameters

Name	Type	Description
tableName	String	Table name of the record to which to attach the attachment.
sysID	String	The sys_id of the record to which to attach the attachment.
params	Object	Unused. Set to null.
options	String	Unused. Set to null.

Returns

Type	Description
promise	If successful a Cabrillo.Attachment object. If the operation fails, an error.

```
var table = 'incident';
var sysID = 'a9e30c7dc61122760116894de7bcc7bd';

cabrillo.attachments.addFile(table,
    sysID,
    null,
    null
).then(function(attachment) {
    if (attachment) {
        console.log('Added a new file.', attachment);
    } else {
        console.log('User cancelled adding an attachment.');
    }
}, function(error) {
    console.log('Failed to attach new file.', error);
});
```

cabrillo.attachments - addFiles(String tableName, String sysId, Object params, Object options)

Presents a document picker to select and upload files.

Parameters

Name	Type	Description
tableName	String	Name of the table that contains the record to attach the file to.
sysID	String	Sys_id of the record to attach the file to.
params	Object	Optional. Reserved for future use. Set to null.
options	Object	Optional. Additional settings for uploading files. `{ "isSingleSelection": Boolean }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
options.isSingleSelection	Boolean	Optional. Flag that indicates whether the document picker for uploading files allows multi-selection. Valid values: • true: Only one file to upload can be selected at a time. • false: Multiple files to upload can be selected at a time. Default: False

Returns

Type	Description
Promise	Contains any successfully created attachments and any errors. If multiple files were selected, a Cabrillo.Attachment is created for each successfully uploaded file while an error message is generated for each unsuccessful upload. Data type: Object `{ "attachments": [Array], "errors": [Array] }`
Promise.attachments	Contains any successfully created attachments. Data type: Array `"attachments": [Cabrillo.Attachment]`
Promise.errors	Contains any errors. Data type: Array `"errors": ["String"]`

This example creates a button for adding multiple attachments to an incident record and checks for any upload errors.

```
this.attachMultipleFilesButton = function() {
   c.log("Attempting to add multiple attachments to
 INC0010453");
   var table = 'incident';
   var sysID = 'fc74aefa1bfb2c10181499f1b24bcb3c';

   cabrillo.attachments.addFiles(table,
 sysID).then(function(result) {
      if (result) {
         handleMultipleResult(result)
      } else {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
         c.log('User cancelled adding an attachment.');
      }
   }, function(error) {
      c.log('Failed to attach new files.', error);
   });
}

// A helper function to handle addFiles results
function handleMultipleResult(result) {
   c.log('Added multiple attachments.', result);
   if (result.attachments) {
      c.log('Number of new attachments',
 result.attachments.length);
   }
   if (result.errors) {
      c.log('Number of errors during upload',
 result.errors.length);
   }
}
```

cabrillo.attachments -viewFile(Cabrillo.Attachment attachment, Cabrillo.Rect sourceRect, String sourceBase64Image)

Presents a document picker and uploads the selected file.

Note: Scaling using a sourceRect parameter with a sourceBase64 image is only supported on iOS. Android ignores these parameters and opens the image without a scaling animation.

Parameters

Name	Type	Description
attachment	Cabrillo.Attachment	Describes the attachment to view.
sourceRect	Cabrillo.Rect	Optional. Describes the source rectangle of the image to scale up.
sourceBase64Image	String	Optional. A base64 representation of the source image to scale up.

Returns

Type	Description
promise	If successful, an unresolved object, otherwise an error.

```
// A Cabrillo.Attachment dictionary to view
var attachment = {
    sys_id: '8e99daa3ff133100ba13fffffffff2d',
    content_type: 'image/jpeg',
    path: '8e99daa3ff133100ba13fffffffff2d.iix'
};

cabrillo.attachments.viewFile(attachment,
    null,
    null
).then(function() {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    // It worked. Nothing to do here.
}, function(error) {
    console.log('Failed to view file.', error);
});
```

To scale an image that was tapped into a native image viewer, the *viewFile()* method accepts optional arguments for the image's rectangle on the page as well as a base64 encoded thumbnail of the image. The thumbnail is scaled into the full size image with an animation.

```
// Grab image metadata from an image that was tapped
var imageMetadata = imageMetadataFromEvent(event);

// Optional rect of image on page
var imageRect = imageMetadata.rect;

// Optional base64 encoded image to scale up into native viewer
var base64EncodedImage = imageMetadata.base64;

// A Cabrillo.Attachment dictionary to view
var attachment = {
    sys_id: '8e99daa3ff133100ba13fffffffff2d',
    content_type: 'image/jpeg',
    path: '8e99daa3ff133100ba13fffffffff2d.iix'
}

cabrillo.attachments.viewFile(attachment,
    imageRect,
    base64EncodedImage
).then(function() {
    // It worked. Nothing to do here.
}, function(error) {
    console.log('Failed to view file.', error);
});
```

cabrillo.camera - Client

Cabrillo JS camera functions to provide camera access for bar code scanning.

cabrillo.camera - getBarcode()

Provides a standard interface for scanning bar codes. Use this to present a bar code scanner and capture scanned result.

Supported bar code types.

- 1D bar codes: EAN-13, EAN-8, UPC-A, UPC-E, Code-39, Code-93, Code-128, ITF
- 2D bar codes: QR Code, Data Matrix, PDF-417, AZTEC

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
promise	Resolves to a bar code string, or if the operation fails, an error.

```
cabrillo.camera.getBarcode().then(function(barcode) {
    if (barcode) {
        console.log('Scanned barcode.', barcode);
    } else {
        console.log('User cancelled scanning barcode.');
    }
}, function(error) {
    console.log('Failed to scan barcode.', error);
});
```

cabrillo.flowControl - Client

Cabrillo JS functions for managing the flow of a web view.

cabrillo.flowControl - flowEnded(String flowName)

Indicates to the client that the web flow is complete.

The mobile client can then take appropriate action, which typically is to close the web view.

Parameters

Name	Type	Description
flowName	String	Optional. The name of the web flow to close.

Returns

Type	Description
None	

```
var flowName = 'Open Incident Flow';
cabrillo.flowControl.flowEnded(flowName);
```

cabrillo.flowControl - flowEndedWithUpdate(String flowName, boolean clientRefreshNeeded)

Indicates to the client that the web flow is complete and the client should update the native screens.

The mobile client can then take appropriate action, which typically is to close the web view.

Parameters

Name	Type	Description
flowName	String	Optional. The name of the web flow to close.
clientRefreshNeeded	Boolean	Optional. Flag that indicates whether the client needs to refresh the displayed data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Valid values: • true: The client needs to refresh the displayed data. • false: The client doesn't need to refresh the displayed data. Default: false

Returns

Type	Description
None	

```
var flowName = 'Open Incident Flow';
var clientRefreshNeeded = true;
cabrillo.flowControl.flowEnded(flowName, clientRefreshNeeded);
```

cabrillo.message - Client

Cabrillo JS functions to display messages in the native UI.

cabrillo.message - showMessage(String style, String title)

Displays a message in the native UI.

Parameters

Name	Type	Description
style	String	Style of the banner. Possible values: • cabrillo.message.ERROR_MESSAGE_STYLE • cabrillo.message.INFO_MESSAGE_STYLE • cabrillo.message.SUCCESS_MESSAGE_STYLE • cabrillo.message.WARNING_MESSAGE_STYLE For more information, see Cabrillo JS constants - message styles.
title	String	Text to display in the banner.

Returns

Type	Description
promise	If successful, an unresolved object, otherwise an error.

```
var style = cabrillo.message.SUCCESS_MESSAGE_STYLE;
var title = "You did it!";
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
cabrillo.message.showMessage(
   style,
   title
).then(function(response) {
   console.log('success');
}, function(error) {
   console.log(error);
});
```

cabrillo.modal - Client

Cabrillo JS functions for presenting web content inside of native modals.

cabrillo.modal - dismissModal(Object data)

Use to dismiss a modal that has been presented with the *`presentModal()`* function.

A presented modal is responsible for dismissing itself and passing any results back to the presenting context. The *`dismissModal()`* function must be called from the presented context not from the presenting context.

Parameters

Name	Type	Description
data	Object	Optional. An object to pass back to the presenting context when the presented context dismisses itself.

Returns

Type	Description
promise	If successful, an unresolved object, otherwise an error.

```
// Any object can be passed back to the presenting context when
 the presented context dismisses itself.
var results = {
    team: 'Mobile'
    company: 'ServiceNow'
}

cabrillo.modal.dismissModal(results).then(function() {
    console.log('Modal was dismissed and results were passed to
 presenting context.');
}, function(error) {
    console.log(error);
});
```

cabrillo.modal - presentModal(String title, String url, String closeButtonStyle, String modalPresentationStyle)

Presents content in a native modal interface.

Parameters

Name	Type	Description
title	String	Title of the modal interface.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
url	String	The URL to open the modal. This must be an internal instance URL (fully qualified or relative; a relative URL is preferred).
closeButtonStyle	String	Close button style of the modal interface. Possible values: • cabrillo.modal.CLOSE_BUTTON_STYLE_CANCEL • cabrillo.modal.CLOSE_BUTTON_STYLE_CLOSE • cabrillo.modal.CLOSE_BUTTON_STYLE_DONE For more information, see Cabrillo JS constants - close button styles.
modalPresentationStyle	String	Presentation style of the modal interface. Possible values: • cabrillo.modal.MODAL_PRESENTATION_STYLE_FULL_SCREEN • cabrillo.modal.MODAL_PRESENTATION_STYLE_FORM_SHEET For more information, see Cabrillo JS constants - modal presentation styles. **Note:** This parameter is only supported on Apple iOS.

Returns

Type	Description
promise	If successful, a Cabrillo.ModalResponse object, otherwise an error.

Present a native modal that loads a custom URL. This presents a custom Service Portal page in a form sheet style modal. The promise is fulfilled when the modal is dismissed. See the *dismissModal()* function for custom dismissal capabilities.

```
cabrillo.modal.presentModal('Portal Page',
    '/$sp.do?id=my_modal_page',
    cabrillo.modal.CLOSE_BUTTON_STYLE_CLOSE,
    cabrillo.modal.MODAL_PRESENTATION_STYLE_FORM_SHEET
).then(function(response) {
    // The results from the modal are in a results key on the
 response object.
    var results = response && response.results ?
 response.results : null;

    if (results) {
        console.log('Modal dismissed with results.', results);
    } else {
        console.log('Modal dismissed without results.');
    }
}, function(error) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    console.log(error);
});
```

cabrillo.navigation - Client

Cabrillo JS functions for forward and backward navigation.

cabrillo.navigation - goBack()

Enables backward navigation.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Returns true if Cabrillo JS will navigate backward; otherwise false.

```
cabrillo.navigation.goBack();
```

cabrillo.navigation - goto(String url, Cabrillo.NavigationRequest request)

Enables forward navigation.

Use the request parameter not the url parameter for list or record navigation.

Parameters

Name	Type	Description
url	String	An URL to navigate to. This should be used for custom URL navigation. Optional.
request	Cabrillo.NavigationRequest	Describes the list or record to navigate to. Optional.

Returns

Type	Description
Boolean	Returns true if Cabrillo JS will navigate; otherwise returns false.

Navigate to a URL.

```
cabrillo.navigation["goto"]('/$sp.do?id=my_custom_page');
```

Navigate to a list. The request parameter is preferred over the url parameter for list navigation.

```
// A Cabrillo.NavigationRequest dictionary that specifies a list
 of active incidents.
var request = {
    table: 'incident',
    query: 'active=true',
};
cabrillo.navigation["goto"](null, request);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Navigate to a record. The request parameter is preferred over the url parameter for record navigation.

```
// A Cabrillo.NavigationRequest dictionary that specifies an
 incident record.
var request = {
    table: 'incident',
    sysId: 'a9e30c7dc61122760116894de7bcc7bd'
};
cabrillo.navigation["goto"](null, request);
```

Navigate to a new record.

```
// A Cabrillo.NavigationRequest dictionary that specifies a new
 incident record.
// The new record will be seeded with the encoded query.
var request = {
    table: 'incident',
    sysId: '-1',
    query: 'short_description=This is a new incident.'
};
cabrillo.navigation["goto"](null, request);
```

cabrillo.nowapp - Client

The name space for Cabrillo Now App functions. This enables you to interact with screens inside of ServiceNow AI Platform® native mobile apps.

cabrillo.nowapp - openLauncherScreen(String launcherScreenId)

Opens a mobile launcher native screen.

Parameters

Name	Type	Description
launcherScreenId	String	Sys_id of the launcher screen from the Applet launcher [sys_sg_applet_launcher] table.

Returns

Type	Description
Boolean	Flag that indicates whether the method is available on the native side. Valid values: • true: the method is available on the native side • false: the method is not available on the native side.

```
const launcherScreenId = 'a9e30c7dc61122760116894de7bcc7bd';
const result =
 cabrillo.nowapp.openLauncherScreen(launcherScreenId);
If (result === false) {
    console.log("method is not available")
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Output:

```
true
```

cabrillo.nowapp - openScreen(String screenId)

Opens a mobile native screen.

Parameters

Name	Type	Description
screenId	String	The sys_id of the screen record to open from the Screen [sys_sg_screen] table.

Returns

Type	Description
Boolean	Flag that indicates whether the method is available on the native side. Valid values: • true: the method is available on the native side • false: the method is not available on the native side.

```
const screenId = 'a9e30c7dc61122760116894de7bcc7bd';
cabrillo.nowapp.openScreen(screenId);
If (result === false) {
    console.log("method is not available")
}
```

Output:

```
true
```

cabrillo.nowapp - openScreenWithRecordContext(String screenId, String table, String recordId)

Opens a mobile native screen with a record context.

Parameters

Name	Type	Description
ScreenId	string	Sys_id of the screen record to open from the Screen [sys_sg_screen] table.
table	string	The record table.
record	string	The record sys_id.

Returns

Type	Description
Boolean	Flag that indicates whether the method is available on the native side.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Valid values: • true: the method is available on the native side • false: the method is not available on the native side.

```
const screenId = 'a9e30c7dc61122760116894de7bcc7bd';
const recordId= '8e99daa3ff133100ba13757574847f2d';
const table= 'sys_users';
const result =
 cabrillo.nowapp.openScreenWithRecordContext(screenId, table,
 recordId);
If (result === false) {
    console.log("method is not available")
}
```

Output:

```
true
```

cabrillo.nowapp - performFunction(String functionId, String table, String recordId)

Executes a native mobile function.

Note: Only Action functions are supported for the Vancouver release. For more information, see Action functions.

Parameters

Name	Type	Description
functionId	string	Sys_id of the target function from the Button [sys_sg_button] table.
table	string	The record table. Optional for Global Action items. For more information about mobile function, see Action functions. **Note:** Differences between Global and Record actions: • Record: Applies an action at the record level. For example, use this option to create a button that changes the state of a record. You can set the context to Record for actions on a particular field, a particular record, or swipe actions. If the action function includes a UI parameter with the Input source field set to Auto fill, you must specify the table in the Table field. • Global: Applies an action at the global, or list level. For example, use this option to add a button that creates a record. Do not use the Global setting for actions that are in the context of a record, or actions that include a UI parameter with the Input source field set to Auto fill.
recordId	string	The record sys_id. Optional for Global Action Items. For more information about mobile function, see Action functions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Note: Differences between Global and Record action items: • Record: Applies an action at the record level. For example, use this option to create a button that changes the state of a record. You can set the context to Record for actions on a particular field, a particular record, or swipe actions. If the action function includes a UI parameter with the Input source field set to Auto fill, you must specify the table in the Table field. • Global: Applies an action at the global, or list level. For example, use this option to add a button that creates a record. Do not use the Global setting for actions that are in the context of a record, or actions that include a UI parameter with the Input source field set to Auto fill.

Returns

Type	Description
Boolean	Flag that indicates whether the method is available on the native side. Valid values: • true: the method is available on the native side • false: the method is not available on the native side.

```
const functionId= 'a9e30c7dc61122760116894de7bcc7bd';
const recordId= '8e99daa3ff133100ba13757574847f2d';
const table= 'sys_users';
const result = cabrillo.nowapp.performFunction(functionId,
 table, recordId);
If (result === false) {
    console.log("method is not available")
}
```

Output:

```
true
```

cabrillo.nowapp - refresh()

Refresh the UI stack in the event a table update is made in the web view that may affect a previous screen.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the method is available on the native side. Valid values: • true: the method is available on the native side • false: the method is not available on the native side.

```
const result = cabrillo.nowapp.refresh();
If (result === false) {
    console.log("method is not available")
```

Output:

```
true
```

cabrillo.viewLayout - Client

Cabrillo JS functions to provide access to native UI elements like buttons and spinners.

cabrillo.viewLayout - getTitle()

Gets the current native view's title.

Parameters

Name	Type	Description
None		

Returns

Type	Description
promise	If successful, resolves to the title text, otherwise an error.

```
cabrillo.viewLayout.getTitle()
.then(function(title) {
   console.log(title);
}, function(error) {
   console.log(error);
});
```

cabrillo.viewLayout - hideBackButton()

Hides the back button on the client interface.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
cabrillo.viewLayout.hideBackButton();
```

cabrillo.viewLayout - hideSpinner()

Hides a native spinner in the current interface.

Parameters

Name	Type	Description
None		

Returns

Type	Description
void	

```
cabrillo.viewLayout.hideSpinner();
```

cabrillo.viewLayout - setBottomButtons(Array buttons, Function execute)

Set buttons at the bottom of the current interface.

Images and badges are not supported in bottom buttons.

Parameters

Name	Type	Description
buttons	Array of Cabrillo.Button objects	Describes the buttons to set. A maximum of one button is currently supported.
execute	Function	The function to call when a button is tapped. The function has no return value and takes the selected button index as its only parameter. The function must have a single parameter that is a Number.

Returns

Type	Description
promise	If successful, an unresolved object, otherwise an error.

Set bottom buttons.

```
var buttons = [
    {
        title: 'Add to Cart',
        buttonId: 'btnAddCart',
        enabled: true,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        backgroundColor: '#3091F9',
        textColor: '#FFFFFF'
    }
];

cabrillo.viewLayout.setBottomButtons(buttons, (buttonIndex) => {
    console.log('Success. Received an event from the button.');
}).catch((err) => {
    console.log('Failed to register buttons.');
    console.error(err);
});
```

Clear bottom buttons.

```
cabrillo.viewLayout.setBottomButtons();
```

cabrillo.viewLayout - setNavigationBarButtons(Array buttons, Function execute)

Set buttons in the navigation bar of the current interface.

Images and badges for buttons that appear in the overflow button menu are omitted. For this reason, it's best to provide a title and an image name when setting an image button in the navigation bar.

Parameters

Name	Type	Description
buttons	Array of Cabrillo.Button objects.	Describes the buttons to set. Buttons may overflow into an additional menu as needed.
execute	Function	The function to call when a button is tapped. The function has no return value and takes the selected button index as its only parameter. The function must have a single parameter that is a Number.

Returns

Type	Description
promise	If successful, an unresolved object, otherwise an error.

Set navigation bar buttons.

```
var buttons = [
   {
      title: "Save",
      enabled: true,
      buttonId: "btnSave",
   },
];

cabrillo.viewLayout
   .setBottomButtons(buttons, (buttonIndex) => {
      console.log("Success. Received an event from the
 button.");
   })
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   .catch((err) => {
      console.log("Failed to register buttons.");
      console.error(err);
   });
```

Handle multiple buttons.

```
var buttons = [
   {
      title: "Save",
      enabled: true,
      buttonId: "btnSave",
   },
   {
      title: "Delete",
      enabled: true,
      buttonId: "btnDelete",
   },
];

cabrillo.viewLayout
   .setNavigationBarButtons(buttons, (buttonIndex) => {
      switch (buttonIndex) {
         case 0:
            console.log("Received an event from the Save
 button.");
            break;
         case 1:
            console.log("Received an event from the Delete
 button.");
            break;
      }
   })
   .catch((err) => {
      console.log("Failed to register buttons.");
      console.error(err);
   });
```

Buttons placed in the navigation bar can be represented by an image.

```
var buttons = [
   {
      title: "Compose",
      buttonId: "btnCompose",
      imageName: "compose",
      enabled: true,
   },
];

cabrillo.viewLayout
   .setNavigationBarButtons(buttons, (buttonIndex) => {
      console.log("Success. Received an event from the
 button.");
   })
   .catch((err) => {
      console.log("Failed to register buttons.");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      console.error(err);
   });
```

A native back button is shown in the native app by default, but you can replace the back button with a Cabrillo button by setting a button's `buttonStyle` property.

```
var buttons = [
   {
      title: "Cancel",
      buttonId: "btnCancel",
      imageName: "close",
      buttonStyle:
 cabrillo.viewLayout.REPLACE_BACK_BUTTON_STYLE,
      enabled: true,
   },
   {
      title: "Done",
      enabled: true,
   },
];

cabrillo.viewLayout
   .setNavigationBarButtons(buttons, (buttonIndex) => {
      switch (buttonIndex) {
         case 0:
            c.log("Cancel button was clicked.");
            break;
         case 1:
            c.log("Done button was clicked.");
            break;
      }
   })
   .catch((err) => {
      c.log("Failed to register buttons.");
      c.error(err);
   });
```

Buttons are placed in the overflow button menu as needed. To force a button into the overflow button menu, set the button's buttonStyle property.

```
var buttons = [
   {
      title: "Save",
      buttonId: "btnSave",
      buttonStyle: cabrillo.viewLayout.MORE_MENU_BUTTON_STYLE,
      enabled: true,
   },
];

cabrillo.viewLayout
   .setNavigationBarButtons(buttons, (buttonIndex) => {
      console.log("Success. Received an event from the
 button.");
   })
   .catch((err) => {
      console.log("Failed to register buttons.");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      console.error(err);
   });
```

Buttons may have a badge when placed in the navigation bar. This example sets a button with a shopping cart icon and a badge count of 3. The badge has a blue background with white text.

```
var buttons = [
   {
      title: "Cart",
      buttonId: "btnCart",
      imageName: "cart",
      badgeCount: 3,
      backgroundColor: "#3091F9",
      textColor: "#FFFFFF",
      enabled: true,
   },
];

cabrillo.viewLayout
   .setNavigationBarButtons(buttons, (buttonIndex) => {
      console.log("Success. Received an event from the
 button.");
   })
   .catch((err) => {
      console.log("Failed to register buttons.");
      console.error(err);
   });
```

Clear navigation bar buttons.

```
cabrillo.viewLayout.setNavigationBarButtons();
```

cabrillo.viewLayout - setTitle(String title)

Sets the current native view's title.

Parameters

Name	Type	Description
title	String	The title of the interface.

Returns

Type	Description
void	

```
cabrillo.viewLayout.setTitle('My Title');
```

cabrillo.viewLayout - showBackButton()

Shows the back button on the client interface.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

```
cabrillo.viewLayout.showBackButton();
```

cabrillo.viewLayout - showSpinner(Object options)

Shows a native spinner in the current interface.

Parameters

Name	Type	Description
options	Object	Optional. Additional settings to modify the appearance of the spinner. `{ "mask": Boolean, "maskColor": "String" }`
options.mask	Boolean	Optional. Determines whether to display a mask behind the spinner. Valid values: • true: Displays a mask behind the spinner. • false: Does not display a mask behind the spinner. Default: false
options.maskColor	String	Color of the mask, if enabled.

Returns

Type	Description
None	

```
var options = { mask: true, maskColor: '#ffffff' };
cabrillo.viewLayout.showSpinner(options);
```

m_form - Client

Provides methods to get and set input values on input form screens, as well as display messages.

This API supports the following input types:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Boolean
- Choice
- Date/time
- Number
- Reference
- String

This API can be used with the MobileScriptIncludeCaller - Client API to auto-fill inputs on input form screens. For more information about input form screens, see Input form screen.

Use this API in the **Client script** field of a Mobile UI Rule Action. For instructions on configuring a Mobile UI Rule Action with the correct settings for this API, see Configure auto-fill inputs on input form screens.

m_form - addErrorMessage(String message)

Displays an error message at the top of the input form screen.

Parameters

Name	Type	Description
message	String	The message to display.

Returns

Type	Description
None	

In this example, an informational or error message is displayed on the form depending on the value entered for the priority.

```
// Client script in a Mobile UI Rule Action
function onChange(inputName, newValue) {
   var priority = newValue;
   if (priority > 0 && priority < 3) {
      getMessage("This incident should be handled ASAP",
 function(response){
         m_form.addInfoMessage(response);
      });
   } else {
      getMessage("The selected priority is invalid",
 function(response){
         m_form.addErrorMessage(response);
      });
   }
}
```

m_form - addInfoMessage(String message)

Displays an informational message at the top of the input form screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
message	String	The message to display.

Returns

Type	Description
None	

In this example, an informational or error message is displayed on the form depending on the value entered for the priority.

```
// Client script in a Mobile UI Rule Action
function onChange(inputName, newValue) {
   var priority = newValue;
   if (priority > 0 && priority < 3) {
      getMessage("This incident should be handled ASAP",
 function(response){
         m_form.addInfoMessage(response);
      });
   } else {
      getMessage("The selected priority is invalid",
 function(response){
         m_form.addErrorMessage(response);
      });
   }
}
```

m_form - getValue(String inputName)

Returns the value of a specified input on an input form screen.

Parameters

Name	Type	Description
inputName	String	Name of the input to return the value of.

Returns

Type	Description
String	The value of the specified input. **Note:** If the input is a choice list with multi-select, the return type is an array of strings containing the selected values.

This client script passes the employee_id input value to the script include, which uses the ID to look up the employee's title. The title is provided to the callback function, which it uses to auto-fill the business_title input on the input form screen.

```
// Client script in a Mobile UI Rule Action
function onChange(inputName, newValue) {
   var employeeId = m_form.getValue("employee_id");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   var caller = new MobileScriptIncludeCaller("UserUtilsTest",
 "getBusinessTitle");
   caller.addParam("employeeId", employeeId);
   caller.call(function(response) {
      m_form.setValue("business_title", response);
   });
}
```

Script include.

```
// Mobile callable script include
var UserUtilsTest = Class.create();
UserUtilsTest.prototype =
 Object.extendsObject(global.AbstractMobileCallableInclude, {
   getBusinessTitle: function() {
      var employeeId = this.getParameter("employeeId");
      var gr = new GlideRecord("sys_user");
      gr.get(employeeId);
      return gr.getValue("title");
   },
   type: 'UserUtilsTest'
});
```

m_form - setAffectedInputs(Array inputNames)

Adds a shimmering effect to specified inputs indicating that the value is being set by a script.

The shimmering effect ends once the value for the input is set.

Parameters

Name	Type	Description
inputNames	Array	Array of strings containing the names of inputs to apply the shimmer effect to.

Returns

Type	Description
None	

This client script adds a shimmer effect to the caller input to indicate that it's auto-filled.

```
// Client script in a Mobile UI Rule Action
function onChange(inputName, newValue) {
   var affectedInputs = [];
   affectedInputs.push("Caller");
   m_form.setAffectedInputs(affectedInputs);
   m_form.setValue("Caller",
 ["800b174138d089c868d09de320f9833b",
 "46d44a23a9fe19810012d100cca80666"]);
   var result = m_form.getValue("Caller");
   console.log(`Ref test: ${result[0]}`);
}
```

m_form - setValue(String inputName, Object value, String displayValue)

Sets the value of a specified input on an input form screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
inputName	String	Name of the input to set the value of.
value	Object	Value to set the input to. The data type of the value varies based on the input being set.
displayValue	String	Optional. Use this parameter when setting the value of Reference type inputs.

Returns

Type	Description
None	

This example sets an integer value for the order input.

```
m_form.setValue("order", 5);
```

This example sets a string value for the description input.

```
m_form.setValue("description", "This is the description
 content");
```

This example uses an object containing the value and display value to set a reference type input.

```
m_form.setValue("Caller",
 [{"value":"800b174138d089c868d09de320f9833b",
 "displayValue":"Abel Tuter"}]);
```

MobileScriptIncludeCaller - Client

Provides methods to call script includes from Mobile UI Rule Actions.

This API can be used with the m_form - Client API to auto-fill inputs on input form screens. For more information about input form screens, see Input form screen.

Use this API in the **Client script** field of a Mobile UI Rule Action. For instructions on configuring a Mobile UI Rule Action with the correct settings for this API, see Configure auto-fill inputs on input form screens.

The script include must have the **Mobile callable** field selected to be called by this API.

MobileScriptIncludeCaller - MobileScriptIncludeCaller(String scriptName, String functionName)

Creates an instance of the *`MobileScriptIncludeCaller`* class with the script include and function to call.

Parameters

Name	Type	Description
scriptName	String	Name of the mobile-callable script include to call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		If the script include supports cross-scope access and it's in a different scope than the client script, the name of the script include must be prefixed with the scope.
functionName	String	The public function to call in the script include.

This example shows how to create an instance of the *MobileScriptIncludeCaller* class that can be used to call the `getBusinessTitle()` function in the UserUtilsTest script include.

```
var caller = new MobileScriptIncludeCaller("UserUtilsTest",
 "getBusinessTitle");
```

MobileScriptIncludeCaller - addParam(String key, Object value)

Adds a parameter to pass when calling the script include.

This method enables you to pass values from the input form to the script include.

Parameters

Name	Type	Description
key	String	Key to use for the parameter.
value	Object	Value of the parameter.

Returns

Type	Description
None	

This example shows how to add the value of the employee_id input from the input form to the *MobileScriptIncludeCaller* object.

```
var employeeId = m_form.getValue("employee_id");
var caller = new MobileScriptIncludeCaller("UserUtilsTest",
 "getBusinessTitle");
caller.addParam("employeeId", employeeId);
```

MobileScriptIncludeCaller - call(Function successCallback, Function errorCallback)

Calls the script include specified by the constructor.

The server call executes asynchronously and the script include's response is passed to the callback function. If the response from the server fails, for example if the script include isn't found, the response argument passed to the callback is empty or null.

The script include must have the **Mobile callable** field selected to be called by this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
successCallback	Function	Optional. The name of the callback function to process the results returned by the server. If a callback function isn't provided, this method returns a promise, which can be consumed using the Promise API.
errorCallback	Function	Optional. The name of the callback function to call if an error occurs.

Returns

Type	Description
None	

This client script passes the employee_id input value to the script include, which uses the ID to look up the employee's title. The title is provided to the callback function, which it uses to auto-fill the business_title input on the input form screen.

```
// Client script in a Mobile UI Rule Action
function onChange(inputName, newValue) {
   var employeeId = m_form.getValue("employee_id");
   var caller = new MobileScriptIncludeCaller("UserUtilsTest",
 "getBusinessTitle");
   caller.addParam("employeeId", employeeId);
   caller.call(function(response) {
      m_form.setValue("business_title", response);
   });
}
```

Script include.

```
// Mobile callable script include
var UserUtilsTest = Class.create();
UserUtilsTest.prototype =
 Object.extendsObject(global.AbstractMobileCallableInclude, {
   getBusinessTitle: function() {
      var employeeId = this.getParameter("employeeId");
      var gr = new GlideRecord("sys_user");
      gr.get(employeeId);
      return gr.getValue("title");
   },
   type: 'UserUtilsTest'
});
```

Mobile SDK API reference

Use the ServiceNow Mobile SDK to leverage the functionality and resources of the ServiceNow platform within your standalone mobile Android and iOS applications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile SDK API reference - Android

The Mobile SDK for Android provides the classes necessary to interface Android devices with the ServiceNow platform.

It provides classes that enable you to create feature services such as chat, REST API interface, GraphQL, and web access, that allow you to create interactive applications on any Android device.

For additional information on how to implement specific use cases using this API, see the Mobile SDK Developer Guide - Android.

AuthorizationToken class - Android

The `AuthorizationToken` class provides the authorization token provided by the host application. Used by the NowSDK to authorize access to a specified ServiceNow instance for the currently logged in user.

Properties

Name	Type	Description
token	String	Value of the authorization token.
type	String	Type of authorization token. Valid values (case-sensitive): • JWT • OAuthAccess • OAuthRefresh

AuthorizatonToken - AuthorizationToken(type: AuthorizationTokenType, token: String)

Returns the authorization token provided by the host application.

Parameters

Name	Type	Description
type	String	Type of authorization token. Valid values (case-sensitive): • JWT • OAuthAccess • OAuthRefresh
token	String	Value of the authorization token.

Returns

Type	Description
None	

```
class SDKManager @Inject constructor(
  private val settings: Provider<NowSDKSettings>,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  private val jwtService: JWTService
) : NowSDKAuthorizationProviding,
  DevicePermissionDelegate {

  override fun requestAuthorization(
    instanceURL: URL,
    callback: Consumer<List<AuthorizationToken>?>
  ) {
      GlobalScope.launch(Dispatchers.IO) {
        try {
          val token = jwtService.getJWT(settings.get().user,
 settings.get().clientId).token
          callback.accept(
            listOf(
              AuthorizationToken(
                AuthorizationTokenType.JWT,
                token
              )
            )
          )
        } catch (ex : Exception) {
           Log.e("JWT", "Failed to get jwt", ex)
           return@launch callback.accept(null)
        }
      }
    }
```

Call interface - Android

The `Call` interface represents a request that is prepared for processing.

Possible processing options include:

- cancel
- enqueue
- execute
- map

A call object cannot be processed twice.

Properties

Name	Type	Description
request	Request	Original request that initiated this call.

Call - cancel()

Cancels the associated call, if possible (best effort.)

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
private var inFlightDataRequestCall: Call<*>? = null
fun cancelTransfer() = inFlightDataRequestCall?.cancel()
```

Call - enqueue(onSuccess: Consumer<Response<T>>, onError: Consumer<NowDataError>)

Schedules the request to be executed as soon as the system\thread is available to execute this request.

Parameters

Name	Type	Description
onSuccess	Consumer <Response<T>>	Callback to execute if the call is successful. HTTP response with the body parsed to the data type specified by the *T* parameter. **Note:** Consumer is a OOB Java type for asynchronous consumption of an object. In this case, the call uses generic to return a type `Response<T>` where `T` is the object type.
onError	Consumer <NowDataError>	Callback to execute if the call fails. NowDataError

Returns

Type	Description
None	

The following code example shows how to call this function.

```
fun makeGraphQLRequest(query: String) {
  val call = graphQLService.graphQLRequest(query)
  call.enqueue(
    { response -> handleResponse(response) },
    { nowDataError -> handleError(nowDataError) }
  )
}
```

Call - execute()

Invokes the request immediately. Blocks until the response is processed or is in error.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Response<T>	Response data in the format defined in the *T* parameter.

The following code example shows how to call this function.

```
val response = apiService.data(NowAPIService.Endpoint(
  relativePath = CASES_API,
  requestMethod = HttpMethod.GET,
  requireAuth = true)
).execute()
```

FetchConfiguration class - Android

The *FetchConfiguration* class provides the ability to define the configuration for fetching records from the associatedServiceNow table.

This class only contains a single function (constructor), FetchConfiguration().

Properties

Name	Type	Description
filter	Filter	Query to use to filter the return results.
limit	Integer	Number of records per page/response to return.
queryParams	QueryParams	Iterable structure that contains name-value pairs of request query parameters.
readConfiguration	FieldReadConfiguration	Configuration for the fields to return in the response.

FetchConfiguration - FetchConfiguration(filter: Filter? = null, limit: Int? = null, readConfiguration: FieldReadConfiguration? = null)

Enables you to define the records and fields to return from the associated ServiceNow table.

Parameters

Name	Type	Description
filter	Filter	Optional. Query to use to filter the records that are returned from the table. For example: `active=true^short_descriptionLIKEbroken` Default: null - Return all records.
limit	Integer	Optional. Number of records to return per page/ response. Default: null - Return the maximum allowed by the ServiceNow REST API.
readConfiguration	FieldReadConfiguration	Optional. Configuration of the fields returned in the response. Default: null - Return all fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this function.

```
nowTableService.records("incident", FetchConfiguration(
  filter = Filter("active=true"),
  limit = 10,
  readConfiguration = FieldReadConfiguration(
    includeFields = listOf("sys_id", "short_description")
  )
))
```

FieldReadConfiguration class - Android

The *FieldReadConfiguration* class provides the ability to define what fields to return or not return in a response record.

Properties

Name	Type	Description
includeFields	Collection <String>	Fields to return in the response.
queryItems	Map <String, String>	Read-only. Collection of query items representing the read configuration.
queryParams	QueryParams	Iterable structure that contains name-value pairs of request query parameters. Use these parameters to build a request.

FieldReadConfiguration - FieldReadConfiguration(includeFields: Collection<String> = listOf(), vararg options: FieldReadConfiguration.Options)

Defines the fields to include in the return response from the associated ServiceNow table.

Parameters

Name	Type	Description
includeFields	Collection<String>	List of comma-separated fields to return in the response. If the list is empty, all fields are returned.
vararg options	FieldReadConfiguration.Options	Optional. Array of zero or more options that define the type of field information to return. Possible values: • ACTUAL_VALUES: Include the field's actual value in the response. • DISPLAY_VALUES: Include the field's display value in the response. • EXCLUDE_REFERENCE_LINK: Exclude the *Table* API links for the reference fields.

The following code example shows how to call this function.

```
val readConfiguration = FieldReadConfiguration(
  includeFields = listOf("sys_id", "sys_created_on",
 "short_description"),
  options =
 arrayOf(FieldReadConfiguration.Options.DISPLAY_VALUES)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
)
val fetchConfiguration = FetchConfiguration(
  filter = Filter("active=true"),
  readConfiguration = readConfiguration
)
val response = nowTableService.records("incident",
 fetchConfiguration).execute()
handleResponse(response)
```

FieldWriteOptions structure - Android

The *`FieldWriteOptions`* class provides functions that set the options for updating or creating fields in a record on a ServiceNow instance.

Properties

Name	Type	Description
queryItems	Map <String, String>	Collection of request query items that represent the write options.

FieldWriteOptions - FieldWriteOptions(vararg options: FieldWriteOptions.Options)

Sets the options for writing or creating fields in a record on your ServiceNow instance.

Parameters

Name	Type	Description
vararg options	FieldWriteOptions.Options	Options to set when creating or writing to fields. Valid values: • TREAT_INPUT_VALUES_AS_DISPLAY_VALUES: Specified field values should be saved as the display values. If this value isn't set to `true`, the passed values are assumed to be the actual field values. • SUPPRESS_AUTO_SYS_FIELD: Suppress auto-generation of system fields.

The following code example shows how to call this function.

```
// Update assigned_to field using actual value (syd_id of user)
val response = runCatching {
    getNowTableService()?.updateRecord("sys_id_of_record",
 "sn_customerservice_case", mapOf("assigned_to" to
 "<sys_id_of_user>"))?.execute()
}

// Update assigned_to field using display value
val fieldWriteOptions =
 FieldWriteOptions(FieldWriteOptions.Options.TREAT_INPUT_VALUES_
AS_DISPLAY_VALUES)
val response = runCatching {
    getNowTableService()?.updateRecord("sys_id_of_user",
 "sn_customerservice_case", mapOf("assigned_to" to "John
 Doe"))?.execute()
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Filter API - Android

The `Filter` class provides the ability to configure filters that define the data to return in the return results of a REST endpoint query.

Properties

Name	Type	Description
queryItems	Map<String, String>	Collection of query items representing the filter.

Filter - Filter(conditions: List<Condition>, keywords: String? = null, sortBy: List<Sort>? = null)

Creates a filter based on specific keywords and conditions that can be OR'd or AND'd together.

Parameters

Name	Type	Description
conditions	List<Condition>	Simple or compound conditions to add to the query. Possible conditions: • BooleanSimpleCondition: Conditions available for boolean record fields. • DateSimpleTimeCondition: Conditions available for date-time record fields. • EmailSimpleCondition: Conditions available for email fields. • IntegerChoiceSimpleCondition: Conditions available for integer choice fields. • NumericSimpleCondition: Conditions available for various numeric fields. • ReferenceSimpleCondition: Condition operators available for reference record fields. • StringChoiceSimpleCondition: Condition operators available for choice record fields containing strings. • StringSimpleCondition: Condition operators available for string record fields. • CompoundCondition: Allows you to group SimpleConditions into a compound condition using ConditionUtils.CompoundOperator connectors.
keywords	String	Optional. Any specific word or phrase to search for. Default: nil - No specific word search.
sortBy	List<Sort>	Optional. List of record field names and the associated sort order constant to sort the returned records by. For example: `val sortBy = listOf("zipcode", ORDER_DESC)` If you include multiple sort fields, each subsequent field is a further sort of the prior field(s). Valid sort values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• ORDER_ASC: Sort ascending • ORDER_DESC: Sort descending Default: ORDER_ASC

Returns

Type	Description
None	

```
// Where the record is active

val condition1 = BooleanSimpleCondition.conditionIs("active",
 true)

// AND the date value of the SLA due field is on "today" or any
 date after today.

val condition2 = DateSimpleTimeCondition.atOrAfter("sla_due", 0,
 ConditionUtils.DateTimeValueOperator.daysAgoStart)

val filter = Filter(conditions = listOf(condition1, condition2))
```

Filter - Filter(criteriaList: List<Criteria>, sortBy: List<Sort>? = null)

Creates a filter based on one or more filter criteria that are OR'd together.

Parameters

Name	Type	Description
criteriaList	List<Criteria>	Top level criteria conditions to group with `OR` connectors.
sortBy	List<Sort>	Optional. List of record field names and the associated sort order constant to sort the returned records by. For example: `val sortBy = listOf("zipcode", ORDER_DESC)` If you include multiple sort fields, each subsequent field is a further sort of the prior field(s). Valid sort values: • ORDER_ASC: Sort ascending • ORDER_DESC: Sort descending Default: ORDER_ASC

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
val activeIncidents =
 BooleanSimpleCondition.conditionIs("active", true)
val assignedToEmpty =
 StringSimpleCondition.isEmpty("assigned_to")
val assignedToAbel =
 StringSimpleCondition.conditionIs("assigned_to", "Abel Tuter")
val assignedToAbelOrEmpty =
 CompoundCondition(ConditionUtils.CompoundOperator.OR,
 listOf(assignedToEmpty, assignedToAbel))
val needToReassign =
 Criteria().addConditions(listOf(activeIncidents,
 assignedToAbelOrEmpty))
val highEscelations =
 StringSimpleCondition.conditionIs("escalation", "2")
val overdueEscelations =
 StringSimpleCondition.conditionIs("escalation", "3")
val highOrOverdueEscelations =
 CompoundCondition(ConditionUtils.CompoundOperator.OR,
 listOf(highEscelations, overdueEscelations))
val needToHandleEscalation =
 Criteria().addCondition(highOrOverdueEscelations)
val myPrioritiesForTodayFilter = Filter(listOf(needToReassign,
 needToHandleEscalation))
```

NotSupportedPushError class - Android

A function from the *`NotSupportedPushError`* class is thrown when the NowPushSDK cannot process the push notification request. When this type of error is thrown, you must parse and handle the push notification outside of the MobileSDK framework.

Properties

Name	Type	Description
cause	Throwable	Cause of the error.
message	String	Message that contains the error details to display to the user.

NowAnalyticsSDK interface - Android

The *`NowAnalyticsSDK`* interface provides functions that enable you to configure analytics properties, user settings, and events for managing a collection of user analytics data.

Properties

Name	Type	Description
configuration	NowServiceConfiguration	Configuration to associate with the service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowAnalyticsSDK - addEvent(eventName: String)

Adds an application event, such as a user reaching a specific level or screen. These events appear on the dashboard in the order that they occurred.

Parameters

Name	Type	Description
named eventName	String	Name of the event to add.

Returns

Type	Description
None	

The following code example shows how to call this function to add an application event.

```
// Add event
NowAnalyticsSDK.getAnalyticsService().addEvent("Successful
 Login")
```

NowAnalyticsSDK - addEvent(eventName: String, props: MutableMap<String, Any>)

Adds an application event, such as a user reaching a specific level or screen, and enables the setting of custom properties on the event. These events appear on the dashboard in the order that they occurred.

Parameters

Name	Type	Description
eventName	String	Name of the event to add.
props	MutableMap	Custom property key-value pairs for the event. The total size of the event name, property key and value cannot exceed 300 bytes per property. Properties that exceed this limit are ignored. Property keys may not contain dot ('.') or dollar ('$') signs, if they do, they are trimmed. Strings are UTF-8 encoded. Supported value types: • Integer • Double • Float • String • Url • Boolean • Date

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this function to add an application event that includes custom properties for the event.

```
// Add event with properties
NowAnalyticsSDK.getAnalyticsService().addEvent("Open Case",
  mutableMapOf(
    "Screen Name" to "Case",
    "Case Number" to 123,
    "Case Priority" to 5
  )
)
```

NowAnalyticsSDK - addScreenAction(actionName: String)

Adds a custom action. These actions appear in the user dashboard as part of the session data and describes a screen change in an application.

Parameters

Name	Type	Description
actionName	String	Name of the action to add to the screen, such as `MyButtonClick`.

Returns

Type	Description
None	

The following code example shows how to call this function to add a custom action to the current screen.

```
// Add a custom action to the current screen
NowAnalyticsSDK.getAnalyticsService().addScreenAction("MyButtonC
lick")
```

NowAnalyticsSDK - appendToUserProperty(propertyName: String, item: String)

Appends the specified item to the specified user property list.

Parameters

Name	Type	Description
propertyName	String	Name of the user property to append the list item to.
item	String	List item to append to the property.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this function to append a case to the specified list.

```
// Append handled case to list
NowAnalyticsSDK.getAnalyticsService().appendToUserProperty("Case
 Identifiers", "TASK-1")
```

NowAnalyticsSDK - configure(instanceURL: URL, configureCallbacks: ConfigureCallbacks?)

Configures the specified ServiceNow instance URL and callbacks to NowAnalytics.

Once this method is called, the actual configuration is fetched from the associated ServiceNow instance and synced automatically.

Parameters

Name	Type	Description
instanceURL	URL	URL of the ServiceNow instance to associate with the NowAnalyticfs service.
configureCallbacks	ConfigureCallbacks	Optional. Callback to execute whenever there is an error communicating to the ServiceNow instance. This callback can be called at any point in time and can be called multiple times for multiple reasons.

Returns

Type	Description
None	

The following code example shows how to call this function to configure the specified instance.

```
// Init NowAnalytics after NowSDK is initialized
NowAnalyticsSDK.getAnalyticsService().configure(URL("https://
my.instance.service-now.com"),
  // Optional - pass callback
  object: ConfigureCallbacks {
    override fun onFail(e: Exception) {
      // configuration failed
    }

    override fun onSuccess() {
      // configuration succeeded
    }
  }
)
```

NowAnalyticsSDK - deleteCurrentUserData()

Deletes all local and remote data for the current user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This method also unsets the current active user and opts this device out of future analytics tracking.

Note: This method performs a synchronous call to the SNAnalytics servers. It is therefore recommended that you perform this on a side thread.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the deletion was successful. Possible values: • true: Deletion was successful. • false: Deletion failed. Failure may occur if the SNAnalytics servers cannot be reached, such as when there is no connectivity. The method should be retried.

The following code example shows how to call this function to delete the current user's data.

```
// Delete user data
NowAnalyticsSDK.getAnalyticsService().deleteCurrentUserData()
```

NowAnalyticsSDK - getTrackingConsent()

Returns the current user's consent response to analytics tracking.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether the current user consented to having their data collected. Possible values: • true: User agreed to having their data collected. • false: User opted out of having their data collected.

The following code example shows how to call this function to request the current user's consent response to analytics tracking.

```
// Get the current user tracking consent value
val curUserConsent =
 NowAnalytics.sharedAnalyticsService.getTrackingConsent()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowAnalyticsSDK - incUserProperty(propertyName: String, value: Double)

Increments or decrements the value of the specified numeric property by the specified value.

Parameters

Name	Type	Description
propertyName	String	Name of the user property to increment.
value	Double	Value to increment the property by. Enter a negative value to decrement the value.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
// Increment numeric_property_name by one
NowAnalyticsSDK.getAnalyticsService().incUserProperty("numeric_p
roperty_name", 1.0)

// Decrement numeric_property_name by one
NowAnalyticsSDK.getAnalyticsService().incUserProperty("numeric_p
roperty_name", -1.0)
```

NowAnalyticsSDK - installJavascriptInterface(webView: WebView)

Enables the calling of javaScript.SNMobileAnalytics methods from within a {@link android.webkit.WebView}, using JavaScript.

Parameters

Name	Type	Description
webView	WKWebView	The {@link android.webkit.WebView} to attach to.

Returns

Type	Description
None	

The following code example shows how to call this function to enable the calling of javaScript.SNMobileAnalytics methods.

```
// Register JS object inside the web page
// This creates an object called 'SNMobileAnalytics' on JS that
 has the following methods:
// SNMobileAnalytics.setUserId(userId)
//   example: SNMobileAnalytics.setUserId("John Doe")
// SNMobileAnalytics.startScreen(screenName)
//   example: SNMobileAnalytics.startScreen("WelcomeScreen")
// SNMobileAnalytics.addScreenAction(actionName)
//   example: SNMobileAnalytics.addScreenAction("MyButtonClick")
// SNMobileAnalytics.addEvent(eventName, properties)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
//   example: SNMobileAnalytics.addEvent("Successful Login")
//
SNMobileAnalytics.addEvent("Successful Login",
 JSON.stringify({"Screen Name": "Case", "Case Number": "123",
 "Case Priority": 5}))
NowAnalyticsSDK.getAnalyticsService().installJavascriptInterface
(webView)
```

NowAnalyticsSDK - removeUserProperty(propertyName: String)

Deletes the specified property for the current user.

Parameters

Name	Type	Description
propertyName	String	Name of the user property to delete.

Returns

Type	Description
None	

The following code example shows how to call this function to remove the "Temp Cases" property.

```
// Remove unnecessary property
NowAnalyticsSDK.getAnalyticsService().removeUserProperty("Temp
 Cases")
```

NowAnalyticsSDK - setListener(nowAnalyticsListener: NowAnalyticsListener?)

Sets a listener on the NowAnalytics' events such as session changes and automatic screen detections.

Note: Every time you call this method, the listener is overridden.

Parameters

Name	Type	Description
nowAnalytics Listener	NowAnalytics Listener	The interface that NowAnalytics notifies for session events. • onNowAnalyticsScreenDetected: Called when NowAnalytics automatically detects a screen. • onNowAnalyticsSessionEnded: Called after a session ends. • onNowAnalyticsSessionEnding: Called just before a session is about to finish, allowing you to prevent the session from ending. • onNowAnalyticsSessionStarted: Called when a session has started. • onNowAnalyticsSessionStarting: Called just before a session is about to start, allowing you to prevent the session from being started.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this function to set the *NowAnalyticsListener()*.

```
// From anywhere in the code you can register the delegate
NowAnalyticsSDK.getAnalyticsService().setListener(NowAnalyticsListener())
```

NowAnalyticsSDK - setTrackingConsent(consentGiven: Boolean)

Sets the current user's consent response to analytics tracking.

Parameters

Name	Type	Description
consentGiven	Boolean	Flag that indicates the current user's consent for analytics tracking. Valid values: • true: User consented to having their data tracked. • false: User opted out of having their data tracked.

Returns

Type	Description
None	

The following code example shows how to call this function to set the current user's consent response to analytics tracking.

```
// Enable tracking consent
NowAnalyticsSDK.getAnalyticsService().setTrackingConsent(true)
```

NowAnalyticsSDK - setUserId(userId: String)

Sets the application-specific user identifier. Pass nil to log the current user out.

Parameters

Name	Type	Description
userId	String	Unique application-specific user identifier. This identifier is used to aggregate reports for that user in the dashboard.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this function to set the application-specific user identifier to "John Doe".

```
// Set User Id for proper identification
NowAnalyticsSDK.getAnalyticsService().setUserId("John Doe")
```

NowAnalyticsSDK - setUserProperties(userProperties: MutableMap<String, Any>)

Sets multiple properties with the specified values for the current user. Properties can be anything that you want to track on the dashboard for a user.

To set the current user, call the NowAnalyticsSDK - setUserId(userId: String) function.

Parameters

Name	Type	Description
userProperties	MutableMap	Key-value pairs of the user properties to set. Supported value types: • Number • Strings • Date • URL • Null

Returns

Type	Description
None	

The following code example shows how to call this function to set multiple properties for the current user.

```
// Add several properties at once
NowAnalyticsSDK.getAnalyticsService().setUserProperties(
  mutableMapOf(
    "Cases Handled" to 100,
    "Last Login" to Date(),
    "Is Remote" to true,
    "Profile URL" to URL("https://www.servicenow.com")
  )
)
```

NowAnalyticsSDK - setUserProperty(propertyName: String, propertyValue: Any)

Sets the specified property with the specified value for the current user. Properties can be anything that you want to track on the dashboard for a user.

To set the current user, call the NowAnalyticsSDK - setUserId(userId: String) function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
propertyName	String	Name of the user property to set.
value	Any	Value to set the user property to. Supported value types: • Number • Strings • Date • URL • Null

Returns

Type	Description
None	

The following code example shows how to call this function to set the property "Role" to "Admin" for the current user.

```
// Set the "Role" property of the user to "Admin"
NowAnalyticsSDK.getAnalyticsService().setUserProperty("Role",
 "Admin")
```

NowAnalyticsSDK - startScreen(screenName: String)

Logs the time when the associated screen first appears in the UI.

You typically call this method from the activity's *`onResume()`* method.

Parameters

Name	Type	Description
named screenName	String	Name of the screen to log the start time for, such as `WelcomeScreen`. This can be anything that you want to define as a screen and display/aggregate on an analytics dashboard.

Returns

Type	Description
None	

The following code example shows how to call this function to set the start time of the display of the "WelcomeScreen".

```
// Mark the appearance starting time of a screen
// This method should be usually called from the onResume()
 method
NowAnalyticsSDK.getAnalyticsService().startScreen("WelcomeScree
n")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowAPIService interface - Android

The *NowAPIService* interface provides the ability to perform requests on a specified ServiceNow REST API.

Note: Guest users only work for the *NowAPIService* interface if the REST API being accessed is configured for guest users.

Properties

Name	Type	Description
configuration	NowServiceConfiguration	Service configuration to associate with the protocol.

NowAPIService - data(endpoint: NowAPIService.Endpoint, queryParams: QueryParams, headers: Headers, body: String)

Calls the specified REST API on the specified ServiceNow instance.

Parameters

Name	Type	Description
endpoint	NowAPIService.Endpoint	REST endpoint to call.
queryParams	QueryParams	Optional. Query parameter object that contains the query parameters to pass in the REST call. Default: null
headers	Headers	Optional. Headers object that contains the headers to pass in the REST call. Default: null
body	String	Optional. Object that contains the request body and content type to pass into the REST call. Default: null

Returns

Type	Description
Call<ByteArray>	Return results from the called REST endpoint.

```
suspend fun loadCases(): List<CaseItem> =
 withContext(Dispatchers.IO) {
  val apiService = nowServiceManager.getNowAPIService()

  val result = runCatching {
    val response = apiService.data(NowAPIService.Endpoint(
      relativePath = CASES_API,
      requestMethod = HttpMethod.GET,
      requireAuth = true)
    ).execute()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    val byteArray = response.body ?: throw Exception("Null
 Result")
    val buffer = Buffer()
    val reader = JsonReader.of(buffer.write(byteArray))
    val listType = Types.newParameterizedType(
      List::class.java,
      CaseItem::class.java
    )

    val resultType = Types.newParameterizedType(
      ResultResponse::class.java,
      listType
    )
    val adapter =
 moshi.adapter<ResultResponse<List<CaseItem>>>(resultType)
    adapter.fromJson(reader)
  }

  if (result.isSuccess) {
      result.getOrNull()?.result ?: throw Exception("Cases not
 in response")
  } else {
      throw result.exceptionOrNull() ?: Exception("Error Cases")
  }
}
```

NowAttachment class - Android

The *NowAttachment* class provides an object that contains an attachment and its associated metadata.

Properties

Name	Type	Description
data	Data	Attachment data/file.
metadata	NowAttachmentMetadata	Metadata associated with the attachment.

NowAttachmentMetadata class - Android

The *NowAttachmentMetadata* class provides functions that enable you to encode and manage attachment metadata.

NowAttachmentMetadata Properties

Name	Type	Description
averageImageColor	String	Most dominant color in the associated image.
chunkSizeInBytes	Integer	If the attachment is too large to be transferred in a single packet, the maximum of bytes (chunk) of the attachment file to send in an individual packet. Unit: Bytes
compressedSize InBytes	Integer	Compressed size of the attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowAttachmentMetadata Properties (continued)

Name	Type	Description
		Unit: Bytes
created	Date	Date on which the attachment was created.
createdBy	String	Entity that created the attachment.
download	URL	Full download URL of the attachment associated with the metadata.
fileName	String	Name of the attachment file.
hash	String	Expected SHA256 digest for the attachment. A downloaded attachment is validated by comparing its computed digest to this SHA256 digest.
imageHeight	Integer	Height of image. Unit: Pixels
imageWidth	Integer	Width of image. Unit: Pixels
isCompressed	Boolean	Flag that indicates whether the attachment file is compressed. Possible values: • true: Attachment is compressed. • false: Attachment in not compressed.
mimeType	String	Attachment MIME type.
modificationCount	Integer	Number of times that the attachment was modified.
sizeInBytes	Integer	Size of the attachment. Unit: Bytes
sourceSysId	String	Sys_id of the attachment record to which the metadata is associated.
sourceTableName	String	Name of the source table in which the attachment resides.
state		Availability state. Valid values: • AVAILABLE • CONDITIONALLY • PENDING • UNAVAILABLE
sysId	String	Unique 32-character Globally Unique ID (GUID), that identifies each record in a ServiceNow instance.
tags	String	List of tags associated with the attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowAttachmentMetadata Properties (continued)

Name	Type	Description
updated	Date	Date on which the attachment was last modified.
updatedBy	String	Entity that updated the attachment.

NowAttachmentMetadata - NowAttachmentMetadata(sysId: String, fileName: String, mimeType: String, _isCompressed: String, _sizeInBytes: String, _compressedSizeInBytes: String, _chunkSizeInBytes: String, _modificationCount: String, created: Date, createdBy: String, updated: Date, updatedBy: String, download: String?, hash: String, state: NowAttachmentMetadata.State, averageImageColor: String, _imageWidth: String, _imageHeight: String, sourceTableName: String, sourceSysId: String, tags: String)

Class returned by `NowAttachement` class. This object is Parcelable.

Parameters

Name	Type	Description
sysId	String	Unique 32-character Globally Unique ID (GUID), that identifies each record in a ServiceNow instance.
fileName	String	Name of the attachment file.
mimeType	String	Attachment MIME type.
isCompressed	Boolean	Flag that indicates whether the attachment file is compressed. Possible values: • true: Attachment is compressed. • false: Attachment in not compressed.
sizeInBytes	Integer	Size of the attachment. Unit: Bytes
compressedSizeInBytes	Integer	Compressed size of the attachment. Unit: Bytes
chunkSizeInBytes	Integer	If the attachment is too large to be transferred in a single packet, the maximum of bytes (chunk) of the attachment file to send in an individual packet. Unit: Bytes
modificationCount	Integer	Number of times that the attachment was modified.
created	Date	Date on which the attachment was created.
createdBy	String	Entity that created the attachment.
updated	Date	Date on which the attachment was last modified.
updatedBy	String	Entity that updated the attachment.
download	URL	Full download URL of the attachment associated with the metadata.
hash	String	Expected SHA256 digest for the attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		A downloaded attachment is validated by comparing its computed digest to this SHA256 digest.
state		Availability state. Valid values: • AVAILABLE • CONDITIONALLY • PENDING • UNAVAILABLE
averageImageColor	String	Most dominant color in the associated image.
imageWidth	Integer	Width of image. Unit: Pixels
imageHeight	Integer	Height of image. Unit: Pixels
sourceTableName	String	Name of the source table in which the attachment resides.
sourceSysId	String	Sys_id of the attachment record to which the metadata is associated.
tags	String	List of tags associated with the attachment.

Returns

Type	Description
sysId (SysIdentifiable)	Unique 32-character GUID of the associated metadata record.

NowAttachmentService interface - Android

The `NowAttachmentService` interface provides functions that enable the manipulation of file attachments and their associated metadata.

Properties

Name	Type	Description
configuration	NowServiceConfiguration	Configuration to associate with the service.

NowAttachmentService - attachment(sysId: String, validateAttachment: Boolean = true)

Retrieves the attachment with the specified sys_id and optionally validates the attachment by comparing the computed hash of the attachment to the expected hash.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sysId	String	Sys_id of the attachment to retrieve. This is the sys_id for the attachment on your ServiceNow instance.
validateAttachment	Boolean	Flag that indicates whether to validate the attachment. Valid values: • true: Validate the attachment. • false: Do not validate the attachment. Default: true

Returns

Type	Description
Call<NowAttachment>	NowAttachment object that contains the requested attachment.

```
fun getAttachment(sysId: String, isValidateAttachment: Boolean)
 {
  val call = attachmentService.attachment(sysId,
 isValidateAttachment)
  call.enqueue(
    { response ->
      val attachment: NowAttachment? = response.body
    },
      { nowDataError -> handleError(nowDataError) }
  )
}
```

NowAttachmentService - attachmentMetadata(sysId: String)

Retrieves the metadata for the attachment associated with the specified sys_id.

Parameters

Name	Type	Description
sysId	String	Sys_id of the attachment whose metadata you want to retrieve.

Returns

Type	Description
Call<NowAttachmentMetadata>	Object that contains the metadata for the specified attachment.

```
fun fetchMetadata(sysId: String) {
  val call = attachmentService.attachmentMetadata(sysId)
  call.enqueue(
    { response ->
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      val metadata: NowAttachmentMetadata? = response.body
    },
    { nowDataError -> handleError(nowDataError) }
  )
}
```

NowAttachmentService - attachmentMetadata(filter: Filter? = null, limit: Int? = null)

Retrieves the metadata for all the attachments that meet the specified criteria.

Parameters

Name	Type	Description
filter	Filter	Optional. Query string to use to filter the attachments whose metadata to return. Default: null - Returns metadata for all available attachments. Takes into consideration the *limit* parameter.
limit	Integer	Optional. Maximum number of attachment file's metadata to return. Default: null - Returns all metadata that meets the *filter* parameter specifications.

Returns

Type	Description
Call<List <NowAttachmentMetadata>>	List of objects that contain the metadata for the matching attachments.

```
fun fetchMultipleMetadata(filterQuery: String, limit: Int) {
  val call =
 attachmentService.attachmentMetadata(Filter(filterQuery),
 limit)
  call.enqueue(
    { response ->
      val metadataList: List<NowAttachmentMetadata>? =
 response.body
    },
    { nowDataError -> handleError(nowDataError) }
  )
}
```

NowAttachmentService - attachmentMetadataPaginator(filter: Filter? = null, limit: Int? = null)

Retrieves the metadata for all the attachments that meet the specified criteria and creates a paginator for iterating through the pages of the returned metadata.

You can use this paginator to navigate through the returned metadata, performing navigation operations such as fetching the first, last, previous, or next page, or checking whether there is next or previous page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
filter	Filter	Optional. Query string to use to filter the attachments whose metadata to return. Default: null - Returns metadata for all available attachments. Takes into consideration the *limit* parameter.
limit	Integer	Optional. Maximum number of attachment file's metadata to return. Default: null - Returns all metadata that meets the *filter* parameter specifications.

Returns

Type	Description
Paginator <NowAttachmentMetadata>	Success: Paginator object along with the specified pages of metadata. Failure: NowDataError object.

The following code example shows how to call this function.

```
suspend fun createAttachmentMetadataPaginator() {
  val filterQuery: String = "content_type=text/plain"
  val filter = filterQuery.let(::Filter)
  val limit = 10
  val paginator =
 nowServiceManager.getNowAttachmentService()?.attachmentMetadata
Paginator(filter, limit)
    ?.observe(object : PaginatorCallBack<NowAttachmentMetadata>
 {
      override fun onFailure(e: NowDataError) {
        handleError(e)
      }

      override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
        handleResponse(response)
      }

    })
    ?: throw Exception("Response is null")
}
```

NowAttachmentService - delete(sysId: String)

Deletes the attachment with the specified sys_id.

Parameters

Name	Type	Description
sysId	String	Sys_id of the attachment to delete.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Call<ByteArray>	Success: Nothing is returned. Failure: NowDataError returned.

```
fun deleteAttachment(sysId: String) {
  val call = attachmentService.delete(sysId)
  call.enqueue(
    { response -> handleResponse(response) },
    { nowDataError -> handleError(nowDataError) }
  )
}
```

NowAttachmentService - upload(data: ByteArray, configuration: NowAttachmentUploadConfiguration)

Retrieves the metadata for all the attachments that meet the specified criteria and creates a paginator for iterating through pages of the returned metadata.

Parameters

Name	Type	Description
data	ByteArray	Metadata to upload and associate with the attachment specified in the configuration object.
configuration	NowAttachmentUploadConfiguration	Upload configuration parameters.

Returns

Type	Description
NowAttachmentMetadata	Uploaded metadata.

```
fun uploadAttachment(tableName: String, recordSysId: String,
 fileName: String) {
  val bitmap = BitmapFactory.decodeResource(resources,
 R.drawable.test_image)
  val data = bitmap.compress(ImageType.JPEG)
  val contentType = "image/jpg"
  val config = NowAttachmentUploadConfiguration(tableName,
 recordSysId, fileName, contentType)
  val call = attachmentService.upload(data, config)

  call.enqueue(
    { response ->
      val uploadedAttachmentMetadata: NowAttachmentMetadata? =
 response.body
    },
    { nowDataError -> handleError(nowDataError) }
  )
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowChatConfiguration - Android

The *NowChatConfiguration* class enables you to configure options on a chat session, such as showing a prompt before closing a chat window, disabling features while using chat, applying different conversation options when using chat, and configuring UI components in NowChat.

NowChatConfiguration - NowChatConfiguration(closePrompt: ClosePrompt? = null, disabledFeatures: List<Feature>? = null, conversationOptions: List<ConversationOption>? = null, uiConfiguration: UIConfiguration? = null)

Configures options for the current chat session. This method enables you to show a prompt before closing a chat window, disable features while using chat, apply different conversation options when using chat, and configure UI components in NowChat.

Parameters

Name	Type	Description
closePrompt	ClosePrompt object	Prompt to display before closing the associated chat window. Call the *NowChatConfiguration.ClosePrompt()* subclass to define the value of this parameter. For example: `closePrompt = NowChatConfiguration.ClosePrompt( header = null, message = "Are you sure you want to leave?", acceptButtonTitle = "Yes", declineButtonTitle = "No" )` If you don't want to display a close prompt, pass null.
disabledFeatures	List<NowChatConfiguration. Feature>	List of chat features to disable within the current chat session. Valid value: START_NEW_CONVERSATION: Hide/disable the **StartNew Conversation** button that appears in a chat window. The available chat features are defined in the *NowChatConfiguration.Feature* enum class. For example: `disabledFeatures = listOf(NowChatConfiguration.Feature.START_NEW_CONVERSATION)` If you don't want to disable any features, pass null.
conversationOptions	List<Conversation	List of conversation options to apply to NowChat.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
	Option>?	Valid values: • END_CONVERSATION_ON_EXIT: Ongoing conversation is terminated when exiting the NowChat window. • FORCE_NEW_CONVERSATION: Forces a new chat conversation when NowChat starts. The available conversation options are defined in the *NowChatConfiguration.ConversationOption* enum class. For example: `conversationOptions = listOf(NowChatConfiguration.ConversationOption.FORCE_NEW_CONVERSATION),` If you don't want to apply any options, pass null.
uiConfiguration	UIConfiguration?	UIConfiguration values to use to configure UI components in NowChat. Valid values: • *attachmentUploadButton*: Configuration for the `AttachmentUploadButton` that is shown next to the text input while talking with a live agent. • *closeButton*: Configuration for the `CloseButton` used for back navigation on the NowChat toolbar. For example: `uiConfiguration = NowChatConfiguration.UIConfiguration( closeButton = NowChatConfiguration.CloseButton( icon = myDrawable ), attachmentUploadButton = NowChatConfiguration.AttachmentUploadButton(isVisible = false) )` To use the default configuration, pass null.

Returns

Type	Description
NowChatConfiguration	Returns a NowChatConfiguration object that you can pass when calling the NowChatService - start(activity: Activity, themeColors:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	NowChatTheme = object: NowChatTheme{}, contextData: Map<String, Any> = mapOf(), chatConfiguration: NowChatConfiguration? = null) method.

The following code example shows how to call this method.

```
suspend fun launchChat() {
  val chatService = getNowChatService()

  //Drawable to use instead of the default NowChat back button.
  val myDrawable = ContextCompat.getDrawable(activity,
 R.drawable.my_drawable)

  val chatConfiguration = NowChatConfiguration(
    closePrompt = NowChatConfiguration.ClosePrompt(
      header = null,
      message = "Are you sure you want to leave?",
      acceptButtonTitle = "Yes",
      declineButtonTitle = "No"
    ),
    disabledFeatures =
 listOf(NowChatConfiguration.Feature.START_NEW_CONVERSATION),
    conversationOptions =
 listOf(NowChatConfiguration.ConversationOption.FORCE_NEW_CONVER
SATION),
    uiConfiguration = NowChatConfiguration.UIConfiguration(
      closeButton = NowChatConfiguration.CloseButton(
        icon = myDrawable
      ),
      attachmentUploadButton =
 NowChatConfiguration.AttachmentUploadButton(isVisible = false)
    )
  )

  chatService?.start(activity, chatConfiguration)
}
```

NowChatConfiguration - AttachmentUploadButton(isVisible: Boolean = true)

Defines the UI configurations to apply to the upload attachment button that appears next to the text input while talking with a live agent.

AttachmentUploadButton is a subclass of the *NowChatConfiguration* class.

Parameters

Name	Type	Description
isVisible	Boolean	Flag that indicates the visibility of the upload attachment button. Valid values: • true: Upload attachment button is visible. • false: Upload attachment button is hidden.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: true

Returns

Type	Description
Object	UI configuration object.

The following code example shows how to hide the AttachmentUploadButton.

```
suspend fun launchChat() {
  val chatService = getNowChatService()

  val chatConfiguration = NowChatConfiguration(
    uiConfiguration = NowChatConfiguration.UIConfiguration(
      attachmentUploadButton =
 NowChatConfiguration.AttachmentUploadButton(isVisible = false)
    )
  )

  chatService?.start(activity, chatConfiguration)
}
```

NowChatConfiguration - CloseButton(icon: Drawable?)

Defines the configuration of the close button used for back navigation on the NowChat toolbar. You then pass this object into the *`NowChatConfiguration()`* method to configure the close button to use within the chat session.

`CloseButton()` is a subclass of the *`NowChatConfiguration`* class.

Parameters

Name	Type	Description
icon	Drawable?	Drawable object to use for the close (back) button. You can use the *`ContextCompat.getDrawable()`* method to obtain this drawable object. For example: `val myDrawable = ContextCompat.getDrawable(activity, R.drawable.my_drawable)` To use the default drawable, pass null. Default: NowChat back button

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Object	Close button configuration object.

The following code example shows how to set a custom icon for the close button on the NowChat toolbar.

```
suspend fun launchChat() {
  val chatService = getNowChatService()

  //Drawable to use instead of the default NowChat back button.
  val myDrawable = ContextCompat.getDrawable(activity,
 R.drawable.my_drawable)

  val chatConfiguration = NowChatConfiguration(
    uiConfiguration = NowChatConfiguration.UIConfiguration(
      closeButton = NowChatConfiguration.CloseButton(
        icon = myDrawable
      )
    )
  )

  chatService?.start(activity, chatConfiguration)
}
```

NowChatConfiguration - ClosePrompt(header: String, message: String, acceptButtonTitle: String, declineButtonTitle: String)

Creates and returns a ClosePrompt object based on the passed parameters. You then pass this object into the *`NowChatConfiguration()`* method to configure the close prompt options within the chat session.

Parameters

Name	Type	Description
header	String	Text to display on the prompt's header. If you don't want to display a prompt header, pass null.
message	String	Text to display as the prompt's main text.
acceptButtonTitle	String	Text to display on the prompt's primary button for closing the chat window.
declineButtonTitle	String	Text to display on the prompt's secondary button that dismisses the prompt. If you don't want to display a secondary button, pass null.

Returns

Type	Description
Object	Prompt to display before closing the associated chat window.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this method to configure the close prompt.

```
suspend fun launchChat() {
  val chatService = getNowChatService()

  val chatConfiguration = NowChatConfiguration(
    closePrompt = NowChatConfiguration.ClosePrompt(
      header = null,
      message = "Are you sure you want to leave?",
      acceptButtonTitle = "Yes",
      declineButtonTitle = "No"
    )
  )
  chatService?.start(activity, chatConfiguration)
}
```

NowChatConfiguration - UIConfiguration(closeButton: CloseButton? = null, attachmentUploadButton: AttachmentUploadButton? = null)

Creates and returns a UIConfiguration object based on the passed parameters. You then pass this object into the *`NowChatConfiguration()`* constructor to configure UI components in NowChat.

`UIConfiguration` is a subclass of the *`NowChatConfiguration`* class.

Parameters

Name	Type	Description
closeButton	CloseButton?	Configuration for the `CloseButton` that appears on the NowChat toolbar and is used for back navigation. Call the NowChatConfiguration - CloseButton(icon: Drawable?) subclass to define the value of this parameter. For example: `val chatConfiguration = NowChatConfiguration( uiConfiguration = NowChatConfiguration.UIConfiguration( closeButton = NowChatConfiguration.CloseButton( icon = myDrawable ) )`
attachmentUploadButton	AttachmentUploadButton?	Configuration for the `AttachmentUploadButton` that is shown next to the text input while talking with a live agent. Call the NowChatConfiguration - AttachmentUploadButton(isVisible:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Boolean = true) subclass to define the value of this parameter. For example: `val chatConfiguration = NowChatConfiguration( uiConfiguration = NowChatConfiguration.UIConfiguration( attachmentUploadButton = NowChatConfiguration.AttachmentUploadButton(isVisible = false) ) )`

Returns

Type	Description
Object	UI configuration object.

The following code example shows how to call the *UIConfiguration* subclass to set the icon for the closeButton and to hide the attachment upload button.

```
suspend fun launchChat() {
  val chatService = getNowChatService()

  //Drawable to use instead of the default NowChat back button.
  val myDrawable = ContextCompat.getDrawable(activity,
 R.drawable.my_drawable)

  val chatConfiguration = NowChatConfiguration(
    uiConfiguration = NowChatConfiguration.UIConfiguration(
      closeButton = NowChatConfiguration.CloseButton(
        icon = myDrawable
      ),
      attachmentUploadButton =
 NowChatConfiguration.AttachmentUploadButton(isVisible = false)
    )
  )

  chatService?.start(activity, chatConfiguration)
}
```

NowChatSDK class - Android

The *NowChatService* class provides the function necessary to create a NowChatService that interacts with NowChat. NowChat provides the ability to embed Live Agent and Virtual Agent within your application.

For additional information on Live Agent and Virtual Agent, see Virtual Agent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowChatSDK - makeChatService(instanceURL: URL, nowChatSdkCallbacks)

Creates a NowChat service. This is a suspend function.

Parameters

Name	Type	Description
instanceURL	URL	URL of the ServiceNow instance that the NowChatService should interact with.
nowChatSdkCallbacks	NowChatSdkCallbacks	Callbacks for the host application to use to configure the NowChatService.

Returns

Type	Description
None	

```
@Inject lateinit var sdkSettingsProvider:
 Provider<NowSDKSettings>
@Inject lateinit var chatCallbacks: SampleAppNowChatSDKCallbacks

private fun launchChat() {
  binding.progressBar.visibility = View.VISIBLE

  NowChatSDK.makeChatService(
    URL(sdkSettingsProvider.get().instanceBaseURL),
    chatCallbacks
  ) .onSuccess {
    it.start(this, chatCallbacks.nowChatThemeColors) }
  } .onFailure {
     Log.e("NowChat", "Unable to launch chat: $it")
  }
}
```

NowChatSdkCallbacks interface - Android

The *NowChatSdkCallbacks* interface provides functions that enable callbacks for host applications to configure or handle actions from the NowChatSDK.

Properties

Name	Type	Description
isFileCollectionBlocked	Boolean	Flag that indicates whether the host application should prevent NowChat from opening the file picker. Valid values: • true: Prevent the file picker from opening. • false: Allow the file picker to open.
isGalleryCollectionBlocked	Boolean	Flag that indicates whether the host application should prevent NowChat from opening the photo gallery. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Type	Description
		• true: Prevent the photo gallery from opening. • false: Allow the photo gallery to open.
isLocationCollectionBlocked	Boolean	Flag that indicates whether the host application should prevent NowChat from accessing geolocation positioning. Valid values: • true: Prevent access to geolocation positioning. • false: Do not prevent access to geolocation positioning.
isPhotoCollection Blocked	Boolean	Flag that indicates whether the host application should prevent NowChat from accessing the camera. Valid values: • true: Prevent access to the camera. • false: Do not prevent access to the camera.

NowChatSdkCallbacks - didEndSessionWithId(sessionId: String)

Called when the chat screen is closed and the chat session ends.

Note: You must define the desired functionality for this callback by overriding the function as the default implementation simply writes the message "Chat session $sessionId ended." in the log.

Parameters

Name	Type	Description
sessionId	String	Sys_id of the session that ended. Table: Conversation Session [sys_cs_session]

Returns

Type	Description
None	

The following code example shows where to place your code to override the default functionality.

```
class SampleNowChatSDKCallbacks : NowChatSdkCallbacks {
  override fun didEndSessionWithId(sessionId: String) {
    Log.i("NowChat", "Chat session $sessionId ended.")
  }

//override other methods

}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowChatSdkCallbacks - loadUri(uri: Uri, context: Context)

Handles the specified URI, such as to open it in a webview, custom tab, or external browser.

Parameters

Name	Type	Description
uri	Uri	URI to open.
context	Context	Application context.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
class SampleNowChatSDKCallbacks : NowChatSdkCallbacks {
  override fun loadUri(uri: Uri, context: Context) {

    // Open the uri in a webview
    val webview = WebView(context)
    webview.loadUrl(uri.toString())
  }

  // Override other methods
}
```

NowChatSdkCallbacks - onExit(exitCode: NowChatExitCode)

Sets the result code to return when NowChat is exited.

This callback gets called when that full screen chat is closed and the user is returned back to the host application.

Parameters

Name	Type	Description
exitCode	NowChatExitCode	Reason for exiting NowChat. Valid values: • ChatPluginNotInstalledError: Chat plugin not installed on instance. • SessionInitializationError: Unable to initialize session with instance. • UserExit: User exited using the up button or back button • Unknown: Any unknown reason.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
class SampleNowChatSDKCallbacks : NowChatSdkCallbacks {

  override fun onExit(exitCode: NowChatExitCode) {
    when (exitCode) {
      NowChatExitCode.UserExit -> Log.i("NowChat", "User exited
 using the up button or back button")
      NowChatExitCode.SessionInitializationError ->
 Log.i("NowChat", "Unable to initialize session with instance")
      NowChatExitCode.ChatPluginNotInstalledError ->
 Log.i("NowChat", " Chat plugin not installed on instance.")
      NowChatExitCode.Unknown -> Log.i("NowChat", "User exited
 for Unknown reason")
    }
  }

  // Override other methods
}
```

NowChatSdkCallbacks - provideProgressView(context: Context)

Returns the view to display when the NowChat UI data is loading; typically a configured indeterminate progress bar.

Parameters

Name	Type	Description
context	Context	Application context to use to create the view.

Returns

Type	Description
View	View that the NowChat service uses when loading.

The following code example shows how to call this function.

```
class SampleNowChatSDKCallbacks : NowChatSdkCallbacks {
  override fun provideProgressView(context: Context): View? {
    return ProgressBar(context).apply {
      indeterminateTintList = ColorStateList.valueOf(
        MaterialColors.getColor(
          context,
          android.R.attr.colorPrimary,
          Color.BLACK)
      )
    }

    // Override other methods
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

NowChatService class - Android

The *NowChatService* class provides functions that enable you to launch the NowChat activity and set error configurations.

NowChatService - launchIntent(context:Context, nowChatTheme:NowChatTheme):Intent

Launches the intent used to open the NowChat activity. Typically used for creating a [android.app.PendingIntent].

Parameters

Name	Type	Description
context	Context	Context used to build the intent.
nowChatTheme	NowChatTheme	Optional. Theme object to use in the NowChat UI. Default: Default colors

Returns

Type	Description
Intent	Intent and theme colors used to launch the associated NowChat activity.

This example shows how to call the *launchIntent()* method and process the return activity.

```
val intent = nowChatService.launchIntent(this)
val pendingIntent = PendingIntent.getActivity(
    this,
    REQUEST_CODE,
    intent,
    PendingIntent.FLAG_IMMUTABLE
)

val notification = createNotification(title, message,
 pendingIntent)
notificationManager.notify(push.notificationId, notification)
```

NowChatService - start(activity: Activity, themeColors: NowChatTheme = object: NowChatTheme{}, contextData: Map<String, Any> = mapOf(), chatConfiguration: NowChatConfiguration? = null)

Launches the specified NowChat activity.

Parameters

Name	Type	Description
activity	Activity	Activity context to use to launch the NowChat activity and to receive the NowChatExitCode as a resultCode through the *onActivityResult*.
nowChatTheme	NowChatTheme	Optional. Theme object to use in the NowChat UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: Default colors
contextData	Map<String, Any>	Optional. Additional chat context variables to pass into the chat session. For additional information on chat context variables, see Live agent chat context variables.
chatConfiguration	NowChatConfiguration	Optional. ChatConfiguration to apply while using NowChat.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun launchChat() {
    val chatService = getNowChatService()

    val chatTheme = object : NowChatTheme {
        override val brand: Int
            get() = Color.BLUE

        override val textPrimary: Int
            get() = Color.BLACK

        // Override remaining theme colors

    }
    val contextData = mapOf("sys_id" to "123456789", "table" to
 "wm_task")

    //drawable to be used instead of the default NowChat back
 button.
    val myDrawable = ContextCompat.getDrawable(activity,
 R.drawable.my_drawable)

    val chatConfiguration = NowChatConfiguration(
        closePrompt = NowChatConfiguration.ClosePrompt(
            header = null,
            message = "Are you sure you want to leave?",
            acceptButtonTitle = "Yes",
            declineButtonTitle = "No"
        ),
        disabledFeatures =
 listOf(NowChatConfiguration.Feature.START_NEW_CONVERSATION),
        conversationOptions =
 listOf(NowChatConfiguration.ConversationOption.FORCE_NEW_CONVER
SATION),
        uiConfiguration = NowChatConfiguration.UIConfiguration(
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            closeButton = NowChatConfiguration.CloseButton(
                icon = myDrawable
            ),
            attachmentUploadButton =
 NowChatConfiguration.AttachmentUploadButton(isVisible = false)
        )
    )

    chatService?.start(activity, chatTheme, contextData,
 chatConfiguration)
}
```

NowChatService - subscribeToUnreadMessageCount(pollingInterval: Long, listener: NowChatUnreadMessagesCountListener)

Subscribes to the unread chat message count listener.

Parameters

Name	Type	Description
pollingInterval	Long	Frequency at which to poll the web service for the unread chat message count. Unit: Milliseconds
listener	NowChatUnreadMessagesCountListener	Listener that you implement to obtain the number of unread chat messages. You must also unsubscribe to this listener when you no longer want to obtain the unread message count using the NowChatService - unsubscribeFromUnreadMessageCount(listener: NowChatUnreadMessagesCountListener) method.

Returns

Type	Description
None	

The following example shows how to subscribe to and unsubscribe from a chat unread message count listener.

```
private val unreadMessageCountListener = object:
 NowChatUnreadMessagesCountListener {
  override fun unreadMessagesCountDidChange(unreadMessageCount:
 Int) {
  }
}

fun setup() {

 nowChatService.subscribeToUnreadMessageCount(pollingInterval:10
00, unreadMessageCountListener)
}

fun teardown() {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 nowChatService.unsubscribeFromUnreadMessageCount(unreadMessageC
ountListener)
}
```

NowChatService - unsubscribeFromUnreadMessageCount(listener: NowChatUnreadMessagesCountListener)

Unsubscribes from receiving the unread message count.

Parameters

Name	Type	Description
listener	NowChatUnreadMessagesCountListener	Listener that you implement to unsubscribe from the chat unread message count listener.

Returns

Type	Description
None	

The following example shows how to subscribe to and unsubscribe from a chat unread message count listener.

```
private val unreadMessageCountListener = object:
 NowChatUnreadMessagesCountListener {
  override fun unreadMessagesCountDidChange(unreadMessageCount:
 Int) {
  }
}

fun setup() {

 nowChatService.subscribeToUnreadMessageCount(pollingInterval:10
00, unreadMessageCountListener)
}

fun teardown() {

 nowChatService.unsubscribeFromUnreadMessageCount(unreadMessageC
ountListener)
}
```

NowChatService – updateTheme(nowChatTheme: NowChatTheme)

Updates the NowChat UI theme with the specified UI theme. Use this function to update the chat UI theme after it has been initially set using the *`start()`* function, such as when changing the theme from light to dark.

Parameters

Name	Type	Description
nowChatTheme	NowChatTheme	Theme object to use in the NowChat UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to update a light UI theme implemented using the *`start()`* function to the dark UI theme using the *`updateTheme()`* function.

```
val chatService = serviceManager.getNowChatService()

val chatThemeLight = object : NowChatTheme {
    override val backgroundPrimary: Int
        get() = Color.WHITE

    override val textPrimary: Int
        get() = Color.BLACK

    // Override remaining theme colors
}

val chatThemeDark = object : NowChatTheme {
    override val backgroundPrimary: Int
        get() = Color.BLACK

    override val textPrimary: Int
        get() = Color.WHITE

    // Override remaining theme colors
}

//start NowChat with light theme
chatService?.start(activity, chatThemeLight)


//update NowChat theme to dark theme
chatService?.updateTheme(chatThemeDark)
```

NowChatTheme interface - Android

The *`NowChatTheme`* interface defines default colors for the elements in the Live Agent and Virtual Agent chat UI.

The *`NowChatTheme`* interface extends the *`NowUITheme`* interface and inherits the property *`nowUIColoring`*.

```
val nowUIColoring: NowUIColoring?
```

You can modify these default colors and create your own themes for your specific chat implementation.

Properties

Name	Description
alertCritical0	Alert text background. Default value: #F8C8CD

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Description
alertCritical2	Alert text icon color. Default value: #E42338
alertCritical3	Alert text icon and bar. Default value: #B61C2D
alertCritical4	New message divider. Default value: #891522
alertInfoZero	Highlighting conversation items. Default value: #BDDCF2
alertInfoTwo	Highlighting conversation items. Default value: #0079CC
alertModerate3	Alert and search result icons. Default value: #5D46B6
backgroundPrimary	Neutral background, choice picker, input background, and card background. Default value: #FFFFFF
backgroundPrimaryActionable	Pagination selected, popup background. Default value: #151920
backgroundSecondary	Bottom bar, columns in cards, search background in choice picker. Default value: #F6F6F8
backgroundSecondaryActionable	Clickable input such as search background (15%) or date and time background (100%). Default value: #2C323F
backgroundTertiary	Agent and bot bubble background. Default value: #E4E6EA
backgroundTertiaryActionable	Offline banner background. Default value: #454D5B
boarderTertiary	Chat input boarders Default value: #D3D6DC
brand	Headers

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Description
	Default value: #302F4B
brandBackground	User bubble background. Default value: #D1D2EE
destructive	Destructive action on buttons. Default value: #B61C2D
highlightBlue	Inline citation items. Default value: #D9F4F9
highlightGray	Inline citation item background. Default value: #E8EAEA
linkPrimary	Link on neutral background. For disabled links use 25% opacity with same color. Default value: #3C59E7
linkSecondary	Links on non-neutral (not #FFFFFF) background. Default value: #293D9E
mandatory	Mandatory input field indicator. Default value: #E42338
navigation	Navigation icon background. Default value: #454D58
notification	New message indicator. Default value: #B61C2D
primary	Actionable text and button background. Default value: #4F52BD
screenHeaderText	Text and icon elements with fixed color that appear on top of brand color (screen header). Default value: #FFFFFF
secondary	User's swiping motion. Default value: #1C1D42
separatorSecondary	Divider lines

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Description
	Default value: #B0B5BF
separatorTertiary	Divider lines Default value: #D3D6DC
shadow	Card shadow (15%) Default value: #151920
textActionable	Text on buttons or highlighted background. Default value: #FFFFFF
textPrimary	Chat bubble text, card header. Default value: #151920
textSecondary	Card content, search bar icon, and text. Default value: #2C323F
textTertiary	Weekday for calendar, placeholder. Default value: #454D5B

NowDataSDK class - Android

The *NowDataSDK* class provides functions that enable the creation and initialization of various features services such as NowGraphQLService, NowAttachmentService, NowTableService, and NowAPIService.

NowDataSDK - makeGraphQLService(instanceURL: URL)

Creates and initializes an instance of the NowGraphQLService feature. This service enables access to the *GraphQL* API on your ServiceNow instance.

For additional information on the ServiceNow GraphQL API, see Query record data using the GraphQL API framework.

Parameters

Name	Type	Description
instanceURL	URL	URL of the ServiceNow instance to access. For example, `"https://instance.servicenow.com"`

Returns

Type	Description
Result<NowGraphQLService>	NowGraphQLService object wrapped in a Kotlin Result object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this function.

```
private var nowGraphQLService: NowGraphQLService? = null

/**
  * Create the NowGraphQLService once in the lifetime of the
 application, inside the Application class
  * or another manager class that will be injected into other
 classes via dagger/hilt.
  * NowGraphQLService should be created after initializing the
 NowSDK.
  */
suspend fun getNowGraphQLService(): NowGraphQLService? {
  if (nowGraphQLService != null) return nowGraphQLService

  return
 NowDataSDK.makeGraphQLService(URL("https://
instance-name.service-now.com")).getOrThrow()
    .also { this.nowGraphQLService = it }
}
```

NowDataSDK - makeNowAPIService(instanceURL: URL)

Creates and initializes an instance of the NowAPIService service. This service allows you to access the public REST APIs exposed by your ServiceNow instance.

In addition, you can develop custom scripted REST APIs within your ServiceNow instance and access them within your Android application using the NowAPIService API. For additional information on ServiceNow REST APIs, see Scripted REST APIs.

Parameters

Name	Type	Description
instanceURL	URL	URL of the ServiceNow instance to access. For example, `"https://instance.servicenow.com"`

Returns

Type	Description
Result<NowAPIService>	NowAPIService wrapped in a Kotlin Result object.

The following code example shows how to call this function.

```
private var nowApiService: NowAPIService? = null

/**
  * Create the NowAPIService once in the lifetime of the
 application inside the Application class
  * or another manager class that will be injected into other
 classes via dagger/hilt.
  * NowAPIService should be created after initializing the
 NowSDK
  */
suspend fun getNowApiService(): NowAPIService? {
  if (nowApiService != null) return nowApiService
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  return
 NowDataSDK.makeAPIService(URL("https://
instance-name.service-now.com")).getOrThrow()
    .also { this.nowApiService = it }
}
```

NowDataSDK - makeNowAttachmentService(instanceURL: URL)

Creates and initializes an instance of the NowAttachmentService feature.

This service enables you to upload, download, and delete attachment files from your ServiceNow instance. After you upload an attachment to your instance, it generates metadata for the attachment that you can then download into your Android application.

For additional information on ServiceNow attachments, see Attachment API.

Parameters

Name	Type	Description
instanceURL	URL	URL of the ServiceNow instance to access. For example, `"https://instance.servicenow.com"`

Returns

Type	Description
Result<NowAttachmentService>	NowAttachmentService object wrapped in a Kotlin Result object.

The following code example shows how to call this method.

```
private var nowAttachmentService: NowAttachmentService? = null

/**
  * Create the NowAttachmentService once in the lifetime of the
 application inside the Application
  * class or another manager class that will be injected into
 other classes via dagger/hilt.
  * NowAttachmentService should be created after initializing
 the NowSDK.
  */
suspend fun getNowAttachmentService(): NowAttachmentService? {
  if (nowAttachmentService != null) return nowAttachmentService

  return
 NowDataSDK.makeAttachmentService(URL("https://
instance-name.service-now.com"))
    .getOrThrow()
    .also { this.nowAttachmentService = it }
}
```

NowDataSDK - makeTableService(instanceURL: URL)

Creates and initializes an instance of the NowTableService feature.

This service enables you to access to the REST *Table* API on a ServiceNow instance. For additional information on the REST *Table* API, see Table API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
instanceURL	URL	URL of the ServiceNow instance to access. For example, `"https://instance.servicenow.com"`

Returns

Type	Description
Result<NowTableService>	NowTableService object wrapped in a Kotlin Result object.

The following code example shows how to call this function.

```
private var nowTableService: NowTableService? = null

/**
  * Create the NowTableService once in the lifetime of the
 application inside the Application
  * class or another manager class that will be injected into
 other classes via dagger/hilt.
  * NowTableService should be created after initializing the
 NowSDK.
  */
suspend fun getNowTableService(): NowTableService? {
  if (nowTableService != null) return nowTableService

  return
 NowDataSDK.makeTableService(URL("https://
instance-name.service-now.com")).getOrThrow()
    .also { this.nowTableService = it }
}
```

NowGraphQLService interface - Android

The *NowGraphQLService* interface provides functions that allow you to make GraphQL requests to your ServiceNow through its *GraphQL* API.

Note: The *GraphQL* API works for guest users in the base ServiceNow system.

For more details on the ServiceNow *GraphQL* API, see Query record data using the GraphQL API framework.

Properties

Name	Type	Description
configuration	NowServiceConfiguration	Configuration to associate with the service.

NowGraphQLService - graphQLRequest(String query)

Passes the specified GraphQL query to the associated ServiceNow instance and returns the query results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
query	String	GraphQL query to pass.

Returns

Type	Description
Call<Byte Array>	Query response.

```
fun makeGraphQLRequest(query: String) {
  val call = graphQLService.graphQLRequest(query)
  call.enqueue(
    { response -> handleResponse(response) },
    { nowDataError -> handleError(nowDataError) }
  )
}
```

NowPushPayload interface

The *NowPushPayload* interface defines the push notification payload that the NowSDK implements.

NowPushPayload structure

Name	Description
instanceId	ServiceNow instance identifier as provided by the push notification system. Data type: String
instanceName	ServiceNow instance name. Data type: String
message	Body of the push notification. Data type: String
notificationId	Unique identifier for this push notification. Data type: Integer
threadId	ID to use to group notifications. User the same ID in different payloads to indicate a group. Data type: String
title	Title of the push notification. Data type: String

NowPushSDK class - Android

The *NowPushSDK* class provides the function necessary to create a `NowPushService` that enables the sending of unsolicited (push) notifications to Android devices.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowPushSDK - makePushService(instanceURL: URL)

Creates a NowPush service.

Parameters

Name	Type	Description
instanceURL	URL	URL of the ServiceNow instance that the NowPushService should interact with.

Returns

Type	Description
Result<NowPushService>	NowPushService object wrapped in a Kotlin Result object.

This example shows how to setup to *makePushService()* method to create the Push Service.

```
private var nowPushService: NowPushService? = null

/**
  * Create the NowPushService once in the lifetime of the
 application inside the Application
  * class or another manager class that will be injected into
 other classes via dagger/hilt.
  * NowPushService should be created after initializing the
 NowSDK.
  */
suspend fun getNowPushService(): NowPushService? {
  if (nowPushService != null) return nowPushService

  return
 NowPushSDK.makePushService(URL("https://
instance-name.service-now.com")).getOrThrow()
    .also { this.nowPushService = it }
}
```

NowPushService class - Android

The *NowPushService* class provides functions that enable interaction with the Push Notification service.

Properties

Name	Description
configuration	Service configuration to associate with the service. Data type: NowServiceConfiguration

NowPushService - handlePush(remoteMessage: RemoteMessage, successCallback: Consumer<NowPushPayload>, errorCallback: Consumer<Throwable>)

Processes a push notification request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Currently the only implemented push notification type is `NowPushVirtualAgent`. Any other passed push notification type returns a NotSupportedPushError object.

Parameters

Name	Type	Description
remote Message	Remote Message	Notification as received by `com.google.firebase.messaging.FirebaseMessagingService.o` For additional information, see Receive messages in an Android app.
success Callback	Consumer <NowPushPayload>	Callback to return the processed *NowPushPayload* to.
error Callback	Consumer <Throwable>	Callback to return the thrown error to. If the error NotSupportedPushError is thrown not supported by the mobile SDK, and must be processed outside of the mobile SI

Returns

Type	Description
None	

This example shows how to override *onMessageReceived()* and pass the *RemoteMessage* through to the `NowPushService`. If the `NowPushService` recognizes the notification type, it processes the request and returns the notification object for the application to handle. Otherwise it throws the NotSupportedPushError.

```
override fun onMessageReceived(remodeeMessage: RemoteMessage){
  pushService.handlePush(remoteMessage, { push ->
    when (push) {
      is NowPushVirtualAgent → handleVirtualAgentPush(push)
    }, { error ->
        Log.e(TAG, "Unknown push", error)
        handleAppPushNotification(remoteMessage)
    })
}
```

NowPushService - registerPushToken(pushToken: String, pushApp: String, successCallback: Runnable, errorCallback: Consumer<Throwable>)

Registers a unique Firebase token with the ServiceNow instance used to identify the push notifications for the current Android device and specified application.

In order for the ServiceNow instance to generate notifications Android device to receive notifications from the application, this token must be registered.

Parameters

Name	Type	Description
pushToken	String	Firebase token retrieved by either *com.google.firebase.messaging.FirebaseMessaging.getToken* *com.google.firebase.messaging.FirebaseMessagingService.onl*
pushApp	String	Name of the push application as specified in the Push Application table on the assoc ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
success Callback	Runnable	Callback executed when the token registration is successful.
errorCallback	Consumer <Throwable>	Callback executed when the token registration fails.

Returns

Type	Description
None	

This example registers a push token for the current Android device and the application "PushAppName".

```
FirebaseMessaging.getInstance().token.addOnCompleteListener
 { task ->
  val token = task.result

  if (!task.isSuccessful || token == null) {
    throw Exception("Unable to fetch token"))
  }

  pushService.registerPushToken(token, "PushAppName", {
    Log.v(TAG, "Successfully registered push token")
  }, { e ->
    Log.e(TAG, "Error registering push", e)
  })
}
```

NowPushService - unregisterPushToken(pushToken: String, pushApp: String, successCallback: Runnable, errorCallback: Consumer<Throwable>)

Unregisters the specified Firebase push token with the associated ServiceNow instance.

Parameters

Name	Type	Description
pushToken	String	Firebase token to unregister. Retrieved by either *com.google.firebase.messaging.FirebaseMessaging.getToken* o *com.google.firebase.messaging.FirebaseMessagingService.onNe*
pushApp	String	Name of the push application associated with the token to unregister. This information is in the Push Application table on the associated ServiceNow instance.
success Callback	Runnable	Callback executed when the token unregistration is successful.
erro rCallback	Consumer <Throwable>	Callback executed when the token unregistration fails.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

This code example shows how to unregister a push token such as when the user logs out of the application.

```
pushService.unregisterPushtoken(token, "PushAppName", {
  Log.v(TAG, "Successfully unregistered push token")
},  { e ->
  Log.e(TAG, "Error unregistering push", e)
})
```

NowSDK - Android

The *NowSDK* class is a singleton that provides the public API for the NowSDK. This class is the gateway to all Android SDK feature services.

Before initializing a feature service, you must initialize the SDK itself by calling NowSDK.configure(). For additional information on getting started with the Android NowSDK, refer to the ServiceNow Mobile SDK Developers Guide - Android.

NowSDK - configure(application: Application, configuration: NowSDKConfiguration)

Configures the NowSDK for use.

You must call this function before attempting to use any of the feature services provided by the SDK.

Parameters

Name	Type	Description
application	Application	Reference to the hosting application object.
configuration	NowServiceConfiguration	Object containing the information necessary to initialize the NowSDK.

Returns

Type	Description
None	NowSDKError is thrown if the provided configuration is invalid.

The following code example shows how to call this function.

```
class SampleApplication : Application(),
 NowSDKAuthorizationProviding, DevicePermissionDelegate {

    private val nowSdkSettings = NowSDKSettings(
        instanceBaseURL =
 "https://instance-name.service-now.com",
        clientId = "client_id",
        user = "user"
    )

    private val coroutineScope = CoroutineScope(Dispatchers.IO)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    private val nowSDKConfiguration = NowSDKConfiguration(this,
 this, NowLogLevel.Debug)
    override fun onCreate() {
        super.onCreate()

        NowSDK.configure(this, nowSDKConfiguration)
    }


    override fun requestAuthorization(
        instanceURL: URL,
        callback: Consumer<List<AuthorizationToken>?>
    ) {
        coroutineScope.launch {
            when {
                nowSdkSettings.user.isNullOrBlank().not() ->
 authorizeWithJWT(
                    callback = callback,
                    user = nowSdkSettings.user,
                    clientId = nowSdkSettings.clientId
                )

                else -> authorizeWithGuest(callback = callback)
            }
        }
    }

    override fun canRequestPermission(permission:
 DevicePermission): Boolean {
        return true
    }
}
```

NowSDK - logout()

Clears all user sessions persisted in memory.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this function.

```
class SampleApplication : Application() {

    private val nowSDKConfiguration =
 NowSDKConfiguration(authorizationProvider, permissionDelegate,
 NowLogLevel.Debug)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    override fun onCreate() {
        super.onCreate()
        NowSDK.configure(this, nowSDKConfiguration)
    }

    fun logout() {
        // Clear all user session when an application resets the
 user session
        NowSDK.logout()
    }
}
```

NowSDKAuthorizationProviding interface - Android

The *NowSDKAuthorizationProviding* interface provides a function that configures the link to the ServiceNow instance for which authorization is needed and any associated callbacks.

NowSDKAuthorizationProviding - requestAuthorization(instanceURL: URL, callback: Consumer<List<AuthorizationToken>?>)

Authorizes the currently logged-in user on the specified ServiceNow instance using the specified AuthorizationToken objects.

Parameters

Name	Type	Description
instanceURL	URL	ServiceNow instance for which the authorization is being requested.
callback	Consumer <List <AuthorizationToken>?>	Array of logged-in user specific Authorization Token objects.

Returns

Type	Description
None	

```
class NowSDKAuthorizationManager: NowSDKAuthorizationProviding {
  override fun requestAuthorization(
    instanceURL: URL,
    callback: Consumer<List<AuthorizationToken>?>
  ){
    val token = JWTService.fetchJwt()
    val authorizationToken =
 AuthorizationToken(AuthorizationTokenType.JWT, token)
    val result = listOf(authorizationToken)
    callback.accept(result)
  }
}
```

NowSDKConfiguration class - Android

The *NowSDKConfiguration* class contains configuration information needed to initialize the NowSDK.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties

Name	Type	Description
authorizationProvider	NowSDKAuthorizationProviding	Delegate object that is responsible for providing authorization tokens to the NowSDK upon request.
logLevel	NowLogLevel	Level of log messages for the associated logger to store. Valid values (case-sensitive): • Debug • Error • Fatal • Info • None
permissionDelegate	DevicePermissionDelegate	Delegate object called by the NowSDK to request permission from the host application to show system dialog for requesting the indicated device permission. For example: `override fun canRequestPermission(permission: DevicePermission): Boolean = when (permission) { DevicePermission.Camera -> true DevicePermission.Microphone -> false } }`

NowSDKConfiguration - NowSDKConfiguration(authorizationProvider: NowSDKAuthorizationProviding, permissionDelegate: DevicePermissionDelegate, logLevel: NowLogLevel)

Creates a new NowSDKConfiguration object.

Parameters

Name	Type	Description
authorizationProvider	NowSDKAuthorizationProviding	Delegate object that is responsible for providing authorization tokens to the NowSDK upon request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
permissionDelegate	DevicePermissionDelegate	Delegate object called by the NowSDK to request permission from the host application to show system dialog for requesting the indicated device permission. For example: `override fun canRequestPermission(permission: DevicePermission): Boolean = when (permission) { DevicePermission.Camera -> true DevicePermission.Microphone -> false } }`
logLevel	NowLogLevel	Level of log messages for the associated logger to store. Valid values (case-sensitive): • Debug • Error • Fatal • Info • None

Returns

Type	Description
None	

The following code example shows how to call this function.

```
class SampleApplication : Application(),
 NowSDKAuthorizationProviding, DevicePermissionDelegate {

    private val nowSdkSettings = NowSDKSettings(
        instanceBaseURL =
 "https://instance-name.service-now.com",
        clientId = "client_id",
        user = "user"
    )
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    private val coroutineScope = CoroutineScope(Dispatchers.IO)

    private val nowSDKConfiguration = NowSDKConfiguration(this,
 this, NowLogLevel.Debug)
    override fun onCreate() {
        super.onCreate()

        NowSDK.configure(this, nowSDKConfiguration)
    }


    override fun requestAuthorization(
        instanceURL: URL,
        callback: Consumer<List<AuthorizationToken>?>
    ) {
        coroutineScope.launch {
            when {
                nowSdkSettings.user.isNullOrBlank().not() ->
 authorizeWithJWT(
                    callback = callback,
                    user = nowSdkSettings.user,
                    clientId = nowSdkSettings.clientId
                )

                else -> authorizeWithGuest(callback = callback)
            }
        }
    }

    override fun canRequestPermission(permission:
 DevicePermission): Boolean {
        return true
    }
}
```

NowServiceConfiguration class - Android

The *NowServiceConfiguration* class enables you to configure the ServiceNow instance URL and package name for a feature service.

Properties

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance that the feature service will leverage. For example: https://my_domain.hr_instance.com
packageName	String	Name of the package to associate with the feature service.

NowServiceError class - Android

The *NowServiceError* sealed class that returns NowSDK errors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties

Name	Type	Description
cause	Throwable	Cause of the error.
message	String	Message that contains the error details to display to the user.

Errors returned by the NowSDK feature services

Type	Description
SDKNotConfigured	The NowSDK was not configured. Most likely the `NowSDK.configure()` method was not called.
ServiceConfigurationInvalid	The NowSDK was configured with invalid setting. Verify that all settings in the configuration are correct.
ServiceDisabled	The associated service is disabled.
ServiceSettingsInvalid	Unable to process the service settings.
ServiceSettingsRetrievalFailed	Unable to retrieve the NowSDK service settings from the ServiceNow instance.

NowTableService interface - Android

The `NowTableService` interface provides functions that enable you to create, read, delete, and update records within a table on a ServiceNow instance.

Properties

Name	Type	Description
configuration	NowServiceConfiguration	Configuration to associate with the service.

NowTableService - createRecord(tableName: String, fields: Map<String, String>, writeOptions: FieldWriteOptions?, configuration: FieldReadConfiguration?)

Inserts the specified record in the specified table.

Parameters

Name	Type	Description
tableName	String	Name of the table in which to save the record.
fields	Map<String, String>	Key-value pairs for all fields to create in the record. **Note:** All fields within a record may not be available for update. For example, fields that have a prefix of `sys_` are typically system parameters that are automatically generated and cannot be updated. Fields that are not specified and not auto-generated by the system are set to the associated data type's null value.
writeOptions	FieldWriteOptions	Optional. Write options to set on the fields, such as whether the value should be stored as display values

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		or whether to suppress auto generation of system fields. Default: null - No options selected
configuration	FieldReadConfiguration	Optional. Configuration that specifies which fields to return for the created record and what to include in the fields.

Returns

Type	Description
Call<ByteArray>	Success: ByteArray that contains the created record. You can convert this information into any data model that you need. Failure: NowDataError

```
fun createTableRecord( tableName: String, fields: KeyValues,
 includeFields: String,
  readOptions: ReadOptions?, writeOptions: WriteOptions?){

  val readOptionsArray = readOptions?.asArray() ?: arrayOf()
  val readConfig =
 FieldReadConfiguration(includeFields.split(","),
 *readOptionsArray)

  var body:ByteArray?

  val call = tableService.createRecord(tableName,
 fields.toMap(),
    writeOptions?.asFieldWriteOptions(),
    readConfig)
  call.enqueue({ body = it.body },{ Log.d("Records", "failed to
 create record") })
}
```

NowTableService - deleteRecord(sysId: String, tableName: String)

Deletes the specified record in the specified table.

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to delete.
tableName	String	Name of the table in which the specified record is located, such as *incident* or *asset*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Call<ByteArray>	Success: Nothing is returned. Failure: NowDataError

```
fun deleteTableRecord( recordSysId: String, tableName: String,
 callType: CallTestType){
  val tableService = serviceProvider.tableService()
  var body:ByteArray?
  val call = tableService.deleteRecord(recordSysId, tableName)
  call.enqueue({ body = it.body },{ Log.d("Records", "failed to
 create record") })
}
```

NowTableService - paginator(tableName: String, configuration: FetchConfiguration)

Creates a paginator that allows iteration of pages of records within a table.

You can use this paginator to navigate through the returned records, performing navigation operations such as fetching the first, last, previous, or next page, or checking whether there is next or previous page.

Parameters

Name	Type	Description
tableName	String	Name of the table for which to create the paginator.
configuration	FetchConfiguration	Configuration that specified the filters to use, pagination page size limit, which fields to retrieve, and what to include in the fields.

Returns

Type	Description
Paginator<ByteArray>	Success: Paginator with ByteArray output of the requested records. You can use the functions within the Paginator object to navigate the returned records. Failure: NowDataError

```
private fun initTablePaginator() {
  paginator = service?.paginator(tableName,
 FetchConfiguration(null, 3))
    ?.observe(object: PaginatorCallBack<ByteArray> {
      override fun onSuccess(response:
 Response<List<ByteArray>>) {
      }
      override fun onFailure(e: NowDataError) {
        Log.e("NowDataError", "", e)
      }
    })
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowTableService - record(sysId: String, tableName: String, configuration: FieldReadConfiguration?)

Retrieves the specified record from the specified table.

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to retrieve.
tableName	String	Name of the table in which the specified record is located, such as *incident* or *asset*.
configuration	FieldReadConfiguration	Optional. Configuration that specifies which fields to retrieve and what to include in the fields.

Returns

Type	Description
Call <ByteArray>	Success: ByteArray that contains the retrieved record. You can convert this information into any data model that you need. Failure: NowDataError

```
fun fetchTableRecord( sysId: String, tableName: String,
 includeFields: String,
  readOptions: ReadOptions?){

  val readOptionsArray = readOptions?.asArray() ?: arrayOf()
  val readConfig =
 FieldReadConfiguration(includeFields.split(","),
 *readOptionsArray)

  var body:ByteArray?

  val call = tableService.record(sysId, tableName, readConfig)
  call.enqueue({ body = it.body },{ Log.d("Record", "failed
 fetching record") })
}
```

NowTableService - records(tableName: String, configuration: FieldReadConfiguration?)

Retrieves sll records record from the specified table.

Parameters

Name	Type	Description
tableName	String	Name of the table from which to retrieve the records, such as *incident* or *asset*.
configuration	FieldReadConfiguration	Optional. Configuration that specifies which fields to retrieve and what to include in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Call <ByteArray>	Success: ByteArray that contains the retrieved records. You can convert this information into any data model that you need. Failure: NowDataError

```
fun fetchTableRecords( tableName: String, filterQuery: String,
 includeFields: String,
  readOptions: ReadOptions?, limit: Int?){

  val readOptionsArray = readOptions?.asArray() ?: arrayOf()
  val readConfig =
 FieldReadConfiguration(includeFields.split(","),
 *readOptionsArray)
  val config = FetchConfiguration(Filter(filterQuery), limit,
 readConfig)

  var body:ByteArray?

  val call = tableService.records(tableName, config)
  call.enqueue({ body = it.body },{ Log.d("Records", "failed
 fetching records") })
}
```

NowTableService - updateRecord(sysId: String, tableName: String, fields: Map<String, String>, writeOptions: FieldWriteOptions?, configuration: FieldReadConfiguration?)

Updates the specified record in the specified table with the specified fields.

Parameters

Name	Type	Description
tableName	String	Name of the table in which to update the record.
fields	Map<String, String>	Key-value pairs for all fields to update in the record. **Note:** All fields within a record may not be available for update. For example, fields that have a prefix of `sys_` are typically system parameters that are automatically generated and cannot be updated. Fields that are not specified and not auto-generated by the system are set to the associated data type's null value.
writeOptions	FieldWriteOptions	Optional. Write options to set on the fields, such as whether the value should be stored as display values or whether to suppress auto generation of system fields. Default: null - No options selected
configuration	FieldReadConfiguration	Optional. Configuration that specifies which fields to update and what to include in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: null

Returns

Type	Description
Call <ByteArray>	Success: ByteArray that contains the updated record. You can convert this information into any data model that you need. Failure: NowDataError

```
fun updateTableRecord( sysId: String, tableName: String, fields:
 KeyValues, includeFields: String,
   readOptions: ReadOptions?, writeOptions: WriteOptions?){

   val readOptionsArray = readOptions?.asArray() ?: arrayOf()
   val readConfig =
 FieldReadConfiguration(includeFields.split(","),
 *readOptionsArray)

   var body:ByteArray?

   val call = tableService.updateRecord(recordSysId, tableName,
 fields.toMap(),
     writeOptions?.asFieldWriteOptions(),
     readConfig)
   call.enqueue({ body = it.body },{ Log.d("Records", "failed to
 update record") })
}
```

NowUIAdaptiveColor - Android

The *NowUIAdaptiveColor* interface provides functions that return an integer or hexadecimal color value based on the calling device's theme mode setting.

It returns the value for the *darkColor* theme if dark mode is enabled on the user's device and the value for the *lightColor* theme for all other scenarios.

NowUIAdaptiveColor - getColor(context: Context?)

Returns an integer color value based on the calling device's theme mode setting.

It returns the value for the *darkColor* theme if dark mode is enabled on the user's device and the value for the *lightColor* theme for all other scenarios.

Parameters

Name	Type	Description
context	Object	Comma-separated list of colors for which to return the color values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		For examples: `NowUIAdaptiveColor(lightColor = Color.BLACK, darkColor = Color.WHITE)`

Returns

Type	Description
Integer	Color value for the passed color.

The following code example shows how to use this function.

```
lifecycleScope.launch {
  sdkManager.getNowWebService()?.launch(this@MainActivity,
 URL("https://instance-name.service-now.com"), object :
 NowWebTheme {
    override val brand: NowUIAdaptiveColor
      // Override lightColor only. For dark theme default color
 will be used
      get() = NowUIAdaptiveColor(lightColor = Color.BLACK)

    override val primary: NowUIAdaptiveColor
      // Override both lightColor and darkColor
       get() = NowUIAdaptiveColor(lightColor = Color.BLACK,
 darkColor = Color.WHITE)

    // override the rest of color variables
  })
}
```

NowUIAdaptiveColor - toStringColor(context: Context?)

Returns a hexadecimal color value based on the calling device's theme mode setting.

Parameters

Name	Type	Description
context	Object	Comma-separated list of colors for which to return the color values. For examples: `NowUIAdaptiveColor(lightColor = Color.BLACK, darkColor = Color.WHITE)`

Returns

Type	Description
String	Hexadecimal color value for the passed colors.

The following code example shows how to use this function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
val adaptiveColor = NowUIAdaptiveColor(lightColor = Color.BLACK,
 darkColor = Color.WHITE)
adaptiveColor.toStringColor(context)
```

NowWebTheme interface - Android

The *NowWebTheme* interface provides properties that enable you to override the colors used within web pages hosted on your ServiceNow instance in a native web view.

The *NowWebTheme* interface extends the *NowUITheme* interface and inherits the property *nowUIColoring*.

```
val nowUIColoring: NowUIColoring?
```

This property is used to reference color variables that *NowWebTheme* can use. For additional information on how to theme the UI, see Use NowUIColoring to theme NowWebTheme and NowChatTheme in the Mobile SDK Developer Guide - Android.

Properties

Name	Description
alertCritical0	Use for: • error messages • snackbar background Default value: #F8C8CD
alertCritical3	Use for: • error messages • snackbar border Default value: #B61C2D
alertPositive0	Use for: • success messages • snackbar background Default value: #CADFC0
alertPositive3	Use for: • success messages • snackbar border Default value: #266108
alertWarning0	Use for: • warning messages • snackbar background Default value: #FBF7BF
alertWarning3	Use for:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Description
	• warning messages • snackbar border Default value: #B6AA00
backgroundPrimary	Use for: • card background • choice picker • input background • neutral background Default value: #FFFFFF
backgroundSecondary	Use for overflow menu background. Default value: #F6F6F8
backgroundTertiaryActionable	Use for the background color for the topic dialog search and edit text. Default value: #454D5B
brand	Use for the header background in the toolbar and tables. Default value: #302F4B
notification	Use for new message indicator. Default value: #B61C2D
primary	Use for: • actionable text • button backgrounds Default value: #4F52BD
screenHeaderText	Use for text and icon elements with a fixed color that appear on top of the brand color (screen header/toolbar). Default value: #FFFFFF
textActionable	Use for: • highlighted background • text on action buttons Default value: #FFFFFF
textPrimary	Use for:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Description
	• alert dialog messages • card header text • chat bubble text • picture title and description • topic text Default value: #151920
webPageThemeId	Sys_id of the theme to apply to the ServiceNow web pages loaded by *NowWeb*. Default value: Configured default theme Table: UX Theme [sys_ux_theme] table.
webPageThemeVariantId	Sys_id of the theme variant to apply to the ServiceNow web pages loaded by *NowWeb*. Default value: Configured default theme variant Table: UX Style [sys_ux_style] table.

NowWebSDK class - Android

The *NowWebSDK* class provides a single function that enables you to load web pages hosted on your ServiceNow instance in a native web view and Cabrillo. It automatically handles user authentication and session management instead of forcing users to log into the instance through a login web page.

NowWebSDK - makeWebService(instanceURL: URL, nowWebSdkCallbacks: NowWebViewServiceDelegate? = null)

Creates a NowWeb service.

Parameters

Name	Type	Description
instanceURL	URL	URL of the ServiceNow instance to access. For example, `"https://instance.servicenow.com"`
nowWebSdkCallbacks	NowWebViewServiceDelegate	Callbacks for the host application to configure *NowWebService*.

Returns

Type	Description
Result<NowWebService>	NowWebService object wrapped in a Kotlin Result object.

The following code example shows how to call this function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 private var nowWebService: NowWebService? = null

/**
  * Create the NowWebService once in the lifetime of the
 application, inside the Application
  * class or another manager class that will be injected into
 other classes via dagger/hilt.
  * NowWebService should be created after initializing the
 NowSDK.
  */
suspend fun getNowWebService(): NowWebService? {
  if (nowWebService != null) return nowWebService

  return
 NowWebSDK.makeWebService(URL("https://
instance-name.service-now.com"), object :
    NowWebViewServiceDelegate {
    override fun flowEnded(activity: Activity, flowName:
 String?) {
      Log.i("NowWebSdk", "flow ended")
    }

    override fun requestedDismissal(activity: Activity) {
      Log.i("NebWebSdk", "screen should be dismissed")
    }

    override fun navigationFailed(activity: Activity, error:
 String) {
      Log.i("NebWebSdk", "navigation failed")
    }

    override fun unsupportedUrl(activity: Activity, uri: Uri) {
      Log.i("NebWebSdk", "URL is unsupported")
    }
  }).getOrThrow()
      .also { this.nowWebService = it }
}
```

NowWebService class - Android

The *NowWebService* API provides a function that launches a *NowWebActivity* that hosts a web view.

Properties

Name	Type	Description
configuration	NowServiceConfiguration class - Android	Configuration information for the associated service, such as the ServiceNow instance URL and the name of the package.

NowWebService - launch(context: Context, url: URL, nowWebTheme: NowWebTheme)

Creates a NowWebActivity that hosts the web view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
context	Context	Context to use for launching the associated activity.
url	URL	URL of the web page to load. This web page must be on the target ServiceNow instance that the service was initialized with.
nowWebTheme	NowWebTheme	Optional. *NowWebTheme* object to apply to the UI elements of the view controller. Default: Default theme

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun launchNowWeb() {
    val webService = getNowWebService()

    val webTheme = object : NowWebTheme {
        override val brand: Int
            get() = Color.BLUE

        override val textPrimary: Int
            get() = Color.BLACK

        //Override remaining theme colors
    }
    webService?.launch(activity,
 URL("https://instance-name.service-now.com"), webTheme)
}
```

NowWebService – preloadWebCache(preloadUris: List<URI>)

Preloads a list of specified java.net.URIs in a headless webview to pre-populate the webview cache with cacheable resources on the page.

Note: Completion of this function call is based on *onPageFinished()* being called in the webview, which does not take into account redirections or resources on the page. Because of this, preload may not be fully complete when this method returns.

Parameters

Name	Type	Description
preloadUris	List	List of java.net.URIs to pre-load. All java.net.URIs must be relative or match the current host configured in the NowSDK.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows how to use the *webService.preloadWebCache()* function to pre-load the `mesp` page.

```
suspend fun preloadNowWeb() {
  val webService = serviceProvider.webService()
  webService.preloadWebCache(
    listOf(
      URI("mesp")
    )
  )
}
```

NowWebService – updateTheme(nowWebTheme: NowWebTheme)

Updates the NowWeb UI theme with the specified UI theme. Use this function to update the web UI theme after it has been initially set using the *launch()* function, such as when changing the theme from light to dark.

Parameters

Name	Type	Description
nowWebTheme	NowWebTheme	*NowWebTheme* object to apply to the UI elements of the view controller.

Returns

Type	Description
None	

The following code example shows how to update a light UI theme implemented using the *launch()* function to the dark UI theme using the *updateTheme()* function.

```
val webService = getNowWebService()

val lightTheme = object : NowWebTheme {
    override val brand: Int
        get() = Color.BLUE

    override val textPrimary: Int
        get() = Color.BLACK

    override val backgroundPrimary: Int
        get() = Color.WHITE

    // Override remaining theme colors
}

val darkTheme = object : NowWebTheme {
    override val brand: Int
        get() = Color.BLUE
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    override val textPrimary: Int
        get() = Color.WHITE

    override val backgroundPrimary: Int
        get() = Color.BLACK

    // Override remaining theme colors
}

//launch NowWeb with light theme
webService?.launch(activity,
 URL("https://instance-name.service-now.com"), lightTheme)

//update NowWeb with dark theme
webService?.updateTheme(darkTheme)
```

NowWebViewServiceDelegate interface - Android

The *NowWebViewServiceDelegate* API provides callbacks for notification of issues within the *NowWebService* processing such as when a flow ends or a navigation fails.

NowWebViewServiceDelegate - flowEnded(flowName: String?)

Callback that notifies the host application that the specified flow has ended.

Parameters

Name	Type	Description
flowName	String	Name of the flow that ended.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun getNowWebService(): NowWebService {
  return
 NowWebSDK.makeWebService(URL("https://
instance-name.service-now.com"), object :
 NowWebViewServiceDelegate {
    override fun flowEnded(activity: Activity, flowName:
 String?) {
      Log.i("NowWebSdk", "flow ended")
    }
  }).getOrThrow()
}
```

NowWebViewServiceDelegate - navigationFailed(error : String)

Callback that notifies the host application that navigation has failed with the specified error reason.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
error	String	Error that describes why the navigation failed.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun getNowWebService(): NowWebService {
  return
 NowWebSDK.makeWebService(URL("https://
instance-name.service-now.com"), object :
 NowWebViewServiceDelegate {
    override fun navigationFailed(activity: Activity, error:
 String) {
      Log.i("NebWebSdk", "navigation failed")
    }
  }).getOrThrow()
}
```

NowWebViewServiceDelegate - requestedDismissal()

Callback that notifies the host application that the screen should be dismissed.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun getNowWebService(): NowWebService {
  return
 NowWebSDK.makeWebService(URL("https://
instance-name.service-now.com"), object :
 NowWebViewServiceDelegate {
    override fun requestedDismissal(activity: Activity) {
      Log.i("NebWebSdk", "screen should be dismissed")
    }
  }).getOrThrow()
}
```

NowWebViewServiceDelegate - unsupportedUrl(uri: Uri)

Callback that notifies the host application that the provided URL is unsupported.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
uri	Uri	URL that is unsupported.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun getNowWebService(): NowWebService {
  return
 NowWebSDK.makeWebService(URL("https://
instance-name.service-now.com"), object :
 NowWebViewServiceDelegate {
    override fun unsupportedUrl(activity: Activity, uri: Uri) {
      Log.i("NebWebSdk", "URL is unsupported")
    }
  }).getOrThrow()
}
```

Paginator class - Android

The *`Paginator`* class provides functions for paging through the return results passed back by a REST endpoint call, such as those returned by the *`NowTableService`* class.

You must first call the NowTableService - paginator(from tableName: String, configuration: FetchConfiguration? = nil) or NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function to retrieve paginate return results.

Paginator - first()

Fetches the first page of the return results.

The method throws a `PaginationError` if it cannot fetch the first page.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun createAttachmentMetadataPaginator() {
  val paginator =
 nowServiceManager.getNowAttachmentService()?.attachmentMetadata
Paginator(null, 10)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ?.observe(object : PaginatorCallBack<NowAttachmentMetadata>
 {
      override fun onFailure(e: NowDataError) {
        handleError(e)
      }

      override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
        handleResponse(response)
      }

    })
    ?: throw Exception("Response is null")

  paginator.first()
}
```

Paginator - hasNext()

Checks whether there is a next page in the return results.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether there's a next page in the return results. Possible values: • true: Next page available. • false: No next page available.

The following code example shows how to call this function.

```
suspend fun createAttachmentMetadataPaginator() {
  val paginator =
 nowServiceManager.getNowAttachmentService()?.attachmentMetadata
Paginator(null, 10)
    ?.observe(object : PaginatorCallBack<NowAttachmentMetadata>
 {
      override fun onFailure(e: NowDataError) {
        handleError(e)
      }

      override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
        handleResponse(response)
      }

    })
    ?: throw Exception("Response is null")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  if (paginator.hasNext() && !paginator.isBusy()) {
    paginator.next()
  }
}
```

Paginator - hasPrevious()

Checks whether there in a previous page in the return results.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Boolean	Flag that indicates whether there is a previous page in the return results. Possible values: • true: Previous page available. • false: No previous page available.

The following code example shows how to call this function.

```
suspend fun createAttachmentMetadataPaginator() {
  val paginator =
 nowServiceManager.getNowAttachmentService()?.attachmentMetadata
Paginator(null, 10)
    ?.observe(object : PaginatorCallBack<NowAttachmentMetadata>
 {
      override fun onFailure(e: NowDataError) {
        handleError(e)
      }

      override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
        handleResponse(response)
      }

    })
    ?: throw Exception("Response is null")

  if (paginator.hasPrevious() && !paginator.isBusy()) {
    paginator.previous()
  }
}
```

Paginator - isBusy()

Checks whether the Paginator is busy fetching data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	Flag that indicates whether the Paginator is busy fetching data. Possible values: • true: Busy fetching data. • false: Not busy.

The following code example shows how to call this function.

```
suspend fun createAttachmentMetadataPaginator() {
  val paginator =
 nowServiceManager.getNowAttachmentService()?.attachmentMetadata
Paginator(null, 10)
    ?.observe(object : PaginatorCallBack<NowAttachmentMetadata>
 {
      override fun onFailure(e: NowDataError) {
        handleError(e)
      }

      override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
        handleResponse(response)
      }

    })
    ?: throw Exception("Response is null")

  if (paginator.hasNext() && !paginator.isBusy()) {
    paginator.next()
  }
}
```

Paginator - last()

Fetches the last page of the return results.

The method throws a `PaginationError` if it cannot fetch the last page.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun createAttachmentMetadataPaginator() {
  val paginator =
 nowServiceManager.getNowAttachmentService()?.attachmentMetadata
Paginator(null, 10)
    ?.observe(object : PaginatorCallBack<NowAttachmentMetadata>
 {
      override fun onFailure(e: NowDataError) {
        handleError(e)
      }

      override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
        handleResponse(response)
      }

    })
    ?: throw Exception("Response is null")

  if !paginator.isBusy()) {
    paginator.last()
  }
}
```

Paginator - next()

Fetches the next page of the return results.

The method throws a `PaginationError` if there are no more pages to fetch.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun createAttachmentMetadataPaginator() {
  val paginator =
 nowServiceManager.getNowAttachmentService()?.attachmentMetadata
Paginator(null, 10)
    ?.observe(object : PaginatorCallBack<NowAttachmentMetadata>
 {
      override fun onFailure(e: NowDataError) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        handleError(e)
      }

      override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
        handleResponse(response)
      }

    })
    ?: throw Exception("Response is null")

  if (paginator.hasNext() && !paginator.isBusy()) {
    paginator.next()
  }
}
```

Paginator - observe(callback: PaginatorCallBack<T>)

Sets the Paginator object's callbacks. You must call this method before calling any other Paginator functions.

Parameters

Name	Type	Description
callback	PaginatorCallBack	Callbacks to call based on the success or failure of the Paginator creation. • Success: `abstract fun onSuccess(response: Response<List<T>>)` • Failure: `abstract fun onFailure(e: NowDataError)`

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun createAttachmentMetadataPaginator() {
  val paginationCallBack = object :
 PaginatorCallBack<NowAttachmentMetadata> {
    override fun onFailure(e: NowDataError) {
      handleError(e)
    }

    override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
      handleResponse(response)
    }

  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  val paginator =
 nowServiceManager.getNowAttachmentService()?.attachmentMetadata
Paginator(null, 10)
    ?.observe(paginationCallBack)
    ?: throw Exception("Response is null")
}
```

Paginator - previous()

Fetches the previous page of the return results.

The method throws a `PaginationError` if it cannot fetch the previous page.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun createAttachmentMetadataPaginator() {
  val paginator =
 nowServiceManager.getNowAttachmentService()?.attachmentMetadata
Paginator(null, 10)
    ?.observe(object : PaginatorCallBack<NowAttachmentMetadata>
 {
      override fun onFailure(e: NowDataError) {
        handleError(e)
      }

      override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
        handleResponse(response)
      }

    })
    ?: throw Exception("Response is null")

  if (paginator.hasPrevious() && !paginator.isBusy()) {
    paginator.previous()
  }
}
```

Paginator - reset()

Resets the Paginator back to the first page but doesn't return the first page of the return results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this function.

```
suspend fun createAttachmentMetadataPaginator() {
  val paginator =
 nowServiceManager.getNowAttachmentService()?.attachmentMetadata
Paginator(null, 10)
    ?.observe(object : PaginatorCallBack<NowAttachmentMetadata>
 {
      override fun onFailure(e: NowDataError) {
        handleError(e)
      }

      override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
        handleResponse(response)
      }

    })
    ?: throw Exception("Response is null")

  paginator.reset()
}
```

Mobile SDK API reference - iOS

The Mobile SDK for iOS provides the classes necessary to interface iOS-based devices with the ServiceNow platform.

It provides classes that enable you to create feature services such as chat, REST API interface, GraphQL, and web access, that allow you to create interactive applications on any iOS device.

For additional information on how to implement specific use cases using this API, see the Mobile SDK Developer Guide - iOS.

Enumeration cases

Type	Description
NowAttachmentMetadata.State	Attachment metadata state. Possible values: • available • conditionally • none

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Enumeration cases (continued)

Type	Description
	• pending • unavailable
NowSDKError	Errors that can be thrown from the NowSDK module. Values • configurationError • missingAuthorizationProvider • missingPermissionDelegate

FetchConfiguration structure - iOS

The `FetchConfiguration` structure provides the ability to define the configuration for fetching records from your ServiceNow instance.

Properties

Name	Type	Description
filter	Filter	Optional. Query to apply to the return results. For example, to return only active records with a short description that contains the word "broken", pass the following query: `active=true^short_descriptionLIKEbroken` Default: nil - No filter applied, all records returned (any system or table limits are honored.)
limit	Integer	Optional. Number of records to return per page/ response. Default: nil - All records returned (any system or table limits are honored.)
readConfiguration	FieldReadConfiguration	Optional. Configuration of the fields returned in the response. Default: nil - All fields are returned.

FetchConfiguration - init(filter: Filter? = nil, limit: Int? = nil, readConfiguration: FieldReadConfiguration? = nil)

Defines the criteria for what records, and associated fields within those records, to return when fetching data from a ServiceNow instance through a REST endpoint.

Parameters

Name	Type	Description
filter	Filter	Optional. Query to apply to the return results. For example, to return only active records with a short description that contains the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		word "broken", pass the following query: `active=true^short_descriptionLIKEbroken` Default: nil - No filter applied, all records returned (any system or table limits are honored.)
limit	Integer	Optional. Number of records to return per page/ response. Default: nil - All records returned (any system or table limits are honored.)
readConfiguration	FieldReadConfiguration	Optional. Configuration of the fields returned in the response. Default: nil - All fields are returned.

Returns

Type	Description
None	

Shows how to configure the data to fetch from the Table API.

```
/// The configuration for what to fetch from the Table API.
lazy var fetchConfiguration: FetchConfiguration = {
  let includeFields = [
    // Case details
    "number",
    "short_description",
    "priority",
    "state",
    "opened_at",

    // Account details
    "account.name",
    "account.number",
    "contact.name",
    "contact.email",
    "contact_type",

    // Assignment
    "assignment_group.name",
    "assigned_to.name"
  ]
  let readConfiguration = FieldReadConfiguration(includeFields:
 includeFields, options: .actualValues)
  let filter = Filter(criteria: [], sortBy: [.desc("number")],
 queryCategory: nil)
  return FetchConfiguration(filter: filter, limit: 10,
 readConfiguration: readConfiguration)
}()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

FieldReadConfiguration structure - iOS

The `FieldReadConfiguration` structure enables you to configure which fields to fetch from a ServiceNow instance table and in which format.

Properties

Name	Type	Description
includeFields	Array	List of fields to pass back in the return results.
options	Array	List of the types of fields to return. Possible values: • actualValues: Returns the values actually stored in each of the fields, including the sys_ids for referenced records. Use this setting if dates need to be decoded in Codable models using Date. • description: Returns the description of the parameter. • displayValues: Returns the display values, if available, for the selected fields. For example, user names typically contain a reference link (sys_id) to the user record. If you request the display value, the person's name is returned instead of the sys_id that is stored in the associated field. **Note:** Display values returned by a ServiceNow instance are formatted and internationalized based on the user profile configuration of the authenticated user. This may differ from the device language and locale settings on the device. • excludeReferenceLink: Does not return any data that is defined as reference links within the table. • rawValue: Returns the raw value of the parameter.

FieldReadConfiguration init(includeFields: [FieldName] = [], options: Options = [])

Configures the fields within a record in a ServiceNow table to pass back in the return results of a REST endpoint call.

Parameters

Name	Type	Description
includeFields	Array	List of fields to pass back in the return results.
options	Array	List of the types of fields to return. Possible values: • actualValues: Returns the values actually stored in each of the fields, including the sys_ids for referenced records. Use this setting if dates need to be decoded in Codable models using Date. • description: Returns the description of the parameter. • displayValues: Returns the display values, if available, for the selected fields. For example, user names typically contain a reference link (sys_id) to the user record. If you request the display value, the person's name is returned instead of the sys_id that is stored in the associated field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Note: Display values returned by a ServiceNow instance are formatted and internationalized based on the user profile configuration of the authenticated user. This may differ from the device language and locale settings on the device. • excludeReferenceLink: Does not return any data that is defined as reference links within the table. • rawValue: Returns the raw value of the parameter.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
/// The configuration for what to fetch from the Table API.
lazy var fetchConfiguration: FetchConfiguration = {
  let includeFields = [
    // Case details
    "number",
    "short_description",
    "priority",
    "state",
    "opened_at",

    // Account details
    "account.name",
    "account.number",
    "contact.name",
    "contact.email",
    "contact_type",

    // Assignment
    "assignment_group.name",
    "assigned_to.name"
  ]
  let readConfiguration = FieldReadConfiguration(includeFields:
 includeFields, options: .actualValues)
  let filter = Filter(criteria: [], sortBy:
 [.desc("opened_at")], queryCategory: nil)
  return FetchConfiguration(filter: filter, limit: 10,
 readConfiguration: readConfiguration)
}()
```

FieldWriteOptions class - iOS

The *`FieldWriteOptions`* class provides functions that set the options for updating or creating fields in a record on a ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties

Name	Type	Description
rawValue	Integer	Result of the bitwise operation of the `suppressAutoSysField` and the `treatInputValuesAsDisplayValues` properties.
suppressAutoSysField	Boolean	Flag that indicates whether to suppress the automatic generation of system fields. Possible values: • true: Suppress automatic generation of system fields. • false: Allow automatic generation of system fields. Default: false
treatInputValuesAsDisplayValues	Boolean	Flag that indicates whether to set field values using their display value rather than the actual value. Possible values: • true: Use display value. • false: Use actual value. Default: false

Filter structure - iOS

The *`Filter`* structure provides the ability to configure filters that define the data to return in the return results of a REST endpoint query.

Filter - init(criteria criteriaList: [Criteria], sortBy: [Sort]? = nil, queryCategory: String? = nil)

Creates a filter based on one or more filter criteria that are OR'd together.

Parameters

Name	Type	Description
criteria	Array	Top level criteria conditions to group with `OR` connectors.
sortBy	String	Optional. Sort order of the return results. Possible values: • asc: Ascending • desc: Desending Default: asc
queryCategory	String	Optional. Name of the query category. Default: None

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following example shows creating three separate criteria and when passed in, if any of those criteria are met, the record is passed back in the return results.

```
// All of criteria1 conditions must be met
let criteria1 = Criteria(conditions: …)

// OR all of criteria2 conditions must be met
let criteria2 = Criteria(conditions: …)

// OR all of criteria3 conditions must be met
let criteria3 = Criteria(conditions: …)

let filter = Filter(criterias: [criteria1, criteria2,
 criteria3])
```

Filter - init(conditions: [QueryProviding], sorts: [Sort]? = nil)

Creates a filter based on all specified conditions (AND'd together)

Parameters

Name	Type	Description
conditions	QueryProviding	Conditions to group with an AND connector. Possible values: • boolean • dateTime • email • integerChoice • numeric • reference • string • stringChoice
sorts	String	Optional. Sort order of the return results. Possible values: • asc: Ascending • desc: Desending Default: asc

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
// Where the record is active
let condition1 = Condition.boolean(field: "active", .is(true))

// AND the date value of the SLA due field is on "today" or any
 date after today.
let condition2 = Condition.dateTime(field:
 "sla_due", .atOrAfter(0, .daysAgoStart))

let filter = Filter(conditions: [condition1, condition2])
```

Filter - init(query: String, queryCategory: String? = nil)

Creates a filter using a specified encoded query.

Parameters

Name	Type	Description
query	String	Encoded query Encoded query to use to filter the records to return from the table.
queryCategory	String	Optional. Name of the query category to use for the query.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
let query = "active=true^short_descriptionLIKEbroken"
let filter = Filter(query: query)
```

Filter - init(keywords: String? = nil, conditions: [Condition], sortBy: [Sort]? = nil)

Creates a filter based on specific keywords and conditions that are AND'd together.

Parameters

Name	Type	Description
keywords	String	Optional. Any specific word or phrase to search for. Default: nil - No specific word search.
conditions	String	Conditions to group with an `AND` connector. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• boolean • dateTime • email • integerChoice • numeric • reference • string • stringChoice
sortBy	String	Optional. Sort order of the return results. Possible values: • asc: Ascending • desc: Desending Default: asc

Returns

Type	Description
None	

```
// Keyword that must be found in the record
let searchTerm = "…"

// AND the specified condition must be met
let condition1 = Condition.email(field:
 "state", .changesFrom("4"))

let filter = Filter(keywords: searchTerm, condition: condition1)
```

NowAnalyticsService protocol - iOS

The *`NowAnalyticsService`* protocol provides functions that enable you to configure analytics properties, user settings, and events for managing the collection of user analytics data.

An object conforming to this protocol is returned by `sharedAnalyticsService`. Use it in your application to perform API calls.

Requirements

Name	Type	Description
trackingConsent	Boolean	Flag that indicates whether the user has consented to analytics tracking for the associated device. By default, devices are opted-out. Explicitly setting this value to `false` will immediately finish any ongoing session and delete the locally recorded data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Requirements (continued)

Name	Type	Description
		Valid values: • true: User consented to anlaytics data being tracked on this device. • false: User denied data tracking.

NowAnalyticsService - addEvent(named eventName: String, with properties: [String: Any]?)

Adds an application event, such as a user reaching a specific level or screen, and enables the setting of custom properties on the event. These events appear on the dashboard in the order that they occurred.

These events appear in your analytics dashboard.

Parameters

Name	Type	Description
named eventName	String	Name of the event to add.
with properties	Array	Optional. Custom property key-value pairs for the event. Property keys may not contain the dot ('.') or dollar ('$') signs. They will be trimmed. Supported value types: • Date • NSNull • NSNumber • Strings • URL **Note:** The total size of the *eventName*, properties key and value should not exceed 300 bytes (per event). Strings are UTF-8 encoded. Events that exceed this limit are ignored.

Returns

Type	Description
None	

The following example shows how to add a "Successful Login" event and an "Open Case" event with properties.

```
// Add event with properties
NowAnalytics.sharedAnalyticsService.addEvent(
  named: "Open Case", with: ["Screen Name": "Case",
                             "Case Number": "123",
                             "Case Priority": 5
])
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowAnalyticsService - addScreenAction(named actionName: String)

Adds a custom action to the current screen. These actions appear in the user dashboard as part of the session data and describes a screen change in an application.

Parameters

Name	Type	Description
named actionName	String	Name of the action to add to the screen, such as `MyButtonClick`. Maximum length: 256 UTF-8 bytes

Returns

Type	Description
None	

```
// Add event
NowAnalytics.sharedAnalyticsService.addEvent(named: "Successful
 Login")
```

NowAnalyticsService - appendToUserProperty(named propertyName: String, listItem: String)

Appends the specified item to the specified user property list.

Parameters

Name	Type	Description
named propertyName	String	Name of the user property list to append the *`listItem`* to.
listItem	String	List item to append to the property.

Returns

Type	Description
None	

```
// Append handled case to list
NowAnalytics.sharedAnalyticsService.appendToUserProperty(named:
 "Case Identifiers", listItem: "TASK-1")
```

NowAnalyticsService - deleteCurrentUserData(completion: @escaping ((_ success: Bool) -> Void))

Deletes all analytics data associated with the current user. This method also unsets the current active user and opts this device out of future tracking.

To set the current user, use the setUserId() method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
completion	@escaping ((_ success: Bool) -> Void)	Completion handler to execute after the analytics data is deleted. Return values for the completion handler: • Success: Returns a Boolean value of true. • Failure: Void - Failure may occur if the Appsee servers cannot be reached, as when there is no connectivity. If failure occurs, retry the method.

Returns

Type	Description
None	

```
// Delete user data
NowAnalytics.sharedAnalyticsService.deleteCurrentUserData(comple
tion: { (success) -> Void in
  if success {
    // deletion succeeded
  } else {
    // deletion failed
  }
})
```

NowAnalyticsService - incUserProperty(named propertyName: String, by value: Int)

Increments or decrements the value of the specified numeric property by the specified value.

Parameters

Name	Type	Description
named propertyName	String	Name of the user property to increment.
by value	Integer	Value to increment the property by. Enter a negative value to decrement the value.

Returns

Type	Description
None	

```
// Increment the "Cases Handled" count
NowAnalytics.sharedAnalyticsService.incUserProperty(named:
 "Cases Handled", by: 2)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowAnalyticsService - installJavascriptInterface(into webView: WKWebView)

Enables the calling of the methods in the *SNAnalytics()* API from within a WebView using JavaScript.

This method returns an SNMobileAnalytics object that is available in JavaScript, which exposes the native methods.

Parameters

Name	Type	Description
webView	WKWebView	Web view object in which to inject the JavaScript interface.

Returns

Type	Description
Object	SNMobileAnalytics

```
// Register JS object inside the web page
// This will create an object named 'SNMobileAnalytics' on JS
 that will have the following methods:
// SNMobileAnalytics.setUserId(userId)                    example:
 SNMobileAnalytics.setUserId("John Doe")
// SNMobileAnalytics.startScreen(screenName)              example:
 SNMobileAnalytics.startScreen("WelcomeScreen")
// SNMobileAnalytics.addScreenAction(actionName)          example:
 SNMobileAnalytics.addScreenAction("MyButtonClick")
// SNMobileAnalytics.addEvent(eventName, properties)      example:
 SNMobileAnalytics.addEvent("Successful Login")
//
          SNMobileAnalytics.addEvent("Successful Login",
 JSON.stringify({"Screen Name": "Case", "Case Number": "123",
 "Case Priority": 5}))
NowAnalytics.sharedAnalyticsService.installJavascriptInterface(i
nto: webView)
```

NowAnalyticsService - removeUserProperty(named propertyName: String)

Deletes the specified property for the current user.

To set the current user, use the setUserId() method.

Parameters

Name	Type	Description
named propertyName	String	Name of the user property to delete.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Remove unnecessary property
NowAnalytics.sharedAnalyticsService.removeUserProperty(named:
 "Temp Cases")
```

NowAnalyticsService - setDelegate(_ delegate: NowAnalyticsServiceDelegate?)

Sets a weak reference for a delegate to receive notifications.

Parameters

Name	Type	Description

delegate	NowAnalyticsServiceDelegate	Optional. Object that contains the reference to the delegate class.
		`// Register delegate`
		`private var analyticsDelegate =`
		`NowAnalyticsDelegate()  // Keep`
		`ref of delegate`
		`NowAnalytics.sharedAnalyticsServic`
		`e.setDelegate(analyticsDelegate)`

Returns

Type	Description
None	

This example shows how to define a delegate class for *NowAnalyticsServiceDelegate*.

```
// Define a delegate class for NowAnalyticsServiceDelegate
class NowAnalyticsDelegate:
 NowAnalytics.NowAnalyticsServiceDelegate {
  func nowAnalyticsSessionShouldStart() -> Bool {
    // Session is about to start, return true to allow session
 to start
    return true
  }

  func nowAnalyticsSessionDidStart(_ sessionId: String) {
    // Session was started
  }

  func nowAnalyticsSessionShouldEnd(_ sessionId: String) -> Bool
 {
    // Session is about to end, return true to allow session to
 end
    return true
  }

  func nowAnalyticsSessionDidEnd(_ sessionId: String) {
    // Session was ended
  }

  func nowAnalyticsDidDetectScreen(_ screenName: String) ->
 String? {
    // Example of skipping specific screen detection
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    if (screenName == "LoginViewController") {
      return nil
    }

    // Example of appending a prefix for every screen detected
    return "MyApp_" + screenName
  }
}

// Register delegate
private var analyticsDelegate = NowAnalyticsDelegate()  // Keep
 ref of delegate
NowAnalytics.sharedAnalyticsService.setDelegate(analyticsDelega
te)
```

NowAnalyticsService - setUserId(_ userId: String?)

Sets the application's user ID for the current user. Pass nil to log out the current user.

Parameters

Name	Type	Description
userId	String	Optional. Application-specific user identifier. To log the current user out, pass `nil`. The user ID must not contain HTML tags or any personal data such as name, email, or phone number. Maximum length: 256 UTF-8 bytes

Returns

Type	Description
None	

```
// Add several properties at once
NowAnalytics.sharedAnalyticsService.setUserProperties([
  "Cases Handled": 100,
  "Last Login": Date(),
  "Is Remote": true,
  "Profile URL": URL(string: "https://www.servicenow.com")!
])
```

NowAnalyticsService - setUserProperties(_ userProperties: [String: Any])

Sets multiple properties with the specified values for the current user. Properties can be anything that you want to track on the dashboard for a user.

You must call the setUserId() function before calling this function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
userProperties	Array	Key-value pairs of the user properties to set. Supported value types: • NSNumber • Strings • Date • URL • NSNull Key may not contain dots (!.') or dollar ('$') signs. Maximum length: • key: 256 characters • value: 1,000 characters

Returns

Type	Description
None	

```
import NowAnalytics

// Initialize the Analytics SDK
NowAnalytics.configure(for: URL(string:
 "https://my.instance.service-now.com")!)

// Enable tracking consent
NowAnalytics.sharedAnalyticsService.trackingConsent = true

// Set User Id for proper identification
NowAnalytics.sharedAnalyticsService.setUserId("John Doe")

// Set the "Role" property of the user to "Admin"
NowAnalytics.sharedAnalyticsService.setUserProperty(named:
 "Role", with: "Admin")

// Add several properties at once
NowAnalytics.sharedAnalyticsService.setUserProperties([
    "Cases Handled": 100,
    "Last Login": Date(),
    "Is Remote": true,
    "Profile URL": URL(string: "https://www.servicenow.com")!
])
```

NowAnalyticsService - setUserProperty(named propertyName: String, with value: Any?)

Sets the specified property with the specified value for the current user. You can define any property that makes sense for your application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You must call the setUserId() function before calling this function.

Parameters

Name	Type	Description
named propertyName	String	Name of the user property to set. May not contain dots ('.') or dollar ('$') signs. Maximum length: 256 characters
with value	Any	Value to set the user property to. Supported value types: • Date • NSNull • NSNumber • Strings • URL Maximum length: 1,000 characters

Returns

Type	Description
None	

```
// Set the "Role" property of the user to "Admin"
NowAnalytics.sharedAnalyticsService.setUserProperty(named:
 "Role", with: "Admin")
```

NowAnalyticsService - startScreen(named screenName: String)

Logs the time when the associated screen first appears in the UI.

Call this method after the *`viewDidAppear(_:)`* method.

Parameters

Name	Type	Description
named screenName	String	Name of the screen to log the start time for, such as `WelcomeScreen`. This can be anything that you want to define as a screen and display/aggregate on an analytics dashboard. Maximum length: 256 UTF-8 bytes

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Mark the appearance starting time of a screen
// This method should be usually called from the viewDidAppear
NowAnalytics.sharedAnalyticsService.startScreen(named:
 "WelcomeScreen")
```

NowAnalyticsServiceDelegate protocol - iOS

The *NowAnalyticsServiceDelegate* protocol provides callback functions that provide information about the starting and ending of a user session and screen change detection.

NowAnalyticsServiceDelegate - nowAnalyticsDidDetectScreen(_ sessionId: String)

Notifies when a screen change is detected. The screen name is detected from the navigation bar. If that is not possible, it is the viewController subclass name.

Parameters

Name	Type	Description
screenName	String	Name of the screen to detect whether there is any change.

Returns

Type	Description
String	Custom name to use to override the passed screenName.

This example shows how to define a delegate class for *NowAnalyticsServiceDelegate*.

```
import NowAnalytics

// Initialize the Analytics SDK
NowAnalytics.configure(for: URL(string:
 "https://my.instance.service-now.com")!)

// Define a delegate class for NowAnalyticsServiceDelegate
class NowAnalyticsDelegate:
 NowAnalytics.NowAnalyticsServiceDelegate {
  func nowAnalyticsSessionShouldStart() -> Bool {
    // Session is about to start, return true to allow session
 to start
    return true
  }

  func nowAnalyticsSessionDidStart(_ sessionId: String) {
    // Session was started
  }

  func nowAnalyticsSessionShouldEnd(_ sessionId: String) -> Bool
 {
    // Session is about to end, return true to allow session to
 end
    return true
  }

  func nowAnalyticsSessionDidEnd(_ sessionId: String) {
    // Session was ended
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  func nowAnalyticsDidDetectScreen(_ screenName: String) ->
 String? {
    // Example of skipping specific screen detection
    if (screenName == "LoginViewController") {
      return nil
    }

    // Example of appending a prefix for every screen detected
    return "MyApp_" + screenName
  }
}

// Register delegate
private var analyticsDelegate = NowAnalyticsDelegate()  // Keep
 ref of delegate
NowAnalytics.sharedAnalyticsService.setDelegate(analyticsDelega
te)
```

NowAnalyticsServiceDelegate - nowAnalyticsSessionDidEnd(_ sessionId: String)

Notifies when the specified session has ended.

This is a callback function that gets called when the specified session actually ends.

Parameters

Name	Type	Description
sessionId	String	Unique identifier of the session to check.

Returns

Type	Description
None	

This example shows how to define a delegate class for *`NowAnalyticsServiceDelegate`*.

```
import NowAnalytics

// Initialize the Analytics SDK
NowAnalytics.configure(for: URL(string:
 "https://my.instance.service-now.com")!)

// Define a delegate class for NowAnalyticsServiceDelegate
class NowAnalyticsDelegate:
 NowAnalytics.NowAnalyticsServiceDelegate {
  func nowAnalyticsSessionShouldStart() -> Bool {
    // Session is about to start, return true to allow session
 to start
    return true
  }

  func nowAnalyticsSessionDidStart(_ sessionId: String) {
    // Session was started
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  func nowAnalyticsSessionShouldEnd(_ sessionId: String) -> Bool
 {
    // Session is about to end, return true to allow session to
 end
    return true
  }

  func nowAnalyticsSessionDidEnd(_ sessionId: String) {
    // Session was ended
  }

  func nowAnalyticsDidDetectScreen(_ screenName: String) ->
 String? {
    // Example of skipping specific screen detection
    if (screenName == "LoginViewController") {
      return nil
    }

    // Example of appending a prefix for every screen detected
    return "MyApp_" + screenName
  }
}

// Register delegate
private var analyticsDelegate = NowAnalyticsDelegate()  // Keep
 ref of delegate
NowAnalytics.sharedAnalyticsService.setDelegate(analyticsDelega
te)
```

NowAnalyticsServiceDelegate - nowAnalyticsSessionDidStart(_ sessionId: String)

Notifies when the specified session has started.

This is a callback function that gets called when the specified session actually starts.

Parameters

Name	Type	Description
sessionId	String	Unique identifier of the session to check.

Returns

Type	Description
Boolean	Flag that indicates that the session is starting. Valid values: • true: Session is starting • false: Session is not starting

This example shows how to define a delegate class for *`NowAnalyticsServiceDelegate`*.

```
import NowAnalytics

// Initialize the Analytics SDK
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
NowAnalytics.configure(for: URL(string:
 "https://my.instance.service-now.com")!)

// Define a delegate class for NowAnalyticsServiceDelegate
class NowAnalyticsDelegate:
 NowAnalytics.NowAnalyticsServiceDelegate {
  func nowAnalyticsSessionShouldStart() -> Bool {
    // Session is about to start, return true to allow session
 to start
    return true
  }

  func nowAnalyticsSessionDidStart(_ sessionId: String) {
    // Session was started
  }

  func nowAnalyticsSessionShouldEnd(_ sessionId: String) -> Bool
 {
    // Session is about to end, return true to allow session to
 end
    return true
  }

  func nowAnalyticsSessionDidEnd(_ sessionId: String) {
    // Session was ended
  }

  func nowAnalyticsDidDetectScreen(_ screenName: String) ->
 String? {
    // Example of skipping specific screen detection
    if (screenName == "LoginViewController") {
      return nil
    }

    // Example of appending a prefix for every screen detected
    return "MyApp_" + screenName
  }
}

// Register delegate
private var analyticsDelegate = NowAnalyticsDelegate()  // Keep
 ref of delegate
NowAnalytics.sharedAnalyticsService.setDelegate(analyticsDelega
te)
```

NowAnalyticsServiceDelegate - nowAnalyticsSessionShouldEnd(_ sessionId: String)

Notifies when the specified session is about to end.

This is a callback function that gets called when the specified session is about to end.

Parameters

Name	Type	Description
sessionId	String	Unique identifier of the session to check.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates that the session is ending. Valid values: • true: Session is ending • false: Session is not ending

This example shows how to define a delegate class for *`NowAnalyticsServiceDelegate`*.

```
import NowAnalytics

// Initialize the Analytics SDK
NowAnalytics.configure(for: URL(string:
 "https://my.instance.service-now.com")!)

// Define a delegate class for NowAnalyticsServiceDelegate
class NowAnalyticsDelegate:
 NowAnalytics.NowAnalyticsServiceDelegate {
  func nowAnalyticsSessionShouldStart() -> Bool {
    // Session is about to start, return true to allow session
 to start
    return true
  }

  func nowAnalyticsSessionDidStart(_ sessionId: String) {
    // Session was started
  }

  func nowAnalyticsSessionShouldEnd(_ sessionId: String) -> Bool
 {
    // Session is about to end, return true to allow session to
 end
    return true
  }

  func nowAnalyticsSessionDidEnd(_ sessionId: String) {
    // Session was ended
  }

  func nowAnalyticsDidDetectScreen(_ screenName: String) ->
 String? {
    // Example of skipping specific screen detection
    if (screenName == "LoginViewController") {
      return nil
    }

    // Example of appending a prefix for every screen detected
    return "MyApp_" + screenName
  }
}

// Register delegate
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
private var analyticsDelegate = NowAnalyticsDelegate()  // Keep
 ref of delegate
NowAnalytics.sharedAnalyticsService.setDelegate(analyticsDelega
te)
```

NowAnalyticsServiceDelegate - nowAnalyticsSessionShouldStart(_ sessionId: String)

Notifies whether the specified session is about to start.

This is a callback function that gets called when the specified session is about to start.

Parameters

Name	Type	Description
sessionId	String	Unique identifier of the session to check.

Returns

Type	Description
None	

This example shows how to define a delegate class for *`NowAnalyticsServiceDelegate`*.

```
import NowAnalytics

// Initialize the Analytics SDK
NowAnalytics.configure(for: URL(string:
 "https://my.instance.service-now.com")!)

// Define a delegate class for NowAnalyticsServiceDelegate
class NowAnalyticsDelegate:
 NowAnalytics.NowAnalyticsServiceDelegate {
  func nowAnalyticsSessionShouldStart() -> Bool {
    // Session is about to start, return true to allow session
 to start
    return true
  }

  func nowAnalyticsSessionDidStart(_ sessionId: String) {
    // Session was started
  }

  func nowAnalyticsSessionShouldEnd(_ sessionId: String) -> Bool
 {
    // Session is about to end, return true to allow session to
 end
    return true
  }

  func nowAnalyticsSessionDidEnd(_ sessionId: String) {
    // Session was ended
  }

  func nowAnalyticsDidDetectScreen(_ screenName: String) ->
 String? {
    // Example of skipping specific screen detection
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    if (screenName == "LoginViewController") {
      return nil
    }

    // Example of appending a prefix for every screen detected
    return "MyApp_" + screenName
  }
}

// Register delegate
private var analyticsDelegate = NowAnalyticsDelegate()  // Keep
 ref of delegate
NowAnalytics.sharedAnalyticsService.setDelegate(analyticsDelega
te)
```

NowAPIEndpoint protocol - iOS

The *NowAPIEndpoint* protocol provides an interface for accessing any publicly exposed ServiceNow REST APIs.

Requirements

Name	Type	Description
httpMethod	String	HTTP method that the associate endpoint implements, such as get, delete, post, put, and patch.
relativePath	String	Path of the associated endpoint relative to the `/api` path. For example: `/api/now/account`
requiresAuthentication	Boolean	Flag that indicates whether the endpoint requires authentication. Default: true

NowAPIService class - iOS

The *NowAPIService* class provides functions that enable you to perform requests to a specified ServiceNow REST API.

Properties

Name	Type	Description
configuration	NowServiceConfiguration	Service configuration to associate with the protocol.

NowAPIService - data(for endpoint: NowAPIEndpoint, queryItems: [String: String], httpHeaders: [String: String], body: Data, completion: @escaping (Result<DataResponse, NowDataError>)

Requests data from the specified ServiceNow REST API and then executes the completion handler.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
for endpoint	NowAPIEndpoint	Object containing the ServiceNow REST API endpoint to access, including the HTTP method, relative path to the endpoint, path parameters, and whether authentication is required.
queryItems	Array	Optional. Query parameters for the endpoint as key/value pairs. Default: nil
httpHeaders	Array	Optional. Request HTTP headers required by the endpoint as key/value pairs. Default: nil
body	String	Optional. Request body parameters. Default: nil
completion	@escaping (Result<DataResponse, NowDataError>)	Completion handler to execute after the REST API call completes. Return values for the completion handler: • Success: DataResponse that contains the returned data from the REST API call. • Failure: NowDataError ○ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ○ `attachmentValidation` Thrown when an attachment fails validation. ○ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ○ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ `cannotDecodeProperty(type: Any, from: String)` ▪ *`type`*: Wrapped type to decode from a string. ▪ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ○ `cannotEncodeModel(EncodingError)` ▪ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ○ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ○ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
struct Endpoint: NowAPIEndpoint {
  let httpMethod: HTTPMethod
  let relativePath: String
  let requiresAuthentication: Bool
}

/// HTTP request method
public enum HTTPMethod: CaseIterable {
    case options, get, head, post, put, patch, delete, trace,
 connect
}
let relativePath = "/api/now/account"
let endPoint = Endpoint(httpMethod: HTTPMethod.get,
 relativePath: relativePath, requiresAuthentication: true)

apiService.data(for: endPoint, queryItems: ["name": "abel"],
 httpHeaders: httpHeaders, body: body.data(using: .utf8))
 { [weak self] (result) in
  switch result {
    case .success(let response):
    // Data request successful
    case .failure(let error):
    // Data request failed, return NowDataError
    // .failure(error)
  }
}
```

NowAPIService - data(for endpoint: NowAPIEndpoint, queryItems: [String: String], httpHeaders: [String: String], body: Data) async throws

Requests data from the specified ServiceNow REST API.

Parameters

Name	Type	Description
for endpoint	NowAPIEndpoint	Object containing the ServiceNow REST API endpoint to access, including the HTTP method, relative path to the endpoint, path parameters, and whether authentication is required.
queryItems	Array	Optional. Query parameters for the endpoint as key/value pairs. Default: nil
httpHeaders	Array	Optional. Request HTTP headers required by the endpoint as key/value pairs. Default: nil

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
body	String	Optional. Request body parameters. Default: nil

Returns

Type	Description
DataResponse	Returned when the method is successful. Data from the REST API call.

NowDataError	Thrown when the method fails.
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	
	Thrown when a string-wrapped value cannot be decoded from JSON.
	
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	
	Thrown when a Codable model cannot be encoded to JSON.
	
	• `cannotParseResponse`
	
	Thrown when a response from the instance cannot be parsed into its expected format.
	
	• `invalidURL`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
do {
    let dataResponse = try await apiService.data(for: endpoint,
 queryItems: queryItems, httpHeaders: httpHeaders, body: body)
    // Data request successful
} catch {
    // Data request failed, NowDataError thrown
}
```

NowAPIService - data(for endpoint: NowAPIEndpoint, queryItems: [String: String]? = nil, httpHeaders: [String: String]? = nil, body: Data? = nil)

Requests data from the specified ServiceNow REST API.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
for endpoint	NowAPIEndpoint	Object containing the ServiceNow REST API endpoint to access, including the HTTP method, relative path to the endpoint, path parameters, and whether authentication is required.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
queryItems	Array	Optional. Query parameters for the endpoint as key/value pairs. Default: nil
httpHeaders	Array	Optional. Request HTTP headers required by the endpoint as key/value pairs. Default: nil
body	Data	Optional. Request body parameters. Default: nil

Returns

Type	Description

AnyPublisher<DataResponse, NowDataError>	Success: Data returned by the REST API.
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ◦ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ◦ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ◦ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ◦ *`type`*: Wrapped type to decode from a string.
	  ◦ *`from`*: String to decode to the specified type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Thrown when a string-wrapped value cannot be decoded from JSON. • `cannotEncodeModel(EncodingError)` ○ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code example shows how to call this function.

```
struct Endpoint: NowAPIEndpoint {
    let httpMethod: HTTPMethod
    let relativePath: String
    let requiresAuthentication: Bool
}

/// HTTP request method
public enum HTTPMethod: CaseIterable {
    case options, get, head, post, put, patch, delete, trace,
 connect
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}
let relativePath = "/api/now/account"
let endPoint = Endpoint(httpMethod: HTTPMethod.get,
 relativePath: relativePath, requiresAuthentication: true)

// Using Combine
apiService.data(for: Endpoint(httpMethod: httpMethod,
 relativePath: endpointPath, requiresAuthentication:
 requiresAuthentication), queryItems: queryItems, httpHeaders:
 httpHeaders, body: body.data(using: .utf8))
  .receive(on: DispatchQueue.main)
  .sink { [weak self] (comp) in
    if case let .failure(error) = comp {
      // Data request failed, return NowDataError
    }
  } receiveValue: { [weak self] (response) in
    // Data request successful
    self?.publish(data: response.data)
  }
  .store(in: &self.subscriptions)
}
```

NowAttachment structure - iOS

The *NowAttachment* structure provides functions that enable you to validate attachments by comparing their computed hash.

Properties

Name	Type	Description
data	Data	Attachment data.
hash	String	Computed digest for the attachment data. This computed digest is used to validate the attachment by comparing it to the known digest stored in the attachment metadata. Calculating the computed digest is expensive; avoid using it in the UI. Instead, consider using the hash property in the NowAttachmentMetadata class. If you must use the computed hash, use it sparingly, and consider caching it.
metadata	NowAttachmentMetadata	Metadata associated with the attachment.

NowAttachment - validate()

Validates the attachment by comparing the computed hash for the attachment data to the digest stored in the attachment metadata.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
Boolean	Flag that indicates whether the attachment is valid. Possible values: • true: Attachment is valid. • false: Attachment is invalid.

The following code example shows how to call this function.

```
guard
  let metadataHeader =
 response.httpResponse?.value(forHTTPHeaderField:
 NowAttachment.attachmentMetadataHeaderKey),
  let metadataHeaderData = metadataHeader.data(using: .utf8)
 else {
    throw NowDataError.missingAttachmentMetadata
  }

let metadata = try coder.decode(NowAttachmentMetadata.self,
 from: metadataHeaderData)
let attachment = NowAttachment(metadata: metadata, data:
 response.data)

if !attachment.validate() {
  throw NowDataError.attachmentValidation
}
// Attachment is valid
return attachment
```

NowAttachmentMetadata structure - iOS

The *NowAttachmentMetadata* structure provides functions that enable you to encode and manage attachment metadata.

Properties

Name	Type	Description
averageImageColor	String	Most dominant color in the associated image.
chunkSizeInBytes	Integer	Size of the chunk. Unit: Bytes
compressedSizeInBytes	Integer	Compressed size of the attachment. Unit: Bytes
created	Date	Date on which the attachment was created.
createdBy	String	Entity that created the attachment.
download	URL	URL of the attachment on the ServiceNow instance.
fileName	String	Name of the attachment file.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Type	Description
hash	String	Expected SHA256 digest for the attachment. A downloaded attachment is validated by comparing its computed digest to this SHA256 digest.
imageHeight	Integer	Height of image. Unit: Pixels
imageWidth	Integer	Width of image. Unit: Pixels
isCompressed	Boolean	Flag that indicates whether the attachment file is compressed. Possible values: • true: Attachment is compressed. • false: Attachment in not compressed.
mimeType	String	Attachment MIME type.
modificationCount	Integer	Number of times that the attachment was modified.
sizeInBytes	Integer	Size of the attachment. Unit: Bytes
sourceSysId	String	Sys_id of the attachment file.
sourceTableName	String	Name of the source table in which the attachment resides.
state		Availability state, such as conditionally, unavailable, available, and pending.
sysId	String	Unique 32-character Globally Unique ID (GUID), that identifies each record in a ServiceNow instance.
tags	String	List of tags associated with the attachment.
updated	Date	Date on which the attachment was last modified.
updatedBy	String	Entity that updated the attachment.

NowAttachmentMetadata - encode(to encoder: Encoder)

Encodes the current object value into data using the specified encoder.

If the object fails to be encoded into data, the encoder encodes an empty keyed container in its place. This function also throws an error if any values are invalid for the specified encoder's format.

Parameters

Name	Type	Description
to encoder	Encoder	Encoder that defines the structure of the encoded output.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
let query = "active=true^short_descriptionLIKEbroken"
let filter = Filter(query: query)
metadataPublisher(filter: filter, limit: 1)
private func metadataPublisher(filter: Filter?, limit: Int?) {
  let publisher = attachmentService.attachmentMetadata(filter:
 filter, limit: limit)
  publisher
  .receive(on: DispatchQueue.main)
  .encode(encoder: JSONEncoder())
  .sink { [weak self] completion in
    if case let .failure(error) = completion {
      // attachment published failed, return NowDataError
    }
  } receiveValue: { [weak self] (data) in
    // Attachment published successful, return data
  }
  .store(in: &subscriptions)
}
```

NowAttachmentMetadata - init(from decoder: Decoder)

Creates a new NowAttachmentMetadata instance by decoding data into an object from the specified decoder.

This method throws an error if reading from the decoder fails or if the data read is corrupt or otherwise invalid.

Parameters

Name	Type	Description
decoder	Decoder	Decoder to read data from.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
guard
  let metadataHeader =
 response.httpResponse?.value(forHTTPHeaderField:
 NowAttachment.attachmentMetadataHeaderKey),
  let metadataHeaderData = metadataHeader.data(using: .utf8)
 else {
    throw NowDataError.missingAttachmentMetadata
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
let metadata = try coder.decode(NowAttachmentMetadata.self,
 from: metadataHeaderData)
let attachment = NowAttachment(metadata: metadata, data:
 response.data)
```

NowAttachmentService class - iOS

The *NowAttachmentService* class provides functions that enable you to upload and query attachments that are associated with records within a table on a ServiceNow instance.

You can upload or retrieve a single file with each request. *NowAttachmentService* respects any system limitations on uploaded files, such as maximum file size and allowed attachment types. You can control these settings using the instance properties com.glide.attachment.max_size, 1024MB by default, and glide.attachment.extensions.

Note: *NowAttachmentService* accepts all Content-Type values (/). Specify the file content type when uploading an attachment. The content type is stored with the file metadata, enabling other tools to correctly identify and parse the file.

Properties

Name	Type	Description
configuration	NowServiceConfiguration	Configuration settings provided when the service was initialized.

NowAttachmentService - attachment(for sysId: String, validateAttachment: Boolean) async throws

Retrieves the attachment with the specified sys_id and validates the attachment by comparing the computed hash of the attachment to the expected SHA256 checksum.

Note: Validation of an attachment can cause a performance impact. You can skip the validation step by setting the *validateAttachment* parameter to `false`. You can validate the attachment at a later stage if needed by calling the *Attachment.validate()* function.

Parameters

Name	Type	Description
for sysId	String	Sys_id of the attachment to retrieve.
validateAttachment	Boolean	Flag that indicates whether to validate the attachment. Valid values: • true: Validate the attachment. • false: Do not validate the attachment. Default: true

Returns

Type	Description
NowAttachment	Returned when the method is successful. Specified attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

NowDataError	Thrown when the method fails.
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	
	Thrown when a string-wrapped value cannot be decoded from JSON.
	
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	
	Thrown when a Codable model cannot be encoded to JSON.
	
	• `cannotParseResponse`
	
	Thrown when a response from the instance cannot be parsed into its expected format.
	
	• `invalidURL`
	
	Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	
	• `missingAttachmentMetadata`
	
	Thrown when the attachment metadata header is missing.
	
	• `missingServiceConfiguration`
	
	Thrown when an expected service configuration is missing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
func downloadAttachment(sysId: String) async throws ->
 NowAttachment {
    do {
        let nowAttachment = try await
 attachmentService.attachment(for: sysId, validateAttachment:
 false)
        return nowAttachment
    } catch {
        // Handle NowDataError
        throw error
    }
}
```

NowAttachmentService - attachment(for sysId: String, validateAttachment: Boolean, completion: @escaping (Result<NowAttachment, NowDataError>))

Retrieves the attachment with the specified sys_id and validates the attachment by comparing the computed hash of the attachment to the expected SHA256 checksum. Once finished, it executes the passed completion handler.

Note: Validation of an attachment can cause a performance impact. You can skip the validation step by setting the *`validateAttachment`* parameter to `false`. You can validate the attachment at a later stage if needed by calling the *`Attachment.validate()`* function.

Parameters

Name	Type	Description
for sysId	String	Sys_id of the attachment to retrieve.
validateAttachment	Boolean	Flag that indicates whether to validate the attachment. Valid values: • true: Validate the attachment. • false: Do not validate the attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: true
completion	@escaping (Result <NowAttachment, NowDataError>)	Completion handler to execute after the attachment is retrieved. Return values for the completion handler: • Success: NowAttachment - Requested attachment • Failure: NowDataError ◦ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ◦ `attachmentValidation` Thrown when an attachment fails validation. ◦ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ◦ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ◦ `cannotDecodeProperty(type: Any, from: String)` ▪ *`type`*: Wrapped type to decode from a string. ▪ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ◦ `cannotEncodeModel(EncodingError)` ▪ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ◦ `cannotParseResponse`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Thrown when a response from the instance cannot be parsed into its expected format. ◦ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ◦ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ◦ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ◦ `missingSysID` Thrown when an expected sys_id parameter is missing. ◦ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
let sysId = UUID().uuidString  // UUID for the attachment
private func downloadAttachment(sysId: String) {
  attachmentService.attachment(for: sysId, validateAttachment:
 false) { (result) in
    switch result {
      case .success(let attachment):
        // Attachment retrieved successful, return attachment
      case .failure(let error):
        // Attachment retrieved failed, return NowDataError
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

NowAttachmentService - attachment(for sysId: String, validateAttachment: Boolean)

Retrieves the attachment with the specified sys_id and validates the attachment by comparing the computed hash of the attachment to the expected hash.

Note: Validation of an attachment can cause a performance impact. You can skip the validation step by setting the *`validateAttachment`* parameter to `false`. If needed, you can validate the attachment at a later stage by calling the *`Attachment.validate()`* function.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
for sysId	String	Sys_id of the attachment to retrieve.
validateAttachment	Boolean	Flag that indicates whether to validate the attachment. Valid values: • true: Validate the attachment. • false: Don't validate the attachment. Default: true

Returns

Type	Description
AnyPublisher <NowAttachment, NowDataError>	Success: NowAttachment - Contains the specified attachment. Failure: NowDataError • `accessToken(AccessTokenProviderError)` ○ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. • `attachmentValidation` Thrown when an attachment fails validation. • `badResponse(statusCode: HTTPStatusCode)` ○ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	
	Thrown when a string-wrapped value cannot be decoded from JSON.
	
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	
	Thrown when a Codable model cannot be encoded to JSON.
	
	• `cannotParseResponse`
	
	Thrown when a response from the instance cannot be parsed into its expected format.
	
	• `invalidURL`
	
	Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	
	• `missingAttachmentMetadata`
	
	Thrown when the attachment metadata header is missing.
	
	• `missingServiceConfiguration`
	
	Thrown when an expected service configuration is missing.
	
	• `missingSysID`
	
	Thrown when an expected sys_id parameter is missing.
	
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled
	  ○ serverError(Error)
	  ○ systemError(Error)
	
	Thrown when a network service encountered an error.

The following code example shows how to call this function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
let sysId = UUID().uuidString  // UUID for the attachment
private func downloadAttachment(sysId: String) {
  let publisher = self.attachmentService.attachment(for: sysId,
 validateAttachment: false)
  publisher
    .receive(on: DispatchQueue.main)
    .sink { [weak self] completion in
      if case let .failure(error) = completion {
        // Attachment retrieved failed, return NowDataError
      }
    } receiveValue: { [weak self] (attachment) in
      // Attachment retrieved successful, return attachment
    }
    .store(in: &subscriptions)
}
```

NowAttachmentService - attachmentMetadata(filter: Filter, limit: Int) async throws

Retrieves the metadata for all the attachments that meet the specified criteria.

Parameters

Name	Type	Description
filter	Filter	Optional. Query string to use to filter the attachments whose metadata to return. Default: nil - Returns metadata for all available attachments. Takes into consideration the *`limit`* parameter.
limit	Integer	Optional. Maximum number of attachment file's metadata to return. Default: nil - Returns all metadata that meets the *`filter`* parameter specifications.

Returns

Type	Description
[NowAttachmentMetadata]	Returned when the method is successful. Array that contains the metadata for the matching attachments.

NowDataError	Thrown when the method fails.
	
	• `accessToken(AccessTokenProviderError)`
	  ◦ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	  Thrown when a request returns an unexpected response
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	  Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	  Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	  Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	  Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	  Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	  Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	  Thrown when an expected service configuration is missing.
	• `missingSysID`
	  Thrown when an expected sys_id parameter is missing.
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
let filter = Filter(criteria: [], sortBy: [.desc("created")],
            queryCategory: nil)
do {
    let metadata = try await
 attachmentService.attachmentMetadata(filter: filter, limit: 10)
    // Metadata retrieval successful
} catch {
    // Metadata retrieval failed, NowDataError thrown
}
```

NowAttachmentService - attachmentMetadata(filter: Filter, limit: Int, completion: @escaping (Result<[NowAttachmentMetadata], NowDataError>))

Retrieves the metadata for all the attachments that meet the specified criteria.

Parameters

Name	Type	Description
filter	Filter	Optional. Query string to use to filter the attachments whose metadata to return. Default: nil - Returns metadata for all available attachments. Takes into consideration the *`limit`* parameter.
limit	Integer	Optional. Maximum number of attachment file's metadata to return. Default: nil - Returns all metadata that meets the *`filter`* parameter specifications.
completion	@escaping (Result <[NowAttachmentMetadata], NowDataError>)	Completion handler to execute after the metadata is retrieved. Return values for the completion handler: • Success: NowAttachmentMetadata - Objects containing the requested metadata. • Error: NowDataError

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ○ `attachmentValidation` Thrown when an attachment fails validation. ○ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ○ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ○ `cannotDecodeProperty(type: Any, from: String)` ▪ *`type`*: Wrapped type to decode from a string. ▪ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ○ `cannotEncodeModel(EncodingError)` ▪ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ○ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ○ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
let query = "active=true^short_descriptionLIKEbroken"
let filter = Filter(query: query)
attachmentService.attachmentMetadata(filter: filter, limit:
 limit) { (result) in
  DispatchQueue.main.async { [weak self] in
    switch result {
    case .success(let response):
      do {
        let data = try JSONEncoder().encode(response)
        // Retrieve metadata successfully, return data
      } catch {
        // Retrieve metadata failed, return error
      }
    case .failure(let error):
      // Retrieve metadata failed, return NowDataError
    }
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowAttachmentService - attachmentMetadata(filter: Filter, limit: Int)

Retrieves the metadata for all the attachments that meet the specified criteria.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
filter	Filter	Optional. Query string to use to filter the attachments whose metadata to return. Default: nil - Returns metadata for all available attachments. Takes into consideration the *limit* parameter.
limit	Integer	Optional. Maximum number of attachment file's metadata to return. Default: nil - Returns all metadata that meets the *filter* parameter specifications.

Returns

Type	Description

AnyPublisher <[NowAttachmentMetadata], NowDataError>	Success: NowAttachmentMetadata - Objects that contain the metadata for the matching attachments.
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ◦ *AccessTokenProviderError*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ◦ *HTTPStatusCode*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ◦ *DecodingError*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	  Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	  Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	  Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	  Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	  Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	  Thrown when an expected service configuration is missing.
	• `missingSysID`
	  Thrown when an expected sys_id parameter is missing.
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled
	  ○ serverError(Error)
	  ○ systemError(Error)
	  Thrown when a network service encountered an error.

The following code example shows how to call this function.

```
let query = "active=true^short_descriptionLIKEbroken"
let filter = Filter(query: query)
let publisher =
 self.attachmentService.attachmentMetadata(filter: filter)
publisher
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .receive(on: DispatchQueue.main)
  .encode(encoder: JSONEncoder())
  .sink { [weak self] completion in
    if case let .failure(error) = completion {
      // Retrieve metadata failed, return NowDataError
  } receiveValue: { [weak self] (data) in
     // Retrieve metadata successfully, return data
  }
.store(in: &subscriptions
```

NowAttachmentService - attachmentMetadata(for sysId: String) async throws

Retrieves the metadata for the attachment associated with the specified sys_id.

Parameters

Name	Type	Description
for sysId	String	Sys_id of the attachment whose metadata to retrieve.

Returns

Type	Description
NowAttachmentMetadata	Returned when the method is successful. Metadata for the requested attachment.
NowDataError	Thrown when the method fails. • `accessToken(AccessTokenProviderError)` ◦ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. • `attachmentValidation` Thrown when an attachment fails validation. • `badResponse(statusCode: HTTPStatusCode)` ◦ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response • `cannotDecodeModel(DecodingError)` ◦ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. • `cannotDecodeProperty(type: Any, from: String)` ◦ *`type`*: Wrapped type to decode from a string. ◦ *`from`*: String to decode to the specified type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Thrown when a string-wrapped value cannot be decoded from JSON. • `cannotEncodeModel(EncodingError)` ○ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
do {
    let metadata = try await
 attachmentService.attachmentMetadata(for: sysId)
    // Metadata retrieval successful
} catch {
    // Metadata retrieval failed, NowDataError thrown
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowAttachmentService - attachmentMetadata(for sysId: String, completion: @escaping (Result<NowAttachmentMetadata, NowDataError>))

Retrieves the metadata for the attachment associated with the specified sys_id and then executes the completion handler after the metadata is retrieved.

Parameters

Name	Type	Description
for sysId	String	Sys_id of the attachment whose metadata to retrieve.
completion	@escaping (Result <NowAttachmentMetadata, NowDataError>)	Completion handler to execute after the metadata is retrieved. Return values for the completion handler: • Success: NowAttachmentMetadata - Requested metadata • Failure: NowDataError ◦ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ◦ `attachmentValidation` Thrown when an attachment fails validation. ◦ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ◦ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ◦ `cannotDecodeProperty(type: Any, from: String)` ▪ *`type`*: Wrapped type to decode from a string. ▪ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ◦ `cannotEncodeModel(EncodingError)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		▪ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ○ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ○ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
let sysId = UUID().uuidString  // UUID for the attachment
attachmentService.attachmentMetadata(for: sysId) { (result) in
  DispatchQueue.main.async { [weak self] in
    switch result {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      case .success(let response):
        do {
          let data = try JSONEncoder().encode(response)
          // Retrieve metadata successfully, return data
        } catch {
          // Retrieve metadata failed, return error
        }
      case .failure(let error):
        // Retrieve metadata failed, return NowDataError
    }
  }
}
```

NowAttachmentService - attachmentMetadata(for sysId: String)

Retrieves the metadata for the attachment associated with the specified sys_id.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
for sysId	String	Sys_id of the attachment whose metadata to retrieve.

Returns

Type	Description

AnyPublisher <[NowAttachmentMetadata], NowDataError>	Success: NowAttachmentMetadata - Object that contains the metadata for the requested attachment.
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	Thrown when an expected service configuration is missing.
	• `missingSysID`
	Thrown when an expected sys_id parameter is missing.
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled
	  ○ serverError(Error)
	  ○ systemError(Error)
	Thrown when a network service encountered an error.

The following code example shows how to call this function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
let sysId = UUID().uuidString  // UUID for the attachment
let publisher = self.attachmentService.attachmentMetadata(for:
 sysId)
publisher
  .receive(on: DispatchQueue.main)
  .encode(encoder: JSONEncoder())
  .sink { [weak self] completion in
    if case let .failure(error) = completion {
      // Retrieve metadata failed, return NowDataError
    }
  } receiveValue: { [weak self] (data) in
     // Retrieve metadata successfully, return data
  }
.store(in: &subscriptions)
```

NowAttachmentService - attachmentMetadataPaginator(filter: Filter, limit: Int)

Retrieves the metadata for all the attachments that meet the specified criteria and returns a Paginator object for iterating through the pages of the returned metadata.

Parameters

Name	Type	Description
filter	Filter	Optional. Query string to use to filter the attachments whose metadata to return. Default: nil - Returns metadata for all available attachments. Takes into consideration the *`limit`* parameter.
limit	Integer	Optional. Maximum number of attachment file's metadata to return. Default: nil - Returns all metadata that meets the *`filter`* parameter specifications.

Returns

Type	Description

Paginator <[NowAttachmentMetadata]>	Success: Array of NowAttachmentMetadata objects.
	Failure: NowDataError object.
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ *HTTPStatusCode*: Status code received from the instance. Thrown when a request returns an unexpected response • `cannotDecodeModel(DecodingError)` ○ *DecodingError*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. • `cannotDecodeProperty(type: Any, from: String)` ○ *type*: Wrapped type to decode from a string. ○ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. • `cannotEncodeModel(EncodingError)` ○ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code example shows how to call this function.

```
let paginator: Paginator<T> = makePaginator(query: query,
 fetchLimit: 1)

func makePaginator(query: String, fetchLimit: Int?) ->
 Paginator<[NowAttachmentMetadata]> {
  attachmentsService.attachmentMetadataPaginator(filter:
 Filter(query: query), limit: fetchLimit)
}
```

NowAttachmentService - delete(sysId: String) async throws

Deletes the attachment with the specified sys_id.

Parameters

Name	Type	Description
sysId	String	Sys_id of the attachment to delete.

Returns

Type	Description
None	Nothing is returned if the method was successful.
NowDataError	Thrown when the method fails. • `accessToken(AccessTokenProviderError)` ○ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. • `attachmentValidation` Thrown when an attachment fails validation. • `badResponse(statusCode: HTTPStatusCode)` ○ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response • `cannotDecodeModel(DecodingError)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. • `cannotDecodeProperty(type: Any, from: String)` ○ *`type`*: Wrapped type to decode from a string. ○ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. • `cannotEncodeModel(EncodingError)` ○ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
do {
    try await attachmentService.delete(sysId: sysId)
    // Deletion successful
} catch {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    // Deletion failed, NowDataError thrown
}
```

NowAttachmentService - delete(sysId: String, completion: @escaping (Result<Void, NowDataError>))

Deletes the attachment with the specified sys_id and then executes the passed completion handler after the attachment is deleted.

Parameters

Name	Type	Description
sysId	String	Sys_id of the attachment to delete.
completion	@escaping (Result<Void, NowDataError>)	Completion handler to execute after the attachment is deleted. Return values for the completion handler: • Success: Void • Error: NowDataError ○ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ○ `attachmentValidation` Thrown when an attachment fails validation. ○ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ○ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ○ `cannotDecodeProperty(type: Any, from: String)` ▪ *`type`*: Wrapped type to decode from a string. ▪ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ○ `cannotEncodeModel(EncodingError)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		▪ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ○ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ○ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
let sysId = UUID().uuidString  // UUID for the attachment
attachmentService.delete(sysId: sysId) { (result) in
  DispatchQueue.main.async { [weak self] in
    switch result {
      case .success:
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        // Attachment with sysId is deleted
      case .failure(let error):
        // Failed to delete, with NowDataError
    }
  }
}
```

NowAttachmentService - delete(sysId: String)

Deletes the attachment with the specified sys_id.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
sysId	String	Sys_id of the attachment to delete.

Returns

Type	Description

AnyPublisher<Void, NowDataError>	Success: Nothing returned
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	
	Thrown when a string-wrapped value cannot be decoded from JSON.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	
	Thrown when a Codable model cannot be encoded to JSON.
	
	• `cannotParseResponse`
	
	Thrown when a response from the instance cannot be parsed into its expected format.
	
	• `invalidURL`
	
	Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	
	• `missingAttachmentMetadata`
	
	Thrown when the attachment metadata header is missing.
	
	• `missingServiceConfiguration`
	
	Thrown when an expected service configuration is missing.
	
	• `missingSysID`
	
	Thrown when an expected sys_id parameter is missing.
	
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled
	  ○ serverError(Error)
	  ○ systemError(Error)
	
	Thrown when a network service encountered an error.

The following code example shows how to call this function.

```
let publisher = attachmentService.delete(sysId: sysId)
publisher
  .receive(on: DispatchQueue.main)
  .sink { [weak self] completion in
    switch completion {
      case .finished:
        // Attachment with sysId is deleted
      case .failure(let error):
       // Failed to delete, with NowDataError
    }
 } receiveValue: {
 }
 .store(in: &subscriptions)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowAttachmentService - init(configuration: NowServiceConfiguration, coreServiceProvider: NowCoreServiceProviding)

Initializes a new NowAttachmentService instance.

Parameters

Name	Type	Description
configuration	NowServiceConfiguration	Configuration information needed to properly initialize the service.
coreServiceProvider	NowCoreServiceProviding	Optional. Object implementing the NowCoreServiceProviding protocol. Default: nil

The following code example shows how to call this function.

```
guard let coreService = NowSDK.core() else {
  // Error with NowServiceError.sdkNotConfigured
  return
}
guard
  let instanceUrl = URL(string:
 "http://sample.service-now.com"),
  let serviceConfig = NowSDK.makeServiceConfiguration(for:
 instanceUrl) else {
    // Could not create service -
    // NowServiceError.serviceConfigurationInvalid
    return
}
let attachmentService = NowAttachmentService(configuration:
 serviceConfig, coreServiceProvider: coreService)
```

NowAttachmentService - upload(data: Data, configuration: NowAttachmentUploadConfiguration, progressUpdate: @escaping ProgressUpdate) async throws

Uploads the attachment data and attaches it to a record in a table as specified in the upload configuration.

The *`ProgressUpdate`* callback provides upload progress information that you can then use to provide UI feedback.

Parameters

Name	Type	Description
data	Data	Attachment to upload.
configuration	NowAttachmentUploadConfiguration	Configuration information that defines the upload parameters for the attachment, such as: • Table and record to attach the file to • Attachment file name

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• Type of attachment • Whether the file is encrypted
progressUpdate	@escaping ProgressUpdate	Completion handler to execute after the attachment is retrieved. This is called multiple times until the upload process is complete. Return values for the completion handler: ProgressUpdate - Returns the current progress of the upload. `ProgressUpdate = (_bytesWritten: Int64, _totalBytesWritten: Int64, _totalBytesExpectedToWrite: Int64) -> Void`

Returns

Type	Description
NowAttachmentMetadata	Returned when the method is successful. Object that contains the uploaded metadata.

NowDataError	Thrown when the method fails.
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ *type*: Wrapped type to decode from a string. ○ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. • `cannotEncodeModel(EncodingError)` ○ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
func uploadFile(for tableName: String, sysId: String, mimeType:
 String, encryptionContext: String?, data: Data, filename:
 String) async throws -> NowAttachmentMetadata {

    let mimeType = MediaUtilities.mimeType(forFileName:
 filename)
    let uploadConfig =
 NowAttachmentUploadConfiguration(tableName: tableName,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
recordSysId: sysId,

fileName: filename,

contentType: mimeType,

encryptionContext: encryptionContext)
```

```
    do {
        let attachmentMetadata = try await
attachmentService.upload(data: data, configuration:
uploadConfig) { (_, _, _) in }
        return attachmentMetadata
    } catch {
        // Handle NowDataError
        throw error
    }
}
```

NowAttachmentService - upload(data: Data, configuration: NowAttachmentUploadConfiguration, progressUpdate: @escaping ProgressUpdate, completion: @escaping (Result<NowAttachmentMetadata, NowDataError>))

Uploads the attachment data and attaches it to a record in a table as specified in the upload configuration.

The `ProgressUpdate` callback provides upload progress information that you can then use to provide UI feedback.

Parameters

Name	Type	Description
data	Data	Attachment to upload.
configuration	NowAttachmentUpload Configuration	Configuration information that defines the upload parameters for the attachment, such as: • Table and record to attach the file to • Attachment file name • Type of attachment • Whether the file is encrypted
progressUpdate	@escaping ProgressUpdate	Completion handler to execute after the attachment is retrieved. This is called multiple times until the upload process is complete. Return values for the completion handler: ProgressUpdate - Returns the current progress of the upload. `ProgressUpdate = (_bytesWritten: Int64, _totalBytesWritten: Int64,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		`_totalBytesExpectedToWrite: Int64) -> Void`
completion	@escaping (Result<NowAttachmentMetadata, NowDataError>)	Completion handler to execute after the metadata is uploaded. Return values for the completion handler: • Success: NowAttachmentMetadata - Object containing the metadata for the uploaded attachment. • Error: NowDataError ◦ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ◦ `attachmentValidation` Thrown when an attachment fails validation. ◦ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ◦ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ◦ `cannotDecodeProperty(type: Any, from: String)` ▪ *`type`*: Wrapped type to decode from a string. ▪ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ◦ `cannotEncodeModel(EncodingError)` ▪ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ○ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
typealias ProgressUpdate = (_ bytesWritten: Int64, _
 totalBytesWritten: Int64, _ totalBytesExpectedToWrite: Int64)
 -> Void

let image = UIImage(named: "photo.png")
let data = image.pngData()
let recordSysId = "" // Sys_id of the record on the SN instance

let config = NowAttachmentUploadConfiguration(
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  tableName: "tableName",
  recordSysId: recordSysId,
  fileName: "photo.png",
  contentType: "image/png",
  encryptionContext: nil)

private func uploadFile(
  data: Data,
  config: NowAttachmentUploadConfiguration,
  progress: @escaping ProgressUpdate) {
    attachmentService.upload(data: data, configuration: config,
 progressUpdate: progress) { (result) in
      DispatchQueue.main.async { [weak self] in
        switch result {
          case .success(let response)
            do {
              let data = try JSONEncoder().encode(response)
                // Upload file successfully, return data
            } catch
                // Upload file decode failed, return error
            }
          case .failure(let error):
                // Upload file failed, return NowDataError
      }
    }
  }
```

NowAttachmentService - upload(data: Data, configuration: NowAttachmentUploadConfiguration, progressUpdate: @escaping ProgressUpdate)

Uploads the attachment data and attaches it to a record in a table as specified in the upload configuration.

The *`ProgressUpdate`* callback provides upload progress information that you can then use to provide UI feedback.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
data	Data	Attachment to upload. The data size and type of attachment that you can upload are controlled by your ServiceNow instance.
configuration	NowAttachmentUploadConfiguration	Configuration information that defines the upload parameters for the attachment, such as: • Table and record to attach the file to • Attachment file name • Type of attachment • Whether the file is encrypted

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
progressUpdate	@escaping ProgressUpdate	Completion handler to execute after the attachment is retrieved. Return values for the completion handler: ProgressUpdate - Returns the current progress of the upload. This is called multiple times until the upload process is complete. `ProgressUpdate = (_bytesWritten: Int64, _totalBytesWritten: Int64, _totalBytesExpectedToWrite: Int64) -> Void`

Returns

Type	Description

AnyPublisher <NowAttachmentMetadata, NowDataError>	Success: NowAttachmentMetadata - Object that contains the metadata for the requested attachment.
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ *type*: Wrapped type to decode from a string. ○ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. • `cannotEncodeModel(EncodingError)` ○ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code example shows how to call this function.

```
typealias ProgressUpdate = (_ bytesWritten: Int64, _
 totalBytesWritten: Int64, _ totalBytesExpectedToWrite: Int64)
 -> Void

let image = UIImage(named: "photo.png")
let data = image.pngData()
let recordSysId = "" // Sys_id of the record on the SN instance
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
let config = NowAttachmentUploadConfiguration(
  tableName: "tableName",
  recordSysId: recordSysId,
  fileName: "photo.png",
  contentType: "image/png",
  encryptionContext: nil)

private func uploadFile(data: Data,
  config: NowAttachmentUploadConfiguration,
  progress: @escaping ProgressUpdate) {
    let publisher = attachmentService.upload(data: data,
 configuration: config, progressUpdate: progress)

    publisher
      .receive(on: DispatchQueue.main)
      .encode(encoder: JSONEncoder())
      .sink { [weak self] completion in
        if case let .failure(error) = completion {
          // Upload file failed, return NowDataError
        }
      } receiveValue: { [weak self] (data) in
        // Upload file successfully, return data
      }
      .store(in: &subscriptions)
  }
```

NowAttachmentUploadConfiguration structure - iOS

The *NowAttachmentUploadConfiguration* structure enables you to define the configuration information for an attachment that you are uploading to your ServiceNow instance.

Properties

Name	Type	Description
contentType	String	HTTP data content type.
encryptionContext	String	Optional. Sys_id of an encryption context record. Specify this parameter to allow only users with the specified encryption context to access the attachment. Default: Attached file is not encrypted with any encryption context.
fileName	String	Name of the attachment file.
recordSysId	String	Sys_id of the record on the ServiceNow instance to associate the attachment with.
tableName	String	Name of the table on the ServiceNow instance that contains the record specified in the *recordSysid* parameter.

NowAttachmentUploadConfiguration init(tableName: String, recordSysId: SysID, fileName: String, contentType: String, encryptionContext: String?)

Sets the upload configuration values for the specified attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
tableName	String	Name of the table on the ServiceNow instance that contains the record specified in the *recordSysid* parameter.
recordSysId	String	Sys_id of the record on the ServiceNow instance to associate the attachment with.
fileName	String	Name of the attachment file.
contentType	String	HTTP data content type.
encryptionContext	String	Optional. Sys_id of an encryption context record. Specify this parameter to allow only users with the specified encryption context to access the attachment. Default: Attached file is not encrypted with any encryption context.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
let recordSysId = "" // Sys_id of the record on the SN instance

let config = NowAttachmentUploadConfiguration(
  tableName: "tableName",
  recordSysId: recordSysId,
  fileName: "photo.png",
  contentType: "image/png",
  encryptionContext: nil)
```

NowChat API - iOS

The *NowChat* API is a top-level global API that enables users to instantiate a NowChat service instance.

NowChat - makeChatService(instanceUrl: URL, delegate: NowChatServiceDelegate?)

Creates an instance of NowChatService with the specified configuration.

Note: You must initialize the SDK prior to calling this function or the completion block is called with a `sdkNotConfigured` error. To initialize the SDK, call the NowSDK.`configure()` method with the desired configuration.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance providing chat services.
delegate	NowChatServiceDelegate	Optional. Delegate object that implements the NowChatServiceDelegate protocol.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
AnyPublisher<NowChatService, NowServiceError>	If successful, returns an initialized NowChatService object. If it fails, returns a NowServiceError object.

The following code example shows how to call this function.

```
….
guard
  let jwtUrl = URL(string: "http://xx.xx.xx.xxx:8080"),
  let instanceUrl = URL(string:
 "https://instance.service-now.com") else {
    return
  }
// AuthorizationProvider - struct conforming to
 NowSDKAuthorizationProviding protocol
let authorizationProvider = AuthorizationProvider(userEmail:
 "sdk@servicenow.com", jwtProviderUrl: jwtUrl, clientId:
 "deb8756b452d201039231ca568f26511")

// PermissionProvider - class conforming to
 DevicePermissionDelegate protocol
let permissionProvider = PermissionProvider()
let config = NowSDKConfiguration(authorizationProvider:
 authorizationProvider, permissionDelegate: permissionProvider,
 logLevel: .debug)

do {
  try NowSDK.configure(with: config)
  let chat = setup(with: instanceUrl)
} catch {
  // Return ConfigurationError.sdkError(error)
}
…..

func initializeChatService(with instanceURL: URL) ->
 AnyPublisher<NowService, ConfigurationError> {
  NowChat.makeChatService(instanceUrl: instanceURL, delegate:
 nil)
  .mapError { .sdkError($0) }
  .map { $0 as NowService }
  .eraseToAnyPublisher()
}
```

NowChat - makeChatService(instanceUrl: URL, delegate: NowChatServiceDelegate?, completion: @escaping ((Result<NowChatService, NowServiceError>) -> Void))

Creates an instance of `NowChatService` with the specified configuration, and once complete, calls the specified completion handler.

Note: You must initialize the SDK prior to calling this function or the completion block is called with a `sdkNotConfigured` error. To initialize the SDK, call the `NowSDK.configure()` method with the desired configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance providing chat services.
delegate	NowChatServiceDelegate	Optional. Delegate object that implements the NowChatServiceDelegate protocol.
completion	@escaping ((Result<NowChatService, NowServiceError>) -> Void)	Completion handler that is called containing either an initialized `NowChatService` instance or a `NowServiceError` indicating why the initialization failed.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
func initializeChatService() {
  NowChat.makeChatService(instanceUrl: instanceUrl, delegate:
 self) { [weak self] result in
    guard let self = self else { return }

    switch result {
    case .success(let service):
      self.chatService = service
    case .failure(let error):
      debugPrint("Creating the chat service failed with error:
 \(error)")
    }
    self.viewState = self.makeViewState()
  }
}
```

NowChatColoring protocol - iOS

The *`NowChatColoring`* protocol defines default colors for the elements in the Live Agent and Virtual Agent chat UI.

You can modify these default colors and create your own themes for your specific chat implementation.

Properties

Name	Description
alertCritical0	Color applied to the alert pop-up background. Default dark color: #7B1E28 Default light color: #F8C8CD
alertCritical2	Alert text icon color.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Description
	Default value: #B61C2D
alertCritical3	This property is deprecated beginning with Mobile SDK Libraries - iOS version 2.11.0. Color applied to the alert pop-up icon and bar. Default dark color: #E46876 Default light color: #B61C2D
backgroundPrimary	Background color applied to the chat view background, choice picker, input background, and the card background. Default dark color: #07080B Default light color: #FFFFFF
backgroundPrimaryActionable	Background color applied to the pagination selected and pop-up backgrounds. Default dark color: #FFFFFF Default light color: #151920
backgroundSecondary	Background color applied to the bottom bar, columns in cards, and the search background in a choice picker. Default dark color: #151920 Default light color: #F6F6F8
backgroundSecondaryActionable	Background color applied to selectable inputs such as the search background and the date/time background. Default dark color: #C1C5CD Default light color: #2C323F
backgroundTertiary	Background color applied to the agent and bot chat bubbles. Default dark color: #252A35 Default light color: #E4E6EA
borderTertiary	Color applied to chat input borders. Default dark color: #454D5B Default light color: #D3D6DC
brand	Color applied to the activity indicator shown while loading pages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Description
	Default dark color: #302F4B Default light color: #302F4B
brandBackground	Background color applied to the user bubble background. Default dark color: #28284D Default light color: #D1D2EE
destructive	Color applied to UI elements that trigger destructive actions (e.g.: Delete) Default dark color: #E46876 Default light color: #B61C2D
linkPrimaryText	Color applied to links and UI elements that behave like links. Default dark color: #647BFD Default light color: #3C59E7
linkSecondary	Color applied to links on non-neutral (non-white) backgrounds. Default dark color: #93A3FE Default light color: #293D9E
notification	Color applied to the new message indicator. Default dark color: #E46876 Default light color:#B61C2D
nowUIColor	Foundation UI color theme used for all NowSDK UI elements.
primary	Color applied to buttons or actionable text. Default dark color: #8486FF Default light color: #4F52BD
screenHeaderText	Color applied to text in the chat screen header. Default dark color: #FFFFFF Default light color: #FFFFFF
secondary	Color applied to swipe action. Default dark color: #CECFFF

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Description
	Default light color: #1C1D42
separatorPrimary	Color applied to the chat input borders. Default dark color: #8F95A1 Default light color: #8F95A1
separatorTertiary	Color applied to dividers. Default dark color: #353B49 Default light color: #D3D6DC
shadow	Color applied to card shadow. Default dark color: #151920 Default light color: #151920
textActionable	Color applied to button text or highlighted backgrounds. Default dark color: #07080B Default light color: #FFFFFF
textSecondary	Color applied to card content and search bar icon and text. Default dark color: #C1C5CD Default light color: #2C323F
textTertiary	Color applied to weekdays in a calendar and as a placeholder. Default dark color: ##8F95A1 Default light color: #454D5B

The following shows the default colors used for *NowChatColoring*. You can override any or all of these colors.

```
public extension NowChatColoring {
    var brand: UIColor {  nowUIColor.brand }
    var primary: UIColor {  nowUIColor.primary }
    var textActionable: UIColor { nowUIColor.textActionable }
    var screenHeaderText: UIColor
 { nowUIColor.screenHeaderText }
    var backgroundPrimary: UIColor
 { nowUIColor.backgroundPrimary }
    var backgroundSecondary: UIColor {
        nowUIColor.backgroundSecondary }
    var backgroundTertiary: UIColor {
        nowUIColor.backgroundTertiary }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var backgroundPrimaryActionable: UIColor
 { nowUIColor.backgroundPrimaryActionable }
    var backgroundSecondaryActionable: UIColor
 { nowUIColor.backgroundSecondaryActionable }
    var brandBackground: UIColor { nowUIColor.brandBackground }
    var separatorPrimary: UIColor
 { nowUIColor.separatorPrimary }
    var separatorTertiary: UIColor
 { nowUIColor.separatorTertiary }
    var borderTertiary: UIColor { nowUIColor.borderTertiary }
    var shadow: UIColor { nowUIColor.shadow }
    var linkSecondary: UIColor { nowUIColor.linkSecondary }
    var notification: UIColor { nowUIColor.notification }
    var alertCritical0: UIColor { nowUIColor.alertCritical0 }
    var alertCritical3: UIColor { nowUIColor.alertCritical3 }
}
```

NowChatConfiguration - iOS

The *NowChatConfiguration* class enables you to configure options on a chat session, such as showing a prompt before closing a chat window, disabling features while using chat, applying different conversation options when using chat, and configuring UI components in NowChat.

NowChatConfiguration - NowChatConfiguration(closePrompt: ClosePrompt?, disabledFeatures: [Feature]? = nil, conversationOptions: [ConversationOption]? = nil, uiConfiguration: UIConfiguration? = nil)

Configures options for the current chat session. This method enables you to show a prompt before closing a chat window, disable features while using chat, apply different conversation options when using chat, and configure UI components in NowChat.

Parameters

Name	Type	Description
closePrompt	ClosePrompt?	Prompt to display before closing the associated chat window. Call the *NowChatConfiguration.ClosePrompt()* struct to define the value of this parameter. For example: `closePrompt = NowChatConfiguration.ClosePrompt( header = nil, message = "Are you sure you want to leave?", acceptButtonTitle = "Yes", declineButtonTitle = "No" )` If you don't want to display a close prompt, omit the *closePrompt* argument in the *NowChatConfiguration()* call.
disabledFeatures	[NowChatConfiguration.Feature]?	List of chat features to disable within the current chat session. Valid value: startNewConversation - Hide/disable the **StartNew Conversation** button that appears in a chat window.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		The available chat features are defined in the `NowChatOptions.Feature` enum class. For example: `let disabledFeatures: [NowChatConfiguration.Feature]? = [.startNewConversation]` If you don't want to disable any features, omit the `disabledFeatures` argument in the `NowChatConfiguration()` call.
conversationOptions	[NowChatConfiguration.ConversationOption]?	List of conversation options to apply to NowChat. Valid values: • endConversationOnExit: Ongoing conversation is terminated when exiting the NowChat window. • forceNewConversation: Forces a new chat conversation when NowChat starts. The available conversation options are defined in the `NowChatConfiguration.ConversationOption` enum class. For example: `let conversationOptions: [NowChatConfiguration.ConversationOption]? = [.endConversationOnExit, .forceNewConversation]` If you don't want to disable any features, omit the `conversationOptions` argument in the `NowChatConfiguration()` call.
uiConfiguration	UIConfiguration?	UIConfiguration values to use to configure UI components in NowChat. Valid values: • attachmentUploadButton: Configuration for the `AttachmentUploadButton` that is shown next to the text input while talking with a live agent. • closeButton: Configuration for the `CloseButton` used for back navigation on the NowChat toolbar. For example: `let attachmentUploadButton = NowChatConfiguration.AttachmentUploadButton(isVisible: false) // Default isVisible = true`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		``
		// Configure close button as Text
		let closeButtonText:
		 NowChatConfiguration.CloseButtonType
		 = .text("Exit")
		let uiConfigurationWithText =
		 NowChatConfiguration.UIConfiguration(clo
		seButton: closeButtonText)
		
		// Configure close button as image
		let buttonImage = UIImage(systemName:
		 "arrow.left.circle") ?? nil
		var closeButtonImage:
		 NowChatConfiguration.CloseButtonType?
		if let buttonImage { closeButtonImage
		 = .image(buttonImage) }
		 let uiConfigurationWithImage =
		 NowChatConfiguration.UIConfiguration(clo
		seButton: closeButtonImage)
		``
		
		If you want to use custom images instead of the provided system images, the images should be between 22 to 44 pixels in width and 30 pixels in height, for optimal resolution.
		
		To use the default for either *`AttachmentUploadButton`* or *`CloseButtonType`*, omit the associated button from the *`UIConfiguration`* argument.
		
		To use the default for both buttons, omit the *`UIConfiguration`* parameter in the *`NowChatConfiguration()`* call.

Returns

Type	Description
NowChatConfiguration	Returns a NowChatConfiguration object that you can pass when calling the NowChatConfiguration() method.

The following code example shows how to call this method to configure the chat UI.

```
func makeChatScreen() -> UIViewController? {
  let closePrompt = NowChatConfiguration.ClosePrompt(
    header: nil,
    message: "Are you sure you want to leave?",
    acceptButtonTitle: "Yes",
    declineButtonTitle: "No"
  )

  let disabledFeatures: [NowChatConfiguration.Feature]? =
 [.startNewConversation]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 let conversationOptions:
[NowChatConfiguration.ConversationOption]? =
[.endConversationOnExit, .forceNewConversation]

 let attachmentUploadButton =
NowChatConfiguration.AttachmentUploadButton(isVisible: false)

 // Configure close button as Text
 let closeButtonText: NowChatConfiguration.CloseButtonType
= .text("Exit")
 let uiConfigurationWithText =
NowChatConfiguration.UIConfiguration(closeButton:
closeButtonText, attachmentUploadButton:
attachmentUploadButton)

 // Configure close button as image
 let buttonImage = UIImage(systemName: "arrow.left.circle") ??
nil

 var closeButtonImage: NowChatConfiguration.CloseButtonType?
 if let buttonImage {
   closeButtonImage = .image(buttonImage)
 }
 let uiConfigurationWithImage =
NowChatConfiguration.UIConfiguration(closeButton:
closeButtonImage, attachmentUploadButton:
attachmentUploadButton)

 let chatConfiguration = NowChatConfiguration(closePrompt:
closePrompt,
   disabledFeatures: disabledFeatures,
   conversationOptions: conversationOptions,
   uiConfiguration: uiConfigurationWithImage)

 let result = chatService.makeChatUI(theme:
CarrascoChatTheme(chatColors: ChatColors()), chatConfiguration:
chatConfiguration)

 switch result {
   case .success(let chatViewController):
     return chatViewController
   case .failure(let error):
     debugPrint("Chat screen creation failed with error:
\(error)")
     return nil
 }
}
```

NowChatConfiguration - AttachmentUploadButton(isVisible: Boolean = true)

Defines the UI configurations to apply to the upload attachment button that appears next to the text input while talking with a live agent.

AttachmentUploadButton is a struct of the *NowChatConfiguration* class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
isVisible	Boolean	Flag that indicates the visibility of the upload attachment button. Valid values: • true: Upload attachment button is visible. • false: Upload attachment button is hidden. Default: true

Returns

Type	Description
None	

The following code example shows how to hide the AttachmentUploadButton.

```
func makeChatScreen() -> UIViewController? {
  let attachmentUploadButton =
 NowChatConfiguration.AttachmentUploadButton(isVisible: false)
  let uiConfigurationWithAttachmentButton =
 NowChatConfiguration.UIConfiguration(attachmentUploadButton:
 attachmentUploadButton)

  let chatConfiguration = NowChatConfiguration(uiConfiguration:
 uiConfigurationWithAttachmentButton)

  let result = chatService.makeChatUI(theme:
 CarrascoChatTheme(chatColors: ChatColors()), chatConfiguration:
 chatConfiguration)

  switch result {
    case .success(let chatViewController):
      return chatViewController
    case .failure(let error):
      debugPrint("Chat screen creation failed with error:
 \(error)")
      return nil
  }
}
```

NowChatConfiguration - ClosePrompt(header: String?, message: String, acceptButtonTitle: String, declineButtonTitle: String)

Creates and returns a ClosePrompt object based on the passed parameters. You then pass this object into the *`NowChatConfiguration()`* constructor to configure the close prompt options within a chat session.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
header	String	Text to display on the prompt's header. If you don't want to display a prompt header, pass "nil".
message	String	Text to display as the prompt's main text.
acceptButtonTitle	String	Text to display on the prompt's primary button for closing the chat window.
declineButtonTitle	String	Text to display on the prompt's secondary button that dismisses the prompt.

The following code example shows how to call this function.

```
func makeChatScreen() -> UIViewController? {
  guard let chatService = chatService else { return nil }
  let closePrompt = NowChatOptions.ClosePrompt(
    header: "Close Window",
    message: "Are you sure you want to close the chat window?",
    acceptButtonTitle: "Yes",
    declineButtonTitle: "No")

  let disabledFeatures = [.startNewConversation]

  let chatOptions = NowChatOptions(closePrompt: closePrompt,
    disabledFeatures: disabledFeatures,
    forceNewConversation: true)

  let result = chatService.makeChatUI(theme:
 CarrascoChatTheme(chatColors: ChatColors()), chatOptions:
 chatOptions)

  switch result {
  case .success(let chatViewController):
    return chatViewController
  case .failure(let error):
    return nil
  }
}
```

NowChatConfiguration - UIConfiguration(closeButton: CloseButtonType? = nil, attachmentUploadButton: AttachmentUploadButton? = nil)

Creates and returns a UIConfiguration object based on the passed parameters. You then pass this object into the *`NowChatConfiguration()`* constructor to configure UI components in NowChat.

`UIConfiguration()` is a struct of the *`NowChatConfiguration`* class.

Parameters

Name	Type	Description
closeButton	CloseButtonType?	Configuration for the `CloseButtonType` that appears on the NowChat toolbar and is used for back navigation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		Valid values:
		• image (UIImage): Create a close button with an image.
		• text (String): Create a close button as text. Use this to pass a custom name for the back button.
		
		The available `CloseButtonType` options are defined in the *`NowChatConfiguration.CloseButtonType`* enum class.
		
		For example:
		`func makeChatScreen() -> UIViewController? { // Configure close button as Text let closeButtonText: NowChatConfiguration.CloseButtonType = .text("Exit") let uiConfigurationWithText = NowChatConfiguration.UIConfiguration(closeButton: closeButtonText)`
		`// Configure close button as image let buttonImage = UIImage(systemName: "arrow.left.circle") ?? nil`
		`var closeButtonImage: NowChatConfiguration.CloseButtonType? if let buttonImage { closeButtonImage = .image(buttonImage) } let uiConfigurationWithImage = NowChatConfiguration.UIConfiguration(closeButton: closeButtonImage)`
		`let chatConfiguration = NowChatConfiguration(uiConfiguration: uiConfigurationWithImage)`
		`// or // let chatConfiguration = NowChatConfiguration(uiConfiguration: uiConfigurationWithText)`

attachmentUploadButton	AttachmentUploadButton?	Configuration for the `AttachmentUploadButton` that is shown next to the text input while talking with a live agent. Call the NowChatConfiguration - AttachmentUploadButton(isVisible: Boolean = true) method to define the value of this parameter. For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		`let attachmentUploadButton = NowChatConfiguration.AttachmentUploadButton(isVisible: false)`
		`let uiConfigurationWithAttachmentButton = NowChatConfiguration.UIConfiguration(attachmentUploadButton: attachmentUploadButton)`
		
		`let chatConfiguration = NowChatConfiguration(uiConfiguration: uiConfigurationWithAttachmentButton)`

Returns

Type	Description
Object	UI configuration object

The following code example shows how to call the *UIConfiguration()* subclass to set the chat UI configuration.

```
func makeChatScreen() -> UIViewController? {

  let attachmentUploadButton =
 NowChatConfiguration.AttachmentUploadButton(isVisible: false)

  // Configure close button as image
  let buttonImage = UIImage(systemName: "arrow.left.circle") ??
 nil

  var closeButtonImage: NowChatConfiguration.CloseButtonType?
  if let buttonImage {
    closeButtonImage = .image(buttonImage)
  }
  let uiConfigurationWithImage =
 NowChatConfiguration.UIConfiguration(closeButton:
 closeButtonImage, attachmentUploadButton:
 attachmentUploadButton)

  let chatConfiguration = NowChatConfiguration(uiConfiguration:
 uiConfigurationWithImage)

  let result = chatService.makeChatUI(theme:
 CarrascoChatTheme(chatColors: ChatColors()), chatConfiguration:
 chatConfiguration)

  switch result {
    case .success(let chatViewController):
      return chatViewController
    case .failure(let error):
      debugPrint("Chat screen creation failed with error:
 \(error)")
      return nil
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

NowChatService class - iOS

The `NowChatService` class provides Virtual and Live Agent chat capabilities.

Using this class you can start and stop chat services, start chat sessions, create a chat user interface, and subscribe/unsubscribe to unread messages.

Properties

Name	Description
configuration	Configuration settings provided when the service was initialized. Data type: NowServiceConfiguration
instanceVersion	Version of the associated ServiceNow instance, such as vancouver or xanadu. Data type: String
networkService	Network service associated with this chat service. Data type: NetworkService
sessionType	Type of session. Possible values: • authenticated • guest • impersonated • unknown Data type: SessionType

NowChatService - init(configuration: NowServiceConfiguration, delegate: NowChatServiceDelegate?, coreServiceProvider: NowCoreServiceProviding? = nil)

Initializes a new NowChatService instance.

Parameters

Name	Type	Description
configuration	NowServiceConfiguration	Configuration information needed to properly initialize the service.
delegate	NowChatServiceDelegate	Optional. NowChat callback delegate object implementing the NowChatServiceDelegate protocol. Default: nil

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
coreServiceProvider	NowCoreServiceProviding	Optional. Object implementing the NowCoreServiceProviding protocol. Provides access to NowChat services. Default: nil

The following code example shows how to call this function.

```
guard let coreService = NowSDK.core() else {
  // Error with NowServiceError.sdkNotConfigured
  return
}

guard
  let instanceUrl = URL(string:
 "http://sample.service-now.com"),
  let serviceConfig = NowSDK.makeServiceConfiguration(for:
 instanceUrl) else {
    // Could not create service -
    // NowServiceError.serviceConfigurationInvalid
    return
  }

let chatService = NowChatService(configuration: serviceConfig,
 delegate: delegate, coreServiceProvider: coreService)
```

NowChatService - makeChatUI(theme: NowChatThemeable, chatConfiguration: NowChatConfiguration? = nil) -> Result<UIViewController, NowChatServiceError>)

Creates a `UIViewController` that hosts the chat user interface.

Although this function creates the chat UI, you must still initiate the chat session by calling the *`startChat()`* function. You should make this call as the chat UI becomes visible. For more details, see the associated sample application and the Mobile SDK Developer Guide - iOS.

Parameters

Name	Type	Description
theme	NowChatThemeable protocol - iOS	Theme information for the chat UI to create.
chatConfiguration	NowChatConfiguration?	Optional. Options to apply to the chat session.

Returns

Type	Description
Object	Success: UIViewController object that contains the UI view controller configuration information. Failure: NowChatServiceError object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Possible errors: • chatServiceInvalid • coreServiceInvalid • guestUserNotAllowed • invalidCredentials • noSession • unknown • unsupportedServer

The following code example shows how to call this function to create the chat UI.

```
func makeChatScreen() -> UIViewController? {
  guard let chatService = chatService else { return nil }

  let closePrompt = NowChatConfiguration.ClosePrompt(header:
 "Close Window",
    message: "Are you sure you want to close the chat window?",
    acceptButtonTitle: "Yes",
    declineButtonTitle: "No")

  let attachmentUploadButton =
 NowChatConfiguration.AttachmentUploadButton(isVisible:
 false) // default isVisible = true

  let chatConfiguration = NowChatConfiguration(closePrompt:
 closePrompt,
    disabledFeatures: [.startNewConversation],
    conversationOptions:
 [.forceNewConversation, .endConversationOnExit],
    uiConfiguration:
 NowChatConfiguration.UIConfiguration(closeButton:
 closeButtonImage(name: "arrow.left"), attachmentUploadButton:
 attachmentUploadButton))

  let result = chatService.makeChatUI(theme:
 CarrascoChatTheme(chatColors: ChatColors()), chatConfiguration:
 chatConfiguration)

  switch result {
    case .success(let chatViewController):
      return chatViewController
    case .failure(let error):
      debugPrint("Chat screen creation failed with error:
 \(error)")
      return nil
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowChatService - shutdown()

Shuts down the chat service, including any active chat sessions.

After calling this function, the associated `NowChatService` is inactive and cannot be reused. To establish another chat session, create a new `NowChatService` instance by calling the *`NowChat.makeChatService()`* function.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this function.

```
private func resetChat() {
  chatService?.shutdown()
  chatService = nil
  initializeChatService()
  viewState = makeViewState()
}

func initializeChatService() {
  NowChat.makeChatService(instanceUrl: instanceUrl, delegate:
 self) { [weak self] result in
    guard let self = self else { return }

    switch result {
    case .success(let service):
      self.chatService = service
    case .failure(let error):
      debugPrint("Creating the chat service failed with error:
 \(error)")
    }
    self.viewState = self.makeViewState()
}

func makeViewState() -> ViewState {
  ViewState(chatEnabled: chatService != nil,
    menuItems: menuItems)
}
```

NowChatService - startChat(contextData: [String: Any]? = nil, _ completion: @escaping (Result<Void, NowChatServiceError>) -> Void)

Starts a chat session and executes a completion block after chat session has started.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
contextData	[String: Any]?	Optional. Dictionary containing chat context variables that are passed into the chat session. For additional information on chat context variables, see Live agent chat context variables.
completion	Object	Completion block to execute after the chat session has started.

Returns

Type	Description
void or String	Return values for the completion block: • Success: void • Error: NowChatServiceError Possible errors: • chatServiceInvalid • coreServiceInvalid • guestUserNotAllowed • invalidCredentials • noSession • unknown • unsupportedServer

The following code example shows how to call this function without context data.

```
func startChat() {
  guard let chatService = chatService else {
    debugPrint("Chat service is invalid")
    viewState = makeViewState()
    return
  }
  chatService.startChat { [weak self] result in
    if case .failure(let error) = result {
      debugPrint("Chat session initialization failed with error:
 \(error)")
      self?.resetChat()
    }
  }
}

func makeViewState() -> ViewState {
  ViewState(chatEnabled: chatService != nil,
    menuItems: menuItems)
}
```

The following code example shows how to call this function with context data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
func startChat() {
  guard let chatService = chatService else {
    debugPrint("Chat service is invalid")
    viewState = makeViewState()
    return
  }

  let contextData = ["sys_id": "123456789", "table_name":
 "wm_task", "active": true] as [String: Any]
  chatService.startChat(contextData: contextData) { [weak self]
 result in
    if case .failure(let error) = result {
      debugPrint("Chat session initialization failed with error:
 \(error)")
      self?.resetChat()
    }
  }
}

func makeViewState() -> ViewState {
  ViewState(chatEnabled: chatService != nil,
    menuItems: menuItems)
}
```

NowChatService - subscribeToUnreadMessageCount(pollingInterval: TimeInterval, completion: @escaping (Int) -> Void)

Subscribes to the unread message count listener.

Parameters

Name	Type	Description
pollingInterval	TimeInterval	Frequency at which to poll the web service for the unread chat message count. Unit: Seconds
completion	@escaping (Int) -> Void)	Completion handler to call to report the unread chat message count. *Int*: Number of unread chat messages.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
...
if viewModel.isPolling {
  viewModel.unsubscribeFromUnreadMessageCount()
  viewState.pollingInterval = ""
} else {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  viewModel.subscribeToUnreadMessageCount(pollingInterval:
 timeInterval)
}
...

func subscribeToUnreadMessageCount(pollingInterval:
 TimeInterval) {
  chatService.subscribeToUnreadMessageCount(pollingInterval:
 pollingInterval) { [weak self] count in
    self?.unreadMessageCount = count
  }
  isPolling = true
}
```

NowChatService - unsubscribeFromUnreadMessageCount()

Unsubscribes from receiving the unread message count listener.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this function.

```
...
if viewModel.isPolling {
  viewModel.unsubscribeFromUnreadMessageCount()
  viewState.pollingInterval = ""
} else {
  viewModel.subscribeToUnreadMessageCount(pollingInterval:
 timeInterval)
}
...
func unsubscribeFromUnreadMessageCount() {
  chatService.unsubscribeFromUnreadMessageCount()
  isPolling = false
  unreadMessageCount = 0
}
```

NowChatService - updateTheme(theme: NowChatThemeable)

Updates the NowChat UI theme with the specified UI theme. Use this function to update the chat UI theme after it has been initially set using the *`makeChatUI()`* function such as when changing the theme from light to dark.

Parameters

Name	Type	Description
theme	NowChatThemeable	Theme to update the chat UI with.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to update a light UI theme to the dark UI theme using the *updateTheme()* function.

```
struct LightNowChatColoring: NowChatColoring {
  let nowUIColor: NowUIColoring = LightNowUIColor()
  let brand = UIColor.now_color(withHexString: "#032D42")
  let primary = UIColor.now_color(withHexString: "#00566E")
  let secondary = UIColor.now_color(withHexString: "#002832")
  let destructive = UIColor.now_color(withHexString: "#E52239")
  let textPrimary = UIColor.now_color(withHexString: "#10171A")
  let textSecondary = UIColor.now_color(withHexString:
 "#232E33")
  let textTertiary = UIColor.now_color(withHexString: "#37444A")
  let textActionable = UIColor.now_color(withHexString:
 "#ffffff")
  let screenHeaderText = UIColor.now_color(withHexString:
 "#ffffff")
  let backgroundPrimary = UIColor.now_color(withHexString:
 "#ffffff")
  let backgroundSecondary = UIColor.now_color(withHexString:
 "#F5F6F7")
  let backgroundTertiary = UIColor.now_color(withHexString:
 "#E2E5E7")
  let backgroundPrimaryActionable =
 UIColor.now_color(withHexString: "#10171A")
  let backgroundSecondaryActionable =
 UIColor.now_color(withHexString: "#232E33")
  let brandBackground = UIColor.now_color(withHexString:
 "#BDDEE7")
  let borderTertiary = UIColor.now_color(withHexString:
 "#d3d6dc")
  let separatorPrimary = UIColor.now_color(withHexString:
 "#859095")
  let separatorTertiary = UIColor.now_color(withHexString:
 "#CFD5D7")
  let alertCritical0 = UIColor.now_color(withHexString:
 "#F9C8CE")
  let alertCritical3 = UIColor.now_color(withHexString:
 "#E52239")
  let shadow = UIColor.now_color(withHexString: "#10171A")
  let linkPrimary = UIColor.now_color(withHexString: "#1955BE")
  let linkSecondary = UIColor.now_color(withHexString:
 "#113A82")
  let notification = UIColor.now_color(withHexString: "#E52239")
  let highlightBlue = UIColor.now_color(withHexString:
 "#C4DBFE")
  let highlightGray = UIColor.now_color(withHexString:
 "#DCDDDE")
}

struct DarkNowChatColoring: NowChatColoring {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  let nowUIColor: NowUIColoring = DarkNowUIColor()
  let brand = UIColor.now_color(withHexString: "#032D42")
  let primary = UIColor.now_color(withHexString: "#6CBBD0")
  let secondary = UIColor.now_color(withHexString: "#99C6D2")
  let destructive = UIColor.now_color(withHexString: "#E46775")
  let textPrimary = UIColor.now_color(withHexString: "#FFFFFF")
  let textSecondary = UIColor.now_color(withHexString:
 "#E2E5E7")
  let textTertiary = UIColor.now_color(withHexString: "#BCC3C7")
  let textActionable = UIColor.now_color(withHexString:
 "#050809")
  let backgroundPrimary = UIColor.now_color(withHexString:
 "#050809")
  let backgroundSecondary = UIColor.now_color(withHexString:
 "#161F23")
  let backgroundTertiary = UIColor.now_color(withHexString:
 "#1D272B")
  let backgroundPrimaryActionable =
 UIColor.now_color(withHexString: "#FFFFFF")
  let backgroundSecondaryActionable =
 UIColor.now_color(withHexString: "#BCC3C7")
  let brandBackground = UIColor.now_color(withHexString:
 "#002934")
  let separatorPrimary = UIColor.now_color(withHexString:
 "#97A2A6")
  let separatorTertiary = UIColor.now_color(withHexString:
 "#4F5C62")
  let borderTertiary = UIColor.now_color(withHexString:
 "#454d5b")
  let screenHeaderText = UIColor.now_color(withHexString:
 "#FFFFFF")
  let alertCritical0 = UIColor.now_color(withHexString:
 "#7B1D28")
  let alertCritical3 = UIColor.now_color(withHexString:
 "#E46775")
  let shadow = UIColor.now_color(withHexString: "#10171A")
  let notification = UIColor.now_color(withHexString: "#E46775")
  let linkPrimary = UIColor.now_color(withHexString: "#339EFC")
  let linkSecondary = UIColor.now_color(withHexString:
 "#70BBFD")
  let highlightBlue = UIColor.now_color(withHexString:
 "#004652")
  let highlightGray = UIColor.now_color(withHexString:
 "#363D3D")
}

struct LightNowChatTheme: NowChatThemeable {
  let color: NowChatColoring = LightNowChatColoring()
}

struct DarkNowChatTheme: NowChatThemeable {
  let color: NowChatColoring = DarkNowChatColoring()
}

func chatService(_ chatService: NowChat.NowChatService,
 systemThemeDidChange traitCollection: UITraitCollection) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  // The systemThemeDidChange delegate method can be used to
 call updateTheme() to apply theme changes when the system theme
 changes.
  debugPrint("System Theme did change")
  chatService.updateTheme(theme:
 traitCollection.userInterfaceStyle == .dark ?
 DarkNowChatTheme() : LightNowChatTheme())
}
```

NowChatServiceDelegate protocol - iOS

The *NowChatServiceDelegate* protocol provides callbacks for notification of actions within the *NowChatService* such as a request to open a URL or dismiss the chat view controller.

NowChatServiceDelegate - chatService(_chatService: NowChatService, didRequestOpenUrlurl: URL)

Callback that notifies the host application that the specified chat service received a request to open a URL. This callback is usually triggered by a user tapping on a link in the chat UI. It is the host application's responsibility to handle opening the URL or ignore the request.

Parameters

Name	Type	Description
chatService	NowChatService	NowChatService object making the request.
didRequestOpenUrl url	URL	URL that the service has requested to open.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
func chatService(_ chatService: NowChatService,
 didRequestOpenUrl url: URL) {
  var updatedViewState = makeViewState()
  updatedViewState.urlToOpen = url
  viewState = updatedViewState
}
```

NowChatServiceDelegate - chatService(_chatService: NowChatService, systemThemeDidChange traitCollection: UITraitCollection)

Callback that notifies the host application that the system chat theme changed.

Parameters

Name	Type	Description
chatService	NowChatService	NowChatService object making the request.
traitCollection	UITraitCollection	UITraitCollection that contains the new theme.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to override the *systemThemeDidChange()* delegate function to call the *updateTheme()* function to apply theme changes when the system theme changes.

```
func chatService(_ chatService: any
 SnowChat.ChatServiceProvider, systemThemeDidChange
 traitCollection: UITraitCollection) {

  /// The corresponding updateTheme() method can be called here
 to change the UI theme based on System Theme
  chatService.updateTheme(theme:
 traitCollection.userInterfaceStyle == .dark ?
 DarkNowChatTheme() : LightNowChatTheme())
  print("System Theme Did Change)
}
```

NowChatServiceDelegate - chatServiceViewControllerWasDismissed(_chatService: NowChatService)

Callback that notifies the host application that the chat view controller was dismissed.

Parameters

Name	Type	Description
chatService	NowChatService	NowChatService object whose view controller was dismissed.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
func chatServiceViewControllerWasDismissed(_ chatService:
 NowChatService) {
  resetChat()
}
```

NowChatServiceDelegate - didEndSessionWithId(sessionId: String)

Called when the chat screen is closed and the chat session ends.

Note: You must define the desired functionality for this callback by overriding the function as the default implementation simply prints the message "Chat Session ended with ID: \(sessionId)".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sessionId	String	Sys_id of the session that ended. Table: Conversation Session [sys_cs_session]

Returns

Type	Description
None	

The following code example shows where to place your code to override the default functionality.

```
func chatService(_ chatService: NowChatService,
 didEndSessionWithId sessionId: String) {
  print("Chat Session ended with ID: \(sessionId)")
}
```

NowChatThemeable protocol - iOS

The *NowChatThemeable* protocol provides properties that enable you to override the colors used within chat pages hosted on your ServiceNow instance.

```
public protocol NowChatThemeable {
    var color: NowChatColoring { get }
}
```

The NowChatColoring protocol contains *NowUIColoring*. This property is used to reference default color variables that *NowWebThemeable* can use.

For additional information on how to theme the UI, see Use NowUIColoring to theme NowWebTheme and NowChatTheme in the Mobile SDK Developer Guide - iOS.

Define ChatColors using default colors

```
/// Sample structure for using default colors that comes with
 Mobile SDK.
struct ChatColors: NowUIColoring {
}
```

Define ChatColors using custom colors

```
/// Use Custom Colors with light theme
struct ChatColors: NowUIColoring {
    private var defaultTheme: NowChatDefaultTheme {
        NowChatDefaultTheme(nowUITheme: NowUIDefaultTheme())
    }

    var brand: UIColor {
        lightBrand
    }
    var primary: UIColor {
        lightPrimary
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var secondary: UIColor {
        lightSecondary
    }
    var textTertiary: UIColor {
        lightTextTertiary
    }
    var destructive: UIColor {
        lightDestructive
    }
    var textPrimary: UIColor {
        lightTextPrimary
    }
    var textSecondary: UIColor {
        lightTextSecondary
    }
    var textActionable: UIColor {
        lightTextActionable
    }
    var screenHeaderText: UIColor {
        lightScreenHeaderText
    }
    var backgroundPrimary: UIColor {
        lightBackgroundPrimary
    }
    var backgroundSecondary: UIColor {
        lightBackgroundSecondary
    }
    var backgroundTertiary: UIColor {
        lightBackgroundTertiary
    }
    var backgroundPrimaryActionable: UIColor {
        lightBackgroundPrimaryActionable
    }
    var backgroundSecondaryActionable: UIColor {
        lightBackgroundSecondaryActionable
    }
    var brandBackground: UIColor {
        lightBrandBackground
    }
    var linkPrimaryText: UIColor {
        lightLinkPrimary
    }
    var linkSecondary: UIColor {
        lightLinkSecondary
    }
    var separatorPrimary: UIColor {
        lightSeparatorPrimary
    }
    var separatorTertiary: UIColor {
        lightSeparatorTertiary
    }
    var borderTertiary: UIColor {
        lightBorderTertiary
    }
    var shadow: UIColor {
        lightShadow
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var notification: UIColor {
        lightNotification
    }
    var alertCritical0: UIColor {
        lightAlertCritical0
    }
    var alertCritical3: UIColor {
        lightAlertCritical3
    }

    // Light Colors
    var lightBrand: UIColor
{ defaultTheme.color.nowUIColor.brand }
    var lightPrimary: UIColor
{ defaultTheme.color.nowUIColor.primary }
    var lightSecondary: UIColor
{ defaultTheme.color.nowUIColor.secondary }
    var lightDestructive: UIColor
{ defaultTheme.color.nowUIColor.destructive }
    var lightTextPrimary: UIColor
{ defaultTheme.color.nowUIColor.textPrimary }
    var lightTextSecondary: UIColor
{ defaultTheme.color.nowUIColor.textSecondary }
    var lightTextTertiary: UIColor
{ defaultTheme.color.nowUIColor.textTertiary }
    var lightTextActionable: UIColor
{ defaultTheme.color.nowUIColor.textActionable }
    var lightScreenHeaderText: UIColor
{ defaultTheme.color.nowUIColor.screenHeaderText }
    var lightBackgroundPrimary: UIColor
{ defaultTheme.color.nowUIColor.backgroundPrimary }
    var lightBackgroundSecondary: UIColor
{ defaultTheme.color.nowUIColor.backgroundSecondary }
    var lightBackgroundTertiary: UIColor
{ defaultTheme.color.nowUIColor.backgroundTertiary }
    var lightBackgroundPrimaryActionable: UIColor
{ defaultTheme.color.nowUIColor.backgroundPrimaryActionable
    }
    var lightBackgroundSecondaryActionable: UIColor
{ defaultTheme.color.nowUIColor.backgroundSecondaryActionable
    }
    var lightBrandBackground: UIColor
{ defaultTheme.color.nowUIColor.brandBackground }
    var lightLinkPrimary: UIColor
{ defaultTheme.color.nowUIColor.linkPrimaryText }
    var lightLinkSecondary: UIColor
{ defaultTheme.color.nowUIColor.linkSecondary }
    var lightSeparatorPrimary: UIColor
{ defaultTheme.color.nowUIColor.separatorPrimary }
    var lightSeparatorTertiary: UIColor
{ defaultTheme.color.nowUIColor.separatorTertiary }
    var lightBorderTertiary: UIColor
{ defaultTheme.color.nowUIColor.borderTertiary }
    var lightShadow: UIColor
{ defaultTheme.color.nowUIColor.shadow }
    var lightNotification: UIColor
{ defaultTheme.color.nowUIColor.notification }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var lightAlertCritical0: UIColor
 { defaultTheme.color.nowUIColor.alertCritical0 }
    var lightAlertCritical3: UIColor
 { defaultTheme.color.nowUIColor.alertCritical3 }
}
```

Define ChatTheme structure with NowChatThemeable protocol

```
struct CarrascoChatTheme: NowChatThemeable {
    var color: NowChatColoring

    struct Color: NowChatColoring {
        var nowUIColor: NowUIColoring

        var backgroundPrimary: UIColor
        var backgroundSecondary: UIColor
        var backgroundPrimaryActionable: UIColor
        var backgroundSecondaryActionable: UIColor
        var brandBackground: UIColor
        var backgroundTertiary: UIColor
        var separatorPrimary: UIColor
        var separatorTertiary: UIColor
        var borderTertiary: UIColor
        var shadow: UIColor
        var linkSecondary: UIColor

        init(inputs: ChatColors) {
            nowUIColor = ThemeColor(inputs)

            backgroundPrimary = inputs.backgroundPrimary
            backgroundSecondary = inputs.backgroundSecondary
            backgroundTertiary = inputs.backgroundTertiary
            backgroundPrimaryActionable =
 inputs.backgroundPrimaryActionable
            backgroundSecondaryActionable =
 inputs.backgroundSecondaryActionable
            brandBackground = inputs.brandBackground
            separatorPrimary = inputs.separatorPrimary
            separatorTertiary = inputs.separatorTertiary
            borderTertiary = inputs.borderTertiary
            shadow = inputs.shadow
            linkSecondary = inputs.linkSecondary
        }
    }

    init(chatColors: ChatColors) {
        color = Color(inputs: chatColors)
    }
}
```

Instantiate ChatTheme object by passing ChatColor as input

```
let chatTheme = CarrascoChatTheme(chatColors: ChatColors())
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Pass ChatTheme object to NowChatService.makeChatUI ()

```
func makeChatScreen() -> UIViewController? {
  guard let chatService = chatService else { return nil }
  let result = chatService.makeChatUI(theme:
 CarrascoChatTheme(chatColors: ChatColors()))

  switch result {
  case .success(let chatViewController):
    return chatViewController
  case .failure(let error):
    debugPrint("Chat screen creation failed with error:
 \(error)")
    return nil
  }
}
```

NowCoreService class - iOS

The *NowCoreService* class provides fundamental services to the various SDK feature services. This class should only be instantiated by NowSDK.

Feature services, such as Now Analytics and NowChat, can access a shared core instance through the NowSDK.core property.

NowCoreService - accessTokenDidFail(for service: NowService)

Notifies the SDK core that the access token used to authorize the API requests to the ServiceNow instance for the specified service is no longer valid.

The SDK core returns a valid access token if it is able to generate one or returns an error.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
for service	NowService	Feature service requesting the access token.

Returns

Type	Description
AnyPublisher<NowSDK.AccessToken, AccessTokenProviderError>	Success: Valid access token. Failure: AccessTokenProviderError Possible values: • userSessionError • accessTokenRetrievalFailed • hostReturnedNoTokens - Indicates a guest user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
NowSDK.core()?.accessTokenDidFail(for: someService)
  .mapError { YourCustomError.accessTokenFailed($0) }

.flatMap(self.handleFailedAccessToken())
  .eraseToAnyPublisher()
```

NowCoreService - accessTokenDidFail(for service: NowService) async throws

Notifies the SDK core that the access token used to authorize the API requests to the ServiceNow instance for the specified service is no longer valid.

The SDK core returns a valid access token if it is able to generate one or returns an error.

Parameters

Name	Type	Description
for service	NowService	Feature service requesting the access token.

Returns

Type	Description
NowSDK.AccessToken	Returned when the method is successful. Valid access token.
AccessTokenProviderError	Thrown when the method fails. Indicates an error retrieving an access token. Possible values: • userSessionError • accessTokenRetrievalFailed • hostReturnedNoTokens - Indicates a guest user

The following code examples shows how to call this method.

```
do {
    let accessToken = try await
 NowSDK.core()?.accessTokenDidFail(for: someService)
} catch {
    self.handleFailedAccessToken(error)
}
```

NowCoreService - canRequestPermission(_ permission: DevicePermission)

Queries the host application as to whether the service is allowed to request the device permission.

This function does not request the permission, only whether it is allowed to query the device permission. Feature services should call this function to determine if they are allowed to request a desired device permission.

Parameters

Name	Type	Description
permission	DevicePermission	Device for which the request is being made. Possible values (case-sensitive):

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• camera • location • microphone • photoLibrary • speachRecognition

Returns

Type	Description
Boolean	Flag that indicates whether the host application allows the SDK to request the specified device permission. Possible values: • true: Device permission can be requested. • false: Device permission cannot be requested.

```
extension AppDelegate: DevicePermissionDelegate {
  func canRequestPermission(_ permission: DevicePermission) ->
 Bool {
    return true
  }
}
```

NowCoreService - isGuestUser(for service: NowService) async

Checks whether the current user is a guest user.

Parameters

Name	Type	Description
for service	NowService	Feature service for which to perform the guest user check.

Returns

Type	Description
Boolean	Flag that indicates whether the current user is a guest user. Possible values: • true: Current user of the specified service is a guest user. • false: Current user of the specified service is not a guest user.

The following code example shows how to call this method.

```
let isGuestUser = await NowSDK.core()?.isGuestUser(for:
 someService)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowCoreService - refreshAllSettings()

Refreshes all SDK settings for all services by re-fetching them from the active servers.

To receive updated SDK settings values whenever they're refreshed, subscribe to the publisher provided by the NowCoreService - settingsPublisher(for service: NowService) function.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

```
NowSDK.core()?.refreshAllSettings()
```

NowCoreService - refreshSettings(for service: NowService)

Refreshes the SDK settings for the specified service by re-fetching them from the server.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
for service	NowService	Feature service, such as NowChat or NowAnalytics, requesting the settings refresh.

Returns

Type	Description
AnyPublisher<Settings, SettingsError>	Success: Dictionary of refreshed SDK settings. Feature services need to examine the returned data for the settings relevant to their specific features. Failure: SettingsError - Type and description of error encountered. Possible values: • fetchError • fetchFailed • invalidJSON • invalidProvider • notAuthorized • sdkNotLicensed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• settingNotFound • unknown

```
var subscriptions = Set<AnyCancellable>()
NowSDK.core?.refreshSettings(for: someService)
  .sink(receiveCompletion: { completion in
    if case .failure(let error) = completion {
      print("Refresh failed with error:\ (error)")
    }
  }, receiveValue: { settings in
    print("Received refreshed settings:\ (settings)")
  })
  .store(in: &subscriptions)
```

NowCoreService - refreshSettings(for service: NowService) async throws

Refreshes the SDK settings for the specified service by re-fetching them from the server.

Parameters

Name	Type	Description
for service	NowService	Feature service, such as NowChat or NowAnalytics, requesting the settings refresh.

Returns

Type	Description
Settings	Returned when the method is successful. Dictionary of refreshed SDK settings. Feature services need to examine the returned data for the settings relevant to their specific features.
SettingsError	Thrown when the method fails. Possible values: • fetchError • fetchFailed • invalidJSON • invalidProvider • notAuthorized • sdkNotLicensed • settingNotFound • unknown

The following code examples shows how to call this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
do {
    let settings = try await NowSDK.core()?.refreshSettings(for:
 someService)
    print("Received refreshed settings: \(settings)")
} catch {
    print("Refresh failed with Settings error: \(error)")
}
```

NowCoreService - requestAccessToken(for service: NowService)

Acquires an access token for the specified service.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
for service	NowService	Feature service requesting the access token.

Returns

Type	Description
AnyPublisher<NowSDK.AccessToken, AccessTokenProviderError>	Success: NowSDK.AccessToken - Access token to use to authorize API requests made to a ServiceNow instance. Failure: AccessTokenProviderError - Type and description of error encountered. Possible values: • `accessTokenRetrievalFailed` • `hostReturnedNoTokens` - Indicates a guest user • `userSessionError`

```
NowSDK.core()?.requestAccessToken(for: someService)
```

NowCoreService - requestAccessToken(for service: NowService) async throws

Acquires an access token for the specified service.

Parameters

Name	Type	Description
for service	NowService	Feature service requesting the access token.

Returns

Type	Description
NowSDK.AccessToken	Returned when the method is successful. Access token to use to authorize API requests made to a ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
AccessTokenProviderError	Thrown when the method fails. Indicates an error retrieving an access token. Possible values: • `accessTokenRetrievalFailed` • `hostReturnedNoTokens` - Indicates a guest user • `userSessionError`

The following code examples shows how to call this method.

```
do {
    let accessToken = try await
 NowSDK.core()?.requestAccessToken(for: someService)
} catch {
    self.handleFailedAccessToken(error)
}
```

NowCoreService - requestNetworkService(for service: NowService)

Returns a reference to a shared network service that you can use to make API requests.

Note: This is a shared service. Altering settings or ending the session can cause issues for other feature services that share this session.

Parameters

Name	Type	Description
for service	NowService	Feature service requesting the network service.

Returns

Type	Description
NetworkService	Shared network service that you can use to make API calls.

The following code example shows how to call this function.

```
NowSDK.core()?.settingsPublisher(for: chatService)
.sink(receiveCompletion: { completion in
  if case .failure(let error) = completion {
    // Setting publisher failed with error
  }
}, receiveValue: { updatedSettings in
  // Receive array of SDK settings for chatService
})
.store(in: &subscriptions)
```

NowCoreService - requestSettings(forservice: NowService)

Returns the SDK settings for the specified feature service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
forservice	NowService	Feature service requesting the settings.

Returns

Type	Description
AnyPublisher<Settings, SettingsError>	Success: Settings - Array of SDK settings for the specified feature service. Failure: SettingsError - Type and description of associated error. Possible values: • fetchError • fetchFailed • invalidJSON • invalidProvider • notAuthorized • sdkNotLicensed • settingNotFound • unknown

```
NowSDK.core()?.requestSettings(for: someService)
```

NowCoreService - requestSettings(for service: NowService) async throws

Returns the SDK settings for the specified feature service.

Parameters

Name	Type	Description
for service	NowService	Feature service requesting the settings.

Returns

Type	Description
Settings	Returned when the method is successful. Array of SDK settings for the specified feature service.
SettingsError	Thrown when the method fails. Type and description of associated error. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• fetchError • fetchFailed • invalidJSON • invalidProvider • notAuthorized • sdkNotLicensed • settingNotFound • unknown

The following code examples shows how to call this method.

```
do {
    let settings = try await NowSDK.core()?.requestSettings(for:
 someService)
    print("Received settings: \(settings)")
} catch {
    print("Refresh saved with Settings error: \(error)")
}
```

NowCoreService - settingsPublisher(for service: NowService)

Retrieves the settings for the publisher of the specified service.

Parameters

Name	Type	Description
for service	NowService protocol - iOS	Feature service requesting the publisher subscription.

Returns

Type	Description
AnyPublisher<Settings, Never>	Success: Settings - Array of SDK settings for the specified feature service.

The following code example shows how to call this function.

```
NowSDK.core()?.settingsPublisher(for: chatService)
.sink(receiveCompletion: { completion in
  if case .failure(let error) = completion {
    // Setting publisher failed with error
  }
}, receiveValue: { updatedSettings in
  // Receive array of SDK settings for chatService
})
.store(in: &subscriptions)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowData framework - iOS

The *NowData* framework contains methods that enable the instantiation of NowData services, such as *NowGraphQLService*, *NowTableService*, *NowAPIService* (for custom APIs), and *NowAttachmentService*.

NowData - makeApiService(instanceUrl: URL, path: String, completion: @escaping ((Result<NowApiService, NowServiceError>) -> Void))

Creates an instance of NowApiService, and once complete, calls the specified completion handler.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance whose REST APIs are to be accessed by the service.
path	String	API path. For example, if the API call is `https://xxx.service-now.com/api/now/sg/incident`, the path is `/api/now/sg/incident`.
completion	@escaping ((Result <NowApiService, NowService Error>) -> Void)	Completion handler that is called with a `Result<NowApiService, NowServiceError>` containing either an initialized `NowApiService` instance or a `NowServiceError` indicating why the initialization failed.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
let path = "api/now/sg"
let apiPublisher = apiService(for: path)

func apiService(for path: String) -> AnyPublisher<NowAPIService,
 ConfigurationError> {
  guard let instanceURL else {
    return Fail(error: ConfigurationError.invalidInstanceURL)
    .eraseToAnyPublisher()
  }
  return Future { promise in
    NowData.makeApiService(instanceUrl: instanceURL, path: path)
 { (result) in
      promise(result.mapError { .sdkError($0) })
    }
  }
  .eraseToAnyPublisher()
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowData - makeAttachmentService(instanceUrl: URL, completion: @escaping ((Result<NowAttachmentService, NowServiceError>) -> Void))

Creates an instance of NowAttachmentService, and after completion, calls the specified completion handler.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance whose attachments are to be accessed by the service.
completion	@escaping ((Result <NowAttachmentService, NowServiceError>) -> Void)	Completion handler that is called with a `Result<NowAttachmentService, NowServiceError>` containing either an initialized `NowAttachmentService` instance or a `NowServiceError` indicating why the initialization failed.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
….
guard
  let jwtUrl = URL(string: "http://13.57.38.237:8080"),
  let instanceUrl = URL(string:
 "https://mobilecoresdk.service-now.com") else {
    return
  }

// AuthorizationProvider - struct conforming to
 NowSDKAuthorizationProviding protocol
let authorizationProvider = AuthorizationProvider(userEmail:
 "sdk@servicenow.com", jwtProviderUrl: jwtUrl, clientId:
 "deb8756b452d201039231ca568f26511")

// PermissionProvider - class conforming to
 DevicePermissionDelegate protocol
let permissionProvider = PermissionProvider()
let config = NowSDKConfiguration(authorizationProvider:
 authorizationProvider, permissionDelegate: permissionProvider,
 logLevel: .debug)

do {
  try NowSDK.configure(with: config)
  initializeAttachmentService (with: instanceURL)
} catch {
  // Return ConfigurationError.sdkError(error)
}
…..
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
func initializeAttachmentService(instanceUrl: instanceURL)
 { result in
  switch result {
    case .success(let service)
      self?.attachmentService = service
    case .failure(let error)
      debug.print("Creating Attachment service failed with
 error: \(error.localizedDescription)")
      self?.attachmentService = nil
  }
}
```

NowData - makeGraphQLService(instanceUrl: URL, completion: @escaping ((Result<NowGraphQLService, NowServiceError>) -> Void))

Creates an instance of NowGraphQLService, and once complete, calls the specified completion handler.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance providing GraphQL services.
completion	@escaping ((Result <NowGraphQLService, NowServiceError>) -> Void)	Completion handler that is called with a `Result<NowGraphQLService, NowServiceError>` containing either an initialized `NowGraphQLService` instance or a `NowServiceError` indicating why the initialization failed.

Returns

Type	Description
None	

```
func initializeGraphQLService(instanceUrl: URL) {
  makeGraphQLService(instanceUrl: instanceUrl) { [weak self]
 result in
    switch result {
    case .success(let service):
      self?.graphQLService = service
    case .failure(let error):
      debugPrint("Creating GraphQL service failed with error:
 \(error.localizedDescription)")
      self?.graphQLService = nil
    }
  }
}
```

NowData - makeTableService(instanceUrl: URL, completion: @escaping ((Result<NowTableService, NowServiceError>) -> Void))

Creates an instance of NowTableService, and after it completes, calls the specified completion handler.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance whose tables are to be accessed by the service.
completion	@escaping ((Result <NowTableService, NowService Error>) -> Void)	Completion handler that is called with a `Result<NowTableService, NowServiceError>` containing either an initialized `NowTableService` instance or a `NowServiceError` indicating why the initialization failed.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
func initializeTableService(for instanceUrl: URL) {
  makeTableService(instanceUrl: instanceUrl) { [weak self]
 result in
    guard let self = self else { return }

    switch result {
      case .success(let tableService):
        self.tableService = tableService
        // Create a Paginator that will iterate over pages of
 customer support cases. The Paginator's response type will be
        // inferred from the Paginator's type definition (e.g.
 `Paginator<[CustomerServiceCase]>`).
        self.paginator = tableService.paginator(from:
 Self.tableName, configuration: self.fetchConfiguration)
        // Subscribe to the Paginator's publisher so we will be
 able to receive paged results.
        self.subscribeToPaginatorPublisher()
        // As we are now ready to start fetching data, inform
 the view controller.
        self.onReady(self)
      case .failure(let error):
        debugPrint("Creating table service failed with error:
 \(error.localizedDescription)")
        self.tableService = nil
        self.paginator = nil
    }
  }
}
```

NowGraphQLService class - iOS

The *`NowGraphQLService`* class provides functions that enable you to make requests using GraphQL queries against data on your ServiceNow instance through its *`GraphQL`* REST API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties

Name	Type	Description
configuration	NowServiceConfiguration	Configuration settings provided when the service was initialized.

NowGraphQLService - execute(query: GraphQLQuery) async throws

Executes the specified GraphQL query.

Parameters

Name	Type	Description
query	String	GraphQL query to execute.

Returns

Type	Description
Data	Returned when the method is successful. Query data generated from the specified query.

NowDataError	Thrown when the method fails.
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	  Thrown when there is an error in the access token.
	• `attachmentValidation`
	  Thrown when an attachment fails validation.
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	  Thrown when a request returns an unexpected response
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	  Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	  Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code example shows how to call this method.

```
private func fetchArticles() async throws -> [Article] {
    guard let graphQLService = graphQLService else {
        throw ArticleListError.invalidGraphQLService
    }

    do {
        let data = try await
 graphQLService.execute(GraphQLQuery(query:
 recentlyPublishedQuery))
        let articles = try dataToArticleList(data)
    } catch let error as NowDataError {
        throw ArticleListError.fetchError(error)
    } catch {
        throw error
    }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
private let recentlyPublishedQuery =
"""

{
  GlideRecord_Query {
    kb_knowledge(queryConditions:
 "active=true^ORDERBYpublishedDESC" pagination: { limit: 10,
 offset: 0 }) {
      _results {
        sys_id {
          value
        },
        number {
          displayValue
        },
        short_description {
          displayValue
        },
        author {
          displayValue
        }
        published {
          displayValue
        }
      }
    }
  }
}
"""
```

NowGraphQLService - execute(query: GraphQLQuery, completion: @escaping (Result<Data, NowDataError>))

Executes the specified GraphQL query.

Parameters

Name	Type	Description
query	String	GraphQL query to execute.
completion	@escaping (Result<Data, NowDataError>)	Completion handler to execute after the query is complete. Return values: • Success: Returns query data. • Error: NowDataError

Returns

Type	Description
None	

```
gqlService.execute(GraphQLQuery(query: myQuery)) { result in
  switch result {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  case .success(let data):
    // use data
  case .failure(let error):
    // handle error
  }
}
```

NowGraphQLService - init(configuration: NowServiceConfiguration, coreServiceProvider: NowCoreServiceProviding)

Creates a NowGraphQLService based on the specified parameters.

Parameters

Name	Type	Description
configuration	NowServiceConfiguration	Configuration parameters to use when initializing the service, such as the bundle ID of the application integrating with the service and the URL of the ServiceNow instance that the NowGraphQLService wants to access.
coreServiceProvider	NowCoreServiceProviding	Optional. Core service provider. **Note:** Currently this parameter is required even though it is shown as optional. Default: nil

NowGraphQLService - publisher(for query: GraphQLQuery)

Creates a publisher to request GraphQL data.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
for query	GraphQLQuery	GraphQL query string to execute.

Returns

Type	Description
AnyPublisher<Data, NowDataError>	Success: GraphQL data set. Failure: NowDataError

The following code example shows how to call this function.

```
private func fetchArticles() -> AnyPublisher<[Article],
 ArticleListError> {
  guard let graphQLService = graphQLService else {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    return
 Fail(error: .invalidGraphQLService).eraseToAnyPublisher()
  }

  return graphQLService.publisher(for: GraphQLQuery(query:
 recentlyPublishedQuery))
    .mapError({ dataError -> ArticleListError in
      .fetchError(dataError)
    })
    .flatMap(dataToArticleList)
    .eraseToAnyPublisher()
}
```

NowLoggingService class - iOS

The *NowLoggingService* class provides functions that provide logging capabilities to feature services with the NowSDK.

Properties

Name	Type	Description
logLevel	NowLogLevel	Level of log messages for the associated logger to store. Valid values: • debug • error • fatal • log • info • none

NowLoggingService - logger(for category: NowLogCategory)

Returns a logger for the specified feature service.

Parameters

Name	Type	Description
for category	NowLogCategory	Feature service whose logger you want returned. Valid values: • analytics • chat • coresdk • data • sdk • web

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
NowLogging	Logger to use to save all log messages for the associated service.

The following code example shows how to call this function.

```
let logging = NowLoggingService.logger(for: .chat)
…
logger.error(message: "Could not create service - service
 configuration invalid")
…
logger.debug(message: "Verifying settings…")
```

NowLoggingService - setLogLevel(_ logLevel: NowLogLevel)

Sets the desired logging level.

Note: Incoming log messages with types that don't meet the set log level threshold are discarded.

Parameters

Name	Type	Description
logLevel	NowLogLevel	Level of log messages for the associated logger to store. Valid values: • debug • error • fatal • info • none

Returns

Type	Description
None	

The following code example shows how to call this function.

```
NowLoggingService.setLogLevel(.info)
```

NowPush API - iOS

The *NowPush* API is a top-level global API that enables users to instantiate a NowPush service instance.

NowPush - makePushService(instanceUrl: URL)

Creates an instance of `NowChatService` with the specified configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance providing push notification services.

Returns

Type	Description
AnyPublisher<NowPush Service, NowServiceError>	If successful, returns an initialized NowPushService object. If it fails, returns a NowServiceError object.

This example shows how to create an instance of `NowChatService`.

```
func setup(with instanceURL: URL) -> AnyPublisher<NowService,
 ConfigurationError> {
  NowPush.makePushService(instanceUrl: instanceURL)
    .mapError { .sdkError($0) }
    .map { $0 as NowService }
    .eraseToAnyPublisher()
}
```

NowPush - makePushService(instanceUrl: URL, completion: @escaping ((Result<NowPushService, NowServiceError>) -> Void))

Creates an instance of `NowPushService` with the specified configuration, and once complete, calls the specified completion handler.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance providing push notification services.
completion	@escaping ((Result<NowPush Service, NowService Error>) -> Void)	Completion handler that is called containing either an initialized `NowPushService` instance or a `NowServiceError` indicating why the initialization failed.

Returns

Type	Description
None	

This example shows how to create an instance of `NowPushService`.

```
static func setup(with instanceURL: URL,completion: @escaping
  (Result<NowPushService, NowServiceError>) → Void) {
    NowPush.makePushService(instanceUrl: instanceURL} {result in
      switch result {
      case .success(letpushService):
        completion(.success(pushService))
      case .failure(let error):
        completion(.failure(eror))
      }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  }
```

NowPushPayload protocol

NowPushPayload is a generic protocol you can use to define a push notification protocol within the NowSDK framework.

Requirements

Name	Type	Description
message	String	Message displayed to the user in the push notification, located in the *body* field of the push notification.
type	`NowPushType: String, Codable`	Type of push notification. Possible values: • launchVirtualAgent

NowPushService class - iOS

The *NowPushService* class provides functions that enable interaction with the Push Notification service.

Properties

Name	Description
configuration	Configuration settings provided when the service was initialized. Data type: NowServiceConfiguration

NowPushService - registerPushToken(_token: Data, pushAppName: String, environment: NowPushEnvironment, completion: @escaping (Result<Data, NowPushError>) -> Void)

Registers a unique token with the ServiceNow instance used to identify the push notifications for the current iOS device and specified application.

Parameters

Name	Type	Description
_token	Data	Data object of the push token to register. This is the token obtained from the Apple Developer site. For more information, see the Mobile SDK Developer Guide - iOS.
pushAppName	String	Name of the push application for which this token is being registered.
environment	NowPushEnvironment	Environment for which the token is being registered. Valid values: • production • sandbox
completion	@escaping (Result<Data,	Completion handler to execute after the token has been attempted to be registered.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
	NowPushError>) → Void	• Success: iOS push notification certificate. • Error: NowPushError - Information about the error that occurred when trying to register the token. Possible values: ○ decoding: Decoding error occurred. ○ httpRequestFailure: Generic error that is returned whenever the http call is not a success (2xx). ○ notAuthorized: Requestor is not authorized to perform the specified push notification operation. ○ unsupportedData: Push payload is invalid.

Returns

Type	Description
None	

This example shows how to register a push notification token for the TestPushApp application.

```
func registerForPushNotifications(deviceToken: Data) {
  pushService.registerPushToken(deviceToken,
      pushAppName: "TestPushApp",
      environment: environment) { [weak self] result in
    guard let self = self else { return }
    switch result {
      case .success:
        UserDefaults.standard.set(true, forKey:
 "pushNotificationsRegistered")
        self.pushRegistrationState = .registrationSuccess
      case .failure:
        UserDefaults.standard.set(false, forKey:
 "pushNotificationsRegistered")
        self.pushRegistrationState = .registrationFailed
    }
  }
}
```

NowPushService - unregisterPushToken(_token: Data, pushAppName: String, environment: NowPushEnvironment, completion: @escaping (Result<Data, NowPushError>) -> Void)

Unregisters a previously registered push token.

Parameters

Name	Type	Description
_token	Data	Data object of the push token to unregister.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
pushAppName	String	Name of the push application for which this token is being unregistered.
environment	NowPushEnvironment	Environment for which the token is being registered. Valid values: • production • sandbox
completion	@escaping (Result <Data, NowPushError>) → Void	Completion handler to execute after the token has been attempted to be unregistered. • Success: API response data. • Error: `NowPushError` - Information about the error that occurred when trying to unregister the token. Possible values: ○ decoding: Decoding error occurred. ○ httpRequestFailure: Generic error that is returned whenever the http call is not a success (2xx). ○ notAuthorized: Requestor is not authorized to perform the specified push notification operation. ○ unsupportedData: Push payload is invalid.

Returns

Type	Description
None	

This example shows how to unregister the push notification token associated with the TestPushApp application.

```
func unregisterFromPushNotifications(deviceToken: Data) {
  pushService.unregisterPushToken(deviceToken, pushAppName:
 "TestPushApp", environment: environment) { [weak self] result
 in
    guard let self = self else { return }
    switch result {
      case .success:
        UserDefaults.standard.set(false, forKey:
 "pushNotificationsRegistered")
        self.pushRegistrationState = .unregisterSuccess
      case .failure:
        self.pushRegistrationState = .unregisterFailed
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

NowPushService - payloadFromUserInfo(_userInfo: [AnyHashable: Any])

Parses the `userInfo` key-value pairs into a `NowPushPayload` object.

Parameters

Name	Type	Description
_userInfo	[AnyHashable: Any]	Push payload content received as part of the push notification.

Returns

Type	Description
Result<NowPushPayload, NowPushError>	Returns the results of the payload parsing. • Success: Parsed `NowPushPayload` object. • Failure: `NowPushError` - Information about the error that was encountered while parsing the specified user payload. Possible values: ○ decoding: Decoding error occurred. ○ httpRequestFailure: Generic error that is returned whenever the http call is not a success (2xx). ○ notAuthorized: Requestor is not authorized to perform the specified push notification operation. ○ unsupportedData: Push payload is invalid.

This example shows how to parser a user payload.

```
func userNotificationCenter(_ center: UNUserNotificationCenter,
    didReceive response: UNNotificationResponse,
    withCompletionHandler completionHandler: @escaping () ->
 Void) {
  guard let pushService = pushService else {
    completionHandler()
    return
  }
  let userInfo = response.notification.request.content.userInfo
  _ = pushService.payloadFromUserInfo(userInfo)
    .flatMap(handleNowPushPayload)
}


func handleNowPushPayload(_ payload: NowPushPayload) ->
 Result<Void, NowPushError> {
  guard payload is NowPushVirtualAgent else {
    return .failure(NowPushError.unsupportedData)
  }
  launchVirtualAgent()
  return .success(())
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowRecord class - iOS

The *NowRecord* class defines a model that represents a record in a table on a ServiceNow instance.

Properties

Name	Type	Description
sysId	String	Unique 32-character Globally Unique ID (GUID) that identifies each record in a ServiceNow instance.
fields	Set	Fields within the associated record.
id	String	Sys_id of the record.

NowSDK framework - iOS

The *NowSDK* framework contains methods that enable the instantiation of various feature services.

NowSDK - configure(with configuration: NowSDKConfiguration) throws

Configures *NowSDK* for use. You must call this function before calling any of the feature services within the Mobile SDK.

Note: If the configuration that you pass is invalid, a `NowSDKError` is thrown.

Parameters

Name	Type	Description
with configuration	NowSDKConfiguration	NowSDKConfiguration that contains the information necessary to initialize the service.

Returns

Type	Description
None, NowSDKError	NowSDKError is thrown if the configuration that you pass is invalid.

The following code example shows how to call this function.

```
guard
  let jwtUrl = URL(string: "http://13.57.38.237:8080"),
  let instanceUrl = URL(string:
 "https://mobilecoresdk.service-now.com") else {
    return
  }

// AuthorizationProvider - struct conforming to
 NowSDKAuthorizationProviding protocol
let authorizationProvider = AuthorizationProvider(userEmail:
 "sdk@servicenow.com", jwtProviderUrl: jwtUrl, clientId:
 "deb8756b452d201039231ca568f26511")

// PermissionProvider - class conforming to
 DevicePermissionDelegate protocol
let permissionProvider = PermissionProvider()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
let config = NowSDKConfiguration(authorizationProvider:
 authorizationProvider, permissionDelegate: permissionProvider,
 logLevel: .debug)

do {
  try NowSDK.configure(with: config)
            …
} catch {
   print("error is \(error.localizedDescription)")
}
```

NowSDK - core()

Returns a reference to the SDK core service.

Note: Host applications don't need to call this function.

Parameters

Name	Type	Description
None		

Returns

Type	Description
Object	Object conforming to the *`NowCoreServiceProviding`* protocol is returned if the SDK has been initialized by calling the NowSDK - configure(with configuration: NowSDKConfiguration) throws method; otherwise `nil`.

The following code example shows how to call this function.

```
guard let coreService = NowSDK.core() else {
  // Error with NowServiceError.sdkNotConfigured
  return
}
```

NowSDK - makeServiceConfiguration(for instanceUrl: URL)

Convenience function that feature services can use to construct n NowServiceConfiguration object.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance that the service will access.

Returns

Type	Description
NowServiceConfiguration	If the specified URL passes basic validity checks, and the service configuration can be properly constructed, returns the NowServiceConfiguration object; otherwise `nil`.

The following code example shows how to call this function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
guard
  let instanceUrl = URL(string:
 "https://mobilecoresdk.service-now.com"),
  let serviceConfig = NowSDK.makeServiceConfiguration(for:
 instanceUrl) else {
    logger.error(message: "Could not create service - service
 configuration invalid")
    return
  }
```

NowSDKConfiguration class - iOS

The *NowSDKConfiguration* class contains configuration information needed to initialize the NowSDK.

Properties

Name	Type	Description
authorizationProvider	NowSDKAuthorizationProviding	Delegate object that is responsible for providing authorization tokens to the NowSDK upon request.
logLevel	NowLogLevel	Level of log messages for the associated logger to store. Valid values: • debug • error • fatal • info • none
permisionDelegate	DevicePermissionDelegate	Delegate object called by the NowSDK to request permission from the host application to show system dialog requesting the indicated device permission.

NowSDKConfiguration - init(authorizationProvider: NowSDKAuthorizationProviding, permissionDelegate: DevicePermissionDelegate, logLevel: NowLogLevel)

Creates a NowSDKConfiguration object.

Parameters

Name	Type	Description
authorizationProvider	NowSDKAuthorizationProviding	Delegate object that is responsible for providing authorization tokens to the NowSDK on request.
permissionDelegate	DevicePermissionDelegate	Delegate object called by the NowSDK to request permission from the host application to show the system dialog for requesting the indicated device permission. For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		``
		class PermissionProvider: DevicePermissionDelegate {
		  func canRequestPermission(_ permission: DevicePermission) -> Bool {
		  return true
		  }
		}
		``

logLevel	NowLogLevel	Level of log messages for the associated logger to store. This sets the logging level for the core services logger. You can also use the *NowLoggingService* API to set service log levels. Valid values: • debug • error • fatal • info • none

Returns

Type	Description
None	

The following code example shows how to call this function.

```
guard
  let instanceUrl = URL(string:
 "https://sn-instance.service-now.com") else {
  return
}

NowServiceConfiguration(instanceUrl: instanceUrl, appBundleId:
 "com.servicenow.appBundle")
```

NowService protocol - iOS

The *NowService* protocol provides a single interface to the NowSDK for all feature services. It defines the configuration parameters needed to access your ServiceNow instance.

All SDK feature services must implement this protocol.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Requirements

Name	Type	Description
configuration	NowServiceConfiguration	Service configuration to associate with the protocol.

NowServiceConfiguration structure - iOS

The *NowServiceConfiguration* structure defines configuration information for a feature service.

Properties

Name	Type	Description
appBundleId	String	Bundle ID of the application integrating with the NowSDK.
instanceUrl	String	URL of the ServiceNow instance that the feature service will access. For example: `https://instance.servicenow.com`.

NowServiceConfiguration - init(instanceUrl: URL, appBundleId: String)

Configures the calling feature service with the specified configuration information.

Parameters

Name	Type	Description
instanceUrl	String	URL of the ServiceNow instance that the feature service will access. For example: `https://instance.servicenow.com`.
appBundleId	String	Bundle ID of the application integrating with the NowSDK.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
guard
  let instanceUrl = URL(string:
 "https://instance.service-now.com") else {
    return
  }

NowServiceConfiguration(instanceUrl: instanceUrl, appBundleId:
 "com.servicenow.appBundle")
```

NowTableService class - iOS

The *NowTableService* class provides functions that enable you to perform create, read, update, and delete operations on records of existing ServiceNow tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties

Name	Type	Description
configuration	NowServiceConfiguration	Configuration settings provided when the service was initialized.

NowTableService - create<Model: SysIdentifiableModel>(_ model: Model, in tableName: String, coder: Coder, writeOptions: FieldWriteOptions, configuration: FetchConfiguration) async throws

Inserts the specified Codable model into the specified table.

In order to create a new record by model, the model must conform to the `SysIdentifiableModel` protocol. Each table will typically have its own model.

The model's *`sys_Id`* parameter is ignored during creation as the *`sysId`* is generated by the ServiceNow platform. The ServiceNow platform generated *`sys_Id`* is returned in the *`completion`* handler's `Result` model.

Parameters

Name	Type	Description
model	SysIdentifiableModel	Model definition of the fields to insert into the table.
in tableName	String	Name of the table in which to write the records, such as *incident*.

coder	Coder	Optional. `Coder` to use to encode or decode data sent to and received from the ServiceNow instance.
		
		Possible values:
		• default: The default encoders format dates using the `yyy-MM-dd HH:mm:ss` format by using the device `Locale` and `TimeZone`.
		• custom(JSONEncoder, JSONDecoder):
		
		Use `custom` coders to have more fine-grained control on JSON decoding/encoding.
		
		Only use this enumeration to supply your own `JSONEncoder` and `JSONDecoder`, for example when using special date formats, time zones, or locales.
		
		`let myEncoder = JSONEncoder()`
		`myEncoder.dateFormat = …`
		`let myDecoder = JSONDecoder()`
		`myDecoder.dateFormat = …`
		`let coder: Coder`
		`= .custom(myEncoder, myDecoder)`
		
		Default: .default

writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description
Model	Returned when the method is successful. Codable model that was inserted in the specified table, including the sys_Id. Use this sys_id to reference this record in future method calls.

NowDataError	Thrown when the method fails.
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	
	Thrown when a string-wrapped value cannot be decoded from JSON.
	
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code example shows how to call this method.

```
struct User: SysIdentifiableModel {
    var sysId: String = ""
    var name: String
}

let service: NowTableService = ...
let user = User(name: "Ash Williams")
do {
    let result = try await service.create(user, in: “sys_user”)
} catch {
    ...
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowTableService - create<Model: SysIdentifiableModel>(_ model: Model, in tableName: String, coder: Coder, writeOptions: FieldWriteOptions, configuration: FetchConfiguration, completion: @escaping (Result<Model, NowDataError>))

Inserts the specified Codable model into the specified table and then executes the *completion* handler.

In order to create a new record by model, the model must conform to the `SysIdentifiableModel` protocol. Each table will typically have its own model. For example:

```
struct User: SysIdentifiableModel {
  var sysId: String = ""
  var name: String
}

let service: NowTableService = ...
let user = User(name: "Ash Williams")
service.create(Incident(fields: fields), in: tableName,
 writeOptions: writeOptions, configuration: fetchConfiguration)
 { [weak self] result in
  switch result {
  case .success(let newUser):
    /// 'newUser' contains the platform assigned 'sys_id', use
 in subsequent 'update' or 'delete' calls.
  case .failure(let error):
      ...
  }
}
```

The model's *sys_Id* parameter is ignored during creation as the *sysId* is generated by the ServiceNow platform. The ServiceNow platform generated *sys_Id* is returned in the *completion* handler's `Result` model.

Parameters

Name	Type	Description
model	SysIdentifiableModel	Model definition of the fields to insert into the table.
in tableName	String	Name of the table in which to write the records, such as *incident*.
coder	Coder	Optional. `Coder` to use to encode or decode data sent to and received from the ServiceNow instance. Possible values: • default: The default encoders format dates using the `yyy-MM-dd HH:mm:ss` format by using the device `Locale` and `TimeZone`. • custom(JSONEncoder, JSONDecoder): Use `custom` coders to have more fine-grained control on JSON decoding/encoding. Only use this enumeration to supply your own `JSONEncoder` and `JSONDecoder`, for example when using special date formats, time zones, or locales.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		```let myEncoder = JSONEncoder() myEncoder.dateFormat = … let myDecoder = JSONDecoder() myDecoder.dateFormat = … let coder: Coder = .custom(myEncoder, myDecoder)``` Default: .default
writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record. Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.
completion	@escaping (Result<Model, NowDataError>)	Completion handler to execute after creating the specified decodable model(s). Return values for the completion handler: • Success: Model - Data for the created model type. • Failure: NowDataError ○ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ○ `attachmentValidation` Thrown when an attachment fails validation. ○ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ○ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Thrown when a Codable model cannot be decoded from JSON. ◦ `cannotDecodeProperty(type: Any, from: String)` ▪ *type*: Wrapped type to decode from a string. ▪ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ◦ `cannotEncodeModel(EncodingError)` ▪ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ◦ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ◦ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ◦ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ◦ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ◦ `missingSysID` Thrown when an expected sys_id parameter is missing. ◦ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

```
struct User: SysIdentifiableModel {
  var sysId: String = ""
  var name: String
}

let service: NowTableService = ...
let user = User(name: "Ash Williams")
service.create(Incident(fields: fields), in: tableName,
 writeOptions: writeOptions, configuration: fetchConfiguration)
 { [weak self] result in
  switch result {
  case .success(let newUser):
    /// 'newUser' contains the platform assigned 'sys_id' to use
 in subsequent update or delete calls.
  case .failure(let error):
   ...
  }
}
```

NowTableService - create<Model: SysIdentifiableModel>(model: Model, in tableName: String, path: String = Constants.resultPath, coder: Coder = .default, writeOptions: FieldWriteOptions? = nil, configuration: FetchConfiguration = nil)

Inserts one Codable model into the specified table.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

In order to create a new record by model, the model must conform to the `SysIdentifiableModel` protocol. Each table will typically have its own model. For example:

```
struct User: SysIdentifiableModel {
  var sysId: String = ""
  var name: String
}

let service: NowTableService = ...
let user = User(name: "Ash Williams")
service.create(Incident(fields: fields), in: tableName,
 writeOptions: writeOptions, configuration: fetchConfiguration)
 { [weak self] result in
  switch result {
  case .success(let newUser):
    /// 'newUser' contains the platform assigned 'sys_id', use
 in subsequent 'update' or 'delete' calls.
  case .failure(let error):
      ...
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The model's *sys_Id* parameter is ignored during creation. The *sysId* is assigned by the ServiceNow platform. The ServiceNow platform generated *sys_Id* is returned in the publisher's `receiveValue` callback model.

Parameters

Name	Type	Description
model	SysIdentifiableModel	`SysIdentifiableModel` model to insert into the table.
in tableName	String	Name of the table in which to write the records, such as *incident*.
path	String	Optional. Dot separated path for the nested type. For example, `result` or `foo.bar.baz` for deeper nesting. Default: `Constants.resultPath`

coder	Coder	Optional. `Coder` to use to encode or decode data sent to and received from the ServiceNow instance.
		
		Possible values:
		• default: The default encoders format dates using the `yyy-MM-dd HH:mm:ss` format by using the device `Locale` and `TimeZone`.
		• custom(JSONEncoder, JSONDecoder):
		
		Use `custom` coders to have more fine-grained control on JSON decoding/encoding.
		
		Only use this enumeration to supply your own `JSONEncoder` and `JSONDecoder`, for example when using special date formats, time zones, or locales.
		`let myEncoder = JSONEncoder()`
		`myEncoder.dateFormat = …`
		`let myDecoder = JSONDecoder()`
		`myDecoder.dateFormat = …`
		`let coder: Coder`
		`= .custom(myEncoder, myDecoder)`
		
		Default: .default

writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record. Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
AnyPublisher<Model,NowDataError>	Success: Codable model that was inserted in the specified table, including *sys_Id*. Use this sys_id to reference this record in future method calls. Failure: NowDataError @escaping (Result<Model, NowDataError>)

Shows how to insert a single record into the User [sys_user] table.

```
struct User: SysIdentifiableModel {
  var sysId: String = ""
  var name: String
}

let service: NowTableService = ...
let user = User(name: "Ash Williams")
let publisher: AnyPublisher<User, NowDataError> =
 service.create(user, in: "sys_user")
publisher
  .subscribe(on: DispatchQueue.global())
  .receive(on: DispatchQueue.main)
  .sink { [weak self] completion in
    ...
  } receiveValue: { [weak self] newUser in
     /// 'newUser' contains the ServiceNow platform assigned
 'sys_id' to use in subsequent update and delete calls.
    ...
  }
  .store(in: &subscriptions)
```

NowTableService - createRecord(with fields: [FieldName: FieldValue], in tableName: String, writeOptions: FieldWriteOptions? = nil, configuration: FieldReadConfiguration? = nil) async throws

Inserts a record in the specified table that contains the specified fields.

The publisher emits data that you can decode into a custom Codable model, or you can also use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function. Alternatively, you can use the convenience function *convertToRecords()* to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myPublisher.convertToRecords()
```

Note: All fields within a record may not be available for update. For example, fields that have a prefix of `sys_` are typically system parameters that are automatically generated and cannot be updated. Fields that are not specified and not auto-generated by the system are set to the associated data type's null value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
with fields	[FieldName: FieldValue]	Name-value pairs of the fields to include in the record.
in tableName	String	Name of the table in which to write the records, such as *incident*.
writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record. Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description
Data	Returned when the method is successful. Data object containing the new record.

NowDataError	Thrown when the method fails.
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ *type*: Wrapped type to decode from a string. ○ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. • `cannotEncodeModel(EncodingError)` ○ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
do {
    let dataResult: Data = try await
 tableService.createRecord(with: fields, in: tableName,
 writeOptions: writeOptions, configuration: configuration)
    let recordResult: NowRecord = dataResult.convertToRecord()
} catch {
    print("Record creation failed with NowDataError: \(error)")
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowTableService - createRecord(with fields: [FieldName: FieldValue], in tableName: String, writeOptions: FieldWriteOptions, configuration: FieldReadConfiguration, completion: @escaping (Result<Data, NowDataError>)

Inserts the specified record in the specified table and then executes the *`completion`* handler after the record is saved.

If needed, you can decode the return results into a custom Codable model or you can use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function instead. Alternatively, you can use the convenience function *`convertToRecords()`* to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myResult.convertToRecords()
```

Note: All fields within a record may not be available for update. For example, fields that have a prefix of `sys_` are typically system parameters that are automatically generated and cannot be updated. Fields that are not specified and not auto-generated by the system are set to the associated data type's null value.

Parameters

Name	Type	Description
with fields	[FieldName: FieldValue]	Name-value pairs of the fields to include in the record.
in tableName	String	Name of the table in which to write the records, such as *incident*.
writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record. Default: nil
configuration	FieldReadConfiguration	Optional. Configuration options that specify which fields to return and what to include in the fields. Default: nil
completion	@escaping (Result<Data, NowDataError>)	Completion handler to execute after the records are retrieved. Return values: • Success: Data - Requested records • Error: NowDataError ○ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ `attachmentValidation` Thrown when an attachment fails validation. ○ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ○ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ○ `cannotDecodeProperty(type: Any, from: String)` ▪ *`type`*: Wrapped type to decode from a string. ▪ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ○ `cannotEncodeModel(EncodingError)` ▪ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ○ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ○ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
let fields = ["short_description" : "test description"]
let writeOptions: FieldWriteOptions =
 [.suppressAutoSysField, .treatInputValuesAsDisplayValues]
let readConfiguration = FieldReadConfiguration(includeFields:
 ["number", "short_description"])

tableService.createRecord(with: fields, in: tableName,
 writeOptions: writeOptions, configuration: readConfiguration)
 { [weak self] result in
  switch result {
    case .success(let dataResult):
      let recordResult: NowRecord = dataResult.convertToRecord()
    case .failure(let error):
       print("Record creation failed with NowDataError:
 \(error)")
  }
}
```

NowTableService - createRecord(with fields: [FieldName: FieldValue], in tableName: String, writeOptions: FieldWriteOptions? = nil, configuration: FieldReadConfiguration? = nil)

Inserts a record in the specified table that contains the specified fields.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

The publisher emits data that you can decode into a custom Codable model, or you can also use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alternatively, you can use the convenience function *convertToRecords()* to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myPublisher.convertToRecords()
```

Note: All fields within a record may not be available for update. For example, fields that have a prefix of `sys_` are typically system parameters that are automatically generated and cannot be updated. Fields that are not specified and not auto-generated by the system are set to the associated data type's null value.

Parameters

Name	Type	Description
with fields	[FieldName: FieldValue]	Name-value pairs of the fields to include in the record.
in tableName	String	Name of the table in which to write the records, such as *incident*.
writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record. Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description
AnyPublisher<Data, NowDataError>	Success: Data object containing the updated record. Failure: NowDataError • `accessToken(AccessTokenProviderError)` ◦ *AccessTokenProviderError*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. • `attachmentValidation` Thrown when an attachment fails validation. • `badResponse(statusCode: HTTPStatusCode)` ◦ *HTTPStatusCode*: Status code received from the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	Thrown when a request returns an unexpected response
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	Thrown when an expected service configuration is missing.
	• `missingSysID`
	Thrown when an expected sys_id parameter is missing.
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled
	  ○ serverError(Error)
	  ○ systemError(Error)
	Thrown when a network service encountered an error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This example shows how to create a function that inserts a record in the specified table, with the specified fields. The output of the call is a ByteArray which allows you to convert the data into any model that you want.

```
tableService.createRecord(with: fields, in: tableName,
 writeOptions: writeOptions, configuration: readConfiguration)
    .subscribe(on: DispatchQueue.global())
    .receive(on: DispatchQueue.main)
    .convertToRecord()
    .sink { completion in
        if case let .failure(error) = completion {
            print("Record creation failed with NowDataError:
 \(error)")
        }
    } receiveValue: { record in
        print("Created NowRecord: \(record)")
    }
    .store(in: &subscriptions)
```

NowTableService - delete(_ model: Model, from tableName: String) async throws

Deletes the specified Codable model from the specified table.

Parameters

Name	Type	Description
model	Model	`SysIdentifiableModel` to delete from the table. It should contain the sys_id of the record to delete.
from tableName	String	Name of the table from which to delete the information, such as *incident*.

Returns

Type	Description
None	Nothing returned when the method is successful.
NowDataError	Thrown when the method fails. • `accessToken(AccessTokenProviderError)` ◦ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. • `attachmentValidation` Thrown when an attachment fails validation. • `badResponse(statusCode: HTTPStatusCode)` ◦ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	  Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	  Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	  Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	  Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	  Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	  Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	  Thrown when an expected service configuration is missing.
	• `missingSysID`
	  Thrown when an expected sys_id parameter is missing.
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled
	  ○ serverError(Error)
	  ○ systemError(Error)
	  Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
do {
    try await tableService.delete(model, from: tableName)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    print("Deletion successful.")
} catch {
    print("Deletion failed with NowDataError: \(error)")
}
```

NowTableService - delete(_ model: Model, from tableName: String, completion: @escaping (Result<Void, NowDataError>))

Deletes the specified Codable model from the specified table and then executes the appropriate *`completion`* handler.

Parameters

Name	Type	Description
model	Model	`SysIdentifiableModel` to delete from the table. It should contain the sys_id of the record to delete.
from tableName	String	Name of the table from which to delete the information, such as *incident*.
completion	@escaping (Result<Void, NowDataError>)	Completion handler to execute after deleting the specified codable model(s). Return values: • Success: Nothing returned • Failure: NowDataError ○ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ○ `attachmentValidation` Thrown when an attachment fails validation. ○ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ○ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ○ `cannotDecodeProperty(type: Any, from: String)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		▪ *type*: Wrapped type to decode from a string. ▪ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ○ `cannotEncodeModel(EncodingError)` ▪ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ○ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ○ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this function.

```
tableService.delete(Incident(sysId: sysId), from: tableName)
 { [weak self] result in
  switch result {
    case .success:
      // Delete successfully
    case .failure(let error):
      // Failed to delete with NowDataError
  }
}
```

NowTableService - delete(_ model: Model, from tableName: String)

Deletes the specified Codable model from the specified table.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
model	Model	`SysIdentifiableModel` to delete from the table. It should contain the sys_id of the record to delete.
from tableName	String	Name of the table from which to delete the information, such as *incident*.

Returns

Type	Description

AnyPublisher<Void, NowDataError>	Success: Nothing returned
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Thrown when a Codable model cannot be decoded from JSON. • `cannotDecodeProperty(type: Any, from: String)` ○ *type*: Wrapped type to decode from a string. ○ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. • `cannotEncodeModel(EncodingError)` ○ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code example shows how to call this function.

```
tableService.delete(Incident(sysId: sysId), from: tableName)
  .subscribe(on: DispatchQueue.global())
  .receive(on: DispatchQueue.main)
  .sink { [weak self] completion in
    switch completion {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      case .finished:
        // Delete successfully
      case .failure(let error):
        // Failed to delete with NowDataError
    }
  } receiveValue: { _ in
  }
  .store(in: &subscriptions)
```

NowTableService - deleteRecord(sysId: SysID, from tableName: String) async throws

Deletes the specified record from the specified table.

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to delete.
from tableName	String	Name of the table from which to delete the information, such as *incident*.

Returns

Type	Description
None	Nothing returned when the method is successful.

NowDataError	Thrown when the method fails.
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	  Thrown when there is an error in the access token.
	• `attachmentValidation`
	  Thrown when an attachment fails validation.
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	  Thrown when a request returns an unexpected response
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	  Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	Thrown when an expected service configuration is missing.
	• `missingSysID`
	Thrown when an expected sys_id parameter is missing.
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled
	  ○ serverError(Error)
	  ○ systemError(Error)
	Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
do {
    try await tableService.deleteRecord(sysId: sysId, from:
 tableName)
    print("Deletion successful.")
} catch {
    print("Deletion failed with NowDataError: \(error)")
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowTableService - deleteRecord(sysId: SysID, from tableName: String, completion: @escaping (Result<Void, NowDataError>))

Deletes the specified record from the specified table and then executes the *`completion`* object after the record is deleted.

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to delete.
from tableName	String	Name of the table from which to delete the information, such as *incident*.

completion	@escaping (Result<Void, NowDataError>)	Success: Nothing is returned.
		
		Failure: NowDataError
		
		• `accessToken(AccessTokenProviderError)`
		  ◦ *`AccessTokenProviderError`*: The access token provider's error code or message.
		  ▪ accessTokenRetrievalFailed
		  ▪ userSessionError(_ error: Error)
		
		Thrown when there is an error in the access token.
		
		• `attachmentValidation`
		
		Thrown when an attachment fails validation.
		
		• `badResponse(statusCode: HTTPStatusCode)`
		  ◦ *`HTTPStatusCode`*: Status code received from the instance.
		
		Thrown when a request returns an unexpected response
		
		• `cannotDecodeModel(DecodingError)`
		  ◦ *`DecodingError`*: Decoding error detected.
		
		Thrown when a Codable model cannot be decoded from JSON.
		
		• `cannotDecodeProperty(type: Any, from: String)`
		  ◦ *`type`*: Wrapped type to decode from a string.
		  ◦ *`from`*: String to decode to the specified type.
		
		Thrown when a string-wrapped value cannot be decoded from JSON.
		
		• `cannotEncodeModel(EncodingError)`
		  ◦ *`EncodingError`*: Encoding error detected.
		
		Thrown when a Codable model cannot be encoded to JSON.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ◦ genericError(String) ◦ operationCanceled ◦ serviceDisabled ◦ serverError(Error) ◦ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this function.

```
tableService.deleteRecord(sysId: sysId, from: tableName) { [weak
 self] result in
  switch result {
    case .success:
      // Delete successfully
    case .failure(let error):
      // Failed to delete with NowDataError
  }
}
```

NowTableService - deleteRecord(sysId: SysID, from tableName: String)

Deletes the specified record from the specified table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to delete.
from tableName	String	Name of the table from which to delete the information, such as *incident*.

Returns

Type	Description

AnyPublisher<Void, NowDataError>	Success: Nothing returned
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	
	Thrown when a string-wrapped value cannot be decoded from JSON.
	
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	
	Thrown when a Codable model cannot be encoded to JSON.
	
	• `cannotParseResponse`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

This example shows how to create a function that deletes a record in a specified table.

```
tableService.deleteRecord(sysId: sysId, from: tableName)
    .subscribe(on: DispatchQueue.global())
    .receive(on: DispatchQueue.main)
    .sink { completion in
        switch completion {
        case .finished:
            print("Record deleted.")
        case .failure(let error):
            print("Deletion failed with NowDataError: \(error)")
        }
    } receiveValue: { _ in }
    .store(in: &subscriptions)
```

NowServiceTable - init(configuration: NowServiceConfiguration, coreServiceProvider: NowCoreServiceProviding? = nil)

Creates a NowTableService object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
configuration	NowServiceConfiguration	Configuration parameters to use when creating the service.
coreServiceProvider	NowCoreServiceProviding	Optional. Service provider to associate with the NowTableService. Default: nil

The following code example shows how to call this function.

```
guard let coreService = NowSDK.core() else {
  // Error with NowServiceError.sdkNotConfigured
  return
}

guard
  let instanceUrl = URL(string:
 "http://sample.service-now.com") ,
  let serviceConfig = NowSDK.makeServiceConfiguration(for:
 instanceUrl) else {
    // Could not create service -
    // NowServiceError.serviceConfigurationInvalid
    return
  }
let tableService = NowTableService (configuration:
 serviceConfig, coreServiceProvider: coreService)
```

NowTableService - model<Model: Decodable>(with sysId: SysID? = nil, from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) async throws

Enables the retrieval of decodable model(s) from a specified table.

Table API responses are nested inside a *result* parameter similar to the following:

```
{
  "result": [
    { "name": "Ash Williams" },
    { "name": "Lionel Cosgrove" },
    { "name": "Laurie Strode" }
  ]
}
```

For large result sets, use one of the paginator functions, NowTableService - paginator(from tableName: String, configuration: FetchConfiguration? = nil) or NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) to fetch paginated models.

Parameters

Name	Type	Description
with sysId	SysID	Optional. Sys_id of the record to return. Provide the sys_id if you want to retrieve a specific record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: nil
from tableName	String	Name of the table from which to retrieve the records, such as *incident*.
path	String	Dot separated path for the nested type. For example, `result` or `foo.bar.baz` for deeper nesting. Default: `result`

coder	Coder	Optional. `Coder` to use to encode or decode data sent to and received from the ServiceNow instance.
		
		Possible values:
		• default: The default encoders format dates using the `yyy-MM-dd HH:mm:ss` format by using the device `Locale` and `TimeZone`.
		• custom(JSONEncoder, JSONDecoder):
		
		Use `custom` coders to have more fine-grained control on JSON decoding/encoding.
		
		Only use this enumeration to supply your own `JSONEncoder` and `JSONDecoder`, for example when using special date formats, time zones, or locales.
		`let myEncoder = JSONEncoder()`
		`myEncoder.dateFormat = …`
		`let myDecoder = JSONDecoder()`
		`myDecoder.dateFormat = …`
		`let coder: Coder = .custom(myEncoder, myDecoder)`
		
		Default: .default

configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description
Model	Returned when the method is successful. Decodable model(s).
NowDataError	Thrown when the method fails.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	  Thrown when there is an error in the access token.
	• `attachmentValidation`
	  Thrown when an attachment fails validation.
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	  Thrown when a request returns an unexpected response
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	  Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	  Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	  Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	  Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	  Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	  Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	  Thrown when an expected service configuration is missing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code example shows how to call this method.

```
struct User: Codable {
    var name: String
}

let service: NowTableService = ...
do {
    let result = try await service.model([User].self, from:
 "sys_user", path: "result")
    print("Fetched \(users.count) users")
} catch {
    dump(error)
}
```

The following code example shows how to fetch a single Decodable model by sys_id. Use a single model type, such as `User.self`, rather than `[User].self`.

```
let result = try await service.model(User.self, with:
 "5137153cc611227c000bbd1bd8cd2005", from: "sys_user", path:
 "result")
```

NowTableService - model<Model: Decodable>(_ type: Model.Type, with sysId: SysID? = nil, from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil, completion: @escaping (Result<Model, NowDataError>))

Retrieves decodable model(s) from a specified table.

`Table` API responses are nested inside a *`result`* parameter similar to the following:

```
{
  "result": [
    { "name": "Ash Williams" },
    { "name": "Lionel Cosgrove" },
    { "name": "Laurie Strode" }
  ]
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use this function to obtain decodable models instead of nested output.

Parameters

Name	Type	Description
type	Model.Type	Type of value to decode.
with sysId	String	Optional. Sys_id of the record to return. Default: All records returned per the *`configuration`* settings.
from tableName	String	Name of the table from which to retrieve the records, such as *incident*.
path	String	Optional. Dot separated path for the nested type. For example, `result` or `foo.bar.baz` for deeper nesting. Default: `Constants.resultPath`
coder	Coder	Optional. `Coder` to use to encode or decode data sent to and received from the ServiceNow instance. Default: `.default`
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.
completion	@escaping (Result<Model, NowDataError>)	Completion handler to execute after retrieving the specified decodable model(s). Return values for the completion handler: • Success: Data for the requested model type. • Failure: NowDataError ◦ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ◦ `attachmentValidation` Thrown when an attachment fails validation. ◦ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Thrown when a request returns an unexpected response ◦ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ◦ `cannotDecodeProperty(type: Any, from: String)` ▪ *`type`*: Wrapped type to decode from a string. ▪ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ◦ `cannotEncodeModel(EncodingError)` ▪ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ◦ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ◦ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ◦ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ◦ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ◦ `missingSysID` Thrown when an expected sys_id parameter is missing. ◦ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

To retrieve a collection of decoded *User* models.

```
struct User: SysIdentifiableModel {
    var sysId: String = ""
    var name: String
}
let service: NowTableService = ...
let user = User(name: "Ash Williams")
service.create(Incident(fields: fields), in: tableName,
 writeOptions: writeOptions, configuration: fetchConfiguration)
 { [weak self] result in
  switch result {
  case .success(let newUser):
    /// 'newUser' contains the platform assigned 'sys_id', use
 in subsequent 'update' or 'delete' calls.
  case .failure(let error):
   ...
 }
}
```

To fetch a single decodable model by sys_id, use a single model type, such as `User.self`, rather than `[User].self`.

```
service.model(User.self, with:
 "5137153cc611227c000bbd1bd8cd2005", from: "sys_user", path:
 "result") { resultin ... }
```

NowTableService - model<Model: Decodable>(with sysId: SysID? = nil, from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil)

Creates a publisher that enables the retrieval of decodable model(s) from a specified table.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Table API responses are nested inside a *result* parameter similar to the following:

```
{
  "result": [
    { "name": "Ash Williams" },
    { "name": "Lionel Cosgrove" },
    { "name": "Laurie Strode" }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ]
}
```

For large result sets, use one of the paginator functions, NowTableService - paginator(from tableName: String, configuration: FetchConfiguration? = nil) or NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) to fetch paginated models.

Parameters

Name	Type	Description
with sysId	SysID	Optional. Sys_id of the record to return. Provide the sys_id if you want to retrieve a specific record. Default: nil
from tableName	String	Name of the table from which to retrieve the records, such as *incident*.
path	String	Dot separated path for the nested type. For example, `result` or `foo.bar.baz` for deeper nesting. Default: `result`

coder	Coder	Optional. `Coder` to use to encode or decode data sent to and received from the ServiceNow instance.
		
		Possible values:
		• default: The default encoders format dates using the `yyy-MM-dd HH:mm:ss` format by using the device `Locale` and `TimeZone`.
		• custom(JSONEncoder, JSONDecoder):
		
		Use `custom` coders to have more fine-grained control on JSON decoding/encoding.
		
		Only use this enumeration to supply your own `JSONEncoder` and `JSONDecoder`, for example when using special date formats, time zones, or locales.
		`let myEncoder = JSONEncoder()`
		`myEncoder.dateFormat = …`
		`let myDecoder = JSONDecoder()`
		`myDecoder.dateFormat = …`
		`let coder: Coder = .custom(myEncoder, myDecoder)`
		
		Default: .default

configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description

AnyPublisher<Model, NowDataError>	Success: Publisher returning a decodable model(s).
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ◦ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ◦ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ◦ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ◦ *`type`*: Wrapped type to decode from a string.
	  ◦ *`from`*: String to decode to the specified type.
	
	Thrown when a string-wrapped value cannot be decoded from JSON.
	
	• `cannotEncodeModel(EncodingError)`
	  ◦ *`EncodingError`*: Encoding error detected.
	
	Thrown when a Codable model cannot be encoded to JSON.
	
	• `cannotParseResponse`
	
	Thrown when a response from the instance cannot be parsed into its expected format.
	
	• `invalidURL`
	
	Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	
	• `missingAttachmentMetadata`
	
	Thrown when the attachment metadata header is missing.
	
	• `missingServiceConfiguration`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

To obtain a publisher that provides decoded User models by type, such as `[Users].self`, fetch the models by specifying a dot-separated path.

```
struct User: Codable {
  varname: String
}

let service: NowTableService = ...
let publisher: AnyPublisher<[User], NowDataError>
 = service.model(from: "sys_user", path:
 "user.photos.gps_location")
```

To fetch a single decodable model by sys_id, use a single `User.self` model type, rather than `[User].self`.

```
let publisher: AnyPublisher<User, NowDataError> =
 service.model(with: "5137153cc611227c000bbd1bd8cd2005", from:
 "sys_user", path: "result")
```

NowTableService - paginator(from tableName: String, configuration: FetchConfiguration? = nil)

Creates a paginator that enables iterating through pages of records.

The paginator's publisher emits data that you can decode into a custom Codable model, or you can also use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function. Alternatively, you can use the convenience function *`convertToRecords()`* to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myPublisher.convertToRecords()
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Unless overridden in the *configuration* parameter, a paginator returns 20 items per page. Depending on ACL evaluation, the actual number of fetched items for a page might be less than the default or configured value.

Parameters

Name	Type	Description
tableName	String	Name of the table from which to retrieve the records, such as *incident*.
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description

Paginator<Data>	Success: Paginator object containing the specified records.
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *AccessTokenProviderError*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *HTTPStatusCode*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *DecodingError*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *type*: Wrapped type to decode from a string.
	  ○ *from*: String to decode to the specified type.
	
	Thrown when a string-wrapped value cannot be decoded from JSON.
	
	• `cannotEncodeModel(EncodingError)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

```
private var tableService: NowTableService?
// Paginator creation uses type inference to determine the
 response type.
private var paginator: Paginator<[CustomerServiceCase]>?

func initializeTableService(for instanceUrl: URL) {
  makeTableService(instanceUrl: instanceUrl) { [weak self]
 result in
    guard let self = self else { return }

    switch result {
    case .success(let tableService):
      self.tableService = tableService
      // Create a paginator that iterates over pages of customer
 support cases. The paginator's response type is
      // inferred from the paginator's type definition (e.g.
 `Paginator<[CustomerServiceCase]>`).
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      self.paginator = tableService.paginator(from:
 Self.tableName, configuration: self.fetchConfiguration)
      // Subscribe to the paginator's publisher so you are able
 to receive paged results.
      self.subscribeToPaginatorPublisher()
      // Ready to start fetching data, inform the view
 controller.
      self.onReady(self)
    case .failure(let error):
      debugPrint("Creating table service failed with error:
 \(error.localizedDescription)")
      self.tableService = nil
      self.paginator = nil
    }
  }
}
```

NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil)

Creates a paginator that enables the iteration of pages of decoded model(s) that handle nesting.

The ServiceNow REST *Table* API responses are nested inside a result property similar to the following:

```
{
  "result": [
    { "name": "Ash Williams" },
    { "name": "Lionel Cosgrove" },
    { "name": "Laurie Strode" }
  ]
}
```

To obtain a paginator that provides decoded User models, fetch the paginator by specifying a dot-separated path; in this case, *result*.

```
struct User: Codable {
  varname: String
}

let service: NowTableService = ...
let paginator: Paginator<[User]> = service.paginator(from:
 "sys_user", path: "result")
```

Note: Unless overridden in the *configuration* parameter, a paginator returns 20 items per page. Depending on the ACL evaluations, the actual number of fetched items for a page might be less than the default or configured value.

After obtaining a Paginator object, subscribe to its Combine Publisher to start receiving data:

```
paginator.publisher
  .subscribe(on: DispatchQueue.global())
  .receive(on: DispatchQueue.main)
  .sink { … }
  .store(in: &subscriptions)
```

Note: As with all Combine subscriptions, ensure that you retain the subscription to avoid unexpected results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
from tableName	String	Name of the table from which to retrieve the records, such as *incident*.
path	String	Dot separated path for the nested type. For example, `result` or `result.user.photos` for deeper nesting. Specifying a custom path allows fetching or iterating over nested data. Default: `result`

coder	Coder	Optional. `Coder` to use to encode or decode data sent to and received from the ServiceNow instance.
		
		Possible values:
		• default: The default encoders format dates using the `yyy-MM-dd HH:mm:ss` format by using the device `Locale` and `TimeZone`.
		• custom(JSONEncoder, JSONDecoder):
		
		Use `custom` coders to have more fine-grained control on JSON decoding/encoding.
		
		Only use this enumeration to supply your own `JSONEncoder` and `JSONDecoder`, for example when using special date formats, time zones, or locales.
		`let myEncoder = JSONEncoder()`
		`myEncoder.dateFormat = …`
		`let myDecoder = JSONDecoder()`
		`myDecoder.dateFormat = …`
		`let coder: Coder = .custom(myEncoder, myDecoder)`
		
		Default: .default

configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description
Paginator<Data>	Success: Paginator object containing paged `Decodable` model(s). Failure: NowDataError

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	  Thrown when there is an error in the access token.
	• `attachmentValidation`
	  Thrown when an attachment fails validation.
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	  Thrown when a request returns an unexpected response
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	  Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	  Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	  Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	  Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	  Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	  Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	  Thrown when an expected service configuration is missing.
	• `missingSysID`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ◦ genericError(String) ◦ operationCanceled ◦ serviceDisabled ◦ serverError(Error) ◦ systemError(Error) Thrown when a network service encountered an error.

This example shows how to obtain a Paginator object that provides decoded User models. You can fetch the desired Paginator object by hinting the compiler to return a collection of User models ([User]) and informing the Paginator object that the users are nested beneath the result path.

```
struct User: Codable {
  var name: String
}

let service: NowTableService = ...
let paginator: Paginator<[User]> = service.paginator(from:
 "sys_user", path: "result")
```

Note: The *Table* API always returns results nested beneath a result path, so you can safely eliminate the *path* parameter.

NowTableService - record(with sysId: SysID, from tableName: String, configuration: FieldReadConfiguration? = nil) async throws

Retrieves a specified record from the specified table on a ServiceNow instance.

The publisher emits data that you can decode into a custom Codable model, or you can also use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function. Alternatively, you can use the convenience function *convertToRecords()* to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myPublisher.convertToRecords()
```

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to return from the ServiceNow instance.
from tableName	String	Name of the table from which to retrieve the records, such as *incident*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description
Data	Returned when the method is successful. Data object containing the specified record.

NowDataError	Thrown when the method fails.
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	
	Thrown when a string-wrapped value cannot be decoded from JSON.
	
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	
	Thrown when a Codable model cannot be encoded to JSON.
	
	• `cannotParseResponse`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
func fetchTableRecord(sysId: String, tableName: String,
 includeFields: [FieldName] = [FieldName](), readOptions:
 FieldReadConfiguration.Options = []) async throws -> NowRecord
 {
    let readConfig = FieldReadConfiguration(includeFields:
 includeFields, options: readOptions)
    do {
        let dataResult: Data = try await
 tableService.record(with: sysId, from: tableName,
 configuration: configuration)
        let recordResult: NowRecord =
 dataResult.convertToRecord()
        return recordResult
    } catch {
        print("Fetch failed with NowDataError: \(error)")
        throw error
    }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowTableService - record(with sysId: SysID, from tableName: String, configuration: FieldReadConfiguration, completion: @escaping (Result<Data, NowDataError>)

Retrieves the specified record from the specified table and then executes a completion handler after the record is retrieved.

If needed, you can decode the return results into a custom Codable model or you can use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function instead. Alternatively, you can use the convenience function `convertToRecords()` to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myResult.convertToRecords()
```

For large result sets, use the NowTableService - paginator(from tableName: String, configuration: FetchConfiguration? = nil) function to fetch paginated results.

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to return from the ServiceNow instance.
from tableName	String	Name of the table from which to retrieve the records, such as *incident*.
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.
completion	@escaping (Result<Data, NowDataError>)	Completion handler to execute after the records are retrieved. Return values: • Success: Data - Requested records • Error: NowDataError ○ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ○ `attachmentValidation` Thrown when an attachment fails validation. ○ `badResponse(statusCode: HTTPStatusCode)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		▪ *HTTPStatusCode*: Status code received from the instance. Thrown when a request returns an unexpected response ○ `cannotDecodeModel(DecodingError)` ▪ *DecodingError*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ○ `cannotDecodeProperty(type: Any, from: String)` ▪ *type*: Wrapped type to decode from a string. ▪ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ○ `cannotEncodeModel(EncodingError)` ▪ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ○ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ○ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
func fetchTableRecords( tableName: String, filterQuery: String,
 includeFields: [FieldName] = [FieldName](), readOptions:
 FieldReadConfiguration.Options = [], limit: Int?) {
  let readConfig = FieldReadConfiguration(includeFields:
 includeFields, options: readOptions)
  let config = FetchConfiguration(Filter(query: filterQuery),
 limit, readConfig)
  tableService.records (from: tableName, configuration:
 fetchConfiguration) { [weak self] result in
    switch result {
      case .success(let dataResult):
        let recordResult: [NowRecord] =
 dataResult.convertToRecords()
        // Return recordResult

      case .failure(let error):
        // Failed to fetch record with NowDataError
    }
  }
}
```

NowTableService - record(with sysId: SysID, from tableName: String, configuration: FieldReadConfiguration? = nil)

Creates a publisher to retrieve a specified record from the specified table on a ServiceNow instance.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

The publisher emits data that you can decode into a custom Codable model, or you can also use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function. Alternatively, you can use the convenience function `convertToRecords()` to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myPublisher.convertToRecords()
```

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to return from the ServiceNow instance.
from tableName	String	Name of the table from which to retrieve the records, such as *incident*.
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description

AnyPublisher<Data, NowDataError>	Success: Data object containing the specified records.
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	Thrown when an expected service configuration is missing.
	• `missingSysID`
	Thrown when an expected sys_id parameter is missing.
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled
	  ○ serverError(Error)
	  ○ systemError(Error)
	Thrown when a network service encountered an error.

This example shows how to create a function that retrieves the specified record from the specified table, with the specified fields. The output of the call is a ByteArray which allows you to convert the data into any model that you want.

```
tableService.record(with: sysId, from: tableName, configuration:
 fetchConfiguration)
    .subscribe(on: DispatchQueue.global())
    .receive(on: DispatchQueue.main)
    .convertToRecord()
    .sink { completion in
        if case let .failure(error) = completion {
            print("Record retrieval failed with NowDataError:
 \(error)")
        }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    } receiveValue: { record in
        print("Successfully retrieved record: \(record)")
    }
    .store(in: &subscriptions)
```

NowTableService - records(from tableName: String, configuration: FetchConfiguration? = nil) async throws

Retrieves records from the specified table.

The publisher emits data that you can decode into a custom Codable model, or you can also use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function. Alternatively, you can use the convenience function *`convertToRecords()`* to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myPublisher.convertToRecords()
```

For large result sets, use the NowTableService - paginator(from tableName: String, configuration: FetchConfiguration? = nil) function to fetch paginated results.

Parameters

Name	Type	Description
from tableName	String	Name of the table from which to retrieve the records, such as *incident*.
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description
Data	Returned when the method is successful. Data object containing the specified records.

NowDataError	Thrown when the method fails.
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	  Thrown when a request returns an unexpected response
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	  Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	  Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	  Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	  Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	  Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	  Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	  Thrown when an expected service configuration is missing.
	• `missingSysID`
	  Thrown when an expected sys_id parameter is missing.
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled
	  ○ serverError(Error)
	  ○ systemError(Error)
	  Thrown when a network service encountered an error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to call this method.

```
func fetchTableRecords( tableName: String, filterQuery: String,
 includeFields: [FieldName] = [FieldName](), readOptions:
 FieldReadConfiguration.Options = [], limit: Int?) {
    let readConfig = FieldReadConfiguration(includeFields:
 includeFields, options: readOptions)
    let config = FetchConfiguration(Filter(query: filterQuery),
 limit, readConfig)
    do {
      let dataResult: Data = try await
 tableService.records(from: tableName, configuration: config)
      let recordResult: [NowRecord] =
 dataResult.convertToRecords()
      // return recordResult
    } catch {
      print("Fetch failed with NowDataError: \(error)")
      throw error
  }
}
```

NowTableService - records(from tableName: String, configuration: FetchConfiguration? = nil, completion: @escaping (Result<Data, NowDataError>))

Retrieves records from a specified table and then executes the *completion* handler after the records are retrieved.

If needed, you can decode the return results into a custom Codable model or you can use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function instead. Alternatively, you can use the convenience function *convertToRecords()* to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myResult.convertToRecords()
```

For large result sets, use the NowTableService - paginator(from tableName: String, configuration: FetchConfiguration? = nil) function to fetch paginated results.

Parameters

Name	Type	Description
in tableName	String	Name of the table in which to write the records, such as *incident*.
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.
completion	@escaping (Result<Data, NowDataError>)	Completion handler to execute after the records are retrieved. Return values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		• Success: Data - Requested records • Error: NowDataError ◦ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ◦ `attachmentValidation` Thrown when an attachment fails validation. ◦ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ◦ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ◦ `cannotDecodeProperty(type: Any, from: String)` ▪ *`type`*: Wrapped type to decode from a string. ▪ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ◦ `cannotEncodeModel(EncodingError)` ▪ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ◦ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ◦ `invalidURL`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
func fetchTableRecords( tableName: String, filterQuery: String,
 includeFields: [FieldName] = [FieldName](), readOptions:
 FieldReadConfiguration.Options = [], limit: Int?) {
  let readConfig = FieldReadConfiguration(includeFields:
 includeFields, options: readOptions)
  let config = FetchConfiguration(Filter(query: filterQuery),
 limit, readConfig)
  tableService.records (from: tableName, configuration:
 fetchConfiguration) { [weak self] result in
    switch result {
      case .success(let dataResult):
        let recordResult: [NowRecord] =
 dataResult.convertToRecords()
        // return recordResult

      case .failure(let error):
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        // Failed to fetch record with NowDataError
    }
  }
}
```

NowTableService - records(from tableName: String, configuration: FetchConfiguration? = nil)

Creates a publisher that enable you to retrieve records from the specified table.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

The publisher emits data that you can decode into a custom Codable model, or you can also use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function. Alternatively, you can use the convenience function `convertToRecords()` to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myPublisher.convertToRecords()
```

For large result sets, use the NowTableService - paginator(from tableName: String, configuration: FetchConfiguration? = nil) function to fetch paginated results.

Parameters

Name	Type	Description
from tableName	String	Name of the table from which to retrieve the records, such as *incident*.
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description

AnyPublisher<Data, NowDataError>	Success: Data object containing the specified records.
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	Thrown when an attachment fails validation.
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	Thrown when a request returns an unexpected response
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	Thrown when an expected service configuration is missing.
	• `missingSysID`
	Thrown when an expected sys_id parameter is missing.
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

This example shows how to create a function that fetches multiple records from a specified table. It creates an object which will schedule the request to be executed at some point in the future and return a ByteArray response.

```
tableService.records(from: tableName, configuration:
 fetchConfiguration)
    .subscribe(on: DispatchQueue.global())
    .receive(on: DispatchQueue.main)
    .convertToRecords()
    .sink { completion in
        if case let .failure(error) = completion {
            print("Record retrieval failed with NowDataError:
 \(error)")
        }
    } receiveValue: { records in
        print("Successfully retrieved records: \(records)")
    }
    .store(in: &subscriptions)
```

NowTableService - update<Model: SysIdentifiableModel>(_ model: Model, in tableName: String, coder: Coder = .default, writeOptions: FieldWriteOptions? = nil, configuration: FetchConfiguration? = nil) async throws

Updates the specified Codable model in the specified table.

Parameters

Name	Type	Description
model	Model	`SysIdentifiableModel` model to update in the table.
in tableName	String	Name of the table in which to write the records, such as *incident*.
coder	Coder	Optional. `Coder` to use to encode or decode data sent to and received from the ServiceNow instance. Possible values: • default: The default encoders format dates using the `yyy-MM-dd HH:mm:ss` format by using the device `Locale` and `TimeZone`. • custom(JSONEncoder, JSONDecoder): Use `custom` coders to have more fine-grained control on JSON decoding/encoding.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		Only use this enumeration to supply your own `JSONEncoder` and `JSONDecoder`, for example when using special date formats, time zones, or locales.
		`let myEncoder = JSONEncoder()`
		`myEncoder.dateFormat = …`
		`let myDecoder = JSONDecoder()`
		`myDecoder.dateFormat = …`
		`let coder: Coder = .custom(myEncoder, myDecoder)`
		Default: .default

writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record. Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description
Model	Returned when the method is successful. Decodable model that was updated in the specified table.
NowDataError	Thrown when the method fails. • `accessToken(AccessTokenProviderError)` ○ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. • `attachmentValidation` Thrown when an attachment fails validation. • `badResponse(statusCode: HTTPStatusCode)` ○ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description

	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	  Thrown when a Codable model cannot be decoded from JSON.
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	  Thrown when a string-wrapped value cannot be decoded from JSON.
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	  Thrown when a Codable model cannot be encoded to JSON.
	• `cannotParseResponse`
	  Thrown when a response from the instance cannot be parsed into its expected format.
	• `invalidURL`
	  Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string.
	• `missingAttachmentMetadata`
	  Thrown when the attachment metadata header is missing.
	• `missingServiceConfiguration`
	  Thrown when an expected service configuration is missing.
	• `missingSysID`
	  Thrown when an expected sys_id parameter is missing.
	• `network(NetworkServiceError)`
	  ○ genericError(String)
	  ○ operationCanceled
	  ○ serviceDisabled
	  ○ serverError(Error)
	  ○ systemError(Error)
	  Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
struct User: SysIdentifiableModel {
    var sysId: String = ""
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var name: String}

func updateUser(user: User) async throws -> User {
    do {
        let result = try await tableService.update(user, in:
 “sys_user”)
        return result
    } catch {
        print("Update failed with NowDataError: \(error)")
        throw error
    }
}
```

NowTableService - update<Model: SysIdentifiableModel>(_ model: Model, in tableName: String, coder: Coder = .default, writeOptions: FieldWriteOptions? = nil, configuration: FetchConfiguration? = nil, completion: @escaping (Result<Model, NowDataError>))

Updates the specified Codable model in the specified table and then executes the *`completion`* handler.

Parameters

Name	Type	Description
model	Model	`SysIdentifiableModel` model to update in the table.
in tableName	String	Name of the table in which to write the records, such as *incident*.

coder	Coder	Optional. `Coder` to use to encode or decode data sent to and received from the ServiceNow instance.
		
		Possible values:
		• default: The default encoders format dates using the `yyy-MM-dd HH:mm:ss` format by using the device `Locale` and `TimeZone`.
		• custom(JSONEncoder, JSONDecoder):
		
		Use `custom` coders to have more fine-grained control on JSON decoding/encoding.
		
		Only use this enumeration to supply your own `JSONEncoder` and `JSONDecoder`, for example when using special date formats, time zones, or locales.
		`let myEncoder = JSONEncoder()`
		`myEncoder.dateFormat = …`
		`let myDecoder = JSONDecoder()`
		`myDecoder.dateFormat = …`
		`let coder: Coder = .custom(myEncoder, myDecoder)`
		
		Default: .default

writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.
completion	@escaping (Result<Model, NowDataError>)	Completion handler to execute after updating the specified Codable model(s). Return values: • Success: Model • Failure: NowDataError ◦ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ◦ `attachmentValidation` Thrown when an attachment fails validation. ◦ `badResponse(statusCode: HTTPStatusCode)` ▪ *`HTTPStatusCode`*: Status code received from the instance. Thrown when a request returns an unexpected response ◦ `cannotDecodeModel(DecodingError)` ▪ *`DecodingError`*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ◦ `cannotDecodeProperty(type: Any, from: String)` ▪ *`type`*: Wrapped type to decode from a string. ▪ *`from`*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		○ `cannotEncodeModel(EncodingError)` ▪ *`EncodingError`*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ○ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ○ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)` ▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
struct User: SysIdentifiableModel {
  var sysId: String = ""
  var name: String
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}

let user = User(sysId: "12345", name: "abel")
let coder: Coder = .default

tableService.update(user, in: "sys_user") { [weak self] result
 in
  switch result {
    case .success(let model):
      do {
        let data = try coder.jsonEncoder.encode(model)
        self?.publish(data: data)
      } catch {
        self?.publish(result: .failure(error))
      }
    case .failure(let error):
      // Failed to update with NowDataError
      self?.publish(result: .failure(error))
  }
}
```

NowTableService - update<Model: SysIdentifiableModel>(_ model: Model, in tableName: String, coder: Coder = .default, writeOptions: FieldWriteOptions? = nil, configuration: FetchConfiguration? = nil)

Updates the specified codable model in the specified table.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

Parameters

Name	Type	Description
model	Model	`SysIdentifiableModel` model to update in the table.
in tableName	String	Name of the table in which to write the records, such as *incident*.

coder	Coder	Optional. `Coder` to use to encode or decode data sent to and received from the ServiceNow instance.
		
		Possible values:
		• default: The default encoders format dates using the `yyy-MM-dd HH:mm:ss` format by using the device `Locale` and `TimeZone`.
		• custom(JSONEncoder, JSONDecoder):
		
		Use `custom` coders to have more fine-grained control on JSON decoding/encoding.
		
		Only use this enumeration to supply your own `JSONEncoder` and `JSONDecoder`, for example when using special date formats, time zones, or locales.
		`let myEncoder = JSONEncoder()`
		`myEncoder.dateFormat = …`
		`let myDecoder = JSONDecoder()`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description

		`myDecoder.dateFormat = …`
		`let coder: Coder = .custom(myEncoder, myDecoder)`
		
		Default: .default

writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record. Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description

AnyPublisher<Model, NowDataError>	Success: Decodable models that were updated in the specified table.
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ◦ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ◦ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ◦ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ *type*: Wrapped type to decode from a string. ○ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. • `cannotEncodeModel(EncodingError)` ○ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code example shows how to call this method.

```
struct User: SysIdentifiableModel {
  var sysId: String = ""
  var name: String
}

let user = User(sysId: "12345", name: "abel")
let coder: Coder = .default

tableService.update(user, in: "sys_user")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  .subscribe(on: DispatchQueue.global())
  .receive(on: DispatchQueue.main)
  .sink { [weak self] completion in
    if case let .failure(error) = completion {
      // Failed to update with NowDataError
      self?.publish(result: .failure(error))
    }
  } receiveValue: { [weak self] updatedModel in
    do {
      let data = try coder.jsonEncoder.encode(updatedModel)
      self?.publish(data: data)
    } catch {
      // Failed to update with NowDataError
      self?.publish(result: .failure(error))
    }
  }
  .store(in: &subscriptions)
```

NowTableService - updateRecord(sysId: SysID, in tableName: String, withfields: [FieldName: FieldValue], writeOptions: FieldWriteOptions? = nil, configuration: FieldReadConfiguration? = nil) async throws

Updates the specified record with the specified fields.

You can decode the data into a custom Codable model, or you can use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function. Alternatively, you can use the convenience function `convertToRecords()` to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myPublisher.convertToRecords()
```

Note: All fields within a record may not be available for update. For example, fields that have a prefix of `sys_` are typically system parameters that are automatically generated and cannot be updated. Fields that are not specified and not auto-generated by the system are set to the associated data type's null value.

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to return from the ServiceNow instance.
with fields	[FieldName: FieldValue]	Name-value pairs of the fields to include in the record.
in tableName	String	Name of the table in which to write the records, such as *incident*.
writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record. Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description
Data	Returned when the method is successful. Data object containing the updated record.

NowDataError	Thrown when the method fails.
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`
	  ○ *`type`*: Wrapped type to decode from a string.
	  ○ *`from`*: String to decode to the specified type.
	
	Thrown when a string-wrapped value cannot be decoded from JSON.
	
	• `cannotEncodeModel(EncodingError)`
	  ○ *`EncodingError`*: Encoding error detected.
	
	Thrown when a Codable model cannot be encoded to JSON.
	
	• `cannotParseResponse`
	
	Thrown when a response from the instance cannot be parsed into its expected format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	• `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

The following code examples shows how to call this method.

```
do {
    let dataResult: Data = try await
 tableService.updateRecord(with: fields, in: tableName,
 writeOptions: writeOptions, configuration: configuration)
    let recordResult: NowRecord = dataResult.convertToRecord()
} catch {
    print("Record update failed with NowDataError: \(error)")
}
```

NowTableService - updateRecord(sysId: SysID, in tableName: String, with fields: [FieldName: FieldValue], writeOptions: FieldWriteOptions? = nil, configuration: FieldReadConfiguration? = nil, completion: @escaping (Result<Data, NowDataError>)

Updates the specified record with the specified fields then executes the *`completion`* handler once the record is saved.

If needed, you can decode the return results into a custom Codable model or you can use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function instead. Alternatively, you can use the convenience function *`convertToRecords()`* to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myResult.convertToRecords()
```

Note: All fields within a record may not be available for update. For example, fields that have a prefix of `sys_` are typically system parameters that are automatically generated and cannot be updated. Fields that are not specified and not auto-generated by the system are set to the associated data type's null value.

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to return from the ServiceNow instance.
with fields	[FieldName: FieldValue]	Name-value pairs of the fields to include in the record.
in tableName	String	Name of the table in which to write the records, such as *incident*.
writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record. Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.
completion	@escaping (Result<Data, NowDataError>)	Completion handler to execute after the records are retrieved. Return values: • Success: Data - Requested records • Error: NowDataError ○ `accessToken(AccessTokenProviderError)` ▪ *`AccessTokenProviderError`*: The access token provider's error code or message. ▪ accessTokenRetrievalFailed ▪ userSessionError(_ error: Error) Thrown when there is an error in the access token. ○ `attachmentValidation` Thrown when an attachment fails validation. ○ `badResponse(statusCode: HTTPStatusCode)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		▪ *HTTPStatusCode*: Status code received from the instance. Thrown when a request returns an unexpected response ○ `cannotDecodeModel(DecodingError)` ▪ *DecodingError*: Decoding error detected. Thrown when a Codable model cannot be decoded from JSON. ○ `cannotDecodeProperty(type: Any, from: String)` ▪ *type*: Wrapped type to decode from a string. ▪ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. ○ `cannotEncodeModel(EncodingError)` ▪ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. ○ `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. ○ `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. ○ `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. ○ `missingServiceConfiguration` Thrown when an expected service configuration is missing. ○ `missingSysID` Thrown when an expected sys_id parameter is missing. ○ `network(NetworkServiceError)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
		▪ genericError(String) ▪ operationCanceled ▪ serviceDisabled ▪ serverError(Error) ▪ systemError(Error) Thrown when a network service encountered an error.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
tableService.updateRecord(sysId: sysId, in: tableName,
 with: fields, writeOptions: writeOptions, configuration:
 readConfiguration) { [weak self] result in
  switch result {
    case .success(let data):
      self?.publish(data: data)
    case .failure(let error):
       // Failed to update with NowDataError
  }
}
```

NowTableService - updateRecord(sysId: SysID, in tableName: String, withfields: [FieldName: FieldValue], writeOptions: FieldWriteOptions? = nil, configuration: FieldReadConfiguration? = nil)

Updates the specified record with the specified fields.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

The publisher emits data that you can decode into a custom Codable model, or you can also use the NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil) function. Alternatively, you can use the convenience function `convertToRecords()` to transform data into a NowRecord object. The following shows how to convert a publisher to emit NowRecords:

```
let dataPublisher: AnyPublisher<Data, NowDataError> = ...
let recordsPublisher: AnyPublisher<[NowRecord], NowDataError> =
 myPublisher.convertToRecords()
```

Note: All fields within a record may not be available for update. For example, fields that have a prefix of `sys_` are typically system parameters that are automatically generated and cannot be updated. Fields that are not specified and not auto-generated by the system are set to the associated data type's null value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
sysId	String	Sys_id of the record to return from the ServiceNow instance.
with fields	[FieldName: FieldValue]	Name-value pairs of the fields to include in the record.
in tableName	String	Name of the table in which to write the records, such as *incident*.
writeOptions	FieldWriteOptions	Optional. Configuration options to apply to the data being written to the record. Default: nil
configuration	FetchConfiguration	Optional. Configuration to apply to the retrieved records, including filters that define the records to return, pagination page size limit, which fields to retrieve, and what to include in the fields. Default: nil - All records returned.

Returns

Type	Description

AnyPublisher<Data, NowDataError>	Success: Data object containing the updated record.
	
	Failure: NowDataError
	
	• `accessToken(AccessTokenProviderError)`
	  ○ *`AccessTokenProviderError`*: The access token provider's error code or message.
	  ▪ accessTokenRetrievalFailed
	  ▪ userSessionError(_ error: Error)
	
	Thrown when there is an error in the access token.
	
	• `attachmentValidation`
	
	Thrown when an attachment fails validation.
	
	• `badResponse(statusCode: HTTPStatusCode)`
	  ○ *`HTTPStatusCode`*: Status code received from the instance.
	
	Thrown when a request returns an unexpected response
	
	• `cannotDecodeModel(DecodingError)`
	  ○ *`DecodingError`*: Decoding error detected.
	
	Thrown when a Codable model cannot be decoded from JSON.
	
	• `cannotDecodeProperty(type: Any, from: String)`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns (continued)

Type	Description
	○ *type*: Wrapped type to decode from a string. ○ *from*: String to decode to the specified type. Thrown when a string-wrapped value cannot be decoded from JSON. • `cannotEncodeModel(EncodingError)` ○ *EncodingError*: Encoding error detected. Thrown when a Codable model cannot be encoded to JSON. • `cannotParseResponse` Thrown when a response from the instance cannot be parsed into its expected format. • `invalidURL` Thrown when a URL cannot be formed. For example, if the string contains characters that are illegal in a URL or is an empty string. • `missingAttachmentMetadata` Thrown when the attachment metadata header is missing. • `missingServiceConfiguration` Thrown when an expected service configuration is missing. • `missingSysID` Thrown when an expected sys_id parameter is missing. • `network(NetworkServiceError)` ○ genericError(String) ○ operationCanceled ○ serviceDisabled ○ serverError(Error) ○ systemError(Error) Thrown when a network service encountered an error.

This example shows how to create a function that updates a record in the specified table, with the specified fields. The output of the call is a ByteArray which allows you to convert the data into any model that you want.

```
tableService.updateRecord(sysId: sysId, in: tableName,
 with: fields, writeOptions: writeOptions, configuration:
 readConfiguration)
    .subscribe(on: DispatchQueue.global())
    .receive(on: DispatchQueue.main)
    .convertToRecord()
    .sink { completion in
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        if case let .failure(error) = completion {
            print("Update failed with NowDataError: \(error)")
        }
    } receiveValue: { record in
        print("Record updated: \(record)")
    }
    .store(in: &subscriptions)
```

NowWeb API - iOS

The *NowWeb* API is a top-level global API that enables uses to instantiate a NowWeb service instance.

NowWeb - makeWebService(instanceUrl: URL) async throws

Creates an instance of NowWebService using the previously specified configuration.

You must initialize the SDK prior to calling this function or the completion block is called with a `sdkNotConfigured` error. To initialize the SDK, call *NowSDK.configure()* with the desired configuration.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance whose web services are to be accessed by the service.

Returns

Type	Description
NowWebService	If successful, returns an initialized NowWebService object.
NowServiceError	Throws one of the following errors if the method fails. Possible values: • sdkNotConfigured • serviceConfigurationInvalid • serviceDisabled • serviceSettingsInvalid • serviceSettingsNotFound • serviceSettingsRetrievalFailed

The following code example shows how to call this method.

```
do {
    let service = try await NowWeb.makeWebService(instanceUrl:
 instanceUrl)
    self.webService = service
} catch {
    debugPrint("Web Service creation failed with error:
 \(error.localizedDescription)")
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowWeb - makeWebService(instanceUrl: URL, completion: @escaping ((Result<NowWebService, NowServiceError>) -> Void))

Creates an instance of NowWebService using the previously specified configuration. When finished, calls the specified completion handler.

You must initialize the SDK prior to calling this function or the completion block is called with a `sdkNotConfigured` error. To initialize the SDK, call *`NowSDK.configure()`* with the desired configuration.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance whose web services are to be accessed by the service.
completion	@escaping ((Result<NowWebS NowService Error>) -> Void)	Completion handler that is called with a `Result<NowWebService, NowServiceError>` containing either an initialized `NowWebService` instance or a `NowServiceError` indicating why the initialization failed.

Returns

Type	Description
None	

```
func initializeNowSDK(userEmail: String) {
  currentUser = userEmail
  let sdkConfig = NowSDKConfiguration(authorizationProvider:
 self, permissionDelegate: self, logLevel: .debug)

  do {
      try NowSDK.configure(with: sdkConfig)
      configureAnalytics()
  } catch {
      debugPrint("Could not initialize NowSDK. Error:
 \(error.localizedDescription)")
  }
}
```

NowWeb - makeWebService(instanceUrl: URL)

Creates an instance of NowWebService using the previously specified configuration.

Note: This method has been deprecated. You should use the async/await implementation of the method instead.

You must initialize the SDK prior to calling this function or the completion block is called with a `sdkNotConfigured` error. To initialize the SDK, call *`NowSDK.configure()`* with the desired configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
instanceUrl	URL	URL of the ServiceNow instance whose web services are to be accessed by the service.

Returns

Type	Description
AnyPublisher<NowWebService, NowServiceError>	If successful, returns an initialized NowWebService object. If it fails, returns a NowServiceError object.

```
func initializeWebService() {
  NowWeb.makeWebService(instanceUrl: instanceUrl)
    .sink { completion in
      if case .failure(let error) = completion {
        debugPrint("Web Service creation failed with error:
 \(error.localizedDescription)")
      }
    } receiveValue: { [weak self] service in
        self?.webService = service
    }
    .store(in: &subscriptions)
  }
```

NowWebColoring protocol - iOS

The *NowWebColoring* protocol provides default values for the colors used within web pages hosted on your ServiceNow instance in a native web view.

The colors specified in the table below define the default web interface colors.

Properties

Name	Description
alertCritical0	Background color applied to the error banner. Default dark color: #7B1E28 Default light color: #F8C8CD
alertCritical3	Text color applied to the error text banner. Default dark color: #E46876 Default light color: #B61C2D
alertLow0	Background color applied to the info banner. Default dark color: #DBDBDE Default light color: #DBDBDE
alertPositive0	Background color of the banner that displays success messages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Description
	Default dark color: #CADFC0 Default light color: #CADFC0
alertPositive3	Text color of the banner that displays success messages. Default dark color: #3B7F00 Default light color: #3B7F00
alertWarning0	Background color applied to the warning banner. Default dark color: #FBF7BF Default light color: #FBF7BF
backgroundPrimary	Background color applied to the view containing the web view. Default dark color: #07080B Default light color: #FFFFFF
brand	Color applied to the activity indicator shown while loading pages. Default dark color: #302F4B Default light color: #302F4B
primary	Tint color applied to action sheet on the web screen. Default dark color: #8486FF Default light color: #4F52BD
screenHeaderBackground	Text color applied to button badges. This color is also applied to a thin border around the badge. Default dark color: #CADFC0 Default light color: #CADFC0
screenHeaderText	• Text color applied to button badges • Tint color applied to disabled navigation bar buttons, banner text, and banner icon tint on the web screen. Default dark color: #FFFFFF Default light color: #FFFFFF
textActionble	Text color for action button. Default dark color: #07080B Default light color: #FFFFFF

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Description
textPrimary	Text color applied to font. Default dark color: #FFFFFF Default light color: #151920
webPageThemeId	Sys_id of the theme to apply to the ServiceNow web pages loaded by *NowWeb*. Default: Configured default theme Table: Located in the UX Theme [sys_ux_theme] table.
webPageThemeVariantId	Sys_id of the theme variant to apply to the ServiceNow web pages loaded by *NowWeb*. Default: Configured default theme variant Table: Located in the UX Style [sys_ux_style] table.

The following shows the default colors used for *NowWebColoring*. You can override any or all of these colors.

```
public extension NowWebColoring {
    var brand: UIColor { nowUIColor.brand }
    var primary: UIColor { nowUIColor.primary }
    var textPrimary: UIColor {
        nowUIColor.textPrimary.withAlphaComponent(0.25)
    }
    var screenHeaderText: UIColor
 { nowUIColor.screenHeaderText }
    var screenHeaderBackground: UIColor
 { nowUIColor.screenHeaderBackground }
    var textActionble: UIColor {
        nowUIColor.textActionable
    }
    var alertCritical0: UIColor { nowUIColor.alertCritical0 }
    var alertCritical3: UIColor { nowUIColor.alertCritical3 }
    var alertPositive0: UIColor { nowUIColor.alertPositive0 }
    var alertPositive3: UIColor { nowUIColor.alertPositive3 }
    var alertLow0: UIColor { nowUIColor.alertLow0 }
    var alertWarning0: UIColor { nowUIColor.alertWarning0 }
    var backgroundPrimary: UIColor
 { nowUIColor.backgroundPrimary }
}
```

NowWebService class - iOS

The *NowWebService* class provides functions that enable the browsing of web pages on a ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties

Name	Type	Description
configuration	NowServiceConfiguration	Configuration parameters to use when initializing the NowWebService instance.

NowWebService - init(configuration: NowServiceConfiguration, coreServiceProvider: NowCoreServiceProviding? = nil)

Initializes a NowWebService instance.

Parameters

Name	Type	Description
configuration	NowServiceConfiguration	Configuration parameters to use when initializing the NowWebService instance.
coreServiceProvider	NowCoreServiceProviding	Optional. Service provider to associate with the NowWebService instance. Default: nil

The following code example shows how to call this method.

```
guard let coreService = NowSDK.core() else {
  // Error with NowServiceError.sdkNotConfigured
  return
}
guard
  let instanceUrl = URL(string:
 "http://sample.service-now.com") ,
  let serviceConfig = NowSDK.makeServiceConfiguration(for:
 instanceUrl) else {
    // Could not create service -
    // NowServiceError.serviceConfigurationInvalid
    return
}

let webService = NowWebService(configuration: serviceConfig,
 coreServiceProvider: coreService)
```

NowWebService - makeWebViewController(for url: URL, delegate: NowWebViewControllerDelegate, theme: NowWebThemeable)

Creates a UIViewController object that hosts the web view.

Parameters

Name	Type	Description
for url	URL	URL of the web page to load. This web page must be on the target ServiceNow instance that the service was initialized with.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
delegate	NowWebViewControllerDelegate	Optional. Object that receives callback events from the WebViewController into the native application.
theme	NowWebThemeable	Optional. NowUIThemeable protocol to apply to the UI elements of the view controller, such as color. Default: NowWebDefaultTheme(nowUITheme: NowUIDefaultTheme())

Returns

Type	Description
Result<NowWebViewController, NowWebServiceError>	Success: NowWebViewController object Failure: NowWebServiceError object

```
private func webViewController(for url: URL) ->
 NowWebViewController? {
  guard let webService = webService else {
    debugPrint("Web service not initialized")
    return nil
  }

  let result = webService.makeWebViewController(for:
 url, delegate: self, theme: CarrascoWebTheme(nowUITheme:
 CarrascoTheme()))
  switch result {
    case .success(let viewController):
      return viewController
    case .failure(let error):
      debugPrint("Web view creation failed with error:
 \(error.localizedDescription)")
  }
  return nil
}
```

NowWebService - preloadWebCache(urls: [URL], completion: PreloadWebCacheCompletion? = nil) throws

Preloads a list of specified pages with cacheable resources in the background (by NowWeb) to improve initial load times.

Parameters

Name	Type	Description
urls	Array of URL objects	URLs of the pages to preload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters (continued)

Name	Type	Description
completion	PreloadWebCacheCompletion	Optional closure to inform the caller that the web pages have completed loading.

Returns

Type	Description
None	

The following example shows how to use the *webService.preloadWebCache()* function to pre-load specified pages.

```
private func preloadURLs(urls: [URL]) {
  guard let webService = webService else {
    debugPrint("Web service not initialized")
    return
  }
  do {
       try webService.preloadWebCache(urls: urls) {
         debugPrint("URLs did complete preloading")
       }

  } catch {
      debugPrint(error.localizedDescription)
  }
}
```

NowWebThemeable protocol - iOS

The *NowWebThemeable* protocol provides properties that enable you to override the colors used within web pages hosted on your ServiceNow instance in a native web view.

```
public protocol NowWebThemeable {
    var color: NowWebColoring { get }
}
```

The NowWebColoring protocol contains *NowUIColoring*. This property is used to reference default color variables that *NowWebThemeable* can use.

For additional information on how to theme the UI, see Use NowUIColoring to theme NowWebTheme and NowChatTheme in the Mobile SDK Developer Guide - iOS.

Define WebColors using default colors

```
/// Sample structure for using default colors that come with
 Mobile SDK.
struct WebColors: NowUIColoring {
}
```

Define WebColors using custom colors

```
/// Use custom colors with light theme
struct WebColors: NowUIColoring {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    private var defaultTheme: NowWebDefaultTheme
 { NowWebDefaultTheme(nowUITheme: NowUIDefaultTheme())
    }

    var brand: UIColor { lightBrand }
    var primary: UIColor { lightPrimary }
    var textPrimary: UIColor { lightTextPrimary }
    var screenHeaderText: UIColor { lightScreenHeaderText }
    var screenHeaderBackground: UIColor
 { lightScreenHeaderBackground }
    var textActionable: UIColor { lightTextActionable }
    var alertCritical0: UIColor { lightAlertCritical0 }
    var alertCritical3: UIColor { lightAlertCritical3 }
    var alertPositive0: UIColor { lightAlertPositive0 }
    var alertPositive3: UIColor { lightAlertPositive3 }
    var alertLow0: UIColor { lightAlertLow0 }
    var alertWarning0: UIColor { lightAlertWarning0 }
    var backgroundPrimary: UIColor { lightBackgroundPrimary }

    // Light Colors
    var lightBrand: UIColor { defaultTheme.color.brand }
    var lightPrimary: UIColor { defaultTheme.color.primary }
    var lightTextPrimary: UIColor
 { defaultTheme.color.textPrimary }
    var lightScreenHeaderText: UIColor
 { defaultTheme.color.screenHeaderText }
    var lightScreenHeaderBackground: UIColor
 { defaultTheme.color.screenHeaderBackground }
    var lightTextActionable: UIColor
 { defaultTheme.color.textActionble }
    var lightAlertCritical0: UIColor
 { defaultTheme.color.alertCritical0 }
    var lightAlertCritical3: UIColor
 { defaultTheme.color.alertCritical3 }
    var lightAlertPositive0: UIColor
 { defaultTheme.color.alertPositive0 }
    var lightAlertPositive3: UIColor
 { defaultTheme.color.alertPositive3 }
    var lightAlertLow0: UIColor { defaultTheme.color.alertLow0 }
    var lightAlertWarning0: UIColor
 { defaultTheme.color.alertWarning0 }
    var lightBackgroundPrimary: UIColor
 { defaultTheme.color.backgroundPrimary }
}
```

Define WebTheme structure with NowWebThemeable protocol

```
struct CarrascoWebTheme: NowWebThemeable {
    var color: NowWebColoring

    struct Color: NowWebColoring {
        var nowUIColor: NowUIColoring

        var alertPositive0: UIColor
        var alertPositive3: UIColor
        var alertLow0: UIColor
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        var alertWarning0: UIColor
        var backgroundPrimary: UIColor

        init(inputs: WebColors) {
            nowUIColor = ThemeColor(inputs)

            alertPositive0 = inputs.alertPositive0
            alertPositive3 = inputs.alertPositive3
            alertLow0 = inputs.alertLow0
            alertWarning0 = inputs.alertWarning0
            backgroundPrimary = inputs.backgroundPrimary
        }
    }

    public init(webColors: WebColors) {
        color = Color(inputs: webColors)
    }
}
```

Instantiate a WebTheme object by passing WebColor as input

```
let webTheme = CarrascoWebTheme(webColors: WebColors())
```

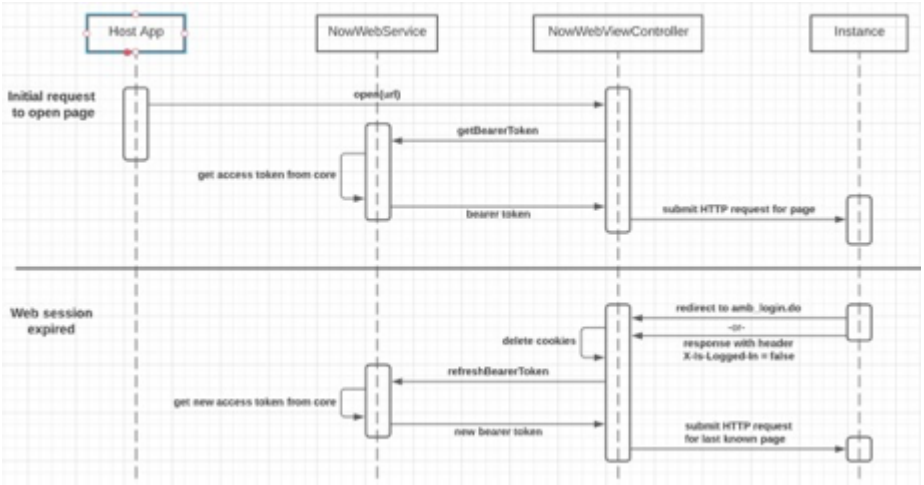
Pass a WebTheme object to NowWebService.makeWebViewController

```
func webViewController(for url: URL, delegate:
 NowWebViewControllerDelegate) -> NowWebViewController? {
  guard let webService = webService else {
    debugPrint("Web service not initialized")
    return nil
  }
  let result = webService.makeWebViewController(for: url,
 delegate: delegate, theme: CarrascoWebTheme(webColors:
 WebColors()) )

  switch result {
  case .success(let viewController):
    return viewController
  case .failure(let error):
    debugPrint("Web view creation failed with error:
 \(error.localizedDescription)")
  }
  return nil
}
```

NowWebViewController class - iOS

The *NowWebViewController* class provides functions that enable you to manage a web viewer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



NowWebViewController - loadPage()

If the request is authenticated, starts loading the initial URL provided during instantiation using the *`makeWebViewController()`* method.

If the request fails authentication, the method *`nowWebViewController(_:didFailNavigationWith:)`* is called on the delegate that was passed when instantiating the object.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this function.

```
private func openScreen(_ screen: ArticleListViewModel.Screen) {
  switch screen {
  case .articleDetail(let sysId):
    guard let url = URL(string:
 "/mesp?id=me_kb_view&sys_kb_id=\(sysId)"), let
 webViewController = webViewController(for: url) else {
      debugPrint("Could not create web view")
      return
    }
    webViewController.loadPage()
    navigationController?.pushViewController(webViewController,
 animated: true)
  }
}
```

NowWebViewController - updateTheme(themeColors: NowWebThemeable)

Updates the NowWebView theme with the specified UI theme. Use this function to update the web UI theme after it has been initially set using the *`makeWebViewController()`* function, such as when changing the theme from light to dark.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
themeColors	NowWebTheme	Theme to update the web UI with.

Returns

Type	Description
None	

The following code example shows how to update a light UI theme implemented using the *makeWebViewController()* function to the dark UI theme using the *updateTheme()* function.

```
func nowWebViewController(_ nowWebViewController:
 NowWebViewController, systemThemeDidChange traitCollection:
 UITraitCollection) {
  // The systemThemeDidChange delegate method can be used to
 call updateTheme() to apply theme changes when the system theme
 changes.
  nowWebViewController.updateTheme(themeColors:
 traitCollection.userInterfaceStyle == .dark ?
 DarkNowWebTheme() : LightNowWebTheme())
}
```

NowWebViewControllerDelegate protocol - iOS

The *NowWebViewControllerDelegate* protocol provides callbacks for notification of issues within the *NowWebViewController* processing such as when a flow ends or a navigation fails.

NowWebViewControllerDelegate - nowWebViewController(_ nowWebViewController: NowWebViewController, didReceive unsupportedUrl: URL)

Callback that notifies the host application that the web view attempted to load an unsupported URL.

An unsupported URL could be one for a different ServiceNow instance or an absolute URL with an invalid scheme.

Note: Valid schemes are http and https.

Parameters

Name	Type	Description
nowWebViewController	NowWebViewController	Instance of NowWebViewController used when attempting to load the unsupported URL.
didReceive unsupportedUrl	URL	Invalid URL trying to be loaded.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
func nowWebViewController(_ nowWebViewController:
 NowWebViewController, didReceive unsupportedUrl: URL) {
  debugPrint("nowWebViewController:receivedUnsupportedUrl:
 \(unsupportedUrl.absoluteString)")
}
```

NowWebViewControllerDelegate - nowWebViewController(_ nowWebViewController: NowWebViewController, didEndFlow flowName: String)

Callback that notifies the host application that the specified Cabrillo (mobile web) flow has ended.

Parameters

Name	Type	Description
nowWebViewController	NowWebViewController	Instance of NowWebViewController where the flow ended.
didEndFlow flowName	String	Name of the Cabrillo flow that ended

Returns

Type	Description
None	

The following code example shows how to call this method.

```
func nowWebViewController(_ nowWebViewController:
 NowWebViewController, didEndFlow flowName: String) {
  debugPrint("ended flow named: \(flowName)")
}
```

NowWebViewControllerDelegate - nowWebViewController(_ nowWebViewController: NowWebViewController, didFailNavigationWith error: Swift.Error)

Callback that notifies the host application that the web view navigation has failed.

Parameters

Name	Type	Description
nowWebViewController	NowWebViewController	Instance of NowWebViewController in which the navigation failed.
didFailNavigationWith error	Swift.Error	Error raised from the navigation failure.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
func nowWebViewController(_ nowWebViewController:
 NowWebViewController, didFailNavigationWith error: Error) {
  debugPrint("NowWebViewController encountered a navigation
 error: \(error.localizedDescription)")
}
```

NowWebViewControllerDelegate - nowWebViewController(_ nowWebViewController: NowWebViewController, systemThemeDidChange traitCollection: UITraitCollection)

Callback that notifies the host application that the system web UI theme changed.

Parameters

Name	Type	Description
nowWebViewController	NowWebViewController	Instance of NowWebViewController in which the web UI theme changed.
traitCollection	UITraitCollection	UITraitCollection object that contains the new theme.

Returns

Type	Description
None	

The following code example shows how to override the *systemThemeDidChange()* delegate function to call the *updateTheme()* function to apply theme changes when the system theme changes.

```
func nowWebViewController(_ nowWebViewController:
 NowWebViewController, systemThemeDidChange traitCollection:
 UITraitCollection) {

  /// Called when the system changes between dark and light mode

    /// You can call the corresponding updateTheme() method here
 to change the UI theme based on System Theme
    nowWebViewController.updateTheme(themeColors:
 traitCollection.userInterfaceStyle == .dark ?
 DarkNowWebTheme() : LightNowWebTheme())
      print(“System Theme Did Change)
}
```

NowWebViewControllerDelegate - nowWebViewControllerDidRequestDismissal(_ nowWebViewController: NowWebViewController)

Callback that notifies the host application that during a back navigation attempt, the stack was exhausted. The host application can then decide whether to dismiss the NowWebViewController instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
nowWebViewController	NowWebViewController	Instance of NowWebViewController in which the back navigation was attempted.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
func nowWebViewControllerDidRequestDismissal(_
 nowWebViewController: NowWebViewController) {
  navigationController?.popViewController(animated: true)
}
```

Paginator API - iOS

The *`Paginator`* class provides methods for iterating through a record set returned by a call to the ServiceNow *`Table`* API through the NowTableService. It is the object that is returned by the NowTableService *`paginator()`* methods. Do not call this method outside of that environment.

Properties

Name	Type	Description
hasNext	Boolean	Flag that indicates whether there is a next page to fetch. Valid values: • true: Next page is available. • false: Next page is not available.
hasPrevious	Boolean	Flag that indicates whether there is a previous page to fetch. Valid values: • true: Previous page is available. • false: Previous page is not available.
isBusy	Boolean	Flag that indicates whether the Paginator object is busy fetching data. Valid values: • true: Publisher is busy. • false: Publisher is not busy.
isFinished	Boolean	Flag that indicates whether the Paginator object is finished. When the paginator is configured to finish, the Paginator object's publisher finishes when the last page has been fetched. A Paginator object cannot fetch any pages after it finishes. For additional information, see the description of the *`publisherShouldFinish`* parameter. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties (continued)

Name	Type	Description
		• true: Publisher is finished. • false: Publisher is not finished.
itemsPerPage	Integer	Number of items to fetch per page. Default: 20
numberOfPages	Integer	Total number of pages within the record set. When the Paginator object has not yet fetched any pages, this parameter is set to `Int.max`. After an initial request has been made to the ServiceNow instance, the number of pages is updated to the actual number of pages received from the ServiceNow instance.
page	Integer	Current page within the paginated record set.
publisher	String	Publisher that supplies the stream of paginated data to the subscribers. **Note:** By default, the publisher does not finish. To change this behaviour, set the *`publisherShouldFinish`* property to `true`.
publisherShouldFinish	Boolean	Flag that indicates whether to stop the Paginator object's publisher when the last page has been fetched. A Paginator object cannot fetch any pages after it finishes. Valid values: • true: Once the last page is fetched, the publisher is released from providing additional data. The *`reset()`* method is no longer functional. • false: The publisher is never finished and all methods are fully operational regardless of navigation. Default: false

Paginator - first() throws

Fetches the first page of the return results.

If this method can't fetch the first page, it throws a `PaginationError`.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
class PaginatorTestViewModel<T: JSONRepresentable>:
 ObservableObject {
  @Published var result: Result<String, Error>?
  private let paginator: Paginator<T>
  private var subscriptions = Set<AnyCancellable>()

  init(paginator: Paginator<T>) {
    self.paginator = paginator
    subscribeToPaginator()
  }

  private func subscribeToPaginator() {
    paginator.publisher
      .receive(on: DispatchQueue.main)
      .sink { [weak self] comp in
        if case .failure(let error) = comp {
          self?.result = .failure(error)
        }
      } receiveValue: { [weak self] jsonRepresentable in
        self?.result
 = .success(jsonRepresentable.jsonDescription)
      }
      .store(in: &subscriptions)
  }

  func first() {
    result = nil
    do {
      try paginator.first()
    } catch {
      self.result = .failure(error)
    }
  }
}
```

Paginator - last() throws

Fetches the last page of the return results.

If this method can't fetch the last page, it throws a `PaginationError`.

Parameters

Name	Type	Description
None		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Returns

Type	Description
None	

The following code example shows how to call this method.

```
…
func last() {
  result = nil
  do {
    try paginator.last()
  } catch {
    self.result = .failure(error)
  }
}
…
```

Paginator - next() throws

Fetches the next page of the return results.

If there are no more pages to fetch, the method throws a `PaginationError`.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this method.

```
…
func next() {
  result = nil
  do {
    try paginator.next()
  } catch {
    self.result = .failure(error)
  }
}
…
```

Paginator - previous() throws

Fetches the previous page of the return results.

If the method can't fetch the previous page, it throws a `PaginationError`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this method.

```
…
func previous() {
  result = nil
  do {
    try paginator.previous()
  } catch {
    self.result = .failure(error)
  }
}
…
```

Paginator - reset()

Resets the Paginator back to the first page but doesn't return the first page of the return results.

Parameters

Name	Type	Description
None		

Returns

Type	Description
None	

The following code example shows how to call this method.

```
…
func reset() {
  result = nil
  paginator.reset()
}
…
```

SNMobileAnalytics API

The *`SNMobileAnalytics`* API provides methods that you can call within a WebView using JavaScript. These methods enable you to push custom analytics data (events, pages, and user properties) to the User Experience Analytics for Service Portal dashboard.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To use these methods within your mobile application, you must first call the *installJavascriptInterface()* method, which exposes these JavaScript methods to the associated WebView.

Refer to NowAnalyticsService - installJavascriptInterface(into webView: WKWebView) for the iOS implementation.

Refer to NowAnalyticsSDK - installJavascriptInterface(webView: WebView) for the Android implementation.

SNMobileAnalytics - addEvent(String eventName, Object properties)

Adds a new web-triggered event with its associated properties to the current mobile session timeline.

Parameters

Name	Type	Description
eventName	String	Name of the event to add.
properties	Object	Optional. List of custom property key-value pairs for the event. Supported value types: • Boolean • Date • Number • String **Note:** The total size of the *eventName*, properties key and value should not exceed 300 bytes (per event).

Returns

Type	Description
None	

```
SNMobileAnalytics.addEvent('MyEvent', JSON.stringify({'Type':
 'Show', 'Amount': 16}))
```

SNMobileAnalytics - addScreenAction(String actionName)

Adds a new screen UI action tag to the current mobile session time line.

Parameters

Name	Type	Description
actionName	String	Name of the triggered web action.

Returns

Type	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
SNMobileAnalytics.addScreenAction('Custom UI Action')
```

SNMobileAnalytics - setUserId(String userId)

Sets the ID of the current active user for the current mobile session.

Parameters

Name	Type	Description
userID	String	ID to set for the current user.

Returns

Type	Description
None	

```
SNMobileAnalytics.setUserId('user123')
```

SNMobileAnalytics - startScreen(String screenName)

Adds a new web-triggered page to the current mobile session time line.

Parameters

Name	Type	Description
screenName	String	Name of the screen to log the start time for, such as `WelcomeScreen`.

Returns

Type	Description
None	

```
SNMobileAnalytics.startScreen('My Web Page')
```

REST API reference

Use REST interfaces to access data on your instance.

Account API

The `Account` API provides endpoints to retrieve Customer Service Management (CSM) account records.

This API requires the Customer Service plugin (com.sn_customerservice) and is provided within the `now` namespace.

Users require the csm_ws_integration role for full API access.

Account - GET /now/account

Retrieves a specified set of Customer Service Management (CSM) accounts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/account`

Default URL: `/api/now/account`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *`sysparm_offset`* parameter to paginate record retrieval. In the response, the boolean parameter *`hasMore`* is returned. It indicates whether there are more records to return that meet the filter criteria. Data type: Number Default: 10
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *`sysparm_offset`* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset +sysparm_limit`, until you reach the end of all records. Do not pass a negative number in the *`sysparm_offset`* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. For example: `sysparm_query=caller_id=javascript:gs.getUserID()^active=true` The encoded query supports *order by*. To sort responses based on certain fields, use the *ORDERBY* and *ORDERBYDESC* clauses in *`sysparm_query`*. For example, `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcategory` filters all active records and orders the results in ascending order by number first, and then in descending order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores the invalid part. It then returns rows using only the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	valid portion of the query. You can control this behavior using the property *glide.invalid_query.returns_no_rows*. Set this property to true to return no rows on an invalid query. **Note:** The *glide.invalid_query.returns_no_rows* property controls the behavior of all queries across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service APIs. Data type: String

Request body parameters (XML or JSON)

Element	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Parameter	Description
account_code	Unique combination of values that an application uses to identify budget forecasts and budget plans. Data type: String Maximum length: 255
account_parent	Sys_id of the parent account of this account. Located in the Account [customer_account] table. Data type: String
account_path	Path from the parent to the child accounts in the account hierarchy. Data type: String Maximum length: 255
active_escalation	Sys_id of the active escalation associated with the account. Data type: String Table: Escalation [sn_customerservice_escalation]
apple_icon	Icon for iPhone home page bookmarks. Data type: Image
banner_image	Banner image that appears on the customer portal. Data type: Image
banner_image_light	Small banner image. Data type: Image
banner_text	Banner text that appears on the customer portal. Data type: String Maximum length: 4,000
city	City in which the company that is associated with this account resides. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Maximum length: 50
contact	Sys_id of a contact record associated with this account. Data type: String Table: User [sys_user]
country	Country in which the company that is associated with this account resides. Data type: String Maximum length: 40 Default: USA
customer	Flag that indicates whether the account is a customer account, as opposed to a partner account. Possible values: • true: Customer account • false: Partner account Data type: Boolean Default: false
discount	Discount given to the account on purchases. Data type: Number Maximum length: 15
fax_phone	Primary fax phone number for the company associated with this account. Data type: String Maximum length: 40
fiscal_year	Fiscal year for the company associated with the account. Data type: String
lat_long_error	Difference in the actual location as compared to latitude and longitude information. Data type: String Maximum length: 1,000
latitude	Latitude of the company associated with this account.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Data type: Number (floating point number) Maximum length: 40
longitude	Longitude of the company associated with this account. Data type: Number (floating point number) Maximum length: 40
manufacturer	Flag that indicates whether the company associated with this account manufactures goods. Possible values: • true: Manufactures goods • false: Does not manufacture goods Data type: Boolean Default: false
market_cap	Market value of the associated company's publicly traded stock shares. Data type: Number (currency) Maximum length: 20
name	Name of the company associated with this account. Data type: String Maximum length: 80
notes	Additional information about the company. Data type: String Maximum length: 4,000
num_employees	Number of people employed by the company. Data type: Number (Integer) Maximum length: 40
number	Number that identifies this account. Data type: String Maximum length: 40
parent	Sys_id of the parent account of this account.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Data type: String Table: Company [core_company]
partner	Flag that indicates whether the account is a partner account or a customer account. Possible values: • true: Partner account • false: Customer account Data type: Boolean Default: false
phone	Primary phone number for the company. Data type: String
primary	Flag that indicates whether this is a primary account. Possible values: • true: Primary account • false: Secondary account Data type: Boolean Default: false
primary_contact	Sys_id of the primary contact for the account. Data type: String Table: Contact [customer_contact]
profits	Profit information entered for this account. Data type: Number (Currency) Maximum length: 40
publicly_traded	Flag that indicates whether the company associated with this account is publicly traded on the stock exchange. Possible values: • true: Publicly traded • false: Private company Data type: Boolean
rank_tier	Type of account.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Possible values: • blacklist • other • strategic • tactical • valued Data type: String Maximum length: 40
registration_code	Unique code that customers use when requesting a login on the customer portal. This code provides a method for validating the customer on the company before granting access. Data type: String Maximum length: 40
revenue_per_year	Revenue produced by the company associated with this account. Data type: Number (Currency) Maximum length: 20
state	State in which the company resides. Data type: String Maximum length: 40
stock_price	Price of the company stock. Data type: String Maximum length: 40
stock_symbol	Stock symbol of the company. Data type: String Maximum length: 40
street	Street address of the company. Data type: String Maximum length: 255
sys_class_name	Table that contains the associated account record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Data type: String
sys_created_by	User that originally created the account. Data type: String Maximum length: 40
sys_created_on	Date and time that the account was originally created. Data type: String
sys_id	Sys_id for the account record. Data type: String
sys_mod_count	Number of times the account information has been updated. Data type: Number (Integer)
sys_updated_by	User that last modified the account information. Data type: String Maximum length: 40
sys_updated_on	Date and time the account information was last updated. Data type: String
theme	Sys_id of the customer portal theme used by this account. Data type: String Table: Theme [sys_ui_theme]
vendor	Flag that indicates whether the company associated with this account is a vendor. Possible values: • true: Vendor • false: Not a vendor Data type: Boolean Default: false
vendor_manager	List of sys_ids of the vendor managers for the account. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Table: User [sys_user]
vendor_type	List of sys_ids of the type of vendor such as, applications, hardware, services, or software. Data type: String Table: Vendor Type [vendor_type]
website	URL of the website for the company. Data type: String Maximum length: 1,024
zip	Zip code of the company. Data type: String Maximum length: 40

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/account?sysparm_limit=
2&sysparm_offset=2>;rel="next" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```


```
{
"result": [
  {
   "banner_image_light": "",
   "country": "USA",
   "parent": "",
   "notes": "",
   "stock_symbol": "",
   "discount": "",
   "active_escalation": "",
   "sys_updated_on": "2019-01-03 19:37:55",
   "apple_icon": "",
   "number": "ACCT0000003",
    "sys_updated_by": "admin",
    "fiscal_year": "",
    "sys_created_on": "2018-12-23 05:25:17",
    "contact": "",
    "stock_price": "",
    "state": "",
    "banner_image": "",
    "sys_created_by": "admin",
    "longitude": "",
    "zip": "BR1 3QR",
    "profits": "0",
    "phone": "+44 20 8466 9992",
    "fax_phone": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "name": "Boxeo EMEA",
    "banner_text": "",
    "account_code": "~~~~3",
    "primary": "false",
    "city": "Bromley",
    "latitude": "",
    "sys_class_name": "customer_account",
    "manufacturer": "false",
    "account_parent": "86837a386f0331003b3c498f5d3ee4ca",
    "sys_id": "3eedd08413651200042ab3173244b088",
    "market_cap": "0",
    "num_employees": "",
    "rank_tier": "",
    "street": "18 London Rd",
    "vendor": "false",
    "lat_long_error": "",
    "theme": "",
    "vendor_type": "",
    "website": "",
    "revenue_per_year": "0",
    "publicly_traded": "false",
    "sys_mod_count": "5",
    "sys_tags": "",
    "partner": "false",
    "registration_code": "BOXEO-EMEA",
    "vendor_manager": "",
    "account_path": "~~~~1/~~~~3",
    "primary_contact": "ff66c1254fb81200025ba3618110c76e",
    "customer": "true"
  },
  {
    "banner_image_light": "",
    "country": "USA",
    "parent": "",
    "notes": "",
    "stock_symbol": "",
    "discount": "",
    "active_escalation": "",
    "sys_updated_on": "2019-01-03 19:38:04",
    "apple_icon": "",
    "number": "ACCT0000004",
    "sys_updated_by": "admin",
    "fiscal_year": "",
    "sys_created_on": "2018-12-23 05:19:24",
    "contact": "",
    "stock_price": "",
    "state": "",
    "banner_image": "",
    "sys_created_by": "admin",
    "longitude": "",
    "zip": "V5L 2G4",
    "profits": "0",
    "phone": "+1 604-255-9797",
    "fax_phone": "",
    "name": "Boxeo Canada",
    "banner_text": "",
    "account_code": "~~~~4",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "primary": "false",
    "city": "Vancouver",
    "latitude": "",
    "sys_class_name": "customer_account",
    "manufacturer": "false",
    "account_parent": "86837a386f0331003b3c498f5d3ee4ca",
    "sys_id": "609cd80413651200042ab3173244b03e",
    "market_cap": "0",
    "num_employees": "",
    "rank_tier": "",
    "street": "1362 Venables St,, BC V5L 2G4, Canada",
    "vendor": "false",
    "lat_long_error": "",
    "theme": "",
    "vendor_type": "",
    "website": "",
    "revenue_per_year": "0",
    "publicly_traded": "false",
    "sys_mod_count": "5",
    "sys_tags": "",
    "partner": "false",
    "registration_code": "BOXEO-CANADA",
    "vendor_manager": "",
    "account_path": "~~~~1/~~~~4",
    "primary_contact": "c07424a54f781200025ba3618110c746",
    "customer": "true"
  }
 ]
}
```


Account - GET /now/account/{id}

Retrieves the specified Customer Service Management (CSM) account.

URL format

Versioned URL: `/api/now/{api_version}/account/{id}`

Default URL: `/api/now/account/{id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the account to retrieve. Located in the Customer [customer_account] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	Indicates that the request is invalid.i89 Possible cause: • Requested case doesn't exist. • User doesn't have access to the account record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Parameter	Description
account_code	Unique combination of values that an application uses to identify budget forecasts and budget plans. Data type: String Maximum length: 255
account_parent	Sys_id of the parent account of this account. Located in the Account [customer_account] table. Data type: String
account_path	Path from the parent to the child accounts in the account hierarchy. Data type: String Maximum length: 255
active_escalation	Sys_id of the active escalation associated with the account. Data type: String Table: Escalation [sn_customerservice_escalation]
apple_icon	Icon for iPhone home page bookmarks. Data type: Image
banner_image	Banner image that appears on the customer portal. Data type: Image
banner_image_light	Small banner image. Data type: Image
banner_text	Banner text that appears on the customer portal. Data type: String Maximum length: 4,000
city	City in which the company that is associated with this account resides. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Maximum length: 50
contact	Sys_id of a contact record associated with this account. Data type: String Table: User [sys_user]
country	Country in which the company that is associated with this account resides. Data type: String Maximum length: 40 Default: USA
customer	Flag that indicates whether the account is a customer account, as opposed to a partner account. Possible values: • true: Customer account • false: Partner account Data type: Boolean Default: false
discount	Discount given to the account on purchases. Data type: Number Maximum length: 15
fax_phone	Primary fax phone number for the company associated with this account. Data type: String Maximum length: 40
fiscal_year	Fiscal year for the company associated with the account. Data type: String
lat_long_error	Difference in the actual location as compared to latitude and longitude information. Data type: String Maximum length: 1,000
latitude	Latitude of the company associated with this account.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Data type: Number (floating point number) Maximum length: 40
longitude	Longitude of the company associated with this account. Data type: Number (floating point number) Maximum length: 40
manufacturer	Flag that indicates whether the company associated with this account manufactures goods. Possible values: • true: Manufactures goods • false: Does not manufacture goods Data type: Boolean Default: false
market_cap	Market value of the associated company's publicly traded stock shares. Data type: Number (currency) Maximum length: 20
name	Name of the company associated with this account. Data type: String Maximum length: 80
notes	Additional information about the company. Data type: String Maximum length: 4,000
num_employees	Number of people employed by the company. Data type: Number (Integer) Maximum length: 40
number	Number that identifies this account. Data type: String Maximum length: 40
parent	Sys_id of the parent account of this account.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Data type: String Table: Company [core_company]
partner	Flag that indicates whether the account is a partner account or a customer account. Possible values: • true: Partner account • false: Customer account Data type: Boolean Default: false
phone	Primary phone number for the company. Data type: String
primary	Flag that indicates whether this is a primary account. Possible values: • true: Primary account • false: Secondary account Data type: Boolean Default: false
primary_contact	Sys_id of the primary contact for the account. Data type: String Table: Contact [customer_contact]
profits	Profit information entered for this account. Data type: Number (Currency) Maximum length: 40
publicly_traded	Flag that indicates whether the company associated with this account is publicly traded on the stock exchange. Possible values: • true: Publicly traded • false: Private company Data type: Boolean
rank_tier	Type of account.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Possible values: • blacklist • other • strategic • tactical • valued Data type: String Maximum length: 40
registration_code	Unique code that customers use when requesting a login on the customer portal. This code provides a method for validating the customer on the company before granting access. Data type: String Maximum length: 40
revenue_per_year	Revenue produced by the company associated with this account. Data type: Number (Currency) Maximum length: 20
state	State in which the company resides. Data type: String Maximum length: 40
stock_price	Price of the company stock. Data type: String Maximum length: 40
stock_symbol	Stock symbol of the company. Data type: String Maximum length: 40
street	Street address of the company. Data type: String Maximum length: 255
sys_class_name	Table that contains the associated account record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Data type: String
sys_created_by	User that originally created the account. Data type: String Maximum length: 40
sys_created_on	Date and time that the account was originally created. Data type: String
sys_id	Sys_id for the account record. Data type: String
sys_mod_count	Number of times the account information has been updated. Data type: Number (Integer)
sys_updated_by	User that last modified the account information. Data type: String Maximum length: 40
sys_updated_on	Date and time the account information was last updated. Data type: String
theme	Sys_id of the customer portal theme used by this account. Data type: String Table: Theme [sys_ui_theme]
vendor	Flag that indicates whether the company associated with this account is a vendor. Possible values: • true: Vendor • false: Not a vendor Data type: Boolean Default: false
vendor_manager	List of sys_ids of the vendor managers for the account. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Table: User [sys_user]
vendor_type	List of sys_ids of the type of vendor such as, applications, hardware, services, or software. Data type: String Table: Vendor Type [vendor_type]
website	URL of the website for the company. Data type: String Maximum length: 1,024
zip	Zip code of the company. Data type: String Maximum length: 40

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/account/bf60bef46f0331
003b3c498f5d3ee41a" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
"result": {
  "banner_image_light": "",
  "country": "USA",
  "parent": "",
  "notes": "",
  "stock_symbol": "",
  "discount": "",
  "active_escalation": "e4fa242887150300fe4433d4c6cb0b5f",
  "sys_updated_on": "2020-07-30 21:57:54",
  "apple_icon": "",
  "number": "ACCT0000009",
  "sys_updated_by": "admin",
  "fiscal_year": "",
  "sys_created_on": "2019-09-16 21:19:27",
  "contact": "bea1fef46f0331003b3c498f5d3ee4c5",
  "stock_price": "",
  "state": "California",
  "banner_image": "",
  "sys_created_by": "venki",
  "longitude": "-122.116445",
  "zip": "94022",
  "profits": "0",
  "phone": "(877) 729-4269",
  "fax_phone": "",
  "name": "Avid Corporation",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "banner_text": "",
  "account_code": "~~~~9",
  "primary": "false",
  "city": "Los Altos",
  "latitude": "37.402666",
  "sys_class_name": "customer_account",
  "manufacturer": "false",
  "account_parent": "",
  "sys_id": "bf60bef46f0331003b3c498f5d3ee41a",
  "market_cap": "0",
  "num_employees": "",
  "rank_tier": "",
  "street": "4440 El Camino Real",
  "vendor": "false",
  "lat_long_error": "",
  "theme": "",
  "vendor_type": "",
  "website": "http://www.avidcorp.com",
  "revenue_per_year": "0",
  "publicly_traded": "false",
  "sys_mod_count": "10",
  "sys_tags": "",
  "partner": "false",
  "registration_code": "AVID",
  "vendor_manager": "",
  "account_path": "~~~~9",
  "primary_contact": "bea1fef46f0331003b3c498f5d3ee4c5",
  "customer": "true"
 }
}
```


ActivitySubscriptions API

The *ActivitySubscriptions* API provides endpoints to retrieve Activity entities from the Subscriptions and Activity Feed Framework.

This API requires activation of the Subscriptions and Activity Feed Framework (com.snc.activity_subscriptions) plugin. Activate the Customer Central (com.sn_csm_customer_central) plugin to seed configuration in all required tables. For more information on customer central configuration settings, see Configure customer central.

ActivitySubscriptions - GET /now/actsub/activities

Retrieves activity records from the Subscriptions and Activity Feed Framework.

No role is required to access this endpoint, but data returned is limited by user access settings.

URL format

Versioned URL: `/api/now/{api_version}/actsub/activities`

Default URL: `/api/now/actsub/activities`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
before	Date/time value. The request returns only records created prior to this date and time. Data type: String Format: YYYY-MM-DD hh:mm:ss or YYYY-MM-DD
context	Required. Sys_id of an activity context. Predefined activity contexts include Consumer and Contact. Data type: String Table: Activity Context [sn_actsub_activity_context]
context_instance	Required. Sys_id of an instance of the specified activity context, representing the initiator of the activities you want to retrieve. Located in the appropriate table for the activity context. As an example, if you set *`context`* to the sys_id of the Consumer activity context, set this parameter to the sys_id of the Consumer [csm_consumer] table record for the consumer whose activities you want to retrieve. Data type: String
end_date	Date/time value. The request returns only records created during the time period defined by *`start_date`* and this parameter. Must be set along with *`start_date`*. Data type: String Format: YYYY-MM-DD hh:mm:ss or YYYY-MM-DD
facets	Comma-separated list of sys_ids of activity facet types to retrieve for the specified activity context. For more details on activity facets, see Create facets for activity contexts. Data type: String Default: Return all activity facet types configured for the activity context. Table: Activity Facet [sn_actsub_facet]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
last	Index value of the first result row omitted from the response body. The result row index starts at 0, so the last row included in the response body is the one with the index *last*-1. For example, setting `last=5` omits rows with index 5 and above and returns at most only the first five result rows (with index values 0 through 4). Setting `stFrom=1` and `last=5` skips the first result row and returns the second through fifth result rows (with index values 1 through 4). Data type: Number (integer) Default: The value of the **com.snc.actsub.activities.api.fetch.limit** system property (10 by default).
record_id	Sys_id of a record to use when rendering dynamic facets. Located in the appropriate table for the activity type you want to retrieve. For example, if you want to fetch activities for a Case record, set this parameter to the sys_id of the Case record in question. For more details on dynamic facets, see Create facets for activity contexts. Data type: String
start_date	Date/time value. The request returns only records created during the time period defined by this parameter and *end_date*. Must be set along with *end_date*. Data type: String Format: YYYY-MM-DD hh:mm:ss or YYYY-MM-DD
stFrom	Index value of the first result row to include in the response body. The result row index starts at 0. For example, `stFrom=2` skips the first two result rows and returns results from the third row onward. Data type: Number (integer) Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. The response body *result.message* parameter describes the nature of the error. Example error messages: • `Make sure a valid context and context_instance are passed` or `Make sure a valid stream and user are passed` indicates that the request lacks one or both of the *context* and *context_instance* query parameters. These parameters are required. • `stFrom can not be greater than last` indicates that the *stFrom* query parameter value exceeds the *last* query parameter value. • `Please provide start_date and end_date` indicates that the request includes only one of the *start_date* and *end_date* query parameters, which cannot be used separately. • `start_date can not be ahead of end_date` indicates that the specified *start_date* query parameter value occurs after the specified *end_date* query parameter value. • `Provided context is not configured in the system` indicates that the *context* query parameter value does not represent a valid activity context. • `Make sure a valid context_instance is passed` indicates that the *context_instance* query parameter value does not represent a valid instance of the specified activity context.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
result	Result object. Data type: Object `"result": { "activities": [Array], "message": "String", "status": Number, "stream": "String", "user": "String" }`
result.activities	Array of objects in which each object represents an activity record from the specified activity context and context instance. Data type: Array of Objects `"activities": [ { "activity_type_id": "String", "content_fields": [Array], "created": "String", "icon": "String", "source_table_name": "String", "subheader_fields": [Array], "subobject_sys_id": "String", "subobject_table_name": "String", "sys_id": "String", "title": "String" } ]`
result.activities.activity_type_id	Sys_id of the record from the Activity Types [sn_actsub_activity_type] table that corresponds to the type of this activity record. Data type: String
result.activities.content_fields	Array of objects in which each object represents a field to display as content in the tile for the activity record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"content_fields": [ { "deeplink_to_subobject": "String", "display_as_timeago": "String", "label": "String", "show_label": "String", "type": "String", "value": "String" } ]`
result.activities.content_fields.deeplink_to_subobject	Flag indicating whether or not the content field displays as a hyperlink to the record for the object on which this activity was performed. Valid values: • true: The content field displays as a hyperlink to the record for the object on which this activity was performed. • false: The content field displays as a hyperlink to the record for the object on which this activity was performed. Data type: String
result.activities.content_fields.display_as_timeago	Flag indicating whether or not the content field displays in time ago format. Valid values: • true: The content field displays in time ago format. • false: The content field does not display in time ago format. Data type: String
result.activities.content_fields.label	Label for the content field. Data type: String
result.activities.content_fields.show_label	Flag indicating whether or not the content field label displays for

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	content field values in the tile for this activity record. Valid values: • true: The content field label displays for content field values in the tile for this activity record. • false: The content field label doesn't display for content field values in the tile for this activity record. Data type: String
result.activities.content_fields.type	Type of the content field. Data type: String
result.activities.content_fields.value	Value of the content field. Data type: String
result.activities.created	Creation date/time for this activity record. Data type: String Format: YYYY-DD-MM hh:mm:ss
result.activities.icon	Name of the icon displayed on the tile for this activity record. Data type: String
result.activities.source_table_name	Name of the table in which this activity record is located. Determined by the Activity Source defined in the Activity Types [sn_actsub_activity_type] table for the type associated with this activity record. Data type: String
result.activities.subheader_fields	Array of objects in which each object represents a field displayed in the subheader of the tile for this activity record. Data type: Array of Objects `"subheader_fields": [ { "deeplink_to_subobject": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"display_as_timeago": "String",
	"label": "String",
	"show_label": "String",
	"type": "String",
	"value": "String"
	}
	]</pre>

result.activities.subheader_fields.deeplink_to_subobject	Flag indicating whether or not the subheader field displays as a hyperlink to the record for the object on which this activity was performed. Valid values: • true: The subheader field displays as a hyperlink to the record for the object on which this activity was performed. • false: The subheader field doesn't display as a hyperlink to the record for the object on which this activity was performed. Data type: String
result.activities.subheader_fields.display_as_timeago	Flag indicating whether or not the subheader field displays in time ago format. Valid values: • true: The subheader field displays in time ago format. • false: The subheader field doesn't display in time ago format. Data type: String
result.activities.subheader_fields.label	Label for the subheader field. Data type: String
result.activities.subheader_fields.show_label	Flag indicating whether or not the subheader field label displays for subheader field values in the tile for this activity record. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: The subheader field label displays for subheader field values in the tile for this activity record. • false: The subheader field label doesn't display for subheader field values in the tile for this activity record. Data type: String
result.activities.subheader_fields.type	Type of the subheader field. Data type: String
result.activities.subheader_fields.value	Value of the subheader field. Data type: String
result.activities.subobject_sys_id	Sys_id of the record for the object on which this activity was performed. Located in the table specified in the *subobject_table_name* parameter value. Data type: String
result.activities.subobject_table_name	Name of the table containing the record for the object on which this activity was performed. Determined by the Table Name defined in the Activity Group [sn_actsub_subscribable_object] table for the group containing the activity type associated with this activity record. Data type: String
result.activities.sys_id	Sys_id of this activity record. Located in the table specified as the *source_table_name* response body parameter value. Data type: String
result.activities.title	Title that displays on the tile for this activity record. Data type: String
result.hasMoreRecords	Flag indicating whether or not the list of activities in the response body is truncated by the *last* query parameter value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: The list of activities in the response body is truncated by the *last* query parameter value. Repeating the request with a higher *last* query parameter value will return additional activities for this context and context instance. • false: The list of activities in the response body isn't truncated by the *last* query parameter value. No further activities are available for this context and context instance. Data type: String
result.message	Error message describing the problem encountered during request processing. Data type: String
result.status	HTTP status code returned for request. Valid values: Refer to Status Codes. Data type: Number
result.stream	Sys_id specified in request *context* query parameter. Data type: String Table: Activity Context [sn_actsub_activity_context]
result.user	Sys_id specified in request *context_instance* query parameter. Located in the appropriate table for the activity context. Data type: String

Example: cURL request

Request the second and third activity records for a specific Contact, limiting to data from 2020:

```
curl "https://instance.servicenow.com/api/now/actsub/activities\
?context=4a6a035a73d30010e37d71ef64f6a714\
&context_instance=ddce70866f9331003b3c498f5d3ee417\
&stFrom=1&last=3\
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
&start_date=2020-01-01%2000:00:00&end_date=2020-12-31%2023:59:
59" \
--request GET \
--header "Accept: application/json" \
--user "username:password"
```

The response body includes the two requested activity records for the specified Contact:


```
{
  "result": {
    "hasMoreRecords": true,
    "activities": [
      {
        "subobject_table_name": "sn_customerservice_case",
        "source_table_name": "sn_customerservice_case",
        "content_fields": [
          {
            "value": "Test",
            "show_label": "false",
            "type": "string",
            "label": "Short description",
            "display_as_timeago": "false",
            "deeplink_to_subobject": "false"
          }
        ],
        "created": "2020-05-29 18:42:16",
        "activity_type_id": "baf0aace73530010e37d71ef64f6a748",
        "title": "Lamar Wilson created case",
        "subobject_sys_id": "1687360e8d819010f87705a074e52ac9",
        "icon": "clipboard_outline",
        "sys_id": "1687360e8d819010f87705a074e52ac9",
        "subheader_fields": [
          {
            "value": "CS0001007",
            "show_label": "false",
            "type": "string",
            "label": "Number",
            "display_as_timeago": "false",
            "deeplink_to_subobject": "true"
          },
          {
            "value": "2020-05-29 18:42:16",
            "show_label": "false",
            "type": "glide_date_time",
            "label": "Created",
            "display_as_timeago": "true",
            "deeplink_to_subobject": "false"
          },
          {
            "value": "",
            "show_label": "false",
            "type": "reference",
            "label": "Assigned to",
            "display_as_timeago": "false",
            "deeplink_to_subobject": "false"
          },
          {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "value": "Lamar Wilson",
            "show_label": "false",
            "type": "reference",
            "label": "Contact",
            "display_as_timeago": "false",
            "deeplink_to_subobject": "false"
          }
        ]
      },
      {
        "subobject_table_name": "kb_knowledge",
        "source_table_name": "kb_use",
        "content_fields": [
          {
            "value": "How to Set Up a Broadband Router",
            "show_label": "false",
            "type": "string",
            "label": "Short description",
            "display_as_timeago": "false",
            "deeplink_to_subobject": "false"
          }
        ],
        "created": "2020-05-26 10:00:00",
        "activity_type_id": "4a8c329273d30010e37d71ef64f6a7c1",
        "title": "Lamar Wilson viewed knowledge article",
        "subobject_sys_id": "f855a0a89f011200550bf7b6077fcf4f",
        "icon": "document_outline",
        "sys_id": "b929dd5873941010e37d71ef64f6a719",
        "subheader_fields": [
          {
            "value": "KB0000110",
            "show_label": "false",
            "type": "string",
            "label": "Number",
            "display_as_timeago": "false",
            "deeplink_to_subobject": "true"
          },
          {
            "value": "2020-05-26 10:00:00",
            "show_label": "false",
            "type": "glide_date_time",
            "label": "Created",
            "display_as_timeago": "true",
            "deeplink_to_subobject": "false"
          }
        ]
      }
    ]
  }
}
```


ActivitySubscriptions - GET /now/actsub/facets/{activity_context}/{context_instance}

Retrieves facets configured for an activity context from the Subscriptions and Activity Feed Framework. Displays activity counts and data for each facet as determined by activity type, group, and context settings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Users must have the actsub_user or admin role to access this endpoint. Data returned is limited by user access settings.

For more details on activity context facets, see Create facets for activity contexts.

URL format

Versioned URL: `/api/now/{api_version}/actsub/facets/{activity_context}/{context_instance}`

Default URL: `/api/now/actsub/facets/{activity_context}/{context_instance}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
activity_context	Sys_id of an activity context. Predefined activity contexts include Consumer and Contact. Navigate to **Customer Central** > **Customer Activity** > **Activity Contexts** to view the full list of activity contexts defined for your instance. Data type: String Table: Activity Contexts [sn_actsub_activity_context]
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
context_instance	Sys_id of an instance of the specified activity context, representing the initiator of the activities you want to retrieve facets for. As an example, if you set *`activity_context`* to the sys_id of the Contact activity context, you should set this parameter to the sys_id of the Contact [customer_contact] record for the contact whose activity facets you want to retrieve. Data type: String Table: In the context table specified for the activity context record in the Activity Contexts [sn_actsub_activity_context] table.

Query parameters

Name	Description
end_date	Date/time value. The request returns only records created during the time period defined by *`start_date`* and this parameter. Must be set along with *`start_date`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Format: YYYY-MM-DD hh:mm:ss or YYYY-MM-DD
facets	Comma-separated list of sys_ids of activity facets to retrieve for the specified activity context. To see the activity facet types defined for an activity context, navigate to **Customer Central** > **Customer Activity** > **Activity Contexts** and examine the **Facets** related list. Data type: String Default: Return all activity facets configured for the activity context.
get_activity_count	Flag indicating whether or not to include activity counts for each facet in the response body. Valid values: • true: Include facet activity counts. • false: Omit facet activity counts. Data type: Boolean Default: false
lazy_load	Flag indicating whether or not to improve performance by omitting facet activity data and activity counts from the response body. This parameter takes precedence over *get_activity_count*. Valid values: • true: Omit facet activity data and activity counts. • false: Retrieve facet activity data and activity counts. Data type: Boolean Default: false
start_date	Date/time value. The request returns only records created during the time period defined by this parameter and *end_date*. Must be set along with *end_date*. Data type: String Format: YYYY-MM-DD hh:mm:ss or YYYY-MM-DD

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. The response body *result.message* parameter describes the nature of the error. Example error messages: • `Make sure a valid activity context details are passed` indicates that the *activity_context* path parameter value does not represent a valid activity context, the *context_instance* path parameter value does not represent a valid instance of the specified activity context, or both. • `Please provide start_date and end_date` indicates that the request includes only one of the *start_date* and *end_date* query parameters, which cannot be used separately. • `start_date can not be ahead of end_date` indicates that the specified *start_date* query parameter value occurs after the specified *end_date* query parameter value.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
result	List of activity facets. Data type: Array of Objects `"result": [ { "activity_count": Number, "children": [Array], "facets": [Array], "icon": "String", "is_dynamic": "String", "message": "String", "name": "String", "status": Number } ]`
result.activity_count	Number of activity records included in this facet (and its children, if any. Only displayed when *lazy_load* query parameter is false and *get_activity_count* query parameter is true. Data type: Number
result.children	Array of objects in which each object represents an activity record (if this is a dynamic facet) or a child facet (if this is a static facet). Data type: Array of Objects `"children": [ { "activity_count": Number "facet": "String", "icon": "String", "title": "String" } ]`
result.children.activity_count	Number of activity records included in this child facet (and its children, if any). Only displayed when the *lazy_load* query parameter is false and the *get_activity_count* query parameter is true. Data type: Number
result.children.created	Creation date/time for this activity record. Data type: String Format: YYYY-MM-DD hh:mm:ss
result.children.facet	Sys_id of this child facet record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Activity Facet [sn_actsub_facet]
result.children.icon	Name of the icon associated with this child facet. Data type: String
result.children.sys_id	Sys_id of this activity record. Located in the appropriate table for the parent facet type. As an example, an activity record included in the Cases facet has a sys_id located in the Case [sn_customerservice_case] table. Data type: String
result.children.metadata	Array of objects in which each object includes activity record data for a facet field configured in the Activity Facet [sn_actsub_facet] table record for this facet type. Data type: Array of Objects `"metadata": [ { "key": "String", "label": "String", "type": "String", "value": "String" } ]`
result.children.metadata.key	Name of this facet field. Data type: String
result.children.metadata.label	Label of this facet field. Data type: String
result.children.metadata.type	Type of this facet field. Data type: String
result.children.metadata.value	Value of this facet field. Data type: String
result.children.title	Name of this activity record or child facet. Data type: String
result.facets	List of sys_ids associated with this facet record. For a dynamic facet, this array contains the sys_id of the facet itself. For a static facet, it instead contains the sys_ids of all facets which are children of the facet.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array `"facets": [ "510d7e2e73570010e37d71ef64f6a70d", "bc9bfaaa73570010e37d71ef64f6a771" ]` Table: Activity Facet [sn_actsub_facet]
result.icon	Name of the icon associated with this facet. Data type: String
result.is_dynamic	Flag indicating whether or not this facet is a dynamic facet. This value determines the type of information included in the *children* response body parameter. Possible values: • true: This is a dynamic facet. The *children* response body parameter value contains activity record details, and the *facets* parameter contains the dynamic facet sys_id. • false: This is a static facet (a facet group). The *children* response body parameter value contains child facets, and the *facets* parameter contains the sys_ids of these child facets. Data type: Boolean
result.message	Error message describing problem encountered during request processing. Data type: String
result.name	Name of the facet or facet group. Data type: String
result.status	HTTP status code returned for request. Possible values: See the Status Code table. Data type: Number

Example: cURL request

Retrieve Chat, Phone, and Knowledge articles facets and activity counts for a Contact:

```
curl
 "https://instance.servicenow.com/api/now/actsub/facets/4a6a035a
73d30010e37d71ef64f6a714/ddce70866f9331003b3c498f5d3ee417\
?get_activity_count=true\
&facets=510d7e2e73570010e37d71ef64f6a70d,bc9bfaaa73570010e37d71e
f64f6a771,c72d7e2e73570010e37d71ef64f6a7b8" \
--request GET \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept: application/json" \
--user "username:password"
```

The response body includes the three requested facets as children of their facet groups, with activity counts displayed:


```
{
  "result": [
    {
      "is_dynamic": false,
      "name": "Interactions",
      "activity_count": 4.0,
      "facets": [
        "510d7e2e73570010e37d71ef64f6a70d",
        "bc9bfaaa73570010e37d71ef64f6a771"
      ],
      "children": [
        {
          "facet": "510d7e2e73570010e37d71ef64f6a70d",
          "icon": "chat_outline",
          "activity_count": 2.0,
          "title": "Chat"
        },
        {
          "facet": "bc9bfaaa73570010e37d71ef64f6a771",
          "icon": "phone_outline",
          "activity_count": 2.0,
          "title": "Phone"
        }
      ]
    },
    {
      "is_dynamic": false,
      "name": "Portal Activity",
      "activity_count": 5.0,
      "facets": [
        "c72d7e2e73570010e37d71ef64f6a7b8"
      ],
      "children": [
        {
          "facet": "c72d7e2e73570010e37d71ef64f6a7b8",
          "icon": "document_outline",
          "activity_count": 5.0,
          "title": "Knowledge articles"
        }
      ]
    }
  ]
}
```


Agent Client Collector API

The *Agent Client Collector* API provides endpoints to manage actions on available agents and managing policies.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API requires the Agent Client Collector Framework (sn_agent) store application and is provided within the `sn_agent` namespace. The endpoints in this API require the agent_client_collector_admin role. For more information, refer to Agent Client Collector.

Agent management endpoints

- Get extensive information of one or more agents. These endpoints are also accessible to users with the agent_client_collector_user role.
  - GET /agents/{agent_id}
  - GET /agents/list
- Submit a request to grab an agent log and retrieving information about the request progress.
  - GET /agents/{agent_id}/log
  - GET /agents/log/{request_id}/
- Disable or enable agent data collection.
  - GET /agents/{agent_id}/data/off
  - GET /agents/{agent_id}/data/on
- Restart an agent with GET /agents/{agent_id}/restart.
- Run discovery on an agent with GET /agents/{agent_id}/discovery.

For information on performing similar tasks in a script include, see AccAgentsAPI.

Policy management and workflow

Use policy management APIs to view details, activate/deactivate a policy, update a policy, and publish a policy.

To update a policy:

1. Get a list of policies and details with GET /agents/policies/list. This endpoint requires the agent_client_collector_user role.
   - To update a policy in the Draft state, use the sys_ids retrieved from the policies list in the update endpoints.
   - To update a policy in Published or Published* state, get an editable sandbox copy with GET /agents/policy/sandbox_from_published/{policy_id}. Use the sys_ids from this response to modify properties using an update endpoint.
2. Modify policy details using an update endpoint.
   - POST /agents/update/policy/{policy_id}
   - POST /agents/update/check/{check_id}
   - POST /agents/update/check_param/{param_id}
   - POST /agents/update/check_secure_param/{param_id}
3. Publish the policy using GET /agents/policy/publish/{policy_id}.

Once published, the policy becomes Active. This API also includes endpoints for activating or deactivating a published policy:

- GET /agents/policy/activate/{policy_id}
- GET /agents/policy/deactivate/{policy_id}

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Agent Client Collector - GET /agents/{agent_id}

Gets the information of a specified agent.

URL format

`/api/sn_agent/agents/{agent_id}`

Supported request parameters

Path parameters

Name	Description
agent_id	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table. For a list of agent IDs and other details, run the *GET /agents/list* endpoint. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_user role.
404	Agent with provided ID not found.

Response body parameters (JSON)

Name	Description
<Array>	Array of JSON objects containing extended agent information. `{ "agent_id": "String", "data_collection": Number, "ip_address": "String", "is_duplicate": Boolean, "is_restart_enabled": Boolean, "name": "String", "number_of_running_checks": Number, "status": Number, "up_since": "String", "version": "String" }`
agent_id	ID of the agent as submitted. Data type: String
data_collection	Data collection indicates whether scheduled checks are to be run. These checks are a part of the policies scheduled for this agent to run. Possible values: • 0: On – Checks run as scheduled. • 1: Off (manual) – Checks have been disabled manually. • 2: Off (auto) – Checks have been disabled automatically due to high CPU consumption by the Data type: Number
ip_address	Agent IP address. Data type: String
is_duplicate	Flag that indicates whether this agent is a duplicate of another. There should be only a single agent on a given host. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: The agent has the same host as an Alive/Up agent with a different agent ID. Turn off or uninstall the duplicate • false: This agent has no duplicates in the Alive/Up state. Data type: Boolean
is_restart_enabled	Flag that indicates whether restart is enabled. Agent restart is not configurable. It depends on the OS and the version of the OS the agent is running on. Possible values: • true: Restart is enabled for this agent. • false: Restart is disabled for this agent. Data type: Boolean
name	Name of the agent. Data type: String
number_of_running_checks	The number of checks the agent is scheduled to run. These checks are a part of the policies scheduled for this agent to run. Data type: Number
status	Status of the agent. Possible values: • 0: Alive/Up – The agent is active. • 1: Warning – The agent has not received a keep-alive message in the past few minutes. • 2: Down – The agent has not received a keep-alive message in a long time. • 3: Restarting – The agent is restarting. Data type: Number
up_since	UTC time since the agent's status became alive/up. The value is in GlideDateTime format. Data type: String
version	Version of Agent Client Collector the agent is running. Data type: String

Example: cURL request

The following example shows how to get agent details.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/<agent_i
d>" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Output:

```
{
  "name": "WIN-V26KAP7PI2G",
  "status": 2,
  "agent_id": "074b14e2eb3ce9d4",
  "ip_address": "10.196.55.14",
  "number_of_running_checks": 11,
  "data_collection": 0,
  "is_restart_enabled": true,
  "is_duplicate": false,
  "up_since": "2021-03-31 12:02:17",
  "version": "2.3.0"
}
```

Agent Client Collector - GET /agents/{agent_id}/data/off

Disables data collection for a specified agent in the up/alive state.

To determine if an agent's data collection is on or off, run the *GET /agents/{agent_id}* endpoint.

URL format

`/api/sn_agent/agents/{agent_id}/data/off`

Supported request parameters

Path parameters

Name	Description
agent_id	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table. For a list of agent IDs and other details, run the *GET /agents/list* endpoint. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	Agent not found or isn't in the up/alive state.

Response body parameters (JSON)

Name	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to turn off agent data collection.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/<agent_i
d>/data/off" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
"message": "Data Collection Disabled For Agent With ID:
 <agent_id>"
}
```

Agent Client Collector - GET /agents/{agent_id}/data/on

Enables data collection for a specified agent in the up/alive state.

To determine if an agent's data collection is on or off, run the *GET /agents/{agent_id}* endpoint.

URL format

`/api/sn_agent/agents/{agent_id}/data/on`

Supported request parameters

Path parameters

Name	Description
agent_id	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table. For a list of agent IDs and other details, run the *GET /agents/list* endpoint. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	Agent not found or isn't in the up/alive state.

Response body parameters (JSON)

Name	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to turn on agent data collection.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/<agent_i
d>/data/on" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Output:

```
{
  "message": "Data Collection Enabled For Agent With ID:
 <agent_id>"
}
```

Agent Client Collector - GET /agents/{agent_id}/discovery

Runs a discovery check to locate CIs related to an agent. The specified agent must be in alive/up status.

URL format

```
/api/sn_agent/agents/{agent_id}/discovery
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
agent_id	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table. For a list of agent IDs and other details, run the `GET /agents/list` endpoint. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports `application/json`.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
404	Agent not found or isn't in the up/alive state.

Response body parameters (JSON)

Name	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to run discovery on an agent with alive/up status.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/<agent_id>/discovery" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Output:

```
{
  "message": "Running Discovery For Agent With ID: <agent_id>"
}
```

Agent Client Collector - GET /agents/check_defs/{check_def_id}

Gets a specified check definition with details.

URL format

`/api/sn_agent/agents/check_defs/{check_def_id}`

Supported request parameters

Path parameters

Name	Description
check_def_id	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table. Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
X-Include-Check-Params	Flag that indicates whether existing check parameter details are returned. Information for each standard and secure check parameter is included in a JSON object. Valid values: • true: Return check parameter details. • false: Do not return check parameter details. Data type: Boolean Default: False

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	Check definition was not found with the sys_id provided.

Response body parameters (JSON)

Properties	Description
check	Details of the specified check definition. `{ "background": Boolean,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties	Description

	<pre>"check_group": "String",
	"check_type": "String",
	"command": "String",
	"error": "String",
	"name": "String",
	"params": [Array],
	"plugins": [Array],
	"proxy_valid": Boolean,
	"secure_params": [Array],
	"sys_id": "String",
	"timeout": Number
	}</pre>

background	Flag that indicates whether this check definition is a background check. A background check is a check which the agent starts execution of and doesn't wait for it to finish running. Valid values: • true: This check definition is a background check. • false: This check definition is not a background check. Data type: Boolean
check_group	Group specified for this check definition. Data type: String
check_type	Type of check. Possible values: • Events – Check results are transformed into an Event Management event. • Metrics – Values from the check result are transformed to metrics. Data type: String
command	Command that the Agent Client Collector executes. Data type: String
error	Message if there is an error. Null otherwise. Data type: String
name	Name of the check. Data type: String

params	List of parameter definitions associated with the check definition. These results are only included if the *withParams* parameter is set to true.
	<pre>"params": [
	{
	"active": Boolean,</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties	Description

	<pre>"default_value": "String",
	"mandatory": Boolean,
	"name": "String",
	"sys_id": "String"
	}
	]</pre>
	Data type: Array

params.active	Flag that indicates whether the check parameter is active. Valid values: • true: The check parameter is active. • false: The check parameter is inactive. Data type: Boolean
params.default_value	Specifies the default value for this check parameter. Data type: String
params.mandatory	Flag that indicates whether the check parameter is required. Valid values: • true: The check parameter is required. • false: The check parameter is optional. Data type: Boolean
params.name	Name of the check parameter. Data type: String
params.sys_id	Sys_id of the check parameter listed in the Check Secure Parameter Definitions [sn_agent_check_param_def] table. Data type: String
plugins	List of Agent Client Collector plugins associated with this check. Data type: Array
proxy_valid	Flag that indicates whether the check definition policy is set to work as a proxy. Valid values: • true: This check definition policy is set to work as a proxy. • false: This check definition policy is not set to work as a proxy. Data type: Boolean
secure_params	List of assigned to this check. These results are only included if the *withParams* parameter is set to true.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Properties	Description

	<pre>"secure_params": [
	  {
	  "active": Boolean,
	  "name": "String",
	  "order": Number,
	  "sys_id": "String"
	  }
	]</pre>
	Data type: Array

secure_params.active	Flag that indicates whether the secure parameter is active. Valid values: • true: The secure parameter is active. • false: The secure parameter is inactive. Data type: Boolean
secure_params.name	Name of the secure parameter. Data type: String
secure_params.order	Order in which the parameter is sent to the check command/script. Data type: Number
secure_params.sys_id	Sys_id of the secure parameter listed in the Check Secure Parameter Definitions [sn_agent_check_secure_param_def] table. Data type: String
sys_id	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table. Data type: String
timeout	Timeout in seconds. Data type: Number

Example: cURL request

The following example shows how to get information for a specified check definition.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/check_de
fs/94436b237f705300f128134f8dfa91a4" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Output:

```
{
  "name": "app.apache.metrics-apache",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "command": "metrics-apache-graphite.rb -p
{{.labels.params_port}} --path {{.labels.params_path}} -h
{{.labels.params_host}}",
  "plugins": [
    "monitoring-plugin-common"
  ],
  "timeout": 60,
  "proxy_valid": true,
  "background": false,
  "check_type": "Metrics",
  "check_group": "Apache",
  "sys_id": "94436b237f705300f128134f8dfa91a4",
  "params": [
    {
      "name": "port",
      "active": true,
      "mandatory": true,
      "default_value": "80",
      "sys_id": "58436b237f705300f128134f8dfa91a8"
    },
    {
      "name": "path",
      "active": true,
      "mandatory": true,
      "default_value": "/server-status?auto",
      "sys_id": "98436b237f705300f128134f8dfa91aa"
    },
    {
      "name": "scheme",
      "active": false,
      "mandatory": false,
      "default_value": null,
      "sys_id": "a4e57a96db3bbb4035305c55dc9619f6"
    },
    {
      "name": "host",
      "active": true,
      "mandatory": true,
      "default_value": "127.0.0.1",
      "sys_id": "d4436b237f705300f128134f8dfa91a6"
    },
    {
      "name": "ssl_secure_connection",
      "active": false,
      "mandatory": false,
      "default_value": null,
      "sys_id": "e3b272c4530100106ffeddeeff7b1275"
    }
  ],
  "secure_params": [
    {
      "name": "cred_user_name",
      "active": true,
      "order": 1,
      "sys_id": "2494cd6e53170010f42cddeeff7b1273"
    },
    {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "name": "cred_password",
      "active": true,
      "order": 2,
      "sys_id": "35948d6e53170010f42cddeeff7b127f"
    }
  ]
}
```


Agent Client Collector - GET /agents/check_defs/list

Gets a list of check definitions with details.

URL format

`/api/sn_agent/agents/check_defs/list`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
X-Enc-Query	An encoded query string to filter the check definition result list. Use null for an unfiltered list of check definitions in the system. Data type: String
X-Include-Check-Params	Flag that indicates whether existing check parameter details are returned. Information for each standard and secure check parameter is included in a JSON object. Valid values: • true: Return check parameter details. • false: Do not return check parameter details. Data type: Boolean Default: False
X-Limit	Limits the number of returned records. Set to null to use the default value. Data type: Number Default: 20,000

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

Response body parameters (JSON)

Name	Description
check definitions	List of check definition and details provided as JSON objects. `[ { "background": Boolean, "check_group": "String", "check_type": "String", "command": "String", "name": "String", "params": [Array], "plugins": [Array], "proxy_valid": Boolean, "secure_params": [Array], "sys_id": "String", "timeout": Number } ]` Data type: Array
background	Flag that indicates whether this check definition is a background check. A background check is a check which the agent starts execution of and doesn't wait for it to finish running.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: This check definition is a background check. • false: This check definition is not a background check. Data type: Boolean
check_group	Group specified for this check definition. Data type: String
check_type	Type of check. Possible values: • Events – Check results are transformed into an Event Management event. • Metrics – Values from the check result are transformed to metrics. Data type: String
command	Command that the Agent Client Collector executes. Data type: String
name	Name of the check. Data type: String
params	List of parameter definitions associated with the check definition. These results are only included if the *withParams* parameter is set to true. `"params": [ { "active": Boolean, "default_value": "String", "mandatory": Boolean, "name": "String", "sys_id": "String" } ]` Data type: Array
params.active	Flag that indicates whether the check parameter is active. Valid values: • true: The check parameter is active. • false: The check parameter is inactive. Data type: Boolean
params.default_value	Specifies the default value for this check parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
params.mandatory	Flag that indicates whether the check parameter is required. Valid values: • true: The check parameter is required. • false: The check parameter is optional. Data type: Boolean
params.name	Name of the check parameter. Data type: String
params.sys_id	Sys_id of the check parameter listed in the Check Secure Parameter Definitions [sn_agent_check_param_def] table. Data type: String
plugins	List of Agent Client Collector plugins associated with this check. Data type: Array
proxy_valid	Flag that indicates whether the check definition policy is set to work as a proxy. Valid values: • true: This check definition policy is set to work as a proxy. • false: This check definition policy is not set to work as a proxy. Data type: Boolean
secure_params	List of assigned to this check. These results are only included if the *withParams* parameter is set to true. `"secure_params": [ { "active": Boolean, "name": "String", "order": Number, "sys_id": "String" } ]` Data type: Array
secure_params.active	Flag that indicates whether the secure parameter is active. Valid values: • true: The secure parameter is active. • false: The secure parameter is inactive. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
secure_params.name	Name of the secure parameter. Data type: String
secure_params.order	Order in which the parameter is sent to the check command/script. Data type: Number
secure_params.sys_id	Sys_id of the secure parameter listed in the Check Secure Parameter Definitions [sn_agent_check_secure_param_def] table. Data type: String
sys_id	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table. Data type: String
timeout	Timeout in seconds. Data type: Number

Example: cURL request

The following example shows how to retrieve a list of two check definitions with parameter values.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/check_de
fs/list" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Output:

```
{
  "check_definitions": [
    {
      "name": "checks_api_test",
      "command": "echo hello",
      "plugins": [],
      "timeout": 9,
      "proxy_valid": true,
      "background": false,
      "check_type": "TestCheck",
      "check_group": "computer",
      "sys_id": "7f1f9026dba530106f4810284b96194f",
      "params": [],
      "secure_params": [
        {
          "name": "check_api_test_check_secure_param2",
          "active": true,
          "order": 2,
          "sys_id": "2d30a066dba530106f4810284b9619c1"
        },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "name": "check_api_test_check_secure_param1",
          "active": true,
          "order": 100,
          "sys_id": "4c20a066dba530106f4810284b9619a8"
        }
      ]
    },
    {
      "name": "checks_api_test222",
      "command": "echo hello1212121",
      "plugins": [],
      "timeout": 60,
      "proxy_valid": true,
      "background": false,
      "check_type": "TestCheck",
      "check_group": "computer",
      "sys_id": "99e12466dba530106f4810284b961976",
      "params": [
        {
          "name": "check_api_test_check_param_222",
          "active": true,
          "mandatory": false,
          "default_value": "test_test_test",
          "sys_id": "44026466dba530106f4810284b9619b2"
        }
      ],
      "secure_params": []
    }
  ]
}
```


Agent Client Collector - GET /agents/exec/background/stop/{request_id}

Stops a background check.

To start a background check, use the *POST /agents/check_defs/{check_def_id}/run* API.

URL format

`/api/sn_agent/agents/exec/background/stop/{request_id}`

Supported request parameters

Path parameters

Name	Description
request_id	The ID of a background check request generated by running the *POST /agents/check_defs/{check_def_id}/run* API.

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	The request with the ID provided is not found.

Response body parameters (JSON)

Name	Description
None	

Example: cURL request

The following example shows how to stop a background check.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/exec/background/stop/02359174db2a30108a0751f4f3961997" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Agent Client Collector - GET /agents/exec/run/{request_id}

Gets status of the request with the given ID.

URL format

`/api/sn_agent/agents/exec/run/{request_id}`

Supported request parameters

Path parameters

Name	Description
request_id	The ID of a background check request generated by running the *POST /agents/check_defs/{check_def_id}/run* API.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
202	Message with provided ID indicating that the request is in progress.
400	Error in the arguments provided in the request body.
404	The request with the ID provided is not found.
408	Execution timeout for the request with the ID provided.
500	Error checking the status or the request with the ID provided.

Response body parameters (JSON)

Name	Description
status	Request status. Possible values: • done – Check is successful. • failure – Check has failed. See error message for details. • mid_flow – Request output is being handled by the MID server. • processing – Check is in progress. • timeout – Check processing exceeded time limit set in the *`runCheckForCis()`* method. Data type: String
err_msg	Error message if any. Possible values: • No agents found for relevant CIs. • No background check request with given ID. • No request with given ID. • No test result with given ID. • Request timeout. Data type: String

Example: cURL request

The following example shows how to get the status of a request.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/exec/run/
12fed13cdb2a30108a0751f4f3961981" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Agent Client Collector - GET /agents/exec/test/{test_result_id}

Gets the test check status of the given test result.

URL format

`/api/sn_agent/agents/exec/test/{test_result_id}`

Supported request parameters

Path parameters

Name	Description
test_result_id	A test result ID generated by creating a test check request.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
202	Message with provided ID indicating that the request is in progress.
404	The request with the ID provided is not found.
408	Execution timeout for the request with the ID provided.
500	Error checking the status of the request with the ID provided.

Response body parameters (JSON)

Properties	Description
status	Status of the test results. Possible values: • 0: Pending • 1: In progress • 2: Complete • 3: No test result with given ID Data type: String
output	Output describing the status. Data type: String

Example: cURL request

The following example shows how get result status of a completed test check request.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/check_ins
tances/99e12466dba530106f4810284b961976/test" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Agent Client Collector - GET /agents/list

Gets a list of agents with related information.

URL format

```
/api/sn_agent/agents/list
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
X-Enc-Query	Encoded query on the Agent Client Collectors [sn_agent_cmdb_ci_agent] table in standard Glide format. See Encoded query strings.
X-Limit	Restricts results to a maximum number of agents. Use null or undefined for both if they are not required.Default/Max: 20,000 Data type: Number

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_user role.

Response body parameters (JSON)

Property	Description
<Array>	Array of JSON objects containing extended agent information. `[ { "agent_id": "String", "data_collection": Number, "ip_address": "String", "is_duplicate": Boolean, "is_restart_enabled": Boolean, "name": "String", "number_of_running_checks": Number, "status": Number, "up_since": "String", "version": "String" } ]`
agent_id	ID of the agent as submitted. Data type: String
data_collection	Data collection indicates whether scheduled checks are to be run. These checks are a part of the policies scheduled for this agent to run. Possible values: • 0: On – Checks run as scheduled. • 1: Off (manual) – Checks have been disabled manually. • 2: Off (auto) – Checks have been disabled automatically due to high CPU consumption by the Data type: Number
ip_address	Agent IP address. Data type: String
is_duplicate	Flag that indicates whether this agent is a duplicate of another. There should be only a single agent on a given host. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
	• true: The agent has the same host as an Alive/Up agent with a different agent ID. Turn off or uninstall the duplicate • false: This agent has no duplicates in the Alive/Up state. Data type: Boolean
is_restart_enabled	Flag that indicates whether restart is enabled. Agent restart is not configurable. It depends on the OS and the version of the OS the agent is running on. Possible values: • true: Restart is enabled for this agent. • false: Restart is disabled for this agent. Data type: Boolean
name	Name of the agent. Data type: String
number_of_running_checks	The number of checks the agent is scheduled to run. These checks are a part of the policies scheduled for this agent to run. Data type: Number
status	Status of the agent. Possible values: • 0: Alive/Up – The agent is active. • 1: Warning – The agent has not received a keep-alive message in the past few minutes. • 2: Down – The agent has not received a keep-alive message in a long time. • 3: Restarting – The agent is restarting. Data type: Number
up_since	UTC time since the agent's status became alive/up. The value is in GlideDateTime format. Data type: String
version	Version of Agent Client Collector the agent is running. Data type: String

Example: cURL request

The following example shows how to restrict results by query and number. The query returns all agents that are not in the down state with a maximum of two results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl "https://instance.service-now.com/api/sn_agent/agents/list"
 \
--request GET \
--header "Accept:application/json" \
--header "X-Enc-Query: agent_extended_info.status!=2" \
--header "X-Limit: 2" \
--user 'username':'password'
```

Output:

```
{
   "agents": [
     {
       "name": "007-175",
       "status": 0,
        "agent_id": "007-175",
       "ip_address": "11.222.63.66",
        "number_of_running_checks": 0,
       "data_collection": 0,
       "is_restart_enabled": false,
       "is_duplicate": false,
       "up_since": "2021-03-24 14:36:45",
       "version": "2.4.0"
     },
     {
       "name": "win2016-dc-64bit",
       "status": 0,
       "agent_id": "007-64",
       "ip_address": "10.222.333.42",
       "number_of_running_checks": 1,
       "data_collection": 0,
       "is_restart_enabled": true,
       "is_duplicate": false,
       "up_since": "2021-03-24 11:04:38",
       "version": "2.4.0"
     }
   ]
}
```

Example: cURL request

The following example shows how to list every agent in the system. This example uses no query and no maximum number of results.

```
curl "https://instance.service-now.com/api/sn_agent/agents/list"
 \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Agent Client Collector - GET /agents/{agent_id}/log

Requests the log of a specified agent with alive/up status.

Note: To retrieve the log and check its progress, pass the request ID returned to the *GET /agents/log/{request_id}/* endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

`/api/sn_agent/agents/{agent_id}/log`

Supported request parameters

Path parameters

Name	Description
agent_id	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table. For a list of agent IDs and other details, run the *GET /agents/list* endpoint. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	Agent not found or isn't in the up/alive state.

Response body parameters (JSON)

Name	Description
request_id	Sys_id of a request in the Agent Client Collector Requests [sn_agent_request] table. You can use this ID to retrieve the log and check its progress with the *GET /agents/log/{request_id}/* endpoint. Data type: String

Example: cURL request

The following example shows how to get a log request ID.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/<sys_id>/log" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Output:

```
"request_id": "<sys_id>"
```

Agent Client Collector - GET /agents/log/{request_id}/

Checks the status of a grab log request.

Detects changes in the log retrieving request sent with *GET /api/sn_agent/agents/{agent_id}/log*.

URL format

`/api/sn_agent/agents/log/{request_id}/`

Supported request parameters

Path parameters

Name	Description
request_id	Sys_id of a request in the Agent Client Collector Requests [sn_agent_request] table. For the request id, run *GET /api/sn_agent/agents/{agent_id}/log*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request status is done and the grabbed log is ready.
202	Grab log request with provided ID is still in progress.
403	The user does not have the agent_client_collector_admin role.
404	Grab log request with provided ID not found.
408	Grab log request timed out.
500	Grab log request encountered an error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Properties	Description
output	Information describing the status.

Example: cURL request

The following example shows how to use a request ID to get the status of a grab log request.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/log/<requ
est_ID>" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Output:

```
{
  "output": "SensuSnReadFile OK:
 {\"component\":\"agent\",\"level\":\"info\",\"msg\":\"Agent
 Protection: cpu of all checks:
 0%\",\"time\":\"2021-04-05T00:21:41-07:00\"},...
}
```

Agent Client Collector - GET /agents/policies/list

Gets a list of policies that are in published or unpublished draft state.

URL format

`/api/sn_agent/agents/policies/list`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
X-Enc-Query	Optional. Encoded query string in the standard platform format.
X-Include-Check-Params	Optional. Flag that indicates whether to return check instances and their parameters in the results. Valid values: • true: Includes check instances and their parameters in the results. • false: Do not include check instances and their parameters in the results. Default: false Data type: Boolean
X-Include-Checks-And-Agents	Optional. Flag that indicates whether to include check instances and agents in the results. Valid values: • true: Includes check instances and agents in the results. • false: Do not include checks and agents in the results. Default: false Data type: Boolean

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_user role.

Response body parameters (JSON)

Object

Property	Description
policies	List of policies retrieved. Includes checks and agent in results if queried using specific request headers. For information on policies, see default checks and policies.

```
{
  "policies": [
    {
      "active": Boolean,
      "agent_ids": "String",
      "checks": [Array],
      "cred_alias": "String",
      "credential_alias":
 "String",
      "filter": "String",
      "interval": "Number",
      "monitored_ci_group":
 "String",
      "monitored_ci_script":
 "String",

 "monitored_ci_type_filter":
 Boolean,

 "monitored_ci_type_group":
 Boolean,

 "monitored_ci_type_script":
 "String",
      "name": "String",
      "params": [Array],
      "publish_status":
 "String",
      "secure_params": [Array],
      "sys_id": "String",
      "sys_updated_on":
 "String",
      "table": "String"
    }
  ]
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object (continued)

Property	Description
	Data type: Array
policies.active	Flag that indicates whether the policy is active. Valid values: • true: Policy is active. • false: Policy isn't active. Data type: Boolean
policies.agent_ids	Unique ID of an agent. These results only display if the *X-Include-Checks-And-Agents* header parameter is set to true. For extended information of an agent, run the ID in the GET /agents/{agent_id} endpoint. Data type: String Table: In the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.
policies.checks	List of objects defining checks listed in the Check Instances [sn_agent_check] table. These results only display if the *X-Include-Checks-And-Agents* or *X-Include-Check-Params* header parameter is set to true. Data type: Array of Objects `"checks": [ { "active": Boolean, "auto_generate": Boolean, "check_type": "String" "command_prefix": "String", "command": "String", "event_status_change_threshold": Number, "event_status_repair_threshold": Number, "interval": Number, "name": "String", "sys_id": "String", "timeout": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object (continued)

Property	Description
	Table:
policies.checks.active	Flag that indicates whether the policy check is active. Valid values: • true: Policy check is active. • false: Policy check is inactive. Data type: Boolean
policies.checks.auto_generate	Flag that indicates whether to automatically generate the command with the *command_prefix* value. Valid values: • true: Automatically populate the *command* property with active parameter values. • false: Command isn't automatically generated. Data type: Boolean
policies.checks.check_type	Check type specifying the monitoring option. Possible values: • Discovery: Check that locates CIs related to the agent. • Events: The check's result is transformed into an Event Management event. • Metrics: The values from the check result are transformed to metrics. Data type: String
policies.checks.command	Command that the Agent Client Collector executes. Parameter taken from a template or monitored CI. **Note:** If *auto_generate* is true, this property is automatically populated with the prefix and flags of the active parameters listed in the *parameters* object. Data type: String
policies.checks.command_prefix	If the *auto_generate* property is true, this command is used for automatic generation. The prefix consists of any portion of the command

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object (continued)

Property	Description
	which is static (does not change), such as the script name. Data type: String
policies.checks.event_status_change_threshold	Number of consecutive times that a check's response status must happen before a new event is sent. Returns null if not set. For example, if this value is 3, a check whose response status changes from OK to Error generates a new event with an Error status after the third consecutive occurrence of the status change. Data type: Number
policies.checks.event_status_repair_threshold	Number of consecutive times that a check's response status must improve to close the previous event. Returns null if not set. For example, if this value is 3, a check whose response status changes from Error to OK closes the previous event and generates a new event with an OK status after the third consecutive occurrence of the status change. Data type: Number
policies.checks.interval	Amount of time in seconds to wait between check executions. For example, a value of 60 means that the check runs every 60 seconds. Data type: Number
policies.checks.name	Name of the check. Data type: String
policies.checks.sys_id	Sys_id of the check. Data type: String Table: Check Instances [sn_agent_check]
policies.checks.timeout	Amount of time, in seconds, after which the check execution stops when no output is returned. For example, a value of 60 means that when the check execution doesn't return a value for 60 seconds, the execution stops. Data type: String
policies.cred_alias	Credential name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object (continued)

Property	Description
	Data type: String Table: Credentials [discovery_credentials]
policies.credential_alias	Sys_id of the credential alias. Data type: String Table: Connection & Credential Aliases [sys_alias]
policies.filter	Filter restricting the policy's checks to monitor only the specified criteria. Data type: String
policies.interval	Amount of time in seconds to wait between policy checks. For example, a value of 60 means that the check runs every 60 seconds. **Note:** The value of the *checks.interval* property overrides the value configured in this field. Data type: Number
policies.monitored_ci_group	Name of the CMDB groups associated with the policy. This field is only applied if the value of the *monitored_ci_type_group* property is true. Data type: String Table: CMDB Groups [cmdb_group]
policies.monitored_ci_script	Script for monitoring CIs. This field is only applied if the value of the *policies.monitored_ci_type_script* property is true. Data type: String
policies.monitored_ci_type_filter	Flag that indicates whether filtering by CI type is enabled. The CI type is listed in the *table* property. Valid values: • true: Filtering by checks group is enabled. • false: Filtering by checks group is disabled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object (continued)

Property	Description
	Data type: Boolean
policies.monitored_ci_type_group	Flag that indicates whether monitoring by CMDB group type is enabled. Valid values: • true: CMDB group type is enabled. • false: CMDB group type is disabled. Data type: Boolean
policies.monitored_ci_type_script	Flag that indicates whether the script for monitoring CIs is enabled. Valid values: • true: Script for monitoring CIs is enabled. • false: Script for monitoring CIs is disabled. Data type: Boolean
policies.name	Name of the policy. Data type: String
policies.publish_status	Indicates whether the policy is published. Possible values: • Draft: Policy has not been published and is editable using the update endpoints. • Published: Policy is published. The draft (sandbox copy) and published copy are identical. • Published*: Policy is published, but the draft copy (sandbox view) has changes not found in the published copy. Data type: String
policies.sys_id	Sys_id of the policy. Data type: String Table: Policies [sn_agent_policy]
policies.sys_updated_on	Date and time that the policy was last updated. Data type: String
policies.table	Monitored CI-type field on the policy. This field is only applied if *monitored_ci_type_filter* is true.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object (continued)

Property	Description
	Data type: String
policies.params	List of objects containing information of check parameters. These results only display if the *X-Include-Check-Params* header parameter is set to true. Data type: Array of Objects `"params": [ { "active": Boolean, "flag": "String", "mandatory: Boolean, "name": "String", "sys_id": "String", "value": "String", "value_required": Boolean } ]` Table: Check Parameters [sn_agent_check_param]
policies.params.active	Flag that indicates whether the check parameter is active. Valid values: • true: Check parameter is active. • false: Check parameter is inactive. Data type: Boolean
policies.params.flag	Parameter flag to use during check invocation. Data type: String
policies.params.mandatory	Flag that indicates whether this check is mandatory. Valid values: • true: This check is mandatory. • false: This check is optional. Data type: Boolean
policies.params.name	Name of the parameter. Data type: String
policies.params.sys_id	Sys_id of the parameter. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object (continued)

Property	Description
	Table: Check Parameters [sn_agent_check_param]
policies.params.value	Value of the parameter. Data type: String
policies.params.value_required	Flag that indicates whether the information provided by the value property is required. Valid values: • true: The value property is required. • false: The value property is null or not required. Data type: Boolean
policies.secure_params	List of objects containing information of check secure parameters. For more information, see Create a secure parameter for a check. These results only display if the *X-Include-Check-Params* header parameter is set to true. Data type: Array of Objects `"secure_params": [ { "active": Boolean, "name": "String", "order": Number, "sys_id": "String" } ]` Table: Check Secure Parameters [sn_agent_check_secure_param]
policies.secure_params.active	Flag that indicates whether the check secure parameter is active. Valid values: • true: The check secure parameter is active. • false: The check secure parameter is inactive. Data type: Boolean
policies.secure_params.name	Name of the secure parameter. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Object (continued)

Property	Description
policies.secure_params.order	Order in which the parameter is sent to the check command/script. Data type: Number
policies.secure_params.sys_id	Sys_id of the record. Data type: String Table: Check Secure Parameter [sn_agent_check_secure_param]

Example: cURL request

The following example shows how to restrict results by query and number. The query returns all active policies and the ID of the associated agent.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/polici
es/list" \
--request GET \
--header "Accept:application/json" \
--header 'X-Enc-Query: active=true ' \
--header 'X-Include-Checks-And-Agents: true' \
--user 'username' : 'password'
```

Output:

```
{
  "policies": [
    {
      "name": "Basic Discovery",
      "sys_id": "68bfd27c536113006dfeddeeff7b12be",
      "active": "true",
      "interval": "43200",
      "sys_updated_on": "2020-07-21 10:14:12",
      "monitored_ci_type_filter": "true",
      "filter":
 "discovery_source=AgentClientCollector^ORlast_discoveredRELATIV
ELT@dayofweek@ago@14",
      "table": "cmdb_ci_server",
      "monitored_ci_type_script": "false",
      "monitored_ci_script": "/*\n      Provide a script to get
 monitored CI type. ...",
      "monitored_ci_type_group": "false",
      "monitored_ci_group": "null// group name as seen in
 cmdb_group table",
      "cred_alias": "null// credential name as seen in
 discovery_credentials table",
      "credential_alias": "null// credential alias sys id as
 seen in sys_alias table",
      "publish_status": "Published",
      "checks": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "name": "check-discovery-basic",
          "sys_id": "5b10c644c7e10010b9a4362c14c260aa",
          "active": "true",
          "command": "check_discover.rb",
          "command_prefix": "check_discover.rb",
          "auto_generate": "true",
          "timeout": "60",
          "interval": "43200",
          "event_status_change_threshold": null,
          "event_status_repair_threshold": null,
          "check_type": "Discovery"
        }
      ],
      "agent_ids": "b1faba21b066256f,a088b75b1b25b0a0"
    }
  ]
}
```


Agent Client Collector - GET /agents/policy/activate/{policy_id}

Activates a published policy.

For a list of published policies, use GET /agents/policies/list. This endpoint only supports sys_ids in which the value of the policy's *publish_status* property is `Published` or `Published*`.

URL format

`/api/sn_agent/agents/policy/activate/{policy_id}`

Supported request parameters

Path parameters

Name	Description
policy_id	Sys_id of the published policy. Data type: String Table: Policies [sn_agent_policy]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	No record found with the provided sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Header	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to activate a policy.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/policy/activate/<sys_id>" \
--request GET \
--header "Accept:application/json" \
--user 'username' : 'password'
```

Output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "message": "Operation was successful"
}
```

Agent Client Collector - GET /agents/policy/deactivate/{policy_id}

Deactivates a published policy.

For a list of published policies, use GET /agents/policies/list. This endpoint only supports sys_ids in which the value of the policy's *publish_status* property is `Published` or `Published*`.

URL format

`/api/sn_agent/agents/policy/activate/{policy_id}`

Supported request parameters

Path parameters

Name	Description
policy_id	Sys_id of the published policy. Data type: String Table: Policies [sn_agent_policy]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	No record found with the provided sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Header	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to deactivate a policy.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/policy/de
activate/<sys_id>" \
--request GET \
--header "Accept:application/json" \
--user 'username' : 'password'
```

Output:

```
{
  "message": "Operation was successful"
}
```

Agent Client Collector - GET /agents/policy/publish/{policy_id}

Publishes a draft policy.

Use any of the following endpoints to modify a draft or sandbox copy prior to publishing:

- POST /agents/update/policy/{policy_id}
- POST /agents/update/check/{check_id}

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- POST /agents/update/check_param/{param_id}
- POST /agents/update/check_secure_param/{param_id}

URL format

`/api/sn_agent/agents/policy/publish/{policy_id}`

Supported request parameters

Path parameters

Name	Description
policy_id	Sys_id of a policy in the Policies [sn_agent_policy] table that is in Draft state or a sandbox copy. • For a list of policies and details including publish state, use GET /agents/policies/list. • To retrieve sandbox copy of a policy, use GET /agents/policy/sandbox_from_published/{policy_id}. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	No record found with the provided sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Header	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to publish a policy.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/policy/pu
blish/<sys_id>" \
--request GET \
--header "Accept:application/json" \
--user 'username' : 'password'
```

Output:

```
{
  "message": "Operation was successful"
}
```

Agent Client Collector - GET /agents/policy/sandbox_from_published/{policy_id}

Gets the sandbox copy of a published policy and provides policy details.

Use the sandbox copy to make updates to a policy and publish. You can use the sys_ids in the response body to work with the following endpoints:

- POST /agents/update/policy/{policy_id}
- POST /agents/update/check/{check_id}
- POST /agents/update/check_param/{param_id}
- POST /agents/update/check_secure_param/{param_id}

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For a list of published policies, use GET /agents/policies/list. This endpoint only supports sys_ids in which the value of the policy's *publish_status* property is `Published` or `Published*`.

URL format

`/api/sn_agent/agents/policy/sandbox_from_published/{policy_id}`

Supported request parameters

Path parameters

Name	Description
policy_id	Sys_id of the published policy. Data type: String Table: Policies [sn_agent_policy]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	No record found with the provided sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Property	Description
<Object>	Extended details of the sandbox copy associated with the policy. For information on policies, see default checks and policies. `{ "active": Boolean" "agent_ids": "String", "checks": [Array], "cred_alias": "String", "credential_alias": "String", "filter": "String", "interval": "Number", "monitored_ci_group": "String", "monitored_ci_script": "String", "monitored_ci_type_filter": Boolean, "monitored_ci_type_group": Boolean, "monitored_ci_type_script": "String", "name": "String", "params": [Array], "publish_status": "String", "secure_params": [Array], "sys_id": "String", "sys_updated_on": "String", "table": "String" }`
active	Flag that indicates whether the policy is active. Valid values: • true: Policy is active. • false: Policy isn't active. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
agent_ids	Unique ID of an agent. These results only display if the *X-Include-Checks-And-Agents* header parameter is set to true. For extended information of an agent, run the ID in the GET /agents/{agent_id} endpoint. Data type: String Table: In the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.
checks	List of objects defining checks listed in the Check Instances [sn_agent_check] table. `"checks": [ { "active": Boolean, "auto_generate": Boolean, "check_type": "String" "command_prefix": "String", "command": "String", "event_status_change_threshold": Number, "event_status_repair_threshold": Number, "interval": Number, "name": "String", "sys_id": "String", "timeout": "String" } ]` Data type: Array
checks.active	Flag that indicates whether the policy check is active. Valid values: • true: Policy check is active. • false: Policy check is inactive. Data type: Boolean
checks.auto_generate	Flag that indicates whether to automatically generate the command with the *command_prefix* value. Valid values: • true: Automatically populate the *command* property with active parameter values. • false: Command isn't automatically generated. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
checks.check_type	Check type specifying the monitoring option. Possible values: • Discovery: Check that locates CIs related to the agent. • Events: The check's result is transformed into an Event Management event. • Metrics: The values from the check result are transformed to metrics. Data type: String
checks.command	Command that the Agent Client Collector executes. Parameter taken from a template or monitored CI. **Note:** If *auto_generate* is true, this property is automatically populated with the prefix and flags of the active parameters listed in the *parameters* object. Data type: String
checks.command_prefix	If the *auto_generate* property is true, this command is used for automatic generation. The prefix consists of any portion of the command which is static (does not change), such as the script name. Data type: String
checks.event_status_change_threshold	Number of consecutive times that a check's response status must happen before a new event is sent. Returns null if not set. For example, if this value is 3, a check whose response status changes from OK to Error generates a new event with an Error status after the third consecutive occurrence of the status change. Data type: Number
checks.event_status_repair_threshold	Number of consecutive times that a check's response status must improve to close the previous event. Returns null if not set. For example, if this value is 3, a check whose response status changes from Error to OK closes the previous event and generates a new event with an OK status after the third consecutive occurrence of the status change. Data type: Number
checks.interval	Amount of time in seconds to wait between check executions. For example, a value of 60 means that the check runs every 60 seconds.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
	Data type: Number
checks.name	Name of the check. Data type: String
checks.sys_id	Sys_id of the check. The POST /agents/update/check/{check_id} endpoint takes this value to update the sandbox copy. Data type: String Table: Check Instances [sn_agent_check]
checks.timeout	Amount of time, in seconds, after which the check execution stops when no output is returned. For example, a value of 60 means that when the check execution doesn't return a value for 60 seconds, the execution stops. Data type: String
cred_alias	Credential name. Data type: String Table: Credentials [discovery_credentials]
credential_alias	Sys_id of the credential alias. Data type: String Table: Connection & Credential Aliases [sys_alias]
filter	Filter restricting the policy's checks to monitor only the specified criteria. Data type: String
interval	Amount of time in seconds to wait between policy checks. For example, a value of 60 means that the check runs every 60 seconds. **Note:** The value of the *checks.interval* property overrides the value configured in this field. Data type: Number
monitored_ci_group	Name of the CMDB groups associated with the policy. This field is only applied if the value of the *monitored_ci_type_group* property is true. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
	Table: CMDB Groups [cmdb_group]
monitored_ci_script	Script for monitoring CIs. This field is only applied if the value of the *policies.monitored_ci_type_script* property is true. Data type: String
monitored_ci_type_filter	Flag that indicates whether filtering by CI type is enabled. The CI type is listed in the *table* property. Valid values: • true: Filtering by checks group is enabled. • false: Filtering by checks group is disabled. Data type: Boolean
monitored_ci_type_group	Flag that indicates whether monitoring by CMDB group type is enabled. Valid values: • true: CMDB group type is enabled. • false: CMDB group type is disabled. Data type: Boolean
monitored_ci_type_script	Flag that indicates whether the script for monitoring CIs is enabled. Valid values: • true: Script for monitoring CIs is enabled. • false: Script for monitoring CIs is disabled. Data type: Boolean
name	Name of the policy. Data type: String
publish_status	Indicates whether the policy is published. Possible values: • Draft: Policy has not been published and is editable using the update endpoints. • Published: Policy is published. The draft (sandbox copy) and published copy are identical. • Published*: Policy is published, but the draft copy (sandbox view) has changes not found in the published copy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
	Data type: String
params	List of objects containing information of check parameters. These results only display if the *X-Include-Check-Params* header parameter is set to true. Data type: Array of Objects `"params": [ { "active": Boolean, "flag": "String", "mandatory: Boolean, "name": "String", "sys_id": "String", "value": "String", "value_required": Boolean } ]` Table: Check Parameters [sn_agent_check_param]
params.active	Flag that indicates whether the check parameter is active. Valid values: • true: Check parameter is active. • false: Check parameter is inactive. Data type: Boolean
params.flag	Parameter flag to use during check invocation. Data type: String
params.mandatory	Flag that indicates whether this check is mandatory. Valid values: • true: This check is mandatory. • false: This check is optional. Data type: Boolean
params.name	Name of the parameter. Data type: String
params.sys_id	Sys_id of the parameter listed in the Check Parameters [sn_agent_check_param] table. The POST /agents/update/check_param/{param_id} endpoint takes this value to update the sandbox copy. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
params.value	Value of the parameter. Data type: String
params.value_required	Flag that indicates whether the information provided by the value property is required. Valid values: • true: The value property is required. • false: The value property is null or not required. Data type: Boolean
secure_params	List of objects containing information of check secure parameters. For more information, see Create a secure parameter for a check. These results only display if the *X-Include-Check-Params* header parameter is set to true. Data type: Array of Objects `"secure_params": [ { "active": Boolean, "name": "String", "order": Number, "sys_id": "String" } ]` Table: Check Secure Parameters [sn_agent_check_secure_param]
secure_params.active	Flag that indicates whether the check secure parameter is active. Valid values: • true: The check secure parameter is active. • false: The check secure parameter is inactive. Data type: Boolean
secure_params.name	Name of the secure parameter. Data type: String
secure_params.order	Order in which the parameter is sent to the check command/script. Data type: Number
secure_params.sys_id	Sys_id of the record. The POST /agents/update/check_secure_param/{param_id} endpoint takes this value to update the sandbox copy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
	Data type: String Table: Check Secure Parameter [sn_agent_check_secure_param]
sys_id	Sys_id of the policy. The POST /agents/update/policy/{policy_id} endpoint takes this value to update the sandbox copy. Data type: String Table: Policies [sn_agent_policy]
sys_updated_on	Date and time that the policy was last updated. Data type: String
table	Monitored CI-type field on the policy. This field is only applied if *monitored_ci_type_filter* is true. Data type: String

Example: cURL request

The following shows how to get information of the Docker Container Metrics policy.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/policy/sa
ndbox_from_published/<sys_id>" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Output:

```
{
  "name": "Docker Container Metrics",
  "sys_id": "b01e609a1b9fe4943e7f0b05464bcb91",
  "active": "false",
  "interval": "60",
  "sys_updated_on": "2021-04-05 19:52:28",
  "monitored_ci_type_filter": "true",
  "filter": "operational_status=1",
  "table": "cmdb_ci_docker_container",
  "monitored_ci_type_script": "false",
  "monitored_ci_script": "/*\n Provide a script to get monitored
 CI type.",
  "monitored_ci_type_group": "false",
  "monitored_ci_group": "null// group name as seen in cmdb_group
 table",
  "cred_alias": "null// credential name as seen in
 discovery_credentials table",
  "credential_alias": "null// credential alias sys id as seen in
 sys_alias table",
  "publish_status": "Published",
  "checks": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "name": "container.docker.metrics-docker",
      "sys_id": "701e609a1b9fe4943e7f0b05464bcb94",
      "active": "true",
      "command": "metrics-docker-stats.rb -N
 {{.labels.params_ci_container_id}} -P -n -i",
      "command_prefix": "metrics-docker-stats.rb -N
 {{.labels.params_ci_container_id}}",
      "auto_generate": "true",
      "timeout": "60",
      "interval": "60",
      "event_status_change_threshold": null,
      "event_status_repair_threshold": null,
      "check_type": "Metrics",
      "params": [
        {
          "name": "scheme",
          "sys_id": "c11e609a1b9fe4943e7f0b05464bcb97",
          "value": null,
          "active": "false",
          "mandatory": "false",
          "value_required": "true",
          "flag": "-s"
        },
        ...
        {
          "name": "docker_host",
          "sys_id": "cd1e609a1b9fe4943e7f0b05464bcb97",
          "value": null,
          "active": "false",
          "mandatory": "false",
          "value_required": "true",
          "flag": "-H"
        }
      ],
      "secure_params": []
    }
  ]
}
```


Agent Client Collector - GET /agents/{agent_id}/restart

Restarts a specified agent with alive/up status.

If Agent Client Collector performance issues occur, you can restart the agent. Manual restart is supported in the following environments:

- Linux-based agents using `systemd`
- Windows agents

URL format

`/api/sn_agent/agents/{agent_id}/restart`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
agent_id	Unique ID of an agent listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table. For a list of agent IDs and other details, run the `GET /agents/list` endpoint. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports `application/json`.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
404	No record found with the provided sys_id or this agent does not support restart.

Response body parameters (JSON)

Name	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to restart an agent.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/<agent_id>/restart" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Output:

```
{
  "message": "Restarting Agent With ID: <agent_id>"
}
```

Agent Client Collector - POST /agents/check_defs/{check_def_id}/run

Runs a check against the given configuration item.

To stop a background check, use the request ID provided in the *GET /agents/exec/background/stop/{request_id}* API.

URL format

`/api/sn_agent/agents/check_defs/{check_def_id}/run`

Supported request parameters

Path parameters

Name	Description
check_def_id	Sys_id of a check definition in the Check Definitions [sn_agent_check_def] table.

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
params	Map of parameter names and values. These settings can be used to override the parameter records of the check definition and its specified values. `"params": { "<parameter name>": "String" }` Data type: Object
priority	Priority of the request to be set on the ECC queue. Possible values: • 0: interactive • 1: expedited • 2: standard Data type: Number
query	Encoded query for retrieving the GlideRecord from the table specified in the *table* property. Data type: String
table	Name of the cmdb_ci table for this background check. Data type: String
timeout	Value of the timeout for the request in seconds. Data type: Number

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	The is an error in the arguments provided in the request body.
404	The check definition with the ID provided is not found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
requestId	Sys_id of the generated background check request.

Example: cURL request

The following example shows how to run a background check and get its request ID.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/check_de
fs/a90d3c361be1301060d2773ad54bcb6f/run" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"table\":\"sn_agent_check_def\"}" \
--user 'username':'password'
```

Output:

```
{
  "request_id": "278c0170db2a30108a0751f4f3961926"
}
```

Agent Client Collector - POST /agents/check_defs/{check_def_id}/test

Enables building test check requests on check definitions.

Use this API for the following tasks:

- Set the check definition to test
- Set the configuration item to run the test against

You can also specify one of the following identifiers to use during the test:

- Credential sys_id
- Credential alias id
- Credential name

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

`/api/sn_agent/agents/check_defs/{check_def_id}/test`

Supported request parameters

Path parameters

Name	Description
check_def_id	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
ci_id	Sys_id of a CMDB Configuration Item.
credentials_id	Sys_id of a credentials record.
credentials_name	Name of the credentials record.
credentials_alias_id	Sys_id of a credentials alias record.
credentials_alias_name	Name of a credentials alias.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Error building the test request.

Response body parameters (JSON)

Name	Description
result_id	Sys_id of the test result record.

Agent Client Collector - POST /agents/check_instances/{check_instance_id}/test

Enables building test check requests on check instances.

Use this API for the following tasks:

- Set the check instance to test
- Set the configuration item to run the test against

You can also specify one of the following identifiers to use during the test:

- Credential sys_id
- Credential alias id
- Credential name

URL format

```
/api/sn_agent/agents/check_instances/{check_instance_id}/test
```

Supported request parameters

Path parameters

Name	Description
check_instance_id	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
ci_id	Sys_id of a CMDB Configuration Item.
credentials_id	Sys_id of a credentials record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
credentials_name	Name of the credentials record.
credentials_alias_id	Sys_id of a credentials alias record.
credentials_alias_name	Name of a credentials alias.
proxy_agent_id	Unique ID of an agent proxy to run this check. This value is listed in the Agent ID column of the Agent Client Collectors [sn_agent_cmdb_ci_agent] table.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Error building the test request.

Response body parameters (JSON)

Name	Description
result_id	Sys_id of the test result record.

Agent Client Collector - POST /agents/update/check/{check_id}

Updates a selected policy check.

To retrieve the properties of a policy sandbox copy, use GET /agents/policy/sandbox_from_published/{policy_id}.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

`/api/sn_agent/agents/update/check/{check_id}`

Supported request parameters

Path parameters

Name	Description
check_id	Sys_id of a policy check sandbox copy in the Check Instances [sn_agent_check] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
active	Flag that indicates whether the policy check is active. Valid values: • true: Policy check is active. • false: Policy check is inactive. Data type: Boolean
auto_generate	Flag that indicates whether to automatically generate the command with the *command_prefix* value. Valid values: • true: Automatically populate the *command* property with active parameter values. • false: Command isn't automatically generated. Data type: Boolean
check_type	Check type specifying the monitoring option. Possible values: • Discovery: Check that locates CIs related to the agent. • Events: The check's result is transformed into an Event Management event. • Metrics: The values from the check result are transformed to metrics.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
command	Command that the Agent Client Collector executes. Parameter taken from a template or monitored CI. **Note:** If *auto_generate* is true, this property is automatically populated with the prefix and flags of the active parameters listed in the *parameters* object. Data type: String
command_prefix	If the *auto_generate* property is true, this command is used for automatic generation. The prefix consists of any portion of the command which is static (does not change), such as the script name. Data type: String
event_status_change_threshold	Number of consecutive times that a check's response status must happen before a new event is sent. Returns null if not set. For example, if this value is 3, a check whose response status changes from OK to Error generates a new event with an Error status after the third consecutive occurrence of the status change. Data type: Number
event_status_repair_threshold	Number of consecutive times that a check's response status must improve to close the previous event. Returns null if not set. For example, if this value is 3, a check whose response status changes from Error to OK closes the previous event and generates a new event with an OK status after the third consecutive occurrence of the status change. Data type: Number
interval	Amount of time in seconds to wait between check executions. For example, a value of 60 means that the check runs every 60 seconds. Data type: Number
name	Name of the check. Data type: String
timeout	Amount of time, in seconds, after which the check execution stops when no output is returned. For example, a value of 60 means that when the check execution doesn't return a value for 60 seconds, the execution stops.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	No record found with the provided sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to update the event change and repair properties of a policy check.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/update/ch
eck/<check_sys_id>" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"event_status_change_threshold\" : \"2\",
    \"event_status_repair_threshold\" : \"1\"
}" \
--user 'username':'password'
```

Output:

```
{
  "message": "Operation was successful"
}
```

Agent Client Collector - POST /agents/update/check_def_params/{check_def_param_id}

Enables changing one or more field values of a specified check parameter.

URL format

`/api/sn_agent/agents/update/check_def_params/{check_def_param_id}`

Supported request parameters

Path parameters

Name	Description
check_def_param_id	Sys_id of the check parameter. Data type: String Table: Check Parameter Definitions [sn_agent_check_param_def]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
active	Flag that indicates whether the check parameter is active. Valid values: • true: The check parameter is active. • false: The check parameter is inactive. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
default_value	Specifies the default value for this check parameter. Data type: String
mandatory	Flag that indicates whether the check parameter is required. Valid values: • true: The check parameter is required. • false: The check parameter is optional. Data type: Boolean
name	Name of the check parameter. Data type: String

Note: Refer to the data dictionary for a comprehensive list of Check Definition fields and types.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	The check parameter was not found with sys_id provided.
500	Error updating the check parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Name	Description
None	Success or error message.

Example: cURL request

The following example shows how to activate a check parameter.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/update/ch
eck_def_params/02d89bb01b307490f271ea42b24bcb63" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"active\":\"true\"}" \
--user 'username':'password'
```

Output:

```
"message": "Check Definition Parameter Updated Successfully"
```

Agent Client Collector - POST /agents/update/check_def_secure_params/{check_def_secure_param_id}

Enables changing one or more field values of a specified check secure parameter.

URL format

```
/api/sn_agent/agents/update/check_def_secure_params/
{check_def_secure_param_id}
```

Supported request parameters

Path parameters

Name	Description
check_def_secure_param_id	Sys_id of the secure parameter. Data type: String Table: Check Secure Parameter Definitions [sn_agent_check_secure_param_def]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
active	Flag that indicates whether the secure parameter is active.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Valid values: • true: The secure parameter is active. • false: The secure parameter is inactive. Data type: Boolean
name	Name of the secure parameter. Data type: String
order	Order in which the parameter is sent to the check command/script. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	The check secure parameter was not found with sys_id provided.
500	Error updating the check secure parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Name	Description
None	Success or error message.

Example: cURL request

The following example shows how to activate a check secure parameter.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/update/ch
eck_def_secure_params/2d30a066dba530106f4810284b9619c1" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"active\":\"true\"}" \
--user 'username':'password'
```

Output:

```
"message": "Check Definition Secure Parameter Updated
 Successfully"
```

Agent Client Collector - POST /agents/update/check_defs/{check_def_id}

Enables changing one or more field values of a specified check definition.

URL format

`/api/sn_agent/agents/update/check_defs/{check_def_id}`

Supported request parameters

Path parameters

Name	Description
check_def_id	Sys_id of the check definition listed in the Check Definitions [sn_agent_check_def] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
active	Indicates whether this check definition is active. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• 0: This check definition is inactive. • 1: This check definition is active. Data type: Number
background	Flag that indicates whether this check definition is a background check. A background check is a check which the agent starts execution of and doesn't wait for it to finish running. Valid values: • true: This check definition is a background check. • false: This check definition is not a background check. Data type: Boolean
check_group	Group specified for this check definition.
check_type	Type of check. Possible values: • Events – Check results are transformed into an Event Management event. • Metrics – Values from the check result are transformed to metrics. Data type: String
command	Command that the Agent Client Collector executes. Data type: String
name	Name of the check. Data type: String
params	Map of parameter names and values. These settings can be used to override the parameter records of the check definition and its specified values. `"params": { "<parameter name>": "String" }` Data type: Object
plugins	List of Agent Client Collector plugins associated with this check. Data type: Array
proxy_valid	Flag that indicates whether the check definition policy is set to work as a proxy. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• true: This check definition policy is set to work as a proxy. • false: This check definition policy is not set to work as a proxy. Data type: Boolean
query	Encoded query for retrieving the GlideRecord from the table specified in the *table* property. Data type: String
table	Name of the cmdb_ci table for this check. Data type: String
timeout	Timeout in seconds. Data type: Number

Note: Refer to the data dictionary for a comprehensive list of Check Definition fields and types.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	The check definition was not found with sys_id provided.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Error updating the check definition.

Response body parameters (JSON)

Name	Description
None	Success or error message.

Example: cURL request

The following example shows how to deactivate a check definition.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/update/check_defs/99e12466dba530106f4810284b961976" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"active\":\"false\"}" \
--user 'username':'password'
```

Output:

```
"message": "Check Definition Updated Successfully"
```

Agent Client Collector - POST /agents/update/check_param/{param_id}

Updates a selected policy check parameter.

To retrieve the properties of a policy sandbox copy, use GET /agents/policy/sandbox_from_published/{policy_id}.

URL format

`/api/sn_agent/agents/update/check_param/{param_id}`

Supported request parameters

Path parameters

Name	Description
param_id	Sys_id of policy check parameter sandbox copy. Data type: String Table: Check Parameters [sn_agent_check_param]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
active	Flag that indicates whether the check parameter is active. Valid values: • true: Check parameter is active. • false: Check parameter is inactive. Data type: Boolean
flag	
mandatory	Flag that indicates whether this check is mandatory. Valid values: • true: This check is mandatory. • false: This check is optional. Data type: Boolean
name	Name of the parameter. Data type: String
value	Value of the parameter. Data type: String
value_required	Flag that indicates whether the information provided by the value property is required. Valid values: • true: The value property is required. • false: The value property is null or not required. Data type: Boolean

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	No record found with the provided sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to update several properties of a policy check parameter.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/update/ch
eck_param/<param_sys_id>" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   \"flag\" : \"-d\",
   \"mandatory\" : \"true\",
   \"name\" : \"scheme2\",
   \"value\" : \"120\",
   \"value_required\" : \"false\"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}" \
--user 'username':'password'
```

Output:

```
{
  "message": "Operation was successful"
}
```

Agent Client Collector - POST /agents/update/check_secure_param/{param_id}

Updates a selected policy check secure parameter.

To retrieve the properties of a policy sandbox copy, use GET /agents/policy/sandbox_from_published/{policy_id}.

URL format

`/api/sn_agent/agents/update/check_secure_param/{param_id}`

Supported request parameters

Path parameters

Name	Description
param_id	Sys_id of the policy check secure parameter sandbox copy. Data type: String Table: Check Secure Parameter [sn_agent_check_secure_param]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
active	Flag that indicates whether the check secure parameter is active. Valid values: • true: The check secure parameter is active. • false: The check secure parameter is inactive. Data type: Boolean
name	Name of the secure parameter. Data type: String
order	Order in which the parameter is sent to the check command/script.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: Number

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	No record found with the provided sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to update the properties of a policy check secure parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/update/ch
eck_secure_param/<param_sys_id>" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   \"name\" : \"new name\",
   \"order\" : \"2\"
}" \
--user 'username':'password'
```

Output:

```
{
  "message": "Operation was successful"
}
```

Agent Client Collector - POST /agents/update/policy/{policy_id}

Updates a sandbox copy of a policy.

To retrieve the properties of a policy sandbox copy, use GET /agents/policy/sandbox_from_published/{policy_id}.

URL format

`/api/sn_agent/agents/update/policy/{policy_id}`

Supported request parameters

Path parameters

Name	Description
policy_id	Sys_id of a policy sandbox copy. Data type: String Table: Policies [sn_agent_policy]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
cred_alias	Credential name. Data type: String Table: Credentials [discovery_credentials]
credential_alias	Sys_id of the credential alias.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Table: Connection & Credential Aliases [sys_alias]
filter	Filter restricting the policy's checks to monitor only the specified criteria. Data type: String
interval	Amount of time in seconds to wait between policy checks. For example, a value of 60 means that the check runs every 60 seconds. **Note:** The value of the *checks.interval* property overrides the value configured in this field. Data type: Number
monitored_ci_group	Name of the CMDB groups associated with the policy. This field is only applied if the value of the *monitored_ci_type_group* property is true. Data type: String Table: CMDB Groups [cmdb_group]
monitored_ci_script	Script for monitoring CIs. This field is only applied if the value of the *policies.monitored_ci_type_script* property is true. Data type: String
monitored_ci_type_filter	Flag that indicates whether filtering by CI type is enabled. The CI type is listed in the *table* property. Valid values: • true: Filtering by checks group is enabled. • false: Filtering by checks group is disabled. Data type: Boolean
monitored_ci_type_group	Flag that indicates whether monitoring by CMDB group type is enabled. Valid values: • true: CMDB group type is enabled. • false: CMDB group type is disabled. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
monitored_ci_type_script	Flag that indicates whether the script for monitoring CIs is enabled. Valid values: • true: Script for monitoring CIs is enabled. • false: Script for monitoring CIs is disabled. Data type: Boolean
name	Name of the policy. Data type: String
table	Monitored CI-type field on the policy. This field is only applied if *monitored_ci_type_filter* is true. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	The user does not have the agent_client_collector_admin role.
404	No record found with the provided sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
message	Message containing operation success or failure results. Data type: String

Example: cURL request

The following example shows how to update the name and filter properties/fields of a policy.

```
curl
 "https://instance.service-now.com/api/sn_agent/agents/update/po
licy/<policy_sys_id>" \--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"name\" : \"new policy name\",
  \"filter\" : \"operational_status=1\"
}" \
--user 'username':'password'
```

Output:

```
{
  "message": "Operation was successful"
}
```

Agent Mapping API

The *Agent Mapping* API provides an endpoint to map external agent IDs from Contact Center as a Service (CCaaS) systems to internal agent IDs in the ServiceNow AI Platform.

This API requires the External Agent Management Util Pack (sn_external_agent) plugin. To call this API, you must have the interaction_agent role.

For more information about integrating with CCaaS systems, see Integrating with contact centers.

Agent Mapping - PUT /sn_ct_ctr_it_core/agent_mapping/agent/{agentId}/inboundId/{inboundId}

Maps an external agent ID from a Contact Center as a Service (CCaaS) system to an internal agent ID in the ServiceNow AI Platform.

Call this endpoint when an agent logs in or out of the CCaaS system to update their active status. This endpoint creates or updates records in the External Agent Mapping [external_agent_mapping] table with the following data:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- External CCaaS agent ID
- Provider channel identity associated with the inbound ID
- Agent's active status in the CCaaS system
- Reference to the User [sys_user] record for the agent

URL format

Default URL: `/api/sn_ct_ctr_it_core/agent_mapping/agent/{agentId}/inboundId/{inboundId}`

Supported request parameters

Path parameters

Name	Description
agentId	Sys_id of the internal agent. Data type: String Table: User [sys_user]
inboundId	Inbound ID from the provider channel identity record for the CCaaS system. Data type: String Table: Provider Channel Identity [sys_cs_provider_application] Field: Inbound ID

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
active	Flag that indicates whether the agent is currently logged in to the CCaaS system. Valid values: • true: The agent is logged in. • false: The agent is logged out. Default: true Data type: Boolean
external_agent_id	Required. External agent ID from the CCaaS system. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	OK. Existing agent mapping record updated.
201	Created. New agent mapping record created.
400	Bad request. The agent ID or inbound ID provided in the request is invalid.

Response body parameters (JSON)

Name	Description
result	Result object containing information about the request. Data type: Object
result.mappingIds	Sys_ids of any created or updated records in the External Agent Mapping [external_agent_mapping] table. Data type: Array of strings
result.message	Message explaining the outcome of the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.status	Status of the request. Possible values: • Success • Failure Data type: String

Example: cURL request

This example maps an internal agent with sys_id `da419c1fc312310015519f2974d3ae15` to the corresponding ID `12345` from the external CCaaS system.

```
curl
 "https://instance.service-now.com/api/sn_ct_ctr_it_core/agent_m
apping/agent/da419c1fc312310015519f2974d3ae15/inboundId/ServiceN
owVoice" \
--request PUT \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"external_agent_id\":\"12345\"}" \
--user 'username':'password'
```

Response body:

```
{
  "result": {
    "message": "Agent Id mapping record inserted",
    "status": "success",
    "mappingIds": [
      "128b74fcc3931a50325a4ad9d00131c3"
    ]
  }
}
```

Example: cURL request

This example sets the *active* parameter to `false` to indicate that the agent is logged out of the CCaaS system.

```
curl
 "https://instance.service-now.com/api/sn_ct_ctr_it_core/agent_m
apping/agent/da419c1fc312310015519f2974d3ae15/inboundId/ServiceN
owVoice" \
--request PUT \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{"external_agent_id":"12345", "active":"false"}" \
--user 'username':'password'
```

Response body:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "result": {
    "message": "Agent Id mapping record updated",
    "status": "success",
    "mappingIds": [
      "cea77cebebef9e10a341fc7acad0cdc2"
    ]
  }
}
```

Aggregate API

The *Aggregate* API provides endpoints that allow you to compute aggregate statistics about existing table and column data.

This API uses GlideAggregate calls and only honors read-only queries if read access is defined for the table being called on based on role ownership.

Aggregate - GET /now/stats/{tableName}

Retrieves records for the specified table and performs aggregate functions on the returned values.

You can specify which aggregate functions to perform by using either the *sysparm_<aggregate>_fields* parameter or *sysparm_having=<aggregate>^field^operator^value* parameter, substituting *<aggregate>* for one of these aggregate functions:

- avg
- max
- min
- sum

URL format

Versioned URL: `/api/now/{api_version}/stats/{tableName}`

Default URL: `/api/now/stats/{tableName}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
tableName	Name of the table for which to retrieve records. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
name-value pairs	An alternative to using the *sysparm_query* parameter. You can filter a query us value pairs where the key is the name of a field. For example, instead of using the parameter `&sysparm_query=active=tru` you can use `&active=true`. You can use the display value when the field is a choice or reference type field, such as `&state=closed` instead of `&state=7`. To specify multiple key-value pairs, separate each with an ampersand, such as `&active=true&assigned_to=john.smith`. Data type: String
sysparm_<aggregate>_fields	List of fields on which to perform each aggregate operation. You can specify multi by separating each with a comma. For example, to get the average values from the and priority fields, use `sysparm_avg_fields=duration,priority`. **Note:** Specify this parameter, the *sysparm_count* parameter, or both for query to return meaningful results. If neither parameter is passed, no aggrega operation is performed. Data type: String
sysparm_count	Flag that determines whether to return the number of records returned by the que **Note:** Specify this parameter, the *sysparm_<aggregate>_fields* par or both for your query to return meaningful results. If neither parameter is pas aggregate operation is performed. Data type: String
sysparm_display_value	Data retrieval operation when grouping by reference or choice fields. Based on th the query returns either the display value, the actual value in the database, or bot • true: Returns display values for all fields. • false: Returns actual values from the database. If a value is not specified, this pa defaults to false. • all: Returns both actual and display values. There is no preferred method for setting this parameter. However, specifying the c value may cause performance issues as they are not read from the database and reference other fields and records. For more information on display values and ac see Table API FAQs (KB0534905). Data type: String
sysparm_group_by	Fields by which to group the returned data. You can specify multiple fields by sepa each field with a comma, such as `sysparm_group_by=priority,state`. Data type: String
sysparm_having	Additional query that enables you to filter the data based on an aggregate operati value for this parameter must follow the syntax `aggregate^field^operato` such as `count^priority^>^3` to obtain the number of records within the que

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	with a priority greater than 3. You can specify multiple queries by separating each comma, such `ascount^state^=^1,avg^priority^>^3`. Data type: String
sysparm_order_by	List of values by which to order grouped results. You can specify an order using a an aggregate. For example, if you specify `sysparm_order_by=AVG^state`, results with lower average state values are returned first. You can also order by CO arrange groups of records by the number of records in each group. When you specify an order, groups are ordered in ascending order by default. Use sort in descending order, such as `sysparm_order_by=state^DESC`. Data type: String
sysparm_query	An encoded query. For example: `(sysparm_query=active=true)(sysparm_query=caller_id=javascript:gs.getUserID()^acti` Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
Depends on specified table and specified request parameters.	

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/stats/incident?sysparm
_avg_fields=reassignment_count%2Cbusiness_stc&sysparm_group_by=a
ssignment_group" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": [
    {
      "stats": {
        "avg": {
          "business_stc": "804162.7143",
          "reassignment_count": "1.0000"
        }
      },
      "groupby_fields": [
        {
          "value": "",
          "field": "assignment_group"
        }
      ]
    },
    {
      "stats": {
        "avg": {
          "business_stc": "2037371.0000",
          "reassignment_count": "1.5000"
        }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "groupby_fields": [
        {
          "value": "287ee6fea9fe198100ada7950d0b1b73",
          "field": "assignment_group"
        }
      ]
    },
    {
      "stats": {
        "avg": {
          "business_stc": "1821488.2857",
          "reassignment_count": "1.1111"
        }
      },
      "groupby_fields": [
        {
          "value": "8a5055c9c61122780043563ef53438e3",
          "field": "assignment_group"
        }
      ]
    },
    {
      "stats": {
        "avg": {
          "business_stc": "1730322.0000",
          "reassignment_count": "1.2500"
        }
      },
      "groupby_fields": [
        {
          "value": "287ebd7da9fe198100f92cc8d1d2154e",
          "field": "assignment_group"
        }
      ]
    },
    {
      "stats": {
        "avg": {
          "business_stc": "1564478.6250",
          "reassignment_count": "1.2500"
        }
      },
      "groupby_fields": [
        {
          "value": "d625dccec0a8016700a222a0f7900d06",
          "field": "assignment_group"
        }
      ]
    },
    {
      "stats": {
        "avg": {
          "business_stc": "1512202.2500",
          "reassignment_count": "1.1111"
        }
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "groupby_fields": [
        {
          "value": "8a4dde73c6112278017a6a4baf547aa7",
          "field": "assignment_group"
        }
      ]
    }
  ]
}
```

AI Assets API

AI Assets API provides endpoints to retrieve, update, and create several types of AI assets, such as systems, data sets, prompts, and models.

The *AI Assets* API supports actions that you can perform on AI Asset records in the Expanded Model and Asset Classes application. It requires the Asset Classes (sn_ent) plugin to access it. You must have the asset and model_manager roles to call the endpoints provided by the AI Assets API.

Note: The data included in AI Asset records may be spread across several tables like Product Model, Configuration Item, and others. To reduce complexity when calling this API, however, the *AI Assets* API inserts data into only the Asset, Product Model and Configuration Item tables. Specifics about table updates are provided under each endpoint.

AI Assets API - GET /sn_ent/asset/ai_dataset/{sys_id}

Retrieves the data of the specified AI dataset asset.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_dataset/{sys_id}`

Default URL: `/api/sn_ent/asset/ai_dataset/{sys_id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the asset in the AI Dataset Asset [alm_ai_dataset_digital_asset] table. Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. Failed to fetch the asset with the given sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Details of the newly created AI Dataset asset. Data type: Object `"result": { "acceptable_usage": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"base_datasets": [Array],
	"created": "String",
	"dataset_card": "String",
	"data_type": {Object},
	"description": "String",
	"documentation": "String",
	"display_name": "String",
	"managed_by": {Object},
	"name": "String",
	"provider": {Object},
	"state": "Development",
	"source": "String",
	"sys_id": "String",
	"updated": "String",
	"version": "String",
	}</pre>

result.acceptable_usage	Acceptable usage for the AI Dataset Asset record. Acceptable usage refers to how a dataset or model can be used, typically for training or evaluation purposes.
	
	Data type: Object
	<pre>"acceptable_usage": {
	"label": "String"
	"value": "String"
	}</pre>

result.acceptable_usage.label	Display label of the acceptable usage value. Data type: String
result.acceptable_usage.value	Number value of the acceptable usage. Valid values: • 1: Training • 2: Evaluation Data type: String
result.base_datasets	Comma-separated list of base datasets required to build the given dataset. Accepts the name or sys_id of a base data set in the AI Dataset Digital Asset [alm_ai_dataset_digital_asset] table. Data type: Array <pre>"base_datasets": ["String", "String"]</pre>
result.created	Date and time that the AI Dataset Asset record was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.data_type	The type of data present in the AI Dataset Asset record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"data_type": { "label": "String", "value": "String" }`
result.data_type.label	The display label for the data type value. Data type: String
result.data_type.value	Value of the dataset asset's data type. Data type: String
result.dataset_card	The data set card. A dataset_card is a metadata document that describes the contents, structure, and context of an AI dataset. It provides details like data sources, features, intended use, and any known limitations to ensure proper understanding and usage. Data type: String
result.description	Description of the associated AI Dataset Product Model record. Table: AI Dataset Product Model [cmdb_ai_dataset_product_model] Data type: String
result.display_name	Display name of the AI Dataset Asset record. Table: AI Dataset Digital Asset [alm_ai_dataset_digital_asset] Data type: String
result.documentation	Documentation of the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record. Data type: String
result.managed_by	Details about the user who manages the AI Dataset Asset record. Data type: Object `"managed_by": [ { "name": "String", "sys_id": "String" } ]`
result.managed_by.name	Name of the user who manages the AI Dataset Asset record. Table: User [user]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.managed_by.sys_id	Sys_id of the user who manages the AI Dataset Asset record. Table: User [user] Data type: String
result.name	Name of the associated AI Dataset Product Model record. Table: AI Dataset Product Model [cmdb_ai_dataset_product_model] Data type: String

result.provider	Provider of the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record.
	
	Data type: Object
	
	`provider: {`
	`  "name": "String",`
	`  "sys_id": "String"`
	`}`

result.provider.name	Name of the provider. Data type: String
result.provider.sys_id	Sys_id of the provider in the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record. Data type: String
result.source	Details about the source of AI dataset asset. Valid values: • Link to the source of the dataset asset. • Details (in plain text) of the source of the dataset asset. For example, the name of a product or website. Data type: String Default: empty or null
result.state	State of the AI Dataset Asset record. Possible values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.sys_id	Sys_id of the AI Dataset Asset record. Table: AI Dataset Digital Asset [alm_ai_dataset_digital_asset] Data type: String
result.updated	Date and time that the AI Dataset Asset record was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.version	Version number of the associated AI Dataset Product Model record. For example, V2. Data type: String

Example: cURL request

The following example.

```
curl
 "https://instance.servicenow.com/api/sn_ent/asset/ai_dataset/
 cc419cb2331e92101c9aca989d5c7b4c" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Output:

```
{
  "result": {
    "sys_id": "9d60fb5f40d21210f877b00c113d1fea",
    "display_name": "ServiceNow Closed Incidents v1",
    "name": "Closed Incidents",
    "description": "Incidents with resolution",
    "documentation": "Sample Documentation",
    "source": "incident table on servicenow instance",
    "dataset_card": "Sample Dataset Card",
    "state": "Development",
    "version": "v1",
    "data_type": {
      "value": "2",
      "label": "Image"
    },
    "provider": {
      "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
      "name": "ServiceNow"
    },
    "managed_by": {
      "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
      "name": "Abel Tuter"
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "acceptable_usage": {
      "value": "1",
      "label": "Training"
    },
    "base_datasets": [],
    "created": "2024-12-11 08:50:40",
    "updated": "2024-12-11 08:50:40"
  }
}
```


AI Assets API - GET /sn_ent/asset/ai_model/{sys_id}

Retrieves the data of the specified AI model asset.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_model/{sys_id}`

Default URL: `/api/sn_ent/asset/ai_model/{sys_id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the asset in the AI Model Asset [alm_ai_model_digital_asset] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. Failed to fetch the asset with the given sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

result	Details of the model asset record. Data type: Object `result: { "base_model": {Object}, "context_window": "String", "created": "String", "deployment_guideline": "String", "description": "String", "display_name": "String", "documentation": "String", "evaluation_datasets": [Array], "evaluation_metrics_report": "String", "managed_by": {Object}, "model_size_in_mb": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

	<pre>{
	"name": "String",
	"parameters_info": "String",
	"provider": {Object},
	"required_infrastructure":
	"String",
	"source": "String",
	"state": Number,
	"supported_languages":
	[Array],
	"sys_id": "String",
	"training_datasets":
	[Array],
	"training_procedure":
	"String",
	"updated": "String",
	"version": "String"
	}</pre>

result.base_model	AI model that this model version was derived from.
	
	Note: Only applicable for models developed within the organization.
	
	Data type: Object
	<pre>{
	"name": "String",
	"sys_id": "String"
	}</pre>
	Default:

result.base_model.name	Name of the AI model asset to model this AI model after. Data type: String
result.base_model.sys_id	Sys_id of the AI model asset to model this AI model after. Data type: String
result.context_window	Size of input sequences (in other words, the number of tokens) that the model can handle. Data type: String represented with a number
result.created	Date and time that the AI Dataset Asset record was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.deployment_guideline	Instructions applicable for models developed and deployed within an organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

	Data type: String
result.description	Description to give the AI Model Product Model. Updated in table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String
result.result.display_name	Display name of the asset record. Data type: String
result.documentation	Documentation of the AI Prompt Product Model record. Table: AI Prompt Product Model [cmdb_ai_model_product_model] Data type: String
result.evaluation_datasets	Comma-separated list of sys_ids or display names of AI datasets of the AI Dataset Digital Asset used for evaluating the model. Mostly applicable for models developed within an organization. Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset] Data type: Array `"evaluation_datasets": [ "name": "String", "sys_id": "String" ]`
result.evaluation_metrics_report	Reference to the evaluation results. Possible values: • Details (in plain text) outlining results • Links to specific results Data type: String
result.managed_by	Details about the user who manages the AI Model Asset record. Data type: Object `"managed_by": [ { "name": "String", "sys_id": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

	<pre> }]</pre>
result.managed_by.name	Name of the user who manages the AI Dataset Asset record. Table: User [user] Data type: String
result.managed_by.sys_id	Sys_id of the user who manages the AI Dataset Asset record. Table: User [user] Data type: String
result.model_size_in_mb	Size of the model in MB. Mostly applicable for models developed and deployed within an organization. Data type: Number
result.name	Required. Name of the AI Model Product Model. Updated in table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String

result.provider	Provider of the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record.
	
	Data type: Object
	<pre>provider: {
	  "name": "String",
	  "sys_id": "String"
	}</pre>

result.provider.sys_id	Sys_id of the provider in the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record. Data type: String
result.provider.name	Name of the provider. Data type: String
result.required_infrastructure	Documentation of infrastructure needs for the model deployment. For example, details about the infrastructure stack and processing needs. Mostly applicable for models deployed within an organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

	Data type: String
result.source	Details about the source of the model. Possible values: • Link to the source of the model. For example, `https://huggingface.co/mistralai/Mixtral-8x7B-Instruct-v0.1` or a link to Github. • Details of the source in plain text. For example, `Microsoft Azure` Data type: String
result.state	State to apply to the AI Model Asset. Possible values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
result.supported_languages	Languages that are supported by the AI Model. Data type: Array `"supported_languages": [ { "name": "String", "sys_id": "String" } ]`
result.supported_languages.name	Name of the Language record. For example, `"French", "English"`. Table: Language [sys_language] Data type: String
result.supported_languages.sys_id	Sys_id of the Language record. Table: Language [sys_language] Data type: String
result.sys_id	Sys_id of the AI model asset record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

	Table: AI Model Asset [alm_ai_model_digital_asset] Data type: String
result.version	Version for AI Model Product Model. For example, V2. Data type: String

Example: cURL request

The following example.

```
curl
 "https://instance.servicenow.com/api/sn_ent/asset/ai_model/cc41
9cb2331e92101c9aca989d5c7b4c" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Output:

```
{
  "result": {
    "sys_id": "a438d170ff96da10c1fbfffffffffd5",
    "display_name": "ServiceNow Now LLM V6",
    "name": "Now LLM",
    "description": "enables text-to-text like question answering
 and summarization",
    "version": "V6",
    "provider": {
      "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
      "name": "ServiceNow"
    },
    "documentation": "Now LLM V5 Documentation",
    "parameters_info": "7B",
    "supported_languages": [
      {
        "sys_id": "914493a30f320010e96b0e4fef767e90",
        "name": "English"
      }
    ],
    "model_size_in_mb": "87",
    "deployment_guideline": "Deployed on ServiceNow
 infrastructure",
    "source": null,
    "training_procedure": "2",
    "context_window": "8000",
    "state": "Deployed",
    "required_infrastructure": "undefined",
    "base_model": {
      "sys_id": null,
      "name": ""
    },
    "evaluation_datasets": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      {
        "sys_id": "45cb45baff06d610c1fbfffffffffa9",
        "name": "ServiceNow Open Incidents"
      }
    ],
    "training_datasets": [
      {
        "sys_id": "45cb45baff06d610c1fbfffffffffa9",
        "name": "ServiceNow Open Incidents"
      }
    ],
    "evaluation_metrics_report": "Testing results: See files
 attached to this record",
    "managed_by": {
      "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
      "name": "Abel Tuter"
    },
    "created": "2024-12-03 16:50:53",
    "updated": "2024-12-03 16:50:53"
  }
}
```


AI Assets API - GET /sn_ent/asset/ai_prompt/{sys_id}

Retrieves the data of the specified AI prompt asset.

See also:

- AI Assets API - POST /sn_ent/asset/ai_prompt
- AI Assets API - PUT /sn_ent/asset/ai_prompt/{sys_id}

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_prompt/{sys_id}`

Default URL: `/api/sn_ent/asset/ai_prompt/{sys_id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the asset in the AI Prompt Asset [alm_ai_prompt_digital_asset] table. Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. Failed to fetch the asset with the given sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

result	Details about the AI Prompt Asset.
	`result: {`
	`  "ai_model": {Object},`
	`  "created": "String",`
	`  "description": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"display_name": "String", "documentation": "String", "managed_by": {Object}, "name": "String", "prompt_info": "String", "provider": {Object}, "state": Number, "sys_id": "String", "updated": "String", "version": "String" }

result.ai_model	AI Model of the AI Prompt Asset record.
	Data type: Object
	"ai_model": {
	"name": "String",
	"sys_id": "String"
	}

result.ai_model.name	Name of the AI model. Data type: String
result.ai_model.sys_id	Sys_id of the AI Prompt Product Model record. Table: AI Prompt Product Model [alm_ai_model_digital_asset] Data type: String
result.created	Date and time that the AI Prompt Asset record was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.description	Description of the AI Prompt Product Model record. Table: AI Prompt Product Model [cmdb_ai_prompt_product_model] Data type: String
result.display_name	Display name of the associated AI Prompt Asset record. Table: AI Prompt Asset [alm_ai_prompt_digital_asset] Data type: String
result.documentation	Documentation for the AI Prompt Product Model record. Table: AI Prompt Product Model [cmdb_ai_prompt_product_model] Data type: String
result.managed_by	User who manages the AI Prompt Asset record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"managed_by": {
	  "name": "String",
	  "sys_id": "String"
	}</pre>

result.managed_by.name	Name of the user who manages the asset record. Data type: String
result.managed_by.sys_id	Sys_id of the User record that corresponds to the Managed by user of the asset record. Tables: User [sys_user], AI Prompt Asset [alm_ai_model_digital_asset] Data type: String
result.name	Name of the associated AI Prompt Product Model. Table: AI Prompt Product Model [cmdb_ai_prompt_product_model] Data type: String
result.prompt_info	Prompt information of the AI Prompt Asset record. Table: AI Prompt Asset [alm_ai_prompt_digital_asset] Data type: String

result.provider	Provider of the AI Prompt Product Model record.
	<pre>"provider": {
	  "name": "String",
	  "sys_id": "String"
	}</pre>
	Data type: Object

result.provider.name	Name of the associated AI Prompt Product Model record. Data type: String
result.provider.sys_id	Sys_id of the Company [core_company] table record that corresponds to the Provider of the associated AI Prompt Product Model record. Tables: Company [core_company], AI Prompt Product Model [cmdb_ai_prompt_product_model] Data type: String
result.state	State of the AI Prompt Asset record. Possible values: • 1: In use • 31: Deployed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
result.sys_id	Sys_id of the AI Prompt Asset record. Table: AI Prompt Asset [alm_ai_prompt_digital_asset] Data type: String
result.updated	Date and time that the AI Prompt Asset record was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.version	Version of the associated AI Prompt Product Model record. For example, V2. Data type: String

Example: cURL request

The following example shows how to retrieve information about a AI Prompt Asset Model using a specific ID.

```
curl
 "https://instance.servicenow.com/api/sn_ent/asset/ai_prompt/cc4
19cb2331e92101c9aca989d5c7b4c" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

The response body returns details about the specific prompt asset model that was retrieved.

```
{
  "result": {
    "sys_id": "cc419cb2331e92101c9aca989d5c7b4c",
    "display_name": "ServiceNow ServiceNow Incident
 Summarization Prompt 4 V8",
    "name": "ServiceNow Incident Summarization Prompt 4",
    "description": "Prompt for Incident Summarization",
    "version": "V8",
    "provider": {
      "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
      "name": "ServiceNow"
    },
    "documentation": "Documentation",
    "state": "Development",
    "ai_model": {
      "sys_id": "a57d0be6eb1e5210aa82fab8bad0cd18",
      "name": "mistral-large"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "prompt_info": "Provide incident summary using
 short_decription, state, worknotes",
    "managed_by": {
      "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
      "name": "Abel Tuter"
    },
    "created": "2024-12-09 03:18:46",
    "updated": "2024-12-09 04:26:08"
  }
}
```


AI Assets API - GET /sn_ent/asset/ai_system/{sys_id}

Retrieves the data of the specified AI system asset.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_system/{sys_id}`

Default URL: `/api/sn_ent/asset/ai_system/{sys_id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the asset in the AI System Digital Asset [alm_ai_system_digital_asset] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. Failed to fetch the asset with the given sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

result	Details about the retrieved AI System Asset.
	`result: {`
	`"ai_models": [Array],`
	`"ai_prompts": [Array],`
	`"created": "String",`
	`"description": "String",`
	`"display_name": "String",`
	`"documentation": "String",`
	`"evaluation_datasets": [Array],`
	`"evaluation_metrics_report": "String",`
	`"managed_by": {Object},`
	`"name": "String",`
	`"provider": {Object},`
	`"state": Number,`
	`"sys_id": "String",`
	`"updated": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"version": "String"
	}</pre>

result.ai_models	List of AI models in the AI System Digital Asset [alm_ai_system_digital_asset] table record.
	
	Data type: Array
	<pre>"ai_models": [
	{
	"name": "String",
	"sys_id": "String"
	}
	]</pre>

result.ai_models.name	Name of the AI System Digital Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.ai_models.sys_id	Sys_id of the AI System Digital Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String

result.ai_prompts	List of AI Prompts in the AI System Asset record.
	
	Data type: Array
	<pre>"ai_prompts": [
	{
	"name": "String",
	"sys_id": "String"
	}
	]</pre>

result.ai_prompts.name	Name of the AI prompt. Data type: String
result.ai_prompts.sys_id	Sys_id of the AI Prompt Digital Asset record. Table: AI Prompt Digital Asset [alm_ai_prompt_digital_asset] Data type: String
result.created	Date and time that the AI System Asset was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.description	Description of the associated AI System Product Model record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: AI System Product Model [cmdb_ai_system_product_model] Data type: String
result.display_name	Display name of the AI System Asset record. Table: AI System Asset [cmdb_ai_ system_asset_model] Data type: String
result.documentation	Documentation for the AI System Product System record. Table: AI System Product System [cmdb_ai_system_product_system] Data type: String
result.evaluation_datasets	List of AI datasets used for evaluating the model in the AI System Digital Asset record. Mostly applicable for models developed within an organization. Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset], AI System Asset [alm_ai_system_digital_asset] Data type: Array `"evaluation_datasets": [ { "name": "String", "sys_id": "String" } ]` Default: empty string
result.evaluation_datasets.name	Name of the AI Dataset Digital Asset. Data type: String
result.evaluation_datasets.sys_id	Sys_id of the AI Dataset Digital Asset record. Table: AI Dataset Digital Asset [alm_ai_dataset_digital_asset] Data type: String
result.evaluation_metrics_report	Evaluation results of the AI system asset record. Possible values: • Details (in plain text) outlining results • Links to specific results Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.managed_by	Details about the user who manages the AI System Asset record. Data type: Object `"managed_by": [ { "name": "String", "sys_id": "String" } ]`
result.managed_by.name	Sys_id of the user who manages the AI System Asset record. Table: User [user] Data type: String
result.managed_by.sys_id	Name of the user who manages the AI System Asset record. Table: User [user] Data type: String
result.name	Name of the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model] Data type: String
result.provider	Value of the Provider field in the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model] Data type: Object `provider: { "name": "String", "sys_id": "String" }`
result.provider.name	Name of the provider in the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model] Data type: String
result.provider.sys_id	Sys_id of the provider in the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.state	State of the AI System Asset record. Possible values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.sys_id	Sys_id of the AI System Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.updated	Date and time that the AI System Asset was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.version	Version number of the associated AI System Product Model record. For example, V2. Data type: String

Example: cURL request

The following example shows how to retrieve an AI System Model Asset with a given ID.

```
curl
 "https://instance.servicenow.com/api/sn_ent/asset/ai_system/3b1
40397435a9210a63d00002fb8f2d7" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

The response body returns details about the given AI System Model Asset.

```
{
  "result": {
      "sys_id": "3b140397435a9210a63d00002fb8f2d7",
      "display_name": "ServiceNow Incident Summarization V2",
      "name": "Incident Summarization",
      "description": "Incident Summarization Skill",
      "version": "V2",
      "provider": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
        "name": "ServiceNow"
      },
      "documentation": "Sample Documentation",
      "state": "Deployed",
      "ai_models": [{
        "sys_id": "9tgdc7e6eb1e5210aa82fab8bad0cda2",
        "name": "llm_generic_small"
      },
      {
        "sys_id": "7efdc7e6eb1e5210aa82fab8bad0cda2",
        "name": "mixtral-instruct"
      }],
      "ai_prompts": [{
        "sys_id": "7d7dc7e6eb1e5210aa82fab8bad0cda2",
        "name": "LLM Prompt"
      }],
      "evaluation_datasets": [{
        "sys_id": "9d7dc7e6eb1e5210aa82fab8bad0cda2",
        "name": "Base dataset"
      }],
      "evaluation_metrics_report": "Sample Report",
      "managed_by": {
        "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
        "name": "Abel Tuter"
      },
      "created": "2024-12-11 18:23:09",
      "updated": "2024-12-11 18:23:09"
  }
}
```


AI Assets API - POST /sn_ent/asset/ai_dataset

Creates a new AI dataset asset entry in the AI Dataset Digital Asset [alm_ai_dataset_digital_asset] and AI Dataset Product Model [cmdb_ai_dataset_product_model] according to details you provide in the request body.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_dataset`

Default URL: `/api/sn_ent/asset/ai_dataset`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description

{object}	<pre>{
	  "acceptable_usage": "String",
	  "base_datasets": [Array],
	  "dataset_card": "String"
	  "data_type": "String",
	  "description": "String",
	  "documentation": "String",
	  "managed_by": "String",
	  "name": "String",
	  "provider": "String",
	  "state": "String"
	  "source": "String",
	  "version": "String"
	}</pre>

{object}	<pre>{
	  "acceptable_usage": "String",
	  "base_datasets": [Array],
	  "dataset_card": "String"
	  "data_type": "String",
	  "description": "String",
	  "documentation": "String",
	  "managed_by": "String",
	  "name": "String",
	  "provider": "String",
	  "state": "String"
	  "source": "String",
	  "version": "String"
	}</pre>

{object}.acceptable_usage	Determines how a dataset or model can be used, typically for training or evaluation purposes. Valid values: • 1: Training • 2: Evaluation Data type: String
{object}.base_datasets	Comma-separated list of base datasets needed to build this dataset. Accepts names or sys_ids of datasets present in AI Dataset Digital Asset [alm_ai_dataset_digital_asset] table. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	`"base_datasets": [ "String", "String"]`
{object}.data_type	Type of data present in the dataset. For example, `Text,Video,Image` or `1,2`. Data type: String
{object}.dataset_card	The data set card. A dataset_card is a metadata document that describes the contents, structure, and context of an AI dataset. It provides details like data sources, features, intended use, and any known limitations to ensure proper understanding and usage. Data type: String
{object}.description	Description of the associated record in the AI Dataset Product Model [cmdb_ai_dataset_product_model] table. Data type: String
{object}.documentation	Documentation for the AI Dataset Product Model. Data type: String
{object}.managed_by	Value of the Managed by field of an existing User [sys_user] table record. Valid values: • Name of the User [sys_user] record • Sys_id of the User [sys_user] record Data type: String
{object}.name	Required. Name of the associated record in the AI Dataset Product Model [cmdb_ai_dataset_product_model] table. Data type: String
{object}.provider	Required. Value of the Provider field of an existing record in the Company [core_company] table. Valid values: • Name of the Company [core_company] record • Sys_id of the Company [core_company] record Data type: String
{object}.source	Details about the source of the dataset. Valid values: • Link to the source of the dataset. • Details of the source in plain text.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Default: empty or null
{object}.state	State of the AI dataset asset. Valid values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
{object}.version	Version number of the associated AI Dataset Product Model record. For example, V2. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Details of the newly created AI Dataset asset. Data type: Object `"result": { "acceptable_usage": {Object}, "base_datasets": [Array], "created": "String", "dataset_card": "String", "data_type": {Object}, "description": "String", "documentation": "String", "display_name": "String", "managed_by": {Object}, "name": "String", "provider": {Object}, "state": "Development", "source": "String", "sys_id": "String", "updated": "String", "version": "String", }`
result.acceptable_usage	Acceptable usage for the AI Dataset Asset record. Acceptable usage refers to how a dataset or model can be used, typically for training or evaluation purposes. Data type: Object `"acceptable_usage": { "label": "String" "value": "String" }`
result.acceptable_usage.label	Display label of the acceptable usage value. Data type: String
result.acceptable_usage.value	Number value of the acceptable usage. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• 1: Training • 2: Evaluation Data type: String
result.base_datasets	Comma-separated list of base datasets required to build the given dataset. Accepts the name or sys_id of a base data set in the AI Dataset Digital Asset [alm_ai_dataset_digital_asset] table. Data type: Array `"base_datasets": ["String", "String"]`
result.created	Date and time that the AI Dataset Asset record was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.data_type	The type of data present in the AI Dataset Asset record. Data type: Object `"data_type": { "label": "String", "value": "String" }`
result.data_type.label	The display label for the data type value. Data type: String
result.data_type.value	Value of the dataset asset's data type. Data type: String
result.dataset_card	The data set card. A dataset_card is a metadata document that describes the contents, structure, and context of an AI dataset. It provides details like data sources, features, intended use, and any known limitations to ensure proper understanding and usage. Data type: String
result.description	Description of the associated AI Dataset Product Model record. Table: AI Dataset Product Model [cmdb_ai_dataset_product_model] Data type: String
result.display_name	Display name of the AI Dataset Asset record. Table: AI Dataset Digital Asset [alm_ai_dataset_digital_asset]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.documentation	Documentation of the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record. Data type: String
result.managed_by	Details about the user who manages the AI Dataset Asset record. Data type: Object `"managed_by": [ { "name": "String", "sys_id": "String" } ]`
result.managed_by.name	Name of the user who manages the AI Dataset Asset record. Table: User [user] Data type: String
result.managed_by.sys_id	Sys_id of the user who manages the AI Dataset Asset record. Table: User [user] Data type: String
result.name	Name of the associated AI Dataset Product Model record. Table: AI Dataset Product Model [cmdb_ai_dataset_product_model] Data type: String
result.provider	Provider of the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record. Data type: Object `provider: { "name": "String", "sys_id": "String" }`
result.provider.sys_id	Sys_id of the provider in the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record. Data type: String
result.provider.name	Name of the provider. Data type: String
result.source	Details about the source of AI dataset asset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • Link to the source of the dataset asset. • Details (in plain text) of the source of the dataset asset. For example, the name of a product or website. Data type: String Default: empty or null
result.state	State of the AI Dataset Asset record. Possible values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
result.sys_id	Sys_id of the AI Dataset Asset record. Table: AI Dataset Digital Asset [alm_ai_dataset_digital_asset] Data type: String
result.updated	Date and time that the AI Dataset Asset record was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.version	Version number of the associated AI Dataset Product Model record. For example, V2. Data type: String
result.warnings	Comma-separated list of warning messages that are present when creating the dataset. These warnings can be validation checks, such as when the sys_id of an optional parameter is invalid. Data type: Array `"warnings": ["String"]`

Example: cURL request

The following example shows how to create a new AI dataset asset record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl -X POST
 'https://instance.servicenow.com/api/sn_ent/asset/ai_dataset' \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d ' {
  "name": "Dataset One",
  "description": "Description for dataset ",
  "provider": "servicenow",
  "version": "V1",
  "state": 31,
  “source”: “Source of dataset”
  "documentation": "document",
  “dataset_card”: “Dataset Card”,
  “base_datasets”: [ “Dataset Two”, “Dataset Three”],
  “data_type”: “1,2”,
  “acceptable_usage”: “1,2”,
  "managed_by": "abel.tuter"
}'
```

Response body. The results of the newly created dataset asset record.


```
{
  "result": {
    "asset": {
      "sys_id": "da8393eb40d25210f877b00c113d1fc1",
      "display_name": "ServiceNow Closed Incidents",
      "name": "Closed Incidents",
      "description": "Incidents with resolution",
      "documentation": "Sample Documentation",
      "source": "incident table on servicenow instance",
      "dataset_card": "Dataset Card",
      "state": "Deployed",
      "version": null,
      "data_type": {
        "value": "1",
        "label": "Text"
      },
      "provider": {
        "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
        "name": "ServiceNow"
      },
      "managed_by": {
        "sys_id": "undefined",
        "name": ""
      },
      "acceptable_usage": {
        "value": "1",
        "label": "Training"
      },
      "base_datasets": [],
      "created": "2024-12-12 01:23:03",
      "updated": "2024-12-12 01:23:03"
    },
    "warnings": []
       }
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AI Assets API - POST /sn_ent/asset/ai_prompt

Creates a new AI prompt asset entry in the AI Prompt Digital Asset [alm_ai_prompt_digital_asset] and AI Prompt Product Model [cmdb_ai_promt_product_model] tables according to details you provide in the request body.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_prompt`

Default URL: `/api/sn_ent/asset/ai_prompt`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
object	Required. Content of the AI Prompt asset to update. Data type: Object `{ "ai_model": "String", "description": "String", "documentation": "String", "managed_by": "String" "name": "String", "prompt_info": "String", "provider": "String", "state": Number, "version": "String" }`
ai_model	Value of the AI Model field of an existing record in the AI Model Digital Asset [alm_ai_model_digital_asset] table. Valid values: • Name of the AI Model Digital Asset [alm_ai_model_digital_asset] record • Sys_id of the AI Model Digital Asset [alm_ai_model_digital_asset] record

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Default: empty string
description	Description to give the AI Prompt Product Model. Table: AI Prompt Product Model [cmdb_ai_prompt_product_model] Data type: String Default: empty string
documentation	Documentation of the AI Prompt Product Model. Data type: String Default: empty string
managed_by	Value of the Managed by field of an existing record in the User [sys_user] table. Valid values: • Name of the User [sys_user] record • Sys_id of the User [sys_user] record Data type: String Default: empty string
name	Required. Name of the associated record in the AI Prompt Product Model [cmdb_ai_prompt_product_model] table. Data type: String Default: empty string
prompt_info	Prompt information for AI Prompt Asset. Data type: String Default: empty string
provider	Required. Value of the Provider field of an existing record in the Company [core_company] table. Valid values: • Name of the Company [core_company] record • Sys_id of the Company [core_company] record Data type: String
state	State to apply to the AI Model Asset. For example, Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
version	Version number to assign the AI Prompt Product Model. For example, `V2`. Data type: String Default: empty string

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Results of the new AI asset prompt. Data type: Object `"result": { "asset": Object, "warnings": [Array] }`
result.asset	Details about the newly created entry. Data type: Object `"asset": { "ai_model": [Array], "ai_prompts": [Array] "created": "String", "description": "String", "display_name": "String", "documentation": "String", "evaluation_datasets": [Array], "evaluation_metrics_report": String, "managed_by": Object, "name": "String", "provider": Object, "state": "String", "sys_id": "String", "updated": "String", "version": "String", "warnings": [Array] }`
result.asset.ai_model	List of AI models in the AI System Asset [cmdb_ai_system_asset_model] table record. Data type: Array `"ai_model": [ { "name": "String", "sys_id": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.asset.ai_models.name	Name of the AI System Digital Asset [alm_ai_system_digital_asset] table record. Data type: String
result.asset.ai_models.sys_id	Sys_id of the AI System Digital Asset [alm_ai_system_digital_asset] table record. Data type: String
result.asset.ai_prompts	List of AI Prompts of the AI System Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: Array `"ai_prompts": [ { "name": "String", "sys_id": "String" } ]`
result.asset.ai_prompts.name	Name of the AI prompt. Data type: String
result.asset.ai_prompts.sys_id	Sys_id of the AI System Digital Asset [alm_ai_system_digital_asset] table record. Data type: String
result.asset.created	Date and time that the AI model asset was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.asset.description	Description of the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model] Data type: String
result.asset.display_name	Display name of the AI System Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.asset.documentation	Documentation of the associated AI System Product Model [cmdb_ai_ system_product_model] table record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.asset.evaluation_datasets	List of sys_ids or display names of the AI datasets used to evaluate the AI system asset model. Mostly applicable for models developed within an organization. Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset], AI System Digital Asset [alm_ai_system_digital_asset] Data type: Array `"evaluation_datasets": [ { "name": "String", "sys_id": "String" } ]`
result.asset.evaluation_datasets.name	Name of the AI Dataset Digital Asset. Data type: String
result.asset.evaluation_datasets.sys_id	Sys_id of the AI System Digital Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.asset.evaluation_metrics_report	Evaluation results of the AI system asset. Possible values: • Details (in plain text) outlining results • Links to specific results Data type: String
result.asset.managed_by	Details about the user who manages the asset. Data type: Object `"managed_by": [ { "name": "String", "sys_id": "String" } ]`
result.asset.managed_by.name	Name of the user who manages the AI model asset record. Table: User [user]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.asset.managed_by.sys_id	Sys_id of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.name	Name of the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model] Data type: String

result.asset.provider	Value of the Provider field in the associated AI System Product Model [cmdb_ai_ system_product_model] table record.
	
	Data type: Object
	
	`provider: {`
	`  "name": "String",`
	`  "sys_id": "String"`
	`}`

result.asset.provider.name	Name of the provider in the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.provider.sys_id	Sys_id of the provider in the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.state	State of the AI Model Asset. Possible values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
result.asset.sys_id	Sys_id of the AI System Asset record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.asset.updated	Date and time that the AI model asset was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.warning	Comma-separated list of warning messages. These warnings can be validation checks, such as when the sys_id of an optional parameter is invalid. Data type: Array `"warnings": ["String"]`

Example: cURL request

The following example shows how to use the POST method to create a new AI prompt according to details provided in the request body.

```
curl -X POST
 'https://instance.servicenow.com/api/sn_ent/asset/ai_prompt' \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d '{
  "name": "Incident Summarization prompt1",
  "description": "Prompt for Incident Summarization",
  "provider": "servicenow",
  "version": "V1",
  "state": 31,
  "documentation": "Document",
  "ai_model": "mixtral-instruct",
  "prompt_info": "Provide incident summary using
 short_decription, state, worknotes",
  "managed_by": "abel.tuter"
 }'
```

Response body.

```
{
  "result": {
    "asset": {
      "sys_id": "9833721b331e92101c9aca989d5c7bf0",
      "display_name": "ServiceNow Incident Summarization prompt1
 V1",
      "name": "Incident Summarization prompt1",
      "description": "Prompt for Incident Summarization",
      "version": "V1",
      "provider": {
        "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "name": "ServiceNow"
      },
      "documentation": "Document",
      "state": "Deployed",
      "ai_model": {
        "sys_id": "9d7dc7e6eb1e5210aa82fab8bad0cda2",
        "name": "mixtral-instruct"
      },
      "prompt_info": "Provide incident summary using
 short_decription, state, worknotes",
      "managed_by": {
        "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
        "name": "Abel Tuter"
      },
      "created": "2024-12-11 04:23:17",
      "updated": "2024-12-11 04:23:17"
    },
    "warnings": []
  }
}
```


AI Assets API - POST /sn_ent/asset/ai_model

Creates a new AI model asset entry in the AI Model Digital Asset [alm_ai_model_digital_asset] and AI Model Product Model [cmdb_ai_model_product_model] tables according to details you provide in the request body.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_model`

Default URL: `/api/sn_ent/asset/ai_model`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
{object}	Required. Details to apply to the new asset model record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"object": {
	  "base_model": {Object},
	  "context_window:" "String",
	  "deployment_guideline": "String",
	  "description": "String",
	  "documentation": "String",
	  "evaluation_datasets": [Array],
	  "evaluation_metrics_report":
	 "String",
	  "managed_by": "String",
	  "model_size_in_mb": "String",
	  "model_weights_info": "String",
	  "name": "String",
	  "parameters_info": "String",
	  "provider": "String",
	  "required_infrastructure": "String",
	  "source": "String",
	  "state": Number,
	  "supported_languages: [Array],
	  "training_datasets": [Array],
	  "training_procedure": "String",
	  "version": "String"
	}</pre>

{object}.base_model	AI model that this model version was derived from.
	
	Note: Only applicable for models developed within the organization.
	
	Data type: Object
	<pre>{
	  "name": "String",
	  "sys_id": "String"
	 }</pre>

{object}.base_model.name	Name of the AI model asset to model this AI model after. Data type: String
{object}.base_model.sys_id	Sys_id of the AI model asset to model this AI model after. Table: AI Model Digital Asset [alm_ai_dataset_digital_asset] Data type: String Default: empty string
{object}.context_window	Size of input sequences (in other words, the number of tokens) that the model can handle. Data type: Integer Default: empty value

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
{object}.deployment_guideline	Instructions applicable for models developed and deployed within an organization. Data type: String Default: empty string
{object}.description	Description to give the AI Model Product Model. Updated table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String Default: empty string
{object}.documentation	Documentation of the AI Model Product Model. Data type: String Default: empty string
{object}.evaluation_datasets	Comma-separated list of sys_ids or display names of AI datasets of the AI datasets used for evaluating the model. Mostly applicable for models developed within an organization. Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset], AI Model Asset [alm_ai_model_digital_asset] Data type: Array `"evaluation_datasets": ["String", "String"]` Valid values: • Name of the AI Dataset Digital Asset record. • Sys_id of the AI Dataset Digital Asset record. Default: empty string

{object}.evaluation_metrics_report	Reference to the evaluation results located within the text field of the AI model digital asset record. For example:
	
	`Testing results:  link to the result document`
	
	`Details:`
	`Accuracy: 85%`
	`Hallucination: 10%`
	`Eval Run 1: link`
	`Eval Run 2: link`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: AI model digital asset [alm_ai_model_digital_asset] Data type: String Default: empty string
{object}.managed_by	Value of the 'Managed by' field of an existing record in the User [sys_user] table. Valid values: • Name of the User [sys_user] record • Sys_id of the User [sys_user] record Data type: String Default: empty string
{object}.model_size_in_mb	Size of the model in MB. Mostly applicable for models developed and deployed within an organization. Data type: Number Default: null or empty
{object}.model_weights_info	Additional model information, if available. Mostly applicable for models developed within an organization. Data type: String Default: null or empty
{object}.name	Required. Name of the AI Model Product Model. Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String Default: null or empty
{object}.parameters_info	Number of parameters given to for the model. Data type: String Default: empty string
{object}.provider	Required. Value of the 'Provider' field of existing record in Company [core_company] table. Assigns this provider to the new AI model. Valid values: • Name of the Company [core_company] record • Sys_id of the Company [core_company] record

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Default: empty string
{object}.required_infrastructure	Documentation of infrastructure needs for the model deployment. For example, details about the infrastructure stack and processing needs. Mostly applicable for models deployed within an organization. Data type: String Default: empty or null
{object}.source	Details about the source of who or what created the model. Valid values: • Link to the source of the model. For example, `https://huggingface.co/mistralai/Mixtral-8x7B-Instruct-v0.1` or a link to Github. • Details of the source in plain text. For example, `Microsoft Azure` Data type: String Default: empty or null
{object}.state	State to apply to the AI Model Asset. Valid values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
{object}.supported_languages	Comma-separated list of languages that are supported by the AI Model. Data type: Array `"supported_languages": [ "String", "String" ]` Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• Sys_id of Language [sys_language] record • Name of Language [sys_language] record. For example, `"French", "English"`. Default: empty string
{object}.training_datasets	Datasets used to train the AI Model. Comma-separated list of sys_ids or display names of the AI Dataset Asset [alm_ai_dataset_digital_asset] table. Mostly applicable for models developed within an organization. Data type: Array `"training_datasets": [ "String", "String" ]` Default: empty string
{object}.training_procedure	Type of training to apply to the AI model. Valid values: • 1: Decision Trees • 2: Deep Neural Networks • 3: Linear Regression • 4: Logistic Regression • 5: Random Forest • 6: Supervised Learning • 7: Unsupervised Learning • 8: Reinforcement Learning • 9: Transfer Learning • 10: Semi-Supervised Learning • 11: Instruction Finetuning • 12: Supervised Finetuning Data type: String represented with a number (for example, `"3"`) Default: 1: Decision Trees
{object}.version	Version for AI Model Product Model. For example, `V2`. Data type: String Default: empty string

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Results of the AI model asset creation. Data type: Object `"result": { "asset": Object, "warnings": [Array], }`
result.asset	Details about the created AI model asset. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"asset": {
	"base_model": Object,
	"context_window": String,
	"created": "String",
	"deployment_guideline": String,
	"description": "String",
	"display_name": "String",
	"documentation": "String",
	"evaluation_datasets": Array,
	"evaluation_metrics_report":
	String,
	"managed_by": Object,
	"model_size_in_mb": String,
	"name": "String",
	"parameters_info": "String",
	"provider": Object,
	"required_infrastructure":
	String,
	"state": "String",
	"source": String,
	"supported_languages": Array,
	"sys_id": "String",
	"training_datasets": Array,
	"training_procedure": String,
	"updated": "String",
	"version": "String"
	}

result.asset.base_model	Information about the AI model asset from which this version derived from.
	
	Data type: Object
	"base_model": {
	"name": "String",
	"sys_id": "String"
	}

result.asset.base_model.name	Display name of AI model asset. Table: AI Model Digital Asset [alm_ai_model_digital_asset] Data type: String
result.asset.base_model.sys_id	Sys_id of AI model asset. Table: AI Model Digital Asset [alm_ai_model_digital_asset] Data type: String
result.asset.context_window	Size of input sequences that the model can handle. In other words, the number of tokens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String represented with a number. For example, `"6000"`.
result.asset.created	Date and time that the AI model asset was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.asset.deployment_guideline	Instructions applicable for models developed and deployed within an organization. Data type: String
result.asset.description	Description of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String
result.asset.display_name	Display name of the AI Model Asset record. Table: AI Model Digital Asset [alm_ai_model_digital_asset] (display_name field) Data type: String
result.asset.documentation	Documentation of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String
result.asset.evaluation_datasets	Comma-separated list of sys_ids or display names of AI datasets of the AI Model Digital Asset used for evaluating the model. Mostly applicable for models developed within an organization. Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset], AI Model Digital Asset [alm_ai_model_digital_asset] Data type: Array `"evaluation_datasets": [ { "name": "String", "sys_id": "String" } ]`
result.evaluation_datasets.name	Name of the AI Dataset Digital Asset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.evaluation_datasets.sys_id	Sys_id of the AI Model Digital Asset record. Table: AI Model Digital Asset [alm_ai_model_digital_asset] Data type: String
result.asset.evaluation_metrics_report	Reference to the evaluation results. Possible values: • Details (in plain text) outlining results • Links to specific results Data type: String
result.asset.managed_by	User that manages the AI model asset record. Data type: Object `" managed_by": { "name": "String", "sys_id": "String" }`
result.asset.managed_by.name	Name of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.managed_by.sys_id	Sys_id of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.model_size_in_mb	Size of the model in MB. Usually applicable for models developed and deployed within an organization. Data type: Number
result.asset.name	Name of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String
result.asset.provider	Provider of the associated AI Model Product Model record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: Object `"provider": { "name": "String", "sys_id": "String" }`
result.asset.provider.name	Name of the provider. Data type: String
result.asset.provider.sys_id	Sys_id of the record from Company [core_company] table that corresponds to the Provider of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String
result.asset.source	Details about the source of the asset. Valid values: • Link to the source of the model. For example, `https://huggingface.co/mistralai/Mixtral-8x7B-Instruct-v0.1` or a link to Github. • Details of the source in plain text. For example, `Microsoft Azure` Data type: String
result.asset.state	State of the AI Model Asset record. Possible values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
result.asset.supported_languages.name	Name of the supported language. Table: Language [sys_language] Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.asset.supported_languages.sys_id	Sys_id of the supported language. Table: Language [sys_language] Data type: String
result.asset.sys_id	Sys_id of the AI Model Asset record Table: AI Model Digital Asset [alm_ai_model_digital_asset] Data type: String
result.asset.training_datasets	Reference to 1+ associated data sets used for training the model. Data type: Array `"training_datasets": [ { "name": "String", "sys_id": "String" } ]`
result.asset.training_procedure	Type of AI training applied to the model. Possible values: • 1: Decision Trees • 2: Deep Neural Networks • 3: Linear Regression • 4: Logistic Regression • 5: Random Forest • 6: Supervised Learning • 7: Unsupervised Learning • 8: Reinforcement Learning • 9: Transfer Learning • 10: Semi-Supervised Learning • 11: Instruction Finetuning • 12: Supervised Finetuning Data type: String
result.asset.updated	Date and time that the AI model asset was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.asset.version	Version of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model table] Data type: String
result.required_infrastructure	Documentation of infrastructure needs for the model's deployment. For example, details about the infrastructure stack and processing needs. Data type: String
result.asset.parameters_info	Properties of the training data that learn during the learning process. For example: 7B or 30B. Data type: String
result.asset.supported_languages	Details about the languages supported by the AI model asset. Table: Language [sys_language] Data type: Object `"supported_languages": [ { "name": "String", "sys_id": "String" } ]`
result.warnings	Comma-separated list of warning messages. These warnings can be validation checks, such as when the sysId of an optional parameter is invalid. Data type: Array `"warnings": ["String"]`

Example: cURL request

The following example creates an AI model asset according to details provided in the request body.

```
curl -X POST
 'https://instance.servicenow.com/api/sn_ent/asset/ai_prompt' \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d ' {
  "name": "Now LLM",
  "description": "enables text-to-text like question answering
 and summarization",
  "provider": "servicenow",
  "documentation": "Now LLM V5 Documentation",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "version": "V8",
  "parameters_info": "7B",
  "supported_languages": [
    "English",
    "French"
  ],
  "model_size_in_mb": "87",
  "deployment_guideline": "Deployed on ServiceNow
 infrastructure",
  "source":
 "https://huggingface.co/mistralai/Mixtral-8x7B-Instruct-v0.1",
  "training_procedure": "2",
  "context_window": "8000",
  "state": "31",
  "base_model": "Servicenow Now LLM V6",
  "model_weights_info": "refer to weights and biases project",
  "required_infrastructre": "GPUs needed: 1, GPU Type: A100",
  "training_datasets": [
    "Servicenow Open Incidents"
  ],
  "evaluation_datasets": [
    "Servicenow Open Incidents"
  ],
  "evaluation_metrics_report": "Testing results: See files
 attached to this record",
  "managed_by": "abel.tuter"
}'
```

The response body shows details about the newly created AI model asset, including the resultant sys_id.

```
{
  "result": {
    "asset": {
      "sys_id": "a438d170ff96da10c1fbfffffffffd5",
      "display_name": "ServiceNow Now LLM V6",
      "name": "Now LLM",
      "description": "enables text-to-text like question
 answering and summarization",
      "version": "V8",
      "provider": {
        "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
        "name": "ServiceNow"
      },
      "documentation": "Now LLM V5 Documentation",
      "parameters_info": "7B",
      "supported_languages": [
        {
          "sys_id": "914493a30f320010e96b0e4fef767e90",
          "name": "English"
        }
      ],
      "model_size_in_mb": "87",
      "deployment_guideline": "Deployed on ServiceNow
 infrastructure",
      "source":
 "https://huggingface.co/mistralai/Mixtral-8x7B-Instruct-v0.1",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "training_procedure": "2",
      "context_window": "8000",
      "state": "Deployed",
      "required_infrastructure": "Servicenow Instance",
      "base_model": {
        "sys_id": "a438d170ff96da10c1fbfffffffffd5",
        "name": "ServiceNow Now LLM V8"
      },
      "evaluation_datasets": [
        {
          "sys_id": "45cb45baff06d610c1fbfffffffffa9",
          "name": "ServiceNow Open Incidents"
        }
      ],
      "training_datasets": [
        {
          "sys_id": "45cb45baff06d610c1fbfffffffffa9",
          "name": "ServiceNow Open Incidents"
        }
      ],
      "evaluation_metrics_report": "Testing results: See files
 attached to this record",
      "managed_by": {
        "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
        "name": "Abel Tuter"
      },
      "created": "2024-12-03 16:50:53",
      "updated": "2024-12-12 15:56:28"
    },
    "warnings": [
      "Reference record 'French' not found for
 supported_languages in table sys_language"
    ]
  }
}
```


AI Assets API - POST /sn_ent/asset/ai_system

Creates a new AI system asset entry in the AI System Digital Asset [alm_ai_system_digital_asset] and AI System Product Model [cmdb_ai_system_product_model] tables according to details you provide in the request body.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_system`

Default URL: `/api/sn_ent/asset/ai_system`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
object	Required. Details to update in the AI system. Data type: Object `{ "name": "String", "description": "String", "provider": "String", "version": "String", "state": Number, "documentation": "String", "ai_models": "String", "ai_prompts": "Strings", "evaluation_datasets": [Array], "evaluation_metrics_report": "String", "managed_by": "String" }`
object.name	Required. Name for the AI System Product Model. Data type: String
object.description	Description for the AI System Product Model. Data type: String
object.provider	Required. Value of the Provider field in an existing Company [core_company] table record. Valid values: • Name of the Company [core_company] record • Sys_id of the Company [core_company] record Data type: String
object.state	State to apply to the AI System Asset. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String Default: empty string
object.version	Version for AI System Product Model. For example, V2. Data type: String Default: empty string
object.documentation	Documentation of the AI System Asset. Data type: String Default:
object.ai_models	Comma-separated list of strings, where each string represents an AI Model field value of an existing AI Model Digital Asset record. Table: AI Model Digital Asset [alm_ai_model_digital_asset] Valid values: • Name of the AI Model Digital Asset record. • Sys_id of the AI Model Digital Asset record. Data type: String Default: empty string
object.evaluation_datasets	Comma-separated list of AI datasets used for evaluating the AI System Asset record. Mostly applicable for models developed within an organization. Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset], AI System Asset [AI System Digital Asset alm_ai_system_digital_asset] Data type: Array `"evaluation_datasets": [{String", "String"}]` Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• Name of the AI Dataset Digital Asset record. • Sys_id of the AI Dataset Digital Asset record. Default: empty string

object.evaluation_metrics_report	Reference to the evaluation results located within the text field of the AI system asset record. For example:
	`Testing results:  link to the result document`
	
	`Details:`
	`Accuracy: 85%`
	`Hallucination: 10%`
	`Eval Run 1: link`
	`Eval Run 2: link`
	
	Table: AI System Digital Asset [alm_ai_system_digital_asset]
	
	Data type: String
	
	Default: empty string

object.managed_by	Value of the 'Managed by' field of an existing User [sys_user] table record. Valid values: • Name of the User [sys_user] record • Sys_id of the User [sys_user] record Data type: String Default: empty string

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Results of the new AI system asset. Data type: Object `"result": { "asset": Object, "warnings": [Array] }`
result.asset	Details about the newly created entry. Data type: Object `"asset": { "ai_model": [Array], "ai_prompts": [Array] "created": "String", "description": "String", "display_name": "String", "documentation": "String", "evaluation_datasets": [Array], "evaluation_metrics_report": String, "managed_by": Object, "name": "String", "provider": Object, "state": "String", "sys_id": "String", "updated": "String", "version": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"warnings": [Array]
	}</pre>

result.asset.ai_models	List of AI models in the AI System Digital Asset [alm_ai_system_digital_asset] record.
	
	Data type: Array
	<pre>"ai_models": [
	{
	"name": "String",
	"sys_id": "String"
	}
	]</pre>

result.asset.ai_models.name	Name of the AI System Digital Asset [alm_ai_system_digital_asset] table record. Data type: String
result.asset.ai_models.sys_id	Sys_id of the AI System Digital Asset [alm_ai_system_digital_asset] table record. Data type: String

result.asset.ai_prompts	List of AI Prompts of the AI System Digital Asset [alm_ai_system_digital_asset] record.
	
	Data type: Array
	<pre>"ai_prompts": [
	{
	"name": "String",
	"sys_id": "String"
	}
	]</pre>

result.asset.ai_prompts.name	Name of the AI prompt. Data type: String
result.asset.ai_prompts.sys_id	Sys_id of the AI System Digital Asset [alm_ai_system_digital_asset] table record. Data type: String
result.asset.created	Date and time that the AI model asset was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.asset.description	Description of the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.asset.display_name	Display name of the AI System Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.asset.documentation	Documentation of the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.evaluation_datasets	List of AI datasets used for evaluating the AI System Asset record. Mostly applicable for models developed within an organization. Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset], AI System Asset [alm_ai_system_digital_asset] Data type: Array `"evaluation_datasets": [ { "name": "String", "sys_id": "String" } ]`
result.asset.evaluation_datasets.name	Name of the AI Dataset Digital Asset. Data type: String
result.asset.evaluation_datasets.sys_id	Sys_id of the AI Dataset Digital Asset [alm_ai_dataset_digital_asset] table record. Data type: String
result.asset.evaluation_metrics_report	Evaluation results of the AI system asset. Possible values: • Details (in plain text) outlining results • Links to specific results Data type: String
result.asset.managed_by	Comma-separated list of sys_ids or display names of AI datasets of the AI System Asset used for evaluating the model. Mostly applicable for models developed within an organization. Table: AI System Digital Asset [alm_ai_system_digital_asset]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"managed_by": [ { "name": "String", "sys_id": "String" } ]`
result.asset.managed_by.name	Sys_id of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.managed_by.sys_id	Name of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.name	Name of the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model] Data type: String
result.asset.provider	Value of the Provider field in the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: Object `provider: { "name": "String", "sys_id": "String" }`
result.asset.provider.name	Name of the provider in the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.provider.sys_id	Sys_id of the provider in the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.state	State of the AI Model Asset. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
result.asset.sys_id	Sys_id of the AI System Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.asset.updated	Date and time that the AI model asset was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.asset.version	Version number of the associated AI System Product Model record. For example, V2. Data type: String
result.asset.warnings	Comma-separated list of warning messages. These warnings can be validation checks, such as when the sys_id of an optional parameter is invalid. Data type: Array `"warnings": ["String"]`

Example: cURL request

The following example inserts a new entry into the AI System Digital Asset and AI System Product Model tables using details included in the request body.

```
curl -X POST
 'https://instance.servicenow.com/api/sn_ent/asset/ai_prompt' \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d '{
  "name": "Incident Summarization",
  "description": "Incident Summarization Skill",
  "provider": "servicenow",
  "documentation": "Sample Documentation",
  "version": "V2",
  "state": 31,
  "ai_models": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "llm_generic_small",
    "mixtral-instruct"
  ],
  "ai_prompts": [
    "LLM Prompt"
  ],
  "evaluation_datasets": [
    "Base dataset"
  ],
  "evaluation_metrics_report": "Sample Report",
  "managed_by": "abel.tuter"
}'
```

Response body.


```
{
  "result": {
    "asset": {
      "sys_id": "3b140397435a9210a63d00002fb8f2d7",
      "display_name": "ServiceNow Incident Summarization V2",
      "name": "Incident Summarization",
      "description": "Incident Summarization Skill",
      "version": "V2",
      "provider": {
        "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
        "name": "ServiceNow"
      },
      "documentation": "Sample Documentation",
      "state": "Deployed",
      "ai_models": [{
        "sys_id": "9tgdc7e6eb1e5210aa82fab8bad0cda2",
        "name": "llm_generic_small"
      },
      {
        "sys_id": "7efdc7e6eb1e5210aa82fab8bad0cda2",
        "name": "mixtral-instruct"
      }],
      "ai_prompts": [{
        "sys_id": "7d7dc7e6eb1e5210aa82fab8bad0cda2",
        "name": "LLM Prompt"
      }],
      "evaluation_datasets": [{
        "sys_id": "9d7dc7e6eb1e5210aa82fab8bad0cda2",
        "name": "Base dataset"
      }],
      "evaluation_metrics_report": "Sample Report",
      "managed_by": {
        "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
        "name": "Abel Tuter"
      },
      "created": "2024-12-11 18:23:09",
      "updated": "2024-12-11 18:23:09"
    },
    "warnings": []
  }
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AI Assets API - PUT /sn_ent/asset/ai_dataset/{sys_id}

Updates the data of a specific AI dataset asset record according to information that you provide in the request body.

Note: Provide only the parameter-value pairs for the specific data you want to update. This endpoint overwrites the data for any parameters that are sent in the request.

Use the AI Assets API - GET /sn_ent/asset/ai_dataset/{sys_id} method to retrieve an existing AI dataset record with a given ID. You can then use this PUT method to update values in the dataset using the same ID information.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_dataset/{sys_id}`

Default URL: `/api/sn_ent/asset/ai_dataset/{sys_id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the asset in the AI Dataset Asset [alm_ai_dataset_digital_asset] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description

{object}	<pre>{
	"acceptable_usage": "String",
	"base_datasets": [Array],
	"dataset_card": "String"
	"data_type": "String",
	"description": "String",
	"documentation": "String",
	"managed_by": "String",
	"name": "String",
	"provider": "String",
	"state": "String"
	"source": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"version": "String"
	}</pre>

{object}.acceptable_usage	Determines how a dataset or model can be used, typically for training or evaluation purposes. Valid values: • 1: Training • 2: Evaluation Data type: String
{object}.base_datasets	Comma-separated list of base datasets needed to build this dataset. Accepts names or sys_ids of datasets present in AI Dataset Digital Asset [alm_ai_dataset_digital_asset] table. Data type: Array <pre>“base_datasets”: [“String”, “String”]</pre>
{object}.data_type	Type of data present in the dataset. For example, `Text,Video,Image` or `1,2`. Data type: String
{object}.dataset_card	The data set card. A dataset_card is a metadata document that describes the contents, structure, and context of an AI dataset. It provides details like data sources, features, intended use, and any known limitations to ensure proper understanding and usage. Data type: String
{object}.description	Description of the associated record in the AI Dataset Product Model [cmdb_ai_dataset_product_model] table. Data type: String
{object}.documentation	Documentation for the AI Dataset Product Model. Data type: String
{object}.managed_by	Value of the Managed by field of an existing User [sys_user] table record. Valid values: • Name of the User [sys_user] record • Sys_id of the User [sys_user] record Data type: String
{object}.name	Required. Name of the associated record in the AI Dataset Product Model [cmdb_ai_dataset_product_model] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
{object}.provider	Required. Value of the Provider field of an existing record in the Company [core_company] table. Valid values: • Name of the Company [core_company] record • Sys_id of the Company [core_company] record Data type: String
{object}.source	Details about the source of the dataset. Valid values: • Link to the source of the dataset. • Details of the source in plain text. Data type: String Default: empty or null
{object}.state	State of the AI dataset asset. Valid values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
{object}.version	Version number of the associated AI Dataset Product Model record. For example, V2. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

result	Details of the newly created AI Dataset asset.
	
	Data type: Object
	
	`"result": {`
	`  "acceptable_usage": {Object},`
	`  "base_datasets": [Array],`
	`  "created": "String",`
	`  "dataset_card": "String",`
	`  "data_type": {Object},`
	`  "description": "String",`
	`  "documentation": "String",`
	`  "display_name": "String",`
	`  "managed_by": {Object},`
	`  "name": "String",`
	`  "provider": {Object},`
	`  "state": "Development",`
	`  "source": "String",`
	`  "sys_id": "String",`
	`  "updated": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"version": "String",
	}</pre>

result.acceptable_usage	Acceptable usage for the AI Dataset Asset record. Acceptable usage refers to how a dataset or model can be used, typically for training or evaluation purposes.
	
	Data type: Object
	<pre>"acceptable_usage": {
	"label": "String"
	"value": "String"
	}</pre>

result.acceptable_usage.label	Display label of the acceptable usage value. Data type: String
result.acceptable_usage.value	Number value of the acceptable usage. Valid values: • 1: Training • 2: Evaluation Data type: String
result.base_datasets	Comma-separated list of base datasets required to build the given dataset. Accepts the name or sys_id of a base data set in the AI Dataset Digital Asset [alm_ai_dataset_digital_asset] table. Data type: Array <pre>"base_datasets": ["String", "String"]</pre>
result.created	Date and time that the AI Dataset Asset record was created. Format: YYYY-MM-DD HH:mm:ss Data type: String

result.data_type	The type of data present in the AI Dataset Asset record.
	
	Data type: Object
	<pre>"data_type": {
	"label": "String",
	"value": "String"
	}</pre>

result.data_type.label	The display label for the data type value. Data type: String
result.data_type.value	Value of the dataset asset's data type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.dataset_card	The data set card. A dataset_card is a metadata document that describes the contents, structure, and context of an AI dataset. It provides details like data sources, features, intended use, and any known limitations to ensure proper understanding and usage. Data type: String
result.description	Description of the associated AI Dataset Product Model record. Table: AI Dataset Product Model [cmdb_ai_dataset_product_model] Data type: String
result.display_name	Display name of the AI Dataset Asset record. Table: AI Dataset Digital Asset [alm_ai_dataset_digital_asset] Data type: String
result.documentation	Documentation of the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record. Data type: String
result.managed_by	Details about the user who manages the AI Dataset Asset record. Data type: Object `"managed_by": [ { "name": "String", "sys_id": "String" } ]`
result.managed_by.name	Name of the user who manages the AI Dataset Asset record. Table: User [user] Data type: String
result.managed_by.sys_id	Sys_id of the user who manages the AI Dataset Asset record. Table: User [user] Data type: String
result.name	Name of the associated AI Dataset Product Model record. Table: AI Dataset Product Model [cmdb_ai_dataset_product_model]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.provider	Provider of the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record. Data type: Object `provider: { "name": "String", "sys_id": "String" }`
result.provider.name	Name of the provider. Data type: String
result.provider.sys_id	Sys_id of the provider in the associated AI Dataset Product Model [cmdb_ai_dataset_product_model] table record. Data type: String
result.source	Details about the source of AI dataset asset. Valid values: • Link to the source of the dataset asset. • Details (in plain text) of the source of the dataset asset. For example, the name of a product or website. Data type: String Default: empty or null
result.state	State of the AI Dataset Asset record. Possible values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
result.sys_id	Sys_id of the AI Dataset Asset record. Table: AI Dataset Digital Asset [alm_ai_dataset_digital_asset] Data type: String
result.updated	Date and time that the AI Dataset Asset record was last updated. Format: YYYY-MM-DD HH:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.version	Version number of the associated AI Dataset Product Model record. For example, V2. Data type: String
result.warnings	Comma-separated list of warning messages that are present when creating the dataset. These warnings can be validation checks, such as when the sys_id of an optional parameter is invalid. Data type: Array `"warnings": ["String"]`

Example: cURL request

The following example shows how to update details in an AI dataset record with a given ID. The request body contains the parameter values to update.

```
curl -X PUT
 'https://instance.servicenow.com/api/sn_ent/asset/ai_dataset/9833721b331e92101c9aca989d5c7bf0' \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d '{
  "name": "Dataset One",
  "description": "Description for dataset ",
  "provider": "servicenow",
  "version": "V1",
  "state": 31,
  “source”: “Source of dataset”
  "documentation": "document",
  “dataset_card”: “Dataset Card”,
  “base_datasets”: [ “Dataset Two”, “Dataset Three”],
  “data_type”: “1,2”,
  “acceptable_usage”: “1,2”,
  "managed_by": "abel.tuter"
}'
```

Response body.

```
{
  "result": {
    "asset": {
      "sys_id": "da8393eb40d25210f877b00c113d1fc1",
      "display_name": "ServiceNow Closed Incidents",
      "name": "Closed Incidents",
      "description": "Incidents with resolution",
      "documentation": "Sample Documentation",
      "source": "incident table on servicenow instance",
      "dataset_card": "Dataset Card",
      "state": "Deployed",
      "version": null,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "data_type": {
        "value": "1",
        "label": "Text"
      },
      "provider": {
        "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
        "name": "ServiceNow"
      },
      "managed_by": {
        "sys_id": "undefined",
        "name": ""
      },
      "acceptable_usage": {
        "value": "1",
        "label": "Training"
      },
      "base_datasets": [],
      "created": "2024-12-12 01:23:03",
      "updated": "2024-12-12 01:23:03"
    },
    "warnings": []
       }
}
```


AI Assets API - PUT /sn_ent/asset/ai_prompt/{sys_id}

Updates the data of a specific AI prompt asset record according to information you provide in the request body.

See also:

- AI Assets API - GET /sn_ent/asset/ai_system/{sys_id}
- AI Assets API - POST /sn_ent/asset/ai_prompt

Note: Provide only the parameter-value pairs for the specific data you want to update. This endpoint overwrites the data for any parameters that are sent in the request.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_prompt/{sys_id}`

Default URL: `/api/sn_ent/asset/ai_prompt/{sys_id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the asset in the AI Prompt Asset [alm_ai_prompt_digital_asset] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
object	Required. Content of the AI Prompt asset to update. Data type: Object `{ "ai_model": "String", "description": "String", "documentation": "String", "managed_by": "String" "name": "String", "prompt_info": "String", "provider": "String", "state": Number, "version": "String" }`
ai_model	Value of the AI Model field of an existing record in the AI Model Digital Asset [alm_ai_model_digital_asset] table. Valid values: • Name of the AI Model Digital Asset [alm_ai_model_digital_asset] record • Sys_id of the AI Model Digital Asset [alm_ai_model_digital_asset] record Data type: String Default: empty string
description	Description to give the AI Prompt Product Model. Table: AI Prompt Product Model [cmdb_ai_prompt_product_model] Data type: String Default: empty string
documentation	Documentation of the AI Prompt Product Model. Data type: String Default: empty string
managed_by	Value of the Managed by field of an existing record in the User [sys_user] table. Valid values: • Name of the User [sys_user] record • Sys_id of the User [sys_user] record

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Default: empty string
name	Required. Name of the associated record in the AI Prompt Product Model [cmdb_ai_prompt_product_model] table. Data type: String Default: empty string
prompt_info	Prompt information for AI Prompt Asset. Data type: String Default: empty string
provider	Required. Value of the Provider field of an existing record in the Company [core_company] table. Valid values: • Name of the Company [core_company] record • Sys_id of the Company [core_company] record Data type: String
state	State to apply to the AI Model Asset. For example, Valid values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
version	Version number to assign the AI Prompt Product Model. For example, V2. Data type: String Default: empty string

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. Failed to fetch the asset with the given sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	`result: { "asset": {Object}, "warnings": [Array] }`
result.asset	Details about the newly created entry. Data type: Object `"asset": { "ai_model": Object, "created": "String", "description": "String", "display_name": "String", "documentation": "String", "managed_by": Object, "name": "String", "prompt_info": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"provider": Object,
	"state": "String",
	"sys_id": "String",
	"updated": "String",
	"version": "String",
	"warnings": [Array]
	}</pre>

result.asset.ai_model	List of AI models in the AI System Asset [cmdb_ai_ system_asset_model] table record.
	
	Data type: Array
	<pre>"ai_model": [
	{
	"name": "String",
	"sys_id": "String"
	}
	]</pre>

result.asset.ai_models.name	Name of the AI System Digital Asset [alm_ai_system_digital_asset] table record. Data type: String
result.asset.ai_models.sys_id	Sys_id of the AI System Digital Asset [alm_ai_system_digital_asset] table record. Data type: String
result.asset.created	Date and time that the AI model asset was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.asset.description	Description of the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model] Data type: String
result.asset.display_name	Display name of the AI System Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.asset.documentation	Documentation of the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.managed_by	Details about the user who manages the asset. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"managed_by": [
	  {
	  "name": "String",
	  "sys_id": "String"
	  }
	]</pre>

result.asset.managed_by.name	Name of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.managed_by.sys_id	Sys_id of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.name	Name of the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model] Data type: String
result.asset.prompt_info	Prompt Information of the AI Prompt Asset record. Data type: String

result.asset.provider	Value of the Provider field in the associated AI System Product Model [cmdb_ai_ system_product_model] table record.
	
	Data type: Object
	<pre>provider: {
	  "name": "String",
	  "sys_id": "String"
	}</pre>

result.asset.provider.name	Name of the provider in the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.provider.sys_id	Sys_id of the provider in the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.state	State of the AI Model Asset. Possible values: • 1: In use • 31: Deployed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
result.asset.sys_id	Sys_id of the AI System Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.asset.updated	Date and time that the AI model asset was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.asset.version	Version number of the associated AI System Product Model record. For example, V2. Data type: String
result.warning	Comma-separated list of warning messages. These warnings can be validation checks, such as when the sys_id of an optional parameter is invalid. Data type: Array `"warnings": ["String"]`

Example: cURL request

The following example updates the data of the AI Prompt asset with the given sys_id according to the provided parameter values in the request body.

```
curl -X PUT
 'https://instance.servicenow.com/api/sn_ent/asset/ai_prompt/983
3721b331e92101c9aca989d5c7bf0' \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d '{
  "name": "Incident Summarization prompt1",
  "description": "Prompt for Incident Summarization",
  "provider": "servicenow",
  "version": "V1",
  "state": 31,
  "documentation": "Docuuu",
  "ai_model": "mixtral-instruct",
  "prompt_info": "Provide incident summary using
 short_decription, state, worknotes",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "managed_by": "abel.tuter"
 }'
```

Response body:

```
{
  "result": {
    "asset": {
      "sys_id": "9833721b331e92101c9aca989d5c7bf0",
      "display_name": "ServiceNow Incident Summarization prompt1
 V1",
      "name": "Incident Summarization prompt1",
      "description": "Prompt for Incident Summarization",
      "version": "V1",
      "provider": {
        "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
        "name": "ServiceNow"
      },
      "documentation": "Docuuu",
      "state": "Deployed",
      "ai_model": {
        "sys_id": "9d7dc7e6eb1e5210aa82fab8bad0cda2",
        "name": "mixtral-instruct"
      },
      "prompt_info": "Provide incident summary using
 short_decription, state, worknotes",
      "managed_by": {
        "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
        "name": "Abel Tuter"
      },
      "created": "2024-12-11 04:23:17",
      "updated": "2024-12-11 04:23:17"
    },
    "warnings": []
  }
}
```

AI Assets API - PUT /sn_ent/asset/ai_system/{sys_id}

Updates the data of a specific AI system record according to information you provide in the request body.

Note: Provide only the parameter-value pairs for the specific data you want to update. This endpoint overwrites the data for any parameters that are sent in the request.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_system/{sys_id}`

Default URL: `/api/sn_ent/asset/ai_system/{sys_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the asset in the AI System Digital Asset [alm_ai_system_digital_asset] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
object	Required. Details to update in the AI system. Data type: Object `{ "name": "String", "description": "String", "provider": "String", "version": "String", "state": Number, "documentation": "String", "ai_models": "String", "ai_prompts": "Strings", "evaluation_datasets": [Array], "evaluation_metrics_report": "String", "managed_by": "String" }`
object.name	Required. Name for the AI System Product Model. Data type: String
object.description	Description for the AI System Product Model. Data type: String
object.provider	Required. Value of the Provider field in an existing Company [core_company] table record. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• Name of the Company [core_company] record • Sys_id of the Company [core_company] record Data type: String
object.state	State to apply to the AI System Asset. Valid values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String Default: empty string
object.version	Version for AI System Product Model. For example, V2. Data type: String Default: empty string
object.documentation	Documentation of the AI System Asset. Data type: String Default:
object.ai_models	Comma-separated list of strings, where each string represents an AI Model field value of an existing AI Model Digital Asset record. Table: AI Model Digital Asset [alm_ai_model_digital_asset] Valid values: • Name of the AI Model Digital Asset record. • Sys_id of the AI Model Digital Asset record. Data type: String Default: empty string
object.evaluation_datasets	Comma-separated list of AI datasets used for evaluating the AI System Asset record. Mostly applicable for models developed within an organization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset], AI System Asset [AI System Digital Asset alm_ai_system_digital_asset] Data type: Array `"evaluation_datasets": [{String", "String"}]` Valid values: • Name of the AI Dataset Digital Asset record. • Sys_id of the AI Dataset Digital Asset record. Default: empty string

object.evaluation_metrics_report	Reference to the evaluation results located within the text field of the AI system asset record. For example:
	
	`Testing results:  link to the result document`
	
	`Details:`
	`Accuracy: 85%`
	`Hallucination: 10%`
	`Eval Run 1: link`
	`Eval Run 2: link`
	
	Table: AI System Digital Asset [alm_ai_system_digital_asset]
	
	Data type: String
	
	Default: empty string

object.managed_by	Value of the 'Managed by' field of an existing User [sys_user] table record. Valid values: • Name of the User [sys_user] record • Sys_id of the User [sys_user] record Data type: String Default: empty string

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. Failed to fetch the asset with the given sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Results of the updated AI System Asset. Data type: Object `"result": { "asset": Object, "warnings": [Array] }`
result.asset	Details about the newly created asset. Data type: Object `"asset": { "ai_model": [Array], "ai_prompts": [Array] "created": "String", "description": "String", "display_name": "String", "documentation": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"evaluation_datasets": Array, "evaluation_metrics_report": String, "managed_by": Object, "name": "String", "provider": Object, "state": "String", "sys_id": "String", "updated": "String", "version": "String", "warnings": [Array] }

result.ai_models	List of AI models in the AI System Digital Asset [alm_ai_system_digital_asset] table record.
	
	Data type: Array
	"ai_models": [
	{
	"name": "String",
	"sys_id": "String"
	}
	]

result.ai_models.name	Name of the AI System Digital Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.ai_models.sys_id	Sys_id of the AI System Digital Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String

result.ai_prompts	List of AI Prompts in the AI System Asset record.
	
	Data type: Array
	"ai_prompts": [
	{
	"name": "String",
	"sys_id": "String"
	}
	]

result.ai_prompts.name	Name of the AI prompt. Data type: String
result.ai_prompts.sys_id	Sys_id of the AI Prompt Digital Asset record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: AI Prompt Digital Asset [alm_ai_prompt_digital_asset] Data type: String
result.asset.created	Date and time that the AI model asset was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.asset.description	Description of the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model] Data type: String
result.asset.display_name	Display name of the AI System Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.asset.documentation	Documentation of the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.evaluation_datasets	List of AI datasets used for evaluating the AI System Asset record. Mostly applicable for models developed within an organization. Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset], AI System Asset [alm_ai_system_digital_asset] Data type: Array `"evaluation_datasets": [ { "name": "String", "sys_id": "String" } ]`
result.asset.evaluation_datasets.name	Name of the AI Dataset Digital Asset. Data type: String
result.asset.evaluation_datasets.sys_id	Sys_id of the AI Dataset Digital Asset [alm_ai_dataset_digital_asset] table record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.asset.evaluation_metrics_report	Evaluation results of the AI system asset. Possible values: • Details (in plain text) outlining results • Links to specific results Data type: String
result.asset.managed_by	Comma-separated list of sys_ids or display names of AI datasets of the AI System Asset used for evaluating the model. Mostly applicable for models developed within an organization. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: Object `"managed_by": [ { "name": "String", "sys_id": "String" } ]`
result.asset.managed_by.name	Sys_id of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.managed_by.sys_id	Name of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.name	Name of the associated AI System Product Model record. Table: AI System Product Model [cmdb_ai_system_product_model] Data type: String
result.asset.provider	Value of the Provider field in the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: Object `provider: { "name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "sys_id": "String" }</pre>
result.asset.provider.name	Name of the provider in the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.provider.sys_id	Sys_id of the provider in the associated AI System Product Model [cmdb_ai_ system_product_model] table record. Data type: String
result.asset.state	State of the AI Model Asset. Possible values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
result.asset.sys_id	Sys_id of the AI System Asset record. Table: AI System Digital Asset [alm_ai_system_digital_asset] Data type: String
result.asset.updated	Date and time that the AI model asset was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.asset.version	Version number of the associated AI System Product Model record. For example, V2. Data type: String
result.asset.warnings	Comma-separated list of warning messages. These warnings can be validation checks, such as when the sys_id of an optional parameter is invalid. Data type: Array <pre>"warnings": ["String"]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following example updates the AI System with details to update in the request body.

```
curl -X PUT
 'https://instance.servicenow.com/api/sn_ent/asset/ai_prompt/3b1
40397435a9210a63d00002fb8f2d7' \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d '{
  "name": "Incident Summarization",
  "description": "Skill to summarize incident",
  "provider": "servicenow",
  "documentation": "Sample Documentation",
  "version": "V3",
  "state": 31,
  "ai_models": [
    "llm_generic_small"
  ],
  "ai_prompts": [
    "LLM Prompt"
  ],
  "evaluation_datasets": [
    "Base dataset"
  ],
  "evaluation_metrics_report": "Sample Report",
  "managed_by": "abel.tutor"
}'
```

Response body shows the results of the update that was applied to the given AI system sys_id.

```
{
  "result": {
    "asset": {
      "sys_id": "3b140397435a9210a63d00002fb8f2d7",
      "display_name": "ServiceNow Incident Summarization V2",
      "name": "Incident Summarization",
      "description": "Skill to summarize incident",
      "version": "V3",
      "provider": {
        "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
        "name": "ServiceNow"
      },
      "documentation": "Sample Documentation",
      "state": "Deployed",
      "ai_models": [{
       "sys_id": "9tgdc7e6eb1e5210aa82fab8bad0cda2",
       "name": "llm_generic_small"
     }],
      "ai_prompts": [{
       "sys_id": "7d7dc7e6eb1e5210aa82fab8bad0cda2",
       "name": "LLM Prompt"
     }],
      "evaluation_datasets": [{
       "sys_id": "9d7dc7e6eb1e5210aa82fab8bad0cda2",
       "name": "Base dataset"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      }],
       "evaluation_metrics_report": "Sample Report",
       "managed_by": {
         "sys_id": "a8f98bb0eb32010045e1a5115206fe3a",
         "name": "Abraham Lincoln"
       },
       "created": "2024-12-11 19:07:13",
       "updated": "2024-12-11 19:07:42"
     },
     "warnings": []
   }
}
```


AI Assets API - PUT /sn_ent/asset/ai_model/{sys_id}

Updates the data of a specific AI model asset record according to information you provide in the request body.

Note: Provide only the parameter-value pairs for specific data you want to update. This endpoint overwrites the data for all parameters that are sent in the request.

URL format

Versioned URL: `/api/sn_ent/{api_version}/asset/ai_model/{sys_id}`

Default URL: `/api/sn_ent/asset/ai_model/{sys_id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the asset in the AI Prompt Asset [alm_ai_prompt_digital_asset] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
object	Required. Details to update in the given AI model. Data type: Object `{ "base_model": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>{
	  "context_window": "String",
	  "deployment_guideline": "String",
	  "description": "String",
	  "documentation": "String",
	  "evaluation_datasets": "String",
	  "evaluation_metrics_report": "String",
	  "managed_by": "String",
	  "model_size_in_mb": "String",
	  "model_weights_info": "String",
	  "name": "String",
	  "parameters_info": "String",
	  "provider": "String",
	  "required_infrastructure": "String",
	  "state": Number,
	  "supported_languages": "String",
	  "training_datasets": "String",
	  "training_procedure": "String",
	  "version": "String"
	}</pre>

base_model	AI model that this model version was derived from.
	
	Note: Only applicable for models developed within the organization.
	
	Data type: Object
	<pre>{
	  "name": "String",
	  "sys_id": "String"
	 }</pre>
	Default: empty object

base_model.name	Name of the AI model asset to model this AI model after. Data type: String
base_model.sys_id	Sys_id of the AI model asset to model this AI model after. Table: AI Model Digital Asset alm_ai_model_digital_asset Data type: String
context_window	Size of input sequences (in other words, the number of tokens) that the model can handle. Data type: Integer Default: 0
deployment_guideline	Instructions applicable for models developed and deployed within an organization. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: empty
description	Description to give the AI Model Product Model. Updated in table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String Default: empty
documentation	Documentation of the AI Prompt Product Model record. Table: AI Prompt Product Model [cmdb_ai_model_product_model] Data type: String Default: empty
evaluation_datasets	Comma-separated list of sys_ids or display names of AI datasets of the AI Prompt Digital Asset used for evaluating the model. Mostly applicable for models developed within an organization. Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset], AI Prompt Digital Asset [alm_ai_prompt_digital_asset] Data type: Array `"evaluation_datasets": [ "String", "String" ]` Valid values: • Name of the AI Dataset Digital Asset record. • Sys_id of the AI Dataset Digital Asset record. Default: empty string

evaluation_metrics_report	Reference to the evaluation results located within the text field of the AI Dataset Asset record. For example:
	
	`Testing results: link to the result document`
	
	`Details: Accuracy: 85% Hallucination: 10% Eval Run 1: link Eval Run 2: link`
	
	Table: AI Dataset Asset [alm_ai_dataset_digital_asset]
	
	Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: empty string
managed_by	Value of the 'Managed by' field of an existing record in the User [sys_user] table. Valid values: • Name of the User [sys_user] record • Sys_id of the User [sys_user] record Data type: String Default: empty
model_size_in_mb	Size of the model in MB. Mostly applicable for models developed and deployed within an organization. Data type: Number Default: empty
model_weights_info	Additional model information, if available. Mostly applicable for models developed within an organization. Data type: String Default: empty
name	Required. Name of the AI Model Product Model. Updated in table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String
parameters_info	Number of parameters to give to the model. Data type: String Default: empty string
provider	Required. Value of the 'Provider' field of an existing Company [core_company] table record. Assigns this provider to the new AI model. Valid values: • Name of the Company [core_company] record • Sys_id of the Company [core_company] record Data type: String
required_infrastructure	Documentation of infrastructure needs for the model deployment. For example, details about the infrastructure stack and processing

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	needs. Mostly applicable for models deployed within an organization. Data type: String Default: empty
source	Details about the source of who or what created the model. Valid values: • Link to the source of the model. For example, `https://huggingface.co/mistralai/model1` or a link to Github. • Details of the source in plain text. For example, `Microsoft Azure` Data type: String Default: empty or null
state	State to apply to the AI Model Asset. Valid values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
supported_languages	Comma-separated list of languages that are supported by the AI Model. Data type: Array `"supported_languages": [ "String", "String" ]` Valid values: • Sys_id of the Language [sys_language] record • Name of the Language [sys_language] record. For example, `"French", "English"` Default: empty string
training_datasets	Reference to 1+ associated datasets used for training the model. Comma-separated list of sys_ids or display names of the AI

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Dataset Asset [alm_ai_dataset_digital_asset] table. Mostly applicable for models developed within an organization. Data type: Array `"training_datasets": [ "String", "String" ]` Default: empty string
training_procedure	Type of training to apply to the AI model. Valid values: • 1: Decision Trees • 2: Deep Neural Networks • 3: Linear Regression • 4: Logistic Regression • 5: Random Forest • 6: Supervised Learning • 7: Unsupervised Learning • 8: Reinforcement Learning • 9: Transfer Learning • 10: Semi-Supervised Learning • 11: Instruction Finetuning • 12: Supervised Finetuning Data type: String represented with a number (for example, `"3"`) Default: 1: Decision Trees
version	Version for AI Model Product Model. For example, `V2`. Data type: String Default: empty

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

Response body parameters (JSON or XML)

Name	Description
result	Results of the AI model asset creation. Data type: Object `"result": { "asset": Object, "warnings": [Array], }`
result.asset	Details about the created AI model asset. Data type: Object `"asset": { "base_model": Object, "context_window": String, "created": "String", "deployment_guideline": String, "description": "String", "display_name": "String", "documentation": "String", "evaluation_datasets": Array, "evaluation_metrics_report": String, "managed_by": Object, "model_size_in_mb": String,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"name": "String", "parameters_info": "String", "provider": Object, "required_infrastructure": String, "state": "String", "source": String, "supported_languages": Array, "sys_id": "String", "training_datasets": Array, "training_procedure": String, "updated": "String", "version": "String" }

result.asset.base_model	Information about the AI model asset from which this version derived from.
	
	Data type: Object
	"base_model": {
	"name": "String",
	"sys_id": "String"
	}

result.asset.base_model.name	Display name of AI model asset. Table: AI Model Digital Asset [alm_ai_model_digital_asset] Data type: String
result.asset.base_model.sys_id	Sys_id of AI model asset. Table: AI Model Digital Asset [alm_ai_model_digital_asset] Data type: String
result.asset.context_window	Size of input sequences that the model can handle. In other words, the number of tokens. Data type: String represented with a number. For example, `"6000"`.
result.asset.created	Date and time that the AI model asset was created. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.asset.deployment_guideline	Instructions applicable for models developed and deployed within an organization. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.asset.description	Description of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String
result.asset.display_name	Display name of the AI Model Asset record. Table: AI Model Digital Asset [alm_ai_model_digital_asset] (display_name field) Data type: String
result.asset.documentation	Documentation of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String
result.asset.evaluation_datasets	Comma-separated list of sys_ids or display names of AI datasets of the AI Model Digital Asset used for evaluating the model. Mostly applicable for models developed within an organization. Tables: AI Dataset Digital Asset [alm_ai_dataset_digital_asset], AI Model Digital Asset [alm_ai_model_digital_asset] Data type: Array `"evaluation_datasets": [ { "name": "String", "sys_id": "String" } ]`
result.evaluation_datasets.name	Name of the AI Dataset Digital Asset. Data type: String
result.evaluation_datasets.sys_id	Sys_id of the AI Model Digital Asset record. Table: AI Model Digital Asset [alm_ai_model_digital_asset] Data type: String
result.asset.evaluation_metrics_report	Reference to the evaluation results. Possible values: • Details (in plain text) outlining results • Links to specific results

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.asset.managed_by	User that manages the AI model asset record. Data type: Object `" managed_by": { "name": "String", "sys_id": "String" }`
result.asset.managed_by.name	Name of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.managed_by.sys_id	Sys_id of the user who manages the AI model asset record. Table: User [user] Data type: String
result.asset.model_size_in_mb	Size of the model in MB. Usually applicable for models developed and deployed within an organization. Data type: Number
result.asset.name	Name of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String
result.asset.provider	Provider of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: Object `"provider": { "name": "String", "sys_id": "String" }`
result.asset.provider.name	Name of the provider. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.asset.provider.sys_id	Sys_id of the record from Company [core_company] table that corresponds to the Provider of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model] Data type: String
result.asset.source	Details about the source of the asset. Valid values: • Link to the source of the model. For example, `https://huggingface.co/mistralai/Mixtral-8x7B-Instruct-v0.1` or a link to Github. • Details of the source in plain text. For example, `Microsoft Azure` Data type: String
result.asset.state	State of the AI Model Asset record. Possible values: • 1: In use • 31: Deployed • 32: Retired • 33: Development • 34: Unknown • 35: N/A Data type: String
result.asset.supported_languages.name	Name of the supported language. Table: Language [sys_language] Data type: String
result.asset.supported_languages.sys_id	Sys_id of the supported language. Table: Language [sys_language] Data type: String
result.asset.sys_id	Sys_id of the AI Model Asset record Table: AI Model Digital Asset [alm_ai_model_digital_asset] Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.asset.training_datasets	Reference to 1+ associated data sets used for training the model. Data type: Array `"training_datasets": [ { "name": "String", "sys_id": "String" } ]`
result.asset.training_procedure	Type of AI training applied to the model. Possible values: • 1: Decision Trees • 2: Deep Neural Networks • 3: Linear Regression • 4: Logistic Regression • 5: Random Forest • 6: Supervised Learning • 7: Unsupervised Learning • 8: Reinforcement Learning • 9: Transfer Learning • 10: Semi-Supervised Learning • 11: Instruction Finetuning • 12: Supervised Finetuning Data type: String
result.asset.updated	Date and time that the AI model asset was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
result.asset.version	Version of the associated AI Model Product Model record. Table: AI Model Product Model [cmdb_ai_model_product_model table] Data type: String
result.required_infrastructure	Documentation of infrastructure needs for the model's deployment. For example, details about the infrastructure stack and processing needs. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.asset.parameters_info	Properties of the training data that learn during the learning process. For example: 7B or 30B. Data type: String
result.asset.supported_languages	Details about the languages supported by the AI model asset. Table: Language [sys_language] Data type: Object `"supported_languages": [ { "name": "String", "sys_id": "String" } ]`
result.warnings	Comma-separated list of warning messages. These warnings can be validation checks, such as when the sysId of an optional parameter is invalid. Data type: Array `"warnings": ["String"]`

Example: cURL request

The following example shows how to update a given AI asset model using the PUT method.

```
curl -X PUT
 'https://instance.servicenow.com/api/sn_ent/asset/ai_model/9833
721b331e92101c9aca989d5c7bf0' \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
-d '{
    "name": "Now LLM",
    "description": "enables text-to-text like question answering
 and summarization",
    "provider": "servicenow",
    "documentation": "Now LLM V5 Documentation",
    "version": "V8",
    "parameters_info": "7B",
    "supported_languages": [
        "English",
        "French"
    ],
    "model_size_in_mb": "87",
    "deployment_guideline": "Deployed on ServiceNow
 infrastructure",
    "source":
 "huggingface.co/mistralai/Mixtral-8x7B-Instruct-v0.1",
    "training_procedure": "2",
    "context_window": "8000",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "state": "31",
    "base_model": "Servicenow Now LLM V6",
    "model_weights_info": "refer to weights and biases project",
    "required_infrastructre": "GPUs needed: 1, GPU Type: A100",
    "training_datasets": [
        "Servicenow Open Incidents"
    ],
    "evaluation_datasets": [
        "Servicenow Open Incidents"
    ],
    "evaluation_metrics_report": "Testing results: See files
 attached to this record",
    "managed_by": "abel.tuter"
}'
```

Response body.


```
{
 "result": {
    "asset": {
      "sys_id": "a438d170ff96da10c1fbfffffffffd5",
      "display_name": "ServiceNow Now LLM V6",
      "name": "Now LLM",
      "description": "enables text-to-text like question
 answering and summarization",
      "version": "V8",
      "provider": {
        "sys_id": "93d4ecfac0a8000b6294d71b733977fb",
        "name": "ServiceNow"
      },
      "documentation": "Now LLM V5 Documentation",
      "parameters_info": "7B",
      "supported_languages": [
        {
          "sys_id": "914493a30f320010e96b0e4fef767e90",
          "name": "English"
        }
      ],
      "model_size_in_mb": "87",
      "deployment_guideline": "Deployed on ServiceNow
 infrastructure",
      "source":
 "https://huggingface.co/mistralai/Mixtral-8x7B-Instruct-v0.1",
      "training_procedure": "2",
      "context_window": "8000",
      "state": "Deployed",
      "required_infrastructure": "undefined",
      "base_model": {
        "sys_id": "a438d170ff96da10c1fbfffffffffd5",
        "name": "ServiceNow Now LLM V8"
      },
      "evaluation_datasets": [
        {
          "sys_id": "45cb45baff06d610c1fbfffffffffa9",
          "name": "ServiceNow Open Incidents"
        }
      ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "training_datasets": [
        {
          "sys_id": "45cb45baff06d610c1fbfffffffffa9",
          "name": "ServiceNow Open Incidents"
        }
      ],
      "evaluation_metrics_report": "Testing results: See files
 attached to this record",
      "managed_by": {
        "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
        "name": "Abel Tuter"
      },
      "created": "2024-12-03 16:50:53",
      "updated": "2024-12-12 15:56:28"
    },
    "warnings": [
      "Reference record 'French' not found for
 supported_languages in table sys_language"
    ]
  }
}
```


AI Search External User Mapping API

The *AI Search External User Mapping* API provides endpoints that enable ingestion of user mapping information from external sources into the ServiceNow® AI Search application's index.

AI Search External User Mapping - POST /ais/external_content/user_mapping/import_multiple/{target_table}

Imports a list of external user mappings into an AI Search user mapping table. Each mapping specifies externally defined user and group aliases for a ServiceNow AI Platform user. AI Search uses these aliases to determine which external document search results the user can view.

To learn how AI Search external content security utilizes external user mappings, see External content security for AI Search.

User and group names in external user mappings should match those specified in security access permissions for external documents ingested via the *External Content Ingestion* API's *POST /ais/external_content/ingestDocument/{schema_table_name}* endpoint. For more information on ingesting external documents with security access permissions for externally defined users and groups, see External Content Ingestion API.

To view import histories for external user mapping records imported through this endpoint, navigate to *AI Search* > **External Content** > **User mapping import history**. From a history record, you can view the Import Set [sys_import_set] and Multi Import Set [sys_multi_import_set] records for an import task. Use information from these records to verify that your external user mappings were imported correctly.

URL format

Versioned URL: `/api/now/{api_version}/ais/external_content/user_mapping/import_multiple/{target_table}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
target_table	The name of the AI Search user mapping table that you want the imported mappings to appear in. For example, `x_snc_sharepoint_user_table`. **Note:** You must create the target AI Search user mapping table via the *AI Search* > **External Content** > **Create User Mapping** module before using this endpoint. If you specify a user mapping table that does not exist, the request fails. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
{object}	Required. Unnamed object. Data type: Object `{ "records": [Array] }`
{object}.records	Required. Array of objects in which each object represents a user mapping to import into the specified target table. Data type: Array `"records": [ { "external_group": [Array], "external_user": [Array], "mapping_value": "String" } ]`
{object}.records.external_group	Array of strings where each string is the name of an externally defined group to set as an alias for

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	the ServiceNow AI Platform user specified by the **{object}.records.mapping_value** parameter. Data type: Array Values can be in any format, depending on the names of the externally defined groups selected for the user mapping. Examples include: `"external_group": [ "itil", "hr-admin", "report-dev" ]`
{object}.records.external_user	Array of strings where each string is the name of an externally defined user to set as an alias for the ServiceNow AI Platform user specified by the **{object}.records.mapping_value** parameter. Data type: Array Values can be in any format, depending on the names of the externally defined user accounts selected for the user mapping. Examples include: `"external_user": [ "beth-anglin", "ad\beth.anglin", "beth-anglin@sharepoint" ]`
{object}.records.mapping_value	**Email** field value that uniquely identifies an existing record. All externally defined user and group aliases in the request are mapped to the ServiceNow AI Platform user with this email address. **Note:** The API treats this parameter as the unique identifier for the user mapping record. If you import another user mapping with the same **mapping_value** as an existing user mapping record, the new record overwrites the existing record. Data type: String Table: User [sys_user]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Object describing the error encountered during processing of the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details of the error encountered during processing of the request. Data type: String
error.message	Message for the error encountered during processing of the request. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
import_set_id	Sys_id for the new record created in the Import Set [sys_import_set] table by a successful request. Data type: String
multi_import_set_id	Sys_id for the new record created in the Multi Import Set [sys_multi_import_set] table by a successful request. Data type: String
result	Result for an unsuccessful request. Includes a message describing the reason for the request failure. Data type: String
status	Status of an unsuccessful request. Valid values: • *failure* Data type: String

Example: cURL request

Import externally defined user and group aliases for ServiceNow AI Platform users Beth Anglin and Abel Tuter into an AI Search user mapping table named x_snc_sharepoint_user_table.

```
curl -X POST
 'https://instance.servicenow.com/api/now/v1/ais/external_conte
nt/user_mapping/import_multiple/x_snc_sharepoint_user_table' \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d '{
    "records": [
      {
        "mapping_value": "beth.anglin@example.com",
        "external_user": [
          "ad\beth-anglin",
          "beth.anglin@sharepoint"
        ],
        "external_group": [
          "itil",
          "itil-admin",
          "itil-dev"
        ]
      },
      {
        "mapping_value": "abel.tuter@example.com",
        "external_user": [
          "ad\abel-tuter",
          "abel.tuter@sharepoint"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        ],
        "external_group": [
          "hr",
          "hr-admin",
          "hr-dev"
        ]
      }
    ]
  }'
```

The response shows the sys_ids for the generated Import Set and Multi Import Set records.

```
{
  "import_set_id": "6e9ddb629d987010f877878bd9f0e9dd",
  "multi_import_set_id": "269ddb629d987010f877878bd9f0e9de"
}
```

Example: cURL request

Import invalid request containing an empty mapping record.

```
curl
 'https://instance.servicenow.com/api/now/v1/ais/external_conte
nt/user_mapping/import_multiple/u_ext_content_user_mapping' \
  --request POST \
  --user 'username':'password' \
  --header 'Accept: application/json' \
  --header 'Content-Type: application/json' \
  --data '{
    "records": [
      {
        "mapping_value": "beth.anglin@example.com",
        "external_user": [
          "ad\beth-anglin",
          "beth.anglin@sharepoint"
        ],
        "external_group": [
          "reports",
          "reports-admin",
          "reports-dev"
        ]
      },
      {}
    ]
  }'
```

The request fails with status 400 and the response indicates the nature of the failure.

```
{
  "result": "Error in processing the message"
}
```

Alarm Management Open API

The *Alarm Management Open* API provides endpoints to create, update, and retrieve data from the Events [em_event] and Alert [em_alert] tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The telecommunications *Alarm Management Open* API (sn_ind_tmf642) is a ServiceNow® implementation of the TM Forum Open API specification. This API is based on TMF642 Alarm Management API REST Specification Release 20, April 2020.

The calling user must have to access the `sn_ind_tmf642.alarm_mgmt_integration` endpoint.

This API is provided within the `sn_ind_tmf642` namespace.

The TM Forum Open API specification requires a synchronous response for every inbound request it receives. Apply correlation and de-duplication in the source operational support system (OSS) before forwarding payloads to the system.

This API can be extended to make customizations around required parameters, request body validation, additional REST operations, and field mappings. For more information, see the Alarm Management Open API Developer Guide.

The *Alarm Management Open* API is conformance certified by TM Forum.

Alarm Management Open API – GET /sn_ind_tmf642/alarm_mgmt/alarm

Retrieves a list of all alarm records from the Events [em_event] and Alert [em_alert] tables.

URL format

Default URL: `/api/sn_ind_tmf642/alarm_mgmt/alarm`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
alarmRaisedTime	Date the alarm was raised. Only alarms with a date matching the value of this parameter are returned in the response. Data type: String
fields	List of fields to return in the response. Invalid fields are ignored. Valid fields: • alarmedObject • alarmRaisedTime

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• alarmType • crossedThresholdInformation • externalAlarmId • id • perceivedSeverity • probableCause • source • sourceSystemId • state • type Default: All fields Data type: String
id	Alarm ID. Only alarms with an ID matching the value of this parameter are returned in the response. Data type: String Table: In the Message key field in the Events [em_event] table.
limit	Maximum number of records to return. For requests that exceed this number of records, use the *`offset`* parameter to paginate record retrieval. Default: 1000 Maximum: 2000 Data type: Number
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0
probableCause	Probable cause of the alarm. Only alarms with a probable cause matching the value of this parameter are returned in the response. Data type: String
state	Alarm state. Only alarms with a state matching the value of this parameter are returned in the response. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sourceSystemId	Source system ID of the alarm. Only alarms with a source system ID matching the value of this parameter are returned in the response. Data type: String

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the *`Content-Range`* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *`application/json`*.
Link	Contains the following links to navigate through query results. • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
affectedService	List of one or more services affected by the alarm. Data type: Array of Objects `"affectedService":[ { "href": "String", "id": "String" },]`
affectedService.href	URL reference that provides details of the affected service. Data type: String
affectedService.id	Identifier of the service affected by the alarm. This value maps to the affected configuration item (CI) on the alert. Data type: String
alarmDetails	Additional details about the alarm. Data type: String
alarmedObject	Details of the alarm object. `"alarmedObject": { "href": "String", "id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object
alarmedObject.id	Unique identifier of the alarm object. This value maps to a CI in the system. Data type: String
alarmedObject.href	URL reference to get the details of the alarm object. Data type: String
alarmedObjectType	Type or class of object associated with the event. Data type: String
alarmRaisedTime	Date and time at which the alarm occurs at its source. Data type: String
alarmReportingTime	Date and time at which the OSS reports its alarm. This value might differ from the *alarmRaisedTime* value. For example, if an element management system (EMS) maintains the alarm list: • The *alarmRaisedTime* is the time of alarm detection by the network element (NE). • The *alarmReportingTime* is the alarm report time of storage in the EMS alarm list. Data type: String
alarmType	Alarm category. Data type: String
crossedThresholdInformation	Details about the crossed threshold. Data type: Object `"crossedThresholdInformation": { "direction": "String", "granularity": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"indicatorName": "String", "indicatorUnit": "String", "observedValue": "String", "thresholdCrossingDescription": "String", "thresholdId": "String", "thresholdRef": "String" }
crossedThresholdInformation.direction	Threshold crossing direction. Valid values: • DOWN • UP Data type: String
crossedThresholdInformation.granularity	Granularity at which the indicator is evaluated for threshold crossing. For example, `5MINUTES`. Data type: String
crossedThresholdInformation.indicatorName	Name of the indicator that crosses the alarm threshold. Data type: String
crossedThresholdInformation.indicatorUnit	Measurement unit of the indicator corresponding to the crossed threshold. Data type: String
crossedThresholdInformation.observedValue	Number identifying the indicator crossing the threshold. Data type: String
crossedThresholdInformation.thresholdCrossingDescription	More threshold details of the threshold crossing alarm. Data type: String
crossedThresholdInformation.thresholdId	Unique identifier of the threshold that caused the alarm. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
crossedThresholdInformation.thresholdRef	URL of the threshold object. Data type: String
externalAlarmId	Unique identifier for the alarm from the source system posting the alarm. Data type: String
href	URL of the resource. Data type: String
id	Unique identifier for the system to identify and process the alarm payload as an event. Data type: String
perceivedSeverity	Alarm severity. Valid values: • CLEAR • CRITICAL • MAJOR • MINOR • WARNING Data type: String
plannedOutageIndication	Indicates that the managed object for this alarm is in a planned outage state. For example, planned maintenance or out-of-service. Data type: String
probableCause	Most likely situation to trigger the alarm. Use with *`alarmType`* to qualify the alarm. Data type: String
proposedRepairActions	If available to the system, provides a repair action to resolve the issue that triggers the alarm. Data type: String
serviceAffecting	Flag that indicates whether the alarm affects service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: Alarm affects service performance or availability. • false: Alarm doesn't affect service. Default: false Data type: Boolean
sourceSystemId	Instance ID of the source alarm. Data type: String
specificProblem	Specific problem that triggers the alarm. Use with the *probableCause* tparameter o qualify the alarm. Data type: String
state	Alarm state. Valid values: • Error • Ignored • Ready • Processed If an invalid value is provided, the state is set to `Ready`. If the state is `Ready`, an alert is created in the Alert [em_alert] table and the state then becomes `Processed`. If the state is `Processed`, `Ignored`, or `Error` no alert is created. Default value: Ready Data type: String

Example: cURL request

This example retrieves all alarms.

```
curl
 "https://instance.servicenow.com/api/sn_ind_tmf642/alarm_mgmt/a
larm" \
--request GET \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.


```
[
   {
      "externalAlarmId": "2212331",
      "alarmType": "QualityOfServiceAlarm23",
      "perceivedSeverity": "MAJOR",
      "probableCause": "ProbB",
      "sourceSystemId": "checkSB",
      "alarmedObject": {
         "id": "vManage_OOOOOO",
         "href": " http://api/alarmedobject/OOOOOO"
      },
      "crossedThresholdInformation": {
         "direction": "111",
         "granularity": "1234",
         "indicatorName": "sdfgds",
         "indicatorUnit": "asdfdsaf",
         "observedValue": "adsfds",
         "thresholdId": "12fasdfasdfasd",
         "thresholdCrossingDescription": "S23rtring",
         "thresholdRef": "asdfasf"
      },
      "type": "QualityOfServiceAlarm",
      "ackState": "acknowledged",
      "specificProblem": "Inbound Traffic threshold crossed",
      "alarmedObjectType": "ROUTER",
      "alarmDetails": "Software Failure on SD-WAN Controller
 vManage_OOOOOO",
      "state": "processed",
      "alarmChangedTime": "2017-08-15T07:04:15.666Z",
      "proposedRepairActions": "Switch in standby equipment",
      "alarmReportingTime": "2017-06-15T07:04:15.666Z",
      "alarmRaisedTime": "2020-09-15T14:04:15.000Z",
      "plannedOutageIndication": "IN_SERVICE",
      "serviceAffecting": true,
      "affectedService": [
         {
            "id": "SD WAN Enterprise Solutions",
            "href": "http://api/service/vlan_dot0_dot0"
         },
         {
            "id": "Santa Clara SD WAN Application Service",
            "href": "http://api/service/vlan_dot0_dot0"
         }
      ],
      "source": "Alarm Management Open API",
      "href":
 "/api/sn_ind_tmf642/alarm_mgmt/alarm/001a0ca629078d10f87759e2f6
9e4c64_2212331",
      "id": "001a0ca629078d10f87759e2f69e4c64_2212331"
   },
   {
      "externalAlarmId": "2212331",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "alarmType": "QualityOfServiceAlarm23",
      "perceivedSeverity": "MAJOR",
      "probableCause": "ProbB",
      "sourceSystemId": "checkSB",
      "alarmedObject": {
         "id": "vManage_OOOOOO",
         "href": " http://api/alarmedobject/OOOOOO"
      },
      "crossedThresholdInformation": {
         "direction": "111",
         "granularity": "1234",
         "indicatorName": "sdfgds",
         "indicatorUnit": "asdfdsaf",
         "observedValue": "adsfds",
         "thresholdId": "12fasdfasdfasd",
         "thresholdCrossingDescription": "S23rtring",
         "thresholdRef": "asdfasf"
      },
      "type": "QualityOfServiceAlarm",
      "ackState": "acknowledged",
      "specificProblem": "Inbound Traffic threshold crossed",
      "alarmedObjectType": "ROUTER",
      "alarmDetails": "Software Failure on SD-WAN Controller
 vManage_OOOOOO",
      "state": "processed",
      "alarmChangedTime": "2017-08-15T07:04:15.666Z",
      "proposedRepairActions": "Switch in standby equipment",
      "alarmReportingTime": "2017-06-15T07:04:15.666Z",
      "alarmRaisedTime": "2020-09-15T14:04:15.000Z",
      "plannedOutageIndication": "IN_SERVICE",
      "serviceAffecting": true,
      "affectedService": [
         {
            "id": "SD WAN Enterprise Solutions",
            "href": "http://api/service/vlan_dot0_dot0"
         },
         {
            "id": "Santa Clara SD WAN Application Service",
            "href": "http://api/service/vlan_dot0_dot0"
         }
      ],
      "source": "Alarm Management Open API",
      "href":
 "/api/sn_ind_tmf642/alarm_mgmt/alarm/001c84aa29078d10f87759e2f6
9e4cfa_2212331",
      "id": "001c84aa29078d10f87759e2f69e4cfa_2212331"
   }
]
```


Alarm Management Open API – GET /sn_ind_tmf642/alarm_mgmt/alarm/{id}

Retrieves a specified alarm record from the Events [em_event] or Alert [em_alert] table.

URL format

Default URL: `/api/sn_ind_tmf642/alarm_mgmt/alarm/{id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
id	Unique identifier of the record to retrieve. Data type: String Table: In the Message key field of the Events [em_event] table.

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Valid fields: • alarmedObject • alarmRaisedTime • alarmType • crossedThresholdInformation • externalAlarmId • id • perceivedSeverity • probableCause • source • sourceSystemId • state • type Default value: All fields Data type: String

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected for one or more of the following reasons. • Invalid path parameter. • Invalid URI.
404	Record not found. A record associated with the specified ID is not found in the Event [em_event] or Alert [em_alert] table.

Response body parameters (JSON)

Name	Description
affectedService	List of one or more services affected by the alarm. Data type: Array of Objects `"affectedService":[ { "href": "String", "id": "String" },]`
affectedService.href	URL reference that provides details of the affected service. Data type: String
affectedService.id	Identifier of the service affected by the alarm. This value maps to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	the affected configuration item (CI) on the alert. Data type: String
alarmDetails	Additional details about the alarm. Data type: String
alarmedObject	Details of the alarm object. Data type: Object `"alarmedObject": { "href": "String", "id": "String" }`
alarmedObject.id	Unique identifier of the alarm object. This value maps to a CI in the system. Data type: String
alarmedObject.href	URL reference to get the details of the alarm object. Data type: String
alarmedObjectType	Type or class of object associated with the event. Data type: String
alarmRaisedTime	Date and time at which the alarm occurs at its source. Data type: String
alarmReportingTime	Date and time at which the OSS reports its alarm. This value might differ from the *alarmRaisedTime* value. For example, if an element management system (EMS) maintains the alarm list: • The *alarmRaisedTime* is the time of alarm detection by the network element (NE). • The *alarmReportingTime* is the alarm report time of storage in the EMS alarm list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
alarmType	Alarm category. Data type: String
crossedThresholdInformation	Details about the crossed threshold. Data type: Object `"crossedThresholdInformation": { "direction": "String", "granularity": "String", "indicatorName": "String", "indicatorUnit": "String", "observedValue": "String", "thresholdCrossingDescription": "String", "thresholdId": "String", "thresholdRef": "String" }`
crossedThresholdInformation.direction	Threshold crossing direction. Valid values: • DOWN • UP Data type: String
crossedThresholdInformation.granularity	Granularity at which the indicator is evaluated for threshold crossing. For example, 5MINUTES. Data type: String
crossedThresholdInformation.indicatorName	Name of the indicator that crosses the alarm threshold. Data type: String
crossedThresholdInformation.indicatorUnit	Measurement unit of the indicator corresponding to the crossed threshold.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
crossedThresholdInformation.observedValue	Number identifying the indicator crossing the threshold. Data type: String
crossedThresholdInformation.thresholdCrossingDescription	More threshold details of the threshold crossing alarm. Data type: String
crossedThresholdInformation.thresholdId	Unique identifier of the threshold that caused the alarm. Data type: String
crossedThresholdInformation.thresholdRef	URL of the threshold object. Data type: String
externalAlarmId	Unique identifier for the alarm from the source system posting the alarm. Data type: String
href	URL of the resource. Data type: String
id	Unique identifier for the system to identify and process the alarm payload as an event. Data type: String
perceivedSeverity	Alarm severity. Valid values: • CLEAR • CRITICAL • MAJOR • MINOR • WARNING Data type: String
plannedOutageIndication	Indicates that the managed object for this alarm is in a planned outage state. For example, planned maintenance or out-of-service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
probableCause	Most likely situation to trigger the alarm. Use with *alarmType* to qualify the alarm. Data type: String
proposedRepairActions	If available to the system, provides a repair action to resolve the issue that triggers the alarm. Data type: String
serviceAffecting	Flag that indicates whether the alarm affects service. Valid values: • true: Alarm affects service performance or availability. • false: Alarm doesn't affect service. Default: false Data type: Boolean
sourceSystemId	Instance ID of the source alarm. Data type: String
specificProblem	Specific problem that triggers the alarm. Use with the *probableCause* tparameter o qualify the alarm. Data type: String
state	Alarm state. Valid values: • Error • Ignored • Ready • Processed If an invalid value is provided, the state is set to `Ready`. If the state is `Ready`, an alert is created in the Alert

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	[em_alert] table and the state then becomes `Processed`. If the state is `Processed`, `Ignored`, or `Error` no alert is created. Default value: Ready Data type: String

Example: cURL request

This example retrieves an alarm.

```
curl
 "https://instance.servicenow.com/api/sn_ind_tmf642/alarm_mgmt/a
larm/001a0ca629078d10f87759e2f69e4c64_2212331" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
   "externalAlarmId": "2212331",
   "alarmType": "QualityOfServiceAlarm23",
   "perceivedSeverity": "MAJOR",
   "probableCause": "ProbB",
   "sourceSystemId": "checkSB",
   "alarmedObject": {
      "id": "vManage_000000",
      "href": " http://api/alarmedobject/000000"
   },
   "crossedThresholdInformation": {
      "direction": "111",
      "granularity": "1234",
      "indicatorName": "ind_name",
      "indicatorUnit": "ind_unit",
      "observedValue": "232",
      "thresholdId": "200",
      "thresholdCrossingDescription": "sample_description",
      "thresholdRef": "sample_ref"
   },
   "type": "QualityOfServiceAlarm",
   "ackState": "acknowledged",
   "specificProblem": "Inbound Traffic threshold crossed",
   "alarmedObjectType": "ROUTER",
   "alarmDetails": "Software Failure on SD-WAN Controller
 vManage_000000",
   "state": "processed",
   "alarmChangedTime": "2017-08-15T07:04:15.666Z",
   "proposedRepairActions": "Switch in standby equipment",
   "alarmReportingTime": "2017-06-15T07:04:15.666Z",
   "alarmRaisedTime": "2020-09-15T14:04:15.000Z",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "plannedOutageIndication": "IN_SERVICE",
   "serviceAffecting": true,
   "affectedService": [
      {
         "id": "SD WAN Enterprise Solutions",
         "href": "http://api/service/vlan_dot0_dot0"
      },
      {
         "id": "Santa Clara SD WAN Application Service",
         "href": "http://api/service/vlan_dot0_dot0"
      }
   ],
   "source": "Alarm Management Open API",
   "href":
 "/api/sn_ind_tmf642/alarm_mgmt/alarm/001a0ca629078d10f87759e2f6
9e4c64_2212331",
   "id": "001a0ca629078d10f87759e2f69e4c64_2212331"
}
```


Alarm Management Open API – PATCH /sn_ind_tmf642/alarm_mgmt/alarm/{id}

Updates a specified alarm and any associated alert.

This endpoint writes the response body to the **Additional Info** field of the event record in the Events [em_event] table.

URL format

Default URL: `/api/sn_ind_tmf642/alarm_mgmt/alarm/{id}`

Supported request parameters

Path parameters

Name	Description
id	Unique identifier of the record to update. Data type: String Table: In the Message key field of the Events [em_event] table.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
affectedService	List of one or more services affected by the alarm. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"affectedService":[
	  {
	  "href": "String",
	  "id": "String"
	  },
	]</pre>

affectedService.href	URL reference that provides details of the affected service. Data type: String
affectedService.id	Required. Identifier of the service affected by the alarm. This value maps to the affected configuration item (CI) on the alert. Data type: String
alarmChangedTime	Indicates the last date and time the alarm changed on the alarm-owning system. Any change to the alarm updates this value whether coming from the alarmed resource or triggered by a change from the client. Data type: String
alarmDetails	Additional details about the alarm. Data type: String
alarmEscalation	Flag that indicates an escalation in alarm severity. Valid values: • true: There is an escalation in alarm severity. • false: The alarm severity is the same or lower. Default: false Data type: Boolean
crossedThresholdInformation	Details about the crossed threshold. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	<pre>"crossedThresholdInformation": { "direction": "String", "granularity": "String", "indicatorName": "String", "indicatorUnit": "String", "observedValue": "String", "thresholdCrossingDescription": "String", "thresholdId": "String", "thresholdRef": "String" }</pre>
crossedThresholdInformation.direction	Threshold crossing direction. Valid values: • DOWN • UP Data type: String
crossedThresholdInformation.granularity	Granularity at which the indicator is evaluated for threshold crossing. For example, 5MINUTES. Data type: String
crossedThresholdInformation.indicatorName	Name of the indicator that crosses the alarm threshold. Data type: String
crossedThresholdInformation.indicatorUnit	Measurement unit of the indicator corresponding to the crossed threshold. Data type: String
crossedThresholdInformation.observedValue	Number identifying the indicator crossing the threshold. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
crossedThresholdInformation.thresholdCrossingDescription	More threshold details of the threshold crossing alarm. Data type: String
crossedThresholdInformation.thresholdId	Required. Unique identifier of the threshold that caused the alarm. Data type: String
crossedThresholdInformation.thresholdRef	URL of the threshold object. Data type: String
href	URL reference to the alarm. Data type: String
perceivedSeverity	Required. Alarm severity. Valid values: • CLEAR • CRITICAL • MAJOR • MINOR • WARNING Data type: String
plannedOutageIndication	Indicates that the managed object for this alarm is in a planned outage state. For example, planned maintenance or out-of-service. Data type: String
probableCause	Required. Most likely situation to trigger the alarm. Use with *`alarmType`* to qualify the alarm. Data type: String
proposedRepairActions	If available to the system, provides a repair action to resolve the issue that triggers the alarm. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
serviceAffecting	Flag that indicates whether the alarm affects service. Valid values: • true: Alarm affects service performance or availability. • false: Alarm doesn't affect service. Default: false Data type: Boolean
specificProblem	Specific problem that triggers the alarm. Use with the *probableCause* tparameter o qualify the alarm. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad request. Possible reasons: • Invalid payload. Missing required alarm ID. • Invalid payload. Required field missing:<field name>. • Invalid payload. Missing required object. • Event not created, failed. • Unable to clear event. • Unable to update event. • The event doesn't exist.

Response body parameters (JSON)

Name	Description
alarmChangedTime	Date and time the alarm changed in GMT on the alarm-owning system. This value updates when changes to the alarm from the alarmed resource occur or a change from a client update triggers the alarm. This value is required in the response. Data type: String
href	URL reference to the alarm. Data type: String
id	Unique identifier of the alarm. Value determined by the system owning the alarm. Data type: String

Example: cURL request

In this example, the severity is reduced to MINOR.

```
curl
 "https://<instance>.service-now.com/api/sn_ind_tmf642/alarm_mg
mt/alarm/6e116bb8db09201087b9a8394b961950_<external-alarm-id>" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{

 \"href\":
\"http://api/alarm/ROUTER_IF@Cisco-0000-0-0-0-0-00-00-0--
 Xz0/00@00\",
     \"externalAlarmId\":\"<external-alarm-id>\",
     \"alarmType\":\"QualityOfServiceAlarm\",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    \"type\":\"QualityOfServiceAlarm\",
    \"ackState\":\"acknowledged\",
    \"perceivedSeverity\":\"MINOR\",
    \"probableCause\":\"Threshold crossed\",
    \"specificProblem\":\"Inbound Traffic threshold crossed\",
    \"alarmedObjectType\":\"ROUTER\",
    \"alarmedObject\":{
       \"id\":\"vManage_000000\",
       \"href\":\" http://api/alarmedobject/000000\"
    },
    \"sourceSystemId\":\"SOURCE_SYSTEM_vManage_00000_000_00\",
    \"alarmDetails\":\"Software Failure on SD-WAN Controller
 vManage_000000\",
    \"alarmEscalation\": false,
    \"state\":\"RAISED\",
    \"alarmChangedTime\":\"2017-08-15T07:04:15.666Z\",
    \"proposedRepairActions\":\"Switch in standby equipment\",
    \"alarmReportingTime\":\"2017-06-15T07:04:15.666Z\",
    \"alarmRaisedTime\":\"2020-09-15T07:04:15.666Z\",
    \"plannedOutageIndication\":\"IN_SERVICE\",
    \"serviceAffecting\":true,
    \"affectedService\":[
       {
          \"id\":\"SD WAN Enterprise Solutions\",
          \"href\":\"http://api/service/vlan_dot0_dot0\"
       },
       {
          \"id\":\"Santa Clara SD WAN Application Service\",
          \"href\":\"http://api/service/vlan_dot0_dot0\"
       }
    ]
 }" \
--user 'user:'password'
```

Response body.

```
{
  "result": {
    "alarmChangedTime": "2017-08-15T07:04:15.666Z",
    "id": "6e116bb8db09201087b9a8394b961950_<external-alarm-id>"
  }
}
```

Alarm Management Open API – POST /sn_ind_tmf642/alarm_mgmt/alarm

Creates an alarm record in the Events [em_event] table.

When the alarm record is created, an ID for the alarm is added in the *Message key* field.

An alert record might also be created based on Alert management rules.

This endpoint writes the response body to the **Additional Info** field of the event record in the Events [em_event] table.

URL format

Default URL: `/api/sn_ind_tmf642/alarm_mgmt/alarm`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
affectedService	List of one or more services affected by the alarm. Data type: Array of Objects `"affectedService":[ { "href": "String", "id": "String" }, ]`
affectedService.href	URL reference that provides details of the affected service. Data type: String
affectedService.id	Required. Identifier of the service affected by the alarm. This value maps to the affected configuration item (CI) on the alert. Data type: String
alarmDetails	Additional details about the alarm. Data type: String
alarmedObject	Required. Details of the alarm object. `"alarmedObject": { "href": "String", "id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: Object
alarmedObject.id	Required. Unique identifier of the alarm object. This value maps to a CI in the system. Data type: String
alarmedObject.href	URL reference to get the details of the alarm object. Data type: String
alarmedObjectType	Type or class of object associated with the event. Data type: String
alarmRaisedTime	Date and time at which the alarm occurs at its source. Data type: String
alarmReportingTime	Date and time at which the OSS reports its alarm. This value might differ from the *alarmRaisedTime* value. For example, if an element management system (EMS) maintains the alarm list: • The *alarmRaisedTime* is the time of alarm detection by the network element (NE). • The *alarmReportingTime* is the alarm report time of storage in the EMS alarm list. Data type: String
alarmType	Required. Alarm category. Data type: String
crossedThresholdInformation	Details about the crossed threshold. Data type: Object `"crossedThresholdInformation": { "direction": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	<pre>"granularity": "String", "indicatorName": "String", "indicatorUnit": "String", "observedValue": "String", "thresholdCrossingDescription": "String", "thresholdId": "String", "thresholdRef": "String" }</pre>
crossedThresholdInformation.direction	Threshold crossing direction. Valid values: • DOWN • UP Data type: String
crossedThresholdInformation.granularity	Granularity at which the indicator is evaluated for threshold crossing. For example, 5MINUTES. Data type: String
crossedThresholdInformation.indicatorName	Name of the indicator that crosses the alarm threshold. Data type: String
crossedThresholdInformation.indicatorUnit	Measurement unit of the indicator corresponding to the crossed threshold. Data type: String
crossedThresholdInformation.observedValue	Number identifying the indicator crossing the threshold. Data type: String
crossedThresholdInformation.thresholdCrossingDescription	More threshold details of the threshold crossing alarm. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
crossedThresholdInformation.thresholdId	Required. Unique identifier of the threshold that caused the alarm. Data type: String
crossedThresholdInformation.thresholdRef	URL of the threshold object. Data type: String
externalAlarmId	Required. Unique identifier for the alarm from the source system posting the alarm. Data type: String
id	Unique identifier for the system to identify and process the alarm payload as an event. This value must be empty if used in the payload. The system generates this unique ID for the event and sends it as part of the response payload. Data type: String
perceivedSeverity	Required. Alarm severity. Valid values: • CLEAR • CRITICAL • MAJOR • MINOR • WARNING Data type: String
plannedOutageIndication	Indicates that the managed object for this alarm is in a planned outage state. For example, planned maintenance or out-of-service. Data type: String
probableCause	Required. Most likely situation to trigger the alarm. Use with *alarmType* to qualify the alarm.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
proposedRepairActions	If available to the system, provides a repair action to resolve the issue that triggers the alarm. Data type: String
serviceAffecting	Flag that indicates whether the alarm affects service. Valid values: • true: Alarm affects service performance or availability. • false: Alarm doesn't affect service. Default: false Data type: Boolean
sourceSystemId	Required. Instance ID of the source alarm. Data type: String
specificProblem	Specific problem that triggers the alarm. Use with the *probableCause* tparameter o qualify the alarm. Data type: String
state	Alarm state. Valid values: • Error • Ignored • Ready • Processed If an invalid value is provided, the state is set to `Ready`. If the state is `Ready`, an alert is created in the Alert [em_alert] table and the state then becomes `Processed`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	If the state is `Processed`, `Ignored`, or `Error` no alert is created. Default value: Ready Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad request. Possible reasons: • Invalid payload. Missing required alarm ID. • Invalid payload. Required field missing:<field name>. • Invalid payload. Missing required object. • Event not created, failed. • Unable to clear event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Unable to update event. • The event doesn't exist.

Response body parameters (JSON)

Name	Description
affectedService	List of one or more services affected by the alarm. Data type: Array of Objects `"affectedService":[ { "href": "String", "id": "String" }, ]`
affectedService.href	URL reference that provides details of the affected service. Data type: String
affectedService.id	Identifier of the service affected by the alarm. This value maps to the affected configuration item (CI) on the alert. Data type: String
alarmDetails	Additional details about the alarm. Data type: String
alarmedObject	Details of the alarm object. `"alarmedObject": { "href": "String", "id": "String" }` Data type: Object
alarmedObject.id	Unique identifier of the alarm object. This value maps to a CI in the system. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
alarmedObject.href	URL reference to get the details of the alarm object. Data type: String
alarmedObjectType	Type or class of object associated with the event. Data type: String
alarmRaisedTime	Date and time at which the alarm occurs at its source. Data type: String
alarmReportingTime	Date and time at which the OSS reports its alarm. This value might differ from the *alarmRaisedTime* value. For example, if an element management system (EMS) maintains the alarm list: • The *alarmRaisedTime* is the time of alarm detection by the network element (NE). • The *alarmReportingTime* is the alarm report time of storage in the EMS alarm list. Data type: String
alarmType	Alarm category. Data type: String
crossedThresholdInformation	Details about the crossed threshold. Data type: Object `"crossedThresholdInformation": { "direction": "String", "granularity": "String", "indicatorName": "String", "indicatorUnit": "String", "observedValue": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"thresholdCrossingDescription": "String", "thresholdId": "String", "thresholdRef": "String" }
crossedThresholdInformation.direction	Threshold crossing direction. Valid values: • DOWN • UP Data type: String
crossedThresholdInformation.granularity	Granularity at which the indicator is evaluated for threshold crossing. For example, 5MINUTES. Data type: String
crossedThresholdInformation.indicatorName	Name of the indicator that crosses the alarm threshold. Data type: String
crossedThresholdInformation.indicatorUnit	Measurement unit of the indicator corresponding to the crossed threshold. Data type: String
crossedThresholdInformation.observedValue	Number identifying the indicator crossing the threshold. Data type: String
crossedThresholdInformation.thresholdCrossingDescription	More threshold details of the threshold crossing alarm. Data type: String
crossedThresholdInformation.thresholdId	Unique identifier of the threshold that caused the alarm. Data type: String
crossedThresholdInformation.thresholdRef	URL of the threshold object. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
externalAlarmId	Unique identifier for the alarm from the source system posting the alarm. Data type: String
href	URL of the resource. Data type: String
id	Unique identifier for the system to identify and process the alarm payload as an event. Data type: String
perceivedSeverity	Alarm severity. Valid values: • CLEAR • CRITICAL • MAJOR • MINOR • WARNING Data type: String
plannedOutageIndication	Indicates that the managed object for this alarm is in a planned outage state. For example, planned maintenance or out-of-service. Data type: String
probableCause	Most likely situation to trigger the alarm. Use with *alarmType* to qualify the alarm. Data type: String
proposedRepairActions	If available to the system, provides a repair action to resolve the issue that triggers the alarm. Data type: String
serviceAffecting	Flag that indicates whether the alarm affects service. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Alarm affects service performance or availability. • false: Alarm doesn't affect service. Default: false Data type: Boolean
sourceSystemId	Instance ID of the source alarm. Data type: String
specificProblem	Specific problem that triggers the alarm. Use with the *probableCause* tparameter o qualify the alarm. Data type: String
state	Alarm state. Valid values: • Error • Ignored • Ready • Processed If an invalid value is provided, the state is set to `Ready`. If the state is `Ready`, an alert is created in the Alert [em_alert] table and the state then becomes `Processed`. If the state is `Processed`, `Ignored`, or `Error` no alert is created. Default value: Ready Data type: String

Example: cURL request

This example creates an alarm.

```
curl
 "https://<instance>.service-now.com/api/sn_ind_tmf642/alarm_mg
mt/alarm" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--data "{

 "href":"http://api/alarm/ROUTER_IF@Cisco-0000-0-0-0-0-00-00-0--
 Xz0/00@00",
     "externalAlarmId":"<external-alarm-id>",
     "alarmType":"QualityOfServiceAlarm",
     "type":"QualityOfServiceAlarm",
     "ackState":"acknowledged",
     "perceivedSeverity":"CRITICAL",
     "probableCause":"Threshold crossed",
     "specificProblem":"Inbound Traffic threshold crossed",
     "alarmedObjectType":"ROUTER",
     "alarmedObject":{
        "id":"vManage_000000",
        "href":" http://api/alarmedobject/000000"
     },
     "sourceSystemId":"SOURCE_SYSTEM_vManage_00000_000_00",
     "alarmDetails":"Software Failure on SD-WAN Controller
 vManage_000000",
     "state":"RAISED",
     "alarmChangedTime":"2017-08-15T07:04:15.666Z",
     "proposedRepairActions":"Switch in standby equipment",
     "alarmReportingTime":"2017-06-15T07:04:15.666Z",
     "alarmRaisedTime":"2020-09-15T07:04:15.666Z",
     "plannedOutageIndication":"IN_SERVICE",
     "serviceAffecting":true,
     "affectedService":[
        {
           "id":"SD WAN Enterprise Solutions",
           "href":"http://api/service/vlan_dot0_dot0"
        },
        {
           "id":"Santa Clara SD WAN Application Service",
           "href":"http://api/service/vlan_dot0_dot0"
        }
     ]
 }" \
--user 'user':'password'
```

Response body.

```
{

 "href":"http://api/alarm/ROUTER_IF@Cisco-0000-0-0-0-0-00-00-0--
 Xz0/00@00",
     "externalAlarmId":"<external-alarm-id>",
     "alarmType":"QualityOfServiceAlarm",
     "type":"QualityOfServiceAlarm",
     "ackState":"acknowledged",
     "perceivedSeverity":"CRITICAL",
     "probableCause":"Threshold crossed",
     "specificProblem":"Inbound Traffic threshold crossed",
     "alarmedObjectType":"ROUTER",
     "alarmedObject":{
        "id":"vManage_000000",
        "href":" http://api/alarmedobject/000000"
     },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sourceSystemId":"SOURCE_SYSTEM_vManage_00000_000_00",
    "alarmDetails":"Software Failure on SD-WAN Controller
vManage_000000",
    "state":"RAISED",
    "alarmChangedTime":"2017-08-15T07:04:15.666Z",
    "proposedRepairActions":"Switch in standby equipment",
    "alarmReportingTime":"2017-06-15T07:04:15.666Z",
    "alarmRaisedTime":"2020-09-15T07:04:15.666Z",
    "plannedOutageIndication":"IN_SERVICE",
    "serviceAffecting":true,
    "affectedService":[
       {
          "id":"SD WAN Enterprise Solutions",
          "href":"http://api/service/vlan_dot0_dot0"
       },
       {
          "id":"Santa Clara SD WAN Application Service",
          "href":"http://api/service/vlan_dot0_dot0"
       }
    ]
}
```


Alarm Management Open API – POST /sn_ind_tmf642/alarm_mgmt/alarm/{id}/clear

Clears a specified alarm and closes any associated alert.

URL format

Default URL: `/api/sn_ind_tmf642/alarm_mgmt/alarm/{id}/clear`

Supported request parameters

Path parameters

Name	Description
id	Unique identifier of the alarm to clear. Data type: String Table: In the Message key field of the Events [em_events] table.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
alarmClearedTime	Date and time at which the alarm clears at the source. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Table: In the Time of event field of the Events [em_events] table.
clearSystemId	Required. Name of the instance from which the *alarmCleared* operation was invoked. Data type: String
clearUserId	Required. Unique ID of the user who invoked the *alarmCleared* operation. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Name	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad request. Possible reasons: • Invalid payload. Missing required alarm ID. • Invalid payload. Required field missing:<field name>. • Invalid payload. Missing required object. • Event not created, failed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Unable to clear event. • Unable to update event. • The event doesn't exist.

Response body parameters (JSON)

Name	Description
alarmClearedTime	Date and time at which the alarm clears at the source. Data type: String Table: In the Time of event field of the Events [em_events] table.
clearSystemId	Name of the instance from which the *alarmCleared* operation was invoked. Data type: String
clearUserId	Unique ID of the user who invoked the *alarmCleared* operation. Data type: String
href	URL of the alarm. Data type: String
id	Unique ID. Data type: String Table: In the Message key field of the record in the Events [em_events] table.

Example: cURL request

This example clears an alarm.

```
curl
 "https://<instance>.service-now.com/api/sn_ind_tmf642/alarm_mg
mt/alarm/6e116bb8db09201087b9a8394b961950_<external-alarm-id>/cl
ear" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"alarmClearedTime\": \"2017-08-15 06:04:15\",
  \"clearSystemId\": \"<source_instance_name>\",
  \"clearUserId\": \"SOURCE_SYSTEM_vManage_00000_000_00\"
}" \
--user 'user':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body.

```
{
  "result": {
    "alarmClearedTime": "2017-08-15 06:04:15",
    "clearSystemId": "<source_instance_name>",
    "clearUserId": "SOURCE_SYSTEM_vManage_00000_000_00",
    "id": "6e116bb8db09201087b9a8394b961950_<external-alarm-id>"
  }
}
```

AP Invoice API

Allows external systems, such as those used by vendors, to securely submit invoices directly into an accounts payable system in a structured and automated manner.

This API requires the Accounts Payable Invoice Processing (com.sn_ap_apm) store application, which is provided within the `sn_spend_intg` namespace. For information, see Accounts Payable Invoice Processing.

Refer to AP Invoice API Developer Guide for help with the following tasks:

- Define a custom field for invoices, invoice lines, and invoice tax lines.
- Map the custom field between source and target tables.
- Map the custom field to a payload entry in a specific format, such as JSON, cXML, or XML.
- Setting credentials for authentication when using cXML as the payload.

Note: The maximum default payload size is 100 records. This value is configurable in the *sn_spend_intg.ap.invoice.create.api.record_limit* system property.

AP Invoice – POST sn_spend_intg/ap_invoice/cxml

Processes an automated invoice in commerce XML (cXML) format.

Use the Invoice integration field mappings [sn_spend_intg_invoice_intg_field_mapping] table to determine how the fields are mapped to cXML tags.

For additional cXML resources, refer to the cXML Reference Guide at https://xml.cxml.org.

Credentials for this API are included in the payload. You can set up credentials in the Source system credential [sn_spend_intg_source_system_credential] table. For instructions, see Setting credentials for authentication in the cXML payload.

You can define custom invoice fields for the request body. Use the following flow to add custom fields, map them to target tables, and format them for availability in the payload:

1. Add custom fields for invoice import
2. Map custom fields between source and target tables
3. Map custom fields to a payload source format

URL format

Versioned URL: `/api/sn_spend_intg/v1/ap_invoice/cxml`

Default URL: `/api/sn_spend_intg/ap_invoice/cxml`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body elements (cXML)

Path	Description
/cXML/Header/From / Credential[@domain='VendorID']/Identity	Identifier for the reseller or supplier that the customer can place orders with. Target field: u_supplier Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest / InvoiceDetailRequestHeader[@invoiceDate]	Date on which the customer was invoiced. Target field: u_invoice_date Related table: Invoice Import [sn_spend_intg_imp_invoice] Format: YYYY-MM-DD
/cXML/Request/InvoiceDetailRequest / InvoiceDetailRequestHeader[@invoiceID]	Invoice number generated from a third-party application. Target field: u_external_invoice_number Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest / InvoiceDetailRequestHeader[@invoiceOrigin]	External source system from where the invoice is received. For example, supplier. Target field: u_inbound_source Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest / InvoiceDetailRequestHeader/InvoicePartner / Contact[@role='billTo']/PostalAddress/City	The city to which the invoice is sent. Target field: u_bill_to_city

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (cXML) (continued)

Path	Description
	Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest / InvoiceDetailRequestHeader/InvoicePartner / Contact[@role='billTo']/PostalAddress/ Country	The country to which the invoice is sent in ISO 3166 format. For example, US. Target field: u_bill_to_country Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest / InvoiceDetailRequestHeader/InvoicePartner / Contact[@role='billTo']/PostalAddress/State	The state or province to which the invoice is sent. Target field: u_bill_to_state_or_province Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest / InvoiceDetailRequestHeader/InvoicePartner / Contact[@role='billTo']/PostalAddress/Street	The street address to which the invoice is sent. Target field: u_bill_to_street Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest / InvoiceDetailRequestHeader/InvoicePartner / Contact[@role='billTo']/PostalAddress/ PostalCode	The zip or postal code to which the invoice is sent. Target field: u_bill_to_zip_or_postal_code
Contact[@role="remitTo"]/PostalAddress / Street	The street address to which the payment is made. Target field: u_remit_address
Contact[@role="remitTo"]/PostalAddress / City	The city to which the payment is made. Target field: u_remit_to_city
Contact[@role="remitTo"]/PostalAddress / State	The state or province to which the payment is made. Target field: u_remit_to_state_or_province
Contact[@role="remitTo"]/PostalAddress / PostalCode	The zip or postal code to which the payment is made. Target field: u_remit_to_zip_or_postal_code
Contact[@role="remitTo"]/PostalAddress / Country	The country to which the payment is made in ISO 3166 format. For example, US. Target field: u_remit_to_country

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (cXML) (continued)

Path	Description
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailRequestHeader / InvoiceDetailShipping/ Contact[@role="shipFrom"]/PostalAddress / Street	Street from which the items on the purchase order are shipped. Target field: u_ship_from_street Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailRequestHeader / InvoiceDetailShipping/ Contact[@role="shipFrom"]/PostalAddress / City	City from which the items on the purchase order are shipped. Target field: u_ship_from_city Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailRequestHeader / InvoiceDetailShipping/ Contact[@role="shipFrom"]/PostalAddress / State	State from which the items on the purchase order are shipped. Target field: u_ship_from_state_or_province Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailRequestHeader / InvoiceDetailShipping/ Contact[@role="shipFrom"]/PostalAddress / PostalCode	Zip code from which the items on the purchase order are shipped. Target field: u_ship_from_zip_or_postal_code Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailRequestHeader / InvoiceDetailShipping/ Contact[@role="shipFrom"]/PostalAddress / Country	Country from which the items on the purchase order are shipped. Target field: u_ship_from_country Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailRequestHeader /InvoicePartner/ Contact[@role="billTo"] [@addressID]	Name of the legal entity of the supplier. Located in the Legal Entity [sn_fin_legal_entity] table. Target field: u_legal_entity Related table: Invoice Import [sn_spend_intg_imp_invoice]
Contact[@role="shipTo"]/Name	Name of the contact to which the items on the purchase order should be shipped. Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (cXML) (continued)

Path	Description
Contact[@role="shipTo"]/PostalAddress / Street	Street to which the items on the purchase order are shipped. Target field: u_ship_to_street Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
Contact[@role="shipTo"]/PostalAddress /City	City to which the items on the purchase order are shipped. Target field: u_ship_to_city Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
Contact[@role="shipTo"]/PostalAddress / State	State or province to which the items on the purchase order are shipped. Target field: u_ship_to_state_or_province
Contact[@role="shipTo"]/PostalAddress / PostalCode	Zip code to which the items on the purchase order are shipped. Target field: u_ship_to_zip_or_postal_code Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
Contact[@role="shipTo"]/PostalAddress / Country	Country to which the items on the purchase order are shipped. Target field: u_ship_from_country Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/cXML/Request/InvoiceDetailRequest / InvoiceDetailRequestHeader/PaymentTerm	The agreed upon time and conditions under which a payment to a supplier is made. For example, `Net 30`. Target field: u_payment_terms Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder / InvoiceDetailItem[@description]/	Description of the invoice line. Target field: u_line_description
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder / InvoiceDetailItem[@quantity]/	Quantity of goods or services that a customer is being invoiced for. Target field: u_line_quantity

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (cXML) (continued)

Path	Description
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/ Distribution/Accounting / AccountingSegment[1]/Name	Account number of the cost center for which the invoice is generated. Listed in the Cost Center [cmn_cost_center] table. Target field: u_cost_center
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/ Distribution/Accounting / AccountingSegment[2]/Name	Account number of the general ledger (GL) used to generate the invoice. Target field: u_gl_account See also: • ERP source • Ledger account
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/ SubtotalAmount/Money	Total amount of money to be paid to the supplier excluding tax and shipping charges. Target field: u_subtotal Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/ NetAmount/Money	Total cost, excluding taxes and shipping, that a customer is being invoiced for a given purchase order line. Target field: u_line_amount_invoiced Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailOrderInfo/ OrderReference	Purchase order number that is provided by the customer for this order. Listed in the Purchase Order [sn_shop_purchase_order] table. Target field: u_purchase_order Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/ UnitPrice/UnitOfMeasure	Base unit of measure (UOM) used to count the item in the invoice. Target field: u_uom Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/ UnitPrice/Money	Unit price of the line item in the invoice. Target field: u_line_unit_price

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (cXML) (continued)

Path	Description
	Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/ UnitPrice/Money[@currency]	Currency for the line item. For example, USD. Target field: u_currency Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem / InvoiceDetailItemReference[@lineNumber]	Purchase order line ID for the referenced supplier. Listed in the Purchase Order Line [sn_shop_purchase_order_line] table. Target field: u_purchase_order_line Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/ InvoiceDetailItemReference /ItemID/ SupplierPartID	Part number that is generated by a supplier for this invoice line. Target field: u_supplier_part_number Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/ InvoiceDetailItemReference /Description	Description of the purchase order line for the invoice. Target field: u_po_line_description Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/Tax/ Money	Total amount of taxes that are billed for the purchase. Target field: u_tax_amount Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
cXML/Request/InvoiceDetailRequest/ InvoiceDetailOrder /InvoiceDetailItem/Tax/ Description	Unique tax code generated from the ERP source. Target field: u_tax_code Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailSummary /SubtotalAmount/ Money	Total amount of money to be paid to the supplier excluding tax and shipping charges. Target field: u_subtotal

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (cXML) (continued)

Path	Description
	Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailSummary /Tax/Money	Total amount of taxes that are billed for the purchase. Target field: u_tax_amount Related table: Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailSummary /Tax/ TaxDetail[@category]	Type of tax applicable on the invoice. Listed in the Tax Type [sn_fin_tax_type] table. Target field: u_tax_type Related table: Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailSummary /Tax/ TaxDetail[@percentageRate]	The tax rate charged by the supplier. Related table: Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line] Target field: u_supplier_tax_rate Related table: Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailSummary / SpecialHandlingAmount/Money	Other additional charges associated with the invoice. This is an editable field. Target field: u_other_charges Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailSummary /ShippingAmount/ Money	Total shipping cost for the entire purchase. Target field: u_shipping_amount Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailSummary /GrossAmount/Money	Required. Currency for subtotal, tax, and shipping. The subtotal, tax, and shipping should be in the same currency. Target field: u_currency Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailSummary / InvoiceDetailDiscount/Money	Discounts that are applied toward the invoice. Target field: u_discounts

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (cXML) (continued)

Path	Description
	Related table: Invoice Import [sn_spend_intg_imp_invoice]
/cXML/Request/InvoiceDetailRequest/ InvoiceDetailSummary /NetAmount/Money	Total amount of money to be paid to the supplier including tax and shipping charges. Target field: u_amount_invoiced Related table: Invoice Import [sn_spend_intg_imp_invoice]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Content-Type	Data format of the request body. Only supports *`application/xml`*.
Source-System	Specifies the source system from which the request is coming from. Available systems are listed in the Source systems credentials [sn_spend_intg_source_system_credential] table. This setting helps to determine if the request provided follows the structure in the Invoice integration field mapping [sn_spend_intg_invoice_intg_field_mapping] table. This setting is also used to fetch credentials from the Source system credentials [sn_spend_intg_source_system_credential] table.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
202	Request Accepted. The request is successful and invoice processing is in progress.
400	Bad Request. A bad request type or malformed request was detected.
429	Too Many Requests. The request rate has exceeded the maximum of 10 requests per hour.

Response body parameters

Name	Description
batch_id	Unique identifier for the batch request. This ID can be used to track the status of the request. This record is stored in the Invoice integration log [sn_spend_intg_invoice_integration_log] table. Data type: String
error	Contains error message and details when the request fails. `{ "detail": String, "message": String }` Data type: Object
error.detail	Additional details about the request error. Possible results: • Failed API level ACL Validation - User does not have read/write access to the resource. • Rate limit of 13 requests per hour for AP Invoice exceeded – The number of records in the batch is more than the batch size set. • Required to provide Auth information - Either the password is wrong or user name is wrong. Data type: String
error.message	Error message containing the reason the request failed Possible errors: • Invalid payload - Invalid content type. • Invalid payload - Error: Invalid payload structure. • Invalid payload - Error: Payload exceeds allowed invoices limit in a batch. The number of records in the batch is more than the batch size set. The maximum default payload size is 100 records. This value is configurable in the *sn_spend_intg.ap.invoice.create.api.record_limit* system property.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Invalid payload - Error: Empty invoices. No data to process. The number of records in the batch is zero. • Rate limit of 500 requests per hour for APO Invoice Ingestion exceeded. • User Not Authenticated. Either the password is wrong or user name is wrong. • Failed API level ACL Validation - User does not have read/write access to the resource. Data type: String
message	Success message, for example, `Your request has been successfully received and is being processed.` You can view the status of the request in the Invoice integration log [sn_spend_intg_invoice_integration_log] table. Data type: String
status	Indicates the result of the request. Possible values: • Success • Fail Data type: String

Example: cURL request

The following example shows how to process an invoice provided as a request in cXML format.

```
curl -X POST
 https://instance.servicenow.com/api/sn_spend_intg/v1/ap_invoi
ce/cxml \
-H "Source-System: Ariba" \
-H "Content-Type: application/json" \
-d '{
    "content":
 "------=_Part_1367_1859161670.1709186492411\r\nContent-Type:
 text/xml; charset=UTF-8\r\n
Content-ID:
 1709186492411.10815535@produs-c4-an-s2-
z3-1.us2.gcpint.ariba.com\r\n<?xml version=\"1.0\"
encoding=\"UTF-8\"?>\r\n<!DOCTYPE cXML SYSTEM
 \"https://protect-us.mimecast.com/s/fgKrCERVqQU35PNzBuw39pz?dom
ain=xml.cxml.org\">
\r\n<cXML timestamp=\"2024-02-28T22:01:32-08:00\"
 payloadID=\"1709186492411-3401013259654180284@10.209.37.74\">
\r\n    <Response>\r\n        <Status code=\"200\"
 text=\"OK\" />\r\n        <DataResponse>\r\n
 <Attachment>
\r\n
 <URL>186492411.10815535@produs-c4-an-s2-
z3-1.us2.gcpint.ariba.com.110</URL>\r\n            </Attachment>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\r\n            <Attachment>\r\n
 <URL>1709186492403.306612238@produs-c4-an-s2-
z3-1.us2.gcpint.ariba.com.108</URL>
\r\n            </Attachment>\r\n        </DataResponse>\r\n
 </Response>\r\n</cXML>\r
\n------=_Part_1367_1859161670.1709186492411
\r\nContent-Type: text/xml; charset=UTF-8\r\nContent-ID:
 1709186492403.306612238@produs-c4-an-s2-
z3-1.us2.gcpint.ariba.com.108
\r\n<?xml version=\"1.0\" encoding=\"UTF-8\"?>\r\n
<!DOCTYPE cXML SYSTEM
 \"https://protect-us.mimecast.com/s/7QpfCG6VRKf15gQPwFpUTKe?dom
ain=xml.cxml.org\">\r\n
<cXML
 payloadID=\"1705930173863-1790846563502652473@10.209.37.98\"
 timestamp=\"2024-01-22T05:29:33-08:00\"
 version=\"1.2.060\">\r\n
    <Header>\r\n        <From>\r\n
 <Credential domain=\"NetworkID\">\r\n
 <Identity>AN01532216648-T</Identity>\r\n
            </Credential>\r\n
 <Credential domain=\"VendorID\">\r\n
 <Identity>3245545</Identity>\r\n
            </Credential>\r\n            <Credential
 domain=\"PrivateID\">\r\n
 <Identity>OOOOO99123</Identity>\r\n
            </Credential>\r\n        </From>\r\n        <To>\r\n
            <Credential domain=\"NetworkID\">\r\n
                <Identity>AN01404744424-T</Identity>\r\n
            </Credential>\r\n            <Credential
 domain=\"SystemID\">\r\n
                <Identity>ERP1</Identity>\r\n
         </Credential>\r\n            <Credential
 domain=\"EndPointID\">\r\n
                <Identity>CIG</Identity>\r\n
 </Credential>\r\n        </To>\r\n        <Sender>\r\n
            <Credential domain=\"NetworkID\">\r\n
 <Identity>AN01000000001</Identity>\r\n
                <SharedSecret>Ariba@123</SharedSecret>\r\n
            </Credential>\r\n
 <UserAgent>Supplier</UserAgent>\r\n
       </Sender>\r\n    </Header>\r\n    <Request
 deploymentMode=\"test\">\r\n        <InvoiceDetailRequest>\r\n
            <InvoiceDetailRequestHeader
 invoiceDate=\"2024-01-22\" invoiceID=\"\"
 invoiceOrigin=\"supplier\" operation=\"new\ purpose=\"PO
 Invoice\">\r\n

 <InvoiceDetailHeaderIndicator></InvoiceDetailHeaderIndicator>\r
\n

 <InvoiceDetailLineIndicator></InvoiceDetailLineIndicator>\r\n
              <InvoicePartner>\r\n
                    <Contact addressID=\"Test123\"
 role=\"remitTo\">\r\n
                        <Name xml:lang=\"en-US\">Oil and Natural
 Gas Corporation Limited</Name>\r\n
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                        <PostalAddress>\r\n
      <Street>Xyz street</Street>\r\n
 <City>USA</City>\r\n
                            <State
isoStateCode=\"US-NY\">NY</State>\r\n
 <PostalCode>10001</PostalCode>\r\n
                            <Country
isoCountryCode=\"US\">United States</Country>\r\n
         </PostalAddress>\r\n
                    </Contact>\r\n
</InvoicePartner>\r\n                 <InvoicePartner>\r\n
                    <Contact addressID=\"9009\"
role=\"billTo\">\r\n                          <Name
xml:lang=\"EN\">Bristlecone Inc</Name>\r\n
                        <PostalAddress>\r\n
      <Street>10 Boulvard-10</Street>\r\n
                            <City>San Jose</City>\r\n
                <State>CA</State>\r\n
                            <PostalCode>94077</PostalCode>\r\n
                            <Country
isoCountryCode=\"US\"></Country>\r\n
                        </PostalAddress>\r\n
   <Phone>\r\n                                <TelephoneNumber>\r\n
                                <CountryCode
isoCountryCode=\"US\">1</CountryCode>\r\n
         <Number>7687687799</Number>\r\n
                            </TelephoneNumber>\r\n
         </Phone>\r\n                           <Fax>\r\n
                            <TelephoneNumber>\r\n
                                <CountryCode
isoCountryCode=\"US\">1</CountryCode>\r\n

<Number>768-FAX-NUMBER</Number>\r\n
</TelephoneNumber>\r\n                             </Fax>\r\n
                    </Contact>\r\n
</InvoicePartner>\r\n                 <InvoicePartner>\r\n
             <Contact role=\"from\">\r\n
                            <Name xml:lang=\"en-US\">Oil and Natural
Gas Corporation Limited</Name>\r\n
<PostalAddress>\r\n
                            <Street>123 , street
no 5</Street>\r\n
<City>Dallas</City>\r\n
                            <State
isoStateCode=\"US-AL\">AL</State>\r\n
 <PostalCode>36615</PostalCode>\r\n
                            <Country
isoCountryCode=\"US\">United States</Country>\r\n
         </PostalAddress>\r\n
                    </Contact>\r\n
      </InvoicePartner>\r\n
<InvoiceDetailShipping>\r\n
                    <Contact role=\"shipFrom\">\r\n
                <Name xml:lang=\"en-US\">Oil and Natural Gas
Corporation Limited</Name>\r\n
                        <PostalAddress>\r\n
      <Street>Deendayal Urja Bhawan</Street>\r\n
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                              <City>New
 Delhi</City>\r\n                                 <State
 isoStateCode=\"IN-MH\">Maharashtra</State>\r\n
                              <PostalCode>110070</PostalCode>\r\n
                              <Country
 isoCountryCode=\"IN\">India</Country>\r\n
                           </PostalAddress>\r\n
  </Contact>\r\n                        <Contact addressID=\"9999\"
 role=\"shipTo\">\r\n
                           <Name xml:lang=\"EN\">Buyer Plant
 Bristlecone</Name>\r\n                             <PostalAddress
 name=\"default\">\r\n
                              <Street>18 Hanoi Road</Street>\r\n
                            <City>San Jose</City>\r\n
                              <State>CA</State>\r\n
              <PostalCode>77077</PostalCode>\r\n
                              <Country
 isoCountryCode=\"US\"></Country>\r\n
 </PostalAddress>\r\n
                           <Email name=\"default\"
 preferredLang=\"en\">test@test.com</Email>\r\n
   </Contact>\r\n
                 </InvoiceDetailShipping>\r\n
      </InvoiceDetailRequestHeader>\r\n
 <InvoiceDetailOrder>\r\n
                 <InvoiceDetailOrderInfo>\r\n
 <OrderReference orderID=\"\">\r\n
                           <DocumentReference
 payloadID=\"0AAF8EA1FA5F1EDE9FDC97460BCB03E1\"></DocumentRefere
nce>\r\n
                    </OrderReference>\r\n
 </InvoiceDetailOrderInfo>\r\n
                 <InvoiceDetailItem invoiceLineNumber=\"2\"
 quantity=\"25\" description=\"Indian Oil\">\r\n
                    <UnitOfMeasure>EA</UnitOfMeasure>\r\n
                 <UnitPrice>\r\n                              <Money
 currency=\"USD\">50</Money>\r\n
                    </UnitPrice>\r\n
   <SubtotalAmount>\r\n                              <Money
 currency=\"USD\">1250.00</Money>\r\n
                    </SubtotalAmount>\r\n
 </InvoiceDetailItem>\r\n              </InvoiceDetailOrder>\r\n
      </InvoiceDetailRequest>\r\n

 </Request>\r\n</cXML>\r
\n------=_Part_1367_1859161670.1709186492411--"
}'
```

The following result shows that the request is successful and the invoice data is processing. You can view the status of the request in the Invoice integration log [sn_spend_intg_invoice_integration_log] table. Use the batch ID listed in the Batch ID column to find the invoice.

```
{
    "batchId": "APIINV1729711710733280",
    "status": "Success",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "message": "Your request has been successfully received and
 is being processed."
}
```

AP Invoice – POST sn_spend_intg/ap_invoice/json

Processes an automated invoice in JSON format.

Role required: sn_spend_intg.procurement_integrator

Use the Invoice integration field mappings [sn_spend_intg_invoice_intg_field_mapping] table to determine how the fields are mapped to JSON properties.

You can define custom invoice fields for the request body. Use the following flow to add custom fields, map them to target tables, and format them for availability in the payload:

1. Add custom fields for invoice import
2. Map custom fields between source and target tables
3. Map custom fields to a payload source format

URL format

Versioned URL: `/api/sn_spend_intg/v1/ap_invoice/json`

Default URL: `/api/sn_spend_intg/ap_invoice/json`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
invoices	List containing each invoice to be processed. Data type: Object of nested invoice objects. `"invoices": { { "amount_invoiced": "String", "bill_to_city": "String", "bill_to_country": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	"bill_to_state_or_province": "String", "bill_to_street": "String", "bill_to_zip_or_postal_code": "String", "business_owner": "String", "currency": "String", "discounts": "String", "erp_number": "String", "external_invoice_number": "String", "invoice_date": "String", "invoice_line_count": "String", "invoice_lines": [Array], "invoice_type": "String", "legal_entity": "String", "original_invoice": "String", "other_charges": "String", "payment_terms": "String", "purchase_order": "String", "remit_address": "String", "remit_to_city": "String", "remit_to_country": "String", "remit_to_state_or_province": "String", "remit_to_zip_or_postal_code": "String", "ship_from_city": "String", "ship_from_country": "String", "ship_from_state_or_province": "String", "ship_from_street": "String", "ship_from_zip_or_postal_code": "String", "ship_to_city": "String", "ship_to_country": "String", "ship_to_state_or_province": "String", "ship_to_street": "String", "ship_to_zip_or_postal_code": "String", "shipping_amount": "String", "subtotal": "String", "supplier": "String", "supplier_invoice_number": "String", "supplier_tax_id": "String" } }
invoices.amount_invoiced	Total amount of money to be paid to the supplier including tax and shipping charges. Target field: u_amount_invoiced

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40
bill_to_city	The city to which the invoice is sent. Target field: u_bill_to_city Related table: Invoice Import [sn_spend_intg_imp_invoice]
bill_to_country	The country to which the invoice is sent in ISO 3166 format. For example, US. Target field: u_bill_to_country Related table: Invoice Import [sn_spend_intg_imp_invoice]
bill_to_state_or_province	The state or province to which the invoice is sent. Target field: u_bill_to_state_or_province Related table: Invoice Import [sn_spend_intg_imp_invoice]
bill_to_street	The street address to which the invoice is sent. Target field: u_bill_to_street Related table: Invoice Import [sn_spend_intg_imp_invoice]
bill_to_zip_or_postal_code	The zip or postal code to which the invoice is sent. Target field: u_bill_to_zip_or_postal_code
invoices.business_owner	Name of the owner who owns the application from the business side. Target field: u_business_owner Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40
invoices.currency	Required. Currency for subtotal, tax, and shipping. The subtotal, tax, and shipping should be in the same currency. Target field: u_currency Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
invoices.discounts	Discounts that are applied toward the invoice. Target field: u_discounts Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.erp_number	Unique number generated within the ERP (Enterprise Resource Planning) system for the purchase order. For information, see Purchase order integration. Target field: u_erp_number Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40
invoices. external_invoice_number	Required. Invoice number generated from a third-party application. Target field: u_external_invoice_number Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40
invoices.invoice_date	Required. Date on which the customer was invoiced. Target field: u_invoice_date Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40 Format: YYYY-MM-DD
invoices.invoice_line_count	Number of lines in the invoice. Target field: u_invoice_line_count Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40
invoices.invoice_lines	List of objects that define the lines that are being invoiced for purchases within this order. Invoice lines are staged in the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Invoice line import inbound [sn_spend_intg_imp_invoice_line] table. Data type: Array `"invoice_lines": [{ "cost_center": "String", "currency": "String", "external_invoice_number": "String", "gl_account": "String", "line_amount_invoiced": "String", "line_description": "String", "line_quantity": "String", "line_unit_price": "String", "po_line_description": "String", "purchase_order_line": "String", "ship_to_city": "String", "ship_to_country": "String", "ship_to_state_or_province": "String", "ship_to_street": "String", "ship_to_zip_or_postal_code": "String", "subtotal": "String", "supplier_part_number": "String", "tax_code": "String", "tax_details": [Array], "uom": "String" }]`
invoices.invoice_lines. cost_center	Account number of the cost center for which the invoice is generated. Listed in the Cost Center [cmn_cost_center] table. Target field: u_cost_center Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 40
invoices.invoice_lines. currency	Currency for the line item. For example, USD. Target field: u_currency Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
invoices.invoice_lines. external_invoice_number	Required. Invoice number generated from a third-party application. Target field: u_external_invoice_number Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40
invoices.invoice_lines. gl_account	Account number of the general ledger (GL) used to generate the invoice. Target field: u_gl_account Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 40 See also: • ERP source • Ledger account
invoices.invoice_lines. line_amount_invoiced	Required. Total cost, excluding taxes and shipping, that a customer is being invoiced for a given purchase order line. Target field: u_line_amount_invoiced Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 40
invoices.invoice_lines. line_description	Required. Description of the invoice line. Target field: u_line_description Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 40
invoices.invoice_lines. line_quantity	Required. Quantity of goods or services that a customer is being invoiced for. Target field: u_line_quantity

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 40
invoices.invoice_lines.line_unit_price	Unit price of the line item in the invoice. Target field: u_line_unit_price Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 40
invoices.invoice_lines.po_line_description	Description of the purchase order line for the invoice. Target field: u_po_line_description Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 100
invoices.invoice_lines.purchase_order_line	Required. Purchase order line ID for the referenced supplier. Listed in the Purchase Order Line [sn_shop_purchase_order_line] table. Target field: u_purchase_order_line Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 40
invoices.invoice_lines.ship_to_city	City to which the items on the purchase order are shipped. Target field: u_ship_to_city Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 100
invoices.invoice_lines.ship_to_country	Country to which the items on the purchase order are shipped. Target field: u_ship_to_country

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 100
invoices.invoice_lines.ship_to_state_or_province	State or province to which the items on the purchase order are shipped. Target field: u_ship_to_state_or_province Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 100
invoices.invoice_lines.ship_to_street	Street to which the items on the purchase order are shipped. Target field: u_ship_to_street Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 100
invoices.invoice_lines.ship_to_zip_or_postal_code	Zip code to which the items on the purchase order are shipped. Target field: u_ship_to_zip_or_postal_code Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line] Data type: String Maximum length: 100
invoices.invoice_lines.subtotal	Required. Total amount of money to be paid to the supplier excluding tax and shipping charges. Target field: u_subtotal Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.invoice_lines.supplier_part_number	Required. Part number that is generated by a supplier for this invoice line. Target field: u_supplier_part_number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.invoice_lines. tax_code	Unique tax code generated from the ERP source. Target field: u_tax_code Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.invoice_lines. tax_details	List of tax lines for purchases associated with the invoice line. Data type: Array of Objects `"tax_details": [ { "tax_amount": "String", "tax_rate": "String", "tax_type": "String" } ]`
invoices.invoice_lines. tax_details.tax_amount	Required. Total amount of taxes that are billed for the purchase. Target field: u_tax_amount Related table: Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line] Data type: String Maximum length: 40
invoices.invoice_lines. tax_details.tax_rate	The tax rate charged by the supplier. Target field: u_supplier_tax_rate Related table: Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line] Data type: String Maximum length: 100
invoices.invoice_lines. tax_details.tax_type	Type of tax applicable on the invoice. Listed in the Tax Type [sn_fin_tax_type] table. Target field: u_tax_type

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Related table: Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line] Data type: String Maximum length: 100
invoices.invoice_lines.uom	Base unit of measure (UOM) used to count the item in the invoice. Target field: u_uom Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.invoice_type	Type of invoice for processing. Target field: u_invoice_type Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.legal_entity	Name of the legal entity of the supplier. Located in the Legal Entity [sn_fin_legal_entity] table. Target field: u_legal_entity Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.original_invoice	Unique invoice number created by the supplier. Related table: Invoice Import [sn_spend_intg_imp_invoice] Target field: u_original_invoice Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.other_charges	Other additional charges associated with the invoice. This is an editable field. Target field: u_other_charges Related table: Invoice Import [sn_spend_intg_imp_invoice]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String Maximum length: 100
invoices.payment_terms	The agreed upon time and conditions under which a payment to a supplier is made. For example, `Net 30`. Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.purchase_order	Required. Purchase order number that is provided by the customer for this order. Listed in the Purchase Order [sn_shop_purchase_order] table. Target field: u_purchase_order Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40
invoices.remit_address	Required. The street address to which the payment is made. Target field: u_remit_address Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.remit_to_city	Required. The city to which the payment is made. Target field: u_remit_to_city Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.remit_to_country	Required. The country to which the payment is made in ISO 3166 format. For example, US. Target field: u_remit_to_country Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
invoices. remit_to_state_or_province	Required. The state or province to which the payment is made. Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices. remit_to_zip_or_postal_code	Required. The zip or postal code to which the payment is made. Target field: u_remit_to_state_or_province Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.ship_from_city	City from which the items on the purchase order are shipped. Target field: u_ship_from_city Data type: String Maximum length: 100
invoices.ship_from_country	Country from which the items on the purchase order are shipped. Target field: u_ship_from_country Data type: String Maximum length: 100
invoices. ship_from_state_or_province	State from which the items on the purchase order are shipped. Target field: u_ship_from_state_or_province Data type: String Maximum length: 100
invoices.ship_from_street	Street from which the items on the purchase order are shipped. Target field: u_ship_from_street Data type: String Maximum length: 100
invoices. ship_from_zip_or_postal_code	Zip code from which the items on the purchase order are shipped. Target field: u_ship_from_zip_or_postal_code

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String Maximum length: 100
invoices.ship_to_city	City to which the items on the purchase order are shipped. Target field: u_ship_to_city Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.ship_to_country	Country to which the items on the purchase order are shipped. Target field: u_ship_to_country Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices. ship_to_state_or_province	State to which the items on the purchase order are shipped. Target field: u_ship_to_state_or_province Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.ship_to_street	Street to which the items on the purchase order are shipped. Target field: u_ship_to_street Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices. ship_to_zip_or_postal_code	Zip code to which the items on the purchase order are shipped. Target field: u_ship_to_zip_or_postal_code Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.shipping_amount	Required. Total shipping cost for the entire purchase.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Target field: u_shipping_amount Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40
invoices.subtotal	Required. Total amount of money to be paid to the supplier excluding tax and shipping charges. Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 40
invoices.supplier	Required. Identifier for the reseller or supplier that the customer can place orders with. Target field: u_supplier Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices. supplier_invoice_number	Required. Identification number that is generated by a supplier for this invoice. Target field: u_supplier_invoice_number Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.supplier_tax_id	Tax identifier that is associated with the third party reseller. This is an editable field. Target field: u_supplier_tax_id Related table: Invoice Import [sn_spend_intg_imp_invoice] Data type: String Maximum length: 100
invoices.target_erp	ERP record in which the invoice is posted. Located in the ERP Source [sn_fin_erp_source] table. See ERP source. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.
Source-System	Specifies the source system from which the request is coming from. This setting helps to determine if the request provided follows the structure in the Invoice integration field mapping [sn_spend_intg_invoice_intg_field_mapping] table.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
202	Request Accepted. The request is successful and invoice processing is in progress.
400	Bad Request. A bad request type or malformed request was detected.
429	Too Many Requests. The request rate has exceeded the maximum of 10 requests per hour.

Response body parameters

Name	Description
batch_id	Unique identifier for the batch request. This ID can be used to track the status of the request. This record is stored in the Invoice integration log [sn_spend_intg_invoice_integration_log] table. Data type: String

error	Contains error message and details when the request fails.
	
	`{`
	`  "detail": String,`
	`  "message": String`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object
error.detail	Additional details about the request error. Possible results: • Failed API level ACL Validation - User does not have read/write access to the resource. • Rate limit of 13 requests per hour for AP Invoice exceeded – The number of records in the batch is more than the batch size set. • Required to provide Auth information - Either the password is wrong or user name is wrong. Data type: String
error.message	Error message containing the reason the request failed Possible errors: • Invalid payload - Invalid content type. • Invalid payload - Error: Invalid payload structure. • Invalid payload - Error: Payload exceeds allowed invoices limit in a batch. The number of records in the batch is more than the batch size set. The maximum default payload size is 100 records. This value is configurable in the *sn_spend_intg.ap.invoice.create.api.record_limit* system property. • Invalid payload - Error: Empty invoices. No data to process. The number of records in the batch is zero. • Rate limit of 500 requests per hour for APO Invoice Ingestion exceeded. • User Not Authenticated. Either the password is wrong or user name is wrong. • Failed API level ACL Validation - User does not have read/write access to the resource. Data type: String
message	Success message, for example, `Your request has been successfully received and is being processed.` You can view the status of the request in the Invoice integration log [sn_spend_intg_invoice_integration_log] table. Data type: String
status	Indicates the result of the request. Possible values: • Success • Fail Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following example shows how to process an invoice provided as a request in JSON format.

```
curl
 "https://instance.servicenow.com/api/sn_spend_intg/v1/ap_invoi
ce/json" \
--request \
 POST \
--header \
 "Source-System: Coupa" \
--header \
 "Content-Type: application/json" \
--user 'username' \
:'password' \
--data \
 '{
    "invoices": [
        {
            "invoice_type": "non_po_invoice",
            "supplier_invoice_number": "SPOTLIGHT98",
            "external_invoice_number": "SPOTLIGHT98",
            "erp_number": "RTest12345",
            "purchase_order": "R0030R16537",
            "business_owner": "paula.smith@example.com",
            "supplier": "3245545",
            "original_invoice": "SIN188191",
            "invoice_date": "2023-08-15",
            "payment_terms": "Net 30",
            "legal_entity": "1000",
            "subtotal": "100.00",
            "shipping_amount": "50.00",
            "other_charges": "20.00",
            "discounts": "100.00",
            "amount_invoiced": "150.00",
            "currency": "USD",
            "invoice_line_count": "2",
            "ship_to_city": "",
            "ship_to_country": "USA",
            "ship_to_state_or_province": "NY",
            "ship_to_street": "123 Main St",
            "ship_to_zip_or_postal_code": "10001",
            "ship_from_city": "Los Angeles",
            "ship_from_country": "USA",
            "ship_from_state_or_province": "CA",
            "ship_from_street": "456 Oak Ave",
            "ship_from_zip_or_postal_code": "90001",
            "remit_address": "789 Elm St, Suite 200",
            "remit_to_city": "Chicago",
            "remit_to_country": "USA",
            "remit_to_state_or_province": "IL",
            "remit_to_zip_or_postal_code": "60601",
            "bill_to_city": "San Diego",
            "bill_to_country": "USA",
            "bill_to_state_or_province": "CA",
            "bill_to_street": "4810 Eastgate Mall",
            "bill_to_zip_or_postal_code": "92121",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "supplier_tax_id": "123456789",
            "tax_details": [
                {
                    "tax_type": "Central Goods and Services
Tax",
                    "tax_amount": "25",
                    "tax_rate": ""
                },
                {
                    "tax_type": "Sales tax",
                    "tax_amount": "10",
                    "tax_rate": "10"
                },
                {
                    "tax_type": "IGST",
                    "tax_amount": "",
                    "tax_rate": "15"
                },
                {
                    "tax_type": "State Goods and Service Tax",
                    "tax_amount": "20",
                    "tax_rate": "10"
                }
            ],
            "invoice_lines": [
                {
                    "external_invoice_number": "SPOTLIGHT98",
                    "line_description": "Laptop",
                    "line_quantity": "5",
                    "line_unit_price": "20.00",
                    "subtotal": "100.00",
                    "line_amount_invoiced": "100.00",
                    "purchase_order_line": "232432",
                    "po_line_description": "Mac laptop",
                    "currency": "USD",
                    "cost_center": "41605600",
                    "gl_account": "141101",
                    "tax_code": "A0 - Sales tax, standard rate",
                    "ship_to_city": "New York",
                    "ship_to_country": "USA",
                    "ship_to_state_or_province": "NY",
                    "ship_to_street": "123 Main St",
                    "ship_to_zip_or_postal_code": "10001",
                    "supplier_part_number": "SPN-001",
                    "uom": "Hours",
                    "tax_details": [
                        {
                            "tax_type": "Central Goods and
Services Tax",
                            "tax_amount": "25",
                            "tax_rate": ""
                        },
                        {
                            "tax_type": "Sales tax",
                            "tax_amount": "",
                            "tax_rate": "10"
                        }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    ]
                },
                {
                    "external_invoice_number": "SPOTLIGHT98",
                    "line_description": "Charger",
                    "line_quantity": "5",
                    "line_unit_price": "40.00",
                    "subtotal": "200.00",
                    "line_amount_invoiced": "200.00",
                    "purchase_order_line": "232432",
                    "po_line_description": "Mac laptop",
                    "currency": "USD",
                    "cost_center": "41605600",
                    "gl_account": "141101",
                    "tax_code": "A0 - Sales tax, standard rate",
                    "ship_to_city": "New York",
                    "ship_to_country": "USA",
                    "ship_to_state_or_province": "NY",
                    "ship_to_street": "123 Main St",
                    "ship_to_zip_or_postal_code": "10001",
                    "supplier_part_number": "SPN-001",
                    "uom": "Hours",
                    "tax_details": [
                        {
                            "tax_type": "Central Goods and
 Services Tax",
                            "tax_amount": "25",
                            "tax_rate": ""
                        },
                        {
                            "tax_type": "Sales tax",
                            "tax_amount": "",
                            "tax_rate": "10"
                        }
                    ]
                }
            ]
        }
    ],
    "target_erp": ""
}'
```

The following result shows that the request is successful and the invoice data is processing. You can view the status of the request in the Invoice integration log [sn_spend_intg_invoice_integration_log] table. Use the batch ID listed in the Batch ID column to find the invoice.

```
{
    "batchId": "APIINV1729711710733280",
    "status": "Success",
    "message": "Your request has been successfully received and
 is being processed."
}
```

AP Invoice – POST sn_spend_intg/ap_invoice/xml

Processes an automated invoice in XML format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use the Invoice integration field mappings [sn_spend_intg_invoice_intg_field_mapping] table to determine how the fields are mapped to XML tags.

You can define custom invoice fields for the request body. Use the following flow to add custom fields, map them to target tables, and format them for availability in the payload:

1. Add custom fields for invoice import
2. Map custom fields between source and target tables
3. Map custom fields to a payload source format

URL format

Versioned URL: `/api/sn_spend_intg/v1/ap_invoice/xml`

Default URL: `/api/sn_spend_intg/ap_invoice/xml`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body elements (XML)

Path	Description
/Invoice/AmountInvoiced	Total amount of money to be paid to the supplier including tax and shipping charges. Target field: u_amount_invoiced Related table: Invoice Import [sn_spend_intg_imp_invoice]
Invoice/BillToCity	The city to which the invoice is sent. Target field: u_bill_to_city Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/BillToCountry	The country to which the invoice is sent in ISO 3166 format. For example, US. Target field: u_bill_to_country

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (XML) (continued)

Path	Description
	Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/BillToStateOrProvince	The state or province to which the invoice is sent. Target field: u_bill_to_state_or_province Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/BillToStreet	The street address to which the invoice is sent. Target field: u_bill_to_street Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/BillToZipOrPostalCode	The zip or postal code to which the invoice is sent. Target field: u_bill_to_zip_or_postal_code
/Invoice/Currency	Required. Currency for subtotal, tax, and shipping. The subtotal, tax, and shipping should be in the same currency. Target field: u_currency Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/DateFormat	Sets the invoice date format from the default YYYY-MM-DD to another supported date format. The date value is set in the *`InvoiceDate`* element. Supported date formats: • DD MMM YYYY • DD MMM, YY • DD MMM, YYYY • DD MMMM YYYY • DD MMMM, YY • DD MMMM, YYYY • DD-MM-YY • DD-MM-YYYY • DD-MMM-YY • DD-MMM-YYYY • DD.MM.YY

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (XML) (continued)

Path	Description
	• DD.MM.YYYY • DD/MM/YY • DD/MM/YYYY • dd/mmm/yyyy • MM-DD-YY • MM-DD-YYYY • MM.DD.YY • MM.DD.YYYY • MM/DD/YY • MM/DD/YYYY • MMM DD YYYY • MMM DD, YY • MMM DD, YYYY • MMMM DD YYYY • MMMM DD, YY • MMMM DD, YYYY • YY-MM-DD • YY.MM.DD • YY/MM/DD • YYYY-MM-DD (default) • YYYY.MM.DD • YYYY/MM/DD **Note:** The MMM format entry represents a month in its first three letters, for example, Aug. The MMMM format entry represents the full month name, for example, August. Target field: u_date_format Related table: Invoice Import [sn_spend_intg_imp_invoice] Default format: YYYY-MM-DD
/Invoice/Discounts	Discounts that are applied toward the invoice. Target field: u_discounts Related table: Invoice Import [sn_spend_intg_imp_invoice]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (XML) (continued)

Path	Description
/Invoice/ExternalInvoiceNumber	Invoice number generated from a third-party application. Target field: u_external_invoice_number Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/InvoiceDate	Date on which the customer was invoiced. Use the *DateFormat* element to add the date in a supported non-default format. Target field: u_invoice_date Related table: Invoice Import [sn_spend_intg_imp_invoice] Default format: YYYY-MM-DD
/Invoice/LegalEntity	Name of the legal entity of the supplier. Located in the Legal Entity [sn_fin_legal_entity] table. Target field: u_legal_entity Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/OtherCharges	Other additional charges associated with the invoice. This is an editable field. Target field: u_other_charges Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/PaymentTerms	The agreed upon time and conditions under which a payment to a supplier is made. For example, `Net 30`. Target field: u_payment_terms Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/RemitAddress	The street address to which the payment is made. Target field: u_remit_address
Invoice/RemitToCity	The city to which the payment is made. Target field: u_remit_to_city
/Invoice/RemitToCountry	The country to which the payment is made in ISO 3166 format. For example, `US`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (XML) (continued)

Path	Description
	Target field: u_remit_to_country
/Invoice/RemitToStateOrProvince	The state or province to which the payment is made. Target field: u_remit_to_state_or_province
/Invoice/RemitToZipOrPostalCode	The zip or postal code to which the payment is made. Target field: u_remit_to_zip_or_postal_code
/Invoice/ShipFromCity	City from which the items on the purchase order are shipped. Target field: u_ship_from_city Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/ShipFromCountry	Country from which the items on the purchase order are shipped. Target field: u_ship_from_country Related table: Invoice Line [sn_spend_intg_imp_invoice]
/Invoice/ShipFromStateOrProvince	State from which the items on the purchase order are shipped. Target field: u_ship_from_state_or_province Related table: Invoice Line [sn_spend_intg_imp_invoice]
/Invoice/ShipFromStreet	Street from which the items on the purchase order are shipped. Target field: u_ship_from_street Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/ShipFromZipOrPostalCode	Zip code from which the items on the purchase order are shipped. Target field: u_ship_from_zip_or_postal_code Related table: Invoice Line [sn_spend_intg_imp_invoice]
/Invoice/ShippingAmount	Total shipping cost for the entire purchase. Target field: u_shipping_amount

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (XML) (continued)

Path	Description
	Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/Subtotal	Total amount of money to be paid to the supplier excluding tax and shipping charges. Target field: u_subtotal Related table: Invoice Import [sn_spend_intg_imp_invoice]
/Invoice/Supplier	Identifier for the reseller or supplier that the customer can place orders with. Target field: u_supplier Related table: Invoice Import [sn_spend_intg_imp_invoice]
/InvoiceLine/CostCenter	Account number of the cost center for which the invoice is generated. Listed in the Cost Center [cmn_cost_center] table. Target field: u_cost_center
/InvoiceLine/Currency	Currency for the line item. For example, USD. Target field: u_currency Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/GLAccount	Account number of the general ledger (GL) used to generate the invoice. Target field: u_gl_account See also: • ERP source • Ledger account
/InvoiceLine/LineAmountInvoiced	Total cost, excluding taxes and shipping, that a customer is being invoiced for a given purchase order line. Target field: u_line_amount_invoiced Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/LineDescription	Description of the invoice line. Target field: u_line_description

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (XML) (continued)

Path	Description
/InvoiceLine/LineQuantity	Quantity of goods or services that a customer is being invoiced for. Target field: u_line_quantity
/InvoiceLine/LineUnitPrice	Unit price of the line item in the invoice. Target field: u_line_unit_price Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/POLineDescription	Description of the purchase order line for the invoice. Target field: u_po_line_description Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/PurchaseOrderLine	Purchase order number that is provided by the customer for this order. Listed in the Purchase Order [sn_shop_purchase_order] table. Target field: u_purchase_order Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/ShipToCity	City to which the items on the purchase order are shipped. Target field: u_ship_to_city Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/ShipToCountry	Country to which the items on the purchase order are shipped. Target field: u_ship_to_country Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/ShipToStateOrProvince	State or province to which the items on the purchase order are shipped. Target field: u_ship_to_state_or_province
/InvoiceLine/ShipToStreet	Street to which the items on the purchase order are shipped. Target field: u_ship_to_street

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (XML) (continued)

Path	Description
	Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/ShipToZipOrPostalCode	Zip code to which the items on the purchase order are shipped. Target field: u_ship_to_zip_or_postal_code Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/Subtotal	Total amount of money to be paid to the supplier excluding tax and shipping charges. Target field: u_subtotal Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/SupplierPartNumber	Part number that is generated by a supplier for this invoice line. Target field: u_supplier_part_number Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/TaxCode	Unique tax code generated from the ERP source. Target field: u_tax_code Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/InvoiceLine/UOM	Base unit of measure (UOM) used to count the item in the invoice. Target field: u_uom Related table: Invoice Line Import [sn_spend_intg_imp_invoice_line]
/TaxDetail/TaxType	Type of tax applicable on the invoice. Listed in the Tax Type [sn_fin_tax_type] table. Target field: u_tax_type Related table: Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line]
/TaxDetail/TaxRate	The tax rate charged by the supplier. Related table: Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body elements (XML) (continued)

Path	Description
	Target field: u_supplier_tax_rate Related table: Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Content-Type	Data format of the request body. Only supports *`application/xml`*.
Source-System	Specifies the source system from which the request is coming from. Available systems are listed in the Source systems credentials [sn_spend_intg_source_system_credential] table. This setting helps to determine if the request provided follows the structure in the Invoice integration field mapping [sn_spend_intg_invoice_intg_field_mapping] table. This setting is also used to fetch credentials from the Source system credentials [sn_spend_intg_source_system_credential] table.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
202	Request Accepted. The request is successful and invoice processing is in progress.
400	Bad Request. A bad request type or malformed request was detected.
429	Too Many Requests. The request rate has exceeded the maximum of 10 requests per hour.

Response body parameters

Name	Description
batch_id	Unique identifier for the batch request. This ID can be used to track the status of the request. This record is stored in the Invoice integration log [sn_spend_intg_invoice_integration_log] table. Data type: String
error	Contains error message and details when the request fails. `{ "detail": String, "message": String }` Data type: Object
error.detail	Additional details about the request error. Possible results: • Failed API level ACL Validation - User does not have read/write access to the resource. • Rate limit of 13 requests per hour for AP Invoice exceeded – The number of records in the batch is more than the batch size set. • Required to provide Auth information - Either the password is wrong or user name is wrong. Data type: String
error.message	Error message containing the reason the request failed Possible errors: • Invalid payload - Invalid content type. • Invalid payload - Error: Invalid payload structure. • Invalid payload - Error: Payload exceeds allowed invoices limit in a batch. The number of records in the batch is more than the batch size set. The maximum default payload size is 100 records. This value is configurable in the *sn_spend_intg.ap.invoice.create.api.record_limit* system property.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Invalid payload - Error: Empty invoices. No data to process. The number of records in the batch is zero. • Rate limit of 500 requests per hour for APO Invoice Ingestion exceeded. • User Not Authenticated. Either the password is wrong or user name is wrong. • Failed API level ACL Validation - User does not have read/write access to the resource. Data type: String
message	Success message, for example, `Your request has been successfully received and is being processed.` You can view the status of the request in the Invoice integration log [sn_spend_intg_invoice_integration_log] table. Data type: String
status	Indicates the result of the request. Possible values: • Success • Fail Data type: String

Example: cURL request

The following example shows how to process an invoice provided as a request in XML format.

```
curl -X POST
 https://instance.servicenow.com/api/sn_spend_intg/v1/ap_invoi
ce/xml \
-H "Source-System: Ariba" \
-H "Content-Type: application/json" \
-d '<Invoices>
    <Invoice>
        <InvoiceType>invoice</InvoiceType>

 <SupplierInvoiceNumber>S-432432425</SupplierInvoiceNumber>

 <ExternalInvoiceNumber>EXT-INV-003</ExternalInvoiceNumber>
        <Supplier>3245545</Supplier>
        <PurchaseOrder>0004511198</PurchaseOrder>
        <BusinessOwner>Paula Smith</BusinessOwner>
        <InvoiceDate>2023-09-02</InvoiceDate>
        <PaymentTerms>Net 60</PaymentTerms>
        <OriginalInvoice></OriginalInvoice>
        <LegalEntity></LegalEntity>
        <Subtotal>23985.00</Subtotal>
        <ShippingAmount>750.00</ShippingAmount>
        <OtherCharges></OtherCharges>
        <Discounts></Discounts>
        <AmountInvoiced>27073.54</AmountInvoiced>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        <Currency>USD</Currency>
        <InvoiceLineCount>2</InvoiceLineCount>
        <ShipToCity>Los Angeles</ShipToCity>
        <ShipToCountry>USA</ShipToCountry>
        <ShipToStateOrProvince>CA</ShipToStateOrProvince>
        <ShipToStreet>456 Oak Ave</ShipToStreet>
        <ShipToZipOrPostalCode>90001</ShipToZipOrPostalCode>
        <ShipFromCity>Addison</ShipFromCity>
        <ShipFromCountry>USA</ShipFromCountry>
        <ShipFromStateOrProvince>TX</ShipFromStateOrProvince>
        <ShipFromStreet>15725 Dallas P</ShipFromStreet>
        <ShipFromZipOrPostalCode>55555</ShipFromZipOrPostalCode>
        <RemitAddress>47 W 11th St</RemitAddress>
        <RemitToCity>New York</RemitToCity>
        <RemitToCountry>USA</RemitToCountry>
        <RemitToStateOrProvince>NY</RemitToStateOrProvince>
        <RemitToZipOrPostalCode>99999</RemitToZipOrPostalCode>
        <BillToStreet>4810 Eastgate Mall</BillToStreet>
        <BillToCity>San Diego</BillToCity>
        <BillToCountry>USA</BillToCountry>
        <BillToStateOrProvince>CA</BillToStateOrProvince>
        <BillToZipOrPostalCode>92121</BillToZipOrPostalCode>
        <SupplierTaxID>7894328742</SupplierTaxID>
        <TaxDetails>
            <TaxDetail>
                <TaxType>CGST</TaxType>
                <TaxAmount></TaxAmount>
                <TaxRate>15</TaxRate>
            </TaxDetail>
            <TaxDetail>
                <TaxType>SGST</TaxType>
                <TaxAmount>100</TaxAmount>
                <TaxRate></TaxRate>
            </TaxDetail>
        </TaxDetails>
        <InvoiceLines>
            <InvoiceLine>

<ExternalInvoiceNumber>EXT-INV-002</ExternalInvoiceNumber>
                <LineDescription>NowX Laptop</LineDescription>
                <PurchaseOrderLine></PurchaseOrderLine>
                <LineQuantity>15</LineQuantity>
                <LineUnitPrice>1500.00</LineUnitPrice>
                <Subtotal>22500.00</Subtotal>

<LineAmountInvoiced>24693.75</LineAmountInvoiced>
                <Currency>USD</Currency>
                <CostCenter></CostCenter>
                <GLAccount></GLAccount>
                <TaxCode></TaxCode>
                <ShipToCity></ShipToCity>
                <ShipToCountry></ShipToCountry>
                <ShipToStateOrProvince></ShipToStateOrProvince>
                <ShipToStreet></ShipToStreet>
                <ShipToZipOrPostalCode></ShipToZipOrPostalCode>
                <SupplierPartNumber></SupplierPartNumber>
                <UOM>Individual Unit</UOM>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                <TaxDetails>
                    <TaxDetail>
                        <TaxType>WHTTax</TaxType>
                        <TaxAmount>2193.75</TaxAmount>
                        <TaxRate>9.75</TaxRate>
                    </TaxDetail>
                </TaxDetails>
            </InvoiceLine>
            <InvoiceLine>

<ExternalInvoiceNumber>EXT-INV-002</ExternalInvoiceNumber>
                <LineDescription>NowX Charger</LineDescription>

<PurchaseOrderLine>PO-6789-001</PurchaseOrderLine>
                <LineQuantity>15</LineQuantity>
                <LineUnitPrice>99.00</LineUnitPrice>
                <Subtotal>1485.00</Subtotal>
                <LineAmountInvoiced>1629.79</LineAmountInvoiced>
                <Currency>USD</Currency>
                <CostCenter></CostCenter>
                <GLAccount></GLAccount>
                <TaxCode></TaxCode>
                <ShipToCity></ShipToCity>
                <ShipToCountry></ShipToCountry>
                <ShipToStateOrProvince></ShipToStateOrProvince>
                <ShipToStreet></ShipToStreet>
                <ShipToZipOrPostalCode></ShipToZipOrPostalCode>
                <SupplierPartNumber></SupplierPartNumber>
                <UOM>Individual Unit</UOM>
                <TaxDetails>
                    <TaxDetail>
                        <TaxType>GSTTax</TaxType>
                        <TaxAmount>144.79</TaxAmount>
                        <TaxRate>9.75</TaxRate>
                    </TaxDetail>
                    <TaxDetail>
                        <TaxType>CGST</TaxType>
                        <TaxAmount>1000</TaxAmount>
                        <TaxRate>12</TaxRate>
                    </TaxDetail>
                </TaxDetails>
            </InvoiceLine>
        </InvoiceLines>
    </Invoice>
    <Invoice>
        <InvoiceType>invoice</InvoiceType>

<SupplierInvoiceNumber>S-432432426</SupplierInvoiceNumber>

<ExternalInvoiceNumber>EXT-INV-006</ExternalInvoiceNumber>
        <Supplier>3245545</Supplier>
        <PurchaseOrder>0004511198</PurchaseOrder>
        <BusinessOwner>Paula Smith</BusinessOwner>
        <InvoiceDate>2023-09-02</InvoiceDate>
        <PaymentTerms>Net 60</PaymentTerms>
        <OriginalInvoice></OriginalInvoice>
        <LegalEntity></LegalEntity>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        <Subtotal>23985.00</Subtotal>
        <ShippingAmount>750.00</ShippingAmount>
        <OtherCharges></OtherCharges>
        <Discounts></Discounts>
        <AmountInvoiced>27073.54</AmountInvoiced>
        <Currency>USD</Currency>
        <InvoiceLineCount>2</InvoiceLineCount>
        <ShipToCity>Los Angeles</ShipToCity>
        <ShipToCountry>USA</ShipToCountry>
        <ShipToStateOrProvince>CA</ShipToStateOrProvince>
        <ShipToStreet>456 Oak Ave</ShipToStreet>
        <ShipToZipOrPostalCode>90001</ShipToZipOrPostalCode>
        <ShipFromCity>Addison</ShipFromCity>
        <ShipFromCountry>USA</ShipFromCountry>
        <ShipFromStateOrProvince>TX</ShipFromStateOrProvince>
        <ShipFromStreet>15725 Dallas P</ShipFromStreet>
        <ShipFromZipOrPostalCode>55555</ShipFromZipOrPostalCode>
        <RemitAddress>47 W 11th St</RemitAddress>
        <RemitToCity>New York</RemitToCity>
        <RemitToCountry>USA</RemitToCountry>
        <RemitToStateOrProvince>NY</RemitToStateOrProvince>
        <RemitToZipOrPostalCode>99999</RemitToZipOrPostalCode>
        <BillToStreet>4810 Eastgate Mall</BillToStreet>
        <BillToCity>San Diego</BillToCity>
        <BillToCountry>USA</BillToCountry>
        <BillToStateOrProvince>CA</BillToStateOrProvince>
        <BillToZipOrPostalCode>92121</BillToZipOrPostalCode>
        <SupplierTaxID>7894328742</SupplierTaxID>
        <TaxDetails>
            <TaxDetail>
                <TaxType>VATTax</TaxType>
                <TaxAmount>2338.54</TaxAmount>
                <TaxRate></TaxRate>
            </TaxDetail>
        </TaxDetails>
        <InvoiceLines>
            <InvoiceLine>

<ExternalInvoiceNumber>EXT-INV-002</ExternalInvoiceNumber>
                <LineDescription>NowX Laptop</LineDescription>
                <PurchaseOrderLine></PurchaseOrderLine>
                <LineQuantity>15</LineQuantity>
                <LineUnitPrice>1500.00</LineUnitPrice>
                <Subtotal>22500.00</Subtotal>

<LineAmountInvoiced>24693.75</LineAmountInvoiced>
                <Currency>USD</Currency>
                <CostCenter></CostCenter>
                <GLAccount></GLAccount>
                <TaxCode></TaxCode>
                <ShipToCity></ShipToCity>
                <ShipToCountry></ShipToCountry>
                <ShipToStateOrProvince></ShipToStateOrProvince>
                <ShipToStreet></ShipToStreet>
                <ShipToZipOrPostalCode></ShipToZipOrPostalCode>
                <SupplierPartNumber></SupplierPartNumber>
                <UOM>Individual Unit</UOM>
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                <TaxDetails>
                </TaxDetails>
            </InvoiceLine>
            <InvoiceLine>

 <ExternalInvoiceNumber>EXT-INV-002</ExternalInvoiceNumber>
                <LineDescription>NowX Charger</LineDescription>

 <PurchaseOrderLine>PO-6789-001</PurchaseOrderLine>
                <LineQuantity>15</LineQuantity>
                <LineUnitPrice>99.00</LineUnitPrice>
                <Subtotal>1485.00</Subtotal>
                <LineAmountInvoiced>1629.79</LineAmountInvoiced>
                <Currency>USD</Currency>
                <CostCenter></CostCenter>
                <GLAccount></GLAccount>
                <TaxCode></TaxCode>
                <ShipToCity></ShipToCity>
                <ShipToCountry></ShipToCountry>
                <ShipToStateOrProvince></ShipToStateOrProvince>
                <ShipToStreet></ShipToStreet>
                <ShipToZipOrPostalCode></ShipToZipOrPostalCode>
                <SupplierPartNumber></SupplierPartNumber>
                <UOM>Individual Unit</UOM>
                <TaxDetails>
                </TaxDetails>
            </InvoiceLine>
        </InvoiceLines>
    </Invoice>
    <TargetERP>ERP1</TargetERP>
</Invoices>'
```

The following result shows that the request is successful and the invoice data is processing. You can view the status of the request in the Invoice integration log [sn_spend_intg_invoice_integration_log] table. Use the batch ID listed in the Batch ID column to find the invoice.

```
{
    "batchId": "APIINV1736249646168148",
    "status": "Success",
    "message": "Your request has been successfully received and
 is being processed."
}
```

Application Service API

The *Application Service* API provides endpoints that enable you to create, modify, and update application services.

This API requires that the user have the Application Service administrator [app_service_admin] role.

Important: Starting with the Rome release, the *Application Service* API is no longer enhanced or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Application Service - GET /now/cmdb/app_service/{sys_id}/getContent

Retrieves a list of configuration items (CI) in a mapped application service and the relationships between them. Only retrieves content for services that were manually created.

URL format

Default URL: `/api/now/cmdb/app_service/{sys_id}/getContent`

Supported request parameters

Path parameters

Name	Description
sys_id	Sys_id of the mapped application service. Data type: String Table: Mapped Application Service [cmdb_ci_service_discovered]

Query parameters

Name	Description
Mode	Amount of relationship data to return. Valid values: • Full: Return CI attributes and lookup information in addition to the data returned in shallow mode. • Shallow: Return parent and child relationships between CIs within a service. The values are not case-sensitive. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or they do not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
cmdb	List of objects that describe the CIs associated with the specified application service. Data type: Object `"cmdb": [ { "items": {Object}, "relations": [Array] } ]`
cmdb.items	CIs within the application service. If the full query parameter was passed in the request, this section includes attributes and lookup information for each CI. Data type: Array `"items": [ { "className": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"values": {Object}
	}
	]</pre>

cmdb.items.className	Name of the class that contains the CI. Data type: String

cmdb.items.values	Information to use to locate an associated CI.
	
	Data type: Object
	<pre>"values": {
	"name": "String",
	"sys_id": "String"
	}</pre>

cmdb.items.values.name	Name of the CI. Data type: String
cmdb.items.values.sys_id	Sys_id of the CI. Data type: String
cmdb.relations	Relationship data for associated CIs, such as hosts and their children. Data type: Array

service	List of services related to the identified service.
	
	Data type: Array of Objects
	<pre>"service": [
	{
	"name": "String",
	"service_relations": [Array],
	"url": "String"
	}
	]</pre>

service.name	Name of the application service. Data type: String

service.service_relations	Hierarchy data for the CIs within the application service. All CIs form pairs with a parent and child CI. The top-level CI, referred to as the entry point of an application service, does not have a parent CI.
	
	Data type: Array of Objects
	<pre>"service_relations": [
	{
	"child": "String",
	"parent": "String"</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
service.service_relations.child	Name of a child CI related to the CI. Data type: String
service.service_relations.parent	Name of a parent CI related to the CI. Data type: String
service.url	Relative path to the application service. Data type: String

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/cmdb/app_service/2fce4
2d80a0a0bb4004af34d7e3984c8/getContent?mode=shallow" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```


```
{
  "service": {
    "name": "PeopleSoft Portals",
    "url":
 "/api/now/table/cmdb_ci_service_discovered/2fce42d80a0a0bb4004a
f34d7e3984c8",
    "service_relations": [
      {
        "parent": "",
        "child": "3a2810c20a0a0bb400268337d6e942ca"
      },
      {
        "parent": "3a27f1520a0a0bb400ecd6ff7afcf036",
        "child": "3a5dd3dbc0a8ce0100655f1ec66ed42c"
      },
      {
        "parent": "3a290cc60a0a0bb400000bdb386af1cf",
        "child": "3a307c930a0a0bb400353965d0b8861f"
      },
      {
        "parent": "3a172e820a0a0bb40034228e9f65f1be",
        "child": "3a27d4370a0a0bb4006316812bf45439"
      },
      {
        "parent": "",
        "child": "3a172e820a0a0bb40034228e9f65f1be"
      },
      {
        "parent": "",
        "child": "3a27f1520a0a0bb400ecd6ff7afcf036"
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      {
        "parent": "3a2810c20a0a0bb400268337d6e942ca",
        "child": "3a290cc60a0a0bb400000bdb386af1cf"
      }
    ]
  },
  "cmdb": {
    "relations": [],
    "items": [
      {
        "values": {
          "sys_id": "3a172e820a0a0bb40034228e9f65f1be",
          "name": "PS LoadBal01"
        },
        "className": "cmdb_ci_win_server"
      },
      {
        "values": {
          "sys_id": "3a2810c20a0a0bb400268337d6e942ca",
          "name": "PS Apache03"
        },
        "className": "cmdb_ci_web_server"
      },
      {
        "values": {
          "sys_id": "55b35562c0a8010e01cff22378e0aea9",
          "name": "ny8500-nbxs08"
        },
        "className": "cmdb_ci_netgear"
      },
      {
        "values": {
          "sys_id": "3a27f1520a0a0bb400ecd6ff7afcf036",
          "name": "PS Apache02"
        },
        "className": "cmdb_ci_web_server"
      },
      {
        "values": {
          "sys_id": "3a307c930a0a0bb400353965d0b8861f",
          "name": "PS ORA01"
        },
        "className": "cmdb_ci_database"
      }
    ]
  }
}
```


Application Service - GET /now/cmdb/csdm/app_service/find_service

Returns basic information about a specified application service and its associated business context.

Note: This endpoint has been deprecated, use SG Services – POST /sg_services/app_service/find instead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Default URL: `/api/now/cmdb/csdm/app_service/find_service`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
name	Required, if *number* is not passed in. Name of the service for which to return information. Data type: String Table: Service Instance [cmdb_ci_service_auto]
number	Required, if *name* is not passed in. Unique number that identifies the application service for which to return information. Data type: String Table: Service Instance [cmdb_ci_service_auto]

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or they do not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Describes an encountered error. Data type: Object `"error": { "details": "String", "message": "String" }`
error.details	Additional information about the error. Data type: String
error.message	Message describing the error. Data type: String
services	Array of objects, each object containing details of services associated with the specified application service. Data type: Array `"services": [ { "environment": "String", "name": "String", "number": "String", "relationships": {Object}, "sys_id": "String", "version": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
services.environment	Environment in which the application service is deployed, such as "Production" or "Test Lab 2." This can be any value that makes sense to the implementer. Data type: String Maximum length: 40 Default: null
services.name	Required. Name of the application service. Must be a unique name from all other application services. Data type: String Maximum length: 255
services.number	Unique number that identifies the application service. This value is initially generated by the endpoint. Data type: String
services.relationships	Service types associated with the application service. Data type: Object `"relationships": { "business_app": [Array], "business_service_offering": [Array], "technical_service_offering": [Array] }`
services.relationships.business_app	List of sys_ids of the business applications related to the application service. Data type: Array
services.relationships.technical_service_offering	List of sys_ids of the technology management offerings (formerly technical service offerings) related to the application service. Data type: Array
services.relationships.business_service_offering	List of sys_ids of the business service offerings related to the application service. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
services.sys_id	Sys_id of the application service. Data type: String
services.version	Application service version number. Data type: String Maximum length: 40 Format: User definable Default: null

Example: Sample cURL request

```
curl -X GET \

 https://instance.servicenow.com/api/now/cmdb/csdm/app_service/f
ind_service?name=Email_East&number=SNSVC0001018 \
  -H 'Accept: application/json' \
  -u 'username':'password'
```

```
{
"result": {
  "services": [
    {
      "name": "Email_East",
      "number": "SNSVC0001018",
      "sys_id": "f809cb60db94101037740f95ca96190f",
      "environment": "Production",
      "version": "1.1.1",
      "relationships": {
        "business_app": [
          "658c7620db54101037740f95ca9619f2"
        ],
        "technical_service_offering": [],
        "business_service_offering": [
          "069c7e20db54101037740f95ca9619bf"
        ]
      }
    }
  ]
 }
}
```

Application Service - POST /now/cmdb/app_service/create

Creates an application service or update an existing application service.

URL format

Default URL: `/api/now/cmdb/app_service/create`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Parameters

Parameter	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.

Request body

The API accepts these JSON elements in the request body. In addition, you can add any field from the Mapped Application Service [cmdb_ci_service_discovered] table to pass data to the application service record. For example, to add content to the Comments field, add `"comments": "Passing data to the Comments field"` to the JSON request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements accepted in the request body

Element	Description
name	Name of the application service you wish to create or update.
service_relations	Information about CIs and the hierarchy they form. All CIs form pairs with a parent CI and a child CI. The top-level CI, referred to as the entry point of an application service, does not have a parent CI.
parent	Sys_ id of the CI whose outgoing connection joins this CI with the CI at the lower level in the map hierarchy.
child	Sys_ id of the CI whose incoming connection joins this CI with the CI located of the higher level in the map hierarchy.

Response body

The API returns these JSON elements in the response body.

Elements returned in the response body

Element	Description
URL	URL of the standard table REST API for showing the sys_id of an application service record. This element appears only if the endpoint is successful. Data type: String
getContentUrl	REST API path for getting the application service content. This element appears only if the endpoint is successful. Data type: String
info	Number of CIs added to the application service. This element appears only if the endpoint is successful. Data type: String
error	Error message details. This element appears only if the endpoint fails. Data type: Object
message	Error message describing the nature of the failure. This element appears only if the endpoint fails. Data type: String
status	States "failure" if the REST API fails. This element appears only if the endpoint fails. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Sample cURL request

```
curl
 "http://<instance.servicenow.com>/api/now/cmdb/app_service/crea
te" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
\"name\": \"myTestAppService\",
\"comments\": \"Passing data to the Comments field\",
\"service_relations\": [
{ \"parent\": \"\",
\"child\": \"3a70f789c0a8ce010091b0ea635b982a\"
},{ \"parent\": \"3a70f789c0a8ce010091b0ea635b982a\",
\"child\": \"b4fd7c8437201000deeabfc8bcbe5dc1\"
},{ \"parent\": \"b4fd7c8437201000deeabfc8bcbe5dc1\",
\"child\": \"53fdbc8437201000deeabfc8bcbe5d10\"
}
]
}" \
--user 'admin':'admin'
```

```
{
  "result": {
    "url":
 "/api/now/table/cmdb_ci_service_discovered/b1cff89fc9e19300964f
cbb1ac3059a5",
    "getContentUrl":
 "/api/now/cmdb/app_service/b1cff89fc9e19300964fcbb1ac3059a5/get
Content",
    "info": "3 CIs added to service"
  }
}
```

Application Service - POST /now/cmdb/csdm/app_service/register_service

Creates an application service record stub in the Service Instance [cmdb_ci_service_auto] table and populates it with the passed in information.

Before storing the record, it validates the passed parameters and the uniqueness of the application service name. It also creates upstream relationships which provide business context to the service by associating the specified business applications, business service offerings, and technology management offerings (formerly technical service offerings) to the service application. It does not create downstream relationships to infrastructure. To define downstream relationships you must call the *Application Service - PUT /now/cmdb/csdm/app_service/{service_sys_id}/populate_service* endpoint.

Note: This endpoint has been deprecated, use SG Services – POST /sg_services/app_service/register instead.

URL format

Default URL: `/api/now/cmdb/csdm/app_service/register_service`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters

Name	Description
basic_details	Required. Details of the service associated with the specified application service. Data type: Object `"basic_details": { "environment": "String", "name": "String", "version": "String" }`
basic_details.environment	Environment in which the application service is deployed, such as "Production" or "Test Lab 2." This can be any value that makes sense to the implementer. Data type: String Maximum length: 40 Default: null
basic_details.name	Required. Name of the application service. Must be a unique name from all other application services. Data type: String Maximum length: 255
basic_details.version	Application service version number. Data type: String Maximum length: 40 Format: User definable Default: null

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
relationships	Upstream (parent) service types to associate with the application service. Data type: Object `"relationships": { "business_app": [Array], "business_service_offering": [Array], "technical_service_offering": [Array] }` Table: CI Relationships [cmdb_rel_ci]
relationships.business_app	List of sys_ids of the business applications to relate to the application service. Data type: Array
relationships.business_service_offering	List of sys_ids of the business service offerings to relate to the application service. Data type: Array
relationships.technical_service_offering	List of sys_ids of the technical service offerings to relate to the application service. Data type: Array

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The application service was successfully registered.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or they do not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Describes an encountered error. Data type: Object `"error": { "details": "String", "message": "String" }`
error.details	Additional information about the error. Data type: String
error.message	Message describing the error. Data type: String
number	Unique number that identifies the application service. This number is generated by the endpoint. Data type: String
service_sys_id	Sys_id of the registered application service. Data type: String

Example: Sample cURL request

```
curl -X POST \

 https://instance.servicenow.com/api/now/cmdb/csdm/app_service/register_service \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  -u 'username':'password'
  -d '{
  "basic_details": {
    "environment": "Test Lab 2",
    "name": "Test Lab 2",
    "version": "1.1.1"
  },
  "relationships": {
    "business_app":["f07c7620db54101037740f95ca96199a"],

 "business_service_offering":["069c7e20db54101037740f95ca9619b
f"]
  }
}'
```

```
{
  "result": {
    "service_sys_id": "80f21bbadbd410103d3a93c3e296199a",
    "number": "SNSVC0001018"
  }
}
```

Application Service - PUT /now/cmdb/csdm/app_service/{service_sys_id}/populate_service

Populates the specified application service with a specified set of downstream configuration items (CI).

Before calling this endpoint, you must call the POST /now/cmdb/csdm/app_service/register_service endpoint to create the application service.

Note: This endpoint has been deprecated, use SG Services – POST /sg_services/app_service/populate instead.

URL format

Default URL: `/api/now/cmdb/csdm/app_service/{service_sys_id}/populate_service`

Supported request parameters

Path parameters

Name	Description
service_sys_id	Sys_id of the application service to populate with the specified CIs. Data type: String Table: Service Instance [cmdb_ci_service_auto]

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description

population_method	CIs to associate with the specified application service. The elements in the *population_method* object depend on the type of information being populated, which is defined by the *type* parameter.
	
	Data type: Object
	
	For *type* = cmdb_group_based
	
	`"population_method": { "group_id": "String", "type": "String" }`
	
	For *type* = discovery
	
	Note: To use this type you must activate the Service Mapping (com.snc.service-mapping) plugin.
	
	`"population_method": { "attributes": [Array], "entry_point_id": "String", "type": "String" }`
	
	For *type* = tag_list
	
	Note: To use this type you must activate the Service Mapping (com.snc.service-mapping) plugin.
	
	`"population_method": { "tags": [Array], "type": "String" }`

population_method.attributes	List of attributes to associate with the CI, such as host, port, name, and URL. **Note:** You must pass all required attributes. Data type: Array `"attributes": { "name":"String", "value":"String" }`
population_method.attributes.name	Name of the attribute, such as host, port, name, and URL. Data type: String
population_method.attributes.value	Attribute value. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
population_method.entry_point	Required if *population_method.type* = discovery. Entry point into the application service. For additional information on entry points, see Entry point attributes and Create entry point types for Service Mapping. Data type: String
population_method.group_id	Required if *population_method.type* = cmdb_group_based. Sys_id of the group to associate with the CI. Data type: String Title: CMDB Group [cmdb_group]
population_method.tags	List of tags to associate with the CI. Data type: Array of Objects `[ "tags": { "tag": "String", "value": "String" } ]` Title: Key Values [cmdb_key_value]
population_method.tags.tag	Name of the tag. Data type: String
population_method.tags.value	Tag value. Data type: String
population_method.type	Required. Type of CI to populate. Valid values: • cmdb_group_based • discovery • tag_list Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or they do not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Describes an encountered error. Data type: Object `"error": { "details": "String", "message": "String" }`
error.details	Additional information about the error. Data type: String
error.message	Message describing the error. Data type: String

Example: Sample cURL request

The following code example shows how to populate an application service when the CI type is cmdb_group_based.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl -X PUT \

 https://instance.servicenow.com/api/now/cmdb/csdm/app_service/f
809cb60db94101037740f95ca96190f/populate_service \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d '{
  "population_method": {
    "type":"cmdb_group_based",
    "group_id": "e809cf60db94101037640f95ca961932"
  }
}'
```

```
{
    "result": {}
}
```

The following code example shows how to populate a discovery application service.

```
curl -X PUT \

 https://instance.servicenow.com/api/now/cmdb/csdm/app_service/f
809cb60db94101037740f95ca96190f/populate_service \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d '{
  "population_method": {
    "type":"discovery",
    "entry_point_id":"cmdb_ci_endpoint_ad_forest",
    "attributes": [
      {
        "name":"host",
        "value":"test1.com"
      },
      {
        "name":"port",
        "value":"500"
      },
      {
        "name":"protocol",
        "value":"ssh"
      }
    ]
  }
}'
```

```
{
    "result": {}
}
```

Application Service - PUT /now/cmdb/csdm/app_service/{service_sys_id}/service_details

Updates the specified application service with the passed in basic information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

It also validates the uniqueness of the application service by checking the passed in information against the Identification and Reconciliation engine (IRE) rules defined on the application service class.

Note: This endpoint has been deprecated, use SG Services – POST /sg_services/app_service/update instead.

URL format

Default URL: `/api/now/cmdb/csdm/app_service/{service_sys_id}/service_details`

Supported request parameters

Path parameters

Name	Description
service_sys_id	Sys_id of the application service to updated. Data type: String Table: Service Instance [cmdb_ci_service_auto]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
basic_details	Details of the service associated with the specified application service. Data type: Object `"basic_details": { "environment": "String", "name": "String" }`
basic_details.environment	Environment in which the application service is deployed, such as "Production" or "Test Lab 2." This can be any value that makes sense to the implementer. Data type: String Maximum length: 40 Default: null
basic_details.name	Required. Name of the application service. Must be a unique name from all other application services.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Maximum length: 255
relationships	Service types to associate with the application service. Located in the CI Relationships [cmdb_rel_ci] table. Data type: Object `"relationships": { "business_app": [Array], "business_service_offering": [Array], "technical_service_offering": [Array] }`
relationships.business_app	List of sys_ids of the business applications to relate to the application service. Data type: Array
relationships.business_service_offering	List of sys_ids of the business service offerings to relate to the application service. Data type: Array
relationships.technical_service_offering	List of sys_ids of the technical service offerings to relate to the application service. Data type: Array

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or they do not have the app_service_admin role.

Response body parameters (JSON or XML)

Name	Description
error	Describes an encountered error. Data type: Object `"error": { "details": "String", "message": "String" }`
error.details	Additional information about the error. Data type: String
error.message	Message describing the error. Data type: String

Example: Sample cURL request

```
curl -X PUT \

 https://instance.servicenow.com/api/now/cmdb/csdm/app_service/f809cb60db94101037740f95ca96190f/service_details \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password' \
  -d '{
  "basic_details": {
    "environment": "Test Lab 2"
  },  "relationships": {
    "business_app" :["f07c7620db54101037740f95ca96199a"]
  }
}'
```

```
{
    "result": {}
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Appointment API

The *Appointment* API provides endpoints for interacting with the appointment booking application. Use this API to book and reschedule appointments, check available appointment slots, and fetch appointment booking configuration details.

Before using this API, the Appointment Booking Configuration and Service Configuration must be setup. In addition, a task for which the appointment is being booked must already exist. For additional information, see Configuring Appointment Booking.

The *Appointment* API requires the Appointment Booking plugin (com.snc.appointment_booking) and is provided within the `sn_apptmnt_booking` namespace. To access this API you must have the snc_internal role.

Appointment - GET /sn_apptmnt_booking/appointment/calendar

Returns the time range for which you can book appointments. The return results honor the lead time and maximum future bookable dates configured in the appointment booking service configuration.

For additional information on lead time and maximum future bookable dates configuration, see Create or modify an application configuration for Appointment Booking.

You must have either the snc_internal or snc_external role to access this endpoint.

URL format

Versioned URL: `/api/sn_apptmnt_booking/{api_version}/appointment/calendar`

Default URL: `/api/sn_apptmnt_booking/appointment/calendar`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
catalog_id	Required. Sys_id of the record producer configured with an appointment booking service configuration. Table: Record Producer [sc_cat_item_producer] Data type: String
location	Required. Sys_id of the location of the appointment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: Location [cmn_location] Data type: String
opened_for	Required. Sys_id of the user for whom the appointment is being booked. Table: User [sys_user] Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
result	Information about the results of the endpoint request. Data type: Object `"result": { "range_end": "String", "range_start": "String" }`
result.range_end	End of the range in which the appointments can be booked. `Range End = Today + Maximum future bookable days` Data type: String Format: Appointment's time zone in internal date time format.
result.range_start	Start of the range in which the appointments can be booked. `Range Start = Today + Lead time` Data type: String Format: Appointment's time zone in internal date time format.

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "http://instance.servicenow.com/api/sn_apptmnt_booking/v1/appoi
ntment/calendar?catalog_id=e4c1116b3b810300ce8a4d72f3efc40f&loca
tion=32e8499cdb2d2200d75270f5bf9619d6&opened_for=6816f79cc0a8016
401c5a33be04be441" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Result:

```
{
  "result": {
    "range_start": "2023-02-08 03:52:27",
    "range_end": "2023-02-21 23:52:27"
  }
}
```

Appointment - GET /sn_apptmnt_booking/appointment/configuration

Returns the configuration defined in a specified Appointment Booking Service Configuration.

In addition, it returns the translations and user date and time preferences required to render the slots on the appointment booking widgets.

You must have either the snc_internal or snc_external role to access this endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_apptmnt_booking/{api_version}/appointment/configuration`

Default URL: `/api/sn_apptmnt_booking/appointment/configuration`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
catalog_id	Required. Sys_id of the record producer configured with the appointment booking service configuration. Data type: String Table: Record Producer [sc_cat_item_producer]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Results of the endpoint request. Data type: Object `"result": { "active": Boolean, "active_string": "String", "advanced_calendar_view_portal": Boolean, "auto_acceptance": Boolean, "locale_language": "String", "service_config": {Object}, "task_table": "String", "translations": {Object}, "userDateFormatOptions": {Object}, "useRR": Boolean, "userTimeFormat": {Object}, "userTimeFormatOptions": {Object}, "view_scale": "String" }`
result.active	Flag that indicates whether the service configuration setup for the associated catalog ID is active. Possible values: • true: Service configuration setup for the catalog ID is active. • false: Service configuration setup for the catalog ID isn't active. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.active_string	Text representation of the status of the service configuration setup for the associated catalog ID. Data type: String
result.advanced_calendar_view_portal	Flag that indicates whether the advanced calendar view displays on the portal or displays the base view. For additional information on the advanced calendar view, see Create or modify an application configuration for Appointment Booking. Possible values: • true: Advanced calendar view displays on the portal. • false: Basic view displays on the portal. Data type: Boolean
result.auto_acceptance	Flag that indicates whether the appointment automatically transitions to the accepted state. Possible values: • true: Appointment automatically transitions to the accepted state. • false: Agent must manually accept the appointment. Data type: Boolean
result.locale_language	User's language setting. Data type: String Format: ISO 639.1 language code
result.service_config	Details about the service configuration. Data type: Object `"service_config": { "active": Boolean, "active_string": "String", "appointment_booking_config": "String", "appointment_duration": "String", "appointments_per_bookable_slot": "String", "bookable_days": "String", "cancel_by_time": "String", "default_timezone": "String", "enable_advanced_config": Boolean, "field_mapping": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"future_bookable_max_days": "String", "lead_time": "String", "mandatory": "String", "use_slot_end_time_as": "String", "work_duration": "String" }
result.service_config.active	Flag that indicates the active status of the appointment booking service configuration. Possible values: • true: Active • false: Inactive Data type: Boolean
result.service_config.active_string	Text representation of the status of the appointment booking service configuration. Data type: String
result.service_config. appointment_booking_config	Sys_id of the appointment booking service configuration setup for the associated catalog ID. Data type: String Table: Appointment Booking Service Configuration [sn_apptmnt_booking_service_config]
result.service_config. appointment_duration	Length of the appointment. Data type: String Unit: Minutes
result.service_config. appointments_per_bookable_slot	Number of appointments that can be booked for the associated slot. Data type: String
result.service_config.bookable_days	Comma-separated values representing the days on which appointments can be booked. Days are represented as integers where, Monday = 1 and Sunday = 7. Data type: String
result.service_config.cancel_by_time	Minimum amount of time prior to the start of an appointment that a user can cancel the appointment. For example, if you have an appointment booked for 1:00pm and there's a 2 hour cancel by time, you must cancel the appointment no later than 10:59 am.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: This value is the date and time difference from “1970-01-01 00:00:00”. So if the returned value is "1970-01-01 04:00:00, it means that the room must be canceled four hours before the meeting starts. Data type: String
result.service_config.default_timezone	Time zone configuration that appointments are booked in. Possible values: • location: Use the time zone of the location of the appointment. • user: Use the time zone of the person for whom the appointment is being booked. Data type: String
result.service_config. enable_advanced_config	Flag that indicates whether appointment booking configurations and appointment booking rules are considered when booking appointments. For additional information, see Create appointment booking advanced configuration. Possible values: • true: Appointment booking configurations and appointment booking rules are considered when booking appointments. • false: Appointment booking configurations and appointment booking rules aren't considered when booking appointments. Data type: Boolean
result.service_config.field_mapping	Details about the catalog variables mapped to the location and contact values used to book the appointment. Data type: Object `"field_mapping": { "contact": "String", "contactRPVariable": {Object}, "location": "String", "locationRPVariable": {Object} }`
result.service_config. field_mapping.contact	Name of the catalog variable that contains the contact value. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.service_config.field_mapping.contactRPVariable	Details about the location catalog variables data. Data type: Object `"contactRPVariable": { "displayName": "String", "label": "String", "name": "String" }`
result.service_config.field_mapping.contactRPVariable.displayName	Display name of the contact catalog variable. Data type: String
result.service_config.field_mapping.contactRPVariable.label	Label of the contact catalog variable. Data type: String
result.service_config.field_mapping.contactRPVariable.name	Name of the contact catalog variable. Data type: String
result.service_config.field_mapping.location	Name of the catalog variable that contains the location value. Data type: String
result.service_config.field_mapping.locationRPVariable	Details about the location catalog variables data. Data type: Object `"locationRPVariable": { "displayName": "String", "label": "String", "name": "String" }`
result.service_config.field_mapping.locationRPVariable.displayName	Display name of the location catalog variable. Data type: String
result.service_config.field_mapping.locationRPVariable.label	Label of the location catalog variable. Data type: String
result.service_config.field_mapping.locationRPVariable.name	Name of the location catalog variable. Data type: String
result.service_config.future_bookable_max_days	Maximum number of days in the future that an appointment can be booked. Data type: String
result.service_config.lead_time	Minimum amount of time prior to the start of an appointment that a user can book the appointment. For example, if you want to book an appointment

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	at 1:00pm and there's a 2-hour lead time, you must book the appointment no later than 10:59 am. Format: This value is the date and time difference from "1970-01-01 00:00:00". So if the returned value is "1970-01-01 04:00:00, it means that the room must be booked four hours before the meeting starts. Data type: String
result.service_config.mandatory	Indicator for whether the appointment is mandatory. Possible values: • 0: Appointment isn't mandatory. • 1: Appointment is mandatory. Data type: String
result.service_config. use_slot_end_time_as	Indicator as to when an agent will arrive or complete the work scheduled for the associated appointment. Possible values: • arrive_by: Agent will arrive at the location for the appointment within the specified time slot. • complete_by: Agent will complete the work for the appointment within the specified time slot. • empty: Same as completed_by. Data type: String
result.service_config.work_duration	Amount of time it takes to work on the appointment. Work duration is configured in the appointment booking service configuration. For additional information, see Create or modify service configuration for Appointment Booking. Data type: String Unit: Minutes
result.task_table	Name of the table for which the appointment can be booked. Configured in the appointment booking service configuration. Data type: String
result.translations	Name-value pairs of text translations used by the appointment booking widget. Contains translated values for actions, messages, days, and months. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.userDateFormatOptions	Describes the date format options that are needed to render JS date objects. These values are set in appointment booking constants which are not modifiable. Data type: Object `"userDateFormatOptions": { "day": "String", "month": "String", "week": "String", "weekday": "String" }`
result.userDateFormatOptions.day	Day date format. Data type: String Format: Numeric (Values or 1-31)
result.userDateFormatOptions.month	Month date format. Data type: String Format: Short (Values on Jan, Feb, Mar, and so on)
result.userDateFormatOptions.week	Week date format. Data type: String Format: Numeric (Values of 1-5)
result.userDateFormatOptions.weekday	Weekday date format. Data type: String Format: Short (Values of Mon, Tue, Wed, and so on)
result.useRR	Value of the sn_apptmnt_booking.use_read_replica_from_ui property. This value defines whether to use the read replica database to fetch appointment slots when the query is performed from the UI. Possible values: • true: Use the read replica database to fetch the slots. • false: Don't use the read replica database to fetch the slots. Data type: Boolean
result.userTimeFormat	Describes the user's time format. The user is the person making the endpoint request. If made through the platform, it is an agent. If made through the portal, it is a customer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"userTimeFormat": { "type": "String", "value": "String" }`
result.userTimeFormat.type	Type of time format. Possible values: • 12hr • 24hr Data type: String
result.userTimeFormat.value	Preferred time format, such as "HH:mm:ss". Data type: String
result.userTimeFormatOptions	Describes the time format options that are needed to render JS time objects. These values are set in the appointment booking constants which can't be modified. Data type: Object `"userTimeFormatOptions": { "hour": "String", "hourCycle": "String", "minute": "String" }`
result.userTimeFormatOptions.hour	Format for hours. Format: numeric (Values 1-12)
result.userTimeFormatOptions.hourCycle	Format for hour cycle. Only possible value is h23.
result.userTimeFormatOptions.minute	Format for minutes. Format: numeric (Values of 1-60)
result.view_scale	View configured in the service configuration. Possible values: • day • week Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "http://instance.servicenow.com/api/sn_apptmnt_booking/v1/appoi
ntment/configuration?catalog_id=e4c1116b3b810300ce8a4d72f3efc4
0f" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:


```
{
  "result": {
    "active": true,
    "activeString": "true"
    "view_scale": "day",
    "auto_acceptance": true,
    "task_table": "wm_order",
    "advanced_calendar_view_portal": false,
    "service_config": {
      "appointment_booking_config":
 "deb1d2fd3b033200ce8a4d72f3efc4c2",
      "future_bookable_max_days": "14",
      "appointments_per_bookable_slot": "20",
      "bookable_days": "1,2,3,4,5",
      "active": true,
      "activeString": "true",
      "mandatory": "1",
      "lead_time": "1970-01-01 04:00:00",
      "cancel_by_time": "1970-01-01 04:00:00",
      "appointment_duration": "120",
      "default_timezone": "location",
      "work_duration": "60",
      "enable_advanced_config": true,
      "field_mapping": {
        "location": "location"
        "opened_for": "contact",
        "locationRPVariable": {
          "name": "location",
          "label": "Location",
          "displayName": "location"
        },
        "contactRPVariable": {
          "name": "contact",
          "label": "Contact",
          "displayName": "contact"
        }
      },
      "use_slot_end_time_as": ""
    },
    "translations": {
      "submit_btn_text": "Select",
      "cancel_btn_text": "Cancel",
      "calendar_prev_text": "Previous",
      "select_appointment_calendar_text": "Select Appointment
 Calendar",
      "calendar_next_text": "Next",
      "previous_btn_text": "Previous day",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "next_btn_text": "Next day",
      "date_input_placeholder_text": "Pick a date",
      "show_calendar_btn_text": "Show Calendar",
      "app_window_btn_text_start_time": "Start time",
      "app_window_btn_text_end_time": "End time",
      "appointment_window_aria_label_start_text": "Available
appointment window ",
      "no_appointment": "No appointments",
      "time_zone": "Time zone",
      "selected_window": "The window which has been selected is
",
      "day_names": {
        "1": "Monday",
        "2": "Tuesday",
        "3": "Wednesday",
        "4": "Thursday",
        "5": "Friday",
        "6": "Saturday",
        "7": "Sunday"
      },
      "days": [
        "Sunday",
        "Monday",
        "Tuesday",
        "Wednesday",
        "Thursday",
        "Friday",
        "Saturday"
      ],
      "daysShort": [
        "Sun",
        "Mon",
        "Tue",
        "Wed",
        "Thu",
        "Fri",
        "Sat"
      ],
      "daysMin": [
        "Su",
        "Mo",
        "Tu",
        "We",
        "Th",
        "Fr",
        "Sa"
      ],
      "months": [
        "January",
        "February",
        "March",
        "April",
        "May",
        "June",
        "July",
        "August",
        "September",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "October",
        "November",
        "December"
      ],
      "monthsShort": [
        "Jan",
        "Feb",
        "Mar",
        "Apr",
        "May",
        "Jun",
        "Jul",
        "Aug",
        "Sep",
        "Oct",
        "Nov",
        "Dec"
      ],
      "today": "Today",
      "clear": "Clear",
      "language": "en",
      "arrive_by_msg": "The agent will arrive within the
 selected slot."
    },
    "useRR": true,
    "locale_language": "en",
    "userTimeFormat": {
      "value": "HH:mm:ss",
      "type": "24hr"
    },
    "userDateFormatOptions": {
      "weekday": "short",
      "year": "numeric",
      "month": "short",
      "day": "numeric"
    },
    "userTimeFormatOptions": {
      "hour": "numeric",
      "minute": "numeric",
      "hourCycle": "h23"
    }
  }
}
```


Appointment - GET /sn_apptmnt_booking/appointment/execute_rule_conditions

Returns the sys_id of the appointment booking service configuration rule that matches a specified task sys_id or a set of specified catalog item data.

The passed task ID or catalog item data is evaluated against the rules defined for a service configuration. The sys_id for the first rule for which these conditions match is returned. You must then pass this rule sys_id to subsequent availability requests to fetch the correct slots, which are defined in the rule.

You must have either the snc_internal or snc_external role to access this endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_apptmnt_booking/{api_version}/appointment/execute_rule_conditions`

Default URL: `/api/sn_apptmnt_booking/appointment/execute_rule_conditions`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
catalogId	Required. Sys_id of the record producer configured with the appointment booking service configuration. Data type: String Table: Record Producer [sc_cat_item_producer]
otherInputs	Required if the *taskId* parameter isn't specified. Name-value pairs of catalog item variables to compare against the rules defined for a service configuration. For example: `"otherInputs": { "u_sn_point_of_sale_variable_set": "true", "short_description": "Point-of-Sale Installation", "contact": "6816f79cc0a8016401c5a33be04be441", "description": "Install new point-of-sale system with cash tray", "location": "32e8499cdb2d2200d75270f5bf9619d6" }` Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
taskId	Required if the *otherInputs* parameter isn't specified. Sys_id of the task record for which the appointment is being booked. Located in the task table for which the appointment is being booked. The *catalogId* corresponds to a particular appointment booking configuration and every config has a task table on which the appointment is booked. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Description of the information returned by the endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"result": { "dedicatedCapacity": Boolean, "futureMaxBookableDays": "String", "ruleId": "String", "ruleName": "String" }`
result.dedicatedCapacity	Flag that indicates whether the associated rule has dedicated capacity. For additional information on dedicated capacity, see Create service configuration rules for a service configuration. Possible values: • true: Rule has dedicated capacity. • false: Capacity is shared between the associated rule and the base configuration. It's also shared with other rules that don't have dedicated capacity. Data type: Boolean
result.futureMaxBookableDays	Maximum number of days in the future for which an appointment with the matching rule can be booked. Data type: String
result.ruleId	Sys_id of the appointment booking service configuration rule that matches the *taskId* or *otherInputs* parameters passed in the request. Data type: String Table: Service Configuration Rule [sn_apptmnt_booking_config_rule]
result.ruleName	Name of the rule that matched the passed parameters. Data type: String

Example: cURL request

The following code example shows how to use the *taskId* parameter to make the rule comparison request.

```
curl
 "http://instance.servicenow.com/api/sn_apptmnt_booking/v1/appoi
ntment/execute_rule_conditions" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"catalogId\": \"e4c1116b3b810300ce8a4d72f3efc40f\",
  \"taskId\": \"ce1f397c43b861105e0dbcba6ab8f298\"}" \
--user 'username':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response:

```
{
  "result": {
    "ruleId": "f7d5d98f437c21105e0dbcba6ab8f2fc",
    "ruleName": "Priority 1 rule",
    "dedicatedCapacity": true,
    "futureMaxBookableDays": "14"
  }
}
```

Example: cURL request

The following code example shows how to use the *otherInputs* parameter to make the rule comparison request.

```
curl
 "http://instance.servicenow.com/api/sn_apptmnt_booking/v1/appoi
ntment/execute_rule_conditions" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"catalogId\": \"e4c1116b3b810300ce8a4d72f3efc40f\",
  \"otherInputs\": {
    \"u_sn_point_of_sale_variable_set\": \"true\",
    \"short_description\": \"Point-of-Sale Installation\",
    \"contact\": \"6816f79cc0a8016401c5a33be04be441\",
    \"description\": \"Install new point-of-sale system with
 cash tray\",
    \"location\": \"32e8499cdb2d2200d75270f5bf9619d6\"
  }
}" \
--user 'username':'password'
```

Response:

```
{
  "result": {
    "ruleId": " 1d1bb72b4334a1105e0dbcba6ab8f275",
    "ruleName": "Lake View SC rule",
    "dedicatedCapacity": false,
    "futureMaxBookableDays": "21"
  }
}
```

Appointment - POST /sn_apptmnt_booking/appointment/appointment

Enables you to book and reschedule appointments for a Field Service Management task.

Note: This endpoint only enables you to book and schedule appointments that have start and end times defined in the associated appointment booking service configuration and have available slots.

For additional information on Field Service Management tasks, see Configuring Appointment Booking.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_apptmnt_booking/{api_version}/appointment/appointment`

Default URL: `/api/sn_apptmnt_booking/appointment/appointment`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
actualEndDate	Required. End date and time for the appointment slot in the appointment's time zone. Date type: String Format: YYYY-MM-dd HH:mm:ss
actualStartDate	Required. Start date and time for the appointment slot in the appointment's time zone. Date type: String Format: YYYY-MM-dd HH:mm:ss
catalogId	Sys_id of the record producer configured for the appointment booking service configuration. If you don't pass this parameter, the endpoint will attempt to discern this information from the *`taskId`* and *`taskTable`* parameters. If it can't, the endpoint fails, and an error is returned. Date type: String Table: The Catalog Item field of the Appointment Booking Service Configuration [sn_apptmnt_booking_service_config] table.
endDateUTC	Required. End date and time for the appointment slot in UTC time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Date type: String Format: YYYY-MM-dd HH:mm:ss
location	Required. Sys_id of the location record related to the appointment. Date type: String Table: Location [cmn_location]
openedFor	Required. Sys_id of the user for which the appointment is being booked. Date type: String Table: User [sys_user]
reschedule	Required. Flag that indicates whether the appointment is being rescheduled. Valid values: • true: Appointment currently exists and is being rescheduled. • false: New appointment. Data type: Boolean
service_cofig_rule	If the appointment is being booked under a rule, the sys_id of the service configuration rule. Date type: String Table: Service Configuration Rule [sn_apptmnt_booking_config_rule]
startDateUTC	Required. Start date and time for the appointment slot in UTC time zone. Date type: String Format: YYYY-MM-dd HH:mm:ss
taskId	Required. Sys_id of the task record for which the appointment is being booked. Date type: String Table: Defined in the *`taskTable`* parameter.
taskTable	Required. Name of the table containing the task record for which the appointment is being booked. Date type: String
timezone	Required. Time zone to use when booking or updating the specified appointment slot. Format: Country/City or Area format, such as US/Eastern

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Date type: String
validate_request	Flag that indicates whether to validate the appointment request. If any of the validations fail, the endpoint fails and returns an error message that describes the problem. The following validations are performed: • Catalog ID validation: Verifies that the passed *catalogId* parameter is a valid sys_id. • Time zone validation: Verifies that the passed *timezone* parameter is a valid time zone. • Task ID validation: Verifies that the passed *taskId* parameter is a valid sys_id and the task is in the pending dispatch state. • Duplicate slot validation: For reschedules, if you pass the same slot as the original appointment, the slot is invalid as the slot is technically already booked. • Slot validation: Verifies that the passed slot information matches what is configured and that the slot has the same time frame. For example, if in the configuration a two-hour slot is configured, but you pass a three-hour slot, the slot is not valid. Similarly, if the 9:00 a.m. to 11:00 a.m. slot is available, but the passed slot is for 9:30 a.m. to 11:30 a.m., then the passed slot is invalid. Valid values: • true: Validate the appointment information. • false: Don't validate the appointment information. Data type: Boolean Default: false

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Information about the results of the endpoint request. Data type: Object `"result": { "data": "String", "message": "String", "reason": "String", "success": Boolean }`
result.data	Sys_id of the appointment record that has been created or rescheduled. Data type: String
result.message	Message that explains whether the appointment request was scheduled or failed. For example, error responses might include: • Your appointment cannot be scheduled. • Your appointment cannot be rescheduled. If the operation is successful, a message similar to the following is returned: Your appointment has been scheduled successfully. Data type: String
result.reason	Additional information about the results of the appointment request. Data type: String
result.success	Flag that indicates whether the request was successful.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • true: Request succeeded • false: Request failed Data type: Boolean

Example: cURL request

The following example shows how to create a new appointment booking for a task in the Work Order [wm_order] table.

```
curl
 "https://instance.servicenow.com/api/sn_apptmnt_booking/appoint
ment/appointment" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
\"startDateUTC\": \"2023-02-01 20:00:00\",
\"endDateUTC\": \"2023-02-01 22:00:00\",
\"actualStartDate\": \"2023-02-01 15:00:00\",
\"actualEndDate\": \"2023-02-01 17:00:00\",
\"taskTable\": \"wm_order\",
\"location\": \"32e8499cdb2d2200d75270f5bf9619d6\",
\"catalogId\": \"e4c1116b3b810300ce8a4d72f3efc40f\",
\"openedFor\": \"ddce70866f9331003b3c498f5d3ee417\"
\"taskId\": \"ce1f397c43b861105e0dbcba6ab8f298\",
\"reschedule\": false,
\"service_configuration_rule\": \"\",
\"timezone\": \"US/Eastern\"
}" \

--user 'username':'password'
```

Response:

```
{
"result": {
  "success": true,
  "message": "Your appointment has been scheduled
 successfully.",
  "reason": "Appointment created!",
  "data": "7a5f393c43b861105e0dbcba6ab8f29f"
  }
}
```

Appointment - POST /sn_apptmnt_booking/appointment/availability

Returns the slots that have been configured in the appointment booking service configuration along with their availability.

If advanced configurations are enabled for the service configuration, the endpoint honors these configurations, and returns the data according to the rules and advanced configuration. You can also use this endpoint to find the first available slot by passing the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

get_next_available_slot parameter or *get_next_available_day_data* parameter in the request body as `true`.

You must have either the snc_internal or snc_external role to access this endpoint.

URL format

Versioned URL: `/api/sn_apptmnt_booking/{api_version}/appointment/availability`

Default URL: `/api/sn_apptmnt_booking/appointment/availability`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
catalog_id	Sys_id of the record producer configured for the appointment booking service configuration. If you don't pass this parameter, the endpoint will attempt to discern this information from the *taskId* and *task_table* parameters. If it can't, the endpoint fails, and an error is returned. Data type: String Table: In the Catalog Item field in the related record of the Appointment Booking Service Configuration [sn_apptmnt_booking_service_config] table.
end_date	Required. End date and time for which to fetch appointments. Data type: String Format: UTC time zone and in the format YYYY-MM-dd HH:mm:ss
fetch_days_slot	Flag that indicates whether to return the first available slot in each day for the requested date range.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Valid values: • true: Return the first available slot for each day. • false: Don't return the first available slot for each day. Data type: Boolean Default: false
full_day	Required. Flag that indicates whether to return all appointments for the specified date range passed regardless of the time values in start and end date. Valid values: • true: Return all appointments regardless of specified times. • false: Only return appointments that correspond to the specified dates and times. Data type: Boolean
get_next_available_slot	Flag that indicates whether to return the first available appointment slot with the response even if it isn't part of the passed-in *start_date* and *end_date* parameters. Valid values: • true: Return the first available appointment slots. • false: Don't return the first available appointment slots. Data type: Boolean Default: false
limit	Maximum number of appointments to return. Data type: Number Default: Value specified in the sn_apptmnt_booking .max_appointments_ returned property or 1000 if the property is empty.
location	Required. Sys_id of the location record associated with the appointment. Data type: String Table: Location [cmn_location]
opened_for	Required. Sys_id of the user for which the appointment is being booked. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Table: User [sys_user]
otherInputs	Name-value pairs of any other values needed to calculate the availability in the scripted method. Typically these values are catalog item variables, however, if you customize your booking application you can pass any values needed by your implementation. For example: `"otherInputs": { "u_sn_point_of_sale_variable_set": "true", "short_description": "Point-of-Sale Installation", "contact": "6816f79cc0a8016401c5a33be04be441", "description": "Install new point-of-sale system with cash tray", "location": "32e8499cdb2d2200d75270f5bf9619d6" }` Data type: Object
service_config_rule	Sys_id of the service configuration rule to use to calculate the appointment slots and availability. Data type: String Table: Service Configuration Rule [sn_apptmnt_booking_config_rule]
start_date	Required. Start date and time for which to fetch appointments. Data type: String Format: UTC time zone and in the format YYYY-MM-dd HH:mm:ss
taskId	Sys_id of the task record for which the appointment is being booked. Date type: String Table: Defined in the *taskTable* parameter.
task_table	Required. Name of the table containing the task record for which the appointment is being booked. Data type: String
use_read_replica	Flag that indicates whether to use the read replica of the database when fetching the appointment slots and their availability. Valid values: • true: Use the read replica of the database. • false: Don't use the read replica of the database.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Default: false
view	Required. Origination point of the request. Valid values: (case-sensitive) • platform • portal Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
result	Details about the appointments that match the request. Data type: Object `"result": { "availability": [Array], "has_more": Boolean, "next_available_slot": {Object}, "no_appt_available": Boolean, "success": Boolean, "time_zone": "String", "time_zone_display_value": "String" }`
result.availability	List of appointment slots that meet the specified request. Data type: Array of Objects `"availability": [{ "available": Boolean, "end_date": "String", "end_date_display": "String", "end_dateUTC": "String", "start_date": "String", "start_date_display": "String", "start_dateUTC": "String" }]`
result.availability.available	Flag that indicates whether the associated time slot is available. Possible values: • true: Time slot is available. • false: Times slot isn't available. Data type: Boolean
result.availability.end_date	End date and time of the associated appointment. The time zone is based on the value in the *time_zone* parameter. Data type: String Format: YYYY-MM-DD hh:mm:ss
result.availability.end_date_display	Display end date and time of the associated appointment. The time zone is based on the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	value in the *time_zone_display_value* parameter. Data type: String Format: Requesting user's date time format.
result.availability.end_dateUTC	End date and time of the associated appointment in UTC time. Data type: String Format: YYYY-MM-DD hh:mm:ss
result.availability.start_date	Start date and time of the associated appointment. The time zone is based on the value in the *time_zone* parameter. Data type: String Format: YYYY-MM-DD hh:mm:ss
result.availability.start_date_display	Display start date and time of the associated appointment. The time zone is based on the value in the *time_zone_display_value* parameter. Data type: String Format: Requesting user's date time format.
result.availability.start_dateUTC	Start date and time of the associated appointment in UTC time. Data type: String Format: YYYY-MM-DD hh:mm:ss
result.has_more	Flag that indicates whether there are more appointment slots to fetch after returning the limit. Possible values: • true: More appointment slots are available. • false: No more slots are available. Data type: Boolean
result.next_available_slot	If the *get_next_available_slot* parameter was passed as true, details about the first available slot irrespective of the passed start and end date. Data type: Object `"next_available_slot": { "available": Boolean,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"end_date": "String", "end_date_display": "String", "end_dateUTC": "String", "start_date": "String", "start_date_display": "String", "start_dateUTC": "String" }
result.next_available_slot.available	Flag that indicates whether the associated time slot is available. Possible values: • true: Time slot is available. • false: Times slot isn't available. Data type: Boolean
result.next_available_slot.end_date	End date and time of the associated appointment. The time zone is based on the value in the *time_zone* parameter. Data type: String Format: YYYY-MM-DD hh:mm:ss
result.next_available_slot.end_date_display	Display end date and time of the associated appointment. The time zone is based on the value in the *time_zone_display_value* parameter. Data type: String
result.next_available_slot.end_dateUTC	End date and time of the associated appointment in UTC time. Data type: String Format: YYYY-MM-DD hh:mm:ss
result.next_available_slot.start_date	Start date and time of the associated appointment. The time zone is based on the value in the *time_zone* parameter. Data type: String Format: YYYY-MM-DD hh:mm:ss
result.next_available_slot.start_date_display	Display start date and time of the associated appointment. The time zone is based on the value in the *time_zone_display_value* parameter. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.next_available_slot.start_dateUTC	Start date and time of the associated appointment in UTC time. Data type: String Format: YYYY-MM-DD hh:mm:ss
result.no_appt_available	Flag that indicates whether there are more appointment slots available for the specified date and time. Possible values: • true: More appointment time slots are available. • false: No more appointment time slots are available. Data type: Boolean
result.success	Flag that indicates whether the endpoint call was successful. Possible values: • true: Endpoint call was successful. • false: Endpoint call failed. Data type: Boolean
result.time_zone	Time zone in which the appointment slots were rendered. Based on the values in the appointment booking service configuration. Data type: String
result.time_zone_display_value	Display time zone in which the appointment slots were rendered. Based on the values in the appointment booking service configuration. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "http://instance.servicenow.com/api/sn_apptmnt_booking/v1/appoi
ntment/availability" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"start_date\": \"2023-02-05 05:00:00\",
  \"end_date\": \"2023-02-07 04:59:59\",
  \"location\": \"32e8499cdb2d2200d75270f5bf9619d6\",
  \"catalog_id\": \"e4c1116b3b810300ce8a4d72f3efc40f\",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  \"opened_for\": \"6816f79cc0a8016401c5a33be04be441\",
  \"full_day\": false,
  \"task_table\": \"wm_order\",
  \"view\": \"portal\",
  \"get_next_available_slot\": true,
  \"use_read_replica\": true,
  \"service_config_rule\": \"f7d5d98f437c21105e0dbcba6ab8f2fc\"
}" \
--user 'username':'password
```

Response:

```
{
"result": {
  "success": true,
  "availability": [
    {
      "start_date": "2023-02-06 09:00:00",
      "end_date": "2023-02-06 11:00:00",
      "start_date_display": "09:00",
      "end_date_display": "11:00",
      "start_dateUTC": "2023-02-06 14:00:00",
      "end_dateUTC": "2023-02-06 16:00:00",
      "available": false
    },
    {
      "start_date": "2023-02-06 13:00:00",
      "end_date": "2023-02-06 15:00:00",
      "start_date_display": "13:00",
      "end_date_display": "15:00",
      "start_dateUTC": "2023-02-06 18:00:00",
      "end_dateUTC": "2023-02-06 20:00:00",
      "available": false
    },
    {
      "start_date": "2023-02-06 15:00:00",
      "end_date": "2023-02-06 17:00:00",
      "start_date_display": "15:00",
      "end_date_display": "17:00",
      "start_dateUTC": "2023-02-06 20:00:00",
      "end_dateUTC": "2023-02-06 22:00:00",
      "available": false
    }
  ],
  "has_more": false,
  "no_appt_available": true,
  "time_zone": "US/Eastern",
  "time_zone_display_value": "US/Eastern",
  "next_available_slot": {
    "start_date": "2023-02-10 13:00:00",
    "end_date": "2023-02-10 15:00:00",
    "start_date_display": "13:00",
    "end_date_display": "15:00",
    "start_dateUTC": "2023-02-10 18:00:00",
    "end_dateUTC": "2023-02-10 20:00:00",
    "available": true
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Appointment Open API

The *Appointment Open* API is a telecommunication API that allows you to interact with the appointment booking application. Use this API to book appointments and search available time slots.

The *Appointment Open* API is a ServiceNow® implementation of the Open API TMForum TMF646 Appointment REST API specification and is conformance certified by TM Forum. This implementation is based on TMF646 Appointment API REST Specification R16.0.1.

This API requires the following plugins available on the ServiceNow Store.

- Appointment Booking (com.snc.appointment_booking)
- Field Service Management (com.snc.work_management)
- Field Service Management for Telecommunications (com.sn_fsmt)
- Telecommunication Open APIs (com.sn_tmf_api)

Before using this API, Appointment Booking Configuration and Service Configuration must be set up. In addition, a task for which the appointment is being booked must exist.

This API is provided within the `sn_tmf_api` namespace. The calling user must have the sn_tmf_api.appointment_integrator role.

Appointment Open - DELETE /api/sn_tmf_api/appointment/appointment/{id}

Deletes an appointment record with a given ID.

URL format

Default URL: `/api/sn_tmf_api/appointment/appointment/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the appointment record to delete. Data type: String Table: Appointment booking [sn_apptmnt_booking_appointment_booking]

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
message	Response message acknowledging successful deletion. Success: "The appointment (<id>) is successfully cancelled." Errors: • "Appointment cancellation failed.": The ID can't be found in the system and returns a 404 status code. • "Appointment cancellation failed.": The appointment is already in a cancelled or completed state or can't be deleted, and returns a 404 status code. • "The appointment (<id>) can't be cancelled as it is beyond the Cancel by time.": The appointment is already beyond the 'cancel by time', which is configured in the appointment booking service configuration. Returns a 400 status code.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

The following example deletes an appointment with a specific ID.

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/appointment/appo
intment/68cc0a5a9314521060320dd548373" \
--request GET\
--user 'username':'password'
```

Response body:

```
"The appointment (68cc0a5a9314521060320dd548373cbd) is
 successfully cancelled."
```

Appointment Open - GET /api/sn_tmf_api/appointment/appointment

Retrieves a list of appointment records.

URL format

Default URL: `/api/sn_tmf_api/appointment/appointment`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
category	Filter the appointment by category sys_id. Data type: String Table: Location [cmn_location] Default: Returns all appointments if category sys_id is not provided.

relatedEntity	Details about the related entity associated with the work order.
	Data type: Object
	`"relatedEntity": {`
	`  "id": "String"`
	`}`

relatedEntity.id	Required. Sys_id of the related entity. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: workOrder [wm_order] Default: Returns all if sys_id is not provided.
relatedParty	Filter the appointment by the sys_id of the related party associated with the appointment. Data type: Object `"relatedParty": { "id": "String", "name": "String" }` Default: Returns all appointments if *relatedParty* is not provided.
relatedParty.id	Sys_id of the related party. Data type: String Table: User [sys_user]
relatedParty.name	Name of the related party. Data type: String
relatedPlace	Filter the appointment by the place where the service or repair is scheduled to happen. Data type: Object `"relatedPlace": { "id": "String" }` Default: Returns all appointments if *relatedPlace* is not provided.
relatedPlace.id	Sys_id of the related place. Data type: String Table: Location [cmn_location]
validFor	Filter the appointment by a date range that the appointment is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }` Default: Returns all appointments if *validFor* is not provided.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
validFor.endDateTime	End date and time of the appointment. Only appointments with the specified end date and time are returned in the response. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43. Table: Location [cmn_location]
validFor.startDateTime	Start date and time of the appointment. Only appointments with the specified start date and time are returned in the response. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43. Table: Location [cmn_location]

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
Content-Type	Data format of the request body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
category	Sys_id of the record producer configured for the appointment booking service configuration. Data type: String Stored in: Catalog Item#field of the Appointment Booking Service Configuration [sn_apptmnt_booking_service_config] table.
creationDate	Date and time that the appointment was created. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
href	Hyperlink to the appointment record. Use this link in another Appointment Open API request to reschedule or delete the appointment. Data type: String
id	Sys_id of the appointment. Data type: String Stored in: Appointment Booking Service Configuration [sn_apptmnt_booking_service_config] table
lastUpdate	Date and time the appointment was last updated. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
relatedEntity	Details about the related entity of the appointment. Data type: Array of Objects `"relatedEntity": [ { "@referredType": "String", "id": "String", "role": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
relatedEntity.@referredType	Type of item or service. Data type: String Stored in: workOrder [wm_order] table
relatedEntity.id	Sys_id of the related entity. Data type: String Stored in: workOrder [wm_order] table
relatedEntity.role	Role description of the related entity. Possible value: work order Data type: String Stored in: workOrder [wm_order] table

relatedParty	List of contacts for the appointment. Each contact is an object in the array.
	
	Data type: Array of Objects
	
	<pre>"relatedParty": [
	{
	"@referredType": "String",
	"id": "String",
	"name": " String",
	"role": "String"
	}
	]</pre>

relatedParty.@referredType	Type of customer. Data type: String Stored in: Contact [customer_contact] table
relatedParty.id	Sys_id of the customer contact associated with the work order. Data type: String Stored in: Contact [customer_contact] table
relatedParty.name	Name of the customer contact. Data type: String Stored in: Contact [customer_contact] table
relatedParty.role	Role of the customer contact. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• customer: The contact has a customer role. • technician: The contact has a technician role. Data type: String Stored in: Contact [customer_contact] table
relatedPlace	Location details of the associated appointment. Data type: Object `"relatedPlace": { "@referredType": "String", "id": "String", "name": "String", "role": "String" }`
relatedPlace.@referredType	Geographic address of the appointment. Possible value: GeographicLocation. Data type: String Stored in: Location [cmn_location] table
relatedPlace.id	Sys_id of the location. Data type: String Stored in: Location [cmn_location] table
relatedPlace.name	Name of the location related to the contact. For example, 100 South Charles Street, Baltimore, MD. Data type: String Stored in: Location [cmn_location] table
relatedPlace.role	Role of the appointment location as an intervention address. Possible value: InterventionAddress Data type: String Stored in: Location [cmn_location] table
validFor	Date range that the appointment is valid for. Data type: Object `"validFor": { "endDateTime": "String" "startDateTime": "String" }`
validFor.endDateTime	End date and time of the appointment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
validFor.startDateTime	Start date and time of the appointment. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.

Example: cURL request

The following example shows how to return a list of appointments using the GET appointment method.

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/appointment/appo
intment" \
--request GET\
--user 'username':'password'
```

The response body contains the details of two different appointments configured in the appointment booking service configuration:

```
[
  {
    "id": "201071ad4f80d210f8992fec52ce0ba9",
    "href":
 "api/sn_tmf_api/appointment/appointment/201071ad4f80d210f8992fe
c52ce0ba9",
    "validFor": {
      "startDateTime": "2024-08-16 17:00:00",
      "endDateTime": "2024-08-16 19:00:00"
    },
    "category": "4a34a64d4f4c1210f8992fec52ce0b63",
    "relatedParty": [
      {
        "id": "eaf68911c35420105252716b7d40ddde",
        "name": " null",
        "role": "customer",
        "@referredType": "Individual"
      }
    ],
    "relatedPlace": {
      "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
      "name": "100 South Charles Street, Baltimore,MD",
      "role": "interventionAddress",
      "@referredType": "Individual"
    },
    "relatedEntity": [
      {
        "id": "b440a5694f40d210f8992fec52ce0ba3",
        "role": "work order",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "@referredType": "WorkOrder"
      }
    ],
    "creationDate": "2024-08-16 00:39:22",
    "lastUpdate": "2024-08-16 00:39:22"
  },
  {
    "id": "25c012c07f5c5610f8994fa63c866523",
    "href":
 "api/sn_tmf_api/appointment/appointment/25c012c07f5c5610f8994fa
63c866523",
    "validFor": {
      "startDateTime": "2024-08-26 17:00:00",
      "endDateTime": "2024-08-26 19:00:00"
    },
    "category": "4a34a64d4f4c1210f8992fec52ce0b63",
    "relatedParty": [
      {
        "id": "eaf68911c35420105252716b7d40ddde",
        "name": " null",
        "role": "customer",
        "@referredType": "Individual"
      }
    ],
    "relatedPlace": {
      "id": "f48b21850a0a0ba7004182b18099696d",
      "name": "11251 Rancho Carmel Drive, San Diego,CA",
      "role": "interventionAddress",
      "@referredType": "Individual"
    },
    "relatedEntity": [
      {
        "id": "c0b09a047f109610f8994fa63c8665b4",
        "role": "work order",
        "@referredType": "WorkOrder"
      }
    ],
    "creationDate": "2024-08-23 22:18:43",
    "lastUpdate": "2024-08-23 22:18:43"
  }
]
```


Appointment Open - GET /api/sn_tmf_api/appointment/appointment/{id}

Retrieves an appointment record associated with a specified ID.

URL format

Default URL: `/api/sn_tmf_api/appointment/appointment/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the appointment to retrieve.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String Table: Appointment booking [sn_apptmnt_booking_appointment_booking]

Query parameters

Name	Description
category	Filter the appointment by category sys_id. Data type: String Table: Location [cmn_location] Default: Returns all appointments if category sys_id is not provided.

relatedEntity	Details about the related entity associated with the work order.
	
	Data type: Object
	
	`"relatedEntity": {`
	`  "id": "String"`
	`}`

relatedEntity.id	Required. Sys_id of the related entity. Data type: String Table: workOrder [wm_order] Default: Returns all if sys_id is not provided.

relatedParty	Filter the appointment by the sys_id of the related party associated with the appointment.
	
	Data type: Object
	
	`"relatedParty": {`
	`  "id": "String",`
	`  "name": "String"`
	`}`
	
	Default: Returns all appointments if *`relatedParty`* is not provided.

relatedParty.id	Sys_id of the related party. Data type: String Table: User [sys_user]
relatedParty.name	Name of the related party. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
relatedPlace	Filter the appointment by the place where the service or repair is scheduled to happen. Data type: Object `"relatedPlace": { "id": "String" }` Default: Returns all appointments if *relatedPlace* is not provided.
relatedPlace.id	Sys_id of the related place. Data type: String Table: Location [cmn_location]
validFor	Filter the appointment by a date range that the appointment is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }` Default: Returns all appointments if *validFor* is not provided.
validFor.endDateTime	End date and time of the appointment. Only appointments with the specified end date and time are returned in the response. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43. Table: Location [cmn_location]
validFor.startDateTime	Start date and time of the appointment. Only appointments with the specified start date and time are returned in the response. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43. Table: Location [cmn_location]

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters

Name	Description
category	Sys_id of the record producer configured for the appointment booking service configuration. Data type: String Stored in: Catalog Item#field of the Appointment Booking Service Configuration [sn_apptmnt_booking_service_config] table.
creationDate	Date and time that the appointment was created. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
href	Hyperlink to the appointment record. Use this link in another Appointment Open API request to reschedule or delete the appointment. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
id	Sys_id of the appointment. Data type: String Stored in: Appointment Booking Service Configuration [sn_apptmnt_booking_service_config] table
lastUpdate	Date and time the appointment was last updated. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
relatedEntity	Details about the related entity of the appointment. Data type: Array of Objects `"relatedEntity": [ { "@referredType": "String", "id": "String", "role": "String" } ]`
relatedEntity.@referredType	Type of item or service. Data type: String Stored in: workOrder [wm_order] table
relatedEntity.id	Sys_id of the related entity. Data type: String Stored in: workOrder [wm_order] table
relatedEntity.role	Role description of the related entity. Possible value: work order Data type: String Stored in: workOrder [wm_order] table
relatedParty	List of contacts for the appointment. Each contact is an object in the array. Data type: Array of Objects `"relatedParty": [ { "@referredType": "String", "id": "String", "name": " String", "role": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
relatedParty.@referredType	Type of customer. Data type: String Stored in: Contact [customer_contact] table
relatedParty.id	Sys_id of the customer contact associated with the work order. Data type: String Stored in: Contact [customer_contact] table
relatedParty.name	Name of the customer contact. Data type: String Stored in: Contact [customer_contact] table
relatedParty.role	Role of the customer contact. Possible values: • customer: The contact has a customer role. • technician: The contact has a technician role. Data type: String Stored in: Contact [customer_contact] table

relatedPlace	Location details of the associated appointment.
	Data type: Object
	<pre>"relatedPlace": {
	  "@referredType": "String",
	  "id": "String",
	  "name": "String",
	  "role": "String"
	}</pre>

relatedPlace.@referredType	Geographic address of the appointment. Possible value: GeographicLocation. Data type: String Stored in: Location [cmn_location] table
relatedPlace.id	Sys_id of the location. Data type: String Stored in: Location [cmn_location] table

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedPlace.name	Name of the location related to the contact. For example, 100 South Charles Street, Baltimore, MD. Data type: String Stored in: Location [cmn_location] table
relatedPlace.role	Role of the appointment location as an intervention address. Possible value: InterventionAddress Data type: String Stored in: Location [cmn_location] table
validFor	Date range that the appointment is valid for. Data type: Object `"validFor": { "endDateTime": "String" "startDateTime": "String" }`
validFor.endDateTime	End date and time of the appointment. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
validFor.startDateTime	Start date and time of the appointment. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.

Example: cURL request

The following example returns appointment details according to the given appointment record ID.

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/appointment/appointment/201071ad4f80d210f8992fec52ce0ba9" \
--request GET\
--user 'username':'password'
```

Response body:

```
[
  {
    "id": "201071ad4f80d210f8992fec52ce0ba9",
    "href":
 "api/sn_tmf_api/appointment/appointment/201071ad4f80d210f8992fec52ce0ba9",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "validFor": {
      "startDateTime": "2024-08-16 17:00:00",
      "endDateTime": "2024-08-16 19:00:00"
    },
    "category": "4a34a64d4f4c1210f8992fec52ce0b63",
    "relatedParty": [
      {
        "id": "eaf68911c35420105252716b7d40ddde",
        "name": " null",
        "role": "customer",
        "@referredType": "Individual"
      }
    ],
    "relatedPlace": {
      "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
      "name": "100 South Charles Street, Baltimore,MD",
      "role": "interventionAddress",
      "@referredType": "Individual"
    },
    "relatedEntity": [
      {
        "id": "b440a5694f40d210f8992fec52ce0ba3",
        "role": "work order",
        "@referredType": "WorkOrder"
      }
    ],
    "creationDate": "2024-08-16 00:39:22",
    "lastUpdate": "2024-08-16 00:39:22"
  }
]
```


Appointment Open - GET /api/sn_tmf_api/appointment/searchTimeSlot

Returns time slots that were configured in the appointment booking service configuration along with their availability.

URL format

`/api/sn_tmf_api/appointment/searchTimeSlot`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
catalog_id	Required. Sys_id of the record producer configured with an appointment booking service configuration. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: Record Producer [sc_cat_item_producer]
end_date	Required. End date and time of the time period in which you want to search for the appointment. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 12:00:00`.
location	Sys_id of the appointment's location. Table: Location [cmn_location] Data type: String Default: Returns all locations if not specified.
opened_for	Required. Sys_id of the user for whom the appointment is being booked. Table: Contact [customer_contact] Data type: String
start_date	Required. Start date and time of the time period in which you want to search for the appointment. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:00:00`.

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
availableTimeSlot	List of appointment slots within the specified block of time requested. Data type: Array of Objects `'availableTimeSlot': [ { "available": Boolean, "end_date": "String", "end_date_display": "String", "end_dateUTC": "String", "start_date": "String", "start_date_display": "String", "start_dateUTC": "String" } ]`
availableTimeSlot.available	Flag that indicates whether the associated time slot is available. Possible values: • true: Time slot is available. • false: Time slot is unavailable. Data type: Boolean
availableTimeSlot.end_date	End date and time of the associated appointment. The time zone is based on the value in the *timeZone* parameter. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
availableTimeSlot.end_date_display	Display end date and time of the associated appointment. The time zone is based on the value in the *timeZone* parameter. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
availableTimeSlot.end_dateUTC	End date and time of the associated appointment. Data type: String Format: UTC
availableTimeSlot.start_date	Start date and time of the associated appointment. Reflects the value of the *timeZone* parameter. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
availableTimeSlot.start_date_display	Display start date and time of the associated appointment. Reflects the value of the *timeZone* parameter. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
availableTimeSlot.start_dateUTC	Start date and time of the associated appointment. Data type: String Format: UTC
hasMore	Flag that indicates whether there are more appointment slots to fetch after returning the limit. The limit is specified in the Appointment Booking property, sn_apptmnt_booking.max_appointments_returned (Default: 100). See Appointment booking components for more details about this property. Possible values: • true: More appointment slots can be fetched. • false: No more appointment slots are available. Data type: Boolean
noApptAvailable	Flag that indicates whether there are more appointment slots available for the specified date and time. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: More appointment slots are available for the specified date and time. • false: No more appointment slots are available for the specified date and time. Data type: Boolean
searchResult	Results for appointment availability within the designated search time slot. Possible values: • success • fail Data type: String
status	Completion status of the search for available time slots. For example, done. Data type: String
timeZone	Time zone used when booking or updating the specified appointment slot. Date type: String Format: Country/city or area format, such as US/Eastern

Example: cURL request

The following code example shows how to call this endpoint.

```
curl --location --request GET
 'https://instance.service-now.com/api/sn_tmf_api/appointment/se
archTimeSlot?
start_date=2024-07-10 09:00:00&end_date=2024-07-20
 23:00:00&catalog_id=ada50a93f0220210f8776517d8c8e776&
opened_for=51670151c35420105252716b7d40ddfe&location=f48b21850a0
a0ba7004182b18099696d ' \
--user 'username':'password'
```

Result:

```
{
  "searchResult": "success",
  "status": "done",
  "availableTimeSlot": [
    {
      "start_date": "2024-07-10 09:00:00",
      "end_date": "2024-07-10 12:00:00",
      "start_date_display": "09:00",
      "end_date_display": "12:00",
      "start_dateUTC": "2024-07-10 16:00:00",
      "end_dateUTC": "2024-07-10 19:00:00",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "available": false
    },
    {
      "start_date": "2024-07-11 13:00:00",
      "end_date": "2024-07-11 16:00:00",
      "start_date_display": "13:00",
      "end_date_display": "16:00",
      "start_dateUTC": "2024-07-11 20:00:00",
      "end_dateUTC": "2024-07-11 23:00:00",
      "available": true
    },
    {
      "start_date": "2024-07-12 09:00:00",
      "end_date": "2024-07-12 12:00:00",
      "start_date_display": "09:00",
      "end_date_display": "12:00",
      "start_dateUTC": "2024-07-12 16:00:00",
      "end_dateUTC": "2024-07-12 19:00:00",
      "available": true
    },
    {
      "start_date": "2024-07-12 13:00:00",
      "end_date": "2024-07-12 16:00:00",
      "start_date_display": "13:00",
      "end_date_display": "16:00",
      "start_dateUTC": "2024-07-12 20:00:00",
      "end_dateUTC": "2024-07-12 23:00:00",
      "available": true
    },
    {
      "start_date": "2024-07-19 13:00:00",
      "end_date": "2024-07-19 16:00:00",
      "start_date_display": "13:00",
      "end_date_display": "16:00",
      "start_dateUTC": "2024-07-19 20:00:00",
      "end_dateUTC": "2024-07-19 23:00:00",
      "available": true
    }
  ],
  "hasMore": false,
  "noApptAvailable": false,
  "timeZone": "US/Arizona"
}
```


Appointment Open - PATCH /api/sn_tmf_api/appointment/appointment/{id}

Reschedule appointments with a given ID for a#work order.

URL format

Default URL: PATCH `/api/sn_tmf_api/appointment/appointment/{id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the appointment to reschedule. Data type: String Table: Appointment booking [sn_apptmnt_booking_appointment_booking]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
note	If canceling the appointment, you can add work notes here. Updates the work notes of the work order and the message of the appointment. Data type: Array of Objects `"note": [ { "author": "String", "date": "String", "text": "String" } ]` Stored in: Appointment Booking [sn_apptmnt_booking_appointment_booking] table
note.author	Name of the person who writing the note. Data type: String
note.date	Date and time that the note was published. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2018-02-04T11:00:18.071Z.
note.text	Descriptive text about the work order that is attached to the appointment. For example, updates on the work order's progress. Data type: String
status	Status of the appointment. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• cancelled: The appointment reschedule is cancelled. • completed: The rescheduled appointment is completed. • confirmed: The appointment reschedule is accepted and booked. • new: The appointment rescheduling request was recently created. • pending: The appointment reschedule is pending. • ready: The appointment reschedule is requested. Data type: String
validFor	Filter the appointment by a date range that the appointment is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }` Default: Returns all appointments if *validFor* is not provided.
validFor.endDateTime	End date and time of the appointment. Only appointments with the specified end date and time are returned in the response. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43. Table: Location [cmn_location]
validFor.startDateTime	Start date and time of the appointment. Only appointments with the specified start date and time are returned in the response. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43. Table: Location [cmn_location]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
creationDate	Date and time that the appointment was created. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
href	Unique reference link of the appointment. You can use this link in another request to get an appointment. Data type: String
id	Sys_id of the appointment that was rescheduled. Data type: String Stored in: Appointment booking [sn_apptmnt_booking_appointment_booking] table
lastUpdate	Date and time the appointment was last updated. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
reason	Purpose for updating the appointment. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• "Appointment rescheduled.": The PATCH method was used to reschedule the appointment. • "The appointment (id) is successfully cancelled.": The PATCH method was used to cancel the appointment. Data type: String
relatedParty	Customer details of the associated appointment. Data type: Array of Objects `"relatedParty": [ { "@referredType": "String", "id": "String", "name": "String", "role": "String" } ]`
relatedParty.id	Sys_id of the customer contact. Data type: String Stored in: Contact [customer_contact] table
relatedParty.name	Name of the customer contact. Data type: String
relatedPlace.@referredType	Type of customer. Data type: String Only possible value: Individual
relatedParty.role	Role of the contact. Data type: String Only possible value: Contact
success	Flag that indicates whether the request was successful. Possible values: • true: The appointment was successfully rescheduled. • false: The appointment couldn't be rescheduled. Data type: Boolean

Example: cURL request

The following example demonstrates how to use a PATCH method to reschedule an appointment with a given ID.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl -X POST
 'https://instance.service-now.com/api/sn_tmf_api/appointment/ap
pointment/68cc0a5a9314521060320dd548373cbd ' \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-data {
  "validFor": {
      "startDateTime": "2024-07-30 00:0:00",
      "endDateTime": "2024-08-30 00:00:00"
             }
  "note": {
      "date": "85388c25b71011104eed4643ae11a993",
      "author": "Sarah Johnson",
      "text": "customer"
    }
  "state": "active"
   }
  ]
}
```

The response body shows a success message that the appointment was rescheduled.

```
{
  "relatedParty": [
    {
      "id": "85388c25b71011104eed4643ae11a993",
      "name": "Sarah Johnson",
      "role": "customer",
      "@referredType": "Individual"
    }
  ],
  "success": true,
  "reason": "Appointment rescheduled!",
  "id": "68cc0a5a9314521060320dd548373cbd",
  "href":
 "api/sn_tmf_api/appointment/appointment/68cc0a5a9314521060320dd
548373cbd",
  "creationDate": "2024-08-30 20:56:54",
  "lastUpdate": "2024-08-30 20:56:54"
}
```

Appointment Open - POST /api/sn_tmf_api/appointment/appointment

Enables you to book appointments for a work order.

URL format

`/api/sn_tmf_api/appointment/appointment`

Supported request parameters

Path parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters

Name	Description
category	Required. Sys_id of the record producer configured for the appointment booking service configuration. Data type: String Table: In the Catalog Item field of the Appointment Booking Service Configuration [sn_apptmnt_booking_service_config] table.
relatedEntity	Required. List of impacted work orders to associate with the appointment. Data type: Array of Objects `"relatedEntity": [ { "@referredType": "String" "id": "String", } ]`
relatedEntity.@referredType	Required. Type of item or service. Only valid value: WorkOrder Data type: String Table: Work Order [wm_order]
relatedEntity.id	Required. Sys_id of the related entity. Data type: String Table: workOrder [wm_order] Default: Returns all if sys_id is not provided.
relatedEntity.role	Required. Role description of the related entity. Only valid value: work order Data type: String Table: Work Order [wm_order]
relatedParty	Required. List of contacts for the appointment. Each contact is an object in the array. The request must list at least one item which contains customer account information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: Array of Objects `"relatedParty": [ { "@referredType": "String", "id": "String", "name": "String", "role": "String" } ]`
relatedParty.@referredType	Type of customer. Only valid value: Individual Data type: String
relatedParty.id	Required. Sys_id or external_id of the contact associated with the work order. Data type: String Table: Contact [customer_contact]
relatedParty.name	Name of the contact. Data type: String Table: Contact [customer_contact]
relatedParty.role	Required. Role of the contact. Possible values: • customer: The contact has a customer role. • technician: The contact has a technician role. Data type: String Table: Contact [customer_contact]
relatedPlace	Required. List of the locations related to the appointment. Data type: Array of Objects `"relatedPlace": [ { "@referredType": "String", "id": "String", "name": "String", "role": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
relatedPlace.@referredType	Required. Type of location. For example, City. Data type: String Table: Locations [cmn_location]
relatedPlace.id	Required. Sys_id of the related location. Data type: String Table: Locations [cmn_location]
relatedPlace.name	Name of the location related to the contact. For example, 251 Reddy St, Darwin, CA 93522. Data type: String Table: Locations [cmn_location]
relatedPlace.role	Required. Description of the location role. For example, work order. Data type: String
timeZone	Required. Time zone to use when booking the specified appointment slot. Date type: String Format: Country/city or area format, such as US/Eastern

validFor	Required. Date range the appointment is valid for.
	
	Data type: Object
	
	`"validFor": {`
	`  "endDateTime": "String",`
	`  "startDateTime": "String"`
	`}`

validFor.endDateTime	Required. End date and time of the time slot. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
validFor.startDateTime	Required. Start date and time of the time slot. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
category	Sys_id of the record producer configured for the appointment booking service configuration. Data type: String Stored in: Catalog Item field of the Appointment Booking Service Configuration [sn_apptmnt_booking_service_config] table.
creationDate	Date and time that the appointment was created. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
href	Hyperlink to the appointment record. Use this link in another Appointment Open API request to reschedule or delete the appointment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
id	Sys_id of the appointment. Data type: String Stored in: Appointment Booking Service Configuration [sn_apptmnt_booking_service_config] table
lastUpdate	Date and time the appointment was last updated. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
relatedEntity	Details about the related entity of the appointment. Data type: Array of Objects `"relatedEntity": [ { "@referredType": "String", "id": "String", "role": "String" } ]`
relatedEntity.@referredType	Type of item or service. Data type: String Stored in: workOrder [wm_order] table
relatedEntity.id	Sys_id of the related entity. Data type: String Stored in: workOrder [wm_order] table
relatedEntity.role	Role description of the related entity. Possible value: work order Data type: String Stored in: workOrder [wm_order] table
relatedParty	List of contacts for the appointment. Each contact is an object in the array. Data type: Array of Objects `"relatedParty": [ { "@referredType": "String", "id": "String", "name": " String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "role": "String" }]</pre>
relatedParty.@referredType	Type of customer. Data type: String Stored in: Contact [customer_contact] table
relatedParty.id	Sys_id of the customer contact associated with the work order. Data type: String Stored in: Contact [customer_contact] table
relatedParty.name	Name of the customer contact. Data type: String Stored in: Contact [customer_contact] table
relatedParty.role	Role of the customer contact. Possible values: • customer: The contact has a customer role. • technician: The contact has a technician role. Data type: String Stored in: Contact [customer_contact] table

relatedPlace	Location details of the associated appointment.
	Data type: Object
	<pre>"relatedPlace": {
	  "@referredType": "String",
	  "id": "String",
	  "name": "String",
	  "role": "String"
	}</pre>

relatedPlace.@referredType	Geographic address of the appointment. Possible value: GeographicLocation. Data type: String Stored in: Location [cmn_location] table
relatedPlace.id	Sys_id of the location. Data type: String Stored in: Location [cmn_location] table

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedPlace.name	Name of the location related to the contact. For example, 100 South Charles Street, Baltimore, MD. Data type: String Stored in: Location [cmn_location] table
relatedPlace.role	Role of the appointment location as an intervention address. Possible value: InterventionAddress Data type: String Stored in: Location [cmn_location] table
success	Flag that indicates whether the request was successful. Possible values: • true: Request succeeded. • false: Request failed. Data type: Boolean
timeZone	Time zone used when booking or updating the specified appointment slot. Date type: String Format: Country/city or area format, such as US/Eastern
validFor	Date range that the appointment is valid for. Data type: Object `"validFor": { "endDateTime": "String" "startDateTime": "String" }`
validFor.endDateTime	End date and time of the appointment. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
validFor.startDateTime	Start date and time of the appointment. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.

Example: cURL request

The following example shows how to create a new appointment booking.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.servicenow.com/api/sn_tmf_api/appointment/app
ointment" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"validFor\": {
    \"startDateTime\": \"2024-08-19 09:00:00\",
    \"endDateTime\": \"2024-08-19 11:00:00\"
  },
  \"category\": \"e4c1116b3b810300ce8a4d72f3efc40f\",
  \"relatedParty\": [
    {
      \"id\": \"eaf68911c35420105252716b7d40ddde\",
      \"name\": \"Sally Thomas\",
      \"role\": \"customer\",
      \"@referredType\": \"Individual\"
    }
  ],
  \"relatedPlace\": {
    \"id\": \"25ab9c4d0a0a0bb300f7dabdc0ca7c1c\",
    \"name\": \"100 South Charles Street, Baltimore,MD\",
    \"role\": \"interventionAddress\",
    \"@referredType\": \"GeographicAddress\"
  },
  \"relatedEntity\": [
    {
      \"id\": \"48dbfbf9201f0250f877303e8a020dcd\",
      \"role\": \"work order\",
      \"@referredType\": \"WorkOrder\"
    }
  ],
  \"timeZone\": \"US/Arizona\"
}" \
--user 'username':'password'
```

Response:

```
{
  "validFor": {
    "startDateTime": "2024-07-19 09:00:00",
    "endDateTime": "2024-07-19 11:00:00"
  },
  "category": "e4c1116b3b810300ce8a4d72f3efc40f",
  "relatedParty": [
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "role": "customer",
      "@referredType": "Individual"
    }
  ],
  "relatedPlace": {
    "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
    "name": "100 South Charles Street, Baltimore,MD",
    "role": "interventionAddress",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "@referredType": "GeographicAddress"
  },
  "relatedEntity": [
    {
      "id": "48dbfbf9201f0250f877303e8a020dcd",
      "role": "work order",
      "@referredType": "WorkOrder"
    }
  ],
  "timeZone": "US/Arizona",
  "success": true,
  "id": "feacb7f9201f0250f877303e8a020d38",
  "href":
 "api/sn_tmf_api/appointment/appointment/feacb7f9201f0250f877303
e8a020d38",
  "creationDate": "2024-07-10 22:45:01",
  "lastUpdate": "2024-07-10 22:45:01"
}
```


Attachment API

The *Attachment* API provides endpoints that allow you to upload and query file attachments.

You can upload or retrieve a single file with each request.

The *Attachment* API respects any system limitations on uploaded files, such as maximum file size and allowed attachment types. You can control these settings using the properties *com.glide.attachment.max_size*, 1024MB by default, and *glide.attachment.extensions*.

Note: The *Attachment* API accepts all Content-Type values (*/*). Specify the file content type when uploading an attachment. The content type is stored with file metadata allowing other tools to correctly identify and parse the file.

The following video provides more information on the *Attachment* API:

Attachment API role requirements

To create attachments, the user record used to authenticate the HTTP request with ServiceNow must have any roles required to create Attachment [sys_attachment] records. It must also have any roles required to read and write records on the target table, such as the itil role to add attachments to incident records.

By default there is no single role allowing a user to add attachments. You can create a role to explicitly allow adding attachments, then assign this role to the user account being used to make the request.

Attachment - DELETE /now/attachment/{sys_id}

This method deletes the attachment with a specific sys_id value.

URL format

Versioned URL: `/api/now/v1/attachment/{sys_id}`

Default URL: `/api/now/attachment/{sys_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
sys_id	Sys_id value of the attachment to delete. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
204	Indicates the request ran successfully.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
None	

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/attachment/615ea769c0a
80166001cf5f2367302f5" \
--request DELETE \
--user 'username':'password'
```

```
""
```

Attachment - GET /now/attachment

Returns the metadata for multiple attachments.

URL format

Versioned URL: `api/now/v1/attachment`

Default URL: `api/now/attachment`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
sysparm_limit	Limit to be applied on pagination. **Note:** Unusually large `sysparm_limit` values can impact system performance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Default: 1000
sysparm_offset	Number of records to exclude from the query. Use this parameter to get more records than specified in *sysparm_limit* parameter. For example, if *sysparm_limit* is set to 500, but there are additional records you want to query, you can specify a *sysparm_offset* parameter value of 500 to get the second set of records. Data type: String Default: 0
sysparm_query	Encoded query. Queries for the *Attachment* API are relative to the Attachments [sys_attachment] table. For example: *(sysparm_query=file_name=attachment.doc)* The encoded query provides support for *order by*. To sort responses based on certain fields, use the *ORDERBY* and *ORDERBYDESC* clauses in sysparm_query. For example, `sysparm_query=ORDERBYfile_name^ORDERBYDESCtable_Name` orders the results in ascending order by name first, then in descending order by table name. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Content type of the response. For metadata requests, this is the content type of the metadata, not the content type of the attachment files.
Link	Links to download the attachments.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
Returned information depends on the selected attachments.	

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/attachment?sysparm_lim
it=1" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": [
    {
      "table_sys_id": "5054b6f8c0a800060056addcf551ecf8",
      "size_bytes": "462",
      "download_link":
 "https://instance.service-now.com/api/now/attachment/615ea769c0
a80166001cf5f2367302f5/file",
      "sys_updated_on": "2009-05-21 04:12:21",
      "sys_id": "615ea769c0a80166001cf5f2367302f5",
      "image_height": "",
      "sys_created_on": "2009-05-21 04:12:21",
      "file_name": "blocks.swf",
      "sys_created_by": "glide.maint",
      "compressed": "true",
      "average_image_color": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "sys_updated_by": "glide.maint",
      "sys_tags": "",
      "table_name": "content_block_programmatic",
      "image_width": "",
      "sys_mod_count": "0",
      "content_type": "application/x-shockwave-flash",
      "size_compressed": "485"
    }
  ]
}
```


Attachment - GET /now/attachment/{sys_id}/file

Returns the binary file attachment with a specific sys_id value.

URL format

Versioned URL: `/api/now/v1/attachment/{sys_id}/file`

Default URL: `/api/now/attachment/{sys_id}/file`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
sys_id	Sys_id of the attachment record from which to return binary data.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. For example, use `image/jpeg` or `image/png` to accept JPEG or PNG image files exclusively. To allow all image types, specify `image/*`; to allow any file type, specify `*/*`. Default: */*

Response headers

Header	Description
X-Attachment-Metadata	Metadata about the returned file, such as size, name, and file type.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
Binary file attachment	

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/attachment/615ea769c0a
80166001cf5f2367302f5/file" \
--request GET \
--header "Accept:*/*" \
--user "username":"password"
```

```
Binary response not shown.
```

Attachment - GET /now/attachment/{sys_id}

Returns the metadata for the attachment file with a specific sys_id value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/v1/attachment/{sys_id}`

Default URL: `/api/now/attachment/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
sys_id	Sys_id of the attachment record for which to retrieve the metadata.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Content-Type	The content type of the response. For metadata requests, this is the content type of the metadata, not the content type of the attachment files.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Indicates the specified attachment does not exist, or the current user cannot access it.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
Metadata specific to the specified attachment.	

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/attachment/615ea769c0a
80166001cf5f2367302f5" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "table_sys_id": "5054b6f8c0a800060056addcf551ecf8",
    "size_bytes": "462",
    "download_link":
 "https://instance.service-now.com/api/now/attachment/615ea769c0
a80166001cf5f2367302f5/file",
    "sys_updated_on": "2009-05-21 04:12:21",
    "sys_id": "615ea769c0a80166001cf5f2367302f5",
    "image_height": "",
    "sys_created_on": "2009-05-21 04:12:21",
    "file_name": "blocks.swf",
    "sys_created_by": "glide.maint",
    "compressed": "true",
    "average_image_color": "",
    "sys_updated_by": "glide.maint",
    "sys_tags": "",
    "table_name": "content_block_programmatic",
    "image_width": "",
    "sys_mod_count": "0",
    "content_type": "application/x-shockwave-flash",
    "size_compressed": "485"
  }
}
```

Attachment - POST /now/attachment/file

Uploads a specified binary file as an attachment to a specified record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The file to attach must be specified after the last parameter in the passed-in request parameter list.

URL format

Versioned URL: `/api/now/v1/attachment/file`

Default URL: `/api/now/attachment/file`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
creation_time	Creation date and time of the attachment. Use this parameter to capture attachment creation times when the Now Mobile app is offline and the attachment is uploaded to a record at a later time. Data type: String Default: The current date and time.
encryption_context	Sys_id of an encryption context record. Specify this parameter to allow only users with the specified encryption context to access the attachment. For additional information on encryption context records, see Field Encryption.
file_name	Required. Name to give the attachment. Data type: String
table_name	Required. Name of the table to attach the file to. Data type: String
table_sys_id	Required. Sys_id of the record in the table specified in *table_name* that you want to attach the file to. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
<String>	Path to the binary file to attach to the specified record.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Content type of the file to attach, such as image/jpeg or */*. This header is mandatory to post file attachments.

Response headers

Header	Description
Location	URL of the new attachment.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Indicates the query ran successfully.
400	Indicates that one or more mandatory parameters were missing from the request.
404	Indicates the record specified by the *table_name* and *table_sys_id* parameters does not exist or is not accessible to the current user.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
result	Metadata of the requested attachment. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description

	"result": {
	"average_image_color": "String",
	"compressed": "String",
	"content_type": "String",
	"created_by_name": "String",
	"download_link": "String",
	"file_name": "String",
	"image_height": "String",
	"image_width": "String",
	"size_bytes": "String",
	"size_compressed": "String",
	"sys_created_by": "String",
	"sys_created_on": "String",
	"sys_id": "String",
	"sys_mod_count": "String",
	"sys_tags": "String",
	"sys_updated_by": "String",
	"sys_updated_on": "String",
	"table_name": "String",
	"table_sys_id": "String",
	"updated_by_name": "String"
	}

result.average_image_color	If the attachment is an image, the sum of all colors. Data type: String Unit: RGB or number of pixels.
result.compressed	Flag that indicates whether the attachment file has been compressed. Possible values: • true: File has been compressed. • false: File has not been compressed. Data type: String
result.content_type	Content-type of the associated attachment file, such as image or jpeg or application/x-shockwave-flash. Data type: String
result.created_by_name	Full name of entity that originally created the attachment file. Data type: String
result.download_link	Download URL of the attachment on the ServiceNow instance. Data type: String
result.file_name	File name of the attachment. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
result.image_height	If an image file, the height of the image. Data type: String Unit: Pixels
result.image_width	If an image file, the width of the image. Data type: String Unit: Pixels
result.size_bytes	Size of the attachment. Data type: String Unit: Bytes
result.size_compressed	Size of the compressed attachment file. If the file is not compressed, empty. Data type: String Unit: Bytes
result.sys_created_by	Entity that originally created the attachment file. Data type: String
result.sys_created_on	Date and time that the attachment file was initially saved to the instance. Data type: String
result.sys_id	Sys_id of the attachment file. Data type: String
result.sys_mod_count	Number of times the attachment file has been modified (uploaded to the instance). Data type: String
result.sys_tags	Any system tags associated with the attachment file. Data type: String
result.sys_updated_by	Entity that last updated the attachment file. Data type: String
result.sys_updated_on	Date and time that the attachment file was last updated. Data type: String
result.table_name	Name of the table to which the attachment is associated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
result.table_sys_id	Sys_id of the table associated with the attachment. Data type: String
result.updated_by_name	Full name of entity that last updated the attachment file. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/attachment/file?table_
name=incident&table_sys_id=d71f7935c0a8016700802b64c67c11c6&file
_name=Issue_screenshot" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type: image/jpeg" \
--user "username":"password" \
--data-binary "@ location of the file on file system"
```

```
{
  "result": {
    "table_sys_id": "d71f7935c0a8016700802b64c67c11c6",
    "size_bytes": "36597",
    "download_link":
 "https://instance.servicenow.com/api/now/attachment/6ea10fe64f4
11200adf9f8e18110c739/file",
    "sys_updated_on": "2016-01-22 15:14:07",
    "sys_id": "6ea10fe64f411200adf9f8e18110c739",
    "image_height": "",
    "sys_created_on": "2016-01-22 15:14:07",
    "file_name": "Issue_screenshot",
    "sys_created_by": "admin",
    "compressed": "true",
    "average_image_color": "",
    "sys_updated_by": "admin",
    "sys_tags": "",
    "table_name": "incident",
    "image_width": "",
    "sys_mod_count": "0",
    "content_type": "image/jpeg",
    "size_compressed": "25130"
  }
}
```

Attachment - POST /now/attachment/upload

Uploads a multipart file attachment.

The multipart POST method does not accept any parameters. You must specify the table name and record sys_id values within the form body. See the cURL example for a sample of a multipart/form-data request.

Important: When using multipart POST, ensure that the file content is contained in the final part of the message only. Earlier parts should contain only metadata such as table name and record sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/v1/attachment/upload`

Default URL: `/api/now/attachment/upload`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Content type of the request. Set this value to multipart/form-data when using the multipart POST method.

Response headers

Header	Description
Location	URL of the new attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Indicates the query ran successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
result	Metadata of the requested attachment. Data type: Object `"result": { "average_image_color": "String", "compressed": "String", "content_type": "String", "created_by_name": "String", "download_link": "String", "file_name": "String", "image_height": "String", "image_width": "String", "size_bytes": "String", "size_compressed": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_mod_count": "String", "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String", "table_name": "String", "table_sys_id": "String", "updated_by_name": "String" }`
result.average_image_color	If the attachment is an image, the sum of all colors. Data type: String Unit: RGB or number of pixels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
result.compressed	Flag that indicates whether the attachment file has been compressed. Possible values: • true: File has been compressed. • false: File has not been compressed. Data type: String
result.content_type	Content-type of the associated attachment file, such as image or jpeg or application/x-shockwave-flash. Data type: String
result.created_by_name	Full name of entity that originally created the attachment file. Data type: String
result.download_link	Download URL of the attachment on the ServiceNow instance. Data type: String
result.file_name	File name of the attachment. Data type: String
result.image_height	If an image file, the height of the image. Data type: String Unit: Pixels
result.image_width	If an image file, the width of the image. Data type: String Unit: Pixels
result.size_bytes	Size of the attachment. Data type: String Unit: Bytes
result.size_compressed	Size of the compressed attachment file. If the file is not compressed, empty. Data type: String Unit: Bytes
result.sys_created_by	Entity that originally created the attachment file. Data type: String
result.sys_created_on	Date and time that the attachment file was initially saved to the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
result.sys_id	Sys_id of the attachment file. Data type: String
result.sys_mod_count	Number of times the attachment file has been modified (uploaded to the instance). Data type: String
result.sys_tags	Any system tags associated with the attachment file. Data type: String
result.sys_updated_by	Entity that last updated the attachment file. Data type: String
result.sys_updated_on	Date and time that the attachment file was last updated. Data type: String
result.table_name	Name of the table to which the attachment is associated. Data type: String
result.table_sys_id	Sys_id of the table associated with the attachment. Data type: String
result.updated_by_name	Full name of entity that last updated the attachment file. Data type: String

POST multipart mandatory values

When sending a multipart POST request to upload a file attachment, include attachment data in the message body, not in the URL parameters. You must specify these values in the message body:

Mandatory values

Value	Description
Content-Type	Content-Type of the file, included in the message body for multipart uploads. **Note:** The Content-Type must be defined within the file portion of the POST message, not within the form data. See the sample POST multipart message for an example of a multipart message. Data type: String
table_name	Name of the table to which you want to attach the file.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mandatory values (continued)

Value	Description
	Data type: String
table_sys_id	Sys_id of the record on the specified table to which you want to attach the file. Data type: String

Example: cURL request

```
curl "https://instance.servicenow.com/api/now/attachment/upload"
 \
--request POST \
--header "Accept:application/json"\
--user "username":"password"\
--header "Content-Type:multipart/form-data"\
 -F 'table_name=incident' \
 -F 'table_sys_id=d71f7935c0a8016700802b64c67c11c6'\
 -F 'uploadFile=@ location of the file on file system'
\
```

```
{
  "result": {
    "table_sys_id": "d71f7935c0a8016700802b64c67c11c6",
    "size_bytes": "36597",
    "download_link":
 "https://instance.service-now.com/api/now/attachment/994adbc64f
511200adf9f8e18110c796/file",
    "sys_updated_on": "2016-02-02 14:00:21",
    "sys_id": "994adbc64f511200adf9f8e18110c796",
    "image_height": "",
    "sys_created_on": "2016-02-02 14:00:21",
    "file_name": "banner-CS0001345_v1_1.jpeg",
    "sys_created_by": "admin",
    "compressed": "true",
    "average_image_color": "",
    "sys_updated_by": "admin",
    "sys_tags": "",
    "table_name": "incident",
    "image_width": "",
    "sys_mod_count": "0",
    "content_type": "image/jpeg",
    "size_compressed": "25130"
  }
}
```

Automation Center API

The *Automation Center* API provides endpoints to create and update data related to robots, processes, and execution jobs. By leveraging this API, you can integrate and reflect details from your automation workflows into the Automation Center dashboard.

Key concepts of the API:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Robots: Software agents that execute bot processes. RPA robots can operate in attended or unattended modes.
- Processes: Instances of RPA workflows executed on a specific robot. To uniquely identify a process, both the process ID and the robot ID must be specified.
- Executions: Individual tasks performed within a process, such as transferring information from one resource to another (such as, copying data from emails into a spreadsheet).

How to use the API:

You can use the API to send data from third-party RPA tools, including robots, processes, and executions, to Automation Center.

Recommended Workflow:

1. Send the robot data.
2. Send the process data linked to the sent robot.
3. Send execution data that references the corresponding robot and process.

> **Note:** Execution data without its associated robot and process already captured in Automation Center will not appear on the dashboard.

Additional information:

- Event retention: Events created using this API are automatically removed from your instance after 14 days (default setting).
- Record limits: Each API call can handle a maximum of 2,000 records. This limit cannot be changed.
- Event deletion: This API does not support event deletion.

This API requires the Automation Center plugin to be active and requires the user to have either the sn_as.automation_technical_user or sn_ac.automation_admin role.

Automation Center - POST /sn_ac/automation/rpa

Creates robot, process, and execution events.

These events provide process automation. They appear in the Overview and Execution Automation Center dashboards to measure and monitor the output from multiple RPA vendors.

URL format

Versioned URL: `/api/sn_ac/{api_version}/automation/rpa`

Default URL: `/api/sn_ac/v1/automation/rpa`

> **Note:** Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
departmentName	Process and robot event types only. Name of the department to which the event belongs. This value is stored in the following tables depending on the event type: • process: department field in the Base Bot Process [cmdb_ci_base_rpa_process] table. • robot: department field in the Base Robot [cmdb_ci_base_rpa_robot] table. Data type: String
domainId	Sys_id of the domain to which the event belongs. This value is stored in the following tables depending on the event type: • execution: sys_domain field in the Automation Execution [sn_ac_automation_execution] table. • process: sys_domain field in the Base Bot Process [cmdb_ci_base_rpa_process] table. • robot: sys_domain field in the Base Robot [cmdb_ci_base_rpa_robot] table. Data type: String
endtime	Execution event type only. End time of the execution. This value is stored in the end_time field in the Automation Execution [sn_ac_automation_execution] table. Format: YYYY-MM-DD HH:MM:SS Data type: String
environment	Execution event type only. Environment of the execution, such as a URL. This value is stored in the environment field in the Automation Execution [sn_ac_automation_execution] table. **Note:** This value is not used by the ServiceNow instance and can contain any value required by your implementation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
errorMessage	Execution event type only. Name of the error message log. This value is stored in the message field in the Automation Execution [sn_ac_automation_execution] table. Data type: String
eventName	Required. Name of the event type. This value determines the type of event to process. Valid values (case-sensitive): • execution • process • robot Data type: String
id	Required. Unique numeric identifier of the associated event. This value is stored in the following tables depending on the event type: • execution: automation_execution_id field in the Automation Execution [sn_ac_automation_execution] table. • process: correlation_id field in the Base Bot Process [cmdb_ci_base_rpa_process] table. • robot: correlation_id field in the Base Robot [cmdb_ci_base_rpa_robot] table. Data type: Number (Integer)
name	Process and robot event types only. Required. Name of the event. This value is stored in the following tables depending on the event type: • process: name field in the Base Bot Process [cmdb_ci_base_rpa_process] table. • robot: name field in the Base Robot [cmdb_ci_base_rpa_robot] table. Data type: String
priority	Execution event type only. Priority of the execution. Valid values (case-sensitive): • Critical • High • Medium • Low

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	This value is stored in the priority field in the Automation Execution [sn_ac_automation_execution] table. Data type: String Default: None - Not displayed in the dashboard.
processId	Execution event type only. Required. Unique identifier of the process on which to run the execution. This value is located in the correlation_id field of the corresponding process record in the Base Bot Process [cmdb_ci_base_rpa_process] table. This value is stored in the automation field in the Automation Execution [sn_ac_automation_execution] table. Data type: String
robotId	Execution event type only. Required. Unique identifier of the robot on which to run the execution. This value is located in the correlation_id field of the corresponding robot record in the Base Robot [cmdb_ci_base_rpa_robot] table. This value is stored in the robot field in the Automation Execution [sn_ac_automation_execution] table. Data type: String
source	Required. Source to which the event belongs, such as "servicenow_rpa". This value is located in the internal_name field of the Automation Source [sn_ac_automation_source] table. This value is stored in the following tables depending on the event type: • execution: Source field in the Automation Execution [sn_ac_automation_execution] table. • process: Source field in the Base Bot Process [cmdb_ci_base_rpa_process] table. • robot: Source field in the Base Robot [cmdb_ci_base_rpa_robot] table. Data type: String
starttime	Execution event type only. Start time of the execution. This value is stored in the start_time field in the Automation Execution [sn_ac_automation_execution] table. Data type: String Format: YYYY-MM-DD HH:MM:SS
state	Robot and execution event types only. State of the associated event. Valid values for robot (case-sensitive): • Cancelled • Complete

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• Error • Queued • Running Default: Queued Possible values for execution (case-sensitive): • Available • Busy • Disconnected • New • Responsive Default: New This value is stored in the following tables depending on the event type: • execution: state field in the Automation Execution [sn_ac_automation_execution] table. • robot: robot_state field in the Base Robot [cmdb_ci_base_rpa_robot] table. Data type: String
status	Process event type only. Required. Status of the process. Possible values (case-sensitive): • Build • In Maintenance • In Use • Retired This value is stored in the life_cycle_stage_status field in the Base Bot Process [cmdb_ci_base_rpa_process] table. Data type: String
triggeredBy	Execution event type only. Trigger source of the execution. This value is stored in the trigger_by field in the Automation Execution [sn_ac_automation_execution] table. **Note:** This value is not used by the ServiceNow instance and can contain any value required by your implementation. Data type: String
type	Process and robot event types only. Required for process, Optional for robot. Type of processing to perform.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Valid values (case-sensitive): • Attended • Unattended This value is stored in the following tables depending on the event type: • process: process_type field in the Base Bot Process [cmdb_ci_base_rpa_process] table. • robot: robot_type field in the Base Robot [cmdb_ci_base_rpa_robot] table. Data type: String Default: Unattended for robot
version	Robot event type only. Version of the robot. This value is stored in the version field in the Base Robot [cmdb_ci_base_rpa_robot] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Failure. The request was rejected, due to mandatory fields missing or the request contains invalid values. The associated error message describes the reason for failure.

Response body parameters

Name	Description

result	Empty if the request is successful. For failure, additional information is provided.
	
	Data type: Object
	
	`"result": { "fields": { "<record_number>": [Array] } "reason": "String" }`
	
	For example, if records 1, 2, and 3 are all missing a required field, a message similar to the following is returned:
	
	`{ "result": { "fields": { "1": [ "id" ], "2": [ "status" ], "3": [ "name" ] }, "reason": "We are not able to process the data as following records have insufficient data" } }`

Example: cURL request

The following code example shows how to post three robot event type records.

```
curl "https://instance.servicenow.com/api/sn_ac/automation/rpa"
 \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  records: [{
    id: 8001,
    name: "Quotes system Automation Robot",
    state: "Available",
    status: "In Use",
    version: 5.6,
    departmentName: "Customer Support",
    type: "Unattended",
    source: "servicenow_rpa",
    eventName: "robot"
  },
  {
    id: 8002,
    name: "Invoice Matching Robot",
    state: "Responsive",
    status: "In Maintenance",
    version: 3,
    departmentName: "HR",
    type: "Unattended",
    source: "servicenow_rpa",
    eventName: "robot"
  },
  {
    id: 8003,
    name: "Data Reconciliation Robot",
    state: "Busy",
    status: "Retired",
    version: 2,
    departmentName: "Finance",
    type: "Unattended",
    source: "servicenow_rpa",
    eventName: "robot"
  }]
} "\
--user "username":"password"
```

This endpoint only returns an HTTP status code on success and an HTTP status code and error message on failure.

```
None
```

Example: cURL request

The following code example shows how to post three process event type records.

```
curl "https://instance.servicenow.com/api/sn_ac/automation/rpa"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  records: [{
    id: 9001,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    name: "RPA Execution Process",
    status: "In Maintenance",
    type: "Attended",
    departmentName: "Customer Support",
    source: "servicenow_rpa",
    eventName: "process"
  },
  {
    id: 9002,
    name: "Customer Onboarding",
    status: "In Use",
    type: "Attended",
    departmentName: "Finance",
    source: "servicenow_rpa",
    eventName: "process"
  },
  {
    id: 9003,
    name: "Data Reconciliation",
    status: "Retired",
    type: "Unattended",
    departmentName: "HR",
    source: "servicenow_rpa",
    eventName: "process"
  }]
}" \
--user "username":"password"
```

This endpoint only returns an HTTP status code on success and an HTTP status code and error message on failure.

```
None
```

Example: cURL request

The following code example shows how to post three execution event type records.

```
curl "https://instance.servicenow.com/api/sn_ac/automation/rpa"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  records: [{
    id: 7001,
    name: "Customer Onboarding",
    starttime: "2022-03-18 00:49:13",
    endtime: "2022-03-20 00:58:03",
    state: "Running",
    priority: "Critical",
    environment: "system",
    triggeredBy: "Schedule",
    processId: 9001,
    robotId: 8001,
    source: "servicenow_rpa",
    eventName: "execution"
  },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  {
    id: 7002,
    name: "Data Reconciliation",
    starttime: "2022-04-30 00:19:11",
    endtime: "2022-05-02 00:41:35",
    state: "Error",
    priority: "Low",
    environment: "system",
    triggeredBy: "API",
    processId: 9002,
    robotId: 8002,
    source: "servicenow_rpa",
    eventName: "execution"
  },
  {
    id: 7003,
    name: "Customer Onboarding",
    starttime: "2022-01-22 02:38:53",
    endtime: "2022-01-23 02:50:44",
    state: "Queued",
    priority: "Moderate",
    environment: "system",
    triggeredBy: "Schedule",
    processId: 9003,
    robotId: 8003,
    source: "servicenow_rpa",
    eventName: "execution"
  }]
} "\
--user "username":"password"
```

This endpoint only returns an HTTP status code on success and an HTTP status code and error message on failure.

```
None
```

Example: cURL request

The following code example shows how to create or update a process. You create a process by passing all of the mandatory parameters for a process to execute along with the *eventName* set to "process". The mandatory parameters needed to create a process are: *id*, *type*, *status*, *name*, and *source*.

```
curl "https://instance.servicenow.com/api/sn_ac/automation/rpa"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
records: [{
id: 9001,
name: "RPA Execution Process",
status: "In Maintenance",
type: "Attended",
departmentName: "Customer Support",
source: "servicenow_rpa",
eventName: "process"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}]
} "\
--user "username":"password"
```

This endpoint only returns an HTTP status code on success and an HTTP status code and error message on failure.

```
None
```

Example: cURL request

The following code example shows how to publish a process. You can publish a process by passing the *status* parameter set to "Published".

```
curl "https://instance.servicenow.com/api/sn_ac/automation/rpa"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
records: [{
id: 9002,
name: "RPA Execution Process",
status: "Published",
type: "Attended",
departmentName: "Customer Support",
source: "servicenow_rpa",
eventName: "process"
}]
} "\
--user "username":"password"
```

This endpoint only returns an HTTP status code on success and an HTTP status code and error message on failure.

```
None
```

Example: cURL request

The following code example shows how to create or update a robot. You create a robot by passing all of the mandatory parameters for a robot along with the *eventName* set to "robot". The mandatory parameters needed to create a robot are: *id*, *status*, *name*, and *source*.

```
curl "https://instance.servicenow.com/api/sn_ac/automation/rpa"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
records: [{
id: 8001,
name: "Quotes system Automation Robot",
state: "Available",
status: "In Use",
version: 5.6,
departmentName: "Customer Support",
type: "Unattended",
source: "servicenow_rpa",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
eventName: "robot"
} "\
--user "username":"password"
```

This endpoint only returns an HTTP status code on success and an HTTP status code and error message on failure.

```
None
```

Example: cURL request

The following code example shows how to create or update an execution. You create an execution by passing all of the mandatory parameters for an execution along with the *eventName* set to "execution". The mandatory parameters needed to create an execution are: *id*, *processId*, *robotId*, and *source*.

```
curl "https://instance.servicenow.com/api/sn_ac/automation/rpa"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
records: [{
id: 7001,
name: "Customer Onboarding",
starttime: "2022-03-18 00:49:13",
endtime: "2022-03-20 00:58:03",
state: "Running",
priority: "Critical",
environment: "http://acqa.servicenow.com",
triggeredBy: "Schedule",
processId: 9001,
robotId: 8001,
source: "servicenow_rpa",
eventName: "execution",
errorMessage:"Error due to Inactivity"
}]
} "\
--user "username":"password"
```

This endpoint only returns an HTTP status code on success and an HTTP status code and error message on failure.

```
None
```

AWA Agent API

The *AWA (Advanced Work Assignment) Agent* API provides endpoints to manage agent presence, channel availability, and workload.

This API requires the Advanced Work Assignment (com.glide.awa) plugin and the awa_integration_user role. For more information, refer to Advanced Work Assignment.

AWA Agent - GET /now/awa/agents/{user_id}

Returns the current agent presence state and channel availability.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/awa/agents/{user_id}`

Default URL: `/api/now/awa/agents/{user_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
user_id	Sys_id of the work item. The work item must meet the following criteria: • Work item must be assigned to the specified agent. • Work item must be in **Pending Accept** state. Data type: String Table: AWA Work Item [awa_work_item]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Header	Description
presence.channels.available	Flag that indicates whether the channel is available. Possible values: • true: Channel is available. • false: Channel isn't available. Data type: Boolean
presence.channels.sys_id	Channel sys_id. Data type: String Table: Service Channels [awa_service_channel]
presence.sys_id	Presence state sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Header	Description
	Data type: String Table: Presence States [awa_presence_state]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. Possible reasons:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• The user doesn't have the awa_integration_user role. • The value of the glide.awa.enabled property isn't `true`. This property is listed in the System Property [sys_property] table if the Advanced Work Assignment (com.glide.awa) plugin is installed. For more information, see Components installed with Advanced Work Assignment.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Response body parameters (JSON or XML)

Parameter	Description
error	Details describing an error encountered during the request process. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details of the error encountered during the request process. Data type: String
error.message	Message for the error encountered during the request process. Each error message has a corresponding description in the *`detail`* property. Possible values: • `Record Not Found`: Information provided in the request body is inaccurate or doesn't exist. • `User Not Authenticated`: User doesn't have the awa_integration_user role. Data type: String
presence	Information about an agent's current presence state and channel. Data type: Object `"presence": { "available": Boolean, "channels": [Array], "name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML) (continued)

Parameter	Description
	<pre> "sys_id": "String" }</pre>
presence.available	Flag that indicates whether the agent is available. Possible values: • true: Agent is available. • false: Agent isn't available. Data type: Boolean

presence.channels	List of objects that describe the available channels of communication with the agent.
	
	Data type: Array of Objects
	<pre>"channels": [
	  {
	  "available": Boolean,
	  "name": "String",
	  "sys_id": "String"
	  }
	]</pre>

presence.channels.available	Flag that indicates whether the channel is available. Possible values: • true: Channel is available. • false: Channel isn't available. Data type: Boolean
presence.channels.name	Channel name, such as Chat or Phone. Data type: String
presence.channels.restrict_update	Flag that indicates whether the user can restrict updates, that is, select the channel for availability. Possible values: • true: The user can select this channel for availability. • false: The user can't select this channel for availability. Data type: Boolean
presence.channels.service_channel_type	Service channel type, such as chat. Possible values vary depending on plugins installed. Data type: String
presence.channels.sys_id	Channel sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML) (continued)

Parameter	Description
	Data type: String Table: Service Channels [awa_service_channel]
presence.name	Name of the agent's presence state. Possible values: • Available • Unavailable Data type: String
presence.restrict_update	Flag that indicates whether the user can restrict updates. Possible values: • true: User can restrict updates. • false: User can't restrict updates. Data type: Boolean
presence.sys_id	Presence state sys_id. Data type: String Table: Presence States [awa_presence_state]
status	Status of an unsuccessful request. This property is only included in the response if there is an error. Valid value: `failure` Data type: String
sys_id	Agent sys_id. Data type: String
workItem	*`workItem`*: Information about the work item that is associated with the event. Data type: String
workItem.document	*`workItem.document`*: List of documents associated with the work item task. Data type: String
workItem.document.sys_id	*`workItem.document.sys_id`*: Sys_id of the document assigned to the work item task. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML) (continued)

Parameter	Description
workItem.document.table	*workItem.document.table*: Name of the document table assigned to the task. Data type: String
workItem.previousWorkItem	*workItem.previousWorkItem*: Sys_id of the previous work item for the same document ID. For the non-transfer work items this value is empty. Data type: String
workItem.serviceChannel	*workItem.serviceChannel*: List of service channels associated with the work item task. Data type: String
workItem.serviceChannel.name	*workItem.serviceChannel.name*: Name of the service channel, such as Chat or Phone. Data type: String
workItem.serviceChannel.sys_id	*workItem.serviceChannel.sys_id*: Sys_id of the service channel. Data type: String
workItem.size	*workItem.size*: Agent's capacity used when this work item is assigned to the agent. Data type: String
workItem.sys_id	*workItem.sys_id*: Sys_id of the work item that was accepted or offered. Data type: String
workItem.isQueueTransferred	*workItem.isQueueTransferred*: Flag that indicates whether the work item is queue transferred. Set to true if the work item is queue transferred, false if it isn't. For more information on queue transfers, see Transfer a chat to another queue. Data type: Boolean
workitem.isAutoAccepted	*workItem.isAutoAccepted*: Flag that indicates whether the work item was automatically accepted by the system. Set to true if the work item was auto-accepted. Data type: Boolean

Example: Sample cURL request

```
curl -X GET \
https://instance.servicenow.com/api/now/awa/agents/46d44a23a9fe1
9810012d100cca80666 \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
-H 'Accept: application/json' \
-H 'Content-Type: application/json' \
-u 'username':'password'\
```


```
{
  "result": {
    "presence": {
      "name": "Available",
      "sys_id": "0b10223c57a313005baaaa65ef94f970",
      "available": true,
      "channels": [
        {
          "name": "Chat",
          "available": true,
          "sys_id": "27f675e3739713004a905ee515f6a7c3"
        }
      ]
    },
    "sys_id": "46d44a23a9fe19810012d100cca80666"
  }
}
```


AWA Agent - GET /now/awa/agents/{user_id}/capacities

Returns an agent's channel capacities, universal capacity, and the current workload to see if the agent can handle a case.

Use the AWA Agent - PUT /now/awa/agents/{user_id}/capacities method to modify the channel and universal capacities of an agent.

See also:

- Service channel capacity and utilization
- Create or configure a service channel
- Configure an agent's maximum universal capacity

URL format

Versioned URL: `/api/now/{api_version}/awa/agents/{user_id}/capacities`

Default URL: `/api/now/awa/agents/{user_id}/capacities`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
user_id	Sys_id of the agent listed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String Table: User [sys_user]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. Possible reasons: • The user doesn't have the awa_integration_user role. • The value of the glide.awa.enabled property isn't `true`. This property is listed in the System Property [sys_property] table if the Advanced Work Assignment (com.glide.awa) plugin is installed. For more information, see Components installed with Advanced Work Assignment.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
channels	List of objects that describe the available channels of communication with the agent. `"channels": [ { "channel_sys_id": "String", "current_workload": Number, "max_capacity": Number } ]` Data type: Array
channels.channel_sys_id	Channel sys_id. Data type: String Table: Service Channels [awa_service_channel]
channels.current_workload	Number of work items on a specific service channel currently assigned to the agent. Data type: Number
channels.max_capacity	Maximum workload on a specific service channel that the agent can be actively assigned to at a time. Data type: String
error	Details describing an error encountered during the request process. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"error": {
	"detail": "String",
	"message": "String"
	}

error.detail	Details of the error encountered during the request process. Data type: String
error.message	Message for the error encountered during the request process. The description is provided in the *`error.detail`* property. Data type: String
status	Status of an unsuccessful request. This property is only included in the response if there is an error. Valid value: `failure` Data type: String
universal_capacity	Maximum capacity for the agent across all service channels. If an agent's current workload equals the maximum universal capacity, additional work items won't be assigned to the agent. This property only returns if a universal capacity record exists for this agent. Data type: Number
universal_workload	Number of work items across all service channels currently assigned to the specified agent. This property only returns if a universal capacity record exists for the agent. Data type: Number

Example: Sample cURL request

The following example shows how to get the capacity and workload values for a user.

```
curl
 "https://instance.service-now.com/api/now/awa/agents/46d44a23a9
fe19810012d100cca80666/capacities" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

A successful response includes capacity values and workload for each channel.


```
{
  "result": {
    "universal_workload": 2,
    "channels": [
      {
        "channel_sys_id": "27f675e3739713004a905ee515f6a7c3",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "current_workload": 2,
        "max_capacity": 4
      }
    ],
    "universal_capacity": 10
  }
}
```


AWA Agent - GET /now/awa/agents/{user_id}/presence_states

Returns an agent's presence states and indicates whether the agent is available or in another presence state.

URL format

Versioned URL: `/api/now/{api_version}/awa/agents/{user_id}/presence_states`

Default URL: `/api/now/awa/agents/{user_id}/presence_states`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
user_id	Sys_id of the agent listed. Data type: String Table: User [sys_user]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. Possible reasons: • The user doesn't have the awa_integration_user role. • The value of the glide.awa.enabled property isn't `true`. This property is listed in the System Property [sys_property] table if the Advanced Work Assignment (com.glide.awa) plugin is installed. For more information, see Components installed with Advanced Work Assignment.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

error	Details describing an error encountered during the request process.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>{
	  "message": "String"
	}</pre>

error.detail	Details of the error encountered during the request process. Data type: String
error.message	Message for the error encountered during the request process. The description is provided in the *error.detail* property. Data type: String

<presence state>	List of the agent's presence state definitions as objects. Each object describes the state and includes the agent's channels.
	
	Data type: Array
	<pre>{
	  "available": Boolean,
	  "channels": [Array],
	  "disable_inactivity_check": Boolean,
	  "name": "String",
	  "show_channels": Boolean,
	  "sys_id": "String"
	}</pre>

<presence state>.available	Flag that indicates whether the agent is available. Possible values: • true: Agent is available. • false: Agent isn't available. Data type: Boolean

<presence state>.channels	List of objects that describe the available channels of communication with the agent.
	
	Data type: Array
	<pre>"channels": [
	 {
	  "available": Boolean,
	  "name": "String",
	  "restrict_update": Boolean,
	  "service_channel_type": "String",
	  "sys_id": "String"
	 }
	]</pre>

<presence state>.channels.available	Flag that indicates whether the channel is available. Possible values: • true: Channel is available. • false: Channel isn't available.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
<presence state>.channels.name	Channel name, such as Chat or Phone. Data type: String
<presence state>.channels.sys_id	Channel sys_id. Data type: String Table: Service Channels [awa_service_channel]
<presence state>.disable_inactivity_check	Flag that indicates whether to check for inactivity of this presence state. Valid values: • true: The presence state inactivity check is disabled. • false: The presence state inactivity check is enabled. Data type: Boolean Default: false For information on how to modify this setting, see Configure agent presence states.
<presence state>.name	Name of the agent's presence state. The presence states installed by default are `Available`, `Away`, and `Offline`. Data type: String
<presence state>.order	Order in which this state is displayed in the agent inbox. Data type: Number
<presence state>.show_channels	Flag that indicates whether the agent has permission to change presence state, for example, from available to away. Valid values: • true: The user has permission to change the presence. • false: The user is restricted from changing the presence. Data type: Boolean
<presence state>.sys_id	Presence state sys_id. Data type: String Table: Presence States [awa_presence_state]
status	Status of an unsuccessful request. This property is only included in the response if there is an error. Valid value: `failure`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: Sample cURL request

The following example shows how to get the presence states for a specified agent.

```
curl
 "https://instance.service-now.com/api/now/awa/agents/46d44a23a9
fe19810012d100cca80666/presence_states" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

The response body lists the agent's possible presence states and indicates that the agent is available.


```
{
  "result": [
    {
      "name": "Available",
      "order": 0,
      "show_channels": false,
      "sys_id": "0b10223c57a313005baaaa65ef94f970",
      "available": true,
      "channels": [
        {
          "name": "Chat",
          "available": true,
          "sys_id": "27f675e3739713004a905ee515f6a7c3",
          "restrict_update": false,
          "service_channel_type": "chat"
        }
      ],
      "disable_inactivity_check": false
    },
    {
      "name": "Away",
      "order": 1000,
      "show_channels": false,
      "sys_id": "41f9b8dfb31313005baa6e5f26a8dcac",
      "available": false,
      "channels": [],
      "disable_inactivity_check": false
    },
    {
      "name": "Offline",
      "order": 2000,
      "show_channels": false,
      "sys_id": "9cd83267575313005baaaa65ef94f98b",
      "available": false,
      "channels": [],
      "disable_inactivity_check": false
    }
  ]
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AWA Agent - PUT /now/awa/agents/{user_id}

Sets the state of a specified agent's presence and, if provided, sets the agent's channel availability for that state.

URL format

Versioned URL: `/api/now/{api_version}/awa/agents/{user_id}`

Default URL: `/api/now/awa/agents/{user_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
user_id	Sys_id of the agent. Data type: String Table: User [sys_user]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
presence.channels	List of objects that define which channels are available for the agent. Data type: Array of Objects `"channels": [ { "available": Boolean, "sys_id": "String" } ]`
presence.channels.available	Flag that indicates whether the channel is available. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• true: Channel is available. • false: Channel isn't available. **Note:** This setting must be specified to include channels in the response body. Data type: Boolean Default: false
presence.channels.sys_id	Channel sys_id. Data type: String Table: Service Channels [awa_service_channel]
presence.sys_id	Presence state sys_id. Data type: String Table: Presence States [awa_presence_state]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. Possible reasons: • The user doesn't have the awa_integration_user role. • The value of the glide.awa.enabled property isn't `true`. This property is listed in the System Property [sys_property] table if the Advanced Work Assignment (com.glide.awa) plugin is installed. For more information, see Components installed with Advanced Work Assignment.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Parameter	Description
error	Details describing an error encountered during the request process. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details of the error encountered during the request process. Data type: String
error.message	Message for the error encountered during the request process. Each error message has a corresponding description in the *`detail`* property. Possible values: • `Record Not Found`: Information provided in the request body is inaccurate or doesn't exist. • `User Not Authenticated`: User doesn't have the awa_integration_user role. Data type: String
presence	Information about an agent's current presence state and channel. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML) (continued)

Parameter	Description

	<pre>"presence": {
	  "available": Boolean,
	  "channels": [Array],
	  "name": "String",
	  "sys_id": "String"
	}</pre>

presence.available	Flag that indicates whether the agent is available. Possible values: • true: Agent is available. • false: Agent isn't available. Data type: Boolean

presence.channels	List of objects that describe the available channels of communication with the agent.
	
	Data type: Array of Objects
	<pre>"channels": [
	  {
	  "available": Boolean,
	  "name": "String",
	  "sys_id": "String"
	  }
	]</pre>

presence.channels.available	Flag that indicates whether the channel is available. Possible values: • true: Channel is available. • false: Channel isn't available. Data type: Boolean
presence.channels.name	Channel name, such as Chat or Phone. Data type: String
presence.channels.restrictable	Flag that indicates whether the user can restrict updates, that is, select the channel for availability. Possible values: • true: The user can select this channel for availability. • false: The user can't select this channel for availability. Data type: Boolean
presence.channels.service_channel_type	Service channel type, such as chat. Possible values vary depending on plugins installed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML) (continued)

Parameter	Description
	Data type: String
presence.channels.sys_id	Channel sys_id. Data type: String Table: Service Channels [awa_service_channel]
presence.name	Name of the agent's presence state. Possible values: • Available • Unavailable Data type: String
presence.restrict_update	Flag that indicates whether the user can restrict updates. Possible values: • true: User can restrict updates. • false: User can't restrict updates. Data type: Boolean
presence.sys_id	Presence state sys_id. Data type: String Table: Presence States [awa_presence_state]
status	Status of an unsuccessful request. This property is only included in the response if there is an error. Valid value: `failure` Data type: String
sys_id	Agent sys_id. Data type: String
workItem	*`workItem`*: Information about the work item that is associated with the event. Data type: String
workItem.document	*`workItem.document`*: List of documents associated with the work item task. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML) (continued)

Parameter	Description
workItem.document.sys_id	*workItem.document.sys_id*: Sys_id of the document assigned to the work item task. Data type: String
workItem.document.table	*workItem.document.table*: Name of the document table assigned to the task. Data type: String
workItem.previousWorkItem	*workItem.previousWorkItem*: Sys_id of the previous work item for the same document ID. For the non-transfer work items this value is empty. Data type: String
workItem.serviceChannel	*workItem.serviceChannel*: List of service channels associated with the work item task. Data type: String
workItem.serviceChannel.name	*workItem.serviceChannel.name*: Name of the service channel, such as Chat or Phone. Data type: String
workItem.serviceChannel.sys_id	*workItem.serviceChannel.sys_id*: Sys_id of the service channel. Data type: String
workItem.size	*workItem.size*: Agent's capacity used when this work item is assigned to the agent. Data type: String
workItem.sys_id	*workItem.sys_id*: Sys_id of the work item that was accepted or offered. Data type: String
workItem.isQueueTransferred	*workItem.isQueueTransferred*: Flag that indicates whether the work item is queue transferred. Set to true if the work item is queue transferred, false if it isn't. For more information on queue transfers, see Transfer a chat to another queue. Data type: Boolean
workitem.isAutoAccepted	*workItem.isAutoAccepted*: Flag that indicates whether the work item was automatically accepted by the system. Set to true if the work item was auto-accepted. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl -X PUT \
 https://instance.servicenow.com/api/now/awa/agents/46d44a23a9fe
19810012d100cca80666 \
-H 'Accept: application/json' \
-H 'Content-Type: application/json' \
-u 'username':'password'\
-d '{"presence": {\
  "sys_id": "0b10223c57a313005baaaa65ef94f970",\
  "channels": [{ \
  "sys_id": "0bbdedbb3b892300a2bac9bb34efc445",\
  "available": true
}]
}}
```

```
{
  "result": {
    "presence": {
      "name": "Available",
      "sys_id": "0b10223c57a313005baaaa65ef94f970",
      "available": true,
      "channels": [
        {
          "name": "Chat",
          "available": true,
          "sys_id": "27f675e3739713004a905ee515f6a7c3"
        }
      ]
    },
    "sys_id": "46d44a23a9fe19810012d100cca80666"
  }
}
```

AWA Agent - PUT /now/awa/agents/{user_id}/capacities

Enables updating an agent's maximum capacity (workload) for channel capacities and universal capacity.

Use the AWA Agent - GET /now/awa/agents/{user_id}/capacities method to retrieve the current channel and universal capacities of an agent.

See also:

- Service channel capacity and utilization
- Create or configure a service channel
- Configure an agent's maximum universal capacity

URL format

Versioned URL: `/api/now/{api_version}/awa/agents/{user_id}/capacities`

Default URL: `/api/now/awa/agents/{user_id}/capacities`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
user_id	Sys_id of the agent listed. Data type: String Table: User [sys_user]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
channels	Mandatory if updating the maximum value of one or more channels for the specified agent. JSON object containing one or more key-value pairs mapping the channel to its maximum capacity for each channel assigned to the agent. Data type: Object The pair is in the following format: • Key (channel sys_id) – Channel sys_id. Data type: String • Value (maximum capacity) – Maximum workload on a specific service channel that the agent can be actively assigned to at a time. Data type: Number `channels: {"<channel_sys_id>": <max_capacity>}`
universal_capacity	Mandatory if universal capacity is being updated. Maximum capacity for the agent across all service channels. If an agent's current workload equals the maximum universal capacity, additional work items won't be assigned to the agent. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
channels	List of objects that describe the available channels of communication with the agent. `"channels": [ { "channel_sys_id": "String", "max_capacity": Number } ]` Data type: Array
channels.channel_sys_id	Channel sys_id. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Channels [awa_service_channel]
channels.max_capacity	Maximum workload on a specific service channel that the agent can be actively assigned to at a time. Data type: String
error	Details describing an error encountered during the request process. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details of the error encountered during the request process. Data type: String
error.message	Message for the error encountered during the request process. The description is provided in the *`error.detail`* property. Data type: String
status	Status of an unsuccessful request. This property is only included in the response if there is an error. Valid value: `failure` Data type: String
universal_capacity	Maximum capacity for the agent across all service channels. If an agent's current workload equals the maximum universal capacity, additional work items won't be assigned to the agent. This property only returns if a universal capacity record exists for this agent. Data type: Number

Example: Sample cURL request

The following example shows how to change the agent's universal capacity and the maximum capacity for a specified channel.

```
curl
 "https://instance.service-now.com/api/now/awa/agents/46d44a23a9
fe19810012d100cca80666/capacities" \
--request PUT \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
 \"channels\": { \"27f675e3739713004a905ee515f6a7c3\": 6 },
 \"universal_capacity\" : 12
}" \
--user 'username':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A successful response includes the updated capacity values.

```
{
  "result": {
    "channels": [
      {
        "channel_sys_id": "27f675e3739713004a905ee515f6a7c3",
        "max_capacity": 6
      }
    ],
    "universal_capacity": 12
  }
}
```

AWA Agent Consult API

Handles agent consult work items.

This API requires the Advanced Work Assignment plugin (com.glide.awa) and the awa_integration_user role.

For more information about AWA, see Advanced Work Assignment.

Use the AWA Offer Work API to initiate a consult transfer to an agent or a queue.

AWA Agent Consult - PUT /now/awa/consult/end

Ends a consult work item.

When a document is consult transferred to an agent, the respective work item must be closed with the appropriate consult state, either `Transferred` or `Ended`.

A work item is a single piece of work handled by an AWA agent from start to finish. A work item is created based on a document, such as an interaction or task.

URL format

Versioned URL: `/api/now/{api_version}/awa/consult/end`

Default URL: `/api/now/awa/consult/end`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (JSON or XML)

Name	Description
document_sys_id	Sys_id of the document associated with the consult work item. A document is any record in any table, such as an interaction, case, or incident. Data type: String
hand_over	Flag that indicates whether a consult transfer must be ended or transferred. Valid values: • true: Transfer the document to consult agent and set the consult work item's consult state as `Transferred`. • false: Ends the consult transfer and set the consult work item's consult state as`Ended`. **Note:** If the consult work item's consult state is `Requested`, the state changes to `Cancelled`. Data type: Boolean

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*
Content-Type	Data format of the request body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. Possible reasons: • The user doesn't have the awa_integration_user role. • The value of the glide.awa.enabled property isn't `true`. This property is listed in the System Property [sys_property] table if the Advanced Work Assignment (com.glide.awa) plugin is installed. For more information, see Components installed with Advanced Work Assignment.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
success	Flag that indicates whether the ending consult is successful. Valid values: • true: The ending consult is successful. • false: The ending consult is unsuccessful. Data type: Boolean
message	Success or failure information for the ending consult. Possible values: • `Consult is successfully ended.` – Success. • `Cannot find the work item for document ID: <api_caller_sys_id>` – Make sure the active consult work item exists for the document. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Sample cURL request

```
curl "https://instance.servicenow.com/api/now/awa/consult/end" \
--request PUT \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data '{
    "document_sys_id": "59616aba87bd5210be070d48dabb35e6",
    "hand_over": "true"
}' \
--user 'username':'password'
```

```
{
  "result": {
    "success": true,
    "message": "Consult is successfully ended."
  }
}
```

AWA Inbox Actions API

The *AWA Inbox Actions* API provides endpoints to accept or reject a work item on behalf of an agent. This API also retrieves reject reasons for rejected work items.

This API requires the Advanced Work Assignment (com.glide.awa) plugin and awa_integration_user role. For more information, refer to Advanced Work Assignment.

AWA Inbox Actions – GET /awa/inbox/actions/reject_reasons/{channel_id}

Gets the work item reject reasons for a specified service channel.

URL format

Versioned URL: `/api/now/awa/inbox/actions/reject_reasons/{channel_id}`

Default URL: `/api/now/{api_version}/awa/inbox/actions/reject_reasons/{channel_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
channel_id	Sys_id of a service channel. Data type: String Table: Service Channels [awa_service_channel]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. Possible reasons:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• The user doesn't have the awa_integration_user role. • The value of the glide.awa.enabled property isn't `true`. This property is listed in the System Property [sys_property] table if the Advanced Work Assignment (com.glide.awa) plugin is installed. For more information, see Components installed with Advanced Work Assignment.
404	Record not found. The channel ID provided is not valid.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
display_value	Display value of the Reason field in the Reject Reasons [awa_reject_reason] table. Data type: String
order	Order in which the reject reasons are listed in the agent inbox. Data type: Number
value	Value of the reject reason field stored in the database. Data type: String
Sys_id	Sys_id of a rejection reason for this service channel. Data type: String Table: Reject Reasons [awa_reject_reason]

The following example shows how to retrieve reject reasons for the Chat service channel.

```
curl
 "https://instance.service-now.com/api/now/awa/inbox/actions/rej
ect_reasons/27f675e3739713004a905ee515f6a7c3" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body displaying rejected tasks with reasons for rejection.

```
{
  "result": [
    {
      "order": 2,
      "value": "Not my expertise",
      "display_value": "Not my expertise",
      "sys_id": "31e3fa29b38023002e7b6e5f26a8dc17"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    {
      "order": 1,
      "value": "Busy",
      "display_value": "Busy",
      "sys_id": "4e93fa29b38023002e7b6e5f26a8dc20"
    }
  ]
}
```


AWA Inbox Actions – POST /awa/inbox/actions/accept

Accepts a work item in **Pending Accept** state on behalf of an agent.

URL format

Versioned URL: `/api/now/{api_version}/awa/inbox/actions/accept`

Default URL: `/api/now/awa/inbox/actions/accept`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
agent_id	Sys_id of the agent listed. Data type: String Table: User [sys_user]
work_item_id	Sys_id of the work item. The work item must meet the following criteria: • Work item must be assigned to the specified agent. • Work item must be in **Pending Accept** state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Table: AWA Work Item [awa_work_item]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Invalid request. Possible reasons: • Missing agent ID. • Missing work item ID. • Work item is assigned to a different agent. • Work item isn't in pending accept state.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. Possible reasons:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• The user doesn't have the awa_integration_user role. • The value of the glide.awa.enabled property isn't `true`. This property is listed in the System Property [sys_property] table if the Advanced Work Assignment (com.glide.awa) plugin is installed. For more information, see Components installed with Advanced Work Assignment.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
documentTable	Name of the table listing the document assigned to this work item. Data type: String
documentSysId	Sys_id of the document record assigned to the task. Data type: String Table: In the table identified in the *`documentTable`* field.

error	Details describing an error encountered during the request process.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Details of the error encountered during the request process. Possible values: • `Missing agent ID`: The *`agent_id`* wasn't provided in the request body. • `Missing work item ID`: The *`work_item_id`* wasn't provided in the request body. • `Work item is assigned to a different agent`: The specified work item is not assigned to the specified agent. • `Wrong work item ID`: The work item provided in the request body is inaccurate or doesn't exist. • `Work item is not in pending accept state`: The work item provided in the request body is in a state other than **Pending Accept**. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
error.message	Message for the error encountered during the request process. The description is provided in the *error.detail* property. Data type: String
status	Status of an unsuccessful request. This property is only included in the response if there is an error. Valid value: `failure` Data type: String

Example: cURL request

The following example shows how to change the state of a selected agent's work item from **Pending Accept** to **Accepted**.

```
curl
 "https://instance.service-now.com/api/now/awa/inbox/actions/acc
ept" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
 \"agent_id\":\"46c9e158a9fe198101d44d0d22cb640d\",
 \"work_item_id\":\"fd69abfc878b01101ae365b83cbb35fe\"
}" \
--user 'username':'password'
```

The response body lists the sys_id and table of the document related to the work item.

```
{
  "result": {
    "documentSysId": "57af7aec73d423002728660c4cf6a71c",
    "documentTable": "incident"
  }
}
```

AWA Inbox Actions – POST /awa/inbox/actions/reject

Rejects a work item in **Pending Accept** state on behalf of an agent. On success, **Assigned to** field is empty and the value of the **Rejected** field is true for the specified work item.

URL format

Versioned URL: `/api/now/{api_version}/awa/inbox/actions/reject`

Default URL: `/api/now/awa/inbox/actions/reject`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
agent_id	Sys_id of the agent listed. Data type: String Table: User [sys_user]
reject_reason_id	Sys_id of a rejection reason for this service channel. Data type: String Table: Reject Reasons [awa_reject_reason]
work_item_id	Sys_id of the work item. The work item must meet the following criteria: • Work item must be assigned to the specified agent. • Work item must be in **Pending Accept** state. Data type: String Table: AWA Work Item [awa_work_item]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Invalid request. Possible reasons: • Missing agent ID. • Missing work item ID. • Missing reject reason ID. • Work item is assigned to a different agent. • Work item isn't in pending accept state.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. Possible reasons: • The user doesn't have the awa_integration_user role. • The value of the glide.awa.enabled property isn't `true`. This property is listed in the System Property [sys_property] table if the Advanced Work Assignment (com.glide.awa) plugin is installed. For more information, see Components installed with Advanced Work Assignment.
404	Not found. The requested item wasn't found. Possible reasons: • Wrong agent ID – There is no record for the specified user. • Wrong reject reason ID – There is no record for the specified reject reason. • Wrong work item ID – There is no record for the specified work item.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
agent_id	Sys_id of the agent listed. Data type: String Table: User [sys_user]
error	Details describing an error encountered during the request process. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details of the error encountered during the request process. Possible values: • `Missing agent ID` – The *`agent_id`* wasn't provided in the request body. • `Missing reject reason item ID` – The *`reject_reason_id`* wasn't provided in the request body. • `Missing work item ID`: The *`work_item_id`* wasn't provided in the request body. • `There is no record for awa_reject_reason : <reason_sys_id>` – The *`reject_reason_id`* provided in the request body doesn't have a matching record in the Reject Reasons [awa_reject_reason] table. • `There is no record for awa_work_item : <work_item_sys_id>` – The *`work_item_id`* provided in the request body doesn't have a matching record in the AWA Work Item [awa_work_item] table. • `There is no record for sys_user : <agent_sys_id>` – The *`agent_id`* provided in the request body doesn't have a matching record in the User [sys_user] table. • `Work item is not in pending accept state`: The work item provided in the request body is in a state other than **Pending Accept**. Data type: String
error.message	Message for the error encountered during the request process. The description is provided in the *`error.detail`* property. Data type: String
status	Status of an unsuccessful request. This property is only included in the response if there is an error. Valid value: `failure`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
reject_reason_id	Sys_id of a rejection reason for this service channel. Data type: String Table: Reject Reasons [awa_reject_reason]
work_item_id	Sys_id of the work item. Data type: String

The following example shows how to reject an assigned work item with the "not my expertise" reason.

```
curl
 "https://instance.service-now.com/api/now/awa/inbox/actions/rej
ect" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"agent_id\":\"46c9e158a9fe198101d44d0d22cb640d\",
    \"work_item_id\":\"3ed5df4d87cf01101ae365b83cbb35af\",
    \"reject_reason_id\":\"31e3fa29b38023002e7b6e5f26a8dc17\"
}" \
--user 'username':'password'
```

Successful output displays the same work item, reject reason, and user ID provided in the request body. The specified work item in the AWA Work Item [awa_work_item] table has an empty **Assigned to** field and the value of the **Rejected** field is true.

```
{
  "result": {
    "work_item_id": "3ed5df4d87cf01101ae365b83cbb35af",
    "reject_reason_id": "31e3fa29b38023002e7b6e5f26a8dc17",
    "agent_id": "46c9e158a9fe198101d44d0d22cb640d"
  }
}
```

AWA Manual Assignment API

The *AWA Manual Assignment* API provides an endpoint to manually assign available work items to available Advanced Work Assignment (AWA) agents.

A work item is a single piece of work handled by an AWA agent from start to finish. For example, one chat or one case is an object that can be routed and assigned to agents. For more information, refer to Advanced Work Assignment.

This API requires the Advanced Work Assignment (com.glide.awa) plugin. To call this API, you must have either the awa_manager or awa_integration_user role.

AWA Manual Assignment – POST /now/awa/workitems/{work_item_sys_id}/assignments

Assigns an available work item to an available Advanced Work Assignment (AWA) agent.

The primary use case for this endpoint is to enable external routing systems to route work items. If Advanced Work Assignment is configured to use external routing, work items in the queue are

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

assigned using external routing and not AWA. You can assign the work item task by calling this endpoint. For more information, refer to Use external routing.

URL format

Versioned URL: `/now/{api_version}/awa/workitems/{sys_id}/assignments`

Default URL: `/now/awa/workitems/{sys_id}/assignments`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
work_item_sys_id	Sys_id of the work item to assign to an available agent. The work item must be unassigned and in the **Pending Accept** or **Queued** state. For more information, refer to Check unassigned task work items. Data type: String Table: Work Items [awa_work_item]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
after_timeout_presence	Sys_id of the presence state that the agent switches to if the *`timeout`* parameter expires. If the *`timeout`* parameter isn't passed, this parameter is ignored. For additional information on presence states, see Configure agent presence states. Data type: String Default: "" (Empty string) Table: AWA Presence State [awa_presence_state]
agent_sys_id	Required. Sys_id of the available agent to receive the work item. Agents are users with the awa_agent role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	For information on how to determine if an agent is available, refer to Agent Inbox controls. Data type: String Table: User [sys_user]
allowed_to_decline	Flag that indicates whether agents are allowed to reject work items. If this parameter is `true`, the inbox card displays both the **Accept** and **Reject** buttons on the inbox card. Valid values: • true/yes/1: Agent can reject work items. • false/no/0: Agent can't reject work items. Data type: Boolean Default: true
display_option	Display option for the card and tab when a work item is automatically assigned. This parameter is only valid if the *`enable_auto_assign`* is passed as `true`. Valid values: • card_and_tab: Display both the card and tab. • card_only: Display only the card. Data type: String Default: card_only
enable_auto_assign	Flag that indicates whether the work item should be automatically accepted or should allow the agent to manually accept or reject the work item. Valid values: • true/yes/1: Automatically accept. • false/no/0: Allow agent to manually accept or reject. Data type: Boolean Default: false
offered_on	Work item offer time. The offer time is used to calculate the remaining time the agent has left to accept the work item in the inbox. It helps account for the discrepancy between the time when the API request gets processed, and when the third-party routing system invokes the API request. This parameter allows external systems calling this endpoint to configure the offer time of the work item so that it stays

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	in synchronization with the external system's internal tracking of the work item. For example, if the work item was offered on 11:30:30, the timeout is 30 seconds, and the current time is 11:30:45, the countdown timer displays 00:15 (as in 15 seconds remaining). This value is stored in the offered_on field on the work item. This parameter is ignored if the *timeout* parameter isn't passed. Data type: String Format: UTC timestamp (yyyy-MM-dd'T'HH:mm:ss.SSS)
timeout	Amount of time that the work item stays in the agent's inbox waiting for the agent to accept the work assignment. Data type: Number Unit: Seconds

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
409	Conflict. The request couldn't pass due to an error with the provided work item or agent sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
success	Flag that indicates whether the manual work item assignment is successful. Possible values: • true: Work item assignment successful. • false: Work item assignment unsuccessful. Data type: Boolean
message	Response message acknowledging successful assignment or an exception. Success: "Manual assignment successfully requested." Exceptions: • "<work_item_sys_id> is not a valid work item" – Provided work item sys_id does not exist. • "Caller <API_caller_sys_id> does not have the awa_manager or awa_integration_user role" – The authenticated user making the API request must have either the awa_manager or awa_integration_user role. • "Work item <work_item_sys_id> cannot be assigned" – Work item provided cannot be assigned because it is in **Accepted** or **Canceled** state. Refer to Check work items and AWA events. • "<agent_sys_id> is not a valid agent" – Agent does not have the awa_agent role. • "Work Item is already assigned to <agent_sys_id>" – Provided work item is assigned to another agent. • "Agent is not available" – Agent is not in the **Available** state in AWA. Refer to Agent Inbox controls. • "Timeout value cannot be negative" – Provided timeout value cannot be a negative value. • "<presence_state_sys_id> is not a valid presence state" – Provided presence state sys_id doesn't exist in the AWA Presence State [awa_presence_state] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• "Offered time (<offered_on_timestamp>) must be in the following format: yyyy-MM-dd'T'HH:mm:ss.SSS" – Provided *offered_on* timestamp must be in the specified format. • "Offered time (<offered_on_timestamp >) must be before the current time, otherwise agent will have more time to accept the work item" – Provided *offered_on* timestamp can't be before the time the request is made. • "Timestamp after timeout (<offered_on_timestamp >) must be after the current time, otherwise agent has no time to accept the work item" – The timestamp after adding the timeout value to the provided *offered_on* timestamp must be after the time the request was made. • "<display_option> is not a valid display option" – Provided display_option must be either of the following values: "card_only" or "card_and_tab" • "%s is not a valid boolean value" – Provided Boolean-type value must be in one of the following Boolean formats: "yes"/"no", "true"/"false", "1"/"0" Data type: String

Example: cURL request

The following example shows how to assign a work item to an available AWA agent using only the required parameters.

```
curl
 "https://instance.servicenow.com/api/now/awa/workitems/<work_it
em_sys_id>/assignments" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"agent_sys_id\":\"<agent_sys_id>\"}" \
--user 'username':'password'
```

The result shows that the task has been successfully assigned to the agent. You can verify results in the **Assigned to** field of the Work Items [awa_work_item] table.

```
{
  "result": {
    "success": true,
    "message": "Manual assignment successfully requested."
  }
}
```

Example: cURL request

The following example shows how to assign a work item to an available AWA agent including the optional parameters.

```
curl
 "https://instance.servicenow.com/api/now/awa/workitems/<work_it
em_sys_id>/assignments" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data '{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "agent_sys_id": "46d44a23a9fe19810012d100cca80666",
    "timeout":"10",
    "offered_on":"2024-04-03T23:09:31.000"
  }'
--user 'username':'password'
```

The result shows that the task has been successfully assigned to the agent. You can verify results in the **Assigned to** field of the Work Items [awa_work_item] table.

```
{
  "result": {
    "success": true,
    "message": "Manual assignment successfully requested."
  }
}
```

AWA Offer Work API

The *AWA Offer Work* API provides an endpoint to assign or transfer work items to agents.

This API is intended for use with Contact Center as a Service (CCAAS) integrations where the routing and assignment decision takes place in the external CCAAS system. This API allows an inbox card to be shown to an agent in the ServiceNow Agent Workspace as a notification to accept the work item.

This API requires the Advanced Work Assignment (com.glide.awa) plugin. To call this API, you must have either the awa_manager or awa_integration_user role.

For more information about AWA, see Advanced Work Assignment.

AWA Offer Work - POST /now/awa/documents/{document_table}/{document_sys_id}/offer

Assigns or transfers work items to agents.

A work item is a single piece of work handled by an AWA agent from start to finish. A work item is created based on a document, such as an interaction or task.

All agents receiving or transferring work items with this API must have the awa_agent and awa_external_user roles.

URL format

Versioned URL: `/api/now/{api_version}/awa/documents/{document_table}/{document_sys_id}/offer`

Default URL: `/api/now/awa/documents/{document_table}/{document_sys_id}/offer`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
document_table	Name of the table associated with the document, such as the Interaction [interaction] table or Task [task] table. Data type: String
document_sys_id	Sys_id of the document to route to the agent or queue. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
assignment	Required for new assignments. Object containing information about the assignment. Data type: Object `{ "after_timeout_presence": "String", "agent_sys_id": "String", "allowed_to_decline": Boolean, "display_option": "String", "enable_auto_assign": Boolean, "offered_on": "String", "timeout": Number }`
assignment.after_timeout_presence	Sys_id of the presence state that the agent switches to if the *timeout* parameter expires. If the *timeout* parameter isn't passed, this parameter is ignored. For additional information on presence states, see Configure agent presence states. Data type: String Default: Empty string (Agent presence state doesn't change). Table: AWA Presence State [awa_presence_state]
assignment.agent_sys_id	Required for new assignments. Sys_id of the available agent to receive the work item. The agent must have the awa_agent and awa_external_user roles.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	For information on how to determine if an agent is available, refer to Agent Inbox controls. Data type: String Table: User [sys_user]
assignment.allowed_to_decline	Flag that indicates whether agents are allowed to reject work items. If this parameter is `true`, the inbox card displays both the **Accept** and **Reject** buttons on the inbox card. Valid values: • true/yes/1: Agent can reject work items. • false/no/0: Agent can't reject work items. Data type: Boolean Default: true
assignment.display_option	Display option for the card and tab when a work item is automatically assigned. This parameter is only valid if *`enable_auto_assign`* is `true`. Valid values: • card_and_tab: Display both the card and tab. • card_only: Display only the card. Data type: String Default: card_only
assignment.enable_auto_assign	Flag that indicates whether the work item should be automatically accepted or should allow the agent to manually accept or reject the work item. Valid values: • true/yes/1: Automatically accept. • false/no/0: Allow agent to manually accept or reject. Data type: Boolean Default: false
assignment.offered_on	Work item offer time. The offer time is used to calculate the remaining time the agent has left to accept the work item in the inbox. It helps account for the discrepancy between the time when the API request gets processed, and when the third-party routing system invokes the API

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	request. This parameter allows external systems calling this endpoint to configure the offer time of the work item so that it stays in synchronization with the external system's internal tracking of the work item. For example, if the work item was offered on 11:30:30, the timeout is 30 seconds, and the current time is 11:30:45, the countdown timer displays 00:15 (as in 15 seconds remaining). This value is stored in the offered_on field on the work item. This parameter is ignored if the *timeout* parameter isn't passed. Data type: String Format: UTC timestamp (yyyy-MM-dd'T'HH:mm:ss.SSS)
assignment.timeout	Amount of time that the work item stays in the agent's inbox waiting for the agent to accept the work assignment. Data type: Number Unit: Seconds Default: Empty string (No time limit).
external_segment_id	External identifier from the CCAAS system of the call segment offered to the agent. Data type: String
queue_id	Required for new assignments. Sys_id of the queue record or the queue identifier in an external system. If using a queue_id from an external system, it must be mapped to the Provider queue ID (external_id) field on the awa_queue record. Data type: String Table: Queue [awa_queue]
transfer	Required for transfer assignments. Object containing information about the transfer. If a value is provided for this parameter, the assignment is considered a transfer assignment. Data type: Object `{ "source_queue_id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>{
	  "target_id": "String",
	  "target_type": "String",
	  "transfer_type": "String"
	}</pre>

transfer.source_queue_id	Required for transfer assignments. Source queue from where the transfer is initiated. Sys_id of the queue record or the queue identifier in an external system. If using a queue_id from an external system, it must be mapped to the Provider queue ID (external_id) field on the awa_queue record. This parameter is used to create a work item before initiating the transfer if an active work item is not found. It enables transfers to be performed if the original interaction was created without any routing, such as for outbound calls. Data type: String Table: Queue [awa_queue]
transfer.target_id	Required for transfer assignments. Sys_id of the agent or queue record to transfer the assignment to. • If *target_type* is `agent`, *target_id* is the sys_id of the agent user record in the User [sys_user] table. • If *target_type* is `queue`, *target_id* is the sys_id of the queue record in the Queue [awa_queue] table or the queue identifier in an external system. Data type: String
transfer.target_type	Required for transfer assignments. Type of record to transfer the assignment to. Valid values: • agent • queue Data type: String
transfer.transfer_type	Required for transfer assignments. Type of transfer. Valid values: • blind • consult

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
409	Conflict. The request couldn't be processed due to an error with the provided document's work item or agent sys_id.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
message	Response message with information about the assignment success or failure. Possible values: • `Manual assignment successfully requested` - Success. • `Caller <API_caller_sys_id> does not have the awa_manager or awa_integration_user role` – The authenticated user making the API request must have either the awa_manager or awa_integration_user role. • `Work Item accepted can not be assigned` – Work item can't be assigned because it is already accepted by an agent. For more information, see Check work items and AWA events. • `<agent_sys_id> is not a valid agent` – Agent doesn't have the awa_agent role. • `Transfer failed - couldn't blind transfer to agent` - Assignment wasn't transferred because the agent isn't in the Available state in AWA. • `Work Item is already assigned to <agent_sys_id>` – Provided work item is assigned to another agent. • `Agent is not available` – Agent isn't in the Available state in AWA. For more information, see Agent Inbox controls. • `Timeout value cannot be negative` – Provided timeout value can't be negative. • `<presence_state_sys_id> is not a valid presence state` – Provided presence state sys_id doesn't exist in the AWA Presence State [awa_presence_state] table. • `Offered time (<offered_on_timestamp>) must be in the following format: yyyy-MM-dd'T'HH:mm:ss.SSS` – Provided offered_on timestamp must use the specified format. • `Offered time (<offered_on_timestamp>) must be before the current time, otherwise agent will have more time to accept the work item` – Provided offered_on timestamp can't be before the time the request is made. • `Timestamp after timeout (<offered_on_timestamp >) must be after the current time, otherwise agent has no time to accept the work item` – The timestamp after adding the timeout value to the provided offered_on timestamp must be after the time the request was made.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• `<display_option> is not a valid display option` – Provided display_option must be one of the following values: `card_only` or `card_and_tab`. • `%s is not a valid boolean value` – Provided Boolean value must use one of the following formats: `yes/no`, `true/false`, `1/0`. • `The user does not have the 'awa_external_user' role` - Agent receiving the assignment must have the awa_external_user role. • `Document is not active` - Provided document must be active and not in a closed state.
success	Flag that indicates whether the assignment is successful. Possible values: • true: Assignment successful. • false: Assignment unsuccessful. Data type: Boolean
work_item	Details about the created or updated work item. Data type: Object `{ "display_name": "String", "document_id": "String", "document_table": "String", "queue": "String", "sys_id": "String" }`
work_item.display_name	Display name of the document record. Data type: String
work_item.document_id	Sys_id of the document record. Data type: String
work_item.document_table	Name of the table associated with the document. Data type: String
work_item.queue	Sys_id of the queue record or the queue identifier in an external system. Data type: String Table: Queue [awa_queue]
work_item.sys_id	Sys_id of the work item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Work Item [awa_work_item]

Example: cURL request

This example shows how to assign a work item to an agent.

```
curl
 "https://instance.servicenow.com/api/now/awa/documents/interact
ion/59616aba87bd5210be070d48dabb35e6/offer" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data '{
    "external_segment_id":
 "segment_59616aba87bd5210be070d48dabb35e6",
    "queue_id": "92f8942787851210be070d48dabb35fb",
    "assignment": {
        "agent_sys_id": "0d584509c323120095ccd02422d3ae5b",
        "allowed_to_decline": "true",
        "enable_auto_assign": "false",
        "timeout": 30,
        "offered_on":"2024-04-03T23:09:31.000"
    }
}'
--user 'username':'password'
```

The response shows that the work item is successfully assigned to the agent. You can verify the result in the Assigned to field of the Work Item [awa_work_item] record.

```
{
   "result": {
      "work_item": {
         "display_name": "Interaction: IMS0000221",
          "sys_id": "bfa3a27e87bd5210be070d48dabb3588",
           "document_id": "59616aba87bd5210be070d48dabb35e6",
           "document_table": "interaction",
           "queue": "92f8942787851210be070d48dabb35fb"
       },
      "success": true,
      "message": "Manual assignment successfully requested."
   }
}
```

AWA Routing API

The *AWA Routing* API provides endpoints to route a document to a queue.

This API requires the Advanced Work Assignment plugin (com.glide.awa) and the awa_integration_user role.

AWA Routing - POST /now/awa/queues/{queue_sys_id}/work_item

If an active work item exists, routes a document to a queue. If an active work item does not exist for the specified document, creates a work item and set its fields accordingly.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/awa/queues/{queue_sys_id}/work_item`

Default URL: `/api/now/awa/queues/{queue_sys_id}/work_item`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
queue_sys_id	Sys_id of the queue record. Data type: String Table: Queue [awa_queue]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
document_sys_id	Sys_id of the document to route to the queue. Data type: String
document_table	Name of the table associated with the document, such as incident. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
display_name	Name of the document to route by this work item, such as case record. Data type: String
document_sys_id	Sys_id of the document to route to the queue. Data type: String
document_table	Name of the table associated with the document. Data type: String
queue_sys_id	Sys_id of the queue on which to route a document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
sys_id	Sys_id of the work item assigned to the queue. Data type: String

Example: Sample cURL request

```
curl -X POST \

 https://instance.servicenow.com/api/now/awa/queues/339eed3f3b89
2300a2bac9bb34efc4c3/work_item \
-H 'Content-Type: application/json' \
-H 'Accept: application/json' \
-u 'username':'password'
-d '{
  "document_sys_id": "9c573169c611228700193229fff72400",
  "document_table": "incident"
}'
```

```
{
  "result": {
    "sys_id": "cd57f90ddbb26300db2051735e9619f0",
    "document_table": "incident",
    "document_sys_id": "9c573169c611228700193229fff72400",
    "queue_sys_id": "339eed3f3b892300a2bac9bb34efc4c3",
    "display_name": "Incident: INC0000001"
  }
}
```

Batch API

The *Batch* API provides endpoints to send a single request containing multiple REST API calls, and returns a stream of response payloads.

This REST API enables integrators to:

- Decrease the amount of time required to send API requests by batching them together, and reduce overhead by narrowing authentication, session setup, and round-trip traffic to a single step.
- Create more efficient code for client-side integrations.
- Mix batch item formats and include them in single batch request. For example, one batch can include a Bases64-encoded request in XML format to send to one endpoint and a Base64 encoded request in JSON format to send to a different endpoint.
- Receive a stream of response payloads in return.
- Apply existing ACLs to each API call in the batch.

You can include any API available on the instance in a *Batch* API call. For performance reasons, avoid including long-running requests and requests that retrieve large amounts of data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important: The Batch API has the same performance characteristics as individual API requests but avoids the overhead of multiple client-server requests. The Batch API is not intended for parallel transaction processing and long-running API requests may cause the API request to exceed the maximum transaction time and return a failure.

Size and processing limits

Payloads adhere to these size limits:

- Each item in the request: 5 MB. You can change this default by updating the *glide.rest.batch.max.inputSize* system property. Maximum value: 10 MB.
- Each item in the response: 10 MB. You can change this default by updating the *glide.rest.batch.max.outputSize* system property or adding the *X-BATCHREQUEST-MAX-OUTPUT-SIZE* header to your request. The *X-BATCHREQUEST-MAX-OUTPUT-SIZE* header value cannot exceed the value of the system property.

Note: If a request runs longer than 30 seconds, the *REST Batch API request timeout* transaction quota rule ends the transaction. Increasing the value of this transaction quota rule may result in performance issues.

When a batch request reaches a size or processing limit, the system cancels the transaction and returns unprocessed requests in the **unserviced** JSON array in the response.

Batch - POST /now/batch

Sends multiple REST API requests in a single call.

You can include any API available on the instance in a *Batch* API call. For performance reasons, avoid including long-running requests and requests that retrieve large amounts of data.

URL format

Versioned URL: `/api/now/{api_version}/batch`

Supported request parameters

Path parameters

Name	Description
api_version	Version of the endpoint to access. For example, `v1` or `v2`. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
batch_request_id	ID that identifies the batch of requests.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
rest_requests	Required. List of request objects to include in the batch request. Data type: Array `"rest_requests":[ { "body": "String", "exclude_response_headers": Boolean, "headers":[Array], "id": "String", "method": "String", "url": "String" } ]`
rest_requests.body	Base64-encoded body of the request. Only applies to methods that require a body, for example POST. Before encoding, the body can be in any format. For example, XML or JSON. Data type: String
rest_requests.exclude_response_headers	Flag that indicates whether to exclude response headers from the response. Valid values: • true: Response headers are not included in the response. • false: Response headers are included in the response. Data type: Boolean Default: false
rest_requests.headers	List of request header objects to send to the endpoint. Data type: Array `"headers":[ { "name":"String", "value":"String" } ]`
rest_requests.headers.name	Name of the header.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
rest_requests.headers.value	Value of the header. Data type: String
rest_requests.id	Required. ID for each item in the batch. Data type: String
rest_requests.method	Required. Method to call for the associated endpoint. Data type: String
rest_requests.url	Required. Relative path of the endpoint to send the request to. Includes the query parameters. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.
X-BATCHREQUEST-MAX-OUTPUT-SIZE	Size limit for each item in the batch response. Add this header to provide a lower size limit than the default set by the *`glide.rest.batch.max.outputSize`* system property. You cannot set a value higher than the value in the system property. Default: 10 MB.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
batch_request_id	ID of the batch that matches the *batch_request_id* parameter in the request. Data type: String
serviced_requests	List of response objects from the batch request. Data type: Array `"serviced_requests":[ { "body": "String", "error_message": "String", "execution_time": Number, "headers": [Array], "id": "String", "redirect_url: "String", "status_code": Number, "status_text": "String" } ]`
serviced_requests.body	Base64 encoded body of the response. To get the value of the body, Base64 decode the content of this parameter. Data type: String
serviced_requests.error_message	If present, the error messages. Data type: String
serviced_requests.execution_time	Time it took to execute the batch item request. Data type: Number Unit: Milliseconds
serviced_requests.headers	Headers for the batch item. Data type: Array `"headers":[ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"name":"String",
	"value":"String"
	}
	]</pre>

serviced_requests.headers.name	Name of the header. Data type: String
serviced_requests.headers.value	Value of the header. Data type: String
serviced_requests.id	ID of the batch item that matches the *rest_requests.id* parameter in the request. Data type: String
serviced_requests.redirect_url	If present, the redirect URL. Data type: String
serviced_requests.status_code	Status code for the batch item. Data type: Number
serviced_requests.status_text	Text of the status code for the batch item. Data type: String
unserviced_requests	IDs of the requests that were not processed because the batch request reached a size or processing limit. Data type: Array

Example: cURL request

This batch request sends two GET requests to the instance and one POST request to the incident table. The body of the POST request is Base64 encoded.

```
curl "https://instance.servicenow.com/api/now/v1/batch" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user "username":"password"\
--data "{
   \"batch_request_id\":\"1\",
   \"rest_requests\":[
      {
         \"id\":\"11\",
         \"headers\":[
            {
               \"name\":\"Content-Type\",
               \"value\":\"application/xml\"
            },
            {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
               \"name\":\"Accept\",
               \"value\":\"application/xml\"
            }
         ],
         \"url\":\"/api/global/user_role_inheritance\",
         \"method\":\"GET\"
      },
      {
         \"id\":\"12\",
         \"exclude_response_headers\":true,
         \"headers\":[
            {
               \"name\":\"Content-Type\",
               \"value\":\"application/json\"
            },
            {
               \"name\":\"Accept\",
               \"value\":\"application/json\"
            }
         ],
         \"url\":\"/api/now/table/incident?sysparm_limit=1\",
         \"method\":\"GET\"
      },
      {
         \"id\":\"13\",
         \"exclude_response_headers\":true,
         \"headers\":[
            {
               \"name\":\"Content-Type\",
               \"value\":\"application/json\"
            },
            {
               \"name\":\"Accept\",
               \"value\":\"application/json\"
            }
         ],
         \"url\": \"/api/now/table/incident\",
         \"method\":\"POST\",
         \"body\":
 \"eyd1cmdlbmN5JzonMScsICdzaG9ydF9kZXNjcmlwdGlvbic6JO15IGNvbXB1d
GVyIG

 Jyb2tlJywgJ2NvbW1lbnRzJzonRWxldmFOaW5nIHVyZ2VuY3ksIHRoaXMgaXMgY
SBibG9ja2luZyBpc3N1ZSd9\"
      }
   ]
}" \
```

```
{
    "batch_request_id": "1",
    "serviced_requests": [
        {
            "id": "11",
            "body":
 "PD94bWwgdmVyc2lvbjOiMS4wIiBlbmNvZGluZzOiVVRGLTgiPz48cmVzcG9u
c2U+PHJlc3VsdD48dX
            Nlcl9uYW1lLz48L3Jlc3VsdD48L3Jlc3BvbnNlPg==",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "status_code": 200,
            "status_text": "OK",
            "headers": [
                {
                    "name": "Pragma",
                    "value": "no-store,no-cache"
                },
                {
                    "name": "Expires",
                    "value": "0"
                },
                {
                    "name": "Content-Length",
                    "value": "88"
                },
                {
                    "name": "Content-Type",
                    "value": "application/xml; charset=UTF-8"
                },
                {
                    "name": "Cache-control",
                    "value":
 "no-cache,no-store,must-revalidate,max-age=-1"
                }
            ],
            "execution_time": 5
        },
        {
            "id": "12",
            "body":
 "eyJyZXN1bHQiOlt7InBhcmVudCI6IiIsIm1hZGVfc2xhIjoidHJ1ZSIsImNhdX
NlZF9

 ieSI6IiIsIndhdGNoX2xpc3QiOiIiLCJ1cG9uX3JlamVjdCI6ImNhbmNlbCIsIn
N5c191cGRhdGV

 kX29uIjoiMjAxNiOxMiOxNCAwMjoONjoONCIsImNoaWxkX2luY2lkZW5OcyI6Ij
AiLCJob2xkX3J

 lYXNvbiI6IiIsInRhc2tfZWZmZWNOaXZlX251bWJlciI6IklOQzAwMDAwNjAiLC
JhcHByb3ZhbF9

 oaXNOb3J5IjoiIiwibnVtYmVyIjoiSU5DMDAwMDA2MCIsInJlc29sdmVkX2J5Ij
p7ImxpbmsiOiJ

 odHRwczovL2s4czAwNjc5Nzgtbm9kZTEudGh1bmRlci5sYWIzLnNlcnZpY2Utbm
93LmNvbS9hcGk

 vbm93L3RhYmxlL3N5c191c2VyLzUxMzcxNTNjYzYxMTIyN2MwMDBiYmQxYmQ4Y2
QyMDA3IiwidmF

 sdWUiOiI1MTM3MTUzY2M2MTEyMjdjMDAwYmJkMWJkOGNkMjAwNyJ9LCJzeXNfdX
BkYXRlZF9ieSI

 6ImVtcGxveWVlIiwib3BlbmVkX2J5Ijp7ImxpbmsiOiJodHRwczovL2s4czAwNj
c5Nzgtbm9kZTE
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 udGh1bmRlci5sYWIzLnNlcnZpY2Utbm93LmNvbS9hcGkvbm93L3RhYmxlL3N5c1
91c2VyLzY4MWN

 jYWY5YzBhODAxNjQwMGI5OGEwNjgxOGQ1N2M3IiwidmFsdWUiOiI2ODFjY2FmOW
MwYTgwMTY0MDB

 iOThhMDY4MThkNTdjNyJ9LCJ1c2VyX2lucHV0IjoiIiwic3lzX2NyZWF0ZWRfb2
4iOiIyMDE2LTE

 yLTEyIDE1OjE5OjU3Iiwic3lzX2RvbWFpbiI6eyJsaW5rIjoiaHR0cHM6Ly9rOH
MwMDY3OTc4LW5

 vZGUxLnRodW5kZXIubGFiMy5zZXJ2aWNlLW5vdy5jb20vYXBpL25vdy90YWJsZS
9zeXNfdXNlc19

 ncm91cC9nbG9iYWwiLCJ2YWx1ZSI6Imdsb2JhbCJ9LCJzdGF0ZSI6IjciLCJyb3
V0ZV9yZWFzb24

 iOiIiLCJzeXNfY3JlYXRlZF9ieSI6ImVtcGxveWVlIiwia25vd2xlZGdlIjoiZm
Fsc2UiLCJvcmR

 lciI6IiIsImNhbGVuZGFyX3N0YyI6IjEwMjE5NyIsImNsb3NlZF9hdCI6IjIwMT
YtMTItMTQgMDI",
            "status_code": 200,
            "status_text": "OK",
            "headers": [],
            "execution_time": 8
        },
        {
            "id": "13",
            "body":
 "eyJyZXN1bHQiOnsicGFyZW5OIjoiIiwibWFkZV9zbGEiOiJ0cnVlIiwiY2F1c2
VkX2J

 5IjoiIiwid2F0Y2hfbGlzdCI6IiIsInVwb25fcmVqZWN0IjoiY2FuY2VsIiwic3
lzX3VwZGF0ZWR

 fb24iOiIyMDIwLTA1LTEyIDAxOjQ0OjM1IiwiY2hpbGRfaW5jaWRlbnRzIjoiMC
IsImhvbGRfcmV

 hc29uIjoiIiwidGFza19lZmZlY3RpdmVfbnVtYmVyIjoiSU5DMDAxMDAwNCIsIm
FwcHJvdmFsX2h

 pc3RvcnkiOiIiLCJudW1iZXIiOiJJTkMwMDEwMDA0IiwicmVzb2x2ZWRfYnkiOi
IiLCJzeXNfdXB

 kYXRlZF9ieSI6ImFkbWluIiwib3BlbmVkX2J5Ijp7ImxpbmsiOiJodHRwczovL2
s4czAwNjc5Nzg

 tbm9kZTEudGh1bmRlci5sYWIzLnNlcnZpY2Utbm93LmNvbS9hcGkvbm93L3RhYm
xlL3N5c191c2V

 yLzY4MTZmNzljYzBhODAxNjQwMWM1YTMzYmUwNGJlNDQxIiwidmFsdWUiOiI2OD
E2Zjc5Y2MwYTg
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 wMTY0MDFjNWEzM2JlMDRiZTQ0MSJ9LCJ1c2VyX2lucHV0IjoiIiwic3lzX2NyZW
F0ZWRfb24iOiI

 yMDIwLTA1LTEyIDAxOjQ0OjM1Iiwic3lzX2RvbWFpbiI6eyJsaW5rIjoiaHR0cH
M6Ly9rOHMwMDY

 3OTc4LW5vZGUxLnRodW5kZXIubGFiMy5zZXJ2aWNlLW5vdy5jb20vYXBpL25vdy
9OYWJsZS9zeXN

 fdXNlcl9ncm91cC9nbG9iYWwiLCJ2YWx1ZSI6Imdsb2JhbCJ9LCJzdGF0ZSI6Ij
EiLCJyb3V0ZV9

 yZWFzb24iOiIiLCJzeXNfY3JlYXRlZF9ieSI6ImFkbW1uIiwia25vd2xlZGdlIj
oiZmFsc2UiLCJ",
            "status_code": 201,
            "status_text": "Created",
            "headers": [],
            "execution_time": 2638
        }
    ],
    "unserviced_requests": []
}
```


Case API

The *Case* API provides endpoints that enable you to retrieve and update Customer Service Management (CSM) case records.

In addition, you can generate new social media profile records when creating a case.

The *Case* API requires the Customer Service plugin (com.sn_customerservice) and is provided within the sn_customerservice namespace.

Users must have the csm_ws_integration role for full API access. External users with the sn_customerservice.customer or sn_customerservice.consumer roles can also access the endpoints.

Case - GET /sn_customerservice/case/{id}/activities

Retrieves the activity stream for a specified Customer Service Management (CSM) case.

Use this endpoint to retrieve all entries from the activity stream for a specified record from the Case [sn_customerservice_case] table.

To use this endpoint, users must have the csm_ws_integration, sn_customerservice.customer, or sn_customerservice.consumer role.

Note: You can reference all sysparm query parameters using either their full name or their shortened name (without the *sysparm_* prefix). For example, for *sysparm_limit* you can also use *limit*.

URL format

Versioned URL: `/api/sn_customerservice/{api_version}/case/{id}/activities`

Default URL: `/api/sn_customerservice/case/{id}/activities`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id or case number of the case to retrieve. Results will be unpredictable if a specified case number is shared by two or more cases. Data type: String Table: Case [sn_customerservice_case]

Query parameters

Name	Description
sysparm_activity_type	Filters the type of activities to return from the activity stream. The *`entries.element`* parameter contains the activity type for each activity. For example: • `sysparm_activity_type=attachment` • `sysparm_activity_type=work_notes` • `sysparm_activity_type=attachment,work_notes` • `sysparm_activity_type=attachment,work_notes,comments` Data type: String Default: Returns all types of activity.
sysparm_limit	Maximum number of records to return. Unusually large *`sysparm_limit`* values can impact system performance. For requests that exceed this number of records, use the *`sysparm_offset`* parameter to paginate record retrieval. Data type: Number
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *`sysparm_offset`* is set to "0". To simply page through all available records, use

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	`sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Do not pass a negative number in the *`sysparm_offset`* parameter. Data type: Number Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description

Link	REST response data can be split into multiple result sets. Where applicable, the response header contains different links for the first set, previous set, next set, and the last set of records.
	For example:
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=40&sysparm_limit=1000>;rel="next",`
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=40&sysparm_limit=1000>;rel="prev",`
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=0&sysparm_limit=1000>;rel="first",`
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=2780&sysparm_limit=1000>;rel="last"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description
X-Total-Count	Response header showing the total number of records matching the request when the *sysparm_limit* or *sysparm_offset* query parameters are specified.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
display_value	Case number for the CSM case. Data type: String
entries	List that represents activity stream entries from the CSM case. Data type: Array of Objects `"entries": [{ "attachment": {Object}, "contains_code": Boolean, "element": "String", "field_label": "String", "initials": "String", "login_name": "String", "name": "String", "sys_created_on": "String", "sys_created_on_adjusted": "String", "sys_id": "String", "user_sys_id": "String", "value": "String" }]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entries.attachment	Description of a file attached to the CSM case in the activity stream entry. Data type: Object `"attachment": { "average_image_color": "String", "content_type": "String", "file_name": "String", "image_height": Number, "image_path": "String", "image_width": Number, "path": "String", "size": "String", "size_bytes": Number, "state": "String", "sys_id": "String", "thumbnail_path": "String" }`
entries.attachment.average_image_color	Hexadecimal representation of average color for image attachment. Data type: String
entries.attachment.content_type	MIME type for the attachment. Examples include: • application/pdf • image/jpeg • message/rfc822 Data type: String
entries.attachment.file_name	File name for the attachment. Data type: String
entries.attachment.image_height	Height of image attachment in pixels. Data type: Number
entries.attachment.image_path	Direct download link for image attachment. Data type: String
entries.attachment.image_width	Width of image attachment in pixels. Data type: Number
entries.attachment.path	Direct link to the attachment. Data type: String
entries.attachment.size	Size of the attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Examples: • 157.7 KB • 2.2 MB Data type: String
entries.attachment.size_bytes	Size of the attachment. Data type: Number Unit: Bytes
entries.attachment.state	State of the attachment record. Possible values: • Available • Available Conditionally • Not available • Pending Data type: String Table: Attachment [sys_attachment]
entries.attachment.sys_id	Sys_id for the attachment. Data type: String Table: Attachment [sys_attachment]
entries.attachment.thumbnail_path	Direct download link for thumbnail of image attachment. Data type: String
entries.contains_code	Flag that indicates whether the activity stream entry contains code or not. Possible values: • true: The activity stream entry contains code. • false: The activity stream entry doesn't contain code. Data type: Boolean
entries.element	Name for the journal field associated with the activity stream entry. Data type: String Table: Dictionary Entries [sys_dictionary]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entries.field_label	Display name for the journal field associated with the activity stream entry. Data type: String
entries.initials	Initials of the user who created the activity stream entry. Data type: String
entries.login_name	Full user name for the user who created the activity stream entry. Data type: String
entries.name	Full user name for the user who created the activity stream entry. Data type: String
entries.sys_created_on	Date and time of creation for the activity stream entry, expressed in GMT timezone. Data type: String Format: YYYY-MM-DD hh:mm:ss
entries.sys_created_on_adjusted	Date and time of creation for the activity stream entry, expressed in logged-in user timezone. Data type: String Format: YYYY-MM-DD hh:mm:ss
entries.sys_id	Sys_id for the activity stream entry. Data type: String
entries.user_sys_id	Sys_id for user who created the activity stream entry. Data type: String Table: User [sys_user]
entries.value	Value for this journal entry. Data type: String

journal_fields	List of journal fields present in the Case table from which activity entries are drawn.
	
	Data type: Array of Objects
	
	`"journal_fields": [`
	`{`
	`"can read": Boolean,`
	`"can_write": Boolean,`
	`"color": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"label": "String",
	"name": "String"
	}
	]</pre>

journal_fields.can_read	Flag that indicates whether the logged-in user can read this journal field or not. Possible values: • true: The logged-in user can read this journal field. • false: The logged-in user can't read this journal field. Data type: Boolean
journal_fields.can_write	Flag that indicates whether the logged-in user can write to the journal field or not. Possible values: • true: The logged-in user can write to this journal field. • false: The logged-in user can't write to this journal field. Data type: Boolean
journal_fields.color	Color that represents the journal field in case activity stream on ServiceNow AI Platform. Data type: String
journal_fields.label	Display name for the journal field. Data type: String
journal_fields.name	Name for the journal field. Data type: String Table: Dictionary Entries [sys_dictionary]
label	Display label for the table in which the CSM case record appears. Possible value: Case Data type: String
number	Case number for the CSM case. Data type: String
short_description	Short description for the CSM case. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sys_created_on	Date and time of case creation, expressed in GMT timezone. Data type: String Format: YYYY-MM-DD hh:mm:ss
sys_created_on_adjusted	Date and time of case creation, expressed in logged-in user timezone. Data type: String Format: YYYY-MM-DD hh:mm:ss
sys_id	Sys_id for the CSM case. Data type: String Table: Case [sn_customerservice_case]
table	Name of the table in which the CSM case appears. Possible value: sn_customerservice_case Data type: String
thumbnail_path	Direct link to get thumbnail for attachment (only for attachment of type images.) Data type: String
user_full_name	Full name for logged-in user. Data type: String
user_login	User ID for logged-in user. Data type: String
user_sys_id	Sys_id for logged-in user. Data type: String Table: User [sys_user]

Example: cURL request

Retrieve the complete activity stream for a CSM case by sys_id.

```
curl --request GET
 'https://instance.servicenow.com/api/sn_customerservice/case/f352dc9387632300d6b0a7da0acb0b60/activities'  \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

The response shows a single activity stream entry for the specified case, an **Additional comments** journal entry submitted by the agent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "result": {
    "display_value": "CS0001401",
    "sys_id": "f352dc9387632300d6b0a7da0acb0b60",
    "short_description": "Laptop is not working properly",
    "number": "CS0001401",
    "entries": [
      {
        "sys_created_on_adjusted": "2020-05-04 14:15:44",
        "sys_id": "600b6e4adb241010d045232d1396196a",
        "login_name": "John Jason",
        "user_sys_id": "da419c1fc312310015519f2974d3ae15",
        "initials": "JJ",
        "sys_created_on": "2020-05-04 21:15:44",
        "contains_code": "false",
        "field_label": "Additional comments",
        "name": "John Jason",
        "value": "Hi, Alex. Can you please send me a photo
 of the label on your laptop so we can send you the correct
 replacement?",
        "element": "comments"
      }
    ],
    "user_sys_id": "b1e0989f87232300d6b0a7da0acb0beb",
    "user_full_name": "Mark Johnson",
    "user_login": "admin",
    "label": "Case",
    "table": "sn_customerservice_case",
    "journal_fields": [
      {
        "can_read": true,
        "color": "transparent",
        "can_write": true,
        "name": "comments",
        "label": "Additional comments"
      },
      {
        "can_read": true,
        "color": "gold",
        "can_write": true,
        "name": "work_notes",
        "label": "Work notes"
      }
    ],
    "sys_created_on": "2019-02-15 21:57:04",
    "sys_created_on_adjusted": "2019-02-15 13:57:04"
  }
}
```


Case - GET /sn_customerservice/case/field_values/{field_name}

Retrieves the list of possible field values for a choice or reference field in the Case [sn_customerservice_case] table.

To use this endpoint, users must have the csm_ws_integration, sn_customerservice.customer, or sn_customerservice.consumer role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use this endpoint to populate field value lists in case creation forms.

When you request values for a reference field, any reference qualifiers defined for the requested field in the Dictionary Entry [sys_dictionary] table are applied. For more information on reference qualifiers, see Reference qualifiers.

You can use the *sysparm_ref_qual_input* query parameter to specify field values to use when evaluating JavaScript reference qualifiers. For an example, see the query parameter listing below.

When you request values for a choice field that is dependent on another field, you can use the *sysparm_dependent_value* query parameter to specify a value for the dependency parent field and restrict the returned field values accordingly. For more details on dependent fields, see Make a field dependent.

Note: You can reference all sysparm query parameters using either their full name or their shortened name (without the *sysparm_* prefix). For example, for *sysparm_limit* you can also use *limit*.

URL format

Versioned URL: `/api/sn_customerservice/{api_version}/case/field_values/{field_name}`

Default URL: `/api/sn_customerservice/case/field_values/{field_name}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
field_name	Name of a choice or reference field. Data type: String Table: Case [sn_customerservice_case]

Query parameters

Name	Description
sysparm_dependent_value	Value to select in the Case [sn_customerservice_case] table choice field tha field is dependent on. Use only when requesting a choice field that is depen field. As an example, suppose you create a custom **Channel Instance** choice field the Case table which is dependent on the default *Channel* choice field. W *sysparm_dependent_value* is not specified, this endpoint returns the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	values for your custom field. To instead return only the subset of custom fiel available when the Phone CSM channel is chosen from the *Channel* field, `sysparm_dependent_value=Phone` Data type: String
sysparm_limit	Maximum number of records to return. Unusually large *sysparm_limit* v impact system performance. For requests that exceed this number of record *sysparm_offset* parameter to paginate record retrieval. Data type: Number
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to retrieval. This functionality enables the retrieval of all records, regardless of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set simply page through all available records, use `sysparm_offset=syspa +sysparm_limit`, until you reach the end of all records. Do not pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_reference_field_columns	Comma-separated list of column names, from the table of the specified refe return in the response. For example, if Contact is the specified reference fiel include a list of all the fields in the Contact table to return. Data type: String
sysparm_query	Encoded query used to filter the result set. Queries defined using this param appended to any encoded queries produced by reference qualifiers. For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^a` The encoded query supports *order by*. To sort responses based on certain f use the *ORDERBY* and *ORDERBYDESC* clauses in *sysparm_query*. For e `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESC` filters all active records and orders the results in ascending order by numbe in descending order by category. If part of the query is invalid, such as by specifying an invalid field name, the ignores the invalid part. It then returns rows using only the valid portion of th control this behavior using the property *glide.invalid_query.retu* Set this property to true to return no rows on an invalid query. **Note:** The *glide.invalid_query.returns_no_rows* propert controls the behavior of all queries across the instance, such as in lists, (*GlideRecord.query()*), and web service APIs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String
sysparm_ref_qual_input	Encoded set of field values representing a current object to pass to referenc use JavaScript functions. Use only when requesting a reference field. For example, when requesting values from the *Asset* field, you can set this parameter value to return only assets belonging to the specified product ins belonging to the product associated with the specified case: `sysparm_ref_qual_input=product=5d1b7bb053401010dc25` Data type: String Syntax: `{field1}={value1}^{field2}={value2}[…]`

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description

Link	REST response data can be split into multiple result sets. Where applicable, the response header contains different links for the first set, previous set, next set, and the last set of records.
	
	For example:
	
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=40&sysparm_limit=1000>;rel="next",`
	
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=40&sysparm_limit=1000>;rel="prev",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description

	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=0&sysparm_limit=1000>;rel="first",`
	
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=2780&sysparm_limit=1000>;rel="last"`

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	List of values for the requested field. Data type: Array of Objects `"result": [ { "label": "String", "value": "String" } ]`
result.label	Display value for the field value. Data type: String
result.value	Field value. Data type: String

Example: cURL request

Retrieve values for the contact reference field from all cases:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 'https://instance.servicenow.com/api/sn_customerservice/case/fi
eld_values/contact' \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

The response displays labels and values for matching contacts:


```
{
  "result": [
    {
      "label": "Amy Pascal",
      "value": "268e22b0d7300200e5982cf65e6103d3"
    },
    {
      "label": "Marta Hoch",
      "value": "8c974d254fb81200025ba3618110c707"
    },
    {
      "label": "Charlie Brown",
      "value": "078d399dd7600200e5982cf65e6103a2"
    },
    {
      "label": "Alex Linde",
      "value": "60beb5e7d7600200e5982cf65e6103ad"
    },
    {
      "label": "Crissy Stark",
      "value": "00189b324f1e0200c0adfe618110c76d"
    },
    {
      "label": "Denis Koch",
      "value": "07e6fa386f0331003b3c498f5d3ee4a1"
    }
  ]
}
```


Case - GET /sn_customerservice/case/{id}/field_values/{field_name}

Retrieves the list of possible field values for a choice or reference field for a specified record in the Case [sn_customerservice_case] table.

To use this endpoint, users must have the csm_ws_integration, sn_customerservice.customer, or sn_customerservice.consumer role.

Use this endpoint to populate field value lists in case update forms.

When you request values for a reference field, any reference qualifiers defined for the requested field in the Dictionary Entry [sys_dictionary] table are applied, using values from the specified case record. For more information on reference qualifiers, see Reference qualifiers.

You can use the *sysparm_ref_qual_input* query parameter to override values from the specified case when evaluating JavaScript reference qualifiers. For an example, see the query parameter listing below.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When you request values for a choice field that is dependent on another field, this endpoint limits returned field values based on the dependency parent field value selected in the specified case record. For more details on dependent fields, see Make a field dependent.

You can use the *sysparm_dependent_value* query parameter to override the selection from the dependency parent field. For an example, see the query parameter listing below.

Note: You can reference all sysparm query parameters using either their full name or their shortened name (without the *sysparm_* prefix). For example, for *sysparm_limit* you can also use *limit*.

URL format

Versioned URL: `/api/sn_customerservice/{api_version}/case/{id}/field_values/{field_name}`

Default URL: `/api/sn_customerservice/case/{id}/field_values/{field_name}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
field_name	Name of a choice or reference field. Data type: String Table: Case [sn_customerservice_case]
id	Sys_id of a record to use when evaluating reference qualifiers. Data type: String Table: Case [sn_customerservice_case]

Query parameters

Name	Description
sysparm_dependent_value	Value to select in the Case [sn_customerservice_case] table choice field tha field is dependent on. Use only when requesting a choice field that is deper field. As an example, suppose you create a custom **Channel Instance** choice field the Case table which is dependent on the default *Channel* choice field. W *sysparm_dependent_value* is not specified, this endpoint returns the values for your custom field. To instead return only the subset of custom field available when the Phone CSM channel is chosen from the *Channel* field,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	`sysparm_dependent_value=Phone` Data type: String
sysparm_limit	Maximum number of records to return. Unusually large *`sysparm_limit`* v impact system performance. For requests that exceed this number of record *`sysparm_offset`* parameter to paginate record retrieval. Data type: Number
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to retrieval. This functionality enables the retrieval of all records, regardless of records, in small manageable chunks. For example, the first time you call this endpoint, *`sysparm_offset`* is set simply page through all available records, use `sysparm_offset=syspa +sysparm_limit`, until you reach the end of all records. Do not pass a negative number in the *`sysparm_offset`* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. Queries defined using this param appended to any encoded queries produced by reference qualifiers. For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^a` The encoded query supports *order by*. To sort responses based on certain f use the *ORDERBY* and *ORDERBYDESC* clauses in *`sysparm_query`*. For e `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESC` filters all active records and orders the results in ascending order by numbe in descending order by category. If part of the query is invalid, such as by specifying an invalid field name, the ignores the invalid part. It then returns rows using only the valid portion of th control this behavior using the property *`glide.invalid_query.retu`* Set this property to true to return no rows on an invalid query. **Note:** The *`glide.invalid_query.returns_no_rows`* propert controls the behavior of all queries across the instance, such as in lists, (*`GlideRecord.query()`*), and web service APIs. Data type: String
sysparm_reference_field_columns	Comma-separated list of column names, from the table of the specified refe return in the response. For example, if Contact is the specified reference fiel include a list of all the fields in the Contact table to return. Data type: String
sysparm_ref_qual_input	Encoded set of field values representing a current object to pass to referenc use JavaScript functions. Use only when requesting a reference field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	For example, when requesting values from the *Asset* field, you can set this parameter value to return only assets belonging to the specified product ins belonging to the product associated with the specified case: `sysparm_ref_qual_input=product=5d1b7bb053401010dc25` Data type: String Syntax: `{field1}={value1}^{field2}={value2}[…]`

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description

Link	REST response data can be split into multiple result sets. Where applicable, the response header contains different links for the first set, previous set, next set, and the last set of records.
	For example:
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=40&sysparm_limit=1000>;rel="next",`
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=40&sysparm_limit=1000>;rel="prev",`
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=0&sysparm_limit=1000>;rel="first",`
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=2780&sysparm_limit=1000>;rel="last"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	List of values for the requested field. Data type: Array of Objects `"result": [ { "label": "String", "value": "String" } ]`
result.label	Display value for the field value. Data type: String
result.value	Field value. Data type: String

Example: cURL request

Retrieve the contact reference field value for an existing case:

```
curl
 'https://instance.servicenow.com/api/sn_customerservice/case/f352dc9387632300d6b0a7da0acb0b60/field_values/contact' \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

The response displays the label and value for the contact assigned to the specified case:

```
{
  "result": [
    {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "label": "Alex Linde",
      "value": "60beb5e7d7600200e5982cf65e6103ad"
    }
  ]
}
```

Case - GET /sn_customerservice/case/{id}

Retrieves the specified Customer Service Management (CSM) case.

To use this endpoint, users must have the csm_ws_integration, sn_customerservice.customer, or sn_customerservice.consumer role.

Note: You can reference all sysparm query parameters using either their full name or their shortened name (without the *sysparm_* prefix). For example, for *sysparm_limit* you can also use *limit*.

URL format

Versioned URL: `/api/sn_customerservice/{api_version}/case/{id}`

Default URL: `/api/sn_customerservice/case/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id or case number for the case to retrieve. Results will be unpredictable if a specified case number is shared by two or more cases. Data type: String Table: Case [sn_customerservice_case]

Query parameters

Name	Description
sysparm_display_value	Determines the type of data returned, either the actual values from the database or the display values of the fields. Display values are manipulated based on the actual value in the database and user or system settings and preferences. If returning display values, the value that is returned is dependent on the field type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• Choice fields: The database value may be a number, but the display value will be more descriptive. • Date fields: The database value is in UTC format, while the display value is based on the user's time zone. • Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context. • Reference fields: The database value is sys_id, but the display value is a display field of the referenced record. Data type: String Valid values: • true: Returns the display values for all fields. • false: Returns the actual values from the database. • all: Returns both actual and display values. Default: false **Note:** There is no preferred method for setting this parameter. However, specifying the display value may cause performance issues since it is not reading directly from the database and may include referencing other fields and records. For more information on display values and actual values, see Table API FAQs (KB0534905).

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	Indicates that the request is invalid. Could be due to one of the following reasons: • Requested case does not exist. • User does not have access to the case.

Response body parameters (JSON or XML)

Element	Description
account	Sys_id of the account record associated with the case. Data type: String Table: Account [customer_account]
account	Account details. Data type: Object `"account": { "account_code": "String", "account_parent": "String", "account_path": "String", "active_escalation": "String", "apple_icon": Image, "banner_image": Image, "banner_image_light": Image, "banner_text": "String", "city": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"contact": "String", "country": "String", "customer": "String", "discount": "String", "fax_phone": "String", "fiscal_year": "String", "lat_long_error": "String", "latitude": "String", "longitude": "String", "market_cap": "String", "name": "String", "notes": "String", "num_employees": Number, "number": "String", "parent": "String", "partner": "String", "phone": "String", "primary": Boolean, "primary_contact": "String", "profits": Number, "publicly_traded": Boolean, "rank_tier": "String", "registration_code": "String", "revenue_per_year": Number, "state": "String", "stock_price": "String", "stock_symbol": "String", "street": "String", "sys_class_name": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_mod_count": Number, "sys_updated_by": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"sys_updated_on": "String", "theme": "String", "vendor": Boolean, "vendor_manager": "String", "vendor_type": "String", "website": "String", "zip": "String" }
account.account_code	Unique combination of values that an application uses to identify budget forecasts and budget plans. Data type: String Maximum length: 255
account.account_parent	Sys_id of the parent account of this account. Located in the Account [customer_account] table. Data type: String
account.account_path	Path from the parent to the child accounts in the account hierarchy. Data type: String Maximum length: 255
account.active_escalation	Sys_id of the active escalation associated with the account. Data type: String Table: Escalation [sn_customerservice_escalation]
account.apple_icon	Icon for iPhone home page bookmarks. Data type: Image
account.banner_image	Banner image that appears on the customer portal. Data type: Image
account.banner_image_light	Small banner image. Data type: Image

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
account.banner_text	Banner text that appears on the customer portal. Data type: String Maximum length: 4,000
account.city	City in which the company that is associated with this account resides. Data type: String Maximum length: 50
account.contact	Sys_id of a contact record associated with this account. Data type: String Table: User [sys_user]
account.country	Country in which the company that is associated with this account resides. Data type: String Maximum length: 40 Default: USA
account.customer	Flag that indicates whether the account is a customer account, as opposed to a partner account. Possible values: • true: Customer account • false: Partner account Data type: Boolean Default: false
account.discount	Discount given to the account on purchases. Data type: Number Maximum length: 15
account.fax_phone	Primary fax phone number for the company associated with this account. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
account.fiscal_year	Fiscal year for the company associated with the account. Data type: String
account.lat_long_error	Difference in the actual location as compared to latitude and longitude information. Data type: String Maximum length: 1,000
account.latitude	Latitude of the company associated with this account. Data type: Number (floating point number) Maximum length: 40
account.longitude	Longitude of the company associated with this account. Data type: Number (floating point number) Maximum length: 40
account.manufacturer	Flag that indicates whether the company associated with this account manufactures goods. Possible values: • true: Manufactures goods • false: Does not manufacture goods Data type: Boolean Default: false
account.market_cap	Market value of the associated company's publicly traded stock shares. Data type: Number (currency) Maximum length: 20
account.name	Name of the company associated with this account. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 80
account.notes	Additional information about the company. Data type: String Maximum length: 4,000
account.num_employees	Number of people employed by the company. Data type: Number (Integer) Maximum length: 40
account.number	Number that identifies this account. Data type: String Maximum length: 40
account.parent	Sys_id of the parent account of this account. Data type: String Table: Company [core_company]
account.partner	Flag that indicates whether the account is a partner account or a customer account. Possible values: • true: Partner account • false: Customer account Data type: Boolean Default: false
account.phone	Primary phone number for the company. Data type: String
account.primary	Flag that indicates whether this is a primary account. Possible values: • true: Primary account • false: Secondary account Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: false
account.primary_contact	Sys_id of the primary contact for the account. Data type: String Table: Contact [customer_contact]
account.profits	Profit information entered for this account. Data type: Number (Currency) Maximum length: 40
account.publicly_traded	Flag that indicates whether the company associated with this account is publicly traded on the stock exchange. Possible values: • true: Publicly traded • false: Private company Data type: Boolean
account.rank_tier	Type of account. Possible values: • blacklist • other • strategic • tactical • valued Data type: String Maximum length: 40
account.registration_code	Unique code that customers use when requesting a login on the customer portal. This code provides a method for validating the customer on the company before granting access. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
account.revenue_per_year	Revenue produced by the company associated with this account. Data type: Number (Currency) Maximum length: 20
account.state	State in which the company resides. Data type: String Maximum length: 40
account.stock_price	Price of the company stock. Data type: String Maximum length: 40
account.stock_symbol	Stock symbol of the company. Data type: String Maximum length: 40
account.street	Street address of the company. Data type: String Maximum length: 255
account.sys_class_name	Table that contains the associated account record. Data type: String
account.sys_created_by	User that originally created the account. Data type: String Maximum length: 40
account.sys_created_on	Date and time that the account was originally created. Data type: String
account.sys_id	Sys_id for the account record. Data type: String
account.sys_mod_count	Number of times the account information has been updated. Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
account.sys_updated_by	User that last modified the account information. Data type: String Maximum length: 40
account.sys_updated_on	Date and time the account information was last updated. Data type: String
account.theme	Sys_id of the customer portal theme used by this account. Data type: String Table: Theme [sys_ui_theme]
account.vendor	Flag that indicates whether the company associated with this account is a vendor. Possible values: • true: Vendor • false: Not a vendor Data type: Boolean Default: false
account.vendor_manager	List of sys_ids of the vendor managers for the account. Data type: String Table: User [sys_user]
account.vendor_type	List of sys_ids of the type of vendor such as, applications, hardware, services, or software. Data type: String Table: Vendor Type [vendor_type]
account.website	URL of the website for the company. Data type: String Maximum length: 1,024
account.zip	Zip code of the company. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
active	Flag that indicates whether the case is open and active. Possible values: • true: Case is active • false: Case is closed Data type: Boolean Default: true
active_account_escalation	Sys_id of the active account escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
active_escalation	Sys_id of the active escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
activity_due	Date for which the associated case is expected to be completed. Data type: String
additional_assignee_list	List of the sys_ids of the additional persons (other than the primary assignee) that have been assigned to the account. Data type: Array Maximum: 4,000 Table: User [sys_user]
approval	String that describes the type of approval required. Possible values: • approved • cancelled • duplicate • not_required

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• not requested • rejected • requested Data type: String Maximum characters: 40 Default: not requested
approval_history	List of all approvals associated with the case. Data type: String Maximum characters: 4,000
approval_set	Date and time that the associated action was approved. Data type: String
asset	Sys_id of the asset record associated with the case. Data type: String Table: Asset [alm_asset]
assigned_to	Sys_id of the person assigned to the case. Table: User [sys_user] Data type: String
assignment_group	Sys_id of the customer service agent group assigned to the case. Data type: String Table: Group [sys_user_group]
business_duration	Length in calendar work hours, work days, and work weeks that it took to complete the case. Data type: String
business_impact	Impact of the issue on the associated customer. Data type: String Maximum characters: 4,000

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
business_service	Sys_id of the service record associated with the case. Data type: String Table: Service [cmdb_ci_service]
case	Case short description and case number. Data type: String Maximum length: 300
case_report	Sys_id of the associated case report. Data type: String Table: Case Report [sn_customerservice_case_report]
category	Case category. Possible values: • 0: Question • 1: Issue • 2: Feature Data type: Number (Integer) Default: 1
cause	Details about the cause of the problem. Data type: String Maximum length: 4,000
caused_by	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]
change	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
child_case_creation_progress	Flag that indicates whether the case is a child case that was created from a major case. Possible values: • true: Child case created from a major case • false: Not a child case Data type: Boolean
closed_at	Date and time that the case was closed. Data type: String
closed_by	Sys_id of the user that closed the case. Data type: String Table: User [sys_user]
close_notes	Notes made when the case was closed. Data type: String Maximum length: 4,000
cmdb_ci	Sys_id of the configuration item associated with the case. Data type: String Table: Configuration Item [cmdb_ci]
comments	Additional comments about the case. Data type: String Maximum length: 4,000
comments_and_work_notes	Comments and work notes entered for the case. Data type: String Maximum length: 4,000
company	Sys_id of the company associated with the case. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Company [core_company]
consumer	Business-to-consumer cases only. Sys_id of the person to contact with regard to this case. Data type: String Table: Consumer [csm_consumer]
consumer	Array of parameters for business-to-consumer cases.
consumer.active	Flag that indicates whether the consumer is active. Possible values: • true: Consumer active • false: Consumer de-activated Data type: Boolean Default: true
consumer.business_phone	Business phone number of the consumer. Data type: String Maximum length: 40
consumer.city	City in which the consumer resides. Data type: String Maximum length: 100
consumer.country	Country in which the consumer resides. Data type: String Maximum length: 40
consumer.date_format	Format in which to display dates. Valid values: • dd-mm-yyyy • dd/mm/yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40 Default: blank (system date format)
consumer.email	Email address of the consumer. Data type: String Maximum length: 100
consumer.fax	Fax number of the consumer. Data type: String Maximum length: 40
consumer.first_name	Consumer first name. Data type: String Maximum length: 50
consumer.gender	Gender of the consumer. Data type: String Maximum length: 40
consumer.home_phone	Home phone number of the consumer. Data type: String Maximum length: 40
consumer.household	Sys_id of the record that describes the household characteristics. Data type: String Table: Household [csm_household]
consumer.last_name	Consumer last name. Data type: String Maximum length: 50
consumer.middle_name	Consumer middle name. Data type: String Maximum length: 50

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
consumer.mobile_phone	Consumer mobile phone number. Data type: String Maximum length: 40
consumer.name	Consumer full name; first_name +middle_name+last_name. Data type: String Maximum length: 152
consumer.notes	Notes on consumer. Data type: String Maximum length: 4,000
consumer.notification	Indicates whether the consumer should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Maximum length: 40 Default: 2
consumer.number	Unique number associated with the consumer. Data type: String Maximum length: 40
consumer.photo	Photo of the consumer. Data type: Image
consumer.preferred_language	Consumer primary language. Data type: String Maximum length: 3
consumer.prefix	Consumer name prefix such as, Dr., Mr., Mrs., or Ms. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
consumer.primary	Flag that indicates whether this is the primary consumer. Possible values: • true: Primary consumer • false: Not primary consumer Data type: Boolean Default: false
consumer.state	State in which the consumer resides. Data type: String Maximum length: 100
consumer.street	Consumer street address. Data type: String Maximum length: 255
consumer.suffix	Consumer name suffix such as Jr., Sr., or II. Data type: String
consumer.sys_created_by	User that created the consumer record. Data type: String Maximum length: 40
consumer.sys_created_on	Date and time the consumer record was originally created. Data type: String
consumer.sys_domain	ServiceNow domain in which the consumer information resides. Data type: String
consumer.sys_id	Unique identifier for the consumer. Data type: String
consumer.sys_mod_count	Number of times that the associated consumer information has been modified. Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
consumer.sys_updated_by	User that last updated the consumer information. Data type: String Maximum length: 40
consumer.sys_updated_on	Date and time when the consumer information was last updated. Data type: String
consumer.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: blank (system time format)
consumer.time_zone	Consumer time zone, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
consumer.title	Consumer business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
consumer.user	Sys_id of the consumer user. Data type: String Table: Consumer User [csm_consumer_user]
consumer.zip	Consumer zip code. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
contact	Business-to-business based cases only. Sys_id of the person to contact regarding this case. Data type: String Table: Contact [customer_contact]
contact	Array of contact parameters for business-to-business cases.
contact.account	Sys_id of the account record to which the contact is associated. Data type: String Table: Account [customer_account]
contact.active	Flag that indicates whether the contact is active within the system. Possible values: • true: Contact is active • false: Contact is inactive Data type: Boolean Default: true
contact.agent_status	Status of the agent. Possible values: • Off work • On break • On route • On site Data type: String Maximum length: 40
contact.building	Sys_id of the record that describes the building in which the contact resides. Data type: String Table: Building [cmn_building]
contact.calendar_integration	Calendar application that the contact uses.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	1: Outlook Data type: Number (Integer) Default: 1
contact.city	City in which the contact resides. Data type: String Maximum length: 40
contact.company	Sys_id of the company record to which the contact is associated. Data type: String Table: Company [core_company]
contact.cost_center	Sys_id of the cost center associated with the contact. Data type: String Table: Cost Center [cmn_cost_center]
contact.country	Country code of the country in which the contact resides. Data type: String Maximum length: 3
contact.date_format	Format in which to display dates to contacts. Valid values: • dd/mm/yyyy • dd-mm-yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
contact.default_perspective	Sys_id of the default perspective for the contact. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Menu List [sys_perspective]
contact.department	Sys_id of the department associated with the contact. Data type: String Table: Department [cmn_department]
contact.edu_status	Education status of the associated contact. Data type: String Maximum length: 40 Default: faculty
contact.email	Contact email address. Data type: String
contact.employee_number	Contact employee number. Data type: String
contact.enable_multifactor_authn	Flag that indicates whether multifactor authorization is required for the contact to log in to the service portal. Possible values: • true: Multifactor authorization enabled • false: Multifactor authorization disabled Data type: Boolean Default: false
contact.failed_attempts	Number of failed log in attempts. Data type: Number (Integer)
contact.first_name	Contact first name. Data type: String Maximum length: 50
contact.gender	Contact gender. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
contact.geolocation_tracked	Flag that indicates whether the contact location is obtained through geotracking. Possible values: • true: Contact location obtained through geotracking • false: Contact location not obtained through geotracking Data type: Boolean Default value: false
contact.home_phone	Contact home phone number. Data type: String Maximum length: 40
contact.internal_integration_user	Flag that indicates whether the contact is an internal integration user. Possible values: • true: Internal integration user • false: Other type of user Data type: Boolean Default: false
contact.introduction	Introduction Data type: String Maximum length: 40
contact.last_login	Date on which the contact last logged into the system. Data type: String (Date)
contact.last_login_device	Device the consumer used the last time they logged in to the system. Data type: String Maximum length: 40
contact.last_login_time	Date and time the contact logged in to the system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String (Date/time)
contact.last_name	Contact last name. Data type: String Maximum length: 50
contact.last_position_update	Date and time the last position was updated. Data type: String (Date/time)
contact.latitude	Latitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
contact.ldap_server	Sys_id of the LDAP server used by the contact to last log in to the system. Data type: String Table: LDAP Server [ldap_server_config]
contact.location	Sys_id of the record that describes the location of the contact Data type: String Table: Location [cmn_location]
contact.locked_out	Flag that indicates if the contact is locked-out. Possible values: • true: Contact locked-out • false: Contact not locked-out Data type: Boolean Default: false
contact.longitude	Longitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
contact.manager	Sys_id of the record that describes the direct supervisor of the contact. Data type: String Table: User [sys_user]
contact.middle_name	Contact middle name. Data type: Number (Floating point) Maximum length: 50
contact.mobile_phone	Contact mobile phone number. Data type: String Maximum length: 40
contact.name	Contact full name. Data type: String Maximum length: 151
contact.notification	Indicates whether the contact should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Default: 2
contact.on_schedule	Indicates the timeliness of dispatched service personnel. Valid values: • Ahead: Ahead of schedule. • behind_less30: Behind schedule, but less than 30 minutes. • behind_30to60: Behind schedule between 30 and 60 minutes. • behind_more60: Behind schedule more than 60 minutes. • on_time: On schedule. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
contact.phone	Contact business phone number. Data type: String Maximum length: 40
contact.photo	Photo image of the contact. Data type: String
contact.preferred_language	Country code of the contact primary language. Data type: String Maximum length: 3
contact.roles	List of user roles associated with the contact. Data type: String Maximum length: 40
contact.schedule	Sys_id of the record that describes the work schedule for the associated contact. Data type: String Table: Schedule [cmn_schedule]
contact.source	Source of the contact. Data type: String Maximum length: 255
contact.state	State in which the contact resides. Data type: String Maximum length: 40
contact.street	Contact street address. Data type: String Maximum length: 255
contact.sys_class_name	Table that contains the contact record. Data type: String Maximum length: 80

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
contact.sys_created_by	User that originally created the associated contact record. Data type: String Maximum length: 40
contact.sys_created_on	Data and time the associated contact was originally created. Data type: String (Date/time)
contact.sys_domain	ServiceNow instance domain of the associated contact record. Data type: String
contact.sys_domain_path	Contact record domain path. Data type: String Maximum length: 255 Default: / (global)
contact.sys_id	Unique identifier for the associated contact record. Data type: String
contact.sys_mod_count	Number of times that the associated contact record has been modified. Data type: Number (Integer)
contact.sys_tags	System tags for the content. Data type: String
contact.sys_updated_by	User that last updated the associated contact information. Data type: String Maximum length: 40
contact.sys_updated_on	Data and time the associated contact information was updated. Data type: String (Date/time)
contact.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: Blank (system time format)
contact.time_sheet_policy	Sys_id of the record that contains the time sheet policy for the associated contact. Data type: String Table: Time Sheet Policy [time_sheet_policy]
contact.time_zone	Time zone in which the contact resides, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
contact.title	Contact business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
contact.user_name	Contact user ID. Data type: String Maximum length: 40
contact.vip	Flag that indicates whether the associated contact has VIP status. Possible values: • true: VIP • false: Not VIP Data type: Boolean Default: false
contact.web_service_access_only	Flag that indicates whether the contact can only access services through the web.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Possible values: • true: Web access only • false: Access through all available methods Data type: Boolean Default: false
contact.zip	Contact zip code. Data type: String Maximum length: 40
contact_local_time	Contact local time. Data type: String Maximum length: 70
contact_time_zone	Time zone of the contact associated with the case. Data type: String Maximum length: 40
contact_type	Method in which the case was initially reported. Possible values: • chat • email • phone • social • web Data type: String Maximum length: 40
contract	Sys_id of the contract associated with the case. This contract contains information about the type of support that is provided to the company associated to the case. A contract can include a company and contact and the specific assets that are covered. A contract can also include multiple service entitlements and SLAs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Table: Contract [ast_contract]
correlation_display	Correlation display. Data type: String Maximum length: 100
correlation_id	Correlation identifier. Data type: String Maximum length: 100
delivery_plan	Sys_id of the parent execution plan for this case. Data type: String Table: Execution Plan [sc_cat_item_delivery_plan]
delivery_task	Sys_id of the execution plan task. Data type: String Table: Execution Plan Task [sc_cat_item_delivery_task]
description	Detailed description of the problem associated with the case. Data type: String Maximum length: 4,000
due_date	Date that the case is due to be closed. Data type: String
entitlement	Sys_id of the entitlement record associated with the case. Entitlements define the type of support that a customer receives as well as the supported communication channels. An entitlement can be associated with a product, an asset, an account, or a contract. Data type: String Table: Entitlement [service_entitlement]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
escalation	Current escalation level. Possible values: • 0: Normal • 1: Moderate • 2: High • 3: Overdue Data type: Number (Integer) Default: 0
expected_start	Date and time when work is scheduled to begin on the case. Data type: String
first_response_time	Date and time when the first action was taken on the case. Data type: String
follow_the_sun	Flag that indicates whether the case should be handed-off for global follow-up. If a customer enters additional comments on a Priority 1 - Critical or a Priority 2 - High case, or if the case is escalated, the flag is automatically set to true. Possible values: • true: Case should be handed-off for global follow-up • false: Case shouldn't be handed-off for global follow-up Data type: Boolean Default: false
follow_up	Date and time of the next follow-up action. Data type: String
group_list	List of sys_ids of the group records associated with the case. Data type: Array Table: Group [sys_user_group]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
impact	Impact on customer. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
knowledge	Flag that indicates if there is a knowledge base article available for the specified issue. Possible values: • true: Knowledge base article is available for this issue • false: Knowledge base article is not available for this issue Data type: Boolean Default: false
location	Sys_id of the record describing the company location. Data type: String Table: Location [cmn_location]
made_sla	Flag that indicates whether the case was resolved in alignment with the associated service level agreement. Possible values: • true: Case was resolved in alignment with SLA • false: Case wasn't resolved according to the SLA Data type: Boolean Default: true
major_case_state	Current state of the major case. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• accepted: Initial state when a manager creates a major case or when a manager promotes a candidate case. • canceled: Case is canceled. • proposed: Initial state when an agent or manager creates or proposes a candidate case. • rejected: Manager rejected candidate case. Data type: String Maximum length: 40
needs_attention	Flag that indicates whether the case needs attention. Possible values: • true: Case needs additional attention • false: Case doesn't need additional attention Data type: Boolean Default: false
notes_to_comments	Flag that indicates whether to add the resolution notes to the comments. Possible values: • true: Resolutions notes, when added, are also added to the comments • false: Resolution notes in comments aren't required Data type: Boolean
notify	Method to use to notify contact/consumer. Possible values: • 1: Do not notify • 2: Send email • 3: Telephone Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: 1
number	Case number. Data type: String Maximum length: 40
opened_at	Date and time that the case was opened. Data type: String
opened_by	Sys_id of the person that initially opened the case. Data type: String Table: User [sys_user]
order	Order of the case. Data type: Number (Integer)
parent	Sys_id of the parent case to which this case (child) is associated. Data type: String Table: Task [task]
partner	Sys_id of the partner associated with the case. Data type: String Table: Account [customer_account]
partner_contact	Sys_id of the partner contact associated with the case. Data type: String Table: Contact [customer_contact]
priority	Priority of the case. Possible values: • 1: Critical • 2: High • 3: Moderate • 4: Low Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: 4
probable_cause	Possible cause of the issue associated with the case. Data type: String Maximum length: 4,000
problem	Sys_id of the issue that the customer is encountering. Data type: String Table: Problem [problem]
product	Sys_id of the product model of the asset associated to the case. A model is a specific version or configuration of an asset (for example, Apple Mac Book Pro). Data type: String Table: Product Model [cmdb_model]
reassignment_count	Number of times that the case was reassigned to a person that is responsible for moving the case forward. Data type: Number (Integer) Default: 0
recipient_list	Sys_id of the record that contains the list of recipients for communications about this case. Data type: String Table: Recipients List [sn_publications_recipients_list]
rejection_goto	Sys_id of the task to execute if the case is rejected. Data type: String Table: Task [task]
resolution_code	Resolution state for the case, such as "Solved - Fixed by Support/ Guidance provided". Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
resolved_at	Date and time that the case was resolved. Data type: String
resolved_by	Sys_id of the person that resolved the case. Data type: String Table: User [sys_user]
result	List of values for the requested field. Data type: Array of Objects `"result": [ { "label": "String", "value": "String" } ]`
result.label	Display value for the field value. Data type: String
result.value	Field value. Data type: String
short_description	Concise description of the case. Data type: String Maximum length: 160
skills	List of the unique identifiers (sys_id) of the skills needed to complete the case. Data type: String Table: Skill [cmn_skill]
sla_due	Date/time at which the case must be closed based on the associated service level agreement. Data type: String
sn_app_cs_social_social_profile	Details for a specific social media profile, such as Facebook, Twitter, or YouTube.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Array of Objects `"sn_app_cs_social_social_profile": [{ "account": "String", "channel": [Array], "contact": {Object}, "consumer": {Object}, "created_on": "String", "profile": "String", "profile_url": "String", "social_id": "String", "source": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_mod_count": Number, "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]`
sn_app_cs_social_social_profile.account	Unique identifier of the record containing account information for the social media profile. Located in the Account [customer_account] table. Data type: String
sn_app_cs_social_social_profile.channel	Details on the associated social media profile channel. Data type: Object `"channel": { "name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"sys_class_name": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_mod_count": Number, "sys_package": "String", "sys_policy": "String", "sys_scope": "String", "sys_tags": "String", "sys_update_name": "String", "sys_updated_by": "String", "sys_updated_on": "String" }
sn_app_cs_social_social_profile.channel.name	Name of the social media channel. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.channel.sys_class_name	Table that contains the social media channel record. Data type: String Maximum length: 80
sn_app_cs_social_social_profile.channel.sys_created_by	Person that created the social media channel. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_created_on	Date and time the social media profile was created. Data type: Date/time Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_id	Unique identifier of the associated social media profile channel. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.channel.sys_mod_count	Number of times that information was modified for the associated social media profile channel. Data type: Integer
sn_app_cs_social_social_profile.channel.sys_name	System name of channel. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.channel.sys_package	Unique identifier of the record that contains information about the package associated with the profile; Package [sys_package] table. Data type: Reference
sn_app_cs_social_social_profile.channel.sys_policy	System protection policy. Possible values: • protected • read Data type: String Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_scope	Unique identifier of the record that contains information about the scope of the social profile; Application [sys_scope] table. Data type: Reference
sn_app_cs_social_social_profile.channel.sys_tags	System tags associated with the channel. Data type: String
sn_app_cs_social_social_profile.channel.sys_update_name	Name of the person that last updated the social media profile channel. Data type: String Maximum length: 250
sn_app_cs_social_social_profile.channel.sys_updated_by	User that last updated the social media profile channel. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_updated_on	Date and time the social media profile channel was last updated. Data type: Date/time Maximum length: 40
sn_app_cs_social_social_profile.consumer	For business-to-consumer cases. Details about the consumer associated with the case. Data type: Object `"consumer": { "active": Boolean, "business_phone": "String", "city": "String", "country": "String", "date_format": "String", "email": "String", "fax": "String", "first_name": "String", "gender": "String", "home_phone": "String", "household": "String", "last_name": "String", "middle_name": "String", "mobile_phone": "String", "name": "String", "notes": "String", "notification": Number, "number": "String", "photo": Image, "preferred_language": "String", "prefix": "String", "primary": Boolean, "state": "String", "street": "String", "suffix": "String", "sys_created_by": "String", "sys_created_on": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"sys_domain": "String", "sys_id": "String", "sys_mod_count": Number, "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String", "time_format": "String", "time_zone": "String", "title": "String", "user": "String", "zip": "String" }
sn_app_cs_social_social_profile.consumer.active	Flag that indicates whether the consumer is active. Possible values: • true: Consumer active • false: Consumer de-activated Data type: Boolean Default: true
sn_app_cs_social_social_profile.consumer.business_phone	Business phone number of the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.city	City in which the consumer resides. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.consumer.country	Country in which the consumer resides. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.date_format	Format in which to display dates. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• dd-mm-yyyy • dd/mm/yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
sn_app_cs_social_social_profile.consumer.email	Email address of the consumer. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.consumer.fax	Fax number of the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.first_name	Consumer first name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.consumer.gender	Gender of the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.home_phone	Home phone number of the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.household	Sys_id of the record that describes the household characteristics. Data type: String Table: Household [csm_household]
sn_app_cs_social_social_profile.consumer.last_name	Consumer last name. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 50
sn_app_cs_social_social_profile.consumer.middle_name	Consumer middle name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.consumer.mobile_phone	Consumer mobile phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.name	Consumer full name; first_name +middle_name+last_name. Data type: String Maximum length: 152
sn_app_cs_social_social_profile.consumer.notes	Notes on consumer. Data type: String Maximum length: 4,000
sn_app_cs_social_social_profile.consumer.notification	Indicates whether the consumer should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Maximum length: 40 Default: 2
sn_app_cs_social_social_profile.consumer.number	Unique number associated with the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.photo	Photo of the consumer. Data type: Image
sn_app_cs_social_social_profile.consumer.preferred_language	Consumer primary language. Data type: String Maximum length: 3

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.consumer.prefix	Consumer name prefix such as, Dr., Mr., Mrs., or Ms. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.primary	Flag that indicates whether this is the primary consumer. Possible values: • true: Primary consumer • false: Not primary consumer Data type: Boolean Default: false
sn_app_cs_social_social_profile.consumer.state	State in which the consumer resides. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.consumer.street	Consumer street address. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.consumer.suffix	Consumer name suffix such as Jr., Sr., or II. Data type: String
sn_app_cs_social_social_profile.consumer.sys_created_by	User that created the consumer record. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.sys_created_on	Date and time the consumer record was originally created. Data type: String
sn_app_cs_social_social_profile.consumer.sys_domain	ServiceNow domain in which the consumer information resides. Data type: String
sn_app_cs_social_social_profile.consumer.sys_id	Unique identifier for the consumer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
sn_app_cs_social_social_profile.consumer.sys_mod_count	Number of times that the associated consumer information has been modified. Data type: Number (Integer)
sn_app_cs_social_social_profile.consumer.sys_tags	Consumer system tags.
sn_app_cs_social_social_profile.consumer.sys_updated_by	User that last updated the consumer information. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.sys_updated_on	Date and time when the consumer information was last updated. Data type: String
sn_app_cs_social_social_profile.consumer.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: blank (system time format)
sn_app_cs_social_social_profile.consumer.time_zone	Consumer time zone, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.title	Consumer business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
sn_app_cs_social_social_profile.consumer.user	Sys_id of the consumer user. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Consumer User [csm_consumer_user]
sn_app_cs_social_social_profile.consumer.zip	Consumer zip code. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact	For business-to-business cases. Unique identifier of the record containing details about the social media profile that belongs to the contact associated with the case. Located in the Contact [customer_contact] table. Data type: String
sn_app_cs_social_social_profile.contact.account	Sys_id of the account record to which the contact is associated. Data type: String Table: Account [customer_account]
sn_app_cs_social_social_profile.contact.active	Flag that indicates whether the contact is active within the system. Possible values: • true: Contact is active • false: Contact is inactive Data type: Boolean Default: true
sn_app_cs_social_social_profile.contact.agent_status	Status of the agent. Possible values: • Off work • On break • On route • On site Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.contact.building	Sys_id of the record that describes the building in which the contact resides. Data type: String Table: Building [cmn_building]
sn_app_cs_social_social_profile.contact.calendar_integration	Calendar application that the contact uses. 1: Outlook Data type: Number (Integer) Default: 1
sn_app_cs_social_social_profile.contact.city	City in which the contact resides. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.company	Sys_id of the company record to which the contact is associated. Data type: String Table: Company [core_company]
sn_app_cs_social_social_profile.contact.cost_center	Sys_id of the cost center associated with the contact. Data type: String Table: Cost Center [cmn_cost_center]
sn_app_cs_social_social_profile.contact.country	Country code of the country in which the contact resides. Data type: String Maximum length: 3
sn_app_cs_social_social_profile.contact.date_format	Format in which to display dates to contacts. Valid values: • dd/mm/yyyy • dd-mm-yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40 Default: blank (system date format)
sn_app_cs_social_social_profile.contact.default_perspective	Sys_id of the default perspective for the contact. Data type: String Table: Menu List [sys_perspective]
sn_app_cs_social_social_profile.contact.department	Sys_id of the department associated with the contact. Data type: String Table: Department [cmn_department]
sn_app_cs_social_social_profile.contact.edu_status	Education status of the associated contact. Data type: String Maximum length: 40 Default: faculty
sn_app_cs_social_social_profile.contact.email	Contact email address. Data type: String
sn_app_cs_social_social_profile.contact.employee_number	Contact employee number. Data type: String
sn_app_cs_social_social_profile.contact.enable_multifactor_authn	Flag that indicates whether multifactor authorization is required for the contact to log in to the service portal. Possible values: • true: Multifactor authorization enabled • false: Multifactor authorization disabled Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.failed_attempts	Number of failed log in attempts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Number (Integer)
sn_app_cs_social_social_profile.contact.first_name	Contact first name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.contact.gender	Contact gender. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.geolocation_tracked	Flag that indicates whether the contact location is obtained through geotracking. Possible values: • true: Contact location obtained through geotracking • false: Contact location not obtained through geotracking Data type: Boolean Default value: false
sn_app_cs_social_social_profile.contact.home_phone	Contact home phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.internal_itegration_user	Flag that indicates whether the contact is an internal integration user. Possible values: • true: Internal integration user • false: Other type of user Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.introduction	Introduction Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.last_login	Date on which the contact last logged into the system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String (Date)
sn_app_cs_social_social_profile.contact.last_login_device	Device the consumer used the last time they logged in to the system. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.last_login_time	Date and time the contact logged in to the system. Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.last_name	Contact last name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.contact.last_position_update	Date and time the last position was updated. Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.latitude	Latitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
sn_app_cs_social_social_profile.contact.ldap_server	Sys_id of the LDAP server used by the contact to last log in to the system. Data type: String Table: LDAP Server [ldap_server_config]
sn_app_cs_social_social_profile.contact.location	Sys_id of the record that describes the location of the contact Data type: String Table: Location [cmn_location]
sn_app_cs_social_social_profile.contact.locked_out	Flag that indicates if the contact is locked-out. Possible values: • true: Contact locked-out • false: Contact not locked-out

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.longitude	Longitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
sn_app_cs_social_social_profile.contact.manager	Sys_id of the record that describes the direct supervisor of the contact. Data type: String Table: User [sys_user]
sn_app_cs_social_social_profile.contact.middle_name	Contact middle name. Data type: Number (Floating point) Maximum length: 50
sn_app_cs_social_social_profile.contact.mobile_phone	Contact mobile phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.name	Contact full name. Data type: String Maximum length: 151
sn_app_cs_social_social_profile.contact.notification	Indicates whether the contact should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Default: 2
sn_app_cs_social_social_profile.contact.on_schedule	Indicates the timeliness of dispatched service personnel. Valid values: • Ahead: Ahead of schedule. • behind_less30: Behind schedule, but less than 30 minutes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• behind_30to60: Behind schedule between 30 and 60 minutes. • behind_more60: Behind schedule more than 60 minutes. • on_time: On schedule. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.phone	Contact business phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.photo	Photo image of the contact. Data type: String
sn_app_cs_social_social_profile.contact.preferred_language	Country code of the contact primary language. Data type: String Maximum length: 3
sn_app_cs_social_social_profile.contact.roles	List of user roles associated with the contact. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.schedule	Sys_id of the record that describes the work schedule for the associated contact. Data type: String Table: Schedule [cmn_schedule]
sn_app_cs_social_social_profile.contact.source	Source of the contact. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.contact.state	State in which the contact resides. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.street	Contact street address.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 255
sn_app_cs_social_social_profile.contact.sys_class_name	Table that contains the contact record. Data type: String Maximum length: 80
sn_app_cs_social_social_profile.contact.sys_created_by	User that originally created the associated contact record. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.sys_created_on	Data and time the associated contact was originally created. Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.sys_domain	ServiceNow instance domain of the associated contact record. Data type: String
sn_app_cs_social_social_profile.contact.sys_domain_path	Contact record domain path. Data type: String Maximum length: 255 Default: / (global)
sn_app_cs_social_social_profile.contact.sys_id	Unique identifier for the associated contact record. Data type: String
sn_app_cs_social_social_profile.contact.sys_mod_count	Number of times that the associated contact record has been modified. Data type: Number (Integer)
sn_app_cs_social_social_profile.contact.sys_tags	Contact system tags.
sn_app_cs_social_social_profile.contact.sys_updated_by	User that last updated the associated contact information. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.sys_updated_on	Data and time the associated contact information was updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: Blank (system time format)
sn_app_cs_social_social_profile.contact.time_sheet_policy	Sys_id of the record that contains the time sheet policy for the associated contact. Data type: String Table: Time Sheet Policy [time_sheet_policy]
sn_app_cs_social_social_profile.contact.time_zone	Time zone in which the contact resides, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.title	Contact business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
sn_app_cs_social_social_profile.contact.user_name	Contact user ID. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.vip	Flag that indicates whether the associated contact has VIP status. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• true: VIP • false: Not VIP Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.web_service_access_only	Flag that indicates whether the contact can only access services through the web. Possible values: • true: Web access only • false: Access through all available methods Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.zip	Contact zip code. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.created_on	Date and time the associated social media profile was initially created.
sn_app_cs_social_social_profile.profile	Social profile. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.profile_url	URL to use to access the social media profile. Data type: String Maximum length: 1,024
sn_app_cs_social_social_profile.social_id	Unique social media account provider identifier for the associated social media account. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.source	Source of the social profile. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 255
sn_app_cs_social_social_profile.sys_created_by	User that initially created the social media profile. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.sys_created_on	Date and time the social media profile was initially created. Data type: String (Date/time)
sn_app_cs_social_social_profile.sys_id	Unique identifier for the social media profile. Data type: String
sn_app_cs_social_social_profile.sys_mod_count	Number of times that information was modified for the associated social media profile. Data type: Number (Integer)
sn_app_cs_social_social_profile.sys_tags	Profile system tags.
sn_app_cs_social_social_profile.sys_updated_by	User that initially created the social media profile. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.sys_updated_on	User that initially created the social media profile. Data type: String Maximum length: 40
state	Current state of the case. Possible values: • 1: New • 3: Closed • 6: Resolved • 10: Open • 18: Awaiting Info Data type: Number (Integer) Default: 1
subcategory	Case subcategory.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Possible values: 0: Question Data type: Number (Integer) Default: 0
support_manager	Sys_id of the CSM manager assigned to the case. Data type: String Table: User [sys_user]
sync_driver	Flag that indicates whether there's driver synchronization. Possible values: • true: Driver is synchronized • false: Driver isn't synchronized Data type: Boolean
sys_class_name	Table that contains the case record. Data type: String Maximum length: 80
sys_created_by	Person that initially opened the case. Data type: String Maximum length: 40
sys_created_on	Date and time when the case was initially created. Data type: String
sys_domain	Domain associated with the case. Data type: String Maximum length: 32 Default: global
sys_domain_path	Domain path. Data type: String Maximum length: 255

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: /
sys_id	Unique identifier for the case. Data type: String Maximum length: 32
sys_mod_count	Number of updates to the case since it was initially created. Data type: Number (Integer)
sys_tags	System tags.
sys_updated_by	Person that last updated the case. Data type: String Maximum length: 40
sys_updated_on	Date and time when the case was last updated. Data type: String
time_worked	Total amount of time worked on the case. Data type: String
upon_approval	Action to take if the case is approved. Possible values: • do_nothing • proceed Data type: String Maximum length: 40 Default: proceed
upon_reject	Action to take if the case is rejected. Possible values: • cancel • goto Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: cancel
urgency	Urgency of the case. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
user_input	Additional user input. Data type: String Maximum length: 4,000
variable_pool	Grouping of variables.
variables	Name-value pairs of variables associated with the case. Data type: String Maximum length: 40
watch_list	List of sys_ids of the users who receive notifications about this case when additional comments are added or if the state of a case is changed to Resolved or Closed. Data type: Array Table: User [sys_user]
wf_activity	Sys_id of the workflow activity record associated with the case. Data type: String Table: Workflow Activity [wf_activity]
work_end	Date and time work ended on the case. Data type: String
work_notes	Information about how to resolve the case, or steps taken to resolve it. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 4,000
work_notes_list	List of sys_ids of the internal users who receive notifications about this case when work notes are added. Data type: Array Table: User [sys_user]
work_start	Date and time that work started on the case. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_customerservice/case/ba
325dbe64f01300964fae39b050e9a6" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "parent": "",
    "caused_by": "",
    "watch_list": "",
    "active_escalation": "",
    "upon_reject": "cancel",
    "sys_updated_on": "2018-06-18 00:14:43",
    "support_manager": "",
    "approval_history": "",
    "skills": "",
    "number": "CS0000871",
    "problem": "",
    "state": "10",
    "case": "Acme Analytics performance degradationCS0000871",
    "sys_created_by": "john.jason",
    "knowledge": "false",
    "order": "",
    "cmdb_ci": "",
    "delivery_plan": "",
    "impact": "3",
    "contract": "",
    "active": "true",
    "work_notes_list": "",
    "auto_created_case": "false",
    "priority": "1",
    "sys_domain_path": "/",
    "rejection_goto": "",
    "first_response_time": "",
    "business_duration": "",
    "group_list": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "child_case_creation_progress": "false",
    "sync_driver": "false",
    "approval_set": "",
    "wf_activity": "",
    "short_description": "Acme Analytics performance
degradation",
    "correlation_display": "",
    "delivery_task": "",
    "work_start": "",
    "recipient_list": "",
    "additional_assignee_list": "",
    "notify": "1",
    "sys_class_name": "sn_customerservice_case",
    "closed_by": "",
    "follow_up": "",
    "contact_local_time": "",
    "sn_app_cs_social_social_profile": "",
    "reassignment_count": "0",
    "contact_time_zone": "",
    "notes_to_comments": "false",
    "assigned_to": "da419c1fc312310015519f2974d3ae15",
    "product": "4c84a024c3211200bb779f2974d3aef6",
    "variables": "",
    "variable_pool": "",
    "hierarchical_variables": "variable_pool",
    "sla_due": "",
    "change": "",
    "comments_and_work_notes": "",
    "partner": "",
    "escalation": "0",
    "upon_approval": "proceed",
    "partner_contact": "",
    "correlation_id": "",
    "asset": "",
    "made_sla": "true",
    "resolved_by": "",
    "sys_updated_by": "john.jason",
    "opened_by": "da419c1fc312310015519f2974d3ae15",
    "user_input": "",
    "sys_created_on": "2018-06-18 00:14:39",
    "contact": "",
    "sys_domain": "global",
    "closed_at": "",
    "follow_the_sun": "false",
    "entitlement": "",
    "business_service": "",
    "business_impact": "Acme Anaytics performance is extremely
slow. Customers are not able to use it. ",
    "time_worked": "",
    "expected_start": "",
    "opened_at": "2018-06-18 00:14:39",
    "work_end": "",
    "resolved_at": "",
    "case_report": "27329dbe64f01300964fae39b050e93c",
    "subcategory": "0",
    "work_notes": "",
    "assignment_group": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "cause": "",
    "description": "",
    "calendar_duration": "",
    "close_notes": "",
    "sys_id": "ba325dbe64f01300964fae39b050e9a6",
    "contact_type": "web",
    "resolution_code": "",
    "probable_cause": "",
    "urgency": "3",
    "company": "",
    "major_case_state": "accepted",
    "consumer": "",
    "activity_due": "",
    "comments": "",
    "approval": "not requested",
    "due_date": "",
    "sys_mod_count": "2",
    "sys_tags": "",
    "active_account_escalation": "",
    "location": "",
    "category": "1",
    "account": ""
  }
}
```


Case - GET /sn_customerservice/case

Retrieves a specified set of Customer Service Management (CSM) cases.

To use this endpoint, users must have the csm_ws_integration, sn_customerservice.customer, or sn_customerservice.consumer role.

Note: You can reference all sysparm query parameters using either their full name or their shortened name (without the *sysparm_* prefix). For example, for *sysparm_limit* you can also use *limit*.

URL format

Versioned URL: `/api/sn_customerservice/{api_version}/case`

Default URL: `/api/sn_customerservice/case`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
sysparm_display_value	Data retrieval operation for reference and choice fields. Based on this value, retrieves the display value and/or the actual value from the data Data type: String Valid values: • true: Returns the display values for all fields • false: Returns the actual values from the database • all: Returns both actual and display values Default: false **Note:** There is no preferred method for setting this parameter. However, specify the display value may cause performance issues since it is not reading directly from the database and may include referencing other fields and records. For mo information on display values and actual values, see Table API FAQs (KB053490
sysparm_fields	Comma-separated list of fields to return in the response. Invalid fields are ignored. Data type: String Default: Return all fields.
sysparm_limit	Maximum number of records to return. Unusually large *sysparm_limit* values ca impact system performance. For requests that exceed this number of records, use th *sysparm_offset* parameter to paginate record retrieval. Data type: Number
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate retrieval. This functionality enables the retrieval of all records, regardless of the numb records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_off +sysparm_limit`, until you reach the end of all records. Do not pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active` The encoded query supports *order by*. To sort responses based on certain fields, use the *ORDERBY* and *ORDERBYDESC* clauses in *sysparm_query*. For example, `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcatego` filters all active records and orders the results in ascending order by number first, an in descending order by category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	If part of the query is invalid, such as by specifying an invalid field name, the instanc ignores the invalid part. It then returns rows using only the valid portion of the query. control this behavior using the property *glide.invalid_query.returns_no* Set this property to true to return no rows on an invalid query. **Note:** The *glide.invalid_query.returns_no_rows* property controls the behavior of all queries across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service APIs. Data type: String
sysparm_reference_fields	Whether or not to retrieve fields from reference tables such as account, contact, consumer, and sn_app_cs_social_social_profile. By default, these fields are returned if the user has read access to them, but this adds performance overhead. When retrieving a large number of case records, this overhead can be eliminated by setting `sysparm_reference_fields=false`. Data type: Boolean Default: true **Note:** When using this endpoint, you can omit the *sysparm_* prefix for this qu parameter and specify it as *reference_fields*.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Link	REST response data can be split into multiple result sets. Where applicable, the response header contains different links for the first set, previous set, next set, and the last set of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description

	For example:
	
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=40&sysparm_limit=1000>;rel="next",`
	
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=40&sysparm_limit=1000>;rel="prev",`
	
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=0&sysparm_limit=1000>;rel="first",`
	
	`https://<instance name>.service-now.com/api/now/table/cmdb_ci?sysparm_offset=2780&sysparm_limit=1000>;rel="last"`

X-Total-Count	Response header showing the total number of records matching the request when the *sysparm_limit* or *sysparm_offset* query parameters are specified.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Element	Description
account	Sys_id of the account record associated with the case. Data type: String Table: Account [customer_account]
account	Account details. Data type: Object `"account": { "account_code": "String", "account_parent": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"account_path": "String", "active_escalation": "String", "apple_icon": Image, "banner_image": Image, "banner_image_light": Image, "banner_text": "String", "city": "String", "contact": "String", "country": "String", "customer": "String", "discount": "String", "fax_phone": "String", "fiscal_year": "String", "lat_long_error": "String", "latitude": "String", "longitude": "String", "market_cap": "String", "name": "String", "notes": "String", "num_employees": Number, "number": "String", "parent": "String", "partner": "String", "phone": "String", "primary": Boolean, "primary_contact": "String", "profits": Number, "publicly_traded": Boolean, "rank_tier": "String", "registration_code": "String", "revenue_per_year": Number, "state": "String", "stock_price": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"stock_symbol": "String", "street": "String", "sys_class_name": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_mod_count": Number, "sys_updated_by": "String", "sys_updated_on": "String", "theme": "String", "vendor": Boolean, "vendor_manager": "String", "vendor_type": "String", "website": "String", "zip": "String" }
account.account_code	Unique combination of values that an application uses to identify budget forecasts and budget plans. Data type: String Maximum length: 255
account.account_parent	Sys_id of the parent account of this account. Located in the Account [customer_account] table. Data type: String
account.account_path	Path from the parent to the child accounts in the account hierarchy. Data type: String Maximum length: 255
account.active_escalation	Sys_id of the active escalation associated with the account. Data type: String Table: Escalation [sn_customerservice_escalation]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
account.apple_icon	Icon for iPhone home page bookmarks. Data type: Image
account.banner_image	Banner image that appears on the customer portal. Data type: Image
account.banner_image_light	Small banner image. Data type: Image
account.banner_text	Banner text that appears on the customer portal. Data type: String Maximum length: 4,000
account.city	City in which the company that is associated with this account resides. Data type: String Maximum length: 50
account.contact	Sys_id of a contact record associated with this account. Data type: String Table: User [sys_user]
account.country	Country in which the company that is associated with this account resides. Data type: String Maximum length: 40 Default: USA
account.customer	Flag that indicates whether the account is a customer account, as opposed to a partner account. Possible values: • true: Customer account • false: Partner account Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: false
account.discount	Discount given to the account on purchases. Data type: Number Maximum length: 15
account.fax_phone	Primary fax phone number for the company associated with this account. Data type: String Maximum length: 40
account.fiscal_year	Fiscal year for the company associated with the account. Data type: String
account.lat_long_error	Difference in the actual location as compared to latitude and longitude information. Data type: String Maximum length: 1,000
account.latitude	Latitude of the company associated with this account. Data type: Number (floating point number) Maximum length: 40
account.longitude	Longitude of the company associated with this account. Data type: Number (floating point number) Maximum length: 40
account.manufacturer	Flag that indicates whether the company associated with this account manufactures goods. Possible values: • true: Manufactures goods • false: Does not manufacture goods Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: false
account.market_cap	Market value of the associated company's publicly traded stock shares. Data type: Number (currency) Maximum length: 20
account.name	Name of the company associated with this account. Data type: String Maximum length: 80
account.notes	Additional information about the company. Data type: String Maximum length: 4,000
account.num_employees	Number of people employed by the company. Data type: Number (Integer) Maximum length: 40
account.number	Number that identifies this account. Data type: String Maximum length: 40
account.parent	Sys_id of the parent account of this account. Data type: String Table: Company [core_company]
account.partner	Flag that indicates whether the account is a partner account or a customer account. Possible values: • true: Partner account • false: Customer account Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
account.phone	Primary phone number for the company. Data type: String
account.primary	Flag that indicates whether this is a primary account. Possible values: • true: Primary account • false: Secondary account Data type: Boolean Default: false
account.primary_contact	Sys_id of the primary contact for the account. Data type: String Table: Contact [customer_contact]
account.profits	Profit information entered for this account. Data type: Number (Currency) Maximum length: 40
account.publicly_traded	Flag that indicates whether the company associated with this account is publicly traded on the stock exchange. Possible values: • true: Publicly traded • false: Private company Data type: Boolean
account.rank_tier	Type of account. Possible values: • blacklist • other • strategic • tactical • valued Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
account.registration_code	Unique code that customers use when requesting a login on the customer portal. This code provides a method for validating the customer on the company before granting access. Data type: String Maximum length: 40
account.revenue_per_year	Revenue produced by the company associated with this account. Data type: Number (Currency) Maximum length: 20
account.state	State in which the company resides. Data type: String Maximum length: 40
account.stock_price	Price of the company stock. Data type: String Maximum length: 40
account.stock_symbol	Stock symbol of the company. Data type: String Maximum length: 40
account.street	Street address of the company. Data type: String Maximum length: 255
account.sys_class_name	Table that contains the associated account record. Data type: String
account.sys_created_by	User that originally created the account. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
account.sys_created_on	Date and time that the account was originally created. Data type: String
account.sys_id	Sys_id for the account record. Data type: String
account.sys_mod_count	Number of times the account information has been updated. Data type: Number (Integer)
account.sys_updated_by	User that last modified the account information. Data type: String Maximum length: 40
account.sys_updated_on	Date and time the account information was last updated. Data type: String
account.theme	Sys_id of the customer portal theme used by this account. Data type: String Table: Theme [sys_ui_theme]
account.vendor	Flag that indicates whether the company associated with this account is a vendor. Possible values: • true: Vendor • false: Not a vendor Data type: Boolean Default: false
account.vendor_manager	List of sys_ids of the vendor managers for the account. Data type: String Table: User [sys_user]
account.vendor_type	List of sys_ids of the type of vendor such as, applications, hardware, services, or software.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Table: Vendor Type [vendor_type]
account.website	URL of the website for the company. Data type: String Maximum length: 1,024
account.zip	Zip code of the company. Data type: String Maximum length: 40
active	Flag that indicates whether the case is open and active. Possible values: • true: Case is active • false: Case is closed Data type: Boolean Default: true
active_account_escalation	Sys_id of the active account escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
active_escalation	Sys_id of the active escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
activity_due	Date for which the associated case is expected to be completed. Data type: String
additional_assignee_list	List of the sys_ids of the additional persons (other than the primary assignee) that have been assigned to the account. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum: 4,000 Table: User [sys_user]
approval	String that describes the type of approval required. Possible values: • approved • cancelled • duplicate • not_required • not requested • rejected • requested Data type: String Maximum characters: 40 Default: not requested
approval_history	List of all approvals associated with the case. Data type: String Maximum characters: 4,000
approval_set	Date and time that the associated action was approved. Data type: String
asset	Sys_id of the asset record associated with the case. Data type: String Table: Asset [alm_asset]
assigned_to	Sys_id of the person assigned to the case. Table: User [sys_user] Data type: String
assignment_group	Sys_id of the customer service agent group assigned to the case. Data type: String Table: Group [sys_user_group]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
business_duration	Length in calendar work hours, work days, and work weeks that it took to complete the case. Data type: String
business_impact	Impact of the issue on the associated customer. Data type: String Maximum characters: 4,000
business_service	Sys_id of the service record associated with the case. Data type: String Table: Service [cmdb_ci_service]
case	Case short description and case number. Data type: String Maximum length: 300
case_report	Sys_id of the associated case report. Data type: String Table: Case Report [sn_customerservice_case_report]
category	Case category. Possible values: • 0: Question • 1: Issue • 2: Feature Data type: Number (Integer) Default: 1
cause	Details about the cause of the problem. Data type: String Maximum length: 4,000
caused_by	Sys_id of the change request that caused the case to be created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Table: Change Request [change_request]
change	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]
child_case_creation_progress	Flag that indicates whether the case is a child case that was created from a major case. Possible values: • true: Child case created from a major case • false: Not a child case Data type: Boolean
closed_at	Date and time that the case was closed. Data type: String
closed_by	Sys_id of the user that closed the case. Data type: String Table: User [sys_user]
close_notes	Notes made when the case was closed. Data type: String Maximum length: 4,000
cmdb_ci	Sys_id of the configuration item associated with the case. Data type: String Table: Configuration Item [cmdb_ci]
comments	Additional comments about the case. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 4,000
comments_and_work_notes	Comments and work notes entered for the case. Data type: String Maximum length: 4,000
company	Sys_id of the company associated with the case. Data type: String Table: Company [core_company]
consumer	Business-to-consumer cases only. Sys_id of the person to contact with regard to this case. Data type: String Table: Consumer [csm_consumer]
consumer	Array of parameters for business-to-consumer cases.
consumer.active	Flag that indicates whether the consumer is active. Possible values: • true: Consumer active • false: Consumer de-activated Data type: Boolean Default: true
consumer.business_phone	Business phone number of the consumer. Data type: String Maximum length: 40
consumer.city	City in which the consumer resides. Data type: String Maximum length: 100
consumer.country	Country in which the consumer resides. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
consumer.date_format	Format in which to display dates. Valid values: • dd-mm-yyyy • dd/mm/yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
consumer.email	Email address of the consumer. Data type: String Maximum length: 100
consumer.fax	Fax number of the consumer. Data type: String Maximum length: 40
consumer.first_name	Consumer first name. Data type: String Maximum length: 50
consumer.gender	Gender of the consumer. Data type: String Maximum length: 40
consumer.home_phone	Home phone number of the consumer. Data type: String Maximum length: 40
consumer.household	Sys_id of the record that describes the household characteristics. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Household [csm_household]
consumer.last_name	Consumer last name. Data type: String Maximum length: 50
consumer.middle_name	Consumer middle name. Data type: String Maximum length: 50
consumer.mobile_phone	Consumer mobile phone number. Data type: String Maximum length: 40
consumer.name	Consumer full name; first_name +middle_name+last_name. Data type: String Maximum length: 152
consumer.notes	Notes on consumer. Data type: String Maximum length: 4,000
consumer.notification	Indicates whether the consumer should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Maximum length: 40 Default: 2
consumer.number	Unique number associated with the consumer. Data type: String Maximum length: 40
consumer.photo	Photo of the consumer. Data type: Image

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
consumer.preferred_language	Consumer primary language. Data type: String Maximum length: 3
consumer.prefix	Consumer name prefix such as, Dr., Mr., Mrs., or Ms. Data type: String Maximum length: 40
consumer.primary	Flag that indicates whether this is the primary consumer. Possible values: • true: Primary consumer • false: Not primary consumer Data type: Boolean Default: false
consumer.state	State in which the consumer resides. Data type: String Maximum length: 100
consumer.street	Consumer street address. Data type: String Maximum length: 255
consumer.suffix	Consumer name suffix such as Jr., Sr., or II. Data type: String
consumer.sys_created_by	User that created the consumer record. Data type: String Maximum length: 40
consumer.sys_created_on	Date and time the consumer record was originally created. Data type: String
consumer.sys_domain	ServiceNow domain in which the consumer information resides.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
consumer.sys_id	Unique identifier for the consumer. Data type: String
consumer.sys_mod_count	Number of times that the associated consumer information has been modified. Data type: Number (Integer)
consumer.sys_updated_by	User that last updated the consumer information. Data type: String Maximum length: 40
consumer.sys_updated_on	Date and time when the consumer information was last updated. Data type: String
consumer.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: blank (system time format)
consumer.time_zone	Consumer time zone, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
consumer.title	Consumer business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
consumer.user	Sys_id of the consumer user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Table: Consumer User [csm_consumer_user]
consumer.zip	Consumer zip code. Data type: String Maximum length: 40
contact	Business-to-business based cases only. Sys_id of the person to contact regarding this case. Data type: String Table: Contact [customer_contact]
contact	Array of contact parameters for business-to-business cases.
contact.account	Sys_id of the account record to which the contact is associated. Data type: String Table: Account [customer_account]
contact.active	Flag that indicates whether the contact is active within the system. Possible values: • true: Contact is active • false: Contact is inactive Data type: Boolean Default: true
contact.agent_status	Status of the agent. Possible values: • Off work • On break • On route • On site Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
contact.building	Sys_id of the record that describes the building in which the contact resides. Data type: String Table: Building [cmn_building]
contact.calendar_integration	Calendar application that the contact uses. 1: Outlook Data type: Number (Integer) Default: 1
contact.city	City in which the contact resides. Data type: String Maximum length: 40
contact.company	Sys_id of the company record to which the contact is associated. Data type: String Table: Company [core_company]
contact.cost_center	Sys_id of the cost center associated with the contact. Data type: String Table: Cost Center [cmn_cost_center]
contact.country	Country code of the country in which the contact resides. Data type: String Maximum length: 3
contact.date_format	Format in which to display dates to contacts. Valid values: • dd/mm/yyyy • dd-mm-yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40 Default: blank (system date format)
contact.default_perspective	Sys_id of the default perspective for the contact. Data type: String Table: Menu List [sys_perspective]
contact.department	Sys_id of the department associated with the contact. Data type: String Table: Department [cmn_department]
contact.edu_status	Education status of the associated contact. Data type: String Maximum length: 40 Default: faculty
contact.email	Contact email address. Data type: String
contact.employee_number	Contact employee number. Data type: String
contact.enable_multifactor_authn	Flag that indicates whether multifactor authorization is required for the contact to log in to the service portal. Possible values: • true: Multifactor authorization enabled • false: Multifactor authorization disabled Data type: Boolean Default: false
contact.failed_attempts	Number of failed log in attempts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Number (Integer)
contact.first_name	Contact first name. Data type: String Maximum length: 50
contact.gender	Contact gender. Data type: String Maximum length: 40
contact.geolocation_tracked	Flag that indicates whether the contact location is obtained through geotracking. Possible values: • true: Contact location obtained through geotracking • false: Contact location not obtained through geotracking Data type: Boolean Default value: false
contact.home_phone	Contact home phone number. Data type: String Maximum length: 40
contact.internal_integration_user	Flag that indicates whether the contact is an internal integration user. Possible values: • true: Internal integration user • false: Other type of user Data type: Boolean Default: false
contact.introduction	Introduction Data type: String Maximum length: 40
contact.last_login	Date on which the contact last logged into the system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String (Date)
contact.last_login_device	Device the consumer used the last time they logged in to the system. Data type: String Maximum length: 40
contact.last_login_time	Date and time the contact logged in to the system. Data type: String (Date/time)
contact.last_name	Contact last name. Data type: String Maximum length: 50
contact.last_position_update	Date and time the last position was updated. Data type: String (Date/time)
contact.latitude	Latitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
contact.ldap_server	Sys_id of the LDAP server used by the contact to last log in to the system. Data type: String Table: LDAP Server [ldap_server_config]
contact.location	Sys_id of the record that describes the location of the contact Data type: String Table: Location [cmn_location]
contact.locked_out	Flag that indicates if the contact is locked-out. Possible values: • true: Contact locked-out • false: Contact not locked-out

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Boolean Default: false
contact.longitude	Longitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
contact.manager	Sys_id of the record that describes the direct supervisor of the contact. Data type: String Table: User [sys_user]
contact.middle_name	Contact middle name. Data type: Number (Floating point) Maximum length: 50
contact.mobile_phone	Contact mobile phone number. Data type: String Maximum length: 40
contact.name	Contact full name. Data type: String Maximum length: 151
contact.notification	Indicates whether the contact should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Default: 2
contact.on_schedule	Indicates the timeliness of dispatched service personnel. Valid values: • Ahead: Ahead of schedule. • behind_less30: Behind schedule, but less than 30 minutes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• behind_30to60: Behind schedule between 30 and 60 minutes. • behind_more60: Behind schedule more than 60 minutes. • on_time: On schedule. Data type: String Maximum length: 40
contact.phone	Contact business phone number. Data type: String Maximum length: 40
contact.photo	Photo image of the contact. Data type: String
contact.preferred_language	Country code of the contact primary language. Data type: String Maximum length: 3
contact.roles	List of user roles associated with the contact. Data type: String Maximum length: 40
contact.schedule	Sys_id of the record that describes the work schedule for the associated contact. Data type: String Table: Schedule [cmn_schedule]
contact.source	Source of the contact. Data type: String Maximum length: 255
contact.state	State in which the contact resides. Data type: String Maximum length: 40
contact.street	Contact street address.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 255
contact.sys_class_name	Table that contains the contact record. Data type: String Maximum length: 80
contact.sys_created_by	User that originally created the associated contact record. Data type: String Maximum length: 40
contact.sys_created_on	Data and time the associated contact was originally created. Data type: String (Date/time)
contact.sys_domain	ServiceNow instance domain of the associated contact record. Data type: String
contact.sys_domain_path	Contact record domain path. Data type: String Maximum length: 255 Default: / (global)
contact.sys_id	Unique identifier for the associated contact record. Data type: String
contact.sys_mod_count	Number of times that the associated contact record has been modified. Data type: Number (Integer)
contact.sys_tags	System tags for the content. Data type: String
contact.sys_updated_by	User that last updated the associated contact information. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
contact.sys_updated_on	Data and time the associated contact information was updated. Data type: String (Date/time)
contact.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: Blank (system time format)
contact.time_sheet_policy	Sys_id of the record that contains the time sheet policy for the associated contact. Data type: String Table: Time Sheet Policy [time_sheet_policy]
contact.time_zone	Time zone in which the contact resides, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
contact.title	Contact business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
contact.user_name	Contact user ID. Data type: String Maximum length: 40
contact.vip	Flag that indicates whether the associated contact has VIP status. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• true: VIP • false: Not VIP Data type: Boolean Default: false
contact.web_service_access_only	Flag that indicates whether the contact can only access services through the web. Possible values: • true: Web access only • false: Access through all available methods Data type: Boolean Default: false
contact.zip	Contact zip code. Data type: String Maximum length: 40
contact_local_time	Contact local time. Data type: String Maximum length: 70
contact_time_zone	Time zone of the contact associated with the case. Data type: String Maximum length: 40
contact_type	Method in which the case was initially reported. Possible values: • chat • email • phone • social • web Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
contract	Sys_id of the contract associated with the case. This contract contains information about the type of support that is provided to the company associated to the case. A contract can include a company and contact and the specific assets that are covered. A contract can also include multiple service entitlements and SLAs. Data type: String Table: Contract [ast_contract]
correlation_display	Correlation display. Data type: String Maximum length: 100
correlation_id	Correlation identifier. Data type: String Maximum length: 100
delivery_plan	Sys_id of the parent execution plan for this case. Data type: String Table: Execution Plan [sc_cat_item_delivery_plan]
delivery_task	Sys_id of the execution plan task. Data type: String Table: Execution Plan Task [sc_cat_item_delivery_task]
description	Detailed description of the problem associated with the case. Data type: String Maximum length: 4,000
due_date	Date that the case is due to be closed. Data type: String
entitlement	Sys_id of the entitlement record associated with the case. Entitlements define the type of support that a customer

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	receives as well as the supported communication channels. An entitlement can be associated with a product, an asset, an account, or a contract. Data type: String Table: Entitlement [service_entitlement]
escalation	Current escalation level. Possible values: • 0: Normal • 1: Moderate • 2: High • 3: Overdue Data type: Number (Integer) Default: 0
expected_start	Date and time when work is scheduled to begin on the case. Data type: String
first_response_time	Date and time when the first action was taken on the case. Data type: String
follow_the_sun	Flag that indicates whether the case should be handed-off for global follow-up. If a customer enters additional comments on a Priority 1 - Critical or a Priority 2 - High case, or if the case is escalated, the flag is automatically set to true. Possible values: • true: Case should be handed-off for global follow-up • false: Case shouldn't be handed-off for global follow-up Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
follow_up	Date and time of the next follow-up action. Data type: String
group_list	List of sys_ids of the group records associated with the case. Data type: Array Table: Group [sys_user_group]
impact	Impact on customer. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
knowledge	Flag that indicates if there is a knowledge base article available for the specified issue. Possible values: • true: Knowledge base article is available for this issue • false: Knowledge base article is not available for this issue Data type: Boolean Default: false
location	Sys_id of the record describing the company location. Data type: String Table: Location [cmn_location]
made_sla	Flag that indicates whether the case was resolved in alignment with the associated service level agreement. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• true: Case was resolved in alignment with SLA • false: Case wasn't resolved according to the SLA Data type: Boolean Default: true
major_case_state	Current state of the major case. Possible values: • accepted: Initial state when a manager creates a major case or when a manager promotes a candidate case. • canceled: Case is canceled. • proposed: Initial state when an agent or manager creates or proposes a candidate case. • rejected: Manager rejected candidate case. Data type: String Maximum length: 40
needs_attention	Flag that indicates whether the case needs attention. Possible values: • true: Case needs additional attention • false: Case doesn't need additional attention Data type: Boolean Default: false
notes_to_comments	Flag that indicates whether to add the resolution notes to the comments. Possible values: • true: Resolutions notes, when added, are also added to the comments • false: Resolution notes in comments aren't required

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Boolean
notify	Method to use to notify contact/ consumer. Possible values: • 1: Do not notify • 2: Send email • 3: Telephone Data type: Number (Integer) Default: 1
number	Case number. Data type: String Maximum length: 40
opened_at	Date and time that the case was opened. Data type: String
opened_by	Sys_id of the person that initially opened the case. Data type: String Table: User [sys_user]
order	Order of the case. Data type: Number (Integer)
parent	Sys_id of the parent case to which this case (child) is associated. Data type: String Table: Task [task]
partner	Sys_id of the partner associated with the case. Data type: String Table: Account [customer_account]
partner_contact	Sys_id of the partner contact associated with the case. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Contact [customer_contact]
priority	Priority of the case. Possible values: • 1: Critical • 2: High • 3: Moderate • 4: Low Data type: Number (Integer) Default: 4
probable_cause	Possible cause of the issue associated with the case. Data type: String Maximum length: 4,000
problem	Sys_id of the issue that the customer is encountering. Data type: String Table: Problem [problem]
product	Sys_id of the product model of the asset associated to the case. A model is a specific version or configuration of an asset (for example, Apple Mac Book Pro). Data type: String Table: Product Model [cmdb_model]
reassignment_count	Number of times that the case was reassigned to a person that is responsible for moving the case forward. Data type: Number (Integer) Default: 0
recipient_list	Sys_id of the record that contains the list of recipients for communications about this case. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Recipients List [sn_publications_recipients_list]
rejection_goto	Sys_id of the task to execute if the case is rejected. Data type: String Table: Task [task]
resolution_code	Resolution state for the case, such as "Solved - Fixed by Support/ Guidance provided". Data type: String Maximum length: 40
resolved_at	Date and time that the case was resolved. Data type: String
resolved_by	Sys_id of the person that resolved the case. Data type: String Table: User [sys_user]
result	List of values for the requested field. Data type: Array of Objects `"result": [ { "label": "String", "value": "String" } ]`
result.label	Display value for the field value. Data type: String
result.value	Field value. Data type: String
short_description	Concise description of the case. Data type: String Maximum length: 160

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
skills	List of the unique identifiers (sys_id) of the skills needed to complete the case. Data type: String Table: Skill [cmn_skill]
sla_due	Date/time at which the case must be closed based on the associated service level agreement. Data type: String
sn_app_cs_social_social_profile	Details for a specific social media profile, such as Facebook, Twitter, or YouTube. Data type: Array of Objects `"sn_app_cs_social_social_profile": [{ "account": "String", "channel": [Array], "contact": {Object}, "consumer": {Object}, "created_on": "String", "profile": "String", "profile_url": "String", "social_id": "String", "source": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_mod_count": Number, "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	<pre> }]</pre>
sn_app_cs_social_social_profile.account	Unique identifier of the record containing account information for the social media profile. Located in the Account [customer_account] table. Data type: String

sn_app_cs_social_social_profile.channel	Details on the associated social media profile channel.
	
	Data type: Object
	<pre>"channel": {
	  "name": "String",
	  "sys_class_name":
	"String",
	  "sys_created_by":
	"String",
	  "sys_created_on":
	"String",
	  "sys_mod_count":
	Number,
	  "sys_package":
	"String",
	  "sys_policy":
	"String",
	  "sys_scope":
	"String",
	  "sys_tags":
	"String",
	  "sys_update_name":
	"String",
	  "sys_updated_by":
	"String",
	  "sys_updated_on":
	"String"
	}</pre>

sn_app_cs_social_social_profile.channel.name	Name of the social media channel. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.channel.sys_class_name	Table that contains the social media channel record. Data type: String Maximum length: 80

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.channel.sys_created_by	Person that created the social media channel. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_created_on	Date and time the social media profile was created. Data type: Date/time Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_id	Unique identifier of the associated social media profile channel. Data type: String
sn_app_cs_social_social_profile.channel.sys_mod_count	Number of times that information was modified for the associated social media profile channel. Data type: Integer
sn_app_cs_social_social_profile.channel.sys_name	System name of channel. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.channel.sys_package	Unique identifier of the record that contains information about the package associated with the profile; Package [sys_package] table. Data type: Reference
sn_app_cs_social_social_profile.channel.sys_policy	System protection policy. Possible values: • protected • read Data type: String Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_scope	Unique identifier of the record that contains information about the scope of the social profile; Application [sys_scope] table. Data type: Reference

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.channel.sys_tags	System tags associated with the channel. Data type: String
sn_app_cs_social_social_profile.channel.sys_update_name	Name of the person that last updated the social media profile channel. Data type: String Maximum length: 250
sn_app_cs_social_social_profile.channel.sys_updated_by	User that last updated the social media profile channel. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_updated_on	Date and time the social media profile channel was last updated. Data type: Date/time Maximum length: 40
sn_app_cs_social_social_profile.consumer	For business-to-consumer cases. Details about the consumer associated with the case. Data type: Object `"consumer": { "active": Boolean, "business_phone": "String", "city": "String", "country": "String", "date_format": "String", "email": "String", "fax": "String", "first_name": "String", "gender": "String", "home_phone": "String", "household": "String", "last_name": "String", "middle_name": "String", "mobile_phone": "String", "name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"notes": "String", "notification": Number, "number": "String", "photo": Image, "preferred_language": "String", "prefix": "String", "primary": Boolean, "state": "String", "street": "String", "suffix": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_domain": "String", "sys_id": "String", "sys_mod_count": Number, "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String", "time_format": "String", "time_zone": "String", "title": "String", "user": "String", "zip": "String" }
sn_app_cs_social_social_profile.consumer.active	Flag that indicates whether the consumer is active. Possible values: • true: Consumer active • false: Consumer de-activated Data type: Boolean Default: true
sn_app_cs_social_social_profile.consumer.business_phone	Business phone number of the consumer. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.consumer.city	City in which the consumer resides. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.consumer.country	Country in which the consumer resides. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.date_format	Format in which to display dates. Valid values: • dd-mm-yyyy • dd/mm/yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
sn_app_cs_social_social_profile.consumer.email	Email address of the consumer. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.consumer.fax	Fax number of the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.first_name	Consumer first name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.consumer.gender	Gender of the consumer. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.consumer.home_phone	Home phone number of the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.household	Sys_id of the record that describes the household characteristics. Data type: String Table: Household [csm_household]
sn_app_cs_social_social_profile.consumer.last_name	Consumer last name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.consumer.middle_name	Consumer middle name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.consumer.mobile_phone	Consumer mobile phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.name	Consumer full name; first_name +middle_name+last_name. Data type: String Maximum length: 152
sn_app_cs_social_social_profile.consumer.notes	Notes on consumer. Data type: String Maximum length: 4,000
sn_app_cs_social_social_profile.consumer.notification	Indicates whether the consumer should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: 2
sn_app_cs_social_social_profile.consumer.number	Unique number associated with the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.photo	Photo of the consumer. Data type: Image
sn_app_cs_social_social_profile.consumer.preferred_language	Consumer primary language. Data type: String Maximum length: 3
sn_app_cs_social_social_profile.consumer.prefix	Consumer name prefix such as, Dr., Mr., Mrs., or Ms. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.primary	Flag that indicates whether this is the primary consumer. Possible values: • true: Primary consumer • false: Not primary consumer Data type: Boolean Default: false
sn_app_cs_social_social_profile.consumer.state	State in which the consumer resides. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.consumer.street	Consumer street address. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.consumer.suffix	Consumer name suffix such as Jr., Sr., or II. Data type: String
sn_app_cs_social_social_profile.consumer.sys_created_by	User that created the consumer record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.sys_created_on	Date and time the consumer record was originally created. Data type: String
sn_app_cs_social_social_profile.consumer.sys_domain	ServiceNow domain in which the consumer information resides. Data type: String
sn_app_cs_social_social_profile.consumer.sys_id	Unique identifier for the consumer. Data type: String
sn_app_cs_social_social_profile.consumer.sys_mod_count	Number of times that the associated consumer information has been modified. Data type: Number (Integer)
sn_app_cs_social_social_profile.consumer.sys_tags	Consumer system tags.
sn_app_cs_social_social_profile.consumer.sys_updated_by	User that last updated the consumer information. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.sys_updated_on	Date and time when the consumer information was last updated. Data type: String
sn_app_cs_social_social_profile.consumer.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: blank (system time format)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.consumer.time_zone	Consumer time zone, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.title	Consumer business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
sn_app_cs_social_social_profile.consumer.user	Sys_id of the consumer user. Data type: String Table: Consumer User [csm_consumer_user]
sn_app_cs_social_social_profile.consumer.zip	Consumer zip code. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact	For business-to-business cases. Unique identifier of the record containing details about the social media profile that belongs to the contact associated with the case. Located in the Contact [customer_contact] table. Data type: String
sn_app_cs_social_social_profile.contact.account	Sys_id of the account record to which the contact is associated. Data type: String Table: Account [customer_account]
sn_app_cs_social_social_profile.contact.active	Flag that indicates whether the contact is active within the system. Possible values: • true: Contact is active • false: Contact is inactive Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: true
sn_app_cs_social_social_profile.contact.agent_status	Status of the agent. Possible values: • Off work • On break • On route • On site Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.building	Sys_id of the record that describes the building in which the contact resides. Data type: String Table: Building [cmn_building]
sn_app_cs_social_social_profile.contact.calendar_integration	Calendar application that the contact uses. 1: Outlook Data type: Number (Integer) Default: 1
sn_app_cs_social_social_profile.contact.city	City in which the contact resides. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.company	Sys_id of the company record to which the contact is associated. Data type: String Table: Company [core_company]
sn_app_cs_social_social_profile.contact.cost_center	Sys_id of the cost center associated with the contact. Data type: String Table: Cost Center [cmn_cost_center]
sn_app_cs_social_social_profile.contact.country	Country code of the country in which the contact resides. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 3
sn_app_cs_social_social_profile.contact.date_format	Format in which to display dates to contacts. Valid values: • dd/mm/yyyy • dd-mm-yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
sn_app_cs_social_social_profile.contact.default_perspective	Sys_id of the default perspective for the contact. Data type: String Table: Menu List [sys_perspective]
sn_app_cs_social_social_profile.contact.department	Sys_id of the department associated with the contact. Data type: String Table: Department [cmn_department]
sn_app_cs_social_social_profile.contact.edu_status	Education status of the associated contact. Data type: String Maximum length: 40 Default: faculty
sn_app_cs_social_social_profile.contact.email	Contact email address. Data type: String
sn_app_cs_social_social_profile.contact.employee_number	Contact employee number. Data type: String
sn_app_cs_social_social_profile.contact.enable_multifactor_authn	Flag that indicates whether multifactor authorization is required for the contact to log in to the service portal.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Possible values: • true: Multifactor authorization enabled • false: Multifactor authorization disabled Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.failed_attempts	Number of failed log in attempts. Data type: Number (Integer)
sn_app_cs_social_social_profile.contact.first_name	Contact first name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.contact.gender	Contact gender. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.geolocation_tracked	Flag that indicates whether the contact location is obtained through geotracking. Possible values: • true: Contact location obtained through geotracking • false: Contact location not obtained through geotracking Data type: Boolean Default value: false
sn_app_cs_social_social_profile.contact.home_phone	Contact home phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.internal_itegration_user	Flag that indicates whether the contact is an internal integration user. Possible values: • true: Internal integration user • false: Other type of user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.introduction	Introduction Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.last_login	Date on which the contact last logged into the system. Data type: String (Date)
sn_app_cs_social_social_profile.contact.last_login_device	Device the consumer used the last time they logged in to the system. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.last_login_time	Date and time the contact logged in to the system. Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.last_name	Contact last name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.contact.last_position_update	Date and time the last position was updated. Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.latitude	Latitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
sn_app_cs_social_social_profile.contact.ldap_server	Sys_id of the LDAP server used by the contact to last log in to the system. Data type: String Table: LDAP Server [ldap_server_config]
sn_app_cs_social_social_profile.contact.location	Sys_id of the record that describes the location of the contact

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Table: Location [cmn_location]
sn_app_cs_social_social_profile.contact.locked_out	Flag that indicates if the contact is locked-out. Possible values: • true: Contact locked-out • false: Contact not locked-out Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.longitude	Longitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
sn_app_cs_social_social_profile.contact.manager	Sys_id of the record that describes the direct supervisor of the contact. Data type: String Table: User [sys_user]
sn_app_cs_social_social_profile.contact.middle_name	Contact middle name. Data type: Number (Floating point) Maximum length: 50
sn_app_cs_social_social_profile.contact.mobile_phone	Contact mobile phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.name	Contact full name. Data type: String Maximum length: 151
sn_app_cs_social_social_profile.contact.notification	Indicates whether the contact should receive notifications. Valid values: • 1: Disabled • 2: Enabled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Number (Integer) Default: 2
sn_app_cs_social_social_profile.contact.on_schedule	Indicates the timeliness of dispatched service personnel. Valid values: • Ahead: Ahead of schedule. • behind_less30: Behind schedule, but less than 30 minutes. • behind_30to60: Behind schedule between 30 and 60 minutes. • behind_more60: Behind schedule more than 60 minutes. • on_time: On schedule. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.phone	Contact business phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.photo	Photo image of the contact. Data type: String
sn_app_cs_social_social_profile.contact.preferred_language	Country code of the contact primary language. Data type: String Maximum length: 3
sn_app_cs_social_social_profile.contact.roles	List of user roles associated with the contact. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.schedule	Sys_id of the record that describes the work schedule for the associated contact. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Schedule [cmn_schedule]
sn_app_cs_social_social_profile.contact.source	Source of the contact. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.contact.state	State in which the contact resides. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.street	Contact street address. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.contact.sys_class_name	Table that contains the contact record. Data type: String Maximum length: 80
sn_app_cs_social_social_profile.contact.sys_created_by	User that originally created the associated contact record. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.sys_created_on	Data and time the associated contact was originally created. Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.sys_domain	ServiceNow instance domain of the associated contact record. Data type: String
sn_app_cs_social_social_profile.contact.sys_domain_path	Contact record domain path. Data type: String Maximum length: 255 Default: / (global)
sn_app_cs_social_social_profile.contact.sys_id	Unique identifier for the associated contact record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.contact.sys_mod_count	Number of times that the associated contact record has been modified. Data type: Number (Integer)
sn_app_cs_social_social_profile.contact.sys_tags	Contact system tags.
sn_app_cs_social_social_profile.contact.sys_updated_by	User that last updated the associated contact information. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.sys_updated_on	Data and time the associated contact information was updated. Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: Blank (system time format)
sn_app_cs_social_social_profile.contact.time_sheet_policy	Sys_id of the record that contains the time sheet policy for the associated contact. Data type: String Table: Time Sheet Policy [time_sheet_policy]
sn_app_cs_social_social_profile.contact.time_zone	Time zone in which the contact resides, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.title	Contact business title such as Manager, Software Developer, or Contractor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 60
sn_app_cs_social_social_profile.contact.user_name	Contact user ID. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.vip	Flag that indicates whether the associated contact has VIP status. Possible values: • true: VIP • false: Not VIP Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.web_service_access_only	Flag that indicates whether the contact can only access services through the web. Possible values: • true: Web access only • false: Access through all available methods Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.zip	Contact zip code. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.created_on	Date and time the associated social media profile was initially created.
sn_app_cs_social_social_profile.profile	Social profile. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.profile_url	URL to use to access the social media profile. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 1,024
sn_app_cs_social_social_profile.social_id	Unique social media account provider identifier for the associated social media account. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.source	Source of the social profile. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.sys_created_by	User that initially created the social media profile. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.sys_created_on	Date and time the social media profile was initially created. Data type: String (Date/time)
sn_app_cs_social_social_profile.sys_id	Unique identifier for the social media profile. Data type: String
sn_app_cs_social_social_profile.sys_mod_count	Number of times that information was modified for the associated social media profile. Data type: Number (Integer)
sn_app_cs_social_social_profile.sys_tags	Profile system tags.
sn_app_cs_social_social_profile.sys_updated_by	User that initially created the social media profile. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.sys_updated_on	User that initially created the social media profile. Data type: String Maximum length: 40
state	Current state of the case. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• 1: New • 3: Closed • 6: Resolved • 10: Open • 18: Awaiting Info Data type: Number (Integer) Default: 1
subcategory	Case subcategory. Possible values: 0: Question Data type: Number (Integer) Default: 0
support_manager	Sys_id of the CSM manager assigned to the case. Data type: String Table: User [sys_user]
sync_driver	Flag that indicates whether there's driver synchronization. Possible values: • true: Driver is synchronized • false: Driver isn't synchronized Data type: Boolean
sys_class_name	Table that contains the case record. Data type: String Maximum length: 80
sys_created_by	Person that initially opened the case. Data type: String Maximum length: 40
sys_created_on	Date and time when the case was initially created. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sys_domain	Domain associated with the case. Data type: String Maximum length: 32 Default: global
sys_domain_path	Domain path. Data type: String Maximum length: 255 Default: /
sys_id	Unique identifier for the case. Data type: String Maximum length: 32
sys_mod_count	Number of updates to the case since it was initially created. Data type: Number (Integer)
sys_tags	System tags.
sys_updated_by	Person that last updated the case. Data type: String Maximum length: 40
sys_updated_on	Date and time when the case was last updated. Data type: String
time_worked	Total amount of time worked on the case. Data type: String
upon_approval	Action to take if the case is approved. Possible values: • do_nothing • proceed Data type: String Maximum length: 40 Default: proceed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
upon_reject	Action to take if the case is rejected. Possible values: • cancel • goto Data type: String Maximum length: 40 Default: cancel
urgency	Urgency of the case. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
user_input	Additional user input. Data type: String Maximum length: 4,000
variable_pool	Grouping of variables.
variables	Name-value pairs of variables associated with the case. Data type: String Maximum length: 40
watch_list	List of sys_ids of the users who receive notifications about this case when additional comments are added or if the state of a case is changed to Resolved or Closed. Data type: Array Table: User [sys_user]
wf_activity	Sys_id of the workflow activity record associated with the case. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Workflow Activity [wf_activity]
work_end	Date and time work ended on the case. Data type: String
work_notes	Information about how to resolve the case, or steps taken to resolve it. Data type: String Maximum length: 4,000
work_notes_list	List of sys_ids of the internal users who receive notifications about this case when work notes are added. Data type: Array Table: User [sys_user]
work_start	Date and time that work started on the case. Data type: String

Example: cURL request

Retrieve the third and fourth CSM cases listed for a specific account.

```
curl
 "https://instance.servicenow.com/api/sn_customerservice/case?sy
sparm_query=account=86837a386f0331003b3c498f5d3ee4ca&sysparm_lim
it=2&sysparm_offset=2" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

The response shows the two cases.

```
{
  "result": [{
    "parent": "",
    "caused_by": "",
    "watch_list": "",
    "active_escalation": "",
    "upon_reject": "cancel",
    "sys_updated_on": "2017-06-17 16:37:13",
    "support_manager": "",
    "approval_history": "",
    "skills":
 "a6d64b11d772120058c92cf65e610357,9b178b11d772120058c92cf65e610
382,1c76ec15d703120058c92cf65e61034a",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "number": "CS0000009",
    "problem": "",
    "state": "18",
    "case": "Advanced and large routers making noiseCS0000009",
    "sys_created_by": "alex linde",
    "knowledge": "false",
    "order": "",
    "cmdb_ci": "",
    "delivery_plan": "",
    "impact": "3",
    "contract": "",
    "active": "true",
    "work_notes_list": "",
    "auto_created_case": "false",
    "priority": "3",
    "sys_domain_path": "/",
    "rejection_goto": "",
    "first_response_time": "",
    "business_duration": "",
    "group_list": "",
    "child_case_creation_progress": "false",
    "sync_driver": "false",
    "approval_set": "",
    "wf_activity": "",
    "short_description": "Advanced and large routers making
noise",
    "correlation_display": "",
    "delivery_task": "",
    "work_start": "",
    "recipient_list": "",
    "additional_assignee_list": "",
    "notify": "1",
    "sys_class_name": "sn_customerservice_case",
    "closed_by": "",
    "follow_up": "",
    "contact_local_time": "",
    "sn_app_cs_social_social_profile": "",
    "reassignment_count": "1",
    "contact_time_zone": "",
    "notes_to_comments": "false",
    "assigned_to": "85453c616fc331003b3c498f5d3ee4fa",
    "product": "5f5fbcc3c0a8010e00f3b27814f3b96b",
    "variables": "",
    "variable_pool": "",
    "hierarchical_variables": "variable_pool",
    "sla_due": "",
    "change": "",
    "comments_and_work_notes": "",
    "partner": "",
    "escalation": "0",
    "upon_approval": "proceed",
    "partner_contact": "",
    "correlation_id": "",
    "asset": "a8fb6024d7700200e5982cf65e61034d",
    "made_sla": "true",
    "resolved_by": "",
    "sys_updated_by": "admin",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "opened_by": "60beb5e7d7600200e5982cf65e6103ad",
    "user_input": "",
    "sys_created_on": "2016-09-19 16:49:18",
    "contact": {
      "country": "",
      "calendar_integration": "1",
      "last_position_update": "",
      "last_login_time": "2018-05-10 19:50:26",
      "last_login_device": "0:0:0:0:0:0:0:1%0",
      "source": "",
      "sys_updated_on": "2018-02-16 21:30:03",
      "building": "",
      "web_service_access_only": "false",
      "notification": "1",
      "sys_updated_by": "venki",
      "enable_multifactor_authn": "false",
      "sys_created_on": "2018-02-16 21:29:11",
      "sys_domain": "global",
      "agent_status": "",
      "state": "",
      "vip": "false",
      "sys_created_by": "venki",
      "longitude": "",
      "zip": "",
      "home_phone": "",
      "time_format": "",
      "last_login": "",
      "default_perspective": "",
      "geolocation_tracked": "false",
      "active": "true",
      "time_sheet_policy": "",
      "sys_domain_path": "/",
      "phone": "(626) 722-6969",
      "cost_center": "",
      "name": "Julie Lewis",
      "employee_number": "",
      "gender": "",
      "city": "",
      "user_name": "julie.lewis",
      "failed_attempts": "",
      "edu_status": "faculty",
      "latitude": "",
      "roles": "",
      "title": "Operations Manager",
      "sys_class_name": "customer_contact",
      "sys_id": "4d147a386f0331003b3c498f5d3ee437",
      "internal_integration_user": "false",
      "ldap_server": "",
      "mobile_phone": "",
      "street": "",
      "company": "86837a386f0331003b3c498f5d3ee4ca",
      "department": "",
      "first_name": "Julie",
      "preferred_language": "en",
      "introduction": "",
      "email": "julie.lewis@mailinator.com",
      "manager": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "locked_out": "false",
      "sys_mod_count": "1",
      "last_name": "Lewis",
      "photo": "",
      "sys_tags": "",
      "middle_name": "",
      "time_zone": "",
      "schedule": "",
      "on_schedule": "",
      "date_format": "",
      "location": "",
      "account": "86837a386f0331003b3c498f5d3ee4ca"
    },
    "sys_domain": "global",
    "closed_at": "",
    "follow_the_sun": "false",
    "entitlement": "",
    "business_service": "",
    "business_impact": "",
    "time_worked": "",
    "expected_start": "",
    "opened_at": "2016-09-19 16:49:18",
    "work_end": "",
    "resolved_at": "",
    "case_report": "",
    "subcategory": "0",
    "work_notes": "",
    "assignment_group": "6a42f4616fc331003b3c498f5d3ee46f",
    "cause": "",
    "description": "",
    "calendar_duration": "",
    "close_notes": "",
    "sys_id": "dccc6024d7700200e5982cf65e6103e5",
    "contact_type": "web",
    "resolution_code": "",
    "probable_cause": "",
    "urgency": "3",
    "company": "",
    "major_case_state": "",
    "consumer": "",
    "activity_due": "",
    "comments": "",
    "approval": "not requested",
    "due_date": "",
    "sys_mod_count": "5",
    "sys_tags": "",
    "active_account_escalation": "",
    "location": "",
    "category": "1",
    "account": {
      "banner_image_light": "",
      "country": "USA",
      "parent": "",
      "notes": "",
      "stock_symbol": "",
      "discount": "",
      "active_escalation": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "sys_updated_on": "2019-01-03 19:37:35",
      "apple_icon": "",
      "number": "ACCT0000001",
      "sys_updated_by": "admin",
      "fiscal_year": "",
      "sys_created_on": "2018-02-20 21:29:16",
      "contact": "4d147a386f0331003b3c498f5d3ee437",
      "stock_price": "",
      "state": "",
      "banner_image": "",
      "sys_created_by": "venki",
      "longitude": "-122.4005464",
      "zip": "94103",
      "profits": "0",
      "phone": "(626) 722-6999",
      "fax_phone": "",
      "name": "Boxeo",
      "banner_text": "",
      "account_code": "~~~~1",
      "primary": "false",
      "city": "San Francisco",
      "latitude": "37.7838391",
      "sys_class_name": "customer_account",
      "manufacturer": "false",
      "account_parent": "",
      "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
      "market_cap": "0",
      "num_employees": "",
      "rank_tier": "",
      "street": "747 Howard St",
      "vendor": "false",
      "lat_long_error": "",
      "theme": "",
      "vendor_type": "",
      "website": "www.boxeo.com",
      "revenue_per_year": "0",
      "publicly_traded": "false",
      "sys_mod_count": "9",
      "sys_tags": "",
      "partner": "false",
      "registration_code": "BOXE0",
      "vendor_manager": "",
      "account_path": "~~~~1",
      "primary_contact": "4d147a386f0331003b3c498f5d3ee437",
      "customer": "true"
    }
  }, {
    "parent": "",
    "caused_by": "",
    "watch_list": "",
    "active_escalation": "",
    "upon_reject": "cancel",
    "sys_updated_on": "2019-01-15 23:28:00",
    "support_manager": "",
    "approval_history": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "skills":
 "a6d64b11d772120058c92cf65e610357,9b178b11d772120058c92cf65e610
382,1c76ec15d703120058c92cf65e61034a",
    "number": "CS0000005",
    "problem": "",
    "state": "6",
    "case": "Urgent issue, need help ...CS0000005",
    "sys_created_by": "admin",
    "knowledge": "false",
    "order": "",
    "cmdb_ci": "",
    "delivery_plan": "",
    "impact": "",
    "contract": "495e16b96f0731003b3c498f5d3ee4af",
    "active": "true",
    "work_notes_list": "",
    "auto_created_case": "false",
    "priority": "1",
    "sys_domain_path": "/",
    "rejection_goto": "",
    "first_response_time": "",
    "business_duration": "",
    "group_list": "",
    "child_case_creation_progress": "false",
    "sync_driver": "false",
    "approval_set": "",
    "wf_activity": "",
    "short_description": "Urgent issue, need help ...",
    "correlation_display": "",
    "delivery_task": "",
    "work_start": "",
    "recipient_list": "",
    "additional_assignee_list": "",
    "notify": "",
    "sys_class_name": "sn_customerservice_case",
    "closed_by": "",
    "follow_up": "",
    "contact_local_time": "",
    "sn_app_cs_social_social_profile": "",
    "reassignment_count": "",
    "contact_time_zone": "",
    "notes_to_comments": "false",
    "assigned_to": "85453c616fc331003b3c498f5d3ee4fa",
    "product": "9068b0a16fc331003b3c498f5d3ee438",
    "variables": "",
    "variable_pool": "",
    "hierarchical_variables": "variable_pool",
    "sla_due": "",
    "change": "",
    "comments_and_work_notes": "",
    "partner": "",
    "escalation": "",
    "upon_approval": "proceed",
    "partner_contact": "",
    "correlation_id": "",
    "asset": "b8defca16fc331003b3c498f5d3ee4e7",
    "made_sla": "false",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "resolved_by": "",
    "sys_updated_by": "jodi.seals",
    "opened_by": "ddce70866f9331003b3c498f5d3ee417",
    "user_input": "",
    "sys_created_on": "2019-01-02 20:00:00",
    "contact": {
      "country": "",
      "calendar_integration": "1",
      "last_position_update": "",
      "last_login_time": "2018-03-10 21:48:11",
      "last_login_device": "",
      "source": "",
      "sys_updated_on": "2019-01-03 05:49:34",
      "building": "",
      "web_service_access_only": "false",
      "notification": "2",
      "sys_updated_by": "system",
      "enable_multifactor_authn": "false",
      "sys_created_on": "2018-03-04 20:26:32",
      "sys_domain": "global",
      "agent_status": "",
      "state": "",
      "vip": "false",
      "sys_created_by": "admin",
      "longitude": "",
      "zip": "",
      "home_phone": "",
      "time_format": "",
      "last_login": "",
      "default_perspective": "",
      "geolocation_tracked": "false",
      "active": "true",
      "time_sheet_policy": "",
      "sys_domain_path": "/",
      "phone": "+1 858 287 7834",
      "cost_center": "",
      "name": "George Warren",
      "employee_number": "",
      "gender": "",
      "city": "",
      "user_name": "george.warren",
      "failed_attempts": "",
      "edu_status": "",
      "latitude": "",
      "roles": "",
      "title": "Network Administrator",
      "sys_class_name": "customer_contact",
      "sys_id": "ddce70866f9331003b3c498f5d3ee417",
      "internal_integration_user": "false",
      "ldap_server": "",
      "mobile_phone": "+1 858 867 7857",
      "street": "",
      "company": "86837a386f0331003b3c498f5d3ee4ca",
      "department": "",
      "first_name": "George",
      "preferred_language": "",
      "introduction": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "email": "geo.warren@mailinator.com",
      "manager": "",
      "locked_out": "false",
      "sys_mod_count": "3",
      "last_name": "Warren",
      "photo": "",
      "sys_tags": "",
      "middle_name": "",
      "time_zone": "",
      "schedule": "",
      "on_schedule": "",
      "date_format": "",
      "location": "25ab8e460a0a0bb300857304ff811af5",
      "account": "86837a386f0331003b3c498f5d3ee4ca"
    },
    "sys_domain": "global",
    "closed_at": "",
    "follow_the_sun": "false",
    "entitlement": "1eb7893a6f1b31003b3c498f5d3ee4dd",
    "business_service": "",
    "business_impact": "",
    "time_worked": "",
    "expected_start": "",
    "opened_at": "2019-01-02 20:00:00",
    "work_end": "",
    "resolved_at": "",
    "case_report": "",
    "subcategory": "0",
    "work_notes": "",
    "assignment_group": "0df0c400c322310015519f2974d3ae23",
    "cause": "",
    "description": "",
    "calendar_duration": "",
    "close_notes": "",
    "sys_id": "cf866683c3033100b12d9f2974d3ae1f",
    "contact_type": "web",
    "resolution_code": "",
    "probable_cause": "",
    "urgency": "3",
    "company": "",
    "major_case_state": "",
    "consumer": "",
    "activity_due": "",
    "comments": "",
    "approval": "",
    "due_date": "2016-08-04 20:36:23",
    "sys_mod_count": "0",
    "sys_tags": "",
    "active_account_escalation": "",
    "location": "",
    "category": "1",
    "account": {
      "banner_image_light": "",
      "country": "USA",
      "parent": "",
      "notes": "",
      "stock_symbol": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "discount": "",
      "active_escalation": "",
      "sys_updated_on": "2019-01-03 19:37:35",
      "apple_icon": "",
      "number": "ACCT0000001",
      "sys_updated_by": "admin",
      "fiscal_year": "",
      "sys_created_on": "2018-02-20 21:29:16",
      "contact": "4d147a386f0331003b3c498f5d3ee437",
      "stock_price": "",
      "state": "",
      "banner_image": "",
      "sys_created_by": "venki",
      "longitude": "-122.4005464",
      "zip": "94103",
      "profits": "0",
      "phone": "(626) 722-6999",
      "fax_phone": "",
      "name": "Boxeo",
      "banner_text": "",
      "account_code": "~~~~1",
      "primary": "false",
      "city": "San Francisco",
      "latitude": "37.7838391",
      "sys_class_name": "customer_account",
      "manufacturer": "false",
      "account_parent": "",
      "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
      "market_cap": "0",
      "num_employees": "",
      "rank_tier": "",
      "street": "747 Howard St",
      "vendor": "false",
      "lat_long_error": "",
      "theme": "",
      "vendor_type": "",
      "website": "www.boxeo.com",
      "revenue_per_year": "0",
      "publicly_traded": "false",
      "sys_mod_count": "9",
      "sys_tags": "",
      "partner": "false",
      "registration_code": "BOXEO",
      "vendor_manager": "",
      "account_path": "~~~~1",
      "primary_contact": "4d147a386f0331003b3c498f5d3ee437",
      "customer": "true"
    }
  }]
}
```


Case - POST /sn_customerservice/case

Creates a new Customer Service Management (CSM) case.

To use this endpoint, users must have the csm_ws_integration, sn_customerservice.customer, or sn_customerservice.consumer role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can create different types of cases depending on whether you are working in a business-to-business (B2B) or business-to-consumer (B2C) environment, or creating a case for an order or product.

In addition, you can create a social media profile for a contact, consumer, or account using this endpoint. To create a social media profile, you must specify the following parameters in the request body:

- *social_channel*
- *social_handle*
- *social_handle_type*
- *social_handle_url*
- *social_post_url*

All request body parameters are optional. Some parameters are only valid in one environment or the other (B2B or B2C), and are noted as such in the request body parameter descriptions. If you specify a contact, the account, case report, contract, and entitlement parameters are defaulted to the values defined in the contact/account records. If you specify an account, the case report, contract, and entitlement parameters are defaulted to the values defined in the account record (unless overridden by passed in parameters.) If you do not pass any parameters to the endpoint, the case record is created with only default information (defined in the table below) and instance generated values (*sys_ **). All other parameters are set with their equivalent of a null value. In addition to the list of parameters defined below, which define the parameters found in a base system, the endpoint also accepts custom case fields and any additional case fields configured in your instance. For additional information on these elements, refer to your specific table definitions [**System Definition** > **Tables**].

Warning: This endpoint does not perform parameter validation as doing so can create excessive overhead. If a request parameter is misspelled, is not valid for the type of case, or is not supported by the endpoint, it is either ignored without warning or can cause unexpected results. For example, if you create a consumer or contact for the wrong type of case or mismatch a contact with an account.

Warning: By default, external users who have the sn_customerservice.customer or sn_customerservice.consumer role can only set the account, asset, comments, consumer, contact, contact_type, partner, partner_contact, priority, product, short_description, and state fields using this endpoint.

Note: You can reference all sysparm query parameters using either their full name or their shortened name (without the *sysparm_* prefix). For example, for *sysparm_limit* you can also use *limit*.

URL format

Versioned URL: `/api/sn_customerservice/{api_version}/case`

Default URL: `/api/sn_customerservice/case`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Element	Description
account	Sys_id of the account associated with the case. Data type: String Default: If *contact* specified, defaults to account specified in contact record. Table: Account [customer_account]
active	Flag that indicates whether the case is open and active. Possible values: • true: Case is active • false: Case is closed Data type: Boolean Default: true
active_account_escalation	Sys_id of the active account escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
active_escalation	Sys_id of the active escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
activity_due	Date for which the associated case is expected to be completed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Data type: String
additional_assignee_list	List of the sys_ids of the additional persons (other than the primary assignee) that have been assigned to the account. Data type: Array Maximum: 4,000 Table: User [sys_user]
approval	String that describes the type of approval required. Possible values: • approved • cancelled • duplicate • not_required • not requested • rejected • requested Data type: String Maximum characters: 40 Default: not requested
assigned_to	Sys_id of the person assigned to the case. Table: User [sys_user] Data type: String
assignment_group	Sys_id of the customer service agent group assigned to the case. Data type: String Table: Group [sys_user_group]
business_duration	Length in calendar work hours, work days, and work weeks that it took to complete the case. Data type: String
business_impact	Impact of the issue on the associated customer. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Maximum characters: 4,000
business_service	Sys_id of the service record associated with the case. Data type: String Table: Service [cmdb_ci_service]
category	Case category. Possible values: • 0: Question • 1: Issue • 2: Feature Data type: Number (Integer) Default: 1
cause	Details about the cause of the problem. Data type: String Maximum length: 4,000
caused_by	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]
change	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]
child_case_creation_progress	Flag that indicates whether the case is a child case that was created from a major case. Possible values: • true: Child case created from a major case • false: Not a child case Data type: Boolean
close_notes	Notes made when the case was closed. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Maximum length: 4,000
closed_at	Date and time that the case was closed. Data type: String
closed_by	Sys_id of the user that closed the case. Data type: String Table: User [sys_user]
cmdb_ci	Sys_id of the configuration item associated with the case. Data type: String Table: Configuration Item [cmdb_ci]
comments	Additional comments about the case. Data type: String Maximum length: 4,000
company	Sys_id of the company associated with the case. Data type: String Table: Company [core_company]
consumer	Business-to-consumer cases only. Sys_id of the person to contact with regard to this case. Data type: String Table: Consumer [csm_consumer]
contact	Business-to-business based cases only. Sys_id of the person to contact regarding this case. Data type: String Table: Contact [customer_contact]
contact_time_zone	Time zone of the contact associated with the case. Data type: String Maximum length: 40
contact_type	Method in which the case was initially reported. Possible values: • chat • email

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	• phone • social • web Data type: String Maximum length: 40
contract	Sys_id of the contract associated with the case. This contract contains information about the type of support that is provided to the company associated to the case. A contract can include a company and contact and the specific assets that are covered. A contract can also include multiple service entitlements and SLAs. Data type: String Table: Contract [ast_contract]
correlation_display	Correlation display. Data type: String Maximum length: 100
correlation_id	Correlation identifier. Data type: String Maximum length: 100
delivery_plan	Sys_id of the parent execution plan for this case. Data type: String Table: Execution Plan [sc_cat_item_delivery_plan]
delivery_task	Sys_id of the execution plan task. Data type: String Table: Execution Plan Task [sc_cat_item_delivery_task]
description	Detailed description of the problem associated with the case. Data type: String Maximum length: 4,000
due_date	Date that the case is due to be closed. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
entitlement	Sys_id of the entitlement record associated with the case. Entitlements define the type of support that a customer receives as well as the supported communication channels. An entitlement can be associated with a product, an asset, an account, or a contract. Data type: String Table: Entitlement [service_entitlement]
escalation	Current escalation level. Possible values: • 0: Normal • 1: Moderate • 2: High • 3: Overdue Data type: Number (Integer) Default: 0
expected_start	Date and time when work is scheduled to begin on the case. Data type: String
first_response_time	Date and time when the first action was taken on the case. Data type: String
follow_the_sun	Flag that indicates whether the case should be handed-off for global follow-up. If a customer enters additional comments on a Priority 1 - Critical or a Priority 2 - High case, or if the case is escalated, the flag is automatically set to true. Possible values: • true: Case should be handed-off for global follow-up • false: Case shouldn't be handed-off for global follow-up Data type: Boolean Default: false
group_list	List of sys_ids of the group records associated with the case. Data type: Array Table: Group [sys_user_group]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
impact	Impact on customer. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
knowledge	Flag that indicates if there is a knowledge base article available for the specified issue. Possible values: • true: Knowledge base article is available for this issue • false: Knowledge base article is not available for this issue Data type: Boolean Default: false
location	Sys_id of the record describing the company location. Data type: String Table: Location [cmn_location]
made_sla	Flag that indicates whether the case was resolved in alignment with the associated service level agreement. Possible values: • true: Case was resolved in alignment with SLA • false: Case wasn't resolved according to the SLA Data type: Boolean Default: true
major_case_state	Current state of the major case. Possible values: • accepted: Initial state when a manager creates a major case or when a manager promotes a candidate case. • canceled: Case is canceled. • proposed: Initial state when an agent or manager creates or proposes a candidate case. • rejected: Manager rejected candidate case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Data type: String Maximum length: 40
notes_to_comments	Flag that indicates whether to add the resolution notes to the comments. Possible values: • true: Resolutions notes, when added, are also added to the comments • false: Resolution notes in comments aren't required Data type: Boolean
notify	Method to use to notify contact/consumer. Possible values: • 1: Do not notify • 2: Send email • 3: Telephone Data type: Number (Integer) Default: 1
number	Case number. Data type: String Maximum length: 40
opened_at	Date and time that the case was opened. Data type: String
opened_by	Sys_id of the person that initially opened the case. Data type: String Table: User [sys_user]
order	Order of the case. Data type: Number (Integer)
parent	Sys_id of the parent case to which this case (child) is associated. Data type: String Table: Task [task]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
partner	Sys_id of the partner associated with the case. Data type: String Table: Account [customer_account]
partner_contact	Sys_id of the partner contact associated with the case. Data type: String Table: Contact [customer_contact]
priority	Priority of the case. Possible values: • 1: Critical • 2: High • 3: Moderate • 4: Low Data type: Number (Integer) Default: 4
probable_cause	Possible cause of the issue associated with the case. Data type: String Maximum length: 4,000
problem	Sys_id of the issue that the customer is encountering. Data type: String Table: Problem [problem]
product	Sys_id of the product model of the asset associated to the case. A model is a specific version or configuration of an asset (for example, Apple Mac Book Pro). Data type: String Table: Product Model [cmdb_model]
reassignment_count	Number of times that the case was reassigned to a person that is responsible for moving the case forward. Data type: Number (Integer) Default: 0
recipient_list	Sys_id of the record that contains the list of recipients for communications about this case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Data type: String Table: Recipients List [sn_publications_recipients_list]
rejection_goto	Sys_id of the task to execute if the case is rejected. Data type: String Table: Task [task]
resolution_code	Resolution state for the case, such as "Solved - Fixed by Support/Guidance provided". Data type: String Maximum length: 40
resolved_at	Date and time that the case was resolved. Data type: String
resolved_by	Sys_id of the person that resolved the case. Data type: String Table: User [sys_user]
short_description	Concise description of the case. Data type: String Maximum length: 160
skills	List of the unique identifiers (sys_id) of the skills needed to complete the case. Data type: String Table: Skill [cmn_skill]
sla_due	Date/time at which the case must be closed based on the associated service level agreement. Data type: String
social_channel	Type of social media channel such as Twitter, Facebook, or Instagram. Data type: String
social_handle	User handle on the channel. Data type: String
social_handle_type	Type of case to associate the social media profile.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Valid values: • account • consumer • contact Data type: String
social_handle_url	URL of the user's social media handle. Data type: String
social_post_url	URL of the social message from which the case is being generated. Data type: String
state	Current state of the case. Possible values: • 1: New • 3: Closed • 6: Resolved • 10: Open • 18: Awaiting Info Data type: Number (Integer) Default: 1
subcategory	Case subcategory. Possible values: 0: Question Data type: Number (Integer) Default: 0
support_manager	Sys_id of the CSM manager assigned to the case. Data type: String Table: User [sys_user]
sync_driver	Flag that indicates whether there's driver synchronization. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	• true: Driver is synchronized • false: Driver isn't synchronized Data type: Boolean
sys_domain_path	Domain path. Data type: String Maximum length: 255 Default: /
time_worked	Total amount of time worked on the case. Data type: String
upon_approval	Action to take if the case is approved. Possible values: • do_nothing • proceed Data type: String Maximum length: 40 Default: proceed
upon_reject	Action to take if the case is rejected. Possible values: • cancel • goto Data type: String Maximum length: 40 Default: cancel
urgency	Urgency of the case. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Default: 3
user_input	Additional user input. Data type: String Maximum length: 4,000
variables	Name-value pairs of variables associated with the case. Data type: String Maximum length: 40
watch_list	List of sys_ids of the users who receive notifications about this case when additional comments are added or if the state of a case is changed to Resolved or Closed. Data type: Array Table: User [sys_user]
wf_activity	Sys_id of the workflow activity record associated with the case. Data type: String Table: Workflow Activity [wf_activity]
work_end	Date and time work ended on the case. Data type: String
work_notes_list	List of sys_ids of the internal users who receive notifications about this case when work notes are added. Data type: Array Table: User [sys_user]
work_start	Date and time that work started on the case. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	New case record was successfully created.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Element	Description
number	Associated case number. Data type: String
sys_id	Sys_id of the new case record created in the Case [sn_customerservice_case] table. Data type: String

Example: cURL request

The following example illustrates how to create a case based on a consumer and also create a new social media account that is associated with the case.

```
curl
 "https://instance.servicenow.com/api/sn_customerservice/case" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{ \
    consumer: \"cd97ef1ddb8bc7006b7a9646db9619ac\", \
    contact_type: \"social\", \
    priority: \"4\", \
    short_description: \"Consumer Test Case\", \
    social_channel: \"TWITTER\", \
    social_handle: \"consumertwo\", \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    social_handle_type: \"Consumer\", \
    social_handle_url: \"https://www.twitter.com/consumertwo\",
 \
    social_post_url:
 \"https://twitter.com/MuleSoft/status/829092185022750720\"}" \
--user "username":"password"
```

```
{
  "result": {
    "sys_id": "0397c743db436f0057c3fd441d96197f",
    "number": "CS0001005"
  }
}
```

Example: cURL request

The following example illustrates how to create a case for an account.

```
curl
 "https://instance.servicenow.com/api/sn_customerservice/case" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{ \
    account: \"051f62b0d7300200e5982cf65e610333\", \
    contact_type: \"phone\", \
    priority: \"1\", \
    short_description: \"Power Outage\"}" \
--user "username":"password"
```

```
{
  "result": {
    "sys_id": "b88366ffdb1b0b00216e9ee6db96190b",
    "number": "CS0001021"
  }
}
```

Example: cURL request

The following example illustrates how to create a case for a specific contact. Note that if an account is specified within the contact record, that account is automatically assigned to the case.

```
curl
 "https://instance.servicenow.com/api/sn_customerservice/case" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{ \
    contact: \"62fe1c97db76c3006b7a9646db961999\", \
    contact_type: \"phone\", \
    priority: \"3\", \
    short_description: \"Power Outage\"}" \
--user "username":"password"
```

```
{
  "result": {
    "sys_id": "bf916affdb1b0b00216e9ee6db961937",
    "number": "CS0001013"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

Case - PUT /sn_customerservice/case/{id}

Updates the specified existing Customer Service Management (CSM) case with the passed-in parameters.

Warning: This endpoint does not perform parameter validation as doing so can create excessive overhead. If a request parameter is misspelled, is not valid for the type of case, or is not supported by the endpoint, it is either ignored without warning or can cause unexpected results. For example, if you create a consumer or contact for the wrong type of case or mismatch a contact with an account.

Warning: By default, external users who have the sn_customerservice.customer or sn_customerservice.consumer role can only set the comments and state fields using this endpoint. Admins can enable external users to set additional fields by specifying the field names in the UPDATE_ALLOWED_FIELDS array defined in the *CaseRESTAPIValidatorForExternalUser* script include. Exercise caution when adding new fields to this array, as there may not be existing validators for input into those fields. For more information on script includes, see Script includes.

Note: You can reference all sysparm query parameters using either their full name or their shortened name (without the *sysparm_* prefix). For example, for *sysparm_limit* you can also use *limit*.

URL format

Versioned URL: `/api/sn_customerservice/{api_version}/case/{id}`

Default URL: `/api/sn_customerservice/case/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the case to update. Table: Case [sn_customerservice_case]

Query parameters

Name	Description
sysparm_display_value	Determines the type of data returned, either the actual values from the database or the display values of the fields. Display values are

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	manipulated based on the actual value in the database and user or system settings and preferences. If returning display values, the value that is returned is dependent on the field type. • Choice fields: The database value may be a number, but the display value will be more descriptive. • Date fields: The database value is in UTC format, while the display value is based on the user's time zone. • Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context. • Reference fields: The database value is sys_id, but the display value is a display field of the referenced record. Data type: String Valid values: • true: Returns the display values for all fields. • false: Returns the actual values from the database. • all: Returns both actual and display values. Default: false **Note:** There is no preferred method for setting this parameter. However, specifying the display value may cause performance issues since it is not reading directly from the database and may include referencing other fields and records. For more information on display values and actual values, see Table API FAQs (KB0534905).
sysparm_fields	Comma-separated list of fields to return in the response. Invalid fields are ignored. Data type: String Default: Return all fields.
sysparm_get_case_details	Flag that indicates whether to return the updated case record. Valid values: • true: Return updated case record. • false: Do not return the updated case record. Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Element	Description
account	Sys_id of the account associated with the case. Data type: String Default: If *contact* specified, defaults to account specified in contact record. Table: Account [customer_account]
active	Flag that indicates whether the case is open and active. Possible values: • true: Case is active • false: Case is closed Data type: Boolean Default: true
active_account_escalation	Sys_id of the active account escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
active_escalation	Sys_id of the active escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
activity_due	Date for which the associated case is expected to be completed. Data type: String
additional_assignee_list	List of the sys_ids of the additional persons (other than the primary assignee) that have been assigned to the account. Data type: Array Maximum: 4,000 Table: User [sys_user]
approval	String that describes the type of approval required. Possible values: • approved • cancelled • duplicate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	• not_required • not requested • rejected • requested Data type: String Maximum characters: 40 Default: not requested
assigned_to	Sys_id of the person assigned to the case. Table: User [sys_user] Data type: String
assignment_group	Sys_id of the customer service agent group assigned to the case. Data type: String Table: Group [sys_user_group]
business_duration	Length in calendar work hours, work days, and work weeks that it took to complete the case. Data type: String
business_impact	Impact of the issue on the associated customer. Data type: String Maximum characters: 4,000
business_service	Sys_id of the service record associated with the case. Data type: String Table: Service [cmdb_ci_service]
category	Case category. Possible values: • 0: Question • 1: Issue • 2: Feature Data type: Number (Integer) Default: 1

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
cause	Details about the cause of the problem. Data type: String Maximum length: 4,000
caused_by	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]
change	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]
child_case_creation_progress	Flag that indicates whether the case is a child case that was created from a major case. Possible values: • true: Child case created from a major case • false: Not a child case Data type: Boolean
close_notes	Notes made when the case was closed. Data type: String Maximum length: 4,000
closed_at	Date and time that the case was closed. Data type: String
closed_by	Sys_id of the user that closed the case. Data type: String Table: User [sys_user]
cmdb_ci	Sys_id of the configuration item associated with the case. Data type: String Table: Configuration Item [cmdb_ci]
comments	Additional comments about the case. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Maximum length: 4,000
company	Sys_id of the company associated with the case. Data type: String Table: Company [core_company]
consumer	Business-to-consumer cases only. Sys_id of the person to contact with regard to this case. Data type: String Table: Consumer [csm_consumer]
contact	Business-to-business based cases only. Sys_id of the person to contact regarding this case. Data type: String Table: Contact [customer_contact]
contact_time_zone	Time zone of the contact associated with the case. Data type: String Maximum length: 40
contact_type	Method in which the case was initially reported. Possible values: • chat • email • phone • social • web Data type: String Maximum length: 40
contract	Sys_id of the contract associated with the case. This contract contains information about the type of support that is provided to the company associated to the case. A contract can include a company and contact and the specific assets that are covered. A contract can also include multiple service entitlements and SLAs. Data type: String Table: Contract [ast_contract]
correlation_display	Correlation display.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Data type: String Maximum length: 100
correlation_id	Correlation identifier. Data type: String Maximum length: 100
delivery_plan	Sys_id of the parent execution plan for this case. Data type: String Table: Execution Plan [sc_cat_item_delivery_plan]
delivery_task	Sys_id of the execution plan task. Data type: String Table: Execution Plan Task [sc_cat_item_delivery_task]
description	Detailed description of the problem associated with the case. Data type: String Maximum length: 4,000
due_date	Date that the case is due to be closed. Data type: String
entitlement	Sys_id of the entitlement record associated with the case. Entitlements define the type of support that a customer receives as well as the supported communication channels. An entitlement can be associated with a product, an asset, an account, or a contract. Data type: String Table: Entitlement [service_entitlement]
escalation	Current escalation level. Possible values: • 0: Normal • 1: Moderate • 2: High • 3: Overdue Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Default: 0
expected_start	Date and time when work is scheduled to begin on the case. Data type: String
first_response_time	Date and time when the first action was taken on the case. Data type: String
follow_the_sun	Flag that indicates whether the case should be handed-off for global follow-up. If a customer enters additional comments on a Priority 1 - Critical or a Priority 2 - High case, or if the case is escalated, the flag is automatically set to true. Possible values: • true: Case should be handed-off for global follow-up • false: Case shouldn't be handed-off for global follow-up Data type: Boolean Default: false
group_list	List of sys_ids of the group records associated with the case. Data type: Array Table: Group [sys_user_group]
impact	Impact on customer. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
knowledge	Flag that indicates if there is a knowledge base article available for the specified issue. Possible values: • true: Knowledge base article is available for this issue • false: Knowledge base article is not available for this issue Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Default: false
location	Sys_id of the record describing the company location. Data type: String Table: Location [cmn_location]
made_sla	Flag that indicates whether the case was resolved in alignment with the associated service level agreement. Possible values: • true: Case was resolved in alignment with SLA • false: Case wasn't resolved according to the SLA Data type: Boolean Default: true
major_case_state	Current state of the major case. Possible values: • accepted: Initial state when a manager creates a major case or when a manager promotes a candidate case. • canceled: Case is canceled. • proposed: Initial state when an agent or manager creates or proposes a candidate case. • rejected: Manager rejected candidate case. Data type: String Maximum length: 40
notes_to_comments	Flag that indicates whether to add the resolution notes to the comments. Possible values: • true: Resolutions notes, when added, are also added to the comments • false: Resolution notes in comments aren't required Data type: Boolean
notify	Method to use to notify contact/consumer. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	• 1: Do not notify • 2: Send email • 3: Telephone Data type: Number (Integer) Default: 1
number	Case number. Data type: String Maximum length: 40
opened_at	Date and time that the case was opened. Data type: String
opened_by	Sys_id of the person that initially opened the case. Data type: String Table: User [sys_user]
order	Order of the case. Data type: Number (Integer)
parent	Sys_id of the parent case to which this case (child) is associated. Data type: String Table: Task [task]
partner	Sys_id of the partner associated with the case. Data type: String Table: Account [customer_account]
partner_contact	Sys_id of the partner contact associated with the case. Data type: String Table: Contact [customer_contact]
priority	Priority of the case. Possible values: • 1: Critical • 2: High

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	• 3: Moderate • 4: Low Data type: Number (Integer) Default: 4
probable_cause	Possible cause of the issue associated with the case. Data type: String Maximum length: 4,000
problem	Sys_id of the issue that the customer is encountering. Data type: String Table: Problem [problem]
product	Sys_id of the product model of the asset associated to the case. A model is a specific version or configuration of an asset (for example, Apple Mac Book Pro). Data type: String Table: Product Model [cmdb_model]
reassignment_count	Number of times that the case was reassigned to a person that is responsible for moving the case forward. Data type: Number (Integer) Default: 0
recipient_list	Sys_id of the record that contains the list of recipients for communications about this case. Data type: String Table: Recipients List [sn_publications_recipients_list]
rejection_goto	Sys_id of the task to execute if the case is rejected. Data type: String Table: Task [task]
resolution_code	Resolution state for the case, such as "Solved - Fixed by Support/Guidance provided". Data type: String Maximum length: 40
resolved_at	Date and time that the case was resolved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Data type: String
resolved_by	Sys_id of the person that resolved the case. Data type: String Table: User [sys_user]
short_description	Concise description of the case. Data type: String Maximum length: 160
skills	List of the unique identifiers (sys_id) of the skills needed to complete the case. Data type: String Table: Skill [cmn_skill]
sla_due	Date/time at which the case must be closed based on the associated service level agreement. Data type: String
social_channel	Type of social media channel such as Twitter, Facebook, or Instagram. Data type: String
social_handle	User handle on the channel. Data type: String
social_handle_type	Type of case to associate the social media profile. Valid values: • account • contact • consumer Data type: String
social_handle_url	URL of the user's social media handle. Data type: String
social_post_url	URL of the social message from which the case is being generated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
state	Current state of the case. Possible values: • 1: New • 3: Closed • 6: Resolved • 10: Open • 18: Awaiting Info Data type: Number (Integer) Default: 1
subcategory	Case subcategory. Possible values: 0: Question Data type: Number (Integer) Default: 0
support_manager	Sys_id of the CSM manager assigned to the case. Data type: String Table: User [sys_user]
sync_driver	Flag that indicates whether there's driver synchronization. Possible values: • true: Driver is synchronized • false: Driver isn't synchronized Data type: Boolean
sys_domain_path	Domain path. Data type: String Maximum length: 255 Default: /
time_worked	Total amount of time worked on the case. Data type: String
upon_approval	Action to take if the case is approved. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	• do_nothing • proceed Data type: String Maximum length: 40 Default: proceed
upon_reject	Action to take if the case is rejected. Possible values: • cancel • goto Data type: String Maximum length: 40 Default: cancel
urgency	Urgency of the case. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
user_input	Additional user input. Data type: String Maximum length: 4,000
variables	Name-value pairs of variables associated with the case. Data type: String Maximum length: 40
watch_list	List of sys_ids of the users who receive notifications about this case when additional comments are added or if the state of a case is changed to Resolved or Closed. Data type: Array Table: User [sys_user]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
wf_activity	Sys_id of the workflow activity record associated with the case. Data type: String Table: Workflow Activity [wf_activity]
work_end	Date and time work ended on the case. Data type: String
work_notes_list	List of sys_ids of the internal users who receive notifications about this case when work notes are added. Data type: Array Table: User [sys_user]
work_start	Date and time that work started on the case. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Element	Description
account	Sys_id of the account record associated with the case. Data type: String Table: Account [customer_account]
account	Account details. Data type: Object `"account": { "account_code": "String", "account_parent": "String", "account_path": "String", "active_escalation": "String", "apple_icon": Image, "banner_image": Image, "banner_image_light": Image, "banner_text": "String", "city": "String", "contact": "String", "country": "String", "customer": "String", "discount": "String", "fax_phone": "String", "fiscal_year": "String", "lat_long_error": "String", "latitude": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"longitude": "String", "market_cap": "String", "name": "String", "notes": "String", "num_employees": Number, "number": "String", "parent": "String", "partner": "String", "phone": "String", "primary": Boolean, "primary_contact": "String", "profits": Number, "publicly_traded": Boolean, "rank_tier": "String", "registration_code": "String", "revenue_per_year": Number, "state": "String", "stock_price": "String", "stock_symbol": "String", "street": "String", "sys_class_name": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_mod_count": Number, "sys_updated_by": "String", "sys_updated_on": "String", "theme": "String", "vendor": Boolean, "vendor_manager": "String", "vendor_type": "String", "website": "String", "zip": "String }
account.account_code	Unique combination of values that an application uses to identify

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	budget forecasts and budget plans. Data type: String Maximum length: 255
account.account_parent	Sys_id of the parent account of this account. Located in the Account [customer_account] table. Data type: String
account.account_path	Path from the parent to the child accounts in the account hierarchy. Data type: String Maximum length: 255
account.active_escalation	Sys_id of the active escalation associated with the account. Data type: String Table: Escalation [sn_customerservice_escalation]
account.apple_icon	Icon for iPhone home page bookmarks. Data type: Image
account.banner_image	Banner image that appears on the customer portal. Data type: Image
account.banner_image_light	Small banner image. Data type: Image
account.banner_text	Banner text that appears on the customer portal. Data type: String Maximum length: 4,000
account.city	City in which the company that is associated with this account resides. Data type: String Maximum length: 50

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
account.contact	Sys_id of a contact record associated with this account. Data type: String Table: User [sys_user]
account.country	Country in which the company that is associated with this account resides. Data type: String Maximum length: 40 Default: USA
account.customer	Flag that indicates whether the account is a customer account, as opposed to a partner account. Possible values: • true: Customer account • false: Partner account Data type: Boolean Default: false
account.discount	Discount given to the account on purchases. Data type: Number Maximum length: 15
account.fax_phone	Primary fax phone number for the company associated with this account. Data type: String Maximum length: 40
account.fiscal_year	Fiscal year for the company associated with the account. Data type: String
account.lat_long_error	Difference in the actual location as compared to latitude and longitude information. Data type: String Maximum length: 1,000

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
account.latitude	Latitude of the company associated with this account. Data type: Number (floating point number) Maximum length: 40
account.longitude	Longitude of the company associated with this account. Data type: Number (floating point number) Maximum length: 40
account.manufacturer	Flag that indicates whether the company associated with this account manufactures goods. Possible values: • true: Manufactures goods • false: Does not manufacture goods Data type: Boolean Default: false
account.market_cap	Market value of the associated company's publicly traded stock shares. Data type: Number (currency) Maximum length: 20
account.name	Name of the company associated with this account. Data type: String Maximum length: 80
account.notes	Additional information about the company. Data type: String Maximum length: 4,000
account.num_employees	Number of people employed by the company. Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
account.number	Number that identifies this account. Data type: String Maximum length: 40
account.parent	Sys_id of the parent account of this account. Data type: String Table: Company [core_company]
account.partner	Flag that indicates whether the account is a partner account or a customer account. Possible values: • true: Partner account • false: Customer account Data type: Boolean Default: false
account.phone	Primary phone number for the company. Data type: String
account.primary	Flag that indicates whether this is a primary account. Possible values: • true: Primary account • false: Secondary account Data type: Boolean Default: false
account.primary_contact	Sys_id of the primary contact for the account. Data type: String Table: Contact [customer_contact]
account.profits	Profit information entered for this account. Data type: Number (Currency)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
account.publicly_traded	Flag that indicates whether the company associated with this account is publicly traded on the stock exchange. Possible values: • true: Publicly traded • false: Private company Data type: Boolean
account.rank_tier	Type of account. Possible values: • blacklist • other • strategic • tactical • valued Data type: String Maximum length: 40
account.registration_code	Unique code that customers use when requesting a login on the customer portal. This code provides a method for validating the customer on the company before granting access. Data type: String Maximum length: 40
account.revenue_per_year	Revenue produced by the company associated with this account. Data type: Number (Currency) Maximum length: 20
account.state	State in which the company resides. Data type: String Maximum length: 40
account.stock_price	Price of the company stock.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40
account.stock_symbol	Stock symbol of the company. Data type: String Maximum length: 40
account.street	Street address of the company. Data type: String Maximum length: 255
account.sys_class_name	Table that contains the associated account record. Data type: String
account.sys_created_by	User that originally created the account. Data type: String Maximum length: 40
account.sys_created_on	Date and time that the account was originally created. Data type: String
account.sys_id	Sys_id for the account record. Data type: String
account.sys_mod_count	Number of times the account information has been updated. Data type: Number (Integer)
account.sys_updated_by	User that last modified the account information. Data type: String Maximum length: 40
account.sys_updated_on	Date and time the account information was last updated. Data type: String
account.theme	Sys_id of the customer portal theme used by this account. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Theme [sys_ui_theme]
account.vendor	Flag that indicates whether the company associated with this account is a vendor. Possible values: • true: Vendor • false: Not a vendor Data type: Boolean Default: false
account.vendor_manager	List of sys_ids of the vendor managers for the account. Data type: String Table: User [sys_user]
account.vendor_type	List of sys_ids of the type of vendor such as, applications, hardware, services, or software. Data type: String Table: Vendor Type [vendor_type]
account.website	URL of the website for the company. Data type: String Maximum length: 1,024
account.zip	Zip code of the company. Data type: String Maximum length: 40
active	Flag that indicates whether the case is open and active. Possible values: • true: Case is active • false: Case is closed Data type: Boolean Default: true

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
active_account_escalation	Sys_id of the active account escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
active_escalation	Sys_id of the active escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
activity_due	Date for which the associated case is expected to be completed. Data type: String
additional_assignee_list	List of the sys_ids of the additional persons (other than the primary assignee) that have been assigned to the account. Data type: Array Maximum: 4,000 Table: User [sys_user]
approval	String that describes the type of approval required. Possible values: • approved • cancelled • duplicate • not_required • not requested • rejected • requested Data type: String Maximum characters: 40 Default: not requested
approval_history	List of all approvals associated with the case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum characters: 4,000
approval_set	Date and time that the associated action was approved. Data type: String
asset	Sys_id of the asset record associated with the case. Data type: String Table: Asset [alm_asset]
assigned_to	Sys_id of the person assigned to the case. Table: User [sys_user] Data type: String
assignment_group	Sys_id of the customer service agent group assigned to the case. Data type: String Table: Group [sys_user_group]
business_duration	Length in calendar work hours, work days, and work weeks that it took to complete the case. Data type: String
business_impact	Impact of the issue on the associated customer. Data type: String Maximum characters: 4,000
business_service	Sys_id of the service record associated with the case. Data type: String Table: Service [cmdb_ci_service]
case	Case short description and case number. Data type: String Maximum length: 300

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
case_report	Sys_id of the associated case report. Data type: String Table: Case Report [sn_customerservice_case_report]
category	Case category. Possible values: • 0: Question • 1: Issue • 2: Feature Data type: Number (Integer) Default: 1
cause	Details about the cause of the problem. Data type: String Maximum length: 4,000
caused_by	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]
change	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]
child_case_creation_progress	Flag that indicates whether the case is a child case that was created from a major case. Possible values: • true: Child case created from a major case • false: Not a child case Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
closed_at	Date and time that the case was closed. Data type: String
closed_by	Sys_id of the user that closed the case. Data type: String Table: User [sys_user]
close_notes	Notes made when the case was closed. Data type: String Maximum length: 4,000
cmdb_ci	Sys_id of the configuration item associated with the case. Data type: String Table: Configuration Item [cmdb_ci]
comments	Additional comments about the case. Data type: String Maximum length: 4,000
comments_and_work_notes	Comments and work notes entered for the case. Data type: String Maximum length: 4,000
company	Sys_id of the company associated with the case. Data type: String Table: Company [core_company]
consumer	Business-to-consumer cases only. Sys_id of the person to contact with regard to this case. Data type: String Table: Consumer [csm_consumer]
consumer	Array of parameters for business-to-consumer cases.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
consumer.active	Flag that indicates whether the consumer is active. Possible values: • true: Consumer active • false: Consumer de-activated Data type: Boolean Default: true
consumer.business_phone	Business phone number of the consumer. Data type: String Maximum length: 40
consumer.city	City in which the consumer resides. Data type: String Maximum length: 100
consumer.country	Country in which the consumer resides. Data type: String Maximum length: 40
consumer.date_format	Format in which to display dates. Valid values: • dd-mm-yyyy • dd/mm/yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
consumer.email	Email address of the consumer. Data type: String Maximum length: 100

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
consumer.fax	Fax number of the consumer. Data type: String Maximum length: 40
consumer.first_name	Consumer first name. Data type: String Maximum length: 50
consumer.gender	Gender of the consumer. Data type: String Maximum length: 40
consumer.home_phone	Home phone number of the consumer. Data type: String Maximum length: 40
consumer.household	Sys_id of the record that describes the household characteristics. Data type: String Table: Household [csm_household]
consumer.last_name	Consumer last name. Data type: String Maximum length: 50
consumer.middle_name	Consumer middle name. Data type: String Maximum length: 50
consumer.mobile_phone	Consumer mobile phone number. Data type: String Maximum length: 40
consumer.name	Consumer full name; first_name +middle_name+last_name. Data type: String Maximum length: 152

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
consumer.notes	Notes on consumer. Data type: String Maximum length: 4,000
consumer.notification	Indicates whether the consumer should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Maximum length: 40 Default: 2
consumer.number	Unique number associated with the consumer. Data type: String Maximum length: 40
consumer.photo	Photo of the consumer. Data type: Image
consumer.preferred_language	Consumer primary language. Data type: String Maximum length: 3
consumer.prefix	Consumer name prefix such as, Dr., Mr., Mrs., or Ms. Data type: String Maximum length: 40
consumer.primary	Flag that indicates whether this is the primary consumer. Possible values: • true: Primary consumer • false: Not primary consumer Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
consumer.state	State in which the consumer resides. Data type: String Maximum length: 100
consumer.street	Consumer street address. Data type: String Maximum length: 255
consumer.suffix	Consumer name suffix such as Jr., Sr., or II. Data type: String
consumer.sys_created_by	User that created the consumer record. Data type: String Maximum length: 40
consumer.sys_created_on	Date and time the consumer record was originally created. Data type: String
consumer.sys_domain	ServiceNow domain in which the consumer information resides. Data type: String
consumer.sys_id	Unique identifier for the consumer. Data type: String
consumer.sys_mod_count	Number of times that the associated consumer information has been modified. Data type: Number (Integer)
consumer.sys_updated_by	User that last updated the consumer information. Data type: String Maximum length: 40
consumer.sys_updated_on	Date and time when the consumer information was last updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
consumer.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: blank (system time format)
consumer.time_zone	Consumer time zone, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
consumer.title	Consumer business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
consumer.user	Sys_id of the consumer user. Data type: String Table: Consumer User [csm_consumer_user]
consumer.zip	Consumer zip code. Data type: String Maximum length: 40
contact	Business-to-business based cases only. Sys_id of the person to contact regarding this case. Data type: String Table: Contact [customer_contact]
contact	Array of contact parameters for business-to-business cases.
contact.account	Sys_id of the account record to which the contact is associated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Table: Account [customer_account]
contact.active	Flag that indicates whether the contact is active within the system. Possible values: • true: Contact is active • false: Contact is inactive Data type: Boolean Default: true
contact.agent_status	Status of the agent. Possible values: • Off work • On break • On route • On site Data type: String Maximum length: 40
contact.building	Sys_id of the record that describes the building in which the contact resides. Data type: String Table: Building [cmn_building]
contact.calendar_integration	Calendar application that the contact uses. 1: Outlook Data type: Number (Integer) Default: 1
contact.city	City in which the contact resides. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
contact.company	Sys_id of the company record to which the contact is associated. Data type: String Table: Company [core_company]
contact.cost_center	Sys_id of the cost center associated with the contact. Data type: String Table: Cost Center [cmn_cost_center]
contact.country	Country code of the country in which the contact resides. Data type: String Maximum length: 3
contact.date_format	Format in which to display dates to contacts. Valid values: • dd/mm/yyyy • dd-mm-yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
contact.default_perspective	Sys_id of the default perspective for the contact. Data type: String Table: Menu List [sys_perspective]
contact.department	Sys_id of the department associated with the contact. Data type: String Table: Department [cmn_department]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
contact.edu_status	Education status of the associated contact. Data type: String Maximum length: 40 Default: faculty
contact.email	Contact email address. Data type: String
contact.employee_number	Contact employee number. Data type: String
contact.enable_multifactor_authn	Flag that indicates whether multifactor authorization is required for the contact to log in to the service portal. Possible values: • true: Multifactor authorization enabled • false: Multifactor authorization disabled Data type: Boolean Default: false
contact.failed_attempts	Number of failed log in attempts. Data type: Number (Integer)
contact.first_name	Contact first name. Data type: String Maximum length: 50
contact.gender	Contact gender. Data type: String Maximum length: 40
contact.geolocation_tracked	Flag that indicates whether the contact location is obtained through geotracking. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• true: Contact location obtained through geotracking • false: Contact location not obtained through geotracking Data type: Boolean Default value: false
contact.home_phone	Contact home phone number. Data type: String Maximum length: 40
contact.internal_integration_user	Flag that indicates whether the contact is an internal integration user. Possible values: • true: Internal integration user • false: Other type of user Data type: Boolean Default: false
contact.introduction	Introduction Data type: String Maximum length: 40
contact.last_login	Date on which the contact last logged into the system. Data type: String (Date)
contact.last_login_device	Device the consumer used the last time they logged in to the system. Data type: String Maximum length: 40
contact.last_login_time	Date and time the contact logged in to the system. Data type: String (Date/time)
contact.last_name	Contact last name. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 50
contact.last_position_update	Date and time the last position was updated. Data type: String (Date/time)
contact.latitude	Latitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
contact.ldap_server	Sys_id of the LDAP server used by the contact to last log in to the system. Data type: String Table: LDAP Server [ldap_server_config]
contact.location	Sys_id of the record that describes the location of the contact Data type: String Table: Location [cmn_location]
contact.locked_out	Flag that indicates if the contact is locked-out. Possible values: • true: Contact locked-out • false: Contact not locked-out Data type: Boolean Default: false
contact.longitude	Longitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
contact.manager	Sys_id of the record that describes the direct supervisor of the contact. Data type: String Table: User [sys_user]
contact.middle_name	Contact middle name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Number (Floating point) Maximum length: 50
contact.mobile_phone	Contact mobile phone number. Data type: String Maximum length: 40
contact.name	Contact full name. Data type: String Maximum length: 151
contact.notification	Indicates whether the contact should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Default: 2
contact.on_schedule	Indicates the timeliness of dispatched service personnel. Valid values: • Ahead: Ahead of schedule. • behind_less30: Behind schedule, but less than 30 minutes. • behind_30to60: Behind schedule between 30 and 60 minutes. • behind_more60: Behind schedule more than 60 minutes. • on_time: On schedule. Data type: String Maximum length: 40
contact.phone	Contact business phone number. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
contact.photo	Photo image of the contact. Data type: String
contact.preferred_language	Country code of the contact primary language. Data type: String Maximum length: 3
contact.roles	List of user roles associated with the contact. Data type: String Maximum length: 40
contact.schedule	Sys_id of the record that describes the work schedule for the associated contact. Data type: String Table: Schedule [cmn_schedule]
contact.source	Source of the contact. Data type: String Maximum length: 255
contact.state	State in which the contact resides. Data type: String Maximum length: 40
contact.street	Contact street address. Data type: String Maximum length: 255
contact.sys_class_name	Table that contains the contact record. Data type: String Maximum length: 80
contact.sys_created_by	User that originally created the associated contact record. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
contact.sys_created_on	Data and time the associated contact was originally created. Data type: String (Date/time)
contact.sys_domain	ServiceNow instance domain of the associated contact record. Data type: String
contact.sys_domain_path	Contact record domain path. Data type: String Maximum length: 255 Default: / (global)
contact.sys_id	Unique identifier for the associated contact record. Data type: String
contact.sys_mod_count	Number of times that the associated contact record has been modified. Data type: Number (Integer)
contact.sys_tags	System tags for the content. Data type: String
contact.sys_updated_by	User that last updated the associated contact information. Data type: String Maximum length: 40
contact.sys_updated_on	Data and time the associated contact information was updated. Data type: String (Date/time)
contact.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40 Default: Blank (system time format)
contact.time_sheet_policy	Sys_id of the record that contains the time sheet policy for the associated contact. Data type: String Table: Time Sheet Policy [time_sheet_policy]
contact.time_zone	Time zone in which the contact resides, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
contact.title	Contact business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
contact.user_name	Contact user ID. Data type: String Maximum length: 40
contact.vip	Flag that indicates whether the associated contact has VIP status. Possible values: • true: VIP • false: Not VIP Data type: Boolean Default: false
contact.web_service_access_only	Flag that indicates whether the contact can only access services through the web. Possible values: • true: Web access only • false: Access through all available methods

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Boolean Default: false
contact.zip	Contact zip code. Data type: String Maximum length: 40
contact_local_time	Contact local time. Data type: String Maximum length: 70
contact_time_zone	Time zone of the contact associated with the case. Data type: String Maximum length: 40
contact_type	Method in which the case was initially reported. Possible values: • chat • email • phone • social • web Data type: String Maximum length: 40
contract	Sys_id of the contract associated with the case. This contract contains information about the type of support that is provided to the company associated to the case. A contract can include a company and contact and the specific assets that are covered. A contract can also include multiple service entitlements and SLAs. Data type: String Table: Contract [ast_contract]
correlation_display	Correlation display. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 100
correlation_id	Correlation identifier. Data type: String Maximum length: 100
delivery_plan	Sys_id of the parent execution plan for this case. Data type: String Table: Execution Plan [sc_cat_item_delivery_plan]
delivery_task	Sys_id of the execution plan task. Data type: String Table: Execution Plan Task [sc_cat_item_delivery_task]
description	Detailed description of the problem associated with the case. Data type: String Maximum length: 4,000
due_date	Date that the case is due to be closed. Data type: String
entitlement	Sys_id of the entitlement record associated with the case. Entitlements define the type of support that a customer receives as well as the supported communication channels. An entitlement can be associated with a product, an asset, an account, or a contract. Data type: String Table: Entitlement [service_entitlement]
escalation	Current escalation level. Possible values: • 0: Normal • 1: Moderate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• 2: High • 3: Overdue Data type: Number (Integer) Default: 0
expected_start	Date and time when work is scheduled to begin on the case. Data type: String
first_response_time	Date and time when the first action was taken on the case. Data type: String
follow_the_sun	Flag that indicates whether the case should be handed-off for global follow-up. If a customer enters additional comments on a Priority 1 - Critical or a Priority 2 - High case, or if the case is escalated, the flag is automatically set to true. Possible values: • true: Case should be handed-off for global follow-up • false: Case shouldn't be handed-off for global follow-up Data type: Boolean Default: false
follow_up	Date and time of the next follow-up action. Data type: String
group_list	List of sys_ids of the group records associated with the case. Data type: Array Table: Group [sys_user_group]
impact	Impact on customer. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
knowledge	Flag that indicates if there is a knowledge base article available for the specified issue. Possible values: • true: Knowledge base article is available for this issue • false: Knowledge base article is not available for this issue Data type: Boolean Default: false
location	Sys_id of the record describing the company location. Data type: String Table: Location [cmn_location]
made_sla	Flag that indicates whether the case was resolved in alignment with the associated service level agreement. Possible values: • true: Case was resolved in alignment with SLA • false: Case wasn't resolved according to the SLA Data type: Boolean Default: true
major_case_state	Current state of the major case. Possible values: • accepted: Initial state when a manager creates a major case or when a manager promotes a candidate case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• canceled: Case is canceled. • proposed: Initial state when an agent or manager creates or proposes a candidate case. • rejected: Manager rejected candidate case. Data type: String Maximum length: 40
needs_attention	Flag that indicates whether the case needs attention. Possible values: • true: Case needs additional attention • false: Case doesn't need additional attention Data type: Boolean Default: false
notes_to_comments	Flag that indicates whether to add the resolution notes to the comments. Possible values: • true: Resolutions notes, when added, are also added to the comments • false: Resolution notes in comments aren't required Data type: Boolean
notify	Method to use to notify contact/ consumer. Possible values: • 1: Do not notify • 2: Send email • 3: Telephone Data type: Number (Integer) Default: 1
number	Case number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40
opened_at	Date and time that the case was opened. Data type: String
opened_by	Sys_id of the person that initially opened the case. Data type: String Table: User [sys_user]
order	Order of the case. Data type: Number (Integer)
parent	Sys_id of the parent case to which this case (child) is associated. Data type: String Table: Task [task]
partner	Sys_id of the partner associated with the case. Data type: String Table: Account [customer_account]
partner_contact	Sys_id of the partner contact associated with the case. Data type: String Table: Contact [customer_contact]
priority	Priority of the case. Possible values: • 1: Critical • 2: High • 3: Moderate • 4: Low Data type: Number (Integer) Default: 4

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
probable_cause	Possible cause of the issue associated with the case. Data type: String Maximum length: 4,000
problem	Sys_id of the issue that the customer is encountering. Data type: String Table: Problem [problem]
product	Sys_id of the product model of the asset associated to the case. A model is a specific version or configuration of an asset (for example, Apple Mac Book Pro). Data type: String Table: Product Model [cmdb_model]
reassignment_count	Number of times that the case was reassigned to a person that is responsible for moving the case forward. Data type: Number (Integer) Default: 0
recipient_list	Sys_id of the record that contains the list of recipients for communications about this case. Data type: String Table: Recipients List [sn_publications_recipients_list]
rejection_goto	Sys_id of the task to execute if the case is rejected. Data type: String Table: Task [task]
resolution_code	Resolution state for the case, such as "Solved - Fixed by Support/ Guidance provided". Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
resolved_at	Date and time that the case was resolved. Data type: String
resolved_by	Sys_id of the person that resolved the case. Data type: String Table: User [sys_user]
result	List of values for the requested field. Data type: Array of Objects `"result": [ { "label": "String", "value": "String" } ]`
result.label	Display value for the field value. Data type: String
result.value	Field value. Data type: String
short_description	Concise description of the case. Data type: String Maximum length: 160
skills	List of the unique identifiers (sys_id) of the skills needed to complete the case. Data type: String Table: Skill [cmn_skill]
sla_due	Date/time at which the case must be closed based on the associated service level agreement. Data type: String
sn_app_cs_social_social_profile	Details for a specific social media profile, such as Facebook, Twitter, or YouTube. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"sn_app_cs_social_social_profile": [{ "account": "String", "channel": [Array], "contact": {Object}, "consumer": {Object}, "created_on": "String", "profile": "String", "profile_url": "String", "social_id": "String", "source": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_mod_count": Number, "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]
sn_app_cs_social_social_profile.account	Unique identifier of the record containing account information for the social media profile. Located in the Account [customer_account] table. Data type: String
sn_app_cs_social_social_profile.channel	Details on the associated social media profile channel. Data type: Object "channel": { "name": "String", "sys_class_name": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"sys_created_by": "String", "sys_created_on": "String", "sys_mod_count": Number, "sys_package": "String", "sys_policy": "String", "sys_scope": "String", "sys_tags": "String", "sys_update_name": "String", "sys_updated_by": "String", "sys_updated_on": "String" }
sn_app_cs_social_social_profile.channel.name	Name of the social media channel. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.channel.sys_class_name	Table that contains the social media channel record. Data type: String Maximum length: 80
sn_app_cs_social_social_profile.channel.sys_created_by	Person that created the social media channel. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_created_on	Date and time the social media profile was created. Data type: Date/time Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_id	Unique identifier of the associated social media profile channel. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.channel.sys_mod_count	Number of times that information was modified for the associated social media profile channel. Data type: Integer
sn_app_cs_social_social_profile.channel.sys_name	System name of channel. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.channel.sys_package	Unique identifier of the record that contains information about the package associated with the profile; Package [sys_package] table. Data type: Reference
sn_app_cs_social_social_profile.channel.sys_policy	System protection policy. Possible values: • protected • read Data type: String Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_scope	Unique identifier of the record that contains information about the scope of the social profile; Application [sys_scope] table. Data type: Reference
sn_app_cs_social_social_profile.channel.sys_tags	System tags associated with the channel. Data type: String
sn_app_cs_social_social_profile.channel.sys_update_name	Name of the person that last updated the social media profile channel. Data type: String Maximum length: 250
sn_app_cs_social_social_profile.channel.sys_updated_by	User that last updated the social media profile channel. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
sn_app_cs_social_social_profile.channel.sys_updated_on	Date and time the social media profile channel was last updated. Data type: Date/time Maximum length: 40
sn_app_cs_social_social_profile.consumer	For business-to-consumer cases. Details about the consumer associated with the case. Data type: Object `"consumer": { "active": Boolean, "business_phone": "String", "city": "String", "country": "String", "date_format": "String", "email": "String", "fax": "String", "first_name": "String", "gender": "String", "home_phone": "String", "household": "String", "last_name": "String", "middle_name": "String", "mobile_phone": "String", "name": "String", "notes": "String", "notification": Number, "number": "String", "photo": Image, "preferred_language": "String", "prefix": "String", "primary": Boolean, "state": "String", "street": "String", "suffix": "String", "sys_created_by": "String", "sys_created_on": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"sys_domain": "String", "sys_id": "String", "sys_mod_count": Number, "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String", "time_format": "String", "time_zone": "String", "title": "String", "user": "String", "zip": "String" }
sn_app_cs_social_social_profile.consumer.active	Flag that indicates whether the consumer is active. Possible values: • true: Consumer active • false: Consumer de-activated Data type: Boolean Default: true
sn_app_cs_social_social_profile.consumer.business_phone	Business phone number of the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.city	City in which the consumer resides. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.consumer.country	Country in which the consumer resides. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.date_format	Format in which to display dates. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• dd-mm-yyyy • dd/mm/yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
sn_app_cs_social_social_profile.consumer.email	Email address of the consumer. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.consumer.fax	Fax number of the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.first_name	Consumer first name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.consumer.gender	Gender of the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.home_phone	Home phone number of the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.household	Sys_id of the record that describes the household characteristics. Data type: String Table: Household [csm_household]
sn_app_cs_social_social_profile.consumer.last_name	Consumer last name. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 50
sn_app_cs_social_social_profile.consumer.middle_name	Consumer middle name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.consumer.mobile_phone	Consumer mobile phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.name	Consumer full name; first_name +middle_name+last_name. Data type: String Maximum length: 152
sn_app_cs_social_social_profile.consumer.notes	Notes on consumer. Data type: String Maximum length: 4,000
sn_app_cs_social_social_profile.consumer.notification	Indicates whether the consumer should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Maximum length: 40 Default: 2
sn_app_cs_social_social_profile.consumer.number	Unique number associated with the consumer. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.photo	Photo of the consumer. Data type: Image
sn_app_cs_social_social_profile.consumer.preferred_language	Consumer primary language. Data type: String Maximum length: 3

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.consumer.prefix	Consumer name prefix such as, Dr., Mr., Mrs., or Ms. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.primary	Flag that indicates whether this is the primary consumer. Possible values: • true: Primary consumer • false: Not primary consumer Data type: Boolean Default: false
sn_app_cs_social_social_profile.consumer.state	State in which the consumer resides. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.consumer.street	Consumer street address. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.consumer.suffix	Consumer name suffix such as Jr., Sr., or II. Data type: String
sn_app_cs_social_social_profile.consumer.sys_created_by	User that created the consumer record. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.sys_created_on	Date and time the consumer record was originally created. Data type: String
sn_app_cs_social_social_profile.consumer.sys_domain	ServiceNow domain in which the consumer information resides. Data type: String
sn_app_cs_social_social_profile.consumer.sys_id	Unique identifier for the consumer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
sn_app_cs_social_social_profile.consumer.sys_mod_count	Number of times that the associated consumer information has been modified. Data type: Number (Integer)
sn_app_cs_social_social_profile.consumer.sys_tags	Consumer system tags.
sn_app_cs_social_social_profile.consumer.sys_updated_by	User that last updated the consumer information. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.sys_updated_on	Date and time when the consumer information was last updated. Data type: String
sn_app_cs_social_social_profile.consumer.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: blank (system time format)
sn_app_cs_social_social_profile.consumer.time_zone	Consumer time zone, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.consumer.title	Consumer business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
sn_app_cs_social_social_profile.consumer.user	Sys_id of the consumer user. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Consumer User [csm_consumer_user]
sn_app_cs_social_social_profile.consumer.zip	Consumer zip code. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact	For business-to-business cases. Unique identifier of the record containing details about the social media profile that belongs to the contact associated with the case. Located in the Contact [customer_contact] table. Data type: String
sn_app_cs_social_social_profile.contact.account	Sys_id of the account record to which the contact is associated. Data type: String Table: Account [customer_account]
sn_app_cs_social_social_profile.contact.active	Flag that indicates whether the contact is active within the system. Possible values: • true: Contact is active • false: Contact is inactive Data type: Boolean Default: true
sn_app_cs_social_social_profile.contact.agent_status	Status of the agent. Possible values: • Off work • On break • On route • On site Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sn_app_cs_social_social_profile.contact.building	Sys_id of the record that describes the building in which the contact resides. Data type: String Table: Building [cmn_building]
sn_app_cs_social_social_profile.contact.calendar_integration	Calendar application that the contact uses. 1: Outlook Data type: Number (Integer) Default: 1
sn_app_cs_social_social_profile.contact.city	City in which the contact resides. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.company	Sys_id of the company record to which the contact is associated. Data type: String Table: Company [core_company]
sn_app_cs_social_social_profile.contact.cost_center	Sys_id of the cost center associated with the contact. Data type: String Table: Cost Center [cmn_cost_center]
sn_app_cs_social_social_profile.contact.country	Country code of the country in which the contact resides. Data type: String Maximum length: 3
sn_app_cs_social_social_profile.contact.date_format	Format in which to display dates to contacts. Valid values: • dd/mm/yyyy • dd-mm-yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40 Default: blank (system date format)
sn_app_cs_social_social_profile.contact.default_perspective	Sys_id of the default perspective for the contact. Data type: String Table: Menu List [sys_perspective]
sn_app_cs_social_social_profile.contact.department	Sys_id of the department associated with the contact. Data type: String Table: Department [cmn_department]
sn_app_cs_social_social_profile.contact.edu_status	Education status of the associated contact. Data type: String Maximum length: 40 Default: faculty
sn_app_cs_social_social_profile.contact.email	Contact email address. Data type: String
sn_app_cs_social_social_profile.contact.employee_number	Contact employee number. Data type: String
sn_app_cs_social_social_profile.contact.enable_multifactor_authn	Flag that indicates whether multifactor authorization is required for the contact to log in to the service portal. Possible values: • true: Multifactor authorization enabled • false: Multifactor authorization disabled Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.failed_attempts	Number of failed log in attempts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Number (Integer)
sn_app_cs_social_social_profile.contact.first_name	Contact first name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.contact.gender	Contact gender. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.geolocation_tracked	Flag that indicates whether the contact location is obtained through geotracking. Possible values: • true: Contact location obtained through geotracking • false: Contact location not obtained through geotracking Data type: Boolean Default value: false
sn_app_cs_social_social_profile.contact.home_phone	Contact home phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.internal_itegration_user	Flag that indicates whether the contact is an internal integration user. Possible values: • true: Internal integration user • false: Other type of user Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.introduction	Introduction Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.last_login	Date on which the contact last logged into the system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String (Date)
sn_app_cs_social_social_profile.contact.last_login_device	Device the consumer used the last time they logged in to the system. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.last_login_time	Date and time the contact logged in to the system. Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.last_name	Contact last name. Data type: String Maximum length: 50
sn_app_cs_social_social_profile.contact.last_position_update	Date and time the last position was updated. Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.latitude	Latitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
sn_app_cs_social_social_profile.contact.ldap_server	Sys_id of the LDAP server used by the contact to last log in to the system. Data type: String Table: LDAP Server [ldap_server_config]
sn_app_cs_social_social_profile.contact.location	Sys_id of the record that describes the location of the contact Data type: String Table: Location [cmn_location]
sn_app_cs_social_social_profile.contact.locked_out	Flag that indicates if the contact is locked-out. Possible values: • true: Contact locked-out • false: Contact not locked-out

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.longitude	Longitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
sn_app_cs_social_social_profile.contact.manager	Sys_id of the record that describes the direct supervisor of the contact. Data type: String Table: User [sys_user]
sn_app_cs_social_social_profile.contact.middle_name	Contact middle name. Data type: Number (Floating point) Maximum length: 50
sn_app_cs_social_social_profile.contact.mobile_phone	Contact mobile phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.name	Contact full name. Data type: String Maximum length: 151
sn_app_cs_social_social_profile.contact.notification	Indicates whether the contact should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Default: 2
sn_app_cs_social_social_profile.contact.on_schedule	Indicates the timeliness of dispatched service personnel. Valid values: • Ahead: Ahead of schedule. • behind_less30: Behind schedule, but less than 30 minutes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• behind_30to60: Behind schedule between 30 and 60 minutes. • behind_more60: Behind schedule more than 60 minutes. • on_time: On schedule. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.phone	Contact business phone number. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.photo	Photo image of the contact. Data type: String
sn_app_cs_social_social_profile.contact.preferred_language	Country code of the contact primary language. Data type: String Maximum length: 3
sn_app_cs_social_social_profile.contact.roles	List of user roles associated with the contact. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.schedule	Sys_id of the record that describes the work schedule for the associated contact. Data type: String Table: Schedule [cmn_schedule]
sn_app_cs_social_social_profile.contact.source	Source of the contact. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.contact.state	State in which the contact resides. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.street	Contact street address.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 255
sn_app_cs_social_social_profile.contact.sys_class_name	Table that contains the contact record. Data type: String Maximum length: 80
sn_app_cs_social_social_profile.contact.sys_created_by	User that originally created the associated contact record. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.sys_created_on	Data and time the associated contact was originally created. Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.sys_domain	ServiceNow instance domain of the associated contact record. Data type: String
sn_app_cs_social_social_profile.contact.sys_domain_path	Contact record domain path. Data type: String Maximum length: 255 Default: / (global)
sn_app_cs_social_social_profile.contact.sys_id	Unique identifier for the associated contact record. Data type: String
sn_app_cs_social_social_profile.contact.sys_mod_count	Number of times that the associated contact record has been modified. Data type: Number (Integer)
sn_app_cs_social_social_profile.contact.sys_tags	Contact system tags.
sn_app_cs_social_social_profile.contact.sys_updated_by	User that last updated the associated contact information. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.sys_updated_on	Data and time the associated contact information was updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String (Date/time)
sn_app_cs_social_social_profile.contact.time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: Blank (system time format)
sn_app_cs_social_social_profile.contact.time_sheet_policy	Sys_id of the record that contains the time sheet policy for the associated contact. Data type: String Table: Time Sheet Policy [time_sheet_policy]
sn_app_cs_social_social_profile.contact.time_zone	Time zone in which the contact resides, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.title	Contact business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
sn_app_cs_social_social_profile.contact.user_name	Contact user ID. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.contact.vip	Flag that indicates whether the associated contact has VIP status. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• true: VIP • false: Not VIP Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.web_service_access_only	Flag that indicates whether the contact can only access services through the web. Possible values: • true: Web access only • false: Access through all available methods Data type: Boolean Default: false
sn_app_cs_social_social_profile.contact.zip	Contact zip code. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.created_on	Date and time the associated social media profile was initially created.
sn_app_cs_social_social_profile.profile	Social profile. Data type: String Maximum length: 255
sn_app_cs_social_social_profile.profile_url	URL to use to access the social media profile. Data type: String Maximum length: 1,024
sn_app_cs_social_social_profile.social_id	Unique social media account provider identifier for the associated social media account. Data type: String Maximum length: 100
sn_app_cs_social_social_profile.source	Source of the social profile. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 255
sn_app_cs_social_social_profile.sys_created_by	User that initially created the social media profile. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.sys_created_on	Date and time the social media profile was initially created. Data type: String (Date/time)
sn_app_cs_social_social_profile.sys_id	Unique identifier for the social media profile. Data type: String
sn_app_cs_social_social_profile.sys_mod_count	Number of times that information was modified for the associated social media profile. Data type: Number (Integer)
sn_app_cs_social_social_profile.sys_tags	Profile system tags.
sn_app_cs_social_social_profile.sys_updated_by	User that initially created the social media profile. Data type: String Maximum length: 40
sn_app_cs_social_social_profile.sys_updated_on	User that initially created the social media profile. Data type: String Maximum length: 40
state	Current state of the case. Possible values: • 1: New • 3: Closed • 6: Resolved • 10: Open • 18: Awaiting Info Data type: Number (Integer) Default: 1
subcategory	Case subcategory.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Possible values: 0: Question Data type: Number (Integer) Default: 0
support_manager	Sys_id of the CSM manager assigned to the case. Data type: String Table: User [sys_user]
sync_driver	Flag that indicates whether there's driver synchronization. Possible values: • true: Driver is synchronized • false: Driver isn't synchronized Data type: Boolean
sys_class_name	Table that contains the case record. Data type: String Maximum length: 80
sys_created_by	Person that initially opened the case. Data type: String Maximum length: 40
sys_created_on	Date and time when the case was initially created. Data type: String
sys_domain	Domain associated with the case. Data type: String Maximum length: 32 Default: global
sys_domain_path	Domain path. Data type: String Maximum length: 255

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: /
sys_id	Unique identifier for the case. Data type: String Maximum length: 32
sys_mod_count	Number of updates to the case since it was initially created. Data type: Number (Integer)
sys_tags	System tags.
sys_updated_by	Person that last updated the case. Data type: String Maximum length: 40
sys_updated_on	Date and time when the case was last updated. Data type: String
time_worked	Total amount of time worked on the case. Data type: String
upon_approval	Action to take if the case is approved. Possible values: • do_nothing • proceed Data type: String Maximum length: 40 Default: proceed
upon_reject	Action to take if the case is rejected. Possible values: • cancel • goto Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: cancel
urgency	Urgency of the case. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
user_input	Additional user input. Data type: String Maximum length: 4,000
variable_pool	Grouping of variables.
variables	Name-value pairs of variables associated with the case. Data type: String Maximum length: 40
watch_list	List of sys_ids of the users who receive notifications about this case when additional comments are added or if the state of a case is changed to Resolved or Closed. Data type: Array Table: User [sys_user]
wf_activity	Sys_id of the workflow activity record associated with the case. Data type: String Table: Workflow Activity [wf_activity]
work_end	Date and time work ended on the case. Data type: String
work_notes	Information about how to resolve the case, or steps taken to resolve it. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 4,000
work_notes_list	List of sys_ids of the internal users who receive notifications about this case when work notes are added. Data type: Array Table: User [sys_user]
work_start	Date and time that work started on the case. Data type: String

Notes on request body parameters

All request body parameters are optional. Not all parameters apply to all case types (B2B vs B2C and order vs product.) Ensure that the parameters that you set do not conflict, such as a mismatch between the account and contact or consumer. In addition to the list of elements defined below (which define the elements found in a base system), the endpoint also accepts custom case fields and any additional case fields configured in your instance. For additional information on these elements, refer to your specific table definitions [**System Definition** > **Tables**].

Example: cURL request

The following example illustrates how to update a consumer-based case.

```
curl
 "https://instance.servicenow.com/api/sn_cusomerservice/case/039
7c743db436f0057c3fd441d96197f" \
--request PUT \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{ \
  consumer: \"cd97ef1ddb8bc7006b7a9646db9619ac\", \
  contact_type: \"phone\", \
  priority: \"4\", \
  short_description: \"Consumer Test Case\"}" \
--user "username":"password"
```

```
{
  "result": {
    "sys_id": "0397c743db436f0057c3fd441d96197f",
    "number": "CS0001005"
  }
}
```

CCCIF Media Resource API

The *Custom Chat Chatbot Interoperability Framework (CCCIF) Media Resource* API provides endpoints that enable a primary bot to upload attachments to the associated ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Call this API in your primary bot to upload private attachments from a user that is having a conversation through Virtual Agent (VA). You must then send the *mediaUrl* parameter that is returned by this API to the VA API.

If the attachment is public, you can just send the attachment URL in the request body of your *Virtual Agent Bot Integration* call.

To access this API, the Conversational Custom Chat Integration (com.glide.cs.custom.adapter) plugin must be activated. In addition, the attachment system properties must be configured.

For additional information on the capabilities of the Virtual Agent API, see Virtual Agent API.

CCCIF - POST /cccif/media/upload

Uploads a private attachment to the called ServiceNow instance which stores the attachment in the Attachments [sys_attachment] table.

Call this method in your primary bot to upload private attachments from a user that is having a conversation through Virtual Agent (VA). You must then send the *mediaUrl* parameter that is returned by this method to the VA API using the Virtual Agent Bot Integration API.

URL format

Versioned URL: `/api/now/{api_version}/cccif/media/upload`

Default URL: `/api/now/cccif/media/upload`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
file	Required. Path of the file to upload. Data type: String, such as @File path <file_path>
provider_application_id	Sys_id of the sys_cs_provider_application interacting with the VA bot.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Default: Sys_id of the VA Bot to Bot Provider Application
user_id	Required. Unique user identifier of the user interacting with the VA bot. This can be any string that is unique for each user. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`multipart/form-data`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
attachmentId	Sys_id of the attachment that was stored.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
error	Description of any error detected while processing the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details about the error that was encountered. Data type: String
error.message	Message describing the error that was thrown. Data type: String
mediaUrl	Attachment URL to send to the primary bot to access the attachment. The primary bot must send this URL in the *`message.attachment.url`* parameter of the request body of the *`POST /sn_va_as_service/bot/integration`* endpoint. Data type: String
name	File name of the attachment. Data type: String
state	State of the attachment in the Attachment table. Possible values: • available • conditionally available • not available • pending Data type: String

Example: cURL request

This example shows how to upload a .png file attachment.

```
curl --location --request POST
 'https://instance.servicenow.com/api/now/v1/cccif/media/upload'
 \
--header 'Authorization: Basic xxxxxxxxxxxx' \
--header 'Content-Type:multipart/form-data' \
--form 'user_id="lincoln"' \
--form 'file=@"/Users/Desktop/Screenshot 2021-10-25 at 5.08.14
 PM.png"'
```

Response:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Response :{
  "result": {
    "mediaUrl":
 "https://instance.servicenow.com/api/now/v1/cs/media/vGfewkfAv0
VBo2RxmlTM448L789Pp6rqLFLUNYQxZsUUFrsgMA8aW9WOzWx1a5fG",
    "name": "Screenshot 2021-10-25 at 5.08.14 PM.png",
    "state": "pending",
    "attachmentId": "299c648887b73c1022b6a6cd0ebb3534"
  }
```

CdmApplicationsApi

The *CdmApplicationsApi* provides endpoints that enable you to `uploadzoominsoftware.io/utah-devops/` configuration data to the component, collection, deployable, and component variable folders found in the DevOps Config Workspace UI. It also has endpoints that enable you to export deployable configuration data to your DevOps pipeline and manage shared components and shared applications.

The export and upload endpoints use an asynchronous queuing implementation. With this type of implementation, you first call the desired export or upload request endpoint. These endpoints queue your request and return a request identifier. You then use this request identifier to call the appropriate status endpoint, one for uploads and a different one for exports, to obtain the status of the upload/export. For export requests, once the export is complete, you can also request the content of the export.

This API does not provide endpoints that perform simple retrieval of application records. To retrieve these records, use the Table API.

You must have one of the following roles to access this API:

- Scripted REST CDM View ACL (sn_cdm.cdm.viewer)
- Scripted REST CDM Editor ACL (sn_cdm.cdm_editor)

In addition, the Configuration Data Management (CDM) plugin must be activated for this API to be available in an instance.

For additional information on Configuration Data Management and the DevOps Config Workspace UI, see Uploading your config data.

For additional information on shared components and shared libraries, see Sharing components among applications — Component libraries.

CdmApplicationsApi - DELETE /sn_cdm/applications/deployables

Deletes a specified Configuration Data Management (CDM) deployable.

The caller of this endpoint must have the CDM Admin role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/deployables`

Default URL: `/api/sn_cdm/applications/deployables`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the CDM application to which the deployable is associated. Data type: String Table: CDM Deployable [sn_cdm_deployable]
name	Name of the deployable to delete. Data type: String Table: CDM Deployable [sn_cdm_deployable]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
None	

Example: cURL request

The following code example shows how to remove a deployable.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/deployables?appName=testApp&name=Dep-1" \
--request DELETE \
--header "Accept:application/json" \
--user 'username':'password1'
```

For a successful deletion of the deployable, no response is returned other than the HTTP status code.

```
None - results defined by the HTTP status code
```

CdmApplicationsApi - DELETE /sn_cdm/applications/shared_components

Removes the shared component usage reference from a specified Configuration Data Management (CDM) application.

The CDM Admin role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/shared_components`

Default URL: `/api/sn_cdm/applications/shared_components`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the application from which to remove the specified shared component association. The specified application must have the type field set to "shared_library". Data type: String Table: CDM Application [sn_cdm_application]
changesetNumber	Required. Unique identifier of the associated changeset, such as "Chset-10". Data type: String Table: CDM Changeset [sn_cdm_changeset]
sharedComponentName	Required. Unique name of the shared component to remove from the specified application. Data type: String Table: CDM Shared Component [sn_cdm_shared_component]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Empty. The HTTP status code indicates the result of the call.

error	If an error occurred during processing, the details about the error.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following code example shows how to delete the "paymentService-V1.1" shared component from the "App1" application.

```
curl
 "https://instance-name.service-now.com/api/sn_cdm/applicatio
ns/shared_components?appName=App1&sharedComponentName=paymentSer
vice-V1.1&changesetNumber=Chset-25" \
--request DELETE \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
""
```

CdmApplicationsApi - GET /sn_cdm/applications/deployables/exports/{export_id}/content

Returns the content associated with a specified configuration data export request.

Only call this endpoint once you have received a `complete` response from the CdmApplicationsApi - GET /sn_cdm/applications/deployables/exports/{export_id}/status endpoint. If you call this endpoint before the export is complete, a 400 status error is returned.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/deployables/exports/{export_id}/content`

Default URL: `/api/sn_cdm/applications/deployables/exports/{export_id}/content`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
export_id	Unique identifier for the export request whose configuration data to return. This value is returned by the CdmApplicationsApi - POST /sn_cdm/applications/deployables/exports endpoint.

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
errors	Description of the errors encountered during export. Data type: String
export_id	Export request ID. Same as that passed into the endpoint. Data type: String
exporter_result	Content of the specified configuration data export. Data type:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• JSON object: If the request was to export data in JSON format. • String: If the request was to export data in any other format.
request_id	Export request ID. Same as that passed into the endpoint. Data type: String
state	Current state of the specified export. Possible values: • completed • error • in_progress • new • ready Data type: String Table: In state column of the CDM Request Queue [sn_cdm_request_queue] table.

Example: cURL request

The following example requests the configuration data of an export request with the ID of 3ab14a7d53b1301096edddeeff7b12f.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/deploya
bles/exports/3ab14a7d53b1301096edddeeff7b12f/content" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

The following shows the possible return results.

```
// Successful completion of the export request
{
  "result": {
    "export_id": "3ab14a7d53b1301096edddeeff7b12f"
    "exporter_result": "DEP1.COMP.cdi_1=cdi-1-value"
  }
}

// Response when an incorrect export_id is passed. Note: Status
 code is 200.
{
  "result": {
    "request_id": "3ab14a7d53b1301096edddeeff7b12e",
    "state": "error",
    "errors": "Invalid requestId
 '3ab14a7d53b1301096edddeeff7b12fe'",
    "export_id": "3ab14a7d53b1301096edddeeff7b12e"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

CdmApplicationsApi - GET /sn_cdm/applications/deployables/exports/{export_id}/status

Returns the current status of the specified configuration data export request.

Use the CdmApplicationsApi - POST /sn_cdm/applications/deployables/exports endpoint to make an export request.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/deployables/exports/{export_id}/status`

Default URL: `/api/sn_cdm/applications/deployables/exports/{export_id}/status`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
export_id	Sys_id of the export request whose status to return. This value is returned by the CdmApplicationsApi - POST /sn_cdm/applications/deployables/exports endpoint.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
errors	Description of the errors encountered during export. Data type: String
export_id	Export request ID. Same as that passed into the endpoint. Data type: String
exporter_result	Details about the associated error. Data type: Object
exporter_result.errors	Description of the error(s) encountered during export. Data type: Array
exporter_result.execution_id	Unique identifier for the exporter execution record. Data type: String Table: CDM Exporter Execution [sn_cdm_exporter_execution]
exporter_result.state	Current state of the specified export. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• complete • error • in_progress • new Data type: String Table: CDM Exporter Execution [sn_cdm_exporter_execution]
request_id	Export request ID. Same as that passed into the endpoint. Data type: String
state	Current state of the specified export. Possible values: • completed • error • in_progress • new • ready Data type: String Table: In state column of the CDM Request Queue [sn_cdm_request_queue] table.

Example: cURL request

The following example requests the status of an export with the ID of 3ab14a7d53b1301096edddeeff7b12f.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/deploya
bles/exports/3ab14a7d53b1301096edddeeff7b12f/status" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

The following are the possible return results.

```
// Successful completion of the export request
{
  "result": {
    "state": "completed",
    "export_id": "3ab14a7d53b1301096edddeeff7b12f0"
  }
}

// Response when an incorrect export_id is passed. Note: Status
 code is 200.
{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "result": {
    "request_id": "3ac8e1b05311301096edddeeff7b123c",
    "state": "error",
    "errors": "Invalid requestId
 '3ac8e1b05311301096edddeeff7b123c'",
    "export_id": "3ac8e1b05311301096edddeeff7b123c"
  }
}

// Response when the export encounters an error. The
 exporter_result array contains the error information. Note:
 Status code is 200.
{
  "result": {
    "state": "completed",
    "export_id": "24536c3353f9301096edddeeff7b12b1",
    "exporter_result": {
      "execution_id": "81536c3353f9301096edddeeff7b129e",
      "state": "failure",
      "errors": [
        "Snapshot 'SNA-001-published-non_compliant'
 has not passed validation. All snapshots of deployable
 '/ApplicationA/deployables/DEP3' are required to pass
 validation"
      ]
    }
  }
}
```

CdmApplicationsApi - GET /sn_cdm/applications/shared_components

Returns the list of shared components used by a specified application. You can also specify to only return those shared components that have a new version available.

The CDM Admin role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/shared_components`

Default URL: `/api/sn_cdm/applications/shared_components`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
appName	Required. Name of the application whose list of shared components you want returned. The type field of the application must be set to shared_library. Data type: String Table: CDM Application [sn_cdm_application]
withUpdatesOnly	Flag that indicates whether to only return shared components that have a new updated version available. Valid values: • true: Only return shared components that have a new updated version available. • false: Return all shared components used by the specified application. Default: false

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
currentVersion	Current version of the CDM application. Data type: Number (Integer)
currentVersionName	Name of shared component version currently in use. Data type: String
description	Description of shared component. Data type: String

error	If an error occurred during processing, the details about the error.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
name	Unique name of the shared component. Data type: String
sharedLibraryName	Name of shared library to which the shared component belongs. Data type: String
status	Error status of the request. Possible values: failure Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
updateVersionName	Name of shared component version available for update. Data type: String

Example: cURL request

The following code example shows how to call this endpoint to retrieve the shared components that have a new version used by "App1".

```
curl
 "https://instance-name.service-now.com/api/sn_cdm/applicatio
ns/shared_components?updatesOnly=true&appName=App1" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
{
  "result": [
    {
      "name": "Component_Name",
      "description": "",
      "sharedLibraryName": "Shared Library",
      "currentVersion": "2",
      "currentVersionName": "Component_A-v2.shc",
      "updateVersionName": "Component_A-v3.shc"
    }
  ]
}
```

CdmApplicationsApi - GET /sn_cdm/applications/shared_libraries/components/applications

Returns a map of shared components and the applications that use them that are within a specified library.

The CDM Admin role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/shared_libraries/components/applications`

Default URL: `/api/sn_cdm/applications/shared_libraries/components/applications`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
sharedComponentName	Required. Name of the shared component to include in the map. Data type: String Table: CDM Shared Component [sn_cdm_shared_component]
sharedLibraryName	Required. Name of the shared library to include in the map. The specified application must have the type field set to "shared_library". Data type: String Table: CDM Application [sn_cdm_application]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
description	Description of application using shared component Data type: String

error	If an error occurred during processing, the details about the error.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
managed_by_group	Comma-separated list of sys_ids of the groups that can manage the application. Data type: String
name	Unique name of the application using the component. Data type: String
status	Error status of the request. Possible values: failure Data type: String
sys_id	Sys_id of the application utilizing the shared component.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

The following code example shows how to call this endpoint to retrieve the map that shows the applications in the "OracleG-Library-10" shared library that use the "paymentService-V1.1" shared component.

```
curl
 "https://instance-name.service-now.com/api/sn_cdm/applicatio
ns/shared_libraries/components/applications?sharedLibraryName=Or
acleG-Library-10&sharedComponentName=paymentService-V1.1" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
{
  "result": {
    "component_name": [
      {
        "name": "App Name",
        "description": "desc",
        "managed_by_group": null,
        "sys_id": "4e7808bb1b371110636e0fe0604bcb08"
      },
      {
        "name": "Config App",
        "description": "desc",
        "managed_by_group": null,
        "sys_id": "55a75cfb1b771110636e0fe0604bcb5c"
      },
      {
        "name": "Database App",
        "description": "desc",
        "managed_by_group": null,
        "sys_id": "2eb7503f1b771110636e0fe0604bcb06"
      }
    ]
  }
}
```

CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id}

Returns the current status of the specified configuration data upload request.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/upload-status/{upload_id}`

Default URL: `/api/sn_cdm/applications/upload-status/{upload_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
upload_id	Sys_id of the upload request whose status to return. This value is returned by the various CdmApplications upload request endpoints.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
errors	Description of the error(s) encountered during upload. Data type: String
output	Description of the uploaded data or if an error occurred during the upload, an error message describing the error that was encountered. Data type: Array of String `"output": { "auto_validate": "String", "cdm_application": "String", "committed_at": "String", "committed_by": "String", "description": "String", "last_conflict_detection_time": "String", "number": "String", "publish_option": "String", "snapshot_description": "String", "snapshot_name": "String", "state": "String", "sys_created_by": "String", "sys_id": "String", "title": "String" }`
output.auto_validate	Indicates whether to invoke validation after the commit. Data type: String
output.cdm_application	Name of application under which the upload was performed. Data type: String
output.committed_at	Date and time that the uploaded content was committed. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
output.committed_by	Sys_id of the record of the entity that performed the commit. Data type: String
output.description	Not currently used. Data type: String
output.last_conflict_detection_time	Date and time conflict detection invocation. Data type: String
output.number	Unique number of the changeset. Data type: String
output.publish_option	Publish option for the associated configured snapshots. Valid values: • publish_none: Don't publish any snapshots. • publish_valid: Publish only those snapshots that pass validation after the commit. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none **Note:** This option is only available if the value for the *autoCommit* parameter is true.
output.snapshot_description	Description of the associated snapshot. Data type: String
output.snapshot_name	Name of the associated snapshot. Data type: String
output.state	State of the upload content. Possible values: • blocked • checking_for_conflict • commit_failed • commit_in_progress • committed • open

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
output.sys_created_by	Sys_id of the entity that created the record. Data type: String
output.sys_id	Sys_id of the record containing the changeset. Data type: String
output.title	Title of changeset created as part of the upload. Data type: String
processing_state	Current processing state of the upload request. Possible values: • NOT_PROCESSED • PROCESSED Data type: String
state	Current state of the upload request. Possible values: • completed • error • in_progress • new • ready
type	Type of upload request. Possible values: • commit • upload_and_commit Data type: String
upload_id	Sys_id of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload. Data type: String

Example: cURL request

The following example show requesting the status for an upload with the ID of 5560a6895326301096edddeeff7b1230.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/uplo
ad-status/5560a6895326301096edddeeff7b1230" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

The following are the possible return results.

```
// Successful completion of the upload request
{
  "result": {
    "type": "upload_and_commit",
    "state": "completed",
    "output": {
      "sys_id": "be681dc95362301096edddeeff7b12ba",
      "number": "Chset-102",
      "title": "admin2021-09-10 08:09:07",
      "description": null,
      "committed_at": "2021-09-10 20:23:37",
      "committed_by": "6816f79cc0a8016401c5a33be04be441",
      "sys_created_by": "admin",
      "state": "committed",
      "publish_option": "publish_none",
      "auto_validate": false,
      "snapshot_name": null,
      "snapshot_description": null,
      "cdm_application": "Demo_App1631126164773",
      "last_conflict_detection_time": "1631305417894"
    },
    "processing_state": "PROCESSED",
    "upload_id": "5560a6895326301096edddeeff7b1230"
  }
}

// Response when an incorrect upload_id is passed. Note: Status
 code is 200.
{
  "result": {
    "state": "error",
    "errors": "Invalid requestId
 '5560a6895326301096edddeeff7b1240'",
    "upload_id": "5560a6895326301096edddeeff7b1240"
  }
}

// Response when the upload encounters an error. The
 exporter_result array contains the error information. Note:
 Status code is 200.
{
  "result": {
    "type": "upload_and_commit",
    "state": "error",
    "output": "Error encountered during execution
 of request.\nError: Node 'dbSettings' of type
 'sg_cdm_node_component' cannot create child 'dbSettings' of
 type 'sg_cdm_node_folder'",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "processing_state": "PROCESSED",
    "upload_id": "272f8a415326301096edddeeff7b1232"
  }
}
```

CdmApplicationsApi - POST /sn_cdm/applications/deployables

Creates a new deployable and automatically connects it to a specified Configuration Data Management (CDM) application.

You can create a deployable for any one of three environment types: Development, Test, or Production.

To access this endpoint the caller must have the CDM Admin role.

If you need to create multiple deployables, use the CdmApplicationsApi - POST /sn_cdm/applications/deployables/create endpoint.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/deployables`

Default URL: `/api/sn_cdm/applications/deployables`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of an existing, active CDM application to associate with the deployable. Data type: String Table: CDM Application [sn_cdm_application]
envType	Required. Environment type for the deployable. Valid values (case-sensitive): • Development • Production • Test

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Note: The deployable environment type can't be changed after creation. Data type: String
name	Required. Name of the CDM deployable. Should not be more than 255 chars. Default allowed characters are 0-9, A-Z, a-z, _,-,., %, $, whitespace, :, #. Data type: String Maximum length: 255 characters Allowable characters: 0-9, A-Z, a-z, _, -, ., %, $, whitespace, :, and #
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
cdi_count	Number of configuration data items (CDIs) contained in the associated CDM application. Data type: Number (Integer)
cdi_usage	Percentage of the CDIs used by the deployable. Data type: Number (Integer)

cdm_app	CDM application object associated with the deployable.
	
	Data type: Object
	
	`"cdm_app": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

cdm_app.link	Call to use to access the CDM application record using the REST *Table* API. Data type: String
cdm_app.value	Sys_id of the associated CDM application record. Data type: String Table: CDM Application [sn_cdm_application]

cdm_ci	Application service object associated with the deployable.
	
	Data type: Object
	
	`"cdm_ci": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

cdm_ci.link	Call to use to access the application service record using the REST *Table* API. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
cdm_ci.value	Sys_id of the associated application service record. Data type: String Table: Configuration Item [cmdb_ci]
description	Description of the generated CDM deployable. Data type: String
environment_type	Environment type of the deployable. Possible values: • Development • Production • Test Data type: String
error	Only returned if an error occurred during processing. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
name	Name of the CDM deployable. Data type: String
node	Details about the deployable node. Data type: Object `"node": { "link": "String", "value": "String" }`
node.link	Call to use to access the deployable node record using the REST *Table* API. Data type: String
node.value	Sys_id of the deployable node record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: CDM Deployable [sn_cdm_deployable]
snapshot_version_counter	Number of snapshots created for the deployable. Data type: Number (Integer)
state	Current state of the deployable. Possible values: • active • deleted Data type: String
sys_created_by	User name of the user that created the CDM deployable. For example, able.tuter. Data type: String
sys_created_on	Date and time when the CDM deployable was created. Data type: String Format: YYYY-mm-DD hh:mm:ss
sys_id	Sys_id of the created deployable. Data type: String Table: CDM Deployable [sn_cdm_deployable]
sys_updated_by	User name of the user that last updated the CDM deployable. For example, able.tuter. Data type: String
sys_updated_on	Date and time when the CDM deployable was last updated. Data type: String Format: YYYY-mm-DD hh:mm:ss

Example: cURL request

The following code example shows how to create and associate a deployable to a CDM application.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/deploya
bles?name=Dep-1&returnFields=name%2Csys_id%2Cstate&appName=testA
pp&envType=Test" \
--request POST \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user 'username':'password1'
```

Return results:


```
{
  "result": [
    {
      "cmdb_ci": {
        "value": "f5b9e00b53901110a1d3ddeeff7b12b8",
        "link":
 "http://192.168.0.233:8080/api/now/table/cmdb_ci_service_auto/f
5b9e00b53901110a1d3ddeeff7b12b8"
      },
      "cdi_count": "0",
      "snapshot_version_counter": "0",
      "description": null,
      "sys_updated_on": "2022-06-29 12:53:57",
      "environment_type": "Test",
      "node": {
        "value": "7db9e00b53901110a1d3ddeeff7b12b6",
        "link":
 "http://192.168.0.233:8080/api/now/table/sn_cdm_node/7db9e00b53
901110a1d3ddeeff7b12b6"
      },
      "sys_id": "39b9e00b53901110a1d3ddeeff7b12b7",
      "sys_updated_by": "admin",
      "cdm_app": {
        "value": "62b517a953b70110a1d3ddeeff7b128c",
        "link":
 "http://192.168.0.233:8080/api/now/table/sn_cdm_application/62b
517a953b70110a1d3ddeeff7b128c"
      },
      "sys_created_on": "2022-06-29 12:53:57",
      "cdi_usage": "0",
      "name": "Dep-2",
      "state": "active",
      "sys_created_by": "admin"
    }
  ]
}
```


CdmApplicationsApi - POST /sn_cdm/applications/deployables/create

Creates one or more new deployables.

You can create one of two types of deployables:

- Deployables that must be manually connected to an Application Model (CI Service).
- Deployables that are automatically connected to new, dynamically created Application Models (CI Services).

You can create a deployable for any one of three environment types: Development, Test, or Production. When creating multiple deployables, the auto-generated names of the deployables follow the pattern: `DeployableType_Number`, where `Number` is a running sequence number based on the creation of a new deployable. For example, if you create three deployables of type `Test` in an endpoint call, they are named Test_1, Test_2, and Test_3. If you then call the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

endpoint again, and create a different Test deployable, its auto-gen'd name is Test_4. These numbers are never reused, even if a deployable is deleted.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/deployables/create`

Default URL: `/api/sn_cdm/applications/deployables/create`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appSysId	Required. Sys_id of an active CDM Application to associate with the deployables. Data type: String
autoConnect	Required. Flag that determines whether to automatically connect the newly created deployables to dynamically generated Application Models. Valid values: • true: Connect the newly created deployables to dynamically generated Application Models. • false: Just create the deployables. These deployables must be manually mapped to Application Models using the UI. Data type: Boolean
envType	Required. Environment type for the deployable. Valid values (case-sensitive): • Development • Production • Test **Note:** The deployable environment type can't be changed after creation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String
quantity	Required. Number of deployables to create. Data type: Number

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
result	Sys_ids of the created deployables. Data type: Array
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following example shows how to create a single deployable and associate it with and existing CDM application.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/deployables/create?envType=Production&appSysId=5e118055b712011054c1e5a6ce11a9d4&quantity=5&autoConnect=true" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user 'username':'password'
```

The following shows the possible responses to this call, both as a success and an error.

```
// Successful completion of the upload request
{
  "result": [
    "8ba43a3db7d6011054c1e5a6ce11a9a4",
    "93a47a3db7d6011054c1e5a6ce11a90d",
    "dba47a3db7d6011054c1e5a6ce11a91d",
    "6fa47a3db7d6011054c1e5a6ce11a921",
    "efa47a3db7d6011054c1e5a6ce11a925"
  ]
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Error response
{
  "error": {
    "message": "Error: CDM Application with SysID
 5e118055b712011054c1e5a6ce11a9d1 was not found.
 (sys_script_include.8cf0fbf453626010a1d3ddeeff7b12fe.script;
 line 211)",
    "detail": ""
  },
  "status": "failure"
}
```

CdmApplicationsApi - POST /sn_cdm/applications/deployables/exports

Submits a request to export the current snapshot for a specified application and one or more deployables into the CDM Exporter Cache [sn_cdm_exporter_cache] table.

This endpoint returns a unique identifier for the request, which you then use to call the CdmApplicationsApi - GET /sn_cdm/applications/deployables/exports/{export_id}/status endpoint to retrieve the status of the export. Once the export is complete, you can use the CdmApplicationsApi - GET /sn_cdm/applications/deployables/exports/{export_id}/content endpoint to retrieve the associated application's configuration data.

A snapshot is the complete data model of a deployable at the time a configuration change is committed. This includes any included components, collections, and vars, as well as deployable-specific vars and overrides. For additional information on deployables, see Create and update a deployable.

Note: Snapshots cannot exceed 10,000 configuration data items (CDIs) per deployable or 100,000 CDIs per application.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/deployables/exports`

Default URL: `/api/sn_cdm/applications/deployables/exports`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
additionalDeployables	Non-primary deployables to export.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: Array of Objects `"additionalDeployables": [ { "app_name": "String", "deployable_name": "String" } ]` For example: `[{'app_name':'TestApp', "deployable_name:'DEP-1'}]` Default: Empty array - []
additionalDeployables.app_name	Required if *`additionalDeployables`* array is specified. Name of the application associated with the deployable whose configuration data you want to export. Data type: String
additionalDeployables.deployable_name	Required if *`additionalDeployables`* array is specified. Name of the non-primary deployable whose configuration data you want to export. Data type: String
appName	Required. Name of the application whose configuration data you want to export. Data type: String
args	A JSON object containing key-value pairs for custom arguments. Data type: Object
dataFormat	Output format of the exported data. Valid values (case-sensitive): • ini • json • properties • raw (Data is returned in String format) • xml • yaml Data type: String Default: json

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
deployableName	Required. Name of the deployable whose configuration data you want to export. Data type: String
exporterName	Required. Name of the exporter to use to export the snapshot data. Exporters are custom to the implementer. For details on creating a custom exporter, see Create a custom exporter. Data type: String
restrictExport	Flag that indicates whether the endpoint validates snapshots when exporting the data. Valid values: • true: Validate snapshots. • false: Don't validate snapshots. Data type: Boolean Default: false
snapshotName	Name of the snapshot to export. This can only be one of the snapshot names associated with the deployable as specified in the *deployableName* or *additionalDeployables.deployable_name* parameters. Default: The endpoint exports the latest published snapshot. If there is not a published snapshot, the system throws the error "Failed to find latest published snapshot for deployable '{0}'"

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. Possible error messages: • Error: Missing required param 'appName' • Error: User does not have necessary permission to create Export request • Error: Invalid Boolean value (<xyz>).
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
error	Details about the error that occurred. Data type: Array `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
export_id	Unique identifier of the export request. Use this ID when calling the CdmApplicationsApi - GET /sn_cdm/applications/deployables/exports/{export_id}/status endpoint to check the current status of the export request. Data type: String
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following example requests the export of the configuration data for the following: application name = TestAppA, deployable name = DEP, using the exporter = exporter-1-primary_deployable.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/deployables/exports?appName=TestAppA&args=%7B%22arg_A_required%22%20%3A%20%22value%20A%22%7D&exporterName=exporter-1-primary_deployable&deployableName=DEP1" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user 'username':'password'
```

Returns the unique identifier of the export request.

```
{
  "result": {
    "export_id": "64b5f79f5379301096edddeeff7b12eb"
  }
}
```

CdmApplicationsApi - POST /sn_cdm/applications/shared_components

Associates the specified shared component to the application within a specified changeset.

The CDM Admin role is required to access this endpoint.

Note: The specified shared component must have an associated published version (snapshot).

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/shared_components`

Default URL: `/api/sn_cdm/applications/shared_components`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the application to associate with the shared component. Data type: String
changesetNumber	Required. Unique identifier of the changeset associated with the component. Data type: String
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint
sharedComponentName	Required. Name of the shared component to associate with the specified application. Data type: String Table: CDM Shared Component [sn_cdm_shared_component]
sharedLibraryName	Required. Name of the shared library under which to create the component. The shared library must have the following fields defined as follows: • state = active • available = true • type = shared_library Data type: String Table: CDM Application [sn_cdm_application]

Request body parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. The passed changeset doesn't exist.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

The response fields depend on what fields were specified in the *returnFields* parameter in the request. The following describes some of the more important fields.

Name	Description

changeset_id	Details of the changeset record associated with the node.
	
	Data type: Object
	
	`"changeset_id": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

changeset_id.link	Call syntax for querying this changeset record using the *Table* REST API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
changeset_id.value	Unique identifier of the changeset record. Data type: String Table: CDM Changeset [sn_cdm_changeset]
description	Description of the CDM node. Data type: String

error	Only returned if an error occurred during processing.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Details about the error that occurred. Data type: String
error.message	Message that provides an overview of the error. Data type: String
linked_to	ID of the main node associated with the shared component. Data type: String

linked_to_version	Details of the CDM snapshot record associated with the node.
	
	Data type: Object
	
	`"linked_to_version": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

linked_to_version.link	Call syntax for querying this version record using the *Table* REST API. Data type: String
linked_to_version.value	Sys_id of the version record. Data type: String
main	Flag that indicates whether the associated snapshot was published. Valid values: • true: Snapshot was published. • false: Snapshot wasn't published.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
main_id	Unique ID of the newly created main node. Data type: String
main_id_encoded	Encoded ID of the newly created main node. Data type: String
name	Name of the CDM node. Data type: String
node	Sys_id of the shared component node. Data type: String
node_path	Path to the new linked node created when adding the shared component. Data type: String
status	Status of the node. Possible values: New Data type: String
sys_created_by	User name of the user that create the CDM node. For example, able.tuter. Data type: String
sys_created_on	Date and time when the CDM node was created. Format: YYYY-mm-DD hh:mm:ss Data type: String
sys_id	Sys_id of the node. Data type: String Table: CDM Node [sn_cdm_node]
sys_updated_by	User name of the user that last updated the CDM node. For example, able.tuter. Data type: String
sys_updated_on	Date and time when the CDM node was last updated. Format: YYYY-mm-DD hh:mm:ss Data type: String
type	Node type. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following example shows how to call this endpoint to associate the application "App1" with the shared component "paymentService-V1.1" under the shared library "OracleG-Library-10" within the "Chset-20" changeset.

```
curl
 "https://instance.servicenow.com/api/sn_cdm/applications/shared
_components?appName=App1&changesetNumber=Chset-20&sharedLibraryN
ame=OracleG-Library-10&sharedComponentName=paymentService-V1.1"
 \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
{
  "result": {
    "changeset_id": {
      "value": "74b7ff6fc33711100c257e2cc840dd6b",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_changes
et/74b7ff6fc33711100c257e2cc840dd6b"
    },
    "node_path": "!,0!,1!/D",
    "description": null,
    "sys_updated_on": "2022-12-22 17:07:29",
    "type": "sn_cdm_node_linked_shared_component",
    "sys_class_name": "sn_cdm_node",
    "sys_id": "ff8b37ebc3b711100c257e2cc840ddba",
    "sys_updated_by": "admin",
    "previous_version": null,
    "sys_created_on": "2022-12-22 17:07:29",
    "value": null,
    "effective_from": null,
    "linked_to": "210",
    "sys_created_by": "admin",
    "restricted_to": null,
    "linked_to_version": {
      "value": "581fc3e9c3b311100c257e2cc840dd17",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_snapshot/5
81fc3e9c3b311100c257e2cc840dd17"
    },
    "level": "2",
    "conflict_type": null,
    "main_id": "483",
    "effective_to": null,
    "secure_value": null,
    "node_classifier": "/application/components",
    "main_id_encoded": "/D",
    "name": "LIB2_C",
    "position": null,
    "reason_for_conflict": null,
    "system_folder": false,
    "status": "new",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "conflict": false
  }
}
```

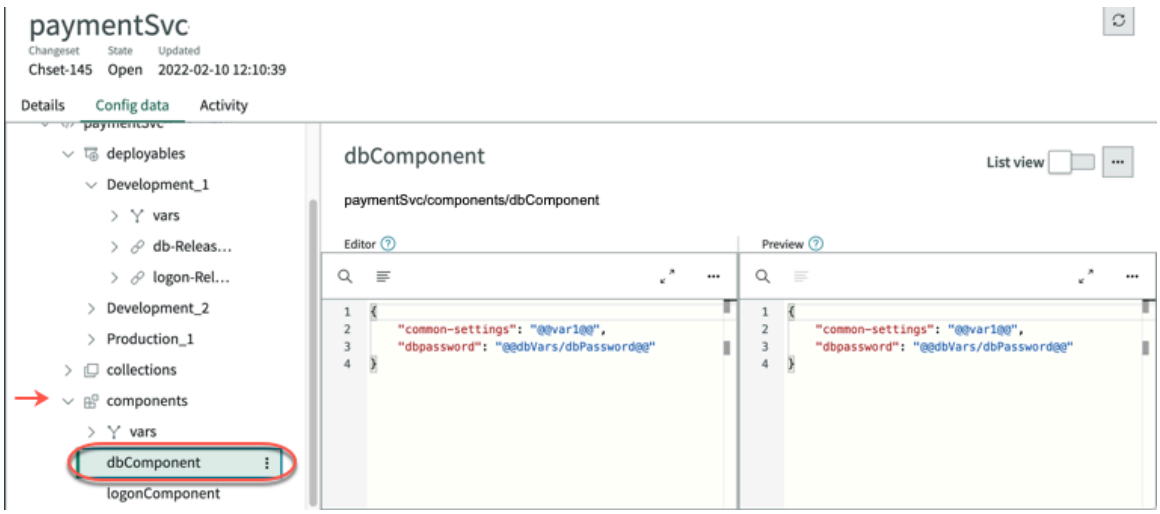
CdmApplicationsApi - POST /sn_cdm/applications/uploads/components

Submits a request to upload the passed-in configuration data for a specific component, within the system components folder, for the specified application.

This endpoint returns the ID of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload.

Note: The maximum default upload content size is 2 MB. You can modify this default by updating the property sn_cdm.max_allowed_upload_file_size.

The following image shows an example of where the component configuration data is uploaded in reference to the ServiceNow DevOps Config UI. Assumes the component is **dbComponent** and the application is **paymentSvc**.



Note: This upload method cannot be used to modify nodes. Use the alternative CdmApplicationsApi - POST sn_cdm/applications/uploads/components/file method to modify nodes.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/uploads/components`

Default URL: `/api/sn_cdm/applications/uploads/components`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
appName	Name of the application to associate with the configuration data. This application must be in the active state. Data type: String Table: CDM Application [sn_cdm_application]
autoCommit	Flag that indicates whether the changeset identified in the *changesetNumber* parameter is committed to the data model after upload. Valid values: • true: Changeset is committed after upload. • false: Changeset isn't committed after upload. Data type: Boolean Default: false
autoDelete	Flag that indicates whether the existing nodes, that aren't part of the upload content, are deleted after the processing is complete. Valid values: • true: Automatically delete existing nodes. • false: Don't automatically delete existing nodes. Data type: Boolean Default: false
autoValidate	Flag that indicates whether the snapshots created when committed are validated. Valid values: • true: Validate the snapshots. • false: Don't validate the snapshots. **Note:** This option is only available if the *autoCommit* parameter is `true`. Data type: Boolean Default: false

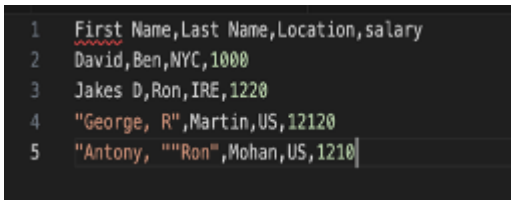
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
changesetNumber	String that uniquely identifies the changeset associated with the application, such as Chset-102. This changeset must be in the "Open" state. Data type: String Default: Creates a changeset to use. The changeset details are returned as part of the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} results. Table: CDM Changeset [sn_cdm_changeset]
dataFormat	Required. Format of the configuration data. Valid values: • csv • ini • json • properties • raw • xml • yaml Data type: String
dataFormatAttributes	Only supported when the *dataFormat* parameter is set to `csv`. Attributes that define the CSV data format. For additional information, see Parsing of CSV files in CDM. Data type: Object `"dataFormatAttributes" { "containsHeader": Boolean, "delimeter": "String" "headers": [Array], "securedHeaders": [Array] }`
dataFormatAttributes.containsHeaders	Flag that indicates whether the data contains a header row. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• true: Data contains a header row. The first row in the data is considered the header row.  • false: Data doesn't contain a header row. You must pass the header information in the *`dataFormatAttributes.headers`* parameter. Data type: Boolean Default: false
dataFormatAttributes.delimeter	Character to use to delineate fields within the data. Data type: String Default: Comma ","
dataFormatAttributes.headers	Required if *`dataFormatAttributes.containsHeaders`* parameter is `false`. Fields in the data that comprise the header. These headers are converted to the key names of the CDIs in the JSON format. The number of headers must match the number of record fields. Data type: Array Default: Empty array
dataFormatAttributes.securedHeaders	Fields in the data that are secure fields and must be encrypted in the data uploaded to CDM. The name of the secured headers must match the name of the headers in the headers attribute or data file. These fields are stored in a column of type Password (2 Way Encrypted). **Note:** You can only secure fields using this attribute. You can't unsecure the secured fields. Data type: Array Default: Empty array
deleteRedundantOverrides	Flag that indicates whether to create an override where redundant values are present. Valid values: • true: If redundant values are present, an override isn't created. • false: If redundant values are present, proceeds with an override.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: true
fileName	Name of the file to upload. This name can differ from than the actual file name and contain the file extension. For example, .txt/.scv/.jar. The fileName value is applied when downloading the file. Data type: String
fileNodeName	Name of the file node. This file name is used in the configuration data when exporting it. This name doesn't require a file extension nor does it affect the download. Data type: String

identifierKeys	List of names that indicate which key in an array child to use to identify the same node.
	
	For example, if you're uploading:
	
	`[ {"name" : "Allan, "city" : "Paris"}, {"name" : "Karen, "city" : "Sydney"} ]`
	
	in the following existing model:
	
	`[ {"name" : "Karen, "city" : "Manila"}, {"name" : "Allan, "city" : "Brussels"} ]`
	
	and you set *identifierKeys* to `name`, it produces the following output:
	
	`[ {"name" : "Karen, "city" : "Sydney"}, {"name" : "Allan, "city" : "Paris"} ]`
	
	Otherwise, it produces the following output:
	
	`[ {"name" : "Karen, "city" : "Manila"}, {"name" : "Allan, "city" : "Brussels"}, {"name" : "Allan, "city" : "Paris"}, {"name" : "Karen, "city" : "Sydney"} ]`
	
	Data type: Array of Strings

ignoreAttributes	Flag that indicates whether the given data format supports attributes (currently only XML). Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• true: If the given data format supports attributes, any attributes in the input data are skipped during the upload. • false: If the given data format supports attributes, any attributes in the input data are included in the upload. Data type: Boolean Default: false
namePath	Path of the targeted node under which the configuration data should be uploaded. This path is relative to the components, collection, or deployable folder (depending on the endpoint being called). You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp&#xFFFD;deployables&#xFFFD;Development1&#xFFFD;cdi1` • Array: `['testApp','deployables','Development1','cdi1']` **Note:** If the specified component doesn't exist at the specified path, the system automatically creates the component at the specified path and then uploads the data. Data type: String
sharedLibraryName	Required. Name of the shared library where the component to delete is located. Data type: String Table: CDM Application [sn_cdm_application]

Request body parameters (XML or JSON)

Name	Description
Variable upload data	Configuration data to upload. This can be any data in the format defined by the *dataFormat* parameter of the query parameters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Supported types: *text/plain* and *application/x-www-form-urlencoded*. Default: *text/plain*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Upload request has been rejected. Possible issues: • Size of configuration payload is greater that the allowed maximum - 2 MB by default. • Required parameters are missing from the call.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

error	If an error occurred during processing, the details about the error.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>{
	  "message": "String"
	}</pre>

error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String
upload_id	Sys_id of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload. Data type: String

Example: cURL request

The following example shows an upload request for the application Demo_App1631126164773.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/uploa
ds/components?namePath=%2FSettings%2FdbSettings&dataFormat=json&
appName=Demo_App1631126164773&changesetNumber=Chset-8&autoCommit
=false&publishOption=publish_none&autoValidate=false&autoDelete=
true" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:text/plain" \
--data "{
  \"dbIPAddress\": \"10.10.10.110\",
  \"dbPort\": \"8080\",
  \"dbConnectionString\": \"admin:admin server1.xyz.com:8080
 dbName_payments\",
  \"dbConnectionStringBackup\": \"admin:admin server2.xyz.com
 dbName_payments_backup\
"}" \
--user 'username':'password'
```

The following return results show both a successful and an error response for this request.

```
// Successful completion of the upload request
{
  "result": {
    "upload_id": "ec1f71f45322301096edddeeff7b12b3"
  }
}

// Error response. Payload is too large.
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "error": {
    "message": "Size of uploaded data:6853632.0(bytes) is
 greater than max allowed upload limit of 2097152.0(bytes)",
    "detail": ""
  },
  "status": "failure"
}
```

CdmApplicationsApi - POST sn_cdm/applications/uploads/components/file

Uploads files as part of the Configuration Data Model (CDM) to the components folder.

Use this method to upload to a components file node.

URL format

Versioned URL: POST `/api/sn_cdm/{api_version}/applications/uploads/components/file`

Default URL: POST `/api/sn_cdm/applications/uploads/components/file`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Name of the application to associate with the configuration data. This application must be in the active state. Data type: String Table: CDM Application [sn_cdm_application]
autoCommit	Flag that indicates whether the changeset identified in the *`changesetNumber`* parameter is committed to the data model after upload. Valid values: • true: Changeset is committed after upload. • false: Changeset isn't committed after upload. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: false
autoValidate	Flag that indicates whether the snapshots created when committed are validated. Valid values: • true: Validate the snapshots. • false: Don't validate the snapshots. **Note:** This option is only available if the *autoCommit* parameter is `true`. Data type: Boolean Default: false
changesetNumber	String that uniquely identifies the changeset associated with the application, such as Chset-102. This changeset must be in the "Open" state. Data type: String Default: Creates a changeset to use. The changeset details are returned as part of the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} results. Table: CDM Changeset [sn_cdm_changeset]
fileName	Name of the file to upload. This name can differ from than the actual file name and contain the file extension. For example, .txt/.scv/.jar. The fileName value is applied when downloading the file. Data type: String
fileNodeName	Name of the file node. This file name is used in the configuration data when exporting it. This name doesn't require a file extension nor does it affect the download. Data type: String
namePath	Path of the targeted node under which the configuration data should be uploaded. This path is relative to the components, collection, or deployable folder (depending on the endpoint being called). You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• Backend name path with replacement characters: `testApp&#xfffd;deployables&#xfffd;Development1&#xfffd;cdi1` • Array: `['testApp','deployables','Development1','cdi1']` **Note:** If the specified component doesn't exist at the specified path, the system automatically creates the component at the specified path and then uploads the data. Data type: String
publishOption	Publish option for the associated configured snapshots. Valid values: • publish_none: Don't publish any snapshots. • publish_valid: Publish only those snapshots that pass validation after the commit. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none **Note:** This option is only available if the value for the *autoCommit* parameter is true.

Request body parameters (XML or JSON)

Name	Description
Variable upload data	Configuration data to upload. By default, file size uploads are limited to 5 MB. For information about how to adjust your upload file sizes and type, see this Now Support article. Data type: String/stream

Headers

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
Content-Type	Data type of the file to be uploaded. Supported types: *application/zip*, *text/plain*, *application/json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Upload request has been rejected. Possible issues: • Size of configuration payload is greater that the allowed maximum - 2 MB by default. • Required parameters are missing from the call.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
status	Error status of the request. Possible values: failure Data type: String
upload_id	Sys_id of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload. Data type: String

Example: cURL request

The following example shows how to upload a content to a text file.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/uploa
ds/components/file?autoValidate=true&appName=testApp&namePath=te
stComponent%2FfilesFolder&fileName=testFileNodeName.txt&publishO
ption=publish_valid&changesetNumber=Chset-108&autoCommit=true&fi
leNodeName=testFile.txt" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:text/plain" \
--data "This is sample content that will be uploaded to a plain
 text file."\
--user 'username':'password'
```

The following return results show both a successful and an error response for this request.

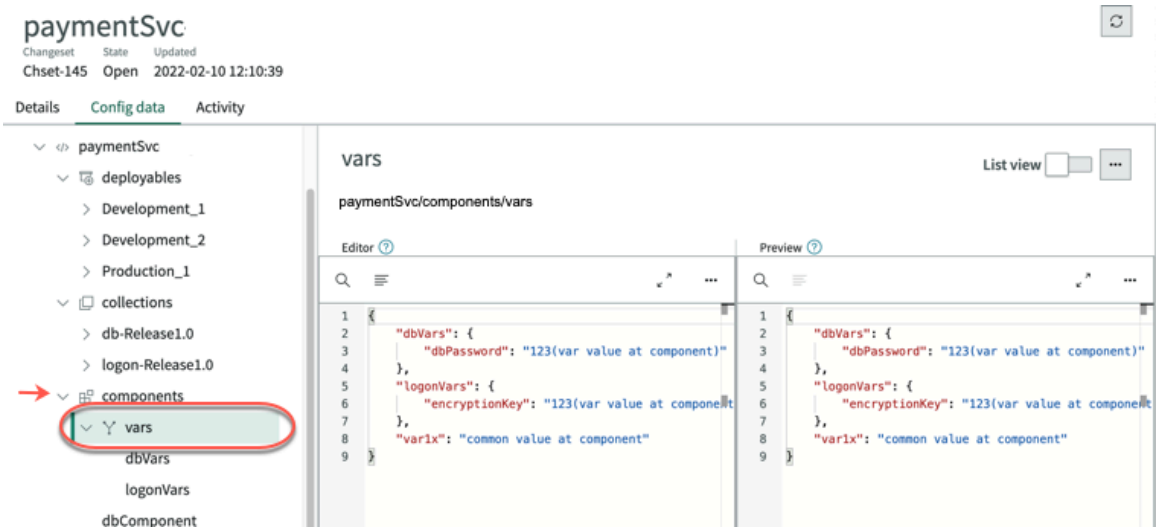
```
// Successful completion of the upload request
{
  "result": {
    "upload_id": "ec1f71f45322301096edddeeff7b12b3"
  }
}

// Error response. Payload is too large.
{
  "error": {
    "message": "Could not find active application with name:
 ‘testApp’ of type application",
    "detail": ""
  },
  "status": "failure"
}
```

CdmApplicationsApi - POST /sn_cdm/applications/uploads/components/vars

Submits a request to upload the passed-in configuration data under the vars folder, within the system components folder, for the specified application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following image shows an example of where the component's vars configuration data is uploaded in reference to the ServiceNow DevOps Config Workspace UI. Assumes the application is **paymentSvc**.



Note: The maximum default upload content size is 2 MB. You can modify this default by updating the property sn_cdm.max_allowed_upload_file_size.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/uploads/components/vars`

Default URL: `/api/sn_cdm/applications/uploads/components/vars`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Name of the application to associate with the configuration data. This application must be in the active state. Data type: String Table: CDM Application [sn_cdm_application]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
autoCommit	Flag that indicates whether the changeset identified in the *changesetNumber* parameter is committed to the data model after upload. Valid values: • true: Changeset is committed after upload. • false: Changeset isn't committed after upload. Data type: Boolean Default: false
autoDelete	Flag that indicates whether the existing nodes, that aren't part of the upload content, are deleted after the processing is complete. Valid values: • true: Automatically delete existing nodes. • false: Don't automatically delete existing nodes. Data type: Boolean Default: false
autoValidate	Flag that indicates whether the snapshots created when committed are validated. Valid values: • true: Validate the snapshots. • false: Don't validate the snapshots. **Note:** This option is only available if the *autoCommit* parameter is `true`. Data type: Boolean Default: false
changesetNumber	String that uniquely identifies the changeset associated with the application, such as Chset-102. This changeset must be in the "Open" state. Data type: String Default: Creates a changeset to use. The changeset details are returned as part of the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} results. Table: CDM Changeset [sn_cdm_changeset]
dataFormat	Required. Format of the configuration data. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• ini • json • properties • raw • xml • yaml Data type: String
deleteRedundantOverrides	Flag that indicates whether to create an override where redundant values are present. Valid values: • true: If redundant values are present, an override isn't created. • false: If redundant values are present, proceeds with an override. Default: true
fileName	Name of the file to upload. This name can differ from than the actual file name and contain the file extension. For example, .txt/.scv/.jar. The fileName value is applied when downloading the file. Data type: String
fileNodeName	Name of the file node. This file name is used in the configuration data when exporting it. This name doesn't require a file extension nor does it affect the download. Data type: String

identifierKeys	List of names that indicate which key in an array child to use to identify the same node.
	
	For example, if you're uploading:
	`[ {"name" : "Allan, "city" : "Paris"}, {"name" : "Karen, "city" : "Sydney"} ]`
	
	in the following existing model:
	`[ {"name" : "Karen, "city" : "Manila"}, {"name" : "Allan, "city" : "Brussels"} ]`
	
	and you set *identifierKeys* to `name`, it produces the following output:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description

	<pre>[
	  {"name" : "Karen, "city" : "Sydney"},
	  {"name" : "Allan, "city" : "Paris"}
	]</pre>
	Otherwise, it produces the following output:
	<pre>[
	  {"name" : "Karen, "city" : "Manila"},
	  {"name" : "Allan, "city" : "Brussels"},
	  {"name" : "Allan, "city" : "Paris"},
	  {"name" : "Karen, "city" : "Sydney"}
	]</pre>
	Data type: Array of Strings

ignoreAttributes	Flag that indicates whether the given data format supports attributes (currently only XML). Valid values: • true: If the given data format supports attributes, any attributes in the input data are skipped during the upload. • false: If the given data format supports attributes, any attributes in the input data are included in the upload. Data type: Boolean Default: false
namePath	Path of the targeted node under which the configuration data should be uploaded. This path is relative to the components, collection, or deployable folder (depending on the endpoint being called). You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp&#65533;deployables&#65533;Development1&#65533;cdi1` • Array: `['testApp','deployables','Development1','cdi1']` **Note:** If the specified component doesn't exist at the specified path, the system automatically creates the component at the specified path and then uploads the data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String
sharedLibraryName	Required. Name of the shared library where the component to delete is located. Data type: String Table: CDM Application [sn_cdm_application]

Request body parameters (XML or JSON)

Name	Description
Variable upload data	Configuration data to upload. This can be any data in the format defined by the *`dataFormat`* parameter of the query parameters.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Supported types: *`text/plain`* and *`application/x-www-form-urlencoded`*. Default: *`text/plain`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	Upload request has been rejected. Possible issues: • Size of configuration payload is greater that the allowed maximum - 2 MB by default. • Required parameters are missing from the call.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String
upload_id	Sys_id of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload. Data type: String

Example: cURL request

The following example shows a vars upload request for the application Demo_App1631126164773.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/uploa
ds/components/vars?changesetNumber=Chset-102&autoValidate=false&
autoDelete=true&publishOption=publish_none&appName=Demo_App16311
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
26164773&namePath=%2FSettings%2FdbSettings&autoCommit=false&data
Format=json" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:text/plain" \
--data "{
  \"dbSettings\": {
    \"dbIPAddress\": \"10.10.10.110\",
    \"dbPort\": \"8080\",
    \"dbConnectionString\": \"username:password
 server1.xyz.com:8080 dbName_payments\",
    \"dbConnectionStringBackup\": \"username:password
 server2.xyz.com dbName_payments_backup\"
  }
}"
--user 'username':'password'
```

The following return results show both a successful and an error response for this request.

```
// Successful completion of the upload request
{
  "result": {
    "upload_id": "d21f71f45322301096eccceaff7b1ce3"
  }
}

// Error response. Payload is too large.
{
  "error": {
    "message": "Size of uploaded data:6853632.0(bytes) is
 greater than max allowed upload limit of 2097152.0(bytes)",
    "detail": ""
  },
  "status": "failure"
}
```

CdmApplicationsApi - POST /sn_cdm/applications/uploads/collections

Submits a request to upload the passed-in configuration data for a specific collection, within the system collections folder, for the specified application.

This endpoint returns the ID of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload.

Note: The maximum default upload content size is 2 MB. You can modify this default by updating the property sn_cdm.max_allowed_upload_file_size.

The following image shows an example of where the configuration data is uploaded in reference to the ServiceNow DevOps Config Workspace UI. Assumes the collection is **db0Release1.0** and the application is **paymentSvc**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This upload method cannot be used to modify nodes. Use the alternative CdmApplicationsApi - POST /sn_cdm/applications/uploads/collections/file method to modify nodes.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/uploads/collections`

Default URL: `/api/sn_cdm/applications/uploads/collections`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Name of the application to associate with the configuration data. This application must be in the active state. Data type: String Table: CDM Application [sn_cdm_application]
autoCommit	Flag that indicates whether the changeset identified in the *`changesetNumber`* parameter is committed to the data model after upload. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• true: Changeset is committed after upload. • false: Changeset isn't committed after upload. Data type: Boolean Default: false
autoDelete	Flag that indicates whether the existing nodes, that aren't part of the upload content, are deleted after the processing is complete. Valid values: • true: Automatically delete existing nodes. • false: Don't automatically delete existing nodes. Data type: Boolean Default: false
autoValidate	Flag that indicates whether the snapshots created when committed are validated. Valid values: • true: Validate the snapshots. • false: Don't validate the snapshots. **Note:** This option is only available if the *autoCommit* parameter is `true`. Data type: Boolean Default: false
changesetNumber	String that uniquely identifies the changeset associated with the application, such as Chset-102. This changeset must be in the "Open" state. Data type: String Default: Creates a changeset to use. The changeset details are returned as part of the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} results. Table: CDM Changeset [sn_cdm_changeset]
collectionName	Required. Name of the collection under which to store the uploaded payload.

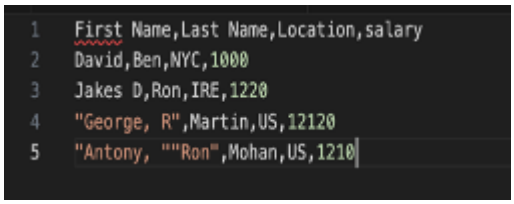
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Note: If the specified *namePath* does not exist under this collection, the system automatically creates the component(s) under this collection and then uploads the configuration content. For example, if you want to upload the collection `collA`, with the path `compA/comp/compC`, the data is uploaded under `/collA/collections/compa/compB/compC`. If `compA` exists but not `compB` and `compC`, then the endpoint creates these components and uploads the data under `compC`. Data type: String
dataFormat	Required. Format of the configuration data. Valid values: • csv • ini • json • properties • raw • xml • yaml Data type: String
dataFormatAttributes	Only supported when the *dataFormat* parameter is set to `csv`. Attributes that define the CSV data format. For additional information, see Parsing of CSV files in CDM. Data type: Object `"dataFormatAttributes" { "containsHeader": Boolean, "delimeter": "String" "headers": [Array], "securedHeaders": [Array] }`
dataFormatAttributes.containsHeaders	Flag that indicates whether the data contains a header row. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• true: Data contains a header row. The first row in the data is considered the header row.  • false: Data doesn't contain a header row. You must pass the header information in the *`dataFormatAttributes.headers`* parameter. Data type: Boolean Default: false
dataFormatAttributes.delimeter	Character to use to delineate fields within the data. Data type: String Default: Comma ","
dataFormatAttributes.headers	Required if *`dataFormatAttributes.containsHeaders`* parameter is `false`. Fields in the data that comprise the header. These headers are converted to the key names of the CDIs in the JSON format. The number of headers must match the number of record fields. Data type: Array Default: Empty array
dataFormatAttributes.securedHeaders	Fields in the data that are secure fields and must be encrypted in the data uploaded to CDM. The name of the secured headers must match the name of the headers in the headers attribute or data file. These fields are stored in a column of type Password (2 Way Encrypted). **Note:** You can only secure fields using this attribute. You can't unsecure the secured fields. Data type: Array Default: Empty array
deleteRedundantOverrides	Flag that indicates whether to create an override where redundant values are present. Valid values: • true: If redundant values are present, an override isn't created. • false: If redundant values are present, proceeds with an override.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: true
ignoreAttributes	Flag that indicates whether the given data format supports attributes (currently only XML). Valid values: • true: If the given data format supports attributes, any attributes in the input data are skipped during the upload. • false: If the given data format supports attributes, any attributes in the input data are included in the upload. Data type: Boolean Default: false
namePath	Path of the targeted node under which the configuration data should be uploaded. This path is relative to the components, collection, or deployable folder (depending on the endpoint being called). You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp&#xFFFD;deployables&#xFFFD;Development1&#xFFFD;cdi1` • Array: `['testApp','deployables','Development1','cdi1']` **Note:** If the specified component doesn't exist at the specified path, the system automatically creates the component at the specified path and then uploads the data. Data type: String

Request body parameters (XML or JSON)

Name	Description
Variable upload data	Configuration data to upload. This can be any data in the format defined by the *`dataFormat`* parameter of the query parameters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Supported types: *text/plain* and *application/x-www-form-urlencoded*. Default: *text/plain*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Upload request has been rejected. Possible issues: • Size of configuration payload is greater that the allowed maximum - 2 MB by default. • Required parameters are missing from the call.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

error	If an error occurred during processing, the details about the error.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"message": "String"
	}</pre>

error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String
upload_id	Sys_id of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload. Data type: String

Example: cURL request

This example shows how to upload JSON-formatted *dbSettings* configuration date into the collections folder for the application Demo_App1631126164773.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/uploa
ds/collections?dataFormat=json&autoValidate=false&changesetNumbe
r=Chset-102&appName=Demo_App1631126164773&autoDelete=true&namePa
th=%2FSettings%2FdbSettings&collectionName=release-1.0&autoCommi
t=false&publishOption=publish_none" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:text/plain" \
--data "{
  \"dbSettings\": {
    \"dbIPAddress\": \"10.10.10.110\",
    \"dbPort\": \"8080\",
    \"dbConnectionString\": \"admin:admin server1.xyz.com:8080
 dbName_payments\",
    \"dbConnectionStringBackup\": \"admin:admin server2.xyz.com
 dbName_payments_backup\"
  }
}" \
--user 'username':'password'
```

The following shows the possible responses to this call, both as a success and an error.

```
// Successful completion of the upload request
{
  "result": {
    "upload_id": "ec1f71f45322301096edddeeff7b12b3"
  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}

// Error response. Payload is too large.
{
  "error": {
    "message": "Size of uploaded data:6853632.0(bytes) is
 greater than max allowed upload limit of 2097152.0(bytes)",
    "detail": ""
  },
  "status": "failure"
}
```

CdmApplicationsApi - POST /sn_cdm/applications/uploads/collections/file

Uploads a file to the collections folder in the Configuration Data Model (CDM).

URL format

Versioned URL: POST `/api/sn_cdm/{api_version}/applications/uploads/collections/file`

Default URL: POST `/api/sn_cdm/applications/uploads/collections/file`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Name of the application to associate with the configuration data. This application must be in the active state. Data type: String Table: CDM Application [sn_cdm_application]
autoCommit	Flag that indicates whether the changeset identified in the *`changesetNumber`* parameter is committed to the data model after upload. Valid values: • true: Changeset is committed after upload. • false: Changeset isn't committed after upload. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: false
autoValidate	Flag that indicates whether the snapshots created when committed are validated. Valid values: • true: Validate the snapshots. • false: Don't validate the snapshots. **Note:** This option is only available if the *autoCommit* parameter is `true`. Data type: Boolean Default: false
collectionName	Required. Name of the collection under which to store the uploaded payload. **Note:** If the specified `namePath` does not exist under this collection, the system automatically creates the component(s) under this collection and then uploads the configuration content. For example, if you want to upload the collection `collA`, with the path `compA/comp/compC`, the data is uploaded under `/collA/collections/compa/compB/compC`. If `compA` exists but not `compB` and `compC`, then the endpoint creates these components and uploads the data under `compC`. Data type: String
changesetNumber	String that uniquely identifies the changeset associated with the application, such as Chset-102. This changeset must be in the "Open" state. Data type: String Default: Creates a changeset to use. The changeset details are returned as part of the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} results. Table: CDM Changeset [sn_cdm_changeset]
fileName	Name of the file to upload. This name can differ from than the actual file name and contain the file extension. For example, .txt/.scv/.jar. The fileName value is applied when downloading the file. Data type: String
fileNodeName	Name of the file node. This file name is used in the configuration data when exporting it. This name doesn't require a file extension nor does it affect the download. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
namePath	Path of the targeted node under which the configuration data should be uploaded. This path is relative to the components, collection, or deployable folder (depending on the endpoint being called). You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp&#65533;deployables&#65533;Development1&#65533;cdi1` • Array: `['testApp','deployables','Development1','cdi1']` **Note:** If the specified component doesn't exist at the specified path, the system automatically creates the component at the specified path and then uploads the data. Data type: String
publishOption	Publish option for the associated configured snapshots. Valid values: • publish_none: Don't publish any snapshots. • publish_valid: Publish only those snapshots that pass validation after the commit. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none **Note:** This option is only available if the value for the *autoCommit* parameter is true.

Request body parameters (XML or JSON)

Name	Description
Variable upload data	Configuration data to upload. By default, file size uploads are limited to 5 MB. For information about how to adjust your upload file sizes and type, see this Now Support article. Data type: String/stream

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Content Type of the file to be uploaded. Examples: application/zip, text/plain, application/json.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Upload request has been rejected. Possible issues: • Size of configuration payload is greater that the allowed maximum - 2 MB by default. • Required parameters are missing from the call.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String
upload_id	Sys_id of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload. Data type: String

Example: cURL request

The following call uploads a plain text file to the CDM collections folder.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/uploa
ds/collections/file?autoValidate=true&collectionName=collA&appNa
me=testApp&namePath=testComponent%2FfilesFolder&fileName=testFil
eNodeName.txt&publishOption=publish_valid&changesetNumber=Chset-
108&autoCommit=true&fileNodeName=testFile.txt" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:text/plain" \
--data "This is sample content that will be uploaded to a plain
 text file."\
--user 'username':'password'
```

The following return results show both a successful and an error response to this request.

```
// Successful completion of the upload request
{
  "result": {
    "upload_id": "ec1f71f45322301096edddeeff7b12b3"
  }
}

// Error response. Payload is too large.
{
  "error": {
    "message": "Could not find active application with name:
 ‘testApp’ of type application",
    "detail": ""
  },
  "status": "failure"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CdmApplicationsApi - POST /sn_cdm/applications/uploads/deployables

Submits a request to upload the configuration content for a specific deployable within the deployables system folder of a specified application.

This endpoint returns the ID of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload.

Note: The maximum default upload content size is 2 MB. You can modify this default by updating the property sn_cdm.max_allowed_upload_file_size.

The following image shows an example of where the deployable configuration data is uploaded in reference to the ServiceNow DevOps Config UI. Assumes the deployable is **Development_1** and the application is **paymentSvc**.

Note: This upload method cannot be used to modify nodes. Use the alternative CdmApplicationsApi - POST /sn_cdm/applications/uploads/deployables/file method to modify nodes.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/uploads/deployables`

Default URL: `/api/sn_cdm/applications/uploads/deployables`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

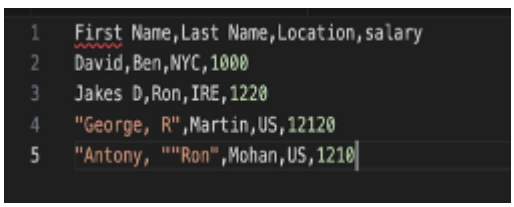
Query parameters

Name	Description
appName	Name of the application to associate with the configuration data. This application must be in the active state. Data type: String Table: CDM Application [sn_cdm_application]
autoCommit	Flag that indicates whether the changeset identified in the *changesetNumber* parameter is committed to the data model after upload. Valid values: • true: Changeset is committed after upload. • false: Changeset isn't committed after upload. Data type: Boolean Default: false
autoDelete	Flag that indicates whether the existing nodes, that aren't part of the upload content, are deleted after the processing is complete. Valid values: • true: Automatically delete existing nodes. • false: Don't automatically delete existing nodes. Data type: Boolean Default: false
autoValidate	Flag that indicates whether the snapshots created when committed are validated. Valid values: • true: Validate the snapshots. • false: Don't validate the snapshots. **Note:** This option is only available if the *autoCommit* parameter is `true`. Data type: Boolean Default: false
changesetNumber	String that uniquely identifies the changeset associated with the application, such as Chset-102. This changeset must be in the "Open" state. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: Creates a changeset to use. The changeset details are returned as part of the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} results. Table: CDM Changeset [sn_cdm_changeset]
dataFormat	Required. Format of the configuration data. Valid values: • csv • ini • json • properties • raw • xml • yaml Data type: String
dataFormatAttributes	Only supported when the *dataFormat* parameter is set to `csv`. Attributes that define the CSV data format. For additional information, see Parsing of CSV files in CDM. Data type: Object `"dataFormatAttributes" { "containsHeader": Boolean, "delimeter": "String" "headers": [Array], "securedHeaders": [Array] }`

dataFormatAttributes.containsHeaders	Flag that indicates whether the data contains a header row.
	
	Valid values:
	• true: Data contains a header row. The first row in the data is considered the header row.
	 
	`1 First Name,Last Name,Location,salary`
	`2 David,Ben,NYC,1000`
	`3 Jakes D,Ron,IRE,1220`
	`4 "George, R",Martin,US,12120`
	`5 "Antony, ""Ron",Mohan,US,1210`
	• false: Data doesn't contain a header row. You must pass the header information in the *dataFormatAttributes.headers* parameter.
	
	Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: false
dataFormatAttributes.delimeter	Character to use to delineate fields within the data. Data type: String Default: Comma ","
dataFormatAttributes.headers	Required if *dataFormatAttributes.containsHeaders* parameter is `false`. Fields in the data that comprise the header. These headers are converted to the key names of the CDIs in the JSON format. The number of headers must match the number of record fields. Data type: Array Default: Empty array
dataFormatAttributes.securedHeaders	Fields in the data that are secure fields and must be encrypted in the data uploaded to CDM. The name of the secured headers must match the name of the headers in the headers attribute or data file. These fields are stored in a column of type Password (2 Way Encrypted). **Note:** You can only secure fields using this attribute. You can't unsecure the secured fields. Data type: Array Default: Empty array
deleteRedundantOverrides	Flag that indicates whether to create an override where redundant values are present. Valid values: • true: If redundant values are present, an override isn't created. • false: If redundant values are present, proceeds with an override. Default: true
deployableName	Required. Name of the deployable under which to store the uploaded payload. **Note:** If the specified *namePath* does not exist under this deployable, the system automatically creates the component(s) under this deployable and then uploads the configuration content.

identifierKeys	List of names that indicate which key in an array child to use to identify the same node.
	
	For example, if you're uploading:
	
	`[`
	`{"name" : "Allan, "city" : "Paris"},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description

	<pre>{"name" : "Karen, "city" : "Sydney"}
	]</pre>
	in the following existing model:
	<pre>[
	{"name" : "Karen, "city" : "Manila"},
	{"name" : "Allan, "city" : "Brussels"}
	]</pre>
	and you set *identifierKeys* to `name`, it produces the following output:
	<pre>[
	{"name" : "Karen, "city" : "Sydney"},
	{"name" : "Allan, "city" : "Paris"}
	]</pre>
	Otherwise, it produces the following output:
	<pre>[
	{"name" : "Karen, "city" : "Manila"},
	{"name" : "Allan, "city" : "Brussels"},
	{"name" : "Allan, "city" : "Paris"},
	{"name" : "Karen, "city" : "Sydney"}
	]</pre>
	Data type: Array of Strings

ignoreAttributes	Flag that indicates whether the given data format supports attributes (currently only XML). Valid values: • true: If the given data format supports attributes, any attributes in the input data are skipped during the upload. • false: If the given data format supports attributes, any attributes in the input data are included in the upload. Data type: Boolean Default: false
namePath	Path of the targeted node under which the configuration data should be uploaded. This path is relative to the components, collection, or deployable folder (depending on the endpoint being called). You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp&#65533;deployables&#65533;Development1&#65533;cdi1` • Array: `['testApp','deployables','Development1','cdi1']` **Note:** If the specified component doesn't exist at the specified path, the system automatically creates the component at the specified path and then uploads the data. Data type: String
publishOption	Publish option for the associated configured snapshots. Valid values: • publish_none: Don't publish any snapshots. • publish_valid: Publish only those snapshots that pass validation after the commit. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none **Note:** This option is only available if the value for the *autoCommit* parameter is true.

Request body parameters (XML or JSON)

Name	Description
Variable upload data	Configuration data to upload. This can be any data in the format defined by the *dataFormat* parameter of the query parameters.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Supported types: *text/plain* and *application/x-www-form-urlencoded*. Default: *text/plain*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Upload request has been rejected. Possible issues: • Size of configuration payload is greater that the allowed maximum - 2 MB by default. • Required parameters are missing from the call.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String
upload_id	Sys_id of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload. Data type: String

Example: cURL request

The following example shows an upload request for the application Demo_App1631126164773.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/uploa
ds/deployables?deployableName=TST-1&autoValidate=false&dataForma
t=json&autoDelete=false&changesetNumber=Chset-102&appName=Demo_A
pp1631126164773&publishOption=publish_none&autoCommit=true&nameP
ath=%2FSettings%2FdbSettings" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:text/plain" \
--data "{
  \"dbIPAddress\": \"10.10.10.110\",
  \"dbPort\": \"8080\",
  \"dbConnectionString\": \"admin:admin server1.xyz.com:8080
 dbName_payments\",
  \"dbConnectionStringBackup\": \"admin:admin server2.xyz.com
 dbName_payments_backup\"
}" \
--user 'username':'password'
```

The following return results show both a successful and an error response for this request.

```
// Successful completion of the upload request
{
  "result": {
    "upload_id": "ec1f71f45322301096edddeeff7b12b3"
  }
}

// Error response. Payload is too large.
{
  "error": {
    "message": "Size of uploaded data:6853632.0(bytes) is
 greater than max allowed upload limit of 2097152.0(bytes)",
    "detail": ""
  },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "status": "failure"
}
```

CdmApplicationsApi - POST /sn_cdm/applications/uploads/deployables/file

Uploads files to the deployables folder in the Configuration Data Model (CDM).

URL format

Versioned URL: POST `/api/sn_cdm/{api_version}/applications/uploads/deployables/file`

Default URL: POST `/api/sn_cdm/applications/uploads/deployables/file`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Name of the application to associate with the configuration data. This application must be in the active state. Data type: String Table: CDM Application [sn_cdm_application]
autoCommit	Flag that indicates whether the changeset identified in the *`changesetNumber`* parameter is committed to the data model after upload. Valid values: • true: Changeset is committed after upload. • false: Changeset isn't committed after upload. Data type: Boolean Default: false
autoValidate	Flag that indicates whether the snapshots created when committed are validated. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• true: Validate the snapshots. • false: Don't validate the snapshots. **Note:** This option is only available if the *autoCommit* parameter is `true`. Data type: Boolean Default: false
changesetNumber	String that uniquely identifies the changeset associated with the application, such as Chset-102. This changeset must be in the "Open" state. Data type: String Default: Creates a changeset to use. The changeset details are returned as part of the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} results. Table: CDM Changeset [sn_cdm_changeset]
deployableName	Required. Name of the CDM deployable for which to map the policy. Data type: String Table: CDM Deployable [sn_cdm_deployable]
fileName	Name of the file to upload. This name can differ from than the actual file name and contain the file extension. For example, .txt/.scv/.jar. The fileName value is applied when downloading the file. Data type: String
fileNodeName	Name of the file node. This file name is used in the configuration data when exporting it. This name doesn't require a file extension nor does it affect the download. Data type: String
namePath	Path of the targeted node under which the configuration data should be uploaded. This path is relative to the components, collection, or deployable folder (depending on the endpoint being called). You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• Backend name path with replacement characters: `testApp&#xfffd;deployables&#xfffd;Development1&#xfffd;cdi1` • Array: `['testApp','deployables','Development1','cdi1']` **Note:** If the specified component doesn't exist at the specified path, the system automatically creates the component at the specified path and then uploads the data. Data type: String
publishOption	Publish option for the associated configured snapshots. Valid values: • publish_none: Don't publish any snapshots. • publish_valid: Publish only those snapshots that pass validation after the commit. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none **Note:** This option is only available if the value for the *autoCommit* parameter is true.

Request body parameters (XML or JSON)

Name	Description
Variable upload data	Configuration data to upload. By default, file size uploads are limited to 5 MB. For information about how to adjust your upload file sizes and type, see this Now Support article. Data type: String/stream

Headers

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
Content-Type	Data type of the file to be uploaded. Supported types: *application/zip*, *text/plain*, *application/json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Upload request has been rejected. Possible issues: • Size of configuration payload is greater that the allowed maximum - 2 MB by default. • Required parameters are missing from the call.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
status	Error status of the request. Possible values: failure Data type: String
upload_id	Sys_id of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload. Data type: String

Example: cURL request

The following request uploads a plain text file to the deployables folder of the CDM application.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/applications/uploa
ds/deployables/file?autoValidate=true&deployableName=depA&appNam
e=testApp&namePath=testComponent%2FfilesFolder&fileName=testFile
NodeName.txt&publishOption=publish_valid&changesetNumber=Chset-1
O8&autoCommit=true&fileNodeName=testFile.txt" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:text/plain" \
--data "This is sample content that will be uploaded to a plain
 text file."\
--user 'username':'password'
```

The following return results show both a successful and an error response to this request.

```
// Successful completion of the upload request
{
  "result": {
    "upload_id": "ec1f71f45322301096edddeeff7b12b3"
  }
}

// Error response. Payload is too large.
{
  "error": {
    "message": "Could not find active application with name:
 ‘testApp’ of type application",
    "detail": ""
  },
  "status": "failure"
}
```

CdmApplicationsApi - PUT /sn_cdm/applications/deployables

Updates the specified shared component in an application within a specified changeset.

Allows an update to the following fields:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Name
- Description
- Application Service\Dynamic CI Group
- Deployable identifier

The CDM Admin role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/deployables`

Default URL: `/api/sn_cdm/applications/deployables`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, v1 or v2. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the CDM Application. Data type: String
name	Required. Name of the CDM Deployable. Data type: String
newDescription	Optional. A description for the CDM Deployable. Data type: String
newServiceId	Optional. The ID of the desired Application Service/Dynamic CI Group. In the cURL request, provide `''` to disconnect the Deployable from the service.
newIdentifier	Optional. The identifier of the Deployable. Data type: Choice (Development/Test/Production
newName	Optional. The new name of the Deployable. Data type: String
returnFields	Optional. Comma-separated list of fields to be returned as part of the response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: application/json

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. A bad request type or malformed request was detected.
500	Internal Server Error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
sys_id	CDM deployable sys_Id.
name	Name of the CDM Deployable.
node	Deployable node object. `{ 'value': '<sysId>', 'link': 'http://localhost:8081/api/now/table/*'}`
description	CDM deployable description.
identifier	An identifier for the deployable.
cmdb_ci	The app service object which is connected to a deployable. `{ 'value': '<sysId>', 'link': 'http://localhost:8081/api/now/table/*'}`
cmdb_app	The CDM application object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	`{ 'value': '<sysId>', 'link': 'http://localhost:8081/api/now/table/*'}`
snapshot_version_counter	The count of snapshots created for a deployable.
cdi_count	The number of CDIs contained in this CDM deployable.
cdi_usage	The CDI usage percentage.
environment_type	The environment type. Possible values: • development • production • test
state	The active or deleted state . Possible values: • active • deleted
sys_created_by	CDM deployable created by <username>.
sys_created_on	CDM deployable creation timestamp in the format of <yyyy-MM-dd hh:mm:ss>.
sys_updated_by	CDM deployable updated by <username>.
sys_updated_on	CDM deployable updated by timestamp in the format of <yyyy-MM-dd hh:mm:ss>.

Example: cURL request

```
curl
 "http://localhost:8080/api/sn_cdm/applications/deployables?appName=testApp&name=Dep-1" \
--request PUT\
--header "Accept:application/json" \
--user 'cdm_admin':'password1!'
```

Output:

```
{
  "result": {
    "identifier": "identiy1",
    "cmdb_ci": {
      "value": "f5b9e00b53901110a1d3ddeeff7b12b8",
      "link":
 "http://192.168.0.233:8080/api/now/table/cmdb_ci_service_auto/f5b9e00b53901110a1d3ddeeff7b12b8"
    },
    "cdi_count": "3",
    "snapshot_version_counter": "1",
    "description": "cdcds",
    "sys_updated_on": "2022-07-27 13:40:13",
    "environment_type": "Test",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "node": {
      "value": "30c00d4053015110a1d3ddeeff7b12bf",
      "link":
 "http://192.168.0.233:8080/api/now/table/sn_cdm_node/30c00d4053
015110a1d3ddeeff7b12bf"
    },
    "sys_id": "39b9e00b53901110a1d3ddeeff7b12b7",
    "sys_updated_by": "admin",
    "cdm_app": {
      "value": "62b517a953b70110a1d3ddeeff7b128c",
      "link":
 "http://192.168.0.233:8080/api/now/table/sn_cdm_application/62b
517a953b70110a1d3ddeeff7b128c"
    },
    "sys_created_on": "2022-06-29 12:53:57",
    "cdi_usage": "0.03",
    "name": "Dep-2",
    "state": "active",
    "sys_created_by": "admin"
  }
}
```


CdmApplicationsApi - PUT /sn_cdm/applications/shared_components

Updates the specified shared component in an application within a specified changeset.

The CDM Admin role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/applications/shared_components`

Default URL: `/api/sn_cdm/applications/shared_components`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Unique identifier of the changeset associated with the component. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint
sharedComponentName	Required. Name of the shared component associated with the specified application. Data type: String Table: CDM Shared Component [sn_cdm_shared_component]
sharedLibraryName	Required. Name of the shared library under which the component resides. The shared library must have the following fields defined as follows: • state = active • available = true • type = shared_library Data type: String Table: CDM Application [sn_cdm_application]
version	Required. Version name associated with the shared component. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. The passed changeset does not exist.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

The response fields depend on what fields were specified in the *returnFields* parameter in the request. The following describes some of the more important fields.

Name	Description

changeset_id	Details of the changeset record associated with the node.
	
	Data type: Object
	
	`"changeset_id": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

changeset_id.link	Call syntax for querying this changeset record using the *Table* REST API. Data type: String
changeset_id.value	Unique identifier of the changeset record. Data type: String Table: CDM Changeset [sn_cdm_changeset]
description	Description of the CDM node. Data type: String
error	Only returned if an error occurred during processing. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"error": {
	  "detail": "String",
	  "message": "String"
	}</pre>

error.detail	Details about the error that occurred. Data type: String
error.message	Message that provides an overview of the error. Data type: String
linked_to	ID of the main node associated with the shared component. Data type: String

linked_to_version	Details of the CDM snapshot record associated with the node.
	
	Data type: Object
	<pre>"linked_to_version": {
	  "link": "String",
	  "value": "String"
	}</pre>

linked_to_version.link	Call syntax for querying this version record using the *Table* REST API. Data type: String
linked_to_version.value	Sys_id of the version record. Data type: String
main	Flag that indicates whether the associated snapshot was published. Valid values: • true: Snapshot was published. • false: Snapshot was not published.
main_id	Unique ID of the newly created main node. Data type: String
main_id_encoded	Encoded ID of the newly created main node. Data type: String
name	Name of the CDM node. Data type: String
node	Sys_id of the shared component node. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
node_path	Path to the new linked node created when adding the shared component. Data type: String
status	Status of the node. Possible values: New Data type: String
sys_created_by	User name of the user that create the CDM node. For example, able.tuter. Data type: String
sys_created_on	Date and time when the CDM node was created. Format: YYYY-mm-DD hh:mm:ss Data type: String
sys_id	Sys_id of the node. Data type: String Table: CDM Node [sn_cdm_node]
sys_updated_by	User name of the user that last updated the CDM node. For example, able.tuter. Data type: String
sys_updated_on	Date and time when the CDM node was last updated. Format: YYYY-mm-DD hh:mm:ss Data type: String
type	Node type. Data type: String

Example: cURL request

The following example shows how to call this endpoint to update the application "App1" with the shared component "paymentService-V1.1" under the shared library "OracleG-Library-10" within the "Chset-20" changeset.

```
"https://instance-name.service-now.com/api/sn_cdm/applications/shared_components?sharedComponentName=paymentService-V1.1&sharedLibraryName=OracleG-Library-10&changesetNumber=Chset-20&versionName=sComp3-v2.shc&appName=App1" \
--request PUT \
--header "Accept:application/json" \
--user 'username':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response:


```
"result": {
  "changeset_id": {
    "value": "7343d0f71b771110636e0fe0604bcb0b",
    "link":
 "https://instance-name.service-now.com/api/now/table/sn_cdm_cha
ngeset/7343d0f71b771110636e0fe0604bcb0b"
  },
  "node_path": "!2!3!&`",
  "description": null,
  "sys_updated_on": "2022-12-22 18:52:38",
  "type": "sn_cdm_node_linked_shared_component",
  "sys_class_name": "sn_cdm_node",
  "sys_id": "339314b71b771110636e0fe0604bcba3",
  "sys_updated_by": ”admin",
  "previous_version": {
    "value": "a9ce80bf1b371110636e0fe0604bcb10",
    "link":
 "https://instance-name.service-now.com/api/now/table/sn_cdm_no
de/a9ce80bf1b371110636e0fe0604bcb10"
  },
  "sys_created_on": "2022-12-22 18:52:38",
  "value": null,
  "effective_from": null,
  "linked_to": "146",
  "sys_created_by": ”admin",
  "restricted_to": null,
  "linked_to_version": {
    "value": "54115c371b771110636e0fe0604bcb77",
    "link":
 "https://instance-name.service-now.com/api/now/table/sn_cdm_sna
pshot/54115c371b771110636e0fe0604bcb77"
  },
  "level": "2",
  "conflict_type": null,
  "main_id": "166",
  "effective_to": null,
  "secure_value": null,
  "node_classifier": "/application/components",
  "main_id_encoded": "&`",
  "name": "Component_A",
  "position": null,
  "reason_for_conflict": null,
  "system_folder": false,
  "status": "updated",
  "conflict": false
}
```


CdmChangesetsApi

The *CdmChangesetsApi* provides endpoints that enable you to manage changesets.

Using these endpoints you can:

- Create new changesets.
- Deploy changesets.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Retrieve lists of or individual changesets.
- Retrieves the node changes within a changeset.
- Retrieve a list of applications or deployables that are impacted by a changeset.
- Delete changesets.
- Return a list of shared components that are associated with a specified changeset.

The create changesets endpoints use an asynchronous queuing implementation. With this type of implementation, you first call the create changeset request endpoint. This endpoint queues your request and returns a commit identifier. You then use this commit identifier to call the appropriate status endpoint to obtain the status of the create request.

You must have one of the following roles to access this API:

- Scripted REST CDM View ACL (sn_cdm.cdm.viewer)
- Scripted REST CDM Editor ACL (sn_cdm.cdm_editor)

In addition, the Configuration Data Management (CDM) plugin must be activated for this API to be available in an instance.

For additional information on changesets, see Changesets and version control in CDM.

CdmChangesetsApi - DELETE /sn_cdm/changesets

Deletes a specified changeset.

The caller must have the CDM Editor role to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/changesets`

Default URL: `/api/sn_cdm/changesets`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Unique identifier of the associated changeset, such as "Chset-10". Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: CDM Changeset [sn_cdm_changeset]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
None	

Example: cURL request

The following code example shows how to remove a changeset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/changesets?changeset
Number=Chset-760" \
--request DELETE \
--header "Accept:application/json" \
--user 'username':'password'
```

For a successful deletion of the changeset, no response is returned other than the HTTP status code.

```
None - results defined by the HTTP status code
```

CdmChangesetsApi - GET /sn_cdm/changesets

Retrieves all changesets associated with a Configuration Data Management (CDM) application or a specified changeset record.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/changesets`

Default URL: `/api/sn_cdm/changesets`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the CDM application whose changesets you want returned. This must be an active application. Data type: String Table: CDM Application [sn_cdm_application]
number	Changeset number. If you pass this value, only the specified changeset is returned. It must be a changeset that is associated with the CDM application specified in the *appName* parameter. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: None - return all changesets associated with the CDM application or the ones specified by the *state* parameter. Table: CDMChangeset [sn_cdm_changeset]
state	State of the changesets to return. Only return the changesets associated with the specified CDM application for the specified state. Valid values: • Blocked • Checking for conflict • Commit failed • Commit in progress • Committed • Open Data type: String Default: Return all changesets for all states

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
auto_validate	Flag that indicates whether the changesets created upon commit are validated. Valid values: • true: Validate the changesets. • false: Don't validate the changesets. Data type: Boolean
cdm_application	Details of the CDM application associated with the changeset. Data type: Object `"cdm_application": { "link": "String", "value": "String" }`
cdm_application.link	Query to use to call the *Table* REST endpoint to retrieve the associated CDM application. Data type: String
cdm_application.value	Sys_id of the associated CDM application. Data type: String Table: CDM Application [sn_cdm_application]
committed_at	Date and time that the changeset was last committed. Data type: String Format: YYYY-mm-DD hh:mm:ss
committed_by	Details about the user that committed the changeset. Data type: Object `"committed_by": { "link": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "value": "String" }</pre>
committed_by.link	Call to obtain the record of the user that committed the changeset using the REST *Table* API. Data type: String
committed_by.value	Sys_id of the user who committed the changeset. Data type: String
description	Brief description of the purpose of the changeset. Data type: String

error	If an error occurred during processing, the details about the error.
	
	Data type: Object
	<pre>"error": {
	  "detail": "String",
	  "message": "String"
	}</pre>

error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
last_conflict_detection_time	Amount of time since the last conflict detection was run. Conflict detection is performed whenever a changeset is committed. Data type: Number Unit: Milliseconds
last_updated	Date and time when a change was made to the associated configuration data through this changeset. Format: YYYY-mm-DD hh:mm:ss Data type: String
number	Unique changeset number. Data type: String
publish_option	Publish option for the associated configured snapshots. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• publish_none: Don't publish any snapshots. • publish_valid: Publish only those snapshots that pass validation after the commit. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none
state	Current state of the changeset. Possible values: • Blocked • Checking for conflict • Commit failed • Commit in progress • Committed • Open Data type: String
sys_created_by	User name of the user that created the changeset. For example, able.tuter. Data type: String
sys_created_on	Date and time when the changeset was created. Data type: String Format: YYYY-mm-DD hh:mm:ss
sys_id	Sys_id of the changeset. Data type: String Table: CDMChangeset [sn_cdm_changeset]
sys_updated_by	User name of the user that last updated the changeset. For example, able.tuter. Data type: String
sys_updated_on	Date and time when the changeset was last updated. Data type: String Format: YYYY-mm-DD hh:mm:ss
title	Title of the changeset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

This code example shows how to retrieve a specific changeset.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/changesets?appName=t
estApp&changesetNumber=Chset-946&state=committed" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": [
    {
      "description": "Auto generated for deletion of CDM
 Deployable Dep-12022-06-29 13:09:46",
      "cdm_application": {
        "value": "62b517a953b70110a1d3ddeeff7b128c",
        "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_applicati
on/62b517a953b70110a1d3ddeeff7b128c"
      },
      "sys_updated_on": "2022-06-29 13:09:47",
      "title": "Auto generated for deletion of CDM Deployable
 Dep-12022-06-29 13:09:46",
      "number": "Chset-946",
      "sys_id": "955d6c0f53141110a1d3ddeeff7b1233",
      "sys_updated_by": "admin",
      "committed_at": "2022-06-29 13:09:46",
      "sys_created_on": "2022-06-29 13:09:46",
      "committed_by": {
        "value": "6816f79cc0a8016401c5a33be04be441",
        "link":
 "http://instance.servicenow.com/api/now/table/sys_user/6816f79c
c0a8016401c5a33be04be441"
      },
      "state": "committed",
      "auto_validate": true,
      "publish_option": "publish_none",
      "last_conflict_detection_time": "1656508187450",
      "sys_created_by": "admin",
      "last_updated": "2022-06-29 13:09:46"
    }
  ]
}
```

CdmChangesetsApi - GET /sn_cdm/changesets/activity

Retrieves the node changes within a specified changeset.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/changesets/activity`

Default URL: `/api/sn_cdm/changesets/activity`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Unique identifier of the associated changeset, such as "Chset-10". Data type: String Table: CDM Changeset [sn_cdm_changeset]
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
changeset_id	Details of the requested changeset. Data type: Object `"changeset_id": { "link": "String", "value": "String" }`
changeset_id.link	Query to use to call the *Table* REST endpoint to retrieve the associated changeset. Data type: String
changeset_id.value	Sys_id of the associated changeset. Data type: String Table: CDM Changeset [sn_cdm_changeset]
conflict	Flag that indicates whether there is a conflict in the associated changeset. Valid values: • true: Conflict detected. • false: No conflict found. Data type: Boolean
created	Date and time when the node was created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: YYYY-mm-DD hh:mm:ss Data type: String
created_by	User name of the user that create the node. For example, able.tuter. Data type: String
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
name_path	Node path name. Data type: String
new_name	Current name of the node. Data type: String
new_value	Current value of the node. For leaf nodes and array literals. Data type: String
old_name	Previous name of the node. Data type: String
old_value	Previous value of the node. For leaf nodes and array literals. Data type: String
updated	Date and time when the node was last updated. Format: YYYY-mm-DD hh:mm:ss Data type: String
updated_by	User name of the user that last updated the node. For example, able.tuter. Data type: String
secure	Flag that indicates whether the associated leaf node was secured. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Node was secured. • false: Node was not secured. Data type: Boolean
type	Node type. Possible values: • sn_cdm_node_collection • sn_cdm_node_component • sn_cdm_node_folder • sn_cdm_node_cdi • sn_cdm_node_variable Data type: String

Example: cURL request

This code example shows how to retrieve the node changes for a specific changeset.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/changesets/activi
ty?changesetNumber=Chset-783" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": [
    {
      "sys_id": "ed5d6c0f53141110a1d3ddeeff7b1233",
      "changeset_id": "955d6c0f53141110a1d3ddeeff7b1233",
      "new_value": null,
      "new_state": "Deleted",
      "new_name": "Dep-1",
      "new_type": "Deployable",
      "new_encrypted": false,
      "updated_on": "2022-06-29 13:09:46",
      "updated_by": "admin",
      "resolution_method": "",
      "conflict": null,
      "path": "deployables/Dep-1",
      "created_by": null,
      "created_on": null,
      "old_value": null,
      "old_state": "Superseded",
      "old_name": "Dep-1",
      "old_type": "Deployable",
      "old_encrypted": false
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
]
}
```

CdmChangesetsApi - GET /sn_cdm/changesets/commit-status/{commit_id}

Returns the current status of the specified changeset commit request.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/changesets/commit-status/{commit_id}`

Default URL: `/api/sn_cdm/changesets/commit-status/{commit_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
commit_id	Sys_id for the commit request whose status to return. This value is returned by the CdmChangesetsApi - POST /sn_cdm/changesets/{changeset_id}/commit endpoint. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
commit_id	Commit request record sys_id. Same as that passed into the endpoint. Data type: String
errors	Description of the error(s) encountered during upload. Data type: String

output	Description of the uploaded data or if an error occurred during the upload, an error message describing the error that was encountered.
	
	Data type: Object
	
	`"output": {`
	`  "auto_validate": "String",`
	`  "cdm_application": "String",`
	`  "committed_at": "String",`
	`  "committed_by": "String",`
	`  "description": "String",`
	`  "last_conflict_detection_time":`
	`  "String",`
	`  "number": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"publish_option": "String", "snapshot_description": "String", "snapshot_name": "String", "state": "String", "sys_created_by": "String", "sys_id": "String", "title": "String" }
output.auto_validate	Indicates whether to invoke validation after the commit. Data type: String
output.cdm_application	Name of application under which the upload was performed. Data type: String
output.committed_at	Date and time that the uploaded content was committed. Data type: String
output.committed_by	Sys_id of the record of the entity that performed the commit. Data type: String
output.description	Not currently used. Data type: String
output.last_conflict_detection_time	Date and time conflict detection invocation. Data type: String
output.number	Unique number of the changeset. Data type: String
output.publish_option	Publish option for the associated configured snapshots. Valid values: • publish_none: Don't publish any snapshots. • publish_valid: Publish only those snapshots that pass validation after the commit. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none
output.snapshot_description	Description of the associated snapshot. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
output.snapshot_name	Name of the associated snapshot. Data type: String
output.state	State of the upload content. Possible values: • committed • completed • error • in_progress • new • ready Data type: String
output.sys_created_by	Sys_id of the entity that created the record. Data type: String
output.sys_id	Sys_id of the record containing the changeset. Data type: String
output.title	Title of changeset created as part of the upload. Data type: String
processing_state	Current processing state of the commit request. Possible values: • NOT_PROCREED • PROCESSED Data type: String
request_id	Request ID. Same as that passed into the endpoint and *`commit_id`*. Data type: String
state	Current state of the specified commit. Possible values: • completed • error • in_progress • new • ready Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Value from state column of the CDM Request Queue [sn_cdm_request_queue] table.
type	Type of request. Possible values: • commit • export • upload_and_commit Data type: String

Example: cURL request

The following example shows how to call this endpoint to obtain the status of the specified commit.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/changesets/commit-st
atus/bf506e69537c3010a1d3ddeeff7b12c0"\
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

The following shows examples of a success and error response.

```
// Successful response

{
  "result": {
    "type": "commit",
    "state": "completed",
    "output": {
      "sys_id": "4a4407e953124110da35ddeeff7b1235",
      "number": "Chset-1207",
      "title": "admin064407e953124110da35ddeeff7b1235",
      "description": "A description of my changeset provided
 during creation",
      "committed_at": "2022-03-17 22:19:33",
      "committed_by": "6816f79cc0a8016401c5a33be04be441",
      "sys_created_by": "admin",
      "state": "committed",
      "publish_option": "publish_none",
      "auto_validate": false,
      "snapshot_name": null,
      "snapshot_description": null,
      "cdm_application": "DemoApp",
      "last_conflict_detection_time": null
    },
    "processing_state": "PROCESSED",
    "commit_id": "9cd583e953124110da35ddeeff7b128a"
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Example of an error response

{
  "result": {
    "state": "error",
    "errors": "Invalid requestId
 '9cd583e953124110da35ddeeff7b128'",
    "commit_id": "9cd583e953124110da35ddeeff7b128"
  }
}
```

CdmChangesetsApi - GET /sn_cdm/changesets/impacted-deployables

Returns the list of deployables that are associated with a specified changeset.

The CDM Viewer role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/changesets/impacted-deployables`

Default URL: `/api/sn_cdm/changesets/impacted-deployables`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Unique identifier of the associated changeset, such as "Chset-10". Data type: String Table: CDM Changeset [sn_cdm_changeset]
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: All fields as determined by the endpoint

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
cdi_count	Number of configuration data items (CDIs) contained in the associated CDM application. Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
cdi_usage	Percentage of the CDIs used by the deployable. Data type: Number (Integer)

cdm_app	CDM application object associated with the deployable.
	
	Data type: Object
	
	`"cdm_app": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

cdm_app.link	Call to use to access the CDM application record using the REST *Table* API. Data type: String
cdm_app.value	Sys_id of the associated CDM application record. Data type: String Table: CDM Application [sn_cdm_application]

cdm_ci	Application service object associated with the deployable.
	
	Data type: Object
	
	`"cdm_ci": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

cdm_ci.link	Call to use to access the application service record using the REST *Table* API. Data type: String
cdm_ci.value	Sys_id of the associated application service record. Data type: String Table: Configuration Item [cmdb_ci]
description	Description of the generated CDM deployable. Data type: String
environment_type	Environment type of the deployable. Possible values: • Development • Production • Test Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
error	Only returned if an error occurred during processing. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
name	Name of the CDM deployable. Data type: String
node	Details about the deployable node. Data type: Object `"node": { "link": "String", "value": "String" }`
node.link	Call to use to access the deployable node record using the REST *Table* API. Data type: String
node.value	Sys_id of the deployable node record. Data type: String Table: CDM Deployable [sn_cdm_deployable]
snapshot_version_counter	Number of snapshots created for the deployable. Data type: Number (Integer)
state	Current state of the deployable. Possible values: • active • deleted Data type: String
sys_created_by	User name of the user that created the CDM deployable. For example, able.tuter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
sys_created_on	Date and time when the CDM deployable was created. Data type: String Format: YYYY-mm-DD hh:mm:ss
sys_id	Sys_id of the created deployable. Data type: String Table: CDM Deployable [sn_cdm_deployable]
sys_updated_by	User name of the user that last updated the CDM deployable. For example, able.tuter. Data type: String
sys_updated_on	Date and time when the CDM deployable was last updated. Data type: String Format: YYYY-mm-DD hh:mm:ss

Example: cURL request

The following code example shows how to retrieve the impacted deployables for a specified changeset.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/changesets/impact
ed-deployables?changesetNumber=Chset-783" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": [
    {
      "cmdb_ci": {
        "value": "75c5d7a953b70110a1d3ddeeff7b12a2",
        "link":
 "http://instance.servicenow.com/api/now/table/cmdb_ci_service_a
uto/75c5d7a953b70110a1d3ddeeff7b12a2"
      },
      "cdi_count": "2",
      "snapshot_version_counter": "3",
      "description": null,
      "sys_updated_on": "2022-06-29 16:19:05",
      "environment_type": "Development",
      "node": {
        "value": "a1c517a953b70110a1d3ddeeff7b129b",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_node/a1c51
7a953b70110a1d3ddeeff7b129b"
      },
      "sys_id": "6dc517a953b70110a1d3ddeeff7b129b",
      "sys_updated_by": "admin",
      "cdm_app": {
        "value": "62b517a953b70110a1d3ddeeff7b128c",
        "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_applicati
on/62b517a953b70110a1d3ddeeff7b128c"
      },
      "sys_created_on": "2022-05-31 13:03:23",
      "cdi_usage": "0.02",
      "name": "Development_1",
      "state": "active",
      "sys_created_by": "admin"
    }
  ]
}
```


CdmChangesetsApi - GET /sn_cdm/changesets/impacted-shared-components

Returns a list of shared components that are associated with a specified changeset.

The CDM Viewer role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/changesets/impacted-shared-components`

Default URL: `/api/sn_cdm/changesets/impacted-shared-components`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Unique identifier of the associated changeset, such as "Chset-10". Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: CDM Changeset [sn_cdm_changeset]
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. The passed changeset does not exist.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
cdm_shared__library	Sys_id of the shared library under which the component resides. Data type: String
description	Description of the CDM shared component. Data type: String

error	Only returned if an error occurred during processing.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Details about the error that occurred. Data type: String
error.message	Message that provides an overview of the error. Data type: String
name	Name of the CDM shared component. Data type: String
node	Sys_id of the shared component node. Data type: String Table: CDM Node [sn_cdm_node]
node_main	Sys_id of the main_id of the shared component node record. Data type: String Table: CDM Node Main [sn_cdm_node_main]
state	Current state of the shared component. Possible values: • active • deleted Data type: String
sys_created_by	User name of the user that create the CDM shared component. For example, able.tuter. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sys_created_on	Date and time when the CDM shared component was created. Format: YYYY-mm-DD hh:mm:ss Data type: String
sys_id	Sys_id of the shared component. Data type: String Table: CDM Shared Component [sn_cdm_shared_component]
sys_updated_by	User name of the user that last updated the CDM shared component. For example, able.tuter. Data type: String
sys_updated_on	Date and time when the CDM shared component was last updated. Format: YYYY-mm-DD hh:mm:ss Data type: String
version_counter	Number of versions created for the shared component. Data type: Integer

Example: cURL request

The following code example shows how to retrieve the impacted shared components for changeset = "Chset-20".

```
curl
 "https://instance.servicenow.com/sn_cdm/changesets/impacted-sha
red-components?changesetNumber=Chset-20" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
{
  "result": [
    {
      "version_counter": "1",
      "description": null,
      "cdm_shared_library": "acb905e097b3991052687b890353afcd",
      "sys_updated_on": "2022-12-12 20:28:49",
      "node": "3cb945e097b3991052687b890353af0d",
      "sys_id": "34b945e097b3991052687b890353af20",
      "sys_updated_by": "john.jones",
      "node_main": "74b945e097b3991052687b890353af0d",
      "sys_created_on": "2022-12-12 20:28:39",
      "name": "logonService-V2.1",
      "state": "active",
      "sys_created_by": "john.jones"
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "version_counter": "1",
      "description": null,
      "cdm_shared_library": "acb905e097b3991052687b890353afcd",
      "sys_updated_on": "2022-12-12 20:28:49",
      "node": "b0b945e097b3991052687b890353af11",
      "sys_id": "30b945e097b3991052687b890353af21",
      "sys_updated_by": "john.jones",
      "node_main": "f8b945e097b3991052687b890353af10",
      "sys_created_on": "2022-12-12 20:28:39",
      "name": "logonService-V2.2",
      "state": "active",
      "sys_created_by": "john.jones"
    },
    {
      "version_counter": "1",
      "description": null,
      "cdm_shared_library": "acb905e097b3991052687b890353afcd",
      "sys_updated_on": "2022-12-12 20:28:49",
      "node": "6cb905e097b3991052687b890353afd3",
      "sys_id": "b4b945e097b3991052687b890353af21",
      "sys_updated_by": "john.jones",
      "node_main": "a4b905e097b3991052687b890353afd3",
      "sys_created_on": "2022-12-12 20:28:39",
      "name": "paymentService-V1.0",
      "state": "active",
      "sys_created_by": "john.jones"
    },
    {
      "version_counter": "1",
      "description": null,
      "cdm_shared_library": "acb905e097b3991052687b890353afcd",
      "sys_updated_on": "2022-12-12 20:28:49",
      "node": "e0b905e097b3991052687b890353aff1",
      "sys_id": "3cb945e097b3991052687b890353af21",
      "sys_updated_by": "john.jones",
      "node_main": "2cb905e097b3991052687b890353aff0",
      "sys_created_on": "2022-12-12 20:28:39",
      "name": "paymentService-V1.1",
      "state": "active",
      "sys_created_by": "john.jones"
    }
  ]
}
```


CdmChangesetsApi - GET /sn_cdm/changesets/{changeset_id}/impacted-deployables

Returns the list of deployables that are associated with a specified changeset.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/changesets/{changeset_id}/impacted-deployables`

Default URL: `/api/sn_cdm/changesets/{changeset_id}/impacted-deployables`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
changeset_id	Sys_id of the changeset record to process. Data type: String Table:CDM Changeset [sn_cdm_changeset]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
changeset_id	Sys_id of the last changeset associated with the deployable node. Data type: String
conflict	Flag that indicates whether the associated deployable is in conflict. Possible values: • 0: Not in conflict. • 1: Conflicted - refer to the *conflict_type* return result for additional information. Data type: Number
conflict_type	Type of deployable conflict. Possible values: • corrupted_node • deleted_node • duplicated_node • incomplete_deleted_parent • incomplete_deleted_ref • incomplete_renamed_ref • invalid_include • orphaned_descendant • related_conflict • unlinked_include • unrenamed_include • updated_node Data type: String
description	Description of the deployable node. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
effective_from	Timestamp when the node is valid. This value is `null` until you commit a changeset in which the node was created. Data type: Number
effective_to	Timestamp when the node is no longer valid. If this value is `null`, the node stays in affect until it is replaced with a new version. Data type: Number
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
level	Depth of the node starting from the application level, which is 0. Data type: Number

linked_to	ID of the reference node within a collection and component.
	
	For example, the following node snippet shows a link between the collection collA and the component compA. For this example, the *`linkedTo`* value is 1:
	
	`{ components : {compA:{} //MainId: 1},`
	
	`Collections : { collA : { compA :{} //Include, linkedTo: 1 } } }`
	
	Data type: String

main_id	Unique identifier of the deployable node. This value is generated when the node is created and used to identify the deployable node. Data type: Number
main_id_encoded	Encoded value of the *`mainId`* return results, using Radix 57 string representation. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
name	Name of the deployable. Data type: String
node_classifier	Node classification, such as Development, Production, or Test. In the format: • /application/deployables/env:Development • /application/deployables/env:Production • /application/deployables/env:Test Data type: String
position	Deployable node position. Only applicable to arrays. For example, for the array: `node1:{ arrayNode: [{}, "literal1", "literal2", []] }` {} is position 1000, "literal1" is position 2000, "literal2" is position 3000, [] is position 4000 Data type: Number
previous_version	Sys_id of the previous version of the associated deployable node. Data type: String
restricted_to	List of sys_ids of the users that are allowed to access the associated deployable node. This value is `null` if all groups can access the deployable. Data type: String Table: CDM Restricted Groups [sn_cdm_restricted_groups]
secure_value	Secure value of the CDI or variable. Only returned for leaf nodes and array literals. This is the same as the *`value`* return result, but is encrypted. Data type: String
status	Status of deployable node or the status of a failed request. Possible values: • deleted • failure (passed if endpoint call fails.) • new • superseded

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• updated • valid Data type: String
system_folder	Flag that indicates whether the associated folder is a system folder. Possible values: • 0: Not a system folder. • 1: System folder. Data type: Number
sys_id	Sys_id of the impacted deployable. Data type: String
type	Node type, such as sn_cdm_node_deployable. This value enables you to determine whether the node is a component, config data item (CDI), or deployable. This value is generated when the node is created. Data type: String
value	Value of the CDI or variable. Only returned for leaf nodes and array literals. If this information is encrypted, it is returned in the *secure_value* return result. For example, if this node is the CDI `nodeA:{cdi1: 1}`, the *value* return result is 1. If it is an array node such as `node1: {arrayNode: [{}, "literal1", "literal2", []]}`, the *value* return result is `literal1`. Data type: String

Example: cURL request

The following example shows how to request the deployables that are associated with the changeset whose sys_id is bf506e69537c3010a1d3ddeeff7b12c0.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/changesets/bf506e695
37c3010a1d3ddeeff7b12c0/impacted-deployables"\
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

The following shows both a successful and an error response for this endpoint.

```
// Successful response
{
  "result": [
    {
      "sys_id": "833527a953924110da35ddeeff7b12c1",
      "type": "sn_cdm_node_deployable",
      "main_id": "150",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "main_id_encoded": "&M",
      "node_path": "!&@!&D!&M",
      "level": 2,
      "status": "valid",
      "node_classifier":
 "/application/deployables/env:Development",
      "position": null,
      "restricted_to": null,
      "changeset_id": "cb3527a953924110da35ddeeff7b12c0",
      "previous_version": "e8946f6953924110da35ddeeff7b1264",
      "effective_from": "1647563806950",
      "effective_to": null,
      "name": "Development_1",
      "description": "dev deployable decription",
      "value": null,
      "secure_value": null,
      "system_folder": "0",
      "linked_to": null,
      "conflict": "0",
      "conflict_type": null
    },
    {
      "sys_id": "a245e7a953924110da35ddeeff7b1223",
      "type": "sn_cdm_node_deployable",
      "main_id": "153",
      "main_id_encoded": "&P",
      "node_path": "!&@!&D!&P",
      "level": 2,
      "status": "valid",
      "node_classifier": "/application/deployables/env:Test",
      "position": null,
      "restricted_to": null,
      "changeset_id": "ea45e7a953924110da35ddeeff7b1222",
      "previous_version": "9505ef6953924110da35ddeeff7b121a",
      "effective_from": "1647563821422",
      "effective_to": null,
      "name": "Test_1",
      "description": "test deployable decription",
      "value": null,
      "secure_value": null,
      "system_folder": "0",
      "linked_to": null,
      "conflict": "0",
      "conflict_type": null
    }
  ]
}

// Example of an error response
{
  "error": {
    "message": "Error: Unexpected error occurred in create
 request.Error:Application not found",
    "detail": ""
  },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "status": "failure"
}
```

CdmChangesetsApi - POST /sn_cdm/changesets/{changeset_id}/commit

Commits the specified changeset. Once committed, the changeset is persisted into the CDM tables within the associated instance.

The system updates the application to persist the changes to the configuration data within the changeset. The changeset state changes to **Committed**. The system then generates a snapshot of each deployable that is affected by the changeset.

This endpoint returns the ID of the commit request. Use this ID to call the CdmChangesetsApi - GET /sn_cdm/changesets/commit-status/{commit_id} endpoint to obtain the current status of the changeset commit.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/changesets/{changeset_id}/commit`

Default URL: `/api/sn_cdm/changesets/{changeset_id}/commit`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
changeset_id	Sys_id of the changeset record to process. Data type: String Table:CDM Changeset [sn_cdm_changeset]

Query parameters

Name	Description
autoValidate	Flag that indicates whether the snapshots created upon commit are validated, meaning any associated policies are run against the snapshot. Valid values: • true: Validate the snapshots. • false: Do not validate the snapshots. Default: false
publishOption	Publish option for the associated configuration snapshots.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Valid values: • publish_none: Do not publish any snapshots. • publish_valid: Publish only those snapshots that pass validation after the commit. **Note:** This option is only available if the value for the *autoCommit* parameter is true. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Error: <Error message> Validate that the *changeset_id* parameter that you passed in was correct. Ensure that you have the required roles to access this endpoint.
500	Internal Server Error Error: Invalid boolean value. If you passed in the *autoValidate* parameter, verify that it is a boolean value.

Response body parameters

Name	Description
commit_id	Sys_id of the commit request. Use this ID when calling the CdmChangesetsApi - GET /sn_cdm/changesets/commit-status/{commit_id} endpoint to check the status of the commit request. Data type: String
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Status of the commit. Only returned when an error occurs. Possible values: failure Data type: String

Example: cURL request

The following example shows how to call this endpoint to commit a changeset record.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/changesets/29e240015
33030104bacddeeff7b120c/commit?publishOption=publish_valid"\
--request POST \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user 'username':'password'
```

The following shows the response for a successful changeset commit request.

```
// Successful response
{
  "result": {
    "commit_id": "64b5f79f5379301096edddeeff7b12eb"
  }
}

// Example of an error response
{
  "error": {
    "message": "Error: Unexpected error occurred in commit
 request.Error:Failed to insert request in queue",
    "detail": ""
  },
  "status": "failure"
}
```

CdmChangesetsApi - POST /sn_cdm/changesets/create

Creates a new changeset in the open state for a specified CDM application or shared library.

The CDM Editor role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/changesets/create/`

Default URL: `/api/sn_cdm/changesets/create/`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the CDM application or shared library to associate with this changeset. This must be an active application or shared library. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
description	Changeset description. Enter something that will allow others to understand the purpose of the changeset. Data type: String Default: None
returnFields	Comma separated list of fields in the CDM Changeset [sn_cdm_changeset] table to return as part of the response. Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Error: <Error message>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	Ensure that the specified CDM application or shared library exists and in the active state.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
auto_validate	Flag that indicates whether auto validation was performed. Possible values: • true: Auto validation was performed. • false: Auto validation was not preformed. Data type: Boolean
cdm_application	Details about the CDM application associated with the changeset. Data type: Object `"cdm_application": { "link": "String", "value": "String" }` For example: `{"value": "<sysId>", "link": "http://localhost:8081/api/now/table/*'}"`
cdm_application.link	URL of the associated CDM application. Data type: String
cdm_application.value	Sys_id of the associated CDM application. Data type: String
committed_at	Date and time that the changeset was committed to the associated repository. Data type: String
committed_by	Sys_id of the entity that created the changeset. Data type: String
description	Description of the changeset as passed when the endpoint was called.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
last_conflict_detection_time	Last time conflict detection ran. Data type: Number Unit: Milliseconds
number	Unique identifier for the new changeset. Data type: String
publish_option	Publish option for the associated configured snapshots. Valid values: • publish_none: Don't publish any snapshots. • publish_valid: Publish only those snapshots that pass validation after the commit. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none
snapshot_description	Description of the snapshot associated with the changeset. Data type: String
state	State of the changeset creation. Possible values: • Blocked • Checking for conflict • Commit failed • Commit in progress

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Committed • Open Data type: String
status	Status of the changeset creation. Only returned when an error occurs. Possible values: failure Data type: String
sys_created_by	Sys_id of the entity that created the changeset record. Data type: String
sys_id	Sys_id of the new changeset. Data type: String
title	Title of the changeset associated with the application. Typically auto-generated by the system. Data type: String

Example: cURL request

The following example shows how to create a changeset associated with the App Service1 CDM application.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/changesets/create?ap
pName=App%20Service1&description=Sample%20Description \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user 'username':'password'
```

The following shows the response for a successful creation of the changeset.

```
// Example of a successful response
{
"result": {
    "sys_id": "42748779c370301054c1582e1340ddcd",
    "number": "Chset-8",
    "title": "admin2021-06-18 10:06:46",
    "description": null,
    "committed_at": "",
    "committed_by": null,
    "sys_created_by": "admin",
    "state": "open",
    "publish_option": "publish_none",
    "auto_validate": false,
    "snapshot_name": null,
    "snapshot_description": null,
    "cdm_application": "App%20Service1"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}

// Example of an error response
{
  "error": {
    "message": "Error: Unexpected error occurred in create
 request.Error:Application not found",
    "detail": ""
  },
  "status": "failure"
}
```

Example: cURL request

The following example shows how to create a changeset for the shared library "javalib".

```
curl
 "http://instance.servicenow.com/api/sn_cdm/changesets/create?sh
aredLibraryName=javalib&description=description of changeset" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

CdmChangesetsApi - PUT /sn_cdm/changesets/commit

Updates and commits a specified changeset.

The system updates the application to persist the changes to the configuration data within the changeset. The changeset state changes to **Committed**. The system then generates a snapshot of each deployable that is affected by the changeset.

This endpoint returns the ID of the commit request. Use this ID to call the CdmChangesetsApi - GET /sn_cdm/changesets/commit-status/{commit_id} endpoint to obtain the current status of the changeset commit.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/changesets/{changeset_id}/commit`

Default URL: `/api/sn_cdm/changesets/{changeset_id}/commit`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
autoValidate	Flag that indicates whether the snapshots created during the commit are validated, meaning any associated policies are run against the snapshot. Valid values: • true: Validate the snapshots. • false: Don't validate the snapshots. Data type: Boolean Default: false
changesetNumber	Required. Unique identifier of the associated changeset, such as "Chset-10". Data type: String Table: CDM Changeset [sn_cdm_changeset]
publishOption	Publish option for the associated configured snapshots. Valid values: • publish_none: Don't publish any snapshots. • publish_valid: Publish only those snapshots that pass validation after the commit. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Error: <Error message> Validate that the *changeset_id* parameter that you passed in was correct. Ensure that you have the required roles to access this endpoint.
500	Internal Server Error: Invalid boolean value. If you passed in the *autoValidate* parameter, verify that it is a boolean value.

Response body parameters

Name	Description
commit_id	Sys_id of the commit request. Use this ID when calling the CdmChangesetsApi - GET /sn_cdm/changesets/commit-status/{commit_id} endpoint to check the status of the commit request. Data type: String

error	If an error occurred during processing, the details about the error.
	
	Data type: Object
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Status of the commit. Only returned when an error occurs. Possible values: failure Data type: String

Example: cURL request

The follow code example shows how to use this endpoint to update a changeset.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/changesets/commit?ch
angesetNumber=Chset-146" \
--request PUT \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "commit_id": "cca8190f53141110a1d3ddeeff7b129e"
  }
}
```

CdmEditorApi

The *CdmEditorApi* provides endpoints that enable you to create nodes, update nodes, include existing nodes under other nodes, delete nodes, and retrieve nodes and node includes.

You must have one of the following roles to access this API:

- Scripted REST CDM View ACL (sn_cdm.cdm.viewer)
- Scripted REST CDM Editor ACL (sn_cdm.cdm_editor)

To view fields that have been encrypted, you must have the CDM Secret role.

In addition, the Configuration Data Management (CDM) plugin must be activated for this API to be available in an instance.

Note: The *CdmEditorApi* API cannot be used to modify any files. Only file deletion is allowed currently.

CdmEditorApi - DELETE /sn_cdm/editor/nodes

Deletes a specified node.

The caller of this endpoint must have the CDM Editor role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/editor/nodes`

Default URL: `/api/sn_cdm/editor/nodes`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Unique identifier of the associated changeset, such as "Chset-10". Data type: String Table: CDM Changeset [sn_cdm_changeset]
fullNamePath	Required. Path name of the node to delete. You can pass the name path in any of the following formats. For example, to delete the following node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp␀deployables␀Development1␀cdi1` • Array: `['testApp','deployables','Development1','cdi1']` Data type: String

Request body parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
None	

Example: cURL request

The following code example shows how to delete the node "cdi88".

```
curl
 "http://instance.servicenow.com/api/sn_cdm/editor/nodes?changes
etNumber=Chset783&fullNamePath=%2FtestApp%2Fdeployables%2FDevelo
pment-1%2Fcdi88" \
--request DELETE \
--header "Accept:application/json" \
--user 'username':'password'
```

Return result:

```
None - just the associated HTTP status code
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CdmEditorApi - GET /sn_cdm/editor/includes

Returns the list of nodes that were include within a specified node path.

The caller of this endpoint must have the CDM Viewer role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/editor/includes`

Default URL: `/api/sn_cdm/editor/includes`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
changesetNumber	Unique identifier of the associated changeset, such as "Chset-10". Data type: String Table: CDM Changeset [sn_cdm_changeset]
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint
sourceFullNamePath	Required. Path name of the source node for which to return the included nodes. You can pass the name path in any of the following formats. For example, to return the includes for the `collectionA` node in the `testApp/collections` directory:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	• Backslash format: `testApp/collections/collectionA` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp&#xfffd;collections&#xfffd;collectionA` • Array: `['testApp','collections','collectionA']` Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
changeset_id	Unique identifier of the associated changeset, such as "Chset-10".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: CDM Changeset [sn_cdm_changeset]
conflict	Flag that indicates whether there was a conflict when processing the node. Possible values: • true: Conflict detected. • false: No conflict was detected. Data type: Boolean
conflict_type	If the *conflict* parameter is true, the type of conflict detected. Null if no conflict is detected. Possible values: • corrupted_node • deleted_node • duplicated_node • incomplete_deleted_parent • incomplete_deleted_ref • incomplete_renamed_ref • invalid_include • orphaned_descendant • related_conflict • unlinked_include • unrenamed_include • updated_node Data type: String
description	Short description of the purpose of the node. Data type: String
effective_from	Timestamp (converted to a long integer) when the node was committed as part of the changeset. If the node hasn't been committed, this value is "null". Data type: Number (Integer)
effective_to	Timestamp (converted to a long integer) of the node when it was either deleted or superseded by another node, otherwise "null". Data type: Number (Integer)
error	If an error occurred during processing, the details about the error. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	`"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
level	Level of the node, starting from the root node, which is always 0. For example, the node `/AppA/components/compA` has two levels. Data type: String
linked_to	The *`main_id`* parameter of the referenced node to which this node is linked. If this node isn't linked to a reference node, the value is "null". Data type: String
main_id	Primary identifier for the node. You can use this value in the *`CdmQuery()`* script include to retrieve a JSON tree. For example: `CdmQuery().mainId('123')/query().getTree();` Data type: String
main_id_encoded	RADIX 57 string representation of the node's *`main_id`* parameter. Data type: String
name	Name of the node that was included under the target path. Data type: String
node_classifier	Classifier hierarchy of the node. Use this information to locate a node within the folder hierarchy. For example, a deployable would have a hierarchy of `/application/deployables/env:Development` While a collection would have a hierarchy of `/applications/collections` Data type: String
node_path	Full path name of the node that was included in the target path, such as `/Production/deployables/Development1/cdi1`. Data type: String
position	Node position. For example: If you upload the following array:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>arrayNode1: [
	  "literal1",
	  {"cdi1": 1},
	  "literal3"
	]</pre>
	The position values are set as follows:
	• arrayNode1.literal1 = 1000
	• arrayNode1.2000 = 2000
	• arrayNode1.literal3 = 3000
	
	If a complex object is uploaded under an array, in this case `{"cdi1": 1}`, the endpoint creates a new virtual node with the name equal to its position. In the example above, this is 2000. For includes, the position is always empty.
	
	Data type: String

previous_version	Details of the previous version of the node record.
	
	Note: If a new node was created, the endpoint returns `"previous_version" = null` for this parameter.
	
	Data type: Object
	<pre>"previous_version": {
	  "link": "String",
	  "value": "String"
	}</pre>

restricted_to	Details of the group that has access the associated the node.
	
	Data type: Object
	<pre>"restricted_to": {
	  "link": "String",
	  "value": "String"
	}</pre>

secure_value	If this value was flagged to be secured, the encrypted field (returned masked). A user must have the sn_cdm.cdm_secrets role to decrypt this information. You can direct the endpoint not to return these fields by setting the *`returnFields`* query parameter field. Data type: String
status	Node status. Possible values: • DELETED • NEW • SUPERSEDED

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• UPDATED • VALID Data type: String
sys_id	Sys_id of the node. Data type: String Table: CDM Node [sn_cdm_node]
system_folder	Flag that indicates whether the associated node is a system folder. Possible values: • true: Node is a system folder. • false: Node isn't a system folder. Data type: Boolean
type	Node type. Possible values: • sn_cdm_node_cdi • sn_cdm_node_collection • sn_cdm_node_component • sn_cdm_node_folder • sn_cdm_node_variable Data type: String
value	Node value. Data type: String

Example: cURL request

This code example shows how retrieve the includes in the source path `/testApp/collections/collA`.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/editor/includes?chan
gesetNumber=Chset5&sourceFullNamePath=%2FtestApp%2Fcollections%2
FcollA" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return result:

```
{
  "result": [
    {
      "sys_id": "a1c517a953b70110a1d3ddeeff7b129b",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "type": "sn_cdm_node_deployable",
      "main_id": "6",
      "main_id_encoded": ",",
      "node_path": "!$!+!,",
      "level": 2,
      "status": "valid",
      "node_classifier":
 "/application/deployables/env:Development",
      "position": null,
      "restricted_to": null,
      "changeset_id": "e9c517a953b70110a1d3ddeeff7b1299",
      "previous_version": null,
      "effective_from": "1654002206866",
      "effective_to": null,
      "name": "Development_1",
      "description": null,
      "value": null,
      "secure_value": null,
      "system_folder": "0",
      "linked_to": null,
      "conflict": "0",
      "conflict_type": null
    }
  ]
}
```


CdmEditorApi - GET /sn_cdm/editor/nodes

Returns the details of a specified node or a list of child Configuration Data Management (CDM) nodes for a specified parent node.

The caller of this endpoint must have the CDM Viewer role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/editor/nodes`

Default URL: `/api/sn_cdm/editor/nodes`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
changesetNumber	Unique identifier of the associated changeset, such as "Chset-10". Data type: String Table: CDM Changeset [sn_cdm_changeset]
decryptPassword	Flag that indicates whether the value should be encrypted for the leaf nodes. Valid values: • true: Encrypted • false: Not encrypted Data type: Boolean Default: false
name	Node name. If you pass this parameter, only the results for the specified node are returned. Data type: String Default: All nodes within the parent node
parentFullNamePath	Required. Path name of the parent node for which to return the child nodes or to which the node specified in the *name* parameter resides. You can pass the name path in any of the following formats. For example, to return the nodes for the `collectionA` node in the `testApp/collections` directory: • Backslash format: `testApp/collections/collectionA` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp␀collections␀collectionA` • Array: `['testApp','collections','collectionA']` Data type: String
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint
type	Node type. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• sn_cdm_node_cdi OR cdi • sn_cdm_node_collection OR collection • sn_cdm_node_component OR component • sn_cdm_node_folder OR folder • sn_cdm_node_variable OR variable Data type: String Default: All

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
changeset_id	Details of the changeset record associated with the node. Data type: Object `"changeset_id": { "link": "String", "value": "String" }`
changeset_id.link	Call syntax for querying this changeset record using the *Table* REST API. Data type: String
changeset_id.value	Unique identifier of the changeset record. Data type: String Table: CDM Changeset [sn_cdm_changeset]
conflict	Flag that indicates whether there was a conflict when processing the node. Possible values: • true: Conflict detected. • false: No conflict was detected. Data type: Boolean
conflict_type	If the *conflict* parameter is true, the type of conflict detected. Null if no conflict is detected. Possible values: • corrupted_node • deleted_node • duplicated_node • incomplete_deleted_parent • incomplete_deleted_ref • incomplete_renamed_ref • invalid_include • orphaned_descendant • related_conflict • unlinked_include • unrenamed_include • updated_node

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
description	Short description of the purpose of the node. Data type: String
effective_from	Timestamp (converted to a long integer) when the node was committed as part of the changeset. If the node hasn't been committed, this value is "null". Data type: Number (Integer)
effective_to	Timestamp (converted to a long integer) of the node when it was either deleted or superseded by another node, otherwise "null". Data type: Number (Integer)
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
level	Level of the node, starting from the root node, which is always 0. For example, the node `/AppA/components/compA` has two levels. Data type: String
linked_to	The *`main_id`* parameter of the referenced node to which this node is linked. If this node isn't linked to a reference node, the value is "null". Data type: String
main_id	Primary identifier for the node. You can use this value in the *`CdmQuery()`* script include to retrieve a JSON tree. For example: `CdmQuery().mainId('123')/query().getTree();` Data type: String
main_id_encoded	RADIX 57 string representation of the node's *`main_id`* parameter. Data type: String
name	Name of the node.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
node_classifier	Classifier hierarchy of the node. Use this information to locate a node within the folder hierarchy. For example, a deployable would have a hierarchy of `/application/deployables/env:Development` While a collection would have a hierarchy of `/applications/collections` Data type: String
node_path	Full node path name. Data type: String
position	Node position. For example: If you upload the following array: `arrayNode1: [ "literal1", {"cdi1": 1}, "literal3" ]` The position values are set as follows: • arrayNode1.literal1 = 1000 • arrayNode1.2000 = 2000 • arrayNode1.literal3 = 3000 If a complex object is uploaded under an array, in this case `{"cdi1": 1}`, the endpoint creates a new virtual node with the name equal to its position. In the example above, this is 2000. For includes, the position is always empty. Data type: String
previous_version	Details of the previous version of the node record. **Note:** If a new node was created, the endpoint returns `"previous_version" = null` for this parameter. Data type: Object `"previous_version": { "link": "String", "value": "String" }`
previous_version.link	Call syntax for querying this node record using the *`Table`* REST API. Data type: String
previous_version.value	Sys_id of the node record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: CDM Node [sn_cdm_node]
reason_for_conflict	Detailed explanation of the conflict. Data type: String

restricted_to	Details of the group that has access the associated the node.
	
	Data type: Object
	
	`"restricted_to": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

restricted_to.link	Call syntax for querying this group record using the *Table* REST API. Data type: String
restricted_to.value	Sys_id of the group record. Data type: String Table: CDM Group [sys_user_group]
secure_value	If this value was flagged to be secured, the encrypted field (returned masked). A user must have the sn_cdm.cdm_secrets role to decrypt this information. You can direct the endpoint not to return these fields by setting the *returnFields* query parameter field. Data type: String
status	Node status. Possible values: • DELETED • NEW • SUPERSEDED • UPDATED • VALID Data type: String
system_folder	Flag that indicates whether the associated node is a system folder. Possible values: • true: Node is a system folder. • false: Node isn't a system folder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
sys_class_name	Table in which the node resides. Data type: String
sys_created_by	Name of the user that created the node. Data type: String
sys_created_on	Date and time when the node was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the node. Data type: String Table: CDM Node [sn_cdm_node]
sys_updated_by	Name of the user that updated the node. Data type: String
sys_updated_on	Date and time when the node was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss
type	Node type. Possible values: • sn_cdm_node_cdi • sn_cdm_node_collection • sn_cdm_node_component • sn_cdm_node_folder • sn_cdm_node_variable Data type: String Default: All
value	Node value. Data type: String

Example: cURL request

This code example shows how to retrieve the child nodes of type sn_cdm_node_cdi under the `/testApp/Fdeployables/Development_1` parent node.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/editor/nodes?decrypt
Password=true&name=cdi45&changesetNumber=Chset3&parentFullNamePa
th=%2FtestApp%2Fdeployables%2FDevelopment_1&type=sn_cdm_node_c
di" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return result:


```
{
  "result": [
    {
      "changeset_id": {
        "value": "d403648653b70110a1d3ddeeff7b12c5",
        "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_changes
et/d403648653b70110a1d3ddeeff7b12c5"
      },
      "node_path": "!$!+!,![:",
      "description": null,
      "sys_updated_on": "2022-06-30 09:24:07",
      "type": "sn_cdm_node_cdi",
      "sys_class_name": "sn_cdm_node",
      "sys_id": "c93c7c1753981110a1d3ddeeff7b12c7",
      "sys_updated_by": "admin",
      "previous_version": null,
      "sys_created_on": "2022-06-30 08:53:13",
      "value": "cdcdc",
      "effective_from": null,
      "linked_to": null,
      "sys_created_by": "admin",
      "restricted_to": null,
      "level": "3",
      "conflict_type": null,
      "main_id": "2869",
      "effective_to": null,
      "secure_value": null,
      "node_classifier":
 "/application/deployables/env:Development",
      "main_id_encoded": "[:",
      "name": "cdi45",
      "position": null,
      "reason_for_conflict": null,
      "system_folder": false,
      "status": "new",
      "conflict": false
    }
  ]
}
```


CdmEditorApi - POST /sn_cdm/editor/includes

Includes an existing node into another node, such as a component node into a collection node or a collection node into a deployable node. After including a node, the new node has its own unique sys_id and main_Id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The caller of this endpoint must have the CDM Editor role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/editor/includes`

Default URL: `/api/sn_cdm/editor/includes`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Unique number of the open changeset to include in the target node. Data type: String Table: CDM Changeset [sn_cdm_changeset]
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint
sourceFullNamePath	Required. Path name of the node to include in the target node. You can pass the name path in any of the following formats. For example, to include the following node `Staging/deployables/Development1/cdi1`: • Backslash format: `Staging/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `Staging&#xFFFD;deployables&#xFFFD;Development1&#xFFFD;cdi1` • Array: `['Staging','deployables','Development1','cdi1']` Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
targetFullNamePath	Required. Path name of the node under which the source node is to be included. You can pass the name path in any of the following formats. For example, to include the following node `Production/deployables/Development1`: • Backslash format: `Production/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `Production␀deployables␀Development1␀cdi1` • Array: `['Production','deployables','Development1','cdi1']` Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
changeset_id	Unique identifier of the associated changeset, such as "Chset-10". Data type: String Table: CDM Changeset [sn_cdm_changeset]
conflict	Flag that indicates whether there was a conflict when processing the node. Possible values: • true: Conflict detected. • false: No conflict was detected. Data type: Boolean
conflict_type	If the *conflict* parameter is true, the type of conflict detected. Null if no conflict is detected. Possible values: • corrupted_node • deleted_node • duplicated_node • incomplete_deleted_parent • incomplete_deleted_ref • incomplete_renamed_ref • invalid_include • orphaned_descendant • related_conflict • unlinked_include • unrenamed_include • updated_node Data type: String
description	Short description of the purpose of the node.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
effective_from	Timestamp (converted to a long integer) when the node was committed as part of the changeset. If the node hasn't been committed, this value is "null". Data type: Number (Integer)
effective_to	Timestamp (converted to a long integer) of the node when it was either deleted or superseded by another node, otherwise "null". Data type: Number (Integer)
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
level	Level of the node, starting from the root node, which is always 0. For example, the node `/AppA/components/compA` has two levels. Data type: String
linked_to	The *`main_id`* parameter of the referenced node to which this node is linked. If this node isn't linked to a reference node, the value is "null". Data type: String
main_id	Primary identifier for the node. You can use this value in the *`CdmQuery()`* script include to retrieve a JSON tree. For example: `CdmQuery().mainId('123')/query().getTree();` Data type: String
main_id_encoded	RADIX 57 string representation of the node's *`main_id`* parameter. Data type: String
name	Name of the node that was included under the target path. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
node_classifier	Classifier hierarchy of the node. Use this information to locate a node within the folder hierarchy. For example, a deployable would have a hierarchy of `/application/deployables/env:Development` While a collection would have a hierarchy of `/applications/collections` Data type: String
node_path	Full path name of the node that was included in the target path, such as `/Production/deployables/Development1/cdi1`. Data type: String
position	Node position. For example: If you upload the following array: `arrayNode1: [ "literal1", {"cdi1": 1}, "literal3" ]` The position values are set as follows: • arrayNode1.literal1 = 1000 • arrayNode1.2000 = 2000 • arrayNode1.literal3 = 3000 If a complex object is uploaded under an array, in this case `{"cdi1": 1}`, the endpoint creates a new virtual node with the name equal to its position. In the example above, this is 2000. For includes, the position is always empty. Data type: String
previous_version	Details of the previous version of the node record. **Note:** If a new node was created, the endpoint returns `"previous_version" = null` for this parameter. Data type: Object `"previous_version": { "link": "String", "value": "String" }`
restricted_to	Details of the group that has access the associated the node. Data type: Object `"restricted_to": { "link": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "value": "String" }</pre>
secure_value	If this value was flagged to be secured, the encrypted field (returned masked). A user must have the sn_cdm.cdm_secrets role to decrypt this information. You can direct the endpoint not to return these fields by setting the *returnFields* query parameter field. Data type: String
status	Node status. Possible values: • DELETED • NEW • SUPERSEDED • UPDATED • VALID Data type: String
sys_id	Sys_id of the node. Data type: String Table: CDM Node [sn_cdm_node]
system_folder	Flag that indicates whether the associated node is a system folder. Possible values: • true: Node is a system folder. • false: Node isn't a system folder. Data type: Boolean
type	Node type. Possible values: • sn_cdm_node_cdi • sn_cdm_node_collection • sn_cdm_node_component • sn_cdm_node_folder • sn_cdm_node_variable Data type: String
value	Node value. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following code example shows how to include the node `/testApp/collections/collA` under `/testApp/deployables/Development_1`.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/editor/includes?chan
gesetNumber=Chset5&targetFullNamePath=%2FtestApp%2Fdeployables%2
FDevelopment_1&sourceFullNamePath=%2FtestApp%2Fcollecti
ons%2FcollA" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Return result:


```
{
  "result": {
    "changeset_id": {
      "value": "d403648653b70110a1d3ddeeff7b12c5",
      "link":
 "http://192.168.0.233:8080/api/now/table/sn_cdm_changeset/d4036
48653b70110a1d3ddeeff7b12c5"
    },
    "node_path": "!$!+!,![?",
    "description": null,
    "sys_updated_on": "2022-06-30 09:19:47",
    "type": "sn_cdm_node_linked",
    "sys_class_name": "sn_cdm_node",
    "sys_id": "1642015b53981110a1d3ddeeff7b1232",
    "sys_updated_by": "admin",
    "previous_version": null,
    "sys_created_on": "2022-06-30 09:19:47",
    "value": null,
    "effective_from": null,
    "linked_to": "2870",
    "sys_created_by": "admin",
    "restricted_to": null,
    "level": "3",
    "conflict_type": null,
    "main_id": "2872",
    "effective_to": null,
    "secure_value": null,
    "node_classifier":
 "/application/deployables/env:Development",
    "main_id_encoded": "[?",
    "name": "collA",
    "position": null,
    "reason_for_conflict": null,
    "system_folder": false,
    "status": "new",
    "conflict": false
  }
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CdmEditorApi - POST /sn_cdm/editor/nodes

Creates a specific type of node, such as component, collection, folder, configuration data item (CDI), or variable.

You can also specify whether to automatically generate any parent nodes that are not currently defined.

The caller of this endpoint must have either the CDM Editor or CDM Secret role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/editor/nodes`

Default URL: `/api/sn_cdm/editor/nodes`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
autoCreateParents	Flag that indicates whether to automatically create the non-existent parents in the name path as components. Exceptions to this are the app, deployable, and collection. If you do not set this flag and the parents do not already exist, the endpoint fails. Valid values: • true: Automatically create the non-existent parents. • false: Don't automatically create the non-existent parents. Data type: Boolean Default: false
changesetNumber	Required. Unique identifier of the associated changeset, such as "Chset-10". Data type: String Table: CDM Changeset [sn_cdm_changeset]
fullNamePath	Required. Path name of the node.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp␀deployables␀Development1␀cdi1` • Array: `['testApp','deployables','Development1','cdi1']` Data type: String
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint
secure	Flag that indicates whether the value should be encrypted for the leaf nodes. Valid values: • true: Encrypted • false: Not encrypted Data type: Boolean Default: false
type	Required. Type of new node. Valid values: • sn_cdm_node_collection OR collection • sn_cdm_node_component OR component • sn_cdm_node_folder OR folder • sn_cdm_node_cdi OR cdi • sn_cdm_node_variable or variable Data type: String
value	Value of the new node. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: Equivalent of "null"

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
changeset_id	Details of the changeset record associated with the node.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"changeset_id": { "link": "String", "value": "String" }`
changeset_id.link	Call syntax for querying this changeset record using the *Table* REST API. Data type: String
changeset_id.value	Unique identifier of the changeset record. Data type: String Table: CDM Changeset [sn_cdm_changeset]
conflict	Flag that indicates whether there was a conflict when processing the node. Possible values: • true: Conflict detected. • false: No conflict was detected. Data type: Boolean
conflict_type	If the *conflict* parameter is true, the type of conflict detected. Null if no conflict is detected. Possible values: • corrupted_node • deleted_node • duplicated_node • incomplete_deleted_parent • incomplete_deleted_ref • incomplete_renamed_ref • invalid_include • orphaned_descendant • related_conflict • unlinked_include • unrenamed_include • updated_node Data type: String
description	Short description of the purpose of the node. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
effective_from	Timestamp (converted to a long integer) when the node was committed as part of the changeset. If the node hasn't been committed, this value is "null". Data type: Number (Integer)
effective_to	Timestamp (converted to a long integer) of the node when it was either deleted or superseded by another node, otherwise "null". Data type: Number (Integer)
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
level	Level of the node, starting from the root node, which is always 0. For example, the node `/AppA/components/compA` has two levels. Data type: String
linked_to	The *`main_id`* parameter of the referenced node to which this node is linked. If this node isn't linked to a reference node, the value is "null". Data type: String
main_id	Primary identifier for the node. You can use this value in the *`CdmQuery()`* script include to retrieve a JSON tree. For example: `CdmQuery().mainId('123')/query().getTree();` Data type: String
main_id_encoded	RADIX 57 string representation of the node's *`main_id`* parameter. Data type: String
name	Name of the node. Data type: String
node_classifier	Classifier hierarchy of the node. Use this information to locate a node within the folder hierarchy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	For example, a deployable would have a hierarchy of `/application/deployables/env:Development` While a collection would have a hierarchy of `/applications/collections` Data type: String
node_path	Full node path name. Data type: String
position	Node position. For example: If you upload the following array: `arrayNode1: [ "literal1", {"cdi1": 1}, "literal3" ]` The position values are set as follows: • arrayNode1.literal1 = 1000 • arrayNode1.2000 = 2000 • arrayNode1.literal3 = 3000 If a complex object is uploaded under an array, in this case `{"cdi1": 1}`, the endpoint creates a new virtual node with the name equal to its position. In the example above, this is 2000. For includes, the position is always empty. Data type: String
previous_version	Details of the previous version of the node record. **Note:** If a new node was created, the endpoint returns `"previous_version" = null` for this parameter. Data type: Object `"previous_version": { "link": "String", "value": "String" }`
previous_version.link	Call syntax for querying this node record using the *Table* REST API. Data type: String
previous_version.value	Sys_id of the node record. Data type: String Table: CDM Node [sn_cdm_node]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
reason_for_conflict	Detailed explanation of the conflict. Data type: String

restricted_to	Details of the group that has access the associated the node.
	
	Data type: Object
	
	`"restricted_to": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

restricted_to.link	Call syntax for querying this group record using the *Table* REST API. Data type: String
restricted_to.value	Sys_id of the group record. Data type: String Table: CDM Group [sys_user_group]
secure_value	If this value was flagged to be secured, the encrypted field (returned masked). A user must have the sn_cdm.cdm_secrets role to decrypt this information. You can direct the endpoint not to return these fields by setting the *returnFields* query parameter field. Data type: String
status	Node status. Possible values: • DELETED • NEW • SUPERSEDED • UPDATED • VALID Data type: String
system_folder	Flag that indicates whether the associated node is a system folder. Possible values: • true: Node is a system folder. • false: Node isn't a system folder. Data type: Boolean
sys_class_name	Table in which the node resides.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
sys_created_by	Name of the user that created the node. Data type: String
sys_created_on	Date and time when the node was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the node. Data type: String Table: CDM Node [sn_cdm_node]
sys_updated_by	Name of the user that updated the node. Data type: String
sys_updated_on	Date and time when the node was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss
type	Node type. Possible values: • sn_cdm_node_cdi • sn_cdm_node_collection • sn_cdm_node_component • sn_cdm_node_folder • sn_cdm_node_variable Data type: String Default: All
value	Node value. Data type: String

Example: cURL request

The following code example shows how to create a node using this endpoint.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/editor/nodes?fullNam
ePath=%2FtestApp%2Fdeployables%2FDevelopment1%2Fcdi1&secure=true
&value=someVal&type=cdi&changesetNumber=Chset-760" \
--request POST \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user 'username':'password'
```

Return result:


```
{
  "result": {
    "changeset_id": {
      "value": "d403648653b70110a1d3ddeeff7b12c5",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_changes
et/d403648653b70110a1d3ddeeff7b12c5"
    },
    "node_path": "!$!+!,![:",
    "description": null,
    "sys_updated_on": "2022-06-30 08:53:13",
    "type": "sn_cdm_node_cdi",
    "sys_class_name": "sn_cdm_node",
    "sys_id": "c93c7c1753981110a1d3ddeeff7b12c7",
    "sys_updated_by": "admin",
    "previous_version": null,
    "sys_created_on": "2022-06-30 08:53:13",
    "value": null,
    "effective_from": null,
    "linked_to": null,
    "sys_created_by": "admin",
    "restricted_to": null,
    "level": "3",
    "conflict_type": null,
    "main_id": "2869",
    "effective_to": null,
    "secure_value":
 "###113a0c6e53001110a1d3ddeeff7b121d##1##bAUA1wj-fxofbSrMyF-BAg
==6qiho5f_9DhnuHT2Km5SLf0Ck4XNX_w=##",
    "node_classifier":
 "/application/deployables/env:Development",
    "main_id_encoded": "[:",
    "name": "cdi45",
    "position": null,
    "reason_for_conflict": null,
    "system_folder": false,
    "status": "new",
    "conflict": false
  }
}
```


CdmEditorApi - PUT /sn_cdm/editor/nodes

Updates the name and/or value of a specified node.

The caller of this endpoint must have either the CDM Editor or CDM Secret role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/editor/nodes`

Default URL: `/api/sn_cdm/editor/nodes`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Unique identifier of the associated changeset, such as "Chset-10". Data type: String Table: CDM Changeset [sn_cdm_changeset]
fullNamePath	Required. Path name of the node. You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp&#xFFFD;deployables&#xFFFD;Development1&#xFFFD;cdi1` • Array: `['testApp','deployables','Development1','cdi1']` Data type: String
newName	New name for the associated node. Data type: String
newValue	New value for the associated node. Data type: String
secure	Flag that indicates whether the value should be encrypted for the leaf nodes. Valid values: • true: Encrypted • false: Not encrypted

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: Boolean Default: false
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
changeset_id	Details of the changeset record associated with the node. Data type: Object `"changeset_id": { "link": "String", "value": "String" }`
changeset_id.link	Call syntax for querying this changeset record using the *Table* REST API. Data type: String
changeset_id.value	Unique identifier of the changeset record. Data type: String Table: CDM Changeset [sn_cdm_changeset]
conflict	Flag that indicates whether there was a conflict when processing the node. Possible values: • true: Conflict detected. • false: No conflict was detected. Data type: Boolean
conflict_type	If the *conflict* parameter is true, the type of conflict detected. Null if no conflict is detected. Possible values: • corrupted_node • deleted_node • duplicated_node • incomplete_deleted_parent • incomplete_deleted_ref • incomplete_renamed_ref • invalid_include

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• orphaned_descendant • related_conflict • unlinked_include • unrenamed_include • updated_node Data type: String
description	Short description of the purpose of the node. Data type: String
effective_from	Timestamp (converted to a long integer) when the node was committed as part of the changeset. If the node hasn't been committed, this value is "null". Data type: Number (Integer)
effective_to	Timestamp (converted to a long integer) of the node when it was either deleted or superseded by another node, otherwise "null". Data type: Number (Integer)
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
level	Level of the node, starting from the root node, which is always 0. For example, the node `/AppA/components/compA` has two levels. Data type: String
linked_to	The *`main_id`* parameter of the referenced node to which this node is linked. If this node isn't linked to a reference node, the value is "null". Data type: String
main_id	Primary identifier for the node. You can use this value in the *`CdmQuery()`* script include to retrieve a JSON tree. For example: `CdmQuery().mainId('123')/query().getTree();`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
main_id_encoded	RADIX 57 string representation of the node's *main_id* parameter. Data type: String
name	Name of the node. Data type: String
node_classifier	Classifier hierarchy of the node. Use this information to locate a node within the folder hierarchy. For example, a deployable would have a hierarchy of `/application/deployables/env:Development` While a collection would have a hierarchy of `/applications/collections` Data type: String
node_path	Full node path name. Data type: String
position	Node position. For example: If you upload the following array: `arrayNode1: [ "literal1", {"cdi1": 1}, "literal3" ]` The position values are set as follows: • arrayNode1.literal1 = 1000 • arrayNode1.2000 = 2000 • arrayNode1.literal3 = 3000 If a complex object is uploaded under an array, in this case `{"cdi1": 1}`, the endpoint creates a new virtual node with the name equal to its position. In the example above, this is 2000. For includes, the position is always empty. Data type: String
previous_version	Details of the previous version of the node record. **Note:** If a new node was created, the endpoint returns `"previous_version" = null` for this parameter. Data type: Object `"previous_version": { "link": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "value": "String" }</pre>
previous_version.link	Call syntax for querying this node record using the *Table* REST API. Data type: String
previous_version.value	Sys_id of the node record. Data type: String Table: CDM Node [sn_cdm_node]
reason_for_conflict	Detailed explanation of the conflict. Data type: String

restricted_to	Details of the group that has access the associated the node.
	
	Data type: Object
	<pre>"restricted_to": {
	  "link": "String",
	  "value": "String"
	}</pre>

restricted_to.link	Call syntax for querying this group record using the *Table* REST API. Data type: String
restricted_to.value	Sys_id of the group record. Data type: String Table: CDM Group [sys_user_group]
secure_value	If this value was flagged to be secured, the encrypted field (returned masked). A user must have the sn_cdm.cdm_secrets role to decrypt this information. You can direct the endpoint not to return these fields by setting the *returnFields* query parameter field. Data type: String
status	Node status. Possible values: • DELETED • NEW • SUPERSEDED • UPDATED • VALID Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
system_folder	Flag that indicates whether the associated node is a system folder. Possible values: • true: Node is a system folder. • false: Node isn't a system folder. Data type: Boolean
sys_class_name	Table in which the node resides. Data type: String
sys_created_by	Name of the user that created the node. Data type: String
sys_created_on	Date and time when the node was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the node. Data type: String Table: CDM Node [sn_cdm_node]
sys_updated_by	Name of the user that updated the node. Data type: String
sys_updated_on	Date and time when the node was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss
type	Node type. Possible values: • sn_cdm_node_cdi • sn_cdm_node_collection • sn_cdm_node_component • sn_cdm_node_folder • sn_cdm_node_variable Data type: String Default: All
value	Node value. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following code example shows how to update the value of a node.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/editor/nodes?newValu
e=cdcdc&fullNamePath=%2FtestApp%2Fdeployables%2FDe
velopment-1%2Fcdi45&changesetNumber=Chset-5" \
--request PUT \
--header "Accept:application/json" \
--user 'username':'password'
```

Return result:


```
{
  "result": {
    "changeset_id": {
      "value": "d403648653b70110a1d3ddeeff7b12c5",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_changes
et/d403648653b70110a1d3ddeeff7b12c5"
    },
    "node_path": "!$!+!,![:",
    "description": null,
    "sys_updated_on": "2022-06-30 08:53:13",
    "type": "sn_cdm_node_cdi",
    "sys_class_name": "sn_cdm_node",
    "sys_id": "c93c7c1753981110a1d3ddeeff7b12c7",
    "sys_updated_by": "admin",
    "previous_version": null,
    "sys_created_on": "2022-06-30 08:53:13",
    "value": null,
    "effective_from": null,
    "linked_to": null,
    "sys_created_by": "admin",
    "restricted_to": null,
    "level": "3",
    "conflict_type": null,
    "main_id": "2869",
    "effective_to": null,
    "secure_value":
 "###113a0c6e53001110a1d3ddeeff7b121d##1##bAUA1wj-fxofbSrMyF-BAg
==6qiho5f_9DhnuHT2Km5SLf0Ck4XNX_w=##",
    "node_classifier":
 "/application/deployables/env:Development",
    "main_id_encoded": "[:",
    "name": "cdi45",
    "position": null,
    "reason_for_conflict": null,
    "system_folder": false,
    "status": "new",
    "conflict": false
  }
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CdmPoliciesApi

The `CdmPoliciesApi` provides endpoints that enable you to manage policy mappings of deployables in Configuration Data Management (CDM). Policies that are properly mapped to a deployable are executed when a snapshot of the deployable is validated.

You must have one of the following roles to access the endpoints in this API:

- Scripted REST CDM View ACL
- Scripted REST CDM Admin ACL

In addition, the Configuration Data Management (CDM) plugin must be activated for this API to be available in an instance.

For additional information on policy mappings, see Map policies to a deployable.

CdmPoliciesApi - DELETE /sn_cdm/policies/mappings

Deletes the mapping of a specified policy to a deployable.

The caller of this endpoint must have the CDM Admin role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/policies/mappings`

Default URL: `/api/sn_cdm/policies/mappings`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the Configuration Data Management (CDM) application for which to remove the mapping to the policy. Data type: String Table: CDM Application [sn_cdm_application]
deployableName	Required. Name of the CDM deployable for which to remove the mapping to the policy. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: CDM Deployable [sn_cdm_deployable]
policyName	Required. Name of the associated policy. Data type: String Table: Policy [sn_pace_policy]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. The *policyName* parameter passed is invalid.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String

Example: cURL request

The following code example shows how to remove a policy mapping.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/policies/mappings?de
ployableName=Development_1&policyName=testALPolicy1&appName=test
App" \
--request DELETE \
--header "Accept:application/json" \
--user 'username':'password'
```

For a successful deletion of the mapping, no response is returned other than the HTTP status code.

```
None - results defined by the HTTP status code
```

CdmPoliciesApi - GET /sn_cdm/policies/mappings/inputs/resolved

Returns the resolved inputs for a specified policy mapping of a deployable.

For additional information on policy mappings, see Map policies to a deployable and Validating and correcting configuration data.

The caller of this endpoint must have the CDM Viewer role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/policies/mappings/inputs/resolved`

Default URL: `/api/sn_cdm/policies/mappings/inputs/resolved`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the Configuration Data Management (CDM) application associated with the deployable for which to return the resolved policy inputs. Data type: String Table: CDM Application [sn_cdm_application]
deployableName	Required. Name of the CDM deployable for which to return the resolved policy. Data type: String Table: CDM Deployable [sn_cdm_deployable]
policyName	Required. Name of the associated policy. Data type: String Table: Policy [sn_pace_policy]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. The *policyName* parameter passed is invalid.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Name-value pair list of all resolved inputs for the specified policy mapping. For example: `{"input_name": "user_1", "input_password": "" }` Data type: Object

Example: cURL request

The following example shows how to use this endpoint to obtain the resolved policy inputs.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/policies/mappings/in
puts/resolved?policyName=testALPolicy1&deployableName=Developmen
t_1&appName=testApp" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return result:

```
{
  "result": {
    "key1": "someVal",
    "additionalDeployablesInput":
 "[{\"id\":\"e7e34a531b501110636e0fe0604bcba9\",\"label\":
\"testApp-Development_2\"}]"
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CdmPoliciesApi - POST /sn_cdm/policies/mappings

Maps a specified policy to a deployable.

The caller of this endpoint must have the CDM Admin role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/policies/mappings`

Default URL: `/api/sn_cdm/policies/mappings`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the Configuration Data Management (CDM) application for which to map the policy. Data type: String Table: CDM Application [sn_cdm_application]
deployableName	Required. Name of the CDM deployable for which to map the policy. Data type: String Table: CDM Deployable [sn_cdm_deployable]
policyName	Required. Name of the associated policy. Data type: String Table: Policy [sn_pace_policy]
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
description	Description of the mapping. Data type: String
document	Sys_id of the document. Data type: String
document_ref	Details of the document_ref record associated with the node.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"document_ref": { "link": "String", "value": "String" }`
document_ref.link	Call syntax for querying the deployable record mapped to the policy using the *Table* REST API. PaCE uses this field to store the reference to the deployable that is mapped to a policy. Data type: String
document_ref.sys_id	Sys_id of the deployable record mapped to the policy. Data type: String
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
exception	If there's an exception while trying to perform the mapping, the link to the exception record. Data type: String
exception_allowed	Flag that indicates whether exceptions are allowed for the policy. Possible values: • true: Exceptions are allowed. • false: Exceptions aren't allowed. Data type: Boolean
input_status	Status of the inputs. Possible values: • invalid • valid

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

last_updated_by	Details of the user that last updated the policy mapping.
	
	Data type: Object
	
	`"last_updated_by": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

last_updated_by.link	Call syntax for querying the user record using the *Table* REST API. Data type: String
last_updated_by.sys_id	Sys_id of the user record. Data type: String Table: User [sys_user]
number	Unique number that identifies the mapping. This value provides a human-readable identifier for the mapping. Data type: String

policy	Details of the policy record associated with the mapping.
	
	Data type: Object
	
	`"policy": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

policy.link	Call syntax for querying the policy record mapped to the policy using the *Table* REST API. Data type: String
policy.sys_id	Sys_id of the policy record. Data type: String Table: Policy [sn_pace_policy]
reason	Description of the reason for the current state. Data type: String
state	Current state of the mapping. Possible values: • active • inactive

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
sys_class_name	Table name of the policy mapping. Data type: String
sys_created_by	Name of the user that created the mapping. Data type: String
sys_created_on	Date and time when the mapping was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the mapping. Data type: String Table: Policy Mapping [sn_pace_policy_mapping]
sys_updated_by	Name of the user that updated the mapping. Data type: String
sys_updated_on	Date and time when the mapping was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss

Example: cURL request

This code example shows how to map a specific policy to a deployable.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/policies/mappings?ap
pName=testApp&deployableName=Development_1&policyName=testALPoli
cy1" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "exception": null,
    "reason": null,
    "exception_allowed": "--",
    "document": "0be34a531b501110636e0fe0604bcb21",
    "input_status": "valid",
    "description": null,
    "sys_updated_on": "2022-06-30 14:07:37",
    "sys_class_name": "sn_cdm_pace_policy_mapping",
    "sys_id": "ea24469f1b101110636e0fe0604bcbed",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "number": "MAP0001001",
    "last_updated_by": {
      "value": "48630e131b501110636e0fe0604bcb53",
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user/48630e1
31b501110636e0fe0604bcb53"
    },
    "sys_updated_by": "admin",
    "sys_created_on": "2022-06-30 14:07:37",
    "document_ref": {
      "value": "0be34a531b501110636e0fe0604bcb21",
      "link":
 "https://instance.servicenow.com/api/now/table/sn_cdm_deployab
le/0be34a531b501110636e0fe0604bcb21"
    },
    "state": "active",
    "sys_created_by": "admin",
    "policy": {
      "value": "12a3c2531b501110636e0fe0604bcb9b",
      "link":
 "https://instance.servicenow.com/api/now/table/sn_pace_policy/1
2a3c2531b501110636e0fe0604bcb9b"
    }
  }
}
```


CdmPoliciesApi - PUT /sn_cdm/policies/mappings/inputs/additional-deployables

Updates the additionalDeployablesInput input variable of a Configuration Data Management (CDM) policy mapping.

The additionalDeployablesInput input variable contains the additional deployables you can assign to an existing policy mapping. They are similar to mapping inputs, but they have a specific array structure.

For additional information on policy mappings, see Map policies to a deployable.

The caller of this endpoint must have the CDM Admin role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/policies/mappings/inputs/additional-deployables`

Default URL: `/api/sn_cdm/policies/mappings/inputs/additional-deployables`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
additionalDeployables	Required. List of deployables to add to the additionalDeployablesInput input variable. Data type: Array of Objects `"additionalDeployables": [ { "appName": "String", "deployableName": "String" } ]`
additionalDeployables.appName	Required. Name of the CDM application to which the deployable is associated. Data type: String Table: CDM Application [sn_cdm_application]
additionalDeployables.deployableName	Required. Name of the CDM deployable to add to the additionalDeployablesInput input variable. Data type: String Table: CDM Deployable [sn_cdm_deployable]
appName	Required. Name of the CDM application for which to update the additionalDeployablesInput input variable. Data type: String Table: CDM Application [sn_cdm_application]
deployableName	Required. Name of the CDM deployable for which to update the additionalDeployablesInput input variable. Data type: String Table: CDM Deployable [sn_cdm_deployable]
policyName	Required. Name of the associated policy. Data type: String Table: Policy [sn_pace_policy]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. The *`policyName`* parameter passed is invalid.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
io_definition	Details about the associated PaCE IO definition record. For additional information on PaCE, see Policy as Code Engine (PaCE). Data type: Object `"io_definition": { "link": "String", "value": "String" }`
io_definition.link	Call syntax for querying this PaCE IO definition record using the *Table* REST API. Data type: String
io_definition.value	Sys_id of the PaCE IO definition record. Data type: String Table: IO Mapping [sn_pace_io_mapping]
is_unused	Flag that indicates whether the mapping input variable is unused. Possible values: • true: Associated mapping input variable isn't currently used. • false: Associated mapping input variable is currently used. Data type: Boolean
mapped_value	Current value of the mapping input variable. Data type: Array of Objects or String
policy_mapping	Details about the PaCE policy-mapping record. For additional information on PaCE, see Policy as Code Engine (PaCE). Data type: Object `"policy_mapping": { "link": "String", "value": "String" }`
policy_mapping.link	Call syntax for querying the policy mapping record using the *Table* REST API. Data type: String
policy_mapping.value	Sys_id of the PaCE policy-mapping record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Policy Mapping [sn_pace_policy_mapping]
sys_created_by	Name of the user that created the mapping input variable. Data type: String
sys_created_on	Date and time when the mapping input variable was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the associated mapping record. Data type: String Table: IO Mapping [sn_pace_io_mapping]
sys_updated_by	Name of the user that updated the mapping input variable. Data type: String
sys_updated_on	Date and time when the mapping input variable was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss

Example: cURL request

The following example shows how to add deployables to an additionalDeployablesInput input variable.

```
curl
 "https://instance.servicenow.com/api/sn_cdm/policies/mappings/i
nputs/additional-deployables?additionalDeployables=%5B%7B
%22appName%22%3A%20%22testApp%22%2C%20%22deployableName%22%3A%22
Development_2%22%7D%5D&policyName=testALPolicy1&deployableName=D
evelopment_1&appName=testApp" \
--request PUT \
--header "Accept:application/json" \
--user 'admin':'admin
```

Return result:

```
{
  "result": {
    "sys_id": "6bb746171b501110636e0fe0604bcb1c",
    "policy_mapping": {
      "value": "6bb746171b501110636e0fe0604bcb1b",
      "link":
 "https://instance.servicenow.com/api/now/table/sn_cdm_pace_poli
cy_mapping/6bb746171b501110636e0fe0604bcb1b"
    },
    "sys_updated_by": "ameya",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sys_created_on": "2022-06-30 14:23:15",
    "io_definition": {
      "value": "4d0b061b1b501110636e0fe0604bcb2f",
      "link":
 "https://instance.servicenow.com/api/now/table/sn_pace_io_defin
ition/4d0b061b1b501110636e0fe0604bcb2f"
    },
    "mapped_value":
 "[{\"id\":\"e7e34a531b501110636e0fe0604bcba9\",\"label\":
\"testApp-Development_2\"}]",
    "sys_updated_on": "2022-06-30 14:53:21",
    "sys_created_by": "ameya",
    "is_unused": false
  }
}
```


CdmPoliciesApi - PUT /sn_cdm/policies/mappings/inputs

Updates a specified input variable for a Configuration Data Management (CDM) policy mapping.

For additional information on policy mappings, see Map policies to a deployable.

The caller of this endpoint must have the CDM Admin role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/policies/mappings/inputs`

Default URL: `/api/sn_cdm/policies/mappings/inputs`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the CDM application for which to update the policy mapping inputs. Data type: String Table: CDM Application [sn_cdm_application]
deployableName	Required. Name of the CDM deployable for which to update the policy mapping inputs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Table: CDM Deployable [sn_cdm_deployable]
inputName	Required. Name of the input variable to update. Data type: String Table: IO Mapping [sn_pace_io_mapping]
inputValue	Required. Value to assign to the input variable. Data type: Dependant on the input variable. You can find the data type in the IO Mapping [sn_pace_io_mapping] table.
policyName	Required. Name of the associated policy. Data type: String Table: Policy [sn_pace_policy]
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. The *policyName* parameter passed is invalid.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

io_definition	Details about the associated PaCE IO definition record.
	
	For additional information on PaCE, see Policy as Code Engine (PaCE).
	
	Data type: Object
	
	`"io_definition": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

io_definition.link	Call syntax for querying this PaCE IO definition record using the *Table* REST API. Data type: String
io_definition.value	Sys_id of the PaCE IO definition record. Data type: String Table: IO Mapping [sn_pace_io_mapping]
is_unused	Flag that indicates whether the mapping input variable is unused. Possible values: • true: Associated mapping input variable isn't currently used. • false: Associated mapping input variable is currently used.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
mapped_value	Current value of the mapping input variable. Data type: Array of Objects or String
policy_mapping	Details about the PaCE policy-mapping record. For additional information on PaCE, see Policy as Code Engine (PaCE). Data type: Object `"policy_mapping": { "link": "String", "value": "String" }`
policy_mapping.link	Call syntax for querying the policy mapping record using the *Table* REST API. Data type: String
policy_mapping.value	Sys_id of the PaCE policy-mapping record. Data type: String Table: Policy Mapping [sn_pace_policy_mapping]
sys_created_by	Name of the user that created the mapping input variable. Data type: String
sys_created_on	Date and time when the mapping input variable was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the associated mapping record. Data type: String Table: IO Mapping [sn_pace_io_mapping]
sys_updated_by	Name of the user that updated the mapping input variable. Data type: String
sys_updated_on	Date and time when the mapping input variable was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following example shows how to update the key1 input variable associated with the testALPolicy.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/policies/mappings/in
puts?policyName=testALPolicy1&appName=testApp&inputValue=value1&
inputName=key1&deployableName=Development_1" \
--request PUT \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "sys_id": "631b861b1b501110636e0fe0604bcb6f",
    "policy_mapping": {
      "value": "6bb746171b501110636e0fe0604bcb1b",
      "link":
 "https://instance.servicenow.com/api/now/table/sn_cdm_pace_poli
cy_mapping/6bb746171b501110636e0fe0604bcb1b"
    },
    "sys_updated_by": "admin",
    "sys_created_on": "2022-06-30 14:38:00",
    "io_definition": {
      "value": "fe1b061b1b501110636e0fe0604bcb90",
      "link":
 "https://instance.servicenow.comm/api/now/table/sn_pace_io_defi
nition/fe1b061b1b501110636e0fe0604bcb90"
    },
    "mapped_value": "someVal",
    "sys_updated_on": "2022-06-30 14:39:21",
    "sys_created_by": "admin",
    "is_unused": false
  }
}
```

CdmSharedLibraryApi

The *CdmSharedLibraryApi* provides endpoints that enable you to create and manage shared libraries and shared components. It also has endpoints that enable you to upload and export the configuration data of a shared component.

This API requires the Configuration Data Management (CDM) plugin to be activated for these APIs to be available in the instance. In addition, you must have one of the following roles to access this API:

- CDM Editor Role
- CDM Admin Role

For additional information on shared libraries and shared components, see Sharing components among applications — Component libraries.

CdmSharedLibraryApi - DELETE /sn_cdm/shared_libraries

Deletes the shared library with the specified name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The CDM Admin role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/shared_libraries`

Default URL: `/api/sn_cdm/shared_libraries`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
name	Required. Name of the shared library to delete. Data type: String Table: CDM Application [sn_cdm_application]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: • *application/json* • *application/xml* • *text/xml*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following code example shows how delete the shared library "javalib".

```
curl
 "http://instance.servicenow.com/sn_cdm/shared_libraries?name='j
avalib'\
--request DELETE\
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
""
```

CdmSharedLibraryApi - DELETE /sn_cdm/shared_libraries/components

Deletes the specified shared component from the specified library.

The CDM Editor role is required to access this endpoint.

Note: You can only delete a component if it is not currently being used. Also, you cannot delete a component if the associated shared library is not active.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/shared_libraries/components`

Default URL: `/api/sn_cdm/shared_libraries/components`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Number of the changeset associated with the component. Data type: String Table: CDM Changeset [sn_cdm_changeset]
name	Required. Name of the shared component to delete. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: CDM Shared Component [sn_cdm_shared_component]
sharedLibraryName	Required. Name of the shared library where the component to delete is located. Data type: String Table: CDM Application [sn_cdm_application]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: • *application/json* • *application/xml* • *text/xml* Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Possible issues: • Shared library does not exist. • Shared library is not active. • Shared component is in use. Cannot delete it. • User is restricted from deleting the shared component.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following code example shows how to delete the component "TestComponent" under the "javalib" shared library.

```
curl
 "http://instance.servicenow.com/sn_cdm/shared_libraries/compone
nts?sharedLibraryName='javalib&changesetNumber='chset-8'&name='T
estComponent'\
--request DELETE\
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
""
```

CdmSharedLibraryApi - GET /sn_cdm/shared_libraries/upload-status/{upload-id}

Returns the current status of the specified shared library upload request.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/shared_libraries/upload-status/{upload-id}`

Default URL: `/api/sn_cdm/shared_libraries/upload-status/{upload-id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
upload-id	Sys_id of the upload request whose status to return. This value is returned by various CdmSharedLibrary upload request endpoints. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: • *application/json* • *application/xml* • *text/xml* Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
errors	Description of the error(s) encountered during upload. Data type: String

output	Description of the uploaded data or if an error occurred during the upload, an error message describing the error that was encountered.
	
	Data type: Array of String
	
	`"output": {`
	`  "auto_validate": "String",`
	`  "cdm_application": "String",`
	`  "committed_at": "String",`
	`  "committed_by": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"description": "String", "last_conflict_detection_time": "String", "number": "String", "publish_option": "String", "sharedLibraryName": "String", "snapshot_description": "String", "snapshot_name": "String", "state": "String", "sys_created_by": "String", "sys_id": "String", "title": "String" }
output.auto_validate	Indicates whether to invoke validation after the commit. Data type: String
output.cdm_application	Name of application under which the upload was performed. Data type: String
output.committed_at	Date and time that the uploaded content was committed. Data type: String
output.committed_by	Sys_id of the record of the entity that performed the commit. Data type: String
output.description	Not currently used. Data type: String
output.last_conflict_detection_time	Date and time conflict detection invocation. Data type: String
output.number	Unique changeset identification value, such as Chset-124. Data type: String
output.publish_option	Value of the publish option passed in the associated upload call. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String
output.sharedLibraryName	Name of the shared library as passed in the original upload call. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
output.snapshot_description	Description of the associated snapshot. Data type: String
output.snapshot_name	Name of the associated snapshot. Data type: String
output.state	State of the upload. Possible values: • COMPLETED: Upload has completed. • EXPIREDERROR: Error while processing the upload request. The job ran for more than 15 minutes and was terminated by the system. • IN_PROGRESS: Upload is in process. • NEW: Processing has not yet started. • READY: Request has been queued. Data type: String
output.sys_created_by	Sys_id of the entity that created the record. Data type: String
output.sys_id	Sys_id of the record containing the changeset. Data type: String
output.title	Title of the changeset created as part of the upload. Data type: String
processing_state	Current processing state of the upload request. Possible values: PROCESSED Data type: String
state	Current state of the upload request. Possible values: • completed • error
type	Type of upload request. Possible values: upload_and_commit Data type: String
upload_id	Sys_id of the record containing the uploaded configuration payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

This code example shows how to request the status for the upload-id 0d91d9891b2b19109524cae0604bcbe6.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/shared_libraries/upl
oad-status/0d91d9891b2b19109524cae0604bcbe6" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
// Successful response
{
  "result": {
    "type": "upload_and_commit",
    "state": "completed",
    "output": {
      "sys_id": "0002ea107768a1109ac0cf0bbb5a9963",
      "number": "Chset-457",
      "title": "admin8802ea107768a1109ac0cf0bbb5a9962",
      "description": null,
      "committed_at": "",
      "committed_by": null,
      "sys_created_by": "admin",
      "state": "open",
      "publish_option": "publish_none",
      "auto_validate": false,
      "snapshot_name": null,
      "snapshot_description": null,
      "cdm_application": "OracleG-Library-15",
      "last_conflict_detection_time": null
    },
    "processing_state": "PROCESSED",
    "upload_id": "00b226547768a1109ac0cf0bbb5a99f2"
  }
}

// Error response
{
  "result": {
    "type": "upload_and_commit",
    "state": "error",
    "output": "Error: Application with sys_id
 87fb1ecb1be3111050fc21b0604bcb95 is in State Deleted. No data
 can be modified on deleted applications",
    "processing_state": "PROCESSED",
    "upload_id": "fcdfaf7f1b88211050fc21b0604bcb79"
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CdmSharedLibraryApi - POST /sn_cdm/shared_libraries

Creates a new shared library with the specified name.

The CDM Admin role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/shared_libraries`

Default URL: `/api/sn_cdm/shared_libraries`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
description	Description of the shared library. Data type: String Default: Empty
name	Required. Name of the shared library to create. This name must be unique across all CDM applications and libraries. Data type: String
returnFields	Comma separated list of fields to return as part of the response. Data type: String Default: All non-system fields are returned. Table: CDM Application [sn_cdm_application]
userGroupIds	Comma-separated list of sys_ids of the user groups that can edit the associated shared library. All users with the proper roles can view the shared library. Data type: String Default: All users with the CDM Editor role can edit data within the shared library. Table: Group [sys_user_group]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: • *application/json* • *application/xml* • *text/xml* Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
<fields>	Requested fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Variable Table: CDM Application [sn_cdm_application]
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following code example shows how to call this endpoint to create the shared library Java11Lib with all user groups able to access the library.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/shared_libraries?nam
e=Java11Lib&description=The%20new%20java%20library" \
--request POST \
--header "Accept:application/json" \
--user 'userName':'password
```

Response:

```
{
  "result": {
    "sdlc_component": null,
    "cdi_count": "0",
    "available": false,
    "description": "Description of LibraryA",
    "managed_by_group": null,
    "sys_updated_on": "2023-01-18 11:34:43",
    "type": "shared_library",
    "node": {
      "value": "d852b15877a4a1109ac0cf0bbb5a99aa",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_node/d852b
15877a4a1109ac0cf0bbb5a99aa"
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sys_id": "185235dc77a4a1109ac0cf0bbb5a994e",
    "sys_updated_by": "admin",
    "node_main": {
      "value": "1852b15877a4a1109ac0cf0bbb5a99aa",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_node_ma
in/1852b15877a4a1109ac0cf0bbb5a99aa"
    },
    "sys_created_on": "2023-01-18 11:34:43",
    "cdi_usage": "0",
    "name": "LibraryA",
    "last_committed_changeset": {
      "value": "9052b15877a4a1109ac0cf0bbb5a99aa",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_changes
et/9052b15877a4a1109ac0cf0bbb5a99aa"
    },
    "state": "active",
    "sys_created_by": "admin"
  }
}
```


CdmSharedLibraryApi - POST /sn_cdm/shared_libraries/components

Creates the specified shared component under the specified library.

The CDM Editor role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/shared_libraries/components`

Default URL: `/api/sn_cdm/shared_libraries/components`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Unique identifier of the associated changeset, such as "Chset-10". Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: CDM Changeset [sn_cdm_changeset]
description	Description of the shared component. Data type: String
name	Required. Name of the shared component to create in the shared library. This name must be unique. Data type: String
returnFields	Comma separated list of fields in the CDM Node [sn_cdm_node] table to return as part of the response. Data type: String Default: All non-internal fields are returned.
sharedLibraryName	Required. Name of the shared library under which to create the component. This library must already exist and be in the active state. Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: • *application/json* • *application/xml* • *text/xml* Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
<requested fields>	Requested fields. Data type: Various Table: CDM Node [sn_cdm_node]
error	Only returned if an error occurred during processing. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details about the error that occurred. Data type: String
error.message	Message that provides an overview of the error. Data type: String
status	Error status of the request. Possible values: failure Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following code example stores the component named "SharedComponent" under the shared library "javalib".

```
curl
 "http://instance.servicenow.com/sn_cdm/shared_libraries/compone
nts/?
sharedLibraryName=javalib&changeSetNumber='Chset-9'&name='Shared
Component'\
--request POST\
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
{
  "result": {
    "changeset_id": {
      "value": "ca7e6a501b202110636e0fe0604bcb71",
      "link":
 "https://instance.servicenow.com/api/now/table/sn_cdm_changes
et/ca7e6a501b202110636e0fe0604bcb71"
    },
    "node_path": "!2!3!:",
    "description": null,
    "sys_updated_on": "2023-01-18 16:04:52",
    "type": "sn_cdm_node_shared_component",
    "sys_class_name": "sn_cdm_node",
    "sys_id": "6d2072901b602110636e0fe0604bcbec",
    "sys_updated_by": "admin",
    "previous_version": null,
    "sys_created_on": "2023-01-18 16:04:52",
    "value": null,
    "effective_from": null,
    "linked_to": null,
    "sys_created_by": "admin",
    "restricted_to": null,
    "linked_to_version": null,
    "level": "2",
    "conflict_type": null,
    "main_id": "19",
    "effective_to": null,
    "secure_value": null,
    "node_classifier": "/shared_library/shared_components",
    "main_id_encoded": ":",
    "name": "testSharedComponent",
    "position": null,
    "reason_for_conflict": null,
    "system_folder": false,
    "status": "new",
    "conflict": false
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CdmSharedLibraryApi - POST /sn_cdm/shared_libraries/uploads/components

Enables you to create and manage shared libraries and shared components. This endpoint creates a shared component node in the CDM Node [sn_cdm_node] table and a shared component record in the CDM Shared Component [sn_cdm_shared_component] table.

The CDM Editor role is required to access this endpoint.

Note: By default, the maximum content upload size is 2MB. You can modify this default by updating the sn_cdm.max_allowed_upload_file_size property.

Note: This upload method can't be used to modify nodes. Use the alternative CdmSharedLibraryApi - POST /sn_cdm/shared_libraries/uploads/components/file method to modify nodes.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/shared_libraries/uploads/components`

Default URL: `/api/sn_cdm/shared_libraries/uploads/components`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
autoCommit	Flag that indicates whether the changeset identified in the *`changesetNumber`* parameter is committed to the data model after upload. Valid values: • true: Changeset is committed after upload. • false: Changeset isn't committed after upload. Data type: Boolean Default: false
autoDelete	Flag that indicates whether the existing nodes, that aren't part of the upload content, are deleted after the processing is complete. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• true: Automatically delete existing nodes. • false: Don't automatically delete existing nodes. Data type: Boolean Default: false
changesetNumber	Required. String that uniquely identifies the changeset associated with the application, such as Chset-102. This changeset must be in the "Open" state. Data type: String Table: CDM Changeset [sn_cdm_changeset]
dataFormat	Required. Format of the configuration data. Valid values: • csv • ini • json • properties • raw • xml • yaml Data type: String
deleteRedundantOverrides	Flag that indicates whether to create an override where redundant values are present. Valid values: • true: If redundant values are present, an override isn't created. • false: If redundant values are present, proceeds with an override. Default: true

identifierKeys	List of names that indicate which key in an array child to use to identify the same node.
	
	For example, if you're uploading:
	
	`[`
	`  {"name" : "Allan, "city" : "Paris"},`
	`  {"name" : "Karen, "city" : "Sydney"}`
	`]`
	
	in the following existing model:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description

	<pre>[
	  {"name" : "Karen, "city" : "Manila"},
	  {"name" : "Allan, "city" : "Brussels"}
	]</pre>
	and you set *identifierKeys* to `name`, it produces the following output:
	<pre>[
	  {"name" : "Karen, "city" : "Sydney"},
	  {"name" : "Allan, "city" : "Paris"}
	]</pre>
	Otherwise, it produces the following output:
	<pre>[
	  {"name" : "Karen, "city" : "Manila"},
	  {"name" : "Allan, "city" : "Brussels"},
	  {"name" : "Allan, "city" : "Paris"},
	  {"name" : "Karen, "city" : "Sydney"}
	]</pre>
	Data type: Array of Strings

ignoreAttributes	Flag that indicates whether the given data format supports attributes (currently only XML). Valid values: • true: If the given data format supports attributes, any attributes in the input data are skipped during the upload. • false: If the given data format supports attributes, any attributes in the input data are included in the upload. Data type: Boolean Default: false
namePath	Path of the targeted node under which the configuration data should be uploaded. This path is relative to the components, collection, or deployable folder (depending on the endpoint being called). You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• Backend name path with replacement characters: `testApp␀deployables␀Development1␀cdi1` • Array: `['testApp','deployables','Development1','cdi1']` **Note:** If the specified component doesn't exist at the specified path, the system automatically creates the component at the specified path and then uploads the data. Data type: String
publishOption	Publish option for the associated configured snapshots. Valid values: • publish_new_and_unpublish_old: Publish the new snapshot created after the commit and unpublish the existing snapshot. • publish_none: Don't publish any snapshots. For additional information on publishing snapshots, see Publish or unpublish a snapshot. Data type: String Default: publish_none
sharedLibraryName	Required. Name of the shared library to create or manage. Data type: String Table: CDM Application [sn_cdm_application]

Request body parameters

Name	Description
Variable upload data	Configuration data to upload. This can be any data in the format defined by the *dataFormat* parameter of the query parameters.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Supported types: *text/plain* and *application/x-www-form-urlencoded*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *text/plain*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. The upload request has been rejected. Possible issues: • Size of the configuration payload is greater that the allowed maximum - 2MB by default. • Required parameters are missing from the call.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
upload_id	Sys_id of the upload request. Use this ID to call the endpoint to obtain the status of the upload. Data type: String
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following example shows how to upload the shared library called Demo_App1631126164773 with the configuration data being plain text.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/sharedlibrary/compon
ent/upload?namePath=%2FSettings%2FdbSettings&dataFormat=json&app
Name=Demo_App1631126164773&changesetNumber=Chset-8&autoCommit=fa
lse&publishOption=publish_none&autoDelete=true" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:text/plain" \
--data "{
  \"dbIPAddress\": \"10.10.10.110\",
\"dbPort\": \"8080\",
\"dbConnectionString\": \"admin:admin server1.xyz.com:8080
 dbName_payments\",
\"dbConnectionStringBackup\": \"admin:admin server2.xyz.com
 dbName_payments_backup\ "}" \
--user 'username':'password'
```

The following return results show both a successful and an error response to this request.

```
// Successful response
{
"result": {
    "upload_id": "ec1f71f45322301096edddeeff7b12b3"
  }
}

// Error response

{
"error": {
   "message": "Size of uploaded data:6853632.0(bytes) is greater
 than max allowed upload limit of 2097152.0(bytes)",
   "detail": ""
},
"status": "failure"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CdmSharedLibraryApi - POST /sn_cdm/shared_libraries/uploads/components/file

Uploads files as part of the Configuration Data Model (CDM) under the components folder in a shared library.

URL format

Versioned URL: `/api/sn_cdm/{api_version}shared_libraries/uploads/components/file`

Default URL: `/api/sn_cdm/shared_libraries/uploads/components/file`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

autoCommit	Flag that indicates whether the changeset identified in the *`changesetNumber`* parameter is committed to the data model after upload. Valid values: • true: Changeset is committed after upload. • false: Changeset isn't committed after upload. Data type: Boolean Default: false
autoValidate	Flag that indicates whether the snapshots created when committed are validated. Valid values: • true: Validate the snapshots. • false: Don't validate the snapshots. **Note:** This option is only available if the *`autoCommit`* parameter is `true`. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

	Default: false
changesetNumber	String that uniquely identifies the changeset associated with the application, such as Chset-102. This changeset must be in the "Open" state. Data type: String Default: Creates a changeset to use. The changeset details are returned as part of the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} results. Table: CDM Changeset [sn_cdm_changeset]
fileName	Name of the file to upload. This name can differ from than the actual file name and contain the file extension. For example, .txt/.scv/.jar. The fileName value is applied when downloading the file. Data type: String
fileNodeName	Name of the file node. This file name is used in the configuration data when exporting it. This name doesn't require a file extension nor does it affect the download. Data type: String
namePath	Path of the targeted node under which the configuration data should be uploaded. This path is relative to the components, collection, or deployable folder (depending on the endpoint being called). You can pass the name path in any of the following formats. For example, to define the name path for the node `testApp/deployables/Development1/cdi1`: • Backslash format: `testApp/deployables/Development1/cdi1` **Note:** If your node name contains a backslash ("/"), you can't use this format. • Backend name path with replacement characters: `testApp&#xfffd;deployables&#xfffd;Development1&#xfffd;cdi1` • Array: `['testApp','deployables','Development1','c`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

	Note: If the specified component doesn't exist at the specified path, the system automatically creates the component at the specified path and then uploads the data. Data type: String
sharedLibraryName	Required. Name of the shared library where the component to delete is located. Data type: String Table: CDM Application [sn_cdm_application]

Request body parameters (XML or JSON)

Name	Description
Variable upload data	Configuration data to upload. By default, file size uploads are limited to 5 MB. For information about how to adjust your upload file sizes and type, see this Now Support article. Data type: String/stream

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Content Type of the file to be uploaded. Examples: application/zip, text/plain, application/json.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Upload request has been rejected. Possible issues: • Size of configuration payload is greater that the allowed maximum - 2 MB by default. • Required parameters are missing from the call.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String
upload_id	Sys_id of the upload request. Use this ID to call the CdmApplicationsApi - GET /sn_cdm/applications/upload-status/{upload_id} endpoint to obtain the status of the upload. Data type: String

Example: cURL request

The following call demonstrates how to upload a plain text file to the components folder in the Shared Library.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/shared_libraries/upl
oads/components/file?autoValidate=true&sharedLibraryName=sharedL
ibA
 &namePath=testComponent%2FfilesFolder&fileName=testFileNodeName
.txt&publishOption=publish_valid&changesetNumber=Chset-108&autoC
ommit=true&fileNodeName=testFile.txt" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:text/plain" \
--data "This is sample content that will be uploaded to a plain
 text file."\
--user 'username':'password'
```

The following return results show both a successful and an error response to this request.

```
// Successful completion of the upload request
{
  "result": {
    "upload_id": "ec1f71f45322301096edddeeff7b12b3"
  }
}

// Error response. Payload is too large.
{
  "error": {
    "message": "Could not find active application with name:
 'testApp' of type application",
    "detail": ""
  },
  "status": "failure"
}
```

CdmSharedLibraryApi - PUT /sn_cdm/shared_libraries

Updates the shared library information. Use this endpoint to update the name, description, state of a shared library, and the user groups that can access the library.

The CDM Admin role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/shared_libraries`

Default URL: `/api/sn_cdm/shared_libraries`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
name	Required. Name of the shared library to update. Data type: String Table: CDM Application [sn_cdm_application]
newAvailableState	Flag that indicates the state of the shared library. Valid values: • true: The shared library is active. • false: The shared library is inactive. No users are allowed to access this library. Default: true
newDescription	Updated description of the shared library. Data type: String
newName	New name of the shared library. Data type: String
newUserGroupIds	Comma separated list of sys_ids of the user groups that can access the associated shared library. Data type: String Table: Group [sys_user_group]
returnFields	Comma separated list of fields in the CDM Application [sn_cdm_application] table to return as part of the response. Data type: String Default: All non-system fields are returned.

Request body parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: • *application/json* • *application/xml* • *text/xml* Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
<fields>	Requested fields. Data type: Variable Table: CDM Application [sn_cdm_application]
error	If an error occurred during processing, the details about the error. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"error": {
	  "detail": "String",
	  "message": "String"
	}</pre>

error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following code example shows how to call this endpoint for the shared library Java11Lib and update the library name and description.

```
curl
 "http://instance.servicenow.com/sn_cdm/shared_libraries?name='
 javalib'&newName='NewLibraryName'&newDescription='new%20descrip
tion%20of%20library'\
--request PUT\
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
{
  "result": {
    "sdlc_component": null,
    "cdi_count": "0",
    "available": true,
    "description": "Set new description",
    "managed_by_group": null,
    "sys_updated_on": "2023-01-18 11:51:14",
    "type": "shared_library",
    "node": {
      "value": "021635dc77a4a1109ac0cf0bbb5a9952",
      "link":
 "http://192.168.0.129:8080/api/now/table/sn_cdm_node/021635dc77
a4a1109ac0cf0bbb5a9952"
    },
    "sys_id": "185235dc77a4a1109ac0cf0bbb5a994e",
    "sys_updated_by": "admin",
    "node_main": {
      "value": "1852b15877a4a1109ac0cf0bbb5a99aa",
      "link":
 "http://192.168.0.129:8080/api/now/table/sn_cdm_node_main/1852b
15877a4a1109ac0cf0bbb5a99aa"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "sys_created_on": "2023-01-18 11:34:43",
    "cdi_usage": "0",
    "name": "LibraryA",
    "last_committed_changeset": {
      "value": "4a1635dc77a4a1109ac0cf0bbb5a9951",
      "link":
 "http://192.168.0.129:8080/api/now/table/sn_cdm_changeset/4a163
5dc77a4a1109ac0cf0bbb5a9951"
    },
    "state": "active",
    "sys_created_by": "admin"
  }
}
```


CdmSharedLibraryApi - PUT /sn_cdm/shared_libraries/components

Updates the name and description of the specified shared component.

The CDM Editor role is required to access this endpoint.

Note: Renaming is only allowed if a component has never been used, as when the component's snapshot has never been imported. The renaming scenario is primarily for the purpose of fixing typos when creating new components.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/shared_libraries/components`

Default URL: `/api/sn_cdm/shared_libraries/components`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changesetNumber	Required. Name of the associated changeset. Data type: String Table:CDM Changeset [sn_cdm_changeset]
name	Required. Name of the shared component to update. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: CDM Shared Component [sn_cdm_shared_component]
newName	Required. Updated name of the shared component. Data type: String
newDescription	Updated description of the shared component. Data type: String Default: Empty
returnFields	Comma separated list of fields in the CDM Shared Component [sn_cdm_shared_component] table to return as part of the response. Data type: String Default: All non-system fields are returned.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: • *application/json* • *application/xml* • *text/xml* Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
<fields>	Requested fields from the CDM Shared Component [sn_cdm_shared_component] table. Data type: Variable
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following code sample shows how to update the description of the component SharedComponentTest.

```
curl
 "http://instance.servicenow.com/sn_cdm/shared_libraries/compone
nts/?
sharedLibraryName=javalib&changeSetNumber='chset-9'&name='Shared
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
ComponentTest'&newDescription='The shared component
 description'\
--request POST\
--header "Accept:application/json" \
--user 'username':'password
```

Response:

```
{
  "result": {
    "changeset_id": {
      "value": "5c33311077e4a1109ac0cf0bbb5a9902",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_changes
et/5c33311077e4a1109ac0cf0bbb5a9902"
    },
    "node_path": "!(1!(2!(3",
    "description": "Changing the description only",
    "sys_updated_on": "2023-01-18 12:09:05",
    "type": "sn_cdm_node_shared_component",
    "sys_class_name": "sn_cdm_node",
    "sys_id": "9953f99077a4a1109ac0cf0bbb5a99ec",
    "sys_updated_by": "admin",
    "previous_version": null,
    "sys_created_on": "2023-01-18 11:39:09",
    "value": null,
    "effective_from": null,
    "linked_to": null,
    "sys_created_by": "admin",
    "restricted_to": null,
    "linked_to_version": null,
    "level": "2",
    "conflict_type": null,
    "main_id": "183",
    "effective_to": null,
    "secure_value": null,
    "node_classifier": "/shared_library/shared_components",
    "main_id_encoded": "(3",
    "name": "sharedComponentName",
    "position": null,
    "reason_for_conflict": null,
    "system_folder": false,
    "status": "new",
    "conflict": false
  }
}
```

CdmSnapshotApi

The *CdmSnapshotApi* provides endpoints that enable you to publish, unpublish, and re-validate snapshots in Configuration Data Management (CDM).

You publish a snapshot so that it can be exported, enabling the Continuous Integration and Continuous Delivery (CICD) pipeline to access and use the associated configuration data. Exporters can only execute on published snapshots. When snapshots are no longer needed, you can unpublish them to reduce the confusion as to whether the snapshot is viable anymore.

You must have one of the following roles to access this API:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Scripted REST CDM View ACL (sn_cdm.cdm.viewer)
- Scripted REST CDM Editor ACL (sn_cdm.cdm_editor)

In addition, the Configuration Data Management (CDM) plugin must be activated for this API to be available in an instance.

For additional information on snapshots, see View snapshots.

CdmSnapshotAPI - POST /sn_cdm/snapshots/{snapshot_id}/publish

Publishes a specified unpublished snapshot.

Before a snapshot can be published, it must be validated. You can use the CdmSnapshotAPI - POST /sn_cdm/snapshots/{snapshot_id}/validate endpoint to validate snapshots or have them automatically validated when you do a commit. A deployable must be connected to a service to publish its snapshots. Also, if the snapshot has already been published, the request will fail.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/snapshots/{snapshot_id}/publish`

Default URL: `/api/sn_cdm/snapshots/{snapshot_id}/publish`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
snapshot_id	Sys_id of the snapshot record to process. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

error	If an error occurred during processing, the details about the error.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following example shows how to publish the snapshot with the sys_id of 3a168d9dc342301054c1582e1340dd68.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/snapshots/3a168d9dc3
42301054c1582e1340dd68/publish"\
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user 'username':'password'
```

The following shows both a success and failure response to the publish request.

```
// Example of a successful response
{
  ""
}

// Example of an error response
{
  "error": {
    "message": "Error: Unexpected error occurred in publish
 request.Error:Snapshot not found",
    "detail": ""
  },
  "status": "failure"
}
```

CdmSnapshotAPI - POST /sn_cdm/snapshots/{snapshot_id}/unpublish

Unpublishes a previously published snapshot.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/snapshots/{snapshot_id}/unpublish`

Default URL: `/api/sn_cdm/snapshots/{snapshot_id}/unpublish`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
snapshot_id	Sys_id of the snapshot record to process. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following example shows how to unpublish the snapshot with the sys_id of 3a168d9dc342301054c1582e1340dd68.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/snapshots/3a168d9dc342301054c1582e1340dd68/unpublish"\
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user 'username':'password'
```

The following shows both a success and failure response to the unpublish request.

```
// Example of a successful response
{
  ""
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Example of an error response
{
  "error": {
    "message": "Error: Unexpected error occurred in publish
 request.Error:Snapshot not found",
    "detail": ""
  },
  "status": "failure"
}
```

CdmSnapshotAPI - POST /sn_cdm/snapshots/{snapshot_id}/validate

Validates a specified unpublished snapshot.

The validation is performed as an asynchronous process. Calling this endpoint only starts the validation process. The return results from this call only indicate whether the validation process started, not the results of the validation itself. To find out if the snapshot has validated, use the *Table* API to locate the snapshot and check its validation status.

Note: You cannot validate a published snapshot.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/snapshots/{snapshot_id}/validate`

Default URL: `/api/sn_cdm/snapshots/{snapshot_id}/validate`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
snapshot_id	Sys_id of the snapshot record to process. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. The specified snapshot is already published or cannot be located.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following example shows how to validate the snapshot with the sys_id of 3a168d9dc342301054c1582e1340dd68.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/snapshots/3a168d9dc3
42301054c1582e1340dd68/validate"\
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user 'username':'password'
```

The following shows both a success and failure response to the validate request.

```
// Example of a successful response
{
  ""
}

// Example of an error response
{
  "error": {
    "message": "Invalid Snapshot id:test",
    "detail": ""
  },
  "status": "failure"
}
```

CdmSnapshotApi - PUT /sn_cdm/snapshots/publish

Publishes a specified unpublished snapshot.

Before a snapshot can be published, it must be validated. You can use the CdmSnapshotApi - PUT /sn_cdm/snapshots/validate endpoint to validate snapshots or have them automatically validated when you do a commit. A deployable must be connected to a service to publish its snapshots. Also, if the snapshot has already been published, the request will fail.

The caller of this endpoint must have the CDM Editor role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/snapshots/publish`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_cdm/snapshots/publish`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the Configuration Data Management (CDM) application for which to create the snapshot. Data type: String Table: CDM Application [sn_cdm_application]
deployableName	Required. Name of the CDM deployable for which to create the snapshot. Data type: String Table: CDM Deployable [sn_cdm_deployable]
name	Required. Name of the snapshot. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

cdm_application_id	Details about the CDM application associated with the snapshot.
	
	Data type: Object
	
	`"cdm_application_id": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

cdm_application_id.link	Call to use to access the CDM application record using the REST *Table* API. Data type: String
cdm_application_id.value	Sys_id of the associated CDM application record. Data type: String Table: CDM Application [sn_cdm_application]
cdm_deployable_id	Details about the CDM deployable associated with the snapshot.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"cdm_deployable_id": { "link": "String", "value": "String" }`
cdm_deployable_id.link	Call syntax for querying this deployable record using the *Table* REST API. Data type: String
cdm_deployable_id.value	Sys_id of the deployable record. Data type: String Table: CDM Deployable [sn_cdm_deployable]
changeset_id	Details about the changeset associated with the snapshot. Data type: Object `"changeset_id": { "link": "String", "value": "String" }`
changeset_id.link	Call syntax for querying this changeset record using the *Table* REST API. Data type: String
changeset_id.value	Unique identifier of the changeset record. Data type: String Table: CDM Changeset [sn_cdm_changeset]
description	Brief description of the snapshot. Data type: String
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
last_published	Date and time that the snapshot was last published. Data type: String Format: yyyy-mm-dd hh:mm:ss
last_validated	Date and time that the snapshot was last validated. Data type: String Format: yyyy-mm-dd hh:mm:ss
name	Name of the snapshot. Data type: String
number	Unique number that identifies the snapshot. This value provides a human-readable identifier for the mapping. Data type: String
published	Flag that indicates whether the snapshot was published. Possible values: • true: Snapshot was published. • false: Snapshot wasn't published. Data type: Boolean
sys_created_by	Name of the user that created the snapshot. Data type: String
sys_created_on	Date and time when the snapshot was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the snapshot. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]
sys_updated_by	Name of the user that updated the snapshot. Data type: String
sys_updated_on	Date and time when the snapshot was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
validation	Current validation state of the snapshot. Possible values: • execution_error • failed • in_progress • not_validated • passed • passed_with_exception • requested Data type: String

Example: cURL request

This code example shows how to publish a snapshot.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/snapshots/publish?de
ployableName=Development_1&name=Development_1-v1.dpl&appName=tes
tApp" \
--request PUT \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "changeset_id": {
      "value": "d4b9446e53001110a1d3ddeeff7b126c",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_changes
et/d4b9446e53001110a1d3ddeeff7b126c"
    },
    "cdm_deployable_id": {
      "value": "6dc517a953b70110a1d3ddeeff7b129b",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_deployab
le/6dc517a953b70110a1d3ddeeff7b129b"
    },
    "description": null,
    "cdm_application_id": {
      "value": "62b517a953b70110a1d3ddeeff7b128c",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_applicati
on/62b517a953b70110a1d3ddeeff7b128c"
    },
    "published": true,
    "sys_updated_on": "2022-06-30 12:57:02",
    "last_published": "2022-06-30 12:57:02",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "number": "SNAP0001002",
    "sys_id": "9017fc2e53801110a1d3ddeeff7b12d7",
    "sys_updated_by": "admin",
    "sys_created_on": "2022-06-15 14:19:38",
    "name": "Development_1-v2.dpl",
    "last_validated": "2022-06-30 12:56:07",
    "validation": "passed",
    "sys_created_by": "admin"
  }
}
```


CdmSnapshotApi - PUT /sn_cdm/snapshots/unpublish

Unpublishes a previously published snapshot.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/snapshots/unpublish`

Default URL: `/api/sn_cdm/snapshots/unpublish`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the Configuration Data Management (CDM) application for which to create the snapshot. Data type: String Table: CDM Application [sn_cdm_application]
deployableName	Required. Name of the CDM deployable for which to create the snapshot. Data type: String Table: CDM Deployable [sn_cdm_deployable]
name	Required. Name of the snapshot. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
cdm_application_id	Details about the CDM application associated with the snapshot. Data type: Object `"cdm_application_id": { "link": "String", "value": "String" }`
cdm_application_id.link	Call to use to access the CDM application record using the REST *Table* API. Data type: String
cdm_application_id.value	Sys_id of the associated CDM application record. Data type: String Table: CDM Application [sn_cdm_application]
cdm_deployable_id	Details about the CDM deployable associated with the snapshot. Data type: Object `"cdm_deployable_id": { "link": "String", "value": "String" }`
cdm_deployable_id.link	Call syntax for querying this deployable record using the *Table* REST API. Data type: String
cdm_deployable_id.value	Sys_id of the deployable record. Data type: String Table: CDM Deployable [sn_cdm_deployable]
changeset_id	Details about the changeset associated with the snapshot. Data type: Object `"changeset_id": { "link": "String", "value": "String" }`
changeset_id.link	Call syntax for querying this changeset record using the *Table* REST API. Data type: String
changeset_id.value	Unique identifier of the changeset record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: CDM Changeset [sn_cdm_changeset]
description	Brief description of the snapshot. Data type: String
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
last_published	Date and time that the snapshot was last published. Data type: String Format: yyyy-mm-dd hh:mm:ss
last_validated	Date and time that the snapshot was last validated. Data type: String Format: yyyy-mm-dd hh:mm:ss
name	Name of the snapshot. Data type: String
number	Unique number that identifies the snapshot. This value provides a human-readable identifier for the mapping. Data type: String
published	Flag that indicates whether the snapshot was published. Possible values: • true: Snapshot was published. • false: Snapshot wasn't published. Data type: Boolean
sys_created_by	Name of the user that created the snapshot.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
sys_created_on	Date and time when the snapshot was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the snapshot. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]
sys_updated_by	Name of the user that updated the snapshot. Data type: String
sys_updated_on	Date and time when the snapshot was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss
validation	Current validation state of the snapshot. Possible values: • execution_error • failed • in_progress • not_validated • passed • passed_with_exception • requested Data type: String

Example: cURL request

This code example shows how to unpublish a snapshot.

Return results:

CdmSnapshotApi - PUT /sn_cdm/snapshots/validate

Validates a specified unpublished snapshot against its mapped policies.

The validation is performed as an asynchronous process. Calling this endpoint only starts the validation process. The return results from this call only indicate whether the validation process started, not the results of the validation itself. To find out if the snapshot has validated, use the *Table* API to locate the snapshot and check its validation status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: You cannot validate a published snapshot.

The caller of this endpoint must have the CDM Editor role.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/snapshots/validate`

Default URL: `/api/sn_cdm/snapshots/validate`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
appName	Required. Name of the Configuration Data Management (CDM) application for which to create the snapshot. Data type: String Table: CDM Application [sn_cdm_application]
deployableName	Required. Name of the CDM deployable for which to create the snapshot. Data type: String Table: CDM Deployable [sn_cdm_deployable]
name	Required. Name of the snapshot. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]
returnFields	List of fields to return as part of the response. Pass the record column names such as sys_id, sys_updated_by, or state. Data type: Array Default: All fields as determined by the endpoint

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. The specified snapshot is already published or cannot be located.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

cdm_application_id	Details about the CDM application associated with the snapshot.
	
	Data type: Object
	
	`"cdm_application_id": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
cdm_application_id.link	Call to use to access the CDM application record using the REST *Table* API. Data type: String
cdm_application_id.value	Sys_id of the associated CDM application record. Data type: String Table: CDM Application [sn_cdm_application]
cdm_deployable_id	Details about the CDM deployable associated with the snapshot. Data type: Object `"cdm_deployable_id": { "link": "String", "value": "String" }`
cdm_deployable_id.link	Call syntax for querying this deployable record using the *Table* REST API. Data type: String
cdm_deployable_id.value	Sys_id of the deployable record. Data type: String Table: CDM Deployable [sn_cdm_deployable]
changeset_id	Details about the changeset associated with the snapshot. Data type: Object `"changeset_id": { "link": "String", "value": "String" }`
changeset_id.link	Call syntax for querying this changeset record using the *Table* REST API. Data type: String
changeset_id.value	Unique identifier of the changeset record. Data type: String Table: CDM Changeset [sn_cdm_changeset]
description	Brief description of the snapshot. Data type: String
error	If an error occurred during processing, the details about the error. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"error": {
	  "detail": "String",
	  "message": "String"
	}</pre>

error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
last_published	Date and time that the snapshot was last published. Data type: String Format: yyyy-mm-dd hh:mm:ss
last_validated	Date and time that the snapshot was last validated. Data type: String Format: yyyy-mm-dd hh:mm:ss
name	Name of the snapshot. Data type: String
number	Unique number that identifies the snapshot. This value provides a human-readable identifier for the mapping. Data type: String
published	Flag that indicates whether the snapshot was published. Possible values: • true: Snapshot was published. • false: Snapshot wasn't published. Data type: Boolean
sys_created_by	Name of the user that created the snapshot. Data type: String
sys_created_on	Date and time when the snapshot was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the snapshot. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: CDM Snapshot [sn_cdm_snapshot]
sys_updated_by	Name of the user that updated the snapshot. Data type: String
sys_updated_on	Date and time when the snapshot was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss
validation	Current validation state of the snapshot. Possible values: • execution_error • failed • in_progress • not_validated • passed • passed_with_exception • requested Data type: String

Example: cURL request

This code example shows how to validate a snapshot.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/snapshots/validate?n
ame=Development_1-v2.dpl&deployableName=Development_1&appName=te
stApp" \
--request PUT \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "changeset_id": {
      "value": "d4b9446e53001110a1d3ddeeff7b126c",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_changes
et/d4b9446e53001110a1d3ddeeff7b126c"
    },
    "cdm_deployable_id": {
      "value": "6dc517a953b70110a1d3ddeeff7b129b",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_deployab
le/6dc517a953b70110a1d3ddeeff7b129b"
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "description": null,
    "cdm_application_id": {
      "value": "62b517a953b70110a1d3ddeeff7b128c",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_applicati
on/62b517a953b70110a1d3ddeeff7b128c"
    },
    "published": false,
    "sys_updated_on": "2022-06-30 12:57:02",
    "last_published": "2022-06-30 12:57:02",
    "number": "SNAP0001002",
    "sys_id": "9017fc2e53801110a1d3ddeeff7b12d7",
    "sys_updated_by": "admin",
    "sys_created_on": "2022-06-15 14:19:38",
    "name": "Development_1-v2.dpl",
    "last_validated": "2022-06-30 12:56:07",
    "validation": "passed",
    "sys_created_by": "admin"
  }
}
```


CdmVersionApi

The *CdmVersionApi* provides endpoints that enable you to publish, unpublish, and export versions (snapshots) in Configuration Data Management (CDM) for shared components under shared libraries.

You publish a snapshot so that it can be exported, enabling the Continuous Integration and Continuous Delivery (CICD) pipeline to access and use the associated shared components and libraries. Exporters can only execute on published snapshots. When snapshots are no longer needed, you can unpublish them to reduce the confusion as to whether the snapshot is viable anymore.

You must have one of the following roles to access this API:

- Scripted REST CDM View ACL (sn_cdm.cdm.viewer)
- Scripted REST CDM Editor ACL (sn_cdm.cdm_editor)

In addition, the Configuration Data Management (CDM) plugin must be activated for this API to be available in an instance.

For additional information on snapshots, see View snapshots.

CdmVersionApi - GET /sn_cdm/versions/export

Returns the configuration data for a specified shared component within a specified shared library for a specified published version.

The CDM Editor role is required to access this endpoint.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/versions/export`

Default URL: `/api/sn_cdm/versions/export`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
dataFormat	Required. Format of the configuration data. Valid values: • csv • ini • json • properties • raw • xml • yaml Data type: String
decryptPassword	Flag that indicates whether to show encoded or decrypted password values. Valid values: • true: Decrypt password and show decrypted value. • false: Show encrypted password value. Default: false
sharedComponentName	Required. Name of the shared component whose configuration data to export. Data type: String Table: CDM Shared Component [sn_cdm_shared_component]
sharedLibraryName	Required. Name of the shared library that contains the component whose configuration data you want to return. The specified application must have the type field set to "shared_library". Data type: String Table: CDM Application [sn_cdm_application]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
substituteVariables	Flag that indicates whether to follow the variables. For information on following the variables, see Validating and correcting configuration data. Valid values: • true: Follow the variables. • false: Do not follow variables. Default: true

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: • *application/json* • *application/xml* • *text/xml* Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. One of the follow problems may have occurred: • Shared library is not active. • Shared component is not active. • Version s not published. • Parameter is missing in the call.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Configuration data in the specified format.
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
status	Error status of the request. Possible values: failure Data type: String

Example: cURL request

The following code example shows how to export the configuration data of the "jdk8" component under the "JavaLib" shared library.

```
curl
 "http://instance.servicenow.com/api/sn_cdm/shared_libraries/com
ponents/exports?sharedLibraryName=JavaLib&componentName=jdk8
--request POST \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
{
"result": {
    "sharedComponentA": { "cdi": "val" }
 }
}
```

CdmVersionApi - PUT /sn_cdm/versions/publish

Publishes a version of a shared component under a specified shared library.

The CDM Editor role is required to access this endpoint.

Note: Snapshots and versions are synonymous in meaning for this implementation.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/versions/publish`

Default URL: `/api/sn_cdm/versions/publish`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
name	Required. Name of the version of the shared component to publish. Data type: String Table: CDM Shared Component [sn_cdm_shared_component]
returnFields	Comma-separated list of fields in the CDM Snapshot [sn_cdm_snapshot] table to return as part of the response. Data type: String Default: Returns all non-system fields.
sharedComponentName	Required. Name of the shared component to publish. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: CDM Shared Component [sn_cdm_shared_component]
sharedLibraryName	Required. Name of the shared library in which the specified component resides. The type field in the associated record must be set to "shared_library". Data type: String Table: CDM Application [sn_cdm_application]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: • *application/json* • *application/xml* • *text/xml* Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Error occurred during publishing. Possible issues: • Version name not found. • Component version is already published.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
cdm_application_id	Details about the CDM application associated with the snapshot. Data type: Object `"cdm_application_id": { "link": "String", "value": "String" }`
cdm_application_id.link	Call to use to access the CDM application record using the REST *Table* API. Data type: String
cdm_application_id.value	Sys_id of the associated CDM application record. Data type: String Table: CDM Application [sn_cdm_application]
cdm_deployable_id	Details about the CDM deployable associated with the snapshot. Data type: Object `"cdm_deployable_id": { "link": "String", "value": "String" }`
cdm_deployable_id.link	Call syntax for querying this deployable record using the *Table* REST API. Data type: String
cdm_deployable_id.value	Sys_id of the deployable record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: CDM Deployable [sn_cdm_deployable]
changeset_id	Details about the changeset associated with the snapshot. Data type: Object `"changeset_id": { "link": "String", "value": "String" }`
changeset_id.link	Call syntax for querying this changeset record using the *Table* REST API. Data type: String
changeset_id.value	Unique identifier of the changeset record. Data type: String Table: CDM Changeset [sn_cdm_changeset]
description	Brief description of the snapshot. Data type: String
error	If an error occurred during processing, the details about the error. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
last_published	Date and time that the snapshot was last published. Data type: String Format: yyyy-mm-dd hh:mm:ss
last_validated	Date and time that the snapshot was last validated. Data type: String Format: yyyy-mm-dd hh:mm:ss
name	Name of the snapshot.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
number	Unique number that identifies the snapshot. This value provides a human-readable identifier for the mapping. Data type: String
published	Flag that indicates whether the snapshot was published. Possible values: • true: Snapshot was published. • false: Snapshot wasn't published. Data type: Boolean
sys_created_by	Name of the user that created the snapshot. Data type: String
sys_created_on	Date and time when the snapshot was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the snapshot. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]
sys_updated_by	Name of the user that updated the snapshot. Data type: String
sys_updated_on	Date and time when the snapshot was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss
validation	Current validation state of the snapshot. Possible values: • execution_error • failed • in_progress • not_validated • passed • passed_with_exception • requested

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

This code example shows how to publish the shared component "Development" with the version name of "Development-v1.shc".

```
curl
 "http://instance.servicenow.com/api/sn_cdm/versions/publish?sha
redLibraryName=LibraryJdk&componentName=Development&name=Develop
ment-v1.shc" \
--request PUT\
--header "Accept:application/json" \
--user 'username':'password
```

Response:

```
{
  "result": {
    "changeset_id": {
      "value": "1a2bd15c7764a1109ac0cf0bbb5a99fc",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_changes
et/1a2bd15c7764a1109ac0cf0bbb5a99fc"
    },
    "cdm_deployable_id": null,
    "cdm_shared_component_node_id": {
      "value": "fe2b155c7764a1109ac0cf0bbb5a995d",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_node/fe2b1
55c7764a1109ac0cf0bbb5a995d"
    },
    "cdm_shared_component_id": {
      "value": "362b155c7764a1109ac0cf0bbb5a9970",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_shared_com
ponent/362b155c7764a1109ac0cf0bbb5a9970"
    },
    "description": null,
    "cdm_application_id": {
      "value": "122bd15c7764a1109ac0cf0bbb5a99fa",
      "link":
 "http://instance.servicenow.com/api/now/table/sn_cdm_applicati
on/122bd15c7764a1109ac0cf0bbb5a99fa"
    },
    "published": true,
    "sys_updated_on": "2023-01-18 14:15:44",
    "last_published": "2023-01-18 09:53:37",
    "sequence_number": "1",
    "number": "SNAP0001110",
    "sys_id": "df2b155c7764a1109ac0cf0bbb5a9949",
    "sys_updated_by": "admin",
    "sys_created_on": "2023-01-18 09:53:36",
    "name": "logonService-V2.1-v1.shc",
    "last_validated": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "validation": "passed",
    "sys_created_by": "admin"
  }
}
```

CdmVersionApi - PUT /sn_cdm/versions/unpublish

Unpublishes a version of a shared component under a specified shared library.

The CDM Editor role is required to access this endpoint.

Note: Snapshots and versions are synonymous in meaning for this implementation.

URL format

Versioned URL: `/api/sn_cdm/{api_version}/versions/publish`

Default URL: `/api/sn_cdm/versions/publish`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
name	Required. Name of the version of the shared component to unpublish. Data type: String Table: CDM Shared Component [sn_cdm_shared_component]
returnFields	Comma-separated list of fields in the CDM Snapshot [sn_cdm_snapshot] table to return as part of the response. Data type: String Default: Returns all non-system fields.
sharedComponentName	Required. Name of the shared component to unpublish. Data type: String Table: CDM Shared Component [sn_cdm_shared_component]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sharedLibraryName	Required. Name of the shared library in which the specified component resides. The type field in the associated record must be set to "shared_library". Data type: String Table: CDM Application [sn_cdm_application]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: • *application/json* • *application/xml* • *text/xml* Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Error occurred during unpublishing. Possible issues: • Version name not found. • Component version is already published.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
cdm_application_id	Details about the CDM application associated with the snapshot. Data type: Object `"cdm_application_id": { "link": "String", "value": "String" }`
cdm_application_id.link	Call to use to access the CDM application record using the REST *Table* API. Data type: String
cdm_application_id.value	Sys_id of the associated CDM application record. Data type: String Table: CDM Application [sn_cdm_application]
cdm_deployable_id	Details about the CDM deployable associated with the snapshot. Data type: Object `"cdm_deployable_id": { "link": "String", "value": "String" }`
cdm_deployable_id.link	Call syntax for querying this deployable record using the *Table* REST API. Data type: String
cdm_deployable_id.value	Sys_id of the deployable record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: CDM Deployable [sn_cdm_deployable]

changeset_id	Details about the changeset associated with the snapshot.
	
	Data type: Object
	
	`"changeset_id": {`
	`  "link": "String",`
	`  "value": "String"`
	`}`

changeset_id.link	Call syntax for querying this changeset record using the *Table* REST API. Data type: String
changeset_id.value	Unique identifier of the changeset record. Data type: String Table: CDM Changeset [sn_cdm_changeset]
description	Brief description of the snapshot. Data type: String

error	If an error occurred during processing, the details about the error.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional information about the error. Data type: String
error.message	Error message that was generated while trying to process the request. Data type: String
last_published	Date and time that the snapshot was last published. Data type: String Format: yyyy-mm-dd hh:mm:ss
last_validated	Date and time that the snapshot was last validated. Data type: String Format: yyyy-mm-dd hh:mm:ss
name	Name of the snapshot.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
number	Unique number that identifies the snapshot. This value provides a human-readable identifier for the mapping. Data type: String
published	Flag that indicates whether the snapshot was published. Possible values: • true: Snapshot was published. • false: Snapshot wasn't published. Data type: Boolean
sys_created_by	Name of the user that created the snapshot. Data type: String
sys_created_on	Date and time when the snapshot was created. Data type: String Format: yyyy-mm-dd hh:mm:ss
sys_id	Sys_id of the snapshot. Data type: String Table: CDM Snapshot [sn_cdm_snapshot]
sys_updated_by	Name of the user that updated the snapshot. Data type: String
sys_updated_on	Date and time when the snapshot was last updated. Data type: String Format: yyyy-mm-dd hh:mm:ss
validation	Current validation state of the snapshot. Possible values: • execution_error • failed • in_progress • not_validated • passed • passed_with_exception • requested

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

The following code example shows how to unpublish the "paymentService-V1" shared component from the "OracleG-Library-10" shared library.

```
curl
 "https://instance-name.service-now.com/api/sn_cdm/versions/unpu
blish?sharedLibraryName=OracleG-Library-10&sharedComponentName=p
aymentService-V1.1&name=paymentService-V1.1-v1.shc" \
--request PUT \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
{
  "result": {
    "changeset_id": {
      "value": "1a2bd15c7764a1109ac0cf0bbb5a99fc",
      "link":
 "http://192.168.0.129:8080/api/now/table/sn_cdm_changeset/1a2bd
15c7764a1109ac0cf0bbb5a99fc"
    },
    "cdm_deployable_id": null,
    "cdm_shared_component_node_id": {
      "value": "fe2b155c7764a1109ac0cf0bbb5a995d",
      "link":
 "http://192.168.0.129:8080/api/now/table/sn_cdm_node/fe2b155c77
64a1109ac0cf0bbb5a995d"
    },
    "cdm_shared_component_id": {
      "value": "362b155c7764a1109ac0cf0bbb5a9970",
      "link":
 "http://192.168.0.129:8080/api/now/table/sn_cdm_shared_compone
nt/362b155c7764a1109ac0cf0bbb5a9970"
    },
    "description": null,
    "cdm_application_id": {
      "value": "122bd15c7764a1109ac0cf0bbb5a99fa",
      "link":
 "http://192.168.0.129:8080/api/now/table/sn_cdm_application/122
bd15c7764a1109ac0cf0bbb5a99fa"
    },
    "published": false,
    "sys_updated_on": "2023-01-18 14:15:44",
    "last_published": "2023-01-18 09:53:37",
    "sequence_number": "1",
    "number": "SNAP0001110",
    "sys_id": "df2b155c7764a1109ac0cf0bbb5a9949",
    "sys_updated_by": "admin",
    "sys_created_on": "2023-01-18 09:53:36",
    "name": "logonService-V2.1-v1.shc",
    "last_validated": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "validation": "passed",
    "sys_created_by": "admin"
  }
}
```

Change Management API

The *Change Management* API provides endpoints that enable third-party application integration with the ServiceNow Change Management process.

By integrating your application with the ServiceNow Change Management process, all change requests, regardless of where they are initiated, have a single source of truth, providing a single audit source.

Use this REST API to integrate your change management process with external applications and when developing ServiceNow client-side applications.

This REST API enables integrators to:

- Initiate a standard change request from a published standard change request template.
- Create a change request of type emergency or normal.
- Update any field that exists in the change request table for any change request.
- Update any field that exists in the change task table and work tasks from creation through closure/cancellation.
- Retrieve a specific change request, standard template, change request task, or change model.
- Retrieve multiple change requests, standard templates, change request tasks using pagination.
- Perform risk evaluation.
- Refresh impacted services.
- Generate and process any related approval activity associated with a change request.
- Identify potential scheduling conflicts and identify periods where conflicts do not exist.
- Delete change requests, change request tasks, and conflict checking processes.
- Create a change request record based on a change model record.
- Retrieves a list of available states for the specified change request, including the current state.

The *Change Management* API supports ITIL types and change models using Workflow Studio and Workflow. Change models deliver fit-for-purpose change. Types and models define transition criteria that must be met before the change request can progress to the next state. You can define this criteria using states, workflows, tools, and business rules.

- Traditional ITIL types: Standard, Emergency, and Normal.
- Change model states: New, Scheduled, Implement, Review, and Closed.

You can configure additional change models within your ServiceNow instance and then create change requests based on those change models using endpoints in this API. Use the Change Management - GET /sn_chg_rest/change/model/{sys_id} and Change Management - GET /sn_chg_rest/change/model endpoints to obtain the available change models in an instance. Then use the Change Management - POST /sn_chg_rest/change to create a change request based on a specified change model.

For information on configuring change models, see Configure Change Management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following roles are required to access the *Change Management* endpoints:

- DELETE: change_manager or admin
- GET: change_manager, itil, sn_change_read, or admin
- PATCH/POST: change_manager, itil, or admin

In addition, administrators can set change properties to configure Change Management behavior. For a list of these properties and a description of their available functionality, see Change Management properties.

Change Management - DELETE /sn_chg_rest/change/{change_sys_id}/task/{task_sys_id}

Deletes the change request task identified by the specified sys_ids.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{change_sys_id}/task/{task_sys_id}`

Default URL: `/api/sn_chg_rest/change/{change_sys_id}/task/{task_sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
change_sys_id	Sys_id of the change request to which the task is associated. Verifies that the task is actually associated to the specified change request. Data type: String Table: Change Request [change_request]
task_sys_id	Sys_id of the change request task to delete. Data type: String Table: Change Tasks [change_task]

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	All fields (key) with their associated values for the identified change request task prior to the delete. Data type: Object
parent	Information for the change request to which this task was associated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `parent: { display_value: "String", value: "String" }`
parent.display_value	Sys_id of the parent task to display in a UI. Data type: String
parent.value	Sys_id of the parent task. Data type: String
sys_id	Sys_id information for the deleted change request. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.display_value	Sys_id of the change request to display in a UI. Data type: String
sys_id.value	Sys_id of the change request. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/0f4a
c6c4b750230096c3e4f6ee11a9fe/task/12629ec4b750230096c3e4f6ee11a9
d5" \
--request DELETE \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "12629ec4b750230096c3e4f6ee11a9d5",
        display_value: "12629ec4b750230096c3e4f6ee11a9d5"
      },
      parent: {
        value: "0f4ac6c4b750230096c3e4f6ee11a9fe",
        display_value: "CHG0033046 "
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Retire both nodes",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        display_value: "Retire both nodes"
      }
    }
  ]
}
```

Change Management - DELETE /sn_chg_rest/change/{sys_id}

Deletes the change request associated with the specified sys_id.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}`

Default URL: `/api/sn_chg_rest/change/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request record to delete. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
result	Change request record that was deleted. Each element in this object corresponds to a field in the record of the Change Request [change_request] table. Data type: Object

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/b0db
da5347c12200e0ef563dbb9a718f" \
--request DELETE \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result":
    {
      "reason": {
        "display_value": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": ""
      },
      "parent": {
        "display_value": "",
        "value": ""
      },
      "watch_list": {
        "display_value": "",
        "value": ""
       },
       "proposed_change": {
         "display_value": "",
         "value": ""
       },
       "upon_reject": {
         "display_value": "Cancel all future Tasks",
         "value": "cancel"
       },
       "sys_updated_on": {
         "display_value": "2015-07-06 11:59:27",
         "value": "2015-07-06 18:59:27",
         "display_value_internal": "2015-07-06 11:59:27"
      },
      "type": {
        "display_value": "Standard",
        "value": "standard"
      },
      "approval_history": {
        "display_value": "",
        "value": ""
      },
      "skills": {
        "display_value": "",
        "value": ""
      },
      "test_plan": {
        "display_value": "--Confirm that there are no monitoring
alerts for the router",
        "value": "--Confirm that there are no monitoring alerts
for the router"
      },
      "number": {
        "display_value": "CHG0000024",
        "value": "CHG0000024"
      },
      "is_bulk": {
        "display_value": "false",
        "value": false
      },
      "cab_delegate": {
        "display_value": "",
        "value": ""
      },
      "requested_by_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "ci_class": {
      "display_value": "cmdb_ci",
      "value": "cmdb_ci"
    },
    "state": {
      "display_value": "Closed",
      "value": 3.0
    },
    "sys_created_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "knowledge": {
      "display_value": "false",
      "value": false
    },
    "order": {
      "display_value": "",
      "value": ""
    },
    "phase": {
      "display_value": "Requested",
      "value": "requested"
    },
    "cmdb_ci": {
      "display_value": "",
      "value": ""
    },
    "delivery_plan": {
      "display_value": "",
      "value": ""
    },
    "impact": {
      "display_value": "3 - Low",
      "value": 3.0
    },
    "contract": {
      "display_value": "",
      "value": ""
    },
    "active": {
      "display_value": "false",
      "value": false
    },
    "work_notes_list": {
      "display_value": "",
      "value": ""
    },
    "priority": {
      "display_value": "4 - Low",
      "value": 4.0
    },
    "sys_domain_path": {
      "display_value": "/",
      "value": "/"
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "cab_recommendation": {
        "display_value": "",
        "value": ""
      },
      "production_system": {
        "display_value": "false",
        "value": false
      },
      "rejection_goto": {
        "display_value": "",
        "value": ""
      },
      "review_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "requested_by": {
        "display_value": "System Administrator",
        "value": "6816f79cc0a8016401c5a33be04be441"
      },
      "business_duration": {
        "display_value": "",
        "value": ""
      },
      "group_list": {
        "display_value": "",
        "value": ""
      },
      "change_plan": {
        "display_value": "",
        "value": ""
      },
      "approval_set": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "wf_activity": {
        "display_value": "",
        "value": ""
      },
      "implementation_plan": {
        "display_value": "-- Place router into
maintenance mode in the monitoring platform\r\n--
Logon to router through SSH\r\n-- Run the following
command\r\n\r\nrouter(config-router)#router bgp
12345\r\nrouter(config-router)#neighbor {neighbor ip}
soft-reconfig [inbound]\r\nrouter#clear ip bgp {neighbor ip}
soft in\r\n\r\n-- Confirm the sessions have been cleared\r\n--
Place router back into operational mode in the monitoring
platform",
        "value": "-- Place router into maintenance mode in the
monitoring platform\r\n-- Logon to router through SSH\r\n--
Run the following command\r\n\r\nrouter(config-router)#router
bgp 12345\r\nrouter(config-router)#neighbor {neighbor ip}
soft-reconfig [inbound]\r\nrouter#clear ip bgp {neighbor ip}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
soft in\r\n\r\n-- Confirm the sessions have been cleared\r\n--
Place router back into operational mode in the monitoring
platform"
     },
     "universal_request": {
       "display_value": "",
       "value": ""
     },
     "end_date": {
       "display_value": "",
       "value": "",
       "display_value_internal": ""
     },
     "short_description": {
       "display_value": "Reboot the server at 6 am",
       "value": "Reboot the server at 6 am"
     },
     "correlation_display": {
       "display_value": "",
       "value": ""
     },
     "work_start": {
       "display_value": "2015-07-06 11:56:04",
       "value": "2015-07-06 18:56:04",
       "display_value_internal": "2015-07-06 11:56:04"
     },
     "delivery_task": {
       "display_value": "",
       "value": ""
     },
     "outside_maintenance_schedule": {
       "display_value": "false",
       "value": false
     },
     "additional_assignee_list": {
       "display_value": "",
       "value": ""
     },
     "std_change_producer_version": {
       "display_value": "Clear BGP sessions on a Cisco router -
1",
       "value": "16c2273c47010200e90d87e8dee49006"
     },
     "sys_class_name": {
       "display_value": "Change Request",
       "value": "change_request"
     },
     "service_offering": {
       "display_value": "",
       "value": ""
     },
     "closed_by": {
       "display_value": "System Administrator",
       "value": "6816f79cc0a8016401c5a33be04be441"
     },
     "follow_up": {
       "display_value": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "",
        "display_value_internal": ""
      },
      "review_status": {
        "display_value": "",
        "value": ""
      },
      "reassignment_count": {
        "display_value": "2",
        "value": 2.0
      },
      "start_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "assigned_to": {
        "display_value": "",
        "value": ""
      },
      "variables": {
        "display_value": "variable_pool",
        "value": "variable_pool"
      },
      "sla_due": {
        "display_value": "UNKNOWN",
        "value": "",
        "display_value_internal": ""
      },
      "comments_and_work_notes": {
        "display_value": "",
        "value": ""
      },
      "escalation": {
        "display_value": "Normal",
        "value": 0.0
      },
      "upon_approval": {
        "display_value": "Proceed to Next Task",
        "value": "proceed"
      },
      "correlation_id": {
        "display_value": "",
        "value": ""
      },
      "made_sla": {
        "display_value": "true",
        "value": true
      },
      "backout_plan": {
        "display_value": "Due to the limited number of commands
in the implementation plan it is not possible to backout the
change.\r\n\r\nIf required you are authorized to reboot the
router if BGP fails to work",
        "value": "Due to the limited number of commands in
the implementation plan it is not possible to backout the
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
change.\r\n\r\nIf required you are authorized to reboot the
router if BGP fails to work"
     },
     "conflict_status": {
       "display_value": "Not Run",
       "value": "Not Run"
     },
     "task_effective_number": {
       "display_value": "CHG0000024",
       "value": "CHG0000024"
     },
     "sys_updated_by": {
       "display_value": "admin",
       "value": "admin"
     },
     "opened_by": {
       "display_value": "System Administrator",
       "value": "6816f79cc0a8016401c5a33be04be441"
     },
     "user_input": {
       "display_value": "",
       "value": ""
     },
     "sys_created_on": {
       "display_value": "2015-07-06 11:55:46",
       "value": "2015-07-06 18:55:46",
       "display_value_internal": "2015-07-06 11:55:46"
     },
     "on_hold_task": {
       "display_value": "",
       "value": ""
     },
     "sys_domain": {
       "display_value": "global",
       "value": "global"
     },
     "route_reason": {
       "display_value": "",
       "value": ""
     },
     "closed_at": {
       "display_value": "2015-07-06 11:56:23",
       "value": "2015-07-06 18:56:23",
       "display_value_internal": "2015-07-06 11:56:23"
     },
     "review_comments": {
       "display_value": "",
       "value": ""
     },
     "business_service": {
       "display_value": "",
       "value": ""
     },
     "time_worked": {
       "display_value": "",
       "value": ""
     },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "chg_model": {
        "display_value": "",
        "value": ""
      },
      "expected_start": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "opened_at": {
        "display_value": "2015-06-09 11:55:46",
        "value": "2015-06-09 18:55:46",
        "display_value_internal": "2015-06-09 11:55:46"
      },
      "work_end": {
        "display_value": "2015-07-06 11:56:10",
        "value": "2015-07-06 18:56:10",
        "display_value_internal": "2015-07-06 11:56:10"
      },
      "phase_state": {
        "display_value": "Open",
        "value": "open"
      },
      "cab_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "work_notes": {
        "display_value": "",
        "value": ""
      },
      "close_code": {
        "display_value": "Successful",
        "value": "successful"
      },
      "assignment_group": {
        "display_value": "Network",
        "value": "287ebd7da9fe198100f92cc8d1d2154e"
      },
      "description": {
        "display_value": "Resend the complete BGP table to
neighboring routers\r\n\r\n--Both neighbors need to support
soft reset route refresh capability.\r\n--Stores complete
BGP table of you neighbor in router memory.\r\n--Not a good
idea on a peering router with full feed, due to the memory
requirements.\r\n",
        "value": "Resend the complete BGP table to neighboring
routers\r\n\r\n--Both neighbors need to support soft reset
route refresh capability.\r\n--Stores complete BGP table of you
neighbor in router memory.\r\n--Not a good idea on a peering
router with full feed, due to the memory requirements.\r\n"
      },
      "on_hold_reason": {
        "display_value": "",
        "value": ""
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "calendar_duration": {
      "display_value": "",
      "value": ""
    },
    "close_notes": {
      "display_value": "Completed without issues",
      "value": "Completed without issues"
    },
    "sys_id": {
      "display_value": "b0dbda5347c12200e0ef563dbb9a718f",
      "value": "b0dbda5347c12200e0ef563dbb9a718f"
    },
    "contact_type": {
      "display_value": "Phone",
      "value": "phone"
    },
    "cab_required": {
      "display_value": "false",
      "value": false
    },
    "urgency": {
      "display_value": "3 - Low",
      "value": 3.0
    },
    "scope": {
      "display_value": "Medium",
      "value": 3.0
    },
    "company": {
      "display_value": "",
      "value": ""
    },
    "justification": {
      "display_value": "",
      "value": ""
    },
    "activity_due": {
      "display_value": "UNKNOWN",
      "value": "",
      "display_value_internal": ""
    },
    "comments": {
      "display_value": "",
      "value": ""
    },
    "approval": {
      "display_value": "Approved",
      "value": "approved"
    },
    "due_date": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "sys_mod_count": {
      "display_value": "10",
      "value": 10.0
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "on_hold": {
        "display_value": "false",
        "value": false
      },
      "sys_tags": {
        "display_value": "",
        "value": ""
      },
      "conflict_last_run": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "risk_value": {
        "display_value": "",
        "value": ""
      },
      "unauthorized": {
        "display_value": "false",
        "value": false
      },
      "risk": {
        "display_value": "Moderate",
        "value": 3.0
      },
      "location": {
        "display_value": "",
        "value": ""
      },
      "category": {
        "display_value": "Other",
        "value": "Other"
      },
      "risk_impact_analysis": {
        "display_value": "",
        "value": ""
      }
    }
}
```


Change Management - DELETE /sn_chg_rest/change/{sys_id}/conflict

Cancels the running conflict checking process for the specified change request (sys_id).

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}/conflict`

Default URL: `/api/sn_chg_rest/change/{sys_id}/conflict`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request record for which to cancel the running conflict checking process. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Cancel request failed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
None	

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/0f4a
c6c4b750230096c3e4f6ee11a9fe/conflict" \
--request DELETE \
--user "username":"password"
```

```
None
```

Change Management - DELETE /sn_chg_rest/change/emergency/{sys_id}

Deletes the emergency change request identified by the specified sys_id.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/emergency/{sys_id}`

Default URL: `/api/sn_chg_rest/change/emergency/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the emergency change request to delete.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Values for all fields in the associated change request. Data type: Object
state	State of the change request prior to the delete. Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in the UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Sys_id information for the change request. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.display_value	Sys_id of the change request to display in a UI. Data type: String
sys_id.value	Sys_id of the change request. Data type: String
type	Type of change request. Data type: Object `type: { display_value: "String", value: "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
type.display_value	Change type to display in a UI. Value is always "Emergency". Data type: String
type.value	Internal type value. Value is always "emergency". Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/emer
gency/b0dbda5347c12200e0ef563dbb9a718f" \
--request DELETE \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "b0dbda5347c12200e0ef563dbb9a718f",
        display_value: "b0dbda5347c12200e0ef563dbb9a718f"
      },
      state: {
        value: "-5",
        display_value: "New"
      },
      type: {
        value: "emergency",
        display_value: "Emergency"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Remove server",
        display_value: "Remove server"
      },
    },
  ]
}
```

Change Management - DELETE /sn_chg_rest/change/normal/{sys_id}

Deletes the normal change request identified by the specified sys_id.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/normal/{sys_id}`

Default URL: `/api/sn_chg_rest/change/normal/{sys_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the normal change request to delete. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Values for all fields in the associated change request. Data type: Object
state	State of the change request prior to the delete. Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in the UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Sys_id of the change request. Data type: String
type	Type of change request. Data type: Object `type: { display_value: "String", value: "String" }`
type.display_value	Change type to display in the UI. Value is always "Normal".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
type.value	Internal type value. Value is always "normal". Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/normal/b0dbda5347c12200e0ef563dbb9a718f" \
--request DELETE \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: "b0dbda5347c12200e0ef563dbb9a718f",
      state: {
        value: "-5",
        display_value: "New"
      },
      type: {
        value: "normal",
        display_value: "Normal"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Remove server",
        display_value: "Remove server"
      },
    },
  ]
}
```

Change Management - DELETE /sn_chg_rest/change/standard/{sys_id}

Deletes the standard change request identified by the specified sys_id.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/standard/{sys_id}`

Default URL: `/api/sn_chg_rest/change/standard/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the standard change request to delete. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Request completed successfully.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	All fields (key) with their associated values for the identified change request.
state	State of the change request prior to the delete. Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in the UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Unique identifier of the change request.

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/stan
dard/1c87925347c12200e0ef563dbb9a7177" \
--request DELETE \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: "1c87925347c12200e0ef563dbb9a7177",
      state: {
        value: "-5",
        display_value: "New"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Add network switch to cabinet",
        display_value: "Add network switch to cabinet"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
      },
    ]
}
```

Change Management - GET /sn_chg_rest/change/ci/{cmdb_ci_sys_id}/schedule

Enables retrieving available time slots by configuration item ID and duration, with an option to include planned start time.

Role required: sn_change_writer.

Note: Running this endpoint doesn't list the available start and end times. Use the link provided in the response body *`worker.link`* property to get the schedule data.

See also:

- GET /sn_chg_rest/change/{change_sys_id}/schedule
- PATCH /sn_chg_rest/change/{change_sys_id}/schedule/first_available

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/ci/{cmdb_ci_sys_id}/schedule`

Default URL: `/api/sn_chg_rest/change/ci/{cmdb_ci_sys_id}/schedule`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
cmdb_ci_sys_id	Sys_id of the configuration item record. This endpoint doesn't require a change request. Data type: String Table: Configuration Items [cmdb_ci]

Query parameters

Name	Description
duration_in_seconds	Duration of change in seconds, that is, how much time is required to complete the change request task. Data type: Integer

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
planned_start_time	Optional. Date and time that the change request is planned to start implementation in UTC. Retrieve the available time slot start at or later than this time. If not provided, the system uses the current time as the start time. Format: yyyy-mm-dd hh:mm:ss Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
202	System accepted the request.
400	Bad Request. A bad request type or malformed request was detected. Possible issues:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Can't find the cmdb_ci with the provided sys_id. The record either doesn't exist the or the user doesn't have read access to it. • The duration_in_seconds query parameter value wasn't provided. • Invalid duration_in_seconds or planned_start_time query parameter value provided.

Response body parameters (JSON or XML)

Name	Description
error	Information on any errors encountered while processing the endpoint request. Data type: Object `"error": { "detail": "String", "message": "String", "status": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Message that identifies the error. Data type: String
messages	Message information. Data type: Object `"messages": { "errorMessages": [Array], "infoMessages": [Array], "warningMessages": [Array] }`
messages.errorMessages	Error messages encountered while processing the request. Data type: Array
messages.infoMessages	Information messages encountered while processing the request. Data type: Array
messages.warningMessages	Warning messages encountered while processing the request. Data type: Array
request	Original endpoint request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
state	Information on the current state of the worker. Data type: Object `state: { display_value: "String", value: Number }`
state.display_value	Display value of the state of the worker. These values directly correlate to the *`state.value`* parameter. Possible values: • Complete • Error • In-Progress • Waiting Data type: String
state.value	Numeric value of the state of the worker. Possible values: • 1 • 2 • 3 • 4 Data type: Number
type	Type of request. Valid value: schedule Data type: String
worker	Information about the associated worker. Data type: Object `"worker": { "link": "String", "sysId": "String" }`
worker.link	Link for retrieving time slot data. Use the sys_id in GET /sn_chg_rest/change/worker/{sys_id} to view results. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
worker.sysId	Sys_id of the worker associated with the change request. Data type: String
status	Only appears if an error is encountered. Status of the endpoint processing. Possible value: failure Data type: String

Get available time slots

Use the value provided in the *worker.link* to get schedule window details. The value is in the following format:

```
https://instance.service-now.com/api/sn_chg_rest/change/worker/
<worker_sys_id>
```

Use the worker_sys_id in GET /sn_chg_rest/change/worker/{sys_id} to view results.

The response body contains the status and provides results when processing is complete.

Worker response body parameter results vary depending on time slot availability.

- If the provided time slot is available for the change request within the schedule time slot, the worker API lists the available time slots in the *payload.spans* property. The *payload.spans* property isn't listed in the results otherwise.
- If there are no time slots available for change request duration provided within the defined scheduling time slot, the *messages.infoMessages* states the following: D

> **Note:** The change request scheduling time slot default value is 90 days. To change this value, modify the *change.conflict.next_available.schedule_window* property. For more information, see Configure conflict analysis properties.

The following *GET /sn_chg_rest/change/worker/{sys_id}* example shows output provided using the ID provided in the worker.link detail. The results list open time spans available for the task duration.


```
{
  "result": {
    "worker": {
      "sysId": "d7d1f2b4a444b010f87712198fe9caae",
      "link":
 "https://instance.service-now.com/api/sn_chg_rest/change/work
er/d7d1f2b4a444b010f87712198fe9caae"
    },
    "request":
 "{\"cmdb_ci_sys_id\":
\"82967cdd0ad3370236092104ce988d76\",\"planned_start_time\":
\"\",\"duration_in_seconds\":10800,\"timezone\":
\"America/Los_Angeles\"}",
    "state": {
      "value": 3,
      "display_value": "Complete"
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "type": "schedule",
    "messages": {
      "errorMessages": [],
      "warningMessages": [],
      "infoMessages": []
    },
    "payload": {
      "spans": [
        {
          "start": {
            "value": "2021-05-15 08:00:00",
            "display_value": "2021-05-15 01:00:00"
          },
          "end": {
            "value": "2021-05-15 11:00:00",
            "display_value": "2021-05-15 04:00:00"
          }
        },
        {
          "start": {
            "value": "2021-05-22 08:00:00",
            "display_value": "2021-05-22 01:00:00"
          },
          "end": {
            "value": "2021-05-22 11:00:00",
            "display_value": "2021-05-22 04:00:00"
          }
        },
        ...
      ]
    }
  }
}
```

Example: cURL request

```
curl
 "https://instance.service-now.com/api/sn_chg_rest/change/ci/<cm
db_ci_sys_id>/schedule?duration_in_seconds=10800" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Results include worker.link details you can use to run the provided sys_id in the GET /sn_chg_rest/change/worker/ endpoint.

```
{
  "result": {
    "worker": {
      "sysId": "1049419c1b4c3010f58a6572604bcb7a",
      "link":
 "https://instance.service-now.com/api/sn_chg_rest/change/worker
/1049419c1b4c3010f58a6572604bcb7a"
    },
    "request":
 "{\"cmdb_ci_sys_id\":\"<cmdb_ci_sys_id>\",
\"planned_start_time\":
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\"\",\"duration_in_seconds\":10800,\"timezone\":
\"America/Los_Angeles\"}",
    "state": {
      "value": 1,
      "display_value": "Waiting"
    },
    "type": "schedule",
    "messages": {
      "errorMessages": [],
      "warningMessages": [],
      "infoMessages": []
    }
  }
}
```


Change Management - GET /sn_chg_rest/change

Retrieves one or more change requests based on the specified criteria.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change`

Default URL: `/api/sn_chg_rest/change`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
name-value pairs	Name-value pairs to use to filter the result set. The name is the field on which the specified valu filtered. This parameter is mutually exclusive with *sysparm_query*. For example, instead of u `&sysparm_query=active=true`, you can simplify the calling statement by using `&activ` can also use the display value when the field is a choice or reference type field, such as `&stat` instead of `&state=7`. To specify multiple key-value pairs, separate each with an ampersand, s `&active=true&assigned_to=john.smith`. Data type: String
order	Field by which to sort the returned change requests. Data type: String Default: *name*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record ret functionality enables the retrieval of all records, regardless of the number of records, in small m For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply pa available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. You can use a UI filter to obtain a properly encode Syntax: `sysparm_query=<col_name><operator><value>`. • <col_name>: Name of the table column to filter against. • <operator>: Supports the following values: ○ =: Exactly matches <value>. ○ !=: Does not match <value>. ○ ^: Logically AND multiple query statements. ○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose da ○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> field string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields w string. <value>: Value to match against. For more operators, see Operators available for filters and queries. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_name><op` For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` Encoded queries also support order by functionality. To sort responses based on certain fields, and `ORDERBYDESC` clauses in *sysparm_query*. Syntax: • `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcate` This query filters all active records and orders the results in ascending order by number, and th order by category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	If part of the query is invalid, such as by specifying an invalid field name, the instance ignores th It then returns rows using only the valid portion of the query. You can control this behavior using *glide.invalid_query.returns_no_rows*. Set this property to true to return no rows c **Note:** The *glide.invalid_query.returns_no_rows* property controls the beha across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service Data type: String
textSearch	String to use to search all normal change request record fields. This search uses ServiceNow fu functionality. For more information on ServiceNow search capabilities, see Search administratio Default: IR_AND_OR_QUERY

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Element	Description
result	List containing one or more change request record objects. Each object describes a change request. Each element in the change request object corresponds to a field in its associated record in the Change Request [change_request] table. All elements contain `value` and `display_value` name-value pairs. Date fields also contain `display_value_internal` name-value pairs. Data type: Array
action_status	Current action status of the associated change request. Possible values: • 1: Blocked internally • 2: Blocked by customer • 3: Blocked internally and by customer • 4: Needs attention Data type: Number
active	Flag that indicates whether the change request is active. Possible values: • true: Change request is active • false: Change request isn't active Data type: Boolean Default: true
activity_due	Date and time for which the associated case is expected to be completed. Data type: String
additional_assignee_list	List of sys_ids of additional persons assigned to work on the change request. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
approval	Type of approval process required. Data type: String Default: not requested
approval_history	Most recent approval history journal entry. Data type: String
approval_set	Date and time that the associated action was approved. Data type: String
assigned_to	Sys_id of the user assigned to the change request. Data type: String
assignment_group	Sys_id of the group assigned to the change request. Data type: String
backout_plan	Description of the plan to execute if the change must be reversed. Data type: String
business_duration	Length in scheduled work hours, work days, and work weeks that it took to complete the change. Data type: String
business_service	Sys_id of the business service associated with the change request. Located in the Service [cmdb_ci_service] table. Data type: String
cab_date	Date on which the Change Advisory Board (CAB) meets. Data type: String
cab_delegate	Sys_id of the user that can substitute for the CAB manager during a CAB meeting. Located in the User [sys_user] table Data type: String
cab_recommendation	Description of the CAB recommendations for the change request. Data type: String Maximum length: 4,000
cab_required	Flag that indicates whether the CAB is required. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• true: Change Advisory Board is required. • false: Change Advisory Board isn't required. Data type: Boolean Default: false
calendar_duration	Not currently used by Change Management. Data type: String
category	Category of the change, for example hardware, network, or software. Data type: String Default: Other
change_plan	Activities and roles for managing and controlling the change request. Data type: String
chg_model	Sys_id of the change model that the associated change request was based on. The Change Model defines the state flow, transitions, and process activities that must be completed for the change request. Data type: String Table: Change Model [chg_model]
closed_at	Date and time that the associated change request was closed. Data type: String
closed_by	Sys_id of the person that closed the change request. Data type: String Table: User [sys_user]
close_code	Code assigned to the change request when it was closed. For example, Successful, Successful with issues, and Unsuccessful. Data type: String
close_notes	Notes that the person entered when closing the change request. Data type: String
cmdb_ci	Sys_id of the configuration item associated with the change request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Table: Configuration Item [cmdb_ci]
comments	List of customer-facing work notes entered in the associated change request. Data type: Array
comments_and_work_notes	List of both internal and customer-facing work notes entered for the associated change request. Data type: Array Maximum length: 4,000
company	Sys_id of the company associated with the change request. Data type: String Table: Company [core_company]
conflict_last_run	Date and time that the conflict detection script was last run on the change request. Data type: String
conflict_status	Current conflict status as detected by the conflict detection script, such as Conflict and Not Run. Data type: String Maximum length: 40 Default: Not Run
contact_type	Method in which the change request was initially requested. Possible values: • chat • email • phone • social • web Data type: String
contract	Sys_id of the contract associated with the change request. Data type: String Table: Contract [ast_contract]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
correlation_display	User-friendly name for the *correlation_id*. Data type: String Maximum length: 100
correlation_id	Globally unique ID (GUID) of a matching change request record in a third-party system. Data type: String Maximum length: 100
delivery_plan	No longer in use. Sys_id of the delivery plan associated with the change request. Data type: String Table: Execution Plan [sc_cat_item_delivery_plan]
delivery_task	No longer in use. Sys_id of the delivery task associated with the change request. Data type: String Table: Execution Plan Task [sc_cat_item_delivery_task]
description	Detailed description of the change request. Data type: String Maximum length: 4,000
due_date	Task due date. Not used by change request process. Data type: String
end_date	Date and time when the change request is to be completed. Data type: String
escalation	Current escalation level. Possible values: • 0: Normal • 1: Moderate • 2: High • 3: Overdue Data type: Number (Integer) Default: 0
expected_start	Date and time when the task is to start. Not used by the change request process.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
follow_up	Date and time when a user followed-up with the person requesting the change request. Data type: String
group_list	List of sys_ids and names of the groups associated with the change request. Data type: Array Maximum length: 4,000
impact	Impact on the change request will have on the customer. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
implementation_plan	Sequential steps to execute to implement this change. It also contains any dependencies between steps and assignee details for each step. Data type: String Maximum length: 4,000
justification	Benefits of implementing this change and the impact if this change is not implemented. Data type: String Maximum length: 4,000
knowledge	Flag that indicates whether there are any knowledge base ()KB) articles associated with the change request. Possible values: • true: Associated KB articles • false: No associated KB articles Data type: Boolean
location	Sys_id and name of the location of the equipment referenced in the change request. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Location [cmn_location]
made_sla	No longer used. Flag that indicates whether the change request was implemented in alignment with the associated service level agreement. Data type: Boolean
needs_attention	Flag that indicates whether the change request needs attention. Possible values: • true: Change request needs additional attention. • false: Change request doesn't need additional attention. Data type: Boolean Default: false
number	Change number assigned to the change request by the system, such as CHG0040007. Data type: String
on_hold	Flag that indicates whether the change request is currently on hold. Possible values: • true: On hold • false: Not on hold Data type: Boolean Default: false
on_hold_reason	If the *on_hold* parameter is "true", description of the reason why the change request is being held up. Data type: String Maximum length: 4,000
on_hold_task	If the *on_hold* parameter is "true", list of the sys_ids of the tasks that must be completed before the hold is released. Data type: String Maximum length: 4,000
opened_at	Date and time that the change release was created. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
opened_by	Sys_id and name of the user that created the change release. Data type: String Table: User [sys_user]
order	Not used by Change Management. Optional numeric field by which to order records, such as when retrieving them from a database. Data type: Number (Integer)
outside_maintenance_schedule	Flag that indicates whether maintenance by an outside company has been schedule for the change request. Possible values: • true: Outside maintenance scheduled • false: No outside maintenance scheduled Data type: Boolean Default: false
parent	Sys_id and name of the parent task to this change request, if any. Data type: String Table: Task [task]
phase	Current phase of the change request. This defines what the change is doing in greater detail. Possible values: • accept • build • plan • requested Data type: String
phase_state	Change_phase records that should be created for a change. They are dependent on the category, such that each type of change may have different change_phase records. The change_phase records provide an opportunity to control the approval process as each change_phase can have a schedule and a set of approvers. Possible values: • complete • on hold

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• open • rejected • requested • work in progress Data type: String
priority	Priority of the change request. Possible values: • 1: Critical • 2: High • 3: Moderate • 4: Low Data type: Number (Integer) Default: 4
production_system	Flag that indicates whether the change request is for a ServiceNow instance that is in a production environment. Possible values: • true: Production environment • false: Non-production environment Data type: Boolean
reason	Description of why the change request was initiated. Possible values: • Business requirements • Hardware upgrade • Legislation • Location change • Network requirements • New or removed CI • Other • Problem resolved • Product or service changed • Software upgrade • User requested Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
reassignment_count	Number of times that the change request has been reassigned to a new owner. Data type: Number (Integer) Default: 0
rejection_goto	Sys_id of the task to perform if the change request is rejected. Data type: String Table: Task [task]
requested_by	Sys_id of the user that requested the change. Data type: String Table: User [sys_user]
requested_by_date	Date and time when the change is requested to be implemented by. Data type: String
review_comments	Comments entered when the change request was reviewed. Data type: String Maximum length: 4,000
review_date	Date that the change request was reviewed. Data type: String
review_status	Current status of the requested change request review. Data type: String
risk	Level of risk associated with the change request. Valid values: • 1: High • 2: Moderate • 3: Low Data type: Number Default: 3
risk_impact_analysis	Description of the risk and analysis of implementing the change request. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 4,000
route_reason	Not currently used by Change Management. Reason that the change request was transferred. Possible values: • 1: Transfer with Resolution • 9: Transfer without Resolutions Data type: Number
scope	Size of the change request. Possible values: • 1: Massive • 2: Large • 3: Medium • 4: Small • 5: Tiny Data type: Number Default: 3
service_offering	Sys_id of the service offering associated with the change request. Service offerings uniquely define the level of service in terms of availability, scope, pricing, and packaging options. Data type: String Table: Offering [service_offering]
short_description	Description of the change request. Data type: String Maximum length: 40
skills	List of the sys_ids of all of the skills required to implement the change request. Data type: Array Table: Skill [cmn_skill]
sla_due	No longer in use. Date and time that the change request must be completed based on the associated service level agreement. Data type: String
sn_esign_document	Sys_id of any E-signed document attached to the change request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Table: Attachment [sys_attachment]
sn_esign_esignature_configuration	Sys_id of the E-signed signature template used for the associated document. Data type: String Table: E-signature Template [sn_esign_configuration]
start_date	Date and time that the change request is planned to start implementation. Data type: String
state	Current state of the change request. Possible values are defined in the change model. Data type: Number (Integer) Default: 1
std_change_producer_version	Sys_id of the record producer and change proposal associated with the change request. It also includes the number and percentage of successful and unsuccessful change requests created from the proposal. Data type: String Table: Standard Change Template Version [std_change_producer_version]
sys_class_name	Name of the table in which the change request is located. Data type: String
sys_created_by	Name of the user that initially created the change request. Data type: String Maximum length: 40
sys_created_on	Date and time that the associated change request record was originally created. Data type: String
sys_domain	If using domains in the instance, the name of the domain to which the change module record is associated. Data type: String
sys_domain_path	If using domains in the instance, the domain path in which the associated change module record resides. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sys_id	Unique identifier of the associated change request record. Data type: String
sys_mod_count	Number of updates to the case since it was initially created. Data type: Number (Integer)
sys_updated_by	Person that last updated the case. Data type: String Maximum length: 40
sys_updated_on	Date and time when the case was last updated. Data type: String
task_effective_number	Universal request number. Data type: String Maximum length: 40
task_for	Not used by Change Management. Sys_id of the user that the task was created for. Data type: String Table: User [sys_user]
test_plan	Description of the associated test plan for the change. Data type: String Maximum length: 4,000
time_worked	Total amount of time worked on the change request. Data type: String
type	Change request type. Possible values: • emergency • normal • standard Data type: String Maximum length: 40
unauthorized	Flag that indicates whether the change request is unauthorized Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• true: Unauthorized • false: Authorized Data type: Boolean
universal_request	Sys_id of the Parent Universal request to which this change request is a part of. Data type: String Table: Task [task]
upon_approval	Action to take if the change request is approved. Possible values: • do_nothing • proceed Data type: String Maximum length: 40 Default: proceed
upon_reject	Action to take if the change request is rejected. Possible values: • cancel • goto Data type: String Maximum length: 40 Default: cancel
urgency	Urgency of the change request. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
user_input	Additional user input. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 4,000
variables	Name-value pairs of variables associated with the change request. Data type: String Maximum length: 40
watch_list	List of sys_ids of the users who receive notifications about this change request when additional comments are added or if the state of a change request is changed to Resolved or Closed. Data type: Array Table: User [sys_user]
wf_activity	Sys_id of the workflow activity record associated with the change request. Data type: String Table: Workflow Activity [wf_activity]
work_end	Date and time work ended on the change request. Data type: String
work_notes	Information about how to resolve the change request, or steps taken to resolve it. Data type: String Maximum length: 4,000
work_notes_list	List of sys_ids of the internal users who receive notifications about this change request when work notes are added. Data type: Array Table: User [sys_user]
work_start	Date and time that work started on the change request. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change?sysp
arm_query=active=true^ORDERBYnumber" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For brevity, the results only contain a single change request record.


```
{
  "result": [
    {
      "reason": {
        "display_value": "",
        "value": ""
      },
      "parent": {
        "display_value": "",
        "value": ""
      },
      "watch_list": {
        "display_value": "",
        "value": ""
       },
       "proposed_change": {
         "display_value": "",
         "value": ""
       },
       "upon_reject": {
         "display_value": "Cancel all future Tasks",
         "value": "cancel"
       },
       "sys_updated_on": {
         "display_value": "2015-07-06 11:59:27",
         "value": "2015-07-06 18:59:27",
         "display_value_internal": "2015-07-06 11:59:27"
      },
      "type": {
        "display_value": "Standard",
        "value": "standard"
      },
      "approval_history": {
        "display_value": "",
        "value": ""
      },
      "skills": {
        "display_value": "",
        "value": ""
      },
      "test_plan": {
        "display_value": "--Confirm that there are no monitoring
 alerts for the router",
        "value": "--Confirm that there are no monitoring alerts
 for the router"
      },
      "number": {
        "display_value": "CHG0000024",
        "value": "CHG0000024"
      },
      "is_bulk": {
        "display_value": "false",
        "value": false
      },
      "cab_delegate": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value": "",
        "value": ""
      },
      "requested_by_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "ci_class": {
        "display_value": "cmdb_ci",
        "value": "cmdb_ci"
      },
      "state": {
        "display_value": "Closed",
        "value": 3.0
      },
      "sys_created_by": {
        "display_value": "admin",
        "value": "admin"
      },
      "knowledge": {
        "display_value": "false",
        "value": false
      },
      "order": {
        "display_value": "",
        "value": ""
      },
      "phase": {
        "display_value": "Requested",
        "value": "requested"
      },
      "cmdb_ci": {
        "display_value": "",
        "value": ""
      },
      "delivery_plan": {
        "display_value": "",
        "value": ""
      },
      "impact": {
        "display_value": "3 - Low",
        "value": 3.0
      },
      "contract": {
        "display_value": "",
        "value": ""
      },
      "active": {
        "display_value": "false",
        "value": false
      },
      "work_notes_list": {
        "display_value": "",
        "value": ""
      },
      "priority": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value": "4 - Low",
        "value": 4.0
      },
      "sys_domain_path": {
        "display_value": "/",
        "value": "/"
      },
      "cab_recommendation": {
        "display_value": "",
        "value": ""
      },
      "production_system": {
        "display_value": "false",
        "value": false
      },
      "rejection_goto": {
        "display_value": "",
        "value": ""
      },
      "review_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "requested_by": {
        "display_value": "System Administrator",
        "value": "6816f79cc0a8016401c5a33be04be441"
      },
      "business_duration": {
        "display_value": "",
        "value": ""
      },
      "group_list": {
        "display_value": "",
        "value": ""
      },
      "change_plan": {
        "display_value": "",
        "value": ""
      },
      "approval_set": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "wf_activity": {
        "display_value": "",
        "value": ""
      },
      "implementation_plan": {
        "display_value": "-- Place router into
maintenance mode in the monitoring platform\r\n--
Logon to router through SSH\r\n-- Run the following
command\r\n\r\nrouter(config-router)#router bgp
12345\r\nrouter(config-router)#neighbor {neighbor ip}
soft-reconfig [inbound]\r\nrouter#clear ip bgp {neighbor ip}
soft in\r\n\r\n-- Confirm the sessions have been cleared\r\n--
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
Place router back into operational mode in the monitoring
platform",
       "value": "-- Place router into maintenance mode in the
monitoring platform\r\n-- Logon to router through SSH\r\n--
Run the following command\r\n\r\nrouter(config-router)#router
bgp 12345\r\nrouter(config-router)#neighbor {neighbor ip}
soft-reconfig [inbound]\r\nrouter#clear ip bgp {neighbor ip}
soft in\r\n\r\n-- Confirm the sessions have been cleared\r\n--
Place router back into operational mode in the monitoring
platform"
     },
     "universal_request": {
       "display_value": "",
       "value": ""
     },
     "end_date": {
       "display_value": "",
       "value": "",
       "display_value_internal": ""
     },
     "short_description": {
       "display_value": "Clear BGP sessions on a Cisco router",
       "value": "Clear BGP sessions on a Cisco router"
     },
     "correlation_display": {
       "display_value": "",
       "value": ""
     },
     "work_start": {
       "display_value": "2015-07-06 11:56:04",
       "value": "2015-07-06 18:56:04",
       "display_value_internal": "2015-07-06 11:56:04"
     },
     "delivery_task": {
       "display_value": "",
       "value": ""
     },
     "outside_maintenance_schedule": {
       "display_value": "false",
       "value": false
     },
     "additional_assignee_list": {
       "display_value": "",
       "value": ""
     },
     "std_change_producer_version": {
       "display_value": "Clear BGP sessions on a Cisco router -
1",
       "value": "16c2273c47010200e90d87e8dee49006"
     },
     "sys_class_name": {
       "display_value": "Change Request",
       "value": "change_request"
     },
     "service_offering": {
       "display_value": "",
       "value": ""
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "closed_by": {
      "display_value": "System Administrator",
      "value": "6816f79cc0a8016401c5a33be04be441"
    },
    "follow_up": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "review_status": {
      "display_value": "",
      "value": ""
    },
    "reassignment_count": {
      "display_value": "2",
      "value": 2.0
    },
    "start_date": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "assigned_to": {
      "display_value": "",
      "value": ""
    },
    "variables": {
      "display_value": "variable_pool",
      "value": "variable_pool"
    },
    "sla_due": {
      "display_value": "UNKNOWN",
      "value": "",
      "display_value_internal": ""
    },
    "comments_and_work_notes": {
      "display_value": "",
      "value": ""
    },
    "escalation": {
      "display_value": "Normal",
      "value": 0.0
    },
    "upon_approval": {
      "display_value": "Proceed to Next Task",
      "value": "proceed"
    },
    "correlation_id": {
      "display_value": "",
      "value": ""
    },
    "made_sla": {
      "display_value": "true",
      "value": true
    },
    "backout_plan": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value": "Due to the limited number of commands
in the implementation plan it is not possible to backout the
change.\r\n\r\nIf required you are authorized to reboot the
router if BGP fails to work",
        "value": "Due to the limited number of commands in
the implementation plan it is not possible to backout the
change.\r\n\r\nIf required you are authorized to reboot the
router if BGP fails to work"
      },
      "conflict_status": {
        "display_value": "Not Run",
        "value": "Not Run"
      },
      "task_effective_number": {
        "display_value": "CHG0000024",
        "value": "CHG0000024"
      },
      "sys_updated_by": {
        "display_value": "admin",
        "value": "admin"
      },
      "opened_by": {
        "display_value": "System Administrator",
        "value": "6816f79cc0a8016401c5a33be04be441"
      },
      "user_input": {
        "display_value": "",
        "value": ""
      },
      "sys_created_on": {
        "display_value": "2015-07-06 11:55:46",
        "value": "2015-07-06 18:55:46",
        "display_value_internal": "2015-07-06 11:55:46"
      },
      "on_hold_task": {
        "display_value": "",
        "value": ""
      },
      "sys_domain": {
        "display_value": "global",
        "value": "global"
      },
      "route_reason": {
        "display_value": "",
        "value": ""
      },
      "closed_at": {
        "display_value": "2015-07-06 11:56:23",
        "value": "2015-07-06 18:56:23",
        "display_value_internal": "2015-07-06 11:56:23"
      },
      "review_comments": {
        "display_value": "",
        "value": ""
      },
      "business_service": {
        "display_value": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": ""
      },
      "time_worked": {
        "display_value": "",
        "value": ""
      },
      "chg_model": {
        "display_value": "",
        "value": ""
      },
      "expected_start": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "opened_at": {
        "display_value": "2015-06-09 11:55:46",
        "value": "2015-06-09 18:55:46",
        "display_value_internal": "2015-06-09 11:55:46"
      },
      "work_end": {
        "display_value": "2015-07-06 11:56:10",
        "value": "2015-07-06 18:56:10",
        "display_value_internal": "2015-07-06 11:56:10"
      },
      "phase_state": {
        "display_value": "Open",
        "value": "open"
      },
      "cab_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "work_notes": {
        "display_value": "",
        "value": ""
      },
      "close_code": {
        "display_value": "Successful",
        "value": "successful"
      },
      "assignment_group": {
        "display_value": "Network",
        "value": "287ebd7da9fe198100f92cc8d1d2154e"
      },
      "description": {
        "display_value": "Resend the complete BGP table to
neighboring routers\r\n\r\n--Both neighbors need to support
soft reset route refresh capability.\r\n--Stores complete
BGP table of you neighbor in router memory.\r\n--Not a good
idea on a peering router with full feed, due to the memory
requirements.\r\n",
        "value": "Resend the complete BGP table to neighboring
routers\r\n\r\n--Both neighbors need to support soft reset
route refresh capability.\r\n--Stores complete BGP table of you
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
neighbor in router memory.\r\n--Not a good idea on a peering
router with full feed, due to the memory requirements.\r\n"
    },
    "on_hold_reason": {
      "display_value": "",
      "value": ""
    },
    "calendar_duration": {
      "display_value": "",
      "value": ""
    },
    "close_notes": {
      "display_value": "Completed without issues",
      "value": "Completed without issues"
    },
    "sys_id": {
      "display_value": "1766f1de47410200e90d87e8dee490f6",
      "value": "1766f1de47410200e90d87e8dee490f6"
    },
    "contact_type": {
      "display_value": "Phone",
      "value": "phone"
    },
    "cab_required": {
      "display_value": "false",
      "value": false
    },
    "urgency": {
      "display_value": "3 - Low",
      "value": 3.0
    },
    "scope": {
      "display_value": "Medium",
      "value": 3.0
    },
    "company": {
      "display_value": "",
      "value": ""
    },
    "justification": {
      "display_value": "",
      "value": ""
    },
    "activity_due": {
      "display_value": "UNKNOWN",
      "value": "",
      "display_value_internal": ""
    },
    "comments": {
      "display_value": "",
      "value": ""
    },
    "approval": {
      "display_value": "Approved",
      "value": "approved"
    },
    "due_date": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "sys_mod_count": {
        "display_value": "10",
        "value": 10.0
      },
      "on_hold": {
        "display_value": "false",
        "value": false
      },
      "sys_tags": {
        "display_value": "",
        "value": ""
      },
      "conflict_last_run": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "risk_value": {
        "display_value": "",
        "value": ""
      },
      "unauthorized": {
        "display_value": "false",
        "value": false
      },
      "risk": {
        "display_value": "Moderate",
        "value": 3.0
      },
      "location": {
        "display_value": "",
        "value": ""
      },
      "category": {
        "display_value": "Other",
        "value": "Other"
      },
      "risk_impact_analysis": {
        "display_value": "",
        "value": ""
      }
    }
  ]
}
```


Change Management - GET /sn_chg_rest/change/{change_sys_id}/nextstates

Retrieves a list of available states for the specified change request, including the current state.

If available, it also provides how to transition to the next state based on the version of the implemented Change Management. If the changes are change model driven, the endpoint returns conditions which have passed or not. It also provides information on whether all

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

conditions have passed for a given transition. This information is not available for type driven and legacy change requests.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{change_sys_id}/nextstates`

Default URL: `/api/sn_chg_rest/change/{change_sys_id}/nextstates`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
change_sys_id	Sys_id of the change request. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
available_states	Values for the states that are available for the specified change request, including the current state. Data type: Array
state_label	Key-value pairs that associate labels with the available states. Data type: Object
state_transitions	Information on what is required to transition to each available state. Each distinct available "to state" is in its own Array with each differing set of conditions for that to state being in its own Object. Data type: Array `"state_transitions": [ { "automatic_transition": Boolean, "conditions": [Array], "display_value": "String", "from_state": "String", "sys_id": "String", "to_state": "String", "transition_available": Boolean } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
state_transitions.automatic_transition	Flag that indicates whether to automatically transition to this state. Valid values: • true: Change request automatically transitions to this state. • false: Change request does not automatically transition to this state. Data type: Boolean
state_transitions.conditions	List of the conditions associated with the state. Data type: Array of Objects `"conditions": [ { "condition": {Object}, "passed": Boolean } ]`
state_transitions.conditions.condition	Values of a specific condition. Data type: Object `"condition": { "description": "String", "name": "String", "sys_id": "String" }`
state_transitions.conditions.condition.description	Description of the condition. Data type: String
state_transitions.conditions.condition.name	Name of the condition. Data type: String
state_transitions.conditions.condition.sys_id	Sys_id of the condition. Data type: String
state_transitions.conditions.passed	Flag that indicates whether the change request met the associated condition. Valid values: • true: Met the condition. • false: Did not meet the condition.
state_transitions.display_value	Displayed description of the state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
state_transitions.from_state	Value of the state that the change request is transitioning from. Data type: String
state_transitions.sys_id	Sys_id of the transition state. Data type: String
state_transitions.to_state	Value of the state that the change request is transitioning to. Data type: String
state_transitions.transition_available	Flag that indicates whether the change request can transition from its current state to this state. Valid values: • true: Can transition to this state. • false: Cannot transition to this state.

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/b0db
da5347c12200e0ef563dbb9a718f"/nextstates \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "available_states": [ "0", "4", "-1" ], // State values
    "state_transitions": [
      [
        {
          "sys_id": "7a0d2ccdc343101035ae3f52c1d3ae2e", //
 sttrm_state_transition sys id
          "display_value": "Implement to Review",
          "from_state": "-1",
          "to_state": "0",
          "transition_available": false, // If true, can move to
 this state
          "automatic_transition": true, // If true,
 automatically moves to this state
          "conditions": [
            {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
              "passed": false, // If true, change request met
 this condition
              "condition": {
                "name": "No active Change Tasks",
                "description": null,
                "sys_id": "3c1d2ccdc343101035ae3f52c1d3aea4"
              }
            }
          ]
        },
        {
          "sys_id": "db401481c343101035ae3f52c1d3aedd",
          "display_value": "Implement to Review",
          "from_state": "-1",
          "to_state": "0",
          "transition_available": true,
          "automatic_transition": false,
          "conditions": [
            {
              "passed": true,
              "condition": {
                "name": "Not On hold",
                "description": null,
                "sys_id": "2132deb6c303101035ae3f52c1d3ae8c"
              }
            }
          ]
        }
      ],
      [
        {
          "sys_id": "5327c551c343101035ae3f52c1d3aeec",
          "display_value": "Implement to Canceled",
          "from_state": "-1",
          "to_state": "4",
          "transition_available": true,
          "automatic_transition": false,
          "conditions": []
        }
      ]
    ],
    "state_label": { // state value to label pairs
      "0": "Review",
      "4": "Canceled",
      "-1": "Implement"
    }
  }
}
```


Change Management - GET /sn_chg_rest/change/{change_sys_id}/schedule

Enables retrieving the available time slots for a change request.

Role required: sn_change_writer.

Note: Running this endpoint doesn't list the available start and end times. Use the link provided in the response body *worker.link* property to get the schedule data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

See also:

- GET /sn_chg_rest/change/ci/{cmdb_ci_sys_id}/schedule
- PATCH /sn_chg_rest/change/{change_sys_id}/schedule/first_available

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{change_sys_id}/schedule`

Default URL: `/api/sn_chg_rest/change/{change_sys_id}/schedule`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
change_sys_id	Sys_id of the change request on which to find the next available time slot. The selected change request must have a configuration item (cmdb_ci) with planned start and planned end times. Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
202	System accepted the request.
400	Bad Request. A bad request type or malformed request was detected. Possible issues: • The specified change request is missing the planned start and end times. • The specified change request doesn't have an associated configuration item (cmdb_ci). • User doesn't have read access to the fields of the change request.
404	Not Found. The specified record couldn't be found. Possible issues: • System can't find the change request based on information provided. • User doesn't have read access to the record.

Response body parameters (JSON or XML)

Name	Description

error	Information on any errors encountered while processing the endpoint request.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "status": "String" }</pre>
error.detail	Additional information about the error. Data type: String
error.message	Message that identifies the error. Data type: String

messages	Message information.
	
	Data type: Object
	<pre>"messages": {
	  "errorMessages": [Array],
	  "infoMessages": [Array],
	  "warningMessages": [Array]
	}</pre>

messages.errorMessages	Error messages encountered while processing the request. Data type: Array
messages.infoMessages	Information messages encountered while processing the request. Data type: Array
messages.warningMessages	Warning messages encountered while processing the request. Data type: Array
request	Original endpoint request. Data type: String

state	Information on the current state of the worker.
	
	Data type: Object
	<pre>state: {
	  display_value: "String",
	  value: Number
	}</pre>

state.display_value	Display value of the state of the worker. These values directly correlate to the *`state.value`* parameter. Possible values: • Complete • Error • In-Progress • Waiting

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
state.value	Numeric value of the state of the worker. Possible values: • 1 • 2 • 3 • 4 Data type: Number
type	Type of request. Valid value: schedule Data type: String
worker	Information about the associated worker. Data type: Object `"worker": { "link": "String", "sysId": "String" }`
worker.link	Link for retrieving time slot data. Use the sys_id in GET /sn_chg_rest/change/worker/{sys_id} to view results. Data type: String
worker.sysId	Sys_id of the worker associated with the change request. Data type: String
status	Only appears if an error is encountered. Status of the endpoint processing. Possible value: failure Data type: String

Get available time slots

Use the value provided in the *`worker.link`* to get schedule window details. The value is in the following format:

`https://instance.service-now.com/api/sn_chg_rest/change/worker/<worker_sys_id>`

Use the worker_sys_id in GET /sn_chg_rest/change/worker/{worker_sys_id} to view results.

The response body contains the status and provides results when processing is complete.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Worker response body parameter results vary depending on time slot availability.

- If the provided time slot is available for the change request within the schedule time slot, the worker API lists the available time slots in the *payload.spans* property. The *payload.spans* property isn't listed in the results otherwise.
- If there are no time slots available for change request duration provided within the defined scheduling time slot, the *messages.infoMessages* states the following: D

Note: The change request scheduling time slot default value is 90 days. To change this value, modify the *change.conflict.next_available.schedule_window* property. For more information, see Configure conflict analysis properties.

The following *GET /sn_chg_rest/change/worker/{sys_id}* example shows output provided using the ID provided in the worker.link detail. The results list open time spans available for the task duration.


```
{
  "result": {
    "worker": {
      "sysId": "9b3f62e0a4c87010f87712198fe9cad1",
      "link":
 "https://instance.service-now.com/api/sn_chg_rest/change/worker
/9b3f62e0a4c87010f87712198fe9cad1"
    },
    "request":
 "{\"change_sys_id\":
\"87ae5e900a0a2c3e263e8304e727c646\",\"timezone\":
\"America/Los_Angeles\"}",
    "state": {
      "value": 3,
      "display_value": "Complete"
    },
    "type": "schedule",
    "messages": {
      "errorMessages": [],
      "warningMessages": [],
      "infoMessages": []
    },
    "payload": {
      "spans": [
        {
          "start": {
            "value": "2021-05-08 08:00:00",
            "display_value": "2021-05-08 01:00:00"
          },
          "end": {
            "value": "2021-05-08 11:00:00",
            "display_value": "2021-05-08 04:00:00"
          }
        },
        {
          "start": {
            "value": "2021-05-15 08:00:00",
            "display_value": "2021-05-15 01:00:00"
          },
          "end": {
            "value": "2021-05-15 11:00:00",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "display_value": "2021-05-15 04:00:00"
          }
        },
        ...
      ]
    }
  }
}
```

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/change/{change
_sys_id}/schedule" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Results include worker.link details you can use to run the provided sys_id in the GET /sn_chg_rest/change/worker/ endpoint.

```
{
  "result": {
    "worker": {
      "sysId": "9b3f62e0a4c87010f87712198fe9cad1",
      "link":
 "https://instance.service-now.com/api/sn_chg_rest/change/worker
/9b3f62e0a4c87010f87712198fe9cad1"
    },
    "request":
 "{\"change_sys_id\":
\"87ae5e900a0a2c3e263e8304e727c646\",\"timezone\":
\"America/Los_Angeles\"}",
    "state": {
      "value": 1,
      "display_value": "Waiting"
    },
    "type": "schedule",
    "messages": {
      "errorMessages": [],
      "warningMessages": [],
      "infoMessages": []
    }
  }
}
```

Change Management - GET /sn_chg_rest/change/{change_sys_id}/task

Retrieves one or more tasks associated with a specified change request based on the specified criteria.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{change_sys_id}/task`

Default URL: `/api/sn_chg_rest/change/{change_sys_id}/task`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
change_sys_id	Sys_id of the change request whose tasks are to be retrieved. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
key-value pairs	Fields to modify when creating the request. The key is the field name within the template and th information to populate in the field. Fields that cannot be modified and are ignored if passed in: • Business rules • Read-only fields as defined in ACLs • Fields that do not exist Data type: String
order	Field by which to sort the returned change requests. Data type: String
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the parameter to paginate record retrieval. Data type: Number Default: 500
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record ret functionality enables the retrieval of all records, regardless of the number of records, in small m For example, the first time you call this endpoint, *`sysparm_offset`* is set to "0". To simply pa available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you records. Don't pass a negative number in the *`sysparm_offset`* parameter. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: 0
sysparm_query	Encoded query used to filter the result set. You can use a UI filter to obtain a properly encode Syntax: `sysparm_query=<col_name><operator><value>`. • <col_name>: Name of the table column to filter against. • <operator>: Supports the following values: ○ =: Exactly matches <value>. ○ !=: Does not match <value>. ○ ^: Logically AND multiple query statements. ○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose da ○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> field string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields w string. <value>: Value to match against. For more operators, see Operators available for filters and queries. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_name><op` For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` Encoded queries also support order by functionality. To sort responses based on certain fields, and `ORDERBYDESC` clauses in *`sysparm_query`*. Syntax: • `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcate` This query filters all active records and orders the results in ascending order by number, and th order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores t It then returns rows using only the valid portion of the query. You can control this behavior using *`glide.invalid_query.returns_no_rows`*. Set this property to true to return no rows c **Note:** The *`glide.invalid_query.returns_no_rows`* property controls the beha across the instance, such as in lists, scripts (*`GlideRecord.query()`*), and web service Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
textSearch	String to use to search all change task record fields. This search uses ServiceNow full text searc functionality and defaults to `IR_AND_OR_QUERY`. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	All fields (key) with their associated values for the identified change request task prior to the delete. Data type: Object
parent	Information for the change request associated to the task. Data type: Object `parent: { display_value: "String", value: "String" }`
parent.display_value	Change request information to display in a UI. Data type: String
parent.value	Sys_id of the change request associated to the task. Data type: String
sys_id	Sys_id information for the change request task. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.display_value	Sys_id of the change request task to display in a UI. Data type: String
sys_id.value	Sys_id of the change request task. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/0f4a
c6c4b750230096c3e4f6ee11a9fe/task?sysparm_query=active=true^ORDE
RBYnumber" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

```
{
    result: [
        {
            sys_id: {
                value: "12629ec4b750230096c3e4f6ee11a9d5",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                display_value:
 "12629ec4b750230096c3e4f6ee11a9d5"
            },
            parent: {
                value: "0f4ac6c4b750230096c3e4f6ee11a9fe ",
                display_value: "CHG0033046 "
            },
            ..., // all valid fields in record, example below
            short_description: {
                value: "Retire node",
                display_value: "Retire node"
            }
        },
        { // next record found }, ... // and so on
    ]
}
```

Change Management - GET /sn_chg_rest/change/{sys_id}

Retrieves the change request identified by the specified sys_id.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}`

Default URL: `/api/sn_chg_rest/change/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request record. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Element	Description
result	List containing one or more change request record objects. Each object describes a change request. Each element in the change request object corresponds to a field in its associated record in the Change Request [change_request] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	All elements contain `value` and `display_value` name-value pairs. Date fields also contain `display_value_internal` name-value pairs. Data type: Array
action_status	Current action status of the associated change request. Possible values: • 1: Blocked internally • 2: Blocked by customer • 3: Blocked internally and by customer • 4: Needs attention Data type: Number
active	Flag that indicates whether the change request is active. Possible values: • true: Change request is active • false: Change request isn't active Data type: Boolean Default: true
activity_due	Date and time for which the associated case is expected to be completed. Data type: String
additional_assignee_list	List of sys_ids of additional persons assigned to work on the change request. Data type: Array
approval	Type of approval process required. Data type: String Default: not requested
approval_history	Most recent approval history journal entry. Data type: String
approval_set	Date and time that the associated action was approved. Data type: String
assigned_to	Sys_id of the user assigned to the change request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
assignment_group	Sys_id of the group assigned to the change request. Data type: String
backout_plan	Description of the plan to execute if the change must be reversed. Data type: String
business_duration	Length in scheduled work hours, work days, and work weeks that it took to complete the change. Data type: String
business_service	Sys_id of the business service associated with the change request. Located in the Service [cmdb_ci_service] table. Data type: String
cab_date	Date on which the Change Advisory Board (CAB) meets. Data type: String
cab_delegate	Sys_id of the user that can substitute for the CAB manager during a CAB meeting. Located in the User [sys_user] table Data type: String
cab_recommendation	Description of the CAB recommendations for the change request. Data type: String Maximum length: 4,000
cab_required	Flag that indicates whether the CAB is required. Possible values: • true: Change Advisory Board is required. • false: Change Advisory Board isn't required. Data type: Boolean Default: false
calendar_duration	Not currently used by Change Management. Data type: String
category	Category of the change, for example hardware, network, or software. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: Other
change_plan	Activities and roles for managing and controlling the change request. Data type: String
chg_model	Sys_id of the change model that the associated change request was based on. The Change Model defines the state flow, transitions, and process activities that must be completed for the change request. Data type: String Table: Change Model [chg_model]
closed_at	Date and time that the associated change request was closed. Data type: String
closed_by	Sys_id of the person that closed the change request. Data type: String Table: User [sys_user]
close_code	Code assigned to the change request when it was closed. For example, Successful, Successful with issues, and Unsuccessful. Data type: String
close_notes	Notes that the person entered when closing the change request. Data type: String
cmdb_ci	Sys_id of the configuration item associated with the change request. Data type: String Table: Configuration Item [cmdb_ci]
comments	List of customer-facing work notes entered in the associated change request. Data type: Array
comments_and_work_notes	List of both internal and customer-facing work notes entered for the associated change request. Data type: Array Maximum length: 4,000

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
company	Sys_id of the company associated with the change request. Data type: String Table: Company [core_company]
conflict_last_run	Date and time that the conflict detection script was last run on the change request. Data type: String
conflict_status	Current conflict status as detected by the conflict detection script, such as Conflict and Not Run. Data type: String Maximum length: 40 Default: Not Run
contact_type	Method in which the change request was initially requested. Possible values: • chat • email • phone • social • web Data type: String
contract	Sys_id of the contract associated with the change request. Data type: String Table: Contract [ast_contract]
correlation_display	User-friendly name for the *correlation_id*. Data type: String Maximum length: 100
correlation_id	Globally unique ID (GUID) of a matching change request record in a third-party system. Data type: String Maximum length: 100
delivery_plan	No longer in use. Sys_id of the delivery plan associated with the change request. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Execution Plan [sc_cat_item_delivery_plan]
delivery_task	No longer in use. Sys_id of the delivery task associated with the change request. Data type: String Table: Execution Plan Task [sc_cat_item_delivery_task]
description	Detailed description of the change request. Data type: String Maximum length: 4,000
due_date	Task due date. Not used by change request process. Data type: String
end_date	Date and time when the change request is to be completed. Data type: String
escalation	Current escalation level. Possible values: • 0: Normal • 1: Moderate • 2: High • 3: Overdue Data type: Number (Integer) Default: 0
expected_start	Date and time when the task is to start. Not used by the change request process. Data type: String
follow_up	Date and time when a user followed-up with the person requesting the change request. Data type: String
group_list	List of sys_ids and names of the groups associated with the change request. Data type: Array Maximum length: 4,000
impact	Impact on the change request will have on the customer. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
implementation_plan	Sequential steps to execute to implement this change. It also contains any dependencies between steps and assignee details for each step. Data type: String Maximum length: 4,000
justification	Benefits of implementing this change and the impact if this change is not implemented. Data type: String Maximum length: 4,000
knowledge	Flag that indicates whether there are any knowledge base ()KB) articles associated with the change request. Possible values: • true: Associated KB articles • false: No associated KB articles Data type: Boolean
location	Sys_id and name of the location of the equipment referenced in the change request. Data type: String Table: Location [cmn_location]
made_sla	No longer used. Flag that indicates whether the change request was implemented in alignment with the associated service level agreement. Data type: Boolean
needs_attention	Flag that indicates whether the change request needs attention. Possible values: • true: Change request needs additional attention. • false: Change request doesn't need additional attention. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: false
number	Change number assigned to the change request by the system, such as CHG0040007. Data type: String
on_hold	Flag that indicates whether the change request is currently on hold. Possible values: • true: On hold • false: Not on hold Data type: Boolean Default: false
on_hold_reason	If the *on_hold* parameter is "true", description of the reason why the change request is being held up. Data type: String Maximum length: 4,000
on_hold_task	If the *on_hold* parameter is "true", list of the sys_ids of the tasks that must be completed before the hold is released. Data type: String Maximum length: 4,000
opened_at	Date and time that the change release was created. Data type: String
opened_by	Sys_id and name of the user that created the change release. Data type: String Table: User [sys_user]
order	Not used by Change Management. Optional numeric field by which to order records, such as when retrieving them from a database. Data type: Number (Integer)
outside_maintenance_schedule	Flag that indicates whether maintenance by an outside company has been schedule for the change request. Possible values: • true: Outside maintenance scheduled • false: No outside maintenance scheduled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Boolean Default: false
parent	Sys_id and name of the parent task to this change request, if any. Data type: String Table: Task [task]
phase	Current phase of the change request. This defines what the change is doing in greater detail. Possible values: • accept • build • plan • requested Data type: String
phase_state	Change_phase records that should be created for a change. They are dependent on the category, such that each type of change may have different change_phase records. The change_phase records provide an opportunity to control the approval process as each change_phase can have a schedule and a set of approvers. Possible values: • complete • on hold • open • rejected • requested • work in progress Data type: String
priority	Priority of the change request. Possible values: • 1: Critical • 2: High • 3: Moderate • 4: Low Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: 4
production_system	Flag that indicates whether the change request is for a ServiceNow instance that is in a production environment. Possible values: • true: Production environment • false: Non-production environment Data type: Boolean
reason	Description of why the change request was initiated. Possible values: • Business requirements • Hardware upgrade • Legislation • Location change • Network requirements • New or removed CI • Other • Problem resolved • Product or service changed • Software upgrade • User requested Data type: String Maximum length: 40
reassignment_count	Number of times that the change request has been reassigned to a new owner. Data type: Number (Integer) Default: 0
rejection_goto	Sys_id of the task to perform if the change request is rejected. Data type: String Table: Task [task]
requested_by	Sys_id of the user that requested the change. Data type: String Table: User [sys_user]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
requested_by_date	Date and time when the change is requested to be implemented by. Data type: String
review_comments	Comments entered when the change request was reviewed. Data type: String Maximum length: 4,000
review_date	Date that the change request was reviewed. Data type: String
review_status	Current status of the requested change request review. Data type: String
risk	Level of risk associated with the change request. Valid values: • 1: High • 2: Moderate • 3: Low Data type: Number Default: 3
risk_impact_analysis	Description of the risk and analysis of implementing the change request. Data type: String Maximum length: 4,000
route_reason	Not currently used by Change Management. Reason that the change request was transferred. Possible values: • 1: Transfer with Resolution • 9: Transfer without Resolutions Data type: Number
scope	Size of the change request. Possible values: • 1: Massive • 2: Large • 3: Medium

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• 4: Small • 5: Tiny Data type: Number Default: 3
service_offering	Sys_id of the service offering associated with the change request. Service offerings uniquely define the level of service in terms of availability, scope, pricing, and packaging options. Data type: String Table: Offering [service_offering]
short_description	Description of the change request. Data type: String Maximum length: 40
skills	List of the sys_ids of all of the skills required to implement the change request. Data type: Array Table: Skill [cmn_skill]
sla_due	No longer in use. Date and time that the change request must be completed based on the associated service level agreement. Data type: String
sn_esign_document	Sys_id of any E-signed document attached to the change request. Data type: String Table: Attachment [sys_attachment]
sn_esign_esignature_configuration	Sys_id of the E-signed signature template used for the associated document. Data type: String Table: E-signature Template [sn_esign_configuration]
start_date	Date and time that the change request is planned to start implementation. Data type: String
state	Current state of the change request. Possible values are defined in the change model.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Number (Integer) Default: 1
std_change_producer_version	Sys_id of the record producer and change proposal associated with the change request. It also includes the number and percentage of successful and unsuccessful change requests created from the proposal. Data type: String Table: Standard Change Template Version [std_change_producer_version]
sys_class_name	Name of the table in which the change request is located. Data type: String
sys_created_by	Name of the user that initially created the change request. Data type: String Maximum length: 40
sys_created_on	Date and time that the associated change request record was originally created. Data type: String
sys_domain	If using domains in the instance, the name of the domain to which the change module record is associated. Data type: String
sys_domain_path	If using domains in the instance, the domain path in which the associated change module record resides. Data type: String
sys_id	Unique identifier of the associated change request record. Data type: String
sys_mod_count	Number of updates to the case since it was initially created. Data type: Number (Integer)
sys_updated_by	Person that last updated the case. Data type: String Maximum length: 40
sys_updated_on	Date and time when the case was last updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
task_effective_number	Universal request number. Data type: String Maximum length: 40
task_for	Not used by Change Management. Sys_id of the user that the task was created for. Data type: String Table: User [sys_user]
test_plan	Description of the associated test plan for the change. Data type: String Maximum length: 4,000
time_worked	Total amount of time worked on the change request. Data type: String
type	Change request type. Possible values: • emergency • normal • standard Data type: String Maximum length: 40
unauthorized	Flag that indicates whether the change request is unauthorized Possible values: • true: Unauthorized • false: Authorized Data type: Boolean
universal_request	Sys_id of the Parent Universal request to which this change request is a part of. Data type: String Table: Task [task]
upon_approval	Action to take if the change request is approved. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• do_nothing • proceed Data type: String Maximum length: 40 Default: proceed
upon_reject	Action to take if the change request is rejected. Possible values: • cancel • goto Data type: String Maximum length: 40 Default: cancel
urgency	Urgency of the change request. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
user_input	Additional user input. Data type: String Maximum length: 4,000
variables	Name-value pairs of variables associated with the change request. Data type: String Maximum length: 40
watch_list	List of sys_ids of the users who receive notifications about this change request when additional comments are added or if the state of a change request is changed to Resolved or Closed. Data type: Array Table: User [sys_user]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
wf_activity	Sys_id of the workflow activity record associated with the change request. Data type: String Table: Workflow Activity [wf_activity]
work_end	Date and time work ended on the change request. Data type: String
work_notes	Information about how to resolve the change request, or steps taken to resolve it. Data type: String Maximum length: 4,000
work_notes_list	List of sys_ids of the internal users who receive notifications about this change request when work notes are added. Data type: Array Table: User [sys_user]
work_start	Date and time that work started on the change request. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/b0db
da5347c12200e0ef563dbb9a718f" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result":
    {
      "reason": {
        "display_value": "",
        "value": ""
      },
      "parent": {
        "display_value": "",
        "value": ""
      },
      "watch_list": {
        "display_value": "",
        "value": ""
       },
       "proposed_change": {
         "display_value": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": ""
      },
      "upon_reject": {
        "display_value": "Cancel all future Tasks",
        "value": "cancel"
      },
      "sys_updated_on": {
        "display_value": "2015-07-06 11:59:27",
        "value": "2015-07-06 18:59:27",
        "display_value_internal": "2015-07-06 11:59:27"
     },
     "type": {
       "display_value": "Standard",
       "value": "standard"
     },
     "approval_history": {
       "display_value": "",
       "value": ""
     },
     "skills": {
       "display_value": "",
       "value": ""
     },
     "test_plan": {
       "display_value": "--Confirm that there are no monitoring
alerts for the router",
       "value": "--Confirm that there are no monitoring alerts
for the router"
     },
     "number": {
       "display_value": "CHG0000024",
       "value": "CHG0000024"
     },
     "is_bulk": {
       "display_value": "false",
       "value": false
     },
     "cab_delegate": {
       "display_value": "",
       "value": ""
     },
     "requested_by_date": {
       "display_value": "",
       "value": "",
       "display_value_internal": ""
     },
     "ci_class": {
       "display_value": "cmdb_ci",
       "value": "cmdb_ci"
     },
     "state": {
       "display_value": "Closed",
       "value": 3.0
     },
     "sys_created_by": {
       "display_value": "admin",
       "value": "admin"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "knowledge": {
      "display_value": "false",
      "value": false
    },
    "order": {
      "display_value": "",
      "value": ""
    },
    "phase": {
      "display_value": "Requested",
      "value": "requested"
    },
    "cmdb_ci": {
      "display_value": "",
      "value": ""
    },
    "delivery_plan": {
      "display_value": "",
      "value": ""
    },
    "impact": {
      "display_value": "3 - Low",
      "value": 3.0
    },
    "contract": {
      "display_value": "",
      "value": ""
    },
    "active": {
      "display_value": "false",
      "value": false
    },
    "work_notes_list": {
      "display_value": "",
      "value": ""
    },
    "priority": {
      "display_value": "4 - Low",
      "value": 4.0
    },
    "sys_domain_path": {
      "display_value": "/",
      "value": "/"
    },
    "cab_recommendation": {
      "display_value": "",
      "value": ""
    },
    "production_system": {
      "display_value": "false",
      "value": false
    },
    "rejection_goto": {
      "display_value": "",
      "value": ""
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "review_date": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "requested_by": {
      "display_value": "System Administrator",
      "value": "6816f79cc0a8016401c5a33be04be441"
    },
    "business_duration": {
      "display_value": "",
      "value": ""
    },
    "group_list": {
      "display_value": "",
      "value": ""
    },
    "change_plan": {
      "display_value": "",
      "value": ""
    },
    "approval_set": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "wf_activity": {
      "display_value": "",
      "value": ""
    },
    "implementation_plan": {
      "display_value": "-- Place router into
maintenance mode in the monitoring platform\r\n--
Logon to router through SSH\r\n-- Run the following
command\r\n\r\nrouter(config-router)#router bgp
12345\r\nrouter(config-router)#neighbor {neighbor ip}
soft-reconfig [inbound]\r\nrouter#clear ip bgp {neighbor ip}
soft in\r\n\r\n-- Confirm the sessions have been cleared\r\n--
Place router back into operational mode in the monitoring
platform",
      "value": "-- Place router into maintenance mode in the
monitoring platform\r\n-- Logon to router through SSH\r\n--
Run the following command\r\n\r\nrouter(config-router)#router
bgp 12345\r\nrouter(config-router)#neighbor {neighbor ip}
soft-reconfig [inbound]\r\nrouter#clear ip bgp {neighbor ip}
soft in\r\n\r\n-- Confirm the sessions have been cleared\r\n--
Place router back into operational mode in the monitoring
platform"
    },
    "universal_request": {
      "display_value": "",
      "value": ""
    },
    "end_date": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "short_description": {
      "display_value": "Clear BGP sessions on a Cisco router",
      "value": "Clear BGP sessions on a Cisco router"
    },
    "correlation_display": {
      "display_value": "",
      "value": ""
    },
    "work_start": {
      "display_value": "2015-07-06 11:56:04",
      "value": "2015-07-06 18:56:04",
      "display_value_internal": "2015-07-06 11:56:04"
    },
    "delivery_task": {
      "display_value": "",
      "value": ""
    },
    "outside_maintenance_schedule": {
      "display_value": "false",
      "value": false
    },
    "additional_assignee_list": {
      "display_value": "",
      "value": ""
    },
    "std_change_producer_version": {
      "display_value": "Clear BGP sessions on a Cisco router -
1",
      "value": "16c2273c47010200e90d87e8dee49006"
    },
    "sys_class_name": {
      "display_value": "Change Request",
      "value": "change_request"
    },
    "service_offering": {
      "display_value": "",
      "value": ""
    },
    "closed_by": {
      "display_value": "System Administrator",
      "value": "6816f79cc0a8016401c5a33be04be441"
    },
    "follow_up": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "review_status": {
      "display_value": "",
      "value": ""
    },
    "reassignment_count": {
      "display_value": "2",
      "value": 2.0
    },
    "start_date": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "assigned_to": {
        "display_value": "",
        "value": ""
      },
      "variables": {
        "display_value": "variable_pool",
        "value": "variable_pool"
      },
      "sla_due": {
        "display_value": "UNKNOWN",
        "value": "",
        "display_value_internal": ""
      },
      "comments_and_work_notes": {
        "display_value": "",
        "value": ""
      },
      "escalation": {
        "display_value": "Normal",
        "value": 0.0
      },
      "upon_approval": {
        "display_value": "Proceed to Next Task",
        "value": "proceed"
      },
      "correlation_id": {
        "display_value": "",
        "value": ""
      },
      "made_sla": {
        "display_value": "true",
        "value": true
      },
      "backout_plan": {
        "display_value": "Due to the limited number of commands
in the implementation plan it is not possible to backout the
change.\r\n\r\nIf required you are authorized to reboot the
router if BGP fails to work",
        "value": "Due to the limited number of commands in
the implementation plan it is not possible to backout the
change.\r\n\r\nIf required you are authorized to reboot the
router if BGP fails to work"
      },
      "conflict_status": {
        "display_value": "Not Run",
        "value": "Not Run"
      },
      "task_effective_number": {
        "display_value": "CHG0000024",
        "value": "CHG0000024"
      },
      "sys_updated_by": {
        "display_value": "admin",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "admin"
      },
      "opened_by": {
        "display_value": "System Administrator",
        "value": "6816f79cc0a8016401c5a33be04be441"
      },
      "user_input": {
        "display_value": "",
        "value": ""
      },
      "sys_created_on": {
        "display_value": "2015-07-06 11:55:46",
        "value": "2015-07-06 18:55:46",
        "display_value_internal": "2015-07-06 11:55:46"
      },
      "on_hold_task": {
        "display_value": "",
        "value": ""
      },
      "sys_domain": {
        "display_value": "global",
        "value": "global"
      },
      "route_reason": {
        "display_value": "",
        "value": ""
      },
      "closed_at": {
        "display_value": "2015-07-06 11:56:23",
        "value": "2015-07-06 18:56:23",
        "display_value_internal": "2015-07-06 11:56:23"
      },
      "review_comments": {
        "display_value": "",
        "value": ""
      },
      "business_service": {
        "display_value": "",
        "value": ""
      },
      "time_worked": {
        "display_value": "",
        "value": ""
      },
      "chg_model": {
        "display_value": "",
        "value": ""
      },
      "expected_start": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "opened_at": {
        "display_value": "2015-06-09 11:55:46",
        "value": "2015-06-09 18:55:46",
        "display_value_internal": "2015-06-09 11:55:46"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "work_end": {
        "display_value": "2015-07-06 11:56:10",
        "value": "2015-07-06 18:56:10",
        "display_value_internal": "2015-07-06 11:56:10"
      },
      "phase_state": {
        "display_value": "Open",
        "value": "open"
      },
      "cab_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "work_notes": {
        "display_value": "",
        "value": ""
      },
      "close_code": {
        "display_value": "Successful",
        "value": "successful"
      },
      "assignment_group": {
        "display_value": "Network",
        "value": "287ebd7da9fe198100f92cc8d1d2154e"
      },
      "description": {
        "display_value": "Resend the complete BGP table to
neighboring routers\r\n\r\n--Both neighbors need to support
soft reset route refresh capability.\r\n--Stores complete
BGP table of you neighbor in router memory.\r\n--Not a good
idea on a peering router with full feed, due to the memory
requirements.\r\n",
        "value": "Resend the complete BGP table to neighboring
routers\r\n\r\n--Both neighbors need to support soft reset
route refresh capability.\r\n--Stores complete BGP table of you
neighbor in router memory.\r\n--Not a good idea on a peering
router with full feed, due to the memory requirements.\r\n"
      },
      "on_hold_reason": {
        "display_value": "",
        "value": ""
      },
      "calendar_duration": {
        "display_value": "",
        "value": ""
      },
      "close_notes": {
        "display_value": "Completed without issues",
        "value": "Completed without issues"
      },
      "sys_id": {
        "display_value": "1766f1de47410200e90d87e8dee490f6",
        "value": "1766f1de47410200e90d87e8dee490f6"
      },
      "contact_type": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value": "Phone",
        "value": "phone"
      },
      "cab_required": {
        "display_value": "false",
        "value": false
      },
      "urgency": {
        "display_value": "3 - Low",
        "value": 3.0
      },
      "scope": {
        "display_value": "Medium",
        "value": 3.0
      },
      "company": {
        "display_value": "",
        "value": ""
      },
      "justification": {
        "display_value": "",
        "value": ""
      },
      "activity_due": {
        "display_value": "UNKNOWN",
        "value": "",
        "display_value_internal": ""
      },
      "comments": {
        "display_value": "",
        "value": ""
      },
      "approval": {
        "display_value": "Approved",
        "value": "approved"
      },
      "due_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "sys_mod_count": {
        "display_value": "10",
        "value": 10.0
      },
      "on_hold": {
        "display_value": "false",
        "value": false
      },
      "sys_tags": {
        "display_value": "",
        "value": ""
      },
      "conflict_last_run": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "risk_value": {
        "display_value": "",
        "value": ""
      },
      "unauthorized": {
        "display_value": "false",
        "value": false
      },
      "risk": {
        "display_value": "Moderate",
        "value": 3.0
      },
      "location": {
        "display_value": "",
        "value": ""
      },
      "category": {
        "display_value": "Other",
        "value": "Other"
      },
      "risk_impact_analysis": {
        "display_value": "",
        "value": ""
      }
    }
}
```


Change Management - GET /sn_chg_rest/change/{sys_id}/ci

Retrieves multiple configuration items (CIs) associated to a specified change request based on the specified association type.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}/ci`

Default URL: `/api/sn_chg_rest/change/{sys_id}/ci`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request for which to return the associated CMDB CIs. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
association_type	Required. Type of association between the CMDB CI and the change request. Valid values: • affected: CIs that are affected by the change request • impacted: Services impacted by the change request • offering: Impacted service offerings Data type: String
name-value pairs	Name-value pairs to use to filter the result set. The name is the field on which the specified va filtered. This parameter is mutually exclusive with *sysparm_query*. For example, instead of `&sysparm_query=active=true`, you can simplify the calling statement by using `&acti` can also use the display value when the field is a choice or reference type field, such as `&sta` instead of `&state=7`. To specify multiple key-value pairs, separate each with an ampersand, `&active=true&assigned_to=john.smith`. Data type: String
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use t parameter to paginate record retrieval. Data type: Number Default: 500
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record re functionality enables the retrieval of all records, regardless of the number of records, in small For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply p available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until y records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0

sysparm_query	Encoded query used to filter the result set. You can use a UI filter to obtain a properly enco
	
	Syntax: `sysparm_query=<col_name><operator><value>`.
	• <col_name>: Name of the table column to filter against.
	• <operator>: Supports the following values:
	  ○ =: Exactly matches <value>.
	  ○ !=: Does not match <value>.
	  ○ ^: Logically AND multiple query statements.
	  ○ ^OR: Logically OR multiple query statements.
	  ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> fiel string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields string. <value>: Value to match against. For more operators, see Operators available for filters and queries. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_name><` For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` Encoded queries also support order by functionality. To sort responses based on certain field and ORDERBYDESC clauses in *sysparm_query*. Syntax: • `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcat` This query filters all active records and orders the results in ascending order by number, and order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores It then returns rows using only the valid portion of the query. You can control this behavior usi *glide.invalid_query.returns_no_rows*. Set this property to true to return no rows **Note:** The *glide.invalid_query.returns_no_rows* property controls the beh across the instance, such as in lists, scripts (*GlideRecord.query()*), and web servic Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. The error response contains pertinent messages to help troubleshoot the problem.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
ci_item|cmdb_ci_service	Either the ci_item or cmdb_ci_service variables, depending upon the association type. Data type: Array `ci_item|cmdb_ci_service : { display_value: "String", value: "String" }`
ci_item|cmdb_ci_service.value	Sys_id of the ci_item or cmdb_ci_service. Data type: String
ci_item| cmdb_ci_service.display_value	Display value of the ci_item or cmdb_ci_service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
sys_id	Change request sys_id information. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.value	Sys_id of the change request. Data type: String
sys_id.display_value	Sys_id of the change request to display in a UI. Data type: String
<record_fields>	All valid fields in the ci_item or cmdb_ci_service record; table based on association type. Data type: Object

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/c286
d61347c12200e0ef563dbb9a71df/ci?association_type=affected" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

```
{
  result: [
    {
      sys_id: {
        value: "92b8544047810200e90d87e8dee490b0",
        display_value: "92b8544047810200e90d87e8dee490b0"
      },
      ci_item|cmdb_ci_service : {
        value: "3a27d4370a0a0bb4006316812bf45439",
        display_value: "PS Apache01"
      },
      ..., // all valid fields in record, table based on
 association type
    },
    { // next record found }, ... // and so on
  ]
}
```

Change Management - GET /sn_chg_rest/change/{sys_id}/conflict

Retrieves the status of the currently running change request conflict checking process or the results of the last completed conflict checking process for the specified change request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}/conflict`

Default URL: `/api/sn_chg_rest/change/{sys_id}/conflict`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request for which to return the status of the running/completed conflict checking process. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Current status of the conflict checking process; including conflicts if any are detected.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
conflicts	List of conflicts found for the change request. An empty object indicates that no conflicts were detected. Data type: Array
job_status	Status of the actual conflict checking job. Data type: String
last_run	Date and time the last conflict checking process started. Data type: String
record_count	Number of records checked. Data type: String
status	Outcome of the conflict checking process, such as "Conflict" or "Not run". **Note:** Even if the change request does not have any conflicts, this field is set to "Conflict." However, the `conflicts` object is empty. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/0f4a
c6c4b750230096c3e4f6ee11a9fe/conflict" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Successful response - no conflicts

```
{
  result: {
    status: "Conflict",
    last_run": "2018-08-30 12:58:05",
    record_count: "1",
    job_status: "2",
    conflicts: []
  }
}
```

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/0f4a
c6c4b750230096c3e4f6ee11a9fe/conflict" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Successful response - with conflicts

```
{
  result: {
    status: "Conflict",
    last_run": "2018-08-30 12:58:05",
    record_count: "1",
    job_status: "2",
    conflicts: [
      {
        change: {
          display_value: "CHG0030001",
          value: "afbffb24b758230096c3e4f6ee11a972"
        },
        type: {
          display_value: "Not In Maintenance Window",
          value: "not_in_maintenance_window"
        }
        ..., // all valid fields in record, example below
      }
    ]
  }
}
```

Change Management - GET /sn_chg_rest/change/emergency

Retrieves one or more emergency change requests based on the specified criteria.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/emergency`

Default URL: `/api/sn_chg_rest/change/emergency`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
order	Field by which to sort the returned change requests. Data type: String Default: *number*
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the parameter to paginate record retrieval. Data type: Number Default: 500
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record ret functionality enables the retrieval of all records, regardless of the number of records, in small m For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply pa available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0

sysparm_query	Encoded query used to filter the result set. You can use a UI filter to obtain a properly encode
	
	Syntax: `sysparm_query=<col_name><operator><value>`.
	• <col_name>: Name of the table column to filter against.
	• <operator>: Supports the following values:
	  ○ =: Exactly matches <value>.
	  ○ !=: Does not match <value>.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	○ ^: Logically AND multiple query statements. ○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose da ○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> field string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields w string. <value>: Value to match against. For more operators, see Operators available for filters and queries. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_name><op` For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` Encoded queries also support order by functionality. To sort responses based on certain fields, and ORDERBYDESC clauses in *sysparm_query*. Syntax: • `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcate` This query filters all active records and orders the results in ascending order by number, and th order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores t It then returns rows using only the valid portion of the query. You can control this behavior using *glide.invalid_query.returns_no_rows*. Set this property to true to return no rows c **Note:** The *glide.invalid_query.returns_no_rows* property controls the beha across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service Data type: String
key-value pairs	Name-value pairs to use to filter the result set. The name is the field on which the specified valu filtered. This parameter is mutually exclusive with *sysparm_query*. For example, instead of u `&sysparm_query=active=true`, you can simplify the calling statement by using `&activ` can also use the display value when the field is a choice or reference type field, such as `&stat` instead of `&state=7`. To specify multiple key-value pairs, separate each with an ampersand, s `&active=true&assigned_to=john.smith`. Data type: String
textSearch	String to use to search all emergency change request record fields. This search uses ServiceNo platform functionality and defaults to `IR_AND_OR_QUERY`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Values for all fields in the associated change request. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
state	State of the change request. Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in a UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Sys_id information for the change request. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.display_value	Sys_id of the change request to display in a UI. Data type: String
sys_id.value	Sys_id of the change request. Data type: String
type	Type of change request. Data type: Object `type: { display_value: "String", value: "String" }`
type.display_value	Change type to display in a UI. Value is always "Emergency". Data type: String
type.value	Internal type value. Value is always "emergency". Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/emer
gency?sysparm_query=active=true^ORDERBYnumber" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "1c87925347c12200e0ef563dbb9a7177",
        display_value: "1c87925347c12200e0ef563dbb9a7177"
      },
      state: {
        value: "-5",
        display_value: "New"
      },
      type: {
        value: "emergency",
        display_value: "Emergency"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Reboot server",
        display_value: "Reboot server"
      },
    },
    { // next record found }, ... // and so on
  ]
}
```

Change Management - GET /sn_chg_rest/change/emergency/{sys_id}

Retrieves the emergency change request identified by the specified sys_id.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/emergency/{sys_id}`

Default URL: `/api/sn_chg_rest/change/emergency/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
sys_id	Sys_id of the emergency change request to retrieve. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Values for all fields in the associated change request. Data type: Object
state	State of the change request. Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in a UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Sys_id information for the change request. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.display_value	Sys_id of the change request to display in a UI. Data type: String
sys_id.value	Sys_id of the change request. Data type: String
type	Type of change request. Data type: Object `type: { display_value: "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> value: "String" }</pre>
type.display_value	Change type to display in a UI. Value is always "Emergency". Data type: String
type.value	Internal type value. Value is always "emergency". Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/emer
gency/b0dbda5347c12200e0ef563dbb9a718f" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "b0dbda5347c12200e0ef563dbb9a718f",
        display_value: "b0dbda5347c12200e0ef563dbb9a718f"
      },
      state: {
        value: "-5",
        display_value: "New"
      },
      type: {
        value: "emergency",
        display_value: "Emergency"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Reboot server",
        display_value: "Reboot server"
      },
    },
  ]
}
```

Change Management - GET /sn_chg_rest/change/model

Retrieves one or more change models based on the specified criteria.

Use this endpoint to find a change model that best fits the change request that you are trying to create. For additional information, see Change Models.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/model`

Default URL: `/api/sn_chg_rest/change/model`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
name-value pairs	Name-value pairs to use to filter the result set. The name is the field on which the specified valu filtered. This parameter is mutually exclusive with *sysparm_query*. For example, instead of u `&sysparm_query=active=true`, you can simplify the calling statement by using `&activ` can also use the display value when the field is a choice or reference type field, such as `&stat` instead of `&state=7`. To specify multiple key-value pairs, separate each with an ampersand, s `&active=true&assigned_to=john.smith`. Data type: String
order	Field by which to sort the returned change models. Data type: String Default: *name*
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record ret functionality enables the retrieval of all records, regardless of the number of records, in small m For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply pa available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. You can use a UI filter to obtain a properly encode Syntax: `sysparm_query=<col_name><operator><value>`. • <col_name>: Name of the table column to filter against. • <operator>: Supports the following values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	○ =: Exactly matches <value>. ○ !=: Does not match <value>. ○ ^: Logically AND multiple query statements. ○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose da ○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> field string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields w string. <value>: Value to match against. For more operators, see Operators available for filters and queries. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_name><op` For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` Encoded queries also support order by functionality. To sort responses based on certain fields, and ORDERBYDESC clauses in *sysparm_query*. Syntax: • `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcate` This query filters all active records and orders the results in ascending order by number, and th order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores t It then returns rows using only the valid portion of the query. You can control this behavior using *glide.invalid_query.returns_no_rows*. Set this property to true to return no rows **Note:** The *glide.invalid_query.returns_no_rows* property controls the beha across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service Data type: String
textSearch	String to use to search all change model record fields. This search uses ServiceNow full text sea functionality. For more information on ServiceNow search capabilities, see Search administratio Data type: String Default: `IR_AND_OR_QUERY`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
result	List containing one or more change model record objects. Each object describes model object corresponds to a field in its associated record in the Change Model All elements contain *value* and *display_value* name-value pairs. Some cor pairs. Data type: Array
result.active	Flag that indicates whether the associated change model record is active and ava

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: Change model is active. • false: Change model isn't active. Data type: Boolean Default: true
result.available_in_ui	Flag that indicates whether the associated change model record is available withi Valid values: • true: Change model is available in the user interface. • false: Change model isn't available in the user interface. Data type: Boolean Default: true
result.color	Color of the associated change model on the change request landing page. Data type: String Default: #cbcbcb
result.default_change_model	Flag that indicates whether the associated change model record is the default ch Valid values: • true: Default • false: Not the default Data type: Boolean Default: false
result.description	Short description of the purpose of the change model. Data type: String Maximum length: 4,000
result.name	Name of the change model. Data type: String Maximum length: 200
result.record_preset	Name-value pairs of the fields that should automatically be populated, with their a record is created. Values are separated by caret symbols. For example: `"type=normal^assignment_group=a715cd759f2002002920bde81 Change^EQ"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.state_field	Choice list field from which to collect choices, based on the provided in *table_* "state". Data type: String
result.sys_class_name	Change module table name. Always Change Model/chg_model. Data type: String
result.sys_created_by	Name of the user that initially created the associated change module record. Data type: String
result.sys_created_on	Date and time that the change module record was originally created. Data type: String
result.sys_domain	If using domains in the instance, the name of the domain to which the change mo Data type: String
result.sys_domain_path	If using domains in the instance, the domain path in which the associated change Data type: String
result.sys_id	Unique identifier of the associated change model record. Data type: String
result.sys_mod_count	Number of times that the associated change model record has been modified. Data type: Number
result.sys_name	Name of the change model. Always the same as the *name* parameter. Data type: String
result.sys_tags	System tags associated with the change model record. Data type: String
result.sys_updated_by	Name of the user that last updated the associated change model record. Data type: String Maximum length: 40
result.sys_updated_on	Date and time the associated change model record was last updated. Data type: String
result.table_name	Table that defines the Choice list field from which to collect choices. For change r Data type: String Maximum length: 80

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

This example shows a request for obtaining all change model records.

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/mo
del \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

For brevity, this response only shows a single change model object.


```
{
  "result": [
    {
      "record_preset": {
        "display_value":
 "type=normal^assignment_group=a715cd759f2002002920bde8132e7018^
short_description=Automated : Change^EQ",
        "value":
 "type=normal^assignment_group=a715cd759f2002002920bde8132e7018^
short_description=Automated : Change^EQ"
      },
      "color": {
        "display_value": "#488df4",
        "value": "#488df4"
      },
      "default_change_model": {
        "display_value": "false",
        "value": false
      },
      "sys_mod_count": {
        "display_value": "6",
        "value": 6.0
      },
      "description": {
        "display_value": "This model is intended to capture
  a record of an automated change.  There are no approvals
 associated with this change model.\r\n",
        "value": "This model is intended to capture  a record of
 an automated change.  There are no approvals associated with
 this change model.\r\n"
      },
      "active": {
        "display_value": "true",
        "value": true
      },
      "sys_updated_on": {
        "display_value": "2020-10-02 06:24:24",
        "value": "2020-10-02 13:24:24",
        "display_value_internal": "2020-10-02 06:24:24"
      },
      "sys_tags": {
        "display_value": "",
        "value": ""
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "table_name": {
        "display_value": "change_request",
        "value": "change_request"
      },
      "sys_class_name": {
        "display_value": "Change Model",
        "value": "chg_model"
      },
      "sys_id": {
        "display_value": "7840d2515323101034d1ddeeff7b12a6",
        "value": "7840d2515323101034d1ddeeff7b12a6"
      },
      "sys_updated_by": {
        "display_value": "admin",
        "value": "admin"
      },
      "available_in_ui": {
        "display_value": "false",
        "value": false
      },
      "state_field": {
        "display_value": "state",
        "value": "state"
      },
      "sys_created_on": {
        "display_value": "2020-09-28 07:33:25",
        "value": "2020-09-28 14:33:25",
        "display_value_internal": "2020-09-28 07:33:25"
      },
      "name": {
        "display_value": "Change Registration",
        "value": "Change Registration"
      },
      "sys_name": {
        "display_value": "Change Registration",
        "value": "Change Registration"
      },
      "sys_created_by": {
        "display_value": "admin",
        "value": "admin"
      }
    }
  ]
}
```


Change Management - GET /sn_chg_rest/change/model/{sys_id}

Retrieves the change model identified by the specified sys_id.

You can then use this change model to create the desired change request. For additional information on change models, see Change Models.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/model/{sys_id}`

Default URL: `/api/sn_chg_rest/change/model/{sys_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change model record to retrieve from the Change Model [chg_model] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
result	Requested change model record object. Each element in this object corresponds [chg_model] table. All elements contain *value* and *display_value* name-value pairs. Some cor pairs. Data type: Object
result.active	Flag that indicates whether the associated change model record is active and ava Valid values: • true: Change model is active. • false: Change model isn't active. Data type: Boolean Default: true
result.available_in_ui	Flag that indicates whether the associated change model record is available with Valid values: • true: Change model is available in the user interface. • false: Change model isn't available in the user interface. Data type: Boolean Default: true
result.color	Color of the associated change model on the change request landing page. Data type: String Default: #cbcbcb

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.default_change_model	Flag that indicates whether the associated change model record is the default ch Valid values: • true: Default • false: Not the default Data type: Boolean Default: false
result.description	Short description of the purpose of the change model. Data type: String Maximum length: 4,000
result.name	Name of the change model. Data type: String Maximum length: 200
result.record_preset	Name-value pairs of the fields that should automatically be populated, with their a record is created. Values are separated by caret symbols. For example: `"type=normal^assignment_group=a715cd759f2002002920bde81 Change^EQ"` Data type: String
result.state_field	Choice list field from which to collect choices, based on the provided in *table_* "state". Data type: String
result.sys_class_name	Change module table name. Always Change Model/chg_model. Data type: String
result.sys_created_by	Name of the user that initially created the associated change module record. Data type: String
result.sys_created_on	Date and time that the change module record was originally created. Data type: String
result.sys_domain	If using domains in the instance, the name of the domain to which the change mo Data type: String
result.sys_domain_path	If using domains in the instance, the domain path in which the associated change Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.sys_id	Unique identifier of the associated change model record. Data type: String
result.sys_mod_count	Number of times that the associated change model record has been modified. Data type: Number
result.sys_name	Name of the change model. Always the same as the *name* parameter. Data type: String
result.sys_tags	System tags associated with the change model record. Data type: String
result.sys_updated_by	Name of the user that last updated the associated change model record. Data type: String Maximum length: 40
result.sys_updated_on	Date and time the associated change model record was last updated. Data type: String
result.table_name	Table that defines the Choice list field from which to collect choices. For change r Data type: String Maximum length: 80

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/mod
el/c0efda5347c12200e0ef563dbb9a81e3" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "record_preset": {
      "display_value": "type=emergency^EQ",
      "value": "type=emergency^EQ"
    },
    "color": {
      "display_value": "#ea3423",
      "value": "#ea3423"
    },
    "default_change_model": {
      "display_value": "false",
      "value": false
    },
    "sys_mod_count": {
      "display_value": "2",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value": 2.0
    },
    "description": {
      "display_value": "ITIL Mode 1 Emergency Change",
      "value": "ITIL Mode 1 Emergency Change"
    },
    "active": {
      "display_value": "true",
      "value": true
    },
    "sys_updated_on": {
      "display_value": "2020-09-28 08:53:12",
      "value": "2020-09-28 15:53:12",
      "display_value_internal": "2020-09-28 08:53:12"
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "table_name": {
      "display_value": "change_request",
      "value": "change_request"
    },
    "sys_class_name": {
      "display_value": "Change Model",
      "value": "chg_model"
    },
    "sys_id": {
      "display_value": "c0efda5347c12200e0ef563dbb9a81e3",
      "value": "c0efda5347c12200e0ef563dbb9a81e3"
    },
    "sys_updated_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "available_in_ui": {
      "display_value": "true",
      "value": true
    },
    "state_field": {
      "display_value": "state",
      "value": "state"
    },
    "sys_created_on": {
      "display_value": "2020-09-04 09:16:03",
      "value": "2020-09-04 16:16:03",
      "display_value_internal": "2020-09-04 09:16:03"
    },
    "name": {
      "display_value": "Emergency",
      "value": "Emergency"
    },
    "sys_name": {
      "display_value": "Emergency",
      "value": "Emergency"
    },
    "sys_created_by": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "display_value": "admin",
      "value": "admin"
    }
  }
}
```

Change Management - GET /sn_chg_rest/change/normal

Retrieves one or more normal change requests based on the specified criteria.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/normal`

Default URL: `/api/sn_chg_rest/change/normal`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
name-value pairs	Name-value pairs to use to filter the result set. The name is the field on which the specified valu filtered. This parameter is mutually exclusive with *`sysparm_query`*. For example, instead of u `&sysparm_query=active=true`, you can simplify the calling statement by using `&activ` can also use the display value when the field is a choice or reference type field, such as `&stat` instead of `&state=7`. To specify multiple key-value pairs, separate each with an ampersand, s `&active=true&assigned_to=john.smith`. Data type: String
order	Field by which to sort the returned change requests. Data type: String
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the parameter to paginate record retrieval. Data type: Number Default: 500
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record ret functionality enables the retrieval of all records, regardless of the number of records, in small m

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply pa available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. You can use a UI filter to obtain a properly encode Syntax: `sysparm_query=<col_name><operator><value>`. • <col_name>: Name of the table column to filter against. • <operator>: Supports the following values: ○ =: Exactly matches <value>. ○ !=: Does not match <value>. ○ ^: Logically AND multiple query statements. ○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose da ○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> field string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields w string. <value>: Value to match against. For more operators, see Operators available for filters and queries. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_name><op` For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` Encoded queries also support order by functionality. To sort responses based on certain fields, and ORDERBYDESC clauses in *sysparm_query*. Syntax: • `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcate` This query filters all active records and orders the results in ascending order by number, and th order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores t It then returns rows using only the valid portion of the query. You can control this behavior using *glide.invalid_query.returns_no_rows*. Set this property to true to return no rows c

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Note: The *glide.invalid_query.returns_no_rows* property controls the beha across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service Data type: String
textSearch	String to use to search all normal change request record fields. This search uses ServiceNow fu functionality and defaults to IR_AND_OR_QUERY. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Values for all fields in the associated change request. Data type: Object
state	State of the change request prior to the delete. Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in a UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Sys_id information for the change request. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.display_value	Sys_id of the change request to display in a UI. Data type: String
sys_id.value	Sys_id of the change request. Data type: String
type	Type of change request. Data type: Object `type: { display_value: "String", value: "String" }`
type.display_value	Change type to display in a UI. Value is always "Normal". Data type: String
type.value	Internal type value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Value is always "normal". Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/norm
al?sysparm_query=active=true^ORDERBYnumber" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "1c87925347c12200e0ef563dbb9a7177",
        display_value: "1c87925347c12200e0ef563dbb9a7177"
      },
      state: {
        value: "-5",
        display_value: "New"
      },
      type: {
        value: "normal",
        display_value: "Normal"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Add network switch to cabinet",
        display_value: "Add network switch to cabinet"
      },
    },
    { // next record found }, ... // and so on
  ]
}
```

Change Management - GET /sn_chg_rest/change/normal/{sys_id}

Retrieves the normal change request identified by the specified sys_id.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/normal/{sys_id}`

Default URL: `/api/sn_chg_rest/change/normal/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the normal change request to retrieve. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Values for all fields in the associated change request. Data type: Object
state	State of the change request prior to the delete. Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in a UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Sys_id of the change request. Data type: String
type	Type of change request. Data type: Object `type: { display_value: "String", value: "String" }`
type.display_value	Change type to display in a UI. Value is always "Normal". Data type: String
type.value	Internal type value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Value is always "normal". Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/normal/b0dbda5347c12200e0ef563dbb9a718f" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: "b0dbda5347c12200e0ef563dbb9a718f",
      state: {
        value: "-5",
        display_value: "New"
      },
      type: {
        value: "normal",
        display_value: "Normal"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Add network switch to cabinet",
        display_value: "Add network switch to cabinet"
      },
    },
  ]
}
```

Change Management - GET /sn_chg_rest/change/standard

Retrieves one or more standard change requests based on the specified criteria.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/standard`

Default URL: `/api/sn_chg_rest/change/standard`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
name-value pairs	Name-value pairs to use to filter the result set. The name is the field on which the specified valu filtered. This parameter is mutually exclusive with *`sysparm_query`*. For example, instead of u `&sysparm_query=active=true`, you can simplify the calling statement by using `&activ` can also use the display value when the field is a choice or reference type field, such as `&stat` instead of `&state=7`. To specify multiple key-value pairs, separate each with an ampersand, s `&active=true&assigned_to=john.smith`. Data type: String
order	Field by which to sort the returned change requests. Data type: String
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the parameter to paginate record retrieval. Data type: String Default: 500
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record ret functionality enables the retrieval of all records, regardless of the number of records, in small m For example, the first time you call this endpoint, *`sysparm_offset`* is set to "0". To simply pa available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you records. Don't pass a negative number in the *`sysparm_offset`* parameter. Data type: Number Default: 0

sysparm_query	Encoded query used to filter the result set. You can use a UI filter to obtain a properly encode
	
	Syntax: `sysparm_query=<col_name><operator><value>`.
	• <col_name>: Name of the table column to filter against.
	• <operator>: Supports the following values:
	  ○ =: Exactly matches <value>.
	  ○ !=: Does not match <value>.
	  ○ ^: Logically AND multiple query statements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose da ○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> field string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields w string. <value>: Value to match against. For more operators, see Operators available for filters and queries. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_name><op` For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` Encoded queries also support order by functionality. To sort responses based on certain fields, and `ORDERBYDESC` clauses in *`sysparm_query`*. Syntax: • `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcate` This query filters all active records and orders the results in ascending order by number, and th order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores t It then returns rows using only the valid portion of the query. You can control this behavior using *`glide.invalid_query.returns_no_rows`*. Set this property to true to return no rows c **Note:** The *`glide.invalid_query.returns_no_rows`* property controls the beha across the instance, such as in lists, scripts (*`GlideRecord.query()`*), and web service Data type: String
textSearch	String to use to search all standard change request record fields. This search uses ServiceNow platform functionality and defaults to `IR_AND_OR_QUERY`. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	All fields (key) with their associated values for the identified change request. Data type: Object

state	State of the change request prior to the delete.
	
	Data type: Object
	`state: {`
	`  display_value: "String",`
	`  value: "String"`
	`}`

state.display_value	State to display in a UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
state.value	Internal state value. Data type: String

sys_id	Sys_id information for the change request.
	
	Data type: Object
	
	`sys_id: {`
	`  display_value: "String",`
	`  value: "String"`
	`}`

sys_id.display_value	Sys_id of the change request to display in a UI. Data type: String
sys_id.value	Sys_id of the change request. Data type: String

type	Type of change request.
	
	Data type: Object
	
	`type: {`
	`  display_value: "String",`
	`  value: "String"`
	`}`

type.display_value	Change type to display in a UI. Value is always "Standard". Data type: String
type.value	Internal type value. Value is always "standard". Data type: String

Example: Sample cURL request

```
curl
 "https://instance.service-now.com/api/sn_chg_rest/v1/change/sta
ndard?sysparm_query=active=true^ORDERBYnumber" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        value: "1c87925347c12200e0ef563dbb9a7177",
        display_value: "1c87925347c12200e0ef563dbb9a7177"
      },
      state: {
        value: "-5",
        display_value: "New"
      },
      type: {
        value: "standard",
        display_value: "Standard"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Add network switch to cabinet",
        display_value: "Add network switch to cabinet"
      },
    },
    { // next record found }, ... // and so on
  ]
}
```

Change Management - GET /sn_chg_rest/change/standard/{sys_id}

Retrieves the standard change request identified by the specified sys_id.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/standard/{sys_id}`

Default URL: `/api/sn_chg_rest/change/standard/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the standard change request to retrieve. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	All fields (key) with their associated values for the identified change request. Data type: Object
state	State of the change request prior to the delete.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in a UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Sys_id information for the change request. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.display_value	Sys_id of the change request to display in a UI. Data type: String
sys_id.value	Sys_id of the change request. Data type: String

Example: cURL request

```
curl
 "https://https://instance.servicenow.com/api/sn_chg_rest/v1/change/standard/b0dbda5347c12200e0ef563dbb9a718f" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "1c87925347c12200e0ef563dbb9a7177",
        display_value: "1c87925347c12200e0ef563dbb9a7177"
      },
      state: {
        value: "-5",
        display_value: "New"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Add network switch to cabinet",
        display_value: "Add network switch to cabinet"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
      },
    ]
}
```

Change Management - GET /sn_chg_rest/change/standard/template

Retrieves one or more standard change templates based on the specified criteria.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/standard/template`

Default URL: `/api/sn_chg_rest/change/standard/template`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
name-value pairs	Name-value pairs to use to filter the result set. The name is the field on which the specified valu filtered. This parameter is mutually exclusive with *sysparm_query*. For example, instead of u `&sysparm_query=active=true`, you can simplify the calling statement by using `&activ` can also use the display value when the field is a choice or reference type field, such as `&stat` instead of `&state=7`. To specify multiple key-value pairs, separate each with an ampersand, s `&active=true&assigned_to=john.smith`. Data type: String
order	Field by which to sort the returned standard change templates. Data type: String Default: Number
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the parameter to paginate record retrieval. Data type: Number Default: 500
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record ret functionality enables the retrieval of all records, regardless of the number of records, in small m

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply pa available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. You can use a UI filter to obtain a properly encode Syntax: `sysparm_query=<col_name><operator><value>`. • <col_name>: Name of the table column to filter against. • <operator>: Supports the following values: ○ =: Exactly matches <value>. ○ !=: Does not match <value>. ○ ^: Logically AND multiple query statements. ○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose da ○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> field string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields w string. <value>: Value to match against. For more operators, see Operators available for filters and queries. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_name><op` For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` Encoded queries also support order by functionality. To sort responses based on certain fields, and ORDERBYDESC clauses in *sysparm_query*. Syntax: • `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcate` This query filters all active records and orders the results in ascending order by number, and th order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores t It then returns rows using only the valid portion of the query. You can control this behavior using *glide.invalid_query.returns_no_rows*. Set this property to true to return no rows c

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Note: The *glide.invalid_query.returns_no_rows* property controls the beha across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service Data type: String
textSearch	String to use to search all standard change request record fields. This search uses ServiceNow platform functionality and defaults to IR_AND_OR_QUERY. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	All fields with their associated values for the identified standard change template. Data type: Object
sys_id	Sys_id information for the change request. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.display_value	Sys_id of the change request to display in a UI. Data type: String
sys_id.value	Sys_id of the change request. Data type: String
template	Information about the standard change template. Data type: Object `template: { display_value: "String", value: "String" }`
template.display_value	Template information to display in the UI. Data type: String
template.value	Template sys_id. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/stan
dard/template?sysparm_query=active=true^ORDERBYnumber" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "92b8544047810200e90d87e8dee490b0",
        display_value: "92b8544047810200e90d87e8dee490b0"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      template : {
        value: "1c8e02ec47410200e90d87e8dee49057",
        display_value: "Add network switch to datacenter
 cabinet"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Standard change template to add network switch
 to cabinet",
        display_value: "Standard change template to add network
 switch to cabinet"
      },
    },
    { // next record found }, ... // and so on
  ]
}
```

Change Management - GET /sn_chg_rest/change/standard/template/{sys_id}

Retrieves the standard change template identified by the specified sys_id.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/standard/template/{sys_id}`

Default URL: `/api/sn_chg_rest/change/standard/template/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the standard change template to retrieve. Data type: String Table: Standard Change Template [std_change_record_producer]

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	All fields with their associated values for the identified standard change template. Data type: Object
sys_id	Sys_id of the change request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
template	Information about the standard change template. Data type: Object `template: { display_value: "String", value: "String" }`
template.display_value	Template information to display in a UI. Data type: String
template.value	Template sys_id. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/stan
dard/template/92b8544047810200e90d87e8dee490b0" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: "92b8544047810200e90d87e8dee490b0",
      template : {
        value: "1c8e02ec47410200e90d87e8dee49057",
        display_value: "Add network switch to datacenter
 cabinet"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Standard change template to add network switch
 to cabinet",
        display_value: "Standard change template to add network
 switch to cabinet"
      },
    },
  ]
}
```

Change Management - GET /sn_chg_rest/change/worker/{sys_id}

Retrieves the current status, information, and errors for the specified asynchronous worker.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/worker/{sys_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_chg_rest/{change/worker/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change management asynchronous worker. Data type: String Table: Change Management Worker [chg_mgt_worker]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
messages	Message information. Data type: Object `"messages": { "errorMessages": [Array], "infoMessages": [Array], "warningMessages": [Array] }`
messages.errorMessages	Error messages encountered while processing the request. For example: `Invalid CMDB_CI sys_id provided` Data type: Array
messages.infoMessages	Information messages encountered while processing the request. For example: `CMDB_CI sys_id already associated to provided.` Data type: Array
messages.warningMessages	Warning messages encountered while processing the request. For example: `Invalid CMDB_CI sys_id provided.` Data type: Array
payload	Unique payload provided when using a worker sys_id from the successful response body of a scheduling endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• GET /ci/{cmdb_ci_sys_id}/schedule • GET /sn_chg_rest/change/{change_sys_id}/schedule `"payload": { "spans": [Array] }` Data type: Object
payload.spans	If a timespan is available within the duration provided in the schedule endpoint, the worker API lists the available time spans. `"payload": { "spans": [ { "end": {Object}, "start": {Object} } ] }` Data type: Array
payload.spans.start	`"start": { "display_value": "String", "value": "String" }` Data type: Object
payload.spans.start.value	Date and time that the change request is planned to start implementation. Data type: String
payload.spans.start.display_value	Displays the value of the change request start time. Time format: yyyy-mm-dd hh:mm:ss Data type: String
payload.spans.end	`"end": { "display_value": "String", "value": "String" }` Data type: Object
payload.spans.end.value	Date and time that the change request is planned for completion. Time format: yyyy-mm-dd hh:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
payload.spans.end.display_value	Displays the value of the change request completion time. Data type: String
request	Original endpoint request. Data type: String

state	Information on the current state of the worker.
	
	Data type: Object
	
	`state: {`
	`  display_value: "String",`
	`  value: Number`
	`}`

state.display_value	Display value of the state of the worker. These values directly correlate to the *`state.value`* parameter. Possible values: • Complete • Error • In-Progress • Waiting Data type: String
state.value	Numeric value of the state of the worker. Possible values: • 1 • 2 • 3 • 4 Data type: Number
type	Type of association between the CMDB CI and the change request. Data type: String

worker	Information about the associated worker.
	
	Data type: Object
	
	`"worker": {`
	`  "link": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "sysId": "String" }</pre>
worker.link	URL to retrieve the status of the associated worker and other worker pertinent information. Data type: String
worker.sysId	Sys_id of the worker associated with the change request. Data type: String
<other_params>	Other parameters that are process-specific, such as *ignored_cmdb_ci_sys_ids*.

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/work
er/0644cd02dbec330084f07ffdbf9619c1" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "worker": {
      "sysId": "0644cd02dbec330084f07ffdbf9619c1",
      "link":
 "https://instance.service-now.com/api/sn_chg_rest/change/worker
/0644cd02dbec330084f07ffdbf9619c1"
    },
    "request":
 "{\"task\":\"c286d61347c12200e0ef563dbb9a71df\"}",
    "state": {
      "value": 3,
      "display_value": "Complete"
    },
    "type": "impacted",
    "messages": {
      "errorMessages": [],
      "warningMessages": [],
      "infoMessages": []
    }
  }
}
```

Change Management - PATCH /sn_chg_rest/change/{sys_id}

Updates the change request identified by the specified sys_id with the key-value pairs in the request body or URL.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_chg_rest/change/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request to modify. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
name-value pairs	Name-value pairs representing the fields to update. Request body parameters override URL parameters. However, required parameters must be specified in the URL. Data type: String
encrypted_fields	List of comma-separated fields to encrypt. These fields are encrypted before they are stored in the associated record. When specified, the endpoint calls the GlideRecord *`setDisplayValue()`* method, instead of calling the *`setValue()`* method. Because of this, you can also use this parameter to pass display values for non-encrypted fields, such as reference or choice fields, instead of passing sys_ids or values. Data type: String

Request body parameters (XML or JSON)

Name	Description
data	Name-value pairs representing the field(s) to update in the associated change request. For example, to update the short description file, enter a name-value pair similar to the following: `--data "{\"short_description\": \"my short desc\" }" \`. Data type: String
encrypted_fields	List of comma-separated fields to encrypt. These fields are encrypted before they are stored in the associated record. When specified, the endpoint calls

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	the GlideRecord *setDisplayValue()* method, instead of calling the *setValue()* method. Because of this, you can also use this parameter to pass display values for non-encrypted fields, such as reference or choice fields, instead of passing sys_ids or values. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
result	Updated change request record. Each element in this object corresponds to a field in the record in the Change Request [change_request] table. All elements contain *value* and *display_value* name-value pairs. Some contain *display_value_internal* name-value pairs. Data type: Object

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/b0db
da5347c12200e0ef563dbb9a718f" \
--request PATCH \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--data "{\"short_desription\": \"Reboot the server at 6 am\" }"
 \
--user "username":"password"
```


```
{
  "result":
    {
      "reason": {
        "display_value": "",
        "value": ""
      },
      "parent": {
        "display_value": "",
        "value": ""
      },
      "watch_list": {
        "display_value": "",
        "value": ""
       },
       "proposed_change": {
         "display_value": "",
         "value": ""
       },
       "upon_reject": {
         "display_value": "Cancel all future Tasks",
         "value": "cancel"
       },
       "sys_updated_on": {
         "display_value": "2015-07-06 11:59:27",
         "value": "2015-07-06 18:59:27",
         "display_value_internal": "2015-07-06 11:59:27"
      },
      "type": {
        "display_value": "Standard",
        "value": "standard"
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "approval_history": {
      "display_value": "",
      "value": ""
    },
    "skills": {
      "display_value": "",
      "value": ""
    },
    "test_plan": {
      "display_value": "--Confirm that there are no monitoring
alerts for the router",
      "value": "--Confirm that there are no monitoring alerts
for the router"
    },
    "number": {
      "display_value": "CHG0000024",
      "value": "CHG0000024"
    },
    "is_bulk": {
      "display_value": "false",
      "value": false
    },
    "cab_delegate": {
      "display_value": "",
      "value": ""
    },
    "requested_by_date": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "ci_class": {
      "display_value": "cmdb_ci",
      "value": "cmdb_ci"
    },
    "state": {
      "display_value": "Closed",
      "value": 3.0
    },
    "sys_created_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "knowledge": {
      "display_value": "false",
      "value": false
    },
    "order": {
      "display_value": "",
      "value": ""
    },
    "phase": {
      "display_value": "Requested",
      "value": "requested"
    },
    "cmdb_ci": {
      "display_value": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value": ""
    },
    "delivery_plan": {
      "display_value": "",
      "value": ""
    },
    "impact": {
      "display_value": "3 - Low",
      "value": 3.0
    },
    "contract": {
      "display_value": "",
      "value": ""
    },
    "active": {
      "display_value": "false",
      "value": false
    },
    "work_notes_list": {
      "display_value": "",
      "value": ""
    },
    "priority": {
      "display_value": "4 - Low",
      "value": 4.0
    },
    "sys_domain_path": {
      "display_value": "/",
      "value": "/"
    },
    "cab_recommendation": {
      "display_value": "",
      "value": ""
    },
    "production_system": {
      "display_value": "false",
      "value": false
    },
    "rejection_goto": {
      "display_value": "",
      "value": ""
    },
    "review_date": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "requested_by": {
      "display_value": "System Administrator",
      "value": "6816f79cc0a8016401c5a33be04be441"
    },
    "business_duration": {
      "display_value": "",
      "value": ""
    },
    "group_list": {
      "display_value": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": ""
      },
      "change_plan": {
        "display_value": "",
        "value": ""
      },
      "approval_set": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "wf_activity": {
        "display_value": "",
        "value": ""
      },
      "implementation_plan": {
        "display_value": "-- Place router into
maintenance mode in the monitoring platform\r\n--
Logon to router through SSH\r\n-- Run the following
command\r\n\r\nrouter(config-router)#router bgp
12345\r\nrouter(config-router)#neighbor {neighbor ip}
soft-reconfig [inbound]\r\nrouter#clear ip bgp {neighbor ip}
soft in\r\n\r\n-- Confirm the sessions have been cleared\r\n--
Place router back into operational mode in the monitoring
platform",
        "value": "-- Place router into maintenance mode in the
monitoring platform\r\n-- Logon to router through SSH\r\n--
Run the following command\r\n\r\nrouter(config-router)#router
bgp 12345\r\nrouter(config-router)#neighbor {neighbor ip}
soft-reconfig [inbound]\r\nrouter#clear ip bgp {neighbor ip}
soft in\r\n\r\n-- Confirm the sessions have been cleared\r\n--
Place router back into operational mode in the monitoring
platform"
      },
      "universal_request": {
        "display_value": "",
        "value": ""
      },
      "end_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "short_description": {
        "display_value": "Reboot the server at 6 am",
        "value": "Reboot the server at 6 am"
      },
      "correlation_display": {
        "display_value": "",
        "value": ""
      },
      "work_start": {
        "display_value": "2015-07-06 11:56:04",
        "value": "2015-07-06 18:56:04",
        "display_value_internal": "2015-07-06 11:56:04"
      },
      "delivery_task": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value": "",
        "value": ""
      },
      "outside_maintenance_schedule": {
        "display_value": "false",
        "value": false
      },
      "additional_assignee_list": {
        "display_value": "",
        "value": ""
      },
      "std_change_producer_version": {
        "display_value": "Clear BGP sessions on a Cisco router -
1",
        "value": "16c2273c47010200e90d87e8dee49006"
      },
      "sys_class_name": {
        "display_value": "Change Request",
        "value": "change_request"
      },
      "service_offering": {
        "display_value": "",
        "value": ""
      },
      "closed_by": {
        "display_value": "System Administrator",
        "value": "6816f79cc0a8016401c5a33be04be441"
      },
      "follow_up": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "review_status": {
        "display_value": "",
        "value": ""
      },
      "reassignment_count": {
        "display_value": "2",
        "value": 2.0
      },
      "start_date": {
        "display_value": "",
        "value": "",
        "display_value_internal": ""
      },
      "assigned_to": {
        "display_value": "",
        "value": ""
      },
      "variables": {
        "display_value": "variable_pool",
        "value": "variable_pool"
      },
      "sla_due": {
        "display_value": "UNKNOWN",
        "value": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value_internal": ""
      },
      "comments_and_work_notes": {
        "display_value": "",
        "value": ""
      },
      "escalation": {
        "display_value": "Normal",
        "value": 0.0
      },
      "upon_approval": {
        "display_value": "Proceed to Next Task",
        "value": "proceed"
      },
      "correlation_id": {
        "display_value": "",
        "value": ""
      },
      "made_sla": {
        "display_value": "true",
        "value": true
      },
      "backout_plan": {
        "display_value": "Due to the limited number of commands
in the implementation plan it is not possible to backout the
change.\r\n\r\nIf required you are authorized to reboot the
router if BGP fails to work",
        "value": "Due to the limited number of commands in
the implementation plan it is not possible to backout the
change.\r\n\r\nIf required you are authorized to reboot the
router if BGP fails to work"
      },
      "conflict_status": {
        "display_value": "Not Run",
        "value": "Not Run"
      },
      "task_effective_number": {
        "display_value": "CHG0000024",
        "value": "CHG0000024"
      },
      "sys_updated_by": {
        "display_value": "admin",
        "value": "admin"
      },
      "opened_by": {
        "display_value": "System Administrator",
        "value": "6816f79cc0a8016401c5a33be04be441"
      },
      "user_input": {
        "display_value": "",
        "value": ""
      },
      "sys_created_on": {
        "display_value": "2015-07-06 11:55:46",
        "value": "2015-07-06 18:55:46",
        "display_value_internal": "2015-07-06 11:55:46"
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "on_hold_task": {
      "display_value": "",
      "value": ""
    },
    "sys_domain": {
      "display_value": "global",
      "value": "global"
    },
    "route_reason": {
      "display_value": "",
      "value": ""
    },
    "closed_at": {
      "display_value": "2015-07-06 11:56:23",
      "value": "2015-07-06 18:56:23",
      "display_value_internal": "2015-07-06 11:56:23"
    },
    "review_comments": {
      "display_value": "",
      "value": ""
    },
    "business_service": {
      "display_value": "",
      "value": ""
    },
    "time_worked": {
      "display_value": "",
      "value": ""
    },
    "chg_model": {
      "display_value": "",
      "value": ""
    },
    "expected_start": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "opened_at": {
      "display_value": "2015-06-09 11:55:46",
      "value": "2015-06-09 18:55:46",
      "display_value_internal": "2015-06-09 11:55:46"
    },
    "work_end": {
      "display_value": "2015-07-06 11:56:10",
      "value": "2015-07-06 18:56:10",
      "display_value_internal": "2015-07-06 11:56:10"
    },
    "phase_state": {
      "display_value": "Open",
      "value": "open"
    },
    "cab_date": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "work_notes": {
        "display_value": "",
        "value": ""
      },
      "close_code": {
        "display_value": "Successful",
        "value": "successful"
      },
      "assignment_group": {
        "display_value": "Network",
        "value": "287ebd7da9fe198100f92cc8d1d2154e"
      },
      "description": {
        "display_value": "Resend the complete BGP table to
neighboring routers\r\n\r\n--Both neighbors need to support
soft reset route refresh capability.\r\n--Stores complete
BGP table of you neighbor in router memory.\r\n--Not a good
idea on a peering router with full feed, due to the memory
requirements.\r\n",
        "value": "Resend the complete BGP table to neighboring
routers\r\n\r\n--Both neighbors need to support soft reset
route refresh capability.\r\n--Stores complete BGP table of you
neighbor in router memory.\r\n--Not a good idea on a peering
router with full feed, due to the memory requirements.\r\n"
      },
      "on_hold_reason": {
        "display_value": "",
        "value": ""
      },
      "calendar_duration": {
        "display_value": "",
        "value": ""
      },
      "close_notes": {
        "display_value": "Completed without issues",
        "value": "Completed without issues"
      },
      "sys_id": {
        "display_value": "b0dbda5347c12200e0ef563dbb9a718f",
        "value": "b0dbda5347c12200e0ef563dbb9a718f"
      },
      "contact_type": {
        "display_value": "Phone",
        "value": "phone"
      },
      "cab_required": {
        "display_value": "false",
        "value": false
      },
      "urgency": {
        "display_value": "3 - Low",
        "value": 3.0
      },
      "scope": {
        "display_value": "Medium",
        "value": 3.0
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "company": {
      "display_value": "",
      "value": ""
    },
    "justification": {
      "display_value": "",
      "value": ""
    },
    "activity_due": {
      "display_value": "UNKNOWN",
      "value": "",
      "display_value_internal": ""
    },
    "comments": {
      "display_value": "",
      "value": ""
    },
    "approval": {
      "display_value": "Approved",
      "value": "approved"
    },
    "due_date": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "sys_mod_count": {
      "display_value": "10",
      "value": 10.0
    },
    "on_hold": {
      "display_value": "false",
      "value": false
    },
    "sys_tags": {
      "display_value": "",
      "value": ""
    },
    "conflict_last_run": {
      "display_value": "",
      "value": "",
      "display_value_internal": ""
    },
    "risk_value": {
      "display_value": "",
      "value": ""
    },
    "unauthorized": {
      "display_value": "false",
      "value": false
    },
    "risk": {
      "display_value": "Moderate",
      "value": 3.0
    },
    "location": {
      "display_value": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": ""
      },
      "category": {
        "display_value": "Other",
        "value": "Other"
      },
      "risk_impact_analysis": {
        "display_value": "",
        "value": ""
      }
    }
}
```

Example: cURL request

The following example shows how to pass encrypted fields in the request body.

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/b0db
da5347c1220e0ef563dbb9a718f" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"encrypted_fields\":\"short_description,description\",
    \"short_description\":\"my short desc\",
    \"description\":\"my desc\"
}" \
--user "username":"password"
```

Example: cURL request

The following example shows how to pass encrypted fields as query parameters.

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/b0db
da5347c1220e0ef563dbb9a718f?encrypted_fields=short_description%
2Cdescription&short_description=my%20short%20desc&description
=my%20desc" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{}" \
--user "username":"password"
```

Change Management - PATCH /sn_chg_rest/change/{sys_id}/approvals

Allows the current user to approve or reject a change request approval record for the specified change request.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}/approvals`

Default URL: `/api/sn_chg_rest/change/{sys_id}/approvals`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request for which the approval/rejection applies. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
comments	Required if *`state`* is `rejected`. Reason that the change was rejected. Data type: String
state	Required. Approval state. For example: `--data "{\"state\": \"approved\"}"` Valid values: • approved • rejected Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
400	Bad request. Indicates a bad request type such as the user not having the authority to approve or reject the change request.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Values for all fields in the associated change request. Data type: Object
state	Current state of the change request. Data type: Object `state: { display_value: "String", value: "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
state.display_value	State to display in a UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Sys_id of the change request being approved/rejected. Data type: String
type	Type of change request. Data type: Object `type: { display_value: "String", value: "String" }`
type.display_value	Change type to display in a UI. Possible values: • Emergency • Normal • Standard Data type: String
type.value	Internal type value. Possible values: • emergency • normal • standard Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/0f4a
c6c4b750230096c3e4f6ee11a9fe/approvals" \
--request POST \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--data "{\"state\": \"approved\"}" \
--user "username":"password"
```

```
{
  result: [
    {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      sys_id: "0f4ac6c4b750230096c3e4f6ee11a9fe",
      state: {
        value: "-2",
        display_value: "Scheduled"
      },
      type: {
        value: "normal",
        display_value: "Normal"
      },
      ..., // all valid fields in record, single parameter
 example below
      short_description: {
        value: "Remove server",
        display_value: "Remove server"
      }
    }
  ]
}
```

Change Management - PATCH /sn_chg_rest/change/{change_sys_id}/schedule/first_available

Updates the planned start and end times of a change request using the first available time slot found.

Role required: sn_change_writer.

Note: Use the link provided in the response body *worker.link* property to view the schedule status.

See also:

- GET /sn_chg_rest/change/ci/{cmdb_ci_sys_id}/schedule
- GET /sn_chg_rest/change/{change_sys_id}/schedule

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{change_sys_id}/schedule/first_available`

Default URL: `/api/sn_chg_rest/change/{change_sys_id}/schedule/first_available`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
change_sys_id	Sys_id of the change request on which to update with the next available time slot. The selected change request must have a configuration item (cmdb_ci). Data type: String Table: Change Requests [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
duration_in_seconds	Duration of change in seconds, that is, how much time is required to complete the change request task. Data type: Integer
planned_start_time	Optional. Date and time that the change request is planned to start implementation in UTC. Retrieve the available time slot start at or later than this time. If not provided, the system uses the current time as the start time. Format: yyyy-mm-dd hh:mm:ss Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
202	System accepted the request.
400	Bad Request. A bad request type or malformed request was detected. Possible issues: • The duration_in_seconds body parameter value is invalid or was not provided. • Invalid planned_start_time body parameter value provided. • The specified change request doesn't have an associated configuration item (cmdb_ci). • User doesn't have read access to the fields of the change request.
403	Forbidden. User does not have write access to the planned start and end date values of the change request.
404	Not Found. The specified record couldn't be found. Possible issues: • System can't find the change request based on information provided. • User doesn't have read access to the record.

Response body parameters (JSON or XML)

Name	Description
error	Information on any errors encountered while processing the endpoint request. Data type: Object `"error": { "detail": "String", "message": "String", "status": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Message that identifies the error. Data type: String
messages	Message information. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"messages": {
	  "errorMessages": [Array],
	  "infoMessages": [Array],
	  "warningMessages": [Array]
	}</pre>

messages.errorMessages	Error messages encountered while processing the request. Data type: Array
messages.infoMessages	Information messages encountered while processing the request. Data type: Array
messages.warningMessages	Warning messages encountered while processing the request. Data type: Array
request	Original endpoint request. Data type: String

state	Information on the current state of the worker.
	
	Data type: Object
	<pre>state: {
	  display_value: "String",
	  value: Number
	}</pre>

state.display_value	Display value of the state of the worker. These values directly correlate to the *state.value* parameter. Possible values: • Complete • Error • In-Progress • Waiting Data type: String
state.value	Numeric value of the state of the worker. Possible values: • 1 • 2 • 3 • 4 Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
type	Type of request. Valid value: schedule Data type: String
worker	Information about the associated worker. Data type: Object `"worker": { "link": "String", "sysId": "String" }`
worker.link	Link for retrieving change request schedule status. Use the sys_id in GET /sn_chg_rest/change/worker/{sys_id} to view results. Data type: String
worker.sysId	Sys_id of the worker associated with the change request. Data type: String
status	Only appears if an error is encountered. Status of the endpoint processing. Possible value: failure Data type: String

Get change request schedule status

Use the value provided in the *`worker.link`* to determine if the change record has been successfully scheduled for the first available time slot. The value is in the following format:

`https://instance.service-now.com/api/sn_chg_rest/change/worker/<worker_sys_id>`

Use the worker.link details to run the provided sys_id in GET /sn_chg_rest/change/worker/{sys_id} to view results.

The response body contains the status and provides results when processing is complete.

If an available time slot is found, the system updates the change request with the first available slot. When the state is complete, the *`messages.infoMessages`* reveals that the first available time slot has been set.

One of the following scheduling response values for *`messages.infoMessages`* are provided in the response body:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `Change has been updated` – Change requested has been updated for time slot.
- `No slots found for <number> days from now` – No time slots available for change request duration provided within the number of days defined in the schedule window.

Note: The change request scheduling time slot default value is 90 days. To change this value, modify the *change.conflict.next_available.schedule_window* property. For more information, see Configure conflict analysis properties.

The following *GET /sn_chg_rest/change/worker/{sys_id}* example shows output provided using the ID provided in the worker.link detail. The results indicate that processing is complete and the change request has been updated with the first available time slot.

```
{
  "result": {
    "worker": {
      "sysId": "355c62e0a4c87010f87712198fe9cacf",
      "link":
 "https://instance.service-now.com/api/sn_chg_rest/change/worker
/355c62e0a4c87010f87712198fe9cacf"
    },
    "request":
 "{\"change_sys_id\":
\"87ae5e900a0a2c3e263e8304e727c646\",\"duration_in_seconds\":108
00,\"timezone\":\"America/Los_Angeles\"}",
    "state": {
      "value": 3,
      "display_value": "Complete"
    },
    "type": "schedule",
    "messages": {
      "errorMessages": [],
      "warningMessages": [],
      "infoMessages": [
        "Change has been updated"
      ]
    }
  }
}
```

Example: cURL request

```
curl
 "https://instance.service-now.com/api/sn_chg_rest/change/87ae5e
900a0a2c3e263e8304e727c646/schedule/first_available" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"duration_in_seconds\":\"10800\"}" \
--user "username":"password"
```

Results include worker.link details you can use to run the provided sys_id in the GET /sn_chg_rest/change/worker/ endpoint.

```
{
  "result": {
    "worker": {
      "sysId": "355c62e0a4c87010f87712198fe9cacf",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "link":
 "https://instance.service-now.com/api/sn_chg_rest/change/worker
/355c62e0a4c87010f87712198fe9cacf"
    },
    "request":
 "{\"change_sys_id\":
\"87ae5e900a0a2c3e263e8304e727c646\",\"duration_in_seconds\":108
00,\"timezone\":\"America/Los_Angeles\"}",
    "state": {
      "value": 1,
      "display_value": "Waiting"
    },
    "type": "schedule",
    "messages": {
      "errorMessages": [],
      "warningMessages": [],
      "infoMessages": []
    }
  }
}
```


Change Management - PATCH /sn_chg_rest/change/{change_sys_id}/task/{task_sys_id}

Updates the change request task identified by the specified sys_ids with the key-value pairs in the request body or the URL.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{change_sys_id}/task/{task_sys_id}`

Default URL: `/api/sn_chg_rest/change/{change_sys_id}/task/{task_sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, v1 or v2. Only specify this value to use an endpoint version other than the latest. Data type: String
change_sys_id	Sys_id of the change request to which the task is associated. Verifies whether the specified task is associated with the specified change request. Data type: String Table: Change Request [change_request]
task_sys_id	Sys_id of the task to modify.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String Table: Change Task [change_task]

Query parameters

Name	Description
key-value pairs	Name-value pairs representing the fields to update. Request body parameters override URL parameters. However, required parameters must be specified in the URL. Data type: String

Request body parameters (XML or JSON)

Name	Description
data	Name-value pairs representing the field(s) to update in the associated change request. For example, to update the short description file, enter a name-value pair similar to the following: `--data "{\"short_description\": \"my short desc\" }" \`. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*
Content-Type	Data format of the request body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	All fields (key) with their associated values for the identified change request task prior to the delete. Data type: Object
sys_id	Sys_id information for the change request task. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.display_value	Sys_id of the change request task to display in a UI. Data type: String
sys_id.value	Sys_id of the change request task. Data type: String
parent	Unique identifier information for the change request associated to this task. Data type: Object `parent: { display_value: "String", value: "String" }`
parent.display_value	Task information to display in a UI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
parent.value	Sys_id of the parent task. Data type: String
__meta.ignoredFields	Key-value pairs that were passed in the call, but weren't applied to the change request as they either don't exist in the base record or the fields are read-only. Data type: Array

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/0f4a
c6c4b750230096c3e4f6ee11a9fe/task/12629ec4b750230096c3e4f6ee11a9
d5?short_description=Retire both nodes" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type: application/json" \
--data "{\"state\": \"assess\", \"no_such_field\": \"this will
 be ignored\" }" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "12629ec4b750230096c3e4f6ee11a9d5",
        display_value: "12629ec4b750230096c3e4f6ee11a9d5"
      },
      parent: {
        value: "0f4ac6c4b750230096c3e4f6ee11a9fe",
        display_value: "CHG0033046 "
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Retire both nodes",
        display_value: "Retire both nodes"
      }
      __meta: {
        ignoredFields: ["no_such_field"]
      }
    }
  ]
}
```

Change Management - PATCH /sn_chg_rest/change/emergency/{sys_id}

Updates the emergency change request identified by the specified sys_id with the key-value pairs in the request body or the URL.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/emergency/{sys_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_chg_rest/change/emergency/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request to modify. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
name-value pairs	Name-value pairs representing the fields to update. Request body parameters override URL parameters. However, required parameters must be specified in the URL. Data type: String

Request body parameters (XML or JSON)

Name	Description
data	Name-value pairs representing the field(s) to update in the associated change request. For example, to update the short description file, enter a name-value pair similar to the following: `--data "{\"short_description\": \"my short desc\" }" \`. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Values for all fields in the associated change request. Data type: String

state	Current state of the change request.
	
	Data type: Object
	`state: {`
	`  display_value: "String",`
	`  value: "String"`
	`}`

state.display_value	State to display in a UI. Data type: String
state.value	Internal state value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
sys_id	Sys_id of the change request. Data type: String
type	Type of change request. Data type: Object `type: { display_value: "String", value: "String" }`
type.display_value	Change type to display in a UI. Value is always "Emergency". Data type: String
type.value	Internal type value. Value is always "emergency". Data type: String
__meta.ignoredFields	Name-value pairs that were passed in the call, but were not applied to the change request as they either do not exist in the base record or the fields are read-only. Data type: Array

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/emer
gency/b0dbda5347c12200e0ef563dbb9a718f" \
--request PATCH \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--data "{\"no_such_field\": \"this will be ignored\", }" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: "b0dbda5347c12200e0ef563dbb9a718f",    },
      state: {
        value: "-4",
        display_value: "Assess"
      },
      type: {
        value: "emergency",
        display_value: "Emergency"
      },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      ..., // all valid fields in record, example below
      short_description: {
        value: "Reboot server",
        display_value: "Reboot server"
      }
      __meta: {
        ignoredFields: ["no_such_field"]
      }
    }
  ]
}
```

Change Management - PATCH /sn_chg_rest/change/normal/{sys_id}

Updates the normal change request identified by the specified sys_id with the parameters in the request body or the URL.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/normal/{sys_id}`

Default URL: `/api/sn_chg_rest/change/normal/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request to modify. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
name-value pairs	Name-value pairs representing the fields to update. Request body parameters override URL parameters. However, required parameters must be specified in the URL. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
data	Name-value pairs representing the field(s) to update in the associated change request. For example, to update the short description file, enter a name-value pair similar to the following: `--data "{\"short_description\": \"my short desc\" }" \`. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Values for all fields in the associated change request. Data type: Object
state	Current state of the change request. Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in a UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Sys_id of the change request. Data type: String
type	Type of change request. Data type: Object `type: { display_value: "String", value: "String" }`
type.display_value	Change type to display in a UI. Value is always "Normal". Data type: String
type.value	Internal type value. Value is always "normal". Data type: String
__meta.ignoredFields	Name-value pairs that were passed in the call, but were not applied to the change request as they either do not exist in the base record or the fields are read-only. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/norm
al/b0dbda5347c12200e0ef563dbb9a718f?state=assess" \
--request PATCH \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--data "{\"state\": \"assess\", \"no_such_field\": \"this will
 be ignored\" }" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: "b0dbda5347c12200e0ef563dbb9a718f",
      state: {
        value: "-4",
        display_value: "Assess"
      },
      type: {
        value: "normal",
        display_value: "Normal"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Remove server",
        display_value: "Remove server"
      }
      __meta: {
        ignoredFields: ["no_such_field"]
      }
    }
  ]
}
```

Change Management - PATCH /sn_chg_rest/change/standard/{sys_id}

Updates the standard change request identified by the specified sys_id with the parameters in the request body or in the URL.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/standard/{sys_id}`

Default URL: `/api/sn_chg_rest/change/standard/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
sys_id	Sys_id of the change request to modify. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
name-value pairs	Name-value pairs representing the fields to update. Request body parameters override URL parameters. However, required parameters must be specified in the URL. Data type: String

Request body parameters (XML or JSON)

Name	Description
data	Name-value pairs representing the field(s) to update in the associated change request. For example, to update the short description file, enter a name-value pair similar to the following: `--data "{\"short_description\": \"my short desc\" }" \`. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*
Content-Type	Data format of the request body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	All fields (key) with their associated values for the identified change request. Data type: Object
state	State of the change request. Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in a UI. Data type: String
state.value	Internal state value. Data type: String
sys_id	Sys_id information for the change request. Data type: Object `sys_id: { display_value: "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> value: "String" }</pre>
sys_id.display_value	Sys_id of the change request to disply in a UI. Data type: String
sys_id.value	Sys_id of the change request. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/stan
dard/1c87925347c12200e0ef563dbb9a7177?description=Reboot my
 email server" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"short_description\": \"my short desc\" }" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "1c87925347c12200e0ef563dbb9a7177",
        display_value: "1c87925347c12200e0ef563dbb9a7177"
      },
      state: {
        value: "-5",
        display_value: "New"
      },

      ..., // all valid fields in record, example below
      short_description: {
        value: "Reboot my email server",
        display_value: "Reboot my email server"
      },
    }
  ]
}
```

Change Management - PATCH /sn_chg_rest/change/standard/{sys_id}/risk

Calculates the risk and impact of the specified standard change based on an evaluation of the risk conditions.

If the Change Risk Assessment plugin is installed, it also calculates the cumulative highest risk once the risk assessment is complete.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}/risk`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_chg_rest/change/{sys_id}/risk`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the standard change to evaluate. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Risk assessment completed successfully.
400	Risk assessment failed. Details of the type of failure are included in the error data.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

impact	Impact associated with the specified standard change.
	
	Data type: Object
	
	`impact: {`
	`  display_value: "String",`
	`  value: "String"`
	`}`

impact.display_value	Impact information to display in a UI. Data type: String
impact.value	Internal impact value. Data type: String
name-value pairs	All valid fields within the standard change record. Data type: Object

risk	Risk calculated for the specified standard change.
	
	Data type: Object
	
	`risk: {`
	`  display_value: "String",`
	`  value: "String"`
	`}`

risk.display_value	Risk information to display in a UI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
risk.value	Internal risk value. Data type: String

sys_id	Sys_id information for the standard change request.
	
	Data type: Object
	
	`sys_id: {`
	`  display_value: "String",`
	`  value: "String"`
	`}`

sys_id.display_value	Sys_id of the change request to display in a UI. Data type: String
sys_id.value	Sys_id of the change request. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/1c87
925347c12200e0ef563dbb9a7177/risk" \
--request PATCH \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  sys_id: {
    value: "1c87925347c12200e0ef563dbb9a7177",
    display_value: "1c87925347c12200e0ef563dbb9a7177"
  },
  risk: {
    value: "4",
    display_value: "Low"
  },
  impact: {
    value: "3",
    display_value: "3 - Low"
  }
  ..., // all valid fields in record
}
```

Change Management - POST /sn_chg_rest/change

Creates a change request record based on the change request. Creating multiple change requests within a single call isn't supported.

You can obtain the list of available change models using the Change Management - GET /sn_chg_rest/change/model or Change Management - GET /sn_chg_rest/change/model/{sys_id} endpoints.

When creating a change request, set the change model (*chg_model*) or *type*. If both *chg_model*and *type* are set, the type is simply a categorization of the change. Not providing

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

at least one of these values results in a default setting that is subject to change by release. It is strongly advised to set at least one of these values.

Values can be set either as a query parameter or request body parameter.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change`

Default URL: `/api/sn_chg_rest/change`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
name-value pairs	Name-value pairs representing the fields to update. Request body parameters override URL parameters. However, required parameters must be specified in the URL. The same values can be set as request body parameters instead. **Note:** When creating a change request, set the change model (*chg_model*) or *type*. If both *chg_model* and *type* are set, the type is simply a categorization of the change. Not providing at least one of these values results in a default setting that is subject to change by release. It is strongly advised to set at least one of these values. Data type: String
chg_model	Name of a change model listed in the Change Model [chg_model] table. Provided in the following format: `chg_model=Normal`. For more information, see Change models. **Note:** Not providing either the change model (*chg_model*) or *type* value results in a default setting that is subject to change by release. It is strongly advised to set at least one of these values. Data type: String
encrypted_fields	List of comma-separated fields to encrypt. These fields are encrypted before they are stored in the associated record. When specified, the endpoint calls

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	the GlideRecord *setDisplayValue()* method, instead of calling the *setValue()* method. Because of this, you can also use this parameter to pass display values for non-encrypted fields, such as reference or choice fields, instead of passing sys_ids or values. Data type: String
type	Name of the change request type listed in the Choices [sys_choice] table. If the *chg_model* is also populated, this field is only used as a change categorization. Provided in the following format: `type=Normal`. For more information, see Add a new change request type. **Note:** Not providing either the change model (*chg_model*) or *type* value results in a default setting that is subject to change by release. It is strongly advised to set at least one of these values. Data type: String

Request body parameters (JSON)

Name	Description
Object	Name-value pairs representing the field(s) to update in the associated change request. For example, to update the short description file, enter a name-value pair similar to the following: `--data "{\"short_description\": \"my short desc\" }" \`. The same properties can be set as query parameters instead. Data type: String
Object.chg_model	Name of a change model listed in the Change Model [chg_model] table. Provided as a name-value pair in the following format: `{"chg_model" : "Cloud Infrastructure"}` For more information, see Change models. **Note:** Not providing either the change model (*chg_model*) or *type* value results in a default setting that is subject to change by release. It is strongly advised to set at least one of these values. Data type: String
Object.encrypted_fields	List of comma-separated fields to encrypt. These fields are encrypted before they are stored in the associated record. When specified, the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	endpoint calls the GlideRecord `setDisplayValue()` method, instead of calling the `setValue()` method. Because of this, you can also use this parameter to pass display values for non-encrypted fields, such as reference or choice fields, instead of passing sys_ids or values. Data type: String
Object.type	Name of the change request type listed in the Choices [sys_choice] table. If the `chg_model` is also populated, this field is only used as a change categorization. Provided as a name-value pair in the following format: `{"type" : "emergency"}` For more information, see Add a new change request type. **Note:** Not providing either the change model (`chg_model`) or `type` value results in a default setting that is subject to change by release. It is strongly advised to set at least one of these values. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: `application/json` or `application/xml`. Default: `application/json`
Content-Type	Data format of the request body. Supported types: `application/json` or `application/xml`. Default: `application/json`

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
result	New change request record. The elements of this object correspond to the record format in the Change Request [change_request] table. All values that are not specified in the request are set to their defaults or are empty/null. Data type: Object

Example: cURL request

The following example shows how to create a change request record based on the Standard change model and Standard type. In this example, the Change Request is driven by the model and the type field is only used as a categorization.

```
curl "https://instance.servicenow.com/api/sn_chg_rest/v1/change"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"chg_model\" : \"Standard\",
    \"description\" : \"Describes the change request.\",
    \"short_description\" : \"My change request\",
    \"type\" : \"Standard\"
}" \
--user "username":"password"
```

Results show that the record was successfully added to the Change Request [change_request] table with the value CHG0030022.

```
{
  "result":
    "upon_reject": {
      "display_value": "Cancel all future Tasks",
      "value": "cancel"
    },
    "sys_updated_on": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "display_value": "2022-12-08 17:18:57",
      "value": "2022-12-09 01:18:57",
      "display_value_internal": "2022-12-08 17:18:57"
    },
    "type": {
      "display_value": "Standard",
      "value": "standard"
    }
    "number": {
      "display_value": "CHG0030022",
      "value": "CHG0030022"
    },
    "is_bulk": {
      "display_value": "false",
      "value": false
    }
    "ci_class": {
      "display_value": "cmdb_ci",
      "value": "cmdb_ci"
    },
    "state": {
      "display_value": "New",
      "value": -5
    },
    "sys_created_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "knowledge": {
      "display_value": "false",
      "value": false
    },
    "phase": {
      "display_value": "Requested",
      "value": "requested"
    }
    "impact": {
      "display_value": "3 - Low",
      "value": 3
    },
    "active": {
      "display_value": "true",
      "value": true
    },
    "priority": {
      "display_value": "4 - Low",
      "value": 4
    },
    "sys_domain_path": {
      "display_value": "/",
      "value": "/"
    },
    "production_system": {
      "display_value": "false",
      "value": false
    },
    "requested_by": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "display_value": "System Administrator",
      "value": "6816f79cc0a8016401c5a33be04be441"
    }
    "short_description": {
      "display_value": "My change request",
      "value": "My change request"
    },
    "sys_class_name": {
      "display_value": "Change Request",
      "value": "change_request"
    },
    "reassignment_count": {
      "display_value": "0",
      "value": 0
    },
    "variables": {
      "display_value": "variable_pool",
      "value": "variable_pool"
    },
    "sla_due": {
      "display_value": "UNKNOWN",
      "value": "",
      "display_value_internal": ""
    },
    "escalation": {
      "display_value": "Normal",
      "value": 0
    },
    "upon_approval": {
      "display_value": "Proceed to Next Task",
      "value": "proceed"
    },
    "conflict_status": {
      "display_value": "Not Run",
      "value": "Not Run"
    },
    "task_effective_number": {
      "display_value": "CHG0030022",
      "value": "CHG0030022"
    },
    "sys_updated_by": {
      "display_value": "admin",
      "value": "admin"
    },
    "opened_by": {
      "display_value": "System Administrator",
      "value": "6816f79cc0a8016401c5a33be04be441"
    },
    "sys_created_on": {
      "display_value": "2022-12-08 17:18:57",
      "value": "2022-12-09 01:18:57",
      "display_value_internal": "2022-12-08 17:18:57"
    },
    "sys_domain": {
      "display_value": "global",
      "value": "global"
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "chg_model": {
      "display_value": "Standard",
      "value": "e55d0bfec343101035ae3f52c1d3ae49"
    },
    "opened_at": {
      "display_value": "2022-12-08 17:18:57",
      "value": "2022-12-09 01:18:57",
      "display_value_internal": "2022-12-08 17:18:57"
    },
    "description": {
      "display_value": "Describes the change request.",
      "value": "Describes the change request."
    },
    "sys_id": {
      "display_value": "2ac52dd77c6b1510f877be3b096e64fe",
      "value": "2ac52dd77c6b1510f877be3b096e64fe"
    },
    "cab_required": {
      "display_value": "false",
      "value": false
    },
    "urgency": {
      "display_value": "3 - Low",
      "value": 3
    },
    "scope": {
      "display_value": "Medium",
      "value": 3
    },
    "activity_due": {
      "display_value": "UNKNOWN",
      "value": "",
      "display_value_internal": ""
    },
    "approval": {
      "display_value": "Not Yet Requested",
      "value": "not requested"
    },
  }
}
```


Example: cURL request

The following example shows how to pass encrypted fields in the request body.

```
curl "https://instance.servicenow.com/api/sn_chg_rest/v1/change"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"encrypted_fields\":\"short_description,description\",
    \"short_description\":\"my short desc\",
    \"description\":\"my desc\"
}" \
--user "username":"password"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following example shows how to pass encrypted fields as query parameters.

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change?encr
ypted_fields=short_description%2Cdescription&short_description
=my%20short%20desc&description=my%20desc" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{}" \
--user "username":"password"
```

Change Management - POST /sn_chg_rest/change/{sys_id}/ci

Creates the association between a change request and Configuration Management Database (CMDB) configuration items (CI).

The creation of the association is done asynchronously, which means that a response is provided immediately and contains details for the worker. The worker does the actual work after the response.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}/ci`

Default URL: `/api/sn_chg_rest/change/{sys_id}/ci`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request to associate with the CMDB CI. Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
association_type	Required. Type of association between the CMDB CI and the change request. Valid values: • affected: CIs that are affected by the change request • impacted: Services impacted by the change request • offering: Impacted service offerings Data type: String
cmdb_ci_sys_ids	Required. List of CMDB CI sys_ids to associate to the change request. Data type: Array or comma-separated string
refresh_impacted_services	Flag used when `association_type=affected` to populate impacted services based on the list of affected CIs. Valid values: • true: Populate impacted services based on the list of affected CIs • false: Do not automatically populate impacted services Data type: Boolean Default: false

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
202	Accepted. The request was accepted for processing.
400	Bad Request. A bad request type or malformed request was detected. The error response contains pertinent messages to help troubleshoot the problem.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
messages	Message information. Data type: Object `"messages": { "errorMessages": [Array], "infoMessages": [Array], "warningMessages": [Array] }`
messages.errorMessages	Error messages encountered while processing the request. For example: `Invalid CMDB_CI sys_id provided` Data type: Array
messages.infoMessages	Information messages encountered while processing the request. For example: `CMDB_CI sys_id already associated to provided.` Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
messages.warningMessages	Warning messages encountered while processing the request. For example: `Invalid CMDB_CI sys_id provided.` Data type: Array
request	Original endpoint request. Data type: String
state	Information on the current state of the worker. `state: { display_value: "String", value: "String" }`
state.display_value	Display value of the state of the worker. These values directly correlate to the *`state.value`* element. Possible values: • Complete • Error • In-Progress • Waiting Data type: String
state.value	Numeric value of the state of the worker. Possible values: • 1 • 2 • 3 • 4 Data type: Number
type	Type of association between the CMDB CI and the change request. Data type: String
worker	Information about the associated worker. Data type: Object `"worker": { "link": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "sysId": "String" }</pre>
worker.link	URL to retrieve the status of the associated worker and other worker pertinent information. Data type: String
worker.sysId	Sys_id of the worker associated with the change request. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/c286
d61347c12200e0ef563dbb9a71df/ci" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data
 "{cmdb_ci_sys_ids:'caf043a3b7fb23000999e4f6ee11a9c0,06f043a3b7f
b23000999e4f6ee11a9c1', association_type:'affected'}" \
--user "username":"password"
```

```
{
  "result": {
    "worker": {
      "sysId": "f490f4c6dbac330084f07ffdbf961952",
      "link":
 "instance.service-now.com/api/sn_chg_rest/change/worker/f490f4c
6dbac330084f07ffdbf961952"
    },
    "request":
 "{\"cmdb_ci_sys_ids\":
[\"caf043a3b7fb23000999e4f6ee11a9c0\",\"06f043a3b7fb23000999e4f6
ee11a9c1\"],\"association_type\":\"affected\",\"task\":
\"c286d61347c12200e0ef563dbb9a71df\"}",
    "state": {
      "value": 1,
      "display_value": "Waiting"
    },
    "type": "affected",
    "messages": {
      "errorMessages": [],
      "warningMessages": [],
      "infoMessages": []
    }
  }
}
```

Change Management - POST /sn_chg_rest/change/{sys_id}/conflict

Starts a change request conflict checking process for the specified change request (sys_id).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}/conflict`

Default URL: `/api/sn_chg_rest/change/{sys_id}/conflict`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change management request for which to start the conflict checking process. For additional information on the conflict checking process, see Conflict detection. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Request was unable to start due to unresolvable errors. The returned message may provide additional details.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Sys_id of the change request conflict checking process. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/0f4a
c6c4b750230096c3e4f6ee11a9fe/conflict" \
--request POST \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
    result: "c0b5afe4b710230096c3e4f6ee11a93f"
}
```

Change Management - POST /sn_chg_rest/change/emergency

Creates one emergency change request based on the default emergency change request record. Multiple emergency change request creations within a single call is not supported.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/emergency`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_chg_rest/change/emergency`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
key-value pairs	Key-value pairs of fields to modify when creating the request. The key is the field name within the template and the value is the information to populate in the field. Fields that cannot be modified and are ignored if passed in: • Business rules • Read-only fields as defined in ACLs • Fields that do not exist Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Name-value pairs of the fields that were created in the emergency change request. Data type: Object
state	State of the change request prior to the delete. Data type: Object `state: { display_value: "String", value: "String" }`
state.display_value	State to display in a UI. Value is always "New". Data type: String
state.value	Internal state value. Value is always "-5". Data type: String
sys_id	Sys_id of the newly created emergency change request. Data type: String
type	Type of change request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `type: { display_value: "String", value: "String" }`
type.display_value	Change type to display in a UI. Value is always "Emergency". Data type: String
type.value	Internal type value. Value is always "emergency". Data type: String
__meta.ignoredFields	Key-value pairs that were passed in the call, but weren't applied to the change request as they either don't exist in the base record or the fields are read-only. Data type: Array

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/emer
gency?no_such_field=something&description=test&short_description
=Reboot server" \
--request POST \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: "b0dbda5347c12200e0ef563dbb9a718f",
      state: {
        value: "-5",
        display_value: "New"
      },
      type: {
        value: "emergency",
        display_value: "Emergency"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Reboot server",
        display_value: "Reboot server"
      }
      __meta: {
        ignoredFields: ["no_such_field"]
      }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      }
    ]
}
```

Change Management - POST /sn_chg_rest/change/normal

Creates one normal change request based on the default normal change request record. Multiple normal change request creations within a single call is not supported.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/normal`

Default URL: `/api/sn_chg_rest/change/normal`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
key-value pairs	Fields to modify when creating the request. The key is the field name within the template and the value is the information to populate in the field. Fields that cannot be modified and are ignored if passed in: • Business rules • Read-only fields as defined in ACLs • Fields that do not exist Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Values for all fields in the associated change request. Data type: Object

state	State of the newly created change request.
	
	Data type: Object
	`state: {`
	`  display_value: "String",`
	`  value: "String"`
	`}`

state.display_value	State to display in a UI. Value is always "New". Data type: String
state.value	Internal state value. Value is always "-5".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
sys_id	Sys_id of the newly created normal change request. Data type: String
type	Type of change request. Data type: Object `type: { display_value: "String", value: "String" }`
type.display_value	Change type to display in a UI. Value is always "Normal". Data type: String
type.value	Internal type value. Value is always "normal". Data type: String
__meta.ignoredFields	Key-value pairs that were passed in the call, but weren't applied to the change request as they either don't exist in the base record or the fields are read-only. Data type: Array

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/normal?no_such_field=something&description=test&short_description=Remove server" \
--request POST \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: "b0dbda5347c12200e0ef563dbb9a718f",
      state: {
        value: "-5",
        display_value: "New"
      },
      type: {
        value: "normal",
        display_value: "Normal"
      },
      ..., // all valid fields in record, example below
      short_description: {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        value: "Remove server",
        display_value: "Remove server"
      }
      __meta: {
        ignoredFields: ["no_such_field"]
      }
    }
  ]
}
```

Change Management - POST /sn_chg_rest/change/{sys_id}/refresh_impacted_services

Populates the impacted services/configuration items (CIs) related list based on the primary CI.

The primary CI appears on the change request form and affected CI related list.

Note: All work items for this endpoint are performed asynchronously.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{sys_id}/refresh_impacted_services`

Default URL: `/api/sn_chg_rest/change/{sys_id}/refresh_impacted_services`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the change request to use to refresh the impacted services. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

messages	Message information.
	
	Data type: Object
	
	`"messages": {`
	`  "errorMessages": [Array],`
	`  "infoMessages": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "warningMessages": [Array] }</pre>
messages.errorMessages	Error messages encountered while processing the request. For example: <pre>Invalid CMDB_CI sys_id provided</pre> Data type: Array

messages.infoMessages	Information messages encountered while processing the request. For example:
	<pre>CMDB_CI sys_id already associated to
	provided.</pre>
	Data type: Array

messages.warningMessages	Warning messages encountered while processing the request. For example: <pre>Invalid CMDB_CI sys_id provided.</pre> Data type: Array
request	Original endpoint request. Data type: String

state	Information on the current state of the worker.
	
	Data type: Object
	<pre>state: {
	  display_value: "String",
	  value: "String"
	}</pre>

state.display_value	Display value of the state of the worker. These values directly correlate to the *`state.value`* element. Possible values: • Complete • Error • In-Progress • Waiting Data type: String
state.value	Numeric value of the state of the worker. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• 1 • 2 • 3 • 4 Data type: Number
type	Type of association between the CMDB CI and the change request. Data type: String
worker	Information about the associated worker. Data type: Object `"worker": { "link": "String", "sysId": "String" }`
worker.link	URL to retrieve the status of the associated worker and other worker pertinent information. Data type: String
worker.sysId	Sys_id of the worker associated with the change request. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_chg_rest/v1/change/c286
d61347c12200e0ef563dbb9a71df/refresh_impacted_services" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user "username":"password"
```

```
{
  result: {
    worker: {
      sysId: "aa31c308b75033000999e4f6ee11a9c2",
      link:
 "http://instance.service-now.com/api/sn_chg_rest/change/work
er/aa31c308b75033000999e4f6ee11a9c2"
    },
    request: "",
    state: {
      value: 1,
      display_value: "Waiting"
    },
    type: "impacted",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    messages: {
      errorMessages: [],
      warningMessages: [],
      infoMessages: []
    }
  }
}
```

Change Management - POST /sn_chg_rest/change/standard/{standard_change_template_id}

Creates one standard change request based on an existing standard change template as specified by the passed-in template sys_id. Multiple standard change request creations within a single call is not supported.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/standard/{standard_change_template_id}`

Default URL: `/api/sn_chg_rest/change/standard/{standard_change_template_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Parameter	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
standard_change_template_id	Sys_id of the standard change template on which to base the new standard change request. Data type: String Table: Standard Change Template [std_change_record_producer]

Query parameters

Parameter	Description
name-value pairs	Fields within the specified standard change template to modify when creating the request. The key is the field name within the template and the value is the information to populate in the field. Fields that cannot be modified and are ignored if passed in:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Parameter	Description
	• Description • Backout plan • Test plan • Implementation plan • Read-only fields as defined in ACLs • Fields that do not exist in the specified standard change template Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body

The API returns these JSON or XML elements in the response body.

Elements returned in the response body

Element	Description
name-value pairs	Name-value pairs of the fields that were created in the standard change request. Data type: Object

sys_id	Sys_id information of the newly created standard change request.
	
	Data type: Object
	`sys_id: {`
	`  display_value: "String",`
	`  value: "String"`
	`}`

sys_id.display_value	Sys_id of the standard change request to display in a UI. Data type: String
sys_id.value	Sys_id of the standard change request. Data type: String
__meta.ignoredFields	Key-value pairs that were passed in the call, but weren't applied to the change request as they either don't exist in the base record or the fields are read-only. Data type: Array

Example: Sample cURL request

```
curl "https://instance.servicenow.com" \
--request POST \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "1c87925347c12200e0ef563dbb9a7177",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        display_value: "1c87925347c12200e0ef563dbb9a7177"
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Add network switch to cabinet",
        display_value: "Add network switch to cabinet"
      }
      __meta: {
        ignoredFields: ["no_such_field"]
      }
    }
  ]
}
```

Change Management - POST /sn_chg_rest/change/{change_sys_id}/task

Creates one change request task based on the default change request task record and associates it with the specified change request. Multiple change request task creations within a single call is not supported.

URL format

Versioned URL: `/api/sn_chg_rest/{api_version}/change/{change_sys_id}/task`

Default URL: `/api/sn_chg_rest/change/{change_sys_id}/task`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
change_sys_id	Sys_id of the change request to which to associate this task. Data type: String Table: Change Request [change_request]

Query parameters

Name	Description
key-value pairs	Fields to modify when creating the request. The key is the field name within the template and the value is the information to populate in the field. Fields that cannot be modified and are ignored if passed in:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• Business rules • Read-only fields as defined in ACLs • Fields that do not exist Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. The specified record couldn't be found.
500	Internal Server Error. A logic error on the server-side code occurred.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Name-value pairs of the fields that were created in the change request task. Data type: Object
parent	Information for the change request associated to the task. Data type: Object `parent: { display_value: "String", value: "String" }`
parent.display_value	Information to display in the UI for the change request associated to the task. Data type: String
parent.value	Sys_id of the change request associated to the task. Data type: String
sys_id	Sys_id information of the newly created change request task. Data type: Object `sys_id: { display_value: "String", value: "String" }`
sys_id.display_value	Sys_id of the change request task to display in a UI. Data type: String
sys_id.value	Sys_id of the change request task. Data type: String
__meta.ignoredFields	Key-value pairs that were passed in the call, but weren't applied to the change request as they either don't exist in the base record or the fields are read-only. Data type: Array

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/change/0f4ac6c4b750230
096c3e4f6ee11a9fe/task?short_description=Retire
 node&no_such_field=test" \
--request POST \
--header "Accept:application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--user "username":"password"
```

```
{
  result: [
    {
      sys_id: {
        value: "12629ec4b750230096c3e4f6ee11a9d5",
        display_value: "12629ec4b750230096c3e4f6ee11a9d5"
      },
      parent: {
        value: "0f4ac6c4b750230096c3e4f6ee11a9fe ",
        display_value: "CHG0033046 "
      },
      ..., // all valid fields in record, example below
      short_description: {
        value: "Retire node",
        display_value: "Retire node"
      }
      __meta.ignoredFields": ["no_such_field"]
    }
  ]
}
```

CI Lifecycle Management API

The *CI Lifecycle Management* API provides endpoints to manipulate configuration item (CI) operational states and apply CI actions.

The API interfaces adhere to restrictions and allowances specified by not allowed CI actions, compatible CI actions, and not allowed operational transitions. If an interface attempts a restricted operation, the operation is blocked, an error is logged, and a task is created if appropriate.

CI Lifecycle Management - DELETE /now/cilifecyclemgmt/actions

Removes a configuration item (CI) action for a list of CIs.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/actions`

Default URL: `/api/now/cilifecyclemgmt/actions`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
actionName	Required. Configuration item action name. Data type: String
requestorId	Required. Sys_id of a workflow context, or an operator user ID returned from the CI Lifecycle Management - POST /now/cilifecyclemgmt/operators endpoint. Operator user IDs are located in the CI State Registered Users [statemgmt_register_users] table. Data type: String
sysIds	Required. Comma-separated list of CI sys_ids. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Object encapsulating the result of the request. Data type: Object `"result": { "errors": [Array], "result": "String" }`
result.errors	List of objects in which each object represents an error encountered while processing the request. Data type: Array `"errors": [ { "error": "String", "message": "String" } ]`
result.errors.error	Identifier for a state management error encountered while processing the request. Possible values: • CI_ACTION_ALREADY_SET • CI_ACTION_NOT_SET • DUPLICATE_CI_ACTION_RECORD • DUPLICATE_OPS_STATE_RECORD • DUPLICATE_SYS_ID • INCOMPATIBLE_CI_ACTION • INVALID_CI_ACTION

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• INVALID_DELETE • INVALID_INPUT_PARAMETERS • INVALID_LEASETIME • INVALID_OPS_STATE • INVALID_OPS_STATE_TRANSITION • INVALID_REQUESTOR • INVALID_REQUESTOR_FOR_CI • INVALID_SYS_ID • MUTEX_UNAVAILABLE • NOT_ALLOWED_CI_ACTION • OPS_STATE_NOT_SET • UNPRIORITIZED_OPS_STATE • UNSUPPORTED_SYS_ID Data type: String
result.errors.message	Message providing details on the associated *error*. Data type: String
result.result	Flag indicating whether the CI action was successfully removed. Possible values: • true: CI action was removed. • false: CI action was not removed. Data type: String

Example: cURL request

Remove a CI action from two CIs.

```
curl --request DELETE \
'https://instance.service-now.com/api/now/cilifecyclemgmt/actio
ns?actionName=Patching&requestorId=621b5a09309e5010f877773aa7167
c0a&sysIds=00a9a80d3790200044e0bfc8bcbe5d1c,d0fdbc8437201000deea
bfc8bcbe5d33' \
--header 'Accept: application/json' \
--user "username":"password"
```

The response body confirms that the CI action was removed from the CIs.

```
{
  "result": {
    "result": true
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CI Lifecycle Management - DELETE /now/cilifecyclemgmt/operators/{req_id}

Unregisters an operator for non-workflow users.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/operators/{req_id}`

Default URL: `/api/now/cilifecyclemgmt/operators/{req_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Parameter	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
req_id	Sys_id of a workflow context, or an operator user ID returned from the CI Lifecycle Management - POST /now/cilifecyclemgmt/operators endpoint. Operator user IDs are located in the CI State Registered Users [statemgmt_register_users] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

result	Object encapsulating the result of the request.
	
	Data type: Object
	
	`"result": {`
	`  "errors": [Array],`
	`  "result": "String"`
	`}`

result.errors	List of objects in which each object represents an error encountered while processing the request. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"errors": [
	  {
	  "error": "String",
	  "message": "String"
	  }
	]</pre>

result.errors.error	Identifier for a state management error encountered while processing the request. Possible values: • CI_ACTION_ALREADY_SET • CI_ACTION_NOT_SET • DUPLICATE_CI_ACTION_RECORD • DUPLICATE_OPS_STATE_RECORD • DUPLICATE_SYS_ID • INCOMPATIBLE_CI_ACTION • INVALID_CI_ACTION • INVALID_DELETE • INVALID_INPUT_PARAMETERS • INVALID_LEASETIME • INVALID_OPS_STATE • INVALID_OPS_STATE_TRANSITION • INVALID_REQUESTOR • INVALID_REQUESTOR_FOR_CI • INVALID_SYS_ID • MUTEX_UNAVAILABLE • NOT_ALLOWED_CI_ACTION • OPS_STATE_NOT_SET • UNPRIORITIZED_OPS_STATE • UNSUPPORTED_SYS_ID Data type: String
result.errors.message	Message providing details on the associated *`error`*. Data type: String
result.result	Flag indicating whether the operator was successfully unregistered. Possible values: • true: Operator was successfully unregistered. • false: Operator was not successfully unregistered. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

Unregister an operator by user ID.

```
curl --request DELETE \
"https://instance.service-now.com/api/now/cilifecyclemgmt/operat
ors/3cf1b3cc30121010f877773aa7167c6e" \
--header "Accept: application/json" \
--user "username":"password"
```

The response body verifies that the operator was unregistered.

```
{
  "result": {
    "result": true
  }
}
```

CI Lifecycle Management - GET /now/cilifecyclemgmt/actions/{sys_id}

Returns a list of active configuration item (CI) actions for the specified CI.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/actions/{sys_id}`

Default URL: `/api/now/cilifecyclemgmt/actions/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the CI for which to return associated CI actions. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.ciActions* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

result	Object encapsulating the result of the request.
	
	Data type: Object
	
	`"result": {`
	`  "errors": [Array],`
	`  "result": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.ciActions	Comma-separated list of active CI actions for the CI, or `no_active_action` if none were found. Data type: String
result.errors	List of objects in which each object represents an error encountered while processing the request. Data type: Array `"errors": [ { "error": "String", "message": "String" } ]`
result.errors.error	Identifier for a state management error encountered while processing the request. Possible values: • CI_ACTION_ALREADY_SET • CI_ACTION_NOT_SET • DUPLICATE_CI_ACTION_RECORD • DUPLICATE_OPS_STATE_RECORD • DUPLICATE_SYS_ID • INCOMPATIBLE_CI_ACTION • INVALID_CI_ACTION • INVALID_DELETE • INVALID_INPUT_PARAMETERS • INVALID_LEASETIME • INVALID_OPS_STATE • INVALID_OPS_STATE_TRANSITION • INVALID_REQUESTOR • INVALID_REQUESTOR_FOR_CI • INVALID_SYS_ID • MUTEX_UNAVAILABLE • NOT_ALLOWED_CI_ACTION • OPS_STATE_NOT_SET • UNPRIORITIZED_OPS_STATE • UNSUPPORTED_SYS_ID Data type: String
result.errors.message	Message providing details on the associated *`error`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.result	Flag indicating whether the list of active CI actions was returned for all specified CIs. Possible values: • true: List of active CI actions was returned. • false: List of active CI actions was not returned. Data type: String

Example: cURL request

```
curl --request GET \
'https://instance.service-now.com/api/now/cilifecyclemgmt/actions/00a9a80d3790200044e0bfc8bcbe5d1c' \
--header 'Accept: application/json' \
--user "username":"password"
```

The response body shows that no CI actions are active for the specified CI.

```
{
  "result": {
    "ciActions": [
      "no_active_action"
    ],
    "result": true
  }
}
```

CI Lifecycle Management - GET /now/cilifecyclemgmt/compatActions

Determines whether two specified configuration item (CI) actions are compatible.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/compatActions`

Default URL: `/api/now/cilifecyclemgmt/compatActions`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
actionName	Required. Name of CI action to compare. Data type: String
otherActionName	Required. Name of CI action to compare. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *`result.result`* parameter to verify the outcome of the operation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Flag indicating whether the two specified CI actions are compatible. Possible values: • true: CI actions are compatible. • false: CI actions are not compatible. Data type: String

Example: cURL request

Check compatibility of Patching and Provisioning CI actions.

```
curl --request GET \
'https://instance.service-now.com/api/now/cilifecyclemgmt/compatActions?actionName=Patching&otherActionName=Provisioning' \
--header 'Accept: application/json' \
--user "username":"password"
```

The response body confirms that the two CI actions are compatible.

```
{
  "result": true
}
```

CI Lifecycle Management - GET /now/cilifecyclemgmt/leases/{sys_id}/expired

Determines whether the lease has expired for the requestor of a configuration item (CI) action applied to the specified CI.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/leases/{sys_id}/expired`

Default URL: `/api/now/cilifecyclemgmt/leases/{sys_id}/expired`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the CI that is the target of the applied CI action. Data type: String

Query parameters

Name	Description
actionName	Required. Name of the CI action applied to the specified CI. Data type: String
requestorId	Required. Sys_id of a workflow context, or an operator user ID returned from the CI Lifecycle Management - POST /now/cilifecyclemgmt/operators endpoint. Operator user IDs are located in the CI State Registered Users [statemgmt_register_users] table. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

result	Object encapsulating the result of the request.
	
	Data type: Object
	
	`"result": {`
	`  "errors": [Array],`
	`  "result": "String"`
	`}`

result.errors	List of objects in which each object represents an error encountered while processing the request.
	
	Data type: Array
	
	`"errors": [`
	`  {`
	`  "error": "String",`
	`  "message": "String"`
	`  }`
	`]`

result.errors.error	Identifier for a state management error encountered while processing the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • CI_ACTION_ALREADY_SET • CI_ACTION_NOT_SET • DUPLICATE_CI_ACTION_RECORD • DUPLICATE_OPS_STATE_RECORD • DUPLICATE_SYS_ID • INCOMPATIBLE_CI_ACTION • INVALID_CI_ACTION • INVALID_DELETE • INVALID_INPUT_PARAMETERS • INVALID_LEASETIME • INVALID_OPS_STATE • INVALID_OPS_STATE_TRANSITION • INVALID_REQUESTOR • INVALID_REQUESTOR_FOR_CI • INVALID_SYS_ID • MUTEX_UNAVAILABLE • NOT_ALLOWED_CI_ACTION • OPS_STATE_NOT_SET • UNPRIORITIZED_OPS_STATE • UNSUPPORTED_SYS_ID Data type: String
result.errors.message	Message providing details on the associated *error*. Data type: String
result.result	Flag indicating whether the lease for the requestor of the applied CI action has expired. Possible values: • true: Requestor's lease has expired. • false: Requestor's lease has not expired. Data type: String

Example: cURL request

```
curl --request GET \
'https://instance.service-now.com/api/now/cilifecyclemgmt/leases
/00a9a80d3790200044e0bfc8bcbe5d1c/expired?actionName=Patching&re
questorId=621b5a09309e5010f877773aa7167c0a' \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header 'Accept: application/json' \
--user "username":"password"
```

The response body shows that the lease for the requestor of the applied CI action has not expired.

```
{
  "result": {
    "result": false
  }
}
```

CI Lifecycle Management - GET /now/cilifecyclemgmt/notAllowedAction

Determines whether a specified configuration item (CI) action is not allowed for a CI of a specified class when in a specified operational state.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/notAllowedAction`

Default URL: `/api/now/cilifecyclemgmt/notAllowedAction`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
actionName	Required. Name of the CI action to check. Data type: String
ciClass	Required. CI class. Data type: String
opsLabel	Required. Operational state to check. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Flag indicating whether the CI action is restricted (not allowed) for CIs of the specified type when in the specified operational state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • true: CI action is restricted (not allowed). • false: CI action is unrestricted (allowed). Data type: String

Example: cURL request

Check whether the Patching CI action is restricted (not allowed) for computers in the DR Standby operational state.

```
curl --request GET \
"https://instance.service-now.com/api/now/cilifecyclemgmt/notAll
owedAction?actionName=Patching&ciClass=cmdb_ci_computer&opsLabel
=DR+Standby" \
--header "Accept: application/json" \
--user "username":"password"
```

The response body confirms that this action is restricted (not allowed) for the specified CI class when in the specified operational state.

```
{
  "result": true
}
```

CI Lifecycle Management - GET /now/cilifecyclemgmt/notAllowedOpsTransition

Determines whether a configuration item (CI) from a specified class can transition from a specified operational state to a second specified operational state.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/notAllowedOpsTransition`

Default URL: `/api/now/cilifecyclemgmt/notAllowedOpsTransition`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
ciClass	Required. CI class to check transition restrictions for. Data type: String
opsLabel	Required. Label of current CI operational state. Data type: String
transitionOpsLabel	Required. Label of operational state that is the target of the transition. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Flag indicating whether the specified operational state transition is restricted (not allowed) for the specified CI class. Possible values: • true: Operational state transition is restricted (not allowed). • false: Operational state transition is unrestricted (allowed). Data type: String

Example: cURL request

Check whether transition from Retired operational state to DR Standby operational state is restricted (not allowed) for Linux server CIs.

```
curl --request GET \
"https://instance.service-now.com/api/now/cilifecyclemgmt/notAll
owedOpsTransition?ciClass=cmdb_ci_computer&opsLabel=Retired&tran
sitionOpsLabel=DR+Standby" \
--header "Accept: application/json" \
--user "username":"password"
```

The response body shows that the specified operational state transition is unrestricted (allowed) for this CI class.

```
{
  "result": false
}
```

CI Lifecycle Management - GET /now/cilifecyclemgmt/requestors/{req_id}/valid

Determines whether the specified active workflow user or registered user is a valid requestor.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/requestors/{req_id}/valid`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/now/cilifecyclemgmt/requestors/{req_id}/valid`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
req_id	Sys_id of a workflow context, or an operator user ID returned from the CI Lifecycle Management - POST /now/cilifecyclemgmt/operators endpoint. Operator user IDs are located in the CI State Registered Users [statemgmt_register_users] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Object encapsulating the result of the request. Data type: Object `"result": { "errors": [Array], "result": "String" }`
result.errors	List of objects in which each object represents an error encountered while processing the request. Data type: Array `"errors": [ { "error": "String", "message": "String" } ]`
result.errors.error	Identifier for a state management error encountered while processing the request. Possible values: • CI_ACTION_ALREADY_SET • CI_ACTION_NOT_SET • DUPLICATE_CI_ACTION_RECORD • DUPLICATE_OPS_STATE_RECORD

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• DUPLICATE_SYS_ID • INCOMPATIBLE_CI_ACTION • INVALID_CI_ACTION • INVALID_DELETE • INVALID_INPUT_PARAMETERS • INVALID_LEASETIME • INVALID_OPS_STATE • INVALID_OPS_STATE_TRANSITION • INVALID_REQUESTOR • INVALID_REQUESTOR_FOR_CI • INVALID_SYS_ID • MUTEX_UNAVAILABLE • NOT_ALLOWED_CI_ACTION • OPS_STATE_NOT_SET • UNPRIORITIZED_OPS_STATE • UNSUPPORTED_SYS_ID Data type: String
result.errors.message	Message providing details on the associated *error*. Data type: String
result.result	Flag indicating whether the specified active workflow user or registered user is a valid requestor. Possible values: • true: Valid requestor. • false: Invalid requestor. Data type: String

Example: cURL request

```
curl --request GET \
'https://instance.service-now.com/api/now/cilifecyclemgmt/requestors/4cab9b95301a9010f877773aa7167ca9/valid' \
--header 'Accept: application/json' \
--user "username":"password"
```

```
{
  "result": {
    "result": true
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CI Lifecycle Management - GET /now/cilifecyclemgmt/statuses/{sys_id}

Returns the current operational state for the specified configuration item (CI).

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/statuses/{sys_id}`

Default URL: `/api/now/cilifecyclemgmt/statuses/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the CI. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Object encapsulating the result of the request. Data type: Object `"result": { "errors": [Array], "result": "String" }`
result.errors	List of objects in which each object represents an error encountered while processing the request. Data type: Array `"errors": [ { "error": "String", "message": "String" } ]`
result.errors.error	Identifier for a state management error encountered while processing the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • CI_ACTION_ALREADY_SET • CI_ACTION_NOT_SET • DUPLICATE_CI_ACTION_RECORD • DUPLICATE_OPS_STATE_RECORD • DUPLICATE_SYS_ID • INCOMPATIBLE_CI_ACTION • INVALID_CI_ACTION • INVALID_DELETE • INVALID_INPUT_PARAMETERS • INVALID_LEASETIME • INVALID_OPS_STATE • INVALID_OPS_STATE_TRANSITION • INVALID_REQUESTOR • INVALID_REQUESTOR_FOR_CI • INVALID_SYS_ID • MUTEX_UNAVAILABLE • NOT_ALLOWED_CI_ACTION • OPS_STATE_NOT_SET • UNPRIORITIZED_OPS_STATE • UNSUPPORTED_SYS_ID Data type: String
result.errors.message	Message providing details on the associated *error*. Data type: String
result.operationalStates	Operational state for the specified CI or `unknown` if no state is specified. Data type: String

Example: cURL request

```
curl --request GET
 'https://instance.service-now.com/api/now/cilifecyclemgmt/statu
ses/aac0b1213784200044e0bfc8bcbe5de3' \
--header 'Accept: application/json' \
--user "username":"password"
```

```
{
  "result": {
    "operationalState": "Repair in Progress",
    "result": true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

CI Lifecycle Management - PATCH /now/cilifecyclemgmt/leases/{sys_id}

Extends the specified configuration item (CI) action's lease expiration time for the specified user.

If the previous lease has expired, the new lease time starts immediately.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/leases/{sys_id}`

Default URL: `/api/now/cilifecyclemgmt/leases/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the CI for which to extend the lease. Data type: String

Query parameters

Name	Description
actionName	Required. Name of the associated CI action. Data type: String
leaseTime	Required. Time duration for which the lease is valid for the CI action specified in *`actionName`*. Data type: String Format: HH:MM:SS
requestorId	Required. Sys_id of a workflow context, or an operator user ID returned from the CI Lifecycle Management - POST /now/cilifecyclemgmt/operators endpoint. Operator user IDs are located in the CI State Registered Users [statemgmt_register_users] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
result	Object encapsulating the result of the request. Data type: Object `"result": { "errors": [Array], "result": "String" }`
result.errors	List of objects in which each object represents an error encountered while processing the request. Data type: Array `"errors": [ { "error": "String", "message": "String" } ]`
result.errors.error	Identifier for a state management error encountered while processing the request. Possible values: • CI_ACTION_ALREADY_SET • CI_ACTION_NOT_SET • DUPLICATE_CI_ACTION_RECORD • DUPLICATE_OPS_STATE_RECORD • DUPLICATE_SYS_ID • INCOMPATIBLE_CI_ACTION • INVALID_CI_ACTION • INVALID_DELETE • INVALID_INPUT_PARAMETERS • INVALID_LEASETIME • INVALID_OPS_STATE • INVALID_OPS_STATE_TRANSITION • INVALID_REQUESTOR • INVALID_REQUESTOR_FOR_CI • INVALID_SYS_ID • MUTEX_UNAVAILABLE • NOT_ALLOWED_CI_ACTION • OPS_STATE_NOT_SET

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• UNPRIORITIZED_OPS_STATE • UNSUPPORTED_SYS_ID Data type: String
result.errors.message	Message providing details on the associated *error*. Data type: String
result.result	Flag indicating whether the lease time was extended. Possible values: • true: Lease time was extended. • false: Lease time was not extended. Data type: String

Example: cURL request

Extend the duration of a Patching CI action requestor lease by 24 hours.

```
curl --request PATCH
 'https://instance.service-now.com/api/now/cilifecyclemgmt/leas
es/affd3c8437201000deeabfc8bcbe5dc3?actionName=Patching&leaseTim
e=24:00:00&requestorId=e7c3402d305a9010f877773aa7167c2a' \
--header 'Accept: application/json' \
--header 'Content-Type: application/json' \
--user "username":"password"
```

```
{
  "result": {
    "result": true
  }
}
```

CI Lifecycle Management - POST /now/cilifecyclemgmt/actions

Adds a specified configuration item (CI) action to a specified list of CIs.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/actions`

Default URL: `/api/now/cilifecyclemgmt/actions`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
actionName	Required. Name of the CI action to add to the list. Data type: String
leaseTime	Time duration for which the lease is valid for specified CI action. Data type: String Format: HH:MM:SS
oldActionNames	Comma-separated list of old CI actions that all CIs should be in. Data type: String
requestorId	Required. Sys_id of a workflow context, or an operator user ID returned from the CI Lifecycle Management - POST /now/cilifecyclemgmt/operators endpoint. Operator user IDs are located in the CI State Registered Users [statemgmt_register_users] table. Data type: String
sysIds	Required. Comma-separated list of CI sys_ids to which to add the CI action. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

result	Object encapsulating the result of the request.
	
	Data type: Object
	
	`"result": {`
	`  "errors": [Array],`
	`  "result": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.errors	List of objects in which each object represents an error encountered while processing the request. Data type: Array `"errors": [ { "error": "String", "message": "String" } ]`
result.errors.error	Identifier for a state management error encountered while processing the request. Possible values: • CI_ACTION_ALREADY_SET • CI_ACTION_NOT_SET • DUPLICATE_CI_ACTION_RECORD • DUPLICATE_OPS_STATE_RECORD • DUPLICATE_SYS_ID • INCOMPATIBLE_CI_ACTION • INVALID_CI_ACTION • INVALID_DELETE • INVALID_INPUT_PARAMETERS • INVALID_LEASETIME • INVALID_OPS_STATE • INVALID_OPS_STATE_TRANSITION • INVALID_REQUESTOR • INVALID_REQUESTOR_FOR_CI • INVALID_SYS_ID • MUTEX_UNAVAILABLE • NOT_ALLOWED_CI_ACTION • OPS_STATE_NOT_SET • UNPRIORITIZED_OPS_STATE • UNSUPPORTED_SYS_ID Data type: String
result.errors.message	Message providing details on the associated *`error`*. Data type: String
result.result	Flag indicating whether the CI action was set for all CIs in the list. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: CI actions were set. • false: CI actions were not set. Data type: String

Example: cURL request

Add a Patching CI action to two CIs.

```
curl --request POST \
"https://instance.service-now.com/api/now/cilifecyclemgmt/actio
ns?actionName=Patching&requestorId=621b5a09309e5010f877773aa7167
c0a&sysIds=00a9a80d3790200044e0bfc8bcbe5d1c,d0fdbc8437201000deea
bfc8bcbe5d33" \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--user "username":"password"
```

```
{
  "result": {
    "result": true
  }
}
```

CI Lifecycle Management - POST /now/cilifecyclemgmt/operators

Registers an operator for a non-workflow user.

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/operators`

Default URL: `/api/now/cilifecyclemgmt/operators`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
result	Object encapsulating the result of the request. Data type: Object `"result": { "errors": [Array], "result": "String" }`
result.errors	List of objects in which each object represents an error encountered while processing the request. Data type: Array `"errors": [ { "error": "String", "message": "String" } ]`
result.errors.error	Identifier for a state management error encountered while processing the request. Possible values: • CI_ACTION_ALREADY_SET • CI_ACTION_NOT_SET • DUPLICATE_CI_ACTION_RECORD • DUPLICATE_OPS_STATE_RECORD • DUPLICATE_SYS_ID • INCOMPATIBLE_CI_ACTION • INVALID_CI_ACTION • INVALID_DELETE • INVALID_INPUT_PARAMETERS • INVALID_LEASETIME • INVALID_OPS_STATE • INVALID_OPS_STATE_TRANSITION • INVALID_REQUESTOR • INVALID_REQUESTOR_FOR_CI • INVALID_SYS_ID • MUTEX_UNAVAILABLE • NOT_ALLOWED_CI_ACTION • OPS_STATE_NOT_SET

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• UNPRIORITIZED_OPS_STATE • UNSUPPORTED_SYS_ID Data type: String
result.errors.message	Message providing details on the associated *error*. Data type: String
result.requestorId	GUID for the registered operator. Use this value to set CI actions and operational states. Data type: String
result.result	Flag indicating whether the operator was successfully registered. Possible values: • true: Operator was successfully registered. • false: Operator was not successfully registered. Data type: String

Example: cURL request

```
curl --request POST \
"https://instance.service-now.com/api/now/cilifecyclemgmt/operat
ors" \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--user "username":"password"
```

```
{
  "result": {
    "result": true,
    "requestorId": "6f992b8430121010f877773aa7167c42"
  }
}
```

CI Lifecycle Management - POST /now/cilifecyclemgmt/statuses

Sets the operational state for a specified list of configuration items (CIs).

URL format

Versioned URL: `/api/now/{api_version}/cilifecyclemgmt/statuses`

Default URL: `/api/now/cilifecyclemgmt/statuses`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
oldOpsLabels	Comma-separated list of old CI operational states in which all CIs should be included. Data type: String
opsLabel	Required. Label of the operational state to set for the specified CIs. Data type: String
requestorId	Required. Sys_id of a workflow context, or an operator user ID returned from the CI Lifecycle Management - POST /now/cilifecyclemgmt/operators endpoint. Operator user IDs are located in the CI State Registered Users [statemgmt_register_users] table. Data type: String
sysIds	Required. Comma-separated list of sys_ids of CIs for which the operational state is to be set. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed by the endpoint. Review the response body *result.result* parameter to verify the outcome of the operation. If the endpoint encounters errors while processing the request, error codes and messages appear in the response body *result.errors* parameter.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

result	Object encapsulating the result of the request.
	
	Data type: Object
	
	`"result": {`
	`  "errors": [Array],`
	`  "result": "String"`
	`}`

result.errors	List of objects in which each object represents an error encountered while processing the request. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"errors": [
	  {
	  "error": "String",
	  "message": "String"
	  }
	]</pre>

result.errors.error	Identifier for a state management error encountered while processing the request. Possible values: • CI_ACTION_ALREADY_SET • CI_ACTION_NOT_SET • DUPLICATE_CI_ACTION_RECORD • DUPLICATE_OPS_STATE_RECORD • DUPLICATE_SYS_ID • INCOMPATIBLE_CI_ACTION • INVALID_CI_ACTION • INVALID_DELETE • INVALID_INPUT_PARAMETERS • INVALID_LEASETIME • INVALID_OPS_STATE • INVALID_OPS_STATE_TRANSITION • INVALID_REQUESTOR • INVALID_REQUESTOR_FOR_CI • INVALID_SYS_ID • MUTEX_UNAVAILABLE • NOT_ALLOWED_CI_ACTION • OPS_STATE_NOT_SET • UNPRIORITIZED_OPS_STATE • UNSUPPORTED_SYS_ID Data type: String
result.errors.message	Message providing details on the associated *`error`*. Data type: String
result.result	Flag indicating whether the desired state was set for all CIs included in the request. Possible values: • true: Operational state set. • false: Operational state not set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

Set the `Repair in Progress` operational state for two CIs.

```
curl --request POST \
"https://instance.service-now.com/api/now/cilifecyclemgmt/statuses?opsLabel=Repair%20in%20Progress&requestorId=23d58bc030121010f877773aa7167c83&sysIds=affd3c8437201000deeabfc8bcbe5dc3,aac0b1213784200044e0bfc8bcbe5de3" \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--user "username":"password"
```

The response body shows that the desired operational state was set for both CIs specified in the request.

```
{
  "result": {
    "result": true
  }
}
```

Cloud Runner Test Generation REST API

Manages test job generation to be executed in a cloud runner for Automated Test Framework (ATF).

The *`Cloud Runner Test Generation`* API requires the ATF Test Generator and Cloud Runner (sn_atf_tg) plugin. The methods available with this API run in the **now** namespace and can be called using API Name, **One-click regression testing for ATF**, in the REST API Explorer. The admin role is required to access this API.

You can use this API for the following tasks:

- Start the test generation job.
- Check the progress of the test generation job.
- Cancel the test generation job.

The *`Cloud Runner Test Generation`* API may be used in tandem with the Cloud Runner Test Runner REST API and Cloud Runner Test User REST API. For instance, you can call the Test Generation API to run a test and then get the progress of the test in the browser orchestration queue (Cloud Runner TEST Generation API) and then check the number of tests that passed or failed.

To view the Server API reference documentation of this API, see Cloud Runner TestGenerationApi – Scoped, Global.

Cloud Runner Test Generation - GET /now/sn_atf_tg/test_generation_progress

Provides the status of each generated test for a provided Browser Orchestration Queue (BOQ) record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Default URL: GET `/api/now/sn_atf_tg/test_generation_progress`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
snboqId	Required. The BOQ record sys_id of the test generation job to get the progress of. Data type: String Table: BOQ [sn_atf_tg_sn_boq]

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successfully retrieved the progress of the BOQ job.
400	Error getting BOQ record status. Returns one of the following messages: • No BOQ ID passed in – No BOQ ID was provided. Add the BOQ ID to the request body. • Unable to find BOQ record – Invalid Sys ID. Verify that the sys_id of the BOQ record is valid and the record exists.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

Response body parameters (JSON or XML)

Name	Description

result	Object containing the progress results of the generated test job or a message explaining why the request failed.
	
	Data type: Object
	
	`"result": { "testsSucceeded": Number, "testsFailed": Number, "testsPending": Number, "testsInProgress": Number, "testsSkipped": Number } }`
	
	Or:
	
	`{ "result": { "message": "String" } }`

result.message	Error message detailing why the test generation progress cannot be retrieved. The message parameter is not returned in a successful response. Data type: String
result.testsSucceeded	Number of generated tests that passed. Data type: Number
result.testsFailed	Number of generated tests that failed. Data type: Number
result.testsPending	Number of use cases that are waiting for generated tests.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number
result.testsInProgress	Number of use cases that tests are created for. Data type: Number
result.testsSkipped	Number of tests skipped due to the job cancellation. Data type: Number

Example: cURL request

The following GET call returns progress information about generated tests associated with the snboqId 1234.

```
curl
 "https://instance.service-now.com/api/now/sn_atf_tg/test_genera
tion_progress?snboqId=1234" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Output:

```
{
  "result": {
    "testsSucceeded": 0,
    "testsFailed": 0,
    "testsPending": 0,
    "testsInProgress": 0,
    "testsSkipped": 161
  }
}
```

The following example returns a 400 error message when no BOQ ID is passed.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/test_generat
ion_progress" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Response:

```
{
  "result": {
    "message": "No SNBOQ ID passed in, add snboqId to request
 body"
  }
}
```

The following example returns a 400 error message when an invalid BOQ ID is passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/test_generat
ion_progress?snboqId=invalid_sys_id" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Response:

```
{
  "result": {
    "message": "Invalid SNBOQ sys_id passed in"
  }
}
```

Cloud Runner Test Generation - POST /now/sn_atf_tg/cancel_test_generation

Sets the test generation job and its associated update set record to complete status. Cancels the root trackers of any generated tests that are running. If any test jobs are in progress on cancellation, this method sets any of the in-progress test records generated to skipped.

Tests can fail or cancel automatically due to business rules or access control rule (ACL) issues. View the generated test table for more details about failed or canceled tests.

URL format

Default URL: POST `/api/now/sn_atf_tg/cancel_test_generation`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
snboqId	Required. Sys_id of the Browser Orchestration Queue (BOQ) record to cancel. Data type: String Table: BOQ [sn_atf_tg_sn_boq]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successfully canceled the BOQ job.
400	Error canceling job. Returns one of the following messages: • No BOQ ID passed in – No BOQ ID was provided. Add the BOQ ID to the request body. • Unable to find BOQ record – Invalid Sys ID. Verify that the sys_id of the BOQ record is valid and the record exists.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

Response body parameters (JSON or XML)

Name	Description
result	Object containing the results of the cancellation request. Data type: Object `"result": { "message": "String" }`
result.message	Message detailing whether the test cancellation was successful.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

The following request cancels the test generation job of a specified BOQ record.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/cancel_test_
generation" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"snboqId\":\"<sys_id of BOQ record>\"}" \
--user "username":"password"
```

The response body returns a success message of the cancellation.

```
{
  "result": {
    "message": "success"
  }
}
```

The following example returns a 400 error message when no BOQ ID is passed.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/cancel_test_
generation" \
--request POST \
--header "Accept:application/json" \
--user "username":"password"
```

Response:

```
{
  "result": {
    "message": "No SNBOQ ID passed in, add snboqId to request
 body"
  }
}
```

The following example returns a 400 error message when an invalid BOQ ID is passed.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/cancel_test_
generation" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"snboqId\":\"invalid_sys_id\"}" \
--user "username":"password"
```

Response:

```
{
  "result": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "message": "No SNBOQ ID passed in, add snboqId to request
 body"
  }
}
```

Cloud Runner Test Generation - POST /now/sn_atf_tg/test_generation

Inserts a record into the Browser Orchestration Queue (BOQ) [sn_atf_tg_sn_boq] table to start a test job.

URL format

Default URL: POST `/api/now/sn_atf_tg/test_generation`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
catalogEncodedQuery	Encoded query specifying which catalog items to generate tests on. An empty string defaults to all catalog items. For more information about forming encoded queries, see Encoded query strings. Data type: String
email	Email address to alert when test generation is complete. Data type: String
maxTestCount	Number of overall tests to generate. Accepted values: Any number between 1 and 9999. Data type: Number Default: 9999
maxTestCountPerItem	Number of tests to generate per catalog item. Accepted values: Any number between 1 and 10. Data type: Number Default: 10

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
maxTestCountPerTable	Number of tests to generate per table. Accepted values: Any number between 1 and 10. Data type: Number Default: 10
scopeForGeneratingTests	Required when *separateUpdateSetPerScope* is set to false. Sys_id of the scope in which to place all generated tests. Data type: String
separateUpdateSetPerScope	Flag that indicates whether to separate generated tests into respective suites, update sets, and scopes, or to place tests into one suite, update set, and scope. Valid values: • true: Tests are placed into their respective suite and update set according to the scope of each table or catalog item. • false: All generated tests are placed in the same suite, update set, and scope. If false, *scopeForGeneratingTests* is required in the request. Data type: Boolean Default: true
testSuite	Optional. Name of the test suite to create using test generation. Data type: String Default: ATF Generated Suite - <time_stamp>
tableEncodedQuery	Encoded query specifying the tables on which to generate tests. An empty string defaults to all tables. For more information about forming encoded queries, see Encoded query strings. Data type: String
userEncodedQuery	Encoded query specifying which users to generate tests on. An empty string input defaults to all tables. For more information about forming encoded queries, see Encoded query strings. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successfully inserted a test generation BOQ job. Any errors are shown in the BOQ record logs during processing. All inputs default to generate the maximum number of tests for all tables and service catalog items.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

Response body parameters (JSON or XML)

Name	Description

result	Object containing the results of the request.
	
	`"result": {`
	`  "snboqId": String`
	`}`
	
	Data type: Object

result.snboqId	Sys_id of the record inserted in the sn_atf_tg_sn_boq table when the test generation starts. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following request example starts a new test job in the instance without any request parameters and inserts the job in the BOQ table.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/test_generat
ion" \
--request POST \
--header "Accept:application/json" \
--user "username":"password"
```

Response body:

```
{
  "result": {
    "snboqId": <sys_id of newly inserted BOQ record>
  }
}
```

The following request example starts a new test job with a maximum test count of 2 and filters the tests to the Incident table, and then inserts the job in the BOQ table.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/test_generat
ion" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data
 "{\"maxTestCount\":\"2\",\"tableEncodedQuery\":
\"name=incident\",\"testSuite\":\"Suite123\"}" \
--user "username":"password"
```

Response body:

```
{
  "result": {
    "snboqId": <sys_id of newly inserted BOQ record>
  }
}
```

Cloud Runner Test Runner REST API

Manages tests to be executed in a cloud runner for Automated Test Framework (ATF).

The *Cloud Runner Test Runner* API requires the ATF Test Generator and Cloud Runner (sn_atf_tg) plugin. The methods available with this API run in the **now** namespace and can be called using API Name, **One-click regression testing for ATF**, in the REST API Explorer. The admin role is required to access this API.

You can use this API for the following tasks:

- Start an ATF test or test suite in the Cloud Runner browser.
- Check the progress of the test job.
- Cancel the test job.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The *Cloud Runner Test Runner* API may be used in tandem with the Cloud Runner Test Generation REST API and Cloud Runner Test User REST API. For instance, you can generate a test (Cloud Runner Test Generation API) and then get the progress of the test in the browser orchestration queue (Cloud Runner TEST Generation API) and check the number of tests that passed or failed.

To view the Server API reference documentation of this API, see Cloud Runner TestRunnerApi – Scoped, Global.

Cloud Runner Test Runner - GET /now/sn_atf_tg/test_runner_progress

Provides the status of each test ran for a provided Browser Orchestration Queue (BOQ) record.

URL format

Default URL: GET `/api/now/sn_atf_tg/test_runner_progress`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
snboqId	Required. The BOQ record sys_id of the test runner job to get the progress of. Data type: String Table: BOQ [sn_atf_tg_sn_boq]

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successfully retrieved the progress of the BOQ job.
400	Error getting BOQ record status. Returns one of the following messages: • No BOQ ID passed in – No BOQ ID was provided. Add the BOQ ID to the request body. • Unable to find BOQ record – Invalid Sys ID. Verify that the sys_id of the BOQ record is valid and the record exists.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

Response body parameters (JSON or XML)

Name	Description

result	Object containing the progress results of the test runner job or a message explaining why the request failed.
	
	Data type: Object
	
	`"result": { "progress": 100, "state": "completed" }`
	
	Or:
	
	`{ "result": { "message": "String" } }`

result.message	Error message detailing why the test runner progress cannot be retrieved. The message parameter is not returned in a successful response. Data type: String
result.progress	Percentage that indicates how close to completion a test is while in a running state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number
result.state	Current status of the BOQ record. Possible values: • Browsers requested: A request has been sent to the cloud infrastructure to start browsers for test generation or test running. • Completed: The test task is complete. • Failed state: The test task failed. • Pending: The requested test activity has been created and waiting to be executed. • Processing: The instance is scanning for records to ensure that the execution trackers are marked for cloud runner before the request is sent to the cloud infrastructure. • Running: The cloud infrastructure browsers find and execute pending tests. Data type: String

Example: cURL request

The following request retrieves the test runner job progress of the BOQ record.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/test_runner_
progress?snboqId=<sys_id of SNBOQ record>" \
--request GET \
--header "Accept:application/json" \
--user "username:password"
```

The response indicates that the test is 100% complete.

```
{
  "result": {
    "progress": 100,
    "state": "completed"
  }
}
```

The following example returns a 400 error message when no BOQ ID is passed.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/test_runner_
progress" \
--request GET \
--header "Accept:application/json" \
--user "username:password"
```

Response:

```
{
  "result": {
    "message": "No SNBOQ ID passed in, add snboqId to request
 body"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}
```

The following example returns a 400 error message when an invalid BOQ ID is passed.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/test_runner_
progress?snboqId=invalid_sys_id" \
--request GET \
--header "Accept:application/json" \
--user "username:password"
```

Response:

```
{
  "result": {
    "message": "Invalid SNBOQ sys_id passed in"
  }
}
```

Cloud Runner Test Runner - POST /now/sn_atf_tg/cancel_test_runner

Sets the test runner job to complete status and cancels the root trackers of any generated tests that are running.

URL format

Default URL: GET `/now/sn_atf_tg/cancel_test_runner`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
snboqId	Sys_id of the Browser Orchestration Queue (BOQ) record (sn_atf_tg_sn_boq) associated with the test runner job to cancel. Data type: String Table: BOQ [sn_atf_tg_sn_boq]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Error canceling job. Returns one of the following messages: • No BOQ ID passed in – No BOQ ID was provided. Add the BOQ ID to the request body. • Unable to find BOQ record – Invalid Sys ID. Verify that the sys_id of the BOQ record is valid and the record exists.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

Response body parameters (JSON or XML)

Name	Description
result	Object containing the results of the request. `"result": {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"message": String
	}</pre>
	Data type: Object

result.message	Message detailing whether the test cancellation was successful. Data type: String

Example: cURL request

The following example shows how to form a cancel test runner request according to the sys_id of the BOQ record.

```
curl
 "https://instance.service-now.com/api/now/sn_atf_tg/cancel_test
_runner" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"snboqId\":\"<sys_id of BOQ record>\"}" \
--user "username:password"
```

The response message indicating that the test runner is successfully canceled.

```
{
  "result": {
    "message": "success"
  }
}
```

Cloud Runner Test Runner - POST /now/sn_atf_tg/test_runner

Inserts a test runner job into the BOQ [sn_atf_tg_sn_boq] table for given test or test suite, which is then run on the cloud runner.

URL format

Default URL: POST `api/now/sn_atf_tg/test_runner`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
testId	Sys_id of the test [sys_atf_test] or test suite [sys_atf_test_suite] to run on the cloud runner.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successfully inserted a test runner BOQ job.
400	Error starting the test runner job. Returns one of the following messages: • Unable to find test or test suite with Sys ID <testId> – Invalid test ID. Ensure that the sys_id of the test (sys_atf_test) or test suite (sys_atf_test_suite) record is valid and the record exists. • No Test ID passed in – No test ID was passed. Add the test ID to the request body.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description

result	Object containing the results of the request.
	
	Data type: Object
	
	`{ "result": { "snboqId": "String" } }`
	
	Or:
	
	`{ "result": { "message": "String" } }`

result.snboqId	Sys_id of the BOQ record that is inserted when test runner starts. Data type: String Table: BOQ [sn_atf_tg_sn_boq]
result.message	Error message detailing why the test runner cannot be started. Data type: String

Example: cURL request

The following request inserts a test runner job into the BOQ [sn_atf_tg_sn_boq] table.

```
curl
 "https://instance.service-now.com/api/now/sn_atf_tg/test_runn
er" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"testId\":\"<sys_id of ATF test or test suite>\"}" \
--user "username:password"
```

The response body returns the sys_id of the test runner job that was successfully inserted.

```
{
  "result": {
    "snboqId": "<sys_id of newly inserted SNBOQ record>"
  }
}
```

Cloud Runner Test User REST API

Manages test user jobs to be executed in a cloud runner for Automated Test Framework (ATF).

The *Cloud Runner Test User* API requires the ATF Test Generator and Cloud Runner (sn_atf_tg) plugin. The methods available with this API run in the **now** namespace and can be

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

called using API Name, **One-click regression testing for ATF**, in the REST API Explorer. The admin role is required to access this API.

You can use this API for the following tasks:

- Start the user test job.
- Set the cloud user.
- Check if the user specified is valid.
- Check the progress of the user test job.
- Cancel the test job.

The *Cloud Runner Test Runner* API may be used in tandem with the Cloud Runner Test Generation REST API and Cloud Runner Test User REST API. For instance, you can generate a test (Cloud Runner Test Generation API) and then get the progress of the test in the browser orchestration queue (Cloud Runner TEST Generation API) and check the number of tests that passed or failed.

To view the Server API reference documentation of this API, see Cloud Runner TestUserApi – Scoped, Global.

Cloud Runner Test User - GET /now/sn_atf_tg/test_user_progress

Provides the status of the test user job for a provided Browser Orchestration Queue (BOQ) record.

URL format

Default URL: GET `/api/now/sn_atf_tg/test_user_progress`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
snboqId	Required. BOQ record sys_id of the test user job to get the progress of. Data Type: String Table: BOQ [sn_atf_tg_sn_boq]

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successfully retrieved the progress of the test user job.
400	Error getting BOQ record status. Returns one of the following messages: • No BOQ ID passed in – No BOQ ID was provided. Add the BOQ ID to the request body. • Unable to find BOQ record – Invalid Sys ID. Verify that the sys_id of the BOQ record is valid and the record exists.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

Response body parameters (JSON or XML)

Name	Description

result	Object containing the progress results of the test runner job or a message explaining why the request failed.
	
	`"result": {`
	`"progress": 100,`
	`"state": "completed"`
	`}`
	
	Or:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"result": {
	    "message": "String"
	}</pre>
	Data type: Object

result.message	Error message detailing why the test runner progress cannot be retrieved. The message parameter is not returned in a successful response. Data type: String
result.progress	Percentage that indicates how close to completion a test is while in a running state. Data type: Number
result.state	Current status of the BOQ record. Possible values: • Browsers requested: A request has been sent to the cloud infrastructure to start browsers for test generation or test running. • Completed: The test task is complete. • Failed state: The test task failed. • Pending: The requested test activity has been created and waiting to be executed. • Processing: The instance is scanning for records to ensure that the execution trackers are marked for cloud runner before the request is sent to the cloud infrastructure. • Running: The cloud infrastructure browsers find and execute pending tests. Data type: String

Example: cURL request

The following request example shows how to check the progress of a test user job.

```
curl
 "https://instance.service-now.com/api/now/sn_atf_tg/test_user_p
rogress?snboqId=<sys_id of SNBOQ record>" \
--request GET \
--header "Accept:application/json" \
--user "username:password"
```

Response body:

```
{
  "result": {
    "progress": 100,
    "state": "completed"
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cloud Runner Test User - GET /now/sn_atf_tg/is_valid_cloud_user

Checks whether a provided user is a valid cloud user.

This method checks if the user passes the following criteria:

- Exists,
- Is active,
- Is not locked out,
- Needs a password reset,
- Is an admin,
- Is read-only,
- Is web services-only

URL format

Default URL: GET `/api/now/sn_atf_tg/is_valid_cloud_user`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
username	Required. User name of the sys_user to check if the user passes the following baseline criteria. • Exists, • Is active, • Is not locked out, • Needs a password reset, • Is an admin, • Is read-only, • Is web services-only If any of these conditions fail, the API returns a false boolean with a message about which criteria failed. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Returns true or false if the user is valid and satisfies cloud user criteria.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

Response body parameters (JSON or XML)

Name	Description
result	Object containing the results of the request. `"result": { "validUser": Boolean }` Data type: Object
result.validUser	Flag that indicates whether the user satisfies cloud user criteria. When true, the user satisfies the criteria. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following request checks if the provided sys_user meets the criteria to use cloud functionality.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/is_valid_clo
ud_user?username=<username of sys_user to check>" \
--request GET \
--header "Accept:application/json" \
--user "username:password"
```

Response body:

```
{
  "result": {
    "validUser": <Boolean value indicating whether user is valid
 cloud user>
  }
}
```

Cloud Runner Test User - POST /now/sn_atf_tg/test_user

Inserts a test user job into the BOQ [sn_atf_tg_sn_boq] table for a given user name, which is then run on cloud runner.

URL format

Default URL: POST `/api/now/sn_atf_tg/test_user`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
username	Required. Username of the sys_user to test the end-to-end infrastructure of the cloud runner. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successfully inserted a test user BOQ job.
400	Error starting test user job. If an empty user name is provided or a user can't be found in sys_user table, the server throws an error.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

Response body parameters (JSON or XML)

Name	Description
result	Object containing the results of the request. `"result": { "snboqId": String }` Or:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	`"result": { "message": "String" }` Data type: Object
result.message	Error message detailing why the username cannot be assigned test capabilities. The message parameter is not returned in a successful response. Data type: String
result.snboqId	Sys_id of the BOQ record that is inserted when test user job starts successfully. Data type: String Table: BOQ [sn_atf_tg_sn_boq]

Example: cURL request

The following request example shows how to insert a test user job into the BOQ [sn_atf_tg_sn_boq] table for a given username.

```
curl
 "http://instance.service-now.com/api/now/sn_atf_tg/test_user" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"username\":\"<username of sys_user to test cloud
 infrastructure>\"}" \
--user "username:password"
```

The response returns a sys_id of the BOQ record that is inserted when test user job starts.

```
{
  "result": {
    "snboqId": "<sys_id of newly inserted BOQ record>"
  }
}
```

The following example returns a 400 error message when no user name or an invalid user name is passed.

```
curl
 "https://instance.service-now.com/api/now/sn_atf_tg/test_user"
 \
--request POST \
--header "Accept:application/json" \
--user "username:password"
```

Response:

```
{
  "result": {
    "message": "Unable to set cloud user as cloud user not
 valid"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

Cloud Runner Test User - POST /now/sn_atf_tg/cancel_test_user

Sets the test user job status in the Browser Orchestration Queue (BOQ) [sn_atf_tg_sn_boq] table to complete.

URL format

Default URL: POST `/api/now/sn_atf_tg/cancel_test_user`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
snboqId	Required. Sys_id of the BOQ record to cancel associated with the test user job. Data Type: String Table: SNBOQ [sn_atf_tg_sn_boq]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successfully canceled the BOQ job.
400	Error canceling job. Returns one of the following messages: • No BOQ ID passed in – No BOQ ID was provided. Add the BOQ ID to the request body. • Unable to find BOQ record – Invalid Sys ID. Verify that the sys_id of the BOQ record is valid and the record exists.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

Response body parameters (JSON or XML)

Name	Description
result	Object containing the results of the request. `"result": { "message": String }` Data type: Object
result.message	Message detailing whether the test user cancellation was successful. Data type: String

Example: cURL request

The following request demonstrates how to cancel a test user job in the Browser Orchestration Queue [sn_atf_tg_sn_boq] table.

```
curl
 "https://instance.service-now.com/api/now/sn_atf_tg/cancel_test
_user" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--data "{\"snboqId\":\"<sys_id of BOQ record>\"}" \
--user "username:password"
```

Successful response body:

```
{
  "result": {
    "message": "success"
  }
}
```

Cloud Runner Test User - POST /now/sn_atf_tg/select_cloud_user

Starts an end-to-end test user job on cloud runner. If the user is able to log in with the admin role, the cloud user property defaults to this user for future test runs and test generations.

URL format

Default URL: POST `/api/now/sn_atf_tg/select_cloud_user`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
username	Required. User name of the sys_user to test and set the cloud user for future test runner and test generation jobs. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successfully tested the end to end cloud runner infrastructure and set the cloud user for future test run and test generation jobs.
400	Error testing the full end to end cloud runner infrastructure and setting the cloud user. Ensure that the user name isn't empty or that the user exists in the sys_user table for a given user name.
403	Error granting user access to the endpoint. Ensure that the user has the admin role.

Response body parameters (JSON or XML)

Name	Description
result	Object containing the results of the request. `"result": { "message": "String" }` Data type: Object
result.message	Message detailing whether the user was successfully selected for future test runs and test generations on the cloud runner infrastructure. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following example shows how to request a specific user to be selected for future test runs and test generations on the cloud runner infrastructure.

```
curl
 "https://instance.service-now.com/api/now/sn_atf_tg/select_clou
d_user" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"username\":\"<username of sys_user to set as cloud
 user>\"}" \
--user "username:password"
```

The response body returns a success message indicating that the cloud user is successfully selected for test runs and generations.

```
{
  "result": {
    "message": "success"
  }
}
```

Cloud Services Catalog API

The *Cloud Services Catalog* API provides methods related to Day-1 (provisioning) and Day-2 (modification) operations available in the Cloud Services Catalog, such as creating cloud service stacks and calling resource operation requests. You can also retrieve information about catalog requests, stacks getting status, and other information.

This API is included in the now namespace and requires the sn_cmp.cloud_service_user role. The Cloud Services Catalog (CSC) application is available as a separate subscription and requires either the ITOM Enterprise bundle or ITOM Cloud Accelerate product Entitlement.

The *Cloud Services Catalog* API features actions you perform during Day 2 operations. In the context of this API, resource catalog items refer to catalog items related to Day 2 operations.

To use this API, ensure that you have completed the Cloud Services Catalog guided setup process or have a working configuration where provisioning and catalog operations are working in the UI. For more information about these steps, see Cloud Services Catalog.

Cloud Services Catalog - GET /now/cmp_catalog_api/itemsbyciclass

Returns a list of resource catalog items based on a given configuration item (CI) class.

URL format

Default URL: /api/now/cmp_catalog_api/itemsbyciclass

Supported request parameters

Path parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
ci_class	Required. Name of the CI class to get the resource catalog items from (for example, "cmdb_ci_vm_instance"). Located in the Reference CI Type field in the Configuration Item [cmdb_ci] table. Data type: String
display_variables	Flag that indicates whether to list catalog item variables associated with each catalog item. Valid values: • true: Displays list catalog item variables. • false: Doesn't display list catalog item variables. Data type: Boolean Default: False
operation_name	Optional. Name of the operation. Located in the Name column of the resource interface in the OperationSignature [sn_cmp_rb_op_signature] table. **Note:** This parameter can query part or whole of the operation. For example, if you want to list all interfaces starting with "Servicenow", you can set the variable as `operation_name = Servicenow`. Default: All catalog items of all operation types are returned. Data type: String
resource_interface	Optional. Resource interface that the resource catalog item is hosted on. Located in the Name column of the ResourceInterfaces [sn_cmp_rb_resourceinterface] table. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
active	Active state of the resource operation catalog item. Possible values: • true: The resource operation catalog item is active. • false: The resource operation catalog item is inactive. Data type: String
created_on	Time stamp from when the resource operation catalog item was created. Format: yyyy-MM-dd HH:mm:ss.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
display_name	Name of the resource interface. Located in the ResourceInterfaces [sn_cmp_rb_resourceinterface] table. Data type: String
id	Sys_id of the resource operation catalog item. Data type: String Table: Resource Operation Catalog Item [sn_cmp_rsrc_opr_cat_item]
name	Name of the resource operation catalog item. Located in the Resource Operation Catalog Item [sn_cmp_rsrc_opr_cat_item] table. Data type: String
short_description	Brief description of the resource operation catalog item. Data type: String Table: Resource Operation Catalog Item [sn_cmp_rsrc_opr_cat_item]
updated_on	Time stamp from when the resource operation catalog item was last updated. Required format: yyyy-MM-dd HH:mm:ss. Data type: String

Example: cURL request

The following example requests and returns the status of the request item.

```
curl
 "https://instance.servicenow.com/api/now/cmp_catalog_api/itemsb
yciclass?ci_class=cmdb_ci_vm_instance&resource_interface=Virt
ual%20Machine%20Store%20Extension%20Interface&operation_name=Exe
cute%20Job%20Template" \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

Response:

```
[
  {
    "display_name": "Virtual Server-Virtual Machine Store
 Extension Interface-Execute Job Template",
    "id": "01b2341a56789012345d6ddeeff7b89fc",
    "created_on": "2019-04-28 12:58:26",
    "updated_on": "2019-04-28 12:58:26",
    "name": "Virtual Server-Virtual Machine Store Extension
 Interface-Execute Job Template",
    "short_description": "Catalog item to invoke operation",
    "active": true
  }
]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Cloud Services Catalog - GET /now/cmp_catalog_api/itemsbyrb

Returns a list of resource catalog items based on a given resource block.

URL format

Default URL: `/api/now/cmp_catalog_api/itemsbyrb`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
display_variables	Flag that indicates whether to list catalog item variables associated with each catalog item. Valid values: • true: Displays list catalog item variables. • false: Doesn't display list catalog item variables. Data type: Boolean Default: False
operation_name	Optional. Name of the operation. Located in the Name column of the resource interface in the OperationSignature [sn_cmp_rb_op_signature] table. **Note:** This parameter can query part or whole of the operation. For example, if you want to list all interfaces starting with "Servicenow", you can set the variable as `operation_name = Servicenow`. Default: All catalog items of all operation types are returned. Data type: String
resource_block	Required. Name of the resource block to get its related resource operation catalog items from (for example, Virtual Server). Default: All catalog items of all operation types are returned. Data type: String Table: Resource Block [sn_cmp_rb_resourceblock]
resource_interface	Optional. Resource interface that the resource catalog item is hosted on. Located in the Name column of the ResourceInterfaces [sn_cmp_rb_resourceinterface] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
active	Active state of the resource operation catalog item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • true: The resource operation catalog item is active. • false: The resource operation catalog item is inactive. Data type: String
display_name	Name of the resource interface. Located in the ResourceInterfaces [sn_cmp_rb_resourceinterface] table. Data type: String
id	Sys_id of the resource operation catalog item. Data type: String Table: Resource Operation Catalog Item [sn_cmp_rsrc_opr_cat_item]
name	Name of the resource operation catalog item. Located in the Resource Operation Catalog Item [sn_cmp_rsrc_opr_cat_item] table. Data type: String
short_description	Brief description of the resource operation catalog item. Data type: String Table: Resource Operation Catalog Item [sn_cmp_rsrc_opr_cat_item]
variables	List of extra details about the resource catalog item. The variables returned in this API vary based on the query parameters that were passed. Data type: Array of Objects `"variables": [ { "parameter1": "String", "parameter2": "String" } ]`

This example list of resource catalog items based on a Virtual Server resource block:

```
curl
 "https://instance.servicenow.com/api/now/cmp_catalog_api/itemsbyrb?resource_interface=Virtual%20Machine%20Store%20Extension%20Interface&operation_name=Execute%20Job%20Template&resource_block=Virtual%20Server" \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

Response:

```
[
  {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "display_name": "Virtual Server-Virtual Machine Store
 Extension Interface-Execute Job Template",
    "id": "01b2341a56789012345d6ddeeff7b89fc",
    "created_on": "2019-04-28 12:58:26",
    "updated_on": "2019-04-28 12:58:26",
    "name": "Virtual Server-Virtual Machine Store Extension
 Interface-Execute Job Template",
    "short_description": "Catalog item to invoke operation",
    "active": true
  }
]
```


Cloud Services Catalog - GET /now/cmp_catalog_api/services

Returns a list of catalog items based on the given blueprint of a Provision or Lifecycle catalog type.

URL format

Default URL: `/api/now/cmp_catalog_api/services`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
catalog_type	Optional. Type of catalog item. Accepted values (case-sensitive): • `Provision` - Returns all Blueprint type catalog items. • `LifeCycle` - Returns all Day 2 Operation type catalog items. If the input is empty (default), all services of both catalog types are returned. Data type: String
display_variables	Flag that indicates whether to list catalog item variables associated with each catalog item. Valid values: • true: Displays list catalog item variables. • false: Doesn't display list catalog item variables. Data type: Boolean Default: False
blueprint_name	Optional. Name of the blueprint in which to fetch the related catalog items. Located in the Category Item [sn_cmp_bp_cat_item] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Note: This parameter can query part or whole of the blueprint name. For example, if you want to list all blueprints starting with "Servicenow", you can set the variable as `blueprint_name = Servicenow`. Default: all services of all blueprints are returned. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
active	Flag that indicates whether the catalog is active. Possible values: • true: Catalog is active. • false: Catalog isn't active. Data type: String
blueprint	Sys_id of the blueprint. Data type: String Table: Blueprint [sn_cmp_bp_blueprint]
blueprint_category	Sys_id of the blueprint category. Data type: String Table: Cloud Service Category [sn_capi_service_category]
blueprint_category_name	Name of the blueprint category. Possible values: • Access • Analytics • Application Services • Blockchain • Business Productivity • Compute • Config Management • Containers • Database • Developer Tools • Event • Hybrid Cloud

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• IOT • IPAM • Loud Balancer • Machine Learning • Management Tools • Marketplace • Mobile • Network • Productivity • Security • Shell Access • Storage • Tools • Unknown • Virtual Reality Data type: String Table:Cloud Service Category [sn_capi_service_category]
blueprint_name	Name of the blueprint. Located in the Blueprint [sn_cmp_bp_blueprint] table. Data type: String
blueprint_type	Type of blueprint. Possible value: `Custom Blueprint` Data type: String
catalog_name	Name of the catalog. Data type: String Table: Cloud Catalog Item [sn_cmp_bp_cat_item]
catalog_type	Type of catalog. Possible values: • `1`: Catalog is of type provision. • `2`: Catalog is of type lifecycle. Data type: String
catalog_type	Type of catalog. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• 1: Catalog is of type provision. • 2: Catalog is of type lifecycle. Data type: String
createdOn	Time stamp from when the catalog item was created. Data type: String
createdBy	User that created the catalog item. Data type: String
id	Sys_id of the blueprint. Data type: String Table: Cloud Catalog Item [sn_cmp_bp_cat_item]
last_updated_on	Time stamp from when the catalog item was last updated. Data type: String
last_updated_by	User that last updated the catalog item, such as an admin or the system. Data type: String
operation	Sys_id of the operation. Data type: String Table: OperationSignature [sn_cmp_rb_op_signature]
operation_name	Name of the operation. Possible values: • Deprovision: Deletes resources with a terminated state and updates resource CMDB tables accordingly. • ModifyLease: Modifies the lease operation scheduled on provisioned resources. • ModifySchedule: Modifies the schedule for provisioned resources. • Start: Starts the resources that are in an off state. • Stop: Stops the resources that are in an on state. Data type: String
variables	Details about the list catalog item. The variables returned in this API vary based on the query parameters that are passed in the request. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"variables": [
	  {
	  "parameter1": "String",
	  "parameter2": "String"
	  }
	]

This example returns all the catalog items of a Lifecycle type blueprint named "classiclb".

```
curl
 "https://instance.servicenow.comapi/now/cmp_catalog_api/servic
es?display_variables=true&catalog_type=LifeCycle&blueprint_name=
classiclb" \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

Response:

```
[
  {
    "catalog_name": "Deprovision",
    "blueprint": "d90d9d80476c46104bf15222516d43b9",
    "blueprint_name": "classiclb",
    "blueprint_category": "57c0dbd9934b22004a9032bfa67ffb79",
    "active": true,
    "category": "86d85478678232005ca552e457415a79",
    "blueprint_category_name": "Compute",
    "shortDescription": "Are you sure you want to perform this
 operation?",
    "id": "01b2341a56789012345d6ddeeff7b89fc",
    "variables": [
      {
        "id": "a12d34c5678c91234bf45678912d34e4",
        "name": "StackID",
        "question_text": "StackID",
        "default_value": "Not specified"
      }
    ],
    "last_updated_on": "2024-02-19 07:46:03",
    "last_updated_by": "system",
    "catalog_type": "2",
    "created_on": "2024-02-19 07:46:02",
    "created_by": "user@password.com",
    "operation": "a70d51c0476c46104bf15222516d4375",
    "blueprint_type": "Custom Blueprint",
    "operation_name": "Deprovision"
  },
  {
    "catalog_name": "ModifySchedule",
    "blueprint": "d90d9d80476c46104bf15222516d43b9",
    "blueprint_name": "classiclb",
    "blueprint_category": "57c0dbd9934b22004a9032bfa67ffb79",
    "active": true,
    "category": "86d85478678232005ca552e457415a79",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "blueprint_category_name": "Compute",
    "shortDescription": null,
    "id": "361d55c0476c46104bf15222516d4351",
    "variables": [
      {
        "id": "031d55c0476c46104bf15222516d43af",
        "name": "ScheduleProfile",
        "question_text": "ScheduleProfile",
        "default_value": "Not specified"
      },
      {
        "id": "0b1d55c0476c46104bf15222516d43c9",
        "name": "ScheduleTimeZone",
        "question_text": "ScheduleTimeZone",
        "default_value": "Not specified"
      }
    ],
    "last_updated_on": "2024-02-19 07:45:53",
    "last_updated_by": "system",
    "catalog_type": "2",
    "created_on": "2024-02-19 07:45:52",
    "created_by": "user@password.com",
    "operation": "130d51c0476c46104bf15222516d436c",
    "blueprint_type": "Custom Blueprint",
    "operation_name": "ModifySchedule"
  },
  {
    "catalog_name": "Stop",
    "blueprint": "d90d9d80476c46104bf15222516d43b9",
    "blueprint_name": "classiclb",
    "blueprint_category": "57c0dbd9934b22004a9032bfa67ffb79",
    "active": true,
    "category": "86d85478678232005ca552e457415a79",
    "blueprint_category_name": "Compute",
    "shortDescription": "Are you sure you want to perform this
operation?",
    "id": "542dd5c0476c46104bf15222516d43b0",
    "variables": [
      {
        "id": "a02d19c0476c46104bf15222516d4301",
        "name": "StackID",
        "question_text": "StackID",
        "default_value": "Not specified"
      }
    ],
    "last_updated_on": "2024-02-19 07:46:00",
    "last_updated_by": "system",
    "catalog_type": "2",
    "created_on": "2024-02-19 07:45:58",
    "created_by": "user@password.com",
    "operation": "930d51c0476c46104bf15222516d436f",
    "blueprint_type": "Custom Blueprint",
    "operation_name": "Stop"
  },
  {
    "catalog_name": "Cleanup",
    "blueprint": "d90d9d80476c46104bf15222516d43b9",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "blueprint_name": "classiclb",
    "blueprint_category": "57c0dbd9934b22004a9032bfa67ffb79",
    "active": true,
    "category": "86d85478678232005ca552e457415a79",
    "blueprint_category_name": "Compute",
    "shortDescription": "Are you sure you want to perform this
operation?",
    "id": "712d59c0476c46104bf15222516d435c",
    "variables": [
      {
        "id": "da2d59c0476c46104bf15222516d43dc",
        "name": "resourceId",
        "question_text": "ResourceId",
        "default_value": "Not specified"
      },
      {
        "id": "da2d59c0476c46104bf15222516d43e2",
        "name": "operationName",
        "question_text": "OperationName",
        "default_value": "Not specified"
      }
    ],
    "last_updated_on": "2024-02-19 07:46:06",
    "last_updated_by": "system",
    "catalog_type": "2",
    "created_on": "2024-02-19 07:46:04",
    "created_by": "user@password.com",
    "operation": "ab0d51c0476c46104bf15222516d437b",
    "blueprint_type": "Custom Blueprint",
    "operation_name": "Cleanup"
  },
  {
    "catalog_name": "ModifyLease",
    "blueprint": "d90d9d80476c46104bf15222516d43b9",
    "blueprint_name": "classiclb",
    "blueprint_category": "57c0dbd9934b22004a9032bfa67ffb79",
    "active": true,
    "category": "86d85478678232005ca552e457415a79",
    "blueprint_category_name": "Compute",
    "shortDescription": null,
    "id": "bb1dd5c0476c46104bf15222516d4301",
    "variables": [
      {
        "id": "142dd5c0476c46104bf15222516d4382",
        "name": "resourceId",
        "question_text": "ResourceId",
        "default_value": "Not specified"
      },
      {
        "id": "d82dd5c0476c46104bf15222516d4394",
        "name": "operationName",
        "question_text": "OperationName",
        "default_value": "Not specified"
      }
    ],
    "last_updated_on": "2024-02-19 07:45:58",
    "last_updated_by": "system",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "catalog_type": "2",
    "created_on": "2024-02-19 07:45:56",
    "created_by": "user@password.com",
    "operation": "2b0d51c0476c46104bf15222516d4378",
    "blueprint_type": "Custom Blueprint",
    "operation_name": "ModifyLease"
  },
  {
    "catalog_name": "Start",
    "blueprint": "d90d9d80476c46104bf15222516d43b9",
    "blueprint_name": "classiclb",
    "blueprint_category": "57c0dbd9934b22004a9032bfa67ffb79",
    "active": true,
    "category": "86d85478678232005ca552e457415a79",
    "blueprint_category_name": "Compute",
    "shortDescription": "Are you sure you want to perform this
 operation?",
    "id": "d71d95c0476c46104bf15222516d4312",
    "variables": [
      {
        "id": "731d95c0476c46104bf15222516d43ae",
        "name": "resourceId",
        "question_text": "ResourceId",
        "default_value": "Not specified"
      },
      {
        "id": "731d95c0476c46104bf15222516d43b4",
        "name": "operationName",
        "question_text": "OperationName",
        "default_value": "Not specified"
      }
    ],
    "last_updated_on": "2024-02-19 07:45:55",
    "last_updated_by": "system",
    "catalog_type": "2",
    "created_on": "2024-02-19 07:45:54",
    "created_by": "user@password.com",
    "operation": "270d51c0476c46104bf15222516d4372",
    "blueprint_type": "Custom Blueprint",
    "operation_name": "Start"
  }
]
```


Cloud Services Catalog - GET /now/cmp_catalog_api/stacks

Returns a list of catalog items based on Provision-type blueprints (also known as stacks).

URL format

Default URL: `/api/now/cmp_catalog_api/stacks`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
blueprint_name	Optional. Name of the blueprint in which to fetch the related catalog items. Located in the Category Item [sn_cmp_bp_cat_item] table. **Note:** This parameter can query part or whole of the blueprint name. For example, if you want to list all blueprints starting with "Servicenow", you can set the variable as `blueprint_name = Servicenow`. Default: all services of all blueprints are returned. Data type: String
display_variables	Flag that indicates whether to list catalog item variables associated with each catalog item. Valid values: • true: Displays list catalog item variables. • false: Doesn't display list catalog item variables. Data type: Boolean Default: False

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
active	Flag that indicates whether the catalog is active. Possible values: • true: Catalog is active. • false: Catalog isn't active. Data type: String
blueprint	Sys_id of the blueprint. Data type: String Table: Blueprint [sn_cmp_bp_blueprint]
blueprint_category	Sys_id of the blueprint category. Data type: String Table: Cloud Service Category [sn_capi_service_category]
blueprint_category_name	Name of the blueprint category. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Access • Analytics • Application Services • Blockchain • Business Productivity • Compute • Config Management • Containers • Database • Developer Tools • Event • Hybrid Cloud • IOT • IPAM • Loud Balancer • Machine Learning • Management Tools • Marketplace • Mobile • Network • Productivity • Security • Shell Access • Storage • Tools • Unknown • Virtual Reality Data type: String Table:Cloud Service Category [sn_capi_service_category]
blueprint_name	Name of the blueprint. Located in the Blueprint [sn_cmp_bp_blueprint] table. Data type: String
blueprint_type	Type of blueprint. Possible value: `Custom Blueprint` Data type: String
catalog_name	Name of the catalog.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Cloud Catalog Item [sn_cmp_bp_cat_item]
catalog_type	Type of catalog. Possible values: • 1: Catalog is of type provision. • 2: Catalog is of type lifecycle. Data type: String
catalog_type_name	Name of the catalog type. Possible values: • Provision Operation (Day 1): Catalog type is named provision. • LifeCycle Operation (Day 2): Catalog type is named lifecycle. Data type: String
id	Sys_id of the blueprint. Data type: String Table: Cloud Catalog Item [sn_cmp_bp_cat_item]
lifecycleOperations	Object containing the life cycle operation's name and sys_id. Date type: Array of Objects `"lifecycleOperations": [ { "id": "String", "name": "String" }`
lifecycleOperations.id	Sys_id of the life cycle operation. Data type: String Table: OperationSignature [sn_cmp_rb_op_signature]
lifeCycleOperations.name	Type of life cycle operations. Possible values: • Cleanup: Cleans up resources with a terminated state. • Deprovision: Deletes resources in a terminated state and updates resource CMDB tables accordingly. • ModifyLease: Modifies the lease operation scheduled on provisioned resources.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• ModifySchedule: Performs business hours scheduling on stacks at the time of provisioning or on existing stacks. • Start: Starts the resources that are in an off state. • Stop: Stops the resources that are in an on state. Date type: Object
operation	Sys_id of the operation. Data type: String Table: OperationSignature [sn_cmp_rb_op_signature]
operation_name	Name of the operation. Possible values: • Deprovision: Deletes resources with a terminated state and updates resource CMDB tables accordingly. • ModifyLease: Modifies the lease operation scheduled on provisioned resources. • ModifySchedule: Modifies the schedule for provisioned resources. • Start: Starts the resources that are in an off state. • Stop: Stops the resources that are in an on state. Data type: String
shortDescription	Brief description of the catalog. Data type: String
template_name	Name of the template. Data type: String Table: Cloud Catalog Item [sn_cmp_bp_cat_item]
template_type	Sys_id of the template type. Data type: String Table: Cloud Catalog Item [sn_cmp_bp_cat_item]
template_cloud_product_name	Name of the product. Data type: String Table: Cloud Catalog Item [sn_cmp_bp_cat_item]
variables	Details about the list catalog item. The variables returned in this API vary based on the query parameters that are passed in the request. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"variables": [
	  {
	  "parameter1": "String",
	  "parameter2": "String"
	  }
	]

The following example returns all catalog items in the instance with the provision catalog type.

```
curl
 "https://instance.servicenow.com/api/now/cmp_catalog_api/stac
ks" \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

Return:

```
[
  {
    "catalog_type": "1",
    "catalog_type_name": "Provision Operation (Day 1)",
    "catalog_name": "classiclb",
    "blueprint": "d90d9d80476c46104bf15222516d43b9",
    "blueprint_name": "classiclb",
    "blueprint_category": "57c0dbd9934b22004a9032bfa67ffb79",
    "blueprint_category_name": "Compute",
    "active": true,
    "category": "8641fe260b212200eff7ef9bb4673a3d",
    "shortDescription": null,
    "id": "07cc9580476c46104bf15222516d43c3",
    "last_updated_on": "2024-02-19 07:46:13",
    "last_updated_by": "user@servicenow.com",
    "blueprint_type": "Cloud Template",
    "template_type": "932f81e49f00320048111f80a57fcf6e",
    "template_name": "CloudFormation Template",
    "template_cloud_product":
 "52cfc4749f00320048111f80a57fcf9a",
    "template_cloud_product_name": "AWS CloudFormation",
    "lifecycleOperations": [
      {
        "id": "1d2d19c0476c46104bf15222516d4392",
        "name": "Deprovision"
      },
      {
        "id": "361d55c0476c46104bf15222516d4351",
        "name": "ModifySchedule"
      },
      {
        "id": "542dd5c0476c46104bf15222516d43b0",
        "name": "Stop"
      },
      {
        "id": "712d59c0476c46104bf15222516d435c",
        "name": "Cleanup"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      {
        "id": "bb1dd5c0476c46104bf15222516d4301",
        "name": "ModifyLease"
      },
      {
        "id": "d71d95c0476c46104bf15222516d4312",
        "name": "Start"
      }
    ],
    "created_on": "2024-02-19 07:44:44",
    "created_by": "user@servicenow.com",
    "operation": "130d51c0476c46104bf15222516d4368",
    "operation_name": "Provision"
  }
]
```


Cloud Services Catalog - GET /now/cmp_catalog_api/status

Returns the status and details of a given catalog RITM (request item).

Use this method to identify and trace the request's origin and monitor its flow. The response includes the following:

1. RITM number for the submitted request
2. The stage the request is in
3. The users who opened and is assigned the request
4. The group assigned to the request
5. When the request was opened
6. The state the request is in
7. Submission data

URL format

Default URL: `/api/now/cmp_catalog_api/status`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
req_item	Unique request item number in the Requested Item [sc_req_item] table. For example, `RITM0000001`. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
assignmentGroup	Group assigned to the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
assignedTo	User email assigned to the request. Data type: String
catItem	Sys_id of the catalog item request. Data type: String Table: Cloud Catalog Item [sn_cmp_bp_cat_item]
error	Message with details about a returned error. Possible error messages: • Record Not Found: The request item doesn't exist. • User Not Authenticated: The user's credentials aren't authorized to make this request. Data type: String
number	Unique Request Item Number (RITM) given to the new request item. Data type: String Table: Request Item [sc_req_item]
openedAt	Time stamp from when the request item was opened. Format: yyyy-MM-dd HH:mm:ss. Date type: String
openedBy	Sys_id of the user who opened the request. Data type: String
stage	Current processing stage of the request item. Possible values: • Deploying Stack • Deployment Cancelled • Deployment Failed • Deployment Successful • Resource Limit Exceeded • Retrying Stack Deployment • Task Created for User • Waiting for Provision Approval Data type: String
state	Current completion state of the request item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • Closed Complete • Closed Incomplete • Closed Skipped • Open • Pending • Work in Progress Data type: String
submissionData	Information about the request submission, like cloud account, location, application, and cost center data. Submission data varies depending on the request item number passed in the request. Data type: Object `"submissionData": "{\"key1\":\"value\", \"key2\":\"value\"}" }`
sys_id	Sys_id of the request item record. Data type: String Table: Request Item [sc_req_item]

Example: cURL request

The following example returns status information for the request item number, RITM0010076.

```
curl
 "https://instance.servicenow.com/api/now/cmp_catalog_api/status
req_item=RITM0010076" \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

Response:

```
{
  "catItem": "39737024c390719005091d75e0013115",
  "stage": "Task Created for User",
  "sys_id": "ee1197db476cc2904bf15222516d439f",
  "assignedTo": null,
  "assignmentGroup": null,
  "number": "RITM0010072",
  "openedAt": "2024-02-29 18:32:55",
  "openedBy": "6816f79cc0a8016401c5a33be04be441",
  "state": "Open",
  "submissionData":
 "{\"CloudAccount\":\"AzureCA\",
\"CSC_Azure_Functions_newResourceGroup\":\"test-rg-dnd\",
\"CSC_Azure_Functions_runTimeVersion\":
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\"~18\",\"CSC_Azure_Functions_runTimeEngine\":\"node\",
\"CSC_Azure_Functions_os\":\"Windows\",
\"CSC_Azure_Functions_functionAppName\":\"sa02291029-fa\",
\"LeaseEndDate\":\"2024-05-29
 17:29:57\",\"ScheduleProfile\":\"-- No Schedule
 --\",\"UserGroup\":\"cfcbad03d711110050f5edcb9e61038f\",
\"CSC_Azure_Functions_applicationName\":\"function-app\",
\"ScheduleTimeZone\":\"America/Los_Angeles\",
\"BusinessService\":\"\",\"environment\":\"Production\",
\"CostCenter\":
\"\",\"UseExistingWorkspace\":false,\"CSC_Azure_Functions_existi
ngResourceGroup\":\"cpg-dnd\",
\"CSC_Azure_Functions_isNewResourceGroup\":\"false\",
\"CSC_Azure_Functions_storageAccountName\":\"sa02291029fasa\",
\"Application\":\"\",\"StackName\":\"sa02291029\",\"Location\":
\"Azure Datacenter - eastus\",\"Workspace\":\"\"}"
}
```


Cloud Services Catalog - POST /now/cmp_catalog_api/submitoprequest

Submits a resource operation request to perform day 2 operations on provisioned resources.

URL format

Default URL: `/api/now/cmp_catalog_api/submitoprequest`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
cat_id	Required. sys_id of the cloud catalog item to invoke. Available in the Cloud Catalog Item [sn_cmp_bp_cat_item] table. Data type: String

Request body parameters (XML or JSON)

Name	Description
CloudAccount	Required. Name of the cloud account in which to submit the request. Account names are available in the Cloud Account [cmdb_ci_cmp_cloud_account] table. Data type: String
Location	Required. Datacenter location in which to provision the resource. For example, `us-west-1` or `asia-south-2`. This value should match the datacenter location of the cloud account's platform provider. Available in the Associated Datacenter [sn_cmp_ca_assc_datacenter] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
StackName	Required. Name of the stack. The stack name is dynamic and is reflected in resource management. Data type: String
resourceId	Required. Sys_id of the resource where Day 2 operations will be performed. Data type: String Table: Stack Items [sn_cmp_stack_item]
resource_block	Required. Name of the resource block to get its related resource operation catalog items from (for example, Virtual Server). Default: All catalog items of all operation types are returned. Data type: String Table: Resource Block [sn_cmp_rb_resourceblock]
operation_name	Optional. Name of the operation. Located in the Name column of the resource interface in the OperationSignature [sn_cmp_rb_op_signature] table. The operation name you enter depends on the value passed in the *`resourceBlock`* parameter. **Note:** This parameter can query part or whole of the operation. For example, if you want to list all interfaces starting with "Servicenow", you can set the variable as `operation_name = Servicenow`. Default: All catalog items of all operation types are returned.Data type: String
resourceInterface	Required. Name of the resource block to get its related resource operation catalog items from (for example, Virtual Server). The resource interface you enter depends on the value passed in the *`resourceBlock`* and *`operation_name`* parameters. Default: All catalog items of all operation types are returned. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
assignmentGroup	Group assigned to the request. Data type: String
assignedTo	User email assigned to the request. Data type: String
catItem	Sys_id of the catalog item request. Data type: String Table: Cloud Catalog Item [sn_cmp_bp_cat_item]
number	Unique Request Item Number (RITM) given to the new request item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Request Item [sc_req_item]
openedAt	Time stamp from when the request item was opened. Format: yyyy-MM-dd HH:mm:ss. Date type: String
openedBy	Sys_id of the user who opened the request. Data type: String
stage	Current processing stage of the request item. Possible values: • Deploying Stack • Deployment Cancelled • Deployment Failed • Deployment Successful • Resource Limit Exceeded • Retrying Stack Deployment • Task Created for User • Waiting for Provision Approval Data type: String
state	Current completion state of the request item. Possible values: • Closed Complete • Closed Incomplete • Closed Skipped • Open • Pending • Work in Progress Data type: String
submissionData	Information about the request submission, like cloud account, location, application, and cost center data. Submission data varies depending on the request item number passed in the request. Data type: Object `"submissionData": "{\"key1\":\"value\", \"key2\":\"value\"}" }`
sys_id	Sys_id of the request item record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Request Item [sc_req_item]

The following example creates a Day 2 operation request item.

```
curl
 "https://instance.servicenow.com/api/now/cmp_catalog_api/submit
oprequest?cat_id=e44dcd238731e5101126cbb4dabb3506" /
--request POST\
--header 'Accept: application/json' \
--user 'username':'password'

//Request body:
{"StackName":"sa02292143","CloudAccount":"AWS","Location":"AWS
 Datacenter -
 us-
east-1","resourceId":"df8c61e3eb2cc210d298fbbdbad0cd74","operati
onName":"Deprovision","resourceInterface":"S3
 Interface","resourceBlock":"S3"}
```

Response body:

```
{
  "number": "RITM0010078",
  "catItem": "e44dcd238731e5101126cbb4dabb3506",
  "stage": "request_approved",
  "sys_id": "9bf5cab3c3594610bc89b33605013190",
  "assignedTo": null,
  "assignmentGroup": null,
  "openedAt": "2024-04-08 09:08:47",
  "openedBy": "6816f79cc0a8016401c5a33be04be441",
  "state": "Open",
  "submissionData":
 "{\"StackName\":\"sa02292143\",\"CloudAccount\":\"AWS\",
\"Location\":\"AWS Datacenter -
 us-east-1\",\"resourceId\":
\"df8c61e3eb2cc210d298fbbdbad0cd74\",\"operationName\":
\"Deprovision\",\"resourceInterface\":\"S3
 Interface\",\"resourceBlock\":\"S3\"}"
}

Sample Request Body for CSC S3 Bucket Catalog Order:

{"StackName":"sa02292143","CloudAccount":"AWS","Location":"AWS
 Datacenter -
 us-
east-1","resourceId":"df8c61e3eb2cc210d298fbbdbad0cd74","operati
onName":"Deprovision","resourceInterface":"S3
 Interface","resourceBlock":"S3"}
```

Cloud Services Catalog - POST /now/cmp_catalog_api/submitrequest

Submits a cloud services request. This method accepts provisioned requests for both day 2 operations and stacks or resource operation catalog items.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Default URL: `/api/now/cmp_catalog_api/submitrequest`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
cat_id	Required. sys_id of the cloud catalog item to invoke. Available in the Cloud Catalog Item [sn_cmp_bp_cat_item] table. Data type: String

Request body parameters (XML or JSON)

Name	Description
CloudAccount	Required. Name of the cloud account in which to submit the request. Account names are available in the Cloud Account [cmdb_ci_cmp_cloud_account] table. Data type: String
Location	Required. Datacenter location in which to provision the resource. For example, `us-west-1` or `asia-south-2`. This value should match the datacenter location of the cloud account's platform provider. Available in the Associated Datacenter [sn_cmp_ca_assc_datacenter] table. Data type: String
StackName	Required. Name of the stack. The stack name is dynamic and is reflected in resource management. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
assignmentGroup	Group assigned to the request. Data type: String
assignedTo	User email assigned to the request. Data type: String
catItem	Sys_id of the catalog item request. Data type: String Table: Cloud Catalog Item [sn_cmp_bp_cat_item]
number	Unique Request Item Number (RITM) given to the new request item. Data type: String Table: Request Item [sc_req_item]
openedAt	Time stamp from when the request item was opened. Format: yyyy-MM-dd HH:mm:ss.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Date type: String
openedBy	Sys_id of the user who opened the request. Data type: String
stage	Current processing stage of the request item. Possible values: • Deploying Stack • Deployment Cancelled • Deployment Failed • Deployment Successful • Resource Limit Exceeded • Retrying Stack Deployment • Task Created for User • Waiting for Provision Approval Data type: String
state	Current completion state of the request item. Possible values: • Closed Complete • Closed Incomplete • Closed Skipped • Open • Pending • Work in Progress Data type: String
submissionData	Information about the request submission, like cloud account, location, application, and cost center data. Submission data varies depending on the request item number passed in the request. Data type: Object `"submissionData": "{\"key1\":\"value\", \"key2\":\"value\"}" }`
sys_id	Sys_id of the request item record. Data type: String Table: Request Item [sc_req_item]

The following example submits a cloud resource request in the instance's AWS Cloud Account.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.servicenow.com/api/now/cmp_catalog_api/submit
request?cat_id=022e3deec3122910a769f44ed40131b9" /
--request POST \
--header 'Accept: application/json' \
--user 'username':'password'

//Request body:
{"CloudAccount":"AWS","Location":"us-east-1","StackName":"ss"}
```

Response:

```
{
  "number": "RITM0010001",
  "catItem": "022e3deec3122910a769f44ed40131b9",
  "stage": "check_permissions",
  "sys_id": "86d34233c3594610bc89b336050131dd",
  "assignedTo": null,
  "assignmentGroup": null,
  "openedAt": "2024-04-08 08:59:25",
  "openedBy": "6816f79cc0a8016401c5a33be04be441",
  "state": "Open",
  "submissionData":
 "{\"CloudAccount\":\"AWS\",\"Location\":
\"us-east-1\",\"StackName\":\"ss\"}"
}
```

CMDB Data Ingestion API

The *CMDB Data Ingestion* API provides endpoints that enable the batch ingestion of an array of objects into an Import Set table.

> ⚠ **Warning:** This API is no longer recommended. For the same functionality with improved scalability and stability, use the Import Set - POST /now/import/{stagingTableName}/insertMultiple endpoint. From the Quebec release onward, any usage of the *CMDB Data Ingestion API* should be migrated to use the *Import Set - insertMultiple* endpoint instead.
>
> In addition, this API won't work by default for zbooted instances.

This API is activated through the Configuration Management Database (CMDB) (com.snc.cmdb) plugin and requires the cmdb_import_api_admin role.

CMDB Data Ingestion - POST /cmdb/ingest/{data_source_sys_id}

Inserts records into the Import Set table associated with the data source record identified by the passed-in sys_id.

> ⚠ **Warning:** This API is no longer recommended. For the same functionality with improved scalability and stability, use the Import Set - POST /now/import/{stagingTableName}/insertMultiple endpoint. From the Quebec release onward, any usage of the *CMDB Data Ingestion API* should be migrated to use the *Import Set - insertMultiple* endpoint instead.
>
> In addition, this API won't work by default for zbooted instances.

The request body must contain the JSON array of objects (payload) to insert in the Import Set table. Each object equates to a row in the table, each name-value pair equates to a column. The JSON payload must leverage the field names from the import set without the "u_" prefix. For

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

example, the field name "u_matching_record" should be "matching_record" in the request body payload. If the Import Set table exists, the endpoint appends the rows (objects) to the existing Import Set table. No checking for duplicates or updating of existing records is performed.

If you are initially building an application, you must first create the associated data source record in your instance before calling this endpoint. If you are just using this endpoint to add records to an existing Import Set table, you don't need to create the data source record, but you must know its sys_id. The data source record describes the Import Set table in which to insert the specified payload. This table must extend the Import Set Rows [sys_import_set_row] table. Also, the data source must be set to `Attachment` and the format set to `JSON`. For more information on data sources, see Data sources.

If the Import Set table defined in the data source record doesn't exist, the endpoint attaches the passed-in payload to the data source record. To create the initial Import Set table, you must manually import the data into the Import Set table. To import the data, on the associated Data Source form, click the **Test Load 20 Records** or **Load All Records** link in the Related Links section. Once the Import Set table is created, you can't add columns to the table using this endpoint. If name-value pairs are later passed in that don't exist in the Import Set table, they are ignored without warning. If you need to modify the columns within the Import Set table, you can manually add them to the table. You can also delete or rename the Import Set table, and call the endpoint again using the new payload.

You must have the cmdb_import_api_admin role to access this endpoint.

URL format

Versioned URL: `/api/now/{api_version}/cmdb/ingest/{data_source_sys_id}`

Default URL: `/api/now/cmdb/ingest/{data_source_sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
data_source_sys_id	Sys_id of the data source record. Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
Array	Free-form array of objects that describe the data to append to the associated Import Set table. Each object in the array defines a row in the Import Sets table; each name-value pair a column. **Note:** This array must be named, such as `"{\"records\": [{\"hostname\": \"Hostname1\", \"serialnumber\": \"2acd3873-7fc5-454c-8844-e7769e4d6cfc\", \"model\": \"Model Id"},{\"vendor\": \"ABC Co\"}]}"`. Data type: Array of Objects

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Created. An attachment was added to the data source.
202	Accepted. Rows were added to the Import Set table.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
404	Not found. The requested item wasn't found.
409	Conflict. Attachment already exists on the data source.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.
501	Not Implemented. Request format isn't supported.

Response body parameters (JSON or XML)

Name	Description
error	Describes an encountered error. Data type: Object `"error": { "details": "String", "message": "String" }`
error.details	Additional information about the error. Data type: String
error.message	Message describing the error. Data type: String
import_set	Name of the Import Set table to which the payload was appended. Data type: String
staged_row_count	Number of rows appended to the Import Set table. Data type: Number
staging_table	Name of the data source record used to stage the payload. Data type: String
status	Error status. Data type: String

Example: Sample cURL request

```
curl
 "instance.service-now.com/api/now/cmdb/ingest/4dd9686d1b9800103
d374087bc4bcb3d" \
--request POST \
--header "Accept: application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Content-Type:application/json" \
--data "{\"records\":[{\"hostname\": \"Hostname1\",
 \"serialnumber\": \"2acd3873-7fc5-454c-8844-e7769e4d6cfc\",
 \"model\": \"Model 5100"},{\"vendor\": \"ABC Co\"},
{\"hostname\": \"Hostname2\", \"serialnumber\":
 \"3adb3873-7fc5-564d-8844-e7769e4d6ded\", \"model\": \"Model
 5200"},{\"vendor\": \"ACME Co\"}]}"
--user "username":"password"
```

Successful response:

```
{
  "result": {
    "staged_row_count": 2,
    "import_set": "ISET0010010",
    "staging_table": "sn_my_demo_integra_demo_data_source_01"
  }
}
```

CMDB Instance API

The *CMDB Instance* API provides endpoints to create, read, update, and delete operations on existing Configuration Management Database (CMDB) tables. You can only insert, update, or delete one record at a time.

This API requires the user have the ITIL role.

CMDB Instance - DELETE /now/cmdb/instance/{classname}/{sys_id}/relation/{rel_sys_id}

Deletes the relation for the specified configuration item (CI).

URL format

Versioned URL: `/api/now/{api_version}/cmdb/instance/{className}/{sys_id}/relation/{rel_sys_id}`

Default URL: `/api/now/cmdb/instance/{className}/{sys_id}/relation/{rel_sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
className	CMDB class name. This is the name of the table that contains the desired CI records, such as cmdb_ci_linux_server or cmdb_ci_apache_web_server. Data type: String
rel_sys_id	Sys_id of the relation to remove. Data type: String
sys_id	Sys_id of the CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
None	

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci_
linux_server/0f4ac6c4b750230096c3e4f6ee11a9fe/relation/b0dbda534
7c12200e0ef563dbb9a718f" \
--request DELETE \
--user 'username':'password'
```

CMDB Instance - GET /now/cmdb/instance/{classname}

Returns the available configuration items (CI) for a specified Configuration Management Database (CMDB) class (table).

URL format

Versioned URL: `/api/now/{api_version}/cmdb/instance/{className}`

Default URL: `/api/now/cmdb/instance/{className}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
className	CMDB class name. This is the name of the table that contains the desired CI records, such as cmdb_ci_linux_server or cmdb_ci_apache_web_server. Data type: String

Query parameters

Name	Description
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the parameter to paginate record retrieval.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	This limit is applied before ACL evaluation. If no records return, including records you have acc record order so records you have access to return first. **Note:** Unusually large *sysparm_limit* values can impact system performance. Data type: Number Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record ret functionality enables the retrieval of all records, regardless of the number of records, in small m For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply pa available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. You can use a UI filter to obtain a properly encode Syntax: `sysparm_query=<col_name><operator><value>`. • <col_name>: Name of the table column to filter against. • <operator>: Supports the following values: ○ =: Exactly matches <value>. ○ !=: Does not match <value>. ○ ^: Logically AND multiple query statements. ○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose da ○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> field string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields w string. <value>: Value to match against. For more operators, see Operators available for filters and queries. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_name><op` For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` Encoded queries also support order by functionality. To sort responses based on certain fields, and ORDERBYDESC clauses in *sysparm_query*. Syntax:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcate` This query filters all active records and orders the results in ascending order by number, and th order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores t It then returns rows using only the valid portion of the query. You can control this behavior using *`glide.invalid_query.returns_no_rows`*. Set this property to true to return no rows c **Note:** The *`glide.invalid_query.returns_no_rows`* property controls the beha across the instance, such as in lists, scripts (*`GlideRecord.query()`*), and web service Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
name	Name of a CI within the specified class. Data type: String
sys_id	Sys_id of the CI. Data type: String

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci_
linux_server" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

```
"result": [
  {
    "sys_id": "3a290cc60a0a0bb400000bdb386af1cf",
    "name": "PS LinuxApp01"
  },
  {
    "sys_id": "3a5dd3dbc0a8ce0100655f1ec66ed42c",
    "name": "PS LinuxApp02"
  }
]
```

CMDB Instance - GET /now/cmdb/instance/{classname}/{sys_id}

Returns attributes and relationship information for a specified configuration item (CI) record.

URL format

Versioned URL: `/api/now/{api_version}/cmdb/instance/{className}/{sys_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/now/cmdb/instance/{className}/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
className	CMDB class name. This is the name of the table that contains the desired CI records, such as cmdb_ci_linux_server or cmdb_ci_apache_web_server. Data type: String
sys_id	Sys_id of the CI record to retrieve. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Response parameters

Name	Description
attributes	Data attributes currently in the CI record. The available attributes depend on the specified CMDB class. You can locate the available attributes in the associated CMDB table which typically begins with "cmdb_ci", such as cmdb_ci_linux_server or cmdb_ci_mfp_printer. Data type: Object

error	Information on any errors encountered while processing the endpoint request.
	
	Data type: Object
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional information about the error. Data type: String
error.message	Message that identifies the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
	Data type: String
inbound_relations	List of objects that define the inbound relations associated with the CI. Data type: Array `"inbound_relations": [ { "sys_id": "String", "target": {Object}, "type": {Object} } ]`
inbound_relations.sys_id	Sys_id of the inbound CI relationship. Located in the CI Relationship [cmdb_rel_ci] table. Data type: String
inbound_relations.target	Information that describes the target inbound relation. Data type: Object `"target": { "display_value": "String", "link": "String", "value": "String" }`
inbound_relations.target.display_value	Name of the inbound relation to display in a user interface. Data type: String
inbound_relations.target.link	CMDB REST endpoint URL to use to retrieve the inbound relation from the Configuration Item [cmdb_ci] table. Data type: String
inbound_relations.target.value	Sys_id of the inbound CI. Located in the Configuration Item [cmdb_ci] table. Data type: String
inbound_relations.type	Information about the type of inbound relationship. Data type: Object `"type": { "display_value": "String", "link": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description

	<pre>"value": "String"
	}</pre>

inbound_relations.type.display_value	Name of the inbound type to display in a user interface. Data type: String
inbound_relations.type.link	*Table* REST endpoint URL to use to retrieve the inbound relation type from the CI Relationship Type [cmdb_rel_type] table. Data type: String
inbound_relations.type.value	Sys_id of the type of inbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String

outbound_relations	List of objects that define the outbound relations associated with the CI.
	
	Data type: Array
	<pre>"outbound_relations": [
	  {
	  "sys_id": "String",
	  "target": {Object},
	  "type": {Object}
	  }
	]</pre>

outbound_relations.sys_id	Sys_id of the outbount CI relationship. Located in the CI Relationship [cmdb_rel_ci] table. Data type: String

outbound_relations.target	Required. Information about the target outbound relation.
	
	Data type: Object
	<pre>"target": {
	  "display_value": "String",
	  "link": "String",
	  "value": "String"
	}</pre>

outbound_relations.target.display_value	Name of the outbound relation to display in a user interface. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
outbound_relations.target.link	CMDB REST endpoint URL to use to retrieve the outbound relation from the Configuration Item [cmdb_ci] table. Data type: String
outbound_relations.target.value	Sys_id of the outbound CI. Located in the Configuration Item [cmdb_ci] table. Data type: String
outbound_relations.type	Information about the type of outbound relationship. Data type: Object `"type": { "display_value": "String", "link": "String", "value": "String" }`
outbound_relations.type.display_value	Name of the outbound type to display in a user interface. Data type: String
outbound_relations.type.link	*Table* REST endpoint URL to use to retrieve the outbound relation from the CI Relationship Type [cmdb_rel_type] table. Data type: String
outbound_relations.type.value	Sys_id of the type of outbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String
status	Only appears if an error is encountered. Status of the endpoint processing. Possible value: failure Data type: String

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci_
linux_server/70bc4e11c0a8210d01f074cbe6bd73b4" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "result": {
    "outbound_relations": [
      {
        "sys_id": "3a62e64ac0a8ce0100aead1e3fd5439f",
        "type": {
          "display_value": "Depends on::Used by",
          "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/1a
9cb166f1571100a92eb60da2bce5c5",
          "value": "1a9cb166f1571100a92eb60da2bce5c5"
        },
        "target": {
          "display_value": "PS ORA01",
          "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a307c930a0a0bb400353965d0b8861f",
          "value": "3a307c930a0a0bb400353965d0b8861f"
        }
      },
      {
        "sys_id": "3a67513fc0a8ce0100914a76cea11b02",
        "type": {
          "display_value": "Exchanges data with::Exchanges data
 with",
          "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/60
7ad1b2c0a8010e01941856b365af90",
          "value": "607ad1b2c0a8010e01941856b365af90"
        },
        "target": {
          "display_value": "PS ORA01",
          "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a307c930a0a0bb400353965d0b8861f",
          "value": "3a307c930a0a0bb400353965d0b8861f"
        }
      }
    ],
    "attributes": {
      "firewall_status": "Intranet",
      "os_address_width": "",
      "attested_date": "",
      "operational_status": "1",
      "os_service_pack": "",
      "cpu_core_thread": "",
      "cpu_manufacturer": "",
      "sys_updated_on": "2020-07-08 11:16:51",
      "discovery_source": "",
      "first_discovered": "",
      "due_in": "",
      "used_for": "Production",
      "invoice_number": "",
      "gl_account": "",
      "sys_created_by": "glide.maint",
      "warranty_expiration": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "ram": "2048",
      "cpu_name": "",
      "cpu_speed": "2800",
      "owned_by": "",
      "checked_out": "",
      "kernel_release": "",
      "sys_domain_path": "/",
      "classification": "Production",
      "disk_space": "40",
      "object_id": "",
      "maintenance_schedule": "",
      "cost_center": "",
      "attested_by": "",
      "dns_domain": "",
      "assigned": "2020-01-04 07:00:00",
      "purchase_date": "",
      "life_cycle_stage": "",
      "short_description": "",
      "cd_speed": "",
      "floppy": "",
      "managed_by": {
        "display_value": "Lynda Caraway",
        "link":
 "https://instance.service-now.com/api/now/table/sys_user/8a826b
f03710200044e0bfc8bcbe5d72",
        "value": "8a826bf03710200044e0bfc8bcbe5d72"
      },
      "os_domain": "",
      "last_discovered": "",
      "can_print": "false",
      "sys_class_name": "cmdb_ci_linux_server",
      "manufacturer": {
        "display_value": "Iris",
        "link":
 "https://instance.servicenow.com/api/now/table/core_company/c11
5c2f737e3100044e0bfc8bcbe5d46",
        "value": "c115c2f737e3100044e0bfc8bcbe5d46"
      },
      "cpu_count": "1",
      "vendor": {
        "display_value": "Cloudward Inc",
        "link":
 "https://instance.servicenow.com/api/now/table/core_company/3ef
e8c4c37423000158bbfc8bcbe5d7d",
        "value": "3efe8c4c37423000158bbfc8bcbe5d7d"
      },
      "life_cycle_stage_status": "",
      "model_number": "",
      "assigned_to": "",
      "start_date": "",
      "os_version": "2.6.9-22.0.1.ELsmp",
      "serial_number": "",
      "cd_rom": "false",
      "support_group": "",
      "unverified": "false",
      "correlation_id": "",
      "attributes": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "asset": {
        "display_value": "P1000091 - Iris 5875",
        "link":
 "https://instance.servicenow.com/api/now/table/alm_asset/0bc1ba
8837f3100044e0bfc8bcbe5dbb",
        "value": "0bc1ba8837f3100044e0bfc8bcbe5dbb"
      },
      "form_factor": "",
      "cpu_core_count": "",
      "skip_sync": "false",
      "attestation_score": "",
      "sys_updated_by": "system",
      "sys_created_on": "2008-10-26 17:17:28",
      "sys_domain": {
        "display_value": "global",
        "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/g
lobal",
        "value": "global"
      },
      "cpu_type": "Intel",
      "install_date": "2019-08-18 08:00:00",
      "asset_tag": "P1000091",
      "dr_backup": "",
      "hardware_substatus": "",
      "fqdn": "",
      "change_control": "",
      "internet_facing": "false",
      "delivery_date": "",
      "hardware_status": "",
      "install_status": "1",
      "supported_by": "",
      "name": "PS LinuxApp01",
      "subcategory": "",
      "default_gateway": "",
      "chassis_type": "",
      "virtual": "false",
      "assignment_group": "",
      "managed_by_group": "",
      "sys_id": "3a290cc60a0a0bb400000bdb386af1cf",
      "po_number": "",
      "checked_in": "",
      "sys_class_path": "/!!/!2/!(/!!/!0",
      "mac_address": "",
      "company": {
        "display_value": "ACME Corporation",
        "link":
 "https://instance.servicenow.com/api/now/table/core_company/e7c
1f3d53790200044e0bfc8bcbe5deb",
        "value": "e7c1f3d53790200044e0bfc8bcbe5deb"
      },
      "justification": "",
      "department": "",
      "cost": "45557.5",
      "comments": "",
      "os": "Linux Red Hat",
      "sys_mod_count": "24",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "monitor": "false",
      "model_id": {
        "display_value": "Iris 5875",
        "link":
 "https://instance.servicenow.com/api/now/table/cmdb_model/5f5fb
cc3c0a8010e00f3b27814f3b96b",
        "value": "5f5fbcc3c0a8010e00f3b27814f3b96b"
      },
      "ip_address": "",
      "duplicate_of": "",
      "sys_tags": "",
      "cost_cc": "USD",
      "order_date": "",
      "schedule": "",
      "environment": "",
      "due": "",
      "attested": "false",
      "location": {
        "display_value": "322 West 52nd Street, New York,NY",
        "link":
 "https://instance.servicenow.com/api/now/table/cmn_location/25a
b9f690a0a0bb3001c5fec1d0d7bcb",
        "value": "25ab9f690a0a0bb3001c5fec1d0d7bcb"
      },
      "category": "Do not migrate to asset",
      "fault_count": "0",
      "host_name": "",
      "lease_id": ""
    },
    "inbound_relations": [
      {
        "sys_id": "3a5e4d8ac0a8ce010005145afb730818",
        "type": {
          "display_value": "Depends on::Used by",
          "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/1a
9cb166f1571100a92eb60da2bce5c5",
          "value": "1a9cb166f1571100a92eb60da2bce5c5"
        },
        "target": {
          "display_value": "PS Apache01",
          "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a27d4370a0a0bb4006316812bf45439",
          "value": "3a27d4370a0a0bb4006316812bf45439"
        }
      },
      {
        "sys_id": "3a5e4d9cc0a8ce010097f2f5c2f65fd8",
        "type": {
          "display_value": "Depends on::Used by",
          "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/1a
9cb166f1571100a92eb60da2bce5c5",
          "value": "1a9cb166f1571100a92eb60da2bce5c5"
        },
        "target": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "display_value": "PS Apache02",
          "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a27f1520a0a0bb400ecd6ff7afcf036",
          "value": "3a27f1520a0a0bb400ecd6ff7afcf036"
        }
      },
      {
        "sys_id": "3a5e4d9fc0a8ce0100a3754fac26fe56",
        "type": {
          "display_value": "Depends on::Used by",
          "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/1a
9cb166f1571100a92eb60da2bce5c5",
          "value": "1a9cb166f1571100a92eb60da2bce5c5"
        },
        "target": {
          "display_value": "PS Apache03",
          "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a2810c20a0a0bb400268337d6e942ca",
          "value": "3a2810c20a0a0bb400268337d6e942ca"
        }
      }
    ]
  }
}
```


CMDB Instance - POST /now/cmdb/instance/{classname}

Creates a single configuration item (CI) with the specified outbound and inbound relations within the specified Configuration Management Database (CMDB) table.

Note: If the CMDB class has a dependent identification rule defined, then the input payload must contain the sys_id of an existing CI. For example, for *outbound_relations*, the *target* parameter must contain the sys_id of an existing CI, which then becomes the child. For *inbound_relations*, it becomes the parent.

```
 "depends_on": {
   "outbound_relations":
     {
       "target": "b4fd7c8437201000deeabfc8bcbe5dc1",
       "type": "60bc4e22c0a8010e01f074cbe6bd73c3"
     }
   }
```

URL format

Versioned URL: `/api/now/{api_version}/cmdb/instance/{className}`

Default URL: `/api/now/cmdb/instance/{className}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
className	CMDB class name. This is the name of the table that contains the desired CI records, such as cmdb_ci_linux_server or cmdb_ci_apache_web_server. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
attributes	Data attributes to define in the CI record. The available attributes depend on the specified CMDB class. You can locate the available attributes in the associated CMDB table which typically begins with "cmdb_ci", such as cmdb_ci_linux_server or cmdb_ci_mfp_printer. Data type: Object
inbound_relations	List of objects that define the inbound relations to associate with the CI. Data type: Array `"inbound_relations": [ { "target": "String", "type": "String" } ]`
inbound_relations.target	Required if *inbound_relations* is specified. Sys_id of the target inbound relation to associate with the specified CI. Located in the Configuration Item [cmdb_ci] table. Data type: String
inbound_relations.type	Required if *inbound_relations* is specified. Sys_id of the type of inbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String
outbound_relations	List of objects that define the outbound relations to associate with the CI. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"outbound_relations": [
	  {
	  "target": "String",
	  "type": "String"
	  }
	]</pre>

outbound_relations.target	Required if *outbound_relations* is specified. Sys_id of the target outbound relation. Located in the Configuration Item [cmdb_ci] table. Data type: String
outbound_relations.type	Required if *outbound_relations* is specified. Sys_id of the type of outbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String
source	Required. Entity that updated the information. This must be one of the choice values specified in the discovery_source field in the Configuration Item [cmdb_ci] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Response parameters

Name	Description
attributes	Data attributes currently in the CI record. The available attributes depend on the specified CMDB class. You can locate the available attributes in the associated CMDB table which typically begins with "cmdb_ci", such as cmdb_ci_linux_server or cmdb_ci_mfp_printer. Data type: Object

error	Information on any errors encountered while processing the endpoint request.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional information about the error. Data type: String
error.message	Message that identifies the error. Data type: String
inbound_relations	List of objects that define the inbound relations associated with the CI. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description

	<pre>"inbound_relations": [
	  {
	  "sys_id": "String",
	  "target": {Object},
	  "type": {Object}
	  }
	]</pre>

inbound_relations.sys_id	Sys_id of the inbound CI relationship. Located in the CI Relationship [cmdb_rel_ci] table. Data type: String

inbound_relations.target	Information that describes the target inbound relation.
	
	Data type: Object
	<pre>"target": {
	  "display_value": "String",
	  "link": "String",
	  "value": "String"
	}</pre>

inbound_relations.target.display_value	Name of the inbound relation to display in a user interface. Data type: String
inbound_relations.target.link	CMDB REST endpoint URL to use to retrieve the inbound relation from the Configuration Item [cmdb_ci] table. Data type: String
inbound_relations.target.value	Sys_id of the inbound CI. Located in the Configuration Item [cmdb_ci] table. Data type: String

inbound_relations.type	Information about the type of inbound relationship.
	
	Data type: Object
	<pre>"type": {
	  "display_value": "String",
	  "link": "String",
	  "value": "String"
	}</pre>

inbound_relations.type.display_value	Name of the inbound type to display in a user interface. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
inbound_relations.type.link	*Table* REST endpoint URL to use to retrieve the inbound relation type from the CI Relationship Type [cmdb_rel_type] table. Data type: String
inbound_relations.type.value	Sys_id of the type of inbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String
outbound_relations	List of objects that define the outbound relations associated with the CI. Data type: Array `"outbound_relations": [ { "sys_id": "String", "target": {Object}, "type": {Object} } ]`
outbound_relations.sys_id	Sys_id of the outbount CI relationship. Located in the CI Relationship [cmdb_rel_ci] table. Data type: String
outbound_relations.target	Required. Information about the target outbound relation. Data type: Object `"target": { "display_value": "String", "link": "String", "value": "String" }`
outbound_relations.target.display_value	Name of the outbound relation to display in a user interface. Data type: String
outbound_relations.target.link	CMDB REST endpoint URL to use to retrieve the outbound relation from the Configuration Item [cmdb_ci] table. Data type: String
outbound_relations.target.value	Sys_id of the outbound CI. Located in the Configuration Item [cmdb_ci] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
	Data type: String
outbound_relations.type	Information about the type of outbound relationship. Data type: Object `"type": { "display_value": "String", "link": "String", "value": "String" }`
outbound_relations.type.display_value	Name of the outbound type to display in a user interface. Data type: String
outbound_relations.type.link	*Table* REST endpoint URL to use to retrieve the outbound relation from the CI Relationship Type [cmdb_rel_type] table. Data type: String
outbound_relations.type.value	Sys_id of the type of outbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String
status	Only appears if an error is encountered. Status of the endpoint processing. Possible value: failure Data type: String

Example: cURL Request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci_
linux_server" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json"\
--user "username":"password" \
--data {
  "outbound_relations": [
    {
      "type" : "1a9cb166f1571100a92eb60da2bce5c5",
      "target" : "3a307c930a0a0bb400353965d0b8861f"
    },
    {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "type" : "607ad1b2c0a8010e01941856b365af90",
      "target" : "3a307c930a0a0bb400353965d0b8861f"
    }
  ],
  "attributes": {
    "name" : "lnux999",
    "firewall_status": "Intranet"
  },
  "source": "ServiceNow",
  "inbound_relations": [
    {
      "type" : "1a9cb166f1571100a92eb60da2bce5c5",
      "target" : "3a27d4370a0a0bb4006316812bf45439"
    }
  ]
}
```

```
{
    "result": {
        "outbound_relations": [
            {
                "sys_id": "403ff2641b425010593876a61a4bcb4b",
                "type": {
                    "display_value": "Depends on::Used by",
                    "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/1a
9cb166f1571100a92eb60da2bce5c5",
                    "value": "1a9cb166f1571100a92eb60da2bce5c5"
                },
                "target": {
                    "display_value": "PS ORA01",
                    "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a307c930a0a0bb400353965d0b8861f",
                    "value": "3a307c930a0a0bb400353965d0b8861f"
                }
            },
            {
                "sys_id": "443ff2641b425010593876a61a4bcb4c",
                "type": {
                    "display_value": "Exchanges data
 with::Exchanges data with",
                    "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/60
7ad1b2c0a8010e01941856b365af90",
                    "value": "607ad1b2c0a8010e01941856b365af90"
                },
                "target": {
                    "display_value": "PS ORA01",
                    "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a307c930a0a0bb400353965d0b8861f",
                    "value": "3a307c930a0a0bb400353965d0b8861f"
                }
            }
        ],
        "attributes": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "firewall_status": "Intranet",
            "os_address_width": "",
            "attested_date": "",
            "operational_status": "1",
            "os_service_pack": "",
            "cpu_core_thread": "",
            "cpu_manufacturer": "",
            "sys_updated_on": "2020-07-13 20:27:28",
            "discovery_source": "ServiceNow",
            "first_discovered": "2020-07-13 20:27:28",
            "due_in": "",
            "used_for": "Production",
            "invoice_number": "",
            "gl_account": "",
            "sys_created_by": "dora.gray",
            "warranty_expiration": "",
            "ram": "",
            "cpu_name": "",
            "cpu_speed": "",
            "owned_by": "",
            "checked_out": "",
            "kernel_release": "",
            "sys_domain_path": "/",
            "classification": "Production",
            "disk_space": "",
            "object_id": "",
            "maintenance_schedule": "",
            "cost_center": "",
            "attested_by": "",
            "dns_domain": "",
            "assigned": "",
            "purchase_date": "",
            "life_cycle_stage": "",
            "short_description": "",
            "cd_speed": "",
            "floppy": "",
            "managed_by": "",
            "os_domain": "",
            "last_discovered": "2020-07-13 20:27:28",
            "can_print": "false",
            "sys_class_name": "cmdb_ci_linux_server",
            "manufacturer": "",
            "cpu_count": "",
            "vendor": "",
            "life_cycle_stage_status": "",
            "model_number": "",
            "assigned_to": "",
            "start_date": "",
            "os_version": "",
            "serial_number": "",
            "cd_rom": "false",
            "support_group": "",
            "unverified": "false",
            "correlation_id": "",
            "attributes": "",
            "asset": "",
            "form_factor": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "cpu_core_count": "",
            "skip_sync": "false",
            "attestation_score": "",
            "sys_updated_by": "dora.gray",
            "sys_created_on": "2020-07-13 20:27:28",
            "sys_domain": {
                "display_value": "global",
                "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/g
lobal",
                "value": "global"
            },
            "cpu_type": "",
            "install_date": "",
            "asset_tag": "",
            "dr_backup": "",
            "hardware_substatus": "",
            "fqdn": "",
            "change_control": "",
            "internet_facing": "true",
            "delivery_date": "",
            "hardware_status": "installed",
            "install_status": "1",
            "supported_by": "",
            "name": "lnux299",
            "subcategory": "Computer",
            "default_gateway": "",
            "chassis_type": "",
            "virtual": "false",
            "assignment_group": "",
            "managed_by_group": "",
            "sys_id": "0c3ff2641b425010593876a61a4bcb39",
            "po_number": "",
            "checked_in": "",
            "sys_class_path": "/!!/!2/!(/!!/!0",
            "mac_address": "",
            "company": "",
            "justification": "",
            "department": "",
            "cost": "",
            "comments": "",
            "os": "",
            "sys_mod_count": "0",
            "monitor": "false",
            "model_id": "",
            "ip_address": "",
            "duplicate_of": "",
            "sys_tags": "",
            "cost_cc": "USD",
            "order_date": "",
            "schedule": "",
            "environment": "",
            "due": "",
            "attested": "false",
            "location": "",
            "category": "Hardware",
            "fault_count": "0",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "host_name": "",
            "lease_id": ""
        },
        "inbound_relations": [
            {
                "sys_id": "c03ff2641b425010593876a61a4bcb49",
                "type": {
                    "display_value": "Depends on::Used by",
                    "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/1a
9cb166f1571100a92eb60da2bce5c5",
                    "value": "1a9cb166f1571100a92eb60da2bce5c5"
                },
                "target": {
                    "display_value": "PS Apache01",
                    "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a27d4370a0a0bb4006316812bf45439",
                    "value": "3a27d4370a0a0bb4006316812bf45439"
                }
            }
        ]
    }
}
```


Example: cURL Request

The following code example shows how to call this endpoint for a class that has a dependant identification rule defined. The *outbound_relations.target* must be included in the payload and contain the sys_id of an existing CI.

```
curl
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci_
linux_server" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json"\
--user "username":"password" \
--data {
  "attributes": {
    "name": "test",
    "sys_class_name":"cmdb_ci_db_mssql_instance",
    "instance_name":"Iname"
  },
  "source": "ServiceNow",
  "depends_on": {
    "outbound_relations":
      {
        "target": "b4fd7c8437201000deeabfc8bcbe5dc1",
        "type": "60bc4e22c0a8010e01f074cbe6bd73c3"
      }
    }
  }
}
```


```
{
  "result": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "outbound_relations": [
      {
        "sys_id": "505cfa3a53662110af64ddeeff7b1217",
        "type": {
          "display_value": "Runs on::Runs",
          "link":
 http://instance.servicenow.com/api/now/table/cmdb_rel_type/60bc
4e22c0a8010e01f074cbe6bd73c3,
          "value": "60bc4e22c0a8010e01f074cbe6bd73c3"
        },
        "target": {
          "display_value": "*ANNIE-IBM",
          "link":
 http://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/b4
fd7c8437201000deeabfc8bcbe5dc1,
          "value": "b4fd7c8437201000deeabfc8bcbe5dc1"
        }
      }
    ],
    "attributes": {
      "attested_date": "",
      "operational_status": "1",
      "running_process_command": "",
      "sys_updated_on": "2023-05-05 21:28:24",
      "type": "",
      "running_process_key_parameters": "",
      "rp_command_hash": "",
      "discovery_source": "ServiceNow",
      "first_discovered": "2023-05-05 21:28:24",
      "due_in": "",
      "service_pack": "",
      "used_for": "Production",
      "is_clustered": "false",
      "invoice_number": "",
      "gl_account": "",
      "sys_created_by": "admin",
      "warranty_expiration": "",
      "owned_by": "",
      "checked_out": "",
      "rp_key_parameters_hash": "",
      "sys_domain_path": "/",
      "business_unit": "",
      "version": "",
      "cpu_sockets": "",
      "maintenance_schedule": "",
      "cost_center": "",
      "attested_by": "",
      "dns_domain": "",
      "assigned": "",
      "purchase_date": "",
      "life_cycle_stage": "",
      "short_description": "",
      "managed_by": "",
      "port_dynamic": "false",
      "last_discovered": "2023-05-05 21:28:24",
      "can_print": "false",
      "sys_class_name": "cmdb_ci_db_mssql_instance",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "manufacturer": "",
      "cl_port": "",
      "vendor": "",
      "life_cycle_stage_status": "",
      "model_number": "",
      "config_file": "",
      "assigned_to": "",
      "start_date": "",
      "instance_name": "Iname",
      "serial_number": "",
      "engine_edition": "",
      "support_group": "",
      "version_name": "",
      "unverified": "false",
      "correlation_id": "",
      "attributes": "",
      "asset": "",
      "config_directory": "",
      "tcp_port": "",
      "listener_name": "",
      "skip_sync": "false",
      "pid": "",
      "attestation_score": "",
      "sys_updated_by": "admin",
      "install_directory": "",
      "sys_created_on": "2023-05-05 21:28:24",
      "sys_domain": {
        "display_value": "global",
        "link":
 http://instance.servicenow.com/api/now/table/sys_user_group/glo
bal,
        "value": "global"
      },
      "install_date": "",
      "asset_tag": "",
      "fqdn": "",
      "change_control": "",
      "delivery_date": "",
      "install_status": "1",
      "supported_by": "",
      "name": "test",
      "subcategory": "Database",
      "assignment_group": "",
      "edition": "",
      "managed_by_group": "",
      "sys_id": "185cba3a53662110af64ddeeff7b12af",
      "po_number": "",
      "database": "",
      "checked_in": "",
      "sys_class_path": "/!!/!(/!2/!,",
      "mac_address": "",
      "company": "",
      "justification": "",
      "department": "",
      "cost": "",
      "comments": "",
      "attestation_status": "Not Yet Reviewed",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "sys_mod_count": "0",
      "monitor": "false",
      "model_id": "",
      "ip_address": "",
      "duplicate_of": "",
      "sys_tags": "",
      "cost_cc": "USD",
      "order_date": "",
      "schedule": "",
      "environment": "",
      "due": "",
      "attested": "false",
      "location": "",
      "category": "Resource",
      "fault_count": "0",
      "lease_id": ""
    },
    "inbound_relations": []
  }
}
```


Example: cURL Request

The following code example shows what is returned when a sys_id is not passed for a class that has a dependant identification rule defined. Same result occurs if the sys_id is invalid.

```
curl
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci_
linux_server" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json"\
--user "username":"password" \
--data "{
  "attributes": {
    "name": "test",
    "sys_class_name":"cmdb_ci_db_mssql_instance",
    "instance_name":"Iname"
  },
  "source": "ServiceNow",
  "depends_on": {
    "outbound_relations": {
        "type": "60bc4e22c0a8010e01f074cbe6bd73c3"
    }
  }
}
```


```
{
  "error": {
    "detail": "Exception while executing request: null Check
 logs for error trace or enable glide.rest.debug property to
 verify REST request processing",
    "message": "Exception while executing request: null"
  },
  "status": "failure"
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CMDB Instance - PUT /now/cmdb/instance/{classname}/{sys_id}

Updates the specified configuration item (CI) record with the specified attribute name-value pairs. This endpoint does not create, update, or delete the associated relations.

Note: This endpoint does not conform to the HTML specifications. Standard PUT endpoints are destructive in that they remove any elements that are not included in the request. This endpoint does not remove non-specified elements.

URL format

Versioned URL: `/api/now/{api_version}/cmdb/instance/{className}/{sys_id}`

Default URL: `/api/now/cmdb/instance/{className}/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
className	CMDB class name. This is the name of the table that contains the desired CI records, such as cmdb_ci_linux_server or cmdb_ci_apache_web_server. Data type: String
sys_id	Sys_id of the CI record to update. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
attributes	Data attributes to replace in the CI record. The available attributes depend on the specified CMDB class. You can locate the available attributes in the associated CMDB table which typically begins with "cmdb_ci", such as cmdb_ci_linux_server or cmdb_ci_mfp_printer. For information about attestation, see CIs attestation. Data type: Object
source	Required. Entity that updated the information. This must be one of the choice values specified in the discovery_source field in the Configuration Item [cmdb_ci] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Response parameters

Name	Description
attributes	Data attributes currently in the CI record. The available attributes depend on the specified CMDB class. You can locate the available attributes in

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
	the associated CMDB table which typically begins with "cmdb_ci", such as cmdb_ci_linux_server or cmdb_ci_mfp_printer. Data type: Object
error	Information on any errors encountered while processing the endpoint request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional information about the error. Data type: String
error.message	Message that identifies the error. Data type: String
inbound_relations	List of objects that define the inbound relations associated with the CI. Data type: Array `"inbound_relations": [ { "sys_id": "String", "target": {Object}, "type": {Object} } ]`
inbound_relations.sys_id	Sys_id of the inbound CI relationship. Located in the CI Relationship [cmdb_rel_ci] table. Data type: String
inbound_relations.target	Information that describes the target inbound relation. Data type: Object `"target": { "display_value": "String", "link": "String", "value": "String" }`
inbound_relations.target.display_value	Name of the inbound relation to display in a user interface.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
	Data type: String
inbound_relations.target.link	CMDB REST endpoint URL to use to retrieve the inbound relation from the Configuration Item [cmdb_ci] table. Data type: String
inbound_relations.target.value	Sys_id of the inbound CI. Located in the Configuration Item [cmdb_ci] table. Data type: String
inbound_relations.type	Information about the type of inbound relationship. Data type: Object `"type": { "display_value": "String", "link": "String", "value": "String" }`
inbound_relations.type.display_value	Name of the inbound type to display in a user interface. Data type: String
inbound_relations.type.link	*Table* REST endpoint URL to use to retrieve the inbound relation type from the CI Relationship Type [cmdb_rel_type] table. Data type: String
inbound_relations.type.value	Sys_id of the type of inbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String
outbound_relations	List of objects that define the outbound relations associated with the CI. Data type: Array `"outbound_relations": [ { "sys_id": "String", "target": {Object}, "type": {Object} } ]`
outbound_relations.sys_id	Sys_id of the outbount CI relationship. Located in the CI Relationship [cmdb_rel_ci] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
	Data type: String
outbound_relations.target	Required. Information about the target outbound relation. Data type: Object `"target": { "display_value": "String", "link": "String", "value": "String" }`
outbound_relations.target.display_value	Name of the outbound relation to display in a user interface. Data type: String
outbound_relations.target.link	CMDB REST endpoint URL to use to retrieve the outbound relation from the Configuration Item [cmdb_ci] table. Data type: String
outbound_relations.target.value	Sys_id of the outbound CI. Located in the Configuration Item [cmdb_ci] table. Data type: String
outbound_relations.type	Information about the type of outbound relationship. Data type: Object `"type": { "display_value": "String", "link": "String", "value": "String" }`
outbound_relations.type.display_value	Name of the outbound type to display in a user interface. Data type: String
outbound_relations.type.link	*Table* REST endpoint URL to use to retrieve the outbound relation from the CI Relationship Type [cmdb_rel_type] table. Data type: String
outbound_relations.type.value	Sys_id of the type of outbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
status	Only appears if an error is encountered. Status of the endpoint processing. Possible value: failure Data type: String

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci_
linux_server/70bc4e11c0a8210d01f074cbe6bd73b4" \
--request PUT \
--header "Accept:application/json" \
--header "Content-Type:application/json"\
--user "username":"password" \
--data {
  "attributes": {
    "firewall_status": "Extranet",
    "discovery_source": "ServiceNows",
    "name": "Linux299",
    "used_for": "Pre-production",
    "container": "Box"
  },
  "source": "ServiceNow"
}
```

```
{
    "result": {
        "outbound_relations": [
            {
                "sys_id": "403ff2641b425010593876a61a4bcb4b",
                "type": {
                    "display_value": "Depends on::Used by",
                    "link":
 "https://instance.service-now.com/api/now/table/cmdb_rel_type/1
a9cb166f1571100a92eb60da2bce5c5",
                    "value": "1a9cb166f1571100a92eb60da2bce5c5"
                },
                "target": {
                    "display_value": "PS ORA01",
                    "link":
 "https://instance.service-now.com/api/now/cmdb/instance/cmdb_ci
/3a307c930a0a0bb400353965d0b8861f",
                    "value": "3a307c930a0a0bb400353965d0b8861f"
                }
            },
            {
                "sys_id": "443ff2641b425010593876a61a4bcb4c",
                "type": {
                    "display_value": "Exchanges data
 with::Exchanges data with",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "link":
 "https://instance.service-now.com/api/now/table/cmdb_rel_type/6
07ad1b2c0a8010e01941856b365af90",
                    "value": "607ad1b2c0a8010e01941856b365af90"
                },
                "target": {
                    "display_value": "PS ORA01",
                    "link":
 "https://instance.service-now.com/api/now/cmdb/instance/cmdb_ci
/3a307c930a0a0bb400353965d0b8861f",
                    "value": "3a307c930a0a0bb400353965d0b8861f"
                }
            }
        ],
        "attributes": {
            "firewall_status": "Extranet",
            "os_address_width": "",
            "attested_date": "",
            "operational_status": "1",
            "os_service_pack": "",
            "cpu_core_thread": "",
            "cpu_manufacturer": "",
            "sys_updated_on": "2020-07-13 20:59:40",
            "discovery_source": "ServiceNow",
            "first_discovered": "2020-07-13 20:27:28",
            "due_in": "",
            "used_for": "Pre-production",
            "invoice_number": "",
            "gl_account": "",
            "sys_created_by": "dora.gray",
            "warranty_expiration": "",
            "ram": "",
            "cpu_name": "",
            "cpu_speed": "",
            "owned_by": "",
            "checked_out": "",
            "kernel_release": "",
            "sys_domain_path": "/",
            "classification": "Production",
            "disk_space": "",
            "object_id": "",
            "maintenance_schedule": "",
            "cost_center": "",
            "attested_by": "",
            "dns_domain": "",
            "assigned": "",
            "purchase_date": "",
            "life_cycle_stage": "",
            "short_description": "",
            "cd_speed": "",
            "floppy": "",
            "managed_by": "",
            "os_domain": "",
            "last_discovered": "2020-07-13 20:59:40",
            "can_print": "false",
            "sys_class_name": "cmdb_ci_linux_server",
            "manufacturer": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "cpu_count": "",
            "vendor": "",
            "life_cycle_stage_status": "",
            "model_number": "",
            "assigned_to": "",
            "start_date": "",
            "os_version": "",
            "serial_number": "",
            "cd_rom": "false",
            "support_group": "",
            "unverified": "false",
            "correlation_id": "",
            "attributes": "",
            "asset": {
                "display_value": "Unknown",
                "link":
 "https://instance.service-now.com/api/now/table/alm_asset/21cfb
a641b425010593876a61a4bcb52",
                "value": "21cfba641b425010593876a61a4bcb52"
            },
            "form_factor": "",
            "cpu_core_count": "",
            "skip_sync": "false",
            "attestation_score": "",
            "sys_updated_by": "dora.gray",
            "sys_created_on": "2020-07-13 20:27:28",
            "sys_domain": {
                "display_value": "global",
                "link":
 "https://instance.service-now.com/api/now/table/sys_user_gro
up/global",
                "value": "global"
            },
            "cpu_type": "",
            "install_date": "",
            "asset_tag": "",
            "dr_backup": "",
            "hardware_substatus": "",
            "fqdn": "",
            "change_control": "",
            "internet_facing": "true",
            "delivery_date": "",
            "hardware_status": "installed",
            "install_status": "1",
            "supported_by": "",
            "name": "Linux299",
            "subcategory": "Computer",
            "default_gateway": "",
            "chassis_type": "",
            "virtual": "false",
            "assignment_group": "",
            "managed_by_group": "",
            "sys_id": "0c3ff2641b425010593876a61a4bcb39",
            "po_number": "",
            "checked_in": "",
            "sys_class_path": "/!!/!2/!(/!!/!0",
            "mac_address": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "company": "",
            "justification": "",
            "department": "",
            "cost": "",
            "comments": "",
            "os": "",
            "sys_mod_count": "3",
            "monitor": "false",
            "model_id": {
                "display_value": "Unknown",
                "link":
 "https://instance.service-now.com/api/now/table/cmdb_model/0ce0
a2681b4e1010593876a61a4bcba6",
                "value": "0ce0a2681b4e1010593876a61a4bcba6"
            },
            "ip_address": "",
            "duplicate_of": "",
            "sys_tags": "",
            "cost_cc": "USD",
            "order_date": "",
            "schedule": "",
            "environment": "",
            "due": "",
            "attested": "false",
            "location": "",
            "category": "Hardware",
            "fault_count": "0",
            "host_name": "",
            "lease_id": ""
        },
        "inbound_relations": [
            {
                "sys_id": "c03ff2641b425010593876a61a4bcb49",
                "type": {
                    "display_value": "Depends on::Used by",
                    "link":
 "https://instance.service-now.com/api/now/table/cmdb_rel_type/1
a9cb166f1571100a92eb60da2bce5c5",
                    "value": "1a9cb166f1571100a92eb60da2bce5c5"
                },
                "target": {
                    "display_value": "PS Apache01",
                    "link":
 "https://instance.service-now.com/api/now/cmdb/instance/cmdb_ci
/3a27d4370a0a0bb4006316812bf45439",
                    "value": "3a27d4370a0a0bb4006316812bf45439"
                }
            }
        ]
    }
}
```


CMDB Instance - POST /now/cmdb/instance/{classname}/{sys_id}/relation

Adds an inbound and/or outbound relation to the specified configuration item (CI). The specified CI is the parent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/cmdb/instance/{className}/{sys_id}/relation`

Default URL: `/api/now/cmdb/instance/{className}/{sys_id}/relation`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
className	CMDB class name. This is the name of the table that contains the desired CI records, such as cmdb_ci_linux_server or cmdb_ci_apache_web_server. Data type: String
sys_id	Sys_id of the CI record to update. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
inbound_relations	List of objects that define the inbound relations to associate with the CI. Data type: Array `"inbound_relations": [ { "target": "String", "type": "String" } ]`
inbound_relations.target	Required if *inbound_relations* is specified. Sys_id of the target inbound relation to associate with the specified CI. Located in the Configuration Item [cmdb_ci] table. Data type: String
inbound_relations.type	Required if *inbound_relations* is specified. Sys_id of the type of inbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
outbound_relations	List of objects that define the outbound relations to associate with the CI. Data type: Array `"outbound_relations": [ { "target": "String", "type": "String" } ]`
outbound_relations.target	Required if *outbound_relations* is specified. Sys_id of the target outbound relation. Located in the Configuration Item [cmdb_ci] table. Data type: String
outbound_relations.type	Required if *outbound_relations* is specified. Sys_id of the type of outbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String
source	Required. Entity that updated the information. This must be one of the choice values specified in the discovery_source field in the Configuration Item [cmdb_ci] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Response parameters

Name	Description
attributes	Data attributes currently in the CI record. The available attributes depend on the specified CMDB class. You can locate the available attributes in the associated CMDB table which typically begins with "cmdb_ci", such as cmdb_ci_linux_server or cmdb_ci_mfp_printer. Data type: Object

error	Information on any errors encountered while processing the endpoint request.
	
	Data type: Object
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional information about the error. Data type: String
error.message	Message that identifies the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
	Data type: String
inbound_relations	List of objects that define the inbound relations associated with the CI. Data type: Array `"inbound_relations": [ { "sys_id": "String", "target": {Object}, "type": {Object} } ]`
inbound_relations.sys_id	Sys_id of the inbound CI relationship. Located in the CI Relationship [cmdb_rel_ci] table. Data type: String
inbound_relations.target	Information that describes the target inbound relation. Data type: Object `"target": { "display_value": "String", "link": "String", "value": "String" }`
inbound_relations.target.display_value	Name of the inbound relation to display in a user interface. Data type: String
inbound_relations.target.link	CMDB REST endpoint URL to use to retrieve the inbound relation from the Configuration Item [cmdb_ci] table. Data type: String
inbound_relations.target.value	Sys_id of the inbound CI. Located in the Configuration Item [cmdb_ci] table. Data type: String
inbound_relations.type	Information about the type of inbound relationship. Data type: Object `"type": { "display_value": "String", "link": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description

	<pre>"value": "String"
	}</pre>

inbound_relations.type.display_value	Name of the inbound type to display in a user interface. Data type: String
inbound_relations.type.link	*Table* REST endpoint URL to use to retrieve the inbound relation type from the CI Relationship Type [cmdb_rel_type] table. Data type: String
inbound_relations.type.value	Sys_id of the type of inbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String

outbound_relations	List of objects that define the outbound relations associated with the CI.
	
	Data type: Array
	<pre>"outbound_relations": [
	  {
	  "sys_id": "String",
	  "target": {Object},
	  "type": {Object}
	  }
	]</pre>

outbound_relations.sys_id	Sys_id of the outbount CI relationship. Located in the CI Relationship [cmdb_rel_ci] table. Data type: String

outbound_relations.target	Required. Information about the target outbound relation.
	
	Data type: Object
	<pre>"target": {
	  "display_value": "String",
	  "link": "String",
	  "value": "String"
	}</pre>

outbound_relations.target.display_value	Name of the outbound relation to display in a user interface. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
outbound_relations.target.link	CMDB REST endpoint URL to use to retrieve the outbound relation from the Configuration Item [cmdb_ci] table. Data type: String
outbound_relations.target.value	Sys_id of the outbound CI. Located in the Configuration Item [cmdb_ci] table. Data type: String
outbound_relations.type	Information about the type of outbound relationship. Data type: Object `"type": { "display_value": "String", "link": "String", "value": "String" }`
outbound_relations.type.display_value	Name of the outbound type to display in a user interface. Data type: String
outbound_relations.type.link	*Table* REST endpoint URL to use to retrieve the outbound relation from the CI Relationship Type [cmdb_rel_type] table. Data type: String
outbound_relations.type.value	Sys_id of the type of outbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String
status	Only appears if an error is encountered. Status of the endpoint processing. Possible value: failure Data type: String

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci_
linux_server/3a290cc60a0a0bb400000bdb386af1cf/relation" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json"\
--user "username":"password" \
--data {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "outbound_relations": [
    {
      "type" : "1a9cb166f1571100a92eb60da2bce5c5",
      "target" : "3a307c930a0a0bb400353965d0b8861f"
    },
    {
      "type" : "607ad1b2c0a8010e01941856b365af90",
      "target" : "3a307c930a0a0bb400353965d0b8861f"
    }
  ],
  "source": "ServiceNow",
  "inbound_relations": [
    {
      "type" : "1a9cb166f1571100a92eb60da2bce5c5",
      "target" : "3a27d4370a0a0bb4006316812bf45439"
    }
  ]
}
```

```
{
    "result": {
        "outbound_relations": [
            {
                "sys_id": "403ff2641b425010593876a61a4bcb4b",
                "type": {
                    "display_value": "Depends on::Used by",
                    "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/1a
9cb166f1571100a92eb60da2bce5c5",
                    "value": "1a9cb166f1571100a92eb60da2bce5c5"
                },
                "target": {
                    "display_value": "PS ORA01",
                    "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a307c930a0a0bb400353965d0b8861f",
                    "value": "3a307c930a0a0bb400353965d0b8861f"
                }
            },
            {
                "sys_id": "443ff2641b425010593876a61a4bcb4c",
                "type": {
                    "display_value": "Exchanges data
 with::Exchanges data with",
                    "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/60
7ad1b2c0a8010e01941856b365af90",
                    "value": "607ad1b2c0a8010e01941856b365af90"
                },
                "target": {
                    "display_value": "PS ORA01",
                    "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a307c930a0a0bb400353965d0b8861f",
                    "value": "3a307c930a0a0bb400353965d0b8861f"
                }
            }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        ],
        "attributes": {
            "firewall_status": "Active",
            "os_address_width": "",
            "attested_date": "",
            "operational_status": "1",
            "os_service_pack": "",
            "cpu_core_thread": "",
            "cpu_manufacturer": "",
            "sys_updated_on": "2020-07-13 21:24:05",
            "discovery_source": "ServiceNow",
            "first_discovered": "2020-07-13 20:27:28",
            "due_in": "",
            "used_for": "Production",
            "invoice_number": "",
            "gl_account": "",
            "sys_created_by": "dora.gray",
            "warranty_expiration": "",
            "ram": "",
            "cpu_name": "",
            "cpu_speed": "",
            "owned_by": "",
            "checked_out": "",
            "kernel_release": "",
            "sys_domain_path": "/",
            "classification": "Production",
            "disk_space": "",
            "object_id": "",
            "maintenance_schedule": "",
            "cost_center": "",
            "attested_by": "",
            "dns_domain": "",
            "assigned": "",
            "purchase_date": "",
            "life_cycle_stage": "",
            "short_description": "",
            "cd_speed": "",
            "floppy": "",
            "managed_by": "",
            "os_domain": "",
            "last_discovered": "2020-07-13 21:24:05",
            "can_print": "false",
            "sys_class_name": "cmdb_ci_linux_server",
            "manufacturer": "",
            "cpu_count": "",
            "vendor": "",
            "life_cycle_stage_status": "",
            "model_number": "",
            "assigned_to": "",
            "start_date": "",
            "os_version": "",
            "serial_number": "",
            "cd_rom": "false",
            "support_group": "",
            "unverified": "false",
            "correlation_id": "",
            "attributes": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "asset": {
                "display_value": "Unknown",
                "link":
 "https://instance.servicenow.com/api/now/table/alm_asset/21cfba
641b425010593876a61a4bcb52",
                "value": "21cfba641b425010593876a61a4bcb52"
            },
            "form_factor": "",
            "cpu_core_count": "",
            "skip_sync": "false",
            "attestation_score": "",
            "sys_updated_by": "dora.gray",
            "sys_created_on": "2020-07-13 20:27:28",
            "sys_domain": {
                "display_value": "global",
                "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/g
lobal",
                "value": "global"
            },
            "cpu_type": "",
            "install_date": "",
            "asset_tag": "",
            "dr_backup": "",
            "hardware_substatus": "",
            "fqdn": "",
            "change_control": "",
            "internet_facing": "true",
            "delivery_date": "",
            "hardware_status": "installed",
            "install_status": "1",
            "supported_by": "",
            "name": "Linux299",
            "subcategory": "Computer",
            "default_gateway": "",
            "chassis_type": "",
            "virtual": "false",
            "assignment_group": "",
            "managed_by_group": "",
            "sys_id": "0c3ff2641b425010593876a61a4bcb39",
            "po_number": "",
            "checked_in": "",
            "sys_class_path": "/!!/!2/!(/!!/!0",
            "mac_address": "",
            "company": "",
            "justification": "",
            "department": "",
            "cost": "",
            "comments": "",
            "os": "",
            "sys_mod_count": "4",
            "monitor": "false",
            "model_id": {
                "display_value": "Unknown",
                "link":
 "https://instance.servicenow.com/api/now/table/cmdb_model/0ce0a
2681b4e1010593876a61a4bcba6",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "value": "0ce0a2681b4e1010593876a61a4bcba6"
            },
            "ip_address": "",
            "duplicate_of": "",
            "sys_tags": "",
            "cost_cc": "USD",
            "order_date": "",
            "schedule": "",
            "environment": "",
            "due": "",
            "attested": "false",
            "location": "",
            "category": "Hardware",
            "fault_count": "0",
            "host_name": "",
            "lease_id": ""
        },
        "inbound_relations": [
            {
                "sys_id": "c03ff2641b425010593876a61a4bcb49",
                "type": {
                    "display_value": "Depends on::Used by",
                    "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/1a
9cb166f1571100a92eb60da2bce5c5",
                    "value": "1a9cb166f1571100a92eb60da2bce5c5"
                },
                "target": {
                    "display_value": "PS Apache01",
                    "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a27d4370a0a0bb4006316812bf45439",
                    "value": "3a27d4370a0a0bb4006316812bf45439"
                }
            }
        ]
    }
}
```


CMDB Instance - PATCH /now/cmdb/instance/{classname}/{sys_id}

Replaces the attributes in the specified configuration item (CI) record with the specified name-value pairs. This endpoint does not create, update, or delete the associated relations.

URL format

Versioned URL: `/api/now/{api_version}/cmdb/instance/{className}/{sys_id}`

Default URL: `/api/now/cmdb/instance/{className}/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
className	CMDB class name. This is the name of the table that contains the desired CI records, such as cmdb_ci_linux_server or cmdb_ci_apache_web_server. Data type: String
sys_id	Sys_id of the CI record to update. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
attributes	Data attributes to replace in the CI record. The available attributes depend on the specified CMDB class. You can locate the available attributes in the associated CMDB table which typically begins with "cmdb_ci", such as cmdb_ci_linux_server or cmdb_ci_mfp_printer. For information about attestation, see CIs attestation. Data type: Object
source	Required. Entity that updated the information. This must be one of the choice values specified in the discovery_source field in the Configuration Item [cmdb_ci] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Response parameters

Name	Description
attributes	Data attributes currently in the CI record. The available attributes depend on the specified CMDB class. You can locate the available attributes in the associated CMDB table which typically begins with "cmdb_ci", such as cmdb_ci_linux_server or cmdb_ci_mfp_printer. Data type: Object

error	Information on any errors encountered while processing the endpoint request.
	
	Data type: Object
	`"error": {`
	`  "detail": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description

	<pre>"message": "String"
	}</pre>

error.detail	Additional information about the error. Data type: String
error.message	Message that identifies the error. Data type: String

inbound_relations	List of objects that define the inbound relations associated with the CI.
	
	Data type: Array
	<pre>"inbound_relations": [
	  {
	  "sys_id": "String",
	  "target": {Object},
	  "type": {Object}
	  }
	]</pre>

inbound_relations.sys_id	Sys_id of the inbound CI relationship. Located in the CI Relationship [cmdb_rel_ci] table. Data type: String

inbound_relations.target	Information that describes the target inbound relation.
	
	Data type: Object
	<pre>"target": {
	  "display_value": "String",
	  "link": "String",
	  "value": "String"
	}</pre>

inbound_relations.target.display_value	Name of the inbound relation to display in a user interface. Data type: String
inbound_relations.target.link	CMDB REST endpoint URL to use to retrieve the inbound relation from the Configuration Item [cmdb_ci] table. Data type: String
inbound_relations.target.value	Sys_id of the inbound CI. Located in the Configuration Item [cmdb_ci] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description
	Data type: String
inbound_relations.type	Information about the type of inbound relationship. Data type: Object `"type": { "display_value": "String", "link": "String", "value": "String" }`
inbound_relations.type.display_value	Name of the inbound type to display in a user interface. Data type: String
inbound_relations.type.link	*Table* REST endpoint URL to use to retrieve the inbound relation type from the CI Relationship Type [cmdb_rel_type] table. Data type: String
inbound_relations.type.value	Sys_id of the type of inbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String
outbound_relations	List of objects that define the outbound relations associated with the CI. Data type: Array `"outbound_relations": [ { "sys_id": "String", "target": {Object}, "type": {Object} } ]`
outbound_relations.sys_id	Sys_id of the outbount CI relationship. Located in the CI Relationship [cmdb_rel_ci] table. Data type: String
outbound_relations.target	Required. Information about the target outbound relation. Data type: Object `"target": { "display_value": "String", "link": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response parameters (continued)

Name	Description

	<pre>"value": "String"
	}</pre>

outbound_relations.target.display_value	Name of the outbound relation to display in a user interface. Data type: String
outbound_relations.target.link	CMDB REST endpoint URL to use to retrieve the outbound relation from the Configuration Item [cmdb_ci] table. Data type: String
outbound_relations.target.value	Sys_id of the outbound CI. Located in the Configuration Item [cmdb_ci] table. Data type: String

outbound_relations.type	Information about the type of outbound relationship.
	
	Data type: Object
	<pre>"type": {
	"display_value": "String",
	"link": "String",
	"value": "String"
	}</pre>

outbound_relations.type.display_value	Name of the outbound type to display in a user interface. Data type: String
outbound_relations.type.link	*Table* REST endpoint URL to use to retrieve the outbound relation from the CI Relationship Type [cmdb_rel_type] table. Data type: String
outbound_relations.type.value	Sys_id of the type of outbound relationship. Located in the CI Relationship Type [cmdb_rel_type] table. Data type: String
status	Only appears if an error is encountered. Status of the endpoint processing. Possible value: failure Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_cla
ss_sw/70bc4e11c0a8210d01f074cbe6bd73b4" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json"\
--user "username":"password"\
--data {
    "attributes": {
      "firewall_status": "Active",
      "name": "Linux299",
      "used_for": "Production"
    },
    "source": "ServiceNow"
}
```

```
{
  "result": {
    "outbound_relations": [
      {
        "sys_id": "403ff2641b425010593876a61a4bcb4b",
        "type": {
          "display_value": "Depends on::Used by",
          "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/1a
9cb166f1571100a92eb60da2bce5c5",
          "value": "1a9cb166f1571100a92eb60da2bce5c5"
        },
        "target": {
          "display_value": "PS ORA01",
          "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a307c930a0a0bb400353965d0b8861f",
          "value": "3a307c930a0a0bb400353965d0b8861f"
        }
      },
      {
        "sys_id": "443ff2641b425010593876a61a4bcb4c",
        "type": {
          "display_value": "Exchanges data with::Exchanges data
 with",
          "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/60
7ad1b2c0a8010e01941856b365af90",
          "value": "607ad1b2c0a8010e01941856b365af90"
        },
        "target": {
          "display_value": "PS ORA01",
          "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a307c930a0a0bb400353965d0b8861f",
          "value": "3a307c930a0a0bb400353965d0b8861f"
        }
      }
    ],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "attributes": {
      "firewall_status": "Active",
      "os_address_width": "",
      "attested_date": "",
      "operational_status": "1",
      "os_service_pack": "",
      "cpu_core_thread": "",
      "cpu_manufacturer": "",
      "sys_updated_on": "2020-07-13 21:24:05",
      "discovery_source": "ServiceNow",
      "first_discovered": "2020-07-13 20:27:28",
      "due_in": "",
      "used_for": "Production",
      "invoice_number": "",
      "gl_account": "",
      "sys_created_by": "dora.gray",
      "warranty_expiration": "",
      "ram": "",
      "cpu_name": "",
      "cpu_speed": "",
      "owned_by": "",
      "checked_out": "",
      "kernel_release": "",
      "sys_domain_path": "/",
      "classification": "Production",
      "disk_space": "",
      "object_id": "",
      "maintenance_schedule": "",
      "cost_center": "",
      "attested_by": "",
      "dns_domain": "",
      "assigned": "",
      "purchase_date": "",
      "life_cycle_stage": "",
      "short_description": "",
      "cd_speed": "",
      "floppy": "",
      "managed_by": "",
      "os_domain": "",
      "last_discovered": "2020-07-13 21:24:05",
      "can_print": "false",
      "sys_class_name": "cmdb_ci_linux_server",
      "manufacturer": "",
      "cpu_count": "",
      "vendor": "",
      "life_cycle_stage_status": "",
      "model_number": "",
      "assigned_to": "",
      "start_date": "",
      "os_version": "",
      "serial_number": "",
      "cd_rom": "false",
      "support_group": "",
      "unverified": "false",
      "correlation_id": "",
      "attributes": "",
      "asset": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value": "Unknown",
        "link":
 "https://instance.servicenow.com/api/now/table/alm_asset/21cfba
641b425010593876a61a4bcb52",
        "value": "21cfba641b425010593876a61a4bcb52"
      },
      "form_factor": "",
      "cpu_core_count": "",
      "skip_sync": "false",
      "attestation_score": "",
      "sys_updated_by": "dora.gray",
      "sys_created_on": "2020-07-13 20:27:28",
      "sys_domain": {
        "display_value": "global",
        "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/g
lobal",
        "value": "global"
      },
      "cpu_type": "",
      "install_date": "",
      "asset_tag": "",
      "dr_backup": "",
      "hardware_substatus": "",
      "fqdn": "",
      "change_control": "",
      "internet_facing": "true",
      "delivery_date": "",
      "hardware_status": "installed",
      "install_status": "1",
      "supported_by": "",
      "name": "Linux299",
      "subcategory": "Computer",
      "default_gateway": "",
      "chassis_type": "",
      "virtual": "false",
      "assignment_group": "",
      "managed_by_group": "",
      "sys_id": "0c3ff2641b425010593876a61a4bcb39",
      "po_number": "",
      "checked_in": "",
      "sys_class_path": "/!!/!2/!(/!!/!0",
      "mac_address": "",
      "company": "",
      "justification": "",
      "department": "",
      "cost": "",
      "comments": "",
      "os": "",
      "sys_mod_count": "4",
      "monitor": "false",
      "model_id": {
        "display_value": "Unknown",
        "link":
 "https://instance.servicenow.com/api/now/table/cmdb_model/0ce0a
2681b4e1010593876a61a4bcba6",
        "value": "0ce0a2681b4e1010593876a61a4bcba6"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "ip_address": "",
      "duplicate_of": "",
      "sys_tags": "",
      "cost_cc": "USD",
      "order_date": "",
      "schedule": "",
      "environment": "",
      "due": "",
      "attested": "false",
      "location": "",
      "category": "Hardware",
      "fault_count": "0",
      "host_name": "",
      "lease_id": ""
    },
    "inbound_relations": [
      {
        "sys_id": "c03ff2641b425010593876a61a4bcb49",
         "type": {
           "display_value": "Depends on::Used by",
            "link":
 "https://instance.servicenow.com/api/now/table/cmdb_rel_type/1a
9cb166f1571100a92eb60da2bce5c5",
            "value": "1a9cb166f1571100a92eb60da2bce5c5"
         },
         "target": {
           "display_value": "PS Apache01",
           "link":
 "https://instance.servicenow.com/api/now/cmdb/instance/cmdb_ci/
3a27d4370a0a0bb4006316812bf45439",
           "value": "3a27d4370a0a0bb4006316812bf45439"
         }
       }
      ]
    }
}
```


CMDB Meta API

The *CMDB Meta* API provides endpoints to obtain meta data on a Configuration Management Database (CMDB) class.

This API requires that the user have the ITIL role.

CMDB Meta - GET /now/cmdb/meta/{classname}

Returns the meta data for the specified CMDB class.

URL format

Versioned URL: `/api/now/{api_version}/cmdb/meta/{className}`

Default URL: `/api/now/cmdb/meta/{className}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
className	CMDB class name. This is the name of the table that contains the desired CI records, such as cmdb_ci_linux_server or cmdb_ci_apache_web_server. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
attributes	Available fields in the specified class table. Data type: Array
children	List of classes extended from the specified class. Data type: Array
icon	Class icon sys_id. Data type: String
icon_url	Class icon URL. Data type: String
identification_rules	Attributes associated with the configuration item identification rules for the specified class. Data type: Object
is_extendable	Flag that indicates whether the class can be extended to create other classes. Possible values: • true: Class can be extended. • false: Class cannot be extended. Data type: Boolean
label	Specified class display name. Data type: String
name	Table/class name. Data type: String
parent	Parent class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
relationship_rules	Relationships between the specifed class and other classes in the CMDB. Data type: Array

Example: Sample cURL request

```
curl
 "https://instance.servicenow/api/now/cmdb/meta/cmdb_ci_comput
er" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```


```
{
  "result": {
    "icon_url": "images/app.ngbsm/computer.svg",
    "is_extendable": true,
    "parent": "cmdb_ci_hardware",
    "children": [
      "cmdb_ci_ucs_blade",
      "cmdb_ci_pc_hardware",
      "cmdb_ci_ucs_rack_unit",
      "cmdb_ci_mainframe_hardware",
      "cmdb_ci_server",
      "cmdb_ci_storage_switch"
    ],
    "name": "cmdb_ci_computer",
    "icon": "c6442dd69fb00200eb3919eb552e7012",
    "attributes": [
      {
        "is_inherited": "false",
        "is_mandatory": "false",
        "is_read_only": "false",
        "default_value": null,
        "label": "OS Address Width (bits)",
        "type": "integer",
        "element": "os_address_width",
        "max_length": "40",
        "is_display": "false"
      },
      {
        "is_inherited": "true",
        "is_mandatory": "false",
        "is_read_only": "true",
        "default_value": "false",
        "label": "Skip sync",
        "type": "boolean",
        "element": "skip_sync",
        "max_length": "40",
        "is_display": "false"
      },
      {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "is_inherited": "true",
        "is_mandatory": "false",
        "is_read_only": "false",
        "default_value": null,
        "label": "DNS Domain",
        "type": "string",
        "element": "dns_domain",
        "max_length": "255",
        "is_display": "false"
      },
      {
        "is_inherited": "true",
        "is_mandatory": "false",
        "is_read_only": "false",
        "default_value": null,
        "label": "Purchased",
        "type": "glide_date",
        "element": "purchase_date",
        "max_length": "40",
        "is_display": "false"
      },
      {
        "is_inherited": "true",
        "is_mandatory": "false",
        "is_read_only": "false",
        "default_value": null,
        "label": "Lease contract",
        "type": "string",
        "element": "lease_id",
        "max_length": "40",
        "is_display": "false"
      }
    ],
    "relationship_rules": [
      {
        "parent": "cmdb_ci_computer",
        "relation_type": "cb5592603751200032ff8c00dfbe5d17",
        "child": "dscy_route_next_hop"
      },
      {
        "parent": "cmdb_ci_computer",
        "relation_type": "cb5592603751200032ff8c00dfbe5d17",
        "child": "dscy_router_interface"
      },
      {
        "parent": "cmdb_ci_computer",
        "relation_type": "cb5592603751200032ff8c00dfbe5d17",
        "child": "dscy_route_interface"
      },
      {
        "parent": "cmdb_ci_computer",
        "relation_type": "55c95bf6c0a8010e0118ec7056ebc54d",
        "child": "cmdb_ci_storage_pool"
      },
      {
        "parent": "cmdb_ci_computer",
        "relation_type": "55c95bf6c0a8010e0118ec7056ebc54d",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "child": "cmdb_ci_disk_partition"
      },
      {
        "parent": "cmdb_ci_computer",
        "relation_type": "55c95bf6c0a8010e0118ec7056ebc54d",
        "child": "cmdb_ci_storage_volume"
      },
      {
        "parent": "cmdb_ci_computer",
        "relation_type": "55c95bf6c0a8010e0118ec7056ebc54d",
        "child": "cmdb_ci_storage_device"
      }
    ],
    "label": "Computer",
    "identification_rules": {
      "related_rules": [
        {
          "condition": "",
          "exact_count_match": false,
          "referenced_field": "installed_on",
          "active": true,
          "attributes": "name",
          "allow_fallback": false,
          "table": "cmdb_print_queue_instance",
          "order": 100,
          "allow_null_attribute": false
        }
      ],
      "applies_to": "cmdb_ci_hardware",
      "identifiers": [
        {
          "condition": "valid=true^absent=false^EQ",
          "exact_count_match": true,
          "referenced_field": "cmdb_ci",
          "active": true,
          "attributes": "serial_number,serial_number_type",
          "allow_fallback": false,
          "table": "cmdb_serial_number",
          "order": 100,
          "allow_null_attribute": false
        },
        {
          "condition": null,
          "exact_count_match": false,
          "referenced_field": null,
          "active": true,
          "attributes": "serial_number",
          "allow_fallback": false,
          "table": null,
          "order": 200,
          "allow_null_attribute": false
        },
        {
          "condition": null,
          "exact_count_match": false,
          "referenced_field": null,
          "active": true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "attributes": "name",
          "allow_fallback": false,
          "table": null,
          "order": 300,
          "allow_null_attribute": false
        },
        {
          "condition": "install_status!=100^EQ",
          "exact_count_match": true,
          "referenced_field": "cmdb_ci",
          "active": true,
          "attributes": "ip_address,mac_address",
          "allow_fallback": false,
          "table": "cmdb_ci_network_adapter",
          "order": 400,
          "allow_null_attribute": false
        }
      ],
      "name": "Hardware Rule",
      "description": "Identifier for hardware.",
      "active": true,
      "is_independent": true
    }
  }
}
```

Consumer API

The *Consumer* API provides endpoints to retrieve and update Customer Service Management (CSM) consumer records.

In addition, you can generate new social media profile records when creating a consumer.

The *Consumer* API requires the Customer Service plugin (com.sn_customerservice) and is provided within the now namespace.

Users require the csm_ws_integration role for full API access.

Consumer - GET /now/consumer

Retrieves a specified set of Customer Service Management (CSM) consumer records.

URL format

Versioned URL: /api/now/{api_version}/consumer

Default URL: /api/now/consumer

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *`sysparm_offset`* parameter to paginate record retrieval. In the response, the boolean parameter *`hasMore`* is returned. It indicates whether there are more records to return that meet the filter criteria. Data type: Number Default: 10
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *`sysparm_offset`* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Do not pass a negative number in the *`sysparm_offset`* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. For example: `sysparm_query=caller_id=javascript:gs.getUserID()^active=true` The encoded query supports *order by*. To sort responses based on certain fields, use the *ORDERBY* and *ORDERBYDESC* clauses in *`sysparm_query`*. For example, `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcategory` filters all active records and orders the results in ascending order by number first, and then in descending order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores the invalid part. It then returns rows using only the valid portion of the query. You can control this behavior using the property *`glide.invalid_query.returns_no_rows`*. Set this property to true to return no rows on an invalid query.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Note: The *glide.invalid_query.returns_no_rows* property controls the behavior of all queries across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service APIs. Data type: String

Request body parameters (XML or JSON)

Element	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

The endpoint may return the following JSON or XML elements in the response body. In addition to the list of elements defined below (which define the elements in a base system), the endpoint also returns any custom fields added to the Consumer [csm_consumer] table. For additional information on these elements, refer to your specific table definition [**System Definition** > **Tables**].

Element	Description
active	Flag that indicates whether the consumer is active. Possible values: • true: Consumer active • false: Consumer de-activated Data type: Boolean Default: true
business_phone	Business phone number of the consumer. Data type: String Maximum length: 40
city	City in which the consumer resides. Data type: String Maximum length: 100
country	Country in which the consumer resides. Data type: String Maximum length: 40
date_format	Format in which to display dates. Valid values: • dd-mm-yyyy • dd/mm/yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
email	Email address of the consumer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 100
fax	Fax number of the consumer. Data type: String Maximum length: 40
first_name	Consumer first name. Data type: String Maximum length: 50
gender	Gender of the consumer. Data type: String Maximum length: 40
home_phone	Home phone number of the consumer. Data type: String Maximum length: 40
household	Sys_id of the record that describes the household characteristics. Data type: String Table: Household [csm_household]
last_name	Consumer last name. Data type: String Maximum length: 50
middle_name	Consumer middle name. Data type: String Maximum length: 50
mobile_phone	Consumer mobile phone number. Data type: String Maximum length: 40
name	Consumer full name; first_name+middle_name+last_name. Data type: String Maximum length: 152

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
notes	Notes on consumer. Data type: String Maximum length: 4,000
notification	Indicates whether the consumer should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Maximum length: 40 Default: 2
number	Unique number associated with the consumer. Data type: String Maximum length: 40
photo	Photo of the consumer. Data type: Image
preferred_language	Consumer primary language. Data type: String Maximum length: 3
prefix	Consumer name prefix such as, Dr., Mr., Mrs., or Ms. Data type: String Maximum length: 40
primary	Flag that indicates whether this is the primary consumer. Possible values: • true: Primary consumer • false: Not primary consumer Data type: Boolean Default: false
state	State in which the consumer resides. Data type: String Maximum length: 100

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
street	Consumer street address. Data type: String Maximum length: 255
suffix	Consumer name suffix such as Jr., Sr., or II. Data type: String
sys_created_by	User that created the consumer record. Data type: String Maximum length: 40
sys_created_on	Date and time the consumer record was originally created. Data type: String
sys_domain	ServiceNow domain in which the consumer information resides. Data type: String
sys_id	Unique identifier for the consumer. Data type: String
sys_mod_count	Number of times that the associated consumer information has been modified. Data type: Number (Integer)
sys_tags	System tags. Data type: String
sys_updated_by	User that last updated the consumer information. Data type: String Maximum length: 40
sys_updated_on	Date and time when the consumer information was last updated. Data type: String
time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40 Default: blank (system time format)
time_zone	Consumer time zone, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
title	Consumer business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
user	Sys_id of the consumer user. Data type: String Table: Consumer User [csm_consumer_user]
zip	Consumer zip code. Data type: String Maximum length: 40

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/consumer?sysparm_query
=account=86837a386f0331003b3c498f5d3ee4ca&sysparm_limit=2&syspar
m_offset=2>;rel="next" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": [
    {
      "country": "USA",
      "notes": "",
      "gender": "Male",
      "city": "Plano",
      "prefix": "",
      "sys_updated_on": "2016-08-12 00:19:12",
      "suffix": "",
      "title": "",
      "number": "CSMR0000004",
      "notification": "2",
      "sys_id": "01d8403fdb1b1200b6075200cf961941",
      "business_phone": "",
      "sys_updated_by": "prithvi",
      "mobile_phone": "",
      "street": "6900 Dallas Pkwy",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "sys_created_on": "2016-06-16 19:20:13",
      "sys_domain": "global",
      "state": "TX",
      "fax": "",
      "first_name": "Harding",
      "email": "harding.asher@mailinator.com",
      "preferred_language": "",
      "sys_created_by": "guest",
      "zip": "75024",
      "home_phone": "",
      "time_format": "",
      "sys_mod_count": "8",
      "last_name": "Asher",
      "photo": "",
      "active": "true",
      "middle_name": "",
      "time_zone": "",
      "sys_tags": "",
      "name": "Harding Asher",
      "household": "",
      "date_format": "",
      "user": "c3d35d82c37122005871d44d81d3ae91",
      "primary": "false"
    },
    {
      "country": "USA",
      "notes": "",
      "gender": "Male",
      "city": "San Francisco",
      "prefix": "",
      "sys_updated_on": "2016-08-12 00:20:27",
      "suffix": "",
      "title": "",
      "number": "CSMR0000002",
      "notification": "2",
      "sys_id": "a0488cfbdb1b1200b6075200cf9619db",
      "business_phone": "",
      "sys_updated_by": "prithvi",
      "mobile_phone": "",
      "street": "144 2nd St",
      "sys_created_on": "2016-06-16 19:17:44",
      "sys_domain": "global",
      "state": "CA",
      "fax": "",
      "first_name": "Sam",
      "email": "sam.collins@mailinator.com",
      "preferred_language": "",
      "sys_created_by": "guest",
      "zip": "94105",
      "home_phone": "",
      "time_format": "",
      "sys_mod_count": "13",
      "last_name": "Collins",
      "photo": "",
      "active": "true",
      "middle_name": "",
      "time_zone": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "sys_tags": "",
      "name": "Sam Collins",
      "household": "",
      "date_format": "",
      "user": "64488cfbdb1b1200b6075200cf9619db",
      "primary": "false"
    }
  ]
}
```


Consumer - GET /now/consumer/{id}

Retrieves the specified Customer Service Management (CSM) consumer record.

URL format

Versioned URL: `/api/now/{api_version}/consumer/{id}`

Default URL: `/api/now/consumer/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the consumer record to return. Data type: String Table: Consumer [csm_consumer]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Indicates that the request is invalid. Could be due to one of the following reasons: • Requested case doesn't exist. • User doesn't have access to the consumer record.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

The endpoint may return the following JSON or XML elements in the response body. In addition to the list of elements defined below (which define the elements in a base system), the endpoint also returns any custom fields added to the Consumer [csm_consumer] table. For additional information on these elements, refer to your specific table definition [**System Definition** > **Tables**].

Element	Description
active	Flag that indicates whether the consumer is active. Possible values: • true: Consumer active • false: Consumer de-activated Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: true
business_phone	Business phone number of the consumer. Data type: String Maximum length: 40
city	City in which the consumer resides. Data type: String Maximum length: 100
country	Country in which the consumer resides. Data type: String Maximum length: 40
date_format	Format in which to display dates. Valid values: • dd-mm-yyyy • dd/mm/yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
email	Email address of the consumer. Data type: String Maximum length: 100
fax	Fax number of the consumer. Data type: String Maximum length: 40
first_name	Consumer first name. Data type: String Maximum length: 50
gender	Gender of the consumer. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
home_phone	Home phone number of the consumer. Data type: String Maximum length: 40
household	Sys_id of the record that describes the household characteristics. Data type: String Table: Household [csm_household]
last_name	Consumer last name. Data type: String Maximum length: 50
middle_name	Consumer middle name. Data type: String Maximum length: 50
mobile_phone	Consumer mobile phone number. Data type: String Maximum length: 40
name	Consumer full name; first_name+middle_name+last_name. Data type: String Maximum length: 152
notes	Notes on consumer. Data type: String Maximum length: 4,000
notification	Indicates whether the consumer should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Maximum length: 40 Default: 2
number	Unique number associated with the consumer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40
photo	Photo of the consumer. Data type: Image
preferred_language	Consumer primary language. Data type: String Maximum length: 3
prefix	Consumer name prefix such as, Dr., Mr., Mrs., or Ms. Data type: String Maximum length: 40
primary	Flag that indicates whether this is the primary consumer. Possible values: • true: Primary consumer • false: Not primary consumer Data type: Boolean Default: false
state	State in which the consumer resides. Data type: String Maximum length: 100
street	Consumer street address. Data type: String Maximum length: 255
suffix	Consumer name suffix such as Jr., Sr., or II. Data type: String
sys_created_by	User that created the consumer record. Data type: String Maximum length: 40
sys_created_on	Date and time the consumer record was originally created. Data type: String
sys_domain	ServiceNow domain in which the consumer information resides.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
sys_id	Unique identifier for the consumer. Data type: String
sys_mod_count	Number of times that the associated consumer information has been modified. Data type: Number (Integer)
sys_updated_by	User that last updated the consumer information. Data type: String Maximum length: 40
sys_updated_on	Date and time when the consumer information was last updated. Data type: String
time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: blank (system time format)
time_zone	Consumer time zone, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
title	Consumer business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
user	Sys_id of the consumer user. Data type: String Table: Consumer User [csm_consumer_user]
zip	Consumer zip code.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/consumer/01d8403fdb1b1
200b6075200cf961941 \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "country": "USA",
    "notes": "",
    "gender": "Male",
    "city": "Plano",
    "prefix": "",
    "sys_updated_on": "2016-08-12 00:19:12",
    "suffix": "",
    "title": "",
    "number": "CSMR0000004",
    "notification": "2",
    "sys_id": "01d8403fdb1b1200b6075200cf961941",
    "business_phone": "",
    "sys_updated_by": "prithvi",
    "mobile_phone": "",
    "street": "6900 Dallas Pkwy",
    "sys_created_on": "2016-06-16 19:20:13",
    "sys_domain": "global",
    "state": "TX",
    "fax": "",
    "first_name": "Harding",
    "email": "harding.asher@mailinator.com",
    "preferred_language": "",
    "sys_created_by": "guest",
    "zip": "75024",
    "home_phone": "",
    "time_format": "",
    "sys_mod_count": "8",
    "last_name": "Asher",
    "photo": "",
    "active": "true",
    "middle_name": "",
    "time_zone": "",
    "sys_tags": "",
    "name": "Harding Asher",
    "household": "",
    "date_format": "",
    "user": "c3d35d82c37122005871d44d81d3ae91",
    "primary": "false"
  }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}
```

Consumer - POST /now/consumer

Creates a new Customer Service Management (CSM) consumer.

In addition, you can create a social media profile for the consumer using this endpoint. To create the profile, you must specify the following parameters in the request body:

- *social_channel*
- *social_handle*
- *social_handle_url*

Warning: This endpoint does not perform parameter validation as doing so can create excessive overhead. If a request parameter is misspelled, is not valid, or is not supported by the endpoint, it is ignored without warning.

URL format

Versioned URL: `/api/now/{api_version}/consumer`

Default URL: `/api/now/consumer`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Element	Description
active	Flag that indicates whether the consumer is active. Possible values: • true: Consumer active • false: Consumer de-activated Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Default: true
business_phone	Business phone number of the consumer. Data type: String Maximum length: 40
city	City in which the consumer resides. Data type: String Maximum length: 100
country	Country in which the consumer resides. Data type: String Maximum length: 40
date_format	Format in which to display dates. Valid values: • dd-mm-yyyy • dd/mm/yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
email	Email address of the consumer. Data type: String Maximum length: 100
fax	Fax number of the consumer. Data type: String Maximum length: 40
first_name	Consumer first name. Data type: String Maximum length: 50

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
gender	Gender of the consumer. Data type: String Maximum length: 40
home_phone	Home phone number of the consumer. Data type: String Maximum length: 40
household	Sys_id of the record that describes the household characteristics. Data type: String Table: Household [csm_household]
last_name	Consumer last name. Data type: String Maximum length: 50
middle_name	Consumer middle name. Data type: String Maximum length: 50
mobile_phone	Consumer mobile phone number. Data type: String Maximum length: 40
name	Consumer full name; first_name+middle_name+last_name. Data type: String Maximum length: 152
notes	Notes on consumer. Data type: String Maximum length: 4,000
notification	Indicates whether the consumer should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Maximum length: 40 Default: 2
photo	Photo of the consumer. Data type: Image
preferred_language	Consumer primary language. Data type: String Maximum length: 3
prefix	Consumer name prefix such as, Dr., Mr., Mrs., or Ms. Data type: String Maximum length: 40
primary	Flag that indicates whether this is the primary consumer. Possible values: • true: Primary consumer • false: Not primary consumer Data type: Boolean Default: false
social_channel	Social media channel to which the consumer is associated such as Twitter, Facebook, or Instagram. Data type: String
social_handle	User handle on the social media channel. Data type: String
social_handle_url	URL to the consumer's social channel handle. Data type: String
state	State in which the consumer resides. Data type: String Maximum length: 100
street	Consumer street address. Data type: String Maximum length: 255

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
suffix	Consumer name suffix such as Jr., Sr., or II. Data type: String
time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: blank (system time format)
time_zone	Consumer time zone, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
title	Consumer business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
user	Sys_id of the consumer user. Data type: String Table: Consumer User [csm_consumer_user]
zip	Consumer zip code. Data type: String Maximum length: 40

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	New consumer record was successfully created.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Element	Description
result	Sys_id of the newly created consumer record. Data type: String

Example: cURL request

```
curl -X POST "https://instance.servicenow.com/api/now/consumer"
 \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-d " { \
  "country": "USA", \
  "notes": "Never comes in before 10am", \
  "gender": "Female", \
  "city": "San Marcos", \
  "prefix": "Ms", \
  "title": "Director", \
  "notification": "1", \
  "business_phone": "(555)555-1234", \
  "mobile_phone": "(555)555-1235", \
  "street": "123 Sesame St", \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "state": "CA", \
  "fax": "(555)555-1236", \
  "first_name": "Jane", \
  "zip": "92001", \
  "home_phone": "(555)555-1234", \
  "last_name": "Brown", \
  "active": "true", \
  "middle_name": "Dell", \
  "time_zone": "PST", \
  "name": "Jane Brown", \
  "household": "4", \
  "user": "c3d35d82c37122005871d44d81d3ae91", \
  "primary": "false" \
}"
--user "username":"password"
```

```
{
    "result": "0f5c13addb93230057c3fd441d9619b8"
}
```

Contact API

The *Contact* API provides endpoints that enable you to retrieve and update Customer Service Management (CSM) contact records.

In addition, you can generate new social media profile records when creating a contact.

The *Contact* API requires the Customer Service plugin (com.sn_customerservice) and is provided within the `now` namespace.

Users need the csm_ws_integration role for full API access.

Contact - GET /now/contact

Retrieves a specified set of Customer Service Management (CSM) contacts.

URL format

Versioned URL: `/api/now/{api_version}/contact`

Default URL: `/api/now/contact`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. In the response, the boolean parameter *hasMore* is returned. It indicates whether there are more records to return that meet the filter criteria. Data type: Number Default: 10
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Do not pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. For example: `sysparm_query=caller_id=javascript:gs.getUserID()^active=true` The encoded query supports *order by*. To sort responses based on certain fields, use the *ORDERBY* and *ORDERBYDESC* clauses in *sysparm_query*. For example, `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcategory` filters all active records and orders the results in ascending order by number first, and then in descending order by category. If part of the query is invalid, such as by specifying an invalid field name, the instance ignores the invalid part. It then returns rows using only the valid portion of the query. You can control this behavior using the property *glide.invalid_query.returns_no_rows*. Set this property to true to return no rows on an invalid query. **Note:** The *glide.invalid_query.returns_no_rows* property controls the behavior of all queries across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service APIs. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

The endpoint may return the following JSON or XML elements in the response body. In addition to the list of elements defined below (which define the elements in a base system), the endpoint also returns any custom fields added to the Contact [customer_contact] table. For additional information on these elements, refer to your specific table definition [**System Definition** > **Tables**].

Element	Description
account	Sys_id of the account record to which the contact is associated. Data type: String Table: Account [customer_account]
active	Flag that indicates whether the contact is active within the system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Possible values: • true: Contact is active • false: Contact is inactive Data type: Boolean Default: true
agent_status	Status of the agent. Possible values: • Off work • On break • On route • On site Data type: String Maximum length: 40
building	Sys_id of the record that describes the building in which the contact resides. Data type: String Table: Building [cmn_building]
calendar_integration	Calendar application that the contact uses. 1: Outlook Data type: Number (Integer) Default: 1
city	City in which the contact resides. Data type: String Maximum length: 40
company	Sys_id of the company record to which the contact is associated. Data type: String Table: Company [core_company]
cost_center	Sys_id of the cost center associated with the contact. Data type: String Table: Cost Center [cmn_cost_center]
country	Country code of the country in which the contact resides.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 3
date_format	Format in which to display dates to contacts. Valid values: • dd/mm/yyyy • dd-mm-yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
default_perspective	Sys_id of the default perspective for the contact. Data type: String Table: Menu List [sys_perspective]
department	Sys_id of the department associated with the contact. Data type: String Table: Department [cmn_department]
edu_status	Education status of the associated contact. Data type: String Maximum length: 40 Default: faculty
email	Contact email address. Data type: String
employee_number	Contact employee number. Data type: String
enable_multifactor_authn	Flag that indicates whether multifactor authorization is required for the contact to log in to the service portal. Possible values: • true: Multifactor authorization enabled • false: Multifactor authorization disabled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: Boolean Default: false
failed_attempts	Number of failed log in attempts. Data type: Number (Integer)
first_name	Contact first name. Data type: String Maximum length: 50
gender	Contact gender. Data type: String Maximum length: 40
geolocation_tracked	Flag that indicates whether the contact location is obtained through geotracking. Possible values: • true: Contact location obtained through geotracking • false: Contact location not obtained through geotracking Data type: Boolean Default value: false
home_phone	Contact home phone number. Data type: String Maximum length: 40
internal_integration_user	Flag that indicates whether the contact is an internal integration user. Possible values: • true: Internal integration user • false: Other type of user Data type: Boolean Default: false
introduction	Introduction Data type: String Maximum length: 40
last_login	Date on which the contact last logged into the system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String (Date)
last_login_device	Device the consumer used the last time they logged in to the system. Data type: String Maximum length: 40
last_login_time	Date and time the contact logged in to the system. Data type: String (Date/time)
last_name	Contact last name. Data type: String Maximum length: 50
last_position_update	Date and time the last position was updated. Data type: String (Date/time)
latitude	Latitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
ldap_server	Sys_id of the LDAP server used by the contact to last log in to the system. Data type: String Table: LDAP Server [ldap_server_config]
location	Sys_id of the record that describes the location of the contact Data type: String Table: Location [cmn_location]
locked_out	Flag that indicates if the contact is locked-out. Possible values: • true: Contact locked-out • false: Contact not locked-out Data type: Boolean Default: false
longitude	Longitude coordinate of the contact. Data type: Number (Floating point)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
manager	Sys_id of the record that describes the direct supervisor of the contact. Data type: String Table: User [sys_user]
middle_name	Contact middle name. Data type: Number (Floating point) Maximum length: 50
mobile_phone	Contact mobile phone number. Data type: String Maximum length: 40
name	Contact full name. Data type: String Maximum length: 151
notification	Indicates whether the contact should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Default: 2
on_schedule	Indicates the timeliness of dispatched service personnel. Valid values: • Ahead: Ahead of schedule. • behind_less30: Behind schedule, but less than 30 minutes. • behind_30to60: Behind schedule between 30 and 60 minutes. • behind_more60: Behind schedule more than 60 minutes. • on_time: On schedule. Data type: String Maximum length: 40
phone	Contact business phone number. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 40
photo	Photo image of the contact. Data type: String
preferred_language	Country code of the contact primary language. Data type: String Maximum length: 3
roles	List of user roles associated with the contact. Data type: String Maximum length: 40
schedule	Sys_id of the record that describes the work schedule for the associated contact. Data type: String Table: Schedule [cmn_schedule]
source	Source of the contact. Data type: String Maximum length: 255
state	State in which the contact resides. Data type: String Maximum length: 40
street	Contact street address. Data type: String Maximum length: 255
sys_class_name	Table that contains the contact record. Data type: String Maximum length: 80
sys_created_by	User that originally created the associated contact record. Data type: String Maximum length: 40
sys_created_on	Data and time the associated contact was originally created. Data type: String (Date/time)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
sys_domain	ServiceNow instance domain of the associated contact record. Data type: String
sys_domain_path	Contact record domain path. Data type: String Maximum length: 255 Default: / (global)
sys_id	Unique identifier for the associated contact record. Data type: String
sys_mod_count	Number of times that the associated contact record has been modified. Data type: Number (Integer)
sys_tags	System tags. Data type: String
sys_updated_by	User that last updated the associated contact information. Data type: String Maximum length: 40
sys_updated_on	Data and time the associated contact information was updated. Data type: String (Date/time)
time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: Blank (system time format)
time_sheet_policy	Sys_id of the record that contains the time sheet policy for the associated contact. Data type: String Table: Time Sheet Policy [time_sheet_policy]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
time_zone	Time zone in which the contact resides, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
title	Contact business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
user_name	Contact user ID. Data type: String Maximum length: 40
vip	Flag that indicates whether the associated contact has VIP status. Possible values: • true: VIP • false: Not VIP Data type: Boolean Default: false
web_service_access_only	Flag that indicates whether the contact can only access services through the web. Possible values: • true: Web access only • false: Access through all available methods Data type: Boolean Default: false
zip	Contact zip code. Data type: String Maximum length: 40

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/contact?sysparm_query=
account=86837a386f0331003b3c498f5d3ee4ca&sysparm_limit=2&sysparm
_offset=2>;rel="next" \
--request GET \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": [
    {
      "country": "",
      "calendar_integration": "1",
      "last_position_update": "",
      "last_login_time": "2018-03-10 21:48:11",
      "last_login_device": "",
      "source": "",
      "sys_updated_on": "2019-01-03 05:49:34",
      "building": "",
      "web_service_access_only": "false",
      "notification": "2",
      "sys_updated_by": "system",
      "enable_multifactor_authn": "false",
      "sys_created_on": "2018-03-04 20:26:32",
      "sys_domain": "global",
      "agent_status": "",
      "state": "",
      "vip": "false",
      "sys_created_by": "admin",
      "longitude": "",
      "zip": "",
      "home_phone": "",
      "time_format": "",
      "last_login": "",
      "default_perspective": "",
      "geolocation_tracked": "false",
      "active": "true",
      "time_sheet_policy": "",
      "sys_domain_path": "/",
      "phone": "+1 858 287 7834",
      "cost_center": "",
      "name": "George Warren",
      "employee_number": "",
      "gender": "",
      "city": "",
      "user_name": "george.warren",
      "failed_attempts": "",
      "edu_status": "",
      "latitude": "",
      "roles": "",
      "title": "Network Administrator",
      "sys_class_name": "customer_contact",
      "sys_id": "ddce70866f9331003b3c498f5d3ee417",
      "internal_integration_user": "false",
      "ldap_server": "",
      "mobile_phone": "+1 858 867 7857",
      "street": "",
      "company": "86837a386f0331003b3c498f5d3ee4ca",
      "department": "",
      "first_name": "George",
      "preferred_language": "",
      "introduction": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "email": "geo.warren@mailinator.com",
    "manager": "",
    "locked_out": "false",
    "sys_mod_count": "3",
    "last_name": "Warren",
    "photo": "",
    "sys_tags": "",
    "middle_name": "",
    "time_zone": "",
    "schedule": "",
    "on_schedule": "",
    "date_format": "",
    "location": "25ab8e460a0a0bb300857304ff811af5",
    "account": "86837a386f0331003b3c498f5d3ee4ca"
  },
  {
    "country": "",
    "calendar_integration": "1",
    "last_position_update": "",
    "last_login_time": "2019-01-03 15:08:57",
    "last_login_device": "73.71.157.241",
    "source": "",
    "sys_updated_on": "2019-01-03 23:26:12",
    "building": "",
    "web_service_access_only": "false",
    "notification": "2",
    "sys_updated_by": "admin",
    "enable_multifactor_authn": "false",
    "sys_created_on": "2019-01-03 15:07:25",
    "sys_domain": "global",
    "agent_status": "",
    "state": "",
    "vip": "false",
    "sys_created_by": "carl.customer",
    "longitude": "",
    "zip": "",
    "home_phone": "",
    "time_format": "",
    "last_login": "",
    "default_perspective": "",
    "geolocation_tracked": "false",
    "active": "true",
    "time_sheet_policy": "",
    "sys_domain_path": "/",
    "phone": "+16692627777",
    "cost_center": "",
    "name": "Jane Contact",
    "employee_number": "",
    "gender": "",
    "city": "",
    "user_name": "Jane.Contact",
    "failed_attempts": "",
    "edu_status": "faculty",
    "latitude": "",
    "roles": "",
    "title": "",
    "sys_class_name": "customer_contact",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "sys_id": "0a232a0013691200042ab3173244b075",
      "internal_integration_user": "false",
      "ldap_server": "",
      "mobile_phone": "",
      "street": "",
      "company": "86837a386f0331003b3c498f5d3ee4ca",
      "department": "",
      "first_name": "Jane",
      "preferred_language": "",
      "introduction": "",
      "email": "jane.contact@mailinator.com",
      "manager": "",
      "locked_out": "false",
      "sys_mod_count": "3",
      "last_name": "Contact",
      "photo": "",
      "sys_tags": "",
      "middle_name": "",
      "time_zone": "",
      "schedule": "",
      "on_schedule": "",
      "date_format": "",
      "location": "",
      "account": "86837a386f0331003b3c498f5d3ee4ca"
    }
  ]
}
```


Contact - GET /now/contact/{id}

Retrieves the specified Customer Service Management (CSM) contact.

URL format

Versioned URL: `/api/now/{api_version}/contact/{id}`

Default URL: `/api/now/contact/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the contact to retrieve. Data type: String Table: Contact [customer_contact]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Indicates that the request is invalid. Could be due to one of the following reasons: • Requested case doesn't exist. • User doesn't have access to the case.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

The endpoint may return the following JSON or XML elements in the response body. In addition to the list of elements defined below (which define the elements in a base system), the endpoint also returns any custom fields added to the Contact [customer_contact] table. For additional information on these elements, refer to your specific table definition [**System Definition** > **Tables**].

Element	Description
account	Sys_id of the account record to which the contact is associated. Data type: String Table: Account [customer_account]
active	Flag that indicates whether the contact is active within the system. Possible values: • true: Contact is active • false: Contact is inactive Data type: Boolean Default: true
agent_status	Status of the agent. Possible values: • Off work • On break • On route • On site Data type: String Maximum length: 40
building	Sys_id of the record that describes the building in which the contact resides. Data type: String Table: Building [cmn_building]
calendar_integration	Calendar application that the contact uses. 1: Outlook Data type: Number (Integer) Default: 1
city	City in which the contact resides.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40
company	Sys_id of the company record to which the contact is associated. Data type: String Table: Company [core_company]
cost_center	Sys_id of the cost center associated with the contact. Data type: String Table: Cost Center [cmn_cost_center]
country	Country code of the country in which the contact resides. Data type: String Maximum length: 3
date_format	Format in which to display dates to contacts. Valid values: • dd/mm/yyyy • dd-mm-yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
default_perspective	Sys_id of the default perspective for the contact. Data type: String Table: Menu List [sys_perspective]
department	Sys_id of the department associated with the contact. Data type: String Table: Department [cmn_department]
edu_status	Education status of the associated contact. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: faculty
email	Contact email address. Data type: String
employee_number	Contact employee number. Data type: String
enable_multifactor_authn	Flag that indicates whether multifactor authorization is required for the contact to log in to the service portal. Possible values: • true: Multifactor authorization enabled • false: Multifactor authorization disabled Data type: Boolean Default: false
failed_attempts	Number of failed log in attempts. Data type: Number (Integer)
first_name	Contact first name. Data type: String Maximum length: 50
gender	Contact gender. Data type: String Maximum length: 40
geolocation_tracked	Flag that indicates whether the contact location is obtained through geotracking. Possible values: • true: Contact location obtained through geotracking • false: Contact location not obtained through geotracking Data type: Boolean Default value: false
home_phone	Contact home phone number. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
internal_integration_user	Flag that indicates whether the contact is an internal integration user. Possible values: • true: Internal integration user • false: Other type of user Data type: Boolean Default: false
introduction	Introduction Data type: String Maximum length: 40
last_login	Date on which the contact last logged into the system. Data type: String (Date)
last_login_device	Device the consumer used the last time they logged in to the system. Data type: String Maximum length: 40
last_login_time	Date and time the contact logged in to the system. Data type: String (Date/time)
last_name	Contact last name. Data type: String Maximum length: 50
last_position_update	Date and time the last position was updated. Data type: String (Date/time)
latitude	Latitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
ldap_server	Sys_id of the LDAP server used by the contact to last log in to the system. Data type: String Table: LDAP Server [ldap_server_config]
location	Sys_id of the record that describes the location of the contact

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Table: Location [cmn_location]
locked_out	Flag that indicates if the contact is locked-out. Possible values: • true: Contact locked-out • false: Contact not locked-out Data type: Boolean Default: false
longitude	Longitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
manager	Sys_id of the record that describes the direct supervisor of the contact. Data type: String Table: User [sys_user]
middle_name	Contact middle name. Data type: Number (Floating point) Maximum length: 50
mobile_phone	Contact mobile phone number. Data type: String Maximum length: 40
name	Contact full name. Data type: String Maximum length: 151
notification	Indicates whether the contact should receive notifications. Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Default: 2
on_schedule	Indicates the timeliness of dispatched service personnel.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Valid values: • Ahead: Ahead of schedule. • behind_less30: Behind schedule, but less than 30 minutes. • behind_30to60: Behind schedule between 30 and 60 minutes. • behind_more60: Behind schedule more than 60 minutes. • on_time: On schedule. Data type: String Maximum length: 40
phone	Contact business phone number. Data type: String Maximum length: 40
photo	Photo image of the contact. Data type: String
preferred_language	Country code of the contact primary language. Data type: String Maximum length: 3
roles	List of user roles associated with the contact. Data type: String Maximum length: 40
schedule	Sys_id of the record that describes the work schedule for the associated contact. Data type: String Table: Schedule [cmn_schedule]
source	Source of the contact. Data type: String Maximum length: 255
state	State in which the contact resides. Data type: String Maximum length: 40
street	Contact street address. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 255
sys_class_name	Table that contains the contact record. Data type: String Maximum length: 80
sys_created_by	User that originally created the associated contact record. Data type: String Maximum length: 40
sys_created_on	Data and time the associated contact was originally created. Data type: String (Date/time)
sys_domain	ServiceNow instance domain of the associated contact record. Data type: String
sys_domain_path	Contact record domain path. Data type: String Maximum length: 255 Default: / (global)
sys_id	Unique identifier for the associated contact record. Data type: String
sys_mod_count	Number of times that the associated contact record has been modified. Data type: Number (Integer)
sys_updated_by	User that last updated the associated contact information. Data type: String Maximum length: 40
sys_updated_on	Data and time the associated contact information was updated. Data type: String (Date/time)
time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40 Default: Blank (system time format)
time_sheet_policy	Sys_id of the record that contains the time sheet policy for the associated contact. Data type: String Table: Time Sheet Policy [time_sheet_policy]
time_zone	Time zone in which the contact resides, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
title	Contact business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
user_name	Contact user ID. Data type: String Maximum length: 40
vip	Flag that indicates whether the associated contact has VIP status. Possible values: • true: VIP • false: Not VIP Data type: Boolean Default: false
web_service_access_only	Flag that indicates whether the contact can only access services through the web. Possible values: • true: Web access only • false: Access through all available methods Data type: Boolean Default: false
zip	Contact zip code.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 40

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/contact/ddce70866f9331
003b3c498f5d3ee417 \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "country": "",
    "calendar_integration": "1",
    "last_position_update": "",
    "last_login_time": "2018-03-10 21:48:11",
    "last_login_device": "",
    "source": "",
    "sys_updated_on": "2019-01-03 05:49:34",
    "building": "",
    "web_service_access_only": "false",
    "notification": "2",
    "sys_updated_by": "system",
    "enable_multifactor_authn": "false",
    "sys_created_on": "2018-03-04 20:26:32",
    "sys_domain": "global",
    "agent_status": "",
    "state": "",
    "vip": "false",
    "sys_created_by": "admin",
    "longitude": "",
    "zip": "",
    "home_phone": "",
    "time_format": "",
    "last_login": "",
    "default_perspective": "",
    "geolocation_tracked": "false",
    "active": "true",
    "time_sheet_policy": "",
    "sys_domain_path": "/",
    "phone": "+1 858 287 7834",
    "cost_center": "",
    "name": "George Warren",
    "employee_number": "",
    "gender": "",
    "city": "",
    "user_name": "george.warren",
    "failed_attempts": "",
    "edu_status": "",
    "latitude": "",
    "roles": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "title": "Network Administrator",
    "sys_class_name": "customer_contact",
    "sys_id": "ddce70866f9331003b3c498f5d3ee417",
    "internal_integration_user": "false",
    "ldap_server": "",
    "mobile_phone": "+1 858 867 7857",
    "street": "",
    "company": "86837a386f0331003b3c498f5d3ee4ca",
    "department": "",
    "first_name": "George",
    "preferred_language": "",
    "introduction": "",
    "email": "geo.warren@mailinator.com",
    "manager": "",
    "locked_out": "false",
    "sys_mod_count": "3",
    "last_name": "Warren",
    "photo": "",
    "sys_tags": "",
    "middle_name": "",
    "time_zone": "",
    "schedule": "",
    "on_schedule": "",
    "date_format": "",
    "location": "25ab8e460a0a0bb300857304ff811af5",
    "account": "86837a386f0331003b3c498f5d3ee4ca"
  }
}
```


Contact - POST /now/contact

Creates a new Customer Service Management (CSM) contact.

In addition, you can create a social media profile for the contact using this endpoint. To create the profile, you must specify the following parameters in the request body:

- *social_channel*
- *social_handle*
- *social_handle_url*

Warning: This endpoint does not perform parameter validation as doing so can create excessive overhead. If a request parameter is misspelled, is not valid, or is not supported by the endpoint, it is ignored without warning.

URL format

Versioned URL: `/api/now/{api_version}/contact`

Default URL: `/api/now/contact`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Element	Description
account	Sys_id of the account record to which the contact is associated. Data type: String Table: Account [customer_account]
active	Flag that indicates whether the contact is active within the system. Possible values: • true: Contact is active • false: Contact is inactive Data type: Boolean Default: true
agent_status	Status of the agent. Possible values: • Off work • On break • On route • On site Data type: String Maximum length: 40
building	Sys_id of the record that describes the building in which the contact resides. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Table: Building [cmn_building]
calendar_integration	Calendar application that the contact uses. 1: Outlook Data type: Number (Integer) Default: 1
city	City in which the contact resides. Data type: String Maximum length: 40
company	Sys_id of the company record to which the contact is associated. Data type: String Table: Company [core_company]
cost_center	Sys_id of the cost center associated with the contact. Data type: String Table: Cost Center [cmn_cost_center]
country	Country code of the country in which the contact resides. Data type: String Maximum length: 3
date_format	Format in which to display dates to contacts. Valid values: • dd/mm/yyyy • dd-mm-yyyy • dd.mm.yyyy • mm-dd-yyyy • yyyy-mm-dd Data type: String Maximum length: 40 Default: blank (system date format)
default_perspective	Sys_id of the default perspective for the contact. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Table: Menu List [sys_perspective]
department	Sys_id of the department associated with the contact. Data type: String Table: Department [cmn_department]
edu_status	Education status of the associated contact. Data type: String Maximum length: 40 Default: faculty
email	Contact email address. Data type: String
employee_number	Contact employee number. Data type: String
enable_multifactor_authn	Flag that indicates whether multifactor authorization is required for the contact to log in to the service portal. Possible values: • true: Multifactor authorization enabled • false: Multifactor authorization disabled Data type: Boolean Default: false
failed_attempts	Number of failed log in attempts. Data type: Number (Integer)
first_name	Contact first name. Data type: String Maximum length: 50
gender	Contact gender. Data type: String Maximum length: 40
geolocation_tracked	Flag that indicates whether the contact location is obtained through geotracking. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	• true: Contact location obtained through geotracking • false: Contact location not obtained through geotracking Data type: Boolean Default value: false
home_phone	Contact home phone number. Data type: String Maximum length: 40
internal_integration_user	Flag that indicates whether the contact is an internal integration user. Possible values: • true: Internal integration user • false: Other type of user Data type: Boolean Default: false
introduction	Introduction Data type: String Maximum length: 40
last_login_device	Device the consumer used the last time they logged in to the system. Data type: String Maximum length: 40
last_login_time	Date and time the contact logged in to the system. Data type: String (Date/time)
last_name	Contact last name. Data type: String Maximum length: 50
latitude	Latitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
ldap_server	Sys_id of the LDAP server used by the contact to last log in to the system. Data type: String Table: LDAP Server [ldap_server_config]
location	Sys_id of the record that describes the location of the contact Data type: String Table: Location [cmn_location]
locked_out	Flag that indicates if the contact is locked-out. Possible values: • true: Contact locked-out • false: Contact not locked-out Data type: Boolean Default: false
longitude	Longitude coordinate of the contact. Data type: Number (Floating point) Maximum length: 40
manager	Sys_id of the record that describes the direct supervisor of the contact. Data type: String Table: User [sys_user]
middle_name	Contact middle name. Data type: Number (Floating point) Maximum length: 50
mobile_phone	Contact mobile phone number. Data type: String Maximum length: 40
name	Contact full name. Data type: String Maximum length: 151
notification	Indicates whether the contact should receive notifications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Valid values: • 1: Disabled • 2: Enabled Data type: Number (Integer) Default: 2
on_schedule	Indicates the timeliness of dispatched service personnel. Valid values: • Ahead: Ahead of schedule. • behind_less30: Behind schedule, but less than 30 minutes. • behind_30to60: Behind schedule between 30 and 60 minutes. • behind_more60: Behind schedule more than 60 minutes. • on_time: On schedule. Data type: String Maximum length: 40
phone	Contact business phone number. Data type: String Maximum length: 40
photo	Photo image of the contact. Data type: String
preferred_language	Country code of the contact primary language. Data type: String Maximum length: 3
roles	List of user roles associated with the contact. Data type: String Maximum length: 40
schedule	Sys_id of the record that describes the work schedule for the associated contact. Data type: String Table: Schedule [cmn_schedule]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
social_channel	Social media channel to which the contact is associated such as Twitter, Facebook, or Instagram. Data type: String
social_handle	User handle on the social media channel. Data type: String
social_handle_url	URL to the contact's social channel profile. Data type: String
source	Source of the contact. Data type: String Maximum length: 255
state	State in which the contact resides. Data type: String Maximum length: 40
street	Contact street address. Data type: String Maximum length: 255
time_format	Format in which to display time. Valid values: • hh.mm.ss a: hh.mm.ss (12 hour) • hh:mm:ss a: hh:mm:ss (12 hour) • HH.mm.ss: hh.mm.ss (24 hour) • HH:mm:ss: hh:mm:ss (24 hour) Data type: String Maximum length: 40 Default: Blank (system time format)
time_sheet_policy	Sys_id of the record that contains the time sheet policy for the associated contact. Data type: String Table: Time Sheet Policy [time_sheet_policy]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
time_zone	Time zone in which the contact resides, such as Canada/Central or US/Eastern. Data type: String Maximum length: 40
title	Contact business title such as Manager, Software Developer, or Contractor. Data type: String Maximum length: 60
user_name	Contact user ID. Data type: String Maximum length: 40
vip	Flag that indicates whether the associated contact has VIP status. Possible values: • true: VIP • false: Not VIP Data type: Boolean Default: false
web_service_access_only	Flag that indicates whether the contact can only access services through the web. Possible values: • true: Web access only • false: Access through all available methods Data type: Boolean Default: false
zip	Contact zip code. Data type: String Maximum length: 40

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	New contact record was successfully created.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Element	Description
result	Sys_id of the newly created contact record. Data type: String

Example: cURL request

```
curl -X POST "https://instance.servicenow.com/api/now/contact" \
-H 'Accept: application/json' \
-H 'Content-Type: application/json' \
-d '{ \
  "country": "USA", \
  "calendar_integration": "1", \
  "last_login_time": "2018-03-10 21:48:11", \
  "last_login_device": "tablet", \
  "building": "Cardinal West", \
  "web_service_access_only": "false", \
  "notification": "1", \
  "enable_multifactor_authn": "true", \
  "agent_status": "Travelling", \
  "state": "CA", \
  "vip": "false", \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "longitude": "123.76", \
  "zip": "92069", \
  "home_phone": "(555)555-1234", \
  "time_format": "hh:mm:ss", \
  "geolocation_tracked": "false", \
  "active": "true", \
  "phone": "+1 858 287 7834", \
  "cost_center": "1345", \
  "name": "Dora Warren", \
  "employee_number": "546", \
  "gender": "Female", \
  "city": "Orlando", \
  "user_name": "dora.warren", \
  "failed_attempts": "2", \
  "edu_status": "current", \
  "latitude": "57.6", \
  "title": "Network Administrator", \
  "internal_integration_user": "false", \
  "ldap_server": "10.24.23.123", \
  "mobile_phone": "+1 858 867 7857", \
  "street": "123 Lagume", \
  "company": "86837a386f0331003b3c498f5d3ee4ca", \
  "department": "IT", \
  "first_name": "Dora", \
  "preferred_language": "Spanish", \
  "email": "dora.warren@mailinator.com", \
  "manager": "ddce70866f9331003b3c498f5d3ee417", \
  "locked_out": "false", \
  "last_name": "Warren", \
  "middle_name": "Dell", \
  "time_zone": "PST", \
  "schedule": "9-5", \
  "date_format": "MM/DD/YY", \
  "location": "25ab8e460a0a0bb300857304ff811af5", \
  "account": "86837a386f0331003b3c498f5d3ee4ca" \
}'
--user 'username':'password'
```

```
"result": "62fe1c97db76c3006b7a9646db961999"
```

Continuous Integration/Continuous Delivery (CICD) API

The *CICD* API provides endpoints that enable integration with common DevOps tools for building pipelines. These tools include Jenkins, Azure Pipelines, GitLab, GitHub Actions, Atlassian Bamboo/Pipelines, and more.

It provides integrators with the ability to build CICD pipelines for ServiceNow AI Platform applications driven by pull/merge request workflows typical in source-driven development. It leverages the Source Control, Application Repository, and Automated Test Framework features.

The *CI/CD* API provides the following product and feature areas:

- Source control

  Apply remote changes for an application linked to a remote Git repository through the Source Control feature in Studio, on a specific instance.

  Imports an application using the specified repository URL and branch name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Application repository: Available for scoped applications, global application, application customizations for scoped applications on the ServiceNow Store, and through plugins.
  - Publish an application from an instance to the connected application repository.
  - Install an application onto an instance from the connected application repository.
  - Rollback an application that was installed through rollback context.
- Batch
  - Define a JSON manifest file to batch install multiple applications together.
  - Rollback the entire batch install through rollback context.
  - Returns the results of a batch install based on a specified result identifier.
- Plugins
  - Activate a plugin.
  - Rollback a plugin through rollback context.
- Automated Test Framework (ATF)
  - Start an ATF test suite.
  - Obtain the pass/fail result of an ATF test suite.
- Instance scan
  - Start an instance scan (full, point scan on table, point scan on record, scoped application, update set, combination of these items.)
  - Obtain the pass/fail result of an instance scan run.
- Progress

  Obtain the percentage completion on an instance for processes initiated by other endpoint calls. You can use this feature to poll until progress completion before proceeding with the next step.

This API uses an asynchronous response model. When you call an endpoint, such as to run a test suite `/sn_cicd/testsuite/run`, the endpoint kicks off the associated function, such as starting the execution of the test suite. The endpoint then returns a response message that contains the execution status of the requested function, typically `Pending`, along with a unique identifier and link. Use this information to obtain additional information about the progress, source, results, and/or findings of the request. Depending on the function request, you can use one of the following means to obtain additional information about a request:

- Call the `/sn_cicd/progress/{progress_id}` endpoint using the `links.progress.id` parameter returned by the initiating endpoint.
- Call the `/sn_cicd/testsuite/results/{result_id}` endpoint using the `links.result.id` parameter returned by the initiating endpoint.
- Call the `/sn_cicd/instance_scan/result/{progress_id}` endpoint using the `links.progress.id` parameter returned by the initiating endpoint.
- Call the `/sn_cicd/sc/apply_stash/{stash_id}` endpoint using the `links.stash.id` parameter returned by the `/sn_cicd/progress/{progress_id}` endpoint.
- Link out to the `links.<progress/result/source/findings>.url` parameter returned by the initiating endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: To install an application from a repository, the application must first be published to the repository using the `/sn_cicd/app_repo/publish` endpoint. Once published, any instance connected to that repository can then install and rollback the application. If the application is not first published, the installation request fails.

The sn_cicd.sys_ci_automation or admin role is required to use this API.

Beginning in Tokyo, the CICD API endpoints that need to obtain the **instance wide lock / mutex** to perform their requested operation will use a queue, rather than rejecting requests while the **instance wide lock / mutex** is occupied. Multiple CICD pipelines simultaneously make requests without detecting the rejection and retrying, and instead, can simply monitor the progress as they would for successful requests previously. This behavior is on by default.

The current queue can be inspected by a user with the admin role by navigating to the **System Diagnostic ->Application Operation Queue**. From here the queue can be paused and resumed by the admin to allow for other manual operations that may require the **instance wide lock / mutex**.

Note: When paused, any in progress operation will run to completion but no new operation will be started. The API will continue to accept and queue new requests. A pending operation can also be cancelled before it begins running by updating the listed execution tracker to a cancelled state. If for whatever reason, an operation cannot proceed after the time out specified in com.glide.update_operation.job_cancel_timeout_minutes (default: 48 hours), it will be cancelled.

When an upgrade is scheduled, the queue will go into an upgrade paused state two hours prior to the upgrade unless overridden by the property com.glide.update_operation.queue_upgrade_window. This allows for any in progress operation to complete before the upgrade commences.

Note: The queue automatically resumes when the upgrade is completed.

For additional information on CICD, see:

- Continuous Integration and Continuous Delivery (CICD) Spoke
- https://plugins.jenkins.io/servicenow-cicd/
- https://marketplace.visualstudio.com/items?itemName=ServiceNow.vss-services-servicenow-cicd
- https://github.com/marketplace?type=actions&query=servicenow
- https://hub.docker.com/r/servicenowdevx/sncicd-gitlab-docker

CI/CD - GET /sn_cicd/app/batch/results/{result_id}

Returns the results of a batch install based on a specified result identifier.

Call this method after calling the `/sn_cicd/app/batch/install` endpoint to obtain the results of the batch install. Use the value returned in the `links.results.id` parameter of the return results of `/sn_cicd/app/batch/install` endpoint as the `result_id` for this endpoint. You can also call the `/api/sn_cicd/progress/{progress_id}` endpoint to obtain information on the progress of the installation if it has not yet completed.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/app/batch/results/{result_id}`

Default URL: `/api/sn_cicd/app/batch/results/{result_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
result_id	Sys_id of the batch installation for which to return results information. This value is returned in the *`links.results.id`* parameter of the *`/sn_cicd/app/batch/install`* endpoint. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String
batch_items	JSON array, where each object provides details of a package installation. Data type: Array `"batch_items" [{ "customization_version": "String", "id": "String", "install_date": "String", "name": "String", "notes": "String", "state": "String", "status_message": "String", "type": "String", "url": "String", "version": "String" }]`
batch_items.customization_version	Only applicable when the *batch_items.type* parameter is set to *application* or *plugin* and the *requested_customization_version* parameter is passed in the batch install request. Version of the store application or scoped ServiceNow plugin customization package to install, such as 1.0.2 or 2.3. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
batch_items.id	Sys_id of the application or identifier of the plugin to install. Same as the *packages.id* parameter in the initiating */sn_cicd/app/batch/install* endpoint call. Data type: String
batch_items.install_date	Date and time that the package was installed. Empty if the request is still in progress. Data type: String
batch_items.name	Name of the package. Data type: String
batch_items.notes	User specified notes about the package. Same as the *packages.notes* parameter in the initiating */sn_cicd/app/batch/install* endpoint call. Data type: String
batch_items.state	Current state of the associated package installation. Possible values: • Failed • In progress • Installed • Invalid • Ready • Rolled Back Data type: String
batch_items.status_message	Describes any errors that occurred during the installation of the package and/or customizations. Data type: String
batch_items.type	Type of application. Same as the *packages.type* parameter in the initiating */sn_cicd/app/batch/install* endpoint call. Valid values: • application • plugin Data type: String
batch_items.url	URL of the associated package installation record on your ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
batch_items.version	Version of the package to install, such as 1.0.2 or 2.3. Same as the *packages.requested_version* parameter in the initiating */sn_cicd/app/batch/install* endpoint call. Data type: String
batch_plan	Describes the installation batch plan. Data type: Object `"batch_plan": { "id": "String", "name": "String", "notes": "String", "state": "String", "url": "String" }`
batch_plan.id	Sys_id of the return results information. Same value as what was passed in the *result_id* request parameter. Data type: String
batch_plan.name	User specified descriptive name for this batch request. Same as the *name* parameter in the initiating */sn_cicd/app/batch/install* endpoint call. Data type: String
batch_plan.notes	Notes that were passed in when the batch install was invoked. Same as the *notes* parameter in the initiating */sn_cicd/app/batch/install* endpoint call. Data type: String
batch_plan.state	Current state of the overall batch installation. Possible values: • Failed • In progress • Installed • Invalid • Partial Install • Ready • Rolled Back Data type: String
batch_plan.url	URL of the batch installation plan record on your ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

This example checks the status of a batch installation plan called Release 2.0 IT Operations.

```
curl
 'instance.servicenow.com/api/sn_cicd/app/batch/results/df24b1e9
db2d0110b5e3f6c5ae97c561 \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
  "batch_plan": {
    "name":“Release 2.0 IT Operations”,
    "id": "df24b1e9db2d0110b5e3f6c5ae97c561",
    "url":
 "https://instance.service-now.com/sys_batch_install_plan.do?sys
_id=df24b1e9db2d0110b5e3f6c5ae97c561",
    "state": "Installed",
    "notes": "User specified notes for batch install plan",
  }
  "batch_items": [
    {
      "name": "com.sn_cicd_spoke",
      "type": "Application",
      "version": "7.0.0",
      "state": "Installed",
      "install_date": "2020-08-31 15:30:01",
      "id": "c159b1e9db1c0010b5e3f6c5ae961903",

 "url":"https://
instance.service-now.com/sys_batch_install_item.do?sys_id=c159b1
e9db1c0010b5e3f6c5ae961903",
      "notes" : ""
    },
    {
      "name": "Customization for CSM App1",
      "type": "Application",
      "version": "1.0.0",
      "state": "Installed",
      "install_date": "2020-08-31 15:32:01",
      "id": "e824b1e9db2d1001b5e3f6c5ae97d628",
      "url":
 "https://instance.service-now.com/sys_batch_install_item.do?sys
_id=e824b1e9db2d1001b5e3f6c5ae97d628",
      "notes": "Customized headers.",
      "customization_version": "2.1.1”,
      "status_message": ""

    }]
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CI/CD - GET /sn_cicd/instance_scan/result/{progress_id}

Returns the current progress and status of the CI/CD instance scan function associated with a passed-in progress ID. Call this method after calling one of the other instance scan CI/CD endpoints such as `/sn_cicd/instance_scan/full_scan` or `/sn_cicd/instance_scan/point_scan`.

Note: This endpoint is part of the `CICD Instance Scan Execution Service` API and is used under the `sn_cicd` namespace.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/instance_scan/result/{progress_id}`

Default URL: `/api/sn_cicd/instance_scan/result/{progress_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Parameters

Parameter	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
progress_id	Unique identifier of the function for which to return progress information. This value is returned in the `links.progress.id` parameter of the endpoint that initiated the action, such as `/sn_cicd/instance_scan/full_scan` or `/sn_cicd/instance_scan/point_scan`. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: `application/json` or `application/xml`. Default: `application/json`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
500	Internal server error. An unexpected error occurred while processing the request.

Request body

The API accepts these JSON or XML elements in the request body.

Elements accepted in the request body

Element	Description
None	

Response body

The API returns these JSON or XML elements in the response body.

Elements returned in the response body

Element	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.findings	Object that contains information about the instance scan findings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
links.findings.label	Additional information about the instance scan findings.
links.findings.url	URL to use to retrieve a list of records that violated the checks.

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Unique identifier of the progress detail.
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String

links.results	ID and URL of the execution results.
	
	Data type: Object
	
	`"results": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.results.id	Sys_id of the instance scan results record.
links.results.url	URL to use to obtain the results of the instance scan.
status	Number representing the execution state of the action performed on the update set. Corresponds with the *`status_label`* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *`status`* number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
	Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional information about why the operation failed. Returns an empty string if the operation is successful. Data type: String

Example: Sample cURL request

```
curl
 'instance.service-now.com/api/sn_cicd/instance_scan/result/a74c
70a11b7800103d374087bc4bcb28' \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
    "result": {
        "links": {
            "findings": {
                "url":
 "https://instance.service-now.com/api/now/table/scan_finding?sy
sparm_query%3Dresult%3D6f4cf8651b7800103d374087bc4bcb41%5EORDERB
Ysys_id",
                "label": "First 10,000 findings"
            },
            "progress": {
                "id": "a74c70a11b7800103d374087bc4bcb28",
                "url":
 "https://instance.service-now.com/api/sn_cicd/progress/a74c70a1
1b7800103d374087bc4bcb28"
            },
            "results": {
                "id": "a74c70a11b7800103d374087bc4bcb28",
                "url":
 "https://instance.service-now.com/api/sn_cicd/instance_scan/res
ult/a74c70a11b7800103d374087bc4bcb28"
            }
        },
        "status": "2",
        "status_label": "Successful",
        "status_message": "",
        "status_detail": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "error": ""
    }
}
```

CI/CD - GET /sn_cicd/progress/{progress_id}

Returns the current progress and status of the Continuous Integration and Continuous Delivery (CICD) function associated with a specified progress ID.

Call this method after calling one of the asynchronous CICD endpoints such as */sn_cicd/app_repo/publish*, */sn_cicd/app_repo/install*, */sn_cicd/testsuite/run*, or */sn_cicd/sc/apply_stash*.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/progress/{progress_id}`

Default URL: `/api/sn_cicd/progress/{progress_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
progress_id	Unique identifier of the function for which to return progress information. This value is returned in the *links.progress.id* parameter of the endpoint that initiated the action, such as */sn_cicd/app_repo/publish*, */sn_cicd/app_repo/install*, */sn_cicd/testsuite/run*, or */sn_cicd/sc/apply_stash*. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String
links	Information about any links and sys_ids associated with the update set. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"links": {
	  "progress": {Object}
	}</pre>

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	<pre>"progress": {
	  "id": "String",
	  "url": "String"
	}</pre>

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String

links.results	ID and URL of the execution results.
	
	Data type: Object
	<pre>"results": {
	  "id": "String",
	  "url": "String"
	}</pre>

links.results.id	Sys_id of the results information. Use this value when calling the associated results endpoint. Data type: String
links.results.url	URL to use to obtain the results of the endpoint execution. Data type: String

links.source	Sys_id and URL information about the source record in the Execution Tracker [sys_execution_tracker] table.
	
	Data type: Object
	<pre>"source": {
	  "id": "String",
	  "url": "String"
	}</pre>

links.source.id	Unique identifier of the source record. Table: Execution Tracker [sys_execution_tracker] table Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
links.source.url	URL to use to obtain the source information in the Execution Tracker [sys_execution_tracker] table. Data type: String

links.stash	If a was created during an apply_changes operation, this object contains information about the stash. This object is not returned if a stash wasn't created.
	
	Data type: Object
	
	`"stash": {`
	`"id": "String",`
	`"url": "String"`
	`}`

links.stash.id	Unique identifier of the created stash. Use this value when calling the CI/CD - POST /sn_cicd/sc/apply_stash/{stash_id} endpoint to apply the stash. Data type: String
links.stash.url	URL of the associated stash. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: Obtain the progress of a test suite run

```
curl
 'instance.servicenow.com/api/sn_cicd/progress/a4fae8911bdc00103
d374087bc4bcbbd' \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

Progress of the apply changes call.

```
{
    "result": {
        "links": {
            "progress": {
                "id": "a4fae8911bdc00103d374087bc4bcbbd",
                "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/a4fae8911
bdc00103d374087bc4bcbbd"
            },
            "source": {
                "id": "59c4c4d11b5c00103d374087bc4bcb26",
                "url":
 "https://instance.servicenow.com/api/now/table/sys_app/59c4c4d1
1b5c00103d374087bc4bcb26"
            }
        },
        "status": "2",
        "status_label": "Successful",
        "status_message": "This operation succeeded",
        "status_detail": "Successfully applied commit
 1f14e11a7dedcbfa194beb5875fcdaa15ed8accb from source control",
        "error": "",
        "percent_complete": 100
    }
}
```

Example: Obtain the progress of an apply changes call. In this case, there were unsaved/uncommitted changes on the instance in Studio, so a stash was created to hold the unsaved changes

```
curl
 'instance.servicenow.com/api/sn_cicd/progress/a4fae8911bdc00103
d374087bc4bcbbd' \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

Progress providing information on the created stash.

```
{
"result": {
   "links": {
      "progress": {
         "id": "5b12eca4e0429110f8771827f8fd36a4",
         "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/5b12eca4e
0429110f8771827f8fd36a4"
       },
       "stash": {
         "id": "fc2224e4e0429110f8771827f8fd3634",
         "url":
 "https://instance.servicenow.com/api/sn_cicd/sc/apply_stash/fc2
224e4e0429110f8771827f8fd3634"
}
    },
    "status": "2",
    "status_label": "Successful",
    "status_message": "This operation succeeded",
    "status_detail": "Successfully applied commit
 fa5626f6f1f7fef677c16b4a0dd8b22ba8a6e311 from source control",
    "error": "",
    "percent_complete": 100
  }
}
```

Example: cURL request

```
curl
 'instance.servicenow.com/api/sn_cicd/progress/5b12eca4e0429110f
8771827f8fd36a4' \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

Progress of a test suite run (/sn_cicd/testsuite/run).

```
{
"result": {
   "links": {
      "progress": {
         "id": "e891389d1b1040103d374087bc4bcb75",
         "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/e891389d1
b1040103d374087bc4bcb75"
       },
       "results": {
         "id": "2891389d1b1040103d374087bc4bcb09",
         "url":
 "https://instance.servicenow.com/api/sn_cicd/testsuite/results/
2891389d1b1040103d374087bc4bcb09"
       }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "status": "2",
    "status_label": "Successful",
    "status_message": "Suite passed",
    "status_detail": "Suite passed",
    "error": "",
    "percent_complete": 100
  }
}
```


CI/CD - GET /sn_cicd/testsuite/results/{result_id}

Returns the results of a test suite run based on a specified results identifier.

Call this endpoint after calling */sn_cicd/progress/{progress_id}* to obtain the result of the executed test suite.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/testsuite/results/{result_id}`

Default URL: `/api/sn_cicd/testsuite/results/{result_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
result_id	Unique identifier of the test suite results to retrieve. The corresponding */sn_cicd/progress/{progress_id}* endpoint call returns this information. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
child_suite_results	Results of nested test suites. The format of this content is the same as the parent test.
error	Error message. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
links	Object that contains all links and sys_ids associated with the response. Data type: Object
links.results	Object that contains the results information. Data type: Object
links.results.id	Unique identifier of the results information. Use this value when calling the endpoint `/sn_cicd/testsuite/results/{result_id}`. Data type: String
links.results.url	URL to use to obtain the results of the endpoint execution, such as results. Data type: String
percent_complete	Percentage of the request that is complete.
rolledup_test_error_count	Number of tests with errors. Data type: Number
rolledup_test_failure_count	Number of tests that failed. Data type: Number
rolledup_test_skip_count	Number of tests that were skipped. Data type: Number
rolledup_test_success_count	Number of tests that ran successfully. Data type: Number
status	Numeric execution state. Used with `status_label`, such as 0: Pending. Values: • 0 (Pending) • 1 (Running) • 2 (Successful) • 3 (Failed) • 4 (Canceled) Data type: String
status_detail	Additional information about the current state. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
status_label	Execution state description. Used with *status*, such as 0: Pending. Values: • Pending • Running • Successful • Failed • Canceled Data type: String
status_message	Description of the current state. Data type: String
test_suite_duration	Amount of time that it took to execute the test suite. Unit: Seconds Data type: String
test_suite_name	Name of the test suite. Data type: String
test_suite_status	State of the test suite. Data type: String

Example: cURL request

```
curl
 'instance.servicenow.com/api/sn_cicd/testsuite/results/2891389d
1b1040103d374087bc4bcb09' \
--request GET \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
       "results": {
           "id": "2891389d1b1040103d374087bc4bcb09",
           "url":
 "https://instance.servicenow.com/sys_atf_test_suite_result.do?s
ys_id=2891389d1b1040103d374087bc4bcb09"
       }
   },
   "status": "2",
   "status_label": "Successful",
   "status_message": "",
   "status_detail": "",
   "error": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "test_suite_status": "success",
    "test_suite_duration": "1 Second",
    "rolledup_test_success_count": 1,
    "rolledup_test_failure_count": 0,
    "rolledup_test_error_count": 0,
    "rolledup_test_skip_count": 0,
    "test_suite_name": "Quick Test",
    "child_suite_results": []
  }
}
```


CI/CD - POST /sn_cicd/app/batch/install

Installs two or more packages in a single specified batch.

A batch can contain any combination of the following types:

- Application:
  - Scoped applications in the ServiceNow Store that are not owned by your company
  - Scoped or global applications in the application repository that are owned by your company
  - Your application customizations for Store applications in the application repository
- ServiceNow plugin:

  Application customizations for scoped applications that were packaged in a plugin and were published to the application repository.

Note: This endpoint uses an asynchronous response model. When you call an endpoint, it kicks off the associated function, such as starting the execution of the batch install plan. The endpoint then returns a response message that contains the execution status of the requested function, typically Pending, along with a unique identifier and link. Use this information to obtain additional information about the progress or results of the request.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/app/batch/install`

Default URL: `/api/sn_cicd/app/batch/install`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
name	Required. User specified descriptive name for this batch request. Data type: String
notes	User specified additional notes about the batch install plan. Data type: String Default: Null
packages	Required. JSON array, where each object specifies details of a package to install. Data type: Array `"packages": [{ "id": "String", "load_demo_data": Boolean, "notes": "String", "requested_customization_version": "String", "requested_version": "String", "type": "String" }]`
packages.id	Required. Sys_id of the application or identifier of the plugin to install. Data type: String
packages.load_demo_data	Flag that indicates whether demo data is loaded when installing the package. Valid values: • true: Demo data should be loaded. • false: Demo data should not be loaded. Data type: Boolean Default: false
packages.notes	User specified notes about the package. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: Null
packages.requested_customization_version	Version of the application customization to the store application or to the scoped ServiceNow plugin to install, such as 1.0.2 or 2.3. Data type: String Default: None. If this parameter is not set, then the system does not look for customizations for the application.
packages.requested_version	Required if *`packages.type`* is set to *application;* ignored if set to *plugin*. Version of the package to install, such as 1.0.2 or 2.3. Data type: String
packages.type	Required. Type of package. Valid values: • application • plugin Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
405	Invalid method. The functionality is disabled.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String

links	All links and sys_ids associated with the response.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object},`
	`  "results": {Object},`
	`  "rollback": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String

links.results	Describes the results link information.
	
	Data type: Object
	`"results": {`
	`  "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"url": "String"
	}</pre>

links.results.id	Sys_id of the results of the batch endpoint call. Use this value when calling the endpoint specified in *`links.results.url`* to query the batch install results. Data type: String
links.results.url	URL to use to retrieve the results of the batch install. Data type: String

links.rollback	Describes the batch install rollback information.
	
	Data type: Object
	<pre>"rollback": {
	"id": "String"
	}</pre>

links.rollback.id	Sys_id of the rollback details for the installed packages. Use this parameter to rollback the installation of the specified packages to their previous versions using the */sn_cicd/app/batch/rollback/{rollback_id}* endpoint. **Note:** The rollback capability is only available after the installation is complete. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *`status_label`* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *`status`* number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

This example initiates a batch installation called Release 2.2 Deployment that contains three packages (one of each type) to install.

```
curl 'instance.servicenow.com/api/sn_cicd/app/batch/install \
--request POST \
--header 'Accept: application/json' \
--user 'username':'password' \
--data { "name": "Release 2.2 Deployment",
 "packages": [
   {
     "id": "syd_id_abcefghi",
     "type": "application",
     "load_demo_data": false,
     "requested_version": "1.0.2",
     "notes": "User specific text to describe this application
 install"
   },
   {
     "id": "syd_id_defabcde",
     "type": "application",
     "requested_version": "1.0.0",
     "requested_customization_version": "2.0.7",
     "notes": "Customization for CSM App1"
   },
   {
     "id": "com.glide.some.plugin",
     "type": "plugin",
     "load_demo_data": true,
     "notes": "Plugin related notes"
   }]
 }
```

```
{
"result": {
   "links": {
     "progress": {
       "id": "c159b1e9db1c0010b5e3f6c5ae961903",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/c159b1e9d
b1c0010b5e3f6c5ae961903"
      },
      "results": {
        "id": "df24b1e9db2d0110b5e3f6c5ae97c561",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/app/batch/resul
ts/df24b1e9db2d0110b5e3f6c5ae97c561"
      },
      "rollback":{
        "id": "a329f82e871da64c724ba21c82a764f2"
      },
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```


CI/CD - POST /sn_cicd/app/batch/rollback/{rollback_id}

Rolls back all of the packages associated with a specific batch installation to their previous versions.

This endpoint works in conjunction with the */sn_cicd/app/batch/install* endpoint. The *rollback_id* is provided in the return results of this endpoint. When this endpoint is called, it rolls back all packages specified in the associated install; you cannot rollback individual packages. If there is no previous version, the endpoint uninstalls the associated package.

Note: This endpoint uses an asynchronous response model. When you call an endpoint, it kicks off the associated function, such as starting the execution of the batch install plan. The endpoint then returns a response message that contains the execution status of the requested function, typically Pending, along with a unique identifier and link. Use this information to obtain additional information about the progress or results of the request.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/app/batch/rollback/{rollback_id}`

Default URL: `/api/sn_cicd/app/batch/rollback/{rollback_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
rollback_id	Sys_id of the batch installation plan for which to rollback the installed packages to their previous versions. This value is returned in the *`links.rollback.id`* parameter of the *`/sn_cicd/app/batch/install`* endpoint. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String

links	All links and sys_ids associated with the response.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

This example rolls back all the packages within the specified installation batch plan to their previous version.

```
curl
 'instance.servicenow.com/api/sn_cicd/app/batch/rollback/a329f82
e871da64c724ba21c82a764f2 \
--request POST \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
     "progress": {
       "id": "c159b1e9db1c0010b5e3f6c5ae961903",
       "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/c159b1e9d
b1c0010b5e3f6c5ae961903"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```

CI/CD - POST /sn_cicd/app_repo/install

Installs the specified application from the application repository onto the instance making the endpoint call.

Using this endpoint you are able to install both unaltered and customized ServiceNow base system and ServiceNow Store applications, customized ServiceNow plugins, and your own ServiceNow applications.

The following outlines the parameters that you need to pass to implement specific use cases. All parameters that are not specified are not passed in and use the associated defaults.

- To only install the base application and not the corresponding application customizations.
  - sys_id: Sys_id of the base application that has been customized.
  - base_app_version: Version of the base application to install.
- To install a specified version of application customizations and automatically install the recommended base application version. The recommended base application version is the version of the base application that was installed on the instance at the time that the customizations were last published. Every version of application customizations has a corresponding recommended base application version.
  - sys_id: Sys_id of the application that has been customized.
  - auto_upgrade_base_app: true
  - version: Version of the application customizations to install.
- To install the latest version of the application customizations and its corresponding recommended base application version.
  - sys_id: Sys_id of the application that has been customized.
  - auto_upgrade_base_app: true
- To install the latest version of the application customizations, but not upgrade the base application to the application customizations recommended base application version.
  - sys_id: Sys_id of the application that has been customized.
  - auto_upgrade_base_app: false
- To install application customizations along with the scoped ServiceNow plugin of the current release.
  - scope: Scope of the plugin that has been customized OR
  - sys_id: Sys_id of the application that has been customized. This is not the ID of the plugin.
  - version: Version of the application customizations to install.
- To install application customizations for an already installed and activated scoped plugin.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- sys_id: Sys_id of the application that has been customized. This is not the ID of the plugin.
- auto_upgrade_base_app: false
- version: Version of the application customizations to install.

Since base plugins can have only one version per family release, the *auto_upgrade_base_app* and *base_app_version* parameters don't apply to application customization installs for plugins. To activate a plugin for the first time on an instance, use the */sn_cicd/plugin/{plugin_id}/activate* endpoint instead.

Note: This endpoint uses an asynchronous response model. When you call an endpoint, it kicks off the associated function, such as starting the execution of the batch install plan. The endpoint then returns a response message that contains the execution status of the requested function, typically Pending, along with a unique identifier and link. Use this information to obtain additional information about the progress or results of the request.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/app_repo/install`

Default URL: `/api/sn_cicd/app_repo/install`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
auto_upgrade_base_app	Only applicable if you intend to install application customizations and the base application was built on a version that is later than the currently installed version. Flag that indicates whether the associated base application should be automatically upgraded to a later version. Valid values: • true: Automatically upgrade the associated base application. • false: Leave the base application as the version currently installed on the instance. Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
base_app_version	Version of the base application to install. A base application is any third-party application that is available in theServiceNow Store. If the application has no application customizations, or if the application has application customizations and you are only updating the base application, then enter the updated version of the application in this parameter. If you are updating application customizations, don't pass this parameter, but rather pass the *version* parameter. Data type: String Default: Null
scope	Required if *sys_id* is not specified. Scope name of the application, such as x_aah_custom_app. Data type: String Table: In the scope field in the Custom Application [sys_app] table or Store Application [sys_store_app] table.
sys_id	Required if *scope* is not specified. Sys_id of the application to install. Data type: String Table: In the Sys ID field in the Custom Application [sys_app] table or Store Application [sys_store_app] table.
version	Version of the application to install. Data type: String Default: If the *base_app_version* parameter is empty and the *auto_upgrade_base_app* parameter is set to true, installs the latest application customizations and its recommended base application version (as long as it doesn't downgrade the base application.) If the *auto_upgrade_base_app* parameter is false, installs the application customizations, but the base application is not upgraded. If the *base_app_version* parameter is defined, only installs the base application.

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String
links	Information about any links and sys_ids associated with the update set. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"links": {
	  "progress": {Object}
	}</pre>

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	<pre>"progress": {
	  "id": "String",
	  "url": "String"
	}</pre>

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
rollback_version	If available, the previously installed version. If not available, null. Data type: String
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

```
curl
 'instance.servicenow.com/api/sn_cicd/app_repo/install?sys_id=2d
146921dbd80010caf55268dc9619d8' \
--request POST \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
     "progress": {
        "id": "c159b1e9db1c0010b5e3f6c5ae961903",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/c159b1e9d
b1c0010b5e3f6c5ae961903"
      }
   },
   "status": "0",
   "status_label": "Pending",
   "status_message": "",
   "status_detail": "",
   "error": "",
   "percent_complete": 0,
   "rollback_version": "1.1.0"
  }
}
```

CI/CD - POST /sn_cicd/app_repo/publish

Publishes the specified application and all of its artifacts to the application repository.

Note: If there are uncommitted changes to tracked files when you call this endpoint, it returns a 400 Bad Request status code. You can either commit the changes manually in Studio or call the CI/CD - POST /sn_cicd/sc/apply_changes endpoint to stash the changes. Changes that aren't tracked in the Customer Updates [sys_update_xml] table are committed automatically after publishing to the application repository. For information about the layout of the changes in the Customer Updates table and a description of the changes that aren't represented in this table, see Customer Updates table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/app_repo/publish`

Default URL: `/api/sn_cicd/app_repo/publish`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
dev_notes	Developer notes to store with the application. Data type: String
scope	Required if *`sys_id`* isn't specified. The scope of the application. Data type: String Table: In the scope field of the Custom Application [sys_app] table.
sys_id	Required if *`scope`* isn't specified. The sys_id of the application to store in the repository. Data type: String Table: In the Sys ID field of the Custom Application [sys_app] table.
version	Version under which to store the application. If the version number is passed, the publish process uses that version and updates the local application version if different. If the version number isn't passed, the publish process uses the current version of the local application and fails if that version exists in the application repository. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Request failed. Possible issues: • The application version isn't correct or is a downgrade. • The application is connected to source control and contains uncommitted changes that must be resolved. Consult the returned error message for additional information.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String
links	Information about any links and sys_ids associated with the update set. Data type: Object `"links": { "progress": {Object} }`
links.progress	Progress information about the operation performed on the update set. Data type: Object `"progress": { "id": "String", "url": "String" }`
links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

The following example shows how to publish the application with the specified sys_id and all of its artifacts to the application repository.

```
curl
 'instance.servicenow.com/api/sn_cicd/app_repo/publish?sys_id=4d
d9686d1b9800103d374087bc4bcb3d' \
--request POST \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
       "progress": {
           "id": "d174f8e11bd800103d374087bc4bcbd9",
           "url":
 "https://instance.service-now.com/api/sn_cicd/progress/d174f8e1
1bd800103d374087bc4bcbd9"
       }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```

CI/CD - POST /sn_cicd/app_repo/rollback

Initiates a rollback of a specified application to a specified version.

Note: The rollback functionality is only available after the installation is complete.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/app_repo/rollback`

Default URL: `/api/sn_cicd/app_repo/rollback`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
scope	Required if *`sys_id`* is not specified. The scope name of the application to rollback. Data type: String
sys_id	Required if *`scope`* is not specified. The sys_id of the application to rollback. Data type: String
version	Required. Version of the application that is expected after the rollback operation. If the request is to rollback an App Customization install, then set this field to the version of the base application that the system is expected to have after the rollback operation. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
405	Invalid method. The functionality is inactive.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String
links	Information about any links and sys_ids associated with the update set. Data type: Object `"links": { "progress": {Object} }`
links.progress	Progress information about the operation performed on the update set. Data type: Object `"progress": { "id": "String", "url": "String" }`
links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

```
curl
 'instance.servicenow.com/api/sn_cicd/app_repo/rollback?sys_id=2
d146921dbd80010caf55268dc9619d8&version=1.1.0' \
--request POST \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
      "progress": {
          "id": "f7ddb1eddb1c0010b5e3f6c5ae9619c1",
          "url":
 "https://instance.service-now.com/api/sn_cicd/progress/f7ddb1ed
db1c0010b5e3f6c5ae9619c1"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```


CI/CD - POST /sn_cicd/instance_scan/full_scan

Runs all active checks present in your instance.

You can run checks that are provided with Instance Scan or you can create your own checks. For more information, see Instance Scan.

Note: This endpoint is part of the *CICD Instance Scan Execution Service* API and is used under the `sn_cicd` namespace.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/instance_scan/full_scan`

Default URL: `/api/sn_cicd/instance_scan/full_scan`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Parameters

Parameter	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
500	Internal server error. An unexpected error occurred while processing the request.

Request body

The API accepts these JSON or XML elements in the request body.

Elements accepted in the request body

Element	Description
None	

Response body

The API returns these JSON or XML elements in the response body.

Elements returned in the response body

Element	Description
error	Error message with details about the error. Data type: String
links	Information about any links and sys_ids associated with the update set. Data type: Object `"links": { "progress": {Object} }`
links.progress	Progress information about the operation performed on the update set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
	Data type: Object `"progress": { "id": "String", "url": "String" }`
links.progress.id	Unique identifier of the progress detail. Use this value when calling the endpoint */sn_cicd/instance_scan/result/{progress_id}*.
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional information about why the operation failed. Returns an empty string if the operation is successful.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
	Data type: String

Example: Sample cURL request

```
curl
 'instance.service-now.com/api/sn_cicd/instance_scan/full_scan'
 \
--request POST \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
       "progress": {
           "id": "a4fae8911bdc00103d374087bc4bcbbd",
           "url":
 "https://instance.service-now/api/sn_cicd/progress/a4fae8911bdc
00103d374087bc4bcbbd"
        }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": ""
  }
}
```

CI/CD - POST /sn_cicd/instance_scan/point_scan

Executes all applicable checks against a specified record.

For example, if you execute a point scan against a Catalog Item, only the checks applicable to the Catalog Item table run, and only the specified record is scanned.

You can run checks that are provided with Instance Scan or you can create your own checks. For more information, see Instance Scan.

Note: This endpoint is part of the *CICD Instance Scan Execution Service* API and is used under the `sn_cicd` namespace.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/instance_scan/point_scan`

Default URL: `/api/sn_cicd/instance_scan/point_scan`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Parameters

Parameter	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
target_table	Required. Name of the table in which the record to scan resides, such as "Incident." Data type: String
target_sys_id	Required. The sys_id of the record within the specified table to scan. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Invalid or empty query parameters.
401	The user credentials are incorrect.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
500	Internal server error. An unexpected error occurred while processing the request.

Request body

The API accepts these JSON or XML elements in the request body.

Elements accepted in the request body

Element	Description
None	

Response body

The API returns these JSON or XML elements in the response body.

Elements returned in the response body

Element	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Unique identifier of the progress detail. Use this value when calling the endpoint `/sn_cicd/instance_scan/result/{progress_id}`.
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional information about why the operation failed. Returns an empty string if the operation is successful. Data type: String

Example: Sample cURL request

```
curl
 'instance.service-now.com/api/sn_cicd/instance_scan/point_sc
an?target_table=incident&target_sys_id=2d146921dbd80010caf55268d
c9619d8' \
--request POST \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
       "progress": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "id": "a4fae8911bdc00103d374087bc4bcbbd",
            "url":
 "https://instance.service-now/api/sn_cicd/progress/a4fae8911bdc
00103d374087bc4bcbbd"
        }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": ""
  }
}
```


CI/CD - POST /sn_cicd/instance_scan/suite_scan/combo/{combo_sys_id}

Runs a scan using a suite and target (scoped apps or update sets) that have already run previously.

Before calling this endpoint, you must call the */sn_cicd/instance_scan/suite_scan/{suite_sys_id}/scoped_apps* or */sn_cicd/instance_scan/suite_scan/{suite_sys_id}/update_sets* endpoints, or execute a suite scan in the UI.

Note: This endpoint is part of the *CICD Instance Scan Execution Service* API and is used under the `sn_cicd` namespace.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/instance_scan/suite_scan/combo/{combo_sys_id}`

Default URL: `/api/sn_cicd/instance_scan/suite_scan/combo/{combo_sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
combo_sys_id	Sys_id of the scan to run. The scan must be an existing scan that you want to re-run. Data type: String Table: Combo [scan_combo]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
500	Internal server error. An unexpected error occurred while processing the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Element	Description
error	Error message with details about the error. Data type: String
links	Information about any links and sys_ids associated with the update set. Data type: Object `"links": { "progress": {Object} }`
links.progress	Progress information about the operation performed on the update set. Data type: Object `"progress": { "id": "String", "url": "String" }`
links.progress.id	Unique identifier of the progress detail. Use this value when calling the endpoint */sn_cicd/instance_scan/result/{progress_id}*. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional information about why the operation failed. Returns an empty string if the operation is successful. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_cicd/instance_scan/suit
e_scan/combo/245d29cc1bd32010178aed72604bcb4b" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body - success.

```
{
  "result": {
    "links": {
      "progress": {
        "id": "c08be5c71b1b2010178aed72604bcb6e",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/c08be5c71
b1b2010178aed72604bcb6e"
      }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": ""
  }
}
```

CI/CD - POST /sn_cicd/instance_scan/suite_scan/{suite_sys_id}/scoped_apps

Runs all active checks inside a suite against a list of scoped apps.

Note: This endpoint is part of the *CICD Instance Scan Execution Service* API and is used under the `sn_cicd` namespace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/instance_scan/suite_scan/{suite_sys_id}/scoped_apps`

Default URL: `/api/sn_cicd/instance_scan/suite_scan/{suite_sys_id}/scoped_apps`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
suite_sys_id	Sys_id of the suite to run. Data type: String Table: Suite [scan_check_suite]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
app_scope_sys_ids	Required. A list of sys_ids of the scoped applications to scan. Can't be an empty array. Data type: Array `app_scope_sys_ids: ["String", "String", "String"]` Table: Application [sys_scope]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Element	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description

	<pre>{
	  "url": "String"
	}</pre>

links.progress.id	Unique identifier of the progress detail. Use this value when calling the endpoint `/sn_cicd/instance_scan/result/{progress_id}`. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
status	Number representing the execution state of the action performed on the update set. Corresponds with the `status_label` descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the `status` number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional information about why the operation failed. Returns an empty string if the operation is successful. Data type: String

Example: cURL request

This example runs all active checks inside a suite against one scoped application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.servicenow.com/api/sn_cicd/instance_scan/suit
e_scan/833655cc1b94101046e87733cd4bcb4e/scoped_apps" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{app_scope_sys_ids:
 [\"078e8020950f12a215a92e8ad9b346e0\"]}" \
--user 'username':'password'
```

Response body - success.

```
{
  "result": {
    "links": {
      "progress": {
        "id": "147fc14b1b572010178aed72604bcbca",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/147fc14b1
b572010178aed72604bcbca"
      }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": ""
  }
}
```

CI/CD - POST /sn_cicd/instance_scan/suite_scan/{suite_sys_id}/update_sets

Runs all active checks inside a suite against a list of update sets.

Note: This endpoint is part of the *CICD Instance Scan Execution Service* API and is used under the `sn_cicd` namespace.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/instance_scan/suite_scan/{suite_sys_id}/update_sets`

Default URL: `/api/sn_cicd/instance_scan/suite_scan/{suite_sys_id}/update_sets`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
suite_sys_id	Sys_id of the suite to run. Data type: String Table: Suite [scan_check_suite]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
update_set_sys_ids	Required. List of sys_ids of the update sets to scan. Can't be an empty array. Data type: Array `update_set_sys_ids: ["String", "String", "String"]` Table: Update Set [sys_update_set]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Element	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Unique identifier of the progress detail. Use this value when calling the endpoint `/sn_cicd/instance_scan/result/{progress_id}`. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
status	Number representing the execution state of the action performed on the update set. Corresponds with the `status_label` descriptor. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional information about why the operation failed. Returns an empty string if the operation is successful. Data type: String

Example: cURL request

This example runs all active checks inside a suite against one update set.

```
curl
 "https://instance.servicenow.com/api/sn_cicd/instance_scan/suit
e_scan/833655cc1b94101046e87733cd4bcb4e/update_sets" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{update_set_sys_ids:
 [\"7abef63c1b572010178aed72604bcbfd\"]}" \
--user 'username':'password'
```

Response body - success.

```
{
  "result": {
    "links": {
      "progress": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "id": "d27511031b972010178aed72604bcb72",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/d27511031
b972010178aed72604bcb72"
      }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": ""
  }
}
```


CI/CD - POST /sn_cicd/plugin/{plugin_id}/activate

Activates the specified plugin.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/plugin/{plugin_id}/activate`

Default URL: `/api/sn_cicd/plugin/{plugin_id}/activate`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
plugin_id	Unique identifier of the plugin. You can locate this identifier on the Plugins page within the card of the desired plugin; identified with the name "ID". Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String
links	Information about any links and sys_ids associated with the update set. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"links": {
	  "progress": {Object}
	}</pre>

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	<pre>"progress": {
	  "id": "String",
	  "url": "String"
	}</pre>

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String

links.results	ID and URL of the execution results.
	
	Data type: Object
	<pre>"results": {
	  "id": "String",
	  "url": "String"
	}</pre>

links.results.id	Sys_id of the results information. Use this value when calling the associated results endpoint. Data type: String
links.results.url	URL to use to obtain the results of the endpoint execution. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

```
curl
 'instance.servicenow.com/api/sn_cicd/plugin/com.glide.web_servi
ce_aggregate/activate' \
--request POST \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
      "progress": {
          "id": "5b3f052ddb580010caf55268dc961963",
          "url":
 "https://instance.service-now.com/api/sn_cicd/progress/5b3f052d
db580010caf55268dc961963"
       }
   },
   "status": "0",
   "status_label": "Pending",
   "status_message": "",
   "status_detail": "",
   "error": "",
   "percent_complete": 0
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CI/CD - POST /sn_cicd/plugin/{plugin_id}/rollback

Rolls back the specified plugin to the previous installed version. If no prior version has been installed, returns an error.

URL format

Versioned URL: `/api/sn_cicd/{api_version}plugin/{plugin_id}/rollback`

Default URL: `/api/sn_cicd/plugin/{plugin_id}/rollback`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
plugin_id	Unique identifier of the plugin. You can locate this identifier on the Plugins page within the card of the desired plugin; identified with the name "ID". Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

```
curl
 'instance.servicenow.com/api/sn_cicd/plugin/com.glide.web_servi
ce_aggregate/rollback' \
--request POST \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
      "progress": {
         "id": "6185dd61db980010caf55268dc961916",
          "url":
 "https://instance.service-now.com/api/sn_cicd/progress/6185dd61
db980010caf55268dc961916"
        }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```

CI/CD - POST /sn_cicd/sc/apply_changes

Starts applying changes from a remote source control to a specified local application or application-customization.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/sc/apply_changes`

Default URL: `/api/sn_cicd/sc/apply_changes`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
auto_upgrade_base_app	Only applicable when changes are applied for app-customization and the latest commit on the Git repository is built on a version that is later than that of the base application that is currently installed on the local instance. Flag that indicates whether the system should auto upgrade the base application to a later version.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: Boolean Default: true
branch_name	Name of the branch in the source control system from which to acquire the application. Data type: String Default: Default branch specified on the source control system.
scope	Required if *sys_id* is not specified. The scope name of the application for which to apply the changes, such as x_aah_custom_app. You can locate this value in the *scope* field in the Custom Application [sys_app] table or Store Application [sys_store_app] table for the app-customization. Data type: String
sys_id	Required if *scope* is not specified. The sys_id of the application for which to apply the changes. You can locate this value in the *Sys ID* field in the Custom Application [sys_app] table or Store Application [sys_store_app] table for the app-customization. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional information about why the operation failed. Returns an empty string if the operation is successful. Data type: String

Example: cURL request

```
curl
 'https://instance.servicenow.com/api/sn_cicd/sc/apply_changes?a
pp_sys_id=043db024db737300a9a754e4dc961915' \
--request POST \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "progress": {
            "id": "a4fae8911bdc00103d374087bc4bcbbd",
            "url":
 "https://instance.service-now/api/sn_cicd/progress/a4fae8911bdc
00103d374087bc4bcbbd"
          }
      },
      "status": "0",
      "status_label": "Pending",
      "status_message": "",
      "status_detail": "",
      "error": "",
      "percent_complete": 0
    }
}
```


CI/CD - POST /sn_cicd/sc/apply_stash/{stash_id}

Starts applying a previously generated "stash" of changes from a remote source control to a specified local application or application-customization.

This endpoint works in conjunction with the POST/api/sn_cicd/sc/apply_changes and CI/CD - GET /sn_cicd/progress/{progress_id} endpoints. When the *POST /api/sn_cicd/sc/apply_changes* endpoint is called, any unsaved or uncommitted changes in App Engine Studio on the associated instance are saved into the database as a stash.

The way to determine whether a stash was created when the changes were initially applied is to call the *GET /sn_cicd/progress/{progress_id}* endpoint. If a stash was created, the sys_id (*stash_id*) and URL of the stash are returned. To apply the stashed changes to the associated application, call this *apply_stash* endpoint using the *stash_id* returned by the *progress* endpoint.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/sc/apply_stash/{stash_id}`

Default URL: `/api/sn_cicd/sc/apply_stash/{stash_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
stash_id	Unique identifier of the stash to apply. This value is returned in the *links.stash.id* parameter in the corresponding CI/CD - GET /sn_cicd/progress/{progress_id} endpoint call. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
405	Invalid method. The functionality is inactive.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

The following code example shows how to call the *apply_stash* endpoint for *stash_id* fc2224e4e0429110f8771827f8fd3634.

```
curl
 "https://instance.servicenow.com/api/sn_cicd/sc/apply_stash/fc2
224e4e0429110f8771827f8fd3634"\
--request POST \
--header "Accept:application/json" \
--header "Content_Type:application/json" \
--user 'username':'password'
```

The stash is pending, so not yet applied.

```
{
  "result": {
    "links": {
      "progress": {
        "id": "6b04ec28e0429110f8771827f8fd36a4",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/6b04ec28e
0429110f8771827f8fd36a4"
      }
    },
    "status": "0",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```


CI/CD - POST /sn_cicd/sc/import

Imports an application using the specified repository URL and branch name.

Use this endpoint to import an application from source control in the calling instance so you can then use Continuous Integration and Continuous Delivery (CICD) endpoints, such as /sn_cicd/sc/apply_changes, to deploy the application to upper environments.

Note: Before using this endpoint, a Git repository that has been setup by another instance using **Link to source control** must be available.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/sc/import`

Default URL: `/api/sn_cicd/sc/import`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
auto_upgrade_base_app	Only applicable when the application being imported is an app-customization and the latest commit on the Git repository is built on a version that is later than that of the base application that is currently installed on the local instance. Flag that indicates whether the system should auto-upgrade the base application to a later version. Valid values: • true: Auto-upgrade the base application. • false: Do not auto-upgrade the base application. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: True
branch_name	Required. Name of the branch in the source control system to import the application from. Data type: String
credential_sys_id	Sys_id of the credentials that have access to the Git repository. Data type: String Default: Sys_id set in the system properties glide.source_control.default_basic_auth_credential_sys_id or glide.source_control.default_ssh_private_key_credential_sys_id, depending on whether the *repo_url* parameter is an https or ssh repository. By default, this property is empty.
mid_server_sys_id	Sys_id of the MID server to use for source control operations for this application. Data type: String Default: Empty string/NULL
repo_url	Required. URL of the Git repository to import the application from. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

The following example shows how to import the application located at `https://code.devsnc.com/some-user/ncRegrApp1.git` in the `main_branch`.

```
curl
 "https://instance.servicenow.com/api/sn_cicd/sc/import?repo_url
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
=https%3A%2F
%2Fcode.devsnc.com%2Fsome-user%2FncRegrApp1.git&branch_name=main
_branch&credential_sys_id=af9b6d6180feb010f8779c30d4dd6b6b" \
--request POST \
--header "Accept:application/json" \
--user 'admin':'admin'
```

Returns the progress of the import.

```
{
  "result": {
    "links": {
      "progress": {
        "id": "a18c06ea64f23010f87769cd983d4574",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/a18c06ea6
4f23010f87769cd983d4574"
      }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```

CI/CD - POST /sn_cicd/testsuite/run

Starts a specified automated test suite. The test suite runs on the instance from which the endpoint was called.

Note: If the suite you are running contains UI tests, you must have either a scheduled Client Test Runner open, or be able to configure headless Test Runner execution. To learn more, see Headless browser for Automated Test Framework.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/testsuite/run`

Default URL: `/api/sn_cicd/testsuite/run`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
browser_name	Name of the browser to use to run the client test. This value must match what is specified in the scheduled client test runner. For additional information on scheduled client test runners, see Scheduled Client Test Runners. Data type: String Valid values: (must be all lower-case) • any • chrome • firefox • edge • ie • safari Default: any
browser_version	Starting value of the version of the browser specified in *browser_name* to use to run the test. For example, if you enter "9", that would enable all 9.x.x.x versions. This value must match what is specified in the scheduled client test runner. Data type: String
is_performance_run	Optional. Flag that indicates whether to execute the test suite as a performance test (Performance Run). Valid values: • true: Runs the test suite as a performance test. • false: Runs the test suite with the default behavior of a standard, functional test of the instance. Default: false
os_name	Name of the operating system under which to run the test suite. This value must match what is specified in the scheduled client test runner. Data type: String
os_version	Starting value of the version of the operating system under which to run the test suite. For example, if you enter "8", that would enable all 8.x.x.x versions. This value must match what is specified in the scheduled client test runner. Data type: String
run_in_cloud	Optional. Flag that indicates whether to execute the test suite in Cloud Runner or manually.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Valid values: • true: Runs the test suite using the Cloud Runner. • false: Runs the test suite using the manual test runner. Default: false
test_suite_sys_id	Required if *test_suite_name* is not specified. The sys_id of the test suite to run. Data type: String Table: Test [sys_atf_test_suite]
test_suite_name	Required if *test_suite_sys_id* is not specified. The name of the test suite to run. Data type: String Table:Test [sys_atf_test_suite]

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
links.results	ID and URL of the execution results. Data type: Object `"results": { "id": "String", "url": "String" }`
links.results.id	Sys_id of the results information. Use this value when calling the associated results endpoint. Data type: String
links.results.url	URL to use to obtain the results of the endpoint execution. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

```
curl
 'https://instance.servicenow.com/api/sn_cicd/testsuite/run?test
_suite_sys_id=632e43900b20220050192f15d6673a7e' \
--request POST \
--header 'Accept: application/json' \
--user 'username':'password'
```

```
{
"result": {
   "links": {
       "progress": {
           "id": "0578a8d91bdc00103d374087bc4bcbcc",
           "url":
 "https://instance.service-now.com/api/sn_cicd/progress/0578a8d9
1bdc00103d374087bc4bcbcc"
       }
   },
   "status": "0",
   "status_label": "Pending",
   "status_message": "",
   "status_detail": "",
   "error": "",
   "percent_complete": 0
  }
}
```

Failure response:

```
{
"result": {
    "status": "3",
    "status_label": "Failed",
    "status_message": "",
    "status_detail": "",
    "error": "Scheduled test/suite execution is disabled. Change
 the value of property 'sn_atf.schedule.enabled' to true to
 enable it"
  }
}
```

Continuous Integration and Continuous Delivery (CICD) Update Set API

The *CICD Update Set* API provides methods to create, retrieve, preview, commit, and back-out an update set.

This API is associated with the actions you can perform on system update sets and requires the sn_cicd.sys_ci_automation role and Continuous Integration and Continuous Delivery (CICD) REST API (com.glide.continuousdelivery) plugin to access it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CICD Update Set - POST /api/sn_cicd/update_set/retrieve

Retrieves an update set with a given sys_id and allows you to remove the existing retrieved update set from the instance.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/update_set/retrieve`

Default URL: `/api/sn_cicd/update_set/retrieve`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
update_set_id	Required. Sys_id of the update set on the source instance from where the update set was retrieved. Table: Update Sets [sys_update_set] Data type: String
update_source_id	Sys_id of the remote instance record. Table: Remote Instances [sys_update_set_source] Data type: String
update_source_instance_id	Instance ID of the remote instance. Table: Remote Instances [sys_update_set_source] Data type: String
auto_preview	Flag that indicates whether to automatically preview the update set after retrieval. Valid values: • true: Preview the update set upon retrieval. • false: Don't preview the update set upon retrieval. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: false
cleanup_retrieved	Flag that indicates whether to remove the existing retrieved update set from the instance. Valid values: • true: Remove the update set. • false: Don't remove the update set Data type: Boolean Default: false

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

The following example retrieves a particular update set with a given sys_id and instance ID.

```
curl
"https://instance.servicenow.com/api/sn_cicd/update_set/retrie
ve?update_set_id=2ce715950d619e10f87785462179bd67&update_source_
id=e66613a49d011210f877036c70ae59f7" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body. Shows details about the update set's current status and execution progress.

```
{
  "result": {
    "links": {
      "progress": {
        "id": "e2ea3eedc92dde10f877184664aecd90",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/e2ea3eedc
92dde10f877184664aecd90"
      }
    },
    "status": "0",
    "status_label": "Pending",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```

CICD Update Set - POST /api/sn_cicd/update_set/commitMultiple

Commits multiple update sets in a single request according to the order that they're provided.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/update_set/commitMultiple`

Default URL: `/api/sn_cicd/update_set/commitMultiple`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
remote_update_set_ids	Required. List of sys_ids associated with any update sets to commit. Sys_ids are committed in the order given in the request. **Note:** You can use the CI/CD - GET /sn_cicd/progress/{progress_id} endpoint to get the remote update set ID. Data type: String Table: Retrieved Update Sets [sys_remote_update_set]

Request body parameters (XML or JSON)

Name	Description
force_commit	Flag that indicates whether to force commit the update set. This feature is useful when some remote update sets specified in the input are already committed in an earlier operation. This feature also ensures the commit order is obeyed in the order the update sets are provided. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• true: Force commits the update set. • false: Doesn't force commit the update set. If the commit isn't forced, the commit fails if the commit order isn't obeyed. Data type: String Default: false

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Content-Type	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Status codes

Status codes

Name	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Name	Description
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String

links	Information about any links and sys_ids associated with the update set.
	
	Data type: Object
	`"links": {`
	`  "progress": {Object}`
	`}`

links.progress	Progress information about the operation performed on the update set.
	
	Data type: Object
	`"progress": {`
	`  "id": "String",`
	`  "url": "String"`
	`}`

links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

The following example shows how to commit an update with a given sys_id.

```
curl
"https://instance.servicenow.com/api/sn_cicd/update_set/commitMu
ltiple?remote_update_set_ids=0a9f45ab9d415e10f877036c70ae5968%2C
c2e89999c9e19e10f877184664aecd40" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"force_commit\":\"true\"}" \
--user 'username':'password'
```

Response body.

```
{
  "result": {
    "links": {
      "progress": {
        "id": "3d174aa1c969de10f877184664aecdc0",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/3d174aa1c
969de10f877184664aecdc0"
      }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "error": "",
    "percent_complete": 0
  }
}
```

CICD Update Set - POST /api/sn_cicd/update_set/preview/{remote_update_set_id}

Previews an update set to check for any conflicts and retrieve progress information about the update set operation.

Note: If the update set you want to preview doesn't exist on the instance, you must first use the CICD Update Set - POST /api/sn_cicd/update_set/retrieve endpoint to retrieve the update set or manually in the UI.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/update_set/preview/{remote_update_set_id}`

Default URL: `/api/sn_cicd/update_set/preview/{remote_update_set_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
remote_update_set_id	Sys_id of the update set to preview. Table: Retrieved Update Sets [sys_remote_update_set] Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Content-Type	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
links	Information about any links and sys_ids associated with the update set. Data type: Object `"links": { "progress": {Object} }`
links.progress	Progress information about the operation performed on the update set. Data type: Object `"progress": { "id": "String", "url": "String" }`
links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

The following example shows how to preview a remote update set using a given ID.

```
curl
curl
 "https://instance.servicenow.com/api/sn_cicd/update_set/preview
/8f4608d39d89da10f877036c70ae5998" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
  "result": {
    "links": {
      "progress": {
        "id": "54e9c665c969de10f877184664aecd72",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/54e9c665c
969de10f877184664aecd72"
      }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```

CICD Update Set - POST /api/sn_cicd/update_set/back_out

Backs out an installation operation that was performed on an update set with a given sys_id.

For more information about how the back out operation affects an update set, see Back out an update set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/update_set/back_out`

Default URL: `/api/sn_cicd/update_set/back_out`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
rollback_installs	Flag that indicates whether to rollback the batch installation performed during the update set commit. Possible values: • true: Rollback the installation. • false: Don't rollback the installation. Data type: Boolean Default: true
update_set_id	Required. Sys_id of the update set. Table: Update Sets [sys_update_set] Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	The user credentials are incorrect.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is inactive.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String
links	Information about any links and sys_ids associated with the update set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"links": { "progress": {Object} }`
links.progress	Progress information about the operation performed on the update set. Data type: Object `"progress": { "id": "String", "url": "String" }`
links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

The following example shows how to roll back an installation operation on a specific update sys_id.

```
curl
"https://instance.servicenow.com/api/sn_cicd/update_set/back_o
ut?update_set_id=73dd24e39dcd1e10f877036c70ae59ae&rollback_insta
lls=false" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
{
  "result": {
    "links": {
      "progress": {
        "id": "036bf811c9619e10f877184664aecdcb",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/036bf811c
9619e10f877184664aecdcb"
      }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```

CICD Update Set - POST /api/sn_cicd/update_set/commit/{remote_update_set_id}

Commits an update set with a given sys_id.

When you have previewed an update set and have resolved any issues, you can commit the update set using this endpoint. Committing an update set applies all changes to the instance and creates a local copy of the update set that contains an update record for every change. For more information about committing an update set, see Commit an update set.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/update_set/commit/{remote_update_set_id}`

Default URL: `/api/sn_cicd/update_set/ commit/{remote_update_set_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
remote_update_set_id	Sys_id of the update set to commit. **Note:** You can use the CI/CD - GET /sn_cicd/progress/{progress_id} endpoint to get the remote update set ID. Table: Retrieved Update Sets [sys_remote_update_set] Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
force_commit	Flag that indicates whether to force commit the update set. Valid values: • true: Force commits the update set even if you haven't yet previewed it to check for conflicts. • false: Doesn't force commit the update set. You must preview the update set before proceeding with the commit. Data type: String Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Content-Type	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Name	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	The user credentials are incorrect.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn’t found.
409	Conflict. The requested item isn’t unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
links	Information about any links and sys_ids associated with the update set. Data type: Object `"links": { "progress": {Object} }`
links.progress	Progress information about the operation performed on the update set. Data type: Object `"progress": { "id": "String", "url": "String" }`
links.progress.id	Sys_id containing progress details for the operation. You can use this value when calling the endpoint CI/CD - GET /sn_cicd/progress/{progress_id}. Data type: String
links.progress.url	URL to use to retrieve the progress details about the operation performed on the update set. Data type: String
percent_complete	Percentage of the request that is complete. Data type: Number
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values: • 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String

Example: cURL request

The following example commits the update set with the associated sys_id.

```
curl
"https://instance.servicenow.com/api/sn_cicd/update_set/commit/4
ee89999c9e19e10f877184664aecd42" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
  "result": {
    "links": {
      "progress": {
        "id": "bf380a11c9e59e10f877184664aecd0e",
        "url":
 "https://instance.servicenow.com/api/sn_cicd/progress/bf380a11c
9e59e10f877184664aecd0e"
      }
    },
    "status": "0",
    "status_label": "Pending",
    "status_message": "",
    "status_detail": "",
    "error": "",
    "percent_complete": 0
  }
}
```

CICD Update Set - POST /api/sn_cicd/update_set/create

Creates a new update set and inserts the new record in the Update Sets [sys_update_set] table.

URL format

Versioned URL: `/api/sn_cicd/{api_version}/update_set/create`

Default URL: `/api/sn_cicd/update_set/create`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
description	Description of the update set. Data type: String Default: null
scope	Required if the *sys_id* parameter is not passed. The scope name of the application in which to create the new update set. Table: Applications [sys_scope] Data type: String
sys_id	Required if the *scope* parameter is not passed. Sys_id of the application in which to create the new update set. Table: Applications [sys_scope] Data type: String
update_set_name	Required. Name to give the update set. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Content-Type	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

201	The update set was created successfully.
400	Bad request. The update set name is null or empty, or both input sys_id and scope are null or empty.
403	Forbidden. The user isn't an admin or doesn't have the sn_cicd.sys_ci_automation role.
409	Conflict. The requested item isn't unique.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
error	Error message with details about the error. Data type: String
status	Number representing the execution state of the action performed on the update set. Corresponds with the *status_label* descriptor. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• 0: Pending • 1: Running • 2: Successful • 3: Failed • 4: Canceled Data type: String
status_detail	Detailed message about the execution status, if available. Corresponds to the detailed_message field in the Execution Tracker [sys_execution_tracker] table. Data type: String
status_label	Execution status of the update set action. Corresponds with the *status* number. Possible values: • Canceled • Failed • Pending • Running • Successful Data type: String
status_message	Additional description of the action's current state, if available. Data type: String
update_set_id	Sys_id of the created update set. Table: Update Sets [sys_update_set] Data type: String

Example: cURL request

The following example demonstrates how to create a new update set with the name `Testupdateset` and the scope set to `sn_test`.

```
curl
"https://instance.servicenow.com/api/sn_cicd/update_set/create?u
pdate_set_name=Testupdateset&scope=sn_test" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
  "result": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "status": "2",
    "status_label": "",
    "status_message": "Successfully created update set: Test
 update set 1",
    "status_detail": "",
    "error": "",
    "update_set_id": "a9a485d1c9a19e10f877184664aecd11"
  }
}
```


CSM Attachment API

The *CSM Attachment* API provides endpoints that allow both internal and external users to upload, download, and remove attachments associated with a table and to retrieve attachment metadata.

Only attachments associated with tables specified in the *glide.rest.attachment_csm_api.allowed_tables* system property are valid in any of the associated endpoint calls. Any logged in user, both snc_internal and snc_external, can access this API. Guests and public users do not have access rights.

This API respects any system limitations on uploaded files, such as maximum file size and allowed attachment types. You can control these settings using the *com.glide.attachment.max_size* and *glide.attachment.extensions* properties.

By default, this API has a rate limit of 500 per hour for unauthenticated and snc_external users. For more information about rate limiting, see Inbound REST API rate limiting.

CSM Attachment - DELETE /now/attachment_csm/{sys_id}

Deletes the specified attachment.

URL format

Versioned URL: `/api/now/{api_version}/attachment_csm/{sys_id}`

Default URL: `/api/now/v1/attachment_csm/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the attachment to delete. This attachment must belong to one of the tables listed within the *glide.rest.attachment_csm_api.allowed_tables* property in the System Properties [sys_properties] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
204	Successful. Indicates the request completed successfully.
400	Bad Request. Indicates that the attachment from this table might not be accessible. Verify that the associated table is included in the *glide.rest.attachment_csm_api.allowed_tables* system property.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
None	

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/v1/attachment_csm/615e
a769c0a80166001cf5f2367302f5" \
--request DELETE \
--user 'username':'password'
```

```
None
```

CSM Attachment - GET /now/attachment_csm

Returns the metadata for multiple attachments.

Note: You can reference all sysparm query parameters using either their full name or their shortened name (without the *sysparm_* prefix). For example, for *sysparm_limit* you can also use *limit*.

URL format

Versioned URL: `/api/now/{api_version}/attachment_csm`

Default URL: `/api/now/v1/attachment_csm`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have acce record order so records you have access to return first. **Note:** Unusually large *sysparm_limit* values can impact system performance. Data type: Number Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record ret functionality enables the retrieval of all records, regardless of the number of records, in small m For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply pa available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_query	Required. Encoded query to use to search for attachments. This parameter must at least contain `sysparm_query=table_name=<table>` where *<ta* those tables specified in the *glide.rest.attachment_csm_api.allowed_tables* p System Properties [sys_properties] table. For example: `sysparm_query=file_name=kb_knowledge`. Syntax: `sysparm_query=<col_name><operator><value>`. • <col_name>: Name of the table column to filter against. • <operator>: Supports the following values: ○ =: Exactly matches <value>. ○ !=: Does not match <value>. ○ ^: Logically AND multiple query statements. ○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col_name> fields whose da ○ STARTSWITH: <col_name> starts with the specified string. Only works for <col_name> field string. ○ ENDSWITH: <col_name> ends with the specified string. Only works for <col_name> fields w string. <value>: Value to match against. All parameters are case-sensitive. Queries can contain more than one entry, such as `sysparm_query=<col_name><operator><value>[<operator><col_name><op` For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	`(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` Encoded queries also supports order by functionality. To sort responses based on certain fields and `ORDERBYDESC` clauses in *`sysparm_query`*. Syntax: • `ORDERBY<col_name>` • `ORDERBYDESC<col_name>` For example: `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcate` This query filters all active records and orders the results in ascending order by number, and th order by category. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
result	Metadata of the requested attachment. Data type: Object `"result": { "average_image_color": "String", "compressed": "String", "content_type": "String", "created_by_name": "String", "download_link": "String", "file_name": "String", "image_height": "String", "image_width": "String", "size_bytes": "String", "size_compressed": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_mod_count": "String", "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String", "table_name": "String", "table_sys_id": "String", "updated_by_name": "String" }`
result.average_image_color	If the attachment is an image, the sum of all colors. Data type: String Unit: RGB or number of pixels.
result.compressed	Flag that indicates whether the attachment file has been compressed. Possible values: • true: File has been compressed. • false: File has not been compressed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
result.content_type	Content-type of the associated attachment file, such as image or jpeg or application/x-shockwave-flash. Data type: String
result.created_by_name	Full name of entity that originally created the attachment file. Data type: String
result.download_link	Download URL of the attachment on the ServiceNow instance. Data type: String
result.file_name	File name of the attachment. Data type: String
result.image_height	If an image file, the height of the image. Data type: String Unit: Pixels
result.image_width	If an image file, the width of the image. Data type: String Unit: Pixels
result.size_bytes	Size of the attachment. Data type: String Unit: Bytes
result.size_compressed	Size of the compressed attachment file. If the file is not compressed, empty. Data type: String Unit: Bytes
result.sys_created_by	Entity that originally created the attachment file. Data type: String
result.sys_created_on	Date and time that the attachment file was initially saved to the instance. Data type: String
result.sys_id	Sys_id of the attachment file. Data type: String
result.sys_mod_count	Number of times the attachment file has been modified (uploaded to the instance).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
result.sys_tags	Any system tags associated with the attachment file. Data type: String
result.sys_updated_by	Entity that last updated the attachment file. Data type: String
result.sys_updated_on	Date and time that the attachment file was last updated. Data type: String
result.table_name	Name of the table to which the attachment is associated. Data type: String
result.table_sys_id	Sys_id of the table associated with the attachment. Data type: String
result.updated_by_name	Full name of entity that last updated the attachment file. Data type: String

Example: Sample cURL request

```
curl
 "https://instance.service-now.com/api/now/v1/attachment_csm?sys
parm_limit=1" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": [
    {
      "table_sys_id": "5054b6f8c0a800060056addcf551ecf8",
      "size_bytes": "462",
      "download_link":
 "https://instance.service-now.com/api/now/v1/attachment_csm/615
ea769c0a80166001cf5f2367302f5/file",
      "sys_updated_on": "2009-05-21 04:12:21",
      "sys_id": "615ea769c0a80166001cf5f2367302f5",
      "image_height": "",
      "sys_created_on": "2009-05-21 04:12:21",
      "file_name": "blocks.swf",
      "sys_created_by": "glide.maint",
      "compressed": "true",
      "average_image_color": "",
      "sys_updated_by": "glide.maint",
      "sys_tags": "",
      "table_name": "content_block_programmatic",
      "image_width": "",
      "sys_mod_count": "0",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "content_type": "application/x-shockwave-flash",
      "size_compressed": "485",
      "created_by_name": "John Smith",
      "updated_by_name": "John Smith"
    }
  ]
}
```


CSM Attachment - GET /now/attachment_csm/{sys_id}/file

Returns the file attachment for the specified attachment sys_id.

URL format

Versioned URL: `/api/now/{api_version}/attachment_csm/{sys_id}/file`

Default URL: `/api/now/v1/attachment_csm/{sys_id}/file`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the attachment. This attachment must belong to one of the tables listed within the *`glide.rest.attachment_csm_api.allowed_tables`* property in the System Properties [sys_properties] table. Data type: String Table: Attachments [sys_attachment]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. For example, use `image/jpeg` or `image/png` to accept JPEG or PNG image files exclusively. To allow all image types, specify `image/*`; to allow any file type, specify `*/*`. Default: */*

Response headers

Header	Description
X-Attachment-Metadata	Metadata about the returned file, such as size, name, and file type.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Indicates that the attachment from this table might not be accessible. Verify that the associated table is included in the *glide.rest.attachment_csm_api.allowed_tables* system property.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
	Contents of the attachment.

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/v1/attachment_csm/<att
achment_sys_id>/file" \
--request GET \
--header "Accept:*/*" \
--user 'username':'password'
```

```
Recipient list Internal users Sheet1
sys_id email
 Recipient list Internal users.xlsx
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CSM Attachment - GET /now/attachment_csm/{sys_id}

Returns the metadata for the attachment file with the specific attachment sys_id.

URL format

Versioned URL: `/api/now/{api_version}/attachment_csm/{sys_id}`

Default URL: `/api/now/v1/attachment_csm/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the attachment record for which to return metadata. This attachment must belong to one of the tables listed within the *`glide.rest.attachment_csm_api.allowed_tables`* property in the System Properties [sys_properties] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Indicates that the attachment from this table might not be accessible. Verify that the associated table is included in the *glide.rest.attachment_csm_api.allowed_tables* system property.
401	Unauthorized. The user credentials are incorrect.
404	Not Found. Indicates the specified attachment does not exist, or the current user does not have the rights to access it.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
result	Metadata of the requested attachment. Data type: Object `"result": { "average_image_color": "String", "compressed": "String", "content_type": "String", "created_by_name": "String", "download_link": "String", "file_name": "String", "image_height": "String", "image_width": "String", "size_bytes": "String", "size_compressed": "String", "sys_created_by": "String", "sys_created_on": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"sys_id": "String", "sys_mod_count": "String", "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String", "table_name": "String", "table_sys_id": "String", "updated_by_name": "String" }
result.average_image_color	If the attachment is an image, the sum of all colors. Data type: String Unit: RGB or number of pixels.
result.compressed	Flag that indicates whether the attachment file has been compressed. Possible values: • true: File has been compressed. • false: File has not been compressed. Data type: String
result.content_type	Content-type of the associated attachment file, such as image or jpeg or application/x-shockwave-flash. Data type: String
result.created_by_name	Full name of entity that originally created the attachment file. Data type: String
result.download_link	Download URL of the attachment on the ServiceNow instance. Data type: String
result.file_name	File name of the attachment. Data type: String
result.image_height	If an image file, the height of the image. Data type: String Unit: Pixels
result.image_width	If an image file, the width of the image. Data type: String Unit: Pixels
result.size_bytes	Size of the attachment. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Unit: Bytes
result.size_compressed	Size of the compressed attachment file. If the file is not compressed, empty. Data type: String Unit: Bytes
result.sys_created_by	Entity that originally created the attachment file. Data type: String
result.sys_created_on	Date and time that the attachment file was initially saved to the instance. Data type: String
result.sys_id	Sys_id of the attachment file. Data type: String
result.sys_mod_count	Number of times the attachment file has been modified (uploaded to the instance). Data type: String
result.sys_tags	Any system tags associated with the attachment file. Data type: String
result.sys_updated_by	Entity that last updated the attachment file. Data type: String
result.sys_updated_on	Date and time that the attachment file was last updated. Data type: String
result.table_name	Name of the table to which the attachment is associated. Data type: String
result.table_sys_id	Sys_id of the table associated with the attachment. Data type: String
result.updated_by_name	Full name of entity that last updated the attachment file. Data type: String

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/v1/attachment_csm/615e
a769c0a80166001cf5f2367302f5" \
--request GET \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "table_sys_id": "5054b6f8c0a800060056addcf551ecf8",
    "size_bytes": "462",
    "download_link":
 "https://instance.service-now.com/api/now/v1/attachment_csm/615
ea769c0a80166001cf5f2367302f5/file",
    "sys_updated_on": "2019-05-21 04:12:21",
    "sys_id": "615ea769c0a80166001cf5f2367302f5",
    "image_height": "",
    "sys_created_on": "2019-05-21 04:12:21",
    "file_name": "blocks.swf",
    "sys_created_by": "glide.maint",
    "compressed": "true",
    "average_image_color": "",
    "sys_updated_by": "glide.maint",
    "sys_tags": "",
    "table_name": "content_block_programmatic",
    "image_width": "",
    "sys_mod_count": "0",
    "content_type": "application/x-shockwave-flash",
    "size_compressed": "485",
    "created_by_name": "John Smith",
    "updated_by_name": "John Smith"
  }
}
```


CSM Attachment - POST /now/attachment_csm/file

Uploads a specified binary file as an attachment to a specified record.

The endpoint also returns the metadata for the saved attachment.

URL format

Versioned URL: `/api/now/{api_version}/attachment_csm/file`

Default URL: `/api/now/v1/attachment_csm/file`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
encryption_context	Sys_id of an encryption context record. Specify this parameter to allow only users with the specified encryption context to access the attachment. For additional information on encryption context records, see Field Encryption. Data type: String Default: Attached file is not encrypted with any encryption context.
file_name	Required. Name to give the attachment. **Note:** The file to attach must be specified after the last parameter in the passed-in query parameter list. Data type: String
table_name	Required. Name of the table to which you want to attach the file. This table must be listed within the *glide.rest.attachment_csm_api.allowed_tables* system property in the System Properties [sys_properties] table. Data type: String
table_sys_id	Required. Sys_id of the record on the specified table to which you want to attach the file. Data type: String

Request body parameters (XML or JSON)

Name	Description
<String>	Path to the binary file to attach to the specified record. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
Content-Type	Required. Data format of the file to post. For example, use `image/jpeg` or `image/png` to post JPEG or PNG image files exclusively. To allow all image types, specify `image/*`; to allow any file type, specify `*/*`.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Indicates that the attachment from this table might not be accessible. Verify that the associated table is included in the *glide.rest.attachment_csm_api.allowed_tables* system property.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not Found. Indicates the record specified by the *table_name* and *table_sys_id* parameters does not exist or is not accessible by the current user.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description

result	Metadata of the requested attachment.
	
	Data type: Object
	
	`"result": {`
	`  "average_image_color": "String",`
	`  "compressed": "String",`
	`  "content_type": "String",`
	`  "created_by_name": "String",`
	`  "download_link": "String",`
	`  "file_name": "String",`
	`  "image_height": "String",`
	`  "image_width": "String",`
	`  "size_bytes": "String",`
	`  "size_compressed": "String",`
	`  "sys_created_by": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"sys_created_on": "String", "sys_id": "String", "sys_mod_count": "String", "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String", "table_name": "String", "table_sys_id": "String", "updated_by_name": "String" }
result.average_image_color	If the attachment is an image, the sum of all colors. Data type: String Unit: RGB or number of pixels.
result.compressed	Flag that indicates whether the attachment file has been compressed. Possible values: • true: File has been compressed. • false: File has not been compressed. Data type: String
result.content_type	Content-type of the associated attachment file, such as image or jpeg or application/x-shockwave-flash. Data type: String
result.created_by_name	Full name of entity that originally created the attachment file. Data type: String
result.download_link	Download URL of the attachment on the ServiceNow instance. Data type: String
result.file_name	File name of the attachment. Data type: String
result.image_height	If an image file, the height of the image. Data type: String Unit: Pixels
result.image_width	If an image file, the width of the image. Data type: String Unit: Pixels
result.size_bytes	Size of the attachment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Unit: Bytes
result.size_compressed	Size of the compressed attachment file. If the file is not compressed, empty. Data type: String Unit: Bytes
result.sys_created_by	Entity that originally created the attachment file. Data type: String
result.sys_created_on	Date and time that the attachment file was initially saved to the instance. Data type: String
result.sys_id	Sys_id of the attachment file. Data type: String
result.sys_mod_count	Number of times the attachment file has been modified (uploaded to the instance). Data type: String
result.sys_tags	Any system tags associated with the attachment file. Data type: String
result.sys_updated_by	Entity that last updated the attachment file. Data type: String
result.sys_updated_on	Date and time that the attachment file was last updated. Data type: String
result.table_name	Name of the table to which the attachment is associated. Data type: String
result.table_sys_id	Sys_id of the table associated with the attachment. Data type: String
result.updated_by_name	Full name of entity that last updated the attachment file. Data type: String

Example: Sample cURL request

Shows how to upload the .jpg file `Issue_screenshot.jpg` in the `/images` directory.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.servicenow.com/api/now/v1/attachment_csm/fi
le?table_name=incident&table_sys_id=d71f7935c0a8016700802b64c67c
11c6&file_name=Issue_screenshot" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type: image/jpeg" \
--user "username":"password" \
--data-binary "@/images/Issue_screenshot.jpg"
```


```
{
  "result": {
    "table_sys_id": "d71f7935c0a8016700802b64c67c11c6",
    "size_bytes": "36597",
    "download_link":
 "https://instance.service-now.com/api/now/v1/attachment_csm/6ea
10fe64f411200adf9f8e18110c739/file",
    "sys_updated_on": "2019-01-22 15:14:07",
    "sys_id": "6ea10fe64f411200adf9f8e18110c739",
    "image_height": "",
    "sys_created_on": "2019-01-22 15:14:07",
    "file_name": "Issue_screenshot",
    "sys_created_by": "username",
    "compressed": "true",
    "average_image_color": "",
    "sys_updated_by": "username",
    "sys_tags": "",
    "table_name": "incident",
    "image_width": "",
    "sys_mod_count": "0",
    "content_type": "image/jpeg",
    "size_compressed": "25130",
    "created_by_name": "John Smith",
    "updated_by_name": "John Smith"
  }
}
```


CSM Attachment - POST /now/attachment_csm/upload

Uploads a multipart file attachment.

The multipart POST method does not accept any parameters. You must specify the table name and record sys_id values within the form body. See the cURL example below for a sample of a multipart/form-data request.

Note: When using multipart POST, ensure the file content is contained in the final part of the message only. Earlier parts should contain only metadata such as table name and record sys_id.

When sending a multipart/form-data POST request to upload a file attachment, include attachment data in the form body, not in the URL parameters or request body.

Mandatory values

Value	Description
Content-Type	Content-Type of the file, included in the message body for multipart uploads.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mandatory values (continued)

Value	Description
	Note: You must define the Content-Type within the file portion of the POST message, not within the form data. Data type: String
table_name	Name of the table to which you want to attach the file. This table must be specified in the *glide.rest.attachment_csm_api.allowed_tables* property in the System Properties [sys_properties] table. Data type: String
table_sys_id	Sys_id of the record on the specified table to which you want to attach the file. Data type: String

URL format

Versioned URL: `/api/now/{api_version}/attachment_csm/upload`

Default URL: `/api/now/v1/attachment_csm/upload`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Content-Type	Data format of the request body. Set this value to `multipart/form-data` when using the multipart POST method.

Response headers

Header	Description
Location	URL of the new attachment in the ServiceNow platform instance.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. Indicates the request completed successfully.
400	Bad Request. Indicates that the attachment from this table might not be accessible. Verify that the associated table is included in the *glide.rest.attachment_csm_api.allowed_tables* system property.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item was not found.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Element	Description

result	Metadata of the requested attachment.
	
	Data type: Object
	
	`"result": {`
	`  "average_image_color": "String",`
	`  "compressed": "String",`
	`  "content_type": "String",`
	`  "created_by_name": "String",`
	`  "download_link": "String",`
	`  "file_name": "String",`
	`  "image_height": "String",`
	`  "image_width": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"size_bytes": "String", "size_compressed": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_mod_count": "String", "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String", "table_name": "String", "table_sys_id": "String", "updated_by_name": "String" }
result.average_image_color	If the attachment is an image, the sum of all colors. Data type: String Unit: RGB or number of pixels.
result.compressed	Flag that indicates whether the attachment file has been compressed. Possible values: • true: File has been compressed. • false: File has not been compressed. Data type: String
result.content_type	Content-type of the associated attachment file, such as image or jpeg or application/x-shockwave-flash. Data type: String
result.created_by_name	Full name of entity that originally created the attachment file. Data type: String
result.download_link	Download URL of the attachment on the ServiceNow instance. Data type: String
result.file_name	File name of the attachment. Data type: String
result.image_height	If an image file, the height of the image. Data type: String Unit: Pixels
result.image_width	If an image file, the width of the image. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Unit: Pixels
result.size_bytes	Size of the attachment. Data type: String Unit: Bytes
result.size_compressed	Size of the compressed attachment file. If the file is not compressed, empty. Data type: String Unit: Bytes
result.sys_created_by	Entity that originally created the attachment file. Data type: String
result.sys_created_on	Date and time that the attachment file was initially saved to the instance. Data type: String
result.sys_id	Sys_id of the attachment file. Data type: String
result.sys_mod_count	Number of times the attachment file has been modified (uploaded to the instance). Data type: String
result.sys_tags	Any system tags associated with the attachment file. Data type: String
result.sys_updated_by	Entity that last updated the attachment file. Data type: String
result.sys_updated_on	Date and time that the attachment file was last updated. Data type: String
result.table_name	Name of the table to which the attachment is associated. Data type: String
result.table_sys_id	Sys_id of the table associated with the attachment. Data type: String
result.updated_by_name	Full name of entity that last updated the attachment file. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Sample cURL request

```
curl
 "https://instance.service-now.com/api/now/v1/attachment_csm/upl
oad" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:multipart/form-data" \
--user "username":"password" \
 -F "table_name=incident" \
 -F "table_sys_id=d71f7935c0a8016700802b64c67c11c6" \
 -F "uploadFile=@/image/banner-CS0001345_v1_1.jpeg"
```


```
{
  "result": {
    "table_sys_id": "d71f7935c0a8016700802b64c67c11c6",
    "size_bytes": "36597",
    "download_link":
 "https://instance.service-now.com/api/now/v1/attachment_csm/994
adbc64f511200adf9f8e18110c796/file",
    "sys_updated_on": "2019-02-02 14:00:21",
    "sys_id": "994adbc64f511200adf9f8e18110c796",
    "image_height": "",
    "sys_created_on": "2019-02-02 14:00:21",
    "file_name": "banner-CS0001345_v1_1.jpeg",
    "sys_created_by": "username",
    "compressed": "true",
    "average_image_color": "",
    "sys_updated_by": "username",
    "sys_tags": "",
    "table_name": "incident",
    "image_width": "",
    "sys_mod_count": "0",
    "content_type": "image/jpeg",
    "size_compressed": "25130",
    "created_by_name": "John Smith",
    "updated_by_name": "John Smith"
  }
}
```


CTI API

The *CTI* API provides endpoints that enable Computer Telephony Integration (CTI) providers to interact with the Cloud Call Center framework.

Using this API, integrators are able to:

- Invoke CTI operations using custom operation handlers within the Cloud Call Center framework.
- Pass events from a CCP provider to a ServiceNow instance.
- Render transcripts and recordings for a specified agent call.

This API runs in the *sn_cti_core* namespace. Before you are able to access this API, you must install the Cloud Call Center Core (sn_cti_core) application. For information on this installation, see Install Cloud Call Center applications.

For additional information on the Cloud Call Center, see Cloud Call Center.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CTI_API - GET /sn_cti_core/cti_api/call_analysis/{interaction_sys_id}

Renders transcripts and recordings for a specified agent call.

Components use this endpoint in Agent and Manager workspaces to render associated agent call transcripts and recordings. To access this endpoint, the user credentials that you pass in the call must have the workspace_user, interaction_agent, or admin role.

This endpoint has a corresponding extension point, sn_cti_core.CTICallAnalysisExtractor, that is responsible for rendering the call data. The base system provides an implementation for Amazon Connect. If your implementation is different, you should customize this extension point before utilizing this endpoint. Also, the response parameters returned by this endpoint correspond to the implementation of this extension point. For additional information on implementing extension points, see Using extension points to extend application functionality and Extension points in Cloud Call Center.

URL format

Default URL: `/api/sn_cti_core/cti_api/call_analysis/{interaction_sys_id}`

Supported request parameters

Path parameters

Name	Description
interaction_sys_id	Sys_id of the agent call for which to render to transcript and recording. Data type: String Table: Interaction [interaction]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
Various	Depends on the implementation in the sn_cti_core.CTICallAnalysisExtractor extension point.

Response body parameters (JSON or XML)

Name	Description
Depends on the implementation in the sn_cti_core.CTICallAnalysisExtractor extension point.	

Example: cURL request

The following example requests the rendering of a specific agent call.

```
curl -X POST \

 https://instance.servicenow.com/api/sn_cti_core/cti_api/call_an
alysis/88f2d9b7dbd7101058f05214dc96192a \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password'
```

Rendered call data based on the processing specified in the sn_cti_core.CTICallAnalysisExtractor extension point.

```
{
  "result":{
    "status":"success",
    "recordingData":{
      "recordingUrls":[
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "https://instance.awsapps.com/connect/get-recording?format=wav&
callLegId=7626da7f-e083-4085-b77a-85bfea18fe24",

 "https://s3.console.aws.amazon.com/s3/object/connect-60f8665899
b6/connect/instance/CallRecordings/2020/09/23/7626da7f-e083-40
85-b77a-85bfea18fe24_20200923T18%3A24_UTC.wav"
      ],
      "status":"success"
    },
    "transcriptData":{
      "transcript":[
        {
          "content":"Okay. Hello? Mhm. Okay, okay.",
          "beginOffsetMillis":3940,
          "participantId":"CUSTOMER",
          "additionalInfo":[
            {
              "value":"Neutral",
              "highlightColor":"info"
            }
          ]
        },
        {
          "content":"bye.",
          "beginOffsetMillis":26040,
          "participantId":"AGENT",
          "additionalInfo":[
            {
              "value":"Neutral",
              "highlightColor":"info"
            }
          ]
        }
      ],
      "sentimentTrend":[
        {
          "x":0,
          "y":0
        },
        {
          "x":3939,
          "y":0
        },
        {
          "x":3940,
          "y":0
        },
        {
          "x":26450,
          "y":0
        }
      ],
      "sentimentPercents":{
        "positive":0,
        "neutral":100,
        "negative":0
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "talkTimePercents":{
        "agent_talk_time":2.515491747959998,
        "customer_talk_time":28.82998956991226,
        "non_talk_time":68.65451868212774
      },
      "metadata":{
        "ctiVendor":"amazon_connect",
        "customerId":"Alice Smith",
        "agentId":"Piper Epps"
      },
      "status":"success"
    },
    "metadata":{

 "callMonitorURL":"https://
instance.awsapps.com/connect/real-time-metrics?tableType=user",
      "recordingState":"success",
      "transcriptState":"success",
      "emptyStateImages":{
        "in_progress":"call_in_progress.png",
        "processing":"processing_post_call.png",
        "unavailable":"transcript_failed.png"
      }
    }
  }
}
```


CTI_API - POST /sn_cti_core/cti_api/providers/{provider}/components/{component}/versions/{version}

Invokes Computer Telephony Integration (CTI) operations using a specified operation handlers within the Cloud Call Center framework.

Before calling this endpoint, you must create a provider configuration record and associated message transformers. This is typically done when the Cloud Call Center framework is initially implemented in your instance. For additional information, see Provider configuration in Cloud Call Center.

A message transformer is responsible for parsing the payload specified in the request body of this endpoint and setting the payload data on an associated CTIOperationRequest object. An operation handler is then responsible for getting the information from the CTIOperationRequest object and using the data to process the requested operation.

After the message transformer finishes parsing the passed in payload, the Cloud Call Center framework instantiates the specified operation handler. The operating handler uses the CTIOperationResponse CTIOperationResponse - Scoped, Global API GET methods to obtain the information that it needs from the associated CTIOperationRequest object to process the requested operation.

You define the operation handler to invoke, and its associated parameters, in the request body of this endpoint call. The specified operation handler must be defined in your instance within the Operation Handler [sn_cti_operation_handler] table. For additional information on creating operation handlers, see Configure a contact flow for an automated caller interaction.

The ServiceNow base system provides working operation handlers and message transformers that enable connection to Amazon Connect. When building contact flows within Amazon Connect, there are two integration points between Amazon services and a ServiceNow instance:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Amazon Web Services (AWS) Lambda Proxy (Invoke AWS Lambda function)
- AWS Lex Bot (Get Customer Input)

You can find the available operation handlers and message transformers for these integration points in the Operation Handlers [sn_cti_operation_handler] and Provider Message Transformer [sn_cti_provider_msg_transormer] tables.

In addition, the user credentials that you pass in the call must have the sn_cti_core.service or admin role to access this endpoint.

For additional information on the Cloud Call Center, see Cloud Call Center.

URL format

Default URL: `/api/sn_cti_core/cti_api/providers/{provider}/components/{component}/versions/{version}`

Supported request parameters

Path parameters

Name	Description
component	Label of your provider component, such as sn_aws_connect_lambda_proxy_component or sn_aws_connect_lex_intent_processor_component. Data type: String Table: Component field of the Provider Component [sn_cti_provider_component]
provider	Sys_id of your CTI provider record. Data type: String Table: Provider Component [sn_cti_provider_component]
version	Version of the specified provider record. Data type: String Table: In the Version field of the Provider Component [sn_cti_provider_component] table.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
Depends on the operation handler being called and its specific implementation.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
Various	Depends on the operation being called and its specific implementation.

Response body parameters (JSON or XML)

Name	Description
Depends on the operation being called and its specific implementation.	

Example: cURL request

The following example invokes the interactionEvent operation handler through the sn_aws_connect_lambda_proxy_component component.

```
curl -X POST \

 https://instance.servicenow.com/api/sn_cti_core/cti_api/providers/c4b12aa6e700001034b36584c2f6a9bc/components/sn_aws_connect_lambda_proxy_component/versions/v1.0 \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password'
  -d '{
  "context": {
    "callbackWaitsForEmptyEventLoop": true,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "functionVersion": "$LATEST",
    "functionName": "snRALJNLambda",
    "memoryLimitInMB": "128",
    "logGroupName": "/aws/lambda/snRALJNLambda",
    "logStreamName":
 "2020/09/24/[$LATEST]b604a9579ef548a1b3f6b6739d19e1d9",
    "invokedFunctionArn":
 "arn:aws:lambda:us-west-2:028738656045:function:snRALJNLambda",
    "awsRequestId": "b528a5a8-bb0b-4ec8-8e76-aa568f68fdc8"
  },
  "event": {
    "Details": {
      "ContactData": {
        "Attributes": {
          "$accepted_terms": "true"
        },
        "Channel": "VOICE",
        "ContactId": "8fe7c107-78df-4eec-85b3-91c6dcb8e912",
        "CustomerEndpoint": {
          "Address": "+16693504374",
          "Type": "TELEPHONE_NUMBER"
        },
        "Description": null,
        "InitialContactId":
 "8fe7c107-78df-4eec-85b3-91c6dcb8e912",
        "InitiationMethod": "INBOUND",
        "InstanceARN":
 "arn:aws:connect:us-west-2:028738656045:instance/d276bd83-6305-
4f63-abee-e66fd5bdf503",
        "LanguageCode": "en-US",
        "MediaStreams": {
          "Customer": {
            "Audio": null
          }
        },
        "Name": null,
        "PreviousContactId":
 "8fe7c107-78df-4eec-85b3-91c6dcb8e912",
        "Queue": {
          "ARN":
 "arn:aws:connect:us-west-2:028738656045:instance/d276bd83-6305-
4f63-abee-e66fd5bdf503/queue/0f17b62d-d493-439a-88c6-42db0d0e652
f",
          "Name": "BasicQueue",
          "OutboundCallerId": {
            "Address": "+18335441399",
            "Type": "TELEPHONE_NUMBER"
          }
        },
        "References": {},
        "SystemEndpoint": {
          "Address": "+18335441399",
          "Type": "TELEPHONE_NUMBER"
        }
      },
      "Parameters": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sn_component":
 "sn_aws_connect_lambda_proxy_component",
        "sn_operation": "interactionEvent"
      }
    },
    "Name": "ContactFlowEvent"
  }
 }'
```

Example response to the interactionEvent operation handler call.

```
{
  "result": {
    "snc_user_first_name": "Jane",
    "snc_user_last_name": "Doe",
    "snc_user_sys_id": "bbe591bfdb5710100231dbdb5e9619e3",
    "snc_user_vip": "false",
    "interactionTable": "interaction",
    "interactionId": "973b07c8dbe710100231dbdb5e961908",
    "statusCode": 200,
    "message": "success"
  }
}
```

CTI_API - POST /sn_cti_core/cti_api/softphone/sources/{source}/actor/{actor}/events/{event}

Passes events from a Contact Control Panel (CCP) provider to a ServiceNow instance.

Typically you call this endpoint from your CCP UI page to perform various tasks (events), such as changing the presence state of an agent or changing the state of a record on call completion. To access this endpoint, the user credentials that you pass in the call must have the sn_openframe_user or admin role.

This endpoint has a corresponding extension point, sn_cti_core.SoftPhoneEventSink, that is responsible for determining the action that is actually performed by this endpoint call for each event. The base system provides an implementation for Amazon Connect events. If your implementation is different, you should customize this extension point before utilizing this endpoint. The request body and response formats of this endpoint correspond to the implementation of this extension point. For additional information on implementing extension points, see Using extension points to extend application functionality and Extension points in Cloud Call Center.

URL format

Default URL: `/api/sn_cti_core/cti_api/softphone/sources/{source}/actor/{actor}/events/{event}`

Supported request parameters

Path parameters

Name	Description
actor	Emitter of the event, such as agent or external_system. The specific values are determined by the implementer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
event	Name of the event in the Computer Telephony Integration (CTI) vendor's system, such as Available or Offline. The specific values are determined by the implementer but must be a single word/phrase without spaces or special characters. Data type: String
sources	Identifier of the vendor's Softphone UI page, such as aws_ccp. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
Implementation specific. Determined by the implementation of the sn_cti_core.SoftPhoneEventSink extension point.	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

Response body parameters (JSON or XML)

Name	Description
None	

Example: cURL request

The following example passes AgentStatusOne event information to the ServiceNow instance. The request body parameters are determined by the implementation of the sn_cti_core.SoftPhoneEventSink extension point.

```
curl -X POST \

 https://instance.servicenow.com/api/sn_cti_core/cti_api/softpho
ne/sources/aws_ccp/actor/agent/events/AgentStatusOne \
  -H 'Accept: application/json' \
  -H 'Content-Type: application/json' \
  -u 'username':'password'
  -d '{
   "agent":{
      "sys_id":"doe.john@snc",
      "status":{
         "agentStateARN":null,
         "type":"not_routable",
         "name":"AgentStatusOne",
         "startTimestamp":"2020-09-24T21:43:20.957Z"
      }
   },
   "window":{
      "location":{

 "href":"https://
instance.servicenow.com/sn_cti_amzn_cct_aws_ccp.do?id=44106eabdb
5710100231dbdb5e96191d",
         "search":"?id=44106eabdb5710100231dbdb5e96191d"
      }
   },
   "aws":{
      "connect":{
         "config":{
            "ccpHost":"instance.awsapps.com",

 "ccpUrl":"https://instance.awsapps.com/connect/ccp-v2/",
            "loginPopup":true,

 "audioRecordingUrlPrefix":"https://
instance.awsapps.com/connect/get-recording?format=wav&callLegId
=",
            "softphone":{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "allowFramedSoftphone":true
            },
            "region":"us-west-2"
        }
    }
}'
```

No response parameters are returned.

```
{
  "result": {}
}
```

Customer Central API

The *Customer Central* API provides endpoints to access customer information and configuration details.

Use this API to obtain information records (cards) that were previously generated through the Customer Central interface.

You must have the admin or sn_esm_agent role to access this API. In addition, before this API is available in your instance you must activate the *com.sn_csm_customer_central* plugin.

For additional information, see Customer Central.

Customer Central - GET /cust_central/custinfo/{context}/{context_instance}/{target}

Returns customer information and configuration details for a specific customer context.

Customer context is determined by the customer content table that you specify, either the Consumer [csm_consumer] or Contact [customer_contact] table, and its associated target table. This information is located in the Customer Information Context [sn_customercentral_cust_info_config] table.

This endpoint returns all active records (cards) within the following Customer Central configuration tables for the specified customer context:

- List Configuration [sn_customercentral_list_config]
- Record Configuration [sn_customercentral_record_config]
- Report Configuration [sn_customercentral_report_config]
- Report Group Configuration [sn_customercentral_report_group_config]

You must define any additional configuration records that you need through the Customer Central interface. For details, see Configure customer central.

URL format

Versioned URL: `/api/sn_customercentral/{api_version}/cust_central/custinfo/{context}/{context_instance}/{target}`

Default URL: `/api/sn_customercentral/cust_central/custinfo/{context}/{context_instance}/{target}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
context	Name of the customer context table to use. Valid values: • csm_consumer • customer_contact Data type: String
context_instance	Sys_id of the record in the table specified in the *`context`* parameter to return. Data type: String
target	Target table associated with the customer context table specified in the *`context`* parameter. The combination of the *`context`* parameter and *`target`* parameter define a unique customer information context. Data type: String Table: Customer Information Context [sn_customercentral_cust_info_config]

Query parameters

Name	Description
before	Return all configuration records created before the specified date and time. Date type: String Format: YYYY-MM-DD or the format defined in the *`glide.sys.date_format`* system property Default: Return all configuration records created before current session time.
end	Last record to return. Use this value to paginate record retrieval or use with the *`start`* parameter to select a specific set of records to return. Data type: Number Default: Last record in file
start	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Don't pass a negative number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: Number Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. Ensure that the path parameters contain valid values.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
cards_info	List of contact cards associated Data type: Array (content depen

cards_info.data_configurations	Configuration information.
	
	Data type: Object
	
	`"data_configurations"`
	`"aggregate_field":`
	`"aggregate_functior`
	`"chart_settings":`
	`"decimal_precision"`
	`"filter_query": "St`
	`"group_by": "String`
	`"number_of_groups"`
	`"show_other": Boole`
	`"source_id": "Strir`
	`"source_type": "Str`
	`"stack_by_field":`
	`"sys_id": "String",`
	`"trend_field": "Str`
	`"trend_interval":`
	`"type": "String"`
	`}`

cards_info.data_configurations.aggregate_field	Column name to aggregate. Data type: String
cards_info.data_configurations.aggregate_function	Function to use to aggregate the Possible values: • AVG • COUNT • COUNT(DISTINCT) • SUM Data type: String
cards_info.data_configurations.decimal_precision	Number of digits to the right of t Data type: Number
cards_info.data_configurations.filter_query	Query string to use to refine the Data type: String
cards_info.data_configurations.group_by	Name of the column to use to gr Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
cards_info.data_configurations.number_of_groups	Maximum number of groups to Possible values: • `all`: Show all groups. • 0: Uses the value in the *glid* **Note:** It is not recomme *glide.ui.chart.ge* instance. • Greater than 0: Number of gro values for whatever is being t Data type: String
cards_info.data_configurations.show_other	Flag that indicates whether the display, as defined by the *numb* are combined and displayed un Possible values: • true: Include the "Other" grou • false: Don't include the "Othe Data type: Boolean
cards_info.data_configurations.source_id	Table name or sys_id of the repo *cards_info.reportGroup* parameter. Data type: String
cards_info.data_configurations.source_type	Type of information in the *cards_info.reportGroup* parameter used to identify the s Possible values: • source: Sys_id of the source t • table: Table name of the sourc Data type: String
cards_info.data_configurations.stack_by_field	Name of the table column to use Data type: String
cards_info.data_configurations.sys_id	Sys_id of the report used in the Data type: String
cards_info.data_configurations.trend_field	Name of table column to use in Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
cards_info.data_configurations.trend_interval	Time interval for the trend inform Data type: String
cards_info.data_configurations.type	Type of report, such as single sc Data type: String
cards_info.encodedQuery	Encoded query string to use to r Data type: String
cards_info.fields	List of name-value pairs that del Data type: Array of Objects `"fields": [ { "label": "String" "value": "String" } ]`
cards_info.fields.label	Field label. Data type: String
cards_info.fields.value	Field value. Data type: String
cards_info.listLimit	Pagination limit. Number of reco Data type: String
cards_info.reportGroupConfigurations	List of objects that define the re Data type: Array of Objects `"reportGroupConfigura { "data_configurati "style_configurat "title": "String" "type": "String" } ]`
cards_info.reportGroupConfigurations.data_configurations	Configuration information. Data type: Object `"data_configurations" "aggregate_field": "aggregate_functio "chart_settings": " "decimal_precision" "filter_query": "St`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>{
	  "group_by": "String
	  "number_of_groups"
	  "show_other": Boole
	  "source_id": "Strin
	  "source_type": "Str
	  "stack_by_field": "
	  "sys_id": "String",
	  "trend_field": "Str
	  "trend_interval": "
	  "type": "String"
	}</pre>

cards_info.reportGroupConfigurations.data_configurations.aggregate_field	Column name to aggregate. Data type: String
cards_info.reportGroupConfigurations.data_configurations.aggregate_function	Function to use to aggregate the Possible values: • AVG • COUNT • COUNT(DISTINCT) • SUM Data type: String
cards_info.reportGroupConfigurations.data_configurations.decimal_precision	Number of digits to the right of t Data type: Number
cards_info.reportGroupConfigurations.data_configurations.filter_query	Query string to use to refine the Data type: String
cards_info.reportGroupConfigurations.data_configurations.group_by	Name of the column to use to gr Data type: String
cards_info.reportGroupConfigurations.data_configurations.number_of_groups	Maximum number of groups to c Possible values: • `all`: Show all groups. • 0: Uses the value in the *glid* **Note:** It is not recomme *glide.ui.chart.ge* instance. • Greater than 0: Number of gro values for whatever is being t Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
cards_info.reportGroupConfigurations.data_configurations.show_other	Flag that indicates whether the display, as defined by the *numb* are combined and displayed un Possible values: • true: Include the "Other" grou • false: Don't include the "Othe Data type: Boolean
cards_info.reportGroupConfigurations.data_configurations.source_id	Table name or sys_id of the repo *cards_info.reportGroup* parameter. Data type: String
cards_info.reportGroupConfigurations.data_configurations.source_type	Type of information in the *cards_info.reportGroup* parameter used to identify the s Possible values: • source: Sys_id of the source t • table: Table name of the sourc Data type: String
cards_info.reportGroupConfigurations.data_configurations.stack_by_field	Name of the table column to use Data type: String
cards_info.reportGroupConfigurations.data_configurations.sys_id	Sys_id of the report used in the Data type: String
cards_info.reportGroupConfigurations.data_configurations.trend_field	Name of table column to use in Data type: String
cards_info.reportGroupConfigurations.data_configurations.trend_interval	Time interval for the trend inform Data type: String
cards_info.reportGroupConfigurations.data_configurations.type	Type of report associated with th Data type: String

cards_info.reportGroupConfigurations.style_configurations	Styles to use within the associat
	
	Data type: Object
	`"style_configurations`
	`"colorPalette": "St`
	`"scoreColor": "Stri`
	`"show_zero": Boolea`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
cards_info.reportGroupConfigurations.style_configurations.colorPalette	Colors used in the report. Data type: String
cards_info.reportGroupConfigurations.style_configurations.scoreColor	Color of the score value within t Data type: String
cards_info.reportGroupConfigurations.style_configurations.show_zero	Flag that indicates whether data Possible values: • true: Zero values are shown. • false: Zero values aren't show Data type: Boolean
cards_info.reportGroupConfigurations.title	Title of the report group. Data type: String
cards_info.reportGroupConfigurations.type	File type for which the informati Always sn_customercentral_rep Data type: String
cards_info.sourceTableName	Name of the table used for the a Data type: String

cards_info.style_configurations	Styles to use within the associal
	
	Data type: Object
	<pre>"style_configurations
	  "colorPalette": "St
	  "dataLabelConfig":
	  "height": "String",
	  "hideRegister": Boo
	  "registerConfig": {
	  "registerPosition"
	  "scoreColor": "Stri
	  "showDataLabels": B
	  "showTooltip": Bool
	  "show_zero": Boolea
	  "width": "String"
	}</pre>

cards_info.style_configurations.colorPalette	Colors used in the report. Data type: String
cards_info.style_configurations.dataLabelConfig	Configuration parameters that c Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"dataLabelConfig": [
	  {
	  "showTotal": Bool
	  }
	]</pre>

cards_info.style_configurations.dataLabelConfig.showTotal	Flag that indicates whether to d Possible values: • true: Show totals. • false: Don't show totals. Data type: Boolean
cards_info.style_configurations.height	Height of the associated report. Data type: String Unit: Pixels or "auto"
cards_info.style_configurations.hideRegister	Flag that indicates whether to d Possible values: • true: Show the register. • false: Don't show the register. Data type: Boolean

cards_info.style_configurations.registerConfig	Configuration values that contro
	Data type: Object
	<pre>"registerConfig": {
	  "hideBorder": Boole
	  "showPercentages":
	}</pre>

cards_info.style_configurations.registerConfig.hideBorder	Flag that indicates whether to hi Possible values: • true: Hide the register border. • false: Show the register borde Data type: Boolean
cards_info.style_configurations.registerConfig.showPercentages	Flag that indicates whether to sh Possible values: • true: Show register percentag • false: Hide register percentag Data type: Boolean

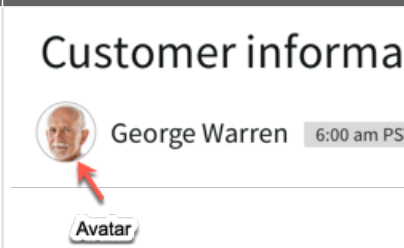
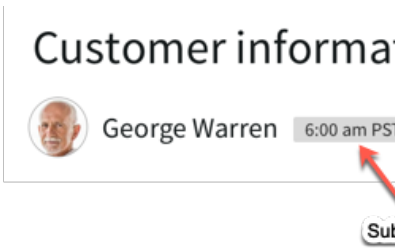
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
cards_info.style_configurations.registerPosition	Position of the register within a Data type: String
cards_info.style_configurations.scoreColor	Color of the score value within t Data type: String
cards_info.style_configurations.showDataLabels	Flag that indicates whether to sh Possible values: • true: Show the data labels. • false: Hide the data labels. Data type: Boolean
cards_info.style_configurations.showTooltip	Flag that indicates whether to sh Possible values: • true: Show tool tips. • false: Hide tool tips. Data type: Boolean
cards_info.style_configurations.show_zero	Flag that indicates whether data Possible values: • true: Zero values are shown. • false: Zero values aren't show Data type: Boolean
cards_info.style_configurations.width	Width of the associated report. Data type: String Unit: Pixels or "auto"

cards_info.subheader_fields	Details to show on the sub-heac
	
	Data type: Object
	
	`"subheader_fields": {`
	`  "avatar": "String",`
	`  "subheader_tags":`
	`  "sys_id": "String",`
	`  "title": "String"`
	`}`

cards_info.subheader_fields.avatar	File name of the avatar associat avatar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	 Data type: String
cards_info.subheader_fields.subheader_tags	List of tags associated with the  Data type: Array (content varies)
cards_info.subheader_fields.sys_id	Sys_id of the associated custom Data type: String Table: Users [sys_user]
cards_info.subheader_fields.title	Title to display on the sub-head Data type: String
cards_info.title	Title on the card (record). Data type: String
cards_info.type	File type for which the informati Possible values: • sn_customercentral_list_conf • sn_customercentral_record_c • sn_customercentral_report_c • sn_customercentral_report_g Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
cards_info.viewName	Name of the view configured for Data type: String
has_more_records	Flag that indicates whether ther Possible values: • true: More records to retrieve. • false: No more records. Data type: Boolean
layout	Number of columns per row. Eac report display. For example "6,6" units per row (maximum). A valu Data type: String
status	HTTP status of the request. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow/api/sn_customercentral/cust_centr
al/custinfo/csm_consumer/a0488cfbdb1b1200b6075200cf9619db/intera
ction" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "layout": "6,6",
    "cards_info": [
      {
        "title": "Consumer",
        "type": "sn_customercentral_record_config",
        "subheader_fields": {
          "title": "Sam Collins",
          "subheader_tags": [],
          "avatar": "",
          "sys_id": "64488cfbdb1b1200b6075200cf9619db"
        },
        "fields": [
          {
            "label": "Mobile phone",
            "value": ""
          },
          {
            "label": "Business phone",
            "value": ""
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          },
          {
            "label": "Email",
            "value": "sam.collins@mailinator.com"
          },
          {
            "label": "Street",
            "value": "144 2nd St"
          },
          {
            "label": "City",
            "value": "San Francisco"
          },
          {
            "label": "State / Province",
            "value": "CA"
          }
        ]
      },
      {
        "title": "High priority cases",
        "type": "sn_customercentral_report_group_config",
        "reportGroupConfigurations": [
          {
            "title": "Escalated",
            "type": "sn_customercentral_report_config",
            "data_configurations": {
              "type": "single_score",
              "source_type": "table",
              "source_id": "sn_customerservice_case",
              "group_by": "",
              "trend_interval": "year",
              "trend_field": "",
              "stack_by_field": "",
              "aggregate_function": "COUNT",
              "aggregate_field": "",
              "filter_query":
 "active=true^active_escalationISNOTEMPTY^EQ^consumer=a0488cfbdb
1b1200b6075200cf9619db^ORDERBYDESCsys_created_on^sys_created_on>
=2020-04-07 13:40:48",
              "decimal_precision": 2,
              "number_of_groups": 0,
              "show_other": true,
              "sys_id": "c169a0f50f3b0010e6d4fd820b767e2e"
            },
            "style_configurations": {
              "scoreColor": "#000000",
              "show_zero": true
            }
          },
          {
            "title": "P1",
            "type": "sn_customercentral_report_config",
            "data_configurations": {
              "type": "single_score",
              "source_type": "table",
              "source_id": "sn_customerservice_case",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
              "group_by": "",
              "trend_interval": "year",
              "trend_field": "",
              "stack_by_field": "",
              "aggregate_function": "COUNT",
              "aggregate_field": "",
              "filter_query":
 "active=true^priority=1^EQ^consumer=a0488cfbdb1b1200b6075200cf9
619db^ORDERBYDESCsys_created_on^sys_created_on>=2020-04-07
 13:40:48",
              "decimal_precision": 2,
              "number_of_groups": 0,
              "show_other": true,
              "sys_id": "cce86cb50f3b0010e6d4fd820b767eba"
            },
            "style_configurations": {
              "scoreColor": "#000000",
              "show_zero": true
            }
          },
          {
            "title": "SLA breached",
            "type": "sn_customercentral_report_config",
            "data_configurations": {
              "type": "single_score",
              "source_type": "table",
              "source_id": "task_sla",
              "group_by": "",
              "trend_interval": "year",
              "trend_field": "",
              "stack_by_field": "",
              "aggregate_function": "COUNT",
              "aggregate_field": "",
              "filter_query":
 "task.active=true^task.sys_class_name=sn_customerservice_case^s
tage!=cancelled^task.closed_atISEMPTY^sla.type=SLA^has_breached=
true^EQ^taskIN59b65dc4db952200d75270f5bf96193eccc8cf82db912200d7
5270f5bf9619de^ORDERBYDESCsys_created_on^sys_created_on>=2020-04
-07 13:40:48",
              "decimal_precision": 2,
              "number_of_groups": 0,
              "show_other": true,
              "sys_id": "e739a0f50f3b0010e6d4fd820b767e22"
            },
            "style_configurations": {
              "scoreColor": "#000000",
              "show_zero": true
            }
          }
        ]
      },
      {
        "title": "Case overview",
        "type": "sn_customercentral_report_config",
        "data_configurations": {
          "type": "donut",
          "source_type": "table",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "source_id": "sn_customerservice_case",
          "group_by": "state",
          "trend_interval": "year",
          "trend_field": "",
          "stack_by_field": "",
          "aggregate_function": "COUNT",
          "aggregate_field": "",
          "filter_query":
 "^consumer=a0488cfbdb1b1200b6075200cf9619db^ORDERBYDESCsys_crea
ted_on^sys_created_on>=2020-04-07 13:40:48",
          "decimal_precision": 2,
          "number_of_groups": 0,
          "show_other": true,
          "sys_id": "d169216c0f770010e6d4fd820b767ea8"
        },
        "style_configurations": {
          "width": "auto",
          "height": "auto",
          "colorPalette": [
            "#278ecf",
            "#4bd762",
            "#ffca1f",
            "#ff9416",
            "#d42ae8"
          ],
          "hideRegister": false,
          "registerConfig": {
            "hideBorder": true,
            "showPercentages": false
          },
          "registerPosition": "right",
          "showDataLabels": false,
          "dataLabelConfig": {
            "showTotal": false
          },
          "showTooltip": true
        }
      },
      {
        "title": "Recent cases",
        "type": "sn_customercentral_list_config",
        "listLimit": "3",
        "viewName": "customer_central",
        "encodedQuery":
 "active=true^consumer=a0488cfbdb1b1200b6075200cf9619db^ORDERBYD
ESCsys_created_on^sys_created_on>=2020-04-07 13:40:48",
        "sourceTableName": "sn_customerservice_case"
      },
      {
        "title": "Recent chat interactions",
        "type": "sn_customercentral_list_config",
        "listLimit": "3",
        "viewName": "customer_central",
        "encodedQuery":
 "active=false^type=chat^consumer=a0488cfbdb1b1200b6075200cf9619
db^ORDERBYDESCsys_created_on^sys_created_on>=2020-04-07
 13:40:48",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sourceTableName": "interaction"
      },
      {
        "title": "Recent phone calls",
        "type": "sn_customercentral_list_config",
        "listLimit": "3",
        "viewName": "customer_central",
        "encodedQuery":
 "active=false^type=phone^consumer=a0488cfbdb1b1200b6075200cf961
9db^ORDERBYDESCsys_created_on^sys_created_on>=2020-04-07
 13:40:48",
        "sourceTableName": "interaction"
      },
      {
        "title": "Recent viewed articles",
        "type": "sn_customercentral_list_config",
        "listLimit": "3",
        "viewName": "customer_central",
        "encodedQuery":
 "user=64488cfbdb1b1200b6075200cf9619db^viewed=true^ORDERBYDESCs
ys_created_on^sys_created_on>=2020-04-07 13:40:48",
        "sourceTableName": "kb_use"
      },
      {
        "title": "Contracts",
        "type": "sn_customercentral_list_config",
        "listLimit": "3",
        "viewName": "customer_central",
        "encodedQuery":
 "active=true^state=Active^consumer=a0488cfbdb1b1200b6075200cf96
19db^ORDERBYDESCsys_created_on^sys_created_on>=2020-04-07
 13:40:48",
        "sourceTableName": "ast_contract"
      },
      {
        "title": "Entitlements",
        "type": "sn_customercentral_list_config",
        "listLimit": "3",
        "viewName": "customer_central",
        "encodedQuery":
 "active=true^end_date=NULL^ORend_date>=2020-05-07
 07:00:00^consumer=a0488cfbdb1b1200b6075200cf9619db^ORDERBYDESCs
ys_created_on^sys_created_on>=2020-04-07 13:40:48",
        "sourceTableName": "service_entitlement"
      }
    ],
    "has_more_records": false,
    "status": "200"
  }
}
```


Data Classification API

The *Data Classification* API provides endpoints to group data by type.

With the *Data Classification API*, you can:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Assign data classifications to existing dictionary entries.
- Look up the data classifications for specific dictionary entries.
- Remove all data classifications associated with specific dictionary entries.
- Retrieve a list of all data classifications available in the current domain.

This API requires the Data Classification [com.glide.data_classification] plugin.

For more information, see Data Classification.

Data Classification - GET /data_classification/getAllDataClasses

Returns a list of all data classifications available in the current domain.

Requires the admin, data_classification_admin, or data_classification_auditor role.

URL format

Default URL: `/api/now/data_classification/getAllDataClasses`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

Response body parameters (JSON or XML)

Name	Description
result	Result of the request. Returns the sys_id and name for each available data classification. If there are no data classifications, it returns an empty array. Data classifications can be organized into parent-child relationships. If there are parent data classifications, they are identified in the result. Data type: Array of Objects `"result": [ { "name": "String", "parent": {Object}, "sys_id": "String" } ]`
result.name	Name of the data classification. Data type: String
result.parent	Entry for a parent data classification. Data type: Object `"parent": { "name": "String", "sys_id": "String" }`
result.parent.name	Name of the parent data classification. Data type: String
result.parent.sys_id	Sys_id of the parent data classification record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Data Classification [data_classification]
result.sys_id	Sys_id of the data classification record. Data type: String Table: Data Classification [data_classification]

Example: cURL request

Retrieves a list of all the available data classifications.

```
curl
 "https://instance.servicenow.com/api/now/data_classification/ge
tAllDataClasses" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

```
{
  "result": [
    {
      "parent": {
        "sys_id": "a9670fc773fc1010ae8dd21efaf6a735",
        "name": "Confidential"
      },
      "sys_id": "348107b951d71010f877f3f178e7dd0d",
      "name": "Personally identifiable information"
    },
    {
      "sys_id": "a9670fc773fc1010ae8dd21efaf6a735",
      "name": "Confidential"
    },
    {
      "sys_id": "59b7070b73fc1010ae8dd21efaf6a764",
      "name": "Restricted"
    },
    {
      "sys_id": "11d60fc773fc1010ae8dd21efaf6a744",
      "name": "Internal"
    },
    {
      "sys_id": "f5b4cf4773fc1010ae8dd21efaf6a766",
      "name": "Public"
    }
  ]
}
```

Data Classification - POST /data_classification/classify

Assigns pre-defined or user-defined data classifications to existing dictionary entries.

Requires the admin or data_classification_admin role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Default URL: `/api/now/data_classification/classify`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
dictionary_entries	Required. Sys_ids of the records you want to classify. Entered as a comma-separated list enclosed in a string. Table: Dictionary [sys_dictionary] table Data type: String
data_classes	Required. Sys_ids of the data classifications you want to assign. Entered as a comma-separated list enclosed in a string. Table: Data Classification [data_classification] Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Message describing the result of the operation. Data type: String

Example: cURL request

Assigns a data classification to a dictionary entry.

```
curl
 "https://instance.servicenow.com/api/now/data_classification/cl
assify" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"dictionary_entries\":
 \"445de0a6dba30300efc57416bf9619b0\",
    \"data_classes\": \"40edb1f51bbcec50b92a10a61a4bcb8a\"
}" \
--user 'username':'password'
```

```
{
  "result": "Successfully stored the data classification
 configurations"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data Classification - POST /data_classification/clear

Removes all data classifications for the specified dictionary entries.

Requires the admin or data_classification_admin role.

URL format

Default URL: `/api/now/data_classification/clear`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
dictionary_entries	Required. Sys_ids of the records you want to remove classifications from. Entered as a comma-separated list enclosed in a string. Table: Dictionary [sys_dictionary] Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Message describing the result of the operation. Data type: String

Example: cURL request

Clears the data classifications for a dictionary entry.

```
curl
 "https://instance.servicenow.com/api/now/data_classification/cl
ear" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"dictionary_entries\": \"445de0a6dba30300efc57416bf9619b0\"
}" \
--user 'username':'password'
```

```
{
  "result": "Classifications removed for the specified
 dictionary entries"
}
```

Data Classification - POST /data_classification/getClassification

Retrieves all data classifications for the specified dictionary entries.

Requires the admin, data_classification_admin, or data_classification_auditor role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Default URL: `/api/now/data_classification/getClassification`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
dictionary_entries	Required. Sys_ids of the records you want to retrieve classifications for. Entered as a comma-separated list enclosed in a string. Table: Dictionary [sys_dictionary] Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*
Content-Type	Data format of the request body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Result of the request. Returns a JSON object containing each dictionary entry's sys_id with an array of its associated data classifications. If there are no associated data classifications, it returns a message describing the result of the operation. Data classifications can be organized into parent-child relationships. If there are parent data classifications, they are identified in the result. Data type: Object `"result": { <sys_dictionary_sys_id>: [ { "name": "String", "parent": {Object}, "sys_id": "String" } ] }`
result.name	Name of the data classification. Data type: String
result.parent	Entry for a parent data classification. Data type: Object `"parent": { "name": "String", "sys_id": "String" }`
result.parent.name	Name of the parent data classification. Data type: String
result.parent.sys_id	Sys_id of the parent data classification record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Data Classification [data_classification]
result.sys_id	Sys_id of the data classification record. Data type: String Table: Data Classification [data_classification]

Example: cURL request

Get the data classifications associated with a specific dictionary entry.

```
curl
 "https://instance.servicenow.com/api/now/data_classification/ge
tClassification" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"dictionary_entries\": \"445de0a6dba30300efc57416bf9619b0\"
}" \
--user 'username':'password'
```

```
{
  "result": {
    "445de0a6dba30300efc57416bf9619b0": [
      {
        "parent": {
          "sys_id": "a9670fc773fc1010ae8dd21efaf6a735",
          "name": "Confidential"
        },
        "sys_id": "348107b951d71010f877f3f178e7dd0d",
        "name": "Personally identifiable information"
      }
    ]
  }
}
```

DevOps API

The *DevOps* API provides endpoints that enable interaction with external DevOps tools.

This REST API enables integrators to:

- Retrieve the available DevOps tools associated with an instance.
- Retrieve the schema object for a code resource, plan, or orchestration resource.
- Check if an orchestration task is under change control and check its change control status.
- Create callbacks to associate with task executions under change control.
- Send various event payloads, which are transformed into normalized objects and stored as code, orchestration, and plan objects.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Search a commit, branch, or repository using encoded queries and specific search/sort criteria.
- Register artifact versions and packages along with their associated pipeline execution and commits.
- Create and manage onboarding application and tool events.

This API requires the DevOps Change Velocity (sn_devops_chgvlcty) application, which is available on the ServiceNow Store.

Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`.

Note: If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence.

If the *devops.system* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.

DevOps - GET /devops/code/schema

Returns the schema object for a specified code resource: commit, repository, or branch.

Once you have the required schema object, use it to create the request body for your corresponding POST call; *POST /code/commit*, *POST /code/repository*, or *POST /code/branch*.

Note: This endpoint only returns the request body elements that are required.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/code/schema`

Default URL: `/api/sn_devops/devops/code/schema`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
resource	Required. Type of resource schema to return. Valid values (not case-sensitive): • branch • commit • repository Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
401	Invalid or missing authentication.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
branch	Description of the branch in which the code commit was made. Data type: Object `"branch": { "name": "String", "path": "String" }`
branch.name	Name of the branch in which the code commit was made. Data type: String
branch.path	Relative path of the branch. Data type: String
commits	Description of the commits. Data type: Array of Objects `"commits": [ { "committedDate": "String", "committer": {Object}, "details": [Array], "id": "String", "url": "String" } ]`
commits.committedDate	Date/time on which the code was committed in source DevOps tool. Data type: String Format: ISO 8601 with time zone offset For example: 1970-01-01T08:15:30-05:00
commits.committer	Description of the person/entity that requested the commit. Data type: Object `"committer": { "email": "String" }`
commits.committer.email	Email address of the person that requested the commit. Data type: String
commits.details	Details of the commit.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: Including details in a commit is not mandatory. This endpoint returns an empty array for details if they are not included in the commit. Data type: Array of Objects `"details": [ { "action": "String", "additions": Number, "changes": Number, "deletions": Number, "file": "String", "totalChanges": Number } ]`
commits.details.action	Action that was performed on the file. Data type: String
commits.details.additions	Total number of additions in the file. Data type: Number
commits.details.changes	Total number of changes that were made. Data type: Number
commits.details.deletions	Total number of deletions in the file. Data type: Number
commits.details.file	Path of the file that was modified relative to the branch. Data type: String
commits.details.totalChanges	Total number of additions and deletions. Data type: Number
commits.id	Source platform identifier or the commit SHA. Data type: String
commits.url	URL of the commit, such as "https://github.com/mycompany/mobileplatform/commit/3fa85f6457174562b3fc2c963f66afa6". Data type: String
name	Name of the branch or repository, such as "Master" or "Platform-Mobile". Data type: String
path	Relative path of the branch.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
repository	Description of the repository in which the commit was made. Data type: Object `"repository": { "name": "String", "url": "String" }`
repository.name	Name of the repository. Data type: String
repository.url	URL of the repository in the source DevOps tool. Data type: String
url	URL of the repository, such as "https://github.com/mycompany/mobileplatform". Data type: String

Example: Sample cURL request for resource=branch

```
curl
 "https://instance.servicenow.com/api/sn_devops/v1/devops/code/schema?resource=branch" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
   "result": {
      "name": "Master",
      "path": "refs/heads/master",
      "repository": {
         "name": "Platform-Mobile",
         "url": "https://github.com/mycompany/mobileplatform"
      }
   }
}
```

Example: Sample cURL request for resource=commit

```
curl
 "https://instance.servicenow.com/api/sn_devops/v1/devops/code/schema?resource=commit" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
   "result": {
      "repository": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name": "Platform-Mobile",
            "url": "https://github.com/mycompany/mobileplatform"
         },
         "branch": {
            "name": "refs/heads/master"
         },
         "commits": [
            {
               "committer": {
                  "email": "name@email.com"
               },
               "id": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
               "url":
 "https://github.com/mycompany/mobileplatform/commit/3fa85f64571
74562b3fc2c963f66afa6",
               "committedDate": "2022-01-01T08:15:30-05:00",
               "details": [
                  {
                     "action": "edit",
                     "changes": "",
                     "file": "/azure-pipelines.yml",
                     "additions": 1,
                     "deletions": 0,
                     "totalChanges": 1
                  }
               ]
            }
         ]
      }
}
```


Example: Sample cURL request for resource=repository

```
curl
 "https://instance.servicenow.com/api/sn_devops/v1/devops/code/s
chema?resource=repository" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
    "result": {
        "name": "Platform-Mobile",
        "url": "https://github.com/mycompany/mobileplatform"
    }
}
```


DevOps - GET /devops/onboarding/status

Returns the current status of the specified onboarding event which is processed or being processed asynchronously by the DevOps service.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/onboarding/status`

Default URL: `/api/sn_devops/devops/onboarding/status`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
id	Unique identifier of the onboarding event whose status to return. This value is provided in the return results of the endpoint that invoked the event request, such as `/devops/onboarding/app` or `/devops/onboarding/tool`. Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports `application/json`.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
202	Pending - The onboarding request has been created and the DevOps service is processing the request.
207	Partial Success - The onboarding request has been created and the DevOps service will process the request.
400	Failed - The onboarding event failed.
404	Failed - The endpoint failed to find any request matching the specified event ID.

Response body parameters

Name	Description

result	Results of the onboarding request.
	
	Data type: Object
	
	`"result": {`
	`"code": "String",`
	`"importRequestsSysIds`
	`"[Array],`
	`"messageDetails": {Ob`
	`"onboardingRequestID"`
	`"String",`
	`"status": "String"`
	`}`

result.code	HTTP status code. Data type: String
result.importRequestsSysIds	List of import requests that have be a part on the onboarding request. Data type: Array of Strings

result.messageDetails	Details about the onboarding event
	
	Data type: Object
	
	`"messageDetails": {`
	`"apps": [Array],`
	`"pipelines": [Array],`
	`"plans": [Array],`
	`"repositories": [Arra`
	`"status": "String",`
	`"toolResponse": [Arra`
	`}`

result.messageDetails.apps	Defines the apps to create within th ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"apps": [{ "appId": "String", "message": "String", "name": "String", "status": "String", }]`
result.messageDetails.apps.appId	Sys_id of the application that was g when the application was onboarde Data type: String Table: Apps [sn_devops_app]
result.messageDetails.apps.message	Message that describes the status application onboarding. Data type: String
result.messageDetails.apps.name	Name of the application being onbo Data type: String
result.messageDetails.apps.status	Current status of the application on Possible values: • Failed • Partial Success • Success Data type: String
result.messageDetails.pipelines	List of pipelines associated with the event and their corresponding deta Data type: Array of Objects `"pipelines": [{ "changeStepAssociatio [Array], "errors": "String", "message": "String", "name": "String", "status": "String", }]`
result.messageDetails.pipelines.changeStepAssociation	Array of objects that describe any c that are associated with the onboar Data type: Array of Objects `"changeStepAssociation" "changeStepName": "St "status": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"summary": "String",
	}]</pre>

result.messageDetails.pipelines.changeStepAssociation.changeStepName	Name of the change step. Data type: String
result.messageDetails.pipelines.changeStepAssociation.status	Status of change step association t Possible values: • Failed • Success Data type: String
result.messageDetails.pipelines.changeStepAssociation.summary	Summary of the status of the chang association. Data type: String
result.messageDetails.pipelines.errors	List of errors detected when associ pipeline. Data type: Array
result.messageDetails.pipelines.message	Message that describes the status association. Data type: String
result.messageDetails.pipelines.name	Name of the pipeline. Data type: String
result.messageDetails.pipelines.status	Status of the pipeline association. Data type: String

result.messageDetails.plans	List of plans associated with the on event and their corresponding deta
	
	Data type: Array of Objects
	<pre>"plans": [{
	"errors": "String",
	"message": "String",
	"name": "String",
	"status": "String",
	}]</pre>

result.messageDetails.plans.errors	List of errors detected when associ Data type: Array
result.messageDetails.plans.message	Message that describes the status association.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.messageDetails.plans.name	Name of the plan. Data type: String
result.messageDetails.plans.status	Status of the plan association. Data type: String
result.messageDetails.repositories	List of repositories associated with onboarding event and their corresp details. Data type: Array of Objects `"repositories": [{ "configureStatus": {O "name": "String", "status": "String", }]`
result.messageDetails.repositories.configureStatus	Details of the webhook configuratio the repository. Data type: Object `"configureStatus": { "message": "String", "status": "String", }`
result.messageDetails.repositories.configureStatus.message	Message that describes the curren configuration status. Data type: String
result.messageDetails.repositories.configureStatus.status	Status of the webhook configuratio Data type: String
result.messageDetails.repositories.message	Message that describes the curren association status. Data type: String
result.messageDetails.repositories.name	Name of the repository. Data type: String
result.messageDetails.repositories.status	Status of the repository association Data type: String
result.messageDetails.status	Status of the onboarding request. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Failed • Partial Success • Success Data type: String
result.messageDetails.toolResponse	List of tools to onboard within the as ServiceNow instance. Data type: Array of Objects `"toolResponse": [{ "configureStatus": {O "connectStatus": {Obj "createStatus": {Obje "discoveryStatus": {O "name": "String", "status": "String", "type": "String" }]`
result.messageDetails.toolResponse.configureStatus	Configuration status of the tool. In c success, it returns the *status* and case of error, it returns the *status* Data type: Object `"configureStatus": { "error": "String", "message": "String", "status": "String" }`
result.messageDetails.toolResponse.configureStatus.error	Errors detected during tool configur Data type: String
result.messageDetails.toolResponse.configureStatus.message	Message that describes the succes the tool configuration. Data type: String
result.messageDetails.toolResponse.configureStatus.status	Status of the tool configuration. Data type: String
result.messageDetails.toolResponse.connectStatus	Connection status of the tool. In cas it returns the *status* and *messag* error, it returns the *status* and *er* Data type: Object `"connectStatus": { "error": "String", "message": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"status": "String"
	}</pre>

result.messageDetails.toolResponse.connectStatus.error	Errors detected during tool connect Data type: String
result.messageDetails.toolResponse.connectStatus.message	Message that describes the succes the tool connection. Data type: String
result.messageDetails.toolResponse.connectStatus.status	Status of the tool connection. Data type: String

result.messageDetails.toolResponse.createStatus	Creation status of the tool. In case returns the *status* and *message* error, it returns the *status* and *er*
	
	Data type: Object
	<pre>"createStatus": {
	"error": "String",
	"message": "String",
	"status": "String"
	}</pre>

result.messageDetails.toolResponse.createStatus.error	Errors detected during tool creation Data type: String
result.messageDetails.toolResponse.createStatus.message	Message that describes the succes the tool creation. Data type: String
result.messageDetails.toolResponse.createStatus.status	Status of the tool creation. Data type: String

result.messageDetails.toolResponse.discoveryStatus	Discovery status of the tool. In case it returns the *status* and *messag* error, it returns the *status* and *er*
	
	Data type: Object
	<pre>"discoveryStatus": {
	"error": "String",
	"imports: [Array],
	"message": "String",
	"status": "String"
	}</pre>

result.messageDetails.toolResponse.discoveryStatus.error	Errors detected during tool discove Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.messageDetails.toolResponse.discoveryStatus.imports	List of entities that were discovered Data type: Array of Objects `"imports": [{ "details": "String", "id": "String", "status": "String" }]`
result.messageDetails.toolResponse.discoveryStatus.imports.details	Details that describe the import per Data type: String
result.messageDetails.toolResponse.discoveryStatus.imports.id	Sys_id of the import request. Data type: String Table: sn_devops_m2m_inbound_event_i
result.messageDetails.toolResponse.discoveryStatus.imports.status	Status of the import. Data type: String
result.messageDetails.toolResponse.discoveryStatus.message	Message that describes the status discovery. Data type: String
result.messageDetails.toolResponse.discoveryStatus.status	Status of the tool discovery. Data type: String
result.messageDetails.toolResponse.name	Name of the tool being onboarded. Data type: String
result.messageDetails.toolResponse.status	Status of the tool onboarding. Data type: String
result.messageDetails.toolResponse.type	Type of tool, such as Jira or Jenkins Data type: String
result.onboardingRequestID	Unique identifier of the onboarding Use this value when calling the */de onboarding/status* endpoint status of the associated tool onboa Data type: String
result.status	Status of the onboarding request. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Failed • Partial Success • Success Data type: String

Example: cURL request

The following example shows the status request of a tool onboarding.

```
curl -X GET
 "https://servicenow-instance/api/sn_devops/v1/devops/onboardi
ng/status?id=IBE0001603" \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
```

```
{
    "result": {
        "code": "207",
        "onboardingRequestID": "IBE0001603",
        "status": "partial-success",
        "messageDetails": {
            "status": "Partial Success",
            "toolResponse": [
                {
                    "name": "Primary Azure",
                    "type": "Azure DevOps",
                    "status": "Partial Success",
                    "createStatus": {
                        "status": "Success",
                        "message": "Created successfully"
                    },
                    "connectStatus": {
                        "status": "Failed",
                        "error": "Method failed:
 (/testFirst/_apis/work/boards) with code: 401 - Invalid
 username/password combo"
                    }
                },
                {
                    "name": "Primary Jenkins",
                    "type": "Jenkins",
                    "status": "Success",
                    "createStatus": {
                        "status": "Success",
                        "message": "Created successfully"
                    },
                    "connectStatus": {
                        "status": "Success",
                        "message": "Connected successfully"
                    },
                    "discoveryStatus": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                        "status": "Success",
                        "message": "Discovered successfully",
                        "imports": [
                            {
                                "status": "completed",
                                "id":
"2a4d216bdb2d2450fe4fd6a75e9619c3",
                                "details": "Discovered 1 new
job(s) and 3 new pipeline(s)\n"
                            }
                        ]
                    }
                },
                {
                    "name": "Primary GitHub",
                    "type": "GitHub",
                    "status": "Success",
                    "createStatus": {
                        "status": "Success",
                        "message": "Created successfully"
                    },
                    "connectStatus": {
                        "status": "Success",
                        "message": "Connected successfully"
                    },
                    "discoveryStatus": {
                        "status": "Success",
                        "message": "Discovered successfully",
                        "imports": [
                            {
                                "status": "completed",
                                "id":
"7f4d616bdb2d2450fe4fd6a75e9619c2",
                                "details": "Discovered 5 new
repositories. "
                            }
                        ]
                    }
                },
                {
                    "name": "Primary Bitbucket",
                    "type": "BitBucket",
                    "status": "Success",
                    "createStatus": {
                        "status": "Success",
                        "message": "Created successfully"
                    },
                    "connectStatus": {
                        "status": "Success",
                        "message": "Connected successfully"
                    },
                    "discoveryStatus": {
                        "status": "Success",
                        "message": "Discovered successfully",
                        "imports": [
                            {
                                "status": "completed",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                                "id":
 "815da16bdb2d2450fe4fd6a75e9619d0",
                                "details": "Discovered 11 new
 repositories. "
                            }
                        ]
                    }
                },
                {
                    "name": "Primary Gitlab",
                    "type": "GitLab",
                    "status": "Partial Success",
                    "createStatus": {
                        "status": "Success",
                        "message": "Created successfully"
                    },
                    "connectStatus": {
                        "status": "Failed",
                        "error": "The current operation ended in
 state: ERROR"
                    }
                }
            ],
            "importRequestsSysIds": [
                "2a4d216bdb2d2450fe4fd6a75e9619c3",
                "7f4d616bdb2d2450fe4fd6a75e9619c2",
                "815da16bdb2d2450fe4fd6a75e9619d0"
            ]
        }
    }
}
```


Example: cURL request

The following example shows the status request of an application onboarding.

```
curl -X POST
 "https://servicenow-instance/api/sn_devops/v1/devops/onboardi
ng/status?onboardingRequestID=IBE0001604" \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
```


```
{
    "result": {
        "code": "207",
        "onboardingRequestID": "IBE0001604",
        "status": "partial-success",
        "messageDetails": {
            "status": "Partial Success",
            "apps": [
                {
                    "name": "Bike Rentals Service",
                    "status": "Success",
                    "appId": "c7fd696bdb2d2450fe4fd6a75e961993",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "message": "App by name 'Bike Rentals
Service' has been successfully created"
                }
            ],
            "pipelines": [
                {
                    "name": "Bike Rentals",
                    "status": "Success",
                    "message": "Successfully associated with app
'Bike Rentals Service'",
                    "changeStepAssociation": [
                        {
                            "status": "Success",
                            "changeStepName": "Prod",
                            "summary": "Change step with name
'Prod' has been created"
                        }
                    ]
                }
            ],
            "repositories": [
                {
                    "name": "nowdevops01/BikeRentals",
                    "status": "Partial Success",
                    "message": "Successfully associated with app
'Bike Rentals Service'",
                    "configureStatus": {
                        "status": "Failed",
                        "message": "Webhook configuration
failed due to empty credentials for repository by name
nowdevops01/BikeRentals in tool Primary GitHub"
                    }
                }
            ],
            "plans": [
                {
                    "status": "Failed",
                    "name": "testFirst",
                    "errors": [
                        "Plan by name 'testFirst' does not exist
in tool Primary Azure"
                    ]
                }
            ]
        }
    }
}
```


DevOps - GET /devops/orchestration/changeControl

Checks if the orchestration task is under change control.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/orchestration/changeControl`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_devops/devops/orchestration/changeControl`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
orchestrationTaskName	Name of the orchestration task to check. Data type: String
testConnection	Flag that indicates whether to test the end-to-end connection between the instance and the DevOps tool. Valid values: • true: Test the end-to-end connection. • false: Do'ot test the end-to-end connection. Data type: Boolean Default: false
toolId	Required. Sys_id of the orchestration tool. Data type: String Table: DevOps Tool [sn_devops_tool]
toolType	Type of tool. Valid values: jenkins Data type: String

Request body parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Authorization	Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`. **Note:** If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence. If the *devops.system* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Invalid or missing authentication.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
changeControl	Flag that indicates whether the orchestration task is under change control.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • true: Under change control. • false: Not under change control. Data type: Boolean

Example: Under change control and using API v2

```
curl -X GET
 "https://instance.servicenow.com/api/sn_devops/v2/devops/orches
tration/changeControl?toolId=1c219f7e8708f1508ca933383cbb3543&or
chestrationTaskName=Platform-Analytics-UAT-Deployment&orchestrat
ionTaskURL=https%253A%252F%252Fjenkins.mycompany.com%253A8080%25
2Fjob%252FMobile-Platform-deploy%252F&toolType=jenkins"
-H "accept: application/json"\
-H "Authorization: sn_devops.DevOpsToken
 1c219f7e8708f1508ca933383cbb3543:FtN13dfDuahYEtdfDvhHorh0QPp9na
3u"
```

Response body.

```
{
"result": {
  "changeControl": true,
  "status": "Success"
  }
}
```

Example: Not under change control and using API v1

```
curl -X GET
 "https://instance.servicenow.com/api/sn_devops/v1/devops/orches
tration/changeControl?toolId=f0ca45679323008b52f3b457415ae6&orch
estrationTaskName=Platform-Analytics-UAT-Deployment&orchestratio
nTaskURL=https%253A%252F%252Fjenkins.mycompany.com%253A8080%252F
job%252FMobile-Platform-deploy%252F&toolType=jenkins"
-H "accept: application/json"\
-u "username":"password"
```

Response body.

```
{
    "result": {
        "changeControl": false
    }
}
```

DevOps - GET /devops/orchestration/changeInfo

Retrieves change request details for a specified orchestration pipeline execution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/orchestration/changeInfo`

Default URL: `/api/sn_devops/devops/orchestration/changeInfo`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
branchName	Name of the branch associated with the orchestration task. **Note:** You should provide this parameter when referencing multi-branch pipelines or the response may include incorrect change details. Data type: String
buildNumber	Required. Pipeline build number within the orchestration tool. Data type: String
pipelineName	Optional for Jenkins Freestyle or Maven projects, required for all others. Orchestration pipeline name. Data type: String
projectName	Required for Jenkins Freestyle or Maven projects, optional for all others. Orchestration tool project name. Data type: String
stageName	Optional for Jenkins Freestyle or Maven projects, required for all others. Orchestration stage name. Data type: String Maximum length: 160
toolId	Required. Sys_id of the orchestration tool. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: DevOps Tool [sn_devops_tool]

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Authorization	Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`. **Note:** If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence. If the *devops.system* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
changeFound	Flag that indicates whether the change request was located. Possible values: • true: Change request was found. • false: Change request wasn't found. Data type: Boolean
number	Change request number. Data type: String
phase	Current phase. Data type: String
phase_state	State of the current phase. Data type: String
priority	Priority of the change request. Priority is based on the impact and urgency of the request. It identifies how quickly the service desk should address the request. Possible values: • 1: Critical • 2: High • 3: Moderate • 4: Low Data type: String
risk	Level of risk for the change. Possible values: • Low • High • Moderate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
state	State of the change request. Possible values: • Assess • Authorize • Canceled • Closed • Implement • New • Review • Scheduled Data type: String Default: New
sys_id	Sys_id of the change request. Data type: String
type	Type of change request. Possible values: • Emergency • Normal • Standard Data type: String
url	URL of the change request within the associated ServiceNow instance. Data type: String
changeAssignmentGroup	Assignment group of the change request. Data type: String
changeApprovers	List of approvers with whom the change is pending for approval. Data type: String
plannedStartDate	Planned start date and time of the change. Data type: String
plannedEndDate	Planned end date and time of the change. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

```
curl -X GET
 "https://instance.servicenow.com/api/sn_devops/v1/devops/orches
tration/changeInfo?toolId=1487f457db642810765555535e9619d3&pipel
ineName=Automation/apps HR/family
 release&stageName=deployfamilyrelease&buildNumber=1639"
-H "accept: application/json"\
-u "username":"password"
```

```
{
  "result": {
    "changeFound": true,
    "sys_id": "ee89341bdb642810765555535e96196e",
    "number": "CHG0030001",
    "type": "normal",
    "state": "0",
    "phase": "requested",
    "phase_state": "open",
    "priority": "4",
    "risk": "4",
    "url":
 "https://instance.servicenow.com/change_request.do?sys_id=ee893
41bdb642810765555535e96196e",
    "changeAssignmentGroup": "Change Management",
    "changeApprovers": "Ron Kettering, Christen Mitchell, Howard
 Johnson, Luke Wilson",
    "plannedStartDate": "2023-02-05 08:00:00",
    "plannedEndDate": "2024-02-05 08:00:00"
  }
}
```

DevOps - GET /devops/orchestration/schema

Returns the schema object for a specified orchestration resource.

Once you have the required schema object, use it to create the request body for your corresponding POST call; `/orchestration/orchestrationTask` or `/orchestration/taskExecution`.

Note: This endpoint only returns the request body elements that are required.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/orchestration/schema`

Default URL: `/api/sn_devops/devops/orchestration/schema`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
resource	Type of resource schema to return. Valid values (not case-sensitive): • build_details • callback • orchestration_task • task_execution Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Request completed successfully.
401	Invalid or missing authentication.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
callbackURL	URL of the callback. Data type: String
endDateTime	Date/time that the task execution ended. Data type: String
name	Name of the orchestration task. Data type: String
number	Task execution number. Same as an incident number. Data type: String

orchestrationTaskDetails	Description of the orchestration task.
	
	Data type: Object
	
	`"orchestrationTaskDetails": {`
	`  "message": "String",`
	`  "name": "String",`
	`  "triggerType": "String",`
	`  "url": "String"`
	`}`

orchestrationTaskDetails.message	Free-form text message. Data type: String
orchestrationTaskDetails.name	Name of the orchestration task. Data type: String
orchestrationTaskDetails.triggerType	The way the orchestration task was started. Data type: String
orchestrationTaskDetails.url	URL of the associated orchestration tool's orchestration task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
orchestrationTaskURL	URL of the orchestration task. Data type: String
result	Execution result of the task execution. Valid values: • Failed • Success Data type: String
startDateTime	Date/time that the task execution started. Data type: String
taskExecutionURL	URL of the task to execute. Data type: String
triggerType	The way the orchestration task was started. Valid values: • scm: Git/scm tool code commit triggered the job. • upstream: Upstream job triggered this job. • user: User manually started the job. Data type: String
url	URL of the associated orchestration tool's orchestration task. Data type: String

Example: Sample cURL request with resource=task_execution

```
curl -X GET \
'https://instance.servicenow.com/api/sn_devops/v1/devops/orchest
ration/schema?resource=task_execution' \
-H 'Accept: application/json'\
-u 'username':'password'
```

```
{
"result": {
  "number": 40,
  "url":
 "https://jenkins.mycompany.com:8080/job/Mobile-Platform-CI/40
/",
  "startDateTime": "1970-01-01T08:15:30-05:00",
  "endDateTime": "1970-01-01T08:25:30-05:00",
  "triggerType": "upstream",
  "result": "Success",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "orchestrationTaskDetails": {
    "name": "Mobile-Platform-CI",
    "url":
 "https://jenkins.mycompany.com:8080/job/Mobile-Platform-CI/"
    }
  }
}
```

Example: Sample cURL request with resource=orchestration_task

```
curl -X GET \
'https://instance.servicenow.com/api/sn_devops/v1/devops/orchest
ration/schema?resource=orchestration_task' \
-H 'Accept: application/json'\
-u 'username':'password'
```

```
{
"result": {
  "name": "Mobile-Platform-CI",
  "url":
 "https://jenkins.mycompnay.com:8080/job/Mobile-Platform-CI/"
  }
}
```

Example: Sample cURL request with resource=callback

```
curl -X GET \
'https://instance.servicenow.com/api/sn_devops/v1/devops/orchest
ration/schema?resource=task_execution' \
-H 'Accept: application/json' \
-u 'username':'password'
```

```
{
  "result": {
    "callbackURL":
 "http://127.0.0.1:8090/jenkins/sn-
devops/9b0feb79-f0b9-4661-83ef-2861b8924784",
    "orchestrationTaskURL":
 "http://127.0.0.1:8090/jenkins/job/felipe-downstream/",
    "orchestrationTaskDetails": {
      "message": "Started by upstream project
 \"felipe-upstream\" build number 27",
      "triggerType": "upstream"
    }
  }
}
```

DevOps - GET /devops/orchestration/stepMapping

Verifies that the information being passed is valid for the creation of an orchestration task and is valid for association to a previously created step.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/orchestration/stepMapping`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_devops/devops/orchestration/stepMapping`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
branchName	Name of the branch associated with the orchestration task. Data type: String
isMultiBranch	If the orchestration tool is Jenkins, flag that indicates whether the project is of type Multibranch. Valid values: • true: Project is of type Multibranch. • false: Project is not of type Multibranch. Data type: Boolean Default: false
parentStageName	If the orchestration task is a child nested inside a parent orchestration task, the name of the parent orchestration task. Data type: String
parentStageURL	If the orchestration task is a child nested inside a parent orchestration task, the URL of the parent orchestration task. Data type: String
orchestrationTaskName	Required. Name of the orchestration task. Data type: String
orchestrationTaskURL	Required. URL of the orchestration task. **Note:** Must be percent (%) encoded, such as https%3A%2F%2Fjenkins.mycompany.com%3A8080%2Fjob%2FMobile-Platform-deploy%2F. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
testConnection	Flag that indicates whether to test the end-to-end connection between the instance and the DevOps tool. Valid values: • true: Test the end-to-end connection. • false: Do not test the end-to-end connection. Data type: Boolean Default: false
toolId	Required. Sys_id of the orchestration tool. Table: DevOps Tool [sn_devops_tool] Data type: String
toolType	Required. Type of tool. Valid values: jenkins Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Element	Description
status	Flag that indicates whether the verification was successful. Valid values: • true: Verification was successful. • false: Verification wasn't successful. Data type: Boolean
stepValid	Flag that indicates whether the information sent is valid. Valid values: • true: Information sent is valid. • false: Information sent isn't valid. Data type: Boolean

Example: Sample cURL request

```
curl -X GET
 "https://instance.servicenow.com/api/sn_devops/v1/devops/orches
tration/stepMapping?toolId=f0ca45679323008b52f3b457415ae6&orches
trationTaskName=Platform-Analytics-UAT-Deployment&orchestrationT
askURL=https%253A%252F%252Fjenkins.mycompany.com%253A8080%252F
job%252FMobile-Platform-deploy%252F&toolType=jenkins "
 -H "Accept: application/json" \
 -u "username":"password"
```

Results if information is valid.

```
{
  "result": {
    "stepValid": true,
    "status": "Success"
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Sample cURL request

```
curl -X GET
 "https://instance.servicenow.com/api/sn_devops/v1/devops/orches
tration/stepMapping?toolId=f0ca45679323008b52f3b457415ae6&orches
trationTaskName=Platform-Analytics-UAT-Deployment&orchestrationT
askURL=https%253A%252F%252Fjenkins.mycompany.com%253A8080%252F
job%252FMobile-Platform-deploy%252F&toolType=jenkins "
 -H "Accept: application/json" \
 -u "username":"password"
```

Results if information is invalid.

```
{
"result": {
  "stepValid": false,
  "status": "Success"
}
```

DevOps - GET /devops/plan/schema

Returns the schema object for a specific plan: app, version, or work item.

Once you have the required schema object, use it to create the request body for your corresponding POST call; *`POST /plan/app`*, *`POST /plan/version`*, or *`POST /plan/workitem`*.

Note: This endpoint only returns the request body elements that are required.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/plan/schema`

Default URL: `/api/sn_devops/devops/plan/schema`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
resource	Type of resource schema to return. Valid values (not case-sensitive):

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• app • version • work_item Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Invalid or missing authentication.
404	Not Found. The specified record couldn't be found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
app	Description of the application to associate with the version. Data type: Object `"app": { "createdDateTime": "String", "id": "String", "shortDescription": "String", "team": {Object}, "url": "String" }`
app.createdDateTime	Date/time the application was created in the source DevOps tool. Data type: String
app.id	Unique identifier of the application. Generated by the source planning tool. Data type: String
app.shortDescription	Brief description of the associated application. Data type: String
app.team	Description of the team associated with the application. Data type: Object `"team": { "id": "String", "name": "String" }`
app.team.id	Unique identifier of the team associated with the application. Generated by the source planning tool. Data type: String
app.team.name	Name of the team associated with the application. Data type: String
app.url	URL of the application on the source planning tool site. Data type: String
assignedTo	Description of the person to which the work item is assigned. Data type: Object `"assignedTo": { "email": "String", "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"name": "String",
	"userName": "String"
	}</pre>

assignedTo.email	Email address of the person assigned to the work item. Data type: String
assignedTo.id	Unique identifier of the person assigned to the work item. Data type: String
assignedTo.name	Name of the person assigned to the work item. Data type: String
assignedTo.userName	User name of the person assigned to the work item. Data type: String
createDateTime	Date and time that the application, version, or work item record was created. Data type: String
id	Unique identifier of the application, version, or work item. Generated by the source planning tool. Data type: String
name	Name of the application. Data type: String
path	Relative path to the application. Data type: String
shortDescription	Brief description of the application, version, or work item. Data type: String
state	State of the work item. Generated by the source planning tool. Data type: String

team	Description of the team associated with the application.
	
	Data type: Object
	<pre>"team": {
	"id": "String",
	"name": "String"
	}</pre>

team.id	Unique identifier of the team associated with the application. Generated by the source planning tool.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
team.name	Name of the team associated with the application. Data type: String
type	Type of work item. Generated by the planning tool. Data type: String
url	URL to use to access the application, version, or work item. Data type: String

version	Array that describes the version.
	
	Data type: Object
	
	`"version": {`
	`  "app": {Object},`
	`  "createdDateTime": "String",`
	`  "id": "String",`
	`  "shortDescription": "String",`
	`  "url": "String"`
	`}`

version.app	Description of the application to associate with the version.
	
	Data type: Object
	
	`"app": {`
	`  "createdDateTime": "String",`
	`  "id": "String",`
	`  "shortDescription": "String",`
	`  "team": {Object},`
	`  "url": "String"`
	`}`

version.app.createdDateTime	Date/time that the version was created on the source DevOps tool. Data type: String
version.app.id	Unique identifier of the application. Generated by the source planning tool. Data type: String
version.app.shortDescription	Brief description of the associated application. Data type: String

version.app.team	Description of the team associated with the application.
	
	Data type: Object
	
	`"team": {`
	`  "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"name": "String" }
version.app.team.id	Unique identifier of the team associated with the application. Generated by the source planning tool. Data type: String
version.app.team.name	Name of the team associated with the application. Data type: String
version.app.url	URL of the application on the source planning tool site. Data type: String
version.createdDateTime	Date/time that the version was created on the source DevOps tool. Data type: String
version.id	Unique identifier of the version. Generated by the source planning tool. Data type: String
version.shortDescription	Brief description of the associated version. Data type: String
version.url	URL of the version on the source planning tool site. Data type: String

Example: Sample cURL request for resource=app

```
curl
 "https://instance.servicenow.com/api/sn_devops/v1/devops/plan/schema?resource=app" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "id": "PRODUCT1234",
    "shortDescription": "Mobile UI",
    "createdDateTime": "1970-01-01T08:15:30-05:00",
    "team": {
      "name": "Mobile UI",
      "id": "f0ca45679323008b52f3b457415ae6"
    },
    "url": "https://jira.com/mycompany/browse/PRODUCT-125"
  }
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Sample cURL request for resource=version

```
curl
 "https://instance.servicenow.com/api/sn_devops/v1/devops/plan/s
chema?resource=version" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "id": "REL1234",
    "shortDescription": "APIs Release",
    "createdDateTime": "1970-01-01T08:15:30-05:00",
    "app": {
      "id": "PRODUCT1234",
      "shortDescription": "Mobile UI",
      "createdDateTime": "1970-01-01T08:15:30-05:00",
      "team": {
        "name": "Mobile UI",
        "id": "f0ca45679323008b52f3b457415ae6"
      },
      "url": "https://jira.com/mycompany/browse/PRODUCT-125"
    },
    "url": "https://jira.com/mycompany/browse/REL-125"
  }
}
```

Example: Sample cURL request for resource=work_item

```
curl
 "https://instance.servicenow.com/api/sn_devops/v1/devops/plan/s
chema?resource=work_item" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "id": "STR1234",
    "type": "Story",
    "shortDescription": "Planning API Spec",
    "state": "In-progress",
    "createdDateTime": "1970-01-01T08:15:30-05:00",
    "assignedTo": {
      "name": "Leo Neo",
      "userName": "lenn",
      "id": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
      "email": "lenn@smithworksinc.com"
    },
    "version": {
      "id": "REL1234",
      "shortDescription": "APIs Release",
      "createdDateTime": "1970-01-01T08:15:30-05:00",
      "app": {
        "id": "PRODUCT1234",
        "shortDescription": "Mobile UI",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "createdDateTime": "1970-01-01T08:15:30-05:00",
        "team": {
          "name": "Mobile UI",
          "id": "f0ca45679323008b52f3b457415ae6"
        },
        "url": "https://jira.com/mycompany/browse/PRODUCT-125"
        },
        "url": "https://jira.com/mycompany/browse/REL-125"
    },
    "app": {
      "id": "PRODUCT1234",
      "shortDescription": "Mobile UI",
      "createdDateTime": "1970-01-01T08:15:30-05:00",
      "team": {
        "name": "Mobile UI",
        "id": "f0ca45679323008b52f3b457415ae6"
      },
      "url": "https://jira.com/mycompany/browse/PRODUCT-125"
    },
    "url": "https://jira.com/mycompany/browse/HALOKEY-25"
  }
}
```


DevOps - POST /devops/artifact/registration

Enables orchestration tools to register artifacts into a ServiceNow instance.

This endpoint creates new artifacts and artifact versions, and associates them to commits. The following describes the endpoint process flow:

- If the *toolId* is passed in the request, the endpoint validates that the tool exists within the instance. It also checks if the artifact repository specified in *artifacts.repositoryName* exists, and if not, creates it under the associated artifact tool.
- If the *toolId* is not passed in the request, a repository is created but it is not linked to any artifact tool.
- It then checks if the artifact specified in *artifacts.name* already exists, and if not, creates it under the associated repository.
- If the *artifact.version* is passed in the request:
  - If it does not exist, a new artifact version record is created in the associated Artifact Version [sn_devops_artifact_version] table.
  - The endpoint then looks for associated task executions based on the provided build details (*pipelineName* or *projectName*, *taskExecutionNumber*, *branchName*, and *stageName*) and the *orchestrationToolId* parameter.
  - If a task execution is found, and its post-processing is complete, the artifact version is linked to the task execution and stored in the Artifact to TaskExecution [sn_devops_m2m_artifact_execution] table. Commits linked to these task executions are also associated to the artifact version and stored in the Artifact Version to Commit [sn_devops_m2m_artifact_version_commit] table. Any commits that are linked to previous task executions that did not create an artifact, are also associated with the artifact version.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If a task execution is found, and its post-processing is not complete, then the request is persisted in the Artifact Staged Request [sn_devops_artifact_staging] table. The staged request contains a reference to the task execution.
- If a task execution is not found, the request is persisted in the staging table. The staged request contains the build details.

- If the *artifact.version* is not passed in, then depending on the tool configuration, the artifact version is either retrieved by calling the */devops/tool/artifact* endpoint if your artifact tool supports webhooks or through a custom subflow that retrieves the artifact version from the artifact tool.

For additional information on artifacts, see Using DevOps change acceleration for releases.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/artifact/registration`

Default URL: `/api/sn_devops/devops/artifact/registration`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
orchestrationToolId	Required. Sys_id of the orchestration tool associated with the artifact. The endpoint uses this information to locate task execution information. Data type: String Table: DevOps Tool [sn_devops_tool]
toolId	Sys_id of the artifact tool associated with the artifact. Data type: String Table: Artifact Tool [sn_devops_artifact_tool]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
artifacts	At least one entry required. Array of objects in which each object uniquely identifies an artifact version to register. Data type: Array of Objects `"artifacts": [ { "name": "String", "repositoryName": "String", "semanticVersion": "String", "version": "String" } ]`
artifacts.name	Required. Artifact file name. Data type: String Maximum length: 160 characters
artifacts.repositoryName	Required. Artifact repository name. If the specified repository record does not exist, it is created. Data type: String Maximum length: 160 characters
artifacts.semanticVersion	Semantic version of the artifact. Data type: String Format: MAJOR.MINOR.PATCH Examples of possible values: • 2.0.0 • 2.0.0-rc.2 • 2.0.0-rc.1 • 1.0.0-beta Maximum length: 160 characters Default: Null
artifacts.version	Required if *toolId* is not passed. Artifact version. Data type: String Format: MAJOR.MINOR Maximum length: 160 characters Default: Null

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
branchName	Required if it is a multi-branch project. Name of the branch in the repository where the artifact is stored. Data type: String Maximum length: 160 Default: Null
pipelineName	Required if *projectName* is not passed. Pipeline name. Data type: String Maximum length: 160 Default: Null
projectName	Required if *pipelineName* is not passed. Free-form project name. Data type: String Maximum length: 160 Default: Null
stageName	Required if *pipelineName* is passed. Stage name. Data type: String Maximum length: 160 Default: Null

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Authorization	Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Note: If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence. If the *devops.system* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Success. Success with response body.
201	Created. Success with response body.
400	Bad Request. The request URI does not match the APIs in the system, or the operation failed for unknown reasons. Invalid headers can also cause this error.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
response	Results of the artifact registration request. Data type: Object `"response": { "artifact": {Object}, "artifact_register_requests": {Object}, "artifact_repository": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "artifact_version": {Object} }</pre>

response.artifact	Results for each processed artifact.
	
	Data type: Object
	<pre>"artifact": {
	  "create": [Array],
	  "found": [Array],
	  "update": [Array]
	}</pre>

response.artifact.create	If the request created artifact records, the list of sys_ids of the created records.
	
	Data type: Array of Objects
	<pre>"create": [
	  {
	  "id": "String"
	  }
	]</pre>
	Table: Artifacts [sn_devops_artifact]

response.artifact.create.id	Sys_id of the artifact record created by the request. Data type: String

response.artifact.found	If an artifact already exists in the Artifacts table, the list of sys_ids of the existing artifact records.
	
	Note: No modifications are made to existing packages.
	
	Data type: Array of Objects
	<pre>"found": [
	  {
	  "id": "String"
	  }
	]</pre>

response.artifact.found.id	Sys_id of the existing artifact record. Data type: String
response.artifact.update	Currently unused
response.artifact.update.id	Currently unused
response.artifact_register_requests	Results for any artifacts register requests that have not completed processing and have been stored in the Artifact Staged Request table. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"artifact_register_requests": {
	  "create": [Array],
	  "found": [Array],
	  "update": [Array]
	}</pre>

response.artifact_register_requests.create	If the request created artifact staging records, the list of sys_ids of the created records.
	
	Data type: Array of Objects
	<pre>"create": [
	  {
	  "id": "String"
	  }
	]</pre>

response.artifact_register_requests.create.id	Sys_id of the artifact staging record created by the request. Data type: String

response.artifact_register_requests.found	If artifacts already have associated artifact staging records, the list of sys_ids of the existing artifact staging records.
	
	Note: No modifications are made to existing packages.
	
	Data type: Array of Objects
	<pre>"found": [
	  {
	  "id": "String"
	  }
	]</pre>

response.artifact_register_requests.found.id	Sys_id of an existing artifact staging record. Data type: String
response.artifact_register_requests.update	Currently unused
response.artifact_register_requests.update.id	Currently unused

response.artifact_repository	Results for any artifact repository records that were manipulated during the processing of the request.
	
	Data type: Object
	<pre>"artifact_repository": {
	  "create": [Array],
	  "found": [Array],
	  "update": [Array]
	}</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
response.artifact_repository.create	If artifact repositories were created by the request, the list of sys_ids of the created records. Data type: Array of Objects `"create": [ { "id": "String" } ]`
response.artifact_repository.create.id	Sys_id of the artifact repository record created by the request. Data type: String
response.artifact_repository.found	If artifact repository records used in the register request already exist, the list of sys_ids of the existing records. **Note:** No modifications are made to existing packages. Data type: Array of Objects `"found": [ { "id": "String" } ]`
response.artifact_repository.found.id	Sys_id of an existing artifact repository record used by the request. Data type: String
response.artifact_repository.update	If the endpoint updates the track flag on a repository to true (from false), the list of sys_ids of the repository records that were modified. Data type: Array of Objects `"update": [ { "id": "String" } ]`
response.artifact_repository.update.id	Sys_id of the repository record whose track flag was modified. Data type: String
response.artifact_version	Results for any artifact version records that were manipulated during the processing of the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"artifact_version": { "create": [Array], "found": [Array], "update": [Array] }`
response.artifact_version.create	Results for any artifact version records that were created during the processing of the request. Data type: Array of Objects `"create": [ { "id": "String" } ]`
response.artifact_version.create.id	Sys_id of the artifact version record created by the request. Data type: String
response.artifact_version.found	If artifact version records used in the register request already exist, the list of sys_ids of the existing records. Data type: Array of Objects `"found": [ { "id": "String" } ]`
response.artifact_version.found.id	Sys_id of the existing artifact version record used by the request. Data type: String
response.artifact_version.update	Currently unused
response.artifact_version.update.id	Currently unused
status	Status of the registration request. Possible values: • Success: Response body contains return results. • Error: Response body contains list of all errors. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Sample cURL request

```
curl -X POST \
'https://instance.servicenow.com/api/sn_devops/devops/artifact/registration?toolId=391b4ff6dba24010bc8cdd384b96198f&orchestrationToolId=99d70b36dba24010bc8cdd384b961985' \
-H 'Accept: application/json' \
-H 'Content-Type: application/json' \
-u 'username':'password' \
-d ' {"artifacts": [\
 {\
 "name": "sa-web.jar",\
 "version": "3.1",\
 "semanticVersion": "3.1.0",\
 "repositoryName": "services-1031"\
 },\
 {\
 "name": "sa-frontend.jar",\
 "version": "3.2",\
 "semanticVersion": "3.2.0",\
 "repositoryName": "services-1031"\
 }\
 ],\
 "pipelineName": "spring-boot-app",\
 "taskExecutionNumber": "160",\
 "stageName": "Build",\
 "branchName": "primary"\
}]'
```

```
{
"result": {
  "status": "Success",
  "response": {
    "artifact_repository": {
      "create": [
        {
          "id": "2e50ba8bdbaa4010bc8cdd384b961988"
        }
      ],
      "update": [],
      "found": [
        {
          "id": "2e50ba8bdbaa4010bc8cdd384b961988"
        }
      ]
    },
    "artifact": {
      "create": [
        {
          "id": "6a50f603dbea4010bc8cdd384b96193d"
        },
        {
          "id": "2e50f603dbea4010bc8cdd384b96193f"
        }
      ],
      "update": [],
      "found": []
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "artifact_version": {
      "create": [
        {
          "id": "a650f603dbea4010bc8cdd384b96193e"
        },
        {
          "id": "6250f603dbea4010bc8cdd384b961940"
        }
      ],
      "update": [],
      "found": []
    },
    "artifact_register_requests": {
      "create": [
        {
          "id": "6250f603dbea4010bc8cdd384b96193f"
        },
        {
          "id": "6650f603dbea4010bc8cdd384b961940"
        }
      ],
      "update": [],
      "found": []
    }
  }
 }
}
```


DevOps - POST /devops/onboarding/app

Creates an onboarding app event that is asynchronously processed by the DevOps service.

This endpoint can perform the following actions:

- Create applications.
- Associate DevOps objects such as, plan, repository, and pipeline, to an application.
- Create a change step record and associate a change approval process to a pipeline.

All of these actions are tool and capability specific. The following table outlines the actions available for each supported tool.

Tool	Capabilities	Actions		
		App Association	Configure	Change Step creation
ServiceNow Agile	Plans	✓	NA	NA
Azure	Plans	✓	NA	NA
	Repos	✓	NA	NA
	Pipelines	✓	NA	✓
BitBucket	Repos	✓	✓	NA
GitHub	Repos	✓	✓	NA
GitLab	Repos	✓	✓	NA
	Pipelines	✓	✓	✓
Jenkins	Pipelines	✓	NA	✓
Jira	Plans	✓	NA	NA

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/onboarding/app`

Default URL: `/api/sn_devops/devops/onboarding/app`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
apps	Array of objects that define the apps to create within the associated ServiceNow instance. Data type: Array `"apps": [{ "bussinessApp": "String", "name": "String" }]`
apps.bussinessApp	Name of the cmdb_ci_business_app to which map the application. This ties the DevOps application to the specified CMDB application. Data type: String
apps.name	Required. User friendly name of the application to create to create. An app is a DevOps product container object that ties plans, repositories, and pipelines together. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description

credentials	Required. Credentials to use for the webhook creation. The created webhook is used by the tool to send notifications.
	
	Data type: Object
	
	`"credentials": {`
	`  "name": "String",`
	`  "password": "String"`
	`}`

credentials.name	Required. ServiceNow user ID of the user making the endpoint request. This user must have the devops.integration.user role. Starting with version 1.34.1, this user must have the sn_devops.admin role. Data type: String Table: User [sys_user]
credentials.password	Required. Password of the user specified in the *credenitals.name* parameter. Data type: String

pipelines	List of pipelines to associate with applications.
	
	Data type: Array of Objects
	
	`"pipelines": [{`
	`  "app": "String",`
	`  "name": "String",`
	`  "tool": "String"`
	`}]`

pipelines.app	Required if a *pipelines* object is specified. Name of the application to associate with the plan specified in the *pipelines.name* parameter. The application must have already been created or be specified in the *apps* object of this request. Data type: String

pipelines.changeSteps	Change steps to create for the pipeline specified in the *pipelines.name* field.
	
	Data type: Array of Objects
	
	`"changeSteps": [{`
	`  "changeApprovalGroup":`
	`"String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description

	<pre>"changeControlledBranches": "String",
	"changeType": "String",
	"name": "String",
	"type": "String"
	}]</pre>

pipelines.changeSteps.changeApprovalGroup	Required if a *changeSteps* object is specified. Name of the change approval group to associate with the pipeline. This group must already exist on the ServiceNow instance. Data type: String Table: Group [sys_user_group]
pipelines.changeSteps.changeControlledBranches	Comma-separated list of code branches that are under change control. This only applies for multi branch support. Data type: String Default: * (all branches)
pipelines.changeSteps.changeType	Required if a *changeSteps* object is specified. Type of change request to create. Data type: String Table: In the Type field of the Change Request [change_request] table.
pipelines.changeSteps.name	Required if a *changeSteps* object is specified. Name of the step to create. The step name must match the name of the corresponding step in the orchestration tool's pipeline. Data type: String
pipelines.changeSteps.type	Required if a *changeSteps* object is specified. Type of step to create. Data type: String Table: In the Type field of the Steps [sn_devops_step] table.
pipelines.name	Required if a *pipelines* object is specified. Name of the pipeline to associate with the application specified in *pipelines.app* parameter. This

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	pipeline must already be discovered on the ServiceNow instance. Data type: String
pipelines.project	Required if a `pipelines` object is specified and the pipelines.tool supports projects entity (for example, the ADO tool). Project to associate with the pipeline to create a unique pipeline/tool identifier. Parameter value must derive from a project in the Project [sn_devops_project] table. Data type: String
pipelines.tool	Required if a *`pipelines`* object is specified. Tool to associate with the pipeline to create a unique pipeline/tool identifier. Data type: String
plans	List of plans to associate with an application. Data type: Array of Objects `"plans": [{ "app": "String", "name": "String", "tool": "String" }]`
plans.apps	Required if a *`plans`* object is specified. Names of applications to associate with the plan specified in the *`plans.name`* parameter. These applications must have already been created or be specified in the *`apps`* object of this request. Data type: Array of Strings
plans.name	Required if a *`plans`* object is specified. Name of the plan to associate with the application specified in *`plans.app`* parameter. This plan must already be discovered on the ServiceNow instance. Data type: String
plans.project	Required if a `plans` object is specified and the plans.tool supports projects entity (for example, the ADO tool). Tool

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	to associate with the pipeline to create a unique plans/tool identifier. Parameter value must derive from a project in the Project [sn_devops_project] table. Data type: String
plans.tool	Required if a *`plans`* object is specified. Tool to associate with the plan to create a unique plan/tool identifier. Data type: String
repositories	List of repositories associated with an application. If the repositories object contains an app parameter, then it maps the repository to the application. Data type: Array of Objects `"repositories": [{ "app": "String", "name": "String", "tool": "String" }]`
repositories.app	Required if a *`repositories`* object is specified. Name of the application to associate with this repository. The application must have already been created or be specified in the *`apps`* object of this request. Data type: String
repositories.name	Required if a *`repositories`* object is specified. Name of the repository to associate with the application specified in *`repositories.app`* parameter. This repository must already be discovered on the ServiceNow instance. Data type: String
repositories.project	Required if a `repositories` object is specified and the *`repositories.tool`* supports a projects entity (for example, the ADO tool). Tool to associate with the repositories to create a unique repository/tool identifier. Parameter value must derive from a project in the Project [sn_devops_project] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String
repositories.tool	Required if a *`repositories`* object is specified. User friendly tool name to associate with the repository to create a unique repository/tool identifier. The tool must already be created on the ServiceNow instance. Data type: String
artifactRepositories.app	Required if the `artifactRepositories` object is specified. Name of the application to associate with this artifactRepositories. The application must have already been created or be specified in the `apps` object of this request. Data type: String
artifactRepositories.name	Required if the `artifactRepositories` object is specified. Name of the artifactRepositories to associate with the application specified in *`artifactRepositories`*.app parameter. This artifactRepositories must already be discovered on the ServiceNow instance. Data type: String
artifactRepositories.tool	Required if the `artifactRepositories` object is specified. User friendly tool name to associate with the artifactRepositories to create a unique artifactRepositories / tool identifier. The tool must already be created on the ServiceNow instance. Data type: String
artifactRepositories.project	Required if the `artifactRepositories` object is specified and the *`repositories.tool`* supports projects entity (for example, the ADO tool). Tool to associate with the *`artifactRepositories`* to create a unique pipeline/tool identifier. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
202	Onboarding request was successfully created.

Response body parameters

Name	Description
result	Results of the onboarding request. Data type: Object `"result": { "code": "String", "details": "String", "errors": {Object], "onboardingRequestID": "String", "status": "String" }`
result.code	HTTP status code. Data type: String
result.details	Details about the onboarding request. Data type: String
result.errors	Description of any error that occurred.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object
result.error.message	Error message. Data type: String
result.onboardingRequestID	Unique identifier of the onboarding request. Use this value when calling the */devops/onboarding/status* endpoint to obtain the status of the associated onboarding process. Data type: String
result.status	Status of the onboarding request, either Success or Failed. Data type: String

Example: cURL request

This example creates the application Bike Rental Service and associates it with the Jenkins pipeline Bike Rentals, the GitHub repository nowDevops01/CorpSite, and the Azure plan testPlan_Bike_Rental.

```
curl -X POST
 "https://servicenow-instance/api/sn_devops/v1/devops/onboardi
ng/app" \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d "{
  "apps": [
    {
      "name": "Bike Rental Service"
    }
  ]
  "pipelines": [
    {
      "tool": "Primary Jenkins",
      "name": "Bike Rentals",
      "app": "Bike Rental Service",
      "changeSteps": [
        {
          "name": "Prod",
          "type": "deploy",
          "changeApprovalGroup": "Change Management",
          "changeType": "normal"
        }
      ]
    }
  ],
  "repositories": [
    {
      "tool": "Primary GitHub",
      "name": "nowDevops01/CorpSite",
      "app": "Bike Rental Service"
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ]
  "plans": [
    {
      "tool": "Primary Azure",
      "name": "testPlan_Bike_Rental",
"project": "DemoProjecttt",
      "apps": [
        "Bike Rental Service"
      ]
    }
  ]
"artifactRepositories": [
{
"tool": "AdoTool",
"name": "empb5-sonar",
"apps": [
"appXXXXtz"
]
}
]

  "credentials" : {
    "name": "devops_user",
    "password": "devops_password"
  }
}
```

Output:

```
{
  "result":{
    "status": "Success",
    "details": "Onboarding request has been created. Please use
 the /status api and the onboarding request number to get the
 status of the request",
    "onboardingRequestID": "IBE0001045",
    "code": "202"
  }
}
```

DevOps - POST /devops/onboarding/tool

Creates an onboarding tool event that is asynchronously processed by the DevOps service.

Depending on the type of tool for which the request is posted, the endpoint performs the following actions:

- Creates the tool within the associated ServiceNow instance
- Connects to the tool
- Tries to configure the tool (only if the connection is successful)
- Discovers the tool (only if the connection is successful)

All of these actions are tool specific and are executed based on the integration capabilities for the specified tool.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tool	Action			
	Create	Connect	Discover	Configure
ServiceNow Agile	✓	✓	✓	NA
Azure	✓	✓	✓	✓
BitBucket	✓	✓	✓	✖
GitHub	✓	✓	✓	✖
GitLab	✓	✓	✓	✖
Jenkins	✓	✓	✓	✖
Jira	✓	✓	✓	✓

The return results for this endpoint only indicate whether the request was posted, it does not indicate whether the associated tools were created. The actual tool creation is processed asynchronously. To obtain the status of the tool creation and all other actions, you must call the `/devops/onboarding/status` endpoint and pass in the *onboardingRequestID* parameter that is returned by this endpoint.

Before you are able to access this endpoint, your admin must have configured the DevOps connection and credential alias (CreateDevOpsTool) to setup tools in the instance. For details, see Install DevOps Change Velocity. In addition, the calling entity must have the devops.integration.user role.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/onboarding/tool`

Default URL: `/api/sn_devops/devops/onboarding/tool`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters

Name	Description
credentials	Required. Credentials to use for the webhook creation. The tool uses the created webhook to send notifications. Data type: Object `"credentials": { "name": "String", "password": "String" }`
credentials.name	Required. ServiceNow identifier of the user making the endpoint request. This user must have the devops.integration.user role. Starting with version 1.34.1, this user must have the sn_devops.admin role. Data type: String Table: User [sys_user]
credentials.password	Required. Password of the user specified in the *`credenitals.name`* parameter. Data type: String
tools	Required. Tools to create within the associated ServiceNow instance. You can create one or more tools in a single request. Data type: Array of Objects `"tools": [{ "name": "String", "password": "String", "type": "String", "useMidServer": Boolean, "username": "String", "url": "String" }]`
tools.name	Required. User friendly name or label of the tool to create. This name is used to identify the tool in the DevOps service. Data type: String
tools.password	Required except for Agile tool. Password to use to access the tool. Supported authentications are basic and token; OAuth is not supported. Data type: String
tools.type	Required. Type of tool to create, such as GitHub or BitBucket. The specified value must be one of the Tool labels in the Tool Integrations [sn_devops_tool_integration] table. Data type: String
tools.useMidServer	Flag that indicates whether the tool connects through a MID Server.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Valid values: • true: Connects through a MID Server. • false: Does not connect through a MID Server. Data type: Boolean
tools.username	Required except for Agile tool. User name to use to access the tool through this endpoint. Data type: String
tools.url	Required except for Agile tool. URL of the tool to create. The DevOps service uses this URL to integrate with the tool. If using the 'Azure DevOps' tool, *`tools.url`* can contain either the ADO Organization URL or the ADO Project URL. When providing an ADO Organization URL, the API discovers all projects under the specified organization and does not configure any projects. When providing an ADO Project URL, the API discovers entities related to the project like (pipelines, repositories, and plans) and also configures a project if the *`credentials`* object is present. To explicitly tell the API to skip the project configuration, configure a flag *`configureTool`* (type: boolean) to `false`. If *`configureTool`* is not explicitly provided in the payload or is set to `true`, the tool is automatically configured. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
202	Onboarding request was successfully created.

Response body parameters

Name	Description
result	Results of the onboarding request. Data type: Object `"result": { "code": "String", "details": "String", "errors": {Object}, "onboardingRequestID": "String", "status": "String" }`
result.code	HTTP status code. Data type: String
result.details	Detailed message about the onboarding request. Data type: String
result.errors	Description of any error that occurred. Data type: Object
result.error.message	Error message. Data type: String
result.onboardingRequestID	Unique identifier of the onboarding request. Use this value when calling the */devops/onboarding/status* endpoint to obtain the status of the associated tool onboarding process. Data type: String
result.status	Status of the onboarding request, either Success or Failed. Data type: String

Example: cURL request

The following example shows how to onboard GitHub.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl -X POST
 "https://servicenow-instance/api/sn_devops/v1/devops/onboardi
ng/tool" \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
  "tool":[{
    "name": "Primary GitHub",
    "type": "GitHub",
    "url": "https"//api.github.com",
    "username": "username",
    "password": "password",
    "useMidServer": false
  }]
  "credentials" : {
    "name": "devops_user",
    "password": "devops_password"
  }
}
```

```
{
  "result":{
    "status": "Success",
    "details": "Onboarding request has been created. Please use
 the /status api and the onboarding request number to get the
 status of the request",
    "onboardingRequestID": "IBE0001041",
    "code": "202"
  }
}
```

DevOps - POST /devops/orchestration/changeControl

Registers a callback with a ServiceNow instance for an orchestration task under change control, which can be called once a decision has been made on the change request.

Before you call this endpoint, you must have an orchestration task created in your ServiceNow instance. You can create this task either through Discovery or by calling the DevOps - POST /devops/orchestration/stepMapping endpoint. You must also ensure that the orchestration task is associated to a previously defined pipeline step and that change control is enabled (by selecting the **Change control** option on the App Stage form.) For details, see Accelerating DevOps change.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/orchestration/changeControl`

Default URL: `/api/sn_devops/devops/orchestration/changeControl`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
toolId	Required. Sys_id of the DevOps tool for which to place the specified task under change control. Data type: String Table: DevOps Tool [sn_devops_tool]
toolType	Type of tool. Valid value: Any value that identifies the tool, such as "jenkins". Data type: String

Request body parameters

Name	Description
callbackURL	Required. URL that the ServiceNow instance can call back once the associated change request approval process is complete. This callback should let the pipeline execution continue or not, based on the approval result. Data type: String
changeRequestDetails	Name-value pairs of the fields to set when closing a change request. This object can contain any fields in the Change Request record except the following: • impact • number • risk • risk_impact_analysis • sys_id

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	If these fields are included in the request, the endpoint returns a 400 error and the change request is not updated. Also, if you include fields that require other mandatory fields to be set, and those fields are not sent, the request will fail during later processing of the pipeline. This failure is noted in the work notes of the change request, along with an error message for that particular change request, such as: `Change request update failed with reason: <Error Message from platform>. Canceling change request and the related step execution.` You can also pass the boolean parameter *`setCloseCode`* in this object to specify whether to set closure information on the associated Change Request record. • If set to true, the close_code field is set to the status of the job and the close_notes field is set to a link to the step execution in the associated Change Request record. The default value is true. • If set to false, the close_code and close_notes fields are not set and a link to the step execution is set in the work_notes field. Data type: Object
isMultiBranch	If the orchestration tool is Jenkins, flag that indicates whether the project is of type Multibranch. Valid values: • true: Project is of type Multibranch. • false: Project is not of type Multibranch. Data type: Boolean Default: false
orchestrationTaskDetails	Required. Description of the orchestration task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: Object `"orchestrationTaskDetails": { "message": "String", "triggerType": "String", "upstreamTaskExecutionURL": "String" }`
orchestrationTaskDetails.message	Free-form text message. Data type: String
orchestrationTaskDetails.triggerType	Required. The way the orchestration task was started. Valid values: • scm: Git/scm tool code commit triggered the job. • upstream: Upstream job triggered this job. • user: User manually started the job. Data type: String
orchestrationTaskDetails.upstreamTaskExecutionURL	Required if *triggerType* is set to `upstream`. Upstream task execution URL. For example: https://jenkins.mycompany.com:8080/job/Mobile-Platform-test/40/ Data type: String
orchestrationTaskURL	Required. URL of the orchestration task for which to create the call back. For example: https://jenkins.mycompany.com:8080/orchestration_task/Mobile-Platform-deploy/ Data type: String
parentNode	If the orchestration task is a child nested inside a parent orchestration task, this value contains the parent node details. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description

	<pre>"parentNode": {
	  "id": "String",
	  "name": "String",
	  "upstreamStageName": "String",
	  "upstreamTaskExecutionURL": "String"
	}</pre>

parentNode.id	Unique ID for the parent node. In Jenkins, this value corresponds to a pipeline stage ID. Data type: String
parentNode.name	Name of the parent node. In Jenkins, this value corresponds to a pipeline stage name. Data type: String
parentNode.upstreamStageName	Name of the parent node's upstream orchestration task. In Jenkins, this value corresponds to a pipeline stage name. Data type: String
parentNode.upstreamTaskExecutionURL	URL of the parent node's upstream task execution. In Jenkins, this value corresponds to a pipeline stage execution URL. Data type: String
parentStageName	If the orchestration task is a child nested inside a parent orchestration task, the name of the parent orchestration task. Data type: String
parentStageURL	If the orchestration task is a child nested inside a parent orchestration task, the URL of the parent orchestration task. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Authorization	Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`. **Note:** If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence. If the *devops.system* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Invalid or missing authentication.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
changeControl	Flag that indicates whether the orchestration task is under change control. Possible values: • true: Under change control. • false: Not under change control. Data type: Boolean

Example: cURL request

```
curl -X POST
 "https://instance.servicenow.com/api/sn_devops/v1/devops/orches
tration/changeControl?toolId=f0ca45679323008b52f3b457415ae6&tool
Type=jenkins"
-H "accept: application/json"\
-H "Content-Type: application/json"\
-u "username":"password"\
-d "{

 \"orchestrationTaskURL\":
\"https://jenkins.mycompany.com:8080/orchestration
 task/Mobile-Platform-deploy/\",

 \"callbackURL\":\"https://jenkins.mycompany.com:8080/sn-
devops/964aca59-0cae-4d9b-a36d-5929f426cf31\",
  \"orchestrationTaskDetails\":{
    \"message\":\"Started by upstream project
 \\\"Mobile-Platform-test\\\" build number 40\",
    \"triggerType\":\"upstream\",

 \"upstreamTaskExecutionURL\":
\"https://jenkins.mycompany.com:8080/job/Mobile-Platform-test/
40/\"}
}"
```

Response body.

```
{
"result": {
   "changeControl": true,
   "status": "Success"
   }
}
```

Example: cURL request

This example shows how to pass fields in the *changeRequestDetails* object when closing a change request.

```
curl -X POST
 "https://instance.servicenow.com/api/sn_devops/v1/devops/orches
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
tration/changeControl?toolId=f0ca45679323008b52f3b457415ae6&tool
Type=jenkins"
-H "accept: application/json"\
-H "Content-Type: application/json"\
-u "username":"password"\
-d "{

 "callbackURL":"http://192.168.0.4:3000/jenkins/sn-
devops/pipeline_839b7605-b98d-4831-bc87-96829de7da37",

 "orchestrationTaskURL":"http://192.168.0.4:3000/jenkins/job/jav
a_sample_tests#deploy/",
  "isMultiBranch":"false",
  "orchestrationTaskName":"java_sample_tests#deploy",
  "orchestrationTaskDetails":{
    "triggerType":"upstream",

 "upstreamTaskExecutionURL":"http://192.168.0.4:3000/jenkins/j
ob/java_sample_tests/129/execution/node/35/wfapi/describe",

 "taskExecutionURL":"http://192.168.0.4:3000/jenkins/job/java_sa
mple_tests/129/execution/node/50/wfapi/describe"
  },
  "changeRequestDetails":{
    "setCloseCode":false,
    "attributes":{
      "sys_created_by":"1832fbe1d701120035ae23c7ce610369",
      "sys_updated_by":"56826bf03710200044e0bfc8bcbe5dca",
      "requested_by":{
         "name":"test user1"
      },
      "watch_list":[
        {
          "name":"test user1"
        },
        {
          "name":"test user2"
        },
        {
          "name":"Alejandra Prenatt"
        },
          "56826bf03710200044e0bfc8bcbe5dca"
      ],
      "work_notes_list":[
        "56826bf03710200044e0bfc8bcbe5dca",
        "46c6f9efa9fe198101ddf5eed9adf6e7",
        "d8f57f140b20220050192f15d6673a98"
      ],
      "assigned_to":"1832fbe1d701120035ae23c7ce610369",
      "category":"Service",
      "sys_created_on":"2021-02-09 18:58:41",
      "priority":"2",
    }
  }
}"
```

Response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
"result": {
   "changeControl": true,
   "status": "Success"
   }
}
```

DevOps - POST /devops/orchestration/stepMapping

Verifies that the information being passed is valid for the creation of an orchestration task and is valid for association to a previously created step. If both are valid, it creates the orchestration task and makes the association.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/orchestration/stepMapping`

Default URL: `/api/sn_devops/devops/orchestration/stepMapping`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
toolId	Required. Sys_id of the orchestration tool. Table: DevOps Tool [sn_devops_tool] Data type: String
toolType	Required. Type of tool. Valid values: jenkins Data type: String

Request body parameters

Name	Description
branchName	Name of the branch associated with the orchestration task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String
isMultiBranch	If the orchestration tool is Jenkins, flag that indicates whether the project is of type Multibranch. Valid values: • true: Project is of type Multibranch. • false: Project is not of type Multibranch. Data type: Boolean Default: false
parentNode	If the orchestration task is a child nested inside a parent orchestration task, this value contains the parent node details. Data type: Object `"parentNode": { "id": "String", "name": "String", "upstreamStageName": "String", "upstreamTaskExecutionURL": "String" }`
parentNode.id	Unique ID for the parent node. In Jenkins, this value corresponds to a pipeline stage ID. Data type: String
parentNode.name	Name of the parent node. In Jenkins, this value corresponds to a pipeline stage name. Data type: String
parentNode.upstreamStageName	Name of the parent node's upstream orchestration task. In Jenkins, this value corresponds to a pipeline stage name. Data type: String
parentNode.upstreamTaskExecutionURL	URL of the parent node's upstream task execution. In Jenkins, this value corresponds to a pipeline stage execution URL. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
parentStageName	If the orchestration task is a child nested inside a parent orchestration task, the name of the parent orchestration task. Data type: String
parentStageURL	If the orchestration task is a child nested inside a parent orchestration task, the URL of the parent orchestration task. Data type: String
orchestrationTaskName	Required. Name of the orchestration task. This is the same task referenced in the *`orchestrationTaskURL`*. Data type: String
orchestrationTaskURL	Required. URL of the orchestration task. For example: https://jenkins.mycompany.com:8080/orchestration_task/Mobile-Platform-deploy/ Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Authorization	Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`. **Note:** If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence. If the *`devops.system`* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Element	Description
status	Flag that indicates whether the verification was successful. Valid values: • true: Verification was successful. • false: Verification wasn't successful. Data type: Boolean
stepValid	Flag that indicates whether the information sent is valid. Valid values: • true: Information sent is valid. • false: Information sent isn't valid. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Sample cURL request

```
curl -X POST
 "https://instance.servicenow.com/api/sn_devops/v1/devops/orches
tration/stepMapping?toolId=f0ca45679323008b52f3b457415ae6&toolTy
pe=jenkins"
-H "Accept: application/json"\
-H "Content-Type: application/json"\
-u "username":"password"\
-d "{
  \"orchestrationTaskURL\":\"
 http://127.0.0.1:8090/jenkins/job/CorpSite/job/primary#deploy
 PROD/\",
  \"orchestrationTaskName\":\" primary#deploy PROD\"
}"
```

Results if information is valid.

```
{
  "result": {
    "stepValid": true,
    "status": "Success"
  }
}
```

Results if information is invalid.

```
{
  "result": {
    "stepValid": false,
    "status": "Success"
  }
}
```

DevOps - POST /devops/package/registration

Enables orchestration tools to create new artifact packages that contain specified artifact versions.

Artifact packages are used to display commits to change approvers when they view a change request. For commits to show in change requests, the package must be created in the stage prior to the stage containing the change approval.

Any artifact versions included in the package registration request should already be registered with DevOps. For details on registering artifact versions, see DevOps - POST /devops/artifact/registration.

Typically, you will pass in the *artifacts.version* and *artifacts.name* parameters when identifying an artifact version to include in a package. You can also use the advanced features of this endpoint which allows you to pass the build details for each artifact version instead of the version itself. Artifact-specific build details include the following parameters:

- *artifacts.pipelineName* or *artifacts.projectName*
- *artifacts.taskExecutionNumber*
- *artifacts.stageName*
- *artifacts.branchName*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The endpoint uses these artifact-specific build details to look up task execution information and then copies the associated versions to the package. It uses non-artifact specific build details (*pipelineName* or *projectName*, *taskExecutionNumber*, *branchName*, and *stageName*) to associate the created package to a pipeline execution.

Note: This endpoint does not support updates. It always creates a new package even if one with same name already exists.

For additional information on artifact packages, see Using DevOps change acceleration for releases.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/package/registration`

Default URL: `/api/sn_devops/devops/package/registration`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
orchestrationToolId	Required. Sys_id of the orchestration tool associated with the artifact package. The endpoint uses this information to locate task execution information. Data type: String Table: DevOps Tool [sn_devops_tool]
toolId	Sys_id of the artifact tool associated with the artifact package. Data type: String Table: Artifact Tool [sn_devops_artifact_tool]

Request body parameters

Name	Description
artifacts	At least one entry required. Array of objects in which each object uniquely identifies an artifact version to include in the package.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: Array of Objects `"artifacts": [ { "branchName": "String", "name": "String", "pipelineName": "String", "projectName": "String", "repositoryName": "String", "stageName": "String", "taskExecutionNumber": "String", "version": "String" ]`
artifacts.branchName	Required if *`artifact.version`* is not passed and it is a multi-branch setup. Name of branch in which the artifact versions are stored. Data type: String Maximum length: 160 Default: Null
artifacts.name	Required. Artifact file name. Data type: String Maximum length: 160 characters
artifacts.pipelineName	Required if *`artifact.version`* and *`artifacts.projectName`* are not passed. Pipeline name. Data type: String Maximum length: 160 Default: Null
artifacts.projectName	Required if *`artifact.version`* and *`artifact.pipelineName`* are not passed. Free-form project name. Data type: String Maximum length: 160 Default: Null
artifacts.repositoryName	Required. Artifact repository name. Data type: String Maximum length: 160 characters

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
artifacts.stageName	Required if *artifact.version* is not passed. Stage name. Data type: String Maximum length: 160 Default: Null
artifacts.taskExecutionNumber	Required if *artifact.version* is not passed. Pipeline run number. Data type: String Default: Null
artifacts.version	Required if build details are not provided. Version of the artifacts. Data type: String Format: <Major>.<Minor> Default: Null
branchName	Required if it is multi-branch project. Name of the branch in the repository where the artifacts are stored. Data type: String Maximum length: 200 characters Default: Null
name	Required. Name of package. Data type: String Maximum length: 160 characters
pipelineName	Required if *projectName* is not passed. Pipeline name. Data type: String Maximum length: 160 characters Default: Null
projectName	Required if *pipelineName* is not passed. Free-form project name. Data type: String Maximum length: 160 Default: Null
stageName	Required if *pipelineName* is passed. Stage name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String Maximum length: 160 characters Default: Null
taskExecutionNumber	Required. Pipeline run number. Data type: String Maximum length: 128 characters Default: Null

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Authorization	Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`. **Note:** If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence. If the *devops.system* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Success. Success with response body.
201	Created. Success with response body.
400	Bad Request. The request URI does not match the APIs in the system, or the operation failed for unknown reasons. Invalid headers can also cause this error.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
response	Results of the package registration request. Data type: Object `"response": { "artifact_register_requests": {Object}, "sn_devops_m2m_artifact_version_package": {Object}, "sn_devops_package": {Object} }`
response.artifact_register_requests	Results for any register requests that have not completed processing and have been stored in the Artifact Staged Request [sn_devops_artifact_staging] table. Data type: Object `"artifact_register_requests": { "create": [Array], "found": [Array], "update": [Array] }`
response.artifact_register_requests.create	If the request created package staging records, the list of sys_ids of the created staging records. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"create": [
	  {
	  "id": "String"
	  }
	]</pre>

response.artifact_register_requests.create.id	Sys_id of the package staging record created by the request. Data type: String

response.artifact_register_requests.found	If the associated package staging records already exist, the list of sys_ids of the existing records.
	
	Note: No modifications are made to existing packages.
	
	Data type: Array of Objects
	<pre>"found": [
	  {
	  "id": "String"
	  }
	]</pre>

response.artifact_register_requests.found.id	Sys_id of an existing package staging record. Data type: String
response.artifact_register_requests.update	Currently unused.
response.artifact_register_requests.update.id	Currently unused.

response.sn_devops_m2m_artifact_version_package	Results for each artifact version associated with a package.
	
	Data type: Object
	<pre>"sn_devops_m2m_artifact_version_package": {
	  "create": [Array],
	  "found": [Array],
	  "update": [Array]
	}</pre>

response.sn_devops_m2m_artifact_version_package.create	If the request created records linking artifact versions to packages, the list of sys_ids of the created records.
	
	Data type: Array of Objects
	<pre>"create": [
	  {
	  "id": "String"
	  }
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Artifact Version to Package [sn_devops_m2m_artifact_version_package]
response.sn_devops_m2m_artifact_version_package.create.id	Sys_id of the Artifact Version to Package record created by the request. Data type: String
response.sn_devops_m2m_artifact_version_package.found	If a linking record already exists in the Artifacts Version to Package table, the list of sys_ids of the existing linking records. **Note:** No modifications are made to existing records. Data type: Array of Objects `"found": [ { "id": "String" } ]`
response.sn_devops_m2m_artifact_version_package.found.id	Sys_id of the existing Artifact Version to Package record. Data type: String
response.sn_devops_m2m_artifact_version_package.update	Currently unused.
response.sn_devops_m2m_artifact_version_package.update.id	Currently unused.
response.sn_devops_package	Results for any package records in the Packages [sn_devops_package] table that were manipulated during the processing of the request. Data type: Object `"sn_devops_package": { "create": [Array], "found": [Array], "update": [Array] }`
response.sn_devops_package.create	If package records were created by the request, the list of sys_ids of the created records. Data type: Array of Objects `"create": [ { "id": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
response.sn_devops_package.create.id	Sys_id of the package record created by the request. Data type: String

response.sn_devops_package.found	If package records used in the register request already exist, the list of sys_ids of the existing records.
	
	Note: No modifications are made to existing records.
	
	Data type: Array of Objects
	<pre>"found": [
	  {
	  "id": "String"
	  }
	]</pre>

response.sn_devops_package.found.id	Sys_id of an existing package record referenced by the request. Data type: String
response.sn_devops_package.update	Currently unused.
response.sn_devops_package.update.id	Currently unused.
status	Status of the registration request. Possible values: • Error: Response body contains list of all errors. • Success: Response body contains return results. Data type: String

Example: Sample cURL request

```
# Example passing the artifact version
curl -X POST
 "https://instance.servicenow.com/api/sn_devops/devops/package/registration?toolId=f0ca45679323008b52f3b457415ae6"\
-H "accept: application/json"\
-H "Content-Type: application/json"\
-u "username":"password"\
-d "{\
"name": "sentimentpackage",\
"artifacts": [\
{\
"name": "sa-web.jar",\
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"repositoryName": "services-1031",\
"version": "3.1"\
},\
{\
"name": "sa-frontend.jar",\
"repositoryName": "services-1031",\
"version": "9.2"\
}\
],\
"pipelineName": "spring-boot-app",\
"taskExecutionNumber": "160",\
"stageName": "Build",\
"branchName": "primary"\
}"
```

Response - package created:

```
"result": {
"status": "Success",
"response": {
  "sn_devops_package": {
    "create": [
        {
          "id": "0d57367a532e00107109ddeeff7b122a"
        }
      ],
    "update": [],
    "found": []
  },
  "sn_devops_m2m_artifact_version_package": {
    "create": [
      {
        "id": "c957367a532e00107109ddeeff7b122b"
      },
      {
        "id": "8157367a532e00107109ddeeff7b122c"
      }
    ],
    "update": [],
    "found": []
    }
  },
  "responseCode": 201
  }
}
```

Example: Sample cURL request

```
# Example passing the build details
curl -X POST
 "https://instance.servicenow.com/api/sn_devops/devops/package/r
egistration?toolId=f0ca45679323008b52f3b457415ae6"
-H "accept: application/json"\
-H "Content-Type: application/json"\
-u "username":"password"\
-d "{\
"name": "sentimentpackage",\
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"artifacts": [\
{\
"name": "sa-web.jar",\
"repositoryName": "services-1031",\
"pipelineName": "spring-boot-app",\
"taskExecutionNumber": "160",\
"stageName": "Build",\
"branchName": "primary"\
},\
{\
"name": "sa-frontend.jar",\
"repositoryName": "services-1031",\
"pipelineName": "spring-boot-fe",\
"taskExecutionNumber": "991",\
"stageName": "Build",\
"branchName": "primary"\
}\
],\
"pipelineName": "spring-boot-app",\
"taskExecutionNumber": "160",\
"stageName": "Build",\
"branchName": "primary"\
}"
```

Response - request created a staged package:

```
{
"result": {
  "status": "Success",
  "response": {
    "artifact_register_requests": {
      "create": [
        {
          "id": "4628f276532e00107109ddeeff7b1245"
        },
        {
          "id": "4e28f276532e00107109ddeeff7b1245"
        },
        {
          "id": "ce28f276532e00107109ddeeff7b1245"
        }
      ],
      "update": [],
      "found": []
    }
  },
  "responseCode": 201
 }
}
```

DevOps - POST /devops/tool/{capability}

Posts the passed in payload to the Inbound Event [sn_devops_inbound] table for processing by a custom DevOps subflow.

Call this endpoint from the associated webhook in your tool, specified by the passed in *capability* parameter. A custom subflow, to process the passed in payload, must already be defined in your ServiceNow instance. Based on a predefined schedule, the DevOps Master

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Flow picks up the webhook event information from the Inbound Event table and passes it to the custom subflow, which then process the payload. For more information on creating a custom subflow, see Creating DevOps subflows.

For additional information on test tool integration, see DevOps test tool integration.

Before calling this endpoint for a custom DevOps tool, you must implement the *handleTool()* and *getNativeIdForOrchestrationTask()* methods from *sn_devops.DevOpsOrchestrationToolIntegrationHandler*. For more information, see DevOpsOrchestrationToolIntegrationHandler - ScopedDevOpsOrchestrationToolIntegrationHandler - Scoped.

Note: Starting with 1.34.1 version, a new version of this API has been introduced. With this API, Adaptive Authentication policies may not execute as expected. For more information about these policies, see Adaptive authentication.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/tool/{capability}`

Default URL: `/api/sn_devops/devops/tool/{capability}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
capability	Type of tool passing in the payload to store in the Inbound Event table. Valid values (not case-sensitive): • artifact • code • orchestration • plan • test Data type: String

Query parameters

Name	Description
orchestrationToolId	Optional. Sys_id of the orchestration tool to which the related pipeline belongs. *orchestrationToolId* is required if the *capability* request parameter is set to `test` or `softwarequality`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	The value in the *toolId* parameter is the default orchestration tool if the *orchestrationToolId* parameter isn't passed. Data type: String
testType	Required if *capability* is set to `test`. Type of test being run. Data type: String Table: The valid values for this parameter are those in the Test type column of the Test Types [sn_devops_test_type] table.
toolId	Required. Sys_id of the tool for which the endpoint is being called. Data type: String

Request body parameters

Name	Description
Tool dependant	The tool determines the content of the payload.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Authorization	Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`. **Note:** If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence. If the *devops.system* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.
Content-Type	Data format of the request body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Invalid or missing authentication.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters

Name	Description

details	Entry for all error conditions.
	
	Data type: Object
	`"details": {`
	`  "errors": [Array]`
	`}`

details.errors	Description of a single error.
	
	Data type: Array of Objects
	`"errors": [`
	`  {`
	`  "message": "String"`
	`  }`
	`]`

details.errors.message	Detailed error message. • `The request does not have any path parameters`: No path parameters are included in the call. • `The request does not have capability path parameter`: The capability path parameter was not included in the call. • `Unsupported capability type`: The specified capability parameter is not a valid value. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
status	Response status such as "Success" or "Data Error". Data type: String
sys_id	Sys_id of the record created in the Inbound Event table. Data type: String

Example: Sample cURL request for artifact

```
curl -X POST
 "https://instance.service-now.com/api/sn_devops/v1/tool/artifa
ct?toolId=3b59043ee4ea556e6850d61bc1a77e8a"
-H "accept: application/json"\
-H "Content-Type: application/json"\
-u "username":"password"\
-d "{
   "artifacts": [
      {
         "name": "sp-boot-app",
         "version": "1.320",
         "semanticVersion": "1.320.0",
         "repositoryName": "sp-boot-app-repo"
      }
   ],
   "pipelineName": "spring-boot-app-gitea",
   "taskExecutionNumber": "320",
   "stageName": "Build"
}"
```

Success response:

```
{
   "result": {
      "status": "Success",
      "sysId": "33c57245dbf68410bc8cdd384b961966"
   }
}
```

Example: Sample cURL request for artifact

```
curl -X POST
 "https://instance.service-now.com/api/sn_devops/v1/tool/artifa
ct?toolId=3b59043ee4ea556e6850d61bc1a77e8a"
-H "accept: application/json"\
-H "Content-Type: application/json"\
-u "username":"password"\
-d "{\
   "timestamp": "2020-01-11T00:52:01.541+0000",\
   "nodeId": "137BEECF-E1BF7BC1-90212D1C-0749A6D4-BC670F6B",\
   "initiator": "admin/172.17.0.1",\
   "repositoryName": "maven-releases29",\
   "action": "CREATED",\
   "component": {\
      "id": "2a59043ed2ea556e6850d61bc1a77c7b",\
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "componentId":
 "c3AtYm9vdC1hcHAtcmVwbzoyYTU5MDQzZWQyZWE1NTZlNjg1MGQ2MWJjMWE3N2
M3Yg",\
      "format": "maven2",\
      "name": "sentiment-analysis-web",\
      "group": "com.spboot",\
      "version": "1.1"\
   }\
}"
```

Error response:

```
{
   "result": {
      "status": "Data Error",
      "details": {
         "errors": [
            {
               "message": "Unsupported capability type"
            }
         ]
      }
   }
}
```

Example: Sample cURL request for code

```
curl
 "https://instance.service-now.com/api/sn_devops/devops/tool/co
de?toolId=8d4f56598702c510f894419d0ebb35aa&testType=junit" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "commits": [
      {
         "totalFiles": 1,
         "nativeIdList": [
            "49",
            "50"
         ],
         "id": "f14732d0cc854ce3ec374b97ecd4ec3c383386cd",
         "url":
 "https://dev.azure.com/xyzabcd/adoTests/_git/DeployableRepo/com
mit/f14732d0cc854ce3ec374b97ecd4ec3c383386cd",
         "apiURL":
 "https://dev.azure.com/xyzabcd/9fe32a65-60a5-46fe-bc8d-11a92bf0
59f9/_apis/git/repositories/8d7ba019-1739-431c-beb4-6025dd41f1
ac/commits/f14732d0cc854ce3ec374b97ecd4ec3c383386cd",
         "message": "Fixes #49 and #50",
         "committedDate": "2022-03-23T11:59:46Z",
         "committer": {
            "email": "xyz.abcd@email.com"
         },
         "details": [
            {
               "action": "edit",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "changes": "",
                "file": "/LICENSE",
                "additions": 0,
                "deletions": 0,
                "totalChanges": 0
             }
          ]
       }
   ],
   "repository": {
      "id": "8d7ba019-1739-431c-beb4-6025dd41f1ac",
      "name": "DeployableRepo",
      "url":
 "https://dev.azure.com/xyzabcd/adoTests/_git/DeployableRepo"
   },
   "branch": {
      "name": "refs/heads/master",
      "url":
 "https://dev.azure.com/xyzabcd/adoTests/_git/DeployableRepo?ver
sion=GBmaster"
   }
}" \
--user 'username':'passsword'
```

Success response:

```
{
   "result": {
      "status": "Success",
      "sysId: "1f8e586b879e8510f71cbfc0ebb3526"
   }
}
```

Example: Sample cURL request for orchestration

```
curl
 "https://instance.service-now.com/api/sn_devops/devops/tool/orc
hestration?toolId=8d4f56598702c510f894419d0ebb35aa&testType=jun
it" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  "toolId": "d450f5c887e609100f71cbfc0ebb35e5",
  "buildNumber": 5676,
  "nativeId": "adoTests/DeployableRepo#deploy#5676",
  "pipelineId": "2",
  "name": "adoTests/DeployableRepo#deploy",
  "id": "adoTests/DeployableRepo#deploy#5676",
  "url":
 "https://dev.azure.com/xyzabcd/_build/results?buildId=5676#depl
oy/",
  "previousAttemptUrl": "",
  "attemptNumber": 1,
  "pipelineExecutionUrl":
 "https://dev.azure.com/xyzabcd/_build/results?buildId=5676",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "orchestrationTaskUrl":
 "https://dev.azure.com/xyzabcd/adoTests/_build?name=DeployableR
epo#deploy",
  "orchestrationTaskName": "adoTests/DeployableRepo #deploy",
  "orchestrationTask": {
    "orchestrationTaskName": "adoTests/DeployableRepo#deploy",
    "toolId": "d450f5c887e609100f71cbfc0ebb35e5",
    "orchestrationTaskURL":
 "https://dev.azure.com/xyzabcd/adoTests/_build?name=DeployableR
epo#deploy",
    "stageName": "deploy"
  },
  "upstreamTaskUrl": [],
  "result": "building",
  "startDateTime": "2022-03-23 12:01:31",
  "log":
 "https://dev.azure.com/xyzabcd/adoTests/_build/results?buildId=
5676&view=logs&j=5264e576-3c6f-51f6-f055-fab409685f20",
  "logUrl":
 "https://dev.azure.com/xyzabcd/adoTests/_build/results?buildId=
5676&view=logs&j=5264e576-3c6f-51f6-f055-fab409685f20"
}" \
--user 'username':'password'
```

Success response:

```
{
   "result": {
      "status": "Success",
      "sysId: "37dfd8a7879e8510f71cbfc0ebb35c0"
   }
}
```

Example: Sample cURL request for plan

```
curl
 "https://instance.service-now.com/api/sn_devops/devops/tool/pl
an?toolId=8d4f56598702c510f894419d0ebb35aa&testType=junit" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "id": "1053",
   "type": "bug",
   "state": "planned",
   "shortDescription": "Title - Work Item test in 1.33.3",
   "createdDateTime": "2022-03-23T10:45:53.02Z",
   "parentId": "",
   "url":
 "https://dev.azure.com/xyzabcd/9fe32a65-60a5-46fe-bc8d-11a92bf0
59f9/_workitems/edit/1053",
   "version": {
      "id": "adoTests",
      "shortDescription": "adoTests",
      "createdDateTime": "2022-03-23T10:46:12.355Z",
      "url": "https://dev.azure.com/xyzabcd/adoTests",
      "app": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
         "id": "adoTests",
         "shortDescription": "adoTests",
         "createdDateTime": "2022-03-23T10:46:12.355Z",
         "url":
 "https://dev.azure.com/xyzabcd/9fe32a65-60a5-46fe-bc8d-11a92bf0
59f9/_workitems/edit/1053"
      }
   },
   "app": {
      "id": "adoTests",
      "shortDescription": "adoTests",
      "createdDateTime": "2022-03-23T10:46:12.355Z",
      "url": "https://dev.azure.com/xyzabcd/adoTests"
   },
   "native_type": "Issue",
   "native_state": "To Do",
   "assignedTo": {
      "name": "Xyz Abcd",
      "userName": "xyz.abcd@email.com",
      "id": "84c92fcd-e08b-6a5f-a8a6-ccda27055560",
      "email": "xyz.abcd@email.com"
   },
   "createdBy": {
      "name": "Xyz Abcd",
      "userName": "xyz.abcd@email.com",
      "id": "84c92fcd-e08b-6a5f-a8a6-ccda27055560",
      "email": "xyz.abcd@email.com"
   }
}" \
--user 'username':'password'
```

Success response:

```
{
   "result": {
      "status": "Success",
      "sysId: "533020eb879e85100f71cbfc0ebb3591"
   }
}
```

Example: Sample cURL request for test

```
curl
 "https://instance.service-now.com/api/sn_devops/devops/tool/te
st?toolId=8d4f56598702c510f894419d0ebb35aa&testType=junit" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "attemptNumber": 1,
   "blockedTests": 0,
   "buildNumber": 675,
   "duration": 0.079,
   "failedTests": 0,
   "finishTime": "2022-03-23T12:02:25.957Z",
   "name": "adoTests/DeployableRepo/Test #675-2982",
   "passedTests": 20,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "pipelineName": "adoTests/DeployableRepo",
   "skippedTests": 0,
   "stageName": "Test",
   "startTime": "2022-03-23T12:02:24.36Z",
   "taskExecutionUrl":
 "https://dev.azure.com/xyzabcd/adoTests/_build/results?buildId=
675#Test/{Job name}",
   "totalTests": 20,
   "url":
 "https://dev.azure.com/xyzabcd/adoTests/_TestManagement/Runs?ru
nId=2982&_a=runCharts"
}" \
--user 'username':'password'
```

Success response:

```
{
   "result": {
      "status": "Success",
      "sysId: "fd3fdc6b879e85100f71cbfc0ebb356a"
   }
}
```

DevOps - POST /devops/tool/event/{sn_tool_id}

Posts the passed in payload from GitHub, Jira, or Bitbucket to the Events [sn_devops_event] table for processing by a pre-built subflow.

Before calling this endpoint, you must create an integration with the tool you're using.

- GitHub integration with DevOps
- Jira integration with DevOps
- Bitbucket integration with DevOps

To process events from any other tool besides GitHub, Jira, or Bitbucket, use the DevOps - POST /devops/tool/{capability} endpoint instead.

Note: Starting with 1.34.1 version, a new version of this API has been introduced. With this API, Adaptive Authentication policies may not execute as expected. For more information about these policies, see Adaptive authentication.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/tool/event/{sn_tool_id}`

Default URL: `/api/sn_devops/devops/tool/event/{sn_tool_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sn_tool_id	Sys_id of the tool to use for the request. Data type: String Table: Devops Tools [sn_devops_tool]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
Tool dependent	The tool determines the content of the payload. The payload can be located in the tool under the webhook information.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Authorization	Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Note: If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence. If the *devops.system* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
201	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Invalid or missing authentication.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters

Name	Description
result	Response status. Possible values: • `failure`: Incorrect tool ID. Event not created. • `success`: Event created in the Events [sn_devops_event] table. However, the event state may be **Error** if an incorrect payload was provided. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

GitHub

```
curl
 "https://instance.service-now.com/api/sn_devops/devops/tool/eve
nt/46a07b2f471e011028c23a34846d43b2" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "ref": "refs/heads/master",
   "before": "59078a17cad1f4129754971c808d6c399b6141a5",
   "after": "b7957bab20835449c4d597fee24075a9a5a2c099",
   "repository": {
      "id": 252146476,
      "node_id": "MDEwOlJlcG9zaXRvcnkyNTIxNDY0NzY=",
      "name": "test",
      "full_name": "XyzOO2/test",
      "private": false,
      "owner": {
         "name": "XyzOO2",
         "email": "62993516+XyzOO2@users.noreply.github.com",
         "login": "XyzOO2",
         "id": 62993516,
         "node_id": "MDQ6VXNlcjYyOTkzNTE2",
         "avatar_url":
 "https://avatars.githubusercontent.com/u/62993516?v=4",
         "gravatar_id": "",
         "url": "https://api.github.com/users/XyzOO2",
         "html_url": "https://github.com/XyzOO2",
         "followers_url":
 "https://api.github.com/users/XyzOO2/followers",
         "following_url":
 "https://api.github.com/users/XyzOO2/following{/other_user}",
         "gists_url":
 "https://api.github.com/users/XyzOO2/gists{/gist_id}",
         "starred_url":
 "https://api.github.com/users/XyzOO2/starred{/owner}{/repo}",
         "subscriptions_url":
 "https://api.github.com/users/XyzOO2/subscriptions",
         "organizations_url":
 "https://api.github.com/users/XyzOO2/orgs",
         "repos_url":
 "https://api.github.com/users/XyzOO2/repos",
         "events_url":
 "https://api.github.com/users/XyzOO2/events{/privacy}",
         "received_events_url":
 "https://api.github.com/users/XyzOO2/received_events",
         "type": "User",
         "site_admin": false
      },
      "html_url": "https://github.com/XyzOO2/test",
      "description": null,
      "fork": false,
      "url": "https://github.com/XyzOO2/test",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "forks_url":
 "https://api.github.com/repos/Xyz002/test/forks",
      "keys_url":
 "https://api.github.com/repos/Xyz002/test/keys{/key_id}",
      "collaborators_url":
 "https://api.github.com/repos/Xyz002/test/collaborators{/collab
orator}",
      "teams_url":
 "https://api.github.com/repos/Xyz002/test/teams",
      "hooks_url":
 "https://api.github.com/repos/Xyz002/test/hooks",
      "issue_events_url":
 "https://api.github.com/repos/Xyz002/test/issues/events{/number
}",
      "events_url":
 "https://api.github.com/repos/Xyz002/test/events",
      "assignees_url":
 "https://api.github.com/repos/Xyz002/test/assignees{/user}",
      "branches_url":
 "https://api.github.com/repos/Xyz002/test/branches{/branch}",
      "tags_url":
 "https://api.github.com/repos/Xyz002/test/tags",
      "blobs_url":
 "https://api.github.com/repos/Xyz002/test/git/blobs{/sha}",
      "git_tags_url":
 "https://api.github.com/repos/Xyz002/test/git/tags{/sha}",
      "git_refs_url":
 "https://api.github.com/repos/Xyz002/test/git/refs{/sha}",
      "trees_url":
 "https://api.github.com/repos/Xyz002/test/git/trees{/sha}",
      "statuses_url":
 "https://api.github.com/repos/Xyz002/test/statuses/{sha}",
      "languages_url":
 "https://api.github.com/repos/Xyz002/test/languages",
      "stargazers_url":
 "https://api.github.com/repos/Xyz002/test/stargazers",
      "contributors_url":
 "https://api.github.com/repos/Xyz002/test/contributors",
      "subscribers_url":
 "https://api.github.com/repos/Xyz002/test/subscribers",
      "subscription_url":
 "https://api.github.com/repos/Xyz002/test/subscription",
      "commits_url":
 "https://api.github.com/repos/Xyz002/test/commits{/sha}",
      "git_commits_url":
 "https://api.github.com/repos/Xyz002/test/git/commits{/sha}",
      "comments_url":
 "https://api.github.com/repos/Xyz002/test/comments{/number}",
      "issue_comment_url":
 "https://api.github.com/repos/Xyz002/test/issues/comments{/numb
er}",
      "contents_url":
 "https://api.github.com/repos/Xyz002/test/contents/{+path}",
      "compare_url":
 "https://api.github.com/repos/Xyz002/test/compare/{base}...{hea
d}",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "merges_url":
 "https://api.github.com/repos/Xyz002/test/merges",
      "archive_url":
 "https://api.github.com/repos/Xyz002/test/{archive_format}{/
ref}",
      "downloads_url":
 "https://api.github.com/repos/Xyz002/test/downloads",
      "issues_url":
 "https://api.github.com/repos/Xyz002/test/issues{/number}",
      "pulls_url":
 "https://api.github.com/repos/Xyz002/test/pulls{/number}",
      "milestones_url":
 "https://api.github.com/repos/Xyz002/test/milestones{/number}",
      "notifications_url":
 "https://api.github.com/repos/Xyz002/test/notifications{?since,
all,participating}",
      "labels_url":
 "https://api.github.com/repos/Xyz002/test/labels{/name}",
      "releases_url":
 "https://api.github.com/repos/Xyz002/test/releases{/id}",
      "deployments_url":
 "https://api.github.com/repos/Xyz002/test/deployments",
      "created_at": 1585737871,
      "updated_at": "2022-01-04T14:37:36Z",
      "pushed_at": 1648103939,
      "git_url": "git://github.com/Xyz002/test.git",
      "ssh_url": "git@github.com:Xyz002/test.git",
      "clone_url": "https://github.com/Xyz002/test.git",
      "svn_url": "https://github.com/Xyz002/test",
      "homepage": null,
      "size": 1378,
      "stargazers_count": 0,
      "watchers_count": 0,
      "language": "Java",
      "has_issues": true,
      "has_projects": true,
      "has_downloads": true,
      "has_wiki": true,
      "has_pages": false,
      "forks_count": 0,
      "mirror_url": null,
      "archived": false,
      "disabled": false,
      "open_issues_count": 2,
      "license": null,
      "allow_forking": true,
      "is_template": false,
      "topics": [],
      "visibility": "public",
      "forks": 0,
      "open_issues": 2,
      "watchers": 0,
      "default_branch": "master",
      "stargazers": 0,
      "master_branch": "master"
   },
   "pusher": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "name": "Xyz002",
      "email": "62993516+Xyz002@users.noreply.github.com"
   },
   "sender": {
      "login": "Xyz002",
      "id": 62993516,
      "node_id": "MDQ6VXNlcjYyOTkzNTE2",
      "avatar_url":
 "https://avatars.githubusercontent.com/u/62993516?v=4",
      "gravatar_id": "",
      "url": "https://api.github.com/users/Xyz002",
      "html_url": "https://github.com/Xyz002",
      "followers_url":
 "https://api.github.com/users/Xyz002/followers",
      "following_url":
 "https://api.github.com/users/Xyz002/following{/other_user}",
      "gists_url":
 "https://api.github.com/users/Xyz002/gists{/gist_id}",
      "starred_url":
 "https://api.github.com/users/Xyz002/starred{/owner}{/repo}",
      "subscriptions_url":
 "https://api.github.com/users/Xyz002/subscriptions",
      "organizations_url":
 "https://api.github.com/users/Xyz002/orgs",
      "repos_url": "https://api.github.com/users/Xyz002/repos",
      "events_url":
 "https://api.github.com/users/Xyz002/events{/privacy}",
      "received_events_url":
 "https://api.github.com/users/Xyz002/received_events",
      "type": "User",
      "site_admin": false
   },
   "created": false,
   "deleted": false,
   "forced": false,
   "base_ref": null,
   "compare":
 "https://github.com/Xyz002/test/compare/59078a17cad1...b7957bab
2083",
   "commits": [
      {
         "id": "b7957bab20835449c4d597fee24075a9a5a2c099",
         "tree_id": "fa8d699762ec0a25868fa1ab4d299da392f0a974",
         "distinct": true,
         "message": "updated this file",
         "timestamp": "2022-03-24T12:08:59+05:30",
         "url":
 "https://github.com/Xyz002/test/commit/b7957bab20835449c4d597fe
e24075a9a5a2c099",
         "author": {
            "name": "Xyz002",
            "email": "62993516+Xyz002@users.noreply.github.com",
            "username": "Xyz002"
         },
         "committer": {
            "name": "GitHub",
            "email": "noreply@github.com",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "username": "web-flow"
         },
         "added": [],
         "removed": [],
         "modified": [
            "README.me"
         ]
      }
   ],
   "head_commit": {
      "id": "b7957bab20835449c4d597fee24075a9a5a2c099",
      "tree_id": "fa8d699762ec0a25868fa1ab4d299da392f0a974",
      "distinct": true,
      "message": "updated this file",
      "timestamp": "2022-03-24T12:08:59+05:30",
      "url":
 "https://github.com/Xyz002/test/commit/b7957bab20835449c4d597fe
e24075a9a5a2c099",
      "author": {
         "name": "Xyz002",
         "email": "62993516+Xyz002@users.noreply.github.com",
         "username": "Xyz002"
      },
      "committer": {
         "name": "GitHub",
         "email": "noreply@github.com",
         "username": "web-flow"
      },
      "added": [],
      "removed": [],
      "modified": [
         "README.me"
      ]
   },
   "sn_tool_id": "46a07b2f471e011028c23a34846d43b2"
}" \
--user 'username':'password'
```

Success response:

```
{
   "result": "success"
}
```

Example: cURL request

Jira

```
curl
 "https://instance.service-now.com/api/sn_devops/devops/tool/eve
nt/9ed237af471e011028c23a34846d4327" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "timestamp": 1648104684180,
   "webhookEvent": "jira:issue_created",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "issue_event_type_name": "issue_created",
   "user": {
      "self":
 "http://jira1.sndevops.xyz/rest/api/2/user?username=admin",
      "name": "admin",
      "key": "admin",
      "emailAddress": "username@email.com",
      "avatarUrls": {
         "48x48":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=48",
         "24x24":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=24",
         "16x16":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=16",
         "32x32":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=32"
      },
      "displayName": "Administrator",
      "active": true,
      "timeZone": "America/Los_Angeles"
   },
   "issue": {
      "id": "84800",
      "self":
 "http://jira1.sndevops.xyz/rest/api/2/issue/84800",
      "key": "BAL-2",
      "fields": {
         "issuetype": {
            "self":
 "http://jira1.sndevops.xyz/rest/api/2/issuetype/10002",
            "id": "10002",
            "description": "A task that needs to be done.",
            "iconUrl":
 "http://jira1.sndevops.xyz/secure/viewavatar?size=xsmall&avatar
Id=10318&avatarType=issuetype",
            "name": "Task",
            "subtask": false,
            "avatarId": 10318
         },
         "timespent": null,
         "project": {
            "self":
 "http://jira1.sndevops.xyz/rest/api/2/project/10507",
            "id": "10507",
            "key": "BAL",
            "name": "balu_devops",
            "projectTypeKey": "software",
            "avatarUrls": {
               "48x48":
 "http://jira1.sndevops.xyz/secure/projectavatar?avatarId=1032
4",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
               "24x24":
 "http://jira1.sndevops.xyz/secure/projectavatar?size=small&avat
arId=10324",
               "16x16":
 "http://jira1.sndevops.xyz/secure/projectavatar?size=xsmall&ava
tarId=10324",
               "32x32":
 "http://jira1.sndevops.xyz/secure/projectavatar?size=medium&ava
tarId=10324"
            }
         },
         "fixVersions": [],
         "aggregatetimespent": null,
         "resolution": null,
         "customfield_10302": null,
         "customfield_10105": null,
         "resolutiondate": null,
         "workratio": 0,
         "lastViewed": null,
         "watches": {
            "self":
 "http://jira1.sndevops.xyz/rest/api/2/issue/BAL-2/watchers",
            "watchCount": 0,
            "isWatching": false
         },
         "created": "2022-03-24T06:51:22.896+0000",
         "priority": {
            "self":
 "http://jira1.sndevops.xyz/rest/api/2/priority/3",
            "iconUrl":
 "http://jira1.sndevops.xyz/images/icons/priorities/medium.svg",
            "name": "Medium",
            "id": "3"
         },
         "customfield_10100": "0|i0cprw:",
         "customfield_10101": "SCRUMBOARD-14",
         "customfield_10300": null,
         "labels": [],
         "timeestimate": 240,
         "aggregatetimeoriginalestimate": 300,
         "versions": [],
         "issuelinks": [
            {
               "id": "10701",
               "self":
 "http://jira1.sndevops.xyz/rest/api/2/issueLink/10701",
               "type": {
                  "id": "10000",
                  "name": "Blocks",
                  "inward": "is blocked by",
                  "outward": "blocks",
                  "self":
 "http://jira1.sndevops.xyz/rest/api/2/issueLinkType/10000"
               },
               "outwardIssue": {
                  "id": "84741",
                  "key": "BAL-1",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                  "self":
 "http://jira1.sndevops.xyz/rest/api/2/issue/84741",
                  "fields": {
                     "summary": "log4jtesting",
                     "status": {
                        "self":
 "http://jira1.sndevops.xyz/rest/api/2/status/3",
                        "description": "This issue is being
 actively worked on at the moment by the assignee.",
                        "iconUrl":
 "http://jira1.sndevops.xyz/images/icons/statuses/inprogress.pn
g",
                        "name": "In Progress",
                        "id": "3",
                        "statusCategory": {
                           "self":
 "http://jira1.sndevops.xyz/rest/api/2/statuscategory/4",
                           "id": 4,
                           "key": "indeterminate",
                           "colorName": "yellow",
                           "name": "In Progress"
                        }
                     },
                     "priority": {
                        "self":
 "http://jira1.sndevops.xyz/rest/api/2/priority/3",
                        "iconUrl":
 "http://jira1.sndevops.xyz/images/icons/priorities/medium.svg",
                        "name": "Medium",
                        "id": "3"
                     },
                     "issuetype": {
                        "self":
 "http://jira1.sndevops.xyz/rest/api/2/issuetype/10004",
                        "id": "10004",
                        "description": "A problem which impairs
 or prevents the functions of the product.",
                        "iconUrl":
 "http://jira1.sndevops.xyz/secure/viewavatar?size=xsmall&avatar
Id=10303&avatarType=issuetype",
                        "name": "Bug",
                        "subtask": false,
                        "avatarId": 10303
                     }
                  }
               }
            }
         ],
         "assignee": {
            "self":
 "http://jira1.sndevops.xyz/rest/api/2/user?username=admin",
            "name": "admin",
            "key": "admin",
            "emailAddress": "username@email.com",
            "avatarUrls": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
               "48x48":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=48",
               "24x24":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=24",
               "16x16":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=16",
               "32x32":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=32"
            },
            "displayName": "Administrator",
            "active": true,
            "timeZone": "America/Los_Angeles"
         },
         "updated": "2022-03-24T06:51:22.896+0000",
         "status": {
            "self":
 "http://jira1.sndevops.xyz/rest/api/2/status/10000",
            "description": "",
            "iconUrl": "http://jira1.sndevops.xyz/",
            "name": "To Do",
            "id": "10000",
            "statusCategory": {
               "self":
 "http://jira1.sndevops.xyz/rest/api/2/statuscategory/2",
               "id": 2,
               "key": "new",
               "colorName": "blue-gray",
               "name": "To Do"
            }
         },
         "components": [],
         "timeoriginalestimate": 300,
         "description": "Task description",
         "timetracking": {
            "originalEstimate": "5m",
            "remainingEstimate": "4m",
            "originalEstimateSeconds": 300,
            "remainingEstimateSeconds": 240
         },
         "customfield_10203": null,
         "customfield_10204": null,
         "customfield_10205": null,
         "attachment": [],
         "aggregatetimeestimate": 240,
         "summary": "Task Summary",
         "creator": {
            "self":
 "http://jira1.sndevops.xyz/rest/api/2/user?username=admin",
            "name": "admin",
            "key": "admin",
            "emailAddress": "username@email.com",
            "avatarUrls": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "48x48":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=48",
                "24x24":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=24",
                "16x16":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=16",
                "32x32":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=32"
             },
             "displayName": "Administrator",
             "active": true,
             "timeZone": "America/Los_Angeles"
          },
          "subtasks": [],
          "reporter": {
             "self":
 "http://jira1.sndevops.xyz/rest/api/2/user?username=admin",
             "name": "admin",
             "key": "admin",
             "emailAddress": "username@email.com",
             "avatarUrls": {
                "48x48":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=48",
                "24x24":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=24",
                "16x16":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=16",
                "32x32":
 "https://www.gravatar.com/avatar/eccd6ec2c978f1f1d4a1fed4e81265
eb?d=mm&s=32"
             },
             "displayName": "Administrator",
             "active": true,
             "timeZone": "America/Los_Angeles"
          },
          "customfield_10000":
 "{summaryBean=com.atlassian.jira.plugin.devstatus.rest.SummaryB
ean@2ccf8c6[summary={pullrequest=com.atlassian.jira.plugin.devst
atus.rest.SummaryItemBean@fbc42d4[overall=PullRequestOverallBean
{stateCount=0, state='OPEN',
 details=PullRequestOverallDetails{openCount=0,
 mergedCount=0, declinedCount=0}},byInstanceType={}],
 build=com.atlassian.jira.plugin.devstatus.rest.SummaryItemBean@
71e33347[overall=com.atlassian.jira.plugin.devstatus.summary.bea
ns.BuildOverallBean@1c24654d[failedBuildCount=0,successfulBuildC
ount=0,unknownBuildCount=0,count=0,lastUpdated=<null>,lastUpdate
dTimestamp=<null>],byInstanceType={}],
 review=com.atlassian.jira.plugin.devstatus.rest.SummaryItemBean
@1ea8fb17[overall=com.atlassian.jira.plugin.devstatus.summary.be
ans.ReviewsOverallBean@6dc95939[stateCount=0,state=<null>,dueDat
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
e=<null>,overDue=false,count=0,lastUpdated=<null>,lastUpdatedTim
estamp=<null>],byInstanceType={}],
 deployment-environment=com.atlassian.jira.plugin.devstatus.rest
.SummaryItemBean@55826cc[overall=com.atlassian.jira.plugin.devst
atus.summary.beans.DeploymentOverallBean@3ae93527[topEnvironment
s=[],showProjects=false,successfulCount=0,count=0,lastUpdated=<n
ull>,lastUpdatedTimestamp=<null>],byInstanceType={}],
 repository=com.atlassian.jira.plugin.devstatus.rest.SummaryItem
Bean@6340012e[overall=com.atlassian.jira.plugin.devstatus.summar
y.beans.CommitOverallBean@44678cee[count=0,lastUpdated=<null>,la
stUpdatedTimestamp=<null>],byInstanceType={}],
 branch=com.atlassian.jira.plugin.devstatus.rest.SummaryItemBean
@4dbce8[overall=com.atlassian.jira.plugin.devstatus.summary.bean
s.BranchOverallBean@737ee1cb[count=0,lastUpdated=<null>,lastUpda
tedTimestamp=<null>],byInstanceType={}]},errors=[],configErrors=
[]],
 devSummaryJson={\"cachedValue\":{\"errors\":[],
\"configErrors\":[],\"summary\":{\"pullrequest\":{\"overall\":
{\"count\":0,\"lastUpdated\":null,\"stateCount\":0,\"state\":
\"OPEN\",\"details\":
{\"openCount\":0,\"mergedCount\":0,\"declinedCount\":0,\"total\"
:0},\"open\":true},\"byInstanceType\":{}},\"build\":
{\"overall\":
{\"count\":0,\"lastUpdated\":null,\"failedBuildCount\":0,\"succe
ssfulBuildCount\":0,\"unknownBuildCount\":0},\"byInstanceType\":
{}},\"review\":{\"overall\":
{\"count\":0,\"lastUpdated\":null,\"stateCount\":0,\"state\":nu
ll,\"dueDate\":null,\"overDue\":false,\"completed\":false},\"byI
nstanceType\":{}},\"deployment-environment\":{\"overall\":
{\"count\":0,\"lastUpdated\":null,\"topEnvironments\":[],
\"showProjects\":false,\"successfulCount\":0},\"byInstanceT
ype\":{}},\"repository\":{\"overall\":
{\"count\":0,\"lastUpdated\":null},\"byInstanceType\":
{}},\"branch\":{\"overall\":
{\"count\":0,\"lastUpdated\":null},\"byInstanceType\":
{}}}},\"isStale\":false}}",
         "aggregateprogress": {
            "progress": 0,
            "total": 240,
            "percent": 0
         },
         "customfield_10200": null,
         "customfield_10201": null,
         "customfield_10202": null,
         "environment": null,
         "duedate": "2022-03-24",
         "progress": {
            "progress": 0,
            "total": 240,
            "percent": 0
         },
         "comment": {
            "comments": [],
            "maxResults": 0,
            "total": 0,
            "startAt": 0
         },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "votes": {
           "self":
 "http://jira1.sndevops.xyz/rest/api/2/issue/BAL-2/votes",
           "votes": 0,
           "hasVoted": false
        },
        "worklog": {
           "startAt": 0,
           "maxResults": 20,
           "total": 0,
           "worklogs": []
        }
     }
   },
   "changelog": {
      "id": "14401",
      "items": [
         {
            "field": "Link",
            "fieldtype": "jira",
            "from": null,
            "fromString": null,
            "to": "BAL-1",
            "toString": "This issue blocks BAL-1"
         }
      ]
   },
   "sn_tool_id": "9ed237af471e011028c23a34846d4327"
}" \
--user 'username':'password'
```

Success response:

```
{
   "result": "success"
}
```

Example: cURL request

Bitbucket

```
curl
 "https://instance.service-now.com/api/sn_devops/devops/tool/eve
nt/6975ecaf879e85100f71cbfc0ebb3575" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "eventKey": "repo:refs_changed",
   "date": "2022-03-23T15:57:05+0000",
   "actor": {
      "name": "admin",
      "emailAddress": "username@email.com",
      "id": 1,
      "displayName": "Admin",
      "active": true,
      "slug": "admin",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "type": "NORMAL",
      "links": {
         "self": [
            {
               "href":
 "http://bitbucket2.sndevops.xyz/users/admin"
            }
         ]
      }
   },
   "repository": {
      "slug": "testautomationrepo1",
      "id": 12,
      "name": "TestAutomationRepo1",
      "scmId": "git",
      "state": "AVAILABLE",
      "statusMessage": "Available",
      "forkable": true,
      "origin": {
         "slug": "testautomationrepo1",
         "id": 1,
         "name": "TestAutomationRepo1",
         "scmId": "git",
         "state": "AVAILABLE",
         "statusMessage": "Available",
         "forkable": true,
         "project": {
            "key": "TES",
            "id": 1,
            "name": "TestAutomation",
            "public": false,
            "type": "NORMAL",
            "links": {
               "self": [
                  {
                     "href":
 "http://bitbucket2.sndevops.xyz/projects/TES"
                  }
               ]
            }
         },
         "public": false,
         "links": {
            "clone": [
               {
                  "href":
 "ssh://git@bitbucket2.sndevops.xyz:7999/tes/testautomationrepo1
.git",
                  "name": "ssh"
               },
               {
                  "href":
 "http://bitbucket2.sndevops.xyz/scm/tes/testautomationrepo1.gi
t",
                  "name": "http"
               }
            ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "self": [
               {
                  "href":
 "http://bitbucket2.sndevops.xyz/projects/TES/repos/testautomati
onrepo1/browse"
               }
            ]
         }
      },
      "project": {
         "key": "~ADMIN",
         "id": 3,
         "name": "Admin",
         "type": "PERSONAL",
         "owner": {
            "name": "admin",
            "emailAddress": "username@email.com",
            "id": 1,
            "displayName": "Admin",
            "active": true,
            "slug": "admin",
            "type": "NORMAL",
            "links": {
               "self": [
                  {
                     "href":
 "http://bitbucket2.sndevops.xyz/users/admin"
                  }
               ]
            }
         },
         "links": {
            "self": [
               {
                  "href":
 "http://bitbucket2.sndevops.xyz/users/admin"
               }
            ]
         }
      },
      "public": false,
      "links": {
         "clone": [
            {
               "href":
 "http://bitbucket2.sndevops.xyz/scm/~admin/testautomationrepo1.
git",
               "name": "http"
            },
            {
               "href":
 "ssh://git@bitbucket2.sndevops.xyz:7999/~admin/testautomationre
po1.git",
               "name": "ssh"
            }
         ],
         "self": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            {
               "href":
 "http://bitbucket2.sndevops.xyz/users/admin/repos/testautomatio
nrepo1/browse"
            }
         ]
      }
   },
   "changes": [
      {
         "ref": {
            "id": "refs/heads/master",
            "displayId": "master",
            "type": "BRANCH"
         },
         "refId": "refs/heads/master",
         "fromHash": "b482b2e232f5fbdee73feed8ca1cfb774de6976e",
         "toHash": "d783254fe6f77bc7cc079358158aeef52a457587",
         "type": "UPDATE"
      }
   ],
   "sn_tool_id": "6975ecaf879e85100f71cbfc0ebb3575"
}" \
--user 'username':'password'
```

Success response:

```
{
   "result": "success"
}
```

DevOps - PUT /devops/orchestration/changeControl/{changeControlId}

Updates the change control information for the specified orchestration task.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/orchestration/changeControl/{changeControlId}`

Default URL: `/api/sn_devops/devops/orchestration/changeControl/{changeControlId}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
changeControlId	Sys_id of the change control task. Located in the Callback [sn_devops_callback] table. Data type: String

Query parameters

Name	Description
toolId	Required. Sys_id of the DevOps tool associated with the change control task. Data type: String Table: DevOps Tool [sn_devops_tool]

Request body parameters

Name	Description
callbackURL	Required. URL that the ServiceNow instance can call back once the associated change request approval process is complete. This callback should let the pipeline execution continue or not, based on the approval result. Data type: String
orchestrationTaskDetails	Required. Description of the orchestration task. Data type: Object `"orchestrationTaskDetails": { "message": "String", "triggerType": "String", "upstreamTaskExecutionURL": "String" }`
orchestrationTaskDetails.message	Free-form text message. Data type: String
orchestrationTaskDetails.triggerType	Required. The way the orchestration task was started. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	• scm: Git/scm tool code commit triggered the job. • upstream: Upstream job triggered this job. • user: User manually started the job. Data type: String
orchestrationTaskDetails.upstreamTaskExecutionURL	Required if *triggerType* is set to `upstream`. Upstream task execution URL. For example: https://jenkins.mycompany.com:8080/job/Mobile-Platform-test/40/ Data type: String
orchestrationTaskURL	Required. URL of the orchestration task. For example: https://jenkins.mycompany.com:8080/orchestration_task/Mobile-Platform-deploy/ Data type: String
toolType	Type of DevOps tool. Valid value: jenkins Data type: String
taskExecutionURL	Required. URL of the task to execute. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Authorization	Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`. **Note:** If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence. If the *devops.system* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.
401	Invalid or missing authentication.
404	Not Found. The specified record couldn't be found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
change_control	Flag that indicates whether the orchestration task is under change control. Possible values: • true: Under change control. • false: Not under change control.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
details	Entry for all error conditions. Data type: Object `"details": { "errors": [Array] }`
details.errors	Description of a single error. Data type: Array of Objects `"errors": [ { "message": "String" } ]`
details.errors.message	Detailed error message. Data type: String

Example: Sample cURL request

```
curl -X PUT
 "https://instance.service-now.com/api/sn_devops/v1/devops/orche
stration/changeControl/f0ca45679323008b52f3b457415ae6?toolId=f0c
a45679323008b52f3b457415ae6"
-H "accept: application/json"\
-H "Content-Type: application/json"\
-u "username":"password"\
-d "{

 \"orchestrationTaskURL\":
\"https://jenkins.mycompany.com:8080/job/Mobile-Platform-depl
oy/\",
  \"toolType\":\"jenkins\",

 \"callbackURL\":\"https://jenkins.mycompany.com:8080/sn-
devops/964aca59-0cae-4d9b-a36d-5929f426cf31\",
\"taskExecutionURL\":
\"https://jenkins.mycompany.com:8080/job/Mobile-Platform-test/
40/\",
"\orchestrationTaskName\":\"StageName\",
  \"orchestrationTaskDetails\":{
    \"message\":\"Started by upstream project
 \\\"Mobile-Platform-test\\\" build number 40\",
    \"triggerType\":\"upstream\",

 \"upstreamTaskExecutionURL\":
\"https://jenkins.mycompany.com:8080/job/Mobile-Platform-test/
40/\"}
}"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response:

```
{
    "result": {
        "change_control": true
    }
}
```

DevOps - PUT /devops/orchestration/changeInfo/{changeInfo}

Updates fields in a specified change request.

URL format

Versioned URL: `/api/sn_devops/{api_version}/devops/orchestration/changeInfo/{changeInfo}`

Default URL: `/api/sn_devops/devops/orchestration/changeInfo/{changeInfo}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
changeRequestNumber	Required. Change request number associated with the orchestration task to update. Data type: String Table: Change Request [change_request]

Request body parameters

Name	Description
data	Required. Name-value pairs for the field(s) to update in the associated change request. For example, to update the short description file, enter a name-value pair similar to the following: `"{\"short_description\": \"my short desc\" }"` For the *state* parameter, only the following transitions are supported:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	• cancel: ○ Change request state must be implemented to move the state to cancel. ○ The *reason* parameter is a mandatory input to update the state to canceled. • closed: ○ Change request state must be implement or post implement to move the state to close. ○ close_code and close_notes are mandatory input for updating the state to closed. Possible values: ▪ 4: Cancel (Value set in the sn_devops.change_request.cancel_state property.) ▪ 3: Closed (Value set in the sn_devops.change_request.closed_state property.) Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Authorization	Starting with v2, this API supports token-based authentication. Tokens can be acquired by clicking the **Copy token** button on the tool record, located in the Tool [sn_devops_tool] table. The token can then be used in an authorization header in the format `Authorization: sn_devops.DevOpsToken <tool_sys_id>:<tool_token>`. **Note:** If Basic Auth details (user name and password) are provided in addition to an authorization header with token, Basic Auth takes precedence. If the *devops.system* user is not available in your instance, use the **Switch to this user after token based authentication is successful** property. This property enables setting any user that has the sn_devops.integration role, which is needed to complete the token authentication. For information, see DevOps Change Velocity properties.
Content-Type	Data format of the request body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters

Name	Description
message	Description of the results of the update. Data type: String
status	Status of the request. Possible values: • Success: Change request was found and change details were updated successfully. • Error: Change request was not found and change details were not updated. Data type: String
updateStatus	Status of the update. Possible values: • Done • Error Data type: String

Example: cURL request

The following code example shows how to update various fields in the CHG0030023 change request.

```
curl -X PUT"
https://instance.servicenow.com/api/sn_devops/v1/devops/orchestr
ation/changeInfo?changeRequestNumber=CHG0030023
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
-H "accept: application/json"\
-u "username":"password"
- D
{
  "short_description": "Test description",
  "priority": "1",
  "start_date": "2021-02-05 08:00:00",
  "end_date": "2022-04-05 08:00:00",
  "justification": "test justification",
  "description": "test description",
  "cab_required": true,
  "comments": "This update for work notes is from jenkins file",
  "work_notes": "test work notes",
  "assignment_group": "a715cd759f2002002920bde8132e7018"
}
```

Response:

```
{
  "result": {
    "updateStatus": "Done",
    "status": "Success",
    "message": "change request update successful"
  }
}
```

DevOps Config API

The *DevOps Config* API provides endpoints to manage your applications.

This API requires the DevOps Config application and is provided within the `sn_devops_config` namespace.

For DELETE, PATCH, and POST operations, the calling user must have the sn_devops_config.admin role. For GET operations, the calling user must have the sn_devops_config.viewer or sn_devops_config.admin role.

Use the *DevOps Config* API for application life cycle management. For more information about managing applications with DevOps Config, see Configuring DevOps Config.

DevOps Config - DELETE /devops_config/application/{appid}

Deletes an application.

URL format

Versioned URL: `/api/sn_devops_config/{api_version}/devops_config/application/{appid}`

Default URL: `/api/sn_devops_config/devops_config/application/{appid}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
appid	Sys_id of the application to delete. Data type: String Table: CDM Application [sn_cdm_application]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Invalid application id.
403	Forbidden. The user doesn't have permission to access the API.

Response body parameters (JSON)

Name	Description
error	Error information. This parameter is only returned if the request failed. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about why the request failed. Data type: String
error.message	Error message containing the reason the request failed. Data type: String
result	Result object containing information about the request. Data type: Object `"result": { "errors": [Array], "success": [Array] }`
result.errors	Array of errors from the request. The array is empty for successful requests. Data type: Array
result.success	Success message for the request. The array is empty for failed requests. Data type: Array
status	Status of the request. This parameter is only returned if the request failed. Possible value: failure Data type: String

Example: cURL request

This example deletes an application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.service-now.com/api/sn_devops_config/devops_c
onfig/application/38e17dc3473d111072566862736d43c7" \
--request DELETE \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
  "result": {
    "errors": [],
    "success": [
      "CDM Application Demo Application 1234 has been deleted
 successfully."
    ]
  }
}
```

Example: cURL request

This example shows an error response when a user doesn't have permission to access the API.

```
curl
 "https://instance.service-now.com/api/sn_devops_config/devops_c
onfig/application/38e17dc3473d111072566862736d43c7" \
--request DELETE \
--header "Accept:application/json" \
--user 'username':'password'
```

Error response.

```
{
  "error": {
    "message": "User Not Authorized",
    "detail": "Failed API level ACL Validation"
  },
  "status": "failure"
}
```

DevOps Config - GET /devops_config/application/{appid}

Retrieves an application.

URL format

Versioned URL: `/api/sn_devops_config/{api_version}/devops_config/application/{appid}`

Default URL: `/api/sn_devops_config/devops_config/application/{appid}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
appid	Sys_id of the application to retrieve. Data type: String Table: CDM Application [sn_cdm_application]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Invalid application id.
403	Forbidden. The user doesn't have permission to access the API.

Response body parameters (JSON)

Name	Description
error	Error information. This parameter is only returned if the request failed. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about why the request failed. Data type: String
error.message	Error message containing the reason the request failed. Data type: String
result	Result object containing information about the request. Data type: Object `"result": { "data": {Object}, "message": "String", "status": Number }`
result.data	Data for the application. Data type: Object `"data": { "appDescription": "String", "appId": "String", "appManagedByGroups": [Array], "appManufacturerId": "String", "appManufacturerName": "String", "appModelId": "String", "appModelName": "String", "appModelOwnerId": "String", "appModelOwnerName": "String", "appName": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sdlcType": "String"
	}</pre>

result.data.appDescription	Description of the application. Data type: String
result.data.appId	Sys_id of the application. Data type: String Table: CDM Application [sn_cdm_application]
result.data.appManagedByGroups	Comma-separated list of sys_ids of the groups that manage the application. Data type: String Table: Group [sys_user_group]
result.data.appManufacturerId	Sys_id of the manufacturer. Data type: String Table: Company [core_company]
result.data.appManufacturerName	Name of the manufacturer. Data type: String
result.data.appModelId	Sys_id of the application model. Data type: String Table: Application Model [cmdb_application_product_model]
result.data.appModelName	Name of the application model. Data type: String Table: Application Model [cmdb_application_product_model]
result.data.appModelOwnerId	Sys_id of the application model owner. Data type: String Table: User [sys_user]
result.data.appModelOwnerName	Name of the application model owner. Data type: String
result.data.appName	Name of the application. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.data.error	Error information. This parameter is only returned if the request failed. Data type: String
result.data.sdlcType	Type of application. Possible values: • application • infrastructure Data type: String
result.message	Information about the successful or unsuccessful outcome of the request. Data type: String
result.status	Status code for the request. Possible values: • 200 • 400 • 403 Data type: Number
status	Status of the request. This parameter is only returned if the request failed. Possible value: failure Data type: String

Example: cURL request

This example retrieves an application.

```
curl
 "https://instance.service-now.com/api/sn_devops_config/devops_c
onfig/application/38e17dc3473d111072566862736d43c7" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
  "result": {
    "status": 200,
    "message": "Success",
    "data": {
      "appName": "Demo Application 1234",
      "appId": "38e17dc3473d111072566862736d43c7",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "appDescription": "Updated description of Demo Application
 created from REST API",
      "sdlcType": "application",
      "appModelId": "a4e13dc3473d1110725668627 36d4307",
      "appModelName": "Demo Application 1234",
      "appManufacturerId": "262702654725d950a34a3085d36d435e",
      "appManufacturerName": "",
      "appModelOwnerId": "6816f79cc0a8016401c5a33be04be441",
      "appModelOwnerName": "System Administrator",
      "appManagedByGroups": []
    }
  }
}
```


Example: cURL request

This example shows an error response when a user provides an invalid application id.

```
curl
 "https://instance.service-now.com/api/sn_devops_config/devops_c
onfig/application/18a17de3283d15107256686277777777" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Error response.


```
{
  "result": {
    "status": 400,
    "message": "No valid Application",
    "data": {
      "error": "No valid Application"
    }
  }
}
```


DevOps Config - PATCH /devops_config/application/{appid}

Updates an application.

URL format

Versioned URL: `/api/sn_devops_config/{api_version}/devops_config/application/{appid}`

Default URL: `/api/sn_devops_config/devops_config/application/{appid}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
appid	Sys_id of the application to update. Data type: String Table: CDM Application [sn_cdm_application]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
appDescription	Description of the application. Data type: String
appManagedByGroups	Comma-separated list of sys_ids of the groups that manage the application. The calling user must belong to these groups. `"appManagedByGroups": "sys_id, sys_id"` Data type: String Table: Group [sys_user_group]
appManufacturerId	Sys_id of the manufacturer. Data type: String Table: Company [core_company]
appModelOwnerId	Sys_id of the application model owner. Data type: String Table: User [sys_user]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Application successfully updated.
403	Forbidden. The user doesn't have permission to access the API.
404	Application not updated. The *message* property in the *result* object contains additional information about the error.

Response body parameters (JSON)

Name	Description

error	Error information. This parameter is only returned if the request failed.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional details about why the request failed. Data type: String
error.message	Error message containing the reason the request failed. Data type: String
result	Result object containing information about the application. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"result": {
	   "data": "String",
	   "message": "String"
	}</pre>

result.data	Sys_id of the application. Data type: String Table: CDM Application [sn_cdm_application]
result.message	Information about the successful or unsuccessful outcome of the request. Data type: String
status	Status of the request. This parameter is only returned if the request failed. Possible value: failure Data type: String

Example: cURL request

This example updates an existing application.

```
curl
 "https://instance.service-now.com/api/sn_devops_config/devops_c
onfig/application/38e17dc3473d111072566862736d43c7" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"appDescription\": \"Updated description of Demo Application
 created from REST API\",
  \"appManufacturerId\": \"262702654725d950a34a3085d36d435e\",
  \"appModelOwnerId\": \"6816f79cc0a8016401c5a33be04be441\"
}" \
--user 'username':'password'
```

Response body.

```
{
  "result": {
    "message": "Application with name Demo Application 1234
 updated successfully.",
    "data": "38e17dc3473d111072566862736d43c7"
  }
}
```

DevOps Config - POST /devops_config/application

Creates an application.

URL format

Versioned URL: `/api/sn_devops_config/{api_version}/devops_config/application`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_devops_config/devops_config/application`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
appDescription	Description of the application. Data type: String
appManagedByGroups	Comma-separated list of sys_ids of the groups that manage the application. The calling user must belong to these groups. `"appManagedByGroups": "sys_id, sys_id"` Data type: String Table: Group [sys_user_group]
appManufacturerId	Sys_id of the manufacturer. Data type: String Table: Company [core_company]
appModelId	Sys_id of an existing application model to use to create the application. If this parameter is provided, don't provide the *appName*, *appModelName*, *appServiceName*, *appServiceId*, or *technicalServiceId* parameters. Data type: String Table:Application Model [cmdb_application_product_model]
appModelName	Name of an existing application model to use to create the application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	If this parameter is provided, don't provide the *appName*, *appModelId*, *appServiceName*, *appServiceId*, or *technicalServiceId* parameters. Data type: String Table: Application Model [cmdb_application_product_model]
appModelOwnerId	Sys_id of the application model owner. Data type: String Table: User [sys_user]
appName	Name of the application. Don't use the same name as any existing application. If this parameter is provided, don't provide the *appModelName*, *appModelId*, *appServiceName*, *appServiceId*, or *technicalServiceId* parameters. Data type: String
appServiceId	Sys_id of an existing application service to use to create the application. Use this parameter only when the *type* is `application`. If this parameter is provided, don't provide the *appName*, *appModelName*, *appModelId*, *appServiceName*, or *technicalServiceId* parameters. Data type: String Table: Service Instance [cmdb_ci_service_auto]
appServiceName	Name of an existing application service to use to create the application. Use this parameter only when the *type* is `application`. If this parameter is provided, don't provide the *appName*, *appModelName*, *appModelId*, *appServiceId*, or *technicalServiceId* parameters. Data type: String Table: Service Instance [cmdb_ci_service_auto]
technicalServiceId	Sys_id of an existing dynamic CI group to use to create the application. Use this parameter only when the *type* is `infrastructure`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	If this parameter is provided, don't provide the *appName*, *appModelName*, *appModelId*, *appServiceName*, or *appServiceId* parameters. Data type: String Table: Dynamic CI Group [cmdb_ci_query_based_service]
type	Required. The type of application to create. Valid values: • application • infrastructure Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Application successfully created.
403	Forbidden. The user doesn't have permission to access the API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
404	Application not created. The *`message`* property in the *`result`* object contains additional information about the error.

Response body parameters (JSON)

Name	Description
error	Error information. This parameter is only returned if the request failed. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about why the request failed. Data type: String
error.message	Error message containing the reason the request failed. Data type: String
result	Result object containing information about the application. Data type: Object `"result": { "data": "String", "message": "String" }`
result.data	Sys_id of the application. Data type: String Table: CDM Application [sn_cdm_application]
result.message	Information about the successful or unsuccessful outcome of the request. Data type: String
status	Status of the request. This parameter is only returned if the request failed. Possible value: failure Data type: String

Example: cURL request

This example shows how to create a new application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.service-now.com/api/sn_devops_config/devops_c
onfig/application" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"type\": \"application\",
  \"appName\": \"Demo Application 1234\",
  \"appDescription\": \"Description of Demo Application created
 from REST API\",
  \"appManufacturerId\": \"262702654725d950a34a3085d36d435e\",
  \"appModelOwnerId\": \"6816f79cc0a8016401c5a33be04be441\"
}" \
--user 'username':'password'
```

Response body.

```
{
  "result": {
    "message": "Application with name Demo Application 1234
 created successfully.",
    "data": "38e17dc3473d111072566862736d43c7"
  }
}
```

Email API

The *Email* API provides endpoints that enable you to receive and send email messages using REST.

Users must have the email_api_send role to send email.

Note: You might get errors if you do not have read/write access to the Email [sys_email] table.

Email - GET /now/email/{id}

Returns the email details for the specified email record.

URL format

Versioned URL: `/api/now/{api_version}/email/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
id	Sys_id of the email for which to return details. Data type: String Table: Email [sys_email]

Query parameters

Name	Description
sysparm_fields	Comma-separated list of fields to return in the response. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Indicates the record is not found or the requesting user does not have access to the record. Verify the user has the proper role and access permissions.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
bcc	List of the email addresses of the blind copied recipients of the email message. Maps to the blind_copied field. Data type: Array
cc	List of the email addresses of the copied recipients for the email message. Maps to the copied field. Data type: Array
headers	Name-value pairs of the headers associated with the message and their values. Data type: Object
html	HTML-enabled body of the email message. Maps to the body field. Data type: String
id	Sys_id of the email record. Data type: String
importance	Importance of the email message. Maps to the importance field. Data type: String
state	Processing state of the email message. Indicates whether the system scheduled jobs have processed the email message. Possible include: • error • ignored • processed • ready Data type: String
subject	Subject of the email message. Maps to the subject field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
text	Text-only body of the email message. Maps to the body_text field. Data type: String
to	List of the email addresses of the direct recipients of the email message. Maps to the recipients field. Data type: Array
type	Current state of the email message as incoming or outgoing mail. Possible values: • received • received-ignored • send-failed • send-ignored • send-ready • sent Data type: String

Example: Sample cURL request

```
curl
 "http://instance.servicenow.com/api/now/email/06e095427f0022007
f005212bdfa91b3" \
--request GET \
--header "Accept:application/json" \
--user "user-name":"password"
```


```
{
  "result" : {
    "headers" : {
      "X-ServiceNow-SysEmail-Version" : "2",
      "X-ServiceNow-Source" :
 "Notification-24e34b54c61122aa0108c1b7a33697cf"
    },
    "cc" : [
      ""
    ],
    "type" : "send-ready",
    "html" : "<html><head></head><body><div><p><font size=\"5\"
 color=\"#808080\" face=\"helvetica\"><strong>Incident has
 been closed.</strong></font></p></div>\n\t\t<div><p><font
 size=\"4\" color=\"#808080\" face=\"helvetica\"><strong>Summary
 details</strong></font></p><p><font size=\"3\"
 color=\"#808080\" face=\"helvetica\">Closed by:
 System Administrator</font></p><p><font size=\"3\"
 color=\"#808080\" face=\"helvetica\">Closed notes:
 Fixed</font></p></div>\n\t\t<div><p><font size=\"3\"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 color=\"#808080\" face=\"helvetica\">You can view
 all the details of the incident by following the
 link below:</font></p><font face=\"helvetica\"><a
 href=\"incident.do?sys_id=e8e875b0c0a80164009dc852b4d677d5&amp;
sysparm_stack=incident_list.do?sysparm_query=active=true\"
 style=\"background-color: #278efc;border: 1px solid
 #0368d4;color: #ffffff;font-size: 16px;font-family: Helvetica,
 Arial, sans-serif;text-decoration: none; border-radius:
 3px;-webkit-border-radius: 3px;-moz-border-radius:
 3px;display: inline-block;padding: 5px;\">Take me
 to the Incident</a></font><br /><br /><p><font
 size=\"3\" color=\"#808080\" face=\"helvetica\">Thank
 you.</font></p></div><div> </div><div
 style=\"display:inline\">Ref:MSG0000006</div></body></html>",
    "bcc" : [
      ""
    ],
    "subject" : "Your incident INC0000005 has been closed",
    "to" : [
      "alejandro.mascall@example.com"
    ],
    "state" : "ready",
    "id" : "06e095427f0022007f005212bdfa91b3",
    "importance" : "",
    "text" : ""
  }
}
```


Email - POST /now/email

Creates an email record using the passed information.

URL format

Versioned URL: `/api/now/{api_version}/email`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Element	Description
bcc	List of the email addresses of the blind copied recipients of the email message. Maps to the blind_copied field. **Note:** You can only specify up to 100 addresses in this field. Data type: Array
cc	List of the email addresses of the copied recipients for the email message. Maps to the copied field. **Note:** You can only specify up to 100 addresses in this field. Data type: Array
headers	Name-value pairs of the headers associated with the message and their values. Data type: Object
html	HTML-enabled body of the email message. Maps to the body field. Data type: String
importance	Importance of the email message. Maps to the importance field. Data type: String
subject	Subject of the email message. Maps to the subject field. Data type: String
table_name	Name of the table to save the email. Use this parameter to associate an email message to a particular related record elsewhere in the system. **Note:** This parameter also requires specifying the *table_record_id* parameter. Data type: String
table_record_id	Target-related record to which the email applies. Use this parameter to associate an email message to a particular related record elsewhere in the system. **Note:** This parameter also requires specifying the *table_name* parameter. Data type: String
text	Text-only body of the email message. Maps to the body_text field. Data type: String
to	Required. List of the email addresses of the direct recipients for the email message. Maps to the recipients field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Note: You can only specify up to 100 addresses in this field. Data type: Array

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Requesting user does not have access to the record. Verify that the user has the proper role and access permissions.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Element	Description
href	Link to the email record as an Email API GET request. Data type: String
id	Sys_id of the Email record. Data type: String
links	List of links to the Email record. Data type: Array
rel	Type of link listed in the *href* parameter. Possible values: • self: The Email API GET request for the Email record. • status: The Email API GET request for the Email record showing only the id, type, state, and error fields. Data type: String

Example: Sample cURL request

```
curl "http://instance.servicenow.com/api/now/email" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user 'username':'password'\
--data "{
  \"to\": [
    \"User1 <user1@example.com>\",
    \"User2 <user2@example.com>\"
  ],
  \"cc\": [
    \"User3 <user3@example.com>\",
    \"User4 <user4@example.com>\"
  ],
  \"bcc\": [
    \"User5 <user5@example.com>\",
    \"User6 <user6@example.com>\"
  ],
  \"subject\": \"Hello There\",
  \"text\": \"Test Message\",
  \"html\": \"<b>Test Message</b>\",
  \"table_name\": \"incident\",
  \"table_record_id\": \"136b2140bd0312004d7d1371f1abbdb6\",
  \"headers\": {
    \"X-Custom\": \"header\"
  }
}"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
 "result": {
   "id": "b963219a44b02200964f63773cd6adfc",
   "links": [
     {
       "rel": "self",
       "href": "/now/v1/email/b963219a44b02200964f63773cd6adfc"
     },
     {
       "rel": "status",
       "href":
 "/now/v1/email/b963219a44b02200964f63773cd6adfc?sysparm_fields=
id,type,state,error"
     }
   ]
 }
}
```


Entitlement API

The *Entitlement* API provides endpoints to create and retrieve entitlement records from an instance.

Entitlement checks occur as part of post-sales support services for customers that purchase a product, such as an appliance or computer. Entitlement checks are made by agents to determine what services customers are eligible to receive for the products they've purchased. Use the *Entitlement* API to define and retrieve entitlements.

This API accesses and stores data in the following tables:

- Account [customer_account]
- Consumer [csm_consumer]
- Household [csm_household]
- Install Base [sn_install_base_item]
- Product Model [cmdb_model]
- Product Offering [sn_prd_pm_product_offering]
- Sold Product [sn_install_base_sold_product]

To access this API, the following plugins must be activated on the associated instance:

- Customer Contracts and Entitlements (com.sn_pss_core)
- Customer Service Install Base Management (com.snc.install_base)
- Product Catalog Management Core (com.sn_prd_pm)

In addition, to successfully call this API you must have the sn_pss_core.pss_integrator role. This API runs in the `sn_pss_core` namespace.

Entitlement - GET /sn_pss_core/entitlement/{id}

Returns the specified entitlement record, its associated coverage, and its latest usage details.

The following is the list of tables in which the entitlement data is stored:

- Characteristics [sn_pss_core_entitlement_characteristic]
- Entitlement [service_entitlement]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Entitlement Usage [sn_pss_core_entitlement_usage]
- Sold Product Covered [sn_install_base_m2m_contract_sold_product] - This table contains information for both sold products covered and install base items covered.

URL format

Versioned URL: `/api/sn_pss_core/{api_version}/entitlement/{id}`

Default URL: `/api/sn_pss_core/entitlement/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the entitlement record to retrieve. Data type: String Table: Entitlement [service_entitlement]

Query parameters

Name	Description
display_value	Type of data to return. Valid values: • false: Return the `value` for all fields. For example, `"state":"draft"`. • true: Return the `display_value` for all fields. For example, `"state":"Draft"` • all: Return all information for all fields. Data type: String Default: false

Request body parameters (JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
account	Sys_id of the account record to which the entitlement belongs. Data type: String Table: Account [customer_account]
consumer	Sys_id of the consumer record to which the entitlement belongs. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Consumer [csm_consumer]
contract	Sys_id of the contract record to which the entitlement belongs. Data type: String Table: Service Contract [sn_pss_core_service_contract]
end_date	End date of the entitlement. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects `"entitlement_characteristics" [{ "characteristic": "String", "characteristic_option": "String", "entitlement": "String", "entitlement_usage": [Array], "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String", "type": "String", "value": "String" }]` Stored in: Characteristic [sn_pss_core_entitlement_characteristic]
entitlement_characteristics.characteristic	Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entitlement_characteristics. entitlement	Sys_id of the associated entitlement record. Data type: String Table: Entitlement [service_entitlement]

entitlement_characteristics.
entitlement_usage
	List of entitlement usages associated with the entitlement characteristic.
	
	Data type: Array of Objects
	
	"entitlement_usage": [
	{
	"entitlement": "String",
	"entitlement_characteristic":
	"String",
	"period_end": "String",
	"period_start": "String",
	"service_contract_line":
	"String",
	"sys_created_by": "String",
	"sys_created_on": "String",
	"sys_id": "String",
	"sys_updated_by": "String",
	"sys_updated_on": "String",
	"total_units": "String",
	"used_units": "String"
	}
	]

entitlement_characteristics. entitlement_usage.entitlement	Sys_id of the entitlement record associated with the entitlement usage. Data type: String Table: Entitlement [service_entitlement]
entitlement_characteristics. entitlement_usage. entitlement_characteristic	Sys_id of the entitlement characteristic record associated with the entitlement usage. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
entitlement_characteristics. entitlement_usage.period_end	End date when the entitlement usage is no longer tracked. Data type: String Format: yyyy-mm-dd
entitlement_characteristics. entitlement_usage.period_start	Starting date of when the entitlement usage is tracked. Data type: String Format: yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entitlement_characteristics. entitlement_usage. service_contract_line	Sys_id of the service contract line to which the current entitlement usage belongs. Data type: String
entitlement_characteristics. entitlement_usage.sys_created_by	Name of the user that created the entitlement usage record. Data type: String
entitlement_characteristics. entitlement_usage.sys_created_on	Date and time that the entitlement usage record was created. Data type: String
entitlement_characteristics. entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
entitlement_characteristics. entitlement_usage.sys_updated_by	Name of the user that last updated the entitlement usage record. Data type: String
entitlement_characteristics. entitlement_usage.sys_updated_on	Date and time that the entitlement usage record was last updated. Data type: String
entitlement_characteristics. entitlement_usage.total_units	Total coverage value of the associated entitlement characteristic. Data type: String
entitlement_characteristics. entitlement_usage.used_units	Number of units used by the account or consumer between the *period_start* and the *period_end*. Data type: String
entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
entitlement_characteristics.value	Value of the characteristic. Data type: String
entitlement_name	Name of the entitlement. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
household	Sys_id of the household record associated with the entitlement. Data type: String Table: Household [csm_household]

install_base_items_covered	List of install base items covered under the # entitlement.
	
	Data type: Array of Objects
	
	<pre>"install_base_items_covered": [
	{
	"added": "String",
	"contract": "String",
	"entitlement": "String",
	"install_base": "String",
	"removed": "String",
	"service_contract_line":
	"String",
	"sys_created_by": "String",
	"sys_created_on": "String",
	"sys_id": "String",
	"sys_updated_by": "String",
	"sys_updated_on": "String"
	}
	]</pre>
	Table: Sold Product Covered #[sn_install_base_m2m_contract_sold_product]

install_base_items_covered.added	Date that the associated install base item was added to the entitlement. Data type: String
install_base_items_covered.contract	Sys_id of the service contract record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
install_base_items_covered. install_base	Sys_id of the install base item covered by the service contract line. Data type: String Table: Install Base Item [sn_install_base_item]
install_base_items_covered.removed	Date that the associated install base item was removed from the entitlement. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
install_base_items_covered.entitlement	Sys_id of the entitlement record associated with the install base item. Data type: String Table: Entitlement [service_entitlement]
install_base_items_covered.service_contract_line	Sys_id of the associated service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
install_base_items_covered.sys_created_by	Name of the user that created the install base item record. Data type: String
install_base_items_covered.sys_created_on	Date and time that the install base item record was created. Data type: String
install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
install_base_items_covered.sys_updated_by	Name of the user that last updated the install base item record. Data type: String
install_base_items_covered.sys_updated_on	Date and time that the install base item record was last updated. Data type: String
product	Sys_id of the product model record associated with the entitlement. Data type: String Table: Product Model [cmdb_model]
product_offering	Sys_id of the product offering record associated with the entitlement. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
sold_entitlement	Sys_id of the sold product record associated with the entitlement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Sold Product [sn_install_base_sold_product]
sold_products_covered	List of products covered. Data type: Array of Objects `"sold_products_covered": [{ "added": "String", "contract": "String", "entitlement": "String", "removed": "String", "service_contract_line": "String", "sold_product": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]` Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sold_products_covered.added	Date that the associated sold product was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
sold_products_covered.contract	Sys_id of the service contract record associated with the sold product covered. Data type: String Table: Service Contract [sn_pss_core_service_contract]
sold_products_covered.entitlement	Sys_id of the entitlement record associated with the sold product covered. Data type: String Table: Entitlement [service_entitlement]
sold_products_covered.removed	Date that the associated sold product was removed from the entitlement. Data type: String Format: yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Default: No end date
sold_products_covered. service_contract_line	Sys_id of the service contract line record associated with the sold product covered. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
sold_products_covered.sold_product	Sys_id of the product covered by the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]
sold_products_covered. sys_created_by	Name of the user that created the sold product covered record. Data type: String
sold_products_covered. sys_created_on	Date and time that the sold product covered record was created. Data type: String
sold_products_covered.sys_id	Sys_id of the product covered by this service contract. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sold_products_covered. sys_updated_by	Name of the user that last updated the sold product covered record. Data type: String
sold_products_covered. sys_updated_on	Date and time that the sold product covered record was last updated. Data type: String
start_date	Start date of the entitlement. Data type: String Format: yyyy-mm-dd
state	Current state of the entitlement. Valid values: (case-sensitive) • active • cancelled • draft

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• expired • suspended Data type: String
sys_created_by	Name of the user that created the entitlement record. Data type: String
sys_created_on	Date and time that the entitlement record was created. Data type: String
sys_id	Sys_id of the associated entitlement record. Data type: String Table: Entitlement [service_entitlement]
sys_updated_by	Name of the user that last updated the entitlement record. Data type: String
sys_updated_on	Date and time that the entitlement record was created. Data type: String

Example: cURL request

The following example shows how to call this endpoint to retrieve an entitlement template.

```
curl
 "https://instance.servicenow.com/api/sn_pss_core/entitlement/fc
73d2de89226110f877430a4e008" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Response:

```
{
  "result": {
    "sys_id": "5a651515d1f53110f8776589fa411f7b",
    "sys_created_by": "admin",
    "sys_updated_by": "admin",
    "sys_created_on": "2023-10-09 11:31:59",
    "sys_updated_on": "2023-10-09 11:31:59",
    "entitlement_name": "indep ent1",
    "account": "4c325111d1f53110f8776589fa411f3d",
    "consumer": null,
    "household": null,
    "contract": null,
    "service_contract_line": null,
    "state": "active",
    "product_offering": null,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sold_entitlement": null,
    "product": null,
    "start_date": "2023-10-03",
    "end_date": "2024-12-03",
    "sold_products_covered": [
      {
        "sys_id": "d6651515d1f53110f8776589fa411f7c",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
        "sys_created_on": "2023-10-09 11:31:59",
        "sys_updated_on": "2023-10-09 11:31:59",
        "contract": null,
        "service_contract_line": null,
        "entitlement": "5a651515d1f53110f8776589fa411f7b",
        "sold_product": "0df21151d1f53110f8776589fa411f1b",
        "added": "",
        "removed": ""
      }
    ],
    "install_base_items_covered": [
      {
        "sys_id": "12651515d1f53110f8776589fa411f7d",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
        "sys_created_on": "2023-10-09 11:31:59",
        "sys_updated_on": "2023-10-09 11:31:59",
        "contract": null,
        "service_contract_line": null,
        "entitlement": "5a651515d1f53110f8776589fa411f7b",
        "install_base": "e2639951d1f53110f8776589fa411f2b",
        "added": "",
        "removed": ""
      }
    ],
    "entitlement_characteristics": [
      {
        "sys_id": "12651515d1f53110f8776589fa411f7e",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
        "sys_created_on": "2023-10-09 11:31:59",
        "sys_updated_on": "2023-10-09 11:31:59",
        "service_contract_line": null,
        "entitlement": "5a651515d1f53110f8776589fa411f7b",
        "characteristic_option":
"495149b7539e61106bfcddeeff7b1262",
        "value": "5",
        "characteristic": "63418db7539e61106bfcddeeff7b1238",
        "type": "coverage_and_usage",
        "entitlement_usage": [
          {
            "sys_id": "de651515d1f53110f8776589fa411f7e",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:31:59",
            "sys_updated_on": "2023-10-09 11:31:59",
            "entitlement": "5a651515d1f53110f8776589fa411f7b",
            "service_contract_line": null,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "entitlement_characteristic":
 "12651515d1f53110f8776589fa411f7e",
            "period_start": "2023-10-03",
            "period_end": "2024-12-03",
            "total_units": "5",
            "used_units": "25"
          }
        ]
      }
    ]
  }
}
```

Entitlement - POST /sn_pss_core/entitlement

Creates an entitlement record and all its related detail records.

The following is the list of tables in which the entitlement data is stored:

- Characteristic [sn_pss_core_entitlement_characteristic]
- Entitlement [service_entitlement]
- Entitlement Usage [sn_pss_core_entitlement_usage]
- Sold Products Covered [sn_install_base_m2m_contract_sold_product] - This table contains information for both sold products covered and install base items covered.

URL format

Versioned URL: `/api/sn_pss_core/{api_version}/entitlement`

Default URL: `/api/sn_pss_core/entitlement`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
account	Required if the *consumer* parameter is not passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Sys_id of the account record to which the entitlement belongs. Data type: String Table: Account [customer_account]
consumer	Required if the *account* parameter is not passed. Sys_id of the consumer record to which the entitlement belongs. Data type: String Table: Consumer [csm_consumer]
end_date	End date of the entitlement. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects `"entitlement_characteristics": [ { "characteristic": "String", "characteristic_option": "String", "entitlement_usage": {Object}, "type": "String", "value": "String" } ]` Stored in: Characteristic [sn_pss_core_entitlement_characteristic]
entitlement_characteristics.characteristic	Required. Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

entitlement_characteristics.
entitlement_usage
	Used unit value for the associated entitlement characteristic.
	
	Only pass this parameter if the entitlement_characteristics are under the entitlement.
	
	Data type: Object
	
	`"entitlement_usage": {`
	`"used_units": "String"`
	`}`
	
	Stored in: Entitlement Usage [sn_pss_core_entitlement_usage]

entitlement_characteristics. entitlement_usage.usage_units	Usage of the associated entitlement characteristic. Data type: String
entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
entitlement_characteristics.value	Required if the *input_type* parameter contained in the record specified in the *entitlement_characteristics.characteristic* parameter, is not `choice`. Value of the characteristic. Data type: String
entitlement_name	Required. Name of the entitlement. Data type: String
household	Only passed when the household plugins are active and the *consumer* parameter is passed. Sys_id of the household record associated with the entitlement. Data type: String Table: Household [csm_household]
install_base_items_covered	List of install base items covered under the entitlement. The information in this array is inserted in the Sold Product Covered#[sn_install_base_m2m_contract_sold_product] table. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"install_base_items_covered": [
	  {
	  "added": "String",
	  "install_base": "String",
	  "removed": "String"
	  }
	]</pre>
	For more information on Install Base Items Configure install base.

install_base_items_covered.added	Date that the associated install base item was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
install_base_items_covered. install_base	Sys_id of the associated install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
install_base_items_covered.removed	Date that the associated install base item was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date
product	Sys_id of the product model record associated with the entitlement. Data type: String Table: Product Model [cmdb_model]
product_offering	Sys_id of the product offering record associated with the entitlement. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
sold_entitlement	Sys_id of the sold product record associated with the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
sold_products_covered	List of products covered under the entitlement. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "removed": "String", "sold_product": "String" } ]` Stored in: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sold_products_covered.added	Date that the associated sold product was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
sold_products_covered.removed	Date that the associated sold product was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date
sold_products_covered.sold_product	Sys_id of the product covered by the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]
start_date	Required. Start date of the entitlement. Data type: String Format: yyyy-mm-dd
state	Required. Current state of the entitlement. Valid values: (case-sensitive) • active • cancelled • draft

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• expired • suspended Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed and the records were created.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have permission to access the API.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Name	Description
entitlement_characteristics	List of the entitlement characteristic objects#created under the entitlement. Data type: Array of Objects `"entitlement_characteristics" [ { "entitlement_usage": {Object}, "sys_id": "String" } ]`
entitlement_characteristics. entitlement_usage	Entitlement usage object inserted under the entitlement_characteristic. Data type: Object `"entitlement_usage": { "sys_id": "String" }`
entitlement_characteristics. entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
entitlement_characteristics.sys_id	Sys_id of a entitlement characteristics record associated with the entitlement. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
entitlement_name	Name of the entitlement. Data type: String
install_base_items_covered	List of sys_ids of the install base items covered under the entitlement. Data type: Array of Objects `"install_base_items_covered": [ { "sys_id": "String" } ]`
install_base_items_covered.sys_id	Sys_id of a install base items covered by the entitlement. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sold_prodocts_covered	List of sys_ids of the products covered under the entitlement. Data type: Array of Objects `"sold_products_covered": [ { "sys_id": "String" } ]`
sold_products_covered.sys_id	Sys_id of a product associated with the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sys_id	Sys_id of the associated entitlement record. Data type: String Table: Entitlement [service_entitlement]

Example: cURL request

The following example shows how to create an entitlement template.

```
curl
 "https://instance.servicenow.com/api/sn_pss_core/entitlement" \
--request POST \
--header "Accept:application/json" \
--data
{
  "state": "active",
  "entitlement_name": "indep entl",
  "account": "4c325111d1f53110f8776589fa411f3d",
  "start_date": "2023-10-03",
  "end_date": "2024-12-03",
  "sold_products_covered": [
    {
      "sold_product": "0df21151d1f53110f8776589fa411f1b"
    }
  ],
  "install_base_items_covered": [
    {
      "install_base": "e2639951d1f53110f8776589fa411f2b"
    }
  ],
  "entitlement_characteristics": [
    {
      "characteristic": "63418db7539e61106bfcddeeff7b1238",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "characteristic_option":
 "495149b7539e61106bfcddeeff7b1262",
      "value": "20",
      "type": "coverage_and_usage",
      "entitlement_usage": {
        "used_units": "25"
      }
    }
  ]
}
```

Response:

```
{
  "result": {
    "sys_id": "5a651515d1f53110f8776589fa411f7b",
    "entitlement_name": "indep ent1",
    "sold_products_covered": [
      {
        "sys_id": "d6651515d1f53110f8776589fa411f7c"
      }
    ],
    "install_base_items_covered": [
      {
        "sys_id": "12651515d1f53110f8776589fa411f7d"
      }
    ],
    "entitlement_characteristics": [
      {
        "sys_id": "12651515d1f53110f8776589fa411f7e",
        "entitlement_usage": {
          "sys_id": "de651515d1f53110f8776589fa411f7e"
        }
      }
    ]
  }
}
```

Event Management Topic Open API

The *`Event Management Topic Open`* API provides an endpoint that enables you to send a topic through your message broker and store it on a ServiceNow instance.

Using this API you can store topics created through your message broker in the ServiceNow Topic [topic] table.

This API runs in the `sn-api-notif-mgmt` namespace and requires the sn_api_notif_mgmt.event_mgmt_integration role.

Event Management Topic Open - POST /sn_api_notif_mgmt/topic

Creates a new record in the Topic [sn_api_notif_mgmt_topic] table and saves the passed topic information to that record.

Use this endpoint to synchronize topics created in your message-bus middleware with those in your ServiceNow instance.

When topics are created using this endpoint, the user_created field in the associated topic record is set to `false` and the type field is set to `egress`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_api_notif_mgmt/{api_version}/topic`

Default URL: `/api/sn_api_notif_mgmt/topic`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
contentQuery	Filter to apply to the payload of the event. This query is a deeper event filter that is used to find in as event severity or ticket type. You can pass this parameter as a nested query. For example, for the following trouble ticket event payload, this query applies to the attributes tha *"event"* object of the payload: `{ "eventId":"dc2003c2c3bb3550054e20bdc0013136", "@type":"Troubleticket", "eventType":"TroubleTicketCreateEvent", "event":{ "troubleTicket":{ "short_description":"Test payload", "severity":3, "ticketType":"incident" } } }` This parameter supports the following conditions: • AND: such as `variable1=value1&variable2=value2&variable3=value3` • OR: such as `variable1=value1,value2,value3` • Hierarchical variables: such as `variable1.variable2.variable3=value1`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	For example: `"contentQuery": "troubleTicket.ticketType=incident&troubleTicket.severity=1",` This field is mapped to the content_query field in the associated topic record. For additional information, refer to the TMF688 Event Management API User Guide. Data type: String
externalId	Unique external identifier for the topic, such as a GUID. This field is mapped to the topic_id field i associated Topic record. Data type: String
headerQuery	Filter to apply to the event header properties. This query defines the type of events to listen to fo associated topic. You can pass this parameter as a nested query. This parameter supports the following conditions: • AND: such as `variable1=value1&variable2=value2&variable3=value3` • OR: such as `variable1=value1,value2,value3` • Hierarchical variables: such as `variable1.variable2.variable3=value1` For example: `"headerQuery": "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttributeCh` This field is mapped to the header_query field in the associated topic record. For additional information, refer to the TMF688 Event Management API User Guide. Data type: String
name	Name of the topic. This field is mapped to the topic_name field in the associated topic record. Data type: String
namespace	Namespace for the topic. Empty if there is no associated namespace. This field is mapped to the namespace field in the associated topic record. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	`Topic external id passed already exists. Please pass the unique topic external id`: Indicates that passed external ID already exists in the Topic table. `Please pass the unique combination of topic name, header query, content query and namespace` : Indicates that the combination of topic name, namespace, header query, and content query already exists.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
contentQuery	Value of the content_query field in the created topic record. Data type: String
externalId	Value of the topic_id field in the created topic record. Data type: String
headerQuery	Value of the header_query field in the created Topic record. This field is used by the topic picker framework to determine what event messages should be sent to a topic. Data type: String
id	Sys_id of the created topic record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
name	Name of the topic. Data type: String
namespace	Value of the namespace field in the created topic record. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "http://instance.servicenow.com/api/sn_api_notif_mgmt/topic" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
--data
{
  "name": "HighPriorityTroubleTicket",
  "headerQuery":
 "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttribut
eChangeEvent",
  "contentQuery":
 "troubleTicket.ticketType=incident&troubleTicket.severity=1",
  "externalId": "ext001",
  "namespace": "telecomEvents"
}
```

Response:

```
{
  "externalId": "ext001",
  "name": "HighPriorityTroubleTicket",
  "headerQuery":
 "eventType=TroubleTicketStatusChangeEvent,TroubleTicketAttribut
eChangeEvent",
  "contentQuery":
 "troubleTicket.ticketType=incident&troubleTicket.severity=1",
  "namespace": "telecomEvents",
  "id": "7ee9850443c3f550461f99612bb8f223"
}
```

Event Notification Management Open API

The *Event Notification Management Open* API provides an endpoint to create, update, and delete events from the Events [em_event] table.

The *Event Notification Management Open* API (sn_ind_tmf688) is a ServiceNow implementation of the TM Forum Open API specification. This API is based on TMF688 Event Management API User Guide v4.0.0. You can locate additional alarm information in the TMF642 Alarm Management API User Guide.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API can be extended to make customizations around required parameters, request body validation, additional REST operations, and field mappings. For more information, see the Event Notification Management Open API Developer Guide.

Event Notification Management Open API – POST instance_name/scope_id/GUID

Places the payload of the associated request in the NowMQ queue. This queue is then processed in the background to create, update, and delete events within the Events [em_event] table.

This endpoint is different than other endpoints in the ServiceNow platform. Instead of having an endpoint for each specific task, such as create, update, and delete, there's only a single endpoint for all functionality. The parameter *eventType* in the call payload determines the task to perform based on its passed value of `AlarmCreateEvent`, `AlarmUpdateEvent`, or `AlarmDeleteEvent`.

The format of the REST call is also different than standard REST implementations. Each external system that will use this API, such as Kafka, database monitors, or other applications, must first register with the ServiceNow platform. They must also have their own webhook in place that uses the information provided during registration to generate the signature required to call this endpoint, including the `instance_name`, application `scope_id`, and unique `GUID`. The `GUID` identifies the external network system that the request came from.

The payload that you pass for this endpoint must correlate with the payload that is defined in the `TMFAlarmAPIConstants` script include for the corresponding *eventType* parameter value. Any parameters that are passed in the payload and not defined in the schema are ignored by the endpoint.

- `AlarmCreateEvent`: `ALARM_CREATE_EVENT_SCHEMA`
- `AlarmUpdateEvent`: `ALARM_CHANGE_EVENT_SCHEMA`
- `AlarmDeleteEvent`: `ALARM_DELETE_EVENT_SCHEMA`

URL format

Default URL: `<instance_name>/<scope_id>/<GUID>`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters

Name	Description
event	Details about the event that occurred. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	`"event": { "alarm": {Object} }`
event.alarm	Required when *eventType* is `AlarmCreateEvent`. Details about the associated alarm. Data type: Object `"alarm": { "affectedService": [Array], "alarmedObject": {Object}, "alarmType": "String", "crossedThresholdInformation": {Object}, "externalAlarmId": "String", "href": "String", "id": "String", "perceivedSeverity": "String", "probableCause": "String", "sourceSystemId": "String", "specificProblem": "String", }`
event.alarm.affectedService	List of one or more services affected by the alarm. Data type: Array of Objects `"affectedService":[ { "href": "String", "id": "String" }, ]`
event.alarm.affectedService.href	URL reference that provides details of the affected service. Data type: String
event.alarm.affectedService.id	Identifier of the service affected by the alarm. This value maps to the affected configuration item (CI) on the alert. Data type: String
event.alarm.alarmedObject	Required when creating an event. Details of the alarm object. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	`"alarmedObject": { "href": "String", "id": "String" }`
event.alarm.alarmedObject.href	Required when creating an event. URL reference to get the details of the alarm object. Data type: String
event.alarm.alarmedObject.id	Required when *`eventType`* is `AlarmCreateEvent`. Unique identifier of the alarm object. This value maps to a CI in the system. Data type: String
event.alarm.alarmType	Required when *`eventType`* is `AlarmCreateEvent`. Type of alarm. Used to categorize the alarm. For example: "QualityOfServiceAlarm" Data type: String
event.alarm.crossedThresholdInfomation	Details about the crossed threshold. Data type: Object `"crossedThresholdInformation": { "thresholdId": "String" }`
event.alarm.crossedThresholdInfomation.thresholdId	Unique identifier of the threshold that caused the alarm. Data type: String
event.alarm.externalAlarmId	Required when *`eventType`* is `AlarmCreateEvent`. Required when *`eventType`* is `AlarmDeleteEvent` or `AlarmChangeEvent` if the *`Id`* parameter is not specified. Unique identifier for the alarm from the source system posting the alarm. Data type: String
event.alarm.href	URL reference to the alarm.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	For example: "http://api/alarm/ROUTER_IF@Cisco-0000-0-0-0-0-00-00-0--Xz0/00@00" Data type: String
event.alarm.id	Required when *eventType* is `AlarmDeleteEvent` or `AlarmChangeEvent` if *externalAlarmId* is not specified. Unique identifier of the alarm. Specified by the alarm owning system. For example: "8675399" Data type: String
event.alarm.perceivedSeverity	Required when *eventType* is `AlarmCreateEvent`. Possible severities associated with the alarm. The values are consistent with ITU-T Recommendation X.733. After an alarm has been cleared, its perceived severity is set to 'CLEAR' and can no longer be set. Valid values: • CLEAR • CRITICAL • MAJOR • MINOR • WARNING Data type: String
event.alarm.probableCause	Required when *eventType* is `AlarmCreateEvent`. Most likely situation to trigger the alarm. Use with *alarmType* to qualify the alarm. The possible values are consistent with ITU-T Recommendation X.733 or 3GPP TS 32.111-2 Annex B. For example: "Threshold crossed" Data type: String
event.alarm.sourceSystemId	Required when *eventType* is `AlarmCreateEvent`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Unique identifier of the source system of the alarm. For example: "SOURCE_SYSTEM_vManage_00000_000_00" Data type: String
event.alarm.specificProblem	Specific problem that triggers the alarm. Use with the *probableCause* tparameter o qualify the alarm. For example: "Inbound Traffic threshold crossed" Data type: String
eventType	Required. Type of event to process. Valid values: • AlarmChangeNotification • AlarmCreateNotification • AlarmDeleteNotification Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Returned for every call regardless of the actual processing status of the call. Only indicates that the endpoint received the request.

Response body parameters

Name	Description
None	This endpoint is asynchronous and therefore doesn't return any response data.

Example: cURL request

The following shows the possible payload for a create alarm event. This example reflects the parameters that are in the default implementation (`AlarmCreateEventSchema`).

```
--data "{
  "eventType": "AlarmCreateNotification",
  "event": {
    "alarm": {
      "id": "",
      "externalAlarmId": "ext123456",
      "alarmType": "QualityOfServiceAlarm",
      "perceivedSeverity": "MINOR",
      "alarmedObject": {
        "id": "vManage_OOOOOO",
        "href": " http://api/alarmedobject/OOOOOO"
      },
      "probableCause": "Threshold crossed",
      "sourceSystemId": "SOURCE_SYSTEM_vManage_OOOOO_OOO_OO",
      "href":
 "http://api/alarm/ROUTER_IF@Cisco-OOOO-0-0-0-0-OO-OO-0--
 Xz0/OO@OO",
      "specificProblem": "Inbound Traffic threshold crossed",
      "crossedThresholdInformation": {
        "thresholdId": "12fasdfasdfasd"
      },
      "affectedService": [
        {
          "id": "SD WAN Enterprise Solutions",
          "href": "http://api/service/vlan_dot0_dot0"
        }
      ]
    }
  }
}
```

No response returned.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following shows the possible payload for a change alarm event. This example reflects the parameters that are in the default implementation (`AlarmChangeEventSchema`).

```
--data "{
  "eventType": "AlarmChangeEventSchema",
  "event": {
    "alarm": {
      "id": "",
      "externalAlarmId": "ext123456",
      "perceivedSeverity": "MAJOR",
      "probableCause": "Threshold crossed",
      "crossedThresholdInformation": {
        "thresholdId": "12fasdfasdfasd"
      },
      "affectedService": [
        {
          "id": "SD WAN Enterprise Solutions",
          "href": "http://api/service/vlan_dot0_dot0"
        }
      ]
    }
  }
}
```

No response returned.

Example: cURL request

The following shows the possible payload for a delete (clear) alarm event. This example reflects the parameters that are in the default implementation (`AlarmDeleteEventSchema`).

```
--data "{
  "eventType": "AlarmDeleteEventSchema",
  "event": {
    "alarm": {
      "id": "",
      "externalAlarmId": "ext123456",
      "perceivedSeverity": "MAJOR",
      "probableCause": "Threshold crossed",
      "crossedThresholdInformation": {
        "thresholdId": "12fasdfasdfasd"
      }
    }
  }
}
```

No response returned.

External Content Ingestion API

The *`External Content Ingestion`* API provides endpoints that enable ingestion of content from sources outside of your ServiceNow® instance into the ServiceNow® AI Search application's index.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

External Content Ingestion API – DELETE /ais/external_content/deleteByQuery/{schema_table_name}

Deletes all external documents that match the specified query from the AI Search index.

URL format

Versioned URL: `/api/now/{api_version}/ais/external_content/deleteByQuery/{schema_table_name}?query={query}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
schema_table_name	The name of the external content schema table that defines the schema for the indexed documents to delete. For example, `u_ext_content`. Data type: String

Query parameters

Name	Description
query	A valid URL-escaped query for the schema table specified by *`schema_table_name`*. For example, `title=Introduction` to query for documents whose title is `Introduction`. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Object describing the error encountered during processing of the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details of the error encountered during processing of the request. Data type: String
error.message	Message for the error encountered during processing of the request. Data type: String
result	Result from a successfully processed request. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
status	Status of an unsuccessful request. Valid values: • *failure* Data type: String

Example: cURL request

Delete documents with title field values `Introduction` and `Report for 31 October 2020` from the u_ext_content schema table.

```
curl
 "https://instance.service-now.com/api/now/v2/ais/external_conte
nt/deleteByQuery/u_ext_content?query=title%3DIntroduction%20OR%2
0title%3DReport%20for%2031%20October%202020" \
--request DELETE \
--user "username":"password" \
--header "Accept: application/json"
```

```
{
  "result": "Delete By Query Successfully Executed"
}
```

External Content Ingestion API – DELETE /ais/external_content/deleteDocument/{schema_table_name}/{document_id}

Deletes the external document with a specified unique identifier from the AI Search index.

URL format

Versioned URL: `/api/now/{api_version}/ais/external_content/deleteDocument/{schema_table_name}/{document_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Parameter	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
document_id	The unique identifier for the external document to delete. For example, `ADMIN-2027858531-16`. Data type: string

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Parameter	Description
schema_table_name	The name of the external content schema table that defines the schema for the indexed document to delete. For example, `u_ext_content`. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Element	Description
error	Object describing the error encountered during processing of the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details of the error encountered during processing of the request. Data type: String
error.message	Message for the error encountered during processing of the request. Data type: String
result	Result from a successfully processed request. Data type: String
status	Status of an unsuccessful request. Valid values: • *failure* Data type: String

Example: cURL request

Delete the document with identifier `ADMIN-2587918521-27` from the u_ext_content schema table.

```
curl
 'https://instance.service-now.com/api/now/v2/ais/external_conte
nt/deleteDocument/u_ext_content/ADMIN-2587918521-27' \
--request DELETE \
--user 'username':'password' \
--header 'Accept: application/json'
```

```
{
  "result":"Document removed"
}
```

External Content Ingestion API – POST /ais/external_content/ingestDocument/{schema_table_name}

Sends a list of external documents to the AI Search ingestion batcher for indexing. After indexing completes, content from the ingested documents becomes searchable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can use this endpoint to feed external documents with text content and metadata.

If you need to associate searchable binary content and metadata with an external document, follow these steps:

1. Store the binary content in AI Search using the *POST /ais/external_content/storeContent* endpoint. Record the value of the *result* response body parameter.
2. Send the external document to AI Search using this endpoint. Set the document's *content_pointer* request body parameter to match the recorded *result* response body parameter value.

During ingestion, AI Search parses the binary content and adds its searchable content to the indexed record that represents the external document. Parsing removes the stored content object.

URL format

Versioned URL: `/api/now/{api_version}/ais/external_content/ingestDocument/{schema_table_name}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Parameter	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
schema_table_name	The name of the external content schema table that defines the schema for external documents in the request. For example, `u_ext_content`. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Element	Description
[array]	Required. Unnamed array of objects in which each object represents an external document to ingest for indexing. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description

	[
	  {
	  "content_pointer": "String",
	  "document_id": "String",
	  "principals": {Object},
	  "properties": {Object}
	  }
	]

[array].content_pointer	Identifier for an instance of binary content stored using the *POST /ais/external_content/storeContent* endpoint. During ingestion, AI Search parses the binary content and adds its searchable content to the indexed record that represents the external document. Parsing removes the stored content object. **Note:** This identifier should match the *result* response body element returned by the *storeContent* endpoint. Data type: String
[array].document_id	Required. Unique identifier for the external document in the external content schema table specified by the *schema_table_name* path parameter. **Note:** When you ingest a document, it overwrites any existing document in the same external content schema table that has the same *document_id*. If two or more documents in the same ingestion request have the same *document_id*, the request fails. Data type: String
[array].principals	Object containing key-value pairs that describe the external document's access permissions for externally defined security principals (users and groups). **Note:** If you omit this parameter for a document, the request succeeds, but AI Search rejects the document with the ingestion feedback message `The principal of the document is missing`. If this parameter object does not include any key-value pairs that grant access to a document, the request succeeds, but AI Search rejects the document with the ingestion feedback message `The principal of the document is invalid`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Data type: Object `"principals": { "everyone": Boolean, "groups.deny": [Array], "groups.read": [Array], "none": Boolean, "users.deny": [Array], "users.read": [Array] }` Versions supported: Available starting in v2 of the API.
[array].principals.everyone	Flag that indicates whether access to the external document is allowed for all users. When this parameter is set to *true*, all ServiceNow AI Platform users can view the indexed record created from the document. **Note:** If you set both this parameter and *[array].principals.none* to *true* for a document, the request succeeds, but AI Search rejects the document with ingestion feedback message `The principal of the document is invalid`. You can only set one of these two parameters to *true* in a request. Valid values: • *true*: Allow access to the document for all users. AI Search ignores all *[array].principals.groups.** and *[array].principals.users.** parameter settings for the document. • *false*: Do not allow all users to access the external document. Users can only access the document if *[array].principals.none* is set to false and if allowed by the interaction of their user mappings and the *[array].principals.groups.** and *[array].principals.users.** parameters. Data type: Boolean Default: *true* Versions supported: Available starting in v2 of the API.
[array].principals.groups.deny	Array of strings where each string is the name of an externally defined group that is denied access to the external document. ServiceNow AI Platform users mapped to any of these external groups cannot view the indexed search result record created from the document.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	If either *[array].principals.everyone* or *[array].principals.none* is set to *true*, this parameter has no effect. This parameter takes precedence over *[array].principals.groups.read*. If the same user is mapped to external groups with both read and deny access permissions for a document, AI Search denies that user access to the indexed record. By default, *[array].principals.users.read* takes precedence over this parameter. To reverse this precedence order for an indexed source, see Change the precedence of user read and group deny permissions for an external content indexed source. . Data type: Array Values can be in any format, depending on the names of the externally defined groups specified. Examples include: `"groups.deny": [ "hr-admin", "legal" ]` Versions supported: Available starting in v2 of the API.
[array].principals.groups.read	Array of strings where each string is the name of an externally defined group that is allowed to access the external document. ServiceNow AI Platform users mapped to any of these external groups can view the indexed search result record created from the document. If either *[array].principals.everyone* or *[array].principals.none* is set to *true*, this parameter has no effect. *[array].principals.groups.deny* takes precedence over this parameter. If the same user is mapped to external groups with both read and deny access permissions for a document, AI Search denies that user access to the indexed record. Data type: Array Values can be in any format, depending on the names of the externally defined groups specified. Examples include: `"groups.read": [ "devops", "it", "report-admins" ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Versions supported: Available starting in v2 of the API.
[array].principals.none	Boolean option indicating whether access to the external document is denied for all users. When this parameter is set to *true*, only ServiceNow AI Platform users with the ais_high_security_admin elevated privilege role can view the indexed record created from the document. **Note:** If you set both this parameter and *[array].principals.everyone* to *true* for a document, AI Search rejects the document during ingestion with error message `The principal of the document is invalid`. You can only set one of these two parameters to *true* in a request. Valid values: • *true*: Deny access to the document for all users except those with the ais_high_security_admin elevated privilege role. AI Search ignores all *[array].principals.groups.** and *[array].principals.users.** parameter settings for the document. • *false*: Do not deny access to the document for all users. Users can access the document if *[array].principals.everyone* is set to *true*, or if allowed by the interaction of their user mappings and the *[array].principals.groups.read* and *[array].principals.users.read* parameters. Data type: Boolean Default: *false* Versions supported: Available starting in v2 of the API.
[array].principals.users.deny	Array of strings where each string is the name of an externally defined user that is denied access to the external document. ServiceNow AI Platform users mapped to any of these external users cannot view the indexed search result record created from the document. If either *[array].principals.everyone* or *[array].principals.none* is set to *true*, this parameter has no effect. This parameter takes precedence over *[array].principals.users.read*. If the same user is mapped to external users with both read and deny access permissions for a document, AI Search denies that user access to the indexed record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	Data type: Array Values can be in any format, depending on the names of the externally defined users specified. Examples include: `"users.deny": [ "ad\bow-ruggeri", "abel-tuter@sharepoint" ]` Versions supported: Available starting in v2 of the API.
[array].principals.users.read	Array of strings where each string is the name of an externally defined user that is allowed to access the external document. ServiceNow AI Platform users mapped to any of these external users can view the indexed search result record created from the document. If either *[array].principals.everyone* or *[array].principals.none* is set to *true*, this parameter has no effect. *[array].principals.users.deny* takes precedence over this parameter. If the same user is mapped to external users with both read and deny access permissions for a document, AI Search denies that user access to the indexed record. By default, this parameter takes precedence over *[array].principals.groups.deny*. To reverse this precedence order for an indexed source, see Change the precedence of user read and group deny permissions for an external content indexed source. . Data type: Array Values can be in any format, depending on the names of the externally defined users specified. Examples include: `"users.read": [ "ad\abel-tuter", "beth-anglin@sharepoint" ]` Versions supported: Available starting in v2 of the API.
[array].properties	Object containing name-value pairs where each pair represents a field name and value to ingest for the document. All field names and values must be specified as strings. After ingestion, these document field values are accessible through the indexed source defined for the external content schema table specified by the *schema_table_name* path

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Element	Description
	parameter. Users can search for these field values in search sources derived from this indexed source. Data type: Object Field names can only contain lowercase letters and underscores. Values can include any characters. Value length is limited by the *max_length* attribute defined for the field in the external content schema table. Examples of field name-value pairs include: `"properties": { "creation_date": "2020-11-03 12:27:43", "file_size": "10285", "title": "Introduction", "url": "file:///myhost/reports/Introduction.pdf" }`

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
202	Partial Success. The request was processed. Some documents have ingestion feedback warning or error messages.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Object describing the error encountered during processing of the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details of the error encountered during processing of the request. Data type: String
error.message	Message for the error encountered during processing of the request. Data type: String
result	JSON-formatted string representing the result object for the ingestion request. Data type: String `"result": "{\"duration_in_ms\": Number, \"feedback\": [Array] }"`
result.duration_in_ms	Time spent ingesting the external documents. Data type: Number Unit: Milliseconds
result.feedback	Array of objects in which each object represents feedback for a document ingested from the request body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array `"feedback": [ { "document_id": "String", "messages": [Array] } ]`
result.feedback.document_id	Unique identifier for the external document as specified in the request body. Data type: String
result.feedback.messages	Array of unnamed objects in which each object represents an ingestion feedback message logged during indexing of the external document. Data type: Array `"messages": [ { "code": "String", "component": "String", "level": "String", "message": "String" } ]`
result.feedback.messages.code	Code for an exception thrown by the indexing workflow component that logged the ingestion feedback message. Data type: String
result.feedback.messages.component	Identifier for the indexing workflow component that logged the ingestion feedback message. Data type: String
result.feedback.messages.level	Logging level for the ingestion feedback message. Valid values: • *ERROR* • *INFO* • *MINOR_ERROR* • *WARN* Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.feedback.messages.message	Text logged for the ingestion feedback message. Data type: String
status	Status of an unsuccessful request. Valid values: • *failure* Data type: String

Precedence order for principal permissions

The precedence order for *[array].principals* permissions depends on the value of the *user_read_takes_precedence_over_group_deny* attribute for the indexed source used to ingest an external document.

Attribute value	Precedence order for principal permissions
true	From highest precedence to lowest: 1. *[array].principals.everyone*, *[array].principals.none* 2. *[array].principals.users.deny* 3. *[array].principals.users.read* 4. *[array].principals.groups.deny* 5. *[array].principals.groups.read* **Note:** This is the default attribute value for external content indexed sources.
false	From highest precedence to lowest: 1. *[array].principals.everyone*, *[array].principals.none* 2. *[array].principals.users.deny*, *[array].principals.groups.deny* 3. *[array].principals.users.read*, *[array].principals.groups.read* **Note:** For instructions on setting this attribute value, see Change the precedence of user read and group deny permissions for an external content indexed source.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

Feed two external documents (with content pointers to binary content objects previously stored using the *POST /ais/external_content/storeContent* endpoint) for indexing into the u_ext_content schema table.

```
curl
 'https://instance.servicenow.com/api/now/v2/ais/external_conte
nt/ingestDocument/u_ext_content' \
  --request POST \
  --user 'username':'password' \
  --header 'Accept: application/json' \
  --header 'Content-Type: application/json' \
  --data '[
  {
    "document_id": "ADMIN-2027858531-16",
    "content_pointer": "749b52a1-baa8-4556-a4f3-00404c95e6a8",
    "properties": {
      "title": "Introduction",
      "url": "file:///myhost/reports/Introduction.pdf",
      "file_name": "Introduction.pdf",
      "file_size": "10285",
      "creation_date": "2020-11-01 12:27:43"
    },
    "principals": {
      "everyone": false,
      "groups.read": [
        "report-users",
        "report-admins"
      ],
      "users.deny": [
        "ad\abel-tuter"
      ]
    }
  },
  {
    "document_id": "ADMIN-2587918521-27",
    "content_pointer": "bd605435-268b-464f-a7c3-0c5ea894a5c2",
    "properties": {
      "title": "Report for 31 August 2020",
      "url": "file:///myhost/reports/Report-2020-08-31.pdf",
      "file_size": "27597",
      "creation_date": "2020-09-01 12:48:13"
    },
    "principals": {
      "everyone": false,
      "groups.read": [
        "report-users",
        "report-admins"
      ],
      "users.read": [
        "ad\beth-anglin"
      ]
    }
  }
]'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{

 "result":"{\"duration_in_ms\":3822,\"feedback\":[{\"messages\":
[{\"level\":\"INFO\",\"message\":\"CREATED\",\"component\":
\"init\"},{\"level\":\"INFO\",\"message\":\"OK\",\"component\":
\"index-886de18e750030108b23bcd69cdc2dd3-indexer.index-886de18e7
50030108b23bcd69cdc2dd3-content-dispatcher\"},{\"level\":
\"INFO\",\"message\":\"COMPLETED\",\"component\":
\"sink.sink\"}],\"document_id\":
\"ADMIN-2027858531-16\"},{\"messages\":[{\"level\":\"INFO\",
\"message\":\"CREATED\",\"component\":\"init\"},{\"level\":
\"WARN\",\"message\":\"field \\u0027text\\u0027 tokens exceed
 index.maxTokens\",\"code\":\"INDEX_ENGINE-32\",\"component\":
\"ingestGlideDocument.standardAnalyzer\"},{\"level\":\"INFO\",
\"message\":\"OK\",\"component\":
\"index-886de18e750030108b23bcd69cdc2dd3-indexer.index-886de18e7
50030108b23bcd69cdc2dd3-content-dispatcher\"},{\"level\":
\"INFO\",\"message\":\"COMPLETED\",\"component\":
\"sink.sink\"}],\"document_id\":\"ADMIN-2587918521-27\"}]}"
}
```


External Content Ingestion API – POST ais/external_content/storeContent

Stores binary content as a content object in AI Search.

You can associate stored binary content with an external document by following these steps:

1. Store the binary content using this endpoint. Record the value of the *result* response body parameter.
2. Send the external document to AI Search using the *POST /ais/external_content/ingestDocument/{schema_table_name}* endpoint. Set the document's *content_pointer* request body parameter to match the recorded *result* response body parameter value.

During ingestion, AI Search parses the binary content and adds its searchable content to the indexed record that represents the external document. Parsing removes the stored content object.

URL format

Versioned URL: `/api/now/{api_version}/ais/external_content/storeContent`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Parameter	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters

Element	Description
[binary data]	Required. Binary content to store as a content object in AI Search.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Valid values: • *application/msword* • *application/octet-stream* • *application/pdf* • *application/vnd.ms-excel* • *application/vnd.ms-powerpoint* • *application/vnd.ms-powerpoint.presentation.macroenabled.12* • *application/vnd.openxmlformats-officedocument.presentationml.presentation* • *application/vnd.openxmlformats-officedocument.presentationml.template* • *application/vnd.openxmlformats-officedocument.spreadsheetml.sheet* • *application/vnd.openxmlformats-officedocument.wordprocessingml.document* • *application/vnd.openxmlformats-officedocument.wordprocessingml.template* • *text/html* • *text/plain*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
error	Object describing the error encountered during processing of the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details of the error encountered during processing of the request. Data type: String
error.message	Message for the error encountered during processing of the request. Data type: String
result	Identifier for the binary content object stored by successful request. Data type: String `"result" : "91841766-2a5f-4c64-a20a-27ca485eca21"` **Note:** To attach the stored content to an ingested external document, specify this identifier as the *content_pointer* request body element for a request to the *ingestDocument* endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
status	Status of an unsuccessful request. Valid values: • *failure* Data type: String

Example: cURL request

Store binary content for a PDF file as a content object.

```
curl
 'https://instance.servicenow.com/api/now/v2/ais/external_conte
nt/storeContent' \
--request POST \
--user 'username':'password' \
--header 'Content-Type: application/pdf' \
--data-binary '@Report-2020-08-31.pdf'
```

The response body includes the unique identifier for the new content object.

```
{
  "result" : "fb439a4f-62ad-4dab-9654-5088d99a6ff9"
}
```

HR REST API

The *HR REST* API provides endpoints that return information about employees that work or live in the United States.

To access this API you must have the sn_hr_core.usa_employee_only role and the Human Resources Scoped App: Core (com_sn_hr_core) plugin activated.

HR REST - GET /get_usa_employee_profile

Returns employee profile information for employees based in the United States.

The returned information can be either:

- Employee profile information for a specified employee ID.
- Information for employees that have been added, or whose information has been updated, on or after a specified date.

Note: Employees must either have their work or home country specified as the United States for this endpoint to include them in the return results.

In addition, the endpoint sends the following parameters to the integrated CIC Plus application (see the Returns section for descriptions):

- EmployeeIdentifier
- FirstName
- MiddleName
- LastName
- Email

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- WorkAddress
- WorkCity
- WorkState
- WorkPostalCode
- WorkCountry
- HomeAddress
- HomeCity
- HomeState
- HomePostalCode
- HomeCountry
- BirthDate
- HireDate

URL format

Default URL: `/api/sn_hr_core/hr_rest_api/get_usa_employee_profile`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Parameter	Description
employee_identifier	Unique identifier of an employee. The calling system generates this value and can be in whatever format is consistent with their system. To obtain this value, first call the endpoint using the *updated_after* parameter. **Note:** This parameter is mutually exclusive with the *updated_after* parameter. This parameter defines a unique employee, whereas *updated_after* returns a group of employees created/updated after a specified date. Data type: String
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. Data type: Number Default: 1000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Parameter	Description
	all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records.
updated_after	Date to use to determine the employee data to return. All United States-based employees (work or home) that were added to your instance, or whose information was updated on or after this date, are included in the return results. **Note:** This parameter is mutually exclusive with the *employee_identifier* parameter. Data type: String Format: YYYY-MM-DD HH:MM:SS or YYYY-MM-DD (time defaults to 00:00:00)

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Next-Page	Flag that indicates whether there is additional data to obtain in a subsequent call. For example, if there are a total of 120 employee records that match the search criteria, and sysparm_limit is set to 100, then *Next-Page* is true. If no additional results are available, *Next-Page* is false. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description
	• true: Additional data is available, another call must be made to obtain the next chunk of data. • false: No additional data.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
BirthDate	Employee's birth date. Data type: String
Company	Company name. Data type: String
Email	Employee's email address. Data type: String
EmployeeIdentifier	Unique employee identifier. Data type: String
FirstName	Employee's first name. Data type: String
HireDate	Date on which the employee was hired. Data type: String
LastName	Employee's last name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
MiddleName	Employee's middle name. Data type: String
ReHire	For future use. Data type: String
ResidenceAddress	Employee's home street address. Data type: String
ResidenceCity	Employee's home city. Data type: String
ResidenceCountry	Employee's home country. Data type: String
ResidencePostalCode	Employee's home zip code. Data type: String
ResidenceState	Employee's home state. Data type: String
Suffix	Employee's suffix, such as Mr., Mrs., or Dr. Data type: String
WorkAddress	Employee's work street address. Data type: String
WorkCity	Employee's work city Data type: String
WorkCountry	Employee's work country. Data type: String
WorkPostalCode	Employee's work zip code. Data type: String
WorkState	Employee's work state. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Sample cURL request for a specific employee's information

```
curl -X GET
 "https://instance.servicenow.com/api/sn_hr_core/V1/hr_rest_a
pi/get_usa_employee_profile?employee_identifier=231"
-H "accept: application/json" \
-u "username":"password"
```


```
{"result": [
 {
  "EmployeeIdentifier": "231",
  "FirstName": "Harold",
  "MiddleName": "William",
  "LastName": "Lewis",
  "Suffix": "Mr.",
  "Email": "Howard.Lewis@example.com",
  "BirthDate": "",
  "HireDate": "2021-02-18",
  "Company": "ServiceNow Inc",
  "ResidenceAddress": "",
  "ResidenceCity": "SD",
  "ResidenceState": "CA",
  "ResidencePostalCode": "",
  "ResidenceCountry": "",
  "WorkAddress": "2617 South Robinson Avenue, Oklahoma City",
  "WorkCity": "Oklahoma",
  "WorkState": "OK",
  "WorkPostalCode": "73109",
  "WorkCountry": "USA",
  "ReHire": ""
 }
]}
```


Example: Sample cURL request for a list of employees added/updated on or after 05/18/2019

```
curl -X GET
 "https://instance.servicenow.com/api/sn_hr_core/V1/hr_rest_a
pi/get_usa_employee_profile?update_after=2019-05-18"
-H "accept: application/json" \
-u "username":"password"
```


```
{"result": [
 {
  "EmployeeIdentifier": "2345",
  "FirstName": "Cheryl",
  "MiddleName": "Lynn",
  "LastName": "Smith",
  "Suffix": "Mrs.",
  "Email": "Cheryl.Smith@example.com",
  "BirthDate": "",
  "HireDate": "2019-06-18",
  "Company": "ServiceNow Inc",
  "ResidenceAddress": "",
  "ResidenceCity": "SD",
  "ResidenceState": "CA",
  "ResidencePostalCode": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "ResidenceCountry": "",
  "WorkAddress": "2617 South Robinson Avenue, Oklahoma City",
  "WorkCity": "Oklahoma",
  "WorkState": "OK",
  "WorkPostalCode": "73109",
  "WorkCountry": "USA",
  "ReHire": ""
  },
  {
  "EmployeeIdentifier": "1111",
  "FirstName": "Thomas",
  "MiddleName": "",
  "LastName": "Doe",
  "Suffix": "Mr.",
  "Email": "Thomas.Doe@example.com",
  "BirthDate": "1978-05-22",
  "HireDate": "2019-08-14",
  "Company": "",
  "ResidenceAddress": "",
  "ResidenceCity": "San Jose",
  "ResidenceState": "CA",
  "ResidencePostalCode": "",
  "ResidenceCountry": "",
  "WorkAddress": "13308 Midland Road, Poway",
  "WorkCity": "Poway",
  "WorkState": "CA",
  "WorkPostalCode": "",
  "WorkCountry": "USA",
  "ReHire": ""
  }
]}
```


Identification and Reconciliation API

The *Identification and Reconciliation* API provides endpoints that use the Identification and Reconciliation engine (IRE) to minimize creation of duplicate Configuration Items (CIs) and to reconcile CI attributes by only accepting information from authorized sources when updating the Configuration Management Database (CMDB).

Users must have the itil or asset role to use this API.

For more information on the IRE, see Identification and Reconciliation engine (IRE).

Identification and Reconciliation - POST /now/identifyreconcile

Inserts or updates configuration items (CIs) in the CMDB by applying identification and reconciliation rules to the specified payload (request body). Use this API instead of updating the CMDB directly.

Use the Identification and Reconciliation - POST /now/identifyreconcile/query endpoint to simulate submission of a payload to this endpoint without committing changes to the database.

Use the Identification and Reconciliation - POST /now/identifyreconcile/enhanced endpoint instead if you need to specify Enhanced IRE options. For more on Enhanced IRE options, see Identification and Reconciliation engine (IRE).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/identifyreconcile`

Default URL: `/api/now/identifyreconcile`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
sysparm_data_source	Source of the CI information. This must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String Default: Insert the API payload into the incomplete payloads table.

Request body parameters (XML or JSON)

Name	Description
items	List of CIs to create or update. Data type: Array of Objects `"items": [ { "className": "String", "internal_id": "String", "lookup": [Array], "related": [Array], "settings": {Object}, "sys_object_source_info": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre>"values": {Object} }]</pre>
items.className	Required. The sys_class_name (class/ table name) of the CI to create or update. This value can be any CMDB table, such as cmdb_ci_linux_server or cmdb_ci_win_server. Data type: String
items.internal_id	Unique identifier for this item in this payload. Can be any value, but must be unique within the payload. Data type: String
items.lookup	Array of objects in which each object describes a lookup-based identification record. These records are used to identify the top-level configuration item based on a lookup table that has a reference back to the Configuration Item [cmdb_ci] table. Data type: Array off Objects <pre>"lookup": [{ "className": "String", "internal_id": "String", "sys_object_source_info": {Object}, "values": {Object} }]</pre>
items.lookup.className	Required. The sys_class_name or class/ table name of the CI to create or update. This

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	value can be any CMDB class/table, such as cmdb_serial_number or cmdb_ci_network_adapter, or a non-CMDB hierarchy class. Data type: String
items.lookup.internal_id	Unique identifier for this lookup record in this payload. Can be any value, but must be unique within the payload. Data type: String
items.lookup.sys_object_source_info	Object describing a unique CI identifier for a specified data source. Different sources may have different name-value pairs for the same CI. Data type: Object `"sys_object_source_info": { "source_feed": "String", "source_name": "String", "source_native_key": "String", "source_recency_timestamp": "String" }`
items.lookup.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this CI. Use if the source can have multiple feeds. Data type: String
items.lookup.sys_object_source_info.source_name	Data source for the CI information. This value must be one of the choice values defined for the discovery_source field

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	of the Configuration Item [cmdb_ci] table. Data type: String
items.lookup.sys_object_source_info.source_native_key	Unique key/id from the source for the CI. Can be any string that is unique to the item. Data type: String
items.lookup.sys_object_source_info.source_recency_timestamp	UTC date and time that the CI was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss
items.lookup.values	Object describing fields for this lookup item as name/value pairs, where the name is the field name. Data type: Object Field names and types depend on the fields selected by the user, such as: `"values": { "ip_address": "String", "mac_address": "String", "serial_number": "String", "serial_number_type": "String", "valid": "String" }`
items.related	Array of objects in which each object describes an item record to create or update, based on a related table that has a reference to the top-level CI that is being identified. Rules in the Related Entry

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	[cmdb_related_entry] table define what type of records can be in this array. The related table may or may not extend the Configuration Item [cmdb_ci] table. These records are not used to identify the configuration item. Data type: Array of Objects `"related": [ { "className": "String", "internal_id": "String", "sys_object_source_info": {Object}, "values": {Object} } ]`
items.related.className	Required. The sys_class_name or class/table name of the related item to create or update. Data type: String
items.related.internal_id	Unique identifier for this related item in this payload. Can be any value, but must be unique within the payload. Data type: String
items.related.sys_object_source_info	Object describing a unique CI identifier for a specified data source. Different sources may have different name-value pairs for the same CI. Data type: Object `"sys_object_source_info": {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre>"source_feed": "String", "source_name": "String", "source_native_key": "String", "source_recency_timestamp": "String" }</pre>
items.related.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this related item. Use if the source can have multiple feeds. Data type: String
items.related.sys_object_source_info.source_name	Data source for the related item information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String
items.related.sys_object_source_info.source_native_key	Unique key/id from the source for the related item. Can be any string that is unique to the item. Data type: String
items.related.sys_object_source_info.source_recency_timestamp	UTC date and time that the related item was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss
items.related.values	Object describing fields to create or update for this related item as name/value pairs, where the name is the field name. For a reference field, the value must be the referenced sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: Object Field names and types depend on the fields selected by the user, such as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "String", "sys_class_name": "String" }`
items.settings	Object containing parameters defining the types of updates that are permitted. Data type: Object `"settings": { "skipReclassificationRestrictionRules": Boolean, "updateWithoutDowngrade": Boolean, "updateWithoutSwitch": Boolean, "updateWithoutUpgrade": Boolean }`
items.settings.skipReclassificationRestrictionRules	Flag that indicates whether IRE should skip running the Reclassification Restriction rule that matches the class for the payload item. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• true: Skip running the rule. • false: Run the rule. Default: false
items.settings.updateWithoutDowngrade	Flag that indicates whether update and downgrade are both permitted for this CI. Valid values: • true: Update the item but downgrade is not permitted. • false: Both item update and downgrade are permitted. Data type: Boolean Default: false
items.settings.updateWithoutSwitch	Flag that indicates whether this CI can be updated and its class switched. Valid values: • true: Update the item but class switching is not permitted. • false: Both item update and class switching are permitted. Data type: Boolean Default: false
items.settings.updateWithoutUpgrade	Flag that indicates whether update and upgrade are both permitted for this CI. Valid values: • true: Update the item but upgrade is not permitted. • false: Both item update and upgrade are permitted. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: false
items.sys_object_source_info	Object describing a unique CI identifier. Data type: Object `"sys_object_source_info": { "source_feed": "String", "source_name": "String", "source_native_key": "String", "source_recency_timestamp": "String" }`
items.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this CI. Use if the source can have multiple feeds. Data type: String
items.sys_object_source_info.source_name	Data source for the CI information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String
items.sys_object_source_info.source_native_key	Unique key/id from the source for the CI. Can be any string that is unique to the item. Data type: String
items.sys_object_source_info.source_recency_timestamp	UTC date and time that the CI was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
items.values	Object describing fields to create or update for this CI as name/value pairs, where the name is the field name. For a reference field, the value must be the referenced sys_id. Data type: Object Field names and types depend on the fields selected by the user, such as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "String", "sys_class_name": "String" }`
referenceItems	List of reference between two items in the payload. Data type: Array of Objects `"referenceItems": [ { "referenced": "String", "referencedBy": "String", "referenceField": "String" } ]`
referenceItems.referenced	The *internal_id* defined for the item being referenced by another item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
referenceItems.referencedBy	The *internal_id* defined for the item that references another item. Data type: String
referenceItems.referenceField	Name of the reference field in the class/table for the *referencedBy* item. Data type: String
relations	List of relationships between two items defined in the payload. An object in this array can use either of two formats: • The object can define a relationship between two top-level items (only) using *parent* and *child* name-value pairs, with values representing item indexes from the payload *items* array. • The object can define a relationship between any two items, including top-level, related, or lookup items, using *parent_id* and *child_id* key/value pairs, with values representing *internal_id* values defined for those items. Data type: Array of Objects `"relations": [ { "child": Number, "parent": Number, "sys_rel_source_info": {Object}, "type": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"relations": [
	  {
	  "child_id": "String",
	  "parent_id": "String",
	  "sys_rel_source_info": {Object},
	  "type": "String"
	  }
	]</pre>

relations.child	Integer index of the CI object in the *items* array that represents the child in the relationship. Data type: Number
relations.child_id	The *internal_id* of the child item in the relationship. Data type: String
relations.parent	Integer index of the CI object in the *items* array that represents the parent in the relationship. Data type: Number
relations.parent_id	The *internal_id* of the parent item in the relationship. Data type: String

relations.sys_rel_source_info	Discovery source information for the relationship. For non-dependency relationships, this information is in the Relationship Sources [sys_rel_source] table.
	
	Data type: Object
	<pre>"sys_rel_source_info": {
	  "source_name": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"source_feed": "String"
	}</pre>

relations.sys_rel_source_info.source_name	Discovery source name. Default: Discovery source passed in the API method parameter.
relations.sys_rel_source_info.source_feed	Any string that is a sub-discovery/scan within the discovery source. Default: 'UNKNOWN' is stored in the source_feed column when creating a record in sys_rel_source table.
relations.type	Type of relationship existing between the parent and child items. This must be a name field value from the CI Relationship Type [cmdb_rel_type] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

result	List of results produced by the query.
	
	Data type: Array
	
	`"result": [`
	
	`"additionalCommitte`
	`tems": [Array],`
	
	`"additionalCommitte`
	`elations": [Array],`
	`"items": [Array],`
	`"relations": [Arra`
	`]`

result.additionalCommittedItems	List of CIs not included in the request body *items* array to i or update.
	
	Data type: Array of Objects
	
	`"additionalCommitted`
	`ems": [`
	`{`
	`"className":`
	`"String",`
	`"errorCount":`
	`Number,`
	
	`"identificationAtte`
	`ts": [Array],`
	`"inputIndices":`
	`[Array],`
	`"markers":`
	`[Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"mergedPayloads" [Array], "operation": "String", "sysId": "String" }]</pre>
result.additionalCommittedItems.className	The sys_class_name of this additional CI. Data type: String
result.additionalCommittedItems.errorCount	Number of errors encountered while processing this additiona Data type: Number
result.additionalCommittedItems.errors	List of errors encountered whil processing this additional CI. Data type: Array of Objects <pre>"errors": [{ "error": "String", "message": "String" }]</pre>
result.additionalCommittedItems.errors.error	Type of error encountered whil processing this additional CI. Data type: String
result.additionalCommittedItems.errors.message	Error message encountered wh processing this additional CI. Data type: String
result.additionalCommittedItems.identificationAttempts	List of attempts made to identi this additional CI. Data type: Array of Objects <pre>"identificationAttems": [{ "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttributes": [Array],</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"identiferName":
	"String",
	"searchOnTable":
	[Array]
	}
	]</pre>

result.additionalCommittedItems.identificationAttempts.attemptResult	Outcome of this additional CI identification attempt. Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule ta which exactly matched the specified attributes. • MULTI_MATCH: Identificatio failed with an error. Duplicate were found in the identifier r table when matching against specified attributes. • NO_MATCH: Identification fa No CI was found in the identi rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rul table search were not provid so the rule was not applied. Data type: String

result.additionalCommittedItems.identificationAttempts.attributes	Array of CI identifier entry attributes used during this additional CI identification atte
	
	Data type: Array
	
	Attribute names and types dep on the request body data and t identifier in use, such as:
	<pre>"attributes": [
	"serial_number":
	"String",
	
	"serial_number_type
	"String"
	]</pre>

result.additionalCommittedItems.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attribu used during this additional CI identification attempt.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"hybridEntryCiAttrib es": [ "name": "String", "serial_number": "String" ]`
result.additionalCommittedItems.identificationAttempts.identifierName	Identifier rule used for this additional CI identification atte Data type: String
result.additionalCommittedItems.identificationAttempts.searchOnTable	Name of the table searched for additional CI identification atte Data type: String
result.additionalCommittedItems.identifierEntrySysId	Sys_id for the identifier rule use identify this additional CI. Notable values: • Unknown: Identification of th additional CI failed. See *err* for details. Data type: String
result.additionalCommittedItems.inputIndices	List of index values for CIs from the request body *items* array correspond to this additional C Data type: Array of Objects `"inputIndices": [ { Number } ]`
result.additionalCommittedItems.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.additionalCommittedItems.mergedPayloads	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	table that were merged during processing of this additional C Data type: Array `"mergedPayloadIds": "String" ]`
result.additionalCommittedItems.operation	Operation performed for this additional CI. Possible values: • DELETE: An existing CI is removed from the target tabl • INSERT: The additional CI is inserted into the target table new record. • NO_CHANGE: No operation i performed for the additional • UPDATE: An existing CI in the target table is updated. • UPDATE_WITH_DOWNGRAD An existing CI in the target table is updated and its class changed to a more generic c (ancestor class). • UPDATE_WITH_SWITCH: An existing CI in the target table updated and its class is char to another class which is not ancestor or descendent clas • UPDATE_WITH_UPGRADE: A existing CI in the target table updated and its class is char to a more specialized class (descendent class). Data type: String
result.additionalCommittedItems.sysId	Sys_id found for this additional through identification. Notable values: Unknown - Identification of this additional failed. See *errors* for details. Data type: String
result.additionalCommittedItems.warnings	List of warnings encountered w processing this additional CI. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"warnings": [
	  {
	  "error": "String
	  "message":
	"String"
	  }
	]</pre>

result.additionalCommittedItems.warnings.error	Type of warning encountered w processing this additional CI. Data type: String
result.additionalCommittedItems.warnings.message	Warning message encountered while processing this additiona Data type: String

result.additionalCommittedRelations	List of dependent relationship CIs not included in the request body *relations* list to insert update.
	
	Data type: Array of Objects
	<pre>"additionalCommitted
	lations": [
	  {
	  "className":
	"String",
	  "operation":
	"String",
	  "markers":
	[Array],
	  "inputIndices":
	[Array],
	
	"mergedPayloadIds":
	[Array]
	  }
	]</pre>

result.additionalCommittedRelations.className	The sys_class_name of this additional dependent relations CI. Only supported value: • cmdb_rel_ci: The CI Relation table. Data type: String
result.additionalCommittedRelations.errorCount	Number of errors encountered while processing this additiona dependent relationship CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number
result.additionalCommittedRelations.errors	List of errors encountered while processing this additional dependent relationship CI. Data type: Array of Objects `"errors": [ { "error": "String "message": "String" } ]`
result.additionalCommittedRelations.errors.error	Type of error encountered while processing this additional dependent relationship CI. Data type: String
result.additionalCommittedRelations.errors.message	Error message encountered while processing this additional dependent relationship CI. Data type: String
result.additionalCommittedRelations.inputIndices	List of index values for dependent relationship CI objects in the request body *relations* array that correspond to this additional dependent relationship CI. Data type: Array `"inputIndices": [ Number ]`
result.additionalCommittedRelations.markers	List of marker values for internal use. Data type: Array `"markers": []`
result.additionalCommittedRelations.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this additional dependent relationship CI. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"mergedPayloadIds": ["String"]</pre>
result.additionalCommittedRelations.operation	Operation performed for this additional dependent relations CI. Possible values: • INSERT: The dependent relationship CI is inserted int the target table as a new rec • INSERT_AS_INCOMPLETE: T dependent relationship CI ha errors and is inserted into the CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_paylo table. • INSERT_AS_PARTIAL: The dependent relationship CI ha errors and is inserted into the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table. • NO_CHANGE: No operation i performed for the dependen relationship CI. • UPDATE: An existing depend relationship CI in the target t is updated. Data type: String
result.items	List of CIs included in the requ body *items* array. Data type: Array of Objects <pre>"items": [{ "additionalRelatedI ms": [Array], "className": "String", "duplicateLookupInd es": {Object}, "errorCount": Number, "errors": [Array</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"identificationAtte
	ts": [Array],
	
	"identifierEntrySys
	d": "String",
	"info": [Array],
	"inputIndices":
	[Array],
	"markers":
	[Array],
	
	"mergedPayloadIds":
	[Array],
	"operation":
	"String",
	"relatedItems":
	[Array],
	"relatedSysIds":
	[Array],
	"sysId": "String
	"warnings":
	[Array]
	}
	]</pre>

result.items.additionalRelatedItems	List of related CIs (table lookup CI) from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] ta
	
	Data type: Array of Objects
	<pre>"additionalRelatedIt
	s": [
	{
	"className":
	"String",
	"inputIndices":
	[Array],
	"markers":
	[Array],
	
	"mergedPayloadIds":
	[Array],
	"sysId": "String
	}
	]</pre>

result.items.additionalRelatedItems.className	The sys_class_name of the rela item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.items.additionalRelatedItems.inputIndices	List of index values for CIs from the request body *items* array correspond to this related item Data type: Array `"inputIndices": [ Number ]`
result.items.additionalRelatedItems.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.items.additionalRelatedItems.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this related item. Data type: Array `"mergedPayloadIds": "String" ]`
result.items.additionalRelatedItems.sysId	Sys_id of this related CI. Data type: String
result.items.className	Sys_class_name of this CI. Data type: String
result.items.duplicateLookupIndices	Object containing arrays of ind values for *items.lookup* ar elements that reference the sa related CI. The array name indicates the first element from the request body *items.lookup* array th references a given related CI. I values are the set of additional elements from the same array reference the same related CI. Data type: Object This example shows a case where the second element in t *items.lookup* array referen

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	the same related CI as a later element from that array: `"duplicateLookupIndi s": [ "2": [Array] ]`
result.items.errorCount	Number of errors encountered while processing this CI. Data type: Number
result.items.errors	List of errors encountered whil processing this CI. Data type: Array of Objects `"errors": [ { "error": "String "message": "String" } ]`
result.items.errors.error	Type of error encountered whil processing this CI. Data type: String
result.items.errors.message	Error message encountered wh processing this CI. Data type: String
result.items.identificationAttempts	List of attempts made to identi this CI. Data type: Array of Objects `"identificationAttem s": [ { "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttri tes": [Array], "identiferName": "String", "searchOnTable": [Array] } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.items.identificationAttempts.attemptResult	Outcome of this CI identificatio attempt. Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule tal which exactly matched the specified attributes. • MULTI_MATCH: Identification failed with an error. Duplicate were found in the identifier ru table when matching against specified attributes. • NO_MATCH: Identification fa No CI was found in the identi rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rul table search were not provid so the rule was not applied. Data type: String
result.items.identificationAttempts.attributes	List of CI identifier entry attribu used during this CI identificatio attempt. Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_type "String", ]`
result.items.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attribu used during this CI identificatio attempt. Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"hybridEntryCiAttrib es": ["name": "String", "serial_number": "String"]
result.items.identificationAttempts.identifierName	Identifier rule used for this CI identification attempt. Data type: String
result.items.identificationAttempts.searchOnTable	Name of the table searched for CI identification attempt. Data type: String
result.items.identifierEntrySysId	Sys_id for the identifier rule use identify this CI. Notable values: • Unknown: Identification of th failed. For details, see *erro* Data type: String

result.items.info	List of additional information al the processing of the item.
	
	Data type: Array of Objects
	"info": [
	{
	"code": "String"
	"message":
	"String",
	"ruleSysId":
	"String"
	}
	]

result.items.info.code	Reclassification type that was skipped. Possible values: • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_DOWNGRA • SKIPPED_CLASS_UPGRADE
result.items.info.message	Message that provides additio insights into the reason for skipping the reclassification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.items.info.ruleSysId	Sys_id of the reclassification restriction rule that was matche Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if the reclassification is skipped due payload or global flag. Data type: String
result.items.inputIndices	List of index values for CIs from the request body *items* array correspond to this CI. Data type: Array of Objects `"inputIndices": [ { Number } ]`
result.items.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.items.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this CI. Data type: Array `"mergedPayloadIds": "String" ]`
result.items.operation	Operation performed for this C Possible values: • DELETE: An existing CI is removed from the target tabl • INSERT: The CI is inserted in the target table as a new rec • NO_CHANGE: No operation i performed for the CI. • UPDATE: An existing CI in the target table is updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• UPDATE_WITH_DOWNGRAD An existing CI in the target table is updated and its class changed to a more generic c (ancestor class). • UPDATE_WITH_SWITCH: An existing CI in the target table updated and its class is char to another class which is not ancestor or descendent clas • UPDATE_WITH_UPGRADE: A existing CI in the target table updated and its class is char to a more specialized class (descendent class). Data type: String
result.items.relatedItems	List of related CIs (table lookup CI) from the request body *items.lookup* array. Data type: Array of Objects `"relatedItems": [ { "className": "String", "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "sysId": "String } ]`
result.items.relatedItems.className	The sys_class_name of the rela item. Data type: String
result.items.relatedItems.inputIndices	List of index values for CIs and lookup items from the request body *items* and *items.lookup* arrays that correspond to this related item Data type: Array of Objects `"inputIndices": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"mainIndex": Number,
	"subIndex": Numb
	}
	]</pre>

result.items.relatedItems.inputIndices.mainIndex	Index value from the request b *items* array that corresponds the CI parent of the related iter Data type: Number
result.items.relatedItems.inputIndices.subIndex	Index value from the request body *items.lookup* array th corresponds to the related iten Data type: Number
result.items.relatedItems.markers	List of marker values for interna use. Data type: Array <pre>"markers": []</pre>

result.items.relatedItems.mergedPayloadIds	List of sys_id values for entries
	the CMDB IRE Partial Payloads
	[cmdb_ire_partial_payloads] ta
	that were merged into this CI
	during processing.
	
	Data type: Array
	<pre>"mergedPayloadIds":
	"String"
	]</pre>

result.items.relatedSysIds	List of sys_id values for related
	items (table lookup items) from
	request body *items.looku*
	array.
	
	Data type: Array
	
	Notable values:
	• null: No sys_id was identifie
	this related item.
	
	<pre>"relatedSysIds": [
	Number,
	Number
	]</pre>

result.items.sysId	Sys_id found for this CI through identification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Notable values: • Unknown: Identification of th failed. See *errors* for detai Data type: String
result.items.warnings	List of warnings encountered w processing this CI. Data type: Array of Objects `"warnings": [ { "error": "String "message": "String" } ]`
result.items.warnings.error	Type of warning encountered w processing this CI. Data type: String
result.items.warnings.message	Warning message encountered while processing this CI. Data type: String
result.logContextId	Context ID reported for this payload. Data type: String
result.relations	List of dependent relationship CIs from the request body *relations* array. Data type: Array of Objects `"relations": [ { "className": "String", "errorCount": Number, "errors": [Array "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "operation": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"warnings": [Array] }]</pre>
result.relations.className	The sys_class_name of this dependent relationship CI. Only supported value: • cmdb_rel_ci: The CI Relation table. Data type: String
result.relations.errorCount	Number of errors encountered while processing this depende relationship CI. Data type: Number
result.relations.errors	List of errors encountered whil processing this dependent relationship CI. Data type: Array of Objects <pre>"errors": [{ "error": "String "message": "String" }]</pre>
result.relations.errors.error	Type of error encountered whil processing this dependent relationship CI. Data type: String
result.relations.errors.message	Error message encountered while processing this depende relationship CI. Data type: String
result.relations.inputIndices	List of index values for the dependent relationship CI obje in the request body *relatio* array that correspond to this dependent relationship CI. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	`"inputIndices": [ Number ]`
result.relations.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.relations.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this dependent relationship CI. Data type: Array `"mergedPayloadIds": "String" ]`
result.relations.operation	Operation performed for this dependent relationship CI. Possible values: • INSERT: The dependent relationship CI was inserted the target table as a new rec • INSERT_AS_INCOMPLETE: T dependent relationship CI ha errors and was inserted into CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_paylo table. • INSERT_AS_PARTIAL: The dependent relationship CI ha errors and was inserted into the CMDB IRE Partial Payloa [cmdb_ire_partial_payloads] table. • NO_CHANGE: No operation w performed for the dependen relationship CI. • UPDATE: An existing depend relationship CI in the target t was updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.relations.warnings	List of warnings encountered while processing this depende relationship CI. Data type: Array of Objects `"warnings": [ { "error": "String "message": "String" } ]`
result.relations.warnings.error	Type of warning encountered while processing this depende relationship CI. Data type: String
result.relations.warnings.message	Warning message encountered while processing this depende relationship CI. Data type: String

Example: cURL request

Submit a payload containing a Linux server (with serial number and network adapter related-item lookups) and an IP switch, with an IP Connection dependent relationship between them.

```
curl "https://instance.servicenow.com/api/now/identifyreconcile"
 \
--request POST \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--user "username:password" \
--data '{ \
  "items": [{ \
    "className": "cmdb_ci_linux_server", \
    "values": { \
      "sys_class_name": "cmdb_ci_linux_server", \
      "name": "lnux101", \
      "host_name": "lnux101.servicenow.com", \
      "ip_address": "10.11.12.173", \
      "os_name": "Linux Red Hat" \
    }, \
    "lookup": [{ \
      "className": "cmdb_serial_number", \
      "values": { \
        "serial_number": "lnux101", \
        "serial_number_type": "uuid", \
        "valid": "true" \
      } \
    }, { \
      "className": "cmdb_ci_network_adapter", \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "values": { \
        "name": "eth0", \
        "ip_address": "10.11.12.173", \
        "mac_address": "00:55:51:21:26:2f" \
      } \
    }] \
  }, { \
    "className": "cmdb_ci_ip_switch", \
    "values": { \
      "name": "IP-Switch-1", \
      "serial_number": "Switch23587", \
      "serial_number_type": "uuid" \
    } \
  }], \
  "relations": [{ \
    "parent": 0, \
    "child": 1, \
    "type": "IP Connection::IP Connection" \
  }]
}'
```

The Linux server CI is identified via a Hardware Rule search for its name on the Hardware [cmdb_ci_hardware] table and is processed as an update to an existing CI in the Linux Server [cmdb_ci_linux_server] table. The IP switch is similarly identified via a Hardware Rule search for its name on the Hardware table and updates an existing CI in the IP Switch [cmdb_ci_ip_switch] table. Finally, the IP Connection dependent relationship between the server and the switch is inserted as a new record in the CI Relationship [cmdb_rel_ci] table.

```
{
  "result": {
    "items": [{
      "className": "cmdb_ci_linux_server",
      "operation": "UPDATE",
      "sysId": "539747cac0a801640163e60735fbbf6e",
      "relatedSysIds": [null, null],
      "relatedItems": [{
        "markers": [],
        "inputIndices": [{
          "mainIndex": 0,
          "subIndex": 0
        }],
        "mergedPayloadIds": [],
        "className": "cmdb_serial_number"
      }, {
        "markers": [],
        "inputIndices": [{
          "mainIndex": 0,
          "subIndex": 1
        }],
        "mergedPayloadIds": [],
        "className": "cmdb_ci_network_adapter"
      }],
      "additionalRelatedItems": [],
      "identifierEntrySysId":
 "556eb250c3400200d8d4bea192d3ae92",
      "identificationAttempts": [{
        "identifierName": "Hardware Rule",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "attemptResult": "NO_MATCH",
        "attributes": ["serial_number", "serial_number_type"],
        "searchOnTable": "cmdb_serial_number",
        "hybridEntryCiAttributes": []
      }, {
        "identifierName": "Hardware Rule",
        "attemptResult": "SKIPPED",
        "attributes": ["serial_number"],
        "searchOnTable": "cmdb_ci_hardware",
        "hybridEntryCiAttributes": []
      }, {
        "identifierName": "Hardware Rule",
        "attemptResult": "MATCHED",
        "attributes": ["name"],
        "searchOnTable": "cmdb_ci_hardware",
        "hybridEntryCiAttributes": []
      }],
      "markers": [],
      "inputIndices": [0],
      "mergedPayloadIds": [],
      "errorCount": 0
    }, {
      "className": "cmdb_ci_ip_switch",
      "operation": "UPDATE",
      "sysId": "304481257f701200bee45f19befa915b",
      "identifierEntrySysId":
"556eb250c3400200d8d4bea192d3ae92",
      "identificationAttempts": [{
        "identifierName": "Hardware Rule",
        "attemptResult": "SKIPPED",
        "attributes": ["serial_number", "serial_number_type"],
        "searchOnTable": "cmdb_serial_number",
        "hybridEntryCiAttributes": []
      }, {
        "identifierName": "Hardware Rule",
        "attemptResult": "NO_MATCH",
        "attributes": ["serial_number"],
        "searchOnTable": "cmdb_ci_hardware",
        "hybridEntryCiAttributes": []
      }, {
        "identifierName": "Hardware Rule",
        "attemptResult": "MATCHED",
        "attributes": ["name"],
        "searchOnTable": "cmdb_ci_hardware",
        "hybridEntryCiAttributes": []
      }],
      "markers": [],
      "inputIndices": [1],
      "mergedPayloadIds": [],
      "errorCount": 0
    }],
    "additionalCommittedItems": [],
    "relations": [{
      "className": "cmdb_rel_ci",
      "operation": "INSERT",
      "markers": [],
      "inputIndices": [0],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "mergedPayloadIds": [],
      "errorCount": 0
    }],
    "additionalCommittedRelations": []
  }
}
```

Identification and Reconciliation - POST /now/identifyreconcile/enhanced

Inserts or updates configuration items (CIs) in the CMDB by applying identification and reconciliation rules to the specified payload (request body). Use this API instead of updating the CMDB directly.

Use the Identification and Reconciliation - POST /now/identifyreconcile/queryEnhanced endpoint to simulate submission of a payload to this endpoint without committing changes to the database.

This method is similar to the Identification and Reconciliation - POST /now/identifyreconcile method, but adds the following functionality:

- Partial payloads
  - In case of an item having a warning or error, indicates if an item operation is INSERT_AS_PARTIAL or INSERT_INCOMPLETE.
  - Returns the sys_ids of partial payloads that were merged with existing partial payloads.
- Supports payload deduplicate feature.
- Generates a summary.

URL format

Versioned URL: `/api/now/{api_version}/identifyreconcile/enhanced`

Default URL: `/api/now/identifyreconcile/enhanced`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
options	Comma-separated list of name-value pairs representing Enhanced IRE options applied f As an example, to override the default values for the partial payloads, partial commits, de Enhanced IRE options:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	`partial_payloads:false,partial_commits:false,deduplicate_pay` **Note:** By default or if *`partial_payloads`* is set to true, both *`partial_commi`* enabled, even if they are set to false, as those features are essential for partial paylo For more on Enhanced IRE options, see Identification and Reconciliation engine (IRE) Valid values for each name-value pair: • true: Enable this Enhanced IRE option. • false: Disable this Enhanced IRE option. Data type: String
sysparm_data_source	Source of the CI information. This must be one of the choice values defined for the disco [cmdb_ci] table. Data type: String Default: Insert the API payload into the incomplete payloads table.

Request body parameters (XML or JSON)

Name	Description
items	List of CIs to create or update. Data type: Array of Objects `"items": [ { "className": "String", "internal_id": "String", "lookup": [Array], "related": [Array], "settings": {Object}, "sys_object_source_info": {Object}, "values": {Object} } ]`
items.className	Required. The sys_class_name (class/ table name) of the CI

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	to create or update. This value can be any CMDB table, such as cmdb_ci_linux_server or cmdb_ci_win_server. Data type: String
items.internal_id	Unique identifier for this item in this payload. Can be any value, but must be unique within the payload. Data type: String
items.lookup	Array of objects in which each object describes a lookup-based identification record. These records are used to identify the top-level configuration item based on a lookup table that has a reference back to the Configuration Item [cmdb_ci] table. Data type: Array off Objects `"lookup": [ { "className": "String", "internal_id": "String", "sys_object_source_info": {Object}, "values": {Object} } ]`
items.lookup.className	Required. The sys_class_name or class/table name of the CI to create or update. This value can be any CMDB class/table, such as cmdb_serial_number or cmdb_ci_network_adapter, or a non-CMDB hierarchy class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
items.lookup.internal_id	Unique identifier for this lookup record in this payload. Can be any value, but must be unique within the payload. Data type: String
items.lookup.sys_object_source_info	Object describing a unique CI identifier for a specified data source. Different sources may have different name-value pairs for the same CI. Data type: Object `"sys_object_source_info": { "source_feed": "String", "source_name": "String", "source_native_key": "String", "source_recency_timestamp": "String" }`
items.lookup.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this CI. Use if the source can have multiple feeds. Data type: String
items.lookup.sys_object_source_info.source_name	Data source for the CI information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String
items.lookup.sys_object_source_info.source_native_key	Unique key/id from the source for the CI. Can be

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	any string that is unique to the item. Data type: String
items.lookup.sys_object_source_info.source_recency_timestamp	UTC date and time that the CI was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss
items.lookup.values	Object describing fields for this lookup item as name/value pairs, where the name is the field name. Data type: Object Field names and types depend on the fields selected by the user, such as: `"values": { "ip_address": "String", "mac_address": "String", "serial_number": "String", "serial_number_type": "String", "valid": "String" }`
items.related	Array of objects in which each object describes an item record to create or update, based on a related table that has a reference to the top-level CI that is being identified. Rules in the Related Entry [cmdb_related_entry] table define what type of records can be in this array. The related table may or may not extend the Configuration Item

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	[cmdb_ci] table. These records are not used to identify the configuration item. Data type: Array of Objects `"related": [ { "className": "String", "internal_id": "String", "sys_object_source_info": {Object}, "values": {Object} } ]`
items.related.className	Required. The sys_class_name or class/table name of the related item to create or update. Data type: String
items.related.internal_id	Unique identifier for this related item in this payload. Can be any value, but must be unique within the payload. Data type: String
items.related.sys_object_source_info	Object describing a unique CI identifier for a specified data source. Different sources may have different name-value pairs for the same CI. Data type: Object `"sys_object_source_info": { "source_feed": "String", "source_name": "String", "source_native_key": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"source_recency_timestamp": "String"
	}</pre>

items.related.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this related item. Use if the source can have multiple feeds. Data type: String
items.related.sys_object_source_info.source_name	Data source for the related item information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String
items.related.sys_object_source_info.source_native_key	Unique key/id from the source for the related item. Can be any string that is unique to the item. Data type: String
items.related.sys_object_source_info.source_recency_timestamp	UTC date and time that the related item was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss
items.related.values	Object describing fields to create or update for this related item as name/value pairs, where the name is the field name. For a reference field, the value must be the referenced sys_id. Data type: Object Field names and types depend on the fields selected by the user, such as:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"values": {
	  "host_name":
	 "String",
	  "ip_address":
	 "String",
	  "name":
	 "String",
	  "os_name":
	 "String",
	
	 "sys_class_name":
	 "String"
	}</pre>

items.settings	Object containing parameters defining the types of updates that are permitted.
	
	Data type: Object
	<pre>"settings": {
	
	 "skipReclassificationRestrictionRules": Boolean,
	
	 "updateWithoutDowngrade": Boolean,
	
	 "updateWithoutSwitch": Boolean,
	
	 "updateWithoutUpgrade": Boolean
	}</pre>

items.settings.skipReclassificationRestrictionRules	Flag that indicates whether IRE should skip running the Reclassification Restriction rule that matches the class for the payload item. Valid values: • true: Skip running the rule. • false: Run the rule. Default: false
items.settings.updateWithoutDowngrade	Flag that indicates whether update and downgrade are both permitted for this CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Valid values: • true: Update the item but downgrade is not permitted. • false: Both item update and downgrade are permitted. Data type: Boolean Default: false
items.settings.updateWithoutSwitch	Flag that indicates whether this CI can be updated and its class switched. Valid values: • true: Update the item but class switching is not permitted. • false: Both item update and class switching are permitted. Data type: Boolean Default: false
items.settings.updateWithoutUpgrade	Flag that indicates whether update and upgrade are both permitted for this CI. Valid values: • true: Update the item but upgrade is not permitted. • false: Both item update and upgrade are permitted. Data type: Boolean Default: false
items.sys_object_source_info	Object describing a unique CI identifier. Data type: Object `"sys_object_source_info": {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre>"source_feed": "String", "source_name": "String", "source_native_key": "String", "source_recency_timestamp": "String" }</pre>
items.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this CI. Use if the source can have multiple feeds. Data type: String
items.sys_object_source_info.source_name	Data source for the CI information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String
items.sys_object_source_info.source_native_key	Unique key/id from the source for the CI. Can be any string that is unique to the item. Data type: String
items.sys_object_source_info.source_recency_timestamp	UTC date and time that the CI was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss
items.values	Object describing fields to create or update for this CI as name/value pairs, where the name is the field name. For a reference field, the value must be the referenced sys_id. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Field names and types depend on the fields selected by the user, such as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "String", "sys_class_name": "String" }`
referenceItems	List of reference between two items in the payload. Data type: Array of Objects `"referenceItems": [ { "referenced": "String", "referencedBy": "String", "referenceField": "String" } ]`
referenceItems.referenced	The *internal_id* defined for the item being referenced by another item. Data type: String
referenceItems.referencedBy	The *internal_id* defined for the item that references another item. Data type: String
referenceItems.referenceField	Name of the reference field in the class/table for the *referencedBy* item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String

relations	List of relationships between two items defined in the payload.
	
	An object in this array can use either of two formats:
	• The object can define a relationship between two top-level items (only) using *parent* and *child* name-value pairs, with values representing item indexes from the payload *items* array.
	• The object can define a relationship between any two items, including top-level, related, or lookup items, using *parent_id* and *child_id* key/value pairs, with values representing *internal_id* values defined for those items.
	
	Data type: Array of Objects
	`"relations": [ { "child": Number, "parent": Number, "sys_rel_source_info": {Object}, "type": "String" } ]`
	`"relations": [ { "child_id": "String", "parent_id": "String", "sys_rel_source_info": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre>"type": "String" }]</pre>
relations.child	Integer index of the CI object in the *items* array that represents the child in the relationship. Data type: Number
relations.child_id	The *internal_id* of the child item in the relationship. Data type: String
relations.parent	Integer index of the CI object in the *items* array that represents the parent in the relationship. Data type: Number
relations.parent_id	The *internal_id* of the parent item in the relationship. Data type: String
relations.sys_rel_source_info	Discovery source information for the relationship. For non-dependency relationships, this information is in the Relationship Sources [sys_rel_source] table. Data type: Object <pre>"sys_rel_source_info": { "source_name": "String", "source_feed": "String" }</pre>
relations.sys_rel_source_info.source_name	Discovery source name. Default: Discovery source passed in the API method parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
relations.sys_rel_source_info.source_feed	Any string that is a sub-discovery/scan within the discovery source. Default: 'UNKNOWN' is stored in the source_feed column when creating a record in sys_rel_source table.
relations.type	Type of relationship existing between the parent and child items. This must be a name field value from the CI Relationship Type [cmdb_rel_type] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. Error message detail "Chunk [...] is not a valid entry" indicates that the *options* query parameter is not in the correct name-value pair format. For example, specifying an *options* parameter of `partial` produces a 500 status code with "Chunk [partial] is not a valid entry" in the message detail.

Response body parameters (JSON or XML)

Name	Description
result	List of results produced by the query. Data type: Array `"result": [ "additionalCommitte tems": [Array], "additionalCommitte elations": [Array], "items": [Array], "relations": [Arra ]`
result.additionalCommittedItems	List of CIs not included in the request body *items* array to i or update. Data type: Array of Objects `"additionalCommitted ems": [ { "className": "String", "errorCount": Number, "identificationAtte ts": [Array], "inputIndices": [Array], "markers": [Array], "mergedPayloads" [Array], "operation": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sysId": "String
	}
	]</pre>

result.additionalCommittedItems.className	The sys_class_name of this additional CI. Data type: String
result.additionalCommittedItems.errorCount	Number of errors encountered while processing this additiona Data type: Number

result.additionalCommittedItems.errors	List of errors encountered whil processing this additional CI.
	
	Data type: Array of Objects
	<pre>"errors": [
	{
	"error": "String
	"message":
	"String"
	}
	]</pre>

result.additionalCommittedItems.errors.error	Type of error encountered whil processing this additional CI. Data type: String
result.additionalCommittedItems.errors.message	Error message encountered wh processing this additional CI. Data type: String

result.additionalCommittedItems.identificationAttempts	List of attempts made to identi this additional CI.
	
	Data type: Array of Objects
	<pre>"identificationAttem
	s": [
	{
	"attemptResult":
	"String",
	"attributes":
	[Array],
	
	"hybridEntryCiAttri
	tes": [Array],
	"identiferName":
	"String",
	"searchOnTable":
	[Array]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	}]
result.additionalCommittedItems.identificationAttempts.attemptResult	Outcome of this additional CI identification attempt. Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule ta which exactly matched the specified attributes. • MULTI_MATCH: Identificatio failed with an error. Duplicate were found in the identifier r table when matching against specified attributes. • NO_MATCH: Identification fa No CI was found in the identi rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rul table search were not provid so the rule was not applied. Data type: String
result.additionalCommittedItems.identificationAttempts.attributes	Array of CI identifier entry attributes used during this additional CI identification atte Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: "attributes": ["serial_number": "String", "serial_number_type "String"]
result.additionalCommittedItems.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attribu used during this additional CI identification attempt. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Attribute names and types dep
	on the request body data and t
	identifier in use, such as:
	`"hybridEntryCiAttrib`
	`es": [`
	`  "name": "String",`
	`  "serial_number":`
	`  "String"`
	`]`

result.additionalCommittedItems.identificationAttempts.identifierName	Identifier rule used for this additional CI identification atte Data type: String
result.additionalCommittedItems.identificationAttempts.searchOnTable	Name of the table searched for additional CI identification atte Data type: String
result.additionalCommittedItems.identifierEntrySysId	Sys_id for the identifier rule use identify this additional CI. Notable values: • Unknown: Identification of th additional CI failed. See *err* for details. Data type: String

result.additionalCommittedItems.inputIndices	List of index values for CIs from the request body *items* array correspond to this additional C
	
	Data type: Array of Objects
	`"inputIndices": [`
	`  {`
	`  Number`
	`  }`
	`]`

result.additionalCommittedItems.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.additionalCommittedItems.mergedPayloads	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this additional C

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array `"mergedPayloadIds": "String" ]`
result.additionalCommittedItems.operation	Operation performed for this additional CI. Possible values: • DELETE: An existing CI is removed from the target tabl • INSERT: The additional CI is inserted into the target table new record. • NO_CHANGE: No operation i performed for the additional • UPDATE: An existing CI in the target table is updated. • UPDATE_WITH_DOWNGRAD An existing CI in the target table is updated and its class changed to a more generic c (ancestor class). • UPDATE_WITH_SWITCH: An existing CI in the target table updated and its class is char to another class which is not ancestor or descendent clas • UPDATE_WITH_UPGRADE: A existing CI in the target table updated and its class is char to a more specialized class (descendent class). Data type: String
result.additionalCommittedItems.sysId	Sys_id found for this additional through identification. Notable values: Unknown - Identification of this additional failed. See *errors* for details. Data type: String
result.additionalCommittedItems.warnings	List of warnings encountered w processing this additional CI. Data type: Array of Objects `"warnings": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"error": "String
	"message":
	"String"
	}
	]</pre>

result.additionalCommittedItems.warnings.error	Type of warning encountered w processing this additional CI. Data type: String
result.additionalCommittedItems.warnings.message	Warning message encountered while processing this additiona Data type: String

result.additionalCommittedRelations	List of dependent relationship CIs not included in the request body *relations* list to insert update.
	
	Data type: Array of Objects
	<pre>"additionalCommitted
	lations": [
	{
	"className":
	"String",
	"operation":
	"String",
	"markers":
	[Array],
	"inputIndices":
	[Array],
	
	"mergedPayloadIds":
	[Array]
	}
	]</pre>

result.additionalCommittedRelations.className	The sys_class_name of this additional dependent relations CI. Only supported value: • cmdb_rel_ci: The CI Relation table. Data type: String
result.additionalCommittedRelations.errorCount	Number of errors encountered while processing this additiona dependent relationship CI. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.additionalCommittedRelations.errors	List of errors encountered while processing this additional dependent relationship CI. Data type: Array of Objects `"errors": [ { "error": "String "message": "String" } ]`
result.additionalCommittedRelations.errors.error	Type of error encountered while processing this additional dependent relationship CI. Data type: String
result.additionalCommittedRelations.errors.message	Error message encountered while processing this additional dependent relationship CI. Data type: String
result.additionalCommittedRelations.inputIndices	List of index values for dependent relationship CI objects in the request body *relations* array that correspond to this additional dependent relationship CI. Data type: Array `"inputIndices": [ Number ]`
result.additionalCommittedRelations.markers	List of marker values for internal use. Data type: Array `"markers": []`
result.additionalCommittedRelations.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this additional dependent relationship CI. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"mergedPayloadIds": ["String"]</pre>
result.additionalCommittedRelations.operation	Operation performed for this additional dependent relations CI. Possible values: • INSERT: The dependent relationship CI is inserted int the target table as a new rec • INSERT_AS_INCOMPLETE: T dependent relationship CI ha errors and is inserted into the CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_paylo table. • INSERT_AS_PARTIAL: The dependent relationship CI ha errors and is inserted into the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table. • NO_CHANGE: No operation i performed for the dependen relationship CI. • UPDATE: An existing depend relationship CI in the target t is updated. Data type: String
result.items	List of CIs included in the requ body *items* array. Data type: Array of Objects <pre>"items": [{ "additionalRelatedI ms": [Array], "className": "String", "duplicateLookupInd es": {Object}, "errorCount": Number, "errors": [Array</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"identificationAttets": [Array], "identifierEntrySysd": "String", "info": [Array], "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "operation": "String", "relatedItems": [Array], "relatedSysIds": [Array], "sysId": "String", "warnings": [Array] }]
result.items.additionalRelatedItems	List of related CIs (table lookup CI) from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] ta Data type: Array of Objects "additionalRelatedIts": [{ "className": "String", "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "sysId": "String" }]
result.items.additionalRelatedItems.className	The sys_class_name of the rela item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.items.additionalRelatedItems.inputIndices	List of index values for CIs from the request body *items* array correspond to this related item Data type: Array `"inputIndices": [ Number ]`
result.items.additionalRelatedItems.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.items.additionalRelatedItems.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this related item. Data type: Array `"mergedPayloadIds": "String" ]`
result.items.additionalRelatedItems.sysId	Sys_id of this related CI. Data type: String
result.items.className	Sys_class_name of this CI. Data type: String
result.items.duplicateLookupIndices	Object containing arrays of ind values for *items.lookup* ar elements that reference the sa related CI. The array name indicates the first element from the request body *items.lookup* array th references a given related CI. I values are the set of additional elements from the same array reference the same related CI. Data type: Object This example shows a case where the second element in t *items.lookup* array referen

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	the same related CI as a later element from that array: `"duplicateLookupIndi s": [ "2": [Array] ]`
result.items.errorCount	Number of errors encountered while processing this CI. Data type: Number
result.items.errors	List of errors encountered whil processing this CI. Data type: Array of Objects `"errors": [ { "error": "String "message": "String" } ]`
result.items.errors.error	Type of error encountered whil processing this CI. Data type: String
result.items.errors.message	Error message encountered wh processing this CI. Data type: String
result.items.identificationAttempts	List of attempts made to identi this CI. Data type: Array of Objects `"identificationAttem s": [ { "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttri tes": [Array], "identiferName": "String", "searchOnTable": [Array] } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.items.identificationAttempts.attemptResult	Outcome of this CI identificatio attempt. Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule tal which exactly matched the specified attributes. • MULTI_MATCH: Identification failed with an error. Duplicate were found in the identifier ru table when matching against specified attributes. • NO_MATCH: Identification fa No CI was found in the identi rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rul table search were not provid so the rule was not applied. Data type: String
result.items.identificationAttempts.attributes	List of CI identifier entry attribu used during this CI identificatio attempt. Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_type "String", ]`
result.items.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attribu used during this CI identificatio attempt. Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"hybridEntryCiAttrib
	es": [
	  "name": "String",
	  "serial_number":
	 "String"
	]

result.items.identificationAttempts.identifierName	Identifier rule used for this CI identification attempt. Data type: String
result.items.identificationAttempts.searchOnTable	Name of the table searched for CI identification attempt. Data type: String
result.items.identifierEntrySysId	Sys_id for the identifier rule use identify this CI. Notable values: • Unknown: Identification of th failed. For details, see *erro* Data type: String

result.items.info	List of additional information al the processing of the item.
	
	Data type: Array of Objects
	"info": [
	  {
	  "code": "String"
	  "message":
	 "String",
	  "ruleSysId":
	 "String"
	  }
	]

result.items.info.code	Reclassification type that was skipped. Possible values: • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_DOWNGRA • SKIPPED_CLASS_UPGRADE
result.items.info.message	Message that provides additio insights into the reason for skipping the reclassification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.items.info.ruleSysId	Sys_id of the reclassification restriction rule that was matche Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if the reclassification is skipped due payload or global flag. Data type: String
result.items.inputIndices	List of index values for CIs from the request body *items* array correspond to this CI. Data type: Array of Objects `"inputIndices": [ { Number } ]`
result.items.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.items.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this CI. Data type: Array `"mergedPayloadIds": "String" ]`
result.items.operation	Operation performed for this C Possible values: • DELETE: An existing CI is removed from the target tabl • INSERT: The CI is inserted in the target table as a new rec • NO_CHANGE: No operation i performed for the CI. • UPDATE: An existing CI in the target table is updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• UPDATE_WITH_DOWNGRAD An existing CI in the target table is updated and its class changed to a more generic c (ancestor class). • UPDATE_WITH_SWITCH: An existing CI in the target table updated and its class is char to another class which is not ancestor or descendent clas • UPDATE_WITH_UPGRADE: A existing CI in the target table updated and its class is char to a more specialized class (descendent class). Data type: String
result.items.relatedItems	List of related CIs (table lookup CI) from the request body *items.lookup* array. Data type: Array of Objects `"relatedItems": [ { "className": "String", "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "sysId": "String } ]`
result.items.relatedItems.className	The sys_class_name of the rela item. Data type: String
result.items.relatedItems.inputIndices	List of index values for CIs and lookup items from the request body *items* and *items.lookup* arrays that correspond to this related item Data type: Array of Objects `"inputIndices": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"mainIndex": Number,
	"subIndex": Numb
	}
	]</pre>

result.items.relatedItems.inputIndices.mainIndex	Index value from the request b *items* array that corresponds the CI parent of the related iter Data type: Number
result.items.relatedItems.inputIndices.subIndex	Index value from the request body *items.lookup* array th corresponds to the related iten Data type: Number
result.items.relatedItems.markers	List of marker values for interna use. Data type: Array <pre>"markers": []</pre>

result.items.relatedItems.mergedPayloadIds	List of sys_id values for entries
	the CMDB IRE Partial Payloads
	[cmdb_ire_partial_payloads] ta
	that were merged into this CI
	during processing.
	
	Data type: Array
	<pre>"mergedPayloadIds":
	"String"
	]</pre>

result.items.relatedSysIds	List of sys_id values for related
	items (table lookup items) from
	request body *items.looku*
	array.
	
	Data type: Array
	
	Notable values:
	• null: No sys_id was identifie
	this related item.
	
	<pre>"relatedSysIds": [
	Number,
	Number
	]</pre>

result.items.sysId	Sys_id found for this CI through identification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Notable values: • Unknown: Identification of th failed. See *errors* for detai Data type: String
result.items.warnings	List of warnings encountered w processing this CI. Data type: Array of Objects `"warnings": [ { "error": "String "message": "String" } ]`
result.items.warnings.error	Type of warning encountered w processing this CI. Data type: String
result.items.warnings.message	Warning message encountered while processing this CI. Data type: String
result.logContextId	Context ID reported for this payload. Data type: String
result.relations	List of dependent relationship CIs from the request body *relations* array. Data type: Array of Objects `"relations": [ { "className": "String", "errorCount": Number, "errors": [Array "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "operation": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"warnings": [Array] }]</pre>
result.relations.className	The sys_class_name of this dependent relationship CI. Only supported value: • cmdb_rel_ci: The CI Relation table. Data type: String
result.relations.errorCount	Number of errors encountered while processing this depende relationship CI. Data type: Number
result.relations.errors	List of errors encountered whil processing this dependent relationship CI. Data type: Array of Objects <pre>"errors": [{ "error": "String "message": "String" }]</pre>
result.relations.errors.error	Type of error encountered whil processing this dependent relationship CI. Data type: String
result.relations.errors.message	Error message encountered while processing this depende relationship CI. Data type: String
result.relations.inputIndices	List of index values for the dependent relationship CI obje in the request body *relatio* array that correspond to this dependent relationship CI. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	`"inputIndices": [ Number ]`
result.relations.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.relations.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this dependent relationship CI. Data type: Array `"mergedPayloadIds": "String" ]`
result.relations.operation	Operation performed for this dependent relationship CI. Possible values: • INSERT: The dependent relationship CI was inserted the target table as a new rec • INSERT_AS_INCOMPLETE: T dependent relationship CI ha errors and was inserted into CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_paylo table. • INSERT_AS_PARTIAL: The dependent relationship CI ha errors and was inserted into the CMDB IRE Partial Payloa [cmdb_ire_partial_payloads] table. • NO_CHANGE: No operation w performed for the dependen relationship CI. • UPDATE: An existing depend relationship CI in the target t was updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.relations.warnings	List of warnings encountered while processing this depende relationship CI. Data type: Array of Objects `"warnings": [ { "error": "String "message": "String" } ]`
result.relations.warnings.error	Type of warning encountered while processing this depende relationship CI. Data type: String
result.relations.warnings.message	Warning message encountered while processing this depende relationship CI. Data type: String

Example: cURL request

Submit a partial payload for a computer CI.

```
curl
 "https://instance.servicenow.com/api/now/identifyreconcile/enha
nced" \
--request POST \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--user "username":"password" \
--data '{ \
  "items" : [ \
    { \
      "className" : "cmdb_ci_computer", \
      "sys_object_source_info" : { \
        "source_name" : "ServiceNow", \
        "source_native_key" : "ncomputer3367" \
      }, \
      "values" : { \
        "cpu_core_count" : "6", \
        "ram" : "8192", \
        "manufacturer" : "DELL", \
        "company" : "My Company" \
      } \
    } \
  ] \
}'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The response shows that the payload has been inserted into the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table.


```
{
  "result": {
    "items": [{
      "className": "cmdb_ci_computer",
      "operation": "INSERT_AS_PARTIAL",
      "sysId": "Unknown",
      "partialSysIds": ["1aec79151bb45010593876a61a4bcb28"],
      "identifierEntrySysId": "Unknown",
      "errors": [],
      "warnings": [{
        "error": "MISSING_MATCHING_ATTRIBUTES",
        "message": "In payload missing minimum set
 of input values for criterion (matching) attributes
 from identify rule for table [cmdb_ci_hardware].
 Add these input values in payload item
 '{\"className\":\"cmdb_ci_computer\",\"values\":
{\"discovery_source\":\"ServiceNow\",\"company\":\"My
 Company\",\"cpu_core_count\":\"6\",\"ram\":
\"8192\",\"manufacturer\":\"DELL\"},\"sys_object_source_info\":
{\"source_name\":\"ServiceNow\",\"source_native_key\":
\"ncomputer3367\"},\"settings\":{},\"sys_ire_info\":
{\"ire_received_time\":\"2020-05-14 20:14:51\"}}'"
      }],
      "identificationAttempts": [{
        "info": "sys_object_source NO_MATCH",
        "identifierName": "",
        "attemptResult": "NO_MATCH",
        "attributes": [],
        "hybridEntryCiAttributes": []
      }, {
        "identifierName": "Hardware Rule",
        "attemptResult": "SKIPPED",
        "attributes": ["serial_number", "serial_number_type"],
        "searchOnTable": "cmdb_serial_number",
        "hybridEntryCiAttributes": []
      }, {
        "identifierName": "Hardware Rule",
        "attemptResult": "SKIPPED",
        "attributes": ["serial_number"],
        "searchOnTable": "cmdb_ci_hardware",
        "hybridEntryCiAttributes": []
      }, {
        "identifierName": "Hardware Rule",
        "attemptResult": "SKIPPED",
        "attributes": ["name"],
        "searchOnTable": "cmdb_ci_hardware",
        "hybridEntryCiAttributes": []
      }, {
        "identifierName": "Hardware Rule",
        "attemptResult": "SKIPPED",
        "attributes": ["mac_address", "name"],
        "searchOnTable": "cmdb_ci_network_adapter",
        "hybridEntryCiAttributes": []
      }],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "errorCount": 0,
      "markers": [],
      "warningCount": 1,
      "mergedPayloadIds": ["7ddcb9551bb45010593876a61a4bcb08"],
      "inputIndices": [0]
    }],
    "additionalCommittedItems": [],
    "relations": [],
    "additionalCommittedRelations": []
  }
}
```

Submit a second partial payload that completes the description of the computer CI, with the summary generation Enhanced IRE option enabled.

```
curl
 "https://instance.servicenow.com/api/now/identifyreconcile/enha
nced?options=generate_summary:true" \
--request POST \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--user "username":"password" \
--data '{ \
}'
```

The response shows that the computer CI is inserted, and displays a summary of operations performed.

```
{
  "result": {
    "relations": [],
    "hasError": false,
    "additionalCommittedItems": [],
    "hasWarning": false,
    "items": [
      {
        "relatedSysIds": [
          "735c79151bb45010593876a61a4bcb67"
        ],
        "identifierEntrySysId": "Unknown",
        "sysId": "ff5c79151bb45010593876a61a4bcb64",
        "errorCount": 0,
        "markers": [],
        "className": "cmdb_ci_computer",
        "inputIndices": [
          0
        ],
        "operation": "INSERT",
        "relatedItems": [
          {
            "operation": "INSERT",
            "warningCount": 0,
            "errors": [],
            "sysId": "735c79151bb45010593876a61a4bcb67",
            "className": "cmdb_ci_network_adapter",
            "errorCount": 0,
            "markers": [],
            "inputIndices": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            {
              "subIndex": 0,
              "mainIndex": 0
            }
          ],
          "mergedPayloadIds": []
        }
      ],
      "mergedPayloadIds": [
        "fe4c39151bb45010593876a61a4bcbd3"
      ],
      "identificationAttempts": [
        {
          "info": "sys_object_source NO_MATCH",
          "attemptResult": "NO_MATCH",
          "identifierName": "",
          "attributes": [],
          "hybridEntryCiAttributes": []
        },
        {
          "attemptResult": "SKIPPED",
          "identifierName": "Hardware Rule",
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "hybridEntryCiAttributes": [],
          "searchOnTable": "cmdb_serial_number"
        },
        {
          "attemptResult": "SKIPPED",
          "identifierName": "Hardware Rule",
          "attributes": [
            "serial_number"
          ],
          "hybridEntryCiAttributes": [],
          "searchOnTable": "cmdb_ci_hardware"
        },
        {
          "attemptResult": "SKIPPED",
          "identifierName": "Hardware Rule",
          "attributes": [
            "name"
          ],
          "hybridEntryCiAttributes": [],
          "searchOnTable": "cmdb_ci_hardware"
        },
        {
          "attemptResult": "NO_MATCH",
          "identifierName": "Hardware Rule",
          "attributes": [
            "mac_address",
            "name"
          ],
          "hybridEntryCiAttributes": [],
          "searchOnTable": "cmdb_ci_network_adapter"
        }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        ],
        "warningCount": 0
      }
    ],
    "additionalCommittedRelations": [],
    "summary": {
      "cmdb_ci_network_adapter": {
        "mergedPartialPayloads": 0,
        "inserted": 1,
        "partial": 0,
        "warnings": 0,
        "incomplete": 0,
        "additionalInserted": 0,
        "unchanged": 0,
        "skipped": 0,
        "updated": 0,
        "errors": 0
      },
      "cmdb_ci_computer": {
        "mergedPartialPayloads": 1,
        "inserted": 1,
        "partial": 0,
        "warnings": 0,
        "incomplete": 0,
        "additionalInserted": 0,
        "unchanged": 0,
        "skipped": 0,
        "updated": 0,
        "errors": 0
      }
    }
  }
}
```


Identification and Reconciliation - POST /now/identifyreconcile/query

Determines the CMDB operation (insert/update) to perform with the specified payload (request body), without committing the operations in the database.

Use this endpoint to simulate submission of a payload (request body) to the Identification and Reconciliation - POST /now/identifyreconcile endpoint.

Use the Identification and Reconciliation - POST /now/identifyreconcile/enhanced endpoint instead if you need to specify Enhanced IRE options. For more on Enhanced IRE options, see Identification and Reconciliation engine (IRE).

URL format

Versioned URL: `/api/now/{api_version}/identifyreconcile/query`

Default URL: `/api/now/identifyreconcile/query`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
sysparm_data_source	Source of the CI information. This must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String Default: Insert the API payload into the incomplete payloads table.

Request body parameters (XML or JSON)

Name	Description
items	List of CIs to create or update. Data type: Array of Objects `"items": [ { "className": "String", "internal_id": "String", "lookup": [Array], "related": [Array], "settings": {Object}, "sys_object_source_info": {Object}, "values": {Object} } ]`
items.className	Required. The sys_class_name (class/table name) of the CI to create or update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	This value can be any CMDB table, such as cmdb_ci_linux_server or cmdb_ci_win_server. Data type: String
items.internal_id	Unique identifier for this item in this payload. Can be any value, but must be unique within the payload. Data type: String
items.lookup	Array of objects in which each object describes a lookup-based identification record. These records are used to identify the top-level configuration item based on a lookup table that has a reference back to the Configuration Item [cmdb_ci] table. Data type: Array off Objects `"lookup": [ { "className": "String", "internal_id": "String", "sys_object_source_info": {Object}, "values": {Object} } ]`
items.lookup.className	Required. The sys_class_name or class/table name of the CI to create or update. This value can be any CMDB class/table, such as cmdb_serial_number or cmdb_ci_network_adapter, or a non-CMDB hierarchy class. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
items.lookup.internal_id	Unique identifier for this lookup record in this payload. Can be any value, but must be unique within the payload. Data type: String
items.lookup.sys_object_source_info	Object describing a unique CI identifier for a specified data source. Different sources may have different name-value pairs for the same CI. Data type: Object `"sys_object_source_info": { "source_feed": "String", "source_name": "String", "source_native_key": "String", "source_recency_timestamp": "String" }`
items.lookup.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this CI. Use if the source can have multiple feeds. Data type: String
items.lookup.sys_object_source_info.source_name	Data source for the CI information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String
items.lookup.sys_object_source_info.source_native_key	Unique key/id from the source for the CI. Can be any string that is unique to the item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
items.lookup.sys_object_source_info.source_recency_timestamp	UTC date and time that the CI was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss
items.lookup.values	Object describing fields for this lookup item as name/value pairs, where the name is the field name. Data type: Object Field names and types depend on the fields selected by the user, such as: `"values": { "ip_address": "String", "mac_address": "String", "serial_number": "String", "serial_number_type": "String", "valid": "String" }`
items.related	Array of objects in which each object describes an item record to create or update, based on a related table that has a reference to the top-level CI that is being identified. Rules in the Related Entry [cmdb_related_entry] table define what type of records can be in this array. The related table may or may not extend the Configuration Item [cmdb_ci] table. These records are not used to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	identify the configuration item. Data type: Array of Objects `"related": [ { "className": "String", "internal_id": "String", "sys_object_source_info": {Object}, "values": {Object} } ]`
items.related.className	Required. The sys_class_name or class/table name of the related item to create or update. Data type: String
items.related.internal_id	Unique identifier for this related item in this payload. Can be any value, but must be unique within the payload. Data type: String
items.related.sys_object_source_info	Object describing a unique CI identifier for a specified data source. Different sources may have different name-value pairs for the same CI. Data type: Object `"sys_object_source_info": { "source_feed": "String", "source_name": "String", "source_native_key": "String", "source_recency_t`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>imestamp":
	"String"
	}</pre>

items.related.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this related item. Use if the source can have multiple feeds. Data type: String
items.related.sys_object_source_info.source_name	Data source for the related item information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String
items.related.sys_object_source_info.source_native_key	Unique key/id from the source for the related item. Can be any string that is unique to the item. Data type: String
items.related.sys_object_source_info.source_recency_timestamp	UTC date and time that the related item was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss

items.related.values	Object describing fields to create or update for this related item as name/value pairs, where the name is the field name. For a reference field, the value must be the referenced sys_id.
	
	Data type: Object
	
	Field names and types depend on the fields selected by the user, such as:
	<pre>"values": {
	"host_name":
	"String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre>"ip_address": "String", "name": "String", "os_name": "String", "sys_class_name": "String" }</pre>
items.settings	Object containing parameters defining the types of updates that are permitted. Data type: Object <pre>"settings": { "skipReclassificationRestrictionRules": Boolean, "updateWithoutDowngrade": Boolean, "updateWithoutSwitch": Boolean, "updateWithoutUpgrade": Boolean }</pre>
items.settings.skipReclassificationRestrictionRules	Flag that indicates whether IRE should skip running the Reclassification Restriction rule that matches the class for the payload item. Valid values: • true: Skip running the rule. • false: Run the rule. Default: false
items.settings.updateWithoutDowngrade	Flag that indicates whether update and downgrade are both permitted for this CI. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• true: Update the item but downgrade is not permitted. • false: Both item update and downgrade are permitted. Data type: Boolean Default: false
items.settings.updateWithoutSwitch	Flag that indicates whether this CI can be updated and its class switched. Valid values: • true: Update the item but class switching is not permitted. • false: Both item update and class switching are permitted. Data type: Boolean Default: false
items.settings.updateWithoutUpgrade	Flag that indicates whether update and upgrade are both permitted for this CI. Valid values: • true: Update the item but upgrade is not permitted. • false: Both item update and upgrade are permitted. Data type: Boolean Default: false
items.sys_object_source_info	Object describing a unique CI identifier. Data type: Object `"sys_object_source_info": { "source_feed": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"source_name": "String",
	"source_native_key": "String",
	"source_recency_timestamp": "String"
	}</pre>

items.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this CI. Use if the source can have multiple feeds. Data type: String
items.sys_object_source_info.source_name	Data source for the CI information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String
items.sys_object_source_info.source_native_key	Unique key/id from the source for the CI. Can be any string that is unique to the item. Data type: String
items.sys_object_source_info.source_recency_timestamp	UTC date and time that the CI was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss
items.values	Object describing fields to create or update for this CI as name/value pairs, where the name is the field name. For a reference field, the value must be the referenced sys_id. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Field names and types depend on the fields selected by the user, such as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "String", "sys_class_name": "String" }`
referenceItems	List of reference between two items in the payload. Data type: Array of Objects `"referenceItems": [ { "referenced": "String", "referencedBy": "String", "referenceField": "String" } ]`
referenceItems.referenced	The *internal_id* defined for the item being referenced by another item. Data type: String
referenceItems.referencedBy	The *internal_id* defined for the item that references another item. Data type: String
referenceItems.referenceField	Name of the reference field in the class/table for the *referencedBy* item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String

relations	List of relationships between two items defined in the payload.
	
	An object in this array can use either of two formats:
	• The object can define a relationship between two top-level items (only) using *parent* and *child* name-value pairs, with values representing item indexes from the payload *items* array.
	• The object can define a relationship between any two items, including top-level, related, or lookup items, using *parent_id* and *child_id* key/value pairs, with values representing *internal_id* values defined for those items.
	
	Data type: Array of Objects
	`"relations": [ { "child": Number, "parent": Number, "sys_rel_source_info": {Object}, "type": "String" } ]`
	`"relations": [ { "child_id": "String", "parent_id": "String", "sys_rel_source_info": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre>"type": "String" }]</pre>
relations.child	Integer index of the CI object in the *items* array that represents the child in the relationship. Data type: Number
relations.child_id	The *internal_id* of the child item in the relationship. Data type: String
relations.parent	Integer index of the CI object in the *items* array that represents the parent in the relationship. Data type: Number
relations.parent_id	The *internal_id* of the parent item in the relationship. Data type: String
relations.sys_rel_source_info	Discovery source information for the relationship. For non-dependency relationships, this information is in the Relationship Sources [sys_rel_source] table. Data type: Object <pre>"sys_rel_source_info": { "source_name": "String", "source_feed": "String" }</pre>
relations.sys_rel_source_info.source_name	Discovery source name. Default: Discovery source passed in the API method parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
relations.sys_rel_source_info.source_feed	Any string that is a sub-discovery/scan within the discovery source. Default: 'UNKNOWN' is stored in the source_feed column when creating a record in sys_rel_source table.
relations.type	Type of relationship existing between the parent and child items. This must be a name field value from the CI Relationship Type [cmdb_rel_type] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	List of results produced by the query. Data type: Array `"result": [ "additionalCommitte tems": [Array], "additionalCommitte elations": [Array], "items": [Array], "relations": [Arra ]`
result.additionalCommittedItems	List of CIs not included in the request body *items* array to i or update. Data type: Array of Objects `"additionalCommitted ems": [ { "className": "String", "errorCount": Number, "identificationAtte ts": [Array], "inputIndices": [Array], "markers": [Array], "mergedPayloads" [Array], "operation": "String", "sysId": "String } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.additionalCommittedItems.className	The sys_class_name of this additional CI. Data type: String
result.additionalCommittedItems.errorCount	Number of errors encountered while processing this additiona Data type: Number
result.additionalCommittedItems.errors	List of errors encountered whil processing this additional CI. Data type: Array of Objects `"errors": [ { "error": "String "message": "String" } ]`
result.additionalCommittedItems.errors.error	Type of error encountered whil processing this additional CI. Data type: String
result.additionalCommittedItems.errors.message	Error message encountered wh processing this additional CI. Data type: String
result.additionalCommittedItems.identificationAttempts	List of attempts made to identi this additional CI. Data type: Array of Objects `"identificationAttem s": [ { "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttri tes": [Array], "identiferName": "String", "searchOnTable": [Array] } ]`
result.additionalCommittedItems.identificationAttempts.attemptResult	Outcome of this additional CI identification attempt.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule ta which exactly matched the specified attributes. • MULTI_MATCH: Identificatio failed with an error. Duplicate were found in the identifier r table when matching against specified attributes. • NO_MATCH: Identification fa No CI was found in the identi rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rul table search were not provid so the rule was not applied. Data type: String
result.additionalCommittedItems.identificationAttempts.attributes	Array of CI identifier entry attributes used during this additional CI identification atte Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_type": "String" ]`
result.additionalCommittedItems.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attribu used during this additional CI identification attempt. Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"hybridEntryCiAttributes": [ "name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"serial_number": "String"
	]</pre>

result.additionalCommittedItems.identificationAttempts.identifierName	Identifier rule used for this additional CI identification atte Data type: String
result.additionalCommittedItems.identificationAttempts.searchOnTable	Name of the table searched for additional CI identification atte Data type: String
result.additionalCommittedItems.identifierEntrySysId	Sys_id for the identifier rule use identify this additional CI. Notable values: • Unknown: Identification of th additional CI failed. See *err* for details. Data type: String

result.additionalCommittedItems.inputIndices	List of index values for CIs from the request body *items* array correspond to this additional C
	
	Data type: Array of Objects
	<pre>"inputIndices": [
	{
	Number
	}
	]</pre>

result.additionalCommittedItems.markers	List of marker values for interna use. Data type: Array <pre>"markers": []</pre>

result.additionalCommittedItems.mergedPayloads	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this additional C
	
	Data type: Array
	<pre>"mergedPayloadIds": "String"
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.additionalCommittedItems.operation	Operation performed for this additional CI. Possible values: • DELETE: An existing CI is removed from the target tabl • INSERT: The additional CI is inserted into the target table new record. • NO_CHANGE: No operation i performed for the additional • UPDATE: An existing CI in the target table is updated. • UPDATE_WITH_DOWNGRAD An existing CI in the target table is updated and its class changed to a more generic c (ancestor class). • UPDATE_WITH_SWITCH: An existing CI in the target table updated and its class is char to another class which is not ancestor or descendent clas • UPDATE_WITH_UPGRADE: A existing CI in the target table updated and its class is char to a more specialized class (descendent class). Data type: String
result.additionalCommittedItems.sysId	Sys_id found for this additional through identification. Notable values: Unknown - Identification of this additional failed. See *errors* for details. Data type: String
result.additionalCommittedItems.warnings	List of warnings encountered w processing this additional CI. Data type: Array of Objects `"warnings": [ { "error": "String" "message": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.additionalCommittedItems.warnings.error	Type of warning encountered w processing this additional CI. Data type: String
result.additionalCommittedItems.warnings.message	Warning message encountered while processing this additiona Data type: String
result.additionalCommittedRelations	List of dependent relationship CIs not included in the request body *relations* list to insert update. Data type: Array of Objects `"additionalCommitted lations": [ { "className": "String", "operation": "String", "markers": [Array], "inputIndices": [Array], "mergedPayloadIds": [Array] } ]`
result.additionalCommittedRelations.className	The sys_class_name of this additional dependent relations CI. Only supported value: • cmdb_rel_ci: The CI Relation table. Data type: String
result.additionalCommittedRelations.errorCount	Number of errors encountered while processing this additiona dependent relationship CI. Data type: Number
result.additionalCommittedRelations.errors	List of errors encountered whil processing this additional dependent relationship CI. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"errors": [
	  {
	  "error": "String
	  "message":
	"String"
	  }
	]</pre>

result.additionalCommittedRelations.errors.error	Type of error encountered while processing this additiona dependent relationship CI. Data type: String
result.additionalCommittedRelations.errors.message	Error message encountered while processing this additiona dependent relationship CI. Data type: String

result.additionalCommittedRelations.inputIndices	List of index values for depend relationship CI objects in the request body *relations* arr that correspond to this additio dependent relationship CI.
	
	Data type: Array
	<pre>"inputIndices": [
	  Number
	]</pre>

result.additionalCommittedRelations.markers	List of marker values for interna use. Data type: Array <pre>"markers": []</pre>

result.additionalCommittedRelations.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this additional dependent relationship CI.
	
	Data type: Array
	<pre>"mergedPayloadIds":
	  "String"
	]</pre>

result.additionalCommittedRelations.operation	Operation performed for this additional dependent relations CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • INSERT: The dependent relationship CI is inserted int the target table as a new rec • INSERT_AS_INCOMPLETE: T dependent relationship CI ha errors and is inserted into the CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_paylo table. • INSERT_AS_PARTIAL: The dependent relationship CI ha errors and is inserted into the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table. • NO_CHANGE: No operation i performed for the dependen relationship CI. • UPDATE: An existing depend relationship CI in the target t is updated. Data type: String
result.items	List of CIs included in the requ body *items* array. Data type: Array of Objects `"items": [ { "additionalRelatedI ms": [Array], "className": "String", "duplicateLookupInd es": {Object}, "errorCount": Number, "errors": [Array "identificationAtte ts": [Array], "identifierEntrySys d": "String", "info": [Array], "inputIndices": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"markers": [Array], "mergedPayloadIds": [Array], "operation": "String", "relatedItems": [Array], "relatedSysIds": [Array], "sysId": "String "warnings": [Array] }</pre>
result.items.additionalRelatedItems	List of related CIs (table lookup CI) from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] ta Data type: Array of Objects <pre>"additionalRelatedIt s": [{ "className": "String", "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "sysId": "String }]</pre>
result.items.additionalRelatedItems.className	The sys_class_name of the rela item. Data type: String
result.items.additionalRelatedItems.inputIndices	List of index values for CIs from the request body *items* array correspond to this related item Data type: Array <pre>"inputIndices": [Number]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.items.additionalRelatedItems.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.items.additionalRelatedItems.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this related item. Data type: Array `"mergedPayloadIds": "String" ]`
result.items.additionalRelatedItems.sysId	Sys_id of this related CI. Data type: String
result.items.className	Sys_class_name of this CI. Data type: String
result.items.duplicateLookupIndices	Object containing arrays of ind values for *items.lookup* ar elements that reference the sa related CI. The array name indicates the first element from the request body *items.lookup* array th references a given related CI. I values are the set of additional elements from the same array t reference the same related CI. Data type: Object This example shows a case where the second element in t *items.lookup* array referen the same related CI as a later element from that array: `"duplicateLookupIndi s": [ "2": [Array] ]`
result.items.errorCount	Number of errors encountered while processing this CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number
result.items.errors	List of errors encountered whil processing this CI. Data type: Array of Objects `"errors": [ { "error": "String "message": "String" } ]`
result.items.errors.error	Type of error encountered whil processing this CI. Data type: String
result.items.errors.message	Error message encountered wh processing this CI. Data type: String
result.items.identificationAttempts	List of attempts made to identi this CI. Data type: Array of Objects `"identificationAttem s": [ { "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttri tes": [Array], "identiferName": "String", "searchOnTable": [Array] } ]`
result.items.identificationAttempts.attemptResult	Outcome of this CI identificatio attempt. Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule ta which exactly matched the specified attributes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• MULTI_MATCH: Identificatio failed with an error. Duplicate were found in the identifier r table when matching against specified attributes. • NO_MATCH: Identification fa No CI was found in the identi rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rul table search were not provid so the rule was not applied. Data type: String
result.items.identificationAttempts.attributes	List of CI identifier entry attribu used during this CI identificatio attempt. Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_type "String", ]`
result.items.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attribu used during this CI identificatio attempt. Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"hybridEntryCiAttrib es": [ "name": "String", "serial_number": "String" ]`
result.items.identificationAttempts.identifierName	Identifier rule used for this CI identification attempt.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.items.identificationAttempts.searchOnTable	Name of the table searched for CI identification attempt. Data type: String
result.items.identifierEntrySysId	Sys_id for the identifier rule use identify this CI. Notable values: • Unknown: Identification of th failed. For details, see *erro* Data type: String
result.items.info	List of additional information al the processing of the item. Data type: Array of Objects `"info": [ { "code": "String" "message": "String", "ruleSysId": "String" } ]`
result.items.info.code	Reclassification type that was skipped. Possible values: • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_DOWNGRA • SKIPPED_CLASS_UPGRADE
result.items.info.message	Message that provides additio insights into the reason for skipping the reclassification. Data type: String
result.items.info.ruleSysId	Sys_id of the reclassification restriction rule that was matche Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if the reclassification is skipped due payload or global flag.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.items.inputIndices	List of index values for CIs from the request body *items* array correspond to this CI. Data type: Array of Objects `"inputIndices": [ { Number } ]`
result.items.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.items.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this CI. Data type: Array `"mergedPayloadIds": "String" ]`
result.items.operation	Operation performed for this C Possible values: • DELETE: An existing CI is removed from the target tabl • INSERT: The CI is inserted in the target table as a new rec • NO_CHANGE: No operation i performed for the CI. • UPDATE: An existing CI in the target table is updated. • UPDATE_WITH_DOWNGRAD An existing CI in the target table is updated and its class changed to a more generic c (ancestor class). • UPDATE_WITH_SWITCH: An existing CI in the target table updated and its class is char

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	to another class which is not ancestor or descendent clas • UPDATE_WITH_UPGRADE: A existing CI in the target table updated and its class is char to a more specialized class (descendent class). Data type: String
result.items.relatedItems	List of related CIs (table lookup CI) from the request body *items.lookup* array. Data type: Array of Objects `"relatedItems": [ { "className": "String", "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "sysId": "String } ]`
result.items.relatedItems.className	The sys_class_name of the rela item. Data type: String
result.items.relatedItems.inputIndices	List of index values for CIs and lookup items from the request body *items* and *items.lookup* arrays that correspond to this related item Data type: Array of Objects `"inputIndices": [ { "mainIndex": Number, "subIndex": Numb } ]`
result.items.relatedItems.inputIndices.mainIndex	Index value from the request b *items* array that corresponds the CI parent of the related iter

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number
result.items.relatedItems.inputIndices.subIndex	Index value from the request body *items.lookup* array th corresponds to the related iten Data type: Number
result.items.relatedItems.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.items.relatedItems.mergedPayloadIds	List of sys_id values for entries the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] ta that were merged into this CI during processing. Data type: Array `"mergedPayloadIds": "String" ]`
result.items.relatedSysIds	List of sys_id values for related items (table lookup items) from request body *items.looku* array. Data type: Array Notable values: • null: No sys_id was identifie this related item. `"relatedSysIds": [ Number, Number ]`
result.items.sysId	Sys_id found for this CI through identification. Notable values: • Unknown: Identification of th failed. See *errors* for detai Data type: String
result.items.warnings	List of warnings encountered w processing this CI. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"warnings": [
	  {
	  "error": "String
	  "message":
	"String"
	  }
	]</pre>

result.items.warnings.error	Type of warning encountered w processing this CI. Data type: String
result.items.warnings.message	Warning message encountered while processing this CI. Data type: String
result.logContextId	Context ID reported for this payload. Data type: String

result.relations	List of dependent relationship CIs from the request body *relations* array.
	
	Data type: Array of Objects
	<pre>"relations": [
	  {
	  "className":
	"String",
	  "errorCount":
	Number,
	  "errors": [Array
	  "inputIndices":
	[Array],
	  "markers":
	[Array],
	
	"mergedPayloadIds":
	[Array],
	  "operation":
	"String",
	  "warnings":
	[Array]
	  }
	]</pre>

result.relations.className	The sys_class_name of this dependent relationship CI. Only supported value: • cmdb_rel_ci: The CI Relation table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.relations.errorCount	Number of errors encountered while processing this depende relationship CI. Data type: Number
result.relations.errors	List of errors encountered whil processing this dependent relationship CI. Data type: Array of Objects `"errors": [ { "error": "String "message": "String" } ]`
result.relations.errors.error	Type of error encountered whil processing this dependent relationship CI. Data type: String
result.relations.errors.message	Error message encountered while processing this depende relationship CI. Data type: String
result.relations.inputIndices	List of index values for the dependent relationship CI obje in the request body *relatio* array that correspond to this dependent relationship CI. Data type: Array `"inputIndices": [ Number ]`
result.relations.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.relations.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	table that were merged during processing of this dependent relationship CI. Data type: Array `"mergedPayloadIds": [ "String" ]`
result.relations.operation	Operation performed for this dependent relationship CI. Possible values: • INSERT: The dependent relationship CI was inserted the target table as a new rec • INSERT_AS_INCOMPLETE: T dependent relationship CI ha errors and was inserted into CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_paylo table. • INSERT_AS_PARTIAL: The dependent relationship CI ha errors and was inserted into the CMDB IRE Partial Payloa [cmdb_ire_partial_payloads] table. • NO_CHANGE: No operation w performed for the dependen relationship CI. • UPDATE: An existing depend relationship CI in the target t was updated. Data type: String
result.relations.warnings	List of warnings encountered while processing this depende relationship CI. Data type: Array of Objects `"warnings": [ { "error": "String "message": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.relations.warnings.error	Type of warning encountered while processing this depende relationship CI. Data type: String
result.relations.warnings.message	Warning message encountered while processing this depende relationship CI. Data type: String

Example: cURL request

Simulate submission of a payload containing a Linux server (with serial number and network adapter related-item lookups) and an IP switch, with an IP Connection relationship between them.

```
curl
 "https://instance.servicenow.com/api/now/identifyreconcile/que
ry" \
--request POST \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--user "username":"password" \
--data '{ \
  "items": [{ \
    "className": "cmdb_ci_linux_server", \
    "values": { \
      "sys_class_name": "cmdb_ci_linux_server", \
      "name": "lnux101", \
      "host_name": "lnux101.servicenow.com", \
      "ip_address": "10.11.12.173", \
      "os_name": "Linux Red Hat" \
    }, \
    "lookup": [{ \
      "className": "cmdb_serial_number", \
      "values": { \
        "serial_number": "lnux101", \
        "serial_number_type": "uuid", \
        "valid": "true" \
      } \
    }, { \
      "className": "cmdb_ci_network_adapter", \
      "values": { \
        "name": "eth0", \
        "ip_address": "10.11.12.173", \
        "mac_address": "00:55:51:21:26:2f" \
      } \
    }] \
  }, { \
    "className": "cmdb_ci_ip_switch", \
    "values": { \
      "name": "IP-Switch-1", \
      "serial_number": "Switch23587", \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "serial_number_type": "uuid" \
    } \
  }], \
  "relations": [{ \
    "parent": 0, \
    "child": 1, \
    "type": "IP Connection::IP Connection" \
  }] \
}'
```

The Linux server CI is identified via a Hardware Rule search for its name on the Hardware [cmdb_ci_hardware] table and is processed as an update to an existing CI in the Linux Server [cmdb_ci_linux_server] table. The IP switch is similarly identified via a Hardware Rule search for its name on the Hardware table and updates an existing CI in the IP Switch [cmdb_ci_ip_switch] table. Finally, the IP Connection relationship between the server and the switch is inserted as a new record in the CI Relationship [cmdb_rel_ci] table.


```
{
  "result": {
    "relations": [
      {
        "operation": "INSERT",
        "mergedPayloadIds": [],
        "className": "cmdb_rel_ci",
        "errorCount": 0,
        "markers": [],
        "inputIndices": [
          0
        ]
      }
    ],
    "items": [
      {
        "relatedSysIds": [
          null,
          null
        ],
        "identifierEntrySysId":
 "556eb250c3400200d8d4bea192d3ae92",
        "sysId": "539747cac0a801640163e60735fbbf6e",
        "errorCount": 0,
        "markers": [],
        "identificationAttempts": [
          {
            "attemptResult": "NO_MATCH",
            "identifierName": "Hardware Rule",
            "attributes": [
              "serial_number",
              "serial_number_type"
            ],
            "hybridEntryCiAttributes": [],
            "searchOnTable": "cmdb_serial_number"
          },
          {
            "attemptResult": "SKIPPED",
            "identifierName": "Hardware Rule",
            "attributes": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "serial_number"
          ],
          "hybridEntryCiAttributes": [],
          "searchOnTable": "cmdb_ci_hardware"
        },
        {
          "attemptResult": "MATCHED",
          "identifierName": "Hardware Rule",
          "attributes": [
            "name"
          ],
          "hybridEntryCiAttributes": [],
          "searchOnTable": "cmdb_ci_hardware"
        }
      ],
      "inputIndices": [
        0
      ],
      "additionalRelatedItems": [],
      "operation": "UPDATE",
      "relatedItems": [
        {
          "markers": [],
          "mergedPayloadIds": [],
          "inputIndices": [
            {
              "subIndex": 0,
              "mainIndex": 0
            }
          ],
          "className": "cmdb_serial_number"
        },
        {
          "markers": [],
          "mergedPayloadIds": [],
          "inputIndices": [
            {
              "subIndex": 1,
              "mainIndex": 0
            }
          ],
          "className": "cmdb_ci_network_adapter"
        }
      ],
      "mergedPayloadIds": [],
      "className": "cmdb_ci_linux_server"
    },
    {
      "operation": "UPDATE",
      "identifierEntrySysId":
"556eb250c3400200d8d4bea192d3ae92",
      "mergedPayloadIds": [],
      "sysId": "304481257f701200bee45f19befa915b",
      "identificationAttempts": [
        {
          "attemptResult": "SKIPPED",
          "identifierName": "Hardware Rule",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "attributes": [
              "serial_number",
              "serial_number_type"
            ],
            "hybridEntryCiAttributes": [],
            "searchOnTable": "cmdb_serial_number"
          },
          {
            "attemptResult": "NO_MATCH",
            "identifierName": "Hardware Rule",
            "attributes": [
              "serial_number"
            ],
            "hybridEntryCiAttributes": [],
            "searchOnTable": "cmdb_ci_hardware"
          },
          {
            "attemptResult": "MATCHED",
            "identifierName": "Hardware Rule",
            "attributes": [
              "name"
            ],
            "hybridEntryCiAttributes": [],
            "searchOnTable": "cmdb_ci_hardware"
          }
        ],
        "errorCount": 0,
        "markers": [],
        "className": "cmdb_ci_ip_switch",
        "inputIndices": [
          1
        ]
      }
    ],
    "additionalCommittedRelations": [],
    "additionalCommittedItems": []
  }
}
```


Identification and Reconciliation - POST /now/identifyreconcile/queryEnhanced

Determines the CMDB operation (insert/update) to perform with the specified payload (request body), without committing the operations in the database.

Use this endpoint to simulate submission of a payload (request body) to the Identification and Reconciliation - POST /now/identifyreconcile/enhanced endpoint.

This method is similar to the Identification and Reconciliation - POST /now/identifyreconcile/query method, but adds the following functionality:

- Partial payloads
  - In case of an item having a warning or error, indicates if an item operation is INSERT_AS_PARTIAL or INSERT_INCOMPLETE.
  - Returns the sys_ids of partial payloads that were merged with existing partial payloads.
- Supports payload deduplicate feature.
- Generates a summary.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/identifyreconcile/queryEnhanced`

Default URL: `/api/now/identifyreconcile/queryEnhanced`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
options	Comma-separated list of name-value pairs representing Enhanced IRE options applied f As an example, to override the default values for the partial payloads, partial commits, de Enhanced IRE options: `partial_payloads:false,partial_commits:false,deduplicate_pay` **Note:** By default or if *`partial_payloads`* is set to true, both *`partial_commi`* enabled, even if they are set to false, as those features are essential for partial paylo For more on Enhanced IRE options, see Identification and Reconciliation engine (IRE) Valid values for each name-value pair: • true: Enable this Enhanced IRE option. • false: Disable this Enhanced IRE option. Data type: String
sysparm_data_source	Source of the CI information. This must be one of the choice values defined for the disco [cmdb_ci] table. Data type: String Default: Insert the API payload into the incomplete payloads table.

Request body parameters (XML or JSON)

Name	Description
items	List of CIs to create or update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: Array of Objects `"items": [ { "className": "String", "internal_id": "String", "lookup": [Array], "related": [Array], "settings": {Object}, "sys_object_source_info": {Object}, "values": {Object} } ]`
items.className	Required. The sys_class_name (class/table name) of the CI to create or update. This value can be any CMDB table, such as cmdb_ci_linux_server or cmdb_ci_win_server. Data type: String
items.internal_id	Unique identifier for this item in this payload. Can be any value, but must be unique within the payload. Data type: String
items.lookup	Array of objects in which each object describes a lookup-based identification record. These records are used to identify the top-level configuration item based on a lookup table that has a reference back to the Configuration Item [cmdb_ci] table. Data type: Array off Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"lookup": [
	  {
	  "className": "String",
	  "internal_id": "String",
	
	  "sys_object_source_info": {Object},
	  "values": {Object}
	  }
	]</pre>

items.lookup.className	Required. The sys_class_name or class/table name of the CI to create or update. This value can be any CMDB class/table, such as cmdb_serial_number or cmdb_ci_network_adapter, or a non-CMDB hierarchy class. Data type: String
items.lookup.internal_id	Unique identifier for this lookup record in this payload. Can be any value, but must be unique within the payload. Data type: String

items.lookup.sys_object_source_info	Object describing a unique CI identifier for a specified data source. Different sources may have different name-value pairs for the same CI.
	
	Data type: Object
	<pre>"sys_object_source_info": {
	  "source_feed": "String",
	  "source_name": "String",
	
	  "source_native_key": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"source_recency_timestamp": "String"
	}</pre>

items.lookup.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this CI. Use if the source can have multiple feeds. Data type: String
items.lookup.sys_object_source_info.source_name	Data source for the CI information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String
items.lookup.sys_object_source_info.source_native_key	Unique key/id from the source for the CI. Can be any string that is unique to the item. Data type: String
items.lookup.sys_object_source_info.source_recency_timestamp	UTC date and time that the CI was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss

items.lookup.values	Object describing fields for this lookup item as name/value pairs, where the name is the field name.
	
	Data type: Object
	
	Field names and types depend on the fields selected by the user, such as:
	<pre>"values": {
	"ip_address": "String",
	"mac_address": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"serial_number": "String",
	"serial_number_type": "String",
	"valid": "String"
	}</pre>

items.related	Array of objects in which each object describes an item record to create or update, based on a related table that has a reference to the top-level CI that is being identified. Rules in the Related Entry [cmdb_related_entry] table define what type of records can be in this array.
	
	The related table may or may not extend the Configuration Item [cmdb_ci] table. These records are not used to identify the configuration item.
	
	Data type: Array of Objects
	<pre>"related": [
	{
	"className": "String",
	"internal_id": "String",
	"sys_object_source_info": {Object},
	"values": {Object}
	}
	]</pre>

items.related.className	Required. The sys_class_name or class/table name of the related item to create or update. Data type: String
items.related.internal_id	Unique identifier for this related item in this payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Can be any value, but must be unique within the payload. Data type: String
items.related.sys_object_source_info	Object describing a unique CI identifier for a specified data source. Different sources may have different name-value pairs for the same CI. Data type: Object `"sys_object_source_info": { "source_feed": "String", "source_name": "String", "source_native_key": "String", "source_recency_timestamp": "String" }`
items.related.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this related item. Use if the source can have multiple feeds. Data type: String
items.related.sys_object_source_info.source_name	Data source for the related item information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table. Data type: String
items.related.sys_object_source_info.source_native_key	Unique key/id from the source for the related item. Can be any string that is unique to the item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
items.related.sys_object_source_info.source_recency_timestamp	UTC date and time that the related item was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss
items.related.values	Object describing fields to create or update for this related item as name/value pairs, where the name is the field name. For a reference field, the value must be the referenced sys_id. Data type: Object Field names and types depend on the fields selected by the user, such as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "String", "sys_class_name": "String" }`
items.settings	Object containing parameters defining the types of updates that are permitted. Data type: Object `"settings": { "skipReclassificationRestrictionRules": Boolean, "updateWithoutDowngrade": Boolean,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"updateWithoutSwitch": Boolean,
	"updateWithoutUpgrade": Boolean
	}</pre>

items.settings.skipReclassificationRestrictionRules	Flag that indicates whether IRE should skip running the Reclassification Restriction rule that matches the class for the payload item. Valid values: • true: Skip running the rule. • false: Run the rule. Default: false
items.settings.updateWithoutDowngrade	Flag that indicates whether update and downgrade are both permitted for this CI. Valid values: • true: Update the item but downgrade is not permitted. • false: Both item update and downgrade are permitted. Data type: Boolean Default: false
items.settings.updateWithoutSwitch	Flag that indicates whether this CI can be updated and its class switched. Valid values: • true: Update the item but class switching is not permitted. • false: Both item update and class switching are permitted. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: false
items.settings.updateWithoutUpgrade	Flag that indicates whether update and upgrade are both permitted for this CI. Valid values: • true: Update the item but upgrade is not permitted. • false: Both item update and upgrade are permitted. Data type: Boolean Default: false
items.sys_object_source_info	Object describing a unique CI identifier. Data type: Object `"sys_object_source_info": { "source_feed": "String", "source_name": "String", "source_native_key": "String", "source_recency_timestamp": "String" }`
items.sys_object_source_info.source_feed	Name that uniquely identifies the feed sending this CI. Use if the source can have multiple feeds. Data type: String
items.sys_object_source_info.source_name	Data source for the CI information. This value must be one of the choice values defined for the discovery_source field of the Configuration Item [cmdb_ci] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
items.sys_object_source_info.source_native_key	Unique key/id from the source for the CI. Can be any string that is unique to the item. Data type: String
items.sys_object_source_info.source_recency_timestamp	UTC date and time that the CI was scanned. Data type: String Format: YYYY-MM-DD hh:mm:ss
items.values	Object describing fields to create or update for this CI as name/value pairs, where the name is the field name. For a reference field, the value must be the referenced sys_id. Data type: Object Field names and types depend on the fields selected by the user, such as: `"values": { "host_name": "String", "ip_address": "String", "name": "String", "os_name": "String", "sys_class_name": "String" }`
referenceItems	List of reference between two items in the payload. Data type: Array of Objects `"referenceItems": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"referenced": "String",
	"referencedBy": "String",
	"referenceField": "String"
	}
	]</pre>

referenceItems.referenced	The *internal_id* defined for the item being referenced by another item. Data type: String
referenceItems.referencedBy	The *internal_id* defined for the item that references another item. Data type: String
referenceItems.referenceField	Name of the reference field in the class/table for the *referencedBy* item. Data type: String
relations	List of relationships between two items defined in the payload. An object in this array can use either of two formats: • The object can define a relationship between two top-level items (only) using *parent* and *child* name-value pairs, with values representing item indexes from the payload *items* array. • The object can define a relationship between any two items, including top-level, related, or lookup items, using *parent_id* and *child_id* key/value pairs, with values representing *internal_id* values defined for those items.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	Data type: Array of Objects
	`"relations": [ { "child": Number, "parent": Number, "sys_rel_source_info": {Object}, "type": "String" } ]`
	`"relations": [ { "child_id": "String", "parent_id": "String", "sys_rel_source_info": {Object}, "type": "String" } ]`

relations.child	Integer index of the CI object in the *items* array that represents the child in the relationship. Data type: Number
relations.child_id	The *internal_id* of the child item in the relationship. Data type: String
relations.parent	Integer index of the CI object in the *items* array that represents the parent in the relationship. Data type: Number
relations.parent_id	The *internal_id* of the parent item in the relationship.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
relations.sys_rel_source_info	Discovery source information for the relationship. For non-dependency relationships, this information is in the Relationship Sources [sys_rel_source] table. Data type: Object `"sys_rel_source_info": { "source_name": "String", "source_feed": "String" }`
relations.sys_rel_source_info.source_name	Discovery source name. Default: Discovery source passed in the API method parameter.
relations.sys_rel_source_info.source_feed	Any string that is a sub-discovery/scan within the discovery source. Default: 'UNKNOWN' is stored in the source_feed column when creating a record in sys_rel_source table.
relations.type	Type of relationship existing between the parent and child items. This must be a name field value from the CI Relationship Type [cmdb_rel_type] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. Error message detail "Chunk [...] is not a valid entry" indicates that the *options* query parameter is not in the correct name-value pair format. For example, specifying an *options* parameter of `partial` produces a 500 status code with "Chunk [partial] is not a valid entry" in the message detail.

Response body parameters (JSON or XML)

Name	Description

result	List of results produced by the query.
	
	Data type: Array
	
	`"result": [`
	
	`"additionalCommitte`
	`tems": [Array],`
	
	`"additionalCommitte`
	`elations": [Array],`
	`"items": [Array],`
	`"relations": [Arra`
	`]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.additionalCommittedItems	List of CIs not included in the request body *items* array to i or update. Data type: Array of Objects `"additionalCommitted ems": [ { "className": "String", "errorCount": Number, "identificationAtte ts": [Array], "inputIndices": [Array], "markers": [Array], "mergedPayloads" [Array], "operation": "String", "sysId": "String } ]`
result.additionalCommittedItems.className	The sys_class_name of this additional CI. Data type: String
result.additionalCommittedItems.errorCount	Number of errors encountered while processing this additiona Data type: Number
result.additionalCommittedItems.errors	List of errors encountered whil processing this additional CI. Data type: Array of Objects `"errors": [ { "error": "String "message": "String" } ]`
result.additionalCommittedItems.errors.error	Type of error encountered whil processing this additional CI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.additionalCommittedItems.errors.message	Error message encountered wh processing this additional CI. Data type: String
result.additionalCommittedItems.identificationAttempts	List of attempts made to identi this additional CI. Data type: Array of Objects `"identificationAttem s": [ { "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttri tes": [Array], "identiferName": "String", "searchOnTable": [Array] } ]`
result.additionalCommittedItems.identificationAttempts.attemptResult	Outcome of this additional CI identification attempt. Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule ta which exactly matched the specified attributes. • MULTI_MATCH: Identificatio failed with an error. Duplicate were found in the identifier r table when matching against specified attributes. • NO_MATCH: Identification fa No CI was found in the identi rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rul table search were not provid so the rule was not applied. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.additionalCommittedItems.identificationAttempts.attributes	Array of CI identifier entry attributes used during this additional CI identification atte Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_type "String" ]`
result.additionalCommittedItems.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attribu used during this additional CI identification attempt. Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"hybridEntryCiAttrib es": [ "name": "String", "serial_number": "String" ]`
result.additionalCommittedItems.identificationAttempts.identifierName	Identifier rule used for this additional CI identification atte Data type: String
result.additionalCommittedItems.identificationAttempts.searchOnTable	Name of the table searched for additional CI identification atte Data type: String
result.additionalCommittedItems.identifierEntrySysId	Sys_id for the identifier rule use identify this additional CI. Notable values: • Unknown: Identification of th additional CI failed. See *err* for details. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.additionalCommittedItems.inputIndices	List of index values for CIs from the request body *items* array correspond to this additional C Data type: Array of Objects `"inputIndices": [ { Number } ]`
result.additionalCommittedItems.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.additionalCommittedItems.mergedPayloads	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this additional C Data type: Array `"mergedPayloadIds": "String" ]`
result.additionalCommittedItems.operation	Operation performed for this additional CI. Possible values: • DELETE: An existing CI is removed from the target tabl • INSERT: The additional CI is inserted into the target table new record. • NO_CHANGE: No operation i performed for the additional • UPDATE: An existing CI in the target table is updated. • UPDATE_WITH_DOWNGRAD An existing CI in the target table is updated and its class changed to a more generic c (ancestor class). • UPDATE_WITH_SWITCH: An existing CI in the target table updated and its class is char

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	to another class which is not ancestor or descendent clas • UPDATE_WITH_UPGRADE: A existing CI in the target table updated and its class is char to a more specialized class (descendent class). Data type: String
result.additionalCommittedItems.sysId	Sys_id found for this additional through identification. Notable values: Unknown - Identification of this additional failed. See *errors* for details. Data type: String
result.additionalCommittedItems.warnings	List of warnings encountered w processing this additional CI. Data type: Array of Objects `"warnings": [ { "error": "String "message": "String" } ]`
result.additionalCommittedItems.warnings.error	Type of warning encountered w processing this additional CI. Data type: String
result.additionalCommittedItems.warnings.message	Warning message encountered while processing this additiona Data type: String
result.additionalCommittedRelations	List of dependent relationship CIs not included in the request body *relations* list to insert update. Data type: Array of Objects `"additionalCommitted lations": [ { "className": "String", "operation": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"markers": [Array], "inputIndices": [Array], "mergedPayloadIds": [Array] }]</pre>
result.additionalCommittedRelations.className	The sys_class_name of this additional dependent relations CI. Only supported value: • cmdb_rel_ci: The CI Relation table. Data type: String
result.additionalCommittedRelations.errorCount	Number of errors encountered while processing this additiona dependent relationship CI. Data type: Number
result.additionalCommittedRelations.errors	List of errors encountered whil processing this additional dependent relationship CI. Data type: Array of Objects <pre>"errors": [{ "error": "String "message": "String" }]</pre>
result.additionalCommittedRelations.errors.error	Type of error encountered while processing this additiona dependent relationship CI. Data type: String
result.additionalCommittedRelations.errors.message	Error message encountered while processing this additiona dependent relationship CI. Data type: String
result.additionalCommittedRelations.inputIndices	List of index values for depend relationship CI objects in the request body *relations* arr

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	that correspond to this additio dependent relationship CI. Data type: Array `"inputIndices": [ Number ]`
result.additionalCommittedRelations.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.additionalCommittedRelations.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this additional dependent relationship CI. Data type: Array `"mergedPayloadIds": "String" ]`
result.additionalCommittedRelations.operation	Operation performed for this additional dependent relations CI. Possible values: • INSERT: The dependent relationship CI is inserted int the target table as a new rec • INSERT_AS_INCOMPLETE: T dependent relationship CI ha errors and is inserted into the CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_paylo table. • INSERT_AS_PARTIAL: The dependent relationship CI ha errors and is inserted into the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• NO_CHANGE: No operation i performed for the dependen relationship CI. • UPDATE: An existing depend relationship CI in the target t is updated. Data type: String
result.items	List of CIs included in the requ body *items* array. Data type: Array of Objects `"items": [{ "additionalRelatedI ms": [Array], "className": "String", "duplicateLookupInd es": {Object}, "errorCount": Number, "errors": [Array "identificationAtte ts": [Array], "identifierEntrySys d": "String", "info": [Array], "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "operation": "String", "relatedItems": [Array], "relatedSysIds": [Array], "sysId": "String "warnings": [Array] }]`
result.items.additionalRelatedItems	List of related CIs (table lookup CI) from the CMDB

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	IRE Partial Payloads [cmdb_ire_partial_payloads] ta Data type: Array of Objects `"additionalRelatedIt s": [ { "className": "String", "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "sysId": "String } ]`
result.items.additionalRelatedItems.className	The sys_class_name of the rela item. Data type: String
result.items.additionalRelatedItems.inputIndices	List of index values for CIs from the request body *items* array correspond to this related item Data type: Array `"inputIndices": [ Number ]`
result.items.additionalRelatedItems.markers	List of marker values for interna use. Data type: Array `"markers": []`
result.items.additionalRelatedItems.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this related item. Data type: Array `"mergedPayloadIds": "String" ]`
result.items.additionalRelatedItems.sysId	Sys_id of this related CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.items.className	Sys_class_name of this CI. Data type: String
result.items.duplicateLookupIndices	Object containing arrays of ind values for *items.lookup* ar elements that reference the sa related CI. The array name indicates the first element from the request body *items.lookup* array th references a given related CI. I values are the set of additional elements from the same array reference the same related CI. Data type: Object This example shows a case where the second element in t *items.lookup* array referen the same related CI as a later element from that array: `"duplicateLookupIndi s": [ "2": [Array] ]`
result.items.errorCount	Number of errors encountered while processing this CI. Data type: Number
result.items.errors	List of errors encountered whil processing this CI. Data type: Array of Objects `"errors": [ { "error": "String "message": "String" } ]`
result.items.errors.error	Type of error encountered whil processing this CI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.items.errors.message	Error message encountered wh processing this CI. Data type: String
result.items.identificationAttempts	List of attempts made to identif this CI. Data type: Array of Objects `"identificationAttem s": [ { "attemptResult": "String", "attributes": [Array], "hybridEntryCiAttri tes": [Array], "identiferName": "String", "searchOnTable": [Array] } ]`
result.items.identificationAttempts.attemptResult	Outcome of this CI identificatio attempt. Possible values: • MATCHED: Identification succeeded. A unique CI was found in the identifier rule tal which exactly matched the specified attributes. • MULTI_MATCH: Identificatior failed with an error. Duplicate were found in the identifier ru table when matching against specified attributes. • NO_MATCH: Identification fa No CI was found in the identi rule table which matched the specified attributes. • SKIPPED: Identification not attempted. The attributes required for this identifier rul table search were not provid so the rule was not applied. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.items.identificationAttempts.attributes	List of CI identifier entry attribu used during this CI identificatio attempt. Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"attributes": [ "serial_number": "String", "serial_number_type "String", ]`
result.items.identificationAttempts.hybridEntryCiAttributes	List of CI identifier entry attribu used during this CI identificatio attempt. Data type: Array Attribute names and types dep on the request body data and t identifier in use, such as: `"hybridEntryCiAttrib es": [ "name": "String", "serial_number": "String" ]`
result.items.identificationAttempts.identifierName	Identifier rule used for this CI identification attempt. Data type: String
result.items.identificationAttempts.searchOnTable	Name of the table searched for CI identification attempt. Data type: String
result.items.identifierEntrySysId	Sys_id for the identifier rule use identify this CI. Notable values: • Unknown: Identification of th failed. For details, see *erro* Data type: String
result.items.info	List of additional information ab the processing of the item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"info": [ { "code": "String" "message": "String", "ruleSysId": "String" } ]`
result.items.info.code	Reclassification type that was skipped. Possible values: • SKIPPED_CLASS_SWITCH • SKIPPED_CLASS_DOWNGRA • SKIPPED_CLASS_UPGRADE
result.items.info.message	Message that provides additio insights into the reason for skipping the reclassification. Data type: String
result.items.info.ruleSysId	Sys_id of the reclassification restriction rule that was matche Applicable only when IRE skips reclassification due to reclassification restriction rule. This value is empty if the reclassification is skipped due payload or global flag. Data type: String
result.items.inputIndices	List of index values for CIs from the request body *items* array correspond to this CI. Data type: Array of Objects `"inputIndices": [ { Number } ]`
result.items.markers	List of marker values for interna use. Data type: Array `"markers": []`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.items.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this CI. Data type: Array `"mergedPayloadIds": [ "String" ]`
result.items.operation	Operation performed for this C Possible values: • DELETE: An existing CI is removed from the target tabl • INSERT: The CI is inserted in the target table as a new rec • NO_CHANGE: No operation i performed for the CI. • UPDATE: An existing CI in the target table is updated. • UPDATE_WITH_DOWNGRAD An existing CI in the target table is updated and its class changed to a more generic c (ancestor class). • UPDATE_WITH_SWITCH: An existing CI in the target table updated and its class is char to another class which is not ancestor or descendent clas • UPDATE_WITH_UPGRADE: A existing CI in the target table updated and its class is char to a more specialized class (descendent class). Data type: String
result.items.relatedItems	List of related CIs (table lookup CI) from the request body *`items.lookup`* array. Data type: Array of Objects `"relatedItems": [ { "className": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "sysId": "String" }</pre>
result.items.relatedItems.className	The sys_class_name of the rela item. Data type: String
result.items.relatedItems.inputIndices	List of index values for CIs and lookup items from the request body *items* and *items.lookup* arrays that correspond to this related item Data type: Array of Objects <pre>"inputIndices": [{ "mainIndex": Number, "subIndex": Numb }]</pre>
result.items.relatedItems.inputIndices.mainIndex	Index value from the request b *items* array that corresponds the CI parent of the related iter Data type: Number
result.items.relatedItems.inputIndices.subIndex	Index value from the request body *items.lookup* array th corresponds to the related item Data type: Number
result.items.relatedItems.markers	List of marker values for interna use. Data type: Array <pre>"markers": []</pre>
result.items.relatedItems.mergedPayloadIds	List of sys_id values for entries the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] ta that were merged into this CI during processing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array `"mergedPayloadIds": [ "String" ]`
result.items.relatedSysIds	List of sys_id values for related items (table lookup items) from request body *items.looku* array. Data type: Array Notable values: • null: No sys_id was identified this related item. `"relatedSysIds": [ Number, Number ]`
result.items.sysId	Sys_id found for this CI through identification. Notable values: • Unknown: Identification of th failed. See *errors* for detai Data type: String
result.items.warnings	List of warnings encountered w processing this CI. Data type: Array of Objects `"warnings": [ { "error": "String "message": "String" } ]`
result.items.warnings.error	Type of warning encountered w processing this CI. Data type: String
result.items.warnings.message	Warning message encountered while processing this CI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.logContextId	Context ID reported for this payload. Data type: String
result.relations	List of dependent relationship CIs from the request body *relations* array. Data type: Array of Objects `"relations": [ { "className": "String", "errorCount": Number, "errors": [Array "inputIndices": [Array], "markers": [Array], "mergedPayloadIds": [Array], "operation": "String", "warnings": [Array] } ]`
result.relations.className	The sys_class_name of this dependent relationship CI. Only supported value: • cmdb_rel_ci: The CI Relation table. Data type: String
result.relations.errorCount	Number of errors encountered while processing this depende relationship CI. Data type: Number
result.relations.errors	List of errors encountered whil processing this dependent relationship CI. Data type: Array of Objects `"errors": [ { "error": "String`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"message": "String" }]</pre>
result.relations.errors.error	Type of error encountered whil processing this dependent relationship CI. Data type: String
result.relations.errors.message	Error message encountered while processing this depende relationship CI. Data type: String
result.relations.inputIndices	List of index values for the dependent relationship CI obje in the request body *relatio* array that correspond to this dependent relationship CI. Data type: Array <pre>"inputIndices": [Number]</pre>
result.relations.markers	List of marker values for interna use. Data type: Array <pre>"markers": []</pre>
result.relations.mergedPayloadIds	List of sys_id values for partial payloads from the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table that were merged during processing of this dependent relationship CI. Data type: Array <pre>"mergedPayloadIds": "String"]</pre>
result.relations.operation	Operation performed for this dependent relationship CI. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• INSERT: The dependent relationship CI was inserted the target table as a new rec • INSERT_AS_INCOMPLETE: T dependent relationship CI ha errors and was inserted into CMDB IRE Incomplete Paylo [cmdb_ire_incomplete_paylo table. • INSERT_AS_PARTIAL: The dependent relationship CI ha errors and was inserted into the CMDB IRE Partial Payloa [cmdb_ire_partial_payloads] table. • NO_CHANGE: No operation w performed for the dependen relationship CI. • UPDATE: An existing depend relationship CI in the target t was updated. Data type: String
result.relations.warnings	List of warnings encountered while processing this depende relationship CI. Data type: Array of Objects `"warnings": [ { "error": "String "message": "String" } ]`
result.relations.warnings.error	Type of warning encountered while processing this depende relationship CI. Data type: String
result.relations.warnings.message	Warning message encountered while processing this depende relationship CI. Data type: String

Example: cURL request

Simulate submission of a partial payload for a computer CI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.servicenow.com/api/now/identifyreconcile/quer
yEnhanced" \
--request POST \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--user "username":"password" \
--data '{ \
  "items" : [ \
    { \
      "className" : "cmdb_ci_computer", \
      "sys_object_source_info" : { \
        "source_name" : "ServiceNow", \
        "source_native_key" : "ncomputer3367" \
      }, \
      "values" : { \
        "cpu_core_count" : "6", \
        "ram" : "8192", \
        "manufacturer" : "DELL", \
        "company" : "My Company" \
      } \
    } \
  ] \
}'
```

The response shows that the payload would be inserted into the CMDB IRE Partial Payloads [cmdb_ire_partial_payloads] table.


```
{
  "result": {
    "relations": [],
    "items": [
      {
        "identifierEntrySysId": "Unknown",
        "partialSysIds": [
          "1aec79151bb45010593876a61a4bcb28"
        ],
        "sysId": "Unknown",
        "errorCount": 0,
        "markers": [],
        "className": "cmdb_ci_computer",
        "inputIndices": [
          0
        ],
        "operation": "INSERT_AS_PARTIAL",
        "errors": [],
        "identificationAttempts": [
          {
            "info": "sys_object_source NO_MATCH",
            "attemptResult": "NO_MATCH",
            "identifierName": "",
            "attributes": [],
            "hybridEntryCiAttributes": []
          },
          {
            "attemptResult": "SKIPPED",
            "identifierName": "Hardware Rule",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "attributes": [
              "serial_number",
              "serial_number_type"
            ],
            "hybridEntryCiAttributes": [],
            "searchOnTable": "cmdb_serial_number"
          },
          {
            "attemptResult": "SKIPPED",
            "identifierName": "Hardware Rule",
            "attributes": [
              "serial_number"
            ],
            "hybridEntryCiAttributes": [],
            "searchOnTable": "cmdb_ci_hardware"
          },
          {
            "attemptResult": "SKIPPED",
            "identifierName": "Hardware Rule",
            "attributes": [
              "name"
            ],
            "hybridEntryCiAttributes": [],
            "searchOnTable": "cmdb_ci_hardware"
          },
          {
            "attemptResult": "SKIPPED",
            "identifierName": "Hardware Rule",
            "attributes": [
              "mac_address",
              "name"
            ],
            "hybridEntryCiAttributes": [],
            "searchOnTable": "cmdb_ci_network_adapter"
          }
        ],
        "warningCount": 1,
        "warnings": [
          {
            "message": "In payload missing
 minimum set of input values for criterion
 (matching) attributes from identify rule for table
 [cmdb_ci_hardware]. Add these input values in payload item
 '{\"className\":\"cmdb_ci_computer\",\"values\":
{\"discovery_source\":\"ServiceNow\",\"company\":\"My
 Company\",\"cpu_core_count\":\"6\",\"ram\":
\"8192\",\"manufacturer\":\"DELL\"},\"sys_object_source_info\":
{\"source_name\":\"ServiceNow\",\"source_native_key\":
\"ncomputer3367\"},\"settings\":{},\"sys_ire_info\":
{\"ire_received_time\":\"2020-05-14 20:14:51\"}}'",
            "error": "MISSING_MATCHING_ATTRIBUTES"
          }
        ],
        "mergedPayloadIds": [
          "7ddcb9551bb45010593876a61a4bcb08"
        ]
      }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ],
    "additionalCommittedRelations": [],
    "additionalCommittedItems": []
  }
}
```

Simulate submission of a second partial payload that would complete the description of the computer CI, with the summary generation Enhanced IRE option enabled.

```
curl
 "https://instance.servicenow.com/api/now/identifyreconcile/quer
yEnhanced?options=generate_summary:true" \
--request POST \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--user "username:password" \
--data '{ \
}'
```

The response shows that the computer CI would be inserted, and displays a summary of operations that would be performed.

```
{
  "result": {
    "relations": [],
    "hasError": false,
    "additionalCommittedItems": [],
    "hasWarning": false,
    "items": [
      {
        "relatedSysIds": [
          "735c79151bb45010593876a61a4bcb67"
        ],
        "identifierEntrySysId": "Unknown",
        "sysId": "ff5c79151bb45010593876a61a4bcb64",
        "errorCount": 0,
        "markers": [],
        "className": "cmdb_ci_computer",
        "inputIndices": [
          0
        ],
        "operation": "INSERT",
        "relatedItems": [
          {
            "operation": "INSERT",
            "warningCount": 0,
            "errors": [],
            "sysId": "735c79151bb45010593876a61a4bcb67",
            "className": "cmdb_ci_network_adapter",
            "errorCount": 0,
            "markers": [],
            "inputIndices": [
              {
                "subIndex": 0,
                "mainIndex": 0
              }
            ],
            "mergedPayloadIds": []
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
      ],
      "mergedPayloadIds": [
        "fe4c39151bb45010593876a61a4bcbd3"
      ],
      "identificationAttempts": [
        {
          "info": "sys_object_source NO_MATCH",
          "attemptResult": "NO_MATCH",
          "identifierName": "",
          "attributes": [],
          "hybridEntryCiAttributes": []
        },
        {
          "attemptResult": "SKIPPED",
          "identifierName": "Hardware Rule",
          "attributes": [
            "serial_number",
            "serial_number_type"
          ],
          "hybridEntryCiAttributes": [],
          "searchOnTable": "cmdb_serial_number"
        },
        {
          "attemptResult": "SKIPPED",
          "identifierName": "Hardware Rule",
          "attributes": [
            "serial_number"
          ],
          "hybridEntryCiAttributes": [],
          "searchOnTable": "cmdb_ci_hardware"
        },
        {
          "attemptResult": "SKIPPED",
          "identifierName": "Hardware Rule",
          "attributes": [
            "name"
          ],
          "hybridEntryCiAttributes": [],
          "searchOnTable": "cmdb_ci_hardware"
        },
        {
          "attemptResult": "NO_MATCH",
          "identifierName": "Hardware Rule",
          "attributes": [
            "mac_address",
            "name"
          ],
          "hybridEntryCiAttributes": [],
          "searchOnTable": "cmdb_ci_network_adapter"
        }
      ],
      "warningCount": 0
    }
  ],
  "additionalCommittedRelations": [],
  "summary": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "cmdb_ci_network_adapter": {
        "mergedPartialPayloads": 0,
        "inserted": 1,
        "partial": 0,
        "warnings": 0,
        "incomplete": 0,
        "additionalInserted": 0,
        "unchanged": 0,
        "skipped": 0,
        "updated": 0,
        "errors": 0
      },
      "cmdb_ci_computer": {
        "mergedPartialPayloads": 1,
        "inserted": 1,
        "partial": 0,
        "warnings": 0,
        "incomplete": 0,
        "additionalInserted": 0,
        "unchanged": 0,
        "skipped": 0,
        "updated": 0,
        "errors": 0
      }
    }
  }
}
```


Import Set API

The *Import Set* API provides endpoints that allow you to interact with import set tables.

This API transforms incoming data based on associated transform maps. The import set API supports synchronous transforms. The Import Set API mirrors the existing SOAP interface.

Security

Access to tables via the REST API is restricted by BasicAuth. To allow access to tables without any authentication or authorization, add the table name to sys_public.list. ACLs defined on tables are still enforced, and it is the administrator's responsibility to deactivate ACLs.

Import Set - GET /now/import/{stagingTableName}/{sys_id}

Retrieves the specified import staging record and resulting transformation result.

URL format

Versioned URL: `/api/now/{api_version}/import/{stagingTableName}/{sys_id}`

Default URL: `/api/now/import/{stagingTableName}/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
stagingTableName	Name of the table from which to obtain the import data. Data type: String
sys_id	Sys_id of the record that contains the data. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Indicates the specified resource was not available. As import set tables are deleted frequently based on a schedule, GET requests may return 404 Not Found responses if the transformation result no longer exists.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
import_set	Name of the import set. Data type: String
result	List of objects that contain information on the data sets that were imported. Data type: Array `"result": [ { "display_name": "String", "display_value": "String", "record_link": "String", "status": "String", "sys_id": "String", "table": "String", "transform_map": "String" } ]`
result.display_name	Display name of the specific column in the table for which the display value is true. For example, `number`. Data type: String
result.display_value	Display value of the *`display_name`* column. For example, `CHG0000123`. Data type: String
result.record_link	Table API GET request for the imported record. Data type: String
result.status	Status of the import. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.sys_id	Sys_id of the import record. Data type: String
result.table	Name of the table in which the data was imported. Data type: String
result.transform_map	Name of the transform map. Data type: String
staging_table	Name of the import staging table. Data type: String

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/now/import/imp_user/e2928b
e64f411200adf9f8e18110c777" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "import_set": "ISET0010001",
  "staging_table": "imp_user",
  "result": [
    {
      "transform_map": "User",
      "table": "sys_user",
      "display_name": "name",
      "display_value": "John Public",
      "record_link":
 "https://instance.service-now.com/api/now/table/sys_user/ea928b
e64f411200adf9f8e18110c777",
      "status": "inserted",
      "sys_id": "ea928be64f411200adf9f8e18110c777"
    }
  ]
}
```

Import Set - POST /now/import/{stagingTableName}

Inserts incoming data into a specified staging table and triggers transformation based on predefined transform maps in the import set table.

Transformation occurs synchronously. For each transform map that you define, the responses include transformation results such as information on the target records.

Note: The status_message and error_message fields on transformation scripts are processed and returned in response, along with any custom response fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/import/{stagingTableName}`

Default URL: `/api/now/import/{stagingTableName}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Note: The Import Set POST method accepts only name-value pairs of String data types in request body parameters. If any other data type is provided, the resulting value stored in the import set table might not conform to the intended format. For example, the ":" notion of the nested JSON object is changed to "=".

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
stagingTableName	Name of the table from which to import the data. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
Call specific	Name-value pairs to insert in the import fields. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
201	Successful. The request was successfully created.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
import_set	Name of the import set. Data type: String
result	List of objects that contain information on the data sets that were imported. Data type: Array

```
"result": [
  {
    "display_name": "String",
    "display_value": "String",
    "record_link": "String",
    "status": "String",
    "sys_id": "String",
    "table": "String",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"transform_map": "String"
	}
	]</pre>

result.display_name	Display name of the specific column in the table for which the display value is true. For example, `number`. Data type: String
result.display_value	Display value of the *`display_name`* column. For example, CHG0000123. Data type: String
result.record_link	Table API GET request for the imported record. Data type: String
result.status	Status of the import. Data type: String
result.sys_id	Sys_id of the import record. Data type: String
result.table	Name of the table in which the data was imported. Data type: String
result.transform_map	Name of the transform map. Data type: String
staging_table	Name of the import staging table. Data type: String

Example: Sample cURL request

```
curl "https://instance.servicenow.com/api/now/import/imp_user" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data
 "{'first_name':'John','last_name':'Public','user_id':'john.publ
ic','email':'john.public@company.com'}" \
--user "username":"password"
```

```
{
  "import_set": "ISET0010001",
  "staging_table": "imp_user",
  "result": [
    {
      "transform_map": "User",
      "table": "sys_user",
      "display_name": "name",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "display_value": "John Public",
      "record_link":
 "https://instance.servicenow.com/api/now/table/sys_user/ea928be
64f411200adf9f8e18110c777",
      "status": "inserted",
      "sys_id": "ea928be64f411200adf9f8e18110c777"
    }
  ]
}
```

Import Set - POST /now/import/{stagingTableName}/insertMultiple

Inserts multiple records into a specified staging table and triggers transformation based on predefined transform maps or Robust Transform Engine (RTE) configurations in a single request.

Transformation is asynchronous by default. To set synchronous transformation, create a new record in the Rest Insert Multiples [sys_rest_insert_multiple] table, select the source table, and set the transformation to synchronous.

This endpoint can send a request body in two possible formats.

Data source file format

If you generate a staging table from a JSON data source, match the JSON format of the source file.

Staging table column format

Default. Matches the staging table column request body format in key value pairs.

URL format

Versioned URL: `/api/now/{api_version}/import/{stagingTableName}/insertMultiple`

Default URL: `/api/now/import/{stagingTableName}/insertMultiple`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Note: The Import Set POST method accepts only name-value pairs of String data types in request body parameters. If any other data type is provided, the resulting value stored in the import set table might not conform to the intended format. For example, the ":" notion of the nested JSON object is changed to "=".

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
stagingTableName	Name of the import set table from which to import the data. Refer to Import sets key concepts. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
multi_import_set_id	Sys_id of an entry in the Multi Import Sets [sys_multi_import_set] table. If specified, adds the current import to this multiple import set instead of adding to a new multiple import set. Data type: String Table:
run_after	Sys_id of the entry to run. Enables running the current import set after the specified import set is complete. You can use this parameter to enforce the sequential order of imports. This parameter is only valid in asynchronous transformations. Data type: String Table: Import Sets [sys_import_set]

Request body (JSON)

Format	Description
Data source file	This request body format matches the JSON file format used to create the data source. Provide the request body in the same format as the JSON in the data source. JSON input varies depending on the properties in your data source. Refer to JSON information in File type data source. • This option is only available if the staging table was created using a JSON data source. Refer to Create a File type data source. • You must define the path of the data source in the Data Source [sys_data_source] table in the **Path for each row** field. • To change the default behavior for the REST Insert Multiple user, create an entry in the REST Insert Multiples [sys_rest_insert_multiple] table. • Enable the **Use data source format** in the REST insert multiple entry. Data type: Object
Staging table column (default)	This request body format matches staging table columns. Use the *records* array of key-value pairs matching the staging table column to insert in the import fields. Each JSON key is maps the table column to a JSON value representing the value to be inserted. JSON input varies depending on what fields are in your staging table. The column mapping default key value is to the column table. `{ "records":[ { "<ColumnLabel1>":"<value>", "<ColumnLabel2>":"<value>" }, { "<ColumnLabel1>":"<value>", "<ColumnLabel2>":"<value>"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body (JSON) (continued)

Format	Description

	<pre> }
	    ]
	}</pre>
	You can modify mapping settings by adding an entry in the Rest Insert Multiples [sys_rest_insert_multiple] table and changing the **Column mapping** from **Label** to **Column name**.
	<pre>{
	   "records":[
	      {
	         "<column_name1>":"<value>",
	         "<column_name2>":"<value>"
	      },
	      {
	         "<column_name1>":"<value>",
	         "<column_name2>":"<value>"
	      }
	   ]
	}</pre>
	The Data dictionary tables provides details on table fields in the system.
	
	Data type: Array

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
201	Successful. The request was successfully created.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body (JSON)

Name	Description
import_set_id	Sys_id of the added record. For asynchronous requests, you can use this value to run another import set after this import set process is complete. Data type: String Table: Import Sets [sys_import_set]
multi_import_set_id	Sys_id of the added record. Use this value to group multiple import sets into one set. Data type: String Table: Multi Import Sets [sys_multi_import_set]

Example: Sample cURL request

The following example shows how to run a transform on an import table called u_employee_import_set_table using the staging table column format.

```
curl
 "https://instance.servicenow.com/api/now/import/u_employee_impo
rt_set_table/insertMultiple" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"records\": [
  {
   \"Address\": \"Hollywood\",
   \"Name\": \"Tom\",
   \"ID\": \"123\"
  },
  {
   \"Address\": \"Vine\",
   \"Name\": \"Irene\",
   \"ID\": \"456\"
  }
  ]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}" \
--user 'username':'password'
```

Results include sys_ids for new records in the Import Sets [sys_import_set] and Multi Import Sets [sys_multi_import_set] tables.

```
{
  "import_set_id": "<import_set_sys_id>",
  "multi_import_set_id": "<multi_import_set_sys_id>"
}
```

Install Base Item API

The *Install Base Item* API provides endpoints to access and manage install base items records within a ServiceNow instance.

An install base item represents an instance of a product that has been configured for a customer. Install base items enable you to track all purchases made by a customer.

You can also perform CRUD operations on the Install Base Related Parties related list using this API. In addition, you can read records in other install base items related lists, such as cases, contracts, entitlements, maintenance plans, sold products, and work orders.

To access this API you must have either the sn_install_base.ib_api_write or sn_install_base.ib_api_read role depending on the type of CRUD action that you are trying to perform.

To access the various endpoints in this API the following plugins must be installed:

- Customer Service Install Base Management (com.snc.install_base)
- Planned Work Management (sn_fsm_planned_wm) if you want to retrieve maintenance plan and work order data.

This API runs in the `sn_install_base` namespace.

Note: This API only returns non-empty fields in the endpoint responses. Also, none of the system level fields (those prefaced with "sys_") are returned except the sys_id field.

For additional information on install base items, see Create an install base item.

Install Base Item - DELETE /sn_install_base/integrations/installbaseitems/{id}/relatedparties/{related_party_sys_id}

Disassociates a specified related parties record from a specified install base item record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/relatedparties/{related_party_sys_id}`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/relatedparties/{related_party_sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
related_party_sys_id	Sys_id of the related party record. Data type: String Table: Install Base Related Party [sn_install_base_related_party]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
result	Description of the endpoint results. Data type: Object
result.status	Status of the endpoint request. Possible values: • SUCCESS • FAILURE Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/f77c7542b7343300ece839a6ee11a991/relatedpart
ies/2a42dfae872521100b6afc86dabb356b" \
--request DELETE \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "status": "SUCCESS"
  }
}
```

Install Base Item - GET /sn_install_base/integrations/installbaseitems

Returns all install base items. You can pass parameters within the call to filter the return results.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems`

Default URL: `/api/sn_install_base/integrations/installbaseitems`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
field name-value pairs	Field-value pairs to use to filter the install base item records. If you specify a different table in *`sys_class_name`*, then specify the fields in that table. You can pass one or more field-value pairs to filter the return results. For example, to return only records where the state field is set to "in_use" and the status field is set to "replacement", pass the follow: `&state=in_use&status=replacement`. Data type: String Default: All fields

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: Install Base Item [sn_istall_base_item]
related_party	Sys_id of a related party record. Filters the install base item records based on the specified related party. A related party can be linked to an install base item or a sold product. Valid values: • account sys_id: Located in the Account [customer_account] table. • consumer sys_id: Located in the Consumer [csm_consumer] table. • contact sys_id: Located in the Contact [customer-contact] table. • service organization sys_id: Located in the Service Organization [sn_customer_service_organization] table. • user sys_id: Located in the User [sys-user] table. Data type: String Table: Install Base Related Party [sn_install_base_related_party]
responsibility	Sys_id of the associated responsibility record. This record defines the access level for the install base information. This parameter is only valid if the *related_party* field is also specified. If specified, it only returns the install base items that match both the *related_party* and *responsibility* parameters. For additional information, see Configure related parties for items received. Data type: String
sys_class_name	If the desired records are in a table that extends the Install Base Items [sn_install_base_item] table, the name of the extended table to query. Data type: String
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *sysparm_limit* values can impact system performance. Data type: Number Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

The following return results only describe the return values for records returned from the Install Base Items [sn_install_base_items] table.

Name	Description
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
has_more	Flag that indicates whether there are more records in the table to return. Possible values: • true: More records to return. • false: No more records to return. Data type: Boolean string
items	List of the install base items that matched the specified filter results. Data type: Array of Objects `"items":[ { "account": {Object}, "active": "String", "asset": {Object}, "configuration_item": {Object}, "consumer": {Object}, "consumer_profile": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"contact": {Object}, "health_status": {Object}, "health_status_last_updated": "String", "household": {Object}, "install_date": {Object}, "location": {Object}, "name": "String", "number": "String", "parent": {Object}, "product": {Object}, "service_context": {Object}, "service_organization" {Object}, "sys_class_name": "String", "sys_id": "String", "sys_mod_count": "String", "state": {Object}, "status": {Object}, "uninstall_date": "String" }]

items.account	Details about the customer account associated with the install base item record.
	
	Data type: Object
	"account": {
	"display_value": "String",
	"sys_id": "String"
	}

items.account.display_value	Text name of the customer account associated with the install base item record. Use this value to display the customer account name in the UI. Data type: String
items.account.sys_id	Sys_id of the customer account record associated with the install base item record. Data type: String
items.active	Flag that indicates whether the install base item is active. Possible values: • true: Install base item is active. • false: Install base item is inactive. Data type: Boolean String
items.asset	Details about the asset associated with the install base item record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"asset": { "display_value": "String", "sys_id": "String" }`
items.asset.display_value	Text name of the asset associated with the install base item record. Use this value to display the asset name in the UI. Data type: String
items.asset.sys_id	Sys_id of the asset record associated with the install base item record. Data type: String
items.configuration_item	Details about the configuration item associated with the install base item record. Data type: Object `"configuration_item": { "display_value": "String", "sys_id": "String" }`
items.configuration_item.display_value	Text name of the configuration item associated with the install base item record. Use this value to display the configuration item name in the UI. Data type: String
items.configuration_item.sys_id	Sys_id of the configuration item record associated with the install base item record. Data type: String
items.consumer	Details about the consumer associated with the install base item record. **Note:** The consumer field is only available if the B2B2C plugin is installed. Data type: Object `"consumer": { "display_value": "String", "sys_id": "String" }`
items.consumer.display_value	Text name of the consumer associated with the install base item record. Use this value to display the consumer name in the UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
items.consumer.sys_id	Sys_id of the consumer record associated with the install base item record. Data type: String
items.consumer_profile	Details about the consumer profile associated with the install base item record. **Note:** The consumer profile field is only available if the B2B2C plugin is installed. Data type: Object `"consumer_profile": { "display_value": "String", "sys_id": "String" }`
items.consumer_profile.display_value	Text name of the consumer profile associated with the install base item record. Use this value to display the consumer profile name in the UI. Data type: String
items.consumer_profile.sys_id	Sys_id of the consumer profile record associated with the install base item record. Data type: String
items.contact	Details about the account contact responsible for the install base item record. Data type: Object `"contact": { "display_value": "String", "sys_id": "String" }`
items.contact.display_value	Text name of the account contact associated with the install base item record. Use this value to display the account contact name in the UI. Data type: String
items.contact.sys_id	Sys_id of the account contact record associated with the install base item record. Data type: String
items.health_status	Details about the current health status of the install base item. Only returned if the Proactive Customer Service Operations (com.snc.proactive_cs_itom) plugin is installed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"health_status": { "display_value": "String", "value": "String" }`
items.health_status.display_value	Text string of the current health status of the install base item. Use this value to display the health status in the UI. Data type: String
items.health_status.value	Internal value of the health status of the install base item. Data type: String
items.health_status_last_updated	Date and time when the health status was last updated for the install base item. Data type: String
items.household	Details about the household associated with the install base item record. Only returned if the Customer Service Household (com.snc.household) plugin is installed. Data type: Object `"household": { "display_value": "String", "sys_id": "String" }`
items.household.display_value	Text name of the household associated with the install base item record. Use this value to display the household name in the UI. Data type: String
items.household.sys_id	Sys_id of the household associated with the install base item record. Data type: String
items.install_date	Details about the date when the install base item became active. Data type: Object `"install_date": { "display_value": "String", "value": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
items.install_date.display_value	Text install date. Use this value to display the install date in the UI. Data type: String
items.install_date.value	Internal value of the install date. Data type: String
items.location	Details about the location of the install base item. Data type: Object `"location": { "display_value": "String", "sys_id": "String" }`
items.location.display_value	Text name of the install base item location. Use this value to display the location name in the UI. Data type: String
items.location.sys_id	Sys_id of the location record associated with the install base item record. Data type: String
items.name	Name of the install base item. Data type: String
items.number	Unique ID of the install base item. Data type: String
items.parent	Details about the parent record of the install base item record. Data type: Object `"parent": { "display_value": "String", "sys_id": "String" }`
items.parent.display_value	Text name of the parent record associated with the install base item record. Use this value to display the parent name in the UI. Data type: String
items.parent.sys_id	Sys_id of the parent record associated with the install base item record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
items.product	Details about the product model associated with the install base item record. Use this information to identify the services associated with any product model. Data type: Object `"product": { "display_value": "String", "sys_id": "String" }`
items.product.display_value	Text name of the product model associated with the install base item record. Use this value to display the product name in the UI. Data type: String
items.product.sys_id	Sys_id of the product model record associated with the install base item record. Data type: String
items.service_context	Details about the service context associated with the install base item record. Data type: Object `"service_context": { "display_value": "String", "sys_id": "String" }`
items.service_context.display_value	Text name of the service context associated with the install base item record. Use this value to display the service context name in the UI. Data type: String
items.service_context.sys_id	Sys_id of the service context record associated with the install base item record. Data type: String
items.service_organization	Details about the service organization associated with the install base item record. Only returned if the Service Organization (com.snc.service_organization) plugin is installed. Data type: Object `"service_organization": { "display_value": "String", "sys_id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
items.service_organization.display_value	Text name of the service organization associated with the install base item record. Use this value to display the service organization name in the UI. Data type: String
items.service_organization.sys_id	Sys_id of the service organization record associated with the install base item record. Data type: String
items.sys_class_name	Table containing the install base item record. Data type: String
items.sys_id	Sys_id of the install base item record. Located in the table specified in the *sys_class_name* parameter. Data type: String
items.sys_mod_count	Number of times that the associated install base item record has been modified. Data type: String
items.state	Details about the current state of the install base item. Data type: Object `"state": { "display_value": "String", "value": "String" }`
items.state.display_value	Text string of the current state of the install base item. Use this value to display the state in the UI. Data type: String
items.state.value	Internal value of the state of the install base item. Data type: String
items.status	Details about the status of the install base item. Data type: Object `"status": { "display_value": "String", "value": "String" }`
items.status.display_value	Text string of the status of the install base item. Use this value to display the status in the UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
items.status.value	Internal value of the status of the install base item. Data type: String
items.uninstall_date	Details about the date when the install base item became inactive. Data type: Object `"uninstall_date": { "display_value": "String", "value": "String" }`
items.uninstall_date.display_value	Text uninstall date. Use this value to display the uninstall date in the UI. Data type: String
items.uninstall_date.value	Internal value of the uninstall date. Data type: String
status	Status of the endpoint call. Data type: String
sysparm_depth	Number of levels deep the returned child install base item is in the hierarchy. Data type: Integer
sysparm_limit	Number of records that were returned. If this value isn't specified in the original request, it uses the default value. Data type: Number
sysparm_offset	Offset (starting point) in the associated table from which records were evaluated and retrieved. Data type: String

Example: cURL request

The following code example shows a simple call that only returns a single record starting at offset 5.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/v1/integra
tions/installbaseitems?sysparm_limit=1&sysparm_offset=5" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Return results:


```
{
  "result": {
    "sysparm_offset": "5",
    "sysparm_limit": 1,
    "has_more": true,
    "items": [
      {
        "sys_class_name": "sn_install_base_item",
        "number": "IBITM0011OO",
        "sys_id": "181df7ff530a1110539dddeeff7b12f4",
        "state": {
          "value": "in_use",
          "display_value": "In Use"
        },
        "sys_mod_count": "2",
        "active": "true",
        "configuration_item": {
          "sys_id": "62446ae8535e5510539dddeeff7b12db",
          "display_value": "boxeoproderp"
        },
        "name": "boxeoproderp",
        "account": {
          "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
          "display_value": "Boxeo"
        }
      }
    ],
    "status": "SUCCESS"
  }
}
```


Example: cURL request

The following code example shows how to search for the fields *state* = "in_use" and *status* = "replacement" within the Install Base Item table.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems?state=in_use&status=replacement" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:


```
{
  "result": {
    "sysparm_offset": "0",
    "sysparm_limit": "10",
    "has_more": false,
    "items": [
      {
        "parent": {
          "sys_id": "ffd023f453de9910539dddeeff7b1264",
          "display_value": "Point of Sale System"
        },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_class_name": "sn_install_base_item",
        "number": "IBITM001140",
        "sys_id": "a1a123745312d910539dddeeff7b127b",
        "state": {
          "value": "in_use",
          "display_value": "In Use"
        },
        "install_date": {
          "value": "2018-12-14 07:00:00",
          "display_value": "2018-12-13 23:00:00"
        },
        "product": {
          "sys_id": "2dd1e7b753421110539dddeeff7b12d1",
          "display_value": "Stand"
        },
        "active": "true",
        "name": "Stand",
        "service_organization": {
          "sys_id": "42b51f5ab3401010700b4d43c6a8dc5a",
          "display_value": "LA City Center - West"
        },
        "status": {
          "value": "replacement",
          "display_value": "Replacement"
        }
      },
      {
        "parent": {
          "sys_id": "ffd023f453de9910539dddeeff7b1264",
          "display_value": "Point of Sale System"
        },
        "sys_class_name": "sn_install_base_item",
        "number": "IBITM001139",
        "sys_id": "d0916bb05312d910539dddeeff7b1232",
        "state": {
          "value": "in_use",
          "display_value": "In Use"
        },
        "install_date": {
          "value": "2018-12-14 07:00:00",
          "display_value": "2018-12-13 23:00:00"
        },
        "product": {
          "sys_id": "dfc127b753421110539dddeeff7b12ac",
          "display_value": "Register"
        },
        "active": "true",
        "name": "Register",
        "service_organization": {
          "sys_id": "42b51f5ab3401010700b4d43c6a8dc5a",
          "display_value": "LA City Center - West"
        },
        "status": {
          "value": "replacement",
          "display_value": "Replacement"
        }
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      {
        "parent": {
          "sys_id": "ffd023f453de9910539dddeeff7b1264",
          "display_value": "Point of Sale System"
        },
        "sys_class_name": "sn_install_base_item",
        "number": "IBITM0001141",
        "sys_id": "ffb123745312d910539dddeeff7b12cb",
        "state": {
          "value": "in_use",
          "display_value": "In Use"
        },
        "install_date": {
          "value": "2018-12-14 07:00:00",
          "display_value": "2018-12-13 23:00:00"
        },
        "product": {
          "sys_id": "59e1e7b753421110539dddeeff7b12cc",
          "display_value": "Terminal"
        },
        "active": "true",
        "name": "Terminal",
        "service_organization": {
          "sys_id": "42b51f5ab3401010700b4d43c6a8dc5a",
          "display_value": "LA City Center - West"
        },
        "status": {
          "value": "replacement",
          "display_value": "Replacement"
        }
      }
    ],
    "status": "SUCCESS"
  }
}
```


Example: cURL request

The following code example shows how to filter the return results using the *related_party* and *responsibility* query parameters.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems?related_party=dc0185d94f341200025ba3618110c7
7c&responsibility=c009bbedb3730010700b4d43c6a8dce" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:


```
{
  "result": {
    "sysparm_offset": "0",
    "sysparm_limit": "10",
    "has_more": false,
    "items": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "sys_class_name": "sn_install_base_item",
      "number": "IBITM0001004",
      "sys_id": "3ea014a778de1110f877d304c76fdd0d",
      "state": {
        "value": "in_use",
        "display_value": "In Use"
      },
      "consumer": {
        "sys_id": "feb5139ab3401010700b4d43c6a8dc43",
        "display_value": "Kenny Smith"
      },
      "product": {
        "sys_id": "63c8bc977892111 0f877d304c76fdd34",
        "display_value": "X4 Sport Utility 4D"
      },
      "active": "true",
      "name": "X4 Sport Utility 4D",
      "status": {
        "value": "original",
        "display_value": "Original"
      }
    },
    {
      "sys_class_name": "sn_install_base_item",
      "number": "IBITM001003",
      "sys_id": "6e94e3c853500010df5dddeeff7b1234",
      "contact": {
        "sys_id": "4d147a386f0331003b3c498f5d3ee437",
        "display_value": "Julie Lewis"
      },
      "active": "true",
      "configuration_item": {
        "sys_id": "a96a570453500010df5dddeeff7b1206",
        "display_value": "boxeosandbox"
      },
      "name": "Boxeo - Sandbox",
      "account": {
        "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
        "display_value": "Boxeo"
      }
    },
    {
      "sys_class_name": "sn_install_base_item",
      "number": "IBITM0001010",
      "sys_id": "83332fde87e5a1105d0055373cbb3567",
      "contact": {
        "sys_id": "ddce70866f9331003b3c498f5d3ee417",
        "display_value": "George Warren"
      },
      "state": {
        "value": "in_use",
        "display_value": "In Use"
      },
      "install_date": {
        "value": "2023-02-26 18:59:52",
        "display_value": "2023-02-26 10:59:52"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        "health_status": {
          "value": "not_available",
          "display_value": "Not Available"
        },
        "product": {
          "sys_id": "a9a2d0c3c6112276010db16c5ddd3461",
          "display_value": "Lenovo ThinkStation S20"
        },
        "active": "true",
        "configuration_item": {
          "sys_id": "affd3c8437201000deeabfc8bcbe5dc3",
          "display_value": "*BETH-IBM"
        },
        "name": "IB B2B",
        "location": {
          "sys_id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
          "display_value": "100 South Charles Street,
Baltimore,MD"
        },
        "asset": {
          "sys_id": "bfc1fa8837f3100044e0bfc8bcbe5ddf",
          "display_value": "P1000228 - Lenovo ThinkStation S20"
        },
        "account": {
          "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
          "display_value": "Boxeo"
        },
        "status": {
          "value": "original",
          "display_value": "Original"
        }
      },
      {
        "sys_class_name": "sn_install_base_item",
        "number": "IBITM0001011",
        "sys_id": "9d766f168729a1105d0055373cbb3597",
        "health_status": {
          "value": "not_available",
          "display_value": "Not Available"
        },
        "product": {
          "sys_id": "8583ce8237732000158bbfc8bcbe5dd9",
          "display_value": "Fujitsu 1TB Hybrid Solid State
Drive"
        },
        "active": "true",
        "name": "IBA",
        "account": {
          "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
          "display_value": "Boxeo"
        }
      },
      {
        "sys_class_name": "sn_install_base_item",
        "number": "IBITM0001013",
        "sys_id": "bd955a2687ada1100b6afc86dabb35fb",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "health_status": {
          "value": "not_available",
          "display_value": "Not Available"
        },
        "consumer": {
          "sys_id": "59e788fbdb1b1200b6075200cf9619d2",
          "display_value": "Gilly Parker"
        },
        "product": {
          "sys_id": "1a13974053500010df5dddeeff7b122c",
          "display_value": "12000XHD Digital Press"
        },
        "active": "true",
        "name": "IBConsumer"
      },
      {
        "sys_class_name": "sn_install_base_item",
        "number": "IBITM0000901",
        "sys_id": "f77c7542b7343300ece839a6ee11a991",
        "product": {
          "sys_id": "8583ce8237732000158bbfc8bcbe5dd9",
          "display_value": "Fujitsu 1TB Hybrid Solid State
 Drive"
        },
        "active": "true",
        "name": "KX Series - KX5001",
        "account": {
          "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
          "display_value": "Boxeo"
        }
      }
    ],
    "status": "SUCCESS"
  }
}
```


Install Base Item - GET /sn_install_base/integrations/installbaseitem/{id}

Returns a specified install base item record and its child hierarchy.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitem/{id}`

Default URL: `/api/sn_install_base/integrations/installbaseitem/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]

Query parameters

Name	Description
sys_class_name	If the intended record is in a table that extends the Install Base Items [sn_install_base_item] table, the name of the extended table to query. This table must extend the sn_install_base_item table. Data type: String
sysparm_depth	Maximum depth of the child install base item's hierarchy to return. Data type: Integer Default: 7 Maximum: 10
sysparm_limit	Maximum number records to return in each child hierarchy. Data type: Integer Default: 10 Maximum: 100

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

childinstallbase	List of child install base item records associated with the specified install base item.
	
	Data type: Object
	
	`"childinstallbase": {`
	`  "items": [Array],`
	`  "sysparm_depth": Integer`
	`}`

childinstallbase.items	Child install base items associated with the specified install base item. The values within this array are defined under the *items[]* array further down in this section.
childinstallbase.sysparm_depth	Child-level of the install base item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Integer
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
has_children	Flag that indicates whether the requested install base item record has child install base item records. • true: Has child install base item records. • false: Doesn't have child install base item records. Data type: Boolean
item	Install base item that matched the specified filter results. Data type: Object `"item": { "account": {Object}, "active": "String", "asset": {Object}, "configuration_item": {Object}, "consumer": {Object}, "consumer_profile": {Object}, "contact": {Object}, "health_status": "Object", "health_status_last_updated": "String", "household": {Object}, "install_date": {Object}, "location": {Object}, "name": "String", "number": "String", "parent": {Object}, "product": {Object}, "service_context": {Object}, "service_organization" {Object}, "sys_class_name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_id": "String",
	"state": {Object},
	"status": {Object},
	"uninstall_date": "String"
	}</pre>

item.account	Details about the customer account associated with the install base item record.
	
	Data type: Object
	<pre>"account": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

item.account.display_value	Text name of the customer account associated with the install base item record. Use this value to display the customer account name in the UI. Data type: String
item.account.sys_id	Sys_id of the customer account record associated with the install base item record. Data type: String
item.active	Flag that indicates whether the install base item is active. Possible values: • true: Install base item is active. • false: Install base item is inactive. Data type: Boolean String

item.asset	Details about the asset associated with the install base item record.
	
	Data type: Object
	<pre>"asset": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

item.asset.display_value	Text name of the asset associated with the install base item record. Use this value to display the asset name in the UI. Data type: String
item.asset.sys_id	Sys_id of the asset record associated with the install base item record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
item.configuration_item	Details about the configuration item associated with the install base item record. Data type: Object `"configuration_item": { "display_value": "String", "sys_id": "String" }`
item.configuration_item.display_value	Text name of the configuration item associated with the install base item record. Use this value to display the configuration item name in the UI. Data type: String
item.configuration_item.sys_id	Sys_id of the configuration item record associated with the install base item record. Data type: String
item.consumer	Details about the consumer associated with the install base item record. **Note:** The consumer field is only available if the B2B2C plugin is installed. Data type: Object `"consumer": { "display_value": "String", "sys_id": "String" }`
item.consumer.display_value	Text name of the consumer associated with the install base item record. Use this value to display the consumer name in the UI. Data type: String
item.consumer.sys_id	Sys_id of the consumer record associated with the install base item record. Data type: String
item.consumer_profile	Details about the consumer profile associated with the install base item record. **Note:** The consumer profile field is only available if the B2B2C plugin is installed. Data type: Object `"consumer_profile": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_id": "String"
	}</pre>

item.consumer_profile.display_value	Text name of the consumer profile associated with the install base item record. Use this value to display the consumer profile name in the UI. Data type: String
item.consumer_profile.sys_id	Sys_id of the consumer profile record associated with the install base item record. Data type: String

item.contact	Details about the account contact responsible for the install base item record.
	
	Data type: Object
	<pre>"contact": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

item.contact.display_value	Text name of the account contact associated with the install base item record. Use this value to display the account contact name in the UI. Data type: String
item.contact.sys_id	Sys_id of the account contact record associated with the install base item record. Data type: String

item.health_status	Details about the current health status of the install base item. Only returned if the Proactive Customer Service Operations (com.snc.proactive_cs_itom) plugin is installed.
	
	Data type: Object
	<pre>"health_status": {
	"display_value": "String",
	"value": "String"
	}</pre>

item.health_status.display_value	Text string of the current health status of the install base item. Use this value to display the health status in the UI. Data type: String
item.health_status.value	Internal value of the health status of the install base item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.health_status_last_updated	Date and time when the health status was last updated for the install base item. Data type: String
item.household	Details about the household associated with the install base item record. Only returned if the Customer Service Household (com.snc.household) plugin is installed. Data type: Object `"household": { "display_value": "String", "sys_id": "String" }`
item.household.display_value	Text name of the household associated with the install base item record. Use this value to display the household name in the UI. Data type: String
item.household.sys_id	Sys_id of the household associated with the install base item record. Data type: String
item.install_date	Details about the date when the install base item became active. Data type: Object `"install_date": { "display_value": "String", "value": "String" }`
item.install_date.display_value	Text install date. Use this value to display the install date in the UI. Data type: String
item.install_date.value	Internal value of the install date. Data type: String
item.location	Details about the location of the install base item. Data type: Object `"location": { "display_value": "String", "sys_id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.location.display_value	Text name of the install base item location. Use this value to display the location name in the UI. Data type: String
item.location.sys_id	Sys_id of the location record associated with the install base item record. Data type: String
item.name	Name of the install base item. Data type: String
item.number	Unique ID of the install base item. Data type: String
item.parent	Details about the parent record of the install base item record. Data type: Object `"parent": { "display_value": "String", "sys_id": "String" }`
item.parent.display_value	Text name of the parent record associated with the install base item record. Use this value to display the parent name in the UI. Data type: String
item.parent.sys_id	Sys_id of the parent record associated with the install base item record. Data type: String
item.product	Details about the product model associated with the install base item record. Use this information to identify the services associated with any product model. Data type: Object `"product": { "display_value": "String", "sys_id": "String" }`
item.product.display_value	Text name of the product model associated with the install base item record. Use this value to display the product name in the UI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.product.sys_id	Sys_id of the product model record associated with the install base item record. Data type: String
item.service_context	Details about the service context associated with the install base item record. Data type: Object `"service_context": { "display_value": "String", "sys_id": "String" }`
item.service_context.display_value	Details about the service context associated with the install base item record. Data type: Object `"service_context": { "display_value": "String", "sys_id": "String" }`
item.service_context.sys_id	Sys_id of the service context record associated with the install base item record. Data type: String
item.service_organization	Details about the service organization associated with the install base item record. Only returned if the Service Organization (com.snc.service_organization) plugin is installed. Data type: Object `"service_organization": { "display_value": "String", "sys_id": "String" }`
item.service_organization.display_value	Text name of the service organization associated with the install base item record. Use this value to display the service organization name in the UI. Data type: String
item.service_organization.sys_id	Sys_id of the service organization record associated with the install base item record. Data type: String
item.sys_class_name	Table containing the install base item record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.sys_id	Sys_id of the install base item record. Located in the table specified in the *sys_class_name* parameter. Data type: String
item.sys_mod_count	Number of times that the associated install base item record has been modified. Data type: String

item.state	Details about the current state of the install base item.
	
	Data type: Object
	
	`"state": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

item.state.display_value	Text string of the current state of the install base item. Use this value to display the state in the UI. Data type: String
item.state.value	Internal value of the state of the install base item. Data type: String

item.status	Details about the status of the install base item.
	
	Data type: Object
	
	`"status": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

item.status.display_value	Text string of the status of the install base item. Use this value to display the status in the UI. Data type: String
item.status.value	Internal value of the status of the install base item. Data type: String

item.uninstall_date	Details about the date when the install base item became inactive.
	
	Data type: Object
	
	`"uninstall_date": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

item.uninstall_date.display_value	Text uninstall date. Use this value to display the uninstall date in the UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
item.uninstall_date.value	Internal value of the uninstall date. Data type: String
status	Status of the endpoint call. Data type: String

Example: cURL request

The following code example shows how to call this endpoint. The associated install base item doesn't have any children.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitem/f77c7542b7343300ece839a6ee11a991" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "status": "SUCCESS",
    "item": {
      "sys_class_name": "sn_install_base_item",
      "number": "IBITM0000901",
      "sys_id": "f77c7542b7343300ece839a6ee11a991",
      "product": {
        "sys_id": "8583ce8237732000158bbfc8bcbe5dd9",
        "display_value": "Fujitsu 1TB Hybrid Solid State Drive"
      },
      "active": "true",
      "name": "KX Series - KX5001",
      "account": {
        "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
        "display_value": "Boxeo"
      }
    },
    "hasChildren": "false"
  }
}
```

Example: cURL request

The following code example shows how to call this endpoint specifying a maximum depth of four child-levels.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/e0a80e4b87b521100b6afc86dabb3565?depth=4" \
--request GET \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "status": "SUCCESS",
    "item": {
      "sys_class_name": "sn_install_base_item",
      "number": "IBITM0001073",
      "sys_id": "e0a80e4b87b521100b6afc86dabb3565",
      "health_status": {
        "value": "not_available",
        "display_value": "Not Available"
      },
      "active": "true",
      "name": "parent",
      "account": {
        "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
        "display_value": "Boxeo"
      }
    },
    "hasChildren": "true",
    "childinstallbase": {
      "sysparm_depth": 2,
      "items": [
        {
          "parent": {
            "sys_id": "e0a80e4b87b521100b6afc86dabb3565",
            "display_value": "parent"
          },
          "sys_class_name": "sn_install_base_item",
          "number": "IBITM0001074",
          "sys_id": "6db80e4b87b521100b6afc86dabb356b",
          "state": {
            "value": "in_use",
            "display_value": "In Use"
          },
          "health_status": {
            "value": "not_available",
            "display_value": "Not Available"
          },
          "active": "true",
          "name": "child1",
          "account": {
            "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
            "display_value": "Boxeo"
          },
          "hasChildren": "true",
          "items": {
            "sysparm_depth": 3,
            "items": [
              {
                "parent": {
                  "sys_id": "6db80e4b87b521100b6afc86dabb356b",
                  "display_value": "child1"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                },
                "sys_class_name": "sn_install_base_item",
                "number": "IBITM0001075",
                "sys_id": "36ecce4b87b521100b6afc86dabb3503",
                "health_status": {
                  "value": "not_available",
                  "display_value": "Not Available"
                },
                "active": "true",
                "name": "childL2",
                "account": {
                  "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
                  "display_value": "Boxeo"
                },
                "hasChildren": "false"
              }
            ]
          }
        }
      ]
    }
  }
}
```


Install Base Item - GET /sn_install_base/integrations/installbaseitems/{id}/cases

Returns the cases associated with a specified install base item record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/cases`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/cases`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
field name-value pairs	Field-value pairs to use to filter the case records. If you specify a different table in *sys_class_name*, then specify the fields in that table. You can pass one or more field-value pairs to filter the return results. For example, to return only records where the approval field is set to "rejected" and the category field is set to "2", pass the follow: `&approval=rejected&category=2`. Data type: String Table: Case [sn_customerservice_case] Default: All fields
sys_class_name	If using an extended case table (not sn_customerservice_case), the name of the extended table to query. Data type: String Default: sn_customerservice_case
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *sysparm_limit* values can impact system performance. Data type: Number Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
cases	List of cases associated with the specified install base item record. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"cases": [{ "account": "String", "active": Boolean, "active_account_escalation": "String", "active_escalation": "String", "activity_due": "String", "additional_assignee_list": "String", "approval": "String", "approval_history": "String", "approval_set": "String", "asset": "String", "assigned_on": "String", "assigned_to": "String", "assignment_group": "String", "auto_close": Boolean, "business_duration": "String", "business_impact": "String", "business_service": "String", "calendar_duration": "String", "case": "String", "case_report": "String", "category": Number, "cause": "String", "caused_by": "String", "change": "String", "child_case_creation_progress": Boolean, "closed_at": "String", "closed_by": "String", "close_notes: "String", "cmdb_ci": "String", "comments": "String", "comments_and_work_notes": "String", "company": "String", "consumer": "String", "contact": "String", "contact_local_time: "String", "contact_time_zone": "String", "contact_type": "String", "contract": "String", "contributor_groups": "String", "contributor_users": "String", "correlation_display": "String", "correlation_id": "String", "delivery_plan": "String", "delivery_task": "String", "description": "string", "due_date": "String", "entitlement": "String", "escalation": Number, "expected_start": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"first_response_time": "String", "follow_the_sun": Boolean, "follow_up": "String", "group_list": [Array], "impact": Number, "internal_user": "String", "initiated_as_request": Boolean, "knowledge": Boolean, "location": "String", "made_sla": Boolean, "major_case_state": "String", "needs_attention": Boolean, "notes_to_comments": Boolean, "notify": Number, "number": "String", "opened_at": "String", "opened_by": "String", "order": Number, "parent": "String", "partner": "String", "partner_contact": "String", "priority": Number, "proactive": Boolean, "probable_cause": "String", "problem": "String", "product": "String", "reassignment_count": Number, "recipient_list": "String", "rejection_goto": "String", "resolution_code": "String", "resolved_at": "String", "resolved_by": "String", "route_reason": "String", "service_offering": "String", "short_description": "String", "skills": "String", "sla_due": "String", "sn_app_cs_social_social_profile": "String", "sold_product": "String", "stage": "String", "state": Number, "subcategory": Number, "support_manager" "String", "sync_driver": Boolean, "sys_class_name": "String", "sys_domain": "String", "sys_domain_path": "String", "sys_id": "String", "task_effective_number": "String", "time_worked": "String", "universal_request": "String", "upon_approval": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	"upon_reject": "String", "urgency": Number, "user_input": "String", "variables": "String", "watch_list": [Array], "wf_activity": "String", "work_end": "String", "work_notes": "String", "work_notes_list": [Array], "work_start": "String"
cases.account	Sys_id of the account record associated with the case. Data type: String Table: Account [customer_account]
cases.active	Flag that indicates whether the case is open and active. Possible values: • true: Case is active • false: Case is closed Data type: Boolean Default: true
cases.active_account_escalation	Sys_id of the active account escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
cases.active_escalation	Sys_id of the active escalation record associated with the case. Data type: String Table: Escalation [sn_customerservice_escalation]
cases.activity_due	Date for which the associated case is expected to be completed. Data type: String
cases.additional_assignee_list	List of the sys_ids of the additional persons (other than the primary assignee) that have been assigned to the account. Data type: Array Maximum: 4,000 Table: User [sys_user]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
cases.approval	String that describes the type of approval required. Possible values: • approved • cancelled • duplicate • not_required • not requested • rejected • requested Data type: String Maximum characters: 40 Default: not requested
cases.approval_history	List of all approvals associated with the case. Data type: String Maximum characters: 4,000
cases.approval_set	Date and time that the associated action was approved. Data type: String
cases.asset	Sys_id of the asset record associated with the case. Data type: String Table: Asset [alm_asset]
cases.assigned_on	Date and time that the case was assigned to the person identified in the *assigned_to* parameter. Data type: String (Date) Maximum length: 40
cases.assigned_to	Sys_id of the person assigned to the case. Table: User [sys_user] Data type: String
cases.assignment_group	Sys_id of the customer service agent group assigned to the case. Data type: String Table: Group [sys_user_group]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
cases.auto_close	Flag that indicates whether the case was automatically closed. Possible values: • true: Case was auto closed • false: Case wasn't auto closed Data type: Boolean Default: false
cases.business_duration	Length in calendar work hours, work days, and work weeks that it took to complete the case. Data type: String
cases.business_impact	Impact of the issue on the associated customer. Data type: String Maximum characters: 4,000
cases.business_service	Sys_id of the service record associated with the case. Data type: String Table: Service [cmdb_ci_service]
cases.calendar_duration	Length in calendar hours, days, and weeks that it took to complete the case. Data type: String (Duration) Maximum length: 40
cases.case	Case short description and case number. Data type: String Maximum length: 300
cases.case_report	Sys_id of the associated case report. Data type: String Table: Case Report [sn_customerservice_case_report]
cases.category	Case category. Possible values: • 0: Question • 1: Issue • 2: Feature Data type: Number (Integer)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: 1
cases.cause	Details about the cause of the problem. Data type: String Maximum length: 4,000
cases.caused_by	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]
cases.change	Sys_id of the change request that caused the case to be created. Data type: String Table: Change Request [change_request]
cases.child_case_creation_progress	Flag that indicates whether the case is a child case that was created from a major case. Possible values: • true: Child case created from a major case • false: Not a child case Data type: Boolean
cases.closed_at	Date and time that the case was closed. Data type: String
cases.closed_by	Sys_id of the user that closed the case. Data type: String Table: User [sys_user]
cases.close_notes	Notes made when the case was closed. Data type: String Maximum length: 4,000
cases.cmdb_ci	Sys_id of the configuration item associated with the case. Data type: String Table: Configuration Item [cmdb_ci]
cases.comments	Additional comments about the case. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Maximum length: 4,000
cases.comments_and_work_notes	Comments and work notes entered for the case. Data type: String Maximum length: 4,000
cases.company	Sys_id of the company associated with the case. Data type: String Table: Company [core_company]
cases.consumer	Business-to-consumer cases only. Sys_id of the person to contact with regard to this case. Data type: String Table: Consumer [csm_consumer]
cases.contact	Business-to-business based cases only. Sys_id of the person to contact regarding this case. Data type: String Table: Contact [customer_contact]
cases.contact_local_time	Contact local time. Data type: String Maximum length: 70
cases.contact_time_zone	Time zone of the contact associated with the case. Data type: String Maximum length: 40
cases.contact_type	Method in which the case was initially reported. Possible values: • chat • email • phone • social • web Data type: String Maximum length: 40
cases.contract	Sys_id of the contract associated with the case. This contract contains information about the type of support that is provided to the company associated

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	to the case. A contract can include a company and contact and the specific assets that are covered. A contract can also include multiple service entitlements and SLAs. Data type: String Table: Contract [ast_contract]
cases.contributor_groups	List of sys_ids of the user groups that have contributed to the case. Data type: String Table: Group [sys_user_group]
cases.contributor_users	List of sys_ids of the users that have contributed to the case. Data type: String Table: User [sys_user]
cases.correlation_display	Correlation display. Data type: String Maximum length: 100
cases.correlation_id	Correlation identifier. Data type: String Maximum length: 100
cases.delivery_plan	Sys_id of the parent execution plan for this case. Data type: String Table: Execution Plan [sc_cat_item_delivery_plan]
cases.delivery_task	Sys_id of the execution plan task. Data type: String Table: Execution Plan Task [sc_cat_item_delivery_task]
cases.description	Detailed description of the problem associated with the case. Data type: String Maximum length: 4,000
cases.due_date	Date that the case is due to be closed. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
cases.entitlement	Sys_id of the entitlement record associated with the case. Entitlements define the type of support that a customer receives as well as the supported communication channels. An entitlement can be associated with a product, an asset, an account, or a contract. Data type: String Table: Entitlement [service_entitlement]
cases.escalation	Current escalation level. Possible values: • 0: Normal • 1: Moderate • 2: High • 3: Overdue Data type: Number (Integer) Default: 0
cases.expected_start	Date and time when work is scheduled to begin on the case. Data type: String
cases.first_response_time	Date and time when the first action was taken on the case. Data type: String
cases.follow_the_sun	Flag that indicates whether the case should be handed-off for global follow-up. If a customer enters additional comments on a Priority 1 - Critical or a Priority 2 - High case, or if the case is escalated, the flag is automatically set to true. Possible values: • true: Case should be handed-off for global follow-up • false: Case shouldn't be handed-off for global follow-up Data type: Boolean Default: false
cases.follow_up	Date and time of the next follow-up action. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
cases.group_list	List of sys_ids of the group records associated with the case. Data type: Array Table: Group [sys_user_group]
cases.impact	Impact on customer. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
cases.internal_user	Sys_id of the internal user for this case. Data type: String Table: User [sys_user]
cases.initiated_as_request	Flag that indicates if this inquiry was initiated as a request by the customer. Possible values: • true: Inquiry initiated by customer. • false: Inquiry wasn't initiated by customer. Data type: Boolean Default: false
cases.knowledge	Flag that indicates if there is a knowledge base article available for the specified issue. Possible values: • true: Knowledge base article is available for this issue • false: Knowledge base article is not available for this issue Data type: Boolean Default: false
cases.location	Sys_id of the record describing the company location. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Location [cmn_location]
cases.made_sla	Flag that indicates whether the case was resolved in alignment with the associated service level agreement. Possible values: • true: Case was resolved in alignment with SLA • false: Case wasn't resolved according to the SLA Data type: Boolean Default: true
cases.major_case_state	Current state of the major case. Possible values: • accepted: Initial state when a manager creates a major case or when a manager promotes a candidate case. • canceled: Case is canceled. • proposed: Initial state when an agent or manager creates or proposes a candidate case. • rejected: Manager rejected candidate case. Data type: String Maximum length: 40
needs_attention	Flag that indicates whether the case needs attention. Possible values: • true: Case needs additional attention • false: Case doesn't need additional attention Data type: Boolean Default: false
cases.notes_to_comments	Flag that indicates whether to add the resolution notes to the comments. Possible values: • true: Resolutions notes, when added, are also added to the comments • false: Resolution notes in comments aren't required Data type: Boolean
cases.notify	Method to use to notify contact/consumer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Possible values: • 1: Do not notify • 2: Send email • 3: Telephone Data type: Number (Integer) Default: 1
cases.number	Case number. Data type: String Maximum length: 40
cases.opened_at	Date and time that the case was opened. Data type: String
cases.opened_by	Sys_id of the person that initially opened the case. Data type: String Table: User [sys_user]
cases.order	Order of the case. Data type: Number (Integer)
cases.parent	Sys_id of the parent case to which this case (child) is associated. Data type: String Table: Task [task]
cases.partner	Sys_id of the partner associated with the case. Data type: String Table: Account [customer_account]
cases.partner_contact	Sys_id of the partner contact associated with the case. Data type: String Table: Contact [customer_contact]
cases.priority	Priority of the case. Possible values: • 1: Critical • 2: High

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	• 3: Moderate • 4: Low Data type: Number (Integer) Default: 4
cases.proactive	Flag that indicates whether the inquiry is being proactively monitored. Possible values: • true: Being proactively monitored. • false: Not being monitored. Data type: Boolean Default:false
cases.probable_cause	Possible cause of the issue associated with the case. Data type: String Maximum length: 4,000
cases.problem	Sys_id of the issue that the customer is encountering. Data type: String Table: Problem [problem]
cases.product	Sys_id of the product model of the asset associated to the case. A model is a specific version or configuration of an asset (for example, Apple Mac Book Pro). Data type: String Table: Product Model [cmdb_model]
cases.reassignment_count	Number of times that the case was reassigned to a person that is responsible for moving the case forward. Data type: Number (Integer) Default: 0
cases.recipient_list	Sys_id of the record that contains the list of recipients for communications about this case. Data type: String Table: Recipients List [sn_publications_recipients_list]
cases.rejection_goto	Sys_id of the task to execute if the case is rejected. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Task [task]
cases.resolution_code	Resolution state for the case, such as "Solved - Fixed by Support/Guidance provided". Data type: String Maximum length: 40
cases.resolved_at	Date and time that the case was resolved. Data type: String
cases.resolved_by	Sys_id of the person that resolved the case. Data type: String Table: User [sys_user]
cases.route_reason	Reason that the case was routed to a different assignee. Data type: Number (Integer) Maximum length: 40
cases.service_offering	Sys_id of the service offering associated with the payment inquiry. Service offerings uniquely define the level of service in terms of availability, scope, pricing, and packaging options. Data type: String Table: Service Offering [service_offering]
cases.short_description	Concise description of the case. Data type: String Maximum length: 160
cases.skills	List of the unique identifiers (sys_id) of the skills needed to complete the case. Data type: String Table: Skill [cmn_skill]
cases.sla_due	Date/time at which the case must be closed based on the associated service level agreement. Data type: String
cases.sn_app_cs_social_social_profile	Sys_id of the social media profile associated with the case. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Table: Social Profile [sn_app_cs_social_social_profile]
cases.sold_product	Sys_id of the associated product. Data type: String Table: Sold Product [sn_install_base_sold_product]
cases.stage	Stage of the inquiry, such as Closed Complete, Closed Rejected, Document Check, Authorization, and so on. Data type: String Maximum length: 40
cases.state	Current state of the case. Possible values: • 1: New • 3: Closed • 6: Resolved • 10: Open • 18: Awaiting Info Data type: Number (Integer) Default: 1
cases.subcategory	Case subcategory. Possible values: 0: Question Data type: Number (Integer) Default: 0
cases.support_manager	Sys_id of the CSM manager assigned to the case. Data type: String Table: User [sys_user]
cases.sync_driver	Flag that indicates whether there's driver synchronization. Possible values: • true: Driver is synchronized • false: Driver isn't synchronized Data type: Boolean
cases.sys_class_name	Table that contains the case record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String Maximum length: 80
cases.sys_domain	Domain associated with the case. Data type: String Maximum length: 32 Default: global
cases.sys_domain_path	Domain path. Data type: String Maximum length: 255 Default: /
cases.sys_id	Unique identifier for the case. Data type: String Maximum length: 32
cases.task_effective_number	Identifying number. If the task has a Universal Request associated with it, it's the UR number. Otherwise, it's the current task number. Data type: String Maximum length: 40
cases.time_worked	Total amount of time worked on the case. Data type: String
cases.universal_request	Sys_id of a universal task that this inquiry is part of. Data type: String Table: Task [task]
cases.upon_approval	Action to take if the case is approved. Possible values: • do_nothing • proceed Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Default: proceed
cases.upon_reject	Action to take if the case is rejected. Possible values: • cancel • goto Data type: String Maximum length: 40 Default: cancel
cases.urgency	Urgency of the case. Possible values: • 1: High • 2: Medium • 3: Low Data type: Number (Integer) Default: 3
cases.user_input	Additional user input. Data type: String Maximum length: 4,000
cases.variables	Name-value pairs of variables associated with the case. Data type: String Maximum length: 40
cases.watch_list	List of sys_ids of the users who receive notifications about this case when additional comments are added or if the state of a case is changed to Resolved or Closed. Data type: Array Table: User [sys_user]
cases.wf_activity	Sys_id of the workflow activity record associated with the case. Data type: String Table: Workflow Activity [wf_activity]
cases.work_end	Date and time work ended on the case.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	Data type: String
cases.work_notes	Information about how to resolve the case, or steps taken to resolve it. Data type: String Maximum length: 4,000
cases.work_notes_list	List of sys_ids of the internal users who receive notifications about this case when work notes are added. Data type: Array Table: User [sys_user]
cases.work_start	Date and time that work started on the case. Data type: String
has_more	Flag that indicates whether there are more records in the table to return. Possible values: • true: More records to return. • false: No more records to return. Data type: Boolean string
status	Status of the endpoint call. Data type: String
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. In the response, the boolean parameter *hasMore* is returned. It indicates whether there are more records to return that meet the filter criteria. Data type: Number Default: 10
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Element	Description
	`sysparm_offset=sysparm_offset +sysparm_limit`, until you reach the end of all records. Do not pass a negative number in the *`sysparm_offset`* parameter. Data type: Number Default: 0

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/1474a3c853500010df5dddeeff7b12ec/cases" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "sysparm_offset": 0,
    "sysparm_limit": 10,
    "has_more": false,
    "cases": [
      {
        "upon_reject": {
          "value": "cancel",
          "display_value": "Cancel all future Tasks"
        },
        "number": "CS0001034",
        "initiated_as_request": "0",
        "state": "1",
        "case": "Performance is impacted with latest
 updateCS0001034",
        "knowledge": "0",
        "impact": "3",
        "contract": {
          "sys_id": "495e16b96f0731003b3c498f5d3ee4af",
          "display_value": "CNTR0000603"
        },
        "active": "1",
        "auto_created_case": "0",
        "priority": "4",
        "sys_domain_path": "/",
        "child_case_creation_progress": "0",
        "sync_driver": "0",
        "needs_attention": "0",
        "short_description": "Performance is impacted with
 latest update",
        "notify": "1",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_class_name": "sn_customerservice_case",
        "reassignment_count": "0",
        "notes_to_comments": "0",
        "hierarchical_variables": "variable_pool",
        "escalation": "0",
        "upon_approval": {
          "value": "proceed",
          "display_value": "Proceed to Next Task"
        },
        "made_sla": "1",
        "task_effective_number": "CS0001034",
        "opened_by": {
          "sys_id": "ddce70866f9331003b3c498f5d3ee417",
          "display_value": "George Warren"
        },
        "contact": {
          "sys_id": "ddce70866f9331003b3c498f5d3ee417",
          "display_value": "George Warren"
        },
        "follow_the_sun": "0",
        "entitlement": {
          "sys_id": "1eb7893a6f1b31003b3c498f5d3ee4dd",
          "display_value": "24x7 Customer Support"
        },
        "opened_at": {
          "value": "2023-03-20 14:53:51",
          "display_value": "2023-03-20 07:53:51"
        },
        "case_report": {
          "sys_id": "85e8604c87f521100b6afc86dabb35b9",
          "display_value": "CSR0010014"
        },
        "subcategory": "0",
        "install_base": {
          "sys_id": "1474a3c853500010df5dddeeff7b12ec",
          "display_value": "Boxeo - Development"
        },
        "proactive": "0",
        "auto_close": "0",
        "sys_id": "92c8684087b521105d0055373cbb357e",
        "contact_type": {
          "value": "web",
          "display_value": "Web"
        },
        "urgency": "3",
        "approval": {
          "value": "not requested",
          "display_value": "Not Yet Requested"
        },
        "category": "1",
        "account": {
          "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
          "display_value": "Boxeo"
        }
      },
      {
        "upon_reject": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "cancel",
        "display_value": "Cancel all future Tasks"
      },
      "number": "CS0001008",
      "initiated_as_request": "0",
      "state": "1",
      "case": "Test AlertCS0001008",
      "knowledge": "0",
      "impact": "3",
      "active": "1",
      "auto_created_case": "0",
      "priority": "1",
      "sys_domain_path": "/",
      "child_case_creation_progress": "0",
      "sync_driver": "0",
      "needs_attention": "1",
      "short_description": "Test Alert",
      "notify": "1",
      "sys_class_name": "sn_customerservice_case",
      "reassignment_count": "0",
      "notes_to_comments": "0",
      "hierarchical_variables": "variable_pool",
      "escalation": "0",
      "upon_approval": {
        "value": "proceed",
        "display_value": "Proceed to Next Task"
      },
      "made_sla": "1",
      "task_effective_number": "CS0001008",
      "opened_by": {
        "sys_id": "08c83021acbe7300964fca436af2bb97",
        "display_value": "noc_operator "
      },
      "follow_the_sun": "0",
      "opened_at": {
        "value": "2023-03-15 08:02:58",
        "display_value": "2023-03-15 01:02:58"
      },
      "case_report": {
        "sys_id": "a4fa9d9a872d61105d0055373cbb356e",
        "display_value": "CSR0010005"
      },
      "subcategory": "0",
      "proactive": "1",
      "auto_close": "0",
      "sys_id": "60ea199a872d61105d0055373cbb35c9",
      "contact_type": {
        "value": "proactive",
        "display_value": "Alert"
      },
      "alert": {
        "sys_id": "506a559a872d61105d0055373cbb3581",
        "display_value": "Alert0010008"
      },
      "urgency": "3",
      "action_status": "4",
      "approval": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "not requested",
        "display_value": "Not Yet Requested"
      },
      "category": "1"
    },
    {
      "upon_reject": {
        "value": "cancel",
        "display_value": "Cancel all future Tasks"
      },
      "number": "CS0001033",
      "initiated_as_request": "0",
      "state": "1",
      "case": "System is downCS0001033",
      "knowledge": "0",
      "impact": "3",
      "contract": {
        "sys_id": "495e16b96f0731003b3c498f5d3ee4af",
        "display_value": "CNTR0000603"
      },
      "active": "1",
      "auto_created_case": "0",
      "priority": "4",
      "sys_domain_path": "/",
      "child_case_creation_progress": "0",
      "sync_driver": "0",
      "needs_attention": "0",
      "short_description": "System is down",
      "notify": "1",
      "sys_class_name": "sn_customerservice_case",
      "reassignment_count": "0",
      "notes_to_comments": "0",
      "hierarchical_variables": "variable_pool",
      "escalation": "0",
      "upon_approval": {
        "value": "proceed",
        "display_value": "Proceed to Next Task"
      },
      "made_sla": "1",
      "task_effective_number": "CS0001033",
      "opened_by": {
        "sys_id": "ddce70866f9331003b3c498f5d3ee417",
        "display_value": "George Warren"
      },
      "contact": {
        "sys_id": "ddce70866f9331003b3c498f5d3ee417",
        "display_value": "George Warren"
      },
      "follow_the_sun": "0",
      "entitlement": {
        "sys_id": "1eb7893a6f1b31003b3c498f5d3ee4dd",
        "display_value": "24x7 Customer Support"
      },
      "opened_at": {
        "value": "2023-03-20 14:52:48",
        "display_value": "2023-03-20 07:52:48"
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "case_report": {
          "sys_id": "64b86c0c87f521100b6afc86dabb35fc",
          "display_value": "CSR0010013"
        },
        "subcategory": "0",
        "install_base": {
          "sys_id": "1474a3c853500010df5dddeeff7b12ec",
          "display_value": "Boxeo - Development"
        },
        "proactive": "0",
        "auto_close": "0",
        "sys_id": "7c98a04087b521105d0055373cbb352e",
        "contact_type": {
          "value": "web",
          "display_value": "Web"
        },
        "urgency": "3",
        "approval": {
          "value": "not requested",
          "display_value": "Not Yet Requested"
        },
        "category": "1",
        "account": {
          "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
          "display_value": "Boxeo"
        }
      },
      {
        "upon_reject": {
          "value": "cancel",
          "display_value": "Cancel all future Tasks"
        },
        "number": "CS0001048",
        "initiated_as_request": "0",
        "state": "1",
        "case": "AIB with Single accountCS0001048",
        "knowledge": "0",
        "impact": "3",
        "active": "1",
        "auto_created_case": "0",
        "priority": "4",
        "sys_domain_path": "/",
        "child_case_creation_progress": "0",
        "sync_driver": "0",
        "needs_attention": "1",
        "short_description": "AIB with Single account",
        "notify": "1",
        "sys_class_name": "sn_customerservice_case",
        "reassignment_count": "0",
        "notes_to_comments": "0",
        "hierarchical_variables": "variable_pool",
        "escalation": "0",
        "upon_approval": {
          "value": "proceed",
          "display_value": "Proceed to Next Task"
        },
        "made_sla": "1",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "task_effective_number": "CS0001048",
        "opened_by": {
          "sys_id": "08c83021acbe7300964fca436af2bb97",
          "display_value": "noc_operator "
        },
        "contact": {
          "sys_id": "4d147a386f0331003b3c498f5d3ee437",
          "display_value": "Julie Lewis"
        },
        "follow_the_sun": "0",
        "opened_at": {
          "value": "2023-03-24 03:28:58",
          "display_value": "2023-03-23 20:28:58"
        },
        "case_report": {
          "sys_id": "4082be81877161100b6afc86dabb35fe",
          "display_value": "CSR0010023"
        },
        "subcategory": "0",
        "proactive": "1",
        "auto_close": "0",
        "sys_id": "6a723e81877161100b6afc86dabb35cf",
        "contact_type": {
          "value": "proactive",
          "display_value": "Alert"
        },
        "alert": {
          "sys_id": "6b227681877161100b6afc86dabb35d5",
          "display_value": "Alert0010094"
        },
        "urgency": "3",
        "action_status": "4",
        "approval": {
          "value": "not requested",
          "display_value": "Not Yet Requested"
        },
        "category": "1",
        "account": {
          "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
          "display_value": "Boxeo"
        }
      }
    ],
    "status": "SUCCESS"
  }
}
```


Install Base Item - GET /sn_install_base/integrations/installbaseitems/{id}/childinstallbaseitems

Returns the child install base items associated with a specified install base item record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/childinstallbaseitems`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/childinstallbaseitems`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]

Query parameters

Name	Description
field name-value pairs	Field-value pairs to use to filter the child install base item records.If you specify a different table in *`sys_class_name`*, then specify the fields in that table. You can pass one or more field-value pairs to filter the return results. For example, to return only records where the state field is set to "in_use" and the status field is set to "replacement", pass the follow: `&state=in_use&status=replacement`. Data type: String Default: All fields Table: Install Base Item [sn_install_base_item]
sys_class_name	If using an extended install base items table (not sn_install_base_item), the name of the extended table to query. Data type: String Default: sn_install_base_item
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *`sysparm_offset`* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Note: Unusually large *sysparm_limit* values can impact system performance. Data type: Number Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
has_more	Flag that indicates whether there are more records in the table to return. Possible values: • true: More records to return. • false: No more records to return. Data type: Boolean string
items	List of the install base items that matched the specified filter results. Data type: Array of Objects `"items":[ { "account": {Object}, "active": "String", "asset": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"configuration_item": {Object}, "consumer": {Object}, "consumer_profile": {Object}, "contact": {Object}, "health_status": {Object}, "health_status_last_updated": "String", "household": {Object}, "install_date": {Object}, "location": {Object}, "name": "String", "number": "String", "parent": {Object}, "product": {Object}, "service_context": {Object}, "service_organization" {Object}, "sys_class_name": "String", "sys_id": "String", "sys_mod_count": "String", "state": {Object}, "status": {Object}, "uninstall_date": "String" }]

items.account	Details about the customer account associated with the install base item record.
	
	Data type: Object
	"account": {
	"display_value": "String",
	"sys_id": "String"
	}

items.account.display_value	Text name of the customer account associated with the install base item record. Use this value to display the customer account name in the UI. Data type: String
items.account.sys_id	Sys_id of the customer account record associated with the install base item record. Data type: String
items.active	Flag that indicates whether the install base item is active. Possible values: • true: Install base item is active. • false: Install base item is inactive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean String
items.asset	Details about the asset associated with the install base item record. Data type: Object `"asset": { "display_value": "String", "sys_id": "String" }`
items.asset.display_value	Text name of the asset associated with the install base item record. Use this value to display the asset name in the UI. Data type: String
items.asset.sys_id	Sys_id of the asset record associated with the install base item record. Data type: String
items.configuration_item	Details about the configuration item associated with the install base item record. Data type: Object `"configuration_item": { "display_value": "String", "sys_id": "String" }`
items.configuration_item.display_value	Text name of the configuration item associated with the install base item record. Use this value to display the configuration item name in the UI. Data type: String
items.configuration_item.sys_id	Sys_id of the configuration item record associated with the install base item record. Data type: String
items.consumer	Details about the consumer associated with the install base item record. **Note:** The consumer field is only available if the B2B2C plugin is installed. Data type: Object `"consumer": { "display_value": "String", "sys_id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
items.consumer.display_value	Text name of the consumer associated with the install base item record. Use this value to display the consumer name in the UI. Data type: String
items.consumer.sys_id	Sys_id of the consumer record associated with the install base item record. Data type: String
items.consumer_profile	Details about the consumer profile associated with the install base item record. **Note:** The consumer profile field is only available if the B2B2C plugin is installed. Data type: Object `"consumer_profile": { "display_value": "String", "sys_id": "String" }`
items.consumer_profile.display_value	Text name of the consumer profile associated with the install base item record. Use this value to display the consumer profile name in the UI. Data type: String
items.consumer_profile.sys_id	Sys_id of the consumer profile record associated with the install base item record. Data type: String
items.contact	Details about the account contact responsible for the install base item record. Data type: Object `"contact": { "display_value": "String", "sys_id": "String" }`
items.contact.display_value	Text name of the account contact associated with the install base item record. Use this value to display the account contact name in the UI. Data type: String
items.contact.sys_id	Sys_id of the account contact record associated with the install base item record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
items.health_status	Details about the current health status of the install base item. Only returned if the Proactive Customer Service Operations (com.snc.proactive_cs_itom) plugin is installed. Data type: Object `"health_status": { "display_value": "String", "value": "String" }`
items.health_status.display_value	Text string of the current health status of the install base item. Use this value to display the health status in the UI. Data type: String
items.health_status.value	Internal value of the health status of the install base item. Data type: String
items.health_status_last_updated	Date and time when the health status was last updated for the install base item. Data type: String
items.household	Details about the household associated with the install base item record. Only returned if the Customer Service Household (com.snc.household) plugin is installed. Data type: Object `"household": { "display_value": "String", "sys_id": "String" }`
items.household.display_value	Text name of the household associated with the install base item record. Use this value to display the household name in the UI. Data type: String
items.household.sys_id	Sys_id of the household associated with the install base item record. Data type: String
items.install_date	Details about the date when the install base item became active. Data type: Object `"install_date": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"value": "String"
	}</pre>

items.install_date.display_value	Text install date. Use this value to display the install date in the UI. Data type: String
items.install_date.value	Internal value of the install date. Data type: String

items.location	Details about the location of the install base item.
	
	Data type: Object
	<pre>"location": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

items.location.display_value	Text name of the install base item location. Use this value to display the location name in the UI. Data type: String
items.location.sys_id	Sys_id of the location record associated with the install base item record. Data type: String
items.name	Name of the install base item. Data type: String
items.number	Unique ID of the install base item. Data type: String

items.parent	Details about the parent record of the install base item record.
	
	Data type: Object
	<pre>"parent": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

items.parent.display_value	Text name of the parent record associated with the install base item record. Use this value to display the parent name in the UI. Data type: String
items.parent.sys_id	Sys_id of the parent record associated with the install base item record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
items.product	Details about the product model associated with the install base item record. Use this information to identify the services associated with any product model. Data type: Object `"product": { "display_value": "String", "sys_id": "String" }`
items.product.display_value	Text name of the product model associated with the install base item record. Use this value to display the product name in the UI. Data type: String
items.product.sys_id	Sys_id of the product model record associated with the install base item record. Data type: String
items.service_context	Details about the service context associated with the install base item record. Data type: Object `"service_context": { "display_value": "String", "sys_id": "String" }`
items.service_context.display_value	Text name of the service context associated with the install base item record. Use this value to display the service context name in the UI. Data type: String
items.service_context.sys_id	Sys_id of the service context record associated with the install base item record. Data type: String
items.service_organization	Details about the service organization associated with the install base item record. Only returned if the Service Organization (com.snc.service_organization) plugin is installed. Data type: Object `"service_organization": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_id": "String"
	}</pre>

items.service_organization.display_value	Text name of the service organization associated with the install base item record. Use this value to display the service organization name in the UI. Data type: String
items.service_organization.sys_id	Sys_id of the service organization record associated with the install base item record. Data type: String
items.sys_class_name	Table containing the install base item record. Data type: String
items.sys_id	Sys_id of the install base item record. Located in the table specified in the *sys_class_name* parameter. Data type: String
items.sys_mod_count	Number of times that the associated install base item record has been modified. Data type: String

items.state	Details about the current state of the install base item.
	
	Data type: Object
	<pre>"state": {
	"display_value": "String",
	"value": "String"
	}</pre>

items.state.display_value	Text string of the current state of the install base item. Use this value to display the state in the UI. Data type: String
items.state.value	Internal value of the state of the install base item. Data type: String

items.status	Details about the status of the install base item.
	
	Data type: Object
	<pre>"status": {
	"display_value": "String",
	"value": "String"
	}</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
items.status.display_value	Text string of the status of the install base item. Use this value to display the status in the UI. Data type: String
items.status.value	Internal value of the status of the install base item. Data type: String
items.uninstall_date	Details about the date when the install base item became inactive. Data type: Object `"uninstall_date": { "display_value": "String", "value": "String" }`
items.uninstall_date.display_value	Text uninstall date. Use this value to display the uninstall date in the UI. Data type: String
items.uninstall_date.value	Internal value of the uninstall date. Data type: String
status	Status of the endpoint call. Data type: String
sysparm_depth	Number of levels deep the returned child install base item is in the hierarchy. Data type: Integer
sysparm_limit	Number of records that were returned. If this value isn't specified in the original request, it uses the default value. Data type: Number
sysparm_offset	Offset (starting point) in the associated table from which records were evaluated and retrieved. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/767f34d378d21110f877d304c76fdd2a/childinstal
lbaseitems?sysparm_limit=1" \
--request GET \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:


```
{
  "result": {
    "sysparm_offset": 0,
    "sysparm_limit": 1,
    "has_more": true,
    "items": [
      {
        "parent": {
          "sys_id": "767f34d378d21110f877d304c76fdd2a",
          "display_value": "X5 Sport Utility 4D"
        },
        "sys_class_name": "sn_install_base_item",
        "number": "IBITM0001005",
        "sys_id": "0704dfcc3926510f87734024cfbc222",
        "state": {
          "value": "in_use",
          "display_value": "In Use"
        },
        "consumer": {
          "sys_id": "bab5139ab3401010700b4d43c6a8dc41",
          "display_value": "Charles Barkley"
        },
        "product": {
          "sys_id": "56c84f043926510f87734024cfbc233",
          "display_value": "Electric Power-Assist Speed-Sensing
 Steering"
        },
        "active": "true",
        "name": "Electric Power-Assist Speed-Sensing Steering",
        "status": {
          "value": "original",
          "display_value": "Original"
        }
      }
    ],
    "status": "SUCCESS"
  }
}
```


Install Base Item - GET /sn_install_base/integrations/installbaseitems/{id}/contracts

Returns the contracts associated with a specified install base item record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/contracts`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/contracts`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]

Query parameters

Name	Description
field name-value pairs	Field-value pairs to use to filter the contract records. By default this references the fields in the Contract [ast_contract] table. If you specify a different table in *`sys_class_name`*, then specify the fields in that table. You can pass one or more field-value pairs to filter the return results. For example, to return only records where the renewable field is set to "true", pass the follow: `&renewable=true`. Data type: String Default: All fields
sys_class_name	If using an extended contracts table (not ast_contract), the name of the extended table to query. Data type: String Default: ast_contract
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *`sysparm_offset`* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *`sysparm_limit`* values can impact system performance. Data type: Number Default: 10000

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
contracts	List of the contracts associated with the specified install base item record. Data type: Array of Object `"contracts": [{ "active": "String", "approver": {Object}, "commitment": "String", "consumer": {Object}, "cost_adjustment": "String", "cost_adjustment_percentage": "String", "cost_per_unit": "String", "contract_composite": "String", "ends": "String", "expiration": {Object}, "lifetime_cost": "String", "monthly_cost": "String", "number": "String", "payment_amount": "String", "payment_schedule": {Object}, "ratecard": "String", "renewable": "String", "sales_tax": "String", "short_description": "String", "starts": "String", "state": {Object}, "sub_total_cost": "String", "sys_class_name": "String", "sys_domain_path": "String", "sys_id": "String", "tax_cost": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"tax_exempt": "String",
	"tax_rate": "String",
	"total_cost": "String",
	"vendor_contract": "String",
	"yearly_cost": "String"
	}
	]</pre>

contracts.active	Flag that indicates whether the contract is active. Possible values: • true: Contract is active. • false: Contract is inactive. Data type: Boolean string

contracts.approver	Details about the person authorized to approve the contract.
	
	Data type: Object
	<pre>"approver": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

contracts.approver.display_value	Text name of the approver associated with the contracts record. Use this value to display the approver name in the UI. Data type: String
contracts.approver.sys_id	Sys_id of the approver record associated with the contracts record. Data type: String

contracts.consumer	Details about the consumer associated with the contracts record.
	
	Note: The consumer field is only available if the B2B2C plugin is installed.
	
	Data type: Object
	<pre>"consumer": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

contracts.consumer.display_value	Text name of the consumer associated with the contracts record. Use this value to display the consumer name in the UI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
contracts.consumer.sys_id	Sys_id of the consumer record associated with the contracts record. Data type: String
contracts.cost_adjustment	Type of cost adjustment applied to the contract. Possible values: • Fixed • Manual • CPI (consumer price index) Data type: String
contracts.cost_adjustment_percentage	Percentage increase or decrease in price of contract. To indicate a decrease in price, enter a negative percentage. Either a Cost adjustment or Cost adjustment percentage can be specified, but not both. Data type: String
contracts.cost_per_unit	Cost per unit from the product provider. Data type: String
contracts.ends	Date that the contract terminates. Data type: String
contracts.expiration	Details about the expiration status of the associated contract. Data type: Object `"expiration": { "display_value": "String", "sys_id": "String" }`
contracts.expiration.display_value	Expiration status of the associated contract. Use this value to display the expiration status in the UI. Data type: String
contracts.expiration.sys_id	Sys_id of the expiration record associated with the contracts record. Data type: String
contracts.lifetime_cost	Lifetime cost of the contract. Data type: String
contracts.monthly_cost	Monthly cost of the contract.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
contracts.number	Contract number. Data type: String
contracts.payment_amount	Amount of money that has been directly paid to the receiving party of this contract. Data type: String
contracts.payment_schedule	Details about the payment schedule associated with the contract. Data type: Object `"payment_schedule": { "display_value": "String", "sys_id": "String" }`
contracts.payment_schedule.display_value	Payment schedule for the associated contract. Use this value to display the payment schedule in the UI. Data type: String
contracts.payment_schedule.value	Internal value of the payment schedule for this contract, such as daily, weekly, or monthly. Data type: String
contracts.ratecard	Flag that indicates whether there's a rate card associated with this contract. Possible values: • true: Rate card. • false: No rate card. Data type: Boolean string Table: Rate Care [fm_contract_rate_card]
contracts.renewable	Flag that indicates whether the contract is renewable. Possible values: • true: Contract is renewable. • false: Contract isn't renewable. Data type: Boolean string
contracts.sales_tax	Flag that indicates whether sales tax is charged for items referenced by this contract.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • true: Sales tax is charged. • false: No sales tax is charged. Data type: Boolean string
contracts.short_description	Brief description of the contract. Data type: String
contracts.starts	Date that the contract begins. Data type: String
contracts.state	Details about the current state of the contract. Data type: Object `"state": { "display_value": "String", "value": "String" }`
contracts.state.display_value	Text string of the current state of the contract. Use this value to display the state in the UI. Data type: String
contracts.state.value	Internal value or the state of the contract. Data type: String
contracts.sub_total_cost	Subtotal of the cost of the contract. Data type: String
contracts.sys_class_name	Table containing the contract record. Data type: String
contracts.sys_domain_path	Path to the domain in which this contract is available. Data type: String Default: "/" = Global domain
contracts.sys_id	Sys_id of the associated contract record. Data type: String
contracts.tax_cost	Total tax on the contract. This field is visible only if the applicable taxes field is selected as `Sales`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
contracts.tax_exempt	Flag that indicates whether the items associated with this contract are tax exempt. Possible values: • true: Items are tax exempt. • false: Items aren't tax exempt. Data type: Boolean string
contracts.tax_rate	Tax rate charged for taxable items associated with the contract. Data type: String
contracts.total_cost	Final cost of the contract after adjustments have been applied. If a contract has one or more rate cards, this field shows the combined value of all rate cards. Data type: String
contracts.vendor_contract	Vendor's contract number. Data type: String
contracts.yearly_cost	Cost per year of the contract. Data type: String
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
has_more	Flag that indicates whether there are more records in the table to return. Possible values: • true: More records to return. • false: No more records to return.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean string
status	Status of the endpoint call. Data type: String
sysparm_limit	Number of records that were returned. If this value isn't specified in the original request, it uses the default value. Data type: Number
sysparm_offset	Offset (starting point) in the associated table from which records were evaluated and retrieved. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/167e96f053961910539dddeeff7b1298/contracts"
 \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "sysparm_offset": 0,
    "sysparm_limit": 10,
    "has_more": false,
    "contracts": [
      {
        "cost_adjustment_percentage": "0",
        "total_cost": "0",
        "cost_adjustment": "0",
        "tax_rate": "7.75",
        "number": "CNTR0000701",
        "tax_cost": "0",
        "sub_total_cost": "0",
        "state": {
          "value": "expired",
          "display_value": "Expired"
        },
        "starts": "2016-07-01",
        "contract_composite": "CoolMate KL300 1 year Limited
 Warranty\n\t\tCNTR0000701",
        "tax_exempt": "false",
        "yearly_cost": "0",
        "active": "true",
        "payment_amount": "0",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "commitment": "0",
        "sys_domain_path": "/",
        "payment_schedule": {
          "value": "Monthly",
          "display_value": "Monthly"
        },
        "renewable": "true",
        "expiration": {
          "sys_id": "c752e78ec3103000c111113e5bba8f3a",
          "display_value": "Expired"
        },
        "short_description": "CoolMate KL300 1 year Limited
 Warranty\n\t\t",
        "ratecard": "false",
        "sys_class_name": "ast_contract",
        "sys_id": "3f9db778c3302200e7c7d44d81d3ae0a",
        "ends": "2017-06-30",
        "consumer": {
          "sys_id": "59e788fbdb1b1200b6075200cf9619d2",
          "display_value": "Gilly Parker"
        },
        "approver": {
          "sys_id": "f2c0b27247702000cdd1706eecde27c8",
          "display_value": "Software Manager"
        },
        "monthly_cost": "0",
        "vendor_contract": "CNTR0000701",
        "lifetime_cost": "0",
        "sales_tax": "true",
        "cost_per_unit": "0"
      }
    ],
    "status": "SUCCESS"
  }
}
```


Install Base Item - GET /sn_install_base/integrations/installbaseitems/{id}/entitlements

Returns the entitlements associated with a specified install base item record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/entitlements`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/entitlements`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]

Query parameters

Name	Description
field name-value pairs	Field-value pairs to use to filter the entitlements records. By default this references the fields in the Entitlement [service_entitlement] table. If you specify a different table in *`sys_class_name`*, then specify the fields in that table. You can pass one or more field-value pairs to filter the return results. For example, to return only records that are active, pass the following: `&active=true`. Data type: String Default: All fields
sys_class_name	If using an extended entitlements table (not service_entitlement), the name of the extended table to query. Data type: String Default: service_entitlement
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *`sysparm_offset`* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *`sysparm_limit`* values can impact system performance. Data type: Number Default: 10000

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *`sysparm_offset`* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *`sysparm_offset`* parameter. Data type: Number Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
entitlements	List of the entitlements associated with the specified install base item record. Data type: Object `"entitlements": { "account": {Object}, "active": "String", "business_hour": {Object}, "contract": {Object}, "end_date": "String", "entitlement_name": "String", "install_base_item": {Object}, "per_unit": "String", "start_date": "String", "sys_id": "String", "total_units": "String", "remaining_units": "String", "unit": {Object} }`
entitlements.account	Details about the account associated with the entitlements record. Data type: Object `"account": { "display_value": "String", "sys_id": "String" }`
entitlements.account.display_value	Text name of the account associated with the entitlements record. Use this value to display the account name in the UI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entitlements.account.sys_id	Sys_id of the account record associated with the entitlements record. Data type: String
entitlements.active	Flag that indicates whether the entitlement is active. Possible values: • 0: Entitlement isn't active. • 1: Entitlement is active. Data type: String Default: 1
entitlements.business_hour	Details about the business hours for the entitlements record. Data type: Object `"business_hour": { "display_value": "String", "sys_id": "String" }`
entitlements.business_hour.display_value	Text name of the business hours record associated with the entitlements record. Use this value to display the business hours in the UI. Data type: String
entitlements.business_hour.sys_id	Sys_id of the business hours record associated with the entitlements record. Data type: String
entitlements.contract	Details about the contract associated with the entitlement record. Data type: Object `"contract": { "display_value": "String", "sys_id": "String" }`
entitlements.contract.display_value	Text name of the contract associated with the entitlement record. Use this value to display the contract name in the UI. Data type: String
entitlements.contract.sys_id	Sys_id of the contract record associated with the entitlement record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
entitlements.end_date	End date of the entitlement. Data type: String
entitlements.entitlement_name	Name of the entitlement. Data type: String

entitlements.install_base_item	Details about the install base item associated with the entitlements record.
	
	Data type: Object
	
	`"install_base_item": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

entitlements.install_base_item.display_value	Text name of the install base item associated with the entitlements record. Use this value to display the install base item name in the UI. Data type: String
entitlements.install_base_item.sys_id	Sys_id of the install base item record associated with the entitlements record. Data type: String
entitlements.per_unit	Number of products in a unit. For example, if the *unit* is `case`, this value would be 12 if there are 12 items per case. Data type: String
entitlements.start_date	Start date of the entitlement. Data type: String
entitlements.sys_id	Sys_id of the associated entitlements record. Data type: String
entitlements.total_units	Number of units that were originally available. Data type: String
entitlements.remaining_units	Number of units that are remaining. Data type: String
entitlements.unit	Details about the unit of the item associated with the entitlements record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"unit": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

entitlements.unit.display_value	Text name of the unit of the item associated with the entitlements record. Use this value to display the unit name in the UI. Data type: String
entitlements.unit.value	Internal name of the unit of the item associated with the entitlements record. Data type: String

error	Details about the error that occurred when trying to process the request.
	
	Data type: Object
	<pre>"error": {
	  "detail": "String",
	  "message": "String"
	}</pre>

error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
has_more	Flag that indicates whether there are more records in the table to return. Possible values: • true: More records to return. • false: No more records to return. Data type: Boolean string
status	Status of the endpoint call. Data type: String
sysparm_limit	Number of records that were returned. If this value isn't specified in the original request, it uses the default value. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sysparm_offset	Offset (starting point) in the associated table from which records were evaluated and retrieved. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/42746a3b876121100b6afc86dabb3597/entitlemen
ts" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "sysparm_offset": 0,
    "sysparm_limit": 10,
    "has_more": false,
    "entitlements": [
      {
        "end_date": "2023-04-28",
        "remaining_units": "4978",
        "business_hour": {
          "sys_id": "08fcd0830a0a0b2600079f56b1adb9ae",
          "display_value": "8-5 weekdays"
        },
        "entitlement_name": "Entitlement",
        "sys_id": "7206095d87f121105d0055373cbb3504",
        "total_units": "5000",
        "start_date": "2023-03-27",
        "contract": {
          "sys_id": "495e16b96f0731003b3c498f5d3ee4af",
          "display_value": "CNTR0000603"
        },
        "active": "1",
        "install_base_item": {
          "sys_id": "42746a3b876121100b6afc86dabb3597",
          "display_value": "KX Series - KX5000"
        },
        "unit": {
          "value": "cases",
          "display_value": "Cases"
        },
        "per_unit": "0",
        "account": {
          "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
          "display_value": "Boxeo"
        }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
      ],
      "status": "SUCCESS"
    }
}
```

Install Base Item - GET /sn_install_base/integrations/installbaseitems/{id}/maintenanceplans

Returns the maintenance plans associated with a specified install base item record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/maintenanceplans`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/maintenanceplans`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]

Query parameters

Name	Description
field name-value pairs	Field-value pairs to use to filter the maintenance plan records. By default this references the fields in the Maintenance Plan [sm_maint_plan] table. If you specify a different table in *`sys_class_name`*, then specify the fields in that table. You can pass one or more field-value pairs to filter the return results. For example, to return only records that are active, pass the follow: `&active=true`. Data type: String Default: All fields

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sys_class_name	If using an extended maintenance plans table (not maintenanceplans), the name of the extended table to query. Data type: String Default: maintenanceplans
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *sysparm_limit* values can impact system performance. Data type: Number Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

error	Details about the error that occurred when trying to process the request.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
has_more	Flag that indicates whether there are more records in the table to return. Possible values: • true: More records to return. • false: No more records to return. Data type: Boolean string
maintenanceplans	List of the maintenance plans associated with the specified install base item record. Data type: Array of Object `"maintenanceplans": [{ "active": "String", "apply_to_new": "String", "allow_future_wo": "String", "maintenance_override_policy": {Object}, "model": "String", "name": "String", "number": "String", "propagation_flag": "String", "sys_class_name": "String", "sys_id": "String", "table": "String", "type": {Object} }]`
maintenanceplans.active	Flag that indicates whether the maintenance plan is active. Possible values: • true: Maintenance plan is active. • false: Maintenance plan is inactive. Data type: String
maintenanceplans. apply_to_new	Flag that indicates whether the schedules defined for this maintenance plan are applied to all records that have been added to the specified table since the last time the plan was executed, and that they meet the conditions entered in the Filter condition. Possible values: • true: Applied to all new record. • false:Not applied to all new records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
maintenanceplans. allow_future_wo	Flag that indicates whether work orders can be associated with the maintenance plan. Possible values: • true: New work orders can be associated. • false: No new work orders can be associated. Data type: String

maintenanceplans.
maintenance_override_policy
	Details about the maintenance override policy for the maintenance plan.
	
	Data type: Object
	`"maintenance_override_policy": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

maintenanceplans. maintenance_override_policy. display_value	Text string describing the override policy. Use this value to display the override policy in the UI. Data type: String
maintenanceplans. maintenance_override_policy. value	Internal value of the override policy. Data type: String
maintenanceplans.model	Sys_id of the model record associated with the maintenance plan. Data type: String
maintenanceplans.number	Maintenance plan number. Data type: String
maintenanceplans. propagation_flag	Flag that indicates whether the maintenance plan can be propagated. Possible values: • true: Maintenance plan can be propagated. • false: Maintenance plan can't be propagated. Data type: String
maintenanceplans. sys_class_name	Table containing the maintenance plan record. Data type: String
maintenanceplans.sys_id	Sys_id of the associated maintenance plan. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
maintenanceplans.table	Table that contains the associated install base time record. Data type: String
maintenanceplans.type	Details about the type of maintenance plan. Data type: Object `"type": { "display_value": "String", "value": "String" }`
maintenanceplans.type.display_value	Text string describing the maintenance plan type. Use this value to display the type in the UI. Data type: String
maintenanceplans.type.value	Internal value of the maintenance plan type. Data type: String
status	Status of the endpoint call. Data type: String
sysparm_limit	Number of records that were returned. If this value isn't specified in the original request, it uses the default value. Data type: Number
sysparm_offset	Offset (starting point) in the associated table from which records were evaluated and retrieved. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/167e96f053961910539dddeeff7b1298/maintenance
plans" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "sysparm_offset": 0,
    "sysparm_limit": 1,
    "has_more": true,
    "maintenanceplans": [
      {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "propagation_flag": "false",
        "active": "true",
        "type": {
          "value": "install_base",
          "display_value": "Install base"
        },
        "maintenance_override_policy": {
          "value": "do_nothing",
          "display_value": "Leave alone"
        },
        "sys_class_name": "wm_planned_work_plan",
        "allow_future_wo": "true",
        "sys_id": "0b809d70877561105d0055373cbb357f",
        "number": "WP0001026",
        "name": "Plan 10",
        "model": "8583ce8237732000158bbfc8bcbe5dd9",
        "apply_to_new": "true",
        "table": "sn_install_base_item"
      }
    ],
    "status": "SUCCESS"
  }
}
```


Install Base Item - GET /sn_install_base/integrations/installbaseitems/{id}/relatedparties

Returns the related parties associated with a specified install base item record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/relatedparties`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/relatedparties`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
field name-value pairs	Field-value pairs to use to filter the related parties records. By default this references the fields [sn_install_base_related_party] table. If you specify a different table in *sys_class_name*, th You can pass one or more field-value pairs to filter the return results. For example, if you wanted to filter on a specific account and responsible party, pass the sys_i `&account=86837a386f0331003b3c498f5d3ee4ca&responsibility=c009bbe` Data type: String Default: All fields
sys_class_name	If using an extended related parties table (not sn_install_base_related_party), the name of the Data type: String Default: sn_install_base_related_party
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use th paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have acc records you have access to return first. **Note:** Unusually large *sysparm_limit* values can impact system performance. Data type: Number Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record re retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply pa `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all r Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

error	Details about the error that occurred when trying to process the request.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Additional details about the associated error. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
has_more	Flag that indicates whether there are more records in the table to return. Possible values: • true: More records to return. • false: No more records to return. Data type: Boolean string
relatedparties	List of the related parties associated with the specified install base item record. Data type: Array of Objects `"relatedparties": [ { "account": {Object}, "consumer": {Object}, "contact": {Object}, "install_base_item": {Object}, "responsibility": {Object}, "service_organization": {Object}, "sys_class_name": "String", "sys_id": "String", "type": {Object}, "user": {Object} } ]`
relatedparties.account	Details about the account associated with the related parties record. Data type: Object `account": { "display_value": "String", "sys_id": "String" }`
relatedparties.account.display_value	Text name of the account associated with the related parties record. Use this value to display the account name in the UI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedparties.account.sys_id	Sys_id of the account record associated with the related parties record. Data type: String
relatedparties.consumer	Details about the consumer associated with the related parties record. Data type: Object `"consumer": { "display_value": "String", "sys_id": "String" }`
relatedparties.consumer.display_value	Text name of the consumer associated with the related parties record. Use this value to display the consumer name in the UI. Data type: String
relatedparties.consumer.sys_id	Sys_id of the consumer record associated with the related parties record. Data type: String
relatedparties.contact	Details about the account contact responsible for the related parties record. Data type: Object `"contact": { "display_value": "String", "sys_id": "String" }`
relatedparties.contact.display_value	Text name of the contact associated with the related parties record. Use this value to display the contact name in the UI. Data type: String
relatedparties.contact.sys_id	Sys_id of the contact record associated with the related parties record. Data type: String Table: Contact [customer_contact]
relatedparties.install_base_item	Details about the install base item associated with the related parties record. Data type: Object `"install_base_item": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "sys_id": "String" }</pre>
relatedparties.install_base_item.display_value	Text name of the install base item associated with the related parties record. Use this value to display the install base item name in the UI. Data type: String
relatedparties.install_base_item.sys_id	Sys_id of the install base item record associated with the related parties record. Data type: String

relatedparties.responsibility	Details about the access level for the install base information.
	
	Data type: Object
	<pre>"responsibility": {
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>

relatedparties.responsibility.display_value	Text display value for the access level for the install base information. Data type: String
relatedparties.responsibility.sys_id	Sys_id of the associated responsibility record. This record defines the access level for the install base information. This parameter is only valid if the *related_party* field is also specified. If specified, it only returns the install base items that match both the *related_party* and *responsibility* parameters. For additional information, see Configure related parties for items received Data type: String Table: Responsibility Definition [sn_customerservice_responsibility_def]

relatedparties.service_organization	Details about the service organization associated with the related parties record.
	
	Data type: Object
	<pre>"service_organization": {
	  "display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_id": "String"
	}</pre>

relatedparties.service_organization.display_value	Text name of the service organization associated with the related parties record. Use this value to display the service organization name in the UI. Data type: String
relatedparties.service_organization.sys_id	Sys_id of the service organization record associated with the related parties record. Data type: String Table: Service Organization [sn_customer_service_organization]
relatedparties.sys_class_name	Table containing the related parties record. Data type: String Default: sn_install_base_related_party
relatedparties.sys_id	Sys_id of the associated related parties record. Data type: String

relatedparties.type	Details about the type of contact associated with the related parties record.
	
	Data type: Object
	<pre>"type": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

relatedparties.type.display_value	Text name of the type of contact associated with the related parties record. Use this value to display the type of contact in the UI. For additional information, see Create related party configurations. Possible types: • Authorized Account • Authorized Consumer • Authorized Contact • Authorized Contributor • Authorized Member • Authorized Service Organization • Listed Account

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Listed Consumer • Listed Contact • Listed Contributor • Listed Member • Listed Service Organization Data type: String
relatedparties.type.sys_id	Sys_id of the type record associated with the related parties record. Data type: String
relatedparties.user	Details about the user associated with the related parties record. Data type: Object `"user": { "display_value": "String", "sys_id": "String" }`
relatedparties.user.display_value	Text name of the user associated with the related parties record. Use this value to display the user name in the UI. Data type: String
relatedparties.user.sys_id	Sys_id of the user record associated with the related parties record. Data type: String Table: User [sys_user]
status	Status of the endpoint call. Data type: String
sysparm_limit	Number of records that were returned. If this value isn't specified in the original request, it uses the default value. Data type: Number
sysparm_offset	Offset (starting point) in the associated table from which records were evaluated and retrieved. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/42746a3b876121100b6afc86dabb3597/relatedpart
ies" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
  "result": {
    "sysparm_offset": 0,
    "sysparm_limit": 10,
    "has_more": false,
    "relatedparties": [
      {
        "type": {
          "sys_id": "68ec8b2965e99110f87764df53db779f",
          "display_value": "Authorized Contact"
        },
        "install_base_item": {
          "sys_id": "42746a3b876121100b6afc86dabb3597",
          "display_value": "KX Series - KX5000"
        },
        "sys_class_name": "sn_install_base_related_party",
        "sys_id": "8547774087f561100b6afc86dabb351a",
        "responsibility": {
          "sys_id": "c009bbedb3730010700b4d43c6a8dcef",
          "display_value": "Authorized Representative"
        },
        "contact": {
          "sys_id": "dc0185d94f341200025ba3618110c77c",
          "display_value": "Cindy Contact"
        },
        "account": {
          "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
          "display_value": "Boxeo"
        }
      }
    ],
    "status": "SUCCESS"
  }
}
```

Install Base Item - GET /sn_install_base/integrations/installbaseitems/{id}/soldproducts

Returns the sold products records associated with a specified install base item record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/soldproducts`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/soldproducts`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]

Query parameters

Name	Description
field name-value pairs	Field-value pairs to use to filter the related parties records. By default this references the fields in the Sold Products [sn_install_base_sold_product] table. If you specify a different table in *`sys_class_name`*, specify the fields in that table. You can pass one or more field-value pairs to filter the return results. For example, if you wanted to filter on the products sold to a specific account, pass something similar to the following, where the passed value is the sys_id of the account: `&account=86837a386f0331003b3c498f5d3ee4ca`. Data type: String Default: All fields
sys_class_name	If using an extended sold products table (not sn_install_base_sold_product), the name of the extended table to query. Data type: String Default: sn_install_base_sold_product
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *`sysparm_offset`* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *`sysparm_limit`* values can impact system performance. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
has_more	Flag that indicates whether there are more records in the table to return. Possible values: • true: More records to return. • false: No more records to return. Data type: Boolean string
soldproducts	List of the sold products associated with the specified install base item record. Data type: Array of Objects `"soldproducts":[ { "account": {Object}, "contact": {Object}, "name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"number": "String",
	"product": {Object},
	"sys_class_name": "String",
	"sys_id": "String",
	"state": {Object}
	}
	]</pre>

soldproducts.account	Details about the account associated with the product record.
	
	Data type: Object
	<pre>account": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

soldproducts.account.display_value	Text name of the account associated with the product record. Use this value to display the account name in the UI. Data type: String
soldproducts.account.sys_id	Sys_id of the account record associated with the product record. Data type: String

soldproducts.contact	Details about the account contact responsible for the product.
	
	Data type: Object
	<pre>"contact": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

soldproducts.contact.display_value	Text name of the contact associated with the product. Use this value to display the contact name in the UI. Data type: String
soldproducts.contact.sys_id	Sys_id of the contact record associated with the product record. Data type: String
soldproducts.name	Name of the product. Data type: String
soldproducts.number	Product number. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
soldproducts.sys_class_name	Table containing the product record. Data type: String
soldproducts.sys_id	Sys_id of the associated product. Data type: String
soldproducts.state	Details about the current state of the product. Data type: Object `"state": { "display_value": "String", "value": "String" }`
soldproducts.state.display_value	Text string of the current state of the product. Use this value to display the state in the UI. Data type: String
soldproducts.state.value	Internal value of the state of the product. Data type: String
status	Status of the endpoint call. Data type: String
sysparm_limit	Number of records that were returned. If this value isn't specified in the original request, it uses the default value. Data type: Number
sysparm_offset	Offset (starting point) in the associated table from which records were evaluated and retrieved. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/f77c7542b7343300ece839a6ee11a991/soldproduc
ts?sysparm_limit=1" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "sysparm_offset": 0,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sysparm_limit": 1,
    "has_more": true,
    "soldproducts": [
      {
        "product": {
          "sys_id": "a9a2d0c3c6112276010db16c5ddd3461",
          "display_value": "Lenovo ThinkStation S20"
        },
        "sys_class_name": "sn_install_base_sold_product",
        "number": "SLPRD0001008",
        "sys_id": "17a3a7128729a1105d0055373cbb35fb",
        "contact": {
          "sys_id": "ddce70866f9331003b3c498f5d3ee417",
          "display_value": "George Warren"
        },
        "name": "SP B2B",
        "state": {
          "value": "active",
          "display_value": "Active"
        },
        "account": {
          "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
          "display_value": "Boxeo"
        }
      }
    ],
    "status": "SUCCESS"
  }
}
```


Install Base Item - GET /sn_install_base/integrations/installbaseitems/{id}/workorders

Returns the work orders associated with a specified install base item record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/workorders`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/workorders`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String Table: Install Base Item [sn_install_base_item]

Query parameters

Name	Description
field name-value pairs	Field-value pairs to use to filter the related parties records. By default this references the fields in the Sold Products [sn_install_base_sold_product] table. If you specify a different table in *sys_class_name*, then specify the fields in that table. You can pass one or more field-value pairs to filter the return results. For example, if you wanted to filter on the products sold to a specific account, pass something similar to the following where the passed value is the sys_id of the account: `&account=86837a386f0331003b3c498f5d3ee4ca`. Data type: String Default: All fields
sys_class_name	If using an extended sold products table (not sn_install_base_sold_product), the name of the extended table to query. Data type: String Default: sn_install_base_sold_product
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. **Note:** Unusually large *sysparm_limit* values can impact system performance. Data type: Number Default: 10
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
has_more	Flag that indicates whether there are more records in the table to return. Possible values: • true: More records to return. • false: No more records to return. Data type: Boolean string
status	Status of the endpoint call. Data type: String
sysparm_limit	Number of records that were returned. If this value isn't specified in the original request, it uses the default value. Data type: Number
sysparm_offset	Offset (starting point) in the associated table from which records were evaluated and retrieved. Data type: String
workorders	List of the work orders associated with the specified install base item record. Data type: Array of Objects `"workorders":[ { "active": "String", "approval": {Object}, "billable": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"escalation": "String", "has_appointment": "String", "hierarchical_variables": "String", "impact": "String", "install_base_item": {Object}, "is_catalog": "String", "knowledge": "String", "location": {Object}, "made_sla": "String", "needs_attention": "String", "number": "String", "opened_at": {Object}, "opened_by": {Object}, "opened_for": {Object}, "priority": "String", "reassignment_count": "String", "reschedule_maintenance_if_canceled": "String", "short_description": "String", "sla_suspended": "String", "state": "String", "sys_class_name": "String", "sys_domain_path": "String" "sys_id": "String", "task_created": "String", "task_effective_number": "String", "template_workflow_invoked": "String", "upon_approval": {Object}, "upon_reject": {Object}, "urgency": "String" }]
workorders.active	Flag that indicates whether the work order is active. Possible values: • true: Work order is active. • false: Work order is inactive. Data type: Boolean string

workorders.approval	Details about the current approval process for the work order.
	
	Data type: Object
	"approval": {
	"display_value": "String",
	"value": "String"
	}

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
workorders.approval.display_value	Text string of the current state of the approval process. Use this value to display the approval state in the UI. Data type: String
workorders.approval.value	Internal value of the state of the approval process. Data type: String
workorders.billable	Flag that indicates whether the work order is billable. Possible values: • true: Work order is billable. • false: Work order isn't billable Data type: Boolean string
workorders.escalation	Level of escalation of the work order. Data type: String
workorders.has_appointment	Flag that indicates whether the work order has a scheduled appointment. Possible values: • true: Work order has an appointment. • false: Work order doesn't have an appointment. Data type: Boolean string
workorders.install_base_item	Details about the install base item associated with the work order record. Data type: Object `"install_base_item": { "display_value": "String", "sys_id": "String" }`
workorders.install_base_item.display_value	Text name of the install base item associated with the work order record. Use this value to display the install base item name in the UI. Data type: String
workorders.install_base_item.sys_id	Sys_id of the install base item record associated with the work order record. Data type: String
workorders.is_catalog	Flag that indicates whether is part of a catalog. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Work order is part of a catalog. • false: Work order isn't part of a catalog. Data type: Boolean string
workorders.knowledge	Flag that indicates if there's a knowledge base article available for the specified work order issue. Possible values: • true: Knowledge base article is available for this issue. • false: Knowledge base article isn't available for this issue. Data type: Boolean string

workorders.location	Details about the location of the item that needs to be worked on.
	
	Data type: Object
	
	`"location": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

workorders.location.display_value	Text name of the location of the item to be worked on. Use this value to display the location in the UI. Data type: String
workorders.location.sys_id	Sys_id of the location record associated with the work order record. Data type: String
workorders.made_sla	Flag that indicates whether the work associated with the work order met the associated Service Level Agreement (SLA). Possible values: • true: SLA was met. • false: SLA wasn't met. Data type: Boolean string
workorders.needs_attention	Flag that indicates whether this work order needs attention. Possible values: • true: Work order needs attention. • false: Work order doesn't need attention.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean string
workorders.number	Unique number used to identify the work order. Data type: String
workorders.opened_at	Details about when the work order was opened. Data type: Object `"opened_at": { "display_value": "String", "value": "String" }`
workorders.opened_at.display_value	Date and time that the work order was opened. Use this value to display the value in the UI. Data type: String
workorders.opened_at.value	Date and time that the work order was opened. Data type: String
workorders.opened_by	Details about the person that opened the work order. Data type: Object `"opened_by": { "display_value": "String", "sys_id": "String" }`
workorders.opened_by.display_value	Text name of the person that opened the work order. Use this value to display this name in the UI. Data type: String
workorders.opened_by.sys_id	Sys_id of the user record of the person that opened the work order. Data type: String
workorders.opened_for	Details about the person that the work order was opened for if different than the *opened_by* person. Data type: Object `"opened_for": { "display_value": "String", "sys_id": "String" }`
workorders.opened_for.display_value	Text name of the person that the work order was opened for. Use this value to display this name in the UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
workorders.opened_for.sys_id	Sys_id of the user record of the person that the work order was opened for. Data type: String
workorders.priority	Priority of the work order. Data type: String
workorders.reassignment_count	Number of times that the work order was reassigned to a person that is responsible for moving the work order forward. Data type: String
workorders. reschedule_maintenance_if_canceled	Flag that indicates whether the work should be rescheduled if the associated work order is canceled. Possible values: • true: Reschedule the work. • false: Check before rescheduling the work. Data type: Boolean string
workorders.short_description	Brief text that describes the work associated with the work order. Data type: String
workorders.sla_suspended	Flag that indicates whether the SLA associated with the work order has been suspended. Valid values: • true: SLA has been suspended. • false: SLA hasn't been suspended. Data type: Boolean string
workorders.state	Current state of the work order. Data type: String
workorders.sys_class_name	Table containing the work order record. Data type: String
workorders.sys_domain_path	Domain path. Data type: String
workorders.sys_id	Sys_id of the associated work order record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
workorders.task_created	Flag that indicates whether a task has been created for this work order. Possible values: • true: Task has been created for this work order. • false: Task hasn't been created for this work order. Data type: Boolean string
workorders.task_effective_number	Unique number used to identify the work order. Data type: String
workorders. template_workflow_invoked	Flag that indicates whether the associated workflow has been invoked for this work order. Possible values: • true: Workflow has been invoked. • false: Worflow hasn't been invoked. Data type: Boolean string

workorders.upon_approval	Details about the next action to take if the work order is approved.
	Data type: Object
	`"upon_approval": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

workorders.upon_approval. display_value	Text string of the action to take if the work order is approved. Use this value to display this information in the UI. Data type: String
workorders.upon_approval.value	Action to take if the work order is approved. Possible values: • do_nothing • proceed Data type: String
workorders.upon_reject	Details about the next action to take if the work order is rejected. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"upon_reject": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

workorders.upon_reject.display_value	Text string of the action to take if the work order is rejected. Use this value to display this information in the UI. Data type: String
workorders.upon_reject.value	Action to take if the work order is rejected. Possible values: • cancel • goto Data type: String
workorders.urgency	Urgency of the work order. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/f77c7542b7343300ece839a6ee11a991/workorde
rs?sysparm_limit=1" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:


```
{
  "result": {
    "sysparm_offset": 0,
    "sysparm_limit": 10,
    "has_more": false,
    "workorders": [
      {
        "upon_reject": {
          "value": "cancel",
          "display_value": "Cancel all future Tasks"
        },
        "number": "WO0010372",
        "state": "1",
        "template_workflow_invoked": "false",
        "knowledge": "false",
        "impact": "3",
        "active": "true",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "priority": "4",
        "sys_domain_path": "/",
        "sla_suspended": "false",
        "needs_attention": "false",
        "short_description": "Test WO1",
        "sys_class_name": "wm_order",
        "reschedule_maintenance_if_canceled": "true",
        "reassignment_count": "0",
        "hierarchical_variables": "variable_pool",
        "opened_for": {
          "sys_id": "85453c616fc331003b3c498f5d3ee4fa",
          "display_value": "Jodi Seals"
        },
        "install_base_item": {
          "sys_id": "42746a3b876121100b6afc86dabb3597",
          "display_value": "KX Series - KX5000"
        },
        "has_appointment": "false",
        "escalation": "0",
        "upon_approval": {
          "value": "proceed",
          "display_value": "Proceed to Next Task"
        },
        "spam": "false",
        "made_sla": "true",
        "is_catalog": "false",
        "task_effective_number": "WO0010372",
        "opened_by": {
          "sys_id": "85453c616fc331003b3c498f5d3ee4fa",
          "display_value": "Jodi Seals"
        },
        "opened_at": {
          "value": "2023-03-20 13:33:22",
          "display_value": "2023-03-20 06:33:22"
        },
        "task_created": "false",
        "sys_id": "19761cc087b521100b6afc86dabb352f",
        "urgency": "3",
        "approval": {
          "value": "not requested",
          "display_value": "Not Yet Requested"
        },
        "billable": "false",
        "location": {
          "sys_id": "1cd145bc23070110766713d1d7bf654f",
          "display_value": "2866 Stevens Creek Blvd,Santa
 Clara,CA"
        }
      }
    ],
    "status": "SUCCESS"
  }
}
```


Install Base Item - PATCH /sn_install_base/integrations/installbaseitems/{id}

Updates a specified install base item record with specified field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
account	Required when creating an install base item for an account. Sys_id of the account to associate with the install base item. **Note:** If you pass the *account* parameter, you can't also pass the *consumer* parameter. Data type: String Table: Account [customer_account]
active	Flag that indicates whether the install base item is active. Valid values: • true, "true", or "0": Item is active. • false, "false", or "1": Item isn't active. Data type: Boolean Default: true
asset	Sys_id of the asset associated with the install base item record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Asset [alm_asset]
child_install_base_items	List of the child install base items associated with this install base item. **Note:** The following child install base item fields can't be different from its parent: • account • consumer • contact • service organization Data type: Array of Objects `"child_install_base_items": [ { "name": "String", "product": "String" } ]`
child_install_base_items.name	Name of the child install base item. Data type: String
child_install_base_items.product	Sys_id of the associated child base item record. Data type: String Table: Install Base Item [sn_install_base_item]
configuration_item	Sys_id of the configuration item associated with the install base item record. Data type: String Table: Configuration Item [cmdb_ci]
consumer	Required when creating an install base item for a consumer. Sys_id of the consumer associated with the install base item record. **Note:** If you pass the *consumer* parameter, you can't also pass the *account* parameter. In addition, you can only associate a consumer with an install base item if the B2B2C plugin is installed on your instance. Data type: String Table: Consumer [csm_consumer]
consumer_profile	Sys_id of the consumer profile associated with the install base item record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Table: Consumer Profile [sn_csm_consumer_profile]
contact	Sys_id of the account contact record that is primarily responsible for the install base item. **Note:** Contacts can only be specified for account install base items. Data type: String Table: Contact [customer_contact]
household	Sys_id of the household associated with the install base item record. **Note:** This field is only valid when the Customer Service Household (com.snc.household) plugin is installed. Data type: String Table: Household [csm_household]
install_date	Date on which the install base item becomes active. Data type: String Format: yyyy-MM-dd HH:mm:ss
location	Sys_id of the location of the associated product. Data type: String Table: Location [cmn_location]
name	Name of the install base item. Data type: String
number	Unique identifier for the install base item. Data type: String Default: Automatically generated by the endpoint.
parent	Sys_id of the parent record for this install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
product_model	Sys_id of the product model associated with the install base item record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Table: Product Model [cmdb_model]
quantity	Number of items installed. Data type: Integer
service_context	Sys_id of the service that is associated to the underlying CI for calculating the impact severity from Event Management. For more information, see Service health status for install base. **Note:** This field is only valid if the Proactive Customer Service Operations with Event Management plugin is installed. Data type: String
service_organization	Required when creating an install base item for a service organization. Sys_id of the service organization record that is involved in providing service to the customer. **Note:** If you pass this parameter, you shouldn't also pass the account, contact, or consumer parameters. The *service_organization* parameter is only available when the Service Organization (com.snc.service_organization) plugin is installed on your instance. Data type: String Table: Service Organization [sn_customer_service_organization]
state	Current state of the install base item. Valid values: • in_use • inactive Data type: String
status	Status of the product. Valid values: • original • replacement

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
sys_class_name	Name of the extended install base table in which to update the install base item record. Data type: String
uninstall_date	Date on which the install base becomes inactive. Data type: String Format: yyyy-MM-dd HH:mm:ss

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
item	Details about the install base item that was updated. Data type: Object `"item": { "account": {Object}, "active": Boolean, "name": "String", "number": "String", "state": {Object}, "sys_class_name": {Object}, "sys_id": "String" }`
item.account	Details about the customer account associated with the install base item record. Data type: Object `"account": { "display_value": "String", "sys_id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.account.display_value	Text name of the customer account associated with the install base item record. Use this value to display the customer account name in the UI. Data type: String
item.account.sys_id	Sys_id of the customer account record associated with the install base item record. Data type: String
item.active	Flag that indicates whether the install base item is active. Possible values: • true: Install base item is active. • false: Install base item is inactive. Data type: Boolean String
item.name	Name of the install base item. Data type: String
item.number	Unique ID of the install base item. Data type: String
item.state	Details about the current state of the install base item. Data type: Object `"state": { "display_value": "String", "value": "String" }`
item.state.display_value	Text string of the current state of the install base item. Use this value to display the state in the UI. Data type: String
item.state.value	Internal value of the state of the install base item. Data type: String
item.sys_class_name	Details about the table that contains the install base item. Data type: Object `"sys_class_name": { "display_value": "String", "value": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.sys_class_name.display_value	Text string of the name of the table that contains the install base item. Use this value to display the table name in the UI. Data type: String
item.sys_class_name.value	Internal value of the table that contains the install base item Data type: String
item.sys_id	Sys_id of the install base item record. Located in the table specified in the *sys_class_name* parameter. Data type: String
status	Status of the endpoint call. Data type: String

Example: cURL request

The following code example shows how to update the name and active fields in the install base item record.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/f77c7542b7343300ece839a6ee11a991" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"name\": \"KX Series - KX5001\",
  \"active\":true
}" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "status": "SUCCESS",
    "item": {
      "sys_class_name": {
        "value": "sn_install_base_item",
        "display_value": "Install Base Item"
      },
      "number": "IBITM0001001",
      "sys_id": "bc610d38cb76211050501ebfe8076d8b",
      "state": {
        "value": "inactive",
        "display_value": "Inactive"
      },
      "active": "false",
      "name": "NewTestIB",
      "account": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_id": "8637a386f0331003b3c498f5d3ee4ca",
        "display_value": "Boxeo"
      }
    }
  }
}

}
```

Install Base Item - PATCH /sn_install_base/integrations/installbaseitems/{id}/relatedparties/{related_party_sys_id}

Updates the specified related party record, associated with a specified install base item, with the values in the request body.

If you need to modify the type of related party associated with an Install Base Item, you must remove the type-specific fields for the current related party type and replace them with the type-specific fields of the new related party type. For example, to change from a type of Authorized Account to Authorized Consumer, pass the following:

- *type* = "Authorized Consumer"
- *account* = ""
- *consumer* = "<sys_id of consumer record>"
- *responsibility* = "<sys_id of responsibility of consumer>"

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/relatedparties/{related_party_sys_id}`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/relatedparties/{related_party_sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
related_party_sys_id	Sys_id of the related party record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Table: Install Base Related Party [sn_install_base_related_party]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
account	Required if the *type* parameter is one of the following: • `Authorized Account` • `Authorized Contact` • `Listed Account` • `Listed Contact` Sys_id of the account to associate with the install base item. **Note:** If you pass the *account* parameter, you can't also pass the *consumer* parameter. Data type: String Table: Account [customer_account]
consumer	Required if the *type* parameter is `Authorized Consumer` or `Listed Consumer`. Sys_id of the consumer associated with the install base item record. **Note:** If you pass the *consumer* parameter, you can't also pass the *account* parameter. In addition, you can only associate a consumer with an install base item if the B2B2C plugin is installed on your instance. Data type: String Table: Consumer [csm_consumer]
contact	Sys_id of the contact record associated with the related parties record. Data type: String Table: Contact [customer_contact]
responsibility	Sys_id of the associated responsibility record. This record defines the access level for the install base information. This parameter is only valid if the *related_party* field is also specified. If specified, it only returns the install base items that match both the *related_party* and *responsibility* parameters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	For additional information, see Configure related parties for items received Data type: String Table: Responsibility Definition [sn_customerservice_responsibility_def]
service_organization	Required if the *type* parameter is one of the following: • `Authorized Member` • `Authorized Service Organization` • `Listed Member` • `Listed Service Organization` Sys_id of the service organization record that is involved in providing service to the customer. **Note:** If you pass this parameter, you shouldn't also pass the account, contact, or consumer parameters. The *service_organization* parameter is only available when the Service Organization (com.snc.service_organization) plugin is installed on your instance. Data type: String Table: Service Organization [sn_customer_service_organization]
sys_class_name	Table containing the related parties record. Data type: String Default: sn_install_base_related_party
type	Required. Sys_id of the type of related party to create. Possible types: • Authorized Account • Authorized Consumer • Authorized Contact • Authorized Contributor • Authorized Member • Authorized Service Organization • Listed Account • Listed Consumer • Listed Contact • Listed Contributor • Listed Member • Listed Service Organization

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Table: Related Party Configuration [sn_customerservice_related_party_configuration]
user	Required if the *type* parameter is one of the following related party types: • `Authorized Contributor` • `Authorized Member` • `Listed Contributor` • `Listed Member` Sys_id of the user record associated with the related parties record. Data type: String Table: User [sys_user] For `Authorized Member` and `Listed Member`, this user must be associated with the specified *service_organization* record.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
item	Details about the related parties record. Data type: Array `"item": { "account": {Object}, "consumer": {Object}, "contact": {Object}, "install_base_item": {Object}, "responsibility": {Object}, "service_organization": {Object}, "sys_class_name": "String", "sys_id": "String", "type": {Object}, "user": {Object} }`
item.account	Details about the account associated with the related parties record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Data type: Object
	`account": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

item.account.display_value	Text name of the account associated with the related parties record. Use this value to display the account name in the UI. Data type: String
item.account.sys_id	Sys_id of the account record associated with the related parties record. Data type: String

item.consumer	Details about the consumer associated with the related parties record.
	
	Data type: Object
	`"consumer": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

item.consumer.display_value	Text name of the consumer associated with the related parties record. Use this value to display the consumer name in the UI. Data type: String
item.consumer.sys_id	Sys_id of the consumer record associated with the related parties record. Data type: String

item.contact	Details about the account contact responsible for the related parties record.
	
	Data type: Object
	`"contact": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

item.contact.display_value	Text name of the contact associated with the related parties record. Use this value to display the contact name in the UI. Data type: String
item.contact.sys_id	Sys_id of the contact record associated with the related parties record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Contact [customer_contact]

item.install_base_item	Details about the install base item associated with the related parties record.
	
	Data type: Object
	
	`"install_base_item": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

item.install_base_item.display_value	Text name of the install base item associated with the related parties record. Use this value to display the install base item name in the UI. Data type: String
item.install_base_item.sys_id	Sys_id of the install base item record associated with the related parties record. Data type: String

item.responsibility	Details about the access level for the install base information.
	
	Data type: Object
	
	`"responsibility": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

item.responsibility.display_value	Text display value for the access level for the install base information. Data type: String
item.responsibility.sys_id	Sys_id of the associated responsibility record. This record defines the access level for the install base information. This parameter is only valid if the *related_party* field is also specified. If specified, it only returns the install base items that match both the *related_party* and *responsibility* parameters. For additional information, see Configure related parties for items received Data type: String Table: Responsibility Definition [sn_customerservice_responsibility_def]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.sys_class_name	Table containing the related parties record. Data type: String Default: sn_install_base_related_party
item.sys_id	Sys_id of the associated related parties record. Data type: String
item.type	Details about the type of contact associated with the related parties record. Data type: Object `"type": { "display_value": "String", "sys_id": "String" }`
item.type.display_value	Text name of the type of contact associated with the related parties record. Use this value to display the type of contact in the UI. For additional information, see Create related party configurations. Possible types: • Authorized Account • Authorized Consumer • Authorized Contact • Authorized Contributor • Authorized Member • Authorized Service Organization • Listed Account • Listed Consumer • Listed Contact • Listed Contributor • Listed Member • Listed Service Organization Data type: String
item.type.sys_id	Sys_id of the type record associated with the related parties record. Data type: String
item.user	Details about the user associated with the related parties record. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"user": {
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>

item.user.display_value	Text name of the user associated with the related parties record. Use this value to display the user name in the UI. Data type: String
item.user.sys_id	Sys_id of the user record associated with the related parties record. Data type: String Table: User [sys_user]
status	Status of the endpoint call. Data type: String
sysparm_limit	Number of records that were returned. If this value isn't specified in the original request, it uses the default value. Data type: Number
sysparm_offset	Offset (starting point) in the associated table from which records were evaluated and retrieved. Data type: String

Example: cURL request

The following code example shows how to call this endpoint to update the contact record associated with the related party.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/relatedparties/f77c7542b7343300ece839a6ee11a991" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
\"contact\": \"dc0185d94f341200025ba3618110c77c\"
}" \
--user 'username':'password'
```

Return results:

```
{
"result":
  {
    "type": {
      "display_value":"Authorized Contact",
      "sys_id":"68ec8b2965e99110f87764df53db779f"
    },
    "install_base_item": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "display_value":"KX Series - KX5000",
      "sys_id":"f77c7542b7343300ece839a6ee11a991"
    },
    "sys_class_name":"sn_install_base_related_party",
    "sys_id":"4659539814ac6910f877ae314c1fb43a",
    "responsibility": {
      "display_value":"Authorized Representative",
      "sys_id":"c009bbedb3730010700b4d43c6a8dcef"
    },
    "contact": {
      "display_value":"Cindy Contact",
      "sys_id":"dc0185d94f341200025ba3618110c77c"
    },
    "account": {
      "display_value":"Boxeo",
      "value":"86837a386f0331003b3c498f5d3ee4ca"
    },
    "status":"SUCCESS",
  }
}
```


Install Base Item - PATCH /sn_install_base/integrations/installbaseitems/{id}/uninstall

Uninstalls the specified install base item.

An uninstall consists of setting the *active* field to `false` and setting the *unistall_date* field to a specified date. Empty if a date value isn't provided.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/uninstall`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/uninstall`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
uninstall_date	Date on which to uninstall the specified install base item. If not specified, it's uninstalled immediately. Data type: String Format: yyyy-mm-dd hh:mm:ss

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
item	Description of the uninstalled item. Data type: Object `"item": { "account": {Object}, "active": "String", "asset": {Object}, "configuration_item": {Object}, "consumer": {Object}, "consumer_profile": {Object}, "contact": {Object}, "health_status": {Object}, "health_status_last_updated": "String", "household": {Object}, "install_date": {Object}, "location": {Object}, "name": "String", "number": "String", "parent": {Object}, "product": {Object}, "service_context": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"service_organization" {Object},
	"sys_class_name": "String",
	"sys_id": "String",
	"state": {Object},
	"status": {Object},
	"uninstall_date": "String"
	}</pre>

item.account	Details about the customer account associated with the install base item record.
	
	Data type: Object
	<pre>"account": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

item.account.display_value	Text name of the customer account associated with the install base item record. Use this value to display the customer account name in the UI. Data type: String
item.account.sys_id	Sys_id of the customer account record associated with the install base item record. Data type: String
item.active	Flag that indicates whether the install base item is active. Possible values: • true: Install base item is active. • false: Install base item is inactive. Data type: Boolean String

item.asset	Details about the asset associated with the install base item record.
	
	Data type: Object
	<pre>"asset": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

item.asset.display_value	Text name of the asset associated with the install base item record. Use this value to display the asset name in the UI. Data type: String
item.asset.sys_id	Sys_id of the asset record associated with the install base item record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
item.child_install_base_items	List of the child install base items associated with this install base item. **Note:** The following child install base item fields can't be different from its parent: • account • consumer • contact • service organization Data type: Array of Objects `"child_install_base_items": [ { "name": "String", "product": "String" } ]`
item.child_install_base_items.name	Name of the child install base item. Data type: String
item.child_install_base_items.product	Sys_id of the associated child base item record. Data type: String Table: Install Base Item [sn_install_base_item]
item.configuration_item	Details about the configuration item associated with the install base item record. Data type: Object `"configuration_item": { "display_value": "String", "sys_id": "String" }`
item.configuration_display_value	Text name of the configuration item associated with the install base item record. Use this value to display the configuration item name in the UI. Data type: String
item.configuration_sys_id	Sys_id of the configuration item record associated with the install base item record. Data type: String
item.consumer	Details about the consumer associated with the install base item record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: The consumer field is only available if the B2B2C plugin is installed. Data type: Object `"consumer": { "display_value": "String", "sys_id": "String" }`
item.consumer.display_value	Text name of the consumer associated with the install base item record. Use this value to display the consumer name in the UI. Data type: String
item.consumer.sys_id	Sys_id of the consumer record associated with the install base item record. Data type: String
item.consumer_profile	Details about the consumer profile associated with the install base item record. **Note:** The consumer profile field is only available if the B2B2C plugin is installed. Data type: Object `"consumer_profile": { "display_value": "String", "sys_id": "String" }`
item.consumer_profile.display_value	Text name of the consumer profile associated with the install base item record. Use this value to display the consumer profile name in the UI. Data type: String
item.consumer_profile.sys_id	Sys_id of the consumer profile record associated with the install base item record. Data type: String
item.contact	Details about the account contact responsible for the install base item record. Data type: Object `"contact": { "display_value": "String", "sys_id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.contact.display_value	Text name of the account contact associated with the install base item record. Use this value to display the account contact name in the UI. Data type: String
item.contact.sys_id	Sys_id of the account contact record associated with the install base item record. Data type: String
item.health_status	Details about the current health status of the install base item. Only returned if the Proactive Customer Service Operations (com.snc.proactive_cs_itom) plugin is installed. Data type: Object `"health_status": { "display_value": "String", "value": "String" }`
item.health_status.display_value	Text string of the current health status of the install base item. Use this value to display the health status in the UI. Data type: String
item.health_status.value	Internal value of the health status of the install base item. Data type: String
item.health_status_last_updated	Date and time when the health status was last updated for the install base item. Data type: String
item.household	Details about the household associated with the install base item record. Only returned if the Customer Service Household (com.snc.household) plugin is installed. Data type: Object `"household": { "display_value": "String", "sys_id": "String" }`
item.household.display_value	Text name of the household associated with the install base item record. Use this value to display the household name in the UI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.household.sys_id	Sys_id of the household associated with the install base item record. Data type: String
item.install_date	Details about the date when the install base item became active. Data type: Object `"install_date": { "display_value": "String", "value": "String" }`
item.install_date.display_value	Text install date. Use this value to display the install date in the UI. Data type: String
item.install_date.value	Internal value of the install date. Data type: String
item.location	Details about the location of the install base item. Data type: Object `"location": { "display_value": "String", "sys_id": "String" }`
item.location.display_value	Text name of the install base item location. Use this value to display the location name in the UI. Data type: String
item.location.sys_id	Sys_id of the location record associated with the install base item record. Data type: String
item.name	Name of the install base item. Data type: String
item.number	Unique ID of the install base item. Data type: String
item.parent	Details about the parent record of the install base item record. Data type: Object `"parent": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_id": "String"
	}</pre>

item.parent.display_value	Text name of the parent record associated with the install base item record. Use this value to display the parent name in the UI. Data type: String
item.parent.sys_id	Sys_id of the parent record associated with the install base item record. Data type: String

item.product	Details about the product model associated with the install base item record. Use this information to identify the services associated with any product model.
	
	Data type: Object
	<pre>"product": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

item.product.display_value	Text name of the product model associated with the install base item record. Use this value to display the product name in the UI. Data type: String
item.product.sys_id	Sys_id of the product model record associated with the install base item record. Data type: String
item.quantity	Number of items installed. Data type: Integer

item.service_context	Details about the service context associated with the install base item record.
	
	Data type: Object
	<pre>"service_context": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

item.service_context.display_value	Details about the service context associated with the install base item record.
	
	Data type: Object
	<pre>"service_context": {
	"display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_id": "String"
	}</pre>

item.service_context.sys_id	Sys_id of the service context record associated with the install base item record. Data type: String

item.service_organization	Details about the service organization associated with the install base item record. Only returned if the Service Organization (com.snc.service_organization) plugin is installed.
	
	Data type: Object
	<pre>"service_organization": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>

item.service_organization.display_value	Text name of the service organization associated with the install base item record. Use this value to display the service organization name in the UI. Data type: String
item.service_organization.sys_id	Sys_id of the service organization record associated with the install base item record. Data type: String
item.sys_class_name	Table containing the install base item record. Data type: String
item.sys_id	Sys_id of the install base item record. Located in the table specified in the *sys_class_name* parameter. Data type: String

item.state	Details about the current state of the install base item.
	
	Data type: Object
	<pre>"state": {
	"display_value": "String",
	"value": "String"
	}</pre>

item.state.display_value	Text string of the current state of the install base item. Use this value to display the state in the UI. Data type: String
item.state.value	Internal value of the state of the install base item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.status	Details about the status of the install base item. Data type: Object `"status": { "display_value": "String", "value": "String" }`
item.status.display_value	Text string of the status of the install base item. Use this value to display the status in the UI. Data type: String
item.status.value	Internal value of the status of the install base item. Data type: String
item.uninstall_date	Details about the date when the install base item became inactive. Data type: Object `"uninstall_date": { "display_value": "String", "value": "String" }`
item.uninstall_date.display_value	Text uninstall date. Use this value to display the uninstall date in the UI. Data type: String
item.uninstall_date.value	Internal value of the uninstall date. Data type: String
status	Status of the endpoint call. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems/42746a3b876121100b6afc86dabb3597/uninstall"
 \
--request PATCH \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "status": "SUCCESS",
    "item": {
      "sys_class_name": {
        "value": "sn_install_base_item",
        "display_value": "Install Base Item"
      },
      "number": "IBITM0000901",
      "sys_id": "f77c7542b7343300ece839a6ee11a991",
      "contact": {
        "sys_id": "4d147a386f0331003b3c498f5d3ee437",
        "display_value": "Julie Lewis"
      },
      "state": {
        "value": "inactive",
        "display_value": "Inactive"
      },
      "active": "false",
      "configuration_item": {
        "sys_id": "e5a28e07c30202001efd5cb981d3aedb",
        "display_value": "KX Series - KX5000"
      },
      "name": "KX Series - KX5000",
      "account": {
        "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
        "display_value": "Boxeo"
      }
    }
  }
}
```


Install Base Item - POST /sn_install_base/integrations/installbaseitems

Creates one or more install base item records in the default Install Base Item table, or in its extended table if specified, and populates them with the specified field values.

When creating a single install base item record, you pass an object in the request body that contains all of the fields to include in the request body. When you create multiple install base item records in a single call, you pass an array of objects in the request body that contains all of the records to create. The endpoint processes and reports on each of the record creation objects individually. If one or more of the records fail to be created, it doesn't affect the creation of other record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems`

Default URL: `/api/sn_install_base/integrations/installbaseitems`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
account	Required when creating an install base item for an account. Sys_id of the account to associate with the install base item. **Note:** If you pass the *account* parameter, you can't also pass the *consumer* parameter. Data type: String Table: Account [customer_account]
active	Flag that indicates whether the install base item is active. Valid values: • true, "true", or "0": Item is active. • false, "false", or "1": Item isn't active. Data type: Boolean Default: true
asset	Sys_id of the asset associated with the install base item record. Data type: String Table: Asset [alm_asset]
child_install_base_items	List of the child install base items associated with this install base item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Note: The following child install base item fields can't be different from its parent: • account • consumer • contact • service organization Data type: Array of Objects `"child_install_base_items": [ { "name": "String", "product": "String" } ]`
child_install_base_items.name	Name of the child install base item. Data type: String
child_install_base_items.product	Sys_id of the associated child base item record. Data type: String Table: Install Base Item [sn_install_base_item]
configuration_item	Sys_id of the configuration item associated with the install base item record. Data type: String Table: Configuration Item [cmdb_ci]
consumer	Required when creating an install base item for a consumer. Sys_id of the consumer associated with the install base item record. **Note:** If you pass the *consumer* parameter, you can't also pass the *account* parameter. In addition, you can only associate a consumer with an install base item if the B2B2C plugin is installed on your instance. Data type: String Table: Consumer [csm_consumer]
consumer_profile	Sys_id of the consumer profile associated with the install base item record. Data type: String Table: Consumer Profile [sn_csm_consumer_profile]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
contact	Sys_id of the account contact record that is primarily responsible for the install base item. **Note:** Contacts can only be specified for account install base items. Data type: String Table: Contact [customer_contact]
household	Sys_id of the household associated with the install base item record. **Note:** This field is only valid when the Customer Service Household (com.snc.household) plugin is installed. Data type: String Table: Household [csm_household]
install_date	Date on which the install base item becomes active. Data type: String Format: yyyy-MM-dd HH:mm:ss
location	Sys_id of the location of the associated product. Data type: String Table: Location [cmn_location]
name	Name of the install base item. Data type: String
number	Unique identifier for the install base item. Data type: String Default: Automatically generated by the endpoint.
parent	Sys_id of the parent record for this install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
product_model	Sys_id of the product model associated with the install base item record. Data type: String Table: Product Model [cmdb_model]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
quantity	Number of items installed. Data type: Integer
service_context	Sys_id of the service that is associated to the underlying CI for calculating the impact severity from Event Management. For more information, see Service health status for install base. **Note:** This field is only valid if the Proactive Customer Service Operations with Event Management plugin is installed. Data type: String
service_organization	Required when creating an install base item for a service organization. Sys_id of the service organization record that is involved in providing service to the customer. **Note:** If you pass this parameter, you shouldn't also pass the account, contact, or consumer parameters. The *service_organization* parameter is only available when the Service Organization (com.snc.service_organization) plugin is installed on your instance. Data type: String Table: Service Organization [sn_customer_service_organization]
state	Current state of the install base item. Valid values: • in_use • inactive Data type: String
status	Status of the product. Valid values: • original • replacement Data type: String
sys_class_name	Name of the extended install base table in which to create the install base item record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: Install Base Item [sn_install_base_item] table
uninstall_date	Date on which the install base becomes inactive. Data type: String Format: yyyy-MM-dd HH:mm:ss

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
item	Install base item that matched the specified filter results. Only non-empty fields are returned. Data type: Array of Objects `"item": { "account": {Object}, "active": "String", "asset": {Object}, "child_install_base_items": {Object}, "condition": "String", "configuration_item": {Object}, "consumer": {Object}, "consumer_profile": {Object}, "contact": {Object}, "health_status": {Object}, "health_status_last_updated": "String", "household": {Object}, "install_date": {Object}, "location": {Object}, "name": "String", "number": "String", "parent": {Object}, "product": {Object}, "quantity": Integer, "service_context": {Object}, "service_organization" {Object}, "sys_id": "String", "state": {Object}, "status": {Object}, "uninstall_date": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.account	Details about the customer account associated with the install base item record. Data type: Object `"account": { "display_value": "String", "sys_id": "String" }`
item.account.display_value	Text name of the customer account associated with the install base item record. Use this value to display the customer account name in the UI. Data type: String
item.account.sys_id	Sys_id of the customer account record associated with the install base item record. Data type: String
item.active	Flag that indicates whether the install base item is active. Possible values: • true: Install base item is active. • false: Install base item is inactive. Data type: Boolean String
item.asset	Details about the asset associated with the install base item record. Data type: Object `"asset": { "display_value": "String", "sys_id": "String" }`
item.asset.display_value	Text name of the asset associated with the install base item record. Use this value to display the asset name in the UI. Data type: String
item.asset.sys_id	Sys_id of the asset record associated with the install base item record. Data type: String
item.child_install_base_items	List of the child install base items associated with this install base item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: The following child install base item fields can't be different from its parent: • account • consumer • contact • service organization Data type: Array of Objects `"child_install_base_items": [ { "name": "String", "product": "String" } ]`
item.child_install_base_items.name	Name of the child install base item. Data type: String
item.child_install_base_items.product	Sys_id of the associated child base item record. Data type: String Table: Install Base Item [sn_install_base_item]
item.configuration_item	Details about the configuration item associated with the install base item record. Data type: Object `"configuration_item": { "display_value": "String", "sys_id": "String" }`
item.configuration_item.display_value	Text name of the configuration item associated with the install base item record. Use this value to display the configuration item name in the UI. Data type: String
item.configuration_item.sys_id	Sys_id of the configuration item record associated with the install base item record. Data type: String
item.consumer	Details about the consumer associated with the install base item record. **Note:** The consumer field is only available if the B2B2C plugin is installed. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"consumer": {
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>

item.consumer.display_value	Text name of the consumer associated with the install base item record. Use this value to display the consumer name in the UI. Data type: String
item.consumer.sys_id	Sys_id of the consumer record associated with the install base item record. Data type: String

item.consumer_profile	Details about the consumer profile associated with the install base item record.
	
	Note: The consumer profile field is only available if the B2B2C plugin is installed.
	
	Data type: Object
	<pre>"consumer_profile": {
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>

item.consumer_profile.display_value	Text name of the consumer profile associated with the install base item record. Use this value to display the consumer profile name in the UI. Data type: String
item.consumer_profile.sys_id	Sys_id of the consumer profile record associated with the install base item record. Data type: String

item.contact	Details about the account contact responsible for the install base item record.
	
	Data type: Object
	<pre>"contact": {
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>

item.contact.display_value	Text name of the account contact associated with the install base item record. Use this value to display the account contact name in the UI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.contact.sys_id	Sys_id of the account contact record associated with the install base item record. Data type: String
item.health_status	Details about the current health status of the install base item. Only returned if the Proactive Customer Service Operations (com.snc.proactive_cs_itom) plugin is installed. Data type: Object `"health_status": { "display_value": "String", "value": "String" }`
item.health_status.display_value	Text string of the current health status of the install base item. Use this value to display the health status in the UI. Data type: String
item.health_status.value	Internal value of the health status of the install base item. Data type: String
item.health_status_last_updated	Date and time when the health status was last updated for the install base item. Data type: String
item.household	Details about the household associated with the install base item record. Only returned if the Customer Service Household (com.snc.household) plugin is installed. Data type: Object `"household": { "display_value": "String", "sys_id": "String" }`
item.household.display_value	Text name of the household associated with the install base item record. Use this value to display the household name in the UI. Data type: String
item.household.sys_id	Sys_id of the household associated with the install base item record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.install_date	Details about the date when the install base item became active. Data type: Object `"install_date": { "display_value": "String", "value": "String" }`
item.install_date.display_value	Text install date. Use this value to display the install date in the UI. Data type: String
item.install_date.value	Internal value of the install date. Data type: String
item.location	Details about the location of the install base item. Data type: Object `"location": { "display_value": "String", "sys_id": "String" }`
item.location.display_value	Text name of the install base item location. Use this value to display the location name in the UI. Data type: String
item.location.sys_id	Sys_id of the location record associated with the install base item record. Data type: String
item.name	Name of the install base item. Data type: String
item.number	Unique ID of the install base item. Data type: String
item.parent	Details about the parent record of the install base item record. Data type: Object `"parent": { "display_value": "String", "sys_id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.parent.display_value	Text name of the parent record associated with the install base item record. Use this value to display the parent name in the UI. Data type: String
item.parent.sys_id	Sys_id of the parent record associated with the install base item record. Data type: String

item.product	Details about the product model associated with the install base item record. Use this information to identify the services associated with any product model.
	
	Data type: Object
	
	`"product": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

item.product.display_value	Text name of the product model associated with the install base item record. Use this value to display the product name in the UI. Data type: String
item.product.sys_id	Sys_id of the product model record associated with the install base item record. Data type: String
item.quantity	Number of items installed. Data type: Integer

item.service_context	Details about the service context associated with the install base item record.
	
	Data type: Object
	
	`"service_context": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

item.service_context.display_value	Details about the service context associated with the install base item record.
	
	Data type: Object
	
	`"service_context": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
item.service_context.sys_id	Sys_id of the service context record associated with the install base item record. Data type: String

item.service_organization	Details about the service organization associated with the install base item record. Only returned if the Service Organization (com.snc.service_organization) plugin is installed.
	
	Data type: Object
	
	`"service_organization": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

item.service_organization.display_value	Text name of the service organization associated with the install base item record. Use this value to display the service organization name in the UI. Data type: String
item.service_organization.sys_id	Sys_id of the service organization record associated with the install base item record. Data type: String
item.sys_class_name	Table containing the install base item record. Data type: String
item.sys_id	Sys_id of the install base item record. Located in the table specified in the *sys_class_name* parameter. Data type: String

item.state	Details about the current state of the install base item.
	
	Data type: Object
	
	`"state": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

item.state.display_value	Text string of the current state of the install base item. Use this value to display the state in the UI. Data type: String
item.state.value	Internal value of the state of the install base item. Data type: String
item.status	Details about the status of the install base item. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"status": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

item.status.display_value	Text string of the status of the install base item. Use this value to display the status in the UI. Data type: String
item.status.value	Internal value of the status of the install base item. Data type: String

item.uninstall_date	Details about the date when the install base item became inactive.
	
	Data type: Object
	<pre>"uninstall_date": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

item.uninstall_date.display_value	Text uninstall date. Use this value to display the uninstall date in the UI. Data type: String
item.uninstall_date.value	Internal value of the uninstall date. Data type: String
status	Status of the endpoint call. Data type: String

Example: cURL request

The following code example shows how to create a single Install Base Item record.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"name\":\"Base Monitor\",
  \"quantity\": 4,
  \"account\":\"86837a386f0331003b3c498f5d3ee4ca\",
  \"contact\": \"dc0185d94f341200025ba3618110c77c\",
  \"configuration_item\":\"0c43baaac61122750182c132ee74bcf0\",
  \"state\":\"in_use\"
}" \
--user 'username':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Return results: Only non-empty fields are returned.


```
{
  "result": {
    "status": "SUCCESS",
    "item": {
      "sys_class_name": "sn_install_base_item",
      "number": "IBITM0001003",
      "sys_id": "27cb093114c66910f877324710112fd6",
      "contact": {
        "sys_id": "dc0185d94f341200025ba3618110c77c",
        "display_value": "Cindy Contact"
      },
      "state": {
        "value": "in_use",
        "display_value": "In Use"
      },
      "quantity": "4",
      "active": "true",
      "configuration_item": {
        "sys_id": "0c43baaac61122750182c132ee74bcf0",
        "display_value": "3D Pinball"
      },
      "name": "Base Monitor",
      "account": {
        "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
        "display_value": "Boxeo"
      }
    }
  }
}
```


Example: cURL request

The following code example shows how to create multiple Install Base Item records.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/installbaseitems" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "[
  {
    \"name\":\"AST4 Laptop\",
    \"consumer\":\"b119803fdb1b1200b6075200cf961917\",
    \"status\":\"replacement\",
    \"install_date\":\"2023-05-18 12:00:00\",
    \"uninstall_date\":\"2023-09-28 12:00:00\"
  },
{
    \"name\":\"Base Monitor\",
    \"quantity\": 4,
    \"account\":\"86837a386f0331003b3c498f5d3ee4ca\",
    \"contact\": \"dc0185d94f341200025ba3618110c77c\",
    \"configuration_item\":\"0c43baaac61122750182c132ee74bcf0\",
    \"state\":\"in_use\"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
]" \
--user 'username':'password'
```

Return results: Only non-empty fields are returned.


```
{
  "result": {
    "status": "SUCCESS",
    "items": [
      {
        "status": "SUCCESS",
        "item": {
          "sys_class_name": "sn_install_base_item",
          "number": "IBITM0001018",
          "sys_id": "16fe91b1140a6910f877324710112f40",
          "uninstall_date": {
            "value": "2023-09-28 12:00:00",
            "display_value": "2023-09-28 05:00:00"
          },
          "install_date": {
            "value": "2023-05-18 12:00:00",
            "display_value": "2023-05-18 05:00:00"
          },
          "consumer": {
            "sys_id": "b119803fdb1b1200b6075200cf961917",
            "display_value": "Silvester Erik"
          },
          "active": "true",
          "name": "AST4 Laptop",
          "status": {
            "value": "replacement",
            "display_value": "Replacement"
          }
        }
      },
      {
        "status": "SUCCESS",
        "item": {
          "sys_class_name": "sn_install_base_item",
          "number": "IBITM0001019",
          "sys_id": "5efe91b1140a6910f877324710112f40",
          "contact": {
            "sys_id": "dc0185d94f341200025ba3618110c77c",
            "display_value": "Cindy Contact"
          },
          "state": {
            "value": "in_use",
            "display_value": "In Use"
          },
          "quantity": "4",
          "active": "true",
          "configuration_item": {
            "sys_id": "0c43baaac61122750182c132ee74bcf0",
            "display_value": "3D Pinball"
          },
          "name": "Base Monitor",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "account": {
            "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
            "display_value": "Boxeo"
          }
        }
      }
    ]
  }
}
```

Install Base Item - POST /sn_install_base/integrations/installbaseitems/{id}/relatedparties

Creates a related party record and associates it with a specified install base item record. The values specified in the request parameters are stored in the newly created related party record.

URL format

Versioned URL: `/api/sn_install_base/{api_version}/integrations/installbaseitems/{id}/relatedparties`

Default URL: `/api/sn_install_base/integrations/installbaseitems/{id}/relatedparties`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the install base item record. Data type: String Table: Install Base Item [sn_install_base_item]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
account	Required if the *type* parameter is one of the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• `Authorized Account` • `Authorized Contact` • `Listed Account` • `Listed Contact` Sys_id of the account to associate with the install base item. **Note:** If you pass the *`account`* parameter, you can't also pass the *`consumer`* parameter. Data type: String Table: Account [customer_account]
consumer	Required if the *`type`* parameter is `Authorized Consumer` or `Listed Consumer`. Sys_id of the consumer associated with the install base item record. **Note:** If you pass the *`consumer`* parameter, you can't also pass the *`account`* parameter. In addition, you can only associate a consumer with an install base item if the B2B2C plugin is installed on your instance. Data type: String Table: Consumer [csm_consumer]
contact	Sys_id of the contact record associated with the related parties record. Data type: String Table: Contact [customer_contact]
install_base_item	Sys_id of the install base item record associated with the related parties record. Data type: String
responsibility	Sys_id of the associated responsibility record. This record defines the access level for the install base information. This parameter is only valid if the *`related_party`* field is also specified. If specified, it only returns the install base items that match both the *`related_party`* and *`responsibility`* parameters. For additional information, see Configure related parties for items received Data type: String Table: Responsibility Definition [sn_customerservice_responsibility_def]
service_organization	Required if the *`type`* parameter is one of the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• `Authorized Member` • `Authorized Service Organization` • `Listed Member` • `Listed Service Organization` Sys_id of the service organization record that is involved in providing service to the customer. **Note:** If you pass this parameter, you shouldn't also pass the account, contact, or consumer parameters. The *`service_organization`* parameter is only available when the Service Organization (com.snc.service_organization) plugin is installed on your instance. Data type: String Table: Service Organization [sn_customer_service_organization]
sys_class_name	Table containing the related parties record. Data type: String Default: sn_install_base_related_party
type	Required. Sys_id of the type of related party to create. Possible types: • Authorized Account • Authorized Consumer • Authorized Contact • Authorized Contributor • Authorized Member • Authorized Service Organization • Listed Account • Listed Consumer • Listed Contact • Listed Contributor • Listed Member • Listed Service Organization Data type: String Table: Related Party Configuration [sn_customerservice_related_party_configuration]
user	Required if the *`type`* parameter is one of the following related party types:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• `Authorized Contributor` • `Authorized Member` • `Listed Contributor` • `Listed Member` For `Authorized Member` and `Listed Member`, this user must be associated with the specified *`service_organization`* record. Sys_id of the user record associated with the related parties record. Data type: String Table: User [sys_user]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*
Content-Type	Data format of the request body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description

account	Details about the account associated with the related parties record.
	
	Data type: Object
	
	`account": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

account.display_value	Text name of the account associated with the related parties record. Use this value to display the account name in the UI. Data type: String
account.sys_id	Sys_id of the account record associated with the related parties record. Data type: String

consumer	Details about the consumer associated with the related parties record.
	
	Data type: Object
	
	`"consumer": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

consumer.display_value	Text name of the consumer associated with the related parties record. Use this value to display the consumer name in the UI. Data type: String
consumer.sys_id	Sys_id of the consumer record associated with the related parties record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
contact	Details about the account contact responsible for the related parties record. Data type: Object `"contact": { "display_value": "String", "sys_id": "String" }`
contact.display_value	Text name of the contact associated with the related parties record. Use this value to display the contact name in the UI. Data type: String
contact.sys_id	Sys_id of the contact record associated with the related parties record. Data type: String Table: Contact [customer_contact]
error	Details about the error that occurred when trying to process the request. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Additional details about the associated error. Data type: String
error.message	Error message that describes the problem that occurred when trying to execute the request. Data type: String
install_base_item	Details about the install base item associated with the related parties record. Data type: Object `"install_base_item": { "display_value": "String", "sys_id": "String" }`
install_base_item.display_value	Text name of the install base item associated with the related parties record. Use this value to display the install base item name in the UI. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
install_base_item.sys_id	Sys_id of the install base item record associated with the related parties record. Data type: String
responsibility	Details about the access level for the install base information. Data type: Object `"responsibility": { "display_value": "String", "sys_id": "String" }`
responsibility.display_value	Text display value for the access level for the install base information. Data type: String
responsibility.sys_id	Sys_id of the associated responsibility record. This record defines the access level for the install base information. This parameter is only valid if the *related_party* field is also specified. If specified, it only returns the install base items that match both the *related_party* and *responsibility* parameters. For additional information, see Configure related parties for items received Data type: String Table: Responsibility Definition [sn_customerservice_responsibility_def]
status	Status of the endpoint call. Data type: String
sys_class_name	Table containing the related parties record. Data type: String Default: sn_install_base_related_party
sys_id	Sys_id of the associated related parties record. Data type: String
sysparm_limit	Number of records that were returned. If this value isn't specified in the original request, it uses the default value. Data type: Number
sysparm_offset	Offset (starting point) in the associated table from which records were evaluated and retrieved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
type	Details about the type of contact associated with the related parties record. Data type: Object `"type": { "display_value": "String", "sys_id": "String" }`
type.display_value	Text name of the type of contact associated with the related parties record. Use this value to display the type of contact in the UI. For additional information, see Create related party configurations. Possible types: • Authorized Account • Authorized Consumer • Authorized Contact • Authorized Contributor • Authorized Member • Authorized Service Organization • Listed Account • Listed Consumer • Listed Contact • Listed Contributor • Listed Member • Listed Service Organization Data type: String
type.sys_id	Sys_id of the type record associated with the related parties record. Data type: String
user	Details about the user associated with the related parties record. Data type: Object `"user": { "display_value": "String", "sys_id": "String" }`
user.display_value	Text name of the user associated with the related parties record. Use this value to display the user name in the UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
user.sys_id	Sys_id of the user record associated with the related parties record. Data type: String Table: User [sys_user]

Example: cURL request

The following code example shows how to call this endpoint to create an Authorized Account related record and associate it with an install base item.

```
curl
 "https://instance.servicenow.com/api/sn_install_base/integratio
ns/relatedparties/f77c7542b7343300ece839a6ee11a991" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  "contact":"0a232a0013691200042ab3173244b075",
  "type":"68ec8b2965e99110f87764df53db779f",
  "account":"86837a386f0331003b3c498f5d3ee4ca",
  "install_base_item":"f77c7542b7343300ece839a6ee11a991",
  "responsibility":"c009bbedb3730010700b4d43c6a8dcef",
  "sys_class_name":"sn_install_base_related_party"
}" \
--user 'username':'password'
```

Return results:

```
{
"result":
  {
    "type": {
      "display_value":"Authorized Contact",
      "sys_id":"68ec8b2965e99110f87764df53db779f"
    },
    "install_base_item": {
      "display_value":"KX Series - KX5000",
      "sys_id":"f77c7542b7343300ece839a6ee11a991"
    },
    "sys_class_name":"sn_install_base_related_party",
    "sys_id":"4659539814ac6910f877ae314c1fb43a",
    "responsibility": {
      "display_value":"Authorized Representative",
      "sys_id":"c009bbedb3730010700b4d43c6a8dcef"
    },
    "contact": {
      "display_value":"Cindy Contact",
      "sys_id":"dc0185d94f341200025ba3618110c77c"
    },
    "account": {
      "display_value":"Boxeo",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value":"86837a386f0331003b3c498f5d3ee4ca"
    },
    "status":"SUCCESS",
  }
}
```

Knowledge Management REST API

The *Knowledge Management* API provides endpoints for searching, viewing, and fetching lists of the most-viewed and featured knowledge articles.

You can only use this API when the Knowledge API (sn_km_api) plugin is activated. The *Knowledge Management REST* API was originally released in Orlando using the Knowledge API app available in the ServiceNow Store.

Note: The *Knowledge Management REST API* is publicly accessible and makes any knowledge base that is publicly accessible available to all users, including unauthenticated users. For version 1.0.1 and later, the API was made editable, allowing admins to configure each endpoint to disallow unauthenticated access by selecting the **Requires Authentication** flag on the Scripted REST Service Security tab associated with the API.

To enable other domains to use *Knowledge Management REST API* endpoints, define a Cross-Origin Resource Sharing (CORS) rule. For more information, see Define a CORS rule.

To view an article from the scoped knowledge base using this REST API, allow the sn_km_api scope read access from the requesting scope in the Restricted Caller Access Privileges [sys_restricted_caller_access] table. For more information, see Define cross-scope access to an application resource.

By default, this API has a rate limit of 500 per hour for unauthenticated and snc_external users. For more information about rate limiting, see Inbound REST API rate limiting.

Knowledge Management - GET /knowledge/articles

Returns a list of knowledge base (KB) articles which can be searched and filtered using various parameters.

URL format

Versioned URL: `/api/sn_km_api/{api_version}/knowledge/articles`

Default URL: `/api/sn_km_api/knowledge/articles`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
filter	Encoded query to use to filter the result set. Syntax: `filter=<attr><operator><value>`. • `<attr>`: Name of the table column. • `<operator>`: Valid values: ○ =: Exactly matches <value>. ○ !=: Does not match <value>. ○ ^: Enables you to specify more than one condition and logically AND them. ○ ^OR: Enables you to specify more than one condition and logically OR them. ○ LIKE: <attr> contains the specified string. Only works for <attr> fields whose data type is string. ○ STARTSWITH: <attr> starts with the specified string. Only works for <attr> fields whose data type is string. ○ ENDSWITH: <attr> ends with the specified string. Only works for <attr> fields whose data type is string. • `<value>`: Value to match against. All parameters are case-sensitive. Query can contain more than one entry, such as `filter=<attr><operator><value>[<operator><attr><operator><value>]`. Data type: String Default: empty
fields	Comma-separated list of fields from the Knowledge [kb_knowledge] table to show details in results. Data type: String Default: None
kb	Comma-separated list of knowledge base sys_ids from the Knowledge Bases [kb_knowledge_base] table to restrict results to. Data type: String
language	List of comma-separated languages in two-letter ISO 639-1 language code format to restrict results to. Alternatively type 'all' to search in all valid installed languages on an instance. Data type: String Default: User's session language or en
limit	Maximum number of records to return. Unusually large *`limit`* values can impact system performance. For requests that exceed this number of records, use the *`offset`* parameter to paginate record retrieval. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: 30
offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time this endpoint is called, *`offset`* is set to "0". To page through all available records, use `offset=offset+limit` until the end of the all records is reached. Data type: Number Default: 0
query	Text to search for, can be empty. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
articles	List of articles returned in response. Data type: Array `"articles": [ { "fields": {Object}, "link": "String", "id": "String", "number": "String", "rank": Number, "score": Number, "snippet": "String", "title": "String" } ]`
articles.fields	Values of requested fields, if any. Data type: Object `"fields": { "<field_name>": {Object} }`
articles.fields.<field_name>	Lists each field requested using the fields parameter, if any. Data type: Object `"<field_name>": { "display_value": "String", "label": "String", "name": "String", "type": "String", "value": "String" }`
articles.fields.<field_name>.display_value	Display value of the requested field. Data type: String
articles.fields.<field_name>.label	Label representing the requested field. For example, `Knowledge`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
articles.fields.<field_name>.name	Name of the requested field. Matches *<field_name>*. Data type: String
articles.fields.<field_name>.type	Data type of requested field. Data type: String
articles.fields.<field_name>.value	Value of the requested field. Data type: String
articles.id	Knowledge article sys_id from the Knowledge [kb_knowledge] table. Data type: String
articles.link	Link to the article. Data type: String
articles.number	Knowledge article number. Data type: String
articles.rank	Search rank of article specific to this search. Data type: Number (Float)
articles.snippet	Text showing a small portion of the knowledge article. Data type: String
articles.score	Relevancy score, results sorted in descending order by score. Data type: String
articles.title	Short description or title of the knowledge article. Data type: String

meta	Meta information of the results and request parameters.
	
	Data type: Object
	
	`"meta": {`
	`  "count": Number,`
	`  "end": Number,`
	`  "fields": "String",`
	`  "filter": "String",`
	`  "kb": "String",`
	`  "language": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"query": "String",
	"start": Number,
	"status": {Object},
	"ts_query_id": "String"
	}</pre>

meta.count	Number of available KB articles. Data type: Number
meta.end	Ending index of the result set. Data type: Number
meta.fields	Fields in the article. Data type: String
meta.filter	Filter used to acquire the data. Data type: String
meta.kb	List of knowledge base article sys_ids. Data type: String
meta.language	List of comma-separated languages of the KB articles that were requested. Data type: String
meta.query	Specified request query. Data type: String
meta.start	Starting index of result set. Data type: Number
meta.status	Status of the call. Data type: String
meta.ts_query_id	Sys_id of the query. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_km_api/knowledge/articl
es?query=Windows&limit=2&fields=short_description&fields=sys_cla
ss_name" \
--request GET \
--header "Accept:application/xml" \
--user "username":"password"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "result": {
    "meta": {
      "start": 0,
      "end": 2,
      "fields": "short_description,sys_class_name",
      "query": "Windows",
      "filter": "",
      "kb": "",
      "language": "en",
      "count": 19,
      "ts_query_id": "7976f36129c30410f877796e70786991",
      "status": {
        "code": 200
      }
    },
    "articles": [
      {
        "link":
 "?
sys_kb_id=9e528db1474321009db4b5b08b9a71a6&id=kb_article_view&sy
sparm_rank=1&sysparm_tsqueryId=7976f36129c30410f877796e7078699
1",
        "rank": 1,
        "id": "kb_knowledge:9e528db1474321009db4b5b08b9a71a6",
        "title": "Windows: Should I upgrade to Windows 8.x?",
        "snippet": "    Should I upgrade to <B>Windows</B>
 8.x? <B>Windows</B> 8.x is designed for using touch, mouse,
 and keyboard the <B>Windows</B> Store and access apps such as
 Calendar, Mail, and Messaging. By most accounts, <B>Windows</B>
 boot times, smaller memory footprint, and more free memory for
 the programs you run. <B>Windows</B>",
        "score": 14.869,
        "number": "KB0000020",
        "fields": {
          "short_description": {
            "display_value": "Windows: Should I upgrade to
 Windows 8.x?\n\t\t",
            "name": "short_description",
            "label": "Short description",
            "type": "string",
            "value": "Windows: Should I upgrade to Windows
 8.x?\n\t\t"
          },
          "sys_class_name": {
            "display_value": "Knowledge",
            "name": "sys_class_name",
            "label": "Class",
            "type": "sys_class_name",
            "value": "kb_knowledge"
          }
        }
      },
      {
        "link":
 "?
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
sys_kb_id=3b07857187032100deddb882a2e3ec20&id=kb_article_view&sy
sparm_rank=2&sysparm_tsqueryId=7976f36129c30410f877796e7078699
1",
        "rank": 2,
        "id": "kb_knowledge:3b07857187032100deddb882a2e3ec20",
        "title": "What is the Windows key?",
        "snippet": "What is the <B>Windows</B> key? The
 <B>Windows</B> key is a standard key on most keyboards on
 computers built to use a <B>Windows</B> operating system.
 It is labeled with a <B>Windows</B> logo, and is usually
 placed between on the right side as well. Pressing Win
 (the <B>Windows</B> key) on its own will do the following:
 <B>Windows</B> 8.x: Toggle",
        "score": 13.4826,
        "number": "KB0000017",
        "fields": {
          "short_description": {
            "display_value": "What is the Windows key?\t\t",
            "name": "short_description",
            "label": "Short description",
            "type": "string",
            "value": "What is the Windows key?\t\t"
          },
          "sys_class_name": {
            "display_value": "Knowledge",
            "name": "sys_class_name",
            "label": "Class",
            "type": "sys_class_name",
            "value": "kb_knowledge"
          }
        }
      }
    ]
  }
}
```


Knowledge Management - GET /knowledge/articles/{article_sys_id}/attachments/{attachment_sys_id}

Returns a knowledge article attachment as a file.

URL format

Versioned URL: `/api/sn_km_api/{api_version}/knowledge/articles/{article_sys_id}/attachments/{attachment_sys_id}`

Default URL: `/api/sn_km_api/knowledge/articles/{article_sys_id}/attachments/{attachment_sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
article_sys_id	Sys_id of the knowledge article with the attachment you intend to retrieve. Data type: String Table: Knowledge Bases [kb_knowledge]
attachment_sys_id	Sys_id of record to which the attachment belongs. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
Content-Type	The content type of the response, for example, `image/gif` or `*/*`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
File is returned as a response.	

Example: Sample cURL request

```
curl
 "https://instance.service-now.com/api/sn_km_api/knowledge/articles/0b48fd75474321009db4b5b08b9a71c2/attachments/fedf5614294f4010f877796e70786956" \
--request GET \
--header "Accept:*/*" \
--user "username":"password"
```

```
Binary response not shown (file is returned as a response).
```

Knowledge Management - GET /knowledge/articles/featured

Returns a list of the most-viewed knowledge articles and featured knowledge articles.

URL format

Versioned URL: `/api/sn_km_api/{api_version}/knowledge/articles/featured`

Default URL: `/api/sn_km_api/knowledge/articles/featured`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
fields	Comma-separated list of fields from the Knowledge [kb_knowledge] table to show details in results. Data type: String Default: None
kb	Comma-separated list of knowledge base sys_ids from the Knowledge Bases [kb_knowledge_base] table to restrict results to. Data type: String
language	List of comma-separated languages in two-letter ISO 639-1 language code format to restrict results to. Alternatively type 'all' to search in all valid installed languages on an instance. Data type: String Default: User's session language or en
limit	Maximum number of records to return. Unusually large *`limit`* values can impact system performance. For requests that exceed this number of records, use the *`offset`* parameter to paginate record retrieval. Data type: Number Default: 30
offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time this endpoint is called, *`offset`* is set to "0". To page through all available records, use `offset=offset+limit` until the end of the all records is reached. Data type: Number Default: 0

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
articles	List of articles returned in response. Data type: Array `"articles":[ { "fields": {Object}, "id": "String", "link": "String", "number": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"rank": Number,
	"score": Number,
	"snippet": "String",
	"title": "String"
	}
	]</pre>

articles.fields	Values of requested fields, if any.
	
	Data type: Object
	<pre>"fields": {
	"<field_name>": {Object}
	}</pre>

articles.fields.<field_name>	Lists each field requested using the fields parameter, if any.
	
	Data type: Object
	<pre>"<field_name>": {
	"display_value": "String",
	"name": "String",
	"label": "String",
	"type": "String",
	"value": "String"
	}</pre>

articles.fields.<field_name>.display_value	Display value of the requested field. Data type: String
articles.fields.<field_name>.name	Name of the requested field. Matches *<field_name>*. Data type: String
articles.fields.<field_name>.label	Label representing the requested field. For example, `Knowledge`. Data type: String
articles.fields.<field_name>.type	Data type of requested field. Data type: String
articles.fields.<field_name>.value	Value of the requested field. Data type: String
articles.id	Knowledge article sys_id from the Knowledge [kb_knowledge] table. Data type: String
articles.link	Link to the article.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
articles.number	Knowledge article number. Data type: String
articles.rank	Search rank of article specific to this search. Data type: Number (Float)
articles.score	Relevancy score, results sorted in descending order by score. Data type: String
articles.snippet	Text showing a small portion of the knowledge article. Data type: String
articles.title	Short description or title of the knowledge article. Data type: String

meta	Meta information of the results and request parameters.
	
	Data type: Object
	
	`"meta": {`
	`  "count": Number,`
	`  "end": Number,`
	`  "fields": "String",`
	`  "filter": "String",`
	`  "kb": "String",`
	`  "language": "String",`
	`  "query": "String",`
	`  "start": Number,`
	`  "status": {Object},`
	`  "ts_query_id": "String"`
	`}`

meta.count	Number of available KB articles. Data type: Number
meta.end	Ending index of the result set. Data type: Number
meta.fields	Fields in the article. Data type: String
meta.filter	Filter used to acquire the data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
meta.kb	List of knowledge base article sys_ids. Data type: String
meta.language	List of comma-separated languages of the KB articles that were requested. Data type: String
meta.query	Specified request query. Data type: String
meta.start	Starting index of result set. Data type: Number
meta.status	HTTP status of the call. Data type: String
meta.ts_query_id	Sys_id of the query. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_km_api/knowledge/articl
es/featured?fields=short_description&limit=3" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "meta": {
      "start": 0,
      "end": 3,
      "fields": "short_description",
      "query": "homepage",
      "filter": "",
      "kb": "",
      "language": "en",
      "status": {
        "code": 200
      },
      "count": 2
    },
    "articles": [
      {
        "link":
 "?
id=kb_article_view&sys_kb_id=f27d7f79c0a8011b0018f9d700d2b9aa",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "id": "kb_knowledge:f27d7f79c0a8011b0018f9d700d2b9aa",
        "title": "Email Interruption Tonight at 11:00 PM
 Eastern",
        "snippet": " If the site is UP but you cant access the
 page, try one of the below solutions: Browser Related Problems
 Force a full refresh for the site. This can be achieved by
 pressing CTRL + F5 keys at the same time on your favourite
 browser (Firefox, Chrome, Explorer, etc.) Try alternative urls
 such as m.outlook.com Clear the temporary cache and cookies ",
        "score": -1,
        "number": "KB0000002",
        "fields": {
          "short_description": {
            "display_value": "Email Interruption Tonight at
 11:00 PM Eastern\n\t\t",
            "name": "short_description",
            "label": "Short description",
            "type": "string",
            "value": "Email Interruption Tonight at 11:00 PM
 Eastern\n\t\t"
          }
        }
      },
      {
        "link":
 "?
id=kb_article_view&sys_kb_id=f2765f9fc0a8011b0120ec1b352bf09b",
        "id": "kb_knowledge:f2765f9fc0a8011b0120ec1b352bf09b",
        "title": "Sales Force Automation is DOWN",
        "snippet": "  On Friday, January 20th, we experienced
 a widespread outage that affected all Zoho services. The
 outage started around 8:13 am Pacific Time. Zoho services
 started coming back online for customer use at 3:49 pm, and
 all services were fully restored at 6:22 pm PST. We absolutely
 realize how important our services are for businesses and users
 who",
        "score": -1,
        "number": "KB0000001",
        "fields": {
          "short_description": {
            "display_value": "Sales Force Automation is DOWN",
            "name": "short_description",
            "label": "Short description",
            "type": "string",
            "value": "Sales Force Automation is DOWN"
          }
        }
      }
    ]
  }
}
```


Knowledge Management - GET /knowledge/articles/{id}

Returns specific knowledge article content and its field values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_km_api/{api_version}/knowledge/articles/{id}`

Default URL: `/api/sn_km_api/knowledge/articles/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id or knowledge base (KB) number of a knowledge article. Data type: String Table: Knowledge [kb_knowledge]

Query parameters

Name	Description
fields	Comma-separated list of fields from the Knowledge [kb_knowledge] table to show details in results. Data type: String Default: None
language	Two letter ISO 639-1 language code; for example, "fr" for French. Results display only when searches use the knowledge article KB number as the *id* and a translated version of the article is available in the language specified. **Note:** Only valid when setting the *id* parameter as a KB number (not sys_id). Data type: String
search_id	Optional unless using *search_rank*. Unique identifier of search that returned this article. You can retrieve *search_id* using one of the following APIs that returns the *articles.id* element: • Knowledge Management - GET /knowledge/articles • Knowledge Management - GET /knowledge/articles/featured • Knowledge Management - GET knowledge/articles/most_viewed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Passing the *search_id* and *search_rank* parameter increments the article view count and records an entry for the article in the Knowledge Use [kb_use] table. You can also verify incremented view counts in Knowledge Base [kb_view2] page. Data type: String
search_rank	Optional unless using *search_id*. Article search rank by click-rate that you can retrieve using one of the following APIs that returns the *articles.rank* element: • Knowledge Management - GET /knowledge/articles • Knowledge Management - GET /knowledge/articles/featured • Knowledge Management - GET knowledge/articles/most_viewed Data type: Number
update_view	Update view count and record an entry for the article in the Knowledge Use [kb_use] table. True whether present as a standalone parameter or set to true. **Note:** If you pass *update_view* with *search_id* and *search_rank*, *update_view* is ignored because the view count will already be incremented. Data type: Boolean that is always handled as true when passed whether set to `"true"`, `"false"`, or not set at all.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
attachments	Provides attachment details for each instance if attachment exists. Only displays if `display_attachments = true`. Data type: Array of Objects `"attachments": [ { "file_name": "String", "size_bytes": "String", "state": "String", "sys_id": "String" } ]`
attachments.file_name	File name of attachment. Data type: String
attachments.size_bytes	File size. Data type: String Unit: Bytes
attachments.state	State. Possible values: • available • available_conditionally

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• not_available • pending Data type: String
attachments.sys_id	Sys_id of the attachment. Data type: String
content	Entire HTML content of the article. Data type: String
display_attachments	Flag that indicates whether the *display_attachments* flag is active for that article. Attachments are returned only if *display_attachments* is true (active) in the knowledge article record. • true: *display_attachments* is active. • false: *display_attachments* is inactive. Data type: Boolean
embedded_content	Lists each attachment containing embedded content by sys_id and includes relevant attachment information. Only displays if `display_attachments = true`. Data type: Array of Objects `"attachments": [ { "file_name": "String", "size_bytes": "String", "state": "String", "sys_id": "String" } ]`
embedded_content.file_name	File name of the attachment. Data type: String
embedded_content.size_bytes	Size of the attachment. Data type: String Unit: Bytes
embedded_content.state	State of the attachment. Possible values: • available • available_conditionally

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• not_available • pending Data type: String
embedded_content.sys_id	Sys_id of the attachment. Data type: String

fields	Values of requested fields (if any).
	
	Data type: Object
	`"fields": {`
	`  "<field_name>": {Object}`
	`}`

fields.<field_name>	Lists each field requested using the fields parameter, if any.
	
	Data type: Object
	`"<field_name>": {`
	`  "display_value": "String",`
	`  "label": "String",`
	`  "name": "String",`
	`  "type": "String",`
	`  "value": "String"`
	`}`

fields.<field_name>.display_value	Display value of the requested field. Data type: String
fields.<field_name>.label	Label representing the requested field. For example, `Knowledge`. Data type: String
fields.<field_name>.name	Name of the requested field. Matches *<field_name>*. Data type: String
fields.<field_name>.type	Data type of requested field. Data type: String
fields.<field_name>.value	Value of the requested field. Data type: String
language	Two-letter ISO 639-1 language code for the current article (if translation is available). Data type: String
languages	For each translated version of a knowledge article (if translated):

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"languages": [
	  {
	  "label": "String",
	  "language": "String",
	  "sys_id": "String"
	  }
	]</pre>
	Data type: Array

languages.label	String representation for language. Data type: String
languages.language	Two-letter ISO 639-1 code language. Data type: String
languages.sys_id	Unique identifier for translated version of knowledge article. Data type: String
number	Article number. Data type: String
short_description	Short description or title of the knowledge article. Data type: String
sys_id	Knowledge article sys_id from the Knowledge [kb_knowledge] table. Data type: String
template	Flag that indicates whether a returned article is a template. Possible values: • true: Article is a template. • false: Article is not a template. Data type: Boolean
template_table	Name of template table, only returns if knowledge article is a template. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_km_api/knowledge/articl
es/0b48fd75474321009db4b5b08b9a71c2?search_id=spam&search_rank=2
6.426" \
--request GET \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "content": "<p><span style=\"font-size: 18pt;\"><strong>How
 to Deal with Spam</strong></span></p>\r\n<p>Spam has
 increasingly become a problem on the Internet. While every
 Internet user receives some spam, email  addresses posted
 to web sites or in newsgroups and chat rooms attract the
 most spam.</p>\r\n<p>To reduce the amount of spam you
 receive:</p>\r\n<p>
    "template": false,
    "number": "KB0000011",
    "sys_id": "0b48fd75474321009db4b5b08b9a71c2",
    "short_description": "How to Deal with Spam",
    "display_attachments": true,
    "attachments": [
      {
        "sys_id": "dc27ae18294f4010f877796e707869c8",
        "file_name": "image.jpg",
        "size_bytes": "66792",
        "state": "available_conditionally"
      },
      {
        "sys_id": "fedf5614294f4010f877796e70786956",
        "file_name": "attachment.txt",
        "size_bytes": "75",
        "state": "available_conditionally"
      }
    ],
    "embedded_content": []
  }
}
```


Example: Sample cURL request (update_view)

```
curl
 "https://instance.servicenow.com/api/sn_km_api/knowledge/KB0000
020?update_view=' \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "content": "<p> </p>\r\n<p> </p>\r\n<p><strong><span
 style=\"font-size: 18pt;\">Should I upgrade to Windows
 8.x?</span></strong></p>\r\n<p>Windows 8.x is designed for
 using touch, mouse, and keyboard together, on hardware ranging
 from touch-enabled tablets and laptops to PCs and all-in-one
 computers...(intentionally truncated)</p>",
    "template": false,
    "number": "KB0000020",
    "sys_id": "9e528db1474321009db4b5b08b9a71a6",
    "short_description": "Windows: Should I upgrade to Windows
 8.x?\t\t",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "display_attachments": true,
    "attachments": [],
    "embedded_content": []
  }
}
```

Knowledge Management - GET knowledge/articles/most_viewed

Returns a list of knowledge articles prioritized by most-viewed.

URL format

Versioned URL: `/api/sn_km_api/{api_version}/knowledge/articles/most_viewed`

Default URL: `/api/sn_km_api/knowledge/articles/most_viewed`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
fields	Comma-separated list of fields from the Knowledge [kb_knowledge] table to show details in results. Data type: String Default: None
kb	Comma-separated list of knowledge base sys_ids from the Knowledge Bases [kb_knowledge_base] table to restrict results to. Data type: String
language	List of comma-separated languages in two-letter ISO 639-1 language code format to restrict results to. Alternatively type 'all' to search in all valid installed languages on an instance. Data type: String Default: User's session language or en
limit	Maximum number of records to return. Unusually large *`limit`* values can impact system performance. For requests that exceed this number of records, use the *`offset`* parameter to paginate record retrieval.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: Number Default: 30
offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time this endpoint is called, *`offset`* is set to "0". To page through all available records, use `offset=offset+limit` until the end of the all records is reached. Data type: Number Default: 0

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters (JSON or XML)

Name	Description
articles	List of articles returned in response. Data type: Array `[ { "fields": {Object}, "id": "String", "link": "String", "number": "String", "rank": Number, "score": Float, "snippet": "String", "title": "String" } ]`
articles.fields	Values of requested fields (if any). Data type: Object `"fields": { "<field_name>": {Object} }`
articles.fields.<field_name>	Lists each field requested using the fields parameter, if any. Data type: Object `"<field_name>": { "display_value": "String", "label": "String", "name": "String", "type": "String", "value": "String" }`
articles.fields.<field_name>.display_value	Display value of the requested field. Data type: String
articles.fields.<field_name>.label	Label representing the requested field. For example, `Knowledge`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
articles.fields.<field_name>.name	Name of the requested field. Matches <field_name>. Data type: String
articles.fields.<field_name>.type	Data type of requested field. Data type: String
articles.fields.<field_name>.value	Value of the requested field. Data type: String
articles.id	Knowledge article sys_id from the Knowledge [kb_knowledge] table. Data type: String
articles.link	Link to the article. Data type: String
articles.number	Knowledge article number. Data type: String
articles.rank	Search rank of article specific to this search. Data type: Float
articles.score	Relevancy score, results sorted in descending order by score. Data type: String
articles.snippet	Text showing a small portion of the knowledge article. Data type: String
articles.title	Short description or title of the knowledge article. Data type: String

meta	Meta information of the results and request parameters.
	
	Data type: Object
	
	`"meta": {`
	`  "count": Number,`
	`  "end": Number,`
	`  "fields": "String",`
	`  "filter": "String",`
	`  "kb": "String",`
	`  "language": "String",`
	`  "query": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"start": Number,
	"status": {Object},
	"ts_query_id": "String"
	}</pre>

meta.count	Number of available KB articles. Data type: Number
meta.end	Ending index of the result set. Data type: Number
meta.fields	Fields in the article. Data type: String
meta.filter	Filter used to acquire the data. Data type: String
meta.kb	List of knowledge base article sys_ids. Data type: String
meta.language	List of comma-separated languages of the KB articles that were requested. Data type: String
meta.query	Specified request query. Data type: String
meta.start	Starting index of result set. Data type: Number
meta.status	HTTP status of the call. Data type: String
meta.ts_query_id	Sys_id of the query. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_km_api/knowledge/articl
es/most_viewed?limit=5" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "meta": {
      "start": 0,
      "end": 5,
      "fields": "",
      "query": "",
      "filter":
 "workflow_state=published^valid_to>=javascript:gs.beginningOfTo
day()^active=true^sys_class_name!=kb_knowledge_block^sys_view_co
unt>0^ORDERBYDESCsys_view_count^ORDERBYshort_description",
      "kb": "",
      "count": 2,
      "status": {
        "code": 200
      },
      "language": "en"
    },
    "articles": [
      {
        "link":
 "?
id=kb_article_view&sys_kb_id=0b48fd75474321009db4b5b08b9a71c2",
        "id": "kb_knowledge:0b48fd75474321009db4b5b08b9a71c2",
        "title": "How to Deal with Spam",
        "snippet": "How to Deal with Spam Spam has increasingly
 become a problem on the Internet. While every Internet user
 receives some spam, email addresses posted to web sites or
 in newsgroups and chat rooms attract the most spam. To reduce
 the amount of spam you receive: Don't reply to spam Be careful
 releasing your email address, and know how it will be used ",
        "score": 7,
        "tags": [],
        "number": "KB0000011"
      },
      {
        "link":
 "?
id=kb_article_view&sys_kb_id=c85cd2519f77230088aebde8132e70c2",
        "id": "kb_knowledge:c85cd2519f77230088aebde8132e70c2",
        "title": "Microsoft Outlook Issues",
        "snippet": "Microsoft Outlook Issues This article
 explains how to use automatic replies in Outlook 2010 for
 Exchange accounts. Setting Up Automatic Replies Click the File
 tab. Click Automatic Replies. Select Send automatic replies. If
 desired, select the Only send during this time range check box
 to schedule when your out of office replies are active. If yo",
        "score": 6,
        "tags": [],
        "number": "KB99999999"
      }
    ]
  }
}
```


lead API

The *lead* API provides endpoints that enable you to create, update, and query/retrieve marketing leads and their associated lead line items from an instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use this API to integrate your instance with external websites and systems such as automated lead capture systems, or to provide lead information to external reporting systems.

This API is provided within the `sn_lead_mgmt_core` namespace. To access the API, the Lead Management Data Model (sn_lead_mgmt_core) plugin must be activated on the instance, and the calling user must have the sn_lead_mgmt_core.lead_integrator role.

For additional information on Lead Management, see Using Lead Management.

Extending the Lead API

You can extend the *lead* API by overriding the methods in its associated script includes. The default API functionality is located in script includes ending in "OOB", such as *LeadAPIProcessUtilOOB*. To override this functionality, create methods with identical names and parameters in the script include that has the same file name, but doesn't end in "OOB", such as *LeadAPIProcessUtil*.

The following is a list of the script includes that you can override to change the behavior of the *lead* API:

- *LeadAPIProcessUtilOOB*: Contains methods that handle the retrieval and creation of lead and lead line item records.
- *LeadApiValidationUtilOOB*: Contains methods that validate the JSON request object for the POST and PATCH endpoints.
- *LeadAPIHelperOOB*: Contains API helper methods that:
  - Return an array of leads and related lead line items.
  - Return a JSON object from the associated GlideRecord.
  - Remove all ignored fields from a JSON object and perform other transformations.
- *LeadAPIConstantsOOB*: Contains constants, status codes, and messages for all API operations. It also includes the list of fields that are ignored by the POST and PATCH endpoints.

lead - GET /sn_lead_mgmt_core/lead

Retrieves all leads and associated lead line items based on the filter criteria passed in the query parameters.

This endpoint returns a paginated response as per the specified limit and offset. It retrieves information from the following tables:

- Lead [sn_lead_mgmt_core_lead]
- Lead Line Item [sn_lead_mgmt_core_lead_line_item]

URL format

Versioned URL: `/api/sn_lead_mgmt_core/{api_version}/lead`

Default URL: `/api/sn_lead_mgmt_core/{api_version}/lead`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
sysparm_fields	Comma-separated list of fields to return in the response. Invalid fields are ignored. Data type: String Default: Return all fields.
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *`sysparm_offset`* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *`sysparm_limit`* values can impact system performance. Data type: Number Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *`sysparm_offset`* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *`sysparm_offset`* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. For example: `(sysparm_query=caller_id=javascript:gs.getUserID()^active=true)` The encoded query supports *order by*. To sort responses based on certain fields, use the *ORDERBY* and *ORDERBYDESC* clauses in *`sysparm_query`*. For example, `sysparm_query=active=true^ORDERBYnumber^ORDERBYDESCcategory` filters all active records and orders the results in ascending order by number first, and then in descending order by category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	If part of the query is invalid, such as by specifying an invalid field name, the instance ignores the invalid part. It then returns rows using only the valid portion of the query. You can control this behavior using the property *glide.invalid_query.returns_no_rows*. Set this property to true to return no rows on an invalid query. **Note:** The *glide.invalid_query.returns_no_rows* property controls the behavior of all queries across the instance, such as in lists, scripts (*GlideRecord.query()*), and web service APIs. Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Range	Range of content returned in a paginated call. For example, if offset=2 and limit=3, the value of the Content-Range header is items 3-5.
Links	Links through which to navigate the query results: • first • last • next • previous • self
Total-Count	Total number of filtered records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request was successfully processed. All responses returned (no pagination).
206	Request successfully processed. Partial resource returned in response (with pagination).
400	Error. Possible reasons: • Invalid limit/limit greater than maximum allowed. • Invalid offset.
403	Record denied access. Insufficient permission to query the record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request.

Response body parameters

Name	Description
account	Account linked to the lead. Data type: Object `"account": { "name": "String", "sys_id": "String" }`
account.name	Name of the account. Data type: String
account.sys_id	Sys_id of the associated account record. Data type: String Table: Account [customer_account]
business_phone	Lead's business phone number. Data type: String
city	City in which the lead resides. Data type: String
closed_date	Date and time when the lead was closed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"closed_date": { "display_value": "String", "value": "String" }`
closed_date.display_value	Date and time as displayed in the UI. Data type: String Format: User's format and time zone.
closed_date.value	Date and time that the lead closed as defined in the associated record. Data type: String Format: UTC
company	Lead's company name. Data type: String
consumer	Consumer associated with the lead. Data type: Object `"consumer": { "name": "String", "sys_id": "String" }`
consumer.name	Name of the associated consumer. Data type: String
consumer.sys_id	Sys_id of the associated consumer record. Data type: String Table: Consumer [csm_consumer]
contact	Contact associated with the lead account. Data type: Object `"contact": { "name": "String", "sys_id": "String" }`
contact.name	Contact's name. Data type: String
contact.sys_id	Sys_id of the associated contact record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Contact [customer_contact]
country	Country in which the lead resides. Data type: String
do_not_call	Flag that indicates whether the mode of communication is by phone. Valid values: • true: Can call contact. • false: Don't call contact. Data type: Boolean
do_not_email	Flag that indicates whether the mode of communication is by email. Valid values: • true: Can email contact. • false: Don't email contact. Data type: Boolean
do_not_share	Flag that indicates whether the lead details can be shared. Valid values: • true: Lead details can be shared. • false: Lead details can't be shared. Data type: Boolean
email	Lead's email address. Data type: String
external_id	ID used by the system that generated the lead to identify the lead in the associated system. Data type: String
external_system	Name of the external system associated with the lead, such as HubSpot or pipedrive. Data type: String
first_name	First name of the contact associated with the lead. Data type: String
industry	Industry to which the lead belongs. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Located in the *industry* field of the Account [customer_account] table.
last_name	Last name of the contact associated with the lead. Data type: String

lead_group	Group to which the lead belongs.
	
	Data type: Object
	
	`"lead_group": {`
	`  "name: "String",`
	`  "sys_id": "String"`
	`}`

lead_group.name	Lead group's name. Data type: String
lead_group.sys_id	Sys_id of the lead group record. Data type: String Table: Group [sys_user_group]

lead_line_items	Details of the lead line items associated with the lead.
	
	Data type: Array of Objects
	
	`"lead_line_items": [`
	`  {`
	`  "external_id": "String",`
	`  "external_system": "String",`
	`  "lead": {Object},`
	`  "number": "String",`
	`  "product_offering": {Object},`
	`  "quantity": Number,`
	`  "sys_created_by”: "String",`
	`  "sys_created_on {Object},`
	`  "sys_domain": "String",`
	`  "sys_domain_path": "String",`
	`  "sys_id": "String",`
	`  "sys_mod_count": Number,`
	`  "sys_tags": [Array],`
	`  "sys_updated_by: "String",`
	`  "sys_updated_on: {Object},`
	`  "unit_of_measurement": {Object},`
	`  "work_notes": [Array]`
	`  }`
	`]`

lead_line_items.external_id	ID used by the system that generated the lead line item to identify the line item in the associated system. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
lead_line_items.external_system	Name of the external system associated with the lead line item, such as HubSpot or pipedrive. Data type: String
lead_line_items.lead	Details about the lead associated with the line item. Data type: Object `"lead: { "name": "String", "sys_id": "String" }`
lead_line_items.lead.name	Associated lead's name. Data type: String
lead_line_items.lead.sys_id	Sys_id of the associated lead record. Data type: String
lead_line_items.number	Unique system-generated number of the lead line item record. Data type: String
lead_line_items.product_offering	Information about the product offering associated with the lead line item. Data type: Object `"product_offering": { "code": " String", "name": "String", "sys_id": "String" }`
lead_line_items. product_offering.code	Code linked to the product offering. **Note:** This is a system-generated alphanumeric number based on the product name. Although system generated, you can edit the code to represent a SKU or any other industry specific product codes. Data type: String
lead_line_items. product_offering.name	Product offering's name. Data type: String
lead_line_items. product_offering.sys_id	Sys_id of the product offering record associated with the lead line item. Data type: String Table: Product Offering [sn_prd_pm_product_offering]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
lead_line_items.quantity	Quantity of items the lead wants to purchase of the associated product offering. Data type: Number (Integer)
lead_line_items.sys_created_by	User name of the person that created the lead line item. Data type: String

lead_line_items.sys_created_on	System-generated date and time that the lead line item was created.
	
	Data type: Object
	
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

lead_line_items. sys_created_on.display_value	Date and time that the lead line item was created. Data type: String Format: Default instance format and time zone
lead_line_items. sys_created_on.value	Date and time that the lead line item was created. Data type: String Format: UTC
lead_line_items.sys_domain	Sys_id of the domain record to which the lead line item belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
lead_line_items.sys_domain_path	Path of the domain to which the lead line item belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
lead_line_items.sys_id	Sys_id of the lead line item record. Data type: String
lead_line_items.sys_mod_count	Number of times the associated lead line item record has been modified. Data type: Number (Integer)
lead_line_items.sys_tags	List of system tags associated with the lead line item. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
lead_line_items.sys_updated_by	User name of the person that last updated the associated lead line item. Data type: String

lead_line_items.sys_updated_on	System-generated date and time when the lead line item was last updated.
	
	Data type: Object
	
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

lead_line_items.sys_updated_on.display_value	Date and time that the lead line item was last updated. Data type: String Format: Default instance format and time zone
lead_line_items.sys_updated_on.value	Date and time that the lead line item was last updated. Data type: String Format: UTC

lead_line_items.unit_of_measurement	Details of the measuring unit of lead line item.
	
	Data type: Object
	
	`"unit_of_measurement": {`
	`  "name": "String",`
	`  "sys_id": "String"`
	`}`

lead_line_items.unit_of_measurement.name	Name of the measuring unit such as, each or cubic foot. Data type: String
lead_line_items.unit_of_measurement.sys_id	Sys_id of the record that describes the measuring unit. Data type: String Table: Unit of Measure [sn_prd_pm_uom]

lead_line_items.work_notes	List that describes the work notes created for the lead line item.
	
	Data type: Array of Objects
	
	`"work_notes": [`
	`  {`
	`  "author": "String",`
	`  "date": "String",`
	`  "text": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
lead_line_items.work_notes.author	User name of the person that authored the associated work note. Data type: String
lead_line_items.work_notes.date	Date that the note was created. Data type: String
lead_line_items.work_notes.text	Text of the note made by the author. Data type: String
lead_rating	Rating for the lead such as, 100_cold, 200_warm, 300_hot, or 400_super_hot. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_rating field of the Leads table. Data type: String
lead_score	Score for the lead. Data type: Decimal Range: 1 to 100
lead_source	Originator of the lead. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_source field of the Leads table. Data type: String
lead_type	Type of lead, such as New Business or Existing Business. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_type field of the Leads table. Data type: String
middle_name	Middle name of the contact for the lead. Data type: String
mobile_phone	Phone number of the contact for the lead. Data type: String
number	Unique system-generated number of the lead record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
other_reason	Additional reason for the lead disqualification. Data type: String Max length: 160 characters
owner	Details of the person associated with the lead. Data type: Object `"owner": { "name": "String", "sys_id": "String" }`
owner.name	Name of the person that owns the lead. Data type: String
owner.sys_id	Sys_id of the user record of the person that owns the lead. Data type: String Table: User [sys_user]
reason	Reason for the lead disqualification such as, Disqualify. Data type: String Max length: 40 characters
short_description	Short description of the lead. Data type: String Max length: 160 characters
similar_lead	Details on any similar lead. Use this for possible lead disqualification. Data type: Object `"similar_lead": { "name": "String", "sys_id": "String" }`
similar_lead.name	Name of the duplicate lead. Data type: String
similar_lead.sys_id	Sys_id of the lead record that is a possible duplicate lead. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Lead [sn_lead_mgmt_core_lead]
stage	Stage of the lead such as, 100_new. **Note:** This is a choice field. It must contain one of the choice items defined in the stage field of the Leads table. Data type: String
state	State in which the lead resides. Data type: String
street	Street on which the lead resides. Data type: String
sys_class_name	System-generated class name of the Lead table. Data type: String
sys_created_by	User name of the person that created the lead. Data type: String

sys_created_on	System-generated date and time that the lead was created.
	
	Data type: Object
	
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

sys_created_on.display_value	Date and time when the lead was created. Data type: String Format: Default instance format and time zone
sys_created_on.value	Date and time when the lead was created. Data type: String Format: UTC
sys_domain	Sys_id of the domain record to which the lead belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
sys_domain_path	Path of the domain to which the lead belongs. **Note:** This parameter is only returned in the response if domain separation is enabled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
sys_id	Sys_id of the lead record. Data type: String Table: Lead [sn_lead_mgmt_core_lead]
sys_mod_count	Number of times the associated lead record has been modified. Data type: Number (Integer)
sys_tags	List of system tags associated with the lead. You can use these tags to categorize leads. Data type: Array
sys_updated_by	User name of the person that last updated the lead record. Data type: String

sys_updated_on	System-generated date and time when the lead was last updated.
	
	Data type: Object
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

sys_updated_on.display_value	Date and time that the lead was last updated. Data type: String Format: Instance's default format and time zone
sys_updated_on.value	Date and time that the lead was last updated. Data type: String Format: UTC
title	Lead's title. Data type: String
website	Lead's website URL. Data type: String

work_notes	List of work notes created for the lead.
	
	Data type: Array of Objects
	`"work_notes": [`
	`  {`
	`  "author": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"date": "String",
	"text": "String"
	}
	]</pre>

work_notes.author	User name of the person that authored the associated work note. Data type: String
work_notes.date	Date that the note was created. Data type: String
work_notes.text	Text of the note made by the author. Data type: String
zip	Zip code of the associated lead. Data type: String

Example: cURL request

The following code example shows how to pass query parameters to specify the leads to return.

```
curl
 "https://instance.service-now.com/api/sn_lead_mgmt_core/lead?sy
sparm_query=stage%3D400_closed_won&sysparm_fields=sys_id%2Cfirst
_name%2Clast_name%2Cshort_description%2Cstage%2Clead_line_items&
sysparm_offset=2" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Leads are return in an array of objects:

```
[
  {
    "short_description": "Looking for a quote on preventative
 maintenance plans for their corporate office building
 elevators.",
    "reason": null,
    "country": "USA",
    "closed_date": null,
    "city": "San Francisco",
    "lead_source": "inbound_phone",
    "external_id": null,
    "industry": "manufacturing",
    "sys_updated_on": {
      "value": "2024-05-31 11:01:55",
      "display_value": "2024-05-31 04:01:55"
    },
    "title": "Director of Building operations",
    "sys_class_name": "Lead",
    "number": "LEAD0000001",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sys_id": "856b6a95ffde8210b85dfffffffffd7",
    "business_phone": "+1 (555) 123-4567",
    "similar_lead": null,
    "sys_updated_by": "admin",
    "mobile_phone": null,
    "street": "789, Industrial drive",
    "sys_created_on": {
      "value": "2024-05-20 10:32:41",
      "display_value": "2024-05-20 03:32:41"
    },
    "contact": null,
    "company": "Lee Manufacturing Inc",
    "state": "CA",
    "first_name": "James",
    "email": "james.wilson@email.com",
    "consumer": null,
    "sys_created_by": "admin",
    "zip": "94016",
    "owner": {
      "sys_id": "60058fe943fe3110d6c6cd60afb8f203",
      "name": "Max Blaze"
    },
    "website": null,
    "lead_group": null,
    "sys_mod_count": 1,
    "last_name": "Wilson",
    "other_reason": null,
    "middle_name": null,
    "sys_tags": null,
    "do_not_share": false,
    "lead_score": 92,
    "stage": "300_nurturing",
    "do_not_email": false,
    "lead_type": null,
    "work_notes": [
      {
        "author": "Abel Tuter",
        "date": "2024-12-04 06:52:07",
        "text": "Work notes for lead"
      }
    ],
    "do_not_call": false,
    "lead_rating": "400_super_hot",
    "account": null,
    "external_system": null,
    "lead_line_items": [
      {
        "quantity": 6,
        "product_offering": {
          "sys_id": "32619d9fd0a63110f8770dbf976be1f9",
          "name": "Safety Test Coverage",
          "code": "SAFETSTCVG1"
        },
        "sys_mod_count": 0,
        "external_id": null,
        "sys_updated_on": {
          "value": "2024-05-20 10:38:41",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "display_value": "2024-05-20 03:38:41"
        },
        "sys_tags": null,
        "lead": {
          "sys_id": "856b6a95ffde8210b85dfffffffffd7",
          "name": "LEAD0000001"
        },
        "number": "LEADL0000003",
        "sys_id": "013daa19ffde8210b85dfffffffff82",
        "unit_of_measurement": {
          "sys_id": "cb2795d553020110286eddeeff7b12ff",
          "name": "Each"
        },
        "sys_updated_by": "admin",
        "sys_created_on": {
          "value": "2024-05-20 10:38:41",
          "display_value": "2024-05-20 03:38:41"
        },
        "work_notes": null,
        "sys_created_by": "admin",
        "external_system": null
      }
    ]
  },
  {
    "short_description": "Partner referral for a company
interested in a reliable internet bundle with strong security
features for their office.",
    "reason": null,
    "country": "USA",
    "closed_date": null,
    "city": "San Francisco",
    "lead_source": "partner_referral",
    "external_id": null,
    "industry": "technology_services",
    "sys_updated_on": {
      "value": "2024-05-20 10:53:59",
      "display_value": "2024-05-20 03:53:59"
    },
    "title": "IT Director",
    "sys_class_name": "Lead",
    "number": "LEAD0000002",
    "sys_id": "e71fa6d9ffde8210b85dfffffffff51",
    "business_phone": "(626) 722-6969",
    "similar_lead": null,
    "sys_updated_by": "admin",
    "mobile_phone": null,
    "street": "747 Howard St",
    "sys_created_on": {
      "value": "2024-05-20 10:49:12",
      "display_value": "2024-05-20 03:49:12"
    },
    "contact": {
      "sys_id": "4d147a386f0331003b3c498f5d3ee437",
      "name": ""
    },
    "company": "Boxeo",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "state": "CA",
    "first_name": "Julie",
    "email": "julie.lewis@example.com",
    "consumer": null,
    "sys_created_by": "admin",
    "zip": "94013",
    "owner": {
      "sys_id": "60058fe943fe3110d6c6cd60afb8f203",
      "name": "Max Blaze"
    },
    "website": null,
    "lead_group": null,
    "sys_mod_count": 0,
    "last_name": "Lewis",
    "other_reason": null,
    "middle_name": null,
    "sys_tags": null,
    "do_not_share": false,
    "lead_score": 78,
    "stage": "400_closed_won",
    "do_not_email": false,
    "lead_type": null,
    "work_notes": [
      {
        "author": "Abel Tuter",
        "date": "2024-12-03 03:52:51",
        "text": "Work noted for LEAD0000002"
      }
    ],
    "do_not_call": false,
    "lead_rating": "200_warm",
    "account": {
      "sys_id": "86837a386f0331003b3c498f5d3ee4ca",
      "name": ""
    },
    "external_system": null,
    "lead_line_items": [
      {
        "quantity": 50,
        "product_offering": {
          "sys_id": "0b61dd9fd0a63110f8770dbf976be171",
          "name": "Solana Modem M Series",
          "code": "SOLANAMODE2"
        },
        "sys_mod_count": 0,
        "external_id": null,
        "sys_updated_on": {
          "value": "2024-05-20 10:51:57",
          "display_value": "2024-05-20 03:51:57"
        },
        "sys_tags": null,
        "lead": {
          "sys_id": "e71fa6d9ffde8210b85dfffffffff51",
          "name": "LEAD0000002"
        },
        "number": "LEADL0000009",
        "sys_id": "2130fa1dffde8210b85dfffffffffff",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "unit_of_measurement": {
          "sys_id": "cb2795d553020110286eddeeff7b12ff",
          "name": "Each"
        },
        "sys_updated_by": "admin",
        "sys_created_on": {
          "value": "2024-05-20 10:51:25",
          "display_value": "2024-05-20 03:51:25"
        },
        "work_notes": null,
        "sys_created_by": "admin",
        "external_system": null
      }
    ]
  }
]
```


lead - GET /sn_lead_mgmt_core/lead/{sys_id}

Returns the lead record and all associated lead line items for the specified sys_id.

This endpoint retrieves information from the following tables:

- Lead [sn_lead_mgmt_core_lead]
- Lead Line Item [sn_lead_mgmt_core_lead_line_item]

URL format

Versioned URL: `/api/sn_lead_mgmt_core/{api_version}/lead/{sys_id}`

Default URL: `/api/sn_lead_mgmt_core/{api_version}/lead/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the lead to retrieve. Data type: String Table: Lead [sn_lead_mgmt_core_lead]

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

account	Account linked to the lead.
	
	Data type: Object
	
	`"account": {`
	`  "name": "String",`
	`  "sys_id": "String"`
	`}`

account.name	Name of the account.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
account.sys_id	Sys_id of the associated account record. Data type: String Table: Account [customer_account]
business_phone	Lead's business phone number. Data type: String
city	City in which the lead resides. Data type: String
closed_date	Date and time when the lead was closed. Data type: Object `"closed_date": { "display_value": "String", "value": "String" }`
closed_date.display_value	Date and time as displayed in the UI. Data type: String Format: User's format and time zone.
closed_date.value	Date and time that the lead closed as defined in the associated record. Data type: String Format: UTC
company	Lead's company name. Data type: String
consumer	Consumer associated with the lead. Data type: Object `"consumer": { "name": "String", "sys_id": "String" }`
consumer.name	Name of the associated consumer. Data type: String
consumer.sys_id	Sys_id of the associated consumer record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Consumer [csm_consumer]
contact	Contact associated with the lead account. Data type: Object `"contact": { "name": "String", "sys_id": "String" }`
contact.name	Contact's name. Data type: String
contact.sys_id	Sys_id of the associated contact record. Data type: String Table: Contact [customer_contact]
country	Country in which the lead resides. Data type: String
do_not_call	Flag that indicates whether the mode of communication is by phone. Valid values: • true: Can call contact. • false: Don't call contact. Data type: Boolean
do_not_email	Flag that indicates whether the mode of communication is by email. Valid values: • true: Can email contact. • false: Don't email contact. Data type: Boolean
do_not_share	Flag that indicates whether the lead details can be shared. Valid values: • true: Lead details can be shared. • false: Lead details can't be shared. Data type: Boolean
email	Lead's email address. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
external_id	ID used by the system that generated the lead to identify the lead in the associated system. Data type: String
external_system	Name of the external system associated with the lead, such as HubSpot or pipedrive. Data type: String
first_name	First name of the contact associated with the lead. Data type: String
industry	Industry to which the lead belongs. Data type: String Table: Located in the *industry* field of the Account [customer_account] table.
last_name	Last name of the contact associated with the lead. Data type: String

lead_group	Group to which the lead belongs.
	
	Data type: Object
	`"lead_group": {`
	`  "name: "String",`
	`  "sys_id": "String"`
	`}`

lead_group.name	Lead group's name. Data type: String
lead_group.sys_id	Sys_id of the lead group record. Data type: String Table: Group [sys_user_group]

lead_line_items	Details of the lead line items associated with the lead.
	
	Data type: Array of Objects
	`"lead_line_items": [`
	`  {`
	`  "external_id": "String",`
	`  "external_system": "String",`
	`  "lead": {Object},`
	`  "number": "String",`
	`  "product_offering": {Object},`
	`  "quantity": Number,`
	`  "sys_created_by”: "String",`
	`  "sys_created_on {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_domain": "String",
	"sys_domain_path": "String",
	"sys_id": "String",
	"sys_mod_count": Number,
	"sys_tags": [Array],
	"sys_updated_by: "String",
	"sys_updated_on: {Object},
	"unit_of_measurement": {Object},
	"work_notes": [Array]
	}
	]</pre>

lead_line_items.external_id	ID used by the system that generated the lead line item to identify the line item in the associated system. Data type: String
lead_line_items.external_system	Name of the external system associated with the lead line item, such as HubSpot or pipedrive. Data type: String

lead_line_items.lead	Details about the lead associated with the line item.
	
	Data type: Object
	<pre>"lead: {
	"name": "String",
	"sys_id": "String"
	}</pre>

lead_line_items.lead.name	Associated lead's name. Data type: String
lead_line_items.lead.sys_id	Sys_id of the associated lead record. Data type: String
lead_line_items.number	Unique system-generated number of the lead line item record. Data type: String

lead_line_items.product_offering	Information about the product offering associated with the lead line item.
	
	Data type: Object
	<pre>"product_offering": {
	"code": " String",
	"name": "String",
	"sys_id": "String"
	}</pre>

lead_line_items. product_offering.code	Code linked to the product offering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: This is a system-generated alphanumeric number based on the product name. Although system generated, you can edit the code to represent a SKU or any other industry specific product codes. Data type: String
lead_line_items. product_offering.name	Product offering's name. Data type: String
lead_line_items. product_offering.sys_id	Sys_id of the product offering record associated with the lead line item. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
lead_line_items.quantity	Quantity of items the lead wants to purchase of the associated product offering. Data type: Number (Integer)
lead_line_items.sys_created_by	User name of the person that created the lead line item. Data type: String

lead_line_items.sys_created_on	System-generated date and time that the lead line item was created.
	
	Data type: Object
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

lead_line_items. sys_created_on.display_value	Date and time that the lead line item was created. Data type: String Format: Default instance format and time zone
lead_line_items. sys_created_on.value	Date and time that the lead line item was created. Data type: String Format: UTC
lead_line_items.sys_domain	Sys_id of the domain record to which the lead line item belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
lead_line_items.sys_domain_path	Path of the domain to which the lead line item belongs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: This parameter is only returned in the response if domain separation is enabled. Data type: String
lead_line_items.sys_id	Sys_id of the lead line item record. Data type: String
lead_line_items.sys_mod_count	Number of times the associated lead line item record has been modified. Data type: Number (Integer)
lead_line_items.sys_tags	List of system tags associated with the lead line item. Data type: Array
lead_line_items.sys_updated_by	User name of the person that last updated the associated lead line item. Data type: String

lead_line_items.sys_updated_on	System-generated date and time when the lead line item was last updated.
	
	Data type: Object
	
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

lead_line_items.sys_updated_on.display_value	Date and time that the lead line item was last updated. Data type: String Format: Default instance format and time zone
lead_line_items.sys_updated_on.value	Date and time that the lead line item was last updated. Data type: String Format: UTC

lead_line_items.unit_of_measurement	Details of the measuring unit of lead line item.
	
	Data type: Object
	
	`"unit_of_measurement": {`
	`  "name": "String",`
	`  "sys_id": "String"`
	`}`

lead_line_items.unit_of_measurement.name	Name of the measuring unit such as, each or cubic foot. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
lead_line_items. unit_of_measurement.sys_id	Sys_id of the record that describes the measuring unit. Data type: String Table: Unit of Measure [sn_prd_pm_uom]
lead_line_items.work_notes	List that describes the work notes created for the lead line item. Data type: Array of Objects `"work_notes": [ { "author": "String", "date": "String", "text": "String" } ]`
lead_line_items.work_notes. author	User name of the person that authored the associated work note. Data type: String
lead_line_items.work_notes.date	Date that the note was created. Data type: String
lead_line_items.work_notes.text	Text of the note made by the author. Data type: String
lead_rating	Rating for the lead such as, 100_cold, 200_warm, 300_hot, or 400_super_hot. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_rating field of the Leads table. Data type: String
lead_score	Score for the lead. Data type: Decimal Range: 1 to 100
lead_source	Originator of the lead. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_source field of the Leads table. Data type: String
lead_type	Type of lead, such as New Business or Existing Business.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: This is a choice field. It must contain one of the choice items defined in the lead_type field of the Leads table. Data type: String
middle_name	Middle name of the contact for the lead. Data type: String
mobile_phone	Phone number of the contact for the lead. Data type: String
number	Unique system-generated number of the lead record. Data type: String
other_reason	Additional reason for the lead disqualification. Data type: String Max length: 160 characters
owner	Details of the person associated with the lead. Data type: Object `"owner": { "name": "String", "sys_id": "String" }`
owner.name	Name of the person that owns the lead. Data type: String
owner.sys_id	Sys_id of the user record of the person that owns the lead. Data type: String Table: User [sys_user]
reason	Reason for the lead disqualification such as, Disqualify. Data type: String Max length: 40 characters
short_description	Short description of the lead. Data type: String Max length: 160 characters
similar_lead	Details on any similar lead. Use this for possible lead disqualification. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"similar_lead": {
	  "name": "String",
	  "sys_id": "String"
	}</pre>

similar_lead.name	Name of the duplicate lead. Data type: String
similar_lead.sys_id	Sys_id of the lead record that is a possible duplicate lead. Data type: String Table: Lead [sn_lead_mgmt_core_lead]
stage	Stage of the lead such as, 100_new. **Note:** This is a choice field. It must contain one of the choice items defined in the stage field of the Leads table. Data type: String
state	State in which the lead resides. Data type: String
street	Street on which the lead resides. Data type: String
sys_class_name	System-generated class name of the Lead table. Data type: String
sys_created_by	User name of the person that created the lead. Data type: String

sys_created_on	System-generated date and time that the lead was created.
	
	Data type: Object
	<pre>"sys_created_on": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

sys_created_on.display_value	Date and time when the lead was created. Data type: String Format: Default instance format and time zone
sys_created_on.value	Date and time when the lead was created. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: UTC
sys_domain	Sys_id of the domain record to which the lead belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
sys_domain_path	Path of the domain to which the lead belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
sys_id	Sys_id of the lead record. Data type: String Table: Lead [sn_lead_mgmt_core_lead]
sys_mod_count	Number of times the associated lead record has been modified. Data type: Number (Integer)
sys_tags	List of system tags associated with the lead. You can use these tags to categorize leads. Data type: Array
sys_updated_by	User name of the person that last updated the lead record. Data type: String

sys_updated_on	System-generated date and time when the lead was last updated.
	
	Data type: Object
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

sys_updated_on.display_value	Date and time that the lead was last updated. Data type: String Format: Instance's default format and time zone
sys_updated_on.value	Date and time that the lead was last updated. Data type: String Format: UTC

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
title	Lead's title. Data type: String
website	Lead's website URL. Data type: String
work_notes	List of work notes created for the lead. Data type: Array of Objects `"work_notes": [ { "author": "String", "date": "String", "text": "String" } ]`
work_notes.author	User name of the person that authored the associated work note. Data type: String
work_notes.date	Date that the note was created. Data type: String
work_notes.text	Text of the note made by the author. Data type: String
zip	Zip code of the associated lead. Data type: String

Example: cURL request

The following code example shows how to retrieve the lead record with the sys_id of 856b6a95ffde8210b85dfffffffffd7.

```
curl
 "https://instance.service-now.com /
api/sn_lead_mgmt_core/lead/856b6a95ffde8210b85dfffffffffd7" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

The following are the return results:

```
{
  "short_description": "Looking for a quote on preventative
 maintenance plans for their corporate office building
 elevators.",
  "reason": null,
  "country": "USA",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "closed_date": null,
  "city": "San Francisco",
  "lead_source": "inbound_phone",
  "external_id": null,
  "industry": "manufacturing",
  "sys_updated_on": {
    "value": "2024-05-31 11:01:55",
    "display_value": "2024-05-31 04:01:55"
  },
  "title": "Director of Building operations",
  "sys_class_name": "Lead",
  "number": "LEAD0000001",
  "sys_id": "856b6a95ffde8210b85dfffffffffd7",
  "business_phone": "+1 (555) 123-4567",
  "similar_lead": null,
  "sys_updated_by": "abel.tuter",
  "mobile_phone": null,
  "street": "789, Industrial drive",
  "sys_created_on": {
    "value": "2024-05-20 10:32:41",
    "display_value": "2024-05-20 03:32:41"
  },
  "contact": null,
  "company": "Lee Manufacturing Inc",
  "state": "CA",
  "first_name": "James",
  "email": "james.wilson@email.com",
  "consumer": null,
  "sys_created_by": "abel.tuter",
  "zip": "94016",
  "owner": {
    "sys_id": "60058fe943fe3110d6c6cd60afb8f203",
    "name": "Max Blaze"
  },
  "website": null,
  "lead_group": null,
  "sys_mod_count": 1,
  "last_name": "Wilson",
  "other_reason": null,
  "middle_name": null,
  "sys_tags": null,
  "do_not_share": false,
  "lead_score": 92,
  "stage": "300_nurturing",
  "do_not_email": false,
  "lead_type": null,
  "work_notes": [
    {
      "author": "Abel Tuter",
      "date": "2024-12-04 06:52:07",
      "text": "Work notes for lead"
    }
  ],
  "do_not_call": false,
  "lead_rating": "400_super_hot",
  "account": null,
  "external_system": null,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "lead_line_items": [
    {
      "quantity": 6,
      "product_offering": {
        "sys_id": "32619d9fd0a63110f8770dbf976be1f9",
        "name": "Safety Test Coverage",
        "code": "SAFETSTCVG1"
      },
      "sys_mod_count": 0,
      "external_id": null,
      "sys_updated_on": {
        "value": "2024-05-20 10:38:41",
        "display_value": "2024-05-20 03:38:41"
      },
      "sys_tags": null,
      "lead": {
        "sys_id": "856b6a95ffde8210b85dfffffffffd7",
        "name": "LEAD0000001"
      },
      "number": "LEADL0000003",
      "sys_id": "013daa19ffde8210b85dfffffffff82",
      "unit_of_measurement": {
        "sys_id": "cb2795d553020110286eddeeff7b12ff",
        "name": "Each"
      },
      "sys_updated_by": "abel.tuter",
      "sys_created_on": {
        "value": "2024-05-20 10:38:41",
        "display_value": "2024-05-20 03:38:41"
      },
      "work_notes": null,
      "sys_created_by": "abel.tuter",
      "external_system": null
    }
  ]
}
```


lead - PATCH /sn_lead_mgmt_core/lead/{sys_id}

Updates the specified lead record and its associated lead line items. You can also use this endpoint to associate new lead line items to the specified lead.

This endpoint updates information in the following tables:

- Lead [sn_lead_mgmt_core_lead]
- Lead Line Item [sn_lead_mgmt_core_lead_line_item]

Rules for passed-in parameters:

- Invalid parameter names are ignored.
- Invalid values for non-mandatory choice and reference fields are ignored.
- If field WRITE access is denied for one or more fields, the restricted fields are ignored.
- You can't insert system field values using this API. Any provided values are ignored. System fields are a part of the ignored fields list, which is configurable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The values of the parameters *account*, *contact*, and *consumer* are ignored if both the *account* and *consumer* parameters are non-empty.
- Unless otherwise specified, the default value for all non-passed parameters is 'null'.

Note: This endpoint only modifies the specified parameters. If a parameter that exists in the current lead or lead line item record is not specified in the call, its contents remain unchanged.

URL format

Versioned URL: `/api/sn_lead_mgmt_core/{api_version}/lead/{sys_id}`

Default URL: `/api/sn_lead_mgmt_core/{api_version}/lead/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the lead record to update. Data type: String Table: Lead [sn_lead_mgmt_core_lead]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
account	Details of the account associated with the lead. Data type: Object `"account": { "sys_id": "String" }`
account.sys_id	Sys_id of the associated account record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Table: Account [customer_account]
business_phone	Lead's business phone number. Data type: String
city	City in which the lead resides. Data type: String
company	Lead's company name. Data type: String

consumer	Consumer associated with the lead.
	
	Data type: Object
	`"consumer": {`
	`  "sys_id": "String"`
	`}`

consumer.sys_id	Sys_id of the associated consumer record. Data type: String Table: Consumer [csm_consumer]

contact	Contact associated with the lead account.
	
	Data type: Object
	`"contact": {`
	`  "sys_id": "String"`
	`}`

contact.sys_id	Sys_id of the associated contact record. Data type: String Table: Contact [customer_contact]
country	Country in which the lead resides. Data type: String
do_not_call	Flag that indicates whether the mode of communication is by phone. Valid values: • true: Can call contact. • false: Don't call contact. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
do_not_email	Flag that indicates whether the mode of communication is by email. Valid values: • true: Can email contact. • false: Don't email contact. Data type: Boolean
do_not_share	Flag that indicates whether the lead details can be shared. Valid values: • true: Lead details can be shared. • false: Lead details can't be shared. Data type: Boolean
email	Lead's email address. Data type: String
external_id	ID used by the system that generated the lead to identify the lead in the associated system. Data type: String
external_system	Name of the external system associated with the lead, such as HubSpot or pipedrive. Data type: String
first_name	First name of the contact associated with the lead. Data type: String
industry	Industry to which the lead belongs. Data type: String Table: Located in the *industry* field of the Account [customer_account] table.
last_name	Required. Last name of the contact associated with the lead. Data type: String
lead_group	Group to which the lead belongs. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	`"lead_group": { "sys_id": "String" }`
lead_group.sys_id	Sys_id of the lead group record. Data type: String Table: Group [sys_user_group]
lead_line_items	List of lead line items to associated with the lead. Group to which the lead belongs. Data type: Object `"lead_line_items": [ { "external_id": "String", "external_system": "String", "product_offering": {Object}, "quantity": Number, "work_notes": [Array], "unit_of_measurement": {Object} } ]` Maximum line items: 100 - any over that are ignored
lead_line_items.external_id	ID used by the system that generated the lead line item to identify the line item in the associated system. Data type: String
lead_line_items.external_system	Name of the external system associated with the lead line item, such as HubSpot or pipedrive. Data type: String
lead_line_items.product_offering	Required. Information about the product offering associated with the lead line item. Data type: Object `"product_offering": { "sys_id": "String" }`
lead_line_items.product_offering.sys_id	Required. Sys_id of the product offering record associated with the lead line item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Table: Product Offering [sn_prd_pm_product_offering]
lead_line_items.quantity	Quantity of items the lead wants to purchase of the associated product offering. Data type: Number (Integer)
lead_line_items.unit_of_measurement	Details of the measuring unit of lead line item. Data type: Object `"unit_of_measurement": { "sys_id": "String" }`
lead_line_items.unit_of_measurement .sys_id	Sys_id of the record that describes the measuring unit. Data type: String Table: Unit of Measure [sn_prd_pm_uom]
lead_line_items.work_notes	List that describes the work notes created for the lead line item. Data type: Array of Objects `"work_notes": [ "text": "String" } ]`
lead_line_items.work_notes.text	Text of the note made by the author. Data type: String
lead_rating	Rating for the lead such as, 100_cold, 200_warm, 300_hot, or 400_super_hot. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_rating field of the Leads table. Data type: String
lead_score	Score for the lead. Data type: Decimal Range: 1 to 100
lead_source	Originator of the lead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Note: This is a choice field. It must contain one of the choice items defined in the lead_source field of the Leads table. Data type: String
lead_type	Type of lead, such as New Business or Existing Business. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_type field of the Leads table. Data type: String
middle_name	Middle name of the contact for the lead. Data type: String
mobile_phone	Phone number of the contact for the lead. Data type: String
other_reason	Additional reason for the lead disqualification. Data type: String Max length: 160 characters
owner	Details of the person associated with the lead. Data type: Object `"owner": { "sys_id": "String" }`
owner.sys_id	Sys_id of the user record of the person that owns the lead. Data type: String Table: User [sys_user]
reason	Reason for the lead disqualification such as, Disqualify. Data type: String Max length: 40 characters
short_description	Short description of the lead. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Max length: 160 characters
similar_lead	Details on any similar lead. Use this for possible lead disqualification. Data type: Object `"similar_lead": { "sys_id": "String" }`
similar_lead.sys_id	Sys_id of the lead record that is a possible duplicate lead. Data type: String Table: Lead [sn_lead_mgmt_core_lead]
stage	Stage of the lead such as, 100_new. **Note:** This is a choice field. It must contain one of the choice items defined in the stage field of the Leads table. Data type: String
state	State in which the lead resides. Data type: String
street	Street on which the lead resides. Data type: String
title	Lead's title. Data type: String
website	Lead's website URL. Data type: String
work_notes	List of work notes created for the lead. Data type: Array of Objects `"work_notes": [ { "text": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Note: An array of work notes in the request is inserted as a single text. This text is generated by combining the content from all work note objects in the request, with each entry separated by a comma (,).
work_notes.text	Text of the note made by the author. Data type: String
zip	Zip code of the associated lead. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. Lead and lead line items records were successfully updated.
400	Error. Possible reasons: • Invalid payload: Invalid/empty request body. • Invalid payload: Invalid field value for email/phone number fields. • Invalid payload: Mandatory field is absent, or its value is empty.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Invalid payload: Stage is '400_closed_won'. Qualifying lead is not supported using the API. • If the stage of the lead to be updated is already in the closed state and you are trying to update it.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
account	Account linked to the lead. Data type: Object `"account": { "name": "String", "sys_id": "String" }`
account.name	Name of the account. Data type: String
account.sys_id	Sys_id of the associated account record. Data type: String Table: Account [customer_account]
business_phone	Lead's business phone number. Data type: String
city	City in which the lead resides. Data type: String
closed_date	Date and time when the lead was closed. Data type: Object `"closed_date": { "display_value": "String", "value": "String" }`
closed_date.display_value	Date and time as displayed in the UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Format: User's format and time zone.
closed_date.value	Date and time that the lead closed as defined in the associated record. Data type: String Format: UTC
company	Lead's company name. Data type: String
consumer	Consumer associated with the lead. Data type: Object `"consumer": { "name": "String", "sys_id": "String" }`
consumer.name	Name of the associated consumer. Data type: String
consumer.sys_id	Sys_id of the associated consumer record. Data type: String Table: Consumer [csm_consumer]
contact	Contact associated with the lead account. Data type: Object `"contact": { "name": "String", "sys_id": "String" }`
contact.name	Contact's name. Data type: String
contact.sys_id	Sys_id of the associated contact record. Data type: String Table: Contact [customer_contact]
country	Country in which the lead resides. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
do_not_call	Flag that indicates whether the mode of communication is by phone. Valid values: • true: Can call contact. • false: Don't call contact. Data type: Boolean
do_not_email	Flag that indicates whether the mode of communication is by email. Valid values: • true: Can email contact. • false: Don't email contact. Data type: Boolean
do_not_share	Flag that indicates whether the lead details can be shared. Valid values: • true: Lead details can be shared. • false: Lead details can't be shared. Data type: Boolean
email	Lead's email address. Data type: String
external_id	ID used by the system that generated the lead to identify the lead in the associated system. Data type: String
external_system	Name of the external system associated with the lead, such as HubSpot or pipedrive. Data type: String
first_name	First name of the contact associated with the lead. Data type: String
industry	Industry to which the lead belongs. Data type: String Table: Located in the *industry* field of the Account [customer_account] table.
last_name	Last name of the contact associated with the lead. Data type: String
lead_group	Group to which the lead belongs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Data type: Object
	`"lead_group": {`
	`  "name: "String",`
	`  "sys_id": "String"`
	`}`

lead_group.name	Lead group's name. Data type: String
lead_group.sys_id	Sys_id of the lead group record. Data type: String Table: Group [sys_user_group]

lead_line_items	Details of the lead line items associated with the lead.
	
	Data type: Array of Objects
	`"lead_line_items": [`
	`  {`
	`  "external_id": "String",`
	`  "external_system": "String",`
	`  "lead": {Object},`
	`  "number": "String",`
	`  "product_offering": {Object},`
	`  "quantity": Number,`
	`  "sys_created_by”: "String",`
	`  "sys_created_on {Object},`
	`  "sys_domain": "String",`
	`  "sys_domain_path": "String",`
	`  "sys_id": "String",`
	`  "sys_mod_count": Number,`
	`  "sys_tags": [Array],`
	`  "sys_updated_by: "String",`
	`  "sys_updated_on: {Object},`
	`  "unit_of_measurement": {Object},`
	`  "work_notes": [Array]`
	`  }`
	`]`

lead_line_items.external_id	ID used by the system that generated the lead line item to identify the line item in the associated system. Data type: String
lead_line_items.external_system	Name of the external system associated with the lead line item, such as HubSpot or pipedrive. Data type: String
lead_line_items.lead	Details about the lead associated with the line item. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"lead: {
	  "name": "String",
	  "sys_id": "String"
	}</pre>

lead_line_items.lead.name	Associated lead's name. Data type: String
lead_line_items.lead.sys_id	Sys_id of the associated lead record. Data type: String
lead_line_items.number	Unique system-generated number of the lead line item record. Data type: String

lead_line_items.product_offering	Information about the product offering associated with the lead line item.
	
	Data type: Object
	<pre>"product_offering": {
	  "code": " String",
	  "name": "String",
	  "sys_id": "String"
	}</pre>

lead_line_items. product_offering.code	Code linked to the product offering. **Note:** This is a system-generated alphanumeric number based on the product name. Although system generated, you can edit the code to represent a SKU or any other industry specific product codes. Data type: String
lead_line_items. product_offering.name	Product offering's name. Data type: String
lead_line_items. product_offering.sys_id	Sys_id of the product offering record associated with the lead line item. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
lead_line_items.quantity	Quantity of items the lead wants to purchase of the associated product offering. Data type: Number (Integer)
lead_line_items.sys_created_by	User name of the person that created the lead line item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
lead_line_items.sys_created_on	System-generated date and time that the lead line item was created. Data type: Object `"sys_created_on": { "display_value": "String", "value": "String" }`
lead_line_items. sys_created_on.display_value	Date and time that the lead line item was created. Data type: String Format: Default instance format and time zone
lead_line_items. sys_created_on.value	Date and time that the lead line item was created. Data type: String Format: UTC
lead_line_items.sys_domain	Sys_id of the domain record to which the lead line item belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
lead_line_items.sys_domain_path	Path of the domain to which the lead line item belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
lead_line_items.sys_id	Sys_id of the lead line item record. Data type: String
lead_line_items.sys_mod_count	Number of times the associated lead line item record has been modified. Data type: Number (Integer)
lead_line_items.sys_tags	List of system tags associated with the lead line item. Data type: Array
lead_line_items.sys_updated_by	User name of the person that last updated the associated lead line item. Data type: String
lead_line_items.sys_updated_on	System-generated date and time when the lead line item was last updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"sys_created_on": { "display_value": "String", "value": "String" }`
lead_line_items.sys_updated_on.display_value	Date and time that the lead line item was last updated. Data type: String Format: Default instance format and time zone
lead_line_items.sys_updated_on.value	Date and time that the lead line item was last updated. Data type: String Format: UTC
lead_line_items.unit_of_measurement	Details of the measuring unit of lead line item. Data type: Object `"unit_of_measurement": { "name": "String", "sys_id": "String" }`
lead_line_items.unit_of_measurement.name	Name of the measuring unit such as, each or cubic foot. Data type: String
lead_line_items.unit_of_measurement.sys_id	Sys_id of the record that describes the measuring unit. Data type: String Table: Unit of Measure [sn_prd_pm_uom]
lead_line_items.work_notes	List that describes the work notes created for the lead line item. Data type: Array of Objects `"work_notes": [ { "author": "String", "date": "String", "text": "String" } ]`
lead_line_items.work_notes.author	User name of the person that authored the associated work note. Data type: String
lead_line_items.work_notes.date	Date that the note was created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
lead_line_items.work_notes.text	Text of the note made by the author. Data type: String
lead_rating	Rating for the lead such as, 100_cold, 200_warm, 300_hot, or 400_super_hot. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_rating field of the Leads table. Data type: String
lead_score	Score for the lead. Data type: Decimal Range: 1 to 100
lead_source	Originator of the lead. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_source field of the Leads table. Data type: String
lead_type	Type of lead, such as New Business or Existing Business. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_type field of the Leads table. Data type: String
middle_name	Middle name of the contact for the lead. Data type: String
mobile_phone	Phone number of the contact for the lead. Data type: String
number	Unique system-generated number of the lead record. Data type: String
other_reason	Additional reason for the lead disqualification. Data type: String Max length: 160 characters
owner	Details of the person associated with the lead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"owner": { "name": "String", "sys_id": "String" }`
owner.name	Name of the person that owns the lead. Data type: String
owner.sys_id	Sys_id of the user record of the person that owns the lead. Data type: String Table: User [sys_user]
reason	Reason for the lead disqualification such as, Disqualify. Data type: String Max length: 40 characters
short_description	Short description of the lead. Data type: String Max length: 160 characters
similar_lead	Details on any similar lead. Use this for possible lead disqualification. Data type: Object `"similar_lead": { "name": "String", "sys_id": "String" }`
similar_lead.name	Name of the duplicate lead. Data type: String
similar_lead.sys_id	Sys_id of the lead record that is a possible duplicate lead. Data type: String Table: Lead [sn_lead_mgmt_core_lead]
stage	Stage of the lead such as, 100_new. **Note:** This is a choice field. It must contain one of the choice items defined in the stage field of the Leads table. Data type: String
state	State in which the lead resides.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
street	Street on which the lead resides. Data type: String
sys_class_name	System-generated class name of the Lead table. Data type: String
sys_created_by	User name of the person that created the lead. Data type: String
sys_created_on	System-generated date and time that the lead was created. Data type: Object `"sys_created_on": { "display_value": "String", "value": "String" }`
sys_created_on.display_value	Date and time when the lead was created. Data type: String Format: Default instance format and time zone
sys_created_on.value	Date and time when the lead was created. Data type: String Format: UTC
sys_domain	Sys_id of the domain record to which the lead belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
sys_domain_path	Path of the domain to which the lead belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
sys_id	Sys_id of the lead record. Data type: String Table: Lead [sn_lead_mgmt_core_lead]
sys_mod_count	Number of times the associated lead record has been modified.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number (Integer)
sys_tags	List of system tags associated with the lead. You can use these tags to categorize leads. Data type: Array
sys_updated_by	User name of the person that last updated the lead record. Data type: String

sys_updated_on	System-generated date and time when the lead was last updated.
	
	Data type: Object
	
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

sys_updated_on.display_value	Date and time that the lead was last updated. Data type: String Format: Instance's default format and time zone
sys_updated_on.value	Date and time that the lead was last updated. Data type: String Format: UTC
title	Lead's title. Data type: String
website	Lead's website URL. Data type: String

work_notes	List of work notes created for the lead.
	
	Data type: Array of Objects
	
	`"work_notes": [`
	`  {`
	`  "author": "String",`
	`  "date": "String",`
	`  "text": "String"`
	`  }`
	`]`

work_notes.author	User name of the person that authored the associated work note. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
work_notes.date	Date that the note was created. Data type: String
work_notes.text	Text of the note made by the author. Data type: String
zip	Zip code of the associated lead. Data type: String

Example: cURL request

The following code example shows how to update the lead record with the sys_id 856b6a95ffde8210b85dfffffffffd7.

```
curl "
 https://instance.service-now.com/api/sn_lead_mgmt_core/v1/lead/
856b6a95ffde8210b85dfffffffffd7" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data " {
  "lead_source": "inbount_web",
  "business_phone": "+1 (555) 123-4567",
  "do_not_share": true,
  "lead_score": 40,
  "stage": "300_nurturning",
  "do_not_email": false,
  "lead_type": "new_business",
  "work_notes": [
    {
      "text": "Work notes for lead"
    }
  ],
  "lead_rating": "200_warm",
  "lead_line_items": [
    {
      "sys_id" : "013daa19ffde8210b85dfffffffff82",
      "quantity": 10
    },
    {
      "product_offering": {
        "sys_id": "0b61dd9fd0a63110f8770dbf976be171"
      }
    }
  ]
}"
```

The response contains all lead record fields.

```
{
  "short_description": "Looking for a quote on preventative
 maintenance plans for their corporate office building
 elevators.",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "reason": null,
  "country": "USA",
  "closed_date": null,
  "city": "San Francisco",
  "lead_source": "inbount_web",
  "external_id": null,
  "industry": "manufacturing",
  "sys_updated_on": {
    "value": "2024-12-11 08:45:52",
    "display_value": "2024-12-11 00:45:52"
  },
  "title": "Director of Building operations",
  "sys_class_name": "Lead",
  "number": "LEAD0000001",
  "sys_id": "856b6a95ffde8210b85dfffffffffd7",
  "business_phone": "+1 (555) 123-4567",
  "similar_lead": null,
  "sys_updated_by": "abel.tuter",
  "mobile_phone": null,
  "street": "789, Industrial drive",
  "sys_created_on": {
    "value": "2024-05-20 10:32:41",
    "display_value": "2024-05-20 03:32:41"
  },
  "contact": null,
  "company": "Lee Manufacturing Inc",
  "state": "CA",
  "first_name": "James",
  "email": "james.wilson@email.com",
  "consumer": null,
  "sys_created_by": "abel.tuter",
  "zip": "94016",
  "owner": {
    "sys_id": "60058fe943fe3110d6c6cd60afb8f203",
    "name": "Max Blaze"
  },
  "website": null,
  "lead_group": null,
  "sys_mod_count": 4,
  "last_name": "Wilson",
  "other_reason": null,
  "middle_name": null,
  "sys_tags": null,
  "do_not_share": true,
  "lead_score": 40,
  "stage": "300_nurturing",
  "do_not_email": false,
  "lead_type": "new_business",
  "work_notes": [
    {
      "author": "Abel Tuter",
      "date": "2024-12-11 00:45:52",
      "text": "Lead Line Item [code]<a
 href='/sn_lead_mgmt_core_lead_line_item.do?sys_id=013daa19ffde8
210b85dfffffffff82'>LEADL0000003</a>[/code] has been updated
 [code] <b> Quantity </b> [/code] 10 [code] <i>was</i> [/code]
 6"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    {
      "author": "Abel Tuter",
      "date": "2024-12-11 00:45:52",
      "text": "Lead Line Item [code]<a
 href='/sn_lead_mgmt_core_lead_line_item.do?sys_id=37610e1780925
210f877983fa0be6725'>LEADL0001002</a>[/code] has been created
 [code] <b> Product Offering </b> [/code] Solana Modem M Series
 [code] <b> Quantity </b> [/code] 1"
    },
    {
      "author": "Abel Tuter",
      "date": "2024-12-11 00:45:51",
      "text": "Work notes for lead"
    }
  ],
  "do_not_call": false,
  "lead_rating": "200_warm",
  "account": null,
  "external_system": null,
  "lead_line_items": [
    {
      "quantity": 10,
      "product_offering": {
        "sys_id": "32619d9fd0a63110f8770dbf976be1f9",
        "name": "Safety Test Coverage",
        "code": "SAFETSTCVG1"
      },
      "sys_mod_count": 1,
      "external_id": null,
      "sys_updated_on": {
        "value": "2024-12-11 08:45:52",
        "display_value": "2024-12-11 00:45:52"
      },
      "sys_tags": null,
      "lead": {
        "sys_id": "856b6a95ffde8210b85dfffffffffd7",
        "name": "LEAD0000001"
      },
      "number": "LEADL0000003",
      "sys_id": "013daa19ffde8210b85dfffffffff82",
      "unit_of_measurement": {
        "sys_id": "cb2795d553020110286eddeeff7b12ff",
        "name": "Each"
      },
      "sys_updated_by": "abel.tuter",
      "sys_created_on": {
        "value": "2024-05-20 10:38:41",
        "display_value": "2024-05-20 03:38:41"
      },
      "work_notes": null,
      "sys_created_by": "abel.tuter",
      "external_system": null
    },
    {
      "quantity": 1,
      "product_offering": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_id": "0b61dd9fd0a63110f8770dbf976be171",
        "name": "Solana Modem M Series",
        "code": "SOLANAMODE2"
      },
      "sys_mod_count": 0,
      "external_id": null,
      "sys_updated_on": {
        "value": "2024-12-11 08:45:52",
        "display_value": "2024-12-11 00:45:52"
      },
      "sys_tags": null,
      "lead": {
        "sys_id": "856b6a95ffde8210b85dfffffffffd7",
        "name": "LEAD0000001"
      },
      "number": "LEADL0001002",
      "sys_id": "37610e1780925210f877983fa0be6725",
      "unit_of_measurement": null,
      "sys_updated_by": "abel.tuter",
      "sys_created_on": {
        "value": "2024-12-11 08:45:52",
        "display_value": "2024-12-11 00:45:52"
      },
      "work_notes": null,
      "sys_created_by": "abel.tuter",
      "external_system": null
    }
  ]
}
```


lead - POST /sn_lead_mgmt_core/lead

Creates a lead record and its associated lead line items using the specified parameters.

Once processed, records are created in the following tables:

- Lead [sn_lead_mgmt_core_lead]
- Lead Line Item [sn_lead_mgmt_core_lead_line_item]

Rules for passed-in parameters:

- Invalid parameter names are ignored.
- Invalid values for non-mandatory choice and reference fields are ignored.
- If field WRITE access is denied for one or more fields, the restricted fields are ignored.
- You can't insert system field values using this API. Any provided values are ignored. System fields are a part of the ignored fields list, which is configurable.
- The values of the parameters *account*, *contact*, and *consumer* are ignored if both the *account* and *consumer* parameters are non-empty.
- Unless otherwise specified, the default value for all non-passed parameters is 'null'.

URL format

Versioned URL: `/api/sn_lead_mgmt_core/{api_version}/lead`

Default URL: `/api/sn_lead_mgmt_core/{api_version}/lead`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
account	Details on the account associated with the lead. Data type: Object `"account": { "sys_id": "String" }`
account.sys_id	Sys_id of the associated account record. Data type: String Table: Account [customer_account]
business_phone	Lead's business phone number. Data type: String
city	City in which the lead resides. Data type: String
company	Lead's company name. Data type: String
consumer	Consumer associated with the lead. Data type: Object `"consumer": { "sys_id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
consumer.sys_id	Sys_id of the associated consumer record. Data type: String Table: Consumer [csm_consumer]
contact	Contact associated with the lead account. Data type: Object `"contact": { "sys_id": "String" }`
contact.sys_id	Sys_id of the associated contact record. Data type: String Table: Contact [customer_contact]
country	Country in which the lead resides. Data type: String
do_not_call	Flag that indicates whether the mode of communication is by phone. Valid values: • true: Can call contact. • false: Don't call contact. Data type: Boolean Default: false
do_not_email	Flag that indicates whether the mode of communication is by email. Valid values: • true: Can email contact. • false: Don't email contact. Data type: Boolean Default: false
do_not_share	Flag that indicates whether the lead details can be shared. Valid values: • true: Lead details can be shared. • false: Lead details can't be shared.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: Boolean Default: false
email	Lead's email address. Data type: String
external_id	ID used by the system that generated the lead to identify the lead in the associated system. Data type: String
external_system	Name of the external system associated with the lead, such as HubSpot or pipedrive. Data type: String
first_name	First name of the contact associated with the lead. Data type: String
industry	Industry to which the lead belongs. Data type: String Table: Located in the *industry* field of the Account [customer_account] table.
last_name	Required. Last name of the contact associated with the lead. Data type: String

lead_group	Group to which the lead belongs.
	
	Data type: Object
	`"lead_group": {`
	`  "sys_id": "String"`
	`}`

lead_group.sys_id	Sys_id of the lead group record. Data type: String Table: Group [sys_user_group]

lead_line_items	List of lead line items to associated with the lead.
	Group to which the lead belongs.
	
	Data type: Object
	`"lead_line_items": [`
	`  {`
	`  "external_id": "String",`
	`  "external_system": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description

	<pre>"product_offering": {Object},
	"quantity": Number,
	"work_notes": [Array],
	"unit_of_measurement": {Object}
	}
	]</pre>
	Maximum line items: 100 - any over that are ignored

lead_line_items.external_id	ID used by the system that generated the lead line item to identify the line item in the associated system. Data type: String
lead_line_items.external_system	Name of the external system associated with the lead line item, such as HubSpot or pipedrive. Data type: String

lead_line_items.product_offering	Required. Information about the product offering associated with the lead line item.
	
	Data type: Object
	<pre>"product_offering": {
	"sys_id": "String"
	}</pre>

lead_line_items.product_offering.sys_id	Required. Sys_id of the product offering record associated with the lead line item. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
lead_line_items.quantity	Quantity of items the lead wants to purchase of the associated product offering. Data type: Number (Integer) Default: 1

lead_line_items.unit_of_measurement	Details of the measuring unit of lead line item.
	
	Data type: Object
	<pre>"unit_of_measurement": {
	"sys_id": "String"
	}</pre>

lead_line_items.unit_of_measurement.sys_id	Sys_id of the record that describes the measuring unit.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String Table: Unit of Measure [sn_prd_pm_uom]
lead_line_items.work_notes	List that describes the work notes created for the lead line item. Data type: Array of Objects `"work_notes": [ "text": "String" } ]` Default: Empty array
lead_line_items.work_notes.text	Text of the note made by the author. Data type: String
lead_rating	Rating for the lead such as, 100_cold, 200_warm, 300_hot, or 400_super_hot. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_rating field of the Leads table. Data type: String
lead_score	Score for the lead. Data type: Decimal Range: 1 to 100
lead_source	Originator of the lead. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_source field of the Leads table. Data type: String
lead_type	Type of lead, such as New Business or Existing Business. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_type field of the Leads table. Data type: String
middle_name	Middle name of the contact for the lead. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
mobile_phone	Phone number of the contact for the lead. Data type: String
other_reason	Additional reason for the lead disqualification. Data type: String Max length: 160 characters
owner	Details of the person associated with the lead. Data type: Object `"owner": { "sys_id": "String" }`
owner.sys_id	Sys_id of the user record of the person that owns the lead. Data type: String Table: User [sys_user]
reason	Reason for the lead disqualification such as, Disqualify. Data type: String Max length: 40 characters
short_description	Short description of the lead. Data type: String Max length: 160 characters
similar_lead	Details on any similar lead. Use this for possible lead disqualification. Data type: Object `"similar_lead": { "sys_id": "String" }`
similar_lead.sys_id	Sys_id of the lead record that is a possible duplicate lead. Data type: String Table: Lead [sn_lead_mgmt_core_lead]
stage	Stage of the lead such as, 100_new.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Note: This is a choice field. It must contain one of the choice items defined in the stage field of the Leads table. Data type: String Default: 100_new
state	State in which the lead resides. Data type: String
street	Street on which the lead resides. Data type: String
title	Lead's title. Data type: String
website	Lead's website URL. Data type: String
work_notes	List of work notes created for the lead. Data type: Array of Objects `"work_notes": [ { "text": "String" } ]` **Note:** An array of work notes in the request is inserted as a single text. This text is generated by combining the content from all work note objects in the request, with each entry separated by a comma (,). Default: Empty array
work_notes.text	Text of the note made by the author. Data type: String
zip	Zip code of the associated lead. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. Lead and its associated line items are inserted successfully.
400	Error. Possible reasons: • Invalid payload: Invalid/empty request body. • Invalid payload: Invalid field value for email/phone number fields. • Invalid payload: Mandatory field is absent, or its value is empty. • Business rule/data policy violation.
403	Forbidden. The user doesn't have access rights to the specified record.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
account	Account linked to the lead. Data type: Object `"account": { "name": "String", "sys_id": "String" }`
account.name	Name of the account.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
account.sys_id	Sys_id of the associated account record. Data type: String Table: Account [customer_account]
business_phone	Lead's business phone number. Data type: String
city	City in which the lead resides. Data type: String

closed_date	Date and time when the lead was closed.
	
	Data type: Object
	
	`"closed_date": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

closed_date.display_value	Date and time as displayed in the UI. Data type: String Format: User's format and time zone.
closed_date.value	Date and time that the lead closed as defined in the associated record. Data type: String Format: UTC
company	Lead's company name. Data type: String

consumer	Consumer associated with the lead.
	
	Data type: Object
	
	`"consumer": {`
	`  "name": "String",`
	`  "sys_id": "String"`
	`}`

consumer.name	Name of the associated consumer. Data type: String
consumer.sys_id	Sys_id of the associated consumer record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Consumer [csm_consumer]
contact	Contact associated with the lead account. Data type: Object `"contact": { "name": "String", "sys_id": "String" }`
contact.name	Contact's name. Data type: String
contact.sys_id	Sys_id of the associated contact record. Data type: String Table: Contact [customer_contact]
country	Country in which the lead resides. Data type: String
do_not_call	Flag that indicates whether the mode of communication is by phone. Valid values: • true: Can call contact. • false: Don't call contact. Data type: Boolean
do_not_email	Flag that indicates whether the mode of communication is by email. Valid values: • true: Can email contact. • false: Don't email contact. Data type: Boolean
do_not_share	Flag that indicates whether the lead details can be shared. Valid values: • true: Lead details can be shared. • false: Lead details can't be shared. Data type: Boolean
email	Lead's email address. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
external_id	ID used by the system that generated the lead to identify the lead in the associated system. Data type: String
external_system	Name of the external system associated with the lead, such as HubSpot or pipedrive. Data type: String
first_name	First name of the contact associated with the lead. Data type: String
industry	Industry to which the lead belongs. Data type: String Table: Located in the *industry* field of the Account [customer_account] table.
last_name	Last name of the contact associated with the lead. Data type: String

lead_group	Group to which the lead belongs.
	
	Data type: Object
	`"lead_group": {`
	`  "name: "String",`
	`  "sys_id": "String"`
	`}`

lead_group.name	Lead group's name. Data type: String
lead_group.sys_id	Sys_id of the lead group record. Data type: String Table: Group [sys_user_group]

lead_line_items	Details of the lead line items associated with the lead.
	
	Data type: Array of Objects
	`"lead_line_items": [`
	`  {`
	`  "external_id": "String",`
	`  "external_system": "String",`
	`  "lead": {Object},`
	`  "number": "String",`
	`  "product_offering": {Object},`
	`  "quantity": Number,`
	`  "sys_created_by”: "String",`
	`  "sys_created_on {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_domain": "String",
	"sys_domain_path": "String",
	"sys_id": "String",
	"sys_mod_count": Number,
	"sys_tags": [Array],
	"sys_updated_by: "String",
	"sys_updated_on: {Object},
	"unit_of_measurement": {Object},
	"work_notes": [Array]
	}
	]</pre>

lead_line_items.external_id	ID used by the system that generated the lead line item to identify the line item in the associated system. Data type: String
lead_line_items.external_system	Name of the external system associated with the lead line item, such as HubSpot or pipedrive. Data type: String

lead_line_items.lead	Details about the lead associated with the line item.
	
	Data type: Object
	<pre>"lead: {
	"name": "String",
	"sys_id": "String"
	}</pre>

lead_line_items.lead.name	Associated lead's name. Data type: String
lead_line_items.lead.sys_id	Sys_id of the associated lead record. Data type: String
lead_line_items.number	Unique system-generated number of the lead line item record. Data type: String

lead_line_items.product_offering	Information about the product offering associated with the lead line item.
	
	Data type: Object
	<pre>"product_offering": {
	"code": " String",
	"name": "String",
	"sys_id": "String"
	}</pre>

lead_line_items. product_offering.code	Code linked to the product offering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: This is a system-generated alphanumeric number based on the product name. Although system generated, you can edit the code to represent a SKU or any other industry specific product codes. Data type: String
lead_line_items. product_offering.name	Product offering's name. Data type: String
lead_line_items. product_offering.sys_id	Sys_id of the product offering record associated with the lead line item. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
lead_line_items.quantity	Quantity of items the lead wants to purchase of the associated product offering. Data type: Number (Integer)
lead_line_items.sys_created_by	User name of the person that created the lead line item. Data type: String

lead_line_items.sys_created_on	System-generated date and time that the lead line item was created.
	
	Data type: Object
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

lead_line_items. sys_created_on.display_value	Date and time that the lead line item was created. Data type: String Format: Default instance format and time zone
lead_line_items. sys_created_on.value	Date and time that the lead line item was created. Data type: String Format: UTC
lead_line_items.sys_domain	Sys_id of the domain record to which the lead line item belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
lead_line_items.sys_domain_path	Path of the domain to which the lead line item belongs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: This parameter is only returned in the response if domain separation is enabled. Data type: String
lead_line_items.sys_id	Sys_id of the lead line item record. Data type: String
lead_line_items.sys_mod_count	Number of times the associated lead line item record has been modified. Data type: Number (Integer)
lead_line_items.sys_tags	List of system tags associated with the lead line item. Data type: Array
lead_line_items.sys_updated_by	User name of the person that last updated the associated lead line item. Data type: String

lead_line_items.sys_updated_on	System-generated date and time when the lead line item was last updated.
	
	Data type: Object
	
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

lead_line_items.sys_updated_on.display_value	Date and time that the lead line item was last updated. Data type: String Format: Default instance format and time zone
lead_line_items.sys_updated_on.value	Date and time that the lead line item was last updated. Data type: String Format: UTC

lead_line_items.unit_of_measurement	Details of the measuring unit of lead line item.
	
	Data type: Object
	
	`"unit_of_measurement": {`
	`  "name": "String",`
	`  "sys_id": "String"`
	`}`

lead_line_items.unit_of_measurement.name	Name of the measuring unit such as, each or cubic foot. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
lead_line_items. unit_of_measurement.sys_id	Sys_id of the record that describes the measuring unit. Data type: String Table: Unit of Measure [sn_prd_pm_uom]
lead_line_items.work_notes	List that describes the work notes created for the lead line item. Data type: Array of Objects `"work_notes": [ { "author": "String", "date": "String", "text": "String" } ]`
lead_line_items.work_notes. author	User name of the person that authored the associated work note. Data type: String
lead_line_items.work_notes.date	Date that the note was created. Data type: String
lead_line_items.work_notes.text	Text of the note made by the author. Data type: String
lead_rating	Rating for the lead such as, 100_cold, 200_warm, 300_hot, or 400_super_hot. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_rating field of the Leads table. Data type: String
lead_score	Score for the lead. Data type: Decimal Range: 1 to 100
lead_source	Originator of the lead. **Note:** This is a choice field. It must contain one of the choice items defined in the lead_source field of the Leads table. Data type: String
lead_type	Type of lead, such as New Business or Existing Business.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: This is a choice field. It must contain one of the choice items defined in the lead_type field of the Leads table. Data type: String
middle_name	Middle name of the contact for the lead. Data type: String
mobile_phone	Phone number of the contact for the lead. Data type: String
number	Unique system-generated number of the lead record. Data type: String
other_reason	Additional reason for the lead disqualification. Data type: String Max length: 160 characters

owner	Details of the person associated with the lead.
	
	Data type: Object
	
	`"owner": {`
	`  "name": "String",`
	`  "sys_id": "String"`
	`}`

owner.name	Name of the person that owns the lead. Data type: String
owner.sys_id	Sys_id of the user record of the person that owns the lead. Data type: String Table: User [sys_user]
reason	Reason for the lead disqualification such as, Disqualify. Data type: String Max length: 40 characters
short_description	Short description of the lead. Data type: String Max length: 160 characters
similar_lead	Details on any similar lead. Use this for possible lead disqualification. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"similar_lead": {
	  "name": "String",
	  "sys_id": "String"
	}</pre>

similar_lead.name	Name of the duplicate lead. Data type: String
similar_lead.sys_id	Sys_id of the lead record that is a possible duplicate lead. Data type: String Table: Lead [sn_lead_mgmt_core_lead]
stage	Stage of the lead such as, 100_new. **Note:** This is a choice field. It must contain one of the choice items defined in the stage field of the Leads table. Data type: String
state	State in which the lead resides. Data type: String
street	Street on which the lead resides. Data type: String
sys_class_name	System-generated class name of the Lead table. Data type: String
sys_created_by	User name of the person that created the lead. Data type: String

sys_created_on	System-generated date and time that the lead was created.
	
	Data type: Object
	<pre>"sys_created_on": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

sys_created_on.display_value	Date and time when the lead was created. Data type: String Format: Default instance format and time zone
sys_created_on.value	Date and time when the lead was created. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: UTC
sys_domain	Sys_id of the domain record to which the lead belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
sys_domain_path	Path of the domain to which the lead belongs. **Note:** This parameter is only returned in the response if domain separation is enabled. Data type: String
sys_id	Sys_id of the lead record. Data type: String Table: Lead [sn_lead_mgmt_core_lead]
sys_mod_count	Number of times the associated lead record has been modified. Data type: Number (Integer)
sys_tags	List of system tags associated with the lead. You can use these tags to categorize leads. Data type: Array
sys_updated_by	User name of the person that last updated the lead record. Data type: String

sys_updated_on	System-generated date and time when the lead was last updated.
	
	Data type: Object
	`"sys_created_on": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

sys_updated_on.display_value	Date and time that the lead was last updated. Data type: String Format: Instance's default format and time zone
sys_updated_on.value	Date and time that the lead was last updated. Data type: String Format: UTC

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
title	Lead's title. Data type: String
website	Lead's website URL. Data type: String
work_notes	List of work notes created for the lead. Data type: Array of Objects `"work_notes": [ { "author": "String", "date": "String", "text": "String" } ]`
work_notes.author	User name of the person that authored the associated work note. Data type: String
work_notes.date	Date that the note was created. Data type: String
work_notes.text	Text of the note made by the author. Data type: String
zip	Zip code of the associated lead. Data type: String

Example: cURL request

The following code example shows how to create a new lead record with one lead line item.

```
curl "
 https://instance.service-now.com/api/sn_lead_mgmt_core/v1/lead"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data " {
    "short_description": "Looking for a quote on preventative
 maintenance plans for their corporate office building
 elevators.",
    "country": "USA",
    "city": "San Francisco",
    "lead_source": "inbound_phone",
    "industry": "manufacturing",
    "title": "Director of Building operations",
    "business_phone": "+1 (555) 123-4567",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "street": "789, Industrial drive",
    "company": "Lee Manufacturing Inc",
    "state": "CA",
    "first_name": "James",
    "email": "james.wilson@email.com",
    "consumer": {
      "sys_id": "46ce64ef99ca5210f8779c3cc41bb03c"
    },
    "zip": "94016",
    "website": "example.com",
    "last_name": "Wilson",
    "middle_name": null,
    "do_not_share": false,
    "lead_score": 92,
    "stage": "100_new",
    "do_not_email": false,
    "lead_type": "existing_business",
    "work_notes": [
      {
        "text": "Work notes for lead"
      }
    ],
    "do_not_call": true,
    "lead_rating": "200_warm",
    "lead_line_items": [
      {
        "quantity": 1,
        "product_offering": {
          "sys_id": "32619d9fd0a63110f8770dbf976be1f9"
        },
        "unit_of_measurement": {
          "sys_id": "cb2795d553020110286eddeeff7b12ff"
        }
      }
  ]
}
```


The response contains the fields in the lead and lead line items records.


```
{
  "short_description": "Looking for a quote on preventative
 maintenance plans for their corporate office building
 elevators.",
  "reason": null,
  "country": "USA",
  "closed_date": null,
  "city": "San Francisco",
  "lead_source": "inbound_phone",
  "external_id": null,
  "industry": "manufacturing",
  "sys_updated_on": {
    "value": "2024-12-11 08:35:26",
    "display_value": "2024-12-11 00:35:26"
  },
  "title": "Director of Building operations",
  "sys_class_name": "Lead",
  "number": "LEAD0001001",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "sys_id": "030f795380925210f877983fa0be67c0",
  "business_phone": "+1 (555) 123-4567",
  "similar_lead": null,
  "sys_updated_by": "abel.tuter",
  "mobile_phone": null,
  "street": "789, Industrial drive",
  "sys_created_on": {
    "value": "2024-12-11 08:35:26",
    "display_value": "2024-12-11 00:35:26"
  },
  "contact": null,
  "company": "Lee Manufacturing Inc",
  "state": "CA",
  "first_name": "James",
  "email": "james.wilson@email.com",
  "consumer": {
    "sys_id": "46ce64ef99ca5210f8779c3cc41bb03c",
    "name": "test"
  },
  "sys_created_by": "abel.tuter",
  "zip": "94016",
  "owner": {
    "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
    "name": "Abel Tuter"
  },
  "website": "example.com",
  "lead_group": null,
  "sys_mod_count": 1,
  "last_name": "Wilson",
  "other_reason": null,
  "middle_name": null,
  "sys_tags": null,
  "do_not_share": false,
  "lead_score": 92,
  "stage": "100_new",
  "do_not_email": false,
  "lead_type": "existing_business",
  "work_notes": [
    {
      "author": "Abel Tuter",
      "date": "2024-12-11 00:35:26",
      "text": "Work notes for lead"
    },
    {
      "author": "Abel Tuter",
      "date": "2024-12-11 00:35:26",
      "text": "Lead Line Item [code]<a
 href='/sn_lead_mgmt_core_lead_line_item.do?sys_id=830f795380925
210f877983fa0be67c5'>LEADL0001001</a>[/code] has been created
 [code] <b> Product Offering </b> [/code] Safety Test Coverage
 [code] <b> Quantity </b> [/code] 1 [code] <b> Unit of Measure
 </b> [/code] Each"
    }
  ],
  "do_not_call": true,
  "lead_rating": "200_warm",
  "account": null,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "external_system": null,
  "lead_line_items": [
    {
      "quantity": 1,
      "product_offering": {
        "sys_id": "32619d9fd0a63110f8770dbf976be1f9",
        "name": "Safety Test Coverage",
        "code": "SAFETSTCVG1"
      },
      "sys_mod_count": 0,
      "external_id": null,
      "sys_updated_on": {
        "value": "2024-12-11 08:35:26",
        "display_value": "2024-12-11 00:35:26"
      },
      "sys_tags": null,
      "lead": {
        "sys_id": "030f795380925210f877983fa0be67c0",
        "name": "LEAD0001001"
      },
      "number": "LEADL0001001",
      "sys_id": "830f795380925210f877983fa0be67c5",
      "unit_of_measurement": {
        "sys_id": "cb2795d553020110286eddeeff7b12ff",
        "name": "Each"
      },
      "sys_updated_by": "abel.tuter",
      "sys_created_on": {
        "value": "2024-12-11 08:35:26",
        "display_value": "2024-12-11 00:35:26"
      },
      "work_notes": null,
      "sys_created_by": "abel.tuter",
      "external_system": null
    }
  ]
}
```


MetricBase Time Series API

The *MetricBase Time Series* API provides endpoints to insert data into, retrieve information from, and to run transforms against a MetricBase database.

This API can only be used when the MetricBase plugin (com.snc.clotho) is installed and activated.

Role required to write to this API: clotho_rest_put.

The examples in this section were created using data in the MetricBase (com.snc.clotho) plugin.

MetricBase Time Series - GET /now/clotho/table/{table}/{subject}/{metric}

Retrieves specified time series data from the MetricBase database.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/clotho/table/{table}/{subject}/{metric}`

Supported request parameters

Path parameters

Name	Description
api_version	
metric	Name of the column in the table identified in the *`subject`* parameter to use as the metric. Data type: String
subject	Sys_id of the GlideRecord associated with this series. Data type: String
table	Name of the table containing the GlideRecord associated with this series. Data type: String

Query parameters

Name	Description
sysparm_display_value	Flag that indicates whether to label the result data with the subject record display value if no other label is specified. Valid values: • true: Result data is labeled with the subject record display value. • false: Result data is not labeled with the subject record display value. Data type: Boolean Default: false
sysparm_end	Required. End time of the evaluation period. An empty or missing value is treated as the current time. Time values are inclusive of this end time. Data type: String Format: ISO 8601 (UTC), either: • Absolute date format [YYYY-MM-DDThh:mm:ss], such as `2019-03-20T17:04:55`. • Relative to current time duration format `[P(n)Y(n)M(n)DT(n)H(n)M(n)S]`, such as `P1M`.
sysparm_start	Required. Start time of the evaluation period. The special value `all` can be used to set the start time as the current time minus the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	maximum retention period for the specified metrics. An empty or missing value is treated as an implicit `all`. Time values are inclusive of this start time. Data type: String Format: ISO 8601 (UTC), either: • Absolute date format [YYYY-MM-DDThh:mm:ss], such as `2019-03-20T17:04:55` • Relative to current time duration format `[P(n)Y(n)M(n)DT(n)H(n)M(n)S]`, such as `P1M`.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
label	Label used to identify this metric's result set. Data type: String
seriesRef	Data series results. Data type: Array of Objects `"seriesRef": [ { "metric": "String", "subject": "String", "table": "String" } ]`
seriesRef.metric	Name of the metric from which the data series was obtained. Only appears if the *`metrics`* object is passed in the request. Data type: String
seriesRef.subject	Sys_id of the data series record. Located in the table specified in *`seriesRef.table`*. Data type: String
seriesRef.table	Name of the table from where the data series was obtained. Data type: String
values	Transformed series values. Data type: Array of Objects `"values": [ { "timestamp": "String", "value": Number } ]`
values.timestamp	Timestamp of the value. Data type: String Format: ISO 8601
values.value	Metric values. Data type: Number

Example: cURL request

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl "https://instance.servicenow.com/api/now/v1/clotho/
  table/mb_demo_drone/626b051787333200a328c5b836cb0b99/
  mb_demo_mt_altitude?sysparm_start=2019-03-20T17%3A04%3A55
  &sysparm_end=2019-03-20T17%3A09%3A55" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "seriesRef": {
    "subject": "626b051787333200a328c5b836cb0b99",
    "table": "mb_demo_drone",
    "metric": "mb_demo_mt_altitude"
  },
  "label": "626b051787333200a328c5b836cb0b99:
            mb_demo_drone|mb_demo_mt_altitude",
  "values": [
    {
      "timestamp": "2019-03-20T17:05:00Z",
      "value": 83.150185
    },
    {
      "timestamp": "2019-03-20T17:06:00Z",
      "value": 83.46074
    },
    {
      "timestamp": "2019-03-20T17:07:00Z",
      "value": 83.83104
    },
    {
      "timestamp": "2019-03-20T17:08:00Z",
      "value": 84.260635
    },
    {
      "timestamp": "2019-03-20T17:09:00Z",
      "value": 84.749
    }
  ]
}
```

MetricBase Time Series - GET /now/clotho/transform/{table}/{metric}

Transforms the specified data based on the specified parameters.

URL format

Versioned URL: `/api/now/{api_version}/clotho/transform/{table}/{metric}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	
metric	Name of the column in the table identified in the *subject* parameter to use as the metric. Data type: String
table	Name of the table containing the GlideRecord associated with this series. Data type: String

Query parameters

Name	Description
sysparm_display_value	Flag that indicates whether to label the result data with the subject record display value if no other label is specified. Valid values: • true: Result data is labeled with the subject record display value. • false: Result data is not labeled with the subject record display value. Data type: Boolean Default: false
sysparm_end	Required. End time of the evaluation period. An empty or missing value is treated as the current time. Time values are inclusive of this end time. Data type: String Format: ISO 8601 (UTC), either: • Absolute date format [YYYY-MM-DDThh:mm:ss], such as `2019-03-20T17:04:55`. • Relative to current time duration format `[P(n)Y(n)M(n)DT(n)H(n)M(n)S]`, such as `P1M`.
sysparm_query	Encoded query string for finding the subject records. Data type: String Default: None
sysparm_start	Required. Start time of the evaluation period. The special value `all` can be used to set the start time as the current time minus the maximum retention period for the specified metrics. An empty or missing value is treated as an implicit `all`. Time values are inclusive of this start time.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Format: ISO 8601 (UTC), either: • Absolute date format [YYYY-MM-DDThh:mm:ss], such as `2019-03-20T17:04:55` • Relative to current time duration format `[P(n)Y(n)M(n)DT(n)H(n)M(n)S]`, such as `P1M`.
sysparm_subject_limit	Limit size of the subject query result. Data type: Number Default: 10,000
sysparm_transforms	Comma separated list of transforms. Valid transforms: • add • avg • label • mul • resample • sum • top Data type: String Default: None

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
label	Label used to identify this metric's result set. Data type: String
seriesRef	Data series results. Data type: Array of Objects `"seriesRef": [ { "metric": "String", "subject": "String", "table": "String" } ]`
seriesRef.metric	Name of the metric from which the data series was obtained. Only appears if the *`metrics`* object is passed in the request. Data type: String
seriesRef.subject	Sys_id of the data series record. Located in the table specified in *`seriesRef.table`*. Data type: String
seriesRef.table	Name of the table from where the data series was obtained. Data type: String
values	Transformed series values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"values": [ { "timestamp": "String", "value": Number } ]`
values.timestamp	Timestamp of the value. Data type: String Format: ISO 8601
values.value	Metric values. Data type: Number

Example: cURL request

```
curl "https://instance.servicenow.com/api/now/v1/clotho/
  transform/mb_demo_drone/mb_demo_mt_speed?
  sysparm_query=model%3DKingfisher%20Phantom&
  sysparm_start=2019-03-25T17%3A04%3A55&
  sysparm_end=2019-03-25T17%3A05%3A10" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Output:

```
[
  {
    "seriesRef": {
      "subject": "2a6b051787333200a328c5b836cb0b92",
      "table": "mb_demo_drone",
      "metric": "mb_demo_mt_speed"
    },
    "label": "2a6b051787333200a328c5b836cb0b92:mb_demo_drone
             |mb_demo_mt_speed",
    "values": [
      {
        "timestamp": "2019-03-25T17:05:00Z",
        "value": 33.67892
      }
    ]
  },
  {
    "seriesRef": {
      "subject": "666b051787333200a328c5b836cb0b92",
      "table": "mb_demo_drone",
      "metric": "mb_demo_mt_speed"
    },
    "label": "666b051787333200a328c5b836cb0b92:mb_demo_drone
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            |mb_demo_mt_speed",
    "values": [
      {
        "timestamp": "2019-03-25T17:05:00Z",
        "value": 41.94985
      }
    ]
  },
  {
    "seriesRef": {
      "subject": "a26b051787333200a328c5b836cb0b92",
      "table": "mb_demo_drone",
      "metric": "mb_demo_mt_speed"
    },
    "label": "a26b051787333200a328c5b836cb0b92:mb_demo_drone
            |mb_demo_mt_speed",
    "values": [
      {
        "timestamp": "2019-03-25T17:05:00Z",
        "value": 37.74187
      }
    ]
  },
  {
    "seriesRef": {
      "subject": "ea6b051787333200a328c5b836cb0b92",
      "table": "mb_demo_drone",
      "metric": "mb_demo_mt_speed"
    },
    "label": "ea6b051787333200a328c5b836cb0b92:mb_demo_drone
            |mb_demo_mt_speed",
    "values": [
      {
        "timestamp": "2019-03-25T17:05:00Z",
        "value": 34.914192
      }
    ]
  },
  {
    "seriesRef": {
      "subject": "ee6b051787333200a328c5b836cb0b91",
      "table": "mb_demo_drone",
      "metric": "mb_demo_mt_speed"
    },
    "label": "ee6b051787333200a328c5b836cb0b91:mb_demo_drone
            |mb_demo_mt_speed",
    "values": [
      {
        "timestamp": "2019-03-25T17:05:00Z",
        "value": 44.170887
      }
    ]
  }
]
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MetricBase Time Series - POST /now/clotho/accumulate

Accumulates metric values at specified timestamp and saves the result to the database rather than overwriting the value.

Use this API to handle metrics that can be summed for an accumulation, such as kilowatt-hours (kWhs) of electricity. Accumulate makes a call for each metric at the provided timestamp. For example, collected kilowatts for a heater, electric kettle, and washing machine would result in three calls to accumulate.

URL format

Versioned URL: `/api/now/{api_version}/clotho/accumulate`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
default_value	Default value for accumulation at a given timestamp. Used only during the first call to accumulate if a value is unavailable for a given timestamp. A use case could be accumulating a watts metric for a total_power. You want to accumulate watts for a router connected to an outlet without a power meter to measure it. If you know the consumption value and it is constant), you can use the constant value as a default value to accumulate total_power. For example, you would use 20 if the router is constantly plugged in and consumes 20 Watts. Data type: String Default: 0
sysparm_ignore_unknown_series	Flag that indicates whether to ignore an unknown series and continue the transaction without returning an error. Valid values: • true: Ignore unknown series. • false: Don't ignore unknown series. Default: true

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
seriesRef	List of strings representing data series information to update. Data type: Array `"seriesRef": [ { "metric": "String", "subject": "String", "table": "String" } ]`
seriesRef.metric	Required. Name of the accumulating metric to update. Data type: String
seriesRef.subject	Required. Sys_id of the record in which to update the data. Data type: String Table: Specified in *`seriesRef.table`*
seriesRef.table	Required. Name of the table in which to save the data. Data type: String
values	Required. Series values to accumulate and store. Values with the same timestamp are summed up with the *`default_value`* query parameter. Data type: Array `"values": [ { "timestamp": "String", "value": Number } ]`
values.timestamp	Required. ISO 8601 timestamp of the value. Data type: String Format: YYYY-MM-ddTHH:mm:ddZ The character represented by 'Z' denotes the UTC time zone in an ISO-formatted timestamp. This portion of the timestamp format is optional. Example: `2019-03-21T17:05:00Z`
values.value	Required. Metric value. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
message	Message indicating success (OK) or error.

Example: cURL request

This example shows how to accumulate metric values at a given timestamp.

```
curl
 "https://instance.servicenow.com/api/now/v1/clotho/accumulate"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"seriesRef\": {
    \"subject\": \"3D666b051787333200a328c5b836cb0b92\",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    \"table\": \"power_monitoring\",
    \"metric\": \"total_power\"
  },
  \"values\": [
    {
      \"timestamp\": \"2019-03-21T17:05:00Z\",
      \"value\": 0.150185
    },
    {
      \"timestamp\": \"2019-03-21T17:05:00Z \",
      \"value\": 0.46074
    },
    {
      \"timestamp\": \"2019-03-21T17:05:00Z \",
      \"value\": 0.83104
    },
    {
      \"timestamp\": \"2019-03-21T17:05:00Z \",
      \"value\": 1.260635
    },
    {
      \"timestamp\": \"2019-03-21T17:05:00Z \",
      \"value\": 1.749
    }
  ]
}" \
--user "username":"password"
```

Output provided with successful results.

```
{
    "result": {
        "message": "ok"
    }
}
```

MetricBase Time Series - POST /now/clotho/transform

Retrieves and optionally groups time series data for one or more metrics after applying a specified list of transforms that form a linear pipeline.

URL format

Versioned URL: `/api/now/{api_version}/clotho/transform`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
sysparm_display_value	Flag that indicates whether to label the result data with the subject record display value if no other label is specified. Valid values: • true: Result data is labeled with the subject record display value. • false: Result data is not labeled with the subject record display value. Data type: Boolean Default: false

Request body parameters (XML or JSON)

Name	Description
end	Required. End time of the evaluation period. An empty or missing value is treated as the current time. Time values are inclusive of this end time. Data type: String Format: ISO 8601 (UTC), either: • Absolute date format [YYYY-MM-DDThh:mm:ss], such as `2019-03-20T17:04:55`. • Relative to current time duration format `[P(n)Y(n)M(n)DT(n)H(n)M(n)S]`, such as `P1M`.
limit	Maximum number of records to return. Unusually large values can impact system performance. Data type: Number Default: 10,000
metrics	List of metrics objects to use in the transform. For more information on metrics, see Metrics. Data type: Array `"metrics": [ { "groupBy": "String" "label": "String", "metric": "String", "transforms": [Array] } ]`
metrics.groupBy	Comma-separated list of fields, contained in the table specified in the *table* parameter, to group the series by before collecting or applying aggregated transformations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	The order of the items in the list is the order in which the data is grouped by. For example, if there are two items in the list, "state, zip code", then the series is first grouped by state and then by zip code within the state. Data type: String Default: Data is not grouped.
metrics.label	Label to use for this metric's result set. It replaces any labels generated by the transform chain. Data type: String Default: Generated default label.
metrics.metric	Required if *metrics* object is passed. Metric field to use in the transform. This field must be in the table specified in the *table* parameter. Data type: String
metrics.transforms	List of transforms (transform chain) to apply to the retrieved time series data. Each transform builds on the results of the previous transform. For a list of available transforms, see Supported Transforms below. Data type: Array of Objects `"transforms": [ { "arg": {Object}, "name": "String" } ]`
metrics.transforms.arg	Dependent on the transform. Parameter or parameters to pass into the transform. General guidelines: • Don't use the *arg* parameter when specifying transformations that do not take a parameter. • Use Number, String, or Boolean for transforms that take a single parameter. • Use a JSON object, with the appropriate name-value pairs, for transforms that take more than one parameter. Data type: Number, String, Boolean, or JSON object, depending on transform. (For a list of available transforms, refer to the table Supported transforms below.)
metrics.transforms.name	Required if a *transforms* object is specified. Name of the transform.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	For a list of available transforms, refer to the table Supported transforms below. Data type: String
query	Encoded query to use to filter the result set. You can compose the query using the specified table's filter editor. Once created, select **Copy URL** from the filter's breadcrumbs context menu. Data type: String Default: None
start	Required. Start time of the evaluation period. The special value `all` can be used to set the start time as the current time minus the maximum retention period for the specified metrics. An empty or missing value is treated as an implicit `all`. Time values are inclusive of this start time. Data type: String Format: ISO 8601 (UTC), either: • Absolute date format [YYYY-MM-DDThh:mm:ss], such as `2019-03-20T17:04:55` • Relative to current time duration format `[P(n)Y(n)M(n)DT(n)H(n)M(n)S]`, such as `P1M`.
table	Required. Name of the table that contains the GlideRecord associated with this series. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
results	Zero or more return result objects that satisfy the query. Contains either a *series* array or a *grouped* array. Data type: Array `"results":[ { "grouped": [Array], "marker": "String", "series": [Array] } ]`
results.grouped	List of grouped result objects where each *grouped* result object corresponds to a specific group. This format is returned when the *metrics.groupBy* parameter is passed in the request body. Data type: Array `"grouped": [ { "groupingBy": "String", "groups": [Array]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
results.grouped.groupingBy	Value passed in the *metrics.groupBy* parameter in the request. Data type: String

results.grouped.groups	List of generated groups based on the content of the *metrics.groupBy* parameter in the request.
	
	Data type: Array
	<pre>"groups": [
	  {
	  "group": "String",
	  "label": "String",
	  "series": {Object}
	  }
	]</pre>

results.grouped.groups.group	Name of the group. Data type: String
results.grouped.groups.label	Label of the group. Data type: String

results.grouped.groups.series	Transformed values for the group's result.
	
	Data type: Array
	<pre>"series": [
	  {
	  "label": "String",
	  "seriesRef": {Object},
	  "values": [Array]
	  }
	]</pre>

results.grouped.groups.series.label	Label of the series. Data type: String

results.grouped.groups.series.seriesRef	Results of a single data series. Does not appear if there are multiple data series in the response.
	
	Data type: Object
	<pre>"seriesRef": {
	  "metric": "String",
	  "subject": "String",
	  "table": "String"
	}</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
results.grouped.groups.series.seriesRef.metric	Name of the metric from which the data series was obtained. Only appears if the *`metrics`* object is passed in the request. Data type: String
results.grouped.groups.series.seriesRef.subject	Sys_id of the data series record.. Data type: String Table: Table specified the in *`results.series.seriesRef.table`* parameter.
results.grouped.groups.series.seriesRef.table	Name of the table from where the data series was obtained. Data type: String
results.grouped.groups.series.values	List of result values for the group. Data type: Array `"values": [ { "timestamp": "String", "value": Number } ]`
results.grouped.groups.series.values.timestamp	ISO 8601 timestamp of the value. Data type: String
results.grouped.groups.series.values.value	Transformed value. Data type: Number
results.marker	Unique identifier for the corresponding results. Data type: String
results.series	List of ungrouped series of result objects. Data type: Array of Objects `"series": [ { "label": "String", "seriesRef": {Object}, "values": [Array] } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
results.series.label	Data series label. This value is either generated by the endpoint or is the value passed in the *`metrics.label`* parameter. Data type: String
results.series.seriesRef	Results of a single data series. Does not appear if there are multiple data series in the response. Data type: Object `"seriesRef": { "metric": "String", "subject": "String", "table": "String" }`
results.series.seriesRef.metric	Name of the metric from which the data series was obtained. Only appears if the *`metrics`* object is passed in the request. Data type: String
results.series.seriesRef.subject	Sys_id of the data series record. Data type: String Table: Secified in the *`results.series.seriesRef.table`* parameter.
results.series.seriesRef.table	Name of the table from where the data series was obtained. Data type: String
results.series.values	Transformed series values. Data type: Array of Objects `"values": [ { "timestamp": "String", "value": Number } ]`
results.series.values.timestamp	ISO 8601 timestamp of the value. Data type: String
results.series.values.value	Transformed value. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported transforms

Transform data types

Transform	Description
add	Adds the specified number to each timestamp value. Argument: arg (Decimal data type) – Number to add. For example: `"transforms": [ { "name": "add", "arg": 8 } ]`
autocorrelate	Calculates the correlation between timestamp values separated by an increasing number of periods starting at 1.
avg	Aggregates the time series into one series containing the average value for each corresponding timestamp across the input.
bottom	Returns the specified number of series that have the lowest values. Argument: `arg` (Integer) – The number of series to return. For example, the following returns the two time series that contain the lowest sets of values. `"transforms": [ { "name": "bottom", "arg": 2 } ]`
ceil	Rounds the value in each timestamp up to the specified precision: `ceil(value / <arg>) * <arg>)` Argument: arg (Decimal data type) – Decimal precision to round up to.
collect	Displays the transform results of the transform chain up to the point of the collect transform call. Collect transform results contain a unique marker, but you may want to also define a label. For example: `{ "start": "PT1H", "end": "", "table": "mb_demo_drone", "limit": 5000, "metrics": [ { "metric": "mb_demo_mt_altitude", "transforms": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description

	<pre>"name": "label",
	"arg": "Series Timestamp Values"
	},
	{
	"name": "collect"
	},
	{
	"name": "avg"
	},
	{
	"name": "label",
	"arg": "Average Timestamp Values"
	}
	]
	}
	]
	}</pre>

constrainValues	Replaces any value outside the specified range with the corresponding maximum or minimum value.
	
	For example, if you specified the following, the transform replaces any value that is less than 0 with 0, and any value that is more than 100 with 100.
	
	<pre>"transforms": [
	{
	"name": "constrainValues",
	"val1": 0,
	"val2": 100
	}
	]</pre>
	Arguments:
	• val1 (Decimal data type): Minimum or maximum value.
	• val2 (Decimal data type): Minimum or maximum value.

count	Aggregates the time series into one series. The new series contains the number of values that are not NaN (Not a Number) for each corresponding timestamp across the series.
derivative	Determines the rate of change between timestamps. Divides the difference between the value in each timestamp and the value in the next timestamp by the timestamp's period. **Note:** This transform returns one less value than the number of values in the series.
div	Divides the value in each timestamp by the specified number (arg). Argument: arg (Decimal – The number by which to divide the value of each timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
envelope	Returns two time series, where, at any point in time, one contains the largest value and the other contains the smallest value. **Note:** NaNs are ignored, but are returned if there are no other return values.
exp	Raises the value of the specified base to the power of the value in each timestamp. Argument: arg (Decimal data type) – The base value.
filter	Applies an aggregator to the contents of a sliding window, such as producing a moving average. Arguments: • aggregator (Aggregator data type): Type of aggregation to perform. • window (Duration data type): The duration of the sliding window.
floor	Rounds the value in each timestamp down to the specified precision: `floor(value / <arg>) * <arg>` Argument: arg (Decimal data type) – The decimal precision to round down to.
fractiles	Returns a time series for each fraction in the specified array. Each timestamp value is the value at which the specified fraction of values, for the corresponding timestamp across the input series, is below the specified percentage. For example, if the fraction is 0.5, then the value in the timestamp is the value where half the values in the input series are below 0.5. Argument: arg (Array of Decimal) – The fractions to use on the input series. For example: `"transforms": [ { "name": "fractiles", "arg": [0.25, 0.5, 0.75, 1] } ]`
groupBy	Groups data by the specified fields before collecting or applying aggregated transformations. Argument: arg (String) - A comma separated list of fields in the table to use to group the transform results. For example: `"transforms": [ { "name": "groupBy", "arg": "model" }, {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description

	<pre>"name": "avg"
	},
	{
	"name": "label",
	"arg": "Model: %g"
	}
	]</pre>

integrate	Multiplies the value in each timestamp by its period.
interpolate	Creates a data value for a NaN data item by interpolating from adjacent data values. Argument: arg (Integer) – Number of data samples in each direction to check for a non-NaN value. If a non-NaN value is not found, then NaN is used.
inverse	Computes the inverse of each timestamp value.
iqr	Performs an interquartile range transform and creates a result set that contains four series: **1.** -IQR: The median of all entries below `Q1 - (1.5 * IQR)`. **2.** Q1: The median of the smallest half of entries. **3.** Q3: The median of the largest half of entries. **4.** +IQR: The median of all entries above `Q3 + (1.5 * IQR)`. **Note:** `IQR = Q3 - Q1`

label	Labels a transformation chain.
	
	Note: Subsequent transformations may modify or replace the label.
	
	Argument: arg (String) – Text of the label. Can contain the following formatting expressions:
	• %%: Escape a "%" literal.
	• %l: Current label that is being replaced.
	• %s: Series subject.
	• %g: Value of the group by field. If this is a referenced record, then the value of the record's name field. If multiple groups are specified in the *groupBy* transform, labels are comma separated.
	• %G: Value of the group by field. If this is a referenced record, then the record's sys_id. If multiple groups are selected, values are comma separated.
	
	For example:
	<pre>"transforms": [
	{
	"name": "label",
	"arg": "Series Timestamp Values"</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description

	<pre> },
	]</pre>
	<pre>"transforms": [
	  {
	  "name": "groupBy",
	  "arg": "model"
	  },
	  {
	  "name": "avg"
	  },
	  {
	  "name": "label",
	  "arg": "Model: %g"
	  }
	]</pre>

limit	Returns, at most, the specified duration or number of values, starting with the most recently saved value. Arguments: • arg (Integer): Number of timestamp values to return for each time series. OR • arg (Duration data type): Duration to limit each time series to.
log	Runs a logarithm on the value in each timestamp where the result is the log of the specified base for the timestamp value. Argument: arg (Decimal data type) – Base for the logarithm calculation.

mapValues	Replaces any values within the specified range (inclusive) with the specified value. If both *lowerBound* and *upperBound* are specified as NaN, then it replaces any NaN value with the *targetValue*.
	
	Arguments:
	• lowerBound (Decimal data type): The lowest value in the range.
	• upperBound (Decimal data type): The highest value in the range.
	• targetValue (Decimal data type): Replacement value.
	
	For example, the following changes all values in the time series that are between .1 and .9 to 1:
	<pre>"transforms": [
	  {
	  "name": "mapValues",
	  "lowerBound": .1,
	  "upperBound": .9,
	  "targetValue": 1
	  }
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
max	Returns a series that contains the maximum value for each corresponding timestamp across the input.
median	Creates a series that contains the median of values for each timestamp across a set of series. If there are `n` series: • If `n` is odd, the median is the `(n / 2 + 1)` value for a timestamp. • If `n` is even, the median is the average of the `(n / 2)` and `(n / 2 + 1)` values for a timestamp.
min	Returns a series that contains the minimum value for each corresponding timestamp across the input.
mul	Multiplies the value in each timestamp by the specified number. Argument: arg (Decimal data type) – Number by which to multiply the value of each timestamp.
partition	Produces a new series with values filtered by applying a specified aggregator to a non-overlapping window. Arguments: • aggregator (Aggregator data type): Type of aggregation to perform. • base (DateTime data type): The zero offset to use for partitioning. For example, to partition by day (24h), set this value to Monday at midnight in your time zone. To partition by a 30-day period, set this value to the first day of the most recent month. Default: Beginning of the EPOCH. • window (Duration data type): The duration of the non-overlapping window to apply the aggregator.
pow	Raises each timestamp value to the specified power. Argument: arg (Decimal data type) – Power to which to raise each value.
product	Aggregates the selected metric series into a single series that contains the product of all values for each timestamp. NaNs are excluded. If all numbers in the series are NaN, the output is also NaN.
resample	Resamples a time series to either a fixed number of points or from one frequency to another. Use the resample transformation to reduce the number of samples in the result set to more closely match the number of samples that you want to display. Arguments: You can pass various arguments for this transform. Below is a list of each of the possible argument groups. Only one of these argument groups can be passed within a single transform. The following argument groups are delineated by AND/OR. AND meaning the argument is part of the current group; OR meaning it is the start of a new argument group.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
	• arg (Integer): Number of samples to include in the result set. If available samples are less than this number, the endpoint uses interpolation to create additional samples. If there are more samples than this number, they are reduced by averaging them. OR • arg (Duration data type): The frequency at which to resample. If available samples are less than this number, the endpoint uses interpolation to create additional samples. If there are more samples than this number, they are reduced by averaging them. OR • minValues (Integer): The minimum number of samples to include in the result set. If available samples are less than this number, the endpoint uses interpolation to create additional samples. AND • maxValues (Integer): The maximum number of samples to include in the result set. If there are more samples than this number, they are reduced by averaging them. OR • aggregator (Aggregator data type): The aggregator to use when resampling. AND • values (Integer): The number of samples to include in the result set. If available samples are less than this number, the endpoint uses interpolation to create additional samples. If there are more samples than this number, they are reduced by applying the specified *`aggregator`* to them. OR • aggregator (Aggregator data type): The aggregator to use when resampling. AND • period (Duration data type): The frequency at which to resample. If available samples are less than this number, the endpoint uses interpolation to create additional samples. If there are more samples than this number, they are reduced by applying the specified *`aggregator`* to them. OR • aggregator (Aggregator data type): The aggregator to use when resampling. AND

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
	• minValues (Integer): The minimum number of samples to include in the result set. If available samples are less than this number, the endpoint uses interpolation to create additional samples. AND • maxValues (Integer): The maximum number of samples to include in the result set. If there are more samples than this number, they are reduced by averaging them.
round	Rounds the value in each timestamp up to the specified precision: `(value / <arg>) * <arg>` Argument: arg (Decimal data type) – The decimal precision to round up to.
root	Calculates the root of each timestamp value using the specified index. Argument: arg (Decimal data type) – The index of the root. For example, the following returns the square root of each timestamp: `"transforms": [ { "name": "root", "arg": "2" }, ]`
stddev	Creates a series that contains the standard deviation of values for each timestamp across a set of series.
sub	Subtracts the specified number from the value in each timestamp. Argument: arg (Number) – The number to subtract from the value in each timestamp.
sum	Aggregates the selected metric series into one series that contains the sum of all values for each timestamp, excluding any NaNs. If all numbers in the series are NaN, the output is NaN.
timeshift	Shifts the time range by adding the specified offset to a value's timestamp without modifying the value. Use this transform to shift timestamps to another timezone. Argument: arg (Duration data type) – The amount of time to shift by.
top	Returns the specified number of series that have the highest values. Argument: arg (Integer) – The number of series to return. For example, the following returns the two time series that contain the highest sets of values. `"transforms": [ { "name": "top", "arg": 2`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
	<pre> }]</pre>

Data type	Description
Aggregator	Available aggregators to use within the transform. • AVG: Calculates the arithmetic mean of all currently selected series. • CHISQUARE: Shows how well a statistical model fits the metric dataset. • LAST: Returns the last defined value in the period window. • MAX: Shows the largest value for the metric dataset, at each point in time. • MEDIAN: Shows the median of the metric dataset. The median separates the higher values of the metric dataset from the lower values. • MIN: Shows the smallest value for the metric dataset, at each point in time. • STDDEV: Calculates the standard deviation across the underlying data. Used to quantify the variation or dispersion of a set of data values in the metric dataset. • SUM: Calculates the sum across all currently selected series.
DateTime	Absolute date/time values are specified by the ISO 8601 date and time format: `YYYY-MM-DDThh:mm:ss`. For example: 2020-02-28T13:10:42. Where: • [YYYY]: Four-digit year. • [MM]: Zero-padded month between 01 and 12. • [DD]: Zero-padded day between 01 and 31. • T: Represents time and is mandatory before any of the time components are specified. • [hh]: Zero-padded hour between 00 and 23. • [mm]: Zero-padded minutes between 00 and 59. • [ss]: Zero-padded seconds between 00 and 59. Note that leap seconds are spread out evenly across the previous 1,000 seconds. Relative date/time values are specified using a duration (Duration data type), which is subtracted from the current time. For example: P7D = seven days ago.
Decimal	Decimal value that can either be: • A signed decimal number of arbitrary precision that can use exponential notation. Such as: ○ 2 ○ 1.7

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data type	Description
	○ -3.47 ○ 1.0E+2 • A string representation of: ○ A signed decimal number that may use exponential notation and is guaranteed to be a double-precision 64-bit IEEE 754 floating-point number. ○ "NaN" ○ "-Infinity" ○ "+Infinity"
Duration	Amount of time in a time interval. Duration values are specified by the ISO 8601 duration format: `P[n]Y[n]M[n]DT[n]H[n]M[n]S` Where: • P: Duration designator, referred to as "period", and is always placed at the beginning of the duration. • [n]Y: Number of years. • [n]M: Number of months. • [n]D: Number of days. • T: Time designator and is mandatory before any of the time components are specified. • [n]H: Number of hours. • [n]M: Number of minutes. • [n]S: Number of seconds. For example: • P7D: Period of seven days. • P1M: Period of one month. • PT15M: Period of 15 minutes. • P1DT12H: Period of one day and twelve hours.

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/now/v1/clotho/transform \
--request POST \
--header "Accept:application/json",
 "Content-Type:application/json" \
--user "username":"password"
-d {\
  "start": "PT15M",\
  "end": "",\
  "table": "mb_demo_drone",\
  "query": "fleet.nameSTARTSWITHB",\
  "limit": 5000,\
  "metrics": [\
    {\
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "metric": "mb_demo_mt_altitude",\
      "label": "Series - Avg",\
      "transforms": [\
        {\
          "name": "partition",\
          "arg": {\
            "aggregator": "AVG",\
            "window": "PT5M"\
          }\
        },
        {\
          "name": "avg"\
        }\
      ]\
    },
    {\
      "metric": "mb_demo_mt_altitude",\
      "groupBy": "fleet",\
      "label": "Fleet - AVG",\
      "transforms": [\
        {\
          "name": "partition",\
          "arg": {\
            "aggregator": "AVG",\
            "window": "PT5M"\
          }\
        },
        {\
          "name": "avg"\
        }\
      ]\
    }\
  ]\
} \
```

Output:

```
"results:" [
  {
    "marker": "674d86ba-a810-4065-942b-0b7ca2f95db2",
    "series": [
      {
        "label": "Series - Avg",
        "values": [
          {
            "timestamp": "2020-05-01T21:05:00Z",
            "value": 157.43086
          },
          {
            "timestamp": "2020-05-01T21:10:00Z",
            "value": 162.92278
          }
        ]
      }
    ]
  },
  {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "marker": "846aa334-232a-4015-b033-d18ebc4b1d23",
    "grouped": [
      {
        "groupingBy": "fleet",
        "groups": [
          {
            "group": "86fac11787333200a328c5b836cb0b4e",
            "label": "Bantams",
            "series": {
              "label": "Fleet - AVG",
              "values": [
                {
                  "timestamp": "2020-05-01T21:05:00Z",
                  "value": 159.70201
                },
                {
                  "timestamp": "2020-05-01T21:10:00Z",
                  "value": 165.1136
                }
              ]
            }
          },
          {
            "group": "4afac11787333200a328c5b836cb0b4e",
            "label": "Bumble Untd",
            "series": {
              "label": "Fleet - AVG",
              "values": [
                {
                  "timestamp": "2020-05-01T21:05:00Z",
                  "value": 154.5403
                },
                {
                  "timestamp": "2020-05-01T21:10:00Z",
                  "value": 160.13445
                }
              ]
            }
          }
        ]
      }
    ]
  }
]
```


MetricBase Time Series - POST /now/clotho/transform/stream

Returns a stream of transformed time series data for one or more metrics after applying the specified list of transforms.

Streaming data in this manner allows you to process the data as individual transforms are completed and returned, rather than waiting for all transform results to be completed and downloaded. If large amounts of data need to be processed by the client, this type of processing reduces the end-to-end processing time and potentially reduces the memory usage on the client.

By setting the corresponding Accept header value in your request, you can:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Specify the streamed data to be encoded in a binary format,
- Serialize streamed data into a JSON array, or
- Stream data back to the client in a wide or narrow CSV format.

The endpoint streams the data as transforms are completed on the MetricBase server, without groupings or a predetermined ordering. Data streamed in binary format is smaller in size than the JSON representation returned by the MetricBase Time Series - POST /now/clotho/transform endpoint.

URL format

Versioned URL: `/api/now/{api_version}/clotho/transform/stream`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
sysparm_display_value	Flag that indicates whether to label the result data with the subject record display value if no other label is specified. Valid values: • true: Result data is labeled with the subject record display value. • false: Result data is not labeled with the subject record display value. Data type: Boolean Default: false

Request body parameters (XML or JSON)

Name	Description
end	Required. End time of the evaluation period. An empty or missing value is treated as the current time. Time values are inclusive of this end time. Data type: String Format: ISO 8601 (UTC), either:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• Absolute date format [YYYY-MM-DDThh:mm:ss], such as `2019-03-20T17:04:55`. • Relative to current time duration format `[P(n)Y(n)M(n)DT(n)H(n)M(n)S]`, such as `P1M`.
limit	Maximum number of records to return. Unusually large values can impact system performance. Data type: Number Default: 10,000
metrics	List of metrics objects to use in the transform. For more information on metrics, see Metrics. Data type: Array `"metrics": [ { "label": "String", "metric": "String", "transforms": [Array] } ]`
metrics.label	Label to use for this metric's result set. It replaces any labels generated by the transform chain. Data type: String Default: Generated default label.
metrics.metric	Required if *`metrics`* object is passed. Metric field to use in the transform. This field must be in the table specified in the *`table`* parameter. Data type: String
metrics.transforms	List of transforms (transform chain) to apply to the retrieved time series data. Each transform builds on the results of the previous transform. For a list of available transforms, see Supported Transforms below. Data type: Array of Objects `"transforms": [ { "arg": {Object}, "name": "String" } ]`
metrics.transforms.arg	Dependent on the transform. Parameter or parameters to pass into the transform.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	General guidelines: • Don't use the *arg* parameter when specifying transformations that do not take a parameter. • Use Number, String, or Boolean for transforms that take a single parameter. • Use a JSON object, with the appropriate name-value pairs, for transforms that take more than one parameter. Data type: Number, String, Boolean, or JSON object, depending on transform. (For a list of available transforms, refer to the table Supported transforms below.)
metrics.transforms.name	Required if a *transforms* object is specified. Name of the transform. For a list of available transforms, refer to the table Supported transforms below. Data type: String
query	Encoded query to use to filter the result set. You can compose the query using the specified table's filter editor. Once created, select **Copy URL** from the filter's breadcrumbs context menu. Data type: String Default: None
start	Required. Start time of the evaluation period. The special value `all` can be used to set the start time as the current time minus the maximum retention period for the specified metrics. An empty or missing value is treated as an implicit `all`. Time values are inclusive of this start time. Data type: String Format: ISO 8601 (UTC), either: • Absolute date format [YYYY-MM-DDThh:mm:ss], such as `2019-03-20T17:04:55` • Relative to current time duration format `[P(n)Y(n)M(n)DT(n)H(n)M(n)S]`, such as `P1M`.
table	Required. Name of the table that contains the GlideRecord associated with this series. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supports the following: • *application/json* • *application/octet-stream* or • *text/csv* To specify the CSV format, use `text/csv;format=narrow` or `text/csv;format=wide`.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	Data format of the response body. Based on the specified Accept values of the request, use: • *application/json* • *application/octet-stream* or • *text/csv* If multiple Accept types are specified, the first supported type is returned.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed and data will begin streaming. **Note:** A 200 response can still incur a processing error midstream as the transforms are computed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (Octet-stream or JSON)

Name	Description
Output Stream (Octet-Stream)	If the Accept request header is set to *application/octet-stream*, the matching MetricBase data is returned as a binary serialized stream. The Clotho-Util for Java applications provide a deserializer that enables you to parse this data. The stream consists of a binary serialization of each datum, preceded by an integer representing its length. The following entries describe the data within the binary representation and the order of that data.
CSV Stream (UTF-8 Stream)	If the Accept request header is set to *text/csv*, the matching MetricBase data is returned as UTF-8 encoded CSV data in wide or narrow formats. A narrow format returns subject and time stamp columns and a column for each returned metric. A wide format returns a time stamp column with a separate column for each metric-subject pair.
Subject	Source of the data. For example, if the metric for the data is drone altitudes, this value may be the ID of a specific drone. If a colon is included in the value, the parts after the subject represent the metric that the data is a part of. Null values are represented by an encoded empty string. Data type: String (Java Modified UTF) Size: 2+ bytes
Dimension	Metric that the data is from. Null values are represented by an encoded empty string. Data type: String (Java Modified UTF) Size: 2+ bytes
Label	Label of the data. Null values are represented by an encoded empty string. Data type: String (Java Modified UTF) Size: 2+ bytes
Type	Type of data encoded into a byte. Possible values: • Float Mode • Float Signal

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Double Model • Double Signal Data type: Byte Size: 1 byte
Flags	Encoded *`serializeFlags`* variable. If *`serializeTags`* is true and the data contains tags, the value is 2, otherwise it is 0. Data type: Byte Size: 1 byte
Period	Period associated with the data. Data type: Number (Integer) Size: 4 bytes
Number of Tags	If *`serializeTags`* is true, then this is the number of tags stored in the data. Data type: Number (Integer) Size: 4 bytes
Tags	If *`serializeTags`* is true, each tag is stored in the data. Data type: String (Java modified UTF) Size: Depends on number of tags (2+ bytes).
Start Epoch Second	Epoch UTC time representing the start time of this data series. Data type: Number (Long) Size: 8 bytes
Number of Values	Number of values stored in this data. Data type: Number (Integer) Size: 4 bytes
Values	If *`Type`* is `Float Signal`, then the remainder consists of float values. Size: *`Number of Values`** 4 Data type: Number (Float)
Values	If *`Type`* is `Double Signal`, then the remainder consists of double values. Data type: Number (Double) Size: *`Number of Values`** 4 bytes

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
Model Json (Model)	If *Type* is `Float Model` or `Double Model`, the remainder is a Java Modified UTF String representing the model as JSON. Data type: String (Java Modified UTF) Size: 2+ bytes
Big Model Marker (Big Model)	If the length of the model's JSON is greater than 65,535 bytes, then this field is written instead of the *Model Json*. Data type: String (Java Modified UTF) Size: 5
Big Model Size (Big Model)	Length of the JSON representation of the big model. Data type: Number (Integer) Size: 4 bytes
Big Model Json (Big Model)	JSON representation of the model as a series of UTF characters, The size is dictated by the *Big Model Size* field. Data type: String (UTF chars) Size: 65535-256000 bytes
JSON Stream (JSON)	If the Accept request header is set to *application/json*, the matching MetricBase data is returned as a stream of new line separated JSON objects. The following entries describe the possible elements in each returned object.
label	Data's label. This value is either generated by the endpoint or is the value passed in the *metrics.label* parameter. Data type: String
period	Amount of time between each value. For example, a period of 60 would mean that each value is a minute apart. Data type: Number Unit: Seconds
range	Start and end times of the data Data type: Array Format: ISO 8601 (UTC)
series	Identifies the individual data. If present, is typically in the form of `[glide record id]:[metric]`. This may not be present when using transforms. Data type: String
species	Type of return data. For a series of either float or double values, this is either FLOAT_SIGNAL or DOUBLE_SIGNAL. For a model meant to analyze float or double data, this is either FLOAT_MODEL or DOUBLE_MODEL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
tags	Tags associated with the data. Data type: Array of Strings
value	Float or Double values for the data. Data type: Array of Numbers
error	Error message if the transformation of the specified data series fails. Data type: String

Supported transforms

Transform data types

Transform	Description
add	Adds the specified number to each timestamp value. Argument: arg (Decimal data type) – Number to add. For example: `"transforms": [ { "name": "add", "arg": 8 } ]`
autocorrelate	Calculates the correlation between timestamp values separated by an increasing number of periods starting at 1.
avg	Aggregates the time series into one series containing the average value for each corresponding timestamp across the input.
bottom	Returns the specified number of series that have the lowest values. Argument: `arg` (Integer) – The number of series to return. For example, the following returns the two time series that contain the lowest sets of values. `"transforms": [ { "name": "bottom", "arg": 2 } ]`
ceil	Rounds the value in each timestamp up to the specified precision: `ceil(value / <arg>) * <arg>)` Argument: arg (Decimal data type) – Decimal precision to round up to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
collect	Displays the transform results of the transform chain up to the point of the collect transform call. Collect transform results contain a unique marker, but you may want to also define a label. For example: `{ "start": "PT1H", "end": "", "table": "mb_demo_drone", "limit": 5000, "metrics": [ { "metric": "mb_demo_mt_altitude", "transforms": [ { "name": "label", "arg": "Series Timestamp Values" }, { "name": "collect" }, { "name": "avg" }, { "name": "label", "arg": "Average Timestamp Values" } ] } ] }`
constrainValues	Replaces any value outside the specified range with the corresponding maximum or minimum value. For example, if you specified the following, the transform replaces any value that is less than 0 with 0, and any value that is more than 100 with 100. `"transforms": [ { "name": "constrainValues", "val1": 0, "val2": 100 } ]` Arguments: • val1 (Decimal data type): Minimum or maximum value. • val2 (Decimal data type): Minimum or maximum value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
count	Aggregates the time series into one series. The new series contains the number of values that are not NaN (Not a Number) for each corresponding timestamp across the series.
derivative	Determines the rate of change between timestamps. Divides the difference between the value in each timestamp and the value in the next timestamp by the timestamp's period. **Note:** This transform returns one less value than the number of values in the series.
div	Divides the value in each timestamp by the specified number (arg). Argument: arg (Decimal – The number by which to divide the value of each timestamp.
envelope	Returns two time series, where, at any point in time, one contains the largest value and the other contains the smallest value. **Note:** NaNs are ignored, but are returned if there are no other return values.
exp	Raises the value of the specified base to the power of the value in each timestamp. Argument: arg (Decimal data type) – The base value.
filter	Applies an aggregator to the contents of a sliding window, such as producing a moving average. Arguments: • aggregator (Aggregator data type): Type of aggregation to perform. • window (Duration data type): The duration of the sliding window.
floor	Rounds the value in each timestamp down to the specified precision: `floor(value / <arg>) * <arg>` Argument: arg (Decimal data type) – The decimal precision to round down to.
fractiles	Returns a time series for each fraction in the specified array. Each timestamp value is the value at which the specified fraction of values, for the corresponding timestamp across the input series, is below the specified percentage. For example, if the fraction is 0.5, then the value in the timestamp is the value where half the values in the input series are below 0.5. Argument: arg (Array of Decimal) – The fractions to use on the input series. For example: `"transforms": [ { "name": "fractiles", "arg": [0.25, 0.5, 0.75, 1]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
	<pre> }]</pre>

groupBy	Groups data by the specified fields before collecting or applying aggregated transformations.
	
	Argument: arg (String) - A comma separated list of fields in the table to use to group the transform results.
	
	For example:
	<pre>"transforms": [
	  {
	    "name": "groupBy",
	    "arg": "model"
	  },
	  {
	    "name": "avg"
	  },
	  {
	    "name": "label",
	    "arg": "Model: %g"
	  }
	]</pre>

integrate	Multiplies the value in each timestamp by its period.
interpolate	Creates a data value for a NaN data item by interpolating from adjacent data values. Argument: arg (Integer) – Number of data samples in each direction to check for a non-NaN value. If a non-NaN value is not found, then NaN is used.
inverse	Computes the inverse of each timestamp value.
iqr	Performs an interquartile range transform and creates a result set that contains four series: **1.** -IQR: The median of all entries below `Q1 - (1.5 * IQR)`. **2.** Q1: The median of the smallest half of entries. **3.** Q3: The median of the largest half of entries. **4.** +IQR: The median of all entries above `Q3 + (1.5 * IQR)`. **Note:** `IQR = Q3 - Q1`
label	Labels a transformation chain. **Note:** Subsequent transformations may modify or replace the label. Argument: arg (String) – Text of the label. Can contain the following formatting expressions: • %%: Escape a "%" literal. • %l: Current label that is being replaced.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description

	• %s: Series subject.
	• %g: Value of the group by field. If this is a referenced record, then the value of the record's name field. If multiple groups are specified in the *groupBy* transform, labels are comma separated.
	• %G: Value of the group by field. If this is a referenced record, then the record's sys_id. If multiple groups are selected, values are comma separated.
	
	For example:
	`"transforms": [ { "name": "label", "arg": "Series Timestamp Values" }, ]`
	`"transforms": [ { "name": "groupBy", "arg": "model" }, { "name": "avg" }, { "name": "label", "arg": "Model: %g" } ]`

limit	Returns, at most, the specified duration or number of values, starting with the most recently saved value. Arguments: • arg (Integer): Number of timestamp values to return for each time series. OR • arg (Duration data type): Duration to limit each time series to.
log	Runs a logarithm on the value in each timestamp where the result is the log of the specified base for the timestamp value. Argument: arg (Decimal data type) – Base for the logarithm calculation.
mapValues	Replaces any values within the specified range (inclusive) with the specified value. If both *lowerBound* and *upperBound* are specified as NaN, then it replaces any NaN value with the *targetValue*. Arguments:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
	• lowerBound (Decimal data type): The lowest value in the range. • upperBound (Decimal data type): The highest value in the range. • targetValue (Decimal data type): Replacement value. For example, the following changes all values in the time series that are between .1 and .9 to 1: `"transforms": [ { "name": "mapValues", "lowerBound": .1, "upperBound": .9, "targetValue": 1 } ]`
max	Returns a series that contains the maximum value for each corresponding timestamp across the input.
median	Creates a series that contains the median of values for each timestamp across a set of series. If there are `n` series: • If `n` is odd, the median is the `(n / 2 + 1)` value for a timestamp. • If `n` is even, the median is the average of the `(n / 2)` and `(n / 2 + 1)` values for a timestamp.
min	Returns a series that contains the minimum value for each corresponding timestamp across the input.
mul	Multiplies the value in each timestamp by the specified number. Argument: arg (Decimal data type) – Number by which to multiply the value of each timestamp.
partition	Produces a new series with values filtered by applying a specified aggregator to a non-overlapping window. Arguments: • aggregator (Aggregator data type): Type of aggregation to perform. • base (DateTime data type): The zero offset to use for partitioning. For example, to partition by day (24h), set this value to Monday at midnight in your time zone. To partition by a 30-day period, set this value to the first day of the most recent month. Default: Beginning of the EPOCH. • window (Duration data type): The duration of the non-overlapping window to apply the aggregator.
pow	Raises each timestamp value to the specified power.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
	Argument: arg (Decimal data type) – Power to which to raise each value.
product	Aggregates the selected metric series into a single series that contains the product of all values for each timestamp. NaNs are excluded. If all numbers in the series are NaN, the output is also NaN.
resample	Resamples a time series to either a fixed number of points or from one frequency to another. Use the resample transformation to reduce the number of samples in the result set to more closely match the number of samples that you want to display. Arguments: You can pass various arguments for this transform. Below is a list of each of the possible argument groups. Only one of these argument groups can be passed within a single transform. The following argument groups are delineated by AND/OR. AND meaning the argument is part of the current group; OR meaning it is the start of a new argument group. • arg (Integer): Number of samples to include in the result set. If available samples are less than this number, the endpoint uses interpolation to create additional samples. If there are more samples than this number, they are reduced by averaging them. OR • arg (Duration data type): The frequency at which to resample. If available samples are less than this number, the endpoint uses interpolation to create additional samples. If there are more samples than this number, they are reduced by averaging them. OR • minValues (Integer): The minimum number of samples to include in the result set. If available samples are less than this number, the endpoint uses interpolation to create additional samples. AND • maxValues (Integer): The maximum number of samples to include in the result set. If there are more samples than this number, they are reduced by averaging them. OR • aggregator (Aggregator data type): The aggregator to use when resampling. AND • values (Integer): The number of samples to include in the result set. If available samples are less than this number, the endpoint uses interpolation to create additional samples. If there are more samples than this number, they are reduced by applying the specified *`aggregator`* to them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
	OR • aggregator (Aggregator data type): The aggregator to use when resampling. AND • period (Duration data type): The frequency at which to resample. If available samples are less than this number, the endpoint uses interpolation to create additional samples. If there are more samples than this number, they are reduced by applying the specified *aggregator* to them. OR • aggregator (Aggregator data type): The aggregator to use when resampling. AND • minValues (Integer): The minimum number of samples to include in the result set. If available samples are less than this number, the endpoint uses interpolation to create additional samples. AND • maxValues (Integer): The maximum number of samples to include in the result set. If there are more samples than this number, they are reduced by averaging them.
round	Rounds the value in each timestamp up to the specified precision: `(value / <arg>) * <arg>` Argument: arg (Decimal data type) – The decimal precision to round up to.
root	Calculates the root of each timestamp value using the specified index. Argument: arg (Decimal data type) – The index of the root. For example, the following returns the square root of each timestamp: `"transforms": [ { "name": "root", "arg": "2" }, ]`
stddev	Creates a series that contains the standard deviation of values for each timestamp across a set of series.
sub	Subtracts the specified number from the value in each timestamp. Argument: arg (Number) – The number to subtract from the value in each timestamp.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Transform data types (continued)

Transform	Description
sum	Aggregates the selected metric series into one series that contains the sum of all values for each timestamp, excluding any NaNs. If all numbers in the series are NaN, the output is NaN.
timeshift	Shifts the time range by adding the specified offset to a value's timestamp without modifying the value. Use this transform to shift timestamps to another timezone. Argument: arg (Duration data type) – The amount of time to shift by.
top	Returns the specified number of series that have the highest values. Argument: arg (Integer) – The number of series to return. For example, the following returns the two time series that contain the highest sets of values. `"transforms": [ { "name": "top", "arg": 2 } ]`

Data type	Description
Aggregator	Available aggregators to use within the transform. • AVG: Calculates the arithmetic mean of all currently selected series. • CHISQUARE: Shows how well a statistical model fits the metric dataset. • LAST: Returns the last defined value in the period window. • MAX: Shows the largest value for the metric dataset, at each point in time. • MEDIAN: Shows the median of the metric dataset. The median separates the higher values of the metric dataset from the lower values. • MIN: Shows the smallest value for the metric dataset, at each point in time. • STDDEV: Calculates the standard deviation across the underlying data. Used to quantify the variation or dispersion of a set of data values in the metric dataset. • SUM: Calculates the sum across all currently selected series.
DateTime	Absolute date/time values are specified by the ISO 8601 date and time format: `YYYY-MM-DDThh:mm:ss`. For example: 2020-02-28T13:10:42. Where: • [YYYY]: Four-digit year. • [MM]: Zero-padded month between 01 and 12. • [DD]: Zero-padded day between 01 and 31. • T: Represents time and is mandatory before any of the time components are specified.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data type	Description
	• [hh]: Zero-padded hour between 00 and 23. • [mm]: Zero-padded minutes between 00 and 59. • [ss]: Zero-padded seconds between 00 and 59. Note that leap seconds are spread out evenly across the previous 1,000 seconds. Relative date/time values are specified using a duration (Duration data type), which is subtracted from the current time. For example: P7D = seven days ago.
Decimal	Decimal value that can either be: • A signed decimal number of arbitrary precision that can use exponential notation. Such as: ○ 2 ○ 1.7 ○ -3.47 ○ 1.0E+2 • A string representation of: ○ A signed decimal number that may use exponential notation and is guaranteed to be a double-precision 64-bit IEEE 754 floating-point number. ○ "NaN" ○ "-Infinity" ○ "+Infinity"
Duration	Amount of time in a time interval. Duration values are specified by the ISO 8601 duration format: `P [ n ] Y [ n ] M [ n ] DT [ n ] H [ n ] M [ n ] S` Where: • P: Duration designator, referred to as "period", and is always placed at the beginning of the duration. • [n]Y: Number of years. • [n]M: Number of months. • [n]D: Number of days. • T: Time designator and is mandatory before any of the time components are specified. • [n]H: Number of hours. • [n]M: Number of minutes. • [n]S: Number of seconds. For example: • P7D: Period of seven days. • P1M: Period of one month.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data type	Description
	• PT15M: Period of 15 minutes. • P1DT12H: Period of one day and twelve hours.

Example: cURL request

The following example shows how to call this endpoint to return a JSON stream for metrics on the mb_demo_drone table. Note: While the objects in this example are expanded to multiple lines for legibility, in an actual result each returned object is on its own line. You can make the same call and return an octet stream by setting `--header "Accept:application/octet-stream" \`.

```
curl "localhost:8080/api/now/v1/clotho/transform/stream" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user "username":"password" \
-d "{\
  \"start\": \"PT5M\",\
  \"end\": \"\",\
  \"table\": \"mb_demo_drone\",\
  \"query\": \"fleet.nameSTARTSWITHB\",\
  \"limit\": 5000,\
  \"metrics\": [\
    {\
      \"metric\": \"mb_demo_mt_altitude\",\
      \"label\": \"Series - Avg\",\
      \"transforms\": [\
        {\
          \"name\": \"partition\",\
          \"arg\": {\
            \"aggregator\": \"AVG\",\
            \"window\": \"PT5M\"\
          }\
        },
        {\
          \"name\": \"avg\"\
        }\
      ]\
    },
    {\
      \"metric\": \"mb_demo_mt_altitude\",\
      \"groupBy\": \"fleet\",\
      \"label\": \"Fleet - AVG\",\
      \"transforms\": [\
        {\
          \"name\": \"partition\",\
          \"arg\": {\
            \"aggregator\": \"AVG\",\
            \"window\": \"PT5M\"\
          }\
        },
        {\
          \"name\": \"avg\"\
        }\
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      ]\
    }\
  ]\
}"
```

Response:


```
[
  {
    "label": "Series - Avg",
    "tags": [
      "#4fb1114f-2426-4acb-8e3e-6435dd62134c"
    ],
    "species": "DOUBLE_SIGNAL",
    "range": [
      "2022-06-16T17:50:00Z",
      "2022-06-16T17:50:00Z"
    ],
    "values": [
      132.86805196126303
    ],
    "period": 300
  },
  {
    "label": "Fleet - AVG",
    "tags": [
      ":fleet:86fac11787333200a328c5b836cb0b4e:Bantams",
      "#6641aab4-c55f-4d11-8846-26b0b706ec1c"
    ],
    "species": "DOUBLE_SIGNAL",
    "range": [
      "2022-06-16T17:50:00Z",
      "2022-06-16T17:50:00Z"
    ],
    "values": [
      134.3775875908988
    ],
    "period": 300
  },
  {
    "label": "Fleet - AVG",
    "tags": [
      "#6641aab4-c55f-4d11-8846-26b0b706ec1c",
      ":fleet:4afac11787333200a328c5b836cb0b4e:Bumble Untd"
    ],
    "species": "DOUBLE_SIGNAL",
    "range": [
      "2022-06-16T17:50:00Z",
      "2022-06-16T17:50:00Z"
    ],
    "values": [
      129.02530271356756
    ],
    "period": 300
  }
]
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following cURL example uses the CSV format option to stream back the altitude values (stored in the database as "mb_demo_mt_altitude") of the last day for each drone stored in the mb_demo_drone [Drones] table of the Metricbase Demo plugin. In the example, the data is returned in a narrow table format with three columns: the Sys_id of the subject identifying the drone, the time stamp of value, and the altitude value.

```
curl
 "https://instance.servicenow.com/api/now/v1/clotho/transform/st
ream" \
--request POST \
--header "Accept:text/csv;format=narrow" \
--header "Content-Type:application/json" \
--user "user name":"password" \
-d "{\
  \"start\": \"P1D\",\
  \"end\": \"\",\
  \"table\": \"mb_demo_drone\",\
  \"metrics\": [\
    {\
      \"metric\": \"mb_demo_mt_altitude\",\
      \"transforms\": []\
    }]\
}"
```

Output:

```
Subject, Timestamp,"mb_demo_drone|mb_demo_mt_altitude"
"a66b051787333200a328c5b836cb0b97",2022-11-07T22:35:00Z,92.84400
939941406
"a66b051787333200a328c5b836cb0b94",2022-11-07T22:35:00Z,92.24289
70336914
"6a6b051787333200a328c5b836cb0b97",2022-11-07T22:35:00Z,92.00769
04296875
"ea6b051787333200a328c5b836cb0b92",2022-11-07T22:35:00Z,97.31130
21850586
"a66b051787333200a328c5b836cb0b91",2022-11-07T22:35:00Z,108.4979
1717529297
"6a6b051787333200a328c5b836cb0b94",2022-11-07T22:35:00Z,109.0423
9654541016
"6a6b051787333200a328c5b836cb0b91",2022-11-07T22:35:00Z,93.72159
576416016
"ee6b051787333200a328c5b836cb0b91",2022-11-07T22:35:00Z,107.6998
9776611328
"ee6b051787333200a328c5b836cb0b97",2022-11-07T22:35:00Z,100.8647
3083496094
"ee6b051787333200a328c5b836cb0b94",2022-11-07T22:35:00Z,95.77774
047851562
"666b051787333200a328c5b836cb0b92",2022-11-07T22:35:00Z,105.1971
2829589844
"666b051787333200a328c5b836cb0b95",2022-11-07T22:35:00Z,105.9230
8807373047
"6e6b051787333200a328c5b836cb0b99",2022-11-07T22:35:00Z,93.59339
141845703
"666b051787333200a328c5b836cb0b98",2022-11-07T22:35:00Z,94.51266
479492188
"e26b051787333200a328c5b836cb0b94",2022-11-07T22:35:00Z,105.4367
904663086
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"6e6b051787333200a328c5b836cb0b96",2022-11-07T22:35:00Z,94.64836
883544922
"6e6b051787333200a328c5b836cb0b93",2022-11-07T22:35:00Z,94.78523
254394531
"e26b051787333200a328c5b836cb0b97",2022-11-07T22:35:00Z,96.99283
599853516
"aa6b051787333200a328c5b836cb0b96",2022-11-07T22:35:00Z,106.6701
7364501953
"e26b051787333200a328c5b836cb0b91",2022-11-07T22:35:00Z,94.24465
17944336
"aa6b051787333200a328c5b836cb0b93",2022-11-07T22:35:00Z,91.65991
2109375
"226b051787333200a328c5b836cb0b94",2022-11-07T22:35:00Z,99.54018
40209961
"226b051787333200a328c5b836cb0b97",2022-11-07T22:35:00Z,98.13501
739501953
"226b051787333200a328c5b836cb0b91",2022-11-07T22:35:00Z,92.24289
70336914
"226b051787333200a328c5b836cb0b90",2022-11-07T22:35:00Z,106.4187
6983642578
"aa6b051787333200a328c5b836cb0b99",2022-11-07T22:35:00Z,107.6998
9776611328
"626b051787333200a328c5b836cb0b93",2022-11-07T22:35:00Z,92.96666
717529297
"e66b051787333200a328c5b836cb0b99",2022-11-07T22:35:00Z,93.85079
193115234
"e66b051787333200a328c5b836cb0b93",2022-11-07T22:35:00Z,96.07303
619384766
"e66b051787333200a328c5b836cb0b96",2022-11-07T22:35:00Z,98.47595
977783203
"2a6b051787333200a328c5b836cb0b92",2022-11-07T22:35:00Z,95.92470
55053711
"226b051787333200a328c5b836cb0b9a",2022-11-07T22:35:00Z,99.54018
40209961
"2a6b051787333200a328c5b836cb0b98",2022-11-07T22:35:00Z,103.1417
465209961
"2a6b051787333200a328c5b836cb0b95",2022-11-07T22:35:00Z,96.99283
599853516
"ae6b051787333200a328c5b836cb0b95",2022-11-07T22:35:00Z,94.64836
883544922
"ae6b051787333200a328c5b836cb0b98",2022-11-07T22:35:00Z,101.8689
956665039
"ae6b051787333200a328c5b836cb0b92",2022-11-07T22:35:00Z,107.4388
198852539
"a26b051787333200a328c5b836cb0b98",2022-11-07T22:35:00Z,94.78523
254394531
"266b051787333200a328c5b836cb0b93",2022-11-07T22:35:00Z,94.51266
479492188
"2e6b051787333200a328c5b836cb0b97",2022-11-07T22:35:00Z,108.4979
1717529297
"2e6b051787333200a328c5b836cb0b91",2022-11-07T22:35:00Z,97.15129
852294922
"2e6b051787333200a328c5b836cb0b94",2022-11-07T22:35:00Z,103.3612
8997802734
"a26b051787333200a328c5b836cb0b92",2022-11-07T22:35:00Z,100.4768
1427001953
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"266b051787333200a328c5b836cb0b96",2022-11-07T22:35:00Z,103.5830
078125
"266b051787333200a328c5b836cb0b99",2022-11-07T22:35:00Z,97.31130
21850586
"a26b051787333200a328c5b836cb0b95",2022-11-07T22:35:00Z,105.9230
8807373047
"ea6b051787333200a328c5b836cb0b98",2022-11-07T22:35:00Z,95.34477
996826172
"ea6b051787333200a328c5b836cb0b95",2022-11-07T22:35:00Z,100.4768
1427001953
"626b051787333200a328c5b836cb0b99",2022-11-07T22:35:00Z,100.8647
3083496094
"626b051787333200a328c5b836cb0b96",2022-11-07T22:35:00Z,106.9239
730834961
```

MetricBase Time Series - POST /now/clotho/put

Adds time series data to the MetricBase database.

URL format

Versioned URL: `/api/now/{api_version}/clotho/put`

Supported request parameters

Path parameters

Name	Description
api_version	Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
sysparm_ignore_unknown_series	Flag that indicates whether to ignore unknown series and continue the transaction without returning an error. Valid values: • true: Ignore unknown series. • false: Do not ignore unknown series. Default: true

Request body parameters (XML or JSON)

Name	Description
seriesRef	Required. Information to update. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"seriesRef": [
	  {
	  "metric": "String",
	  "subject": "String",
	  "table": "String"
	  }
	]</pre>

seriesRef.metric	Required. Name of the metric to update. Data type: String
seriesRef.subject	Required. Sys_id of the record in which to update the data. Data type: String Table: Specified in the *`seriesRef.table`* parameter.
seriesRef.table	Required. Name of the table in which to save the data. Data type: String

values	Required. Series values to store.
	
	Data type: Array
	<pre>"values": [
	  {
	  "timestamp": "String",
	  "value": Number
	  }
	]</pre>

values.timestamp	Required. ISO 8601 timestamp of the value. Data type: String Format: `YYYY-MM-ddTHH:mm:ddZ` The ending 'Z', which denotes the UTC time zone in an ISO-formatted timestamp, is optional.
values.value	Required. Metric value. Data type: Number

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
message	Message that indicates the status of the request, such as ok if the request processed successfully.

Example: cURL request

```
curl "https://instance.servicenow.com/api/now/v1/clotho/put" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"seriesRef\": {
    \"subject\": \"3D666b051787333200a328c5b836cb0b92\",
    \"table\": \"mb_demo_drone\",
    \"metric\": \"mb_demo_mt_altitude\"
  },
  \"values\": [
    {
      \"timestamp\": \"2019-03-21T17:05:00Z\",
      \"value\": 0.150185
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      \"timestamp\": \"2019-03-21T17:06:00Z\",
      \"value\": 0.46074
    },
    {
      \"timestamp\": \"2019-03-21T17:07:00Z\",
      \"value\": 0.83104
    },
    {
      \"timestamp\": \"2019-03-21T17:08:00Z\",
      \"value\": 1.260635
    },
    {
      \"timestamp\": \"2019-03-21T17:09:00Z\",
      \"value\": 1.749
    }
  ]
}" \
--user "username":"password"
```

```
{
    "result": {
        "message": "ok"
    }
}
```

openframe API

The *openframe* API provides endpoints that provide Contact Center as a Service (CCaaS) the ability to create and update interaction records without using the Operation Handler.

Use this API to create interaction records to track agent phone calls. Once an interaction record is created, the interaction can automatically display in the CSM Configurable Workspace when an agent receives a phone call.

To access this API, the com.sn_openframe_store plugin must be installed on the instance and the calling user must have either the sn_openframe_api_user or sn_openframe_user role. The *openframe* API runs in the `sn_openframe` namespace.

For additional information on CSM voice interaction records, see CSM voice interaction record page.

openframe - PATCH /openframe/voice-interaction/{interactionSysId}

Updates the specified interaction record in the Interaction [interaction] table. Contact Center as a Service (CCaaS) providers can then use these records to track phone calls.

URL format

Versioned URL: `/api/now/openframe/{api_version}/voice-interaction/{interactionSysId}`

Default URL: `/api/now/openframe/voice-interaction/{interactionSysId}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
interactionSysId	Sys_id of the interaction record to update. This value is returned by the Create Voice Interaction/POST endpoint. Data type: String Table: Interaction [interaction]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
interaction	Required. Details of the voice interaction. At least one parameter must be passed. Data type: Object `"interaction": { "additionalParams": {Object}, "callbackPhoneNumber": "String", "clientSessionId": "String", "inboundId": "String", "userPhoneNumber": "String" }`
interaction.additionalParams	Name-value pairs of the associated interaction record fields and their respective values. For example: `"additionalParams": { "direction": "inbound", "short_description": "New outbound call", "assigned_to": "a8f98bb0eb32010045e1a5115206fe3a" }` Data type: Object Default: None

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
interaction.callbackPhoneNumber	Caller's callback phone number. This is the number the agent uses to reach the caller in case the call drops. This value maps to the caller_phone_number field in the Interaction [interaction] table. See also the *callerPhoneNumber* property description for Create Voice Interaction/POST. Data type: String Format: E.164 Default: None
interaction.clientSessionId	Unique identifier of the record in an external system used to track this phone call. This information links the records between the two systems. Data type: String Default: None
interaction.inboundId	Unique identifier of the application provider for the voice service. Table: Inbound ID field in the Provider Channel Application [sys_cs_provider_application] table. Default: None
interaction.userPhoneNumber	Phone number of the user that made the call associated with the voice interaction. Data type: String Format: E.164

interactionContext	Interaction context variables to set. Name-value pairs of the interaction context variables to save in the interaction record. These values are determined by CCaaS.
	
	For example:
	
	`"interactionContext":{`
	`  "devicetype": "genesys",`
	`  "requester_session_language": "en-US"`
	`}`
	
	Data type: Object
	
	Default: None

phoneLogs	Name-value pairs of the phone logs to create and associate with a call. You can specify any field in the Phone Log [sn_open_frame_phone_log] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	For example: `"phoneLogs":[ { "agent": "String", "call_id": "String", "start_time": "String" } ]` Data type: Array of Objects Default: None
relatedRecords	Records related to the call. Data type: Array of Objects `"relatedRecords":[ { "documentId": "String", "documentTable": "String" } ]` Default: None
relatedRecords.documentId	Sys_id of the related record. Data type: String Table: Specified in the *relatedRecords.documentTable* parameter.
relatedRecords.documentTable	Name of the table that contains the related record. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
status	Status of the record update. Possible values: • SUCCESS: The interaction record was successfully updated. • FAILURE: The interaction record was not updated.

Example: cURL request

The following code example shows how to update the interaction record with the sys_id 12961fff7fb2d2102d0cd3cf8c86652b.

```
curl
 "http://instance.service-now.com/api/now/openframe/voice-intera
ction/12961fff7fb2d2102d0cd3cf8c86652b" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   \"interaction\":{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      \"additionalParams\":{
         \"direction\":\"inbound\",
         \"short_description\":\"New Poonam outbound call\",
         \"assigned_to\":\"a8f98bb0eb32010045e1a5115206fe3a\"
      }
   },
   \"interactionContext\":{
      \"devicetype\":\"genesys\",
      \"requester_session_language\":\"en-US\"
   },
   \"phoneLogs\":[
      {
         \"call_id\":\"2323223\",
         \"agent\":\"a8f98bb0eb32010045e1a5115206fe3a\",
         \"start_time\":\"2024-11-04 21:45:00\"
      },
      {
         \"call_id\":\"33535353\",
         \"agent\":\"a8f98bb0eb32010045e1a5115206fe3a\",
         \"start_time\":\"2024-11-04 21:45:00\"
      },
      {
         \"call_id\":\"1997654\",
         \"agent\":\"a8f98bb0eb32010045e1a5115206fe3a\",
         \"start_time\":\"2024-11-04 21:45:00\"
      }
   ],
   \"relatedRecords\":[
      {
         \"documentTable\":\"csm_consumer\",
         \"documentId\":\"59e788fbdb1b1200b6075200cf9619d2\"
      },
      {
         \"documentTable\":\"sys_user\",
         \"documentId\":\"62826bf03710200044e0bfc8bcbe5df1\"
      }
   ]
}" \
--user 'username':'pasword'
```

Response:

```
{
  "result": {
    "status": "SUCCESS"
  }
}
```

openframe - POST /openframe/voice-interaction

Creates an interaction record in the Interaction [interaction] table when an agent accepts a call. Contact Center as a Service (CCaaS) providers can then use these records to track phone calls.

Use this endpoint to provide a consistent experience for agents, similar to other native channels such as chat and case, when accepting phone calls.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/openframe/{api_version}/voice-interaction`

Default URL: `/api/now/openframe/voice-interaction`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
interaction	Required. Details of the voice interaction. At least one parameter must be passed. Data type: Object `"interaction": { "additionalParams": {Object}, "callbackPhoneNumber": "String", "clientSessionId": "String", "inboundId": "String", "userPhoneNumber": "String" }`
interaction.additionalParams	Name-value pairs of the associated interaction record fields and their respective values. For example: `"additionalParams": { "direction": "inbound", "short_description": "New outbound call", "assigned_to": "a8f98bb0eb32010045e1a5115206fe3a" }` Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: None
interaction.callbackPhoneNumber	Caller's callback phone number. This is the number the agent uses to reach the caller in case the call drops. This value maps to the caller_phone_number field in the Interaction [interaction] table. See also the *callerPhoneNumber* property description for Create Voice Interaction/POST. Data type: String Format: E.164 Default: None
interaction.clientSessionId	Unique identifier of the record in an external system used to track this phone call. This information links the records between the two systems. Data type: String Default: None
interaction.inboundId	Unique identifier of the application provider for the voice service. Table: Inbound ID field in the Provider Channel Application [sys_cs_provider_application] table. Default: None
interaction.userPhoneNumber	Required. Phone number of the user that made the call associated with the voice interaction. Data type: String Format: E.164

interactionContext	Interaction context variables to set. Name-value pairs of the interaction context variables to save in the interaction record. These values are determined by CCaaS.
	
	For example:
	
	`"interactionContext":{`
	`  "devicetype": "genesys",`
	`  "requester_session_language": "en-US"`
	`}`
	
	Data type: Object
	
	Default: None

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
phoneLogs	Name-value pairs of the phone logs to create and associate with a call. You can specify any field in the Phone Log [sn_open_frame_phone_log] table. For example: `"phoneLogs":[ { "agent": "String", "call_id": "String", "start_time": "String" } ]` Data type: Array of Objects Default: None
relatedRecords	Records related to the call. Data type: Array of Objects `"relatedRecords":[ { "documentId": "String", "documentTable": "String" } ]` Default: None
relatedRecords.documentId	Sys_id of the related record. Data type: String Table: Specified in the *relatedRecords.documentTable* parameter.
relatedRecords.documentTable	Name of the table that contains the related record. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
number	Only returned on success. Interaction number of the newly created voice interaction. Data type: String
status	Status of the record creation. Possible values: • SUCCESS: The interaction record was successfully created. • FAILURE: The interaction record was not created.
sysId	Only returned on success. Sys_id of the newly created voice interaction record. Table: Interaction [interaction]

Example: cURL request

The following code example shows how to create a new interaction record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "http://instance.service-now.com/api/now/openframe/voice-intera
ction" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   \"interaction\":{
      \"userPhoneNumber\":\"+1303506536\",
      \"clientSessionId\":\"a545t65678\",
      \"callbackPhoneNumber\":\"+14089965744\",
      \"additionalParams\":{
         \"direction\":\"inbound\",
         \"short_description\":\"New outbound call\",
         \"assigned_to\":\"a8f98bb0eb32010045e1a5115206fe3a\"
      }
   },
   \"interactionContext\":{
      \"devicetype\":\"genesys\",
      \"requester_session_language\":\"en-US\"
   },
   \"phoneLogs\":[
      {
         \"call_id\":\"2323223\",
         \"agent\":\"a8f98bb0eb32010045e1a5115206fe3a\",
         \"start_time\":\"2024-11-04 21:45:00\"
      },
      {
         \"call_id\":\"33535353\",
         \"agent\":\"a8f98bb0eb32010045e1a5115206fe3a\",
         \"start_time\":\"2024-11-04 21:45:00\"
      },
      {
         \"call_id\":\"1997654\",
         \"agent\":\"a8f98bb0eb32010045e1a5115206fe3a\",
         \"start_time\":\"2024-11-04 21:45:00\"
      }
   ],
   \"relatedRecords\":[
      {
         \"documentTable\":\"csm_consumer\",
         \"documentId\":\"59e788fbdb1b1200b6075200cf9619d2\"
      },
      {
         \"documentTable\":\"sys_user\",
         \"documentId\":\"62826bf03710200044e0bfc8bcbe5df1\"
      }
   ]
}" \
--user 'username':'password'
```

Response:

```
{
  "result": {
    "status": "SUCCESS",
    "sysId": "12961fff7fb2d2102d0cd3cf8c86652b",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "number": "IMS0000052"
  }
}
```

Order API

The *Order* API provides endpoints for retrieving and creating orders with order line items for the Customer Service Management application.

This API requires the Order Management (app-csm-order-mgmt) store application and is provided within the `sn_ind_tmt_orm` namespace. For information, see Sales Customer Relationship Management.

This API requires sn_csm_om.order_integrator for access, and one of the following:

- sn_csm_om.consumer_agent – API write access restricted to B2C orders.
- sn_csm_om.customer_agent – API write access restricted to B2B orders.
- sn_csm_om.order_admin – API write access for B2B or B2C orders.

For information on B2B and B2C orders, see Customer Data Models for B2B2C.

Order API – GET /sn_ind_tmt_orm/order/{id}

Retrieves complete order details by specifying the sys_id or order number.

URL format

Versioned URL: `/api/sn_ind_tmt_orm/{api_version}/order/{id}`

Default URL: `/api/sn_ind_tmt_orm/order/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id or order number (order_id) of the record to retrieve. Data type: String Table: Orders [sn_csm_om_order]

Query parameters

Name	Description
sysparm_display_value	Flag that indicates whether to show the display value of the reference fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Valid values: • true: Show the display value of the reference fields, choice fields, and date field in the response. • false: Show the actual value of the reference fields, choice fields, and date field in the response. Default: false

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	The user is not authenticated.
403	The user is not authorized.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• The user does not have required roles to access the API. • The user does not have authorization to read the order. This API requires sn_csm_om.order_integrator for access, and one of the following: • sn_csm_om.consumer_agent – API write access restricted to B2C orders. • sn_csm_om.customer_agent – API write access restricted to B2B orders. • sn_csm_om.order_admin – API write access for B2B or B2C orders.

Response body parameters (JSON or XML)

Name	Description
account	Sys_id of a record located in the Accounts [customer_account] table. Identifies the account for B2B orders. Data type: String
actual_end_date	End date of order. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String
actual_start_date	Start date of order. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String
billing_city	Name of the billing city. Data type: String
billing_country	Abbreviation of the billing country. Data type: String
billing_state	Abbreviation of the billing state or province. Data type: String
billing_street	Billing street address. Data type: String
billing_zip	Billing ZIP or postal code. Data type: String
comments	Additional information for the order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
consumer	Sys_id of a consumer record. Identifies the consumer for B2C orders. Data type: String
contact	Sys_id of the customer contact related to the account. Data type: String Table: Contacts [customer_contact]
contract	Sys_id of the Customer Service contract record. Data type: String Table: Contracts [ast_contract]

error	Details describing an error encountered during the request process.
	
	Data type: Object
	
	`"error": {`
	`  "detail": "String",`
	`  "message": "String"`
	`}`

error.detail	Details of the error encountered during the request process. Data type: String
error.message	Message for the error encountered during the request process. Each error message has a corresponding description in the *`detail`* property. Data type: String
expected_end_date	Expected end date of order. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String
expected_start_date	Expected start date of order. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String
external_id	External ID representing a related record on a third party's system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
external_system	Name of the customer's system. Data type: String
order_category	Customer order type. Possible values: • product • service Data type: String
order_currency	Currency code representing the currency in which the order was purchased. For example, USD for United States Dollars. This currency is used for all amount fields in the order and line orders. Currency codes are listed in the Currencies [fx_currency] table. **Note:** This property might not be available in earlier versions of Order Management. Data type: String
order_date	Date and time of order creation. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String
order_id	Order number of the order. Data type: String Table: Orders [sn_csm_om_order]
order_line_items	Required. List of objects that define each order line item in the order. Data type: Array Required properties in each order line item object: • *account* for B2B orders or *consumer* for B2C orders. • *product_offering-* • *quantity* • *unit_of_measurements* • *order_line_characteristics* `"order_line_items": [ { `

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"account": "String", "action": "String", "comments": "String", "consumer": "String", "contact": "String", "delivered_quantity": "String", "effective_date": "String", "expiration_date": "String", "external_id": "String", "external_system": "String", "list_price": "String", "location": "String", "order_line_characteristics": [Array], "order_line_id": "String", "order": "String", "parent_line_item": "String", "previous_product_model": "String", "price_list": "String", "product_offering": "String", "product_specification": "String", "product": "String", "quantity": "String", "shipping_city": "String", "shipping_country": "String", "shipping_state": "String", "shipping_street": "String", "shipping_zip": "String", "short_description": "String", "sku": "String", "sold_product": "String", "specification": "String", "state": "String", "status": "String", "sys_class_name": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_mod_count": "String", "sys_tags": "String", "sys_updated_by": "String", "sys_updated_on": "String", "top_line_item": "String", "total_price": "String", "unit_of_measurement": "String", "unit_price": "String", "work_notes": "String" }]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Order Line Items [sn_csm_om_order_line_item]
order_line_items	List of objects that define each order line item in the order. Data type: Array of Objects


```
"order_line_items": [
 {
   "account": "String",
   "action": "String",
   "comments": "String",
   "consumer": "String",
   "contact": "String",
   "delivered_quantity":
"String",
   "effective_date": "String",
   "expiration_date": "String",
   "external_id": "String",
   "external_system": "String",
   "list_price": "String",
   "location": "String",
   "order_line_characteristics":
[Array],
   "order_line_id": "String",
   "order": "String",
   "parent_line_item": "String",
   "previous_product_model":
"String",
   "price_list": "String",
   "product_offering": "String",
   "product_specification":
"String",
   "product": "String",
   "quantity": "String",
   "shipping_city": "String",
   "shipping_country": "String",
   "shipping_state": "String",
   "shipping_street": "String",
   "shipping_zip": "String",
   "short_description": "String",
   "sku": "String",
   "sold_product": "String",
   "specification": "String",
   "state": "String",
   "status": "String",
   "sys_class_name": "String",
   "sys_created_by": "String",
   "sys_created_on": "String",
   "sys_id": "String",
   "sys_mod_count": "String",
   "sys_tags": "String",
   "sys_updated_by": "String",
   "sys_updated_on": "String",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"top_line_item": "String",
	"total_price": "String",
	"unit_of_measurement":
	"String",
	"unit_price": "String",
	"work_notes": "String"
	}
	]</pre>

order_line_items.account	Required for B2B orders. Sys_id of the business account assigned to this order line item. Located in the Accounts [customer_account] table. The consumer property is required for B2C orders. Data type: String
order_line_items.account	Sys_id of the business account assigned to this order line item. Located in the Accounts [customer_account] table. Data type: String
order_line_items.action	Action that determines how the order line is added to the order. Possible values: • add • change Data type: String
order_line_items.comments	Additional information for the order line item. Data type: String
order_line_items.consumer	Sys_id of the consumer assigned to this order line item. Located in the Consumers [csm_consumer] table. Data type: String
order_line_items.contact	Contact sys_id related to the account. Data type: String
order_line_items.delivered_quantity	Number of items in the order delivered. Data type: String
order_line_items.effective_date	Effective date of order line. Format: yyyy-MM-dd HH:mm:ss in UTC time zone Data type: String
order_line_items.expiration_date	Expiration date of order line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: yyyy-MM-dd HH:mm:ss in UTC time zone Data type: String
order_line_items.external_id	External ID of the order line item. Data type: String
order_line_items.external_system	External sys_id of the order line item. Data type: String
order_line_items.list_price	List price of the product offering per unit. **Note:** This property might not be available in earlier versions of Order Management. Data type: String
order_line_items.location	Sys_id of a shipping location record. Data type: String Table: Locations [cmn_location]
order_line_items.order	This line item's order number as listed in the Orders [sn_csm_om_order] table. Data type: String
order_line_items. order_line_characteristics	List of objects defining associated order line characteristics. Order line characteristics are located in the Order Line Characteristics [sn_csm_om_order_characteristic_value] table. Data type: Array of Objects `"order_line_characteristics": [ { "characteristic": "String", "characteristic_option": "String" } ]`
order_line_items. order_line_characteristics. characteristic_option	Product characteristic unique option that triggers the exclusion rule. For example, product size or color. Data type: String
order_line_items. order_line_characteristics. characteristic_option_value	Value of a characteristic option. Data type: String
order_line_items. order_line_characteristics. external_id	External ID of the order line characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object
order_line_items. order_line_characteristics.number	Order line characteristic number . Data type: String Table: Order Line Characteristics [sn_csm_om_order_characteristic_value]
order_line_items. order_line_characteristics. order_line_item	Sys_id of this characteristic's order line item. Data type: String Table: Order Line Items [sn_csm_om_order_line_item]
order_line_items. order_line_characteristics. previous_characteristic_option_value	Name of the previous characteristic option associated with product model in the order line. Data type: Object
order_line_items. order_line_characteristics.specification	Service specification that is associated with the service order characteristic. Data type: String
order_line_items. order_line_characteristics. sys_class_name	System name of the table in which this order line characteristic record is located. Data type: String
order_line_characteristics. sys_created_by	System name of the user who created this record. Data type: String
order_line_items. order_line_characteristics. sys_created_on	Date and time at which the record was originally created. Data type: String
order_line_items. order_line_characteristics. sys_domain	Domain scope in which the order record is accessible. For example, global. Data type: String
order_line_items. order_line_characteristics. sys_domain_path	Domain path for the record. Data type: String Default: / (global)
order_line_items. order_line_characteristics. sys_id	Sys_id of the order record Data type: String Table: Order Line Characteristics [sn_csm_om_order_characteristic_value]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
order_line_items. order_line_characteristics. sys_mod_count	Number of times this record has been modified. Data type: String
order_line_items. order_line_characteristics. sys_tags	System tags for the content. Data type: String
order_line_items. order_line_characteristics. sys_updated_by	System name of the user who most recently updated this record. Data type: String
order_line_items. order_line_characteristics. sys_updated_on	Date and time at which the record was most recently updated. Data type: String
order_line_items. order_line_characteristics.type	Type of order line characteristic. Possible values: • product • service Data type: String
order_line_items.order_line_id	Order number of the order associated with this order line item. Data type: String
order_line_items.parent_line_item	If applicable, identifies a parent line item to this line item. Data type: String
order_line_items.previous_product_model	Sys_id of the product model for the product listed prior to this item in the order line. Data type: String Table: Product Models [cmdb_model]
order_line_items.price_list	Sys_id of a price list record in the Price Lists [sn_csm_pricing_price_list] table. **Note:** This property might not be available in earlier versions of Order Management. Data type: String
order_line_items.product	Sys_id of the product Data type: String Table: Product Models [cmdb_model]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
order_line_items.product_offering	Sys_id of the product listed in the Product Offerings [sn_prd_pm_product_offering] table. Data type: String
order_line_items.product	Sys_id of the product model listed in the Product Models [cmdb_model] table. Must be provided with matching order line item Data type: String
order_line_items.product_specification	Sys_id of the product specification associated with the order line item. Listed in the Product Specifications [sn_prd_pm_product_specification] table. Data type: String
order_line_items.quantity	Number of product models ordered. Data type: String
order_line_items.shipping_city	Name of the destination city. Data type: String
order_line_items.shipping_country	Abbreviation of the destination country. Data type: String
order_line_items.shipping_state	Abbreviation of the destination state or province. Data type: String
order_line_items.shipping_street	Destination street address. Data type: String
order_line_items.shipping_zip	Destination ZIP or postal code. Data type: String
order_line_items.short_description	Short description of the order line item. Data type: String
order_line_items.sku	Number that is generated by a supplier that uniquely identifies a product that is sold by that supplier. Data type: String
order_line_items.sold_product	Sys_id of an install base sold product record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Sold Products [sn_install_base_sold_product]
order_line_items.specification	Specification of order line item. Data type: String
order_line_items.state	State of order line. For example, draft, new, in_progress, or completed. Data type: String
order_line_items.status	Status of the order line item. Possible values: • failure • success Data type: String
order_line_items.sys_class_name	System name of the table in which this order line item record is located. Data type: String
order_line_items.sys_created_by	System name of the user who created this record. Data type: String
order_line_items.sys_created_on	Date and time at which the record was originally created. Data type: String
order_line_items.sys_domain	Domain scope in which the order record is accessible. For example, global. Data type: String
order_line_items.sys_domain_path	Domain path for the record. Data type: String Default: / (global)
order_line_items.sys_id	Sys_id of the line item record Data type: String Table: Order Line Items [sn_csm_om_order_line_item]
order_line_items.sys_mod_count	Number of times this record has been modified. Data type: String
order_line_items.sys_tags	System tags for the content.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
order_line_items.sys_updated_by	System name of the user who most recently updated this record. Data type: String
order_line_items.sys_updated_on	Date and time at which the record was most recently updated. Data type: String
order_line_items.top_line_item	Total price of all order line items accumulated in this order. Data type: String
order_line_items.total_price	Total price of order line. The API does not calculate the total based on net price and quantity. Data type: String
order_line_items.unit_of_measurement	Sys_id for the ordered unit of measure listed in the Unit of Measures [sn_prd_pm_uom] table. **Note:** This property might not be available in earlier versions of Order Management. Data type: String
order_line_items.unit_of_measurement	Required. Sys_id for the ordered unit of measure listed in the Unit of Measures [sn_prd_pm_uom] table. **Note:** This property might not be available in earlier versions of Order Management. Data type: String
order_line_items.unit_price	Net price of the product offering per unit. Data type: String Table: Currency Instances [fx_currency_instance]
order_line_items.work_notes	Free-form internal work notes for the order line item. Data type: String
order_type	Order action that determines how the order is added. Possible values: • add • change

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
partner	For B2B orders, sys_id of the associated partner record for an account. Data type: String Table: Accounts [customer_account]
partner_contact	For B2B orders, sys_id of the primary contact of the partner for the partner account. Data type: String Table: Contacts [customer_contact]
payment_ref_id	Unique identifier of the payment. For example, check number. Data type: String
price_list	Sys_id of the associated price list record. The price is not calculated based on net price and quantity by this API. **Note:** This property might not be available in earlier versions of Order Management. Data type: String Table: Price Lists [sn_csm_pricing_price_list]
quote_id	Unique ID for the order price quote. Data type: String
same_as_shipping_address	Flag that indicates whether the address of the purchaser is the same as the shipping address. Valid values: • true: Address of the purchaser is the same as the shipping address. • false: Address of the purchaser is different from the shipping address. Data type: Boolean
shipping_city	Name of the destination city. Data type: String
shipping_country	Abbreviation of the destination country. Data type: String
shipping_location	Sys_id of a shipping location record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Locations [cmn_location]
shipping_state	Abbreviation of the destination state or province. Data type: String
shipping_street	Destination street address. Data type: String
shipping_zip	Destination ZIP or postal code. Data type: String
short_description	Short description of the order. Data type: String
special_instructions	Special instructions for the order. Data type: String
state	State of the order. For example, new, in_progress, or completed. Data type: String
status	Status of the order. Possible values: • success • failure Data type: String
sys_class_name	System name of the table in which this order record is located. Data type: String
sys_created_by	System name of the user who created this record. Data type: String
sys_created_on	Date and time at which the record was originally created. Data type: String
sys_domain	Domain scope in which the order record is accessible. For example, global. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sys_domain_path	Domain path for the record. Data type: String Default: / (global)
sys_id	Sys_id of the order record. Data type: String Table: Orders [sn_csm_om_order]
sys_mod_count	Number of times this record has been modified. Data type: String
sys_tags	System tags for the content. Data type: String
sys_updated_by	System name of the user who most recently updated this record. Data type: String
sys_updated_on	Date and time at which the record was most recently updated. Data type: String
total_amount	Total cost for the entire order. Data type: String

Example: cURL request

The following example shows how to get an order by its order number.

```
curl
 "https://instance.service-now.com/api/sn_ind_tmt_orm/order/ORDO
001034" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response:

```
{
  "result": {
    "actual_start_date": "",
    "payment_ref_id": null,
    "shipping_city": null,
    "channel": "api",
    "expected_end_date": "",
    "sys_updated_on": "2022-03-30 21:59:41",
    "price_list": null,
    "sys_updated_by": "username",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "sys_created_on": "2022-03-30 21:59:41",
    "contact": "96d0461553ab70101aaeddeeff7b120b",
    "sys_domain": "global",
    "state": "draft",
    "order_type": "add",
    "sys_created_by": "eseruser",
    "shipping_street": null,
    "special_instructions": null,
    "contract": null,
    "quote_id": null,
    "expected_start_date": "",
    "sys_domain_path": "/",
    "billing_street": null,
    "billing_city": null,
    "total_amount": "2000",
    "order_id": "ORD0001034",
    "shipping_country": "USA",
    "status": "new",
    "short_description": null,
    "shipping_state": null,
    "external_id": null,
    "sys_class_name": "sn_csm_om_order",
    "sys_id": "24fdf5bd75eec510f877f30c01a15aa0",
    "shipping_zip": null,
    "billing_state": null,
    "billing_zip": null,
    "same_as_shipping_address": "0",
    "consumer": null,
    "comments": "",
    "order_currency": "USD",
    "billing_country": "USA",
    "sys_mod_count": "1",
    "billing_location": null,
    "shipping_location": null,
    "sys_tags": "",
    "order_date": "2022-03-30 21:59:41",
    "order_category": "product",
    "actual_end_date": "",
    "partner": null,
    "partner_contact": null,
    "account": "c480021553ab70101aaeddeeff7b120f",
    "external_system": null,
    "order_line_items": [
      {
        "short_description": null,
        "shipping_state": "CA",
        "shipping_city": "Santa Clara",
        "product_offering": "2d4376760f740110603bf634a7767e46",
        "external_id": null,
        "sys_updated_on": "2022-03-30 21:59:41",
        "expiration_date": "",
        "sys_class_name": "sn_csm_om_order_line_item",
        "sold_product": null,
        "sys_id": "ecfdf5bd75eec510f877f30c01a15aa3",
        "unit_of_measurement":
"cb2795d553020110286eddeeff7b12ff",
        "price_list": null,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_updated_by": "username",
        "shipping_zip": "94560",
        "sys_created_on": "2022-03-30 21:59:41",
        "contact": "96d0461553ab70101aaeddeeff7b120b",
        "sys_domain": "global",
        "effective_date": "",
        "action": "add",
        "order_line_id": "ORDL0001060",
        "state": "draft",
        "sku": null,
        "consumer": null,
        "sys_created_by": "username",
        "order": "24fdf5bd75eec510f877f30c01a15aa0",
        "previous_product_model": null,
        "shipping_street": "222 Star St",
        "product": "561dba7e0f740110603bf634a7767ebe",
        "quantity": "1",
        "comments": "",
        "total_price": "2000",
        "parent_line_item": null,
        "sys_mod_count": "1",
        "specification": "104f66720f740110603bf634a7767e7d",
        "list_price": "2000",
        "unit_price": "2000",
        "sys_domain_path": "/",
        "sys_tags": "",
        "delivered_quantity": null,
        "top_line_item": null,
        "product_specification":
"104f66720f740110603bf634a7767e7d",
        "location": null,
        "work_notes": "",
        "shipping_country": "USA",
        "account": "c480021553ab70101aaeddeeff7b120f",
        "external_system": null,
        "status": "new",
        "order_line_characteristics": [
          {
            "characteristic_option":
"1c6ceabe0f340110603bf634a7767e97",
            "sys_mod_count": "0",
            "specification": "104f66720f740110603bf634a7767e7d",
            "external_id": null,
            "sys_updated_on": "2022-03-30 21:59:41",
            "type": "1",
            "sys_domain_path": "/",
            "sys_tags": "",
            "characteristic":
"4e76f1b20fb00110603bf634a7767ee3",
            "sys_class_name":
"sn_csm_om_order_characteristic_value",
            "previous_characteristic_option_value": null,
            "number": "ORC0000001041",
            "sys_id": "acfd79bd75eec510f877f30c01a15a94",
            "sys_updated_by": "username",
            "sys_created_on": "2022-03-30 21:59:41",
            "sys_domain": "global",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "characteristic_option_value": "1.2 cu",
            "order_line_item":
 "ecfdf5bd75eec510f877f30c01a15aa3",
            "sys_created_by": "user"
          },
          {
            "characteristic_option":
 "2d0d66fe0f340110603bf634a7767ef6",
            "sys_mod_count": "0",
            "specification": "104f6672f0f740110603bf634a7767e7d",
            "external_id": null,
            "sys_updated_on": "2022-03-30 21:59:41",
            "type": "1",
            "sys_domain_path": "/",
            "sys_tags": "",
            "characteristic":
 "11e639b20fb00110603bf634a7767e17",
            "sys_class_name":
 "sn_csm_om_order_characteristic_value",
            "previous_characteristic_option_value": null,
            "number": "ORC0000001042",
            "sys_id": "e0fd79bd75eec510f877f30c01a15a95",
            "sys_updated_by": "username",
            "sys_created_on": "2022-03-30 21:59:41",
            "sys_domain": "global",
            "characteristic_option_value": "Stainless steel",
            "order_line_item":
 "ecfdf5bd75eec510f877f30c01a15aa3",
            "sys_created_by": "user"
          }
        ]
      }
    ]
  }
}
```


Order API – POST /sn_ind_tmt_orm/order

Creates a new order with line items and characteristics.

Orders with line items are defined using request body parameters. The following properties are required in most versions of Order Management:

- *account* for B2B orders or *consumer* for B2C orders.
  - *account* – Sys_id of a record located in the Accounts [customer_account] table.
  - *consumer* – Sys_id of a consumer record.
- *order_currency* – Currency code representing the currency in which the order was purchased. For example, USD for United States Dollars. This currency is used for all amount fields in the order and line orders. Currency codes are listed in the Currencies [fx_currency] table.
- *order_line_items* – List of objects that define each order line item in the order. Required properties in each order line item object:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- *account* for B2B orders or *consumer* for B2C orders.
  - *account* – Sys_id of the business account assigned to this order line item. Located in the Accounts [customer_account] table.
  - *consumer* – Sys_id of the consumer assigned to this order line item. Located in the Consumers [csm_consumer] table.
- *order_line_characteristics* – List of objects defining associated order line characteristics. Order line characteristics are located in the Order Line Characteristics [sn_csm_om_order_characteristic_value] table.
- *product_offering* – Sys_id of the product listed in the Product Offerings [sn_prd_pm_product_offering] table.
- *quantity* – Number of product models ordered.
- *unit_of_measurements* – Sys_id for the ordered unit of measure listed in the Unit of Measures [sn_prd_pm_uom] table.

The Request body parameters table contains more details.

URL format

Versioned URL: `/api/sn_ind_tmt_orm/{api_version}/order`

Default URL: `/api/sn_ind_tmt_orm/order`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
account	Required for B2B orders. Sys_id of a record located in the Accounts [customer_account] table. The consumer property is required for B2C orders. Data type: String
actual_end_date	End date of order. Format: UTC format, yyyy-MM-dd HH:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
actual_start_date	Start date of order. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String
billing_city	Name of the billing city. Data type: String
billing_country	Abbreviation of the billing country. Data type: String
billing_state	Abbreviation of the billing state or province. Data type: String
billing_street	Billing street address. Data type: String
billing_zip	Billing ZIP or postal code. Data type: String
comments	Additional information for the order. Data type: String
consumer	Required for B2C orders. Sys_id of a consumer record. The account property is required for B2B orders. Data type: String Table: Consumers [csm_consumer]
contact	Sys_id of the customer contact related to the account. Data type: String Table: Contacts [customer_contact]
contract	Sys_id of the Customer Service contract record. Data type: String Table: Contracts [ast_contract]
expected_end_date	Expected end date of order. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
expected_start_date	Expected start date of order. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String
external_id	External ID representing a related record on a third party's system. Data type: String
external_system	Name of the customer's system. Data type: String
order_category	Customer order type. Possible values: • product • service Data type: String
order_currency	Required. Currency code representing the currency in which the order was purchased. For example, USD for United States Dollars. This currency is used for all amount fields in the order and line orders. Currency codes are listed in the Currencies [fx_currency] table. **Note:** This property might not be available in earlier versions of Order Management. Data type: String
order_date	Date and time of order creation. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String
order_line_items	Required. List of objects that define each order line item in the order. Data type: Array Required properties in each order line item object: • *account* for B2B orders or *consumer* for B2C orders. • *product_offering-* • *quantity* • *unit_of_measurements* • *order_line_characteristics*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	"order_line_items": [
	{
	"account": "String",
	"action": "String",
	"comments": "String",
	"consumer": "String",
	"contact": "String",
	"delivered_quantity": "String",
	"effective_date": "String",
	"expiration_date": "String",
	"external_id": "String",
	"external_system": "String",
	"list_price": "String",
	"location": "String",
	"order_line_characteristics":
	[Array],
	"order_line_id": "String",
	"order": "String",
	"parent_line_item": "String",
	"previous_product_model":
	"String",
	"price_list": "String",
	"product_offering": "String",
	"product_specification": "String",
	"product": "String",
	"quantity": "String",
	"shipping_city": "String",
	"shipping_country": "String",
	"shipping_state": "String",
	"shipping_street": "String",
	"shipping_zip": "String",
	"short_description": "String",
	"sku": "String",
	"sold_product": "String",
	"specification": "String",
	"state": "String",
	"status": "String",
	"sys_class_name": "String",
	"sys_created_by": "String",
	"sys_created_on": "String",
	"sys_id": "String",
	"sys_mod_count": "String",
	"sys_tags": "String",
	"sys_updated_by": "String",
	"sys_updated_on": "String",
	"top_line_item": "String",
	"total_price": "String",
	"unit_of_measurement": "String",
	"unit_price": "String",
	"work_notes": "String"
	}
	]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Order Line Items [sn_csm_om_order_line_item]
order_line_items.account	Required for B2B orders. Sys_id of the business account assigned to this order line item. Located in the Accounts [customer_account] table. The consumer property is required for B2C orders. Data type: String
order_line_items.action	Action that determines how the order line is added to the order. Possible values: • add • change Data type: String
order_line_items.comments	Additional information for the order line item. Data type: String
order_line_items.consumer	Required for B2C orders. Sys_id of the consumer assigned to this order line item. Located in the Consumers [csm_consumer] table. The account property is required for B2B orders. Data type: String
order_line_items.contact	Contact sys_id related to the account. Data type: String
order_line_items.delivered_quantity	Number of items in the order delivered. Data type: String
order_line_items.effective_date	Effective date of order line. Format: yyyy-MM-dd HH:mm:ss in UTC time zone Data type: String
order_line_items.expiration_date	Expiration date of order line. Format: yyyy-MM-dd HH:mm:ss in UTC time zone Data type: String
order_line_items.external_id	External ID of the order line item. Data type: String
order_line_items.external_system	External sys_id of the order line item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
order_line_items.list_price	List price of the product offering per unit. **Note:** This property might not be available in earlier versions of Order Management. Data type: String
order_line_items. order_line_characteristics	Required. List of objects defining associated order line characteristics. Order line characteristics are located in the Order Line Characteristics [sn_csm_om_order_characteristic_value] table. In the most recent release, if the offering is associated with product specification, then order characteristics must be included to determine the product model. In earlier releases, this property was only required for simple orders with the *order_line_items.product_specification* property set. Data type: Array of Objects `"order_line_characteristics": [ { "characteristic": "String", "characteristic_option": "String" } ]`
order_line_items. order_line_characteristics. characteristic	Name of the characteristic associated with the product model. For example, Dishwasher Size. Data type: String
order_line_items. order_line_characteristics. characteristic_option	Product characteristic unique option that triggers the exclusion rule. For example, product size or color. Data type: String
order_line_items.price_list	Sys_id of a price list record in the Price Lists [sn_csm_pricing_price_list] table. **Note:** This property might not be available in earlier versions of Order Management. Data type: String
order_line_items.product	Sys_id of the product model listed in the Product Models [cmdb_model] table. If included in the request body, the associated order line characteristics must match.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
order_line_items.product_offering	Required. Sys_id of the product listed in the Product Offerings [sn_prd_pm_product_offering] table. If the offering is associated with the product model, the product model is determined by the order. If the offering is associated with product specification, then order characteristics must be included to determine the product model. Data type: String
order_line_items. product_specification	Required. Sys_id of the product specification associated with the order line item. Listed in the Product Specifications [sn_prd_pm_product_specification] table. **Note:** This property was not required in earlier versions of Order Management. Data type: String
order_line_items.quantity	Required. Number of product models ordered. **Note:** This property was required in earlier versions of Order Management. Data type: String
order_line_items.shipping_city	Name of the destination city. Data type: String
order_line_items.shipping_country	Abbreviation of the destination country. Data type: String
order_line_items.shipping_state	Abbreviation of the destination state or province. Data type: String
order_line_items.shipping_street	Destination street address. Data type: String
order_line_items.shipping_zip	Destination ZIP or postal code. Data type: String
order_line_items.short_description	Short description of the order line item. Data type: String
order_line_items.sku	Number that is generated by a supplier that uniquely identifies a product that is sold by that supplier.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
order_line_items.sold_product	Sys_id of an install base sold product record. Data type: String Table: Sold Products [sn_install_base_sold_product]
order_line_items.specification	Specification of order line item. Data type: String
order_line_items.state	State of order line. For example, draft, new, in_progress, or completed. Data type: String
order_line_items.total_price	Total price of order line. The total price is not calculated based on net price and quantity by this API. Data type: String
order_line_items. unit_of_measurement	Required. Sys_id for the ordered unit of measure listed in the Unit of Measures [sn_prd_pm_uom] table. **Note:** This property might not be available in earlier versions of Order Management. Data type: String
order_line_items.unit_price	Net price of the product offering per unit. Data type: String Table: Currency Instances [fx_currency_instance]
order_line_items.work_notes	Free-form internal work notes for the order line item. Data type: String
order_type	Order action that determines how the order is added. Possible values: • add • change Data type: String
partner	For B2B orders, sys_id of the associated partner record for an account. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Accounts [customer_account]
partner_contact	For B2B orders, sys_id of the primary contact of the partner for the partner account. Data type: String Table: Contacts [customer_contact]
price_list	Sys_id of the associated price list record. The price is not calculated based on net price and quantity by this API. **Note:** This property might not be available in earlier versions of Order Management. Data type: String Table: Price Lists [sn_csm_pricing_price_list]
quote_id	Unique ID for the order price quote. Data type: String
shipping_city	Name of the destination city. Data type: String
shipping_country	Abbreviation of the destination country. Data type: String
shipping_state	Abbreviation of the destination state or province. Data type: String
shipping_street	Destination street address. Data type: String
shipping_zip	Destination ZIP or postal code. Data type: String
short_description	Short description of the order. Data type: String
special_instructions	Special instructions for the order. Data type: String
state	State of the order. For example, new, in_progress, or completed. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
total_amount	Total cost for the entire order. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Payload is not in the expected format.
401	The user is not authenticated.
403	The user is not authorized. • The user does not have required roles to access the API. • The user does not have authorization to read the order. This API requires sn_csm_om.order_integrator for access, and one of the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• sn_csm_om.consumer_agent – API write access restricted to B2C orders. • sn_csm_om.customer_agent – API write access restricted to B2B orders. • sn_csm_om.order_admin – API write access for B2B or B2C orders.
500	Internal server error. One or more validations have failed. Possible issues: • *Account* or *consumer* parameter is missing. These fields are mandatory on header and item. • *Account*/*contact* and *consumer* parameters have been passed. These parameters cannot be passed together. • Choice parameters: Invalid choice values passed. • Quantity parameter: Invalid value. • Invalid reference field. • Missing mandatory fields. • Invalid date and time format. • Start date is greater than end date. • Invalid characteristic. • Invalid characteristic option. • More than one product model was found for provided characteristics. • Product model not found for the provided characteristics. • User does not have access to create an order. • B2B order contains consumer order lines. • B2C order contains account, contact, partner, or partner contact parameters. • Amount fields currency does not match the order currency. • *Order_line_characteristics* were passed for an order line with *product_offering* associated with product model. • The unit of measurement specified for an offer type=configuration does not belong to the allowed units of measure defined on the product offering. • No characteristics were passed for an offer type of configuration when the product offering is expecting configuration. • Unable to create orders that have a bundle item plus simple configurations on the order line. • Passed parameters contain characteristics for a bundle offering. • Unable to create parent order line and/or child order line. Only parent bundle items are valid in bundle offering calls. • The specified unit_of_measurement record for a bundle offering contains a value other than "EACH".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
error	Details describing an error encountered during the request process. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details of the error encountered during the request process. Data type: String
error.message	Message for the error encountered during the request process. Each error message has a corresponding description in the *detail* property. Data type: String
order_id	Order number of the order. Data type: String Table: Orders [sn_csm_om_order]
status	Failure message included in addition to the error object. Data type: String
sys_id	Sys_id of the order record. Data type: String Table: Orders [sn_csm_om_order]

Example: cURL request

The following example shows how to create a single-item order for a stainless steel microwave.

```
curl "https://instance.service-now.com/api/sn_ind_tmt_orm/order"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
\"account\": \"c480021553ab70101aaeddeeff7b120f\",
\"contact\":\"96d0461553ab70101aaeddeeff7b120b\",
\"order_currency\": \"USD\",
\"order_line_items\": [
{
\"account\": \"c480021553ab70101aaeddeeff7b120f\",
\"action\": \"add\",
\"contact\": \"96d0461553ab70101aaeddeeff7b120b\",
\"list_price\": \"2000\",
\"order_line_characteristics\": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
\"characteristic\" : \"Solana color\",
\"characteristic_option\" : \"Stainless steel\"
},
{
\"characteristic\" :\"Microvawe Capacity\",
\"characteristic_option\" : \"1.2 cu\"
}
],
\"product_offering\": \"2d4376760f740110603bf634a7767e46\",
\"quantity\": \"1\",
\"shipping_city\": \"Santa Clara\",
\"shipping_country\": \"USA\",
\"shipping_state\": \"CA\",
\"shipping_street\": \"222 Star St\",
\"shipping_zip\": \"94560\",
\"state\": \"draft\",
\"status\": \"new\",
\"total_price\": \"2000\",
\"unit_of_measurement\": \"cb2795d553020110286eddeeff7b12ff\",
\"unit_price\": \"2000\"
}
]
}" \
--user 'user':'password'
```

Response:

```
{
  "result": {
    "sys_id": "24fdf5bd75eec510f877f30c01a15aa0",
    "order_id": "ORD0001034"
  }
}
```

Predictive Intelligence API

The *Predictive Intelligence* API provides endpoints that predict a field value based on one or more input fields and a trained solution.

You can only use this API when the Predictive Intelligence (com.glide.platform_ml) plugin is activated.

Predictive Intelligence - GET /agent_intelligence/solution/{solution_name}/prediction

Predicts an output field value using a specific solution.

URL format

Default URL: `/api/now/agent_intelligence/solution/{solution_name}/prediction`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
solution_name	Name of solution to use for predictions. For example, `ml_incident_categorization`. Data type: String

Query parameters

Name	Description
Solution definition input field key-value pair	Name-value pair of the solution input field. For example, enter the name: `short_description` and the value: `Unable to connect to` VPN. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
input	Name-value pairs that were specified as input to the call. Data type: Object

output	Predicted outcome values based on the specified solution.
	
	Data type: Object
	`"output": {`
	`  "confidence": Number",`
	`  "outcome": "String",`
	`  "threshold": Number"`
	`}`

output.confidence	Estimated precision of the prediction as a percentage. For example, **53.84615375762915**. Data type: Number
output.outcome	Prediction output field value. For example, an incident categorization solution would return an incident category such as **inquiry**. Data type: String
output.threshold	Value of the configured threshold associated with the prediction. Data type: Number

Example: Sample cURL request

```
curl
 "https://instance.service-now.com/api/now/predictive_intelligen
ce/solution/ml_incident_categorization/prediction?short_descript
ion=unable%20to%20connect%20to%20VPN" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "input": {
      "short_description": "unable to connect to VPN",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "api": "api"
    },
    "output": {
      "outcome": "inquiry",
      "confidence": 53.84615375762915,
      "threshold": 5
    }
  }
}
```

Predictive Intelligence - GET /agent_intelligence/solution/prediction

Returns predictions for multiple solutions.

Note: Outcome result objects are grouped by solution name and sys_id in the format `result.<solutionname>.<sys_id>.[{ <result1> },{ <result2>}]`.

For customization information, see MLSolutionFactory scriptable objects.

URL format

Versioned URL: `/now/{api_version}/agent_intelligence/solution/prediction`

Default URL: `/now/agent_intelligence/solution/prediction`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Parameter	Description
input_filter	Required parameter if *`input_table`* is used, don't use this parameter with *`input_maps`* parameter. Filter to select records on which to run predictions. For example: `sys_id 0ef47232db801300864adfea5e961912` Data type: String

input_maps	Required unless using *`input_table`* parameter. Array of input name-value pairs. For example:
	
	`[{"short_description":"my email is not working"},`
	`{"short_description":"need help with password"}]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Parameter	Description
	Data type: Array of Objects
input_table	Required unless using *input_maps* parameter. Table name on which you want to run predictions. For example: `incident` Data type: String
options	JSON object with optional arguments. For example: `{"top_n" : 5, "apply_threshold":false}` Valid options: • top_n: Number. If provided, returns the top results, up to the specified number of predictions. • apply_threshold: Boolean. Checks the threshold value for the solution and applies it to the result set. The threshold value is solution threshold for similarity or class-level threshold for classification. Default value is true. • custom_results_filter: String. Similarity solutions only. Specifies the allowed set from which results are returned using an encoded query. Data type: Object
solution_names	Required. Comma-separated list of solution names for which you want to run predictions. For example: `ml_incident_categorization,ml_incident_assignment` Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Element	Description
confidence	Value of the confidence associated with the prediction. For example, 53.84. Data type: Number
predictedSysId	The sys_id of the predicted value. Results can be from any table on which information is being predicted. Data type: String
predictedValue	Value representing the prediction result. Data type: String
threshold	Value of the configured threshold associated with the prediction. Data type: Number

Example: Sample cURL request

```
curl
 "http://instance.servicenow.com/api/now/agent_intelligence/solu
tion/prediction?input_table=incident&input_filter=sys_id%3D0ef47
232db801300864adfea5e961912&solution_names=ml_incident_categoriz
ation%2Cml_incident_assignment&options=%7B
%22top_n%22%20%3A%202%2C%20%22apply_threshold%22%3Afalse%7D" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "result": {
    "ml_incident_categorization": {
      "0ef47232db801300864adfea5e961912": [
        {
          "confidence": 29.12211732875455,
          "threshold": 15,
          "predictedValue": "Email",
          "predictedSysId": ""
        },
        {
          "confidence": 19.08583525847071,
          "threshold": 14,
          "predictedValue": "Platform Performance",
          "predictedSysId": ""
        }
      ]
    },
    "ml_incident_assignment": {
      "0ef47232db801300864adfea5e961912": [
        {
          "confidence": 5.782322543467415,
          "threshold": 5,
          "predictedValue": "IT Finance CAB",
          "predictedSysId": "5f63e48fc0a8010e00eeaad81cd4dd37"
        },
        {
          "confidence": 5.303589009246953,
          "threshold": -1,
          "predictedValue": "NY DB",
          "predictedSysId": "5f74727dc0a8010e01efe33a251993f9"
        }
      ]
    }
  }
}
```


Proactive Engagement API

The *Proactive Engagement* API provides an endpoint for creating digital experience issues.

This API is available as a custom scripted REST API. It requires the Proactive Engagement (proactive-engagement) plugin and sn_pren.experience_issue_create role. This API belongs to the `sn_pren` namespace.

Use the *Proactive Engagement* API to create an experience issue when an issue is detected on a user's instance. The created experience issue drives engagement with the user and helps them self-resolve the issue.

To use this API, ensure the following tables are populated with records:

- Issue Registry Template [sn_pren_issue_registry_template]
- Issue Registry [sn_pren_issue_registry]
- Resolution [sn_pren_resolution]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Notification Content [sn_pren_notification_content]
- Provider [sn_pren_provider]

For more information, see Proactive Engagement

Proactive Engagement - CREATE /api/sn_pren/self_remediation/experience_issue/create

Creates an experience issue when an issue is detected on the user's endpoint. Updates the Experience Issues [sn_pren_experience_issue] table.

URL format

Default URL: `/api/sn_pren/self_remediation/experience_issue/create`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
endpoint	Required. Configuration item (CI) and user information used to detect issue details. **Note:** All parameters within this object are optional. You must pass at least one parameter within the object to identify the user or device." Data type: Object `"endpoint": { "CI": "String", "email": "String", "user_id": "String", "user_name": "String" }`
endpoint.CI	Sys_id of the CI device on which the issue was detected. Data type: String Table: Computer [cmdb_ci_computer]
endpoint.email	Email address of the user for whom the issue was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
endpoint.user_id	Sys_id of the user for whom the issue was detected. Data type: String Table: User [sys_user]
endpoint.user_name	User name of the user for whom the issue was detected. Data type: String Table: User [sys_user]
experience_id	User-defined ID to assign to the created issue. Data type: Number Default: An ID is automatically generated.
input_parameters	Parameters to pass to the action that will be executed on the device. The input parameters sent are passed to the configured resolution-remedial action such as a sub flow, flow action, or CI action. Data type: Object `"input_parameters": { "process_id": "String" }`
input_parameters.process_id	Sys_id of the process to terminate or restart. Data type: String
investigative_details	Details that could be useful for a manual investigation if the Power Usage Effectiveness (PUE) resolution fails. The investigative details are copied over to the incident which is created as a fallback when the PUE resolution fails. Data type: Object `"investigative_details": { "cpu_usage": "String", "processes_running": "String", "available_memory": "String" }`
investigative_details.cpu_usage	CPU usage on the device. Data type: Number (parsed as a string)
investigative_details.processes_running	Number of processes running on the device.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: Number (parsed as a string)
investigative_details.available_memory	Available memory on the device. Data type: Number (parsed as a string)
issue_code	Required. Issue code to associate with the problem. The issue code must be available and deployed in the instance. The API returns an error if an empty or invalid issue is provided. Data type: String Table: Issue Registry [sn_pren_issue_registry]
provider	Required. Unique code for the provider. This code must match the *provider_code* field in the sn_pren_provider table on the instance. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status code	Description
200	An experience issue was created successfully.
400	Invalid request. Provide endpoint details. An empty *endpoint* object was sent in the request.
400	Invalid issue code, please provide a valid issue code. An empty *issue_code* was sent in the request.
400	Invalid provider, please provide a valid provider. An empty provider was sent in the request.
400	Invalid issue code or provider, please provide valid details. Issue can't be detected in the instance. Verify *issue_code* and *provider* details.
400	Issue code does not have a proper resolution. A valid resolution is not configured in the PUE framework for the issue identified.
400	Could not resolve user from endpoint details, please provide valid details. This error is returned if the PUE framework ID is unable to identify the user from the given endpoint details.
400	An experience issue is being resolved with given issue code for specified user. The specified experience issue is currently in an in-progress or open state.
400	Existing experience issue with given *experience_id* is still under execution or is closed. This error occurs when an experience issue is in a chaining scenario. For instance, if a new *issue_code* key is sent with an existing *experience_id*, and the earlier experience issue is running or is in closed state. The experience issue with this experience_id must be in action_wait state to send a new issue_code with the previous experience_id.
400	Error occurred while creating experience issue. This indicates a technical error.

Response body parameters (JSON or XML)

Name	Description
experienceId	Experience ID of the created experience issue. Generated from the *experience_id* request parameter. If the *experience_id* parameter is not passed, the resultant ID is always the sys_id of the created record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Experience Issues [sn_pren_experience_issue]

Example: cURL request

The following example creates an experience issue for user Abel Tuter. The issue code in the body allows Proactive Engagement to identify the resolution from the Issue Registry Template and engage with the end-user via Virtual Agent to help them self-solve the issue.

```
curl
 "http://instance.servicenow.com//
api/sn_srf/self_remediation/experience_issue/create" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
--data “{
  "endpoint": {
    "CI": "d049b28e936aa1106f98f6db5cba10d5",
    "user_id": "62826bf03710200044e0bfc8bcbe5df1",
    "user_name": "abel.tuter",
    "email": ""
  },
  "issue_code": "100",
  "provider": "sn",
  "experience_id": "09ed4830f393739df33",
  "input_parameters": {
    "process_id": "10644"
  },
  "investigative_details": {
    "cpu usage": "78%",
    "processes running": "35",
    "available memory": "23%"
  }
}”\
```

The response body returns the experience ID, indicating that the issue creation was successful.

```
{
  "result": {
    "experience_id": “09ed4830f393739df33”
  }
}
```

Product Catalog Open API

The *`Product Catalog Open`* API provides endpoints to create and retrieve product catalogs, product offerings, and product specifications.

Use this API to manage product catalog information between external systems and the ServiceNow AI Platform. The *`Product Catalog Open`* API is a ServiceNow® implementation of the TM Forum Product Catalog Management API REST specification. This implementation is based on the TMF620 Product Catalog Management API REST Specification Version 4, April 2021.

This API is included in the Product Catalog Advanced application, which is available on the ServiceNow Store and runs in the `sn_tmf_api` namespace.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The calling user must have the sn_prd_pm_adv.catalog_integrator role.

This API creates and updates data in the following tables.

- Characteristic [sn_prd_pm_characteristic]
- Characteristic Option [sn_prd_pm_characteristic_option]
- Product Offering [sn_prd_pm_product_offering]
- Product Offering Catalog [sn_prd_pm_product_offering_catalog]
- Product Offering Characteristic [sn_prd_pm_product_offering_characteristic]
- Product Specification [sn_prd_pm_product_specification]
- Specification Relationship [sn_prd_pm_specification_relationship]

Product Catalog Open API - DELETE /sn_tmf_api/catalogmanagement/productOffering/{id}

Deletes the specified product offering.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productOffering/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the product offering to delete. Data type: String Table: Product Offering [sn_prd_pm_product_offering]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

Response body parameters (JSON or XML)

Name	Description
message	A failure or success message about the deletion or archival of the product specification.

Example: cURL request

The following example deletes the product offering with an ID of d6f8d9995b020210235d85cced81c7eb.

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/productOffering/d6f8d9995b020210235d85cced81c7eb" \
--request DELETE\
--header "Accept:application/json" \
--user 'username':'password'
```

The response body returns a successful deletion message:

```
"The product offering (d6f8d9995b020210235d85cced81c7eb) is
 successfully deleted"
```

Product Catalog Open API - DELETE /sn_tmf_api/catalogmanagement/productOfferingPrice/{id}

Inactivates, but doesn't delete, a price list line with a specific sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To set a price list line to an inactive state, this DELETE method updates the end date of the price list line to today's date. A price list line with an end date prior to today's date is also considered inactive. Inactive price list lines are not retrievable in related GET methods.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productOfferingPrice/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the price list line to delete. Table: Price list line [sn_csm_pricing_price_list_line] Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
message	Status code with a message about the successful or failed inactivation of the price list line.

Example: cURL request

The following example demonstrates how to successfully inactivate or delete a price list of the given sys_id, 994d...

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/productOfferingPrice/994d5d364f8b5210f899f61d20ce0b7c" \
--request DELETE\
--user 'username':'password'
```

Response. The response returns a 200 status code with details about the successful inactivation.

```
Status: 200 OK
"The price list line (994d5d364f8b5210f899f61d20ce0b7c) is
 inactive successfully"
```

Product Catalog Open API - DELETE /sn_tmf_api/catalogmanagement/productSpecification/{id}

Deletes or archives the specified product specification.

When calling this DELETE method, a product specification may either be deleted or archived depending on the state it is in:

- A product specification in the draft state is successfully deleted. The response returns a success message.
- A product specification in the archived state can't be deleted. The response returns a message that the specification is already archived.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- A product specification not in the draft state and associated with other product specifications or offerings is archived but not deleted. The response returns a message that the specification is moved from an active state to an archived state.
- A product specification associated with an active product specification or offering cannot be deleted. The response returns an error message.

URL format

Default URL: `/sn_tmf_api/catalogmanagement/productSpecification/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the product specification to delete. Data type: String Table: Product Specification [sn_prd_pm_product_specification]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

Response body parameters (JSON or XML)

Name	Description
message	A failure or success message about the deletion or archival of the product specification.

Example: cURL request

The following example deletes the product specification with an ID of 8ef57fa05b308210235d85cced81c7d8.

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/productSpecification/8ef57fa05b308210235d85cced81c7d8" \
--request DELETE\
--header "Accept:application/json" \
--user 'username':'password'
```

The response body returns a success or failure message:

```
"The product specification (8ef57fa05b308210235d85cced81c7d8) is
 successfully deleted"
```

Product Catalog Open API - GET /sn_tmf_api/catalogmanagement/catalog

Retrieves a list of all product offering catalogs.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/catalog`

Supported request parameters

Path parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Data type: String Default: All fields returned.
limit	Maximum number of records to return. For requests that exceed this number of records, use the *`offset`* parameter to paginate record retrieval. Data type: Number Default: 20 Maximum: 100
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the *`Content-Range`* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *`application/json`*.
Link	Contains the following links to navigate through query results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description
	• first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
description	Description of the product offering catalog. Only returned if the field contains a value. Data type: String
id	Sys_id of the product offering catalog. Data type: String Table: Product Offering Catalog [sn_prd_pm_product_offering_catalog]
lifecycleStatus	Current life cycle status of the price list line. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Active • Draft • Inactive Data type: String
name	Name of the product offering catalog. Data type: String
status	Status of the product offering catalog. Possible value: published Data type: String

Example: cURL request

This example retrieves all product offering catalogs.

```
curl --location --request GET
 "https://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/catalog" \
--user 'username':'password'
```

Response body.

```
[
  {
    "id": "341f4953b71a9910ff00f203ae11a9bb",
    "name": "Home Internet Plan",
    "lifecycleStatus": "Active",
    "status": "published"
  },
  {
    "id": "69f494792b11525047f3f3e30391bf66",
    "name": "Chemical Processing",
    "lifecycleStatus": "Active",
    "description": " Catalog for Chemical Processing Industry",
    "status": "published"
  }
]
```

Product Catalog Open API - GET /sn_tmf_api/catalogmanagement/catalog/{id}

Retrieves a product offering catalog.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/catalog/{id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the product offering catalog to retrieve. Data type: String Table: Product Offering Catalog [sn_prd_pm_product_offering_catalog]

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Data type: String Default: All fields.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the request body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Could be any of the following reasons: • Invalid path parameter • Invalid URI
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
description	Description of the product offering catalog. Data type: String
id	Sys_id of the product offering catalog . Data type: String Table: Product Offering Catalog [sn_prd_pm_product_offering_catalog]
lifecycleStatus	Current life cycle status of the price list line. Valid values: • Active • Draft • Inactive Data type: String
name	Name of the product offering catalog. Data type: String

Example: cURL request

This example retrieves a product offering catalog for an enterprise mobile plan.

```
curl --location --request GET
 "https://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/catalog/69f494792b11525047f3f3e30391bf66" \
--user 'username':'password'
```

Response body.

```
{
  "id": "69f494792b11525047f3f3e30391bf66",
  "name": "Chemical Processing",
  "lifecycleStatus": "Active",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "description": " Catalog for Chemical Processing Industry"
}
```

Product Catalog Open API - GET /sn_tmf_api/catalogmanagement/productOffering

Retrieves all product offerings or a subset of product offerings, based on specified filter settings.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productOffering`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Valid fields: • category • channel • description • externalId • id • internalId • internalVersion • lastUpdate • name • productCharacteristic • productOfferingPrice • productOfferingTerm • productSpecification • prodSpecCharValueUse • validFor • version Data type: String Default: All fields are returned.
limit	Maximum number of records to return. For requests that exceed this number of records, use the *offset* parameter to paginate record retrieval.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: Number Default: 20 Maximum: 100
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0
specification	Filter product offerings by product specification sys_id. Only product offerings with the specified product specification sys_id are returned in the response. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
state	Filter product offerings by state. Only product offerings in the specified state are returned in the response. Valid values: • archived • draft • published • retired Data type: String

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Content-Type	Data format of the request body. Only supports *`application/json`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the *`Content-Range`* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *`application/json`*.
Link	Contains the following links to navigate through query results. • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters

Name	Description
bundledGroupProductOffering	Child groups of product offerings. These show hierarchical sub-grouping Data type: Array of Objects `"bundledGroupProductOffering": [ { "bundledGroupProductOfferingOption": {Object`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"bundledProductOffering": [Array],
	"id": "String",
	"name": "String"
	}
	]</pre>

bundledGroupProductOffering.
bundledGroupProductOfferingOption
	A range of numbers that specifies the lower and upper limits of the numb associated product offering that can be procured as part of the related b product offering.
	
	Data type: Object
	<pre>"bundledGroupProductOfferingOption": {
	"numberRelOfferLowerLimit": "String",
	"numberRelOfferUpperLimit": "String"
	}</pre>

bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferLowerLimit	Lower limit for a product offering that can be procured as part of the rela bundled product offering. Data type: String
bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferUpperLimit	Upper limit for a product offering that can be procured as part of the rela bundled product offering. Data type: String
bundledGroupProductOffering. bundledProductOffering	Child groups of product offerings associated with the bundle. Same form *bundledProductOffering* specified below. Data type: Array of Objects
bundledGroupProductOffering.id	Sys_id of the bundled group record. Useful in cases where the parent pr offering or group includes multiple groups. Data type: String Table: Product Offering Relationship Group [sn_prd_pm_product_offering_relationship_group]
bundledGroupProductOffering.name	Name of the group of child product offerings. Data type: String

bundledProductOffering	List of product offerings included in the product offering bundle. The pro offering bundle inherits all of the attributes of the included product offeri
	
	Data type: Array of Objects
	<pre>"bundledProductOffering": [
	{
	"bundledProductOfferingOption": {Object},
	"externalId": "String",
	"href": "String",
	"id": "String",
	"name": "String",
	"version": Number</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>

bundledProductOffering.
bundledProductOfferingOption
	Product bundle options such as the default number of product offerings upper and lower product offering procurement constraints.
	
	Data type: Object
	<pre>"bundledProductOfferingOption": {
	  "numberRelOfferDefault": "String",
	  "numberRelOfferLowerLimit": "String",
	  "numberRelOfferUpperLimit": "String"
	}</pre>

bundledProductOffering. bundledProductOfferingOption. numberRelOfferDefault	Default number of product offerings that should be procured as part of th bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferLowerLimit	Lower limit of the number of the associated product offerings that can be as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferUpperLimit	Upper limit of the number of the associated product offerings that can be as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering.externalId	External ID of the product offering##relationship. For additional information on product offering relationships, see Create offering relationships. Data type: String
bundledProductOffering.href	Relative link to the associated product offering. Data type: String
bundledProductOffering.id	Sys_id or external ID of the bundled product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
bundledProductOffering.name	Name of the product offering bundle. Data type: String
bundledProductOffering.version	Catalog version of the product offering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
category	List of categories that the product belongs to. Data type: Array of Objects `"category:" [ { "id": "String", "name": "String" } ]`
category.id	ID of the category. Data type: String
category.name	Name of the category. Data type: String
channel	Channels to use for selling the product offering. Data type: Array of Objects `"channel:" [ { "description": "String", "id": "String", "name": "String" } ]`
channel.description	Description of the channel. Data type: String
channel.id	Sys_id of the channel. Data type: String Table: Distribution Channel [sn_prd_pm_distribution_channel]
channel.name	Name of the channel. Data type: String
description	Description of the product offering. Data type: String
displayName	Display name of the product offering. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
externalId	External ID of the product offering. Data type: String Table: In the external_id field of the Product Offering [sn_prd_pm_produ table.
href	Relative link to the resource record. Data type: String Default: Blank string
id	Required. Initial version or external ID of the product offering. Data type: String Table: In the initial_version or external_id field of the Product Offering [sn_prd_pm_product_offering] table.
internalId	Sys_id or internal ID of the product offering record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_o table.
isBundle	Flag that indicates whether the product offering is a bundle. Possible values: • true: Product offering is a bundle. • false: Single product offering. Data type: Boolean Default: false
isSellable	Flag that indicates whether the associated product offering can be sold must be part of a product offering bundle. Possible values: • true: Can be sold separately. • false: Only sold as part of a bundle. Data type: Boolean Default: false
lastUpdate	Date the product offering was last updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
lifecycleStatus	Current life cycle status of the product offering. Valid values: • Active • Draft • Inactive Data type: String Default: Blank string
name	Name of the product offering. Data type: String
prodSpecCharValueUse	Product offering characteristics. Data type: Array of Objects `"prodSpecCharValueUse": [ { "description": "String", "name": "String", "productSpecCharacteristicValue": [Array], "validFor": {Object}, "valueType": "String" } ]`
prodSpecCharValueUse.description	Description of the characteristic. Data type: String
prodSpecCharValueUse.name	Name of the characteristic. Data type: String
prodSpecCharValueUse. productSpecCharacteristicValue	List of the possible values of the characteristic. Data type: Array of Objects `"productSpecCharacteristicValue": [ { "isDefault": Boolean, "isMandatory": Boolean, "validFor": {Object}, "value": "String" } ]`
prodSpecCharValueUse. productSpecCharacteristicValue. isDefault	Flag that indicates whether the associated characteristic value is the de for the characteristic. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Default value. • false: Not the default value. Default: false
prodSpecCharValueUse. productSpecCharacteristicValue. isMandatory	Flag that indicates whether the associated characteristic value is a mand for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false

prodSpecCharValueUse.
productSpecCharacteristicValue.
validFor
	Date and time of when the characteristic is valid.
	
	Data type: Object
	`"validFor": {`
	`  "startDateTime": "String"`
	`}`

prodSpecCharValueUse. productSpecCharacteristicValue. validFor.startDateTime	Start date and time of when the characteristic value is valid. Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse. productSpecCharacteristicValue. value	Value of the characteristic. Data type: String

prodSpecCharValueUse.validFor	Date range the characteristic is valid for.
	
	Data type: Object
	`"validFor": {`
	`  "startDateTime": "String"`
	`}`

prodSpecCharValueUse.validFor. startDateTime	Start date of the characteristic. Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse.valueType	Data type of the *prodSpecCharValueUse.productSpecCharacteristicVal* parameter. Possible values: • choice • email • number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• text • yes/no Data type: String
productCharacteristic	List of product characteristics. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "value": "String" } ]`
productCharacteristic.name	Name of the characteristic. Data type: String
productCharacteristic.value	Value of the characteristic. Data type: String
productOfferingCharacteristic	Characteristic quality or distinctive feature of a product offering. Charact can take on a discrete value that is fixed at design time (catalog authorin Mobile Plan Rank. These characteristics are not generally modifiable at i level. For additional information on product offering characteristics, see Create characteristics and characteristic options. Data type: Array of Objects `productOfferingCharacteristic": [ { "characteristicValueSpecification": [Array], "name": "String", "valueType": "String" } ]`
productOfferingCharacteristic. characteristicValueSpecification	List of characteristic values associated with the product offering charact Data type: Array of Objects `"characteristicValueSpecification": [ { "isDefault": Boolean, "isMandatory": Boolean, "value": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOfferingCharacteristic. characteristicValueSpecification. isDefault	Flag that indicates whether the associated characteristic value is the de for the associated characteristic. Possible values: • true: Is default value. • false: Isn't the default value. Data type: Boolean Default: false
productOfferingCharacteristic. characteristicValueSpecification. isMandatory	Flag that indicates whether the associated characteristic value is manda associated characteristic. Possible values: • true: Is mandatory. • false: Isn't mandatory. Data type: Boolean Default: false
productOfferingCharacteristic. characteristicValueSpecification.value	Number or text assigned to the associated product specification charact For example: `"characteristicValueSpecification": [ { "value": "choice 1" }, { "value": "choice 2" } ]` Data type: String
productOfferingCharacteristic.name	Name of the associated product offering characteristic. Data type: String
productOfferingCharacteristic. valueType	Data type of the *productOfferingCharacteristic. characteristicValueSpecification.value* parameter. Possible values: • choice • email • number • text • yes/no Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOfferingPrice	Price information for the product offering. Data type: Array of Objects `"productOfferingPrice": [ { "price": {Object}, "priceType": "String" } ]`
productOfferingPrice.price	Price information for the product offering. Data type: Object `"price": { "taxIncludedAmount": {Object} }`
productOfferingPrice. price.taxIncludedAmount	Price information for the product offering. Data type: Object `"taxIncludedAmount": { "unit": "String", "value": "String" }`
productOfferingPrice.price. taxIncludedAmount.unit	Currency code for the product offering price. Data type: String
productOfferingPrice.price. taxIncludedAmount.value	Price of the product offering including tax. Data type: String
productOfferingPrice.priceType	Type of product offering price, one-time or recurring payment. Possible values: • nonRecurring (one-time) • recurring Data type: String
productOfferingTerm	Valid contract term length for the product offering. Data type: String
productSpecification	Product specification for the product. Data type: Object `"productSpecification": { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"version": "String"
	}</pre>

productSpecification.id	Sys_id of the product specification record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
productSpecification.internalId	Sys_id or internal ID of the product specification record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_c table.
productSpecification.name	Name of the product specification. Data type: String Table: In the name field of the Product Offering [sn_prd_pm_product_off table.
productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
status	Status of the product offering. Possible values: • draft • published Data type: String

validFor	Date range the product offering is valid for.
	
	Data type: Object
	<pre>"validFor": {
	"endDateTime": "String",
	"startDateTime": "String"
	}</pre>

validFor.endDateTime	End date of the product offering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Format: YYY-MM-DD
validFor.startDateTime	Start date of the product offering. Data type: String Format: YYY-MM-DD
version	External version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.

The following code example retrieves the first two product offering records.

```
curl --location --request GET
 "https://instance.service-now.com/api/sn_tmf_api/catalogmanagem
ent/productOffering?limit=2" \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body:

```
[
  {
    "id": "7b012c4d41ea7910f8771355f12634a4",
    "externalId": "7b012c4d41ea7910f8771355f12634a4",
    "href":
 "/api/sn_tmf_api/catalogmanagement/productOffering/0361dd9fd0a6
3110f8770dbf976be16f",
    "name": "Ultimate internet - 1Gbps Plan",
    "displayName": "Ultimate internet - 1Gbps Plan",
    "description": "Ultimate internet - 1Gbps Plan",
    "isSellable": true,
    "lifecycleStatus": "Active",
    "isBundle": false,
    "lastUpdate": "2025-03-08 02:07:04",
    "version": "",
    "internalVersion": "1",
    "internalId": "0361dd9fd0a63110f8770dbf976be16f",
    "validFor": {
      "startDateTime": "2023-11-14",
      "endDateTime": ""
    },
    "productOfferingTerm": "not_applicable",
    "productOfferingPrice": [
      {
        "priceType": "recurring",
        "price": {
          "taxIncludedAmount": {
            "unit": "USD",
            "value": 0
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          }
        }
      },
      {
        "priceType": "nonRecurring",
        "price": {
          "taxIncludedAmount": {
            "unit": "USD",
            "value": 0
          }
        }
      }
    ],
    "productOfferingCharacteristic": "",
    "bundledProductOffering": [],
    "bundledGroupProductOffering": [],
    "productSpecification": {},
    "prodSpecCharValueUse": [],
    "channel": "",
    "category": [
      {
        "id": "e6f0159fd0a63110f8770dbf976be18c",
        "name": "Internet"
      }
    ],
    "status": "published"
  },
  {
    "id": "313b917843235210a82ed6085bb8f2c7",
    "externalId": "313b917843235210a82ed6085bb8f2c7",
    "href":
 "/api/sn_tmf_api/catalogmanagement/productOffering/03c99cb53bf0
66509b48d69a04e45a11",
    "name": "Internet bundle",
    "displayName": "Internet bundle",
    "description": "Internet bundle",
    "isSellable": false,
    "lifecycleStatus": "Draft",
    "isBundle": true,
    "lastUpdate": "2025-04-09 15:59:09",
    "version": "",
    "internalVersion": "1",
    "internalId": "03c99cb53bf066509b48d69a04e45a11",
    "validFor": {
      "startDateTime": "2028-12-15",
      "endDateTime": "2034-01-14"
    },
    "productOfferingTerm": "not_applicable",
    "productOfferingPrice": [
      {
        "priceType": "recurring",
        "price": {
          "taxIncludedAmount": {
            "unit": "USD",
            "value": 0
          }
        }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      {
        "priceType": "nonRecurring",
        "price": {
          "taxIncludedAmount": {
            "unit": "USD",
            "value": 0
          }
        }
      }
    ],
    "productOfferingCharacteristic": [
      {
        "name": "Connectivity need",
        "valueType": "choice",
        "characteristicValueSpecification": [
          {
            "isMandatory": false,
            "isDefault": false,
            "value": "When in use"
          }
        ]
      },
      {
        "name": "Firewall Security",
        "valueType": "choice",
        "characteristicValueSpecification": [
          {
            "isMandatory": false,
            "isDefault": true,
            "value": "Premium"
          }
        ]
      }
    ],
    "bundledProductOffering": [
      {
        "href":
 "/api/sn_tmf_api/catalogmanagement/productOffering/57c99cb53bf0
66509b48d69a04e45a17",
        "id": "0f61dd9fd0a6311 0f877 0dbf976be168",
        "externalId": "EXT-123",
        "name": "Solana Sports streaming channel",
        "version": "1",
        "bundledProductOfferingOption": {
          "numberRelOfferDefault": "1",
          "numberRelOfferLowerLimit": "1",
          "numberRelOfferUpperLimit": "1"
        }
      }
    ],
    "bundledGroupProductOffering": [
      {
        "id": "063b957843235210a82ed6085bb8f205",
        "name": "Streaming Channel",
        "bundledProductOffering": [
          {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "href":
 "/api/sn_tmf_api/catalogmanagement/productOffering/5bc99cb53bf0
66509b48d69a04e45a1a",
            "id": "62619d9fd0a6311Of8770dbf976be180",
            "externalId": "EXT-345",
            "name": "Solana Movie streaming channel",
            "version": "1",
            "bundledProductOfferingOption": {
              "numberRelOfferDefault": "1",
              "numberRelOfferLowerLimit": "1",
              "numberRelOfferUpperLimit": "1"
            }
          }
        ],
        "bundledGroupProductOfferingOption": {
          "numberRelOfferLowerLimit": "1",
          "numberRelOfferUpperLimit": "1"
        }
      }
    ],
    "productSpecification": {
      "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
      "name": "SD-WAN Service Package",
      "version": "",
      "internalVersion": "3",
      "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6"
    },
    "prodSpecCharValueUse": [
      {
        "name": "Tenancy",
        "description": "Tenancy",
        "valueType": "choice",
        "validFor": {
          "startDatetime": "2025-02-27 21:04:24"
        },
        "productSpecCharacteristicValue": [
          {
            "value": "Premium (>50 sites)",
            "validFor": {
              "startDateTime": ""
            },
            "isDefault": false,
            "isMandatory": false
          },
          {
            "value": "Base (10 site)",
            "validFor": {
              "startDateTime": ""
            },
            "isDefault": false,
            "isMandatory": false
          }
        ],
        "productSpecification": {
          "id": "216663aa53702010cd6dddeeff7b12b5",
          "name": "SD-WAN Controller",
          "version": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "internalVersion": "1",
          "internalId": "216663aa53702010cd6dddeeff7b12b5"
        }
      }
    ],
    "channel": [
      {
        "id": "58ad5522c3702010df4773ce3640ddb2",
        "name": "Agent Assist"
      }
    ],
    "category": [
      {
        "id": "13e305a143b631105029d1529ab8f267",
        "name": "SD-WAN_all_offers"
      }
    ],
    "status": "draft"
  }
]
```


Product Catalog Open API - GET /sn_tmf_api/catalogmanagement/productOffering/{id}

Retrieves a product offering.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productOffering/{id}`

Supported request parameters

Path parameters

Name	Description
id	Initial version of the product offering to retrieve. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Valid fields: • category • channel • description • externalId • id

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• internalId • internalVersion • lastUpdate • name • productCharacteristic • productOfferingPrice • productOfferingTerm • productSpecification • prodSpecCharValueUse • validFor • version Data type: String Default: All fields are returned.
specification	Filter product offerings by product specification sys_id. Only product offerings with the specified product specification sys_id are returned in the response. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
state	Filter product offerings by state. Only product offerings in the specified state are returned in the response. Valid values: • archived • draft • published • retired Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Not found. The requested item wasn't found.

Response body parameters

Name	Description
bundledGroupProductOffering	Child groups of product offerings. These show hierarchical sub-grouping Data type: Array of Objects `"bundledGroupProductOffering": [ { "bundledGroupProductOfferingOption": {Object "bundledProductOffering": [Array], "id": "String", "name": "String" } ]`
bundledGroupProductOffering. bundledGroupProductOfferingOption	A range of numbers that specifies the lower and upper limits of the numb associated product offering that can be procured as part of the related b product offering. Data type: Object `"bundledGroupProductOfferingOption": { "numberRelOfferLowerLimit": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"numberRelOfferUpperLimit": "String"
	}</pre>

bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferLowerLimit	Lower limit for a product offering that can be procured as part of the rela bundled product offering. Data type: String
bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferUpperLimit	Upper limit for a product offering that can be procured as part of the rela bundled product offering. Data type: String
bundledGroupProductOffering. bundledProductOffering	Child groups of product offerings associated with the bundle. Same form *bundledProductOffering* specified below. Data type: Array of Objects
bundledGroupProductOffering.id	Sys_id of the bundled group record. Useful in cases where the parent pr offering or group includes multiple groups. Data type: String Table: Product Offering Relationship Group [sn_prd_pm_product_offering_relationship_group]
bundledGroupProductOffering.name	Name of the group of child product offerings. Data type: String

bundledProductOffering	List of product offerings included in the product offering bundle. The pro
	offering bundle inherits all of the attributes of the included product offeri
	
	Data type: Array of Objects
	<pre>"bundledProductOffering": [
	  {
	  "bundledProductOfferingOption": {Object},
	  "externalId": "String",
	  "href": "String",
	  "id": "String",
	  "name": "String",
	  "version": Number
	  }
	]</pre>

bundledProductOffering.
bundledProductOfferingOption
	Product bundle options such as the default number of product offerings
	upper and lower product offering procurement constraints.
	
	Data type: Object
	<pre>"bundledProductOfferingOption": {
	  "numberRelOfferDefault": "String",
	  "numberRelOfferLowerLimit": "String",
	  "numberRelOfferUpperLimit": "String"
	}</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
bundledProductOffering. bundledProductOfferingOption. numberRelOfferDefault	Default number of product offerings that should be procured as part of th bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferLowerLimit	Lower limit of the number of the associated product offerings that can be as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferUpperLimit	Upper limit of the number of the associated product offerings that can be as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering.externalId	External ID of the product offering#relationship. For additional information on product offering relationships, see Create offering relationships. Data type: String
bundledProductOffering.href	Relative link to the associated product offering. Data type: String
bundledProductOffering.id	Sys_id or external ID of the bundled product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
bundledProductOffering.name	Name of the product offering bundle. Data type: String
bundledProductOffering.version	Catalog version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.

category	List of categories that the product belongs to.
	
	Data type: Array of Objects
	
	`"category:" [`
	`{`
	`"id": "String",`
	`"name": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
category.id	Sys_id of the category. Data type: String
category.name	Name of the category. Data type: String

channel	Channels to use for selling the product offering.
	
	Data type: Array of Objects
	<pre>"channel:" [
	  {
	  "description": "String",
	  "id": "String",
	  "name": "String"
	  }
	]</pre>

channel.description	Description of the channel. Data type: String
channel.id	Sys_id of the channel. Data type: String Table: Distribution Channel [sn_prd_pm_distribution_channel]
channel.name	Name of the channel. Data type: String
description	Description of the product offering. Data type: String
displayName	Display name of the product offering. Data type: String
externalId	External ID of the product offering. Data type: String Table: In the external_id field of the Product Offering [sn_prd_pm_produ table.
href	Relative link to the resource record. Data type: String Default: Blank string

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
id	Required. Initial version or external ID of the product offering. Data type: String Table: In the initial_version or external_id field of the Product Offering [sn_prd_pm_product_offering] table.
internalId	Sys_id or internal ID of the product offering record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_o table.
isBundle	Flag that indicates whether the product offering is a bundle. Possible values: • true: Product offering is a bundle. • false: Single product offering. Data type: Boolean Default: false
isSellable	Flag that indicates whether the associated product offering can be sold must be part of a product offering bundle. Possible values: • true: Can be sold separately. • false: Only sold as part of a bundle. Data type: Boolean Default: false
lastUpdate	Date the product offering was last updated. Data type: String Format: YYYY-MM-DD HH-mm-SS
lifecycleStatus	Current life cycle status of the product offering. Possible values: • Active • Inactive • Draft

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Default: Blank string
name	Name of the product offering. Data type: String
prodSpecCharValueUse	Product offering characteristics. Data type: Array of Objects `"prodSpecCharValueUse": [ { "description": "String", "name": "String", "productSpecCharacteristicValue": [Array], "validFor": {Object}, "valueType": "String" } ]`
prodSpecCharValueUse.description	Description of the characteristic. Data type: String
prodSpecCharValueUse.name	Name of the characteristic. Data type: String
prodSpecCharValueUse. productSpecCharacteristicValue	List of the possible values of the characteristic. Data type: Array of Objects `"productSpecCharacteristicValue": [ { "isDefault": Boolean, "isMandatory": Boolean, "validFor": {Object}, "value": "String" } ]`
prodSpecCharValueUse. productSpecCharacteristicValue. isDefault	Flag that indicates whether the associated characteristic value is the de for the characteristic. Possible values: • true: Default value. • false: Not the default value. Default: false
prodSpecCharValueUse. productSpecCharacteristicValue. isMandatory	Flag that indicates whether the associated characteristic value is a man for the characteristic. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Mandatory value. • false: Not a mandatory value. Default: false

prodSpecCharValueUse.
productSpecCharacteristicValue.
validFor
	Date and time of when the characteristic is valid.
	
	Data type: Object
	
	`"validFor": {`
	`  "startDateTime": "String"`
	`}`

prodSpecCharValueUse. productSpecCharacteristicValue. validFor.startDateTime	Start date and time of when the characteristic value is valid. Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse. productSpecCharacteristicValue. value	Value of the characteristic. Data type: String

prodSpecCharValueUse.validFor	Date range the characteristic is valid for.
	
	Data type: Object
	
	`"validFor": {`
	`  "startDateTime": "String"`
	`}`

prodSpecCharValueUse.validFor. startDateTime	Start date of the characteristic. Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse.valueType	Data type of the *prodSpecCharValueUse.productSpecCharacteristicVal* parameter. Possible values: • choice • email • number • text • yes/no Data type: String
productCharacteristic	List of product characteristics. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"productCharacteristic": [
	  {
	  "name": "String",
	  "value": "String"
	  }
	]</pre>

productCharacteristic.name	Name of the characteristic. Data type: String
productCharacteristic.value	Value of the characteristic. Data type: String

productOfferingCharacteristic	Characteristic quality or distinctive feature of a product offering. Charact can take on a discrete value that is fixed at design time (catalog authorin Mobile Plan Rank. These characteristics are not generally modifiable at i level.
	
	For additional information on product offering characteristics, see Creat characteristics and characteristic options.
	
	Data type: Array of Objects
	<pre>productOfferingCharacteristic": [
	  {
	  "characteristicValueSpecification": [Array],
	  "name": "String",
	  "valueType": "String"
	  }
	]</pre>

productOfferingCharacteristic.
characteristicValueSpecification
	List of characteristic values associated with the product offering charact
	
	Data type: Array of Objects
	<pre>"characteristicValueSpecification": [
	  {
	  "isDefault": Boolean,
	  "isMandatory": Boolean,
	  "value": "String"
	  }
	]</pre>

productOfferingCharacteristic. characteristicValueSpecification. isDefault	Flag that indicates whether the associated characteristic value is the de for the associated characteristic. Possible values: • true: Is default value. • false: Isn't the default value. Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOfferingCharacteristic. characteristicValueSpecification. isMandatory	Flag that indicates whether the associated characteristic value is manda associated characteristic. Possible values: • true: Is mandatory. • false: Isn't mandatory. Data type: Boolean Default: false
productOfferingCharacteristic. characteristicValueSpecification.value	Number or text assigned to the associated product specification charact For example: `"characteristicValueSpecification": [ { "value": "choice 1" }, { "value": "choice 2" } ]` Data type: String
productOfferingCharacteristic.name	Name of the associated product offering characteristic. Data type: String
productOfferingCharacteristic. valueType	Data type of the *productOfferingCharacteristic. characteristicValueSpecification.value* parameter. Possible values: • choice • email • number • text • yes/no Data type: String
productOfferingPrice	Price information for the product offering. Data type: Array of Objects `"productOfferingPrice": [ { "price": {Object}, "priceType": "String" } ]`
productOfferingPrice.price	Price information for the product offering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"price": { "taxIncludedAmount": {Object} }`
productOfferingPrice.price.taxIncludedAmount	Price information for the product offering. Data type: Object `"taxIncludedAmount": { "unit": "String", "value": "String" }`
productOfferingPrice.price.taxIncludedAmount.unit	Currency code for the product offering price. Data type: String
productOfferingPrice.price.taxIncludedAmount.value	Price of the product offering including tax. Data type: String
productOfferingPrice.priceType	Identifies if the product offering price is a one-time or recurring payment Possible values: • nonRecurring • recurring Data type: String
productOfferingTerm	Valid contract term length for the product offering. Data type: String
productSpecification	Product specification for the product. Data type: Object `"productSpecification": { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productSpecification.id	Sys_id of the product specification record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
productSpecification.internalId	Sys_id or internal ID of the product specification record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_c table.
productSpecification.name	Name of the product specification. Data type: String Table: In the name field of the Product Offering [sn_prd_pm_product_off table.
productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
status	Status of the product offering. Possible values: • draft • published Data type: String

validFor	Date range the product offering is valid for.
	
	Data type: Object
	`"validFor": {`
	`  "endDateTime": "String",`
	`  "startDateTime": "String"`
	`}`

validFor.endDateTime	End date of the product offering. Data type: String Format: YYYY-MM-DD
validFor.startDateTime	Start date of the product offering. Data type: String Format: YYYY-MM-DD
version	External version of the product offering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.

Example: cURL request

This example retrieves the specified product offering.

```
curl --location --request GET
 "https://instance.service-now.com/api/sn_tmf_api/catalogmanagem
ent/productOffering/03c99cb53bf066509b48d69a04e45a11"
--user 'username':'password'
```

Response body:

```
{
  "id": "313b917843235210a82ed6085bb8f2c7",
  "externalId": "313b917843235210a82ed6085bb8f2c7",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productOffering/03c99cb53bf0
66509b48d69a04e45a11",
  "name": "Internet bundle",
  "displayName": "Internet bundle",
  "description": "Internet bundle",
  "isSellable": false,
  "lifecycleStatus": "Draft",
  "isBundle": true,
  "lastUpdate": "2025-04-09 15:59:09",
  "version": "",
  "internalVersion": "1",
  "internalId": "03c99cb53bf066509b48d69a04e45a11",
  "validFor": {
    "startDateTime": "2028-12-15",
    "endDateTime": "2034-01-14"
  },
  "productOfferingTerm": "not_applicable",
  "productOfferingPrice": [
    {
      "priceType": "recurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "USD",
          "value": 0
        }
      }
    },
    {
      "priceType": "nonRecurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "USD",
          "value": 0
        }
      }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  ],
  "productOfferingCharacteristic": [
    {
      "name": "Connectivity need",
      "valueType": "choice",
      "characteristicValueSpecification": [
        {
          "isMandatory": false,
          "isDefault": false,
          "value": "When in use"
        }
      ]
    },
    {
      "name": "Firewall Security",
      "valueType": "choice",
      "characteristicValueSpecification": [
        {
          "isMandatory": false,
          "isDefault": true,
          "value": "Premium"
        }
      ]
    }
  ],
  "bundledProductOffering": [
    {
      "href":
 "/api/sn_tmf_api/catalogmanagement/productOffering/57c99cb53bf0
66509b48d69a04e45a17",
      "id": "0f61dd9fd0a63110f8770dbf976be168",
      "externalId": "EXT-123",
      "name": "Solana Sports streaming channel",
      "version": "1",
      "bundledProductOfferingOption": {
        "numberRelOfferDefault": "1",
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    }
  ],
  "bundledGroupProductOffering": [
    {
      "id": "063b957843235210a82ed6085bb8f205",
      "name": "Streaming Channel",
      "bundledProductOffering": [
        {
          "href":
 "/api/sn_tmf_api/catalogmanagement/productOffering/5bc99cb53bf0
66509b48d69a04e45a1a",
          "id": "62619d9fd0a63110f8770dbf976be180",
          "externalId": "EXT-345",
          "name": "Solana Movie streaming channel",
          "version": "1",
          "bundledProductOfferingOption": {
            "numberRelOfferDefault": "1",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "numberRelOfferLowerLimit": "1",
            "numberRelOfferUpperLimit": "1"
          }
        }
      ],
      "bundledGroupProductOfferingOption": {
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    }
  ],
  "productSpecification": {
    "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
    "name": "SD-WAN Service Package",
    "version": "",
    "internalVersion": "3",
    "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6"
  },
  "prodSpecCharValueUse": [
    {
      "name": "Tenancy",
      "description": "Tenancy",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2025-02-27 21:04:24"
      },
      "productSpecCharacteristicValue": [
        {
          "value": "Premium (>50 sites)",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "Base (10 site)",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        }
      ],
      "productSpecification": {
        "id": "216663aa53702010cd6dddeeff7b12b5",
        "name": "SD-WAN Controller",
        "version": "",
        "internalVersion": "1",
        "internalId": "216663aa53702010cd6dddeeff7b12b5"
      }
    }
  ],
  "channel": [
    {
      "id": "58ad5522c3702010df4773ce3640ddb2",
      "name": "Agent Assist"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  ],
  "category": [
    {
      "id": "13e305a143b631105029d1529ab8f267",
      "name": "SD-WAN_all_offers"
    }
  ],
  "status": "draft"
}
```


Product Catalog Open API - GET /sn_tmf_api/catalogmanagement/productOfferingPrice

Retrieves all price list line records in the instance.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productOfferingPrice`

Supported request parameters

Path parameters

Name	Description
none	

Query parameters

Name	Description
lastUpdate	Filter results by the date that the price line was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
name	Filter price list lines that belong to the name of a given price list. Table: Price Lists [sn_csm_pricing_price_list] Data type: String
price.value	Filter results by a specific list price value. Data type: String
priceList.id	Filter results to return only a price list with a given sys_id. Table: Price Lists [sn_csm_pricing_price_list] Data type: String
priceType	Filter results by the pricing method of the product offering. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• recurring: Lets businesses charge recurring pricing amounts with a specified frequency. • one_time: Supports one-time or recurring add-on charges and fees for a product offering. Data type: String
productOffering.id	Filter the price list line by the product offering's sys_id. Table: Product offering [sn_prd_pm_product_offering] Data type: String
unitOfMeasure.id	Filter the price list line by sys_id of the unit of measure. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
validFor.endDateTime	Filter the price list line by a given end date and time. Format: YYYY-MM-DD HH:mm:ss Data type: String
validFor.startDateTime	Filter price list line by a given start date and time. Format: YYYY-MM-DD HH:mm:ss Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
@type	Type of price list line. Always a value of `ProductOfferingPrice`. Data type: String
href	URL to the price list line record in the instance. Data type: String
id	Sys_id of the price list line. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
isBundle	Flag that indicates whether the price list line is part of a single product or a bundle of products. Valid values: • true: Price list line is part of a bundle. • false: Price list line isn't part of a bundle. Data type: Boolean
lastUpdate	Date and time that the price list line was last updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: YYYY-MM-DD HH:mm:ss Data type: String
lifecycleStatus	Current life cycle status of the price list line. Valid values: • Active • Draft • Inactive Data type: String
price	List price details of the price list line. Data type: Object `"price": { "units": "String", "value": "String" }`
price.units	Currency code of the price. For example, `USD` or `EUR`. Table: Currency [fx_currency] Data type: String
price.value	Value of the price. Data type: String (represented with a number)
priceList	Price list information associated with the price list line. Data type: Object `"priceList": { "id": "String", "name": "String", "@type": "String" }`
priceList.id	Sys_id of the price list in the Price List [sn_csm_pricing_price_list] table. Data type: String
priceList.name	Name of the price list. Data type: String
priceList.@type	The type of price list. When sub-classing, this defines the sub-class extensible name. Always has a value of `priceList`. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
priceType	The pricing method of the product offering which is associated with this price list line. Possible values: • recurring: Charge recurring pricing amounts with a specified frequency. The value of *recurringChargePeriodType* indicates the frequency of the charge. • one_time: One-time or recurring add-on charges and fees for a product offering. Data type: String
productOffering	Product offering that is associated with the price list line. Data type: Object `"productOffering": { "id": "String", "name": "String", "internalVersion": "String" }`
productOffering.id	Sys_id of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOffering.internalVersion	Internal version number of the product offering. For example, PRD0F01024. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
recurringChargePeriodType	The periodicity or frequency of the product offering associated with this price list line. Returns a frequency type if *priceType* was set to `recurring`, otherwise returns an empty string. Possible values: • annually • monthly Data type: String
unitOfMeasure	Details about the unit of measure associated with the price list line. Data type: Object `"unitOfMeasure": { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"amount": Number,
	"units": "String"
	}</pre>

unitOfMeasure.amount	Amount of the unit of measure. Data type: Number
unitOfMeasure.id	Sys_id of the unit of measure. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
unitOfMeasure.units	Type of the unit of measure associated with the price list line. For example, `year` or `bundle`. Data type: String

validFor	The duration of time that the price list line is valid for.
	
	Data type: Object
	<pre>"validFor": {
	"endDate": "String",
	"startDate": "String"
	}</pre>

validFor.endDate	End date and time that the price list line is valid for. Data type: String (glide_date_time)
validFor.startDate	Start date and time that the price list line is valid for. Data type: String (glide_date_time)

Example: cURL request

The following example returns all two price list lines that exist on the instance.

```
curl "http://instance.servicenow.com/api/sn_tmf_api/
 catalogmanagement/productOfferingPrice " \
--request GET\
--user 'username':'password'
```

Response body.

```
[
  {
    "id": "2c4628ac7f4f9e50f8994fa63c86653c",
    "name": "new Price list",
    "lastUpdate": "2025-01-08 19:57:28",
    "isBundle": false,
    "lifecycleStatus": "Draft",
    "href":
 "/api/sn_tmf_api/catalogmanagement/productOfferingPrice/2c4628a
c7f4f9e50f8994fa63c86653c",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "validFor": {
      "startDateTime": "2027-03-22 22:15:58",
      "endDateTime": ""
    },
    "productOffering": {
      "id": "f2c92ac6a5260210f8774c9b4be6ce56",
      "name": "Managed Connectivity Services Supreme Bundle",
      "internalVersion": "1"
    },
    "priceType": "one_time",
    "recurringChargePeriodType": "",
    "unitOfMeasure": {
      "id": "9a7a119953020110286eddeeff7b1238",
      "amount": 1,
      "units": "Month"
    },
    "price": {
      "units": "USD",
      "value": "800"
    },
    "priceList": {
      "id": "d653246c7f4f9e50f8994fa63c86655a",
      "name": "new Price list",
      "@type": "priceList"
    },
    "@type": "ProductOfferingPrice"
  },
  {
    "id": "dfb7ec607f8f9e50f8994fa63c866569",
    "name": "new Price list",
    "lastUpdate": "2025-01-08 19:57:46",
    "isBundle": false,
    "lifecycleStatus": "Draft",
    "href":
 "/api/sn_tmf_api/catalogmanagement/productOfferingPrice/dfb7ec6
07f8f9e50f8994fa63c866569",
    "validFor": {
      "startDateTime": "2026-05-28 22:15:58",
      "endDateTime": ""
    },
    "productOffering": {
      "id": "f2c92ac6a5260210f8774c9b4be6ce56",
      "name": "Managed Connectivity Services Supreme Bundle",
      "internalVersion": "1"
    },
    "priceType": "one_time",
    "recurringChargePeriodType": "",
    "unitOfMeasure": {
      "id": "1eaa559953020110286eddeeff7b12c7",
      "amount": 1,
      "units": "Year"
    },
    "price": {
      "units": "USD",
      "value": "800"
    },
    "priceList": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "id": "d653246c7f4f9e50f8994fa63c86655a",
      "name": "new Price list",
      "@type": "priceList"
    },
    "@type": "ProductOfferingPrice"
  }
]
```


Product Catalog Open API - GET /sn_tmf_api/catalogmanagement/productOfferingPrice/{id}

Retrieve details about a specific price list line.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productOfferingPrice/{id}`

Supported request parameters

Path parameters

Name	Description
id	Required. Sys_id of the price list line to retrieve. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String

Query parameters

Name	Description
lastUpdate	Filter results by the date that the price line was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
name	Filter price list lines that belong to the name of a given price list. Table: Price Lists [sn_csm_pricing_price_list] Data type: String
price.value	Filter results by a specific list price value. Data type: String
priceList.id	Filter results to return only a price list with a given sys_id. Table: Price Lists [sn_csm_pricing_price_list] Data type: String
priceType	Filter results by the pricing method of the product offering. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• recurring: Lets businesses charge recurring pricing amounts with a specified frequency. • one_time: Supports one-time or recurring add-on charges and fees for a product offering. Data type: String
productOffering.id	Filter the price list line by the product offering's sys_id. Table: Product offering [sn_prd_pm_product_offering] Data type: String
unitOfMeasure.id	Filter the price list line by sys_id of the unit of measure. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
validFor.endDateTime	Filter the price list line by a given end date and time. Format: YYYY-MM-DD HH:mm:ss Data type: String
validFor.startDateTime	Filter price list line by a given start date and time. Format: YYYY-MM-DD HH:mm:ss Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
@type	Type of price list line. Always a value of `ProductOfferingPrice`. Data type: String
href	URL to the price list line record in the instance. Data type: String
id	Sys_id of the price list line. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
isBundle	Flag that indicates whether the price list line is part of a single product or a bundle of products. Valid values: • true: Price list line is part of a bundle. • false: Price list line isn't part of a bundle. Data type: Boolean
lastUpdate	Date and time that the price list line was last updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: YYYY-MM-DD HH:mm:ss Data type: String
lifecycleStatus	Current life cycle status of the price list line. Valid values: • Active • Draft • Inactive Data type: String

price	List price details of the price list line.
	
	Data type: Object
	`"price": {`
	`  "units": "String",`
	`  "value": "String"`
	`}`

price.units	Currency code of the price. For example, `USD` or `EUR`. Table: Currency [fx_currency] Data type: String
price.value	Value of the price. Data type: String (represented with a number)

priceList	Price list information associated with the price list line.
	
	Data type: Object
	`"priceList": {`
	`  "id": "String",`
	`  "name": "String",`
	`  "@type": "String"`
	`}`

priceList.id	Sys_id of the price list in the Price List [sn_csm_pricing_price_list] table. Data type: String
priceList.name	Name of the price list. Data type: String
priceList.@type	The type of price list. When sub-classing, this defines the sub-class extensible name. Always has a value of `priceList`. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
priceType	The pricing method of the product offering which is associated with this price list line. Possible values: • recurring: Charge recurring pricing amounts with a specified frequency. The value of *recurringChargePeriodType* indicates the frequency of the charge. • one_time: One-time or recurring add-on charges and fees for a product offering. Data type: String
productOffering	Product offering that is associated with the price list line. Data type: Object `"productOffering": { "id": "String", "name": "String", "internalVersion": "String" }`
productOffering.id	Sys_id of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOffering.internalVersion	Internal version number of the product offering. For example, PRD0F01024. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
recurringChargePeriodType	The periodicity or frequency of the product offering associated with this price list line. Returns a frequency type if *priceType* was set to `recurring`, otherwise returns an empty string. Possible values: • annually • monthly Data type: String
unitOfMeasure	Details about the unit of measure associated with the price list line. Data type: Object `"unitOfMeasure": { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"amount": Number,
	"units": "String"
	}</pre>

unitOfMeasure.amount	Amount of the unit of measure. Data type: Number
unitOfMeasure.id	Sys_id of the unit of measure. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
unitOfMeasure.units	Type of the unit of measure associated with the price list line. For example, `year` or `bundle`. Data type: String

validFor	The duration of time that the price list line is valid for.
	
	Data type: Object
	<pre>"validFor": {
	"endDate": "String",
	"startDate": "String"
	}</pre>

validFor.endDate	End date and time that the price list line is valid for. Data type: String (glide_date_time)
validFor.startDate	Start date and time that the price list line is valid for. Data type: String (glide_date_time)

Example: cURL request

The following example returns details of the product offering price with ID dfb7ec60...

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/productOfferingPrice/dfb7ec607f8f9e50f8994fa63c866569" \
--request GET\
--user 'username':'password'
```

Response.

```
{
  "id": "dfb7ec607f8f9e50f8994fa63c866569",
  "name": "new Price list",
  "lastUpdate": "2025-01-08 19:57:46",
  "isBundle": false,
  "lifecycleStatus": "Draft",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productOfferingPrice/dfb7ec6
07f8f9e50f8994fa63c866569",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "validFor": {
    "startDateTime": "2026-05-28 22:15:58",
    "endDateTime": ""
  },
  "productOffering": {
    "id": "f2c92ac6a5260210f8774c9b4be6ce56",
    "name": "Managed Connectivity Services Supreme Bundle",
    "internalVersion": "1"
  },
  "priceType": "one_time",
  "recurringChargePeriodType": "",
  "unitOfMeasure": {
    "id": "1eaa559953020110286eddeeff7b12c7",
    "amount": 1,
    "units": "Year"
  },
  "price": {
    "units": "USD",
    "value": "800"
  },
  "priceList": {
    "id": "d653246c7f4f9e50f8994fa63c86655a",
    "name": "new Price list",
    "@type": "priceList"
  },
  "@type": "ProductOfferingPrice"
}
```


Product Catalog Open API - GET /sn_tmf_api/catalogmanagement/productSpecification

Retrieves all product specification records.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productSpecification`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Valid fields: • description • externalId • id • internalId

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• internalVersion • lastUpdate • name • productSpecCharacteristic • productSpecificationRelationship • resourceSpecification • serviceSpecification • validFor • version Data type: String Default: All fields are returned.
limit	Maximum number of records to return. For requests that exceed this number of records, use the *offset* parameter to paginate record retrieval. Data type: Number Default: 20 Maximum: 100
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0
state	Filter product specifications by state. Only product specifications in the specified state are returned in the response. Accepted values: • archived • draft • published • retired Data type: String

Request body parameters (JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the *Content-Range* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *application/json*.
Link	Contains the following links to navigate through query results. • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
description	Description of the specification. Data type: String
displayName	Display name for the product specification. Data type: String
externalId	External ID of the product specification. Data type: String Table: In the external_id field of the Product Specification [sn_prd_pm_product_specification] table.
href	Relative link to the resource record. Data type: String Default: Blank string
id	Sys_id or external ID of the product specification. Data type: String Table: In the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] table.
internalId	Sys_id or internal ID of the product specification. Data type: String Table: In the initial_version field of the Product Specification [sn_prd_pm_product_specification] table.
internalVersion	Version of the product specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.
isBundle	Flag that indicates whether *productSpecification* represents a single product or a bundle of products. Possible values: • true: The product specification is a product bundle and contains multiple products. • false: The product specification contains a single product. Data type: Boolean
lastUpdate	Date the specification was last updated. Data type: String
lifecycleStatus	Current life cycle status of the product specification. Possible values: • Active • Inactive • Draft Data type: String
name	Name of the specification. Data type: String
productSpecCharacteristic	Product specification characteristic. Data type: Array of Objects `"productSpecCharacteristic": [ { "description": "String", "name": "String", "productSpecCharacteristicValue": [Array], "validFor": {Object}, "valueType": "String" } ]`
productSpecCharacteristic.description	Description of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productSpecCharacteristic.name	Name of the characteristic. Data type: String
productSpecCharacteristic. productSpecCharacteristicValue	List of the possible values of the characteristic. Data type: Array of Objects `"productSpecCharacteristicValue": [ { "isDefault": Boolean, "isMandatory": Boolean, "validFor": {Object}, "value": "String" } ]`
productSpecCharacteristic. productSpecCharacteristicValue.isDefault	Flag that indicates whether the associated characteristic value is the default value for the characteristic. Possible values: • true: Default value. • false: Not the default value. Default: false
productSpecCharacteristic. productSpecCharacteristicValue. isMandatory	Flag that indicates whether the associated characteristic value is a mandatory value for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false
productSpecCharacteristic. productSpecCharacteristicValue.validFor	Date and time of when the characteristic is valid. Data type: Object `"validFor": { "startDateTime": "String" }`
productSpecCharacteristic. productSpecCharacteristicValue.validFor. startDateTime	Start date and time of when the characteristic value is valid. Data type: String Format: YYYY-MM-DD HH:mm:SS
productSpecCharacteristic. productSpecCharacteristicValue.value	Value of the characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productSpecCharacteristic.validFor	Date range the characteristic is valid for. Data type: Object `"validFor": { "startDateTime": "String" }`
productSpecCharacteristic.validFor.startDateTime	Start date of the characteristic. Data type: String Format: YYYY-MM-DD HH:mm:SS
productSpecCharacteristic.valueType	Value type of the characteristic, such as choice or email. Data type: String
productSpecificationRelationship	This specification's relationships to other product specifications. Data type: Array of Objects `"productSpecificationRelationship": [ { "compatibilityRelationshipType": "String", "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "prodSpecRelationshipOption": {Object}, "type": "String", "validFor": {Object}, "version": "String" ]`
productSpecificationRelationship.compatibilityRelationshipType	Compatibility relationship type in the product specification expected values. For additional information on compatibility relationships, see . Table: Compatibles [sn_compt_mgmt_compatibles]
productSpecificationRelationship.id	Sys_id of the related specification. Data type: String
productSpecificationRelationship.internalId	Sys_id (internal ID) of the product specification relationship.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productSpecificationRelationship. internalVersion	Version of the product specification relationship. Data type: String
productSpecificationRelationship.name	Name of the product specification relationship. Data type: String
productSpecificationRelationship. prodSpecRelationshipOption	Cardinality of the product specification relationship. Data type: Object `"prodSpecRelationshipOption": { "numberSpecRelDefault": "String", "numberSpecRelLowerLimit": "String", "numberSpecRelUpperLimit": "String" }`
productSpecificationRelationship. prodSpecRelationshipOption. numberSpecRelDefault	Default value of the product specification. Data type: String
productSpecificationRelationship. prodSpecRelationshipOption. numberSpecRelLowerLimit	Minimum number of orders that can be purchased. Data type: String
productSpecificationRelationship. prodSpecRelationshipOption. numberSpecRelUpperLimit	Maximum number of orders that can be purchased. Data type: String
productSpecificationRelationship.type	Type of product specification relationship. Data type: String
productSpecificationRelationship.validFor	Date range the product specification relationship is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
productSpecificationRelationship. validFor.endDateTime	End date of the relationship. Data type: String
productSpecificationRelationship. validFor.startDateTime	Start date of the relationship. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productSpecificationRelationship.version	Version of the product specification relationship. Data type: String
resourceSpecification	List of resource specifications related to this product specification. Data type: Array of Objects `"resourceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
resourceSpecification.id	Sys_id or external ID of the resource specification. Data type: String Table: In the sys_id or external_id field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalId	Initial version (sys_id) of the resource specification record. Data type: String Table: In the initial_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalVersion	Version of the resource specification. Data type: String Table: In the version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.name	Name of the resource specification. Data type: String Table: Resource Specification [sn_prd_pm_resource_specification]
resourceSpecification.version	External version of the resource specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the external_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
serviceSpecification	List of service specifications related to this product specification. Data type: Array of Objects `"serviceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
serviceSpecification.id	Initial version or external ID of the service specification. Data type: String Table: In the sys_id or external_id field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalId	Initial version of the service specification. Data type: String Table: In the initial_version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalVersion	Version of the service specification. Data type: String Table: In the version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.name	Name of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]
serviceSpecification.version	External version of the service specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the external_version field of the Service Specification [sn_prd_pm_service_specification] table.
status	Status of the product specification. Possible values: • draft • published Data type: String
validFor	Date range the specification is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	End date of the specification. Data type: String Format: YYYY-MM-DD
validFor.startDateTime	Start date of the specification. Data type: String Format: YYYY-MM-DD
version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] table.

Example: cURL request

This example retrieves the first two product specification records.

```
curl --location --request GET
 "https://instance.service-now.com/api/sn_tmf_api/catalogmanagem
ent/productSpecification?limit=2" \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body:

```
[
  {
    "id": "0435b48a742e4a10f877468e695efa3c",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "href":
 "/api/sn_tmf_api/catalogmanagement/productSpecification/0435b48
a742e4a10f877468e695efa3c",
    "name": "Managed PoS PS",
    "displayName": "Managed PoS PS",
    "version": "",
    "internalVersion": "1",
    "internalId": "0435b48a742e4a10f877468e695efa3c",
    "description": "Managed PoS PS",
    "lastUpdate": "2032-09-26 20:07:12",
    "lifecycleStatus": "Active",
    "isBundle": false,
    "validFor": {
      "startDateTime": "2032-09-26",
      "endDateTime": ""
    },
    "serviceSpecification": [],
    "productSpecificationRelationship": [],
    "resourceSpecification": [],
    "productSpecCharacteristic": [
      {
        "productSpecCharacteristicValue": [
          {
            "value": "4",
            "validFor": {
              "startDateTime": ""
            },
            "isDefault": false,
            "isMandatory": true
          },
          {
            "value": "2",
            "validFor": {
              "startDateTime": ""
            },
            "isDefault": false,
            "isMandatory": true
          },
          {
            "value": "1",
            "validFor": {
              "startDateTime": ""
            },
            "isDefault": false,
            "isMandatory": true
          }
        ],
        "name": "Number of POS Terminals",
        "description": "Number of POS Terminals",
        "valueType": "choice",
        "validFor": {
          "startDatetime": "2024-05-31 21:43:14"
        }
      },
      {
        "productSpecCharacteristicValue": [
          {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "value": "Gold",
            "validFor": {
              "startDateTime": ""
            },
            "isDefault": false,
            "isMandatory": true
          },
          {
            "value": "Bronze",
            "validFor": {
              "startDateTime": ""
            },
            "isDefault": false,
            "isMandatory": true
          },
          {
            "value": "Silver",
            "validFor": {
              "startDateTime": ""
            },
            "isDefault": false,
            "isMandatory": true
          }
        ],
        "name": "Managed Service Level",
        "description": "Managed Service Level",
        "valueType": "choice",
        "validFor": {
          "startDatetime": "2024-05-31 21:15:24"
        }
      }
    ],
    "status": "published"
  },
  {
    "id": "1a0936f840102610f87798b149fd435d",
    "href":
 "/api/sn_tmf_api/catalogmanagement/productSpecification/1a0936f
840102610f87798b149fd435d",
    "name": "Wi-Fi Configuration Setup Service PS",
    "displayName": "Wi-Fi Configuration Setup Service PS",
    "version": "",
    "internalVersion": "1",
    "internalId": "1a0936f840102610f87798b149fd435d",
    "description": "Wi-Fi Configuration Setup Service PS",
    "lastUpdate": "2025-03-13 21:01:14",
    "lifecycleStatus": "Active",
    "isBundle": false,
    "validFor": {
      "startDateTime": "2025-03-12",
      "endDateTime": ""
    },
    "serviceSpecification": [],
    "productSpecificationRelationship": [],
    "resourceSpecification": [],
    "productSpecCharacteristic": [],
    "status": "published"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
]
```

Product Catalog Open API - GET /sn_tmf_api/catalogmanagement/productSpecification/{id}

Retrieves a specified product specification record.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productSpecification/{id}`

Supported request parameters

Path parameters

Name	Description
Id	Sys_id or Initial version of the product specification to retrieve. Data type: String Table: In the sys_id or initial_version field of the Product Specification [sn_prd_pm_product_specification] table.

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Valid fields: • description • externalId • id • internalId • internalVersion • lastUpdate • name • productSpecCharacteristic • productSpecificationRelationship • resourceSpecification • serviceSpecification • validFor • version Data type: String Default: All fields are returned.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
state	Filter product specifications by state. Only product specifications in the specified state are returned in the response. Accepted values: • archived • draft • published • retired Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Possible reasons:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Invalid path parameter • Invalid URI
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
description	Description of the specification. Data type: String
displayName	Display name for the product specification. Data type: String
externalId	External ID of the product specification. Data type: String Table: In the external_id field of the Product Specification [sn_prd_pm_product_specification] table.
href	Relative link to the resource record. Data type: String Default: Blank string
id	Sys_id or external ID of the product specification. Data type: String Table: In the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] table.
internalId	Sys_id or internal ID of the product specification. Data type: String Table: In the initial_version field of the Product Specification [sn_prd_pm_product_specification] table.
internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
isBundle	Flag that indicates whether *productSpecification* represents a single product or a bundle of products. Valid values: • true: The product specification is a product bundle and contains multiple products. • false: The product specification contains a single product. Data type: Boolean Default: false
lastUpdate	Date the product specification was last updated. Data type: String
lifecycleStatus	Current life cycle status of the product specification. Valid values: • Active • Draft • Inactive Data type: String Default: Blank string
name	Name of the product specification. Data type: String
productSpecCharacteristic	Product specification characteristics. Data type: Array of Objects `"productSpecCharacteristic": [ { "description": "String", "name": "String", "productSpecCharacteristicValue": [Array], "validFor": {Object}, "valueType": "String" } ]`
productSpecCharacteristic.description	Description of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productSpecCharacteristic.name	Name of the characteristic. Data type: String
productSpecCharacteristic. productSpecCharacteristicValue	List of the possible values of the characteristic. Data type: Array of Objects `"productSpecCharacteristicValue": [ { "isDefault": Boolean, "isMandatory": Boolean, "validFor": {Object}, "value": "String" } ]`
productSpecCharacteristic. productSpecCharacteristicValue.isDefault	Flag that indicates whether the associated characteristic value is the default value for the characteristic. Possible values: • true: Default value. • false: Not the default value. Default: false
productSpecCharacteristic. productSpecCharacteristicValue. isMandatory	Flag that indicates whether the associated characteristic value is a mandatory value for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false
productSpecCharacteristic. productSpecCharacteristicValue.validFor	Date and time of when the characteristic is valid. Data type: Object `"validFor": { "startDateTime": "String" }`
productSpecCharacteristic. productSpecCharacteristicValue.validFor. startDateTime	Start date and time of when the characteristic value is valid. Data type: String Format: YYYY-MM-DD HH:mm:SS
productSpecCharacteristic. productSpecCharacteristicValue.value	Value of the characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productSpecCharacteristic.validFor	Date range the characteristic is valid for. Data type: Object `"validFor": { "startDateTime": "String" }`
productSpecCharacteristic.validFor.startDateTime	Start date of the characteristic. Data type: String
productSpecCharacteristic.valueType	Value type of the characteristic, such as choice or email. Data type: String
productSpecificationRelationship	This specification's relationships to other product specifications. Data type: Array of Objects `"productSpecificationRelationship": [ { "compatibilityRelationshipType": "String", "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "prodSpecRelationshipOption": {Object}, "type": "String", "validFor": {Object}, "version": "String" ]`
productSpecificationRelationship.compatibilityRelationshipType	Compatibility relationship type in the product specification expected values. For additional information on compatibility relationships, see . Table: Compatibles [sn_compt_mgmt_compatibles]
productSpecificationRelationship.id	Sys_id of the related specification. Data type: String
productSpecificationRelationship.internalId	Sys_id (internal ID) of the product specification relationship.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productSpecificationRelationship. internalVersion	Version of the product specification relationship. Data type: String
productSpecificationRelationship.name	Name of the product specification relationship. Data type: String
productSpecificationRelationship. prodSpecRelationshipOption	Cardinality of the product specification relationship. Data type: Object `"prodSpecRelationshipOption": { "numberSpecRelDefault": "String", "numberSpecRelLowerLimit": "String", "numberSpecRelUpperLimit": "String" }`
productSpecificationRelationship. prodSpecRelationshipOption. numberSpecRelDefault	Default value of the product specification. Data type: String
productSpecificationRelationship. prodSpecRelationshipOption. numberSpecRelLowerLimit	Minimum number of orders that can be purchased. Data type: String
productSpecificationRelationship. prodSpecRelationshipOption. numberSpecRelUpperLimit	Maximum number of orders that can be purchased. Data type: String
productSpecificationRelationship.type	Type of product specification relationship. Data type: String
productSpecificationRelationship.validFor	Date range the product specification relationship is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
productSpecificationRelationship. validFor.endDateTime	End date of the relationship. Data type: String
productSpecificationRelationship. validFor.startDateTime	Start date of the relationship. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productSpecificationRelationship.version	Version of the product specification relationship. Data type: String
resourceSpecification	List of resource specifications related to this product specification. Data type: Array of Objects `"resourceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
resourceSpecification.id	Sys_id or external ID of the resource specification. Data type: String Table: In the sys_id or external_id field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalId	Initial version (sys_id) of the resource specification record. Data type: String Table: In the initial_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalVersion	Version of the resource specification. Data type: String Table: In the version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.name	Name of the resource specification. Data type: String Table: Resource Specification [sn_prd_pm_resource_specification]
resourceSpecification.version	External version of the resource specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the external_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
serviceSpecification	List of service specifications related to this product specification. Data type: Array of Objects `"serviceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
serviceSpecification.id	Initial version or external ID of the service specification. Data type: String Table: In the sys_id or external_id field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalId	Initial version of the service specification. Data type: String Table: In the initial_version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalVersion	Version of the service specification. Data type: String Table: In the version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.name	Name of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]
serviceSpecification.version	External version of the service specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the external_version field of the Service Specification [sn_prd_pm_service_specification] table.
status	Status of the product specification. Possible values: • draft • published Data type: String
validFor	Date range that the specification is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	End date of the specification. Data type: String
validFor.startDateTime	Start date of the specification. Data type: String
version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] table.

This example retrieves the specified product specification record.

```
curl --location --request GET
 "https://instance.service-now.com/api/sn_tmf_api/catalogmanagem
ent/productSpecification/cfe5ef6a53702010cd6dddeeff7b12f6" \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body:

```
{
  "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productSpecification/497a39a
7c3d312105acc9e62b540dd14",
  "name": "SD-WAN Service Package",
  "displayName": "SD-WAN Service Package v4",
  "version": "",
  "internalVersion": "4",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6",
  "description": "SD WAN Service Package",
  "lastUpdate": "2029-04-15 20:05:37",
  "lifecycleStatus": "Active",
  "isBundle": true,
  "validFor": {
    "startDateTime": "2033-04-15",
    "endDateTime": ""
  },
  "serviceSpecification": [],
  "productSpecificationRelationship": [
    {
      "id": "a6514bd3534560102f18ddeeff7b1247",
      "name": "SD-WAN Security",
      "version": "",
      "internalVersion": "2",
      "internalId": "a6514bd3534560102f18ddeeff7b1247",
      "type": "Service",
      "compatibilityRelationshipType": "",
      "validFor": {
        "startDateTime": "2030-09-25",
        "endDateTime": "2035-10-27"
      }
    },
    {
      "id": "39b627aa53702010cd6dddeeff7b1202",
      "name": "SD-WAN Edge Device",
      "version": "",
      "internalVersion": "2",
      "internalId": "39b627aa53702010cd6dddeeff7b1202",
      "type": "Service",
      "compatibilityRelationshipType": "",
      "validFor": {
        "startDateTime": "2030-09-27",
        "endDateTime": "2035-10-27"
      }
    },
    {
      "id": "216663aa53702010cd6dddeeff7b12b5",
      "name": "SD-WAN Controller",
      "version": "",
      "internalVersion": "2",
      "internalId": "216663aa53702010cd6dddeeff7b12b5",
      "type": "Service",
      "compatibilityRelationshipType": "",
      "validFor": {
        "startDateTime": "2029-04-03",
        "endDateTime": ""
      }
    }
  ],
  "resourceSpecification": [],
  "productSpecCharacteristic": [
    {
      "productSpecCharacteristicValue": [
        {
          "value": "0.01",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "0.25",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "0.5",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "1",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        }
      ],
      "name": "Down Time",
      "description": "Down Time",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-12-13 02:36:15"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "1 hr",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "2 hrs",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "4 hrs",
        "validFor": {
          "startDateTime": ""
        },
        "isDefault": false,
        "isMandatory": false
      }
    ],
    "name": "Mean Time to Restore (MTR)",
    "description": "Mean Time to Restore (MTR)",
    "valueType": "choice",
    "validFor": {
      "startDatetime": "2027-12-13 02:39:05"
    }
  },
  {
    "productSpecCharacteristicValue": [
      {
        "value": "1 hr",
        "validFor": {
          "startDateTime": ""
        },
        "isDefault": false,
        "isMandatory": false
      },
      {
        "value": "4 hrs",
        "validFor": {
          "startDateTime": ""
        },
        "isDefault": false,
        "isMandatory": false
      },
      {
        "value": "2 hrs",
        "validFor": {
          "startDateTime": ""
        },
        "isDefault": false,
        "isMandatory": false
      }
    ],
    "name": "Time to Restore (TTR)",
    "description": "Time to Restore (TTR)",
    "valueType": "choice",
    "validFor": {
      "startDatetime": "2027-12-13 02:37:25"
    }
  },
  {
    "productSpecCharacteristicValue": [
      {
        "value": "99.50",
        "validFor": {
          "startDateTime": ""
        },
        "isDefault": false,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "isMandatory": false
        },
        {
          "value": "99.99",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "99.00",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "99.75",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        }
      ],
      "name": "Up Time",
      "description": "Up time",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-12-13 02:34:30"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "5 Gbps",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "1 Gbps",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "500 Mbps",
          "validFor": {
            "startDateTime": ""
          },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "2 Gbps",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        }
      ],
      "name": "Bandwidth",
      "description": "Bandwidth",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-12-13 02:32:11"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "Yes",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "No",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        }
      ],
      "name": "Application Encryption",
      "description": "Application Encryption",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2027-12-13 02:29:08"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "Yes",
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        },
        {
          "value": "No",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "validFor": {
            "startDateTime": ""
          },
          "isDefault": false,
          "isMandatory": false
        }
      ],
      "name": "Application Flow Backup",
      "description": "Application Flow Backup",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2027-12-13 02:30:39"
      }
    }
  ],
  "status": "published"
}
```


Product Catalog Open API - PATCH /sn_tmf_api/catalogmanagement/productOffering/{id}

Updates the specified product offering.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productOffering/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the product offering to update. Data type: String Table: Product Offering [sn_prd_pm_product_offering]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
bundledGroupProductOffering	Child groups of product offerings. These show hierarchica Data type: Array of Objects `"bundledGroupProductOffering": [ { "bundledGroupProductOfferingOption "bundledProductOffering": [Array], "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description

	<pre>"name": "String"
	}
	]</pre>

bundledGroupProductOffering.
bundledGroupProductOfferingOption
	A range of numbers that specifies the lower and upper lim associated product offering that can be procured as part product offering.
	
	Data type: Object
	<pre>"bundledGroupProductOfferingOption": {
	"numberRelOfferLowerLimit": "String"
	"numberRelOfferUpperLimit": "String"
	}</pre>

bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferLowerLimit	Lower limit for a product offering that can be procured as bundled product offering. Data type: String
bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferUpperLimit	Upper limit for a product offering that can be procured as bundled product offering. Data type: String
bundledGroupProductOffering. bundledProductOffering	Child groups of product offerings associated with the bun *`bundledProductOffering`* specified below. Data type: Array of Objects
bundledGroupProductOffering.id	Sys_id of the bundled group record. Useful in cases where offering or group includes multiple groups. Data type: String Table: Product Offering Relationship Group [sn_prd_pm_product_offering_relationship_group]
bundledGroupProductOffering.name	Name of the group of child product offerings. Data type: String

bundledProductOffering	List of product offerings included in the product offering b offering bundle inherits all of the attributes of the included
	
	Data type: Array of Objects
	<pre>"bundledProductOffering": [
	{
	"bundledProductOfferingOption": {O
	"externalId": "String",
	"id": "String",
	"name": "String",
	"version": Number</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	<pre> }]</pre>

bundledProductOffering.
bundledProductOfferingOption
	Product bundle options such as the default number of pro
	upper and lower product offering procurement constraints
	
	Data type: Object
	
	<pre>"bundledProductOfferingOption": {
	  "numberRelOfferDefault": "String",
	  "numberRelOfferLowerLimit": "String"
	  "numberRelOfferUpperLimit": "String"
	}</pre>

bundledProductOffering. bundledProductOfferingOption. numberRelOfferDefault	Default number of product offerings that should be procu bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferLowerLimit	Lower limit of the number of the associated product offeri as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferUpperLimit	Upper limit of the number of the associated product offeri as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering.id	Sys_id or external ID of the bundled product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
bundledProductOffering.externalId	External ID of the product offering##elationship. For additional information on product offering relationship offering relationships. Data type: String
bundledProductOffering.name	Name of the product offering bundle. Data type: String
bundledProductOffering.version	Catalog version of the product offering. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
category	List of categories that the product belongs to. Data type: Array of Objects `"category:" [ { "id": "String", "name": "String" } ]` Table: Category [sc_category]
category.id	Required if using the *category* parameter. ID of the cate Data type: String Table: Category [sc_category]
category.name	Name of the category. Data type: String Default: Blank string
channel	Required. Channels to use for selling the product offering Data type: Array of Objects `"channel:" [ { "description": "String", "id": "String", "name": "String" } ]`
channel.description	Description of the channel. Data type: String Default: Blank string
channel.id	Required. Sys_id of the channel. Data type: String Table: Distribution Channel [sn_prd_pm_distribution_cha
channel.name	Name of the channel. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Default: Blank string
description	Required. Description of the product offering. Data type: String
displayName	Display name of the product offering. Data type: String
externalId	External ID of the product offering. Data type: String Table: In the external_id field of the Product Offering [sn_p table.
id	Required. Initial version or external ID of the product offeri Data type: String Table: In the initial_version or external_id field of the Prod [sn_prd_pm_product_offering] table.
internalId	Sys_id or internal ID of the product offering record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_ table.
isBundle	Flag that indicates whether the product offering is a bund Possible values: • true: Product offering is a bundle. • false: Single product offering. Data type: Boolean Default: false
isSellable	Flag that indicates whether the associated product offerin must be part of a product offering bundle. Possible values: • true: Can be sold separately. • false: Only sold as part of a bundle.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: Boolean Default: false
lastUpdate	Date the product offering was last updated. Data type: String Format: YYYY-MM-DD HH:mm:SS Default: Blank string
lifecycleStatus	Current life cycle status of the product offering. Possible values: • Active • Inactive • Draft Data type: String
name	Required. Name of the product offering. Data type: String
prodSpecCharValueUse	Product offering characteristics. Data type: Array of Objects `"prodSpecCharValueUse": [ { "description": "String", "name": "String", "productSpecCharacteristicValue" "validFor": {Object}, "valueType": "String" } ]`
prodSpecCharValueUse.description	Description of the characteristic. Data type: String
prodSpecCharValueUse.name	Required. Name of the characteristic. Data type: String
prodSpecCharValueUse. productSpecCharacteristicValue	List of the possible values of the characteristic. Data type: Array of Objects `"productSpecCharacteristicValue": [ { "isDefault": Boolean,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description

	<pre>"isMandatory": Boolean,
	"validFor": {Object},
	"value": "String"
	}
	]</pre>

prodSpecCharValueUse. productSpecCharacteristicValue.isDefault	Flag that indicates whether the associated characteristic for the characteristic. Possible values: • true: Default value. • false: Not the default value. Default: false
prodSpecCharValueUse. productSpecCharacteristicValue.isMandatory	Flag that indicates whether the associated characteristic for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false

prodSpecCharValueUse.
productSpecCharacteristicValue.validFor
	Date and time of when the characteristic is valid.
	
	Data type: Object
	<pre>"validFor": {
	"startDateTime": "String"
	}</pre>

prodSpecCharValueUse. productSpecCharacteristicValue.validFor. startDateTime	Start date and time of when the characteristic value is vali Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse. productSpecCharacteristicValue.value	Value of the characteristic. Data type: String

prodSpecCharValueUse.validFor	Date range the characteristic is valid for.
	
	Data type: Object
	<pre>"validFor": {
	"startDateTime": "String"
	}</pre>

prodSpecCharValueUse.validFor.startDateTime	Start date of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse.valueType	Data type of the *prodSpecCharValueUse.productSpecCharact* parameter. Possible values: • choice • email • number • text • yes/no Data type: String
productCharacteristic	List of product characteristics. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "value": "String" } ]`
productCharacteristic.name	Name of the characteristic. Data type: String Default: Blank string
productCharacteristic.value	Value of the characteristic. Data type: String Default: Blank string
productOfferingCharacteristic	Characteristic quality or distinctive feature of a product of can take on a discrete value that is fixed at design time (ca Mobile Plan Rank. These characteristics are not generally level. For additional information on product offering characteris characteristics and characteristic options. Data type: Array of Objects `productOfferingCharacteristic": [ { "characteristicValueSpecification" "name": "String", "valueType": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	<pre> }]</pre>

productOfferingCharacteristic.
characteristicValueSpecification
	List of characteristic values associated with the product o
	
	Data type: Array of Objects
	
	<pre>"characteristicValueSpecification": [
	  {
	  "isDefault": Boolean,
	  "isMandatory": Boolean,
	  "value": "String"
	  }
	]</pre>

productOfferingCharacteristic. characteristicValueSpecification.isDefault	Flag that indicates whether the associated characteristic for the associated characteristic. Possible values: • true: Is default value. • false: Isn't the default value. Data type: Boolean Default: false
productOfferingCharacteristic. characteristicValueSpecification.isMandatory	Flag that indicates whether the associated characteristic associated characteristic. Possible values: • true: Is mandatory. • false: Isn't mandatory. Data type: Boolean Default: false

productOfferingCharacteristic.
characteristicValueSpecification.value
	Number or text assigned to the associated product specif
	
	For example:
	
	<pre>"characteristicValueSpecification": [
	  {
	  "value": "choice 1"
	  },
	  {
	  "value": "choice 2"
	  }
	]</pre>
	Data type: String

productOfferingCharacteristic.name	Name of the associated product offering characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String
productOfferingCharacteristic.valueType	Data type of the *productOfferingCharacteristi characteristicValueSpecification.value* p Possible values: • choice • email • number • text • yes/no Data type: String
productOfferingPrice	Price information for the product offering. Data type: Array of Objects `"productOfferingPrice": [ { "price": {Object}, "priceType": "String" } ]`
productOfferingPrice.price	Price information for the product offering. Data type: Object `"price": { "taxIncludedAmount": {Object} }`
productOfferingPrice.price.taxIncludedAmount	Price information for the product offering. Data type: Object `"taxIncludedAmount": { "unit": "String", "value": "String" }`
productOfferingPrice.price.taxIncludedAmount.unit	Currency code for the product offering price. Data type: String Default: Blank string
productOfferingPrice.price.taxIncludedAmount.value	Price of the product offering including tax. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Default: Blank string
productOfferingPrice.priceType	Type of product offering type. Required if using the *prod* parameter. Valid values: • nonRecurring (one-time) • recurring Data type: String
productOfferingTerm	Valid contract term length for the product offering. Data type: String Default: Blank string
productSpecification	Required. Product specification for the product. Data type: Object `"productSpecification": { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productSpecification.id	Required. Sys_id or external ID of the product specificatio Data type: String Table: In the sys_id or external_id fields in Product Specifi [sn_prd_pm_product_specification]
productSpecification.internalId	Sys_id or internal ID of the product specification record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Offering [sn_prd_ table.
productSpecification.name	Name of the product specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Table: In the name field of the Product Offering [sn_prd_p table.
productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
status	Status of the product offering. Possible values: • draft • published Data type: String
validFor	Required. Date range the product offering is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	Required. End date and time of the product offering. Data type: String Format: YYYY-MM-DD
validFor.startDateTime	Required. Start date and time of the product offering. Data type: String Format: YYYY-MM-DD
version	External version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.

Response body parameters (JSON)

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
bundledGroupProductOffering	Child groups of product offerings. These show hierarchical sub-grouping Data type: Array of Objects `"bundledGroupProductOffering": [ { "bundledGroupProductOfferingOption": {Object "bundledProductOffering": [Array], "id": "String", "name": "String" } ]`
bundledGroupProductOffering. bundledGroupProductOfferingOption	A range of numbers that specifies the lower and upper limits of the numb associated product offering that can be procured as part of the related b product offering. Data type: Object `"bundledGroupProductOfferingOption": { "numberRelOfferLowerLimit": "String", "numberRelOfferUpperLimit": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferLowerLimit	Lower limit for a product offering that can be procured as part of the rela bundled product offering. Data type: String
bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferUpperLimit	Upper limit for a product offering that can be procured as part of the rela bundled product offering. Data type: String
bundledGroupProductOffering. bundledProductOffering	Child groups of product offerings associated with the bundle. Same form *`bundledProductOffering`* specified below. Data type: Array of Objects
bundledGroupProductOffering.id	Sys_id of the bundled group record. Useful in cases where the parent pr offering or group includes multiple groups. Data type: String Table: Product Offering Relationship Group [sn_prd_pm_product_offering_relationship_group]
bundledGroupProductOffering.name	Name of the group of child product offerings. Data type: String
bundledProductOffering	List of product offerings included in the product offering bundle. The pro offering bundle inherits all of the attributes of the included product offeri Data type: Array of Objects `"bundledProductOffering": [ { "bundledProductOfferingOption": {Object}, "externalId": "String", "id": "String", "name": "String", "version": Number } ]`
bundledProductOffering. bundledProductOfferingOption	Product bundle options such as the default number of product offerings upper and lower product offering procurement constraints. Data type: Object `"bundledProductOfferingOption": { "numberRelOfferDefault": "String", "numberRelOfferLowerLimit": "String", "numberRelOfferUpperLimit": "String" }`
bundledProductOffering. bundledProductOfferingOption. numberRelOfferDefault	Default number of product offerings that should be procured as part of th bundled product offering. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferLowerLimit	Lower limit of the number of the associated product offerings that can be as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferUpperLimit	Upper limit of the number of the associated product offerings that can be as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering.id	Sys_id or external ID of the bundled product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
bundledProductOffering.externalId	External ID of the product offering##elationship. For additional information on product offering relationships, see Create offering relationships. Data type: String
bundledProductOffering.name	Name of the product offering bundle. Data type: String
bundledProductOffering.version	Catalog version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
category	List of categories that the product belongs to. Data type: Array of Objects `"category:" [ { "id": "String", "name": "String" } ]`
category.id	ID of the category. Data type: String
category.name	Name of the category. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
channel	Channels to use for selling the product offering. Data type: Array of Objects `"channel:" [ { "description": "String", "id": "String", "name": "String" } ]`
channel.description	Description of the channel. Data type: String
channel.id	Sys_id of the channel. Data type: String Table: Distribution Channel [sn_prd_pm_distribution_channel]
channel.name	Name of the channel. Data type: String
description	Description of the product offering. Data type: String
displayName	Display name of the product offering. Data type: String
externalId	External ID of the product offering. Data type: String Table: In the external_id field of the Product Offering [sn_prd_pm_produ table.
href	Relative link to the resource record. Data type: String Default: Blank string
id	Required. Initial version or external ID of the product offering. Data type: String Table: In the initial_version or external_id field of the Product Offering [sn_prd_pm_product_offering] table.
internalId	Sys_id or internal ID of the product offering record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_o table.
isBundle	Flag that indicates whether the product offering is a bundle. Possible values: • true: Product offering is a bundle. • false: Single product offering. Data type: Boolean Default: false
isSellable	Flag that indicates whether the associated product offering can be sold must be part of a product offering bundle. Possible values: • true: Can be sold separately. • false: Only sold as part of a bundle. Data type: Boolean Default: false
lastUpdate	Date the product offering was last updated. Data type: String
liftcycleStatus	Current lifecycle status. Accepted values: • Active • Draft • Inactive Data type: String Default: Blank string
name	Name of the product offering. Data type: String

prodSpecCharValueUse	Product offering characteristics.
	
	Data type: Array of Objects
	`"prodSpecCharValueUse": [`
	`{`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"description": "String",
	"name": "String",
	"productSpecCharacteristicValue": [Array],
	"validFor": {Object},
	"valueType": "String"
	}
	]</pre>

prodSpecCharValueUse.description	Description of the characteristic. Data type: String
prodSpecCharValueUse.name	Name of the characteristic. Data type: String

prodSpecCharValueUse.
productSpecCharacteristicValue
	List of the possible values of the characteristic.
	
	Data type: Array of Objects
	
	<pre>"productSpecCharacteristicValue": [
	{
	"isDefault": Boolean,
	"isMandatory": Boolean,
	"validFor": {Object},
	"value": "String"
	}
	]</pre>

prodSpecCharValueUse. productSpecCharacteristicValue. isDefault	Flag that indicates whether the associated characteristic value is the de for the characteristic. Possible values: • true: Default value. • false: Not the default value. Default: false
prodSpecCharValueUse. productSpecCharacteristicValue. isMandatory	Flag that indicates whether the associated characteristic value is a man for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false

prodSpecCharValueUse.
productSpecCharacteristicValue.
validFor
	Date and time of when the characteristic is valid.
	
	Data type: Object
	
	<pre>"validFor": {
	"startDateTime": "String"
	}</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
prodSpecCharValueUse. productSpecCharacteristicValue. validFor.startDateTime	Start date and time of when the characteristic value is valid. Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse. productSpecCharacteristicValue. value	Value of the characteristic. Data type: String

prodSpecCharValueUse.validFor	Date range the characteristic is valid for.
	
	Data type: Object
	
	`"validFor": {`
	`  "startDateTime": "String"`
	`}`

prodSpecCharValueUse.validFor. startDateTime	Start date of the characteristic. Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse.valueType	Data type of the *prodSpecCharValueUse.productSpecCharacteristicVal* parameter. Possible values: • choice • email • number • text • yes/no Data type: String

productCharacteristic	List of product characteristics.
	
	Data type: Array of Objects
	
	`"productCharacteristic": [`
	`  {`
	`  "name": "String",`
	`  "value": "String"`
	`  }`
	`]`

productCharacteristic.name	Name of the characteristic. Data type: String
productCharacteristic.value	Value of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

productOfferingCharacteristic	Characteristic quality or distinctive feature of a product offering. Charact
	can take on a discrete value that is fixed at design time (catalog authorin
	Mobile Plan Rank. These characteristics are not generally modifiable at i
	level.
	
	For additional information on product offering characteristics, see Creat
	characteristics and characteristic options.
	
	Data type: Array of Objects
	
	`productOfferingCharacteristic": [`
	`{`
	`"characteristicValueSpecification": [Array],`
	`"name": "String",`
	`"valueType": "String"`
	`}`
	`]`

productOfferingCharacteristic.
characteristicValueSpecification
	List of characteristic values associated with the product offering charact
	
	Data type: Array of Objects
	
	`"characteristicValueSpecification": [`
	`{`
	`"isDefault": Boolean,`
	`"isMandatory": Boolean,`
	`"value": "String"`
	`}`
	`]`

productOfferingCharacteristic. characteristicValueSpecification. isDefault	Flag that indicates whether the associated characteristic value is the de for the associated characteristic. Possible values: • true: Is default value. • false: Isn't the default value. Data type: Boolean Default: false
productOfferingCharacteristic. characteristicValueSpecification. isMandatory	Flag that indicates whether the associated characteristic value is manda associated characteristic. Possible values: • true: Is mandatory. • false: Isn't mandatory. Data type: Boolean Default: false
productOfferingCharacteristic. characteristicValueSpecification.value	Number or text assigned to the associated product specification charact For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"characteristicValueSpecification": [
	{
	"value": "choice 1"
	},
	{
	"value": "choice 2"
	}
	]
	Data type: String

productOfferingCharacteristic.name	Name of the associated product offering characteristic. Data type: String
productOfferingCharacteristic.valueType	Data type of the *productOfferingCharacteristic.characteristicValueSpecification.value* parameter. Possible values: • choice • email • number • text • yes/no Data type: String

productOfferingPrice	Price information for the product offering.
	Data type: Array of Objects
	"productOfferingPrice": [
	{
	"price": {Object},
	"priceType": "String"
	}
	]

productOfferingPrice.price	Price information for the product offering.
	Data type: Object
	"price": {
	"taxIncludedAmount": {Object}
	}

productOfferingPrice.price.taxIncludedAmount	Price information for the product offering.
	Data type: Object
	"taxIncludedAmount": {
	"unit": "String",
	"value": "String"
	}

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOfferingPrice.price.taxIncludedAmount.unit	Currency code for the product offering price. Data type: String
productOfferingPrice.price.taxIncludedAmount.value	Price of the product offering including tax. Data type: String
productOfferingPrice.priceType	Product offering price type, one-time or recurring payment. Possible values: • nonRecurring (one-time) • recurring Data type: String
productOfferingTerm	Valid contract term length for the product offering. Data type: String
productSpecification	Product specification for the product. Data type: Object `"productSpecification": { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "status": "String", "sys_id": "String", "version": "String" }`
productSpecification.id	Sys_id of the product specification record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
productSpecification.internalId	Sys_id or internal ID of the product specification record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_c table.
productSpecification.status	Status of the product specification, such as published or draft.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productSpecification.sys_id	Sys_id of the product specification. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
status	Status of the product offering. Possible values: • draft • published Data type: String
validFor	Date range the product offering is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	End date of the product offering. Data type: String
validFor.startDateTime	Start date of the product offering. Data type: String
version	External version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.

The following example updates the product offering with the sys_id 313b917843235210a82ed6085bb8f2c7 with information provided in the request body.

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/productOffering/313b917843235210a82ed6085bb8f2c7" \
--request PATCH\
--header "Accept:application/json" \
--user 'username':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--data '{
  "id": "313b917843235210a82ed6085bb8f2c7",
  "name": "Internet bundle",
  "displayName": "Internet bundle",
  "description": "Internet bundle",
  "isSellable": false,
  "lifecycleStatus": "Draft",
  "isBundle": true,
  "lastUpdate": "2025-02-05 06:39:45",
  "version": "",
  "internalVersion": "1",
  "internalId": "313b917843235210a82ed6085bb8f2c7",
  "validFor": {
    "startDateTime": "2028-12-15",
    "endDateTime": "2034-01-14"
  },
  "productOfferingTerm": "not_applicable",
  "productOfferingPrice": [
    {
      "priceType": "recurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "USD",
          "value": "0"
        }
      }
    },
    {
      "priceType": "nonRecurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "USD",
          "value": "0"
        }
      }
    }
  ],
  "productOfferingCharacteristic": [
    {
      "name": "Firewall Security",
      "valueType": "choice",
      "characteristicValueSpecification": [
        {
          "value": "Premium",
          "isMandatory": false,
          "isDefault": true
        }
      ]
    },
    {
      "name": "Connectivity need",
      "valueType": "choice",
      "characteristicValueSpecification": [
        {
          "value": "When in use",
          "isMandatory": false,
          "isDefault": false
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
      ]
    }
  ],
  "bundledProductOffering": [
    {

      "id": "0f61dd9fd0a63110f8770dbf976be168",
      "name": "Solana Sports streaming channel",
      "version": "1",
      "externalId": "EXT-123",

      "bundledProductOfferingOption": {
        "numberRelOfferDefault": "1",
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    }
  ],
  "bundledGroupProductOffering": [
    {
      "id": "063b957843235210a82ed6085bb8f205",
      "name": "Streaming Channel",
      "bundledProductOffering": [
        {
          "id": "62619d9fd0a63110f8770dbf976be180",
          "name": "Solana Movie streaming channel",
          "version": "1",
          "externalId": "EXT-123",
          "bundledProductOfferingOption": {
            "numberRelOfferDefault": "1",
            "numberRelOfferLowerLimit": "1",
            "numberRelOfferUpperLimit": "1"
          }
        }
      ],
      "bundledGroupProductOfferingOption": {
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    }
  ],
  "productSpecification": {
    "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
    "name": "SD-WAN Service Package",
    "version": "",
    "internalVersion": "3",
    "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6"
  },
  "prodSpecCharValueUse": [
    {
      "name": "Tenancy",
      "description": "Tenancy",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2024-12-18 21:04:24"
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "productSpecCharacteristicValue": [
        {
          "value": "Premium (>50 sites)",
          "isDefault": false,
          "isMandatory": false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Base (10 site)",
          "isDefault": false,
          "isMandatory": false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "productSpecification": {
        "id": "216663aa53702010cd6dddeeff7b12b5",
        "name": "SD-WAN Controller",
        "version": "",
        "internalVersion": "1",
        "internalId": "216663aa53702010cd6dddeeff7b12b5"
      }
    }
  ],
  "channel": [
    {
      "id": "58ad5522c3702010df4773ce3640ddb2",
      "name": "Agent Assist"
    }
  ],
  "category": [
    {
      "id": "13e305a143b631105029d1529ab8f267",
      "name": "SD-WAN_all_offers"
    }
  ],
  "status": "draft"
}'
```

Response body:

```
{
  "id": "313b917843235210a82ed6085bb8f2c7",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productOffering/313b91784323
5210a82ed6085bb8f2c7",
 "name": "Internet",
  "displayName": "Internet",
  "description": "Internet bundle",
  "isSellable": false,
  "lifecycleStatus": "Draft",
  "isBundle": true,
  "lastUpdate": "2025-02-05 06:39:45",
  "version": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "internalVersion": "1",
  "internalId": "313b917843235210a82ed6085bb8f2c7",
  "validFor": {
    "startDateTime": "2028-12-15",
    "endDateTime": "2034-01-14"
  },
  "productOfferingTerm": "not_applicable",
  "productOfferingPrice": [
    {
      "priceType": "recurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "USD",
          "value": "0"
        }
      }
    },
    {
      "priceType": "nonRecurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "USD",
          "value": "0"
        }
      }
    }
  ],
  "productOfferingCharacteristic": [
    {
      "name": "Firewall Security",
      "valueType": "choice",
      "characteristicValueSpecification": [
        {
          "value": "Premium",
          "isMandatory": false,
          "isDefault": true
        }
      ]
    },
    {
      "name": "Connectivity need",
      "valueType": "choice",
      "characteristicValueSpecification": [
        {
          "value": "When in use",
          "isMandatory": false,
          "isDefault": false
        }
      ]
    }
  ],
  "bundledProductOffering": [
    {
          "id": "0f61dd9fd0a6311 0f8770dbf976be168",
      "name": "Solana Sports streaming channel",
      "version": "1",
      "externalId": "EXT-123",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "bundledProductOfferingOption": {
        "numberRelOfferDefault": "1",
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    },
    {
      "id": "0f61dd9fd0a63110f8770dbf976be16c",
      "name": "Solana TV shows streaming channel",
      "version": "1",
      "externalId": "EXT-456",

      "bundledProductOfferingOption": {
        "numberRelOfferDefault": "1",
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    }
  ],
  "bundledGroupProductOffering": [
    {
      "id": "063b957843235210a82ed6085bb8f205",
      "name": "Streaming Channel",
      "bundledProductOffering": [
        {

          "name": "Internet",
          "version": "1",
          "externalId": "EXT-678",
          "bundledProductOfferingOption": {
            "numberRelOfferDefault": "1",
            "numberRelOfferLowerLimit": "1",
            "numberRelOfferUpperLimit": "1"
          }
        }
      ],
      "bundledGroupProductOfferingOption": {
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "3"
      }
    },
    {
      "id": "313b917843235210a82ed6085bb8f2c7",
      "name": "Streaming Channel",
      "bundledProductOffering": [
        {
          "id": "1161a4f8436b1210a82ed6085bb8f216",
          "name": "Internet",
          "version": "1",
          "externalId": "EXT-910",
          "bundledProductOfferingOption": {
            "numberRelOfferDefault": "1",
            "numberRelOfferLowerLimit": "1",
            "numberRelOfferUpperLimit": "1"
          }
        }
      ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "bundledGroupProductOfferingOption": {
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    }
  ],
  "productSpecification": {
    "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
    "name": "SD-WAN Service Package",
    "version": "",
    "internalVersion": "3",
    "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6"
  },
  "prodSpecCharValueUse": [
    {
      "name": "Tenancy",
      "description": "Tenancy",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2024-12-18 21:04:24"
      },
      "productSpecCharacteristicValue": [
        {
          "value": "Premium (>50 sites)",
          "isDefault": false,
          "isMandatory": false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Advance (50 site)",
          "isDefault": false,
          "isMandatory": false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Base (10 site)",
          "isDefault": false,
          "isMandatory": false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "productSpecification": {
        "id": "216663aa53702010cd6dddeeff7b12b5",
        "name": "SD-WAN Controller",
        "version": "",
        "internalVersion": "1",
        "internalId": "216663aa53702010cd6dddeeff7b12b5"
      }
    }
  ],
  "channel": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "id": "58ad5522c3702010df4773ce3640ddb2",
      "name": "Agent Assist"
    }
  ],
  "category": [
    {
      "id": "13e305a143b631105029d1529ab8f267",
      "name": "SD-WAN_all_offers"
    }
  ],
  "status": "draft"
}
```

Product Catalog Open API - PATCH /sn_tmf_api/catalogmanagement/productOfferingPrice/{id}

Updates a price list line record with a given sys_id in the Price list line [sn_csm_pricing_price_list_line] table.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productOfferingPrice/{id}`

Supported request parameters

Path parameters

Name	Description
id	Required. Sys_id of the price list line to retrieve. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
@type	Required. Type of price list line. Always a value of `ProductOfferingPrice`. Data type: String
externalId	The external ID of the price list line. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
isBundle	Flag that indicates whether the price list line is part of a single product or a bundle of products. Valid values: • true: Price list line is part of a bundle. • false: Price list line isn't part of a bundle. Data type: Boolean Default: false
lastUpdate	Required. Date that the price line was last updated. Format: YYYY-MM-DD Data type: String
lifeCycleStatus	Required. Current life cycle status of the product list line. Valid values: • active • draft • inactive Data type: String Default: draft
name	Required. Name to give the price list line. Data type: String

price	Required. List price details of the price list line.
	
	Data type: Object
	`"price": {`
	`  "unit": "String",`
	`  "value": "String"`
	`}`

price.unit	Required. Currency code of the price list line. For example, `USD` or `EUR`. Table: Currency [fx_currency] table. Data type: String
price.value	Required. Value of the price. Data type: String (represented with a number. For example, `"800"`.)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

priceList	Required. Price list information associated with the price list line.
	
	Data type: Object
	
	`"priceList": {`
	`  "id": "String",`
	`  "name": "String",`
	`  "@type": "String"`
	`}`

priceList.id	Required. Sys_id of the price list line. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
priceList.name	Name of the price list line. Data type: String
priceList.@type	The type of price list line. When sub-classing, this defines the sub-class extensible name. Value is always `priceList`. Data type: String
priceType	Required. Filter the price list line by the pricing method of the product offering. Valid values: • recurring: Charge recurring pricing amounts with a specified frequency. Frequency is set in the *`recurringChargePeriodType`* parameter. • one_time: Supports one-time or recurring add-on charges and fees for a product offering. Data type: String Default: recurring

productOffering	Required. Product offering of the price list line.
	
	Data type: Object
	
	`"productOffering": {`
	`  "id": "String",`
	`  "name": "String",`
	`  "internalVersion": "String"`
	`}`

productOffering.id	Required. Sys_id of the product offering. Table: Product offering [sn_prd_pm_product_offering] Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
productOffering.internalVersion	Internal version number of the product offering. Data type: String (represented with a number. For example, `"1"`.)
productOffering.name	Name of the product offering. Data type: String
recurringChargePeriodType	Required if *priceType* is recurring. Commitment terms that are selected when the product offering was created. Valid values: • annually • monthly Data type: String

unitOfMeasure	Required. Details about the unit of measure associated with the price list line.
	
	Data type: Object
	`"unitOfMeasure": {`
	`  "id": "String",`
	`  "amount": Number,`
	`  "units": "String"`
	`}`

unitOfMeasure.amount	Amount of the unit of measure. Data type: Number
unitOfMeasure.id	Required. Sys_id of the unit of measure in the Price Line List table. Table: Price List Line [sn_csm_pricing_price_list_line] Data type: String
unitOfMeasure.units	Type of the unit of measure associated with the price list line. For example, `each` or `bundle`. Data type: String

validFor	Required. The duration of time that the price list line is valid for.
	
	Data type: Object
	`"validFor": {`
	`  "endDate": "String",`
	`  "startDate": "String"`
	`}`

validFor.endDate	End date that the price list line is valid for.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String (glide_date_time)
validFor.endDateTime	End date and time that the price list line is valid for. Format: YYYY-MM-DD HH:mm:ss Data type: String (glide_date)
validFor.startDate	Start date that the price list line is valid for. Data type: String (glide_date_time)
validFor.startDateTime	Start date and time that the price list line is valid for. Format: YYYY-MM-DD HH:mm:ss Data type: String (glide_date)

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Possible reasons:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Invalid path parameter • Invalid URI
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
id	Sys_id of the price list line. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
href	URL to the price list line record in the instance. Data type: String
lastUpdate	Date and time that the price list line was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
validFor	The duration of time that the price list line is valid for. Data type: Object `"validFor": { "endDate": "String", "startDate": "String" }`
validFor.endDate	End date and time that the price list line is valid for. Data type: String (glide_date_time)
validFor.startDate	Start date and time that the price list line is valid for. Data type: String (glide_date_time)
isBundle	Flag that indicates whether the price list line is part of a single product or a bundle of products. Valid values: • true: Price list line is part of a bundle. • false: Price list line isn't part of a bundle. Data type: Boolean
lifecycleStatus	Current life cycle status of the price list line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • Active • Draft • Inactive Data type: String
productOffering	Product offering that is associated with the price list line. Data type: Object `"productOffering": { "id": "String", "name": "String", "internalVersion": "String" }`
productOffering.id	Sys_id of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOffering.internalVersion	Internal version number of the product offering. For example, PRD0F01024. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
priceType	The pricing method of the product offering which is associated with this price list line. Possible values: • recurring: Charge recurring pricing amounts with a specified frequency. The value of *`recurringChargePeriodType`* indicates the frequency of the charge. • one_time: One-time or recurring add-on charges and fees for a product offering. Data type: String
recurringChargePeriodType	The periodicity or frequency of the product offering associated with this price list line. Returns a frequency type if *`priceType`* was set to `recurring`, otherwise returns an empty string. Possible values: • annually • monthly

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
unitOfMeasure	Details about the unit of measure associated with the price list line. Data type: Object `"unitOfMeasure": { "id": "String", "amount": Number, "units": "String" }`
unitOfMeasure.amount	Amount of the unit of measure. Data type: Number
unitOfMeasure.id	Sys_id of the unit of measure. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
unitOfMeasure.units	Type of the unit of measure associated with the price list line. For example, `year` or `bundle`. Data type: String
price	List price details of the price list line. Data type: Object `"price": { "units": "String", "value": "String" }`
price.units	Currency code of the price. For example, `USD` or `EUR`. Table: Currency [fx_currency] Data type: String
price.value	Value of the price. Data type: String (represented with a number)
priceList	Price list information associated with the price list line. Data type: Object `"priceList": { "id": "String", "name": "String", "@type": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
priceList.id	Sys_id of the price list in the Price List [sn_csm_pricing_price_list] table. Data type: String
priceList.name	Name of the price list. Data type: String
priceList.@type	The type of price list. When sub-classing, this defines the sub-class extensible name. Always has a value of `priceList`. Data type: String
@type	Always a value of `ProductOfferingPrice`. When sub-classing, this defines the sub-class extensible name. Data type: String
state	The state of the price list which is associated with this price list line. Data type: String
externalId	The external ID of this price list line. Data type: String

Example: cURL request

The following example updates the dates of when the product offering price with ID 3ddd0... is valid for.

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/productOfferingPrice/994d5d364f8b5210f899f61d20ce0b7c" \
--request patch\
--user 'username':'password'
--data {
  "validFor": {
    "endDateTime": "2024-06-25 15:15:58"
  }
}
```

Response body:

```
{
  "validFor": {
    "endDateTime": "2024-06-25 15:15:58"
  },
  "id": "994d5d364f8b5210f899f61d20ce0b7c",
  "name": "new Price list",
  "lastUpdate": "2025-01-16 00:15:32",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productOfferingPrice/994d5d3
64f8b5210f899f61d20ce0b7c",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "lifecycleStatus": "Draft"
}
```

Product Catalog Open API - PATCH /sn_tmf_api/catalogmanagement/productSpecification/{id}

Updates the specified product specification.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productSpecification/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the product offering to update. Data type: String Table: Product Specification [sn_prd_pm_product_specification]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
description	Required. Description of the specification. Data type: String
externalId	Required. External ID of the product specification. Data type: String Table: In the external_id field of the Product Specification [sn_prd_pm_product_specification] table.
id	Sys_id or external ID of the product specification. Data type: String Table: In the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] table.
internalId	Required. Sys_id or internal ID of the product specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Table: In the initial_version field of the Product Specification [sn_prd_pm_product_specification] table.
internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.
isBundle	Flag that indicates whether *productSpecification* represents a single product or a bundle of products. Valid values: • true: The product specification is a product bundle and contains multiple products. • false: The product specification contains a single product. Data type: Boolean Default: false
lastUpdate	Date the specification was last updated. Data type: String Default: Blank string
name	Required. Name of the specification. Data type: String
productSpecCharacteristic	Specification characteristic. Data type: Array of Objects `"productSpecCharacteristic": [ { "description": "String", "name": "String", "productSpecCharacteristicValue": [Array], "validFor": {Object}, "valueType": "String" } ]`
productSpecCharacteristic.description	Description of the characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
productSpecCharacteristic.name	Required. Name of the characteristic. Data type: String
productSpecCharacteristic. productSpecCharacteristicValue	List of the possible values of the characteristic. Data type: Array of Objects `"productSpecCharacteristicValue": [ { "isDefault": Boolean, "isMandatory": Boolean, "validFor": {Object}, "value": "String" } ]`
productSpecCharacteristic. productSpecCharacteristicValue. isDefault	Flag that indicates whether the associated characteristic value is the default value for the characteristic. Possible values: • true: Default value. • false: Not the default value. Default: false
productSpecCharacteristic. productSpecCharacteristicValue. isMandatory	Flag that indicates whether the associated characteristic value is a mandatory value for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false
productSpecCharacteristic. productSpecCharacteristicValue. validFor	Date and time of when the characteristic is valid. Data type: Object `"validFor": { "startDateTime": "String" }`
productSpecCharacteristic. productSpecCharacteristicValue. validFor.startDateTime	Start date and time of when the characteristic value is valid. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Format: YYYY-MM-DD HH:mm:SS
productSpecCharacteristic. productSpecCharacteristicValue.value	Value of the characteristic. Data type: String

productSpecCharacteristic.validFor	Date range the characteristic is valid for.
	
	Data type: Object
	`"validFor": {`
	`"endDateTime": "String",`
	`"startDateTime": "String"`
	`}`

productSpecCharacteristic.validFor. endDateTime	End date and time of the characteristic. Format: YYYY-MM-DD HH:mm:SS. For example, `2025-01-31 09:35:43`. Data type: String
productSpecCharacteristic.validFor. startDateTime	Start date and time of the characteristic. Format: YYYY-MM-DD HH:mm:SS. For example, `2025-01-31 09:35:43`. Data type: String
productSpecCharacteristic.valueType	Value type of the characteristic, such as choice or email. Data type: String

productSpecificationRelationship	Details of the specification's relationships to other product specifications.
	
	Data type: Array of Objects
	`"productSpecificationRelationship":`
	`[`
	`{`
	`"id": "String",`
	`"type": "String",`
	`"validFor": {Object}`
	`}`
	`]`

productSpecificationRelationship.id	ID of the related specification. Data type: String
productSpecificationRelationship.type	Required if using the *`productSpecificationRelationship`* parameter. Type of relationship.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Valid values: • bundles • composed_of Data type: String
productSpecificationRelationship.validFor	Date range the relationship is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
productSpecificationRelationship.validFor.endDateTime	End date of the relationship. Format: YYYY-MM-DD HH:mm:SS. For example, `2025-01-31 09:35:43`. Data type: String
productSpecificationRelationship.validFor.startDateTime	Start date of the relationship. Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`. Data type: String
resourceSpecification	Required. Details of the resource specifications related to this product specification. Data type: Array of Objects `"resourceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
resourceSpecification.id	Required. Initial version or external ID of the resource specification. Data type: String Table: In the sys_id or external_id field of the Resource Specification [sn_prd_pm_resource_specification] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
resourceSpecification.internalId	Initial version (sys_id) of the resource specification record. Data type: String Table: In the initial_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalVersion	Version of the resource specification. Data type: String Table: In the version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.name	Name of the resource specification. Data type: String Table: Resource Specification [sn_prd_pm_resource_specification]
resourceSpecification.version	External version of the resource specification. Data type: String Table: In the external_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
serviceSpecification	List of service specifications related to this product specification. Data type: Array of Objects `"serviceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
serviceSpecification.id	Initial version or external ID of the service specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Table: In the sys_id or external_id field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalId	Initial version of the service specification. Data type: String Table: In the initial_version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalVersion	Version of the service specification. Data type: String Table: In the version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.name	Name of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]
serviceSpecification.version	External version of the service specification. Data type: String Table: In the external_version field of the Service Specification [sn_prd_pm_service_specification] table.
validFor	Required. Date range the specification is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	End date and time of the specification. Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`. Data type: String
validFor.startDateTime	Start date and time of the specification. Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] table.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed.
400	Bad request. Possible reasons: • Empty payload. • Invalid payload. Mandatory field missing: <field name>
404	Not found. The requested item wasn't found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
description	Description of the specification. Data type: String
href	Relative link to the resource record. Data type: String
id	Sys_id or external ID of the product specification. Data type: String Table: In the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] table.
internalId	Required. Sys_id or internal ID of the product specification. Data type: String Table: In the initial_version field of the Product Specification [sn_prd_pm_product_specification] table.
internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.
lastUpdate	Date the specification was last updated. Format: YYYY-MM-DD 00:00:00. Data type: String
name	Name of the specification. Data type: String
productSpecCharacteristic	Characteristics of the specification. Data type: Array of Objects `"productSpecCharacteristic": [ { "description": "String", "name": "String", "productSpecCharacteristicValue": [Array], "validFor": {Object}, "valueType": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
productSpecCharacteristic.description	Description of the characteristic. Data type: String
productSpecCharacteristic.name	Name of the characteristic. Data type: String

productSpecCharacteristic.
productSpecCharacteristicValue
	List of the possible values of the characteristic.
	
	Data type: Array of Objects
	<pre>"productSpecCharacteristicValue": [
	{
	"isDefault": Boolean,
	"isMandatory": Boolean,
	"validFor": {Object},
	"value": "String"
	}
	]</pre>

productSpecCharacteristic. productSpecCharacteristicValue. isDefault	Flag that indicates whether the associated characteristic value is the default value for the characteristic. Possible values: • true: Default value. • false: Not the default value. Default: false
productSpecCharacteristic. productSpecCharacteristicValue. isMandatory	Flag that indicates whether the associated characteristic value is a mandatory value for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false

productSpecCharacteristic.
productSpecCharacteristicValue.
validFor
	Date and time of when the characteristic is valid.
	
	Data type: Object
	<pre>"validFor": {
	"startDateTime": "String"
	}</pre>

productSpecCharacteristic. productSpecCharacteristicValue. validFor.startDateTime	Start date and time of when the characteristic value is valid. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: YYYY-MM-DD HH:mm:SS
productSpecCharacteristic. productSpecCharacteristicValue.value	Value of the characteristic. Data type: String

productSpecCharacteristic.validFor	Date range the characteristic is valid for.
	
	Data type: Object
	
	`"validFor": {`
	`  "endDateTime": "String",`
	`  "startDateTime": "String"`
	`}`

productSpecCharacteristic.validFor. endDateTime	End date and time of the characteristic. Format: YYYY-MM-DD 00:00:00. Data type: String
productSpecCharacteristic.validFor. startDateTime	Start date and time of the characteristic. Format: YYYY-MM-DD 00:00:00. Data type: String
productSpecCharacteristic.valueType	Value type of the characteristic, such as choice or email. Data type: String

productSpecificationRelationship	This specification's relationships to other product specifications.
	
	Data type: Array of Objects
	
	`"productSpecificationRelationship":`
	`[`
	`  {`
	`  "id": "String",`
	`  "type": "String",`
	`  "validFor": {Object}`
	`  }`
	`]`

productSpecificationRelationship.id	Sys_id of the related specification. Data type: String
productSpecificationRelationship.type	Type of relationship. Data type: String
productSpecificationRelationship. validFor	Date range the relationship is valid for. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"validFor": {
	"endDateTime": "String",
	"startDateTime": "String"
	}

productSpecificationRelationship. validFor.endDateTime	End date and type of the relationship. Format: YYYY-MM-DD Data type: String
productSpecificationRelationship. validFor.startDateTime	Start date and type of the relationship. Format: YYYY-MM-DD Data type: String

resourceSpecification	List of resource specifications related to this product specification.
	
	Data type: Array of Objects
	"resourceSpecification": [
	{
	"id": "String",
	"internalId": "String",
	"internalVersion": "String",
	"name": "String",
	"version": "String"
	}
	]

resourceSpecification.id	Sys_id or external ID of the resource specification. Data type: String Table: In the sys_id or external_id field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalId	Initial version (sys_id) of the resource specification record. Data type: String Table: In the initial_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalVersion	Version of the resource specification. Data type: String Table: In the version field of the Resource Specification [sn_prd_pm_resource_specification] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
resourceSpecification.name	Name of the resource specification. Data type: String Table: Resource Specification [sn_prd_pm_resource_specification]
resourceSpecification.version	External version of the resource specification. Data type: String Table: In the external_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
serviceSpecification	List of service specifications related to this product specification. Data type: Array of Objects `"serviceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
serviceSpecification.id	Initial version or external ID of the service specification. Data type: String Table: In the sys_id or external_id field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalId	Initial version of the service specification. Data type: String Table: In the initial_version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalVersion	Version of the service specification. Data type: String Table: In the version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.name	Name of the service specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Specification [sn_prd_pm_service_specification]
serviceSpecification.version	External version of the service specification. Data type: String Table: In the external_version field of the Service Specification [sn_prd_pm_service_specification] table.
validFor	Date range the specification is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	End date and time of the specification. Format: YYYY-MM-DD HH:mm:SS. Data type: String
validFor.startDateTime	Start date and time of the specification. Format: YYYY-MM-DD HH:mm:SS. Data type: String
version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] table.

The following example updates the product specification ID d6f8d9995b020210235d85cced81c7eb with information provided in the request body.

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/productSpecification/d6f8d9995b020210235d85cced81c7eb" \
--request PATCH\
--header "Accept:application/json" \
--user 'username':'password'
--data '{
  "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productSpecification/cfe5ef6
a53702010cd6dddeeff7b12f6",
  "name": "SD-WAN Service Package",
  "displayName": "SD-WAN Service Package v3",
  "version": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "internalVersion": "3",
  "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6",
  "description": "SD WAN Service Package",
  "lastUpdate": "2027-10-11 06:58:12",
  "isBundle": true,
  "validFor": {
    "startDateTime": "2029-02-05",
    "endDateTime": ""
  },
  "serviceSpecification": [],
  "productSpecificationRelationship": [
    {
      "id": "216663aa53702010cd6dddeeff7b12b5",
      "name": "SD-WAN Controller",
      "version": "",
      "internalVersion": "1",
      "internalId": "216663aa53702010cd6dddeeff7b12b5",
      "type": "Service",
      "validFor": {
        "startDateTime": "2025-01-24",
        "endDateTime": ""
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "1",
        "numberSpecRelUpperLimit": "1"
      }
    },
    {
      "id": "39b627aa53702010cd6dddeeff7b1202",
      "name": "SD-WAN Edge Device",
      "version": "",
      "internalVersion": "2",
      "internalId": "39b627aa53702010cd6dddeeff7b1202",
      "type": "Service",
      "validFor": {
        "startDateTime": "2026-06-05",
        "endDateTime": "2031-07-05"
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "2",
        "numberSpecRelUpperLimit": "4"
      }
    },
    {
      "id": "a6514bd3534560102f18ddeeff7b1247",
      "name": "SD-WAN Security",
      "version": "",
      "internalVersion": "2",
      "internalId": "a6514bd3534560102f18ddeeff7b1247",
      "type": "Service",
      "validFor": {
        "startDateTime": "2026-06-03",
        "endDateTime": "2031-07-05"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "4",
        "numberSpecRelUpperLimit": "20"
      }
    }
  ],
  "resourceSpecification": [],
  "productSpecCharacteristic": [
    {
      "productSpecCharacteristicValue": [
        {
          "value": "1",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.25",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.01",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.5",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Down Time",
      "description": "Down Time",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:36:15"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "500 Mbps",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "2 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "5 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "1 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Bandwidth",
      "description": "Bandwidth",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:32:11"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "4 hrs",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "2 hrs",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "1 hr",
        "isMandatory":false,
        "isDefault":false,
        "validFor": {
          "startDateTime": ""
        }
      }
    ],
    "name": "Time to Restore (TTR)",
    "description": "Time to Restore (TTR)",
    "valueType": "choice",
    "validFor": {
      "startDatetime": "2027-10-11 02:37:25"
    }
  },
  {
    "productSpecCharacteristicValue": [
      {
        "value": "1 hr",
        "isMandatory":true,
        "isDefault":true,
        "validFor": {
          "startDateTime": ""
        }
      },
      {
        "value": "2 hrs",
        "isMandatory":true,
        "isDefault":false,
        "validFor": {
          "startDateTime": ""
        }
      },
      {
        "value": "4 hrs",
        "isMandatory":false,
        "isDefault":false,
        "validFor": {
          "startDateTime": ""
        }
      }
    ],
    "name": "Mean Time to Restore (MTR)",
    "description": "Mean Time to Restore (MTR)",
    "valueType": "choice",
    "validFor": {
      "startDatetime": "2027-10-11 02:39:05"
    }
  },
  {
    "productSpecCharacteristicValue": [
      {
        "value": "No",
        "validFor": {
          "startDateTime": ""
        }
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "value": "Yes",
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Application Flow Backup",
      "description": "Application Flow Backup",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2027-10-11 02:30:39"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "99.00",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.50",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.75",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.99",
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Up Time",
      "description": "Up time",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:34:30"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "No",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        {
          "value": "Yes",
          "isMandatory":false,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Application Encryption",
      "description": "Application Encryption",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2027-10-11 02:29:08"
      }
    }
  ],
  "status": "published"
}'
```

Response body:

```
{
  "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productSpecification/cfe5ef6
a53702010cd6dddeeff7b12f6",
  "name": "SD-WAN Service Package",
  "displayName": "SD-WAN Service Package v3",
  "version": "",
  "internalVersion": "3",
  "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6",
  "description": "SD WAN Service Package",
  "lastUpdate": "2027-10-11 06:58:12",
  "isBundle": true,
  "validFor": {
    "startDateTime": "2029-02-05",
    "endDateTime": ""
  },
  "serviceSpecification": [],
  "productSpecificationRelationship": [
    {
      "id": "216663aa53702010cd6dddeeff7b12b5",
      "name": "SD-WAN Controller",
      "version": "",
      "internalVersion": "1",
      "internalId": "216663aa53702010cd6dddeeff7b12b5",
      "type": "Service",
      "validFor": {
        "startDateTime": "2025-01-24",
        "endDateTime": ""
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "1",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "numberSpecRelUpperLimit": "1"
      }
    },
    {
      "id": "39b627aa53702010cd6dddeeff7b1202",
      "name": "SD-WAN Edge Device",
      "version": "",
      "internalVersion": "2",
      "internalId": "39b627aa53702010cd6dddeeff7b1202",
      "type": "Service",
      "validFor": {
        "startDateTime": "2026-06-05",
        "endDateTime": "2031-07-05"
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "2",
        "numberSpecRelUpperLimit": "4"
      }
    },
    {
      "id": "a6514bd3534560102f18ddeeff7b1247",
      "name": "SD-WAN Security",
      "version": "",
      "internalVersion": "2",
      "internalId": "a6514bd3534560102f18ddeeff7b1247",
      "type": "Service",
      "validFor": {
        "startDateTime": "2026-06-03",
        "endDateTime": "2031-07-05"
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "4",
        "numberSpecRelUpperLimit": "20"
      }
    }
  ],
  "resourceSpecification": [],
  "productSpecCharacteristic": [
    {
      "productSpecCharacteristicValue": [
        {
          "value": "1",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.25",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "startDateTime": ""
          }
        },
        {
          "value": "0.01",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.5",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Down Time",
      "description": "Down Time",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:36:15"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "500 Mbps",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "2 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "5 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "1 Gbps",
          "isMandatory":true,
          "isDefault":false,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Bandwidth",
      "description": "Bandwidth",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:32:11"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "4 hrs",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "2 hrs",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "1 hr",
          "isMandatory":false,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Time to Restore (TTR)",
      "description": "Time to Restore (TTR)",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:37:25"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "1 hr",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "value": "2 hrs",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "4 hrs",
          "isMandatory":false,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Mean Time to Restore (MTR)",
      "description": "Mean Time to Restore (MTR)",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:39:05"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "No",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Yes",
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Application Flow Backup",
      "description": "Application Flow Backup",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2027-10-11 02:30:39"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "99.00",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.50",
          "validFor": {
            "startDateTime": ""
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          }
        },
        {
          "value": "99.75",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.99",
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Up Time",
      "description": "Up time",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:34:30"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "No",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Yes",
          "isMandatory":false,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Application Encryption",
      "description": "Application Encryption",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2027-10-11 02:29:08"
      }
    }
  ],
  "status": "published"
}'
```

Product Catalog Open API - POST /sn_tmf_api/catalogmanagement/catalog

Creates a product offering catalog.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/catalog`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
description	Description of the product offering catalog. Data type: String Default: Blank string
externalId	Unique identifier for the product offering catalog from the external system. Data type: String Default: Blank string
name	Required. Name of the product offering catalog. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Request successfully processed.
400	Bad Request. Could be any of the following reasons: • Empty payload. • Invalid payload. Mandatory field missing: <field name>

Response body parameters (JSON)

Name	Description
description	Description of the product offering catalog. Data type: String
id	Sys_id of the product offering catalog Data type: String Table: Product Offering Catalog [sn_prd_pm_product_offering_catalog]
name	Name of the product offering catalog. Data type: String

Example: cURL request

This example creates a product offering catalog.

```
curl --location --request POST
 "https://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/catalog" \
--header "Content-Type: application/json" \
--data-raw '{
    "id": "testId",
    "name": "Catalog",
    "description": "Description"
}'
--user 'username':'password'
```

Response body:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
   "id": "45715d02c3510110bc0526083c40dd6b",
   "description": "Description",
   "name": "Catalog1"
}
```

Product Catalog Open API - POST /sn_tmf_api/catalogmanagement/productOffering

Creates a product offering and associated product offering bundles.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productOffering`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
bundledGroupProductOffering	Child groups of product offerings. These show hierarchica Data type: Array of Objects `"bundledGroupProductOffering": [ { "bundledGroupProductOfferingOption "bundledProductOffering": [Array], "id": "String", "name": "String" } ]`
bundledGroupProductOffering. bundledGroupProductOfferingOption	A range of numbers that specifies the lower and upper lim associated product offering that can be procured as part product offering. Data type: Object `"bundledGroupProductOfferingOption": { "numberRelOfferLowerLimit": "String" "numberRelOfferUpperLimit": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferLowerLimit	Lower limit for a product offering that can be procured as bundled product offering. Data type: String
bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferUpperLimit	Upper limit for a product offering that can be procured as bundled product offering. Data type: String
bundledGroupProductOffering. bundledProductOffering	Child groups of product offerings associated with the bun *`bundledProductOffering`* specified below. Data type: Array of Objects
bundledGroupProductOffering.id	Sys_id of the bundled group record. Useful in cases where offering or group includes multiple groups. Data type: String Table: Product Offering Relationship Group [sn_prd_pm_product_offering_relationship_group]
bundledGroupProductOffering.name	Name of the group of child product offerings. Data type: String

bundledProductOffering	List of product offerings included in the product offering b
	offering bundle inherits all of the attributes of the included
	
	Data type: Array of Objects
	
	`"bundledProductOffering": [`
	`  {`
	`  "bundledProductOfferingOption": {O`
	`  "externalId": "String",`
	`  "id": "String",`
	`  "name": "String",`
	`  "version": Number`
	`  }`
	`]`

bundledProductOffering.
bundledProductOfferingOption
	Product bundle options such as the default number of pro
	upper and lower product offering procurement constraints
	
	Data type: Object
	
	`"bundledProductOfferingOption": {`
	`  "numberRelOfferDefault": "String",`
	`  "numberRelOfferLowerLimit": "String"`
	`  "numberRelOfferUpperLimit": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
bundledProductOffering. bundledProductOfferingOption. numberRelOfferDefault	Default number of product offerings that should be procu bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferLowerLimit	Lower limit of the number of the associated product offeri as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferUpperLimit	Upper limit of the number of the associated product offeri as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering.externalId	External ID of the product offering#relationship. For additional information on product offering relationship offering relationships . Data type: String
bundledProductOffering.id	Sys_id or external ID of the bundled product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
bundledProductOffering.name	Name of the product offering bundle. Data type: String
bundledProductOffering.version	Catalog version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
category	List of categories that the product belongs to. Data type: Array of Objects `"category:" [ { "id": "String", "name": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
category.id	Required if using the *category* parameter. ID of the cate Data type: String Table: Category [sc_category]
category.name	Name of the category. Data type: String Table: Category [sc_category]
channel	Required. Channels to use for selling the product offering Data type: Array of Objects `"channel:" [ { "description": "String", "id": "String", "name": "String" } ]`
channel.description	Description of the channel. Data type: String
channel.id	Required. Sys_id of the channel. Data type: String Table: Distribution Channel [sn_prd_pm_distribution_cha
channel.name	Name of the channel. Data type: String
description	Required. Description of the product offering. Data type: String
displayName	Display name of the product offering. Data type: String
externalId	Unique identifier for the product offering from the external Data type: String
href	Relative link to the resource record. Data type: String
id	Required. Initial version or external ID of the product offeri

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Table: In the initial_version or external_id fields of the Proc [sn_prd_pm_product_offering] table.
internalId	Sys_id or internal ID of the product offering record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_ table.
isBundle	Flag that indicates whether the product offering is a bund Possible values: • true: Product offering is a bundle. • false: Single product offering. Data type: Boolean Default: false
isSellable	Flag that indicates whether the associated product offerin must be part of a product offering bundle. Possible values: • true: Can be sold separately. • false: Only sold as part of a bundle. Data type: Boolean Default: false
lastUpdate	Date the product offering was last updated. Data type: String Format: YYYY-MM-DD HH:mm:SS
lifecycleStatus	Current lifecycle status. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• Active • Draft • Inactive Data type: String
name	Required. Name of the product offering. Data type: String
prodSpecCharValueUse	Product offering characteristics. Data type: Array of Objects `"prodSpecCharValueUse": [ { "description": "String", "name": "String", "productSpecCharacteristicValue" "validFor": {Object}, "valueType": "String" } ]`
prodSpecCharValueUse.description	Description of the characteristic. Data type: String
prodSpecCharValueUse.name	Name of the characteristic. Data type: String
prodSpecCharValueUse. productSpecCharacteristicValue	List of the possible values of the characteristic. Data type: Array of Objects `"productSpecCharacteristicValue": [ { "isDefault": Boolean, "isMandatory": Boolean, "validFor": {Object}, "value": "String" } ]`
prodSpecCharValueUse. productSpecCharacteristicValue.isDefault	Flag that indicates whether the associated characteristic for the characteristic. Possible values: • true: Default value. • false: Not the default value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Default: false
prodSpecCharValueUse. productSpecCharacteristicValue.isMandatory	Flag that indicates whether the associated characteristic for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false

prodSpecCharValueUse.
productSpecCharacteristicValue.validFor
	Date and time of when the characteristic is valid.
	
	Data type: Object
	`"validFor": {`
	`  "startDateTime": "String"`
	`}`

prodSpecCharValueUse. productSpecCharacteristicValue.validFor. startDateTime	Start date and time of when the characteristic value is vali Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse. productSpecCharacteristicValue.value	Value of the characteristic. Data type: String

prodSpecCharValueUse.validFor	Date range the characteristic is valid for.
	
	Data type: Object
	`"validFor": {`
	`  "startDateTime": "String"`
	`}`

prodSpecCharValueUse.validFor.startDateTime	Start date of the characteristic. Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse.valueType	Data type of the *prodSpecCharValueUse.productSpecCharact* parameter. Possible values: • choice • email • number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• text • yes/no Data type: String
productCharacteristic	List of product characteristics. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "value": "String" } ]`
productCharacteristic.name	Name of the characteristic. Data type: String
productCharacteristic.value	Value of the characteristic. Data type: String
productOfferingCharacteristic	Characteristic quality or distinctive feature of a product of can take on a discrete value that is fixed at design time (ca Mobile Plan Rank. These characteristics are not generally level. For additional information on product offering characteris characteristics and characteristic options. Data type: Array of Objects `"productOfferingCharacteristic": [ { "characteristicValueSpecification" "name": "String", "valueType": "String" } ]`
productOfferingCharacteristic. characteristicValueSpecification	List of characteristic values associated with the product o Data type: Array of Objects `"characteristicValueSpecification": [ { "isDefault": Boolean, "isMandatory": Boolean, "value": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
productOfferingCharacteristic. characteristicValueSpecification.isDefault	Flag that indicates whether the associated characteristic for the associated characteristic. Possible values: • true: Is default value. • false: Isn't the default value. Data type: Boolean Default: false
productOfferingCharacteristic. characteristicValueSpecification.isMandatory	Flag that indicates whether the associated characteristic associated characteristic. Possible values: • true: Is mandatory. • false: Isn't mandatory. Data type: Boolean Default: false
productOfferingCharacteristic. characteristicValueSpecification.value	Number or text assigned to the associated product specif For example: `"characteristicValueSpecification": [ { "value": "choice 1" }, { "value": "choice 2" } ]` Data type: String
productOfferingCharacteristic.name	Name of the associated product offering characteristic. Data type: String
productOfferingCharacteristic.valueType	Data type of the *productOfferingCharacteristi* *characteristicValueSpecification.value* p Possible values: • choice • email • number • text • yes/no

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
productOfferingPrice	Price information for the product offering. Data type: Array of Objects `"productOfferingPrice": [ { "price": {Object}, "priceType": "String" } ]`
productOfferingPrice.price	Price information for the product offering. Data type: Object `"price": { "taxIncludedAmount": {Object} }`
productOfferingPrice.price.taxIncludedAmount	Price information for the product offering. Data type: Object `"taxIncludedAmount": { "unit": "String", "value": "String" }`
productOfferingPrice.price.taxIncludedAmount.unit	Currency code for the product offering price. Data type: String Format: ISO 4217
productOfferingPrice.price.taxIncludedAmount.value	Price of the product offering including tax. Data type: String
productOfferingPrice.priceType	Required if using the *productOfferingPrice* param price type, one-time or recurring payment. Valid values: • nonRecurring (one-time) • recurring Data type: String
productOfferingTerm	Valid contract term length for the product offering, such as not_applicable. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

productSpecification	Required. Product specification for the product.
	
	Data type: Object
	
	`"productSpecification": {`
	`  "id": "String",`
	`  "internalId": "String",`
	`  "internalVersion": "String",`
	`  "name"`
	`  "version": "String"`
	`}`

productSpecification.id	Required. Initial version or external ID of the product spec Data type: String Table: In the initial_version or externa_id field of the Produ [sn_prd_pm_product_specification] table.
productSpecification.internalId	Sys_id or internal ID of the product specification record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Offering [sn_prd_ table.
productSpecification.name	Name of the product specification. Data type: String Table: In the name field of the Product Offering [sn_prd_p table.
productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.

validFor	Required. Date range the product offering is valid for.
	
	Data type: Object
	
	`"validFor": {`
	`  "endDateTime": "String",`
	`  "startDateTime": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
validFor.endDateTime	End date of the product offering. Data type: String Format: YYYY-MM-DD
validFor.startDateTime	Start date of the product offering. Data type: String Format: YYYY-MM-DD
version	External version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad request. Possible reasons:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Empty payload. • Invalid payload. Mandatory field missing: <field name>

Response body parameters

Name	Description
bundledGroupProductOffering	Child groups of product offerings. These show hierarchical sub-grouping Data type: Array of Objects `"bundledGroupProductOffering": [ { "bundledGroupProductOfferingOption": {Object "bundledProductOffering": [Array], "id": "String", "name": "String" } ]`
bundledGroupProductOffering. bundledGroupProductOfferingOption	A range of numbers that specifies the lower and upper limits of the numb associated product offering that can be procured as part of the related b product offering. Data type: Object `"bundledGroupProductOfferingOption": { "numberRelOfferLowerLimit": "String", "numberRelOfferUpperLimit": "String" }`
bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferLowerLimit	Lower limit for a product offering that can be procured as part of the rela bundled product offering. Data type: String
bundledGroupProductOffering. bundledGroupProductOfferingOption. numberRelOfferUpperLimit	Upper limit for a product offering that can be procured as part of the rela bundled product offering. Data type: String
bundledGroupProductOffering. bundledProductOffering	Child groups of product offerings associated with the bundle. Same form *`bundledProductOffering`* specified below. Data type: Array of Objects
bundledGroupProductOffering.id	Sys_id of the bundled group record. Useful in cases where the parent pr offering or group includes multiple groups. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Product Offering Relationship Group [sn_prd_pm_product_offering_relationship_group]
bundledGroupProductOffering.name	Name of the group of child product offerings. Data type: String
bundledProductOffering	List of product offerings included in the product offering bundle. The pro offering bundle inherits all of the attributes of the included product offeri Data type: Array of Objects `"bundledProductOffering": [ { "bundledProductOfferingOption": {Object}, "externalId": "String", "href": "String", "id": "String", "name": "String", "version": Number } ]`
bundledProductOffering. bundledProductOfferingOption	Product bundle options such as the default number of product offerings upper and lower product offering procurement constraints. Data type: Object `"bundledProductOfferingOption": { "numberRelOfferDefault": "String", "numberRelOfferLowerLimit": "String", "numberRelOfferUpperLimit": "String" }`
bundledProductOffering. bundledProductOfferingOption. numberRelOfferDefault	Default number of product offerings that should be procured as part of th bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferLowerLimit	Lower limit of the number of the associated product offerings that can be as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering. bundledProductOfferingOption. numberRelOfferUpperLimit	Upper limit of the number of the associated product offerings that can be as part of the related bundled product offering. Data type: String Possible values: 0 to unbound.
bundledProductOffering.externalId	External ID of the product offering##relationship.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	For additional information on product offering relationships, see Create offering relationships. Data type: String
bundledProductOffering.href	Relative link to the associated product offering. Data type: String
bundledProductOffering.id	Sys_id or external ID of the bundled product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
bundledProductOffering.name	Name of the product offering bundle. Data type: String
bundledProductOffering.version	Catalog version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
category	List of categories that the product belongs to. Data type: Array of Objects `"category:" [ { "id": "String", "name": "String" } ]`
category.id	ID of the category. Data type: String
category.name	Name of the category. Data type: String
channel	Channels to use for selling the product offering. Data type: Array of Objects `"channel:" [ { "description": "String", "id": "String", "name": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
channel.description	Description of the channel. Data type: String
channel.id	Sys_id of the channel. Data type: String Table: Distribution Channel [sn_prd_pm_distribution_channel]
channel.name	Name of the channel. Data type: String
description	Description of the product offering. Data type: String
externalId	External ID of the product offering. Data type: String Table: In the external_id field of the Product Offering [sn_prd_pm_produ table.
href	Relative link to the resource record. Data type: String Default: Blank string
id	Required. Initial version or external ID of the product offering. Data type: String Table: In the initial_version or external_id field of the Product Offering [sn_prd_pm_product_offering] table.
internalId	Sys_id or internal ID of the product offering record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_ table.
isBundle	Flag that indicates whether the product offering is a bundle. Possible values: • true: Product offering is a bundle. • false: Single product offering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean Default: false
isSellable	Flag that indicates whether the associated product offering can be sold must be part of a product offering bundle. Possible values: • true: Can be sold separately. • false: Only sold as part of a bundle. Data type: Boolean Default: false
lastUpdate	Date the product offering was last updated. Data type: String
lifecycleStatus	Current life cycle status of the product offering. Valid values: • Active • Draft • Inactive Data type: String Default: Blank string
name	Name of the product offering. Data type: String
prodSpecCharValueUse	Product offering characteristics. Data type: Array of Objects `"prodSpecCharValueUse": [ { "description": "String", "name": "String", "productSpecCharacteristicValue": [Array], "validFor": {Object}, "valueType": "String" } ]`
prodSpecCharValueUse.description	Description of the characteristic. Data type: String
prodSpecCharValueUse.name	Name of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
prodSpecCharValueUse. productSpecCharacteristicValue	List of the possible values of the characteristic. Data type: Array of Objects `"productSpecCharacteristicValue": [ { "isDefault": Boolean, "isMandatory": Boolean, "validFor": {Object}, "value": "String" } ]`
prodSpecCharValueUse. productSpecCharacteristicValue. isDefault	Flag that indicates whether the associated characteristic value is the de for the characteristic. Possible values: • true: Default value. • false: Not the default value. Default: false
prodSpecCharValueUse. productSpecCharacteristicValue. isMandatory	Flag that indicates whether the associated characteristic value is a man for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false
prodSpecCharValueUse. productSpecCharacteristicValue. validFor	Date and time of when the characteristic is valid. Data type: Object `"validFor": { "startDateTime": "String" }`
prodSpecCharValueUse. productSpecCharacteristicValue. validFor.startDateTime	Start date and time of when the characteristic value is valid. Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse. productSpecCharacteristicValue. value	Value of the characteristic. Data type: String
prodSpecCharValueUse.validFor	Date range the characteristic is valid for. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"validFor": {
	  "startDateTime": "String"
	}</pre>

prodSpecCharValueUse.validFor. startDateTime	Start date of the characteristic. Data type: String Format: YYYY-MM-DD HH:mm:SS
prodSpecCharValueUse.valueType	Data type of the *prodSpecCharValueUse.productSpecCharacteristicVal* parameter. Possible values: • choice • email • number • text • yes/no Data type: String

productCharacteristic	List of product characteristics.
	
	Data type: Array of Objects
	<pre>"productCharacteristic": [
	  {
	  "name": "String",
	  "value": "String"
	  }
	]</pre>

productCharacteristic.name	Name of the characteristic. Data type: String
productCharacteristic.value	Value of the characteristic. Data type: String

productOfferingCharacteristic	Characteristic quality or distinctive feature of a product offering. Charact
	can take on a discrete value that is fixed at design time (catalog authorin
	Mobile Plan Rank. These characteristics are not generally modifiable at i
	level.
	
	For additional information on product offering characteristics, see Creat
	characteristics and characteristic options.
	
	Data type: Array of Objects
	<pre>productOfferingCharacteristic": [
	  {
	  "characteristicValueSpecification": [Array],</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"name": "String",
	"valueType": "String"
	}
	]</pre>

productOfferingCharacteristic.
characteristicValueSpecification
	List of characteristic values associated with the product offering charact
	
	Data type: Array of Objects
	<pre>"characteristicValueSpecification": [
	{
	"isDefault": Boolean,
	"isMandatory": Boolean,
	"value": "String"
	}
	]</pre>

productOfferingCharacteristic. characteristicValueSpecification. isDefault	Flag that indicates whether the associated characteristic value is the de for the associated characteristic. Possible values: • true: Is default value. • false: Isn't the default value. Data type: Boolean Default: false
productOfferingCharacteristic. characteristicValueSpecification. isMandatory	Flag that indicates whether the associated characteristic value is manda associated characteristic. Possible values: • true: Is mandatory. • false: Isn't mandatory. Data type: Boolean Default: false

productOfferingCharacteristic.
characteristicValueSpecification.value
	Number or text assigned to the associated product specification charact
	
	For example:
	<pre>"characteristicValueSpecification": [
	{
	"value": "choice 1"
	},
	{
	"value": "choice 2"
	}
	]</pre>
	Data type: String

productOfferingCharacteristic.name	Name of the associated product offering characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productOfferingCharacteristic. valueType	Data type of the *productOfferingCharacteristic. characteristicValueSpecification.value* parameter. Possible values: • choice • email • number • text • yes/no Data type: String
productOfferingPrice	Price information for the product offering. Data type: Array of Objects `"productOfferingPrice": [ { "price": {Object}, "priceType": "String" } ]`
productOfferingPrice.price	Price information for the product offering. Data type: Object `"price": { "taxIncludedAmount": {Object} }`
productOfferingPrice.price. taxIncludedAmount	Price information for the product offering. Data type: Object `"taxIncludedAmount": { "unit": "String", "value": "String" }`
productOfferingPrice.price. taxIncludedAmount.unit	Currency code for the product offering price. Data type: String
productOfferingPrice.price. taxIncludedAmount.value	Price of the product offering including tax. Data type: String
productOfferingPrice.priceType	Product offering price type, one-time or recurring payment. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• nonRecurring (one-time) • recurring Data type: String
productOfferingTerm	Valid contract term length for the product offering. Data type: String
productSpecification	Product specification for the product. Data type: Object `"productSpecification": { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productSpecification.id	Sys_id of the product specification record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
productSpecification.internalId	Sys_id or internal ID of the product specification record. Data type: String Table: In the initial_version field of the Product Offering [sn_prd_pm_product_offering] table.
productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_c table.
productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
status	Status of the product offering. Possible values: • draft • published

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
validFor	Date range the product offering is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	End date of the product offering. Data type: String
validFor.startDateTime	Start date of the product offering. Data type: String
version	External version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.

This example creates a product offering.

```
curl --location --request POST
 "https://instance.service-now.com/api/sn_tmf_api/catalogmanagem
ent/productOffering" \
--header "Content-Type: application/json" \
--header "Accept:application/json" \
--data-raw '{
  "id": "313b917843235210a82ed6085bb8f2c7",
  "name": "Internet bundle",
  "displayName": "Internet bundle",
  "description": "Internet bundle",
  "isSellable": false,
  "lifecycleStatus": "Draft",
  "isBundle": true,
  "lastUpdate": "2025-02-05 06:39:45",
  "version": "",
  "internalVersion": "1",
  "internalId": "313b917843235210a82ed6085bb8f2c7",
  "validFor": {
    "startDateTime": "2028-12-15",
    "endDateTime": "2034-01-14"
  },
  "productOfferingTerm": "not_applicable",
  "productOfferingPrice": [
    {
      "priceType": "recurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "USD",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "value": "0"
        }
      }
    },
    {
      "priceType": "nonRecurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "USD",
          "value": "0"
        }
      }
    }
  ],
  "productOfferingCharacteristic": [
    {
      "name": "Firewall Security",
      "valueType": "choice",
      "characteristicValueSpecification": [
        {
          "value": "Premium",
          "isMandatory": false,
          "isDefault": true
        }
      ]
    },
    {
      "name": "Connectivity need",
      "valueType": "choice",
      "characteristicValueSpecification": [
        {
          "value": "When in use",
          "isMandatory": false,
          "isDefault": false
        }
      ]
    }
  ],
  "bundledProductOffering": [
    {


      "id": "0f61dd9fd0a63110f8770dbf976be168",
      "name": "Solana Sports streaming channel",
      "version": "1",
      "externalId": "EXT-123",
      "bundledProductOfferingOption": {
        "numberRelOfferDefault": "1",
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    }
  ],
  "bundledGroupProductOffering": [
    {
      "id": "063b957843235210a82ed6085bb8f205",
      "name": "Streaming Channel",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "bundledProductOffering": [
        {


          "id": "62619d9fd0a63110f8770dbf976be180",
          "name": "Solana Movie streaming channel",
          "version": "1",
          "externalId": "EXT-345",
          "bundledProductOfferingOption": {
            "numberRelOfferDefault": "1",
            "numberRelOfferLowerLimit": "1",
            "numberRelOfferUpperLimit": "1"
          }
        }
      ],
      "bundledGroupProductOfferingOption": {
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    }
  ],
  "productSpecification": {
    "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
    "name": "SD-WAN Service Package",
    "version": "",
    "internalVersion": "3",
    "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6"
  },
  "prodSpecCharValueUse": [
    {
      "name": "Tenancy",
      "description": "Tenancy",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2024-12-18 21:04:24"
      },
      "productSpecCharacteristicValue": [
        {
          "value": "Premium (>50 sites)",
          "isDefault": false,
          "isMandatory": false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Base (10 site)",
          "isDefault": false,
          "isMandatory": false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "productSpecification": {
        "id": "216663aa53702010cd6dddeeff7b12b5",
        "name": "SD-WAN Controller",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "version": "",
        "internalVersion": "1",
        "internalId": "216663aa53702010cd6dddeeff7b12b5"
      }
    }
  ],
  "channel": [
    {
      "id": "58ad5522c3702010df4773ce3640ddb2",
      "name": "Agent Assist"
    }
  ],
  "category": [
    {
      "id": "13e305a143b631105029d1529ab8f267",
      "name": "SD-WAN_all_offers"
    }
  ],
  "status": "draft"
}'
--user 'username':'password'
```

Response body:

```
{
  "id": "313b917843235210a82ed6085bb8f2c7",
  "name": "Internet bundle",
  "displayName": "Internet bundle",
  "description": "Internet bundle",
  "isSellable": false,
  "lifecycleStatus": "Draft",
  "isBundle": true,
  "lastUpdate": "2025-04-09 15:59:09",
  "version": "",
  "internalVersion": "1",
  "validFor": {
    "startDateTime": "2028-12-15",
    "endDateTime": "2034-01-14"
  },
  "productOfferingTerm": "not_applicable",
  "productOfferingPrice": [
    {
      "priceType": "recurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "USD",
          "value": "0"
        }
      }
    },
    {
      "priceType": "nonRecurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "USD",
          "value": "0"
        }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      }
    }
  ],
  "productOfferingCharacteristic": [
    {
      "name": "Firewall Security",
      "valueType": "choice",
      "characteristicValueSpecification": [
        {
          "value": "Premium",
          "isMandatory": false,
          "isDefault": true
        }
      ]
    },
    {
      "name": "Connectivity need",
      "valueType": "choice",
      "characteristicValueSpecification": [
        {
          "value": "When in use",
          "isMandatory": false,
          "isDefault": false
        }
      ]
    }
  ],
  "bundledProductOffering": [
    {
      "id": "0f61dd9fd0a6311 0f877 0dbf976be168",
      "name": "Solana Sports streaming channel",
      "version": "1",
      "externalId": "EXT-123",
      "bundledProductOfferingOption": {
        "numberRelOfferDefault": "1",
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    }
  ],
  "bundledGroupProductOffering": [
    {
      "id": "063b957843235210a82ed6085bb8f205",
      "name": "Streaming Channel",
      "bundledProductOffering": [
        {
          "id": "62619d9fd0a6311 0f877 0dbf976be180",
          "name": "Solana Movie streaming channel",
          "version": "1",
          "externalId": "EXT-345",
          "bundledProductOfferingOption": {
            "numberRelOfferDefault": "1",
            "numberRelOfferLowerLimit": "1",
            "numberRelOfferUpperLimit": "1"
          }
        }
      ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "bundledGroupProductOfferingOption": {
        "numberRelOfferLowerLimit": "1",
        "numberRelOfferUpperLimit": "1"
      }
    }
  ],
  "productSpecification": {
    "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
    "name": "SD-WAN Service Package",
    "version": "",
    "internalVersion": "3",
    "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6"
  },
  "prodSpecCharValueUse": [
    {
      "name": "Tenancy",
      "description": "Tenancy",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2024-12-18 21:04:24"
      },
      "productSpecCharacteristicValue": [
        {
          "value": "Premium (>50 sites)",
          "isDefault": false,
          "isMandatory": false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Base (10 site)",
          "isDefault": false,
          "isMandatory": false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "productSpecification": {
        "id": "216663aa53702010cd6dddeeff7b12b5",
        "name": "SD-WAN Controller",
        "version": "",
        "internalVersion": "1",
        "internalId": "216663aa53702010cd6dddeeff7b12b5"
      }
    }
  ],
  "channel": [
    {
      "id": "58ad5522c3702010df4773ce3640ddb2",
      "name": "Agent Assist"
    }
  ],
  "category": [
    {
      "id": "13e305a143b631105029d1529ab8f267",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "name": "SD-WAN_all_offers"
    }
  ],
  "status": "draft",
  "externalId": "313b917843235210a82ed6085bb8f2c7",
  "internalId": "03c99cb53bf066509b48d69a04e45a11",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productOffering/03c99cb53bf0
66509b48d69a04e45a11"
}
```


Product Catalog Open API - POST /sn_tmf_api/catalogmanagement/productOfferingPrice

Creates a new price list line record in the Price List Line [sn_csm_pricing_price_list_line] table.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productOfferingPrice`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
@type	Required. Type of price list line. Always a value of `ProductOfferingPrice`. Data type: String
externalId	The external ID of the price list line. Data type: String
isBundle	Flag that indicates whether the price list line is part of a single product or a bundle of products. Valid values: • true: Price list line is part of a bundle. • false: Price list line isn't part of a bundle. Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
lastUpdate	Required. Date that the price line was last updated. Format: YYYY-MM-DD Data type: String
lifeCycleStatus	Required. Current life cycle status of the product list line. Valid values: • active • draft • inactive Data type: String Default: draft
name	Required. Name to give the price list line. Data type: String

price	Required. List price details of the price list line.
	
	Data type: Object
	`"price": {`
	`  "unit": "String",`
	`  "value": "String"`
	`}`

price.unit	Required. Currency code of the price list line. For example, `USD` or EUR. Table: Currency [fx_currency] table. Data type: String
price.value	Required. Value of the price. Data type: String (represented with a number. For example, `"800"`.)

priceList	Required. Price list information associated with the price list line.
	
	Data type: Object
	`"priceList": {`
	`  "id": "String",`
	`  "name": "String",`
	`  "@type": "String"`
	`}`

priceList.id	Required. Sys_id of the price list line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
priceList.name	Name of the price list line. Data type: String
priceList.@type	The type of price list line. When sub-classing, this defines the sub-class extensible name. Value is always `priceList`. Data type: String
priceType	Required. Filter the price list line by the pricing method of the product offering. Valid values: • recurring: Charge recurring pricing amounts with a specified frequency. Frequency is set in the *`recurringChargePeriodType`* parameter. • one_time: Supports one-time or recurring add-on charges and fees for a product offering. Data type: String Default: recurring

productOffering	Required. Product offering of the price list line.
	
	Data type: Object
	`"productOffering": {`
	`  "id": "String",`
	`  "name": "String",`
	`  "internalVersion": "String"`
	`}`

productOffering.id	Required. Sys_id of the product offering. Table: Product offering [sn_prd_pm_product_offering] Data type: String
productOffering. internalVersion	Internal version number of the product offering. Data type: String (represented with a number. For example, `"1"`.)
productOffering.name	Name of the product offering. Data type: String
recurringChargePeriodType	Required if *`priceType`* is recurring. Commitment terms that are selected when the product offering was created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Valid values: • annually • monthly Data type: String

unitOfMeasure	Required. Details about the unit of measure associated with the price list line.
	
	Data type: Object
	`"unitOfMeasure": {`
	`  "id": "String",`
	`  "amount": Number,`
	`  "units": "String"`
	`}`

unitOfMeasure.amount	Amount of the unit of measure. Data type: Number
unitOfMeasure.id	Required. Sys_id of the unit of measure in the Price Line List table. Table: Price List Line [sn_csm_pricing_price_list_line] Data type: String
unitOfMeasure.units	Type of the unit of measure associated with the price list line. For example, `each` or `bundle`. Data type: String

validFor	Required. The duration of time that the price list line is valid for.
	
	Data type: Object
	`"validFor": {`
	`  "endDate": "String",`
	`  "startDate": "String"`
	`}`

validFor.endDate	End date that the price list line is valid for. Data type: String (glide_date_time)
validFor.endDateTime	End date and time that the price list line is valid for. Format: YYYY-MM-DD HH:mm:ss Data type: String (glide_date)
validFor.startDate	Start date that the price list line is valid for. Data type: String (glide_date_time)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
validFor.startDateTime	Start date and time that the price list line is valid for. Format: YYYY-MM-DD HH:mm:ss Data type: String (glide_date)

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
id	Sys_id of the price list line. Table: Price List Lines [sn_csm_pricing_price_list_line]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
href	URL to the price list line record in the instance. Data type: String
lastUpdate	Date and time that the price list line was last updated. Format: YYYY-MM-DD HH:mm:ss Data type: String
validFor	The duration of time that the price list line is valid for. Data type: Object `"validFor": { "endDate": "String", "startDate": "String" }`
validFor.endDate	End date and time that the price list line is valid for. Data type: String (glide_date_time)
validFor.startDate	Start date and time that the price list line is valid for. Data type: String (glide_date_time)
isBundle	Flag that indicates whether the price list line is part of a single product or a bundle of products. Valid values: • true: Price list line is part of a bundle. • false: Price list line isn't part of a bundle. Data type: Boolean
lifecycleStatus	Current life cycle status of the price list line. Valid values: • Active • Draft • Inactive Data type: String
productOffering	Product offering that is associated with the price list line. Data type: Object `"productOffering": { "id": "String", "name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "internalVersion": "String" }</pre>
productOffering.id	Sys_id of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOffering. internalVersion	Internal version number of the product offering. For example, `PRD0F01024`. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
priceType	The pricing method of the product offering which is associated with this price list line. Possible values: • recurring: Charge recurring pricing amounts with a specified frequency. The value of *`recurringChargePeriodType`* indicates the frequency of the charge. • one_time: One-time or recurring add-on charges and fees for a product offering. Data type: String
recurringChargePeriodType	The periodicity or frequency of the product offering associated with this price list line. Returns a frequency type if *`priceType`* was set to `recurring`, otherwise returns an empty string. Possible values: • annually • monthly Data type: String

unitOfMeasure	Details about the unit of measure associated with the price list line.
	
	Data type: Object
	<pre>"unitOfMeasure": {
	  "id": "String",
	  "amount": Number,
	  "units": "String"
	}</pre>

unitOfMeasure.amount	Amount of the unit of measure.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number
unitOfMeasure.id	Sys_id of the unit of measure. Table: Price List Lines [sn_csm_pricing_price_list_line] Data type: String
unitOfMeasure.units	Type of the unit of measure associated with the price list line. For example, `year` or `bundle`. Data type: String
price	List price details of the price list line. Data type: Object `"price": { "units": "String", "value": "String" }`
price.units	Currency code of the price. For example, `USD` or `EUR`. Table: Currency [fx_currency] Data type: String
price.value	Value of the price. Data type: String (represented with a number)
priceList	Price list information associated with the price list line. Data type: Object `"priceList": { "id": "String", "name": "String", "@type": "String" }`
priceList.id	Sys_id of the price list in the Price List [sn_csm_pricing_price_list] table. Data type: String
priceList.name	Name of the price list. Data type: String
priceList.@type	The type of price list. When sub-classing, this defines the sub-class extensible name. Always has a value of `priceList`. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
@type	Always a value of `ProductOfferingPrice`. When sub-classing, this defines the sub-class extensible name. Data type: String
state	The state of the price list which is associated with this price list line. Data type: String
externalId	The external ID of this price list line. Data type: String

Example: cURL request

The following example creates a new price list line record according to data specified in the request body, and inserts it in the Price list line [sn_csm_pricing_price_list_line] table.

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/catalogmanageme
nt/productOfferingPrice " \
--request POST\
--user 'username':'password'
--data {
  "name": "new Price list",
  "validFor": {
    "startDateTime": "2024-05-28 15:15:58",
    "endDateTime": "2025-06-28 15:15:58"
  },
  "priceType": "recurring",
  "recurringChargePeriodType": "monthly",
  "lastUpdate": "2023-09-23 00:00:00",
  "isBundle": false,
  "lifecycleStatus": "Draft",
  "unitOfMeasure": {
    "id": "1eaa559953020110286eddeeff7b12c7",
    "amount": 1,
    "units": "Year"
  },
  "price": {
    "unit": "USD",
    "value": "800"
  },
  "productOffering": {
    "id": "9e3dd57a4fcb5210f899f61d20ce0bf2",
    "name": "Maintenance Fee",
    "internalVersion": "1"
  },
  "priceList": {
    "name": "new price list",
    "@type": "priceList"
  },
  "externalId": "test123",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "@type": "ProductOfferingPrice"
}
```

Response body. This new price list line record is assigned a unique ID; the response body returns this information along with a URL to the new record using the *href* response parameter.

```
{
  "name": "new Price list",
  "validFor": {
    "startDateTime": "2024-05-28 15:15:58",
    "endDateTime": "2025-06-28 15:15:58"
  },
  "priceType": "recurring",
  "recurringChargePeriodType": "monthly",
  "lastUpdate": "2023-09-23 00:00:00",
  "isBundle": false,
  "lifecycleStatus": "Draft",
  "unitOfMeasure": {
    "id": "1eaa559953020110286eddeeff7b12c7",
    "amount": 1,
    "units": "Year"
  },
  "price": {
    "unit": "USD",
    "value": "800"
  },
  "productOffering": {
    "id": "9e3dd57a4fcb5210f899f61d20ce0bf2",
    "name": "Maintenance Fee",
    "internalVersion": "1"
  },
  "priceList": {
    "id": "194d5d364f8b5210f899f61d20ce0b7a",
    "name": "new Price list",
    "@type": "priceList"
  },
  "externalId": "test123",
  "@type": "ProductOfferingPrice",
  "id": "994d5d364f8b5210f899f61d20ce0b7c",
  "state": "draft",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productOfferingPrice/994d5d3
64f8b5210f899f61d20ce0b7c"
}
```

Product Catalog Open API - POST /sn_tmf_api/catalogmanagement/productSpecification

Creates a product specification record with the specified values.

URL format

Default URL: `/api/sn_tmf_api/catalogmanagement/productSpecification`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
description	Required. Description of the specification. Data type: String
externalId	Unique identifier for the product specification from the external system. Data type: String Default: Blank string
id	Required. Sys_id or external ID of the product specification. Data type: String Table: In the initial_version or external_id of the Product Specification [sn_prd_pm_product_specification] table.
internalId	Required. Sys_id or internal ID of the product specification. Data type: String Table: In the initial_version field of the Product Specification [sn_prd_pm_product_specification] table.
internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.
lastUpdate	Date the specification was last updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Format: YYYY-MM-DD HH:mm:SS. For example, `2025-01-31 09:35:43`. Default: Blank string
name	Required. Name of the specification. Data type: String
productSpecCharacteristic	Specification characteristic. Data type: Array of Objects `"productSpecCharacteristic": [ { "description": "String", "name": "String", "productSpecCharacteristicValue": [Array], "validFor": {Object}, "valueType": "String" } ]`
productSpecCharacteristic.description	Description of the characteristic. Data type: String Default: Blank string
productSpecCharacteristic.name	Required. Name of the characteristic. Data type: String
productSpecCharacteristic. productSpecCharacteristicValue	Required. List of the possible values of the characteristic. Data type: Array of Objects `"productSpecCharacteristicValue": [ { "isDefault": Boolean, "isMandatory": Boolean, "validFor": {Object}, "value": "String" } ]`
productSpecCharacteristic. productSpecCharacteristicValue. isDefault	Flag that indicates whether the associated characteristic value is the default value for the characteristic. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• true: Default value. • false: Not the default value. Default: false
productSpecCharacteristic. productSpecCharacteristicValue. isMandatory	Flag that indicates whether the associated characteristic value is a mandatory value for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false
productSpecCharacteristic. productSpecCharacteristicValue. validFor	Date and time of when the characteristic is valid. Data type: Object `"validFor": { "startDateTime": "String" }`
productSpecCharacteristic. productSpecCharacteristicValue. validFor.startDateTime	Start date and time of when the characteristic value is valid. Data type: String Format: YYYY-MM-DD HH:mm:SS
productSpecCharacteristic. productSpecCharacteristicValue.value	Value of the characteristic. Data type: String
productSpecCharacteristic. productSpecCharacteristicValue.value	Required. Value of the characteristic. Data type: String
productSpecCharacteristic.validFor	Date range the characteristic is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
productSpecCharacteristic.validFor. endDateTime	End date of the characteristic. Data type: String Format: YYYY-MM-DD HH:mm:SS. For example, 2025-01-31 09:35:43.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Default: Blank string
productSpecCharacteristic.validFor.startDateTime	Start date of the characteristic. Data type: String Format: YYYY-MM-DD HH:mm:SS. For example, `2025-01-31 09:35:43`. Default: Blank string
productSpecCharacteristic.valueType	Value type of the characteristic, such as choice or email. Data type: String Default: Blank string
productSpecificationRelationship	This specification's relationships to other product specifications. Data type: Array `"productSpecificationRelationship": [ { "id": "String", "type": "String", "validFor": Object } ]`
productSpecificationRelationship.id	ID of the related specification. Data type: String Default: Blank string
productSpecificationRelationship.type	Required if using the *`productSpecificationRelationship`* parameter. Type of relationship. Valid values: • bundles • composed_of Data type: String
productSpecificationRelationship.validFor	Date range the relationship is valid for. Data type: Object `"validFor": { "endDateTime": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"startDateTime": "String"
	}</pre>

productSpecificationRelationship.validFor.endDateTime	End date of the relationship. Data type: String Format: YYYY-MM-DD HH:mm:SS. For example, `2025-01-31 09:35:43`. Default: Blank string
productSpecificationRelationship.validFor.startDateTime	Start date of the relationship. Data type: String Format: YYYY-MM-DD HH:mm:SS. For example, `2025-01-31 09:35:43`. Default: Blank string

resourceSpecification	Required. Resource specifications related to this product specification.
	
	Data type: Array of Objects
	<pre>"resourceSpecification": [
	  {
	  "id": "String",
	  "internalId": "String",
	  "internalVersion": "String",
	  "name": "String",
	  "version": "String"
	  }
	]</pre>

resourceSpecification.id	Required. Initial version or external ID of the resource specification. Data type: String Table: In the sys_id or external_id field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalId	Initial version (sys_id) of the resource specification record. Data type: String Table: In the initial_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalVersion	Version of the resource specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Table: In the version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.name	Name of the resource specification. Data type: String Table: Resource Specification [sn_prd_pm_resource_specification]
resourceSpecification.version	External version of the resource specification. Data type: String Table: In the external_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
serviceSpecification	List of service specifications related to this product specification. Data type: Array of Objects `"serviceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
serviceSpecification.id	Initial version or external ID of the service specification. Data type: String Table: In the sys_id or external_id field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalId	Initial version of the service specification. Data type: String Table: In the initial_version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalVersion	Version of the service specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Table: In the version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.name	Name of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]
serviceSpecification.version	External version of the service specification. Data type: String Table: In the external_version field of the Service Specification [sn_prd_pm_service_specification] table.
validFor	Required. Date range the specification is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	End date of the specification. Data type: String Format: YYYY-MM-DD HH:mm:SS. For example, `2025-01-31 09:35:43`. Default: Blank string
validFor.startDateTime	Start date of the specification. Data type: String Format: YYYY-MM-DD HH:mm:SS. For example, `2025-01-31 09:35:43`. Default: Blank string
version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Request successfully processed.
400	Bad request. Possible reasons: • Empty payload. • Invalid payload. Mandatory field missing: <field name>

Response body parameters

Name	Description
description	Description of the specification. Data type: String
href	Relative link to the resource record. Data type: String Default: Blank string
id	Sys_id or external ID of the product specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] table.
internalId	Required. Sys_id or internal ID of the product specification. Data type: String Table: In the initial_version field of the Product Specification [sn_prd_pm_product_specification] table.
internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.
isBundle	Flag that indicates whether *`productSpecification`* represents a single product or a bundle of products. Valid values: • true: The product specification is a product bundle and contains multiple products. • false: The product specification contains a single product. Data type: Boolean Default: false
lastUpdate	Date the specification was last updated. Data type: String Format: YYYY-MM-DD HH:mm:SS
lifecycleStatus	Current lifecycle status of the product specification. Possible values: • Active • Draft • Inactive Data type: String Default: Blank string
name	Name of the specification. Data type: String
productSpecCharacteristic	Specification characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"productSpecCharacteristic": [ { "description": "String", "name": "String", "productSpecCharacteristicValue": [Array], "validFor": {Object}, "valueType": "String" } ]`
productSpecCharacteristic.description	Description of the characteristic. Data type: String
productSpecCharacteristic.name	Name of the characteristic. Data type: String
productSpecCharacteristic. productSpecCharacteristicValue	List of the possible values of the characteristic. Data type: Array of Objects `"productSpecCharacteristicValue": [ { "isDefault": Boolean, "isMandatory": Boolean, "validFor": {Object}, "value": "String" } ]`
productSpecCharacteristic. productSpecCharacteristicValue. isDefault	Flag that indicates whether the associated characteristic value is the default value for the characteristic. Possible values: • true: Default value. • false: Not the default value. Default: false
productSpecCharacteristic. productSpecCharacteristicValue. isMandatory	Flag that indicates whether the associated characteristic value is a mandatory value for the characteristic. Possible values: • true: Mandatory value. • false: Not a mandatory value. Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

productSpecCharacteristic.
productSpecCharacteristicValue.
validFor
	Date and time of when the characteristic is valid.
	
	Data type: Object
	
	`"validFor": {`
	`  "startDateTime": "String"`
	`}`

productSpecCharacteristic. productSpecCharacteristicValue. validFor.startDateTime	Start date and time of when the characteristic value is valid. Data type: String Format: YYYY-MM-DD HH:mm:SS
productSpecCharacteristic. productSpecCharacteristicValue.value	Value of the characteristic. Data type: String

productSpecCharacteristic.validFor	Date range for which the characteristic is valid.
	
	Data type: Object
	
	`"validFor": {`
	`  "endDateTime": "String",`
	`  "startDateTime": "String"`
	`}`

productSpecCharacteristic.validFor. endDateTime	End date of the characteristic. Data type: String Format: YYYY-MM-DD HH:mm:SS
productSpecCharacteristic.validFor. startDateTime	Start date of the characteristic. Data type: String Format: YYYY-MM-DD HH:mm:SS
productSpecCharacteristic.valueType	Value type of the characteristic, such as choice or email. Data type: String

productSpecificationRelationship	This specification's relationships to other product specifications.
	
	Data type: Array of Objects
	
	`"productSpecificationRelationship": [`
	`  {`
	`  "id": "String",`
	`  "type": "String",`
	`  "validFor": Object`
	`  }`
	`]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productSpecificationRelationship.id	Sys_id of the related specification. Data type: String
productSpecificationRelationship.type	Type of relationship. Data type: String

productSpecificationRelationship.
validFor
	Date range the relationship is valid for.
	
	Data type: Object
	
	`"validFor": {`
	`  "endDateTime": "String",`
	`  "startDateTime": "String"`
	`}`

productSpecificationRelationship. validFor.endDateTime	End date of the relationship. Data type: String Format: YYYY-MM-DD HH:mm:SS
productSpecificationRelationship. validFor.startDateTime	Start date of the relationship. Data type: String Format: YYYY-MM-DD HH:mm:SS

resourceSpecification	List of resource specifications related to this product specification.
	
	Data type: Array of Objects
	
	`"resourceSpecification": [`
	`  {`
	`  "id": "String",`
	`  "internalId": "String",`
	`  "internalVersion": "String",`
	`  "name": "String",`
	`  "version": "String"`
	`  }`
	`]`

resourceSpecification.id	Sys_id or external ID of the resource specification. Data type: String Table: In the sys_id or external_id field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalId	Initial version (sys_id) of the resource specification record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the initial_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.internalVersion	Version of the resource specification. Data type: String Table: In the version field of the Resource Specification [sn_prd_pm_resource_specification] table.
resourceSpecification.name	Name of the resource specification. Data type: String Table: Resource Specification [sn_prd_pm_resource_specification]
resourceSpecification.version	External version of the resource specification. Data type: String Table: In the external_version field of the Resource Specification [sn_prd_pm_resource_specification] table.
serviceSpecification	List of service specifications related to this product specification. Data type: Array of Objects `"serviceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
serviceSpecification.id	Initial version or external ID of the service specification. Data type: String Table: In the sys_id or external_id field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalId	Initial version of the service specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the initial_version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.internalVersion	Version of the service specification. Data type: String Table: In the version field of the Service Specification [sn_prd_pm_service_specification] table.
serviceSpecification.name	Name of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]
serviceSpecification.version	External version of the service specification. Data type: String Table: In the external_version field of the Service Specification [sn_prd_pm_service_specification] table.
validFor	Date range the specification is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	End date of the specification. Data type: String Format: YYYY-MM-DD HH:mm:SS
validFor.startDateTime	Start date of the specification. Data type: String Format: YYYY-MM-DD HH:mm:SS
version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] table.

This example creates a product specification record with the specified values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl --location --request POST
 "https://instance.service-now.com/api/sn_tmf_api/catalogmanagem
ent/productSpecification" \
--header "Content-Type: application/json" \
--data-raw '{
  "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productSpecification/cfe5ef6
a53702010cd6dddeeff7b12f6",
  "name": "SD-WAN Service Package",
  "displayName": "SD-WAN Service Package v3",
  "version": "",
  "internalVersion": "3",
  "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6",
  "description": "SD WAN Service Package",
  "lastUpdate": "2027-10-11 06:58:12",
  "isBundle": true,
  "validFor": {
    "startDateTime": "2029-02-05",
    "endDateTime": ""
  },
  "serviceSpecification": [],
  "productSpecificationRelationship": [
    {
      "id": "216663aa53702010cd6dddeeff7b12b5",
      "name": "SD-WAN Controller",
      "version": "",
      "internalVersion": "1",
      "internalId": "216663aa53702010cd6dddeeff7b12b5",
      "type": "Service",
      "validFor": {
        "startDateTime": "2025-01-24",
        "endDateTime": ""
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "1",
        "numberSpecRelUpperLimit": "1"
      }
    },
    {
      "id": "39b627aa53702010cd6dddeeff7b1202",
      "name": "SD-WAN Edge Device",
      "version": "",
      "internalVersion": "2",
      "internalId": "39b627aa53702010cd6dddeeff7b1202",
      "type": "Service",
      "validFor": {
        "startDateTime": "2026-06-05",
        "endDateTime": "2031-07-05"
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "2",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "numberSpecRelUpperLimit": "4"
      }
    },
    {
      "id": "a6514bd3534560102f18ddeeff7b1247",
      "name": "SD-WAN Security",
      "version": "",
      "internalVersion": "2",
      "internalId": "a6514bd3534560102f18ddeeff7b1247",
      "type": "Service",
      "validFor": {
        "startDateTime": "2026-06-03",
        "endDateTime": "2031-07-05"
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "4",
        "numberSpecRelUpperLimit": "20"
      }
    }
  ],
  "resourceSpecification": [],
  "productSpecCharacteristic": [
    {
      "productSpecCharacteristicValue": [
        {
          "value": "1",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.25",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.01",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.5",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
      ],
      "name": "Down Time",
      "description": "Down Time",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:36:15"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "500 Mbps",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "2 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "5 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "1 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Bandwidth",
      "description": "Bandwidth",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:32:11"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "4 hrs",
          "isMandatory":true,
          "isDefault":true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "2 hrs",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "1 hr",
          "isMandatory":false,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Time to Restore (TTR)",
      "description": "Time to Restore (TTR)",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:37:25"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "1 hr",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "2 hrs",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "4 hrs",
          "isMandatory":false,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Mean Time to Restore (MTR)",
      "description": "Mean Time to Restore (MTR)",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:39:05"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "No",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Yes",
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Application Flow Backup",
      "description": "Application Flow Backup",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2027-10-11 02:30:39"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "99.00",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.50",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.75",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.99",
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Up Time",
      "description": "Up time",
      "valueType": "choice",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "validFor": {
        "startDatetime": "2027-10-11 02:34:30"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "No",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Yes",
          "isMandatory":false,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Application Encryption",
      "description": "Application Encryption",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2027-10-11 02:29:08"
      }
    }
  ],
  "status": "published"
}'

--user 'username':'password'
```

Response body.

```
{
  "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
  "href":
 "/api/sn_tmf_api/catalogmanagement/productSpecification/cfe5ef6
a53702010cd6dddeeff7b12f6",
  "name": "SD-WAN Service Package",
  "displayName": "SD-WAN Service Package v3",
  "version": "",
  "internalVersion": "3",
  "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6",
  "description": "SD WAN Service Package",
  "lastUpdate": "2027-10-11 06:58:12",
  "isBundle": true,
  "validFor": {
    "startDateTime": "2029-02-05",
    "endDateTime": ""
  },
  "serviceSpecification": [],
  "productSpecificationRelationship": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "id": "216663aa53702010cd6dddeeff7b12b5",
      "name": "SD-WAN Controller",
      "version": "",
      "internalVersion": "1",
      "internalId": "216663aa53702010cd6dddeeff7b12b5",
      "type": "Service",
      "validFor": {
        "startDateTime": "2025-01-24",
        "endDateTime": ""
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "1",
        "numberSpecRelUpperLimit": "1"
      }
    },
    {
      "id": "39b627aa53702010cd6dddeeff7b1202",
      "name": "SD-WAN Edge Device",
      "version": "",
      "internalVersion": "2",
      "internalId": "39b627aa53702010cd6dddeeff7b1202",
      "type": "Service",
      "validFor": {
        "startDateTime": "2026-06-05",
        "endDateTime": "2031-07-05"
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "2",
        "numberSpecRelUpperLimit": "4"
      }
    },
    {
      "id": "a6514bd3534560102f18ddeeff7b1247",
      "name": "SD-WAN Security",
      "version": "",
      "internalVersion": "2",
      "internalId": "a6514bd3534560102f18ddeeff7b1247",
      "type": "Service",
      "validFor": {
        "startDateTime": "2026-06-03",
        "endDateTime": "2031-07-05"
      },
      "relationshipType": "bundles",
      "ProdSpecRelationshipOption": {
        "numberSpecRelLowerLimit": "1",
        "numberSpecRelDefault": "4",
        "numberSpecRelUpperLimit": "20"
      }
    }
  ],
  "resourceSpecification": [],
  "productSpecCharacteristic": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "productSpecCharacteristicValue": [
        {
          "value": "1",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.25",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.01",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "0.5",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Down Time",
      "description": "Down Time",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:36:15"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "500 Mbps",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "2 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "startDateTime": ""
          }
        },
        {
          "value": "5 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "1 Gbps",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Bandwidth",
      "description": "Bandwidth",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:32:11"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "4 hrs",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "2 hrs",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "1 hr",
          "isMandatory":false,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Time to Restore (TTR)",
      "description": "Time to Restore (TTR)",
      "valueType": "choice",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "validFor": {
        "startDatetime": "2027-10-11 02:37:25"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "1 hr",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "2 hrs",
          "isMandatory":true,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "4 hrs",
          "isMandatory":false,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Mean Time to Restore (MTR)",
      "description": "Mean Time to Restore (MTR)",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:39:05"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "No",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Yes",
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Application Flow Backup",
      "description": "Application Flow Backup",
      "valueType": "yes_no",
      "validFor": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "startDatetime": "2027-10-11 02:30:39"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "99.00",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.50",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.75",
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "99.99",
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Up Time",
      "description": "Up time",
      "valueType": "choice",
      "validFor": {
        "startDatetime": "2027-10-11 02:34:30"
      }
    },
    {
      "productSpecCharacteristicValue": [
        {
          "value": "No",
          "isMandatory":true,
          "isDefault":true,
          "validFor": {
            "startDateTime": ""
          }
        },
        {
          "value": "Yes",
          "isMandatory":false,
          "isDefault":false,
          "validFor": {
            "startDateTime": ""
          }
        }
      ],
      "name": "Application Encryption",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "description": "Application Encryption",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2027-10-11 02:29:08"
      }
    }
  ],
  "status": "published"
}'
```

Product Inventory Open API

The *Product Inventory Open* API provides endpoints to create and retrieve product inventories.

Use this API to manage product inventory information between external systems and the ServiceNow AI Platform.

This API is included in the Product Inventory Advanced application, which is available on the ServiceNow Store and runs in the `sn_prd_invt` namespace.

The calling user must have the sn_prd_invt.product_inventory_integrator role.

This API creates and updates data in the following tables:

- Product Characteristics [sn_prd_invt_product_characteristics]
- Product Inventory [sn_prd_invt_product_inventory]
- Product Model [cmdb_model]
- Product Model Characteristic [sn_prd_pm_product_model_characteristic]

The *Product Inventory Open* API is a ServiceNow® implementation of the TM Forum Product Inventory Management API REST specification. This implementation is based on the TMF637 Product Inventory Management API REST Specification Release 19, August 2019. The *Product Inventory Open* API is conformance certified by TM Forum.

Product Inventory Open API - GET /sn_prd_invt/product

Retrieves all product inventory records and their associated child product inventories.

URL format

Default URL: `api/sn_prd_invt/product`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
customer	Filter product inventories by customer. Only product offerings with a customer sys_id or external ID matching the value of this parameter are returned in the response. Data type: String Default: Don't filter by customer.
fields	List of fields to return in the response. Invalid fields are ignored. Data type: String Default: Return all fields.
limit	Maximum number of records to return. For requests that exceed this number of records, use the *`offset`* parameter to paginate record retrieval. Data type: Number Default: 20 Maximum: 100
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0
place	Filter product inventories by place. Only product offerings with a place sys_id or external id matching the value of this parameter are returned in the response. Data type: String Default: Don't filter by place.
status	Filter product inventories by status. Only product inventories with a status matching the value of this parameter are returned in the response. Data type: String Default: Don't filter by status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the *`Content-Range`* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *`application/json`*.
Link	Contains the following links to navigate through query results. • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
href	Relative link to the product inventory record. Data type: String
id	Sys_id of the product inventory. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
name	Name of the product inventory. Data type: String
place	Location of the product. Data type: Object `"place": { "id": "String", "name": "String" }`
place.id	Sys_id of the location record associated with the product. Data type: String Table: Location [cmn_location]
place.name	Name of the location. Data type: String
productCharacteristic	List of product characteristics. For additional information on product characteristics, see . Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"productCharacteristic": [
	  {
	  "name": "String",
	  "value": "String"
	  }
	]

productCharacteristic.name	Name of the characteristic. Data type: String
productCharacteristic.value	Value of the characteristic. Data type: String

productOffering	Product offering that the product inventory is associated with.
	
	Data type: Object
	"productOffering": {
	  "id": "String",
	  "internalId": "String",
	  "internalVersion": "String",
	  "name": "String",
	  "version": "String"
	}

productOffering.id	Initial version or external ID of the product offering. Data type: String Table: In the initial_version or external_id field of the Product Offering [sn_prd_pm_product_offering] table.
productOffering.internalId	Initial version of the product offering. Data type: String Table: In the internal_version field of the Product Offering [sn_prd_pm_product_offering]
productOffering.internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_offering] table.
productOffering.name	Name of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOffering.version	External version of the product offering. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
productPrice	Returns an empty array. Data type: Array
productRelationship	List of related products. Data type: Array of Objects `"productRelationship": [ { "productId": "String", "relationshipType": "String" } ]`
productRelationship.productId	Sys_id of the related product. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
productRelationship.relationshipType	Type of relationship. Possible value: child Data type: String
productSpecification	Product specification for the product. Data type: Object `"productSpecification": { "id": "String", "internalId": "String", "internalVersion": "String", "version": "String" }`
productSpecification.id	Initial version or external ID of the product specification. Data type: String Table: In the initial_version or external_id field of the Product Specification [sn_prd_pm_product_specification] table.
productSpecification.internalId	Initial version of the product specification. Data type: String Table: In the initial_version field of the Product Specification [sn_prd_pm_product_specification] table.
productSpecification.internalVersion	Version of the product specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.
productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] table.
realizingResource	Resource that realizes the product. The realizing resource is a child product inventory of this product inventory. Data type: Object `"realizingResource": { "id": "String", "type": "String" }`
realizingResource.id	Sys_id of the realizing resource. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingResource.type	Type of the realizing resource. Valid value: child Data type: String
realizingService	Service that realizes the product. The realizing service is a child product inventory of this product inventory. Data type: Object `"realizingService": { "id": "String", "type": "String" }`
realizingService.id	Sys_id of the realizing service. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingService.type	Type of the realizing service. Valid value: child

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
relatedParty	List of accounts or customer contacts associated to the product inventory record. Data type: Array of Objects `"relatedParty": [ { "id": "String", "@referredType": "String" } ]`
relatedParty.id	Sys_id of the account or customer contact associated with the ticket. Data type: String Table: Account [customer_account], Contact [customer_contact], or Consumer [csm_consumer]
relatedParty.@referredType	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
state	Current state of the product. Data type: String

Example: cURL request

This example retrieves all product inventories.

```
curl --location --request GET
 "https://instance.service-now.com/api/sn_prd_invt/product" \
--user 'username':'password'
```

Response body.

```
[
   {
      "id": "037fd87ec3603010abc8b5183c40ddf2",
      "relatedParty": [
         {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Example Company",
            "@type": "RelatedParty",
            "@referredType": "Customer"
         },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
         {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
         }
      ],
      "name": "Routing and Configuration PI0000318",
      "productSpecification": {
         "id": "aec57e981bb420106ba59acf034bcb08",
         "name": "Routing and Configuration",
         "version": "",
         "internalVersion": "1",
         "internalId": "aec57e981bb420106ba59acf034bcb08"
      },
      "status": "Active",
      "productOffering": {
         "id": "69017a0f536520103b6bddeeff7b127d",
         "name": "Premium SD-WAN Offering",
         "version": "",
         "internalVersion": "1",
         "internalId": "69017a0f536520103b6bddeeff7b127d"
      },
      "product": "ce0b52c7532520103b6bddeeff7b12f5",
      "place": {
         "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
         "name": "100 South Charles Street, Baltimore,MD"
      },
      "productCharacteristic": [],
      "productRelationship": [],
      "realizingService": [],
      "realizingResource": [
         {
            "id": "9b2fa60b536520103b6bddeeff7b1233",
            "name": "Route Target"
         }
      ],
      "productPrice": [],
      "href":
 "/api/sn_prd_invt/product/037fd87ec3603010abc8b5183c40ddf2",
      "billingAccount": "Not Specified."
   }
]
```


Product Inventory Open API - GET /sn_prd_invt/product/{id}

Retrieves a specified product inventory record and the sys_ids of the associated child product inventory records.

URL format

Default URL: `/api/sn_prd_invt/product/{id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
id	Sys_id or exteranl_id of the product inventory record to retrieve. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]

Query parameters

Name	Description
customer	Filter product inventories by customer. Only product offerings with a customer sys_id or external ID matching the value of this parameter are returned in the response. Data type: String Default: Don't filer y customer.
fields	List of fields to return in the response. Invalid fields are ignored. Data type: String Default: All fields returned.
place	Filter product inventories by place. Only product offerings with a place sys_id or external ID matching the value of this parameter are returned in the response. Data type: String Default: Don't filter by place.
status	Filter product inventories by status. Only product inventories with a status matching the value of this parameter are returned in the response. Data type: String Default: Don't filter by status.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed.
400	Bad Request. Could be any of the following reasons: • Invalid path parameter • Invalid URI
404	Record not found. Record associated with the ID is not found in the table.

Response body parameters (JSON)

Name	Description
href	Relative link to the product inventory record. Data type: String
id	Sys_id of the product inventory record. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
name	Name of the product inventory. Data type: String
place	Location of the product. Data type: Object `"place": { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"name": "String"
	}</pre>

place.id	Sys_id of the location record associated with the product. Data type: String Table: Location [cmn_location]
place.name	Name of the location. Data type: String

productCharacteristic	List of product characteristics.
	
	For additional information on product characteristics, see .
	
	Data type: Array of Objects
	
	<pre>"productCharacteristic": [
	  {
	  "name": "String",
	  "value": "String"
	  }
	]</pre>

productCharacteristic.name	Name of the characteristic. Data type: String
productCharacteristic.value	Value of the characteristic. Data type: String

productOffering	Product offering that the product inventory is associated with.
	
	Data type: Object
	
	<pre>"productOffering": {
	  "id": "String",
	  "internalId": "String",
	  "internalVersion": "String",
	  "name": "String",
	  "version": "String"
	}</pre>

productOffering.id	Initial version or external ID of the product offering. Data type: String Table: In the initial_version or external_id field of the Product Offering [sn_prd_pm_product_offering] table.
productOffering.internalId	Initial version of the product offering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: In the internal_version field of the Product Offering [sn_prd_pm_product_offering]
productOffering.internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_offering] table.
productOffering.name	Name of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOffering.version	External version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
productPrice	Returns an empty array. Data type: Array
productRelationship	List of related products. Data type: Array of Objects `"productRelationship": [ { "productId": "String", "relationshipType": "String" } ]`
productRelationship.productId	Sys_id of the related product. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
productRelationship.relationshipType	Type of relationship. Possible value: child Data type: String
productSpecification	Product specification for the product. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"productSpecification": {
	  "id": "String",
	  "internalId": "String",
	  "internalVersion": "String",
	  "version": "String"
	}</pre>

productSpecification.id	Initial version or external ID of the product specification. Data type: String Table: In the initial_version or external_id field of the Product Specification [sn_prd_pm_product_specification] table.
productSpecification.internalId	Initial version of the product specification. Data type: String Table: In the initial_version field of the Product Specification [sn_prd_pm_product_specification] table.
productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.
productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] table.

realizingResource	Resource that realizes the product. The realizing resource is a child product inventory of this product inventory.
	
	Data type: Object
	
	<pre>"realizingResource": {
	  "id": "String",
	  "type": "String"
	}</pre>

realizingResource.id	Sys_id of the realizing resource. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingResource.type	Type of the realizing resource. Valid value: child

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
realizingService	Service that realizes the product. The realizing service is a child product inventory of this product inventory. Data type: Object `"realizingService": { "id": "String", "type": "String" }`
realizingService.id	Sys_id of the realizing service. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingService.type	Type of the realizing service. Valid value: child Data type: String
relatedParty	List of accounts or customer contacts associated to the product inventory record. Data type: Array of Objects `"relatedParty": [ { "id": "String", "@referredType": "String" } ]`
relatedParty.id	Sys_id of the account or customer contact associated with the product inventory record. Data type: String Table: Account [customer_account], Contact [customer_contact], or Consumer [csm_consumer]
relatedParty.@referredType	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
state	Current state of the product.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

This example retrieves a specified product inventory.

```
curl -X GET
 'https://instance.service-now.com/api/sn_prd_invt/product/037fd
87ec3603010abc8b5183c40ddf2' \
--user 'username':'password'
```

Output:

```
{
   "id": "037fd87ec3603010abc8b5183c40ddf2",
   "relatedParty": [
      {
         "id": "ffc68911c35420105252716b7d40dd55",
         "name": "Example Company",
         "@type": "RelatedParty",
         "@referredType": "Customer"
      },
      {
         "id": "eaf68911c35420105252716b7d40ddde",
         "name": "Sally Thomas",
         "@type": "RelatedParty",
         "@referredType": "CustomerContact"
      }
   ],
   "name": "Routing and Configuration PI0000318",
   "productSpecification": {
      "id": "aec57e981bb420106ba59acf034bcb08",
      "name": "Routing and Configuration",
      "version": "",
      "internalVersion": "1",
      "internalId": "aec57e981bb420106ba59acf034bcb08"
   },
   "status": "Active",
   "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering",
      "version": "",
      "internalVersion": "1",
      "internalId": "69017a0f536520103b6bddeeff7b127d"
   },
   "product": "ce0b52c7532520103b6bddeeff7b12f5",
   "place": {
      "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
      "name": "100 South Charles Street, Baltimore,MD"
   },
   "productCharacteristic": [],
   "productRelationship": [
     {
       "productId": "2702912bffff5610a82efffffffff88",
       "relationshipType": "child"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    {
      "productId": "e2a11de7ffff5610a82effffffffff96",
      "relationshipType": "child"
    }
  ],
  "realizingService": [],
  "realizingResource": [
     {
        "id": "9b2fa60b536520103b6bddeeff7b1233",
        "name": "Route Target"
     }
  ],
  "productPrice": [],
  "href":
"/api/sn_prd_invt/product/037fd87ec3603010abc8b5183c40ddf2",
  "billingAccount": "Not Specified."
}
```


Product Inventory Open API - GET /sn_prd_invt/productinventory

Retrieves a list of all product inventories.

Important: Starting with the Tokyo release, this endpoint is deprecated. The new version of this endpoint is Product Inventory Open API - GET /sn_prd_invt/product.

URL format

Default URL: `api/sn_prd_invt/productinventory`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
customer	Filter product inventories by customer. Only product offerings with a customer sys_id or external ID matching the value of this parameter are returned in the response. Data type: String Default: Don't filter by customer.
fields	List of fields to return in the response. Invalid fields are ignored. Data type: String Default: All fields are returned.
limit	Maximum number of records to return. For requests that exceed this number of records, use the *offset* parameter to paginate record retrieval.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: Number Default: 20 Maximum: 100
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0
place	Filter product inventories by place. Only product offerings with a place sys_id or external ID matching the value of this parameter are returned in the response. Data type: String Default: Don't filter by place.
status	Filter product inventories by status. Only product inventories with a status matching the value of this parameter are returned in the response. Data type: String Default: Don't filter by inventory status.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description
	For example, if `offset=2` and `limit=3`, the value of the *`Content-Range`* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *`application/json`*.
Link	Contains the following links to navigate through query results. • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
id	Sys_id of the product inventory. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
name	Name of the product inventory.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
place	Place associated with the product. Data type: String
productCharacteristic	List of product characteristics. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "value": "String" } ]`
productCharacteristic.name	Name of the characteristic. Data type: String
productCharacteristic.value	Value of the characteristic. Data type: String
productOffering	Product offering that the product inventory is associated with. Data type: Object `"productOffering": { "id": "String", "name": "String" }`
productOffering.id	Sys_id of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOffering.name	Name of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productRelationship	List of related products. Data type: Array of Objects `"productRelationship": [ { "productId": "String", "relationshipType": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productRelationship.productId	Sys_id of the related product. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
productRelationship.relationshipType	Type of relationship. Data type: String
productSpecification	Product specification for the product. Data type: Object `"productSpecification": { "id": "String" }`
productSpecification.id	Sys_id of the product specification. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
realizingResource	Realizing resource. Data type: Object `"realizingResource": { "id": "String", "type": "String" }`
realizingResource.id	Sys_id of the realizing resource. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingResource.type	Type of the realizing resource. Data type: String
realizingService	Realizing service. Data type: Object `"realizingService": { "id": "String", "type": "String" }`
realizingService.id	Sys_id of the realizing service. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Product Inventory [sn_prd_invt_product_inventory]
realizingService.type	Type of the realizing service. Data type: String
relatedParty	List of parties associated with the ticket. Data type: Array of Objects `"relatedParty": [ { "id": "String", "@referredType": "String" } ]`
relatedParty.id	Sys_id of the account or customer contact associated with the ticket. Data type: String Table: Account [customer_account], Contact [customer_contact] or Consumer [csm_consumer]
relatedParty.@referredType	Type of customer. Possible values: • consumer • customer • customerContact Data type: String
state	Current state of the product. Data type: String

Example: cURL request

This example retrieves all product inventories.

```
curl
 "https://instance.servicenow.com/api/sn_prd_invt/productinvento
ry" \
--request GET \
--user 'username':'password'
```

Response body.

```
[
   {
      "id": "075072aec3a83010abc8b5183c40dd44",
      "relatedParty": [
         {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
         },
         {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
         }
      ],
      "name": "Firewall Administration PI0000300",
      "productSpecification": {
         "id": "31c5caff07266010a7955b7e0ad3006b",
         "name": "Firewall Administration"
      },
      "status": "Active",
      "productOffering": {
         "id": "",
         "name": ""
      },
      "place": {
         "id": "920cf6ac73d423002728660c4cf6a799",
         "name": "200 South James street,Atlanta, GA"
      },
      "productCharacteristic": [
         {
            "name": "Firewall Administration CPE Type",
            "valueType": "Choice",
            "value": "Physical"
         },
         {
            "name": "Configuration and Policy backup",
            "valueType": "Choice",
            "value": ""
         },
         {
            "name": "Firewall Administration CPE ID",
            "valueType": "Single Line Text",
            "value": "CPE123456789"
         },
         {
            "name": "Remote CLI troubleshoot support",
            "valueType": "Choice",
            "value": ""
         },
         {
            "name": "Firewall Administration CPE Model",
            "valueType": "Choice",
            "value": "9300 series"
         }
      ],
      "productRelationship": [],
      "realizingService": [],
      "realizingResource": [
         {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "id": "3546463307666010a7955b7e0ad3005d",
            "name": "Cisco Firewall Management system"
         }
      ]
   },
   {
      "id": "0303a8ea74418510f877ca57242ff96d",
      "relatedParty": [
         {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
         },
         {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
         }
      ],
      "name": "SD-WAN Edge Device PI0001114",
      "productSpecification": {
         "id": "39b627aa53702010cd6dddeeff7b1202",
         "name": "SD-WAN Edge Device"
      },
      "status": "Installation Pending",
      "productOffering": {
         "id": "69017a0f536520103b6bddeeff7b127d",
         "name": "Premium SD-WAN Offering"
      },
      "place": "",
      "productCharacteristic": [],
      "productRelationship": [],
      "realizingService": [
         {
            "id": "bf65eadc1b7420106ba59acf034bcb57",
            "name": "SD-WAN Routing"
         },
         {
            "id": "16d79ec3532520103b6bddeeff7b12a6",
            "name": "SD WAN Optimization Service"
         },
         {
            "id": "16d79ec3532520103b6bddeeff7b12a6",
            "name": "SD WAN Optimization Service"
         },
         {
            "id": "bf65eadc1b7420106ba59acf034bcb57",
            "name": "SD-WAN Routing"
         },
         {
            "id": "bf65eadc1b7420106ba59acf034bcb57",
            "name": "SD-WAN Routing"
         },
         {
            "id": "bf65eadc1b7420106ba59acf034bcb57",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name": "SD-WAN Routing"
         }
      ],
      "realizingResource": [
         {
            "id": "493fa60b536520103b6bddeeff7b12b6",
            "name": "Customer Premise SD-WAN Router"
         }
      ]
   }
]
```


Product Inventory Open API - GET /sn_prd_invt/productinventory/{inventoryId}

Retrieves a product inventory.

Important: Starting with the Tokyo release, this endpoint is deprecated. The new version of this endpoint is Product Inventory Open API - GET /sn_prd_invt/product/{id}.

URL format

Default URL: `/api/sn_prd_invt/productinventory/{inventoryId}`

Supported request parameters

Path parameters

Name	Description
inventoryId	Sys_id of the product inventory to retrieve. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]

Query parameters

Name	Description
customer	Filter product inventories by customer. Only product offerings with a customer sys_id or external ID matching the value of this parameter are returned in the response. Data type: String
fields	List of fields to return in the response. Invalid fields are ignored. Data type: String Default: All fields returned.
place	Filter product inventories by place. Only product offerings with a place sys_id or external ID matching the value of this parameter are returned in the response. Data type: String
status	Filter product inventories by status. Only product inventories with a status matching the value of this parameter are returned in the response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed.
400	Bad Request. Could be any of the following reasons: • Invalid path parameter • Invalid URI
404	Record not found. Record associated with the ID is not found in the table.

Response body parameters (JSON)

Name	Description
id	Sys_id of the product inventory

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
name	Name of the product inventory. Data type: String
place	Place associated with the product. Data type: String
productCharacteristic	List of product characteristics. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "value": "String" } ]`
productCharacteristic.name	Name of the characteristic. Data type: String
productCharacteristic.value	Value of the characteristic. Data type: String
productOffering	Product offering that the product inventory is associated with. Data type: Object `"productOffering": { "id": "String", "name": "String" }`
productOffering.id	Sys_id of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOffering.name	Name of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productRelationship	List of related products. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"productRelationship": [
	  {
	  "productId": "String",
	  "relationshipType": "String"
	  }
	]</pre>

productRelationship.productId	Sys_id of the related product. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
productRelationship.relationshipType	Type of relationship. Data type: String

productSpecification	Product specification for the product.
	
	Data type: Object
	<pre>"productSpecification": {
	  "id": "String"
	}</pre>

productSpecification.id	Sys_id of the product specification. Data type: String Table: Product Specification [sn_prd_pm_product_specification]

realizingResource	Realizing resource.
	
	Data type: Object
	<pre>"realizingResource": {
	  "id": "String",
	  "type": "String"
	}</pre>

realizingResource.id	Sys_id of the realizing resource. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingResource.type	Type of the realizing resource. Data type: String
realizingService	Realizing service. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"realizingService": {
	  "id": "String",
	  "type": "String"
	}</pre>

realizingService.id	Sys_id of the realizing service. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingService.type	Type of the realizing service. Data type: String

relatedParty	List of parties associated with the ticket.
	
	Data type: Array of Objects
	<pre>"relatedParty": [
	  {
	  "id": "String",
	  "@referredType": "String"
	  }
	]</pre>

relatedParty.id	Sys_id of the account or customer contact associated with the ticket. Data type: String Table: Account [customer_account], Contact [customer_contact], or Consumer [csm_consumer]
relatedParty.@referredType	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
state	Current state of the product. Data type: String

Example: cURL request

This example retrieves a product inventory for an SD-WAN service package.

```
curl --location --request GET 'https://
 instance.servicenow.com/api/sn_prd_invt/productinventory/074450
fc74918d10f877ca57242ff9e3' \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--user 'username':'password'
```

Output:


```
{
   "id": "074450fc74918d10f877ca57242ff9e3",
   "relatedParty": [
      {
         "id": "ffc68911c35420105252716b7d40dd55",
         "name": "Funco Intl",
         "@type": "RelatedParty",
         "@referredType": "Customer"
      },
      {
         "id": "eaf68911c35420105252716b7d40ddde",
         "name": "Sally Thomas",
         "@type": "RelatedParty",
         "@referredType": "CustomerContact"
      }
   ],
   "name": "SD-WAN Service Package PI0001576",
   "productSpecification": {
      "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
      "name": "SD-WAN Service Package"
   },
   "status": "Installation Pending",
   "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering"
   },
   "place": "",
   "productCharacteristic": [],
   "productRelationship": [
      {
         "id": "a74490fc74918d10f877ca57242ff942",
         "name": "SD-WAN Edge Device PI0001582",
         "relationshipType": "Bundles"
      },
      {
         "id": "b85414fc74918d10f877ca57242ff90e",
         "name": "SD-WAN Controller PI0001602",
         "relationshipType": "Bundles"
      },
      {
         "id": "d74490fc74918d10f877ca57242ff907",
         "name": "SD-WAN Security PI0001577",
         "relationshipType": "Bundles"
      }
   ],
   "realizingService": [],
   "realizingResource": []
}
```


Product Inventory Open API - POST /sn_prd_invt/product

Creates a product inventory record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can also use this endpoint to create product inventory bundles. For additional information on these bundles, see.

URL format

Default URL: `/api/sn_prd_invt/product`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
name	Required. Name of the product inventory. Data type: String
pid	Unique identifier for the product inventory from the external system. Data type: String Default: Blank string
productCharacteristic	List of product characteristics. For additional information on product characteristics, see . Data type: Array `"productCharacteristic": [ { "name": "String", "value": "String" } ]`
productCharacteristic.name	Name of the characteristic. Data type: String Default: Blank string
productCharacteristic.value	Value of the characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Default: Blank string
productOffering	Required. Product offering that the product inventory is associated with. Data type: Object `"productOffering": { "id": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productOffering.id	Required. Initial_version or external_id of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOffering.internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_offering] table.
productOffering.name	Name of the product offering. Data type: String Default: Blank string Table: Product Offering [sn_prd_pm_product_offering]
productOffering.version	External version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
productRelationship	List of related products. Data type: Array of Objects `"productRelationship": [ { "productId": "String", "relationshipType": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	<pre> }]</pre>
productRelationship.productId	Required if using the *productRelationship* parameter. Sys_id of the related product. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
productRelationship.relationshipType	Type of relationship. The only valid value is `child`. Data type: String Default: Blank string

productSpecification	Product specification for the product. For additional information on product specifications, see .
	
	Data type: Object
	
	<pre>"productSpecification": {
	  "id": "String",
	  "internalVersion": "String",
	  "version": "String"
	}</pre>

productSpecification.id	Initial_version or external_id of the product specification. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.
productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] table.
realizingResource	Resource that realizes the product. The realizing resource is a child product inventory of this product inventory.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: Object `"realizingResource": { "id": "String", "type": "String" }`
realizingResource.id	Required if using the *realizingResource* parameter. Sys_id of the realizing resource. Table: Product Inventory [sn_prd_invt_product_inventory] Data type: String
realizingResource.type	Type of the realizing resource. Valid value: child Data type: String
realizingService	Service that realizes the product. The realizing service is a child product inventory of this product inventory. Data type: Object `"realizingService": { "id": "String", "type": "String" }`
realizingService.id	Required if using the *realizingService* parameter. Sys_id of the realizing service. Table: Product Inventory [sn_prd_invt_product_inventory] Data type: String
realizingService.type	Type of the realizing service. Valid value: child Data type: String
relatedParty	List of parties associated with the ticket. Data type: Array of Objects `"relatedParty": [ { "id": "String", "@referredType": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	}]
relatedParty.id	Required if using the *relatedParty* parameter. Sys_id of the account or customer contact associated with the ticket. Data type: String Table: Account [customer_account], Contact [customer_contact], or Consumer [csm_consumer]
relatedParty.@referredType	Type of customer. Possible values: • consumer • customer • customer_contact Data type: String Default: Blank string
state	Current state of the product. Possible values: • active • change_pending • inactivation_pending • inactive • installation_pending Data type: String Default: installation_pending

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Request successfully processed.
400	Bad Request. Could be any of the following reasons: • Empty payload. • Invalid payload. Mandatory field missing: <field name>

Response body parameters (JSON)

Name	Description
href	Relative link to the product inventory record. Data type: String
id	Sys_id of the product inventory. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
name	Name of the product inventory. Data type: String
pid	Unique identifier for the product inventory from the external system. Data type: String
productCharacteristic	List of product characteristics. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "value": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productCharacteristic.name	Name of the characteristic. Data type: String
productCharacteristic.value	Value of the characteristic. Data type: String
productOffering	Product offering that the product inventory is associated with. Data type: Object `"productOffering": { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productOffering.id	Initial version or external ID of the product offering. Data type: String Table: In the initial_version or external_id field of the Product Offering [sn_prd_pm_product_offering] table.
productOffering.internalId	Initial version of the product offering. Data type: String Table: In the internal_version field of the Product Offering [sn_prd_pm_product_offering]
productOffering.internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_offering] table.
productOffering.name	Name of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOffering.version	External version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
productPrice	Returns an empty array. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productRelationship	List of related products. Data type: Array of Objects `"productRelationship": [ { "productId": "String", "relationshipType": "String" } ]`
productRelationship.productId	Sys_id of the related product. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
productRelationship.relationshipType	Type of relationship. Valid value: child Data type: String
productSpecification	Product specification for the product. Data type: Object `"productSpecification": { "id": "String", "internalId": "String", "internalVersion": "String", "version": "String" }`
productSpecification.id	Initial version or external ID of the product specification. Data type: String Table: In the initial_version or external_id field of the Product Specification [sn_prd_pm_product_specification] table.
productSpecification.internalId	Initial version of the product specification. Data type: String Table: In the initial_version field of the Product Specification [sn_prd_pm_product_specification] table.
productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.
productSpecification.version	External version of the product specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] table.
realizingResource	Resource that realizes the product. The realizing resource is a child product inventory of this product inventory. Data type: Object `"realizingResource": { "id": "String", "type": "String" }`
realizingResource.id	Sys_id of the realizing resource. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingResource.type	Type of the realizing resource. Valid value: child Data type: String
realizingService	Service that realizes the product. The realizing service is a child product inventory of this product inventory. Data type: Object `"realizingService": { "id": "String", "type": "String" }`
realizingService.id	Sys_id of the realizing service. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingService.type	Type of the realizing service. Valid value: child Data type: String
relatedParty	List of parties associated with the ticket. Data type: Array of Objects `"relatedParty": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"id": "String",
	"@referredType": "String"
	}
	]</pre>

relatedParty.id	Sys_id of the account or customer contact associated with the ticket. Data type: String Table:Account [customer_account], Contact [customer_contact], or Consumer [csm_consumer]
relatedParty.@referredType	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
state	Current state of the product. Data type: String

Example: cURL request

This example creates a product inventory for a voice over IP solution for a user.

```
curl -X POST
 "https://instance.service-now.com/api/sn_prd_invt/product" \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--user "username":"password" \
--data "[
   {
      "pid": "PO-456",
      "description": "inventory description",
      "isBundle": false,
      "name": "Voice Over IP Basic instance for Jean",
      "productOffering": {
         "@referredType": "ProductOffering",
         "name": "Premium SD-WAN Offering",
         "id": "69017a0f536520103b6bddeeff7b127d"
      },
      "productCharacteristic": [],
      "productRelationship": [
         {
            "productId": "fa6d13f45b5620102dff5e92dc81c77f",
            "relationshipType": "child"
         }
      ],
      "realizingService": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "id": "fe6d13f45b5620102dff5e92dc81c786",
            "relationshipType": "child"
         },
         "realizingResource": {
            "id": "326d13f45b5620102dff5e92dc81c78c",
            "relationshipType": "child"
         },
         "relatedParty": [
            {
               "@referredType": "CustomerContact",
               "@type": "RelatedParty",
               "name": "Sally Thomas",
               "id": "eaf68911c35420105252716b7d40ddde"
            },
            {
               "@referredType": "Customer",
               "@type": "RelatedParty",
               "name": "Funco Intl",
               "id": "ffc68911c35420105252716b7d40dd55"
            }
         ],
         "productSpecification": {
            "@referredType": "ProductSpecification",
            "@type": null,
            "name": null,
            "id": "3ee1fdb1c3331010d216b5183c40dd81",
            "internalVersion": "1"
         },
         "bundle": false
      }
]"
```

Response body.

```
{
   "pid": "PO-456",
   "description": "inventory description",
   "isBundle": false,
   "name": "Voice Over IP Basic instance for Jean",
   "productOffering": {
      "@referredType": "ProductOffering",
      "name": "Premium SD-WAN Offering",
      "id": "69017a0f536520103b6bddeeff7b127d",
      "internalVersion": "1",
      "version": null,
      "status": "published",
      "internalId": "69017a0f536520103b6bddeeff7b127d"
   },
   "productCharacteristic": [],
   "productRelationship": [
      {
         "productId": "fa6d13f45b5620102dff5e92dc81c77f",
         "relationshipType": "child"
      }
   ],
   "realizingService": {
      "id": "fe6d13f45b5620102dff5e92dc81c786",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "relationshipType": "child"
   },
   "realizingResource": {
      "id": "326d13f45b5620102dff5e92dc81c78c",
      "relationshipType": "child"
   },
   "relatedParty": [
      {
         "@referredType": "CustomerContact",
         "@type": "RelatedParty",
         "name": "Sally Thomas",
         "id": "eaf68911c35420105252716b7d40ddde"
      },
      {
         "@referredType": "Customer",
         "@type": "RelatedParty",
         "name": "Example Company",
         "id": "ffc68911c35420105252716b7d40dd55"
      }
   ],
   "productSpecification": {
      "@referredType": "ProductSpecification",
      "@type": null,
      "name": null,
      "id": "3ee1fdb1c3331010d216b5183c40dd81",
      "internalVersion": "1",
      "version": null,
      "status": "published",
      "internalId": "3ee1fdb1c3331010d216b5183c40dd81"
   },
   "bundle": false,
   "productPrice": [],
   "id": "25b07475471789108761b955d36d439d",
   "href":
 "/api/sn_prd_invt/product/25b07475471789108761b955d36d439d"
}
```


Product Inventory Open API - POST /sn_prd_invt/productinventory

Creates a product inventory.

Important: Starting with the Tokyo release, this endpoint is deprecated. The new version of this endpoint is Product Inventory Open API - POST /sn_prd_invt/product.

URL format

Default URL: `/api/sn_prd_invt/productinventory`

Supported request parameters

Path parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
name	Required. Name of the product inventory. Data type: String
pid	Unique identifier for the product inventory from the external system. Data type: String Default: Blank string
productCharacteristic	List of product characteristics. Data type: Array `"productCharacteristic": [ { "name": "String", "value": "String" } ]`
productCharacteristic.name	Name of the characteristic. Data type: String Default: Blank string
productCharacteristic.value	Value of the characteristic. Data type: String Default: Blank string
productOffering	Required. Product offering that the product inventory is associated with. Data type: Object `"productOffering": { "id": "String", "name": "String" }`
productOffering.id	Required. Sys_id of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
productOffering.name	Name of the product offering. Data type: String Default: Blank string Table: Product Offering [sn_prd_pm_product_offering]
productRelationship	List of related products. Data type: Array of Objects `"productRelationship": [ { "productId": "String", "relationshipType": "String" } ]`
productRelationship.productId	Required if using the *`productRelationship`* parameter. Sys_id of the related product. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
productRelationship.relationshipType	Type of relationship. The only valid value is `child`. Data type: String Default: Blank string
productSpecification	Required. Product specification for the product. Data type: Object `"productSpecification": { "id": "String" }`
productSpecification.id	Required. Sys_id of the product specification. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
realizingResource	Realizing resource. Data type: Object `"realizingResource": { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"type": "String"
	}</pre>

realizingResource.id	Required if using the *realizingResource* parameter. Sys_id of the realizing resource. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingResource.type	Type of the realizing resource. The only valid value is `child`. Data type: String Default: Blank string

realizingService	Realizing service.
	
	Data type: Object
	
	<pre>"realizingService": {
	"id": "String",
	"type": "String"
	}</pre>

realizingService.id	Required if using the *realizingService* parameter. Sys_id of the realizing service. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingService.type	Type of the realizing service. The only valid value is `child`. Data type: String Default: Blank string

relatedParty	List of parties associated with the ticket.
	
	Data type: Array of Objects
	
	<pre>"relatedParty": [
	{
	"id": "String",
	"@referredType": "String"
	}
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
relatedParty.id	Required if using the *relatedParty* parameter. Sys_id of the account or customer contact associated with the ticket. Data type: String Table: Account [customer_account], Contact [customer_contact], or Consumer [csm_Consumer]
relatedParty.@referredType	Type of customer. Possible values: • consumer • customer • customer_contact Data type: String Default: Blank string
state	Current state of the product. Possible values: • active • change_pending • inactivation_pending • inactive • installation_pending Data type: String Default: installation_pending

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Request successfully processed.
400	Bad Request. Could be any of the following reasons: • Empty payload. • Invalid payload. Mandatory field missing: <field name>

Response body parameters (JSON)

Name	Description
id	Sys_id of the product inventory. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
name	Name of the product inventory. Data type: String
pid	Unique identifier for the product inventory from the external system. Data type: String
productCharacteristic	List of product characteristics. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "value": "String" } ]`
productCharacteristic.name	Name of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productCharacteristic.value	Value of the characteristic. Data type: String
productOffering	Product offering that the product inventory is associated with. Data type: Object `"productOffering": { "id": "String", "name": "String" }`
productOffering.id	Sys_id of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOffering.name	Name of the product offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productRelationship	List of related products. Data type: Array of Objects `"productRelationship": [ { "productId": "String", "relationshipType": "String" } ]`
productRelationship.productId	Sys_id of the related product. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
productRelationship.relationshipType	Type of relationship. Data type: String
productSpecification	Product specification for the product. Data type: Object `"productSpecification": { "id": "String" }`
productSpecification.id	Sys_id of the product specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Product Specification [sn_prd_pm_product_specification]
realizingResource	Realizing resource. Data type: Object `"realizingResource": { "id": "String", "type": "String" }`
realizingResource.id	Sys_id of the realizing resource Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingResource.type	Type of the realizing resource. Data type: String
realizingService	Realizing service. Data type: Object `"realizingService": { "id": "String", "type": "String" }`
realizingService.id	Sys_id of the realizing service. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
realizingService.type	Type of the realizing service. Data type: String
relatedParty	List of parties associated with the ticket. Data type: Array of Objects `"relatedParty": [ { "id": "String", "@referredType": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedParty.id	Sys_id of the account or customer contact associated with the ticket. Data type: String Table: Account [customer_account], Contact [customer_contact], or Consumer [csm_consumer]
relatedParty.@referredType	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
state	Current state of the product. Data type: String

Example: cURL request

This example creates a product inventory for a voice over IP solution for a user.

```
curl --location --request POST
 "https://instance.servicenow.com/api/sn_prd_invt/productinventory" \
--header "Content-Type: application/json" \
--data-raw '[
    {
        "pid": "demoInventory",
        "description": "inventory description",
        "isBundle": false,
        "name": "Voice Over IP Basic instance for Jean",
        "productOffering": {
            "id": "69017a0f536520103b6bddeeff7b127d",
            "name": "Premium SD-WAN Offering",
            "@referredType": "ProductOffering"
        },
        "productCharacteristic": [
            {
                "name": "CPE Type",
                "valueType": "choice",
                "value": "Virtual"
            },
            {
                "name":"Routing",
                "valueType": "choice",
                "value": "Premium"
            }
        ],
        "productRelationship": [
            {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "productId": "7e6d13f45b5620102dff5e92dc81c787",
                "relationshipType": "child"
            }
        ],
        "relatedParty": [
            {
                "id": "eaf68911c35420105252716b7d40ddde",
                "name": "Sally Thomas",
                "role": "User",
                "@type": "RelatedParty",
                "@referredType": "CustomerContact"
            },
            {
                "id": "ffc68911c35420105252716b7d40dd55",
                "name": "Funco Intl",
                "@type": "RelatedParty",
                "@referredType": "Customer"
            }
        ],
        "productSpecification": {
            "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
            "@referredType": "ProductSpecification",
            "version": "1"
        }
    }
]'
--user 'username':'password'
```

Response body.

```
{
   "pid": "demoInventory",
   "description": "inventory description",
   "isBundle": false,
   "name": "Voice Over IP Basic instance for Jean",
   "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering",
      "@referredType": "ProductOffering"
   },
   "productCharacteristic": [
      {
         "name": "CPE Type",
         "valueType": "choice",
         "value": "Virtual"
      },
      {
         "name": "Routing",
         "valueType": "choice",
         "value": "Premium"
      }
   ],
   "productRelationship": [
      {
         "productId": "7e6d13f45b5620102dff5e92dc81c787",
         "relationshipType": "child"
      }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ],
    "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "role": "User",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        }
    ],
    "productSpecification": {
        "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
        "@referredType": "ProductSpecification",
        "version": "1"
    },
    "id": "3ac715c6745d8150f877ca57242ff97a"
}
```


Product Order Open API

The *Product Order Open* API provides endpoints that enable a standardized mechanism for placing product orders.

A product order is created based on a product offering that is defined and published in a product catalog. The product offering identifies the product or set of products that are available to a customer and includes the relevant product characteristics that capture the unique options of a product, and other relevant attributes such as pricing, contract terms, and availability.

To access this API, the Order Management for Telecommunications (sn_ind_tmt_orm) plugin must be activated.

This API is provided within the `sn_ind_tmt_orm` namespace.

The calling user must have the sn_ind_tmt_orm.order_integrator role.

This API can be extended to make customizations around required parameters, request body validation, additional REST operations, and field mappings. For more information, see the Product Order Open API Developer Guide.

The *Product Order Open* API is a ServiceNow® implementation of TM Forum TMF622 Product Ordering Management API REST Specification and is conformance certified by TM Forum.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product Order Open API - GET /sn_ind_tmt_orm/order/productOrder

Retrieves all product orders.

This endpoint retrieves order information from the following tables:

- Customer Order [sn_ind_tmt_orm_order]
- Order Line Item [sn_ind_tmt_orm_order_line_item]
- Order Characteristic [sn_ind_tmt_orm_order_characteristic_value]
- Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact]
- Order Line Related Items [sn_ind_tmt_orm_order_line_related_items]

URL format

Default URL: `/api/sn_ind_tmt_orm/order/productOrder`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Data type: String Default: All fields returned.
limit	Maximum number of records to return. For requests that exceed this number of records, use the *`offset`* parameter to paginate record retrieval. Data type: Number Default: 20 Maximum: 100
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0
state	Filter orders by state. Only orders with a state matching the value of this parameter are returned in the response. Data type: String Default: Don't order by state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the *`Content-Range`* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *`application/json`*.
Link	Contains the following links to navigate through query results. • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
channel	List of channels to use for selling the products. Data type: Array of Objects `"channel": [ { "id": "String", "name": "String" } ]`
channel.id	Unique identifier of the channel to use sell the associated products. Data type: String
channel.name	Name of the channel to use to sell the associated products. Data type: String
committedDueDate	Date and time when the action must be performed on the order. This value must be the same as or later than the *committedDueDate* values each order line item. Data type: String
expectedCompletionDate	Date on which the order will be comple Data type: String
href	Relative link to the product order recor Data type: String
id	Sys_id of the product order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
note	List of additional notes made by the customer when ordering. Data type: Array of Objects `"note": [ { "author": "String", "date": "String", "text": "String" } ]`
note.author	User name of the person that authored associated note. Data type: String
note.date	Date that the note was created. Data type: String
note.text	Additional notes/comments made by t customer while ordering. Data type: String
orderCurrency	Currency code for the order and order items. Data type: String
ponr	Flag that indicates whether the point o return for the order has been reached. Possible values: • true: The point of no return for the or has been reached. • false: The point of no return for the o hasn't been reached. Data type: Boolean
productOrderItem	List that describes items associated wi the product order and their associated action. Data type: Array of Objects `"productOrderItem:" [ { "action": "String", "committedDueDate": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"externalProductInventory": [Array],
	"id": "String",
	"itemPrice": [Array],
	"product": {Object},
	"productOffering": {Object},
	"productOrderItemRelationship": [Array],
	"quantity": Number,
	"state": "String",
	"@type": "String"
	}
	]</pre>

productOrderItem.action	Action to carry out on the product. Possible actions are defined on the Choice List tab in the Action Dictionary Entry of the sn_ind_tmt_orm_order_line_item table Data type: String
productOrderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of th sn_ind_tmt_orm_order_line_item table
productOrderItem.committedDueDate	Date and time when the action must be performed on the order line item. Data type: String

productOrderItem.externalProductInventory	List of external IDs mapped to the prod inventories created for the order.
	
	Data type: Array of Objects
	<pre>"externalProductInventory": [
	{
	"externalProductInventoryId": "String"
	}
	]</pre>

productOrderItem.externalProductInventory.externalProductInventoryId	External ID mapped to the product inventory. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.id	Unique identifier of the line item. Locat in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] tabl Data type: String
productOrderItem.itemPrice	List that describes the price associated with the product. Data type: Array of Objects `"itemPrice": [ { "price": {Object}, "priceType": "String" "recurringChargePeriod": "String" } ]`
productOrderItem.itemPrice.price	Description of the price of the associat product. Data type: Object `"price": { "taxIncludedAmount": {Object} }`
productOrderItem.itemPrice.price.taxIncludedAmount	Description of the price of the associat product, including the tax. Data type: Object `"taxIncludedAmount": { "unit": "String", "value": Number }`
productOrderItem.itemPrice.price.taxIncludedAmount.unit	Currency code in which the price is depicted. Data type: String
productOrderItem.itemPrice.price.taxIncludedAmount.value	Price of product, including any tax. Data type: Number
productOrderItem.itemPrice.priceType	Type of item price, recurring or non- recurring. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring period, such as `month`. Data type: String
productOrderItem.ponr	Flag that indicates whether the point o return for the order has been reached. Possible values: • true: The point of no return for the or has been reached. • false: The point of no return for the o hasn't been reached. Data type: Boolean
productOrderItem.product	Description of the instance details of th product purchased by the customer. Data type: Object `"product:" { "place": {Object}, "productCharacteristic" [Array], "productRelationship": [Array], "productSpecification": {Object}, "relatedParty": {Object "@type": "String" }`
productOrderItem.product.place	Maps of the locations on which to insta the product. Data type: Object `"place": { "id": "String", "@type": "String" }`
productOrderItem.product.place.id	Sys_id of the associated location recor the Location [cmn_location] table. Data type: String
productOrderItem.product.place.@type	Part of TMF Open API standard. Annotation for order line item contact. value is always `Place`. This informatio not stored. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.product.productCharacteristic	List of characteristics of the associated product. Only product characteristics whose *value* are different than the *previousValue* are returned. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "previousValue": "String", "value": "String" } ]`
productOrderItem.product.productCharacteristic.name	Name of the characteristic record to associate with the product. Located in Characteristic [sn_prd_pm_characteris table. Data type: String
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if the update is for a change order. The request is a change order if the *productOrderItem.action* parameter is other than `add`. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String
productOrderItem.product.productCharacteristic.value	Characteristic option values associated with the product. For additional information on characteristic option values, see Create product characteris and characteristic options. Data type: String
productOrderItem.product.productRelationship	List of product relationship details for a order line item. Data type: Array of Objects `"productRelationship": [ { "id": "String", "relationshipType": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	}]
productOrderItem.product.productRelationship.id	Sys_id or sn_prd_invt_external_id of th product inventory. Data type: String Table: In the sys_id or sn_prd_invt_external_id field of the Product Inventory [sn_prd_invt_product_inventory] table
productOrderItem.product.productRelationship.relationshipType	Type of relationship between the order item and the product inventory. Possible value: Requires Data type: String

productOrderItem.product.productSpecification	Description of the product specificatio associated with the product.
	
	Data type: Object
	
	"productSpecification:" {
	"id": "String",
	"internalId": "String",
	"internalVersion": "String",
	"name": "String",
	"version": "String",
	"@type": "String"
	}

productOrderItem.product.productSpecification.id	Initial_version or external_id of the product specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] ta Data type: String
productOrderItem.product.productSpecification.internalId	Initial version of the product specificati The initial version is the sys_id of the fi version of the specification. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
productOrderItem.product.productSpecification.internalVersion	Version of the product specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: In the version field of the Product Specification [sn_prd_pm_product_specification] ta
productOrderItem.product.productSpecification.name	Name of the product specification. Located in the Product Specification [sn_prd_pm_product_specification] ta Data type: String
productOrderItem.product.productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] ta
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. This value is always `ProductSpecificationRef`. This information is not stored. Data type: String
productOrderItem.product.relatedParty	List of contacts for line items. Data type: Array of Objects `"relatedParty:" [ { "email": "String", "firstName": "String" "id": "String", "lastName": "String", "phone": "String", "@referredType": "String", "@type": "String" } ]`
productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String
productOrderItem.product.relatedParty.id	Sys_id of the line item contact associated with the order line item. Located in the Order Line Item Contact [sn_ind_tmt_orm_order_line_item_con table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String Data type: String
productOrderItem.product.relatedParty.phone	Business phone number of the contact Data type: String
productOrderItem.product.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. value is always `RelatedParty`. This information is not stored. Data type: String
productOrderItem.productOffering	Description of the product offering associated with the product. Data type: Object `"productOffering:" { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productOrderItem.productOffering.id	Initial_version or external_id of the product offering. The initial_version is the sys_id of the first version of the offering. Located in the sys_id or external_id field of the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.internalId	Initial version of the product offering. The initial version is the sys_id of the fi version of the offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOrderItem.productOffering.internalVersion	Version of the product offering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: In the version field of the Produc Offering [sn_prd_pm_product_offering table.
productOrderItem.productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.version	External version of the product offering Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
productOrderItem.quantity	Number of product items purchased. Data type: Number
productOrderItem.productOrderItemRelationship	List of the relationships between order items. Data type: Array of Objects `"productOrderItemRelationship": [ { "id": "String", "relationshipType": "String" } ]`
productOrderItem.productOrderItemRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] tabl Data type: String
productOrderItem.productOrderItemRelationship.relationshipType	Type of relationship between the two li items. This information is used to ident the relationship hierarchy. Possible values: • HasChild • HasParent • Requires

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	`HasChild` and `HasParent` are used for parent/child relationships. `Requir` is used for horizontal relationships (a li item requires another line item). Data type: String
productOrderItem.state	State of the order of the associated product item. Data type: String
productOrderItem.version	Order version. Data type: String
productOrderItem.@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrderItem`. This information is not stored. Data type: String
relatedParty	List of contacts for the order. Each con is an object in the array. Must list at least one item which contains custome account or consumer account informat Data type: Array of Objects `"relatedParty:" [ { "id": "String", "name": "String", "@referredType": "String", "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Located in th Account [customer_account], Contact [customer_contact] table, or Consume [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.@referredType	Type of customer. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annotation for the product. This value i always `RelatedParty`. This informa is not stored. Data type: String
requestedCompletionDate	Delivery date requested by the custom Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
state	Current state of the order. Data type: String
version	Order version. Data type: String
@type	Part of TMF Open API standard. Annotation for the product. This value i always `ProductOrder`. This informa is not stored. Data type: String

Example: cURL request

This example retrieves all product orders.

```
curl --location --request GET
 'https://instance.service-now.com/api/sn_ind_tmt_orm/order/prod
uctOrder' \
--user 'username':'password'
```

Response body.

```
[
   {
      "id": "8d75939453126010a795ddeeff7b126a",
      "href":
 "/api/sn_ind_tmt_orm/order/productOrder/8d75939453126010a795dde
eff7b126a",
      "ponr": "false",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "orderCurrency": "USD",
      "expectedCompletionDate": "2021-05-02T08:13:59.000Z",
      "requestedCompletionDate": "2021-05-02T08:13:59.000Z",
      "requestedStartDate": "2020-05-03T08:13:59.000Z",
      "channel": [
         {
            "id": "1",
            "name": "Agent Assist"
         }
      ],
      "note": [
         {
            "author": "System Administrator",
            "date": "2021-02-25T14:22:07.000Z",
            "text": "This is a TMF product order illustration no
2"
         },
         {
            "author": "System Administrator",
            "date": "2021-02-25T14:22:06.000Z",
            "text": "This is a TMF product order illustration"
         }
      ],
      "productOrderItem": [
         {
            "id": "POI130",
            "ponr": "false",
            "quantity": 1,
            "action": "add",
            "actionReason": "adding service package OLI",
            "itemPrice": [
               {
                  "priceType": "recurring",
                  "price": {
                     "taxIncludedAmount": {
                        "unit": "USD",
                        "value": 20
                     }
                  }
               },
               {
                  "priceType": "nonRecurring",
                  "price": {
                     "taxIncludedAmount": {
                        "unit": "INR",
                        "value": 0
                     }
                  }
               }
            ],
            "product": {
               "@type": "Product",
               "productCharacteristic": [
                  {
                     "name": "Security Type",
                     "valueType": "Choice",
                     "value": "Base",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "previousValue": ""
                }
            ],
            "productSpecification": {
                "id": "a6514bd3534560102f18ddeeff7b1247",
                "name": "SD-WAN Security",
                "version": "v1",
                "internalVersion": "1",
                "internalId":
"a6514bd3534560102f18ddeeff7b1247",
                "@type": "ProductSpecificationRef"
            },
            "relatedParty": [
                {
                    "id": "4175939453126010a795ddeeff7b127d",
                    "name": "John Smith",
                    "email": "abc2@example.com",
                    "phone": "32456768",
                    "@type": "RelatedParty",
                    "@referredType": "OrderLineItemContact"
                },
                {
                    "id": "c175939453126010a795ddeeff7b127c",
                    "name": "Joe Doe",
                    "email": "abc@example.com",
                    "phone": "1234567890",
                    "@type": "RelatedParty",
                    "@referredType": "OrderLineItemContact"
                }
            ]
        },
        "productOffering": {
            "id": "69017a0f536520103b6bddeeff7b127d",
            "name": "Premium SD-WAN Offering",
            "version": "v1",
            "internalId": "69017a0f536520103b6bddeeff7b127d",
            "internalVersion": "1"
        },
        "productOrderItemRelationship": [
            {
                "id": "POI100",
                "relationshipType": "HasParent"
            }
        ],
        "state": "in_progress",
        "version": "1",
        "@type": "ProductOrderItem"
    },
    {
        "id": "POI100",
        "ponr": "false",
        "quantity": 1,
        "action": "add",
        "itemPrice": [
            {
                "priceType": "recurring",
                "price": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "taxIncludedAmount": {
                       "unit": "INR",
                       "value": 0
                    }
                 }
              },
              {
                 "priceType": "nonRecurring",
                 "price": {
                    "taxIncludedAmount": {
                       "unit": "INR",
                       "value": 0
                    }
                 }
              }
           ],
           "product": {
              "@type": "Product",
              "productSpecification": {
                 "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
                 "name": "SD-WAN Service Package",
                 "version": "v1",
                 "internalVersion": "1",
                 "internalId":
"cfe5ef6a53702010cd6dddeeff7b12f6",
                 "@type": "ProductSpecificationRef"
              }
           },
           "productOffering": {
              "id": "69017a0f536520103b6bddeeff7b127d",
              "name": "Premium SD-WAN Offering",
              "version": "v1",
              "internalId": "69017a0f536520103b6bddeeff7b127d",
              "internalVersion": "1"
           },
           "productOrderItemRelationship": [
              {
                 "id": "POI130",
                 "relationshipType": "HasChild"
              },
              {
                 "id": "POI120",
                 "relationshipType": "HasChild"
              },
              {
                 "id": "POI110",
                 "relationshipType": "HasChild"
              }
           ],
           "state": "in_progress",
           "version": "1",
           "@type": "ProductOrderItem"
        },
        {
           "id": "POI120",
           "ponr": "false",
           "quantity": 1,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "action": "add",
            "itemPrice": [
               {
                  "priceType": "recurring",
                  "price": {
                     "taxIncludedAmount": {
                        "unit": "USD",
                        "value": 20
                     }
                  }
               },
               {
                  "priceType": "nonRecurring",
                  "price": {
                     "taxIncludedAmount": {
                        "unit": "INR",
                        "value": 0
                     }
                  }
               }
            ],
            "product": {
               "@type": "Product",
               "productCharacteristic": [
                  {
                     "name": "CPE Type",
                     "valueType": "Choice",
                     "value": "Physical",
                     "previousValue": ""
                  },
                  {
                     "name": "WAN Optimization",
                     "valueType": "Choice",
                     "value": "Advance",
                     "previousValue": ""
                  },
                  {
                     "name": "Routing",
                     "valueType": "Choice",
                     "value": "Premium",
                     "previousValue": ""
                  },
                  {
                     "name": "CPE Model",
                     "valueType": "Choice",
                     "value": "ASR",
                     "previousValue": ""
                  }
               ],
               "productSpecification": {
                  "id": "39b627aa53702010cd6dddeeff7b1202",
                  "name": "SD-WAN Edge Device",
                  "version": "v1",
                  "internalVersion": "1",
                  "internalId":
"39b627aa53702010cd6dddeeff7b1202",
                  "@type": "ProductSpecificationRef"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            },
            "productRelationship": [
               {
                  "id": "326d13f45b5620102dff5e92dc81c785",
                  "relationshipType": "Requires"
               }
            ]
         },
         "productOffering": {
            "id": "69017a0f536520103b6bddeeff7b127d",
            "name": "Premium SD-WAN Offering",
            "version": "v1",
            "internalVersion": "1",
            "internalId": "69017a0f536520103b6bddeeff7b127d"
         },
         "productOrderItemRelationship": [
            {
               "id": "POI100",
               "relationshipType": "HasParent"
            },
            {
               "id": "POI110",
               "relationshipType": "Requires"
            }
         ],
         "state": "in_progress",
         "version": "1",
         "@type": "ProductOrderItem"
      },
      {
         "id": "POI110",
         "ponr": "false",
         "quantity": 1,
         "action": "add",
         "itemPrice": [
            {
               "priceType": "recurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "INR",
                     "value": 0
                  }
               }
            },
            {
               "priceType": "nonRecurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "USD",
                     "value": 5
                  }
               }
            }
         ],
         "product": {
            "@type": "Product",
            "productCharacteristic": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                {
                   "name": "Tenancy",
                   "valueType": "Choice",
                   "value": "Base (10 site)",
                   "previousValue": ""
                }
             ],
             "productSpecification": {
                "id": "216663aa53702010cd6dddeeff7b12b5",
                "name": "SD-WAN Controller",
                "version": "v1",
                "internalVersion": "1",
                "internalId":
"216663aa53702010cd6dddeeff7b12b5",
                "@type": "ProductSpecificationRef"
             },
             "place": {
                "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
                "@type": "Place"
             }
          },
          "productOffering": {
             "id": "69017a0f536520103b6bddeeff7b127d",
             "name": "Premium SD-WAN Offering",
             "version": "v1",
             "internalId": "69017a0f536520103b6bddeeff7b127d",
             "internalVersion": "1"
          },
          "productOrderItemRelationship": [
             {
                "id": "POI100",
                "relationshipType": "HasParent"
             }
          ],
          "state": "in_progress",
          "version": "1",
          "@type": "ProductOrderItem"
       }
    ],
    "relatedParty": [
      {
          "id": "eaf68911c35420105252716b7d40ddde",
          "name": "Sally Thomas",
          "@type": "RelatedParty",
          "@referredType": "CustomerContact"
      },
      {
          "id": "ffc68911c35420105252716b7d40dd55",
          "name": "Funco Intl",
          "@type": "RelatedParty",
          "@referredType": "Customer"
      },
      {
          "id": "59f16de1c3b6711Off00ed23a140dd9e",
          "name": "Funco External",
          "@type": "RelatedParty",
          "@referredType": "Consumer"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
    ],
      "state": "in_progress",
      "version": "1",
      "@type": "ProductOrder"
   }
]
```

Product Order Open API - GET /sn_ind_tmt_orm/order/productOrder/{id}

Retrieves the specified product order.

This endpoint retrieves order information from the following tables:

- Customer Order [sn_ind_tmt_orm_order]
- Order Characteristic [sn_ind_tmt_orm_order_characteristic_value]
- Order Line Item [sn_ind_tmt_orm_order_line_item]
- Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact]
- Order Line Related Items [sn_ind_tmt_orm_order_line_related_items]

URL format

Default URL: `/api/sn_ind_tmt_orm/order/productOrder/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id or external_id of the customer order to retrieve. Data type: String Table: Customer Order [sn_ind_tmt_orm_order]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description

200	Request successfully processed. Full resource returned in response (no pagination).
	
	The response returns successful with an error message if the selected order has processing issues.
	
	• A 200 OK response happens if the order is in the Inbound Queue [sn_tmt_core_inbound_queue] table waiting for the scheduler to pick the record to be processed. The error message field includes details for the record. For example:
	
	`{ "code": 102, "reason": "Request in queue", "message": "Request in queue", "details": [ { "message": "This Order is still in the inbound queue table waiting to be processed.", "datapath": "" } ] }`
	
	• A 200 OK response happens if an order creation fails and the record in the Inbound Queue [sn_tmt_core_inbound_queue] table is in an error state. The error message field includes details in for the inbound queue table record. For example:
	
	`{ "code": 23, "reason": "Missing body field", "message": "Missing body field", "details": [ { "message": "Invalid payload: orderCurrency is missing", "datapath": "/" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	] }
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
channel	List of channels to use for selling the products. Data type: Array of Objects `"channel": [ { "id": "String", "name": "String" } ]`
channel.id	Unique identifier of the channel to use sell the associated products. Data type: String
channel.name	Name of the channel to use to sell the associated products. Data type: String
committedDueDate	Date and time when the action must be performed on the order. This value must be the same as or later than the *committedDueDate* values each order line item. Data type: String
expectedCompletionDate	Date on which the order will be comple Data type: String
href	Relative link to the product order recor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
id	Sys_id of the product order. Data type: String
note	List of additional notes made by the customer when ordering. Data type: Array of Objects `"note": [ { "author": "String", "date": "String", "text": "String" } ]`
note.author	User name of the person that authored associated note. Data type: String
note.date	Date that the note was created. Data type: String
note.text	Additional notes/comments made by t customer while ordering. Data type: String
orderCurrency	Currency code for the order and order items. Data type: String
ponr	Flag that indicates whether the point o return for the order has been reached. Possible values: • true: The point of no return for the or has been reached. • false: The point of no return for the o hasn't been reached. Data type: Boolean
productOrderItem	List that describes items associated wi the product order and their associated action. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"productOrderItem:" [
	  {
	  "action": "String",
	  "actionReason":
	"String",
	  "committedDueDate":
	"String",
	
	  "externalProductInventor
	y": [Array],
	  "id": "String",
	  "itemPrice": [Array],
	  "product": {Object},
	  "productOffering":
	{Object},
	
	  "productOrderItemReleati
	ship": [Array],
	  "quantity": Number,
	  "state": "String",
	  "@type": "String"
	  }
	]</pre>

productOrderItem.action	Action to carry out on the product. Possible actions are defined on the Choice List tab in the Action Dictionary Entry of the sn_ind_tmt_orm_order_line_item table Data type: String
productOrderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of th sn_ind_tmt_orm_order_line_item table
productOrderItem.committedDueDate	Date and time when the action must be performed on the order line item. Data type: String

productOrderItem.externalProductInventory	List of external IDs mapped to the prod inventories created for the order.
	
	Data type: Array of Objects
	<pre>"externalProductInventory
	  [
	  {
	
	  "externalProductInventor
	d": "String"</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
productOrderItem.externalProductInventory.externalProductInventoryId	External ID mapped to the product inventory. Data type: String
productOrderItem.id	Unique identifier of the line item. Locat in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] tabl Data type: String

productOrderItem.itemPrice	List that describes the price associated with the product.
	
	Data type: Array of Objects
	<pre>"itemPrice": [
	  {
	  "price": {Object},
	  "priceType": "String"
	
	"recurringChargePeriod":
	"String"
	  }
	]</pre>

productOrderItem.itemPrice.price	Description of the price of the associat product.
	
	Data type: Object
	<pre>"price": {
	  "taxIncludedAmount":
	{Object}
	}</pre>

productOrderItem.itemPrice.price.taxIncludedAmount	Description of the price of the associat product, including the tax.
	
	Data type: Object
	<pre>"taxIncludedAmount": {
	  "unit": "String",
	  "value": Number
	}</pre>

productOrderItem.itemPrice.price.taxIncludedAmount.unit	Currency code in which the price is depicted. Data type: String
productOrderItem.itemPrice.price.taxIncludedAmount.value	Price of product, including any tax.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number
productOrderItem.itemPrice.priceType	Type of item price, recurring or non-recurring. Data type: String
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring period, such as `month`. Data type: String
productOrderItem.ponr	Flag that indicates whether the point o return for the order has been reached. Possible values: • true: The point of no return for the or has been reached. • false: The point of no return for the o hasn't been reached. Data type: Boolean
productOrderItem.product	Description of the instance details of th product purchased by the customer. Data type: Object `"product:" { "place": {Object}, "productCharacteristic" [Array], "productRelationship": [Array], "productSpecification": {Object}, "relatedParty": {Object "@type": "String" }`
productOrderItem.product.place	Maps of the locations on which to insta the product. Data type: Object `"place": { "id": "String", "@type": "String" }`
productOrderItem.product.place.id	Sys_id of the associated location recor the Location [cmn_location] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.product.place.@type	Part of TMF Open API standard. Annotation for order line item contact. value is always `Place`. This informatio not stored. Data type: String
productOrderItem.product.productCharacteristic	List of characteristics of the associated product. Only product characteristics whose *`value`* are different than the *`previousValue`* are returned. Data type: Array of Objects `"productCharacteristic": { "name": "String", "previousValue": "String", "value": "String" } ]`
productOrderItem.product.productCharacteristic.name	Name of the characteristic record to associate with the product. Located in Characteristic [sn_prd_pm_characteris table. Data type: String
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if the update is for a change order. The request is a change order if the *`productOrderItem.action`* parameter is other than `add`. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String
productOrderItem.product.productCharacteristic.value	Characteristic option values associate with the product. For additional information on characteristic option values, see Create product characteris and characteristic options. Data type: String
productOrderItem.product.productRelationship	List of product relationship details for a order line item. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"productRelationship": [
	  {
	  "id": "String",
	  "relationshipType":
	"String"
	  }
	]</pre>

productOrderItem.product.productRelationship.id	Sys_id or sn_prd_invt_external_id of th product inventory. Data type: String Table: In the sys_id or sn_prd_invt_external_id field of the Product Inventory [sn_prd_invt_product_inventory] table
productOrderItem.product.productRelationship.relationshipType	Type of relationship between the order item and the product inventory. Possible value: Requires Data type: String

productOrderItem.product.productSpecification	Description of the product specificatio associated with the product.
	
	Data type: Object
	<pre>"productSpecification:" {
	  "id": "String",
	  "internalId": "String",
	  "internalVersion":
	"String",
	  "name": "String",
	  "version": "String",
	  "@type": "String"
	}</pre>

productOrderItem.product.productSpecification.id	Initial_version or external_id of the product specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] ta Data type: String
productOrderItem.product.productSpecification.internalId	Initial version of the product specificati The initial version is the sys_id of the fi version of the specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Product Specification [sn_prd_pm_product_specification]
productOrderItem.product.productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] ta
productOrderItem.product.productSpecification.name	Name of the product specification. Located in the Product Specification [sn_prd_pm_product_specification] ta Data type: String
productOrderItem.product.productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] ta
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. This value is always `ProductSpecificationRef`. This information is not stored. Data type: String
productOrderItem.product.relatedParty	List of contacts for line items. Data type: Array of Objects `"relatedParty:" { "email": "String", "firstName": "String", "id": "String", "lastName": "String", "phone": "String", "@referredType": "String", "@type": "String" }`
productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.product.relatedParty.id	Sys_id of the line item contact associated with the order line item. Located in the Order Line Item Contact [sn_ind_tmt_orm_order_line_item_con table. Data type: String
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String Data type: String
productOrderItem.product.relatedParty.phone	Business phone number of the contact Data type: String
productOrderItem.product.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. value is always `RelatedParty`. This information is not stored. Data type: String
productOrderItem.productOffering	Description of the product offering associated with the product. Data type: Object `"productOffering:" { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productOrderItem.productOffering.id	Initial_version or external_id of the product offering. The initial_version is the sys_id of the first version of the offering. Located in the sys_id or external_id field of the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.internalId	Initial version of the product offering. The initial version is the sys_id of the fi version of the offering.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOrderItem.productOffering.internalVersion	Version of the product offering. Data type: String Table: In the version field of the Produc Offering [sn_prd_pm_product_offering table.
productOrderItem.productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.version	External version of the product offering Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
productOrderItem.quantity	Number of product items purchased. Data type: Number
productOrderItem.productOrderItemRelationship	List of the relationships between order items. Data type: Array of Objects `"productOrderItemRelation ip": [ { "id": "String", "relationshipType": "String" } ]`
productOrderItem.productOrderItemRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] tabl Data type: String
productOrderItem.productOrderItemRelationship.relationshipType	Type of relationship between the two li items. This information is used to ident the relationship hierarchy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • HasChild • HasParent • Requires `HasChild` and `HasParent` are used for parent/child relationships. `Requir` is used for horizontal relationships (a li item requires another line item). Data type: String
productOrderItem.state	State of the order of the associated product item. Data type: String
productOrderItem.version	Order version. Data type: String
productOrderItem.@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrderItem`. This information is not stored. Data type: String
relatedParty	List of contacts for the order. Each con is an object in the array. Must list at least one item which contains custome account or consumer account informat Data type: Array of Objects `"relatedParty:" [ { "id": "String", "name": "String", "@referredType": "String", "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Located in th Account [customer_account], Contact [customer_contact] table, or Consumer [csm_consumer] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.@referredType	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annotation for the product. This value i always `RelatedParty`. This informa is not stored. Data type: String
requestedCompletionDate	Delivery date requested by the custom Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
state	Current state of the order. Data type: String
version	Order version. Data type: String
@type	Part of TMF Open API standard. Annotation for the product. This value i always `ProductOrder`. This informa is not stored. Data type: String

Example: cURL request

This example retrieves a specified product order.

```
curl -X GET
 "https://instance.service-now.com/api/sn_ind_tmt_orm/order/prod
uctOrder/8d75939453126010a795ddeeff7b126a" \
-u "username":"password"
```

Response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
   "id": "8d75939453126010a795ddeeff7b126a",
   "href":
 "/api/sn_ind_tmt_orm/order/productOrder/8d75939453126010a795dde
eff7b126a",
   "ponr": "false",
   "orderCurrency": "USD",
   "expectedCompletionDate": "2021-05-02T08:13:59.000Z",
   "requestedCompletionDate": "2021-05-02T08:13:59.000Z",
   "requestedStartDate": "2020-05-03T08:13:59.000Z",
   "channel": [
      {
         "id": "1",
         "name": "Agent Assist"
      }
   ],
   "note": [
      {
         "author": "System Administrator",
         "date": "2021-02-25T14:22:07.000Z",
         "text": "This is a TMF product order illustration no 2"
      },
      {
         "author": "System Administrator",
         "date": "2021-02-25T14:22:06.000Z",
         "text": "This is a TMF product order illustration"
      }
   ],
   "productOrderItem": [
      {
         "id": "POI130",
         "ponr": "false",
         "quantity": 1,
         "action": "add",
         "actionReason": "adding service package OLI",
         "itemPrice": [
            {
               "priceType": "recurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "USD",
                     "value": 20
                  }
               }
            },
            {
               "priceType": "nonRecurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "INR",
                     "value": 0
                  }
               }
            }
         ],
         "product": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "@type": "Product",
            "productCharacteristic": [
               {
                  "name": "Security Type",
                  "valueType": "Choice",
                  "value": "Base",
                  "previousValue": ""
               }
            ],
            "productSpecification": {
               "id": "a6514bd3534560102f18ddeeff7b1247",
               "name": "SD-WAN Security",
               "version": "v1",
               "internalVersion": "1",
               "internalId": "a6514bd3534560102f18ddeeff7b1247",
               "@type": "ProductSpecificationRef"
            },
            "relatedParty": [
               {
                  "id": "4175939453126010a795ddeeff7b127d",
                  "name": "John Smith",
                  "email": "abc2@example.com",
                  "phone": "32456768",
                  "@type": "RelatedParty",
                  "@referredType": "OrderLineItemContact"
               },
               {
                  "id": "c175939453126010a795ddeeff7b127c",
                  "name": "Joe Doe",
                  "email": "abc@example.com",
                  "phone": "1234567890",
                  "@type": "RelatedParty",
                  "@referredType": "OrderLineItemContact"
               }
            ]
         },
         "productOffering": {
            "id": "69017a0f536520103b6bddeeff7b127d",
            "name": "Premium SD-WAN Offering",
            "version": "v1",
            "internalId": "69017a0f536520103b6bddeeff7b127d",
            "internalVersion": "1"
         },
         "productOrderItemRelationship": [
            {
               "id": "POI100",
               "relationshipType": "HasParent"
            }
         ],
         "state": "in_progress",
         "version": "1",
         "@type": "ProductOrderItem"
      },
      {
         "id": "POI100",
         "ponr": "false",
         "quantity": 1,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "action": "add",
        "actionReason":"adding service package OLI",
        "itemPrice": [
           {
              "priceType": "recurring",
              "price": {
                 "taxIncludedAmount": {
                    "unit": "INR",
                    "value": 0
                 }
              }
           },
           {
              "priceType": "nonRecurring",
              "price": {
                 "taxIncludedAmount": {
                    "unit": "INR",
                    "value": 0
                 }
              }
           }
        ],
        "product": {
           "@type": "Product",
           "productSpecification": {
              "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
              "name": "SD-WAN Service Package",
              "version": "v1",
              "internalVersion": "1",
              "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6",
              "@type": "ProductSpecificationRef"
           }
        },
        "productOffering": {
           "id": "69017a0f536520103b6bddeeff7b127d",
           "name": "Premium SD-WAN Offering",
           "version": "v1",
           "internalId": "69017a0f536520103b6bddeeff7b127d",
           "internalVersion": "1"
        },
        "productOrderItemRelationship": [
           {
              "id": "POI130",
              "relationshipType": "HasChild"
           },
           {
              "id": "POI120",
              "relationshipType": "HasChild"
           },
           {
              "id": "POI110",
              "relationshipType": "HasChild"
           }
        ],
        "state": "in_progress",
        "version": "1",
        "@type": "ProductOrderItem"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      {
         "id": "POI120",
         "ponr": "false",
         "quantity": 1,
         "action": "add",
         "actionReason": "adding service package OLI",
         "itemPrice": [
            {
               "priceType": "recurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "USD",
                     "value": 20
                  }
               }
            },
            {
               "priceType": "nonRecurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "INR",
                     "value": 0
                  }
               }
            }
         ],
         "product": {
            "@type": "Product",
            "productCharacteristic": [
               {
                  "name": "CPE Type",
                  "valueType": "Choice",
                  "value": "Physical",
                  "previousValue": ""
               },
               {
                  "name": "WAN Optimization",
                  "valueType": "Choice",
                  "value": "Advance",
                  "previousValue": ""
               },
               {
                  "name": "Routing",
                  "valueType": "Choice",
                  "value": "Premium",
                  "previousValue": ""
               },
               {
                  "name": "CPE Model",
                  "valueType": "Choice",
                  "value": "ASR",
                  "previousValue": ""
               }
            ],
            "productSpecification": {
               "id": "39b627aa53702010cd6dddeeff7b1202",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name": "SD-WAN Edge Device",
            "version": "v1",
            "internalVersion": "1",
            "internalId": "39b627aa53702010cd6dddeeff7b1202",
            "@type": "ProductSpecificationRef"
         },
         "productRelationship": [
            {
               "id": "326d13f45b5620102dff5e92dc81c785",
               "relationshipType": "Requires"
            }
         ]
      },
      "productOffering": {
         "id": "69017a0f536520103b6bddeeff7b127d",
         "name": "Premium SD-WAN Offering",
         "version": "v1",
         "internalVersion": "1",
         "internalId": "69017a0f536520103b6bddeeff7b127d"
      },
      "productOrderItemRelationship": [
         {
            "id": "POI100",
            "relationshipType": "HasParent"
         },
         {
            "id": "POI110",
            "relationshipType": "Requires"
         }
      ],
      "state": "in_progress",
      "version": "1",
      "@type": "ProductOrderItem"
   },
   {
      "id": "POI110",
      "ponr": "false",
      "quantity": 1,
      "action": "add",
      "actionReason": "adding service package OLI",
      "itemPrice": [
         {
            "priceType": "recurring",
            "price": {
               "taxIncludedAmount": {
                  "unit": "INR",
                  "value": 0
               }
            }
         },
         {
            "priceType": "nonRecurring",
            "price": {
               "taxIncludedAmount": {
                  "unit": "USD",
                  "value": 5
               }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
         }
      ],
      "product": {
         "@type": "Product",
         "productCharacteristic": [
            {
               "name": "Tenancy",
               "valueType": "Choice",
               "value": "Base (10 site)",
               "previousValue": ""
            }
         ],
         "productSpecification": {
            "id": "216663aa53702010cd6dddeeff7b12b5",
            "name": "SD-WAN Controller",
            "version": "v1",
            "internalVersion": "1",
            "internalId": "216663aa53702010cd6dddeeff7b12b5",
            "@type": "ProductSpecificationRef"
         },
         "place": {
            "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
            "@type": "Place"
         }
      },
      "productOffering": {
         "id": "69017a0f536520103b6bddeeff7b127d",
         "name": "Premium SD-WAN Offering",
         "version": "v1",
         "internalId": "69017a0f536520103b6bddeeff7b127d",
         "internalVersion": "1"
      },
      "productOrderItemRelationship": [
         {
            "id": "POI100",
            "relationshipType": "HasParent"
         }
      ],
      "state": "in_progress",
      "version": "1",
      "@type": "ProductOrderItem"
   }
],
"relatedParty": [
     {
         "id": "eaf68911c35420105252716b7d40ddde",
         "name": "Sally Thomas",
         "@type": "RelatedParty",
         "@referredType": "CustomerContact"
     },
     {
         "id": "ffc68911c35420105252716b7d40dd55",
         "name": "Funco Intl",
         "@type": "RelatedParty",
         "@referredType": "Customer"
     },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
    "state": "in_progress",
    "version": "1",
    "@type": "ProductOrder"
}
```


Product Order Open API - GET /sn_ind_tmt_orm/productorder

Retrieves all product orders.

Important: Starting with the Tokyo release, this endpoint is deprecated. The new version of this endpoint is Product Order Open API - GET /sn_ind_tmt_orm/order/productOrder.

This endpoint retrieves order information from the following tables:

- Customer Order [sn_ind_tmt_orm_order]
- Order Characteristic [sn_ind_tmt_orm_order_characteristic_value]
- Order Line Item [sn_ind_tmt_orm_order_line_item]
- Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact]

URL format

Default URL: `/api/sn_ind_tmt_orm/productorder`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Data type: String Default: All fields returned.
limit	Maximum number of records to return. For requests that exceed this number of records, use the *`offset`* parameter to paginate record retrieval. Data type: Number Default: 20 Maximum: 100

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0
state	Filter orders by state. Only orders with a state matching the value of this parameter are returned in the response. Data type: String Default: All states returned.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the *`Content-Range`* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *`application/json`*.
Link	Contains the following links to navigate through query results. • first • last • next • previous

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
channel	List of channels to use for selling the products. Data type: Array of Objects `"channel": [ { "id": "String", "name": "String" } ]`
channel.id	Unique identifier of the channel to use to sell the associated products. Data type: String
channel.name	Name of the channel to use to sell the associated products. Data type: String
expectedCompletionDate	Date on which the order will be completed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
note	List of additional notes made by the customer when ordering. Data type: Array of Objects `"note": { "author": "String", "date": "String", "text": "String" }`
note.author	User name of the person that authored the associated note. Data type: String
note.date	Date that the note was created. Data type: String
note.text	Additional notes/comments made by the customer while ordering. Data type: String
ponr	Flag that indicates whether the point of no return for the order has been reached. Possible values: • true: The point of no return for the order has been reached. • false: The point of no return for the order hasn't been reached. Data type: Boolean
productOrderItem	List that describes items associated with the product order and their associated action. Data type: Array of Objects `"productOrderItem:" [ { "action": "String", "actionReason": "String", "id": "String", "itemPrice": [Array], "product": {Object}, "productOffering": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"productOrderItemReleationship": [Array],
	"quantity": Number,
	"state": "String",
	"@type": "String"
	}
	]</pre>

productOrderItem.action	Action to carry out on the product. Possible actions are defined on the Choice List tab in the Action Dictionary Entry of the sn_ind_tmt_orm_order_line_item table. Data type: String
productOrderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of the sn_ind_tmt_orm_order_line_item table.
productOrderItem.id	Unique identifier of the line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String

productOrderItem.itemPrice	List that describes the price associated with the product.
	
	Data type: Array of Objects
	<pre>"itemPrice": [
	{
	"price": {Object},
	"priceType": "String",
	
	"recurringChargePeriod": "String"
	}
	]</pre>

productOrderItem.itemPrice.price	Description of the price of the associated product.
	
	Data type: Object
	<pre>"price": {
	"taxIncludedAmount": {Object}
	}</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.itemPrice.price.taxIncludedAmount	Description of the price of the associated product, including the tax. Data type: Object `"taxIncludedAmount": { "unit": "String", "value": Number }`
productOrderItem.itemPrice.price.taxIncludedAmount.unit	Currency code in which the price is depicted. Data type: String
productOrderItem.itemPrice.price.taxIncludedAmount.value	Price of product, including any tax. Data type: Number
productOrderItem.itemPrice.priceType	Type of item price, recurring or non-recurring. Data type: String
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring period, such as `month`. Data type: String
productOrderItem.ponr	Flag that indicates whether the point of no return for the order has been reached. Possible values: • true: The point of no return for the order has been reached. • false: The point of no return for the order hasn't been reached. Data type: Boolean
productOrderItem.product	Description of the instance details of the product purchased by the customer. Data type: Object `"product:" { "place": {Object}, "productCharacteristic": [Array], "productSpecification": {Object}, "relatedParty": {Object}, "@type": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.product.place	Maps of the locations on which to install the product. Data type: Object `"place": { "id": "String", "@type": "String" }`
productOrderItem.product.place.id	Sys_id of the associated location record in the Location [cmn_location] table. Data type: String
productOrderItem.product.place.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `Place`. This information is not stored. Data type: String
productOrderItem.product.productCharacteristic	List of characteristics of the associated product. Only product characteristics whose *`value`* are different than the *`previousValue`* are returned. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "previousValue": "String", "value": "String" } ]`
productOrderItem.product.productCharacteristic.name	Name of the characteristic record to associate with the product. Located in the Characteristic [sn_prd_pm_characteristic] table. Data type: String
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if the update is for a change order. The request is a change order if the *`productOrderItem.action`* parameter is other than `add`. For additional information on characteristic option values, see Create product characteristics and characteristic options.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productOrderItem.product.productCharacteristic.value	Characteristic option values associated with the product. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String
productOrderItem.product.productSpecification	Description of the product specification associated with the product. Data type: Object `"productSpecification:" { "id": "String", "name": "String", "@type": "String" }`
productOrderItem.product.productSpecification.id	Initial_version or external_id of the product specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] table. Data type: String
productOrderItem.product.productSpecification.name	Name of the product specification. Located in the Product Specification [sn_prd_pm_product_specification] table. Data type: String
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. This value is always `ProductSpecificationRef`. This information is not stored. Data type: String
productOrderItem.product.relatedParty	List of contacts for line items. Data type: Array of Objects `"relatedParty:" { "email": "String", "firstName": "String", "id": "String", "lastName": "String", "phone": "String", "@referredType": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"@type": "String"
	}</pre>

productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String
productOrderItem.product.relatedParty.id	Sys_id of the line item contact associated with the order line item. Located in the Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact] table. Data type: String
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String Data type: String
productOrderItem.product.relatedParty.phone	Business phone number of the contact. Data type: String
productOrderItem.product.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `RelatedParty`. This information is not stored. Data type: String

productOrderItem.productOffering	Description of the product offering associated with the product.
	
	Data type: Object
	
	<pre>"productOffering": {
	"id": "String",
	"internalVersion":
	"String",
	"name": "String",
	"version": "String"
	}</pre>

productOrderItem.productOffering.id	Initial_version or external_id of the product offering. The initial_version is the sys_id of the first version of

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	the offering. Located in the sys_id or external_id field of the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.quantity	Number of product items purchased. Data type: Number
productOrderItem.productOrderItemRelationship	List of the relationships between order line items. Data type: Array of Objects `"productOrderItemRelationship": [ { "id": "String", "relationshipType": "String" } ]`
productOrderItem.productOrderItemRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
productOrderItem.productOrderItemRelationship.relationshipType	Type of relationship between the two line items. This information is used to identify the relationship hierarchy. Possible values: • HasChild • HasParent • Requires `HasChild` and `HasParent` are used for parent/child relationships. `Requires` is used for horizontal relationships (a line item requires another line item). Data type: String
productOrderItem.state	State of the order of the associated product item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productOrderItem.version	Order version. Data type: String
productOrderItem.@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrderItem`. This information is not stored. Data type: String
relatedParty	List of contacts for the order. Each contact is an object in the array. Must list at least one item which contains customer account or consumer account information. Data type: Array of Objects `"relatedParty:" [ { "id": "String", "name": "String", "@referredType": "String", "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Located in the Account [customer_account], Contact [customer_contact] table, or Consumer [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.@referredType	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annotation for the product. This value is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	always `RelatedParty`. This information is not stored. Data type: String
requestedCompletionDate	Delivery date requested by the customer. Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
state	Current state of the order. Data type: String
version	Order version. Data type: String
@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrder`. This information is not stored. Data type: String

Example: cURL request

This example retrieves all product orders.

```
curl --location --request GET
 'https://instance.servicenow.com/api/sn_ind_tmt_orm/productord
er' \
--user 'username':'password'
```

Response body.

```
[
   {
      "id": "8d75939453126010a795ddeeff7b126a",
      "ponr": "false",
      "expectedCompletionDate": "2021-05-02T08:13:59.000Z",
      "requestedCompletionDate": "2021-05-02T08:13:59.000Z",
      "requestedStartDate": "2020-05-03T08:13:59.000Z",
      "channel": [
         {
            "id": "1",
            "name": "Agent Assist"
         }
      ],
      "note": [
         {
            "author": "System Administrator",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "date": "2021-02-25T14:22:07.000Z",
            "text": "This is a TMF product order illustration no
2"
         },
         {
            "author": "System Administrator",
            "date": "2021-02-25T14:22:06.000Z",
            "text": "This is a TMF product order illustration"
         }
      ],
      "productOrderItem": [
         {
            "id": "POI130",
            "ponr": "false",
            "quantity": 1,
            "action": "add",
            "actionReason": "adding service package OLI",
            "itemPrice": [
               {
                  "priceType": "recurring",
                  "price": {
                     "taxIncludedAmount": {
                        "unit": "USD",
                        "value": 20
                     }
                  }
               },
               {
                  "priceType": "nonRecurring",
                  "price": {
                     "taxIncludedAmount": {
                        "unit": "INR",
                        "value": 0
                     }
                  }
               }
            ],
            "product": {
               "@type": "Product",
               "productCharacteristic": [
                  {
                     "name": "Security Type",
                     "valueType": "Choice",
                     "value": "Base",
                     "previousValue": ""
                  }
               ],
               "productSpecification": {
                  "id": "a6514bd3534560102f18ddeeff7b1247",
                  "name": "SD-WAN Security",
                  "@type": "ProductSpecificationRef"
               },
               "relatedParty": [
                  {
                     "id": "4175939453126010a795ddeeff7b127d",
                     "name": "John Smith",
                     "email": "abc2@example.com",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "phone": "32456768",
                    "@type": "RelatedParty",
                    "@referredType": "OrderLineItemContact"
                 },
                 {
                    "id": "c175939453126010a795ddeeff7b127c",
                    "name": "Joe Doe",
                    "email": "abc@example.com",
                    "phone": "1234567890",
                    "@type": "RelatedParty",
                    "@referredType": "OrderLineItemContact"
                 }
              ]
           },
           "productOffering": {
              "id": "69017a0f536520103b6bddeeff7b127d",
              "name": "Premium SD-WAN Offering"
           },
           "productOrderItemRelationship": [
              {
                 "id": "POI100",
                 "relationshipType": "HasParent"
              }
           ],
           "state": "in_progress",
           "version": "1",
           "@type": "ProductOrderItem"
        },
        {
           "id": "POI100",
           "ponr": "false",
           "quantity": 1,
           "action": "add",
           "itemPrice": [
              {
                 "priceType": "recurring",
                 "price": {
                    "taxIncludedAmount": {
                       "unit": "INR",
                       "value": 0
                    }
                 }
              },
              {
                 "priceType": "nonRecurring",
                 "price": {
                    "taxIncludedAmount": {
                       "unit": "INR",
                       "value": 0
                    }
                 }
              }
           ],
           "product": {
              "@type": "Product",
              "productSpecification": {
                 "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "name": "SD-WAN Service Package",
                "@type": "ProductSpecificationRef"
            }
        },
        "productOffering": {
            "id": "69017a0f536520103b6bddeeff7b127d",
            "name": "Premium SD-WAN Offering"
        },
        "productOrderItemRelationship": [
            {
                "id": "POI130",
                "relationshipType": "HasChild"
            },
            {
                "id": "POI120",
                "relationshipType": "HasChild"
            },
            {
                "id": "POI110",
                "relationshipType": "HasChild"
            }
        ],
        "state": "in_progress",
        "version": "1",
        "@type": "ProductOrderItem"
    },
    {
        "id": "POI120",
        "ponr": "false",
        "quantity": 1,
        "action": "add",
        "actionReason":"adding service package OLI",
        "itemPrice": [
            {
                "priceType": "recurring",
                "price": {
                    "taxIncludedAmount": {
                        "unit": "USD",
                        "value": 20
                    }
                }
            },
            {
                "priceType": "nonRecurring",
                "price": {
                    "taxIncludedAmount": {
                        "unit": "INR",
                        "value": 0
                    }
                }
            }
        ],
        "product": {
            "@type": "Product",
            "productCharacteristic": [
                {
                    "name": "CPE Type",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "valueType": "Choice",
                    "value": "Physical",
                    "previousValue": ""
                },
                {
                    "name": "WAN Optimization",
                    "valueType": "Choice",
                    "value": "Advance",
                    "previousValue": ""
                },
                {
                    "name": "Routing",
                    "valueType": "Choice",
                    "value": "Premium",
                    "previousValue": ""
                },
                {
                    "name": "CPE Model",
                    "valueType": "Choice",
                    "value": "ASR",
                    "previousValue": ""
                }
            ],
            "productSpecification": {
                "id": "39b627aa53702010cd6dddeeff7b1202",
                "name": "SD-WAN Edge Device",
                "@type": "ProductSpecificationRef"
            }
        },
        "productOffering": {
            "id": "69017a0f536520103b6bddeeff7b127d",
            "name": "Premium SD-WAN Offering"
        },
        "productOrderItemRelationship": [
            {
                "id": "POI100",
                "relationshipType": "HasParent"
            }
        ],
        "state": "in_progress",
        "version": "1",
        "@type": "ProductOrderItem"
    },
    {
        "id": "POI110",
        "ponr": "false",
        "quantity": 1,
        "action": "add",
        "actionReason": "adding service package OLI",
        "itemPrice": [
            {
                "priceType": "recurring",
                "price": {
                    "taxIncludedAmount": {
                        "unit": "INR",
                        "value": 0
                    }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                }
             },
             {
                "priceType": "nonRecurring",
                "price": {
                   "taxIncludedAmount": {
                      "unit": "USD",
                      "value": 5
                   }
                }
             }
          ],
          "product": {
             "@type": "Product",
             "productCharacteristic": [
                {
                   "name": "Tenancy",
                   "valueType": "Choice",
                   "value": "Base (10 site)",
                   "previousValue": ""
                }
             ],
             "productSpecification": {
                "id": "216663aa53702010cd6dddeeff7b12b5",
                "name": "SD-WAN Controller",
                "@type": "ProductSpecificationRef"
             },
             "place": {
                "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
                "@type": "Place"
             }
          },
          "productOffering": {
             "id": "69017a0f536520103b6bddeeff7b127d",
             "name": "Premium SD-WAN Offering"
          },
          "productOrderItemRelationship": [
             {
                "id": "POI100",
                "relationshipType": "HasParent"
             }
          ],
          "state": "in_progress",
          "version": "1",
          "@type": "ProductOrderItem"
       }
    ],
    "relatedParty": [
      {
          "id": "eaf68911c35420105252716b7d40ddde",
          "name": "Sally Thomas",
          "@type": "RelatedParty",
          "@referredType": "CustomerContact"
      },
      {
          "id": "ffc68911c35420105252716b7d40dd55",
          "name": "Funco Intl",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
      "state": "in_progress",
      "version": "1",
      "@type": "ProductOrder"
   }
]
```


Product Order Open API - GET /sn_ind_tmt_orm/productorder/{id}

Retrieves the specified product order.

Important: Starting with the Tokyo release, this endpoint is deprecated. The new version of this endpoint is Product Order Open API - GET /sn_ind_tmt_orm/order/productOrder/{id}.

This endpoint retrieves order information from the following tables:

- Customer Order [sn_ind_tmt_orm_order]
- Order Characteristic [sn_ind_tmt_orm_order_characteristic_value]
- Order Line Item [sn_ind_tmt_orm_order_line_item]
- Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact]

URL format

Default URL: `/api/sn_ind_tmt_orm/productorder/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id or external_id of the customer order to retrieve. Data type: String Table: Customer Order [sn_ind_tmt_orm_order]

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad Request. Can be for any of the following reasons: • Missing query parameter • Invalid URI
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
channel	List of channels to use for selling the products. Data type: Array of Objects `"channel": [ { "id": "String", "name": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
channel.id	Unique identifier of the channel to use to sell the associated products. Data type: String
channel.name	Name of the channel to use to sell the associated products. Data type: String
expectedCompletionDate	Date on which the order will be completed. Data type: String

note	List of additional notes made by the customer when ordering.
	
	Data type: Object
	<pre>"note": {
	  "author": "String",
	  "date": "String",
	  "text": "String"
	}</pre>

note.author	User name of the person that authored the associated note. Data type: String
note.date	Date that the note was created. Data type: String
note.text	Additional notes/comments made by the customer while ordering. Data type: String
ponr	Flag that indicates whether the point of no return for the order has been reached. Possible values: • true: The point of no return for the order has been reached. • false: The point of no return for the order hasn't been reached. Data type: Boolean
productOrderItem	List that describes items associated with the product order and their associated action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"productOrderItem:" [ { "action": "String", "actionReason": "String", "id": "String", "itemPrice": [Array], "product": {Object}, "productOffering": {Object}, "productOrderItemReleationship": [Array], "quantity": Number, "state": "String", "@type": "String" } ]`
productOrderItem.action	Action to carry out on the product. Possible actions are defined on the Choice List tab in the Action Dictionary Entry of the sn_ind_tmt_orm_order_line_item table. Data type: String
productOrderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of the sn_ind_tmt_orm_order_line_item table.
productOrderItem.id	Unique identifier of the line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
productOrderItem.itemPrice	List that describes the price associated with the product. Data type: Array of Objects `"itemPrice": [ { "price": {Object}, "priceType": "String", "recurringChargePeriod": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>

productOrderItem.itemPrice.price	Description of the price of the associated product.
	
	Data type: Object
	<pre>"price": {
	  "taxIncludedAmount":
	 {Object}
	}</pre>

productOrderItem.itemPrice.price.taxIncludedAmount	Description of the price of the associated product, including the tax.
	
	Data type: Object
	<pre>"taxIncludedAmount": {
	  "unit": "String",
	  "value": Number
	}</pre>

productOrderItem.itemPrice.price.taxIncludedAmount.unit	Currency code in which the price is depicted. Data type: String
productOrderItem.itemPrice.price.taxIncludedAmount.value	Price of product, including any tax. Data type: Number
productOrderItem.itemPrice.priceType	Type of item price, recurring or non-recurring. Data type: String
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring period, such as `month`. Data type: String
productOrderItem.ponr	Flag that indicates whether the point of no return for the order has been reached. Possible values: • true: The point of no return for the order has been reached. • false: The point of no return for the order hasn't been reached. Data type: Boolean
productOrderItem.product	Description of the instance details of the product purchased by the customer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"product:" { "place": {Object}, "productCharacteristic": [Array], "productSpecification": {Object}, "relatedParty": {Object}, "@type": "String" }`
productOrderItem.product.place	Maps of the locations on which to install the product. Data type: Object `"place": { "id": "String", "@type": "String" }`
productOrderItem.product.place.id	Sys_id of the associated location record in the Location [cmn_location] table. Data type: String
productOrderItem.product.place.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `Place`. This information is not stored. Data type: String
productOrderItem.product.productCharacteristic	List of characteristics of the associated product. Only product characteristics whose *`value`* are different than the *`previousValue`* are returned. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "previousValue": "String", "value": "String" } ]`
productOrderItem.product.productCharacteristic.name	Name of the characteristic record to associate with the product. Located in the Characteristic [sn_prd_pm_characteristic] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if the update is for a change order. The request is a change order if the *`productOrderItem.action`* parameter is other than `add`. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String
productOrderItem.product.productCharacteristic.value	Characteristic option values associated with the product. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String
productOrderItem.product.productSpecification	Description of the product specification associated with the product. Data type: Object `"productSpecification:" { "id": "String", "name": "String", "@type": "String" }`
productOrderItem.product.productSpecification.id	Initial_version or external_id of the product specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] table. Data type: String
productOrderItem.product.productSpecification.name	Name of the product specification. Located in the Product Specification [sn_prd_pm_product_specification] table. Data type: String
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. This value is always `ProductSpecificationRef`. This information is not stored. Data type: String
productOrderItem.product.relatedParty	List of contacts for line items.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"relatedParty:" { "email": "String", "firstName": "String", "id": "String", "lastName": "String", "phone": "String", "@referredType": "String", "@type": "String" }`
productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String
productOrderItem.product.relatedParty.id	Sys_id of the line item contact associated with the order line item. Located in the Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact] table. Data type: String
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String
productOrderItem.product.relatedParty.phone	Business phone number of the contact. Data type: String
productOrderItem.product.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `RelatedParty`. This information is not stored. Data type: String
productOrderItem.productOffering	Description of the product offering associated with the product. Data type: Object `"productOffering": { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"internalVersion": "String", "name": "String", "version": "String" }</pre>
productOrderItem.productOffering.id	Initial_version or external_id of the product offering. The initial_version is the sys_id of the first version of the offering. Located in the sys_id or external_id field of the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.quantity	Number of product items purchased. Data type: Number
productOrderItem.productOrderItemRelationship	List of the relationships between order line items. Data type: Array of Objects <pre>"productOrderItemRelationship": [{ "id": "String", "relationshipType": "String" }]</pre>
productOrderItem.productOrderItemRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
productOrderItem.productOrderItemRelationship.relationshipType	Type of relationship between the two line items. This information is used to identify the relationship hierarchy. Possible values: • HasChild • HasParent • Requires

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	`HasChild` and `HasParent` are used for parent/child relationships. `Requires` is used for horizontal relationships (a line item requires another line item). Data type: String
productOrderItem.state	State of the order of the associated product item. Data type: String
productOrderItem.version	Order version. Data type: String
productOrderItem.@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrderItem`. This information is not stored. Data type: String
relatedParty	List of contacts for the order. Each contact is an object in the array. Must list at least one item which contains customer account or consumer account information. Data type: Array of Objects `"relatedParty:" [ { "id": "String", "name": "String", "@referredType": "String", "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Located in the Account [customer_account], Contact [customer_contact] table, or Consumer [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.@referredType	Type of customer. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annotation for the product. This value is always `RelatedParty`. This information is not stored. Data type: String
requestedCompletionDate	Delivery date requested by the customer. Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
state	Current state of the order. Data type: String
version	Order version. Data type: String
@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrder`. This information is not stored. Data type: String

Example: cURL request

The following code example requests an existing customer order.

```
curl -X GET
 "https://servicenow-instance/api/sn_ind_tmt_orm/productorder/8d
75939453126010a795ddeeff7b126a" \
-u "username":"password"
```

Response body.

```
{
  "id": "8d75939453126010a795ddeeff7b126a",
  "ponr": "false",
  "expectedCompletionDate": "2021-05-02T08:13:59.000Z",
  "requestedCompletionDate": "2021-05-02T08:13:59.000Z",
  "requestedStartDate": "2020-05-03T08:13:59.000Z",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "channel": [
    {
      "id": "1",
      "name": "Agent Assist"
    }
  ],
  "note": [
    {
      "author": "System Administrator",
      "date": "2021-02-25T14:22:07.000Z",
      "text": "This is a TMF product order illustration no 2"
    },
    {
      "author": "System Administrator",
      "date": "2021-02-25T14:22:06.000Z",
      "text": "This is a TMF product order illustration"
    }
  ],

  "productOrderItem": [
    {
      "id": "POI130",
      "ponr": "false",
      "quantity": 1,
      "action": "add",
      "actionReason":"adding service package OLI",
      "itemPrice": [
        {
          "priceType": "recurring",
          "price": {
            "taxIncludedAmount": {
              "unit": "USD",
              "value": 20
            }
          }
        },
        {
          "priceType": "nonRecurring",
          "price": {
            "taxIncludedAmount": {
              "unit": "INR",
              "value": 0
            }
          }
        }
      ],
      "product": {
        "@type": "Product",
        "productCharacteristic": [
          {
            "name": "Security Type",
            "valueType": "Choice",
            "value": "Base",
            "previousValue": ""
          }
        ],
        "productSpecification": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "id": "a6514bd3534560102f18ddeeff7b1247",
        "name": "SD-WAN Security",
        "@type": "ProductSpecificationRef"
      },
      "relatedParty": [
        {
          "id": "4175939453126010a795ddeeff7b127d",
          "name": "John Smith",
          "email": "abc2@example.com",
          "phone": "32456768",
          "@type": "RelatedParty",
          "@referredType": "OrderLineItemContact"
        },
        {
          "id": "c175939453126010a795ddeeff7b127c",
          "name": "Joe Doe",
          "email": "abc@example.com",
          "phone": "1234567890",
          "@type": "RelatedParty",
          "@referredType": "OrderLineItemContact"
        }
      ]
    },
    "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering"
    },
    "productOrderItemRelationship": [
      {
        "id": "POI100",
        "relationshipType": "HasParent"
      }
    ],
    "state": "in_progress",
    "version": "1",
    "@type": "ProductOrderItem"
  },
  {
  "id": "POI100",
  "ponr": "false",
  "quantity": 1,
  "action": "add",
  "itemPrice": [
    {
      "priceType": "recurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "INR",
          "value": 0
        }
      }
    },
    {
      "priceType": "nonRecurring",
      "price": {
        "taxIncludedAmount": {
          "unit": "INR",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "value": 0
          }
        }
      }
    ],
    "product": {
      "@type": "Product",
      "productSpecification": {
        "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
        "name": "SD-WAN Service Package",
        "@type": "ProductSpecificationRef"
      }
    },
    "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering"
    },
    "productOrderItemRelationship": [
      {
        "id": "POI130",
        "relationshipType": "HasChild"
      },
      {
        "id": "POI120",
        "relationshipType": "HasChild"
      },
      {
        "id": "POI110",
        "relationshipType": "HasChild"
      }
    ],
    "state": "in_progress",
    "version": "1",
    "@type": "ProductOrderItem"
  },
  {
    "id": "POI120",
    "ponr": "false",
    "quantity": 1,
    "action": "add",
    "itemPrice": [
      {
        "priceType": "recurring",
        "price": {
          "taxIncludedAmount": {
            "unit": "USD",
            "value": 20
          }
        }
      },
      {
        "priceType": "nonRecurring",
        "price": {
          "taxIncludedAmount": {
            "unit": "INR",
            "value": 0
          }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
      }
    ],
    "product": {
      "@type": "Product",
      "productCharacteristic": [
        {
          "name": "CPE Type",
          "valueType": "Choice",
          "value": "Physical",
          "previousValue": ""
        },
        {
          "name": "WAN Optimization",
          "valueType": "Choice",
          "value": "Advance",
          "previousValue": ""
        },
        {
          "name": "Routing",
          "valueType": "Choice",
          "value": "Premium",
          "previousValue": ""
        },
        {
          "name": "CPE Model",
          "valueType": "Choice",
          "value": "ASR",
          "previousValue": ""
         }
      ],
      "productSpecification": {
        "id": "39b627aa53702010cd6dddeeff7b1202",
        "name": "SD-WAN Edge Device",
        "@type": "ProductSpecificationRef"
      }
    },
    "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering"
    },
    "productOrderItemRelationship": [
      {
        "id": "POI100",
        "relationshipType": "HasParent"
      }
    ],
    "state": "in_progress",
    "version": "1",
    "@type": "ProductOrderItem"
  },
  {
    "id": "POI110",
    "ponr": "false",
    "quantity": 1,
    "action": "add",
    "actionReason":"adding service package OLI",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "itemPrice": [
        {
          "priceType": "recurring",
            "price": {
              "taxIncludedAmount": {
                "unit": "INR",
                "value": 0
              }
            }
          },
          {
          "priceType": "nonRecurring",
          "price": {
            "taxIncludedAmount": {
              "unit": "USD",
              "value": 5
            }
          }
        }
      ],
      "product": {
      "@type": "Product",
      "productCharacteristic": [
        {
          "name": "Tenancy",
          "valueType": "Choice",
          "value": "Base (10 site)",
          "previousValue": ""
        }
      ],
      "productSpecification": {
        "id": "216663aa53702010cd6dddeeff7b12b5",
        "name": "SD-WAN Controller",
        "@type": "ProductSpecificationRef"
      },
      "place": {
        "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
        "@type": "Place"
      }
    },
    "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering"
    },
    "productOrderItemRelationship": [
      {
        "id": "POI100",
        "relationshipType": "HasParent"
      }
    ],
    "state": "in_progress",
    "version": "1",
    "@type": "ProductOrderItem"
  }
],
"relatedParty": [
        {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
"state": "in_progress",
"version": "1",
"@type": "ProductOrder"
}
```


Product Order Open API - PATCH /sn_ind_tmt_orm/order/productOrder/{id}

Updates the specified customer order.

URL format

Default URL: `/api/sn_ind_tmt_orm/order/productOrder/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the customer order to update. Data type: String Table: Customer Order [sn_ind_tmt_orm_order]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
channel	List of channels to use for selling the p Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"channel": [
	  {
	  "id": "String",
	  "name": "String"
	  }
	]</pre>
	Stored in: sn_ind_tmt_orm_order

channel.id	Required if the *channel* parameter is to use to sell the associated products. Data type: String Table: In the external_id field of the Dis [sn_prd_pm_distribution_channel] tab Stored in: The channel field of the sn_i Default: Blank string
channel.name	Name of the channel to use to sell the names are defined on the Choice List t the sn_ind_tmt_orm_order table. Data type: String Default: Blank string
committedDueDate	Date and time when the action must be This value must be the same as or later values for each order line item. If the action for order line items is `susp` be updated. Data type: String Stored in: The committed_due_date fie
externalId	Unique identifier for the customer orde external system. Data type: String Stored in: The external_id field of the s Default: Blank string

note	List of additional notes made by the cu
	
	Data type: Array of Objects
	<pre>"note": [
	  {</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"text": "String"
	}
	]</pre>
	Stored in: sn_ind_tmt_orm_order

note.text	Additional notes/comments made by t Data type: String Stored in: The comments field of the sr Default: Blank string
orderCurrency	Currency code for the order and order code of an existing order is not suppor the currency code already associated rejected. Data type: String

productOrderItem	List that describes items associated wi associated action.
	
	Data type: Array of Objects
	<pre>"productOrderItem": [
	{
	"action": "String",
	"actionReason": "Stri
	"committedDueDate": "
	"externalProductInven
	"id": "String",
	"itemPrice": [Array],
	"product": {Object},
	"productOffering": {O
	"productOrderItemRela
	"quantity": Number,
	"revisionOperation":
	"@type": "String"
	}
	]</pre>
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.action	Required if the *productOrderItem* out on the product. Possible actions ar Action Dictionary Entry of the sn_ind_t Possible values: • add • change • delete

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• no-change • resume • suspend Data type: String Stored in: The action field of the sn_inc Default: add
productOrderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of th table.
productOrderItem.committedDueDate	Date and time when the action must be If the action for the item is `suspend` o updated. Data type: String Stored in: The committed_due_date fie sn_ind_tmt_orm_order_line_item table

productOrderItem.externalProductInventory	List of external IDs to map to the produ
	
	Data type: Array of Objects
	
	`"externalProductInventory`
	`{`
	`"externalProductInven`
	`}`
	`]`
	
	Note: Previously, when creating a inventory ID that already existed, t an error. With the Xanadu release, an existing external product invent thrown.

productOrderItem.externalProductInventory.externalProductInventoryId	External ID to map to the product inven Data type: String Stored in: The external_inventory_id fie sn_ind_tmt_orm_order_line_item table the sn_prd_invt_product_inventory tab

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
productOrderItem.id	Required if the *productOrderItem* of the line item. Located in the sn_ind_ Line Item [sn_ind_tmt_orm_order_line_ Data type: String Stored in: The external_id field of the s Maximum length: 40 Default: Blank string
productOrderItem.itemPrice	List that describes the price associated Data type: Array of Objects `"itemPrice": [ { "price": {Object}, "priceType": "String" "recurringChargePerio } ]` Stored in: sn_ind_tmt_orm_order Default: Blank string
productOrderItem.itemPrice.price	Description of the price of the associat Data type: Object `"price": { "taxIncludedAmount": {O }` Stored in: sn_ind_tmt_orm_order_line_ Default: Blank string
productOrderItem.itemPrice.price.taxIncludedAmount	Description of the price of the associat Data type: Object `"taxIncludedAmount": { "unit": "String", "value": Number }` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.itemPrice.price.taxIncludedAmount.unit	Currency code in which the price is de Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Stored in: The mrc or nrc field in the sn
productOrderItem.itemPrice.price.taxIncludedAmount.value	Price of product, including any tax. Data type: Number Stored in: The mrc or nrc field in the sn
productOrderItem.itemPrice.priceType	Type of item price, recurring or non-rec Data type: String
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring p Data type: String

productOrderItem.product	Required if *productOrderItem.a*
	of the instance details of the product p
	
	Data type: Object
	`"product": {`
	`"id": "String",`
	`"place": {Object},`
	`"productCharacteristic"`
	`"productSpecification":`
	`"relatedParty": {Object`
	`"@type": "String"`
	`}`
	
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.product.id	Required if *productOrderItem.a* Unique identifier of the product sold. L or sn_ind_tmt_orm_external_id field of [sn_ind_tmt_orm_product_inventory] t Data type: String Default: Blank string

productOrderItem.product.place	Maps of the locations on which to insta
	
	Data type: Object
	`"place": {`
	`"id": "String",`
	`"@type": "String"`
	`}`
	
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.product.place.id	Required if the *productOrderItem* Sys_id of the associated location recor Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Stored in: The location field of the sn_i Default: Blank string
productOrderItem.product.place.@type	Part of TMF Open API standard. Annot value is always `Place`. This informatio Data type: String
productOrderItem.product.productCharacteristic	List of characteristics of the associated Data type: Array of Objects `"productCharacteristic": { "name": "String", "previousValue": "Str "value": "String" } ]` Stored in: sn_ind_tmt_orm_order_chara
productOrderItem.product.productCharacteristic.name	Name of the characteristic record to as Characteristic [sn_prd_pm_characteris Data type: String Stored in: The characteristics field of th sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if request is a change order if the *produ* other than `add`. For additional informa Create product characteristics and cha Data type: String Stored in: The previous_characteristic_ sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productCharacteristic.value	Characteristic option values associate information on characteristic option va and characteristic options. Data type: String Stored in: The characteristic_option_va sn_ind_tmt_orm_order_characteristic_ Default: Blank string

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
productOrderItem.product.productSpecification	Description of the product specificatio **Note:** Change orders (*product* `change`) are processed differentl *sn_ind_tmt_orm.allowSpe* system property. The value of this order is processed if the product i indicated in the order. • When this system property is se is automatically upgraded to the the referenced product specifica successfully processed. • When this system property is se different version than indicated version mismatch. Data type: Object `"productSpecification": { "id": "String", "internalVersion": "Str "name": "String", "version": "String", "@type": "String" }` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.product.productSpecification.id	Required if the *productOrderItem.product.p* parameter is used. Initial_version or ex The initial_version is the sys_id of the f Located in the sys_id or external_id fie [sn_prd_pm_product_specification] ta Data type: String
productOrderItem.product.productSpecification.internalVersion	Version of the product specification. Data type: String Table: Product Specification [sn_prd_p
productOrderItem.product.productSpecification.name	Name of the product specification. Loc [sn_prd_pm_product_specification] ta Data type: String
productOrderItem.product.productSpecification.version	External_version of the product specifi Data type: String Table: Product Specification [sn_prd_p

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. Th `ProductSpecificationRef`. This Data type: String
productOrderItem.product.relatedParty	List of contacts for line items. Data type: Array of Objects `"relatedParty": [ { "email": "String", "firstName": "String" "id": "String", "lastName": "String", "phone": "String", "@referredType": "Str "@type": "String" } ]` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String Stored in: The email field of the sn_ind table. Default: Blank string
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String Stored in: The first_name field of the sr table. Default: Blank string
productOrderItem.product.relatedParty.id	Sys_id of the line item contact associat the Order Line Item Contact [sn_ind_tr Data type: String Stored in: The sys_id field of the sn_inc table. Default: Blank string
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Stored in: The lastName field of the sn_ table. Default: Blank string
productOrderItem.product.relatedParty.phone	Business phone number of the contact Data type: String Stored in: The business_phone field of sn_ind_tmt_orm_order_line_item_cont Default: Blank string
productOrderItem.product.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annot value is always `RelatedParty`. This Data type: String
productOrderItem.product.@type	Part of TMF Open API standard. Annot always `Product`. This information is n Data type: String
productOrderItem.productOffering	Description of the product offering ass Data type: Object `"productOffering": { "id": "String", "internalVersion": "Str "name": "String", "version": "String" }` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.productOffering.id	Required if the *`productOrderItem`* used. Initial_version or external_id of th is the sys_id of the first version of the o external_id field of the Product Offering Data type: String
productOrderItem.productOffering.internalVersion	Version of the product offering. Data type: String Table: Product Offering [sn_prd_pm_p

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
productOrderItem.productOffering.name	Name of the product offering. Located i [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.version	External_version of the product offering Data type: String Table: Product Offering [sn_prd_pm_p
productOrderItem.productOrderItem.quantity	Number of the associated items to orde Data type: Number Stored in: The quantity field of the sn_i Default: null

productOrderItem.productOrderItemRelationship	List of the relationships between order
	
	Data type: Array of Objects
	
	`"productOrderItemRelation`
	`{`
	`"id": "String",`
	`"relationshipType": "`
	`}`
	`]`
	
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.productOrderItemRelationship.id	Required if the *productOrderItem.productOr* parameter is used. Unique identifier of in the sn_ind_tmt_orm_external_id fiel [sn_ind_tmt_orm_order_line_item] tabl Data type: String Stored in: The parent_line_item field of table. Default: Blank string
productOrderItem.productOrderItemRelationship.relationshipType	Type of relationship between the two li identify the relationship hierarchy. Possible values: • HasChild • HasParent • Requires

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	`HasChild` and `HasParent` are used `Requires` is used for horizontal relati line item). Data type: String
productOrderItem.quantity	Number of items ordered. Data type: Number Stored in: The quantity field of the sn_i Default: Blank string
productOrderItem.revisionOperation	Type of update to perform on the line it line item is updated, or a new line item this value is `cancel`, the line item is c Data type: String Default: Blank string
productOrderItem.@type	Part of TMF Open API standard. Annot always `ProductOrderItem`. This in Data type: String
relatedParty	List of contacts for the order. Each con at least one item which contains custo information. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "Str "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, cu associated with the order. Located in th [customer_contact] table, or Consume Data type: String
relatedParty.name	Name of the account, customer, or con Data type: String
relatedParty.@referredType	Type of customer. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annot always `RelatedParty`. This informa Data type: String
requestedCompletionDate	Delivery date requested by the custom Data type: String Stored in: The expected_end_date fiel Default: Blank string
requestedStartDate	Order start date requested by the cust Data type: String Stored in: The expected_start_date fie Default: Blank string
@type	Part of TMF Open API standard. Annot always `ProductOrder`. This informa Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. If there are any issues with the characteristics or characteristics option information, the endpoint stores the following comments in the work notes fields of the associated Customer Order Line Item record: • `The following Order Item characteristics does not exist: Review specification <characteristic.name> and correct the characteristic and characteristic option in the order line item prior to approving the order.` • `Order Item characteristic: <characteristic.name> with characteristic value: <characteristic.value>is invalid. Correct the characteristic values before approving the order.`
400	Bad Request. Could be any of the following reasons: • `Invalid payload: Request body missing` - Payload was not passed in the request body. • `Invalid payload: productOrderItem is missing` - Product order line item object or JSON is missing. • `Invalid payload: productOrderItem id is missing` - The *id* parameter is missing in the product order line item of the payload. • `Invalid payload: productOrderItem action is missing` - The *action* parameter is missing in the product order line item of the payload. • `Invalid payload: productOrderItem productOffering is missing` - The product offering object or JSON is missing from the product order line item in the payload. • `Invalid payload: productOffering id is missing` - The *id* parameter is missing in the product order line item of the product offering object in the payload. • `Invalid payload: Product offering does not exist` - The product offering in the product order line item is not valid. • `Invalid payload: productOrderItem product is missing` - The product object or JSON in the product order line item is missing from the payload. • `Invalid payload: product productSpecification is missing` - The product specification object or JSON in the product order line item is missing from the payload. • `Invalid payload: productSpecification id is missing` - The *id* parameter in the product order line item of the product specification object is missing from the payload. • `Invalid payload: Product specification does not exist` - The product specification in the product order line item is not valid.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• `Invalid payload: Product Inventory does not exist` - In a change order (action = change), the quantity of an item is greater than what is in stock. • `Invalid payload: Product inventory ID is missing` - In a change order, the *`product.id`* is missing in the payload. • `Invalid payload: Sold Product is inactive` - In a change order, a product specified in the payload is inactive. • `Invalid payload: relatedParty is missing` - The related party object is missing from the payload. • `Customer Account or Consumer is missing` - The related party customer or consumer object is missing from the payload. • `Invalid payload: Consumer does not exist` - The specified related party consumer does not exist in the ServiceNow instance. • `Invalid payload: Customer Account does not exist` - The specified related party customer does not exist in the ServiceNow instance. • `Invalid payload: Order creation failed` - Not able to create the requested order. • `In-flight revision to order currency not supported` - The *`orderCurrency`* parameter can't be updated after the order is created. • `This order is yet to be created in customer order table. Please check in inbound queue for more details.` – The order ID provided is not in the customer order table. • `Patch request cannot be made as the order's fulfillment type is not 'deliver.` – The patch request was made on an order which has a fulfillment type other than deliver.

Response body parameters (JSON)

Name	Description
channel	List of channels to use for selling the products. Data type: Array of Objects `"channel": [ { "id": "String", "name": "String" } ]`
channel.id	Unique identifier of the channel to use sell the associated products. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
channel.name	Name of the channel to use to sell the associated products. Data type: String
committedDueDate	Date and time when the action must be performed on the order. This value must be the same as or later than the *committedDueDate* values each order line item. Data type: String
externalId	External identifier for the customer order such as a purchase order number. Data type: String
href	Relative link to the product order record Data type: String
id	Sys_id of the customer order updated by this request. Data type: String
note	List of additional notes made by the customer when ordering. Data type: Array of Objects `"note": [ { "text": "String" } ]`
note.text	Additional notes/comments made by the customer while ordering. Data type: String
orderCurrency	Currency code for the order and order items. Data type: String
productOrderItem	List that describes items associated with the product order and their associated action. Data type: Array of Objects `"productOrderItem:" [ { "action": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"committedDueDate": "String",
	"externalProductInventory": [Array],
	"id": "String",
	"itemPrice": [Array],
	"product": {Object},
	"productOffering": {Object},
	"productOrderItemRelationship": [Array],
	"quantity": Number,
	"state": "String",
	"@type": "String"
	}
	]</pre>

productOrderItem.action	Action to carry out on the product. Possible actions are defined on the Choice List tab in the Action Dictionary Entry of the sn_ind_tmt_orm_order_line_item table Data type: String
productOrderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of th sn_ind_tmt_orm_order_line_item table
productOrderItem.committedDueDate	Date and time when the action must be performed on the order line item. Data type: String

productOrderItem.externalProductInventory	List of external IDs to map to the produ inventories created for the order.
	
	Data type: Array of Objects
	<pre>"externalProductInventory": [
	{
	"externalProductInventoryId": "String"
	}
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: Previously, when creating a PATCH order with an external product inventory ID that already existed, the operation was aborted and returned an error. With the Xanadu release, this parameter is simply ignored when an existing external product inventory ID is supplied and an error is not thrown
productOrderItem.externalProductInventory.externalProductInventoryId	External ID mapped to the product inventory. Data type: String
productOrderItem.id	Unique identifier of the line item. Locat in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] tabl Data type: String
productOrderItem.itemPrice	List that describes the price associated with the product. Data type: Array of Objects `"itemPrice": [ { "price": {Object}, "priceType": "String" "recurringChargePeriod": "String" } ]`
productOrderItem.itemPrice.price	Description of the price of the associat product. Data type: Object `"price": { "taxIncludedAmount": {Object} }`
productOrderItem.itemPrice.price.taxIncludeAmount	Description of the price of the associat product, including the tax. Data type: Object `"taxIncludedAmount": { "unit": "String", "value": Number }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.itemPrice.price.taxIncludeAmount.unit	Currency code in which the price is depicted. Data type: String
productOrderItem.itemPrice.price.taxIncludeAmount.value	Price of product, including any tax. Data type: Number
productOrderItem.itemPrice.priceType	Type of item price, recurring or non-recurring. Data type: String
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring period, such as `month`. Data type: String
productOrderItem.product	Description of the instance details of th product purchased by the customer. Data type: Object `"product": { "id": "String", "place": {Object}, "productCharacteristic" [Array], "productSpecification": {Object}, "relatedParty": {Object "@type": "String" }`
productOrderItem.product.id	Unique identifier of the product sold. Located in the sys_id or sn_ind_tmt_orm_external_id field of the Product Inventory [sn_ind_tmt_orm_product_inventory] table. Data type: String
productOrderItem.product.place	Maps of the locations on which to insta the product. Data type: Object `"place": { "id": "String", "@type": "String" }`
productOrderItem.product.place.id	Sys_id of the associated location recor the Location [cmn_location] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productOrderItem.product.productCharacteristic	List of characteristics of the associated product. Data type: Array of Objects `"productCharacteristic": { "name": "String", "previousValue": "String", "value": "String" }]`
productOrderItem.product.productCharacteristic.name	Name of the characteristic record to associate with the product. Located in Characteristic [sn_prd_pm_characteris table. Data type: String
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if the update is for a change order. The request is a change order if the *`productOrderItem.action`* parameter is other than `add`. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String
productOrderItem.product.productCharacteristic.value	Characteristic option values associated with the product. For additional information on characteristic option values, see Create product characteris and characteristic options. Data type: String
productOrderItem.product.productSpecification	Description of the product specificatio associated with the product. Data type: Object `"productSpecification:" { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"@type": "String"
	}</pre>

productOrderItem.product.productSpecification.id	Initial_version or external_id of the product specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] ta Data type: String
productOrderItem.product.productSpecification.internalId	Initial version of the product specificati The initial version is the sys_id of the fi version of the specification. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
productOrderItem.product.productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] ta
productOrderItem.product.productSpecification.name	Name of the product specification. Located in the Product Specification [sn_prd_pm_product_specification] ta Data type: String
productOrderItem.product.productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification [sn_prd_pm_product_specification] ta
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. This value is always `ProductSpecificationRef`. This information is not stored. Data type: String

productOrderItem.product.relatedParty	List of contacts for line items.
	
	Data type: Array of Objects
	<pre>"relatedParty": [
	  {</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"email": "String",
	"firstName": "String"
	"id": "String",
	"lastName": "String",
	"phone": "String",
	"@referredType":
	"String",
	"@type": "String"
	}
	]</pre>

productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String
productOrderItem.product.relatedParty.id	Sys_id of the line item contact associated with the order line item. Located in the Order Line Item Contact [sn_ind_tmt_orm_order_line_item_con table. Data type: String
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String
productOrderItem.product.relatedParty.phone	Business phone number of the contact Data type: String
productOrderItem.product.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. value is always `RelatedParty`. This information is not stored. Data type: String
productOrderItem.product.@type	Part of TMF Open API standard. Annotation for the product. This value i always `Product`. This information is n stored. Data type: String
productOrderItem.productOffering	Description of the product offering associated with the product.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"productOffering:" { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productOrderItem.productOffering.id	Initial_version or external_id of the product offering. The initial_version is the sys_id of the first version of the offering. Located in the sys_id or external_id field of the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.internalId	Initial version of the product offering. The initial version is the sys_id of the fi version of the offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOrderItem.productOffering.internalVersion	Version of the product offering. Data type: String Table: In the version field of the Produc Offering [sn_prd_pm_product_offering table.
productOrderItem.productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.version	External version of the product offering Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
productOrderItem.productOrderItemRelationship	List of the relationships between order items. Data type: Array of Objects `"productOrderItemRelationship": [`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>{
	"id": "String",
	"relationshipType":
	"String"
	}
	]</pre>

productOrderItem.productOrderItemRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] tabl Data type: String
productOrderItem.productOrderItemRelationship.relationshipType	Type of relationship between the two li items. This information is used to ident the relationship hierarchy. Data type: String
productOrderItem.quantity	Number of the associated items to orde Data type: Number
productOrderItem.state	Current state of the product order item Data type: String
productOrderItem.@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrderItem`. This information is not stored. Data type: String

relatedParty	List of contacts for the order. Each con is an object in the array. Must list at least one item which contains custome account or consumer account informat
	
	Data type: Array of Objects
	<pre>"relatedParty": [
	{
	"id": "String",
	"name": "String",
	"@referredType":
	"String",
	"@type": "String"
	}
	]</pre>

relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Located in th Account [customer_account], Contact

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	[customer_contact] table, or Consumer [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.type	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
requestedCompletionDate	Delivery date requested by the custom Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
state	Current state of the order. Data type: String
@type	Part of TMF Open API standard. Annotation for the product. This value i always `ProductOrder`. This informa is not stored. Data type: String

Example: cURL request

This example updates the channel for a product order.

```
curl -X PATCH
 "https://instance.service-now.com/api/sn_ind_tmt_orm/order/prod
uctOrder/8d75939453126010a795ddeeff7b126a" \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
  "channel": [
    {
      "id": "1",
      "name": "Agent Assist"
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ]
}
```

Response body.

```
{
   "id": "8d75939453126010a795ddeeff7b126a",
   "href":
 "/api/sn_ind_tmt_orm/order/productOrder/8d75939453126010a795dde
eff7b126a",
   "expectedCompletionDate": "2021-05-02T08:13:59.000Z",
   "requestedCompletionDate": "2021-05-02T08:13:59.000Z",
   "requestedStartDate": "2020-05-03T08:13:59.000Z",
   "externalId": "PO-456",
   "orderCurrency": "USD",
   "channel": [
      {
         "id": "1",
         "name": "Agent Assist"
      }
   ],
   "note": [
      {
         "author": "System Administrator",
         "date": "2021-02-25T14:22:07.000Z",
         "text": "This is a TMF product order illustration no 2"
      },
      {
         "author": "System Administrator",
         "date": "2021-02-25T14:22:06.000Z",
         "text": "This is a TMF product order illustration"
      }
   ],
   "productOrderItem": [
      {
         "id": "POI130",
         "ponr": "false",
         "quantity": 1,
         "action": "add",
         "actionReason": "adding service package OLI",
         "itemPrice": [
            {
               "priceType": "recurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "USD",
                     "value": 20
                  }
               }
            },
            {
               "priceType": "nonRecurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "INR",
                     "value": 0
                  }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
         }
      ],
      "product": {
         "@type": "Product",
         "productCharacteristic": [
            {
               "name": "Security Type",
               "valueType": "Choice",
               "value": "Base",
               "previousValue": ""
            }
         ],
         "productSpecification": {
            "id": "a6514bd3534560102f18ddeeff7b1247",
            "name": "SD-WAN Security",
            "version": "v1",
            "internalVersion": "1",
            "internalId": "a6514bd3534560102f18ddeeff7b1247",
            "@type": "ProductSpecificationRef"
         },
         "relatedParty": [
            {
               "id": "4175939453126010a795ddeeff7b127d",
               "name": "John Smith",
               "email": "abc2@example.com",
               "phone": "32456768",
               "@type": "RelatedParty",
               "@referredType": "OrderLineItemContact"
            },
            {
               "id": "c175939453126010a795ddeeff7b127c",
               "name": "Joe Doe",
               "email": "abc@example.com",
               "phone": "1234567890",
               "@type": "RelatedParty",
               "@referredType": "OrderLineItemContact"
            }
         ]
      },
      "productOffering": {
         "id": "69017a0f536520103b6bddeeff7b127d",
         "name": "Premium SD-WAN Offering",
         "version": "v1",
         "internalId": "69017a0f536520103b6bddeeff7b127d",
         "internalVersion": "1"
      },
      "productOrderItemRelationship": [
         {
            "id": "POI100",
            "relationshipType": "HasParent"
         }
      ],
      "state": "in_progress",
      "version": "1",
      "@type": "ProductOrderItem"
   },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      {
         "id": "POI100",
         "ponr": "false",
         "quantity": 1,
         "action": "add",
         "itemPrice": [
            {
               "priceType": "recurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "INR",
                     "value": 0
                  }
               }
            },
            {
               "priceType": "nonRecurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "INR",
                     "value": 0
                  }
               }
            }
         ],
         "product": {
            "@type": "Product",
            "productSpecification": {
               "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
               "name": "SD-WAN Service Package",
               "version": "v1",
               "internalVersion": "1",
               "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6",
               "@type": "ProductSpecificationRef"
            }
         },
         "productOffering": {
            "id": "69017a0f536520103b6bddeeff7b127d",
            "name": "Premium SD-WAN Offering",
            "version": "v1",
            "internalId": "69017a0f536520103b6bddeeff7b127d",
            "internalVersion": "1"
         },
         "productOrderItemRelationship": [
            {
               "id": "POI130",
               "relationshipType": "HasChild"
            },
            {
               "id": "POI120",
               "relationshipType": "HasChild"
            },
            {
               "id": "POI110",
               "relationshipType": "HasChild"
            }
         ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "state": "in_progress",
        "version": "1",
        "@type": "ProductOrderItem"
     },
     {
        "id": "POI120",
        "ponr": "false",
        "quantity": 1,
        "action": "add",
        "actionReason": "adding service package OLI",
        "itemPrice": [
           {
              "priceType": "recurring",
              "price": {
                 "taxIncludedAmount": {
                    "unit": "USD",
                    "value": 20
                 }
              }
           },
           {
              "priceType": "nonRecurring",
              "price": {
                 "taxIncludedAmount": {
                    "unit": "INR",
                    "value": 0
                 }
              }
           }
        ],
        "product": {
           "@type": "Product",
           "productCharacteristic": [
              {
                 "name": "CPE Type",
                 "valueType": "Choice",
                 "value": "Physical",
                 "previousValue": ""
              },
              {
                 "name": "WAN Optimization",
                 "valueType": "Choice",
                 "value": "Advance",
                 "previousValue": ""
              },
              {
                 "name": "Routing",
                 "valueType": "Choice",
                 "value": "Premium",
                 "previousValue": ""
              },
              {
                 "name": "CPE Model",
                 "valueType": "Choice",
                 "value": "ASR",
                 "previousValue": ""
              }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            ],
            "productSpecification": {
               "id": "39b627aa53702010cd6dddeeff7b1202",
               "name": "SD-WAN Edge Device",
               "version": "v1",
               "internalVersion": "1",
               "internalId": "39b627aa53702010cd6dddeeff7b1202",
               "@type": "ProductSpecificationRef"
            }
         },
         "productOffering": {
            "id": "69017a0f536520103b6bddeeff7b127d",
            "name": "Premium SD-WAN Offering",
            "version": "v1",
            "internalVersion": "1",
            "internalId": "69017a0f536520103b6bddeeff7b127d"
         },
         "productOrderItemRelationship": [
            {
               "id": "POI100",
               "relationshipType": "HasParent"
            }
         ],
         "state": "in_progress",
         "version": "1",
         "@type": "ProductOrderItem"
      },
      {
         "id": "POI110",
         "ponr": "false",
         "quantity": 1,
         "action": "add",
         "actionReason":"adding service package OLI",
         "itemPrice": [
            {
               "priceType": "recurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "INR",
                     "value": 0
                  }
               }
            },
            {
               "priceType": "nonRecurring",
               "price": {
                  "taxIncludedAmount": {
                     "unit": "USD",
                     "value": 5
                  }
               }
            }
         ],
         "product": {
            "@type": "Product",
            "productCharacteristic": [
               {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "name": "Tenancy",
                "valueType": "Choice",
                "value": "Base (10 site)",
                "previousValue": ""
             }
          ],
          "productSpecification": {
             "id": "216663aa53702010cd6dddeeff7b12b5",
             "name": "SD-WAN Controller",
             "version": "v1",
             "internalVersion": "1",
             "internalId": "216663aa53702010cd6dddeeff7b12b5",
             "@type": "ProductSpecificationRef"
          },
          "place": {
             "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
             "@type": "Place"
          }
       },
       "productOffering": {
          "id": "69017a0f536520103b6bddeeff7b127d",
          "name": "Premium SD-WAN Offering",
          "version": "v1",
          "internalId": "69017a0f536520103b6bddeeff7b127d",
          "internalVersion": "1"
       },
       "productOrderItemRelationship": [
          {
             "id": "POI100",
             "relationshipType": "HasParent"
          }
       ],
       "state": "in_progress",
       "version": "1",
       "@type": "ProductOrderItem"
    }
 ],
 "relatedParty": [
      {
          "id": "eaf68911c35420105252716b7d40ddde",
          "name": "Sally Thomas",
          "@type": "RelatedParty",
          "@referredType": "CustomerContact"
      },
      {
          "id": "ffc68911c35420105252716b7d40dd55",
          "name": "Funco Intl",
          "@type": "RelatedParty",
          "@referredType": "Customer"
      },
      {
          "id": "59f16de1c3b67110ff00ed23a140dd9e",
          "name": "Funco External",
          "@type": "RelatedParty",
          "@referredType": "Consumer"
      }
  ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "state": "in_progress",
    "@type": "ProductOrder"
}
```

Product Order Open API - PATCH /sn_ind_tmt_orm/productorder/{id}

Updates the specified customer order.

Important: Starting with the Tokyo release, this endpoint is deprecated. The new version of this endpoint is Product Order Open API - PATCH /sn_ind_tmt_orm/order/productOrder/{id}.

URL format

Default URL: `/api/sn_ind_tmt_orm/productorder/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the customer order to update. Data type: String Table: Customer Order [sn_ind_tmt_orm_order]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
channel	List of channels to use for selling the p Data type: Array of Objects `"channel": [ { "id": "String", "name": "String" } ]` Stored in: sn_ind_tmt_orm_order
channel.id	Required if the *channel* parameter is to use to sell the associated products. Data type: String Table: In the external_id field of the Dis [sn_prd_pm_distribution_channel] tab

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Stored in: The channel field of the sn_i Default: Blank string
channel.name	Name of the channel to use to sell the names are defined on the Choice List the sn_ind_tmt_orm_order table. Data type: String Default: Blank string
committedDueDate	Date and time when the action must be This value must be the same as or later values for each order line item. If the action for order line items is `susp` be updated. Data type: String Stored in: The committed_due_date fie
externalId	Unique identifier for the customer orde external system. Data type: String Stored in: The external_id field of the s Default: Blank string
note	List of additional notes made by the cu Data type: Array of Objects `"note": [ { "text": "String" } ]` Stored in: sn_ind_tmt_orm_order
note.text	Additional notes/comments made by t Data type: String Stored in: The comments field of the sr Default: Blank string
orderCurrency	Currency code for the order and order code of an existing order is not suppor

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	the currency code already associated rejected. Data type: String

productOrderItem	List that describes items associated wi
	associated action.
	
	Data type: Array of Objects
	
	`"productOrderItem": [`
	`{`
	`"action": "String",`
	`"actionReason": "Stri`
	`"committedDueDate": "`
	`"externalProductInven`
	`"id": "String",`
	`"itemPrice": [Array],`
	`"product": {Object},`
	`"productOffering": {O`
	`"productOrderItemRela`
	`"quantity": Number,`
	`"revisionOperation":`
	`"@type": "String"`
	`}`
	`]`
	
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.action	Required if the *productOrderItem* out on the product. Possible actions ar Action Dictionary Entry of the sn_ind_t Possible values: • add • change • delete • no-change • resume • suspend Data type: String Stored in: The action field of the sn_inc Default: add
productOrderItem.actionReason	Reason for adding the order line item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Stored in: The action_reason field of th table.
productOrderItem.committedDueDate	Date and time when the action must be If the action for the item is `suspend` o updated. Data type: String Stored in: The committed_due_date fie sn_ind_tmt_orm_order_line_item table
productOrderItem.externalProductInventory	List of external IDs to map to the produ Data type: Array of Objects `"externalProductInventory [ { "externalProductInven } ]` **Note:** Previously, when creating a inventory ID that already existed, t an error. With the Xanadu release, an existing external product invent thrown.
productOrderItem.externalProductInventory.externalProductInventoryId	External ID to map to the product inven Data type: String Stored in: The external_inventory_id fie sn_ind_tmt_orm_order_line_item table the sn_prd_invt_product_inventory tab
productOrderItem.id	Required if the *productOrderItem* of the line item. Located in the sn_ind_ Line Item [sn_ind_tmt_orm_order_line_ Data type: String Stored in: The external_id field of the s Maximum length: 40 Default: Blank string
productOrderItem.itemPrice	List that describes the price associated Data type: Array of Objects `"itemPrice": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"price": {Object},
	"priceType": "String"
	"recurringChargePerio
	}
	]</pre>
	Stored in: sn_ind_tmt_orm_order
	
	Default: Blank string

productOrderItem.itemPrice.price	Description of the price of the associat
	
	Data type: Object
	
	<pre>"price": {
	"taxIncludedAmount": {O
	}</pre>
	Stored in: sn_ind_tmt_orm_order_line_
	
	Default: Blank string

productOrderItem.itemPrice.price.taxIncludedAmount	Description of the price of the associat
	
	Data type: Object
	
	<pre>"taxIncludedAmount": {
	"unit": "String",
	"value": Number
	}</pre>
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.itemPrice.price.taxIncludedAmount.unit	Currency code in which the price is de Data type: String Stored in: The mrc or nrc field in the sn
productOrderItem.itemPrice.price.taxIncludedAmount.value	Price of product, including any tax. Data type: Number Stored in: The mrc or nrc field in the sn
productOrderItem.itemPrice.priceType	Type of item price, recurring or non-rec Data type: String
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring p Data type: String
productOrderItem.product	Required if *productOrderItem.a* of the instance details of the product p

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: Object `"product": { "id": "String", "place": {Object}, "productCharacteristic" "productSpecification": "relatedParty": {Object "@type": "String" }` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.product.id	Required if *productOrderItem.a* Unique identifier of the product sold. L or sn_ind_tmt_orm_external_id field of [sn_ind_tmt_orm_product_inventory] t Data type: String Default: Blank string
productOrderItem.product.place	Maps of the locations on which to insta Data type: Object `"place": { "id": "String", "@type": "String" }` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.product.place.id	Required if the *productOrderItem* Sys_id of the associated location recor Data type: String Stored in: The location field of the sn_i Default: Blank string
productOrderItem.product.place.@type	Part of TMF Open API standard. Annot value is always `Place`. This informatio Data type: String
productOrderItem.product.productCharacteristic	List of characteristics of the associated Data type: Array of Objects `"productCharacteristic": { "name": "String", "previousValue": "Str "value": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	}] Stored in: sn_ind_tmt_orm_order_chara
productOrderItem.product.productCharacteristic.name	Name of the characteristic record to as Characteristic [sn_prd_pm_characteris Data type: String Stored in: The characteristics field of th sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if request is a change order if the *produ* other than `add`. For additional informa Create product characteristics and cha Data type: String Stored in: The previous_characteristic_ sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productCharacteristic.value	Characteristic option values associate information on characteristic option va and characteristic options. Data type: String Stored in: The characteristic_option_va sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productSpecification	Description of the product specificatio **Note:** Change orders (*product* `change`) are processed differentl *sn_ind_tmt_orm.allowSpe* system property. The value of this order is processed if the product i indicated in the order. • When this system property is se is automatically upgraded to the the referenced product specifica successfully processed. • When this system property is se different version than indicated i version mismatch.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	Data type: Object
	`"productSpecification": {`
	`"id": "String",`
	`"internalVersion": "Str`
	`"name": "String",`
	`"version": "String",`
	`"@type": "String"`
	`}`
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.product.productSpecification.id	Required if the *productOrderItem.product.p* parameter is used. Initial_version or ex The initial_version is the sys_id of the f Located in the sys_id or external_id fie [sn_prd_pm_product_specification] ta Data type: String
productOrderItem.product.productSpecification.internalVersion	Version of the product specification. Data type: String Table: Product Specification [sn_prd_p
productOrderItem.product.productSpecification.name	Name of the product specification. Loc [sn_prd_pm_product_specification] ta Data type: String
productOrderItem.product.productSpecification.version	External_version of the product specifi Data type: String Table: Product Specification [sn_prd_p
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. Th `ProductSpecificationRef`. This Data type: String

productOrderItem.product.relatedParty	List of contacts for line items.
	Data type: Array of Objects
	`"relatedParty": [`
	`{`
	`"email": "String",`
	`"firstName": "String"`
	`"id": "String",`
	`"lastName": "String",`
	`"phone": "String",`
	`"@referredType": "Str`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"@type": "String"
	}
	]</pre>
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String Stored in: The email field of the sn_ind table. Default: Blank string
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String Stored in: The first_name field of the sn table. Default: Blank string
productOrderItem.product.relatedParty.id	Sys_id of the line item contact associat the Order Line Item Contact [sn_ind_tm Data type: String Stored in: The sys_id field of the sn_ind table. Default: Blank string
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String Stored in: The lastName field of the sn_ table. Default: Blank string
productOrderItem.product.relatedParty.phone	Business phone number of the contact Data type: String Stored in: The business_phone field of sn_ind_tmt_orm_order_line_item_cont Default: Blank string
productOrderItem.product.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annot value is always `RelatedParty`. This Data type: String
productOrderItem.product.@type	Part of TMF Open API standard. Annot always `Product`. This information is n Data type: String
productOrderItem.productOffering	Description of the product offering ass Data type: Object `"productOffering": { "id": "String", "internalVersion": "Str "name": "String", "version": "String" }` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.productOffering.id	Required if the *productOrderItem* used. Initial_version or external_id of th is the sys_id of the first version of the o external_id field of the Product Offering Data type: String
productOrderItem.productOffering.internalVersion	Version of the product offering. Data type: String Table: Product Offering [sn_prd_pm_p
productOrderItem.productOffering.name	Name of the product offering. Located i [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.version	External_version of the product offering Data type: String Table: Product Offering [sn_prd_pm_p
productOrderItem.productOrderItem.quantity	Number of the associated items to orde Data type: Number Stored in: The quantity field of the sn_i

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Default: null

productOrderItem.productOrderItemRelationship	List of the relationships between order
	
	Data type: Array of Objects
	
	`"productOrderItemRelation`
	`{`
	`"id": "String",`
	`"relationshipType": "`
	`}`
	`]`
	
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.productOrderItemRelationship.id	Required if the *productOrderItem.productOr* parameter is used. Unique identifier of in the sn_ind_tmt_orm_external_id fiel [sn_ind_tmt_orm_order_line_item] tabl Data type: String Stored in: The parent_line_item field of table. Default: Blank string
productOrderItem.productOrderItemRelationship.relationshipType	Type of relationship between the two li identify the relationship hierarchy. Possible values: • HasChild • HasParent • Requires `HasChild` and `HasParent` are used `Requires` is used for horizontal relati line item). Data type: String
productOrderItem.quantity	Number of items ordered. Data type: Number Stored in: The quantity field of the sn_i Default: Blank string
productOrderItem.revisionOperation	Type of update to perform on the line it line item is updated, or a new line item this value is `cancel`, the line item is c

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Default: Blank string
productOrderItem.@type	Part of TMF Open API standard. Annot always `ProductOrderItem`. This in Data type: String
relatedParty	List of contacts for the order. Each con at least one item which contains custo information. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "Str "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, c associated with the order. Located in t [customer_contact] table, or Consume Data type: String
relatedParty.name	Name of the account, customer, or con Data type: String
relatedParty.@referredType	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annot always `RelatedParty`. This informa Data type: String
requestedCompletionDate	Delivery date requested by the custom Data type: String Stored in: The expected_end_date fiel

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Default: Blank string
requestedStartDate	Order start date requested by the cust Data type: String Stored in: The expected_start_date fiel Default: Blank string
@type	Part of TMF Open API standard. Annot always `ProductOrder`. This informa Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. If there are any issues with the characteristics or characteristics option information, the endpoint stores the following comments in the work notes fields of the associated Customer Order Line Item record:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• `The following Order Item characteristics does not exist: Review specification <characteristic.name> and correct the characteristic and characteristic option in the order line item prior to approving the order.` • `Order Item characteristic: <characteristic.name> with characteristic value: <characteristic.value>is invalid. Correct the characteristic values before approving the order.`
400	Bad Request. Could be any of the following reasons: • `Invalid payload: Request body missing` - Payload was not passed in the request body. • `Invalid payload: productOrderItem is missing` - Product order line item object or JSON is missing. • `Invalid payload: productOrderItem id is missing` - The *`id`* parameter is missing in the product order line item of the payload. • `Invalid payload: productOrderItem action is missing` - The *`action`* parameter is missing in the product order line item of the payload. • `Invalid payload: productOrderItem productOffering is missing` - The product offering object or JSON is missing from the product order line item in the payload. • `Invalid payload: productOffering id is missing` - The *`id`* parameter is missing in the product order line item of the product offering object in the payload. • `Invalid payload: Product offering does not exist` - The product offering in the product order line item is not valid. • `Invalid payload: productOrderItem product is missing` - The product object or JSON in the product order line item is missing from the payload. • `Invalid payload: product productSpecification is missing` - The product specification object or JSON in the product order line item is missing from the payload. • `Invalid payload: productSpecification id is missing` - The *`id`* parameter in the product order line item of the product specification object is missing from the payload. • `Invalid payload: Product specification does not exist` - The product specification in the product order line item is not valid. • `Invalid payload: Product Inventory does not exist` - In a change order (action = change), the quantity of an item is greater than what is in stock. • `Invalid payload: Product inventory ID is missing` - In a change order, the *`product.id`* is missing in the payload. • `Invalid payload: Sold Product is inactive` - In a change order, a product specified in the payload is inactive. • `Invalid payload: relatedParty is missing` - The related party object is missing from the payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• `Invalid payload: Customer Account or Consumer is missing` - The related party customer or consumer object is missing from the payload. • `Invalid payload: Consumer does not exist` - The specified related party consumer does not exist in the ServiceNow instance. • `Invalid payload: Customer Account does not exist` - The specified related party customer does not exist in the ServiceNow instance. • `Invalid payload: Order creation failed` - Not able to create the requested order. • `Invalid payload: This order is yet to be created in customer order table. Please check in inbound queue for more details.` - The patch request was made for an order that is not in the customer order table yet. The order is in the Inbound Queue [sn_tmt_core_inbound_queue] table waiting for the scheduler to pick the record to be processed. • `Invalid payload: Patch request cannot be made as the order's fulfillment type is not 'deliver'.` - The patch request was made for an order which has a fulfillment type other than *`deliver`*.

Response body parameters (JSON)

Name	Description
channel	List of channels to use for selling the products. Data type: Array of Objects `"channel": [ { "id": "String", "name": "String" } ]`
channel.id	Unique identifier of the channel to use to sell the associated products. Data type: String
channel.name	Name of the channel to use to sell the associated products. Data type: String
id	Sys_id of the customer order updated for this request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
externalId	External identifier for the customer order, such as a purchase order number. Data type: String
note	List of additional notes made by the customer when ordering. Data type: Array of Objects `"note": [ { "text": "String" } ]`
note.text	Additional notes/comments made by the customer while ordering. Data type: String
productOrderItem	List that describes items associated with the product order and their associated action. Data type: Array of Objects `"productOrderItem:" [ { "action": "String", "actionReason": "String", "id": "String", "itemPrice": [Array], "product": {Object}, "productOffering": {Object}, "productOrderItemReleationship": [Array], "quantity": Number, "state": "String", "@type": "String" } ]`
productOrderItem.action	Action to carry out on the product. Possible actions are defined on the Choice List tab in the Action Dictionary Entry of the sn_ind_tmt_orm_order_line_item table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of the sn_ind_tmt_orm_order_line_item table.
productOrderItem.id	Unique identifier of the line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
productOrderItem.itemPrice	List that describes the price associated with the product. Data type: Array of Objects `"itemPrice": [ { "price": {Object}, "priceType": "String", "recurringChargePeriod": "String" } ]`
productOrderItem.itemPrice.price	Description of the price of the associated product. Data type: Object `"price": { "taxIncludedAmount": {Object} }`
productOrderItem.itemPrice.price.taxIncludeAmount	Description of the price of the associated product, including the tax. Data type: Object `"taxIncludedAmount": { "unit": "String", "value": Number }`
productOrderItem.itemPrice.price.taxIncludeAmount.unit	Currency code in which the price is depicted. Data type: String
productOrderItem.itemPrice.price.taxIncludeAmount.value	Price of product, including any tax. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.itemPrice.priceType	Type of item price, recurring or non-recurring. Data type: String
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring period, such as `month`. Data type: String
productOrderItem.product	Description of the instance details of the product purchased by the customer. Data type: Object `"product": { "id": "String", "place": {Object}, "productCharacteristic": [Array], "productSpecification": {Object}, "relatedParty": {Object}, "@type": "String" }`
productOrderItem.product.id	Unique identifier of the product sold. Located in the sys_id or sn_ind_tmt_orm_external_id field of the Product Inventory [sn_ind_tmt_orm_product_inventory] table. Data type: String
productOrderItem.product.place	Maps of the locations on which to install the product. Data type: Object `"place": { "id": "String", "@type": "String" }`
productOrderItem.product.place.id	Sys_id of the associated location record in the Location [cmn_location] table. Data type: String
productOrderItem.product.productCharacteristic	List of characteristics of the associated product. Data type: Array of Objects `"productCharacteristic": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"name": "String",
	"previousValue": "String",
	"value": "String"
	}
	]</pre>

productOrderItem.product.productCharacteristic.name	Name of the characteristic record to associate with the product. Located in the Characteristic [sn_prd_pm_characteristic] table. Data type: String
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if the update is for a change order. The request is a change order if the *productOrderItem.action* parameter is other than `add`. For additional information on characteristic option values, see Create product characteristics and characteristic options.
productOrderItem.product.productCharacteristic.value	Characteristic option values associated with the product. For additional information on characteristic option values, see Create product characteristics and characteristic options.

productOrderItem.product.productSpecification	Description of the product specification associated with the product.
	
	Data type: Object
	<pre>"productSpecification": {
	"id": "String",
	"internalVersion": "String",
	"name": "String",
	"version": "String",
	"@type": "String"
	}</pre>

productOrderItem.product.productSpecification.id	Initial_version or external_id of the product specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productOrderItem.product.productSpecification.name	Name of the product specification. Located in the Product Specification [sn_prd_pm_product_specification] table. Data type: String
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. This value is always `ProductSpecificationRef`. This information is not stored. Data type: String
productOrderItem.product.relatedParty	List of contacts for line items. Data type: Array of Objects `"relatedParty": [ { "email": "String", "firstName": "String", "id": "String", "lastName": "String", "phone": "String", "@referredType": "String", "@type": "String" } ]`
productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String
productOrderItem.product.relatedParty.id	Sys_id of the line item contact associated with the order line item. Located in the Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact] table. Data type: String
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String Data type: String
productOrderItem.product.relatedParty.phone	Business phone number of the contact. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.product.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `RelatedParty`. This information is not stored. Data type: String
productOrderItem.product.@type	Part of TMF Open API standard. Annotation for the product. This value is always `Product`. This information is not stored. Data type: String
productOrderItem.productOffering	Description of the product offering associated with the product. Data type: Object `"productOffering": { "id": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productOrderItem.productOffering.id	Initial_version or external_id of the product offering. The initial_version is the sys_id of the first version of the offering. Located in the sys_id or external_id field of the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOrderItemRelationship	List of the relationships between order line items. Data type: Array of Objects `"productOrderItemRelationship": [ { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"relationshipType": "String" }]</pre>
productOrderItem.productOrderItemRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
productOrderItem.productOrderItemRelationship.relationshipType	Type of relationship between the two line items. This information is used to identify the relationship hierarchy. Data type: String
productOrderItem.quantity	Number of the associated items to order. Data type: Number
productOrderItem.state	Current state of the product order item. Data type: String
productOrderItem.@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrderItem`. This information is not stored. Data type: String
relatedParty	List of contacts for the order. Each contact is an object in the array. Must list at least one item which contains customer account or consumer account information. Data type: Array of Objects <pre>"relatedParty": [{ "id": "String", "name": "String", "@referredType": "String", "@type": "String" }]</pre>
relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Located in the Account [customer_account], Contact [customer_contact] table, or Consumer [csm_consumer] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.type	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
requestedCompletionDate	Delivery date requested by the customer. Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
state	Current state of the order. Data type: String
@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrder`. This information is not stored. Data type: String

Example: cURL request

The following code example updates the channel for a customer order.

```
curl -X PATCH
 "https://instance.servicenow.com/api/sn_ind_tmt_orm/productord
er/6be0a925c3a220103e2e73ce3640ddfe" \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
  "channel": [
    {
      "id": "1",
      "name": "Agent Assist"
    }
  ]
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body.


```
{
    "requestedCompletionDate": "2021-05-02T08:13:59.506Z",
    "requestedStartDate": "2020-05-03T08:13:59.506Z",
    "externalId": "PO-456",
    "channel": [
        {
            "id": "1",
            "name": "Agent Assist"
        }
    ],
    "note": [
        {
            "text": "This is a TMF product order illustration"
        },
        {
            "text": "This is a TMF product order illustration no
 2"
        }
    ],
    "productOrderItem": [
        {
            "id": "POI100",
            "quantity": 1,
            "action": "change",
            "actionReason":"adding service package OLI",
            "product": {
                "id": "fa6d13f45b5620102dff5e92dc81c77f",
                "@type": "Product",
                "productSpecification": {
                    "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
                    "name": "SD-WAN Service Package",
                    "@type": "ProductSpecificationRef"
                },
                "place": {
                    "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
                    "@type": "Place"
                }
            },
            "productOffering": {
                "id": "69017a0f536520103b6bddeeff7b127d",
                "name": "Premium SD-WAN Offering"
            },
            "productOrderItemRelationship": [
                {
                    "id": "POI120",
                    "relationshipType": "HasChild"
                },
                {
                    "id": "POI130",
                    "relationshipType": "HasChild"
                }
            ],
            "@type": "ProductOrderItem",
            "state": "new"
        },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
            "id": "POI120",
            "quantity": 1,
            "action": "change",
            "actionReason":"adding service package OLI",
            "itemPrice": [
                {
                    "priceType": "recurring",
                    "recurringChargePeriod": "month",
                    "price": {
                        "taxIncludedAmount": {
                            "unit": "USD",
                            "value": 20
                        }
                    }
                }
            ],
            "product": {
                "id": "766d13f45b5620102dff5e92dc81c78a",
                "@type": "Product",
                "productCharacteristic": [
                    {
                        "name": "WAN Optimization",
                        "value": "Base",
                        "previousValue": "Advance"
                    }
                ],
                "productSpecification": {
                    "id": "39b627aa53702010cd6dddeeff7b1202",
                    "name": "SD-WAN Edge Device",
                    "@type": "ProductSpecificationRef"
                },
                "relatedParty": [
                    {
                        "id":
"51670151c35420105252716b7d40ddfe",
                        "firstName": "Joe",
                        "lastName": "Doe",
                        "email": "abc@example.com",
                        "phone": "1234567890",
                        "@type": "RelatedParty",
                        "@referredType": "OrderLineItemContact"
                    }
                ],
                "place": {
                    "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
                    "@type": "Place"
                }
            },
            "productOffering": {
                "id": "69017a0f536520103b6bddeeff7b127d",
                "name": "Premium SD-WAN Offering"
            },
            "productOrderItemRelationship": [
                {
                    "id": "POI100",
                    "relationshipType": "HasParent"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                }
            ],
            "@type": "ProductOrderItem",
            "state": "new"
        },
        {
            "id": "POI130",
            "quantity": 1,
            "action": "add",
            "actionReason":"adding service package OLI",
            "itemPrice": [
                {
                    "priceType": "recurring",
                    "recurringChargePeriod": "month",
                    "price": {
                        "taxIncludedAmount": {
                            "unit": "USD",
                            "value": 20
                        }
                    }
                }
            ],
            "product": {
                "@type": "Product",
                "productCharacteristic": [
                    {
                        "name": "Security Type",
                        "value": "Base",
                        "previousValue": "Advance"
                    }
                ],
                "productSpecification": {
                    "id": "a6514bd3534560102f18ddeeff7b1247",
                    "name": "SD-WAN Security",
                    "@type": "ProductSpecificationRef"
                },
                "relatedParty": [
                    {
                        "id":
"51670151c35420105252716b7d40ddfe",
                        "firstName": "Joe",
                        "lastName": "Doe",
                        "email": "abc@example.com",
                        "phone": "1234567890",
                        "@type": "RelatedParty",
                        "@referredType": "OrderLineItemContact"
                    }
                ],
                "place": {
                    "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
                    "@type": "Place"
                }
            },
            "productOffering": {
                "id": "69017a0f536520103b6bddeeff7b127d",
                "name": "Premium SD-WAN Offering"
            },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "productOrderItemRelationship": [
                {
                    "id": "POI100",
                    "relationshipType": "HasParent"
                }
            ],
            "@type": "ProductOrderItem",
            "state": "new"
        }
    ],
    "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b6711Off00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
    "@type": "ProductOrder",
    "id": "6be0a925c3a220103e2e73ce3640ddfe",
    "state": "in_progress"
}
```


Product Order Open API - POST /sn_ind_tmt_orm/cancelproductorder

Cancels the specified customer order.

URL format

Default URL: `/api/sn_ind_tmt_orm/cancelproductorder`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
cancellationReason	Reason for cancellation. Data type: String Default: Blank string
productOrder	Contains data about the product order. Data type: Object `"productOrder": { "id": "String", "href": "String", "@referredType": "String" }`
productOrder.id	Required. Sys_id of the customer order to cancel. Data type: String Table: Customer Order [sn_ind_tmt_orm_order]
productOrder.href	URL of the customer order to cancel. Data type: String Default: Blank string
productOrder.@referredType	Value for this parameter should be `ProductOrder`. Data type: String Default: Blank string
requestedCancellationDate	Date to cancel the order. Data type: String Default: Blank string
@type	Value for this parameter should be `CancelProductOrder`. Data type: String Default: Blank string

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Could be any of the following reasons: • Empty payload. • Invalid payload. Mandatory field missing: <field name>. • Invalid order ID. • Invalid order ID: `This order is yet to be created in customer order table`. The cancel request was made for an order that has not been created yet. The order is in the Inbound Queue [sn_tmt_core_inbound_queue] table waiting for the scheduler to pick up the record.

Response body parameters (JSON)

Name	Description
cancellationReason	Reason for cancellation. Data type: String
href	URL of the cancelled order. Data type: String
id	Sys_id of the cancelled order. Data type: String
productOrder	Data about the product order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"productOrder": { "id": "String", "href": "String", "@referredType": "String" }`
productOrder.id	Sys_id of the cancelled order. Data type: String
productOrder.href	URL of the cancelled order. Data type: String
productOrder.@referredType	Value for this parameter is `ProductOrder`. Data type: String
requestedCancellationDate	Date to cancel the order. Data type: String
state	State of the cancellation. If the cancellation request was successfully processed (201 status code), the value for this parameter is `done`. Data type: String
@type	Value for this parameter is `CancelProductOrder`. Data type: String

Example: cURL request

The following code example cancels a customer order.

```
curl -X POST
 "https://instance.servicenow.com/api/sn_ind_tmt_orm/cancelprodu
ctorder" \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
    "cancellationReason": "Duplicate order",
    "requestedCancellationDate": "2019-04-30T12:56:21.931Z",
    "productOrder": {
        "id": "163ee2805358811032a4ddeeff7b122d",
        "href":
 "https://instance.servicenow.com/productOrderingManagement/v4/p
roductOrder/64a9607feb45301032a442871352285b",
        "@referredType": "ProductOrder"
    },
    "@type": "CancelProductorder"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
    "id": "163ee2805358811032a4ddeeff7b122d",
    "href":
 "https://instance.servicenow.com/productOrderingManagement/v4/p
roductOrder/64a9607feb45301032a442871352285b",
    "cancellationReason": "Duplicate order",
    "requestedCancellationDate": "2019-04-30T12:56:21.931Z",
    "@type": "CancelProductorder",
    "productOrder": {
        "id": "163ee2805358811032a4ddeeff7b122d",
        "href":
 "https://instance.servicenow.com/productOrderingManagement/v4/p
roductOrder/64a9607feb45301032a442871352285b",
        "@referredType": "ProductOrder"
    },
    "state": "done"
}
```


Product Order Open API - POST /sn_ind_tmt_orm/order/productOrder

Creates the specified customer order and customer order line items.

Once processed, records are created in the following tables:

- Customer Order [sn_ind_tmt_orm_order]
- Order Characteristic [sn_ind_tmt_orm_order_characteristic_value]
- Order Line Item [sn_ind_tmt_orm_order_line_item]
- Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact]
- Order Line Related Items [sn_ind_tmt_orm_order_line_related_items]

URL format

Default URL: `/api/sn_ind_tmt_orm/order/productOrder`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
mode	Enables asynchronous order processing. That is, the order is added to the Inbound Queue [sn_tmt_core_inbound_queue] table to be created. If not included, the order is processed synchronously. Valid value: async Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
channel	List of channels to use for selling the p Data type: Array of Objects `"channel": [ { "id": "String", "name": "String" } ]` Stored in: sn_ind_tmt_orm_order
channel.id	Required. Unique identifier of the chan products. Channel ID values are locate Distribution Channel [sn_prd_pm_distr Data type: String Stored in: The channel field of the sn_i Default: Blank string
channel.name	Name of the channel to use to sell the names are defined on the Choice List t the sn_ind_tmt_orm_order table. Data type: String Default: Blank string
committedDueDate	Date and time when the action must be This value must be the same as or later values for each order line item. Data type: String Stored in: The committed_due_date fie
externalId	Unique identifier for the customer orde external system. Data type: String Stored in: The external_id field of the s Default: Blank string
href	Relative link to the resource record. Data type: String Default: Blank string
note	Additional notes made by the custome

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: Array of Objects `"note": [ { "text": "String" } ]` Stored in: sn_ind_tmt_orm_order
note.text	Required. Additional notes/comments Data type: String Stored in: The comments field of the sr Default: Blank string
orderCurrency	Required. Currency code for the order must be the same for all elements of th an error is returned and the order isn't currency code can't be changed. Data type: String
productOrderItem	Required. Items associated with the pr Data type: Array of Objects `"productOrderItem": [ { "action": "String", "actionReason": "Stri "committedDueDate": " "externalProductInven "id": "String", "itemPrice": [Array], "product": {Object}, "productOffering": {O "productOrderItemRela "quantity": Number, "@type": "String" } ]` Stored in: Order Line Item [sn_ind_tmt
productOrderItem.action	Required. Action to carry out on the pr defined on the Choice List tab in the A sn_ind_tmt_orm_order_line_item table Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• add • change • delete • no-change • resume • suspend Data type: String Stored in: The action field of the Order [sn_ind_tmt_orm_order_line_item] tabl
productOrderItem.actionReason	Optional. Description of the reason for Data type: String Stored in: The action_reason field of th [sn_ind_tmt_orm_order_line_item] tabl
productOrderItem.committedDueDate	Date and time when the action must be Data type: String Stored in: The committed_due_date fie [sn_ind_tmt_orm_order_line_item] tabl

productOrderItem.externalProductInventory	External IDs to map to the product inve
	
	Data type: Array of Objects
	
	`"externalProductInventory`
	`{`
	`"externalProductInven`
	`}`
	`]`

productOrderItem.externalProductInventory.externalProductInventoryId	External ID to map to the product inver Data type: String Stored in: The external_inventory_id fie [sn_ind_tmt_orm_order_line_item] tabl of the sn_prd_invt_product_inventory
productOrderItem.id	Required. Unique identifier of the line it Data type: String Stored in: The external_id field of the C [sn_ind_tmt_orm_order_line_item] tabl Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Default: Blank string
productOrderItem.itemPrice	Price associated with the product. Data type: Array of Objects `"itemPrice": [ { "price": {Object}, "priceType": "String" "recurringChargePerio } ]` Stored in: sn_ind_tmt_orm_order Default: Blank string
productOrderItem.itemPrice.price	Description of the price of the associat Data type: Object `"price": { "taxIncludedAmount": {O }` Stored in: Order Line Item [sn_ind_tmt_ Default: Blank string
productOrderItem.itemPrice.price.taxIncludedAmount	Description of the price of the associat Data type: Object `"taxIncludedAmount": { "unit": "String", "value": Number }` Stored in: Order Line Item [sn_ind_tmt_
productOrderItem.itemPrice.price.taxIncludedAmount.unit	Currency code in which the price is exp Data type: String Stored in: The mrc or nrc field of the Or [sn_ind_tmt_orm_order_line_item] tabl
productOrderItem.itemPrice.price.taxIncludedAmount.value	Price of product, including any tax. Data type: Number Stored in: The mrc or nrc field of the Or [sn_ind_tmt_orm_order_line_item] tabl
productOrderItem.itemPrice.priceType	Specifies whether the price of the item

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring p Data type: String

productOrderItem.product	Required if *productOrderItem.a*
	details of the product purchased by th
	
	Data type: Object
	
	`"product": {`
	`"id": "String",`
	`"place": {Object},`
	`"productCharacteristic"`
	`"productSpecification":`
	`"relatedParty": {Object`
	`"@type": "String"`
	`}`
	
	Stored in: Order Line Item [sn_ind_tmt_

productOrderItem.product.id	Required if *productOrderItem.a* identifier of the product sold. Data type: String Default: Blank string Table: In the sys_id or sn_ind_tmt_orm Inventory [sn_ind_tmt_orm_product_in

productOrderItem.product.place	Maps of the locations on which to insta
	
	Data type: Object
	
	`"place": {`
	`"id": "String",`
	`"@type": "String"`
	`}`
	
	Stored in: Order Line Item [sn_ind_tmt_

productOrderItem.product.place.id	Required. Sys_id of the associated loca Data type: String Table: Location [cmn_location] Stored in: The location field of the Orde [sn_ind_tmt_orm_order_line_item] tabl
productOrderItem.product.place.@type	Part of TMF Open API standard. Annot value is always `Place`. This informatio

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
productOrderItem.product.productCharacteristic	Characteristics of the associated produ Data type: Array of Objects `"productCharacteristic": { "name": "String", "previousValue": "Str "value": "String" }]` Stored in: sn_ind_tmt_orm_order_chara
productOrderItem.product.productCharacteristic.name	Name of the characteristic record to as Data type: String Table: Characteristic [sn_prd_pm_char Stored in: The characteristics field of th sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if request is a change order if the *produ* other than `add`. For additional informa Create product characteristics and cha Data type: String Stored in: The previous_characteristic_ sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productCharacteristic.value	Characteristic option values associate information on characteristic option va and characteristic options. Data type: String Stored in: The characteristic_option_va sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productSpecification	Optional. Description of the product sp

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Note: Change orders (*product* `change`) are processed differentl *sn_ind_tmt_orm.allowSpe* system property. The value of this order is processed if the product i indicated in the order. • When this system property is se is automatically upgraded to the the referenced product specifica successfully processed. • When this system property is se different version than indicated version mismatch. Data type: Object `"productSpecification": { "id": "String", "internalVersion": "Str "name": "String", "version": "String", "@type": "String" }` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.product.productSpecification.id	Required. Initial version or external ID version is the sys_id of the first version Data type: String Table: Product Specification [sn_prd_p
productOrderItem.product.productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Produc [sn_prd_pm_product_specification] ta
productOrderItem.product.productSpecification.name	Name of the product specification. Data type: String Table: Product Specification [sn_prd_p
productOrderItem.product.productSpecification.version	External version of the product specifi Data type: String Table: In the external_version field of th [sn_prd_pm_product_specification] ta

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. Th `ProductSpecificationRef`. This Data type: String
productOrderItem.product.relatedParty	List of party roles linked to an OrderLin Data type: Array of Objects `"relatedParty": [ { "email": "String", "firstName": "String" "lastName": "String", "phone": "String", "@referredType": "Str "@type": "String" } ]` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String Stored in: The email field of the sn_ind table. Default: Blank string
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String Stored in: The first_name field of the sn table. Default: Blank string
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String Stored in: The lastName field of the sn_ table. Default: Blank string
productOrderItem.product.relatedParty.phone	Business phone number of the contact Data type: String Stored in: The business_phone field of sn_ind_tmt_orm_order_line_item_cont

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Default: Blank string
productOrderItem.product.relatedParty.@referredType	Required. Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annot value is always `RelatedParty`. This Data type: String
productOrderItem.product.@type	Part of TMF Open API standard. Annot always `Product`. This information is n Data type: String

productOrderItem.productOffering	Required. Description of the product of
	
	Data type: Object
	
	`"productOffering": {`
	`"id": "String",`
	`"internalVersion": "Str`
	`"name": "String",`
	`"version": "String"`
	`}`
	
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.productOffering.id	Required. Initial version or external ID is the sys_id of the first version of the o Data type: String Table: Product Offering [sn_prd_pm_p
productOrderItem.productOffering.internalVersion	Version of the product offering. Data type: String Table: In the version field of the Produc [sn_prd_pm_product_offering] table.
productOrderItem.productOffering.name	Name of the product offering. Data type: String Table: Product Offering [sn_prd_pm_p
productOrderItem.productOffering.version	External version of the product offering Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Table: In the external_version field of th [sn_prd_pm_product_offering] table.
productOrderItem.productOrderItem.quantity	Number of the associated items to orde Data type: Number Stored in: The quantity field of the sn_i Default: null

productOrderItem.productOrderItemRelationship	Required. List that describes the paren items.
	
	Data type: Array of Objects
	
	`"productOrderItemRelation`
	`{`
	`"id": "String",`
	`"relationshipType": "`
	`}`
	`]`
	
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.productOrderItemRelationship.id	Required. Same as the *productOrde* child relationship Data type: String Stored in: The parent_line_item field of table. Default: Blank string
productOrderItem.productOrderItemRelationship.relationshipType	Required. Type of relationship betweer used to identify relationship hierarchy. Possible values: • HasChild • HasParent Data type: String
productOrderItem.quantity	Number of items ordered. Data type: Number Stored in: The quantity field of the sn_i Default: Blank string
productOrderItem.@type	Part of TMF Open API standard. Annot always `ProductOrderItem`. This in

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
relatedParty	List of contacts for the order. Each cont at least one item which contains custo information. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "Str "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account or order. Data type: String Table: Account [customer_account], Co Consumer [csm_consumer]
relatedParty.name	Name of the account, customer, or con Data type: String
relatedParty.@referredType	Required. Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annot always `RelatedParty`. This informa Data type: String
requestedCompletionDate	Delivery date requested by the custom Data type: String Stored in: The expected_end_date fiel Default: Blank string
requestedStartDate	Order start date requested by the cust Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Stored in: The expected_start_date fiel Default: Blank string
@type	Part of TMF Open API standard. Annot always `ProductOrder`. This informa Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. If there are any issues with the characteristics or characteristics option information, the endpoint stores the following comments in the work notes fields of the associated Customer Order Line Item record: • `The following Order Item characteristics does not exist: Review specification <`*`characteristic.name`*`> and correct the characteristic and characteristic option in the order line item prior to approving the order.`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• `Order Item characteristic: <characteristic.name> with characteristic value: <characteristic.value>is invalid. Correct the characteristic values before approving the order.`
202	Accepted. Successful request for an order in asynchronous mode. That is, the request was made with the *mode* parameter set to `async` and the record is scheduled to be processed in the Inbound Queue [sn_tmt_core_inbound_queue] table.
400	Bad Request. Could be any of the following reasons: • `Invalid payload: Request body missing` - Payload was not passed in the request body. • `Invalid payload: productOrderItem is missing` - Product order line item object or JSON is missing. • `Invalid payload: productOrderItem id is missing` - The *id* parameter is missing in the product order line item of the payload. • `Invalid payload: productOrderItem action is missing` - The *action* parameter is missing in the product order line item of the payload. • `Invalid payload: productOrderItem productOffering is missing` - The product offering object or JSON is missing from the product order line item in the payload. • `Invalid payload: productOffering id is missing` - The *id* parameter is missing in the product order line item of the product offering object in the payload. • `Invalid payload: Product offering does not exist` - The product offering in the product order line item is not valid. • `Invalid payload: productOrderItem product is missing` - The product object or JSON in the product order line item is missing from the payload. • `Invalid payload: product productSpecification is missing` - The product specification object or JSON in the product order line item is missing from the payload. • `Invalid payload: productSpecification id is missing` - The *id* parameter in the product order line item of the product specification object is missing from the payload. • `Invalid payload: Product specification does not exist` - The product specification in the product order line item is not valid. • `Invalid payload: Product Inventory does not exist` - In a change order (action = change), the quantity of an item is greater than what is in stock. • `Invalid payload: Product inventory ID is missing` - In change order, the *product.id* is missing in the payload. • `Invalid payload: Sold Product is inactive` - In a change order, a product specified in the payload is inactive. • `Invalid payload: relatedParty is missing` - The related party object is missing from the payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• `Invalid payload: Customer Account or Consumer is missing` - The related party customer or consumer object is missing from the payload. • `Invalid payload: Consumer does not exist` - The specified related party consumer does not exist in the ServiceNow instance. • `Invalid payload: Customer Account does not exist` - The specified related party customer does not exist in the ServiceNow instance. • `Invalid payload: Order creation failed` - Not able to create the requested order. • `Invalid payload: orderCurrency is required` - The *`orderCurrency`* parameter is missing from the payload. • `Inactive Currency Code: <currency>` - The provided currency is inactive in the ServiceNow instance. • `One or more line items has a different currency code than the order currency` - All line items do not have the same currency code as the order currency. • `In-flight revision to order currency not supported` - The *`orderCurrency`* parameter can't be updated after the order is created.

Response body parameters (JSON)

Name	Description
channel	List of channels to use for selling the products. Data type: Array of Objects `"channel": [ { "id": "String", "name": "String" } ]`
channel.id	Unique identifier of the channel to use to sell the associated products. Data type: String
channel.name	Name of the channel to use to sell the associated products. Data type: String
committedDueDate	Date and time when the action must be performed on the order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	This value must be the same as or later than the *committedDueDate* values for each order line item. Data type: String
externalId	External identifier for the customer order, such as a purchase order number. Data type: String
href	Relative link to the product order record. Data type: String
id	Sys_id of the customer order created for this request. Data type: String
note	List of additional notes made by the customer when ordering. Data type: Array of Objects `"note": [ { "text": "String" } ]`
note.text	Additional notes/comments made by the customer while ordering. Data type: String
orderCurrency	Currency code for the order and order line items. Data type: String
orderId	Sys_id of the order to be created. Upon successful request, the order is added to the Inbound Queue [sn_tmt_core_inbound_queue] table on a schedule to be processed. **Note:** This value is the only result if the order is created asynchronously using the *mode* query parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>{
	"orderId":
	"b0fc877ac3ab5110856d73ce3640dde0"
	}</pre>
	Data type: String

productOrderItem	List that describes items associated with the product order and their associated action.
	
	Data type: Array of Objects
	<pre>"productOrderItem:" [
	{
	"action": "String",
	"committedDueDate":
	"String",
	
	"externalProductInventory": [Array],
	"id": "String",
	"itemPrice":
	[Array],
	"product":
	{Object},
	"productOffering":
	{Object},
	
	"productOrderItemRelationship": [Array],
	"quantity": Number,
	"state": "String",
	"@type": "String"
	}
	]</pre>

productOrderItem.action	Action to carry out on the product. Possible actions are defined on the Choice List tab in the Action Dictionary Entry of the sn_ind_tmt_orm_order_line_item table. Data type: String
productOrderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of the sn_ind_tmt_orm_order_line_item table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.committedDueDate	Date and time when the action must be performed on the order line item. Data type: String
productOrderItem.externalProductInventory	List of external IDs mapped to the product inventories created for the order. Data type: Array of Objects `"externalProductInventory": [ { "externalProductInventoryId": "String" } ]`
productOrderItem.externalProductInventory.externalProductInventoryId	External ID mapped to the product inventory. Data type: String
productOrderItem.id	Unique identifier of the line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
productOrderItem.itemPrice	List that describes the price associated with the product. Data type: Array of Objects `"itemPrice": [ { "price": {Object}, "priceType": "String", "recurringChargePeriod": "String" } ]`
productOrderItem.itemPrice.price	Description of the price of the associated product. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"price": {
	  "taxIncludedAmount": {Object}
	}</pre>

productOrderItem.itemPrice.price.taxIncludeAmount	Description of the price of the associated product, including the tax.
	
	Data type: Object
	<pre>"taxIncludedAmount": {
	  "unit": "String",
	  "value": Number
	}</pre>

productOrderItem.itemPrice.price.taxIncludeAmount.unit	Currency code in which the price is depicted. Data type: String
productOrderItem.itemPrice.price.taxIncludeAmount.value	Price of product, including any tax. Data type: Number
productOrderItem.itemPrice.priceType	Type of item price, recurring or non-recurring. Data type: String
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring period, such as `month`. Data type: String

productOrderItem.product	Description of the instance details of the product purchased by the customer.
	
	Data type: Object
	<pre>"product": {
	  "id": "String",
	  "place": {Object},
	
	  "productCharacteristic": [Array],
	
	  "productSpecification": {Object},
	  "relatedParty": {Object},
	  "@type": "String"
	}</pre>

productOrderItem.product.id	Unique identifier of the product sold. Located in the sys_id or

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	sn_ind_tmt_orm_external_id field of the Product Inventory [sn_ind_tmt_orm_product_inventory] table. This parameter is only returned if *productOrderItem.action* is `change` or `delete`. If both sys_id and external_id are present, the external_id is returned. Data type: String
productOrderItem.product.place	Maps of the locations on which to install the product. Data type: Object `"place": { "id": "String", "@type": "String" }`
productOrderItem.product.place.id	Sys_id of the associated location record in the Location [cmn_location] table. Data type: String
productOrderItem.product.productCharacteristic	List of characteristics of the associated product. Data type: Array of Objects `"productCharacteristic": [ { "name": "String", "previousValue": "String", "value": "String" } ]`
productOrderItem.product.productCharacteristic.name	Name of the characteristic record to associate with the product. Located in the Characteristic [sn_prd_pm_characteristic] table. Data type: String
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if the update is for a change order. The request is a change order if the *productOrderItem.action* parameter is other than `add`. For additional information on characteristic option values, see

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Create product characteristics and characteristic options. Data type: String
productOrderItem.product.productCharacteristic.value	Characteristic option values associated with the product. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String
productOrderItem.product.productRelationship	List of product relationship details for an order line item. Data type: Array `"productRelationship": [ { "id": "String", "relationshipType": "String" } ]`
productOrderItem.product.productRelationship.id	Sys_id or sn_prd_invt_external_id of the product inventory. Data type: String Table: Sys_id or sn_prd_invt_external_id field of the Product Inventory [sn_prd_invt_product_inventory] table.
productOrderItem.product.productRelationship.relationshipType	Type of relationship between the order line item and the product inventory. Possible value: Requires Data type: String
productOrderItem.product.productSpecification	Description of the product specification associated with the product. Data type: Object `"productSpecification:" { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"internalId": "String", "internalVersion": "String", "name": "String", "version": "String", "@type": "String" }</pre>
productOrderItem.product.productSpecification.id	Initial_version or external_id of the product specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] table. If both sys_id and external_id are present, the external_id is returned. Data type: String
productOrderItem.product.productSpecification.internalId	Initial version of the product specification. The initial version is the sys_id of the first version of the specification. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
productOrderItem.product.productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Product Specification [sn_prd_pm_product_specification] table.
productOrderItem.product.productSpecification.name	Name of the product specification. Located in the Product Specification [sn_prd_pm_product_specification] table. Data type: String
productOrderItem.product.productSpecification.version	External version of the product specification. Data type: String Table: In the external_version field of the Product Specification

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	[sn_prd_pm_product_specification] table.
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. This value is always `ProductSpecificationRef`. This information is not stored. Data type: String
productOrderItem.product.relatedParty	List of contacts for line items. Data type: Array of Objects `"relatedParty:" [ { "email": "String", "firstName": "String", "lastName": "String", "phone": "String", "@referredType": "String", "@type": "String" } ]`
productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String Data type: String
productOrderItem.product.relatedParty.phone	Business phone number of the contact. Data type: String
productOrderItem.product.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	`RelatedParty`. This information is not stored. Data type: String
productOrderItem.product.@type	Part of TMF Open API standard. Annotation for the product. This value is always `Product`. This information is not stored. Data type: String
productOrderItem.productOffering	Description of the product offering associated with the product. Data type: Object `"productOffering:" { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productOrderItem.productOffering.id	Initial_version or external_id of the product offering. The initial_version is the sys_id of the first version of the offering. Located in the sys_id or external_id field of the Product Offering [sn_prd_pm_product_offering] table. If both sys_id and external_id are present, the external_id is returned. Data type: String
productOrderItem.productOffering.internalId	Initial version of the product offering. The initial version is the sys_id of the first version of the offering. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
productOrderItem.productOffering.internalVersion	Version of the product offering. Data type: String Table: In the version field of the Product Offering [sn_prd_pm_product_offering] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table. Data type: String
productOrderItem.productOffering.version	External version of the product offering. Data type: String Table: In the external_version field of the Product Offering [sn_prd_pm_product_offering] table.
productOrderItem.productOrderItemRelationship	List of the relationships between order line items. Data type: Array of Objects `"productOrderItemRelationship": [ { "id": "String", "relationshipType": "String" } ]`
productOrderItem.productOrderItemRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
productOrderItem.productOrderItemRelationship.relationshipType	Type of relationship between the two line items. This information is used to identify the relationship hierarchy. Possible values: • HasChild • HasParent • Requires `HasChild` and `HasParent` are used for parent/child relationships. `Requires` is used for horizontal relationships (a line item requires another line item). Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.quantity	Number of the associated items to order. Data type: Number
productOrderItem.state	Current state of the product order item. This value is always `new`. Data type: String
productOrderItem.@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrderItem`. This information is not stored. Data type: String
relatedParty	List of contacts for the order. Each contact is an object in the array. Must list at least one item which contains customer account or consumer account information. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String", "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Located in the Account [customer_account], Contact [customer_contact] table, or Consumer [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.type	Type of customer. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Consumer • Customer • CustomerContact Data type: String
requestedCompletionDate	Delivery date requested by the customer. Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
state	Current state of the order. For this endpoint, this value is always `new`. Data type: String
@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrder`. This information is not stored. Data type: String

Example: Processing asynchronously

This example shows how to use the *mode* query parameter to create an order asynchronously. The order is added to the Inbound Queue [sn_tmt_core_inbound_queue] table on a schedule to be created.

```
curl -X POST
 'https://instance.service-now.com/api/sn_ind_tmt_orm/order/prod
uctOrder?mode=async' \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d '{
  "requestedCompletionDate": "2021-05-02T08:13:59.506Z",
  "requestedStartDate": "2020-05-03T08:13:59.506Z",
  "orderDate": "2020-05-03T08:13:59.506Z",
  "externalId": "PO-4ddd56",
  "orderCurrency": "USD",
  "note": [
    {
      "id": "1",
      "author": "Jean Pontus",
      "date": "2019-04-30T08:13:59.509Z",
      "text": "This is a TMF product order illustration"
    },
    {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "id": "2",
      "author": "Jean Pontus1",
      "date": "2019-04-30T08:13:59.509Z",
      "text": "This is a TMF product order illustration no 2"
    }
  ],
  "productOrderItem": [
    {
      "id": "100",
      "quantity": 1,
      "action": "add",
      "actionReason":"adding service package OLI",
      "product": {
        "isBundle": false,
        "@type": "Product",
        "productSpecification": {
          "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
          "name": "SD-WAN Service Package",
          "@type": "ProductSpecificationRef"
        },
        "relatedParty": [
          {
            "firstName": "John",
            "lastName": "Smith",
            "email": "abc2@example.com",
            "phone": "32456768",
            "@type": "RelatedParty",
            "@referredType": "OrderLineItemContact"
          }
        ],
        "productRelationship": [
          {
            "id": "be6d13f45b562010 2dff5e92dc81c781",
            "relationshipType": "Requires"
          }
        ]
      },
      "productOffering": {
        "id": "69017a0f536520103b6bddeeff7b127d",
        "name": "Premium SD-WAN Offering"
      },
      "productOrderItemRelationship": [
        {
          "id": "110",
          "relationshipType": "HasChild"
        },
        {
          "id": "120",
          "relationshipType": "HasChild"
        },
        {
          "id": "130",
          "relationshipType": "HasChild"
        }
      ],
      "@type": "ProductOrderItem"
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "id": "110",
      "quantity": 1,
      "action": "add",
      "itemPrice": [
        {
          "description": "Access Fee",
          "name": "Access Fee",
          "priceType": "nonRecurring",
          "price": {
            "taxRate": 0,
            "dutyFreeAmount": {
              "unit": "USD",
              "value": 100
            },
            "taxIncludedAmount": {
              "unit": "USD",
              "value": 220
            }
          }
        }
      ],
      "product": {
        "isBundle": false,
        "@type": "Product",
        "productCharacteristic": [
          {
            "name": "Tenancy",
            "valueType": "string",
            "value": "Premium (>50 sites)"
          }
        ],
        "productSpecification": {
          "id": "216663aa53702010cd6dddeeff7b12b5",
          "name": "SD-WAN Controller",
          "@type": "ProductSpecificationRef"
        },
        "place": {
          "@type": "Place",
          "id": "5671dd2ec3a53010188473ce3640dd81"
        },
        "relatedParty": [
          {
            "firstName": "John",
            "lastName": "Smith",
            "email": "abc2@example.com",
            "phone": "32456768",
            "@type": "RelatedParty",
            "@referredType": "OrderLineItemContact"
          }
        ],
        "productRelationship": [
          {
            "id": "be6d13f45b5620102dff5e92dc81c781",
            "relationshipType": "Requires"
          }
        ]
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering"
    },
    "productOrderItemRelationship": [
      {
        "id": "100",
        "relationshipType": "HasParent"
      }
    ],
    "@type": "ProductOrderItem"
  },
  {
    "id": "120",
    "action": "add",
    "actionReason":"adding service package OLI",
    "quantity": 1,
    "itemPrice": [
      {
        "description": "Tariff plan monthly fee",
        "name": "MonthlyFee",
        "priceType": "recurring",
        "recurringChargePeriod": "month",
        "price": {
          "taxRate": 0,
          "dutyFreeAmount": {
            "unit": "USD",
            "value": 300
          },
          "taxIncludedAmount": {
            "unit": "USD",
            "value": 349
          }
        }
      }
    ],
    "product": {
      "isBundle": false,
      "@type": "Product",
      "productCharacteristic": [
        {
          "name": "CPE Model",
          "valueType": "string",
          "value": "ASR"
        },
        {
          "name": "WAN Optimization",
          "valueType": "string",
          "value": "Advance"
        },
        {
          "name": "CPE Type",
          "valueType": "string",
          "value": "Physical"
        },
        {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name": "Routing",
            "valueType": "string",
            "value": "Premium"
          }
        ],
        "productSpecification": {
          "id": "39b627aa53702010cd6dddeeff7b1202",
          "name": "SD-WAN Edge Device",
          "@type": "ProductSpecificationRef"
        },
        "place": {
          "@type": "Place",
          "id": "5671dd2ec3a53010188473ce3640dd81"
        },
        "relatedParty": [
          {
            "firstName": "John",
            "lastName": "Smith",
            "email": "abc2@example.com",
            "phone": "32456768",
            "@type": "RelatedParty",
            "@referredType": "OrderLineItemContact"
          }
        ],
        "productRelationship": [
          {
            "id": "be6d13f45b5620102dff5e92dc81c781",
            "relationshipType": "Requires"
          }
        ]
      },
      "productOffering": {
        "id": "69017a0f536520103b6bddeeff7b127d",
        "name": "Premium SD-WAN Offering"
      },
      "productOrderItemRelationship": [
        {
          "id": "100",
          "relationshipType": "HasParent"
        }
      ],
      "@type": "ProductOrderItem"
    },
    {
      "id": "130",
      "quantity": 1,
      "action": "add",
      "actionReason":"adding service package OLI",
      "itemPrice": [
        {
          "description": "Tariff plan monthly security",
          "name": "MonthlySecurity",
          "priceType": "nonRecurring",
          "price": {
            "taxRate": 0,
            "dutyFreeAmount": {
              "unit": "USD",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "value": 30
          },
          "taxIncludedAmount": {
            "unit": "USD",
            "value": 30
          }
        }
      }
    ],
    "product": {
      "isBundle": false,
      "@type": "Product",
      "productCharacteristic": [
        {
          "name": "Security Type",
          "valueType": "string",
          "value": "Premium"
        }
      ],
      "productSpecification": {
        "id": "a6514bd3534560102f18ddeeff7b1247",
        "name": "SD-WAN Security",
        "@type": "ProductSpecificationRef"
      },
      "place": {
        "@type": "Place",
        "id": "5671dd2ec3a53010188473ce3640dd81"
      },
      "relatedParty": [
        {
          "firstName": "John",
          "lastName": "Smith",
          "email": "abc2@example.com",
          "phone": "32456768",
          "@type": "RelatedParty",
          "@referredType": "OrderLineItemContact"
        }
      ],
      "productRelationship": [
        {
          "id": "be6d13f45b5620102dff5e92dc81c781",
          "relationshipType": "Requires"
        }
      ]
    },
    "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering"
    },
    "productOrderItemRelationship": [
      {
        "id": "100",
        "relationshipType": "HasParent"
      }
    ],
    "@type": "ProductOrderItem"
  }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ],
  "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
  "@type": "ProductOrder"
}'
```

Response body.

```
{
  "orderId": "304e877ac3ab5110856d73ce3640dde5"
}
```

Example: Processing synchronously (default)

The following example shows how to create a product order.

```
curl -X POST
 "https://instance.service-now.com/api/sn_ind_tmt_orm/order/prod
uctOrder" \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
  "requestedCompletionDate": "2021-05-02T08:13:59.506Z",
  "requestedStartDate": "2020-05-03T08:13:59.506Z",
  "externalId": "PO-456",
  "currencyCode": "USD",
  "channel": [
    {
      "id": "2",
      "name": "Online channel"
    }
  ],
  "note": [
    {
      "text": "This is a TMF product order illustration"
    },
    {
      "text": "This is a TMF product order illustration no 2"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  ],
  "productOrderItem": [
    {
      "id": "POI100",
      "quantity": 1,
      "action": "change",
      "product": {
        "id": "fa6d13f45b5620102dff5e92dc81c77f",
        "@type": "Product",
        "productSpecification": {
          "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
          "name": "SD-WAN Service Package",
          "@type": "ProductSpecificationRef"
        },
        "place": {
          "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
          "@type": "Place"
        }
      },
      "productOffering": {
        "id": "69017a0f536520103b6bddeeff7b127d",
        "name": "Premium SD-WAN Offering"
      },
      "productOrderItemRelationship": [
        {
          "id": "POI120",
          "relationshipType": "HasChild"
        },
        {
          "id": "POI130",
          "relationshipType": "HasChild"
        }
      ],
      "@type": "ProductOrderItem"
    },
    {
      "id": "POI120",
      "quantity": 1,
      "action": "change",
      "actionReason":"adding service package OLI",
      "itemPrice": [
        {
          "priceType": "recurring",
          "recurringChargePeriod": "month",
          "price": {
            "taxIncludedAmount": {
              "unit": "USD",
              "value": 20
            }
          }
        }
      ],
      "product": {
        "id": "766d13f45b5620102dff5e92dc81c78a",
        "@type": "Product",
        "productCharacteristic": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "name": "WAN Optimization",
          "value": "Base",
          "previousValue": "Advance"
        }
      ],
      "productSpecification": {
        "id": "39b627aa53702010cd6dddeeff7b1202",
        "name": "SD-WAN Edge Device",
        "@type": "ProductSpecificationRef"
      },
      "productRelationship": [
         {
            "id": "326d13f45b5620102dff5e92dc81c785",
            "relationshipType": "Requires"
         }
      ],
      "relatedParty": [
        {
          "id": "51670151c35420105252716b7d40ddfe",
          "firstName": "Joe",
          "lastName": "Doe",
          "email": "abc@example.com",
          "phone": "1234567890",
          "@type": "RelatedParty",
          "@referredType": "OrderLineItemContact"
        }
      ],
      "place": {
        "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
        "@type": "Place"
      }
    },
    "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering"
    },
    "productOrderItemRelationship": [
      {
        "id": "POI100",
        "relationshipType": "HasParent"
      },
      {
        "id": "POI130",
        "relationshipType": "Requires"
      }
    ],
    "@type": "ProductOrderItem"
  },
  {
    "id": "POI130",
    "quantity": 1,
    "action": "add",
    "actionReason":"adding service package OLI",
    "itemPrice": [
      {
        "priceType": "recurring",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "recurringChargePeriod": "month",
          "price": {
            "taxIncludedAmount": {
              "unit": "USD",
              "value": 20
            }
          }
        }
      ],
      "product": {
        "@type": "Product",
        "productCharacteristic": [
          {
            "name": "Security Type",
            "value": "Base",
            "previousValue": "Advance"
          }
        ],
        "productSpecification": {
          "id": "a6514bd3534560102f18ddeeff7b1247",
          "name": "SD-WAN Security",
          "@type": "ProductSpecificationRef"
        },
        "relatedParty": [
          {
            "id": "51670151c35420105252716b7d40ddfe",
            "firstName": "Joe",
            "lastName": "Doe",
            "email": "abc@example.com",
            "phone": "1234567890",
            "@type": "RelatedParty",
            "@referredType": "OrderLineItemContact"
          }
        ],
        "place": {
          "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
          "@type": "Place"
        }
      },
      "productOffering": {
        "id": "69017a0f536520103b6bddeeff7b127d",
        "name": "Premium SD-WAN Offering"
      },
      "productOrderItemRelationship": [
        {
          "id": "POI100",
          "relationshipType": "HasParent"
        }
      ],
      "@type": "ProductOrderItem"
    }
  ],
  "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
  "@type": "ProductOrder"
}
```

Response body.

```
{
  "requestedCompletionDate": "2021-05-02T08:13:59.506Z",
  "requestedStartDate": "2020-05-03T08:13:59.506Z",
  "externalId": "PO-456",
  "currencyCode": "USD",
  "channel": [
    {
      "id": "2",
      "name": "Online chanel"
    }
  ],
  "note": [
    {
      "text": "This is a TMF product order illustration"
    },
    {
      "text": "This is a TMF product order illustration no 2"
    }
  ],
  "productOrderItem": [
    {
      "id": "POI100",
      "quantity": 1,
      "action": "change",
      "actionReason":"adding service package OLI",
      "product": {
        "id": "fa6d13f45b5620102dff5e92dc81c77f",
        "@type": "Product",
        "productSpecification": {
          "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
          "name": "SD-WAN Service Package",
          "internalVersion": "1",
          "version": "v1",
          "internalId": "cfe5ef6a53702010cd6dddeeff7b12f6",
          "@type": "ProductSpecificationRef"
        },
        "place": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
          "@type": "Place"
        }
      },
      "productOffering": {
        "id": "69017a0f536520103b6bddeeff7b127d",
        "name": "Premium SD-WAN Offering",
        "internalVersion": "1",
        "version": "v1",
        "internalId": "69017a0f536520103b6bddeeff7b127d"
      },
      "productOrderItemRelationship": [
        {
          "id": "POI120",
          "relationshipType": "HasChild"
        },
        {
          "id": "POI130",
          "relationshipType": "HasChild"
        }
      ],
      "@type": "ProductOrderItem",
      "state": "new"
    },
    {
      "id": "POI120",
      "quantity": 1,
      "action": "change",
      "actionReason":"adding service package OLI",
      "itemPrice": [
        {
          "priceType": "recurring",
          "recurringChargePeriod": "month",
          "price": {
            "taxIncludedAmount": {
              "unit": "USD",
              "value": 20
            }
          }
        }
      ],
      "product": {
        "id": "766d13f45b5620102dff5e92dc81c78a",
        "@type": "Product",
        "productCharacteristic": [
          {
            "name": "WAN Optimization",
            "value": "Base",
            "previousValue": "Advance"
          }
        ],
        "productSpecification": {
          "id": "39b627aa53702010cd6dddeeff7b1202",
          "name": "SD-WAN Edge Device",
          "internalVersion": "1",
          "version": "v1",
          "internalId": "39b627aa53702010cd6dddeeff7b1202",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "@type": "ProductSpecificationRef"
      },
      "productRelationship": [
        {
          "id": "326d13f45b5620102dff5e92dc81c785",
          "relationshipType": "Requires"
        }
      ],
      "relatedParty": [
        {
          "id": "51670151c35420105252716b7d40ddfe",
          "firstName": "Joe",
          "lastName": "Doe",
          "email": "abc@example.com",
          "phone": "1234567890",
          "@type": "RelatedParty",
          "@referredType": "OrderLineItemContact"
        }
      ],
      "place": {
        "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
        "@type": "Place"
      }
    },
    "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering",
      "internalVersion": "1",
      "version": "v1",
      "internalId": "69017a0f536520103b6bddeeff7b127d"
    },
    "productOrderItemRelationship": [
      {
        "id": "POI100",
        "relationshipType": "HasParent"
      },
      {
        "id": "POI130",
        "relationshipType": "Requires"
      }
    ],
    "@type": "ProductOrderItem",
    "state": "new"
  },
  {
    "id": "POI130",
    "quantity": 1,
    "action": "add",
    "actionReason":"adding service package OLI",
    "itemPrice": [
      {
        "priceType": "recurring",
        "recurringChargePeriod": "month",
        "price": {
          "taxIncludedAmount": {
            "unit": "USD",
            "value": 20
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          }
        }
      }
    ],
    "product": {
      "@type": "Product",
      "productCharacteristic": [
        {
          "name": "Security Type",
          "value": "Base",
          "previousValue": "Advance"
        }
      ],
      "productSpecification": {
        "id": "a6514bd3534560102f18ddeeff7b1247",
        "name": "SD-WAN Security",
        "internalVersion": "1",
        "version": "v1",
        "internalId": "a6514bd3534560102f18ddeeff7b1247",
        "@type": "ProductSpecificationRef"
      },
      "relatedParty": [
        {
          "id": "51670151c35420105252716b7d40ddfe",
          "firstName": "Joe",
          "lastName": "Doe",
          "email": "abc@example.com",
          "phone": "1234567890",
          "@type": "RelatedParty",
          "@referredType": "OrderLineItemContact"
        }
      ],
      "place": {
        "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
        "@type": "Place"
      }
    },
    "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering",
      "internalVersion": "1",
      "version": "v1",
      "internalId": "69017a0f536520103b6bddeeff7b127d"
    },
    "productOrderItemRelationship": [
      {
        "id": "POI100",
        "relationshipType": "HasParent"
      }
    ],
    "@type": "ProductOrderItem",
    "state": "new"
  }
],
"relatedParty": [
      {
          "id": "eaf68911c35420105252716b7d40ddde",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
  "@type": "ProductOrder",
  "id": "8d75939453126010a795ddeeff7b126a",
  "href":
 "/api/sn_ind_tmt_orm/order/productOrder/8d75939453126010a795dde
eff7b126a",
  "state": "new"
}
```


Product Order Open API - POST /sn_ind_tmt_orm/productorder

Creates the specified customer order and customer order line items.

Important: Starting with the Tokyo release, this endpoint is deprecated. The new version of this endpoint is Product Order Open API - POST /sn_ind_tmt_orm/order/productOrder.

Once processed, new records are created in the following tables:

- Customer Order [sn_ind_tmt_orm_order]
- Order Characteristic [sn_ind_tmt_orm_order_characteristic_value]
- Order Line Item [sn_ind_tmt_orm_order_line_item]
- Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact]

URL format

Default URL: `/api/sn_ind_tmt_orm/productorder`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
channel	List of channels to use for selling the p Data type: Array of Objects `"channel": [ { "id": "String", "name": "String" } ]` Stored in: sn_ind_tmt_orm_order
channel.id	Required. Unique identifier of the chan products. Channel ID values are locate Distribution Channel [sn_prd_pm_distr Data type: String Stored in: The channel field of the sn_i Default: Blank string
channel.name	Name of the channel to use to sell the names are defined on the Choice List t the sn_ind_tmt_orm_order table. Data type: String Default: Blank string
committedDueDate	Date and time when the action must be This value must be the same as or later values for each order line item. Data type: String Stored in: The committed_due_date fie
externalId	Unique identifier for the customer orde external system. Data type: String Stored in: The external_id field of the s Default: Blank string
href	Relative link to the resource record. Data type: String Default: Blank string
note	Additional notes made by the custome

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: Array of Objects `"note": [ { "text": "String" } ]` Stored in: sn_ind_tmt_orm_order
note.text	Required. Additional notes/comments Data type: String Stored in: The comments field of the sr Default: Blank string
orderCurrency	Required. Currency code for the order must be the same for all elements of th an error is returned and the order isn't currency code can't be changed. Data type: String
productOrderItem	Required. Items associated with the pr Data type: Array of Objects `"productOrderItem": [ { "action": "String", "actionReason": "Stri "committedDueDate": " "externalProductInven "id": "String", "itemPrice": [Array], "product": {Object}, "productOffering": {O "productOrderItemRela "quantity": Number, "@type": "String" } ]` Stored in: Order Line Item [sn_ind_tmt
productOrderItem.action	Required. Action to carry out on the pr defined on the Choice List tab in the A sn_ind_tmt_orm_order_line_item table Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• add • change • delete • no-change • resume • suspend Data type: String Stored in: The action field of the Order [sn_ind_tmt_orm_order_line_item] tabl
productOrderItem.actionReason	Optional. Description of the reason for Data type: String Stored in: The action_reason field of th [sn_ind_tmt_orm_order_line_item] tabl
productOrderItem.committedDueDate	Date and time when the action must be Data type: String Stored in: The committed_due_date fie [sn_ind_tmt_orm_order_line_item] tabl

productOrderItem.externalProductInventory	External IDs to map to the product inve
	
	Data type: Array of Objects
	
	`"externalProductInventory`
	`{`
	`"externalProductInven`
	`}`
	`]`

productOrderItem.externalProductInventory.externalProductInventoryId	External ID to map to the product inver Data type: String Stored in: The external_inventory_id fie [sn_ind_tmt_orm_order_line_item] tabl of the sn_prd_invt_product_inventory
productOrderItem.id	Required. Unique identifier of the line it Data type: String Stored in: The external_id field of the C [sn_ind_tmt_orm_order_line_item] tabl Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Default: Blank string
productOrderItem.itemPrice	Price associated with the product. Data type: Array of Objects `"itemPrice": [ { "price": {Object}, "priceType": "String" "recurringChargePerio } ]` Stored in: sn_ind_tmt_orm_order Default: Blank string
productOrderItem.itemPrice.price	Description of the price of the associat Data type: Object `"price": { "taxIncludedAmount": {O }` Stored in: Order Line Item [sn_ind_tmt_ Default: Blank string
productOrderItem.itemPrice.price.taxIncludedAmount	Description of the price of the associat Data type: Object `"taxIncludedAmount": { "unit": "String", "value": Number }` Stored in: Order Line Item [sn_ind_tmt_
productOrderItem.itemPrice.price.taxIncludedAmount.unit	Currency code in which the price is exp Data type: String Stored in: The mrc or nrc field of the Or [sn_ind_tmt_orm_order_line_item] tabl
productOrderItem.itemPrice.price.taxIncludedAmount.value	Price of product, including any tax. Data type: Number Stored in: The mrc or nrc field of the Or [sn_ind_tmt_orm_order_line_item] tabl
productOrderItem.itemPrice.priceType	Specifies whether the price of the item

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring p Data type: String

productOrderItem.product	Required if *productOrderItem.a* details of the product purchased by th
	
	Data type: Object
	`"product": {`
	`"id": "String",`
	`"place": {Object},`
	`"productCharacteristic"`
	`"productSpecification":`
	`"relatedParty": {Object`
	`"@type": "String"`
	`}`
	
	Stored in: Order Line Item [sn_ind_tmt_

productOrderItem.product.id	Required if *productOrderItem.a* identifier of the product sold. Data type: String Default: Blank string Table: In the sys_id or sn_ind_tmt_orm Inventory [sn_ind_tmt_orm_product_in

productOrderItem.product.place	Maps of the locations on which to insta
	
	Data type: Object
	`"place": {`
	`"id": "String",`
	`"@type": "String"`
	`}`
	
	Stored in: Order Line Item [sn_ind_tmt_

productOrderItem.product.place.id	Required. Sys_id of the associated loca Data type: String Table: Location [cmn_location] Stored in: The location field of the Orde [sn_ind_tmt_orm_order_line_item] tabl
productOrderItem.product.place.@type	Part of TMF Open API standard. Annot value is always `Place`. This informatio

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
productOrderItem.product.productCharacteristic	Characteristics of the associated produ Data type: Array of Objects `"productCharacteristic": { "name": "String", "previousValue": "Str "value": "String" } ]` Stored in: sn_ind_tmt_orm_order_chara
productOrderItem.product.productCharacteristic.name	Name of the characteristic record to as Data type: String Table: Characteristic [sn_prd_pm_char Stored in: The characteristics field of th sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if request is a change order if the *produ* other than `add`. For additional informa Create product characteristics and cha Data type: String Stored in: The previous_characteristic_ sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productCharacteristic.value	Characteristic option values associate information on characteristic option va and characteristic options. Data type: String Stored in: The characteristic_option_va sn_ind_tmt_orm_order_characteristic_ Default: Blank string
productOrderItem.product.productSpecification	Optional. Description of the product sp

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Note: Change orders (*product* `change`) are processed differentl *sn_ind_tmt_orm.allowSpe* system property. The value of this order is processed if the product i indicated in the order. • When this system property is se is automatically upgraded to the the referenced product specifica successfully processed. • When this system property is se different version than indicated version mismatch. Data type: Object `"productSpecification": { "id": "String", "internalVersion": "Str "name": "String", "version": "String", "@type": "String" }` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.product.productSpecification.id	Required. Initial version or external ID version is the sys_id of the first version Data type: String Table: Product Specification [sn_prd_p
productOrderItem.product.productSpecification.internalVersion	Version of the product specification. Data type: String Table: In the version field of the Produc [sn_prd_pm_product_specification] ta
productOrderItem.product.productSpecification.name	Name of the product specification. Data type: String Table: Product Specification [sn_prd_p
productOrderItem.product.productSpecification.version	External version of the product specifi Data type: String Table: In the external_version field of th [sn_prd_pm_product_specification] ta

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. Th `ProductSpecificationRef`. This Data type: String
productOrderItem.product.relatedParty	List of party roles linked to an OrderLin Data type: Array of Objects `"relatedParty": [ { "email": "String", "firstName": "String" "lastName": "String", "phone": "String", "@referredType": "Str "@type": "String" } ]` Stored in: sn_ind_tmt_orm_order_line_
productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String Stored in: The email field of the sn_ind table. Default: Blank string
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String Stored in: The first_name field of the sr table. Default: Blank string
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String Stored in: The lastName field of the sn_ table. Default: Blank string
productOrderItem.product.relatedParty.phone	Business phone number of the contact Data type: String Stored in: The business_phone field of sn_ind_tmt_orm_order_line_item_cont

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Default: Blank string
productOrderItem.product.relatedParty.@referredType	Required. Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annot value is always `RelatedParty`. This Data type: String
productOrderItem.product.@type	Part of TMF Open API standard. Annot always `Product`. This information is n Data type: String

productOrderItem.productOffering	Required. Description of the product of
	
	Data type: Object
	
	`"productOffering": {`
	`"id": "String",`
	`"internalVersion": "Str`
	`"name": "String",`
	`"version": "String"`
	`}`
	
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.productOffering.id	Required. Initial version or external ID is the sys_id of the first version of the o Data type: String Table: Product Offering [sn_prd_pm_p
productOrderItem.productOffering.internalVersion	Version of the product offering. Data type: String Table: In the version field of the Produc [sn_prd_pm_product_offering] table.
productOrderItem.productOffering.name	Name of the product offering. Data type: String Table: Product Offering [sn_prd_pm_p
productOrderItem.productOffering.version	External version of the product offering Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Table: In the external_version field of th [sn_prd_pm_product_offering] table.
productOrderItem.productOrderItem.quantity	Number of the associated items to orde Data type: Number Stored in: The quantity field of the sn_i Default: null

productOrderItem.productOrderItemRelationship	Required. List that describes the paren items.
	
	Data type: Array of Objects
	
	`"productOrderItemRelation`
	`{`
	`"id": "String",`
	`"relationshipType": "`
	`}`
	`]`
	
	Stored in: sn_ind_tmt_orm_order_line_

productOrderItem.productOrderItemRelationship.id	Required. Same as the *productOrde* child relationship Data type: String Stored in: The parent_line_item field of table. Default: Blank string
productOrderItem.productOrderItemRelationship.relationshipType	Required. Type of relationship betweer used to identify relationship hierarchy. Possible values: • HasChild • HasParent Data type: String
productOrderItem.quantity	Number of items ordered. Data type: Number Stored in: The quantity field of the sn_i Default: Blank string
productOrderItem.@type	Part of TMF Open API standard. Annot always `ProductOrderItem`. This in

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
relatedParty	List of contacts for the order. Each cont at least one item which contains custo information. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "Str "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account or order. Data type: String Table: Account [customer_account], Co Consumer [csm_consumer]
relatedParty.name	Name of the account, customer, or con Data type: String
relatedParty.@referredType	Required. Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annot always `RelatedParty`. This informa Data type: String
requestedCompletionDate	Delivery date requested by the custom Data type: String Stored in: The expected_end_date fiel Default: Blank string
requestedStartDate	Order start date requested by the cust Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Stored in: The expected_start_date fiel Default: Blank string
@type	Part of TMF Open API standard. Annot always `ProductOrder`. This informa Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. If there are any issues with the characteristics or characteristics option information, the endpoint stores the following comments in the work notes fields of the associated Customer Order Line Item record: • `The following Order Item characteristics does not exist: Review specification <`*`characteristic.name`*`> and correct the characteristic and characteristic option in the order line item prior to approving the order.`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• `Order Item characteristic: <characteristic.name> with characteristic value: <characteristic.value>is invalid. Correct the characteristic values before approving the order.`
400	Bad Request. Could be any of the following reasons: • `Invalid payload: Request body missing` - Payload was not passed in the request body. • `Invalid payload: productOrderItem is missing` - Product order line item object or JSON is missing. • `Invalid payload: productOrderItem id is missing` - The *`id`* parameter is missing in the product order line item of the payload. • `Invalid payload: productOrderItem action is missing` - The *`action`* parameter is missing in the product order line item of the payload. • `Invalid payload: productOrderItem productOffering is missing` - The product offering object or JSON is missing from the product order line item in the payload. • `Invalid payload: productOffering id is missing` - The *`id`* parameter is missing in the product order line item of the product offering object in the payload. • `Invalid payload: Product offering does not exist` - The product offering in the product order line item is not valid. • `Invalid payload: productOrderItem product is missing` - The product object or JSON in the product order line item is missing from the payload. • `Invalid payload: product productSpecification is missing` - The product specification object or JSON in the product order line item is missing from the payload. • `Invalid payload: productSpecification id is missing` - The *`id`* parameter in the product order line item of the product specification object is missing from the payload. • `Invalid payload: Product specification does not exist` - The product specification in the product order line item is not valid. • `Invalid payload: Product Inventory does not exist` - In a change order (action = change), the quantity of an item is greater than what is in stock. • `Invalid payload: Product inventory ID is missing` - In change order, the *`product.id`* is missing in the payload. • `Invalid payload: Sold Product is inactive` - In a change order, a product specified in the payload is inactive. • `Invalid payload: relatedParty is missing` - The related party object is missing from the payload. • `Invalid payload: Customer Account or Consumer is missing` - The related party customer or consumer object is missing from the payload. • `Invalid payload: Consumer does not exist` - The specified related party consumer does not exist in the ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• `Invalid payload: Customer Account does not exist` - The specified related party customer does not exist in the ServiceNow instance. • `Invalid payload: Order creation failed` - Not able to create the requested order.

Response body parameters (JSON)

Name	Description
channel	List of channels to use for selling the products. Data type: Array of Objects `"channel": [ { "id": "String", "name": "String" } ]`
channel.id	Unique identifier of the channel to use to sell the associated products. Data type: String
channel.name	Name of the channel to use to sell the associated products. Data type: String
id	Sys_id of the customer order created for this request. Data type: String
externalId	External identifier for the customer order, such as a purchase order number. Data type: String
note	List of additional notes made by the customer when ordering. Data type: Array of Objects `"note": [ { "text": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
note.text	Additional notes/comments made by the customer while ordering. Data type: String

productOrderItem	List that describes items associated with the product order and their associated action.
	
	Data type: Array of Objects
	<pre>"productOrderItem:" [
	  {
	    "action": "String",
	    "id": "String",
	    "itemPrice":
	[Array],
	    "product":
	{Object},
	    "productOffering":
	{Object},
	
	  "productOrderItemRelea
	tionship": [Array],
	    "quantity": Number,
	    "state": "String",
	    "@type": "String"
	  }
	]</pre>

productOrderItem.action	Action to carry out on the product. Possible actions are defined on the Choice List tab in the Action Dictionary Entry of the sn_ind_tmt_orm_order_line_item table. Data type: String
productOderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of the sn_ind_tmt_orm_order_line_item table.
productOrderItem.id	Unique identifier of the line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	[sn_ind_tmt_orm_order_line_item] table. Data type: String
productOrderItem.itemPrice	List that describes the price associated with the product. Data type: Array of Objects `"itemPrice": [ { "price": {Object}, "priceType": "String", "recurringChargePeriod": "String" } ]`
productOrderItem.itemPrice.price	Description of the price of the associated product. Data type: Object `"price": { "taxIncludedAmount": {Object} }`
productOrderItem.itemPrice.price.taxIncludeAmount	Description of the price of the associated product, including the tax. Data type: Object `"taxIncludedAmount": { "unit": "String", "value": Number }`
productOrderItem.itemPrice.price.taxIncludeAmount.unit	Currency code in which the price is depicted. Data type: String
productOrderItem.itemPrice.price.taxIncludeAmount.value	Price of product, including any tax. Data type: Number
productOrderItem.itemPrice.priceType	Type of item price, recurring or non-recurring. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.itemPrice.recurringChargePeriod	If the price is recurring, the recurring period, such as `month`. Data type: String
productOrderItem.product	Description of the instance details of the product purchased by the customer. Data type: Object `"product": { "id": "String", "place": {Object}, "productCharacteristic": [Array], "productSpecification": {Object}, "relatedParty": {Object}, "@type": "String" }`
productOrderItem.product.id	Unique identifier of the product sold. Located in the sys_id or sn_ind_tmt_orm_external_id field of the Product Inventory [sn_ind_tmt_orm_product_inventory] table. This parameter is only returned if *`productOrderItem.action`* is `change` or `delete`. If both sys_id and external_id are present, the external_id is returned. Data type: String
productOrderItem.product.place	Maps of the locations on which to install the product. Data type: Object `"place": { "id": "String", "@type": "String" }`
productOrderItem.product.place.id	Sys_id of the associated location record in the Location [cmn_location] table. Data type: String
productOrderItem.product.productCharacteristic	List of characteristics of the associated product.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Data type: Array of Objects
	<pre>"productCharacteristic": [
	  {
	  "name": "String",
	  "previousValue": "String",
	  "value": "String"
	  }
	]</pre>

productOrderItem.product.productCharacteristic.name	Name of the characteristic record to associate with the product. Located in the Characteristic [sn_prd_pm_characteristic] table. Data type: String
productOrderItem.product.productCharacteristic.previousValue	Previous characteristic option values if the update is for a change order. The request is a change order if the *`productOrderItem.action`* parameter is other than `add`. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String
productOrderItem.product.productCharacteristic.value	Characteristic option values associated with the product. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String

productOrderItem.product.productSpecification	Description of the product specification associated with the product.
	
	Data type: Object
	<pre>"productSpecification": {
	  "id": "String",
	  "internalVersion": "String",
	  "name": "String",
	  "version": "String",
	  "@type": "String"
	}</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
productOrderItem.product.productSpecification.id	Initial_version or external_id of the product specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Product Specification [sn_prd_pm_product_specification] table. If both sys_id and external_id are present, the external_id is returned. Data type: String
productOrderItem.product.productSpecification.name	Name of the product specification. Located in the Product Specification [sn_prd_pm_product_specification] table. Data type: String
productOrderItem.product.productSpecification.@type	Part of the TMF Open API standard. This value is always `ProductSpecificationRef`. This information is not stored. Data type: String
productOrderItem.product.relatedParty	List of contacts for line items. Data type: Array of Objects `"relatedParty:" [ { "email": "String", "firstName": "String", "lastName": "String", "phone": "String", "@referredType": "String", "@type": "String" } ]`
productOrderItem.product.relatedParty.email	Email address of the contact. Data type: String
productOrderItem.product.relatedParty.firstName	First name of the contact. Data type: String
productOrderItem.product.relatedParty.lastName	Last name of the contact. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productOrderItem.product.relatedParty.phone	Business phone number of the contact. Data type: String
productOrderItem.product.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact Data type: String
productOrderItem.product.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `RelatedParty`. This information is not stored. Data type: String
productOrderItem.product.@type	Part of TMF Open API standard. Annotation for the product. This value is always `Product`. This information is not stored. Data type: String
productOrderItem.productOffering	Description of the product offering associated with the product. Data type: Object `"productOffering": { "id": "String", "internalVersion": "String", "name": "String", "version": "String" }`
productOrderItem.productOffering.id	Initial_version or external_id of the product offering. The initial_version is the sys_id of the first version of the offering. Located in the sys_id or external_id field of the Product Offering [sn_prd_pm_product_offering] table. If both sys_id and external_id are present, the external_id is returned. Data type: String
productOrderItem.productOffering.name	Name of the product offering. Located in the Product Offering [sn_prd_pm_product_offering] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
productOrderItem.productOrderItemRelationship	List of the relationships between order line items. Data type: Array of Objects `"productOrderItemRelationship": [ { "id": "String", "relationshipType": "String" } ]`
productOrderItem.productOrderItemRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
productOrderItem.productOrderItemRelationship.relationshipType	Type of relationship between the two line items. This information is used to identify the relationship hierarchy. Data type: String
productOrderItem.quantity	Number of the associated items to order. Data type: Number
productOrderItem.state	Current state of the product order item. This value is always new. Data type: String
productOrderItem.@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrderItem`. This information is not stored. Data type: String
relatedParty	List of contacts for the order. Each contact is an object in the array. Must list at least one item which contains customer account or consumer account information. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"relatedParty": [
	  {
	  "id": "String",
	  "name": "String",
	  "@referredType": "String",
	  "@type": "String"
	  }
	]</pre>

relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Located in the Account [customer_account], Contact [customer_contact] table, or Consumer [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.type	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
requestedCompletionDate	Delivery date requested by the customer. Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
state	Current state of the order. For this endpoint, this value is always `new`. Data type: String
@type	Part of TMF Open API standard. Annotation for the product. This value is always `ProductOrder`. This information is not stored. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following code example creates a customer order.

```
curl -X POST
 "https://servicenow-instance/api/sn_ind_tmt_orm/productorder" \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
  "requestedCompletionDate": "2021-05-02T08:13:59.506Z",
  "requestedStartDate": "2020-05-03T08:13:59.506Z",
  "externalId": "PO-456",
  "channel": [
    {
      "id": "2",
      "name": "Online channel"
    }
  ],
  "note": [
    {
      "text": "This is a TMF product order illustration"
    },
    {
      "text": "This is a TMF product order illustration no 2"
    }
  ],
  "productOrderItem": [
    {
      "id": "POI100",
      "quantity": 1,
      "action": "change",
      "product": {
        "id": "fa6d13f45b5620102dff5e92dc81c77f",
        "@type": "Product",
        "productSpecification": {
          "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
          "name": "SD-WAN Service Package",
          "@type": "ProductSpecificationRef"
        },
        "place": {
          "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
          "@type": "Place"
        }
      },
      "productOffering": {
        "id": "69017a0f536520103b6bddeeff7b127d",
        "name": "Premium SD-WAN Offering"
      },
      "productOrderItemRelationship": [
        {
          "id": "POI120",
          "relationshipType": "HasChild"
        },
        {
          "id": "POI130",
          "relationshipType": "HasChild"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
      ],
      "@type": "ProductOrderItem"
    },
    {
      "id": "POI120",
      "quantity": 1,
      "action": "change",
      "itemPrice": [
        {
          "priceType": "recurring",
          "recurringChargePeriod": "month",
          "price": {
            "taxIncludedAmount": {
              "unit": "USD",
              "value": 20
            }
          }
        }
      ],
      "product": {
        "id": "766d13f45b5620102dff5e92dc81c78a",
        "@type": "Product",
        "productCharacteristic": [
          {
            "name": "WAN Optimization",
            "value": "Base",
            "previousValue": "Advance"
          }
        ],
        "productSpecification": {
          "id": "39b627aa53702010cd6dddeeff7b1202",
          "name": "SD-WAN Edge Device",
          "@type": "ProductSpecificationRef"
        },
        "relatedParty": [
          {
            "id": "51670151c35420105252716b7d40ddfe",
            "firstName": "Joe",
            "lastName": "Doe",
            "email": "abc@example.com",
            "phone": "1234567890",
            "@type": "RelatedParty",
            "@referredType": "OrderLineItemContact"
          }
        ],
        "place": {
          "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
          "@type": "Place"
        }
      },
      "productOffering": {
        "id": "69017a0f536520103b6bddeeff7b127d",
        "name": "Premium SD-WAN Offering"
      },
      "productOrderItemRelationship": [
        {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "id": "POI100",
        "relationshipType": "HasParent"
      }
    ],
    "@type": "ProductOrderItem"
  },
  {
    "id": "POI130",
    "quantity": 1,
    "action": "add",
    "itemPrice": [
      {
        "priceType": "recurring",
        "recurringChargePeriod": "month",
        "price": {
          "taxIncludedAmount": {
            "unit": "USD",
            "value": 20
          }
        }
      }
    ],
    "product": {
      "@type": "Product",
      "productCharacteristic": [
        {
          "name": "Security Type",
          "value": "Base",
          "previousValue": "Advance"
        }
      ],
      "productSpecification": {
        "id": "a6514bd3534560102f18ddeeff7b1247",
        "name": "SD-WAN Security",
        "@type": "ProductSpecificationRef"
      },
      "relatedParty": [
        {
          "id": "51670151c35420105252716b7d40ddfe",
          "firstName": "Joe",
          "lastName": "Doe",
          "email": "abc@example.com",
          "phone": "1234567890",
          "@type": "RelatedParty",
          "@referredType": "OrderLineItemContact"
        }
      ],
      "place": {
        "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
        "@type": "Place"
      }
    },
    "productOffering": {
      "id": "69017a0f536520103b6bddeeff7b127d",
      "name": "Premium SD-WAN Offering"
    },
    "productOrderItemRelationship": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "id": "POI100",
          "relationshipType": "HasParent"
        }
      ],
      "@type": "ProductOrderItem"
    }
  ],
  "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
  "@type": "ProductOrder"
}
```

Response body.

```
{
    "requestedCompletionDate": "2021-05-02T08:13:59.506Z",
    "requestedStartDate": "2020-05-03T08:13:59.506Z",
    "externalId": "PO-456",
    "channel": [
        {
            "id": "2",
            "name": "Online chanel"
        }
    ],
    "note": [
        {
            "text": "This is a TMF product order illustration"
        },
        {
            "text": "This is a TMF product order illustration no
 2"
        }
    ],
    "productOrderItem": [
        {
            "id": "POI100",
            "quantity": 1,
            "action": "change",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "product": {
                "id": "fa6d13f45b5620102dff5e92dc81c77f",
                "@type": "Product",
                "productSpecification": {
                    "id": "cfe5ef6a53702010cd6dddeeff7b12f6",
                    "name": "SD-WAN Service Package",
                    "@type": "ProductSpecificationRef"
                },
                "place": {
                    "id": "25ab9c4d0a0a0bb3000f7dabdc0ca7c1c",
                    "@type": "Place"
                }
            },
            "productOffering": {
                "id": "69017a0f536520103b6bddeeff7b127d",
                "name": "Premium SD-WAN Offering"
            },
            "productOrderItemRelationship": [
                {
                    "id": "POI120",
                    "relationshipType": "HasChild"
                },
                {
                    "id": "POI130",
                    "relationshipType": "HasChild"
                }
            ],
            "@type": "ProductOrderItem",
            "state": "new"
        },
        {
            "id": "POI120",
            "quantity": 1,
            "action": "change",
            "itemPrice": [
                {
                    "priceType": "recurring",
                    "recurringChargePeriod": "month",
                    "price": {
                        "taxIncludedAmount": {
                            "unit": "USD",
                            "value": 20
                        }
                    }
                }
            ],
            "product": {
                "id": "766d13f45b5620102dff5e92dc81c78a",
                "@type": "Product",
                "productCharacteristic": [
                    {
                        "name": "WAN Optimization",
                        "value": "Base",
                        "previousValue": "Advance"
                    }
                ],
                "productSpecification": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "id": "39b627aa53702010cd6dddeeff7b1202",
                    "name": "SD-WAN Edge Device",
                    "@type": "ProductSpecificationRef"
                },
                "relatedParty": [
                    {
                        "id":
"51670151c35420105252716b7d40ddfe",
                        "firstName": "Joe",
                        "lastName": "Doe",
                        "email": "abc@example.com",
                        "phone": "1234567890",
                        "@type": "RelatedParty",
                        "@referredType": "OrderLineItemContact"
                    }
                ],
                "place": {
                    "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
                    "@type": "Place"
                }
            },
            "productOffering": {
                "id": "69017a0f536520103b6bddeeff7b127d",
                "name": "Premium SD-WAN Offering"
            },
            "productOrderItemRelationship": [
                {
                    "id": "POI100",
                    "relationshipType": "HasParent"
                }
            ],
            "@type": "ProductOrderItem",
            "state": "new"
        },
        {
            "id": "POI130",
            "quantity": 1,
            "action": "add",
            "itemPrice": [
                {
                    "priceType": "recurring",
                    "recurringChargePeriod": "month",
                    "price": {
                        "taxIncludedAmount": {
                            "unit": "USD",
                            "value": 20
                        }
                    }
                }
            ],
            "product": {
                "@type": "Product",
                "productCharacteristic": [
                    {
                        "name": "Security Type",
                        "value": "Base",
                        "previousValue": "Advance"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    }
                ],
                "productSpecification": {
                    "id": "a6514bd3534560102f18ddeeff7b1247",
                    "name": "SD-WAN Security",
                    "@type": "ProductSpecificationRef"
                },
                "relatedParty": [
                    {
                        "id":
"51670151c35420105252716b7d40ddfe",
                        "firstName": "Joe",
                        "lastName": "Doe",
                        "email": "abc@example.com",
                        "phone": "1234567890",
                        "@type": "RelatedParty",
                        "@referredType": "OrderLineItemContact"
                    }
                ],
                "place": {
                    "id": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
                    "@type": "Place"
                }
            },
            "productOffering": {
                "id": "69017a0f536520103b6bddeeff7b127d",
                "name": "Premium SD-WAN Offering"
            },
            "productOrderItemRelationship": [
                {
                    "id": "POI100",
                    "relationshipType": "HasParent"
                }
            ],
            "@type": "ProductOrderItem",
            "state": "new"
        }
    ],
    "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ],
    "@type": "ProductOrder",
    "id": "6be0a925c3a220103e2e73ce3640ddfe",
    "state": "new"
}
```

Project Portfolio Management API

The *Project Portfolio Management* API provides endpoints to bulk import cost plans and project tasks.

The PPM Standard plugin (com.snc.financial_planning_pmo) is required to access this API. The calling user must have the it_project_manager role.

This API is provided within the `now` namespace.

Project Portfolio Management - POST /now/ppm/insert_cost_plans

Creates cost plans in the Cost Plan [cost_plan] table.

URL format

Default URL: `/api/now/ppm/insert_cost_plans`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
end_fiscal_period	Required. Sys_id of the ending fiscal period for the cost plan. Data type: String Table: Fiscal Period [fiscal_period]
name	Required. Name of the cost plan. Data type: String
resource_type	Required. Sys_id of the resource type. Data type: String Table: Resource Type Definition [resource_type_definition]
start_fiscal_period	Required. Sys_id of the starting fiscal period for the cost plan.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Table: Fiscal Period [fiscal_period]
task	Required. Sys_id of the project or demand for the cost plan. Data type: String Table: Project [pm_project] or Demand [dmn_demand]
unit_cost	Required. Unit cost for the cost plan. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Name	Description
result	Object containing information about the status of the API request. Data type: Object `"result": { "status": "String" }`
result.status	Status of the API request. Data type: String

Example: cURL request

This example imports two cost plans.

```
curl
 "https://instance.servicenow.com/api/now/ppm/insert_cost_plans"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "[
   {
      "name": "Cost plan 1",
      "resource_type": "3d16eaf79330120064f572edb67ffb04",
      "start_fiscal_period": "ed47e5d90b3010108d9ac74363673a98",
      "end_fiscal_period": "0a47e5d90b3010108d9ac74363673afd",
      "task": "0fc9f992db601810852ca6dc13961951",
      "unit_cost": 1200
   },
   {
      "name": "Cost plan 2",
      "resource_type": "3d16eaf79330120064f572edb67ffb04",
      "start_fiscal_period": "ed47e5d90b3010108d9ac74363673a98",
      "end_fiscal_period": "7947e5d90b3010108d9ac74363673ac9",
      "task": "0fc9f992db601810852ca6dc13961951",
      "unit_cost": 3600
   }
]" \
--user 'username':'password'
```

Response body.

```
{
   "result": {
      "status": "success"
   }
}
```

Project Portfolio Management - POST /now/ppm/insert_project_tasks

Creates a project and associated project tasks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Projects are created in the Project [pm_project] table and project tasks are created in the Project Task [pm_project_task] table.

URL format

Default URL: `/api/now/ppm/insert_project_tasks`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
child_tasks	Array of tasks for the project. Each task is an object in the array. Data type: Array `"child_tasks": [ { "child_tasks": [Array], "external_id": "String", "short_description": "String" } ]`
child_tasks.child_tasks	Array of child tasks for the parent task. Each child task is an object in the array. Each child task can have its own array of child tasks. Data type: Array `"child_tasks": [ { "child_tasks": [Array], "external_id": "String", "short_description": "String" } ]`
child_tasks.external_id	Unique identifier of the task from the external system. Data type: String
child_tasks.short_description	Short description of the task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
end_date	End date for the project. Data type: String
external_id	Unique identifier of the project from the external system. Data type: String
short_description	Short description of the project. Data type: String
start_date	Start date for the project. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Name	Description
result	Object containing information about the status of the API request. Data type: Object `"result": { "status": "String" }`
result.status	Status of the API request. Data type: String

Example: cURL request

This example imports a project with two tasks (zpq_T1 and zpq_T2). The first task contains several child tasks, and the second task has dependencies on the child tasks from the first task.

```
curl
 "https://instance.servicenow.com/api/now/ppm/insert_project_tas
ks" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "start_date": "2022-05-18 08:00:00",
   "end_date": "2022-05-18 17:00:00",
   "short_description": "zpq_Project",
   "external_id": "0",
   "child_tasks": [
      {
         "short_description": "zpq_T1",
         "external_id": "1",
         "child_tasks": [
            {
               "external_id": "1.1",
               "short_description": "zpq_T11",
               "child_tasks": [
                  {
                     "external_id": "1.1.1",
                     "short_description": "zpq_T111"
                  }
               ]
            },
            {
               "external_id": "1.2",
               "short_description": "zpq_T12"
            }
         ]
      },
      {
         "short_description": "zpq_T2",
         "external_id": "2",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "dependencies": [
           {
              "external_id": "1.1",
              "lag": -1,
              "type": "fs"
           },
           {
              "external_id": "1.2",
              "lag": 2,
              "type": "fs"
           }
        ]
     }
  ]
}" \
--user 'username':'password'
```

Response body.

```
{
   "result": {
      "status": "success"
   }
}
```

Push Installation API

The *Push Installation* API provides endpoints to register and unregister the tokens that enable mobile devices to receive push notifications from an application.

A push notification is a text message that appears on a user's mobile device to alert them about something important or to ask them to perform an action.

When creating custom mobile applications, in order to set up Push notifications, you must register the device with the manufacturer's service. The service must know the address of a user's device so it can properly send notifications to that device using push tokens. The device also needs to be able to receive the notifications and act on them. For instructions on how to register a device and get a push token, refer to the device's operating systems developer documentation. For example, for Apple devices, refer to https://developer.apple.com/documentation/usernotifications/registering_your_app_with_apns.

Push Installation - POST /now/push/{pushApplicationName}/installation

Adds or updates tokens that enable devices to receive push notifications from the specified application.

URL format

Versioned URL: `/api/now/{api_version}/push/{pushApplicationName}/installation`

Default URL: `/api/now/push/{pushApplicationName}/installation`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Parameter	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
pushApplicationName	Name of the application for which to register the push notifications. This parameter must be the same as the value in the Name column for the associated application. Data type: String Table: Push Application [sys_push_application]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Element	Description
platform	Platform on which to register the push notification. Data type: String Table: In the Name field of the Push Platform [sys_push_platform] table.
token	Token supplied by the device manufacturer, such as Apple, when the mobile application registers to receive push notifications. Data type: String Stored in: Push Notification Installation [sys_push_notif_app_install]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Content-Type	Data format of the request body. Only supports *`application/json`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
None	

Example: Sample cURL request

```
curl -X POST \

 https://instance.servicenow.com/api/now/push/ServiceNowPushA
pp/installation \
--header "Content-Type: application/json" \
--user "username":"password" \
--data
 '{"platform":"Apple","token":"544836d77ac2e551bbf78204630509a7d
494fc87f52e85da52e5b5d42910e2cf"}' \
```

```
None
```

Push Installation - POST /now/push/{pushApplicationName}/removeInstallation

Deactivates the tokens that enable mobile devices to receive push notifications from the specified application.

URL format

Versioned URL: `/api/now/{api_version}/push/{pushApplicationName}/removeInstallation`

Default URL: `/api/now/push/{pushApplicationName}/removeInstallation`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
pushApplicationName	Name of the application for which to unregister the push notifications. Data type: String Table: In the Name field for the associated application in the Push Application [sys_push_application] table.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Element	Description
platform	Platform on which to register the push notification. Data type: String Table: In the Name field of the Push Platform [sys_push_platform] table.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal Server Error. A logic error on the server-side code occurred.

Response body parameters (JSON or XML)

Name	Description
None	

Example: Sample cURL request

```
curl -X POST \

 https://instance.servicenow.com/api/now/push/ServiceNowPushA
pp/removeInstallation \
--header "Content-Type: application/json" \
--user "username":"password" \
--data '{"platform":"Apple"}' \
```

None

Push Metrics API

The *Push Metrics* API provides endpoints that enable you to push raw Metric Intelligence data from an external source to the MID Server.

This API is based on client-side tools that push the raw data from the external source to the MID Server. The Metric Intelligence extension is required to be configured with the **Enable REST Listener** option enabled. For more information on setting up the MID Server, see Get started with Metric Intelligence.

For information on authentication requirements, see Configure the MID Web Server extension.

Push Metrics - POST /mid/sa/metrics

Pushes raw Metric Intelligence data from an external source to the MID Server.

URL format

Default URL: `/api/mid/sa/metrics`

Supported request parameters

Path parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
ci2metric_id	List of key-value pairs to use to identify the configuration item (CI). It is formerly known as *`ci_identifier`*. The script continues to accept *`ci_identifier`*. Data type: Object
metric_type	Name of the metric. Data type: String
node	IP address, FQDN, name of the CI, or host. In the example below, the name of the Linux server where the disks are installed. Data type: String
resource_path	The path of the resource for which metric data is being collected. In the example below, `C:\` is the resource for which metric data is collected. Data type: String
source	Data source monitoring the metric type. Data type: String
timestamp	Epoch time stamp of the metric. Data type: Number Unit: Milliseconds
unit	Unit type that is associated with the source metric type. Table: Monitoring System Metric Types [sa_source_metric_type] Data type: String
value	Value of the metric. Data type: Number

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
None	

Example: cURL request

The request body must be surrounded by square brackets, as shown in this example.

```
curl -X POST "https://<mid-server-host>/api/mid/sa/metrics"
-H "Content-Type: application/json"
-U "username":"password"
-d "[{
    "metric_type": "Disk C: % Free Space",
    "resource_path": "C:\\",
    "node": "lnux100",
    "value": 50,
    "timestamp": 1473183012000,
    "ci2metric_id": {
        "node": "lnux100"
    },
    "source": "Splunk"
}]"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Remote help request API

The *Remote help request* API provides endpoints to create, view, and fetch lists of IT service requests and their details from an electronic medical record (EMR) system. An IT service request is associated with a task type such as an incident in the ServiceNow instance.

You can only use this API when the EMR Help application (sn_ind_rmt_help) is installed from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Role required to access the endpoints of this API: sn_ind_rmt_help.requester.

Remote help request - POST /remote_help_request/{req_defn_id}

Inserts electronic medical record (EMR) system data into the corresponding ServiceNow tables.

You need to specify a request definition ID in addition to the parameters for the task and additional data from the EMR system persisted in the request data table associated with the task. You pass two types of data into this endpoint. The first is the request data, which the endpoint inserts into the Remote Request Data [sn_ind_rmt_help_request_data] table and its associated child tables. The second is the task parameters of the IT service request, which the endpoint inserts into the Remote Request Parameter [sn_ind_rmt_help_request_param] table. Only data or fields that are defined in the request definitions are processed by the endpoint. For additional information on this data model, see EMR Help data model.

Records are identified using the request definition ID.

URL format

Versioned URL: `/api/sn_ind_rmt_help/{api_version}/remote_help_request/{req_defn_id}`

Default URL: `/api/sn_ind_rmt_help/remote_help_request/{req_defn_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
req_defn_id	Unique ID of the request definition. Data type: String Table: In the ID column of the Remote Request Definition [sn_ind_rmt_help_request_defn] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
request_data	Required. Name-value pairs of the request data from the EMR system to add in the Remote Request Data [sn_ind_rmt_help_request_data] table and its child tables. For example: `"request_data":{ "additional_info": "String", "application": "String", "environment": "String", "issue_type": "String", "millennium_username": "String", "position": "String", "server": "String", "session_recording_id": "String", "user_is_physician": "String", "work_station": "String" }` **Note:** Only pass parameters configured in a request definition in the *request_data* object. Any other parameters are ignored. To learn more, see Configure request definitions for EMR systems. Data type: Object
source	Required. Name of the EMR system invoking the endpoint as specified in a request definition. For example: `"source":"Cerner"` Data type: String
task_parameters	Required. Name-value pairs that describe the task parameters of the IT service request. Each element in the object corresponds to a column in the corresponding task tables such as the Incident [incident] table. For example: `"task_parameters": { "caller_id": "String", "contact_type": "String", "impact": "String", "short_description": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Note: Only pass parameters configured in a request definition in the *task_parameters* object. Any other parameters are ignored. To learn more, see Configure request definitions for EMR systems. Data type: Object

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
result	Result object. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"result": {
	"code": "String",
	"error": "String",
	"errorTranslated": "String",
	"status": "String",
	"task_id": "String",
	"task_table": "String",
	"warning": "String",
	"warningTranslated": "String"
	}

result.code	Application error code when the *result.status* is returned as `failure`. Data type: String
result.error	Error message that is included if the *result.status* is failure. This message is in English only. Data type: String
result.errorTranslated	Optional localized error message. Data type: String
result.status	Status of the response. Valid values: • failure • success Data type: String
result.task_id	Sys_id of the created task. Data type: String
result.task_table	Name of the task table in which the task was created as defined in the request definition. Data type: String
result.warning	Optional warning message. May be included if the *result.status* is `success`. This message is in English only. Data type: String
result.warningTranslated	Optional localized warning message. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

Insert data from a Cerner EMR system.

```
curl
 "https://instance.servicenow.com/api/sn_ind_rmt_help/v1/remote_
help_request/sn_it_request"
--request POST \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--data "{
  "source":"Cerner",
  "task_parameters":{
    "short_description":"Unable to load patient data",
    "caller_id":"82d4ecb4db40e8100e28aa594b96195c",
    "impact":"2",
    "contact_type":"email"
  },
  "request_data":{
    "application":"Powerchart",
    "server":"CTXCHSITN453",
    "environment":"CTX24",
    "issue_type":"Helpdesk",
    "millennium_username":"JOHN JASON",
    "position":"Lab Tech",
    "session_recording_id":"s5ds34dd96491b959a35010651896k",
    "user_is_physician":"Yes",
    "work_station":"PC354FLR3STATION7",
    "additional_info":"MRN 222333"
  }
}" \
--user "username":"password"
```

The following output shows both a successful response and an error response.

```
// Successful response
{
  "result": {
    "task_id": "75b09061db2cac100e28aa594b9619fa",
    "status": "success",
    "task_table": "incident",
    "warning": "Ignored invalid fields on table incident :
 test1",
    "warningTranslated": "Ignored invalid fields on table
 incident : test1"
  }
}

// Error response
{
      "result": {
      "status": "failure",
      "code": "1001",
      "error": "Invalid request definition: test_request1",
      "errorTranslated": "Invalid request definition:
 test_request1"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
        }
```

Remote help request - PUT /remote_help_request/{req_defn_id/task/{task_id}

Updates a record in the specified remote request data table for the task.

Enables you to specify a request definition ID in addition to the task sys_id to update a remote request that was created earlier.

URL format

Versioned URL: `/api/sn_ind_rmt_help/{api_version}/remote_help_request/{req_defn_id/task/{task_id}`

Default URL: `/api/sn_ind_rmt_help/remote_help_request/{req_defn_id/task/{task_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
req_defn_id	Unique ID of the request definition. Data type: String Table: In the ID column of the Remote Request Definition [sn_ind_rmt_help_request_defn] table.
task_id	Sys_id of the task to update. This field is provided by the EMR system. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
request_data	Required. Name-value pairs of the request data from the EMR system to update the Remote Request Data [sn_ind_rmt_help_request_data] table or its child table. For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	```"request_data": { "additional_info" : "Please contact my office for more information." }``` **Note:** Only pass parameters configured in a request definition in the *request_data* object. Any other parameters are ignored. To learn more, see Configure request definitions for EMR systems. Data type: Object
source	Required. Name of the EMR system invoking the endpoint as specified in a request definition. For example: ```"source":"Cerner"``` Data type: String
task_parameters	Required. Name-value pairs that describe the task parameters of the IT service request. Each element in the object corresponds to a column in the corresponding task tables such as the Incident [incident] table. For example: ```"task_parameters": { "impact":"1", "contact_type":"phone" }``` **Note:** Only pass parameters configured in a request definition in the *task_parameters* object. Any other parameters are ignored. To learn more, see Configure request definitions for EMR systems. Data type: Object

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
result	Result object. Data type: Object `"result": { "code": "String", "error": "String", "errorTranslated": "String", "status": "String", "warning": "String", "warningTranslated": "String" }`
result.code	Application error code when the *`result.status`* is returned as `failure`. Data type: String
result.error	Error message that is included if the *`result.status`* is failure. This message is in English only. Data type: String
result.errorTranslated	Optional localized error message. Data type: String
result.status	Status of the response. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• failure • success Data type: String
result.warning	Optional warning message. May be included if the *result.status* is success. This message is in English only. Data type: String
result.warningTranslated	Optional localized warning message. Data type: String

Example: cURL request

Update an IT service request created earlier in a Cerner EMR system

```
curl
 "https://instance.servicenow.com/api/sn_ind_rmt_help/v1/remote_
help_request/sn_it_request/task/207e57c1db60a410f50fdc5b4b9619
2e"
--request PUT \
--header "Accept: application/json" \
--header "Content-Type: application/json" \
--data "{
  "source":"Cerner",
  "task_parameters":{
    "impact":"1",
    "contact_type":"phone"
  },
  "request_data":{
    "additional_info" : "Please contact my office for more
 information."
  }
}" \
--user "username":"password"
```

The following output shows both a successful response and an error response.

```
// Successful response
{
  "result": {
    "status": "success"
  }
}

// Error response
{
      {
      "result": {
      "status": "failure",
      "code": "1018",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
     "error": "Record with sys_id
207e57js1db60a410f50fdc5b4b96192e does not exist in table
incident",
     "errorTranslated": "Record with sys_id
207e57js1db60a410f50fdc5b4b96192e incident does not exist in
table incident"
     }
     }
     }
```

Remote help request - GET /remote_help_request/{req_defn_id}

Fetches a list of tasks that match the specified ID and query filter.

Note:

- Reference and choice type fields are always returned as JSON objects with the value and display_value.
- DateTime fields are returned as strings and always in UTC.

URL format

Versioned URL: `/api/sn_ind_rmt_help/{api_version}/remote_help_request/{req_defn_id}`

Default URL: `/api/sn_ind_rmt_help/remote_help_request/{req_defn_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
req_defn_id	Unique ID of the request definition to update. Data type: String Table: In the ID column of the Remote Request Definition [sn_ind_rmt_help_request_defn] table.

Query parameters

Name	Description
query	Required. Encoded query used to filter the result set. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description

result	Return results.
	
	Data type: Object
	
	`"result": {`
	`  "code": "String",`
	`  "error": "String",`
	`  "errorTranslated": "String",`
	`  "status": "String",`
	`  "task_list": [Array],`
	`  "warning": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"warningTranslated": "String"
	}</pre>

result.code	Application error code when the *result.status* is returned as failure. Data type: String
result.error	Error message that is included if the *result.status* is failure. This message is in English only. Data type: String
result.errorTranslated	Optional localized error message. Data type: String
result.status	Status of the response. Possible values: • failure • success Data type: String
result.task_list	List of tasks. Data type: Array
result.warning	Optional warning message. May be included if the *result.status* is success. This message is in English only. Data type: String
result.warningTranslated	Optional localized warning message. Data type: String

Example: cURL request

Fetch data from a Cerner EMR system

```
curl
 "https://instance.servicenow.com/api/remote_help_request/v1/sn_
it_request/?query=active=true" \
--header "Accept: application/json" \
--header "Content-Type: application/json"
{
  "source":"Cerner",
} \
--user "username":"password"
```

The following output shows both a successful response and an error response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Successful response
{
  "result": {
    "status": "success",
    "task_list": [
      {
        "number": "INC0010096",
        "short_description": "Unable to load data - 1",
        "assigned_to": {
          "value": "7a381da2dbfb5410f50fdc5b4b9619f2",
          "display_value": "Abel Tuter (IT agent)"
        },
        "opened_at": "2020-11-16 18:37:57",
        "closed_at": "",
        "closed_by": {},
        "state": {
          "value": "2",
          "display_value": "In Progress"
        },
        "priority": {
          "value": "5",
          "display_value": "5 - Planning"
        },
        "resolved_at": "",
        "resolved_by": {},
        "task_id": "207e57c1db60a410f50fdc5b4b96192e"
      },
      {
        "number": "INC0010095",
        "short_description": "Application freezes intermittently
 3",
        "assigned_to": {},
        "opened_at": "2020-11-16 18:32:05",
        "closed_at": "",
        "closed_by": {},
        "state": {
          "value": "1",
          "display_value": "New"
        },
        "priority": {
          "value": "5",
          "display_value": "5 - Planning"
        },
        "resolved_at": "",
        "resolved_by": {},
        "task_id": "561d1f8ddb20a410f50fdc5b4b9619da"
      }
    ]
  }
}

// Error response
{
  "result": {
  "status": "failure",
  "code": "1019",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "error": "Invalid query in the request for table incident",
  "errorTranslated": "Invalid query in the request for table
 incident"
}
```

Remote help request - GET /remote_help_request/{req_defn_id}/task/{task_id}

Fetches a single task as specified in the *task_id*.

Enables you to specify a request definition ID and task ID and retrieve the task details.

Note:

- Reference and choice type fields are always returned as JSON objects with the value and display_value.
- DateTime fields are returned as strings and always in UTC.
- Only additional comments are supported in journal type fields.
- Additional comments are passed back as a JSON array of objects. Each object represents a comment with *created_on*, *created_by*, and *value* fields. The latest comments are sent first.

URL format

Versioned URL: `/api/sn_ind_rmt_help/{api_version}/remote_help_request/{req_defn_id}/task/{task_id}`

Default URL: `/api/sn_ind_rmt_help/remote_help_request/{req_defn_id}/task/{task_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
req_defn_id	Unique ID of the request definition. Data type: String Table: In the ID column of the Remote Request Definition [sn_ind_rmt_help_request_defn] table.
task_id	Sys_id of the task to return. This field is provided by the EMR system. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
result	Return results. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"result": {
	  "code": "String",
	  "error": "String",
	  "errorTranslated": "String",
	  "status": "String",
	  "task_parameters": {Object},
	  "warning": "String",
	  "warningTranslated": "String"
	}</pre>

result.code	Application error code when the *`result.status`* is returned as `failure`. Data type: String
result.error	Error message that is included if the *`result.status`* is failure. This message is in English only. Data type: String
result.errorTranslated	Optional localized error message. Data type: String
result.status	Status of the response. Possible values: • failure • success Data type: String
result.task_parameters	Required. Name-value pairs that describe the task parameters of the IT service request. Each element in the object corresponds to a column in the corresponding task tables such as the Incident [incident] table. Data type: Object
result.warning	Optional warning message. May be included if the *`result.status`* is `success`. This message is in English only. Data type: String
result.warningTranslated	Optional localized warning message. Data type: String

Example: cURL request

Fetch data from a Cerner EMR system

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.servicenow.com/api/sn_ind_rmt_help/v1/remote_
help_request/sn_it_request/task/207e57c1db60a410f50fdc5b4b96192
e"\
--request GET \
--header "Accept: application/json"\
--user "username":"password"
```

The following output shows both a successful response and an error response.

```
// Successful response
{
  "result": {
    "status": "success",
    "task_parameters": {
      "number": "INC0010096",
      "short_description": "Unable to load data - 1",
      "state": {
        "value": "2",
      "display_value": "In Progress"
      },
      "assigned_to": {
        "value": "7a381da2dbfb5410f50fdc5b4b9619f2",
        "display_value": "Abel Tuter (IT agent)"
      },
      "priority": {
        "value": "5",
        "display_value": "5 - Planning"
      },
      "caller_id": {
      "value": "82d4ecb4db40e8100e28aa594b96195c",
      "display_value": "Abel Tuter Requester"
    },
    "opened_at": "2020-11-16 18:37:57",
    "closed_at": "",
    "closed_by": {},
    "description": "",
    "impact": {
      "value": "1",
      "display_value": "1 - High"
    },
    "opened_by": {
      "value": "82d4ecb4db40e8100e28aa594b96195c",
      "display_value": "Abel Tuter Requester"
    },
    "close_code": {},
    "close_notes": "",
    "urgency": {
      "value": "3",
      "display_value": "3 - Low"
    },
    "category": {
      "value": "inquiry",
      "display_value": "Inquiry / Help"
    },
    "resolved_at": "",
    "resolved_by": {},
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "comments": [
      {
        "created_on": "2020-11-17 18:20:04",
        "created_by": "Abel Tuter Requester",
        "value": "You can reach me during office hours."
      },
      {
        "created_on": "2020-11-16 18:40:14",
        "created_by": "Abel Tuter Requester",
        "value": "You can reach me during office hours."
      },
      {
        "created_on": "2020-11-16 18:38:29",
        "created_by": "Abel Tuter",
        "value": "Hello there\rName of app please"
      }],
    "task_id": "207e57c1db60a410f50fdc5b4b96192e"
    }
  }
}

// Error response
{
  "result": {
    "status": "failure",
    "code": "1001",
    "error": "Invalid request definition: test_request2",
    "errorTranslated": "Invalid request definition:
 test_request2"
  }
}
```

Resource Inventory Open API

The *Resource Inventory Open* API provides endpoints to create, retrieve, and delete resources.

Use this API to manage resources in the following tables.

- Cable [cmdb_ci_cable]
- Equipment Holder [cmdb_ci_equipment_holder]
- Interface Card [cmdb_ci_interface_card]
- IP Address [cmdb_ci_ip_address]
- Logical Connection [cmdb_ci_ni_logical_path]
- Network Interface [cmdb_ci_ni_interface]
- Network Site [cmdb_ci_ni_site]
- Physical Connection [cmdb_ci_ni_physical_link]
- Strand [cmdb_ci_strand]
- Topology [cmdb_ci_topology]
- Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables.
- Tables that extend Equipment Holder [cmdb_ci_equipment_holder].

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Child tables that extend any of the following tables:
  - Cable [cmdb_ci_cable]
  - Equipment Holder [cmdb_ci_equipment_holder]
  - Strand [cmdb_ci_strand]

This API is included in the Network Inventory Core application, which is available on the ServiceNow Store.

This API is provided within the `sn_ni_core` namespace.

The calling user must have the sn_ni_core.inventory_integrator role.

This API can be extended to make customizations around required parameters, request body validation, and field mappings. For more information, see the Resource Inventory Open API Developer Guide.

The *`Resource Inventory Open`* API is a ServiceNow® implementation of the TM Forum Resource Inventory API REST specification. This implementation is based on the TMF639 Resource Inventory API User Guide v4.0.1, July 2020.

Resource Inventory Open API - DELETE /sn_ni_core/resource/{id}

Deletes a specified resource record.

URL format

Default URL: `/api/sn_ni_core/resource/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the resource. Located in one of the following tables depending on the type of resource. • Interface Card [cmdb_ci_interface_card] • Logical Connection [cmdb_ci_ni_logical_path] • Network Interface [cmdb_ci_ni_interface] • Network Site [cmdb_ci_ni_site] • Physical Connection [cmdb_ci_ni_physical_link] • Tables specified by the *`sn_ni_core.equipment_tables`* sys_property, and any tables that extend the specified tables. • Tables that extend Equipment Holder [cmdb_ci_equipment_holder]. **Note:** Resources in the IP Address [cmdb_ci_ip_address] table can't be deleted using this API. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
215	Request successfully received for processing. The request will be completed asynchronously.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. Resource deletion failed. The resource might be required by its related resources.
404	Not found. The requested item wasn't found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Name	Description
None	

Example: cURL request

This example deletes a resource.

```
curl
 "https://instance.service-now.com/api/sn_ni_core/resource/54ada
05e875c15109a9c0f65dabb3586" \
--request DELETE \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
""
```

Resource Inventory Open API - GET /sn_ni_core/resource

Retrieves a list of all resource records.

URL format

Default URL: `/api/sn_ni_core/resource`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
@type	Required. Table name of the type of resource to retrieve. You can only retrieve one type of resource per API call. Valid values: • `cmdb_ci_cable` (Cable) • `cmdb_ci_interface_card` (Interface Card) • `cmdb_ci_ip_address` (IP Address) • `cmdb_ci_ni_logical_path` (Logical Connection) • `cmdb_ci_ni_interface` (Network Interface) • `cmdb_ci_ni_site` (Network Site) • `cmdb_ci_ni_physical_link` (Physical Connection) • `cmdb_ci_strand` (Strand)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• `cmdb_ci_topology` (Topology) • Name of a table specified by the *`sn_ni_core.equipment_tables`* sys_property, or name of a table that extends the specified tables. • Name of a table that extends Equipment Holder [cmdb_ci_equipment_holder]. Data type: String
description	Description to use to filter resources. Only resources with the specified description are returned in the response. Data type: String
fields	List of fields to return in the response. Invalid fields are ignored. Valid values: • description • href • id • name • note • place • relatedParty • resourceCharacteristic • resourceRelationship • resourceSpecification • startOperatingDate Data type: String Default: Returns all fields.
limit	Maximum number of records to return. For requests that exceed this number of records, use the *`offset`* parameter to paginate record retrieval. Default: 20 Data type: Number
name	Name to use to filter resources. Only resources with the specified name are returned in the response. Data type: String
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	records, regardless of the number of records, in small manageable chunks. Default: 0 Data type: Number
resourceSpecification.id	Resource specification sys_id to use to filter resources. The sys_id must be from a model in one of the following tables. • Equipment Holder Models [sn_ni_core_equipment_holder_product_model] • Equipment Models [sn_ni_core_equipment_product_model] • Interface Card Models [sn_ni_core_interface_card_product_model] • Logical Connection Models [sn_ni_core_logical_connection_product_model] • Network Interface Models [sn_ni_core_network_interface_product_model] • Physical Connection Models [sn_ni_core_physical_connection_product_model] Only resources with a model matching the specified sys_id are returned in the response. Data type: String

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description
	For example, if `offset=2` and `limit=3`, the value of the *`Content-Range`* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *`application/json`*.
Link	Contains the following links to navigate through query results. • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server. **Note:** If the total number of records is more than 100,000 this header always returns 100,000.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
206	Partial content. The request was successfully processed and returned a partial range of content specified by a paginated call.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.

Response body parameters (JSON)

Name	Description
@type	Type of resource. Valid values: • `cmdb_ci_cable` (Cable) • `cmdb_ci_interface_card` (Interface Card) • `cmdb_ci_ip_address` (IP Address)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• `cmdb_ci_ni_logical_path` (Logical Connection) • `cmdb_ci_ni_interface` (Network Interface) • `cmdb_ci_ni_site` (Network Site) • `cmdb_ci_ni_physical_link` (Physical Connection) • `cmdb_ci_strand` (Strand) • `cmdb_ci_topology` (Topology) • Name of a table specified by the *`sn_ni_core.equipment_tables`* sys_property, or name of a table that extends the specified tables. • Name of a table that extends Equipment Holder [cmdb_ci_equipment_holder]. Data type: String
description	Description of the resource. Data type: String
href	Relative link to the resource record. Data type: String
id	Sys_id of the resource. Located in one of the following tables depending on the type of resource. • Cable [cmdb_ci_cable] • Equipment Holder [cmdb_ci_equipment_holder] • Interface Card [cmdb_ci_interface_card] • IP Address [cmdb_ci_ip_address] • Logical Connection [cmdb_ci_ni_logical_path] • Network Interface [cmdb_ci_ni_interface] • Network Site [cmdb_ci_ni_site] • Physical Connection [cmdb_ci_ni_physical_link] • Strand [cmdb_ci_strand] • Topology [cmdb_ci_topology] • Tables specified by the *`sn_ni_core.equipment_tables`* sys_property, and any tables that extend the specified tables. • Tables that extend Equipment Holder [cmdb_ci_equipment_holder]. • Child tables that extend any of the following tables:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	○ Cable [cmdb_ci_cable] ○ Equipment Holder [cmdb_ci_equipment_holder] ○ Strand [cmdb_ci_strand] Data type: String
name	Name of the resource. Data type: String
note	List of notes about the resource. Data type: Array of Objects `"note": [ { "text": "String" } ]`
note.text	The note text. Data type: String
place	Network site for the resource. This parameter is not supported for Network Site, Physical Connection, or Logical Connection resources. Data type: Object `"place": { "@referredType": "String", "href": "String", "id": "String" }`
place.@referredType	Type of place. This value is always `GeographicAddress`. Data type: String
place.href	Relative link to the place record. Data type: String
place.id	Sys_id of the place record. Data type: String Table: Network Site [cmdb_ci_ni_site]
relatedParty	Details about contacts for the resource. Data type: Array of Objects `"relatedParty": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"@referredType": "String",
	"href": "String",
	"id": "String",
	"role": "String"
	}
	]</pre>

relatedParty.@referredType	Type of related party. Located in the in the **Type** field. Data type: String Table: In the type field of Group [sys_user_group] table.
relatedParty.href	Relative link to the related party record. Data type: String
relatedParty.id	Sys_id of the related party record. Data type: String Table: Group [sys_user_group]
relatedParty.role	Role of the related party. Data type: String Table: In the Group type field of the Teams [cmdb_rel_team] table.

resourceCharacteristic	List of characteristics of the resource. The following resource types require specific resource characteristics.
	
	• For Physical Connection and Logical Connection resources, a `Port A` or `Port Z` characteristic is required. If the Lifecycle Stage Status of the resource is In Use, both `Port A` and `Port Z` are required.
	• For Equipment Holder resources, a `Container Type` characteristic is required.
	
	Data type: Array of Objects
	<pre>"resourceCharacteristic": [
	{
	"name": "String",
	"value": "String",
	"valueType": "String"
	}
	]</pre>

resourceCharacteristic.name	Field name from the resource table specified by the *`@type`* parameter. You can't use the fields model_id, name, network_site, operation_notes, operational_status, short_description, start_date, or any sys_ prefixed fields such as sys_id. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
resourceCharacteristic.value	The value of the characteristic. Data type: String
resourceCharacteristic.valueType	Type of value. Valid values: • boolean • datetime • float • integer • ph_number • reference • string Data type: String
resourceRelationship	List of related resources. The following resource types require specific related resources. • For Interface Card resources, a relationship to an Equipment Holder resource where Container Type is Slot or Sub Slot is required. • For Network Interface resources, a relationship to an Equipment or Interface Card resource is required. • For Equipment Holder resources where Container Type is Slot or Sub Slot, a relationship to an Equipment or Interface Card resource is required. Data type: Array `"resourceRelationship": [ { "relationshipType": "String", "resource": {Object} } ]`
resourceRelationship.relationshipType	Type of relationship between the two resources in the format `[this resource descriptor]::[related resource descriptor]`. For example, `Contains::Contained by` indicates that the related resource is the child of this resource. Valid values for the descriptors are located in the CI Relationship Type [cmdb_rel_type] table in the **Parent descriptor** and **Child descriptor** columns. Data type: String
resourceRelationship.resource	Details about the related resource. The related resource must be one of the following resource types.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Cable • Equipment • Equipment Holder • Interface Card • Logical Connection • Network Interface • Network Site • Physical Connection • Strand • Topology Data type: Object `"resource": { "id": "String", "href": "String" }`
resourceRelationship.resource.id	Sys_id of the related resource. Located in one of the following tables depending on the type of related resource. • Interface Card [cmdb_ci_interface_card] • Logical Connection [cmdb_ci_ni_logical_path] • Network Interface [cmdb_ci_ni_interface] • Network Site [cmdb_ci_ni_site] • Physical Connection [cmdb_ci_ni_physical_link] • Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables. • Tables that extend Equipment Holder [cmdb_ci_equipment_holder] Data type: String
resourceRelationship.resource.href	Relative link to the related resource record. Data type: String
resourceSpecification	Resource specification. Data type: Object `"resourceSpecification": { "id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
resourceSpecification.id	Sys_id of the associated model for the resource. Located in one of the following tables depending on the type of model. • Cable Models [sn_ent_cable_model] • Equipment Holder Models [sn_ent_nw_holder_model] • Equipment Models [sn_ent_nw_equipment_model] • Interface Card Models [sn_ent_nw_interface_model] • Logical Connection Models [sn_ent_logical_nw_connection_model] • Network Interface Models [sn_ent_nw_interface_model] • Physical Connection Models [sn_ent_physical_nw_connection_model] • Strand Models [sn_ent_strand_model] • Topology Models [sn_ent_network_topology_model] Data type: String
startOperatingDate	Date and time that the resource first started operating. Data type: String

Example: cURL request

This example retrieves the *name*, *id*, and *href* fields for the first five Network Site resource records.

```
curl
 "https://instance.service-now.com/api/sn_ni_core/resource?@type
=cmdb_ci_ni_site&fields=name%2Cid%2Chref&limit=5" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
[
   {
      "name": "DALLAS TX CO/HUB",
      "id": "c23683c54051c910f8772175cacd725c",
      "href":
 "/api/sn_ni_core/resource/c23683c54051c910f8772175cacd725c"
   },
   {
      "name": "PFP LOC F-800",
      "id": "0ac19bc54051c910f8772175cacd724b",
      "href":
 "/api/sn_ni_core/resource/0ac19bc54051c910f8772175cacd724b"
   },
   {
      "name": "FIBER SERVICE TERMINAL 003",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "id": "d0541fcd4051c910f8772175cacd72c8",
      "href":
 "/api/sn_ni_core/resource/d0541fcd4051c910f8772175cacd72c8"
   },
   {
      "name": "270 RUMWOOD MAIN",
      "id": "e6f6df8d4051c910f8772175cacd72b2",
      "href":
 "/api/sn_ni_core/resource/e6f6df8d4051c910f8772175cacd72b2"
   },
   {
      "name": "3620 CHESTER ROMI48073",
      "id": "917dd8f6870e851079c40f2d0ebb353d",
      "href":
 "/api/sn_ni_core/resource/917dd8f6870e851079c40f2d0ebb353d"
   }
]
```


Resource Inventory Open API - GET /sn_ni_core/resource/{id}

Retrieves a specified resource record.

URL format

Default URL: `/api/sn_ni_core/resource/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the resource. Located in one of the following tables depending on the type of resource. • Cable [cmdb_ci_cable] • Equipment Holder [cmdb_ci_equipment_holder] • Interface Card [cmdb_ci_interface_card] • IP Address [cmdb_ci_ip_address] • Logical Connection [cmdb_ci_ni_logical_path] • Network Interface [cmdb_ci_ni_interface] • Network Site [cmdb_ci_ni_site] • Physical Connection [cmdb_ci_ni_physical_link] • Strand [cmdb_ci_strand] • Topology [cmdb_ci_topology] • Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables. • Tables that extend Equipment Holder [cmdb_ci_equipment_holder]. • Child tables that extend any of the following tables:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	○ Cable [cmdb_ci_cable] ○ Equipment Holder [cmdb_ci_equipment_holder] ○ Strand [cmdb_ci_strand] Data type: String

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Valid values: • description • href • id • name • note • place • relatedParty • resourceCharacteristic • resourceRelationship • resourceSpecification • startOperatingDate Data type: String Default: Returns all fields.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
@type	Type of resource. Valid values: • `cmdb_ci_cable` (Cable) • `cmdb_ci_interface_card` (Interface Card) • `cmdb_ci_ip_address` (IP Address) • `cmdb_ci_ni_logical_path` (Logical Connection) • `cmdb_ci_ni_interface` (Network Interface) • `cmdb_ci_ni_site` (Network Site) • `cmdb_ci_ni_physical_link` (Physical Connection) • `cmdb_ci_strand` (Strand) • `cmdb_ci_topology` (Topology) • Name of a table specified by the *sn_ni_core.equipment_tables*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	sys_property, or name of a table that extends the specified tables. • Name of a table that extends Equipment Holder [cmdb_ci_equipment_holder]. Data type: String
description	Description of the resource. Data type: String
href	Relative link to the resource record. Data type: String

id	Sys_id of the resource. Located in one of the following tables depending on the type of resource.
	• Cable [cmdb_ci_cable]
	• Equipment Holder [cmdb_ci_equipment_holder]
	• Interface Card [cmdb_ci_interface_card]
	• IP Address [cmdb_ci_ip_address]
	• Logical Connection [cmdb_ci_ni_logical_path]
	• Network Interface [cmdb_ci_ni_interface]
	• Network Site [cmdb_ci_ni_site]
	• Physical Connection [cmdb_ci_ni_physical_link]
	• Strand [cmdb_ci_strand]
	• Topology [cmdb_ci_topology]
	• Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables.
	• Tables that extend Equipment Holder [cmdb_ci_equipment_holder].
	• Child tables that extend any of the following tables:
	  ○ Cable [cmdb_ci_cable]
	  ○ Equipment Holder [cmdb_ci_equipment_holder]
	  ○ Strand [cmdb_ci_strand]
	
	Data type: String

name	Name of the resource. Data type: String
note	List of notes about the resource. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"note": [
	  {
	  "text": "String"
	  }
	]</pre>

note.text	The note text. Data type: String

place	Network site for the resource.
	
	This parameter is not supported for Network Site, Physical Connection, or Logical Connection resources.
	
	Data type: Object
	<pre>"place": {
	  "@referredType": "String",
	  "href": "String",
	  "id": "String"
	}</pre>

place.@referredType	Type of place. This value is always `GeographicAddress`. Data type: String
place.href	Relative link to the place record. Data type: String
place.id	Sys_id of the place record. Data type: String Table: Network Site [cmdb_ci_ni_site]

relatedParty	Details about contacts for the resource.
	
	Data type: Array of Objects
	<pre>"relatedParty": [
	  {
	  "@referredType": "String",
	  "href": "String",
	  "id": "String",
	  "role": "String"
	  }
	]</pre>

relatedParty.@referredType	Type of related party. Located in the in the **Type** field. Data type: String Table: In the type field of Group [sys_user_group] table.
relatedParty.href	Relative link to the related party record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
relatedParty.id	Sys_id of the related party record. Data type: String Table: Group [sys_user_group]
resourceCharacteristic	List of characteristics of the resource. The following resource types require specific resource characteristics. • For Physical Connection and Logical Connection resources, a `Port A` or `Port Z` characteristic is required. If the Lifecycle Stage Status of the resource is In Use, both `Port A` and `Port Z` are required. • For Equipment Holder resources, a `Container Type` characteristic is required. Data type: Array of Objects `"resourceCharacteristic": [ { "name": "String", "value": "String", "valueType": "String" } ]`
resourceCharacteristic.name	Field name from the resource table specified by the *`@type`* parameter. You can't use the fields model_id, name, network_site, operation_notes, operational_status, short_description, start_date, or any sys_ prefixed fields such as sys_id. Data type: String
resourceCharacteristic.value	The value of the characteristic. Data type: String
resourceCharacteristic.valueType	Type of value. Valid values: • boolean • datetime • float • integer • ph_number • reference • string Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
resourceRelationship	List of related resources. The following resource types require specific related resources. • For Interface Card resources, a relationship to an Equipment Holder resource where Container Type is Slot or Sub Slot is required. • For Network Interface resources, a relationship to an Equipment or Interface Card resource is required. • For Equipment Holder resources where Container Type is Slot or Sub Slot, a relationship to an Equipment or Interface Card resource is required. Data type: Array `"resourceRelationship": [ { "relationshipType": "String", "resource": {Object} } ]`
resourceRelationship.relationshipType	Type of relationship between the two resources in the format `[this resource descriptor]::[related resource descriptor]`. For example, `Contains::Contained by` indicates that the related resource is the child of this resource. Valid values for the descriptors are located in the CI Relationship Type [cmdb_rel_type] table in the **Parent descriptor** and **Child descriptor** columns. Data type: String
resourceRelationship.resource	Details about the related resource. The related resource must be one of the following resource types. • Cable • Equipment • Equipment Holder • Interface Card • Logical Connection • Network Interface • Network Site • Physical Connection • Strand • Topology Data type: Object `"resource": { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"href": "String"
	}</pre>

resourceRelationship.resource.id	Sys_id of the related resource. Located in one of the following tables depending on the type of related resource. • Interface Card [cmdb_ci_interface_card] • Logical Connection [cmdb_ci_ni_logical_path] • Network Interface [cmdb_ci_ni_interface] • Network Site [cmdb_ci_ni_site] • Physical Connection [cmdb_ci_ni_physical_link] • Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables. • Tables that extend Equipment Holder [cmdb_ci_equipment_holder] Data type: String
resourceRelationship.resource.href	Relative link to the related resource record. Data type: String

resourceSpecification	Resource specification.
	
	Data type: Object
	<pre>"resourceSpecification": {
	"id": "String"
	}</pre>

resourceSpecification.id	Sys_id of the associated model for the resource. Located in one of the following tables depending on the type of model. • Cable Models [sn_ent_cable_model] • Equipment Holder Models [sn_ent_nw_holder_model] • Equipment Models [sn_ent_nw_equipment_model] • Interface Card Models [sn_ent_nw_interface_model] • Logical Connection Models [sn_ent_logical_nw_connection_model] • Network Interface Models [sn_ent_nw_interface_model] • Physical Connection Models [sn_ent_physical_nw_connection_model] • Strand Models [sn_ent_strand_model] • Topology Models [sn_ent_network_topology_model]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
startOperatingDate	Date and time that the resource first started operating. Data type: String

Example: cURL request

This example retrieves a specified resource record.

```
curl
 "https://instance.service-now.com/api/sn_ni_core/resource/915da
8e140ddc910f8772175cacd72de" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
   "href":
 "/api/sn_ni_core/resource/915da8e140ddc910f8772175cacd72de",
   "id": "915da8e140ddc910f8772175cacd72de",
   "name": "DLLSTXMR/ESS7450/IOM-01/MDA-01/NI-01",
   "place": {
      "id": "c23683c54051c910f8772175cacd725c",
      "href":
 "/api/now/table/cmdb_ci_ni_site/c23683c54051c910f8772175cacd725
c",
      "@referredType": "GeographicAddress"
   },
   "resourceCharacteristic": [
      {
         "name": "attested",
         "valueType": "boolean",
         "value": "false"
      },
      {
         "name": "availability",
         "valueType": "string",
         "value": "used"
      },
      {
         "name": "cabled",
         "valueType": "boolean",
         "value": "false"
      },
      {
         "name": "can_print",
         "valueType": "boolean",
         "value": "false"
      },
      {
         "name": "connector_type",
         "valueType": "string",
         "value": "sc"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      {
         "name": "cost_cc",
         "valueType": "string",
         "value": "USD"
      },
      {
         "name": "equipment_clli",
         "valueType": "string",
         "value": "DLLSTXESSO1"
      },
      {
         "name": "fault_count",
         "valueType": "integer",
         "value": "0"
      },
      {
         "name": "install_status",
         "valueType": "integer",
         "value": "1"
      },
      {
         "name": "life_cycle_stage",
         "valueType": "reference",
         "value": "Operational"
      },
      {
         "name": "life_cycle_stage_status",
         "valueType": "reference",
         "value": "In Use"
      },
      {
         "name": "manufacturer",
         "valueType": "reference",
         "value": "a2f6a4914055c910f8772175cacd723a"
      },
      {
         "name": "monitor",
         "valueType": "boolean",
         "value": "false"
      },
      {
         "name": "network_domain",
         "valueType": "string",
         "value": "core"
      },
      {
         "name": "ni_type",
         "valueType": "reference",
         "value": "646cf25fe42e0510f877e70ec9bcaca8"
      },
      {
         "name": "port_bandwidth",
         "valueType": "reference",
         "value": "ff39ae92eb900110700ca73bc152286d"
      },
      {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name": "replaceable",
            "valueType": "boolean",
            "value": "false"
         },
         {
            "name": "skip_sync",
            "valueType": "boolean",
            "value": "false"
         },
         {
            "name": "telco_equipment",
            "valueType": "reference",
            "value": "583e7b95405dc910f8772175cacd7292"
         },
         {
            "name": "unverified",
            "valueType": "boolean",
            "value": "false"
         },
         {
            "name": "virtual",
            "valueType": "boolean",
            "value": "false"
         }
      ],
      "resourceRelationship": [
         {
            "relationshipType": "Contained by::Contains",
            "resource": {
               "id": "81baac6140ddc910f8772175cacd728e",
               "href":
 "/api/sn_ni_core/resource/81baac6140ddc910f8772175cacd728e"
            }
         },
         {
            "relationshipType": "Contained by::Contains",
            "resource": {
               "id": "bf624bc640194d10f8772175cacd7225",
               "href":
 "/api/sn_ni_core/resource/bf624bc640194d10f8772175cacd7225"
            }
         }
      ],
      "resourceSpecification": {
         "id": "980416b0874e8110d28eb259dabb356b",
         "href":
 "/api/now/table/sn_ni_core_network_inventory_product_model/9804
16b0874e8110d28eb259dabb356b",
         "@referredType": "NetworkInterfaceModel"
      },
      "@type": "cmdb_ci_ni_interface"
}
```


Resource Inventory Open API - PATCH /sn_ni_core/resource/{id}

Updates a specified resource record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Default URL: `/api/sn_ni_core/resource/{id}`

Supported request parameters

Path parameters

Name	Description

id	Sys_id of the resource. Located in one of the following tables depending on the type of resource.
	• Cable [cmdb_ci_cable]
	• Equipment Holder [cmdb_ci_equipment_holder]
	• Interface Card [cmdb_ci_interface_card]
	• IP Address [cmdb_ci_ip_address]
	• Logical Connection [cmdb_ci_ni_logical_path]
	• Network Interface [cmdb_ci_ni_interface]
	• Network Site [cmdb_ci_ni_site]
	• Physical Connection [cmdb_ci_ni_physical_link]
	• Strand [cmdb_ci_strand]
	• Topology [cmdb_ci_topology]
	• Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables.
	• Tables that extend Equipment Holder [cmdb_ci_equipment_holder].
	• Child tables that extend any of the following tables:
	  ○ Cable [cmdb_ci_cable]
	  ○ Equipment Holder [cmdb_ci_equipment_holder]
	  ○ Strand [cmdb_ci_strand]
	Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
@type	Type of resource. Valid values: • `cmdb_ci_cable` (Cable) • `cmdb_ci_interface_card` (Interface Card)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• `cmdb_ci_ip_address` (IP Address) • `cmdb_ci_ni_logical_path` (Logical Connection) • `cmdb_ci_ni_interface` (Network Interface) • `cmdb_ci_ni_site` (Network Site) • `cmdb_ci_ni_physical_link` (Physical Connection) • `cmdb_ci_strand` (Strand) • `cmdb_ci_topology` (Topology) • Name of a table specified by the *`sn_ni_core.equipment_tables`* sys_property, or name of a table that extends the specified tables. • Name of a table that extends Equipment Holder [cmdb_ci_equipment_holder]. Data type: String
description	Description of the resource. Data type: String
href	Relative link to the resource record. Data type: String
name	Name of the resource. Data type: String
note	List of notes about the resource. Data type: Array of Objects `"note": [ { "text": "String" } ]`
note.text	Required if the *`note`* parameter is used. The note text. Data type: String
place	Network site for the resource. This parameter is not supported for Network Site, Physical Connection, or Logical Connection resources. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"place": {
	  "@referredType": "String",
	  "href": "String",
	  "id": "String"
	}</pre>

place.@referredType	Type of place. This value is always `GeographicAddress`. Data type: String
place.href	Relative link to the place record. Data type: String
place.id	Required if the *`place`* parameter is used. Sys_id of the place record. Data type: String Table: Network Site [cmdb_ci_ni_site]

relatedParty	Details about contacts for the resource.
	
	Data type: Array of Objects
	<pre>"relatedParty": [
	  {
	  "@referredType": "String",
	  "href": "String",
	  "id": "String",
	  "role": "String"
	  }
	]</pre>
	Note: Removing relatedParty records from a resource is not supported by this endpoint. Records can be manually deleted from the Teams [cmdb_rel_team] table.

relatedParty.@referredType	Type of related party. Located in the in the **Type** field. Data type: String Table: In the type field of Group [sys_user_group] table.
relatedParty.href	Relative link to the related party record. Data type: String
relatedParty.id	Required if the *`relatedParty`* parameter is used. Sys_id of the related party record. Data type: String Table: Group [sys_user_group]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
relatedParty.role	Role of the related party. Data type: String Table: In the Group type field of the Teams [cmdb_rel_team] table.
resourceCharacteristic	List of characteristics of the resource. The following resource types require specific resource characteristics. • For Physical Connection and Logical Connection resources, a `Port A` or `Port Z` characteristic is required. If the Lifecycle Stage Status of the resource is In Use, both `Port A` and `Port Z` are required. • For Equipment Holder resources, a `Container Type` characteristic is required. Data type: Array of Objects `"resourceCharacteristic": [ { "name": "String", "value": "String", "valueType": "String" } ]`
resourceCharacteristic.name	Required if the *`resourceCharacteristic`* parameter is used. Field name from the resource table specified by the *`@type`* parameter. You can't use the fields model_id, name, network_site, operation_notes, operational_status, short_description, start_date, or any sys_ prefixed fields such as sys_id. Data type: String
resourceCharacteristic.value	Required if the *`resourceCharacteristic`* parameter is used. The value of the characteristic. Data type: String
resourceCharacteristic.valueType	Type of value. Valid values: • boolean • datetime • float • integer • ph_number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• reference • string Data type: String
resourceRelationship	List of related resources. The following resource types require specific related resources. • For Interface Card resources, a relationship to an Equipment Holder resource where Container Type is Slot or Sub Slot is required. • For Network Interface resources, a relationship to an Equipment or Interface Card resource is required. • For Equipment Holder resources where Container Type is Slot or Sub Slot, a relationship to an Equipment or Interface Card resource is required. Data type: Array `"resourceRelationship": [ { "relationshipType": "String", "resource": {Object} } ]`
resourceRelationship.relationshipType	Required if the *`resourceRelationship`* parameter is used. Type of relationship between the two resources in the format `[this resource descriptor]::[related resource descriptor]`. For example, `Contains::Contained by` indicates that the related resource is the child of this resource. Valid values for the descriptors are located in the CI Relationship Type [cmdb_rel_type] table in the **Parent descriptor** and **Child descriptor** columns. Data type: String
resourceRelationship.resource	Required if the *`resourceRelationship`* parameter is used. Details about the related resource. The related resource must be one of the following resource types. • Cable • Equipment • Equipment Holder • Interface Card • Logical Connection • Network Interface

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• Network Site • Physical Connection • Strand • Topology Data type: Object `"resource": { "id": "String", "href": "String" }`
resourceRelationship.resource.id	Required if the *resourceRelationship* parameter is used. Sys_id of the related resource. Located in one of the following tables depending on the type of related resource. • Interface Card [cmdb_ci_interface_card] • Logical Connection [cmdb_ci_ni_logical_path] • Network Interface [cmdb_ci_ni_interface] • Network Site [cmdb_ci_ni_site] • Physical Connection [cmdb_ci_ni_physical_link] • Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables. • Tables that extend Equipment Holder [cmdb_ci_equipment_holder] Data type: String
resourceRelationship.resource.href	Relative link to the related resource record. Data type: String
resourceSpecification	Resource specification. Data type: Object `"resourceSpecification": { "id": "String" }`
resourceSpecification.id	Required if the *resourceSpecification* parameter is used. Sys_id of the associated model for the resource. Located in one of the following tables depending on the type of model.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• Cable Models [sn_ent_cable_model] • Equipment Holder Models [sn_ent_nw_holder_model] • Equipment Models [sn_ent_nw_equipment_model] • Interface Card Models [sn_ent_nw_interface_model] • Logical Connection Models [sn_ent_logical_nw_connection_model] • Network Interface Models [sn_ent_nw_interface_model] • Physical Connection Models [sn_ent_physical_nw_connection_model] • Strand Models [sn_ent_strand_model] • Topology Models [sn_ent_network_topology_model] Data type: String
startOperatingDate	Date and time that the resource first started operating. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/merge-patch+json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
415	The request body is in an unsupported format or the Content-Type request header is set incorrectly.

Response body parameters (JSON or XML)

Name	Description
@type	Type of resource. Valid values: • `cmdb_ci_cable` (Cable) • `cmdb_ci_interface_card` (Interface Card) • `cmdb_ci_ip_address` (IP Address) • `cmdb_ci_ni_logical_path` (Logical Connection) • `cmdb_ci_ni_interface` (Network Interface) • `cmdb_ci_ni_site` (Network Site) • `cmdb_ci_ni_physical_link` (Physical Connection) • `cmdb_ci_strand` (Strand) • `cmdb_ci_topology` (Topology) • Name of a table specified by the *`sn_ni_core.equipment_tables`* sys_property, or name of a table that extends the specified tables. • Name of a table that extends Equipment Holder [cmdb_ci_equipment_holder]. Data type: String
description	Description of the resource. Data type: String
href	Relative link to the resource record. Data type: String
id	Sys_id of the resource. Located in one of the following tables depending on the type of resource.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	• Cable [cmdb_ci_cable]
	• Equipment Holder [cmdb_ci_equipment_holder]
	• Interface Card [cmdb_ci_interface_card]
	• IP Address [cmdb_ci_ip_address]
	• Logical Connection [cmdb_ci_ni_logical_path]
	• Network Interface [cmdb_ci_ni_interface]
	• Network Site [cmdb_ci_ni_site]
	• Physical Connection [cmdb_ci_ni_physical_link]
	• Strand [cmdb_ci_strand]
	• Topology [cmdb_ci_topology]
	• Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables.
	• Tables that extend Equipment Holder [cmdb_ci_equipment_holder].
	• Child tables that extend any of the following tables:
	  ○ Cable [cmdb_ci_cable]
	  ○ Equipment Holder [cmdb_ci_equipment_holder]
	  ○ Strand [cmdb_ci_strand]
	
	Data type: String

name	Name of the resource. Data type: String
note	List of notes about the resource. Data type: Array of Objects `"note": [ { "text": "String" } ]`
note.text	The note text. Data type: String
place	Network site for the resource. This parameter is not supported for Network Site, Physical Connection, or Logical Connection resources. Data type: Object `"place": { "@referredType": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"href": "String",
	"id": "String"
	}</pre>

place.@referredType	Type of place. This value is always `GeographicAddress`. Data type: String
place.href	Relative link to the place record. Data type: String
place.id	Sys_id of the place record. Data type: String Table: Network Site [cmdb_ci_ni_site]

relatedParty	Details about contacts for the resource.
	
	Data type: Array of Objects
	<pre>"relatedParty": [
	{
	"@referredType": "String",
	"href": "String",
	"id": "String",
	"role": "String"
	}
	]</pre>

relatedParty.@referredType	Type of related party. Located in the in the **Type** field. Data type: String Table: In the type field of Group [sys_user_group] table.
relatedParty.href	Relative link to the related party record. Data type: String
relatedParty.id	Sys_id of the related party record. Data type: String Table: Group [sys_user_group]
relatedParty.role	Role of the related party. Data type: String Table: In the Group type field of the Teams [cmdb_rel_team] table.
resourceCharacteristic	List of characteristics of the resource. The following resource types require specific resource characteristics.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• For Physical Connection and Logical Connection resources, a `Port A` or `Port Z` characteristic is required. If the Lifecycle Stage Status of the resource is In Use, both `Port A` and `Port Z` are required. • For Equipment Holder resources, a `Container Type` characteristic is required. Data type: Array of Objects `"resourceCharacteristic": [ { "name": "String", "value": "String", "valueType": "String" } ]`
resourceCharacteristic.name	Field name from the resource table specified by the *`@type`* parameter. You can't use the fields model_id, name, network_site, operation_notes, operational_status, short_description, start_date, or any sys_ prefixed fields such as sys_id. Data type: String
resourceCharacteristic.value	The value of the characteristic. Data type: String
resourceCharacteristic.valueType	Type of value. Valid values: • boolean • datetime • float • integer • ph_number • reference • string Data type: String
resourceRelationship	List of related resources. The following resource types require specific related resources.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• For Interface Card resources, a relationship to an Equipment Holder resource where Container Type is Slot or Sub Slot is required. • For Network Interface resources, a relationship to an Equipment or Interface Card resource is required. • For Equipment Holder resources where Container Type is Slot or Sub Slot, a relationship to an Equipment or Interface Card resource is required. Data type: Array `"resourceRelationship": [ { "relationshipType": "String", "resource": {Object} } ]`
resourceRelationship.relationshipType	Type of relationship between the two resources in the format `[this resource descriptor]::[related resource descriptor]`. For example, `Contains::Contained by` indicates that the related resource is the child of this resource. Valid values for the descriptors are located in the CI Relationship Type [cmdb_rel_type] table in the **Parent descriptor** and **Child descriptor** columns. Data type: String
resourceRelationship.resource	Details about the related resource. The related resource must be one of the following resource types. • Cable • Equipment • Equipment Holder • Interface Card • Logical Connection • Network Interface • Network Site • Physical Connection • Strand • Topology Data type: Object `"resource": { "id": "String", "href": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
resourceRelationship.resource.id	Sys_id of the related resource. Located in one of the following tables depending on the type of related resource. • Interface Card [cmdb_ci_interface_card] • Logical Connection [cmdb_ci_ni_logical_path] • Network Interface [cmdb_ci_ni_interface] • Network Site [cmdb_ci_ni_site] • Physical Connection [cmdb_ci_ni_physical_link] • Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables. • Tables that extend Equipment Holder [cmdb_ci_equipment_holder] Data type: String
resourceRelationship.resource.href	Relative link to the related resource record. Data type: String

resourceSpecification	Resource specification.
	
	Data type: Object
	`"resourceSpecification": {`
	`  "id": "String"`
	`}`

resourceSpecification.id	Sys_id of the associated model for the resource. Located in one of the following tables depending on the type of model. • Cable Models [sn_ent_cable_model] • Equipment Holder Models [sn_ent_nw_holder_model] • Equipment Models [sn_ent_nw_equipment_model] • Interface Card Models [sn_ent_nw_interface_model] • Logical Connection Models [sn_ent_logical_nw_connection_model] • Network Interface Models [sn_ent_nw_interface_model] • Physical Connection Models [sn_ent_physical_nw_connection_model] • Strand Models [sn_ent_strand_model] • Topology Models [sn_ent_network_topology_model] Data type: String
startOperatingDate	Date and time that the resource first started operating.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

This example updates the name of a resource.

```
curl
 "http://instance.servicenow.com/api/sn_ni_core/resource/583e7b9
5405dc910f8772175cacd7292" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type: application/merge-patch+json" \
--user 'username':'password' \
--data '{"name": "new name"}'
```

Response body.

```
{
  "href":
 "/api/sn_ni_core/resource/583e7b95405dc910f8772175cacd7292",
  "id": "583e7b95405dc910f8772175cacd7292",
  "name": "new name",
  "note": [
    {
      "text": "TECHNICIAN SCHECULED TO BE ONSITE THE WEEK OF
 APRIL 4, 2022."
    }
  ],
  "place": {
    "id": "c23683c54051c910f8772175cacd725c",
    "href":
 "/api/now/table/cmdb_ci_ni_site/c23683c54051c910f8772175cacd725
c",
    "@referredType": "GeographicAddress"
  },
  "resourceCharacteristic": [
    {
      "name": "alarmable",
      "valueType": "boolean",
      "value": "true"
    },
    {
      "name": "attested",
      "valueType": "boolean",
      "value": "false"
    },
    {
      "name": "can_hub",
      "valueType": "boolean",
      "value": "false"
    },
    {
      "name": "can_partitionvlans",
      "valueType": "boolean",
      "value": "false"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    {
      "name": "can_print",
      "valueType": "boolean",
      "value": "false"
    },
    {
      "name": "can_route",
      "valueType": "boolean",
      "value": "false"
    },
    {
      "name": "can_switch",
      "valueType": "boolean",
      "value": "false"
    },
    {
      "name": "comments",
      "valueType": "string",
      "value": "ETHERNET SWITCH"
    },
    {
      "name": "cost_cc",
      "valueType": "string",
      "value": "USD"
    },
    {
      "name": "cpu_count",
      "valueType": "integer",
      "value": "1"
    },
    {
      "name": "equipment_clli",
      "valueType": "string",
      "value": "DLLSTXESSO1"
    },
    {
      "name": "fault_count",
      "valueType": "integer",
      "value": "0"
    },
    {
      "name": "firmware_manufacturer",
      "valueType": "reference",
      "value": "0c441abbc6112275000025157c651c89"
    },
    {
      "name": "firmware_version",
      "valueType": "string",
      "value": "A09DX887"
    },
    {
      "name": "hardware_status",
      "valueType": "string",
      "value": "installed"
    },
    {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "name": "install_status",
      "valueType": "integer",
      "value": "1"
    },
    {
      "name": "internet_facing",
      "valueType": "boolean",
      "value": "true"
    },
    {
      "name": "inventory_category",
      "valueType": "string",
      "value": "equipment"
    },
    {
      "name": "last_service_date",
      "valueType": "datetime",
      "value": "2022-02-18T16:36:54.000Z"
    },
    {
      "name": "life_cycle_stage",
      "valueType": "reference",
      "value": "Deploy"
    },
    {
      "name": "life_cycle_stage_status",
      "valueType": "reference",
      "value": "Reserved"
    },
    {
      "name": "managed_by",
      "valueType": "reference",
      "value": "46c9e158a9fe198101d44d0d22cb640d"
    },
    {
      "name": "manufacturer",
      "valueType": "reference",
      "value": "b7e831bdc0a80169015ae101f3c4d6cd"
    },
    {
      "name": "model_number",
      "valueType": "string",
      "value": "7450ESS-1"
    },
    {
      "name": "monitor",
      "valueType": "boolean",
      "value": "false"
    },
    {
      "name": "network_domain",
      "valueType": "string",
      "value": "core"
    },
    {
      "name": "ni_function",
      "valueType": "reference",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value": "2d22153940990d10f8772175cacd728b"
    },
    {
      "name": "ni_role",
      "valueType": "reference",
      "value": "c68e3f15405dc910f8772175cacd72f1"
    },
    {
      "name": "ni_type",
      "valueType": "reference",
      "value": "3772e8d54015c910f8772175cacd721c"
    },
    {
      "name": "ram",
      "valueType": "integer",
      "value": "3000"
    },
    {
      "name": "replaceable",
      "valueType": "boolean",
      "value": "true"
    },
    {
      "name": "serial_number",
      "valueType": "string",
      "value": "7894564568225"
    },
    {
      "name": "skip_sync",
      "valueType": "boolean",
      "value": "false"
    },
    {
      "name": "spare",
      "valueType": "boolean",
      "value": "true"
    },
    {
      "name": "template_id",
      "valueType": "reference",
      "value": "49433535e5d2811Of877657a33339131"
    },
    {
      "name": "unit_position",
      "valueType": "integer",
      "value": "2"
    },
    {
      "name": "unverified",
      "valueType": "boolean",
      "value": "false"
    }
  ],
  "resourceRelationship": [
    {
      "relationshipType": "Contains::Contained by",
      "resource": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "id": "f5d1c429405dc910f8772175cacd723f",
        "href":
 "/api/sn_ni_core/resource/f5d1c429405dc910f8772175cacd723f"
      }
    },
    {
      "relationshipType": "Contains::Contained by",
      "resource": {
        "id": "d6e100e5405dc910f8772175cacd72e9",
        "href":
 "/api/sn_ni_core/resource/d6e100e5405dc910f8772175cacd72e9"
      }
    },
    {
      "relationshipType": "Contained by::Contains",
      "resource": {
        "id": "5b10e8154015c910f8772175cacd724d",
        "href":
 "/api/sn_ni_core/resource/5b10e8154015c910f8772175cacd724d"
      }
    }
  ],
  "resourceSpecification": {
    "id": "0ae34df1e5528110f877657a33339119",
    "href":
 "/api/now/table/cmdb_model/0ae34df1e5528110f877657a33339119",
    "@referredType": "EquipmentModel"
  },
  "@type": "cmdb_ci_ni_telco_equipment"
}
```


Resource Inventory Open API - POST /sn_ni_core/resource

Creates a resource record.

URL format

Default URL: `/api/sn_ni_core/resource`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
@type	Type of resource. Valid values: • `cmdb_ci_cable` (Cable) • `cmdb_ci_interface_card` (Interface Card) • `cmdb_ci_ip_address` (IP Address) • `cmdb_ci_ni_logical_path` (Logical Connection) • `cmdb_ci_ni_interface` (Network Interface) • `cmdb_ci_ni_site` (Network Site) • `cmdb_ci_ni_physical_link` (Physical Connection) • `cmdb_ci_strand` (Strand) • `cmdb_ci_topology` (Topology) • Name of a table specified by the *`sn_ni_core.equipment_tables`* sys_property, or name of a table that extends the specified tables. • Name of a table that extends Equipment Holder [cmdb_ci_equipment_holder]. Data type: String
description	Description of the resource. Data type: String
name	Required. Name of the resource. Data type: String
note	List of notes about the resource. Data type: Array of Objects `"note": [ { "text": "String" } ]`
note.text	Required if the *`note`* parameter is used. The note text. Data type: String
place	Required for Equipment Holder resources where Container Type is Cage, Bay, Cabinet, Rack, Line Up,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	or Inventory Model Bundle. Required for all Equipment resources. Network site for the resource. This parameter is not supported for Network Site, Physical Connection, or Logical Connection resources. Data type: Object `"place": { "@referredType": "String", "href": "String", "id": "String" }`
place.@referredType	Type of place. This value is always `GeographicAddress`. Data type: String
place.href	Relative link to the place record. Data type: String
place.id	Required if the *`place`* parameter is used. Sys_id of the place record. Data type: String Table: Network Site [cmdb_ci_ni_site]
relatedParty	Details about contacts for the resource. Data type: Array of Objects `"relatedParty": [ { "@referredType": "String", "href": "String", "id": "String", "role": "String" } ]`
relatedParty.@referredType	Type of related party. Located in the in the **Type** field. Data type: String Table: In the type field of Group [sys_user_group] table.
relatedParty.href	Relative link to the related party record. Data type: String
relatedParty.id	Required if the *`relatedParty`* parameter is used. Sys_id of the related party record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Table: Group [sys_user_group]
resourceCharacteristic	List of characteristics of the resource. The following resource types require specific resource characteristics. • For Physical Connection and Logical Connection resources, a `Port A` or `Port Z` characteristic is required. If the Lifecycle Stage Status of the resource is In Use, both `Port A` and `Port Z` are required. • For Equipment Holder resources, a `Container Type` characteristic is required. Data type: Array of Objects `"resourceCharacteristic": [ { "name": "String", "value": "String", "valueType": "String" } ]`
resourceCharacteristic.name	Required if the *`resourceCharacteristic`* parameter is used. Field name from the resource table specified by the *`@type`* parameter. You can't use the fields model_id, name, network_site, operation_notes, operational_status, short_description, start_date, or any sys_ prefixed fields such as sys_id. Data type: String
resourceCharacteristic.value	Required if the *`resourceCharacteristic`* parameter is used. The value of the characteristic. Data type: String
resourceCharacteristic.valueType	Type of value. Valid values: • boolean • datetime • float • integer • ph_number • reference • string

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
resourceRelationship	List of related resources. The following resource types require specific related resources. • For Interface Card resources, a relationship to an Equipment Holder resource where Container Type is Slot or Sub Slot is required. • For Network Interface resources, a relationship to an Equipment or Interface Card resource is required. • For Equipment Holder resources where Container Type is Slot or Sub Slot, a relationship to an Equipment or Interface Card resource is required. Data type: Array `"resourceRelationship": [ { "relationshipType": "String", "resource": {Object} } ]`
resourceRelationship.relationshipType	Required if the *`resourceRelationship`* parameter is used. Type of relationship between the two resources in the format `[this resource descriptor]::[related resource descriptor]`. For example, `Contains::Contained by` indicates that the related resource is the child of this resource. Valid values for the descriptors are located in the CI Relationship Type [cmdb_rel_type] table in the **Parent descriptor** and **Child descriptor** columns. Data type: String
resourceRelationship.resource	Required if the *`resourceRelationship`* parameter is used. Details about the related resource. The related resource must be one of the following resource types. • Cable • Equipment • Equipment Holder • Interface Card • Logical Connection • Network Interface • Network Site • Physical Connection

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• Strand • Topology Data type: Object `"resource": { "id": "String", "href": "String" }`
resourceRelationship.resource.id	Required if the *resourceRelationship* parameter is used. Sys_id of the related resource. Located in one of the following tables depending on the type of related resource. • Interface Card [cmdb_ci_interface_card] • Logical Connection [cmdb_ci_ni_logical_path] • Network Interface [cmdb_ci_ni_interface] • Network Site [cmdb_ci_ni_site] • Physical Connection [cmdb_ci_ni_physical_link] • Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables. • Tables that extend Equipment Holder [cmdb_ci_equipment_holder] Data type: String
resourceRelationship.resource.href	Relative link to the related resource record. Data type: String
resourceSpecification	Resource specification. Data type: Object `"resourceSpecification": { "id": "String" }`
resourceSpecification.id	Required if the *resourceSpecification* parameter is used. Sys_id of the associated model for the resource. Located in one of the following tables depending on the type of model. • Cable Models [sn_ent_cable_model] • Equipment Holder Models [sn_ent_nw_holder_model]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• Equipment Models [sn_ent_nw_equipment_model] • Interface Card Models [sn_ent_nw_interface_model] • Logical Connection Models [sn_ent_logical_nw_connection_model] • Network Interface Models [sn_ent_nw_interface_model] • Physical Connection Models [sn_ent_physical_nw_connection_model] • Strand Models [sn_ent_strand_model] • Topology Models [sn_ent_network_topology_model] Data type: String
startOperatingDate	Date and time that the resource first started operating. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.
Location	URL of the created resource.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
215	Request successfully received for processing. The request will be completed asynchronously.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.

Response body parameters (JSON)

Name	Description
@type	Type of resource. Valid values: • `cmdb_ci_cable` (Cable) • `cmdb_ci_interface_card` (Interface Card) • `cmdb_ci_ip_address` (IP Address) • `cmdb_ci_ni_logical_path` (Logical Connection) • `cmdb_ci_ni_interface` (Network Interface) • `cmdb_ci_ni_site` (Network Site) • `cmdb_ci_ni_physical_link` (Physical Connection) • `cmdb_ci_strand` (Strand) • `cmdb_ci_topology` (Topology) • Name of a table specified by the *`sn_ni_core.equipment_tables`* sys_property, or name of a table that extends the specified tables. • Name of a table that extends Equipment Holder [cmdb_ci_equipment_holder]. Data type: String
description	Description of the resource. Data type: String
href	Relative link to the resource record. Data type: String
id	Sys_id of the resource. Located in one of the following tables depending on the type of resource. • Cable [cmdb_ci_cable] • Equipment Holder [cmdb_ci_equipment_holder]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	• Interface Card [cmdb_ci_interface_card]
	• IP Address [cmdb_ci_ip_address]
	• Logical Connection [cmdb_ci_ni_logical_path]
	• Network Interface [cmdb_ci_ni_interface]
	• Network Site [cmdb_ci_ni_site]
	• Physical Connection [cmdb_ci_ni_physical_link]
	• Strand [cmdb_ci_strand]
	• Topology [cmdb_ci_topology]
	• Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables.
	• Tables that extend Equipment Holder [cmdb_ci_equipment_holder].
	• Child tables that extend any of the following tables:
	  ○ Cable [cmdb_ci_cable]
	  ○ Equipment Holder [cmdb_ci_equipment_holder]
	  ○ Strand [cmdb_ci_strand]
	
	Data type: String

name	Name of the resource. Data type: String
note	List of notes about the resource. Data type: Array of Objects `"note": [ { "text": "String" } ]`
note.text	The note text. Data type: String
place	Network site for the resource. This parameter is not supported for Network Site, Physical Connection, or Logical Connection resources. Data type: Object `"place": { "@referredType": "String", "href": "String", "id": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
place.@referredType	Type of place. This value is always `GeographicAddress`. Data type: String
place.href	Relative link to the place record. Data type: String
place.id	Sys_id of the place record. Data type: String Table: Network Site [cmdb_ci_ni_site]
relatedParty	Details about contacts for the resource. Data type: Array of Objects `"relatedParty": [ { "@referredType": "String", "href": "String", "id": "String", "role": "String" } ]`
relatedParty.@referredType	Type of related party. Located in the in the **Type** field. Data type: String Table: In the type field of Group [sys_user_group] table.
relatedParty.href	Relative link to the related party record. Data type: String
relatedParty.id	Sys_id of the related party record. Data type: String Table: Group [sys_user_group]
resourceCharacteristic	List of characteristics of the resource. The following resource types require specific resource characteristics. • For Physical Connection and Logical Connection resources, a `Port A` or `Port Z` characteristic is required. If the Lifecycle Stage Status of the resource is In Use, both `Port A` and `Port Z` are required. • For Equipment Holder resources, a `Container Type` characteristic is required. Data type: Array of Objects `"resourceCharacteristic": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"name": "String",
	"value": "String",
	"valueType": "String"
	}
	]</pre>

resourceCharacteristic.name	Field name from the resource table specified by the *@type* parameter. You can't use the fields model_id, name, network_site, operation_notes, operational_status, short_description, start_date, or any sys_ prefixed fields such as sys_id. Data type: String
resourceCharacteristic.value	The value of the characteristic. Data type: String
resourceCharacteristic.valueType	Type of value. Valid values: • boolean • datetime • float • integer • ph_number • reference • string Data type: String

resourceRelationship	List of related resources. The following resource types require specific related resources.
	• For Interface Card resources, a relationship to an Equipment Holder resource where Container Type is Slot or Sub Slot is required.
	• For Network Interface resources, a relationship to an Equipment or Interface Card resource is required.
	• For Equipment Holder resources where Container Type is Slot or Sub Slot, a relationship to an Equipment or Interface Card resource is required.
	
	Data type: Array
	<pre>"resourceRelationship": [
	{
	"relationshipType": "String",
	"resource": {Object}
	}
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
resourceRelationship.relationshipType	Type of relationship between the two resources in the format `[this resource descriptor]::[related resource descriptor]`. For example, `Contains::Contained by` indicates that the related resource is the child of this resource. Valid values for the descriptors are located in the CI Relationship Type [cmdb_rel_type] table in the **Parent descriptor** and **Child descriptor** columns. Data type: String
resourceRelationship.resource	Details about the related resource. The related resource must be one of the following resource types. • Cable • Equipment • Equipment Holder • Interface Card • Logical Connection • Network Interface • Network Site • Physical Connection • Strand • Topology Data type: Object `"resource": { "id": "String", "href": "String" }`
resourceRelationship.resource.id	Sys_id of the related resource. Located in one of the following tables depending on the type of related resource. • Interface Card [cmdb_ci_interface_card] • Logical Connection [cmdb_ci_ni_logical_path] • Network Interface [cmdb_ci_ni_interface] • Network Site [cmdb_ci_ni_site] • Physical Connection [cmdb_ci_ni_physical_link] • Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables. • Tables that extend Equipment Holder [cmdb_ci_equipment_holder] Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
resourceRelationship.resource.href	Relative link to the related resource record. Data type: String
resourceSpecification	Resource specification. Data type: Object `"resourceSpecification": { "id": "String" }`
resourceSpecification.id	Sys_id of the associated model for the resource. Located in one of the following tables depending on the type of model. • Cable Models [sn_ent_cable_model] • Equipment Holder Models [sn_ent_nw_holder_model] • Equipment Models [sn_ent_nw_equipment_model] • Interface Card Models [sn_ent_nw_interface_model] • Logical Connection Models [sn_ent_logical_nw_connection_model] • Network Interface Models [sn_ent_nw_interface_model] • Physical Connection Models [sn_ent_physical_nw_connection_model] • Strand Models [sn_ent_strand_model] • Topology Models [sn_ent_network_topology_model] Data type: String
startOperatingDate	Date and time that the resource first started operating. Data type: String

Example: cURL request

This example creates a network site in Denver, Colorado.

```
curl "https://instance.service-now.com/api/sn_ni_core/resource"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"name\": \"DENVER CO CO/HUB\",
  \"note\": [
    {
      \"text\": \"Cisco maintenance team onsite June 22, 2022.\"
    }
  ],
  \"resourceCharacteristic\": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      \"name\": \"attested\",
      \"valueType\": \"boolean\",
      \"value\": \"false\"
    },
    {
      \"name\": \"can_print\",
      \"valueType\": \"boolean\",
      \"value\": \"false\"
    },
    {
      \"name\": \"clli_code\",
      \"valueType\": \"string\",
      \"value\": \"DNVRCOMRO2T\"
    },
    {
      \"name\": \"comments\",
      \"valueType\": \"string\",
      \"value\": \"Site is scheduled for diesel generator test
July 13, 2022 at 9am CST.\"
    },
    {
      \"name\": \"cost_cc\",
      \"valueType\": \"string\",
      \"value\": \"USD\"
    },
    {
      \"name\": \"county\",
      \"valueType\": \"string\",
      \"value\": \"DENVER\"
    },
    {
      \"name\": \"data_center_code\",
      \"valueType\": \"string\",
      \"value\": \"DNVR00564\"
    },
    {
      \"name\": \"fault_count\",
      \"valueType\": \"integer\",
      \"value\": \"0\"
    },
    {
      \"name\": \"install_status\",
      \"valueType\": \"integer\",
      \"value\": \"1\"
    },
    {
      \"name\": \"life_cycle_stage\",
      \"valueType\": \"reference\",
      \"value\": \"Operational\"
    },
    {
      \"name\": \"life_cycle_stage_status\",
      \"valueType\": \"reference\",
      \"value\": \"In Use\"
    },
    {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      \"name\": \"location\",
      \"valueType\": \"reference\",
      \"value\": \"25ab8f300a0a0bb300d99f69c3ac24cd\"
    },
    {
      \"name\": \"managed_by\",
      \"valueType\": \"reference\",
      \"value\": \"b0f31e5673500010c2e7660c4cf6a711\"
    },
    {
      \"name\": \"monitor\",
      \"valueType\": \"boolean\",
      \"value\": \"false\"
    },
    {
      \"name\": \"network_domain\",
      \"valueType\": \"string\",
      \"value\": \"core\"
    },
    {
      \"name\": \"ni_type\",
      \"valueType\": \"reference\",
      \"value\": \"8e8f3770404d0110f8772175cacd7204\"
    },
    {
      \"name\": \"pots_number\",
      \"valueType\": \"ph_number\",
      \"value\": \"(214) 555-1234\"
    },
    {
      \"name\": \"skip_sync\",
      \"valueType\": \"boolean\",
      \"value\": \"false\"
    },
    {
      \"name\": \"third_party_ownership\",
      \"valueType\": \"boolean\",
      \"value\": \"false\"
    },
    {
      \"name\": \"unverified\",
      \"valueType\": \"boolean\",
      \"value\": \"false\"
    }
  ],
  \"resourceRelationship\": [
    {
      \"relationshipType\": \"Connects to::Connected by\",
      \"resource\": {
        \"id\": \"e6f6df8d4051c910f8772175cacd72b2\",
        \"href\":
\"/api/sn_ni_core/resource/e6f6df8d4051c910f8772175cacd72b2\"
      }
    },
    {
      \"relationshipType\": \"Connects to::Connected by\",
      \"resource\": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        \"id\": \"0ac19bc54051c910f8772175cacd724b\",
        \"href\":
\"/api/sn_ni_core/resource/0ac19bc54051c910f8772175cacd724b\"
      }
    },
    {
      \"relationshipType\": \"Connects to::Connected by\",
      \"resource\": {
        \"id\": \"997e5c11875851109a9c0f65dabb35ac\",
        \"href\":
\"/api/sn_ni_core/resource/997e5c11875851109a9c0f65dabb35ac\"
      }
    },
    {
      \"relationshipType\": \"Contains::Contained by\",
      \"resource\": {
        \"id\": \"5b10e8154015c910f8772175cacd724d\",
        \"href\":
\"/api/sn_ni_core/resource/5b10e8154015c910f8772175cacd724d\"
      }
    },
    {
      \"relationshipType\": \"Contains::Contained by\",
      \"resource\": {
        \"id\": \"57e73b51405dc910f8772175cacd726e\",
        \"href\":
\"/api/sn_ni_core/resource/57e73b51405dc910f8772175cacd726e\"
      }
    },
    {
      \"relationshipType\": \"Contains::Contained by\",
      \"resource\": {
        \"id\": \"bf58f751405dc910f8772175cacd72e8\",
        \"href\":
\"/api/sn_ni_core/resource/bf58f751405dc910f8772175cacd72e8\"
      }
    },
    {
      \"relationshipType\": \"Contains::Contained by\",
      \"resource\": {
        \"id\": \"b5711e31405d0d10f8772175cacd7232\",
        \"href\":
\"/api/sn_ni_core/resource/b5711e31405d0d10f8772175cacd7232\"
      }
    },
    {
      \"relationshipType\": \"Contains::Contained by\",
      \"resource\": {
        \"id\": \"ed811e31405d0d10f8772175cacd72d3\",
        \"href\":
\"/api/sn_ni_core/resource/ed811e31405d0d10f8772175cacd72d3\"
      }
    },
    {
      \"relationshipType\": \"Contains::Contained by\",
      \"resource\": {
        \"id\": \"d74937d1405dc910f8772175cacd7288\",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        \"href\":
 \"/api/sn_ni_core/resource/d74937d1405dc910f8772175cacd7288\"
      }
    },
    {
      \"relationshipType\": \"Contains::Contained by\",
      \"resource\": {
        \"id\": \"da0df2e3e4e64510f877e70ec9bcacc6\",
        \"href\":
 \"/api/sn_ni_core/resource/da0df2e3e4e64510f877e70ec9bcacc6\"
      }
    }
  ],
  \"@type\": \"cmdb_ci_ni_site\"
}" \
--user 'username':'password'
```

Response body.


```
{
   "href":
 "/api/sn_ni_core/resource/00399f0aed349150f877305f29f832b2",
   "id": "00399f0aed349150f877305f29f832b2",
   "name": "DENVER CO CO/HUB",
   "note": [
      {
         "text": "Cisco maintenance team onsite June 22, 2022."
      }
   ],
   "resourceCharacteristic": [
      {
         "name": "altitude_units",
         "valueType": "string",
         "value": "feet"
      },
      {
         "name": "attestation_status",
         "valueType": "string",
         "value": "Not Yet Reviewed"
      },
      {
         "name": "attested",
         "valueType": "boolean",
         "value": "false"
      },
      {
         "name": "can_print",
         "valueType": "boolean",
         "value": "false"
      },
      {
         "name": "clli_code",
         "valueType": "string",
         "value": "DNVRCOMRO2T"
      },
      {
         "name": "comments",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "valueType": "string",
        "value": "Site is scheduled for diesel generator test
July 13, 2022 at 9am CST."
     },
     {
        "name": "cost_cc",
        "valueType": "string",
        "value": "USD"
     },
     {
        "name": "county",
        "valueType": "string",
        "value": "DENVER"
     },
     {
        "name": "data_center_code",
        "valueType": "string",
        "value": "DNVR00564"
     },
     {
        "name": "discovery_source",
        "valueType": "string",
        "value": "Resource Inventory Open API"
     },
     {
        "name": "fault_count",
        "valueType": "integer",
        "value": "0"
     },
     {
        "name": "first_discovered",
        "valueType": "datetime",
        "value": "2022-07-21T19:38:04.000Z"
     },
     {
        "name": "install_status",
        "valueType": "integer",
        "value": "1"
     },
     {
        "name": "last_discovered",
        "valueType": "datetime",
        "value": "2022-07-21T19:38:04.000Z"
     },
     {
        "name": "life_cycle_stage",
        "valueType": "reference",
        "value": "Operational"
     },
     {
        "name": "life_cycle_stage_status",
        "valueType": "reference",
        "value": "In Use"
     },
     {
        "name": "location",
        "valueType": "reference",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "value": "25ab8f300a0a0bb300d99f69c3ac24cd"
         },
         {
            "name": "managed_by",
            "valueType": "reference",
            "value": "b0f31e5673500010c2e7660c4cf6a711"
         },
         {
            "name": "monitor",
            "valueType": "boolean",
            "value": "false"
         },
         {
            "name": "network_domain",
            "valueType": "string",
            "value": "core"
         },
         {
            "name": "ni_type",
            "valueType": "reference",
            "value": "8e8f3770404d0110f8772175cacd7204"
         },
         {
            "name": "pots_number",
            "valueType": "ph_number",
            "value": "(214) 555-1234"
         },
         {
            "name": "skip_sync",
            "valueType": "boolean",
            "value": "false"
         },
         {
            "name": "third_party_ownership",
            "valueType": "boolean",
            "value": "false"
         },
         {
            "name": "unverified",
            "valueType": "boolean",
            "value": "false"
         }
      ],
      "resourceRelationship": [
         {
            "relationshipType": "Connects to::Connected by",
            "resource": {
               "id": "e6f6df8d4051c910f8772175cacd72b2",
               "href":
"/api/sn_ni_core/resource/e6f6df8d4051c910f8772175cacd72b2"
            }
         },
         {
            "relationshipType": "Connects to::Connected by",
            "resource": {
               "id": "0ac19bc54051c910f8772175cacd724b",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "href":
"/api/sn_ni_core/resource/0ac19bc54051c910f8772175cacd724b"
         }
      },
      {
         "relationshipType": "Connects to::Connected by",
         "resource": {
            "id": "997e5c11875851109a9c0f65dabb35ac",
            "href":
"/api/sn_ni_core/resource/997e5c11875851109a9c0f65dabb35ac"
         }
      },
      {
         "relationshipType": "Contains::Contained by",
         "resource": {
            "id": "5b10e8154015c910f8772175cacd724d",
            "href":
"/api/sn_ni_core/resource/5b10e8154015c910f8772175cacd724d"
         }
      },
      {
         "relationshipType": "Contains::Contained by",
         "resource": {
            "id": "57e73b51405dc910f8772175cacd726e",
            "href":
"/api/sn_ni_core/resource/57e73b51405dc910f8772175cacd726e"
         }
      },
      {
         "relationshipType": "Contains::Contained by",
         "resource": {
            "id": "bf58f751405dc910f8772175cacd72e8",
            "href":
"/api/sn_ni_core/resource/bf58f751405dc910f8772175cacd72e8"
         }
      },
      {
         "relationshipType": "Contains::Contained by",
         "resource": {
            "id": "b5711e31405d0d10f8772175cacd7232",
            "href":
"/api/sn_ni_core/resource/b5711e31405d0d10f8772175cacd7232"
         }
      },
      {
         "relationshipType": "Contains::Contained by",
         "resource": {
            "id": "ed811e31405d0d10f8772175cacd72d3",
            "href":
"/api/sn_ni_core/resource/ed811e31405d0d10f8772175cacd72d3"
         }
      },
      {
         "relationshipType": "Contains::Contained by",
         "resource": {
            "id": "d74937d1405dc910f8772175cacd7288",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "href":
 "/api/sn_ni_core/resource/d74937d1405dc910f8772175cacd7288"
         }
      },
      {
         "relationshipType": "Contains::Contained by",
         "resource": {
            "id": "da0df2e3e4e64510f877e70ec9bcacc6",
            "href":
 "/api/sn_ni_core/resource/da0df2e3e4e64510f877e70ec9bcacc6"
         }
      }
   ],
   "@type": "cmdb_ci_ni_site"
}
```

Resource Inventory Open API - POST /sn_ni_core/resourceinventoryviatemplate

Creates a resource configuration item (CI) and related CI hierarchy based on a template.

Before calling this endpoint, you must create an inventory template in the Inventory Template [sn_ni_core_inventory_template] table. You can define the entire hierarchy of related CIs in an inventory template. You can then create all of the CIs and relationships via a single API request.

URL format

Default URL: `/api/sn_ni_core/resourceinventoryviatemplate`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
overrides	List of columns to override and the values to use. Data type: Object `"overrides": { "column_name": "String" }`
overrides.column_name	Required if the *`overrides`* parameter is used. Column name and value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String

parentId	Required. Sys_id of the parent CI. Located in one of the following tables depending on the type of parent CI.
	• Cable [cmdb_ci_cable]
	• Equipment Holder [cmdb_ci_equipment_holder]
	• Interface Card [cmdb_ci_interface_card]
	• IP Address [cmdb_ci_ip_address]
	• Logical Connection [cmdb_ci_ni_logical_path]
	• Network Interface [cmdb_ci_ni_interface]
	• Network Site [cmdb_ci_ni_site]
	• Physical Connection [cmdb_ci_ni_physical_link]
	• Strand [cmdb_ci_strand]
	• Topology [cmdb_ci_topology]
	• Tables specified by the *sn_ni_core.equipment_tables* sys_property, and any tables that extend the specified tables.
	• Tables that extend Equipment Holder [cmdb_ci_equipment_holder].
	• Child tables that extend any of the following tables:
	  ○ Cable [cmdb_ci_cable]
	  ○ Equipment Holder [cmdb_ci_equipment_holder]
	  ○ Strand [cmdb_ci_strand]
	
	Data type: String

templateId	Required. Sys_id of the template. Data type: String Table: Inventory Template [sn_ni_core_inventory_template]
templateOverrides	List of template overrides. Data type: Array of Objects `"templateOverrides": [ { "overrideTemplateId": "String", "templateId": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
templateOverrides.overrideTemplateId	Required if the *templateOverrides* parameter is used. Available template sys_id. Data type: String
templateOverrides.templateId	Required if the *templateOverrides* parameter is used. Related template sys_id. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.
Location	URL of the created CI at the top of the hierarchy.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Resource created.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Error. An error occurred with the request. For example, the request failed validation checks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Name	Description
result	Result object with information about the created CIs. Data type: Object `"result": { "sys_id": "String" }`
result.sys_id	Sys_id of the created CI at the top of the hierarchy. Data type: String

Example: cURL request

This example creates a CI hierarchy using a template.

```
curl
 "https://instance.service-now.com/api/sn_ni_core/resourceinvent
oryviatemplate" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "templateId": "90475711ed6ec110f877d2f57b8accda",
   "parentId": "917dd8f6870e851079c40f2d0ebb353d",
   "overrides": {
      "equipment_clli": "test"
   },
   "templateOverrides": [
      {
         "templateId": "ac3b679ded6ec110f877d2f57b8acc29",
         "overrideTemplateId":
 "f9604efb54e18110f87749bbc4ad38d8"
      },
      {
         "templateId": "171c23dded6ec110f877d2f57b8acc33",
         "overrideTemplateId":
 "0f38e59187424110e14f64e73cbb35b4"
      }
   ]
}" \
--user 'username':'password'
```

Response body.

```
"result": {
   "sys_id": "00598f0aed346259f388105f29f892c4"
}
```

Response Templates API

The *Response Templates* API provides endpoints to handle records in the Response Templates [sn_templated_snip_note_template] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This script include requires the Templated Responses plugin (com.sn_templated_snip), which is activated by default, and runs within the `sn_templated_snip` namespace.

For additional information on response templates, see Response templates.

Response Templates - POST /response_templates/get_templates

Returns records from the Response Templates [sn_templated_snip_note_template] table.

URL format

Default URL: `/api/sn_templated_snip/response_templates/get_templates`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
errorFormat	HTML formatting to use for errors. Data type: String Default: `"<span style='color:#ff0000'>${%s}</span>"`

includeEvaluatedBody	Flag that indicates whether to render the template variables.
	
	Valid values:
	
	• false: Do not render the template variables. The response contains the message variables.
	
	For example:
	
	`Please note that your case ${number} has been escalated to ${assignment_group}.`
	
	• true: Renders the template variables and returns *evaluated_response* in the return results.
	
	For example:
	
	`Please note that your case INC100001 has been escalated to Facilities.`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: Boolean Default: false
limit	Maximum number of response templates to return. Data type: Number Default: 50
offset	For pagination, the index at which to start the search. Data type: Number Default: 0
opts	Parameters to pass to the sn_templated_snip.response_template extension point. The format and content of these parameters are dependent on the implementation of the extension point. For additional information on extension points, see Using extension points to extend application functionality. Data type: Object
recordId	Required. Sys_id of the record to use to render the variables in the response template. Data type: String
searchTerm	Text to use to filter the list of matching response templates. The endpoint performs a CONTAINS search of this text on the name and body fields and a STARTS WITH search on the short name field. For example, if the search term is "crash", the endpoint returns any response template that matches the query criteria and has crash in the name or body or the short name starts with crash. Response templates with exact matches on short name appear first in the return results. All other returned response templates are sorted by name. Data type: String Default: Return all matching response templates.
tableName	Required. Name of the table to use to search the Response Templates table to locate corresponding response templates. For example, "incident" or "sn_hr_core_case". Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Array of objects that list all of the templates that match the specified search criteria. Data type: Array `"result": [ {Object} ]`
result.<object>	Response templates with exact matches on short name appear first in the return results. All other returned

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	response templates are sorted by name. Data type: Object `{ "evaluated_response": [Array], "name": "String", "short_name": "String", "short_name_match": Boolean, "sys_id": "String", "template_body": "String" }`
result.<object>.evaluated_response	Array that lists the results of the template evaluation. Data type: Array `"elevated_response":[ "error": [Array], "evaluated_body": "String", "success": Boolean ]`
result.<object>.evaluated_response.error	List of entries for each evaluation error that occurred. Data type: Array `"error":[ "inAccessibleVariables": "String", "message": "String", "unEvaluatedVariables": "String" ]`
result.<object>.evaluated_response.error.inAccessibleVariables	Variables in the response template body that could not be resolved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.<object>.evaluated_response.error.message	Error message. Data type: String
result.<object>.evaluated_response.error.unEvaluatedVariables	Variables in the response template body that were not evaluated. Data type: String
result.<object>.evaluated_response.evaluated_body	Evaluated response template body in HTML. Data type: String
result.<object>.evaluated_response.success	Flag that indicates whether all of the variables rendered properly. Possible values: • true: All variables rendered properly. • false: Variables did not render properly. Data type: Boolean
result.<object>.name	Name of the response template. Data type: String
result.<object>.short_name	Short name of the response template. Data type: String
result.<object>.short_name_match	Flag that indicates whether an exact match occurred on the short name of the response template. Possible values: • true: Search term is an exact match. • false: Search term is not an exact match. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.<object>.sys_id	Sys_id of the response template. Data type: String
result.<object>.template_body	Response template body in HTML. Data type: String

Example: Sample cURL request

```
curl
 "https://instance.service-now.com/api/sn_templated_snip/respons
e_templates/get_templates" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"tableName\": \"sn_hr_core_case_total_rewards\",
  \"recordId\": \"2c9e43320b30220097432da0d5673a9c\"
}" \
--user "username":"password"
```

```
{
   "result": [
      {
         "sys_id": "2552c4ec0b03320036e62c7885673a5a",
         "name": "Escalation Notes - Total Rewards",
         "short_name": "Escalation Notes - Total Rewards",
         "template_body": "<p>Dear
 ${subject_person},<\/p>\n<p>Please note that your case
 ${number} has been escalated to ${assignment_group}. An
 agent will be assigned on your case and will keep you
 updated. If you have more questions please reach out to our
 team.<\/p>\n<p>Regards,<\/p>\n<p>${sys_updated_by}<\/p>"
      },
      {
         "sys_id": "698388ec0b03320036e62c7885673ab5",
         "name": "Resolution Notes - Phone Inquiry",
         "short_name": "Resolution Notes - Phone Inquiry",
         "template_body": "<p>Thank you ${subject_person}
 for reaching out to the Global HR Services Team for
 your inquiry. As discussed over the phone, we have
 resolved your case ${number}.<\/p>\n<p>We are happy to
 help if you have more questions for our team. Please
 reach out and mention the case number ${number} on the
 call.<\/p>\n<p>Regards,<\/p>\n<p>${assigned_to}<\/p>"
      }
   ]
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sales Agreement API

The `Sales Agreement` API provides methods for creating a new sales agreement and retrieving an existing sales agreement of a given sys_id.

This API works with data in the Sales Agreement Management application, which managers, agents, and administrators use to generate sales agreements from quotes.

The `Sales Agreement` API runs in the sn_sales_agmt_core#namespace and requires three plugins to access it:

- Sales Agreement Data Model (com.sn_sales_agmt_core)#,
- Product Catalog Management Core (com.sn_prd_pm),
- Pricing (com.sn_csm_pricing)

The API also requires the sn_sales_agmt_core.sales_agreement_integrator#ole to access it.

Most data is retrieved from or updated in the following tables upon calling this API and must be populated for its endpoints to work successfully:

- Account [customer_account],
- Product Offering [sn_prd_pm_product_offering],
- Product Model [cmdb_model],
- Quote [quote],
- Quote Line [quote_line],
- Price List [price_list]
- Account [customer_account]
- Price List [sn_csm_pricing_price_list]
- Product Model [cmdb_model]
- Product Offering [sn_prd_pm_product_offering]
- Quote [sn_quote_mgmt_core_quote]
- Quote Line [sn_quote_mgmt_core_quote_line_item]
- Sales Agreement#[sn_sales_agmt_core_sales_agreement]
- Sales Agreement Line#[sn_sales_agmt_core_sales_agreement_line]
- Sales Agreement Line Adjustments#[sn_sales_agmt_core_sales_agreement_line_adjustment]
- Sales Agreement Line Characteristics #[sn_sales_agmt_core_sales_agreement_line_characteristic]

Sales Agreement - GET /api/sn_sales_agmt_core/salesagreement/{id}

Retrieve a sales agreement associated with a given sys_id.

URL format

Versioned URL: GET `/api/sn_sales_agmt_core/v1/salesagreement/{id}`

Default URL: GET `/api/sn_sales_agmt_core/salesagreement/{id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Required. Sys_id of the sales agreement to retrieve. Table: Sales Agreement[sn_sales_agmt_core_sales_agreement] Data type: String

Query parameters

Name	Description

display_value	Optional. Returns the sales agreement properties in a chosen format.
	
	Valid values:
	
	• all: Response contains the *name*, *label*, *value*, *display_value*, and *type* properties for all fields in the sales agreement. For example:
	
	`"state": { "display_name": "String", "label": "String", "name": "String", "type": "String", "value": "String" }`
	
	• false: Response contains just the *value* property for all fields in the sales agreement. For example:
	
	`"state": { "value": "draft" }`
	
	• true: Response contains just the *display_value* property for all fields in the sales agreement. For example:
	
	`"state": { "display_value": "Draft" }`
	
	Default: false

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
result	Results of th information. Data type: C "result "ac "bi "co "co "cu "de "en "nu "qu "sa "sh

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sh
	"st
	"st
	"sy
	"sy
	"sy
	"sy
	"sy
	}</pre>

account	Account info
	
	Table: Accou
	
	Data type: C
	<pre>"accoun
	"displ
	"label
	"name"
	"type"
	"value
	}</pre>

account.display_value	Display valu Data type: S
account.label	Label of the Data type: S
account.name	Name of the Data type: S
account.type	Type of acco Data type: S
account.value	Sys_id of th Table: Accou Data type: S

billing_location	Billing addre
	
	Updated tab
	
	Data type: C
	<pre>"billin
	"disp
	"labe
	"name
	"type</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

billing_location.display_value	Display valu *billing_* Data type: S
billing_location.label	Label of the Data type: S
billing_location.name	Name of the Data type: S
billing_location.type	Type of billi Data type: S
billing_location.value	Value of the Data type: S

consumer	Consumer c
	Table: Cons
	Data type: C
	<pre>"consum
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

consumer.display_value	Display valu *consumer* Data type: S
consumer.label	Label of the Data type: S
consumer.name	Name of the Data type: S
consumer.type	Type of cons Data type: S
consumer.value	Value of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S

contact	Contact info
	Table: Conta
	Data type: C
	`"contac`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

contact.display_value	Display valu Data type: S
contact.label	Label of the Data type: S
contact.name	Name of the Data type: S
contact.type	Type of cont Data type: S
contact.value	Value of the Data type: S

currency	Currency co
	Table: Curre
	Data type: C
	`"curren`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

currency.display_value	Display valu *currency* Data type: S
currency.label	Label of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
currency.name	Name of the Data type: S
currency.type	Type of curr Data type: S
currency.value	Country cur Data type: S

default_price_list	Details abou
	Table: Price
	Data type: C
	`"defaul`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

default_price_list.display_value	Display valu Data type: S
default_price_list.label	Label of the Data type: S
default_price_list.name	Name of the Data type: S
default_price_list.type	Type of defa Data type: S
default_price_list.value	Sys_id of th Data type: S

ends	End date of
	Data type: C
	`"ends":`
	`"disp`
	`"labe`
	`"name`
	`"type`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

ends.display_value	Display valu Data type: S
ends.label	Label of the Data type: S
ends.label	Name of the Data type: S
ends.type	Type of end Data type: S
ends.value	Value of the Format: YYY Data type: S

number	Automatical
	number pos
	
	Table: Sales
	#{sn_sales_a
	
	Data type: C
	<pre>"number
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

number.display_value	Display valu *number.v* Data type: S
number.label	Label of the Data type: S
number.name	Name of the Data type: S
number.type	Type of sale Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
number.value	Value of the SA001010 Data type: S
quote	Information Table: Quot Data type: C "quote" "disp "labe "name "type "valu }
quote.display_value	Display valu Data type: S
quote.label	Label of the Data type: S
quote.name	Name of the Data type: S
quote.type	Type of quo Data type: S
quote.value	Sys_id of th Data type: S
sales_agreement_lines	List of sales Table: Sales #sn_sales_a Data type: A sales_a { "chil [Array "end_ "numb "pare "pric "prod "prod "prod "quan

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"quot "sale "sales s": [Ar "sale [Array "ship "shor "star "stat "sys_ "sys_ "sys_ "sys_ "sys_ "top_ "tota "tota "unit "unit }]

sales_agreement_lines.sales_agreement_line_adjustments	List of sales
	
	Table: Sales
	#[sn_sales_a
	
	Data type: A
	"sales_
	{
	"adju
	"adju
	"adju
	"amou
	"appl
	"numb
	"quan
	"sale
	"sale
	"shor
	"sys_
	"sys_
	"sys_
	"sys_
	"sys_
	"tota
	}
	]

sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source	Source infor Table: Sales #[sn_sales_a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Data type: C
	`"adjust`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source.display_value	Source disp adjustment. *adjustme* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source.label	Source labe Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source.name	Source nam Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source.type	Source type always `str` Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source.value	Source valu Possible val • auto • manual Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type	Information
	type.
	Data type: C
	`"adjust`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type.display_value	Display valu Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type.label	Label of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type.type	Type of adju Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type.value	Sys_id of th Table: Sales #sn_sales_a Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.adjustment_value	Information
	Table: Sales
	#sn_sales_a
	Data type: C
	`"adjust`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.agreement_line_adjustments.adjustment_value.display_value	Display valu *adjustme* Data type: N
sales_agreement_lines.agreement_line_adjustments.adjustment_value.label	Label of the Data type: S
sales_agreement_lines.agreement_line_adjustments.adjustment_value.name	Name of the Data type: S
sales_agreement_lines.agreement_line_adjustments.adjustment_value.type	Type of adju Data type: S
sales_agreement_lines.agreement_line_adjustments.adjustment_value.value	Number valu Data type: N
sales_agreement_lines.sales_agreement_line_adjustments.amount	Information adjustment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"amount`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.amount.display_value	Display valu *amount.v* of the assoc *currency* Data type: N
sales_agreement_lines.sales_agreement_line_adjustments.amount.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.amount.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.amount.type	Type of the `currency` Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.amount.value	Dollar value Data type: N

sales_agreement_lines.sales_agreement_line_adjustments.applicable_to	Reference c
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"applic`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.applicable_to.display_value	Display valu to. Matches Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.sales_agreement_line_adjustments.applicable_to.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.applicable_to.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.applicable_to.type	Type of the Value is alw Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.applicable_to.value	Quantity typ Possible val • LUMPSUM • UNIT_QTY Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.number	Automatical
	number or t
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	`"number`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.number.display_value	Display valu *number.v* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.number.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.number.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.number.type	Type of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.number.value	Value of the SALA0010

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.quantity	Quantity of
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"quanti`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.quantity.display_value	Display valu *quantity* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.quantity.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.quantity.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.quantity.type	Type of the a Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.quantity.value	Value of the Data type: N

sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement	Reference t
	sales agree
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"quanti`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement.display_value	Display valu the sales ag SA001010

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement.label	Label of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement.name	Name of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement.type	Type of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement.value	Sys_id of th agreement l Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line	Reference t sales agree
	
	Table: Sales #sn_sales_a
	
	Data type: C
	`"sales_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line.display_value	Number of t agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line.label	Label of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line.name	Name of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line.type	Type of the agreement l Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line.value	Sys_id of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.short_description	Brief descrip adjustment. Table: Sales #sn_sales_a Data type: C `"short_ "disp "labe "name "type "valu }`
sales_agreement_lines.sales_agreement_line_adjustments.short_description.display_value	Display valu the particula *short_de* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.short_description.label	Label of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.short_description.name	Name of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.short_description.type	Type of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.short_description.value	Value of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by	Name of the adjustment. Table: Sales #sn_sales_a Data type: C `"create "disp "labe`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by.display_value	Display valu line adjustm Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by.label	Label of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by.name	Name of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by.type	Type of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by.value	Value of the adjustment. Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on	Date and tim
	adjustment
	
	Data type: C
	<pre>"create
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on.display_value	Display valu was created Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on.label	Label of the created. Format: YYY Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on.name	Name of the created. Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on.type	Type of the created. Val Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on.value	Value of the created. Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_id	Sys_id of th Table: Sales #sn_sales_a Data type: C `"sys_id "disp "labe "name "type "valu }`
sales_agreement_lines.sales_agreement_line_adjustments.sys_id.display_value	Display valu *sys_id.v* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_id.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_id.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_id.type	Type of the `string`. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_id.value	Value of the Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by	Name of the line adjustm Table: Sales #sn_sales_a Data type: C `"update "disp "labe "name "type "valu }`
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by.display_value	Display valu sales agree *updated_* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by.label	Label of the line adjustm Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by.name	Name of the line adjustm Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by.type	Type of user adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by.value	Value of the line adjustm Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on	Date and tim was updated Data type: C `"update "disp "labe "name "type "valu }`
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on.display_value	Display valu was last upd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on.label	Label of the updated. Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on.name	Name of the updated. Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on.type	Type of date updated. Va Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on.value	Value of the updated. Format: YYY Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.total_amount	Total amoun
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"total_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.total_amount.display_value	Display valu *total_am* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.total_amount.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.total_amount.name	Name of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.total_amount.type	Type of the currency Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.total_amount.value	Value of the Data type: S
sales_agreement_lines.child_sales_agreement_lines	List of sales structure as parameter. Table: Sales #[sn_sales_a Data type: A "child_ { "end_ "numb "pare "pric "prod "prod "prod "quan "quot "sale "sale [Array "sales s": [Ar "ship "shor "star "stat "sys_ "sys_ "sys_ "sys_ "sys_ "top_ "tota "tota "unit "unit }]
sales_agreement_lines.end_date	End date of

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Data type: O
	`"end_da`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.end_date.display_value	Display valu Matches *en* Data type: S
sales_agreement_lines.end_date.label	Label of the Data type: S
sales_agreement_lines.end_date.name	Name of the Data type: S
sales_agreement_lines.end_date.type	Type of end always `gli` Data type: S
sales_agreement_lines.end_date.value	End date an Format: YYY Data type: S

sales_agreement_lines.number	Automatical
	the number
	Table: Sales
	#{sn_sales_a
	Data type: O
	`"number`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.number.display_value	Display valu example, SA Data type: S
sales_agreement_lines.number.label	Label of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.number.name	Name of the Data type: S
sales_agreement_lines.number.type	Type of num Data type: S
sales_agreement_lines.number.value	Value of the SAL00101 Data type: S

sales_agreement_lines.parent_line	Information
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	`"parent`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.parent_line.display_value	Display num example, SA Data type: S
sales_agreement_lines.parent_line.label	Label of the Data type: S
sales_agreement_lines.parent_line.name	Name of the Data type: S
sales_agreement_lines.parent_line.type	Type of pare `referenc` Data type: S
sales_agreement_lines.parent_line.value	Sys_id of th Data type: S
sales_agreement_lines.price_list	Price list de Table: Sales #sn_sales_a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Data type: C
	`"price_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.price_list.display_value	Display valu Data type: S
sales_agreement_lines.price_list.label	Label of the Data type: S
sales_agreement_lines.price_list.name	Name of the Data type: S
sales_agreement_lines.price_list.type	Type of sale `referenc` Data type: S
sales_agreement_lines.price_list.value	Sys_id of th line. Data type: S

sales_agreement_lines.product_model	Details abou
	line.
	Table: Produ
	Data type: C
	`"produc`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.product_model.display_value	Display valu line. Matche Data type: S
sales_agreement_lines.product_model.label	Label of the Data type: S
sales_agreement_lines.product_model.name	Name of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.product_model.type	Type of proc is always `re` Data type: S
sales_agreement_lines.product_model.value	Value of the Data type: S

sales_agreement_lines.product_offering	Details abou
	line.
	
	Table: Produ
	
	Data type: C
	`"produc`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.product_offering.display_value	Display valu agreement l Data type: S
sales_agreement_lines.product_offering.label	Label of the Data type: S
sales_agreement_lines.product_offering.name	Name of the Data type: S
sales_agreement_lines.product_offering.type	Type of proc is always `re` Data type: S
sales_agreement_lines.product_offering.value	Value of the Data type: S

sales_agreement_lines.product_specification	Reference t
	line.
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	`"produc`
	`"disp`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.product_specification.display_value	Display valu on the sales *product_* Data type: S
sales_agreement_lines.product_specification.label	Label of the line. Data type: S
sales_agreement_lines.product_specification.name	Name of the line. Data type: S
sales_agreement_lines.product_specification.type	Type of proc Value is alwa Data type: S
sales_agreement_lines.product_specification.value	Value of the line. Data type: S

sales_agreement_lines.quantity	Number of p
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	<pre>"quanti
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.quantity.display_value	Display valu agreement l Data type: S
sales_agreement_lines.quantity.label	Label of the Data type: S
sales_agreement_lines.quantity.name	Name of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.quantity.type	Type of proc is always de Data type: S
sales_agreement_lines.quantity.value	Number of p Data type: N
sales_agreement_lines.quote_line	Reference c line. Table: Quot Data type: C "quote_ "disp "labe "name "type "valu }
sales_agreement_lines.quote_line.display_value	Display valu line. Data type: S
sales_agreement_lines.quote_line.label	Label of the Data type: S
sales_agreement_lines.quote_line.name	Name of the Data type: S
sales_agreement_lines.quote_line.type	Type of quo is always re Data type: S
sales_agreement_lines.quote_line.value	Value of the Data type: S
sales_agreement_lines.sales_agreement	Reference t line. Table: Sales #[sn_sales_a Data type: C "sales_ "disp

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement.display_value	Display valu agreement l Data type: S
sales_agreement_lines.sales_agreement.label	Label of the Data type: S
sales_agreement_lines.sales_agreement.name	Name of the Data type: S
sales_agreement_lines.sales_agreement.type	Type of sale is always `re` Data type: S
sales_agreement_lines.sales_agreement.value	Sys_id of th Data type: S

sales_agreement_lines.sales_agreement_line_characteristics	List of sales
	
	Table: Sales
	[sn_sales_a
	
	Data type: A
	<pre>"sales_
	[
	{
	"cha
	"cha
	"sal
	"sal
	"sys
	"sys
	"sys
	"sys
	"sys
	"typ
	"val
	}
	]</pre>

sales_agreement_lines.sales_agreement_line_characteristics.characteristic	Characteris Table: sn_pr Data type: C

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"charac
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_characteristics.characteristic.display_value	Display valu line. Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic.type	Type of char always `ref` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic.value	Value of the Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option	Information
	agreement l
	
	Table: Sales
	[sn_sales_a
	
	Data type: C
	<pre>"charac
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option.display_value	Display valu line. Matche Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option.label	Label of the line. Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option.name	Name of the line. Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option.type	Type of char Value is alw Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option.value	Value of the line. Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement	Details of th agreement l Table: Sales [sn_sales_a Data type: C `"sales_ "disp "labe "name "type "valu }`
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement.display_value	Display valu Matches *sa* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement.type	Type of sale `referenc` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement.value	Value of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line	Details abou Table: Sales [sn_sales_a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: C `"sales_ "disp "labe "name "type "valu }`
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line.display_value	Display valu line. Matche Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line.label	Characteris Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line.name	Characteris Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line.type	Characteris always `ref` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line.value	Characteris Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by	Name of the characterist Table: User Data type: C `"sys_cr "disp "labe "name "type "valu }`
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by.display_value	Display valu *sys_crea* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by.name	Name of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by.type	Type of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by.value	Value of the Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on	Date and tim
	created.
	
	Data type: C
	`"sys_cr`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on.display_value	Display valu *sys_crea* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on.type	Type of the `glide_da` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on.value	Value of the Format: YYY Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sys_id	Sys_id of th
	
	Table: Sales
	[sn_sales_a
	
	Data type: C
	`"sys_id`
	`"disp`
	`"labe`
	`"name`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_characteristics.sys_id.display_value	Display valu *sys_id.v* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_id.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_id.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_id.type	Type of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_id.id	Value of the Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by	Name of the
	line charact
	
	Table: User
	
	Data type: C
	<pre>"sys_up
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by.display_value	Display valu characterist *sys_crea* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by.type	Type of the always `str`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by.value	Value of use Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on	Date and tim
	last updated
	
	Data type: C
	`"sys_up`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on.display_value	Display valu *updated_* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on.type	Type of the `glide_da` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on.value	Value of the Format: YYY Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.type	Type of char
	characterist
	
	Table: Sales
	[sn_sales_a
	
	Data type: C
	`"type":`
	`"disp`
	`"labe`
	`"name`
	`"type`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_characteristics.type.display_value	Display valu *type.val* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.type.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.type.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.type.type	Type of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.type.value	Value of the Possible val • coverage • coverage Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.value	Value of the
	Table: Sales
	[sn_sales_a
	Data type: C
	<pre>"type":
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_characteristics.value.display_value	Display valu Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.value.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.value.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.value.type	Type of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.value.value	Value of the Data type: S

sales_agreement_lines.short_description	Brief details
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"short_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.short_description.display_value	Display valu *short_de* Data type: S
sales_agreement_lines.short_description.label	Label of the Data type: S
sales_agreement_lines.short_description.name	Name of the Data type: S
sales_agreement_lines.short_description.type	Type of sho Data type: S
sales_agreement_lines.short_description.value	Value of the Data type: S

sales_agreement_lines.start_date	Start date of
	
	Data type: C
	`"start_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.start_date.display_value	Display valu Matches *st*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.start_date.label	Label of the Data type: S
sales_agreement_lines.start_date.name	Name of the Data type: S
sales_agreement_lines.start_date.type	Type of sale glide_da Data type: S
sales_agreement_lines.start_date.value	Value of the Format: YYY Data type: S

sales_agreement_lines.state	Valid state c
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	`"state"`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.state.display_value	Display valu Data type: S
sales_agreement_lines.state.label	Label of the Data type: S
sales_agreement_lines.state.name	Name of the Data type: S
sales_agreement_lines.state.type	Type of state Data type: S
sales_agreement_lines.state.value	Value of the Possible val • pending_ • suspende

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• active • expired • cancelled Data type: S
sales_agreement_lines.sys_created_by	Name of the Table: User Data type: C "sys_cr "disp "labe "name "type "valu }
sales_agreement_lines.sys_created_by.display_value	Display valu line. Matche Data type: S
sales_agreement_lines.sys_created_by.label	Label of the Data type: S
sales_agreement_lines.sys_created_by.name	Name of the Data type: S
sales_agreement_lines.sys_created_by.type	Type of the Data type: S
sales_agreement_lines.sys_created_by.value	Value of the Data type: S
sales_agreement_lines.sys_created_on	Date and tim Data type: C "sys_cr "disp "labe "name "type "valu }
sales_agreement_lines.sys_created_on.display_value	Display valu line record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sys_created_on.label	Label of the record. Data type: S
sales_agreement_lines.sys_created_on.name	Name of the record. Data type: S
sales_agreement_lines.sys_created_on.type	Type of the record. Valu Data type: S
sales_agreement_lines.sys_created_on.value	Value of the record. Format: YYY Data type: S
sales_agreement_lines.sys_id	Sys_id of th Table: Sales #sn_sales_a Data type: C `"sys_id "disp "labe "name "type "valu }`
sales_agreement_lines.sys_id.displayValue	Display valu record#. Ma Data type: S
sales_agreement_lines.sys_id.label	Automatical agreement l Data type: S
sales_agreement_lines.sys_id.type	Type of sys_ always `str` Data type: S
sales_agreement_lines.sys_id.value	Sys_id numb record#.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sys_updated_by	Name of the line. Table: User Data type: C "sys_up "disp "labe "name "type "valu }
sales_agreement_lines.sys_updated_by.display_value	Display valu line. Matche Data type: S
sales_agreement_lines.sys_updated_by.label	Label of the Data type: S
sales_agreement_lines.sys_updated_by.name	Name of the Data type: S
sales_agreement_lines.sys_updated_by.type	Type of the Value is alw Data type: S
sales_agreement_lines.sys_updated_by.value	Value of the Data type: S
sales_agreement_lines.sys_updated_on	Date and tim updated. Data type: C "sys_up "disp "labe "name "type "valu }
sales_agreement_lines.sys_updated_on.display_value	The display time on the *sys_upda*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sys_updated_on.label	Label of the line Data type: S
sales_agreement_lines.sys_updated_on.name	Name of the agreement l Data type: S
sales_agreement_lines.sys_updated_on.type	Type of the line. Value is Data type: S
sales_agreement_lines.sys_updated_on.value	Value of the line Format: YYY Data type: S
sales_agreement_lines.top_sales_agreement_line	Information Table: Sales #sn_sales_a Data type: C `"top_sa "disp "labe "name "type "valu }`
sales_agreement_lines.top_sales_agreement_line.display_value	Display valu *top_sale* Data type: S
sales_agreement_lines.top_sales_agreement_line.label	Label of the Data type: S
sales_agreement_lines.top_sales_agreement_line.name	Name the to Data type: S
sales_agreement_lines.top_sales_agreement_line.type	Type of the `referenc` Data type: S
sales_agreement_lines.top_sales_agreement_line.value	Value of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S

sales_agreement_lines.total_one_time_price	Total one-ti
	service.
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"total_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.total_one_time_price.display_value	Display valu *total_on* Data type: S
sales_agreement_lines.total_one_time_price.label	Label of the Data type: S
sales_agreement_lines.total_one_time_price.name	Name of the Data type: S
sales_agreement_lines.total_one_time_price.type	Type of the Data type: S
sales_agreement_lines.total_one_time_price.value	Value of the Data type: S

sales_agreement_lines.total_recurring_price	Total recurri
	sales agree
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"total_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.total_recurring_price.display_value	Display valu *total_re*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.total_recurring_price.label	Label of the Data type: S
sales_agreement_lines.total_recurring_price.name	Name of the Data type: S
sales_agreement_lines.total_recurring_price.type	Type of the Data type: S
sales_agreement_lines.total_recurring_price.value	Value of the Data type: S

sales_agreement_lines.unit_net_price	The price fo
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	`"unit_n`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.unit_net_price	Display valu *unit_net* Data type: S
sales_agreement_lines.unit_net_price	Label of the Data type: S
sales_agreement_lines.unit_net_price	Name of the Data type: S
sales_agreement_lines.unit_net_price	Type of the Data type: S
sales_agreement_lines.unit_net_price	Value of the Data type: S
sales_agreement_lines.unit_of_measurement	Unit of meas Table: Unit o

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Data type: C
	`"unit_o`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.unit_of_measurement.display_value	Display valu *unit_of_* Data type: S
sales_agreement_lines.unit_of_measurement.label	Label of the Data type: S
sales_agreement_lines.unit_of_measurement.name	Name of the Data type: S
sales_agreement_lines.unit_of_measurement.type	Type of the `referenc` Data type: S
sales_agreement_lines.unit_of_measurement.value	Value of the `each`. Data type: S

shipping_location	Shipping ad
	Table: Locat
	Data type: C
	`"unit_o`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

shipping_location.display_value	Display valu Data type: S
shipping_location.label	Label of the Data type: S
shipping_location.name	Name of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
shipping_location.type	Type of ship Data type: S
shipping_location.value	Value of the Data type: S
short_description	Brief details Table: Sales #sn_sales_a Data type: C `"short_ "disp "labe "name "type "valu }`
short_description.display_value	Display valu *short_de* Data type: S
short_description.label	Label of the Data type: S
short_description.name	Name of the Data type: S
short_description.type	Type of shor Data type: S
short_description.value	Value of the Data type: S
starts	Start date of Data type: C `"starts "disp "labe "name "type`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

starts.display_value	Display valu Data type: S
starts.label	Label of the Data type: S
starts.name	Name of the Data type: S
starts.type	Type of start Data type: S
starts.value	Value of the Format: YYY Data type: S

state	State of the
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	<pre>"state"
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

state.display_value	Display valu Data type: S
state.lable	Label of the Data type: S
state.name	Name of the Data type: S
state.type	Type of state Data type: S
state.value	Value of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible val • active • cancelled • draft • expired Data type: S
sys_created_by	Name of the Table: User Data type: C "sys_cr "disp "labe "name "type "valu }
sys_created_by.display_value	Display valu Matches *sy* Data type: S
sys_created_by.label	Label of the Data type: S
sys_created_by.name	Name of the Data type: S
sys_created_by.type	Type of the always `str` Data type: S
sys_created_by.value	Value of the Data type: S
sys_created_on	Details abou was created Data type: C "sys_cr "disp "labe "name "type

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

sys_created_on.display_value	Display valu *sys_crea* Data type: S
sys_created_on.label	Label of the Data type: S
sys_created_on.name	Name of the Data type: S
sys_created_on.type	Type of the `string`. Data type: S
sys_created_on.value	Value of the Data type: S

sys_id	Sys_id of th
	Table: Sales
	#sn_sales_a
	Data type: C
	<pre>"sys_id
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sys_id.displayValue	Display valu *sys_id.v* Data type: S
sys_id.label	Automatical Data type: S
sys_id.type	Type of sys_ always GUI Data type: S
sys_id.value	Sys_id numb Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

sys_updated_by	Name of the
	
	Table: User
	
	Data type: C
	
	`"sys_up`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sys_updated_by.display_value	Display valu agreement. Data type: S
sys_updated_by.label	Label of the Data type: S
sys_updated_by.name	Name of the Data type: S
sys_updated_by.type	Type of the is always `st` Data type: S
sys_updated_by.value	Value of the Data type: S

sys_updated_on	Details abou
	was update
	
	Data type: C
	
	`"sys_up`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sys_updated_on.display_value	Date and tim Matches *sy* Format: YYY Data type: S
sys_updated_on.label	Label of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sys_updated_on.name	Name of the Data type: S
sys_updated_on.type	Type of the glide_da Data type: S
sys_updated_on.value	Date and tim Format: YYY Data type: S

Example: cURL request

The following example returns the sales agreement information associated with the given sys_id and the optional *display_value* parameter set to `true` so that display values are provided in the response body.

```
curl
 "https://instance.service-now.com/api/sn_sales_agmt_core/v1/sal
esagreement/eb853fe5b5165610f87786d3c2884335?display_value=true"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
```

Response body. The response shows the display_values for every parameter of the given sales agreement.

```
{
  "result": {
    "sys_id": {
      "display_value": "eb853fe5b5165610f87786d3c2884335"
    },
    "sys_created_by": {
      "display_value": "maint"
    },
    "sys_updated_by": {
      "display_value": "maint"
    },
    "sys_created_on": {
      "display_value": "2024-12-05 22:43:51"
    },
    "sys_updated_on": {
      "display_value": "2024-12-05 22:43:51"
    },
    "account": {
      "display_value": "Boxeo"
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "consumer": {
      "display_value": ""
    },
    "number": {
      "display_value": "SA0010004"
    },
    "state": {
      "display_value": "Active"
    },
    "starts": {
      "display_value": "2024-01-01"
    },
    "ends": {
      "display_value": "2024-12-31"
    },
    "short_description": {
      "display_value": "This is a Sa created by API"
    },
    "currency": {
      "display_value": "USD"
    },
    "default_price_list": {
      "display_value": "SA Price List"
    },
    "billing_location": {
      "display_value": "100 South Charles Street, Baltimore,MD"
    },
    "contact": {
      "display_value": "Alex Linde"
    },
    "shipping_location": {
      "display_value": "100 South Charles Street, Baltimore,MD"
    },
    "quote": {
      "display_value": "QT0000001"
    },
    "sales_agreement_lines": [
      {
        "sys_id": {
          "display_value": "af853fe5b5165610f87786d3c2884339"
        },
        "sys_created_by": {
          "display_value": "maint"
        },
        "sys_updated_by": {
          "display_value": "maint"
        },
        "sys_created_on": {
          "display_value": "2024-12-05 22:43:51"
        },
        "sys_updated_on": {
          "display_value": "2024-12-05 22:43:51"
        },
        "number": {
          "display_value": "SAL0010003"
        },
        "sales_agreement": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "display_value": "SA0010004"
        },
        "short_description": {
          "display_value": "this is sample sa line 1"
        },
        "start_date": {
          "display_value": "2024-11-10"
        },
        "end_date": {
          "display_value": "2024-12-31"
        },
        "state": {
          "display_value": "Active"
        },
        "product_offering": {
          "display_value": "Home Automation Bundle"
        },
        "product_specification": {
          "display_value": ""
        },
        "product_model": {
          "display_value": ""
        },
        "price_list": {
          "display_value": "SA Price List"
        },
        "parent_line": {
          "display_value": ""
        },
        "unit_net_price": {
          "display_value": "£314.2315"
        },
        "quantity": {
          "display_value": "2"
        },
        "unit_of_measurement": {
          "display_value": "Each"
        },
        "shipping_location": {
          "display_value": "100 South Charles Street,
Baltimore,MD"
        },
        "total_one_time_price": {
          "display_value": "£314.2315"
        },
        "total_recurring_price": {
          "display_value": "£0.00"
        },
        "top_sales_agreement_line": {
          "display_value": "SAL0010003"
        },
        "quote_line": {
          "display_value": ""
        },
        "child_sales_agreement_lines": [
          {
            "sys_id": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "display_value":
"eb85f329b5165610f87786d3c2884318"
          },
          "sys_created_by": {
            "display_value": "maint"
          },
          "sys_updated_by": {
            "display_value": "maint"
          },
          "sys_created_on": {
            "display_value": "2024-12-05 22:43:51"
          },
          "sys_updated_on": {
            "display_value": "2024-12-05 22:43:51"
          },
          "number": {
            "display_value": "SAL0010004"
          },
          "sales_agreement": {
            "display_value": "SA0010004"
          },
          "short_description": {
            "display_value": "this is sample child sa line 1"
          },
          "start_date": {
            "display_value": "2024-11-11"
          },
          "end_date": {
            "display_value": "2024-12-31"
          },
          "state": {
            "display_value": "Active"
          },
          "product_offering": {
            "display_value": "Home Automation Hub"
          },
          "product_specification": {
            "display_value": ""
          },
          "product_model": {
            "display_value": ""
          },
          "price_list": {
            "display_value": "SA Price List"
          },
          "parent_line": {
            "display_value": "SAL0010003"
          },
          "unit_net_price": {
            "display_value": "£94.2694"
          },
          "quantity": {
            "display_value": "2"
          },
          "unit_of_measurement": {
            "display_value": "Each"
          },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "shipping_location": {
              "display_value": "100 South Charles Street,
Baltimore,MD"
            },
            "total_one_time_price": {
              "display_value": "£94.2694"
            },
            "total_recurring_price": {
              "display_value": "£0.00"
            },
            "top_sales_agreement_line": {
              "display_value": "SAL0010003"
            },
            "quote_line": {
              "display_value": ""
            },
            "child_sales_agreement_lines": [],
            "sales_agreement_line_characteristics": [
              {
                "sys_id": {
                  "display_value":
"e385f329b5165610f87786d3c288431a"
                },
                "sys_created_by": {
                  "display_value": "maint"
                },
                "sys_updated_by": {
                  "display_value": "maint"
                },
                "sys_created_on": {
                  "display_value": "2024-12-05 22:43:51"
                },
                "sys_updated_on": {
                  "display_value": "2024-12-05 22:43:51"
                },
                "sales_agreement": {
                  "display_value": "SA0010004"
                },
                "sales_agreement_line": {
                  "display_value": "SAL0010004"
                },
                "characteristic": {
                  "display_value": "Connectivity Tech"
                },
                "type": {
                  "display_value": null
                },
                "characteristic_option": {
                  "display_value": "3G"
                },
                "value": {
                  "display_value": "3G"
                }
              }
            ],
            "sales_agreement_line_adjustments": [
              {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "sys_id": {
                  "display_value":
"2385f329b516561Of87786d3c288431b"
                },
                "sys_created_by": {
                  "display_value": "maint"
                },
                "sys_updated_by": {
                  "display_value": "maint"
                },
                "sys_created_on": {
                  "display_value": "2024-12-05 22:43:51"
                },
                "sys_updated_on": {
                  "display_value": "2024-12-05 22:43:51"
                },
                "sales_agreement": {
                  "display_value": "SA0010004"
                },
                "sales_agreement_line": {
                  "display_value": "SAL0010004"
                },
                "adjustment_type": {
                  "display_value": "Markdown %"
                },
                "adjustment_source": {
                  "display_value": "Manual"
                },
                "adjustment_value": {
                  "display_value": "20"
                },
                "applicable_to": {
                  "display_value": "Unit Quantity"
                },
                "short_description": {
                  "display_value": "Price adjustment"
                },
                "number": {
                  "display_value": "SALA0010004"
                },
                "quantity": {
                  "display_value": "1"
                },
                "total_amount": {
                  "display_value": "£28.00"
                },
                "amount": {
                  "display_value": "£28.00"
                }
              }
            ]
          }
        ],
        "sales_agreement_line_characteristics": [
          {
            "sys_id": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "display_value":
"a785f329b5165610f87786d3c2884315"
          },
          "sys_created_by": {
            "display_value": "maint"
          },
          "sys_updated_by": {
            "display_value": "maint"
          },
          "sys_created_on": {
            "display_value": "2024-12-05 22:43:51"
          },
          "sys_updated_on": {
            "display_value": "2024-12-05 22:43:51"
          },
          "sales_agreement": {
            "display_value": "SA0010004"
          },
          "sales_agreement_line": {
            "display_value": "SAL0010003"
          },
          "characteristic": {
            "display_value": "Connectivity Tech"
          },
          "type": {
            "display_value": null
          },
          "characteristic_option": {
            "display_value": "3G"
          },
          "value": {
            "display_value": "3G"
          }
        }
      ],
      "sales_agreement_line_adjustments": [
        {
          "sys_id": {
            "display_value":
"2b85f329b5165610f87786d3c2884316"
          },
          "sys_created_by": {
            "display_value": "maint"
          },
          "sys_updated_by": {
            "display_value": "maint"
          },
          "sys_created_on": {
            "display_value": "2024-12-05 22:43:51"
          },
          "sys_updated_on": {
            "display_value": "2024-12-05 22:43:51"
          },
          "sales_agreement": {
            "display_value": "SA0010004"
          },
          "sales_agreement_line": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "display_value": "SAL0010003"
          },
          "adjustment_type": {
            "display_value": "Markdown %"
          },
          "adjustment_source": {
            "display_value": "Auto"
          },
          "adjustment_value": {
            "display_value": "10"
          },
          "applicable_to": {
            "display_value": "Unit Quantity"
          },
          "short_description": {
            "display_value": "Price adjustment"
          },
          "number": {
            "display_value": "SALA0010003"
          },
          "quantity": {
            "display_value": "3"
          },
          "total_amount": {
            "display_value": "£120.00"
          },
          "amount": {
            "display_value": "£40.00"
          }
        }
      ]
    }
  ]
 }
}
```


Example: cURL request

The following example returns the sales agreement information associated with the given sys_id and the optional *display_value* parameter set to `all` so that all parameter values are provided in the response body.

```
curl
 "https://instance.service-now.com/api/sn_sales_agmt_core/v1/sal
esagreement/eb853fe5b516561Of87786d3c2884335?display_value=true"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  "state": "active",
  "account": "86837a386f0331003b3c498f5d3ee4ca",
  "starts": "2024-01-01",
  "ends": "2024-12-31",
  "short_description": "this is a sample sales agreement",
  "quote": "04ba9004f11f3110f8777d7194f166f6",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "default_price_list": "19d29513d0e63110f8770dbf976be122",
  "contact": "",
  "name": "",
  "description": "",
  "currency": "",
  "sales_agreement_lines": [
    {
      "start_date": "2024-02-01",
      "end_date": "2024-11-30",
      "short_description": "this is sample sa line 1",
      "state": "active",
      "quantity": "",
      "price_list": "19d29513d0e63110f8770dbf976be122",
      "product_offering": "",
      "product_specification": "",
      "product_model": "",
      "unit_net_price": "",
      "unit_of_measure": "",
      "shipping_location": "",
      "billing_location": "",
      "total_one_time_price": "",
      "total_recurring_price": "",
      "quote_line": "",
      "child_sales_agreement_lines": [
        {
          "start_date": "2024-02-01",
          "end_date": "2024-11-30",
          "short_description": "this is sample sa line 1",
          "state": "active",
          "quantity": "",
          "price_list": "19d29513d0e63110f8770dbf976be122",
          "product_offering": "",
          "product_specification": "",
          "product_model": "",
          "unit_net_price": "",
          "unit_of_measure": "",
          "shipping_location": "",
          "billing_location": "",
          "total_one_time_price": "",
          "total_recurring_price": "",
          "quote_line": "",
          "sales_agreement_line_characteristics": [
            {
              "characteristic":
"4d289f1a775131108e191e599a5a99c7",
              "type": "coverage",
              "characteristic_option": "",
              "value": ""
            }
          ]
        },
        {
          "start_date": "2024-02-01",
          "end_date": "2024-11-30",
          "short_description": "this is sample sa line 1",
          "state": "active",
          "quantity": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "price_list": "19d29513d0e63110f8770dbf976be122",
          "product_offering": "",
          "product_specification": "",
          "product_model": "",
          "unit_net_price": "",
          "unit_of_measure": "",
          "shipping_location": "",
          "billing_location": "",
          "total_one_time_price": "",
          "total_recurring_price": "",
          "quote_line": "",
          "sales_agreement_line_characteristics": [
            {
              "characteristic":
 "4d289f1a775131108e191e599a5a99c7",
              "type": "coverage",
              "characteristic_option": "",
              "value": ""
            }
          ]
        }
      ],
      "sales_agreement_line_characteristics": [
        {
          "characteristic": "4d289f1a775131108e191e599a5a99c7",
          "type": "coverage",
          "characteristic_option": "",
          "value": ""
        }
      ],
      "sales_agreement_line_adjustments": [
        {
          "total_amount": "",
          "quantity": 3,
          "amount": "",
          "short_description": "line adjustment",
          "adjustment_value": "123",
          "adjustment_source": "",
          "adjustment_type": "d88bc79653dd91105c0eddeeff7b12c1",
          "applicable_to": ""
        }
      ]
    }
  ]
}"
```

Response body. The response shows all parameters of the given sales agreement.

```
{
  "result": {
    "sys_id": {
      "label": "Sys ID",
      "value": "bc93e08a78755a10f8777f88938ba1d8",
      "displayValue": "bc93e08a78755a10f8777f88938ba1d8",
      "type": "GUID"
    },
    "sys_created_by": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "name": "sys_created_by",
      "label": "Created by",
      "value": "maint",
      "display_value": "maint",
      "type": "string"
    },
    "sys_updated_by": {
      "name": "sys_updated_by",
      "label": "Updated by",
      "value": "maint",
      "display_value": "maint",
      "type": "string"
    },
    "sys_created_on": {
      "name": "sys_created_on",
      "label": "Created",
      "value": "2024-11-12 08:11:59",
      "display_value": "2024-11-12 00:11:59",
      "type": "glide_date_time"
    },
    "sys_updated_on": {
      "name": "sys_updated_on",
      "label": "Updated",
      "value": "2024-11-12 08:11:59",
      "display_value": "2024-11-12 00:11:59",
      "type": "glide_date_time"
    },
    "name": null,
    "account": {
      "name": "account",
      "label": "Account",
      "value": "86837a386f0331003b3c498f5d3ee4ca",
      "display_value": "Boxeo",
      "type": "reference"
    },
    "consumer": {
      "name": "consumer",
      "label": "Consumer",
      "value": null,
      "display_value": "",
      "type": "reference"
    },
    "number": {
      "name": "number",
      "label": "Number",
      "value": "SA0010106",
      "display_value": "SA0010106",
      "type": "string"
    },
    "state": {
      "name": "state",
      "label": "State",
      "value": "active",
      "display_value": "Active",
      "type": "string"
    },
    "starts": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "name": "starts",
      "label": "Start date",
      "value": "2024-01-01",
      "display_value": "2024-01-01",
      "type": "glide_date"
    },
    "ends": {
      "name": "ends",
      "label": "End date",
      "value": "2024-12-31",
      "display_value": "2024-12-31",
      "type": "glide_date"
    },
    "short_description": {
      "name": "short_description",
      "label": "Short description",
      "value": "this is a sample sales agreement",
      "display_value": "this is a sample sales agreement",
      "type": "string"
    },
    "description": {
      "name": "description",
      "label": "Description",
      "value": null,
      "display_value": "",
      "type": "string"
    },
    "currency": {
      "name": "currency",
      "label": "Currency",
      "value": null,
      "display_value": "",
      "type": "reference"
    },
    "default_price_list": {
      "name": "default_price_list",
      "label": "Default price list",
      "value": "19d29513d0e6311 0f8770dbf976be122",
      "display_value": "Standard Price List",
      "type": "reference"
    },
    "billing_location": {
      "name": "billing_location",
      "label": "Billing location",
      "value": null,
      "display_value": "",
      "type": "reference"
    },
    "contact": {
      "name": "contact",
      "label": "Contact",
      "value": null,
      "display_value": "",
      "type": "reference"
    },
    "shipping_location": {
      "name": "shipping_location",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "label": "Shipping location",
      "value": null,
      "display_value": "",
      "type": "reference"
    },
    "quote": {
      "name": "quote",
      "label": "Quote",
      "value": "04ba9004f11f3110f8777d7194f166f6",
      "display_value": "QT0000001",
      "type": "reference"
    },
    "service_contract_lines": [
      {
        "sys_id": {
          "label": "Sys ID",
          "value": "3c93e08a78755a10f8777f88938ba1dd",
          "displayValue": "3c93e08a78755a10f8777f88938ba1dd",
          "type": "GUID"
        },
        "sys_created_by": {
          "name": "sys_created_by",
          "label": "Created by",
          "value": "maint",
          "display_value": "maint",
          "type": "string"
        },
        "sys_updated_by": {
          "name": "sys_updated_by",
          "label": "Updated by",
          "value": "maint",
          "display_value": "maint",
          "type": "string"
        },
        "sys_created_on": {
          "name": "sys_created_on",
          "label": "Created",
          "value": "2024-11-12 08:11:59",
          "display_value": "2024-11-12 00:11:59",
          "type": "glide_date_time"
        },
        "sys_updated_on": {
          "name": "sys_updated_on",
          "label": "Updated",
          "value": "2024-11-12 08:11:59",
          "display_value": "2024-11-12 00:11:59",
          "type": "glide_date_time"
        },
        "number": {
          "name": "number",
          "label": "Number",
          "value": "SALO010126",
          "display_value": "SALO010126",
          "type": "string"
        },
        "sales_agreement": {
          "name": "sales_agreement",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "label": "Sales agreement",
        "value": "bc93e08a78755a10f8777f88938ba1d8",
        "display_value": "SA0010106",
        "type": "reference"
      },
      "short_description": {
        "name": "short_description",
        "label": "Short description",
        "value": "this is sample sa line 1",
        "display_value": "this is sample sa line 1",
        "type": "string"
      },
      "start_date": {
        "name": "start_date",
        "label": "Start date",
        "value": "2024-02-01",
        "display_value": "2024-02-01",
        "type": "glide_date"
      },
      "end_date": {
        "name": "end_date",
        "label": "End date",
        "value": "2024-11-30",
        "display_value": "2024-11-30",
        "type": "glide_date"
      },
      "state": {
        "name": "state",
        "label": "State",
        "value": "active",
        "display_value": "Active",
        "type": "string"
      },
      "product_offering": {
        "name": "product_offering",
        "label": "Product offering",
        "value": null,
        "display_value": "",
        "type": "reference"
      },
      "product_specification": {
        "name": "product_specification",
        "label": "Product specification",
        "value": null,
        "display_value": "",
        "type": "reference"
      },
      "product_model": {
        "name": "product_model",
        "label": "Product model",
        "value": null,
        "display_value": "",
        "type": "reference"
      },
      "price_list": {
        "label": "Price list",
        "value": "19d29513d0e63110f8770dbf976be122",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value": "Standard Price List",
        "type": "reference"
      },
      "parent_line": {
        "name": "parent_line",
        "label": "Parent line",
        "value": null,
        "display_value": "",
        "type": "reference"
      },
      "unit_net_price": {
        "name": "unit_net_price",
        "label": "Unit net price",
        "value": "0",
        "display_value": "£0.00",
        "type": "currency"
      },
      "quantity": {
        "name": "quantity",
        "label": "Quantity",
        "value": "2",
        "display_value": "2",
        "type": "decimal"
      },
      "unit_of_measure": null,
      "shipping_location": {
        "name": "shipping_location",
        "label": "Shipping location",
        "value": null,
        "display_value": "",
        "type": "reference"
      },
      "total_one_time_price": {
        "name": "total_one_time_price",
        "label": "Total one-time price",
        "value": "0",
        "display_value": "£0.00",
        "type": "currency"
      },
      "total_recurring_price": {
        "name": "total_recurring_price",
        "label": "Total recurring price",
        "value": "0",
        "display_value": "£0.00",
        "type": "currency"
      },
      "top_agreement_line": null,
      "quote_line": {
        "name": "quote_line",
        "label": "Quote line",
        "value": null,
        "display_value": "",
        "type": "reference"
      },
      "sales_agreement_line_characteristics": [
        {
          "sys_id": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "label": "Sys ID",
            "value": "b093e08a78755a10f8777f88938ba1e0",
            "displayValue":
"b093e08a78755a10f8777f88938ba1e0",
            "type": "GUID"
          },
          "sys_created_by": {
            "name": "sys_created_by",
            "label": "Created by",
            "value": "maint",
            "display_value": "maint",
            "type": "string"
          },
          "sys_updated_by": {
            "name": "sys_updated_by",
            "label": "Updated by",
            "value": "maint",
            "display_value": "maint",
            "type": "string"
          },
          "sys_created_on": {
            "name": "sys_created_on",
            "label": "Created",
            "value": "2024-11-12 08:11:59",
            "display_value": "2024-11-12 00:11:59",
            "type": "glide_date_time"
          },
          "sys_updated_on": {
            "name": "sys_updated_on",
            "label": "Updated",
            "value": "2024-11-12 08:11:59",
            "display_value": "2024-11-12 00:11:59",
            "type": "glide_date_time"
          },
          "sales_agreement": {
            "name": "sales_agreement",
            "label": "Sales agreement",
            "value": "bc93e08a78755a10f8777f88938ba1d8",
            "display_value": "SA0010106",
            "type": "reference"
          },
          "sales_agreement_line": {
            "name": "sales_agreement_line",
            "label": "Sales agreement line",
            "value": "3c93e08a78755a10f8777f88938ba1dd",
            "display_value": "SAL0010126",
            "type": "reference"
          },
          "characteristic": {
            "name": "characteristic",
            "label": "Characteristic",
            "value": "4d289f1a775131108e191e599a5a99c7",
            "display_value": "AC",
            "type": "reference"
          },
          "type": {
            "name": "type",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "label": "Type",
            "value": "coverage",
            "display_value": "Coverage",
            "type": "string"
          },
          "characteristic_option": {
            "name": "characteristic_option",
            "label": "Characteristic option",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "value": {
            "name": "value",
            "label": "Value",
            "value": null,
            "display_value": "",
            "type": "string"
          }
        }
      ],
      "sales_agreement_line_adjustments": [
        {
          "sys_id": {
            "label": "Sys ID",
            "value": "7093e08a78755a10f8777f88938ba1e1",
            "displayValue":
"7093e08a78755a10f8777f88938ba1e1",
            "type": "GUID"
          },
          "sys_created_by": {
            "name": "sys_created_by",
            "label": "Created by",
            "value": "maint",
            "display_value": "maint",
            "type": "string"
          },
          "sys_updated_by": {
            "name": "sys_updated_by",
            "label": "Updated by",
            "value": "maint",
            "display_value": "maint",
            "type": "string"
          },
          "sys_created_on": {
            "name": "sys_created_on",
            "label": "Created",
            "value": "2024-11-12 08:11:59",
            "display_value": "2024-11-12 00:11:59",
            "type": "glide_date_time"
          },
          "sys_updated_on": {
            "name": "sys_updated_on",
            "label": "Updated",
            "value": "2024-11-12 08:11:59",
            "display_value": "2024-11-12 00:11:59",
            "type": "glide_date_time"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        "sales_agreement": {
          "name": "sales_agreement",
          "label": "Sales agreement",
          "value": "bc93e08a78755a10f8777f88938ba1d8",
          "display_value": "SA0010106",
          "type": "reference"
        },
        "sales_agreement_line": {
          "name": "sales_agreement_line",
          "label": "Sales Agreement Line",
          "value": "3c93e08a78755a10f8777f88938ba1dd",
          "display_value": "SAL0010126",
          "type": "reference"
        },
        "adjustment_type": {
          "name": "adjustment_type",
          "label": "Adjustment type",
          "value": "d88bc79653dd91105c0eddeeff7b12c1",
          "display_value": "Markup amount",
          "type": "reference"
        },
        "adjustment_source": {
          "name": "adjustment_source",
          "label": "Adjustment source",
          "value": "MANUAL",
          "display_value": "Manual",
          "type": "string"
        },
        "adjustment_value": {
          "name": "adjustment_value",
          "label": "Adjustment value",
          "value": "123",
          "display_value": "123",
          "type": "decimal"
        },
        "applicable_to": {
          "name": "applicable_to",
          "label": "Applicable to",
          "value": "UNIT_QTY",
          "display_value": "Unit Quantity",
          "type": "string"
        },
        "short_description": {
          "name": "short_description",
          "label": "Short description",
          "value": "line adjustment",
          "display_value": "line adjustment",
          "type": "string"
        },
        "number": {
          "name": "number",
          "label": "Number",
          "value": "SALA0010031",
          "display_value": "SALA0010031",
          "type": "string"
        },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "quantity": {
              "name": "quantity",
              "label": "Quantity",
              "value": "3",
              "display_value": "3",
              "type": "integer"
            },
            "total_amount": {
              "name": "total_amount",
              "label": "Total amount",
              "value": "0",
              "display_value": "£0.00",
              "type": "currency"
            },
            "amount": {
              "name": "amount",
              "label": "Amount",
              "value": "0",
              "display_value": "£0.00",
              "type": "currency"
            }
          }
        ],
        "child_sales_agreement_lines": [
          {
            "sys_id": {
              "label": "Sys ID",
              "value": "7893e08a78755a10f8777f88938ba1e2",
              "displayValue":
"7893e08a78755a10f8777f88938ba1e2",
              "type": "GUID"
            },
            "sys_created_by": {
              "name": "sys_created_by",
              "label": "Created by",
              "value": "maint",
              "display_value": "maint",
              "type": "string"
            },
            "sys_updated_by": {
              "name": "sys_updated_by",
              "label": "Updated by",
              "value": "maint",
              "display_value": "maint",
              "type": "string"
            },
            "sys_created_on": {
              "name": "sys_created_on",
              "label": "Created",
              "value": "2024-11-12 08:11:59",
              "display_value": "2024-11-12 00:11:59",
              "type": "glide_date_time"
            },
            "sys_updated_on": {
              "name": "sys_updated_on",
              "label": "Updated",
              "value": "2024-11-12 08:11:59",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "display_value": "2024-11-12 00:11:59",
            "type": "glide_date_time"
          },
          "number": {
            "name": "number",
            "label": "Number",
            "value": "SAL0010127",
            "display_value": "SAL0010127",
            "type": "string"
          },
          "sales_agreement": {
            "name": "sales_agreement",
            "label": "Sales agreement",
            "value": "bc93e08a78755a10f8777f88938ba1d8",
            "display_value": "SA0010106",
            "type": "reference"
          },
          "short_description": {
            "name": "short_description",
            "label": "Short description",
            "value": "this is sample sa line 1",
            "display_value": "this is sample sa line 1",
            "type": "string"
          },
          "start_date": {
            "name": "start_date",
            "label": "Start date",
            "value": "2024-02-01",
            "display_value": "2024-02-01",
            "type": "glide_date"
          },
          "end_date": {
            "name": "end_date",
            "label": "End date",
            "value": "2024-11-30",
            "display_value": "2024-11-30",
            "type": "glide_date"
          },
          "state": {
            "name": "state",
            "label": "State",
            "value": "active",
            "display_value": "Active",
            "type": "string"
          },
          "product_offering": {
            "name": "product_offering",
            "label": "Product offering",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "product_specification": {
            "name": "product_specification",
            "label": "Product specification",
            "value": null,
            "display_value": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "type": "reference"
          },
          "product_model": {
            "name": "product_model",
            "label": "Product model",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "price_list": {
            "name": "price_list",
            "label": "Price list",
            "value": "19d29513d0e63110f8770dbf976be122",
            "display_value": "Standard Price List",
            "type": "reference"
          },
          "parent_line": {
            "name": "parent_line",
            "label": "Parent line",
            "value": "3c93e08a78755a10f8777f88938ba1dd",
            "display_value": "SAL0010126",
            "type": "reference"
          },
          "unit_net_price": {
            "name": "unit_net_price",
            "label": "Unit net price",
            "value": "0",
            "display_value": "£0.00",
            "type": "currency"
          },
          "quantity": {
            "name": "quantity",
            "label": "q",
            "value": "2",
            "display_value": "2",
            "type": "decimal"
          },
          "unit_of_measure": null,
          "shipping_location": {
            "name": "shipping_location",
            "label": "Shipping location",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "total_one_time_price": {
            "name": "total_one_time_price",
            "label": "Total one-time price",
            "value": "0",
            "display_value": "£0.00",
            "type": "currency"
          },
          "total_recurring_price": {
            "name": "total_recurring_price",
            "label": "Total recurring price",
            "value": "0",
            "display_value": "£0.00",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "type": "currency"
          },
          "top_agreement_line": null,
          "quote_line": {
            "name": "quote_line",
            "label": "Quote line",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "sales_agreement_line_characteristics": [
            {
              "sys_id": {
                "label": "Sys ID",
                "value": "74932c8a78755a10f8777f88938ba132",
                "displayValue":
"74932c8a78755a10f8777f88938ba132",
                "type": "GUID"
              },
              "sys_created_by": {
                "name": "sys_created_by",
                "label": "Created by",
                "display_value": "maint",
                "type": "string"
              },
              "sys_updated_by": {
                "name": "sys_updated_by",
                "label": "Updated by",
                "value": "maint",
                "display_value": "maint",
                "type": "string"
              },
              "sys_created_on": {
                "name": "sys_created_on",
                "label": "Created",
                "value": "2024-11-12 08:11:59",
                "display_value": "2024-11-12 00:11:59",
                "type": "glide_date_time"
              },
              "sys_updated_on": {
                "name": "sys_updated_on",
                "label": "Updated",
                "value": "2024-11-12 08:11:59",
                "display_value": "2024-11-12 00:11:59",
                "type": "glide_date_time"
              },
              "sales_agreement": {
                "name": "sales_agreement",
                "label": "Sales agreement",
                "value": "bc93e08a78755a10f8777f88938ba1d8",
                "display_value": "SA0010106",
                "type": "reference"
              },
              "sales_agreement_line": {
                "name": "sales_agreement_line",
                "label": "Sales agreement line",
                "value": "7893e08a78755a10f8777f88938ba1e2",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "display_value": "SAL0010127",
                "type": "reference"
              },
              "characteristic": {
                "name": "characteristic",
                "label": "Characteristic",
                "value": "4d289f1a775131108e191e599a5a99c7",
                "display_value": "AC",
                "type": "reference"
              },
              "type": {
                "name": "type",
                "label": "Type",
                "value": "coverage",
                "display_value": "Coverage",
                "type": "string"
              },
              "characteristic_option": {
                "name": "characteristic_option",
                "label": "Characteristic option",
                "value": null,
                "display_value": "",
                "type": "reference"
              },
              "value": {
                "name": "value",
                "label": "Value",
                "value": null,
                "display_value": "",
                "type": "string"
              }
            }
          ],
          "sales_agreement_line_adjustments": [],
          "child_sales_agreement_lines": []
        },
        {
          "sys_id": {
            "label": "Sys ID",
            "value": "78932c8a78755a10f8777f88938ba133",
            "displayValue":
"78932c8a78755a10f8777f88938ba133",
            "type": "GUID"
          },
          "sys_created_by": {
            "name": "sys_created_by",
            "label": "Created by",
            "value": "maint",
            "display_value": "maint",
            "type": "string"
          },
          "sys_updated_by": {
            "name": "sys_updated_by",
            "label": "Updated by",
            "value": "maint",
            "display_value": "maint",
            "type": "string"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            },
            "sys_created_on": {
              "name": "sys_created_on",
              "label": "Created",
              "value": "2024-11-12 08:11:59",
              "display_value": "2024-11-12 00:11:59",
              "type": "glide_date_time"
            },
            "sys_updated_on": {
              "name": "sys_updated_on",
              "label": "Updated",
              "value": "2024-11-12 08:11:59",
              "display_value": "2024-11-12 00:11:59",
              "type": "glide_date_time"
            },
            "number": {
              "name": "number",
              "label": "Number",
              "value": "SAL0010128",
              "display_value": "SAL0010128",
              "type": "string"
            },
            "sales_agreement": {
              "name": "sales_agreement",
              "label": "Sales agreement",
              "value": "bc93e08a78755a10f8777f88938ba1d8",
              "display_value": "SA0010106",
              "type": "reference"
            },
            "short_description": {
              "name": "short_description",
              "label": "Short description",
              "value": "this is sample sa line 1",
              "display_value": "this is sample sa line 1",
              "type": "string"
            },
            "start_date": {
              "name": "start_date",
              "label": "Start date",
              "value": "2024-02-01",
              "display_value": "2024-02-01",
              "type": "glide_date"
            },
            "end_date": {
              "name": "end_date",
              "label": "End date",
              "value": "2024-11-30",
              "display_value": "2024-11-30",
              "type": "glide_date"
            },
            "state": {
              "name": "state",
              "label": "State",
              "value": "active",
              "display_value": "Active",
              "type": "string"
            },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "product_offering": {
              "name": "product_offering",
              "label": "Product offering",
              "value": null,
              "display_value": "",
              "type": "reference"
            },
            "product_specification": {
              "name": "product_specification",
              "label": "Product specification",
              "value": null,
              "display_value": "",
              "type": "reference"
            },
            "product_model": {
              "name": "product_model",
              "label": "Product model",
              "value": null,
              "display_value": "",
              "type": "reference"
            },
            "price_list": {
              "name": "price_list",
              "label": "Price list",
              "value": "19d29513d0e63110f8770dbf976be122",
              "display_value": "Standard Price List",
              "type": "reference"
            },
            "parent_line": {
              "name": "parent_line",
              "label": "Parent line",
              "value": "3c93e08a78755a10f8777f88938ba1dd",
              "display_value": "SAL0010126",
              "type": "reference"
            },
            "unit_net_price": {
              "name": "unit_net_price",
              "label": "Unit net price",
              "value": "0",
              "display_value": "£0.00",
              "type": "currency"
            },
            "quantity": {
              "name": "quantity",
              "label": "Quantity",
              "value": "2",
              "display_value": "2",
              "type": "decimal"
            },
            "unit_of_measure": null,
            "shipping_location": {
              "name": "shipping_location",
              "label": "Shipping location",
              "value": null,
              "display_value": "",
              "type": "reference"
            },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "total_one_time_price": {
              "name": "total_one_time_price",
              "label": "Total one-time price",
              "value": "0",
              "display_value": "£0.00",
              "type": "currency"
            },
            "total_recurring_price": {
              "name": "total_recurring_price",
              "label": "Total recurring price",
              "value": "0",
              "display_value": "£0.00",
              "type": "currency"
            },
            "top_agreement_line": null,
            "quote_line": {
              "name": "quote_line",
              "label": "Quote line",
              "value": null,
              "display_value": "",
              "type": "reference"
            },
            "sales_agreement_line_characteristics": [
              {
                "sys_id": {
                  "label": "Sys ID",
                  "value": "38932c8a78755a10f8777f88938ba134",
                  "displayValue":
"38932c8a78755a10f8777f88938ba134",
                  "type": "GUID"
                },
                "sys_created_by": {
                  "name": "sys_created_by",
                  "label": "Created by",
                  "value": "maint",
                  "display_value": "maint",
                  "type": "string"
                },
                "sys_updated_by": {
                  "name": "sys_updated_by",
                  "label": "Updated by",
                  "value": "maint",
                  "display_value": "maint",
                  "type": "string"
                },
                "sys_created_on": {
                  "name": "sys_created_on",
                  "label": "Created",
                  "value": "2024-11-12 08:11:59",
                  "display_value": "2024-11-12 00:11:59",
                  "type": "glide_date_time"
                },
                "sys_updated_on": {
                  "name": "sys_updated_on",
                  "label": "Updated",
                  "value": "2024-11-12 08:11:59",
                  "display_value": "2024-11-12 00:11:59",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "type": "glide_date_time"
              },
              "sales_agreement": {
                "name": "sales_agreement",
                "label": "Sales agreement",
                "value": "bc93e08a78755a10f8777f88938ba1d8",
                "display_value": "SA0010106",
                "type": "reference"
              },
              "sales_agreement_line": {
                "name": "sales_agreement_line",
                "label": "Sales agreement line",
                "value": "78932c8a78755a10f8777f88938ba133",
                "display_value": "SAL0010128",
                "type": "reference"
              },
              "characteristic": {
                "name": "characteristic",
                "label": "Characteristic",
                "value": "4d289f1a775131108e191e599a5a99c7",
                "display_value": "AC",
                "type": "reference"
              },
              "type": {
                "name": "type",
                "label": "Type",
                "value": "coverage",
                "display_value": "Coverage",
                "type": "string"
              },
              "characteristic_option": {
                "name": "characteristic_option",
                "label": "Characteristic option",
                "value": null,
                "display_value": "",
                "type": "reference"
              },
              "value":
                "name": "value",
                "label": "Value",
                "value": null,
                "display_value": "",
                "type": "string"
              }
            }
          ],
          "sales_agreement_line_adjustments": [],
          "child_sales_agreement_lines": []
        }
      ]
    }
  ]
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following example returns the sales agreement information associated with the given sys_id and the optional *display_value* parameter set to `true` so that display values are provided in the response body.

```
curl
 "https://instance.service-now.com/api/sn_sales_agmt_core/v1/sal
esagreement/eb853fe5b5165610f87786d3c2884335?display_value=true"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
```

Response body. The response shows the display_values for every parameter of the given sales agreement.


```
{
  "result": {
    "sys_id": {
      "display_value": "eb853fe5b5165610f87786d3c2884335"
    },
    "sys_created_by": {
      "display_value": "maint"
    },
    "sys_updated_by": {
      "display_value": "maint"
    },
    "sys_created_on": {
      "display_value": "2024-12-05 22:43:51"
    },
    "sys_updated_on": {
      "display_value": "2024-12-05 22:43:51"
    },
    "account": {
      "display_value": "Boxeo"
    },
    "consumer": {
      "display_value": ""
    },
    "number": {
      "display_value": "SA0010004"
    },
    "state": {
      "display_value": "Active"
    },
    "starts": {
      "display_value": "2024-01-01"
    },
    "ends": {
      "display_value": "2024-12-31"
    },
    "short_description": {
      "display_value": "This is a Sa created by API"
    },
    "currency": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "display_value": "USD"
    },
    "default_price_list": {
      "display_value": "SA Price List"
    },
    "billing_location": {
      "display_value": "100 South Charles Street, Baltimore,MD"
    },
    "contact": {
      "display_value": "Alex Linde"
    },
    "shipping_location": {
      "display_value": "100 South Charles Street, Baltimore,MD"
    },
    "quote": {
      "display_value": "QT0000001"
    },
    "sales_agreement_lines": [
      {
        "sys_id": {
          "display_value": "af853fe5b5165610f87786d3c2884339"
        },
        "sys_created_by": {
          "display_value": "maint"
        },
        "sys_updated_by": {
          "display_value": "maint"
        },
        "sys_created_on": {
          "display_value": "2024-12-05 22:43:51"
        },
        "sys_updated_on": {
          "display_value": "2024-12-05 22:43:51"
        },
        "number": {
          "display_value": "SAL0010003"
        },
        "sales_agreement": {
          "display_value": "SA0010004"
        },
        "short_description": {
          "display_value": "this is sample sa line 1"
        },
        "start_date": {
          "display_value": "2024-11-10"
        },
        "end_date": {
          "display_value": "2024-12-31"
        },
        "state": {
          "display_value": "Active"
        },
        "product_offering": {
          "display_value": "Home Automation Bundle"
        },
        "product_specification": {
          "display_value": ""
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        "product_model": {
          "display_value": ""
        },
        "price_list": {
          "display_value": "SA Price List"
        },
        "parent_line": {
          "display_value": ""
        },
        "unit_net_price": {
          "display_value": "£314.2315"
        },
        "quantity": {
          "display_value": "2"
        },
        "unit_of_measurement": {
          "display_value": "Each"
        },
        "shipping_location": {
          "display_value": "100 South Charles Street,
Baltimore,MD"
        },
        "total_one_time_price": {
          "display_value": "£314.2315"
        },
        "total_recurring_price": {
          "display_value": "£0.00"
        },
        "top_sales_agreement_line": {
          "display_value": "SAL0010003"
        },
        "quote_line": {
          "display_value": ""
        },
        "child_sales_agreement_lines": [
          {
            "sys_id": {
              "display_value":
"eb85f329b5165610f87786d3c2884318"
            },
            "sys_created_by": {
              "display_value": "maint"
            },
            "sys_updated_by": {
              "display_value": "maint"
            },
            "sys_created_on": {
              "display_value": "2024-12-05 22:43:51"
            },
            "sys_updated_on": {
              "display_value": "2024-12-05 22:43:51"
            },
            "number": {
              "display_value": "SAL0010004"
            },
            "sales_agreement": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "display_value": "SA0010004"
          },
          "short_description": {
            "display_value": "this is sample child sa line 1"
          },
          "start_date": {
            "display_value": "2024-11-11"
          },
          "end_date": {
            "display_value": "2024-12-31"
          },
          "state": {
            "display_value": "Active"
          },
          "product_offering": {
            "display_value": "Home Automation Hub"
          },
          "product_specification": {
            "display_value": ""
          },
          "product_model": {
            "display_value": ""
          },
          "price_list": {
            "display_value": "SA Price List"
          },
          "parent_line": {
            "display_value": "SAL0010003"
          },
          "unit_net_price": {
            "display_value": "£94.2694"
          },
          "quantity": {
            "display_value": "2"
          },
          "unit_of_measurement": {
            "display_value": "Each"
          },
          "shipping_location": {
            "display_value": "100 South Charles Street,
Baltimore,MD"
          },
          "total_one_time_price": {
            "display_value": "£94.2694"
          },
          "total_recurring_price": {
            "display_value": "£0.00"
          },
          "top_sales_agreement_line": {
            "display_value": "SAL0010003"
          },
          "quote_line": {
            "display_value": ""
          },
          "child_sales_agreement_lines": [],
          "sales_agreement_line_characteristics": [
            {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "sys_id": {
                  "display_value":
"e385f329b516561Of87786d3c288431a"
                },
                "sys_created_by": {
                  "display_value": "maint"
                },
                "sys_updated_by": {
                  "display_value": "maint"
                },
                "sys_created_on": {
                  "display_value": "2024-12-05 22:43:51"
                },
                "sys_updated_on": {
                  "display_value": "2024-12-05 22:43:51"
                },
                "sales_agreement": {
                  "display_value": "SA0010004"
                },
                "sales_agreement_line": {
                  "display_value": "SAL0010004"
                },
                "characteristic": {
                  "display_value": "Connectivity Tech"
                },
                "type": {
                  "display_value": null
                },
                "characteristic_option": {
                  "display_value": "3G"
                },
                "value": {
                  "display_value": "3G"
                }
              }
            ],
            "sales_agreement_line_adjustments": [
              {
                "sys_id": {
                  "display_value":
"2385f329b516561Of87786d3c288431b"
                },
                "sys_created_by": {
                  "display_value": "maint"
                },
                "sys_updated_by": {
                  "display_value": "maint"
                },
                "sys_created_on": {
                  "display_value": "2024-12-05 22:43:51"
                },
                "sys_updated_on": {
                  "display_value": "2024-12-05 22:43:51"
                },
                "sales_agreement": {
                  "display_value": "SA0010004"
                },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "sales_agreement_line": {
              "display_value": "SAL0010004"
            },
            "adjustment_type": {
              "display_value": "Markdown %"
            },
            "adjustment_source": {
              "display_value": "Manual"
            },
            "adjustment_value": {
              "display_value": "20"
            },
            "applicable_to": {
              "display_value": "Unit Quantity"
            },
            "short_description": {
              "display_value": "Price adjustment"
            },
            "number": {
              "display_value": "SALA0010004"
            },
            "quantity": {
              "display_value": "1"
            },
            "total_amount": {
              "display_value": "£28.00"
            },
            "amount": {
              "display_value": "£28.00"
            }
          }
        ]
      }
    ],
    "sales_agreement_line_characteristics": [
      {
        "sys_id": {
          "display_value":
"a785f329b5165610f87786d3c2884315"
        },
        "sys_created_by": {
          "display_value": "maint"
        },
        "sys_updated_by": {
          "display_value": "maint"
        },
        "sys_created_on": {
          "display_value": "2024-12-05 22:43:51"
        },
        "sys_updated_on": {
          "display_value": "2024-12-05 22:43:51"
        },
        "sales_agreement": {
          "display_value": "SA0010004"
        },
        "sales_agreement_line": {
          "display_value": "SAL0010003"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            },
            "characteristic": {
              "display_value": "Connectivity Tech"
            },
            "type": {
              "display_value": null
            },
            "characteristic_option": {
              "display_value": "3G"
            },
            "value": {
              "display_value": "3G"
            }
          }
        ],
        "sales_agreement_line_adjustments": [
          {
            "sys_id": {
              "display_value":
"2b85f329b5165610f87786d3c2884316"
            },
            "sys_created_by": {
              "display_value": "maint"
            },
            "sys_updated_by": {
              "display_value": "maint"
            },
            "sys_created_on": {
              "display_value": "2024-12-05 22:43:51"
            },
            "sys_updated_on": {
              "display_value": "2024-12-05 22:43:51"
            },
            "sales_agreement": {
              "display_value": "SA0010004"
            },
            "sales_agreement_line": {
              "display_value": "SAL0010003"
            },
            "adjustment_type": {
              "display_value": "Markdown %"
            },
            "adjustment_source": {
              "display_value": "Auto"
            },
            "adjustment_value": {
              "display_value": "10"
            },
            "applicable_to": {
              "display_value": "Unit Quantity"
            },
            "short_description": {
              "display_value": "Price adjustment"
            },
            "number": {
              "display_value": "SALA0010003"
            },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "quantity": {
              "display_value": "3"
            },
            "total_amount": {
              "display_value": "£120.00"
            },
            "amount": {
              "display_value": "£40.00"
            }
          }
        ]
      }
    ]
  }
}
```


Sales Agreement - POST /api/sn_sales_agmt_core/salesagreement

Creates a new sales agreement#according to details provided in the request body.

URL format

Versioned URL: `/api/sn_sales_agmt_core/v1/salesagreement`

Default URL: `/api/sn_sales_agmt_core/salesagreement`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
account	Required. Sys_id of the account. Table: Account [customer_account]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
billing_location	Billing address of the new sales agreement. Table: Location [location] Data type: String Default: empty string
contact	Sys_id the contact. Table: Contact [customer_contact] Data type: String Default: null
currency	Country currency code to use in the new sales agreement. For example, USD or EUR. Table: Currency [fx_currency] Data type: Number (decimal) Default: 0
default_price_list	Required. Sys_id of the price list. Table: Price List [sn_csm_pricing_price_list] Data type: String
ends	Required. End date of the sales agreement. Format: YYYY-MM-DD Data type: String
quote	Sys_id of the quote. Table: Quote [sn_quote_mgmt_core_quote] Data type: String
sales_agreement_lines	List of sales agreement lines under the sales agreement. Table: Sales Agreement Line #[sn_sales_agmt_core_sales_agreement_line]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	Data type: Array of objects
	<pre>"sales_agreement_lines": [
	  {
	
	 "child_sales_agreement_lines": [Array],
	  "end_date": "String",
	  "price_list": "String",
	  "product_model": "String",
	  "product_offering": "String",
	
	 "product_specification": "String",
	  "quantity": Number,
	  "quote_line": "String",
	
	 "sales_agreement_line_adjustments": [Array],
	
	 "sales_agreement_line_characteristics": [Array]
	
	 "shipping_location": "String",
	
	 "short_description": "String",
	  "start_date": "String",
	  "state": "String",
	
	 "total_one_time_price": "String",
	  "unit_net_price": "String"
	
	 "unit_of_measurement": "String",
	  }
	]</pre>

sales_agreement_lines.child_sales_agreement_lines	List of child sales agreement lines to associate with the parent sales agreement. Follows the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	same object structure as the *sales_agreement_lines* object parameter. Table: Sales Agreement Line #[sn_sales_agmt_core_sales_agreement_line] Data type: Array of objects `"child_sales_agreement_lines": [{ "end_date": "String", "price_list": "String", "product_model": "String", "product_offering": "String", "product_specification": "String", "quantity": Number, "quote_line": "String", "sales_agreement_line_adjustments": [Array], "sales_agreement_line_characteristics": [Array], "shipping_location": "String", "short_description": "String", "start_date": "String", "state": "String", "total_one_time_price": "String", "total_recurring_price": "String", "unit_net_price": "String", "unit_of_measurement": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	}]
sales_agreement_lines.child_sales_agreement_lines.end_date	Start date of the sales agreement line. Format: YYYY-MM-DD Data type: String
sales_agreement_lines.child_sales_agreement_lines.price_list	Sys_id of the price list. Table: Price List [sn_csm_pricing_price_list] Data type: String Default: null
sales_agreement_lines.child_sales_agreement_lines.product_model	Sys_id of the product model. Table: Product Model [cmdb_model] Data type: String Default: null
sales_agreement_lines.child_sales_agreement_lines.product_offering	Sys_id of the product offering. Table: Product Offering [sn_prd_pm_product_offering] Data type: String Default: null
sales_agreement_lines.child_sales_agreement_lines.product_specification	Sys_id of the product specification. Table: Product Specification [sn_prd_pm_product_specification] Data type: String Default: null
sales_agreement_lines.child_sales_agreement_lines.quantity	Number of products to add to the sales agreement line#. Table: Product Model [cmdb_model] Data type: Number (decimal) Default: 0

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
sales_agreement_lines.child_sales_agreement_lines.quote_line_sys_id	Sys_id of the quote line item. Table: Quote Line [sn_quote_mgmt_core_quote_line_item] Data type: String Default: null
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_adjustments	Line item adjustments under the child sales agreement line. Price adjustment data is inserted in the child sales agreement. Table: Sales Agreement Line Adjustments [sn_sales_agmt_core_sales_agreement_line_adju Data type: Array of objects `"sales_agreement_line_adjustments": [ { "adjustment_source": "String", "adjustment_type": "String", "adjustment_value": "String", "amount": "String", "applicable_to": "String", "quantity": Number, "short_description": "String", "total_amount": "String" } ]`
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source	Source type of the adjustment. Accepted values: • manual • auto Data type: String Default: manual

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type	Required. Type of the adjustment adjustment type. Table: Sales Agreement Line Adjustments #[sn_sales_agmt_core_sales_agreement_line_adju Data type: String
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_adjustments.adjustment_value	Required. Value of the adjustment modification. Data type: Number Table: Sales Agreement Line Adjustments #[sn_sales_agmt_core_sales_agreement_line_adju Default: 0
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_adjustments.amount	Amount of the adjustment. Data type: Number (decimal) Table: Sales Agreement Line Adjustments #[sn_sales_agmt_core_sales_agreement_line_adju Default: null
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_adjustments.applicable_to	System ID of the line adjustment record that this adjustment is applicable to. Data type: String Table: Sales Agreement Line Adjustments #[sn_sales_agmt_core_sales_agreement_line_adju Default: null
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_adjustments.quantity	Number of products to add to the child sales agreement line. Data type: Number Default: 0
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_adjustments.short_description	Brief description of the sales agreement adjustment. Data type: String Default: Empty string

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_adjustments.total_amount	Total amount of the line adjustment. The sum of both the *sales_agreement_line_adjustments.a* and *sales_agreement_line_adjustments.a* values. Data type: Number (decimal) Default: 0
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_characteristics	List of line characteristics to insert in the child sales agreement line. Table: Sales Agreement Line Characteristics #[sn_sales_agmt_core_sales_agreement_line_char Data type: Array of objects `"sales_agreement_line_characteristics": [ { "characteristic": "String", "characteristic_option": "String", "type": "String", "value": "String" } ]`
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_characteristics.characteristic	Required. Sys_id of the characteristic record. Table: Sales Agreement Line Characteristics #[sn_sales_agmt_core_sales_agreement_line_char Data type: String
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option	Sys_id of the characteristic option. Table: Sales Agreement Line Characteristics #[sn_sales_agmt_core_sales_agreement_line_char Data type: String
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_characteristics.type	Type of the sales agreement characteristic. Accepted values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• coverage • coverage and usage Table: Sales Agreement Line Characteristics #[sn_sales_agmt_core_sales_agreement_line_char Data type: String Default: coverage
sales_agreement_lines.child_sales_agreement_lines.sales_agreement_line_characteristics	Value of the characteristics#.value Default: null Data type: String Table: Sales Agreement Line Characteristics #[sn_sales_agmt_core_sales_agreement_line_char
sales_agreement_lines.child_sales_agreement_lines.shipping_location	Reference to the shipping location# of the child sales agreement line. Table: Location [location] Data type: String Default:
sales_agreement_lines.child_sales_agreement_lines.short_description	Brief details describing the child sales agreement line. Data type: String Default: Empty string
sales_agreement_lines.child_sales_agreement_lines.start_date	Required. Start date of the child sales agreement line. Format: YYYY-MM-DD Data type: String
sales_agreement_lines.child_sales_agreement_lines.state	Required. Activity state in which to set the new sales agreement line. Accepted values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• pending_activation: Sets the sales agreement line to a pending state. • suspended: Sets the sales agreement line to a suspended state. • active: Sets the sales agreement line to an active state. • expired: Sets the sales agreement in a expired state. • cancelled: Sets the sales agreement to a cancelled state. Data type: String Default: pending_activation
sales_agreement_lines.child_sales_agreement_lines.total_one_time_price	Total one-time charges to be paid for the product or service. Data type: Number (decimal) Table: Sales Agreement Line [sn_sales_agmt_core_sales_agreement_line] Default: 0
sales_agreement_lines.child_sales_agreement_lines.total_recurring_price	Annual price for the product associated with the child line item. Data type: Number (decimal) Table: Sales Agreement Line [sn_sales_agmt_core_sales_agreement_line] Default: 0
sales_agreement_lines.child_sales_agreement_lines.unit_net_price	Price per each unit for the product associated with the sales agreement line. Table: Sales Agreement Line [sn_sales_agmt_core_sales_agreement_line] Data type: String Default value: 0
sales_agreement_lines.end_date	End date of the sales agreement line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Format: YYYY-MM-DD Data type: String
sales_agreement_lines.price_list	Sys_id of the price list associated with the sales agreement line. Table: Price List [sn_csm_pricing_price_list] Data type: String Default value: null
sales_agreement_lines.product_model	Sys_id of the product model associated with the sales agreement line. Table: Product Model [cmdb_model] Data type: String Default value: null
sales_agreement_lines.product_offering	Sys_id#bf the product offering associated with the sales agreement line. Table: Product Offering [sn_prd_pm_product_offering] Data type: String Default value: null
sales_agreement_lines.product_specification	Sys_id#bf the product specification associated with the sales agreement line. Table: Product Specification [sn_prd_pm_product_specification] Data type: String Default value: null
sales_agreement_lines.quantity	Number of products to add to the sales agreement line. Data type: Number (decimal) Default: 0

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
sales_agreement_lines.quote_line	Sys_id of the quote line item associated with the sales agreement line. Data type: String Table: Quote Line [sn_quote_mgmt_core_quote_line_item] Default value: null
sales_agreement_lines.sales_agreement_line_adjustments	List of price adjustments to insert under the sales agreement line. Table: Sales Agreement Line Adjustments #[sn_sales_agmt_core_sales_agreement_line_adju Data type: Array of objects `"sales_agreement_line_adjustments": [ { "adjustment_source": "String", "adjustment_type": "String", "adjustment_value": "String", "amount": "String", "applicable_to": "String", "quantity": Number, "short_description": "String", "total_amount": "String" } ]`
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source	Source type of the adjustment. Accepted values: • manual • auto Data type: String Default: manual

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type	Required. Type of the adjustment type. Table: Sales Agreement Line Adjustments #[sn_sales_agmt_core_sales_agreement_line_adju Data type: String Default: null
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_value	Required. Value of the price adjustment. Data type: Number (decimal)
sales_agreement_lines.sales_agreement_line_adjustments.amount	Price amount of the line adjustment. Data type: Number (decimal) Default: 0
sales_agreement_lines.sales_agreement_line_adjustments.applicable_to	Quantity type that the sales adjustment is applicable to. Valid values: • LUMPSUM_QTY: lipsum quantity • UNIT_QTY: unit quantity Data type: String Default: null
sales_agreement_lines.sales_agreement_line_adjustments.quantity	Number of products to add to the sales agreement line adjustment. Table: Sales Agreement Line Adjustments #[sn_sales_agmt_core_sales_agreement_line_adju Data type: Number (decimal) Default: 0
sales_agreement_lines.sales_agreement_line_adjustments.short_description	Brief description of the sales agreement adjustment. Data type: String Default: Empty string

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
sales_agreement_lines.sales_agreement_line_adjustments.total_amount	Total amount of the line adjustment. The sum of both the *sales_agreement_line_adjustments.a* and *sales_agreement_line_adjustments.a* values. Data type: String Default: manual
sales_agreement_lines.sales_agreement_line_characteristics	List of characteristics under the sales agreement line. The data in this parameter will be inserted in Sales Agreement Characteristics record. Table: Sales Agreement Line Characteristics [sn_sales_agmt_core_sales_agreement_line_char Data type: Array of objects `"sales_agreement_line_characteristics": [ { "characteristic": "String", "characteristic_option": "String", "type": "String", "value": "String" } ]`
sales_agreement_lines.sales_agreement_line_characteristics.characteristic	Required. System id of the sales agreement line characteristic. Table: Sales Agreement Line Characteristics [sn_sales_agmt_core_sales_agreement_line_char Data type: String
sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option	The characteristic option associated with the sales agreement line. Table: Product Characteristic Option [sn_prd_pm_characteristic_option] Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: null
sales_agreement_lines.sales_agreement_line_characteristics.type	Type of the sales agreement characteristic. Accepted values: • coverage • coverage and usage Table: Sales Agreement Line Characteristics [sn_sales_agmt_core_sales_agreement_line_char Data type: String Default: coverage
sales_agreement_lines.sales_agreement_line_characteristics.value	Value of the characteristic. Table: Sales Agreement Line Characteristics [sn_sales_agmt_core_sales_agreement_line_char Data type: String Default: null
sales_agreement_lines.shipping_location	Reference to the shipping location of the sales agreement line. Table: Sales Agreement Line [sn_sales_agmt_core_sales_agreement_line] Data type: String Default: null
sales_agreement_lines.short_description	Brief details describing the sales agreement line. Data type: String Default: Empty string
sales_agreement_lines.start_date	Start date of the sales agreement line. Format: YYYY-MM-DD Data type: String
sales_agreement_lines.state	Required. Activity state in which to set the new sales agreement line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Accepted values: • pending_activation: Sets the sales agreement line to a pending state. • suspended: Sets the sales agreement line to a suspended state. • active: Sets the sales agreement line to an active state. • expired: Sets the sales agreement in a expired state. • cancelled: Sets the sales agreement to a cancelled state. Data type: String Table: Sales Agreement Line [sn_sales_agmt_core_sales_agreement_line] Default: pending_activation
sales_agreement_lines.total_one_time_price	Total one-time price to be paid for the product or service associated with the sales agreement line. Data type: Number (decimal) Default: 0
sales_agreement_lines.unit_net_price	The price for each unit within the sales agreement line. Data type: Number (decimal) Default value: 0
sales_agreement_lines.unit_of_measurement	The unit of measurement. For example, `bundle` or `each`. Table: Unit of measures [sn_prd_pm_uom_list] Data type: String Default value: null
shipping_location	Shipping location of the sales agreement. Table: Location [location]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Default: null
short_description	Brief details describing the sales agreement. Table: Sales Agreement Line #[sn_sales_agmt_core_sales_agreement_line] Data type: String Default: Empty string
starts	Required. Start date of the sales agreement. Format: YYYY-MM-DD Data type: String
state	Activity state in which to set the new sales agreement. Accepted values: • draft: Sets the sales agreement in a draft state. • active: Sets the sales agreement to an active state. • expired: Sets the sales agreement in a expired state. • cancelled: Sets the sales agreement to a cancelled state. Table: Sales Agreement Line #[sn_sales_agmt_core_sales_agreement_line] Data type: String Default: draft

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Record is successfully created.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have access rights to the specified record.

Response body parameters (JSON or XML)

Name	Description

result	Results of th
	information.
	
	Data type: C
	
	`"result`
	`"ac`
	`"bi`
	`"co`
	`"co`
	`"cu`
	`"de`
	`"en`
	`"nu`
	`"qu`
	`"sa`
	`"sh`
	`"sh`
	`"st`
	`"st`
	`"sy`
	`"sy`
	`"sy`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sy
	"sy
	}</pre>

account	Account info
	
	Table: Accou
	
	Data type: C
	<pre>"accoun
	"displ
	"label
	"name"
	"type"
	"value
	}</pre>

account.display_value	Display valu Data type: S
account.label	Label of the Data type: S
account.name	Name of the Data type: S
account.type	Type of acc Data type: S
account.value	Sys_id of th Table: Accou Data type: S

billing_location	Billing addre
	
	Updated tab
	
	Data type: C
	<pre>"billin
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

billing_location.display_value	Display valu *billing_*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
billing_location.label	Label of the Data type: S
billing_location.name	Name of the Data type: S
billing_location.type	Type of billi Data type: S
billing_location.value	Value of the Data type: S

consumer	Consumer c
	
	Table: Cons
	
	Data type: C
	`"consum`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

consumer.display_value	Display valu *consumer* Data type: S
consumer.label	Label of the Data type: S
consumer.name	Name of the Data type: S
consumer.type	Type of cons Data type: S
consumer.value	Value of the Data type: S
contact	Contact info Table: Conta Data type: C

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"contac "disp "labe "name "type "valu }
contact.display_value	Display valu Data type: S
contact.label	Label of the Data type: S
contact.name	Name of the Data type: S
contact.type	Type of con Data type: S
contact.value	Value of the Data type: S
currency	Currency co Table: Curre Data type: C "curren "disp "labe "name "type "valu }
currency.display_value	Display valu *currency* Data type: S
currency.label	Label of the Data type: S
currency.name	Name of the Data type: S
currency.type	Type of curr

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
currency.value	Country cur Data type: S

default_price_list	Details abou
	
	Table: Price
	
	Data type: C
	
	`"defaul`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

default_price_list.display_value	Display valu Data type: S
default_price_list.label	Label of the Data type: S
default_price_list.name	Name of the Data type: S
default_price_list.type	Type of defa Data type: S
default_price_list.value	Sys_id of th Data type: S

ends	End date of
	
	Data type: C
	
	`"ends":`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

ends.display_value	Display valu Data type: S
ends.label	Label of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
ends.label	Name of the Data type: S
ends.type	Type of end Data type: S
ends.value	Value of the Format: YYY Data type: S

number	Automatical
	number pos
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	`"number`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

number.display_value	Display valu *number.v* Data type: S
number.label	Label of the Data type: S
number.name	Name of the Data type: S
number.type	Type of sale Data type: S
number.value	Value of the SA001010 Data type: S
quote	Information Table: Quot

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Data type: C
	`"quote"`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

quote.display_value	Display valu Data type: S
quote.label	Label of the Data type: S
quote.name	Name of the Data type: S
quote.type	Type of quo Data type: S
quote.value	Sys_id of th Data type: S

sales_agreement_lines	List of sales
	Table: Sales
	#sn_sales_a
	Data type: A
	`sales_a`
	`{`
	`"chil`
	`[Array`
	`"end_`
	`"numb`
	`"pare`
	`"pric`
	`"prod`
	`"prod`
	`"prod`
	`"quan`
	`"quot`
	`"sale`
	`"sales`
	`s": [Ar`
	`"sale`
	`[Array`
	`"ship`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"shor
	"star
	"stat
	"sys_
	"sys_
	"sys_
	"sys_
	"sys_
	"top_
	"tota
	"tota
	"unit
	"unit
	}
	]</pre>

sales_agreement_lines.sales_agreement_line_adjustments	List of sales
	
	Table: Sales
	#sn_sales_a
	
	Data type: A
	<pre>"sales_
	{
	"adju
	"adju
	"adju
	"amou
	"appl
	"numb
	"quan
	"sale
	"sale
	"shor
	"sys_
	"sys_
	"sys_
	"sys_
	"sys_
	"tota
	}
	]</pre>

sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source	Source infor
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	<pre>"adjust
	"disp
	"labe
	"name
	"type</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source.display_value	Source disp adjustment. *adjustme* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source.label	Source labe Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source.name	Source nam Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source.type	Source type always `str` Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_source.value	Source valu Possible val • auto • manual Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type	Information
	type.
	
	Data type: C
	<pre>"adjust
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type.display_value	Display valu Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type.type	Type of adju

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.adjustment_type.value	Sys_id of th Table: Sales #[sn_sales_a Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.adjustment_value	Information
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"adjust`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.agreement_line_adjustments.adjustment_value.display_value	Display valu *adjustme* Data type: N
sales_agreement_lines.agreement_line_adjustments.adjustment_value.label	Label of the Data type: S
sales_agreement_lines.agreement_line_adjustments.adjustment_value.name	Name of the Data type: S
sales_agreement_lines.agreement_line_adjustments.adjustment_value.type	Type of adju Data type: S
sales_agreement_lines.agreement_line_adjustments.adjustment_value.value	Number valu Data type: N

sales_agreement_lines.sales_agreement_line_adjustments.amount	Information
	adjustment.
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"amount`
	`"disp`
	`"labe`
	`"name`
	`"type`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_adjustments.amount.display_value	Display valu *amount.v* of the assoc *currency* Data type: N
sales_agreement_lines.sales_agreement_line_adjustments.amount.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.amount.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.amount.type	Type of the `currency` Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.amount.value	Dollar value Data type: N

sales_agreement_lines.sales_agreement_line_adjustments.applicable_to	Reference c
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	<pre>"applic
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_adjustments.applicable_to.display_value	Display valu to. Matches Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.applicable_to.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.applicable_to.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.applicable_to.type	Type of the Value is alwa

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.applicable_to.value	Quantity typ Possible val • LUMPSUM • UNIT_QTY Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.number	Automatical number or t
	
	Table: Sales #sn_sales_a
	
	Data type: C
	`"number"`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.number.display_value	Display valu *number.v* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.number.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.number.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.number.type	Type of the a Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.number.value	Value of the SALA0010 Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.quantity	Quantity of
	
	Table: Sales #sn_sales_a
	
	Data type: C
	`"quanti`
	`"disp`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_adjustments.quantity.display_value	Display valu *quantity* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.quantity.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.quantity.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.quantity.type	Type of the a Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.quantity.value	Value of the Data type: N

sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement	Reference t
	sales agree
	Table: Sales
	#{sn_sales_a
	Data type: C
	<pre>"quanti
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement.display_value	Display valu the sales ag SA001010 Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement.label	Label of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement.name	Name of the agreement l

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement.type	Type of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement.value	Sys_id of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line	Reference t sales agree Table: Sales #sn_sales_a Data type: C `"sales_ "disp "labe "name "type "valu }`
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line.display_value	Number of t agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line.label	Label of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line.name	Name of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line.type	Type of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sales_agreement_line.value	Sys_id of the agreement l Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.short_description	Brief descrip adjustment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"short_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.short_description.display_value	Display valu the particula *short_de* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.short_description.label	Label of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.short_description.name	Name of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.short_description.type	Type of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.short_description.value	Value of the adjustment. Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by	Name of the
	adjustment.
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"create`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by.display_value	Display valu line adjustm

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by.label	Label of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by.name	Name of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by.type	Type of the adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_by.value	Value of the adjustment. Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on	Date and tim adjustment
	
	Data type: C
	`"create`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on.display_value	Display valu was created Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on.label	Label of the created. Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on.name	Name of the created. Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on.type	Type of the created. Val

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_created_on.value	Value of the created. Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_id	Sys_id of th Table: Sales #sn_sales_a Data type: C `"sys_id "disp "labe "name "type "valu }`
sales_agreement_lines.sales_agreement_line_adjustments.sys_id.display_value	Display valu *sys_id.v* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_id.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_id.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_id.type	Type of the `string`. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_id.value	Value of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by	Name of the line adjustm Table: Sales #sn_sales_a Data type: C `"update "disp`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by.display_value	Display valu sales agree *updated_* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by.label	Label of the line adjustm Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by.name	Name of the line adjustm Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by.type	Type of user adjustment. Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_by.value	Value of the line adjustm Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on	Date and tim
	was updated
	
	Data type: C
	<pre>"update
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on.display_value	Display valu was last upd Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on.label	Label of the updated. Format: YYY

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on.name	Name of the updated. Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on.type	Type of date updated. Va Format: YYY Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.sys_updated_on.value	Value of the updated. Format: YYY Data type: S

sales_agreement_lines.sales_agreement_line_adjustments.total_amount	Total amoun
	
	Table: Sales #sn_sales_a
	
	Data type: C
	`"total_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_adjustments.total_amount.display_value	Display valu *total_am* Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.total_amount.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.total_amount.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.total_amount.type	Type of the `currency` Data type: S
sales_agreement_lines.sales_agreement_line_adjustments.total_amount.value	Value of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S

sales_agreement_lines.child_sales_agreement_lines	List of sales
	structure as
	parameter.
	
	Table: Sales
	#[sn_sales_a
	
	Data type: A
	
	"child_
	{
	"end_
	"numb
	"pare
	"pric
	"prod
	"prod
	"prod
	"quan
	"quot
	"sale
	"sale
	[Array
	
	"sales
	s": [Ar
	"ship
	"shor
	"star
	"stat
	"sys_
	"sys_
	"sys_
	"sys_
	"sys_
	"top_
	"tota
	"tota
	"unit
	"unit
	}
	]

sales_agreement_lines.end_date	End date of Data type: C "end_da "disp "labe "name "type

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

sales_agreement_lines.end_date.display_value	Display valu Matches *en* Data type: S
sales_agreement_lines.end_date.label	Label of the Data type: S
sales_agreement_lines.end_date.name	Name of the Data type: S
sales_agreement_lines.end_date.type	Type of end always `gli` Data type: S
sales_agreement_lines.end_date.value	End date an Format: YYY Data type: S

sales_agreement_lines.number	Automatical
	the number
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	<pre>"number
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.number.display_value	Display valu example, SA Data type: S
sales_agreement_lines.number.label	Label of the Data type: S
sales_agreement_lines.number.name	Name of the Data type: S
sales_agreement_lines.number.type	Type of num

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.number.value	Value of the SAL00101 Data type: S

sales_agreement_lines.parent_line	Information
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"parent`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.parent_line.display_value	Display num example, SA Data type: S
sales_agreement_lines.parent_line.label	Label of the Data type: S
sales_agreement_lines.parent_line.name	Name of the Data type: S
sales_agreement_lines.parent_line.type	Type of pare `referenc` Data type: S
sales_agreement_lines.parent_line.value	Sys_id of th Data type: S

sales_agreement_lines.price_list	Price list de
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"price_`
	`"disp`
	`"labe`
	`"name`
	`"type`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

sales_agreement_lines.price_list.display_value	Display valu Data type: S
sales_agreement_lines.price_list.label	Label of the Data type: S
sales_agreement_lines.price_list.name	Name of the Data type: S
sales_agreement_lines.price_list.type	Type of sale referenc Data type: S
sales_agreement_lines.price_list.value	Sys_id of th line. Data type: S

sales_agreement_lines.product_model	Details abou
	line.
	
	Table: Produ
	
	Data type: C
	<pre>"produc
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.product_model.display_value	Display valu line. Matche Data type: S
sales_agreement_lines.product_model.label	Label of the Data type: S
sales_agreement_lines.product_model.name	Name of the Data type: S
sales_agreement_lines.product_model.type	Type of proc is always re Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.product_model.value	Value of the Data type: S

sales_agreement_lines.product_offering	Details abou
	line.
	
	Table: Produ
	
	Data type: C
	
	`"produc`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.product_offering.display_value	Display valu agreement l Data type: S
sales_agreement_lines.product_offering.label	Label of the Data type: S
sales_agreement_lines.product_offering.name	Name of the Data type: S
sales_agreement_lines.product_offering.type	Type of proc is always `re` Data type: S
sales_agreement_lines.product_offering.value	Value of the Data type: S

sales_agreement_lines.product_specification	Reference t
	line.
	
	Table: Sales
	#{sn_sales_a
	
	Data type: C
	
	`"produc`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.product_specification.display_value	Display valu on the sales *product_* Data type: S
sales_agreement_lines.product_specification.label	Label of the line. Data type: S
sales_agreement_lines.product_specification.name	Name of the line. Data type: S
sales_agreement_lines.product_specification.type	Type of proc Value is alwa Data type: S
sales_agreement_lines.product_specification.value	Value of the line. Data type: S

sales_agreement_lines.quantity	Number of p
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"quanti`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.quantity.display_value	Display valu agreement l Data type: S
sales_agreement_lines.quantity.label	Label of the Data type: S
sales_agreement_lines.quantity.name	Name of the Data type: S
sales_agreement_lines.quantity.type	Type of proc is always `de`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.quantity.value	Number of p Data type: N

sales_agreement_lines.quote_line	Reference o
	line.
	
	Table: Quot
	
	Data type: C
	
	`"quote_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.quote_line.display_value	Display valu line. Data type: S
sales_agreement_lines.quote_line.label	Label of the Data type: S
sales_agreement_lines.quote_line.name	Name of the Data type: S
sales_agreement_lines.quote_line.type	Type of quo is always `re` Data type: S
sales_agreement_lines.quote_line.value	Value of the Data type: S

sales_agreement_lines.sales_agreement	Reference t
	line.
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	
	`"sales_`
	`"disp`
	`"labe`
	`"name`
	`"type`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

sales_agreement_lines.sales_agreement.display_value	Display valu agreement l Data type: S
sales_agreement_lines.sales_agreement.label	Label of the Data type: S
sales_agreement_lines.sales_agreement.name	Name of the Data type: S
sales_agreement_lines.sales_agreement.type	Type of sale is always `re` Data type: S
sales_agreement_lines.sales_agreement.value	Sys_id of th Data type: S

sales_agreement_lines.sales_agreement_line_characteristics	List of sales
	
	Table: Sales
	[sn_sales_a
	
	Data type: A
	<pre>"sales_
	[
	{
	"cha
	"cha
	"sal
	"sal
	"sys
	"sys
	"sys
	"sys
	"sys
	"typ
	"val
	}
	]</pre>

sales_agreement_lines.sales_agreement_line_characteristics.characteristic	Characteris
	
	Table: sn_pr
	
	Data type: C
	<pre>"charac
	"disp
	"labe</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_characteristics.characteristic.display_value	Display valu line. Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic.type	Type of char always `ref` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic.value	Value of the Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option	Information
	agreement l
	
	Table: Sales
	[sn_sales_a
	
	Data type: C
	<pre>"charac
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option.display_value	Display valu line. Matche Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option.label	Label of the line. Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option.name	Name of the line. Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option.type	Type of char Value is alwa Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.characteristic_option.value	Value of the line. Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement	Details of th
	agreement l
	
	Table: Sales
	[sn_sales_a
	
	Data type: C
	`"sales_`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement.display_value	Display valu Matches *sa* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement.type	Type of sale `referenc` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement.value	Value of the Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line	Details abou
	
	Table: Sales
	[sn_sales_a
	
	Data type: C
	`"sales_`
	`"disp`
	`"labe`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line.display_value	Display valu line. Matche Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line.label	Characteris Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line.name	Characteris Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line.type	Characteris always `ref` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sales_agreement_line.value	Characteris Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by	Name of the
	characterist
	
	Table: User
	
	Data type: C
	<pre>"sys_cr
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by.display_value	Display valu *sys_crea* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by.type	Type of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_by.value	Value of the Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on	Date and tim
	created.
	
	Data type: C
	`"sys_cr`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on.display_value	Display valu *sys_crea* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on.type	Type of the `glide_da` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_created_on.value	Value of the Format: YYY Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sys_id	Sys_id of th
	
	Table: Sales
	[sn_sales_a
	
	Data type: C
	`"sys_id`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.sales_agreement_line_characteristics.sys_id.display_value	Display valu *sys_id.v* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_id.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_id.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_id.type	Type of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_id.id	Value of the Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by	Name of the
	line charact
	Table: User
	Data type: C
	`"sys_up`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by.display_value	Display valu characterist *sys_crea* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by.type	Type of the always `str` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_by.value	Value of use

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on	Date and tim
	last updated
	Data type: C
	`"sys_up`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on.display_value	Display valu *updated_* Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on.type	Type of the `glide_da` Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.sys_updated_on.value	Value of the Format: YYY Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.type	Type of char
	characterist
	Table: Sales
	[sn_sales_a
	Data type: C
	`"type":`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_characteristics.type.display_value	Display valu *type.val*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.type.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.type.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.type.type	Type of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.type.value	Value of the Possible val • coverage • coverage Data type: S

sales_agreement_lines.sales_agreement_line_characteristics.value	Value of the
	
	Table: Sales
	[sn_sales_a
	
	Data type: C
	`"type":`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sales_agreement_line_characteristics.value.display_value	Display valu Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.value.label	Label of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.value.name	Name of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.value.type	Type of the Data type: S
sales_agreement_lines.sales_agreement_line_characteristics.value.value	Value of the Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.short_description	Brief details Table: Sales #[sn_sales_a Data type: C "short_ "disp "labe "name "type "valu }
sales_agreement_lines.short_description.display_value	Display valu *short_de* Data type: S
sales_agreement_lines.short_description.label	Label of the Data type: S
sales_agreement_lines.short_description.name	Name of the Data type: S
sales_agreement_lines.short_description.type	Type of sho Data type: S
sales_agreement_lines.short_description.value	Value of the Data type: S
sales_agreement_lines.start_date	Start date of Data type: C "start_ "disp "labe "name "type "valu }
sales_agreement_lines.start_date.display_value	Display valu Matches *st* Data type: S
sales_agreement_lines.start_date.label	Label of the Data type: S
sales_agreement_lines.start_date.name	Name of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.start_date.type	Type of sale glide_da Data type: S
sales_agreement_lines.start_date.value	Value of the Format: YYY Data type: S
sales_agreement_lines.state	Valid state c Table: Sales #sn_sales_a Data type: C "state" "disp "labe "name "type "valu }
sales_agreement_lines.state.display_value	Display valu Data type: S
sales_agreement_lines.state.label	Label of the Data type: S
sales_agreement_lines.state.name	Name of the Data type: S
sales_agreement_lines.state.type	Type of state Data type: S
sales_agreement_lines.state.value	Value of the Possible val • pending_ • suspende • active • expired • cancelled Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

sales_agreement_lines.sys_created_by	Name of the
	Table: User
	Data type: C
	`"sys_cr`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sys_created_by.display_value	Display valu line. Matche Data type: S
sales_agreement_lines.sys_created_by.label	Label of the Data type: S
sales_agreement_lines.sys_created_by.name	Name of the Data type: S
sales_agreement_lines.sys_created_by.type	Type of the Data type: S
sales_agreement_lines.sys_created_by.value	Value of the Data type: S

sales_agreement_lines.sys_created_on	Date and tim
	Data type: C
	`"sys_cr`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sys_created_on.display_value	Display valu line record. Data type: S
sales_agreement_lines.sys_created_on.label	Label of the record. Data type: S

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sales_agreement_lines.sys_created_on.name	Name of the record. Data type: S
sales_agreement_lines.sys_created_on.type	Type of the record. Valu Data type: S
sales_agreement_lines.sys_created_on.value	Value of the record. Format: YYY Data type: S

sales_agreement_lines.sys_id	Sys_id of th
	
	Table: Sales #sn_sales_a
	
	Data type: C
	`"sys_id"`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.sys_id.displayValue	Display valu record#. Ma Data type: S
sales_agreement_lines.sys_id.label	Automatical agreement l Data type: S
sales_agreement_lines.sys_id.type	Type of sys_ always `str` Data type: S
sales_agreement_lines.sys_id.value	Sys_id numb record#. Data type: S
sales_agreement_lines.sys_updated_by	Name of the line. Table: User Data type: C

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_up
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sys_updated_by.display_value	Display valu line. Matche Data type: S
sales_agreement_lines.sys_updated_by.label	Label of the Data type: S
sales_agreement_lines.sys_updated_by.name	Name of the Data type: S
sales_agreement_lines.sys_updated_by.type	Type of the Value is alw Data type: S
sales_agreement_lines.sys_updated_by.value	Value of the Data type: S

sales_agreement_lines.sys_updated_on	Date and tim
	updated.
	
	Data type: C
	<pre>"sys_up
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sales_agreement_lines.sys_updated_on.display_value	The display time on the *sys_upda* Data type: S
sales_agreement_lines.sys_updated_on.label	Label of the line Data type: S
sales_agreement_lines.sys_updated_on.name	Name of the agreement l

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.sys_updated_on.type	Type of the line. Value is Data type: S
sales_agreement_lines.sys_updated_on.value	Value of the line Format: YYY Data type: S
sales_agreement_lines.top_sales_agreement_line	Information Table: Sales #sn_sales_a Data type: C `"top_sa "disp "labe "name "type "valu }`
sales_agreement_lines.top_sales_agreement_line.display_value	Display valu *top_sale* Data type: S
sales_agreement_lines.top_sales_agreement_line.label	Label of the Data type: S
sales_agreement_lines.top_sales_agreement_line.name	Name the to Data type: S
sales_agreement_lines.top_sales_agreement_line.type	Type of the `referenc` Data type: S
sales_agreement_lines.top_sales_agreement_line.value	Value of the Data type: S
sales_agreement_lines.total_one_time_price	Total one-ti service. Table: Sales #sn_sales_a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: C `"total_ "disp "labe "name "type "valu }`
sales_agreement_lines.total_one_time_price.display_value	Display valu *total_on* Data type: S
sales_agreement_lines.total_one_time_price.label	Label of the Data type: S
sales_agreement_lines.total_one_time_price.name	Name of the Data type: S
sales_agreement_lines.total_one_time_price.type	Type of the Data type: S
sales_agreement_lines.total_one_time_price.value	Value of the Data type: S
sales_agreement_lines.total_recurring_price	Total recurri sales agree Table: Sales #sn_sales_a Data type: C `"total_ "disp "labe "name "type "valu }`
sales_agreement_lines.total_recurring_price.display_value	Display valu *total_re* Data type: S
sales_agreement_lines.total_recurring_price.label	Label of the Data type: S
sales_agreement_lines.total_recurring_price.name	Name of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sales_agreement_lines.total_recurring_price.type	Type of the Data type: S
sales_agreement_lines.total_recurring_price.value	Value of the Data type: S

sales_agreement_lines.unit_net_price	The price fo
	
	Table: Sales
	#[sn_sales_a
	
	Data type: C
	`"unit_n`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sales_agreement_lines.unit_net_price	Display valu *unit_net* Data type: S
sales_agreement_lines.unit_net_price	Label of the Data type: S
sales_agreement_lines.unit_net_price	Name of the Data type: S
sales_agreement_lines.unit_net_price	Type of the Data type: S
sales_agreement_lines.unit_net_price	Value of the Data type: S

sales_agreement_lines.unit_of_measurement	Unit of meas
	
	Table: Unit c
	
	Data type: C
	`"unit_o`
	`"disp`
	`"labe`
	`"name`
	`"type`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valu
	}</pre>

sales_agreement_lines.unit_of_measurement.display_value	Display valu *unit_of_* Data type: S
sales_agreement_lines.unit_of_measurement.label	Label of the Data type: S
sales_agreement_lines.unit_of_measurement.name	Name of the Data type: S
sales_agreement_lines.unit_of_measurement.type	Type of the `referenc` Data type: S
sales_agreement_lines.unit_of_measurement.value	Value of the `each`. Data type: S

shipping_location	Shipping ad
	
	Table: Locat
	
	Data type: C
	<pre>"unit_o
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

shipping_location.display_value	Display valu Data type: S
shipping_location.label	Label of the Data type: S
shipping_location.name	Name of the Data type: S
shipping_location.type	Type of ship Data type: S
shipping_location.value	Value of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
short_description	Brief details Table: Sales #[sn_sales_a Data type: C `"short_ "disp "labe "name "type "valu }`
short_description.display_value	Display valu *short_de* Data type: S
short_description.label	Label of the Data type: S
short_description.name	Name of the Data type: S
short_description.type	Type of sho Data type: S
short_description.value	Value of the Data type: S
starts	Start date of Data type: C `"starts "disp "labe "name "type "valu }`
starts.display_value	Display valu Data type: S
starts.label	Label of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
starts.name	Name of the Data type: S
starts.type	Type of start Data type: S
starts.value	Value of the Format: YYY Data type: S

state	State of the
	Table: Sales
	#sn_sales_a
	Data type: C
	`"state"`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

state.display_value	Display valu Data type: S
state.lable	Label of the Data type: S
state.name	Name of the Data type: S
state.type	Type of state Data type: S
state.value	Value of the Possible val • active • cancelled • draft • expired

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S

sys_created_by	Name of the
	Table: User
	Data type: C
	`"sys_cr`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sys_created_by.display_value	Display valu Matches *sy* Data type: S
sys_created_by.label	Label of the Data type: S
sys_created_by.name	Name of the Data type: S
sys_created_by.type	Type of the always `str` Data type: S
sys_created_by.value	Value of the Data type: S

sys_created_on	Details abou
	was created
	Data type: C
	`"sys_cr`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sys_created_on.display_value	Display valu *sys_crea* Data type: S
sys_created_on.label	Label of the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sys_created_on.name	Name of the Data type: S
sys_created_on.type	Type of the `string`. Data type: S
sys_created_on.value	Value of the Data type: S

sys_id	Sys_id of th
	
	Table: Sales
	#sn_sales_a
	
	Data type: C
	`"sys_id`
	`"disp`
	`"labe`
	`"name`
	`"type`
	`"valu`
	`}`

sys_id.displayValue	Display valu *sys_id.v* Data type: S
sys_id.label	Automatical Data type: S
sys_id.type	Type of sys_ always GUI Data type: S
sys_id.value	Sys_id numb Data type: S

sys_updated_by	Name of the
	
	Table: User
	
	Data type: C
	`"sys_up`
	`"disp`
	`"labe`
	`"name`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"type
	"valu
	}</pre>

sys_updated_by.display_value	Display valu agreement. Data type: S
sys_updated_by.label	Label of the Data type: S
sys_updated_by.name	Name of the Data type: S
sys_updated_by.type	Type of the is always `st` Data type: S
sys_updated_by.value	Value of the Data type: S

sys_updated_on	Details abou
	was update
	
	Data type: C
	<pre>"sys_up
	"disp
	"labe
	"name
	"type
	"valu
	}</pre>

sys_updated_on.display_value	Date and tim Matches *sy* Format: YYY Data type: S
sys_updated_on.label	Label of the Data type: S
sys_updated_on.name	Name of the Data type: S
sys_updated_on.type	Type of the `glide_da`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: S
sys_updated_on.value	Date and tim Format: YYY Data type: S

Example: cURL request

The following example creates a new sales agreement with details such as sales agreement characteristics and price adjustments. As a result, the new sales agreement is returned and added as a new record in Sales Agreement#[sn_sales_agmt_core_sales_agreement] table.

```
curl
 "https://instance.service-now.com//api/sn_sales_agmt_core/sales
agreement" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    "state": "active",
    "account": "86837a386f0331003b3c498f5d3ee4ca",
    "starts": "2024-01-01",
    "ends": "2024-12-31",
    "short_description": "This is a Sa created by API",
    "quote": "04ba9004f11f3110f8777d7194f166f6",
    "default_price_list": "96257fe1b5165610f87786d3c28843e9",
    "contact": "60beb5e7d7600200e5982cf65e6103ad",
    "currency": "USD",
    "billing_location": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
    "shipping_location": "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
    "sales_agreement_lines": [
        {
            "state": "active",
            "start_date": "2024-11-10",
            "end_date": "2024-12-31",
            "short_description": "this is sample sa line 1",
            "quantity": 2,
            "quote_line": "",
            "price_list": "96257fe1b5165610f87786d3c28843e9",
            "product_offering":
 "26d07c3211707110f877366201dea60c",
            "product_specification": "",
            "product_model": "",
            "unit_of_measurement":
 "cb2795d553020110286eddeeff7b12ff",
            "unit_net_price": "USD;400.00",
            "total_one_time_price": "USD;400.00",
            "shipping_location":
 "25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
            "child_sales_agreement_lines": [
                {
                    "state": "active",
                    "start_date": "2024-11-11",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "end_date": "2024-12-31",
                    "short_description": "this is sample child
sa line 1",
                    "quantity": 2,
                    "quote_line": "",
                    "price_list":
"96257fe1b516561Of87786d3c28843e9",
                    "product_offering":
"3f6111dfd0a6311Of877Odbf976be149",
                    "product_specification": "",
                    "product_model": "",
                    "unit_of_measurement":
"cb2795d553020110286eddeeff7b12ff",
                    "unit_net_price": "USD;120.00",
                    "total_one_time_price": "USD;120.00",
                    "total_recurring_price": "",
                    "shipping_location":
"25ab9c4d0a0a0bb300f7dabdc0ca7c1c",
                    "sales_agreement_line_characteristics": [
                        {
                            "characteristic":
"4f31999fd0a6311Of877Odbf976be178",
                            "type": "",
                            "characteristic_option":
"0b31999fd0a6311Of877Odbf976be179",
                            "value": "3G"
                        }
                    ],
                    "sales_agreement_line_adjustments": [
                        {
                            "amount": "28",
                            "total_amount": "28",
                            "quantity": 1,
                            "short_description": "Price
adjustment",
                            "adjustment_value": "20",
                            "adjustment_source": "",
                            "adjustment_type":
"a96c83d653dd91105c0eddeeff7b12d8",
                            "applicable_to": "UNIT_QTY"
                        }
                    ]
                }
            ],
            "sales_agreement_line_characteristics": [
                {
                    "characteristic":
"4f31999fd0a6311Of877Odbf976be178",
                    "type": "",
                    "characteristic_option":
"0b31999fd0a6311Of877Odbf976be179",
                    "value": "3G"
                }
            ],
            "sales_agreement_line_adjustments": [
                {
                    "amount": "40",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "total_amount": "120",
                    "quantity": 3,
                    "short_description": "Price adjustment",
                    "adjustment_value": "10",
                    "adjustment_source": "AUTO",
                    "adjustment_type":
 "a96c83d653dd91105c0eddeeff7b12d8",
                    "applicable_to": "UNIT_QTY"
                }
            ]
        }
    ]
}
```

Response body.


```
{
  "result": {
    "sys_id": {
      "label": "Sys ID",
      "value": "bc93e08a78755a10f8777f88938ba1d8",
      "displayValue": "bc93e08a78755a10f8777f88938ba1d8",
      "type": "GUID"
    },
    "sys_created_by": {
      "name": "sys_created_by",
      "label": "Created by",
      "value": "maint",
      "display_value": "maint",
      "type": "string"
    },
    "sys_updated_by": {
      "name": "sys_updated_by",
      "label": "Updated by",
      "value": "maint",
      "display_value": "maint",
      "type": "string"
    },
    "sys_created_on": {
      "name": "sys_created_on",
      "label": "Created",
      "value": "2024-11-12 08:11:59",
      "display_value": "2024-11-12 00:11:59",
      "type": "glide_date_time"
    },
    "sys_updated_on": {
      "name": "sys_updated_on",
      "label": "Updated",
      "value": "2024-11-12 08:11:59",
      "display_value": "2024-11-12 00:11:59",
      "type": "glide_date_time"
    },
    "name": null,
    "account": {
      "name": "account",
      "label": "Account",
      "value": "86837a386f0331003b3c498f5d3ee4ca",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "display_value": "Boxeo",
      "type": "reference"
    },
    "consumer": {
      "name": "consumer",
      "label": "Consumer",
      "value": null,
      "display_value": "",
      "type": "reference"
    },
    "number": {
      "name": "number",
      "label": "Number",
      "value": "SA0010106",
      "display_value": "SA0010106",
      "type": "string"
    },
    "state": {
      "name": "state",
      "label": "State",
      "value": "active",
      "display_value": "Active",
      "type": "string"
    },
    "starts": {
      "name": "starts",
      "label": "Start date",
      "value": "2024-01-01",
      "display_value": "2024-01-01",
      "type": "glide_date"
    },
    "ends": {
      "name": "ends",
      "label": "End date",
      "value": "2024-12-31",
      "display_value": "2024-12-31",
      "type": "glide_date"
    },
    "short_description": {
      "name": "short_description",
      "label": "Short description",
      "value": "this is a sample sales agreement",
      "display_value": "this is a sample sales agreement",
      "type": "string"
    },
    "description": {
      "name": "description",
      "label": "Description",
      "value": null,
      "display_value": "",
      "type": "string"
    },
    "currency": {
      "name": "currency",
      "label": "Currency",
      "value": null,
      "display_value": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "type": "reference"
    },
    "default_price_list": {
      "name": "default_price_list",
      "label": "Default price list",
      "value": "19d29513d0e63110f8770dbf976be122",
      "display_value": "Standard Price List",
      "type": "reference"
    },
    "billing_location": {
      "name": "billing_location",
      "label": "Billing location",
      "value": null,
      "display_value": "",
      "type": "reference"
    },
    "contact": {
      "name": "contact",
      "label": "Contact",
      "value": null,
      "display_value": "",
      "type": "reference"
    },
    "shipping_location": {
      "name": "shipping_location",
      "label": "Shipping location",
      "value": null,
      "display_value": "",
      "type": "reference"
    },
    "quote": {
      "name": "quote",
      "label": "Quote",
      "value": "04ba9004f11f3110f8777d7194f166f6",
      "display_value": "QT0000001",
      "type": "reference"
    },
    "service_contract_lines": [
      {
        "sys_id": {
          "label": "Sys ID",
          "value": "3c93e08a78755a10f8777f88938ba1dd",
          "displayValue": "3c93e08a78755a10f8777f88938ba1dd",
          "type": "GUID"
        },
        "sys_created_by": {
          "name": "sys_created_by",
          "label": "Created by",
          "value": "maint",
          "display_value": "maint",
          "type": "string"
        },
        "sys_updated_by": {
          "name": "sys_updated_by",
          "label": "Updated by",
          "value": "maint",
          "display_value": "maint",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "type": "string"
      },
      "sys_created_on": {
        "name": "sys_created_on",
        "label": "Created",
        "value": "2024-11-12 08:11:59",
        "display_value": "2024-11-12 00:11:59",
        "type": "glide_date_time"
      },
      "sys_updated_on": {
        "name": "sys_updated_on",
        "label": "Updated",
        "value": "2024-11-12 08:11:59",
        "display_value": "2024-11-12 00:11:59",
        "type": "glide_date_time"
      },
      "number": {
        "name": "number",
        "label": "Number",
        "value": "SAL0010126",
        "display_value": "SAL0010126",
        "type": "string"
      },
      "sales_agreement": {
        "name": "sales_agreement",
        "label": "Sales agreement",
        "value": "bc93e08a78755a10f8777f88938ba1d8",
        "display_value": "SA0010106",
        "type": "reference"
      },
      "short_description": {
        "name": "short_description",
        "label": "Short description",
        "value": "this is sample sa line 1",
        "display_value": "this is sample sa line 1",
        "type": "string"
      },
      "start_date": {
        "name": "start_date",
        "label": "Start date",
        "value": "2024-02-01",
        "display_value": "2024-02-01",
        "type": "glide_date"
      },
      "end_date": {
        "name": "end_date",
        "label": "End date",
        "value": "2024-11-30",
        "display_value": "2024-11-30",
        "type": "glide_date"
      },
      "state": {
        "name": "state",
        "label": "State",
        "value": "active",
        "display_value": "Active",
        "type": "string"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        "product_offering": {
          "name": "product_offering",
          "label": "Product offering",
          "value": null,
          "display_value": "",
          "type": "reference"
        },
        "product_specification": {
          "name": "product_specification",
          "label": "Product specification",
          "value": null,
          "display_value": "",
          "type": "reference"
        },
        "product_model": {
          "name": "product_model",
          "label": "Product model",
          "value": null,
          "display_value": "",
          "type": "reference"
        },
        "price_list": {
          "name": "price_list",
          "label": "Price list",
          "value": "19d29513d0e63110f8770dbf976be122",
          "display_value": "Standard Price List",
          "type": "reference"
        },
        "parent_line": {
          "name": "parent_line",
          "label": "Parent line",
          "value": null,
          "display_value": "",
          "type": "reference"
        },
        "unit_net_price": {
          "name": "unit_net_price",
          "label": "Unit net price",
          "value": "0",
          "display_value": "£0.00",
          "type": "currency"
        },
        "quantity": {
          "name": "quantity",
          "label": "Quantity",
          "value": "2",
          "display_value": "2",
          "type": "decimal"
        },
        "unit_of_measure": null,
        "shipping_location": {
          "name": "shipping_location",
          "label": "Shipping location",
          "value": null,
          "display_value": "",
          "type": "reference"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        "total_one_time_price": {
          "name": "total_one_time_price",
          "label": "Total one-time price",
          "value": "0",
          "display_value": "£0.00",
          "type": "currency"
        },
        "total_recurring_price": {
          "name": "total_recurring_price",
          "label": "Total recurring price",
          "value": "0",
          "display_value": "£0.00",
          "type": "currency"
        },
        "top_agreement_line": null,
        "quote_line": {
          "name": "quote_line",
          "label": "Quote line",
          "value": null,
          "display_value": "",
          "type": "reference"
        },
        "sales_agreement_line_characteristics": [
          {
            "sys_id": {
              "label": "Sys ID",
              "value": "b093e08a78755a10f8777f88938ba1e0",
              "displayValue":
"b093e08a78755a10f8777f88938ba1e0",
              "type": "GUID"
            },
            "sys_created_by": {
              "name": "sys_created_by",
              "label": "Created by",
              "value": "maint",
              "display_value": "maint",
              "type": "string"
            },
            "sys_updated_by": {
              "name": "sys_updated_by",
              "label": "Updated by",
              "value": "maint",
              "display_value": "maint",
              "type": "string"
            },
            "sys_created_on": {
              "name": "sys_created_on",
              "label": "Created",
              "value": "2024-11-12 08:11:59",
              "display_value": "2024-11-12 00:11:59",
              "type": "glide_date_time"
            },
            "sys_updated_on": {
              "name": "sys_updated_on",
              "label": "Updated",
              "value": "2024-11-12 08:11:59",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "display_value": "2024-11-12 00:11:59",
            "type": "glide_date_time"
          },
          "sales_agreement": {
            "name": "sales_agreement",
            "label": "Sales agreement",
            "value": "bc93e08a78755a10f8777f88938ba1d8",
            "display_value": "SA0010106",
            "type": "reference"
          },
          "sales_agreement_line": {
            "name": "sales_agreement_line",
            "label": "Sales agreement line",
            "value": "3c93e08a78755a10f8777f88938ba1dd",
            "display_value": "SAL0010126",
            "type": "reference"
          },
          "characteristic": {
            "name": "characteristic",
            "label": "Characteristic",
            "value": "4d289f1a775131108e191e599a5a99c7",
            "display_value": "AC",
            "type": "reference"
          },
          "type": {
            "name": "type",
            "label": "Type",
            "value": "coverage",
            "display_value": "Coverage",
            "type": "string"
          },
          "characteristic_option": {
            "name": "characteristic_option",
            "label": "Characteristic option",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "value": {
            "name": "value",
            "label": "Value",
            "value": null,
            "display_value": "",
            "type": "string"
          }
        }
      ],
      "sales_agreement_line_adjustments": [
        {
          "sys_id": {
            "label": "Sys ID",
            "value": "7093e08a78755a10f8777f88938ba1e1",
            "displayValue":
"7093e08a78755a10f8777f88938ba1e1",
            "type": "GUID"
          },
          "sys_created_by": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name": "sys_created_by",
            "label": "Created by",
            "value": "maint",
            "display_value": "maint",
            "type": "string"
          },
          "sys_updated_by": {
            "name": "sys_updated_by",
            "label": "Updated by",
            "value": "maint",
            "display_value": "maint",
            "type": "string"
          },
          "sys_created_on": {
            "name": "sys_created_on",
            "label": "Created",
            "value": "2024-11-12 08:11:59",
            "display_value": "2024-11-12 00:11:59",
            "type": "glide_date_time"
          },
          "sys_updated_on": {
            "name": "sys_updated_on",
            "label": "Updated",
            "value": "2024-11-12 08:11:59",
            "display_value": "2024-11-12 00:11:59",
            "type": "glide_date_time"
          },
          "sales_agreement": {
            "name": "sales_agreement",
            "label": "Sales agreement",
            "value": "bc93e08a78755a10f8777f88938ba1d8",
            "display_value": "SA0010106",
            "type": "reference"
          },
          "sales_agreement_line": {
            "name": "sales_agreement_line",
            "label": "Sales Agreement Line",
            "value": "3c93e08a78755a10f8777f88938ba1dd",
            "display_value": "SAL0010126",
            "type": "reference"
          },
          "adjustment_type": {
            "name": "adjustment_type",
            "label": "Adjustment type",
            "value": "d88bc79653dd91105c0eddeeff7b12c1",
            "display_value": "Markup amount",
            "type": "reference"
          },
          "adjustment_source": {
            "name": "adjustment_source",
            "label": "Adjustment source",
            "value": "MANUAL",
            "display_value": "Manual",
            "type": "string"
          },
          "adjustment_value": {
            "name": "adjustment_value",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "label": "Adjustment value",
            "value": "123",
            "display_value": "123",
            "type": "decimal"
          },
          "applicable_to": {
            "name": "applicable_to",
            "label": "Applicable to",
            "value": "UNIT_QTY",
            "display_value": "Unit Quantity",
            "type": "string"
          },
          "short_description": {
            "name": "short_description",
            "label": "Short description",
            "value": "line adjustment",
            "display_value": "line adjustment",
            "type": "string"
          },
          "number": {
            "name": "number",
            "label": "Number",
            "value": "SALA0010031",
            "display_value": "SALA0010031",
            "type": "string"
          },
          "quantity": {
            "name": "quantity",
            "label": "Quantity",
            "value": "3",
            "display_value": "3",
            "type": "integer"
          },
          "total_amount": {
            "name": "total_amount",
            "label": "Total amount",
            "value": "0",
            "display_value": "£0.00",
            "type": "currency"
          },
          "amount": {
            "name": "amount",
            "label": "Amount",
            "value": "0",
            "display_value": "£0.00",
            "type": "currency"
          }
        }
      ],
      "child_sales_agreement_lines": [
        {
          "sys_id": {
            "label": "Sys ID",
            "value": "7893e08a78755a10f8777f88938ba1e2",
            "displayValue":
"7893e08a78755a10f8777f88938ba1e2",
            "type": "GUID"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            },
            "sys_created_by": {
              "name": "sys_created_by",
              "label": "Created by",
              "value": "maint",
              "display_value": "maint",
              "type": "string"
            },
            "sys_updated_by": {
              "name": "sys_updated_by",
              "label": "Updated by",
              "value": "maint",
              "display_value": "maint",
              "type": "string"
            },
            "sys_created_on": {
              "name": "sys_created_on",
              "label": "Created",
              "value": "2024-11-12 08:11:59",
              "display_value": "2024-11-12 00:11:59",
              "type": "glide_date_time"
            },
            "sys_updated_on": {
              "name": "sys_updated_on",
              "label": "Updated",
              "value": "2024-11-12 08:11:59",
              "display_value": "2024-11-12 00:11:59",
              "type": "glide_date_time"
            },
            "number": {
              "name": "number",
              "label": "Number",
              "value": "SAL0010127",
              "display_value": "SAL0010127",
              "type": "string"
            },
            "sales_agreement": {
              "name": "sales_agreement",
              "label": "Sales agreement",
              "value": "bc93e08a78755a10f8777f88938ba1d8",
              "display_value": "SA0010106",
              "type": "reference"
            },
            "short_description": {
              "name": "short_description",
              "label": "Short description",
              "value": "this is sample sa line 1",
              "display_value": "this is sample sa line 1",
              "type": "string"
            },
            "start_date": {
              "name": "start_date",
              "label": "Start date",
              "value": "2024-02-01",
              "display_value": "2024-02-01",
              "type": "glide_date"
            },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "end_date": {
              "name": "end_date",
              "label": "End date",
              "value": "2024-11-30",
              "display_value": "2024-11-30",
              "type": "glide_date"
            },
            "state": {
              "name": "state",
              "label": "State",
              "value": "active",
              "display_value": "Active",
              "type": "string"
            },
            "product_offering": {
              "name": "product_offering",
              "label": "Product offering",
              "value": null,
              "display_value": "",
              "type": "reference"
            },
            "product_specification": {
              "name": "product_specification",
              "label": "Product specification",
              "value": null,
              "display_value": "",
              "type": "reference"
            },
            "product_model": {
              "name": "product_model",
              "label": "Product model",
              "value": null,
              "display_value": "",
              "type": "reference"
            },
            "price_list": {
              "name": "price_list",
              "label": "Price list",
              "value": "19d29513d0e63110f8770dbf976be122",
              "display_value": "Standard Price List",
              "type": "reference"
            },
            "parent_line": {
              "name": "parent_line",
              "label": "Parent line",
              "value": "3c93e08a78755a10f8777f88938ba1dd",
              "display_value": "SAL0010126",
              "type": "reference"
            },
            "unit_net_price": {
              "name": "unit_net_price",
              "label": "Unit net price",
              "value": "0",
              "display_value": "£0.00",
              "type": "currency"
            },
            "quantity": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name": "quantity",
            "label": "Quantity",
            "value": "2",
            "display_value": "2",
            "type": "decimal"
          },
          "unit_of_measure": null,
          "shipping_location": {
            "name": "shipping_location",
            "label": "Shipping location",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "total_one_time_price": {
            "name": "total_one_time_price",
            "label": "Total one-time price",
            "value": "0",
            "display_value": "£0.00",
            "type": "currency"
          },
          "total_recurring_price": {
            "name": "total_recurring_price",
            "label": "Total recurring price",
            "value": "0",
            "display_value": "£0.00",
            "type": "currency"
          },
          "top_agreement_line": null,
          "quote_line": {
            "name": "quote_line",
            "label": "Quote line",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "sales_agreement_line_characteristics": [
            {
              "sys_id": {
                "label": "Sys ID",
                "value": "74932c8a78755a10f8777f88938ba132",
                "displayValue":
"74932c8a78755a10f8777f88938ba132",
                "type": "GUID"
              },
              "sys_created_by": {
                "name": "sys_created_by",
                "label": "Created by",
                "value": "maint",
                "display_value": "maint",
                "type": "string"
              },
              "sys_updated_by": {
                "name": "sys_updated_by",
                "label": "Updated by",
                "value": "maint",
                "display_value": "maint",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "type": "string"
          },
          "sys_created_on": {
            "name": "sys_created_on",
            "label": "Created",
            "value": "2024-11-12 08:11:59",
            "display_value": "2024-11-12 00:11:59",
            "type": "glide_date_time"
          },
          "sys_updated_on": {
            "name": "sys_updated_on",
            "label": "Updated",
            "value": "2024-11-12 08:11:59",
            "display_value": "2024-11-12 00:11:59",
            "type": "glide_date_time"
          },
          "sales_agreement": {
            "name": "sales_agreement",
            "label": "Sales agreement",
            "value": "bc93e08a78755a10f8777f88938ba1d8",
            "display_value": "SA0010106",
            "type": "reference"
          },
          "sales_agreement_line": {
            "name": "sales_agreement_line",
            "label": "Sales agreement line",
            "value": "7893e08a78755a10f8777f88938ba1e2",
            "display_value": "SAL0010127",
            "type": "reference"
          },
          "characteristic": {
            "name": "characteristic",
            "label": "Characteristic",
            "value": "4d289f1a775131108e191e599a5a99c7",
            "display_value": "AC",
            "type": "reference"
          },
          "type": {
            "name": "type",
            "label": "Type",
            "value": "coverage",
            "display_value": "Coverage",
            "type": "string"
          },
          "characteristic_option": {
            "name": "characteristic_option",
            "label": "Characteristic option",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "value": {
            "name": "value",
            "label": "Value",
            "value": null,
            "display_value": "",
            "type": "string"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                }
              }
            ],
            "sales_agreement_line_adjustments": [],
            "child_sales_agreement_lines": []
          },
          {
            "sys_id": {
              "label": "Sys ID",
              "value": "78932c8a78755a10f8777f88938ba133",
              "displayValue":
"78932c8a78755a10f8777f88938ba133",
              "type": "GUID"
            },
            "sys_created_by": {
              "name": "sys_created_by",
              "label": "Created by",
              "value": "maint",
              "display_value": "maint",
              "type": "string"
            },
            "sys_updated_by": {
              "name": "sys_updated_by",
              "label": "Updated by",
              "value": "maint",
              "display_value": "maint",
              "type": "string"
            },
            "sys_created_on": {
              "name": "sys_created_on",
              "label": "Created",
              "value": "2024-11-12 08:11:59",
              "display_value": "2024-11-12 00:11:59",
              "type": "glide_date_time"
            },
            "sys_updated_on": {
              "name": "sys_updated_on",
              "label": "Updated",
              "value": "2024-11-12 08:11:59",
              "display_value": "2024-11-12 00:11:59",
              "type": "glide_date_time"
            },
            "number": {
              "name": "number",
              "label": "Number",
              "value": "SAL0010128",
              "display_value": "SAL0010128",
              "type": "string"
            },
            "sales_agreement": {
              "name": "sales_agreement",
              "label": "Sales agreement",
              "value": "bc93e08a78755a10f8777f88938ba1d8",
              "display_value": "SA0010106",
              "type": "reference"
            },
            "short_description": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name": "short_description",
            "label": "Short description",
            "value": "this is sample sa line 1",
            "display_value": "this is sample sa line 1",
            "type": "string"
          },
          "start_date": {
            "name": "start_date",
            "label": "Start date",
            "value": "2024-02-01",
            "display_value": "2024-02-01",
            "type": "glide_date"
          },
          "end_date": {
            "name": "end_date",
            "label": "End date",
            "value": "2024-11-30",
            "display_value": "2024-11-30",
            "type": "glide_date"
          },
          "state": {
            "name": "state",
            "label": "State",
            "value": "active",
            "display_value": "Active",
            "type": "string"
          },
          "product_offering": {
            "name": "product_offering",
            "label": "Product offering",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "product_specification": {
            "name": "product_specification",
            "label": "Product specification",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "product_model": {
            "name": "product_model",
            "label": "Product model",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "price_list": {
            "name": "price_list",
            "label": "Price list",
            "value": "19d29513d0e63110f8770dbf976be122",
            "display_value": "Standard Price List",
            "type": "reference"
          },
          "parent_line": {
            "name": "parent_line",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "label": "Parent line",
            "value": "3c93e08a78755a10f8777f88938ba1dd",
            "display_value": "SAL0010126",
            "type": "reference"
          },
          "unit_net_price": {
            "name": "unit_net_price",
            "label": "Unit net price",
            "value": "0",
            "display_value": "£0.00",
            "type": "currency"
          },
          "quantity": {
            "name": "quantity",
            "label": "Quantity",
            "value": "2",
            "display_value": "2",
            "type": "decimal"
          },
          "unit_of_measure": null,
          "shipping_location": {
            "name": "shipping_location",
            "label": "Shipping location",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "total_one_time_price": {
            "name": "total_one_time_price",
            "label": "Total one-time price",
            "value": "0",
            "display_value": "£0.00",
            "type": "currency"
          },
          "total_recurring_price": {
            "name": "total_recurring_price",
            "label": "Total recurring price",
            "value": "0",
            "display_value": "£0.00",
            "type": "currency"
          },
          "top_agreement_line": null,
          "quote_line": {
            "name": "quote_line",
            "label": "Quote line",
            "value": null,
            "display_value": "",
            "type": "reference"
          },
          "sales_agreement_line_characteristics": [
            {
              "sys_id": {
                "label": "Sys ID",
                "value": "38932c8a78755a10f8777f88938ba134",
                "displayValue":
"38932c8a78755a10f8777f88938ba134",
                "type": "GUID"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                },
                "sys_created_by": {
                  "name": "sys_created_by",
                  "label": "Created by",
                  "value": "maint",
                  "display_value": "maint",
                  "type": "string"
                },
                "sys_updated_by": {
                  "name": "sys_updated_by",
                  "label": "Updated by",
                  "value": "maint",
                  "display_value": "maint",
                  "type": "string"
                },
                "sys_created_on": {
                  "name": "sys_created_on",
                  "label": "Created",
                  "value": "2024-11-12 08:11:59",
                  "display_value": "2024-11-12 00:11:59",
                  "type": "glide_date_time"
                },
                "sys_updated_on": {
                  "name": "sys_updated_on",
                  "label": "Updated",
                  "value": "2024-11-12 08:11:59",
                  "display_value": "2024-11-12 00:11:59",
                  "type": "glide_date_time"
                },
                "sales_agreement": {
                  "name": "sales_agreement",
                  "label": "Sales agreement",
                  "value": "bc93e08a78755a10f8777f88938ba1d8",
                  "display_value": "SA0010106",
                  "type": "reference"
                },
                "sales_agreement_line": {
                  "name": "sales_agreement_line",
                  "label": "Sales agreement line",
                  "value": "78932c8a78755a10f8777f88938ba133",
                  "display_value": "SAL0010128",
                  "type": "reference"
                },
                "characteristic": {
                  "name": "characteristic",
                  "label": "Characteristic",
                  "value": "4d289f1a775131108e191e599a5a99c7",
                  "display_value": "AC",
                  "type": "reference"
                },
                "type": {
                  "name": "type",
                  "label": "Type",
                  "value": "coverage",
                  "display_value": "Coverage",
                  "type": "string"
                },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "characteristic_option": {
                  "name": "characteristic_option",
                  "label": "Characteristic option",
                  "value": null,
                  "display_value": "",
                  "type": "reference"
                },
                "value": {
                  "name": "value",
                  "label": "Value",
                  "value": null,
                  "display_value": "",
                  "type": "string"
                }
              }
            ],
            "sales_agreement_line_adjustments": [],
            "child_sales_agreement_lines": []
          }
        ]
      }
    ]
  }
}
```


SAM-Software Usage Data Integration API

The *SAM-Software Usage Data Integration* API provides endpoints to create and update records in the Software Usage [samp_sw_usage] table.

This API requires activation of the Software Asset Management Professional (com.snc.samp) plugin. It also requires that you have either the sam_admin or sam_developer role to access the endpoint.

SAM-Software Usage Data Integration - POST /sam_software_usage_integration/createOrUpdate

Creates or updates a specified record in the Software Usage [samp_sw_usage] table.

You can create/update one or more software usage records in a single call.

URL format

Versioned URL: `/api/now/{api_version}/sam_software_usage_integration/createOrUpdate`

Default URL: `/api/now/sam_software_usage_integration/createOrUpdate`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
items	List of column names and values for each field to store in the software usage record. The column information that you must pass depends on the value you specify for *`reclamation_type`* (which is a required field): Possible *`reclamation_type`* values and the column information that must be passed: • total_usage: ◦ configuration_item ◦ last_used_time ◦ month_used ◦ norm_product ◦ year • last_used_date: ◦ configuration_item ◦ norm_product The combination of these fields uniquely identify a record. If the record is not found in the table, a new record with the specified fields is created; otherwise the existing record is updated. Data type: Array

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
items	Name-value pair list of all fields in the software usage record. Data type: Array (content varies)

Example: cURL request

The following example illustrates how to create a new software usage record.

```
curl -X POST
 "https://instance.servicenow/api/now/sam_software_usage_integra
tion/createOrUpdate" \
-H "Accept: application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
-H "Content-Type: application/json" \
-d "{'items': [\
  {
    'configuration_item':'eaa9604d3790200044e0bfc8bcbe5dc1',\
    'month_used':2,\
    'norm_product':'40209c060b3022002d6c650d37673a89',\
    'norm_publisher':'24dcccc20b3022002d6c650d37673ab3',\
    'reclamation_type':'total_usage',\
    'usage_count': 13,\
    'total_usage_time':13,\
    'year':2020
  }\
]}"
```

```
{
  "result": {
    "reply": {
      "items": [
        {
          "configuration_item":
 "eaa9604d3790200044e0bfc8bcbe5dc1",
          "month_used": 2,
          "norm_product": "40209c060b3022002d6c650d37673a89",
          "norm_publisher": "24dcccc20b3022002d6c650d37673ab3",
          "reclamation_type": "total_usage",
          "usage_count": 13,
          "total_usage_time": 13,
          "year": 2020,
          "sysId": "13d15fe59d511010f8772c637e39afe5",
          "status": "INSERT"
        }
      ]
    },
    "message": "Ok"
  }
}
```

The following example illustrates how to update multiple software usage records in a single call.

```
curl -X POST
 "https://instance.servicenow/api/now/sam_software_usage_integra
tion/createOrUpdate" \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-d "{'items': [\
  {\
    'configuration_item': 'eaa9604d3790200044e0bfc8bcbe5dc1',\
    'month_used': 2,\
    'norm_product': '40209c060b3022002d6c650d37673a89',\
    'norm_publisher': '24dcccc20b3022002d6c650d37673ab3',\
    'reclamation_type': 'total_usage',\
    'usage_count': 13,\
    'total_usage_time': 13,\
    'year': 2020
  },
  {\
    'configuration_item': '0aa9e80d3790200044e0bfc8bcbe5da0',\
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    'month_used': 2,\
    'norm_product': '40209c060b3022002d6c650d37673a89',\
    'norm_publisher': '24dcccc20b3022002d6c650d37673ab3',\
    'reclamation_type': 'total_usage',\
    'usage_count': 19,\
    'total_usage_time': 19,\
    'year': 2020
  },
  {\
    'configuration_item': 'a0a9a80d3790200044e0bfc8bcbe5d3c',\
    'month_used': 2,\
    'norm_product': '40209c060b3022002d6c650d37673a89',\
    'norm_publisher': '24dcccc20b3022002d6c650d37673ab3',\
    'reclamation_type': 'total_usage',\
    'usage_count': 7,\
    'total_usage_time': 7,\
    'year': 2020},
  {\
    'configuration_item': '48a9280d3790200044e0bfc8bcbe5d55',\
    'month_used': 2,\
    'norm_product': '40209c060b3022002d6c650d37673a89',\
    'norm_publisher': '24dcccc20b3022002d6c650d37673ab3',\
    'reclamation_type': 'total_usage',\
    'usage_count': 1,\
    'total_usage_time': 1,\
    'year': 2020},
  {\
    'configuration_item': '61a9680d3790200044e0bfc8bcbe5d11',\
    'month_used': 2,\
    'norm_product': '40209c060b3022002d6c650d37673a89',\
    'norm_publisher': '24dcccc20b3022002d6c650d37673ab3',\
    'reclamation_type': 'total_usage',\
    'usage_count': 18,\
    'total_usage_time': 18,\
    'year': 2020}
]}"
```

```
{
  "result": {
    "reply": {
      "items": [
        {
          "configuration_item":
 "eaa9604d3790200044e0bfc8bcbe5dc1",
          "month_used": 2,
          "norm_product": "40209c060b3022002d6c650d37673a89",
          "norm_publisher": "24dcccc20b3022002d6c650d37673ab3",
          "reclamation_type": "total_usage",
          "usage_count": 13,
          "total_usage_time": 13,
          "year": 2020,
          "sysId": "13d15fe59d511010f8772c637e39afe5",
          "status": "INSERT"
        },
        {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "configuration_item":
 "0aa9e80d3790200044e0bfc8bcbe5da0",
          "month_used": 2,
          "norm_product": "40209c060b3022002d6c650d37673a89",
          "norm_publisher": "24dcccc20b3022002d6c650d37673ab3",
          "reclamation_type": "total_usage",
          "usage_count": 19,
          "total_usage_time": 19,
          "year": 2020,
          "sysId": "2cd15fe59d521010f9772c637e39aff4",
          "status": "UPDATE"
        },
        {
          ...
        },
      ]
    },
    "message": "Ok"
  }
}
```


Scorecards API

The *Scorecards* API provides endpoints that enable you to query data about Performance Analytics indicators. The query parameters equate to the functions available on the Analytics Hub for drilling down into an indicator.

Scorecards - GET /now/pa/scorecards

Retrieves details about indicators from the Analytics Hub .

Access to tables through the REST API is restricted by BasicAuth. Access control lists defined for tables are enforced to restrict access to data.

To make queries using the Performance Analytics API, you must also have the pa_viewer role.

Almost all queries use the *sysparm_uuid* parameter. This parameter consists of the indicator sys_id followed by a colon-separated list of additional, optional sys_ids. The *sysparm_uuid* is always the first parameter.

URL format

Versioned URL: `/api/now/{api_version}/pa/scorecards`

Default URL: `/api/now/pa/scorecards`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Parameter	Description
sysparm_breakdown	Sys_id of a breakdown to return chart information organized as defined by the breakdown. For example, the sys_id of a priority breakdown to return separate task chart information for each priority value, such as the number of open incidents / Priority / 2 - High. Data type: String
sysparm_breakdown_relation	Sys_id of a breakdown relation to break down the returned data using that relation. Data type: String
sysparm_contains	Comma-separated list of names or descriptions to return results only from indicators with a matching value. All the comma-separated list items must match, or no results are returned: The list follows AND logic, not OR logic. Data type: String
sysparm_display	Flag that indicates the type of indicators to return. Valid values: • true: Return only indicators that display on the Analytics Hub . • all: Return all indicators. Data type: String Default: true
sysparm_display_value	Determines the type of data returned, either the actual values from the database or the display values of the fields. Display values are manipulated based on the actual value in the database and user or system settings and preferences. If returning display values, the value that is returned is dependent on the field type. • Choice fields: The database value may be a number, but the display value will be more descriptive. • Date fields: The database value is in UTC format, while the display value is based on the user's time zone.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Parameter	Description
	• Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context. • Reference fields: The database value is sys_id, but the display value is a display field of the referenced record. Data type: String Valid values: • true: Returns the display values for all fields. • false: Returns the actual values from the database. • all: Returns both actual and display values. Default: false **Note:** There is no preferred method for setting this parameter. However, specifying the display value may cause performance issues since it is not reading directly from the database and may include referencing other fields and records. For more information on display values and actual values, see Table API FAQs (KB0534905).
sysparm_elements_filter	Sys_id of an elements filter to apply to the returned data. Data type: String
sysparm_exclude_reference_link	Flag that indicates whether to hide additional information provided for reference fields, such as the URI to the reference resource. Valid values: • true: Hide additional information provided for reference fields. • false: Do not hide additional information provided for reference fields. Data type: Boolean Default: false
sysparm_favorites	Flag that indicates whether to return only indicators that are favorites of the querying user. Valid values: • true: Return only indicators that are favorites of the querying user. • false: Return all indicators. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Parameter	Description
	Default: false
sysparm_from	Earliest date to return scores from. Only scores from this date or later are returned. This parameter requires that *include_scores* is set to `true`. Format: ISO-8601 standard Date type: String
sysparm_include_aggregates	Flag that indicates whether to return all possible aggregates for an indicator, including aggregates that have already been applied. Valid values: • true: Return all possible aggregates for an indicator, including aggregates that have already been applied. • false: Return no aggregates. Data type: Boolean Default: false
sysparm_include_available_aggregates	Flag that indicates whether to return all available aggregates for an indicator when no aggregate has been applied. Valid values: • true: Return all available aggregates for an indicator when no aggregate has been applied. • false: Return no aggregates. Data type: Boolean Default: false
sysparm_include_available_breakdowns	Flag that indicates whether to return all available breakdowns for an indicator. Valid values: • true: Return all available breakdowns for an indicator. • false: Return no breakdowns. Data type: Boolean Default: false
sysparm_include_forecast_scores	Flag that indicates whether to return the forecast_scores element that contains an array of date-value pairs that define the forecast data for the Analytics Hub .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Parameter	Description
	This parameter requires that the *include_scores* parameter is also set to `true`. Valid values: • true: Return the forecast_scores element. • false: Do not return the forecast_scores element. Data type: Boolean Default: false
sysparm_include_realtime	Flag that indicates whether to return the realtime_enabled element which indicates if real-time scores are enabled for the indicator, and the realtime_value element which contains the real-time score value. This parameter is not supported for formula indicators. Valid values: • true: Return the realtime_enabled element. • false: Do not return the realtime_enabled element. Data type: Boolean Default: false
sysparm_include_score_notes	Flag that indicates whether to return all notes associated with the score. The note element contains the note text as well as the author and timestamp when the note was added. Valid values: • true: Return all notes associated with the score. • false: Do not return all notes associated with the score. Data type: Boolean Default: false
sysparm_include_scores	Flag that indicates whether to return indicator scores for the entire time range selected on the Analytics Hub . If a value is not specified, this parameter defaults to false and returns only the most recent score value. To constrain the date range of the scores that are returned, combine this parameter with *from* and *to*. Valid values: • true: Return indicator scores for the entire selected time range. • false: Do not return indicator scores for the entire selected time range.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Parameter	Description
	Data type: Boolean Default: false
sysparm_include_target_color_scheme	Flag that indicates whether to return the target_color_scheme element that contains the minimum and maximum values, and the color of each section of the target color scheme for the Analytics Hub . Valid values: • true: Return the target_color_scheme element. • false: Do not return the target_color_scheme element. Data type: Boolean Default: false
sysparm_include_trendline_scores	Flag that indicates whether to return the trendline_scores element that contains an array of date-value pairs that define the Analytics Hub trendline. This parameter requires that the *include_scores* parameter is also set to `true`. Valid values: • true: Return the trendline_scores element. • false: Do not return the trendline_scores element. Data type: Boolean Default: false
sysparm_key	Flag that indicates whether to return results only for key indicators. Valid values: • true: Return the trendline_scores element. • false: Do not return the trendline_scores element . Data type: Boolean Default: false
sysparm_limit	Maximum number of scores to return. Data type: Number
sysparm_page	Page number. For example, when querying 20 indicators with the default sysparm_per_page value (10), specify a sysparm_page value of 2 to retrieve indicators 11-20.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Parameter	Description
	Data type: Number
sysparm_per_page	Maximum number of indicators each query can return on a page. Default: 10 Maximum: 100 Data type: Number
sysparm_sortby	Value to use when sorting results. Valid values: • bullet • change • changeperc • date • default • direction • duedate • frequency • gap • gapperc • group • indicator_group • name • order • target • trend • value Data type: String Default: value
sysparm_sortdir	Sort direction. Valid values: • asc: Denotes ascending • des: Denotes descending Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Parameter	Description
	Default: Descending
sysparm_step	Numeric value to skip scores, based on the indicator frequency. For example, specify a value of 3 to return only scores from every third day for a daily indicator, or from every third week for a weekly indicator. Data type: Number
sysparm_tags	Indicator group sys_id in which to return the indicators of that group. Do not use *`sysparm_uuid`* with this parameter. You cannot obtain the sys_id of an indicator group through this API. Instead, get the sys_id from the indicator group record. For more information about obtaining sys_ids from records, see Unique record identifier (sys_id). Data type: String
sysparm_target	Flag that indicates whether to return results only for indicators that have a target set on the Analytics Hub . Valid values: • true: Only return results for indicators that have a target set. • false: Return results for all applicable indicators. Data type: Boolean Default: false
sysparm_to	Latest date from which to return scores. Only scores from this date or earlier are returned. This parameter requires that *`include_scores`* is set to `true`. Data type: String Format: ISO-8601 standard
sysparm_uuid	Colon-separated list of sys_id values to specify which indicators, breakdowns, aggregates, and domains to query. The parameter follows this format: <indicator_sys_id>:<breakdown_sys_id>:<elements_filter_sys_id or element_sys_ids>:<lvl-2 breakdown_sys_id>:<lvl-2 elements_filter_sys_id or element_sys_ids>:<aggregate_sys_id>;<domain_sys_id> The parameter must begin with the sys_id of an indicator record. Optionally, you can append the sys_id values of a breakdown and breakdown element to group the response based on the breakdown, and the sys_id of an aggregate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Parameter	Description
	to apply that aggregate. You can use a breakdown with an aggregate, or use only one. **Note:** If an indicator is configured to use a **Default time series**, all values that this API retrieves for that indicator use the selected aggregate. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
Depends on request parameters.	

Example: Retrieving all indicators on the Analytics Hub

```
# Request a list of all indicators that
# are displayed in the Analytics Hub,
# including their unique record identifiers.

curl --verbose --user "user:password" \
--header "Accept:application/json" \
"https://instance.service-now.com/api/now/v1/pa/scorecards"
```

```
// The following response is truncated
// to show only the Number of open incidents
// indicator, which is used in the other
// examples on this page.
{
  "result" : [
...

    {
      "change_formatted" : "",
      "key" : false,
      "value_unit" : "",
      "value_formatted" : "",
      "period_title" : null,
      "gapperc" : null,
      "gap" : null,
      "target" : null,
      "period" : null,
      "target_formatted" : "",
      "favorite" : false,
      "direction_label" : "Minimize",
      "uuid" : "fb007202d7130100b96d45a3ce6103b4",
      "name" : "Number of open incidents",
      "value_color" : "#000000",
      "frequency_label" : "Daily",
      "change" : null,
      "gap_formatted" : "",
      "gapperc_formatted" : "",
      "value" : null,
      "unit" : {
        "display_value" : "#",
        "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_units/17b
365e2d7320100ba986f14ce6103ad",
        "value" : "17b365e2d7320100ba986f14ce6103ad"
      },
      "changeperc_formatted" : "",
      "direction" : 2,
      "frequency" : 10,
      "precision" : 0,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "changeperc" : null,
      "indicator" : {
        "display_value" : "Number of open incidents",
        "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_indicato
rs/fb007202d7130100b96d45a3ce6103b4",
        "value" : "fb007202d7130100b96d45a3ce6103b4"
      },
      "description" : "Number of incidents open based on
 resolved date is empty."
    },
...

  ]
}
```

Example: Return indicator details

You can query the Analytics Hub for a particular indicator by providing the *sysparm_uuid* parameter with an indicator sys_id value.

```
# In this example, you use the sys ID for the
# Number of open incidents indicator,
# which you retrieved in the first example,
# when you got all the indicators in the
# Analytics Hub:
# "uuid" : "fb007202d7130100b96d45a3ce6103b4",
# "name" : "Number of open incidents"

curl --verbose --user "user:password" \
--header "Accept:application/json" \
"https://instance.service-now.com/api/now/v1/pa/scorecards?syspa
rm_uuid=fb007202d7130100b96d45a3ce6103b4"
```

```
{
  "result" : [
    {
      "change_formatted" : "",
      "key" : false,
      "value_unit" : "",
      "value_formatted" : "",
      "period_title" : null,
      "gapperc" : null,
      "gap" : null,
      "target" : null,
      "period" : null,
      "target_formatted" : "",
      "favorite" : false,
      "direction_label" : "Minimize",
      "uuid" : "fb007202d7130100b96d45a3ce6103b4",
      "name" : "Number of open incidents",
      "value_color" : "#000000",
      "frequency_label" : "Daily",
      "change" : null,
      "gap_formatted" : "",
      "gapperc_formatted" : "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value" : null,
      "unit" : {
        "display_value" : "#",
        "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_units/17b
365e2d7320100ba986f14ce6103ad",
        "value" : "17b365e2d7320100ba986f14ce6103ad"
      },
      "changeperc_formatted" : "",
      "direction" : 2,
      "frequency" : 10,
      "precision" : 0,
      "changeperc" : null,
      "indicator" : {
        "display_value" : "Number of open incidents",
        "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_indicato
rs/fb007202d7130100b96d45a3ce6103b4",
        "value" : "fb007202d7130100b96d45a3ce6103b4"
      },
      "description" : "Number of incidents open based on
 resolved date is empty."
    }
  ]
}
```


Example: Return all breakdowns and aggregates for an indicator

Query a list of available breakdowns and aggregates for an indicator by setting the *sysparm_include_available_breakdowns* and *sysparm_include_available_aggregates* parameters to true.

```
curl -v -u "user:password" -H "Accept:application/json" \
"https://instance.service-now.com/api/now/v1/pa/scorecards?syspa
rm_uuid=fb007202d7130100b96d45a3ce6103b4&sysparm_include_availab
le_breakdowns=true&sysparm_include_available_aggregates=true"
```


```
{
  "result" : [
    {
      "key" : false,
      "change_formatted" : "",
      "aggregates" : [
        {
          "display_value" : "7d running SUM",
          "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_aggregat
es/89ea4c11d7001100ba986f14ce6103dc",
          "value" : "89ea4c11d7001100ba986f14ce6103dc"
        },
        {
          "display_value" : "28d running SUM",
          "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_aggregat
es/4dfa4c11d7001100ba986f14ce6103e2",
          "value" : "4dfa4c11d7001100ba986f14ce6103e2"
        },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "display_value" : "30d running SUM",
          "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_aggregat
es/3e409011d7001100ba986f14ce610319",
          "value" : "3e409011d7001100ba986f14ce610319"
        },
        // Aggregates truncated for brevity

      ],
      "changeperc" : null,
      "value_formatted" : "",
      "period_title" : null,
      "gapperc" : null,
      "value_unit" : "",
      "target" : null,
      "period" : null,
      "target_formatted" : "",
      "favorite" : false,
      "gap" : null,
      "direction_label" : "Minimize",
      "uuid" : "fb007202d7130100b96d45a3ce6103b4",
      "name" : "Number of open incidents",
      "value_color" : "#000000",
      "frequency_label" : "Daily",
      "change" : null,
      "gap_formatted" : "",
      "gapperc_formatted" : "",
      "value" : null,
      "unit" : {
        "display_value" : "#",
        "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_units/17b
365e2d7320100ba986f14ce6103ad",
        "value" : "17b365e2d7320100ba986f14ce6103ad"
      },
      "breakdowns" : [
        {
          "display_value" : "Priority",
          "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_breakdow
ns/0df47e02d7130100b96d45a3ce610399",
          "value" : "0df47e02d7130100b96d45a3ce610399"
        },
        {
          "display_value" : "Category",
          "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_breakdow
ns/1f918835d7231100b96d45a3ce6103fe",
          "value" : "1f918835d7231100b96d45a3ce6103fe"
        },
        {
          "display_value" : "Assignment Group",
          "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_breakdow
ns/baec0752bf130100b96dac808c0739ed",
          "value" : "baec0752bf130100b96dac808c0739ed"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        // Information for State and Age indicators truncated

      ],
      "changeperc_formatted" : "",
      "frequency" : 10,
      "precision" : 0,
      "direction" : 2,
      "indicator" : {
        "display_value" : "Number of open incidents",
        "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_indicato
rs/fb007202d7130100b96d45a3ce6103b4",
        "value" : "fb007202d7130100b96d45a3ce6103b4"
      },
      "description" : "Number of incidents open based on
 resolved date is empty."
    }
  ]
}
```

Example: Return a time series aggregation of indicator scores

```
# Apply the 7d running SUM aggregate returned in
# the previous response to the
# Analytics Hub using the
# sysparm_uuid value
# with the sys_id of the aggregate.

curl -v -u "user:password" -H "Accept:application/json" \
"https://instance.service-now.com/api/now/v1/pa/scorecards?syspa
rm_uuid=fb007202d7130100b96d45a3ce6103b4:89ea4c11d7001100ba986f1
4ce6103dc"
```

```
{
  "result" : [
    {
      "key" : false,
      "change_formatted" : "",
      "value_unit" : "",
      "value_formatted" : "",
      "period_title" : null,
      "aggregate" : {
        "display_value" : "7d running SUM",
        "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_aggregat
es/89ea4c11d7001100ba986f14ce6103dc",
        "value" : "89ea4c11d7001100ba986f14ce6103dc"
      },
      "gapperc" : null,
      "target" : null,
      "period" : null,
      "target_formatted" : "",
      "favorite" : false,
      "gap" : null,
      "direction_label" : "Minimize",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "uuid" :
 "fb007202d7130100b96d45a3ce6103b4:89ea4c11d7001100ba986f14ce610
3dc",
      "name" : "Number of open incidents / 7d running SUM",
      "value_color" : "#000000",
      "frequency_label" : "Daily",
      "change" : null,
      "gap_formatted" : "",
      "gapperc_formatted" : "",
      "value" : null,
      "unit" : {
        "display_value" : "#",
        "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_units/17b
365e2d7320100ba986f14ce6103ad",
        "value" : "17b365e2d7320100ba986f14ce6103ad"
      },
      "changeperc_formatted" : "",
      "direction" : 2,
      "frequency" : 10,
      "precision" : 0,
      "changeperc" : null,
      "indicator" : {
        "display_value" : "Number of open incidents",
        "link" :
 "https://instance.service-now.com/api/now/v1/table/pa_indicato
rs/fb007202d7130100b96d45a3ce6103b4",
        "value" : "fb007202d7130100b96d45a3ce6103b4"
      },
      "description" : "Number of incidents open based on
 resolved date is empty."
    }
  ]
}
```


Example: Return the elements for a breakdown

```
# To get the scores associated with
# each element of a breakdown and
# the sys_ids of those elements, pass
# the sysparm_breakdown
# parameter with the sys_id of the breakdown.
# In this example, you get the elements of
# the Assignment Group breakdown for the
# Number of open incidents indicator.
# From the previous example, you have the
# sys_id of fb007202d7130100b96d45a3ce6103b4
# for the Number of open incidents indicator and the
# sys_id of baec0752bf130100b96dac808c0739ed
# for the Assignment Group breakdown.

curl -v -u "user:password" -H "Accept:application/json" \
"https://instance.service-now.com/api/now/v1/pa/scorecards?syspa
rm_uuid=fb007202d7130100b96d45a3ce6103b4&sysparm_breakdown=baec0
752bf130100b96dac808c0739ed"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// The response consists of a set of
// indicator objects, each
// containing one element object.
// The element objects each
// contain the name and sys_id of an object.
// Because the information about the indicator
// is the same for each indicator
// object, in this example only the first
// indicator object is given
// in detail.
{
  "result":[
    {
      "indicator": {
        "display_value":"Number of open incidents",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/pa_indicators/fb0072
02d7130100b96d45a3ce6103b4",
        "value":"fb007202d7130100b96d45a3ce6103b4"
      },
      "gap_formatted":"",
      "benchmarking":false,
      "frequency_label":"Daily",
      "changeperc_formatted":"0.0%",
      "direction_label":"Minimize",
      "precision":0,
      "breakdown": {
        "display_value":"Assignment Group",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/pa_breakdowns/baec07
52bf130100b96dac808c0739ed",
        "value":"baec0752bf130100b96dac808c0739ed"
      },
      "personal_target":null,
      "description":"Number of incidents open based on resolved
 date is empty.",
      "value_color":"#455464",

 "uuid":"fb007202d7130100b96d45a3ce6103b4:baec0752bf130100b96dac
808c0739ed:unmatched",
      "frequency":10,
      "gap":null,
      "value_unit":"14",
      "indicator_frequency":10,
      "value":14.0,
      "indicator_aggregate":1,
      "facts_table": {
        "name":"incident",
        "label":"Incidents"
      },
      "key":false,
      "indicator_frequency_label":"Daily",
      "direction":2,
      "element": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "display_value":"Unassigned",      //Element name

 "link":"https://
<instance>.service-now.com/api/now/v1/table/sys_user_group/unmat
ched",
        "value":"unmatched"                //No sys_id for
 unmatched scores
      },
      "period_title":"Jul 22",
      "period":"Jul 22",
      "target_formatted":"",
      "change":0.0,
      "gapperc_formatted":"",

 "query":"opened_atONToday@javascript:gs.beginningOfToday()@java
script:gs.endOfToday()^ORopened_at<javascript:gs.beginningOfToda
y()^resolved_atISEMPTY^ORresolved_at>javascript:gs.endOfToday()^
state!=8",
      "realtime_enabled":true,
      "changeperc":0.0,
      "target":null,
      "unit": {
        "display_value":"#",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/pa_units/17b365e2d73
20100ba986f14ce6103ad",
        "type":"formatted",
        "value":"17b365e2d7320100ba986f14ce6103ad"
      },
      "value_formatted":"14",             // Score where
 Assignment Group=Unassigned
      "name":"Number of open incidents > Assignment Group =
 Unassigned",
      "gapperc":null,
      "change_formatted":"0",
      "favorite":false,
      "personal_target_formatted":""
    },
    {"indicator": {

      "element": {
        "display_value":"Software",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/sys_user_group/8a4dd
e73c6112278017a6a4baf547aa7",
        "value":"8a4dde73c6112278017a6a4baf547aa7"    // sys_id
 of element Software
      },
      ...

      "value_formatted":"6",                          // Score
 where Assignment Group: Software
      "name":"Number of open incidents > Assignment Group =
 Software",
      "gapperc":null,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "change_formatted":"0",
      "favorite":false,
      "personal_target_formatted":""
    },
    {"indicator": {
      ...

      "element": {
        "display_value":"Service Desk",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/sys_user_group/d625d
ccec0a8016700a222a0f7900d06",
        "value":"d625dccec0a8016700a222a0f7900d06"   // sys_id
 of element Service Desk
      },

      ...

      "value_formatted":"5",                        // Score for
 Assignment Group: Service Desk
      "name":"Number of open incidents > Assignment Group =
 Service Desk",
      "gapperc":null,
      "change_formatted":"0",
      "favorite":false,
      "personal_target_formatted":""
    },
    {"indicator": {

      ...

      "element": {
        "display_value":"Hardware",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/sys_user_group/8a505
5c9c61122780043563ef53438e3",
        "value":"8a5055c9c61122780043563ef53438e3"   // sys_id
 for element Hardware
      },

      ...

      "value_formatted":"3",                        // Score
 for Assignment Group: Hardware
      "name":"Number of open incidents > Assignment Group =
 Hardware",
      "gapperc":null,
      "change_formatted":"0",
      "favorite":false,
      "personal_target_formatted":""
    },
    {"indicator": {

  ...
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "element": {
        "display_value":"Network",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/sys_user_group/287eb
d7da9fe198100f92cc8d1d2154e",
        "value":"287ebd7da9fe198100f92cc8d1d2154e"},  // sys_id
 for element Network

...

      "value_formatted":"3",                          // Score
 for Assignment Group: Network
      "name":"Number of open incidents > Assignment Group =
 Network",
      "gapperc":null,
      "change_formatted":"0",
      "favorite":false,
      "personal_target_formatted":""
    },
  ...
  ]
...
}
```

Example: Return an indicator filtered by a breakdown and element

```
# The GET request gets the details for
# the indicator Number of open
# incidents, where the Priority of the
# incident is 1 - Critical. The sys_id
# values for the indicator, the
# Priority breakdown, and the  1 -
# Critical element are all passed in
# the sysparm_uuid parameter.

curl --verbose --user "username":"password" \
--header "Accept:application/json" \
"https://instance.service-now.com/api/now/v1/pa/scorecards?syspa
rm_uuid=fb007202d7130100b96d45a3ce6103b4:0df47e02d7130100b96d45a
3ce610399:e590014020033100766597829 9a805f3"
```

```
{
// The request is made Dec 12. The
// score is 76, which is unchanged from
// Dec 11, and which exceeds the
// target of 70.
  "result": [
    {
      "indicator": {
        "display_value":"Number of open incidents",

 "link":"https://
instance.service-now.com/api/now/v1/table/pa_indicators/fb007202
d7130100b96d45a3ce6103b4",
        "value":"fb007202d7130100b96d45a3ce6103b4"
      },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "gap_formatted":"-6",
      "benchmarking":false,
      "frequency_label":"Daily",
      "changeperc_formatted":"0.0%",
      "direction_label":"Minimize",
      "precision":0,
      "breakdown": {
        "display_value":"Priority",

 "link":"https://
instance.service-now.com/api/now/v1/table/pa_breakdowns/0df47e02
d7130100b96d45a3ce610399",
        "value":"0df47e02d7130100b96d45a3ce610399"
      },
      "personal_target":null,
      "description":"Number of incidents open based on resolved
 date is empty.",
      "value_color":"#ff8c00",

 "uuid":"fb007202d7130100b96d45a3ce6103b4:0df47e02d7130100b96d45
a3ce610399:5f012106db5123003ee8f93baf9619bd",
      "frequency":10,
      "gap":-6.0,
      "value_unit":"76",
      "indicator_frequency":10,
      "value":76.0,
      "indicator_aggregate":1,
      "facts_table": {
        "name":"incident",
        "label":"Incidents"
      },
      "key":false,
      "indicator_frequency_label":"Daily",
      "direction":2,
      "element": {
        "display_value":"1 - Critical",

 "link":"https://
instance.service-now.com/api/now/v1/table/sys_choice/5f012106db5
123003ee8f93baf9619bd",
        "value":"5f012106db5123003ee8f93baf9619bd"
      },
      "period_title":"Dec 12",
      "period":"Dec 12",
      "target_formatted":"70",
      "change":0.0,
      "gapperc_formatted":"-8.6%",

 "query":"opened_atONToday@javascript:gs.beginningOfToday()@java
script:gs.endOfToday()^ORopened_at<javascript:gs.beginningOfToda
y()^resolved_atISEMPTY^ORresolved_at>javascript:gs.endOfToday()^
state!=8^priority=1^EQ",
      "realtime_enabled":true,
      "changeperc":0.0,
      "target":70.0,
      "unit": {
        "display_value":"#",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "link":"https://
instance.service-now.com/api/now/v1/table/pa_units/17b365e2d7320
100ba986f14ce6103ad",

 "type":"formatted","value":"17b365e2d7320100ba986f14ce6103ad"
      },
      "value_formatted":"76",
      "name":"Number of open incidents > Priority = 1 -
 Critical",
      "gapperc":-0.08571428571428572,
      "change_formatted":"0",
      "favorite":true,
      "personal_target_formatted":""
    }
  ]
}
```

Example: Return the indicator broken down by location

```
curl -v -u "user:password" -H "Accept:application/json" \
"https://<instance>.service-now.com/api/now/v1/pa/scorecards?sys
parm_uuid=fb007202d7130100b96d45a3ce6103b4&sysparm_breakdown=656
d5662eb23310065deac6aa206fee7"
```

```
{
  "result": [
    {
      ...
      "element": {
        "display_value": "San Diego",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/cmn_locati
on/108752c8c611227501d4ab0e392ba97f",
        "value": "108752c8c611227501d4ab0e392ba97f",
        "longitude": -117.15726,
        "latitude": 32.71533
      },
      ...
    }
    {
      ...
      "element": {
        "display_value": "Florida",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/cmn_locati
on/8e3e85f037d0200044e0bfc8bcbe5d14",
        "value": "8e3e85f037d0200044e0bfc8bcbe5d14",
        "longitude": -95.71289,
        "latitude": 37.09024
      },
      ...
    }
  ]
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Return first- and second-level breakdown scores

To apply multiple breakdowns, append multiple breakdown sys_ids to the sysparm_uuid parameter.

```
# In this example, the data is broken
# down by priority to show priority 1
# incidents, and by category to show
# database incidents.

curl -v -u "user:password" -H "Accept:application/json" \
"https://instance.service-now.com/api/now/v1/pa/scorecards?syspa
rm_uuid=fb007202d7130100b96d45a3ce6103b4:0df47e02d7130100b96d45a
3ce610399:e590014020033100766597829 9a805f3:1f918835d7231100b96d4
5a3ce6103fe:9e418d40200331007665978299a805c1"
```


```
{
  "result": [
    {
      "value_formatted": "",
      "indicator": {
        "display_value": "Number of open incidents",
        "link":
 "http://instance.service-now.com/api/now/v1/table/pa_indicato
rs/fb007202d7130100b96d45a3ce6103b4",
        "value": "fb007202d7130100b96d45a3ce6103b4"
      },
      "gapperc": null,
      "change": null,
      "value_color": "#000000",
      "direction": 2,
      "target_formatted": "",
      "frequency": 10,
      "changeperc_formatted": "",
      "direction_label": "Minimize",
      "period_title": null,
      "description": "Number of incidents open based on resolved
 date is empty.",
      "name": "Number of open incidents / Priority / 1 -
 Critical / Category / Database",
      "value": null,
      "key": false,
      "gap_formatted": "",
      "element": {
        "display_value": "1 - Critical",
        "link":
 "http://instance.service-now.com/api/now/v1/table/sys_choice/e5
900140200331007665978299a805f3",
        "value": "e590014020033100766597829 9a805f3"
      },
      "precision": 0,
      "element_level2": {
        "display_value": "Database",
        "link":
 "http://instance.service-now.com/api/now/v1/table/sys_choice/9e
418d40200331007665978299a805c1",
        "value": "9e418d40200331007665978299a805c1"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "breakdown": {
        "display_value": "Priority",
        "link":
 "http://instance.service-now.com/api/now/v1/table/pa_breakdow
ns/0df47e02d7130100b96d45a3ce610399",
        "value": "0df47e02d7130100b96d45a3ce610399"
      },
      "period": null,
      "favorite": false,
      "change_formatted": "",
      "unit": {
        "display_value": "#",
        "link":
 "http://instance.service-now.com/api/now/v1/table/pa_units/17b3
65e2d7320100ba986f14ce6103ad",
        "value": "17b365e2d7320100ba986f14ce6103ad"
      },
      "frequency_label": "Daily",
      "breakdown_level2": {
        "display_value": "Category",
        "link":
 "http://instance.service-now.com/api/now/v1/table/pa_breakdow
ns/1f918835d7231100b96d45a3ce6103fe",
        "value": "1f918835d7231100b96d45a3ce6103fe"
      },
      "target": null,
      "changeperc": null,
      "uuid":
 "fb007202d7130100b96d45a3ce6103b4:0df47e02d7130100b96d45a3ce610
399:e590014020033100766597829 9a805f3:1f918835d7231100b96d45a3ce6
103fe:9e418d4020033100766597829 9a805c1",
      "gapperc_formatted": "",
      "value_unit": "",
      "gap": null
    }
  ]
}
```


Example: Return scores across a range of dates for two levels of breakdown

To request a list of individual scores for all available dates, set the sysparm_include_scores parameter to true.

To specify the date range of scores, also use the *sysparm_from* and *sysparm_to* parameters.

```
# In this example, the level 1 breakdown and
# element are Assignment Group: Software
# (sys_id baec0752bf130100b96dac808c0739ed
# and 8a4dde73c6112278017a6a4baf547aa7).
# The level 2 breakdown and element are Priority: 1 -
# Critical (sys_id 0df47e02d7130100b96d45a3ce610399
# and e590014020033100766597829 9a805f3).
# Only scores on and after 30 November 2018 are returned.

curl -v -u "resttest:resttest" -H "Accept:application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
"https://<instance>.service-now.com/api/now/v1/pa/scorecards?sys
parm_uuid=fb007202d7130100b96d45a3ce6103b4:baec0752bf130100b96da
c808c0739ed:8a4dde73c6112278017a6a4baf547aa7:0df47e02d7130100b96
d45a3ce610399:e59001402003310076659782 99a805f3&sysparm_include_s
cores=true&sysparm_from=2018-11-30"
```

```
{
  "result": [
    { "indicator": {
        "display_value":"Number of open incidents",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/pa_indicators/fb0072
02d7130100b96d45a3ce6103b4",
        "value":"fb007202d7130100b96d45a3ce6103b4"
      },
      "gap_formatted":"",
      "benchmarking":false,
      "frequency_label":"Daily",
      "scores": [
        { "end_at":"2018-12-04",
          "period":"Dec 04",
          "value_formatted":"2",
          "start_at":"2018-12-04",
          "value":2.0
        },

        ...

        { "end_at":"2018-11-30",
          "period":"Nov 30",
          "value_formatted":"0",
          "start_at":"2018-11-30",
          "value":0.0
        }
      ],
      "changeperc_formatted":"",
      "direction_label":"Minimize",
      "precision":0,
      "breakdown": {                    //First-level
 breakdown
        "display_value":"Assignment Group",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/pa_breakdowns/baec07
52bf130100b96dac808c0739ed",
        "value":"baec0752bf130100b96dac808c0739ed"
      },
      "personal_target":null,
      "description":"Number of incidents open based on resolved
 date is empty.",
      "value_color":"#455464",

 "uuid":"fb007202d7130100b96d45a3ce6103b4:baec0752bf130100b96dac
808c0739ed:8a4dde73c6112278017a6a4baf547aa7:0df47e02d7130100b96d
45a3ce610399:e59001402003310076659782 99a805f3",
      "frequency":10,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "gap":null,
      "value_unit":"2",
      "indicator_frequency":10,
      "value":2.0,
      "indicator_aggregate":1,
      "key":false,
      "indicator_frequency_label":"Daily",
      "direction":2,
      "element": {                          //First-level
 breakdown element
        "display_value":"Software",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/sys_user_group/8a4dd
e73c6112278017a6a4baf547aa7",
        "value":"8a4dde73c6112278017a6a4baf547aa7"
      },
      "period_title":"Dec 04",
      "period":"Dec 04",
      "target_formatted":"",
      "change":2.0,
      "gapperc_formatted":"",
      "realtime_enabled":false,
      "changeperc":null,
      "target":null,
      "unit":{
        "display_value":"#",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/pa_units/17b365e2d73
20100ba986f14ce6103ad",
        "type":"formatted",
        "value":"17b365e2d7320100ba986f14ce6103ad"
      },
      "value_formatted":"2",                //Second-level
 breakdown and element
      "name":"Number of open incidents > Assignment Group =
 Software > Priority = e5900140200331007665978299a805f3",
      "gapperc":null,
      "change_formatted":"2",
      "favorite":false,
      "breakdown_level2": {
        "display_value":"Priority",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/pa_breakdowns/0df47e
02d7130100b96d45a3ce610399",
        "value":"0df47e02d7130100b96d45a3ce610399"
      },
      "personal_target_formatted":""
    }
  ]
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Return breakdown relations for a breakdown and element

To obtain the sys_id values for all breakdown relations associated with an indicator, use the *sysparm_include_available_breakdowns* parameter. In the *sysparm_uuid*parameter, include the sys_ids of the first-level breakdown and element whose relations you want to find.

```
# In this example, the sysparm_uuid
# parameter includes the sys_id for the
# Assignment Group breakdown and the
# sys_id for the Software element.
# The sys_id of the Assignment Group
# was obtained in the example where all
# breakdowns and aggregates were returned.
# The sys_id of the Software element was
# obtained in the previous example, where
# all the elements of Assignment Group were
# returned. The sys_id of the Assignment
# Group breakdown is
# baec0752bf130100b96dac808c0739ed
# and of the Software element is
# 8a4dde73c6112278017a6a4baf547aa7.
# The breakdown relation is obtained for the
# Number of open incidents indicator,
# whose sys_id is
# fb007202d7130100b96d45a3ce6103b4.

curl -v -u "user:password" -H "Accept:application/json"
 "https://<instance>.service-now.com/api/now/v1/pa/scorecards?sy
sparm_uuid=fb007202d7130100b96d45a3ce6103b4:baec0752bf130100b96d
ac808c0739ed:8a4dde73c6112278017a6a4baf547aa7&sysparm_include_av
ailable_breakdowns=true"
```

```
{
  "result": [
    {
      "value_formatted": "37",
      "indicator": {
        "display_value": "Number of open incidents",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_indicat
ors/fb007202d7130100b96d45a3ce6103b4",
        "value": "fb007202d7130100b96d45a3ce6103b4"
      },
      "gapperc": null,
      "change": 9.0,
      "value_color": "#455464",
      "direction": 2,
      "target_formatted": "",
      "frequency": 10,
      "changeperc_formatted": "32.1%",
      "direction_label": "Minimize",
      "period_title": "Jul 22",
      "description": "Number of incidents open based on resolved
 date is empty.",
      "name": "Number of open incidents / Assignment Group /
 Software",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value": 37.0,
      "key": false,
      "gap_formatted": "",
      "element": {
        "display_value": "Software",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/sys_user_g
roup/287ee6fea9fe198100ada7950d0b1b73",
        "value": "8a4dde73c6112278017a6a4baf547aa7"
      },
      "precision": 0,
      "breakdowns": [
        // Information about each breakdown

      ],
      "breakdown_relations": [
        {
          "display_value": "Child Groups",
          "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_breakdo
wn_relations/301fd511eb23310065deac6aa206fe31",
          "value": "301fd511eb23310065deac6aa206fe31"
        },
        {
          "display_value": "Parent Group",
          "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_breakdo
wn_relations/790b6e11eb23310065deac6aa206fe1c",
          "value": "790b6e11eb23310065deac6aa206fe1c"
        },
        {
          "display_value": "Sibling Groups",
          "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_breakdo
wn_relations/15e15a12eb233100871aac6aa206fe59",
          "value": "15e15a12eb233100871aac6aa206fe59"
        }
      ],
      "breakdown": {
        "display_value": "Assignment Group",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_breakdo
wns/baec0752bf130100b96dac808c0739ed",
        "value": "baec0752bf130100b96dac808c0739ed"
      },
      "period": "Jul 22",
      "favorite": false,
      "change_formatted": "9",
      "unit": {
        "display_value": "#",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_units/1
7b365e2d7320100ba986f14ce6103ad",
        "value": "17b365e2d7320100ba986f14ce6103ad"
      },
      "frequency_label": "Daily",
      "target": null,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "changeperc": 0.32142857142857145,
      "uuid":
 "fb007202d7130100b96d45a3ce6103b4:baec0752bf130100b96dac808c073
9ed:8a4dde73c6112278017a6a4baf547aa7",
      "gapperc_formatted": "",
      "value_unit": "6",
      "gap": null
    }
  ]
}
```


Example: Return indicator using a breakdown relation

To use a breakdown relation, include the sys_id values of the indicator, breakdown, and element in the *sysparm_uuid* parameter, and the sys_id of the breakdown relation in the *sysparm_breakdown_relation* parameter.

```
# This example returns the
# Sibling Group values for Assignment
# Group: Software from the previous example.

curl -v -u "user:password" -H "Accept:application/json" \
"https://<instance>.service-now.com/api/now/v1/pa/scorecards?sys
parm_uuid=fb007202d7130100b96d45a3ce6103b4:baec0752bf130100b96da
c808c0739ed:8a4dde73c6112278017a6a4baf547aa7&sysparm_breakdown_r
elation=15e15a12eb233100871aac6aa206fe59"
```


```
{
  "result": [
    {
      "indicator": {
      "gap_formatted":"",
      "benchmarking":false,
      "frequency_label":"Daily",
      "changeperc_formatted":"0.0%",
      "direction_label":"Minimize",
      "precision":0,
      "breakdown": {
        "display_value":"Assignment Group",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/pa_breakdowns/baec07
52bf130100b96dac808c0739ed",
        "value":"baec0752bf130100b96dac808c0739ed"
      },
      "personal_target":null,
      "description":"Number of incidents open based on resolved
 date is empty",
      "value_color":"#455464",

 "uuid":"fb007202d7130100b96d45a3ce6103b4:baec0752bf130100b96dac
808c0739ed:0a52d3dcd7011200f2d224837e6103f2",
      "frequency":10,
      "gap":null,
      "value_unit":"0",
      "indicator_frequency":10,
      "value":0.0,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "indicator_aggregate":1,
      "facts_table": {
        "name":"incident",
        "label":"Incidents"
      },
      "key":false,
      "indicator_frequency_label":"Daily",
      "direction":2,
      "element": {
        "display_value":"Application Development",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/sys_user_group/0a52d
3dcd7011200f2d224837e6103f2",
        "value":"0a52d3dcd7011200f2d224837e6103f2"
      },
      "period_title":"Dec 03",
      "period":"Dec 03",
      "target_formatted":"",
      "change":0.0,
      "gapperc_formatted":"",

 "query":"opened_atONToday@javascript:gs.beginningOfToday()@java
script:gs.endOfToday()^ORopened_at<javascript:gs.beginningOfToda
y()^resolved_atISEMPTY^ORresolved_at>javascript:gs.endOfToday()^
state!=8^assignment_group=0a52d3dcd7011200f2d224837e6103f2^EQ",
      "realtime_enabled":true,
      "changeperc":0.0,
      "target":null,
      "unit": {
        "display_value":"#",

 "link":"https://
<instance>.service-now.com/api/now/v1/table/pa_units/17b365e2d73
20100ba986f14ce6103ad",
        "type":"formatted",
        "value":"17b365e2d7320100ba986f14ce6103ad"
      },
      "value_formatted":"0",
      "name":"Number of open incidents > Assignment Group =
 Application Development",
      "gapperc":null,
      "change_formatted":"0",
      "favorite":false,
      "personal_target_formatted":""
    }
    // Followed by an indicator object with an element object
 for every element in the Sibling Group
  ]
}
```


Example: Return a filtered set of elements for a breakdown

To apply an elements filter to the Analytics Hub data, use the **sysparm_elements_filter** parameter with the sys_id of a Performance Analytics element filter record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
# In this example, the element filter applies
# to the Groups breakdown source, with the
# condition [[Parent][is][Database]].
# The sys_id of this element filter is
# 7b9eb563eb11020065deac6aa206fe11.
# The example gets the elements of the Assignment
# Group breakdown that have the element Database
# as a parent.

curl -v -u "user:password" -H "Accept:application/json" \
"https://<instance>.service-now.com/api/now/v1/pa/scorecards?sys
parm_uuid=fb007202d7130100b96d45a3ce6103b4&sysparm_breakdown=bae
c0752bf130100b96dac808c0739ed&sysparm_elements_filter=7b9eb563eb
11020065deac6aa206fe11"
```


```
{
  "result": [
    {
      "value_formatted": "37",
      "indicator": {
        "display_value": "Number of open incidents",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_indicat
ors/fb007202d7130100b96d45a3ce6103b4",
        "value": "fb007202d7130100b96d45a3ce6103b4"
      },
      "gapperc": null,
      "change": 9.0,
      "value_color": "#455464",
      "direction": 2,
      "target_formatted": "",
      "frequency": 10,
      "changeperc_formatted": "32.1%",
      "direction_label": "Minimize",
      "period_title": "Jul 22",
      "description": "Number of incidents open based on resolved
 date is empty.",
      "name": "Number of open incidents / Assignment Group /
 Database",
      "value": 37.0,
      "key": false,
      "gap_formatted": "",
      "element": {
        "display_value": "Database",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/sys_user_g
roup/287ee6fea9fe198100ada7950d0b1b73",
        "value": "287ee6fea9fe198100ada7950d0b1b73"
      },
      "precision": 0,
      "breakdown": {
        "display_value": "Assignment Group",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_breakdo
wns/baec0752bf130100b96dac808c0739ed",
        "value": "baec0752bf130100b96dac808c0739ed"
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "period": "Jul 22",
      "favorite": false,
      "change_formatted": "9",
      "unit": {
        "display_value": "#",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_units/1
7b365e2d7320100ba986f14ce6103ad",
        "value": "17b365e2d7320100ba986f14ce6103ad"
      },
      "frequency_label": "Daily",
      "target": null,
      "changeperc": 0.32142857142857145,
      "uuid":
 "fb007202d7130100b96d45a3ce6103b4:baec0752bf130100b96dac808c073
9ed:287ee6fea9fe198100ada7950d0b1b73",
      "gapperc_formatted": "",
      "value_unit": "37",
      "gap": null
    },
    {
      "value_formatted": "20",
      "indicator": {
        "display_value": "Number of open incidents",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_indicat
ors/fb007202d7130100b96d45a3ce6103b4",
        "value": "fb007202d7130100b96d45a3ce6103b4"
      },
      // Database Atlanta
      "gapperc": null,
      "change": 4.0,
      "value_color": "#455464",
      "direction": 2,
      "target_formatted": "",
      "frequency": 10,
      "changeperc_formatted": "25.0%",
      "direction_label": "Minimize",
      "period_title": "Jul 22",
      "description": "Number of incidents open based on resolved
 date is empty.",
      "name": "Number of open incidents / Assignment Group /
 Database Atlanta",
      "value": 20.0,
      "key": false,
      "gap_formatted": "",
      "element": {
        "display_value": "Database Atlanta",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/sys_user_g
roup/db53580b0a0a0a6501aa37c294a2ba6b",
        "value": "db53580b0a0a0a6501aa37c294a2ba6b"
      },
      "precision": 0,
      "breakdown": {
        "display_value": "Assignment Group",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_breakdo
wns/baec0752bf130100b96dac808c0739ed",
        "value": "baec0752bf130100b96dac808c0739ed"
      },
      "period": "Jul 22",
      "favorite": false,
      "change_formatted": "4",
      "unit": {
        "display_value": "#",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_units/1
7b365e2d7320100ba986f14ce6103ad",
        "value": "17b365e2d7320100ba986f14ce6103ad"
      },
      "frequency_label": "Daily",
      "target": null,
      "changeperc": 0.25,
      "uuid":
 "fb007202d7130100b96d45a3ce6103b4:baec0752bf130100b96dac808c073
9ed:db53580b0a0a0a6501aa37c294a2ba6b",
      "gapperc_formatted": "",
      "value_unit": "20",
      "gap": null
    },
    {
      "value_formatted": "19",
      "indicator": {
        "display_value": "Number of open incidents",
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/pa_indicat
ors/fb007202d7130100b96d45a3ce6103b4",
        "value": "fb007202d7130100b96d45a3ce6103b4"
      },
      ...

      // Database San Diego
      "gapperc": null,
      "change": 0.0,
      "value_color": "#455464",
      "direction": 2,
      "target_formatted": "",
      "frequency": 10,
      "changeperc_formatted": "0.0%",
      "direction_label": "Minimize",
      "period_title": "Jul 22",
      "description": "Number of incidents open based on resolved
 date is empty.",
      "name": "Number of open incidents / Assignment Group /
 Database San Diego",
      "value": 10.0,
      "key": false,
      "gap_formatted": "",
      "element": {
        "display_value": "Database San Diego",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "link":
 "https://<instance>.service-now.com/api/now/v1/table/sys_user_g
roup/db53a9290a0a0a650091abebccf833c6",
        "value": "db53a9290a0a0a650091abebccf833c6"
      },
      "precision": 0,
      "breakdown": {
        "display_value": "Assignment Group",
        "link":
 "http://localhost:8080/api/now/v1/table/pa_breakdowns/baec0752b
f130100b96dac808c0739ed",
        "value": "baec0752bf130100b96dac808c0739ed"
      },
      "period": "Jul 22",
      "favorite": false,
      "change_formatted": "0",
      "unit": {
        "display_value": "#",
        "link":
 "http://<instance>.service-now.com/api/now/v1/table/pa_units/17
b365e2d7320100ba986f14ce6103ad",
        "value": "17b365e2d7320100ba986f14ce6103ad"
      },
      "frequency_label": "Daily",
      "target": null,
      "changeperc": 0.0,
      "uuid":
 "fb007202d7130100b96d45a3ce6103b4:baec0752bf130100b96dac808c073
9ed:db53a9290a0a0a650091abebccf833c6",
      "gapperc_formatted": "",
      "value_unit": "10",
      "gap": null
    }
  ]
}
```


Script Debugger API

The *Script Debugger* API provides endpoints to debug lines of server-side JavaScript code, such as business rules and script includes.

For more information about the Script Debugger, see Script Debugger and Session Log.

This API is available by default.

Script Debugger - GET /js/debugpoints/script/{tableName}/{sysId}/{fieldName}

Retrieve a list of breakpoints or logpoints in a server-side script, such as a business rule or script include.

URL format

Default URL: `/api/now/js/debugpoints/script/{tableName}/{sysId}/{fieldName}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
tableName	Name of the table that contains the server-side script, such as sys_script or sys_script_include. Data type: String
sysId	Sys_id for the server-side script. Data type: String
fieldName	Name of the field that contains the server-side script content. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	User Not Authorized. The user who executed the request does not have permission to access breakpoint or log point information for the specified record.

Response body parameters (JSON or XML)

Name	Description
canWrite	Flag indicating whether the currently logged in user can set or modify breakpoints for the script. Possible values: • true: You can set or modify breakpoints. • false: You cannot set or modify breakpoints. Data type: Boolean
debugpoints	List of all the breakpoints and logpoints in the script. `"debugpoints": { "breakpoint": {Object} "logpoint": {Object} }` Data type: Object
debugpoints.breakpoint	List of all the breakpoints in the script, presented as key-value pairs. The key is the line number for the breakpoint. The value is an object containing the breakpoint's sys_id and text. `"breakpoint": { <line_number>: {Object} }` Data type: Object
debugpoints.breakpoint.<line_number>	Line number for the breakpoint. `<line_number>: { "evaluationString": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sysId": "String"
	}</pre>
	Data type: Object

debugpoints.breakpoint.<line_number>.evaluationString	Text of the breakpoint. If the breakpoint is conditional, the evaluationString contains the condition text. If the breakpoint is not conditional, the evaluationString is an empty string. Data type: String
debugpoints.breakpoint.<line_number>.sysId	Sys_id of the breakpoint. Data type: String

debugpoints.logpoint	List of all the logpoints in the script, presented as key-value pairs.
	The key is the line number for the logpoint. The value is an object containing the logpoint's sys_id and text.
	<pre>"logpoint": {
	<line_number>:
	{Object}
	}</pre>
	Data type: Object

debugpoints.logpoint.<line_number>	Line number for the logpoint.
	<pre><line_number>: {
	"evaluationString":
	"String"
	"sysId": "String"
	}</pre>
	Data type: Object

debugpoints.logpoint.<line_number>.evaluationString	Text of the logpoint. Contains the message being logged. Data type: String
debugpoints.logpoint.<line_number>.sysId	Sys_id of the logpoint. Data type: String

key	Object providing details about the script being debugged.
	<pre>"key": {
	"scriptField":
	"String"</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>{
	  "scriptId": "String"
	  "scriptType": "String"
	  "value": "String"
	}</pre>
	Data type: Object

key.scriptField	Name of the field that contains the script. Data type: String
key.scriptId	Sys_id of the script. Data type: String
key.scriptType	Name of the table that contains the script. Data type: String
key.value	The path parameters used to make the request. Listed in the following order. • tableName • sysId • fieldName Data type: String
name	Name of the script. Data type: String
script	Text displaying the script's code. Data type: String

Example cURL request

Example: cURL request

Retrieves a list of logpoints and breakpoints for a server-side script. This script has a logpoint on line 2, a breakpoint on line 11, and a conditional breakpoint on line 18.

```
curl
 "https://instance.servicenow.com/api/now/js/debugpoints/scri
pt/sys_script_include/d65f78c40a0a0b6900196656f35913d3/script" \
--request GET \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user 'username':'password'
```

```
{
  "result": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "canWrite": true,
    "debugpoints": {
      "LOGPOINT": {
        "2": {
          "evaluationString": "A log message",
          "sysId": "ba28b0fa739310101c233096fbf6a75e"
        }
      },
      "BREAKPOINT": {
        "11": {
          "evaluationString": "",
          "sysId": "dc5f5bf341256010f877587fbdf5ec1d"
        },
        "18": {
          "evaluationString": "a == true",
          "sysId": "3d4f5bf341256010f877587bdf5ecf6"
        }
      }
    },
    "script": "// script code",
    "name": "AbstractAjaxProcessor",
    "key": {
      "scriptType": "sys_script_include",
      "scriptId": "d65f78c40a0a0b6900196656f35913d3",
      "scriptField": "script",
      "value":
 "sys_script_include.d65f78c40a0a0b6900196656f35913d3.script"
    }
  }
}
```


Script Debugger - POST js/debugpoints/process

Add, update, or remove breakpoints or logpoints in a server-side script, such as a business rule or script include. Process several breakpoints or logpoints at a time.

URL format

Default URL: `/api/now/js/debugpoints/process`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
fetchAll	When true, returns a list of all the breakpoints or logpoints added or updated by the user. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: false
fetchAllFilter	Returns a filtered list of all the breakpoints or logpoints added or updated by the user. Valid values: • debugpointType. Set to either breakpoint or logpoint. • scriptId. Set to the sys_id of the script in which to search for debug points. • scope. Set to the name of the scope in which to search for debug points. Use the caret (^) symbol as a separator for multiple properties. For example, `fetchAllFilter=debugpointType=logpoint^scope=MyApp` Data type: String

Request body parameters (XML or JSON)

Name	Description
debugpointType	Required. Type of debug point to add, delete, or update. Valid values: • breakpoint • logpoint Data type: String
evaluationString	Text for a logpoint or conditional breakpoint. For a logpoint, the *`evaluationString`* is the log message. For a conditional breakpoint, the *`evaluationString`* is the condition. For example, if you're looping through a list of user IDs and you want the debugger to pause only when the user ID is 38493, you can add a conditional breakpoint inside the loop with `userID == 38493` as the condition. The debugger will only pause at this breakpoint when the condition is true. If the breakpoint is not a conditional breakpoint, the *`evaluationString`* is an empty string. Data type: String
fieldName	Required. Name of the field that contains the server-side script content. Data type: String
lineNumber	Line number in the server-side script specifying where to add, delete, or update the breakpoint or logpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: Number
operation	Required. Operation to perform for the breakpoint or logpoint. Valid values: • add • delete • update Data type: String
scriptId	Required. Sys_id for the server-side script. Data type: String
tableName	Required. Name of the table that contains the server-side script, such as sys_script or sys_script_include. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

Response body parameters (JSON or XML)

Name	Description
requestedDebugpoints	List of the requested breakpoints and logpoints. Presented as an array of objects. `"requestedDebugpoints": [ { "scriptId": "String", "evaluationString": "String", "operation": "String", "tableName": "String", "fieldName": "String", "status": "String", "lineNumber": Number, "debugpointType": "String" } ]` Data type: Array
requestedDebugpoints.ScriptId	Sys_id for the server-side script. Data type: String
requestedDebugpoints.evaluationString	Text added for a logpoint or conditional breakpoint. For a logpoint, the *evaluationString* is the log message. For a conditional breakpoint, the *evaluationString* is the condition. Data type: String
requestedDebugpoints.operation	Operation performed for the breakpoint or logpoint. Possible values: • add • delete • update Data type: String
requestedDebugpoints.tableName	Name of the table that contains the server-side script, such as sys_script or sys_script_include. Data type: String
requestedDebugpoints.fieldName	Name of the field that contains the server-side script content.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
requestedDebugpoints.status	Result of the instruction to add, delete, or update a specific breakpoint or logpoint. Possible values: • failure • ignored • success A request to add, delete, or update a debug point is ignored in the following situations: • It requests to delete a breakpoint or logpoint that doesn't exist. • It requests to add a breakpoint or logpoint identical to one that already exists. Data type: String
requestedDebugpoints.lineNumber	Line number in the server-side script specifying where the breakpoint or logpoint was added, deleted, or updated. Data type: Number
requestedDebugpoints.debugpointType	Type of debug point added, deleted, or updated. Possible values: • breakpoint • logpoint Data type: String
status	Result of the overall action. The status code for the HTTP call. Data type: Number

Example: cURL request

This example adds a conditional breakpoint at line 12 in the script.

```
curl
 "https://instance.servicenow.com/api/now/js/debugpoints/proce
ss" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data “[
{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\"tableName\": \"sys_script_include\",
\"scriptId\": \"d65f78c40a0a0b6900196656f35913d3\",
\"fieldname\": \"script\",
\"lineNumber\": 12,
\"evaluationString\": \"a == false\",
\"debugpointType\": \"breakpoint\",
\"operation\": \"add\"
}
]" \
--user 'username':'password'
```


```
{
  "result": {
    "requestedDebugpoints": [
      {
        "scriptId": "d65f78c40a0a0b6900196656f35913d3",
        "evaluationString": "a == false",
        "operation": "add",
        "tableName": "sys_script_include",
        "fieldName": "script",
        "status": "success",
        "lineNumber": 12,
        "debugpointType": "breakpoint"
      }
    ],
    "status": 200
  }
}
```


Service Catalog API

The *Service Catalog* API provides endpoints that access Service Catalog configuration and actions from within a Service Portal.

Service Catalog - DELETE /sn_sc/servicecatalog/cart/{cart_item_id}

Deletes the specified item from the current cart.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/cart/{cart_item_id}`

Default URL: `/api/sn_sc/servicecatalog/cart/{cart_item_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
cart_item_id	Sys_id of the item to delete from the current cart. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
204	Indicates that the request completed successfully and the specified item was deleted from the cart.
400	Indicates that either the specified *cart_item_id* is invalid or the user does not have access to the cart item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
None	

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/v1/servicecatalog/cart/1f4cc597db21120064301150f0b8f5fc" \
--request DELETE \
--user "username":"password"
```

```
None
```

Service Catalog - DELETE /sn_sc/servicecatalog/cart/{sys_id}/empty

Deletes a specified cart, and the contents of the cart.

The capabilities of what a user can delete (items and/or cart) depends on the role in which they use to authenticate.

User roles needed to delete cart and cart contents:

- admin/catalog_admin: Can empty any user cart.
- admin: Can delete the cart after all the contents of the cart are deleted.
- catalog_admin: Can delete all the items in the cart.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/cart/{sys_id}/empty`

Default URL: `/api/sn_sc/servicecatalog/cart/{sys_id}/empty`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
sys_id	Sys_id of the cart to empty and delete. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
204	Request completed successfully and both empties and deletes the cart.
400	Indicates an error for one of the following reasons:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Invalid cartId. • User does not have admin/catalog_admin role, or is trying to empty another user cart.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
None	

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/ca
rt/dde34ad713426300027879d96144b072/empty" \
--request DELETE \
--user 'username':'password'
```

None

Service Catalog - GET /sn_sc/servicecatalog/cart

Retrieves the details of the items within the logged in user's cart.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/cart`

Default URL: `/api/sn_sc/servicecatalog/cart`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Indicates that the request completed successfully. If there is no item in the cart, it returns basic cart information and pricing for user. If the cart contains any items, then the information about the items and their individual pricing is also included.
400	Indicates that the cart is empty and cannot check out.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Parameter	Description
cart_id	Sys_id of the cart. Data type: String
<recurring_frequency>	List of items in the cart having a specific recurring frequency. Possible values include: • daily • monthly • yearly • none (no recurring fees) Data type: Object `"<recurring_frequency>": { "frequency_label": "String", "items": [Array], "show_subtotal_price": "String", "subtotal_price": "String", "subtotal_recurring_frequency": "String", "subtotal_recurring_price": "String", "subtotal_title": "String", "total_title": "String"`
<recurring_frequency>.frequency_label	Frequency of the associated recurring fee. Data type: String Default: Null
<recurring_frequency>.items	List of objects that contain details of each item associated with the specified recurring frequency category. Data type: Array `"items": [{ "cart_item_id": "String", "catalog_item_id": "String", "created.by": "String", "created_on": "String", "delivery_time": "String", "item_id": "String", "item_name": "String", "localized_price": "String", "localized_recurring_price": "String", "name": "String", "order_guide": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	"picture": "String", "price": "String", "quantity": "String", "recurring_frequency": "String", "recurring_price": "String", "recurring_subtotal": Number, "recurring_subtotal_price": "String", "short_description": "String", "show_price": Boolean, "show_quantity": Boolean, "show_recurring_price": Boolean, "subtotal": Number, "subtotal_price": "String", "sys_class_name": "String", "sys_id": "String", "updated_by": "String", "updated_on": "String", "variables": {Object} }]
<recurring_frequency>.items.cart_item_id	Sys_id of the item in this cart. Data type: String
<recurring_frequency>.items.catalog_item_id	Sys_id of catalog associated the item. Data type: String
<recurring_frequency>.items.created.by	User that initially placed the item in the cart. Data type: String
<recurring_frequency>.items.created_on	Date on which the item was initially placed in the cart. Data type: String
<recurring_frequency>.items.delivery_time	Time that the specified item takes to be delivered. Data type: String
<recurring_frequency>.items.item_id	Catalog sys_id of the item. Data type: String
<recurring_frequency>.items.item_name	Name of the specified item. Data type: String
<recurring_frequency>.items.localized_price	Price of the item in local currency.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Data type: String
<recurring_frequency>.items.localized_recurring_price	Recurring fee for the specified item in local currency. Data type: String
<recurring_frequency>.items.name	Item name. Data type: String
<recurring_frequency>.items.order_guide	Name of the order guide to which this item is associated. Data type: String
<recurring_frequency>.items.picture	File name of the picture of the item. Data type: String
<recurring_frequency>.items.price	Price of the item. Data type: String
<recurring_frequency>.items.quantity	Number of the specified item in the cart. Data type: String
<recurring_frequency>.items.recurring_frequency	How often the recurring fee is charged for the specified item. Data type: String Default: Null
<recurring_frequency>.items.recurring_price	Recurring fee for the specified item. Data type: String
<recurring_frequency>.items.recurring_subtotal	Subtotal of the recurring fees for the item (*recurring_price* x *quantity*). Data type: Number
<recurring_frequency>.items.recurring_subtotal_price	Subtotal of the recurring fees for the item. Data type: String
<recurring_frequency>.items.short_description	Short description of the item. Data type: String
<recurring_frequency>.items.show_price	Flag that indicates whether the price of the item is shown in the cart. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	• true: Show the price of the item in the cart. • false: Do not show the price of the item in the cart. Data type: Boolean
<recurring_frequency>.items.show_quantity	Flag that indicates whether to show the item quantity in the cart. Possible values: • true: Show the item quantity in the cart. • false: Do not show the item quantity in the cart. Data type: Boolean
<recurring_frequency>.items.show_recurring_price	Flag that indicates whether the recurring fees should appear in the cart. Possible values: • true: Show the recurring fees in the cart. • false: Do not show the recurring fees in the cart. Data type: Boolean
<recurring_frequency>.items.subtotal	Subtotal number of items. Data type: Number
<recurring_frequency>.items.subtotal_price	Subtotal for the item (*price* x *quantity*). Data type: String
<recurring_frequency>.items.sys_class_name	System classification name of the item. Data type: String
<recurring_frequency>.items.sys_id	Sys_id of the item record. Data type: String
<recurring_frequency>.items.updated_by	User that updated the item after it was initially placed in the cart. Data type: String
<recurring_frequency>.items.updated_on	Last date/time on which the item was either initially placed in the cart or updated. Data type: String
<recurring_frequency>.items.variables	List of name/value pairs of the item variables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Data type: Object
<recurring_frequency>.show_subtotal_price	Flag that indicates whether to show a subtotal for the associated recurring fee category. Possible values: • true: Show subtotals in the cart. • false: Do not show subtotals in the cart. Data type: Boolean
<recurring_frequency>.subtotal_price	Subtotal of the cost of all items for the associated recurring frequency category. Data type: String
<recurring_frequency>.subtotal_recurring_frequency	Type of subtotal recurring frequency, such as daily, monthly, etc. Same as *`subtotal_recurring_frequency`*. Data type: String
<recurring_frequency>.subtotal_recurring_price	Subtotal of the recurring fees of the items within the associated recurring frequency category. Data type: String
<recurring_frequency>.subtotal_title	If the *`show_subtotal_price`* is set to `true`, the text to display in the cart for the associated subtitle. Data type: String
<recurring_frequency>.total_title	Text to display for the total title for the associated recurring frequency category. Data type: String
show_subtotal_price	Flag that indicates whether to show the subtotal price in the cart. Possible values: • true: Show subtotals in the cart. • false: Do not show subtotals in the cart. Data type: String
subtotal_price	Subtotal of all items in the cart in whole dollars. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
subtotal_recurring_frequency	Type of subtotal recurring frequency, such as daily, monthly, etc. Same as *<recurring_frequency>.subtotal_recurring_fr* Data type: String
subtotal_recurring_price	Subtotal of the recurring frequency fees for all items in the cart. Data type: String
subtotal_title	Text to display in the cart for the subtotal field title. Data type: String
total_title	Text to display in the cart for the total field title. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/cart"
 \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "cart_id": "6d88bc29137d2300027879d96144b04b",
    "subtotal_price": "$1,598.00",
    "subtotal_recurring_frequency": "",
    "subtotal_recurring_price": "$0.00",
    "total_title": "Total",
    "none": {
      "subtotal_price": "$1,598.00",
      "subtotal_recurring_frequency": "",
      "subtotal_recurring_price": "$0.00",
      "total_title": "Total",
      "frequency_label": null,
      "items": [
      {
        "updated_on": "2018-11-15 14:24:00",
        "catalog_item_id": "07f1666b0bf00300eba42da0d5673ab0",
        "short_description": "Apple iPhone 7 ",
        "recurring_subtotal_price": "$0.00",
        "delivery_time": "2 Days",
        "sys_class_name": "sc_cat_item",
        "sys_id": "1f88bc29137d2300027879d96144b056",
        "price": "$799.00",
        "recurring_frequency": null,
        "subtotal_price": "$799.00",
        "variables": {},
        "quantity": "1",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "item_id": "07f1666b0bf00300eba42da0d5673ab0",
        "recurring_price": "$0.00",
        "show_price": true,
        "item_name": "Apple iPhone7",
        "cart_item_id": "1f88bc29137d2300027879d96144b056",
        "recurring_subtotal": 0,
        "show_quantity": true,
        "created_by": "admin",
        "picture": "e823ee6b0bf00300eba42da0d5673a95.iix",
        "created_on": "2018-11-15 14:24:00",
        "localized_price": "$799.00",
        "subtotal": 799,
        "show_recurring_price": false,
        "name": "Apple iPhone7",
        "updated_by": "admin",
        "localized_recurring_price": "$0.00",
        "order_guide": ""
      },
    ],
    "show_subtotal_price": "true",
    "subtotal_title": "Subtotal"
   },
   "show_subtotal_price": "true",
   "subtotal_title": "Subtotal"
 }
}
```


Service Catalog - GET /sn_sc/servicecatalog/cart/delivery_address/{user_id}

Retrieves the shipping address of the specified user based on the *glide.sc.req_for.roles* property and the default behavior configured in the *glide.sc.req_for.roles.defaultproperty*.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/cart/delivery_address/{user_id}`

Default URL: `/api/sn_sc/servicecatalog/cart/delivery_address/{user_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
user_id	Sys_id of the user whose shipping address to retrieve. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Table: User [sys_user]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully; returns the shipping address of the specified user.
400	User sys_id is invalid.
401	Unauthorized. The user credentials are incorrect or have not been passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Address of the specified user. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/ca
rt/delivery_address/62826bf03710200044e0bfc8bcbe5df1" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
'result': '25 New Chardon Street, Boston\nBoston, MA,
 02114-1801\nUSA'
}
```

Service Catalog - GET /sn_sc/servicecatalog/catalogs

Retrieves a list of catalogs to which the user has access based on the passed in parameters.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/catalogs`

Default URL: `/api/sn_sc/servicecatalog/catalogs`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *sysparm_limit* values can impact system performance. Data type: Number Default: 10000
sysparm_text	Keyword to search for in the "title" field of the available service catalogs. Data type: String
sysparm_view	Device on which the item can display: • *desktop*: On the desktop. • *mobile*: On a mobile device. • *both*: Both on a desktop and on a mobile device. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Indicates that the request completed successfully. If a valid query returns no results, the response body only contains an empty result array.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
description	Description of the catalog. Data type: String
desktop_image	Image that appears on the desktop for this catalog. Data type: String
has_categories	Flag that indicates whether the catalog contains categories. Possible values: • true: Catalog contains categories. • false: Catalog does not contain categories. Data type: Boolean
has_items	Flag that indicates whether the catalog contains items. Possible values: • true: Catalog contains items. • false: Catalog does not contain items. Data type: Boolean
sys_id	Sys_id of the catalog. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
title	Catalog title. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/catal
ogs?sysparm_limit=10" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": [
    {
      "title": "Technical Catalog",
      "sys_id": "742ce428d7211100f2d224837e61036d",
      "has_categories": true,
      "has_items": true,
      "description": "Products and services for the IT
 department",
      "desktop_image": "7a7c8271475211002ee987e8dee4906d.iix"
    },
    {
      "title": "Service Catalog",
      "sys_id": "e0d08b13c3330100c8b837659bba8fb4",
      "has_categories": true,
      "has_items": true,
      "description": "Service Catalog - IT Now",
      "desktop_image": "adbcc271475211002ee987e8dee49001.iix"
    }
  ]
}
```

Service Catalog - GET /sn_sc/servicecatalog/catalogs/{sys_id}/categories

Retrieves the list of available categories for the specified catalog.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/catalogs/{sys_id}/categories`

Default URL: `/api/sn_sc/servicecatalog/catalogs/{sys_id}/categories`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the catalog whose categories are requested. Data type: String

Query parameters

Name	Description
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *`sysparm_offset`* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *`sysparm_limit`* values can impact system performance. Data type: Number Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *`sysparm_offset`* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *`sysparm_offset`* parameter. Data type: Number Default: 0
sysparm_top_level_only	Only return those categories whose parent is a catalog. Valid values: • true: Only return those categories whose parent is a catalog. • false: Return all categories. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sysparm_view	UI view for which to render the data. Determines the fields returned in the response. Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precedent. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Returns a list of categories in a catalog. If there are no query results, then an empty array is returned.
400	Indicates that the request or catalog sys_id is invalid.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
count	Number of items within the category. Data type: Number
description	Brief category description. Data type: String
full _description	Detailed category description. Data type: String
header_icon	Icon used on category headers. Data type: String
homepage_image	Image that appears for this category on the category's home page. Data type: String
icon	Icon to use to signify this category. Data type: String

subcategories	List of subcategories within the category.
	
	Data type: Array
	`"subcategories": [`
	`  "sys_id": "String",`
	`  "title": "String`
	`]`

subcategories.sys_id	Sys_id of the subcategory. Data type: String
subcategories.title	Title of the subcategory. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sys_id	Sys_id of the category. Data type: String
title	Category title. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/catal
ogs/e0d08b13c3330100c8b837659bba8fb4/categories?sysparm_limit=2
 \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": [
    {
      "title": "Can We Help You?",
      "description": "Your IT gateway. Report issues and submit
 requests.\n\t\t",
      "full_description": null,
      "icon": "",
      "header_icon": "",
      "homepage_image": "29f8ffa9471211002ee987e8dee4905e.iix",
      "count": 14,
      "subcategories": [],
      "sys_id": "e15706fc0a0a0aa7007fc21e1ab70c2f"
    },
    {
      "title": "Departmental Services",
      "description": "Services offered by different departments
 in the organization",
      "full_description": null,
      "icon": "",
      "header_icon": "",
      "homepage_image": "6fb4a1d95f2211001c9b2572f2b47748.iix",
      "count": 1,
      "subcategories": [],
      "sys_id": "95fc11615f1211001c9b2572f2b477c6"
    },
    {
      "title": "Desktops",
      "description": "Desktop computers for your work area.",
      "full_description": null,
      "icon": "",
      "header_icon": "",
      "homepage_image": "1bface31475211002ee987e8dee49095.iix",
      "count": 1,
      "subcategories": [],
      "sys_id": "900682363731300054b6a3549dbe5d5f"
    }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ]
}
```

Service Catalog - GET /sn_sc/servicecatalog/catalogs/{sys_id}

Retrieves the available information for a specified catalog.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/catalogs/{sys_id}`

Default URL: `/api/sn_sc/servicecatalog/catalogs/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the catalog to retrieve. Data type: String

Query parameters

Name	Description
sysparm_view	Device on which the item can display: • *`desktop`*: On the desktop. • *`mobile`*: On a mobile device. • *`both`*: Both on a desktop and on a mobile device. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Indicates that the request has completed successfully and returns the available information for the specified catalog.
400	Indicates that request is invalid for one of the following reasons: • User does not have access to the catalog. • Invalid sys_id.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
categories	List of objects that describe categories within the catalog. Data type: Array `"categories": [ "description": "String", "header_image": "String", "sys_id": "String", "title": "String ]`
categories.description	Description of the category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
categories.header_image	Category header image. Data type: String
categories.sys_id	Unique category identifier (sys_id). Data type: String
categories.title	Category title. Data type: String
description	Catalog description. Data type: String
desktop_image	Source of the image that displays with the catalog in the desktop view. Data type: String
has_categories	Flag that indicates whether the catalog has categories. Possible values: • true: Catalog has categories. • false: Catalog does not have categories. Data type: Boolean
has_items	Flag that indicates whether there are items within the category. Possible values: • true: Catalog has items associated with it. • false: Catalog does not have any items associated with it. Data type: Boolean
sys_id	Unique catalog sys_id. Data type: String
title	Catalog title. Data type: String

Example: cURL request

```
curl "https://instance.servicenow.comaqsw" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "result": {
    "title": "Customer Service",
    "sys_id": "65bcd377c3011200b12d9f2974d3aea0",
    "has_categories": true,
    "categories": [
      {
        "header_image": "",
        "sys_id": "4cb69d19c3921200b0449f2974d3ae69",
        "description": null,
        "title": "Services"
      },
      {
        "header_image": "",
        "sys_id": "1b8611d5c3921200b0449f2974d3ae12",
        "description": null,
        "title": "Support"
      }
    ],
    "has_items": true,
    "description": "Customer Service",
    "desktop_image": ""
  }
}
```


Service Catalog - GET /sn_sc/servicecatalog/categories/{sys_id}

Retrieves the available information for a specified category.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/categories/{sys_id}`

Default URL: `/api/sn_sc/servicecatalog/categories/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the category for which to return information. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
sysparm_view	UI view for which to render the data. Determines the fields returned in the response. Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precedent. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Indicates that request is invalid for one of the following reasons: • User does not have access to the category. • Invalid sys_id.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
child_categories	List of objects that describe the child categories that belong to this category. Data type: Array `"child_categories": [ "count": Number, "isParentCategory": "String", "parent": "String", "subcategories": [Array], "sys_id": "String", "title": "String" ]`
child_categories.count	Number of items in the child category. Data type: Number
child_categories.isParentCategory	Flag that indicates if this is a parent category. Possible values: • true: Parent category. • false: Not the parent category. Data type: Boolean
child_categories.parent	Sys_id of the child category's parent. Data type: String
child_categories.subcategories	List of objects that describe the subcategories for this child category. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"subcategories": [
	  "sys_id": "String",
	  "title": "String"
	]</pre>

child_categories.subcategories.sys_id	Sys_id of the child subcategory. Data type: String
child_categories.subcategories.title	Child subcategory title. Data type: String
child_categories.sys_id	Sys_id of the child category. Data type: String
child_categories.title	Child category title. Data type: String
description	Short category description. Data type: String
full_description	Detailed category description. Data type: String
header_icon	Source of the icon displayed beside the category header when the category is listed at the top-level category. Data type: String
homepage_image	Source of the home page image for the category. Data type: String
icon	Source of the small icon displayed beside the category name when the category is listed as a subcategory. Data type: String
sys_id	Sys_id of the category. Data type: String
title	Category title. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/categ
ories/b0fdfb01932002009ca87a75e57ffbe9" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "title": "Office",
    "description": "Office services such as printing, supplies
 requisition\n\t\t\tand document shipping and delivery.\n\t\t",
    "full_description": null,
    "icon": "",
    "header_icon": "",
    "homepage_image": "498b0271475211002ee987e8dee490ea.iix",
    "sys_id": "109cdff8c6112276003b17991a09ad65",
    "child_categories": [
      {
        "sys_id": "109f0438c6112276003ae8ac13e7009d",
        "title": "Services",
        "count": 16,
        "parent": "109cdff8c6112276003b17991a09ad65",
        "subcategories": [],
        "isParentCategory": false
      }
    ]
  }
}
```


Service Catalog - GET /sn_sc/servicecatalog/items

Retrieves a list of catalog items based on the specified parameters.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/items`

Default URL: `/api/sn_sc/servicecatalog/items`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
sysparm_catalog	Catalog sys_id of the item. Use this parameter to locate items in a specific catalog. Data type: String
sysparm_category	Category sys_id of the item. Use this parameter to locate catalog items in a specific category. Data type: String
sysparm_limit	Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. This limit is applied before ACL evaluation. If no records return, including records you have access to, rearrange the record order so records you have access to return first. **Note:** Unusually large *sysparm_limit* values can impact system performance. Data type: Number Default: 10000
sysparm_offset	Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_text	Specific text for which to search for in the category items. For example, `sysparm_text="iPhone"` or `sysparm_text="Mobile devices"`. Data type: String
sysparm_type	Type of item. Valid search values: • Record Producer • Order Guide If any other value is passed, the information is ignored.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String
sysparm_view	UI view for which to render the data. Determines the fields returned in the response. Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precedent. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Returns a list of catalogs and items based on the specified parameters. If a valid query results in no items, then the response body contains only an empty result array.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Parameter	Description
catalogs	List of objects that describe the catalogs that contain this item. Data type: Array `"catalogs": [{ "sys_id": "String", "title": "String" }]`
catalogs.sys_id	Sys_id of the catalog. Data type: String
catalogs.title	Catalog title. Data type: String
category	Describes the category that contains this item. Data type: Object `"catalogs": { "sys_id": "String", "title": "String" }`
category.sys_id	Sys_id of the category. Data type: String
category.title	Category title Data type: String
content_type	Type of content. Data type: String
description	Detailed description of the item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Data type: String
icon	Source of the small icon displayed beside the item name. Data type: String
kb_article	Knowledge based article associated with the item. Data type: String
local_currency	Country currency code for the local currency. Data type: String
localized_price	Price of the item expressed in the currency defined by *local_currency*. Data type: String
localized_recurring_price	Price of the recurring fee expressed in the currency defined by *local_currency*. Data type: String
name	Name of the item. Data type: String
order	Pre-defined order to which the item belongs. Data type: Number
picture	Path to the image to display for the item. Data type: String
price	Price of item expressed in the currency defined by *price_currency*. Data type: String
price_currency	Country currency code for which the item price is expressed. Data type: String
recurring_frequency	Frequency at which the recurring fees are applied, such as daily, monthly, or yearly; null if there are no fees for the item. Data type: String
recurring_price	Amount of the recurring fee associated with the item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	Data type: String
recurring_price_currency	Country currency code for which the recurring fees are expressed. Data type: String
short_description	Brief description of the item. Data type: String
show_price	Flag that indicates whether to show item pricing in the cart. Possible values: • true: Name-value pairs are returned in the response parameters. • false: Name-value pairs are not returned in the response parameters. Data type: Boolean
show_quantity	Flag that indicates whether to display the item quantity in the cart. Possible values: • true: Display the item quantity in the cart. • false: Do not display the item quantity in the cart. Data type: Boolean
sys_class_name	Table to which the record belongs, such as sc_cat_item_producer. Data type: String
sys_id	Sys_id of the item. Data type: String
type	Type of item. Data type: String
url	URL of the item. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/ite
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
ms?sysparm_catalog=e0d08b13c3330100c8b837659bba8fb4&sysparm_limi
t=2" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": [
    {
      "short_description": null,
      "kb_article": "",
      "icon": "images/icons/catalog_item.gifx",
      "description": "<p class=\"p1\"><font size=\"2\"><span
 class=\"s1\">Request an existing Standard Change Template is
 made unavailable when it is no longer required or no longer
 acceptable as a Standard Change.  This will be confirmed by
 your Change Management team.</span></font></p>",
      "show_price": false,
      "type": "record_producer",
      "show_quantity": true,
      "sys_class_name": "sc_cat_item_producer",
      "picture": "",
      "url": "",
      "sys_id": "011f117a9f3002002920bde8132e7020",
      "content_type": "",
      "catalogs": [
        {
          "sys_id": "e0d08b13c3330100c8b837659bba8fb4",
          "title": "Service Catalog"
        }
      ],
      "name": "Retire a Standard Change Template",
      "category": {
        "sys_id": "00728916937002002dcef157b67ffb6d",
        "title": "Template Management"
      },
      "order": 30
    },
    {
      "short_description": null,
      "kb_article": "",
      "icon": "4cc3ec3d471211002ee987e8dee490d0.iix",
      "description": "<p><font size=\"3\" color=\"#808080\"
 face=\"arial,helvetica,sans-serif\">A role delegator may
 delegate any role they have to any member of the specified
 group</font></p>",
      "show_price": false,
      "type": "record_producer",
      "show_quantity": true,
      "sys_class_name": "sc_cat_item_producer",
      "picture": "ed44b5804f889200086eeed18110c7ca.iix",
      "url": "",
      "sys_id": "01205b180a0a0b3000b6efd641d24b75",
      "content_type": "",
      "catalogs": [
        {
          "sys_id": "e0d08b13c3330100c8b837659bba8fb4",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "title": "Service Catalog"
        }
      ],
      "name": "Grant role delegation rights within a group",
      "category": {
        "sys_id": "496a3a7e0a0a0bc00089b39df14eb56e",
        "title": "Role Delegation"
      },
      "order": 100
    }
  ]
}
```


Service Catalog - GET /sn_sc/servicecatalog/items/{item_sys_id}/delegation/{user_sys_id}

Verifies whether the specified delegated user has acquisition rights to the specified service catalog item.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/items/{item_sys_id}/delegation/{user_sys_id}`

Default URL: `/api/sn_sc/servicecatalog/items/{item_sys_id}/delegation/{user_sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
item_sys_id	Sys_id of the service catalog item to verify whether the specified user has acquisition rights. Data type: String Table: Service Catalog [sc_catalog]
user_sys_id	Sys_id of the user to check whether they have acquisition rights to the specified service catalog item. Data type: String Table: Users [sys_users]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
result	Flag that indicates whether the specified user has acquisition rights to the specified service catalog item. Valid values: • true: User has acquisition rights. • false: User does not have acquisition rights.

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/items
/5c7e9fd20f1010108af26b198b767eb8/delegation/62826bf03710200044e
0bfc8bcbe5df1" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "result": true
  }
}
```

Service Catalog - GET /sn_sc/servicecatalog/items/{sys_id}

Retrieves a specified catalog item.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/items/{sys_id}`

Default URL: `/api/sn_sc/servicecatalog/items/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the catalog item to return. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
sysparm_view	UI view for which to render the data. Determines the fields returned in the response. Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precedent. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Indicates that the request has completed successfully and returns the details of the catalog item.
400	Indicates that request is invalid for one of the following reasons: • User does not have access to the catalog item. • Invalid sys_id.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
catalogs	List of objects that describe the catalogs that contain this item. Data type: Array `"catalogs": [{ "sys_id": "String", "title": "String" }]`
catalogs.sys_id	Sys_id of the catalog. Data type: String
catalogs.title	Catalog title. Data type: String
categories	List of objects that describe the categories that contains this item. Data type: Array `"categories": [{ "active": Boolean, "category": {Object}, "sys_id": "String", "title": "String" }]`
categories.active	Flag that indicates whether the category is active. Possible values: • true: Category is active. • false: Category is inactive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean

categories.category	Describes the associated category.
	
	Data type: Object
	
	`"category": {`
	`  "active": Boolean,`
	`  "sys_id": "String",`
	`  "title": "String"`
	`}`

categories.category.active	Flag that indicates whether the category is active. Possible values: • true: Category is active. • false: Category is inactive. Data type: Boolean
categories.category.sys_id	Sys_id of the category. Data type: String
categories.category.title	Category title. Data type: String
categories.sys_id	Parent category of the category specified in *categories.category*. Data type: String

category	Primary category to which the item belongs.
	
	Data type: Object
	
	`"category": {`
	`  "sys_id": "String",`
	`  "title": "String"`
	`}`

category.sys_id	Sys_id of the primary category. Data type: String
category.title	Primary category's title. Data type: String

client_script	List of all the catalog client scripts defined on the catalog item.
	
	Data type: Object
	
	`"client_script": {`
	`  "onChange": [Array],`
	`  "onLoad": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"onSubmit": [Array]
	}</pre>

client_script.onChange	List of onChange client scripts associated with the item. Data type: Array
client_script.onSubmit	List of onSubmit client scripts associated with the item. Data type: Array
client_script.onLoad	List of onLoad client scripts associated with the item. Data type: Array
content_type	Type of content. Data type: String
data_lookup	List of data lookups defined on the catalog item. Data type: Array
description	Detailed description of the item. Data type: String
icon	Source of the small icon displayed beside the item name. Data type: String
kb_article	Knowledge based article associated with the item. Data type: String
local_currency	Country currency code for the local currency. Data type: String
localized_price	Price of the item expressed in the currency defined by *`local_currency`*. Data type: String
localized_recurring_price	Price of the recurring fee expressed in the currency defined by *`local_currency`*. Data type: String
name	Name of the item. Data type: String
order	Number of orders for the item. Data type: Number
picture	File name of the image to display for the item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
price	Price of item expressed in the currency defined by *price_currency*. Data type: String
price_currency	Country currency code for which the item price is expressed. Data type: String
recurring_frequency	Frequency at which the recurring fees are applied, such as daily, monthly, or yearly. Data type: String
recurring_price	Amount of the recurring fee associated with the item Data type: String
recurring_price_currency	Country currency code for which the recurring fees are expressed. Data type: String
short_description	Brief description of the item. Data type: String
show_price	Flag that indicates whether to show item pricing in the cart. Possible values: • true: Pricing name/value pairs are returned in the response parameters. • false: Pricing name/value pairs are not returned in the response parameters. Data type: Boolean
show_quantity	Flag that indicates whether to display the item quantity in the cart. Possible values: • true: Display the item quantity in the cart. • false: Do not display the item quantity in the cart. Data type: Boolean
sys_class_name	Name of the table to which this record belongs. Data type: String
sys_id	Sys_id of the item. Data type: String
type	Type of item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
ui_policy	List of UI policies associated with the item. Data type: Array
url	URL of item image. Data type: String
variables	List of available variables associated with the item. Data type: Array

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/items
/0cf7477237153000158bbfc8bcbe5dec" \
  --request GET \
  --header "Accept:application/json" \
  --user "username":"password"
```


```
{
  "result": {
    "short_description": "Apple iPad 3",
    "kb_article": "",
    "icon": "e6b3bc0647311200e0ef563dbb9a71fc.iix",
    "description": "\n\t\t\t<p>\n\t\t\t\t<font
 size=\"3\">\n\t\t\t\t\t<span style=\"color:
 gray;\">\n\t\t\t\t\tiPad with Retina display Wi-Fi 16GB -
 Black
 </span>\n\t\t\t\t</font>\n\t\t\t</p>\n\t\t\t<p>\n\t\t\t\t<span
 style=\"color: gray;\">Key
 Features:</span>\n\t\t\t</p>\n\t\t\t<ul><li style=\"color:
 gray;\">\n\t\t\t\t\t<span style=\"font-size: 10.0pt;\">Retina
 display (2048x1536 resolution)</span>\n\t\t\t\t</li><li
 style=\"color: gray;\">\n\t\t\t\t\t<span style=\"font-size:
 10.0pt;\">16GB storage</span>\n\t\t\t\t</li><li
 style=\"color: gray;\">\n\t\t\t\t\t<span style=\"font-size:
 10.0pt;\">Wi-Fi enabled</span>\n\t\t\t\t</li><li
 style=\"color: gray;\">\n\t\t\t\t\t<span style=\"font-size:
 10.0pt;\">Built-in speaker, microphone and
 camera</span>\n\t\t\t\t</li><li style=\"color:
 gray;\">\n\t\t\t\t\t<span style=\"font-size: 10.0pt;\">Up to 10
 hours battery life</span>\n\t\t\t\t</li></ul>",
    "show_price": true,
    "recurring_price": "$0.00",
    "type": "catalog_item",
    "show_quantity": true,
    "local_currency": "USD",
    "sys_class_name": "pc_hardware_cat_item",
    "picture": "5b977690cb921200f2de77a4634c9c6a.iix",
    "url": "",
    "sys_id": "060f3afa3731300054b6a3549dbe5d3e",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "recurring_price_currency": "USD",
    "content_type": "",
    "localized_price": "$600.00",
    "price": "$600.00",
    "catalogs": [
      {
        "sys_id": "e0d08b13c3330100c8b837659bba8fb4",
         "title": "Service Catalog"
      }
    ],
    "recurring_frequency": null,
    "name": "Apple iPad 3",
    "localized_recurring_price": "$0.00",
    "category": {
      "sys_id": "b06546f23731300054b6a3549dbe5dd8",
      "title": "Tablets"
    },
    "price_currency": "USD",
    "order": 0,
    "categories": [
      {
        "sys_id": "d258b953c611227a0146101fb1be7c31",
        "active": true,
        "category": {
          "sys_id": "b06546f23731300054b6a3549dbe5dd8",
          "active": true,
          "title": "Tablets"
        },
        "title": "Hardware"
      }
    ],
    "variables": [],
    "ui_policy": [],
    "client_script": {
      "onChange": [],
      "onSubmit": [],
      "onLoad": []
    },
    "data_lookup": []
  }
}
```


Service Catalog - GET /sn_sc/servicecatalog/wishlist

Retrieves the list of items in the logged in user's wish list.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/wishlist`

Default URL: `/api/sn_sc/servicecatalog/wishlist`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
cart_id	Sys_id of the wish list cart. Data type: String
items	List of objects that describe the items in the wish list cart. Data type: Array `"items": [{ "cart_item_id": "String", "catalog_item_id": "String", "created_by": "String", "created_on": "String", "delivery_time": "String", "item_id": "String", "item_name": "String", "localized_price": "String", "localized_recurring_price": "String", "name": "String", "order_guide": "String", "picture": "String", "price": "String", "quantity": "String", "recurring_frequency": "String", "recurring_price": "String", "recurring_subtotal": Number, "recurring_subtotal_price": "String", "short_descriptions": "String", "show_price": Boolean, "show_quantity": Boolean, "show_recurring_price": Boolean, "subtotal": Number, "subtotal_price": "String", "sys_class_name": "String", "sys_id": "String", "updated_by": "String", "updated_on": "String", "variables": {Object} }]`
items.cart_item_id	Sys_id of the item. Same as *items.sys_id*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
items.catalog_item_id	Sys_id of the catalog identifier for this item in the wish list cart. Same as *items.item_id*. Data type: String
items.created_by	User that initially put the item in the wish list cart. Data type: String
items.created_on	Date and time that the item was initially placed in the wishlist cart. Data type: String
items.delivery_time	Amount of time that it takes to deliver the item. Data type: String
items.item_id	Unique catalog identifier for this item in the wish list cart (sys_id). Same as items.catalog_item_id. Data type: String
items.item_name	Name of the item. Data type: String
items.localized_price	Price of the item expressed in the local currency. Data type: String
items.localized_recurring_price	Price of the recurring fee expressed in the local currency. Data type: String
items.name	Name of the item. Data type: String
items.order_guide	Order guide to which the item is associated. Data type: String
items.picture	Path to the image to display for the item. Data type: String
items.price	Price of item. Data type: String
items.quantity	Number of this item in the wish list cart. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
items.recurring_frequency	Frequency at which the recurring fees are applied, such as daily, monthly, or yearly. Null if no recurring fees for this item. Data type: String
items.recurring_price	Amount of the recurring fee associated with the item. Data type: String
items.recurring_subtotal	Subtotal for the recurring fees for this item (recurring_price x quantity). Data type: Number
items.recurring_subtotal_price	Subtotal for the recurring fees for this item (recurring_price x quantity). Data type: String
items.short_description	Brief description of the item. Data type: String
items.show_price	Flag that indicates whether to show item pricing in the cart. If this parameter is set to "false", pricing name/value pairs are not returned in the response parameters. Data type: Boolean
items.show_quantity	Flag that indicates whether to display the item quantity in the cart. Data type: Boolean
items.show_recurring_price	Flag that indicates whether to display the recurring fees in the cart. Data type: Boolean
items.subtotal	Subtotal for this item - not including cents (price x quantity). Data type: Number
items.subtotal_price	Subtotal for this item - including cents (price x quantity). Data type: String
items.sys_class_name	Child class to which the associated item record belongs. Data type: String
items.sys_id	Unique identifier of the item (sys_id). Same as items.cart_item_id. Data type: String
items.updated_by	User that updated this item in the wish list cart.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
items.updated_on	Date and time that the item was put on the wishlist. Data type: String
items.variables	Name-value pairs of variables associated with the item. Data type: Object

Example: cURL request

```
curl
 "http://instance.servicenow.com/api/sn_sc/servicecatalog/wishli
st" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```


```
{
  "result": {
    "cart_id": "3a68c46013f12300027879d96144b0ce",
    "items": [
      {
        "updated_on": "2018-11-16 05:54:41",
        "catalog_item_id": "774906834fbb4200086eeed18110c737",
        "short_description": "Macbook Pro",
        "recurring_subtotal_price": "$100.00",
        "delivery_time": "5 Days 0 seconds",
        "sys_class_name": "sc_cat_item",
        "sys_id": "3b8d887113b5a300027879d96144b0c2",
        "price": "$1,499.00",
        "recurring_frequency": "Annually",
        "subtotal_price": "$1,499.00",
        "variables": {
          "Adobe Photoshop": "false",
          "Adobe Acrobat": "false",
          "Optional Software": "true",
          "Additional software requirements": "",
          "Eclipse IDE": "true"
        },
        "quantity": "1",
        "item_id": "774906834fbb4200086eeed18110c737",
        "recurring_price": "$100.00",
        "show_price": true,
        "item_name": "Developer Laptop (Mac)",
        "cart_item_id": "3b8d887113b5a300027879d96144b0c2",
        "recurring_subtotal": 100,
        "show_quantity": true,
        "created_by": "admin",
        "picture": "4e4efd444f889200086eeed18110c7e6.iix",
        "created_on": "2018-11-16 05:54:41",
        "localized_price": "$1,499.00",
        "subtotal": 1499,
        "show_recurring_price": true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "name": "Developer Laptop (Mac)",
        "updated_by": "admin",
        "localized_recurring_price": "$100.00",
        "order_guide": ""
      }
    ]
  }
}
```


Service Catalog - GET /sn_sc/servicecatalog/wishlist/{cart_item_id}

Retrieves the details of the specified item stored in the wish list cart.

URL format

Versioned URL: `/api/sn_sc/v1/servicecatalog/wishlist/{cart_item_id}`

Default URL: `/api/sn_sc/servicecatalog/wishlist/{cart_item_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
cart_item_id	Sys_id of the wish list cart item to retrieve. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Indicates a failed request. Incorrect cart item id or the item does not exist in the wish list cart.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
cart_item_id	Sys_id of the item. Data type: String
catalog_item_id	Sys_id of the catalog identifier for this item in the wish list cart. Data type: String
delivery_time	Amount of time that it takes to deliver the item. Data type: String
item_name	Name of the item. Data type: String
localized_price	Price of the item expressed in the local currency. Data type: String
localized_recurring_price	Price of the recurring fee expressed in the local currency.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
price	Price of item. Data type: String
quantity	Number of this item in the wish list cart. Data type: String
recurring_frequency	Frequency at which the recurring fees are applied, such as daily, monthly, or yearly. Null if no recurring fees for this item. Data type: String
recurring_price	Amount of the recurring fee associated with the item. Data type: String
variables	Name-value pairs of the variables associated with the item. Data type: Object

Example: cURL request

```
curl
 "http://instance.servicenow.com/api/sn_sc/servicecatalog/wishli
st/774906834fbb4200086eeed18110c737" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "catalog_item_id": "04b7e94b4f7b4200086eeed18110c7fd",
    "variables": {
      "Adobe Photoshop": "",
      "Adobe Acrobat": "",
      "Optional Software": "",
      "Additional software requirements": ""
    },
    "quantity": "1",
    "localized_price": "$1,100.00",
    "price": "$1,100.00",
    "recurring_frequency": "Annually",
    "localized_recurring_price": "$100.00",
    "recurring_price": "$100.00",
    "item_name": "Standard Laptop &",
    "cart_item_id": "d31be364c3012200d68d3b0ac3d3aecf",
    "delivery_time": "5 Days"
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Service Catalog - POST /sn_sc/servicecatalog/cart/checkout

Retrieves and processes the checkout for the current cart based on whether the two-step checkout process is enabled.

If one-step checkout, the method checks out (saves) the cart and returns the request number and the request order ID. If two-step checkout, the method returns the cart order status and all the information required for two-step checkout.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/cart/checkout`

Default URL: `/api/sn_sc/servicecatalog/cart/checkout`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Indicates that the request completed successfully. Returns the total and subtotal information and information on the items in the cart. If one-step checkout, the method checks out (saves) the cart and returns the request number and the request order ID. If two-step checkout, the method returns the cart order status and all the information required for two-step checkout.
400	Indicates that the cart is empty and cannot check out.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Parameter	Description
cart_id	Sys_id of the cart. Data type: String
delivery_address	Address to which to deliver the cart items. Data type: String
<recurring_frequency>	List of items in the cart having a specific recurring frequency. Possible values include: • daily • monthly • yearly • none (no recurring fees) Data type: Object `"<recurring_frequency>": { "frequency_label": "String", "items": [Array], "show_subtotal_price": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	"subtotal_price": "String", "subtotal_recurring_frequency": "String", "subtotal_recurring_price": "String", "subtotal_title": "String", "total_title": "String" }
<recurring_frequency>.frequency_label	Frequency of the associated recurring fee. If there are no recurring fees for the item, this parameter contains "null". Data type: String
<recurring_frequency>.items	Array of objects that contains details of each item associated with the specified recurring frequency category. Data type: Array "items": [{ "cart_item_id": "String", "catalog_item_id": "String", "created.by": "String", "created_on": "String", "delivery_time": "String", "item_id": "String", "item_name": "String", "localized_price": "String", "localized_recurring_price": "String", "name": "String", "order_guide": "String", "picture": "String", "price": "String", "quantity": "String", "recurring_frequency": "String", "recurring_price": "String", "recurring_subtotal": Number, "recurring_subtotal_price": "String", "short_description": "String", "show_price": Boolean, "show_quantity": Boolean, "show_recurring_price": Boolean, "subtotal": Number, "subtotal_price": "String", "sys_class_name": "String", "sys_id": "String", "updated_by": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	<pre> "updated_on": "String", "variables": {Object} }]</pre>
<recurring_frequency>.items.cart_item_id	Sys_id of the item in this cart. Data type: String
<recurring_frequency>.items.catalog_item_id	Catalog sys_id of the item. Data type: String
<recurring_frequency>.items.created.by	User that initially placed the item in the cart. Data type: String
<recurring_frequency>.items.created_on	Date on which the item was initially placed in the cart. Data type: String
<recurring_frequency>.items.delivery_time	Time that the specified item takes to be delivered. Data type: String
<recurring_frequency>.items.item_id	Sys_id of the item. Data type: String
<recurring_frequency>.items.item_name	Name of the specified item. Data type: String
<recurring_frequency>.items.localized_price	Price of the item in local currency. Data type: String
<recurring_frequency>.items.localized_recurring_price	Recurring fee for the specified item in local currency. Data type: String
<recurring_frequency>.items.name	Item name. Data type: String
<recurring_frequency>.items.order_guide	Name of the order guide to which this item is associated. If this item is not associated with an order guide this parameter contains an empty string. Data type: String
<recurring_frequency>.items.picture	File name of the picture of the item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
<recurring_frequency>.items.price	Price of the item. Data type: String
<recurring_frequency>.items.quantity	Number of the specified item in the cart. Data type: String
<recurring_frequency>.items.recurring_frequency	How often the recurring fee is charged for the specified item. If there are no recurring fees for the item, this parameter contains "null". Data type: String
<recurring_frequency>.items.recurring_price	Recurring fee for the specified item. Data type: String
<recurring_frequency>.items.recurring_subtotal	Subtotal of the recurring fees for the item (*recurring_price* x *quantity*). Data type: Number
<recurring_frequency>.items.recurring_subtotal_price	Subtotal of the recurring fees for the item. Data type: String
<recurring_frequency>.items.short_description	Short description of the item. Data type: String
<recurring_frequency>.items.show_price	Flag that indicates whether the price of the item is shown in the cart. Possible values: • true: Show the price of the item in the cart. • false: Do not show the price of the item in the cart. Data type: Boolean
<recurring_frequency>.items.show_quantity	Flag that indicates whether to show the item quantity in the cart. Possible values: • true: Show the item quantity in the cart. • false: Do not show the item quantity in the cart. Data type: Boolean
<recurring_frequency>.items.show_recurring_price	Flag that indicates whether the recurring fees should appear in the cart. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
	• true: Show the recurring fees in the cart. • false: Do not show the recurring fees in the cart. Data type: Boolean
<recurring_frequency>.items.subtotal	Subtotal number of items. Data type: Number
<recurring_frequency>.items.subtotal_price	Subtotal for the item (*price* x *quantity*). Data type: String
<recurring_frequency>.items.sys_class_name	System classification name of the item. Data type: String
<recurring_frequency>.items.sys_id	Sys_id of the item record. Data type: String
<recurring_frequency>.items.updated_by	User that updated the item after it was initially placed in the cart. Data type: String
<recurring_frequency>.items.updated_on	Last date/time on which the item was either initially placed in the cart or updated. Data type: String
<recurring_frequency>.items.variables	List of name-value pairs of the item variables. Data type: Object
<recurring_frequency>.show_subtotal_price	Flag that indicates whether to show a subtotal for the associated recurring fee category. Possible values: • true: Show subtotals in the cart. • false: Do not show subtotals in the cart. Data type: Boolean
<recurring_frequency>.subtotal_price	Subtotal of the cost of all items for the associated recurring frequency category. Data type: String
<recurring_frequency>.subtotal_recurring_frequency	Type of subtotal recurring frequency, such as daily, monthly, etc. Same as *subtotal_recurring_frequency*. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
<recurring_frequency>.subtotal_recurring_price	Subtotal of the recurring fees of the items within the associated recurring frequency category. Data type: String
<recurring_frequency>.subtotal_title	If the *show_subtotal_price* is set to `true`, the text to display in the cart for the associated subtitle. Data type: String
<recurring_frequency>.total_title	Text to display for the total title for the associated recurring frequency category. Data type: String
requested_for	Sys_id of the user for whom the item was ordered. Data type: String
requested_for_user	User that requested the item on behalf of someone else. Data type: String
show_subtotal_price	Flag that indicates whether to show the subtotal price in the cart. Possible values: • true: Show subtotals in the cart. • false: Do not show subtotals in the cart. Data type: String
special_instructions	Any instructions given by the customer on the item. Data type: String
subtotal_price	Subtotal of all items in the cart in whole dollars. Data type: String
subtotal_recurring_frequency	Type of subtotal recurring frequency, such as daily, monthly, etc. Same as *<recurring_frequency>.subtotal_recurring_fr* Data type: String
subtotal_recurring_price	Subtotal of the recurring frequency fees for all items in the cart. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parameter	Description
subtotal_title	Text to display in the cart for the subtotal field title. Data type: String
total_title	Text to display in the cart for the total field title. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/ca
rt/checkout" \
--request POST \
--header "Accept:application/json" \
--user "username":"password"
```


```
{
  "result": {
    "cart_id": "0830db8413a56300397533e2e144b0ba",
    "subtotal_price": "$1,598.00",
    "subtotal_recurring_frequency": "",
    "delivery_address": "",
    "special_instructions": "",
    "subtotal_recurring_price": "$0.00",
    "total_title": "Total",
    "requested_for_user": "System Administrator",
    "none": {
      "subtotal_price": "$1,598.00",
      "subtotal_recurring_frequency": "",
      "subtotal_recurring_price": "$0.00",
      "total_title": "Total",
      "frequency_label": null,
      "items": [
        {
          "updated_on": "2018-11-06 17:01:21",
          "catalog_item_id": "07f1666b0bf00300eba42da0d5673ab0",
          "short_description": "Apple iPhone 7 ",
          "recurring_subtotal_price": "$0.00",
          "delivery_time": "2 Days",
          "sys_class_name": "sc_cat_item",
          "sys_id": "a846872a1369e300027879d96144b07e",
          "price": "$799.00",
          "recurring_frequency": null,
          "subtotal_price": "$799.00",
          "variables": {},
          "quantity": "1",
          "item_id": "07f1666b0bf00300eba42da0d5673ab0",
          "recurring_price": "$0.00",
          "show_price": true,
          "item_name": "Apple iPhone7",
          "cart_item_id": "a846872a1369e300027879d96144b07e",
          "recurring_subtotal": 0,
          "show_quantity": true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "created_by": "admin",
          "picture": "e823ee6b0bf00300eba42da0d5673a95.iix",
          "created_on": "2018-11-06 17:01:21",
          "localized_price": "$799.00",
          "subtotal": 799,
          "show_recurring_price": false,
          "name": "Apple iPhone7",
          "updated_by": "admin",
          "localized_recurring_price": "$0.00",
          "order_guide": ""
        },
        {
          "updated_on": "2018-11-06 17:34:15",
          "catalog_item_id": "07f1666b0bf00300eba42da0d5673ab0",
          "short_description": "Apple iPhone 7 ",
          "recurring_subtotal_price": "$0.00",
          "delivery_time": "2 Days",
          "sys_class_name": "sc_cat_item",
          "sys_id": "7d138fa21329e300027879d96144b065",
          "price": "$799.00",
          "recurring_frequency": null,
          "subtotal_price": "$799.00",
          "variables": {},
          "quantity": "1",
          "item_id": "07f1666b0bf00300eba42da0d5673ab0",
          "recurring_price": "$0.00",
          "show_price": true,
          "item_name": "Apple iPhone7",
          "cart_item_id": "7d138fa21329e300027879d96144b065",
          "recurring_subtotal": 0,
          "show_quantity": true,
          "created_by": "admin",
          "picture": "e823ee6b0bf00300eba42da0d5673a95.iix",
          "created_on": "2018-11-06 16:47:30",
          "localized_price": "$799.00",
          "subtotal": 799,
          "show_recurring_price": false,
          "name": "Apple iPhone7",
          "updated_by": "admin",
          "localized_recurring_price": "$0.00",
          "order_guide": ""
        }
      ],
      "show_subtotal_price": "true",
      "subtotal_title": "Subtotal"
    },
    "requested_for": "6816f79cc0a8016401c5a33be04be441",
    "show_subtotal_price": "true",
    "subtotal_title": "Subtotal"
  }
}
```


Service Catalog - POST /sn_sc/servicecatalog/cart/submit_order

Checks out the user cart, based on the current check-out type (one-step or two-step).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If one-step checkout, the method checks out (saves) the cart and returns the request number and the request order ID. If two-step checkout, the method returns the cart order status and all the information required for two-step checkout.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/cart/submit_order`

Default URL: `/api/sn_sc/servicecatalog/cart/submit_order`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Indicates that the request completed successfully and the items in the cart are successfully checked out. If one-step checkout, the method checks out (saves) the cart and returns the request number and the request order ID. If two-step checkout, the method returns the cart order status and all the information required for two-step checkout.
400	Indicates that the user cart is empty.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
parent_id	If available, sys_id of the parent record from which the request is created. For more information, see Configure a parent mapping for a request. Data type: String
parent_table	Name of the parent table. Data type: String
request_id	Sys_id of the order request generated. Data type: String
request_number	Number of the request generated. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com /
api/sn_sc/v1/servicecatalog/cart/submit_order " \
--request POST \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "request_number": "REQ0010010",
    "request_id": "f89ed597db21120064301150f0b8f5ff"
  }
}
```

Service Catalog - POST /sn_sc/servicecatalog/items/{sys_id}/add_to_cart

Adds the specified item to the cart of the current user.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/items/{sys_id}/add_to_cart`

Default URL: `/api/sn_sc/servicecatalog/items/{sys_id}/add_to_cart`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the item to add to the current cart. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
sysparm_also_request_for	Comma-separated string of user sys_ids of other users for which to order the specified item. • You cannot specify more than 50 additional users to receive the item. • If any person in the list doesn't qualify for the item, the entire request is rejected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• If the associated item does not have the *requested_for* variable set, the request is rejected. • If the associated item has the *requested_for* variable set, but the **Enable also Request for** variable is not configured, or the calling user doesn't have the proper roles, the request is rejected. Table: User [sys_user]
sysparm_quantity	Required. Quantity of the item. Cannot be a negative number. Data type: Number
sysparm_requested_for	Sys_id of the user for whom to order the specified item. Data type: String Table: User [sys_user]
variables	Name-value pairs of all mandatory cart item variables. Mandatory variables are defined on the associated form. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	The following errors can occur: • *Invalid quantity value:* Indicates that either the *sysparm_quantity* parameter is not provided or contains an invalid value. • *Security constraints prevent ordering of Item:* Indicates that either the cart item sys_id specified in the path parameters is invalid or the user does not have access to the item. • *Mandatory Variables are required:* Indicates that one or more of the mandatory variables is not provided in the request.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
cart_id	Cart sys_id. Data type: String
items	Details of all of the items in the cart. Data type: Array `"items":[ { "cart_item_id":"String", "catalog_item_id":"String", "item_name":"String", "localized_recurring_price":"String", "localized_price":"String", "price":"String", "quantity":"String", "recurring_frequency":"String", "recurring_price":"String" } ]`
items.cart_item_id	Sys_id of the item. Data type: String
items.catalog_item_id	Catalog sys_id of the item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
items.item_name	Name of the item. Data type: String
items.localized_price	Price of the item, in the user's local currency. Data type: String
items.localized_recurring_price	Recurring price of the item, in the user's local currency. Data type: String
items.price	Base price. Data type: String
items.quantity	Quantity of the item in the cart. Data type: String
items.recurring_frequency	Frequency at which the recurring price is applied. Data type: String
items.recurring_price	Recurring price. Data type: String
subtotal	Subtotal of the items in the cart. Data type: String

Example: Sample cURL request and response

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/items
/0d08837237153000158bbfc8bcbe5d02/add_to_cart" \
--request POST \
--header "Accept:application/json" \
--data "{ 'sysparm_quantity' : '1',
  'variables' : {
    'acrobat' : 'true'
  }
}" \
--user "username":"password"
```

```
{
  "result": {
    "cart_id": "0951c597db21120064301150f0b8f5cf",
    "subtotal": "$1,599.98",
    "items": [
      {
        "catalog_item_id": "0d08837237153000158bbfc8bcbe5d02",
        "quantity": "1",
        "localized_price": "$799.99",
        "price": "$799.99",
        "recurring_frequency": "Monthly",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "localized_recurring_price": "$30.00",
        "recurring_price": "$29.00",
        "item_name": "Apple iPhone 5",
        "cart_item_id": "ac61c597db21120064301150f0b8f5f9"
      }
    ]
  }
}
```


Service Catalog - POST /sn_sc/servicecatalog/items/{sys_id}/add_to_wishlist

Adds the specified item to the wish list cart.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/items/{sys_id}/add_to_wishlist`

Default URL: `/api/sn_sc/ servicecatalog/items/{sys_id}/add_to_wishlist`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the item to add to the wish list. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Indicates a failed request. Invalid request data or the user cannot add item to the wish list.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
None	

Example: cURL request

```
curl
 "http://instance.servicenow.com/api/sn_sc/servicecatalog/items/
04b7e94b4f7b4200086eeed18110c7fd/add_to_wishlist" \
 --request POST \
 --header "Accept:application/json" \
 --header "Content-Type:application/json" \
 --data "{\"sysparm_quantity\":\"1\"}" \
 --user "username":"password"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "result": {
    "cart_id": "02a559a7c3b02200d68d3b0ac3d3ae5d",
    "items": [
      {
        "catalog_item_id": "04b7e94b4f7b4200086eeed18110c7fd",
        "variables": {
          "Adobe Photoshop": "",
          "Adobe Acrobat": "",
          "Optional Software": "",
          "Additional software requirements": ""
        },
        "quantity": "1",
        "localized_price": "$1,100.00",
        "price": "$1,100.00",
        "recurring_frequency": "Annually",
        "localized_recurring_price": "$100.00",
        "recurring_price": "$100.00",
        "item_name": "Standard Laptop &",
        "cart_item_id": "d31be364c3012200d68d3b0ac3d3aecf",
        "delivery_time": "5 Days"
      }
    ]
  }
}
```


Service Catalog - POST /sn_sc/servicecatalog/items/{sys_id}/checkout_guide

Retrieves an array of contents requested for checkout.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/items/{sys_id}/checkout_guide`

Default URL: `/api/sn_sc/servicecatalog/items/{sys_id}/checkout_guide`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the checkout guide for which to return the information. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
items	List of object that describe the items requested for checkout. Data type: Array `"items": [{ "sys_id": "String", "sysparm_quantity": "String", "variables": {Object} }]`
items.sys_id	Required. Sys_id of the catalog item. Data type: String
items.sysparm_quantity	Number of items. Data type: String Default: 1
items.variables	Name-value pairs of variables associated with the item. Data type: Object Default: No variables

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Indicates that the request has completed successfully. • *Is not two-step:* Items are added to the cart and the cart contents are returned. • *Is two-step:* Returns the request number and request sys_id after checkout.
400	Indicates that the request is invalid. Could be due to one of the following reasons: • One or more items sent do not exist. • User does not have access to one or more of the items. • Mandatory variables of one or more items have not been answered. (Only variables defined as mandatory are honored.) • Quantity value is sent and is not a positive integer.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Elements returned in the response body when two-step checkout is false

Name	Description
cart_id	Sys_id of the cart. Data type: String

items	List of objects that contain details of all the items in the cart.
	
	Data type: Array
	
	`"items": [{`
	`"cart_item_id": "String",`
	`"catalog_item_id": "String",`
	`"delivery_time": "String",`
	`"item_name": "String",`
	`"localized_price": "String",`
	`"localized_recurring_price": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body when two-step checkout is false (continued)

Name	Description

	<pre>"price": "String",
	"quantity": "String",
	"recurring_frequency": "String",
	"recurring_price": "String",
	"variables": {Object}
	}]</pre>

items.cart_item_id	Sys_id of the item in the cart. Data type: String
items.catalog_item_id	Sys_id of the catalog item in the cart. Data type: String
items.delivery_time	Amount of time it takes to deliver the item. Data type: String
items.item_name	Name of the item in the cart. Data type: String
items.localized_price	Price of the item in local currency. Data type: String
items.localized_recurring_price	Recurring price of the item in local currency. Data type: String
items.price	Price of the item. Data type: String
items.quantity	Number of the item in the cart. Data type: String
items.recurring_frequency	Recurring frequency of the item. Data type: String
items.recurring_price	Recurring price of the item. Data type: String
items.variables	Name-value pairs associated with the item in the cart. Data type: Object
parent_id	If available, the sys_id of the parent record from which the request is created. For more information, see Configure a parent mapping for a request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body when two-step checkout is false (continued)

Name	Description
	Data type: String
parent_table	Name of the parent table (case sensitive). Data type: String
request_number	Request record number. Data type: String
request_id	Sys_id of the request. Data type: String
subtotal_price	Cart subtotal. Data type: String
subtotal_price	Subtotal of the current frequency block. Data type: String
subtotal_recurring_frequency	Recurring frequency subtotal of the cart. Data type: String
subtotal_recurring_frequency	Recurring frequency subtotal of the current frequency block. Data type: String
subtotal_recurring_price	Recurring price subtotal of the cart. Data type: String
subtotal_recurring_price	Recurring price subtotal of the current frequency block Data type: String
total_title	Title for total field on page. Data type: String
total_title	Title for total field on the current frequency block. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/v1/servicecatalog/it
ems/6690750f4f7b4200086eeed18110c761/checkout_guide" \
--request POST \
--header "Accept:application/json"  \
--header "Content-Type:application/json" \
--data "{\"items\":[{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  \"sys_id\":\"04b7e94b4f7b4200086eeed18110c7fd\",
  \"variables\":{
    \"acrobat\":\"true\",
    \"Additional_software_requirements\":\"MS Office 2007\"
  },
  \"sysparm_quantity\":\"3\"
},
{
  \"sys_id\":\"e1be6dcb4f7b4200086eeed18110c74c\"
},
{
  \"sys_id\":\"186d917a6fab7980575967ddbb3ee4f2\",
  \"variables\":{
    \"new_email\":\"abel.tuter@example.com\"
  }
},
{
  \"sys_id\":\"8b3ae7fedc1be1004ece5c08239e522b\"
},
{
  \"sys_id\":\"962967674ff38200086eeed18110c7e7\",
  \"variables\":{
    \"ergonomic_office\":\"Office chair should have lumbar
 support\"
  }
}]}" \
--user "username":"password"
```

```
<!--Case-1: if two-step is false:-->
{
  "result": {
    "cart_id": "0d8c7a32c3211200d68d3b0ac3d3aeba",
    "subtotal_price": "$3,350.00",
    "subtotal_recurring_frequency": "",
    "subtotal_recurring_price": "$300.00",
    "total_title": "Total",
    "monthly": {
      "subtotal_price": "$50.00",
      "subtotal_recurring_frequency": "Monthly",
      "subtotal_recurring_price": "$0.00",
      "total_title": "Total",
      "items": [
        {
          "catalog_item_id": "90af095bcd38798071a208d710d1b64f",
          "variables": {},
          "quantity": "1",
          "localized_price": "$50.00",
          "price": "$50.00",
          "recurring_frequency": "Monthly",
          "localized_recurring_price": "$0.00",
          "recurring_price": "$0.00",
          "item_name": "Belkin iPad Mini Case",
          "cart_item_id": "cb6e485fc3211200d68d3b0ac3d3ae35",
          "delivery_time": "2 Days"
        }
      ],
      "show_subtotal_price": "true",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "subtotal_title": "Subtotal"
    },
    "none": {
      "subtotal_price": "-",
      "subtotal_recurring_frequency": "",
      "subtotal_recurring_price": "$0.00",
      "total_title": "Total",
      "items": [
        {
          "catalog_item_id": "186d917a6fab7980575967ddbb3ee4f2",
          "variables": {
            "Preferred Email address": "abel.tuter@example.com"
          },
          "quantity": "1",
          "localized_price": "$0.00",
          "price": "$0.00",
          "recurring_frequency": "",
          "localized_recurring_price": "$0.00",
          "recurring_price": "$0.00",
          "item_name": "New Email Account",
          "cart_item_id": "17c5241fc3211200d68d3b0ac3d3ae7f",
          "delivery_time": "global.Workflow"
        },
        {
          "catalog_item_id": "8b3ae7fedc1be1004ece5c08239e522b",
          "variables": {},
          "quantity": "1",
          "localized_price": "$0.00",
          "price": "$0.00",
          "recurring_frequency": "",
          "localized_recurring_price": "$0.00",
          "recurring_price": "$0.00",
          "item_name": "Corp VPN",
          "cart_item_id": "97c5241fc3211200d68d3b0ac3d3ae7f",
          "delivery_time": "2 Days"
        },
        {
          "catalog_item_id": "e1be6dcb4f7b4200086eeed18110c74c",
          "variables": {},
          "quantity": "1",
          "localized_price": "$0.00",
          "price": "$0.00",
          "recurring_frequency": "",
          "localized_recurring_price": "$0.00",
          "recurring_price": "$0.00",
          "item_name": "External Monitor",
          "cart_item_id": "d3c5241fc3211200d68d3b0ac3d3ae7f",
          "delivery_time": "2 Days"
        },
        {
          "catalog_item_id": "962967674ff38200086eeed18110c7e7",
          "variables": {
            "Please describe any ergonomic requirements\n\t\t":
"Office chair should have lumbar support"
          },
          "quantity": "1",
          "localized_price": "$0.00",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "price": "$0.00",
          "recurring_frequency": "",
          "localized_recurring_price": "$0.00",
          "recurring_price": "$0.00",
          "item_name": "Desk Set Up",
          "cart_item_id": "d7c5241fc3211200d68d3b0ac3d3ae7f",
          "delivery_time": "5 Days"
        }
      ],
      "show_subtotal_price": "false",
      "subtotal_title": "Subtotal"
    },
    "yearly": {
      "subtotal_price": "$3,300.00",
      "subtotal_recurring_frequency": "Annually",
      "subtotal_recurring_price": "$300.00",
      "total_title": "Total",
      "items": [
        {
          "catalog_item_id": "04b7e94b4f7b4200086eeed18110c7fd",
          "variables": {
            "Adobe Photoshop": "",
            "Adobe Acrobat": "true",
            "Optional Software": "",
            "Additional software requirements": "MS Office 2007"
          },
          "quantity": "3",
          "localized_price": "$1,100.00",
          "price": "$1,100.00",
          "recurring_frequency": "Annually",
          "localized_recurring_price": "$100.00",
          "recurring_price": "$100.00",
          "item_name": "Standard Laptop",
          "cart_item_id": "9fc5241fc3211200d68d3b0ac3d3ae7e",
          "delivery_time": "5 Days"
        }
      ],
      "show_subtotal_price": "true",
      "subtotal_title": "Subtotal"
    },
    "show_subtotal_price": "true",
    "subtotal_title": "Subtotal"
  }
}
```


Case-2: if two-step is true:


```
{
  "result": {
    "request_number": "REQ0010001",
    "request_id": "82a7e89fc3211200d68d3b0ac3d3ae0a"
  }
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Service Catalog - POST /sn_sc/servicecatalog/items/{item_sys_id}/get_invalid_delegated_users

Returns a list of users whose request for the specified item cannot be delegated (requested by another user).

You can call this endpoint prior to calling an endpoint such as Service Catalog API - POST /sn_sc/servicecatalog/items/{sys_id}/add_to_cart or Service Catalog API - POST /sn_sc/servicecatalog/items/{sys_id}/order_now that allow the requisition of a service catalog item on behalf of another person. These calls fail if you pass in a user that is not authorized for the associated item. This endpoint allows you to verify your list of users prior to calling an endpoint that orders the item or tries to add the item to a cart.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/items/{item_sys_id}/get_invalid_delegated_users`

Default URL: `/api/sn_sc/servicecatalog/items/{item_sys_id}/get_invalid_delegated_users`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
item_sys_id	Sys_id of the service catalog item to verify whether the specified user has acquisition rights. Data type: String Table: Service Catalog [sc_catalog]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
sysparm_also_request_for	Comma separated string of valid user sys_ids. The endpoint verifies that these users have acquisition rights to the specified service catalog item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Users [sys_users]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Request failed. Bad request given for processing. Refer to the message in the return results for additional information on the error.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
errCode	Number associated with the error. Only returned if the endpoint fails. Data type: String
errMsg	Description of the error that the endpoint encountered when it failed.
invalidUsers	Names of the users that are not able to request the specified catalog item. Data type: Array

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/items
/04b7e94b4f7b4200086eeed18110c7fd/get_invalid_delegated_users" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data
 "{\"sysparm_also_request_for\":
\"a8f98bb0eb32010045e1a5115206fe3a,62826bf03710200044e0bfc8bcbe5
df1\"}" \
--user "username":"password"
```

```
{
  "result": {
    "invalidUsers": [
      "Abel Tuter"
    ]
  }
}
```

Example: cURL request

```
curl
 "https://instance.servicenow.com /
api/sn_sc/servicecatalog/items/04b7e94b4f7b4200086eeed18110c7
fd/get_invalid_delegated_users" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data
 "{\"sysparm_also_request_for\":
\"a8f98bb0eb32010045e1a5115206fe3a,62826bf03710200044e0bfc8bcbe5
df1\"}" \
--user "username":"password"
```

```
{
  "result": {
    "errCode": "42202",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "errMsg": "This item cannot be submitted for multiple people
 as it is not configured with Requested For"
  }
}
```

Service Catalog - POST /sn_sc/servicecatalog/items/{sys_id}/order_now

Orders the specified catalog item.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/items/{sys_id}/order_now`

Default URL: `/api/sn_sc/servicecatalog/items/{sys_id}/order_now`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the service catalog item. Data type: String Table: Catalog Item [sc_cat_item]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
sysparm_also_request_for	Comma-separated string of user sys_ids of other users for which to order the specified item. • You cannot specify more than 50 additional users to receive the item. • If any person in the list doesn't qualify for the item, the entire request is rejected. • If the associated item does not have the *requested_for* variable set, the request is rejected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• If the associated item has the *requested_for* variable set, but the **Enable also Request for** variable is not configured, or the calling user doesn't have the proper roles, the request is rejected. Table: User [sys_user]
sysparm_quantity	Required. Quantity of the item. Cannot be a negative number. Data type: Number
sysparm_requested_for	Sys_id of the user for whom to order the specified item. The settings of the *glide.sc.req_for.roles* and *glide.sc.req_for.roles.default* properties determine the level at which a user can request items. • If a value is specified in the *glide.sc.req_for.roles* property, the system checks if the user has the specified role to request information of other users. • If the *glide.sc.req_for.roles* property value is empty and the *glide.sc.req_for.roles.default* property value is `deny`, no user can request items for other users. • If the *glide.sc.req_for.roles* property value is empty and the *glide.sc.req_for.roles.default* property value is `allow`, any user can request items for other users. Data type: String
variables	Name-value pairs of all mandatory cart item variables. Mandatory variables are defined on the associated form. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Indicates that the quantity value is invalid and the request is not placed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
number	Number of the generated request. Data type: String
parent_id	If available, the sys_id of the parent record from which the request is created. For more information, see Configure a parent mapping for a request. Data type: String
parent_table	If available, the name of the parent table from which the request is created. Data type: String
request_id	Sys_id of the order request. Data type: String
request_number	Request number. Data type: String
sys_id	Sys_id of the order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
table	Table name of the request. Data type: String

Example: Sample cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/ite
ms/d82ea08510247200964f77ffeec6c4ee/order_now" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  sysparm_quantity: 1,
  variables: {
    replacement: 'Yes',
    originalnumber: '1640000',
    data_plan: '500MB'
  }
}" \
--user "username":"password"
```

```
{
  "result": {
    "sys_id": "cf56a3fcdb3a2300e890f71fbf9619ac",
    "number": "REQ0010012",
    "request_number": "REQ0010012",
    "request_id": "cf56a3fcdb3a2300e890f71fbf9619ac",
    "table": "sc_request"
  }
}
```

Service Catalog - POST /sn_sc/servicecatalog/items/{sys_id}/submit_producer

Creates a record and returns the *Table* API relative path and redirect URL to access the created record.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/items/{sys_id}/submit_producer`

Default URL: `/api/sn_sc/servicecatalog/items/{sys_id}/submit_producer`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the table in which to create the record producer. Data type: String

Query parameters

Name	Description
sysparm_view	UI view for which to render the data. Determines the fields returned in the response. Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precedent. Data type: String

Request body parameters (XML or JSON)

Name	Description
variables	Name-value pairs of the variables of the producer record to define.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Indicates successful request and returns the response object consisting of Table API and URL to access the created record.
400	Request is not processed due to incorrect request message.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Requested resource cannot be found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
number	Number of the ticket associated with the record producer. Data type: String
parent_id	If available, sys_id of the parent record from which the request is created. For more information, see Configure a parent mapping for a request. Data type: String
parent_table	Name of the parent table. Data type: String
record	Table API relative path of the newly created record producer. Data type: String
redirect_portal_url	URL to which to redirect the Service Portal.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
redirect_to	Redirect value. Data type: String
redirect_url	Redirect URL to access the created record producer. Data type: String
sys_id	Sys_id of the record created. Data type: String
table	Name of the table on which the request was made. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/items
/3f1dd0320a0a0b99000a53f7604a2ef9/submit_producer" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{'variables':{'urgency':'2','comments':'This is sample
 incident'}}" \
--user "username":"password"
```

```
{
  "result": {
    "sys_id": "6baf4e1ddbba2300e890f71fbf961963",
    "number": "INC0010006",
    "parent_id": null,
    "record":
 "api/now/table/incident/6baf4e1ddbba2300e890f71fbf961963",
    "redirect_portal_url": "",
    "parent_table": "task",
    "redirect_url":
 "incident.do?sys_id=6baf4e1ddbba2300e890f71fbf961963&sysparm_vi
ew=ess",
    "table": "incident",
    "redirect_to": ""
  }
}
```

Service Catalog - POST /sn/sc/servicecatalog/variables/{sys_id}/display_value

Returns the display value of the specified variable.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/variables/{sys_id}/display_value`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_sc/servicecatalog/variables/{sys_id}/display_value`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the variable for which to return the display value. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
sysparm_value	Sys_id of the record that contains the display value to return. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*
Content-Type	Data format of the request body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Display value of the variable. Data type: String

Example: cURL request

```
 curl
 "https://instance.servicenow.com/api/sn_sc/servicecatalog/variables/2a3947a10a0a020e007f12648f8790c0/display_value" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data
 "{\"sysparm_value\":\"62826bf03710200044e0bfc8bcbe5df1\"}" \
--user "username":"password"
```

```
{
  "result": "Abel Tuter (Architect)"
}
```

Service Catalog - PUT /sn_sc/servicecatalog/cart/{cart_item_id}

Updates the specified item in the logged in user's cart.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/cart/{cart_item_id}`

Default URL: `/api/sn_sc/servicecatalog/cart/{cart_item_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
cart_item_id	Sys_id of the cart item to update. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
sysparm_quantity	Required. Quantity of the item to update the cart. Data type: String
variables	Required if there are mandatory variables specified for the item. Object consisting of all mandatory variable names-value pairs. Data type: Object

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Indicates that the request completed successfully and that the item is added to the cart.
400	Following three errors can occur: • *Invalid quantity value:*Indicates that either the sysparm_quantity parameter is not provided or contains invalid value. • *Security constraints prevent ordering of Item:*Indicates that either the item ID specified in the path parameters is either invalid or the user does not have access to the item. • *Mandatory Variables are required:*Indicates that one or more of the mandatory variable values is not provided in the request.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
cart_id	Sys_id of the cart. Data type: String
<recurring_frequency>	Describes an items in the cart having a specific recurrin Possible values include:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	• daily
	• monthly
	• yearly
	• none (no recurring fees)
	
	Data type: Object
	
	`"<recurring_frequency>": {`
	`  "frequency_label": "String",`
	`  "items": [Array],`
	`  "show_subtotal_price": "String",`
	`  "subtotal_price": "String",`
	`  "subtotal_recurring_frequency": "St`
	`  "subtotal_recurring_price": "String`
	`  "subtotal_title": "String",`
	`  "total_title": "String"`
	`}`

<recurring_frequency>.frequency_label	Frequency of the associated recurring fee. If there are n for the item, this parameter contains "null". Data type: String

<recurring_frequency>.items	List of objects that describe each item associated with t recurring frequency category.
	
	Data type: Array
	
	`"items": [{`
	`  "cart_item_id": "String",`
	`  "catalog_item_id": "String",`
	`  "created.by": "String",`
	`  "created_on": "String",`
	`  "delivery_time": "String",`
	`  "item_id": "String",`
	`  "item_name": "String",`
	`  "localized_price": "String",`
	`  "localized_recurring_price": "Strin`
	`  "name": "String",`
	`  "order_guide": "String",`
	`  "picture": "String",`
	`  "price": "String",`
	`  "quantity": "String",`
	`  "recurring_frequency": "String",`
	`  "recurring_price": "String",`
	`  "recurring_subtotal": Number,`
	`  "recurring_subtotal_price": "String`
	`  "short_description": "String",`
	`  "show_price": Boolean,`
	`  "show_quantity": Boolean,`
	`  "show_recurring_price": Boolean,`
	`  "subtotal": Number,`
	`  "subtotal_price": "String",`
	`  "sys_class_name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre> "sys_id": "String",
	  "updated_by": "String",
	  "updated_on": "String",
	  "variables": {Object}
	}]</pre>

<recurring_frequency>.items.cart_item_id	Sys_id of the item in this cart. Data type: String
<recurring_frequency>.items.catalog_item_id	Catalog sys_id of the item. Data type: String
<recurring_frequency>.items.created.by	User that initially placed the item in the cart. Data type: String
<recurring_frequency>.items.created_on	Date on which the item was initially placed in the cart. Data type: String
<recurring_frequency>.items.delivery_time	Time that the specified item takes to be delivered. Data type: String
<recurring_frequency>.items.item_id	Item sys_id. Data type: String
<recurring_frequency>.items.item_name	Name of the specified item. Data type: String
<recurring_frequency>.items.localized_price	Price of the item (in local currency). Data type: String
<recurring_frequency>.items.localized_recurring_price	Recurring fee for the specified item (in local currency). Data type: String
<recurring_frequency>.items.name	Item name. Data type: String
<recurring_frequency>.items.order_guide	Name of the order guide to which this item is associated associated with an order guide this parameter contains Data type: String
<recurring_frequency>.items.picture	File name of the picture of the item. Data type: String
<recurring_frequency>.items.price	Price of the item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
<recurring_frequency>.items.quantity	Number of the specified item in the cart. Data type: String
<recurring_frequency>.items.recurring_frequency	How often the recurring fee is charged for the specified Data type: String Default: Null
<recurring_frequency>.items.recurring_price	Recurring fee for the specified item. Data type: String
<recurring_frequency>.items.recurring_subtotal	Subtotal of the recurring fees for the item (*recurring quantity*). Data type: Number
<recurring_frequency>.items.recurring_subtotal_price	Subtotal of the recurring fees for the item. Data type: String
<recurring_frequency>.items.short_description	Short description of the item. Data type: String
<recurring_frequency>.items.show_price	Flag that indicates whether the price of the item is show Possible values: • true: Show the price of the item in the cart. • false: Do not show the price of the item in the cart. Data type: Boolean
<recurring_frequency>.items.show.quantity	Flag that indicates whether to show the item quantity in Possible values: • true: Show the item quantity in the cart. • false: Do not show the item quantity in the cart. Data type: Boolean
<recurring_frequency>.items.show_recurring_price	Flag that indicates whether the recurring fees should ap Possible values: • true: Show the recurring fees in the cart. • false: Do not show the recurring fees in the cart. Data type: Boolean
<recurring_frequency>.items.subtotal	Subtotal of the number of items.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number
<recurring_frequency>.items.subtotal_price	Subtotal for the item (*price* x *quantity*). Data type: String
<recurring_frequency>.items.sys_class_name	System classification name of the item. Data type: String
<recurring_frequency>.items.sys_id	Sys_id of the item. Data type: String
<recurring_frequency>.items.updated_by	User that updated the item after it was initially placed in Data type: String
<recurring_frequency>.items.updated_on	Last date/time on which the item was either initially plac updated. Data type: String
<recurring_frequency>.items.variables	Name-value pairs of the item variables. Data type: Object
<recurring_frequency>.show_subtotal_price	Flag that indicates whether to show a subtotal for the as recurring fee category. Data type: String
<recurring_frequency>.subtotal_price	Subtotal of the cost of all items for the associated recurr category. Data type: String
<recurring_frequency>.subtotal_recurring_frequency	Type of subtotal recurring frequency, such as daily, mon Data type: String
<recurring_frequency>.subtotal_recurring_price	Subtotal of the recurring fees of the items within the ass frequency category. Data type: String
<recurring_frequency>.subtotal_title	If the *show_subtotal_price* is set to `true`, the tex cart for the associated subtitle. Data type: String
<recurring_frequency>.total_title	Text to display for the total title for the associated recurr category. Data type: String
show_subtotal_price	Flag that indicates whether to show the subtotal price in

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • true: Show subtotals in the cart. • false: Do not show subtotals in the cart. Data type: String
subtotal_price	Subtotal of all items in the cart. Data type: String
subtotal_recurring_frequency	Type of subtotal recurring frequency, such as daily, mon *<recurring_frequency>.subtotal_recurri* Data type: String
subtotal_recurring_price	Subtotal of the recurring frequency fees for all items in t Data type: String
subtotal_title	Text to display in the cart for the subtotal field title. Data type: String
total_title	Text to display in the cart for the total field title. Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/v1/servicecatalog/ca
rt/7d138fa21329e300027879d96144b065" \
--request PUT \
--header "Accept:application/json" \
--data "{\"sysparm_quantity\": \"2\" }" \
--user "username":"password"
```


```
{
  "result": {
    "cart_id": "0830db8413a56300397533e2e144b0ba",
    "subtotal_price": "$2,397.00",
    "subtotal_recurring_frequency": "",
    "subtotal_recurring_price": "$0.00",
    "total_title": "Total",
    "none": {
      "subtotal_price": "$2,397.00",
      "subtotal_recurring_frequency": "",
      "subtotal_recurring_price": "$0.00",
      "total_title": "Total",
      "frequency_label": null,
      "items": [
        {
          "updated_on": "2018-11-06 17:01:21",
          "catalog_item_id": "07f1666b0bf00300eba42da0d5673ab0",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "short_description": "Apple iPhone 7 ",
          "recurring_subtotal_price": "$0.00",
          "delivery_time": "2 Days",
          "sys_class_name": "sc_cat_item",
          "sys_id": "a846872a1369e300027879d96144b07e",
          "price": "$799.00",
          "recurring_frequency": null,
          "subtotal_price": "$799.00",
          "variables": {},
          "quantity": "1",
          "item_id": "07f1666b0bf00300eba42da0d5673ab0",
          "recurring_price": "$0.00",
          "show_price": true,
          "item_name": "Apple iPhone7",
          "cart_item_id": "a846872a1369e300027879d96144b07e",
          "recurring_subtotal": 0,
          "show_quantity": true,
          "created_by": "admin",
          "picture": "e823ee6b0bf00300eba42da0d5673a95.iix",
          "created_on": "2018-11-06 17:01:21",
          "localized_price": "$799.00",
          "subtotal": 799,
          "show_recurring_price": false,
          "name": "Apple iPhone7",
          "updated_by": "admin",
          "localized_recurring_price": "$0.00",
          "order_guide": ""
        },
        {
          "updated_on": "2018-11-06 17:21:08",
          "catalog_item_id": "07f1666b0bf00300eba42da0d5673ab0",
          "short_description": "Apple iPhone 7 ",
          "recurring_subtotal_price": "$0.00",
          "delivery_time": "2 Days",
          "sys_class_name": "sc_cat_item",
          "sys_id": "7d138fa21329e300027879d96144b065",
          "price": "$799.00",
          "recurring_frequency": null,
          "subtotal_price": "$1,598.00",
          "variables": {},
          "quantity": "2",
          "item_id": "07f1666b0bf00300eba42da0d5673ab0",
          "recurring_price": "$0.00",
          "show_price": true,
          "item_name": "Apple iPhone7",
          "cart_item_id": "7d138fa21329e300027879d96144b065",
          "recurring_subtotal": 0,
          "show_quantity": true,
          "created_by": "admin",
          "picture": "e823ee6b0bf00300eba42da0d5673a95.iix",
          "created_on": "2018-11-06 16:47:30",
          "localized_price": "$799.00",
          "subtotal": 1598,
          "show_recurring_price": false,
          "name": "Apple iPhone7",
          "updated_by": "admin",
          "localized_recurring_price": "$0.00",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "order_guide": ""
        }
      ],
      "show_subtotal_price": "true",
      "subtotal_title": "Subtotal"
    },
    "show_subtotal_price": "true",
    "subtotal_title": "Subtotal"
  }
}
```

Service Catalog - PUT /sn_sc/servicecatalog/items/{sys_id}/submit_guide

Retrieves a list of items based on the needs described for an order guide.

URL format

Versioned URL: `/api/sn_sc/{api_version}/servicecatalog/items/{sys_id}/submit_guide`

Default URL: `/api/sn_sc/servicecatalog/items/{sys_id}/submit_guide`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the order guide whose items are to be retrieved. Data type: String Table: Order guide [sc_cat_item_guide]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
variables	Variables requested for an item. Each variable is a JSON object consisting of name-value pairs. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Indicates that the request has completed successfully. Returns a list of items based on the passed-in variable list. If the result set does not contain any items, then an empty array is returned.
400	Indicates that the request is invalid. Could be due to one of the following reasons: • User does not have access to the item. • Mandatory variables of one or more items have not been answered. (Only variables defined as mandatory are honored.)
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal error while calculating items depending on options chosen.

Response body parameters (JSON or XML)

Name	Description
catalogs	List of objects to which the item belongs and each catalog title and sys_id of the catalog.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"catalogs": [ { "sys_id": "String", "title": "String" } ]`
catalogs.sys_id	Sys_id of the catalog. Data type: String
catalogs.title	Catalog title. Data type: String
category	Category that contains this item. Data type: Object `"catalogs": { "sys_id": "String", "title": "String" }`
category.sys_id	Sys_id of the category. Data type: String
category.title	Category title Data type: String
client_script	List of all the catalog client scripts defined on the catalog item. Data type: Object `"client_script": { "onChange": [Array], "onLoad": [Array], "onSubmit": [Array] }`
client_script.onChange	List of onChange client scripts associated with the item. Data type: Array
client_script.onLoad	List of onLoad client scripts associated with the item. Data type: Array
client_script.onSubmit	List of onSubmit client scripts associated with the item. Data type: Array
data_lookup	Data lookups defined on the catalog item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array
description	Full description of catalog item. Data type: String
icon	Path of the image that appears as an icon beside the catalog item. Data type: String
name	Name of the catalog item. Data type: String
short_description	Text on the service catalog homepage or search results page, or the title on the order form of the catalog item. Data type: String
show_price	Flag that indicates whether to show the price details. If true, returns the following details. • local_currency • localized_price • localized_recurring_price • price • price_currency • recurring_frequency • recurring_price • recurring_price_currency Data type: Boolean
sys_id	Sys_id of the catalog item. Data type: String
type	Item type. Possible values: • catalog item • order guide • record producer item Data type: String
variables	Name-value pairs of all the variables associated with the catalog item. Data type: Array
ui_policy	List of all catalog UI policies defined on the catalog item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_sc/v1/servicecatalog/it
ems/6690750f4f7b4200086eeed18110c761/submit_guide" \
--request PUT \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"variables\":{
    \"hiring_manager\":\"6816f79cc0a8016401c5a33be04be441\",
    \"hiring_group\":\"221f3db5c6112284009f4becd3039cc9\",
    \"remote\":\"No\",
    \"standard_package\":\"No\",
    \"laptop_type\":\"developer\"
  }
}" \
--user "username":"password"
```

```
{
  "result": [
    {
      "short_description": "Lenovo - Carbon x1",
      "icon": "1195c2084f889200086eeed18110c74a.iix",
      "description": "<p class=\"p1\"><font
 size=\"3\" color=\"#808080\"><span class=\"s1\">x1
 Carbon</span></font></p>\n<p class=\"p1\"><font size=\"2\"
 color=\"#808080\" face=\"arial,helvetica,sans-serif\"><span
 class=\"s1\">The x1 Carbon is Lenovo&#39;s lightest
 ThinkPad yet. It provides a QHD display that
 fights glare and weighs less than three pounds.
 Ideal for most computing tasks, and highly mobile.
 </span></font></p>\n<p class=\"p2\"><font size=\"2\"
 color=\"#808080\" face=\"arial,helvetica,sans-serif\"><span
 class=\"s1\">Technical Specs:</span></font></p>\n<ul
 class=\"ul1\"><li class=\"li3\"><font size=\"2\"
 color=\"#808080\"><span class=\"s1\">Intel core i5
 processor</span></font></li><li class=\"li3\"><font size=\"2\"
 color=\"#808080\"><span class=\"s1\">512GB solid state
 drive (SSD) </span></font></li><li class=\"li3\"><font
 size=\"2\" color=\"#808080\"><span class=\"s1\">Backlit
 keyboard</span></font></li></ul>",
      "show_price": true,
      "recurring_price": "$100.00",
      "type": "catalog_item",
      "local_currency": "USD",
      "sys_id": "04b7e94b4f7b4200086eeed18110c7fd",
      "recurring_price_currency": "USD",
      "localized_price": "$1,100.00",
      "price": "$1,100.00",
      "catalogs": [
        {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_id": "e0d08b13c3330100c8b837659bba8fb4",
        "title": "Service Catalog"
      }
    ],
    "recurring_frequency": "Annually",
    "name": "Standard Laptop",
    "localized_recurring_price": "$100.00",
    "category": {
      "sys_id": "d258b953c611227a0146101fb1be7c31",
      "title": "Hardware"
    },
    "price_currency": "USD",
    "show_quantity": false,
    "quantity": "1",
    "order": "100",
    "variables": [
      {
        "label": "Optional Software",
        "type": 0,
        "mandatory": false,
        "displayvalue": "",
        "friendly_type": "container_start",
        "render_label": true,
        "read_only": false,
        "children": [
          {
            "label": "Adobe Acrobat",
            "type": 7,
            "mandatory": false,
            "displayvalue": "false",
            "friendly_type": "check_box",
            "display_type": "CheckBox",
            "render_label": true,
            "read_only": false,
            "pricing_implications": false,
            "name": "acrobat",
            "attributes": "edge_encryption_enabled=true",
            "id": "90b72d4b4f7b4200086eeed18110c701",
            "value": false,
            "help_text": "",
            "max_length": 0
          },
          {
            "label": "Adobe Photoshop",
            "type": 7,
            "mandatory": false,
            "displayvalue": "false",
            "friendly_type": "check_box",
            "display_type": "CheckBox",
            "render_label": true,
            "read_only": false,
            "pricing_implications": false,
            "name": "photoshop",
            "attributes": "edge_encryption_enabled=true",
            "id": "a8b72d4b4f7b4200086eeed18110c701",
            "value": false,
            "help_text": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "max_length": 0
          }
        ],
        "name": "optional_label",
        "attributes": "edge_encryption_enabled=true",
        "id": "10b72d4b4f7b4200086eeed18110c700",
        "value": "",
        "help_text": "",
        "max_length": 0
      },
      {
        "label": "Additional software requirements",
        "type": 2,
        "mandatory": false,
        "displayvalue": "",
        "friendly_type": "multi_line_text",
        "display_type": "Multi Line Text",
        "render_label": true,
        "read_only": false,
        "name": "Additional_software_requirements",
        "attributes": "edge_encryption_enabled=true",
        "id": "a8b72d4b4f7b4200086eeed18110c702",
        "value": "",
        "help_text": "",
        "max_length": 0
      }
    ],
    "ui_policy": [],
    "client_script": {
      "onChange": [],
      "onSubmit": [],
      "onLoad": []
    },
    "data_lookup": []
  },
  {
    "sys_id": "e1be6dcb4f7b4200086eeed18110c74c",
    "short_description": "LG IPS 27\" Monitor",
    "catalogs": [
      {
        "sys_id": "e0d08b13c3330100c8b837659bba8fb4",
        "title": "Service Catalog"
      }
    ],
    "name": "External Monitor",
    "icon": "08569a4c4f889200086eeed18110c77b.iix",
    "description": "<p><font size=\"2\"><span style=\"color:
#485563;\"><br /> <font size=\"3\" color=\"#808080\">The
striking design of the LG Cinema Screen incorporates an
ultra-narrow bezel, so virtually all you see is picture.
The viewing experience is more immersive for your favorite
movies and games. Make the most of your time, with an LG
Full HD LED monitor. </font></span></font></p>\n<p><font
size=\"2\" color=\"#808080\">Item Specs:</font></p>\n<ul><li
style=\"color: #485563;\"><font size=\"2\"
color=\"#808080\">Screen Size: 27&#34;</font></li><li
style=\"color: #485563;\"><font size=\"2\"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
color=\"#808080\">Resolution: 1920 x 1080</font></li><li
style=\"color: #485563;\"><font size=\"2\"
color=\"#808080\">Aspect Ratio: 16:9</font></li><li
style=\"color: #485563;\"><font size=\"2\"
color=\"#808080\">Brightness: 250 cd/m2</font></li><li
style=\"color: #485563;\"><font size=\"2\"
color=\"#808080\">Supports Split Screen</font></li></ul>",
     "show_price": false,
     "type": "catalog_item",
     "category": {
       "sys_id": "2c0b59874f7b4200086eeed18110c71f",
       "title": "Peripherals"
     },
     "show_quantity": false,
     "quantity": "1",
     "order": "200",
     "variables": [],
     "ui_policy": [],
     "client_script": {
       "onChange": [],
       "onSubmit": [],
       "onLoad": []
     },
     "data_lookup": []
   },
   {
     "sys_id": "186d917a6fab7980575967ddbb3ee4f2",
     "short_description": "New Email Creation",
     "catalogs": [
       {
         "sys_id": "e0d08b13c3330100c8b837659bba8fb4",
         "title": "Service Catalog"
       }
     ],
     "name": "New Email Account",
     "icon": "b630e97e6fab7980575967ddbb3ee4d2.iix",
     "description": "<p style=\"font-size: 13px;\"><font
size=\"4\"><span style=\"color: #485563;\">Service
Overview:</span></font></p>\n\t<p style=\"font-size:
13px;\"><font size=\"3\">Creation of a new email account
within our Microsoft Exchange environment.  Creation of your
email address will also create your Active Directory account.
</font></p>\n\t<p> </p>",
     "show_price": false,
     "type": "catalog_item",
     "category": {
       "sys_id": "109f0438c6112276003ae8ac13e7009d",
       "title": "Services"
     },
     "show_quantity": false,
     "quantity": "1",
     "order": "300",
     "variables": [
       {
         "label": "Preferred Email address",
         "type": 6,
         "mandatory": true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "displayvalue": "",
        "friendly_type": "single_line_text",
        "display_type": "Single Line Text",
        "render_label": true,
        "read_only": false,
        "name": "new_email",
        "attributes": "edge_encryption_enabled=true",
        "id": "65865e474fbb4200086eeed18110c7dd",
        "value": "",
        "help_text": "",
        "max_length": 0
      }
    ],
    "ui_policy": [],
    "client_script": {
      "onChange": [],
      "onSubmit": [],
      "onLoad": []
    },
    "data_lookup": []
  },
  {
    "sys_id": "8b3ae7fedc1be1004ece5c08239e522b",
    "short_description": "Remote access to Internal Corporate
Systems\n\t\t",
    "catalogs": [
      {
        "sys_id": "e0d08b13c3330100c8b837659bba8fb4",
        "title": "Service Catalog"
      }
    ],
    "name": "Corp VPN",
    "icon": "11dc8df74f778200086eeed18110c78e.iix",
    "description": "<p><font size=\"3\"><span style=\"color:
#485563;\">Corp VPN Account</span></font></p>\n<ul><li
style=\"color: #485563;\"><font size=\"2\">Corp VPN provides
VPN (Virtual Private Network) access to all Internal Corporate
Systems and to IP Restricted Customer Instances</font></li><li
style=\"color: #485563;\"><font size=\"2\">By utilizing
Corp VPN, users will be provided a similar experience
to being within one of the Corporate office locations,
while offsite</font></li></ul>\n<p><font size=\"2\"><span
style=\"color: #485563;\"> </span></font></p>\n<p><font
size=\"2\"><span style=\"color: #485563;\">Please reference
the <span style=\"color: #485563;\">CORP VPN </span><span
style=\"color: #485563;\">Installation</span><span
style=\"color: #485563;\"> and Support Documentation</span> for
instructions on installation, usage and FAQ’s. For all other
questions, please contact <span style=\"color: #485563;\">IT
Support.</span></span></font></p>\n<p> </p>\n<p><span
style=\"font-size: 10pt; font-family: tahoma, arial, helvetica,
sans-serif;\"><br /><br /></span></p>",
    "show_price": false,
    "type": "catalog_item",
    "category": {
      "sys_id": "d2f7cae4c611227a018ddc481b34e099",
      "title": "Security and Access"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "show_quantity": false,
      "quantity": "1",
      "order": "600",
      "variables": [],
      "ui_policy": [],
      "client_script": {
        "onChange": [],
        "onSubmit": [],
        "onLoad": []
      },
      "data_lookup": []
    },
    {
      "sys_id": "962967674ff38200086eeed18110c7e7",
      "short_description": "Desk Set Up for New Hires or
Employee Moves\n\t\t",
      "catalogs": [
        {
          "sys_id": "",
          "title": "Service Catalog"
        }
      ],
      "name": "Desk Set Up",
      "icon": "aa6b08ff4ff38200086eeed18110c7ed.iix",
      "description": "<p><font size=\"3\" face=\"arial,
helvetica, sans-serif\">The facilities organization
will set up your new desk with the following
configuration:</font></p>\n<ul><li><font size=\"3\"
face=\"arial, helvetica, sans-serif\">Docking
Station</font></li><li><font size=\"3\"
face=\"arial, helvetica, sans-serif\">Power
Station</font></li><li><font size=\"3\" face=\"arial,
helvetica, sans-serif\">Phone</font></li><li><font
size=\"3\" face=\"arial, helvetica, sans-serif\">Office
Chair</font></li></ul>",
      "show_price": false,
      "type": "catalog_item",
      "category": {
        "sys_id": "",
        "title": null
      },
      "show_quantity": false,
      "quantity": "1",
      "order": "900",
      "variables": [
        {
          "label": "Please describe any ergonomic
requirements\n\t\t",
          "type": 2,
          "mandatory": false,
          "displayvalue": "",
          "friendly_type": "multi_line_text",
          "display_type": "Multi Line Text",
          "render_label": true,
          "read_only": false,
          "name": "ergonomic_office",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "attributes": "edge_encryption_enabled=true",
          "id": "b0b9ab674ff38200086eeed18110c755",
          "value": "",
          "help_text": "",
          "max_length": 0
        }
      ],
      "ui_policy": [],
      "client_script": {
        "onChange": [],
        "onSubmit": [],
        "onLoad": []
      },
      "data_lookup": []
    }
  ]
}
```


Service Catalog Open API

The *Service Catalog Open* API provides endpoints to create and retrieve service specifications.

Use this API to manage service catalog information between external systems and the ServiceNow AI Platform. The *Service Catalog Open* API is a ServiceNow® implementation of the TM Forum Service Catalog API REST specification. This implementation is based on the TMF633 Service Catalog API REST Specification Version 4, October 2020.

This API is included in the Product Catalog Advanced application, which is available on the ServiceNow Store.

This API is provided within the `sn_prd_pm_adv` namespace.

The calling user must have the sn_prd_pm_adv.catalog_integrator role.

This API creates and updates data in the following tables.

- Characteristic [sn_prd_pm_characteristic]
- Characteristic Option [sn_prd_pm_characteristic_option]
- Service Specification [sn_prd_pm_service_specification]
- Specification Relationship [sn_prd_pm_specification_relationship]

Service Catalog Open - GET /servicespecification

Retrieves a list of all service specifications.

URL format

Default URL: `/api/sn_prd_pm_adv/catalogmanagement/servicespecification`

Supported request parameters

Path parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. If this parameter is not used, all fields are returned. Data type: String
limit	Maximum number of records to return. For requests that exceed this number of records, use the *offset* parameter to paginate record retrieval. Data type: Number Default: 20 Maximum: 100
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0
state	Filter service specifications by state. Only specifications with a state matching the value of this parameter are returned in the response. Data type: String

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the *Content-Range* header is `items 3-5`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.
Link	Contains the following links to navigate through query results. • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
description	Description of the specification. Data type: String
externalId	External ID of the service specification. Data type: String Table: In the external_id field of the Service Specification

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	[sn_prd_pm_service_specification] table.
id	Initial version or external ID of the service specification. Data type: String Table: In the initial_version or external_id field of the Service Specification [sn_prd_pm_service_specification] table.
internalId	Initial version of the service specification. Data type: String Table: In the initial_version field of the Service Specification [sn_prd_pm_service_specification] table.
internalVersion	Version of the service specification. Data type: String Table: In the version field of the Service Specification [sn_prd_pm_service_specification] table.
lastUpdate	Date the specification was last updated. Data type: String
name	Name of the specification. Data type: String
resourceSpecification	Resource specifications for this service specification. Data type: Array of Objects `"resourceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
resourceSpecification.id	The initial_version or external_id of the resource specification. Data type: String
resourceSpecification.internalId	The initial_version of the resource specification. Data type: String
resourceSpecification.internalVersion	The external_version of the resource specification. Data type: String
resourceSpecification.name	Name of the resource specification. Data type: String
resourceSpecification.version	Version of the resource specification. Data type: String

serviceSpecificationRelationship	This specification's relationships to other service specifications.
	
	Data type: Array of Objects
	<pre>"serviceSpecificationRelationship": [
	  {
	  "id": "String",
	  "internalId": "String",
	  "internalVersion": "String",
	  "relationshipType": "String",
	  "validFor": {Object},
	  "version": "String"
	  }
	]</pre>

serviceSpecificationRelationship.id	The initial_version or external_id of the related specification. Data type: String
serviceSpecificationRelationship.internalId	The initial_version of the related specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
serviceSpecificationRelationship.internalVersion	Version of the related specification. Data type: String
serviceSpecificationRelationship.relationshipType	Type of relationship. Data type: String
serviceSpecificationRelationship.validFor	Date range the relationship is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
serviceSpecificationRelationship.validFor.endDateTime	End date of the relationship. Data type: String
serviceSpecificationRelationship.validFor.startDateTime	Start date of the relationship. Data type: String
serviceSpecificationRelationship.version	The external_version of the related specification. Data type: String
specCharacteristic	Specification characteristic. Data type: Array of Objects `"specCharacteristic": [ { "characteristicValueSpecification": [Array], "description": "String", "name": "String", "validFor": {Object}, "valueType": "String" } ]`
specCharacteristic.characteristicValueSpecification	List of possible values of the characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"characteristicValueSpecification": [ { "value": "String" } ]`
specCharacteristic.characteristicValueSpecification.value	Value of the characteristic. Data type: String
specCharacteristic.description	Description of the characteristic. Data type: String
specCharacteristic.name	Name of the characteristic. Data type: String
specCharacteristic.validFor	Date range the characteristic is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
specCharacteristic.validFor.endDateTime	End date of the characteristic. Data type: String
specCharacteristic.validFor.startDateTime	Start date of the characteristic. Data type: String
specCharacteristic.valueType	Value type of the characteristic, such as choice or email. Data type: String
validFor	Date range the specification is valid for. Data type: Object `"validFor": { "endDateTime": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"startDateTime": "String"
	}</pre>

validFor.endDateTime	End date of the specification. Data type: String
validFor.startDateTime	Start date of the specification. Data type: String
version	External version of the service specification. Data type: String Table: In the external_version field of the Service Specification [sn_prd_pm_service_specification] table.
@type	Type of specification. Data type: String

Example: cURL request

This example retrieves all service specifications.

```
curl --location --request GET
 "https://instance.servicenow.com/api/sn_prd_pm_adv/catalogmanag
ement/servicespecification" \
--user 'username':'password'
```

Response body.

```
[
   {
      "id": "16d79ec3532520103b6bddeeff7b12a6",
      "name": "SD WAN Optimization Service",
      "description": "SD WAN Optimization Service",
      "lastUpdate": "2022-01-23 22:48:55",
      "validFor": {
         "startDateTime": "2022-01-12",
         "endDateTime": "2027-02-11"
      },
      "serviceSpecificationRelationship": [
         {
            "id": "a1f5fe981bb420106ba59acf034bcb4f",
            "name": "Deduplication and Compression",
            "version": "1",
            "type": "rfs",
            "validFor": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "startDateTime": "2021-02-11",
                "endDateTime": "2027-02-11"
            }
        }
    ],
    "resourceSpecification": [],
    "serviceSpecCharacteristic": [
        {
            "name": "SSL Optimization",
            "description": "SSL Optimization",
            "valueType": "choice",
            "validFor": {
                "startDatetime": "2022-01-14 07:47:57"
            },
            "productSpecCharacteristicValue": [
                {
                    "value": "False",
                    "validFor": {
                        "startDateTime": ""
                    }
                },
                {
                    "value": "True",
                    "validFor": {
                        "startDateTime": ""
                    }
                }
            ]
        },
        {
            "name": "CIFS Optimization",
            "description": "CIFS Optimization Protocol",
            "valueType": "choice",
            "validFor": {
                "startDatetime": "2022-01-14 07:49:09"
            },
            "productSpecCharacteristicValue": [
                {
                    "value": "SMB1",
                    "validFor": {
                        "startDateTime": ""
                    }
                },
                {
                    "value": "SMB2",
                    "validFor": {
                        "startDateTime": ""
                    }
                }
            ]
        }
    ]
},
{
    "id": "31c5caff07266010a7955b7e0ad3006b",
    "name": "Firewall Administration",
    "description": "Firewall Administration",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "lastUpdate": "2022-01-23 11:46:48",
      "validFor": {
         "startDateTime": "2021-11-22",
         "endDateTime": ""
      },
      "serviceSpecificationRelationship": [],
      "resourceSpecification": [
         {
            "id": "3546463307666010a7955b7e0ad3005d",
            "name": "Cisco Firewall Management system",
            "version": "1"
         }
      ],
      "serviceSpecCharacteristic": [
         {
            "name": "Firewall Administration CPE Model",
            "description": "Firewall Administration CPE Model",
            "valueType": "choice",
            "validFor": {
               "startDatetime": "2022-02-20 00:55:37"
            },
            "productSpecCharacteristicValue": [
               {
                  "value": "2100 series",
                  "validFor": {
                     "startDateTime": ""
                  }
               },
               {
                  "value": "4100 series",
                  "validFor": {
                     "startDateTime": ""
                  }
               },
               {
                  "value": "7300 series",
                  "validFor": {
                     "startDateTime": ""
                  }
               },
               {
                  "value": "9300 series",
                  "validFor": {
                     "startDateTime": ""
                  }
               }
            ]
         },
         {
            "name": "Firewall Administration CPE Type",
            "description": "Firewall Administration CPE Type",
            "valueType": "choice",
            "validFor": {
               "startDatetime": "2022-02-20 00:53:45"
            },
            "productSpecCharacteristicValue": [
               {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "value": "Physical",
                "validFor": {
                   "startDateTime": ""
                }
             },
             {
                "value": "Virtual",
                "validFor": {
                   "startDateTime": ""
                }
             }
          ]
       },
       {
          "name": "Configuration and Policy backup",
          "description": "Configuration and Policy backup",
          "valueType": "choice",
          "validFor": {
             "startDatetime": "2022-01-21 10:46:02"
          },
          "productSpecCharacteristicValue": [
             {
                "value": "Weekly",
                "validFor": {
                   "startDateTime": ""
                }
             },
             {
                "value": "Monthly",
                "validFor": {
                   "startDateTime": ""
                }
             },
             {
                "value": "Daily",
                "validFor": {
                   "startDateTime": ""
                }
             }
          ]
       },
       {
          "name": "Remote CLI troubleshoot support",
          "description": "Remote CLI troubleshoot support",
          "valueType": "choice",
          "validFor": {
             "startDatetime": "2022-01-21 10:45:38"
          },
          "productSpecCharacteristicValue": [
             {
                "value": "Standard support",
                "validFor": {
                   "startDateTime": ""
                }
             },
             {
                "value": "Premium support",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "validFor": {
                   "startDateTime": ""
                }
             },
             {
                "value": "Basic support",
                "validFor": {
                   "startDateTime": ""
                }
             }
          ]
       },
       {
          "name": "Firewall Administration CPE ID",
          "description": "Firewall Administration CPE ID",
          "valueType": "single_line_text",
          "validFor": {
             "startDatetime": "2022-02-20 00:57:50"
          },
          "productSpecCharacteristicValue": []
       }
    ]
 }
]
```


Service Catalog Open - GET /servicespecification/{specificationId}

Retrieves a service specification.

URL format

Default URL: `/api/sn_prd_pm_adv/catalogmanagement/servicespecification/{specificationId}`

Supported request parameters

Path parameters

Name	Description
specificationId	Sys_id of the service specification to retrieve. Data type: String Table: Service Specification [sn_prd_pm_service_specification]

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. If this parameter is not used, all fields are returned. Data type: String
state	Filter service specifications by state. Only specifications with a state matching the value of this parameter are returned in the response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed.
400	Bad Request. Could be any of the following reasons: • Invalid path parameter • Invalid URI
404	Record not found. Record associated with the ID is not found in the table.

Response body parameters (JSON)

Name	Description
description	Description of the specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
externalId	External ID of the service specification. Data type: String Table: In the external_id field of the Service Specification [sn_prd_pm_service_specification] table.
id	Initial version or external ID of the service specification. Data type: String Table: In the initial_version or external_id field of the Service Specification [sn_prd_pm_service_specification] table.
internalId	Initial version of the service specification. Data type: String Table: In the initial_version field of the Service Specification [sn_prd_pm_service_specification] table.
internalVersion	Version of the service specification. Data type: String Table: In the version field of the Service Specification [sn_prd_pm_service_specification] table.
lastUpdate	Date the specification was last updated. Data type: String
name	Name of the specification. Data type: String
resourceSpecification	Resource specifications for this service specification. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"resourceSpecificatio
	n": [
	  {
	  "id": "String",
	  "internalId":
	  "String",
	  "internalVersion":
	  "String",
	  "name": "String",
	  "version": "String"
	  }
	]

resourceSpecification.id	The initial_version or external_id of the resource specification. Data type: String
resourceSpecification.internalId	The initial_version of the resource specification. Data type: String
resourceSpecification.internalVersion	The external_version of the resource specification. Data type: String
resourceSpecification.name	Name of the resource specification. Data type: String
resourceSpecification.version	Version of the resource specification. Data type: String

serviceSpecificationRelationship	This specification's relationships to other service specifications.
	
	Data type: Array of Objects
	"serviceSpecificationRe
	lationship": [
	  {
	  "id": "String",
	  "internalId":
	  "String",
	  "internalVersion":
	  "String",
	  "relationshipType":
	  "String",
	  "validFor":
	  {Object},
	  "version": "String"

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
serviceSpecificationRelationship.id	The initial_version or external_id of the related specification. Data type: String
serviceSpecificationRelationship.internalId	The initial_version of the related specification. Data type: String
serviceSpecificationRelationship.internalVersion	Version of the related specification. Data type: String
serviceSpecificationRelationship.relationshipType	Type of relationship. Data type: String

serviceSpecificationRelationship.validFor	Date range the relationship is valid for.
	
	Data type: Object
	<pre>"validFor": {
	  "endDateTime":
	"String",
	  "startDateTime":
	"String"
	}</pre>

serviceSpecificationRelationship.validFor.endDateTime	End date of the relationship. Data type: String
serviceSpecificationRelationship.validFor.startDateTime	Start date of the relationship. Data type: String
serviceSpecificationRelationship.version	The external_version of the related specification. Data type: String

specCharacteristic	Specification characteristic.
	
	Data type: Array of Objects
	<pre>"specCharacteristic": [
	  {
	
	"characteristicValueSpecification": [Array],
	  "description":
	"String",
	  "name": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"validFor": {Object}, "valueType": "String" }]</pre>
specCharacteristic.characteristicValueSpecification	List of possible values of the characteristic. Data type: Array of Objects <pre>"characteristicValueSpecification": [{ "value": "String" }]</pre>
specCharacteristic.characteristicValueSpecification.value	Value of the characteristic. Data type: String
specCharacteristic.description	Description of the characteristic. Data type: String
specCharacteristic.name	Name of the characteristic. Data type: String
specCharacteristic.validFor	Date range the characteristic is valid for. Data type: Object <pre>"validFor": { "endDateTime": "String", "startDateTime": "String" }</pre>
specCharacteristic.validFor.endDateTime	End date of the characteristic. Data type: String
specCharacteristic.validFor.startDateTime	Start date of the characteristic. Data type: String
specCharacteristic.valueType	Value type of the characteristic, such as choice or email. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
validFor	Date range the specification is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	End date of the specification. Data type: String
validFor.startDateTime	Start date of the specification. Data type: String
version	External version of the service specification. Data type: String Table: In the external_version field of the Service Specification [sn_prd_pm_service_specification] table.
@type	Type of specification. Data type: String

Example: cURL request

This example retrieves a service specification for a firewall service.

```
curl --location --request GET
 "https://instance.servicenow.com/api/sn_prd_pm_adv/catalogmanag
ement/servicespecification/31c5caff07266010a7955b7e0ad3006b" \
--user 'username':'password'
```

Response body.

```
{
   "id": "31c5caff07266010a7955b7e0ad3006b",
   "name": "Firewall Administration",
   "description": "Firewall Administration",
   "lastUpdate": "2022-01-23 11:46:48",
   "validFor": {
      "startDateTime": "2021-11-22",
      "endDateTime": ""
   },
   "serviceSpecificationRelationship": [],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "resourceSpecification": [
      {
         "id": "3546463307666010a7955b7e0ad3005d",
         "name": "Cisco Firewall Management system",
         "version": "1"
      }
   ],
   "serviceSpecCharacteristic": [
      {
         "name": "Firewall Administration CPE Model",
         "description": "Firewall Administration CPE Model",
         "valueType": "choice",
         "validFor": {
            "startDatetime": "2022-02-20 00:55:37"
         },
         "productSpecCharacteristicValue": [
            {
               "value": "2100 series",
               "validFor": {
                  "startDateTime": ""
               }
            },
            {
               "value": "4100 series",
               "validFor": {
                  "startDateTime": ""
               }
            },
            {
               "value": "7300 series",
               "validFor": {
                  "startDateTime": ""
               }
            },
            {
               "value": "9300 series",
               "validFor": {
                  "startDateTime": ""
               }
            }
         ]
      },
      {
         "name": "Firewall Administration CPE Type",
         "description": "Firewall Administration CPE Type",
         "valueType": "choice",
         "validFor": {
            "startDatetime": "2022-02-20 00:53:45"
         },
         "productSpecCharacteristicValue": [
            {
               "value": "Physical",
               "validFor": {
                  "startDateTime": ""
               }
            },
            {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "value": "Virtual",
            "validFor": {
               "startDateTime": ""
            }
         }
      ]
   },
   {
      "name": "Configuration and Policy backup",
      "description": "Configuration and Policy backup",
      "valueType": "choice",
      "validFor": {
         "startDatetime": "2022-01-21 10:46:02"
      },
      "productSpecCharacteristicValue": [
         {
            "value": "Weekly",
            "validFor": {
               "startDateTime": ""
            }
         },
         {
            "value": "Monthly",
            "validFor": {
               "startDateTime": ""
            }
         },
         {
            "value": "Daily",
            "validFor": {
               "startDateTime": ""
            }
         }
      ]
   },
   {
      "name": "Remote CLI troubleshoot support",
      "description": "Remote CLI troubleshoot support",
      "valueType": "choice",
      "validFor": {
         "startDatetime": "2022-01-21 10:45:38"
      },
      "productSpecCharacteristicValue": [
         {
            "value": "Standard support",
            "validFor": {
               "startDateTime": ""
            }
         },
         {
            "value": "Premium support",
            "validFor": {
               "startDateTime": ""
            }
         },
         {
            "value": "Basic support",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "validFor": {
                   "startDateTime": ""
                }
             }
          ]
       },
       {
          "name": "Firewall Administration CPE ID",
          "description": "Firewall Administration CPE ID",
          "valueType": "single_line_text",
          "validFor": {
             "startDatetime": "2022-02-20 00:57:50"
          },
          "productSpecCharacteristicValue": []
       }
    ]
}
```

Service Catalog Open - POST /servicespecification

Creates a service specification.

URL format

Default URL: `/api/sn_prd_pm_adv/catalogmanagement/servicespecification`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
description	Required. Description of the specification. Data type: String
externalId	External ID of the service specification. If both *externalId* and *id* are provided, they must refer to the same specification. Data type: String Default: Blank string

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Table: Service Specification [sn_prd_pm_service_specification]
id	The initial_version or external_id of the service specification. If *id* is not provided, this endpoint creates a new specification with version=1. If *id* is provided, this endpoint creates a new version of the given specification. If both *externalId* and *id* are provided, they must refer to the same specification. Data type: String Default: Blank string
internalVersion	Version of the service specification. Data type: String Default: Blank string Table: Service Specification [sn_prd_pm_service_specification]
lastUpdate	Date the specification was last updated. Data type: String Default: Blank string
name	Required. Name of the specification. Data type: String
resourceSpecification	Required. Resource specifications for this service specification. Data type: Array of Objects `"resourceSpecification": [ { "id": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
resourceSpecification.id	Required. The initial_version or external_id of the resource specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
resourceSpecification.internalVersion	The external_version of the resource specification. Data type: String Default: Blank string
resourceSpecification.name	Name of the resource specification. Data type: String Default: Blank string
resourceSpecification.version	Version of the resource specification. Data type: String Default: Blank string
serviceSpecificationRelationship	Details of the specification's relationships to other service specifications. Data type: Array of Objects `"serviceSpecificationRelationship": [ { "id": "String", "internalVersion": "String", "relationshipType": "String", "validFor": {Object}, "version": "String" } ]`
serviceSpecificationRelationship.id	Required if using the *serviceSpecificationRelationship* parameter. Initial_version or external_id of the related specification. Data type: String
serviceSpecificationRelationship.internalVersion	Version of the related specification. Data type: String Default: Blank string
serviceSpecificationRelationship.relationshipType	Required if using the *serviceSpecificationRelationship* parameter. Type of relationship. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• bundles • composed_of Data type: String
serviceSpecificationRelationship.validFor	Date range the relationship is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
serviceSpecificationRelationship.validFor.endDateTime	End date of the relationship. Data type: String Default: Blank string
serviceSpecificationRelationship.validFor.startDateTime	Start date of the relationship. Data type: String Default: Blank string
serviceSpecificationRelationship.version	The external_version of the related specification. Data type: String Default: Blank string
specCharacteristic	Specification characteristic. Data type: Array of Objects `"specCharacteristic": [ { "characteristicValueSpecification": [Array], "description": "String", "name": "String", "validFor": {Object}, "valueType": "String" } ]`
specCharacteristic.characteristicValueSpecification	Required. Possible values of the characteristic. Data type: Array of Objects `"characteristicValueSpecification": [`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>{
	  "value": "String"
	}
	]</pre>

specCharacteristic.characteristicValueSpecification.value	Required. Value of the characteristic. Data type: String
specCharacteristic.description	Description of the characteristic. Data type: String Default: Blank string
specCharacteristic.name	Required. Name of the characteristic. Data type: String

specCharacteristic.validFor	Date range the characteristic is valid for.
	
	Data type: Object
	
	<pre>"validFor": {
	  "endDateTime": "String",
	  "startDateTime": "String"
	}</pre>

specCharacteristic.validFor.endDateTime	End date of the characteristic. Data type: String Default: Blank string
specCharacteristic.validFor.startDateTime	Start date of the characteristic. Data type: String Default: Blank string
specCharacteristic.valueType	Required. Value type of the characteristic, such as choice or email. Data type: String

validFor	Required. Date range the specification is valid for.
	
	Data type: Object
	
	<pre>"validFor": {
	  "endDateTime": "String",
	  "startDateTime": "String"
	}</pre>

validFor.endDateTime	End date of the specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Default: Blank string
validFor.startDateTime	Start date of the specification. Data type: String Default: Blank string
version	External version of the service specification. Version must be unique for the given version chain. Data type: String Default: Blank string Table: In the external_version field of the Service Specification [sn_prd_pm_service_specification] table.
@type	Required. Type of specification. Valid values: • CustomerFacingServiceSpecification • ResourceFacingServiceSpecification Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Request successfully processed.
400	Bad Request. Could be any of the following reasons: • Empty payload. • Invalid payload. Mandatory field missing: <field name>

Response body parameters (JSON)

Name	Description
description	Description of the specification. Data type: String
externalId	External ID of the service specification. Data type: String Table: In the external_id field of the Service Specification [sn_prd_pm_service_specification] table.
id	Initial version or external ID of the service specification. Data type: String Table: In the initial_version or external_id field of the Service Specification [sn_prd_pm_service_specification] table.
internalId	Initial version of the service specification. Data type: String Table: In the initial_version field of the Service Specification [sn_prd_pm_service_specification] table.
internalVersion	Version of the service specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: In the version field of the Service Specification [sn_prd_pm_service_specification] table.
lastUpdate	Date the specification was last updated. Data type: String
name	Name of the specification. Data type: String
resourceSpecification	Resource specifications for this service specification. Data type: Array of Objects `"resourceSpecification": [ { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String" } ]`
resourceSpecification.id	The initial_version or external_id of the resource specification. Data type: String
resourceSpecification.internalId	The initial_version of the resource specification. Data type: String
resourceSpecification.internalVersion	The external_version of the resource specification. Data type: String
resourceSpecification.name	Name of the resource specification. Data type: String
resourceSpecification.version	Version of the resource specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
serviceSpecificationRelationship	This specification's relationships to other service specifications. Data type: Array of Objects `"serviceSpecificationRelationship": [ { "id": "String", "internalId": "String", "internalVersion": "String", "relationshipType": "String", "validFor": {Object}, "version": "String" } ]`
serviceSpecificationRelationship.id	The initial_version or external_id of the related specification. Data type: String
serviceSpecificationRelationship.internalId	The initial_version of the related specification. Data type: String
serviceSpecificationRelationship.internalVersion	Version of the related specification. Data type: String
serviceSpecificationRelationship.relationshipType	Type of relationship. Data type: String
serviceSpecificationRelationship.validFor	Date range the relationship is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
serviceSpecificationRelationship.validFor.endDateTime	End date of the relationship. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceSpecificationRelationship.validFor.startDateTime	Start date of the relationship. Data type: String
serviceSpecificationRelationship.version	The external_version of the related specification. Data type: String
specCharacteristic	Specification characteristic. Data type: Array of Objects `"specCharacteristic": [ { "characteristicValueSpecification": [Array], "description": "String", "name": "String", "validFor": {Object}, "valueType": "String" } ]`
specCharacteristic.characteristicValueSpecification	List of possible values of the characteristic. Data type: Array of Objects `"characteristicValueSpecification": [ { "value": "String" } ]`
specCharacteristic.characteristicValueSpecification.value	Value of the characteristic. Data type: String
specCharacteristic.description	Description of the characteristic. Data type: String
specCharacteristic.name	Name of the characteristic. Data type: String
specCharacteristic.validFor	Date range the characteristic is valid for. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"validFor": {
	  "endDateTime":
	 "String",
	  "startDateTime":
	 "String"
	}</pre>

specCharacteristic.validFor.endDateTime	End date of the characteristic. Data type: String
specCharacteristic.validFor.startDateTime	Start date of the characteristic. Data type: String
specCharacteristic.valueType	Value type of the characteristic, such as choice or email. Data type: String

validFor	Date range the specification is valid for.
	
	Data type: Object
	<pre>"validFor": {
	  "endDateTime":
	 "String",
	  "startDateTime":
	 "String"
	}</pre>

validFor.endDateTime	End date of the specification. Data type: String
validFor.startDateTime	Start date of the specification. Data type: String
version	External version of the service specification. Data type: String Table: In the external_version field of the Service Specification [sn_prd_pm_service_specification] table.
@type	Type of specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

This example creates a service specification for a firewall service.

```
curl
 "https://instance.servicenow.com/api/sn_prd_pm_adv/catalogmanag
ement/servicespecification" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "externalId": "7655",
   "name": "Firewall Service",
   "description": "This service specification describes a
 firewall service that can be deployed in customer-premises
 equipment.",
   "validFor": {
      "startDateTime": "2017-08-23T00:00",
      "endDateTime": "2021-03-25T00:00"
   },
   "lastUpdate": "2020-08-15T00:00",
   "resourceSpecification": [
      {
         "id": "af66e551c32f10105252716b7d40dd52",
         "name": "Firewall"
      }
   ],
   "specCharacteristic": [
      {
         "name": "Edge",
         "description": "This characteristic describes the
 operating system run by the service",
         "valueType": "choice",
         "validFor": {
            "startDateTime": "2017-08-12T00:00",
            "endDateTime": "2021-03-07T00:00"
         },
         "characteristicValueSpecification": [
            {
               "value": "Android KitKat"
            }
         ],
      }
   ],
   "serviceSpecRelationship": [
      {
         "relationshipType": "composed_of",
         "id": "65033023ebdb30107ee5302698522849",
         "validFor": {
            "startDateTime": "2017-08-25T00:00",
            "endDateTime": "2021-03-25T00:00"
         }
      }
   ],
   "@type": "ResourceFacingServiceSpecification"
}" \
--user 'username':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body.


```
{
   "id": "21a7ee64c32310105253716b8d40dd60",
   "name": "Firewall Service",
   "description": "This service specification describes a
 firewall service that can be deployed in customer-premises
 equipment.",
   "validFor": {
      "startDateTime": "2017-08-23T00:00",
      "endDateTime": "2021-03-25T00:00"
   },
   "lastUpdate": "2020-08-15T00:00",
   "resourceSpecification": [
      {
         "id": "af66e551c32f10105252716b7d40dd52",
         "name": "Firewall"
      }
   ],
   "specCharacteristic": [
      {
         "name": "Edge",
         "description": "This characteristic describes the
 operating system run by the service",
         "valueType": "choice",
         "validFor": {
            "startDateTime": "2017-08-12T00:00",
            "endDateTime": "2021-03-07T00:00"
         },
         "characteristicValueSpecification": [
            {
               "value": "Android KitKat"
            }
         ],
      }
   ],
   "serviceSpecRelationship": [
      {
         "relationshipType": "composed_of",
         "id": "65033023ebdb30107ee5302698522849",
         "validFor": {
            "startDateTime": "2017-08-25T00:00",
            "endDateTime": "2021-03-25T00:00"
         }
      }
   ],
   "@type": "ResourceFacingServiceSpecification"
}
```


Service Contract API

The *`Service Contract`* API provides endpoints to create and retrieve service contract records.

Note: This API is for creating data in the tables for the Customer Contracts and Entitlements application. It is not a general purpose API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To access this API the following plugins must be activated on the associated instance:

- Customer Contracts and Entitlements (com.sn_pss_core)
- Customer Service Install Base Management (com.snc.install)
- Product Catalog Management Core (com.sn_prd)

In addition, to successfully call this API you must have the sn_pss_core.pss_integrator role. This API runs in the `sn_pss_core` namespace.

Before using this API, you should have associated data in the following tables. For additional information, see Create service contracts.

- Account [customer_account]
- Consumer [csm_consumer]
- Household [csm_household]
- Install Base [sn_install_base_item]
- Product Specification [sn_prd_pm_product_specification]
- Product Offering [sn_prd_pm_product_offering]
- Product Model [cmdb_model]
- Sold Product [sn_install_base_sold_product]

Service Contract - GET /sn_pss_core/servicecontract/{id}

Retrieves a specified service contract record.

This endpoint retrieves data from the following tables when processing the request:

- Characteristic [sn_pss_core_entitlement_characteristic]
- Entitlement [service_entitlement]
- Entitlement Usage [sn_pss_core_entitlement_usage]
- Sold Product Covered [sn_install_base_m2m_contract_sold_product] - This table contains information for both sold products covered and install base items covered.
- Service Contract [sn_pss_core_service_contract]
- Service Contract Line [sn_pss_core_service_contract_line]

URL format

Versioned URL: `/api/sn_pss_core/{api_version}/servicecontract/{id}`

Default URL: `/api/sn_pss_core/servicecontract/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
id	Sys_id of the service contract to retrieve. Data type: String Table: Service Contract [sn_pss_core_service_contract]

Query parameters

Name	Description
display_value	Type of data to return. Valid values: • false: Return the `value` for all fields. For example, `"state":"draft"`. • true: Return the `display_value` for all fields. For example, `"state":"Draft"` • all: Return all information for all fields. Data type: String Default: false

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have permission to access the API.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
account	Sys_id of the account record to which the service contract belongs. Data type: String Table: Account [customer_account]
consumer	Sys_id of the consumer record to which the service contract belongs. Data type: String Table: Consumer [csm_consumer]
ends	Date on which the service contract ends. Data type: String Format: yyyy-mm-dd
household	Sys_id of the household associated with the service contract. Data type: String Table: Household [csm_household]
install_base_items_covered	List of install base items covered under the service contract line. Data type: Array of Objects `"install_base_items_covered": [ { "added": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"contract": "String", "entitlement": "String", "install_base": "String", "removed": "String", "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]
install_base_items_covered.added	Date that the associated service contract starts to cover the install base item. Data type: String Format: yyyy-mm-dd
install_base_items_covered.contract	Sys_id of the service contract record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
install_base_items_covered.entitlement	Sys_id of the entitlement record associated with the install base item. Data type: String Table: Entitlement [service_entitlement]
install_base_items_covered.install_base	Sys_id of the associated install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
install_base_items_covered.removed	Date that the associated service contract ends coverage of the install base item. Data type: String Format: yyyy-mm-dd
install_base_items_covered. service_contract_line	Sys_id of the associated service contract line record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Contract Line [sn_pss_core_service_contract_line]
install_base_items_covered.sys_created_by	Name of the user that created the install base item record. Data type: String
install_base_items_covered.sys_created_on	Date and time that the install base item record was created. Data type: String
install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
install_base_items_covered.sys_updated_by	Name of the user that last updated the install base item record. Data type: String
install_base_items_covered.sys_updated_on	Date and time that the install base item record was last updated. Data type: String
number	Auto-generated service contract number. Data type: String
service_contract_lines	List of service contract lines (services) associated with the service contract. Data type: Array of Objects `"service_contract_lines": [{ "child_contract_lines": [Array], "contract": "String", "ends": "String", "entitlements": [Array], "entitlement_characteristics": [Array], "install_base_items_covered": [Array], "name": "String", "number": "String", "parent_contract_line": "String", "product_model": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"product_offering": "String", "product_specification": "String", "sold_product": "String", "sold_products_covered": [Array], "starts": "String", "state": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_update_on": "String" }]
service_contract_lines.child_contract_lines	List of child service contract lines associated with the service contract line. Data type: Array of Objects "child_contract_lines": [{ "child_contract_lines": [Array], "contract": "String", "ends": "String", "entitlements": [Array], "entitlement_characteristics": [Array], "install_base_items_covered": [Array], "name": "String", "number": "String", "parent_contract_line": "String", "product_model": "String", "product_offering": "String", "product_specification": "String", "sold_product": "String", "sold_products_covered": [Array], "starts": "String", "state": "String", "sys_created_by": "String", "sys_created_on": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"sys_id": "String", "sys_updated_by": "String", "sys_update_on": "String" }]
service_contract_lines.child_contract_lines.child_contract_lines	List of child service contract lines associated with the child service contract line. Same parameters as in *child_contract_lines*. Data type: Array
service_contract_lines.child_contract_lines.contract	Sys_id of the service contract associated with the child service contract line. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.child_contract_lines.ends	Date on which the child service contract line ends. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
service_contract_lines.child_contract_lines.entitlements	List of entitlements associated with the child service contract line. Data type: Array of Objects "entitlements": [{ "account": "String", "consumer": "String", "contract": "String", "end_date": "String", "entitlement_characteristics": [Array], "entitlement_name": "String", "household": "String", "install_base_items_covered": [Array], "product": "String", "product_offering": "String", "product_specification": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"service_contract_line": "String", "sold_entitlement": "String", "sold_products_covered": [Array], "start_date": "String", "state": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]
service_contract_lines.child_contract_lines.entitlements.account	Sys_id of the account record to which the entitlement belongs. Data type: String Table: Account [customer_account]
service_contract_lines.child_contract_lines.entitlements.consumer	Sys_id of the consumer record to which the entitlement belongs. Data type: String Table: Consumer [csm_consumer]
service_contract_lines.child_contract_lines.entitlements.contract	Sys_id of the contract record to which the entitlement belongs. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.child_contract_lines.entitlements.end_date	End date of the entitlement. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects "entitlement_characteristics": [{

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"characteristic": "String", "characteristic_option": "String", "entitlement": "String", "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String", "type": "String", "value": "String" }]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.characteristic	Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement	Sys_id of the entitlement record. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage	List of usage values for the associated product. Data type: Array of Objects "entitlement_usage": [{ "entitlement": "String", "entitlement_characteristic": "String", "period_end": "String", "period_start": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_update_on": "String", "total_units": "String", "used_units": "String" }]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.entitlement	Sys_id of the entitlement record associated with the entitlement usage. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.entitlement_characteristic	Sys_id of the entitlement characteristic record associated with the entitlement usage. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.period_end	End date when the entitlement usage is no longer tracked. Data type: String Format: yyyy-mm-dd
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.period_start	Starting date of when the entitlement usage is tracked. Data type: String Format: yyyy-mm-dd
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.service_contract_line	Sys_id of the service contract line to which the current entitlement usage belongs. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_created_by	Name of the user that created the entitlement usage record. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_created_on	Date and time that the entitlement usage record was created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_updated_by	Name of the user that last updated the entitlement usage record. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_updated_on	Date and time that the entitlement usage record was last updated. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.total_units	Total coverage value of the associated entitlement characteristic. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.used_units	Number of units used by the account or consumer between the *period_start* and the *period_end*. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.service_contract_line	Child contract line to which the current entitlement characteristic belongs to. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.sys_created_by	Name of the user who created the entitlement characteristic. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.sys_created_on	Date and time when the entitlement characteristic was created. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.sys_id	Sys_id of the entitlement characteristic record. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.sys_updated_by	Name of the user who last updated the entitlement characteristic. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.sys_updated_on	Date and time when the entitlement characteristic was last updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.value	Value of the characteristic. Data type: String
service_contract_lines.child_contract_lines.entitlements.entitlement_name	Name of the entitlement. Data type: String
service_contract_lines.child_contract_lines.entitlements.household	Sys_id of the household record associated with the entitlement. Data type: String Table: Household [csm_household]
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered	List of install base items covered under the #child service contract line. Data type: Array of Objects <pre>"install_base_items_covered": [{ "added": "String", "contract": "String", "entitlement": "String", "install_base": "String", "removed": "String", "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]</pre> Table: Sold Product Covered #[sn_install_base_m2m_contract_sold_product]
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.added	Date that the associated install base item was added to the service contract line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Format: yyyy-mm-dd
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.contract	Sys_id of the service contract record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.entitlement	Sys_id of the entitlement record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.install_base	Sys_id of the associated install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.removed	Date that the associated service contract line ends coverage of the install base item. Data type: String Format: yyyy-mm-dd
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.service_contract_line	Sys_id of the associated service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.sys_created_by	Name of the user that created the install base item record. Data type: String
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.sys_created_on	Date and time that the install base item record was created. Data type: String
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.sys_updated_by	Name of the user that last updated the install base item record. Data type: String
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.sys_updated_on	Date and time that the install base item record was last updated. Data type: String
service_contract_lines.child_contract_lines.entitlements.product	Sys_id of the product model record associated with the entitlement. Data type: String Table: Product Model [cmdb_model]
service_contract_lines.child_contract_lines.entitlements.product_offering	Sys_id of the product offering record associated with the entitlement. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
service_contract_lines.child_contract_lines.entitlements.product_specification	Sys_id of the product specification record associated with the entitlement. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
service_contract_lines.child_contract_lines.entitlements.service_contract_line	Sys_id of the service contract line record associated with the entitlement. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.child_contract_lines.entitlements.sold_entitlement	Sys_id of the sold product record associated with the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]
service_contract_lines.child_contract_lines.entitlements.sold_products_covered	List of products covered. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "contract": "String", "entitlement": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"removed": "String", "service_contract_line": "String", "sold_product": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }] Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.added	Date that the associated service contract starts to cover the product. Data type: String Format: yyyy-mm-dd Default: Current date
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.contract	Sys_id of the service contract record associated with the sold product covered. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.entitlement	Sys_id of the entitlement record associated with the sold product covered. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.removed	Date that the associated service contract ends coverage of the associated product. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.service_contract_line	Sys_id of the service contract line record associated with the sold product covered. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.sold_product	Sys_id of the product covered by the service contract. Data type: String Table: Sold Product [sn_install_base_sold_product]
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.sys_created_by	Name of the user that created the sold product covered record. Data type: String
service_contract_lines.child_contract_lines.sold_products_covered.sys_created_on	Date and time that the sold product covered record was created. Data type: String
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.sys_id	Sys_id of the product covered by this service contract. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.sys_updated_by	Name of the user that last updated the sold product covered record. Data type: String
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.sys_updated_on	Name of the user that last updated the sold product covered record. Data type: String
service_contract_lines.child_contract_lines.entitlements.start_date	Start date of the entitlement. Data type: String Format: yyyy-mm-dd
service_contract_lines.child_contract_lines.entitlements.state	Current state of the entitlement. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines.child_contract_lines.entitlements.sys_created_by	Name of the user that created the entitlement record. Data type: String
service_contract_lines.child_contract_lines.entitlements.sys_created_on	Date and time that the entitlement record was created. Data type: String
service_contract_lines.child_contract_lines.entitlements.sys_id	Sys_id of the associated entitlement record. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.child_contract_lines.entitlements.sys_updated_by	Name of the user that last updated the entitlement record. Data type: String
service_contract_lines.child_contract_lines.entitlements.sys_updated_on	Date and time that the entitlement record was created. Data type: String
service_contract_lines.child_contract_lines.entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects `"entitlement_characteristics": [{ "characteristic": "String", "characteristic_option": "String", "entitlement": "String", "entitlement_usage": [Array], "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" "type": "String", "value": "String" }]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines.child_contract_lines.entitlement_characteristics.characteristic	Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
service_contract_lines.child_contract_lines.entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
service_contract_lines.child_contract_lines.entitlement_characteristics.entitlement	Sys_id of the entitlement record. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.child_contract_lines.entitlement_characteristics.service_contract_line	Sys_id of the service contract line record associated with the entitlement characteristic. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.child_contract_lines.entitlement_characteristics.sys_created_by	Name of the user that created the entitlement characteristics record. Data type: String
service_contract_lines.child_contract_lines.entitlement_characteristics.sys_created_on	Date and time that the entitlement characteristics record was created. Data type: String
service_contract_lines.child_contract_lines.entitlement_characteristics.sys_id	Sys_id of the entitlement characteristics record. Data type: String
service_contract_lines.child_contract_lines.entitlement_characteristics.sys_updated_by	Name of the user that last updated the entitlement characteristics record. Data type: String
service_contract_lines.child_contract_lines.entitlement_characteristics.sys_updated_on	Date and time that the entitlement characteristics record was last updated. Data type: String
service_contract_lines.child_contract_lines.entitlement_characteristics.type	Type of entitlement characteristic. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• coverage • coverage_and_usage Data type: String
service_contract_lines.child_contract_lines.entitlement_characteristics.value	Value of the characteristic. Data type: String
service_contract_lines.child_contract_lines.install_base_items_covered	List of install base items covered under the #child service contract line. Data type: Array of Objects `"install_base_items_covered": [{ "added": "String", "contract": "String", "entitlement": "String", "install_base": "String", "removed": "String", "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]` Table: Sold Product Covered #[sn_install_base_m2m_contract_sold_product]
service_contract_lines.child_contract_lines.install_base_items_covered.added	Date that the associated install base item was added to the service contract line. Data type: String Format: yyyy-mm-dd
service_contract_lines.child_contract_lines.install_base_items_covered.contract	Sys_id of the service contract record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.child_contract_lines.install_base_items_covered.entitlement	Sys_id of the entitlement record associated with the install base item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.child_contract_lines.install_base_items_covered.install_base	Sys_id of the associated install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
service_contract_lines.child_contract_lines.install_base_items_covered.removed	Date that the associated service contract line ends coverage of the install base item. Data type: String Format: yyyy-mm-dd
service_contract_lines.child_contract_lines.install_base_items_covered.service_contract_line	Sys_id of the associated service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.child_contract_lines.install_base_items_covered.sys_created_by	Name of the user that created the install base item record. Data type: String
service_contract_lines.child_contract_lines.install_base_items_covered.sys_created_on	Date and time that the install base item record was created. Data type: String
service_contract_lines.child_contract_lines.install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.child_contract_lines.install_base_items_covered.sys_updated_by	Name of the user that last updated the install base item record. Data type: String
service_contract_lines.child_contract_lines.install_base_items_covered.sys_updated_on	Date and time that the install base item record was last updated. Data type: String
service_contract_lines.child_contract_lines.name	Name of the child service contract line. Data type: String
service_contract_lines.child_contract_lines.parent_contract_line	Sys_id of the parent contract line record associated with the child service contract line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
service_contract_lines.child_contract_lines.product_model	Sys_id of the product associated with the child service contract line. Data type: String Table: Product Model [cmdb_model]
service_contract_lines.child_contract_lines.product_offering	Sys_id of the product offering record associated with the child service contract line. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
service_contract_lines.child_contract_lines.sold_product	Sys_id of the sold product record associated with the child service contract line. Data type: String Table: Sold Product [sn_install_base_sold_product]

service_contract_lines.child_contract_lines.sold_products_covered	List of products covered.
	
	Data type: Array of Objects
	
	"sold_products_covered": [
	  {
	  "added": "String",
	  "contract": "String",
	  "entitlement": "String",
	  "removed": "String",
	  "service_contract_line":
	"String",
	  "sold_product": "String",
	  "sys_created_by":
	"String",
	  "sys_created_on":
	"String",
	  "sys_id": "String",
	  "sys_updated_by":
	"String",
	  "sys_updated_on": "String"
	  }
	]
	
	Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]

service_contract_lines.child_contract_lines.sold_products_covered.added	Date that the associated service contract starts to cover the product. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: yyyy-mm-dd Default: Current date
service_contract_lines.child_contract_lines.sold_products_covered.contract	Sys_id of the service contract record associated with the sold product covered. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.child_contract_lines.sold_products_covered.entitlement	Sys_id of the entitlement record associated with the sold product covered. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.child_contract_lines.sold_products_covered.removed	Date that the associated service contract ends coverage of the associated product. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.child_contract_lines.sold_products_covered.service_contract_line	Sys_id of the service contract line record associated with the sold product covered. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.child_contract_lines.sold_products_covered.sold_product	Sys_id of the product covered by the service contract. Data type: String Table: Sold Product [sn_install_base_sold_product]
service_contract_lines.child_contract_lines.sold_products_covered.sys_created_by	Name of the user that created the sold product covered record. Data type: String
service_contract_lines.child_contract_lines.sold_products_covered.sys_created_on	Date and time that the sold product covered record was created. Data type: String
service_contract_lines.child_contract_lines.sold_products_covered.sys_id	Sys_id of the product covered by this service contract. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.child_contract_lines.sold_products_covered.sys_updated_by	Name of the user that last updated the sold product covered record. Data type: String
service_contract_lines.child_contract_lines.sold_products_covered.sys_updated_on	Name of the user that last updated the sold product covered record. Data type: String
service_contract_lines.child_contract_lines.starts	Start date of the child service contract line. Data type: String Format: yyyy-mm-dd
service_contract_lines.child_contract_lines.sys_created_by	Name of the user that created the child service contract line record. Data type: String
service_contract_lines.child_contract_lines.sys_created_on	Date and time that the child service contract line record was created. Data type: String
service_contract_lines.child_contract_lines.sys_id	Sys_id of a child service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.child_contract_lines.sys_updated_by	Name of the user that last updated the child service contract line record. Data type: String
service_contract_lines.child_contract_lines.sys_updated_on	Date and time that the child service contract line record was last updated. Data type: String
service_contract_lines.contract	Sys_id of the service contract associated with the service contract line. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.ends	Date on which the service contract line ends. Data type: String Format: yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Default: Never ends until manually removed.

service_contract_lines.entitlements	List of entitlements associated with the service contract.
	
	Data type: Array of Objects
	
	"entitlements": [
	{
	"account": "String",
	"consumer": "String",
	"contract": "String",
	"end_date": "String",
	
	"entitlement_characteristics": [Array],
	"entitlement_name": "String",
	"household": "String",
	
	"install_base_items_covered": [Array],
	"product": "String",
	"product_offering": "String",
	"product_specification": "String",
	"service_contract_line": "String",
	"sold_entitlement": "String",
	"sold_products_covered": [Array],
	"start_date": "String",
	"state": "String",
	"sys_created_by": "String",
	"sys_created_on": "String",
	"sys_id": "String",
	"sys_updated_by": "String",
	"sys_updated_on": "String"
	}
	]
	
	Table: Entitlement [service_entitlement]

service_contract_lines.entitlements.account	Sys_id of the account record to which the entitlement belongs. Data type: String Table: Account [customer_account]
service_contract_lines.entitlements.consumer	Sys_id of the consumer record to which the entitlement belongs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Consumer [csm_consumer]
service_contract_lines.entitlements.contract	Sys_id of the contract record to which the entitlement belongs. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.entitlements.end_date	End date of the entitlement. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
service_contract_lines.entitlements. entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects `"entitlement_characteristics": [{ "characteristic": "String", "characteristic_option": "String", "entitlement": "String", "entitlement_usage": [Array] "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String", "type": "String", "value": "String" }]` Table: Characteristic [sn_pss_core_entitlement_characteristic]
service_contract_lines.entitlements. entitlement_characteristics.characteristic	Sys_id of the characteristic record associated with the entitlement. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Characteristic [sn_prd_pm_characteristic]
service_contract_lines.entitlements.entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
service_contract_lines.entitlements.entitlement_characteristics.entitlement	Sys_id of the associated entitlement record. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage	List of usage values for the associated product. Data type: Array of Objects `"entitlement_usage": [{ "entitlement": "String", "entitlement_characteristic": "String", "period_end": "String", "period_start": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_update_on": "String", "total_units": "String", "used_units": "String" }]`
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.entitlement	Sys_id of the entitlement record associated with the entitlement usage. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.entitlement_characteristic	Sys_id of the entitlement characteristic record associated with the entitlement usage. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.period_end	End date when the entitlement usage is no longer tracked. Data type: String Format: yyyy-mm-dd
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.period_start	Starting date of when the entitlement usage is tracked. Data type: String Format: yyyy-mm-dd
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_created_by	Name of the user that created the entitlement usage record. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_created_on	Date and time that the entitlement usage record was created. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_updated_by	Name of the user that last updated the entitlement usage record. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_updated_on	Date and time that the entitlement usage record was last updated. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.total_units	Total coverage value of the associated entitlement characteristic. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.used_units	Number of units used by the account or consumer between the *period_start* and the *period_end*. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.service_contract_line	Sys_id of the service contract line record associated with the entitlement characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.entitlements.entitlement_characteristics.sys_created_by	Name of the user that created the entitlement characteristics record. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.sys_created_on	Date and time that the entitlement characteristics record was created. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.sys_id	Sys_id of the entitlement characteristics record. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.sys_updated_by	Name of the user that last updated the entitlement characteristics record. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.sys_updated_on	Date and time that the entitlement characteristics record was last updated. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
service_contract_lines.entitlements.entitlement_characteristics.value	Value of the characteristic. Data type: String
service_contract_lines.entitlements.entitlement_name	Name of the entitlement. Data type: String
service_contract_lines.entitlements.household	Sys_id of the household record associated with the entitlement. Data type: String Table: Household [csm_household]
service_contract_lines.entitlements.install_base_items_covered	List of install base items covered under the service contract line. Data type: Array of Objects `"install_base_items_covered": [`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	{
	"added": "String",
	"contract": "String",
	"entitlement": "String",
	"install_base": "String",
	"removed": "String",
	"service_contract_line": "String",
	"sys_created_by": "String",
	"sys_created_on": "String",
	"sys_id": "String",
	"sys_updated_by": "String",
	"sys_updated_on": "String"
	}
	]

service_contract_lines.entitlements.install_base_items_covered.added	Date that the associated install base item was added to the entitlement. Data type: String
service_contract_lines.entitlements.install_base_items_covered.contract	Sys_id of the service contract record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.entitlements.install_base_items_covered.entitlement	Sys_id of the entitlement record associated with the install base item. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.entitlements.install_base_items_covered.install_base	Sys_id of the associated install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
service_contract_lines.entitlements.install_base_items_covered.removed	Date that the associated install base item was removed from the entitlement. Data type: String
service_contract_lines.entitlements.install_base_items_covered.service_contract_line	Sys_id of the associated service contract line record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.entitlements.install_base_items_covered.sys_created_by	Name of the user that created the install base item record. Data type: String
service_contract_lines.entitlements.install_base_items_covered.sys_created_on	Date and time that the install base item record was created. Data type: String
service_contract_lines.entitlements.install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.entitlements.install_base_items_covered.sys_updated_by	Name of the user that last updated the install base item record. Data type: String
service_contract_lines.entitlements.install_base_items_covered.sys_updated_on	Date and time that the install base item record was last updated. Data type: String
service_contract_lines.entitlements.product	Sys_id of the product model record associated with the entitlement. Data type: String Table: Product Model [cmdb_model]
service_contract_lines.entitlements.product_offering	Sys_id of the product offering record associated with the entitlement. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
service_contract_lines.entitlements.product_specification	Sys_id of the product specification record associated with the entitlement. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
service_contract_lines.entitlements.service_contract_line	Sys_id of the service contract line record associated with the entitlement. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.entitlements.sold_entitlement	Sys_id of the sold product record associated with the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]
service_contract_lines.entitlements.sold_products_covered	List of products covered. Data type: Array of Objects `"sold_products_covered": [{ "added": "String", "contract": "String", "entitlement": "String", "removed": "String", "service_contract_line": "String", "sold_product": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]` Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.entitlements.sold_products_covered.added	Date that the associated sold product was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
service_contract_lines.entitlements.sold_products_covered.contract	Sys_id of the service contract record associated with the sold product covered. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.entitlements.sold_products_covered.entitlement	Sys_id of the entitlement record associated with the sold product covered.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.entitlements.sold_products_covered.removed	Date that the associated sold product was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.entitlements.sold_products_covered.service_contract_line	Sys_id of the service contract line record associated with the sold product covered. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.entitlements.sold_products_covered.sold_product	Sys_id of the product covered by the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]
service_contract_lines.entitlements.sold_products_covered.sys_created_by	Name of the user that created the sold product covered record. Data type: String
service_contract_lines.entitlements.sold_products_covered.sys_created_on	Date and time that the sold product covered record was created. Data type: String
service_contract_lines.entitlements.sold_products_covered.sys_id	Sys_id of the product covered by this service contract. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.entitlements.sold_products_covered.sys_updated_by	Name of the user that last updated the sold product covered record. Data type: String
service_contract_lines.entitlements.sold_products_covered.sys_updated_on	Date and time that the sold product covered record was last updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines.entitlements.start_date	Start date of the entitlement. Data type: String Format: yyyy-mm-dd
service_contract_lines.entitlements.state	Current state of the entitlement. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String
service_contract_lines.entitlements. sys_created_by	Name of the user that created the entitlement record. Data type: String
service_contract_lines.entitlements. sys_created_on	Date and time that the entitlement record was created. Data type: String
service_contract_lines.entitlements.sys_id	Sys_id of the associated entitlement record. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.entitlements. sys_updated_by	Name of the user that last updated the entitlement record. Data type: String
service_contract_lines.entitlements. sys_updated_on	Date and time that the entitlement record was created. Data type: String
service_contract_lines. entitlement_characteristics	List of characteristics associated with the service contract line. Data type: Array of Objects `"entitlement_characteristics": [ { "characteristic": "String", "characteristic_option": "String", "entitlement": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"entitlement_usage": [Array], "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String", "type": "String", "value": "String" }] Table: Characteristic [sn_pss_core_entitlement_characteristic]
service_contract_lines. entitlement_characteristics.characteristic	Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
service_contract_lines. entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
service_contract_lines. entitlement_characteristics.entitlement	Sys_id of the associated entitlement record. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines. entitlement_characteristics.entitlement_usage	List of usage values for the associated product. Data type: Array of Objects "entitlement_usage": [{ "entitlement": "String", "entitlement_characteristic": "String", "period_end": "String", "period_start": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_update_on": "String", "total_units": "String", "used_units": "String" }]
service_contract_lines.entitlement_characteristics.entitlement_usage.entitlement	Sys_id of the entitlement record associated with the entitlement usage. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.entitlement_characteristics.entitlement_usage.entitlement_characteristic	Sys_id of the entitlement characteristic record associated with the entitlement usage. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
service_contract_lines.entitlement_characteristics.entitlement_usage.period_end	End date when the entitlement usage is no longer tracked. Data type: String Format: yyyy-mm-dd
service_contract_lines.entitlement_characteristics.entitlement_usage.period_start	Starting date of when the entitlement usage is tracked. Data type: String Format: yyyy-mm-dd
service_contract_lines.entitlement_characteristics.entitlement_usage.sys_created_by	Name of the user that created the entitlement usage record. Data type: String
service_contract_lines.entitlement_characteristics.entitlement_usage.sys_created_on	Date and time that the entitlement usage record was created. Data type: String
service_contract_lines.entitlement_characteristics.entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Entitlement Usage [sn_pss_core_entitlement_usage]
service_contract_lines.entitlement_characteristics.entitlement_usage.sys_updated_by	Name of the user that last updated the entitlement usage record. Data type: String
service_contract_lines.entitlement_characteristics.entitlement_usage.sys_updated_on	Date and time that the entitlement usage record was last updated. Data type: String
service_contract_lines.entitlement_characteristics.entitlement_usage.total_units	Total number of units purchased. Data type: String
service_contract_lines.entitlement_characteristics.entitlement_usage.used_units	Number of units that have been used. Data type: String
service_contract_lines.entitlement_characteristics.service_contract_line	Sys_id of the service contract line record associated with the entitlement characteristic. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.entitlement_characteristics.sys_created_by	Name of the user that created the entitlement characteristics record. Data type: String
service_contract_lines.entitlement_characteristics.sys_created_on	Date and time that the entitlement characteristics record was created. Data type: String
service_contract_lines.entitlement_characteristics.sys_id	Sys_id of the entitlement characteristics record. Data type: String
service_contract_lines.entitlement_characteristics.sys_updated_by	Name of the user that last updated the entitlement characteristics record. Data type: String
service_contract_lines.entitlement_characteristics.sys_updated_on	Date and time that the entitlement characteristics record was last updated. Data type: String
service_contract_lines.entitlement_characteristics.type	Type of entitlement characteristic. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• coverage • coverage_and_usage Data type: String
service_contract_lines. entitlement_characteristics.value	Value of the characteristic. Data type: String

service_contract_lines.
install_base_items_covered
	List of install base items covered under the #service contract line.
	
	Data type: Array of Objects
	
	<pre>"install_base_items_covered":
	[
	{
	"added": "String",
	"contract": "String",
	"entitlement": "String",
	"install_base": "String",
	"removed": "String",
	"service_contract_line":
	"String",
	"sys_created_by":
	"String",
	"sys_created_on":
	"String",
	"sys_id": "String",
	"sys_updated_by":
	"String",
	"sys_updated_on": "String"
	}
	]</pre>
	Table: Sold Product Covered #[sn_install_base_m2m_contract_sold_product]

service_contract_lines. install_base_items_covered.added	Date that the associated install base item was added to the service contract line. Data type: String
service_contract_lines. install_base_items_covered.contract	Sys_id of the service contract record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines. install_base_items_covered.entitlement	Sys_id of the entitlement record associated with the install base item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Entitlement [service_entitlement]
service_contract_lines. install_base_items_covered.install_base	Sys_id of the install base item covered by the service contract line. Data type: String Table: Install Base Item [sn_install_base_item]
service_contract_lines. install_base_items_covered.removed	Date that the associated service contract line ends coverage of the install base item. Data type: String
service_contract_lines. install_base_items_covered. service_contract_line	Sys_id of the associated service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines. install_base_items_covered.sys_created_by	Name of the user that created the install base item record. Data type: String
service_contract_lines. install_base_items_covered.sys_created_on	Date and time that the install base item record was created. Data type: String
service_contract_lines. install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines. install_base_items_covered.sys_updated_by	Name of the user that last updated the install base item record. Data type: String
service_contract_lines. install_base_items_covered.sys_updated_on	Date and time that the install base item record was last updated. Data type: String
service_contract_lines.name	Name of the service contract line. Data type: String
service_contract_lines.number	Unique number of the service contract line. Automatically generated by the endpoint. For example: CTRL9812347. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines.parent_contract_line	Sys_id of the service contract line to which the current service contract line is a child of. Null for the contract lines created under a contract. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.product_model	Sys_id of the product associated with the service contract line. Data type: String Table: Product Model [cmdb_model]
service_contract_lines.product_offering	Sys_id of the product offering record associated with the service contract line. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
service_contract_lines.product_specification	Sys_id of the product specification record associated with the service contract line. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
service_contract_lines.sold_product	Sys_id of the sold product record associated with the service contract line. Data type: String Table: Sold Product [sn_install_base_sold_product]
service_contract_lines.sold_products_covered	List of products covered. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "contract": "String", "entitlement": "String", "removed": "String", "service_contract_line": "String", "sold_product": "String", "sys_created_by": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }] Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.sold_products_covered.added	Date that the associated sold product was added to the service contract line. Data type: String Format: yyyy-mm-dd
service_contract_lines.sold_products_covered.contract	Sys_id of the service contract record associated with the sold product covered. Data type: String Table: Service Contract [sn_pss_core_service_contract]
service_contract_lines.sold_products_covered.entitlement	Sys_id of the entitlement record associated with the sold product covered. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines.sold_products_covered.removed	Date that the associated sold product was removed from the service contract line. Data type: String Format: yyyy-mm-dd
service_contract_lines.sold_products_covered.service_contract_line	Sys_id of the service contract line record associated with the sold product covered. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.sold_products_covered.sold_product	Sys_id of the product covered by the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines.sold_products_covered.sys_created_by	Name of the user that created the sold product covered record. Data type: String
service_contract_lines.sold_products_covered.sys_created_on	Date and time that the sold product covered record was created. Data type: String
service_contract_lines.sold_products_covered.sys_id	Sys_id of the product covered by this service contract. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.sold_products_covered.sys_updated_by	Name of the user that last updated the sold product covered record. Data type: String
service_contract_lines.sold_products_covered.sys_updated_on	Date and time that the sold product covered record was last updated. Data type: String
service_contract_lines.starts	Start date of the service contract line. Data type: String Format: yyyy-mm-dd
service_contract_lines.state	Current state of the contract line. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String
service_contract_lines.sys_created_by	Name of the user that created the service contract line record. Data type: String
service_contract_lines.sys_created_on	Date and time that the service contract line record was created. Data type: String
service_contract_lines.sys_id	Sys_id of a service contract line record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines.sys_updated_by	Name of the user that last updated the service contract line record. Data type: String
service_contract_lines.sys_updated_on	Date and time that the service contract line record was last updated. Data type: String
short_description	Brief description or name of the service contract. Data type: String
sold_products_covered	List of products covered. Data type: Array of Objects `"sold_products_covered": [{ "added": "String", "contract": "String", "entitlement": "String", "removed": "String", "service_contract_line": "String", "sold_product": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]` Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sold_products_covered.added	Date that the associated sold product was added to the contract. Data type: String
sold_products_covered.contract	Sys_id of the service contract record associated with the sold product covered. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Contract [sn_pss_core_service_contract]
sold_products_covered.entitlement	Sys_id of the entitlement record associated with the sold product covered. Data type: String Table: Entitlement [service_entitlement]
sold_products_covered.removed	Date that the associated sold product was removed from the contract. Data type: String
sold_products_covered.service_line_contract	Sys_id of the service contract line record associated with the sold product covered. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
sold_products_covered.sold_product	Sys_id of the product covered by the service contract. Data type: String Table: Sold Product [sn_install_base_sold_product]
sold_products_covered.sys_created_by	Name of the user that created the sold product covered record. Data type: String
sold_products_covered.sys_created_on	Date and time that the sold product covered record was created. Data type: String
sold_products_covered.sys_id	Sys_id of the product covered by this service contract. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sold_products_covered.sys_updated_by	Name of the user that last updated the sold product covered record. Data type: String
sold_products_covered.sys_updated_on	Date and time that the sold product covered record was last updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
starts	Date on which the service contract begins. Data type: String Format: yyyy-mm-dd Default: Starts as soon as approved.
state	Current state of the service contract. Valid values: (case-sensitive) • active • cancelled • draft • expired Data type: String
sys_created_by	Name of the user that created the service contract record. Data type: String
sys_created_on	Date and time that the service contract was created record. Data type: String
sys_id	Sys_id of the service contract record. Data type: String Table: Service Contract [sn_pss_core_service_contract]
sys_updated_by	Name of the user that last updated the service contract record. Data type: String
sys_updated_on	Date and time that the service contract record was last updated. Data type: String
vendor_contract	Unique identifier for an associated external contract. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.servicenow.com/api/sn_pss_core/servicecontra
ct/fc73d2de89226110f877430a4e008add" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Response:

```
{
  "result": {
    "sys_id": "d8641151d1f53110f8776589fa411fde",
    "sys_created_by": "admin",
    "sys_updated_by": "admin",
    "sys_created_on": "2023-10-09 11:27:29",
    "sys_updated_on": "2023-10-09 11:27:29",
    "account": "4c325111d1f53110f8776589fa411f3d",
    "consumer": null,
    "household": null,
    "number": "CNTR0010004",
    "state": "active",
    "starts": "2022-12-03",
    "ends": "",
    "short_description": null,
    "vendor_contract": "External Reference",
    "service_contract_lines": [
      {
        "sys_id": "d4641d91d1f53110f8776589fa411fbb",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
        "sys_created_on": "2023-10-09 11:27:29",
        "sys_updated_on": "2023-10-09 11:27:29",
        "name": "CLI",
        "number": "CNTRL0000001",
        "contract": "d8641151d1f53110f8776589fa411fde",
        "parent_contract_line": null,
        "sold_product": null,
        "starts": "2022-12-03",
        "ends": "",
        "product_offering": null,
        "product_specification": null,
        "product_model": null,
        "child_contract_lines": [
          {
            "sys_id": "3a39ecdc01154f4ab782da0169c9c922",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "name": "Child CLI",
            "number": "CNTRL0000002",
            "contract": "d8641151d1f53110f8776589fa411fde",
            "parent_contract_line":
 "d4641d91d1f53110f8776589fa411fbb",
            "sold_product": null,
            "starts": "2022-12-03",
            "ends": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "product_offering": null,
            "product_specification": null,
            "product_model": null,
            "child_contract_lines": [],
            "entitlements": [
              {
                "sys_id": "7439fd84c2494ba6951e58f333cfe8d4",
                "sys_created_by": "admin",
                "sys_updated_by": "admin",
                "sys_created_on": "2023-10-09 11:27:29",
                "sys_updated_on": "2023-10-09 11:27:29",
                "entitlement_name": "Child CLI - ENTL",
                "account": "4c325111d1f5311Of8776589fa411f3d",
                "consumer": null,
                "household": null,
                "contract": "d8641151d1f5311Of8776589fa411fde",
                "service_contract_line":
"3a39ecdc01154f4ab782da0169c9c922",
                "state": "active",
                "product_offering": null,
                "product_specification": null,
                "sold_entitlement": null,
                "product": null,
                "start_date": "2022-12-03",
                "end_date": "",
                "entitlement_characteristics": [],
                "sold_products_covered": [],
                "install_base_items_covered": []
              }
            ],
            "sold_products_covered": [
              {
                "sys_id": "dfb62e9c4c6843009be02a68f65b9118",
                "sys_created_by": "admin",
                "sys_updated_by": "admin",
                "sys_created_on": "2023-10-09 11:27:29",
                "sys_updated_on": "2023-10-09 11:27:29",
                "contract": "d8641151d1f5311Of8776589fa411fde",
                "service_contract_line":
"d4641d91d1f5311Of8776589fa411fbb",
                "entitlement": null,
                "sold_product":
"ec235d9dd1b5311Of8776589fa411fe2",
                "added": "2023-12-03",
                "removed": "2023-12-03"
              }
            ],
            "install_base_items_covered": [
              {
                "sys_id": "2583912e81964501b52a2e44d4797a28",
                "sys_created_by": "admin",
                "sys_updated_by": "admin",
                "sys_created_on": "2023-10-09 11:27:29",
                "sys_updated_on": "2023-10-09 11:27:29",
                "contract": "d8641151d1f5311Of8776589fa411fde",
                "service_contract_line":
"d4641d91d1f5311Of8776589fa411fbb",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "entitlement": null,
                "install_base":
"a1731551d1f53110f8776589fa411f8d",
                "added": "2023-12-03",
                "removed": "2023-12-03"
              }
            ],
            "entitlement_characteristics": [
              {
                "sys_id": "3a00c975bb49412cae169200c7f6236e",
                "sys_created_by": "admin",
                "sys_updated_by": "admin",
                "sys_created_on": "2023-10-09 11:27:29",
                "sys_updated_on": "2023-10-09 11:27:29",
                "service_contract_line":
"d4641d91d1f53110f8776589fa411fbb",
                "entitlement": null,
                "characteristic_option":
"495149b7539e61106bfcddeeff7b1262",
                "value": "5",
                "characteristic":
"63418db7539e61106bfcddeeff7b1238",
                "type": "coverage"
              }
            ]
          }
        ],
        "entitlements": [
          {
            "sys_id": "a8641d91d1f53110f8776589fa411fc0",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "entitlement_name": "ENTL",
            "account": "4c325111d1f53110f8776589fa411f3d",
            "consumer": null,
            "household": null,
            "contract": "d8641151d1f53110f8776589fa411fde",
            "service_contract_line":
"d4641d91d1f53110f8776589fa411fbb",
            "state": "active",
            "product_offering": null,
            "product_specification": null,
            "sold_entitlement": null,
            "product": null,
            "start_date": "2022-12-03",
            "end_date": "",
            "sold_products_covered": [
              {
                "sys_id": "a0641d91d1f53110f8776589fa411fc2",
                "sys_created_by": "admin",
                "sys_updated_by": "admin",
                "sys_created_on": "2023-10-09 11:27:29",
                "sys_updated_on": "2023-10-09 11:27:29",
                "contract": "d8641151d1f53110f8776589fa411fde",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "service_contract_line":
"d4641d91d1f53110f8776589fa411fbb",
                "entitlement":
"a8641d91d1f53110f8776589fa411fc0",
                "sold_product":
"da23d151d1f53110f8776589fa411f27",
                "added": "",
                "removed": ""
              }
            ],
            "install_base_items_covered": [
              {
                "sys_id": "e0641d91d1f53110f8776589fa411fc3",
                "sys_created_by": "admin",
                "sys_updated_by": "admin",
                "sys_created_on": "2023-10-09 11:27:29",
                "sys_updated_on": "2023-10-09 11:27:29",
                "contract": "d8641151d1f53110f8776589fa411fde",
                "service_contract_line":
"d4641d91d1f53110f8776589fa411fbb",
                "entitlement":
"a8641d91d1f53110f8776589fa411fc0",
                "install_base":
"43739151d1f53110f8776589fa411fc1",
                "added": "2023-12-03",
                "removed": "2023-12-03"
              }
            ],
            "entitlement_characteristics": [
              {
                "sys_id": "a8641d91d1f53110f8776589fa411fd0",
                "sys_created_by": "admin",
                "sys_updated_by": "admin",
                "sys_created_on": "2023-10-09 11:27:29",
                "sys_updated_on": "2023-10-09 11:27:29",
                "service_contract_line": null,
                "entitlement":
"a8641d91d1f53110f8776589fa411fc0",
                "characteristic_option":
"495149b7539e61106bfcddeeff7b1262",
                "value": "5",
                "characteristic":
"63418db7539e61106bfcddeeff7b1238",
                "type": "coverage_and_usage",
                "entitlement_usage": [
                  {
                    "sys_id":
"a8641d91d1f53110f8776589fa411fd1",
                    "sys_created_by": "admin",
                    "sys_updated_by": "admin",
                    "sys_created_on": "2023-10-09 11:27:29",
                    "sys_updated_on": "2023-10-09 11:27:29",
                    "entitlement":
"a8641d91d1f53110f8776589fa411fc0",
                    "service_contract_line": null,
                    "entitlement_characteristic":
"a8641d91d1f53110f8776589fa411fd0",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "period_start": "2022-12-03",
                    "period_end": "",
                    "total_units": "5",
                    "used_units": "3"
                  }
                ]
              }
            ]
          }
        ],
        "sold_products_covered": [
          {
            "sys_id": "98641d91d1f53110f8776589fa411fbc",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "contract": "d8641151d1f53110f8776589fa411fde",
            "service_contract_line":
"d4641d91d1f53110f8776589fa411fbb",
            "entitlement": null,
            "sold_product": "ec235d9dd1b53110f8776589fa411fe2",
            "added": "2023-12-03",
            "removed": "2023-12-03"
          }
        ],
        "install_base_items_covered": [
          {
            "sys_id": "58641d91d1f53110f8776589fa411fbd",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "contract": "d8641151d1f53110f8776589fa411fde",
            "service_contract_line":
"d4641d91d1f53110f8776589fa411fbb",
            "entitlement": null,
            "install_base": "a1731551d1f53110f8776589fa411f8d",
            "added": "2023-12-03",
            "removed": "2023-12-03"
          }
        ],
        "entitlement_characteristics": [
          {
            "sys_id": "e0641d91d1f53110f8776589fa411fbf",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "service_contract_line":
"d4641d91d1f53110f8776589fa411fbb",
            "entitlement": null,
            "characteristic_option":
"495149b7539e61106bfcddeeff7b1262",
            "value": "5",
            "characteristic":
"63418db7539e61106bfcddeeff7b1238",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "type": "coverage"
          }
        ]
      },
      {
        "sys_id": "e4641d91d1f53110f8776589fa411fd2",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
        "sys_created_on": "2023-10-09 11:27:29",
        "sys_updated_on": "2023-10-09 11:27:29",
        "name": "CLI 2",
        "number": "CNTRL0000003”,
        "contract": "d8641151d1f53110f8776589fa411fde",
        "parent_contract_line": null,
        "sold_product": null,
        "starts": "2022-12-03",
        "ends": "",
        "product_offering": null,
        "product_specification": null,
        "product_model": null,
        "child_contract_lines": [],
        "entitlements": [],
        "sold_products_covered": [
          {
            "sys_id": "e8641d91d1f53110f8776589fa411fd3",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "contract": "d8641151d1f53110f8776589fa411fde",
            "service_contract_line":
"e4641d91d1f53110f8776589fa411fd2",
            "entitlement": null,
            "sold_product": "7f23995dd1b53110f8776589fa411f66",
            "added": "2023-12-03",
            "removed": "2023-12-03"
          }
        ],
        "install_base_items_covered": [
          {
            "sys_id": "a8641d91d1f53110f8776589fa411fd4",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "contract": "d8641151d1f53110f8776589fa411fde",
            "service_contract_line":
"e4641d91d1f53110f8776589fa411fd2",
            "entitlement": null,
            "install_base": "a483d951d1f53110f8776589fa411fad",
            "added": "2023-12-03",
            "removed": "2023-12-03"
          }
        ],
        "entitlement_characteristics": [
          {
            "sys_id": "a8641d91d1f53110f8776589fa411fd5",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "service_contract_line":
 "e4641d91d1f53110f8776589fa411fd2",
            "entitlement": null,
            "characteristic_option":
 "495149b7539e61106bfcddeeff7b1262",
            "value": "5",
            "characteristic":
 "63418db7539e61106bfcddeeff7b1238",
            "type": "coverage"
          }
        ]
      }
    ],
    "sold_products_covered": [
      {
        "sys_id": "9c641d91d1f53110f8776589fa411fb9",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
        "sys_created_on": "2023-10-09 11:27:29",
        "sys_updated_on": "2023-10-09 11:27:29",
        "contract": "d8641151d1f53110f8776589fa411fde",
        "service_contract_line": null,
        "entitlement": null,
        "sold_product": "0df21151d1f53110f8776589fa411f1b",
        "added": "2023-12-03",
        "removed": "2023-12-03"
      }
    ],
    "install_base_items_covered": [
      {
        "sys_id": "d8641d91d1f53110f8776589fa411fba",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
        "sys_created_on": "2023-10-09 11:27:29",
        "sys_updated_on": "2023-10-09 11:27:29",
        "contract": "d8641151d1f53110f8776589fa411fde",
        "service_contract_line": null,
        "entitlement": null,
        "install_base": "e2639951d1f53110f8776589fa411f2b",
        "added": "2023-12-03",
        "removed": "2023-12-03"
      }
    ]
  }
}
```


Service Contract - GET /sn_pss_core/servicecontract/contractline/{id}

Retrieves the details of a specified service contract line record and its related entities.

This endpoint retrieves data in the following tables when processing the request:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Characteristic [sn_pss_core_entitlement_characteristic]
- Entitlement [service_entitlement]
- Entitlement Usage [sn_pss_core_entitlement_usage]
- Sold Product Covered [sn_install_base_m2m_contract_sold_product] - This table contains information for both sold products covered and install base items covered.
- Service Contract Line [sn_pss_core_service_contract_line]

URL format

Versioned URL: `/api/sn_pss_core/{api_version}/servicecontract/contractline/{id}`

Default URL: `/api/sn_pss_core/servicecontract/contractline/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the service contract line record to retrieve. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]

Query parameters

Name	Description
display_value	Type of data to return. Valid values: • false: Return the `value` for all fields. For example, `"state":"draft"`. • true: Return the `display_value` for all fields. For example, `"state":"Draft"` • all: Return all information for all fields. Data type: String Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have permission to access the API.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
child_contract_lines	List of child service contract lines associated with the service contract line. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"child_contract_lines": [
	  {
	  "child_contract_lines": [Array],
	  "contract": "String",
	  "ends": "String",
	  "entitlements": [Array],
	  "entitlement_characteristics": [Array],
	  "install_base_items_covered": [Array],
	  "name": "String",
	  "number": "String",
	  "parent_contract_line": "String",
	  "product_model": "String",
	  "product_offering": "String",
	  "product_specification": "String",
	  "sold_product": "String",
	  "sold_products_covered": [Array],
	  "starts": "String",
	  "state": "String",
	  "sys_created_by": "String",
	  "sys_created_on": "String",
	  "sys_id": "String",
	  "sys_updated_by": "String",
	  "sys_update_on": "String"
	  }
	]

child_contract_lines.child_contract_lines	List of child service contract line objects created under the child service contract line. The objects in this array have the same elements as the objects in the *child_contract_lines* parameter. Data type: Array of Objects
child_contract_lines.contract	Sys_id of the service contract associated with the child service contract line. Data type: String Table: Service Contract [sn_pss_core_service_contract]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
child_contract_lines.ends	Date on which the child service contract line ends. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
child_contract_lines.entitlements	List of entitlements associated with the child service contract line. Data type: Array of Objects `"entitlements": [{ "account": "String", "consumer": "String", "contract": "String", "end_date": "String", "entitlement_characteristics": [Array], "entitlement_name": "String", "household": "String", "install_base_items_covered": [Array], "product": "String", "product_offering": "String", "product_specification": "String", "service_contract_line": "String", "sold_entitlement": "String", "sold_products_covered": [Array], "start_date": "String", "state": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]`
child_contract_lines.entitlements.account	Sys_id of the account record to which the entitlement belongs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Account [customer_account]
child_contract_lines.entitlements.consumer	Sys_id of the consumer record to which the entitlement belongs. Data type: String Table: Consumer [csm_consumer]
child_contract_lines.entitlements.contract	Sys_id of the contract record to which the entitlement belongs. Data type: String Table: Service Contract [sn_pss_core_service_contract]
child_contract_lines.entitlements.end_date	End date of the entitlement. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
child_contract_lines.entitlements. entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects `"entitlement_characteristics": [{ "characteristic": "String", "characteristic_option": "String", "entitlement": "String", "entitlement_usage": [Array], "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" "type": "String", "value": "String" }]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
child_contract_lines.entitlements. entitlement_characteristics.characteristic	Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
child_contract_lines.entitlements. entitlement_characteristics. characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
child_contract_lines.entitlements. entitlement_characteristics.entitlement	Sys_id of the entitlement record. Data type: String Table: Entitlement [service_entitlement]
child_contract_lines.entitlements. entitlement_characteristics.entitlement_usage	List of entitlement usages associated with the entitlement characteristic. Data type: Array of Objects `"entitlement_usage": [{ "entitlement": "String", "entitlement_characteristic": "String", "period_end": "String", "period_start": "String", "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String", "total_units": "String", "used_units": "String" }]`
child_contract_lines.entitlements. entitlement_characteristics.entitlement_usage. entitlement	Sys_id of the entitlement record associated with the entitlement usage. Data type: String Table: Entitlement [service_entitlement]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.entitlement_characteristic	Sys_id of the entitlement characteristic record associated with the entitlement usage. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
cchild_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.period_end	End date when the entitlement usage is no longer tracked. Data type: String Format: yyyy-mm-dd
child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.period_start	Starting date of when the entitlement usage is tracked. Data type: String Format: yyyy-mm-dd
child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.service_contract_line	Sys_id of the service contract line to which the current entitlement usage belongs. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_created_by	Name of the user that created the entitlement usage record. Data type: String
child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_created_on	Date and time that the entitlement usage record was created. Data type: String
child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_updated_by	Name of the user that last updated the entitlement usage record. Data type: String
child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.sys_updated_on	Date and time that the entitlement usage record was last updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.total_units	Total coverage value of the associated entitlement characteristic. Data type: String
child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.used_units	Number of units used by the account or consumer between the *period_start* and the *period_end*. Data type: String
child_contract_lines.entitlements.entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
child_contract_lines.entitlements.entitlement_characteristics.value	Value of the characteristic. Data type: String
child_contract_lines.entitlements.entitlement_name	Name of the entitlement. Data type: String
child_contract_lines.entitlements.household	Sys_id of the household record associated with the entitlement. Data type: String Table: Household [csm_household]
child_contract_lines.entitlements.install_base_items_covered	List of install base items covered under the #child service contract line. Data type: Array of Objects `"install_base_items_covered": [{ "added": "String", "contract": "String", "entitlement": "String", "install_base": "String", "removed": "String", "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>}
	]</pre>
	Table: Sold Product Covered #[sn_install_base_m2m_contract_sold_product]

child_contract_lines.entitlements. install_base_items_covered.added	Date that the associated install base item was added to the service contract line. Data type: String Format: yyyy-mm-dd
child_contract_lines.entitlements. install_base_items_covered.contract	Sys_id of the service contract record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
child_contract_lines.entitlements. install_base_items_covered.entitlement	Sys_id of the entitlement record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
child_contract_lines.entitlements. install_base_items_covered.install_base	Sys_id of the associated install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
child_contract_lines.entitlements. install_base_items_covered.removed	Date that the associated service contract line ends coverage of the install base item. Data type: String Format: yyyy-mm-dd
child_contract_lines.entitlements. install_base_items_covered. service_contract_line	Sys_id of the associated service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
child_contract_lines.entitlements. install_base_items_covered.sys_created_by	Name of the user that created the install base item record. Data type: String
child_contract_lines.entitlements. install_base_items_covered.sys_created_on	Date and time that the install base item record was created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
child_contract_lines.entitlements. install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines.entitlements. install_base_items_covered.sys_updated_by	Name of the user that last updated the install base item record. Data type: String
child_contract_lines.entitlements. install_base_items_covered.sys_updated_on	Date and time that the install base item record was last updated. Data type: String
child_contract_lines.entitlements.product	Sys_id of the product model record associated with the entitlement. Data type: String Table: Product Model [cmdb_model]
child_contract_lines.entitlements. product_offering	Sys_id of the product offering record associated with the entitlement. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
child_contract_lines.entitlements. product_specification	Sys_id of the product specification record associated with the entitlement. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
child_contract_lines.entitlements. service_contract_line	Sys_id of the service contract line record associated with the entitlement. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
child_contract_lines.entitlements. sold_entitlement	Sys_id of the sold product record associated with the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

child_contract_lines.entitlements.
sold_products_covered
	List of products covered.
	
	Data type: Array of Objects
	
	"sold_products_covered": [
	  {
	  "added": "String",
	  "contract": "String",
	  "entitlement": "String",
	  "removed": "String",
	  "service_contract_line":
	"String",
	  "sold_product": "String",
	  "sys_created_by":
	"String",
	  "sys_created_on":
	"String",
	  "sys_id": "String",
	  "sys_updated_by":
	"String",
	  "sys_updated_on": "String"
	  }
	]
	
	Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]

child_contract_lines.entitlements. sold_products_covered.added	Date that the associated service contract starts to cover the product. Data type: String Format: yyyy-mm-dd Default: Current date
child_contract_lines.entitlements. sold_products_covered.contract	Sys_id of the service contract record associated with the sold product covered. Data type: String Table: Service Contract [sn_pss_core_service_contract]
child_contract_lines.entitlements. sold_products_covered.entitlement	Sys_id of the entitlement record associated with the sold product covered. Data type: String Table: Entitlement [service_entitlement]
child_contract_lines.entitlements. sold_products_covered.removed	Date that the associated service contract ends coverage of the associated product. Data type: String Format: yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Default: No end date
child_contract_lines.entitlements.sold_products_covered.service_contract_line	Sys_id of the service contract line record associated with the sold product covered. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
child_contract_lines.entitlements.sold_products_covered.sold_product	Sys_id of the product covered by the service contract. Data type: String Table: Sold Product [sn_install_base_sold_product]
child_contract_lines.entitlements.sold_products_coveredsys_created_by	Name of the user that created the sold product covered record. Data type: String
child_contract_lines.entitlements.sold_products_covered.sys_created_on	Date and time that the sold product covered record was created. Data type: String
child_contract_lines.entitlements.sold_products_covered.sys_id	Sys_id of the product covered by this service contract. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines.entitlements.sold_products_covered.sys_updated_by	Name of the user that last updated the sold product covered record. Data type: String
child_contract_lines.entitlements.sold_products_covered.sys_updated_on	Name of the user that last updated the sold product covered record. Data type: String
child_contract_lines.entitlements.start_date	Start date of the entitlement. Data type: String Format: yyyy-mm-dd
child_contract_lines.entitlements.state	Current state of the entitlement. Valid values: (case-sensitive) • active • cancelled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• draft • expired • suspended Data type: String
child_contract_lines.entitlements. sys_created_by	Name of the user that created the entitlement record. Data type: String
child_contract_lines.entitlements. sys_created_on	Date and time that the entitlement record was created. Data type: String
child_contract_lines.entitlements.sys_id	Sys_id of the associated entitlement record. Data type: String Table: Entitlement [service_entitlement]
child_contract_lines.entitlements. sys_updated_by	Name of the user that last updated the entitlement record. Data type: String
child_contract_lines.entitlements. sys_updated_on	Date and time that the entitlement record was created. Data type: String
child_contract_lines.entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects `"entitlement_characteristics": [ { "characteristic": "String", "characteristic_option": "String", "entitlement": "String", "entitlement_usage": [Array], "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_updated_on": "String"
	"type": "String",
	"value": "String"
	}
	]</pre>

child_contract_lines.entitlement_characteristics.characteristic	Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
child_contract_lines.entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
child_contract_lines.entitlement_characteristics.entitlement	Sys_id of the entitlement record. Data type: String Table: Entitlement [service_entitlement]

child_contract_lines.entitlement_characteristics.entitlement_usage	List of entitlement usages associated with the entitlement characteristic.
	
	Data type: Array of Objects
	<pre>"entitlement_usage": [
	{
	"entitlement": "String",
	
	"entitlement_characteristic":
	"String",
	"period_end": "String",
	"period_start": "String",
	"service_contract_line":
	"String",
	"sys_created_by":
	"String",
	"sys_created_on":
	"String",
	"sys_id": "String",
	"sys_updated_by":
	"String",
	"sys_updated_on":
	"String",
	"total_units": "String",
	"used_units": "String"
	}
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
child_contract_lines.entitlement_characteristics.entitlement_usage.entitlement	Sys_id of the entitlement record associated with the entitlement usage. Data type: String Table: Entitlement [service_entitlement]
child_contract_lines.entitlement_characteristics.entitlement_usage.entitlement_characteristic	Sys_id of the entitlement characteristic record associated with the entitlement usage. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
child_contract_lines.entitlement_characteristics.entitlement_usage.period_end	End date when the entitlement usage is no longer tracked. Data type: String Format: yyyy-mm-dd
child_contract_lines.entitlement_characteristics.entitlement_usage.period_start	Starting date of when the entitlement usage is tracked. Data type: String Format: yyyy-mm-dd
child_contract_lines.entitlement_characteristics.entitlement_usage.service_contract_line	Sys_id of the service contract line to which the current entitlement usage belongs. Data type: String
child_contract_lines.entitlement_characteristics.entitlement_usage.sys_created_by	Name of the user that created the entitlement usage record. Data type: String
child_contract_lines.entitlement_characteristics.entitlement_usage.sys_created_on	Date and time that the entitlement usage record was created. Data type: String
child_contract_lines.entitlement_characteristics.entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
child_contract_lines.entitlement_characteristics.entitlement_usage.sys_updated_by	Name of the user that last updated the entitlement usage record. Data type: String
child_contract_lines.entitlement_characteristics.entitlement_usage.sys_updated_on	Date and time that the entitlement usage record was last updated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
child_contract_lines.entitlement_characteristics.entitlement_usage.total_units	Total coverage value of the associated entitlement characteristic. Data type: String
child_contract_lines.entitlement_characteristics.entitlement_usage.used_units	Number of units used by the account or consumer between the *period_start* and the *period_end*. Data type: String
child_contract_lines.entitlement_characteristics.service_contract_line	Sys_id of the service contract line record associated with the entitlement characteristic. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
child_contract_lines.entitlement_characteristics.sys_created_by	Name of the user that created the entitlement characteristics record. Data type: String
child_contract_lines.entitlement_characteristics.sys_created_on	Date and time that the entitlement characteristics record was created. Data type: String
child_contract_lines.entitlement_characteristics.sys_id	Sys_id of the entitlement characteristics record. Data type: String
child_contract_lines.entitlement_characteristics.sys_updated_by	Name of the user that last updated the entitlement characteristics record. Data type: String
child_contract_lines.entitlement_characteristics.sys_updated_on	Date and time that the entitlement characteristics record was last updated. Data type: String
child_contract_lines.entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
child_contract_lines.entitlement_characteristics.value	Value of the characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
child_contract_lines.install_base_items_covered	List of install base items covered under the #child service contract line. Data type: Array of Objects `"install_base_items_covered": [{ "added": "String", "contract": "String", "entitlement": "String", "install_base": "String", "removed": "String", "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]` Table: Sold Product Covered #[sn_install_base_m2m_contract_sold_product]
child_contract_lines. install_base_items_covered.added	Date that the associated install base item was added to the service contract line. Data type: String Format: yyyy-mm-dd
child_contract_lines. install_base_items_covered.contract	Sys_id of the service contract record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
child_contract_lines. install_base_items_covered.entitlement	Sys_id of the entitlement record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
child_contract_lines. install_base_items_covered.install_base	Sys_id of the associated install base item record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Install Base Item [sn_install_base_item]
child_contract_lines. install_base_items_covered.removed	Date that the associated service contract line ends coverage of the install base item. Data type: String Format: yyyy-mm-dd
child_contract_lines. install_base_items_covered. service_contract_line	Sys_id of the associated service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
child_contract_lines. install_base_items_covered.sys_created_by	Name of the user that created the install base item record. Data type: String
child_contract_lines. install_base_items_covered.sys_created_on	Date and time that the install base item record was created. Data type: String
child_contract_lines. install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines. install_base_items_covered.sys_updated_by	Name of the user that last updated the install base item record. Data type: String
child_contract_lines. install_base_items_covered.sys_updated_on	Date and time that the install base item record was last updated. Data type: String
child_contract_lines.name	Name of the child service contract line. Data type: String
child_contract_lines.number	Unique number of the service contract line. Automatically generated by the endpoint. For example: CTRL000001. Data type: String
child_contract_lines.parent_contract_line	Sys_id of the parent contract line record associated with the child service contract line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
child_contract_lines.product_model	Sys_id of the product associated with the child service contract line. Data type: String Table: Product Model [cmdb_model]
child_contract_lines.product_offering	Sys_id of the product offering record associated with the child service contract line. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
child_contract_lines.product_specification	Sys_id of the product specification record associated with the child service contract line. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
child_contract_lines.sold_product	Sys_id of the sold product record associated with the child service contract line. Data type: String Table: Sold Product [sn_install_base_sold_product]

child_contract_lines.sold_products_covered	List of products covered.
	
	Data type: Array of Objects
	
	"sold_products_covered": [
	{
	"added": "String",
	"contract": "String",
	"entitlement": "String",
	"removed": "String",
	"service_contract_line":
	"String",
	"sold_product": "String",
	"sys_created_by":
	"String",
	"sys_created_on":
	"String",
	"sys_id": "String",
	"sys_updated_by":
	"String",
	"sys_updated_on": "String"
	}
	]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines.sold_products_covered.added	Date that the associated service contract starts to cover the product. Data type: String Format: yyyy-mm-dd Default: Current date
child_contract_lines.sold_products_covered.contract	Sys_id of the service contract record associated with the sold product covered. Data type: String Table: Service Contract [sn_pss_core_service_contract]
child_contract_lines.sold_products_covered.entitlement	Sys_id of the entitlement record associated with the sold product covered. Data type: String Table: Entitlement [service_entitlement]
child_contract_lines.sold_products_covered.removed	Date that the associated service contract ends coverage of the associated product. Data type: String Format: yyyy-mm-dd Default: No end date
child_contract_lines.sold_products_covered.service_contract_line	Sys_id of the service contract line record associated with the sold product covered. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
child_contract_lines.sold_products_covered.sold_product	Sys_id of the product covered by the service contract. Data type: String Table: Sold Product [sn_install_base_sold_product]
child_contract_lines.sold_products_covered.sys_created_by	Name of the user that created the sold product covered record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
child_contract_lines.sold_products_covered.sys_created_on	Date and time that the sold product covered record was created. Data type: String
child_contract_lines.sold_products_covered.sys_id	Sys_id of the product covered by this service contract. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines.sold_products_covered.sys_updated_by	Name of the user that last updated the sold product covered record. Data type: String
child_contract_lines.sold_products_covered.sys_updated_on	Name of the user that last updated the sold product covered record. Data type: String
child_contract_lines.starts	Start date of the child service contract line. Data type: String Format: yyyy-mm-dd
child_contract_lines.state	Current state of the contract line. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String
child_contract_lines.sys_created_by	Name of the user that created the child service contract line record. Data type: String
child_contract_lines.sys_created_on	Date and time that the child service contract line record was created. Data type: String
child_contract_lines.sys_id	Sys_id of a child service contract line record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Contract Line [sn_pss_core_service_contract_line]
child_contract_lines.sys_updated_by	Name of the user that last updated the child service contract line record. Data type: String
child_contract_lines.sys_updated_on	Date and time that the child service contract line record was last updated. Data type: String
contract	Sys_id of the service contract associated with the service contract line. Data type: String Table: Service Contract [sn_pss_core_service_contract]
ends	Date on which the service contract line ends. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
entitlements	List of entitlements associated with the service contract line. Data type: Array of Objects "entitlements": [{ "account": "String", "consumer": "String", "contract": "String", "end_date": "String", "entitlement_characteristics": [Array], "entitlement_name": "String", "household": "String", "install_base_items_covered": [Array], "product": "String", "product_offering": "String", "product_specification": "String", "service_contract_line": "String", "sold_entitlement": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"sold_products_covered": [Array], "start_date": "String", "state": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }] Table: Entitlement [service_entitlement]
entitlements.account	Sys_id of the account record to which the entitlement belongs. Data type: String Table: Account [customer_account]
entitlements.consumer	Sys_id of the consumer record to which the entitlement belongs. Data type: String Table: Consumer [csm_consumer]
entitlements.contract	Sys_id of the contract record to which the entitlement belongs. Data type: String Table: Service Contract [sn_pss_core_service_contract]
entitlements.end_date	End date of the entitlement. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
entitlements.entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects "entitlement_characteristics": [{ "characteristic": "String", "characteristic_option": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"entitlement": "String", "entitlement_usage": [Array], "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String", "type": "String", "value": "String" }] Table: Characteristic [sn_pss_core_entitlement_characteristic]
entitlements. entitlement_characteristics.characteristic	Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
entitlements. entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
entitlements.entitlement_characteristics. entitlement	Sys_id of the associated entitlement record. Data type: String Table: Entitlement [service_entitlement]
entitlements.entitlement_characteristics. entitlement_usage	Entitlement usage details. Data type: Array of Objects "entitlement_usage": [{ "entitlement": "String", "entitlement_characteristic": [Array], "period_end": "String", "period_start": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String", "total_units": "String", "used_units": "String" }]
entitlements.entitlement_characteristics.entitlement_usage.entitlement	Sys_id of the entitlement record associated with the entitlement usage. Data type: String Table: Entitlement [service_entitlement]
entitlements.entitlement_characteristics.entitlement_usage.entitlement_characteristic	Sys_id of the entitlement characteristic record associated with the entitlement usage. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
entitlements.entitlement_characteristics.entitlement_usage.period_end	End date when the entitlement usage is no longer tracked. Data type: String Format: yyyy-mm-dd
entitlements.entitlement_characteristics.entitlement_usage.period_start	Starting date of when the entitlement usage is tracked. Data type: String Format: yyyy-mm-dd
entitlements.entitlement_characteristics.entitlement_usage.service_contract_line	Service contract line to which the current entitlement usage belongs. Data type: String
entitlements.entitlement_characteristics.entitlement_usage.sys_created_by	Name of the user that created the entitlement usage record. Data type: String
entitlements.entitlement_characteristics.entitlement_usage.sys_created_on	Date and time that the entitlement usage record was created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
entitlements.entitlement_characteristics.entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
entitlements.entitlement_characteristics.entitlement_usage.sys_updated_by	Name of the user that last updated the entitlement usage record. Data type: String
entitlements.entitlement_characteristics.entitlement_usage.sys_updated_on	Date and time that the entitlement usage record was last updated. Data type: String
entitlements.entitlement_characteristics.entitlement_usage.total_units	Total coverage value of the associated entitlement characteristic. Data type: String
entitlements.entitlement_characteristics.entitlement_usage.used_units	Number of units used by the account or consumer between the *period_start* and the *period_end*. Data type: String
entitlements.entitlement_characteristics.service_contract_line	Sys_id of the service contract line record associated with the entitlement characteristic. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
entitlements.entitlement_characteristics.sys_created_by	Name of the user that created the entitlement characteristics record. Data type: String
entitlements.entitlement_characteristics.sys_created_on	Date and time that the entitlement characteristics record was created. Data type: String
entitlements.entitlement_characteristics.sys_id	Sys_id of the entitlement characteristics record. Data type: String
entitlements.entitlement_characteristics.sys_updated_by	Name of the user that last updated the entitlement characteristics record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
entitlements.entitlement_characteristics.sys_updated_on	Date and time that the entitlement characteristics record was last updated. Data type: String
entitlements.entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
entitlements.entitlement_characteristics.value	Value of the characteristic. Data type: String
entitlements.entitlement_name	Name of the entitlement. Data type: String
entitlements.household	Sys_id of the household record associated with the entitlement. Data type: String Table: Household [csm_household]
entitlements.install_base_items_covered	List of install base items covered under the service contract line. Data type: Array of Objects `"install_base_items_covered": [{ "added": "String", "contract": "String", "entitlement": "String", "install_base": "String", "removed": "String", "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entitlements.install_base_items_covered.added	Date that the associated install base item was added to the entitlement. Data type: String
entitlements.install_base_items_covered.contract	Sys_id of the service contract record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
entitlements.install_base_items_covered.entitlement	Sys_id of the entitlement record associated with the install base item. Data type: String Table: Entitlement [service_entitlement]
entitlements.install_base_items_covered.install_base	Sys_id of the associated install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
entitlements.install_base_items_covered.removed	Date that the associated install base item was removed from the entitlement. Data type: String
entitlements.install_base_items_covered.service_contract_line	Sys_id of the associated service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
entitlements.install_base_items_covered.sys_created_by	Name of the user that created the install base item record. Data type: String
entitlements.install_base_items_covered.sys_created_on	Date and time that the install base item record was created. Data type: String
entitlements.install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entitlements.install_base_items_covered.sys_updated_by	Name of the user that last updated the install base item record. Data type: String
entitlements.install_base_items_covered.sys_updated_on	Date and time that the install base item record was last updated. Data type: String
entitlements.product	Sys_id of the product model record associated with the entitlement. Data type: String Table: Product Model [cmdb_model]
entitlements.product_offering	Sys_id of the product offering record associated with the entitlement. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
entitlements.product_specification	Sys_id of the product specification record associated with the entitlement. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
entitlements.service_contract_line	Sys_id of the service contract line record associated with the entitlement. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
entitlements.sold_entitlement	Sys_id of the sold product record associated with the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]
entitlements.sold_products_covered	List of products covered. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "contract": "String", "entitlement": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"removed": "String", "service_contract_line": "String", "sold_product": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }] Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
entitlements.sold_products_covered.added	Date that the associated sold product was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
entitlements.sold_products_covered.contract	Sys_id of the service contract record associated with the sold product covered. Data type: String Table: Service Contract [sn_pss_core_service_contract]
entitlements.sold_products_covered.entitlement	Sys_id of the entitlement record associated with the sold product covered. Data type: String Table: Entitlement [service_entitlement]
entitlements.sold_products_covered.removed	Date that the associated sold product was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date
entitlements.sold_products_covered. service_contract_line	Sys_id of the service contract line record associated with the sold product covered. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Contract Line [sn_pss_core_service_contract_line]
entitlements.sold_products_covered.sold_product	Sys_id of the product covered by the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]
entitlements.sold_products_covered.sys_created_by	Name of the user that created the sold product covered record. Data type: String
entitlements.sold_products_covered.sys_created_on	Date and time that the sold product covered record was created. Data type: String
entitlements.sold_products_covered.sys_id	Sys_id of the product covered by this service contract. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
entitlements.sold_products_covered.sys_updated_by	Name of the user that last updated the sold product covered record. Data type: String
entitlements.sold_products_covered.sys_updated_on	Date and time that the sold product covered record was last updated. Data type: String
entitlements.start_date	Start date of the entitlement. Data type: String Format: yyyy-mm-dd
entitlements.state	Current state of the entitlement. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entitlements.sys_created_by	Name of the user that created the entitlement record. Data type: String
entitlements.sys_created_on	Date and time that the entitlement record was created. Data type: String
entitlements.sys_id	Sys_id of the associated entitlement record. Data type: String Table: Entitlement [service_entitlement]
entitlements.sys_updated_by	Name of the user that last updated the entitlement record. Data type: String
entitlements.sys_updated_on	Date and time that the entitlement record was created. Data type: String
entitlement_characteristics	List of entitlement characteristics associated with the service contract line. Data type: Array of Objects `"entitlement_characteristics": [{ "characteristic": "String", "characteristic_option": "String", "entitlement": "String", "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String", "type": "String", "value": "String" }]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Characteristic [sn_pss_core_entitlement_characteristic]
entitlement_characteristics.characteristic	Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
entitlement_characteristics. characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
entitlement_characteristics.entitlement	Sys_id of the entitlement record. Data type: String Table: Entitlement [service_entitlement]
entitlement_characteristics. service_contract_line	Sys_id of the service contract line record associated with the entitlement characteristic. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
entitlement_characteristics.sys_created_by	Name of the user that created the entitlement characteristics record. Data type: String
entitlement_characteristics.sys_created_on	Date and time that the entitlement characteristics record was created. Data type: String
entitlement_characteristics.sys_id	Sys_id of the entitlement characteristics record. Data type: String
entitlement_characteristics.sys_updated_by	Name of the user that last updated the entitlement characteristics record. Data type: String
entitlement_characteristics.sys_updated_on	Date and time that the entitlement characteristics record was last updated. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
entitlement_characteristics.value	Value of the characteristic. Data type: String
install_base_items_covered	List of install base items covered under the #service contract line. Data type: Array of Objects "install_base_items_covered": [{ "added": "String", "contract": "String", "entitlement": "String", "install_base": "String", "removed": "String", "service_contract_line": "String", "sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }] Table: Sold Product Covered #[sn_install_base_m2m_contract_sold_product]
install_base_items_covered.added	Date that the associated install base item was added to the service contract line. Data type: String
install_base_items_covered.contract	Sys_id of the service contract record associated with the install base item. Data type: String Table: Service Contract [sn_pss_core_service_contract]
install_base_items_covered.entitlement	Sys_id of the entitlement record associated with the install base item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Entitlement [service_entitlement]
install_base_items_covered.install_base	Sys_id of the install base item covered by the service contract line. Data type: String Table: Install Base Item [sn_install_base_item]
install_base_items_covered.removed	Date that the associated service contract line ends coverage of the install base item. Data type: String
install_base_items_covered. service_contract_line	Sys_id of the associated service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
install_base_items_covered.sys_created_by	Name of the user that created the install base item record. Data type: String
install_base_items_covered.sys_created_on	Date and time that the install base item record was created. Data type: String
install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
install_base_items_covered.sys_updated_by	Name of the user that last updated the install base item record. Data type: String
install_base_items_covered.sys_updated_on	Date and time that the install base item record was last updated. Data type: String
name	Name of the service contract line. Data type: String
number	Unique number of the service contract line. Automatically generated by the endpoint. For example: CTRL9812347.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
parent_contract_line	Sys_id of the service contract line to which the current service contract line is a child of. Null for the contract lines created under a contract. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
product_model	Sys_id of the product associated with the service contract line. Data type: String Table: Product Model [cmdb_model]
product_offering	Sys_id of the product offering record associated with the service contract line. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
product_specification	Sys_id of the product specification record associated with the service contract line. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
sold_product	Sys_id of the sold product record associated with the service contract line. Data type: String Table: Sold Product [sn_install_base_sold_product]
sold_products_covered	List of products covered. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "contract": "String", "entitlement": "String", "removed": "String", "service_contract_line": "String", "sold_product": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"sys_created_by": "String", "sys_created_on": "String", "sys_id": "String", "sys_updated_by": "String", "sys_updated_on": "String" }] Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sold_products_covered.added	Date that the associated sold product was added to the service contract line. Data type: String Format: yyyy-mm-dd
sold_products_covered.contract	Sys_id of the service contract record associated with the sold product covered. Data type: String Table: Service Contract [sn_pss_core_service_contract]
sold_products_covered.entitlement	Sys_id of the entitlement record associated with the sold product covered. Data type: String Table: Entitlement [service_entitlement]
sold_products_covered.removed	Date that the associated sold product was removed from the service contract line. Data type: String Format: yyyy-mm-dd
sold_products_covered.service_contract_line	Sys_id of the service contract line record associated with the sold product covered. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
sold_products_covered.sold_product	Sys_id of the product covered by the entitlement. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Sold Product [sn_install_base_sold_product]
sold_products_covered.sys_created_by	Name of the user that created the sold product covered record. Data type: String
sold_products_covered.sys_created_on	Date and time that the sold product covered record was created. Data type: String
sold_products_covered.sys_id	Sys_id of the product covered by this service contract. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sold_products_covered.sys_updated_by	Name of the user that last updated the sold product covered record. Data type: String
sold_products_covered.sys_updated_on	Date and time that the sold product covered record was last updated. Data type: String
starts	Start date of the service contract line. Data type: String Format: yyyy-mm-dd
state	Current state of the contract line. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String
sys_created_by	Name of the user that created the service contract line record. Data type: String
sys_created_on	Date and time that the service contract line record was created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
sys_id	Sys_id of a service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
sys_updated_by	Name of the user that last updated the service contract line record. Data type: String
sys_updated_on	Date and time that the service contract line record was last updated. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_pss_core/servicecontra
ct/contractline/fc73d2de8922610f877430a4e008add" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Response:

```
{
  "result": {
    "sys_id": "16e451d1d1f53110f8776589fa411f80",
    "sys_created_by": "admin",
    "sys_updated_by": "admin",
    "sys_created_on": "2023-10-09 11:29:47",
    "sys_updated_on": "2023-10-09 11:29:47",
    "name": "CLI",
    "number": "CTRL0000001",
    "contract": "a4b415d1d1f53110f8776589fa411f20",
    "parent_contract_line": null,
    "sold_product": null,
    "starts": "2022-12-03",
    "ends": "",
    "product_offering": null,
    "product_specification": null,
    "product_model": null,
    "child_contract_lines": [
      {
        "sys_id": "3a39ecdc01154f4ab782da0169c9c922",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
        "sys_created_on": "2023-10-09 11:27:29",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_updated_on": "2023-10-09 11:27:29",
        "name": "Child CLI",
        "number": "CTRL0000002",
        "contract": "a4b415d1d1f53110f8776589fa411f20",
        "parent_contract_line":
"16e451d1d1f53110f8776589fa411f80",
        "sold_product": null,
        "starts": "2022-12-03",
        "ends": "",
        "product_offering": null,
        "product_model": null,
        "product_specification": null,
        "child_contract_lines": [],
        "entitlements": [
          {
            "sys_id": "7439fd84c2494ba6951e58f333cfe8d4",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "entitlement_name": "Child CLI - ENTL",
            "account": "4c325111d1f53110f8776589fa411f3d",
            "consumer": null,
            "household": null,
            "contract": "a4b415d1d1f53110f8776589fa411f20",
            "service_contract_line":
"3a39ecdc01154f4ab782da0169c9c922",
            "state": "active",
            "product_offering": null,
            "product_specification": null,
            "sold_entitlement": null,
            "product": null,
            "start_date": "2022-12-03",
            "end_date": "",
            "entitlement_characteristics": [],
            "sold_products_covered": [],
            "install_base_items_covered": []
          }
        ],
        "sold_products_covered": [
          {
            "sys_id": "dfb62e9c4c6843009be02a68f65b9118",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "contract": "a4b415d1d1f53110f8776589fa411f20",
            "service_contract_line":
"3a39ecdc01154f4ab782da0169c9c922",
            "entitlement": null,
            "sold_product": "ec235d9dd1b53110f8776589fa411fe2",
            "added": "2023-12-03",
            "removed": "2023-12-03"
          }
        ],
        "install_base_items_covered": [
          {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "sys_id": "2583912e81964501b52a2e44d4797a28",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "contract": "a4b415d1d1f53110f8776589fa411f20",
            "service_contract_line":
"3a39ecdc01154f4ab782da0169c9c922",
            "entitlement": null,
            "install_base": "a1731551d1f53110f8776589fa411f8d",
            "added": "2023-12-03",
            "removed": "2023-12-03"
          }
        ],
        "entitlement_characteristics": [
          {
            "sys_id": "3a00c975bb49412cae169200c7f6236e",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:27:29",
            "sys_updated_on": "2023-10-09 11:27:29",
            "service_contract_line":
"3a39ecdc01154f4ab782da0169c9c922",
            "entitlement": null,
            "characteristic_option":
"495149b7539e61106bfcddeeff7b1262",
            "value": "5",
            "characteristic":
"63418db7539e61106bfcddeeff7b1238",
            "type": "coverage"
          }
        ]
      }
    ],
    "entitlements": [
      {
        "sys_id": "16e419d1d1f53110f8776589fa411f3c",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
        "sys_created_on": "2023-10-09 11:29:48",
        "sys_updated_on": "2023-10-09 11:29:48",
        "entitlement_name": "ENTL 2",
        "account": "4c325111d1f53110f8776589fa411f3d",
        "consumer": null,
        "household": null,
        "contract": "a4b415d1d1f53110f8776589fa411f20",
        "service_contract_line":
"16e451d1d1f53110f8776589fa411f80",
        "state": "active",
        "product_offering": null,
        "product_specification": null,
        "sold_entitlement": null,
        "product": null,
        "start_date": "2022-12-03",
        "end_date": "",
        "sold_products_covered": [
          {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "sys_id": "1ae419d1d1f53110f8776589fa411f3d",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:29:48",
            "sys_updated_on": "2023-10-09 11:29:48",
            "contract": "a4b415d1d1f53110f8776589fa411f20",
            "service_contract_line":
"16e451d1d1f53110f8776589fa411f80",
            "entitlement": "16e419d1d1f53110f8776589fa411f3c",
            "sold_product": "da23d151d1f53110f8776589fa411f27",
            "added": "",
            "removed": ""
          }
        ],
        "install_base_items_covered": [],
        "entitlement_characteristics": [
          {
            "sys_id": "1ae419d1d1f53110f8776589fa411f3e",
            "sys_created_by": "admin",
            "sys_updated_by": "admin",
            "sys_created_on": "2023-10-09 11:29:48",
            "sys_updated_on": "2023-10-09 11:29:48",
            "service_contract_line": null,
            "entitlement": "16e419d1d1f53110f8776589fa411f3c",
            "characteristic_option":
"495149b7539e61106bfcddeeff7b1262",
            "value": "5",
            "characteristic":
"63418db7539e61106bfcddeeff7b1238",
            "type": "coverage_and_usage",
            "entitlement_usage": [
              {
                "sys_id": "56e419d1d1f53110f8776589fa411f3f",
                "sys_created_by": "admin",
                "sys_updated_by": "admin",
                "sys_created_on": "2023-10-09 11:29:48",
                "sys_updated_on": "2023-10-09 11:29:48",
                "entitlement":
"16e419d1d1f53110f8776589fa411f3c",
                "service_contract_line": null,
                "entitlement_characteristic":
"1ae419d1d1f53110f8776589fa411f3e",
                "period_start": "2022-12-03",
                "period_end": "",
                "total_units": "5",
                "used_units": "2"
              }
            ]
          }
        ]
      }
    ],
    "sold_products_covered": [
      {
        "sys_id": "5ae451d1d1f53110f8776589fa411f81",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_created_on": "2023-10-09 11:29:47",
        "sys_updated_on": "2023-10-09 11:29:47",
        "contract": "a4b415d1d1f53110f8776589fa411f20",
        "service_contract_line":
 "16e451d1d1f53110f8776589fa411f80",
        "entitlement": null,
        "sold_product": "0df21151d1f53110f8776589fa411f1b",
        "added": "2023-12-03",
        "removed": "2023-12-03"
      }
    ],
    "install_base_items_covered": [],
    "entitlement_characteristics": [
      {
        "sys_id": "dae451d1d1f53110f8776589fa411f82",
        "sys_created_by": "admin",
        "sys_updated_by": "admin",
        "sys_created_on": "2023-10-09 11:29:47",
        "sys_updated_on": "2023-10-09 11:29:47",
        "service_contract_line":
 "16e451d1d1f53110f8776589fa411f80",
        "entitlement": null,
        "characteristic_option":
 "495149b7539e61106bfcddeeff7b1262",
        "value": "5",
        "characteristic": "63418db7539e61106bfcddeeff7b1238",
        "type": "coverage"
      }
    ]
  }
}
```


Service Contract - POST /sn_pss_core/servicecontract

Creates a service contract record and all its related entities from a specified payload.

The *`Service Contract`* API stores data in various tables. The following is the list of tables in which records are created by this endpoint when creating a service contract:

- Characteristic [sn_pss_core_entitlement_characteristic]
- Entitlement [service_entitlement]
- Entitlement Usage [sn_pss_core_entitlement_usage]
- Sold Product Covered [sn_install_base_m2m_contract_sold_product] - This table contains information for both sold products covered and install base items covered.
- Service Contract [sn_pss_core_service_contract]
- Service Contract Line [sn_pss_core_service_contract_line]

The request body of this endpoint references fields in the following tables. This information needs to be added to your instance before utilizing this API. For additional information, see Create service contracts.

- Account [customer_account]
- Characteristic Option [sn_prd_pm_characteristic_option]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Consumer [csm_consumer]
- Household [csm_household]

URL format

Versioned URL: `/api/sn_pss_core/{api_version}/servicecontract`

Default URL: `/api/sn_pss_core/servicecontract`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
account	Required if the *`consumer`* parameter is not specified. Sys_id of the account record to which the service contract belongs. Data type: String Table: Account [customer_account]
consumer	Required if the *`account`* parameter is not specified. Sys_id of the consumer record to which the service contract belongs. Data type: String Table: Consumer [csm_consumer]
ends	Date on which the service contract ends. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
household	Only valid for consumer service contracts. Sys_id of the household associated with the service contract. Data type: String Table: Household [csm_household] Default: null (no household)
install_base_items_covered	List of install base items covered under the service contract. For more information on Install Base Items Configure install base. Data type: Array of Objects `"install_base_items_covered": [ { "added": "String", "install_base": "String", "removed": "String" } ]` Stored in: The Sold Product Covered [sn_install_base_m2m_contract_sold_product] table.
install_base_items_covered.added	Date that the associated service contract starts to cover the install base item. Data type: String Format: yyyy-mm-dd Default: Current date
install_base_items_covered.install_base	Sys_id of the associated install base item record. Data type: String Table: Install Base Item [sn_install_base_item]
install_base_items_covered.removed	Date that the associated service contract ends coverage of th install base item. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines	List of service contract lines associated with the service contract. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	"service_contract_lines": [
	{
	"child_contract_lines": [Array],
	"ends": "String",
	"entitlements": [Array],
	"entitlement_characteristics":
	[Array],
	"install_base_items_covered":
	[Array],
	"name": "String",
	"number": "String",
	"product_model": "String",
	"product_offering": "String",
	"product_specification": "String",
	"sold_product": "String",
	"sold_products_covered": [Array],
	"starts": "String",
	"state": "String"
	}
	]
	
	Stored in: Service Contract Line [sn_pss_core_service_contract_line]

service_contract_lines.child_contract_lines	List of child service contract lines under the service contract line.
	
	Data type: Array of Objects
	
	"child_contract_lines": [
	{
	"child_contract_lines": [Array],
	"ends": "String",
	"entitlements": [Array],
	"entitlement_characteristics":
	[Array],
	"install_base_items_covered":
	[Array],
	"name": "String",
	"product_model": "String",
	"product_offering": "String",
	"product_specification": "String",
	"sold_product": "String",
	"sold_products_covered": [Array],
	"starts": "String",
	"state": "String"
	}
	]
	
	Stored in: Service Contract Line [sn_pss_core_service_contract_line]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
service_contract_lines.child_contract_lines.child_contract_lines	List of child service contract line objects to create under the child service contract line. The objects in this array have the same elements as the objects in the *service_contract_lines.child_contract_line* parameter. Data type: Array of Objects
service_contract_lines.child_contract_lines.ends	Date on which the service contract line ends. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
service_contract_lines.child_contract_lines.entitlements	List of entitlements to associate with the child service contrac line. Data type: Array of Objects `"entitlements:" [{ "account": "String", "consumer": "String", "end_date": "String", "entitlement_characteristics": [Array], "entitlement_name": "String", "household": "String", "install_base_items_covered": [Array], "product": "String", "product_offering": "String", "product_specification": "String", "sold_entitlement": "String", "sold_products_covered": [Array], "start_date": "String", "state": "String" }]` Stored in: Entitlement [service_entitlement]
service_contract_lines.child_contract_lines.entitlements.account	Sys_id of the account record to which the entitlement belongs Data type: String Table: Account [customer_account]
service_contract_lines.child_contract_lines.entitlements.consumer	Sys_id of the consumer record to which the entitlement belongs. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Consumer [csm_consumer]
service_contract_lines.child_contract_lines.entitlements.end_date	End date of the entitlement. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects `"entitlement_characteristics": [ { "characteristic": "String", "characteristic_option": "String", "entitlement_usage": {Object}, "type": "String", "value": "String" } ]` Stored in: Characteristic [sn_pss_core_entitlement_characteristic]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.characteristic	Required. Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
service_contract_lines.child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage	Used unit value for the associated entitlement characteristic. Only pass this parameter if the entitlement_characteristics ar under the entitlement. Data type: Object `"entitlement_usage": { "used_units": "String" }` Stored in: Entitlement Usage [sn_pss_core_entitlement_usage

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
service_contract_lines. child_contract_lines.entitlements. entitlement_characteristics.entitlement_usage. used_units	Usage of the associated entitlement characteristic. Data type: String
service_contract_lines.child_contract_lines. entitlements.entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
service_contract_lines.child_contract_lines. entitlements.entitlement_characteristics.value	Required if the *input_type* parameter contained in the record specified in the *entitlement_characteristics.characteristic* parameter, is not `choice`. Value of the characteristic. Data type: String
service_contract_lines.child_contract_lines. entitlements.entitlement_name	Required. Name of the entitlement. Data type: String
service_contract_lines.child_contract_lines. entitlements.household	Only passed when the household plugins are active and the *consumer* parameter is passed. Sys_id of the household record associated with the entitlement. Data type: String Table: Household [csm_household]
service_contract_lines.child_contract_lines. entitlements.install_base_items_covered	List of install base items covered under the entitlement. The information in this array is inserted in the Sold Product Covered#[sn_install_base_m2m_contract_sold_product] table Data type: Array of Objects `"install_base_items_covered": [ { "added": "String", "install_base": "String", "removed": "String" } ]`
service_contract_lines.child_contract_lines. entitlements.install_base_items_covered.added	Date that the associated install base item was added to the entitlement. Data type: String Format: yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: Current date
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.install_base	Sys_id of the install base item covered by the entitlement. Data type: String Table: Install Base Item [sn_install_base_item]
service_contract_lines.child_contract_lines.entitlements.install_base_items_covered.removed	Date that the associated install base item was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.child_contract_lines.entitlements.product	Sys_id of the product model record associated with the entitlement. Data type: String Table: Product Model [cmdb_model]
service_contract_lines.child_contract_lines.entitlements.product_offering	Sys_id of the product offering record associated with the entitlement. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
service_contract_lines.child_contract_lines.entitlements.product_specification	Sys_id of the product specification record associated with the entitlement. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
service_contract_lines.child_contract_lines.entitlements.sold_entitlement	Sys_id of the sold product record associated with the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]

service_contract_lines.child_contract_lines.entitlements.sold_products_covered	List of sold products covered under the entitlement.
	
	Data type: Array of Objects
	
	`"sold_products_covered": [`
	`{`
	`"added": "String",`
	`"removed": "String",`
	`"sold_product": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre> }]</pre>
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.added	Date that the associated sold product was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
service_contract_lines.child_contract_lines.entitlements.sold_products_covered.removed	Date that the associated sold product was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.child_contract_lines.entitlements.start_date	Required. Start date of the entitlement. Data type: String Format: yyyy-mm-dd
service_contract_lines.child_contract_lines.entitlements.state	Required. Current state of the entitlement. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String

service_contract_lines.child_contract_lines.entitlement_characteristics	List of characteristics associated with the service contract line
	
	Data type: Array of Objects
	<pre>"entitlement_characteristics" [
	  {
	    "characteristic": "String",
	    "characteristic_option": "String",
	    "entitlement_usage": {Object},
	    "type": "String",
	    "value": "String"
	  }
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Stored in: Characteristic [sn_pss_core_entitlement_characteristic]
service_contract_lines.child_contract_lines.entitlement_characteristics.characteristic	Required. Sys_id of the characteristic record associated with the service contract line. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
service_contract_lines.child_contract_lines.entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the service contract line. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
service_contract_lines.child_contract_lines.entitlement_characteristics.entitlement_usage	Used unit value for the associated service contract line characteristic. Data type: Object `"entitlement_usage": { "used_units": "String" }` Stored in: Entitlement Usage [sn_pss_core_entitlement_usage
service_contract_lines.child_contract_lines.entitlement_characteristics.entitlement_usage.usage_units	Usage of the associated entitlement characteristic. Data type: String
service_contract_lines.child_contract_lines.entitlement_characteristics.type	Type of service contract line characteristic. Valid values: • coverage • coverage _and_usage Data type: String
service_contract_lines.child_contract_lines.entitlement_characteristics.value	Required if the *entitlement_characteristics.typ* parameter is not passed. Value of the characteristic. Data type: String
service_contract_lines.child_contract_lines.install_base_items_covered	List of install base items covered under the service contract line. Data type: Array of Objects `"install_base_items_covered": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"added": "String",
	"install_base": "String",
	"removed": "String"
	}
	]</pre>
	Stored in: Sold Product Covered #[sn_install_base_m2m_contract_sold_product]

service_contract_lines.child_contract_lines.install_base_items_covered.added	Date that the associated install base item was added to the service contract line. Data type: String Format: yyyy-mm-dd Default: Current date
service_contract_lines.child_contract_lines.install_base_items_covered.install_base	Sys_id of the install base item covered by the service contract line. Data type: String Table: Install Base Item [sn_install_base_item]
service_contract_lines.child_contract_lines.install_base_items_covered.removed	Date that the associated service contract line ends coverage the install base item. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.child_contract_lines.name	Name of the service contract line. Data type: String
service_contract_lines.child_contract_lines.product_model	Sys_id of the product associated with the service contract line Data type: String Table: Product Model [cmdb_model]
service_contract_lines.child_contract_lines.product_offering	Sys_id of the product offering record associated with the service contract line. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
service_contract_lines.child_contract_lines.product_specification	Sys_id of the product specification record associated with the service contract line. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Product Specification [sn_prd_pm_product_specification]
service_contract_lines.child_contract_lines.sold_product	Sys_id of the sold product record associated with the service contract line. Data type: String Table: Sold Product [sn_install_base_sold_product]
service_contract_lines.child_contract_lines.sold_products_covered	List of products covered under the service contract line. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "removed": "String", "sold_product": "String" } ]`
service_contract_lines.child_contract_lines..sold_products_covered.added	Date that the associated service contract line starts to cover the associated product. Data type: String Format: yyyy-mm-dd Default: Current date
service_contract_lines.child_contract_lines.sold_products_covered.removed	Date that the associated service contract line ends coverage the associated product. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.child_contract_lines.sold_products_covered.sold_product	Sys_id of a product associated with the service contract line. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.child_contract_lines.starts	Required. Start date of the service contract line. Data type: String Format: yyyy-mm-dd
service_contract_lines.child_contract_lines.state	Required. Current state of the contract line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String
service_contract_lines.ends	Date on which the service contract line ends. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
service_contract_lines.entitlements	List of entitlements to associate with the service contract line. These entitlements are inserted in the Entitlement [service_entitlement] table. Data type: Array of Objects `"entitlements:" [{ "account": "String", "consumer": "String", "end_date": "String", "entitlement_characteristics": [Array], "entitlement_name": "String", "household": "String", "install_base_items_covered": [Array], "product": "String", "product_offering": "String", "product_specification": "String", "sold_entitlement": "String", "sold_products_covered": [Array], "start_date": "String", "state": "String" }]`
service_contract_lines.entitlements.account	Sys_id of the account record to which the entitlement belongs Data type: String Table: Account [customer_account]
service_contract_lines.entitlements.consumer	Sys_id of the consumer record to which the entitlement belongs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Table: Consumer [csm_consumer]
service_contract_lines.entitlements.end_date	End date of the entitlement. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
service_contract_lines.entitlements. entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects `"entitlement_characteristics": [ { "characteristic": "String", "characteristic_option": "String", "entitlement_usage": {Object}, "type": "String", "value": "String" } ]` Stored in: Characteristic [sn_pss_core_entitlement_characteristic]
service_contract_lines.entitlements. entitlement_characteristics.characteristic	Required. Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
service_contract_lines.entitlements. entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
service_contract_lines.entitlements. entitlement_characteristics.entitlement_usage	Used unit value for the associated entitlement characteristic. Only pass this parameter if the entitlement_characteristics ar under the entitlement. Data type: Object `"entitlement_usage": { "used_units": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Stored in: Entitlement Usage [sn_pss_core_entitlement_usage
service_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.usage_units	Usage of the associated entitlement characteristic. Data type: String
service_contract_lines.entitlements.entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
service_contract_lines.entitlements.entitlement_characteristics.value	Required if the *input_type* parameter contained in the record specified in the *entitlement_characteristics.characteristic* parameter, is not `choice`. Value of the characteristic. Data type: String
service_contract_lines.entitlements.entitlement_name	Required. Name of the entitlement. Data type: String
service_contract_lines.entitlements.household	Only passed when the household plugins are active and the *consumer* parameter is passed. Sys_id of the household record associated with the entitlement. Data type: String Table: Household [csm_household]
service_contract_lines.entitlements.install_base_items_covered	List of install base items covered under the entitlement. The information in this array is inserted in the Sold Product Covered#[sn_install_base_m2m_contract_sold_product] table Data type: Array of Objects `"install_base_items_covered": [ { "added": "String", "install_base": "String", "removed": "String" } ]`
service_contract_lines.entitlements.install_base_items_covered.added	Date that the associated install base item was added to the entitlement. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Format: yyyy-mm-dd Default: Current date
service_contract_lines.entitlements. install_base_items_covered.install_base	Sys_id of the install base item covered by the entitlement. Data type: String Table: Install Base Item [sn_install_base_item]
service_contract_lines.entitlements. install_base_items_covered.removed	Date that the associated install base item was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.entitlements.product	Sys_id of the product model record associated with the entitlement. Data type: String Table: Product Model [cmdb_model]
service_contract_lines.entitlements. product_offering	Sys_id of the product offering record associated with the entitlement. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
service_contract_lines.entitlements. product_specification	Sys_id of the product specification record associated with the entitlement. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
service_contract_lines.entitlements. sold_entitlement	Sys_id of the sold product record associated with the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]

service_contract_lines.entitlements.
sold_products_covered
	List of sold products covered under the entitlement.
	
	Data type: Array of Objects
	
	`"sold_products_covered": [`
	`{`
	`"added": "String",`
	`"removed": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"sold_product": "String"
	}
	]</pre>

service_contract_lines.entitlements. sold_products_covered.added	Date that the associated sold product was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
service_contract_lines.entitlements. sold_products_covered.removed	Date that the associated sold product was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.entitlements. sold_products_covered.sold_product	Sys_id of a product associated with the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.entitlements.start_date	Required. Start date of the entitlement. Data type: String Format: yyyy-mm-dd
service_contract_lines.entitlements.state	Required. Current state of the entitlement. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String

service_contract_lines.
entitlement_characteristics
	List of characteristics associated with the service contract line
	
	Data type: Array of Objects
	<pre>"entitlement_characteristics" [
	{</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"characteristic": "String",
	"characteristic_option": "String",
	"entitlement_usage": {Object},
	"type": "String",
	"value": "String"
	}
	]</pre>
	Stored in: Characteristic [sn_pss_core_entitlement_characteristic]

service_contract_lines. entitlement_characteristics.characteristic	Required. Sys_id of the characteristic record associated with the service contract line. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
service_contract_lines. entitlement_characteristics. characteristic_option	Sys_id of the characteristic option record associated with the service contract line. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]

service_contract_lines.
entitlement_characteristics.entitlement_usage
	Used unit value for the associated service contract line characteristic.
	
	Data type: Object
	<pre>"entitlement_usage": {
	"used_units": "String"
	}</pre>
	Stored in: Entitlement Usage [sn_pss_core_entitlement_usage

service_contract_lines. entitlement_characteristics.entitlement_usage. usage_units	Usage of the associated entitlement characteristic. Data type: String
service_contract_lines. entitlement_characteristics.type	Type of service contract line characteristic. Valid values: • coverage • coverage _and_usage Data type: String
service_contract_lines. entitlement_characteristics.value	Required if the *entitlement_characteristics.typ* parameter is not passed. Value of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
service_contract_lines. install_base_items_covered	List of install base items covered under the service contract line. Data type: Array of Objects `"install_base_items_covered": [ { "added": "String", "install_base": "String", "removed": "String" } ]` Stored in: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines. install_base_items_covered.added	Date that the associated install base item was added to the service contract line. Data type: String Format: yyyy-mm-dd Default: Current date
service_contract_lines. install_base_items_covered.install_base	Sys_id of the install base item covered by the service contract line. Data type: String Table: Install Base Item [sn_install_base_item]
service_contract_lines. install_base_items_covered.removed	Date that the associated service contract line ends coverage of the install base item. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.name	Name of the service contract line. Data type: String
service_contract_lines.product_model	Sys_id of the product associated with the service contract line Data type: String Table: Product Model [cmdb_model]
service_contract_lines.product_offering	Sys_id of the product offering record associated with the service contract line. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Product Offering [sn_prd_pm_product_offering]
service_contract_lines.product_specification	Sys_id of the product specification record associated with the service contract line. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
service_contract_lines.sold_product	Sys_id of the sold product record associated with the service contract line. Data type: String Table: Sold Product [sn_install_base_sold_product]
service_contract_lines.sold_products_covered	List of products covered under the service contract line. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "removed": "String", "sold_product": "String" } ]`
service_contract_lines.sold_products_covered.added	Date that the associated service contract line starts to cover the associated product. Data type: String Format: yyyy-mm-dd Default: Current date
service_contract_lines.sold_products_covered.removed	Date that the associated service contract line ends coverage the associated product. Data type: String Format: yyyy-mm-dd Default: No end date
service_contract_lines.sold_products_covered.sold_product	Sys_id of a product associated with the service contract line. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines.starts	Required. Start date of the service contract line.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Format: yyyy-mm-dd
service_contract_lines.state	Required. Current state of the contract line. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String
short_description	Brief description or name of the service contract. Data type: String Default: null (empty string)
sold_products_covered	Required if the *install_base_items_covered* parameter is not specified. List of products covered under the service contract. The data in this parameter is inserted in the Sold Product Covered [sn_install_base_m2m_contract_sold_product] table. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "removed": "String", "sold_product": "String" } ]`
sold_products_covered.added	Date that the associated service contract starts to cover the product. Data type: String Format: yyyy-mm-dd Default: Current date
sold_products_covered.removed	Date that the associated service contract ends coverage of th associated product. Data type: String Format: yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: No end date
sold_products_covered.sold_product	Sys_id of the product covered by the service contract. Data type: String Table: Sold Product [sn_install_base_sold_product]
starts	Required. Date on which the service contract begins. Data type: String Format: yyyy-mm-dd
state	Required. Current state of the service contract. Valid values: (case-sensitive) • active • cancelled • draft • expired Data type: String
vendor_contract	Required. Unique identifier for an associated external contract. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed and the records were created.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have permission to access the API.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
install_base_items_covered	List of sys_ids of the install base items covered under the service contract. Data type: Array of Objects `"install_base_items_covered": [ { "sys_id": "String" } ]`
install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
number	Auto-generated service contract number. Data type: String
service_contract_lines	List of service contract lines associated with the service contract. Data type: Array of Objects `"service_contract_lines": [ { "child_contract_lines": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"entitlements": [Array], "entitlement_characteristics": [Array], "install_base_items_covered": [Array], "name": "String", "number": "String", "sold_products_covered": [Array], "sys_id": "String" }]

service_contract_lines.
child_contract_lines
	List of child service contract line objects created under the service contract line.
	
	Data type: Array of Objects
	"child_contract_lines": [
	{
	"child_contract_lines": [Array],
	"entitlements": [Array],
	"entitlement_characteristics":
	[Array],
	"install_base_items_covered": [Array],
	"name": "String",
	"number": "String",
	"sold_products_covered": [Array],
	"sys_id" "String"
	}
	]

service_contract_lines. child_contract_lines. child_contract_lines	List of child service contract line objects created under the child service contract line. The objects in this array have the same elements as the *service_contract_lines.child_contract_lines* parameter. Data type: Array of Objects

service_contract_lines.
child_contract_lines.
entitlements
	List of entitlements associated with the child service contract line.
	
	Data type: Array of Objects
	"entitlements": [
	{
	"entitlement_name": "String",
	"entitlement_characteristics":
	[Array],
	"install_base_items_covered": [Array],
	"sold_products_covered": [Array],
	"sys_id": "String"
	}
	]

service_contract_lines. child_contract_lines.	Name of the entitlement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entitlements. entitlement_name	Data type: String
service_contract_lines. child_contract_lines. entitlements. entitlement_characteristics	List of the entitlement characteristic objects#created under the entitlement. Data type: Array of Objects `"entitlement_characteristics": [ { "sys_id": "String" } ]`
service_contract_lines. child_contract_lines. entitlements. entitlement_characteristics. sys_id	Sys_id of an entitlement characteristics record associated with the child service contract line. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
service_contract_lines. child_contract_lines. entitlements. install_base_items_covered	List of sys_ids of the install base items covered under the entitlement. Data type: Array of Objects `"install_base_items_covered": [ { "sys_id": "String" } ]`
service_contract_lines. child_contract_lines. entitlements. install_base_items_covered. sys_id	Sys_id of a install base items covered by the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines. child_contract_lines. entitlements. sold_products_covered	List of sys_ids of the products covered under the entitlement. Data type: Array of Objects `"sold_products_covered": [ { "sys_id": "String" } ]`
service_contract_lines. child_contract_lines. entitlements. sold_products_covered. sys_id	Sys_id of a product associated with the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines. child_contract_lines. entitlements.sys_id	Sys_id of the entitlement record associated with the child service contract line. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines. child_contract_lines. entitlement_characteristics	List of characteristics associated with the chile contract line. Data type: Array of Objects `"entitlement_characteristics": [ { "entitlement_usage": {Object}, "sys_id": "String" } ]`
service_contract_lines. child_contract_lines. entitlement_characteristics. entitlement_usage	Entitlement usage object inserted under the entitlement_characteristic. Data type: Object `"entitlement_usage": { "sys_id": "String" }`
service_contract_lines. child_contract_lines. entitlement_characteristics. entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
service_contract_lines. child_contract_lines. entitlement_characteristics. sys_id	Sys_id of a entitlement characteristics record associated with the child service contract line. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
service_contract_lines. child_contract_lines. install_base_items_covered	List of sys_ids of the install base items covered under the child contract line. Data type: Array of Objects `"install_base_items_covered": [ { "sys_id": "String" } ]`
service_contract_lines. child_contract_lines. install_base_items_covered. sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines. child_contract_lines.name	Name of the child service contract line. Data type: String
service_contract_lines. child_contract_lines. number	Unique number of the service contract line. Automatically generated by the endpoint. For example: CTRL000001. Data type: String
service_contract_lines. child_contract_lines. sold_products_covered	List of sys_ids of the products covered under the child service contract line. Data type: Array of Objects `"sold_products_covered": [ { "sys_id": "String" } ]`
service_contract_lines. child_contract_lines. sold_products_covered. sys_id	Sys_id of a product covered by the child service contract line. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines. child_contract_lines.sys_id	Sys_id of a child service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
service_contract_lines. entitlements	List of entitlements associated with the service contract. Data type: Array of Objects `"entitlements" [ { "entitlement_name": "String", "entitlement_characteristics": [Array], "install_base_items_covered": [Array], "sold_products_covered": [Array], "sys_id": "String" } ]`
service_contract_lines. entitlements. entitlement_name	Name of the entitlement. Data type: String
service_contract_lines. entitlements. entitlement_characteristics	List of the entitlement characteristic objects#created under the entitlement. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"entitlement_characteristics" [
	  {
	  "entitlement_usage": {Object},
	  "sys_id": "String"
	  }
	]</pre>

service_contract_lines.
entitlements.
entitlement_characteristics.
entitlement_usage
	Entitlement usage object inserted under the entitlement_characteristic.
	
	Data type: Object
	<pre>"entitlement_usage": {
	  "sys_id": "String"
	}</pre>

service_contract_lines. entitlements. entitlement_characteristics. entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
service_contract_lines. entitlements. entitlement_characteristics. sys_id	Sys_id of a entitlement characteristics record associated with the service contract line. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]

service_contract_lines.
entitlements.
install_base_items_covered
	List of sys_ids of the install base items covered under the entitlement.
	
	Data type: Array of Objects
	<pre>"install_base_items_covered": [
	  {
	  "sys_id": "String"
	  }
	]</pre>

service_contract_lines. entitlements. install_base_items_covered. sys_id	Sys_id of a install base items covered by the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]

service_contract_lines.
entitlements.
sold_products_covered
	List of sys_ids of the products covered under the entitlement.
	
	Data type: Array of Objects
	<pre>"sold_products_covered": [
	  {
	  "sys_id": "String"
	  }
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines. entitlements. sold_products_covered. sys_id	Sys_id of a product associated with the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines. entitlements.sys_id	Sys_id of the entitlement record associated with the service contract line. Data type: String Table: Entitlement [service_entitlement]
service_contract_lines. entitlement_characteristics	List of characteristics associated with the chile contract line. Data type: Array of Objects `"entitlement_characteristics": [ { "entitlement_usage": {Object}, "sys_id": "String" } ]`
service_contract_lines. entitlement_characteristics. entitlement_usage	Entitlement usage object inserted under the entitlement_characteristic. Data type: Object `"entitlement_usage": { "sys_id": "String" }`
service_contract_lines. entitlement_characteristics. entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
service_contract_lines. entitlement_characteristics. sys_id	Sys_id of a entitlement characteristics record associated with the child service contract line. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
service_contract_lines. install_base_items_covered	List of sys_ids of the install base items covered under the child contract line. Data type: Array of Objects `"install_base_items_covered": [ { "sys_id": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
service_contract_lines. install_base_items_covered. sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines. name	Name of the child service contract line. Data type: String
service_contract_lines. number	Unique number of the service contract line. Automatically generated by the endpoint. For example: CTRL000001. Data type: String
service_contract_lines. sold_products_covered	List of sys_ids of the products covered under the service contract line. Data type: Array of Objects `"sold_products_covered": [ { "sys_id": "String" } ]`
service_contract_lines. sold_products_covered. sys_id	Sys_id of a product covered by the service contract line. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
service_contract_lines. sys_id	Sys_id of a service contract line record. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
short_description	Brief description or name of the service contract. Data type: String
sold_products_covered	List of sys_ids of the products covered under the service contract. Data type: Array of Objects `"sold_products_covered": [ { "sys_id": "String" } ]`
sold_products_covered. sys_id	Sys_id of a product covered by the service contract. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sys_id	Sys_id of the service contract record. Data type: String Table: Service Contract [sn_pss_core_service_contract]

Example: cURL request

The following is a code example that shows how to call this endpoint and create a service contract with one sold product covered record, one install base items covered record, and two service contract lines.

```
curl
 "https://instance.servicenow.com/api/sn_pss_core/servicecontra
ct" \
--request POST \
--header "Accept:application/json" \
--data
{
  "state": "active",
  "account": "4c325111d1f53110f8776589fa411f3d",
  "vendor_contract": "External Reference",
  "starts": "2022-12-03",
  "service_contract_lines": [
    {
      "state": "active",
      "name": "CLI",
      "starts": "2022-12-03",
      "child_contract_lines": [
        {
          "state": "active",
          "name": "Child CLI",
          "starts": "2022-12-03",
          "entitlements": [
            {
              "state": "active",
              "entitlement_name": "Child CLI - ENTL",
              "start_date": "2022-12-03"
            }
          ],
          "sold_products_covered": [
            {
              "sold_product":
 "8db4258949f14ef7b90d90822dfc5800",
              "added": "2023-12-03",
              "removed": "2023-12-03"
            }
          ],
          "install_base_items_covered": [
            {
              "install_base":
 "2f270832699b46e78aa899a5a5dc6682",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "added": "2023-12-03",
            "removed": "2023-12-03"
          }
        ],
        "entitlement_characteristics": [
          {
            "characteristic":
"63418db7539e61106bfcddeeff7b1238",
            "characteristic_option":
"495149b7539e61106bfcddeeff7b1262",
            "value": "20",
            "type": "coverage"
          }
        ]
      }
    ],
    "entitlements": [
      {
        "state": "active",
        "entitlement_name": "ENTL",
        "start_date": "2022-12-03",
        "sold_products_covered": [
          {
            "sold_product": "da23d151d1f53110f8776589fa411f27"
          }
        ],
        "install_base_items_covered": [
          {
            "install_base":
"43739151d1f53110f8776589fa411fc1",
            "added": "2023-12-03",
            "removed": "2023-12-03"
          }
        ],
        "entitlement_characteristics": [
          {
            "characteristic":
"63418db7539e61106bfcddeeff7b1238",
            "characteristic_option":
"495149b7539e61106bfcddeeff7b1262",
            "value": "20",
            "type": "coverage_and_usage",
            "entitlement_usage": {
              "used_units": "3"
            }
          }
        ]
      }
    ],
    "sold_products_covered": [
      {
        "sold_product": "ec235d9dd1b53110f8776589fa411fe2",
        "added": "2023-12-03",
        "removed": "2023-12-03"
      }
    ],
    "install_base_items_covered": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "install_base": "a1731551d1f53110f8776589fa411f8d",
          "added": "2023-12-03",
          "removed": "2023-12-03"
        }
      ],
      "entitlement_characteristics": [
        {
          "characteristic": "63418db7539e61106bfcddeeff7b1238",
          "characteristic_option":
"495149b7539e61106bfcddeeff7b1262",
          "value": "20",
          "type": "coverage"
        }
      ]
    },
    {
      "state": "active",
      "name": "CLI 2",
      "starts": "2022-12-03",
      "sold_products_covered": [
        {
          "sold_product": "7f23995dd1b53110f8776589fa411f66",
          "added": "2023-12-03",
          "removed": "2023-12-03"
        }
      ],
      "install_base_items_covered": [
        {
          "install_base": "a483d951d1f53110f8776589fa411fad",
          "added": "2023-12-03",
          "removed": "2023-12-03"
        }
      ],
      "entitlement_characteristics": [
        {
          "characteristic": "63418db7539e61106bfcddeeff7b1238",
          "characteristic_option":
"495149b7539e61106bfcddeeff7b1262",
          "value": "20",
          "type": "coverage"
        }
      ]
    }
  ],
  "sold_products_covered": [
    {
      "sold_product": "0df21151d1f53110f8776589fa411f1b",
      "added": "2023-12-03",
      "removed": "2023-12-03"
    }
  ],
  "install_base_items_covered": [
    {
      "install_base": "e2639951d1f53110f8776589fa411f2b",
      "added": "2023-12-03",
      "removed": "2023-12-03"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  ]
}
--user "username":"password"
```

Response:

```
{
  "result": {
    "sys_id": "d8641151d1f53110f8776589fa411fde",
    "number": "CNTR0010004",
    "short_description": null,
    "service_contract_lines": [
      {
        "sys_id": "d4641d91d1f53110f8776589fa411fbb",
        "name": "CLI",
        "number": "CTRL0000001,
        "child_contract_lines": [
          {
            "sys_id": "3a39ecdc01154f4ab782da0169c9c922",
            "name": "Child CLI",
            "number": "CTRL0000002",
            "child_contract_lines": [],
            "entitlements": [
              {
                "sys_id": "7439fd84c2494ba6951e58f333cfe8d4",
                "entitlement_name": "Child CLI - ENTL",
                "sold_products_covered": [],
                "install_base_items_covered": [],
                "entitlement_characteristics": []
              }
            ],
            "sold_products_covered": [
              {
                "sys_id": "dfb62e9c4c6843009be02a68f65b9118"
              }
            ],
            "install_base_items_covered": [
              {
                "sys_id": "2583912e81964501b52a2e44d4797a28"
              }
            ],
            "entitlement_characteristics": [
              {
                "sys_id": "3a00c975bb49412cae169200c7f6236e",
                "entitlement_usage": {}
              }
            ]
          }
        ],
        "entitlements": [
          {
            "sys_id": "a8641d91d1f53110f8776589fa411fc0",
            "entitlement_name": "ENTL",
            "sold_products_covered": [
              {
                "sys_id": "a0641d91d1f53110f8776589fa411fc2"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
          ],
          "install_base_items_covered": [
            {
              "sys_id": "e0641d91d1f53110f8776589fa411fc3"
            }
          ],
          "entitlement_characteristics": [
            {
              "sys_id": "a8641d91d1f53110f8776589fa411fd0",
              "entitlement_usage": {
                "sys_id": "a8641d91d1f53110f8776589fa411fd1"
              }
            }
          ]
        }
      ],
      "sold_products_covered": [
        {
          "sys_id": "98641d91d1f53110f8776589fa411fbc"
        }
      ],
      "install_base_items_covered": [
        {
          "sys_id": "58641d91d1f53110f8776589fa411fbd"
        }
      ],
      "entitlement_characteristics": [
        {
          "sys_id": "e0641d91d1f53110f8776589fa411fbf",
          "entitlement_usage": {}
        }
      ]
    },
    {
      "sys_id": "e4641d91d1f53110f8776589fa411fd2",
      "name": "CLI 2",
      "number": "CTRL0000003",
      "child_contract_lines": [],
      "entitlements": [],
      "sold_products_covered": [
        {
          "sys_id": "e8641d91d1f53110f8776589fa411fd3"
        }
      ],
      "install_base_items_covered": [
        {
          "sys_id": "a8641d91d1f53110f8776589fa411fd4"
        }
      ],
      "entitlement_characteristics": [
        {
          "sys_id": "a8641d91d1f53110f8776589fa411fd5",
          "entitlement_usage": {}
        }
      ]
    }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ],
    "sold_products_covered": [
      {
        "sys_id": "9c641d91d1f53110f8776589fa411fb9"
      }
    ],
    "install_base_items_covered": [
      {
        "sys_id": "d8641d91d1f53110f8776589fa411fba"
      }
    ]
  }
}
```

Service Contract - POST /sn_pss_core/servicecontract/contractline

Creates a contract line record and all of its related entities.

This endpoint stores data in the following tables when processing the request:

- Characteristic [sn_pss_core_entitlement_characteristic]
- Entitlement [service_entitlement]
- Entitlement Usage [sn_pss_core_entitlement_usage]
- Sold Product Covered [sn_install_base_m2m_contract_sold_product] - This table contains information for both sold products covered and install base items covered.
- Service Contract Line [sn_pss_core_service_contract_line]

URL format

Versioned URL: `/api/sn_pss_core/{api_version}/servicecontract/contractline`

Default URL: `/api/sn_pss_core/servicecontract/contractline`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
child_contract_lines	List of child service contract line objects created under the service contract line. Data type: Array of Objects `"child_contract_lines": [{ "child_contract_lines": [Array], "contract": "String", "ends": "String", "entitlements": [Array], "entitlement_characteristics": [Array], "install_base_items_covered": [Array], "name": "String", "parent_contract_line": "String", "product_model": "String", "product_offering": "String", "product_specification": "String", "sold_product": "String", "sold_products_covered": [Array], "starts": "String", "state": "String" }]` Stored in: Service Contract [sn_pss_core_service_contract]
child_contract_lines.child_contract_lines	List of child service contract line objects to create under the child service contract line. The objects in this array have the same elements as the objects in the *child_contract_lines* parameter. Data type: Array of Objects
child_contract_lines.contract	Sys_id of the service contract associated with the child service contract line. Data type: String Table: Service Contract [sn_pss_core_service_contract]
child_contract_lines.ends	Date on which the child service contract line ends. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
child_contract_lines.entitlements	List of entitlements associated with the child service contract line. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	"entitlements:" [
	  {
	  "account": "String",
	  "consumer": "String",
	  "end_date": "String",
	  "entitlement_characteristics":
	[Array],
	  "entitlement_name": "String",
	  "household": "String",
	  "install_base_items_covered":
	[Array],
	  "product": "String",
	  "product_offering": "String",
	  "product_specification": "String",
	  "sold_entitlement": "String",
	  "sold_products_covered": [Array],
	  "start_date": "String",
	  "state": "String"
	  }
	]
	
	Stored in: Entitlement [service_entitlement]

child_contract_lines.entitlements.account	Required if the *consumer* parameter is not passed. Sys_id of the account record to which the entitlement belongs. Data type: String Table: Account [customer_account]
child_contract_lines.entitlements.consumer	Required if the *account* parameter is not passed. Sys_id of the consumer record to which the entitlement belongs. Data type: String Table: Consumer [csm_consumer]
child_contract_lines.entitlements.end_date	End date of the entitlement. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.

child_contract_lines.entitlements.
entitlement_characteristics
	List of characteristics associated with the entitlement.
	
	Data type: Array of Objects
	
	"entitlement_characteristics": [
	  {
	  "characteristic": "String",
	  "characteristic_option": "String",
	  "entitlement_usage": {Object},

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"type": "String",
	"value": "String"
	}
	]</pre>
	Stored in: Characteristic [sn_pss_core_entitlement_characteristic]

child_contract_lines.entitlements.entitlement_characteristics.characteristic	Required. Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
child_contract_lines.entitlements.entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]

child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage	Used unit value for the associated entitlement characteristic.
	
	Only pass this parameter if the entitlement_characteristics are under the entitlement.
	
	Data type: Object
	<pre>"entitlement_usage": {
	"used_units": "String"
	}</pre>
	Stored in: Entitlement Usage [sn_pss_core_entitlement_usage]

child_contract_lines.entitlements.entitlement_characteristics.entitlement_usage.used_units	Usage of the associated entitlement characteristic. Data type: String
child_contract_lines.entitlements.entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
child_contract_lines.entitlements.entitlement_characteristics.value	Required if the *input_type* parameter contained in the record specified in the *entitlement_characteristics.characteristic* parameter, is not `choice`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Value of the characteristic. Data type: String
child_contract_lines.entitlements. entitlement_name	Required. Name of the entitlement. Data type: String
child_contract_lines.entitlements.household	Only passed when the household plugins are active and the *consumer* parameter is passed. Sys_id of the household record associated with the entitlement. Data type: String Table: Household [csm_household]
child_contract_lines.entitlements. install_base_items_covered	List of install base items covered under the entitlement. The information in this array is inserted in the Sold Product Covered#[sn_install_base_m2m_contract_sold_product] table. Data type: Array of Objects `"install_base_items_covered": [ { "added": "String", "install_base": "String", "removed": "String" } ]`
child_contract_lines.entitlements. install_base_items_covered.added	Date that the associated install base item was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
child_contract_lines.entitlements. install_base_items_covered.install_base	Sys_id of the install base item covered by the entitlement. Data type: String Table: Install Base Item [sn_install_base_item]
child_contract_lines.entitlements. install_base_items_covered.removed	Date that the associated install base item was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
child_contract_lines.entitlements.product	Sys_id of the product model record associated with the entitlement. Data type: String Table: Product Model [cmdb_model]
child_contract_lines.entitlements. product_offering	Sys_id of the product offering record associated with the entitlement. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
child_contract_lines.entitlements. product_specification	Sys_id of the product specification record associated with the entitlement. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
child_contract_lines.entitlements. sold_entitlement	Sys_id of the sold product record associated with the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]
child_contract_lines.entitlements. sold_products_covered	List of sold products covered under the entitlement. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "removed": "String", "sold_product": "String" } ]`
child_contract_lines.entitlements. sold_products_covered.added	Date that the associated sold product was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
child_contract_lines.entitlements. sold_products_covered.removed	Date that the associated sold product was removed from the entitlement. Data type: String Format: yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: No end date
child_contract_lines.entitlements.sold_products_covered.sold_product	Sys_id of a product associated with the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines.entitlements.start_date	Required. Start date of the entitlement. Data type: String Format: yyyy-mm-dd
child_contract_lines.entitlements.state	Required. Current state of the entitlement. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String
child_contract_lines.entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects `"entitlement_characteristics": [ { "characteristic": "String", "characteristic_option": "String", "entitlement_usage": {Object}, "type": "String", "value": "String" } ]` Stored in: Characteristic [sn_pss_core_entitlement_characteristic]
child_contract_lines.entitlement_characteristics.characteristic	Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
child_contract_lines.entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
child_contract_lines.entitlement_characteristics.entitlement_usage	Used unit value for the associated entitlement characteristic. Only pass this parameter if the entitlement_characteristics are under the entitlement. Data type: Object `"entitlement_usage": { "used_units": "String" }` Stored in: Entitlement Usage [sn_pss_core_entitlement_usage]
child_contract_lines.entitlement_characteristics.entitlement_usage.used_units	Usage of the associated entitlement characteristic. Data type: String
child_contract_lines.entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
child_contract_lines.entitlement_characteristics.value	Value of the characteristic. Data type: String
child_contract_lines.install_base_items_covered	List of install base items covered under the entitlement. The information in this array is inserted in the Sold Product Covered#[sn_install_base_m2m_contract_sold_product] table. Data type: Array of Objects `"install_base_items_covered": [ { "added": "String", "install_base": "String", "removed": "String" } ]`
child_contract_lines.install_base_items_covered.added	Date that the associated install base item was added to the child service contract line. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Format: yyyy-mm-dd Default: Current date
child_contract_lines. install_base_items_covered.install_base	Sys_id of the install base item covered by the child service contract line. Data type: String Table: Install Base Item [sn_install_base_item]
child_contract_lines. install_base_items_covered.removed	Date that the associated child service contract line ends coverage of the install base item. Data type: String Format: yyyy-mm-dd Default: No end date
child_contract_lines.name	Name of the child service contract line. Data type: String
child_contract_lines.parent_contract_line	Sys_id of the parent contract line record associated with the child service contract line. Data type: String
child_contract_lines.product_model	Sys_id of the product associated with the child service contract line. Data type: String Table: Product Model [cmdb_model]
child_contract_lines.product_offering	Sys_id of the product offering record associated with the child service contract line. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
child_contract_lines.product_specification	Sys_id of the product specification record associated with the child service contract line. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
child_contract_lines.sold_product	Sys_id of the sold product record associated with the child service contract line. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Sold Product [sn_install_base_sold_product]
child_contract_lines.sold_products_covered	List of products covered under the child service contract line. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "removed": "String", "sold_product": "String" } ]`
child_contract_lines.sold_products_covered.added	Date that the associated child service contract line starts to cover the associated product. Data type: String Format: yyyy-mm-dd Default: Current date
child_contract_lines.sold_products_covered.removed	Date that the associated child service contract line ends coverage of the associated product. Data type: String Format: yyyy-mm-dd Default: No end date
child_contract_lines.sold_products_covered.sold_product	Sys_id of a product associated with the child service contract line. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines.starts	Start date of the child service contract line. Data type: String Format: yyyy-mm-dd
child_contract_lines.state	Current state of the contract line. Valid values: (case-sensitive) • active • cancelled • draft

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• expired • suspended Data type: String
contract	Sys_id of the service contract associated with the service contract line. Data type: String Table: Service Contract [sn_pss_core_service_contract]
ends	Date on which the service contract line ends. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
entitlements	List of entitlements to associate with the service contract line. These entitlements are inserted in the Entitlement [service_entitlement] table. Data type: Array of Objects `"entitlements:" [{ "account": "String", "consumer": "String", "end_date": "String", "entitlement_characteristics": [Array], "entitlement_name": "String", "household": "String", "install_base_items_covered": [Array], "product": "String", "product_offering": "String", "product_specification": "String", "sold_entitlement": "String", "sold_products_covered": [Array], "start_date": "String", "state": "String" }]`
entitlements.account	Required if the *consumer* parameter is not passed. Sys_id of the account record to which the entitlement belongs. Data type: String Table: Account [customer_account]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
entitlements.consumer	Required if the *account* parameter is not passed. Sys_id of the consumer record to which the entitlement belongs. Data type: String Table: Consumer [csm_consumer]
entitlements.end_date	End date of the entitlement. Data type: String Format: yyyy-mm-dd Default: Never ends until manually removed.
entitlements.entitlement_characteristics	List of characteristics associated with the entitlement. Data type: Array of Objects `"entitlement_characteristics": [ { "characteristic": "String", "characteristic_option": "String", "entitlement_usage": {Object}, "type": "String", "value": "String" } ]` Stored in: Characteristic [sn_pss_core_entitlement_characteristic]
entitlements. entitlement_characteristics.characteristic	Required. Sys_id of the characteristic record associated with the entitlement. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
entitlements. entitlement_characteristics.characteristic_option	Sys_id of the characteristic option record associated with the entitlement. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
entitlements. entitlement_characteristics.entitlement_usage	Used unit value for the associated entitlement characteristic. Only pass this parameter if the entitlement_characteristics are under the entitlement. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"entitlement_usage": {
	    "used_units": "String"
	}</pre>
	Stored in: Entitlement Usage [sn_pss_core_entitlement_usage]

entitlements. entitlement_characteristics.entitlement_usage. used_units	Usage of the associated entitlement characteristic. Data type: String
entitlements.entitlement_characteristics.type	Type of entitlement characteristic. Valid values: • coverage • coverage_and_usage Data type: String
entitlements.entitlement_characteristics.value	Required if the *input_type* parameter contained in the record specified in the *entitlement_characteristics.characteristic* parameter, is not `choice`. Value of the characteristic. Data type: String
entitlements.entitlement_name	Required. Name of the entitlement. Data type: String
entitlements.household	Only passed when the household plugins are active and the *consumer* parameter is passed. Sys_id of the household record associated with the entitlement. Data type: String Table: Household [csm_household]

entitlements.install_base_items_covered	List of install base items covered under the entitlement. The information in this array is inserted in the Sold Product Covered#[sn_install_base_m2m_contract_sold_product] table.
	
	Data type: Array of Objects
	<pre>"install_base_items_covered": [
	  {
	    "added": "String",
	    "install_base": "String",
	    "removed": "String"</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre> }]</pre>
entitlements.install_base_items_covered.added	Date that the associated install base item was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
entitlements.install_base_items_covered.removed	Date that the associated install base item was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date
entitlements.product	Sys_id of the product model record associated with the entitlement. Data type: String Table: Product Model [cmdb_model]
entitlements.product_offering	Sys_id of the product offering record associated with the entitlement. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
entitlements.product_specification	Sys_id of the product specification record associated with the entitlement. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
entitlements.sold_entitlement	Sys_id of the sold product record associated with the entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]

entitlements.sold_products_covered	List of sold products covered under the entitlement.
	
	Data type: Array of Objects
	
	<pre>"sold_products_covered": [
	  {</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"added": "String",
	"removed": "String",
	"sold_product": "String"
	}
	]</pre>

entitlements.sold_products_covered.added	Date that the associated sold product was added to the entitlement. Data type: String Format: yyyy-mm-dd Default: Current date
entitlements.sold_products_covered.removed	Date that the associated sold product was removed from the entitlement. Data type: String Format: yyyy-mm-dd Default: No end date
entitlements.sold_products_covered. sold_product	Sys_id of a product associated with the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
entitlements.start_date	Required. Start date of the entitlement. Data type: String Format: yyyy-mm-dd
entitlements.state	Required. Current state of the entitlement. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String
entitlement_characteristics	List of characteristics associated with the service contract line. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"entitlement_characteristics" [
	  {
	  "characteristic": "String",
	  "characteristic_option": "String",
	  "entitlement_usage": {Object},
	  "type": "String",
	  "value": "String"
	  }
	]</pre>
	Stored in: Characteristic [sn_pss_core_entitlement_characteristic]

entitlement_characteristics.characteristic	Required. Sys_id of the characteristic record associated with the service contract line. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
entitlement_characteristics.characteristic_option	Required if the *input_type* parameter contained in the record specified in the *entitlement_characteristics.characteristic* parameter, is set to `choice`. Sys_id of the characteristic option record associated with the service contract line. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]

entitlement_characteristics.entitlement_usage	Used unit value for the associated service contract line characteristic.
	
	Data type: Object
	<pre>"entitlement_usage": {
	  "used_units": "String"
	}</pre>
	Stored in: Entitlement Usage [sn_pss_core_entitlement_usage]

entitlement_characteristics.entitlement_usage.used_units	Usage of the associated entitlement characteristic. Data type: String
entitlement_characteristics.type	Type of service contract line characteristic. Valid values: • coverage • coverage _and_usage

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
entitlement_characteristics.value	Required if the *entitlement_characteristics.type* parameter is not passed. Value of the characteristic. Data type: String
install_base_items_covered	Required if the *sold_products_covered* parameter is not passed. List of install base items covered under the service contract line. Data type: Array of Objects `"install_base_items_covered": [ { "added": "String", "install_base": "String", "removed": "String" } ]` Stored in: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
install_base_items_covered.added	Date that the associated install base item was added to the service contract line. Data type: String Format: yyyy-mm-dd Default: Current date
install_base_items_covered.install_base	Sys_id of the install base item covered by the service contract line. Data type: String Table: Install Base Item [sn_install_base_item]
install_base_items_covered.removed	Date that the associated service contract line ends coverage of the install base item. Data type: String Format: yyyy-mm-dd Default: No end date
name	Required. Name of the service contract line. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
parent_contract_line	Sys_id of the service contract line to which the current service contract line is a child of. Null for the contract lines created under a contract. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
product_model	Sys_id of the product associated with the service contract line. Data type: String Table: Product Model [cmdb_model]
product_offering	Sys_id of the product offering record associated with the service contract line. Data type: String Table: Product Offering [sn_prd_pm_product_offering]
product_specification	Sys_id of the product specification record associated with the service contract line. Data type: String Table: Product Specification [sn_prd_pm_product_specification]
sold_product	Sys_id of the sold product record associated with the service contract line. Data type: String Table: Sold Product [sn_install_base_sold_product]
sold_products_covered	Required if the *install_base_items_covered* parameter is not passed. List of products covered under the service contract line. Data type: Array of Objects `"sold_products_covered": [ { "added": "String", "removed": "String", "sold_product": "String" } ]` Data is stored in the Sold Products Covered #[sn_install_base_m2m_contract_sold_product] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
sold_products_covered.added	Date that the associated service contract line starts to cover the associated product. Data type: String Format: yyyy-mm-dd Default: Current date
sold_products_covered.removed	Date that the associated service contract line ends coverage of the associated product. Data type: String Format: yyyy-mm-dd Default: No end date
sold_products_covered.sold_product	Sys_id of a product associated with the service contract line. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
starts	Required. Start date of the service contract line. Data type: String Format: yyyy-mm-dd
state	Required. Current state of the contract line. Valid values: (case-sensitive) • active • cancelled • draft • expired • suspended Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed and the records were created.
400	Bad Request. A bad request type or malformed request was detected.
403	Forbidden. The user doesn't have permission to access the API.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
child_contract_lines	List of child service contract line objects created under the service contract line. Data type: Array of Objects `"child_contract_lines": [ { "child_contract_lines": [Array], "entitlements": [Array], "entitlement_characteristics": [Array], "install_base_items_covered": [Array], "name": "String", "number": "String", "sold_products_covered": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_id" "String"
	}
	]</pre>

child_contract_lines. child_contract_lines	List of child service contract line objects created under the child service contract line. The objects in this array have the same elements as the *child_contract_lines* parameter. Data type: Array of Objects

child_contract_lines.
entitlements
	List of entitlements associated with the child service contract line.
	
	Data type: Array of Objects
	<pre>"entitlements": [
	{
	"entitlement_name": "String",
	"entitlement_characteristics": [Array],
	"install_base_items_covered": [Array],
	"sold_products_covered": [Array],
	"sys_id": "String"
	}
	]</pre>

child_contract_lines. entitlements. entitlement_name	Name of the entitlement. Data type: String

child_contract_lines.
entitlements.
entitlement_characteristics
	List of the entitlement characteristic objects#created under the entitlement.
	
	Data type: Array of Objects
	<pre>"entitlement_characteristics": [
	{
	"sys_id": "String"
	}
	]</pre>

child_contract_lines. entitlements. entitlement_characteristics. sys_id	Sys_id of an entitlement characteristics record associated with the child service contract line. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]

child_contract_lines.
entitlements.
install_base_items_covered
	List of sys_ids of the install base items covered under the entitlement.
	
	Data type: Array of Objects
	<pre>"install_base_items_covered": [
	{
	"sys_id": "String"
	}
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
child_contract_lines. entitlements. install_base_items_covered. sys_id	Sys_id of a install base items covered by the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines. entitlements. sold_products_covered	List of sys_ids of the products covered under the entitlement. Data type: Array of Objects `"sold_products_covered": [ { "sys_id": "String" } ]`
child_contract_lines. entitlements. sold_products_covered. sys_id	Sys_id of a product associated with the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines. entitlements.sys_id	Sys_id of the entitlement record associated with the child service contract line. Data type: String Table: Entitlement [service_entitlement]
child_contract_lines. entitlement_characteristics	List of characteristics associated with the chile contract line. Data type: Array of Objects `"entitlement_characteristics": [ { "entitlement_usage": {Object}, "sys_id": "String" } ]`
child_contract_lines. entitlement_characteristics. entitlement_usage	Entitlement usage object inserted under the entitlement_characteristic. Data type: Object `"entitlement_usage": { "sys_id": "String" }`
child_contract_lines. entitlement_characteristics. entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
child_contract_lines. entitlement_characteristics. sys_id	Sys_id of a entitlement characteristics record associated with the child service contract line. Data type: String Table: Characteristic [sn_pss_core_entitlement_characteristic]
child_contract_lines. install_base_items_covered	List of sys_ids of the install base items covered under the child service contract line. Data type: Array of Objects `"install_base_items_covered": [ { "sys_id": "String" } ]`
child_contract_lines. install_base_items_covered. sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines.name	Name of the child service contract line. Data type: String
child_contract_lines. number	Unique number of the service contract line. Automatically generated by the endpoint. For example: CTRL9812347. Data type: String
child_contract_lines. sold_products_covered	List of sys_ids of the products covered under the child service contract line. Data type: Array of Objects `"sold_products_covered": [ { "sys_id": "String" } ]`
child_contract_lines. sold_products_covered. sys_id	Sys_id of a product covered by the child service contract line. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
child_contract_lines.sys_id	Sys_id of a product covered by the child contract item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
entitlements	List of entitlements associated with the service contract line. Data type: Array of Objects `"entitlements": [ { "entitlement_characteristics": [Array], "entitlement_name": "String", "install_base_items_covered": [Array], "sold_products_covered": [Array], "sys_id": "String" } ]`
entitlements. entitlement_characteristics	List of the entitlement characteristic objects#created under the entitlement. Data type: Array of Objects `"entitlement_characteristics" [ { "entitlement_usage": {Object}, "sys_id": "String" } ]`
entitlements. entitlement_characteristics. entitlement_usage	Entitlement usage object inserted under the entitlement_characteristic. Data type: Object `"entitlement_usage": { "sys_id": "String" }`
entitlements. entitlement_characteristics. entitlement_usage.sys_id	Sys_id of the entitlement usage record. Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
entitlements. entitlement_characteristics. sys_id	Sys_id of the entitlement characteristics record. Data type: String
entitlements. entitlement_name	Name of the entitlement. Data type: String
entitlements. install_base_items_covered	List of sys_ids of the install base items covered under the entitlement. Data type: Array of Objects `"install_base_items_covered": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_id": "String"
	}
	]</pre>

entitlements. install_base_items_covered. sys_id	Sys_id of a install base items covered by the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]

entitlements.
sold_products_covered
	List of sys_ids of the products covered under the entitlement.
	
	Data type: Array of Objects
	<pre>"sold_products_covered": [
	{
	"sys_id": "String"
	}
	]</pre>

entitlements. sold_products_covered. sys_id	Sys_id of a product associated with the entitlement. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
entitlements.sys_id	Sys_id of the entitlement record associated with the service contract line. Data type: String Table: Entitlement [service_entitlement]

entitlement_characteristics	List of the entitlement characteristic objects#created under the service contract line.
	
	Data type: Array of Objects
	<pre>"entitlement_characteristics" [
	{
	"entitlement_usage": {Object},
	"sys_id": "String"
	}
	]</pre>

entitlement_characteristics.
entitlement_usage
	Entitlement usage object inserted under the entitlement_characteristic.
	
	Data type: Object
	<pre>"entitlement_usage": {
	"sys_id": "String"
	}</pre>

entitlement_characteristics. entitlement_usage.sys_id	Sys_id of the entitlement usage record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Entitlement Usage [sn_pss_core_entitlement_usage]
entitlement_characteristics.sys_id	Sys_id of the entitlement characteristics record. Data type: String
install_base_items_covered	List of sys_ids of the install base items covered under the service contract line. Data type: Array of Objects `"install_base_items_covered": [ { "sys_id": "String" } ]`
install_base_items_covered.sys_id	Sys_id of the install base item covered. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
name	Name of the service contract line. Data type: String
number	Unique number of the service contract line. Automatically generated by the endpoint. For example: CTRL9812347. Data type: String
sold_products_covered	List of sys_ids of the products covered under the service contract line. Data type: Array of Objects `"sold_products_covered": [ { "sys_id": "String" } ]`
sold_products_covered.sys_id	Sys_id of a product covered by the service contract line. Data type: String Table: Sold Product Covered [sn_install_base_m2m_contract_sold_product]
sys_id	Sys_id of a service contract line record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Service Contract Line [sn_pss_core_service_contract_line]

Example: cURL request

The following is a code example that shows how to call this endpoint and create a service contract line record.

```
curl
 "https://instance.servicenow.com/api/sn_pss_core/servicecontra
ct/contractline" \
--request POST \
--header "Accept:application/json" \
--data
{
  "state": "active",
  "contract": "a4b415d1d1f53110f8776589fa411f20",
  "parent_contract_line": null,
  "name": "CLI",
  "starts": "2022-12-03",
  "child_contract_lines": [
    {
      "state": "active",
      "name": "Child CLI",
      "starts": "2022-12-03",
      "entitlements": [
        {
          "state": "active",
          "entitlement_name": "Child CLI - ENTL",
          "start_date": "2022-12-03"
        }
      ],
      "sold_products_covered": [
        {
          "sold_product": "8db4258949f14ef7b90d90822dfc5800",
          "added": "2023-12-03",
          "removed": "2023-12-03"
        }
      ],
      "install_base_items_covered": [
        {
          "install_base": "2f270832699b46e78aa899a5a5dc6682",
          "added": "2023-12-03",
          "removed": "2023-12-03"
        }
      ],
      "entitlement_characteristics": [
        {
          "characteristic": "63418db7539e61106bfcddeeff7b1238",
          "characteristic_option":
 "495149b7539e61106bfcddeeff7b1262",
          "value": "20",
          "type": "coverage"
        }
      ]
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ],
  "entitlements": [
    {
      "state": "active",
      "entitlement_name": "ENTL 1",
      "start_date": "2022-12-03",
      "sold_products_covered": [
        {
          "sold_product": "ec235d9dd1b53110f8776589fa411fe2"
        }
      ],
      "entitlement_characteristics": [
        {
          "characteristic": "63418db7539e61106bfcddeeff7b1238",
          "characteristic_option":
 "495149b7539e61106bfcddeeff7b1262",
          "value": "20",
          "type": "coverage_and_usage",
          "entitlement_usage": {
            "used_units": "3"
          }
        }
      ]
    }
  ],
  "sold_products_covered": [
    {
      "sold_product": "0df21151d1f53110f8776589fa411f1b",
      "added": "2023-12-03",
      "removed": "2023-12-03"
    }
  ],
  "entitlement_characteristics": [
    {
      "characteristic": "63418db7539e61106bfcddeeff7b1238",
      "characteristic_option":
 "495149b7539e61106bfcddeeff7b1262",
      "value": "tyfy6h",
      "type": "coverage"
    }
  ]
}
```


Response:


```
{
  "result": {
    "sys_id": "16e451d1d1f53110f8776589fa411f80",
    "name": "CLI",
    "number": "CTRL00000001",
    "child_contract_lines": [
      {
        "sys_id": "3a39ecdc01154f4ab782da0169c9c922",
        "name": "Child CLI",
        "number": "CTRL00000001",
        "child_contract_lines": [],
        "entitlements": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "sys_id": "7439fd84c2494ba6951e58f333cfe8d4",
          "entitlement_name": "Child CLI - ENTL",
          "sold_products_covered": [],
          "install_base_items_covered": [],
          "entitlement_characteristics": []
        }
      ],
      "sold_products_covered": [
        {
          "sys_id": "dfb62e9c4c6843009be02a68f65b9118"
        }
      ],
      "install_base_items_covered": [
        {
          "sys_id": "2583912e81964501b52a2e44d4797a28"
        }
      ],
      "entitlement_characteristics": [
        {
          "sys_id": "3a00c975bb49412cae169200c7f6236e",
          "entitlement_usage": {}
        }
      ]
    }
  ],
  "entitlements": [
    {
      "sys_id": "9ee451d1d1f53110f8776589fa411f83",
      "entitlement_name": "ENTL 1",
      "sold_products_covered": [
        {
          "sys_id": "92e451d1d1f53110f8776589fa411f85"
        }
      ],
      "install_base_items_covered": [],
      "entitlement_characteristics": [
        {
          "sys_id": "92e451d1d1f53110f8776589fa411f86",
          "entitlement_usage": {
            "sys_id": "dee451d1d1f53110f8776589fa411f86"
          }
        }
      ]
    }
  ],
  "sold_products_covered": [
    {
      "sys_id": "5ae451d1d1f53110f8776589fa411f81"
    }
  ],
  "install_base_items_covered": [],
  "entitlement_characteristics": [
    {
      "sys_id": "dae451d1d1f53110f8776589fa411f82",
      "entitlement_usage": {}
    }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      ]
    }
}
```

Service Order Open API

The *Service Order Open* API provides endpoint that enable a standardized mechanism for placing service orders.

This API is a ServiceNow® implementation of the Open API TMForum TMF641 Service Ordering Management API specification.

To access this API, the Order Management for Telecommunications (sn_ind_tmt_orm) plugin must be activated. For more information, see Install Order Management. For information about Order Management tables, entities, and relationships, see Order Management data model.

This API is provided within the `sn_tmf_api` namespace.

The calling user must have the sn_ind_tmt_orm.order_integrator role.

This API can be extended to make customizations around required parameters, request body validation, additional REST operations, and field mappings. For more information, see the Service Order Open API Developer Guide.

Service Order Open API – GET /sn_tmf_api/order/serviceOrder

Retrieves all service orders.

This API retrieves service order information from the following related tables:

- Order [sn_ind_tmt_orm_order]
- Order Characteristic Value [sn_ind_tmt_orm_order_characteristic_value]
- Order Line Item [sn_ind_tmt_orm_order_line_item]
- Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact]
- Order Line Related Items [sn_ind_tmt_orm_order_line_related_items]

URL format

`/api/sn_tmf_api/order/serviceOrder`

Supported request parameters

Path parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Data type: String Default: All fields returned.
limit	Maximum number of records to return. For requests that exceed this number of records, use the *offset* parameter to paginate record retrieval. Data type: Number Default: 20 Maximum: 100
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0
state	Filter orders by state. Only orders with a state matching the value of this parameter are returned in the response. Data type: String Default: All states returned.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
	Range of content returned in a paginated call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description
Content-Range	For example, if `offset=2` and `limit=3`, the value of the *`Content-Range`* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *`application/json`*.
Link	Contains the following links to navigate through query results. • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
committedDueDate	Date and time when the action must be performed on the order. This value must be the same as or later than the *`committedDueDate`* values each order line item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
expectedCompletionDate	Date on which the order is to be completed. Data type: String
href	Relative link to the resource record. Data type: String Default: Blank string
id	Sys_id of the requested service order. Data type: String
note	List of additional notes made by the customer when ordering. Data type: Array `"note": [ { "author": "String", "date": "String", "text": "String" } ]`
note.author	User name of the person that authored associated note. Data type: String
note.date	Date that the note was created. Data type: String
note.text	Additional notes/comments made by th customer while ordering. Data type: String
orderDate	Date and timestamp of the order. Format: YYYY-MM-DD HH:MM:SS Data type: String Default: Blank string
ponr	Flag that indicates whether the point of return for the order has been reached. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Point of no return for the order has been reached. The order can't be modified or canceled while fulfillmen in progress. • false: Point of no return for the order has not been reached. The order can modified or canceled. Data type: Boolean
relatedParty	List of contacts for the order. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String", "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Located in th Account [customer_account], Contact [customer_contact] table, or Consumer [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.@referredType	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. T value is always `RelatedParty`. This information is not stored. Data type: String
requestedCompletionDate	Delivery date requested by the custome

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
serviceOrderItem	List of line items in the service order an their associated action. `"serviceOrderItem:" [{ "action": "String", "actionReason": "String", "committedDueDate": "String", "externalProductInventory": [Array], "id": "String", "orderRelationship": [Array], "quantity": "Number", "place": {Object}, "ponr": Boolean, "relatedParty": {Object}, "service": {Object}, "state": "String", "@type": "String", "version": "String" }]` Data type: Array
serviceOrderItem.action	Action to perform on the service order item. Possible actions are defined on the Choice List tab in the Action Dictionary Entry field of the sn_ind_tmt_orm_order_line_item table. For details, see Action types for custom and service orders. Data type: String
serviceOrderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of th sn_ind_tmt_orm_order_line_item table.
serviceOrderItem.committedDueDate	Date and time when the action must be performed on the order line item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
serviceOrderItem.externalProductInventory	List of external IDs mapped to the produ inventories created for the order. Data type: Array of Objects `"externalProductInventory" [ { "externalProductInventoryId": "String" } ]`
serviceOrderItem.externalProductInventory.externalProductInventoryId	External ID mapped to the product inventory. Data type: String
serviceOrderItem.id	Unique identifier of the line item. Locate in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table Data type: String
serviceOrderItem.orderRelationship	List of the relationships between order items. Data type: Array `"orderRelationship:" [ { "id": "String", "relationshipType": "String" } ]`
serviceOrderItem.orderRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table Data type: String
serviceOrderItem.orderRelationship.relationshipType	Type of relationship between the two lin items. This information is used to identi the relationship hierarchy. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• HasChild • HasParent • Requires HasChild and HasParent are used for parent/child relationships. Requir is used for horizontal relationships (a lir item requires another line item). Data type: String
serviceOrderItem.quantity	Number of line items ordered. Data type: Number
serviceOrderItem.place	Map of the locations on which to install service. Data type: Object `"place:" { "id": "String", "@type": "String" }`
serviceOrderItem.place.id	Sys_id of the associated location record the Location [cmn_location] table. Data type: String
serviceOrderItem.place.@type	Part of TMF Open API standard. Annotation for order line item contact. T value is always Place. This information not stored. Data type: String
serviceOrderItem.ponr	Flag that indicates whether the point of no return for the order line item has bee reached. Valid values: • true: Point of no return for the order li item has been reached. The order lin item can't be modified or canceled w fulfillment is in progress. • false: Point of no return for the order l item has not been reached. The orde line item can be modified or canceled Data type: Boolean
serviceOrderItem.relatedParty	List of contacts for line items.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Data type: Array
	<pre>"relatedParty:" [
	  {
	  "email": "String",
	  "firstName": "String"
	  "id": "String",
	  "lastName": "String",
	  "phone": "String",
	  "@referredType":
	"String",
	  "@type": "String"
	  }
	]</pre>

serviceOrderItem.relatedParty.email	Email address of the contact. Data type: String
serviceOrderItem.relatedParty.firstName	First name of the contact. Data type: String
serviceOrderItem.relatedParty.id	Sys_id of the line item contact associated with the order line item. Located in the Order Line Item Contact [sn_ind_tmt_orm_order_line_item_cont table. Data type: String
serviceOrderItem.relatedParty.lastName	Last name of the contact. Data type: String
serviceOrderItem.relatedParty.phone	Business phone number of the contact Data type: String
serviceOrderItem.relatedParty.@referredType	Required. Type of customer. Possible value: OrderLineItemContact Data type: String
serviceOrderItem.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. T value is always `RelatedParty`. This information is not stored. Data type: String
serviceOrderItem.service	Description of the instance details of th service purchased by the customer. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"service:" {
	"serviceCharacteristic":
	[Array],
	"serviceRelationship":
	[Array],
	"serviceSpecification":
	{Object},
	"serviceType": "String",
	"state": "String",
	"@type": "String"
	}

serviceOrderItem.service.serviceCharacteristic	List that describes the characteristics o the associated service.
	
	Only service characteristics with a current *value* different from the *previousValue* are returned.
	
	Data type: Array of Objects
	"serviceCharacteristic:" [
	{
	"name": "String",
	"previousValue":
	"String",
	"value": "String",
	"valueType": "String"
	}
	]

serviceOrderItem.service.serviceCharacteristic.value	Characteristic option values associated with the service. For additional informat on characteristic option values, see Cre product characteristics and characteris options. Data type: String
serviceOrderItem.service.serviceCharacteristic.valueType	Type of characteristic value. Data type: String

serviceOrderItem.service.serviceRelationship	List of product inventories related to the service.
	
	Data type: Array of Objects
	"serviceRelationship": [
	{
	"id": "String",
	"relationshipType":
	"String"
	}
	]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceOrderItem.service.serviceRelationship.id	Sys_id or sn_prd_invt_external_id of th product inventory. Data type: String Table: In the sys_id or sn_prd_invt_external_id field of the Product Inventory [sn_prd_invt_product_inventory] table.
serviceOrderItem.service.serviceRelationship.relationshipType	Type of relationship between the servic and the product inventory. Possible value: Requires Data type: String
serviceOrderItem.service.serviceSpecification	Description of the service specification associated with the service. Data type: Object `"serviceSpecification:" { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String", "@type": "String" }`
serviceOrderItem.service.serviceSpecification.id	Initial_version or external_id of the service specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Service Specification [sn_prd_pm_service_specification] tabl Data type: String
serviceOrderItem.service.serviceSpecification.internalId	Initial version of the service specificatio Data type: String Table: In the sys_id field of the Service Specification [sn_prd_pm_service_specification] tabl
serviceOrderItem.service.serviceSpecification.internalVersion	Version of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceOrderItem.service.serviceSpecification.name	Name of the service specification. Located in the Service Specification [sn_prd_pm_service_specification] tabl Data type: String
serviceOrderItem.service.serviceSpecification.version	External_version of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]
serviceOrderItem.service.serviceSpecification.@type	Part of the TMF Open API standard. This value is always `ServiceSpecificationRef`. This information is not stored. Data type: String
serviceOrderItem.service.serviceType	Service type. Data type: String
serviceOrderItem.service.state	State of the sold product. For example, new. Data type: String
serviceOrderItem.state	State of the service order item. For example, new. Data type: String
serviceOrderItem.version	Service order line item version. Data type: String
serviceOrderItem.@type	Part of the TMF Open API standard. Thi value is always `ServiceOrderItem` This information is not stored. Data type: String
state	State of the service order. For more information, see. Data type: String
@type	Part of the TMF Open API standard. Thi value is always `ServiceOrder`. This information is not stored. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

This example retrieves all service orders.

```
curl --location --request GET
 'http://instance.service-now.com/api/sn_tmf_api/order/serviceOr
der' \
--user 'username':'password'
```

Response body.

```
[
    {
        "id": "bd30366ec3a83010abc8b5183c40dd92",
        "ponr": "true",
        "href":
 "/api/sn_tmf_api/order/serviceOrder/bd30366ec3a83010abc8b5183c4
0dd92",
        "completionDate": "2021-06-07T21:52:12.000Z",
        "expectedCompletionDate": "2018-01-14T20:07:40.000Z",
        "orderDate": "2021-06-08T05:34:59.000Z",
        "requestedCompletionDate": "2018-01-14T20:07:40.000Z",
        "requestedStartDate": "2018-01-14T20:07:40.000Z",
        "serviceOrderItem": [
            {
                "id": "100",
                "ponr": "true",
                "quantity": 1,
                "action": "add",
                "service": {
                    "@type": "Service",
                    "id": "4b5072aec3a83010abc8b5183c40dd42",
                    "state": "active",
                    "serviceType": "cfs",
                    "serviceCharacteristic": [
                        {
                            "name": "Firewall coverage",
                            "valueType": "choice",
                            "value": "Premium(Up to 50
 sites)\n\t\t",
                            "previousValue": ""
                        },
                        {
                            "name": "Firewall Security",
                            "valueType": "choice",
                            "value": "Premium",
                            "previousValue": ""
                        },
                        {
                            "name": "CPE Type",
                            "valueType": "choice",
                            "value": "Physical",
                            "previousValue": ""
                        },
                        {
                            "name": "Administration Support",
                            "valueType": "choice",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                            "value": "Basic( Customer
Managed)\n\t\t",
                            "previousValue": ""
                        }
                    ],
                    "serviceSpecification": {
                        "id":
"f99546ff07266010a7955b7e0ad300a8",
                        "name": "Managed Firewall Service",
                        "version": "",
                        "internalVersion": "1",
                        "internalId":
"f99546ff07266010a7955b7e0ad300a8",
                        "@type": "ServiceSpecificationRef"
                    }
                },
                "place": {
                    "id": "920cf6ac73d423002728660c4cf6a799",
                    "@type": "Place"
                },
                "state": "completed",
                "version": "2",
                "@type": "ServiceOrderItem"
            }
        ],
        "relatedParty": [
            {
                "id": "ffc68911c35420105252716b7d40dd55",
                "name": "Funco Intl",
                "@type": "RelatedParty",
                "@referredType": "Customer"
            },
            {
                "id": "eaf68911c35420105252716b7d40ddde",
                "name": "Sally Thomas",
                "@type": "RelatedParty",
                "@referredType": "CustomerContact"
            }
        ],
        "state": "completed",
        "version": "2",
        "@type": "ServiceOrder"
    }
]
```


Service Order Open API – GET /sn_tmf_api/order/serviceOrder/{id}

Retrieves a specified service order.

This API retrieves service order information from the following related tables:

- Order [sn_ind_tmt_orm_order]
- Order Line Item [sn_ind_tmt_orm_order_line_item]
- Order Characteristic Value [sn_ind_tmt_orm_order_characteristic_value]
- Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact]
- Order Line Related Items [sn_ind_tmt_orm_order_line_related_items]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

`/api/sn_tmf_api/order/serviceOrder/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the service order to retrieve. Data type: String Table: Order [sn_ind_tmt_orm_order]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description

200	Request successfully processed. Full resource returned in response (no pagination).
	
	The response returns successful with an error message if the selected order has processing issues.
	
	• A 200 OK response happens if the order is in the Inbound Queue [sn_tmt_core_inbound_queue] table waiting for the scheduler to pick the record to be processed. The error message field includes details for the record. For example:
	
	`{ "code": 102, "reason": "Request in queue", "message": "Request in queue", "details": [ { "message": "This Order is still in the inbound queue table waiting to be processed.", "datapath": "" } ] }`
	
	• A 200 OK response happens if an order creation fails and the record in the Inbound Queue [sn_tmt_core_inbound_queue] table is in an error state. The error message field includes details in for the inbound queue table record. For example:
	
	`{ "code": 23, "reason": "Missing body field", "message": "Missing body field", "details": [ { "message": "Invalid payload: orderCurrency is missing", "datapath": "/" } ] }`

400	Bad request. Possible reasons: • Missing query parameter • Invalid URI
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
committedDueDate	Date and time when the action must be performed on the order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	This value must be the same as or later than the *committedDueDate* values each order line item. Data type: String
expectedCompletionDate	Date on which the order is to be completed. Data type: String
id	Sys_id of the requested service order. Data type: String
href	Relative link to the resource record. Data type: String Default: Blank string
note	List of additional notes made by the customer when ordering. Data type: Array `"note": [ { "author": "String", "date": "String", "text": "String" } ]`
note.author	User name of the person that authored associated note. Data type: String
note.date	Date that the note was created. Data type: String
note.text	Additional notes/comments made by th customer while ordering. Data type: String
orderDate	Date and timestamp of the order. Format: YYYY-MM-DD HH:MM:SS Data type: String Default: Blank string
ponr	Flag that indicates whether the point of return for the order has been reached.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: Point of no return for the order has been reached. The order can't be modified or canceled while fulfillment in progress. • false: Point of no return for the order has not been reached. The order can modified or canceled. Data type: Boolean
relatedParty	List of contacts for the order. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String", "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Located in th Account [customer_account], Contact [customer_contact] table, or Consumer [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.@referredType	Type of customer. Possible values: • Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. T value is always `RelatedParty`. This information is not stored.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
requestedCompletionDate	Delivery date requested by the custome Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
serviceOrderItem	List of line items in the service order an their associated action. Data type: Array `"serviceOrderItem:" [{ "action": "String", "actionReason": "String", "committedDueDate": "String", "externalProductInventory": [Array], "id": "String", "orderRelationship": [Array], "quantity": "Number", "place": {Object}, "ponr": Boolean, "relatedParty": {Object}, "service": {Object}, "state": "String", "@type": "String", "version": "String" }]`
serviceOrderItem.action	Action to perform on the service order item. Possible actions are defined on the Choice List tab in the Action Dictionary Entry field of the sn_ind_tmt_orm_order_line_item table. For details, see Action types for custom and service orders Data type: String
serviceOrderItem.actionReason	Reason for adding the order line item. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Stored in: The action_reason field of th sn_ind_tmt_orm_order_line_item table.
serviceOrderItem.committedDueDate	Date and time when the action must be performed on the order line item. Data type: String
serviceOrderItem.externalProductInventory	List of external IDs mapped to the produ inventories created for the order. Data type: Array of Objects `"externalProductInventory" [ { "externalProductInventoryId": "String" } ]`
serviceOrderItem.externalProductInventory.externalProductInventoryId	External ID mapped to the product inventory. Data type: String
serviceOrderItem.id	Unique identifier of the line item. Locate in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table Data type: String
serviceOrderItem.orderRelationship	List of the relationships between order items. Data type: Array of Objects `"orderRelationship:" [ { "id": "String", "relationshipType": "String" } ]`
serviceOrderItem.orderRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceOrderItem.orderRelationship.relationshipType	Type of relationship between the two lir items. This information is used to identi the relationship hierarchy. Possible values: • HasChild • HasParent • Requires `HasChild` and `HasParent` are used for parent/child relationships. `Requir` is used for horizontal relationships (a lir item requires another line item). Data type: String
serviceOrderItem.quantity	Number of line items ordered. Data type: Number
serviceOrderItem.place	Map of the locations on which to install service. Data type: Object `"place:" { "id": "String", "@type": "String" }`
serviceOrderItem.place.id	Sys_id of the associated location record the Location [cmn_location] table. Data type: String
serviceOrderItem.place.@type	Part of TMF Open API standard. Annotation for order line item contact. T value is always `Place`. This information not stored. Data type: String
serviceOrderItem.ponr	Flag that indicates whether the point of no return for the order line item has bee reached. Valid values: • true: Point of no return for the order li item has been reached. The order lin item can't be modified or canceled w fulfillment is in progress. • false: Point of no return for the order l item has not been reached. The orde line item can be modified or canceled

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
serviceOrderItem.relatedParty	List of contacts for line items. Data type: Array `"relatedParty:" { "email": "String", "firstName": "String" "id": "String", "lastName": "String", "phone": "String", "@referredType": "String", "@type": "String" }`
serviceOrderItem.relatedParty.email	Email address of the contact. Data type: String
serviceOrderItem.relatedParty.firstName	First name of the contact. Data type: String
serviceOrderItem.relatedParty.id	Sys_id of the line item contact associated with the order line item. Located in the Order Line Item Contact [sn_ind_tmt_orm_order_line_item_cont table. Data type: String
serviceOrderItem.relatedParty.lastName	Last name of the contact. Data type: String
serviceOrderItem.relatedParty.phone	Business phone number of the contact Data type: String
serviceOrderItem.relatedParty.@referredType	Required. Type of customer. Possible value: OrderLineItemContact Data type: String
serviceOrderItem.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. T value is always `RelatedParty`. This information is not stored. Data type: String
serviceOrderItem.service	Description of the instance details of th service purchased by the customer. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"service:" {
	  "serviceCharacteristic":
	[Array],
	  "serviceRelationship":
	[Array],
	  "serviceSpecification":
	{Object},
	  "serviceType": "String",
	  "state": "String",
	  "@type": "String"
	}</pre>

serviceOrderItem.service.serviceCharacteristic	List that describes the characteristics o the associated service.
	
	Only service characteristics with a current *value* different from the *previousValue* are returned.
	
	Data type: Array
	<pre>"serviceCharacteristic:" [
	  {
	  "name": "String",
	  "previousValue":
	"String",
	  "value": "String",
	  "valueType": "String"
	  }
	]</pre>

serviceOrderItem.service.serviceCharacteristic.value	Characteristic option values associated with the service. For additional informat on characteristic option values, see Cre product characteristics and characteris options. Data type: String
serviceOrderItem.service.serviceCharacteristic.valueType	Type of characteristic value. Data type: String

serviceOrderItem.service.serviceRelationship	List of product inventories related to the service.
	
	Data type: Array of Objects
	<pre>"serviceRelationship": [
	  {
	  "id": "String",
	  "relationshipType":
	"String"
	  }
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceOrderItem.service.serviceRelationship.id	Sys_id or sn_prd_invt_external_id of th product inventory. Data type: String Table: In the sys_id or sn_prd_invt_external_id field of the Product Inventory [sn_prd_invt_product_inventory] table.
serviceOrderItem.service.serviceRelationship.relationshipType	Type of relationship between the servic and the product inventory. Possible value: Requires Data type: String
serviceOrderItem.service.serviceSpecification	Description of the service specification associated with the service. Data type: Object `"serviceSpecification:" { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String", "@type": "String" }`
serviceOrderItem.service.serviceSpecification.id	Initial_version or external_id of the service specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Service Specification [sn_prd_pm_service_specification] tabl Data type: String
serviceOrderItem.service.serviceSpecification.internalId	Initial version of the service specificatio Data type: String Table: In the sys_id field of the Service Specification [sn_prd_pm_service_specification] tabl
serviceOrderItem.service.serviceSpecification.internalVersion	Version of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceOrderItem.service.serviceSpecification.name	Name of the service specification. Located in the Service Specification [sn_prd_pm_service_specification] tabl Data type: String
serviceOrderItem.service.serviceSpecification.version	External_version of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]
serviceOrderItem.service.serviceSpecification.@type	Part of the TMF Open API standard. This value is always `ServiceSpecificationRef`. This information is not stored. Data type: String
serviceOrderItem.service.serviceType	Service type. Data type: String
serviceOrderItem.service.state	State of the sold product. For example, new. Data type: String
serviceOrderItem.state	State of the service order item. For example, new. Data type: String
serviceOrderItem.version	Service order line item version. Data type: String
serviceOrderItem.@type	Part of the TMF Open API standard. Thi value is always `ServiceOrderItem` This information is not stored. Data type: String
state	State of the service order. For more information, see. Data type: String
@type	Part of the TMF Open API standard. Thi value is always `ServiceOrder`. This information is not stored. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following example retrieves a specified service order.

```
curl
 "https://instance.service-now.com/api/sn_tmf_api/order/serviceO
rder/4f2af65ac3a030106e2473ce3640ddcf" \
--request GET \
--user 'username':'password'
```

Response body.


```
{
   "id": "4f2af65ac3a030106e2473ce3640ddcf",
   "ponr": "false",
   "expectedCompletionDate": "2018-01-15T09:37:40.000Z",
   "requestedCompletionDate": "2018-01-15T09:37:40.000Z",
   "requestedStartDate": "2018-01-15T09:37:40.000Z",
   "note": [
      {
         "author": "System Administrator",
         "date": "2021-06-07T14:53:04.000Z",
         "text": "This is a TMF service order illustration no 2"
      },
      {
         "author": "System Administrator",
         "date": "2021-06-07T14:53:03.000Z",
         "text": "This is a TMF service order illustration"
      }
   ],
   "serviceOrderItem": [
      {
         "id": "100",
         "ponr": "false",
         "action": "add",
         "actionReason": "adding service package OLI",
         "quantity": 1,
         "service": {
            "@type": "Service",
            "state": "",
            "serviceType": "cfs",
            "serviceCharacteristic": [
               {
                  "name": "Firewall coverage",
                  "valueType": "choice",
                  "value": "Premium (Up to 50 sites)",
                  "previousValue": ""
               },
               {
                  "name": "Firewall Security",
                  "valueType": "choice",
                  "value": "Standard",
                  "previousValue": ""
               },
               {
                  "name": "Administration Support",
                  "valueType": "choice",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "value": "Basic (Customer Managed)",
                "previousValue": ""
            }
         ],
         "serviceRelationship": [
            {
                "id": "326d13f45b5620102dff5e92dc81c785",
                "relationshipType": "Requires"
            }
         ],
         "serviceSpecification": {
            "id": "f99546ff07266010a7955b7e0ad300a8",
            "name": "Managed Firewall Service",
            "version": "v2",
            "internalVersion": "2",
            "internalId": "f99546ff07266010a7955b7e0ad300a8",
            "@type": "ServiceSpecificationRef"
         }
      },
      "place": {
         "id": "920cf6ac73d423002728660c4cf6a799",
         "@type": "Place"
      },
      "relatedParty": [
         {
            "id": "972af65ac3a030106e2473ce3640ddda",
            "firstName": "Mike",
            "lastName": "Hudson",
            "email": "mike@example.com",
            "phone": "1234567890",
            "@type": "RelatedParty",
            "@referredType": "OrderLineItemContact"
         }
      ],
      "state": "new",
      "version": "1",
      "@type": "ServiceOrderItem"
   }
],
"relatedParty": [
     {
         "id": "eaf68911c35420105252716b7d40ddde",
         "name": "Sally Thomas",
         "@type": "RelatedParty",
         "@referredType": "CustomerContact"
     },
     {
         "id": "ffc68911c35420105252716b7d40dd55",
         "name": "Funco Intl",
         "@type": "RelatedParty",
         "@referredType": "Customer"
     },
     {
         "id": "59f16de1c3b6711Off00ed23a140dd9e",
         "name": "Funco External",
         "@type": "RelatedParty",
         "@referredType": "Consumer"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
     ],
    "state": "new",
    "version": "1",
    "@type": "ServiceOrder"
    "href":
 "/api/sn_tmf_api/order/serviceOrder/4f2af65ac3a030106e2473ce364
0ddcfç",
    "orderDate": "2021-06-08T05:34:59.000Z",
}
```

Service Order Open API - PATCH /sn_tmf_api/order/serviceOrder/{id}

Updates the specified service order.

URL format

Default URL: `/api/sn_tmf_api/order/serviceOrder/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the customer order to update. Data type: String Table: Customer Order [sn_ind_tmt_orm_order]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
committedDueDate	Date and time when the action must be This value must be the same as or later values for each order line item. If the action for order line items is `susp` be updated. Data type: String Stored in: The committed_due_date fiel
externalId	Unique order number for the external s Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Table/field updated: sn_ind_tmt_orm_o
note	List of additional notes made by the cus Data type: Array of Objects `"note": [ { "text": "String" } ]` Stored in: sn_ind_tmt_orm_order
note.text	Additional notes/comments made by th Data type: String Stored in: The comments field of the sn Default: Blank string
relatedParty	List of contacts for the order. Each cont must list at least one item which contain account information. Data type: Array `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "Stri "@type": "String" } ]`
relatedParty.id	Required. Sys_id or external_id of the a associated with the order. Data type: String Table: Account [customer_account] tab Consumer [csm_consumer] Table updated: sn_ind_tmt_orm_order
relatedParty.name	Name of the account, customer, or cons Data type: String
relatedParty.@referredType	Type of customer. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• Consumer • Customer • CustomerContact Data type: String
relatedParty.@type	Part of TMF Open API standard. Annota value is always `RelatedParty`. This i Data type: String
requestedCompletionDate	Delivery date requested by the custome Data type: String Stored in: The expected_end_date field Default: Blank string
requestedStartDate	Order start date requested by the custo Data type: String Stored in: The expected_start_date fiel Default: Blank string
serviceOrderItem	Required. List of line items in the servic Data type: Array of Objects `"serviceOrderItem:" [ { "action": "String", "actionReason": "Strin "committedDueDate": "S "externalProductInvent "id": "String", "orderRelationship": [ "place": {Object}, "quantity": "Number", "relatedParty": {Objec "service": {Object}, "@type": "String", "version": "String" } ]` Table/field updated: sn_ind_tmt_orm_o
serviceOrderItem.action	Required. Action to perform on the serv defined on the Choice List tab in the Ac sn_ind_tmt_orm_order_line_item table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Possible values: • add • change • delete • no-change • resume • suspend For details, see Action types for custom Data type: String Table/field updated: sn_ind_tmt_orm_o
serviceOrderItem.actionReason	Optional. Description of the reason for Data type: String Table/field updated: Order Line Item [sn action_reason.
serviceOrderItem.committedDueDate	Date and time when the action must be If the action for the item is `suspend` or updated. Data type: String Stored in: The committed_due_date fiel sn_ind_tmt_orm_order_line_item table.

serviceOrderItem.externalProductInventory	List of external IDs to map to the produc
	Data type: Array of Objects
	`"externalProductInventory"`
	`{`
	`"externalProductInvent`
	`}`
	`]`
	Note: Previously, when creating a
	inventory ID that already existed, th
	an error. With the Xanadu release, t
	an existing external product invento
	thrown.

serviceOrderItem.externalProductInventory.externalProductInventoryId	External ID to map to the product inven Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Stored in: The external_inventory_id fie [sn_ind_tmt_orm_order_line_item] table of the sn_prd_invt_product_inventory t
serviceOrderItem.id	Required. Unique identifier of the line it sn_ind_tmt_orm_external_id field of the [sn_ind_tmt_orm_order_line_item] table Data type: String Table/field updated: sn_ind_tmt_orm_o
serviceOrderItem.orderRelationship	Required. List of relationships between Data type: Array of Objects `"orderRelationship:" [ { "id": "String", "relationshipType": "S } ]` Table/field updated: sn_ind_tmt_orm_o
serviceOrderItem.orderRelationship.id	Required. Unique identifier of the relate the sn_ind_tmt_orm_external_id field o [sn_ind_tmt_orm_order_line_item] table Data type: String Table/field updated: sn_ind_tmt_orm_o sn_ind_tmt_orm_order_line_related_ite
serviceOrderItem.orderRelationship.relationshipType	Required. Type of relationship between used to identify the relationship hierarc Possible values: • HasChild • HasParent • Requires `HasChild` and `HasParent` are used `Requires` is used for horizontal relatio line item). Data type: String
serviceOrderItem.place	Map of the locations on which to install Data type: Object `"place:" { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"@type": "String"
	}</pre>

serviceOrderItem.place.id	Required. Sys_id of the associated loca [cmn_location] table. Data type: String Table/field updated: sn_ind_tmt_orm_o
serviceOrderItem.place.@type	Part of TMF Open API standard. Annota Data type: String
serviceOrderItem.quantity	Sets the number of line items to order. This property is only applicable when a of the *action* property is add. Data type: Number Default: Empty string Table/field updated: sn_ind_tmt_orm_o

serviceOrderItem.relatedParty	List of contacts for line items.
	
	Data type: Array
	
	<pre>"relatedParty:" {
	"email": "String",
	"firstName": "String",
	"lastName": "String",
	"phone": "String",
	"@referredType": "String
	"@type": "String"
	}</pre>

serviceOrderItem.relatedParty.email	Email address of the contact. Data type: String
serviceOrderItem.relatedParty.firstName	First name of the contact. Data type: String
serviceOrderItem.relatedParty.lastName	Last name of the contact. Data type: String
serviceOrderItem.relatedParty.phone	Business phone number of the contact Data type: String
serviceOrderItem.relatedParty.@referredType	Required. Type of customer.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Possible value: OrderLineItemContact Data type: String
serviceOrderItem.relatedParty.@type	Part of TMF Open API standard. Annota value is always `RelatedParty`. This i Data type: String

serviceOrderItem.service	Required. Description of the instance d
	customer.
	
	Data type: Object
	`"service:" {`
	`"id": "String",`
	`"serviceCharacteristic"`
	`"serviceRelationship": [`
	`"serviceSpecification":`
	`"@type": "String"`
	`}`
	
	Table/field updated: sn_ind_tmt_orm_o

serviceOrderItem.service.id	Unique identifier of the service sold. Th in the Product Inventory [sn_ind_tmt_or is only used for change/disconnect ord Data type: String

serviceOrderItem.service.serviceCharacteristic	List that describes the characteristics o
	
	Only service characteristics with a curr
	`previousValue` are returned.
	
	Data type: Array
	`"serviceCharacteristic:" [`
	`{`
	`"name": "String",`
	`"previousValue": "Stri`
	`"value": "String",`
	`}`
	`]`

serviceOrderItem.service.serviceCharacteristic.name	Name of the characteristic record to ass Characteristic [sn_prd_pm_characteris Data type: String
serviceOrderItem.service.serviceCharacteristic.previousValue	Previous characteristic option values if request is a change order if the *`servi`* is other than `add`. For additional inform see Create product characteristics and

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
serviceOrderItem.service.serviceCharacteristic.value	Characteristic option values associated information on characteristic option val and characteristic options. Data type: String
serviceOrderItem.service.serviceSpecification	Required. Description of the service sp **Note:** Change orders (*service* `change`) are processed differently *sn_ind_tmt_orm.allowSpec* system property. • When the property is set to true (version than indicated in the ord upgraded to the version in the or service specification. This allows processed. • When the property is set to false, than indicated in the order, the o Data type: Object `"serviceSpecification:" { "id": "String", "name": "String", "@type": "String" }` Stored in: The service_specification fiel [sn_ind_tmt_orm_order_line_item] table
serviceOrderItem.service.serviceSpecification.id	Required. Initial_version or external_id The initial_version is the sys_id of the fi Located in the sys_id or external_id fiel [sn_prd_pm_service_specification] tabl Data type: String
serviceOrderItem.service.serviceSpecification.name	Required. Name of the service specifica Specification [sn_prd_pm_service_spe Data type: String
serviceOrderItem.service.serviceSpecification.@type	Part of the TMF Open API standard. Thi `ServiceSpecificationRef`. This Data type: String
serviceOrderItem.@type	Part of the TMF Open API standard. Thi `ServiceOrderItem`. This informatio

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
@type	Part of the TMF Open API standard. Thi This information is not stored. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
201	Successful. If there are any issues with the characteristics or characteristics option information, the endpoint stores the following comments in the work notes fields of the associated Customer Order Line Item record: • `The following Order Item characteristics does not exist: Review specification <`*`specification.name`*`> and correct the characteristic and characteristic option in the order line item prior to approving the order.`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• `Order Item characteristic: <characteristic.name> with characteristic value: <characteristic.value>is invalid. Correct the characteristic values before approving the order.`
400	Bad Request. Could be any of the following reasons: • `Invalid payload: Request body missing` - Payload was not passed in the request body. • `Invalid payload: serviceOrderItem is missing` - Service order line item object or JSON is missing. • `Invalid payload: serviceOrderItem id is missing` - The *`id`* parameter is missing in the service order line item of the payload. • `Invalid payload: serviceOrderItem action is missing` - The *`action`* parameter is missing in the service order line item of the payload. • `Invalid payload: serviceOrderItem serviceOffering is missing` - The service offering object or JSON is missing from the service order line item in the payload. • `Invalid payload: serviceOffering id is missing` - The *`id`* parameter is missing in the service order line item of the service offering object in the payload. • `Invalid payload: Service offering does not exist` - The service offering in the service order line item is not valid. • `Invalid payload: serviceOrderItem service is missing` - The service object or JSON in the service order line item is missing from the payload. • `Invalid payload: service serviceSpecification is missing` - The service specification object or JSON in the service order line item is missing from the payload. • `Invalid payload: serviceSpecification id is missing` - The *`id`* parameter in the service order line item of the service specification object is missing from the payload. • `Invalid payload: Service specification does not exist` - The service specification in the service order line item is not valid. • `Invalid payload: Service Inventory does not exist` - In a change order (action = change), the quantity of an item is greater than what is in stock. • `Invalid payload: Service inventory ID is missing` - In a change order, the *`service.id`* is missing in the payload. • `Invalid payload: Sold Service is inactive` - In a change order, a service specified in the payload is inactive. • `Invalid payload: relatedParty is missing` - The related party object is missing from the payload. • `Invalid payload: Customer Account or Consumer is missing` - The related party customer or consumer object is missing from the payload. • `Invalid payload: Customer Account does not exist` - The specified related party customer does not exist in the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• `Invalid payload: Consumer does not exist` - The specified related party consumer does not exist in the instance. • `Invalid payload: Order creation failed` - Not able to create the requested order. • `In-flight revision to order currency not supported` - The *`orderCurrency`* parameter can't be updated after the order is created. • `This order is yet to be created in customer order table. Please check in inbound queue for more details.` – The order ID provided is not in the customer order table. • `Patch request cannot be made as the order's fulfillment type is not 'deliver.` – The patch request was made on an order which has a fulfillment type other than deliver.
404	Not found. The requested item was not found.

Response body parameters (JSON)

Name	Description
committedDueDate	Date and time when the action must be performed on the order. This value must be the same as or later than the *`committedDueDate`* values for each order line item. Data type: String
externalId	Unique order number for the external service order. Data type: String
href	Relative link to the resource record. Data type: String Default: Blank string
id	Sys_id of the service order. Data type: String
note	List of additional notes made by the customer when ordering. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"note": [
	  {
	  "text": "String"
	  }
	]</pre>

note.text	Additional notes/comments made by the customer while ordering. Data type: String
orderDate	Date and timestamp of the order. Format: YYYY-MM-DD HH:MM:SS Data type: String Default: Blank string

relatedParty	List of contacts for the order.
	
	Data type: Array of Objects
	
	<pre>"relatedParty": [
	  {
	  "id": "String",
	  "name": "String",
	  "@referredType":
	"String",
	  "@type": "String"
	  }
	]</pre>

relatedParty.id	Sys_id or external_id of the account, customer or consumer contact associated with the order. Located in the Account [customer_account], Contact [customer_contact], or Consumer [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.@referredType	Type of customer. Possible values: • Customer • CustomerContact • Consumer Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `RelatedParty`. This information is not stored. Data type: String
requestedCompletionDate	Delivery date requested by the customer. Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
serviceOrderItem	List of line items in the service order and their associated action. Data type: Array `"serviceOrderItem:" [{ "action": "String", "actionReason": "String", "committedDueDate": "String", "externalProductInventory": [Array], "id": "String", "orderRelationship": [Array], "place": {Object}, "quantity": "Number", "relatedParty": {Object}, "service": {Object}, "@type": "String", "version": "String" }]`
serviceOrderItem.action	Action to perform on the service order item. Possible actions are defined on the Choice List tab in the Action Dictionary Entry field of the sn_ind_tmt_orm_order_line_item table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • add • change • delete For details, see Action types for customer and service orders. Data type: String
serviceOrderItem.actionReason	Reason for adding the order line item. Data type: String Stored in: The action_reason field of the sn_ind_tmt_orm_order_line_item table.
serviceOrderItem.committedDueDate	Date and time when the action must be performed on the order line item. Data type: String
serviceOrderItem.externalProductInventory	List of external IDs to map to the product inventories created for the order. Data type: Array of Objects `"externalProductInventory": [ { "externalProductInventoryId": "String" } ]` **Note:** Previously, when creating a PATCH order with an external product inventory ID that already existed, the operation was aborted and returned an error. With the Xanadu release, this parameter is simply ignored when an existing external product inventory ID is supplied and an error is not thrown.
serviceOrderItem.externalProductInventory.externalProductInventoryId	External ID mapped to the product inventory. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceOrderItem.id	Unique identifier of the line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
serviceOrderItem.orderRelationship	List of the relationships between order line items. Data type: Array `"orderRelationship:" [ { "id": "String", "relationshipType": "String" } ]`
serviceOrderItem.orderRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
serviceOrderItem.orderRelationship.relationshipType	Type of relationship between the two line items. This information is used to identify the relationship hierarchy. Possible values: • HasChild • HasParent • Requires `HasChild` and `HasParent` are used for parent/child relationships. `Requires` is used for horizontal relationships (a line item requires another line item). Data type: String
serviceOrderItem.place	Map of the locations on which to install the service. Data type: Object `"place:" { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"@type": "String"
	}</pre>

serviceOrderItem.place.id	Sys_id of the associated location record in the Location [cmn_location] table. Data type: String
serviceOrderItem.place.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `Place`. This information is not stored. Data type: String
serviceOrderItem.quantity	Number of line items ordered. Data type: Number

serviceOrderItem.relatedParty	List of contacts for line items.
	
	Data type: Array
	
	<pre>"relatedParty:" {
	"email": "String",
	"firstName":
	"String",
	"lastName": "String",
	"phone": "String",
	"@referredType":
	"String",
	"@type": "String"
	}</pre>

serviceOrderItem.relatedParty.email	Email address of the contact. Data type: String
serviceOrderItem.relatedParty.firstName	First name of the contact. Data type: String
serviceOrderItem.relatedParty.lastName	Last name of the contact. Data type: String
serviceOrderItem.relatedParty.phone	Business phone number of the contact. Data type: String
serviceOrderItem.relatedParty.@referredType	Type of customer. Possible value: OrderLineItemContact

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
serviceOrderItem.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `RelatedParty`. This information is not stored. Data type: String
serviceOrderItem.service	Description of the instance details of the service purchased by the customer. Data type: Object `"service:" { "id": "String", "serviceCharacteristic": [Array], "serviceRelationship": [Array], "serviceSpecification": {Object}, "@type": "String" }`
serviceOrderItem.service.id	Unique identifier of the service sold. This value can be the sys_id or external ID in the Product Inventory [sn_ind_tmt_orm_product_inventory] table. This value is only returned for change/disconnect orders. Data type: String
serviceOrderItem.service.serviceCharacteristic	List that describes the characteristics of the associated service. Only service characteristics with a current *`value`* different from the *`previousValue`* are returned. Data type: Array `"serviceCharacteristic:" [ { "name": "String", "previousValue": "String", "value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
serviceOrderItem.service.serviceCharacteristic.name	Name of the characteristic record to associated with the service. Located in the Characteristic [sn_prd_pm_characteristic] table. Data type: String
serviceOrderItem.service.serviceCharacteristic.previousValue	Previous characteristic option values if the update is for change order. The request is a change order if the *`serviceOrderItem.action`* parameter is other than `add`. For additional information on characteristic option values, seeCreate product characteristics and characteristic options. Data type: String
serviceOrderItem.service.serviceCharacteristic.value	Characteristic option values associated with the service. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String

serviceOrderItem.service.serviceSpecification	Description of the service specification associated with the service.
	
	Data type: Object
	<pre>"serviceSpecification :" {
	  "id": "String",
	  "name": "String",
	  "@type": "String"
	}</pre>

serviceOrderItem.service.serviceSpecification.id	Initial_version or external_id of the service specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Service Specification [sn_prd_pm_service_specification] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceOrderItem.service.serviceSpecification.name	Name of the service specification. Located in the Service Specification [sn_prd_pm_service_specification] table. Data type: String
serviceOrderItem.service.serviceSpecification.@type	Part of the TMF Open API standard. This value is always `ServiceSpecificationRef`. This information is not stored. Data type: String
serviceOrderItem.@type	Part of the TMF Open API standard. This value is always `ServiceOrderItem`. This information is not stored. Data type: String
state	State of the service order. For more information, see. Data type: String

Example: cURL request

This example shows how to update a service order.

```
curl -X PATCH
 'https://instance.service-now.com/api/sn_tmf_api/order/serviceO
rder/a831e56e77602110c8b3a4d54b5a9954' \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d '{
  "externalId": "BSS748",
  "priority": "1",
  "description": "Managed Security",
  "category": "TMF resource illustration",
  "requestedStartDate": "2018-01-15T09:37:40.508Z",
  "requestedCompletionDate": "2018-01-15T09:37:40.508Z",
  "@type": "ServiceOrder",
  "note": [
    {
      "id": "1",
      "author": "Jean Pontus",
      "date": "2019-04-30T08:13:59.509Z",
      "text": "This is a TMF product order illustration"
    },
    {
      "id": "2",
      "author": "Jean Pontus1",
      "date": "2019-04-30T08:13:59.509Z",
      "text": "This is a TMF product order illustration no 2"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  ],
  "serviceOrderItem": [
    {
      "id": "100",
      "action": "add",
      "actionReason":"adding service package OLI",
      "quantity": 1,
      "@type": "ServiceOrderItem",
      "service": {
        "serviceState": "active",
        "@type": "CFS",
        "serviceCharacteristic": [
          {
            "name": "CPE Type",
            "valueType": "string",
            "value": "Virtual"
          },
          {
            "name": "Administration Support",
            "valueType": "string",
            "value": "Basic( Customer Managed)"
          },
          {
            "name": "Firewall coverage",
            "valueType": "string",
            "value": "Standard(Up to 20 sites)"
          },
          {
            "name": "Firewall Security",
            "valueType": "string",
            "value": "Basic"
          }
        ],
        "serviceSpecification": {
          "id": "f99546ff07266010a7955b7e0ad300a8",
          "name": "Managed Firewall Service",
          "internalVersion": "1",
          "@type": "Managed Firewall Service"
        },
        "serviceRelationship": [
          {
            "id": "326d13f45b5620102dff5e92dc81c785",
            "relationshipType": "Requires"
          }
        ]
      },
      "place": {
        "id": "5671dd2ec3a53010188473ce3640dd81",
        "@type": "Place"
      }
    }
  ],
  "relatedParty":[
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ]
}'
```

Response body.

```
{
  "externalId": "BSS748",
  "priority": "1",
  "description": "Managed Security",
  "category": "TMF resource illustration",
  "requestedStartDate": "2018-01-15T09:37:40.508Z",
  "requestedCompletionDate": "2018-01-15T09:37:40.508Z",
  "@type": "ServiceOrder",
  "note": [
    {
      "id": "1",
      "author": "Jean Pontus",
      "date": "2019-04-30T08:13:59.509Z",
      "text": "This is a TMF product order illustration"
    },
    {
      "id": "2",
      "author": "Jean Pontus1",
      "date": "2019-04-30T08:13:59.509Z",
      "text": "This is a TMF product order illustration no 2"
    }
  ],
  "serviceOrderItem": [
    {
      "id": "100",
      "action": "add",
      v"actionReason": "adding service package OLI",
      "quantity": 1,
      "@type": "ServiceOrderItem",
      "service": {
        "serviceState": "active",
        "@type": "CFS",
        "serviceCharacteristic": [
          {
            "name": "CPE Type",
            "valueType": "string",
            "value": "Virtual"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        {
          "name": "Administration Support",
          "valueType": "string",
          "value": "Basic(Customer Managed)"
        },
        {
          "name": "Firewall coverage",
          "valueType": "string",
          "value": "Standard(Up to 20 sites)"
        },
        {
          "name": "Firewall Security",
          "valueType": "string",
          "value": "Basic"
        }
      ],
      "serviceSpecification": {
        "id": "f99546ff07266010a7955b7e0ad300a8",
        "name": "Managed Firewall Service",
        "internalVersion": "1",
        "@type": "Managed Firewall Service",
        "sys_id": "f99546ff07266010a7955b7e0ad300a8",
        "version": "",
        "status": "published",
        "internalId": "f99546ff07266010a7955b7e0ad300a8"
      },
      "serviceRelationship": [
        {
          "id": "326d13f45b5620102dff5e92dc81c785",
          "relationshipType": "Requires"
        }
      ]
    },
    "place": {
      "id": "5671dd2ec3a53010188473ce3640dd81",
      "@type": "Place"
    }
  }
],
"relatedParty": [
      {
          "id": "eaf68911c35420105252716b7d40ddde",
          "name": "Sally Thomas",
          "@type": "RelatedParty",
          "@referredType": "CustomerContact"
      },
      {
          "id": "ffc68911c35420105252716b7d40dd55",
          "name": "Funco Intl",
          "@type": "RelatedParty",
          "@referredType": "Customer"
      },
      {
          "id": "59f16de1c3b67110ff00ed23a140dd9e",
          "name": "Funco External",
          "@type": "RelatedParty",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "@referredType": "Consumer"
        }
    ],
  "orderType": "add",
  "state": "revision_received",
  "href":
 "/api/sn_tmf_api/order/serviceOrder/a831e56e77602110c8b3a4d54b5
a9954"
}
```


Service Order Open API - POST /sn_tmf_api/order/serviceOrder/cancelserviceorder

Cancels the specified service order.

Note: This endpoint can't be used on orders for which the point of no return has been reached. An order line item can't be canceled while fulfillment is in progress.

URL format

Default URL: `/api/sn_tmf_api/order/serviceOrder/cancelserviceorder`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
cancellationReason	Reason for cancellation. Data type: String Default: Blank string

serviceOrder	Data about the service order.
	
	Data type: Object
	
	`"serviceOrder": {`
	`  "id": "String",`
	`  "href": "String",`
	`  "@referredType": "String"`
	`}`

serviceOrder.id	Required. Sys_id of the customer order to cancel. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Table: Customer Order [sn_ind_tmt_orm_order]
serviceOrder.href	URL of the customer order to cancel. Data type: String Default: Blank string
serviceOrder.@referredType	Value for this parameter should be `ServiceOrder`. Data type: String Default: Blank string
requestedCancellationDate	Date to cancel the order. Data type: String Default: Blank string
@type	Value for this parameter should be `CancelServiceOrder`. Data type: String Default: Blank string

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Could be any of the following reasons: • Empty payload. • Invalid payload. Mandatory field missing: <field name>. • Invalid order ID. • Invalid order ID: `This order is yet to be created in customer order table`. The cancel request was made for an order that has not been created yet. The order is in the Inbound Queue [sn_tmt_core_inbound_queue] table waiting for the scheduler to pick up the record.

Response body parameters (JSON)

Name	Description
cancellationReason	Reason for cancellation. Data type: String
id	Sys_id of the cancelled order. Data type: String

serviceOrder	Data about the service order.
	
	Data type: Object
	`"serviceOrder": {`
	`  "id": "String",`
	`  "@referredType": "String"`
	`}`

serviceOrder.id	Sys_id of the cancelled order. Data type: String
serviceOrder.@referredType	Value for this parameter is `ServiceOrder`. Data type: String
requestedCancellationDate	Date to cancel the order. Data type: String
state	State of the cancellation. If the cancellation request was successfully processed (201 status code), the value for this parameter is `done`. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
@type	Value for this parameter is `CancelServiceOrder`. Data type: String

Example: cURL request

The following code example cancels a customer order.

```
curl -X POST
 "https://instance.servicenow.com/api/sn_tmf_api/cancelserviceor
der" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
  "cancellationReason": "Duplicate order",
  "requestedCancellationDate": "2023-01-24T11:56:21.931Z",
  "serviceOrder": {
    "id": "5f4f5e5377a311101fa5a4d54b5a99fd",
    "@referredType": "ServiceOrder"
  },
  "@type": "CancelServiceOrder"
}
```

```
{
  "id": "5f4f5e5377a311101fa5a4d54b5a99fd",
  "cancellationReason": "Duplicate order",
  "requestedCancellationDate": "2023-01-24T11:56:21.931Z",
  "@type": "CancelServiceOrder",
  "serviceOrder": {
    "id": "5f4f5e5377a311101fa5a4d54b5a99fd",
    "@referredType": "ServiceOrder"
  },
  "state": "done"
}
```

Service Order Open API – POST /sn_tmf_api/order/serviceOrder

Creates, updates, or deletes a service order or line item.

When an add action is received and accepted, a new record is created in the following tables:

- Order [sn_ind_tmt_orm_order]
- Order Characteristic Value [sn_ind_tmt_orm_order_characteristic_value]
- Order Line Item [sn_ind_tmt_orm_order_line_item]
- Order Line Item Contact [sn_ind_tmt_orm_order_line_item_contact]
- Order Line Related Items [sn_ind_tmt_orm_order_line_related_items]

URL format

`/api/sn_tmf_api/order/serviceOrder`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
mode	Enables asynchronous order processing. That is, the order is added to the Inbound Queue [sn_tmt_core_inbound_queue] table to be created. If not included, the order is processed synchronously. Valid value: async Data type: String

Request body parameters (JSON)

Name	Description
committedDueDate	Date and time when the action must be This value must be the same as or later values for each order line item. Data type: String Stored in: The committed_due_date fiel
externalId	Unique order number for the external s Data type: String Table/field updated: sn_ind_tmt_orm_o
href	Relative link to the resource record. Data type: String Default: Blank string
note	List of additional notes made by the cus Data type: Array of Objects `"note": [ { "text": "String" } ]` Stored in: sn_ind_tmt_orm_order
note.text	Additional notes/comments made by th

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String Stored in: The comments field of the sn Default: Blank string
orderDate	Date and timestamp of the order. Format: YYYY-MM-DD HH:MM:SS Data type: String Default: Blank string
relatedParty	List of contacts for the order. Each cont must list at least one item which contain account information. Data type: Array `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "Stri "@type": "String" } ]`
relatedParty.id	Required. Sys_id or external_id of the a associated with the order. Data type: String Table: Account [customer_account] tab Consumer [csm_consumer] Table updated: sn_ind_tmt_orm_order
relatedParty.name	Name of the account, customer, or cons Data type: String
relatedParty.@referredType	Type of customer. Possible values: • Customer • CustomerContact • Consumer Data type: String
relatedParty.@type	Part of TMF Open API standard. Annota value is always `RelatedParty`. This i

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
requestedCompletionDate	Delivery date requested by the custome Data type: String Stored in: The expected_end_date field Default: Blank string
requestedStartDate	Order start date requested by the custo Data type: String Stored in: The expected_start_date fiel Default: Blank string
serviceOrderItem	Required. List of line items in the servic Data type: Array of Objects `"serviceOrderItem:" [ { "action": "String", "actionReason": "Strin "committedDueDate": "S "externalProductInvent "id": "String", "orderRelationship": [ "place": {Object}, "quantity": "Number", "relatedParty": {Objec "service": {Object}, "@type": "String", "version": "String" } ]` Table/field updated: sn_ind_tmt_orm_o
serviceOrderItem.action	Required. Action to perform on the serv defined on the Choice List tab in the Ac sn_ind_tmt_orm_order_line_item table. Possible values: • add • change • delete • no-change • resume • suspend

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	For details, see Action types for custom Data type: String Table/field updated: sn_ind_tmt_orm_o Default: add
ServiceOrderItem.actionReason	Optional. Description of the reason for Data type: String Table/field updated: Order Line Item [sn action_reason.
serviceOrderItem.committedDueDate	Date and time when the action must be Data type: String Stored in: The committed_due_date fiel [sn_ind_tmt_orm_order_line_item] table

serviceOrderItem.externalProductInventory	External IDs to map to the product inve
	
	Data type: Array of Objects
	
	`"externalProductInventory"`
	`{`
	`"externalProductInvent`
	`}`
	`]`

serviceOrderItem.externalProductInventory.externalProductInventoryId	External ID to map to the product inven Data type: String Stored in: The external_inventory_id fie sn_ind_tmt_orm_order_line_item table the sn_prd_invt_product_inventory tab
serviceOrderItem.id	Required. Unique identifier of the line it sn_ind_tmt_orm_external_id field of the [sn_ind_tmt_orm_order_line_item] table Data type: String Table/field updated: sn_ind_tmt_orm_o

serviceOrderItem.orderRelationship	Required. List of relationships between
	
	Data type: Array of Objects
	
	`"orderRelationship:" [`
	`{`
	`"id": "String",`
	`"relationshipType": "S`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	}] Table/field updated: sn_ind_tmt_orm_o
serviceOrderItem.orderRelationship.id	Required. Unique identifier of the relate the sn_ind_tmt_orm_external_id field o [sn_ind_tmt_orm_order_line_item] table Data type: String Table/field updated: sn_ind_tmt_orm_o sn_ind_tmt_orm_order_line_related_ite
serviceOrderItem.orderRelationship.relationshipType	Required. Type of relationship between used to identify the relationship hierarc Possible values: • HasChild • HasParent • Requires `HasChild` and `HasParent` are used `Requires` is used for horizontal relatio line item). Data type: String
serviceOrderItem.place	Map of the locations on which to install Data type: Object `"place:" { "id": "String", "@type": "String" }`
serviceOrderItem.place.id	Required. Sys_id of the associated loca [cmn_location] table. Data type: String Table/field updated: sn_ind_tmt_orm_o Default: Blank string
serviceOrderItem.place.@type	Part of TMF Open API standard. Annota Data type: String
serviceOrderItem.quantity	Sets the number of line items to order. This property is only applicable when a of the *`action`* property is `add`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: Number Default: Empty string Table/field updated: sn_ind_tmt_orm_o

serviceOrderItem.relatedParty	List of contacts for line items.
	
	Data type: Array
	
	`"relatedParty:" {`
	`"email": "String",`
	`"firstName": "String",`
	`"lastName": "String",`
	`"phone": "String",`
	`"@referredType": "String`
	`"@type": "String"`
	`}`

serviceOrderItem.relatedParty.email	Email address of the contact. Data type: String
serviceOrderItem.relatedParty.firstName	First name of the contact. Data type: String
serviceOrderItem.relatedParty.lastName	Last name of the contact. Data type: String
serviceOrderItem.relatedParty.phone	Business phone number of the contact Data type: String
serviceOrderItem.relatedParty.@referredType	Required. Type of customer. Possible value: OrderLineItemContact Data type: String
serviceOrderItem.relatedParty.@type	Part of TMF Open API standard. Annota value is always `RelatedParty`. This i Data type: String

serviceOrderItem.service	Required. Description of the instance d
	customer.
	
	Data type: Object
	
	`"service:" {`
	`"id": "String",`
	`"serviceCharacteristic"`
	`"serviceRelationship":`
	`"serviceSpecification":`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"@type": "String"
	}</pre>
	Table/field updated: sn_ind_tmt_orm_o

serviceOrderItem.service.id	Unique identifier of the service sold. Th in the Product Inventory [sn_ind_tmt_or is only used for change/disconnect ord Data type: String

serviceOrderItem.service.serviceCharacteristic	List that describes the characteristics o
	
	Only service characteristics with a curr
	previousValue are returned.
	
	Data type: Array
	<pre>"serviceCharacteristic:" [
	{
	"name": "String",
	"previousValue": "Stri
	"value": "String",
	}
	]</pre>

serviceOrderItem.service.serviceCharacteristic.name	Name of the characteristic record to ass Characteristic [sn_prd_pm_characteris Data type: String
serviceOrderItem.service.serviceCharacteristic.previousValue	Previous characteristic option values if request is a change order if the *servi* is other than `add`. For additional inform see Create product characteristics and Data type: String
serviceOrderItem.service.serviceCharacteristic.value	Characteristic option values associated information on characteristic option val and characteristic options. Data type: String

serviceOrderItem.service.serviceRelationship	List of product inventories related to the
	
	Data type: Array of Objects
	<pre>"serviceRelationship": [
	{
	"id": "String",
	"relationshipType": "S
	}
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
serviceOrderItem.service.serviceRelationship.id	Sys_id or sn_prd_invt_external_id of th Data type: String Table: In the sys_id or sn_prd_invt_exte [sn_prd_invt_product_inventory] table.
serviceOrderItem.service.serviceRelationship.relationshipType	Type of relationship between the servic Possible value: Requires Data type: String
serviceOrderItem.service.serviceSpecification	Required. Description of the service sp **Note:** Change orders (*service*`change`) are processed differently *sn_ind_tmt_orm.allowSpec* system property. • When the property is set to true (version than indicated in the ord upgraded to the version in the or service specification. This allows processed. • When the property is set to false, than indicated in the order, the o Data type: Object `"serviceSpecification:" { "id": "String", "internalVersion": "Stri "name": "String", "version": "String", "@type": "String" }` Stored in: The service_specification fiel [sn_ind_tmt_orm_order_line_item] table
serviceOrderItem.service.serviceSpecification.id	Required. Initial_version or external_id The initial_version is the sys_id of the fi Located in the sys_id or external_id fiel [sn_prd_pm_service_specification] tabl Data type: String
serviceOrderItem.service.serviceSpecification.internalVersion	Version of the service specification. Data type: String Table: Service Specification [sn_prd_pr

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
serviceOrderItem.service.serviceSpecification.name	Required. Name of the service specifica Specification [sn_prd_pm_service_spe Data type: String
serviceOrderItem.service.serviceSpecification.version	External_version of the service specific Data type: String Table: Service Specification [sn_prd_pr
serviceOrderItem.service.serviceSpecification.@type	Part of the TMF Open API standard. Thi `ServiceSpecificationRef`. This Data type: String
serviceOrderItem.@type	Part of the TMF Open API standard. Thi `ServiceOrderItem`. This informatic Data type: String
@type	Part of the TMF Open API standard. Thi This information is not stored. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/json`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
201	Successful. If there are any issues with the characteristics or characteristics option information, the endpoint stores the following comments in the work notes fields of the associated Customer Order Line Item record: • The following Order Item characteristics does not exist: Review specification <*specification.name*> and correct the characteristic and characteristic option in the order line item prior to approving the order. • Order Item characteristic: <*characteristic.name*> with characteristic value: <*characteristic.value*> is invalid. Correct the characteristic values before approving the order.
202	Accepted. Successful request for an order in asynchronous mode. That is, the request was made with the *mode* parameter set to `async` and the record is scheduled to be processed in the Inbound Queue [sn_tmt_core_inbound_queue] table.
400	Bad Request. Could be any of the following reasons: • Invalid payload: Request body missing. - Payload was not passed in the request body. • Invalid payload: serviceOrderItem missing. - Service order line item object or JSON is missing. • Invalid payload: serviceOrderItem ID is missing. – The ID is missing from the service order line item. • Invalid payload: serviceOrderItem action is missing. – The service object or JSON is missing from the payload. • Invalid payload: serviceOrderItem service is missing. – The service property is missing from the service order line item. • Invalid payload: serviceSpecification is missing. - The service specification object or JSON in the service order line item is missing from the payload. • Invalid payload: serviceSpecification ID is missing. - The *id* parameter in the service order line item of the service specification object is missing from the payload. • Invalid payload: Service specification does not exist. - The service specification in the service order line item is not valid. • Invalid payload: Product Inventory does not exist. - In a change or delete order (i.e., action = change or delete), the sold service sent is not present in the system. • Invalid payload: Product inventory ID is missing. – In a change or delete order, the Sold Product ID is missing from the payload. • Invalid payload: Customer Account or Consumer is missing - The related party customer or consumer object is missing from the payload. • Invalid payload: Sold Product is inactive. – In a change or delete order, the Sold Product sent in the payload is not in active state. • Invalid payload: Consumer does not exist - The specified related party consumer does not exist in the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Invalid payload: Customer Account does not exist. – The related party customer provided in payload is not present in the system. • Invalid payload: Order creation failed. - Not able to create the requested order.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
committedDueDate	Date and time when the action must be performed on the order. This value must be the same as or later than the *committedDueDate* values for each order line item. Data type: String
externalId	Unique order number for the external service order. Data type: String
href	Relative link to the resource record. Data type: String Default: Blank string
id	Sys_id of the service order. Data type: String
note	List of additional notes made by the customer when ordering. Data type: Array `"note": [ { "text": "String" } ]`
note.text	Additional notes/comments made by the customer while ordering. Data type: String
orderDate	Date and timestamp of the order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: YYYY-MM-DD HH:MM:SS Data type: String Default: Blank string
orderId	Sys_id of the order to be created. Upon succussful request, the order is added to the Inbound Queue [sn_tmt_core_inbound_queue] table on a schedule to be processed. **Note:** This value is the only result if the order is created asynchronously using the *mode* query parameter. `{ "orderId": "b0fc877ac3ab5110856d73ce3640dde0" }` Data type: String
relatedParty	List of contacts for the order. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String", "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, customer or consumer contact associated with the order. Located in the Account [customer_account], Contact [customer_contact], or Consumer [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.@referredType	Type of customer. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Customer • CustomerContact • Consumer Data type: String
relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `RelatedParty`. This information is not stored. Data type: String
requestedCompletionDate	Delivery date requested by the customer. Data type: String
requestedStartDate	Order start date requested by the customer. Data type: String
serviceOrderItem	List of line items in the service order and their associated action. Data type: Array `"serviceOrderItem:" [{ "action": "String", "actionReason": "String", "committedDueDate": "String", "externalProductInventory": [Array], "id": "String", "orderRelationship": [Array], "place": {Object}, "quantity": "Number", "relatedParty": {Object}, "service": {Object}, "@type": "String", "version": "String" }]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceOrderItem.action	Action to perform on the service order item. Possible actions are defined on the Choice List tab in the Action Dictionary Entry field of the sn_ind_tmt_orm_order_line_item table. Possible values: • add • change • delete • no-change • resume • suspend For details, see Action types for customer and service orders. Data type: String
ServiceOrderItem.actionReason	Description of the reason for adding the line item. Data type: String Table: Order Line Item [sn_ind_tmt_orm_order_line_item]
serviceOrderItem.committedDueDate	Date and time when the action must be performed on the order line item. Data type: String
serviceOrderItem.externalProductInventory	List of external IDs mapped to the product inventories created for the order. Data type: Array of Objects `"externalProductInventory": [ { "externalProductInventoryId": "String" } ]`
serviceOrderItem.externalProductInventory.externalProductInventoryId	External ID mapped to the product inventory. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceOrderItem.id	Unique identifier of the line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
serviceOrderItem.orderRelationship	List of the relationships between order line items. Data type: Array `"orderRelationship:" [ { "id": "String", "relationshipType": "String" } ]`
serviceOrderItem.orderRelationship.id	Unique identifier of the related line item. Located in the sn_ind_tmt_orm_external_id field of the Order Line Item [sn_ind_tmt_orm_order_line_item] table. Data type: String
serviceOrderItem.orderRelationship.relationshipType	Type of relationship between the two line items. This information is used to identify the relationship hierarchy. Possible values: • HasChild • HasParent • Requires `HasChild` and `HasParent` are used for parent/child relationships. `Requires` is used for horizontal relationships (a line item requires another line item). Data type: String
serviceOrderItem.place	Map of the locations on which to install the service. Data type: Object `"place:" { "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"@type": "String"
	}</pre>

serviceOrderItem.place.id	Sys_id of the associated location record in the Location [cmn_location] table. Data type: String
serviceOrderItem.place.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `Place`. This information is not stored. Data type: String
serviceOrderItem.quantity	Number of line items ordered. Data type: Number

serviceOrderItem.relatedParty	List of contacts for line items.
	
	Data type: Array
	
	<pre>"relatedParty:" {
	"email": "String",
	"firstName":
	"String",
	"lastName": "String",
	"phone": "String",
	"@referredType":
	"String",
	"@type": "String"
	}</pre>

serviceOrderItem.relatedParty.email	Email address of the contact. Data type: String
serviceOrderItem.relatedParty.firstName	First name of the contact. Data type: String
serviceOrderItem.relatedParty.lastName	Last name of the contact. Data type: String
serviceOrderItem.relatedParty.phone	Business phone number of the contact. Data type: String
serviceOrderItem.relatedParty.@referredType	Required. Type of customer. Possible value: OrderLineItemContact

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
serviceOrderItem.relatedParty.@type	Part of TMF Open API standard. Annotation for order line item contact. This value is always `RelatedParty`. This information is not stored. Data type: String
serviceOrderItem.service	Description of the instance details of the service purchased by the customer. Data type: Object `"service:" { "id": "String", "serviceCharacteristic": [Array], "serviceRelationship": [Array], "serviceSpecification": {Object}, "@type": "String" }`
serviceOrderItem.service.id	Unique identifier of the service sold. This value can be the sys_id or external ID in the Product Inventory [sn_ind_tmt_orm_product_inventory] table. This value is only returned for change/disconnect orders. Data type: String
serviceOrderItem.service.serviceCharacteristic	List that describes the characteristics of the associated service. Only service characteristics with a current *`value`* different from the *`previousValue`* are returned. Data type: Array `"serviceCharacteristic:" [ { "name": "String", "previousValue": "String", "value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>}
	]</pre>

serviceOrderItem.service.serviceCharacteristic.name	Name of the characteristic record to associated with the service. Located in the Characteristic [sn_prd_pm_characteristic] table. Data type: String
serviceOrderItem.service.serviceCharacteristic.previousValue	Previous characteristic option values if the update is for change order. The request is a change order if the *`serviceOrderItem.action`* parameter is other than `add`. For additional information on characteristic option values, seeCreate product characteristics and characteristic options. Data type: String
serviceOrderItem.service.serviceCharacteristic.value	Characteristic option values associated with the service. For additional information on characteristic option values, see Create product characteristics and characteristic options. Data type: String

serviceOrderItem.service.serviceRelationship	List of product inventories related to the service.
	
	Data type: Array of Objects
	<pre>"serviceRelationship":
	[
	{
	"id": "String",
	"relationshipType":
	"String"
	}
	]</pre>

serviceOrderItem.service.serviceRelationship.id	Sys_id or sn_prd_invt_external_id of the product inventory. Data type: String Table: In the sys_id or sn_prd_invt_external_id field of the Product Inventory [sn_prd_invt_product_inventory] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceOrderItem.service.serviceRelationship.relationshipType	Type of relationship between the service and the product inventory. Possible value: Requires Data type: String
serviceOrderItem.service.serviceSpecification	Description of the service specification associated with the service. Data type: Object `"serviceSpecification :" { "id": "String", "internalId": "String", "internalVersion": "String", "name": "String", "version": "String", "@type": "String" }`
serviceOrderItem.service.serviceSpecification.id	Initial_version or external_id of the service specification. The initial_version is the sys_id of the first version of the specification. Located in the sys_id or external_id field of the Service Specification [sn_prd_pm_service_specification] table. Data type: String
serviceOrderItem.service.serviceSpecification.internalId	Initial version of the service specification. Data type: String Table: In the sys_id field of the Service Specification [sn_prd_pm_service_specification] table.
serviceOrderItem.service.serviceSpecification.internalVersion	Version of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]
serviceOrderItem.service.serviceSpecification.name	Name of the service specification. Located in the Service Specification [sn_prd_pm_service_specification] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
serviceOrderItem.service.serviceSpecification.version	External_version of the service specification. Data type: String Table: Service Specification [sn_prd_pm_service_specification]
serviceOrderItem.service.serviceSpecification.@type	Part of the TMF Open API standard. This value is always `ServiceSpecificationRef`. This information is not stored. Data type: String
serviceOrderItem.state	State of the service order item. For example, new. Data type: String
serviceOrderItem.@type	Part of the TMF Open API standard. This value is always `ServiceOrderItem`. This information is not stored. Data type: String
state	State of the service order. For more information, see. Data type: String
@type	Part of the TMF Open API standard. This value is always `ServiceOrder`. This information is not stored. Data type: String

Example: Processing asynchronously

This example shows how to use the *mode* query parameter to create an order asynchronously. The order is added to the Inbound Queue [sn_tmt_core_inbound_queue] table on a schedule to be created.

```
curl -X POST
 'https://instance.service-now.com/api/sn_tmf_api/serviceorder?m
ode=async' \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d '{
  "externalId": "BSS748",
  "priority": "1",
  "description": "Managed Security",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "category": "TMF resource illustration",
  "requestedStartDate": "2018-01-15T09:37:40.508Z",
  "requestedCompletionDate": "2018-01-15T09:37:40.508Z",
  "@type": "ServiceOrder",
  "note": [
    {
      "id": "1",
      "author": "Jean Pontus",
      "date": "2019-04-30T08:13:59.509Z",
      "text": "This is a TMF product order illustration"
    },
    {
      "id": "2",
      "author": "Jean Pontus1",
      "date": "2019-04-30T08:13:59.509Z",
      "text": "This is a TMF product order illustration no 2"
    }
  ],
  "serviceOrderItem": [
    {
      "id": "100",
      "action": "add",
      "actionReason":"adding service package OLI",
      "quantity": 1,
      "@type": "ServiceOrderItem",
      "service": {
        "serviceState": "active",
        "@type": "CFS",
        "serviceCharacteristic": [
          {
            "name": "CPE Type",
            "valueType": "string",
            "value": "Virtual"
          },
          {
            "name": "Administration Support",
            "valueType": "string",
            "value": "Basic( Customer Managed)"
          },
          {
            "name": "Firewall coverage",
            "valueType": "string",
            "value": "Standard(Up to 20 sites)"
          },
          {
            "name": "Firewall Security",
            "valueType": "string",
            "value": "Basic"
          }
        ],
        "serviceSpecification": {
          "id": "f99546ff07266010a7955b7e0ad300a8",
          "name": "Managed Firewall Service",
          "internalVersion": "1",
          "@type": "Managed Firewall Service"
        },
        "serviceRelationship": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          {
            "id": "326d13f45b5620102dff5e92dc81c785",
            "relationshipType": "Requires"
          }
        ]
      },
      "place": {
        "id": "5671dd2ec3a53010188473ce3640dd81",
        "@type": "Place"
      }
    }
  ],
  "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ]
}'
```

Response body.

```
{
  "orderId": "304e877ac3ab5110856d73ce3640dde5"
}
```

Example: Processing synchronously (default)

The following example shows how to create a service order by setting the *serviceOrderItem.action* property to `add`.

```
curl
 "https://instance.service-now.com/api/sn_tmf_api/serviceorder"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "externalId": "BSS748",
   "requestedStartDate": "2018-01-15T09:37:40.508Z",
   "requestedCompletionDate": "2018-01-15T09:37:40.508Z",
   "@type": "ServiceOrder",
   "note": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      {
         "text": "This is a TMF service order illustration"
      },
      {
         "text": "This is a TMF service order illustration no 2"
      }
   ],
   "serviceOrderItem": [
      {
         "id": "100",
         "action": "add",
         "actionReason":"adding service package OLI",
         "quantity": 1,
         "@type": "ServiceOrderItem",
         "service": {
            "@type": "CFS",
            "serviceCharacteristic": [
               {
                  "name": "Firewall Security",
                  "value": "Standard"
               },
               {
                  "name": "Firewall coverage",
                  "value": "Premium (Up to 50 sites)"
               },
               {
                  "name": "Administration Support",
                  "value": "Basic (Customer Managed)"
               }
            ],
            "serviceRelationship": [
               {
                  "id": "326d13f45b5620102dff5e92dc81c785",
                  "relationshipType": "Requires"
               }
            ],
            "serviceSpecification": {
               "id": "f99546ff07266010a7955b7e0ad300a8",
               "name": "Managed Firewall Service",
               "@type": "Managed Firewall Service"
            }
         },
         "relatedParty": [
            {
               "firstName": "Mike",
               "lastName": "Hudson",
               "email": "mike@example.com",
               "phone": "1234567890",
               "@type": "RelatedParty",
               "@referredType": "OrderLineItemContact"
            }
         ],
         "place": {
            "id": "920cf6ac73d423002728660c4cf6a799",
            "@type": "Place"
         }
      }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ],
    "relatedParty": [
         {
             "id": "eaf68911c35420105252716b7d40ddde",
             "name": "Sally Thomas",
             "@type": "RelatedParty",
             "@referredType": "CustomerContact"
         },
         {
             "id": "ffc68911c35420105252716b7d40dd55",
             "name": "Funco Intl",
             "@type": "RelatedParty",
             "@referredType": "Customer"
         },
         {
             "id": "59f16de1c3b67110ff00ed23a140dd9e",
             "name": "Funco External",
             "@type": "RelatedParty",
             "@referredType": "Consumer"
         }
     ]
}" \
--user 'username':'password'
```

Response body:

```
{
    "externalId": "BSS748",
    "requestedStartDate": "2018-01-15T09:37:40.508Z",
    "requestedCompletionDate": "2018-01-15T09:37:40.508Z",
    "@type": "ServiceOrder",
    "note": [
       {
          "text": "This is a TMF service order illustration"
       },
       {
          "text": "This is a TMF service order illustration no 2"
       }
    ],
    "serviceOrderItem": [
       {
          "id": "100",
          "action": "add",
          "actionReason":"adding service package OLI",
          "quantity": 1,
          "@type": "ServiceOrderItem",
          "service": {
             "@type": "CFS",
             "serviceCharacteristic": [
                {
                   "name": "Firewall Security",
                   "value": "Standard"
                },
                {
                   "name": "Firewall coverage",
                   "value": "Premium (Up to 50 sites)"
                },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            {
               "name": "Administration Support",
               "value": "Basic (Customer Managed)"
            }
         ],
         "serviceRelationship": [
            {
               "id": "326d13f45b5620102dff5e92dc81c785",
               "relationshipType": "Requires"
            }
         ],
         "serviceSpecification": {
            "id": "f99546ff07266010a7955b7e0ad300a8",
            "name": "Managed Firewall Service",
            "@type": "Managed Firewall Service",
            "internalVersion": "2",
            "version": "v2",
            "internalId": "f99546ff07266010a7955b7e0ad300a8"
         }
      },
      "relatedParty": [
         {
            "firstName": "Mike",
            "lastName": "Hudson",
            "email": "mike@example.com",
            "phone": "1234567890",
            "@type": "RelatedParty",
            "@referredType": "OrderLineItemContact"
         }
      ],
      "place": {
         "id": "920cf6ac73d423002728660c4cf6a799",
         "@type": "Place"
      },
      "state": "new"
   }
],
"relatedParty": [
     {
         "id": "eaf68911c35420105252716b7d40ddde",
         "name": "Sally Thomas",
         "@type": "RelatedParty",
         "@referredType": "CustomerContact"
     },
     {
         "id": "ffc68911c35420105252716b7d40dd55",
         "name": "Funco Intl",
         "@type": "RelatedParty",
         "@referredType": "Customer"
     },
     {
         "id": "59f16de1c3b67110ff00ed23a140dd9e",
         "name": "Funco External",
         "@type": "RelatedParty",
         "@referredType": "Consumer"
     }
 ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "id": "4f2af65ac3a030106e2473ce3640ddcf",
   "href":
 "/api/sn_tmf_api/order/serviceOrder/4f2af65ac3a030106e2473ce364
0ddcf",
   "orderDate": "2024-06-20T10:38:55.000Z",
   "state": "new"
}
```

Example: cURL request

The following example updates a service order by setting the *serviceOrderItem.action* property to `change`.

```
curl
 "https://instance.service-now.com/api/sn_tmf_api/serviceorder"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "externalId": "BSS748",
   "requestedStartDate": "2018-01-15T09:37:40.508Z",
   "requestedCompletionDate": "2018-01-15T09:37:40.508Z",
   "@type": "ServiceOrder",
   "note": [
      {
         "text": "This is a TMF service order illustration"
      },
      {
         "text": "This is a TMF service order illustration no 2"
      }
   ],
   "serviceOrderItem": [
      {
         "id": "100",
         "action": "change",
         "actionReason":"change service package OLI",
         "@type": "ServiceOrderItem",
         "service": {
            "@type": "CFS",
            "serviceCharacteristic": [
               {
                  "name": "Firewall Security",
                  "value": "Premium",
                  "previousValue": "Standard"
               }
            ],
            "id": "4b5072aec3a83010abc8b5183c40dd42"
         },
         "relatedParty": [
            {
               "firstName": "Mike",
               "lastName": "Hudson",
               "email": "mike@example.com",
               "phone": "1234567890",
               "@type": "RelatedParty",
               "@referredType": "OrderLineItemContact"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
         ],
         "place": {
            "id": "920cf6ac73d423002728660c4cf6a799",
            "@type": "Place"
         }
      }
   ],
   "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ]
}" \
--user 'username':'password'
```

Response body.

```
{
   "externalId": "BSS748",
   "requestedStartDate": "2018-01-15T09:37:40.508Z",
   "requestedCompletionDate": "2018-01-15T09:37:40.508Z",
   "@type": "ServiceOrder",
   "note": [
      {
         "text": "This is a TMF service order illustration"
      },
      {
         "text": "This is a TMF service order illustration no 2"
      }
   ],
   "serviceOrderItem": [
      {
         "id": "100",
         "action": "change",
         "actionReason":"change service package OLI",
         "@type": "ServiceOrderItem",
         "service": {
            "@type": "CFS",
            "serviceCharacteristic": [
               {
                  "name": "Firewall Security",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                  "value": "Premium",
                  "previousValue": "Standard"
               }
            ],
            "id": "4b5072aec3a83010abc8b5183c40dd42"
         },
         "relatedParty": [
            {
               "firstName": "Mike",
               "lastName": "Hudson",
               "email": "mike@example.com",
               "phone": "1234567890",
               "@type": "RelatedParty",
               "@referredType": "OrderLineItemContact"
            }
         ],
         "place": {
            "id": "920cf6ac73d423002728660c4cf6a799",
            "@type": "Place"
         },
         "state": "new"
      }
   ],
   "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
   "id": "4f2af65ac3a030106e2473ce3640ddcf",
   "href":
 "/api/sn_tmf_api/order/serviceOrder/4f2af65ac3a030106e2473ce364
0ddcf",
   "orderDate": "2024-06-20T10:38:55.000Z",
   "state": "new"
}
```


Example: cURL request

The following example deletes a service order line item by setting the *serviceOrderItem.action* property to `delete`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.service-now.com/api/sn_tmf_api/serviceorder"
 \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "externalId": "BSS748",
   "requestedStartDate": "2018-01-15T09:37:40.508Z",
   "requestedCompletionDate": "2018-01-15T09:37:40.508Z",
   "@type": "ServiceOrder",
   "note": [
      {
         "text": "This is a TMF service order illustration"
      },
      {
         "text": "This is a TMF service order illustration no 2"
      }
   ],
   "serviceOrderItem": [
      {
         "id": "100",
         "action": "delete",
         "actionReason":"delete service package OLI",
         "@type": "ServiceOrderItem",
         "service": {
            "@type": "CFS",
            "serviceCharacteristic": [
               {
                  "name": "Firewall Security",
                  "value": "Premium",
                  "previousValue": "Standard"
               }
            ],
            "id": "4b5072aec3a83010abc8b5183c40dd42"
         },
         "relatedParty": [
            {
               "firstName": "Mike",
               "lastName": "Hudson",
               "email": "mike@example.com",
               "phone": "1234567890",
               "@type": "RelatedParty",
               "@referredType": "OrderLineItemContact"
            }
         ],
         "place": {
            "id": "920cf6ac73d423002728660c4cf6a799",
            "@type": "Place"
         }
      }
   ],
   "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ]
}" \
--user 'username':'password'
```

Response body.

```
{
   "externalId": "BSS748",
   "requestedStartDate": "2018-01-15T09:37:40.508Z",
   "requestedCompletionDate": "2018-01-15T09:37:40.508Z",
   "@type": "ServiceOrder",
   "note": [
      {
         "text": "This is a TMF service order illustration"
      },
      {
         "text": "This is a TMF service order illustration no 2"
      }
   ],
   "serviceOrderItem": [
      {
         "id": "100",
         "action": "delete",
         "actionReason":"delete service package OLI",
         "@type": "ServiceOrderItem",
         "service": {
            "@type": "CFS",
            "serviceCharacteristic": [
               {
                  "name": "Firewall Security",
                  "value": "Premium",
                  "previousValue": "Standard"
               }
            ],
            "id": "4b5072aec3a83010abc8b5183c40dd42"
         },
         "relatedParty": [
            {
               "firstName": "Mike",
               "lastName": "Hudson",
               "email": "mike@example.com",
               "phone": "1234567890",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "@type": "RelatedParty",
                "@referredType": "OrderLineItemContact"
            }
         ],
         "place": {
            "id": "920cf6ac73d423002728660c4cf6a799",
            "@type": "Place"
         },
         "state": "new"
      }
   ],
   "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
   "id": "4f2af65ac3a030106e2473ce3640ddcf",
   "href":
 "/api/sn_tmf_api/order/serviceOrder/4f2af65ac3a030106e2473ce364
0ddcf",
   "orderDate": "2024-06-20T10:38:55.000Z",
   "state": "new"
}
```


Service Order Open API – POST /sn_tmf_api/order/serviceOrder/outboundresponse

Updates the fulfillment state for the specified domain order records in the Outbound Request [sn_tmt_core_outbound_request] table.

To use this method, the Outbound Request table must contain the specified domain order record. Also, the method validation throws an error if the records or states specified in the request body are not located in the existing outbound record.

Note: You can't create new records in this table using this endpoint.

For additional information on domain orders, see Order Management data model.

URL format

`/api/sn_tmf_api/order/serviceOrder/outboundresponse`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
externalId	Required. Outbound request identifier of the domain orders record sent for fulfillment. Data type: String Table: In the request_id field in the Outbound Request [sn_tmt_core_outbound_request] table.
ServiceOrderItem	Required. List of domain orders whose external fulfillment state needs to be updated. Data type: Array of Objects `"ServiceOrderItem": [ { "id": "String", "state": "String" } ]`
ServiceOrderItem.id	Required. Sys_id of a domain order record for which to update the external fulfillment state. Data type: String Table: Domain Order [sn_ind_tmt_orm_domain_order]
ServiceOrderItem.state	Required. External fulfillment state of the domain order. Valid values: • error • fulfilled • pending Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad Request. Could be any of the following reasons: • `Invalid payload: externalId is missing`: Indicates that the external ID (*externalId*) was not passed. • `Invalid payload: serviceOrderItem state is missing`: Indicates that the external fulfillment state (*ServiceOrderItem.state*) was not passed in one or more domain orders. • `Invalid external id. Please pass the correct external id`: Indicates that the passed external ID (*externalId*) is not present in system. • `Invalid domain order id. Please pass the correct domain order id`: Indicates that the passed domain order ID (*ServiceOrderItem.id*) is not present in the system. • `Domain order id passed is not associated with external id`: Indicates that the external ID (*externalId*) is not associated with any domain orders. The system only updates domain orders that are associated with an external ID passed in the payload. • `Invalid fulfilment state: Please provide correct fulfilment state`: Indicates that the passed fulfilment state (*ServiceOrderItem.state*) for one or more domain orders is not valid.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Name	Description
externalId	Outbound request identifier of the domain orders record sent for fulfillment. Data type: String Table: In the request_id field in the Outbound Request [sn_tmt_core_outbound_request] table.
href	Relative link to the resource record. Data type: String Default: Blank string
orderDate	Date and timestamp of the order. Format: YYYY-MM-DD HH:MM:SS Data type: String Default: Blank string
ServiceOrderItem	List of domain orders whose external fulfillment state needs to be updated. Data type: Array of Objects `"ServiceOrderItem": [ { "id": "String", "state": "String" } ]`
ServiceOrderItem.id	Sys_id of a domain order record for which to update the external fulfillment state. Data type: String Table: Domain Order [sn_ind_tmt_orm_domain_order]
ServiceOrderItem.state	External fulfillment state of the domain order. Possible values: • error • fulfilled • pending Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "http://instance.servicenow.com/api/sn_tmf_api/serviceorder/out
boundresponse" \
--request POST \
--header "Accept:application/json" \
--data "{
  "externalId": "607017d243322110461f99612bb8f25c",
  "serviceOrderItem": [
    {
      "id": "19913c3577b301108e191e599a5a9988",
      "state": "error"
    }
  ]
}"
--user 'username':'password'
```

Response:

```
{
  "externalId": "607017d243322110461f99612bb8f25c",
  "serviceOrderItem": [
    {
      "id": "19913c3577b301108e191e599a5a9988",
      "state": "error"
    }
  ]
}
```

Service Test Management Open API

The *Service Test Management Open* API provides endpoints to create and retrieve service test definitions and service tests.

Use this API to manage service problem management information between external systems and the ServiceNow AI Platform. The *Service Test Management Open* API is a ServiceNow implementation of the TM Forum Service Problem Management API REST specification. This implementation is based on https://www.tmforum.org/resources/specification/tmf653-service-test-management-api-user-guide-v4-1-0/.

This REST API is designed to manage and execute service tests within a telecommunications environment. It allows users to define, trigger, and monitor service tests, ensuring that services meet quality and performance standards. The API provides capabilities for test management, including creating and updating test definitions, executing tests, retrieving test results, and managing test schedules.

The *Service Test Management Open* API requires the Customer Service Problem Management (com.sn_sprb_mgmt) plugin and the sn_sprb_mgmt.test_integrator role. This API belongs to the sn_sprb_mgmt namespace. For more information about Service Problem Management. See Customer Service Problem Management for more information about this application.

The *Service Test Management Open* API creates or updates data in the following tables:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Test Run [sn_st_mgmt_test]
- Service Test definition [sn_st_mgmt_test_definition]
- Test Definition Characteristic [sn_st_mgmt_test_definition_characteristic]
- Test Characteristic [sn_st_mgmt_test_characteristic]
- Specification to Test Definition Relationship [sn_st_mgmt_test_definition_m2m]
- Test Definition Relationship [sn_st_mgmt_test_definition_rel]
- Test Measure [sn_st_mgmt_test_measure]
- Measure Consequence [sn_st_mgmt_measure_consequence]
- Test Measure Definition [sn_st_mgmt_test_measure_definition]
- Applied Consequence [sn_st_mgmt_applied_consequence]
- Threshold Rule [sn_st_mgmt_threshold_rule]
- Threshold Rule Violation [sn_st_mgmt_threshold_rule_violation]

Service Test Management Open API – GET /sn_sprb_mgmt/servicetestmanagement/serviceTest

Retrieves a list of all service tests.

URL format

Default URL: `/api/sn_sprb_mgmt/servicetestmanagement/serviceTest`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. If this parameter isn't used, all fields are returned. Located in the Service Test [sn_st_mgmt_test] table. Valid fields: • characteristic • description • endDateTime • id • mode • relatedService • startDateTime • state • testMeasure

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• testSpecification • validFor Data type: String
limit	Maximum number of records to return. For requests that exceed this number of records, use the *offset* parameter to paginate record retrieval. Data type: Number Maximum value: 100 Default: 20
offset	Starting index at which to begin retrieving records. Use this parameter to paginate results in small and manageable chunks. The first record is indexed at 0. Data type: Number Default: 0
state	Filter test definitions by the test's current state. Only test definitions in the specified state are returned in the response. Valid values: • acknowledged • canceled • completed • failed • inProgress • pending • rejected Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Range	Specifies the range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the Content-Range header is items 3 - 5.
Content-Type	Data format of the response body. Only supports application/json.
Link	Contains the following links to navigate through query results. • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
206	Partial resource returned in response (with pagination).
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (XML or JSON)

Name	Description
characteristic	List that describes the characteristics of the associated service test. For more information about test definition characteristics, see Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (XML or JSON) (continued)

Name	Description

	"characteristic": [
	{
	"id": "String",
	"name": "String",
	"value": "String",
	"valueType": "String"
	}
	]

characteristic.id	Sys_id or external_id of characteristics. If external_id is present for that record, the response returns the external_id otherwise it returns the sys_id. Data type: String Table: Characteristics [sn_prd_pm_characteristic]
characteristic.name	Name of the characteristic. Data type: String
characteristic.value	Characteristic options associated with the service test. Characteristics vary based on the customer instance. Data type: String
characteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String
description	Description of the service test. Data type: String
endDateTime	End date and time of the service test. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (XML or JSON) (continued)

Name	Description
	Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
href	Hyperlink reference to the service test. Data type: String
id	Sys_id or external_id of the service test definition. Data type: String Table: Service Test [sn_st_mgmt_test]
mode	Mode that the service test is running in. Valid values: • ONDEMAND: Triggers the service test manually. • PROACTIVE: Triggers the service test automatically. Data type: String Default: ONDEMAND
name	Required. Name of the service test. Data type: String
relatedService	Required. Test definition associated with the service test. Data type: Object `"relatedService": { "href": "String", "id": "String", "name": "String" }`
relatedService.id	Sys_id or external_id of the product inventory. Data type: String Table: In the sys_id or external_id field of the product Inventory [sn_prd_invt_product_inventory] table.
relatedService.name	Name of the product inventory.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
startDateTime	Start date and time of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
state	State the service test is in. Valid values: • acknowledged • canceled • completed • failed • inProgress • pending • rejected Data type: String
testMeasure	Measure of a specific aspect of a product, service, or resource test, such as lost packets or connectivity status. Data type: Array of Objects `"testMeasure": [ { "accuracy": "String", "captureDateTime": "String", "captureMethod": "String", "id": "String", "metricDescription": "String", "metricName": "String", "ruleViolation": [Array], "unitOfMeasure": "String", "value": {Object} } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (XML or JSON) (continued)

Name	Description
testMeasure.accuracy	Float decimal value representing the test measure accuracy captured for the associated metrics. Data type: Number Maximum value: 40
testMeasure.captureDateTime	The date and time that the metric was captured. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
testMeasure.id	Sys_id or external_id of the Test Measures. Data type: String Table: In the sys_id or external_id fields of the Test Measures table [sn_st_mgmt_test_measure] table.
testMeasure.Measure.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture the metric. • manual: Manually capture the metric. • none: Don't capture the metric. Data type: String
testMeasure.metricDescription	Brief description of the metric. Data type: String
testMeasure.metricName	Name of the test measure metric. Data type: String

testMeasure.ruleViolation	An object for defining a rule in the threshold rule definition, along with consequences if the rule is violated.
	
	Data type: Array of Objects
	
	`"ruleViolation"[`
	`{`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (XML or JSON) (continued)

Name	Description
	`appliedConsequence: [Array], conformanceTargetUpper: Number, conformanceComparatorUpper: "String", description: "String", id: "String", name: "String", numberOfAllowedCrossing: Number, thresholdRuleSeverity: "String", tolerancePeriod: "String" } ]`
testMeasure.ruleViolation.tolerancePeriod.amount	Number of periods before applying the consequence. Data type: Number
testMeasure.ruleViolation.appliedConsequence	Action (prescribed action or notification) to take when a threshold rule is crossed. Data type: Array of Objects `"appliedConsequence": [ { "appliedAction": "String", "description": "String", "id": "String", "name": "String", "repeatAction": Boolean } ]`
testMeasure.ruleViolation.appliedConsequence.appliedAction	Action to take when a threshold rule is violated. For example, sending a warning or generating a report. Applied actions can vary between instances. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (XML or JSON) (continued)

Name	Description
testMeasure.ruleViolation.appliedConsequence.description	Description of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.id	Sys_id or external_id of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.name	Name of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.repeatAction	Flag that indicates whether to repeat the consequence when a second violation occurs. Valid values: • true: Repeat the action. • false: Don't repeat the action. Data type: Boolean Default: false
testMeasure.ruleViolation.conformanceComporatorExact	Flag that indicates whether a value is identical. Valid values: • true: The value is identical. • false: The value isn't identical. Data type: Boolean Default: false
testMeasure.ruleViolation.conformanceComporatorLower	Operator for checking if a value falls below the threshold. Valid values: • greater than • greater than or is Data type: String
testMeasure.ruleViolation.conformanceComporatorUpper	Operator for checking if a value is above the threshold. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (XML or JSON) (continued)

Name	Description
	• less than • less than or is Data type: String
testMeasure.ruleViolation.conformanceTargetExact	Required if *conformanceComparatorExact* is set to true. If the *conformanceComparatorExact* value is set to true, its value matches the value defined in *conformanceTargetExact*. Data type: Number
testMeasure.ruleViolation.conformanceTargetLower	Lower threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.conformanceTargetUpper	Upper threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.description	Description of the threshold rule. Data type: String
testMeasure.ruleViolation.id	Sys_id or external_id of the threshold rule violation. Data type: String Table: Threshold Rule Violation [sn_st_mgmt_threshold_rule_violation]
testMeasure.ruleViolation.name	Name of the threshold rule. Data type: String
testMeasure.ruleViolation.numberOfAllowedCrossing	Maximum crossings allowed within the tolerance period before consequences are applied. Data type: Number Maximum value: 40
testMeasure.ruleViolation.thresholdRuleSeverity	Severity of the threshold rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (XML or JSON) (continued)

Name	Description
	Valid values: • high • medium • low Data type: String
testMeasure.ruleViolation.tolerancePeriod	Specified time interval during which crossing occurrences are enabled without triggering any immediate consequences or actions. Date type: Object `"tolerancePeriod": { "amount": Number, "units": "String" }`
testMeasure.ruleViolation.tolerancePeriod.units	Units of the period. Valid values: • days • hours • minutes • seconds Data type: String
testMeasure.unitOfMeasure	Unit of measurement for the conformance target values of the test measure. Data type: String
testMeasure.value	Value of the test measure. Data type: Object `"value": { "id": "String", "name": "String", "valueType": "String", "value": "String }`
testMeasure.value.id	ID of the test measure value. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (XML or JSON) (continued)

Name	Description
testMeasure.value.name	Name of the test measure value. Data type: String
testMeasure.value.value	Value of the test measure. Data type: String
testMeasure.value.valueType	Type of test measure value such as numeric, text, and so forth. Data type: String
testSpecification	Required. Test definition associated with this test. Data type: Object `"testSpecification": { "href": "String", "id": "String" }`
testSpecification.href	Hyperlink reference to the service test definition. Data type: String
testSpecification.id	Sys_id or external_id of the service test definition. Data type: String Table: In the sys_id or external_id field of the Service Test Definition [sn_st_mgmt_test_definition] table.
validFor	Date range the service test is valid for. Data type: Object `"validFor": { "endDateTime ": "String", "startDateTime": "String" }`
validFor.endDateTime	Validity end date of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (XML or JSON) (continued)

Name	Description
validFor.startDateTime	Validity start date of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.

Example: cURL request

The following example retrieves information about the two service tests in the instance.

```
curl --location --request GET
 “https://instance.servicenow.com/api/sn_sprb_mgmt/servicetestma
nagement/serviceTest” \
--user 'username’: ‘password'
```

Response body.


```
[
  {
    "href":
 "/api/sn_sprb_mgmt/servicetestmanagement/serviceTest/09d1f42e3b
e28210d140068aa4e45ae2",
    "id": "09d1f42e3be28210d140068aa4e45ae2",
    "description": "Service test",
    "endDateTime": "2025-01-31 15:05:43",
    "mode": "proactive",
    "name": "Speed Test TR0001002",
    "startDateTime": "2024-06-05 09:07:10",
    "validFor": {
      "startDateTime": "",
      "endDateTime": ""
    },
    "relatedService": {
      "id": "fa6d13f45b5620102dff5e92dc81c77f",
      "name": "Internet_VPLS_PI0000011"
    },
    "testSpecification": {
      "href":
 "/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecificati
on/7d3854864316c6500e51203d5fb8f2d8",
      "id": "7d3854864316c6500e51203d5fb8f2d8"
    },
    "characteristic": [],
    "testMeasure": [
      {
        "id": "61d1382e3be28210d140068aa4e45a2e",
        "accuracy": "0.0001",
        "captureDateTime": "",
        "captureMethod": "automatic",
        "metricDescription": "",
        "metricName": "Flow speed",
        "unitOfMeasure": "A second",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "3000",
        "ruleViolation": [
          {
            "id": "61d1382e3be28210d140068aa4e45a2f",
            "description": "This speed is greater than the
 target",
            "name": "tooMuchTraffic",
            "numberOfAllowedCrossing": "0",
            "thresholdRuleSeverity": "high",
            "tolerancePeriod": "",
            "conformanceTargetLower": "2500",
            "conformanceComparatorLower": "greater than",
            "appliedConsequence": [
              {
                "id": "65d1382e3be28210d140068aa4e45a31",
                "appliedAction": "sendWarning",
                "description": "send a warning to the system",
                "name": "sendWarning",
                "repeatAction": "0"
              }
            ]
          }
        ]
      }
    ]
  },
  {
    "href":
 "/api/sn_sprb_mgmt/servicetestmanagement/serviceTest/18682a2a3b
2682107222bf9985e45a55",
    "id": "18682a2a3b2682107222bf9985e45a55",
    "description": "Service test",
    "endDateTime": "2025-01-31 15:05:43",
    "mode": "proactive",
    "name": "Speed Test TR0001012",
    "startDateTime": "2024-06-05 17:45:07",
    "validFor": {
      "startDateTime": "",
      "endDateTime": ""
    },
    "relatedService": {
      "id": "fa6d13f45b5620102dff5e92dc81c77f",
      "name": "Internet_VPLS_PI0000011"
    },
    "testSpecification": {
      "href":
 "/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecificati
on/7d3854864316c6500e51203d5fb8f2d8",
      "id": "7d3854864316c6500e51203d5fb8f2d8"
    },
    "characteristic": [
      {
        "id": "5c682a2a3b2682107222bf9985e45a5a",
        "name": "url",
        "valueType": "single_line_text",
        "value": "http://abc.com"
      }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ],
    "testMeasure": [
      {
        "id": "7c686a2a3b2682107222bf9985e45a4d",
        "accuracy": "0.0001",
        "captureDateTime": "",
        "captureMethod": "automatic",
        "metricDescription": "",
        "metricName": "Flow speed",
        "unitOfMeasure": "A second",
        "value": "3000",
        "ruleViolation": [
          {
            "id": "38686a2a3b2682107222bf9985e45a4e",
            "description": "This speed is greater than the
target",
            "name": "tooMuchTraffic",
            "numberOfAllowedCrossing": "0",
            "thresholdRuleSeverity": "high",
            "tolerancePeriod": "",
            "conformanceTargetLower": "2500",
            "conformanceComparatorLower": "greater than",
            "appliedConsequence": [
              {
                "id": "34686a2a3b2682107222bf9985e45a50",
                "appliedAction": "sendWarning",
                "description": "send a warning to the system",
                "name": "sendWarning",
                "repeatAction": "0"
              }
            ]
          }
        ]
      }
    ]
  }
]
```


Service Test Management Open API – GET /sn_sprb_mgmt/servicetestmanagement/serviceTest/{id}

Retrieves a service test entity based on the given ID of a service test.

URL format

Default URL: `/api/sn_sprb_mgmt/servicetestmanagement/serviceTest/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id or external_id of the service test to retrieve. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Table: Service Test [sn_st_mgmt_test]

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. If this parameter isn't used, all fields are returned. Located in the Service Test [sn_st_mgmt_test] table. Valid fields: • characteristic • description • endDateTime • id • mode • relatedService • startDateTime • state • testMeasure • testSpecification • validFor Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports application/json.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
characteristic	List that describes the characteristics of the associated service test. Data type: Array of Objects `"characteristic": [ { "id": "String", "name": "String", "value": "String", "valueType": "String" } ]`
characteristic.id	Sys_id or external_id of characteristics.If external_id is present for that record, the response returns the external_id otherwise it returns the sys_id. Data type: String Table: Characteristics [sn_prd_pm_characteristic]
characteristic.name	Name of the characteristic. Data type: String
characteristic.value	Characteristic options associated with the service test. Characteristics vary based on the customer instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
characteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String
description	Description of the service test. Data type: String
endDateTime	End date and time of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
href	Hyperlink reference to the service test. Data type: String
id	Sys_id or external_id of the service test definition. Data type: String Table: Service Test [sn_st_mgmt_test]
mode	Mode that the service test is running in. Valid values: • ONDEMAND: Triggers the service test manually. • PROACTIVE: Triggers the service test automatically. Data type: String Default: ONDEMAND
name	Name of the service test.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
relatedService	Test definition associated with this test. Data type: Object `"relatedService": { "href": "String", "id": "String", "name": "String" }`
relatedService.id	Sys_id or external_id of the product inventory. Data type: String Table: In the sys_id or external_id field of the Product Inventory [sn_prd_invt_product_inventory] table.
relatedService.name	Name of the product inventory item. Data type: String
startDateTime	Start date and time of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
state	State of the service test. Valid values: • acknowledged • canceled • completed • failed • inProgress • pending • rejected Data type: String
testMeasure	Measure of a specific aspect of a product, service, or resource test, such as lost packets or connectivity status. Data type: Array of Objects `"testMeasureDefinition": [ { "accuracy": "String", "captureDateTime": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"captureMethod": "String", "id": "String", "metricDescription": "String", "metricName": "String", "ruleViolation": [Array] "unitOfMeasure": "String", "value": {Object} }]
testMeasure.accuracy	Float decimal value representing the test measure accuracy captured for the associated metrics. Data type: Number Maximum value: 40
testMeasure.captureDateTime	The date and time that the metric was captured. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
testMeasure.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture the metric. • manual: Manually capture the metric. • none: Don't capture the metric. Data type: String
testMeasure.id	Sys_id or external_id of the test measure. Data type: String Table: Test Measures [sn_st_mgmt_test_measure]
testMeasure.metricDescription	Brief description of the metric. Data type: String
testMeasure.metricName	Name of a metric in the test measure. Data type: String
testMeasure.ruleViolation	Object for defining a rule in the threshold rule definition, along with consequences if the rule is violated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"RuleViolation": [{ "appliedConsequence": [Array], "conformanceComparatorExact": Boolean, "conformanceComparatorLower": "String", "conformanceComparatorUpper": "String", "conformanceTargetExact": "String", "conformanceTargetLower": "String", "conformanceTargetUpper": "String", "description": "String", "id": "String", "name": "String", "numberOfAllowedCrossing": Number, "thresholdRuleSeverity": "String", "tolerancePeriod": {Object} }]`
testMeasure.ruleViolation.appliedConsequence	Action (prescribed action or notification) to take when a threshold rule is violated. Data type: Array of Objects `"appliedConsequence": [ { "appliedAction": "String", "description": "String", "id": "String", "name": "String", "repeatAction": Boolean } ]`
testMeasure.ruleViolation.appliedConsequence.appliedAction	Applied action when a threshold rule is violated. For example, sending a warning or generating a report. Applied actions can vary between instances. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
testMeasure.ruleViolation.appliedConsequence.flagIndicatesRepeatAction	Flag that indicates whether to repeat the applied action or not. Valid values: • true: Repeats the action. • false: Doesn't repeat the action. Data type: Boolean Default: false
testMeasure.ruleViolation.appliedConsequence.description	Description of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.id	Sys_id or external_id of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.name	Name of the applied consequence. Data type: String
testMeasure.ruleViolation.conformanceComparatorExact	Flag that indicates whether a value is identical to the value of *conformanceTargetExact*. Valid values: • true: The value is identical. • false: The value isn't identical. Data type: Boolean Default: false
testMeasure.ruleViolation.conformanceComparatorLower	An operator that checks if a value falls below the threshold. Valid values: • greater than • is Data type: String
testMeasure.ruleViolation.conformanceComparatorUpper	An operator that checks if a value exceeds the threshold. Valid values: • is • lesser than

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
testMeasure.ruleViolation.conformanceTargetExact	Required if *conformanceComparatorExact* is set to true. If the *conformanceComparatorExact* value is set to true, its value matches the value defined in *conformanceTargetExact*. Data type: Number
testMeasure.ruleViolation.conformanceTargetLower	Lower threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.conformanceTargetUpper	Upper threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.description	Description of the threshold rule violation. Data type: String
testMeasure.ruleViolation.id	Sys_id or external_id of the threshold rule violation. Data type: String Table: Threshold Rule Violation [sn_st_mgmt_threshold_rule_violation]
testMeasure.ruleViolation.name	Name of the threshold rule violation. Date type: String
testMeasure.ruleViolation.numberOfAllowedCrossings	Maximum crossings allowed within the tolerance period before consequences are applied. Data type: Number Maximum: 40
testMeasure.ruleViolation.thresholdRuleSeverity	Severity of the threshold rule. Valid values: • high • low • medium Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
testMeasure.ruleViolation.tolerancePeriod	Duration or time interval in which allowed crossings can occur before a consequence is initiated. Date type: Object `"tolerancePeriod": { "amount": Number, "units": "String" }`
testMeasure.ruleViolation.tolerancePeriod.amount	Amount of the period in number. Data type: Number
testMeasure.ruleViolation.tolerancePeriod.units	Units of the period. Valid values: • days • hours • minutes • seconds Data type: String
testMeasure.unitOfMeasure	Measurable value of time used to calculate the performance of a service in days, minutes, and seconds. Data type: String
testMeasure.value	Value of metric in the test. Data type: Object `"value": { "id": "String", "name": "String", "valueType": "String", "value": "String" }`
testMeasure.value.id	ID of the metric value in the test. Data type: String
testMeasure.value.name	Name of the metric value in the test. Data type: String
testMeasure.value.value	Value of metric in the test. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
testMeasure.value.valueType	Type of test measure value such as numeric, text, and so forth. Data type: String
testSpecification	Test definition associated for this test. Data type: Object `"testSpecification": { "href": "String", "id": "String" }`
testSpecification.href	Hyperlink reference to the service test definition. Data type: String
testSpecification.id	Sys_id or external_id of the service test definition. Data type: String Table: Service Test Definition [sn_st_mgmt_test_definition]
validFor	Date range that the service test is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
validFor.endDateTime	End date and timestamp of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
validFor.startDateTime	Start date and timestamp of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.

Example: cURL request

The following example retrieves details about the service test entity associated with the given ID, 44b7a8ea3b6a42107222bf9985e45a45.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl --location --request GET
 “https://instance.servicenow.com/api/sn_sprb_mgmt/servicetestma
nagement/serviceTest/44b7a8ea3b6a42107222bf9985e45a45 \
--user 'username’: ‘password'
```

Response body.


```
{
  "href":
 "/api/sn_sprb_mgmt/servicetestmanagement/serviceTest/44b7a8ea3b
6a42107222bf9985e45a45",
  "id": "44b7a8ea3b6a42107222bf9985e45a45",
  "description": "Service test",
  "endDateTime": "2025-01-31 15:05:43",
  "mode": "proactive",
  "name": "Speed Test TR0001001",
  "startDateTime": "2024-06-05 08:22:52",
  "validFor": {
    "startDateTime": "",
    "endDateTime": ""
  },
  "relatedService": {
    "id": "fa6d13f45b5620102dff5e92dc81c77f",
    "name": "Internet_VPLS_PI0000011"
  },
  "testSpecification": {
    "href":
 "/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecificati
on/7d3854864316c6500e51203d5fb8f2d8",
    "id": "7d3854864316c6500e51203d5fb8f2d8"
  },
  "characteristic": [
        {
        "id": "5c682a2a3b2682107222bf9985e45a5a",
        "name": "url",
        "valueType": "single_line_text",
        "value": "test"
         }
],
  "testMeasure": [
    {
      "id": "62ade42a3ba28210d140068aa4e45a71",
      "accuracy": "0.0001",
      "captureDateTime": "",
      "captureMethod": "automatic",
      "metricDescription": "",
      "metricName": "Downstream Speed",
      "unitOfMeasure": "",
      "value": "16",
      "ruleViolation": [
        {
          "id": "b9bee4ae3ba28210d140068aa4e45a3a",
          "description": "This speed is less than the target
 upper",
          "name": "tooMuchTraffic",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "high",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "tolerancePeriod": "",
          "conformanceTargetUpper": "75",
          "conformanceComparatorUpper": "less than",
          "appliedConsequence": [
            {
              "id": "489074aa3be28210d140068aa4e45a42",
              "appliedAction": "generateReport",
              "description": "",
              "name": "generateReport",
              "repeatAction": "0"
            },
            {
              "id": "785f2ce23be28210d140068aa4e45a75",
              "appliedAction": "sendWarning",
              "description": "",
              "name": "sendWarning",
              "repeatAction": "0"
            }
          ]
        }
      ]
    }
  ]
}
```


Service Test Management Open API - GET /sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification

Retrieves a list of all service test definitions.

URL format

Default URL: GET `/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. If this parameter isn't used, all fields are returned. Located in the Service Test Definition [sn_st_mgmt_test_definition] table. Valid values: • description • id • name

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• relatedServiceSpecification • serviceTestSpecRelationship • specCharacteristic • testMeasureDefinition • validFor Data type: String
limit	Maximum number of records to return. For requests that exceed this number of records, use the *offset* parameter to paginate record retrieval. Data type: Number Maximum value: 100 Default: 20
offset	Starting index at which to begin retrieving records. Use this parameter to paginate results in small and manageable chunks. The first record is indexed at 0. Data type: Number Default: 0
state	Filter test definitions by the test's current state. Only test definitions in the specified state are returned in the response. Valid values: • archived • draft • published • retired Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Content-Range	Specifies the range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the Content-Range header is items `3-5`.
Content-Type	Data format of the response body. Only supports application/json.
Link	Contains the following links to navigate through query results: • first • last • next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
206	Partial resource returned in response (with pagination).
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
description	Description of the service test definit Data type: String
id	Sys_id or external_id of the service t

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Service Test Definition [sn_st_
name	Required. Name of the service test d Data type: String

relatedServiceSpecification	Required. Service specifications of th
	
	Data type: Array of Objects
	
	`"relatedServiceSpecifica`
	`{`
	`"id": "String",`
	`"name": "String"`
	`}`
	`]`

relatedServiceSpecification.id	Sys_id or external_id of the service s Data type: String Table: In the sys_id or external_id fie [sn_prd_pm_specification] table.
relatedServiceSpecification.name	Name of the service specification. Data type: String

serviceTestSpecRelationship	Related service test definition.
	
	Data type: Array of Objects
	
	`"serviceTestSpecRelation`
	`{`
	`"id": "String",`
	`"name": "String",`
	`"relationshipType": "S`
	`}`
	`]`

serviceTestSpecRelationship.id	Sys_id or external_id of the related s Data type: String Table: Test Definition [sn_st_mgmt_te
serviceTestSpecRelationship.name	Name of the related test definition. Data type: String
serviceTestSpecRelationship.relationshipType	Type of relationship. Accepted values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• dependency • exclusivity • substitution Data type: String
specCharacteristic	Characteristics of the test definition. Data type: Array of Objects `"specCharacteristic": [ { "characteristicValueSp "description": "String "name": "String", "validFor": {Object}, "valueType": "String" } ]`
specCharacteristic.characteristicValueSpecification	Possible values of the characteristic. Data type: Array of Objects `"characteristicValueSpec { "value": "String" } ]`
specCharacteristic.characteristicValueSpecification.value	Value of the characteristic. Data type: String
specCharacteristic.description	Description of the characteristic. Data type: String
specCharacteristic.name	Name of the characteristic. Data type: String
specCharacteristic.validFor	Date range that the characteristic is v Data type: Object `"validFor": { "endDateTime": "String" "startDateTime": "Strin }`
specCharacteristic.validFor.endDateTime	End date of the characteristic. Format: YYYY-MM-DD 00:00:00. For Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
specCharacteristic.validFor.startDateTime	Start date of the characteristic. Format: YYYY-MM-DD 00:00:00. For Data type: String
specCharacteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String

testMeasureDefinition	Test measure definitions for this serv
	Define test measure definitions for a
	
	Data type: Array of objects
	
	`"testMeasureDefinition":`
	`{`
	`"captureFrequency": "S`
	`"captureMethod": "Stri`
	`"capturePeriod": {Obje`
	`"id": "String",`
	`"metricDescription": "`
	`"metricName": "String"`
	`"name": "String",`
	`"unitOfMeasure": "Stri`
	`"thresholdRule": [Arra`
	`"validFor": {Object},`
	`"valueType": "String"`
	`}`
	`]`

testMeasureDefinition.captureFrequency	The frequency at which to capture th Valid values: • daily • monthly • none • once • weekly

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
testMeasureDefinition.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture t • manual: Manually capture the met • none: Doesn't capture the metric. Data type: String
testMeasureDefinition.capturePeriod	Period or duration of the metric captu Data type: Object `"capturePeriod": { "amount": Number, "units": "String" }`
testMeasureDefinition.capturePeriod.amount	Number of capture periods. Data type: Number
testMeasureDefinition.capturePeriod.units	Units of the period. Valid values: • days • hours • minutes • seconds Data type: String
testMeasureDefinition.id	Sys_id or external_id of the test mea Data type: String Table: Test Measure definition table |
testMeasureDefinition.metricDescription	Brief description of the metric. Data type: String
testMeasureDefinition.metricName	User-defined name of a metric in the Data type: String
testMeasureDefinition.name	Name of the test measure definition. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

testMeasureDefinition.thresholdRule	Rule that defines conditions to achie
	a threshold is crossed (or not crosse
	information, see Define threshold rul
	
	Data type: Array of Objects
	
	`{`
	`  "thresholdRule": {`
	`  "consequence": [Arra`
	`  "conformanceComparat`
	`  "conformanceComparat`
	`  "conformanceComparat`
	`  "conformanceTargetEx`
	`  "conformanceTargetLo`
	`  "conformanceTargetUp`
	`  "consequence": [Arra`
	`  "description": "Stri`
	`  "id": "String",`
	`  "name": "String",`
	`  "numberOfAllowedCros`
	`  "thresholdRuleSeveri`
	`  "tolerancePeriod": {`
	`  }`
	`}`

testMeasureDefinition.thresholdRule.conformanceComparatorExact	Flag that indicates whether a value is *testMeasureDefinition.thr* If set to true, *testMeasureDefinition.thr* is required. Valid values: • true: The value is identical to the va • false: The value isn't identical *con* Data type: Boolean Default: false
testMeasureDefinition.thresholdRule.conformanceComparatorLower	Operator that checks if a value falls b Valid values: • greater than • greater than or is Data type: String
testMeasureDefinition.thresholdRule.conformanceComparatorUpper	Operator that checks if a value excee Valid values: • less than • less than or is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
testMeasureDefinition.thresholdRule.conformanceTargetExact	Required if *conformanceCompar* *conformanceComparatorExac* defined in *conformanceTarget* Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetLower	Lower threshold value for comparing Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetUpper	Upper threshold value for comparing Data type: Number
testMeasureDefinition.thresholdRule.consequence	Action (prescribed action or notificat more information, see Define measu Data type: Array of objects `"consequence": [ { "description": "String "id": "String", "name": "String", "prescribeAction": "St "repeatAction": Boolea "validFor": { "endDateTime": "String "startDateTime": "Stri } ]`
testMeasureDefinition.thresholdRule.consequence.description	Description of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.id	Sys_id or external_id of the measure Data type: String
testMeasureDefinition.thresholdRule.consequence.name	Name of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.prescribeAction	User-defined action to take for thresh Data type: String
testMeasureDefinition.thresholdRule.consequence.repeatAction	Flag that indicates whether to repeat Valid values: • true: Repeats the action. • false: Doesn't repeat the action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean Default: false
testMeasureDefinition.thresholdRule.consequence.validFor	Date range that the consequence is Data type: Object `"validFor": { "startDateTime": "Strin "endDateTime ": "String }`
testMeasureDefinition.thresholdRule.consequence.validFor.endDateTime	Validity end date of the consequenc Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.thresholdRule.consequence.validFor.startDateTime	Validity start date of the consequenc Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.thresholdRule.description	Description of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.id	Sys_id or external_id of the threshol Data type: String Table: In the sys_id or external_id fie [sn_st_mgmt_threshold_rule] table.
testMeasureDefinition.thresholdRule.name	Name of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.numberOfAllowedCrossing	Maximum crossings allowed within t applied. Data type: Number Maximum value: 40
testMeasureDefinition.thresholdRule.thresholdRuleSeverity	Severity level of the threshold rule. Valid values: • high • medium • low Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
testMeasureDefinition.unitOfMeasure	Measurable value of time used to cal minutes, and seconds. Data type: String

testMeasureDefinition.validFor	Date range that the test measure def
	
	Data type: String
	
	`"validFor": {`
	`"endDateTime": "String"`
	`"startDateTime": "Strin`
	`}`

testMeasureDefinition.validFor.endDateTime	Validity end date of the test measure Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.validFor.startDateTime	Validity start date of the test measure Data type: String Format: YYYY-MM-DD 00:00:00. For

validFor	Date range that the test definition is
	
	Data type: Object
	
	`"validFor": {`
	`"endDateTime": "String"`
	`"startDateTime": "Strin`
	`}`

validFor.endDateTime	Date and time of the test definition o Data type: String Format: YYYY-MM-DD 00:00:00. For
validFor.startDateTime	Date and time of the test definition o Data type: String Format: YYYY-MM-DD 00:00:00. For

Example: cURL request

This example retrieves details about all test service test definitions in the instance. In this case, two definitions are returned.

```
curl --location --request GET
“https://instance.servicenow.com//
api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification”
 \
--user 'username’: ‘password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body.


```
[
  {
    "description": "Operation, Administration and Maintenance",
    "id": "76a3b160432a02104fefe4511fb8f2ad",
    "name": "OAM Test",
    "validFor": {
      "startDateTime": "",
      "endDateTime": ""
    },
    "testMeasureDefinition": [
      {
        "id": "77b9b964432a02104fefe4511fb8f26e",
        "captureFrequency": "once",
        "captureMethod": "automatic",
        "metricDescription": "This is the Rx signal level",
        "metricName": "Rx Optical Signal Level",
        "name": "Rx Optical Signal Level",
        "unitOfMeasure": "a minute",
        "valueType": "",
        "capturePeriod": "",
        "validFor": {
          "startDateTime": "",
          "endDateTime": ""
        },
        "thresholdRule": [
          {
            "id": "d3e97d64432a02104fefe4511fb8f281",
            "description": "",
            "name": "gponOntAniOpInfoRxOpticalSignalLevel",
            "numberOfAllowedCrossing": "",
            "thresholdRuleSeverity": "",
            "tolerancePeriod": "",
            "conformanceTargetUpper": "0",
            "conformanceComparatorUpper": "less than",
            "conformanceTargetLower": "-50",
            "conformanceComparatorLower": "greater than",
            "consequence": []
          }
        ]
      },
      {
        "id": "878afd64432a02104fefe4511fb8f28d",
        "captureFrequency": "once",
        "captureMethod": "automatic",
        "metricDescription": "This is the Tx signal level",
        "metricName": "TX Optical Signal Level",
        "name": "TX Optical Signal Level",
        "unitOfMeasure": "a minute",
        "valueType": "",
        "capturePeriod": "",
        "validFor": {
          "startDateTime": "",
          "endDateTime": ""
        },
        "thresholdRule": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          {
            "id": "b3dab5a4432a02104fefe4511fb8f2d3",
            "description": "",
            "name": "gponOntAniOpInfoTxOpticalSignalLevel",
            "numberOfAllowedCrossing": "",
            "thresholdRuleSeverity": "",
            "tolerancePeriod": "",
            "conformanceTargetUpper": "65",
            "conformanceComparatorUpper": "less than",
            "conformanceTargetLower": "-65",
            "conformanceComparatorLower": "greater than",
            "consequence": []
          }
        ]
      }
    ],
    "specCharacteristic": [
      {
        "name": "AccessRequired",
        "description": "AccessRequired",
        "valueType": "yes_no",
        "validFor": {
          "startDatetime": "2024-05-30 09:09:57"
        },
        "characteristicValueSpecification": [
          {
            "value": "Yes",
            "validFor": {
              "startDateTime": "",
              "endDateTime": ""
            }
          },
          {
            "value": "No",
            "validFor": {
              "startDateTime": "",
              "endDateTime": ""
            }
          }
        ]
      }
    ],
    "serviceTestSpecRelationship": [],
    "relatedServiceSpecification": [
      {
        "id": "f559b564432a02104fefe4511fb8f2e0",
        "name": "OAM"
      }
    ]
  },
  {
    "description": "Upstream and Downstream speed ",
    "id": "89d2b920432a02104fefe4511fb8f22e",
    "name": "Speed Test",
    "validFor": {
      "startDateTime": "2024-05-31",
      "endDateTime": "2024-06-27"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "testMeasureDefinition": [
      {
        "id": "1a04f560432a02104fefe4511fb8f2ad",
        "captureFrequency": "once",
        "captureMethod": "automatic",
        "metricDescription": "This is the downstream speed in a
service",
        "metricName": "Downstream Speed",
        "name": "Downstream Speed",
        "unitOfMeasure": "a second",
        "valueType": "",
        "capturePeriod": "30 Minutes",
        "validFor": {
          "startDateTime": "2024-05-30 08:49:26",
          "endDateTime": "2024-05-31 08:49:29"
        },
        "thresholdRule": [
          {
            "id": "a754f960432a02104fefe4511fb8f2d0",
            "description": "This speed is greater than the
target upper",
            "name": "InternetSpeedValue",
            "numberOfAllowedCrossing": "0",
            "thresholdRuleSeverity": "high",
            "tolerancePeriod": "15 Minutes",
            "conformanceTargetLower": "75",
            "conformanceComparatorLower": "greater than",
            "consequence": [
              {
                "id": "15a4bd60432a02104fefe4511fb8f2b8",
                "prescribeAction": "null",
                "description": "generate a waring report",
                "name": "degradedQualityOfService",
                "repeatAction": "0",
                "validFor": {
                  "startDateTime": "2024-05-30 08:51:29",
                  "endDateTime": "2024-08-06 08:51:31"
                }
              },
              {
                "id": "e6847d60432a02104fefe4511fb8f2c3",
                "prescribeAction": "null",
                "description": "send a warning to the system",
                "name": "packetdrop",
                "repeatAction": "0",
                "validFor": {
                  "startDateTime": "2024-05-30 08:50:53",
                  "endDateTime": "2024-08-06 08:50:55"
                }
              }
            ]
          },
          {
            "id": "cb55b5a0432a02104fefe4511fb8f201",
            "description": "",
            "name": "InternetSpeedValue",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "numberOfAllowedCrossing": "0",
            "thresholdRuleSeverity": "medium",
            "tolerancePeriod": "",
            "conformanceTargetUpper": "120",
            "conformanceComparatorUpper": "less than",
            "consequence": []
          }
        ]
      },
      {
        "id": "8f987524432a02104fefe4511fb8f2f0",
        "captureFrequency": "once",
        "captureMethod": "automatic",
        "metricDescription": "This is the upstream speed in the
service",
        "metricName": "Upstream Speed",
        "name": "Upstream Speed",
        "unitOfMeasure": "a second",
        "valueType": "",
        "capturePeriod": "",
        "validFor": {
          "startDateTime": "",
          "endDateTime": ""
        },
        "thresholdRule": []
      }
    ],
    "specCharacteristic": [
      {
        "name": "restart",
        "description": "restart",
        "valueType": "yes_no",
        "validFor": {
          "startDatetime": "2024-05-30 08:45:49"
        },
        "characteristicValueSpecification": [
          {
            "value": "No",
            "validFor": {
              "startDateTime": "",
              "endDateTime": ""
            }
          },
          {
            "value": "Yes",
            "validFor": {
              "startDateTime": "",
              "endDateTime": ""
            }
          }
        ]
      }
    ],
    "serviceTestSpecRelationship": [
      {
        "id": "76a3b160432a02104fefe4511fb8f2ad",
        "name": "OAM Test",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "relationshipType": ""
      }
    ],
    "relatedServiceSpecification": [
      {
        "id": "aeddcd1fb7d69910ff00f203ae11a990",
        "name": "Home Internet"
      }
    ]
  }
]
```


Service Test Management Open API - GET /sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification/{id}

Retrieves a service test definition entity.

URL format

Default URL: `/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id or external_id of the service test definition to retrieve. Data type: String Table: Service Test Definition [sn_st_mgmt_test_definition]

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. If this parameter isn't used, all fields are returned. Located in the Service Test Definition [sn_st_mgmt_test_definition] table. Valid values: • description • id • name • relatedServiceSpecification • serviceTestSpecRelationship • specCharacteristic • testMeasureDefinition • validFor Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
state	Filter test definitions by the test's current state. Only test definitions in the specified state are returned in the response. Valid values: • archived • draft • published • retired Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
description	Description of the service test definit Data type: String
id	Sys_id or external_id of the service t Data type: String Table: Service Test Definition [sn_st_
name	Required. Name of the service test d Data type: String

relatedServiceSpecification	Required. Service specifications of th
	
	Data type: Array of Objects
	`"relatedServiceSpecifica`
	`{`
	`"id": "String",`
	`"name": "String"`
	`}`
	`]`

relatedServiceSpecification.id	Sys_id or external_id of the service s Data type: String Table: In the sys_id or external_id fie [sn_prd_pm_specification] table.
relatedServiceSpecification.name	Name of the service specification. Data type: String

serviceTestSpecRelationship	Related service test definition.
	
	Data type: Array of Objects
	`"serviceTestSpecRelation`
	`{`
	`"id": "String",`
	`"name": "String",`
	`"relationshipType": "S`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>}
	]</pre>

serviceTestSpecRelationship.id	Sys_id or external_id of the related s Data type: String Table: Test Definition [sn_st_mgmt_te
serviceTestSpecRelationship.name	Name of the related test definition. Data type: String
serviceTestSpecRelationship.relationshipType	Type of relationship. Accepted values: • dependency • exclusivity • substitution Data type: String

specCharacteristic	Characteristics of the test definition.
	
	Data type: Array of Objects
	<pre>"specCharacteristic": [
	{
	"characteristicValueSp
	"description": "String
	"name": "String",
	"validFor": {Object},
	"valueType": "String"
	}
	]</pre>

specCharacteristic.characteristicValueSpecification	Possible values of the characteristic.
	
	Data type: Array of Objects
	<pre>"characteristicValueSpec
	{
	"value": "String"
	}
	]</pre>

specCharacteristic.characteristicValueSpecification.value	Value of the characteristic. Data type: String
specCharacteristic.description	Description of the characteristic. Data type: String
specCharacteristic.name	Name of the characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

specCharacteristic.validFor	Date range that the characteristic is v
	
	Data type: Object
	
	`"validFor": {`
	`"endDateTime": "String"`
	`"startDateTime": "Strin`
	`}`

specCharacteristic.validFor.endDateTime	End date of the characteristic. Format: YYYY-MM-DD 00:00:00. For Data type: String
specCharacteristic.validFor.startDateTime	Start date of the characteristic. Format: YYYY-MM-DD 00:00:00. For Data type: String
specCharacteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String

testMeasureDefinition	Test measure definitions for this serv
	Define test measure definitions for a
	
	Data type: Array of objects
	
	`"testMeasureDefinition":`
	`{`
	`"captureFrequency": "S`
	`"captureMethod": "Stri`
	`"capturePeriod": {Obje`
	`"id": "String",`
	`"metricDescription": "`
	`"metricName": "String"`
	`"name": "String",`
	`"unitOfMeasure": "Stri`
	`"thresholdRule": [Arra`
	`"validFor": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"valueType": "String"
	}
	]</pre>

testMeasureDefinition.captureFrequency	The frequency at which to capture th Valid values: • daily • monthly • none • once • weekly Data type: String
testMeasureDefinition.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture t • manual: Manually capture the met • none: Doesn't capture the metric. Data type: String

testMeasureDefinition.capturePeriod	Period or duration of the metric captu
	Data type: Object
	<pre>"capturePeriod": {
	"amount": Number,
	"units": "String"
	}</pre>

testMeasureDefinition.capturePeriod.amount	Number of capture periods. Data type: Number
testMeasureDefinition.capturePeriod.units	Units of the period. Valid values: • days • hours • minutes • seconds Data type: String
testMeasureDefinition.id	Sys_id or external_id of the test mea Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Test Measure definition table |
testMeasureDefinition.metricDescription	Brief description of the metric. Data type: String
testMeasureDefinition.metricName	User-defined name of a metric in the Data type: String
testMeasureDefinition.name	Name of the test measure definition. Data type: String
testMeasureDefinition.thresholdRule	Rule that defines conditions to achie a threshold is crossed (or not crosse information, see Define threshold rul Data type: Array of Objects `{ "thresholdRule": { "consequence": [Arra "conformanceComparat "conformanceComparat "conformanceComparat "conformanceTargetEx "conformanceTargetLo "conformanceTargetUp "consequence": [Arra "description": "Stri "id": "String", "name": "String", "numberOfAllowedCros "thresholdRuleSeveri "tolerancePeriod": { } }`
testMeasureDefinition.thresholdRule.conformanceComparatorExact	Flag that indicates whether a value is *testMeasureDefinition.thr* If set to true, *testMeasureDefinition.thr* is required. Valid values: • true: The value is identical to the va • false: The value isn't identical *con* Data type: Boolean Default: false
testMeasureDefinition.thresholdRule.conformanceComparatorLower	Operator that checks if a value falls b Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• greater than • greater than or is Data type: String
testMeasureDefinition.thresholdRule.conformanceComparatorUpper	Operator that checks if a value excee Valid values: • less than • less than or is Data type: String
testMeasureDefinition.thresholdRule.conformanceTargetExact	Required if *conformanceCompar* *conformanceComparatorExac* defined in *conformanceTargetE* Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetLower	Lower threshold value for comparing Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetUpper	Upper threshold value for comparing Data type: Number

testMeasureDefinition.thresholdRule.consequence	Action (prescribed action or notificat
	more information, see Define measu
	
	Data type: Array of objects
	
	`"consequence": [`
	`{`
	`"description": "String`
	`"id": "String",`
	`"name": "String",`
	`"prescribeAction": "St`
	`"repeatAction": Boolea`
	`"validFor": {`
	`"endDateTime": "String`
	`"startDateTime": "Stri`
	`}`
	`]`

testMeasureDefinition.thresholdRule.consequence.description	Description of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.id	Sys_id or external_id of the measure Data type: String
testMeasureDefinition.thresholdRule.consequence.name	Name of the consequence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
testMeasureDefinition.thresholdRule.consequence.prescribeAction	User-defined action to take for thresh Data type: String
testMeasureDefinition.thresholdRule.consequence.repeatAction	Flag that indicates whether to repeat Valid values: • true: Repeats the action. • false: Doesn't repeat the action. Data type: Boolean Default: false

testMeasureDefinition.thresholdRule.consequence.validFor	Date range that the consequence is
	
	Data type: Object
	`"validFor": {`
	`"startDateTime": "Strin`
	`"endDateTime ": "String`
	`}`

testMeasureDefinition.thresholdRule.consequence.validFor.endDateTime	Validity end date of the consequenc Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.thresholdRule.consequence.validFor.startDateTime	Validity start date of the consequenc Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.thresholdRule.description	Description of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.id	Sys_id or external_id of the threshol Data type: String Table: In the sys_id or external_id fie [sn_st_mgmt_threshold_rule] table.
testMeasureDefinition.thresholdRule.name	Name of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.numberOfAllowedCrossing	Maximum crossings allowed within th applied. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Maximum value: 40
testMeasureDefinition.thresholdRule.thresholdRuleSeverity	Severity level of the threshold rule. Valid values: • high • medium • low Data type: String
testMeasureDefinition.unitOfMeasure	Measurable value of time used to cal minutes, and seconds. Data type: String

testMeasureDefinition.validFor	Date range that the test measure def
	Data type: String
	`"validFor": {`
	`"endDateTime": "String"`
	`"startDateTime": "Strin`
	`}`

testMeasureDefinition.validFor.endDateTime	Validity end date of the test measure Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.validFor.startDateTime	Validity start date of the test measure Data type: String Format: YYYY-MM-DD 00:00:00. For

validFor	Date range that the test definition is
	Data type: Object
	`"validFor": {`
	`"endDateTime": "String"`
	`"startDateTime": "Strin`
	`}`

validFor.endDateTime	Date and time of the test definition o Data type: String Format: YYYY-MM-DD 00:00:00. For
validFor.startDateTime	Date and time of the test definition o Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: YYYY-MM-DD 00:00:00. For

Example: cURL request

This example retrieves details of a service test definition with a given ID.

```
curl --location --request GET
 "https:/instance.servicenow.com/api/sn_sprb_mgmt/servicetestman
agement/serviceTestSpecification/89d2b920432a02104fefe4511fb8f2
2e" \
--user 'username’: ‘password'
```

Response body.


```
{
  "description": "Upstream and Downstream speed ",
  "id": "89d2b920432a02104fefe4511fb8f22e",
  "name": "Speed Test",
  "validFor": {
    "startDateTime": "2024-05-31",
    "endDateTime": "2024-06-27"
  },
  "testMeasureDefinition": [
    {
      "id": "1a04f560432a02104fefe4511fb8f2ad",
      "captureFrequency": "once",
      "captureMethod": "automatic",
      "metricDescription": "This is the downstream speed in a
 service",
      "metricName": "Downstream Speed",
      "name": "Downstream Speed",
      "unitOfMeasure": "a second",
      "valueType": "",
      "capturePeriod": "30 Minutes",
      "validFor": {
        "startDateTime": "2024-05-30 08:49:26",
        "endDateTime": "2024-05-31 08:49:29"
      },
      "thresholdRule": [
        {
          "id": "a754f960432a02104fefe4511fb8f2d0",
          "description": "This speed is greater than the target
 upper",
          "name": "InternetSpeedValue",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "high",
          "tolerancePeriod": "15 Minutes",
          "conformanceTargetLower": "75",
          "conformanceComparatorLower": "greater than",
          "consequence": [
            {
              "id": "15a4bd60432a02104fefe4511fb8f2b8",
              "prescribeAction": "null",
              "description": "generate a waring report",
              "name": "degradedQualityOfService",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "repeatAction": "0",
            "validFor": {
              "startDateTime": "2024-05-30 08:51:29",
              "endDateTime": "2024-08-06 08:51:31"
            }
          },
          {
            "id": "e6847d60432a02104fefe4511fb8f2c3",
            "prescribeAction": "null",
            "description": "send a warning to the system",
            "name": "packetdrop",
            "repeatAction": "0",
            "validFor": {
              "startDateTime": "2024-05-30 08:50:53",
              "endDateTime": "2024-08-06 08:50:55"
            }
          }
        ]
      },
      {
        "id": "cb55b5a0432a02104fefe4511fb8f201",
        "description": "",
        "name": "InternetSpeedValue",
        "numberOfAllowedCrossing": "0",
        "thresholdRuleSeverity": "medium",
        "tolerancePeriod": "",
        "conformanceTargetUpper": "120",
        "conformanceComparatorUpper": "less than",
        "consequence": []
      }
    ]
  }
],
"specCharacteristic": [
  {
    "name": "restart",
    "description": "restart",
    "valueType": "yes_no",
    "validFor": {
      "startDatetime": "2024-05-30 08:45:49"
    },
    "characteristicValueSpecification": [
      {
        "value": "No",
        "validFor": {
          "startDateTime": "",
          "endDateTime": ""
        }
      },
      {
        "value": "Yes",
        "validFor": {
          "startDateTime": "",
          "endDateTime": ""
        }
      }
    ]
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
  ],
  "serviceTestSpecRelationship": [
    {
      "id": "76a3b160432a02104fefe4511fb8f2ad",
      "name": "OAM Test",
      "relationshipType": ""
    }
  ],
  "relatedServiceSpecification": [
    {
      "id": "aeddcd1fb7d69910ff00f203ae11a990",
      "name": "Home Internet"
    }
  ]
}
```


Service Test Management Open API - PATCH /sn_sprb_mgmt/servicetestmanagement/serviceTest/{id}

Updates a service test entity.

URL format

Default URL: `/api/sn_sprb_mgmt/servicetestmanagement/serviceTest/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id or external_id of the service test to retrieve. Data type: String Table: Service Test [sn_st_mgmt_test]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
characteristic	List that describes the characteristics of the associated service test. For more information about test definition characteristics, see Data type: Array of Objects `"characteristic": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"id": "String",
	"name": "String",
	"value": "String",
	"valueType": "String"
	}
	]</pre>

characteristic.id	Sys_id or external_id of characteristics. If external_id is present for that record, the response returns the external_id otherwise it returns the sys_id. Data type: String Table: Characteristics [sn_prd_pm_characteristic]
characteristic.name	Name of the characteristic. Data type: String
characteristic.value	Characteristic options associated with the service test. Characteristics vary based on the customer instance. Data type: String
characteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String
description	Description of the service test. Data type: String
endDateTime	End date and time of the service test. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
mode	Mode that the service test is running in. Valid values: • ONDEMAND: Triggers the service test manually. • PROACTIVE: Triggers the service test automatically. Data type: String Default: ONDEMAND
name	Required. Name of the service test. Data type: String
relatedService	Required. Test definition associated with the service test. Data type: Object `"relatedService": { "href": "String", "id": "String", "name": "String" }`
relatedService.href	Hyperlink reference to the related service. Data type: String
relatedService.id	Sys_id or external_id of the product inventory. Data type: String Table: In the sys_id or external_id field of the product Inventory [sn_prd_invt_product_inventory] table.
startDateTime	Start date and time of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
state	State the service test is in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Valid values: • acknowledged • canceled • completed • failed • inProgress • pending • rejected Data type: String
testMeasure	Measure of a specific aspect of a product, service, or resource test, such as lost packets or connectivity status. Data type: Array of Objects `"testMeasure": [ { "accuracy": "String", "captureDateTime": "String", "captureMethod": "String", "id": "String", "metricDescription": "String", "metricName": "String", "ruleViolation": [Array], "unitOfMeasure": "String", "value": {Object} } ]`
testMeasure.accuracy	Float decimal value representing the test measure accuracy captured for the associated metrics. Data type: Number Maximum value: 40
testMeasure.captureDateTime	The date and time that the metric was captured. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
testMeasure.id	Sys_id or external_id of the Test Measures. Data type: String Table: In the sys_id or external_id fields of the Test Measures table [sn_st_mgmt_test_measure] table.
testMeasure.Measure.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture the metric. • manual: Manually capture the metric. • none: Don't capture the metric. Data type: String
testMeasure.metricDescription	Brief description of the metric. Data type: String
testMeasure.metricName	Name of the test measure metric. Data type: String
testMeasure.ruleViolation	An object for defining a rule in the threshold rule definition, along with consequences if the rule is violated. Data type: Array of Objects `"ruleViolation"[ { appliedConsequence: [Array], conformanceTargetUpper: Number, conformanceComparatorUpper: "String", description: "String", id: "String", name: "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>numberOfAllowedCrossing: Number,
	
	thresholdRuleSeverity: "String",
	tolerancePeriod: "String"
	}
	]</pre>

testMeasure.ruleViolation.tolerancePeriod.amount	Number of periods before applying the consequence. Data type: Number

testMeasure.ruleViolation.appliedConsequence	Action (prescribed action or notification) to take when a threshold rule is crossed.
	
	Data type: Array of Objects
	<pre>"appliedConsequence": [
	{
	"appliedAction": "String",
	"description": "String",
	"id": "String",
	"name": "String",
	"repeatAction": Boolean
	}
	]</pre>

testMeasure.ruleViolation.appliedConsequence.appliedAction	Action to take when a threshold rule is violated. For example, sending a warning or generating a report. Applied actions can vary between instances. Data type: String
testMeasure.ruleViolation.appliedConsequence.description	Description of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.id	Sys_id or external_id of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.name	Name of the applied consequence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
testMeasure.ruleViolation.appliedConsequence.repeatAction	Flag that indicates whether to repeat the consequence when a second violation occurs. Valid values: • true: Repeat the action. • false: Don't repeat the action. Data type: Boolean Default: false
testMeasure.ruleViolation.conformanceComporatorExact	Flag that indicates whether a value is identical. Valid values: • true: The value is identical. • false: The value isn't identical. Data type: Boolean Default: false
testMeasure.ruleViolation.conformanceComporatorLower	Operator for checking if a value falls below the threshold. Valid values: • greater than • greater than or is Data type: String
testMeasure.ruleViolation.conformanceComporatorUpper	Operator for checking if a value is above the threshold. Valid values: • less than • less than or is Data type: String
testMeasure.ruleViolation.conformanceTargetExact	Required if *conformanceComparatorExact* is set to true. If the *conformanceComparatorExact* value is set to true, its value

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	matches the value defined in *conformanceTargetExact*. Data type: Number
testMeasure.ruleViolation.conformanceTargetLower	Lower threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.conformanceTargetUpper	Upper threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.description	Description of the threshold rule. Data type: String
testMeasure.ruleViolation.id	Sys_id or external_id of the threshold rule violation. Data type: String Table: Threshold Rule Violation [sn_st_mgmt_threshold_rule_violation]
testMeasure.ruleViolation.name	Name of the threshold rule. Data type: String
testMeasure.ruleViolation.numberOfAllowedCrossing	Maximum crossings allowed within the tolerance period before consequences are applied. Data type: Number Maximum value: 40
testMeasure.ruleViolation.thresholdRuleSeverity	Severity of the threshold rule. Valid values: • high • medium • low Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
testMeasure.ruleViolation.tolerancePeriod	Specified time interval during which crossing occurrences are enabled without triggering any immediate consequences or actions. Date type: Object `"tolerancePeriod": { "amount": Number, "units": "String" }`
testMeasure.ruleViolation.tolerancePeriod.units	Units of the period. Valid values: • days • hours • minutes • seconds Data type: String
testMeasure.unitOfMeasure	Unit of measurement for the conformance target values of the test measure. Data type: String
testMeasure.value	Value of the test measure. Data type: Object `"value": { "id": "String", "name": "String", "valueType": "String", "value": "String }`
testMeasure.value.id	ID of the test measure value. Data type: String
testMeasure.value.name	Name of the test measure value. Data type: String
testMeasure.value.value	Value of the test measure. Data type: String
testMeasure.value.valueType	Type of test measure value such as numeric, text, and so forth.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
testSpecification	Required. Test definition associated with this test. Data type: Object `"testSpecification": { "href": "String", "id": "String" }`
testSpecification.href	Hyperlink reference to the service test definition. Data type: String
testSpecification.id	Sys_id or external_id of the service test definition. Data type: String Table: In the sys_id or external_id field of the Service Test Definition [sn_st_mgmt_test_definition] table.
validFor	Date range the service test is valid for. Data type: Object `"validFor": { "endDateTime ": "String", "startDateTime": "String" }`
validFor.endDateTime	Validity end date of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
validFor.startDateTime	Validity start date of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
characteristic	List that describes the characteristics of the associated service test. Data type: Array of Objects `"characteristic": [ { "id": "String", "name": "String", "value": "String", "valueType": "String" } ]`
characteristic.id	Sys_id or external_id of characteristics. If external_id is present for that record, the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	response returns the external_id otherwise it returns the sys_id. Data type: String Table: Characteristics [sn_prd_pm_characteristic]
characteristic.name	Name of the characteristic. Data type: String
characteristic.value	Characteristic options associated with the service test. Characteristics vary based on the customer instance. Data type: String
characteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String
description	Description of the service test. Data type: String
id	Sys_id or external_id of the service test definition. Data type: String Table: Service Test [sn_st_mgmt_test]
name	Name of the service test. Data type: String

relatedService	Test definition associated for this test.
	
	Data type: Object
	
	`"relatedService": {`
	`  "href": "string",`
	`  "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"name": "String"
	}</pre>

relatedService.id	Sys_id or external_id of the product inventory. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
relatedService.name	Name of the product inventory. Data type: String

testMeasure	Measure of a specific aspect of a product, service, or resource test, such as lost packets or connectivity status.
	
	Data type: Array of Objects
	
	<pre>"testMeasureDefinition": [
	{
	"accuracy": "String",
	"captureDateTime": "String",
	"captureMethod": "String",
	"id": "String",
	"metricDescription":
	"String",
	"metricName": "String",
	"ruleViolation": [Array]
	"unitOfMeasure": "String",
	"value": {Object}
	}
	]</pre>

testMeasure.accuracy	Float decimal value representing the test measure accuracy captured for the associated metrics. Data type: Number Maximum value: 40
testMeasure.captureDateTime	The date and time that the metric was captured. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
testMeasure.captureMethod	Method used to capture the metric. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• automatic: Automatically capture the metric. • manual: Manually capture the metric. • none: Don't capture the metric. Data type: String
testMeasure.id	Sys_id or external_id of the test measure. Data type: String Table: Test Measures [sn_st_mgmt_test_measure]
testMeasure.metricDescription	Brief description of the metric. Data type: String
testMeasure.metricName	Name of a metric in the test measure. Data type: String
testMeasure.ruleViolation	Object for defining a rule in the threshold rule definition, along with consequences if the rule is violated. Data type: Array of Objects `"RuleViolation": [{ "appliedConsequence": [Array], "conformanceComparatorExact": Boolean, "conformanceComparatorLower": "String", "conformanceComparatorUpper": "String", "conformanceTargetExact": "String", "conformanceTargetLower": "String", "conformanceTargetUpper": "String", "description": "String", "id": "String", "name": "String", "numberOfAllowedCrossing": Number, "thresholdRuleSeverity": "String", "tolerancePeriod": {Object}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>}
	]</pre>

testMeasure.ruleViolation.appliedConsequence	Action (prescribed action or notification) to take when a threshold rule is violated.
	
	Data type: Array of Objects
	<pre>"appliedConsequence": [
	{
	"appliedAction": "String",
	"description": "String",
	"id": "String",
	"name": "String",
	"repeatAction": Boolean
	}
	]</pre>

testMeasure.ruleViolation.appliedConsequence.appliedAction	Applied action when a threshold rule is violated. For example, sending a warning or generating a report. Applied actions can vary between instances. Data type: String
testMeasure.ruleViolation.appliedConsequence.repeatAction	Flag that indicates whether to repeat the applied action or not. Valid values: • true: Repeats the action. • false: Doesn't repeat the action. Data type: Boolean Default: false
testMeasure.ruleViolation.appliedConsequence.description	**Description** of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.id	Sys_id or external_id of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.name	**Name** of the applied consequence. Data type: String
testMeasure.ruleViolation.conformanceComparatorExact	Flag that indicates whether a value is identical to the value of *conformanceTargetExact*. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: The value is identical. • false: The value isn't identical. Data type: Boolean Default: false
testMeasure.ruleViolation.conformanceComparatorLower	An operator that checks if a value falls below the threshold. Valid values: • greater than • is Data type: String
testMeasure.ruleViolation.conformanceComparatorUpper	An operator that checks if a value exceeds the threshold. Valid values: • is • lesser than Data type: String
testMeasure.ruleViolation.conformanceTargetExact	Required if *conformanceComparatorExact* is set to true. If the *conformanceComparatorExact* value is set to true, its value matches the value defined in *conformanceTargetExact*. Data type: Number
testMeasure.ruleViolation.conformanceTargetLower	Lower threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.conformanceTargetUpper	Upper threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.description	Description of the threshold rule violation. Data type: String
testMeasure.ruleViolation.id	Sys_id or external_id of the threshold rule violation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Threshold Rule Violation [sn_st_mgmt_threshold_rule_violation]
testMeasure.ruleViolation.numberOfAllowedCrossings	Maximum crossings allowed within the tolerance period before consequences are applied. Data type: Number Maximum: 40
testMeasure.ruleViolation.thresholdRuleSeverity	Severity of the threshold rule. Valid values: • high • low • medium Data type: String
testMeasure.ruleViolation.tolerancePeriod	Duration or time interval in which allowed crossings can occur before a consequence is initiated. Date type: Object `"tolerancePeriod": { "amount": Number, "units": "String" }`
testMeasure.ruleViolation.tolerancePeriod.amount	Amount of the period in number. Data type: Number
testMeasure.ruleViolation.tolerancePeriod.units	Units of the period. Valid values: • days • hours • minutes • seconds Data type: String
testMeasure.unitOfMeasure	Measurable value of time used to calculate the performance of a service in days, minutes, and seconds. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
testMeasure.value	Value of metric in the test. Data type: Object `"value": { "id": "String", "name": "String", "valueType": "String", "value": "String" }`
testMeasure.value.id	ID of the metric value in the test. Data type: String
testMeasure.value.name	Name of the metric value in the test. Data type: String
testMeasure.value.value	Value of metric in the test. Data type: String
testMeasure.value.valueType	Type of test measure value such as numeric, text, and so forth. Data type: String
testSpecification	Test definition associated for this test. Data type: Object `"testSpecification": { "href": "String", "id": "String" }`
testSpecification.href	Hyperlink reference to the service test definition. Data type: String
testSpecification.id	Sys_id or external_id of the service test definition. Data type: String Table: Service Test Definition [sn_st_mgmt_test_definition]
validFor	Date range that the service test is valid for. Data type: Object `"validFor": { "endDateTime": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"startDateTime": "String"
	}</pre>

validFor.endDateTime	End date and timestamp of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
validFor.startDateTime	Start date and timestamp of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.

Example: cURL request

The following example updates the given service test entity according to details provided in the request body.

```
curl
 "http://instance.servicenow.com/api/sn_sprb_mgmt/servicetestman
agement/serviceTest/2b406ec043b202104fefe4511fb8f211" \
--request PATCH \
--header "Accept:application/json" \
--user 'username':'password'
--data {
  "description": "Service test description",
  "endDateTime": "2025-01-31 15:05:43",
  "mode": "proactive",
  "name": "Speed Test TR0001002",
  "startDateTime": "2024-06-05 09:07:10",
  "validFor": {
    "startDateTime": "",
    "endDateTime": ""
  },
  "relatedService": {
    "id": "fa6d13f45b5620102dff5e92dc81c77f",
    "name": "Internet_VPLS_PI0000011"
  },
  "testSpecification": {
    "href":
 "/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecificati
on/76a3b160432a02104fefe4511fb8f2ad",
    "id": "76a3b160432a02104fefe4511fb8f2ad"
  },
  "characteristic": [
    {
      "id": "e7ef960443f202104fefe4511fb8f224",
      "name": "AccessRequired",
      "valueType": "yes_no",
      "value": "No"
    }
  ],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "testMeasure": [
    {
      "id": "61d1382e3be28210d140068aa4e45a2e",
      "accuracy": "0.0001",
      "captureDateTime": "",
      "captureMethod": "automatic",
      "metricDescription": "",
      "metricName": "Flow speed",
      "unitOfMeasure": "A second",
      "value": "3000",
      "ruleViolation": [
        {
          "id": "61d1382e3be28210d140068aa4e45a2f",
          "description": "This speed is greater than the
 target",
          "name": "tooMuchTraffic",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "high",
          "tolerancePeriod": "",
          "conformanceTargetLower": "2500",
          "conformanceComparatorLower": "greater than",
          "appliedConsequence": [
            {
              "id": "65d1382e3be28210d140068aa4e45a31",
              "appliedAction": "sendWarning",
              "description": "send a warning to the system",
              "name": "sendWarning",
              "repeatAction": "0"
            }
          ]
        }
      ]
    }
  ]
}
```


The response shows a successful update by returning the modified information in the given test service.


```
{
  "description": "Service test description",
  "endDateTime": "2025-01-31 15:05:43",
  "mode": "proactive",
  "name": "Speed Test TR0001002",
  "startDateTime": "2024-06-05 09:07:10",
  "validFor": {
    "startDateTime": "",
    "endDateTime": ""
  },
  "relatedService": {
    "id": "fa6d13f45b5620102dff5e92dc81c77f",
    "name": "Internet_VPLS_PI0000011"
  },
  "testSpecification": {
    "href":
 "/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecificati
on/76a3b160432a02104fefe4511fb8f2ad",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "id": "76a3b160432a02104fefe4511fb8f2ad"
  },
  "characteristic": [
    {
      "id": "e7ef960443f202104fefe4511fb8f224",
      "name": "AccessRequired",
      "valueType": "yes_no",
      "value": "yes"
    }
  ],
  "testMeasure": [
    {
      "id": "61d1382e3be28210d140068aa4e45a2e",
      "accuracy": "0.0001",
      "captureDateTime": "",
      "captureMethod": "automatic",
      "metricDescription": "",
      "metricName": "Flow speed",
      "unitOfMeasure": "A second",
      "value": "3000",
      "ruleViolation": [
        {
          "id": "61d1382e3be28210d140068aa4e45a2f",
          "description": "This speed is greater than the
 target",
          "name": "tooMuchTraffic",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "high",
          "tolerancePeriod": "",
          "conformanceTargetLower": "2500",
          "conformanceComparatorLower": "greater than",
          "appliedConsequence": [
            {
              "id": "65d1382e3be28210d140068aa4e45a31",
              "appliedAction": "sendWarning",
              "description": "send a warning to the system",
              "name": "sendWarning",
              "repeatAction": "0"
            }
          ]
        }
      ]
    }
  ]
}
```


Service Test Management Open API - PATCH /sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification/{id}

Allows partial updates of a service test definition entity.

URL format

Default URL: `/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification/{id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
id	Sys_id or external_id of the service test definition to retrieve. Data type: String Table: Service Test Definition [sn_st_mgmt_test_definition]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
description	Description of the service test definit Data type: String
name	Required. Name of the service test d Data type: String

relatedServiceSpecification	Required. Service specifications of th
	
	Data type: Array of Objects
	`"relatedServiceSpecifica`
	`{`
	`"id": "String",`
	`"name": "String"`
	`}`
	`]`

relatedServiceSpecification.id	Sys_id or external_id of the service s Data type: String Table: In the sys_id or external_id fie [sn_prd_pm_specification] table.
relatedServiceSpecification.name	Name of the service specification. Data type: String

serviceTestSpecRelationship	Related service test definition.
	
	Data type: Array of Objects
	`"serviceTestSpecRelation`
	`{`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"id": "String",
	"name": "String",
	"relationshipType": "S
	}
	]</pre>

serviceTestSpecRelationship.id	Sys_id or external_id of the related s Data type: String Table: Test Definition [sn_st_mgmt_te
serviceTestSpecRelationship.name	Name of the related test definition. Data type: String
serviceTestSpecRelationship.relationshipType	Type of relationship. Accepted values: • dependency • exclusivity • substitution Data type: String

specCharacteristic	Characteristics of the test definition.
	Data type: Array of Objects
	<pre>"specCharacteristic": [
	{
	"characteristicValueSp
	"description": "String
	"name": "String",
	"validFor": {Object},
	"valueType": "String"
	}
	]</pre>

specCharacteristic.characteristicValueSpecification	Possible values of the characteristic.
	Data type: Array of Objects
	<pre>"characteristicValueSpec
	{
	"value": "String"
	}
	]</pre>

specCharacteristic.characteristicValueSpecification.value	Value of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
specCharacteristic.description	Description of the characteristic. Data type: String
specCharacteristic.name	Name of the characteristic. Data type: String

specCharacteristic.validFor	Date range that the characteristic is v
	
	Data type: Object
	
	`"validFor": {`
	`"endDateTime": "String"`
	`"startDateTime": "Strin`
	`}`

specCharacteristic.validFor.endDateTime	End date of the characteristic. Format: YYYY-MM-DD 00:00:00. For Data type: String
specCharacteristic.validFor.startDateTime	Start date of the characteristic. Format: YYYY-MM-DD 00:00:00. For Data type: String
specCharacteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String

testMeasureDefinition	Test measure definitions for this serv
	Define test measure definitions for a
	
	Data type: Array of objects
	
	`"testMeasureDefinition":`
	`{`
	`"captureFrequency": "S`
	`"captureMethod": "Stri`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"capturePeriod": {Obje
	"id": "String",
	"metricDescription": "
	"metricName": "String"
	"name": "String",
	"unitOfMeasure": "Stri
	"thresholdRule": [Arra
	"validFor": {Object},
	"valueType": "String"
	}
	]</pre>

testMeasureDefinition.captureFrequency	The frequency at which to capture th Valid values: • daily • monthly • none • once • weekly Data type: String
testMeasureDefinition.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture t • manual: Manually capture the met • none: Doesn't capture the metric. Data type: String

testMeasureDefinition.capturePeriod	Period or duration of the metric captu
	Data type: Object
	<pre>"capturePeriod": {
	"amount": Number,
	"units": "String"
	}</pre>

testMeasureDefinition.capturePeriod.amount	Number of capture periods. Data type: Number
testMeasureDefinition.capturePeriod.units	Units of the period. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• days • hours • minutes • seconds Data type: String
testMeasureDefinition.id	Sys_id or external_id of the test mea Data type: String Table: Test Measure definition table |
testMeasureDefinition.metricDescription	Brief description of the metric. Data type: String
testMeasureDefinition.metricName	User-defined name of a metric in the Data type: String
testMeasureDefinition.name	Name of the test measure definition. Data type: String

testMeasureDefinition.thresholdRule	Rule that defines conditions to achie
	a threshold is crossed (or not crosse
	information, see Define threshold rul
	
	Data type: Array of Objects
	
	`{`
	`"thresholdRule": {`
	`"consequence": [Arra`
	`"conformanceComparat`
	`"conformanceComparat`
	`"conformanceComparat`
	`"conformanceTargetEx`
	`"conformanceTargetLo`
	`"conformanceTargetUp`
	`"consequence": [Arra`
	`"description": "Stri`
	`"id": "String",`
	`"name": "String",`
	`"numberOfAllowedCros`
	`"thresholdRuleSeveri`
	`"tolerancePeriod": {`
	`}`
	`}`

testMeasureDefinition.thresholdRule.conformanceComparatorExact	Flag that indicates whether a value is *testMeasureDefinition.thr*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	If set to true, *testMeasureDefinition.thr* is required. Valid values: • true: The value is identical to the v • false: The value isn't identical *con* Data type: Boolean Default: false
testMeasureDefinition.thresholdRule.conformanceComparatorLower	Operator that checks if a value falls b Valid values: • greater than • greater than or is Data type: String
testMeasureDefinition.thresholdRule.conformanceComparatorUpper	Operator that checks if a value excee Valid values: • less than • less than or is Data type: String
testMeasureDefinition.thresholdRule.conformanceTargetExact	Required if *conformanceCompar* *conformanceComparatorExac* defined in *conformanceTarget* Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetLower	Lower threshold value for comparing Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetUpper	Upper threshold value for comparing Data type: Number
testMeasureDefinition.thresholdRule.consequence	Action (prescribed action or notificat more information, see Define measu Data type: Array of objects `"consequence": [ { "description": "String "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"name": "String",
	"prescribeAction": "St
	"repeatAction": Boolea
	"validFor": {
	"endDateTime": "String
	"startDateTime": "Stri
	}
	]</pre>

testMeasureDefinition.thresholdRule.consequence.description	Description of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.id	Sys_id or external_id of the measure Data type: String
testMeasureDefinition.thresholdRule.consequence.name	Name of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.prescribeAction	User-defined action to take for thresh Data type: String
testMeasureDefinition.thresholdRule.consequence.repeatAction	Flag that indicates whether to repeat Valid values: • true: Repeats the action. • false: Doesn't repeat the action. Data type: Boolean Default: false

testMeasureDefinition.thresholdRule.consequence.validFor	Date range that the consequence is
	
	Data type: Object
	<pre>"validFor": {
	"startDateTime": "Strin
	"endDateTime ": "String
	}</pre>

testMeasureDefinition.thresholdRule.consequence.validFor.endDateTime	Validity end date of the consequenc Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.thresholdRule.consequence.validFor.startDateTime	Validity start date of the consequenc Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.thresholdRule.description	Description of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.id	Sys_id or external_id of the threshol Data type: String Table: In the sys_id or external_id fie [sn_st_mgmt_threshold_rule] table.
testMeasureDefinition.thresholdRule.name	Name of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.numberOfAllowedCrossing	Maximum crossings allowed within t applied. Data type: Number Maximum value: 40
testMeasureDefinition.thresholdRule.thresholdRuleSeverity	Severity level of the threshold rule. Valid values: • high • medium • low Data type: String
testMeasureDefinition.unitOfMeasure	Measurable value of time used to ca minutes, and seconds. Data type: String

testMeasureDefinition.validFor	Date range that the test measure def
	
	Data type: String
	
	`"validFor": {`
	`"endDateTime": "String"`
	`"startDateTime": "Strin`
	`}`

testMeasureDefinition.validFor.endDateTime	Validity end date of the test measure Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.validFor.startDateTime	Validity start date of the test measure

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Format: YYYY-MM-DD 00:00:00. For

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports application/json.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
description	Description of the service test definition. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
id	Sys_id or external_id of the service test definition. Data type: String Table: Service Test [sn_st_mgmt_tes
name	Name of the service test definition. Data type: String
relatedServiceSpecification	Service specifications for the test definitions. Data type: Array of Objects `"relatedServiceSpecification": [ { "id": "String", "name": "String" } ]`
relatedServiceSpecification.id	Sys_id or external_id of the service specification. Data type: String Table: In the sys_id or external_id field of the Specification [sn_prd_pm_specification] table.
relatedServiceSpecification.name	Name of the service specification. Data type: String
serviceTestSpecRelationship	Related service test definition. Data type: Array of Objects `"serviceTestSpecRelationship": [ { "id": "String", "name": "String", "relationshipType": "String" } ]`
serviceTestSpecRelationship.id	Sys_id or external_id of the related service test definition. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Test Definition [sn_st_mgmt_test_definition]
serviceTestSpecRelationship.name	Name of the related test definition. Data type: String
serviceTestSpecRelationship.relationshipType	Type of relationship. Accepted values: • dependency • exclusivity • substitution Data type: String
specCharacteristic	Test definition characteristics. Data type: Array of Objects `"specCharacteristic": [ { "characteristicValueSpecification": [Array], "description": "String", "name": "String", "validFor": {Object}, "valueType": "String" } ]`
specCharacteristic.characteristicValueSpecification	Possible values of the characteristic. Data type: Array of Objects `"characteristicValueSpecification": [ { "value": "String" } ]`
specCharacteristic.characteristicValueSpecification.value	Value of the characteristic. Data type: String
specCharacteristic.description	Description of the characteristic. Data type: String
specCharacteristic.name	Name of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
specCharacteristic.validFor	Date range the characteristic is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
specCharacteristic.validFor.endDateTime	End date of the characteristic. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`
specCharacteristic.validFor.startDateTime	Start date of the characteristic. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`
specCharacteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String
testMeasureDefinition	Test measure definitions for this service test definition. For more information, see Define test measure definitions for a service test. Data type: Array of Objects `"testMeasureDefinition": [ { "captureFrequency": "String", "captureMethod": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"capturePeriod": {Object}, "id": "String", "metricDescription": "String", "metricName": "String", "name": "String", "unitOfMeasure": "String", "thresholdRule": [Array], "validFor": {Object}, "valueType": "String" }]
testMeasureDefinition.captureFrequency	Frequency at which to capture the metric. Valid values: • daily • monthly • none • once • weekly Data type: String
testMeasureDefinition.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture t metric. • manual: Manually capture the metric. • none: Don't capture the metric. Data type: String
testMeasureDefinition.capturePeriod	Duration or period of the capture. Data type: Object "capturePeriod": { "amount": Number, "units": "String" }
testMeasureDefinition.capturePeriod.amount	Number of capture periods. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
testMeasureDefinition.capturePeriod.units	Units of the period. Accepted values: • days • hours • minutes • seconds Data type: String
testMeasureDefinition.id	Sys_id or external_id of the Test Measure definitions. Data type: String Table: Test Measure definition [sn_st_mgmt_test_measure_definitio
testMeasureDefinition.metricDescription	Brief description of the metric. Data type: String
testMeasureDefinition.metricName	User-defined name of a metric in the test measure. Data type: String
testMeasureDefinition.name	Name of the test measure definition. Data type: String
testMeasureDefinition.thresholdRule	Rule that defines the condition (raise or clear) to achieve to apply consequences when a threshold is crossed or ceased to be crossed for particular test measure definition. Data type: Array of Objects `{ "thresholdRule": { "conformanceComparatorE act": Boolean, "conformanceComparatorL wer": "String", "conformanceComparatorU per": "String", "conformanceTargetExac t": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"conformanceTargetLowe r": "String", "conformanceTargetUppe r": "String", "consequence": [Array], "description": "String", "id": "String", "name": "String", "numberOfAllowedCrossin g": Number, "thresholdRuleSeverity" "String", "tolerancePeriod": Object } }
testMeasureDefinition.thresholdRule.conformanceComparatorExact	Flag that indicates whether a value is identical to the value of *conformanceTargetExact*. Valid values: • true: The value is identical to the value of *conformanceTargetExact*. • false: The value isn't identical *conformanceTargetExact*. Data type: Boolean Default: false
testMeasureDefinition.thresholdRule.conformanceComparatorLower	Operator that checks if a value falls below the threshold. Valid values: • greater than • is Data type: String
testMeasureDefinition.thresholdRule.conformanceComparatorUpper	Operator that checks if a value exceeds the threshold. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• lesser than • is Data type: String
testMeasureDefinition.thresholdRule.conformanceTargetExact	Required if *conformanceComparatorExac* is set to true. If the *conformanceComparatorExac* value is set to true, its value matches the value defined in *conformanceTargetExact*. Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetLower	Lower threshold value for comparing the test measure results. Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetUpper	Upper threshold value for comparing the test measure results. Data type: Number
testMeasureDefinition.thresholdRule.consequence	Action (prescribed action or notification) to take when a threshold rule is crossed. Data type: Array of Objects `"consequence": [ { "description": "String", "id": "String", "name": "String", "prescribeAction": "String", "repeatAction": Boolean, "validFor": { "endDateTime": "String", "startDateTime": "String" } ]`
testMeasureDefinition.thresholdRule.consequence.description	Description of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.id	Sys_id or external_id of the measure consequence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
testMeasureDefinition.thresholdRule.consequence.name	Name of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.prescribeAction	User-defined action to take for threshold violations. Actions vary between instances. Data type: String
testMeasureDefinition.thresholdRule.consequence.repeatAction	Flag that indicates whether to repeat the applied action or not. Valid values: • true: Repeats the action. • false: Doesn't repeat the action. Data type: Boolean Default: false
testMeasureDefinition.thresholdRule.consequence.validFor	Date range that the consequence is valid for. Data type: Object `"validFor": { "startDateTime": "String", "endDateTime ": "String }`
testMeasureDefinition.thresholdRule.consequence.validFor.endDateTime	Validity end date of the consequence Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:4
testMeasureDefinition.thresholdRule.consequence.validFor.startDateTime	Validity start date of the consequenc Data type: String Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:4
testMeasureDefinition.thresholdRule.description	Description of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.id	Sys_id or external_id of the threshold rules. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Threshold Rules [sn_st_mgmt_threshold_rule]
testMeasureDefinition.thresholdRule.name	Name of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.numberOfAllowedCrossing	Maximum crossings allowed within the tolerance period before consequences are applied. Data type: Number Maximum value: 40
testMeasureDefinition.thresholdRule.thresholdRuleSeverity	Severity of the threshold rule. Valid values: • high • low • medium Data type: String
testMeasureDefinition.unitOfMeasure	Measurable value of time used to calculate the performance of a servic in days, minutes, and seconds. Data type: String
testMeasureDefinition.validFor	Date range the test measure definitio is valid for. Data type: Object `"validFor": { "endDateTime": "String" "startDateTime": "String" }`
testMeasureDefinition.validFor.endDateTime	Validity end date of the test measure definition. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`
testMeasureDefinition.validFor.startDateTime	Validity start date of the test measure definition. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:4

Example: cURL request

The following example partially updates the given service test definition ID according to modifications provided in the request body.

```
curl
 "http://instance.servicenow.com/api/sn_sprb_mgmt/servicetestman
agement/serviceTestSpecification/89d2b920432a02104fefe4511fb8f
22e "
--request PATCH
--header "Accept:application/json"
--user 'username':'password'
--data {
  "description": "Upstream and Downstream speed ",
  "name": "This is my new Speed Test",
  "testMeasureDefinition": [
    {
      "id": "1a04f560432a02104fefe4511fb8f2ad",
      "captureFrequency": "once",
      "captureMethod": "automatic",
      "metricDescription": "This is the downstream speed in a
 service",
      "metricName": "Downstream Speed",
      "name": "Downstream Speed",
      "unitOfMeasure": "a second",
      "valueType": "",
      "capturePeriod": "30 Minutes",
      "validFor": {
        "startDateTime": "2024-05-30 08:49:26",
        "endDateTime": "2024-05-31 08:49:29"
      },
      "thresholdRule": [
        {
          "id": "a754f960432a02104fefe4511fb8f2d0",
          "description": "This speed is greater than the target
 upper",
          "name": "InternetSpeedValue",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "high",
          "tolerancePeriod": "15 Minutes",
          "conformanceTargetLower": "75",
          "conformanceComparatorLower": "greater than",
          "consequence": [
            {
              "id": "15a4bd60432a02104fefe4511fb8f2b8",
              "prescribeAction": "null",
              "description": "generate a waring report",
              "name": "degradedQualityOfService",
              "repeatAction": "0",
              "validFor": {
                "startDateTime": "2024-05-30 08:51:29",
                "endDateTime": "2024-08-06 08:51:31"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
          },
          {
            "id": "e6847d60432a02104fefe4511fb8f2c3",
            "prescribeAction": "null",
            "description": "send a warning to the system",
            "name": "packetdrop",
            "repeatAction": "0",
            "validFor": {
              "startDateTime": "2024-05-30 08:50:53",
              "endDateTime": "2024-08-06 08:50:55"
            }
          }
        ]
      },
      {
        "id": "cb55b5a0432a02104fefe4511fb8f201",
        "description": "",
        "name": "InternetSpeedValue",
        "numberOfAllowedCrossing": "0",
        "thresholdRuleSeverity": "medium",
        "tolerancePeriod": "",
        "conformanceTargetUpper": "120",
        "conformanceComparatorUpper": "less than",
        "consequence": []
      }
    ]
  },
  {
    "id": "8f987524432a02104fefe4511fb8f2f0",
    "captureFrequency": "once",
    "captureMethod": "automatic",
    "metricDescription": "This is the upstream speed in the
service",
    "metricName": "Upstream Speed",
    "name": "Upstream Speed",
    "unitOfMeasure": "a second",
    "valueType": "",
    "capturePeriod": "",
    "validFor": {
      "startDateTime": "",
      "endDateTime": ""
    },
    "thresholdRule": []
  }
 ],
 "specCharacteristic": [
  {
    "name": "restart",
    "description": "restart",
    "valueType": "yes_no",
    "validFor": {
      "startDatetime": "2024-05-30 08:45:49"
    }
  }
 ],
 "serviceTestSpecRelationship": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "id": "76a3b160432a02104fefe4511fb8f2ad",
      "name": "OAM Test",
      "relationshipType": ""
    }
  ],
  "relatedServiceSpecification": [
    {
      "id": "aeddcd1fb7d69910ff00f203ae11a990",
      "name": "Home Internet"
    }
  ]
}
```


The response body returns the updated portion of the service test specification:


```
{
  "description": "Upstream and Downstream speed ",
  "name": "This is my new Speed Test",
  "testMeasureDefinition": [
    {
      "id": "1a04f560432a02104fefe4511fb8f2ad",
      "captureFrequency": "once",
      "captureMethod": "automatic",
      "metricDescription": "This is the downstream speed in a
 service",
      "metricName": "Downstream Speed",
      "name": "Downstream Speed",
      "unitOfMeasure": "a second",
      "valueType": "",
      "capturePeriod": "30 Minutes",
      "validFor": {
        "startDateTime": "2024-05-30 08:49:26",
        "endDateTime": "2024-05-31 08:49:29"
      },
      "thresholdRule": [
        {
          "id": "a754f960432a02104fefe4511fb8f2d0",
          "description": "This speed is greater than the target
 upper",
          "name": "InternetSpeedValue",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "high",
          "tolerancePeriod": "15 Minutes",
          "conformanceTargetLower": "75",
          "conformanceComparatorLower": "greater than",
          "consequence": [
            {
              "id": "15a4bd60432a02104fefe4511fb8f2b8",
              "prescribeAction": "null",
              "description": "generate a waring report",
              "name": "degradedQualityOfService",
              "repeatAction": "0",
              "validFor": {
                "startDateTime": "2024-05-30 08:51:29",
                "endDateTime": "2024-08-06 08:51:31"
              }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            },
            {
              "id": "e6847d60432a02104fefe4511fb8f2c3",
              "prescribeAction": "null",
              "description": "send a warning to the system",
              "name": "packetdrop",
              "repeatAction": "0",
              "validFor": {
                "startDateTime": "2024-05-30 08:50:53",
                "endDateTime": "2024-08-06 08:50:55"
              }
            }
          ]
        },
        {
          "id": "cb55b5a0432a02104fefe4511fb8f201",
          "description": "",
          "name": "InternetSpeedValue",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "medium",
          "tolerancePeriod": "",
          "conformanceTargetUpper": "120",
          "conformanceComparatorUpper": "less than",
          "consequence": []
        }
      ]
    },
    {
      "id": "8f987524432a02104fefe4511fb8f2f0",
      "captureFrequency": "once",
      "captureMethod": "automatic",
      "metricDescription": "This is the upstream speed in the
service",
      "metricName": "Upstream Speed",
      "name": "Upstream Speed",
      "unitOfMeasure": "a second",
      "valueType": "",
      "capturePeriod": "",
      "validFor": {
        "startDateTime": "",
        "endDateTime": ""
      },
      "thresholdRule": []
    }
  ],
  "specCharacteristic": [
    {
      "name": "restart",
      "description": "restart",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2024-05-30 08:45:49"
      }
    }
  ],
  "serviceTestSpecRelationship": [
    {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "id": "76a3b160432a02104fefe4511fb8f2ad",
      "name": "OAM Test",
      "relationshipType": ""
    }
  ],
  "relatedServiceSpecification": [
    {
      "id": "aeddcd1fb7d69910ff00f203ae11a990",
      "name": "Home Internet"
    }
  ]
}
```

Service Test Management Open API - POST /sn_sprb_mgmt/servicetestmanagement/serviceTest

Creates a service test.

URL format

Default URL: `/api/sn_sprb_mgmt/servicetestmanagement/serviceTest`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
characteristic	List that describes the characteristics of the associated service test. For more information about test definition characteristics, see Data type: Array of Objects `"characteristic": [ { "id": "String", "name": "String", "value": "String", "valueType": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
characteristic.id	Sys_id or external_id of characteristics. If external_id is present for that record, the response returns the external_id otherwise it returns the sys_id. Data type: String Table: Characteristics [sn_prd_pm_characteristic]
characteristic.name	Name of the characteristic. Data type: String
characteristic.value	Characteristic options associated with the service test. Characteristics vary based on the customer instance. Data type: String
characteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String
description	Description of the service test. Data type: String
endDateTime	End date and time of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
id	Sys_id or external_id of the service test. This ID creates a service test and is used as the external_id. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Service Test [sn_st_mgmt_test]
mode	Mode that the service test is running in. Valid values: • ONDEMAND: Triggers the service test manually. • PROACTIVE: Triggers the service test automatically. Data type: String Default: ONDEMAND
name	Required. Name of the service test. Data type: String
relatedService	Required. Test definition associated with the service test. Data type: Object `"relatedService": { "href": "String", "id": "String", "name": "String" }`
relatedService.href	Hyperlink reference to the related service. Data type: String
relatedService.id	Sys_id or external_id of the product inventory. Data type: String Table: In the sys_id or external_id field of the product Inventory [sn_prd_invt_product_inventory] table.
relatedService.name	Name of the product inventory item. Data type: String
startDateTime	Start date and time of the service test. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.
state	State the service test is in. Valid values: • acknowledged • canceled • completed • failed • inProgress • pending • rejected Data type: String
testMeasure	Measure of a specific aspect of a product, service, or resource test, such as lost packets or connectivity status. Data type: Array of Objects `"testMeasure": [ { "accuracy": "String", "captureDateTime": "String", "captureMethod": "String", "id": "String", "metricDescription": "String", "metricName": "String", "ruleViolation": [Array], "unitOfMeasure": "String", "value": {Object} } ]`
testMeasure.accuracy	Float decimal value representing the test measure accuracy captured for the associated metrics. Data type: Number Maximum value: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
testMeasure.captureDateTime	The date and time that the metric was captured. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
testMeasure.id	Sys_id or external_id of the Test Measures. Data type: String Table: In the sys_id or external_id fields of the Test Measures table [sn_st_mgmt_test_measure] table.
testMeasure.Measure.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture the metric. • manual: Manually capture the metric. • none: Don't capture the metric. Data type: String
testMeasure.metricDescription	Brief description of the metric. Data type: String
testMeasure.metricName	Name of the test measure metric. Data type: String
testMeasure.ruleViolation	An object for defining a rule in the threshold rule definition, along with consequences if the rule is violated. Data type: Array of Objects `"ruleViolation"[ { appliedConsequence: [Array], conformanceTargetUpper: Number, conformanceComparatorUpper: "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre>description: "String", id: "String", name: "String", numberOfAllowedCrossing: Number, thresholdRuleSeverity: "String", tolerancePeriod: "String" }]</pre>
testMeasure.ruleViolation.appliedConsequence	Action (prescribed action or notification) to take when a threshold rule is crossed. Data type: Array of Objects <pre>"appliedConsequence": [{ "appliedAction": "String", "description": "String", "id": "String", "name": "String", "repeatAction": Boolean }]</pre>
testMeasure.ruleViolation.appliedConsequence.appliedAction	Action to take when a threshold rule is violated. For example, sending a warning or generating a report. Applied actions can vary between instances. Data type: String
testMeasure.ruleViolation.appliedConsequence.description	Description of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.id	Sys_id or external_id of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.name	Name of the applied consequence.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
testMeasure.ruleViolation.appliedConsequence.repeatAction	Flag that indicates whether to repeat the consequence when a second violation occurs. Valid values: • true: Repeat the action. • false: Don't repeat the action. Data type: Boolean Default: false
testMeasure.ruleViolation.conformanceComporatorExact	Flag that indicates whether a value is identical. Valid values: • true: The value is identical. • false: The value isn't identical. Data type: Boolean Default: false
testMeasure.ruleViolation.conformanceComporatorLower	Operator for checking if a value falls below the threshold. Valid values: • greater than • greater than or is Data type: String
testMeasure.ruleViolation.conformanceComporatorUpper	Operator for checking if a value is above the threshold. Valid values: • less than • less than or is Data type: String
testMeasure.ruleViolation.conformanceTargetExact	Required if *conformanceComparatorExact* is set to true. If the *conformanceComparatorExact* value is set to true, its value

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	matches the value defined in *conformanceTargetExact*. Data type: Number
testMeasure.ruleViolation.conformanceTargetLower	Lower threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.conformanceTargetUpper	Upper threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.description	Description of the threshold rule. Data type: String
testMeasure.ruleViolation.id	Sys_id or external_id of the threshold rule violation. Data type: String Table: Threshold Rule Violation [sn_st_mgmt_threshold_rule_violation]
testMeasure.ruleViolation.name	Name of the threshold rule. Data type: String
testMeasure.ruleViolation.numberOfAllowedCrossing	Maximum crossings allowed within the tolerance period before consequences are applied. Data type: Number Maximum value: 40
testMeasure.ruleViolation.thresholdRuleSeverity	Severity of the threshold rule. Valid values: • high • medium • low Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
testMeasure.ruleViolation.tolerancePeriod	Specified time interval during which crossing occurrences are enabled without triggering any immediate consequences or actions. Date type: Object `"tolerancePeriod": { "amount": Number, "units": "String" }`
testMeasure.ruleViolation.tolerancePeriod.amount	Number of periods before applying the consequence. Data type: Number
testMeasure.ruleViolation.tolerancePeriod.units	Units of the period. Valid values: • days • hours • minutes • seconds Data type: String
testMeasure.unitOfMeasure	Unit of measurement for the conformance target values of the test measure. Data type: String
testMeasure.value	Value of the test measure. Data type: Object `"value": { "id": "String", "name": "String", "valueType": "String", "value": "String }`
testMeasure.value.id	ID of the test measure value. Data type: String
testMeasure.value.name	Name of the test measure value. Data type: String
testMeasure.value.value	Value of the test measure.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
testMeasure.value.valueType	Type of test measure value such as numeric, text, and so forth. Data type: String
testSpecification	Required. Test definition associated with this test. Data type: Object `"testSpecification": { "href": "String", "id": "String" }`
testSpecification.href	Hyperlink reference to the service test definition. Data type: String
testSpecification.id	Sys_id or external_id of the service test definition. Data type: String Table: In the sys_id or external_id field of the Service Test Definition [sn_st_mgmt_test_definition] table.
validFor	Date range the service test is valid for. Data type: Object `"validFor": { "endDateTime ": "String", "startDateTime": "String" }`
validFor.endDateTime	Validity end date of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
validFor.startDateTime	Validity start date of the service test. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Format: YYYY-MM-DD 00:00:00. For example, 2025-01-31 09:35:43.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

Response body parameters (JSON or XML)

Name	Description
characteristic	List that describes the characteristics of the associated service test. Data type: Array of Objects `"characteristic": [ { "id": "String", "name": "String", "value": "String", "valueType": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
characteristic.id	Sys_id or external_id of characteristics. If external_id is present for that record, the response returns the external_id otherwise it returns the sys_id. Data type: String Table: Characteristics [sn_prd_pm_characteristic]
characteristic.name	Name of the characteristic. Data type: String
characteristic.value	Characteristic options associated with the service test. Characteristics vary based on the customer instance. Data type: String
characteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String
description	Description of the service test. Data type: String
endDateTime	End date and time of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
id	Sys_id or external_id of the service test definition. Data type: String Table: Service Test [sn_st_mgmt_test]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
mode	Mode that the service test is running in. Valid values: • ONDEMAND: Triggers the service test manually. • PROACTIVE: Triggers the service test automatically. Data type: String Default: ONDEMAND
name	Name of the service test. Data type: String
relatedService	Test definition associated for this test. Data type: Object `"relatedService": { "href": "string", "id": "String", "name": "String" }`
relatedService.id	Sys_id or external_id of the product inventory. Data type: String Table: Product Inventory [sn_prd_invt_product_inventory]
relatedService.name	Name of the product inventory. Data type: String
startDateTime	Start date and time of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
state	State of the service test. Valid values: • acknowledged • canceled • completed • failed • inProgress

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• pending • rejected Data type: String
testMeasure	Measure of a specific aspect of a product, service, or resource test, such as lost packets or connectivity status. Data type: Array of Objects `"testMeasureDefinition": [ { "accuracy": "String", "captureDateTime": "String", "captureMethod": "String", "id": "String", "metricDescription": "String", "metricName": "String", "ruleViolation": [Array] "unitOfMeasure": "String", "value": {Object} } ]`
testMeasure.accuracy	Float decimal value representing the test measure accuracy captured for the associated metrics. Data type: Number Maximum value: 40
testMeasure.captureDateTime	The date and time that the metric was captured. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.
testMeasure.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture the metric. • manual: Manually capture the metric. • none: Don't capture the metric. Data type: String
testMeasure.id	Sys_id or external_id of the test measure. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Test Measures [sn_st_mgmt_test_measure]
testMeasure.metricDescription	Brief description of the metric. Data type: String
testMeasure.metricName	Name of a metric in the test measure. Data type: String
testMeasure.ruleViolation	Object for defining a rule in the threshold rule definition, along with consequences if the rule is violated. Data type: Array of Objects `"RuleViolation": [{ "appliedConsequence": [Array], "conformanceComparatorExact": Boolean, "conformanceComparatorLower": "String", "conformanceComparatorUpper": "String", "conformanceTargetExact": "String", "conformanceTargetLower": "String", "conformanceTargetUpper": "String", "description": "String", "id": "String", "name": "String", "numberOfAllowedCrossing": Number, "thresholdRuleSeverity": "String", "tolerancePeriod": {Object} }]`
testMeasure.ruleViolation.appliedConsequence	Action (prescribed action or notification) to take when a threshold rule is violated. Data type: Array of Objects `"appliedConsequence": [ { "appliedAction": "String", "description": "String", "id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>{
	  "name": "String",
	  "repeatAction": Boolean
	 }
	]</pre>

testMeasure.ruleViolation.appliedConsequence.appliedAction	Applied action when a threshold rule is violated. For example, sending a warning or generating a report. Applied actions can vary between instances. Data type: String
testMeasure.ruleViolation.appliedConsequence.applied_action_repeat_action	Flag that indicates whether to repeat the applied action or not. Valid values: • true: Repeats the action. • false: Doesn't repeat the action. Data type: Boolean Default: false
testMeasure.ruleViolation.appliedConsequence.description	Description of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.id	Sys_id or external_id of the applied consequence. Data type: String
testMeasure.ruleViolation.appliedConsequence.name	Name of the applied consequence. Data type: String
testMeasure.ruleViolation.conformanceComparatorExact	Flag that indicates whether a value is identical to the value of *conformanceTargetExact*. Valid values: • true: The value is identical. • false: The value isn't identical. Data type: Boolean Default: false
testMeasure.ruleViolation.conformanceComparatorLower	A comparator that checks if a value falls below the threshold. Valid values: • greater than • is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
testMeasure.ruleViolation.conformanceComparator	An operator that checks if a value exceeds the threshold. Valid values: • is • lesser than Data type: String
testMeasure.ruleViolation.conformanceTargetExact	Required if *conformanceComparatorExact* is set to true. If the *conformanceComparatorExact* value is set to true, its value matches the value defined in *conformanceTargetExact*. Data type: Number
testMeasure.ruleViolation.conformanceTargetLower	Lower threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.conformanceTargetUpper	Upper threshold value for comparing the test measure results. Determines if the threshold is crossed or no longer crossed. Data type: Number
testMeasure.ruleViolation.description	Description of the threshold rule violation. Data type: String
testMeasure.ruleViolation.id	Sys_id or external_id of the threshold rule violation. Data type: String Table: Threshold Rule Violation [sn_st_mgmt_threshold_rule_violation]
testMeasure.ruleViolation.name	Name of the threshold rule violation. Date type: String
testMeasure.ruleViolation.numberOfAllowedCrossings	Maximum crossings allowed within the tolerance period before consequences are applied. Data type: Number Maximum: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
testMeasure.ruleViolation.thresholdRuleSeverity	Severity of the threshold rule. Valid values: • high • low • medium Data type: String
testMeasure.ruleViolation.tolerancePeriod	Duration or time interval in which allowed crossings can occur before a consequence is initiated. Date type: Object `"tolerancePeriod": { "amount": Number, "units": "String" }`
testMeasure.ruleViolation.tolerancePeriod.amount	Amount of the period in number. Data type: Number
testMeasure.ruleViolation.tolerancePeriod.units	Units of the period. Valid values: • days • hours • minutes • seconds Data type: String
testMeasure.unitOfMeasure	Measurable value of time used to calculate the performance of a service in days, minutes, and seconds. Data type: String
testMeasure.value	Value of metric in the test. Data type: Object `"value": { "id": "String", "name": "String", "valueType": "String", "value": "String" }`
testMeasure.value.id	ID of the metric value in the test.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
testMeasure.value.name	Name of the metric value in the test. Data type: String
testMeasure.value.name	Name of the metric value in the test. Data type: String
testMeasure.value.value	Value of metric in the test. Data type: String
testMeasure.value.valueType	Type of test measure value such as numeric, text, and so forth. Data type: String

testSpecification	Test definition associated for this test.
	
	Data type: Object
	
	`"testSpecification": {`
	`  "href": "String",`
	`  "id": "String"`
	`}`

testSpecification.href	Hyperlink reference to the service test definition. Data type: String
testSpecification.id	Sys_id or external_id of the service test definition. Data type: String Table: Service Test Definition [sn_st_mgmt_test_definition]

validFor	Date range that the service test is valid for.
	
	Data type: Object
	
	`"validFor": {`
	`  "endDateTime": "String",`
	`  "startDateTime": "String"`
	`}`

validFor.endDateTime	End date and timestamp of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
validFor.startDateTime	Start date and timestamp of the service test. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:43`.

Example: cURL request

The following example creates a new service test according to specific details provided in the request body.

```
curl
 "https:/instance.servicenow.com/api/sn_sprb_mgmt/servicetestman
agement/serviceTest" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data {
  "description": "Service test",
  "endDateTime": "2025-01-31 15:05:43",
  "mode": "proactive",
  "name": "Speed Test TR0001002",
  "startDateTime": "2024-06-05 09:07:10",
  "validFor": {
    "startDateTime": "",
    "endDateTime": ""
  },
  "relatedService": {
    "id": "fa6d13f45b5620102dff5e92dc81c77f",
    "name": "Internet_VPLS_PI0000011"
  },
  "testSpecification": {
    "href":
 "/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecificati
on/76a3b160432a02104fefe4511fb8f2ad",
    "id": "76a3b160432a02104fefe4511fb8f2ad"
  },
  "characteristic": [
    {
      "id": "e7ef960443f202104fefe4511fb8f224",
      "name": "AccessRequired",
      "valueType": "yes_no",
      "value": "Yes"
    }
  ],
  "testMeasure": [
    {
      "id": "61d1382e3be28210d140068aa4e45a2e",
      "accuracy": "0.0001",
      "captureDateTime": "",
      "captureMethod": "automatic",
      "metricDescription": "",
      "metricName": "Flow speed",
      "unitOfMeasure": "A second",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value": "3000",
      "ruleViolation": [
        {
          "id": "61d1382e3be28210d140068aa4e45a2f",
          "description": "This speed is greater than the
 target",
          "name": "tooMuchTraffic",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "high",
          "tolerancePeriod": "",
          "conformanceTargetLower": "2500",
          "conformanceComparatorLower": "greater than",
          "appliedConsequence": [
            {
              "id": "65d1382e3be28210d140068aa4e45a31",
              "appliedAction": "sendWarning",
              "description": "send a warning to the system",
              "name": "sendWarning",
              "repeatAction": "0"
            }
          ]
        }
      ]
    }
  ]
}
```


The response returns confirmation details about the new test service and assigns it a unique ID, 2b406ec043b202104fefe4511fb8f211:


```
{
  "description": "Service test",
  "endDateTime": "2025-01-31 15:05:43",
  "mode": "proactive",
  "name": "Speed Test TR0001002",
  "startDateTime": "2024-06-05 09:07:10",
  "validFor": {
    "startDateTime": "",
    "endDateTime": ""
  },
  "relatedService": {
    "id": "fa6d13f45b5620102dff5e92dc81c77f",
    "name": "Internet_VPLS_PI0000011"
  },
  "testSpecification": {
    "href":
 "/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecificati
on/76a3b160432a02104fefe4511fb8f2ad",
    "id": "76a3b160432a02104fefe4511fb8f2ad"
  },
  "characteristic": [
    {
      "id": "e7ef960443f202104fefe4511fb8f224",
      "name": "AccessRequired",
      "valueType": "yes_no",
      "value": "Yes"
    }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ],
  "testMeasure": [
    {
      "id": "61d1382e3be28210d140068aa4e45a2e",
      "accuracy": "0.0001",
      "captureDateTime": "",
      "captureMethod": "automatic",
      "metricDescription": "",
      "metricName": "Flow speed",
      "unitOfMeasure": "A second",
      "value": "3000",
      "ruleViolation": [
        {
          "id": "61d1382e3be28210d140068aa4e45a2f",
          "description": "This speed is greater than the
target",
          "name": "tooMuchTraffic",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "high",
          "tolerancePeriod": "",
          "conformanceTargetLower": "2500",
          "conformanceComparatorLower": "greater than",
          "appliedConsequence": [
            {
              "id": "65d1382e3be28210d140068aa4e45a31",
              "appliedAction": "sendWarning",
              "description": "send a warning to the system",
              "name": "sendWarning",
              "repeatAction": "0"
            }
          ]
        }
      ]
    }
  ],
  "id": "2b406ec043b202104fefe4511fb8f211"
}
```


Service Test Management Open API - POST /sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification

Creates a new service test definition.

URL format

Default URL: `/api/sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification`

Supported request parameters

Path parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
description	Description of the service test definit Data type: String
id	Sys_id or external_id of the service t Data type: String Table: Service Test Definition [sn_st_
name	Required. Name of the service test d Data type: String

relatedServiceSpecification	Required. Service specifications of th
	
	Data type: Array of Objects
	`"relatedServiceSpecifica`
	`{`
	`"id": "String",`
	`"name": "String"`
	`}`
	`]`

relatedServiceSpecification.id	Sys_id or external_id of the service s Data type: String Table: In the sys_id or external_id fie [sn_prd_pm_specification] table.
relatedServiceSpecification.name	Name of the service specification. Data type: String

serviceTestSpecRelationship	Related service test definition.
	
	Data type: Array of objects
	`"serviceTestSpecRelation`
	`{`
	`"id": "String",`
	`"name": "String",`
	`"relationshipType": "S`
	`}`
	`]`

serviceTestSpecRelationship.id	Sys_id or external_id of the related s

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Table: In the sys_id or external_id fie [sn_st_mgmt_test_definition] table.
serviceTestSpecRelationship.name	Name of the related test definition. Data type: String
serviceTestSpecRelationship.relationshipType	Type of relationship. Valid values: • dependency • exclusivity • substitution Data type: String
specCharacteristic	Characteristics of the test definition. Data type: Array of Objects `"specCharacteristic": [ { "characteristicValueSp "description": "String "name": "String", "validFor": {Object}, "valueType": "String" } ]`
specCharacteristic.characteristicValueSpecification	Possible values of the characteristic. Data type: Array of Objects `"characteristicValueSpec { "value": "String" } ]`
specCharacteristic.characteristicValueSpecification.value	Value of the characteristic. Data type: String
specCharacteristic.description	Description of the characteristic. Data type: String
specCharacteristic.name	Name of the characteristic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String

specCharacteristic.validFor	Date range that the characteristic is
	
	Data type: Object
	
	`"validFor": {`
	`"endDateTime": "String"`
	`"startDateTime": "Strin`
	`}`

specCharacteristic.validFor.endDateTime	End date of the characteristic. Format: YYYY-MM-DD 00:00:00. For Data type: String
specCharacteristic.validFor.startDateTime	Start date of the characteristic. Format: YYYY-MM-DD 00:00:00. For Data type: String
specCharacteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String

testMeasureDefinition	Test measure definitions for this serv
	Define test measure definitions for a
	
	Data type: Array of objects
	
	`"testMeasureDefinition":`
	`{`
	`"captureFrequency": "S`
	`"captureMethod": "Stri`
	`"capturePeriod": {Obje`
	`"id": "String",`
	`"metricDescription": "`
	`"metricName": "String"`
	`"name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"unitOfMeasure": "Stri
	"thresholdRule": [Arra
	"validFor": {Object},
	"valueType": "String"
	}
	]</pre>

testMeasureDefinition.captureFrequency	The frequency at which to capture th Valid values: • daily • monthly • none • once • weekly Data type: String
testMeasureDefinition.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture t • manual: Manually capture the met • none: Doesn't capture the metric. Data type: String

testMeasureDefinition.capturePeriod	Period or duration of the metric captu
	Data type: Object
	<pre>"capturePeriod": {
	"amount": Number,
	"units": "String"
	}</pre>

testMeasureDefinition.capturePeriod.amount	Number of capture periods. Data type: Number
testMeasureDefinition.capturePeriod.units	Units of the period. Valid values: • days • hours • minutes • seconds

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
testMeasureDefinition.id	Sys_id or external_id of the test mea Data type: String Table: Test Measure definition table [
testMeasureDefinition.metricDescription	Brief description of the metric. Data type: String
testMeasureDefinition.metricName	User-defined name of a metric in the Data type: String
testMeasureDefinition.name	Name of the test measure definition. Data type: String
testMeasureDefinition.thresholdRule	Rule that defines conditions to achie a threshold is crossed (or not crosse information, see Define threshold rul Data type: Array of Objects `{ "thresholdRule": { "consequence": [Arra "conformanceComparat "conformanceComparat "conformanceComparat "conformanceTargetEx "conformanceTargetLo "conformanceTargetUp "consequence": [Arra "description": "Stri "id": "String", "name": "String", "numberOfAllowedCros "thresholdRuleSeveri "tolerancePeriod": { } }`
testMeasureDefinition.thresholdRule.conformanceComparatorExact	Flag that indicates whether a value is *testMeasureDefinition.thr* If set to true, *testMeasureDefinition.thr* is required. Valid values: • true: The value is identical to the va • false: The value isn't identical *con*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: Boolean Default: false
testMeasureDefinition.thresholdRule.conformanceComparatorLower	Operator that checks if a value falls b Valid values: • greater than • greater than or is Data type: String
testMeasureDefinition.thresholdRule.conformanceComparatorUpper	Operator that checks if a value excee Valid values: • less than • less than or is Data type: String
testMeasureDefinition.thresholdRule.conformanceTargetExact	Required if *conformanceCompar* *conformanceComparatorExac* defined in *conformanceTarget* Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetLower	Lower threshold value for comparing Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetUpper	Upper threshold value for comparing Data type: Number

testMeasureDefinition.thresholdRule.consequence	Action (prescribed action or notificat
	more information, see Define measu
	
	Data type: Array of objects
	
	`"consequence": [`
	`{`
	`"description": "String`
	`"id": "String",`
	`"name": "String",`
	`"prescribeAction": "St`
	`"repeatAction": Boolea`
	`"validFor": {`
	`"endDateTime": "String`
	`"startDateTime": "Stri`
	`}`
	`]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
testMeasureDefinition.thresholdRule.consequence.description	Description of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.id	Sys_id or external_id of the measure Data type: String
testMeasureDefinition.thresholdRule.consequence.name	Name of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.prescribeAction	User-defined action to take for thresh Data type: String
testMeasureDefinition.thresholdRule.consequence.repeatAction	Flag that indicates whether to repeat Valid values: • true: Repeats the action. • false: Doesn't repeat the action. Data type: Boolean Default: false

testMeasureDefinition.thresholdRule.consequence.validFor	Date range that the consequence is
	
	Data type: Object
	`"validFor": {`
	`"startDateTime": "Strin`
	`"endDateTime ": "String`
	`}`

testMeasureDefinition.thresholdRule.consequence.validFor.endDateTime	Validity end date of the consequenc Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.thresholdRule.consequence.validFor.startDateTime	Validity start date of the consequenc Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.thresholdRule.description	Description of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.id	Sys_id or external_id of the threshold Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: In the sys_id or external_id fie [sn_st_mgmt_threshold_rule] table.
testMeasureDefinition.thresholdRule.name	Name of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.numberOfAllowedCrossing	Maximum crossings allowed within t applied. Data type: Number Maximum value: 40
testMeasureDefinition.thresholdRule.thresholdRuleSeverity	Severity level of the threshold rule. Valid values: • high • medium • low Data type: String
testMeasureDefinition.unitOfMeasure	Measurable value of time used to ca minutes, and seconds. Data type: String

testMeasureDefinition.validFor	Date range that the test measure def
	
	Data type: String
	
	`"validFor": {`
	`"endDateTime": "String"`
	`"startDateTime": "Strin`
	`}`

testMeasureDefinition.validFor.endDateTime	Validity end date of the test measure Data type: String Format: YYYY-MM-DD 00:00:00. For
testMeasureDefinition.validFor.startDateTime	Validity start date of the test measure Data type: String Format: YYYY-MM-DD 00:00:00. For
validFor	Date range that the test definition is Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"validFor": {
	"endDateTime": "String"
	"startDateTime": "Strin
	}</pre>

validFor.endDateTime	Date and time of the test definition o Data type: String Format: YYYY-MM-DD 00:00:00. For
validFor.startDateTime	Date and time of the test definition o Data type: String Format: YYYY-MM-DD 00:00:00. For

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports application/json.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
description	Description of the service test definition. Data type: String
id	Sys_id or external_id of the service test definition. Data type: String Table: Service Test [sn_st_mgmt_tes
name	Name of the service test definition. Data type: String
relatedServiceSpecification	Service specifications for the test definitions. Data type: Array of Objects `"relatedServiceSpecification": [ { "id": "String", "name": "String" } ]`
relatedServiceSpecification.id	Sys_id or external_id of the service specification. Data type: String Table: In the sys_id or external_id field of the Specification [sn_prd_pm_specification] table.
relatedServiceSpecification.name	Name of the service specification. Data type: String
serviceTestSpecRelationship	Related service test definition. Data type: Array of Objects `"serviceTestSpecRelationship": [ { "id": "String", "name": "String", "relationshipType": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>}
	]</pre>

serviceTestSpecRelationship.id	Sys_id or external_id of the related service test definition. Data type: String Table: Test Definition [sn_st_mgmt_test_definition]
serviceTestSpecRelationship.name	Name of the related test definition. Data type: String
serviceTestSpecRelationship.relationshipType	Type of relationship. Accepted values: • dependency • exclusivity • substitution Data type: String

specCharacteristic	Test definition characteristics.
	
	Data type: Array of Objects
	<pre>"specCharacteristic": [
	{
	
	"characteristicValueSpe
	ification": [Array],
	"description":
	"String",
	"name": "String",
	"validFor": {Object},
	"valueType": "String"
	}
	]</pre>

specCharacteristic.characteristicValueSpecification	Possible values of the characteristic.
	
	Data type: Array of Objects
	<pre>"characteristicValueSpec
	fication": [
	{
	"value": "String"
	}
	]</pre>

specCharacteristic.characteristicValueSpecification.value	Value of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
specCharacteristic.description	Description of the characteristic. Data type: String
specCharacteristic.name	Name of the characteristic. Data type: String
specCharacteristic.validFor	Date range the characteristic is valid for. Data type: Object `"validFor": { "endDateTime": "String", "startDateTime": "String" }`
specCharacteristic.validFor.endDateTime	End date of the characteristic. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`
specCharacteristic.validFor.startDateTime	Start date of the characteristic. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`
specCharacteristic.valueType	Type of characteristic value. • choice • date • date/time • duration • email • label • single line test • yes/no Data type: String
testMeasureDefinition	Test measure definitions for this service test definition. For more information, see Define test measure definitions for a service test. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"testMeasureDefinition": [{ "captureFrequency": "String", "captureMethod": "String", "capturePeriod": {Object}, "id": "String", "metricDescription": "String", "metricName": "String" "name": "String", "unitOfMeasure": "String", "thresholdRule": [Array], "validFor": {Object}, "valueType": "String" }]
testMeasureDefinition.captureFrequency	Frequency at which to capture the metric. Valid values: • daily • monthly • none • once • weekly Data type: String
testMeasureDefinition.captureMethod	Method used to capture the metric. Valid values: • automatic: Automatically capture t metric. • manual: Manually capture the metric. • none: Don't capture the metric. Data type: String
testMeasureDefinition.capturePeriod	Duration or period of the capture. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"capturePeriod": {
	  "amount": Number,
	  "units": "String"
	}</pre>

testMeasureDefinition.capturePeriod.amount	Number of capture periods. Data type: Number
testMeasureDefinition.capturePeriod.units	Units of the period. Accepted values: • days • hours • minutes • seconds Data type: String
testMeasureDefinition.id	Sys_id or external_id of the Test Measure definitions. Data type: String Table: Test Measure definition [sn_st_mgmt_test_measure_definitio
testMeasureDefinition.metricDescription	Brief description of the metric. Data type: String
testMeasureDefinition.metricName	User-defined name of a metric in the test measure. Data type: String
testMeasureDefinition.name	Name of the test measure definition. Data type: String

testMeasureDefinition.thresholdRule	Rule that defines the condition (raise or clear) to achieve to apply consequences when a threshold is crossed or ceased to be crossed for particular test measure definition.
	
	Data type: Array of Objects
	<pre>{
	  "thresholdRule": {
	
	 "conformanceComparatorE
	act": Boolean,</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"conformanceComparatorLower": "String", "conformanceComparatorUpper": "String", "conformanceTargetExact": "String", "conformanceTargetLower": "String", "conformanceTargetUpper": "String", "consequence": [Array], "description": "String", "id": "String", "name": "String", "numberOfAllowedCrossing": Number, "thresholdRuleSeverity": "String", "tolerancePeriod": Object }
testMeasureDefinition.thresholdRule.conformanceComparatorExact	Flag that indicates whether a value is identical to the value of *conformanceTargetExact*. Valid values: • true: The value is identical to the value of *conformanceTargetExact*. • false: The value isn't identical *conformanceTargetExact*. Data type: Boolean Default: false
testMeasureDefinition.thresholdRule.conformanceComparatorLower	Operator that checks if a value falls below the threshold. Valid values: • greater than • is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
testMeasureDefinition.thresholdRule.conformanceComparatorUpper	Operator that checks if a value exceeds the threshold. Valid values: • lesser than • is Data type: String
testMeasureDefinition.thresholdRule.conformanceTargetExact	Required if *conformanceComparatorExac* is set to true. If the *conformanceComparatorExac* value is set to true, its value matches the value defined in *conformanceTargetExact*. Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetLower	Lower threshold value for comparing the test measure results. Data type: Number
testMeasureDefinition.thresholdRule.conformanceTargetUpper	Upper threshold value for comparing the test measure results. Data type: Number
testMeasureDefinition.thresholdRule.consequence	Action (prescribed action or notification) to take when a threshold rule is crossed. Data type: Array of Objects `"consequence": [ { "description": "String", "id": "String", "name": "String", "prescribeAction": "String", "repeatAction": Boolean, "validFor": { "endDateTime": "String", "startDateTime": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
testMeasureDefinition.thresholdRule.consequence.description	Description of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.id	Sys_id or external_id of the measure consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.name	Name of the consequence. Data type: String
testMeasureDefinition.thresholdRule.consequence.prescribeAction	User-defined action to take for threshold violations. Actions vary between instances. Data type: String
testMeasureDefinition.thresholdRule.consequence.repeatAction	Flag that indicates whether to repeat the applied action or not. Valid values: • true: Repeats the action. • false: Doesn't repeat the action. Data type: Boolean Default: false
testMeasureDefinition.thresholdRule.consequence.validFor	Date range that the consequence is valid for. Data type: Object `"validFor": { "startDateTime": "String", "endDateTime ": "String }`
testMeasureDefinition.thresholdRule.consequence.validFor.endDateTime	Validity end date of the consequence Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`
testMeasureDefinition.thresholdRule.consequence.validFor.startDateTime	Validity start date of the consequenc Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`
testMeasureDefinition.thresholdRule.description	Description of the threshold rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
testMeasureDefinition.thresholdRule.id	Sys_id or external_id of the threshold rules. Data type: String Table: Threshold Rules [sn_st_mgmt_threshold_rule]
testMeasureDefinition.thresholdRule.name	Name of the threshold rule. Data type: String
testMeasureDefinition.thresholdRule.numberOfAllowedCrossing	Maximum crossings allowed within the tolerance period before consequences are applied. Data type: Number Maximum value: 40
testMeasureDefinition.thresholdRule.thresholdRuleSeverity	Severity of the threshold rule. Valid values: • high • low • medium Data type: String
testMeasureDefinition.unitOfMeasure	Measurable value of time used to calculate the performance of a servic in days, minutes, and seconds. Data type: String
testMeasureDefinition.validFor	Date range the test measure definitio is valid for. Data type: Object `"validFor": { "endDateTime": "String" "startDateTime": "String" }`
testMeasureDefinition.validFor.endDateTime	Validity end date of the test measure definition. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`
testMeasureDefinition.validFor.startDateTime	Validity start date of the test measure definition. Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`
validFor	Date range the service test is valid fo Data type: Object `"validFor": { "endDateTime ": "String", "startDateTime": "String" }`
validFor.endDateTime	End date and time of the service test Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`
validFor.startDateTime	Start date and time of the service tes Data type: String Format: YYYY-MM-DD 00:00:00. For example, `2025-01-31 09:35:4`

Example: cURL request

The following example creates a new service test definition.

```
curl
 "https:/instance.servicenow.com/api/sn_sprb_mgmt/servicetestman
agement/serviceTestSpecification" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user 'username':'password'
-- data {
  "description": "Upstream and Downstream speed ",
  "name": "Speed Test",
  "validFor": {
    "startDateTime": "2024-05-31",
    "endDateTime": "2024-06-27"
  },
  "testMeasureDefinition": [
    {
      "id": "1a04f560432a02104fefe4511fb8f2ad",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "captureFrequency": "once",
      "captureMethod": "automatic",
      "metricDescription": "This is the downstream speed in a
service",
      "metricName": "Downstream Speed",
      "name": "Downstream Speed",
      "unitOfMeasure": "a second",
      "valueType": "",
      "capturePeriod": "30 Minutes",
      "validFor": {
        "startDateTime": "2024-05-30 08:49:26",
        "endDateTime": "2024-05-31 08:49:29"
      },
      "thresholdRule": [
        {
          "id": "a754f960432a02104fefe4511fb8f2d0",
          "description": "This speed is greater than the target
upper",
          "name": "InternetSpeedValue",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "high",
          "tolerancePeriod": "15 Minutes",
          "conformanceTargetLower": "75",
          "conformanceComparatorLower": "greater than",
          "consequence": [
            {
              "id": "15a4bd60432a02104fefe4511fb8f2b8",
              "prescribeAction": "null",
              "description": "generate a waring report",
              "name": "degradedQualityOfService",
              "repeatAction": "0",
              "validFor": {
                "startDateTime": "2024-05-30 08:51:29",
                "endDateTime": "2024-08-06 08:51:31"
              }
            },
            {
              "id": "e6847d60432a02104fefe4511fb8f2c3",
              "prescribeAction": "null",
              "description": "send a warning to the system",
              "name": "packetdrop",
              "repeatAction": "0",
              "validFor": {
                "startDateTime": "2024-05-30 08:50:53",
                "endDateTime": "2024-08-06 08:50:55"
              }
            }
          ]
        },
        {
          "id": "cb55b5a0432a02104fefe4511fb8f201",
          "description": "",
          "name": "InternetSpeedValue",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "medium",
          "tolerancePeriod": "",
          "conformanceTargetUpper": "120",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "conformanceComparatorUpper": "less than",
          "consequence": []
        }
      ]
    },
    {
      "id": "8f987524432a02104fefe4511fb8f2f0",
      "captureFrequency": "once",
      "captureMethod": "automatic",
      "metricDescription": "This is the upstream speed in the
 service",
      "metricName": "Upstream Speed",
      "name": "Upstream Speed",
      "unitOfMeasure": "a second",
      "valueType": "",
      "capturePeriod": "",
      "validFor": {
        "startDateTime": "",
        "endDateTime": ""
      },
      "thresholdRule": []
    }
  ],
  "specCharacteristic": [
    {
      "name": "restart",
      "description": "restart",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2024-05-30 08:45:49"
      },
      "characteristicValueSpecification": [
        {
          "value": "No",
        },
        {
          "value": "Yes",
        }
      ]
    }
  ],
  "serviceTestSpecRelationship": [
    {
      "id": "76a3b160432a02104fefe4511fb8f2ad",
      "name": "OAM Test",
      "relationshipType": ""
    }
  ],
  "relatedServiceSpecification": [
    {
      "id": "aeddcd1fb7d69910ff00f203ae11a990",
      "name": "Home Internet"
    }
  ]
}
```


Response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "description": "Upstream and Downstream speed ",
  "name": "Speed Test",
  "validFor": {
    "startDateTime": "2024-05-31",
    "endDateTime": "2024-06-27"
  },
  "testMeasureDefinition": [
    {
      "id": "1a04f560432a02104fefe4511fb8f2ad",
      "captureFrequency": "once",
      "captureMethod": "automatic",
      "metricDescription": "This is the downstream speed in a
service",
      "metricName": "Downstream Speed",
      "name": "Downstream Speed",
      "unitOfMeasure": "a second",
      "valueType": "",
      "capturePeriod": "30 Minutes",
      "validFor": {
        "startDateTime": "2024-05-30 08:49:26",
        "endDateTime": "2024-05-31 08:49:29"
      },
      "thresholdRule": [
        {
          "id": "a754f960432a02104fefe4511fb8f2d0",
          "description": "This speed is greater than the target
upper",
          "name": "InternetSpeedValue",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "high",
          "tolerancePeriod": "15 Minutes",
          "conformanceTargetLower": "75",
          "conformanceComparatorLower": "greater than",
          "consequence": [
            {
              "id": "15a4bd60432a02104fefe4511fb8f2b8",
              "prescribeAction": "null",
              "description": "generate a waring report",
              "name": "degradedQualityOfService",
              "repeatAction": "0",
              "validFor": {
                "startDateTime": "2024-05-30 08:51:29",
                "endDateTime": "2024-08-06 08:51:31"
              }
            },
            {
              "id": "e6847d60432a02104fefe4511fb8f2c3",
              "prescribeAction": "null",
              "description": "send a warning to the system",
              "name": "packetdrop",
              "repeatAction": "0",
              "validFor": {
                "startDateTime": "2024-05-30 08:50:53",
                "endDateTime": "2024-08-06 08:50:55"
              }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
          ]
        },
        {
          "id": "cb55b5a0432a02104fefe4511fb8f201",
          "description": "",
          "name": "InternetSpeedValue",
          "numberOfAllowedCrossing": "0",
          "thresholdRuleSeverity": "medium",
          "tolerancePeriod": "",
          "conformanceTargetUpper": "120",
          "conformanceComparatorUpper": "less than",
          "consequence": []
        }
      ]
    },
    {
      "id": "8f987524432a02104fefe4511fb8f2f0",
      "captureFrequency": "once",
      "captureMethod": "automatic",
      "metricDescription": "This is the upstream speed in the
service",
      "metricName": "Upstream Speed",
      "name": "Upstream Speed",
      "unitOfMeasure": "a second",
      "valueType": "",
      "capturePeriod": "",
      "validFor": {
        "startDateTime": "",
        "endDateTime": ""
      },
      "thresholdRule": []
    }
  ],
  "specCharacteristic": [
    {
      "name": "restart",
      "description": "restart",
      "valueType": "yes_no",
      "validFor": {
        "startDatetime": "2024-05-30 08:45:49"
      },
      "characteristicValueSpecification": [
        {
          "value": "No",
          "validFor": {
            "startDateTime": "",
            "endDateTime": ""
          }
        },
        {
          "value": "Yes",
          "validFor": {
            "startDateTime": "",
            "endDateTime": ""
          }
        }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      ]
    }
  ],
  "serviceTestSpecRelationship": [
    {
      "id": "76a3b160432a02104fefe4511fb8f2ad",
      "name": "OAM Test",
      "relationshipType": ""
    }
  ],
  "relatedServiceSpecification": [
    {
      "id": "aeddcd1fb7d69910ff00f203ae11a990",
      "name": "Home Internet"
    }
  ]
  "id": "89d2b920432a02104fefe4511fb8f22e"
}
```


SG Services API

The *SG Services* API provides endpoints to create and manage application services and the upstream relationships between them.

Request apps on the Store

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store release notes.

This API can only be used when the CMDB Application API and CLI (sn_service_graph) plugin is activated. This API is used within the `sn_service_graph` namespace.

Using this API does not require details regarding source tables or relationship types.

To script critical operations which support automation across the enterprise, you can leverage APIs or run command line operations that the CMDB Application CLI and API store app provide instead of using the user interface. The CMDB Application CLI and API store app provides a robust framework which consolidates all the APIs that are related to application services and the command lines that let you access the interface to those APIs.

CMDB Application CLI and API commands enable the following tasks:

- Registering and creating an application service and establishing upstream relationships
- Getting details of a given application service and its upstream relationships
- Connecting higher level constructs such as business applications and business service offerings
- Populating an application service with a given population type
- Changing the state of an application service

For the command line solution, see CMDB Application CLI and API available commands.

SG Services – POST /sg_services/app_service/convert

Converts a manual or empty type application service to a calculated application service. During conversion, the application service record moves into the [cmdb_ci_service_calculated] table with the newly assigned class.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following properties for identifying a CI take precedence as follows:

1. sys_id – If sys_id, the system only uses the sys_id and ignores any additional values.
2. number – If provided without the sys_id, the system only uses the number and ignores any additional values.
3. <IRE field name> – The system only uses these values if the sys_id or number are not provided.

URL format

Versioned URL: `/api/sn_service_graph/{api_version}/sg_services/app_service/convert`

Default URL: `/api/sn_service_graph/sg_services/app_service/convert`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
<IRE field name>	One or more IRE fields identifying the application service. For example, name or version. Data type: String
levels	Number of levels to include in the conversion. Data type: String
number	Unique number that identifies the application service. Data type: String
sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or the user does not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
status	Indicates success or failure. Data type: String

Example: cURL request

The following example shows how to convert an application service type.

```
curl
 "https://instance.service-now.com/api/sn_service_graph/sg_servi
ces/app_service/convert" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 \"name\": \"Test Register\",
 \"environment\": \"Test\",
 \"version\": \"1.0\",
 \"levels\" : 8
}" \
--user 'username':'password'
```

Results indicating a successful conversion to a calculated application service.

```
{
  "result": {
  "status": "success"
  }
}
```

SG Services – POST /sg_services/app_service/delete

Deletes an application service.

The following properties for identifying a CI take precedence as follows:

1. sys_id – If sys_id, the system only uses the sys_id and ignores any additional values.
2. number – If provided without the sys_id, the system only uses the number and ignores any additional values.
3. <IRE field name> – The system only uses these values if the sys_id or number are not provided.

URL format

Versioned URL: `/api/sn_service_graph/{api_version}/sg_services/app_service/delete`

Default URL: `/api/sn_service_graph/sg_services/app_service/delete`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
<IRE field name>	One or more IRE fields identifying the application service. For example, name or version. Data type: String
number	Unique number that identifies the application service. Data type: String
sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or the user does not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Name	Description
status	Indicates success or failure. Data type: String

Example: cURL request

The following example shows how to delete an application service.

```
curl
 "https://instance.service-now.com/api/sn_service_graph/sg_servi
ces/app_service/delete" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   \"name\": \"Test Register\",
   \"environment\": \"Test\",
   \"version\": \"1.0\"
}" \
--user 'username':'password'
```

Results indicating a successful removal of an application service.

```
{
  "result": {
  "status": "success"
  }
}
```

SG Services – POST /sg_services/app_service/find

Finds the details of a given application service and its upstream relationships.

Users with the app_service_user role can use this API, but results are restricted to application services in Operational status. The app_service_admin role provides unlimited viewing of application services.

The following properties for identifying a CI take precedence as follows:

1. sys_id – If sys_id, the system only uses the sys_id and ignores any additional values.
2. number – If provided without the sys_id, the system only uses the number and ignores any additional values.
3. <IRE field name> – The system only uses these values if the sys_id or number are not provided.

URL format

Versioned URL: `/api/sn_service_graph/{api_version}/sg_services/app_service/find`

Default URL: `/api/sn_service_graph/sg_services/app_service/find`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
<IRE fields>	One or more IRE fields identifying the application service. For example, name or version. Data type: String
number	Unique number that identifies the application service. Data type: String
sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or the user does not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
<IRE field name>	One or more IRE fields identifying the application service. For example, name or version. Data type: String
number	Unique number that identifies the application service. Data type: String
operational_status	Operational status of the application service. For example, active. Data type: String
relationships	List of objects defining the application service's upstream relationships. Data type: Array `"relationships": [ { "name": "String", "number": "String", "sys_id": "String", "class_name": "String", "relationship": "String" } ]`
relationships.class_name	Name of the class that contains the application service. Data type: String
relationships.name	Name of the relationship.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
relationships.number	Unique number of the relationship. Data type: String
relationships.relationship	The relationship rule. Data type: String
relationships.sys_id	Sys_id of the relationship. Data type: String
sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String

Example: cURL request

The following example shows how to find details of an application service.

```
curl
 "https://instance.service-now.com/api/sn_service_graph/sg_servi
ces/app_service/find" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   \"name\": \"Test App Service1\"
 }" \
--user 'username':'password'
```

The response body includes the application service and relationship information.


```
{
  "result": {
    "aliases": null,
    "asset": null,
    "asset_tag": null,
    "assigned": "",
    "assigned_to": null,
    "assignment_group": null,
    "attestation_score": null,
    "attested": "0",
    "attested_by": null,
    "attested_date": "",
    "attributes": null,
    "bucket": null,
    "business_contact": null,
    "business_need": null,
    "business_relation_manager": null,
    "business_unit": null,
    "busines_criticality": "4 - not critical",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "can_print": "0",
    "category": null,
    "change_control": null,
    "checked_in": "",
    "checked_out": "",
    "checkout": null,
    "comments": null,
    "company": null,
    "compatibility_dependencies": null,
    "consumer_type": "internal",
    "correlation_id": null,
    "cost": null,
    "cost_cc": "USD",
    "cost_center": null,
    "delivery_date": "",
    "delivery_manager": null,
    "department": null,
    "discovery_source": "Manual Entry",
    "dns_domain": null,
    "due": "",
    "due_in": null,
    "duplicate_of": null,
    "end_date": "",
    "environment": null,
    "fault_count": "0",
    "first_discovered": "2021-07-19 20:09:48",
    "fqdn": null,
    "gl_account": null,
    "hide_from_dashboard": "0",
    "install_date": "",
    "install_status": "1",
    "invoice_number": null,
    "ip_address": null,
    "justification": null,
    "last_discovered": "2021-07-19 20:09:48",
    "last_review_date": "",
    "layer": null,
    "lease_id": null,
    "life_cycle_stage": null,
    "life_cycle_stage_status": null,
    "location": null,
    "mac_address": null,
    "maintenance_schedule": null,
    "managed_by": null,
    "managed_by_group": null,
    "manufacturer": null,
    "model_id": null,
    "model_number": null,
    "monitor": "0",
    "monitoring_requirements": null,
    "name": "Test App Service1",
    "number": "SNSVC0001014",
    "operational_status": "2",
    "order_date": "",
    "owned_by": null,
    "parent": null,
    "portfolio_status": "pipeline",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "po_number": null,
    "prerequisites": null,
    "price_model": "per_unit",
    "price_unit": null,
    "published_ref": null,
    "purchase_date": "",
    "schedule": null,
    "serial_number": null,
    "service_classification": "Application Service",
    "service_level_requirement": null,
    "service_owner_delegate": null,
    "service_status": "requirements",
    "severity": null,
    "short_description": null,
    "skip_sync": "0",
    "sla": null,
    "spm_service_portfolio": null,
    "spm_taxonomy_node": null,
    "stakeholders": null,
    "start_date": "",
    "state": null,
    "subcategory": null,
    "supported_by": null,
    "support_group": null,
    "sys_class_name": "cmdb_ci_service_auto",
    "sys_class_path": "/!!/!7/!(",
    "sys_created_by": "admin",
    "sys_created_on": "2021-07-19 20:09:48",
    "sys_domain": "global",
    "sys_domain_path": "/",
    "sys_id": "a2f0618040697410f87713b656474255",
    "sys_mod_count": "0",
    "sys_updated_by": "admin",
    "sys_updated_on": "2021-07-19 20:09:48",
    "unit_description": null,
    "unverified": "0",
    "used_for": "Production",
    "user_group": null,
    "vendor": null,
    "version": null,
    "view_service": "61e1cb757f23220002d31ccebefa9120",
    "warranty_expiration": "",
    "relationships": [
      {
        "name": "Test Biz App1",
        "sys_id": "0250a94040697410f87713b656474250",
        "number": "APM0001001",
        "class_name": "cmdb_ci_business_app",
        "relationship": "Consumes::Consumed by"
      },
      {
        "name": "Tech Service Offering1",
        "sys_id": "98d0ed4040697410f87713b6564742ef",
        "number": "BSN0001005",
        "class_name": "service_offering",
        "relationship": "Contains::Contained by"
      }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      ]
   }
}
```

SG Services – POST /sg_services/app_service/populate

Populates an application service with a service population method.

The following properties for identifying a CI take precedence as follows:

1. sys_id – If sys_id, the system only uses the sys_id and ignores any additional values.
2. number – If provided without the sys_id, the system only uses the number and ignores any additional values.
3. <IRE field name> – The system only uses these values if the sys_id or number are not provided.

URL format

Versioned URL: `/api/sn_service_graph/{api_version}/sg_services/app_service/populate`

Default URL: `/api/sn_service_graph/sg_services/app_service/populate`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
<IRE field name>	One or more IRE fields identifying the application service. For example, name or version. Data type: String
number	Unique number that identifies the application service. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
population_method	Required. Identifies the population method and its accompanying property to identify the content for population. Only one accompanying object is valid per type. Data type: Object
population_method.group_id	Group ID of the CMDB group configured with the cmdb_group population type. Data type: "String" `"population_method": { "group_id": "String", "type": "cmdb_group" }` Associated population type: cmdb_group
population_method.levels	Number of levels to use in building the service. If the level value is not provided, the system checks the sys_property for the value. If svc.manual.convert.levels.default_value is not populated, a default value of 3 is used. Data type: Number `"population_method": { "levels": Number, "type": "dynamic_service" }` Associated population type: dynamic_service Default: 3 if no level value is set for the sys_property
population_method.service_candidate	Unique identifier of the service candidate. Data type: String `"population_method": { "service_candidate": "String", "type": "tag_based_service_family" }` Associated population type: tag_based_service_family
population_method.service_relations	List of objects containing hierarchy data for the CIs within the application service. All CIs form pairs with a parent and child CI. The top-level CI,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	referred to as the entry point of an application service, does not have a parent CI. Data type: Array `"population_method": { "service_relations":[ { "child": "String", "parent": "String" } ], "type": "service_hierarchy" }` Associated population type: service_hierarchy
population_method.service_relations.child	Name of a child CI related to the CI. Data type: String
population_method.service_relations.parent	Name of a parent CI related to the CI. Data type: String
population_method.tags	List of objects containing tags to associate with the CI. This information is located in the Key Values [cmdb_key_value] table. Data type: Array `"population_method": { "tags": [ { "tag": "String", "value": "String" } ], "type": "tag_list" }` Associated population type: tag_list
population_method.tags.tag	Tag name. Data type: String
population_method.tags.value	Tag value. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
population_method.type	Required. Population type to add to the application service. Data type: Object Valid values: • cmdb_group • service_hierarchy • dynamic_service • tag_list • tag_based_service_family
sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or the user does not have the app_service_admin role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
status	Indicates success or failure. Data type: String

Example: cURL request

The following example shows how to populate an application service with a dynamic_service type.

```
curl
 "https://instance.service-now.com/api/sn_service_graph/sg_servi
ces/app_service/populate" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"name\": \"Test Register\",
  \"environment\": \"Test\",
  \"version\": \"1.0\",

 \"population_method\": {
   \"type\": \"dynamic_service\",
   \"levels\" : 8
  }
}" \
--user 'username':'password'
```

Results indicating a successful population of an application service.

```
{
  "result": {
  "status": "success"
  }
}
```

SG Services – POST /sg_services/app_service/register

Creates an application service, tags and constructs upstream relationships such as business applications, business service offerings, and other application services.

The following properties for identifying a CI take precedence as follows:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. sys_id – If sys_id, the system only uses the sys_id and ignores any additional values.
2. number – If provided without the sys_id, the system only uses the number and ignores any additional values.
3. <IRE field name> – The system only uses these values if the sys_id or number are not provided.

URL format

Versioned URL: `/api/sn_service_graph/{api_version}/sg_services/app_service/register`

Default URL: `/api/sn_service_graph/sg_services/app_service/register`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
<IRE field name>	One or more IRE fields identifying the application service. For example, name or version. Data type: String
number	Unique number that identifies the application service. Data type: String
relationships	Upstream relationships categorized by type. Data type: Object `"relationships": { "business_app": [Array], "business_service_offering": [Array], "parent_app_service": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"technical_service_offering": [Array]
	}</pre>
	Maximum number of relationships is 25.

relationships.business_app	List of objects representing Business Application relationship types. These values can be defined using one of the following items as key-value pairs. • <IRE field name> • number • sys_id Data type: Array
relationships.business_service_offering	List of objects representing Business Service Offering relationship types. These values can be defined using the following items as key-value pairs. • <IRE field name> • number • sys_id Data type: Array
relationships.parent_app_service	List of objects representing Application Service relationship types. These values can be defined using the following items as key-value pairs. • <IRE field name> • number • sys_id Data type: Array
relationships.technical_service_offering	List of objects representing technology management offering (formerly technical service offering)relationship types. These values can be defined using the following items as key-value pairs. • <IRE field name> • number • sys_id Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String
tags	List of objects containing tag definitions as key-value pairs. `"tags": [ { "key": "String", "value": "String" }]` Data type: Array
tags.key	Tag category name. Data type: String
tags.value	Tag value. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

cHeader	Description
none	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or the user does not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

cHeader	Description
app_service	Application service details. Data type: Object `"app_service": { "name": "String", "number": "String", "sys_id": "String" }`
app_service.name	Name of the application service. Data type: String
app_service.number	Unique number that identifies the application service. Data type: String
app_service.sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String
message	Message describing the status. Possible values: • Service already exists • Service registered successfully Data type: String
status	Status indicating whether the service has been registered. Possible values: • Insert: The application service was successfully created. • No action: The application service already exists. No action taken.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

cHeader	Description
	Data type: String

Example: cURL request

The following example shows how to register an application service.

```
curl
 "instance.service-now.com/api/sn_service_graph/sg_services/app_
service/register" \--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"name\": \"Test Register\",
  \"environment\": \"Test\",
  \"version\": \"1.0\",
  \"number\": \" SNSVC0001014\",
  \"relationships\": {
    \"business_application\": [
      {
        \"sys_id\": \"0250a94040697410f87713b656474250\"
      },
      {
        \"number\": \"APM0001002\"
      },
      {
        \"name\": \"Test Biz App1\"
      }
    ],
    \"business_service_offering\": [
      {
        \"sys_id\": \"ed32e98040697410f87713b656474259\"
      }
    ],
    \"technical_service_offering\": [
      {
        \"sys_id\": \"80e12d8040697410f87713b65647421c\"
      },
      {
        \"number\": \"BSN0001005\"
      },
      {
        \"name\": \"Tech Service Offering2\"
      }
    ],
    \"parent_app_service\": [
      {
        \"sys_id\": \"a2f061804069741 0f87713b656474255\"
      }
    ]
  },
  \"tags\": [
    {
      \"key\": \"key1\",
      \"value\": \"value1\"
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      \"key\": \"key2\",
      \"value\": \"value2\"
    }
  ]
}" \
--user 'username':'password'
```

The response body includes ID and status information.

```
{
  "result": {
    "app_service": {
      "sys_id": "5780cb604061f410f87713b656474271",
      "name": "Test Register",
      "number": " SNSVC0001014"
    },
    "message": "Service registered successfully",
    "status": "INSERT"
  }
}
```

SG Services – POST /sg_services/app_service/relationship/create

Constructs upstream relations such as business applications, business service offerings, and other application services.

This API creates a relationship, taking input with a single parent and a corresponding child object.

The following properties for identifying a CI take precedence as follows:

1. sys_id – If sys_id, the system only uses the sys_id and ignores any additional values.
2. number – If provided without the sys_id, the system only uses the number and ignores any additional values.
3. <IRE field name> – The system only uses these values if the sys_id or number are not provided.

URL format

Versioned URL: `/api/sn_service_graph/{api_version}/sg_services/app_service/relationship/create`

Default URL: `/api/sn_service_graph/sg_services/app_service/relationship/create`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
child	Information identifying the child application service with which to create a relationship. A dynamic CI group can be added as a child but cannot be parent. Data type: Object `"child": { "<service_app_identifier>": "String" }` Table: Service Instance [cmdb_ci_service_auto]
child.<service_app_identifier>	Details identifying the child application service with which to create a relationship. Only one option is required. Each option is listed by processing precedence: • sys_id: Sys_id of the child application service. • number: Unique number that identifies the child application service. • <IRE field name>: IRE fields identifying the application service. For example, name or version. Data type: String
parent	Details identifying the parent application service with which to create a relationship. Data type: Object `"parent": { "<service_app_identifier>": "String", "class_name": "String" }`
parent.<service_app_identifier>	Information identifying the application service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Only one option is required. Each option is listed by processing precedence: • sys_id: Sys_id the application service listed in the Service Instance [cmdb_ci_service_auto]. • number: Unique number that identifies the application service. • <IRE field name>: One or more IRE fields identifying the application service. For example, name or version. Data type: String
parent.class_name	Name of the class that contains the application service. The parent class name should be from one of the following tables: • cmdb_ci_business_app • cmdb_ci_service_auto • cmdb_ci_service_by_tags • cmdb_ci_service_calculated • cmdb_ci_service_discovered • service_offering Default: cmdb_ci_service_auto Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or the user does not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
status	Indicates success or failure. Data type: String

Example: cURL request

The following example shows how create a relationship from an application service.

```
curl
 "https://instance.service-now.com/api/sn_service_graph/sg_servi
ces/app_service/relationship/create" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"child\": {
   \"name\": \"wdfsdf\",
   \"environment\": \"Test\",
   \"version\": \"1.0\"
   },
  \"parent\": {
   \"sys_id\": \"abcdefg\",
   \"name\": \"business App1\",
   \"class_name\": \"service_offering\"
  }
}" \
--user 'username':'password'
```

Results indicating a successful creation of an application service relationship.

```
{
  "result": {
  "status": "success"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

SG Services – POST /sg_services/app_service/relationship/delete

Deletes an application service upstream relationship.

The following properties for identifying a CI take precedence as follows:

1. sys_id – If sys_id, the system only uses the sys_id and ignores any additional values.
2. number – If provided without the sys_id, the system only uses the number and ignores any additional values.
3. <IRE field name> – The system only uses these values if the sys_id or number are not provided.

URL format

Versioned URL: `/api/sn_service_graph/{api_version}/sg_services/app_service/relationship/delete`

Default URL: `/api/sn_service_graph/sg_services/app_service/relationship/delete`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description

child	Information describing the child relationship to be deleted from the service application.
	
	Data type: Object
	
	`"child": {`
	`  "<IRE field name>": "String",`
	`  "number": "String",`
	`  "sys_id": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
child.<IRE field name>	One or more IRE fields identifying the child application service. For example, name or version. Data type: String
child.number	Unique number that identifies the child application service. Data type: String
child.sys_id	Sys_id of the child application service listed in the Service Instance [cmdb_ci_service_auto]. Data type: String

parent	Details identifying the parent application service from which to remove a relationship.
	
	Data type: Object
	
	`"parent": {`
	`  "<IRE field name>": "String",`
	`  "number": "String",`
	`  "sys_id": "String",`
	`  "class_name": "String"`
	`}`

parent.<IRE field name>	One or more IRE fields identifying the application service. For example, name or version. Data type: String
parent.number	Unique number that identifies the application service. Data type: String
parent.sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String
parent.class_name	Name of the class that contains the application service. The parent class name should be from one of the following tables: • cmdb_ci_service_auto • cmdb_ci_service_discovered • cmdb_ci_service_by_tags • cmdb_ci_service_calculated • service_offering • cmdb_ci_business_app Default: cmdb_ci_service_auto

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or the user does not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
status	Indicates success or failure. Data type: String

Example: cURL request

The following example shows how to remove a relationship from an application service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.service-now.com/api/sn_service_graph/sg_servi
ces/app_service/relationship/delete" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"child\": {
  \"name\": \"Test Register\",
  \"environment\": \"Test\",
  \"version\": \"1.0\"

  },
  \"parent\": {
   \"sys_id\": \"abcdefg\",
   \"name\": \"business App1\",
   \"class_name\": \"service_offering\"
     }
 }" \
--user 'username':'password'
```

Results indicating a successful removal of an application service relationship.

```
{
  "result": {
  "status": "success"
  }
}
```

SG Services – POST /sg_services/app_service/state

Changes the application service lifecycle state to activate, deactivate, or retire.

The following properties for identifying a CI take precedence as follows:

1. sys_id – If sys_id, the system only uses the sys_id and ignores any additional values.
2. number – If provided without the sys_id, the system only uses the number and ignores any additional values.
3. <IRE field name> – The system only uses these values if the sys_id or number are not provided.

URL format

Versioned URL: `/api/sn_service_graph/{api_version}/sg_services/app_service/state`

Default URL: `/api/sn_service_graph/sg_services/app_service/state`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
<IRE field name>	One or more IRE fields identifying the application service. For example, name or version. Data type: String
number	Unique number that identifies the application service. Data type: String

state	Required. Lifecycle state of the application service.
	
	Valid values:
	• ACTIVATE – Life cycle is operational and in use.
	  ○ life_cycle_stage=Operational
	  ○ life_cycle_stage_status=In Use
	  ○ operational_status=Operational
	• DEACTIVATE – Life cycle is not operational and is in the design stage.
	  ○ life_cycle_stage=Design
	  ○ life_cycle_stage_status=Build
	  ○ operational_status=Non-Operational
	• RETIRE – End of life.
	  ○ life_cycle_stage=End Of Life
	  ○ life_cycle_stage_status=Retired
	  ○ operational_status=Retired
	
	Data type: String
	
	Stored in: Service Instance [cmdb_ci_service_auto]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or the user does not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
status	Indicates success or failure. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following example shows how to change an application service lifecycle state to activate.

```
curl
 "https://instance.service-now.com/api/sn_service_graph/sg_servi
ces/app_service/state" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  {
  \"name\": \"Test Register\",
  \"environment\": \"Test\",
  \"version\": \"1.0\",
  \"state\": \"activate\"
  }
}" \
--user 'username':'password'
```

Results indicating a successful operation.

```
{
  "result": {
  "status": "success"
  }
}
```

SG Services – POST /sg_services/app_service/update

Updates an existing application service provided and creates tags for the given application service.

The following properties for identifying a CI take precedence as follows:

1. sys_id – If sys_id, the system only uses the sys_id and ignores any additional values.
2. number – If provided without the sys_id, the system only uses the number and ignores any additional values.
3. <IRE field name> – The system only uses these values if the sys_id or number are not provided.

URL format

Versioned URL: `/api/sn_service_graph/{api_version}/sg_services/app_service/update`

Default URL: `/api/sn_service_graph/sg_services/app_service/update`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Request body parameters (JSON)

Name	Description
<fields or tags to update>	Use key-value pairs to identify each field or tag to be updated. Only basic information can be updated, no upstream relationships can be updated. Data type: String
<IRE field name>	One or more IRE fields identifying the application service. For example, name or version. You can send the sys_id, number or IRE to identify an application service; however, none of these fields can be updated when used as an identifier. To update the IRE fields, input should include the sys_id or number as an identifier. Data type: String
number	Unique number that identifies the application service. Data type: String
sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or the user does not have the app_service_admin role.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
<IRE field name>	One or more IRE fields identifying the application service. For example, name or version. Data type: String
number	Unique number that identifies the application service. Data type: String
sys_id	Sys_id of the application service listed in the Service Instance [cmdb_ci_service_auto] table. Data type: String
<updated fields>	If the update is successful, each modified field sent in the payload is listed in the response body.

Example: cURL request

The following example shows how to update an application service, using name as an IRE field.

```
curl
 "https://instance.service-now.com/api/sn_service_graph/sg_servi
ces/app_service/update" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  {
   \"name\": \"Test Register\",
   \"environment\": \"Test\",
   \"version\": \"1.0\"
  }
}" \
--user 'username':'password'
```

Response includes application service identification information and updated fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "result": {
  "sys_id": "123456",
  "number": "SVCKji0w9e",
  "name": "Test Register",
  "environment": "Test",
  "version": "1.0"
  }
}
```

Spendint API

The *Spendint* API provides endpoints that push the catalog, price, availability, order, shipment, and invoice information from a third party to the ServiceNow instance. This API is part of the Source-to-Pay Integration Framework application.

This API requires the Procurement Integration Framework (com.glide.sn_spend_intg) store application and is provided within the `sn_spend_intg` namespace. For information, see Procurement File Transfer Framework.

To access this API, you must have the sn_spend_intg.procurement_integrator role.

Spendint API - POST /sn_spend_intg/spendint/catalog

Allows suppliers to post multiple catalogs for creating supplier products, model products, contracts, and pricing records.

In the *catalog* API integration, when you receive data from a third-party catalog, you can:

1. Create any new third-party categories and map these categories to model categories.
   - If available, use the United Nations Standard Products and Services Code (UNSPSC) and then the category name.
   - If UNSPSC is not available, use just the category name.
2. After you map a third-party category to a model category, use the Manufacturer Part Number (MPN) to find an existing product model, if one is available.
   a. If a product model is found for the MPN, update the product model with any changes, and then create or update any supplier products that are related to the product model.
   b. If a product model does not exist for the MPN, do the following:
      i. A product model class is usually available on the model category that is referenced by the third-party category for the product. Use this product model class to get the product model table in which the product model should be created, for example, hardware, software, consumable, and so on. If no product model class is available, create the product model in the base product model table.
      ii. After the correct product model class is identified, create a new product model in the correct class as follows:
      - Manufacturer, publisher, or provider should map to the manufacturer on the product model.
      - Product name from the API should map to the name on the product model.
      - MPN from the API should update the model number.
      - Product description from the API should update the description on the product model.
      - Model category should be updated with the product category referenced on the third-party category record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Product category should be updated with the product category referenced on the third-party category record.
- If there are values in the substitute products in the API, create the substitute product records between the current product model and the other product models.
- If there are values in the compatible products in the API, create the compatible product records between the current product model and the other product models.
- Product attributes from the API should be created or updated in the product attribute related list for the product model.

3. If a product model is available, use the supplier part number to create or update the supplier products that are related to the product model.

Third-party mapping

Use the following tables to perform the third-party category, model, and unit mappings:

- Third-Party Categories: Stores all the third-party category records for the ShoppingHub administrator to map with internal existing model categories.
- Third-Party Model Mappings: Stores all the mapping information between product models and third-party model categories.
- Third-Party Units: Stores all the third-party unit records for the ShoppingHub administrator to map with supplier product units.
- Third-Party Unit Mappings: Stores all the mapping information between product models and third-party units.

Note: A third-party integration product is auto-published when both the third-party category and third-party unit are mapped appropriately.

Supplier product sales dates

A supplier product is discontinued and no longer published in the catalog when it has reached its sales end date. The **Sales start date** and **Sales end date** fields on the Supplier product form are populated through third-party integration from the *Catalog* API.

Status tables

To know the status of the bulk product import request, make a REST call into the ServiceNow database using the *Table* REST API. The response from the API lists the records where the bulk import request failed. For bulk product import response, query the Catalog Error table with the following parameter:

```
sysparm_query=outbound_error.supplier_id=<supplier_id>^outbound_error.state=2
```

Details on the customer id, supplier id, error type, unique import set id, and state can be found in the Outbound Status table, which is the parent error table.

URL format

```
/api/sn_spend_intg/spendint/catalog
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
mode	Support for asynchronous and synchronous modes for third-party integration. Data type: String Valid values: • async: Asynchronous mode. • sync: Synchronous mode. Default: async

Request body parameters (XML or JSON)

Name	Description
customer_id	Identifier for the customer. Data type: String Maximum length: 100
catalog_id	Identifier for the catalog content that can be purchased by a customer. Data type: String Maximum length: 100
products	List of objects that define products to create or update. Each transaction has a limit of 1000 products. Data type: Array `"products": [ { "available_units": "String", "available_for_country": [Array], "bundled_components": [Array], "contract_agreement": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"delivery_time": "String",
	"images": [Array],
	"manufacturer": "String",
	"mpn": "String",
	"parent_bundle": "String",
	"product_attributes": {Object},
	
	"product_category_name": "String",
	"product_description": "String",
	"product_name": "String",
	"sku": "String",
	"unit": "String",
	"unspsc": "String",
	}
	]</pre>

products.available_units	Required for products that are kept in stock. This value indicates the quantity of units that are available for this product. Data type: String Maximum length: 40
products.available_for_country	List of country codes where the supplier product can be purchased. If no country is provided, a user from any country can purchase the product. Data type: Array <pre>"available_for_country": ["US","IN","GB"]</pre>
products.bundled_components	Valid only for scenarios when sending a product bundle as part of the catalog payload, and applicable only for the parent bundle payloads. This value contains the reference to the child bundle components. The list of the MPN and quantities for the child bundle components are maintained here.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Note: Since the same child bundle component can be added more than once within a bundle, the entered quantity is the differentiator between the same children bundle components. The child bundle components and their details (MPN and quantities) should be mapped to the same supplier. Data type: Array `"bundled_components": [ { "mpn": "String", "quantity": "String" } ]`
products.contract_agreement	Details of the contract for a product. **Note:** This is not required for child bundle components. Data type: Object `"contract_agreement": { "contract_end_date": "String", "contract_number": "String", "contract_start_date": "String", "negotiated_currency ": "String", "negotiated_price": "String" }`
products.contract_agreement.contract_end_date	Date on which the contract term ends. Data type: String Maximum length: 40 Format: YYYY-MM-DD
products.contract_agreement.contract_number	Required. Number of the active contract that is associated with the product. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Maximum length: 100
products.contract_agreement.contract_start_date	Date on which the contract term starts. Data type: String Maximum length: 40 Format: YYYY-MM-DD
products.contract_agreement.negotiated_currency	Required. Currency of the negotiated price. Data type: String Maximum length: 40
products.contract_agreement.negotiated_price	Required. Unit price of a product as negotiated through a contract with the supplier or reseller. Data type: String Maximum length: 40
products.delivery_time	Estimated number of days it takes to ship a product to the customer. This value must represent the number of days and be a whole integer. Data type: String Maximum length: 40
products.images	List of strings that specify the image URLs for the supplier product. Data type: Array
products.manufacturer	Required. Company that manufactures, publishes, or provides the product. This is not the supplier or reseller of the product. Data type: String Maximum length: 100
products.mpn	Required. Identifier for a product that is provided by the manufacturer, publisher, or provider. **Note:** This is not required for reseller parent bundles if the SKU value is available. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Maximum length: 100
products.parent_bundle	Valid only for scenarios when sending a product bundle as part of the catalog payload, and applicable only for the child bundle component payloads. In the case of a child bundle component, the reference to the parent is maintained here. The parent MPN and SKU values are also set here. Data type: String Maximum length: 100
products.product_attributes	List of key-value pairs that define product attributes, for example, `"Color": "Space Grey"`. Multiple attributes for a product are allowed. However, only those attributes that impact pricing or stock availability should be provided through the API. Data type: Object
products.product_category_name	Required. Name that you enter if you are not setting the *unspsc* property. This name is the category to which a product belongs. This category name can be used in a commerce scenario to shop for the product. For example, a power strip product could belong to an Office Equipment category. Data type: String Maximum length: 100
products.product_description	Full description of the product that appears to a shopper within a commerce experience. **Note:** It is recommended that the supplier be as descriptive as possible here, especially for product bundle catalog items where there are child bundle components. Data type: String Maximum length: 65000
products.product_name	Required. Name of the product. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Maximum length: 1000
products.sku	Required. Number that is generated by a supplier that uniquely identifies a product that is sold by that supplier. Data type: String Maximum length: 100
products.unit	Required. Unit or rate at which the product is sold by the supplier. For example, pieces, hours, and so on. Data type: String Maximum length: 40
products.unspsc	Required. Identifier that you enter if you are not setting the *product_category_name* property. This identifier is the UNSPSC for the category to which a product belongs. For example, UNSPSC code 43210000 is the identifier for the product category Computers. Data type: String Maximum length: 100
supplier_id	Required. Identifier for the reseller or supplier with whom the customer can place orders. Data type: String Maximum length: 100
third_party_import_id	Identifier that enables a third party to pass a string value to uniquely identify a set of imported data. Data type: String Maximum length: 100

Headers

The following request and response headers apply to this HTTP action only or apply to this action in a distinct way.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Note: Only the *application/json* data format is supported for Procurement Integration Framework.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action.

Status codes

Status code	Description
success	Successful. The request was successfully processed.
failure	Unsuccessful. The request was processed with errors.

Response body parameters (JSON)

These response body parameters are received when queried in synchronous mode.

Name	Description
error_response_body	Description of the errors, listed by sku, mpn, and the error message. Data type: Array
error_response_body.error_message	Detailed error message. Data type: String
status_code	Response status such as "success" or "failure." Data type: String

Example: cURL request

```
curl
 "https://instance.service-now.com/api/sn_spend_intg/spendint/ca
talog" \
--request POST \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--user 'username':'password'
{"root": [{
  "customer_id": "AB-1234323",
  "catalog_id": "ACME CORP-12347898",
  "supplier_id": "SUP-123456",
  "third_party_import_id": "DELL1234567",
  "products": [
    {
      "product_name": "Apple MacBook Pro 13 Core i7",
      "mpn": "ZOWQ-20004301931",
      "sku": "55788741",
      "manufacturer": "Apple",
      "product_category_name": "Computer",
      "parent_bundle": "920-0045362002",
      "bundled_components": {
        "mpn": "ZOWQ-20004301931",
        "quantity": "4",
       },
      "unspsc": "43211500",
      "product_description": "Apple MacBook Pro 13 Core i7
 2.8GHz 16GB 512GB - Touch Bar - Space Gray",
      "product_attributes": {
        "Color": "Space Grey",
        "RAM": "16GB",
        "Screen Size": "13inch"
      },
      "images": ["http://test123.image1.png",
 "http://test123.image2.jpeg"],
      "unit": "Each",
      "available_units": "4",
      "available_for_country": ["US","IN","GB"],
      "delivery_time": "4",
      "contract_agreement": {
        "contract_number": "34567892",
        "contract_start_date": "YYYY-MM-DD",
        "contract_end_date": "YYYY-MM-DD",
        "negotiated_price": "456",
        "negotiated_currency ": "USD"
      }
    }
  ]
}
]}
```

Possible responses:

```
// Success response:
{
    "result": {
        "response": "success"
    }
}

// Error response:
{
    "result": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "response": [
            {
                "customer_id": "AB-1234323",
                "supplier_id": "SUP-123456",
                "third_party_import_id": "DELL1234567",
                "status_code": "failure",
                "error_response_body": [
                    {
                        "sku": "55788741",
                        "mpn": "ZOWQ-20004301931",
                        "error_message": "Field Value
 empty/Formatting issue Negotiated currency \n"
                    }
                ]
            }
        ]
    }
}
```


Spendint API - POST /sn_spend_intg/spendint/price

Updates any pricing for supplier product records.

When pricing is available for supplier product records, the API uses the product SKU to find an existing supplier product. If a matching supplier product exists, the corresponding contract price is updated. If no matching supplier product is found, an error message is generated, stating that the product for which you are trying to update pricing for does not exist.

Status tables

To know the status of the price import request, make a REST call into the ServiceNow database using the *Table* REST API. The response from the API lists the records where the price import request failed. For a price import response, query the Price Error table with the following parameter:

`sysparm_query=outbound_error.supplier_id=<supplier_id>^outbound_error.state=2`

You can find the details on the customer ID, supplier ID, error type, unique import set ID, and state can in the Outbound Status table, which is the parent error table.

URL format

`/api/sn_spend_intg/spendint/price`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
mode	Support for asynchronous and synchronous modes for third-party integration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Valid values: • async: Asynchronous mode. • sync: Synchronous mode. Default: async

Request body parameters (XML or JSON)

Name	Description
catalog_id	Required. Identifier for the catalog content that can be purchased by a customer. Data type: String Maximum length: 100
customer_id	Required. Identifier for the customer. Data type: String Maximum length: 100
products	List of objects that define products to create or update. Each transaction has a limit of 1000 products. Data type: Array `"products": [ { "contract_agreement": {Array}, "sku": "String" } ]`
products.contract_agreement	Details of the contract for a product. Data type: Object `"contract_agreement": { "contract_end_date": "String", "contract_number": "String", "contract_start_date": "String", "negotiated_currency ": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"negotiated_price": "String"
	}</pre>

products.contract_agreement.contract_end_date	Date on which the contract term ends. Data type: String Maximum length: 40 Format: YYYY-MM-DD
products.contract_agreement.contract_number	Required. Number of the active contract that is associated with the product. Data type: String Maximum length: 100
products.contract_agreement.contract_start_date	Date on which the contract term starts. Data type: String Maximum length: 40 Format: YYYY-MM-DD
products.contract_agreement.negotiated_currency	Required. Currency of the negotiated price. Data type: String Maximum length: 40
products.contract_agreement.negotiated_price	Required. Unit price of a product as negotiated through a contract with the supplier or reseller. Data type: String Maximum length: 40
products.sku	Required. Number that is generated by a supplier that uniquely identifies a product that is sold by that supplier. Data type: String Maximum length: 100
supplier_id	Required. Identifier for the reseller or supplier that the customer can place orders with. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Maximum length: 100
third_party_import_id	Identifier that enables a third party to pass a string value to uniquely identify a set of imported data. Data type: String Maximum length: 100

Headers

The following request and response headers apply to this HTTP action only or apply to this action in a distinct way.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Note: Only the *application/json* data format is supported for Procurement Integration Framework.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action.

Status codes

Status code	Description
success	Successful. The request was successfully processed.
failure	Unsuccessful. The request was processed with errors.

Response body parameters (JSON)

These response body parameters are received when queried in synchronous mode.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
error_response_body	Description of the errors, listed by sku and the error message. Data type: Array
error_response_body.error_message	Detailed error message. Data type: String
status_code	Response status such as "success" or "failure." Data type: String

Example: cURL request

```
curl
 "https://instance.service-now.com/api/sn_spend_intg/spendint/pr
ice" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
{"root": [{
  "customer_id": "ACME CORP",
  "catalog_id": "AB-1234323",
  "supplier_id": "SUP-123456",
  “third_party_import_id”: “DEL789876",
  "products": [
    {
      "sku": "5578874",
      "contract_agreement": {
        "contract_number": "34567892",
        "contract_start_date": "YYYY-MM-DD",
        "contract_end_date": "YYYY-MM-DD",
        "negotiated_price": "456",
        "negotiated_currency ": "USD"
      }
    }
  ]
}
]}
```

Possible responses:

```
// Success response:
{
    “result”: {
        “response”: “success”
    }
}

// Error response:
{
    “result”: {
        “response”: [
            {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "customer_id": "ACME CORP",
                "supplier_id": "SUP-123456",
                "third_party_import_id": "DEL789876",
                "status_code": "failure",
                "error_response_body": [
                    {
                        "sku": "5578874",
                        "error_message": "The product for
 which you are trying to update pricing does not exist\nField
 Value empty/Formatting issue Negotiated currency\nField
 Value empty/Formatting issue Contract start date\nField Value
 empty/Formatting issue Contract end date\n"
                    }
                ]
            }
        ]
    }
}
```

Spendint API - POST /sn_spend_intg/spendint/availability

Updates the availability for supplier product records.

When supplier product records are available, the API uses the product SKU to find an existing supplier product. If a matching supplier product exists, the corresponding **available_units** field is updated. If no matching supplier product is found, an error message generates stating that the product for which you are trying to update availability for does not exist.

Status tables

To know the status of the update availability request, make a REST call into the ServiceNow database using the *Table* REST API. The response from the API lists the records where the update availability request failed. For update availability response, query the Availability Error table with the following parameter:

`sysparm_query=outbound_error.supplier_id=<supplier_id>^outbound_error.state=2`

The details on the customer ID, supplier ID, error type, unique import set ID, and state can be found in the Outbound Status table, which is the parent error table.

URL format

`/api/sn_spend_intg/spendint/availability`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
mode	Support for asynchronous and synchronous modes for third-party integration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Valid values: • async: Asynchronous mode. • sync: Synchronous mode. Default: async

Request body parameters (XML or JSON)

Name	Description
catalog_id	Required. Identifier for the catalog content that can be purchased by a customer. Data type: String Maximum length: 100
customer_id	Required. Identifier for the customer. Data type: String Maximum length: 100
products	List of objects that define the products to update. Each transaction has a limit of 1000 products. Data type: Array `"products": [ { "available_units": "String", "sku": "String", "unit": "String" } ]`
products.available_units	Required for products that are kept in stock. Number of units available for this product. Data type: String Maximum length: 40
products.sku	Required. Number that is generated by a supplier that uniquely identifies a product sold by that supplier. Data type: String Maximum length: 100

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
products.unit	Required. Unit or rate at which the product is sold by the supplier. For example, pieces, hours, and so on. Data type: String Maximum length: 100
supplier_id	Identifier for the reseller or supplier that the customer can place orders with. Data type: String Maximum length: 100
third_party_import_id	Allows a third-party to pass a string value to uniquely identify a set of imported data. Data type: String Maximum length: 100

Headers

The following request and response headers apply to this HTTP action only or apply to this action in a distinct way.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Note: Only the *`application/json`* data format is supported for Procurement Integration Framework.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
success	Successful. The request was successfully processed.
failure	Unsuccessful. The request was processed with errors.

Response body parameters (JSON)

These response body parameters are received when queried in synchronous mode.

Name	Description
error_response_body	Description of the errors, listed by sku and the error message. Data type: Array
error_response_body.error_message	Detailed error message. Data type: String
status_code	Response status such as "success" or "failure." Data type: String

Example: cURL request

```
curl
 "https://instance.servicenow.com/api/sn_spend_intg/spendint/ava
ilability" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
{"root": [{
  "customer_id": "AB-1234323",
  "catalog_id": "ACME CORP",
  "supplier_id": "SUP-123456",
  "third_party_import_id": "DEL6789876",
  "products": [
    {
      "sku": "5578874",
      "unit": "Each",
      "available_units": "20"
    }
  ]
}
]}
```

Possible responses:

```
// Success response:
{
    "result": {
        "response": "success"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}

Error response:
{
    "result": {
        "response": [
            {
                "customer_id": "AB-1234323",
                "supplier_id": "SUP-123456",
                "third_party_import_id": "DEL6789876",
                "status_code": "failure",
                "error_response_body": [
                    {
                        "sku": "5578874",
                        "error_message": "The product for which
 you are trying to update availability does not exist\nField
 Value empty/Formatting issue Unit\n"
                    }
                ]
            }
        ]
    }
}
```

Spendint API - POST /sn_spend_intg/spendint/orderack

Updates order information for when a user shops for a product from a third-party catalog. When the user checks out, a purchase line is created so that approvals or other tasks for the purchase can be completed.

When a purchase order is generated in the ServiceNow database, the order is pushed into the following tables:

- Outbound Order: Contains the order header.
- Outbound Order Line: Contains the order lines.

Suppliers need to query these tables and fetch the orders that are pending against them. Suppliers should create a scoped app for Workflow Studio actions for integrating with the ServiceNow database.

Query the tables with the following parameters:

- `sysparm_query=supplier_id=<supplier_id>^purchase_order.status=20 for header`
- `sysparm_query=purchase_order.supplier_id=<supplier_id>^purchase_order.statu for header`

When a purchase line is converted to a purchase order line, the following processes are run:

1. The purchase order and purchase order line are submitted to the Enterprise Resource Planning (ERP), if applicable.
2. The purchase order and purchase order line are transferred through integration to the third party with the customer ID, supplier ID, purchase order number, order date, purchase order amount, purchase order amount currency, and purchase order lines.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. The purchase order and purchase order line remain in the Pending Submission state until confirmation messages are received by both the third-party catalog integration and the ERP. After confirmation is received, the state is updated to Ordered. If there is no ERP integration involved, a confirmation message is required only from the third-party integration.

Status tables

To know the status of the order acknowledgment request, make a REST call into the ServiceNow database using the *Table* REST API. The response from the API lists the records where the order acknowledgment request failed. For an order acknowledgment response, query the Order Acknowledgment Error table with the following parameter:

```
sysparm_query=outbound_error.supplier_id=<supplier_id>^outbound_error.state=2
```

The details on the customer ID, supplier ID, error type, unique import set ID, and state can be found in the Outbound Status table, which is the parent error table.

URL format

```
/api/sn_spend_intg/spendint/orderack
```

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
mode	Support for asynchronous and synchronous modes for third-party integration. Data type: String Valid values: • async: Asynchronous mode. • sync: Synchronous mode. Default: async

Request body parameters (XML or JSON)

Name	Description
customer_id	Required. Identifier for the customer. Data type: String Maximum length: 100
order_number	Required. Purchase order number provided by the customer for this order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Maximum length: 40
sales_order_lines	List of objects that define the sales order lines with unique updates for the purchases in this order. Data type: Array `"sales_order_lines":[ { "estimated_arrival_date": "String", "line_number": "String", "sales_order_line_number": "String" } ]`
sales_order_lines.estimated_arrival_date	Estimated arrival date of the order. Data type: String Maximum length: 40 Format: YYYY-MM-DD
sales_order_lines.line_number	Required. Purchase order line number that was generated by the customer for a particular purchase. Data type: String Maximum length: 40
sales_order_lines.sales_order_line_number	Sales order line number that was generated by the supplier. This number is required only for revisions to this purchase. Data type: String Maximum length: 40
sales_order_number	Number or value that is generated by the supplier for this order. Data type: String Maximum length: 40
status_code	Required. Status of the submitted order that confirms if the order was successfully placed. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Valid values: • confirmed: Order placed successfully. • rejected: Order not placed.
status_message	Message that is attached to a status code. For example, the message could be that the order was successfully placed and is on back order. Data type: String Maximum length: 1000
supplier_id	Required. Identifier for the reseller or supplier that the customer can place orders with. Data type: String Maximum length: 100
third_party_import_id	Identifier that enables a third party to pass a string value to uniquely identify a set of imported data. Data type: String Maximum length: 100

Headers

The following request and response headers apply to this HTTP action only or apply to this action in a distinct way.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Note: Only the *`application/json`* data format is supported for Procurement Integration Framework.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
success	Successful. The request was successfully processed.
failure	Unsuccessful. The request was processed with errors.

Response body parameters (JSON)

These response body parameters are received when queried in synchronous mode.

Name	Description
error_response_body	Description of the errors, listed by the sales order number, sales order line number, and the error message. Data type: Array
error_response_body.error_message	Detailed error message. Data type: String
status_code	Response status such as "success" or "failure." Data type: String

Example: cURL request

```
curl
 "https://instance.service-now.com/api/sn_spend_intg/spendint/or
derack" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
{"root":[{
  "customer_id": "ACME CORP",
  "supplier_id": "SUP-123456",
  "third_party_import_id": "undefined",
  "order_number": "PO08903323",
  "sales_order_number": "SO03323212",
  "status_code": "CONFIRMED",
  "status_message": "BACKORDERED",
  "sales_order_lines":[
    {
      "line_number": "POL6789876",
      "sales_order_line_number": "SOL5678909",
      "estimated_arrival_date": "YYYY-MM-DD"
    }
  ]
}
]}
```

Possible responses:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// Success response:
{
    "result": {
        "response": "success"
    }
}

// Error response:
{
    "result": {
        "response": [
            {
                "customer_id": "ACME CORP",
                "supplier_id": "SUP-123456",
                "third_party_import_id": "undefined",
                "status_code": "failure",
                "error_response_body": [
                    {
                        "sales_order_number": "SO03323212",
                        "sales_order_line_number": "SOL5678909",
                        "error_message": "Field Value
 empty/Formatting issue Purchase order number\nField Value
 empty/Formatting issue Purchase order line number\n"
                    }
                ]
            }
        ]
    }
}
```

Spendint API - POST /sn_spend_intg/spendint/shipment

Use this endpoint to accept updates on purchases from third parties.

When you receive data, you must match the shipment data to a purchase order line by using the sales order line number. You can use the tracking number to find an existing shipment detail record that is related to the purchase order line. If no such record is found, create a new shipment detail record. If no purchase order or purchase order line exists for the shipment data, you see an error message that states that the purchase order for this shipment does not exist.

Note: If the purchase order and purchase order lines are in the Pending Submission status, and the sales order and sales order lines are not populated, then the shipment and invoice posting from the third-party reseller is not allowed. It is only allowed when the status of the purchase order and purchase order lines are Ordered. Also, there is no sequential restriction on shipment and invoice posting.

Status tables

To know the status of the shipping request, make a REST call into the ServiceNow database using the *Table* REST API. The response from the API lists the records where the shipping update failed. To get a shipping response, query the Shipment Error table with the following parameter:

`sysparm_query=outbound_error.supplier_id=<supplier_id>^outbound_error.state=2`

The details on the customer ID, supplier ID, error type, unique import set ID, and state can be found in the Outbound Status table, which is the parent error table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

`/api/sn_spend_intg/spendint/shipment`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
mode	Support for asynchronous and synchronous modes for third-party integration. Data type: String Valid values: • async: Asynchronous mode. • sync: Synchronous mode. Default: async

Request body parameters (XML or JSON)

Name	Description
customer_id	Identifier for the customer. Data type: String Maximum length: 100
order_number	Required. Purchase order number that is provided by the customer for this order. Data type: String Maximum length: 40
sales_order_number	Required. Number or value that is generated by the supplier for this order. Data type: String Maximum length: 40
shipment_lines	List of shipment lines that can contain the serial number, IMEI number, and asset tag details of the assets. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	"shipment_lines": [
	{
	"actual_shipment_date": "String",
	"estimated_arrival_date": "String",
	"line_number": "String",
	"planned_shipment_date": "String",
	"product_details": [Array],
	"sales_order_line_number": "String",
	"shipping_address": {Object},
	"shipping_carrier": "String",
	"shipment_quantity": "String",
	"ship_to": "String",
	"tracking_number": "String"
	}
	]

shipment_lines.actual_shipment_date	Date on which the shipment leaves the supplier's location. Data type: String Maximum length: 40 Format: YYYY-MM-DD
shipment_lines.estimated_arrival_date	Date on which the shipment is expected to arrive at the specified location. Data type: String Maximum length: 40 Format: YYYY-MM-DD
shipment_lines.line_number	Required. Purchase order line number that is generated by the customer for a particular purchase. Data type: String Maximum length: 40
shipment_lines.planned_shipment_date	Date on which the shipment is planned to leave the supplier's location.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Maximum length: 40 Format: YYYY-MM-DD
shipment_lines.product_details	List of objects that define the details about the products being shipped. Options include the serial number, IMEI number, and asset tag details. Data type: Array `"product_details": [ { "asset_tag": "String", "imei": "String", "serial_number": "String" } ]`
shipment_lines.product_details.asset_tag	Asset tag of the shipped product. Data type: String Maximum length: 100
shipment_lines.product_details.imei	IMEI number of the shipped product. Data type: String Maximum length: 100
shipment_lines.product_details.serial_number	Required. Serial number of the shipped product. Data type: String Maximum length: 100
shipment_lines.sales_order_line_number	Sales order line number that is generated by the supplier. This number is required only for revisions to this purchase. Data type: String Maximum length: 40
shipment_lines.shipping_address	Address where the products are being shipped to. Data type: Object `"shipping_address": {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"city": "String",
	"country": "String",
	"name": "String",
	"state": "String",
	"street": "String",
	"zip_code": "String"
	}</pre>

shipment_lines.shipping_address.city	Name of the city where the products are shipped to. Data type: String Maximum length: 1000
shipment_lines.shipping_address.country	Country where the products are shipped to. Data type: String Maximum length: 40
shipment_lines.shipping_address.name	Name of the customer that the products are being shipped to. Data type: String Maximum length: 1000
shipment_lines.shipping_address.state	State where the products are shipped to. Data type: String Maximum length: 1000
shipment_lines.shipping_address.street	Name of the street where the products are shipped to. Data type: String Maximum length: 1000
shipment_lines.shipping_address.zip_code	Zip code or pin code where the products are shipped to. Data type: String Maximum length: 40
shipment_lines.shipment_quantity	Required. Number of the products being shipped as physical goods. The number should contain the quantity of the products that are in the shipment. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Maximum length: 40
shipment_lines.shipping_carrier	Shipping carrier that is delivering the product to the specified location such as FedEx, UPS, USPS, and so on. Data type: String Maximum length: 100
shipment_lines.ship_to	Name of the recipient that the products are shipped to. Data type: String Maximum length: 100
shipment_lines.tracking_number	Tracking number that is provided by the shipping carrier for the whole or a portion of the purchase. Data type: String Maximum length: 100
supplier_id	Required. Identifier for the reseller or supplier that the customer can place orders with. Data type: String Maximum length: 100
supplier_shipment_number	Required. Identification number that is generated for this shipment. Typically, this number is generated by an Enterprise Resource Planning (ERP) or order tracking system. Data type: String Maximum length: 100
third_party_import_id	Identifier that enables a third party to pass a string value to uniquely identify a set of imported data. Data type: String Maximum length: 100

Headers

The following request and response headers apply to this HTTP action only or apply to this action in a distinct way.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Note: Only the *application/json* data format is supported for Procurement Integration Framework.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action.

Status codes

Status code	Description
success	Successful. The request was successfully processed.
failure	Unsuccessful. The request was processed with errors.

Response body parameters (JSON)

These response body parameters are received when queried in synchronous mode.

Name	Description
error_response_body	Description of the errors, listed by the sales order line number, sales order number, supplier shipment number, and the error message. Data type: Array
error_response_body.error_message	Detailed error message. Data type: String
status_code	Response status such as "success" or "failure." Data type: String

Example: cURL request

```
curl
 "https://instance.service-now.com/api/sn_spend_intg/spendint/sh
ipment" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
{"root":[{
  "customer_id" : "ACME CORP",
  "supplier_id" : "SUP-123456",
  "third_party_import_id": "DEL2134324",
  "supplier_shipment_number" : "TN-YU67898723",
  "order_number": "PO0001002",
  "sales_order_number": "SO00223002",
  "shipment_lines": [
    {
      "line_number": "POL0001005",
      "sales_order_line_number": "SOL0231325",
      "shipment_quantity": "4",
      "shipping_carrier": "FedEx",
      "tracking_number": "E-901290092",
      "shipping_address":
        {
          "name" : "1640 Camino Del Rio North #202, San
 Diego,CA",
          "street" : "1640 Camino Del Rio North",
          "city" : "San Diego",
          "state" : "CA",
          "zip_code" : "92108-1512",
          "country" : "US"
        },
      "ship_to": "John doe",
      "planned_shipment_date": "YYYY-MM-DD",
      "actual_shipment_date": "YYYY-MM-DD",
      "estimated_arrival_date": "YYYY-MM-DD",
      "product_details": [
        {
          "serial_number": "FL1234-23242319001",
          "imei": "2134890294",
          "asset_tag": ""
        },{
          "serial_number": "FL1234-23242319110",
          "imei": "245499003",
          "asset_tag": ""
        }
      ]
    }
  ]
}
]}
```

Possible responses:

```
// Success response:
{
    "result": {
        "response": "success"
    }
}

// Error response:
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
    "result": {
        "response": [
            {
                "customer_id": "ACME CORP",
                "supplier_id": "SUP-123456",
                "third_party_import_id": "DEL2134324",
                "status_code": "failure",
                "error_response_body": [
                    {
                        "sales_order_line_number": "SOL0231325",
                        "sales_order_number": "SO00223002",
                        "supplier_shipment_number":
 "TN-YU67898723",
                        "error_message": "The purchase order for
 this shipment does not exist\nThe purchase order line for this
 shipment does not exist\n"
                    }
                ]
            }
        ]
    }
}
```

Spendint API - POST /sn_spend_intg/spendint/invoice

Accepts invoices from third-party providers.

If the purchase order and purchase order lines are in the Pending Submission status, and the sales order and sales order lines are not populated, then the shipment and invoice posting from the third-party reseller is not allowed. It is only allowed when the status of the purchase order and purchase order lines are Ordered. Also, there is no sequential restriction on shipment and invoice posting.

After an invoice is submitted, the invoice and invoice lines are mapped to a purchase order. On a successful mapping, the state of the invoice is set as follows:

- Awaiting Delivery: When no receipts exist, the order is partially delivered, or the invoice requires approval.
- Invoice Confirmed: When the purchase order is delivered and the amount invoiced matches the purchase order total amount.
- Requires Review: When the purchase order is delivered and the amount invoiced does not match the purchase order total amount.

When a valid invoice is posted for a line item, the same invoice cannot be updated.

If the provided invoice does not have a purchase order number, the invoice is rejected and you see an error message that states that one or more of the provided invoices does not have a purchase order number. If the provided invoice has a purchase order number, but it doesn't match the purchase order or no purchase order exists, you see an error message. The message states that one or more invoices do not have a corresponding purchase order that matches the purchase order number of the invoice. Also, if the amount invoiced sent from the third-party reseller does not match with the invoiced amount, the invoice is rejected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status tables

To know the status of the invoice request, make a REST call into the ServiceNow database using the *Table* REST API. The response from the API lists the records where the invoice creation failed. For invoice response, query the Invoice Error table with the following parameter:

```
sysparm_query=outbound_error.supplier_id=<supplier_id>^outbound_error.state=2
```

The details on the customer ID, supplier ID, error type, unique import set ID, and state can be found in the Outbound Status table, which is the parent error table.

URL format

```
/api/sn_spend_intg/spendint/invoice
```

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
mode	Support for asynchronous and synchronous modes for third-party integration. Data type: String Valid values: • async: Asynchronous mode. • sync: Synchronous mode. Default: async

Request body parameters (XML or JSON)

Name	Description
currency	Required. Currency for subtotal, tax, and shipping. The subtotal, tax, and shipping should be in the same currency. Data type: String Maximum length: 40
customer_id	Identifier for the customer. Data type: String Maximum length: 100

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
discounts	Discounts that are applied toward the invoice. This is an editable field. Data type: String Maximum length: 100
invoice_date	Required. Date on which the customer was invoiced. Data type: String Maximum length: 40 Format: YYYY-MM-DD
invoice_lines	List of objects that define the lines that are being invoiced for purchases within this order. Data type: Array `"invoice_lines": [ { "invoiced_line_amount": "String", "invoiced_quantity": "String", "line_number": "String", "supplier_invoice_line_number": "String", "sales_order_line_number": "String" } ]`
invoice_lines.invoiced_line_amount	Required. Total cost, excluding taxes and shipping, that a customer is being invoiced for a given purchase order line. Data type: String Maximum length: 40
invoice_lines.invoiced_quantity	Required. Quantity of goods or services that a customer is being invoiced for. Data type: String Maximum length: 40
invoice_lines.line_number	Required. Purchase order line number that is generated by the customer for a particular purchase.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Maximum length: 40
invoice_lines.sales_order_line_number	Required. Sales order line number that is generated by the supplier. Data type: String Maximum length: 40
invoice_lines.supplier_invoice_line_number	Required. Identification number that is generated by a supplier for this invoice line. Data type: String Maximum length: 100
other_charges	Other additional charges associated to the invoice. This is an editable field. Data type: String Maximum length: 100
order_number	Required. Purchase order number that is provided by the customer for this order. Data type: String Maximum length: 40
remit_to_address	Required. Location to which a payment is made. Data type: String Maximum length: 1000
sales_order_number	Required. Number or value that is generated by the supplier for this order. Data type: String Maximum length: 40
shipping	Required. Total shipping cost for the entire purchase. Data type: String Maximum length: 40
subtotal	Required. Total amount of money to be paid to the supplier excluding tax and shipping charges.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Maximum length: 40
supplier_id	Required. Identifier for the reseller or supplier that the customer can place orders with. Data type: String Maximum length: 100
supplier_invoice_number	Required. Identification number that is generated by a supplier for this invoice. Data type: String Maximum length: 100
supplier_tax_id	Tax identifier that is associated to the third party reseller. This is an editable field. Data type: String Maximum length: 100
tax	Required. Total amount of taxes that are billed for the purchase. Data type: String Maximum length: 40
tax_rate	Tax rate percentage that is applied for the order. This is an editable field. Data type: String Maximum length: 100
third_party_import_id	Identifier that enables a third party to pass a string value to uniquely identify a set of imported data. Data type: String Maximum length: 100
total_amount_invoiced	Required. Total amount of money to be paid to the supplier including tax and shipping charges. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only or apply to this action in a distinct way.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Note: Only the *application/json* data format is supported for Procurement Integration Framework.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action.

Status codes

Status code	Description
success	Successful. The request was successfully processed.
failure	Unsuccessful. The request was processed with errors.

Response body parameters (JSON)

These response body parameters are received when queried in synchronous mode.

Name	Description
error_response_body	Description of the errors, listed by the sales order line number, sales order number, supplier invoice number, supplier invoice line number, and the error message. Data type: Array
error_response_body.error_message	Detailed error message. Data type: String
status_code	Response status such as "success" or "failure." Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

```
curl
 "https://instance.service-now.com/api/sn_spend_intg/spendint/in
voice" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password'
{"root":[{
  "customer_id": "Customer - A",
  "supplier_id": "SUP-123456",
  "third_party_import_id": "undefined",
  "supplier_invoice_number": "QAAP89873220071",
  "supplier_tax_id": "TIN000000",
  "order_number": "POL7987633",
  "sales_order_number": "SO00000000081",
  "invoice_date": "YYYY-MM-DD",
  "subtotal": "6000",
  "tax_rate": "10%",
  "tax": "600",
  "shipping": "120",
  "other_charges": "100",
  "discounts": "200",
  "total_amount_invoiced": "6620",
  "remit_to_address": "1640 Camino Del Rio North #202, San
 Diego,CA",
  "currency": "USD",
  "invoice_lines": [
    {
      "supplier_invoice_line_number": "QA789A867877ABN32251",
      "line_number": "POL587667",
      "sales_order_line_number": "SOL00000081",
      "invoiced_quantity": "45",
      "invoiced_line_amount": "4000"
    },
    {
      "line_number": "POL587668",
      "supplier_invoice_line_number": "78987323",
      "sales_order_line_number": "SOL98769",
      "invoiced_quantity": "12",
      "invoiced_line_amount": "2000"
    }
  ]
}
]}
```

Possible responses:

```
// Success response:
{
    "result": {
        "response": "success"
    }
}

// Error response:
{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "result": {
        "response": [
            {
                "customer_id": "Customer - A",
                "supplier_id": "SUP-123456",
                "third_party_import_id": "undefined",
                "status_code": "failure",
                "error_response_body": [
                    {
                        "sales_order_line_number":
"SOL00000081",
                        "sales_order_number": "SO0000000081",
                        "supplier_invoice_number":
"QAAP89873220071",
                        "supplier_invoice_line_number":
"QA789A867877ABN32251",
                        "error_message": "The invoice do not
have a corresponding purchase order which matches the purchase
order number of the invoice provided\n"
                    }
                ]
            }
        ]
    }
}
```


SyntheticsAsyncBulkCreate API

The *SyntheticsAsyncBulkCreate* API provides endpoints to manage asynchronous synthetic monitor creation.

Use this API to create up to 5,000 monitors per request. Monitors can be created using data in JSON or CSV format. For more information about using JSON or CSV files with Postman or Terminal, see the Synthetic Monitoring Developer Guide.

This API requires the Synthetic monitoring application (com.snc.uib.sow_synthetics), which is available on the ServiceNow Store. Before calling this API, at least one MID Server location must be configured for synthetic monitoring. For instructions, see Create synthetic monitoring locations. Additionally, configuration items (CIs) for the endpoints being monitored must exist in the Configuration Management Database (CMDB).

SyntheticsAsyncBulkCreate - GET /sn_sow_synthetics/synthetics_async_bulk_create/{job_id}

Checks the progress of a bulk monitor creation job.

To call this endpoint, the user must have the x_snc_sow_synthetics.synthetics_viewer role.

URL format

Versioned URL: `/api/sn_sow_synthetics/{api_version}/synthetics_async_bulk_create/{job_id}`

Default URL: `/api/sn_sow_synthetics/synthetics_async_bulk_create/{job_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
job_id	ID of the monitor creation job. Table: Synthetics Bulk Job [sn_sow_synthetics_bulk_job] Column: Job ID Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Authorization	HTTP basic authentication or OAuth bearer token.
	
	Basic authentication format:
	`Authorization: Basic <base64-encoded-username:password>`
	
	OAuth format:
	`Authorization: Bearer <access-token>`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
202	Accepted. Job status successfully retrieved.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user must have the x_snc_sow_synthetics.synthetics_viewer role to check job status.
404	Not found. A job with the provided ID was not found in table Synthetics Bulk Job [sn_sow_synthetics_bulk_job].
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description

error	Object returned if the API request failed.
	
	Data type: Object
	
	`"error": {`
	`"code": "String",`
	`"details": {Object},`
	`"message": "String"`
	`}`

error.code	Error code. Possible values: • AUTHENTICATION_FAILED • AUTHORIZATION_FAILED • JOB_NOT_FOUND • INTERNAL_ERROR Data type: String
error.details	Additional details about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	The elements included in this object vary based on the type of error. Data type: Object
error.message	Error message. Data type: String

result	Object containing information about the status of the monitor creation job.
	
	Data type: Object
	
	`"result": {`
	`"errors": [Array],`
	`"job_id": "String",`
	`"message": "String",`
	`"status": "String",`
	`"summary": {Object}`
	`}`

result.job_id	ID of the monitor creation job. Table: Synthetics Bulk Job [sn_sow_synthetics_bulk_job] Column: Job ID Data type: String
result.message	Message about the status of the monitor creation job. Data type: String
result.status	Status of the monitor creation job. Possible values: • pending • processing • completed • failed Data type: String

result.summary	Current summary data for the monitor creation job.
	
	Data type: Object
	
	`"summary": {`
	`"created": Number,`
	`"failed": Number,`
	`"processed": Number,`
	`"successful": Number,`
	`"total": Number,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"updated": Number
	}</pre>

result.summary.created	Number of monitors successfully created. Data type: Number
result.summary.failed	Number of monitors that couldn't be created or updated. Data type: Number
result.summary.processed	Number of monitors processed by the job. Data type: Number
result.summary.successful	Number of monitors successfully created or updated. Data type: Number
result.summary.total	Total number of monitors included in the job. Data type: Number
result.summary.updated	Number of monitors successfully updated. Data type: Number

result.errors	Error information for failed monitors.
	
	Data type: Array
	<pre>"errors": [
	{
	"check_number": Number,
	"error_code": "String",
	"error_message": "String",
	"name": "String"
	}
	]</pre>

result.errors.check_number	Order of the monitor in the *checks* array provided in the request body for *POST /sn_sow_synthetics/synthetics_async_bulk_create*. Data type: Number
result.errors.error_code	Error code. Possible values: • CREATE_FAILED • UPDATE_FAILED Data type: String
result.errors.error_message	Error message.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.errors.name	Name of the monitor. Data type: String

Example: cURL request

This example checks the status of a monitor creation job.

```
curl
 "https://instance.service-now.com/api/sn_sow_synthetics/v1/synt
hetics_async_bulk_create/BCJ-1776889518281-0baf339f" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body - job processing.

```
{
   "result": {
      "job_id": "BCJ-1776889518281-0baf339f",
      "status": "processing",
      "message": "Processing in progress: 150/500 (30%)",
      "summary": {
         "total": 500,
         "processed": 150,
         "successful": 148,
         "created": 145,
         "updated": 3,
         "failed": 2
      }
   }
}
```

Response body - job successfully completed.

```
{
   "result": {
      "job_id": "BCJ-1776889518281-0baf339f",
      "status": "completed",
      "message": "Job completed successfully. 497 monitors
 created, 3 updated, 0 failed out of 500 total.",
      "summary": {
         "total": 500,
         "processed": 500,
         "successful": 500,
         "created": 497,
         "updated": 3,
         "failed": 0
      }
   }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body - job completed with errors.


```
{
   "result": {
      "job_id": "BCJ-1776889518281-0baf339f",
      "status": "completed",
      "message": "Job completed. 98 monitors created, 0 updated,
 2 failed out of 100 total.",
      "summary": {
         "total": 100,
         "processed": 100,
         "successful": 98,
         "created": 98,
         "updated": 0,
         "failed": 2
      },
      "errors": [
         {
            "check_number": 23,
            "name": "Invalid Monitor",
            "error_code": "CREATE_FAILED",
            "error_message": "cmdb_ci is required"
         },
         {
            "check_number": 45,
            "name": "Bad Location Monitor",
            "error_code": "CREATE_FAILED",
            "error_message": "Location not found:
 invalid_sys_id"
         }
      ]
   }
}
```


SyntheticsAsyncBulkCreate - POST /sn_sow_synthetics/synthetics_async_bulk_create

Creates multiple synthetic monitors in a single asynchronous operation.

This endpoint supports creating up to 5,000 monitors per request, with a maximum payload size of 10MB. Calling this endpoint submits a job to asynchronously create the monitors in batches of 500. Check the job status by calling the endpoint *GET /sn_sow_synthetics/v1/synthetics_async_bulk_create/{job_id}*.

To call this endpoint, the user must have the x_snc_sow_synthetics.synthetics_editor role.

URL format

Versioned URL: `/api/sn_sow_synthetics/{api_version}/synthetics_async_bulk_create`

Default URL: `/api/sn_sow_synthetics/synthetics_async_bulk_create`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON or CSV)

Name	Description
checks	Required. Array of endpoint configuration objects to create monitors for. This array can contain a maximum of 5,000 objects per API request. Data type: Array `"checks": [{ "alert_severity": Number, "alert_tags": {Object}, "body": "String", "body_condition": {Object}, "cmdb_ci": "String", "credential": "String", "description": "String", "enabled": Boolean, "headers": [Array], "interval": Number, "locations": [Array], "max_latency_ms": Number, "method": "String", "name": "String", "parent_service_sys_id": "String", "query_string": "String", "should_create_alert": Boolean, "single_api_check_sys_id": "String", "support_group_sys_id": "String", "valid_http_code": "String", "valid_http_code_type": "String" }]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON or CSV) (continued)

Name	Description
checks.alert_severity	Severity level of alerts created for failed monitor tests. Only use this parameter if *`checks.should_create_alert`* is set to `true`. Valid values: • `1`: Critical • `2`: Major • `3`: Minor • `4`: Warning • `5`: OK Default: 1 Data type: Number

checks.alert_tags	Custom tags to use for alerts created for failed monitor tests. Only use this parameter if *`checks.should_create_alert`* is set to `true`.
	
	The elements contained in this object vary based on the tags used. For example, tags could be used for the environment or team as shown below.
	`//Example custom tags`
	`"alert_tags": {`
	`"environment": "production",`
	`"team": "platform"`
	`}`
	
	Default: Empty object
	
	Data type: Object

checks.body	Request body for POST, PUT, or PATCH endpoints. Must be a valid JSON or XML string depending on the `Content-Type` header. Maximum size is 10KB. Default: Null Data type: String

checks.body_condition	Response body validation.
	
	Data type: Object
	`"body_condition": {`
	`"expression": "String",`
	`"type": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON or CSV) (continued)

Name	Description
checks.body_condition.expression	Expression to check the response body against. The expression can be any string value, including support for regex, JSONPath, and XPath. Default: Null Data type: String
checks.body_condition.type	Type of validation used to evaluate the response body against *`checks.body_condition.expression`*. Valid values (case-sensitive): • `equals`: Exact match. • `not_equals`: Not equal to. • `contains`: Contains substring. • `not_contains`: Does not contain substring. • `regex`: Regular expression match. • `jsonpath`: JSONPath expression match. • `xpath`: XPath expression match. Used for XML responses. Default: Null Data type: String
checks.cmdb_ci	Required. Sys_id of the CMDB endpoint configuration item (CI). Table: HTTP Endpoint [cmdb_ci_endpoint_http] Data type: String
checks.credential	Sys_id of the credential for the monitor to include in the endpoint request. Table: Credentials [discovery_credentials] Default: Null Data type: String
checks.description	Description of the monitor. Data type: String
checks.enabled	Flag that indicates whether the monitor will start executing immediately after creation. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON or CSV) (continued)

Name	Description
	• true: The monitor starts executing immediately after creation. • false: The monitor won't start executing until it is enabled. Default: true Data type: Boolean
checks.headers	Array of HTTP headers for the monitor to include in the endpoint request. Data type: Array Default: Empty array (no headers) `"headers": [ { "name": "String", "value": "String" } ]`
checks.headers.name	Name of the HTTP header, such as `Authorization` or `Content-Type`. Data type: String
checks.headers.value	Value of the HTTP header, such as `Bearer token` or `application/json`. Data type: String
checks.interval	Required. Frequency of monitor execution in minutes. ServiceNow hosted locations are limited to 6 tests per minute per monitor. Valid values: 1-60 For example, a value of 5 sets the monitor to execute once every five minutes. Data type: Number
checks.locations	Required. List of sys_ids of MID Server locations to use for the monitor. Table: Synthetic Location [sn_sow_synthetics_location] Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON or CSV) (continued)

Name	Description
checks.max_latency_ms	Maximum acceptable response time in milliseconds. The general guideline is 500-5000ms depending on the endpoint type. The monitor checks against this value when testing, and the test fails if the response time exceeds this value. Default: Null (no latency threshold) Data type: Number
checks.method	Required. HTTP method to use. Valid values (case-insensitive): • DELETE • GET • HEAD • PATCH • POST • PUT Data type: String
checks.name	Required. Display name for the monitor. Maximum length: 100 characters Data type: String
checks.parent_service_sys_id	Required. Sys_id of the business service this endpoint supports. Used for service-level reporting and impact analysis. Table: Business Service [cmdb_ci_service] Data type: String
checks.query_string	Query parameters for the monitor to include in the endpoint request. Default: Null Data type: String
checks.should_create_alert	Flag that indicates whether the monitor will create an alert if a test fails. Valid values: • true: Alerts are created if monitor tests fail. • false: Alerts aren't created if monitor tests fail.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON or CSV) (continued)

Name	Description
	Default: false Data type: Boolean
checks.single_api_check_sys_id	Sys_id of the monitor for the endpoint. Use this parameter to update an existing monitor. Table: Single API [sn_sow_synthetics_check_single_api] Default: Null Data type: String
checks.support_group_sys_id	Required. Sys_id of the support group responsible for this endpoint. Used for alert routing and assignment. Table: Group [sys_user_group] Data type: String
checks.valid_http_code	Required. Expected HTTP status codes for a successful response. Valid formats: • Single value, such as `200`. • Range of values, such as `200-202`. • Comma-separated list of values, such as `'200,201,204'`. • Regular expression, such as `2[0-9]{2}` (matches codes 200-299). The monitor checks against these values when testing, and the test fails if the actual status code doesn't match an expected value. Default: Null Data type: String
checks.valid_http_code_type	Required. Type of validation used to check the HTTP status code from a response. Valid values (case-sensitive): • `equals`: Checks for an exact match with *`checks.valid_http_code`*. • `in_range`: Checks that the status code is within the range of values provided in *`checks.valid_http_code`*. • `regex`: Checks for a match with the regular expression provided in *`checks.valid_http_code`*. Default: Null

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON or CSV) (continued)

Name	Description
	Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Authorization	HTTP basic authentication or OAuth bearer token.
	
	Basic authentication format:
	`Authorization: Basic <base64-encoded-username:password>`
	
	OAuth format:
	`Authorization: Bearer <access-token>`

Content-Type	Data format of the request body. Supported types: *application/json* or *text/csv*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
202	Accepted. A bulk monitor creation job was submitted.
400	Bad request. Request validation failed. Check *error.code* and *error.message* in the response body for error details. Common causes:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Malformed JSON or CSV payload. • Required field not provided. • Field value out of range or not valid. • Referenced endpoint CI not found in table HTTP Endpoint [cmdb_ci_endpoint_http]. • Referenced MID Server location not found in table Synthetic Location [sn_sow_synthetics_location]. • Referenced service not found in table Business Service [cmdb_ci_service]. • Duplicate monitor. A monitor already exists for the endpoint.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user must have the x_snc_sow_synthetics.synthetics_editor role to create monitors.
413	Payload too large. Request body exceeds 10MB limit.
415	Unsupported media type. The payload must be formatted as JSON or CSV.
429	Too many requests or too many active monitor creation jobs. Wait and retry. Check *`error.code`* and *`error.message`* in the response body for more information. Rate limits: • 10 requests per minute • 100 requests per hour • 1000 requests per day
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
error	Object returned if the API request failed. Data type: Object `"error": { "code": "String", "details": {Object}, "message": "String" }`
error.code	Error code. Possible values: • INVALID_JSON_FORMAT • INVALID_CSV_FORMAT

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• MISSING_REQUIRED_FIELD • INVALID_FIELD_VALUE • CMDB_CI_NOT_FOUND • LOCATION_NOT_FOUND • SERVICE_NOT_FOUND • DUPLICATE_MONITOR • PAYLOAD_TOO_LARGE • UNSUPPORTED_MEDIA_TYPE • RATE_LIMIT_EXCEEDED • CONCURRENT_JOB_LIMIT • AUTHENTICATION_FAILED • AUTHORIZATION_FAILED • JOB_NOT_FOUND • INTERNAL_ERROR Data type: String
error.details	Additional details about the error. The elements included in this object vary based on the type of error. Data type: Object
error.message	Error message. Data type: String

result	Object containing information about the monitor creation job.
	
	Data type: Object
	
	`"result": {`
	`  "job_id": "String",`
	`  "job_sys_id": "String",`
	`  "message": "String",`
	`  "status": "String",`
	`  "status_check_url": "String"`
	`}`

result.job_id	ID of the monitor creation job. Table: Synthetics Bulk Job [sn_sow_synthetics_bulk_job] Column: Job ID Data type: String
result.job_sys_id	Sys_id of the monitor creation job. Table: Synthetics Bulk Job [sn_sow_synthetics_bulk_job]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.message	Message about the status of the monitor creation job. Data type: String
result.status	Status of the monitor creation job. For a successful API request (status code `202 Accepted`), the value of this parameter is `pending`. Data type: String
result.status_check_url	Endpoint for tracking the current status of the monitor creation job. For more information, see *`GET /sn_sow_synthetics/v1/synthetics_async_bulk_create/{job_id}`*. Data type: String

Example: cURL request

This example submits a job to create monitors for two API endpoints.

```
curl
 "https://instance.service-now.com/api/sn_sow_synthetics/v1/synt
hetics_async_bulk_create" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  "checks": [
    {
      "name": "Production API Health Check",
      "method": "GET",
      "description": "Monitors the main API health endpoint",
      "interval": 5,
      "cmdb_ci": "21d4073087807610f13cbbf7cebb3500",
      "enabled": true,
      "should_create_alert": true,
      "alert_severity": 1,
      "locations": [
        "0fd0279b87003210f13cbbf7cebb3552",
        "2244a48d87cc7610f13cbbf7cebb3554"
      ],
      "headers": [
        {
          "name": "Accept",
          "value": "application/json"
        }
      ],
      "query_string": null,
      "credential": "",
      "body": null,
      "parent_service_sys_id":
 "6731133c87c07610f13cbbf7cebb35d8",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "support_group_sys_id":
 "019ad92ec7230010393d265c95c260dd",
      "alert_tags": {
        "environment": "production",
        "team": "platform"
      },
      "valid_http_code_type": "equals",
      "valid_http_code": "200",
      "max_latency_ms": 5000,
      "body_condition": {
        "type": "jsonpath",
        "expression": "$.status == 'ok'"
      }
    },
    {
      "name": "User Service POST Test",
      "method": "POST",
      "description": "Tests user creation endpoint",
      "interval": 10,
      "cmdb_ci": "21d407308780761Of13cbbf7cebb3503",
      "enabled": true,
      "should_create_alert": true,
      "alert_severity": 2,
      "locations": [
        "2244a48d87cc761Of13cbbf7cebb3554"
      ],
      "headers": [
        {
          "name": "Content-Type",
          "value": "application/json"
        }
      ],
      "body": "{\"test\": true}",
      "parent_service_sys_id":
 "6731133c87c0761Of13cbbf7cebb35e1",
      "support_group_sys_id":
 "0762d92db72422103a858bbb4e11a928",
      "valid_http_code_type": "in_range",
      "valid_http_code": "200-201",
      "max_latency_ms": 3000
    }
  ]
}" \
--user 'username':'password'
```

Response body - job successfully created.

```
{
  "result": {
    "job_id": "BCJ-1706789123456-a1b2c3d4",
    "job_sys_id": "abc123def456abc123def456",
    "status": "pending",
    "message": "Job created successfully. File uploaded.
 Processing will begin shortly.",
    "status_check_url":
 "/api/sn_sow_synthetics/v1/synthetics_async_bulk_create/BCJ-170
6789123456-a1b2c3d4"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}
```

Response body - concurrent monitor creation job limit error.

```
{
  "error": {
    "code": "CONCURRENT_JOB_LIMIT",
    "message": "Maximum concurrent jobs exceeded. Please wait
 for existing jobs to complete."
  }
}
```

Response body - rate limit error.

```
{
  "error": {
    "code": "RATE_LIMIT_EXCEEDED",
    "message": "Rate limit exceeded. Please try again later.",
    "details": {
      "remaining_per_minute": 0,
      "remaining_per_hour": 5,
      "remaining_per_day": 100
    }
  }
}
```

System for Cross-domain Identity Management (SCIM) API

The *System for Cross-domain Identity Management (SCIM)* API provides endpoints to create, read, update, and delete operations on users and groups using the SCIM protocol.

The SCIM protocol is an application-level HTTP-based protocol based on the HTTP [RFC7230] standard. Use this API for provisioning and managing identity data, such as users and groups, on the web and in cross-domain environments, such as enterprise-to-cloud service providers or inter-cloud scenarios.

To access this API, you must activate the SCIM v2 - ServiceNow® Cross-domain Identity Management (com.snc.integration.scim2) plugin.

Resource mapping

The SCIM service has six resources:

- User (core and extension)
- Group (core and extension)
- Company
- CostCenter
- Department
- Location

Most of the attributes in these SCIM resources map to corresponding fields in an existing ServiceNow table. The following tables define these mappings. Attributes that do not correspond to fields in existing ServiceNow tables map to two SCIM-specific tables. For additional information on these tables, see SCIM-specific tables.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The SCIM User resource has both core (schema: urn:ietf:params:scim:schemas:core:2.0:User) and extension (urn:ietf:params:scim:schemas:extension:servicenow:2.0:User) schemas. Most of the User core and extension schema attributes map to the User [sys_user] table.

User resource to User [sys_user] table mapping

SCIM attribute name	User field name
active	active
addresses.country	country
addresses.default.country	country
addresses.home.country	country
addresses.locality	city
addresses.default.locality	city
addresses.home.locality	city
addresses.postalCode	zip
addresses.default.postalCode	zip
addresses.home.postalCode	zip
addresses.region	state
addresses.default.region	state
addresses.home.region	state
addresses.streetAddress	street
addresses.default.streetAddress	street
addresses.home.streetAddress	street
displayName	name
emails.value	email
emails.default.value	email
emails.work.value	email
id	sys_id
meta.created	sys_created_on
meta.lastModified	sys_updated_on
name.familyName	last_name
name.givenName	first_name
name.honorificPrefix	introduction
name.middleName	middle_name
phoneNumbers.value	phone
phoneNumbers.home.value	home_phone
phoneNumbers.mobile.value	mobile_phone
phoneNumbers.work.value	phone

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

User resource to User [sys_user] table mapping (continued)

SCIM attribute name	User field name
preferredLanguage	preferred_language
timezone	time_zone
title	title
userName	user_name

User resource to Sys Scim User [sys_scim_user] table mapping

SCIM attribute name	Sys Scim User field name
externalId	external_id

The SCIM User extended schema (urn:ietf:params:scim:schemas:extension:servicenow:2.0:User) maps to the User [sys_user] table.

User extended resource to User [sys_user] table mapping

SCIM attribute name	User field name
company.name	company.name
company.value	company.sys_id
costCenter.name	cost_center.name
costCenter.value	cost_center.sys_id
department.name	department.name
department.value	department.sys_id
employeeNumber	employee_number
gender	gender
location.name	location.name
location.value	location.sys_id
manager.displayName	manager.name
manager.value	manager.sys_id

The SCIM Group resource schema (urn:ietf:params:scim:schemas:core:2.0:Group) maps to the Group [sys_user_group] table.

Group resource to Group [sys_user_group] table mapping

SCIM attribute name	Group field name
displayName	name
id	sys_id
meta.created	sys_created_on
meta.lastModified	sys_updated_on

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The SCIM Group externalId parameter maps to the Sys Scim Group [sys_scim_group] table.

Group resource to Sys Scim Group [sys_scim_group] table mapping

SCIM attribute name	Sys Scim Group field name
externalId	external_id

The SCIM Group ServiceNow extension schema (urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group) maps to the Group [sys_user_group] table.

Group resource to Group [sys_user_group] table mapping

SCIM attribute name	Group field name
company.value	company.sys_id
company.name	company.name

The SCIM Company resource schema (urn:ietf:params:scim:schemas:custom:servicenow:2.0:Company) maps to the Company [core_company] table.

Company resource to Company [core_company] table mapping

SCIM attribute name	Company field name
id	sys_id
meta.created	sys_created_on
meta.lastModified	sys_updated_on
name	name

The SCIM CostCenter resource schema (urn:ietf:params:scim:schemas:custom:servicenow:2.0:CostCenter) maps to the Cost Center [cmn_cost_center] table.

CostCenter resource to Cost Center [cmn_cost_center] table mapping

SCIM attribute name	Cost Center field name
id	sys_id
meta.created	sys_created_on
meta.lastModified	sys_updated_on
name	name

The SCIM Department resource schema (urn:ietf:params:scim:schemas:custom:servicenow:2.0:Department) maps to the Department [cmn_department] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Department resource to Department [cmn_department] table mapping

SCIM attribute name	Department field name
id	sys_id
meta.created	sys_created_on
meta.lastModified	sys_updated_on
name	name

The SCIM Location resource schema (urn:ietf:params:scim:schemas:custom:servicenow:2.0:Location) maps to the Location [cmn_location] table.

Location resource to Location [cmn_location] table mapping

SCIM attribute name	Location field name
id	sys_id
meta.created	sys_created_on
meta.lastModified	sys_updated_on
name	name

SCIM-specific tables

Two tables, Sys Scim User [sys_scim_user] and Sys Scim Group [sys_scim_group], contain the SCIM attributes that do not map to existing ServiceNow tables. The following define the contents of these tables.

Sys Scim User [sys_scim_user] table

Field name	Description
Created	Date and time that the associated record was created. Data type: String Maximum length: 40
Created by	Name of the entity that created the record. Data type: String Maximum length: 40
External ID	External ID used by the entity that created this user record to reference the user in their system. Data type: String Maximum length: 255
Sys ID	Unique identifier for the record within a ServiceNow instance. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sys Scim User [sys_scim_user] table (continued)

Field name	Description
	Maximum length: 32
Updated	Date and time that the associated record was last updated. Data type: String Maximum length: 40
Updated by	Name of the entity that last updated the associated record. Data type: String Maximum length: 40
Updates	Number of times that the record has been updated. Data type: Number (Integer) Maximum length: 40
User	Reference to the user associated with this record Reference: User [sys_user] table Maximum length: 32
User type	Type of user record. This value is used to identify the organization to user relationship. This can be any value, but typical values might include: • Contractor • Employee • External • Intern • Temp • Unknown Data type: String Maximum length: 40

Sys Scim Group [sys_scim_group] table

Field name	Description
Created	Date and time that the associated record was created. Data type: String Maximum length: 40

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Sys Scim Group [sys_scim_group] table (continued)

Field name	Description
Created by	Name of the entity that created the record. Data type: String Maximum length: 40
External ID	External ID used by the entity that created this group record to reference the group in their system. Data type: String Maximum length: 255
Group	Reference to the group associated with this record. Reference: Group [sys_user_group] table Maximum length: 32
Sys ID	Unique identifier for the record within a ServiceNow instance. Data type: String Maximum length: 32
Updated	Date and time that the associated record was last updated. Data type: String Maximum length: 40
Updated by	Name of the entity that last updated the associated record. Data type: String Maximum length: 40
Updates	Number of times that the record has been updated. Data type: Number (Integer) Maximum length: 40

Roles and access control lists

The scim_admin role is required to access the SCIM-specific tables and the private SCIM endpoints and enables access to the User [sys_user] and Group [sys_user_group] tables.

The SCIM service has four ACLs for accessing the Sys Scim User [sys_scim_user] table and the Sys Scim Group [sys_scim_group] table that enable create, delete, read, and write. These ACLs are only mapped to the scim_admin role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SCIM - DELETE /scim/Groups/{group_id}

Deletes the specified group record from the Group [sys_user_group] table of a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

URL format

Versioned URL: `/api/now/{api_version}/scim/Groups/{group_id}`

Default URL: `/api/now/scim/Groups/{group_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
group_id	Sys_id of the group record to delete. Data type: String Table: Group [sys_user_group]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/scim+json`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
204	No Content. The request was successfully processed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
errors	Response that describes any errors that may have occurred during processing the request. Data type: Object `"errors": { "details": "String", "schemas": "String", "scimType": "String", "status": "String" }`
errors.detail	Detailed error message on why the request failed. Data type: String
errors.scimType	SCIM error detail keyword. Data type: String
errors.schemas	URI of the SCIM Schemas used to process the error response. Data type: Array of Strings
errors.status	HTTP status code for the error response. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request to delete a group

This example shows how to delete a group record from the Group [sys_user_group] table.

```
curl
 "https://instance-servicenow.com/api/now/scim/Groups/a0a9e9fb1b
7e3010593876a61a4bcbe0" \
--request DELETE \
--header "Accept:application/scim+json" \
```

SCIM - GET /scim/Groups

Returns one or more group records from the Group [sys_user_group] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

Note: A query that does not return any matches returns success (HTTP status code 200) with *totalResults* set to 0.

URL format

Versioned URL: `/api/now/{api_version}/scim/Groups`

Default URL: `/api/now/scim/Groups`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *excludedAttributes* parameter. Data type: String Default: Return all fields unless *excludedAttributes* is specified.
count	Number of records to return. A negative value is interpreted as zero. Data type: Number Maximum: 500 - A value greater than this results in a bad request error. Default: 10

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.
filter	Filter expression to apply to the return results. Field filters are expressed as `<field_name> <operator> <"value">`. Refer to RFC7644 for a list of the valid operators. **Note:** The `NOT` operator is not supported by this method. For example, to filter for all groups whose name starts with "HR", enter `displayName SW "HR"`. To specify more than one field filter, concatenate the filters using the AND operand. For example, to filter for all groups whose name starts with "HR" and were last modified before October 3, 2021, enter `displayName SW "HR" AND meta.lastModified lt "2021-10-33T00:00:00Z"`. Use dot-walking to specify nested attributes. Only the following SCIM group fields are available for use in filters: • displayName • externalId: Only supports `EQ` operator. • id • meta.created • meta.lastModified Data type: String Default: No filtering
sortBy	Must be specified with the *sortOrder* parameter. Field by which to sort the return results. Sorting is case-insensitive. You can only use those parameters available for filtering for the *sortBy* parameter, except that *externalId* is not allowed. For values that are null: • sorted by ascending: Null values are sorted to the top. • sorted by descending: Null values are sorted to the bottom. Data type: String Default: No sort

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sortOrder	Must be specified with the *sortBy* parameter. Order in which the *sortBy* parameter is applied to the return results. Valid values: • ascending • descending Data type: String Default: ascending
startIndex	One-based index into the table at which to start retrieving records. For example, if you set this parameter to 100, and the *count* parameter to 20, the endpoint returns records 100 through 119. **Note:** Any value that is set to less than one is interpreted as one. Data type: String Default: 1

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
401	Unauthorized. The user credentials are incorrect or have not been passed.

Response body parameters (JSON)

Name	Description
itemsPerPage	Number of records returned in the return results. Data type: Number
Resources	List of group records. Data type: Array of Objects `"Resources": [ { "company": {Object}, "displayName": "String", "externalId": "String", "id": "String", "meta": [Array] } ]`
Resources.company	Details about the group's company or organization. Data type: Object `"company": { "display": "String", "$ref": "String", "value": "String" }`
Resources.company.display	Name of the company. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
Resources.company.$ref	Reference URI of the company. Format: `<host>/Companies/<company sys_id>`, such as: `http://instance-servicenow.com/api/now/scim/Companies/81fd65ecac1d55eb42a426568fc87a63` . Data type: String
Resources.company.value	Sys_id of the associated company. Data type: String
Resources.displayName	Human-readable name of the group, such as HR Team. Data type: String
Resources.externalId	Unique identifier assigned to the group by the entity provisioning it. Data type: String
Resources.id	Sys_id of the group. Data type: String

Resources.meta	Metadata pertaining to the group.
	
	Data type: Object
	
	`"meta": {`
	`  "created": "String",`
	`  "lastModified": "String",`
	`  "location": String",`
	`  "resourceType": String"`
	`}`

Resources.meta.created	Date and time when the group record was created. Data type: String
Resources.meta.lastModified	Date and time when the group record was last modified. Data type: String
Resources.meta.location	URI of the group being retrieved. Data type: String
Resources.meta.resourceType	SCIM Groups' resource type. Data type: String

Resources.members	List of the users and groups associated with the group.
	
	Data type: Array of Objects
	
	`"members": [`
	`  {`
	`  "display": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"value": "String",
	"$ref": "String"
	}
	]</pre>

Resources.members.display	Name of the associated group member. Data type: String
Resources.members.value	Sys_id of the associated user or group record. Data type: String
Resources.members.$ref	URI of the associated group member. Data type: String
Resources.schemas	List of URIs of the SCIM Group schemas used to process the request. Supported group schemas: • urn:ietf:params:scim:schemas:core:2.0:Group - Core schema specified in the Internet Engineering Task Force System for Cross-domain Identity Management: Core Schema document (https://datatracker.ietf.org/doc/html/rfc7643#section-4.2) • urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group - ServiceNow extension schema. This schema contains attributes that are present in the Groups [sys_user_group] table in a base ServiceNow system, but are not part of the core schema. • urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:Group" - Custom extension schema. This schema is part of "Group" resourceType in the sys_scim_schema_extension table. If the schema is not active, the schema URN is not returned in the response. Data type: Array of Strings
schemas	List of URIs of the SCIM List Response schemas used to process the request. Data type: Array
startIndex	One-based index into the Group [sys_user_group] table at which the endpoint started retrieving records. Data type: Number
totalResults	Total number of records that match the request. Data type: Number

Example: cURL request for multiple groups

This example shows how to request multiple groups (four in this case), using the *count* parameter.

```
curl
 "https://instance-sevicenow.com/api/now/scim/Groups?count=4" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{"schemas":
  ["urn:ietf:params:scim:api:messages:2.0:ListResponse"],
  "totalResults":44,
  "Resources":[
    {"schemas":
      [
        "urn:ietf:params:scim:schemas:core:2.0:Group"",

 “urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group”,

 “urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup”
      ],
      "id":"019ad92ec7230010393d265c95c260dd",
      "meta":{
        "resourceType":"Group",
        "created":"2020-03-17T11:39:14Z",
        "lastModified":"2020-03-17T11:39:14Z",

 "location":"https://
instance-sevicenow.com/api/now/scim/Groups/019ad92ec7230010393d2
65c95c260dd"
      },
      "displayName":"Analytics Settings Managers"
    },
    {"schemas":
      [
        "urn:ietf:params:scim:schemas:core:2.0:Group"",

 “urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group”,

 “urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup”
      ],
      "id":"0a52d3dcd7011200f2d224837e6103f2",
      "meta":{
        "resourceType":"Group",
        "created":"2021-09-29T16:42:02Z",
        "lastModified":"2021-09-29T16:42:02Z",

 "location":"https://
instance-sevicenow.com/api/now/scim/Groups/0a52d3dcd7011200f2d22
4837e6103f2"
      },
      "displayName":"Application Development",
      "members":[
        {
          "value":"dc6053dcd7011200f2d224837e6103e0",
          "display":"John Doe",
          "$ref":
 "http://instance-sevicenow.com/api/now/scim/Users/dc6053dcd7011
200f2d224837e6103e0"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        {
          "value":"443193dcd7011200f2d224837e61037d",
          "display":"Abel Tutor",
          "$ref":
 "http://instance-sevicenow.com/api/now/scim/Users/443193dcd7011
200f2d224837e61037d"
        }
      ],

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group":
 {
        "company": {
          "value": "81fd65ecac1d55eb42a426568fc87a63",
          "name": "ACME Japan",
          "$ref":
 "http://instance-sevicenow.com/api/now/scim/Companies/81fd65eca
c1d55eb42a426568fc87a63"
        }
      }
    },
    {"schemas":
      [
        "urn:ietf:params:scim:schemas:core:2.0:Group"",

 “urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group”,

 “urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup”
      ],
      "id":"0c4e7b573b331300ad3cc9bb34efc461",
      "meta":{
        "resourceType":"Group",
        "created":"2021-09-29T05:11:33Z",
        "lastModified":"2021-09-29T05:11:33Z",

 "location":"instance-sevicenow.com/api/now/scim/Groups/0c4e7b57
3b331300ad3cc9bb34efc461"
      },
      "displayName":"Problem Analyzers",
      "members":[
        {
          "value":"d3dbbf173b331300ad3cc9bb34efc466",
          "display":"Problem Manager",
          "$ref":
 "http://instance-sevicenow.com/api/now/scim/Users/babb4639b7623
3004fbc2089ee11a97f"
        },
        {
          "value":"38cb3f173b331300ad3cc9bb34efc4d6",
          "display":"Problem Coordinator B",
          "$ref":
 "http://instance-sevicenow.com/api/now/scim/Users/cbcc4639b7623
3004fbc2089ee111047"
        },
        {
          "value":"26fbff173b331300ad3cc9bb34efc4bd",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "display":"Problem Administrator",
          "$ref":
 "http://instance-sevicenow.com/api/now/scim/Users/45324639b7623
2189fbc2089ee11bc34"
        }
      ],

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group":
 {
        "company": {
          "value": "913465ecac1d569b42a426568fc88af3",
          "name": "ACME London",
          "$ref":
 "http://instance-sevicenow.com/api/now/scim/Companies/913465eca
c1d569b42a426568fc88af3"
        }
      }
    },
    {"schemas":
      [
        "urn:ietf:params:scim:schemas:core:2.0:Group"",

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group",

 "urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup"
      ],
      "id":"0c5e2a7ce4001410f877ce457cda6b98",
      "meta":{
        "resourceType":"Group",
        "created":"2020-04-06T03:47:08Z",
        "lastModified":"2020-07-29T04:02:26Z",

 "location":"instance-sevicenow.com/api/now/scim/Groups/0c5e2a7c
e4001410f877ce457cda6b98"
      },
      "displayName":"Business Application Registration Approval
 Group"
    }
  ],
  "startIndex":1,
  "itemsPerPage":4
}
```


Example: cURL request for multiple groups using excludedAttributes

This example shows how to request multiple groups (four in this case), using the *count* parameter and excluding the meta and members fields.

```
curl
 "https://instance-sevicenow.com/api/now/scim/Groups?excludedAtt
ributes=meta%2C%20members&count=4" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{"schemas":
  ["urn:ietf:params:scim:api:messages:2.0:ListResponse"],
  "totalResults":44,
  "Resources":[
    {"schemas":
      [
        "urn:ietf:params:scim:schemas:core:2.0:Group"",

 “urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group”,

 “urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup”
      ],
      "id":"019ad92ec7230010393d265c95c260dd",
      "displayName":"Analytics Settings Managers",

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group":
 {
        "company": {
          "value": "913465ecac1d569b42a426568fc88af3",
          "name": "ACME London",
          "$ref":
 "http://instance-sevicenow.com/api/now/scim/Companies/913465eca
c1d569b42a426568fc88af3"
        }
      }
    },
    {"schemas":
      [
        "urn:ietf:params:scim:schemas:core:2.0:Group"",

 “urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group”,

 “urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup”
      ],
      "id":"0a52d3dcd7011200f2d224837e6103f2",
      "displayName":"Application Development"
    },
    {"schemas":
      [
        "urn:ietf:params:scim:schemas:core:2.0:Group"",

 “urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group”,

 “urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup”
      ],
      "id":"0c4e7b573b331300ad3cc9bb34efc461",
      "displayName":"Problem Analyzers"
    },
    {"schemas":
      [
        "urn:ietf:params:scim:schemas:core:2.0:Group"",

 “urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group”,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 “urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup”
      ],
      "id":"0c5e2a7ce4001410f877ce457cda6b98",
      "displayName":"Business Application Registration Approval
 Group",

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group":
 {
        "company": {
          "value": "81fd65ecac1d55eb42a426568fc87a63",
          "name": "ACME Japan",
          "$ref":
 "http://instance-sevicenow.com/api/now/scim/Companies/81fd65eca
c1d55eb42a426568fc87a63"
        }
      }
    }
  ],
  "startIndex":1,
  "itemsPerPage":4
}
```


SCIM - GET /scim/Groups/{group_id}

Returns the specified group record from the Group [sys_user_group] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

URL format

Versioned URL: `/api/now/{api_version}/scim/Groups/{group_id}`

Default URL: `/api/now/scim/Groups/{group_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
group_id	Sys_id of the group record to return.

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Can't be used with the *excludedAttributes* parameter. Data type: String Default: Return all fields unless *excludedAttributes* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
company	Details about the group's company or organization. Data type: Object `"company": { "display": "String", "$ref": "String", "value": "String" }`
company.display	Name of the company. Data type: String
company.$ref	Reference URI of the company. Format: `<host>/Companies/<company sys_id>`, such as: `http://instance-servicenow.com/api/now/scim/Companies/81fd65ecac1d55eb42a426568fc87a63` . Data type: String
company.value	Sys_id of the associated company. Data type: String
displayName	Human-readable name of the group, such as HR Team. Data type: String
externalId	Unique identifier assigned to the group by the entity provisioning it. Data type: String
id	Sys_id of the group.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
meta	Metadata pertaining to the group. Data type: Object `"meta": { "created": "String", "lastModified": "String", "location": String", "resourceType": String" }`
meta.created	Date and time when the group record was created. Data type: String
meta.lastModified	Date and time when the group record was last modified. Data type: String
meta.location	URI of the group being retrieved. Data type: String
meta.resourceType	SCIM Groups' resource type. Data type: String
members	List of the users and groups associated with the group. Data type: Array of Objects `"members": [ { "display": "String", "value": "String", "$ref": "String" } ]`
members.display	Name of the associated group member. Data type: String
members.value	Sys_id of the associated user or group record. Data type: String
members.$ref	URI of the associated group member. Data type: String
schemas	List of URIs of the SCIM Group schemas used to process the request. Supported group schemas:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• urn:ietf:params:scim:schemas:core:2.0:Group - Core schema specified in the Internet Engineering Task Force System for Cross-domain Identity Management: Core Schema document (https://datatracker.ietf.org/doc/html/rfc7643#section-4.2) • urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group - ServiceNow extension schema. This schema contains attributes that are present in the Groups [sys_user_group] table in a base ServiceNow system, but are not part of the core schema. • urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:Group" - Custom extension schema. This schema is part of "Group" resourceType in the sys_scim_schema_extension table. If the schema is not active, the schema URN is not returned in the response. Data type: Array of Strings

Example: cURL request for specific group

This example shows how to retrieve a specific group record.

```
curl
 "https://instance-servicenow.com/api/now/scim/Groups/e0140d671b
be3010593876a61a4bcb11" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{"schemas":
  [
    "urn:ietf:params:scim:schemas:core:2.0:Group",

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group",

 "urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup"
  ],
  "id":"e0140d671bbe3010593876a61a4bcb11",
  "externalId":"8ae5dc9e-c7ad-4d3d-a152-35a6b6222b83",
  "meta":{
    "resourceType":"Group",
    "created":"2021-09-30T18:20:43Z",
    "lastModified":"2021-09-30T18:20:43Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Groups/e0140d671bbe30105938
76a61a4bcb11"},
    "displayName":"HR Group",
    "members":[
      {
        "value":"62826bf03710200044e0bfc8bcbe5df1",
        "display":"Abel Tuter",
        "$ref":
 "http://instance-servicenow.com/api/now/scim/Users/62826bf03710
200044e0bfc8bcbe5df1"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      }
    ],

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group":
 {
      "company": {
        "value": "81fd65ecac1d55eb42a426568fc87a63",
        "name": "ACME Japan",
        "$ref":
 "http://111.111.1.11:8080/api/now/scim/Companies/81fd65ecac1d55
eb42a426568fc87a63"
      }
    }
  }
}
```

SCIM - PATCH /scim/Groups/{group_id}

Enables you to add, update, and delete specified fields in a group record in the Group [sys_user_group] table of a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

For additional information, refer to the Modifying with PATCH section of RFC 7644.

URL format

Versioned URL: `/api/now/{api_version}/scim/Groups/{group_id}`

Default URL: `/api/now/scim/Groups/{group_id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
group_id	Sys_id of the group record to update. Data type: String Table: Group [sys_user_group]

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *`excludedAttributes`* parameter. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: Return all fields unless *excludedAttributes* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (JSON)

Name	Description
Operations	Required. List of operation objects to patch the specified Group record with. Data type: Array of Objects `"Operations": [ { "op": "String", "path": "String", "value": Any } ]`
Operations.op	Required. Operation to perform. Valid values: • add: Add the specified field and value to the Group record. • remove: Remove the value from the specified field. Replaced with data type "null". • replace: Replace the value of the specified field. Data type: String
Operations.path	Required for `remove` operations, optional for others. Name/path of the field to modify. The *path* parameter can have one of the following formats: • A direct field, such as `displayName` • In case of complex array, a pointer to a specific element with a filter, such as: `emails[type eq "work"]` `{ "schemas": [ "urn:ietf:params:scim:api:messages:2.0:PatchOp"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	``
	  ],
	  "Operations": [
	  {
	  "op": "add",
	  "path": "displayName",
	  "value": "HR Group"
	  },
	  {
	  "op": "replace",
	  "path": "members[value eq \"sysid1\"]",
	  "value": {
	  "value": "sysid2"
	  }
	  }
	  ]
	}
	``
	Data type: String
	Default: Considers the field to be a resource.

Operations.value	Value of the field specified in the *Operations.path* parameter. The format of this parameter depends on the data-type of the associated field.
	For example, if updating a simple string, such as the title, the *value* field is expressed as a string.
	``
	"Operations": [
	  {
	  "op": "add",
	  "path": "displayName",
	  "value": "HR Group"
	  }
	]
	``
	You can also declare simple string values without a *path* parameters, such as:
	``
	"Operations": [
	  {
	  "op": "add",
	  "value": {
	  "displayName": "HR Group"
	  }
	  }
	]
	``
	The following shows how to add a member to the group:
	``
	{
	  "op": "add",
	  "value": {
	  "members": {

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"value":
	"62826bf03710200044e0bfc8bcbe5df1",
	}
	}
	}</pre>
	If the field being updated is not in the base-schema, you must enclose the name-value pair in an object that specifies the URN of the associated schema.
	<pre>"value": {
	"<schema_urn>": {
	"<field_name>": "<new_value>"
	},
	}</pre>
	For example:
	<pre>"value": {
	
	"urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group": {
	"groupNumber": "13454"
	},
	}</pre>
	Data type: Any

Operations.value.type	Name of the field to update. Data type: String
Operations.value.value	Value to update the field with. Data type: String
schemas	Required. SCIM Schema URI of the Patch Operation: "urn:ietf:params:scim:api:messages:2.0:PatchOp” Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
204	`Successful. No Content (Applicable only for SCIM Group Patch API)` - This 204 status is dependent on the state of the SCIM UI property, `Enable Group Patch API response with No Content`, and is subject to the attribute parameter passed as per RFC: https://www.rfc-editor.org/rfc/rfc7644#page-35 . Default property value: false The `Enable Group Patch API response with No Content` property can be used to get additional response execution performance gains if the client does not plan to consume any response resources.

400	Bad Request. A bad request type or malformed request was detected.
	• Check for invalid values:
	  ○ Malformed request body.
	  ○ Required field is not provided or empty.
	  ○ Invalid user or group sys_id is provided.
	• Check if a read-only or immutable field is trying to be modified.
	• Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request or that the request does not exceed the maximum number of members.

404	Not found. The requested item wasn't found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
409	Group already exists. The *displayName* parameter must be unique.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
company	Details about the group's company or organization. Data type: Object `"company": { "display": "String", "$ref": "String", "value": "String" }`
company.display	Name of the company. Data type: String
company.$ref	Reference URI of the company. Format: `<host>/Companies/<company sys_id>`, such as: `http://instance-servicenow.com/api/now/scim/Companies/81fd65ecac1d55eb42a426568fc87a63` . Data type: String
company.value	Sys_id of the associated company. Data type: String
displayName	Human-readable name of the group, such as HR Team. Data type: String
externalId	Unique identifier assigned to the group by the entity provisioning it. Data type: String
errors	Response that describes any errors that may have occurred during processing the request. Data type: Object `"errors": { "details": "String", "schemas": "String", "scimType": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "status": "String" }</pre>
errors.detail	Detailed error message on why the request failed. Data type: String
errors.scimType	SCIM error detail keyword. Data type: String
errors.schemas	URI of the SCIM Schemas used to process the error response. Data type: Array of Strings
errors.status	HTTP status code for the error response. Data type: String
displayName	Human-readable name of the group, such as HR Team. Data type: String
externalId	Unique identifier assigned to the group by the entity provisioning it. Data type: String
id	Sys_id of the group. Data type: String

members	List of the users and groups associated with the group.
	
	Data type: Array of Objects
	<pre>"members": [
	  {
	    "display": "String",
	    "value": "String",
	    "$ref": "String"
	  }
	]</pre>

members.display	Name of the associated group member. Data type: String
members.value	Sys_id of the associated user or group record. Data type: String
members.$ref	URI of the associated group member. Data type: String
meta	Metadata pertaining to the group. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"meta": {
	  "created": "String",
	  "lastModified": "String",
	  "location": String",
	  "resourceType": String"
	}</pre>

meta.created	Date and time when the group record was created. Data type: String
meta.lastModified	Date and time when the group record was last modified. Data type: String
meta.location	URI of the group being retrieved. Data type: String
meta.resourceType	SCIM Groups' resource type. Data type: String
schemas	List of URIs of the SCIM Group schemas used to process the request. Supported group schemas: • urn:ietf:params:scim:schemas:core:2.0:Group - Core schema specified in the Internet Engineering Task Force System for Cross-domain Identity Management: Core Schema document (https://datatracker.ietf.org/doc/html/rfc7643#section-4.2) • urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group - ServiceNow extension schema. This schema contains attributes that are present in the Groups [sys_user_group] table in a base ServiceNow system, but are not part of the core schema. • urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:Group" - Custom extension schema. This schema is part of "Group" resourceType in the sys_scim_schema_extension table. If the schema is not active, the schema URN is not returned in the response. Data type: Array of Strings

Example: cURL request

This example shows how to add an external ID to a group record and replace the current list of associated members (users).

```
curl
 "https://instance-servicenow.com/api/now/scim/Groups/a92b84f96b
073010638c83eece44af4e" \
--request PATCH \
--header "Accept:application/scim+json" \
--header "Content-Type:application/scim+json" \
--data "{
  "schemas": [
    "urn:ietf:params:scim:api:messages:2.0:PatchOp"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ],
  "Operations": [
    {
      "op": "add",
      "path": "externalId",
      "value": "278fdc2e-a6aa-4140-bd23-9ba4987a2938"
    },
    {
      "op": "replace",
      "path": "members",
      "value": [
        {
          "value": "62826bf03710200044e0bfc8bcbe5df1"
        },
        {
          "value": "a8f98bb0eb32010045e1a5115206fe3a"
        }
      ]
    }
  ]
}"
```

Response:

```
{
  "schemas": [
    "urn:ietf:params:scim:schemas:core:2.0:Group",

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group",

 'urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup'
  ],
  "id": "a92b84f96b073010638c83eece44af4e",
  "externalId": "278fdc2e-a6aa-4140-bd23-9ba4987a2938",
  "meta": {
    "resourceType": "Group",
    "created": "2021-10-07T13:58:22Z",
    "lastModified": "2021-10-07T15:48:44Z",
    "location":

 "https://instance-sevicenow/api/now/scim/Groups/a92b84f96b07301
0638c83eece44af4e"
  },
  "displayName": "HR Team",
  "members": [
    {
      "value": "62826bf03710200044e0bfc8bcbe5df1",
      "display": "Abel Tuter",
      "$ref":

 "https://instance-sevicenow/api/now/scim/Users/62826bf037102000
44e0bfc8bcbe5df1"
    },
    {
      "value": "a8f98bb0eb32010045e1a5115206fe3a",
      "display": "Abraham Lincoln",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "$ref":
 "https://instance-sevicenow/api/now/scim/Users/a8f98bb0eb32010045e1a5115206fe3a"
    }
  ],
  "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group":
 {
    "company": {
      "value": "81fd65ecac1d55eb42a426568fc87a63",
      "name": "ACME Japan",
      "$ref":
 "http://instance-sevicenow/api/now/scim/Companies/81fd65ecac1d55eb42a426568fc87a63"
    }
  }
}
```


SCIM - POST /scim/Groups

Creates a group record in the Group [sys_user_group] table of a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

You can define the display name of the group, an external ID used to correlate this group to an external system, and add members (users/groups) to the group.

Note: The search and bulk modifications functionality as noted in the RFC7643 specification are not supported by this endpoint.

URL format

Versioned URL: `/api/now/{api_version}/scim/Groups`

Default URL: `/api/now/scim/Groups`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *`excludedAttributes`* parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Default: Return all fields unless *excludedAttributes* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (JSON)

Name	Description
company	Details about the group's company or organization. Data type: Object `"company": { "display": "String", "$ref": "String", "value": "String" }`
company.display	Name of the company. Data type: String
company.$ref	Reference URI of the company. Format: `<host>/Companies/<company sys_id>`, such as: `http://instance-servicenow.com/api/now/scim/Companies/81fd65ecac1d55eb42a426568fc87a63` . Data type: String
company.value	Sys_id of the associated company. Data type: String
displayName	Required. Human-readable name of the group, such as HR Team. Data type: String
externalId	Unique identifier assigned to the group by the entity provisioning it. Data type: String
members	List of users or other groups to associate with the group. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	``
	"members:" [
	  {
	  "value": "String"
	  }
	]
	``
	Maximum size: 100 - You can modify this maximum size by updating the system property com.snc.interation.scim2.max.member.count.

members.value	Sys_id of the associated user or group record. Data type: String
schemas	Required. List of URIs of the SCIM Group schemas used to process the request. Supported group schemas: • urn:ietf:params:scim:schemas:core:2.0:Group - Core schema specified in the Internet Engineering Task Force System for Cross-domain Identity Management: Core Schema document (https://datatracker.ietf.org/doc/html/rfc7643#section-4.2) • urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group - ServiceNow extension schema. This schema contains attributes that are present in the Groups [sys_user_group] table in a base ServiceNow system, but are not part of the core schema. • urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:Group" - Custom extension schema. This schema is part of "Group" resourceType in the sys_scim_schema_extension table. If the schema is not active, the schema URN is not returned in the response. Data type: Array of Strings

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.

400	Bad Request. A bad request type or malformed request was detected.
	• Check for invalid values:
	  ○ Malformed request body.
	  ○ Required field is not provided or empty.
	  ○ Invalid user or group sys_id is provided.
	• Check if a read-only or immutable field is trying to be modified.
	• Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request or that the request does not exceed the maximum number of members.

409	Group already exists. The *displayName* parameter must be unique.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
company	Details about the group's company or organization. Data type: Object `"company": { "display": "String", "$ref": "String", "value": "String" }`
company.display	Name of the company. Data type: String
company.$ref	Reference URI of the company.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: `<host>/Companies/<company sys_id>`, such as: `http://instance-servicenow.com/api/now/scim/Companies/81fd65ecac1d55eb42a426568fc87a63` . Data type: String
company.value	Sys_id of the associated company. Data type: String
displayName	Human-readable name of the group, such as HR Team. Data type: String
externalId	Unique identifier assigned to the group by the entity provisioning it. Data type: String
id	Sys_id of the group. Data type: String

meta	Metadata pertaining to the group.
	
	Data type: Object
	
	`"meta": {`
	`  "created": "String",`
	`  "lastModified": "String",`
	`  "location": String",`
	`  "resourceType": String"`
	`}`

meta.created	Date and time when the group record was created. Data type: String
meta.lastModified	Date and time when the group record was last modified. Data type: String
meta.location	URI of the group being retrieved. Data type: String
meta.resourceType	SCIM Groups' resource type. Data type: String

members	List of the users and groups associated with the group.
	
	Data type: Array of Objects
	
	`"members": [`
	`  {`
	`  "display": "String",`
	`  "value": "String",`
	`  "$ref": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
members.display	Name of the associated group member. Data type: String
members.value	Sys_id of the associated user or group record. Data type: String
members.$ref	URI of the associated group member. Data type: String
schemas	List of URIs of the SCIM Group schemas used to process the request. Supported group schemas: • urn:ietf:params:scim:schemas:core:2.0:Group - Core schema specified in the Internet Engineering Task Force System for Cross-domain Identity Management: Core Schema document (https://datatracker.ietf.org/doc/html/rfc7643#section-4.2) • urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group - ServiceNow extension schema. This schema contains attributes that are present in the Groups [sys_user_group] table in a base ServiceNow system, but are not part of the core schema. • urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:Group" - Custom extension schema. This schema is part of "Group" resourceType in the sys_scim_schema_extension table. If the schema is not active, the schema URN is not returned in the response. Data type: Array of Strings

Example: cURL request POST a new group and add member

This example creates group51 and adds the user Abel Tutor as a member.

```
curl "https://instance-servicenow.com/api/now/scim/Groups" \
--request POST \
--header "Accept:application/scim+json" \
--header "Content-Type:application/scim+json" \
--data "{
  \"schemas\": ["urn:ietf:params:scim:schemas:core:2.0:Group",

 “urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group”,

 “urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup”],
  \"displayName\": \"HR Team\",
  \"externalId\": \"8ae5dc9e-c7ad-4d3d-a152-35a6b6222b83\",
  \"members\": [
    {
      \"value\": \"62826bf03710200044e0bfc8bcbe5df1\",
      \"$ref\": \"Users/62826bf03710200044e0bfc8bcbe5df1\"
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ]
}"
```

Response:

```
{"schemas":
  [
    "urn:ietf:params:scim:schemas:core:2.0:Group",

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group",

 'urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup'
  ],
  "id":"e0140d671bbe3010593876a61a4bcb11",
  "externalId":"8ae5dc9e-c7ad-4d3d-a152-35a6b6222b83",
  "meta":{
    "resourceType":"Group",
    "created":"2021-09-30T18:20:43Z",
    "lastModified":"2021-09-30T18:20:43Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Groups/e0140d671bbe30105938
76a61a4bcb11"},
    "displayName":"HR Team",
    "members":[
      {
        "value":"62826bf03710200044e0bfc8bcbe5df1",
        "display":"Abel Tuter",
        "$ref":
 "http://instance-servicenow.com/api/now/scim/Users/62826bf03710
200044e0bfc8bcbe5df1"
      }
    ],

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group":
 {
      "company": {
        "value": "81fd65ecac1d55eb42a426568fc87a63",
        "name": "ACME Japan",
        "$ref":
 http://instance-servicenow.com/api/now/scim/Companies/81fd65eca
c1d55eb42a426568fc87a63
      }
    }
  }
}
```

SCIM - PUT /scim/Groups/{group_id}

Updates the specified group record in the Group [sys_user_group] table of a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

Fields that are omitted in the request are not updated. You can explicitly clear a field by setting its value to null for a single valued field and to an empty array for array type fields such as *members*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/scim/Groups/{group_id}`

Default URL: `/api/now/scim/Groups/{group_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
group_id	Sys_id of the group record to update. Data type: String Table: Group [sys_user_group]

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *`excludedAttributes`* parameter. Data type: String Default: Return all fields unless *`excludedAttributes`* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *`attributes`* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (JSON)

Name	Description

company	Details about the group's company or organization.
	
	Data type: Object
	
	`"company": {`
	`  "display": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"$ref": "String",
	"value": "String"
	}</pre>

company.display	Name of the company. Data type: String
company.$ref	Reference URI of the company. Format: `<host>/Companies/<company sys_id>`, such as: `http://instance-servicenow.com/api/now/scim/Companies/81fd65ecac1d55eb42a426568fc87a63` . Data type: String
company.value	Sys_id of the associated company. Data type: String
displayName	Human-readable name of the group, such as HR Team. Data type: String
externalId	Unique identifier assigned to the group by the entity provisioning it. Data type: String

members	List of users to replace the current list of members with.
	
	Data type: Array of Objects
	<pre>"members:" [
	{
	"value": "String"
	}
	]</pre>
	Maximum size: 100 - You can modify this maximum size by updating the system property com.snc.interation.scim2.max.member.count.

members.value	Sys_id of the associated user or group record. Data type: String
schemas	Required. List of URIs of the SCIM Group schemas used to process the request. Supported group schemas: • urn:ietf:params:scim:schemas:core:2.0:Group - Core schema specified in the Internet Engineering Task Force System for Cross-domain Identity Management: Core Schema document (https://datatracker.ietf.org/doc/html/rfc7643#section-4.2)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group - ServiceNow extension schema. This schema contains attributes that are present in the Groups [sys_user_group] table in a base ServiceNow system, but are not part of the core schema. • urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:Group" - Custom extension schema. This schema is part of "Group" resourceType in the sys_scim_schema_extension table. If the schema is not active, the schema URN is not returned in the response. Data type: Array of Strings

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description

	• Check for invalid values:
	  ○ Malformed request body.
	  ○ Required field is not provided or empty.
	  ○ Invalid user or group sys_id is provided.
	• Check if a read-only or immutable field is trying to be modified.
	• Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request or that the request does not exceed the maximum number of members.

404	Not found. The requested item wasn't found.
409	Group already exists. The *displayName* parameter must be unique.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description

company	Details about the group's company or organization.
	
	Data type: Object
	`"company": {`
	`  "display": "String",`
	`  "$ref": "String",`
	`  "value": "String"`
	`}`

company.display	Name of the company. Data type: String
company.$ref	Reference URI of the company. Format: `<host>/Companies/<company sys_id>`, such as: `http://instance-servicenow.com/api/now/scim/Companies/81fd65ecac1d55eb42a426568fc87a63` . Data type: String
company.value	Sys_id of the associated company. Data type: String
displayName	Human-readable name of the group, such as HR Team. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
errors	Response that describes any errors that may have occurred during processing the request. Data type: Object `"errors": { "details": "String", "schemas": "String", "scimType": "String", "status": "String" }`
errors.detail	Detailed error message on why the request failed. Data type: String
errors.scimType	SCIM error detail keyword. Data type: String
errors.schemas	URI of the SCIM Schemas used to process the error response. Data type: Array of Strings
errors.status	HTTP status code for the error response. Data type: String
externalId	Unique identifier assigned to the group by the entity provisioning it. Data type: String
id	Sys_id of the group. Data type: String
members	List of the users and groups associated with the group. Data type: Array of Objects `"members": [ { "display": "String", "value": "String", "$ref": "String" } ]`
members.display	Name of the associated group member. Data type: String
members.value	Sys_id of the associated user or group record. Data type: String
members.$ref	URI of the associated group member.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
meta	Metadata pertaining to the group. Data type: Object `"meta": { "created": "String", "lastModified": "String", "location": String", "resourceType": String" }`
meta.created	Date and time when the group record was created. Data type: String
meta.lastModified	Date and time when the group record was last modified. Data type: String
meta.location	URI of the group being retrieved. Data type: String
meta.resourceType	SCIM Groups' resource type. Data type: String
schemas	List of URIs of the SCIM Group schemas used to process the request. Supported group schemas: • urn:ietf:params:scim:schemas:core:2.0:Group - Core schema specified in the Internet Engineering Task Force System for Cross-domain Identity Management: Core Schema document (https://datatracker.ietf.org/doc/html/rfc7643#section-4.2) • urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group - ServiceNow extension schema. This schema contains attributes that are present in the Groups [sys_user_group] table in a base ServiceNow system, but are not part of the core schema. • urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:Group" - Custom extension schema. This schema is part of "Group" resourceType in the sys_scim_schema_extension table. If the schema is not active, the schema URN is not returned in the response. Data type: Array of Strings

Example: cURL request updating group members using PUT

The following example changes the member associated with the group to Abraham Lincoln instead of Abel Tutor and changes the name of the group to HR Team.

```
curl
 "https://instance-servicenow.com/api/now/scim/Groups/e0140d671b
be3010593876a61a4bcb11" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--request PUT \
--header "Accept:application/scim+json" \
--header "Content-Type:application/scim+json" \
--data "{
  \"schemas\": ["urn:ietf:params:scim:schemas:core:2.0:Group",

 “urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group”,

 “urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup”],
  \"displayName\": \"HR Team\",
  \"externalId\": \"8ae5dc9e-c7ad-4d3d-a152-35a6b6222b83\",
  \"members\": [
    {
      \"value\": \"a8f98bb0eb32010045e1a5115206fe3a\",
      \"$ref\": \"Users\"
    }
  ]
}"
```

Response:

```
{"schemas":
  [
    "urn:ietf:params:scim:schemas:core:2.0:Group",

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group",

 'urn:ietf:params:scim:schemas:extension:servicenow:custom:2.0:G
roup'
  ],
  "id":"e0140d671bbe3010593876a61a4bcb11",
  "externalId":"8ae5dc9e-c7ad-4d3d-a152-35a6b6222b83",
  "meta":{
    "resourceType":"Group",
    "created":"2021-09-30T18:20:43Z",
    "lastModified":"2021-09-30T21:19:40Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Groups/e0140d671bbe30105938
76a61a4bcb11"
  },
  "displayName":"HR Team",
  "members":[
    {
      "value":"a8f98bb0eb32010045e1a5115206fe3a",
      "display":"Abraham Lincoln",
      "$ref":
 "http://instance-servicenow.com/api/now/scim/Users/62826bf03710
200044e0bfc8bcbe5df1"
    }
  ],
  "urn:ietf:params:scim:schemas:extension:servicenow:2.0:Group":
 {
    "company": {
      "value": "81fd65ecac1d55eb42a426568fc87a63",
      "name": "ACME Japan",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "$ref":
 "http://192.168.1.25:8080/api/now/scim/Companies/81fd65ecac1d55
eb42a426568fc87a63"
    }
  }
}
```

SCIM - DELETE /scim/Users/{user_id}

Deletes the specified user record from the User [sys_user] table of a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

URL format

Versioned URL: `/api/now/{api_version}/scim/Users/{user_id}`

Default URL: `/api/now/scim/Users/{user_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
user_id	Sys_id of the user record to delete. Data type: String Table: User [sys_user]

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
204	No Content. The request was successfully processed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
errors	Response that describes any errors that may have occurred during processing the request. Data type: Object `"errors": { "details": "String", "schemas": "String", "scimType": "String", "status": "String" }`
errors.detail	Detailed error message on why the request failed. Data type: String
errors.scimType	SCIM error detail keyword. Data type: String
errors.schemas	URI of the SCIM Schemas used to process the error response. Data type: Array of Strings
errors.status	HTTP status code for the error response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

This example shows how to delete a user record from the User [sys_user] table.

```
curl
 "https://instance-servicenow.com/api/now/scim/Users/b7c5015f778
330102e8cc5179e5a9992" \
--request DELETE \
--header "Accept:application/scim+json"  \
```

SCIM - GET /scim/Users

Returns one or more user records from the User [sys_user] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

Note: A query that does not return any matches returns success (HTTP status code 200) with *totalResults* set to 0.

URL format

Versioned URL: `/api/now/{api_version}/scim/Users`

Default URL: `/api/now/scim/Users`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *excludedAttributes* parameter. Data type: String Default: Return all fields unless *excludedAttributes* is specified.
count	Number of records to return. A negative value is interpreted as zero. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Maximum: 500 - A value greater than this results in a bad request error. Default: 10
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *`attributes`* parameter. Data type: String Default: Do not exclude any fields.

filter	Filter expression to apply to the return results. Field filters are expressed as `<field_name> <operator> <"value">`. Refer to RFC7644 for a list of the valid operators.
	
	Note: The `NOT` operator is not supported.
	
	For example, to filter for all users whose name starts with "Jo", enter `userName SW "jo"` (case-insensitive).
	
	To specify more than one field filter, concatenate the filters using the `AND` operand. For example, to filter for all users whose name starts with "Jo" and whose last name contains "smi", enter `userName SW "john" AND name.familyName CO "smi"`. Use dot-walking to specify nested attributes.
	
	Only the following SCIM user fields are available for use in filters and some, as noted, only support fixed format:
	• active
	• addresses - Fixed format only, such as:
	  ○ [type eq "home" and streetAddress eq "xxxx"]
	  ○ [type eq "home" and locality eq "xxxx"]
	  ○ [type eq "home" and region eq "xxxx"]
	  ○ [type eq "home" and postalCode eq "xxxx"]
	  ○ [type eq "home" and country eq "xxxx"]
	• displayName
	• emails - Fixed format only, such as: [type eq "work" and value eq "emailValue"]
	• externalId - Only `EQ` operator is supported.
	• id
	• meta.created
	• meta.lastModified
	• name.familyName
	• name.givenName
	• name.middleName
	• preferredLanguage

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description

	• phoneNumbers - Fixed format only, such as:
	  ◦ [type eq “work” and value eq “xxxx”]
	  ◦ [type eq “mobile” and value eq “xxxx”]
	  ◦ [type eq “home” and value eq “xxxx”]
	• timezone
	• title
	• userName
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:employeeNumber
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:gender
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:department.name
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:department.value
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:manager.displayName
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:manager.value
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:costCenter.name
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:costCenter.value
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:company.name
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:company.value
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:location.name
	• urn:ietf:params:scim:schemas:extension:servicenow:2.0:User:location.value
	
	Data type: String
	
	Default: No filtering

sortBy	Must be specified with the *sortOrder* parameter. Field by which to sort the return results. Sorting is case-insensitive.
	
	You can only use the parameters available for filtering for the *sortBy* parameter, with the exception of *externalId*, which is not allowed.
	
	Also, only the following dot-walked parameters are supported:
	• *addressess* - Only the following values are allowed:
	  ◦ *addresses.streetAddress* - Maps to home street address.
	  ◦ *addresses.home.streetAddress*
	  ◦ *addresses.locality* - Maps to home locality.
	  ◦ *addresses.home.locality*
	  ◦ *addresses.region* - Maps to home region.
	  ◦ *addresses.home.region*
	  ◦ *addresses.postalCode* - Maps to home postal code.
	  ◦ *addresses.home.postalCode*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	◦ *addresses.country* - Maps to home country. ◦ *addresses.home.country* • *emails* - Only the following values are allowed: ◦ *emails.value* - Maps to the email type work. ◦ *emails.work.value* • *phoneNumbers* - Only the following values are allowed: ◦ *phoneNumbers.value* - Maps to the phone number type work. ◦ *phoneNumbers.home.value* ◦ *phoneNumbers.mobile.value* ◦ *phoneNumbers.work.value* For values that are null: • sorted by ascending - Null values are sorted to the top. • sorted by descending - Null values are sorted to the bottom. Data type: String Default: No sort performed
sortOrder	Must be specified with the *sortBy* parameter. Order in which the *sortBy* parameter is applied to the return results. Valid values: • ascending • descending Data type: String Default: ascending
startIndex	One-based index into the User [sys_user] table at which to start retrieving records. For example, if you set this parameter to 100, and the *count* parameter to 20, the endpoint returns records 100 through 119. **Note:** Any value that is set to less than one is interpreted as one. Not valid with the *id* path parameter. Data type: String Default: 1

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.

Response body parameters (JSON)

Name	Description
itemsPerPage	Number of records returned in the return results. Data type: Number
Resources	List of user records. Data type: Array of Objects `"Resources": [ { "active": Boolean,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"addresses": {Object}, "displayName": "String", "emails": [Array], "externalId": "String", "groups": [Array], "id": "String", "meta": {Object}, "name": {Object}, "phoneNumbers": [Array], "preferredLanguage": "String", "schemas": [Array], "timezone": "String", "title": "String", "userName": "String", "userType": "String" }]
Resources.active	Flag that indicates whether the associated user is active within the ServiceNow instance. Possible values: • true: User is active. • false: User is inactive. Data type: Boolean

Resources.adresses	Details of the user's current mailing address.
	
	Data type: Object
	"addresses": {
	"country": "String",
	"locality": "String",
	"postalCode": "String",
	"region": "String",
	"streetAddress": "String",
	"type": "String"
	}

Resources.addresses.country	Country name. Data type: String
Resources.addresses.locality	City or locality name. Data type: String
Resources.addresses.postalCode	Zip or postal code. Data type: String
Resources.addresses.region	State or region. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
Resources.addresses.streetAddress	Full street address. This can include the house number, street name, PO Box, and multi-line extended street address information. Data type: String
Resources.addresses.type	Type of address. Currently only supports `home`. Data type: String
Resources.displayName	User display name. This value is auto-generated by concatenating the *name* fields. Data type: String
Resources.emails	List of email accounts associated with the user. Data type: Array of Objects `"emails:" [ { "type": "String", "value": "String" } ]`
Resources.emails.type	User email type. Currently only supports type of "work". Data type: String
Resources.emails.value	User's email address. This is a unique key for the associated user. Data type: String
Resources.externalId	Unique identifier assigned to the user by the entity provisioning it. Data type: String
Resources.groups	List of groups to which the user belongs, either through direct membership, nested groups, or dynamically calculated. Data type: Array of Objects `"groups": [ { "display": "String", "type": "String", "value": "String", "$ref": "String" } ]`
Resources.groups.display	Name of the associated group.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
Resources.groups.type	Type of group association, such as direct or indirect. Data type: String
Resources.groups.value	Sys_id of an associated group record. Data type: String
Resources.groups.ref	URI of the associated group. Data type: String
Resources.id	Sys_id of the associated User record. Data type: String

Resources.meta	Metadata pertaining to the user.
	
	Data type: Object
	
	`"meta": {`
	`  "created": "String",`
	`  "lastModified": "String",`
	`  "location": String",`
	`  "resourceType": String"`
	`}`

Resources.meta.created	Date and time when the user record was created. Data type: String
Resources.meta.lastModified	Date and time when the user record was last modified. Data type: String
Resources.meta.location	URI of the user being retrieved. Data type: String
Resources.meta.resourceType	SCIM Users' resource type. Data type: String

Resources.name	User's name information.
	
	Data type: Object
	
	`"name": {`
	`  "familyName": "String",`
	`  "givenName": "String",`
	`  "honorificPrefix": "String",`
	`  "middleName": "String"`
	`}`

Resources.name.familyName	User's family or last name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
Resources.name.givenName	User's given or first name. Data type: String
Resources.name.honorificPrefix	User's honorific name or title, such as Dr., Bishop, or Baron. Data type: String
Resources.name.middle	User's middle name. Data type: String
Resources.phoneNumbers	List of phone numbers associated with the user. Data type: Array of Objects `"phoneNumbers": [ { "type": "String", "value": "String" } ]`
Resources.phoneNumbers.type	Type of phone number. Possible values: • home • mobile • work Data type: String
Resources.phoneNumbers.value	User's phone number. Data type: String
Resources.preferredLanguage	User's preferred spoken and written language. Data type: String
Resources.schemas	List of URIs of the SCIM User schemas used to process the request. Data type: Array of Strings
Resources.timezone	User's time zone. Data type: String
Resources.title	User's title, such as CEO or President.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
Resources.userName	Unique user name for the associated user. Data type: String
Resources.userType	User type. This value is used to identify the organization to user relationship. This can be any value, but typical values might include: • Contractor • Employee • Intern • Temp • External • Unknown Data type: String
schemas	List of URIs of the SCIM ListResponse schemas used to process the request. Data type: Array of Strings
startIndex	One-based index into the User [sys_user] table at which the records were returned. Data type: String
totalResults	Total number of records that match the request. Data type: Number

Extension parameters returned

Name	Description
company	Details about the user's associated company. Data type: Object `"company": { "display": "String", "value": "String", "$ref": "String" }`
company.display	Name of the company. Data type: String
company.value	Sys_id of the company record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
company.$ref	Reference URI for the company. Data type: String
costCenter	Details about the user's associated cost center. Data type: Object `"costCenter": { "display": "String", "value": "String", "$ref": "String" }`
costCenter.display	Name of the cost center. Data type: String
costCenter.value	Sys_id of the cost center record. Data type: String
costCenter.$ref	Reference URI for the cost center. Data type: String
department	Details about the user's associated department. Data type: Object `"department": { "display": "String", "value": "String", "$ref": "String" }`
department.display	Name of the department. Data type: String
department.value	Sys_id of the department record. Data type: String
department.$ref	Reference URI for the department. Data type: String
employeeNumber	Numeric or alphanumeric employee number. Data type: String
gender	Gender of the user, such as male or female. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
location	Details about the user's associated location. Data type: Object `"location": { "display": "String", "value": "String", "$ref": "String" }`
location.display	Name of the location. Data type: String
location.value	Sys_id of the location record. Data type: String
location.$ref	Reference URI for the location. Data type: String
manager	Details about the user's associated manager. Data type: Object `"manager": { "display": "String", "value": "String", "$ref": "String" }`
manager.display	Name of the manager. Data type: String
manager.value	Sys_id of the manager record. Data type: String
manager.$ref	Reference URI for the manager. Data type: String

Example: cURL request using attributes

The following example shows how to obtain two users starting at the sixth record and only returning the display name.

```
curl
 "https://instance-servicenow.com/api/now/scim/Users?attributes=
displayName&startIndex=6&count=2" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{"schemas":
  ["urn:ietf:params:scim:api:messages:2.0:ListResponse"],
  "totalResults":619,
  "Resources":
    [
      {
        "schemas":
          [

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User",
            "urn:ietf:params:scim:schemas:core:2.0:User"
          ],
        "id":"02826bf03710200044e0bfc8bcbe5d6d",
        "displayName":"Sean Bonnet"
      },
      {
        "schemas":
          [

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User",
            "urn:ietf:params:scim:schemas:core:2.0:User"
           ],
         "id":"02826bf03710200044e0bfc8bcbe5d76",
         "displayName":"Jacinto Gawron"
      }
    ],
  "startIndex":6,
  "itemsPerPage":2
}
```


Example: cURL request using a filter

The following example shows how to use the *filter* parameter to return the first two user records whose given name starts with "a".

```
curl
 "https://instance-servicenow.com/api/now/scim/Users?filter=name
.givenName%20SW%20%22a%22&count=2" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:


```
{"schemas":
  ["urn:ietf:params:scim:api:messages:2.0:ListResponse"],
  "totalResults":42,
  "Resources":
    [
      {
        "schemas":
          [

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User",
            "urn:ietf:params:scim:schemas:core:2.0:User"
          ],
        "id":"06826bf03710200044e0bfc8bcbe5d8a",
        "meta":
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          {
            "resourceType":"User",
            "created":"2012-02-18T03:04:50Z",
            "lastModified":"2021-10-01T14:23:32Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Users/06826bf03710200044e0b
fc8bcbe5d8a"
          },
          "userName":"allyson.gillispie",
          "name":
            {
              "familyName":"Gillispie",
              "givenName":"Allyson"
            },
          "displayName":"Allyson Gillispie",
          "active":true,
          "emails":
            [
              {
                "value":"allyson.gillispie@example.com",
                "type":"work"
              }
            ],

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User":
            {
              "gender":"Female",
              "costCenter":
                {
                  "value":"d9d07bddc0a80a647cf932056ed24652",
                  "name":"Engineering"
                },
              "company":
                {
                  "value":"31bea3d53790200044e0bfc8bcbe5dec",
                  "name":"ACME North America"
                },
              "department":
                {
                  "value":"221f3db5c6112284009f4becd3039cc9",
                  "name":"Development"
                },
              "location":
                {
                  "value":"f9084ba00a0a0b910060ba2ce83f882b",
                  "name":"946 Donax Avenue, Imperial Beach,CA"
                }
            }
        },
      {
        "schemas":
          [

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User",
            "urn:ietf:params:scim:schemas:core:2.0:User"
          ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "id":"0a826bf03710200044e0bfc8bcbe5d7a"
        "meta":
          {
            "resourceType":"User",
            "created":"2012-02-18T03:04:50Z",
            "lastModified":"2021-10-01T14:23:32Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Users/0a826bf03710200044e0b
fc8bcbe5d7a"
          },
        "userName":"adela.cervantsz",
        "name":
          {
            "familyName":"Cervantsz",
            "givenName":"Adela"
          },
        "displayName":"Adela Cervantsz",
        "active":true,
        "emails":
          [
            {
              "value":"adela.cervantsz@example.com",
              "type":"work"
            }
          ],

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User":
          {
            "gender":"Female",
            "costCenter":
              {
                "value":"91e8bbf43710200044e0bfc8bcbe5daa",
                "name":"Customer Support"
              },
            "company":
              {
                "value":"31bea3d53790200044e0bfc8bcbe5dec",
                "name":"ACME North America"
              },
            "department":
              {
                "value":"5d7f17f03710200044e0bfc8bcbe5d43",
                "name":"Customer Support"
              },
            "location":
              {
                "value":"25ab93750a0a0bb30067bd2ef3d4a5c9",
                "name":"8306 Mills Drive, Miami,FL"
              }
          }
    }
  ],
  "startIndex":1,
  "itemsPerPage":2
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SCIM - GET /scim/Users/{user_id}

Returns the specified user record from the User [sys_user] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

URL format

Versioned URL: `/api/now/{api_version}/scim/Users/{user_id}`

Default URL: `/api/now/scim/Users/{user_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
user_id	Sys_id of the user record to return. Data type: String Table: User [sys_user]

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *excludedAttributes* parameter. Data type: String Default: Return all fields unless *excludedAttributes* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
active	Flag that indicates whether the associated user is active within the ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • true: User is active. • false: User is inactive. Data type: Boolean

addresses	Details of the user's current mailing address.
	
	Data type: Object
	
	`"addresses": {`
	`  "country": "String",`
	`  "locality": "String",`
	`  "postalCode": "String",`
	`  "region": "String",`
	`  "streetAddress": "String",`
	`  "type": "String"`
	`}`

addresses.country	Country name. Data type: String
addresses.locality	City or locality name. Data type: String
addresses.postalCode	Zip or postal code. Data type: String
addresses.region	State or region. Data type: String
addresses.streetAddress	Full street address. This can include the house number, street name, PO Box, and multi-line extended street address information. Data type: String
addresses.type	Type of address. Currently only supports `home`. Data type: String
displayName	User display name. This value is auto-generated by concatenating the *name* fields. Data type: String

emails	List of email accounts associated with the user.
	
	Data type: Array of Objects
	
	`"emails:" [`
	`  {`
	`  "type": "String",`
	`  "value": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
emails.type	User email type. Currently only supports type of "work". Data type: String
emails.value	User's email address. This is a unique key for the associated user. Data type: String
externalId	Unique identifier assigned to the user by the entity provisioning it. Data type: String

groups	List of groups to which the user belongs, either through direct membership, nested groups, or dynamically calculated.
	
	Data type: Array of Objects
	<pre>"groups": [
	  {
	  "display": "String",
	  "type": "String",
	  "value": "String",
	  "$ref": "String"
	  }
	]</pre>

groups.display	Name of the associated group. Data type: String
groups.type	Type of group association, such as direct or indirect. Data type: String
groups.value	Sys_id of an associated group record. Data type: String
groups.$ref	URI of the associated group. Data type: String
id	Sys_id of the associated User record. Data type: String

meta	Metadata pertaining to the user.
	
	Data type: Object
	<pre>"meta": {
	  "created": "String",
	  "lastModified": "String",
	  "location": String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"resourceType": String"
	}</pre>

meta.created	Date and time when the user record was created. Data type: String
meta.lastModified	Date and time when the user record was last modified. Data type: String
meta.location	URI of the user being retrieved. Data type: String
meta.resourceType	SCIM Users' resource type. Data type: String

name	User's name information.
	
	Data type: Object
	<pre>"name": {
	"familyName": "String",
	"givenName": "String",
	"honorificPrefix": "String",
	"middleName": "String"
	}</pre>

name.familyName	User's family or last name. Data type: String
name.givenName	User's given or first name. Data type: String
name.honorificPrefix	User's honorific name or title, such as Dr., Bishop, or Baron. Data type: String
name.middle	User's middle name. Data type: String

phoneNumbers	List of phone numbers associated with the user.
	
	Data type: Array of Objects
	<pre>"phoneNumbers": [
	{
	"type": "String",
	"value": "String"
	}
	]</pre>

phoneNumbers.type	Type of phone number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • home • mobile • work Data type: String
phoneNumbers.value	User's phone number. Data type: String
preferredLanguage	User's preferred spoken and written language. Data type: String
schemas	List of URIs of the SCIM User schemas used to process the request. Data type: Array of Strings
timezone	User's time zone. Data type: String
title	User's title, such as CEO or President. Data type: String
userName	Unique user name for the associated user. Data type: String
userType	User type. This value is used to identify the organization to user relationship. This can be any value, but typical values might include: • Contractor • Employee • Intern • Temp • External • Unknown Data type: String

Extension parameters returned

Name	Description
company	Details about the user's associated company.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"company": { "display": "String", "value": "String", "$ref": "String" }`
company.display	Name of the company. Data type: String
company.value	Sys_id of the company record. Data type: String
company.$ref	Reference URI for the company. Data type: String
costCenter	Details about the user's associated cost center. Data type: Object `"costCenter": { "display": "String", "value": "String", "$ref": "String" }`
costCenter.display	Name of the cost center. Data type: String
costCenter.value	Sys_id of the cost center record. Data type: String
costCenter.$ref	Reference URI for the cost center. Data type: String
department	Details about the user's associated department. Data type: Object `"department": { "display": "String", "value": "String", "$ref": "String" }`
department.display	Name of the department. Data type: String
department.value	Sys_id of the department record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
department.$ref	Reference URI for the department. Data type: String
employeeNumber	Numeric or alphanumeric employee number. Data type: String
gender	Gender of the user, such as male or female. Data type: String

location	Details about the user's associated location.
	
	Data type: Object
	
	`"location": {`
	`  "display": "String",`
	`  "value": "String",`
	`  "$ref": "String"`
	`}`

location.display	Name of the location. Data type: String
location.value	Sys_id of the location record. Data type: String
location.$ref	Reference URI for the location. Data type: String

manager	Details about the user's associated manager.
	
	Data type: Object
	
	`"manager": {`
	`  "display": "String",`
	`  "value": "String",`
	`  "$ref": "String"`
	`}`

manager.display	Name of the manager. Data type: String
manager.value	Sys_id of the manager record. Data type: String
manager.$ref	Reference URI for the manager. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request using user sys_id

The following example shows how to obtain a specific user record by passing their sys_id.

```
curl
 "https://instance-servicenow.com/api/now/scim/Users/62826bf0371
0200044e0bfc8bcbe5df1" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{"schemas":
  [

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User",
    "urn:ietf:params:scim:schemas:core:2.0:User"
  ],
    "id":"62826bf03710200044e0bfc8bcbe5df1",
    "meta":
      {
        "resourceType":"User",
        "created":"2012-02-18T03:04:52Z",
        "lastModified":"2021-10-01T14:23:34Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Users/62826bf03710200044e0b
fc8bcbe5df1"
      },
    "userName":"abel.tuter",
    "name":
      {
        "familyName":"Tuter",
        "givenName":"Abel"
      },
    "displayName":"Abel Tuter",
    "active":true,
    "emails":[
      {
        "value":"abel.tuter@example.com",
        "type":"work"
      }
    ],

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User":
      {
        "gender":"Male",
        "costCenter":
          {
            "value":"d9d07bddc0a80a647cf932056ed24652",
            "name":"Engineering"
          },
        "company":
          {
            "value":"227cdfb03710200044e0bfc8bcbe5d6b",
            "name":"ACME South America"
          },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "department":
          {
            "value":"9a7ed3f03710200044e0bfc8bcbe5db7",
            "name":"Product Management"
           },
        "location":
          {
            "value":"25b3d04b0a0a0bb300176b546c22db27",
            "name":"SHS quadra 5, Bloco E., Brasilia"}
          }
      }
```

SCIM - PATCH /scim/Users/{user_id}

Enables you to add, replace, and remove specified fields in a user record in the User [sys_user] table of a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

URL format

Versioned URL: `/api/now/{api_version}/scim/Users/{user_id}`

Default URL: `/api/now/scim/Users/{user_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
user_id	Sys_id of the user record to modify. Data type: String Table: User [sys_user]

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *excludedAttributes* parameter. Data type: String Default: Return all fields unless *excludedAttributes* is specified.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (JSON)

Name	Description
Operations	Required. List of operation objects to patch the specified user record with. Data type: Array `"Operations": [ { "op": "String", "path": "String", "value": Any } ]`
Operations.op	Required. Operation to perform. Valid values: • add: Add the specified field and value to the user record. • remove: Remove the value from the specified field. • replace: Replace the value of the specified field. Data type: String
Operations.path	Required for `remove` operations. Name/path of the field to modify. The *path* parameter can have one of the following formats: • A direct field, such as `title` • A nested fields, such as `name.givenName` • In case of complex array, it can point to a specific element with a filter, such as: `emails[type eq "work"]` `{ "schemas": [ "urn:ietf:params:scim:api:messages:2.0:PatchOp" ], "Operations": [`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>{
	"op": "add",
	"path": "title",
	"value": "xyz"
	},
	{
	"op": "replace",
	"path": "name.givenName",
	"value": "Jennifer"
	},
	{
	"op": "replace",
	"path": "emails[type eq \"work\"]",
	"value": "xyz@test.com"
	}
	]
	}</pre>
	Data type: String
	
	Default: Considers the field to be a user resource.

Operations.value	Value of the field specified in the *Operations.path* parameter. The format of this parameter depends on the data-type of the associated field.
	
	For example, if updating a simple string, such as the title, the *value* field is expressed as a string.
	<pre>"Operations": [
	{
	"op": "add",
	"path": "title",
	"value": "xyz"
	}
	]</pre>
	You can also declare simple string values without using *value* or *path* parameters, such as:
	<pre>"Operations": [
	{
	"op": "add",
	"title": "xyz"
	}
	]</pre>
	However, when updating a phone number, which is an array that contains objects that define additional fields to add to the user record and their associated values, the *value* field is expressed as an array of objects.
	<pre>"Operations": [
	{</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

```
    "op": "add",
    "path": "phoneNumbers",
    "value": [
      {
        "type": "work",
        "value": "9876543210"
      },
      {
        "type": "home",
        "value": "9876783216"
      }
    ]
  }
]
```

When specifying attribute nodes, the entry can include the nesting as follows:

```
{
  "op": "replace",
  "value": {
    "name": {
      "familyName": "Jones",
      "givenName": "Jennifer"
    }
  }
}
```

Or you can specify the nesting in the *Operations.path*:

```
{
  "op": "replace",
  "path": "name.givenName",
  "value": "Jennifer"
}
```

If the field being updated is not in the base-schema, you must enclose the name-value pair in an object that specifies the URN of the associated schema.

```
"value": {
  "<schema_urn>": {
    "<field_name>": "<new_value>"
  },
}
```

For example:

```
"value": {

 "urn:ietf:params:scim:schemas:extension:servi
cenow:2.0:User": {
    "employeeNumber": "13454"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	<pre> }, }</pre> Data type: Any
Operations.value.type	Name of the field to update. Data type: String
Operations.value.value	Value to update the field with. Data type: String
schemas	Required. SCIM Schema URI of Patch Operation `urn:ietf:params:scim:api:messages:2.0:PatchOp`. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/scim+json`*. Default: *`application/json`*
Content-Type	Data format of the request body. Supported types: *`application/json`* or *`application/scim+json`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

400	Bad Request. A bad request type or malformed request was detected.
	• Check for invalid values:
	  ○ Malformed request body.
	  ○ Required field is not provided or empty.
	  ○ Invalid user or group sys_id is provided.
	• Check if a read-only or immutable field is trying to be modified.
	• Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request or that the request does not exceed the maximum number of members.

404	Not found. The requested item wasn't found.
409	User already exists. The *userName* parameter must be unique.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
active	Flag that indicates whether the associated user is active within the ServiceNow instance. Possible values: • true: User is active. • false: User is inactive. Data type: Boolean
addresses	Details of the user's current mailing address. Data type: Object `"addresses": { "country": "String", "locality": "String", "postalCode": "String", "region": "String", "streetAddress": "String", "type": "String" }`
addresses.country	Country name. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
addresses.locality	City or locality name. Data type: String
addresses.postalCode	Zip or postal code. Data type: String
addresses.region	State or region. Data type: String
addresses.streetAddress	Full street address. This can include the house number, street name, PO Box, and multi-line extended street address information. Data type: String
addresses.type	Type of address. Currently only supports `home`. Data type: String
displayName	User display name. This value is auto-generated by concatenating the *name* fields. Data type: String
emails	List of email accounts associated with the user. Data type: Array of Objects `"emails:" [ { "type": "String", "value": "String" } ]`
emails.type	User email type. Currently only supports type of "work". Data type: String
emails.value	User's email address. This is a unique key for the associated user. Data type: String
errors	Response that describes any errors that may have occurred during processing the request. Data type: Object `"errors": { "details": "String", "schemas": "String", "scimType": "String", "status": "String" }`
errors.detail	Detailed error message on why the request failed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
errors.scimType	SCIM error detail keyword. Data type: String
errors.schemas	URI of the SCIM Schemas used to process the error response. Data type: Array of Strings
errors.status	HTTP status code for the error response. Data type: String
externalId	Unique identifier assigned to the user by the entity provisioning it. Data type: String
groups	List of groups to which the user belongs, either through direct membership, nested groups, or dynamically calculated. Data type: Array of Objects `"groups": [ { "display": "String", "type": "String", "value": "String", "$ref": "String" } ]`
groups.display	Name of the associated group. Data type: String
groups.type	Type of group association, such as direct or indirect. Data type: String
groups.value	Sys_id of an associated group record. Data type: String
groups.$ref	URI of the associated group. Data type: String
id	Sys_id of the associated User record. Data type: String
meta	Metadata pertaining to the user. Data type: Object `"meta": { "created": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre> "lastModified": "String",
	  "location": String",
	  "resourceType": String"
	}</pre>

meta.created	Date and time when the user record was created. Data type: String
meta.lastModified	Date and time when the user record was last modified. Data type: String
meta.location	URI of the user being retrieved. Data type: String
meta.resourceType	SCIM Users' resource type. Data type: String

name	User's name information.
	
	Data type: Object
	<pre>"name": {
	  "familyName": "String",
	  "givenName": "String",
	  "honorificPrefix": "String",
	  "middleName": "String"
	}</pre>

name.familyName	User's family or last name. Data type: String
name.givenName	User's given or first name. Data type: String
name.honorificPrefix	User's honorific name or title, such as Dr., Bishop, or Baron. Data type: String
name.middle	User's middle name. Data type: String

phoneNumbers	List of phone numbers associated with the user.
	
	Data type: Array of Objects
	<pre>"phoneNumbers": [
	  {
	  "type": "String",
	  "value": "String"</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>}
	]</pre>

phoneNumbers.type	Type of phone number. Possible values: • home • mobile • work Data type: String
phoneNumbers.value	User's phone number. Data type: String
preferredLanguage	User's preferred spoken and written language. Data type: String
schemas	List of URIs of the SCIM User schemas used to process the request. Data type: Array of Strings
timezone	User's time zone. Data type: String
title	User's title, such as CEO or President. Data type: String
userName	Unique user name for the associated user. Data type: String
userType	User type. This value is used to identify the organization to user relationship. This can be any value, but typical values might include: • Contractor • Employee • Intern • Temp • External • Unknown Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Extension parameters returned

Name	Description
company	Details about the user's associated company. Data type: Object `"company": { "display": "String", "value": "String", "$ref": "String" }`
company.display	Name of the company. Data type: String
company.value	Sys_id of the company record. Data type: String
company.$ref	Reference URI for the company. Data type: String
costCenter	Details about the user's associated cost center. Data type: Object `"costCenter": { "display": "String", "value": "String", "$ref": "String" }`
costCenter.display	Name of the cost center. Data type: String
costCenter.value	Sys_id of the cost center record. Data type: String
costCenter.$ref	Reference URI for the cost center. Data type: String
department	Details about the user's associated department. Data type: Object `"department": { "display": "String", "value": "String", "$ref": "String" }`
department.display	Name of the department.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
department.value	Sys_id of the department record. Data type: String
department.$ref	Reference URI for the department. Data type: String
employeeNumber	Numeric or alphanumeric employee number. Data type: String
gender	Gender of the user, such as male or female. Data type: String

location	Details about the user's associated location.
	
	Data type: Object
	`"location": {`
	`  "display": "String",`
	`  "value": "String",`
	`  "$ref": "String"`
	`}`

location.display	Name of the location. Data type: String
location.value	Sys_id of the location record. Data type: String
location.$ref	Reference URI for the location. Data type: String

manager	Details about the user's associated manager.
	
	Data type: Object
	`"manager": {`
	`  "display": "String",`
	`  "value": "String",`
	`  "$ref": "String"`
	`}`

manager.display	Name of the manager. Data type: String
manager.value	Sys_id of the manager record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
manager.$ref	Reference URI for the manager. Data type: String

Example: cURL request

The following example shows how to add, remove, and replace values within a user record.

```
curl -X PATCH \

 https://instance-servicenow.com/api/now/scim/Users/005d500b536073005e0addeeff7b12f4 \
  -d '{
  "schemas": [
    "urn:ietf:params:scim:api:messages:2.0:PatchOp"
  ],
  "Operations": [
    {
      "op" : "remove",
      "path" : "title"
    },
    {
      "op" : "add",
      "path" : "phoneNumbers",
      "value" : [
        {
          "type" : "work",
          "value" : "9876543210"
        }
      ]
    },
    {
      "op": "replace",
      "value": {

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User": {
            "employeeNumber": "13454"
        },
        "name": {
            "familyName": "John",
            "givenName": "Smith"
        }
      }
    }
  ]
}'
```

Response:

```
{
  "schemas":[

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User",
    "urn:ietf:params:scim:schemas:core:2.0:User"
  ],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "id":"005d500b536073005e0addeeff7b12f4",
  "meta":{
    "resourceType":"User",
    "created":"2019-04-05T21:09:12Z",
    "lastModified":"2021-10-12T18:29:27Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Users/005d500b536073005e0ad
deeff7b12f4"
  },
  "userName":"survey.user",
  "name":{
    "familyName":"John",
    "givenName":"Smith"
  },
  "displayName":"Smith John",
  "active":true,
  "emails":[
    {
      "value":"survey.user@email.com",
      "type":"work"
    }
  ],
  "phoneNumbers":[
    {
      "value":"9876543210",
      "type":"work"
    }
  ],
  "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User":{
    "employeeNumber":"13454"
  }
}
```


SCIM - POST /scim/Users

Creates a user record in the User [sys_user] table of a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

Note: The search and bulk modifications functionality as noted in the RFC7643 specification are not supported by this endpoint.

URL format

Versioned URL: `/api/now/{api_version}/scim/Users`

Default URL: `/api/now/scim/Users`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *`excludedAttributes`* parameter. Data type: String Default: Return all fields unless *`excludedAttributes`* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *`attributes`* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (XML or JSON)

Name	Description
active	Flag that indicates whether the associated user is active within the ServiceNow instance. Possible values: • true: User is active. • false: User is inactive. Data type: Boolean

addresses	Details of the user's current mailing address.
	
	Data type: Object
	
	`"addresses": {`
	`"country": "String",`
	`"locality": "String",`
	`"postalCode": "String",`
	`"region": "String",`
	`"streetAddress": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre> "type": "String" }</pre>
addresses.country	Country name. Data type: String
addresses.locality	City or locality name. Data type: String
addresses.postalCode	Zip or postal code. Data type: String
addresses.region	State or region. Data type: String
addresses.streetAddress	Full street address. This can include the house number, street name, PO Box, and multi-line extended street address information. Data type: String
addresses.type	Type of address. Currently only supports `home`. Data type: String
displayName	User display name. This value is auto-generated by concatenating the *name* fields. Data type: String

emails	List of email accounts associated with the user.
	
	Data type: Array of Objects
	<pre>"emails:" [
	  {
	    "type": "String",
	    "value": "String"
	  }
	]</pre>

emails.type	User email type. Currently only supports type of "work". Data type: String
emails.value	User's email address. This is a unique key for the associated user. Data type: String
externalId	Unique identifier assigned to the user by the entity provisioning it. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
name	User's name information. Data type: Object `"name": { "familyName": "String", "givenName": "String", "honorificPrefix": "String", "middleName": "String" }`
name.familyName	User's family or last name. Data type: String
name.givenName	User's given or first name. Data type: String
name.honorificPrefix	User's honorific name or title, such as Dr., Bishop, or Baron. Data type: String
name.middle	User's middle name. Data type: String
phoneNumbers	List of phone numbers associated with the user. Data type: Array of Objects `"phoneNumbers": [ { "type": "String", "value": "String" } ]`
phoneNumbers.type	Type of phone number. Possible values: • home • mobile • work Data type: String
phoneNumbers.value	User's phone number. Data type: String
preferredLanguage	User's preferred spoken and written language.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
timezone	User's time zone. Data type: String
title	User's title, such as CEO or President. Data type: String
userName	Required. Unique user name for the associated user. Data type: String
userType	User type. This value is used to identify the organization to user relationship. This can be any value, but typical values might include: • Contractor • Employee • Intern • Temp • External • Unknown Data type: String
Extended Schema	
company	Details about the user's associated company. Data type: Object `"company": { "value": "String" }`
company.value	Required if company is included in post. Sys_id of the company record. Data type: String
costCenter	Details about the user's associated cost center. Data type: Object `"costCenter": { "value": "String" }`
costCenter.value	Required if costCenter is included in post. Sys_id of the cost center record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String
department	Details about the user's associated department. Data type: Object `"department": { "value": "String" }`
department.value	Required if department is included in post. Sys_id of the department record. Data type: String
employeeNumber	Numeric or alphanumeric employee number. Data type: String
gender	Gender of the user, such as male or female. Data type: String
location	Details about the user's associated location. Data type: Object `"location": { "value": "String" }`
location.value	Required if location is included in post. Sys_id of the location record. Data type: String
manager	Details about the user's associated manager. Data type: Object `"manager": { "value": "String" }`
manager.value	Required if manager is included in post. Sys_id of the manager record. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
409	User already exists. The *userName* parameter must be unique.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
active	Flag that indicates whether the associated user is active within the ServiceNow instance. Possible values: • true: User is active. • false: User is inactive. Data type: Boolean
addresses	Details of the user's current mailing address. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"addresses": {
	  "country": "String",
	  "locality": "String",
	  "postalCode": "String",
	  "region": "String",
	  "streetAddress": "String",
	  "type": "String"
	}</pre>

addresses.country	Country name. Data type: String
addresses.locality	City or locality name. Data type: String
addresses.postalCode	Zip or postal code. Data type: String
addresses.region	State or region. Data type: String
addresses.streetAddress	Full street address. This can include the house number, street name, PO Box, and multi-line extended street address information. Data type: String
addresses.type	Type of address. Currently only supports `home`. Data type: String
displayName	User display name. This value is auto-generated by concatenating the *name* fields. Data type: String

emails	List of email accounts associated with the user.
	
	Data type: Array of Objects
	<pre>"emails:" [
	  {
	  "type": "String",
	  "value": "String"
	  }
	]</pre>

emails.type	User email type. Currently only supports type of "work". Data type: String
emails.value	User's email address. This is a unique key for the associated user. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
errors	Response that describes any errors that may have occurred during processing the request. Data type: Object `"errors": { "details": "String", "schemas": "String", "scimType": "String", "status": "String" }`
errors.detail	Detailed error message on why the request failed. Data type: String
errors.scimType	SCIM error detail keyword. Data type: String
errors.schemas	URI of the SCIM Schemas used to process the error response. Data type: Array of Strings
errors.status	HTTP status code for the error response. Data type: String
externalId	Unique identifier assigned to the user by the entity provisioning it. Data type: String
groups	List of groups to which the user belongs, either through direct membership, nested groups, or dynamically calculated. Data type: Array of Objects `"groups": [ { "display": "String", "type": "String", "value": "String", "$ref": "String" } ]`
groups.display	Name of the associated group. Data type: String
groups.type	Type of group association, such as direct or indirect. Data type: String
groups.value	Sys_id of an associated group record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
groups.$ref	URI of the associated group. Data type: String
id	Sys_id of the associated User record. Data type: String

meta	Metadata pertaining to the user.
	
	Data type: Object
	
	`"meta": {`
	`  "created": "String",`
	`  "lastModified": "String",`
	`  "location": String",`
	`  "resourceType": String"`
	`}`

meta.created	Date and time when the user record was created. Data type: String
meta.lastModified	Date and time when the user record was last modified. Data type: String
meta.location	URI of the user being retrieved. Data type: String
meta.resourceType	SCIM Users' resource type. Data type: String

name	User's name information.
	
	Data type: Object
	
	`"name": {`
	`  "familyName": "String",`
	`  "givenName": "String",`
	`  "honorificPrefix": "String",`
	`  "middleName": "String"`
	`}`

name.familyName	User's family or last name. Data type: String
name.givenName	User's given or first name. Data type: String
name.honorificPrefix	User's honorific name or title, such as Dr., Bishop, or Baron. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
name.middle	User's middle name. Data type: String
phoneNumbers	List of phone numbers associated with the user. Data type: Array of Objects `"phoneNumbers": [ { "type": "String", "value": "String" } ]`
phoneNumbers.type	Type of phone number. Possible values: • home • mobile • work Data type: String
phoneNumbers.value	User's phone number. Data type: String
preferredLanguage	User's preferred spoken and written language. Data type: String
schemas	List of URIs of the SCIM User schemas used to process the request. Data type: Array of Strings
timezone	User's time zone. Data type: String
title	User's title, such as CEO or President. Data type: String
userName	Unique user name for the associated user. Data type: String
userType	User type. This value is used to identify the organization to user relationship. This can be any value, but typical values might include: • Contractor • Employee

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Intern • Temp • External • Unknown Data type: String

Example: cURL request to POST user

This example shows how to POST the user Jack Sparrow to the User [sys_user] table.

```
curl -X POST \
  https://instance-servicenow.com/api/now/scim/Users \
  -d '{
    "schemas": [

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User",
        "urn:ietf:params:scim:schemas:core:2.0:User"
    ],
    "externalId": "123456",
    "userName": "jack.sparrow",
    "name": {
        "familyName": "Sparrow",
        "givenName": "Jack"
    },
    "title": "Senior Developer",
    "preferredLanguage": "en",
    "timezone": "ET",
    "active": true,
    "emails": [
      {
        "value": "jack.sparrow@abc.com",
        "display": null,
        "type": "work",
        "primary": true
      }
    ],
    "phoneNumbers": [
      {
        "value": "9977553312",
        "type": "mobile",
        "primary": true
      }
    ]
}'
```

Response:

```
{"schemas":
  [

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User",
    "urn:ietf:params:scim:schemas:core:2.0:User"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ],
  "id":"d6287d7b1bbe3010593876a61a4bcbc3",
  "externalId":"123456",
  "meta":{
    "resourceType":"User",
    "created":"2021-10-01T16:46:48Z",
    "lastModified":"2021-10-01T16:46:48Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Users/d6287d7b1bbe301059387
6a61a4bcbc3"
  },
  "userName":"jack.sparrow",
  "name":{
    "familyName":"Sparrow",
    "givenName":"Jack"
  },
  "displayName":"Jack Sparrow",
  "title":"Senior Developer",
  "preferredLanguage":"en",
  "timezone":"ET",
  "active":true,
  "emails":[
    {
      "value":"jack.sparrow@abc.com",
      "type":"work"
    }
  ],
  "phoneNumbers":[
    {
      "value":"9977553312",
      "type":"mobile"
    }
  ]
}
```


SCIM - PUT /scim/Users/{user_id}

Updates the specified user record in the User [sys_user] table of a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

URL format

Versioned URL: `/api/now/{api_version}/scim/Users/{user_id}`

Default URL: `/api/now/scim/Users/{user_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
user_id	Sys_id of the user record to update. Data type: String Table: User [sys_user]

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *`excludedAttributes`* parameter. Data type: String Default: Return all fields unless *`excludedAttributes`* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *`attributes`* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (JSON)

Name	Description
active	Flag that indicates whether the associated user is active within the ServiceNow instance. Possible values: • true: User is active. • false: User is inactive. Data type: Boolean
addresses	Details of the user's current mailing address. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"addresses": {
	  "country": "String",
	  "locality": "String",
	  "postalCode": "String",
	  "region": "String",
	  "streetAddress": "String",
	  "type": "String"
	}</pre>

addresses.country	Country name. Data type: String
addresses.locality	City or locality name. Data type: String
addresses.postalCode	Zip or postal code. Data type: String
addresses.region	State or region. Data type: String
addresses.streetAddress	Full street address. This can include the house number, street name, PO Box, and multi-line extended street address information. Data type: String
addresses.type	Type of address. Currently only supports `home`. Data type: String
displayName	User display name. This value is auto-generated by concatenating the *name* fields. Data type: String

emails	List of email accounts associated with the user.
	
	Data type: Array of Objects
	<pre>"emails:" [
	  {
	  "type": "String",
	  "value": "String"
	  }
	]</pre>

emails.type	User email type. Currently only supports type of "work". Data type: String
emails.value	User's email address. This is a unique key for the associated user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
externalId	Unique identifier assigned to the user by the entity provisioning it. Data type: String
name	User's name information. Data type: Object `"name": { "familyName": "String", "givenName": "String", "honorificPrefix": "String", "middleName": "String" }`
name.familyName	User's family or last name. Data type: String
name.givenName	User's given or first name. Data type: String
name.honorificPrefix	User's honorific name or title, such as Dr., Bishop, or Baron. Data type: String
name.middle	User's middle name. Data type: String
phoneNumbers	List of phone numbers associated with the user. Data type: Array of Objects `"phoneNumbers": [ { "type": "String", "value": "String" } ]`
phoneNumbers.type	Type of phone number. Possible values: • home • mobile • work Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
phoneNumbers.value	User's phone number. Data type: String
preferredLanguage	User's preferred spoken and written language. Data type: String
timezone	User's time zone. Data type: String
title	User's title, such as CEO or President. Data type: String
userName	Required. Unique user name for the associated user. Data type: String
userType	User type. This value is used to identify the organization to user relationship. This can be any value, but typical values might include: • Contractor • Employee • Intern • Temp • External • Unknown Data type: String
Extended Schema	

company	Details about the user's associated company.
	
	Data type: Object
	`"company": {`
	`  "value": "String"`
	`}`

company.value	Required if company is included in post. Sys_id of the company record. Data type: String
costCenter	Details about the user's associated cost center. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	`"costCenter": { "value": "String" }`
costCenter.value	Required if costCenter is included in post. Sys_id of the cost center record. Data type: String
department	Details about the user's associated department. Data type: Object `"department": { "value": "String" }`
department.value	Required if department is included in post. Sys_id of the department record. Data type: String
employeeNumber	Numeric or alphanumeric employee number. Data type: String
gender	Gender of the user, such as male or female. Data type: String
location	Details about the user's associated location. Data type: Object `"location": { "value": "String" }`
location.value	Required if location is included in post. Sys_id of the location record. Data type: String
manager	Details about the user's associated manager. Data type: Object `"manager": { "value": "String" }`
manager.value	Required if manager is included in post. Sys_id of the manager record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	Not found. The requested item wasn't found.
409	User already exists. The *userName* parameter must be unique.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
active	Flag that indicates whether the associated user is active within the ServiceNow instance. Possible values: • true: User is active. • false: User is inactive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
addresses	Details of the user's current mailing address. Data type: Object `"addresses": { "country": "String", "locality": "String", "postalCode": "String", "region": "String", "streetAddress": "String", "type": "String" }`
addresses.country	Country name. Data type: String
addresses.locality	City or locality name. Data type: String
addresses.postalCode	Zip or postal code. Data type: String
addresses.region	State or region. Data type: String
addresses.streetAddress	Full street address. This can include the house number, street name, PO Box, and multi-line extended street address information. Data type: String
addresses.type	Type of address. Currently only supports `home`. Data type: String
displayName	User display name. This value is auto-generated by concatenating the *name* fields. Data type: String
emails	List of email accounts associated with the user. Data type: Array of Objects `"emails:" [ { "type": "String", "value": "String" } ]`
emails.type	User email type. Currently only supports type of "work".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
emails.value	User's email address. This is a unique key for the associated user. Data type: String

errors	Response that describes any errors that may have occurred during processing the request.
	
	Data type: Object
	
	`"errors": {`
	`  "details": "String",`
	`  "schemas": "String",`
	`  "scimType": "String",`
	`  "status": "String"`
	`}`

errors.detail	Detailed error message on why the request failed. Data type: String
errors.scimType	SCIM error detail keyword. Data type: String
errors.schemas	URI of the SCIM Schemas used to process the error response. Data type: Array of Strings
errors.status	HTTP status code for the error response. Data type: String
externalId	Unique identifier assigned to the user by the entity provisioning it. Data type: String

groups	List of groups to which the user belongs, either through direct membership, nested groups, or dynamically calculated.
	
	Data type: Array of Objects
	
	`"groups": [`
	`  {`
	`  "display": "String",`
	`  "type": "String",`
	`  "value": "String",`
	`  "$ref": "String"`
	`  }`
	`]`

groups.display	Name of the associated group. Data type: String
groups.type	Type of group association, such as direct or indirect.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
groups.value	Sys_id of an associated group record. Data type: String
groups.$ref	URI of the associated group. Data type: String
id	Sys_id of the associated User record. Data type: String
meta	Metadata pertaining to the user. Data type: Object `"meta": { "created": "String", "lastModified": "String", "location": String", "resourceType": String" }`
meta.created	Date and time when the user record was created. Data type: String
meta.lastModified	Date and time when the user record was last modified. Data type: String
meta.location	URI of the user being retrieved. Data type: String
meta.resourceType	SCIM Users' resource type. Data type: String
name	User's name information. Data type: Object `"name": { "familyName": "String", "givenName": "String", "honorificPrefix": "String", "middleName": "String" }`
name.familyName	User's family or last name. Data type: String
name.givenName	User's given or first name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
name.honorificPrefix	User's honorific name or title, such as Dr., Bishop, or Baron. Data type: String
name.middle	User's middle name. Data type: String
phoneNumbers	List of phone numbers associated with the user. Data type: Array of Objects `"phoneNumbers": [ { "type": "String", "value": "String" } ]`
phoneNumbers.type	Type of phone number. Possible values: • home • mobile • work Data type: String
phoneNumbers.value	User's phone number. Data type: String
preferredLanguage	User's preferred spoken and written language. Data type: String
schemas	List of URIs of the SCIM User schemas used to process the request. Data type: Array of Strings
timezone	User's time zone. Data type: String
title	User's title, such as CEO or President. Data type: String
userName	Unique user name for the associated user. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
userType	User type. This value is used to identify the organization to user relationship. This can be any value, but typical values might include: • Contractor • Employee • Intern • Temp • External • Unknown Data type: String

Extension parameters returned

Name	Description
company	Details about the user's associated company. Data type: Object `"company": { "display": "String", "value": "String", "$ref": "String" }`
company.display	Name of the company. Data type: String
company.value	Sys_id of the company record. Data type: String
company.$ref	Reference URI for the company. Data type: String
costCenter	Details about the user's associated cost center. Data type: Object `"costCenter": { "display": "String", "value": "String", "$ref": "String" }`
costCenter.display	Name of the cost center. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
costCenter.value	Sys_id of the cost center record. Data type: String
costCenter.$ref	Reference URI for the cost center. Data type: String

department	Details about the user's associated department.
	
	Data type: Object
	
	`"department": {`
	`  "display": "String",`
	`  "value": "String",`
	`  "$ref": "String"`
	`}`

department.display	Name of the department. Data type: String
department.value	Sys_id of the department record. Data type: String
department.$ref	Reference URI for the department. Data type: String
employeeNumber	Numeric or alphanumeric employee number. Data type: String
gender	Gender of the user, such as male or female. Data type: String

location	Details about the user's associated location.
	
	Data type: Object
	
	`"location": {`
	`  "display": "String",`
	`  "value": "String",`
	`  "$ref": "String"`
	`}`

location.display	Name of the location. Data type: String
location.value	Sys_id of the location record. Data type: String
location.$ref	Reference URI for the location.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
manager	Details about the user's associated manager. Data type: Object `"manager": { "display": "String", "value": "String", "$ref": "String" }`
manager.display	Name of the manager. Data type: String
manager.value	Sys_id of the manager record. Data type: String
manager.$ref	Reference URI for the manager. Data type: String

Example: cURL request to update user information using PUT

This example shows how to update the information of an existing user using the PUT endpoint.

```
curl -X PUT \

 https://instance-servicenow.com/api/now/scim/Users/cdfef423e042
3010f8778ac6d674f5ae \
  -d '{
  "schemas": [

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User",
    "urn:ietf:params:scim:schemas:core:2.0:User"
  ],
  "externalId": "123457",
  "userName": "john.Doe",
  "name": {
    "familyName": "Doe",
    "givenName": "John"
  },
  "title": "Sir",
  "preferredLanguage": "en",
  "timezone": "ET",
  "active": true,
  "emails": [
    {
      "value": "john.doe@abc.com",
      "display": null,
      "type": "work",
      "primary": true
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  ],
  "phoneNumbers": [
    {
      "value": "9977553312",
      "type": "mobile",
      "primary": true
    }
  ],
  "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User":
 {
    "gender": "Male",
    "employeeNumber" : "13453",
    "location" : {
      "value" : "0002c0a93790200044e0bfc8bcbe5df5"
    },
    "company" : {
      "value" : "81fd65ecac1d55eb42a426568fc87a63"
    },
    "costCenter" : {
      "value" : "7fb1cc99c0a80a6d30c04574d14c0acf"
    },
    "department" : {
      "value":"221db0edc611228401760aec06c9d929"
    }
  }
}'
```

Response:

```
{
  "schemas": [

 "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User",
    "urn:ietf:params:scim:schemas:core:2.0:User"
  ],
  "id": "b7c5015f778330102e8cc5179e5a9992",
  "externalId": "123457",
  "meta": {
    "resourceType": "User",
    "created": "2021-10-12T10:05:32Z",
    "lastModified": "2021-10-12T10:08:04Z",
    "location":

 "http://instance-servicenow.com/api/now/scim/Users/b7c5015f7783
30102e8cc5179e5a9992"
  },
  "userName": "john.doe",
  "name": {
    "familyName": "Doe",
    "givenName": "John"
  },
  "displayName": "John Doe",
  "title": "Sir",
  "preferredLanguage": "en",
  "timezone": "ET",
  "active": true,
  "emails": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "value": "tony.stark@abc.com",
      "type": "work"
    }
  ],
  "phoneNumbers": [
    {
      "value": "9977553312",
      "type": "mobile"
    }
  ],
  "urn:ietf:params:scim:schemas:extension:servicenow:2.0:User":
 {
    "employeeNumber": "13453",
    "gender": "Male",
    "costCenter": {
      "value": "7fb1cc99c0a80a6d30c04574d14c0acf",
      "name": "Sales",
      "$ref":

 "http://instance-servicenow.com/api/now/scim/CostCenters/7fb1cc
99c0a80a6d30c04574d14c0acf"
    },
    "company": {
      "value": "81fd65ecac1d55eb42a426568fc87a63",
      "name": "ACME Japan",
      "$ref":

 "http://instance-servicenow.com/api/now/scim/Companies/81fd65ec
ac1d55eb42a426568fc87a63"
    },
    "department": {
      "value": "221db0edc611228401760aec06c9d929",
      "name": "Sales",
      "$ref":

 "http://instance-servicenow.com/api/now/scim/Departments/221db0
edc611228401760aec06c9d929"
    },
    "manager": {
      "value": "7027fda8773230102e8cc5179e5a99ea",
      "displayName": "Jack Sparrow",
      "$ref":

 "http://instance-servicenow.com/api/now/scim/Users/7027fda87732
30102e8cc5179e5a99ea"
    },
    "location": {
      "value": "0002c0a93790200044e0bfc8bcbe5df5",
      "name": "2-10-1 Yurakucho, Chiyoda-ku, Tokyo",
      "$ref":

 "http://instance-servicenow.com/api/now/scim/Locations/0002c0a9
3790200044e0bfc8bcbe5df5"
    }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

SCIM - GET /scim/ResourceTypes

Retrieves information about all System for Cross-domain Identity Management (SCIM) resource types supported by the associated ServiceNow instance.

This is a public endpoint and does not require any roles to access.

URL format

Versioned URL: `/api/now/{api_version}/scim/ResourceTypes`

Default URL: `/api/now/scim/ResourceTypes`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

Response body parameters (JSON)

Name	Description
itemsPerPage	Number of records returned in the return results. Data type: Number
Resources	List of available resource types. Data type: Array of Objects `"Resources": [ { "description": "String", "endpoint": "String", "id": "String", "meta": {Object}, "name": "String", "schema": "String" "schemas": [Array], "schemaExtensions": [Array] } ]`
Resources.description	Brief description of the resource type. Data type: String
Resources.endpoint	Name of the HTTP-addressable endpoint relative to the Base URL of the service provider, for example "Users". Data type: String
Resources.id	Unique identifier for the resource. Use this attribute when calling GET /s ResourceType/{resource_id} endpoint. Data type: String
Resources.meta	Information that further describes the associated resource.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"metadata": { "location": "String", "resourceType": "String" }`
Resources.meta.location	URI of the associated resource type on the associated ServiceNow inst Data type: String
Resources.meta.resourceType	Always "ResourceType". Data type: String
Resources.name	Name of the resource type, such as User or Group. Data type: String
Resources.schema	Resource type's primary/base schema URI. For example: `"urn:ietf:params:scim:schemas:core:2.0:User"`. Data type: String
Resources.schemas	Schema used to process the `/ResourceType` request. For example: `"urn:ietf:params:scim:schemas:core:2.0:ResourceT` Data type: String
Resources.schemaExtensions	List of schema extensions that apply to the associated resource type. For example: `"urn:ietf:params:scim:schemas:extension servicenow:2.0:User"`. Data type: Array of Object `"schemaExtensions": { "required": Boolean, "schema": "String" }`
Resources.schemaExtensions.required	Flag that indicates whether the schema extension is required for the resource type. Possible values: • true: A resource of this type must include this schema extension and include any attributes declared as required in this schema extension. • false: A resource of this type may omit this schema extension. Data type: Boolean
Resources.schemaExtensions.schema	URI of an extended schema. For example: `"urn:ietf:params:scim:schemas:extension:servicen 2.0:User"`. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
schemas	Schema used to process the list response to the request. For example: "urn:ietf:params:scim:api:messages:2.0:ListRespo Data type: String
startIndex	One-based index into the Resource table at which records were retriev Data type: String
totalResults	Total number of records that match the request. Data type: Number

Example: cURL request

The following example shows how to obtain the SCIM resource types supported by a ServiceNow instance.

```
curl "https://instance-servicenow.com/api/now/scim/ResourceTypes
 \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{
  "schemas":[
    "urn:ietf:params:scim:api:messages:2.0:ListResponse"
  ],
  "totalResults":6,
  "Resources":[
    {
      "schemas":[
        "urn:ietf:params:scim:schemas:core:2.0:ResourceType"
      ],
      "id":"User",
      "name":"User",
      "description":"User Account",
      "endpoint":"/Users",
      "schema":"urn:ietf:params:scim:schemas:core:2.0:User",
      "schemaExtensions":[
        {

 "schema":"urn:ietf:params:scim:schemas:extension:enterprise:2.0
:User",
          "required":false
        },
        {

 "schema":"urn:ietf:params:scim:schemas:extension:servicenow:2.0
:User",
          "required":false
        }
      ],
      "meta":{
        "resourceType":"ResourceType",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "location":"https://
instance-servicenow.com/api/now/scim/ResourceTypes/User"
      }
    },
    {
      "schemas":[
        "urn:ietf:params:scim:schemas:core:2.0:ResourceType"
      ],
      "id":"Group",
      "name":"Group",
      "description":"Group",
      "endpoint":"/Groups",
      "schema":"urn:ietf:params:scim:schemas:core:2.0:Group",
      "meta":{
        "resourceType":"ResourceType",

 "location":"https://
instance-servicenow.service-now.com/api/now/scim/ResourceTypes/G
roup"
      }
    },
    {
      "schemas":[
        "urn:ietf:params:scim:schemas:core:2.0:ResourceType"
      ],
      "id":"Company",
      "name":"Company",
      "description":"Company",
      "endpoint":"/Companies",

 "schema":"urn:ietf:params:scim:schemas:custom:servicenow:2.0:Co
mpany",
      "meta":{
        "resourceType":"ResourceType",

 "location":"https://
instance-servicenow.com/api/now/scim/ResourceTypes/Company"
      }
    },
    {
      "schemas":[
        "urn:ietf:params:scim:schemas:core:2.0:ResourceType"
      ],
      "id":"Department",
      "name":"Department",
      "description":"Department",
      "endpoint":"/Departments",

 "schema":"urn:ietf:params:scim:schemas:custom:servicenow:2.0:De
partment",
      "meta":{
        "resourceType":"ResourceType",

 "location":"https://
instance-servicenow.com/api/now/scim/ResourceTypes/Department"
      }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    {
      "schemas":[
        "urn:ietf:params:scim:schemas:core:2.0:ResourceType"
      ],
      "id":"CostCenter",
      "name":"CostCenter",
      "description":"CostCenter",
      "endpoint":"/CostCenters",

 "schema":"urn:ietf:params:scim:schemas:custom:servicenow:2.0:Co
stCenter",
      "meta":{
        "resourceType":"ResourceType",

 "location":"https://
instance-servicenow.com/api/now/scim/ResourceTypes/CostCenter"
      }
    },
    {
      "schemas":[
        "urn:ietf:params:scim:schemas:core:2.0:ResourceType"
      ],
      "id":"Location",
      "name":"Location",
      "description":"Location",
      "endpoint":"/Locations",

 "schema":"urn:ietf:params:scim:schemas:custom:servicenow:2.0:Lo
cation",
      "meta":{
        "resourceType":"ResourceType",

 "location":"https://
instance-servicenow.com/api/now/scim/ResourceTypes/Location"
      }
    }
  ],
  "startIndex":1,
  "itemsPerPage":6
}
```


SCIM - GET /scim/ResourceTypes/{ResourceName}

Retrieves information about the specified System for Cross-domain Identity Management (SCIM) resource type.

This is a public endpoint and does not require any roles to access.

URL format

Versioned URL: `/api/now/{api_version}/scim/ResourceTypes/{ResourceName}`

Default URL: `/api/now/scim/ResourceTypes/{ResourceName}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
ResourceName	Unique ID of the resource type to retrieve. Valid values: • Company • CostCenter • Department • Group • Location • User Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
description	Brief description of the resource type. Data type: String
endpoint	Name of the HTTP-addressable endpoint relative to the Base URL of the service provider, for example "Companies". Data type: String
id	Unique identifier for the resource. Use this attribute when calling GET /scim/ResourceType/{resource_id} endpoint. Data type: String

meta	Information that further describes the associated resource.
	
	Data type: Object
	`"metadata": {`
	`  "location": "String",`
	`  "resourceType": "String"`
	`}`

meta.location	URI of the associated resource type on the associated ServiceNow instance. Data type: String
meta.resourceType	Always "ResourceType". Data type: String
name	Name of the resource type, such as User or Group. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
schema	Resource type's primary/base schema URI. For example: `"urn:ietf:params:scim:schemas:core:2.0:User"`. Data type: String
schemas	Schema used to process the `/ResourceType` request. For example: `"urn:ietf:params:scim:schemas:core:2.0:ResourceType"`. Data type: String
schemaExtensions	List of schema extensions that apply to the associated resource type. For example: `"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User"`. Data type: Array of Object `"schemaExtensions": { "required": Boolean, "schema": "String" }`
schemaExtensions.required	Flag that indicates whether the schema extension is required for the resource type. Possible values: • true: A resource of this type must include this schema extension and also include any attributes declared as required in this schema extension. • false: A resource of this type may omit this schema extension. Data type: Boolean
schemaExtensions.schema	URI of an extended schema. For example: `"urn:ietf:params:scim:schemas:extension:servicenow:2.0:User"`. Data type: String
schemas	Schema used to process the list response to the request. For example: `"urn:ietf:params:scim:api:messages:2.0:ListResponse"` Data type: String

Example: cURL request

The following example shows how to obtain the User SCIM resource type from a ServiceNow instance.

```
curl
 "https://instance-servicenow.com/api/now/scim/ResourceTypes/"User" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "schemas":[
    "urn:ietf:params:scim:schemas:core:2.0:ResourceType"
  ],
  "id":"User",
  "name":"User",
  "description":"User Account",
  "endpoint":"/Users",
  "schema":"urn:ietf:params:scim:schemas:core:2.0:User",
  "schemaExtensions":[
    {

 "schema":"urn:ietf:params:scim:schemas:extension:servicenow:2.0
:User",
      "required":false
    },
    {

 "schema":"urn:ietf:params:scim:schemas:extension:enterprise:2.0
:User",
      "required":false
    }
  ],
  "meta":{
    "resourceType":"ResourceType",

 "location":"https://
instance-servicenow.com/api/now/scim/ResourceTypes/User"
  }
}
```


SCIM - GET /scim/Schemas

Retrieves information about all System for Cross-domain Identity Management (SCIM) resource schemas supported by a ServiceNow instance. These schemas define the attributes available for each resource type.

This is a public endpoint and does not require any roles to access.

URL format

Versioned URL: `/api/now/{api_version}/scim/Schemas`

Default URL: `/api/now/scim/Schemas`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/scim+json`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON)

Name	Description
Standard RFC7643 return results	Method returns results in compliance with the RFC7643 standard. For details see Schema Definition in the RFC7643 specification.

Example: cURL request

The following example shows how to obtain the SCIM schemas supported by a ServiceNow instance.

```
curl "https://instance-servicenow.com/api/now/scim/Schemas \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{
  "schemas":[
    "urn:ietf:params:scim:api:messages:2.0:ListResponse"
  ],
  "totalResults":8,
  "Resources":[
    {
      "schemas":[
        "urn:ietf:params:scim:schemas:core:2.0:Schema"
      ],
      "id":"urn:ietf:params:scim:schemas:core:2.0:User",
      "name":"User",
      "description":"User Account",
      "attributes":[
        {
          "name":"active",
          "type":"boolean",
          "multiValued":false,
          "description":"A Boolean value indicating the User's
 administrative status.",
          "required":false,
          "caseExact":true,
          "mutability":"readWrite",
          "returned":"default",
          "uniqueness":"none"
        },
        {
          "name":"addresses",
          "type":"complex",
          "subAttributes":[
            {
              "name":"country",
              "type":"string",
              "multiValued":false,
              "description":"The country name component.",
              "required":false,
              "caseExact":false,
              "mutability":"readWrite",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "returned":"default",
            "uniqueness":"none"
          },
          {
            "name":"formatted",
            "type":"string",
            "multiValued":false,
            "description":"The full mailing address, formatted
for display or use with a mailing label. This attribute MAY
contain newlines.",
            "required":false,
            "caseExact":false,
            "mutability":"readWrite",
            "returned":"default",
            "uniqueness":"none"
          },
          {
            "name":"locality",
            "type":"string",
            "multiValued":false,
            "description":"The city or locality component.",
            "required":false,
            "caseExact":false,
            "mutability":"readWrite",
            "returned":"default",
            "uniqueness":"none"
          },
          {
            "name":"postalCode",
            "type":"string",
            "multiValued":false,
            "description":"The zipcode or postal code
component.",
            "required":false,
            "caseExact":false,
            "mutability":"readWrite",
            "returned":"default",
            "uniqueness":"none"
          },
          {
            "name":"primary",
            "type":"boolean",
            "multiValued":false,
            "description":"A Boolean value indicating the
'primary' or
              preferred attribute value for this attribute,
e.g., the preferred address.
              The primary attribute value 'true' MUST appear
no more than once.",
            "required":false,
            "caseExact":true,
            "mutability":"readWrite",
            "returned":"default",
            "uniqueness":"none"
          },
          {
            "name":"region",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "type":"string",
            "multiValued":false,
            "description":"The state or region component.",
            "required":false,
            "caseExact":false,
            "mutability":"readWrite",
            "returned":"default",
            "uniqueness":"none"
          },
          {
            "name":"streetAddress",
            "type":"string",
            "multiValued":false,
            "description":"The full street address component,
 which may include house number,
              street name, PO BOX, and multi-line extended
 street address information. This
              attribute MAY contain newlines.",
            "required":false,
            "caseExact":false,
            "mutability":"readWrite",
            "returned":"default",
            "uniqueness":"none"
          },
          {
            "name":"type",
            "type":"string",
            "multiValued":false,
            "description":"A label indicating the attribute's
 function; e.g., 'work' or 'home'.",
            "required":false,
            "canonicalValues":["other","work","home"],
            "caseExact":false,
            "mutability":"readWrite",
            "returned":"default",
            "uniqueness":"none"
          }
        ],
        "multiValued":true,
        "description":"Physical mailing addresses for this
 User.",
        "required":false,
        "caseExact":true,
        "mutability":"readWrite",
        "returned":"default",
        "uniqueness":"none"
      },
.
.
.
    {
      "schemas":[
        "urn:ietf:params:scim:schemas:core:2.0:Schema"
      ],

 "id":"urn:ietf:params:scim:schemas:custom:servicenow:2.0:Depart
ment",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "name":"Department",
        "description":"Department",
        "attributes":[
          {
            "name":"name",
            "type":"string",
            "multiValued":false,
            "description":"The name of the department.",
            "required":false,
            "caseExact":false,
            "mutability":"readOnly",
            "returned":"default",
            "uniqueness":"none"
          }
        ],
        "meta":{
          "resourceType":"Schema",

 "location":"https://
instance-servicenow.com/api/now/scim/Schemas/urn:ietf:params:sci
m:schemas:custom:servicenow:2.0:Department"
        }
      },
      {
        "schemas":[
          "urn:ietf:params:scim:schemas:core:2.0:Schema"
        ],

 "id":"urn:ietf:params:scim:schemas:custom:servicenow:2.0:CostCe
nter",
        "name":"CostCenter",
        "description":"CostCenter",
        "attributes":[
          {
            "name":"name",
            "type":"string",
            "multiValued":false,
            "description":"The name of the cost center.",
            "required":false,
            "caseExact":false,
            "mutability":"readOnly",
            "returned":"default",
            "uniqueness":"none"
          }
        ],
        "meta":
          {
            "resourceType":"Schema",

 "location":"https://
instance.servicenow.com/api/now/scim/Schemas/urn:ietf:params:sci
m:schemas:custom:servicenow:2.0:CostCenter"
         }
        },
        {
          "schemas":[
            "urn:ietf:params:scim:schemas:core:2.0:Schema"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          ],

 "id":"urn:ietf:params:scim:schemas:custom:servicenow:2.0:Locati
on",
        "name":"Location",
        "description":"Location",
        "attributes":[
          {
            "name":"name",
            "type":"string",
            "multiValued":false,
            "description":"The location name.",
            "required":false,
            "caseExact":false,
            "mutability":"readOnly",
            "returned":"default",
            "uniqueness":"none"
          }
        ],
        "meta":{
          "resourceType":"Schema",

 "location":"https://
instance.servicenow.com/api/now/scim/Schemas/urn:ietf:params:sci
m:schemas:custom:servicenow:2.0:Location"
        }
      }
    ],
    "startIndex":1,
  "itemsPerPage":8
}
```


SCIM - GET /scim/Schemas/{SchemaName}

Retrieves information about the specified System for Cross-domain Identity Management (SCIM) resource schemas supported by a ServiceNow instance. These schemas define the attributes available for each resource type.

This is a public endpoint and does not require any roles to access.

URL format

Versioned URL: `/api/now/{api_version}/scim/Schemas/{SchemaName}`

Default URL: `/api/now/scim/Schemas/{SchemaName}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
SchemaName	URI of the resource schema to return. Valid values: • urn:ietf:params:scim:schemas:core:2.0:User • urn:ietf:params:scim:schemas:extension: enterprise:2.0:User • urn:ietf:params:scim:schemas:extension: servicenow:2.0:User • urn:ietf:params:scim:schemas:core:2.0:Group • urn:ietf:params:scim:schemas:custom: servicenow:2.0:Company • urn:ietf:params:scim:schemas:custom: servicenow:2.0:Department • urn:ietf:params:scim:schemas:custom: servicenow:2.0:CostCenter • urn:ietf:params:scim:schemas:custom: servicenow:2.0:Location Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/scim+json`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
Standard RFC7643 return results	Method returns results in compliance with the RFC7643 standard. For details see Schema Definition in the RFC7643 specification.

Example: cURL request

The following example shows how to obtain the core Group SCIM schema from a ServiceNow instance.

```
curl
 "https://instance-servicenow.com/api/now/scim/Schemas/"urn:ietf
:params:scim:schemas:core:2.0:Group" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{
  "schemas":[
    "urn:ietf:params:scim:schemas:core:2.0:Schema"
  ],
  "id":"urn:ietf:params:scim:schemas:core:2.0:Group",
  "name":"Group",
  "description":"Group",
  "attributes":[
    {
      "name":"displayName",
      "type":"string",
      "multiValued":false,
      "description":"A human-readable name for the Group.",
      "required":true,
      "caseExact":false,
      "mutability":"readWrite",
      "returned":"default",
      "uniqueness":"none"
    },
    {
      "name":"members",
      "type":"complex",
      "subAttributes":[
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "name":"display",
          "type":"string",
          "multiValued":false,
          "description":"A human readable name, primarily used
 for display purposes.",
          "required":false,
          "caseExact":false,
          "mutability":"immutable",
          "returned":"default",
          "uniqueness":"none"
        },
        {
          "name":"value",
          "type":"string",
          "multiValued":false,
          "description":"The identifier of a group member.",
          "required":true,
          "caseExact":false,
          "mutability":"immutable",
          "returned":"default",
          "uniqueness":"none"
        },
        {
          "name":"$ref",
          "type":"reference",
          "multiValued":false,
          "description":"The URI of the member resource.",
          "required":false,
          "caseExact":true,
          "mutability":"immutable",
          "returned":"default",
          "uniqueness":"none",
          "referenceTypes":["Group","User"]
        }
      ],
      "multiValued":true,
      "description":"A list of members of the Group.",
      "required":false,
      "caseExact":true,
      "mutability":"readWrite",
      "returned":"default",
      "uniqueness":"none"
    }
  ],
  "meta":{
    "resourceType":"Schema",

 "location":"https://
instance-servicenow.com/api/now/scim/Schemas/urn:ietf:params:sci
m:schemas:core:2.0:Group"
  }
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

SCIM - GET /scim/ServiceProviderConfig

Returns the configuration metadata to use to obtain information about the service capabilities, configurations, schemas, and resource types for the System for Cross-domain Identity Management (SCIM) endpoints available within a ServiceNow instance.

This is a public endpoint and does not require any roles to access.

URL format

Versioned URL: `/api/now/{api_version}/scim/ServiceProviderConfig`

Default URL: `/api/now/scim/ServiceProviderConfig`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/scim+json`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

Response body parameters (JSON)

Name	Description
Standard RFC7643 return results	Method returns results in compliance with the RFC7643 standard. For details see Service Provider Configuration Schema in the RFC7643 specification.

Example: cURL request

The following example shows how to obtain the SCIM configuration metadata for a ServiceNow instance.

```
curl
 "https://instance-servicenow.com/api/now/scim/ServiceProviderCo
nfig \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{
  "schemas": [

 "urn:ietf:params:scim:schemas:core:2.0:ServiceProviderConfig"
  ],
  "patch": {
    "supported": true
  },
  "bulk": {
    "supported": false,
    "maxOperations": 0,
    "maxPayloadSize": 1000000
  },
  "filter": {
    "supported": true,
    "maxResults": 500
  },
  "changePassword": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "supported": false
  },
  "sort": {
    "supported": false
  },
  "etag": {
    "supported": false
  },
  "authenticationSchemes": [
    {
      "name": "OAuth 2.0 Bearer Token",
      "description": "The OAuth 2.0 Bearer Token Authentication
scheme. OAuth
       enables clients to access protected resources by
obtaining an access token, which is
       defined in RFC 6750 as \"a string representing an access
authorization issued to the
       client\", rather than using the resource owner's
credentials directly.",
      "specUri": "http://tools.ietf.org/html/rfc6750",
      "type": "oauthbearertoken",
      "primary": true
    }
  ]
}
```


SCIM - GET /scim/Companies

Returns one or more company records from the Company [core_company] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

Note: A query that does not return any matches returns success (HTTP status code 200) with *totalResults* set to 0.

URL format

Versioned URL: `/api/now/{api_version}/scim/Companies`

Default URL: `/api/now/scim/Companies`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *excludedAttributes* parameter. Data type: String Default: Return all fields unless *excludedAttributes* is specified.
count	Number of records to return. A negative value is interpreted as zero. Data type: Number Maximum: 500 - A value greater than this results in a bad request error. Default: 10
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.
filter	Filter expression to apply to the return results. Field filters are expressed as `<field_name> <operator> <"value">`. Refer to RFC7644 for a list of the valid operators. **Note:** The `NOT` operator is not supported by this method. For example, to filter for all companies whose name starts with "Acme", enter `displayName SW "Acme"`. To specify more than one field filter, concatenate the filters using the `AND` operand. For example, to filter for all companies whose name starts with "Acme" and were last modified before October 3, 2021, enter `displayName SW "Acme" AND meta.lastModified lt "2021-10-03T00:00:00Z"`. Use dot-walking to specify nested attributes. Data type: String Default: No filtering
sortBy	Must be specified with the *sortOrder* parameter. Field by which to sort the return results. Sorting is case-insensitive. You can only use those parameters available for filtering for the *sortBy* parameter, except that *externalId* is not allowed. For values that are null: • sorted by ascending: Null values are sorted to the top. • sorted by descending: Null values are sorted to the bottom.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Default: No sort
sortOrder	Must be specified with the *sortBy* parameter. Order in which the *sortBy* parameter is applied to the return results. Valid values: • ascending • descending Data type: String Default: ascending
startIndex	One-based index into the table at which to start retrieving records. For example, if you set this parameter to 100, and the *count* parameter to 20, the endpoint returns records 100 through 119. **Note:** Any value that is set to less than one is interpreted as one. Data type: String Default: 1

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
401	Unauthorized. The user credentials are incorrect or have not been passed.

Response body parameters (JSON)

Name	Description
itemsPerPage	Number of records returned in the return results. Data type: Number

Resources	List of returned cost center records.
	Data type: Object
	`"Resources": {`
	`  "id": "String",`
	`  "meta": {Object},`
	`  "name": "String",`
	`  "schemas": "String"`
	`}`

Resources.id	Sys_id of the company record. Data type: String

Resources.meta	Information pertaining to the company record.
	Data type: Object
	`"meta": {`
	`  "created": "String",`
	`  "lastModified": "String",`
	`  "location": "String",`
	`  "resourcType": "String"`
	`}`

Resources.meta.created	Date and time the associated company record was created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
Resources.meta.lastModified	Date and time the associated company record was last modified. Data type: String
Resources.meta.location	URI of the associated company record. Data type: String
Resources.meta.resourceType	SCIM resource type; always Company. Data type: String
Resources.name	Company name. Data type: String
Resources.schemas	Schema used when processing the request. Data type: String
schemas	Schema used to process the list response to the request. For example: `"urn:ietf:params:scim:api:messages:2.0:ListResponse"` Data type: String
startIndex	One-based index into the Company [core_company] table at which the records were returned. Data type: String
totalResults	Total number of records that match the request. Data type: Number

Example: cURL request

This example shows how to retrieve the first two company records.

```
curl
 "https://instance-servicenow.com/api/now/scim/Companies?count
=2" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{
  "schemas":[
    "urn:ietf:params:scim:api:messages:2.0:ListResponse"
  ],
  "totalResults":182,
  "Resources":[
    {
      "schemas":[
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "urn:ietf:params:scim:schemas:custom:servicenow:2.0:Company"
      ],
      "id":"0c43af40c6112275011a4bd4c0143fbf",
      "meta":{
        "resourceType":"Company",
        "created":"2005-05-24T01:14:19Z",
        "lastModified":"2013-05-06T23:44:48Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Companies/0c43af40c61122750
11a4bd4c0143fbf"
      },
      "name":"ABC Company"
    },
    {
      "schemas":[

 "urn:ietf:params:scim:schemas:custom:servicenow:2.0:Company"
      ],
      "id":"0c43b088c6112275011a4bd46a4e6cc4",
      "meta":{
        "resourceType":"Company",
        "created":"2005-05-24T01:14:19Z",
        "lastModified":"2013-06-05T17:53:26Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Companies/0c43b088c61122750
11a4bd46a4e6cc4"
      },
      "name":"Acme Co"
    }
  ],
  "startIndex":1,
  "itemsPerPage":2
}
```


SCIM - GET /scim/Companies/{company_id}

Returns the specified company record from the Company [core_company] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

URL format

Versioned URL: `/api/now/{api_version}/scim/Companies/{company_id}`

Default URL: `/api/now/scim/Groups/{company_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
company_id	Sys_id of the company record to return. Data type: String

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *`excludedAttributes`* parameter. Data type: String Default: Return all fields unless *`excludedAttributes`* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *`attributes`* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/scim+json`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
id	Sys_id of the company record. Data type: String
meta	Information pertaining to the company record. Data type: Object `"meta": { "created": "String", "lastModified": "String", "location": "String", "resourcType": "String" }`
meta.created	Date and time the associated company record was created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
meta.lastModified	Date and time the associated company record was last modified. Data type: String
meta.location	URI of the associated company record. Data type: String
meta.resourceType	SCIM resource type; always Company. Data type: String
name	Company name. Data type: String
schemas	Schema used when processing the request. Data type: String

Example: cURL request

This example shows how to retrieve a specific company record.

```
curl
 "https://instance-servicenow.com/api/now/scim/Companies/0c43af4
0c6112275011a4bd4c0143fbf" \
--request GET \
--header "Accept:application/scim+json" \
```

Response

```
{
  "schemas":[
    "urn:ietf:params:scim:schemas:custom:servicenow:2.0:Company"
  ],
  "id":"0c43af40c6112275011a4bd4c0143fbf",
  "meta":{
    "resourceType":"Company",
    "created":"2005-05-24T01:14:19Z",
    "lastModified":"2013-05-06T23:44:48Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Companies/0c43af40c61122750
11a4bd4c0143fbf"
  },
  "name":"ABC Company"
}
```

SCIM - GET /scim/CostCenters

Returns one or more cost center records from the Cost Center [cmn_cost_center] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: A query that does not return any matches returns success (HTTP status code 200) with *totalResults* set to 0.

URL format

Versioned URL: `/api/now/{api_version}/scim/CostCenters`

Default URL: `/api/now/scim/CostCenters`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *excludedAttributes* parameter. Data type: String Default: Return all fields unless *excludedAttributes* is specified.
count	Number of records to return. A negative value is interpreted as zero. Data type: Number Maximum: 500 - A value greater than this results in a bad request error. Default: 10
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.
filter	Filter expression to apply to the return results. Field filters are expressed as `<field_name> <operator> <"value">`. Refer to RFC7644 for a list of the valid operators. **Note:** The `NOT` operator is not supported by this method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	For example, to filter for all cost center whose name starts with "HR", enter `displayName SW "HR"`. To specify more than one field filter, concatenate the filters using the AND operand. For example, to filter for all cost center whose name starts with "HR" and were last modified before October 3, 2021, enter `displayName SW "HR" AND meta.lastModified lt "2021-10-03T00:00:00Z"`. Use dot-walking to specify nested attributes. Data type: String Default: No filtering
sortBy	Must be specified with the *sortOrder* parameter. Field by which to sort the return results. Sorting is case-insensitive. You can only use those parameters available for filtering for the *sortBy* parameter, except that *externalId* is not allowed. For values that are null: • sorted by ascending: Null values are sorted to the top. • sorted by descending: Null values are sorted to the bottom. Data type: String Default: No sort
sortOrder	Must be specified with the *sortBy* parameter. Order in which the *sortBy* parameter is applied to the return results. Valid values: • ascending • descending Data type: String Default: ascending
startIndex	One-based index into the table at which to start retrieving records. For example, if you set this parameter to 100, and the *count* parameter to 20, the endpoint returns records 100 through 119. **Note:** Any value that is set to less than one is interpreted as one. Data type: String Default: 1

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (SON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
401	Unauthorized. The user credentials are incorrect or have not been passed.

Response body parameters (JSON)

Name	Description
itemsPerPage	Number of records returned in the return results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number
Resources	List of returned cost center records. Data type: Object `"Resources": { "id": "String", "meta": {Object}, "name": "String", "schemas": "String" }`
Resources.id	Sys_id of the cost center record. Data type: String
Resources.meta	Information pertaining to the cost center record. Data type: Object `"meta": { "created": "String", "lastModified": "String", "location": "String", "resourcType": "String" }`
Resources.meta.created	Date and time the associated cost center record was created. Data type: String
Resources.meta.lastModified	Date and time the associated cost center record was last modified. Data type: String
Resources.meta.location	URI of the associated cost center record. Data type: String
Resources.meta.resourceType	SCIM resource type; always CostCenter. Data type: String
Resources.name	Cost center name. Data type: String
Resources.schemas	Schema used when processing the request. Data type: String
schemas	Schema used to process the list response to the request. For example: `"urn:ietf:params:scim:api:messages:2.0:ListResponse"` Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
startIndex	One-based index into the Cost Center [cmn_cost_center] table at which the records were returned. Data type: String
totalResults	Total number of records that match the request. Data type: Number

Example: cURL request

This example shows how to retrieve the first two cost center records.

```
curl
 "https://instance-servicenow.com/api/now/scim/CostCenters?count
=2" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{
  "schemas":[
    "urn:ietf:params:scim:api:messages:2.0:ListResponse"
  ],
  "totalResults":8,
  "Resources":[
    {
      "schemas":[

 "urn:ietf:params:scim:schemas:custom:servicenow:2.0:CostCenter"
      ],
      "id":"7fb1cc99c0a80a6d30c04574d14c0acf",
      "meta":{
        "resourceType":"CostCenter",
        "created":"2012-01-19T21:02:39Z",
        "lastModified":"2012-02-25T23:06:36Z",

 "location":"https://
instance-servicenow.com/api/now/scim/CostCenters/7fb1cc99c0a80a6
d30c04574d14c0acf"
      },
      "name":"Sales"
    },
    {
      "schemas":[

 "urn:ietf:params:scim:schemas:custom:servicenow:2.0:CostCenter"
      ],
      "id":"91e8bbf43710200044e0bfc8bcbe5daa",
      "meta":{
        "resourceType":"CostCenter",
        "created":"2012-02-18T04:40:24Z",
        "lastModified":"2012-02-25T23:05:58Z",

 "location":"https://
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
instance-servicenow.com/api/now/scim/CostCenters/91e8bbf43710200
044e0bfc8bcbe5daa"
      },
      "name":"Customer Support"
    }
  ],
  "startIndex":1,
  "itemsPerPage":2
}
```

SCIM - GET /scim/CostCenters/{cost_center_id}

Returns the specified cost center record from the Cost Center [cmn_cost_center] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

Note: A query that does not return any matches returns success (HTTP status code 200) with *totalResults* set to 0.

URL format

Versioned URL: `/api/now/{api_version}/scim/CostCenters/{cost_center_id}`

Default URL: `/api/now/scim/CoostCenters/{cost_center_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
cost_center_id	Sys_id of the cost center record to return. Data type: String

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *excludedAttributes* parameter. Data type: String Default: Return all fields unless *excludedAttributes* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
id	Sys_id of the cost center record. Data type: String
meta	Information pertaining to the cost center record. Data type: Object `"meta": { "created": "String", "lastModified": "String", "location": "String", "resourcType": "String" }`
meta.created	Date and time the associated cost center record was created. Data type: String
meta.lastModified	Date and time the associated cost center record was last modified. Data type: String
meta.location	URI of the associated cost center record. Data type: String
meta.resourceType	SCIM resource type; always CostCenter. Data type: String
name	Cost center name. Data type: String
schemas	Schema used when processing the request. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

This example shows how to retrieve a specific cost center record.

```
curl
 "https://instance-servicenow.com/api/now/scim/CostCenters/7fb1c
c99c0a80a6d30c04574d14c0acf" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{
  "schemas":[

 "urn:ietf:params:scim:schemas:custom:servicenow:2.0:CostCenter"
  ],
  "id":"7fb1cc99c0a80a6d30c04574d14c0acf",
  "meta":{
    "resourceType":"CostCenter",
    "created":"2012-01-19T21:02:39Z",
    "lastModified":"2012-02-25T23:06:36Z",

 "location":"https://
instance-servicenow.com/api/now/scim/CostCenters/7fb1cc99c0a80a6
d30c04574d14c0acf"
  },
  "name":"Sales"
}
```

SCIM - GET /scim/Departments

Returns one or more department records from the Department [cmn_department] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

Note: A query that does not return any matches returns success (HTTP status code 200) with *totalResults* set to 0.

URL format

Versioned URL: `/api/now/{api_version}/scim/Departments`

Default URL: `/api/now/scim/Departments`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *excludedAttributes* parameter. Data type: String Default: Return all fields unless *excludedAttributes* is specified.
count	Number of records to return. A negative value is interpreted as zero. Data type: Number Maximum: 500 - A value greater than this results in a bad request error. Default: 10
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.
filter	Filter expression to apply to the return results. Field filters are expressed as `<field_name> <operator> <"value">`. Refer to RFC7644 for a list of the valid operators. **Note:** The `NOT` operator is not supported by this method. For example, to filter for all departments whose name starts with "Engineer", enter `displayName SW "Engineer"`. To specify more than one field filter, concatenate the filters using the `AND` operand. For example, to filter for all departments whose name starts with "Engineer" and were last modified before October 3, 2021, enter `displayName SW "Engineer" AND meta.lastModified lt "2021-10-03T00:00:00Z"`. Use dot-walking to specify nested attributes. Data type: String Default: No filtering
sortBy	Must be specified with the *sortOrder* parameter. Field by which to sort the return results. Sorting is case-insensitive. You can only use those parameters available for filtering for the *sortBy* parameter, except that *externalId* is not allowed. For values that are null: • sorted by ascending: Null values are sorted to the top. • sorted by descending: Null values are sorted to the bottom.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Default: No sort
sortOrder	Must be specified with the *sortBy* parameter. Order in which the *sortBy* parameter is applied to the return results. Valid values: • ascending • descending Data type: String Default: ascending
startIndex	One-based index into the table at which to start retrieving records. For example, if you set this parameter to 100, and the *count* parameter to 20, the endpoint returns records 100 through 119. **Note:** Any value that is set to less than one is interpreted as one. Data type: String Default: 1

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
401	Unauthorized. The user credentials are incorrect or have not been passed.

Response body parameters (JSON)

Name	Description
itemsPerPage	Number of records returned in the return results. Data type: Number

Resources	List of returned department records.
	
	Data type: Object
	`"Resources": {`
	`  "id": "String",`
	`  "meta": {Object},`
	`  "name": "String",`
	`  "schemas": "String"`
	`}`

Resources.id	Sys_id of the department record. Data type: String

Resources.meta	Information pertaining to the department record.
	
	Data type: Object
	`"meta": {`
	`  "created": "String",`
	`  "lastModified": "String",`
	`  "location": "String",`
	`  "resourcType": "String"`
	`}`

Resources.meta.created	Date and time the associated department record was created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
Resources.meta.lastModified	Date and time the associated department record was last modified. Data type: String
Resources.meta.location	URI of the associated department record. Data type: String
Resources.meta.resourceType	SCIM resource type; always Department. Data type: String
Resources.name	Department name. Data type: String
Resources.schemas	
schemas	
startIndex	One-based index into the Department [cmn_department] table at which the records were returned. Data type: String
totalResults	Total number of records that match the request. Data type: Number

Example: cURL request

This example shows how to retrieve the first two department records.

```
curl
 "https://instance-servicenow.com/api/now/scim/Departments?count
=2" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{
  "schemas":[
    "urn:ietf:params:scim:api:messages:2.0:ListResponse"
  ],
  "totalResults":7,
  "Resources":[
    {
      "schemas":[

 "urn:ietf:params:scim:schemas:custom:servicenow:2.0:Department"
      ],
      "id":"221db0edc611228401760aec06c9d929",
      "meta":{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "resourceType":"Department",
        "created":"2006-01-31T20:18:24Z",
        "lastModified":"2012-02-18T07:01:40Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Departments/221db0edc611228
401760aec06c9d929"
      },
      "name":"Sales"
    },
    {
      "schemas":[

 "urn:ietf:params:scim:schemas:custom:servicenow:2.0:Department"
      ],
      "id":"221f3db5c6112284009f4becd3039cc9",
      "meta":{
        "resourceType":"Department",
        "created":"2008-03-20T20:20:06Z",
        "lastModified":"2012-02-18T07:01:22Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Departments/221f3db5c611228
4009f4becd3039cc9"
      },
      "name":"Development"
    }
  ],
  "startIndex":1,
  "itemsPerPage":2
}
```


SCIM - GET /scim/Departments/{deparment_id}

Returns the specified department record from the Department [cmn_department] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

URL format

Versioned URL: `/api/now/{api_version}/scim/Departments/{department_id}`

Default URL: `/api/now/scim/Departments/{department_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
department_id	Sys_id of the department record to return. Data type: String

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *excludedAttributes* parameter. Data type: String Default: Return all fields unless *excludedAttributes* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *attributes* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
id	Sys_id of the department record. Data type: String
meta	Information pertaining to the department record. Data type: Object `"meta": { "created": "String", "lastModified": "String", "location": "String", "resourcType": "String" }`
meta.created	Date and time the associated department record was created. Data type: String
meta.lastModified	Date and time the associated department record was last modified. Data type: String
meta.location	URI of the associated department record. Data type: String
meta.resourceType	SCIM resource type; always Department. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
name	Department name. Data type: String
schemas	Schema used when processing the request. Data type: String

Example: cURL request

This example shows how to retrieve a specific department record.

```
curl
 "https://instance-servicenow.com/api/now/scim/Departments/221db
0edc611228401760aec06c9d929" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{
  "schemas":[

 "urn:ietf:params:scim:schemas:custom:servicenow:2.0:Department"
  ],
  "id":"221db0edc611228401760aec06c9d929",
  "meta":{
    "resourceType":"Department",
    "created":"2006-01-31T20:18:24Z",
    "lastModified":"2012-02-18T07:01:40Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Departments/221db0edc611228
401760aec06c9d929"
  },
  "name":"Sales"
}
```

SCIM - GET /scim/Locations

Returns one or more location records from the Location [cmn_location] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

Note: A query that does not return any matches returns success (HTTP status code 200) with *totalResults* set to 0.

URL format

Versioned URL: `/api/now/{api_version}/scim/Locations`

Default URL: `/api/now/scim/Locations`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *`excludedAttributes`* parameter. Data type: String Default: Return all fields unless *`excludedAttributes`* is specified.
count	Number of records to return. A negative value is interpreted as zero. Data type: Number Maximum: 500 - A value greater than this results in a bad request error. Default: 10
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *`attributes`* parameter. Data type: String Default: Do not exclude any fields.
filter	Filter expression to apply to the return results. Field filters are expressed as `<field_name> <operator> <"value">`. Refer to RFC7644 for a list of the valid operators. **Note:** The NOT operator is not supported by this method. For example, to filter for all locations whose name starts with "Ch", enter `displayName SW "Ch"`. To specify more than one field filter, concatenate the filters using the AND operand. For example, to filter for all locations whose name starts with "Ch" and were last modified before October 3, 2021, enter `displayName SW "Ch" AND meta.lastModified lt "2021-10-03T00:00:00Z"`. Use dot-walking to specify nested attributes. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: No filtering
sortBy	Must be specified with the *sortOrder* parameter. Field by which to sort the return results. Sorting is case-insensitive. You can only use those parameters available for filtering for the *sortBy* parameter, except that *externalId* is not allowed. For values that are null: • sorted by ascending: Null values are sorted to the top. • sorted by descending: Null values are sorted to the bottom. Data type: String Default: No sort
sortOrder	Must be specified with the *sortBy* parameter. Order in which the *sortBy* parameter is applied to the return results. Valid values: • ascending • descending Data type: String Default: ascending
startIndex	One-based index into the table at which to start retrieving records. For example, if you set this parameter to 100, and the *count* parameter to 20, the endpoint returns records 100 through 119. **Note:** Any value that is set to less than one is interpreted as one. Data type: String Default: 1

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
401	Unauthorized. The user credentials are incorrect or have not been passed.

Response body parameters (JSON)

Name	Description
itemsPerPage	Number of records returned in the return results. Data type: Number

Resources	List of returned location records.
	
	Data type: Object
	`"Resources": {`
	`  "id": "String",`
	`  "meta": {Object},`
	`  "name": "String",`
	`  "schemas": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
Resources.id	Sys_id of the location record. Data type: String
Resources.meta	Information pertaining to the location record. Data type: Object `"meta": { "created": "String", "lastModified": "String", "location": "String", "resourceType": "String" }`
Resources.meta.created	Date and time the associated location record was created. Data type: String
Resources.meta.lastModified	Date and time the associated location record was last modified. Data type: String
Resources.meta.location	URI of the associated location record. Data type: String
Resources.meta.resourceType	SCIM resource type; always Location. Data type: String
Resources.name	Location name. Data type: String
Resources.schemas	Schema used when processing the request. Data type: String
schemas	Schema used to process the list response to the request. For example: `"urn:ietf:params:scim:api:messages:2.0:ListResponse"` Data type: String
startIndex	One-based index into the Location [cmn_location] table at which the records were returned. Data type: String
totalResults	Total number of records that match the request. Data type: Number

Example: cURL request

This example shows how to retrieve a the first two company records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance-servicenow.com/api/now/scim/Locations?count
=2" \
--request GET \
--header "Accept:application/scim+json" \
```

Response


```
{
  "schemas":[
    "urn:ietf:params:scim:api:messages:2.0:ListResponse"
  ],
  "totalResults":426,
  "Resources":[
    {

 "schemas":["urn:ietf:params:scim:schemas:custom:servicenow:2.0:
Location"],
      "id":"0002c0a93790200044e0bfc8bcbe5df5",
      "meta":{
        "resourceType":"Location",
        "created":"2012-02-19T18:39:00Z",
        "lastModified":"2012-02-19T18:39:00Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Locations/0002c0a9379020004
4e0bfc8bcbe5df5"
      },
      "name":"2-10-1 Yurakucho, Chiyoda-ku, Tokyo"
    },
    {

 "schemas":["urn:ietf:params:scim:schemas:custom:servicenow:2.0:
Location"],
      "id":"0594ed7437d0200044e0bfc8bcbe5df0",
      "meta":{
        "resourceType":"Location",
        "created":"2012-02-17T17:54:15Z",
        "lastModified":"2021-08-31T14:13:11Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Locations/0594ed7437d020004
4e0bfc8bcbe5df0"
      },
      "name":"Colombia"
    }
  ],
  "startIndex":1,
  "itemsPerPage":2
}
```


SCIM - GET /scim/Locations/{location_id}

Returns the specified location record from the Location [cmn_location] table within a ServiceNow instance using the System for Cross-domain Identity Management (SCIM) protocol.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/scim/Locations/{location_id}`

Default URL: `/api/now/scim/Locations/{location_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
location_id	Sys_id of the location record to return. Data type: String

Query parameters

Name	Description
attributes	Comma-separated list of fields to return in the response. No other fields are returned. Can't be used with the *`excludedAttributes`* parameter. Data type: String Default: Return all fields unless *`excludedAttributes`* is specified.
excludedAttributes	Comma-separated list of fields to exclude from the records returned in the response. All other fields are returned. Can't be used with the *`attributes`* parameter. Data type: String Default: Do not exclude any fields.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/scim+json*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected. • Ensure that both the *attributes* and *excludedAttributes* query parameters have not been passed in the request. • Ensure that the *count* parameter is not greater than 500. • Ensure that all *filter* parameters are valid.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON)

Name	Description
id	Sys_id of the location record. Data type: String

meta	Information pertaining to the location record.
	
	Data type: Object
	`"meta": {`
	`  "created": "String",`
	`  "lastModified": "String",`
	`  "location": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"resourceType": "String" }
meta.created	Date and time the associated location record was created. Data type: String
meta.lastModified	Date and time the associated location record was last modified. Data type: String
meta.location	URI of the associated location record. Data type: String
meta.resourceType	SCIM resource type; always Location. Data type: String
name	Location name. Data type: String
schemas	Schema used when processing the request. Data type: String

Example: cURL request

This example shows how to retrieve a specific location record.

```
curl
 "https://instance-servicenow.com/api/now/scim/Locations/0c43af4
0c6112275011a4bd4c0143fbf" \
--request GET \
--header "Accept:application/scim+json" \
```

Response:

```
{

 "schemas":["urn:ietf:params:scim:schemas:custom:servicenow:2.0:
Location"],
  "id":"0594ed7437d0200044e0bfc8bcbe5df0",
  "meta":{
    "resourceType":"Location",
    "created":"2012-02-17T17:54:15Z",
    "lastModified":"2021-08-31T14:13:11Z",

 "location":"https://
instance-servicenow.com/api/now/scim/Locations/0594ed7437d020004
4e0bfc8bcbe5df0"
  },
  "name":"Colombia"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table API

The *Table* API provides endpoints that allow you to perform create, read, update, and delete (CRUD) operations on existing tables.

The calling user must have sufficient roles to access the data in the table specified in the request.

Table - DELETE /now/table/{tableName}/{sys_id}

Deletes the specified record from the specified table.

URL format

Versioned URL: `/api/now/{api_version}/table/{tableName}/{sys_id}`

Default URL: `/api/now/table/{tableName}/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the record to delete. Data type: String
tableName	Name of the table from which to delete the specified record, such as "incident" or "asset". Data type: String

Query parameters

Name	Description
sysparm_query_no_domain	Flag that indicates whether to restrict the record search to only the domains for which the logged in user is configured. Valid values: • false: Exclude the record if it is in a domain that the currently logged in user is not configured to access. • true: Include the record even if it is in a domain that the currently logged in user is not configured to access. Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Note: The *sysparm_query_no_domain* parameter is available only to system administrators or users who have the query_no_domain_table_api role.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
204	Indicates that the request completed successfully.

Response body parameters (JSON or XML)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

Delete a record from the Incident table.

```
curl
 "https://instance.servicenow.com/api/now/table/incident/d977b66
a4f411200adf9f8e18110c7b2" \
--request DELETE \
--header "Accept:application/json" \
--user 'username':'password'
```

There is no response body.

```
None
```

Table - GET /now/table/{tableName}

Retrieves multiple records for the specified table.

For basic instructions, see Retrieve existing incidents.

URL format

Versioned URL: `/api/now/{api_version}/table/{tableName}`

Default URL: `/api/now/table/{tableName}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Depending on the version, this endpoint returns different results on a valid query. • Version 1 returns error code 404 with no results. • Version 2 returns success code 200 and an empty array as the response body. Data type: String
tableName	Name of the table from which to retrieve the records. Data type: String

Query parameters

Name	Description
name-value pairs	Name-value pairs to use to filter the result set. This parameter is mutual example, instead of using `&sysparm_query=active=true`, you c `&active=true`. You can also use the display value when the field is a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	`&state=closed` instead of `&state=7`. To specify multiple key-value such as `&active=true&assigned_to=john.smith`. Data type: String
sysparm_display_value	Determines the type of data returned, either the actual values from the fields. Display values are manipulated based on the actual value in the preferences. If returning display values, the value that is returned is dependent on th • Choice fields: The database value may be a number, but the display • Date fields: The database value is in UTC format, while the display val • Encrypted text: The database value is encrypted, while the displayed encryption context. • Reference fields: The database value is sys_id, but the display value Data type: String Valid values: • true: Returns the display values for all fields. • false: Returns the actual values from the database. • all: Returns both actual and display values. Default: false **Note:** There is no preferred method for setting this parameter. Ho cause performance issues since it is not reading directly from the d other fields and records. For more information on display values an (KB0534905).
sysparm_exclude_reference_link	Flag that indicates whether to exclude Table API links for reference field Valid values: • true: Exclude Table API links for reference fields. • false: Include Table API links for reference fields. Data type: Boolean Default: false
sysparm_fields	Comma-separated list of fields to return in the response. Invalid fields a Data type: String Default: Return all fields.
sysparm_limit	Maximum number of records to return. For requests that exceed this nu parameter to paginate record retrieval.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	This limit is applied before ACL evaluation. If no records return, includin record order so records you have access to return first. **Note:** Unusually large *sysparm_limit* values can impact syste Data type: Number Default: 10000
sysparm_no_count	Flag that indicates whether to execute a `select count(*)` query o associated table. Valid values: • true: Do not execute a `select count(*)`. • false: Execute a `select count(*)`. Data type: Boolean Default: false
sysparm_offset	Starting record index for which to begin retrieving records. Use this valu functionality enables the retrieval of all records, regardless of the numb For example, the first time you call this endpoint, *sysparm_offset* i available records, use `sysparm_offset=sysparm_offset+sys` records. Don't pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0
sysparm_query	Encoded query used to filter the result set. You can use a UI filter to c Syntax: `sysparm_query=<col_name><operator><value>`. • <col_name>: Name of the table column to filter against. • <operator>: Supports the following values: ○ =: Exactly matches <value>. ○ !=: Does not match <value>. ○ ^: Logically AND multiple query statements. ○ ^OR: Logically OR multiple query statements. ○ LIKE: <col_name> contains the specified string. Only works for <col ○ STARTSWITH: <col_name> starts with the specified string. Only wo string. ○ ENDSWITH: <col_name> ends with the specified string. Only works string. <value>: Value to match against. For more operators, see Operators available for filters and queries.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description

	All parameters are case-sensitive. Queries can contain more than one e
	`sysparm_query=<col_name><operator><value>[<opera`
	
	For example:
	
	`(sysparm_query=caller_id=javascript:gs.getUserID`
	
	Encoded queries also support order by functionality. To sort responses
	and `ORDERBYDESC` clauses in *`sysparm_query`*.
	
	Syntax:
	• `ORDERBY<col_name>`
	• `ORDERBYDESC<col_name>`
	
	For example: `sysparm_query=active=true^ORDERBYnumber`
	
	This query filters all active records and orders the results in ascending
	order by category.
	
	If part of the query is invalid, such as by specifying an invalid field name
	It then returns rows using only the valid portion of the query. You can co
	`glide.invalid_query.returns_no_rows`. Set this property to
	
	Note: The *`glide.invalid_query.returns_no_rows`* pro
	across the instance, such as in lists, scripts (*`GlideRecord.que`*
	
	Data type: String

sysparm_query_category	Name of the category to use for queries. Data type: String
sysparm_query_no_domain	Flag that indicates whether to restrict the record search to only the dom configured. Valid values: • false: Exclude the record if it is in a domain that the currently logged i • true: Include the record even if it is in a domain that the currently logg Data type: Boolean Default: false **Note:** The *`sysparm_query_no_domain`* parameter is availab have the query_no_domain_table_api role.
sysparm_suppress_pagination_header	Flag that indicates whether to remove the Link header from the respons relative pages in the record set which you can use to paginate the retur Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• true: Remove the Link header from the response. • false: Do not remove the Link header from the response. Data type: Boolean Default: false
sysparm_view	UI view for which to render the data. Determines the fields returned in t Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precede Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
Link	Relative URLs, based on the previous request, that you can use to page through the available record set. For example: `https://<instance name>.servicenow.com/api/now/table/cmdb_ci?sysparm_offset=40&sysparm_limit=1000>;rel="next",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description

	`https://<instance name>.servicenow.com/api/now/table/cmdb_ci?sysparm_offset=40&sysparm_limit=1000>;rel="prev",`
	
	`https://<instance name>.servicenow.com/api/now/table/cmdb_ci?sysparm_offset=0&sysparm_limit=1000>;rel="first",`
	
	`https://<instance name>.servicenow.com/api/now/table/cmdb_ci?sysparm_offset=2780&sysparm_limit=1000>;rel="last"`
	
	For additional information on the *rel* parameter, refer to https://html.spec.whatwg.org/multipage/links.html#linkTypes.

X-Total-Count	Total count of records returned by the query.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request completed successfully. If a valid query returned no results, the response body contains only an empty result array.

Response body parameters (JSON or XML)

Parameter	Description
name-value pairs	Field names and values of all parameters within the specified record or those specified in the query parameters.

Example: cURL request

Retrieve the first record from the Problem table.

```
curl
 "https://instance.servicenow.com/api/now/table/problem?sysparm_
limit=1" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

The response contains the name-value pairs for the requested record.

```
{
  "result": [
    {
      "parent": "",
      "made_sla": "true",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "watch_list": "",
      "upon_reject": "cancel",
      "sys_updated_on": "2016-01-19 04:52:04",
      "approval_history": "",
      "number": "PRB0000050",
      "sys_updated_by": "glide.maint",
      "opened_by": {
        "link":
 "https://instance.servicenow.com/api/now/table/sys_user/glide.m
aint",
        "value": "glide.maint"
      },
      "user_input": "",
      "sys_created_on": "2016-01-19 04:51:19",
      "sys_domain": {
        "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/g
lobal",
        "value": "global"
      },
      "state": "4",
      "sys_created_by": "glide.maint",
      "knowledge": "false",
      "order": "",
      "closed_at": "2016-01-19 04:52:04",
      "cmdb_ci": {
        "link":
 "https://instance.servicenow.com/api/now/table/cmdb_ci/55b35562
c0a8010e01cff22378e0aea9",
        "value": "55b35562c0a8010e01cff22378e0aea9"
      },
      "delivery_plan": "",
      "impact": "3",
      "active": "false",
      "work_notes_list": "",
      "business_service": "",
      "priority": "4",
      "sys_domain_path": "/",
      "time_worked": "",
      "expected_start": "",
      "rejection_goto": "",
      "opened_at": "2016-01-19 04:49:47",
      "business_duration": "1970-01-01 00:00:00",
      "group_list": "",
      "work_end": "",
      "approval_set": "",
      "wf_activity": "",
      "work_notes": "",
      "short_description": "Switch occasionally drops
 connections",
      "correlation_display": "",
      "delivery_task": "",
      "work_start": "",
      "assignment_group": "",
      "additional_assignee_list": "",
      "description": "Switch occasionally drops connections",
      "calendar_duration": "1970-01-01 00:02:17",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "close_notes": "updated firmware",
      "sys_class_name": "problem",
      "closed_by": "",
      "follow_up": "",
      "sys_id": "04ce72c9c0a8016600b5b7f75ac67b5b",
      "contact_type": "phone",
      "urgency": "3",
      "company": "",
      "reassignment_count": "",
      "activity_due": "",
      "assigned_to": "",
      "comments": "",
      "approval": "not requested",
      "sla_due": "",
      "comments_and_work_notes": "",
      "due_date": "",
      "sys_mod_count": "1",
      "sys_tags": "",
      "escalation": "0",
      "upon_approval": "proceed",
      "correlation_id": "",
      "location": ""
    }
  ]
}
```


Table - GET /now/table/{tableName}/{sys_id}

Retrieves the record identified by the specified sys_id from the specified table.

URL format

Versioned URL: `/api/now/{api_version}/table/{tableName}/{sys_id}`

Default URL: `/api/now/table/{tableName}/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the record to retrieve. Data type: String
tableName	Name of the table from which to retrieve the record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
sysparm_display_value	Determines the type of data returned, either the actual values from the database or the display values of the fields. Display values are manipulated based on the actual value in the database and user or system settings and preferences. If returning display values, the value that is returned is dependent on the field type. • Choice fields: The database value may be a number, but the display value will be more descriptive. • Date fields: The database value is in UTC format, while the display value is based on the user's time zone. • Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context. • Reference fields: The database value is sys_id, but the display value is a display field of the referenced record. Data type: String Valid values: • true: Returns the display values for all fields. • false: Returns the actual values from the database. • all: Returns both actual and display values. Default: false **Note:** There is no preferred method for setting this parameter. However, specifying the display value may cause performance issues since it is not reading directly from the database and may include referencing other fields and records. For more information on display values and actual values, see Table API FAQs (KB0534905).
sysparm_exclude_reference_link	Flag that indicates whether to exclude Table API links for reference fields. Valid values: • true: Exclude Table API links for reference fields. • false: Include Table API links for reference fields. Data type: Boolean Default: false
sysparm_fields	Comma-separated list of fields to return in the response. Invalid fields are ignored.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Default: Return all fields.
sysparm_query_no_domain	Flag that indicates whether to restrict the record search to only the domains for which the logged in user is configured. Valid values: • false: Exclude the record if it is in a domain that the currently logged in user is not configured to access. • true: Include the record even if it is in a domain that the currently logged in user is not configured to access. Data type: Boolean Default: false **Note:** The *sysparm_query_no_domain* parameter is available only to system administrators or users who have the query_no_domain_table_api role.
sysparm_view	UI view for which to render the data. Determines the fields returned in the response. Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precedent. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Parameter	Description
name-value pairs	Field names and values of all parameters within the specified record or those specified in the query parameters.

Example: cURL request

Retrieve a record from the Incident table.

```
curl
 "https://instance.servicenow.com/api/now/table/incident/a9e30c7
dc61122760116894de7bcc7bd" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

The response contains the name-value pairs for the requested record.

```
{
  "result": {
    "upon_approval": "",
    "location": {
      "link":
 "https://instance.servicenow.com/api/now/table/cmn_location/105
cf7f3c611227501e75e08b14a38ba",
      "value": "105cf7f3c611227501e75e08b14a38ba"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "expected_start": "",
    "reopen_count": "",
    "close_notes": "",
    "additional_assignee_list": "",
    "impact": "1",
    "urgency": "3",
    "correlation_id": "",
    "sys_tags": "",
    "sys_domain": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/g
lobal",
      "value": "global"
    },
    "description": "",
    "group_list": "",
    "priority": "3",
    "delivery_plan": "",
    "sys_mod_count": "4",
    "work_notes_list": "",
    "business_service": "",
    "follow_up": "",
    "closed_at": "",
    "sla_due": "2015-11-11 22:04:15",
    "delivery_task": "",
    "sys_updated_on": "2015-11-01 22:37:27",
    "parent": "",
    "work_end": "",
    "number": "INC0000046",
    "closed_by": "",
    "work_start": "",
    "calendar_stc": "",
    "category": "software",
    "business_duration": "",
    "incident_state": "1",
    "activity_due": "",
    "correlation_display": "",
    "company": "",
    "active": "true",
    "due_date": "",
    "assignment_group": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/8
a4dde73c6112278017a6a4baf547aa7",
      "value": "8a4dde73c6112278017a6a4baf547aa7"
    },
    "caller_id": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user/46c6f9e
fa9fe198101ddf5eed9adf6e7",
      "value": "46c6f9efa9fe198101ddf5eed9adf6e7"
    },
    "knowledge": "false",
    "made_sla": "false",
    "comments_and_work_notes": "",
    "parent_incident": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "state": "1",
    "user_input": "",
    "sys_created_on": "2015-11-01 22:05:30",
    "approval_set": "",
    "reassignment_count": "1",
    "rfc": "",
    "child_incidents": "",
    "opened_at": "2015-11-02 22:04:15",
    "short_description": "Can't access SFA software",
    "order": "",
    "sys_updated_by": "glide.maint",
    "resolved_by": "",
    "notify": "1",
    "upon_reject": "",
    "approval_history": "",
    "problem_id": {
      "link":
 "https://instance.servicenow.com/api/now/table/problem/a9e4890b
c6112276003d7a5a5c774a74",
      "value": "a9e4890bc6112276003d7a5a5c774a74"
    },
    "work_notes": "",
    "calendar_duration": "",
    "close_code": "",
    "sys_id": "a9e30c7dc61122760116894de7bcc7bd",
    "approval": "not requested",
    "caused_by": "",
    "severity": "3",
    "sys_created_by": "admin",
    "resolved_at": "",
    "assigned_to": "",
    "business_stc": "",
    "wf_activity": "",
    "sys_domain_path": "/",
    "cmdb_ci": {
      "link":
 "https://instance.servicenow.com/api/now/table/cmdb_ci/a9c0c8d2
c6112276018f7705562f9cb0",
      "value": "a9c0c8d2c6112276018f7705562f9cb0"
    },
    "opened_by": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user/46c6f9e
fa9fe198101ddf5eed9adf6e7",
      "value": "46c6f9efa9fe198101ddf5eed9adf6e7"
    },
    "subcategory": "",
    "rejection_goto": "",
    "sys_class_name": "incident",
    "watch_list": "",
    "time_worked": "",
    "contact_type": "phone",
    "escalation": "0",
    "comments": ""
  }
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table - PATCH /now/table/{tableName}/{sys_id}

Updates the specified record with the name-value pairs included in the request body.

URL format

Versioned URL: `/api/now/{api_version}/table/{tableName}/{sys_id}`

Default URL: `/api/now/table/{tableName}/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the record to update. Data type: String
tableName	Name of the table in which to the specified record is located. Data type: String

Query parameters

Name	Description
sysparm_display_value	Determines the type of data returned, either the actual values from the database or the display values of the fields. Display values are manipulated based on the actual value in the database and user or system settings and preferences. If returning display values, the value that is returned is dependent on the field type. • Choice fields: The database value may be a number, but the display value will be more descriptive. • Date fields: The database value is in UTC format, while the display value is based on the user's time zone. • Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context. • Reference fields: The database value is sys_id, but the display value is a display field of the referenced record. Data type: String Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• true: Returns the display values for all fields. • false: Returns the actual values from the database. • all: Returns both actual and display values. Default: false **Note:** There is no preferred method for setting this parameter. However, specifying the display value may cause performance issues since it is not reading directly from the database and may include referencing other fields and records. For more information on display values and actual values, see Table API FAQs (KB0534905).
sysparm_fields	Comma-separated list of fields to return in the response. Invalid fields are ignored. Data type: String Default: Return all fields.
sysparm_input_display_value	Flag that indicates whether to set field values using the display value or the actual value. Depending on the different types of fields, the endpoint may manipulate the passed in display values to store the proper values in the database. For example, if you send the display name for a reference field, the endpoint stores the sys_id for that value in the database. For date and time fields, when this parameter is true, the date and time value is adjusted for the current user's timezone. When false, the date and time value is inserted using the GMT timezone. Valid values: • true: Treats input values as display values and they are manipulated so they are stored properly in the database. • false: Treats input values as actual values and stores them in the database without manipulation. Data type: Boolean Default: false - This matches the data type that is returned during data retrieval (GET methods), which is the actual values. **Note:** To set the value of an encrypted field, you must set this parameter to `true`. If this parameter is not set to true, values submitted to encrypted fields are not saved. Additionally, the requesting user must have the appropriate encryption context prior to submitting the request. Encrypted fields are hidden for users without the appropriate encryption context. For more information on field encryption see Encryption.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sysparm_query_no_domain	Flag that indicates whether to restrict the record search to only the domains for which the logged in user is configured. Valid values: • false: Exclude the record if it is in a domain that the currently logged in user is not configured to access. • true: Include the record even if it is in a domain that the currently logged in user is not configured to access. Data type: Boolean Default: false **Note:** The *sysparm_query_no_domain* parameter is available only to system administrators or users who have the query_no_domain_table_api role.
sysparm_view	UI view for which to render the data. Determines the fields returned in the response. Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precedent. Data type: String

Request body parameters (XML or JSON)

Name	Description
name-value pairs	Field name and the new value for each parameter to update in the specified record. **Note:** All fields within a record may not be available for update. For example, fields that have a prefix of "sys_" are typically system parameters that are automatically generated and cannot be updated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*
X-no-response-body	By default, responses include body content detailing the modified record. Set this request header to true to suppress the response body.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Field names and values of all parameters within the specified record or those specified in the query parameters.

Example: cURL request

Update a record in the Incident table.

```
curl
 "https://instance.servicenow.com/api/now/table/incident/ef43c6d
40a0a0b5700c77f9bf387afe3" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--data
 "{'assigned_to':'681b365ec0a80164000fb0b05854a0cd','urgency':'1
','comments':'Elevating urgency, this is a blocking issue'}" \
--user 'username':'password'
```

The response contains the name-value pairs for the updated record.


```
{
  "result": {
    "upon_approval": "proceed",
    "location": {
      "link":
 "https://instance.servicenow.com/api/now/table/cmn_location/108
752c8c611227501d4ab0e392ba97f",
      "value": "108752c8c611227501d4ab0e392ba97f"
    },
    "expected_start": "",
    "reopen_count": "",
    "close_notes": "",
    "additional_assignee_list": "",
    "impact": "1",
    "urgency": "1",
    "correlation_id": "",
    "sys_tags": "",
    "sys_domain": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/g
lobal",
      "value": "global"
    },
    "description": "",
    "group_list": "",
    "priority": "1",
    "delivery_plan": "",
    "sys_mod_count": "7",
    "work_notes_list": "",
    "business_service": "",
    "follow_up": "",
    "closed_at": "",
    "sla_due": "2017-07-05 05:58:24",
    "delivery_task": "",
    "sys_updated_on": "2016-01-22 14:12:37",
    "parent": "",
    "work_end": "",
    "number": "INC0000050",
    "closed_by": "",
    "work_start": "",
    "calendar_stc": "",
    "category": "hardware",
    "business_duration": "",
    "incident_state": "2",
    "activity_due": "2016-01-22 16:12:37",
    "correlation_display": "",
    "company": {
      "link":
 "https://instance.servicenow.com/api/now/table/core_company/31b
ea3d53790200044e0bfc8bcbe5dec",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "value": "31bea3d53790200044e0bfc8bcbe5dec"
    },
    "active": "true",
    "due_date": "",
    "assignment_group": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/8
a5055c9c61122780043563ef53438e3",
      "value": "8a5055c9c61122780043563ef53438e3"
    },
    "caller_id": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user/5b7c200
d0a640069006b3845b5d0fa7c",
      "value": "5b7c200d0a640069006b3845b5d0fa7c"
    },
    "knowledge": "false",
    "made_sla": "true",
    "comments_and_work_notes": "",
    "parent_incident": "",
    "state": "2",
    "user_input": "",
    "sys_created_on": "2015-11-02 18:05:40",
    "approval_set": "",
    "reassignment_count": "0",
    "rfc": "",
    "child_incidents": "",
    "opened_at": "2015-11-02 21:58:24",
    "short_description": "Can't access Exchange server - is it
 down?",
    "order": "",
    "sys_updated_by": "admin",
    "resolved_by": "",
    "notify": "1",
    "upon_reject": "cancel",
    "approval_history": "",
    "problem_id": "",
    "work_notes": "",
    "calendar_duration": "",
    "close_code": "",
    "sys_id": "ef43c6d40a0a0b5700c77f9bf387afe3",
    "approval": "not requested",
    "caused_by": "",
    "severity": "3",
    "sys_created_by": "glide.maint",
    "resolved_at": "",
    "assigned_to": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user/681b365
ec0a80164000fb0b05854a0cd",
      "value": "681b365ec0a80164000fb0b05854a0cd"
    },
    "business_stc": "",
    "wf_activity": "",
    "sys_domain_path": "/",
    "cmdb_ci": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "link":
 "https://instance.servicenow.com/api/now/table/cmdb_ci/281190e3
c0a8000b003f593aa3f20ca6",
      "value": "281190e3c0a8000b003f593aa3f20ca6"
    },
    "opened_by": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user/glide.m
aint",
      "value": "glide.maint"
    },
    "subcategory": "",
    "rejection_goto": "",
    "sys_class_name": "incident",
    "watch_list": "",
    "time_worked": "",
    "contact_type": "phone",
    "escalation": "3",
    "comments": ""
  }
}
```


Table - POST /now/table/{tableName}

Inserts one record in the specified table. Multiple record insertion is not supported by this method.

URL format

Versioned URL: `/api/now/{api_version}/table/{tableName}`

Default URL: `/api/now/table/{tableName}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
tableName	Name of the table in which to save the record. Data type: String

Query parameters

Name	Description
sysparm_display_value	Determines the type of data returned, either the actual values from the database or the display values of the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Display values are manipulated based on the actual value in the database and user or system settings and preferences. If returning display values, the value that is returned is dependent on the field type. • Choice fields: The database value may be a number, but the display value will be more descriptive. • Date fields: The database value is in UTC format, while the display value is based on the user's time zone. • Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context. • Reference fields: The database value is sys_id, but the display value is a display field of the referenced record. Data type: String Valid values: • true: Returns the display values for all fields. • false: Returns the actual values from the database. • all: Returns both actual and display values. Default: false **Note:** There is no preferred method for setting this parameter. However, specifying the display value may cause performance issues since it is not reading directly from the database and may include referencing other fields and records. For more information on display values and actual values, see Table API FAQs (KB0534905).
sysparm_exclude_reference_link	Flag that indicates whether to exclude Table API links for reference fields. Valid values: • true: Exclude Table API links for reference fields. • false: Include Table API links for reference fields. Data type: Boolean Default: false
sysparm_fields	Comma-separated list of fields to return in the response. Invalid fields are ignored. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: Return all fields.
sysparm_input_display_value	Flag that indicates whether to set field values using the display value or the actual value. Depending on the different types of fields, the endpoint may manipulate the passed in display values to store the proper values in the database. For example, if you send the display name for a reference field, the endpoint stores the sys_id for that value in the database. For date and time fields, when this parameter is true, the date and time value is adjusted for the current user's timezone. When false, the date and time value is inserted using the GMT timezone. Valid values: • true: Treats input values as display values and they are manipulated so they are stored properly in the database. • false: Treats input values as actual values and stores them in the database without manipulation. Data type: Boolean Default: false - This matches the data type that is returned during data retrieval (GET methods), which is the actual values. **Note:** To set the value of an encrypted field, you must set this parameter to `true`. If this parameter is not set to true, values submitted to encrypted fields are not saved. Additionally, the requesting user must have the appropriate encryption context prior to submitting the request. Encrypted fields are hidden for users without the appropriate encryption context. For more information on field encryption see Encryption.
sysparm_view	UI view for which to render the data. Determines the fields returned in the response. Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precedent. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
name-value pairs	Field name and the associated value for each parameter to define in the specified record. **Note:** All fields within a record may not be available for update. For example, fields that have a prefix of "sys_" are typically system parameters that are automatically generated and cannot be updated. Fields that are not specified and not auto generated by the system are set to the associated data type's null value.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*
X-no-response-body	By default, responses include body content detailing the new record. Set this header to true in the request to suppress the response body.

Response headers

Header	Description
Location	Location of the created resource.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Indicates that the request completed successfully.
400	Bad Request. A bad request type or malformed request was detected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	Field names and values of all parameters within the newly created record or those specified in the query parameters.

Example: cURL request

Insert a new record into the Incident table.

```
curl "https://instance.servicenow.com/api/now/table/incident" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{'short_description':'Unable to connect to office
 wifi','assignment_group':'287ebd7da9fe198100f92cc8d1d2154e','ur
gency':'2','impact':'2'}" \
--user 'username':'password'
```

The response contains the name-value pairs for the new record.

```
{
  "result": {
    "upon_approval": "proceed",
    "location": "",
    "expected_start": "",
    "reopen_count": "0",
    "close_notes": "",
    "additional_assignee_list": "",
    "impact": "2",
    "urgency": "2",
    "correlation_id": "",
    "sys_tags": "",
    "sys_domain": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/g
lobal",
      "value": "global"
    },
    "description": "",
    "group_list": "",
    "priority": "3",
    "delivery_plan": "",
    "sys_mod_count": "0",
    "work_notes_list": "",
    "business_service": "",
    "follow_up": "",
    "closed_at": "",
    "sla_due": "",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "delivery_task": "",
    "sys_updated_on": "2016-01-22 14:28:24",
    "parent": "",
    "work_end": "",
    "number": "INC0010002",
    "closed_by": "",
    "work_start": "",
    "calendar_stc": "",
    "category": "inquiry",
    "business_duration": "",
    "incident_state": "1",
    "activity_due": "",
    "correlation_display": "",
    "company": "",
    "active": "true",
    "due_date": "",
    "assignment_group": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/2
87ebd7da9fe198100f92cc8d1d2154e",
      "value": "287ebd7da9fe198100f92cc8d1d2154e"
    },
    "caller_id": "",
    "knowledge": "false",
    "made_sla": "true",
    "comments_and_work_notes": "",
    "parent_incident": "",
    "state": "1",
    "user_input": "",
    "sys_created_on": "2016-01-22 14:28:24",
    "approval_set": "",
    "reassignment_count": "0",
    "rfc": "",
    "child_incidents": "0",
    "opened_at": "2016-01-22 14:28:24",
    "short_description": "Unable to connect to office wifi",
    "order": "",
    "sys_updated_by": "admin",
    "resolved_by": "",
    "notify": "1",
    "upon_reject": "cancel",
    "approval_history": "",
    "problem_id": "",
    "work_notes": "",
    "calendar_duration": "",
    "close_code": "",
    "sys_id": "c537bae64f411200adf9f8e18110c76e",
    "approval": "not requested",
    "caused_by": "",
    "severity": "3",
    "sys_created_by": "admin",
    "resolved_at": "",
    "assigned_to": "",
    "business_stc": "",
    "wf_activity": "",
    "sys_domain_path": "/",
    "cmdb_ci": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "opened_by": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user/6816f79
cc0a8016401c5a33be04be441",
      "value": "6816f79cc0a8016401c5a33be04be441"
    },
    "subcategory": "",
    "rejection_goto": "",
    "sys_class_name": "incident",
    "watch_list": "",
    "time_worked": "",
    "contact_type": "phone",
    "escalation": "0",
    "comments": ""
  }
}
```


Table - PUT /now/table/{tableName}/{sys_id}

Updates the specified record with the request body.

URL format

Versioned URL: `/api/now/{api_version}/table/{tableName}/{sys_id}`

Default URL: `/api/now/table/{tableName}/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Unique identifier of the record to update. Data type: String
tableName	Name of the table in which the record is located. Data type: String

Query parameters

Name	Description
sysparm_display_value	Determines the type of data returned, either the actual values from the database or the display values of the fields. Display values are manipulated based on the actual value in the database and user or system settings and preferences.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	If returning display values, the value that is returned is dependent on the field type. • Choice fields: The database value may be a number, but the display value will be more descriptive. • Date fields: The database value is in UTC format, while the display value is based on the user's time zone. • Encrypted text: The database value is encrypted, while the displayed value is unencrypted based on the user's encryption context. • Reference fields: The database value is sys_id, but the display value is a display field of the referenced record. Data type: String Valid values: • true: Returns the display values for all fields. • false: Returns the actual values from the database. • all: Returns both actual and display values. Default: false **Note:** There is no preferred method for setting this parameter. However, specifying the display value may cause performance issues since it is not reading directly from the database and may include referencing other fields and records. For more information on display values and actual values, see Table API FAQs (KB0534905).
sysparm_exclude_reference_link	Flag that indicates whether to exclude Table API links for reference fields. Valid values: • true: Exclude Table API links for reference fields. • false: Include Table API links for reference fields. Data type: Boolean Default: false
sysparm_fields	Comma-separated list of fields to return in the response. Invalid fields are ignored. Data type: String Default: Return all fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sysparm_input_display_value	Flag that indicates whether to set field values using the display value or the actual value. Valid values: • true: Treats input values as display values and they are manipulated so they can be stored properly in the database. • false: Treats input values as actual values and stored them in the database without manipulation. Data type: Boolean Default: false **Note:** • If this parameter is set to *true*, pay attention to input values, especially date values, as these are interpreted as being supplied via the user time zone preference and are transformed into UTC format. • To set the value of an encrypted field, you must set this parameter to `true`. If this parameter is not set to true, values submitted to encrypted fields are not saved. Additionally, the requesting user must have the appropriate encryption context prior to submitting the request. Encrypted fields are hidden for users without the appropriate encryption context. For more information on display values and actual values, see Table API FAQs (KB0534905). For more information on field encryption see Field Encryption.
sysparm_query_no_domain	Flag that indicates whether to restrict the record search to only the domains for which the logged in user is configured. Valid values: • false: Exclude the record if it is in a domain that the currently logged in user is not configured to access. • true: Include the record even if it is in a domain that the currently logged in user is not configured to access. Data type: Boolean Default: false **Note:** The *sysparm_query_no_domain* parameter is available only to system administrators or users who have the query_no_domain_table_api role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
sysparm_view	UI view for which to render the data. Determines the fields returned in the response. Valid values: • desktop • mobile • both If you also specify the *sysparm_fields* parameter, it takes precedent. Data type: String

Request body parameters (XML or JSON)

Name	Description
name-value pairs	Name-value pairs for the field(s) to update in the associated table. For example, to update the short description file, enter a name-value pair similar to the following: `--data "{\"short_description\": \"my short desc\" }" \`.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*.
X-no-response-body	By default, responses include body content detailing the modified record. Set this header to true in the request to suppress the response body.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
name-value pairs	All fields (not just modified) with their associated values for the change request.

Example: cURL request

Update a record in the Incident table.

```
curl
 "https://instance.servicenow.com/api/now/table/incident/ef43c6d
40a0a0b5700c77f9bf387afe3" \
--request PUT \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data
 "{'assigned_to':'681b365ec0a80164000fb0b05854a0cd','urgency':'1
','comments':'Elevating urgency, this is a blocking issue'}" \
--user 'username':'password'
```

The response contains the name-value pairs for the updated record.

```
{
  "result": {
    "upon_approval": "proceed",
    "location": {
      "link":
 "https://instance.servicenow.com/api/now/table/cmn_location/108
752c8c611227501d4ab0e392ba97f",
      "value": "108752c8c611227501d4ab0e392ba97f"
    },
    "expected_start": "",
    "reopen_count": "",
    "close_notes": "",
    "additional_assignee_list": "",
    "impact": "1",
    "urgency": "1",
    "correlation_id": "",
    "sys_tags": "",
    "sys_domain": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/g
lobal",
      "value": "global"
    },
    "description": "",
    "group_list": "",
    "priority": "1",
    "delivery_plan": "",
    "sys_mod_count": "7",
    "work_notes_list": "",
    "business_service": "",
    "follow_up": "",
    "closed_at": "",
    "sla_due": "2017-07-05 05:58:24",
    "delivery_task": "",
    "sys_updated_on": "2016-01-22 14:12:37",
    "parent": "",
    "work_end": "",
    "number": "INC0000050",
    "closed_by": "",
    "work_start": "",
    "calendar_stc": "",
    "category": "hardware",
    "business_duration": "",
    "incident_state": "2",
    "activity_due": "2016-01-22 16:12:37",
    "correlation_display": "",
    "company": {
      "link":
 "https://instance.servicenow.com/api/now/table/core_company/31b
ea3d53790200044e0bfc8bcbe5dec",
      "value": "31bea3d53790200044e0bfc8bcbe5dec"
    },
    "active": "true",
    "due_date": "",
    "assignment_group": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user_group/8
a5055c9c61122780043563ef53438e3",
      "value": "8a5055c9c61122780043563ef53438e3"
    },
    "caller_id": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user/5b7c200
d0a640069006b3845b5d0fa7c",
      "value": "5b7c200d0a640069006b3845b5d0fa7c"
    },
    "knowledge": "false",
    "made_sla": "true",
    "comments_and_work_notes": "",
    "parent_incident": "",
    "state": "2",
    "user_input": "",
    "sys_created_on": "2015-11-02 18:05:40",
    "approval_set": "",
    "reassignment_count": "0",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "rfc": "",
    "child_incidents": "",
    "opened_at": "2015-11-02 21:58:24",
    "short_description": "Can't access Exchange server - is it
 down?",
    "order": "",
    "sys_updated_by": "admin",
    "resolved_by": "",
    "notify": "1",
    "upon_reject": "cancel",
    "approval_history": "",
    "problem_id": "",
    "work_notes": "",
    "calendar_duration": "",
    "close_code": "",
    "sys_id": "ef43c6d40a0a0b5700c77f9bf387afe3",
    "approval": "not requested",
    "caused_by": "",
    "severity": "3",
    "sys_created_by": "glide.maint",
    "resolved_at": "",
    "assigned_to": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user/681b365
ec0a80164000fb0b05854a0cd",
      "value": "681b365ec0a80164000fb0b05854a0cd"
    },
    "business_stc": "",
    "wf_activity": "",
    "sys_domain_path": "/",
    "cmdb_ci": {
      "link":
 "https://instance.servicenow.com/api/now/table/cmdb_ci/281190e3
c0a8000b003f593aa3f20ca6",
      "value": "281190e3c0a8000b003f593aa3f20ca6"
    },
    "opened_by": {
      "link":
 "https://instance.servicenow.com/api/now/table/sys_user/glide.m
aint",
      "value": "glide.maint"
    },
    "subcategory": "",
    "rejection_goto": "",
    "sys_class_name": "incident",
    "watch_list": "",
    "time_worked": "",
    "contact_type": "phone",
    "escalation": "3",
    "comments": ""
  }
}
```


Technical Service Qualification Open API

The *Technical Service Qualification Open* API provides endpoints to check the availability of resources and services before submitting orders for fulfillment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This API is a ServiceNow implementation of the TMF645 Service Qualification API REST Specification. For more information about service qualification requests, see .

The *Technical Service Qualification Open* API is provided within the `sn_ord_qual_mgmt` namespace and requires the following plugins:

- Product Catalog Management Core [com.sn_prd_pm]
- Product Catalog Advanced [com.sn_prd_pm_adv]
- Order Qualification Management [com.sn_ord_qual_mgmt]
- Order Management for Telecom, Media & Tech [com.sn_tmt_core]
- Telecom Core [com.sn_tmt_core]

The sn_ind_tmt_orm.order_integrator role is required to use this API.

Technical Service Qualification Open API - GET sn_ord_qual_mgmt/qualification/checkServiceQualification/{id}

Retrieves a technical qualification request that is associated with a given customer order ID.

This endpoint retrieves order information from the following tables:

- Customer Order [sn_ind_tmt_orm_order]
- Order Line Item [sn_ind_tmt_orm_order_line_item]

URL format

Default URL: `/api/sn_ord_qual_mgmt/qualification/checkServiceQualification/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the qualification customer order to retrieve. Data type: String Table: Customer Order [sn_ind_tmt_orm_order]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
404	Not found. The requested item wasn't found.

Response body parameters (JSON or XML)

Name	Description
id	Sys_id of the qualifica order. Data type: String Table: Customer Orde [sn_ind_tmt_orm_orde
href	Relative link to the qua record. Data type: String
description	Description of the qua request which is fetch

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	short_description field order. Data type: String Table: Customer Orde [sn_ind_tmt_orm_orde
externalId	External ID of the cust Data type: String Table: in the external_ field of the Customer [sn_ind_tmt_orm_orde
qualificationResult	Qualification status of the customer order. Possible values: • alternate • none • pending • qualified • unqualified Data type: String
state	State of customer orde field of customer orde Data type: String
@type	Part of TMF Open API standard. Annotation qualification. This valu `CheckServiceQua` This information is not Data type: String
checkServiceQualificationDate	Date and time the qua that was created from field of the customer o Data type: String Format: YYYY-MM-DD Table: Customer Orde [sn_ind_tmt_orm_orde
effectiveQualificationDate	Effective qualification the order_date field of order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Format: YYYY-MM-DD Table: Customer Orde [sn_ind_tmt_orm_orde
expectedQualificationDate	Stores the expected q Persisted in expected the customer order. Data type: String Format: YYYY-MM-DD Table: Customer Orde [sn_ind_tmt_orm_orde

relatedParty	List of contacts for the
	request. Each contact
	array.
	
	Data type: Array of Ob
	`"relatedParty"`
	`{`
	`"id": "Str`
	`"name": "S`
	`"@referred`
	`"String",`
	`"@type": "`
	`}`
	`]`

relatedParty.id	Sys_id or external_id o customer contact, or c associated with the or Data type: String Table: Account [custo table, Contact [custom or Consumer [csm_co
relatedParty.name	Name of the account, consumer. Data type: String
relatedParty.@type	Part of TMF Open API Annotation for the ord contact. This value is a `RelatedParty`. This not stored. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedParty.@referredType	Type of related party. Possible values: • Consumer • Customer • CustomerContact Data type: String

serviceQualificationItem	List of service qualifica containing information service information, a characteristics. Stored items for the customer
	
	Data type: Array of Ob
	<pre>"serviceQualif
	m": [
	  {
	  "id": "Str
	  "action":
	
	  "expectedServ
	ityDate": "Num
	  "service":
	  "@type": "
	  }
	]</pre>

serviceQualificationItem.id	ID of the qualification Data type: String Stored in: The externa field of customer orde item in the Order Line [sn_ind_tmt_orm_orde
serviceQualificationItem.qualificationResult	Result of qualification ‘result’ field of custom Possible values: • alternate • none • pending • qualified • unqualified Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Order Line Item [sn_ind_tmt_orm_orde
serviceQualificationItem.state	State of qualification it the 'status' field of cus item. Data type: String Table: Order Line Item [sn_ind_tmt_orm_orde
serviceQualificationItem.quantity	Quantity of qualificatio from the 'quantity' field order line item. Data type: Number Table:Order Line Item [sn_ind_tmt_orm_orde
serviceQualificationItem.@type	Part of TMF Open API Annotation for the qua item. This value is alwa *ServiceQualificationIt* information is not stor Data type: String

serviceQualificationItem.service	Service information wh details about location service specifications, characteristics.
	
	Data type: Object
	`"service": {`
	`"@type": "St`
	`"place": [Ar`
	`"serviceChar`
	`[Array],`
	`"serviceSpec`
	`{Object}`
	`}`

serviceQualificationItem.service.@type	Part of TMF Open API Annotation for the ser is always `Service`. T not stored. Data type: String
serviceQualificationItem.service.place	Location information f qualification item. Data type: Array of Ob

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: This array one location. `"place": [ { "id": "Str "name": "S "@referred "String" } ]`
serviceQualificationItem.service.place.id	Sys_id of the location. Data type: String Table: Location [cmn_
serviceQualificationItem.service.place.name	Name of the location. against an entry in the [cmn_location] table. Data type: String
serviceQualificationItem.service.place.@type	Part of TMF Open API Annotation for Service is always `Geographi` information is not stor Data type: String
serviceQualificationItem.service.serviceSpecification	Service specification qualification item. Data type: Array of Ob `"serviceSpecif "id": "Strin "internalVer "Number", "internalId" "name": "Str "@type": "ServiceSpeci "version": " }`
serviceQualificationItem.service.serviceSpecification.id	External ID or initial ve service specification. Data type: String
serviceQualificationItem.service.serviceSpecification.name	Name of the service s Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceQualificationItem.service.serviceSpecification.version	External version of the specification. Data type: String
serviceQualificationItem.service.serviceSpecification.internalVersion	Internal version of the specification. Data type: Number
serviceQualificationItem.service.serviceSpecification.internalId	Initial version of the se specification. Data type: String
serviceQualificationItem.service.serviceSpecification.@type	Part of TMF Open API Annotation for Service Specification. This val `ServiceSpecific` information is not stor Data type: String
serviceQualificationItem.service.serviceCharacteristic	List of service charact Data type: Array of obj `"serviceCharac { "name": "S "value": " "valueType } ]`
serviceQualificationItem.service.serviceCharacteristic.valueType	Value type of the char Data type: String
serviceQualificationItem.service.serviceCharacteristic.name	Name of the character Data type: String
serviceQualificationItem.service.serviceCharacteristic.value	Value of the character Data type: String
ServiceQualificationItem.alternateServiceProposal	Alternate service prop qualification order. Data type: String Stored in: Alternate Pr [sn_ord_qual_mgmt_a
ServiceQualificationItem.alternateServiceProposal.id	Sys_id of the alternate Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Alternate Propo [sn_ord_qual_mgmt_a
ServiceQualificationItem.alternateServiceProposal.alternateServiceAvailabilityDate	The available_date fie of the alternate propos in the Alternate Propo [sn_ord_qual_mgmt_a table. Data type: String
serviceQualificationItem.alternateServiceProposal.alternateService	Service information re alternate proposal. Data type: Object
serviceQualificationItem.alternateServiceProposal.alternateService.serviceSpecification	Service specification proposal persisted in Data type: Object Table: Alternate Propo [sn_ord_qual_mgmt_a
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.id	External ID or initial ve alternate service spec Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.name	Name of the alternate specification. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.version	External version of the specification. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.internalVersion	Internal version of the specification. Data type: Number
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.internalId	Initial version of the al specification. Data type: String
ServiceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.@type	Part of TMF Open API Annotation for Service Specification. This val `ServiceSpecific` information is not stor Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

serviceQualificationItem.
alternateServiceProposal.alternateService.serviceCharacteristic
	List of service charact
	alternate service prop
	
	Data type: Array of Ob
	`"serviceCharac`
	`{`
	`"name": "S`
	`"value": "`
	`"valueType`
	`}`
	`]`

serviceQualificationItem. alternateServiceProposal.alternateService.serviceCharacteristic.valueType	Value type of the alter characteristic. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceCharacteristic.name	Name of the alternate characteristic. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceCharacteristic.value	Value of the alternate characteristic. Data type: String
serviceQualificationItem.eligibilityUnavailabilityReason	List of service eligibilit reasons to explain wh available. Data type: Array Stored in: The unavail field of the Domain Or [sn_ind_tmt_orm_dom
serviceQualificationItem.eligibilityUnavailabilityReason.code	Service eligibility unav code. Data type: String
serviceQualificationItem.eligibilityUnavailabilityReason.label	Service eligibility unav label. Data type: String

Example: Sample cURL request

The following example retrieves an entire specific qualification order associated with a given Sys_id of a qualification customer order.

```
curl -location --request GET
 "https://instance.service-now.com/api/sn_ord_qual_mgmt/qualific
ation/checkServiceQualification/4b5aa0a538b31110f877c8d44c4b89
47" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--user "username":"password"
```

Response:


```
[
  {
    "id": "001b359545371150f877e0588eca21ca",
    "href":
 "/api/sn_ord_qual_mgmt/qualification/checkServiceQualificati
on/001b359545371150f877e0588eca21ca",
    "description": "check service qualification illustration",
    "externalId": "CSQ1",
    "qualificationResult": "none",
    "state": "new",
    "@type": "CheckServiceQualification",
    "checkServiceQualificationDate": "2022-12-14T23:44:44.000Z",
    "relatedParty": [
      {
        "id": "eaf68911c35420105252716b7d40ddde",
        "name": "Sally Thomas",
        "@type": "RelatedParty",
        "@referredType": "CustomerContact"
      },
      {
        "id": "ffc68911c35420105252716b7d40dd55",
        "name": "Funco Intl",
        "@type": "RelatedParty",
        "@referredType": "Customer"
      },
      {
        "id": "59f16de1c3b67110ff00ed23a140dd9e",
        "name": "Funco External",
        "@type": "RelatedParty",
        "@referredType": "Consumer"
      }
    ],
    "serviceSpecification": {
      "id": "91478553b7969910ff00f203ae11a97d",
      "name": "Broadband Service",
      "version": "",
      "internalVersion": "1",
      "internalId": "91478553b7969910ff00f203ae11a97d",
      "@type": "ServiceSpecification"
    },
    "place": {
      "id": "5671dd2ec3a53010188473ce3640dd81",
      "name": "3000 Main Street, Santa Clara, CA",
      "@referredType": "GeographicSite"
    },
    "expectedQualificationDate": "2022-10-11T15:20:39.000Z"
  },
  {
    "id": "0236b75145fb1150f877e0588eca2145",
    "href":
 "/api/sn_ord_qual_mgmt/qualification/checkServiceQualificati
on/0236b75145fb1150f877e0588eca2145",
    "description": "check service qualification illustration",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "externalId": "CSQ1",
    "qualificationResult": "none",
    "state": "new",
    "@type": "CheckServiceQualification",
    "checkServiceQualificationDate": "2022-12-15T08:57:50.000Z",
    "relatedParty": [
      {
        "id": "eaf68911c35420105252716b7d40ddde",
        "name": "Sally Thomas",
        "@type": "RelatedParty",
        "@referredType": "CustomerContact"
      },
      {
        "id": "ffc68911c35420105252716b7d40dd55",
        "name": "Funco Intl",
        "@type": "RelatedParty",
        "@referredType": "Customer"
      },
      {
        "id": "59f16de1c3b67110ff00ed23a140dd9e",
        "name": "Funco External",
        "@type": "RelatedParty",
        "@referredType": "Consumer"
      }
    ],
    "serviceQualificationItem": [
      {
        "id": "110",
        "qualificationResult": "none",
        "state": "new",
        "quantity": "1",
        "@type": "ServiceQualificationItem",
        "service": {
          "@type": "Service",
          "serviceCharacteristic": [
            {
              "name": "Fiber Speed",
              "valueType": "choice",
              "value": "1Gbps"
            }
          ],
          "serviceSpecification": {
            "id": "4d2b5799457b1150f877e0588eca2116",
            "name": "CFS3",
            "version": "",
            "internalVersion": "1",
            "internalId": "4d2b5799457b1150f877e0588eca2116",
            "@type": "ServiceSpecification"
          },
          "place": {
            "id": "5671dd2ec3a53010188473ce3640dd81",
            "name": "3000 Main Street, Santa Clara, CA",
            "@referredType": "GeographicSite"
          }
        }
      },
      {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "id": "130",
        "qualificationResult": "none",
        "state": "new",
        "quantity": "1",
        "@type": "ServiceQualificationItem",
        "service": {
          "@type": "Service",
          "serviceCharacteristic": [
            {
              "name": "Wireless Speed",
              "valueType": "choice",
              "value": "100 Mbps"
            }
          ],
          "serviceSpecification": {
            "id": "28733d1d45f31150f877e0588eca2163",
            "name": "CFS2",
            "version": "",
            "internalVersion": "1",
            "internalId": "28733d1d45f31150f877e0588eca2163",
            "@type": "ServiceSpecification"
          },
          "place": {
            "id": "5671dd2ec3a53010188473ce3640dd81",
            "name": "3000 Main Street, Santa Clara, CA",
            "@referredType": "GeographicSite"
          }
        }
      },
      {
        "id": "100",
        "qualificationResult": "none",
        "state": "new",
        "quantity": "1",
        "@type": "ServiceQualificationItem",
        "service": {
          "@type": "Service",
          "serviceCharacteristic": [
            {
              "name": "Speed",
              "valueType": "choice",
              "value": ""
            }
          ],
          "serviceSpecification": {
            "id": "b3933d9d45f31150f877e0588eca21fc",
            "name": "Access Service",
            "version": "",
            "internalVersion": "1",
            "internalId": "b3933d9d45f31150f877e0588eca21fc",
            "@type": "ServiceSpecification"
          },
          "place": {
            "id": "5671dd2ec3a53010188473ce3640dd81",
            "name": "3000 Main Street, Santa Clara, CA",
            "@referredType": "GeographicSite"
          }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
      },
      {
        "id": "120",
        "qualificationResult": "none",
        "state": "new",
        "quantity": "1",
        "@type": "ServiceQualificationItem",
        "service": {
          "@type": "Service",
          "serviceCharacteristic": [
            {
              "name": "DSL Speed",
              "valueType": "choice",
              "value": "500 Mbps"
            }
          ],
          "serviceSpecification": {
            "id": "1d43f91d45f31150f877e0588eca21cd",
            "name": "CFS1",
            "version": "",
            "internalVersion": "1",
            "internalId": "1d43f91d45f31150f877e0588eca21cd",
            "@type": "ServiceSpecification"
          },
          "place": {
            "id": "5671dd2ec3a53010188473ce3640dd81",
            "name": "3000 Main Street, Santa Clara, CA",
            "@referredType": "GeographicSite"
          }
        }
      }
    ],
    "expectedQualificationDate": "2022-10-11T15:20:39.000Z"
  }
]
```


Technical Service Qualification Open API - GET sn_ord_qual_mgmt/qualification/checkServiceQualification

Retrieves a list of all technical qualification requests.

This endpoint retrieves order information from the following tables:

- Customer Order [sn_ind_tmt_orm_order]
- Order Line Item [sn_ind_tmt_orm_order_line_item]

This endpoint returns 20 records by default but can return a maximum of 100 records. Use query filters to narrow results according to status, field name(s), description, and qualification result.

URL format

Default URL: `/api/sn_ord_qual_mgmt/qualification/checkServiceQualification`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
None	

Query Parameters

Parameter	Description
description	Filters qualification orders by the 'short_description' field of the customer order. Only orders with a short description matching the value of this parameter are returned in the response. Data type: String
fields	List of field names to return in the response. Invalid fields are ignored. If this parameter is not provided in the request, all fields are returned. Data type: String, comma separated
limit	Maximum number of records to return. For requests that exceed this number of records, use the offset parameter to paginate record retrieval. Default: 20 Maximum: 100 Data type: Number
qualificationResult	Filters qualification orders by result. Only orders with a result matching the value of this parameter are returned in the response. Data type: String
state	Filters qualification orders by state. Only orders with a state matching the value of this parameter are returned in the response. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	No record found for the filter criteria.

Response body parameters (JSON or XML)

Name	Description
id	Sys_id of the qualifica order. Data type: String Table: Customer Orde [sn_ind_tmt_orm_orde
href	Relative link to the qua record. Data type: String
description	Description of the qua request which is fetch

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	short_description field order. Data type: String Table: Customer Orde [sn_ind_tmt_orm_orde
externalId	External ID of the cust Data type: String Table: in the external_ field of the Customer [sn_ind_tmt_orm_orde
qualificationResult	Qualification status of the customer order. Possible values: • alternate • none • pending • qualified • unqualified Data type: String
state	State of customer orde field of customer orde Data type: String
@type	Part of TMF Open API standard. Annotation qualification. This valu `CheckServiceQua` This information is not Data type: String
checkServiceQualificationDate	Date and time the qua that was created from field of the customer o Data type: String Format: YYYY-MM-DD Table: Customer Orde [sn_ind_tmt_orm_orde
effectiveQualificationDate	Effective qualification the order_date field of order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Format: YYYY-MM-DD Table: Customer Orde [sn_ind_tmt_orm_orde
expectedQualificationDate	Stores the expected q Persisted in expected the customer order. Data type: String Format: YYYY-MM-DD Table: Customer Orde [sn_ind_tmt_orm_orde

relatedParty	List of contacts for the
	request. Each contact
	array.
	
	Data type: Array of Ob
	`"relatedParty"`
	`{`
	`"id": "Str`
	`"name": "S`
	`"@referred`
	`"String",`
	`"@type": "`
	`}`
	`]`

relatedParty.id	Sys_id or external_id o customer contact, or c associated with the or Data type: String Table: Account [custo table, Contact [custom or Consumer [csm_co
relatedParty.name	Name of the account, consumer. Data type: String
relatedParty.@type	Part of TMF Open API Annotation for the ord contact. This value is a `RelatedParty`. This not stored. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedParty.@referredType	Type of related party. Possible values: • Consumer • Customer • CustomerContact Data type: String

serviceQualificationItem	List of service qualifica
	containing information
	service information, a
	characteristics. Stored
	items for the customer
	
	Data type: Array of Ob
	
	`"serviceQualif`
	`m": [`
	`{`
	`"id": "Str`
	`"action":`
	
	`"expectedServ`
	`ityDate": "Num`
	`"service":`
	`"@type": "`
	`}`
	`]`

serviceQualificationItem.id	ID of the qualification Data type: String Stored in: The externa field of customer orde item in the Order Line [sn_ind_tmt_orm_orde
serviceQualificationItem.qualificationResult	Result of qualification 'result' field of custom Possible values: • alternate • none • pending • qualified • unqualified Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Order Line Item [sn_ind_tmt_orm_orde
serviceQualificationItem.state	State of qualification it the 'status' field of cus item. Data type: String Table: Order Line Item [sn_ind_tmt_orm_orde
serviceQualificationItem.quantity	Quantity of qualificatio from the 'quantity' field order line item. Data type: Number Table:Order Line Item [sn_ind_tmt_orm_orde
serviceQualificationItem.@type	Part of TMF Open API Annotation for the qua item. This value is alwa *ServiceQualificationIt* information is not stor Data type: String

serviceQualificationItem.service	Service information wh details about location service specifications, characteristics.
	
	Data type: Object
	`"service": {`
	`"@type": "St`
	`"place": [Ar`
	`"serviceChar`
	`[Array],`
	`"serviceSpec`
	`{Object}`
	`}`

serviceQualificationItem.service.@type	Part of TMF Open API Annotation for the ser is always `Service`. T not stored. Data type: String
serviceQualificationItem.service.place	Location information f qualification item. Data type: Array of Ob

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: This array one location. `"place": [ { "id": "Str "name": "S "@referred "String" } ]`
serviceQualificationItem.service.place.id	Sys_id of the location. Data type: String Table: Location [cmn_
serviceQualificationItem.service.place.name	Name of the location. against an entry in the [cmn_location] table. Data type: String
serviceQualificationItem.service.place.@type	Part of TMF Open API Annotation for Service is always `Geographi` information is not stor Data type: String
serviceQualificationItem.service.serviceSpecification	Service specification qualification item. Data type: Array of Ob `"serviceSpecif "id": "Strin "internalVer "Number", "internalId" "name": "Str "@type": "ServiceSpeci "version": " }`
serviceQualificationItem.service.serviceSpecification.id	External ID or initial ve service specification. Data type: String
serviceQualificationItem.service.serviceSpecification.name	Name of the service s Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
serviceQualificationItem.service.serviceSpecification.version	External version of the specification. Data type: String
serviceQualificationItem.service.serviceSpecification.internalVersion	Internal version of the specification. Data type: Number
serviceQualificationItem.service.serviceSpecification.internalId	Initial version of the se specification. Data type: String
serviceQualificationItem.service.serviceSpecification.@type	Part of TMF Open API Annotation for Service Specification. This val `ServiceSpecific` information is not stor Data type: String
serviceQualificationItem.service.serviceCharacteristic	List of service charact Data type: Array of obj `"serviceCharac { "name": "S "value": " "valueType } ]`
serviceQualificationItem.service.serviceCharacteristic.valueType	Value type of the char Data type: String
serviceQualificationItem.service.serviceCharacteristic.name	Name of the character Data type: String
serviceQualificationItem.service.serviceCharacteristic.value	Value of the character Data type: String
ServiceQualificationItem.alternateServiceProposal	Alternate service prop qualification order. Data type: String Stored in: Alternate Pr [sn_ord_qual_mgmt_a
ServiceQualificationItem.alternateServiceProposal.id	Sys_id of the alternate Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Alternate Propo [sn_ord_qual_mgmt_a
ServiceQualificationItem.alternateServiceProposal.alternateServiceAvailabilityDate	The available_date fie of the alternate propos in the Alternate Propo [sn_ord_qual_mgmt_a table. Data type: String
serviceQualificationItem.alternateServiceProposal.alternateService	Service information re alternate proposal. Data type: Object
serviceQualificationItem.alternateServiceProposal.alternateService.serviceSpecification	Service specification proposal persisted in Data type: Object Table: Alternate Propo [sn_ord_qual_mgmt_a
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.id	External ID or initial ve alternate service spec Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.name	Name of the alternate specification. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.version	External version of the specification. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.internalVersion	Internal version of the specification. Data type: Number
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.internalId	Initial version of the al specification. Data type: String
ServiceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.@type	Part of TMF Open API Annotation for Service Specification. This val `ServiceSpecific` information is not stor Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

serviceQualificationItem.
alternateServiceProposal.alternateService.serviceCharacteristic
	List of service charact
	alternate service prop
	
	Data type: Array of Ob
	`"serviceCharac`
	`{`
	`"name": "S`
	`"value": "`
	`"valueType`
	`}`
	`]`

serviceQualificationItem. alternateServiceProposal.alternateService.serviceCharacteristic.valueType	Value type of the alter characteristic. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceCharacteristic.name	Name of the alternate characteristic. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceCharacteristic.value	Value of the alternate characteristic. Data type: String
serviceQualificationItem.eligibilityUnavailabilityReason	List of service eligibilit reasons to explain wh available. Data type: Array Stored in: The unavail field of the Domain Or [sn_ind_tmt_orm_dom
serviceQualificationItem.eligibilityUnavailabilityReason.code	Service eligibility unav code. Data type: String
serviceQualificationItem.eligibilityUnavailabilityReason.label	Service eligibility unav label. Data type: String

Example: Sample cURL request

The following GET call retrieves all qualification orders for an instance.

```
curl -location --request GET
 "https://instance.service-now.com/api/sn_ord_qual_mgmt/qualific
ation/checkServiceQualification" \
--user "username":"password"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response:


```
[{
        "id": "001b359545371150f877e0588eca21ca",
        "href":
 "/api/sn_ord_qual_mgmt/qualification/checkServiceQualificati
on/001b359545371150f877e0588eca21ca",
        "description": "check service qualification
 illustration",
        "externalId": "CSQ1",
        "qualificationResult": "none",
        "state": "new",
        "@type": "CheckServiceQualification",
        "checkServiceQualificationDate":
 "2022-12-14T23:44:44.000Z",
        "relatedParty": [{
                "id": "eaf68911c35420105252716b7d40ddde",
                "name": "Sally Thomas",
                "@type": "RelatedParty",
                "@referredType": "CustomerContact"
            },
            {
                "id": "ffc68911c35420105252716b7d40dd55",
                "name": "Funco Intl",
                "@type": "RelatedParty",
                "@referredType": "Customer"
            },
            {
                "id": "59f16de1c3b67110ff00ed23a140dd9e",
                "name": "Funco External",
                "@type": "RelatedParty",
                "@referredType": "Consumer"
            }
            {
                "id": "59f16de1c3b67110ff00ed23a140dd9e",
                "name": "Funco External",
                "@type": "RelatedParty",
                "@referredType": "Consumer"
            }
        ],
        "serviceSpecification": {
            "id": "91478553b7969910ff00f203ae11a97d",
            "name": "Broadband Service",
            "version": "",
            "internalVersion": "1",
            "internalId": "91478553b7969910ff00f203ae11a97d",
            "@type": "ServiceSpecification"
        },
        "place": {
            "id": "5671dd2ec3a53010188473ce3640dd81",
            "name": "3000 Main Street, Santa Clara, CA",
            "@referredType": "GeographicSite"
        }
    }
}],
"expectedQualificationDate": "2022-10-11T15:20:39.000Z"
}, {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "id": "0236b75145fb1150f877e0588eca2145",
    "href":
 "/api/sn_ord_qual_mgmt/qualification/checkServiceQualificati
on/0236b75145fb1150f877e0588eca2145",
    "description": "check service qualification illustration",
    "externalId": "CSQ1",
    "qualificationResult": "none",
    "state": "new",
    "@type": "CheckServiceQualification",
    "checkServiceQualificationDate": "2022-12-15T08:57:50.000Z",
    "relatedParty": [{
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        }
            {
                "id": "59f16de1c3b67110ff00ed23a140dd9e",
                "name": "Funco External",
                "@type": "RelatedParty",
                "@referredType": "Consumer"
            }
    ],
    "serviceQualificationItem": [{
            "id": "110",
            "qualificationResult": "none",
            "state": "new",
            "quantity": "1",
            "@type": "ServiceQualificationItem",
            "service": {
                "@type": "Service",
                "serviceCharacteristic": [{
                    "name": "Fiber Speed",
                    "valueType": "choice",
                    "value": "1Gbps"
                }],
                "serviceSpecification": {
                    "id": "4d2b5799457b1150f877e0588eca2116",
                    "name": "CFS3",
                    "version": "",
                    "internalVersion": "1",
                    "internalId":
 "4d2b5799457b1150f877e0588eca2116",
                    "@type": "ServiceSpecification"
                },
                "place": {
                    "id": "5671dd2ec3a53010188473ce3640dd81",
                    "name": "3000 Main Street, Santa Clara, CA",
                    "@referredType": "GeographicSite"
                }
            }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        {
            "id": "130",
            "qualificationResult": "none",
            "state": "new",
            "quantity": "1",
            "@type": "ServiceQualificationItem",
            "service": {
                "@type": "Service",
                "serviceCharacteristic": [{
                    "name": "Wireless Speed",
                    "valueType": "choice",
                    "value": "100 Mbps"
                }],
                "serviceSpecification": {
                    "id": "28733d1d45f31150f877e0588eca2163",
                    "name": "CFS2",
                    "version": "",
                    "internalVersion": "1",
                    "internalId":
"28733d1d45f31150f877e0588eca2163",
                    "@type": "ServiceSpecification"
                },
                "place": {
                    "id": "5671dd2ec3a53010188473ce3640dd81",
                    "name": "3000 Main Street, Santa Clara, CA",
                    "@referredType": "GeographicSite"
                }
            }
        },
        {
            "id": "100",
            "qualificationResult": "none",
            "state": "new",
            "quantity": "1",
            "@type": "ServiceQualificationItem",
            "service": {
                "@type": "Service",
                "serviceCharacteristic": [{
                    "name": "Speed",
                    "valueType": "choice",
                    "value": ""
                }],
                "serviceSpecification": {
                    "id": "b3933d9d45f31150f877e0588eca21fc",
                    "name": "Access Service",
                    "version": "",
                    "internalVersion": "1",
                    "internalId":
"b3933d9d45f31150f877e0588eca21fc",
                    "@type": "ServiceSpecification"
                },
                "place": {
                    "id": "5671dd2ec3a53010188473ce3640dd81",
                    "name": "3000 Main Street, Santa Clara, CA",
                    "@referredType": "GeographicSite"
                }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
        },
        {
            "id": "120",
            "qualificationResult": "none",
            "state": "new",
            "quantity": "1",
            "@type": "ServiceQualificationItem",
            "service": {
                "@type": "Service",
                "serviceCharacteristic": [{
                    "name": "DSL Speed",
                    "valueType": "choice",
                    "value": "500 Mbps"
                }],
                "serviceSpecification": {
                    "id": "1d43f91d45f31150f877e0588eca21cd",
                    "name": "CFS1",
                    "version": "",
                    "internalVersion": "1",
                    "internalId":
 "1d43f91d45f31150f877e0588eca21cd",
                    "@type": "ServiceSpecification"
                },
                "place": {
                    "id": "5671dd2ec3a53010188473ce3640dd81",
                    "name": "3000 Main Street, Santa Clara, CA",
                    "@referredType": "GeographicSite"
                }
            }
        }
    ],
    "expectedQualificationDate": "2022-10-11T15:20:39.000Z"
}
]
```


Technical Service Qualification Open API - POST sn_ord_qual_mgmt/qualification/checkServiceQualification

Creates a technical service qualification request entity containing a list of qualification items.

The service qualification request is persisted as a customer order with the qualify fulfillment type. Each qualification item is persisted as a customer line order in the Order [sn_ind_tmt_orm_order_line_item] table.

Using this endpoint

You can use this API method for three specific use cases:

1. Request to qualify a service at a specified address.
2. Request to qualify a new service at the same location of an existing and active access service.
3. Request to upgrade or downgrade an existing service.

Each use case requires the same request structure but uses different request parameters. Details about each use case and accepted parameters are provided:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- To qualify a service at a specified address, use the *place* array (*serviceQualificationItem.service.place)* to provide a specific location and the service specification. You can optionally define additional service characteristics in your request.
- To qualify a new service at the same location of an existing and active service, use the *referenceServiceInventory* object (serviceQualificationItem.service.referenceServiceInventory) instead of the *place* array. This object allows you to create a request and define service specifications without needing to provide location details. You can optionally define additional service characteristics in your request.
- To upgrade or downgrade an existing service, use the *serviceInventory* object (serviceQualificationItem.service.ServiceInventory) instead of the *place* array or the *referenceServiceInventory* object. In this use case, location information and specification details are fetched from an existing service. In your request, define any service characteristics that you wish to change.

  For example, say that you want to verify that you can upgrade the download speed of an existing, active service from 100Mb/s to 600Mb/s. In this case, you can use the *serviceInventory* parameter to define the request by changing the 'Speed' characteristic from 'Low' to 'High'. The API obtains remaining characteristics from the existing service.

To understand how to form your API request per your particular use case, refer to the example calls provided in the **Example** section of this page.

URL format

Default URL: `/api/sn_ord_qual_mgmt/qualification/checkServiceQualification`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Parameter	Description
@type	Optional. Part of TMF Open API standa is always `CheckServiceQualific` Data type: String
checkServiceQualificationDate	Optional. The date and time the qualific order_date field of the Customer Order order_date is set to the current date an

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Parameter	Description
	Data type: String Format: YYYY-MM-DDTHH:MM:SS.SSS
description	Optional. The description of the qualific 'short_description' field of the Custome Data type: String Maximum character length: 100
effectiveQualificationDate	Optional. The date that the qualification field of the customer order of the Custo Data type: String Format: YYYY-MM-DDTHH:MM:SS.SSS
expectedQualificationDate	Optional. The expected qualification da the customer order. Located in the Cus Data type: String Format: YYYY-MM-DDTHH:MM:SS.SSS
externalId	Optional. External ID assigned of the cu field of the customer order of the Custo Data type: String
relatedParty	List of contacts for the qualification req Must list at least one item which contai consumer account information. Data type: Array of Objects `"relatedParty": [ { "@referredType": "String", "@type": "String", "id": "String", "name": "String" } ]`
relatedParty.@referredType	Type of related party. Possible values: • consumer • customer • customerContact

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Parameter	Description
	Data type: String
relatedParty.@type	Optional. Part of TMF Open API standa This value is always `RelatedParty`. Data type: String
relatedParty.id	The sys_id or external_id, if applicable, [customer_account] table, Contact [cus [csm_consumer] table. Data type: String
relatedParty.name	Name of the account, customer, or cons Data type: String

serviceQualificationItem	List of service qualification items with lo
	characteristics. Stored as order line iten
	least one service qualification item in th
	
	Data type: Array of objects
	`"serviceQualificationItem"`
	`"@type": "String",`
	`"id": "String",`
	`"qualificationResult": "`
	`"quantity": "Number",`
	`"service": {Object},`
	`"state": "String"`
	`]`

serviceQualificationItem.@type	Optional. Part of TMF Open API standa is always `ServiceQualification` Data Type: String

serviceQualificationItem.qualificationItemRelationship	Optional. List of relationships with othe
	request. This information helps to creat
	item.
	
	Data type: Array of objects
	`"qualificationItemRelation`
	`{`
	`"id": "String"`
	`"relationshipType": "Str`
	`}`
	`]`

serviceQualificationItem.qualificationItemRelationship.id	Required. The ID of the target qualificat Data Type: String
serviceQualificationItem.qualificationItemRelationship.relationshipType	Required. The type of line item relations

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Parameter	Description
	Valid values: • HasChild: indicates the child item. • HasParent:indicates the parent item. Data Type: String
serviceQualificationItem.quantity	Optional. Quantity of the qualification it customer order line item. Data type: Number Default if not specified: 1
serviceQualificationItem.service	Required. Service information which ca specification, and service characteristi Data Type: Object `"service": { "@type": "String", "place": [Array], "serviceCharacteristic": "serviceSpecification": }`
serviceQualificationItem.service.@type	Optional. Part of TMF Open API standa qualification item. This value is always S Data Type: String
serviceQualificationItem.service.place	Optional. The requested location inform Located in the Location [cmn_location] **Note:** Even though array is suppo Data Type: Array of objects `"place": [ { "@type": "String" "id": "String", "name": "String" } ]`
serviceQualificationItem.service.place.@type	Optional. Part of TMF Open API standa `GeographicSite`. This information i Data Type: String
serviceQualificationItem.service.place.id	Required. Sys_id of a location in the Lo should be a valid entry in the Location [

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Parameter	Description
	Data Type: String
serviceQualificationItem.service.place.name	Optional. Name of the location. This val Location [cmn_location] table. Data Type: String

serviceQualificationItem.service.referenceServiceInventory	Required. Valid service inventory entity
	required location. The location informat
	this service inventory's location.
	
	Important: Use the *referenc*
	new service at the same location o
	so, you must also omit the *place*
	your request, otherwise the API ret
	
	Data type: Object
	`"referenceServiceInventory`
	`"id": "String"`
	`}`

serviceQualificationItem.service.referenceServiceInventory.id	Required if using *serviceQualificationItem.se* in the request. The sys_id of a valid ser service for the required location. This in notes. Data type: String

serviceQualificationItem.service.serviceCharacteristic	Optional. Array of service characteristic
	
	Data Type: Array of objects
	`"serviceCharacteristic":`
	`{`
	`"name": "String",`
	`"value": "String",`
	`"valueType": "String",`
	`}`
	`]`

serviceQualificationItem.service.serviceCharacteristic.name	Required. Name of the characteristic. Data Type: String
serviceQualificationItem.service.serviceCharacteristic.value	Optional. Value of the characteristic. Pa for Qualification item. This value is alwa information is not stored. Data Type: String
serviceQualificationItem.service.serviceCharacteristic.valueType	Optional. Value type of the characterist

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Parameter	Description
	Data Type: String
serviceQualificationItem.service.serviceInventory	Optional. Valid service inventory entity upgrade or downgrade. **Important:** Use the *serviceI* upgrades or downgrades. To do so *referenceServiceInvento* API returns an error. Data type: Object `"serviceInventory": { "id": "String" }`
serviceQualificationItem.service.serviceSpecification	Required. Service specification for the service_specification field of the custo [sn_ind_tmt_orm_order_line_item] table item can't be resource-facing. Data Type: Object `"serviceSpecification": { "@type": "String", "id": "String", "name": "String" }`
serviceQualificationItem.service.serviceSpecification.@type	Optional. Part of TMF Open API standa This value is always `ServiceSpecif` Data Type: String
serviceQualificationItem.service.serviceSpecification.id	Required. External ID or initial version o Data Type: String
serviceQualificationItem.service.serviceSpecification.internalVersion	Optional. Internal version of the service Data Type: Number
serviceQualificationItem.service.serviceSpecification.name	Required. Name of the service specifica Data Type: String
serviceQualificationItem.service.serviceSpecification.version	Optional. External version of the servic Data Type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Request successfully processed. **Note:** If there are any issues with the characteristics or characteristics option information, the endpoint stores the following comments in the work notes fields of the associated Customer Order Line Item record similar to existing delivery orders
400	Bad Request. Could be any of the following reasons: • Empty payload. • Invalid payload: Mandatory field missing: <field name> • Invalid payload: Request body missing - Payload was not passed in the request body. • Invalid payload: relatedParty is missing. • Invalid payload: serviceQualificationItem is missing. • Invalid payload: serviceQualificationItem id is missing. • Invalid payload: serviceQualificationItem service is missing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Invalid payload: The location information is missing. Please provide place, serviceInventory or referenceServiceInventory. • Invalid payload: The specification information is missing, please provide serviceSpecification or serviceInventory. • Invalid payload: Service Specification does not exist. • Invalid payload: Customer Account does not exist. • Invalid payload: Consumer does not exist.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Elements returned in the response body

Element	Description
id	Sys_id of the qualification customer order. Data type: String Table: Customer Order [sn_ind_tmt_orm_order]
href	Relative link to the qualification order record. Data type: String
description	Description of the qualification request which is fetched from the short_description field of the customer order. Data type: String Table: Customer Order [sn_ind_tmt_orm_order]
externalId	External ID of the customer order. Data type: String Table: in the external_id field of the Customer Order [sn_ind_tmt_orm_order] table.
qualificationResult	Qualification status of the result field of the customer order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
	Possible values: • alternate • none • pending • qualified • unqualified Data type: String
state	State of customer order from the status field of customer order. Data type: String
@type	Part of TMF Open API standard. Annotation for the qualification. This value is always `CheckServiceQualification`. This information is not stored. Data type: String
checkServiceQualificationDate	Date and time the qualification request that was created from the order_date field of the customer order. Data type: String Format: YYYY-MM-DDTHH:MM:SS.SSSZ Table: Customer Order [sn_ind_tmt_orm_order]
effectiveQualificationDate	Effective qualification date fetched from the order_date field of the customer order. Data type: String Format: YYYY-MM-DDTHH:MM:SS.SSSZ Table: Customer Order [sn_ind_tmt_orm_order]
expectedQualificationDate	Stores the expected qualification date. Persisted in expected_end_date field of the customer order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
	Data type: String Format: YYYY-MM-DDTHH:MM:SS.SSSZ Table: Customer Order [sn_ind_tmt_orm_order]
relatedParty	List of contacts for the qualification request. Each contact is an object in the array. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String", "@type": "String" } ]`
relatedParty.id	Sys_id or external_id of the account, customer contact, or consumer associated with the order. Data type: String Table: Account [customer_account] table, Contact [customer_contact] table, or Consumer [csm_consumer]
relatedParty.name	Name of the account, customer, or consumer. Data type: String
relatedParty.@type	Part of TMF Open API standard. Annotation for the order line item contact. This value is always `RelatedParty`. This information is not stored. Data type: String
relatedParty.@referredType	Type of related party. Possible values: • Consumer • Customer • CustomerContact

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
	Data type: String
serviceQualificationItem	List of service qualification items containing information about location, service information, and service characteristics. Stored as order line items for the customer order. Data type: Array of Objects `"serviceQualificationItem": [ { "id": "String", "action": "String", "expectedServiceAvailabilityDate": "Number", "service": {Object}, "@type": "String" } ]`
serviceQualificationItem.id	ID of the qualification item. Data type: String Stored in: The external_id field of customer order line item in the Order Line Item [sn_ind_tmt_orm_order_line_item] table.
serviceQualificationItem.qualificationResult	Result of qualification item. Stored in the 'result' field of customer order line item. Possible values: • alternate • none • pending • qualified • unqualified Data type: String Table: Order Line Item [sn_ind_tmt_orm_order_line_item]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
serviceQualificationItem.state	State of qualification item derived from the 'status' field of customer order line item. Data type: String Table: Order Line Item [sn_ind_tmt_orm_order_line_item]
serviceQualificationItem.quantity	Quantity of qualification item derived from the 'quantity' field of customer order line item. Data type: Number Table:Order Line Item [sn_ind_tmt_orm_order_line_item]
serviceQualificationItem.@type	Part of TMF Open API standard. Annotation for the qualification item. This value is always *ServiceQualificationItem*. This information is not stored. Data type: String
serviceQualificationItem.service	Service information which includes details about location (place), service specifications, and service characteristics. Data type: Object `"service": { "@type": "String", "place": [Array], "serviceCharacteristic": [Array], "serviceSpecification": {Object} }`
serviceQualificationItem.service.@type	Part of TMF Open API standard. Annotation for the service. This value is always `Service`. This information is not stored. Data type: String
serviceQualificationItem.service.place	Location information for the service qualification item. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
	Note: This array can contain only one location. `"place": [ { "id": "String", "name": "String", "@referredType": "String" } ]`
serviceQualificationItem.service.place.id	Sys_id of the location. Data type: String Table: Location [cmn_location]
serviceQualificationItem.service.place.name	Name of the location. Not verified against an entry in the Location [cmn_location] table. Data type: String
serviceQualificationItem.service.place.@type	Part of TMF Open API standard. Annotation for Service. This value is always `GeographicSite`. This information is not stored. Data type: String
serviceQualificationItem.service.serviceSpecification	Service specification details for the qualification item. Data type: Array of Objects `"serviceSpecification": { "id": "String", "internalVersion": "Number", "internalId": "String", "name": "String" "@type": "ServiceSpecification" "version": "String", }`
serviceQualificationItem.service.serviceSpecification.id	External ID or initial version of the service specification. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Elements returned in the response body (continued)

Element	Description
serviceQualificationItem.service.serviceSpecification.name	Name of the service specification. Data type: String
serviceQualificationItem.service.serviceSpecification.version	External version of the service specification. Data type: String
serviceQualificationItem.service.serviceSpecification.internalVersion	Internal version of the service specification. Data type: Number
serviceQualificationItem.service.serviceSpecification.internalId	Initial version of the service specification. Data type: String
serviceQualificationItem.service.serviceSpecification.@type	Part of TMF Open API standard. Annotation for Service Specification. This value is always `ServiceSpecification`. This information is not stored. Data type: String
serviceQualificationItem.service.serviceCharacteristic	List of service characteristics. Data type: Array of objects `"serviceCharacteristic": [ { "name": "String", "value": "String", "valueType": "String" } ]`
serviceQualificationItem.service.serviceCharacteristic.valueType	Value type of the characteristic. Data type: String
serviceQualificationItem.service.serviceCharacteristic.name	Name of the characteristic. Data type: String
serviceQualificationItem.service.serviceCharacteristic.value	Value of the characteristic. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Use Case 1

The following example shows a simple request containing a single qualification item.

```
curl -X POST
 "https://instance.service-now.com/api/sn_ord_qual_mgmt/qualific
ation/checkServiceQualification " \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
  "description": "check service qualification illustration",
  "checkServiceQualificationDate": "2022-12-14T23:44:44.000Z",
  "effectiveQualificationDate": "2023-12-14T23:44:44.000Z",
  "expectedQualificationDate": "2023-10-11T15:20:39.000Z",
  "externalId": "CSQ1",
  "relatedParty": [
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "@type": "RelatedParty",
      "@referredType": "CustomerContact"
    },
    {
      "id": "ffc68911c35420105252716b7d40dd55",
      "name": "Funco Intl",
      "@type": "RelatedParty",
      "@referredType": "Customer"
    },
    {
      "id": "59f16de1c3b67110ff00ed23a140dd9e",
      "name": "Funco External",
      "@type": "RelatedParty",
      "@referredType": "Consumer"
    }
  ],
  "serviceQualificationItem": [
    {
      "id": "100",
      "service": {
        "@type": "Service",
        "place": [
          {
            "id": "5671dd2ec3a53010188473ce3640dd81",
            "name": "Jean Pontus home",
            "@type": "GeographicSite"
          }
        ],
        "serviceCharacteristic": [
          {
            "valueType": "choice",
            "name": "Speed",
            "value": "High"
          }
        ],
        "serviceSpecification": {
          "id": "91478553b7969910ff00f203ae11a97d",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "name": "Broadband Service",
          "@type": "ServiceSpecification"
        }
      },
      "@type": "ServiceQualificationItem"
    }
  ],
  "@type": "CheckServiceQualification"
}
```

Response:

```
{
  "id": "0b45c47938bf1110f877c8d44c4b895d",
  "href":
 "/api/sn_ord_qual_mgmt/qualification/checkServiceQualificati
on/0b45c47938bf1110f877c8d44c4b895d",
  "description": "check service qualification illustration",
  "externalId": "CSQ1",
  "qualificationResult": "none",
  "state": "new",
  "@type": "CheckServiceQualification",
  "checkServiceQualificationDate": "2022-12-14T23:44:44.000Z",
  "relatedParty": [
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "@type": "RelatedParty",
      "@referredType": "CustomerContact"
    },
    {
      "id": "ffc68911c35420105252716b7d40dd55",
      "name": "Funco Intl",
      "@type": "RelatedParty",
      "@referredType": "Customer"
    },
    {
      "id": "59f16de1c3b67110ff00ed23a140dd9e",
      "name": "Funco External",
      "@type": "RelatedParty",
      "@referredType": "Consumer"
    }
  ],
  "serviceQualificationItem": [
    {
      "id": "100",
      "qualificationResult": "none",
      "state": "new",
      "quantity": "1",
      "@type": "ServiceQualificationItem",
      "service": {
        "@type": "Service",
        "serviceCharacteristic": [
          {
            "name": "Speed",
            "valueType": "choice",
            "value": "High"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          }
        ],
        "serviceSpecification": {
          "id": "91478553b7969910ff00f203ae11a97d",
          "name": "Broadband Service",
          "version": "",
          "internalVersion": "1",
          "internalId": "91478553b7969910ff00f203ae11a97d",
          "@type": "ServiceSpecification"
        },
        "place": {
          "id": "5671dd2ec3a53010188473ce3640dd81",
          "name": "3000 Main Street, Santa Clara, CA",
          "@referredType": "GeographicSite"
        }
      }
    }
  ],
  "effectiveQualificationDate": "2023-12-14T23:44:44.000Z",
  "expectedQualificationDate": "2023-10-11T15:20:39.000Z"
}
```

Example: Use Case 2

The following example demonstrates how to request a simple service qualification using an ID to obtain the customer's location with an existing service.

Note: Reference Service Inventory with id = is a product inventory with location = 20220 Bow Willow, Houston,TX

```
curl -X POST
 "https://instance.service-now.com/api/sn_ord_qual_mgmt/qualific
ation/checkServiceQualification " \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
  "description": "check service qualification illustration",
  "checkServiceQualificationDate": "2022-12-14T23:44:44.000Z",
  "effectiveQualificationDate": "2023-12-14T23:44:44.000Z",
  "expectedQualificationDate": "2023-10-11T15:20:39.000Z",
  "externalId": "CSQ1",
  "relatedParty": [
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "@type": "RelatedParty",
      "@referredType": "CustomerContact"
    },
    {
      "id": "ffc68911c35420105252716b7d40dd55",
      "name": "Funco Intl",
      "@type": "RelatedParty",
      "@referredType": "Customer"
    },
    {
      "id": "59f16de1c3b67110ff00ed23a140dd9e",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "name": "Funco External",
      "@type": "RelatedParty",
      "@referredType": "Consumer"
    }
  ],
  "serviceQualificationItem": [
    {
      "id": "100",
      "service": {
        "@type": "Service",
        "referenceServiceInventory": {
          "id": "f1b2d99e777301108e191e599a5a99d2"
        },
        "serviceCharacteristic": [
          {
            "valueType": "choice",
            "name": "Speed",
            "value": "High"
          }
        ],
        "serviceSpecification": {
          "id": "91478553b7969910ff00f203ae11a97d",
          "name": "Broadband Service",
          "@type": "ServiceSpecification"
        }
      },
      "@type": "ServiceQualificationItem"
    }
  ],
  "@type": "CheckServiceQualification"
}
```

Response, where *place* is populated from *referenceServiceInventory* in the request.

```
{
    "id": "1683497138b35110f877c8d44c4b890a",

 "href":"/api/sn_ord_qual_mgmt/qualification/checkServiceQualifi
cation/1683497138b35110f877c8d44c4b890a",
    "description": "check service qualification illustration",
    "externalId": "CSQ1",
    "qualificationResult": "none",
    "state": "new",
    "@type": "CheckServiceQualification",
    "checkServiceQualificationDate": "2022-12-14T23:44:44.000Z",
    "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
    "serviceQualificationItem": [
        {
            "id": "100",
            "qualificationResult": "none",
            "state": "new",
            "quantity": "1",
            "@type": "ServiceQualificationItem",
            "service": {
                "@type": "Service",
                "serviceCharacteristic": [
                    {
                        "name": "Speed",
                        "valueType": "choice",
                        "value": "High"
                    }
                ],
                "serviceSpecification": {
                    "id": "91478553b7969910ff00f203ae11a97d",
                    "name": "Broadband Service",
                    "version": "",
                    "internalVersion": "1",
                    "internalId":
 "91478553b7969910ff00f203ae11a97d",
                    "@type": "ServiceSpecification"
                },
                "place": {
                    "id": "25aba4010a0a0bb3008f329002f12211",
                    "name": "20220 Bow Willow, Houston,TX",
                    "@referredType": "GeographicSite"
                }
            }
        }
    ],
    "effectiveQualificationDate": "2022-12-14T23:44:44.000Z",
    "expectedQualificationDate": "2023-10-11T15:20:39.000Z"
}
```


Example: Use Case 3

The following example demonstrates how to upgrade a user's broadband service to a higher speed. Service Inventory with id = is a product inventory with Service Specification = 'Broadband Service', Location = 20220 Bow Willow, Houston, TX, Characteristics=[{Speed:Medium}].


```
{
  "description": "check service qualification illustration",
  "checkServiceQualificationDate": "2022-12-14T23:44:44.000Z",
  "effectiveQualificationDate": "2023-12-14T23:44:44.000Z",
  "expectedQualificationDate": "2023-10-11T15:20:39.000Z",
  "externalId": "CSQ1",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "relatedParty": [
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "@type": "RelatedParty",
      "@referredType": "CustomerContact"
    },
    {
      "id": "ffc68911c35420105252716b7d40dd55",
      "name": "Funco Intl",
      "@type": "RelatedParty",
      "@referredType": "Customer"
    },
    {
      "id": "59f16de1c3b67110ff00ed23a140dd9e",
      "name": "Funco External",
      "@type": "RelatedParty",
      "@referredType": "Consumer"
    }
  ],
  "serviceQualificationItem": [
    {
      "id": "100",
      "service": {
        "@type": "Service",
        "serviceInventory": {
          "id": "f1b2d99e777301108e191e599a5a99d2"
        },
        "serviceCharacteristic": [
          {
            "valueType": "choice",
            "name": "Speed",
            "value": "High"
          }
        ]
      },
      "@type": "ServiceQualificationItem"
    }
  ],
  "@type": "CheckServiceQualification"
}
```

Response, where *`place`* and *`specification`* are populated from *`serviceInventory`* in the request.

Note: Characteristics are taken from the request payload first, then remaining characteristics (if any) are obtained from *`serviceInventory`*.

```
{
    "id": " db8485b138b3511 0f877c8d44c4b892b",
    "href":
 "/api/sn_ord_qual_mgmt/qualification/checkServiceQualification/
 db8485b138b3511 0f877c8d44c4b892b",
    "description": "check service qualification illustration",
    "externalId": "CSQ1",
    "qualificationResult": "none",
    "state": "new",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "@type": "CheckServiceQualification",
    "checkServiceQualificationDate": "2022-12-14T23:44:44.000Z",
    "relatedParty": [
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@type": "RelatedParty",
            "@referredType": "CustomerContact"
        },
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@type": "RelatedParty",
            "@referredType": "Customer"
        },
        {
            "id": "59f16de1c3b67110ff00ed23a140dd9e",
            "name": "Funco External",
            "@type": "RelatedParty",
            "@referredType": "Consumer"
        }
    ],
    "serviceQualificationItem": [
        {
            "id": "100",
            "qualificationResult": "none",
            "state": "new",
            "quantity": "1",
            "@type": "ServiceQualificationItem",
            "service": {
                "@type": "Service",
                "serviceCharacteristic": [
                    {
                        "name": "Speed",
                        "valueType": "choice",
                        "value": "High"
                    }
                ],
                "serviceSpecification": {
                    "id": "91478553b7969910ff00f203ae11a97d",
                    "name": "Broadband Service",
                    "version": "",
                    "internalVersion": "1",
                    "internalId":
"91478553b7969910ff00f203ae11a97d",
                    "@type": "ServiceSpecification"
                },
                "place": {
                    "id": "25aba4010a0a0bb3008f329002f12211",
                    "name": "20220 Bow Willow, Houston,TX",
                    "@referredType": "GeographicSite"
                }
            }
        }
    ],
    "effectiveQualificationDate": "2022-12-14T23:44:44.000Z",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "expectedQualificationDate": "2023-10-11T15:20:39.000Z"
}
```

Example: Use Case 4

Describes the hierarchy of parent and child line items and their relationship types. It demonstrates how multiple line items can be created via the quantity attribute.

```
curl -X POST
 "https://instance.service-now.com/api/sn_ord_qual_mgmt/qualific
ation/checkServiceQualification " \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
  "description": "check service qualification illustration",
  "checkServiceQualificationDate": "2022-12-14T23:44:44.000Z",
  "effectiveQualificationDate": "2023-12-14T23:44:44.000Z",
  "expectedQualificationDate": "2023-10-11T15:20:39.000Z",
  "externalId": "CSQ1",
  "relatedParty": [
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "@type": "RelatedParty",
      "@referredType": "CustomerContact"
    },
    {
      "id": "ffc68911c35420105252716b7d40dd55",
      "name": "Funco Intl",
      "@type": "RelatedParty",
      "@referredType": "Customer"
    },
    {
      "id": "59f16de1c3b67110ff00ed23a140dd9e",
      "name": "Funco External",
      "@type": "RelatedParty",
      "@referredType": "Consumer"
    }
  ],
  "serviceQualificationItem": [
    {
      "id": "100",
      "quantity": 2,
      "qualificationItemRelationship": [
        {
          "relationshipType": "HasChild",
          "id": "110"
        },
        {
          "relationshipType": "HasChild",
          "id": "120"
        },
        {
          "relationshipType": "HasChild",
          "id": "130"
        }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      ],
      "service": {
        "@type": "Service",
        "place": [
          {
            "id": "5671dd2ec3a53010188473ce3640dd81",
            "name": "Jean Pontus home",
            "@referredType": "GeographicSite"
          }
        ],
        "serviceCharacteristic": [
          {
            "valueType": "string",
            "name": "Speed",
            "value": "High"
          }
        ],
        "serviceSpecification": {
          "id": "b3933d9d45f31150f877e0588eca21fc",
          "name": "Access Service"
        }
      },
      "@type": "ServiceQualificationItem"
    },
    {
      "id": "110",
      "action": "add",
      "expectedServiceAvailabilityDate":
"2022-12-10T19:20:39.239Z",
      "qualificationItemRelationship": [
        {
          "relationshipType": "HasParent",
          "id": "100"
        }
      ],
      "service": {
        "@type": "Service",
        "place": [
          {
            "id": "5671dd2ec3a53010188473ce3640dd81",
            "name": "Jean Pontus home",
            "@referredType": "GeographicSite"
          }
        ],
        "serviceCharacteristic": [
          {
            "valueType": "choice",
            "name": "Fiber Speed",
            "value": "1Gbps"
          }
        ],
        "serviceSpecification": {
          "name": "CFS3",
          "internalVersion": "1",
          "id": "4d2b5799457b1150f877e0588eca2116"
        },
        "state": "new"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      },
      "@type": "ServiceQualificationItem"
    },
    {
      "id": "120",
      "action": "add",
      "qualificationItemRelationship": [
        {
          "relationshipType": "HasParent",
          "id": "100"
        }
      ],
      "expectedServiceAvailabilityDate":
"2022-11-12T19:20:39.239Z",
      "service": {
        "@type": "Service",
        "place": [
          {
            "id": "5671dd2ec3a53010188473ce3640dd81",
            "name": "Jean Pontus home",
            "@referredType": "GeographicSite"
          }
        ],
        "serviceCharacteristic": [
          {
            "valueType": "choice",
            "name": "DSL Speed",
            "value": "500 Mbps"
          }
        ],
        "serviceSpecification": {
          "name": "CF1",
          "internalVersion": "1",
          "id": "1d43f91d45f31150f877e0588eca21cd"
        },
        "state": "new"
      },
      "@type": "ServiceQualificationItem"
    },
    {
      "id": "130",
      "action": "add",
      "expectedServiceAvailabilityDate":
"2020-04-11T19:20:39.239Z",
      "qualificationItemRelationship": [
        {
          "relationshipType": "HasParent",
          "id": "100"
        }
      ],
      "service": {
        "@type": "Service",
        "place": [
          {
            "id": "5671dd2ec3a53010188473ce3640dd81",
            "name": "Jean Pontus home",
            "@referredType": "GeographicSite"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          }
        ],
        "serviceCharacteristic": [
          {
            "valueType": "choice",
            "name": "Wireless Speed",
            "value": "100 Mbps"
          }
        ],
        "serviceSpecification": {
          "name": "CFS2",
          "internalVersion": "1",
          "id": "28733d1d45f31150f877e0588eca2163"
        },
        "state": "new"
      },
      "@type": "ServiceQualificationItem"
    }
  ],
  "@type": "CheckServiceQualification"
}
```


Response:


```
{
  "id": "7bf9cd7538b3511of877c8d44c4b89e4",
  "href":
 "/api/sn_ord_qual_mgmt/qualification/checkServiceQualificati
on/7bf9cd7538b3511of877c8d44c4b89e4",
  "description": "check service qualification illustration",
  "externalId": "CSQ1",
  "qualificationResult": "none",
  "state": "new",
  "@type": "CheckServiceQualification",
  "checkServiceQualificationDate": "2022-12-14T23:44:44.000Z",
  "relatedParty": [
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "@type": "RelatedParty",
      "@referredType": "CustomerContact"
    },
    {
      "id": "ffc68911c35420105252716b7d40dd55",
      "name": "Funco Intl",
      "@type": "RelatedParty",
      "@referredType": "Customer"
    },
    {
      "id": "59f16de1c3b6711Off00ed23a140dd9e",
      "name": "Funco External",
      "@type": "RelatedParty",
      "@referredType": "Consumer"
    }
  ],
  "serviceQualificationItem": [
    {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "id": "120",
      "qualificationResult": "none",
      "state": "new",
      "quantity": "1",
      "@type": "ServiceQualificationItem",
      "service": {
        "@type": "Service",
        "serviceCharacteristic": [
          {
            "name": "DSL Speed",
            "valueType": "choice",
            "value": "500 Mbps"
          }
        ],
        "serviceSpecification": {
          "id": "1d43f91d45f31150f877e0588eca21cd",
          "name": "CFS1",
          "version": "",
          "internalVersion": "1",
          "internalId": "1d43f91d45f31150f877e0588eca21cd",
          "@type": "ServiceSpecification"
        },
        "place": {
          "id": "5671dd2ec3a53010188473ce3640dd81",
          "name": "3000 Main Street, Santa Clara, CA",
          "@referredType": "GeographicSite"
        }
      }
    },
    {
      "id": "110",
      "qualificationResult": "none",
      "state": "new",
      "quantity": "1",
      "@type": "ServiceQualificationItem",
      "service": {
        "@type": "Service",
        "serviceCharacteristic": [
          {
            "name": "Fiber Speed",
            "valueType": "choice",
            "value": "1Gbps"
          }
        ],
        "serviceSpecification": {
          "id": "4d2b5799457b1150f877e0588eca2116",
          "name": "CFS3",
          "version": "",
          "internalVersion": "1",
          "internalId": "4d2b5799457b1150f877e0588eca2116",
          "@type": "ServiceSpecification"
        },
        "place": {
          "id": "5671dd2ec3a53010188473ce3640dd81",
          "name": "3000 Main Street, Santa Clara, CA",
          "@referredType": "GeographicSite"
        }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      }
    },
    {
      "id": "130",
      "qualificationResult": "none",
      "state": "new",
      "quantity": "1",
      "@type": "ServiceQualificationItem",
      "service": {
        "@type": "Service",
        "serviceCharacteristic": [
          {
            "name": "Wireless Speed",
            "valueType": "choice",
            "value": "100 Mbps"
          }
        ],
        "serviceSpecification": {
          "id": "28733d1d45f31150f877e0588eca2163",
          "name": "CFS2",
          "version": "",
          "internalVersion": "1",
          "internalId": "28733d1d45f31150f877e0588eca2163",
          "@type": "ServiceSpecification"
        },
        "place": {
          "id": "5671dd2ec3a53010188473ce3640dd81",
          "name": "3000 Main Street, Santa Clara, CA",
          "@referredType": "GeographicSite"
        }
      }
    },
    {
      "id": "100",
      "qualificationResult": "none",
      "state": "new",
      "quantity": "2",
      "@type": "ServiceQualificationItem",
      "service": {
        "@type": "Service",
        "serviceCharacteristic": [
          {
            "name": "Speed",
            "valueType": "choice",
            "value": "High"
          }
        ],
        "serviceSpecification": {
          "id": "b3933d9d45f31150f877e0588eca21fc",
          "name": "Access Service",
          "version": "",
          "internalVersion": "1",
          "internalId": "b3933d9d45f31150f877e0588eca21fc",
          "@type": "ServiceSpecification"
        },
        "place": {
          "id": "5671dd2ec3a53010188473ce3640dd81",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name": "3000 Main Street, Santa Clara, CA",
            "@referredType": "GeographicSite"
          }
        }
      }
    ],
    "effectiveQualificationDate": "2023-12-14T23:44:44.000Z",
    "expectedQualificationDate": "2023-10-11T15:20:39.000Z"
}
```


Technical Service Qualification Open API - POST sn_ord_qual_mgmt/qualification/checkServiceQualification/processResult

Processes a technical service qualification result sent to the *Technical Service Qualification Open* API.

URL format

Default URL: `/api/sn_ord_qual_mgmt/qualification/checkServiceQualification/processResult`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Parameter	D
serviceQualificationItem	R It o [s th d o b D

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Parameter	D
serviceQualificationItem.@type	C A q S ir D
serviceQualificationItem.alternateProposal	A q D S [s
serviceQualificationItem.alternateProposal.@type	P A fo a n D
serviceQualificationItem.alternateProposal.alternateService	R a s D

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Parameter	D
serviceQualificationItem.alternateProposal.alternateService.alternateService.serviceCharacteristic.valueType	V th D
serviceQualificationItem.alternateProposal.alternateService.serviceCharacteristic	S s D

Request body parameters (XML or JSON) (continued)

Parameter	D
	S fi e [s ta
serviceQualificationItem.alternateProposal.alternateService .serviceSpecification.@type	P A S S ir D
serviceQualificationItem.alternateProposal.alternateService.serviceSpecification.id	R th D
serviceQualificationItem.alternateProposal.alternateService.serviceSpecification.internalVersion	In s D
serviceQualificationItem.alternateProposal.alternateService.serviceSpecification.name	N D
serviceQualificationItem.alternateProposal.alternateService.serviceSpecification.version	E s D
serviceQualificationItem.alternateProposal.alternateServiceAvailabilityDate	A D F T fi [s ta ir re q
serviceQualificationItem.alternateProposal.id	U p D
serviceQualificationItem.eligibilityUnavailabilityReason	R is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Parameter	D
	D S is a fi [s
serviceQualificationItem.eligibilityUnavailabilityReason.code	C re D
serviceQualificationItem.eligibilityUnavailabilityReason.label	R u m a D S fi [s
serviceQualificationItem.id	R re D S C ta
serviceQualificationItem.qualificationResult	R s D S o [s

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad Request. Could be any of the following reasons: • Invalid payload: Qualification Result should be one of [alternate, pending, qualified, unqualified]. • Invalid payload: Qualification Item id does not exist. • All Qualification Items must belong to same Top Order Line Item. • Invalid payload: serviceQualificationItem qualificationResult is missing. • Invalid payload: Consumer does not exist.

Response body parameters (JSON or XML)

Name	Description
id	Sys_id of the qualifica order. Data type: String Table: Customer Orde [sn_ind_tmt_orm_orde

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
href	Relative link to the qua record. Data type: String
description	Description of the qua request which is fetch short_description field order. Data type: String Table: Customer Orde [sn_ind_tmt_orm_orde
externalId	External ID of the cust Data type: String Table: in the external_ field of the Customer [sn_ind_tmt_orm_orde
qualificationResult	Qualification status of the customer order. Possible values: • alternate • none • pending • qualified • unqualified Data type: String
state	State of customer orde field of customer orde Data type: String
@type	Part of TMF Open API standard. Annotation qualification. This valu `CheckServiceQua` This information is not Data type: String
checkServiceQualificationDate	Date and time the qua that was created from field of the customer o Data type: String Format: YYYY-MM-DD

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Customer Orde [sn_ind_tmt_orm_orde
effectiveQualificationDate	Effective qualification the order_date field of order. Data type: String Format: YYYY-MM-DD Table: Customer Orde [sn_ind_tmt_orm_orde
expectedQualificationDate	Stores the expected q Persisted in expected_ the customer order. Data type: String Format: YYYY-MM-DD Table: Customer Orde [sn_ind_tmt_orm_orde

relatedParty	List of contacts for the
	request. Each contact
	array.
	
	Data type: Array of Ob
	
	`"relatedParty"`
	`{`
	`"id": "Str`
	`"name": "S`
	`"@referred`
	`"String",`
	`"@type": "`
	`}`
	`]`

relatedParty.id	Sys_id or external_id o customer contact, or c associated with the or Data type: String Table: Account [custo table, Contact [custom or Consumer [csm_co
relatedParty.name	Name of the account, consumer. Data type: String
relatedParty.@type	Part of TMF Open API Annotation for the ord

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	contact. This value is a `RelatedParty`. This not stored. Data type: String
relatedParty.@referredType	Type of related party. Possible values: • Consumer • Customer • CustomerContact Data type: String
serviceQualificationItem	List of service qualifica containing information service information, ar characteristics. Stored items for the customer Data type: Array of Ob `"serviceQualif m": [ { "id": "Str "action": "expectedServ ityDate": "Num "service": "@type": " } ]`
serviceQualificationItem.id	ID of the qualification i Data type: String Stored in: The externa field of customer orde item in the Order Line [sn_ind_tmt_orm_orde
serviceQualificationItem.qualificationResult	Result of qualification 'result' field of custom Possible values: • alternate • none • pending

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• qualified • unqualified Data type: String Table: Order Line Item [sn_ind_tmt_orm_orde
serviceQualificationItem.state	State of qualification it the 'status' field of cus item. Data type: String Table: Order Line Item [sn_ind_tmt_orm_orde
serviceQualificationItem.quantity	Quantity of qualificatio from the 'quantity' field order line item. Data type: Number Table:Order Line Item [sn_ind_tmt_orm_orde
serviceQualificationItem.@type	Part of TMF Open API Annotation for the qua item. This value is alwa *ServiceQualificationIt* information is not stor Data type: String

serviceQualificationItem.service	Service information wh details about location service specifications, characteristics.
	
	Data type: Object
	`"service": {`
	`"@type": "St`
	`"place": [Ar`
	`"serviceChar`
	`[Array],`
	`"serviceSpec`
	`{Object}`
	`}`

serviceQualificationItem.service.@type	Part of TMF Open API Annotation for the ser is always `Service`. T not stored.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
serviceQualificationItem.service.place	Location information f qualification item. Data type: Array of Ob **Note:** This array one location. `"place": [ { "id": "Str "name": "S "@referred "String" } ]`
serviceQualificationItem.service.place.id	Sys_id of the location. Data type: String Table: Location [cmn_
serviceQualificationItem.service.place.name	Name of the location. against an entry in the [cmn_location] table. Data type: String
serviceQualificationItem.service.place.@type	Part of TMF Open API Annotation for Service is always Geographi information is not stor Data type: String
serviceQualificationItem.service.serviceSpecification	Service specification qualification item. Data type: Array of Ob `"serviceSpecif "id": "Strin "internalVer "Number", "internalId" "name": "Str "@type": "ServiceSpeci "version": " }`
serviceQualificationItem.service.serviceSpecification.id	External ID or initial ve service specification.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
serviceQualificationItem.service.serviceSpecification.name	Name of the service sp Data type: String
serviceQualificationItem.service.serviceSpecification.version	External version of the specification. Data type: String
serviceQualificationItem.service.serviceSpecification.internalVersion	Internal version of the specification. Data type: Number
serviceQualificationItem.service.serviceSpecification.internalId	Initial version of the se specification. Data type: String
serviceQualificationItem.service.serviceSpecification.@type	Part of TMF Open API Annotation for Service Specification. This val `ServiceSpecific` information is not stor Data type: String
serviceQualificationItem.service.serviceCharacteristic	List of service charact Data type: Array of obj `"serviceCharac { "name": "S "value": " "valueType } ]`
serviceQualificationItem.service.serviceCharacteristic.valueType	Value type of the char Data type: String
serviceQualificationItem.service.serviceCharacteristic.name	Name of the character Data type: String
serviceQualificationItem.service.serviceCharacteristic.value	Value of the character Data type: String
ServiceQualificationItem.alternateServiceProposal	Alternate service prop qualification order. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Stored in: Alternate Pr [sn_ord_qual_mgmt_a
ServiceQualificationItem.alternateServiceProposal.id	Sys_id of the alternate Data type: String Table: Alternate Propo [sn_ord_qual_mgmt_a
ServiceQualificationItem.alternateServiceProposal.alternateServiceAvailabilityDate	The available_date fie of the alternate propos in the Alternate Propo [sn_ord_qual_mgmt_a table. Data type: String
serviceQualificationItem.alternateServiceProposal.alternateService	Service information re alternate proposal. Data type: Object
serviceQualificationItem.alternateServiceProposal.alternateService.serviceSpecification	Service specification proposal persisted in Data type: Object Table: Alternate Propo [sn_ord_qual_mgmt_a
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.id	External ID or initial ve alternate service spec Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.name	Name of the alternate specification. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.version	External version of the specification. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.internalVersion	Internal version of the specification. Data type: Number
serviceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.internalId	Initial version of the al specification. Data type: String
ServiceQualificationItem. alternateServiceProposal.alternateService.serviceSpecification.@type	Part of TMF Open API Annotation for Service

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Specification. This val `ServiceSpecific` information is not stor Data type: String

serviceQualificationItem.
alternateServiceProposal.alternateService.serviceCharacteristic
	List of service charact
	alternate service prop
	
	Data type: Array of Ob
	`"serviceCharac`
	`{`
	`"name": "S`
	`"value": "`
	`"valueType`
	`}`
	`]`

serviceQualificationItem. alternateServiceProposal.alternateService.serviceCharacteristic.valueType	Value type of the alter characteristic. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceCharacteristic.name	Name of the alternate characteristic. Data type: String
serviceQualificationItem. alternateServiceProposal.alternateService.serviceCharacteristic.value	Value of the alternate characteristic. Data type: String
serviceQualificationItem.eligibilityUnavailabilityReason	List of service eligibilit reasons to explain wh available. Data type: Array Stored in: The unavail field of the Domain Or [sn_ind_tmt_orm_dom
serviceQualificationItem.eligibilityUnavailabilityReason.code	Service eligibility unav code. Data type: String
serviceQualificationItem.eligibilityUnavailabilityReason.label	Service eligibility unav label. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Sample cURL request

The following example shows how the endpoint processes a qualification order sent in the API request.

```
curl -X POST
 "https://instance.service-now.com/api/sn_ord_qual_mgmt/qualific
ation/checkServiceQualification/processResult " \
-H "Accept: application/json" \
-H "Content-Type: application/json" \
-u "username":"password" \
-d {
  "serviceQualificationItem": [
    {
      "eligibilityUnavailabilityReason": [
        {
          "code": "26-001",
          "label": "not enough bandwith at this place"
        }
      ],
      "qualificationResult": "alternate",
      "alternateServiceProposal": [
        {
          "alternateServiceAvailabilityDate":
 "2022-12-15T19:20:39.239Z",
          "@type": "AlternateServiceProposal",
          "id": "1",
          "alternateService": {
            "@type": "Service",
            "serviceSpecification": {
              "@type": "ServiceSpecification",
              "name": "Mobile Service",
              "id": "23",
              "href": "string"
            },
            "serviceCharacteristic": [
              {
                "@type": "ServiceCharacteristic",
                "valueType": "string",
                "name": "BroadcastQuality",
                "id": "1",
                "value": "HD"
              }
            ]
          }
        }
      ],
      "@type": "ServiceQualificationItem",
      "id": "29558Ob938bf111Of877c8d44c4b8912"
    },
    {
      "qualificationResult": "alternate",
      "alternateServiceProposal": [
        {
          "alternateServiceAvailabilityDate":
 "2022-12-15T19:20:39.239Z",
          "@type": "AlternateServiceProposal",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "id": "1",
          "alternateService": {
            "@type": "Service",
            "serviceSpecification": {
              "@type": "ServiceSpecification",
              "name": "Mobile Service",
              "id": "23",
              "href": "string"
            },
            "serviceCharacteristic": [
              {
                "@type": "ServiceCharacteristic",
                "valueType": "string",
                "name": "BroadcastQuality",
                "id": "1",
                "value": "HD"
              }
            ]
          }
        }
      ],
      "@type": "ServiceQualificationItem",
      "action": "add",
      "id": "29558Ob938bf1110f877c8d44c4b8915"
    },
    {
      "qualificationResult": "alternate",
      "alternateServiceProposal": [
        {
          "alternateServiceAvailabilityDate":
"2022-12-15T19:20:39.239Z",
          "@type": "AlternateServiceProposal",
          "id": "1",
          "alternateService": {
            "@type": "Service",
            "serviceSpecification": {
              "@type": "ServiceSpecification",
              "name": "Mobile Service",
              "id": "23",
              "href": "string"
            },
            "serviceCharacteristic": [
              {
                "@type": "ServiceCharacteristic",
                "valueType": "string",
                "name": "BroadcastQuality",
                "id": "1",
                "value": "HD"
              }
            ]
          }
        }
      ],
      "@type": "ServiceQualificationItem",
      "id": "2d558Ob938bf1110f877c8d44c4b8902"
    }
  ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "@type": "CheckServiceQualification",
  "description": "check service qualification illustration"
}
```

Response body:


```
{
  "id": "0b45c47938bf1110f877c8d44c4b895d",
  "href":
 "/api/sn_ord_qual_mgmt/qualification/checkServiceQualificati
on/0b45c47938bf1110f877c8d44c4b895d",
  "description": "check service qualification illustration",
  "externalId": "CSQ1",
  "qualificationResult": "alternate",
  "state": "new",
  "@type": "CheckServiceQualification",
  "checkServiceQualificationDate": "2022-12-14T23:44:44.000Z",
  "relatedParty": [
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "@type": "RelatedParty",
      "@referredType": "CustomerContact"
    },
    {
      "id": "ffc68911c35420105252716b7d40dd55",
      "name": "Funco Intl",
      "@type": "RelatedParty",
      "@referredType": "Customer"
    },
    {
      "id": "59f16de1c3b67110ff00ed23a140dd9e",
      "name": "Funco External",
      "@type": "RelatedParty",
      "@referredType": "Consumer"
    }
  ],
  "serviceQualificationItem": [
    {
      "id": "100",
      "qualificationResult": "alternate",
      "state": "in_progress",
      "quantity": "1",
      "@type": "ServiceQualificationItem",
      "service": {
        "@type": "Service",
        "serviceCharacteristic": [
          {
            "name": "Speed",
            "valueType": "choice",
            "value": "High"
          }
        ],
        "serviceSpecification": {
          "id": "91478553b7969910ff00f203ae11a97d",
          "name": "Broadband Service",
          "version": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "internalVersion": "1",
          "internalId": "91478553b7969910ff00f203ae11a97d",
          "@type": "ServiceSpecification"
        },
        "place": {
          "id": "5671dd2ec3a53010188473ce3640dd81",
          "name": "3000 Main Street, Santa Clara, CA",
          "@referredType": "GeographicSite"
        }
      },
      "alternateServiceProposal": [
        {
          "id": "350e66a2e5331110f87741b459ef19b0",
          "alternateServiceAvailabilityDate": "2022-12-15
 19:20:39",
          "alternateService": {
            "serviceCharacteristic": [
              {
                "@type": "ServiceCharacteristic",
                "valueType": "string",
                "name": "BroadcastQuality",
                "id": "1",
                "value": "HD"
              }
            ],
            "serviceSpecification": {
              "id": "23e7ed67c32310105252716b7d40dd80",
              "name": "Mobile Service",
              "version": "",
              "internalVersion": "1",
              "internalId": "23e7ed67c32310105252716b7d40dd80",
              "@type": "ServiceSpecification"
            },
            "@type": "Service"
          },
          "@type": "AlternateServiceProposal"
        }
      ],
      "eligibilityUnavailabilityReason": [
        {
          "label": "not enough bandwith at this place",
          "@type": "string"
        }
      ]
    }
  ],
  "effectiveQualificationDate": "2023-12-14T23:44:44.000Z",
  "expectedQualificationDate": "2023-10-11T15:20:39.000Z"
}
```


TISC API

The *TISC* API provides endpoints to add and retrieve threat intelligence data in the Threat Intelligence Security Center (TISC) application.

Data retrieved by this API can be used by other security tools such as Security Information Event Management (SIEM) systems. SIEM systems can integrate with TISC using this API to retrieve

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

observables related to threats in TISC and automatically detect and monitor these threats within an organization's network. This API enables bidirectional sharing of observables from security tools. SIEM systems observe anomalous activity in the environment and can provide a list of observables associated with the anomalous activity to TISC.

This API can also be used to enrich SIEM alerts with threat intelligence context. For example, if a SIEM alert is generated based on unusually high traffic from an IP address, TISC can provide additional information such as whether the IP address or domain involved is linked to known malicious activities. This enrichment data enables security analysts to triage the alerts and use the contextual information for efficient remediation.

This API requires the Threat Intelligence Security Center application, which is available on the ServiceNow Store.

For additional information about TISC, see Threat Intelligence Security Center.

This API runs in the `sn_sec_tisc` namespace.

The current version of this API is `v1`.

For information about API authentication, see the REST API security section in REST APIs.

TISC API - POST /sn_sec_tisc/threat_intel_data/add_observables

Adds observable source records to the Threat Intelligence Security Center (TISC) application.

The observable source records are created in the Observable Source [sn_sec_tisc_observable_source] table and are processed through de-duplication and aggregation in the TISC data flow.

Note: Observable source records can't be directly updated using this endpoint. Only new records can be created. Therefore, even if only a few fields require an update, all fields must still be included in the request.

To access this endpoint, the caller must have the sn_sec_tisc.api_obs_write_access role, which by default is included in the Threat Intelligence administrator role (sn_sec_tisc.admin).

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/threat_intel_data/add_observables`

Default URL: `/api/sn_sec_tisc/threat_intel_data/add_observables`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
observables	Required. List of observable objects to add to TISC. For each observable object, an observable source record is created if all validations are passed, with the source as defined by the *source* parameter in the request body. Data type: Array of Objects `"observables": [ { "attributes": {Object}, "<field>": "String" } ]`
observables.attributes	Field-value pairs containing attribute data about the observable. Attributes are specific to an observable type, such as the AS number for an IP address or the socket type for a network. All attributes for all observable types are supported. For a complete list of valid attributes, see the Observable attributes section below. Data type: Object `"attributes": { "<field>": "<value>" }`
observables.<field>	Name-value pairs containing general data about the observable. The fields that can be provided in this parameter are common to all observable types. The *type* and *value* fields are required for all observables. **Note:** Follow these guidelines for providing values: • All dates must be in ISO format in the UTC timezone. • Some fields require values from a specified table or have a list of possible values. If invalid values are provided for these fields, the observable source record is still created but the invalid values are skipped. Valid fields: **additional_context** Additional context about the observable. **attack_phases**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	List of attack phase names as a comma separated value. For a complete list of valid attack phases, see the **Kill Chain Phase Name** field in the Kill Chain Phase [sn_sec_tisc_kill_chain_phase] table. For example: `"attack_phases": "Lockheed Martin: Reconnaissance,Lockheed Martin: Installation"` **author** Author for the observable. **confidence** The confidence that the source system has in the correctness of the observable data. Must be a number from 0–100. **description** Description of the observable. **expiration_time** Expiration date of the observable record. **external_source_id** External ID of the observable from the source system. **first_observed** Date the data was first seen. **first_seen** Date this observable was first seen performing malicious activities. **last_observed** Date the data was last seen. **last_seen** Date this observable was last seen performing malicious activities. **notes** Any additional notes for the observable. Can be formatted as HTML. **reputation** Reputation of the observable. Possible values: • clear • malicious • suspicious • unknown

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	source_reported_score Maliciousness score of the observable reported by the source system. Must be a number from 0–100. **tags** List of tags as a comma-separated value. For a complete list of valid tags, see the **Name** field in the Tag [sn_sec_tisc_tag] table. If the provided tag doesn't exist, the tag is automatically created and associated with the observable. **taxonomies** List of taxonomies as a comma-separated value. For a complete list of valid taxonomies, see the **Taxonomy Value** field in the Taxonomy Value [sn_sec_tisc_taxonomy_value] table. **threat_level** Threat level of the observable. Possible values: • low • medium • high **threat_severity** Threat severity of the observable. Possible values: • low • medium • high • critical **tlp** Data sensitivity level for the observable using the traffic light protocol (TLP). Possible values: • CLEAR • GREEN • AMBER • AMBER+STRICT • RED Table: In the Label field in the TLP Label [sn_sec_tisc_tlp_label] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	type Required. Type of observable. For a complete list of valid observable types, see the **Value** field in the Observable Type [sn_sec_tisc_observable_type] table, or the Observable attributes section below. **usage_categories** List of usage categories as a comma-separated value. For a complete list of valid usage categories, see the **Usage Category** field in the Usage Category [sn_sec_tisc_usage_category] table. **value** Required. Value associated with the observable, such as an IP address or URL. Data type: String Table: Observable Source [sn_sec_tisc_observable_source]
source	Required. Source that originally detected the observables, such as a SIEM system. The source is used for all observables listed in the API request. Data type: String Stored in: Sources provided in the request body are added to the API Integration [sn_sec_tisc_api_integration] table.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. The request parameters are invalid or the request body JSON has a syntactical error. To view details about the error, see the *error* parameter in the response body.
401	Unauthorized. The user authentication is invalid. Check the user name and password or OAuth token.
403	Forbidden. The calling user is missing a required role. The sn_sec_tisc.api_obs_write_access role is required to access this endpoint.
429	Too many requests. The number of API requests exceeds the rate limit for the API. By default, the limit is 100 requests per hour.
500	Internal server error. Check application logs in the Log [syslog] table for more information about the error.

Response body parameters (JSON)

Name	Description
error	Error information. This parameter is only returned if the request failed. Data type: Object `"error": { "message": "String", "detail": "String" }`
error.message	Error message containing the reason the request failed. Data type: String
error.detail	Additional details about why the request failed. Data type: String
error_records	Details about the observables included in the request that couldn't be added to TISC. Data type: Array of Objects `"error_records": [ { "error_message": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"type": "String",
	"value": "String"
	}
	]</pre>

error_records.error_message	Error message that explains why a record couldn't be created for the observable. Data type: String
error_records.type	Type of observable. For a complete list of valid observable types, see the **Value** field in the Observable Type [sn_sec_tisc_observable_type] table, or the Observable attributes section below. Data type: String
error_records.value	Value associated with the observable, such as an IP address or URL. Data type: String

metadata	Metadata about the number of records created by the API request.
	
	<pre>"metadata": {
	"error_records": Number,
	"success_records": Number,
	"total_records": Number
	}</pre>
	Data type: Object

metadata.error_records	Number of observables included in the request that couldn't be added to TISC. Data type: Number
metadata.success_records	Number of observable records that were successfully created in TISC. Data type: Number
metadata.total_records	Total number of observables included in the request. Data type: Number
status	Status of the API request. Possible values: • `error`: No observables successfully added to TISC. • `failure`: The request failed due to a bad request or system error. See the *`error`* parameter in the response body for more information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• `partial_success`: Some observables successfully added to TISC. • `success`: All observables successfully added to TISC. Data type: String
success_records	Details about the observable records that were successfully created. Data type: Array of Objects `"success_records": [ { "sys_id": "String", "type": "String", "value": "String" } ]`
success_records.sys_id	Sys_id of the observable record. Data type: String
success_records.type	Type of observable. For a complete list of valid observable types, see the **Value** field in the Observable Type [sn_sec_tisc_observable_type] table, or the Observable attributes section below. Data type: String
success_records.value	Value associated with the observable, such as an IP address or URL. Data type: String

Observable attributes

The following table lists valid attributes for each observable type.

Note: All dates must be in ISO format in the UTC timezone.

Observable type	Attributes	Data type
artifact	decryption_key	String
	encryption_algorithm	String
	md5_hash	String
	mime_type	String
	sha1_hash	String
	sha256_hash	String
	sha512_hash	String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Observable type	Attributes	Data type
	url	String
autonomous_system_number	name	String
	rir	String
directory	directory_creation_time	Date
	directory_last_accessed_time	Date
	directory_last_modified_time	Date
	encoded_path	String
domain_name	is_fqdn (Fully qualified domain name)	Boolean
	resolves_to	String
email_address	display_name	String
email_message	email_body	String
	email_recipients_bcc	String
	email_recipients_cc	String
	email_recipients_to	String
	email_sender	String
	email_subject	String
	sent_date	Date
email_subject	None	
file	encoded_file_name	String
	file_created_time	Date
	file_last_accessed_time	Date
	file_last_modified_time	Date
	file_name	String
	magic_number	String
	md5_hash	String
	mime_type	String
	sha1_hash	String
	sha256_hash	String
	sha512_hash	String
ip_v4_address	as_number	String
	mac_address	String
ip_v4_cidr	as_number	String
	mac_address	String
ip_v6_address	as_number	String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Observable type	Attributes	Data type
	mac_address	String
ip_v6_cidr	as_number	String
	mac_address	String
mac_address	None	
md5_hash	None	
mutex_name	None	
network	destination_bytes_count	Integer
	destination_packets_count	Integer
	destination_port	
	end_time	Date
	http_message_body_length	Integer
	http_request_header	String
	http_request_method	String
	http_request_value	String
	http_request_version	String
	network_source	String
	network_destination	String
	icmp_code_byte	String
	icmp_type_byte	String
	is_network_active	Boolean
	is_socket_blocking	Boolean
	is_socket_listening	Boolean
	network_protocols	String
	socket_address_family	String Possible values: • af_unspec • af_inet • af_ipx • af_appletalk • af_netbios • af_inet6 • af_irda • af_bth
	socket_descriptor	Integer
	socket_handle	Integer
	socket_options	String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Observable type	Attributes	Data type
	socket_type	String Possible values: • service_kernel_driver • service_file_system_driver • service_win32_own_process • service_win32_share_process
	source_bytes_count	Integer
	source_packets_count	Integer
	source_port	String
	start_time	Date
	tcp_destination_flags	String
	tcp_source_flags	String
other	None	
process	aslr_enabled	Boolean
	command_line	String
	cwd (Current Working Directory)	String
	dep_enabled	Boolean
	environment_variables	String
	is_hidden	Boolean
	owner_sid	String
	pid (Process ID)	String
	priority	String
	process_created_time	Date
	service_descriptions	String
	service_display_name	String
	service_group_name	String
	service_name	String
	service_start_type	String Possible values: • service_auto_start • service_boot_start • service_demand_start

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Observable type	Attributes	Data type
		• service_disabled • service_system_alert
	service_status	String Possible values: • service_continue_pending • service_pause_pending • service_paused • service_running • service_start_pending • service_stop_pending • service_stopped
	service_type	String Possible values: • service_kernel_driver • service_file_system_driver • service_win32_own_process • service_win32_share_process
	startup_info	String
	windows_integrity_level	String Possible values: • low • medium • high • system
	window_title	String
sha1_hash	None	
sha256_hash	None	
sha512_hash	None	
software	cpe (Common Platform Enumeration)	String
	supported_languages	String
	swid (Software Identification)	String
	vendor	String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Observable type	Attributes	Data type
	version	String
url	None	
user_account	account_created_time	Date
	account_expiry_time	Date
	account_type	String
	can_escalate_privileges	Boolean
	credentials_last_changed_time	Date
	display_name	String
	first_login_time	Date
	is_account_disabled	Boolean
	is_privileged	Boolean
	is_service_account	Boolean
	last_login_time	Date
	account_login	String
	user_id	String
windows_registry_key	key_modified_time	Date
	registry_value	String
	subkeys_count	Integer
x509_certificate	authority_key_identifier	String
	basic_constraints	String
	certificate_policies	String
	crl_distribution_points	String
	extended_key_usage	String
	inhibit_any_policy	String
	issuer	String
	issuer_alternative_name	String
	is_self_signed	Boolean
	key_usage	String
	name_constraints	String
	policy_constraints	String
	policy_mappings	String
	private_key_usage_valid_from	Date
	private_key_usage_valid_until	Date
	signature_algorithm	String
	subject	String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Observable type	Attributes	Data type
	subject_alternative_name	String
	subject_directory_attributes	String
	subject_key_identifier	String
	subject_public_key_algorithm	String
	subject_public_key_exponent	Integer
	subject_public_key_modulus	String
	valid_from	Date
	valid_until	Date
	version	String

Example: cURL request

This example request contains three observables to create records for in TISC.

```
curl
 'http://instance.servicenow.com/api/sn_sec_tisc/v1/threat_intel
_data/add_observables' \
--request POST \
--header 'Content-Type: application/json' \
--header 'Authorization: Basic YWRtaW46YWRtaW4=' \
--data '{
   "source": "Sentinel",
   "observables": [
      {
         "value": "1.2.1.45",
         "type": "ip_v4_address",
         "reputation": "malicious",
         "confidence": "90",
         "tags": "critical,important",
         "taxonomies": "MITRE: T121",
         "attack_phases": "Lockheed Martin: Reconnaissance",
         "usage_categories": "Infected Bot",
         "first_seen": "2023-10-14T18:01:34.000Z",
         "attributes": {
            "as_number": "14280"
         }
      },
      {
         "value": "https://example.com",
         "type": "url",
         "tags": "important",
         "confidence": "50",
         "reputation": "malicious"
      },
      {
         "value": "1.1.1.1",
         "type": "ip_add",
         "confidence": "50",
         "reputation": "malicious"
      }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    ]
}'
```

Two of the three observables were successfully added to TISC. One record wasn't created because the observable type is invalid.

```
{
   "status": "partial_success",
   "metadata": {
      "total_records": 3,
      "success_records": 2,
      "error_records": 1
   },
   "success_records": [
      {
         "value": "1.2.1.45",
         "type": "ip_v4_address",
         "sys_id": "e519392643e642102164e0ea78b8f29d"
      },
      {
         "value": "https://example.com",
         "type": "url",
         "sys_id": "ad1979ae43ea42102164e0ea78b8f241"
      }
   ],
   "error_records": [
      {
         "value": "1.1.1.1",
         "type": "ip_va",
         "error_message": "The 'type' field value is invalid"
      }
   ]
}
```

TISC API - POST /sn_sec_tisc/threat_intel_data/observables

Retrieves observables data, including relationships between observables and other threat intelligence data such as Structured Threat Information Expression (STIX) objects.

Observables returned in the response are sorted by *sys_id* in ascending order.

For more information about observables and STIX objects, see IoC Repository.

To access this endpoint, the caller must have the sn_sec_tisc.api_obs_read_access role, which by default is included in the Threat Intelligence administrator role (sn_sec_tisc.admin).

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/threat_intel_data/observables`

Default URL: `/api/sn_sec_tisc/threat_intel_data/observables`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description

included_fields	Fields to return for observables, obs references, and STIX objects in the response. Different fields can be re observables, references, and each STIX object.
	
	ServiceNow system fields, except fo sys_created_on, sys_updated_on, a aren't returned in the response.
	
	Data type: Object
	
	`"included_fields": {`
	`"observable": {Objec`
	`"reference": {Object`
	`"<stix_object>": {Ob`
	`}`

included_fields.observable	Fields to return for observables.
	
	Data type: Object
	
	`"observable": {`
	`"attributes": {Objec`
	`"common_fields": {Ob`
	`}`
	
	Default: Returns the fields syd_id, ty value for all observable types.

included_fields.observable.attributes	Fields to return for specified observ Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	`"attributes": { "<observable_type>": {Object} }` Default: No fields specific to an obs type are returned. Only the fields sy and value are returned.
included_fields.observable.attributes.<observable_type>	Fields to return for an observable ty Data type: Object `"<observable_type>": { "include_all_fields" Boolean, "values": [Array] }` Replace `<observable_type>` with the name of the observable typ such as `artifact`. For a complete list of valid observable types, see th Value field in the Observable Type [sn_sec_tisc_observable_type] tabl
included_fields.observable.attributes.<observable_type>.include_all_fields	Flag that indicates whether to return available fields for the observable ty Valid values: • true: Return all fields for the obse • false: Only return fields specified *values* parameter for the obser Data type: Boolean
included_fields.observable.attributes.<observable_type>.values	List of fields to return for the observ type. Only use this parameter if the *include_all_fields* is false. Data type: Array of Strings `"values": [ "String" ]` The fields provided must be column from the table for the observable ty following tables are used for observ • Artifact [sn_sec_tisc_artifact] • AS Number [sn_sec_tisc_as_num • Directory [sn_sec_tisc_directory]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• Domain Name [sn_sec_tisc_doma • Email Address [sn_sec_tisc_emai • Email Message [sn_sec_tisc_email_message] • Email Subject [sn_sec_tisc_email • File [sn_sec_tisc_file] • IPv4 Address [sn_sec_tisc_ipv4_a • IPv4 CIDR [sn_sec_tisc_ipv4_cidr • IPv6 Address [sn_sec_tisc_ipv6_a • IPv6 CIDR [sn_sec_tisc_ipv6_cidr • MAC Address [sn_sec_tisc_mac_ • MD5 Hash [sn_sec_tisc_md5_has • Mutex Name [sn_sec_tisc_mutex_ • Network [sn_sec_tisc_network] • Other Observable [sn_sec_tisc_other_observable] • Process [sn_sec_tisc_process] • SHA1 Hash [sn_sec_tisc_sha1_ha • SHA256 Hash [sn_sec_tisc_sha25 • SHA512 Hash [sn_sec_tisc_sha51 • Software [sn_sec_tisc_software] • URL [sn_sec_tisc_url] • User Account [sn_sec_tisc_user_a • Windows Registry Key [sn_sec_tisc_windows_registry_k • X.509 Certificate [sn_sec_tisc_x_509_certificate]
included_fields.observable.common_fields	Fields to return for all observable ty The fields must be from the Observ [sn_sec_tisc_observable] table bec must be common to all observable Data type: Object `"common_fields": { "include_all_fields" Boolean, "values": [Array] }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Default: Returns the fields syd_id, ty value for all observable types.
included_fields.observable.common_fields.include_all_fields	Flag that indicates whether to return from the Observable [sn_sec_tisc_c table for all observable types. Valid values: • true: Return all fields from the Ob [sn_sec_tisc_observable] table. • false: Only return fields specified *common_fields.values* par Data type: Boolean
included_fields.observable.common_fields.values	List of fields to return for all observa types. Only use this parameter if the *common_fields.include_al* is false. Data type: Array of Strings `"values": [ "String" ]` The fields provided must be column from the Observable [sn_sec_tisc_c table.
included_fields.reference	Fields to return for observable refer Observable references are external used to describe pointers to informa represented outside of STIX. Data type: Object `"reference": { "include_all_fields" Boolean, "values": [Array] }` Default: Returns the fields reference sys_id, and url.
included_fields.reference.include_all_fields	Flag that indicates whether to return available fields for observable refer Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• true: Return all fields for observab references. • false: Only return fields specified *reference.values* paramete Data type: Boolean
included_fields.reference.values	List of fields to return for observable references. Only use this parameter if the value of *reference.include_all_fi* false. Data type: Array of Strings `"values": [ "String" ]` The fields provided must be columr names from the Observable Refere [sn_sec_tisc_observable_reference
included_fields.<stix_object>	Object containing fields to return fo object type. Data type: Object `"<stix_object>": { "include_all_fields": Boolean, "values": [Array] }` Replace `<stix_object>` with th name of the STIX object type, such `attack_pattern`. Valid STIX object types: • attack_pattern • campaign • course_of_action • data_component • data_source • grouping • identity • incident • indicator • infrastructure

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• intrusion_set • location • malware • malware_analysis • note • observed_data • opinion • report • threat_actor • tool • vulnerability Default: Returns the fields id, name, sys_id.
included_fields.<stix_object>.include_all_fields	Flag that indicates whether to retur available fields for the STIX object t Valid values: • true: Return all fields for the STIX type. • false: Only return fields specified *values* parameter for the STIX o Data type: Boolean
included_fields.<stix_object>.values	List of fields to return for the STIX ob type. Only use this parameter if the *include_all_fields* is false. Data type: Array of Strings `"values": [ "String" ]` The fields provided must be columr from the table for the STIX object ty following tables are used for STIX o • Attack Pattern [sn_sec_tisc_attac • Campaign [sn_sec_tisc_campaig • Course of Action [sn_sec_tisc_course_of_action] • Data Component [sn_sec_tisc_aggregated_data_co

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• Data Source [sn_sec_tisc_aggregated_data_so • Grouping [sn_sec_tisc_threat_gro • Identity [sn_sec_tisc_identity] • Incident [sn_sec_tisc_threat_even • Indicator [sn_sec_tisc_indicator] • Infrastructure [sn_sec_tisc_infras • Intrusion Set [sn_sec_tisc_intrusi • Location [sn_sec_tisc_location] • Malware [sn_sec_tisc_malware] • Malware Analysis [sn_sec_tisc_malware_analysis] • Note [sn_sec_tisc_threat_note] • Observed Data [sn_sec_tisc_obse • Opinion [sn_sec_tisc_threat_opin • Report [sn_sec_tisc_threat_repor • Threat Actor [sn_sec_tisc_threat_ • Tool [sn_sec_tisc_tool] • Vulnerability [sn_sec_tisc_vulnera

observable_filters	Filters to apply to the observables. O
	observables that match the filter cri
	returned in the response.
	
	Data type: Object
	
	`"observable_filters": {`
	`"boolean_operator": "String",`
	`"filters": [Array]`
	`}`
	
	Default: Empty object (no filters app

observable_filters.boolean_operator	Boolean operator to use for the filte conditions. Valid values: • AND: Return observables that me conditions. • OR: Return observables that mee one of the filter conditions. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
observable_filters.filters	Filters to apply to the observables. Each filter object can be simple or c • Simple filters contain a field name and value. • Complex filters contain a Boolean and an array of simple filters. The operator is applied to the array of filters. Data type: Array of Objects `"filters": [ //Simple filter { "field_name": "St "operator": "Stri "field_value": "S }, //Complex filter { "boolean_operator "String", "filters": [ { "field_name": "St "operator": "Stri "field_value": "S } ] } ]`
observable_filters.filters.field_name	Name of the field to use to filter the observables. Valid values: • confidence • reputation • security_type • status • sys_created_on • sys_updated_on • tags • taxonomies • threat_score • type

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• value • watch_list Data type: String
observable_filters.filters.operator	Operator to use for the filter. For more information about operato Operators available for filters and q The data type of the filter field deter valid operators. The following opera valid for each data type. **Boolean** Applicable field: watch_list • != • = • ISEMPTY • ISNOTEMPTY **Choice** Applicable fields: reputation, security_type, status • != • = • ENDSWITH • IN • LIKE • NOT IN • NOT LIKE • STARTSWITH **Date-time** Applicable fields: sys_create sys_updated_on • < • <= • > • >= • ISEMPTY

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• ISNOTEMPTY • NOTON • ON **GlideList** Applicable fields: tags, taxonomies • IN • NOT IN **Note:** Must use a sing valid, existing value for filter condition, and em observable field values aren't considered a ma • ISEMPTY • ISNOTEMPTY • LIKE **Note:** Must use a single value for the filte condition. • NOT LIKE **Note:** Must use a single value for the filte condition, and empty observable field values aren't considered a ma **Number** Applicable fields: confidence threat_score • != • <= • = • >= • ISEMPTY • ISNOTEMPTY **Reference**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Applicable field: type • != • = • IN • ISEMPTY • ISNOTEMPTY **String** Applicable field: value • != • <= • = • >= • ENDSWITH • IN • ISEMPTY • ISNOTEMPTY • LIKE • NOT LIKE • STARTSWITH Data type: String
observable_filters.filters.field_value	Value of the field. For choice fields, the value must be internal value, not the display value time fields, the value must be in ISO the UTC timezone. **Note:** This parameter isn't req when using the ISEMPTY or ISNOTEMPTY operators. Data type: String
page_size	Limits the number of observables th returned in the API response. Used pagination. Data type: String Default: 100

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Maximum value: 1000
page_token	Used to get observables data for th page. To get the first page, this parameter be omitted or the value for this para must be an empty string. To get the page in the following request, use t *next_page_token* value from th body as the value for this paramete Data type: String Default: Empty string
relationships	Relationship types to return for eac observable in the response. The relationships can be with anoth observable, an observable referenc Structured Threat Information Expre (STIX) object. Valid values: • attack_pattern • campaign • course_of_action • data_component • data_source • grouping • identity • incident • indicator • infrastructure • intrusion_set • location • malware • malware_analysis • note • observable • observed_data • opinion • reference • report

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• threat_actor • tool • vulnerability For example, passing the array `["observable", "threat_a` returns all related observables and actors for each observable in the re Data type: Array Default: Empty array (no relationshi returned)

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad request. The request parameters are invalid or the request body JSON has a syntactical error. To view details about the error, see the *`error`* parameter in the response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
401	Unauthorized. The user authentication is invalid. Check the user name and password or OAuth token.
403	Forbidden. The calling user is missing a required role. The sn_sec_tisc.api_obs_read_access role is required to access this endpoint.
429	Too many requests. The number of API requests exceeds the rate limit for the API. By default, the limit is 500 requests per hour.
500	Internal server error. Check application logs in the Log [syslog] table for more information about the error.

Response body parameters (JSON)

Name	Description

error	Error information. This parameter is only returned if the request failed.
	
	Data type: Object
	
	`"error": {`
	`  "message": "String",`
	`  "detail": "String"`
	`}`

error.message	Error message containing the reason the request failed. Data type: String
error.detail	Additional details about why the request failed. Data type: String
is_last_page	Flag that indicates whether this is the last page of observables data. Valid values: • true: This response contains the last page of data. • false: There are additional pages that can be returned. Data type: Boolean
next_page_token	Use this value in the next API request to get the next page of observables data. Provide this value in the *page_token* parameter in the request body. Data type: String

observables	Observables objects.
	
	Data type: Array of Objects
	
	`"observables": [`
	`  {`
	`  "attributes": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"relationships": {Object},
	"sys_id": "String",
	"type": "String",
	"value": "String"
	}
	]</pre>
	Each observables object also includes the fields specified by the *included_fields.observable.common_fields* parameter in the request body.

observables.attributes	Name-value pairs for the fields specified by the *included_fields.observable.attributes.<observable_type>* parameter in the request body.
	
	Data type: Object
	<pre>"attributes": {
	"<field>": "<value>"
	}</pre>

observables.relationships	Relationships for the observable. The types of relationships returned are specified by the *relationships* parameter in the request body, and the fields returned for each relationship are specified by the *included_fields* parameter in the request body.
	
	This example shows the basic structure of this parameter. However, the relationship types and fields returned vary based on the request body parameters.
	
	Data type: Object
	<pre>"relationships": {
	"observable": [
	{
	"sys_id": "String",
	"type": "String",
	"value": "String"
	}
	],
	"indicator": [
	{
	"id": "String",
	"name": "String",
	"sys_id": "String"
	}
	],
	"attack_pattern": [
	{
	"id": "String",
	"name": "String",
	"sys_id": "String"
	}
	]
	}</pre>

observables.sys_id	Sys_id of the observable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: Observable [sn_sec_tisc_observable]
observables.type	Type of observable. For a complete list of valid observable types, see the **Value** field in the Observable Type [sn_sec_tisc_observable_type] table. Data type: String
observables.value	Value associated with the observable, such as an IP address or URL. Data type: String
origin	Origin application of the response, which is Threat Intelligence Security Center (TISC). The value of this parameter is `sn_sec_tisc`. This value can optionally be used by SIEMs consuming the API response to trace whether the intelligence from TISC resulted in the creation of security incidents. Data type: String
page_size	Maximum number of observables returned in the response. Used for pagination. Data type: String
status	Status of the API request. Possible values: • failure • success If the request failed, see the *error* parameter in the response body for more information about the error. Data type: String

Example: cURL request

This example returns the first page of observables data. The *observable_filters* parameter specifies to return only observables that match the condition `status = active AND [threat_score >= 70 OR confidence >= 50]`.

```
curl
 'http://instance.servicenow.com/api/sn_sec_tisc/v1/threat_intel
_data/observables' \
--request POST \
--header 'Content-Type: application/json' \
--header 'Authorization: Basic YWRtaW46YWRtaW4=' \
--data '{
   "page_size": "100",
   "page_token": "",
   "relationships": [
      "observable",
      "threat_actor",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "indicator",
      "reference",
      "attack_pattern"
   ],
   "included_fields": {
      "observable": {
         "common_fields": {
            "include_all_fields": false,
            "values": [
               "value",
               "reputation",
               "confidence"
            ]
         },
         "attributes": {
            "ip_v4_address": {
               "include_all_fields": false,
               "values": [
                  "as_number"
               ]
            },
            "artifact": {
               "include_all_fields": false,
               "values": [
                  "mime_type",
                  "encryption_algorithm"
               ]
            }
         }
      },
      "threat_actor": {
         "include_all_fields": false,
         "values": [
            "name",
            "aliases",
            "description",
            "threat_actor_roles"
         ]
      },
      "attack_pattern": {
         "include_all_fields": true
      },
      "indicator": {
         "include_all_fields": false,
         "values": [
            "name",
            "pattern",
            "pattern_type",
            "indicator_types"
         ]
      },
      "reference": {
         "include_all_fields": true,
         "values": [
            "description"
         ]
      }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   },
   "observable_filters": {
      "boolean_operator": "AND",
      "filters": [
         {
            "field_name": "status",
            "operator": "=",
            "field_value": "active"
         },
         {
            "boolean_operator": "OR",
            "filters": [
               {
                  "field_name": "threat_score",
                  "operator": ">=",
                  "field_value": "70"
               },
               {
                  "field_name": "confidence",
                  "operator": ">=",
                  "field_value": "50"
               }
            ]
         }
      ]
   }
}'
```

Response body.

```
{
   "status": "success",
   "observables": [
      {
         "sys_id": "792e3d1543a0421060eee0ea78b8f227",
         "type": "url",
         "value": "https://www.example.com",
         "confidence": "60",
         "reputation": "",
         "relationships": {
            "observable": [
               {
                  "sys_id": "ccadb19143a0421060eee0ea78b8f25a",
                  "type": "ip_v4_address",
                  "value": "1.1.1.1",
                  "confidence": "20",
                  "reputation": "malicious"
               }
            ],
            "indicator": [
               {
                  "id":
 "indicator--294d97754364c21060eee0ea78b8f2ae",
                  "indicator_types": "",
                  "name": "Poison Ivy",
                  "pattern": "",
                  "pattern_type": "sigma",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                  "sys_id": "a54d97754364c21060eee0ea78b8f2ae",
                  "type": "indicator"
               }
            ],
            "attack_pattern": [
               {
                  "name": "Phishing",
                  "sys_id": "010d5bf14364c21060eee0ea78b8f2ac",
                  "id":
 "attack-pattern--810d5bf14364c21060eee0ea78b8f2ac",
                  "type": "attack-pattern"
               }
            ],
            "reference": [
               {
                  "description": "phishing",
                  "reference_source": "CAPEC-98",
                  "sys_created_on": "2024-02-25T03:34:45.000Z",
                  "sys_id": "a42d97354364c21060eee0ea78b8f28c",
                  "sys_updated_on": "2024-02-25T03:34:45.000Z",
                  "url": " https://capec.mitre.org/data/98.html
 "
               }
            ]
         },
         "attributes": {
            "encryption_algorithm": "mime-type-indicated",
            "mime_type": "application/zip"
         }
      },
      {
         "sys_id": "ccadb19143a0421060eee0ea78b8f2242",
         "type": "ip_v4_address",
         "value": "1.2.2.1",
         "confidence": "70",
         "reputation": "",
         "relationships": {}
      },
      {
         "sys_id": "7ccd359143a0421060eee0ea78b8f264",
         "type": "artifact",
         "value": "pom.xml",
         "confidence": "",
         "reputation": "",
         "relationships": {}
      }
   ],
   "page_size": "100",
   "next_page_token":
 "drejvfgbresg|7ccd359143a0421060eee0ea78b8f264",
   "is_last_page": true,
   "origin": "sn_sec_tisc"
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TISC Intel Exchange API

Enables external systems to share threat intelligence data with the Threat Intelligence Security Center (TISC) application.

This API requires the Threat Intelligence Security Center application, which is available on the ServiceNow Store.

For additional information about TISC, see Threat Intelligence Security Center.

This API runs in the `sn_sec_tisc` namespace. The calling user must have the sn_sec_tisc.api_post_intel role.

The current version of this API is `v1`.

TISC Intel Exchange - POST /sn_sec_tisc/tisc_intel_sharing_api/post_intel

Shares threat intelligence data from an external source with the Threat Intelligence Security Center (TISC) application.

This endpoint creates an inbound intelligence record, as well as records for indicators, objects, and observables.

Indicator records are created in the Indicator Source [sn_sec_tisc_indicator_source] table.

Object records are created in the following tables that extend Object Source [sn_sec_tisc_object_source].

- Attack Pattern Source [sn_sec_tisc_attack_pattern_source]
- Campaign Source [sn_sec_tisc_campaign_source]
- Course of Action Source [sn_sec_tisc_course_of_action_source]
- Data Component [sn_sec_tisc_data_component]
- Data Source [sn_sec_tisc_data_source]
- Identity Source [sn_sec_tisc_identity_source]
- Infrastructure Source [sn_sec_tisc_infrastructure_source]
- Intrusion Set Source [sn_sec_tisc_intrusion_set_source]
- Location Source [sn_sec_tisc_location_source]
- Malware Analysis Source [sn_sec_tisc_malware_analysis_source]
- Malware Source [sn_sec_tisc_malware_source]
- Marking Definition Source [sn_sec_tisc_marking_definition_source]
- Object Sighting Source [sn_sec_tisc_object_sighting_source]
- Observed Data Source [sn_sec_tisc_observed_data_source]
- Threat Actor Source [sn_sec_tisc_threat_actor_source]
- Threat Event Source [sn_sec_tisc_threat_event_source]
- Threat Grouping Source [sn_sec_tisc_threat_grouping_source]
- Threat Note Source [sn_sec_tisc_threat_note_source]
- Threat Opinion Source [sn_sec_tisc_threat_opinion_source]
- Threat Report Source [sn_sec_tisc_threat_report_source]
- Tool Source [sn_sec_tisc_tool_source]
- Vulnerability Source [sn_sec_tisc_vulnerability_source]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Observable records are created in the following tables that extend Observable Source [sn_sec_tisc_observable_source].

- Artifact Source [sn_sec_tisc_artifact_source]
- AS Number Source [sn_sec_tisc_as_number_source]
- Directory Source [sn_sec_tisc_directory_source]
- Domain Name Source [sn_sec_tisc_domain_name_source]
- Email Address Source [sn_sec_tisc_email_address_source]
- Email Message Source [sn_sec_tisc_email_message_source]
- Email Subject Source [sn_sec_tisc_email_subject_source]
- File Source [sn_sec_tisc_file_source]
- IPv4 Address Source [sn_sec_tisc_ipv4_address_source]
- IPv4 CIDR Source [sn_sec_tisc_ipv4_cidr_source]
- IPv6 Address Source [sn_sec_tisc_ipv6_address_source]
- IPv6 CIDR Source [sn_sec_tisc_ipv6_cidr_source]
- MAC Address Source [sn_sec_tisc_mac_address_source]
- MD5 Hash Source [sn_sec_tisc_md5_hash_source]
- Mutex Name Source [sn_sec_tisc_mutex_name_source]
- Network Source [sn_sec_tisc_network_source]
- Other Observable Source [sn_sec_tisc_other_observable_source]
- Process Source [sn_sec_tisc_process_source]
- SHA1 Hash Source [sn_sec_tisc_sha1_hash_source]
- SHA256 Hash Source [sn_sec_tisc_sha256_hash_source]
- SHA512 Hash Source [sn_sec_tisc_sha512_hash_source]
- Software Source [sn_sec_tisc_software_source]
- URL Source [sn_sec_tisc_url_source]
- User Account Source [sn_sec_tisc_user_account_source]
- Windows Registry Key Source [sn_sec_tisc_windows_registry_key_source]
- X.509 Certificate Source [sn_sec_tisc_x_509_certificate_source]

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/tisc_intel_sharing_api/post_intel`

Default URL: `/api/sn_sec_tisc/tisc_intel_sharing_api/post_intel`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
<Object>	STIX 2.1 or MISP payload containing the threat intelligence data to share with TISC. When using MISP, it must be an array of MISP event payloads.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Profile-GUID	Unique identifier of the inbound intelligence profile configured in the receiving instance that data is being shared with. To obtain the unique identifier, navigate to the **Administration** tab of **Threat Intelligence Security Center**, then go to **Inbound Intelligence Profiles** and click the profile you want to use. On the profile page, select **Copy Profile ID** or **Email Profile Details**.
Shared-Intel-Format	Format of the data being shared. Possible values: • STIX 2.1 • MISP

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/json*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Possible errors: • Missing `Shared-Intel-Format` in request header. • Missing `Profile-GUID` in request header. • `Shared-Intel-Format` header contains unsupported values. • `Profile-GUID` header refers to a profile that isn't enabled or doesn't exist. • Profile doesn't support intelligence sharing in the format specified by the `Shared-Intel-Format` header. • Authenticated user doesn't have permission to submit intelligence to the specified profile.
422	Unprocessable Content. The request body doesn't follow the format specified by the `Shared-Intel-Format` request header.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
error	Error information. This parameter is only returned if the request failed. Data type: Object `"error": { "message": "String", "detail": "String" }`
error.message	Error message containing the reason the request failed. Data type: String
error.detail	Additional details about why the request failed. Data type: String
result	Details about the records that were successfully created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"result": {
	"createdEntitiesCount": {Object},
	"receivedIntelligenceRecord":
	"String"
	}</pre>
	Data type: Object

result.createdEntitiesCount	Count of each type of created entity.
	<pre>"createdEntitiesCount": {
	"indicators": Number,
	"objects": Number,
	"observables": Number
	}</pre>
	Data type: Object

result.createdEntitiesCount.indicators	Count of created indicators. Data type: Number
result.createdEntitiesCount.objects	Count of created objects. Data type: Number
result.createdEntitiesCount.observables	Count of created observables. Data type: Number
result.receivedIntelligenceRecord	Identification number of the created inbound intelligence record. Data type: String Table: Inbound Intelligence [sn_sec_tisc_inbound_intelligence] Column: Number

Example: cURL request

This example creates records for an indicator, object (malware), and observable (domain name) based on data in STIX 2.1 format.

```
curl
 "https://instancename.service-now.com/api/sn_sec_tisc/v1/tisc_intel_sharing_api/post_intel" \
  --request POST \
  --header 'Shared-Intel-Format: STIX 2.1' \
  --header 'Profile-GUID: a87febc22b80b210ceeaf5486e91bfdb' \
  --header 'Content-Type: application/json' \
  --user 'username:password' \
  --data '{
    "type": "bundle",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "objects": [
     {
       "id":
"domain-name--4b5f73f2-1bf2-5250-8926-55f0604bcb0c",
       "type": "domain-name",
       "defanged": false,
       "value": "testdomain.com",
       "object_marking_refs": [

"marking-definition--f88d31f6-486f-44da-b317-01333bde0b82"
       ]
     },
     {
       "id": "indicator--64c35f36-1b32-4250-8926-55f0604bcbaf",
       "type": "indicator",
       "spec_version": "2.1",
       "revoked": false,
       "confidence": 74,
       "object_marking_refs": [

"marking-definition--f88d31f6-486f-44da-b317-01333bde0b82"
       ],
       "pattern": "[ domain-name:value = 'testdomain.com' ]",
       "name": "Test Indicator",
       "description": "References to this domain are indicative
of the presence of the Test malware in the environment",
       "valid_from": "2011-02-11T00:00:00.000Z",
       "kill_chain_phases": [
         {
           "kill_chain_name":
"lockheed-martin-cyber-kill-chain",
           "phase_name": "exploit"
         }
       ]
     },
     {
       "id": "malware--1ec31776-1b7a-4610-8f18-cb31604bcb36",
       "type": "malware",
       "spec_version": "2.1",
       "revoked": false,
       "confidence": 60,
       "object_marking_refs": [

"marking-definition--f88d31f6-486f-44da-b317-01333bde0b82"
       ],
       "name": "Test Malware",
       "description": "Once infected with this malware, a host
becomes part of the Test Botnet",
       "is_family": false,
       "last_seen": "2023-06-26T08:04:17.000Z",
       "aliases": [
         "Alias1"
       ],
       "kill_chain_phases": [
         {
           "kill_chain_name":
"lockheed-martin-cyber-kill-chain",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "phase_name": "control"
          }
        ],
        "capabilities": [
          "anti-vm"
        ]
      }
    ]
  }'
```

Response body.

```
{
    "result": {
        "receivedIntelligenceRecord": "IBTI0001001",
        "createdEntitiesCount": {
            "observables": 1.0,
            "indicators": 1.0,
            "objects": 1.0
        }
    }
}
```

Example: cURL request

This example creates records for objects and observables based on data in MISP format.

```
curl
 "https://instancename.service-now.com/api/sn_sec_tisc/v1/tisc_i
ntel_sharing_api/post_intel" \
  --request POST \
  --header 'Shared-Intel-Format: MISP' \
  --header 'Profile-GUID: a87febc22b80b210ceeaf5486e91bfdb' \
  --header 'Content-Type: application/json' \
  --user 'username:password' \
  --data '[
    {
      "Event": {
        "id": "134",
        "orgc_id": "3",
        "org_id": "1",
        "date": "2016-03-28",
        "threat_level_id": "3",
        "info": "OSINT - TREASUREHUNT: A CUSTOM POS MALWARE
 TOOL",
        "published": true,
        "uuid": "56f92df0-24f0-4c6e-a297-6f2402de0b81",
        "attribute_count": "54",
        "analysis": "2",
        "timestamp": "1459171202",
        "distribution": "3",
        "proposal_email_lock": false,
        "locked": false,
        "publish_timestamp": "1727129707",
        "sharing_group_id": "0",
        "disable_correlation": false,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "extends_uuid": "",
        "protected": null,
        "event_creator_email": "user.name@email.com",
        "Org": {
          "id": "1",
          "name": "ORGNAME",
          "uuid": "ed6dd3f3-f4a9-4109-974c-4b8da8795b96",
          "local": true
        },
        "Orgc": {
          "id": "3",
          "name": "EXAMPLE",
          "uuid": "55f6ea5e-2c60-40e5-964f-47a8950d210f",
          "local": false
        },
        "Attribute": [
          {
            "id": "17426",
            "type": "link",
            "category": "External analysis",
            "to_ids": false,
            "uuid": "56f92e2a-1be0-4a3a-a3b6-3f2a02de0b81",
            "event_id": "134",
            "distribution": "5",
            "timestamp": "1459170858",
            "comment": "",
            "sharing_group_id": "0",
            "deleted": false,
            "disable_correlation": false,
            "object_id": "0",
            "object_relation": null,
            "value": "https://www.example.html",
            "Galaxy": [],
            "ShadowAttribute": []
          },
          {
            "id": "17429",
            "type": "md5",
            "category": "Payload delivery",
            "to_ids": true,
            "uuid": "56f92ea5-2d50-4fc9-92ef-6f2302de0b81",
            "event_id": "134",
            "distribution": "5",
            "timestamp": "1459170981",
            "comment": "TREASUREHUNT 0.1",
            "value": "cec2810556c63e9c225afb6a5ca58bc1",
            "Galaxy": [],
            "ShadowAttribute": []
          },
          {
            "id": "17430",
            "type": "md5",
            "category": "Payload delivery",
            "to_ids": true,
            "uuid": "56f92ea6-2890-41b3-8059-6f2302de0b81",
            "event_id": "134",
            "distribution": "5",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "timestamp": "1459170982",
          "comment": "TREASUREHUNT 0.1",
          "value": "cb75de605c171e36c8a593e337275d8f",
          "Galaxy": [],
          "ShadowAttribute": []
        },
        {
          "id": "17431",
          "type": "md5",
          "category": "Payload delivery",
          "to_ids": true,
          "uuid": "56f92ea6-009c-4348-a0b2-6f2302de0b81",
          "event_id": "134",
          "distribution": "5",
          "timestamp": "1459170982",
          "comment": "TREASUREHUNT 0.1",
          "value": "6a9348f582b2e121a5d9bff1e8f0935f",
          "Galaxy": [],
          "ShadowAttribute": []
        }
      ],
      "Tag": [
        {
          "id": "35",
          "name": "tlp:white",
          "colour": "#ffffff",
          "exportable": true
        }
      ]
    }
  },
  {
    "Event": {
      "id": "646",
      "orgc_id": "3",
      "org_id": "1",
      "date": "2017-03-10",
      "threat_level_id": "2",
      "info": "OSINT - Wikileaks Vault7 JQJSNICKER code leak",
      "published": true,
      "uuid": "58c2fcf1-283c-45fa-b289-45ae02de0b81",
      "attribute_count": "14",
      "analysis": "2",
      "timestamp": "1489174168",
      "distribution": "3",
      "event_creator_email": "user.name@example.com",
      "Org": {
        "id": "1",
        "name": "ORGNAME",
        "uuid": "ed6dd3f3-f4a9-4109-974c-4b8da8795b96",
        "local": true
      },
      "Orgc": {
        "id": "3",
        "name": "CIRCL",
        "uuid": "55f6ea5e-2c60-40e5-964f-47a8950d210f",
        "local": false
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        "Attribute": [
          {
            "id": "140266",
            "type": "link",
            "category": "External analysis",
            "to_ids": false,
            "uuid": "58c2fd63-b1a4-4f74-aa79-41a602de0b81",
            "value": "http://example.com/",
            "Tag": [
              {
                "id": "35",
                "name": "tlp:white",
                "colour": "#ffffff"
              }
            ]
          },
          {
            "id": "140268",
            "type": "filename|sha1",
            "category": "Payload delivery",
            "to_ids": true,
            "uuid": "58c2fdc4-e6d8-4f6e-9eb5-4dbb02de0b81",
            "comment": "JQJSNICKER",
            "value":
 "Installer.dll.embedded.core.dll.file|02aa4d3712f324aa4b125056b
52a5200691eb62b"
          },
          {
            "id": "140269",
            "type": "filename|sha256",
            "category": "Payload delivery",
            "to_ids": true,
            "uuid": "58c2fdc6-5064-49be-b39a-429402de0b81",
            "comment": "JQJSNICKER",
            "value":
 "Installer.dll.embedded.core.dll.file|ea042bd3a7df11273e233c423
e9740e6b51001911139855ef39501472a1e5fb0"
          }
        ],
        "Tag": [
          {
            "id": "35",
            "name": "tlp:white",
            "colour": "#ffffff"
          }
        ]
      }
    }
  ]'
```

Response body.

```
{
    "result": {
        "receivedIntelligenceRecord": "IBTI0001005",
        "createdEntitiesCount": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "observables": 9,
            "indicators": 0,
            "objects": 2
        }
    }
}
```

TISC RPZ API

The *TISC* RPZ API provides an endpoint to export domains and IP addresses in Response Policy Zone (RPZ) format.

Use this API to retrieve filtered threat intelligence data in RPZ format for use in firewalls, DNS servers, or other security systems that support RPZ policies. RPZ is used to block, allow, or redirect domains and IP addresses. The API response is served as *text/plain* to facilitate straightforward integration into security workflows.

This API requires the Threat Intelligence Security Center application, which is available on the ServiceNow Store.

For additional information about TISC, see Threat Intelligence Security Center.

This API runs in the `sn_sec_tisc` namespace. The calling user must have the sn_sec_tisc.api_obs_read_access role.

The current version of this API is `v1`.

TISC RPZ - POST /sn_sec_tisc/rpz_export

Exports domains and IP addresses in Response Policy Zone (RPZ) format.

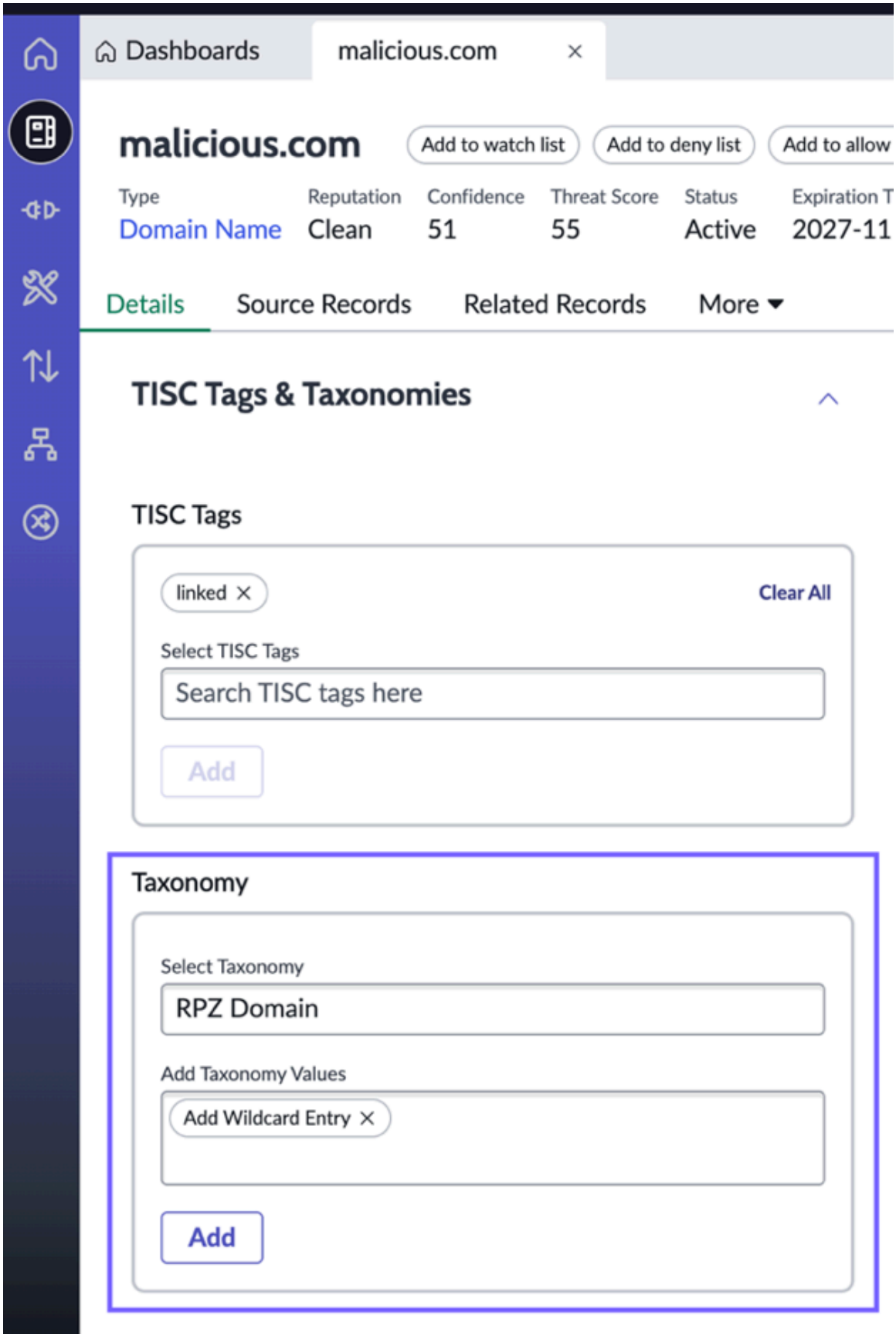
Note: You can generate a wildcard entry (`*.<domain_name>`) for a domain in the export. A wildcard entry provides the flexibility to block or allow all subdomains of a domain. To enable this functionality, navigate to the domain record in Threat Intelligence Security Center. In the TISC Tags & Taxonomies section of the Details tab, fill in the Taxonomy fields.

- In the **Select Taxonomy** field, select **RPZ Domain**.
- In the **Add Taxonomy Values** field, select **Add Wildcard Entry**.

Click **Add** to save the taxonomy for the domain.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Domain record in TISC



URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/rpz_export`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Default URL: `/api/sn_sec_tisc/rpz_export`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
feed_type	Required. Type of observables to export. Valid values (case-insensitive): • `IP` – Include only IP addresses (IPv4 address, IPv4 CIDR, IPv6 address, and IPv6 CIDR). • `Domain` – Include only domain names. • `IP_Domain` – Include both IP addresses and domain names. Data type: String
observable_filters	Filters to apply to the observables. Only observables that match the filter criteria are returned in the response. Data type: Object `"observable_filters": { "boolean_operator": "String", "filters": [Array] }` Default: Empty object (no filters applied)
observable_filters.boolean_operator	Boolean operator to use for the filter conditions. Valid values: • AND: Return observables that meet all filter conditions. • OR: Return observables that meet at least one of the filter conditions. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
observable_filters.filters	Filters to apply to the observables. Each filter object can be simple or complex. • Simple filters contain a field name, operator, and value. • Complex filters contain a Boolean operator and an array of simple filters. The Boolean operator is applied to the array of simple filters. Data type: Array of Objects `"filters": [ //Simple filter { "field_name": "String", "operator": "String", "field_value": "String" }, //Complex filter { "boolean_operator": "String", "filters": [ { "field_name": "String", "operator": "String", "field_value": "String" } ] } ]`
observable_filters.filters.field_name	Name of the field to use to filter the observables. Valid values: • confidence • reputation • security_type • status • sys_created_on • sys_updated_on • tags • taxonomies • threat_score • value • watch_list Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
observable_filters.filters.field_value	Value of the field. For choice fields, the value must be the internal value, not the display value. For date-time fields, the value must be in ISO format in the UTC timezone. **Note:** This parameter isn't required when using the ISEMPTY or ISNOTEMPTY operators. Data type: String
observable_filters.filters.operator	Operator to use for the filter. For more information about operators, see Operators available for filters and queries. The data type of the filter field determines the valid operators. The following operators are valid for each data type. **Boolean** Applicable field: watch_list • != • = • ISEMPTY • ISNOTEMPTY **Choice** Applicable fields: reputation, security_type, status • != • = • ENDSWITH • IN • LIKE • NOT IN • NOT LIKE • STARTSWITH **Date-time** Applicable fields: sys_created_on, sys_updated_on • < • <=

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• > • >= • ISEMPTY • ISNOTEMPTY • NOTON • ON **GlideList** Applicable fields: tags, taxonomies • IN • NOT IN **Note:** Must use a single valid, existing value for the filter condition, and empty observable field values aren't considered a match. • ISEMPTY • ISNOTEMPTY • LIKE **Note:** Must use a single value for the filter condition. • NOT LIKE **Note:** Must use a single value for the filter condition, and empty observable field values aren't considered a match. **Number** Applicable fields: confidence, threat_score • != • <= • = • >= • ISEMPTY • ISNOTEMPTY **String** Applicable field: value

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• != • <= • = • >= • ENDSWITH • IN • ISEMPTY • ISNOTEMPTY • LIKE • NOT LIKE • STARTSWITH Data type: String
page_size	Limits the number of observables that are returned in the API response. Used for pagination. Data type: Number Default: 1000 Maximum value: 10,000
page_token	Used to get observables data for the current page. To get the first page, this parameter can be omitted or the value for this parameter must be an empty string. To get the next page in the following request, use the *X-Next-Page-Token* value from the response header as the value for this parameter. Data type: String Default: Empty string
policy	Required. Action to take for the domains or IP addresses. Valid values (case-insensitive): • `NXDOMAIN` – Returns an NXDOMAIN response (non-existent domain). • `DROP` – Silently drops the query without a response. • `NODATA` – Returns a NOERROR response with no data. • `PASSTHRU` – Allows the query to proceed normally (no action taken). • `LOCAL-DATA` – Responds with locally defined DNS data. This can be used for sinkholing (redirecting

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	malicious domains or IPs to a safe internal address for monitoring or blocking outbound connections). • `TCP-ONLY` – Forces the client to retry the query over TCP. Data type: String
soa_email	Required. Admin contact email for the zone. Use a dot (.) instead of the @ symbol to separate the username and domain, such as `admin.example.com.` instead of `admin@example.com.`. This parameter is included in the DNS SOA record. Data type: String
soa_expiry	Required. Expiration time. Determines the maximum amount of time a secondary server continues to use zone data if the primary server becomes unreachable. Data type: Number Unit: Seconds Minimum: 0 Maximum: 4294967295
soa_minimum_ttl	Required. Minimum time to live for negative responses. Determines how long resolvers cache negative responses. **Note:** This parameter is always required for a valid request body, but the value is only used if the policy is NXDOMAIN, NODATA, or LOCAL-DATA. For other policies, this parameter has no effect. Data type: Number Unit: Seconds Minimum: 0 Maximum: 4294967295
soa_named_server	Required. Primary name server for the zone. Must be a fully qualified domain name (FQDN) ending with a dot (.), such as `ns1.example.com.`. This parameter is the first field in the DNS SOA record. Data type: String
soa_named_server_alt	Alternate name server for redundancy. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
soa_refresh	Required. Refresh interval. Determines how often secondary DNS servers check the primary server for updates to the zone. Data type: Number Unit: Seconds Minimum: 0 Maximum: 4294967295
soa_retry	Required. Retry interval. Determines how long a secondary server waits before retrying a failed zone transfer. Data type: Number Unit: Seconds Minimum: 0 Maximum: 4294967295
soa_ttl	Required. Time to live (TTL) for RPZ records. Determines how long resolvers cache the records before checking for updates. Data type: Number Unit: Seconds Minimum: 0 Maximum: 4294967295
walled_garden	IP address or domain name to use as the redirect target. Used to redirect users to a walled garden (a controlled page or network location, typically for security, compliance, or informational purposes). **Note:** Required when *policy* is LOCAL - DATA. Don't use this parameter for any other policy types. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *text/plain* or *application/json*. Success responses are returned as plain text while error responses are returned as JSON. Default: *text/plain*
Authorization	Basic. For more information about API authentication and authorization, see the REST API security section in REST APIs.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
X-Next-Page-Token	Use this value in the next API request to get the next page of results. Provide this value in the *page_token* parameter in the request body. If this header is not present, no further pages are available.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
403	Forbidden. The user doesn't have access rights to the specified record.
429	Too many requests. The number of API requests exceeds the rate limit for the API. By default, the limit is 500 requests per hour.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
errorCode	HTTP status code for the request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result	Details about the request. This parameter is only returned if the request failed. Data type: Object `"result": { "error": {Object}, "status": "String" }`
result.error	Error information. Data type: Object `"error": { "detail": "String", "message": "String" }`
result.error.detail	Additional details about why the request failed. Data type: String
result.error.message	Error message containing the reason the request failed. Data type: String
result.status	Status of the API request. This parameter is only returned if the request failed so the only possible value is *failure*. Data type: String

Example: cURL request

This example exports selected domains in RPZ format and sets the policy as NXDOMAIN.

```
curl --location
 'https://instance.service-now.com/api/sn_sec_tisc/v1/rpz_expo
rt' \
--header 'Authorization: Basic YWJlbC50dXRlcjpTbm93QDEyMw==' \
--data '{
    "policy": "nxdomain",
    "feed_type": "DOMAIN",
    "soa_retry": 85,
    "soa_expiry": 1,
    "soa_minimum_ttl": 7,
    "soa_refresh": 3600,
    "soa_ttl": 7678,
    "soa_named_server": "localhost.",
    "soa_email": "root.localhost.",
    "page_size": 100,
    "page_token": "",
    "observable_filters": {
        "boolean_operator": "AND",
        "filters": [
            {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "field_name": "status",
                "operator": "=",
                "field_value": "active"
            },
            {
                "boolean_operator": "OR",
                "filters": [
                    {
                        "field_name": "threat_score",
                        "operator": ">=",
                        "field_value": "70"
                    },
                    {
                        "field_name": "confidence",
                        "operator": ">=",
                        "field_value": "50"
                    }
                ]
            }
        ]
    }
}'
```

Response body containing the domains that match the filter criteria.

```
$TTL 7678;
@ SOA localhost. root.localhost. (1759835257654 3600 85 1 7)
 IN NS localhost.

; The following Domain records will be blocked (NXDOMAIN):
domain autuo.xicp.net CNAME .
microsofta.byinter.net CNAME .
www.webserver.freetcp.com CNAME .
mongoles.3322.org CNAME .
imddos.my03.com CNAME .
weile3322b.3322.org CNAME .
*.weile3322b.3322.org CNAME .
```

Example: cURL request

This example shows a request that uses an invalid policy value.

```
curl --location
 'https://instance.service-now.com/api/sn_sec_tisc/v1/rpz_expo
rt' \
--header 'Authorization: Basic YWJlbC5OdXRlcjpTbm93QDEyMw==' \
--data '{
    "policy": "LocalData",
    "feed_type": "DOMAIN",
    "soa_retry": 85,
    "soa_expiry": 1,
    "soa_minimum_ttl": 7,
    "soa_refresh": 3600,
    "soa_ttl": 7678,
    "soa_named_server": "localhost.",
    "soa_email": "root.localhost.",
    "page_size": 100,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "page_token": "",
    "observable_filters": {
        "boolean_operator": "AND",
        "filters": [
            {
                "field_name": "status",
                "operator": "=",
                "field_value": "active"
            },
            {
                "boolean_operator": "OR",
                "filters": [
                    {
                        "field_name": "threat_score",
                        "operator": ">=",
                        "field_value": "70"
                    },
                    {
                        "field_name": "confidence",
                        "operator": ">=",
                        "field_value": "50"
                    }
                ]
            }
        ]
    }
}'
```

Response body containing error information for a failed request.

```
{
   "result": {
      "status": "failure",
      "error": {
         "message": "Error occurred while processing request
 body.",
         "detail": "Invalid policy: 'LocalData'. Supported
 values are: NXDOMAIN, DROP, NODATA, PASSTHRU, LOCAL-DATA,
 TCP-ONLY"
      }
   },
   "errorCode": 400
}
```

TISC TAXII Server API

Provides Trusted Automated Exchange of Intelligence Information (TAXII) server endpoints for sharing threat intelligence data in Threat Intelligence Security Center (TISC) from one ServiceNow instance to another.

This API requires the Threat Intelligence Security Center application, which is available on the ServiceNow Store.

For additional information about TISC, see Threat Intelligence Security Center.

This API runs in the `sn_sec_tisc` namespace. The calling user must have the sn_sec_tisc.taxii_server_api_user role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The current version of this API is `v1`.

TISC TAXII Server - GET /sn_sec_tisc/taxii_server/taxii2

Discovery endpoint for the TAXII server. Provides metadata about available API roots, services offered by the TISC TAXII server, and how to interact with it.

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/taxii_server/taxii2`

Default URL: `/api/sn_sec_tisc/taxii_server/taxii2`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/taxii +json;version=2.1`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/taxii +json;version=2.1`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
api_roots	List of API roots available in the server. **Note:** The only API root currently supported by Threat Intelligence Security Center is `api/sn_sec_tisc/taxii_server/api_root`. Data type: Array
contact	Contact information related to the TAXII server. Data type: String
default	Default API root that a TAXII client can use. Data type: String
description	Description of the TAXII server. Data type: String
title	Title of the TAXII server. Data type: String

Example: cURL request

This example returns metadata about available API roots.

```
curl
 "https://instance.servicenow.com/api/sn_sec_tisc/taxii_server/taxii2" \
--request GET \
--header "Accept:application/taxii+json;version=2.1" \
--user 'username':'password'
```

Response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
    "title": "ServiceNow TAXII Server",
    "description": "Discovery endpoint for sharing cyber threat
 intelligence via TAXII",
    "contact": "TAXII Server Contact",
    "default":
 "https://instance.servicenow.com/api/sn_sec_tisc/taxii_server/a
pi_root",
    "api_roots": [

 "https://instance.servicenow.com/api/sn_sec_tisc/taxii_server/a
pi_root"
    ]
}
```

TISC TAXII Server - GET /sn_sec_tisc/taxii_server/{api_root}

Provides information about an API root.

Note: The only API root currently supported by Threat Intelligence Security Center is `api/sn_sec_tisc/taxii_server/api_root`.

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/taxii_server/{api_root}`

Default URL: `/api/sn_sec_tisc/taxii_server/{api_root}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
api_root	The API root to retrieve information about. **Note:** The only value currently supported is `api_root`.

Query parameters

Name	Description
None	

Request body parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/taxii +json;version=2.1*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/taxii +json;version=2.1*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
description	Description of the API root. Data type: String
max_content_length	Maximum size of a request body that can be supported by the TAXII server. Data type: Number Unit: Octets (8-bit bytes)
title	Title of the API root. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
versions	List of TAXII versions that the API root is compatible with. **Note:** The only version currently supported is TAXII 2.1, so this array contains only the value `application/taxii+json;version=2.1`. Data type: Array

Example: cURL request

This example returns information about an API root.

```
curl
 "https://instance.servicenow.com/api/sn_sec_tisc/taxii_server/api_root" \
--request GET \
--header "Accept:application/taxii+json;version=2.1" \
--user 'username':'password'
```

Response body.

```
{
    "title": "ServiceNow TAXII Server",
    "description": "API root endpoint for sharing cyber threat
 intelligence via TAXII",
    "versions": [
        "application/taxii+json;version=2.1"
    ],
    "max_content_length": 1024
}
```

TISC TAXII Server - GET /sn_sec_tisc/taxii_server/{api_root}/collections

Returns data about all available TAXII collections at the specified API root.

A TAXII collection is a logical grouping of threat intelligence data that enables the exchange of information between a TAXII client and a TAXII server.

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/taxii_server/{api_root}/collections`

Default URL: `/api/sn_sec_tisc/taxii_server/{api_root}/collections`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
api_root	The API root to retrieve information about. **Note:** The only value currently supported is `api_root`.

Query parameters

Name	Description
None	

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/taxii +json;version=2.1`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/taxii +json;version=2.1`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
collections	List of collection objects available at the requested API root. Data type: Array `"collections": [ { "can_read": Boolean, "can_write": Boolean, "description": "String", "id": "String", "media_types": [Array], "title": "String" } ]`
collections.can_read	Flag that indicates whether the calling user can read data from the collection. Valid values: • true: The user can read collection data. • false: The user can't read collection data. Data type: Boolean
collections.can_write	Flag that indicates whether the calling user can write data to the collection. Valid values: • true: The user can write collection data. • false: The user can't write collection data. **Note:** The TISC TAXII server doesn't support writing data to collections. Data type: Boolean
collections.description	Description of the collection. Data type: String
collections.id	Sys_id of the collection.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: TAXII Collection [sn_sec_tisc_taxii_server_collection] Data type: String
collections.media_types	List of supported media types for objects in the collection. **Note:** The only version currently supported is TAXII 2.1, so this array contains only the value `application/taxii+json;version=2.1`. Data type: Array
collections.title	Title of the collection. Data type: String

Example: cURL request

This example returns data about all available TAXII collections at the specified API root.

```
curl
 "https://instance.servicenow.com/api/sn_sec_tisc/taxii_server/api_root/collections" \
--request GET \
--header "Accept:application/taxii+json;version=2.1" \
--user 'username':'password'
```

Response body.

```
{
    "collections": [
        {
            "id": "308accee37cd22107253a2d734924baf",
            "title": " Collection-1",
            "can_read": true,
            "can_write": false,
            "media_types": [
                "application/taxii+json;version=2.1"
            ]
        },
        {
            "id": "308accee37cd22107253a2d734926ghy",
            "title": " Collection-2",
            "can_read": true,
            "can_write": false,
            "media_types": [
                "application/taxii+json;version=2.1"
            ]
        }
    ]
}
```

TISC TAXII Server - GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}

Returns data about a specified collection.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/taxii_server/{api_root}/collections/{id}`

Default URL: `/api/sn_sec_tisc/taxii_server/{api_root}/collections/{id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
api_root	The API root to retrieve information about. **Note:** The only value currently supported is `api_root`.
id	Sys_id of the collection. Table: TAXII Collection [sn_sec_tisc_taxii_server_collection]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/taxii+json;version=2.1`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/taxii+json;version=2.1*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
can_read	Flag that indicates whether the calling user can read data from the collection. Valid values: • true: The user can read collection data. • false: The user can't read collection data. Data type: Boolean
can_write	Flag that indicates whether the calling user can write data to the collection. Valid values: • true: The user can write collection data. • false: The user can't write collection data. **Note:** The TISC TAXII server doesn't support writing data to collections. Data type: Boolean
description	Description of the collection. Data type: String
id	Sys_id of the collection.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: TAXII Collection [sn_sec_tisc_taxii_server_collection] Data type: String
media_types	List of supported media types for objects in the collection. **Note:** The only version currently supported is TAXII 2.1, so this array contains only the value `application/taxii+json;version=2.1`. Data type: Array
title	Title of the collection. Data type: String

Example: cURL request

This example returns data about a specified collection.

```
curl
 "https://instance.servicenow.com/api/sn_sec_tisc/taxii_server/a
pi_root/collections/308accee37cd22107253a2d734924baf" \
--request GET \
--header "Accept:application/taxii+json;version=2.1" \
--user 'username':'password'
```

Response body.

```
{
    "id": "308accee37cd22107253a2d734924baf",
    "title": " Collection-1",
    "can_read": true,
    "can_write": false,
    "media_types": [
        "application/taxii+json;version=2.1"
    ]
}
```

TISC TAXII Server - GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects

Returns objects from a specified collection.

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/taxii_server/{api_root}/collections/{id}/objects`

Default URL: `/api/sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
api_root	The API root to retrieve information about. **Note:** The only value currently supported is `api_root`.
id	Sys_id of the collection. Table: TAXII Collection [sn_sec_tisc_taxii_server_collection]

Query parameters

Name	Description
added_after	Returns only objects added after the specified time. The timestamp must be in ISO 8601 format, such as `2025-10-27T16:36:20.000Z`. Data type: String
limit	Maximum number of records to return. For requests that exceed this number of records, use the *`next`* parameter to paginate record retrieval. Data type: Number Default: 100 records per page Maximum: 1000
match[id]	Unique identifiers of the objects to return, formatted as a string of comma separated values. Object ids can be retrieved using the GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects endpoint. They are located in the *`objects.id`* parameter in the response body. Data type: String
match[spec_version]	Specification versions of objects to return, formatted as a string of comma separated values. **Note:** The only value currently supported is `2.1`. Data type: String
match[type]	Types of objects to return, formatted as a string of comma separated values. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
match[version]	Versions of objects to return, formatted as a string of comma separated values. Data type: String
next	Starting page index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/taxii +json;version=2.1`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/taxii +json;version=2.1`*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
more	Flag that indicates whether the response has a next page. Valid values: • true: There is a next page. • false: There isn't a next page. Data type: Boolean
next	Index of the next page of the response. Data type: String
objects	Array of objects in the collection. Objects are returned in standard STIX format. The properties included in each object vary based on the object type. Data type: Array

Example: cURL request

This example returns all objects in the specified collection.

```
curl
 "https://instance.servicenow.com/api/sn_sec_tisc/taxii_server/a
pi_root/collections/308accee37cd22107253a2d734924baf/objects" \
--request GET \
--header "Accept:application/taxii+json;version=2.1" \
--user 'username':'password'
```

Response body containing one URL object.

```
{
  "more": false,
  "objects": [
    {
      "id": "url--624ca0a8-ffd1-5210-8253-fffffffffbe",
      "type": "url",
      "defanged": false,
      "value": "http://testurl.com",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "object_marking_refs": [

"marking-definition--613f2e26-407d-48c7-9eca-b8e91df99dc9"
      ],
      "extensions": {

"extension-definition--ef28a0ac-ff11-4210-8253-fffffffffbd": {
          "x_is_false_positive": false,
          "x_domain": "testurl.com",
          "x_status": "Active",
          "x_source_count": 2,
          "x_threat_score": 50,
          "extension_type": "property-extension"
        }
      }
    },
    {
      "id": "indicator--657bef11-2b7c-4a50-8758-f8014391bff3",
      "type": "indicator",
      "spec_version": "2.1",
      "created": "2025-10-24T14:09:23.000Z",
      "modified": "2025-11-20T12:14:24.000Z",
      "revoked": false,
      "confidence": 75,
      "object_marking_refs": [

"marking-definition--613f2e26-407d-48c7-9eca-b8e91df99dc9"
      ],
      "pattern": "url:value = 'http://testurl.com'",
      "pattern_type": "stix",
      "name": "Test Indicator",
      "pattern_version": "2.1",
      "valid_from": "2025-10-24T14:09:19.000Z",
      "extensions": {

"extension-definition--4f5ba226-ff95-4210-8238-fffffffffff1d": {
          "x_status": "Active",
          "x_source_count": 1,
          "x_used_for_detection": false,
          "x_threat_level": "High",
          "x_threat_severity": "High",
          "x_ioc_classification": "Potential Threat",
          "extension_type": "property-extension"
        }
      }
    },
    {
      "name": "Test Campaign",
      "id": "campaign--a02ce391-2b7c-4a50-8758-f8014391bf45",
      "type": "campaign",
      "spec_version": "2.1",
      "created": "2025-10-24T14:12:19.000Z",
      "modified": "2025-11-20T12:14:39.000Z",
      "revoked": false,
      "confidence": 75,
      "object_marking_refs": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "marking-definition--613f2e26-407d-48c7-9eca-b8e91df99dc9"
      ],
      "aliases": [
        "Test Campaign"
      ],
      "extensions": {

 "extension-definition--8b5ba226-ff95-4210-8238-fffffffff1d": {
          "x_source_count": 1,
          "x_threat_level": "High",
          "x_threat_severity": "High",
          "x_status": "Active",
          "extension_type": "property-extension"
        }
      }
    }
  ]
}
```


TISC TAXII Server - GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects/{object_id}

Returns a specified object from a collection.

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/taxii_server/{api_root}/collections/{id}/objects/{object_id}`

Default URL: `/api/sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects/{object_id}`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
api_root	The API root to retrieve information about. **Note:** The only value currently supported is `api_root`.
id	Sys_id of the collection. Table: TAXII Collection [sn_sec_tisc_taxii_server_collection]
object_id	Unique identifier of the object. Object ids can be retrieved using the GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects endpoint. They are located in the *`objects.id`* parameter in the response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
added_after	Returns only objects added after the specified time. The timestamp must be in ISO 8601 format, such as `2025-10-27T16:36:20.000Z`. Data type: String
limit	Maximum number of records to return. For requests that exceed this number of records, use the *`next`* parameter to paginate record retrieval. Data type: Number Default: 100 records per page Maximum: 1000
match[spec_version]	Specification versions of objects to return, formatted as a string of comma separated values. **Note:** The only value currently supported is `2.1`. Data type: String
match[version]	Versions of objects to return, formatted as a string of comma separated values. Data type: String
next	Starting page index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/taxii+json;version=2.1`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/taxii+json;version=2.1*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
objects	The requested object returned in standard STIX format. The properties included in the object vary based on the object type. Data type: Array

Example: cURL request

This example returns a specified URL object.

```
curl
 "https://instance.servicenow.com/api/sn_sec_tisc/taxii_server/api_root/collections/308accee37cd22107253a2d734924baf/objects/url--624ca0a8-ffd1-5210-8253-fffffffffbe" \
--request GET \
--header "Accept:application/taxii+json;version=2.1" \
--user 'username':'password'
```

Response body.

```
{
    "objects": [
        {
            "id": "url--624ca0a8-ffd1-5210-8253-fffffffffbe",
            "type": "url",
            "defanged": false,
            "value": "http://testurl.com ",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "object_marking_refs": [

 "marking-definition--613f2e26-407d-48c7-9eca-b8e91df99dc9"
            ],
            "extensions": {

 "extension-definition--ef28a0ac-ff11-4210-8253-fffffffffbd": {
                    "x_is_false_positive": false,
                    "x_domain": "testurl.com",
                    "x_status": "Active",
                    "x_source_count": 2,
                    "x_threat_score": 50,
                    "extension_type": "property-extension"
                }
            }
        }
    ]
}
```


TISC TAXII Server - GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects/{object_id}/versions

Returns all versions of a specified object from a collection.

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/taxii_server/{api_root}/collections/{id}/objects/{object_id}/versions`

Default URL: `/api/sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects/{object_id}/versions`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
api_root	The API root to retrieve information about. **Note:** The only value currently supported is `api_root`.
id	Sys_id of the collection. Table: TAXII Collection [sn_sec_tisc_taxii_server_collection]
object_id	Unique identifier of the object. Object ids can be retrieved using the GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects endpoint. They are located in the *`objects.id`* parameter in the response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
added_after	Returns only objects added after the specified time. The timestamp must be in ISO 8601 format, such as `2025-10-27T16:36:20.000Z`. Data type: String
limit	Maximum number of records to return. For requests that exceed this number of records, use the *`next`* parameter to paginate record retrieval. Data type: Number Default: 100 records per page Maximum: 1000
match[spec_version]	Specification versions of objects to return, formatted as a string of comma separated values. **Note:** The only value currently supported is `2.1`. Data type: String
next	Starting page index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/taxii+json;version=2.1`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *application/taxii+json;version=2.1*.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
versions	List of versions of the object. Data type: Array

Example: cURL request

This example returns all versions of a specified object from a collection.

```
curl
 "https://instance.servicenow.com/api/sn_sec_tisc/taxii_server/a
pi_root/collections/308accee37cd22107253a2d734924baf/objects/url
--624ca0a8-ffd1-5210-8253-fffffffffbe/versions" \
--request GET \
--header "Accept:application/taxii+json;version=2.1" \
--user 'username':'password'
```

Response body.

```
{
  "versions": [
    "2025-11-20T12:16:38.000000Z",
    "2025-11-20T12:18:51.000000Z"
  ]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

TISC TAXII Server - GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/manifest

Provides a summary of the objects in a collection.

This endpoint enables clients to quickly understand what data is available without retrieving the full objects.

URL format

Versioned URL: `/api/sn_sec_tisc/{api_version}/taxii_server/{api_root}/collections/{id}/manifest`

Default URL: `/api/sn_sec_tisc/taxii_server/{api_root}/collections/{id}/manifest`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
api_root	The API root to retrieve information about. **Note:** The only value currently supported is `api_root`.
id	Sys_id of the collection. Table: TAXII Collection [sn_sec_tisc_taxii_server_collection]

Query parameters

Name	Description
added_after	Returns only objects added after the specified time. The timestamp must be in ISO 8601 format, such as `2025-10-27T16:36:20.000Z`. Data type: String
limit	Maximum number of records to return. For requests that exceed this number of records, use the *`next`* parameter to paginate record retrieval. Data type: Number Default: 100 records per page Maximum: 1000
match[id]	Unique identifiers of the objects to return, formatted as a string of comma separated values. Object ids can be retrieved using the GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects endpoint. They are located in the *`objects.id`* parameter in the response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String
match[spec_version]	Specification versions of objects to return, formatted as a string of comma separated values. **Note:** The only value currently supported is `2.1`. Data type: String
match[type]	Types of objects to return, formatted as a string of comma separated values. Data type: String
match[version]	Versions of objects to return, formatted as a string of comma separated values. Data type: String
next	Starting page index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/taxii+json;version=2.1`*.

Response headers

Header	Description
Content-Type	Data format of the response body. Only supports *`application/taxii+json;version=2.1`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON)

Name	Description
more	Flag that indicates whether the response has a next page. Valid values: • true: There is a next page. • false: There isn't a next page. Data type: Boolean
next	Index of the next page of the response. Data type: String
objects	Array of manifests for each object in the collection. A manifest provides a brief overview of an object. Data type: Array `"objects": [ { "date_added": "String", "id": "String", "media_types": "String", "version": "String" } ]`
objects.date_added	Date the object was added to the collection in ISO 8601 format, such as `2025-10-27T16:36:20.000Z`. Data type: String
objects.id	Unique identifier of the object.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Object ids can be retrieved using the GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects endpoint. They are located in the *`objects.id`* parameter in the response body. Data type: String
objects.media_types	Media type of the object. **Note:** The only currently supported type is TAXII 2.1, so this value is always `application/taxii+json;version=2.1`. Data type: String
objects.version	Version of the object. Data type: String

Example: cURL request

This example returns manifests for all objects in a collection.

```
curl
 "https://instance.servicenow.com/api/sn_sec_tisc/taxii_server/a
pi_root/collections/308accee37cd22107253a2d734924baf/manifest" \
--request GET \
--header "Accept:application/taxii+json;version=2.1" \
--user 'username':'password'
```

Response body containing a manifest for one object.

```
{
  "more": false,
  "objects": [
    {
      "version": "2025-11-20T12:16:38.000000Z",
      "media_types": "application/taxii+json;version=2.1",
      "id": "indicator--657bef11-2b7c-4a50-8758-f8014391bff3",
      "date_added": "2025-11-20T04:16:38.000000Z"
    },
    {
      "version": "2025-11-20T12:16:38.000000Z",
      "media_types": "application/taxii+json;version=2.1",
      "id": "campaign--a02ce391-2b7c-4a50-8758-f8014391bf45",
      "date_added": "2025-11-20T04:16:38.000000Z"
    },
    {
      "version": "2025-11-20T12:18:51.000000Z",
      "media_types": "application/taxii+json;version=2.1",
      "id": "url--624ca0a8-ffd1-5210-8253-fffffffffbe",
      "date_added": "2025-11-20T04:18:51.000000Z"
    }
  ]
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Trouble Ticket Open API

The *Trouble Ticket Open* API provides endpoints to create, update, and retrieve data from the Case [sn_customerservice_case] and Incident [incident] tables.

Use this API to manage ticket information between external ticketing systems and the ServiceNow AI Platform.

This API is included in the Telecommunications Assurance Workflows application, which is available on the ServiceNow Store. The Customer Service (com.sn_customerservice) and Customer Service Install Base Management (com.snc.install_base) applications are required to use this API with the Case [sn_customerservice_case] table.

This API is provided within the `sn_ind_tsm_sdwan` namespace.

The calling user must have the ticket_integrator role.

This API can be extended to make customizations around required parameters, request body validation, additional REST operations, and field mappings. For more information, see the Trouble Ticket Open API Developer Guide.

The *Trouble Ticket Open* API is a ServiceNow® implementation of the TM Forum Trouble Ticket Management API REST specification. This implementation is based on the TMF621 Trouble Ticket Management API REST Specification Release 19, June 2019. The *Trouble Ticket Open* API is conformance certified by TM Forum.

Trouble Ticket - GET /sn_ind_tsm_sdwan/ticket/troubleTicket

Retrieves a list of all trouble ticket records from the Case [sn_customerservice_case] and Incident [incident] tables.

URL format

Default URL: `/api/sn_ind_tsm_sdwan/ticket/troubleTicket`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Valid fields:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• channel • creationDate • description • href • id • lastUpdate • name • note • relatedEntity • relatedParty • severity • status • ticketType • @type Default: Returns all fields. Data type: String
id	Filter trouble tickets by sys_id. Only tickets with the specified sys_id are returned in the response. Data type: String
limit	Maximum number of records to return. For requests that exceed this number of records, use the *offset* parameter to paginate record retrieval. Default: 25 Maximum: 100 You can change the default and maximum values by updating the *sn_ind_tsm_sdwan.pagination.set_limit* and *sn_ind_tsm_sdwan.pagination.max_limit* system properties. Data type: Number
offset	Starting index at which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. Data type: Number Default: 0
severity	Filter trouble tickets by severity. Only tickets with the specified severity are returned in the response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String
status	Filter trouble tickets by status. Only tickets with the specified status are returned in the response. Data type: String
ticketType	Filter trouble tickets by ticket type. Only tickets of the specified type are returned in the response. Valid values: • Case • Incident Data type: String

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
None	

Response headers

Header	Description
Content-Range	Range of content returned in a paginated call. For example, if `offset=2` and `limit=3`, the value of the *`Content-Range`* header is `items 3-5`.
Content-Type	Data format of the response body. Only supports *`application/json`*.
Link	Contains the following links to navigate through query results. • first • last

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers (continued)

Header	Description
	• next • previous
X-Total-Count	For paginated queries, this header specifies the total number of records available on the server.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Request successfully processed. Full resource returned in response (no pagination).
206	Partial resource returned in response (with pagination).
400	Bad request. Possible reasons: • Invalid path parameter • Invalid URI
404	Record not found. No records matching the query parameters are found in the table.

Response body parameters (JSON)

Name	Description
channel	Method of contact that the ticket was created through. Data type: Object `"channel":{ "name": "String" }`
channel.name	The name of the contact method. Maps to the **Channel** [contact_type] field for cases and the **Contact type** [contact_type] field for incidents. Data type: String
creationDate	The date that the case or incident record was created. Maps to the **Created** field. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
description	The description of the issue from the ticket. Maps to the **Description** field. Data type: String
href	Relative link to the case or incident record. Data type: String
id	The sys_id of the case or incident record. Data type: String
lastUpdate	The date the record was last updated. Maps to the **Updated** field. Data type: String
name	The name of the trouble ticket, typically a short description of the issue. Maps to the **Short description** field. Data type: String
note	A list of all comments on the ticket. This list does not include work notes. Data type: Array `"note":[ { "author": "String", "date": "String", "text": "String", "@type": "String" } ]`
note.@type	The type of note. Only comments are returned (not work notes) so this value is always `comments`. Data type: String
note.author	The name of the ServiceNow integration user who made the POST or PATCH request that created the comment. Data type: String
note.date	The date the comment was created in the ServiceNow instance. Data type: String
note.text	The comment text. Data type: String
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"relatedEntity": [
	  {
	  "id": "String",
	  "href": "String",
	  "name": "String",
	  "role": "String",
	  "@referredType": "String",
	  "@type": "String"
	  }
	]</pre>

relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table • Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service] Data type: String
relatedEntity.href	Returns an empty string. Data type: String
relatedEntity.name	Name of the impacted item or service. Data type: String
relatedEntity.role	Description of the impacted item or service. Data type: String
relatedEntity.@referredType	Type of item or service. Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets: • cmdb_ci • cmdb_ci_service Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedEntity.@type	This value is always `relatedEntity`. Data type: String
relatedParty	Details about contacts for the ticket. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String" } ]`
relatedParty.id	Sys_id of the related party. The sys_id can be from the following tables depending on the ticket type and the related party type. Case: • Account [customer_account]; Related party type is `customer` • Contact [customer_contact]; Related party type is `customer_contact` Incident: • Company [core_company]; Related party type is `customer` • User [sys_user]; Related party type is `customer_contact` Case or incident: • Group [sys_user_group]; Related party type is `assignment_group` • User [sys_user]; Related party type is `assigned_to` Data type: String
relatedParty.name	Name of the related party. Data type: String
relatedParty.@referredType	Type of related party. Possible values: • `assigned_to`: User assigned to work on the ticket. • `assignment_group`: Group assigned to work on the ticket. • `customer`: Company or account for the ticket. • `customer_contact`: Caller or contact for the ticket. Data type: String
severity	The severity of the issue described by the trouble ticket. Maps to the **Priority** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
status	The current status of the trouble ticket. Maps to the **State** field. Data type: String
ticketType	The type of ticket. Possible values: • Case • Incident Data type: String
@type	This value is always `TroubleTicket`. Data type: String

Example: cURL request

This example returns specified fields for the first five trouble ticket case records.

```
curl
 "https://instance.servicenow.com/api/sn_ind_tsm_sdwan/ticket/troubleTicket?limit=5&fields=id%2Cname%2Cdescription%2Cstatus%2Cseverity%2CticketType&ticketType=case" \
--request GET \
--user 'username':'password'
```

Response body.

```
[
   {
      "id": "0004609eb9830110f877b3758cd21d37",
      "name": "Compliant Over 2796",
      "description": "checkNo2796",
      "status": "New",
      "severity": "3 - Moderate",
      "ticketType": "Case"
   },
   {
      "id": "000560d2b9c30110f877b3758cd21d36",
      "name": "Compliant Over 4696",
      "description": "checkNo4696",
      "status": "New",
      "severity": "3 - Moderate",
      "ticketType": "Case"
   },
   {
      "id": "0007ac5eb9c30110f877b3758cd21d34",
      "name": "Compliant Over 8817",
      "description": "checkNo8817",
      "status": "New",
      "severity": "3 - Moderate",
      "ticketType": "Case"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    {
        "id": "0007ac5eb9c30110f877b3758cd21d39",
        "name": "Compliant Over 8819",
        "description": "checkNo8819",
        "status": "New",
        "severity": "3 - Moderate",
        "ticketType": "Case"
    },
    {
        "id": "0007ac5eb9c30110f877b3758cd21d3e",
        "name": "Compliant Over 8821",
        "description": "checkNo8821",
        "status": "New",
        "severity": "3 - Moderate",
        "ticketType": "Case"
    }
]
```


Trouble Ticket - GET /sn_ind_tsm_sdwan/ticket/troubleTicket/{id}

Retrieves a specified record from the Case [sn_customerservice_case] or Incident [incident] table.

URL format

Default URL: `/api/sn_ind_tsm_sdwan/ticket/troubleTicket/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the case or incident record to retrieve. Data type: String Table: Case [sn_customerservice_case] or Incident [incident]

Query parameters

Name	Description
fields	List of fields to return in the response. Invalid fields are ignored. Valid values: • channel • creationDate • description • href • id • lastUpdate • name

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• note • relatedEntity • relatedParty • severity • status • ticketType • @type Data type: String Default: Returns all fields.

Request body parameters (JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad Request. A bad request type or malformed request was detected for one or more of the following reasons. • Invalid path parameter. • Invalid URI.
404	Record not found. A record associated with the ID is not found in the Case [sn_customerservice_case] or Incident [incident] table.

Response body parameters (JSON)

Name	Description
channel	Method of contact that the ticket was created through. Data type: Object `"channel":{ "name": "String" }`
channel.name	Name of the contact method. Maps to the Channel [contact_type] field for cases and the Contact type [contact_type] field for incidents. Data type: String
creationDate	Date that the case or incident record was created. Maps to the Created field. Data type: String
description	Description of the issue from the ticket. Maps to the Description field. Data type: String
href	Relative link to the case or incident record. Data type: String
id	Sys_id of the case or incident record. Data type: String
lastUpdate	Date the record was last updated. Maps to the Updated field. Data type: String
name	Name of the trouble ticket, typically a short description of the issue. Maps to the Short description field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
note	List of all comments on the ticket. This list does not include work notes. Data type: Array of Objects `"note":[ { "author": "String", "date": "String", "text": "String", "@type": "String" } ]`
note.@type	Type of note. Only comments are returned (not work notes) so this value is always `comments`. Data type: String
note.author	Name of the user who wrote the comment. Data type: String
note.date	Date the comment was created in the ServiceNow instance. Data type: String
note.text	Comment text. Data type: String
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services. Data type: Array of Objects `"relatedEntity": [ { "id": "String", "href": "String", "name": "String", "role": "String", "@referredType": "String", "@type": "String" } ]`
relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service] Data type: String
relatedEntity.href	Returns an empty string. Data type: String
relatedEntity.name	Name of the impacted item or service. Data type: String
relatedEntity.role	Description of the impacted item or service. Data type: String
relatedEntity.@referredType	Type of item or service. Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets: • cmdb_ci • cmdb_ci_service Data type: String
relatedEntity.@type	This value is always `relatedEntity`. Data type: String
relatedParty	Details about contacts for the ticket. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String" } ]`
relatedParty.id	Sys_id of the related party. The sys_id can be from the following tables depending on the ticket type and the related party type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Case: • Account [customer_account]; Related party type is `customer` • Contact [customer_contact]; Related party type is `customer_contact` Incident: • Company [core_company]; Related party type is `customer` • User [sys_user]; Related party type is `customer_contact` Case or incident: • Group [sys_user_group]; Related party type is `assignment_group` • User [sys_user]; Related party type is `assigned_to` Data type: String
relatedParty.name	Name of the related party. Data type: String
relatedParty.@referredType	Type of related party. Possible values: • `assigned_to`: User assigned to work on the ticket. • `assignment_group`: Group assigned to work on the ticket. • `customer`: Company or account for the ticket. • `customer_contact`: Caller or contact for the ticket. Data type: String
severity	Severity of the issue described by the trouble ticket. Maps to the Priority field. Data type: String
status	Current status of the trouble ticket. Maps to the State field. Data type: String
ticketType	Type of ticket. Possible values: • Case • Incident Data type: String
@type	This value is always `TroubleTicket`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String

Example: cURL request

This example retrieves a trouble ticket record from the Case [sn_customerservice_case] table.

```
curl
 "https://instance.servicenow.com/api/sn_ind_tsm_sdwan/ticket/tr
oubleTicket/6467508d47e345508761b955d36d43f6" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
    "id": "370415f03c20e910f8772f1bc332b31b",
    "href":
 "/api/sn_ind_tsm_sdwan/ticket/troubleTicket/370415f03c20e910f87
72f1bc332b31b",
    "creationDate": "2023-01-19 22:39:28",
    "lastUpdate": "2023-01-19 22:41:39",
    "description": "Router is not working, my devices cannot
 detect any signals from the router. First button from the left
 is flashing red, all others are black. Resetting the router
 does not solve the problem, I need urgent assistance.",
    "severity": "2 - High",
    "ticketType": "Case",
    "name": "My router is not working properly",
    "status": "Open",
    "channel": {
        "name": "e_bonding"
    },
    "relatedParty": [
        {
            "id": "ffc68911c35420105252716b7d40dd55",
            "name": "Funco Intl",
            "@referredType": "customer"
        },
        {
            "id": "eaf68911c35420105252716b7d40ddde",
            "name": "Sally Thomas",
            "@referredType": "customer_contact"
        },
        {
            "id": "",
            "name": "",
            "@referredType": "assignment_group"
        },
        {
            "id": "",
            "name": "",
            "@referredType": "assigned_to"
        }
    ],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "relatedEntity": [
        {
            "id": "b7fa12c7532520103b6bddeeff7b123b",
            "href": "",
            "name": "Deduplication and Compression PRD00001965",
            "role": "This is the product associated with the
case.",
            "@type": "relatedEntity",
            "@referredType": "product"
        },
        {
            "id": "71e73d87c3e23010ff00ed23a140dde8",
            "href": "",
            "name": "",
            "role": "This is the asset associated with the
case.",
            "@type": "relatedEntity",
            "@referredType": "asset"
        },
        {
            "id": "a1913c3577b301108e191e599a5a99e8",
            "href": "",
            "name": "Deduplication and Compression PI0000037",
            "role": "This is the product inventory associated
with the case.",
            "@type": "relatedEntity",
            "@referredType": "product_inventory"
        }
    ],
    "note": [
        {
            "text": "This is a testing
comment<script>gs.info('Hello World')</script>",
            "date": "2023-01-19 14:41:39",
            "author": "System Administrator",
            "@type": "comments"
        },
        {
            "text": "This is a testing
comment<script>gs.info('Hello World')</script>",
            "date": "2023-01-19 14:39:28",
            "author": "System Administrator",
            "@type": "comments"
        }
    ],
    "@type": "TroubleTicket"
}
```


Trouble Ticket - GET /sn_ind_tsm_sdwan/troubleticket/{ticketType}/{id}

Retrieves a specified record from the Case [sn_customerservice_case] or Incident [incident] table.

Important: Starting with the Tokyo release, this endpoint is deprecated. The new version of this endpoint is Trouble Ticket - GET /sn_ind_tsm_sdwan/ticket/troubleTicket/{id}.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Default URL: `/api/sn_ind_tsm_sdwan/troubleticket/{ticketType}/{id}`

Supported request parameters

Path parameters

Name	Description
ticketType	Type of ticket. This value determines whether a record is retrieved from the Case [sn_customerservice_case] or Incident [incident] table. Valid values: • case • incident Data type: String
id	Sys_id of the case or incident record to retrieve. Data type: String

Query parameters

Name	Description
fields	Comma-separated list of fields to return in the response. Invalid fields are ignored. If this value is not passed in, all fields are returned. Valid fields: • channel • creationDate • description • id • lastUpdate • name • note • relatedEntity • relatedParty • severity • status • ticketType • @type Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected for one or more of the following reasons. • Invalid path parameter. • Invalid URI.
404	Record not found. A record associated with the ID is not found in the Case [sn_customerservice_case] or Incident [incident] table.

Response body parameters (JSON or XML)

Name	Description
@type	This value is always `TroubleTicket`. Data type: String
channel	Method of contact that the ticket was created through.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"channel":{ "name": "String" }`
channel.name	Name of the contact method. Maps to the Channel [contact_type] field for cases and the Contact type [contact_type] field for incidents. Data type: String
creationDate	Date that the case or incident record was created. Maps to the Created field. Data type: String
description	Description of the issue from the ticket. Maps to the Description field. Data type: String
id	Sys_id of the case or incident record. Data type: String
lastUpdate	Date the record was last updated. Maps to the Updated field. Data type: String
name	Name of the trouble ticket, typically a short description of the issue. Maps to the Short description field. Data type: String
note	List of all comments on the ticket. This list does not include work notes. Data type: Array of Objects `"note": [ { "author": "String", "date": "String", "text": "String", "@type": "String" } ]`
note.@type	Type of note. Only comments are returned (not work notes) so this value is always `comments`. Data type: String
note.author	Name of the ServiceNow integration user who made the POST or PATCH request that created the comment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
note.date	Date the comment was created in the ServiceNow instance. Data type: String
note.text	Comment text. Data type: String
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services. Data type: Array of Objects `"relatedEntity": [ { "id": "String", "href": "String", "name": "String", "role": "String", "@referredType": "String", "@type": "String" } ]`
relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table • Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service] Data type: String
relatedEntity.href	Returns an empty string. Data type: String
relatedEntity.name	Name of the impacted item or service. Data type: String
relatedEntity.role	Description of the impacted item or service. Data type: String
relatedEntity.@referredType	Type of item or service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets: • cmdb_ci • cmdb_ci_service Data type: String
relatedEntity.@type	This value is always `relatedEntity`. Data type: String
relatedParty	Details about the companies and contacts associated with the ticket. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String" } ]`
relatedParty.@referredType	Type of related party. Valid values: • customer: Company or account for the ticket. • customer_contact: Caller or contact for the ticket. Data type: String
relatedParty.id	Sys_id of the related party. If you provide a contact or a user (caller), their account or company is automatically populated on the ticket. Data type: String Table: For cases, the sys_id is from the Contact [customer_contact] or Account [customer_account] tables. For incidents, the sys_id is from the User [sys_user] or Company [core_company] tables.
relatedParty.name	Name of the related party. For cases, maps to the Contact or Account field. For incidents, maps to the Caller or Company field. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
severity	Severity of the issue described by the trouble ticket. Maps to the Priority field. Data type: String
status	Current status of the trouble ticket. Maps to the field. Data type: String
ticketType	Type of ticket (case or incident). Data type: String

Example: cURL request

This example gets the name, description, severity, and status of a case.

```
curl
 "https://instance.servicenow.com/api/sn_ind_tsm_sdwan/troubleti
cket/case/a78e2c8cdb68b41015364c9b0b96193e?fields=name%2Cdescrip
tion%2Cseverity%2Cstatus" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
  "name": "Short description of issue",
  "description": "Example description of an issue",
  "severity": "2 - High",
  "status": "Open"
}
```

Trouble Ticket - PATCH /sn_ind_tsm_sdwan/ticket/troubleTicket/{id}

Updates a specified record in the Case [sn_customerservice_case] or Incident [incident] table.

URL format

Default URL: `/api/sn_ind_tsm_sdwan/ticket/troubleTicket/{id}`

Supported request parameters

Path parameters

Name	Description
id	Sys_id of the case or incident record to update. Data type: String Table: Case [sn_customerservice_case] or Incident [incident]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
channel	Method of contact that the ticket was created through. Data type: Object `"channel":{ "name": "String" }`
channel.name	Name of the contact method. Maps to the Channel [contact_type] field for cases and the Contact type [contact_type] field for incidents. Valid values are the choices for the contact_type field. You can provide the choice label or value. For example, `Virtual Agent` or `virtual_agent`. Data type: String
description	Description of the issue. Maps to the **Description** field. Data type: String
name	Name of the trouble ticket, typically a short description of the issue. Maps to the Short description field. Data type: String
note	List of work notes and comments to add to the ticket. Data type: Array of Objects `"note":[ { "text": "String", "@type": "String" } ]`
note.@type	Type of note. This value determines whether the note is recorded in the Work notes or Additional comments field. Valid values: • comments • work_notes Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
note.text	Note text. Maps to the Work notes or Additional comments field. Data type: String
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services. Data type: Array of Objects `"relatedEntity": [ { "id": "String", "@referredType": "String" } ]`
relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table • Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service] Data type: String
relatedEntity.@referredType	Type of item or service. Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets: • cmdb_ci • cmdb_ci_service Data type: String
relatedParty	Details about contacts for the ticket. For cases, this parameter populates the Contact or Account field. For incidents, this parameter populates the Caller or Company field. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description

	<pre>"relatedParty": [
	  {
	  "id": "String",
	  "@referredType": "String"
	  }
	]</pre>

relatedParty.id	Sys_id of the related party. If you provide a contact or a user (caller), their account or company is automatically populated on the ticket. Data type: String Table: For cases, the sys_id is from the Contact [customer_contact] or Account [customer_account] tables. For incidents, the sys_id is from the User [sys_user] or Company [core_company] tables.
relatedParty.@referredType	Type of related party. Valid values: • customer: Company or account for the ticket. • customer_contact: Caller or contact for the ticket. Data type: String
severity	Severity of the issue described by the trouble ticket. Maps to the **Priority** field. Valid values: • 1: Critical • 2: High • 3: Moderate • 4: Low • 5: Planning. Incident only. Valid values are the choices for the Priority field. You must provide the choice value only. For example, `1`. If an invalid value is provided, the severity is set to Low. Data type: String
status	Current status of the trouble ticket. Maps to the **State** field. Valid values are the choices for the **State** field. You can provide the choice label or value. For example, `New` or `1`. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected for one or more of the following reasons. • Invalid path parameter. • Invalid URI.
404	Record not found. A record associated with the ID is not found in the Case [sn_customerservice_case] or Incident [incident] table.

Response body parameters (JSON)

Name	Description
channel	Method of contact that the ticket was created through. Data type: Object `"channel":{ "name": "String" }`
channel.name	Name of the contact method.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
creationDate	Date the record was created. Data type: String
description	Description of the issue from the ticket. Data type: String
href	Relative link to the case or incident record. Data type: String
id	Sys_id of the case or incident record. Data type: String
lastUpdate	Date the record was last updated. Data type: String
name	Name of the trouble ticket, typically a short description of the issue. Data type: String
note	List of all comments on the ticket. This list does not include work notes. Data type: Array of Objects `"note":[ { "author": "String", "date": "String", "text": "String", "@type": "String" } ]`
note.@type	Type of note. Only comments are returned (not work notes) so this value is always `comments`. Data type: String
note.author	Name of the user who wrote the comment. Data type: String
note.date	Date the comment was created in the ServiceNow instance. Data type: String
note.text	Comment text. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services. Data type: Array of Objects `"relatedEntity": [ { "id": "String", "href": "String", "name": "String", "role": "String", "@referredType": "String", "@type": "String" } ]`
relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table • Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service] Data type: String
relatedEntity.href	Returns an empty string. Data type: String
relatedEntity.name	Name of the impacted item or service. Data type: String
relatedEntity.role	Description of the impacted item or service. Data type: String
relatedEntity.@referredType	Type of item or service. Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• cmdb_ci • cmdb_ci_service Data type: String
relatedEntity.@type	This value is always `relatedEntity`. Data type: String
relatedParty	Details about contacts for the ticket. Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String" } ]`
relatedParty.id	Sys_id of the related party. The sys_id can be from the following tables depending on the ticket type and the related party type. Case: • Account [customer_account]; Related party type is `customer` • Contact [customer_contact]; Related party type is `customer_contact` Incident: • Company [core_company]; Related party type is `customer` • User [sys_user]; Related party type is `customer_contact` Case or incident: • Group [sys_user_group]; Related party type is `assignment_group` • User [sys_user]; Related party type is `assigned_to` Data type: String
relatedParty.name	Name of the related party. Data type: String
relatedParty.@referredType	Type of related party. Possible values: • `assigned_to`: User assigned to work on the ticket. • `assignment_group`: Group assigned to work on the ticket. • `customer`: Company or account for the ticket. • `customer_contact`: Caller or contact for the ticket.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
severity	Severity of the issue described by the trouble ticket. Data type: String
status	Current status of the trouble ticket. Data type: String
ticketType	Type of ticket. Possible values: • Case • Incident Data type: String
@type	This value is always `TroubleTicket`. Data type: String

Example: cURL request

This example updates a case record.

```
curl
 "https://instance.servicenow.com/api/sn_ind_tsm_sdwan/ticket/tr
oubleTicket/6467508d47e345508761b955d36d43f6" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   description: "Updated description",
   "note": [
      {
         "text": "Adding another comment",
         "@type": "comments"
      }
   ]
}" \
--user 'username':'password'
```

Response body.

```
{
   "id": "6467508d47e345508761b955d36d43f6",
   "href":
 "/api/sn_ind_tsm_sdwan/ticket/troubleTicket/6467508d47e34550876
1b955d36d43f6",
   "creationDate": "2022-05-16 23:38:55",
   "lastUpdate": "2022-05-16 23:48:42",
   "description": "Updated description",
   "severity": "2 - High",
   "ticketType": "Case",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   "name": "Laptop problem",
   "status": "New",
   "channel": {
      "name": "web"
   },
   "relatedParty": [
      {
         "id": "",
         "name": "",
         "@referredType": "customer"
      },
      {
         "id": "62826bf03710200044e0bfc8bcbe5df1",
         "name": "",
         "@referredType": "customer_contact"
      },
      {
         "id": "",
         "name": "",
         "@referredType": "assignment_group"
      },
      {
         "id": "",
         "name": "",
         "@referredType": "assigned_to"
      }
   ],
   "relatedEntity": [
      {
         "id": "",
         "href": "",
         "name": "",
         "role": "This is the product associated with the case",
         "@type": "relatedEntity",
         "@referredType": "product"
      },
      {
         "id": "74a9ec0d3790200044e0bfc8bcbe5d7f",
         "href": "",
         "name": "P1000597 - Apple MacBook Pro 15\"",
         "role": "This is the asset associated with the case",
         "@type": "relatedEntity",
         "@referredType": "asset"
      }
      {
         "id": "a1913c3577b301108e191e599a5a99e8",
         "href": "",
         "name": "Deduplication and Compression PI0000037",
         "role": "This is the product inventory associated with
the case.",
         "@type": "relatedEntity",
         "@referredType": "product_inventory"
      }
   ],
   "note": [
      {
         "text": "Adding another comment",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "date": "2022-05-16 16:48:42",
            "author": "admin",
            "@type": "comments"
        },
        {
            "text": "Comment about this case",
            "date": "2022-05-16 16:38:55",
            "author": "admin",
            "@type": "comments"
        }
    ],
    "@type": "TroubleTicket"
}
```


Trouble Ticket - PATCH /sn_ind_tsm_sdwan/troubleticket/{ticketType}/{id}

Updates a record in the Case [sn_customerservice_case] or Incident [incident] table.

Important: Starting with the Tokyo release, this endpoint is deprecated. The new version of this endpoint is Trouble Ticket - PATCH /sn_ind_tsm_sdwan/ticket/troubleTicket/{id}.

URL format

Default URL: `/api/sn_ind_tsm_sdwan/troubleticket/{ticketType}/{id}`

Supported request parameters

Path parameters

Name	Description
ticketType	Type of ticket. This value determines whether a record is updated in the Case [sn_customerservice_case] or Incident [incident] table. Valid values: • case • incident Data type: String
id	Sys_id of the case or incident record to update. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
channel	Method of contact that the ticket was created through.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: Object `"channel":{ "name": "String" }`
channel.name	Name of the contact method. Maps to the Channel [contact_type] field for cases and the Contact type [contact_type] field for incidents. Valid values are the choices for the contact_type field. You can provide the choice label or value. For example, `Virtual Agent` or `virtual_agent`. Data type: String
description	Description of the issue. Maps to the **Description** field. Data type: String
name	Name of the trouble ticket, typically a short description of the issue. Maps to the Short description field. Data type: String
note	List of work notes and comments to add to the ticket. Data type: Array of Objects `"note":[ { "text": "String", "@type": "String" } ]`
note.@type	Type of note. This value determines whether the note is recorded in the Work notes or Additional comments field. Valid values: • comments • work_notes Data type: String
note.text	Note text. Maps to the Work notes or Additional comments field. Data type: String
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"relatedEntity": [
	  {
	  "id": "String",
	  "@referredType": "String"
	  }
	]</pre>

relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table • Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service] Data type: String
relatedEntity.@referredType	Type of item or service. Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets: • cmdb_ci • cmdb_ci_service Data type: String

relatedParty	Details about contacts for the ticket. For cases, this parameter populates the Contact or Account field. For incidents, this parameter populates the Caller or Company field.
	
	Data type: Array of Objects
	<pre>"relatedParty": [
	  {
	  "id": "String",
	  "@referredType": "String"
	  }
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
relatedParty.@referredType	Type of related party. Valid values: • customer: Company or account for the ticket. • customer_contact: Caller or contact for the ticket. Data type: String
relatedParty.id	Sys_id of the related party. If you provide a contact or a user (caller), their account or company is automatically populated on the ticket. Data type: String Table: For cases, the sys_id is from the Contact [customer_contact] or Account [customer_account] tables. For incidents, the sys_id is from the User [sys_user] or Company [core_company] tables.
severity	Severity of the issue described by the trouble ticket. Maps to the **Priority** field. Valid values: • 1: Critical • 2: High • 3: Moderate • 4: Low • 5: Planning. Incident only. Valid values are the choices for the Priority field. You must provide the choice value only. For example, `1`. If an invalid value is provided, the severity is set to Low. Data type: String
status	Current status of the trouble ticket. Maps to the State field. Valid values are the choices for the State field. You can provide the choice label or value. For example, `New` or `1`. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected for one or more of the following reasons. • Invalid path parameter. • Invalid URI.
404	Record not found. A record associated with the ID is not found in the Case [sn_customerservice_case] or Incident [incident] table.

Response body parameters (JSON or XML)

Name	Description
@type	This value is always `TroubleTicket`. Data type: String
channel	Method of contact that the ticket was created through. Data type: Object `"channel":{ "name": "String" }`
channel.name	The name of the contact method. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
creationDate	The date the record was created. Data type: String
description	The description of the issue from the ticket. Data type: String
id	The sys_id of the case or incident record. Data type: String
lastUpdate	The date the record was last updated. Data type: String
name	The name of the trouble ticket, typically a short description of the issue. Data type: String
note	A list of all comments on the ticket. This list does not include work notes. Data type: Array `"note":[ { "author": "String", "date": "String", "text": "String", "@type": "String" } ]`
note.@type	The type of note. Only comments are returned (not work notes) so this value is always `comments`. Data type: String
note.author	The name of the ServiceNow integration user who made the POST or PATCH request that created the comment. Data type: String
note.date	The date the comment was created in the ServiceNow instance. Data type: String
note.text	The comment text. Data type: String
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"relatedEntity": [
	  {
	  "id": "String",
	  "href": "String",
	  "name": "String",
	  "role": "String",
	  "@referredType": "String",
	  "@type": "String"
	  }
	]</pre>

relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table • Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service] Data type: String
relatedEntity.href	Returns an empty string. Data type: String
relatedEntity.name	Name of the impacted item or service. Data type: String
relatedEntity.role	Description of the impacted item or service. Data type: String
relatedEntity.@referredType	Type of item or service. Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets: • cmdb_ci • cmdb_ci_service Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedEntity.@type	This value is always `relatedEntity`. Data type: String
relatedParty	Details about the companies and contacts associated with the ticket. Data type: Array `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String" } ]`
relatedParty.@referredType	Type of related party. Valid values: • customer: Company or account for the ticket. • customer_contact: Caller or contact for the ticket. Data type: String
relatedParty.id	Sys_id of the related party. If you provide a contact or a user (caller), their account or company is automatically populated on the ticket. Data type: String Table: For cases, the sys_id is from the Contact [customer_contact] or Account [customer_account] tables. For incidents, the sys_id is from the User [sys_user] or Company [core_company] tables.
relatedParty.name	The name of the related party. Data type: String
severity	The severity of the issue described by the trouble ticket. Data type: String
status	The current status of the trouble ticket. Data type: String
ticketType	The type of ticket (case or incident). Data type: String

Example: cURL request

This example updates a case record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "https://instance.servicenow.com/api/sn_ind_tsm_sdwan/troubleti
cket/case/370415f03c20e910f8772f1bc332b31b" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"description\":\"Router is not working, my devices cannot
 detect any signals from the router. First button from the left
 is flashing red, all others are black. Resetting the router
 does not solve the problem, I need urgent assistance.\",
    \"name\":\"My router is not working properly\",
    \"severity\":\"2\",
    \"status\":\"10\",
    \"ticketType\":\"Case\",
    \"channel\":{
        \"id\":\"8774\",
        \"name\":\"eBonding\",
        \"@type\":\"Channel\"
    },
    \"note\":[
        {
            \"id\":\"77456\",
            \"author\":\"Jack Smith\",
            \"date\":\"2019-05-31T07:34:45.968Z\",
            \"text\":\"This is a testing work note<html>hello
 world</html> and <h1>title</h1>\",
            \"@type\":\"Worknotes\"
        },
        {
            \"id\":\"77457\",
            \"author\":\"Jack Smith\",
            \"date\":\"2019-05-31T07:35:45.968Z\",
            \"text\":\"This is a testing
 comment<script>gs.info('Hello World')</script>\",
            \"@type\":\"Comment\"
        }
    ],
    \"relatedParty\":[
        {
            \"id\":\"eaf68911c35420105252716b7d40ddde\",

 \"href\":
\"https://mycsp.com:8080/tmf-api/partyManagement/v1/individual/9
866\",
            \"name\":\"Sally Thomas\",
            \"role\":\"customer\",
            \"@referredType\":\"customer_contact\"
        },
        {
            \"id\":\"ffc68911c35420105252716b7d40dd55\",

 \"href\":
\"https://mycsp.com:8080/tmf-api/partyManagement/v4/customer/917
6\",
            \"name\":\"Funco Intl\",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            \"role\":\"customer\",
            \"@referredType\":\"customer\"
        }
    ],
    \"relatedEntity\": [
        {
            \"id\": \"b7fa12c7532520103b6bddeeff7b123b\",
            \"href\": \"www.google.com\",
            \"name\": \"Some random name\",
            \"role\": \"I dont know what this is\",
            \"@type\": \"relatedEntity\",
            \"@referredType\": \"product\"
        },
        {
            \"id\": \"71e73d87c3e23010ff00ed23a140dde8\",
            \"href\": \"www.google.com\",
            \"name\": \"Some random name\",
            \"role\": \"I dont know what this is\",
            \"@type\": \"relatedEntity\",
            \"@referredType\": \"asset\"
        },
        {
            \"id\": \"a1913c3577b301108e191e599a5a99e8\",
            \"href\": \"www.google.com\",
            \"name\": \"Some random name\",
            \"role\": \"I dont know what this is\",
            \"@type\": \"relatedEntity\",
            \"@referredType\": \"product_inventory\"
        }
    ]
}" \
--user 'username':'password'
```

Response body.

```
{
  "id": "370415f03c20e910f8772f1bc332b31b",
  "href":
 "/api/sn_ind_tsm_sdwan/ticket/troubleTicket/370415f03c20e910f87
72f1bc332b31b",
  "creationDate": "2023-01-19 22:39:28",
  "lastUpdate": "2023-01-19 22:41:39",
  "description": "Router is not working, my devices cannot
 detect any signals from the router. First button from the left
 is flashing red, all others are black. Resetting the router
 does not solve the problem, I need urgent assistance.",
  "severity": "2 - High",
  "ticketType": "Case",
  "name": "My router is not working properly",
  "status": "Open",
  "channel": {
    "name": "e_bonding"
  },
  "relatedParty": [
    {
      "id": "ffc68911c35420105252716b7d40dd55",
      "name": "Funco Intl",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "@referredType": "customer"
    },
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "@referredType": "customer_contact"
    },
    {
      "id": "",
      "name": "",
      "@referredType": "assignment_group"
    },
    {
      "id": "",
      "name": "",
      "@referredType": "assigned_to"
    }
  ],
  "relatedEntity": [
    {
      "id": "b7fa12c7532520103b6bddeeff7b123b",
      "href": "",
      "name": "Deduplication and Compression PRD00001965",
      "role": "This is the product associated with the case.",
      "@type": "relatedEntity",
      "@referredType": "product"
    },
    {
      "id": "71e73d87c3e23010ff00ed23a140dde8",
      "href": "",
      "name": "",
      "role": "This is the asset associated with the case.",
      "@type": "relatedEntity",
      "@referredType": "asset"
    },
    {
      "id": "a1913c3577b301108e191e599a5a99e8",
      "href": "",
      "name": "Deduplication and Compression PI0000037",
      "role": "This is the product inventory associated with the
case.",
      "@type": "relatedEntity",
      "@referredType": "product_inventory"
    }
  ],
  "note": [
    {
      "text": "This is a testing comment<script>gs.info('Hello
World')</script>",
      "date": "2023-01-19 14:41:39",
      "author": "System Administrator",
      "@type": "comments"
    },
    {
      "text": "This is a testing comment<script>gs.info('Hello
World')</script>",
      "date": "2023-01-19 14:39:28",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "author": "System Administrator",
      "@type": "comments"
    }
  ],
  "@type": "TroubleTicket"
}
```

Trouble Ticket - POST /sn_ind_tsm_sdwan/ticket/troubleTicket

Creates a record in the Case [sn_customerservice_case] or Incident [incident] table.

URL format

Default URL: `/api/sn_ind_tsm_sdwan/ticket/troubleTicket`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters (JSON)

Name	Description
channel	Method of contact that the ticket was created through. Data type: Object `"channel":{ "name": "String" }`
channel.name	Name of the contact method. Maps to the Channel [contact_type] field for cases and the Contact type [contact_type] field for incidents. Valid values are the choices for the contact_type field. You can provide the choice label or value. For example, `Virtual Agent` or `virtual_agent`. Data type: String
description	Required. A description of the issue. Maps to the **Description** field. Data type: String
name	Name of the trouble ticket, typically a short description of the issue. Maps to the Short description field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
note	List of work notes and comments to add to the ticket. Data type: Array of Objects `"note":[ { "text": "String", "@type": "String" } ]`
note.@type	Type of note. This value determines whether the note is recorded in the Work notes or Additional comments field. Valid values: • comments • work_notes Data type: String
note.text	Note text. Maps to the Work notes or Additional comments field. Data type: String
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services. Data type: Array of Objects `"relatedEntity": [ { "id": "String", "@referredType": "String" } ]`
relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table • Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	Data type: String
relatedEntity.@referredType	Type of item or service. Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets: • cmdb_ci • cmdb_ci_service Data type: String
relatedParty	Details about contacts for the ticket. For cases, this parameter populates the Contact or Account field. For incidents, this parameter populates the Caller or Company field. Data type: Array of Objects `"relatedParty": [ { "id": "String", "@referredType": "String" } ]`
relatedParty.id	Sys_id of the related party. If you provide a contact or a user (caller), their account or company is automatically populated on the ticket. Data type: String Table: For cases, the sys_id is from the Contact [customer_contact] or Account [customer_account] tables. For incidents, the sys_id is from the User [sys_user] or Company [core_company] tables.
relatedParty.@referredType	Type of related party. Valid values: • customer: Company or account for the ticket. • customer_contact: Caller or contact for the ticket. Data type: String
severity	Required. The severity of the issue described by the trouble ticket. Maps to the **Priority** field. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (JSON) (continued)

Name	Description
	• 1: Critical • 2: High • 3: Moderate • 4: Low • 5: Planning. Incident only. Valid values are the choices for the Priority field. You must provide the choice value only. For example, `1`. If an invalid value is provided, the severity is set to Low. Data type: String
status	Required. The current status of the trouble ticket. Maps to the **State** field. Valid values are the choices for the **State** field. You can provide the choice label or value. For example, `New` or `1`. If you provide an invalid value, the status is set to New. Data type: String
ticketType	The type of ticket. This value determines whether the record is created in the Case [sn_customerservice_case] or Incident [incident] table. Valid values: • Case • Incident Data type: String Default: Incident

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *`application/json`*.
Content-Type	Data format of the request body. Only supports *`application/json`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected for one or more of the following reasons. • Empty payload. • Invalid payload. Mandatory field missing. • Invalid ticketType.

Response body parameters (JSON)

Name	Description
@type	This value is always `TroubleTicket`. Data type: String
channel	Method of contact that the ticket was created through. Data type: Object `"channel":{ "name": "String" }`
channel.name	The name of the contact method. Data type: String
creationDate	The date that the case or incident record was created. Data type: String
description	The description of the issue from the ticket. Data type: String
href	Relative link to the case or incident record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
id	The sys_id of the case or incident record that was created. Data type: String
lastUpdate	The date that the case or incident record was last updated. Data type: String
name	The name of the trouble ticket, typically a short description of the issue. Data type: String
note	A list of all comments on the ticket. This list does not include work notes. Data type: Array `"note":[ { "author": "String", "date": "String", "text": "String", "@type": "String" } ]`
note.@type	The type of note. Only comments are returned (not work notes) so this value is always `comments`. Data type: String
note.author	The name of the user who wrote the comment. Data type: String
note.date	The date the comment was created in the ServiceNow instance. Data type: String
note.text	The comment text. Data type: String
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services. Data type: Array of Objects `"relatedEntity": [ { "id": "String", "href": "String", "name": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"role": "String",
	"@referredType": "String",
	"@type": "String"
	}
	]</pre>

relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table • Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service] Data type: String
relatedEntity.href	Returns an empty string. Data type: String
relatedEntity.name	Name of the impacted item or service. Data type: String
relatedEntity.role	Description of the impacted item or service. Data type: String
relatedEntity.@referredType	Type of item or service. Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets: • cmdb_ci • cmdb_ci_service Data type: String
relatedEntity.@type	This value is always `relatedEntity`. Data type: String
relatedParty	Details about contacts for the ticket.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"relatedParty": [ { "id": "String", "name": "String", "@referredType": "String" } ]`
relatedParty.id	Sys_id of the related party. The sys_id can be from the following tables depending on the ticket type and the related party type. Case: • Account [customer_account]; Related party type is `customer` • Contact [customer_contact]; Related party type is `customer_contact` Incident: • Company [core_company]; Related party type is `customer` • User [sys_user]; Related party type is `customer_contact` Case or incident: • Group [sys_user_group]; Related party type is `assignment_group` • User [sys_user]; Related party type is `assigned_to` Data type: String
relatedParty.name	Name of the related party. Data type: String
relatedParty.@referredType	Type of related party. Possible values: • `assigned_to`: User assigned to work on the ticket. • `assignment_group`: Group assigned to work on the ticket. • `customer`: Company or account for the ticket. • `customer_contact`: Caller or contact for the ticket. Data type: String
severity	The severity of the issue described by the trouble ticket. Data type: String
status	The current status of the trouble ticket. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
ticketType	The type of ticket. Possible values: • Case • Incident Data type: String

Example: cURL request

This example creates a trouble ticket case record.

```
curl
 "https://instance.servicenow.com/api/sn_ind_tsm_sdwan/ticket/tr
oubleTicket" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   "name": "Laptop problem",
   "description": "Laptop keeps shutting off unexpectedly",
   "severity": "2",
   "status": "New",
   "ticketType": "Case",
   "channel": {
      "name": "Web"
   },
   "note": [
      {
         "text": "Work note about this case",
         "@type": "work_notes"
      },
      {
         "text": "Comment about this case",
         "@type": "comments"
      }
   ],
   "relatedEntity": [
      {
         "id": "74a9ec0d3790200044e0bfc8bcbe5d7f",
         "@referredType": "asset"
      }
   ],
   "relatedParty": [
      {
         "id": "62826bf03710200044e0bfc8bcbe5df1",
         "@referredType": "customer_contact"
      }
   ]
}" \
--user 'username':'password'
```

Response body.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
   "id": "6467508d47e345508761b955d36d43f6",
   "href":
 "/api/sn_ind_tsm_sdwan/ticket/troubleTicket/6467508d47e34550876
1b955d36d43f6",
   "creationDate": "2022-05-16 23:38:55",
   "lastUpdate": "2022-05-16 23:38:55",
   "description": "Laptop keeps shutting off unexpectedly",
   "severity": "2 - High",
   "ticketType": "Case",
   "name": "Laptop problem",
   "status": "New",
   "channel": {
      "name": "web"
   },
   "relatedParty": [
      {
         "id": "",
         "name": "",
         "@referredType": "customer"
      },
      {
         "id": "62826bf03710200044e0bfc8bcbe5df1",
         "name": "",
         "@referredType": "customer_contact"
      },
      {
         "id": "",
         "name": "",
         "@referredType": "assignment_group"
      },
      {
         "id": "",
         "name": "",
         "@referredType": "assigned_to"
      }
   ],
   "relatedEntity": [
      {
         "id": "",
         "href": "",
         "name": "",
         "role": "This is the product associated with the
 case.",
         "@type": "relatedEntity",
         "@referredType": "product"
      },
      {
         "id": "74a9ec0d3790200044e0bfc8bcbe5d7f",
         "href": "",
         "name": "P1000597 - Apple MacBook Pro 15\"",
         "role": "This is the asset associated with the case.",
         "@type": "relatedEntity",
         "@referredType": "asset"
      }
      {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "id": "a1913c3577b301108e191e599a5a99e8",
            "href": "",
            "name": "Deduplication and Compression PI0000037",
            "role": "This is the product inventory associated with
 the case.",
            "@type": "relatedEntity",
            "@referredType": "product_inventory"
        }
    ],
    "note": [
        {
            "text": "Comment about this case",
            "date": "2022-05-16 16:38:55",
            "author": "admin",
            "@type": "comments"
        }
    ],
    "@type": "TroubleTicket"
}
```


Trouble Ticket - POST /sn_ind_tsm_sdwan/troubleticket/{ticketType}

Creates a record in the Case [sn_customerservice_case] or Incident [incident] table.

Important: Starting with the Tokyo release, this endpoint is deprecated. The new version of this endpoint is Trouble Ticket - POST /sn_ind_tsm_sdwan/ticket/troubleTicket.

URL format

Default URL: `/api/sn_ind_tsm_sdwan/troubleticket/{ticketType}`

Supported request parameters

Path parameters

Name	Description
ticketType	The type of ticket. This value determines whether the record is created in the Case [sn_customerservice_case] or Incident [incident] table. Valid values: • case • incident Data type: String

Query parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON)

Name	Description
channel	Method of contact that the ticket was created through. Data type: Object `"channel":{ "name": "String" }`
channel.name	Name of the contact method. Maps to the Channel [contact_type] field for cases and the Contact type [contact_type] field for incidents. Valid values are the choices for the contact_type field. You can provide the choice label or value. For example, `Virtual Agent` or `virtual_agent`. Data type: String
description	Required. A description of the issue. Maps to the **Description** field. Data type: String
name	Name of the trouble ticket, typically a short description of the issue. Maps to the Short description field. Data type: String
note	List of work notes and comments to add to the ticket. Data type: Array of Objects `"note":[ { "text": "String", "@type": "String" } ]`
note.@type	Type of note. This value determines whether the note is recorded in the Work notes or Additional comments field. Valid values: • comments • work_notes Data type: String
note.text	Note text. Maps to the Work notes or Additional comments field. Data type: String
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: Array of Objects `"relatedEntity": [ { "id": "String", "@referredType": "String" } ]`
relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table • Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service] Data type: String
relatedEntity.@referredType	Type of item or service. Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets: • cmdb_ci • cmdb_ci_service Data type: String
relatedParty	Details about contacts for the ticket. For cases, this parameter populates the Contact or Account field. For incidents, this parameter populates the Caller or Company field. Data type: Array of Objects `"relatedParty": [ { "id": "String", "@referredType": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre> }]</pre>
relatedParty.@referredType	Type of related party. Valid values: • customer: Company or account for the ticket. • customer_contact: Caller or contact for the ticket. Data type: String
relatedParty.id	Sys_id of the related party. If you provide a contact or a user (caller), their account or company is automatically populated on the ticket. Data type: String Table: For cases, the sys_id is from the Contact [customer_contact] or Account [customer_account] tables. For incidents, the sys_id is from the User [sys_user] or Company [core_company] tables.
severity	Required. Severity of the issue described by the trouble ticket. Maps to the **Priority** field. Valid values: • 1: Critical • 2: High • 3: Moderate • 4: Low • 5: Planning. Incident only. Valid values are the choices for the Priority field. You must provide the choice value only. For example, `1`. If an invalid value is provided, the severity is set to Low. Data type: String
status	Current status of the trouble ticket. Maps to the **State** field. Valid values are the choices for the **State** field. You can provide the choice label or value. For example, `New` or `1`. Data type: String Default: New
ticketType	Required. Type of ticket. This value determines whether the record is created in the Case [sn_customerservice_case] or Incident [incident] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Valid values: • case • incident Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
201	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected for one or more of the following reasons. • Empty payload. • Invalid payload. Mandatory field missing. • Invalid ticketType or ticketType does not match path parameter ticketType. For example, ticketType is `case` but path parameter is `incident`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
@type	This value is always `TroubleTicket`. Data type: String
channel	Method of contact that the ticket was created through. Data type: Object `"channel":{ "name": "String" }`
channel.name	Name of the contact method. Data type: String
creationDate	Date that the case or incident record was created. Data type: String
description	Description of the issue from the ticket. Data type: String
id	Sys_id of the case or incident record that was created. Data type: String
lastUpdate	Date that the case or incident record was last updated. Data type: String
name	Name of the trouble ticket, typically a short description of the issue. Data type: String
note	List of the comments and work notes that were added to the ticket by the POST request. Data type: Array of Objects `"note":[ { "author": "String", "date": "String", "text": "String", "@type": "String" } ]`
note.@type	Type of note. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• comments • work_notes Data type: String
note.author	Name of the ServiceNow integration user who made the POST request that created the note. Data type: String
note.date	Date the note was created in the ServiceNow instance. Data type: String
note.text	Note text. Data type: String
relatedEntity	List of impacted assets, products, sold products (product inventory), configuration items, or services. Data type: Array of Objects `"relatedEntity": [ { "id": "String", "href": "String", "name": "String", "role": "String", "@referredType": "String", "@type": "String" } ]`
relatedEntity.id	Sys_id of the impacted item or service. For cases, this value is from one of the following tables: • Asset [alm_asset] • Product Inventory [sn_prd_invt_product_inventory], which extends the Sold Product [sn_install_base_sold_product] table • Product Model [cmdb_model] • Sold Product [sn_install_base_sold_product] For incidents, this value is from one of the following tables: • Configuration Item [cmdb_ci] • Service [cmdb_ci_service] Data type: String
relatedEntity.href	Returns an empty string. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
relatedEntity.name	Name of the impacted item or service. Data type: String
relatedEntity.role	Description of the impacted item or service. Data type: String
relatedEntity.@referredType	Type of item or service. Valid values for case tickets: • asset • product • product_inventory Valid values for incident tickets: • cmdb_ci • cmdb_ci_service Data type: String
relatedEntity.@type	This value is always `relatedEntity`. Data type: String
relatedParty	Details about the companies and contacts associated with the ticket. Data type: Array of Objects `"relatedParty": [ { "id": "String", "@referredType": "String" } ]`
relatedParty.id	Sys_id of the related party. If you provide a contact or a user (caller), their account or company is automatically populated on the ticket. Data type: String Table: For cases, the sys_id is from the Contact [customer_contact] or Account [customer_account] tables. For incidents, the sys_id is from the User [sys_user] or Company [core_company] tables.
relatedParty.referredType	Type of related party. Valid values: • customer: Company or account for the ticket. • customer_contact: Caller or contact for the ticket.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
severity	Severity of the issue described by the trouble ticket. Data type: String
status	Current status of the trouble ticket. Data type: String
ticketType	Type of ticket (case or incident). Data type: String

Example: cURL request

This example creates a case with high priority and open state.

```
ccurl
 "https://instance.servicenow.com/api/sn_ind_tsm_sdwan/troubleti
cket/case" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"description\":\"Router is not working, my devices cannot
 detect any signals from the router. First button from the left
 is flashing red, all others are black. Resetting the router
 does not solve the problem, I need urgent assistance.\",
    \"name\":\"My router is not working properly\",
    \"severity\":\"2\",
    \"status\":\"10\",
    \"ticketType\":\"Case\",
    \"channel\":{
        \"id\":\"8774\",
        \"name\":\"eBonding\",
        \"@type\":\"Channel\"
    },
    \"note\":[
        {
            \"id\":\"77456\",
            \"author\":\"Jack Smith\",
            \"date\":\"2019-05-31T07:34:45.968Z\",
            \"text\":\"This is a testing work note<html>hello
 world</html> and <h1>title</h1>\",
            \"@type\":\"Worknotes\"
        },
        {
            \"id\":\"77457\",
            \"author\":\"Jack Smith\",
            \"date\":\"2019-05-31T07:35:45.968Z\",
            \"text\":\"This is a testing
 comment<script>gs.info('Hello World')</script>\",
            \"@type\":\"Comment\"
        }
    ],
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    \"relatedParty\":[
        {
            \"id\":\"eaf68911c35420105252716b7d40ddde\",

 \"href\":
\"https://mycsp.com:8080/tmf-api/partyManagement/v1/individual/9
866\",
            \"name\":\"Sally Thomas\",
            \"role\":\"customer\",
            \"@referredType\":\"customer_contact\"
        },
        {
            \"id\":\"ffc68911c35420105252716b7d40dd55\",

 \"href\":
\"https://mycsp.com:8080/tmf-api/partyManagement/v4/customer/917
6\",
            \"name\":\"Funco Intl\",
            \"role\":\"customer\",
            \"@referredType\":\"customer\"
        }
    ],
    \"relatedEntity\": [
        {
            \"id\": \"b7fa12c7532520103b6bddeeff7b123b\",
            \"href\": \"www.google.com\",
            \"name\": \"Some random name\",
            \"role\": \"I dont know what this is\",
            \"@type\": \"relatedEntity\",
            \"@referredType\": \"product\"
        },
        {
            \"id\": \"71e73d87c3e23010ff00ed23a140dde8\",
            \"href\": \"www.google.com\",
            \"name\": \"Some random name\",
            \"role\": \"I dont know what this is\",
            \"@type\": \"relatedEntity\",
            \"@referredType\": \"asset\"
        },
        {
            \"id\": \"a1913c3577b301108e191e599a5a99e8\",
            \"href\": \"www.google.com\",
            \"name\": \"Some random name\",
            \"role\": \"I dont know what this is\",
            \"@type\": \"relatedEntity\",
            \"@referredType\": \"product_inventory\"
        }
    ]
}" \
--user 'username':'password'
```

Response body.

```
{
  "id": "5bbb5cbc3c2ca910f8772f1bc332b34d",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "href":
 "/api/sn_ind_tsm_sdwan/ticket/troubleTicket/5bbb5cbc3c2ca910f87
72f1bc332b34d",
  "creationDate": "2023-01-19 18:33:24",
  "lastUpdate": "2023-01-19 18:33:24",
  "description": "Router is not working, my devices cannot
 detect any signals from the router. First button from the left
 is flashing red, all others are black. Resetting the router
 does not solve the problem, I need urgent assistance.",
  "severity": "2 - High",
  "ticketType": "Case",
  "name": "My router is not working properly",
  "status": "Open",
  "channel": {
    "name": "e_bonding"
  },
  "relatedParty": [
    {
      "id": "ffc68911c35420105252716b7d40dd55",
      "name": "Funco Intl",
      "@referredType": "customer"
    },
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "@referredType": "customer_contact"
    },
    {
      "id": "",
      "name": "",
      "@referredType": "assignment_group"
    },
    {
      "id": "",
      "name": "",
      "@referredType": "assigned_to"
    }
  ],
  "relatedEntity": [
    {
      "id": "b7fa12c7532520103b6bddeeff7b123b",
      "href": "",
      "name": "Deduplication and Compression PRD00001965",
      "role": "This is the product associated with the case.",
      "@type": "relatedEntity",
      "@referredType": "product"
    },
    {
      "id": "71e73d87c3e23010ff00ed23a140dde8",
      "href": "",
      "name": "",
      "role": "This is the asset associated with the case.",
      "@type": "relatedEntity",
      "@referredType": "asset"
    },
    {
      "id": "a1913c3577b301108e191e599a5a99e8",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "href": "",
      "name": "Deduplication and Compression PIO000037",
      "role": "This is the product inventory associated with the
 case.",
      "@type": "relatedEntity",
      "@referredType": "product_inventory"
    }
  ],
  "note": [
    {
      "text": "This is a testing comment<script>gs.info('Hello
 World')</script>",
      "date": "2023-01-19 10:33:24",
      "author": "System Administrator",
      "@type": "comments"
    }
  ],
  "@type": "TroubleTicket"
}
```


User Role Inheritance API

The *User Role Inheritance* API provides endpoints that allow you to see the roles that a specific user inherited.

This API requires the Contextual Security: Role Management V2 REST API (com.glide.role_management.inh_count.rest_api) plugin, automatically activated on new instances starting with the Jakarta release, or the Contextual Security: Role Management Enhancements REST API plugin, automatically activated starting with the Geneva release. The Contextual Security: Role Management V2 REST API is dependent on the Contextual Security: Role Management V2 (com.glide.role_management.inh_count) plugin.

A user's role can be directly granted, inherited from other roles, or inherited from groups. You must have the user_admin role to access this API.

User Role Inheritance - GET /global/user_role_inheritance

Returns a specified user's granted and inherited roles.

URL format

Versioned URL: `/api/global/{api_version}/user_role_inheritance`

Default URL: `/api/global/user_role_inheritance`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String

Query parameters

Name	Description
user_sysid	Required. Sys_id of the user for which to return role information.

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
from_group	List of roles that are inherited from groups that have roles. Data type: Array
from_role	List of roles that are either granted directly or inherited from other roles. Data type: Array
user_name	Full name of user. Data type: String

Example: Sample cURL request

```
curl
 "https://instance.service-now.com/api/global/user_role_inherita
nce?user_sysid=62826bf03710200044e0bfc8bcbe5df1" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

```
{
  "result": {
    "user_name": "abel.tuter",
    "from_group": [
      "[Azure Operators]/sn_azure.operator",
      "[Azure Operators]/sn_azure.operator/sn_azure.user"
    ],
    "from_role": [
      "/snc_internal",
      "/cloud_user",
      "/cloud_user/pa_viewer",
      "/cloud_user/sn_azure.user",
      "/cloud_user/aws_user"
    ]
  }
}
```

Verify Entitlements API

The *Verify Entitlements API* provides endpoints that enable you to obtain a list of valid entitlements, details about the characteristics of entitlements, and an entitlement's latest usage information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To access this API, the Entitlement Verification (com.sn_ent_verify) plugin must be activated.

This API is provided within the `sn_ent_verify` namespace.

The calling user must have the sn_pss_core.pss_integrator role.

The REST endpoints of this API query data from the following tables:

- Account [customer_account]
- Consumer [csm_consumer]
- Entitlement [service_entitlement]
- Entitlement Characteristic [sn_pss_core_entitlement_characteristic]
- Entitlement Usages [sn_pss_core_entitlement_usage]
- Household [csm_household]
- Install Base [sn_install_base_item]
- Product Model [cmdb_model]
- Product Offering [sn_prd_pm_product_offering]
- Product Specification [sn_prd_pm_product_specification]
- Service Contract [sn_pss_core_service_contract]
- Service Contract Line [sn_pss_core_service_contract_line]
- Sold Product [sn_install_base_sold_product]

Verify Entitlements - GET /sn_ent_verify/verifyentitlements

Returns the valid entitlement records based on the provided filter.

You can filter entitlements based on:

- Account
- Consumer
- Contract
- Household
- Install base
- Product model
- Product offering
- Product specification
- Service contract line
- Sold entitlement
- Sold product
- State

At a minimum, you must specify either the account or the consumer on which to filter the entitlements.

When multiple filter parameters are passed, the endpoint applies the AND operator to the parameters. For example, if you pass filter parameters such as `"account = boxeo"` and `“state = draft”`, the endpoint returns all the entitlements with Account = boxeo AND state = draft.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can implement pagination for the return results by passing the system pagination parameters *sysparm_offset* and *sysparm_limit*. By default *sysparm_offset* is set to 0 and *sysparm_limit* is set to 10. So, if after applying the filter, 100 entitlements satisfy the criteria, the response will include the first 10 entitlements. You can modify these values by passing them in the endpoint call.

URL format

Versioned URL: `/api/sn_ent_verify/{api_version}/verifyentitlements`

Default URL: `/api/sn_ent_verify/verifyentitlements`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sysparm_limit	Optional. Maximum number of records to return. For requests that exceed this number of records, use the *sysparm_offset* parameter to paginate record retrieval. In the response, the boolean parameter *hasMore* is returned. It indicates whether there are more records to return that meet the filter criteria. Data type: Number Default: 10 Maximum: 100
sysparm_offset	Optional. Starting record index for which to begin retrieving records. Use this value to paginate record retrieval. This functionality enables the retrieval of all records, regardless of the number of records, in small manageable chunks. For example, the first time you call this endpoint, *sysparm_offset* is set to "0". To simply page through all available records, use `sysparm_offset=sysparm_offset+sysparm_limit`, until you reach the end of all records. Do not pass a negative number in the *sysparm_offset* parameter. Data type: Number Default: 0

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
account	Either the *account* or *consumer* parameter must be passed. They are mutually exclusive. Sys_id of the account record for which to return entitlement records. Data type: String Default: None Table: Account [customer_account]
consumer	Either the *account* or *consumer* parameter must be passed. They are mutually exclusive. Sys_id of the consumer record for which to return entitlement records. Data type: String Default: None Table: Consumer [csm_consumer]
contract	Sys_id of the contract record for which to return entitlement records. Data type: String Default: None Table: Contract [sn_pss_core_service_contract]
display_value	Flag that indicates whether to return the associated field value, display value, or both. Valid values: • true: Response contains only the display values of the fields. For example: `"state": "Draft"`. • false: Response contains only the values of the fields. For example: `"state": "draft"`. • all: Response contains all the information for the fields. For example: `"state": { "name": "state", "label": "State", "value": "draft", "display_value": "true", "type": "string" }` Data type: String Default: false
household	Sys_id of the household record for which to return entitlement records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Default: None Table: Household [csm_household]
install_base	Sys_id of the install base record for which to return entitlement records. The endpoint uses the sys_id of the install base record to search the Sold Product Covered [sn_install_base_m2m_contract_sold_product] table to return all entitlements covered by the associated install base. Data type: String Default: None Table: Install Base [sn_install_base_item]
product	Sys_id of the product record for which to return entitlement records. Data type: String Default: None Table: Product Model [cmdb_model]
product_offering	Sys_id of the product offering record for which to return entitlement records. Data type: String Default: None Table: Product Offering [sn_prd_pm_product_offering]
product_specification	Sys_id of product specification record for which to return entitlement records. Data type: String Default: None Table: Product Specification [sn_prd_pm_product_specification]
service_contract_line	Sys_id of the service contract line record for which to return entitlement records. Data type: String Default: None Table: Service Contract Line [sn_pss_core_service_contract_line]
sold_entitlement	Sys_id of the sold entitlement record for which to return entitlement records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Default: None Table: Sold Product [sn_install_base_sold_product]
sold_product	Sys_id of the sold product record for which to return entitlement records. The endpoint uses the sys_id of the Sold Product record to search the Sold Product Covered [sn_install_base_m2m_contract_sold_product] table to return all entitlements covered by the associated sold product. Data type: String Default: None Table: Sold Product [sn_install_base_sold_product]
state	State of the entitlements to return. Valid values: • active • cancelled • draft • expired • suspended Data type: String Default: All

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
entitlements	List of entitlements that match the passed filter criteria. Data type: Array of Objects `"entitlements": [{ "account": "String", "consumer": "String", "contract": "String", "end_date": "String", "entitlement_name": "String", "household": "String", "product": "String", "product_offering": "String", "product_specification": "String", "service_contract_line": "String", "sold_entitlement": "String", "start_date": "String", "state": "String", "sys_id": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>}
	]</pre>

entitlements.account	Sys_id of the account record associated with this entitlement. Data type: String Table: Account [customer_account]
entitlements.consumer	Sys_id of the consumer record associated with this entitlement. Data type: String Table: Consumer [csm_consumer]
entitlements.contract	Sys_id of the contract record associated with this entitlement. Data type: String Table: Contract [sn_pss_core_service_contract]
entitlements.end_date	Value of the End Date field on the associated entitlement record. Data type: String
entitlements.entitlement_name	Name of the entitlement. Data type: String
entitlements.household	Sys_id of the household record associated with this entitlement. Data type: String Table: Household [csm_household]
entitlements.product	Sys_id of the product record associated with this entitlement. Data type: String Table: Product Model [cmdb_model]
entitlements.product_offering	Sys_id of the product offer record associated with this entitlement. Data type: String Table: Product Offer [sn_prd_pm_product_offering]
entitlements.product_specification	Sys_id of the product specification record associated with this entitlement. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Product Specification [sn_prd_pm_product_specification]
entitlements.service_contract_line	Sys_id of the service contract line record associated with this entitlement. Data type: String Table: Service Contract Line [sn_pss_core_service_contract_line]
entitlements.sold_entitlement	Sys_id of the sold entitlement record associated with this entitlement. Data type: String Table: Sold Product [sn_install_base_sold_product]
entitlements.start_date	Value of the Start Date field on the associated entitlement record. Data type: String
entitlements.state	State of the entitlements record. Possible values: • active • cancelled • draft • expired • suspended Data type: String
entitlements.sys_id	Sys_id of the entitlement record. Data type: String Table: Entitlement [service_entitlement]
error	Describes the error that occurred. Data type: Object `"error": { "detail": "String", "message": "String" }` Examples of error responses:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• Error message: Page size -20 is Invalid. Page size must be an integer between 1 and 100 Error condition: Invalid *sysparm_limit* parameter passed. The *sysparm_limit* parameter must be between 1 and 100. • Error message: Page offset -23 is invalid. Offset must be an integer greater than or equal to 0 Error condition: Invalid *sysparm_offset* parameter passed. The *sysparm_offset* parameter must be a whole number. • Error message: Invalid Query Parameter - accnt Error condition: Invalid query parameter, "accnt", was passed. Parameter should be "account". • Error message: Invalid choice value: state = drft Error condition: Invalid value, "drft", was passed. Parameter value should be "draft".
error.detail	Detailed information as to why the endpoint call failed. Data type: String
error.message	Message that describes the error at a high-level. Data type: String
hasMore	Flag that indicates whether there are more entitlement records to return. Possible values: • true: More entitlement records to return. • false: No more entitlement records. Data type: Boolean
status	Status of the endpoint call. Possible values: • failure: An error occurred when processing the request. • success: The call was processed successfully. Data type: String
sysparm_limit	If the *sysparm_limit* parameters was passed in the endpoint call, it contains the passed value, otherwise it contains the default value. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
sysparm_offset	If the *sysparm_offset* parameters was passed in the endpoint call, it contains the passed value, otherwise it contains the default value. Data type: Number

Example: cURL request

The following code example shows how to return entitlements for a specific account.

```
curl
 "https://instance.service-now.com/api/sn_ent_verify/verifyentit
lements?account=9e2fd2ee11b43110f877366201dea674" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "sysparm_offset": "0",
    "sysparm_limit": "10",
    "has_more": "false",
    "entitlements": [
      {
        "sys_id": "38374bf251e27110f877bf82d3ddf30a",
        "entitlement_name": "test ent",
        "account": "9e2fd2ee11b43110f877366201dea674",
        "consumer": null,
        "household": null,
        "contract": "0e1747f251e27110f877bf82d3ddf31c",
        "service_contract_line":
 "da278fb251e27110f877bf82d3ddf3b7",
        "state": "active",
        "product_offering": null,
        "product_specification": null,
        "sold_entitlement": null,
        "product": null,
        "start_date": "2023-11-21",
        "end_date": ""
      },
      {
        "sys_id": "e6ad4e4151723d10f877bf82d3ddf3fb",
        "entitlement_name": "tets entitlement",
        "account": "9e2fd2ee11b43110f877366201dea674",
        "consumer": null,
        "household": null,
        "contract": "0e1747f251e27110f877bf82d3ddf31c",
        "service_contract_line":
 "e79dce4151723d10f877bf82d3ddf31d",
        "state": "active",
        "product_offering": null,
        "product_specification": null,
        "sold_entitlement": null,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "product": null,
        "start_date": "2023-11-21",
        "end_date": ""
      }
    ],
    "status": "success"
  }
}
```


Example: cURL request

The following code example shows how to return entitlements for a specific account and service contract line.

```
curl
 "https://instance.service-now.com/api/sn_ent_verify/verifyentit
lements?service_contract_line=e79dce4151723d10f877bf82d3ddf31d&a
ccount=9e2fd2ee11b43110f877366201dea674" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:


```
{
  "result": {
    "sysparm_offset": "0",
    "sysparm_limit": "10",
    "has_more": "false",
    "entitlements": [
      {
        "sys_id": "e6ad4e4151723d10f877bf82d3ddf3fb",
        "entitlement_name": "test entitlement",
        "account": "9e2fd2ee11b43110f877366201dea674",
        "consumer": null,
        "household": null,
        "contract": "0e1747f251e27110f877bf82d3ddf31c",
        "service_contract_line":
 "e79dce4151723d10f877bf82d3ddf31d",
        "state": "active",
        "product_offering": null,
        "product_specification": null,
        "sold_entitlement": null,
        "product": null,
        "start_date": "2023-11-21",
        "end_date": ""
      }
    ],
    "status": "success"
  }
}
```


Example: cURL request

The following code example shows an error response.

```
curl
 "https://instance.service-now.com/api/sn_ent_verify/verifyentit
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
lements?service_contract_line=e79dce4151723d10f877bf82d3ddf31d"
 \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
{
  "error": {
    "detail": "At least one of Account or Consumer parameter is
 mandatory.",
    "message": "At least one of Account or Consumer parameter is
 mandatory."
  },
  "status": "failure"
}
```

Verify Entitlements - GET /sn_ent_verify/verifyentitlements/getEntitlementCharacteristic/{id}

Returns details of the specified entitlement characteristic record and its latest usage record.

The latest usage record for a characteristic is defined as the record where the period start date is less than or equal to the current date and the period end date is greater than or equal to the current date.

URL format

Versioned URL: `/api/sn_ent_verify/{api_version}/verifyentitlements/getEntitlementCharacteristic/{id}`

Default URL: `/api/sn_ent_verify/verifyentitlements/getEntitlementCharacteristic/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the entitlement characteristic record to return. Data type: String Table: Entitlement Characteristic [sn_pss_core_entitlement_characteristic]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
display_value	Flag that indicates whether to return the associated field value, display value, or both. Valid values: • true: Response contains only the display values of the fields. For example: `"state": "Draft"`. • false: Response contains only the values of the fields. For example: `"state": "draft"`. • all: Response contains all the information for the fields. For example: `"state": { "name": "state", "label": "State", "value": "draft", "display_value": "true", "type": "string" }` Data type: String Default: false

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
403	Forbidden. The user doesn't have access rights to the specified record.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
characteristic	Sys_id of the associated entitlement characteristic record. Data type: String Table: Characteristic [sn_prd_pm_characteristic]
characteristic_option	Sys_id of the associated characteristic options record. Data type: String Table: Characteristic Option [sn_prd_pm_characteristic_option]
entitlement_usage	Details about the entitlement usage record associated with the specified entitlement characteristic record. Data type: Array of Objects `"entitlement_usage": [ { "entitlement_characteristic": "String", "period_end": "String", "period_start": "String", "sys_id": "String", "total_units": "String", "used_units": "String" } ]`
entitlement_usage. entitlement_characteristic	Sys_id of the associated entitlement characteristic record. Data type: String Table: Entitlement Characteristic [sn_pss_core_entitlement_characteristic]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
entitlement_usage. period_end	Value of the period end field in the entitlement usage record. This value is the date that the usage tracking ends for this entitlement. Data type: String
entitlement_usage. period_start	Value of the period start field in the entitlement usage record. This value is the date that the usage tracking starts for this entitlement. Data type: String
entitlement_usage.sys_id	Sys_id of the returned entitlement usage record. Data type: String Table: Entitlement Usages [sn_pss_core_entitlement_usage]
entitlement_usage. total_units	Total number of units purchased. Data type: String Table: In the total_units field of the Entitlement Usages [sn_pss_core_entitlement_usage] table.
entitlement_usage. used_units	Number of units that have been used. Data type: String Table: In the used_units field in the Entitlement Usages [sn_pss_core_entitlement_usage] table.
sys_id	Sys_id of the entitlement characteristic record. Data type: String Table: Entitlement Characteristic [sn_pss_core_entitlement_characteristic]
type	Value of the type field in the entitlement characteristic record. Possible values: • coverage • coverage_and_usage Data type: String
value	Coverage to give the characteristic. For some characteristics, coverages are defined in the Characteristic Option table. However, if there are no coverages defined in the Characteristic Option table, then you can pass the coverage information in the *value* parameter. Characteristic options are only defined for the characteristic types of:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• check box • choice • yes/no For all other types of characteristics, the *value* parameter should contain the coverage value. For example, if the characteristic is “Number of Replacements” and its coverages are not defined in the Characteristic Option table, you can specify the coverages, such as "10", "20", in this parameter. **Note:** This parameter contains the final coverage value for the characteristic. If there is information in the Characteristic Option table, it is propagated to this parameter. Data type: String

Example: cURL request

The following code example shows how to call this endpoint using all of its default values.

```
curl
 "https://instance.servicenow.com/api/sn_ent_verify/verifyentitl
ements/getEntitlementCharacteristic/3c817faa43823110341605ed0bb8
f23a" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "sys_id": "3c817faa43823110341605ed0bb8f23a",
    "characteristic": "b73177aa43823110341605ed0bb8f246",
    "type": "coverage",
    "characteristic_option": "ff617baa43823110341605ed0bb8f266",
    "value": "Minor parts",
    "entitlement_usage": [
      {
        "sys_id": "03e3224d51b23d10f877bf82d3ddf310",
        "period_start": "2022-12-12",
        "period_end": "2025-12-12",
        "entitlement_characteristic":
 "3c817faa43823110341605ed0bb8f23a",
        "total_units": "10",
        "used_units": "5"
      }
    ]
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following code example shows how to call this endpoint and return all display values.

```
curl
 "https://instance.servicenow.com/api/sn_ent_verify/verifyentitl
ements/getEntitlementCharacteristic/3c817faa43823110341605ed0bb8
f23a?display_value=all" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:


```
{
  "result": {
    "sys_id": {
      "label": "Sys ID",
      "value": "3c817faa43823110341605ed0bb8f23a",
      "displayValue": "3c817faa43823110341605ed0bb8f23a",
      "type": "GUID"
    },
    "characteristic": {
      "name": "characteristic",
      "label": "Characteristic",
      "value": "b73177aa43823110341605ed0bb8f246",
      "display_value": "Repair parts covered",
      "type": "reference"
    },
    "type": {
      "name": "type",
      "label": "Type",
      "value": "coverage",
      "display_value": "Coverage",
      "type": "string"
    },
    "characteristic_option": {
      "name": "characteristic_option",
      "label": "Characteristic option",
      "value": "ff617baa43823110341605ed0bb8f266",
      "display_value": "Minor parts",
      "type": "reference"
    },
    "value": {
      "name": "value",
      "label": "Value",
      "value": "Minor parts",
      "display_value": "Minor parts",
      "type": "string"
    },
    "entitlement_usage": [
      {
        "sys_id": {
          "label": "Sys ID",
          "value": "03e3224d51b23d10f877bf82d3ddf310",
          "displayValue": "03e3224d51b23d10f877bf82d3ddf310",
          "type": "GUID"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        "period_start": {
          "name": "period_start",
          "label": "Period start",
          "value": "2022-12-12",
          "display_value": "2022-12-12",
          "type": "glide_date"
        },
        "period_end": {
          "name": "period_end",
          "label": "Period end",
          "value": "2025-12-12",
          "display_value": "2025-12-12",
          "type": "glide_date"
        },
        "entitlement_characteristic": {
          "name": "entitlement_characteristic",
          "label": "Entitlement characteristic",
          "value": "3c817faa43823110341605ed0bb8f23a",
          "display_value": "Repair parts covered",
          "type": "reference"
        },
        "total_units": {
          "name": "total_units",
          "label": "Total units",
          "value": "10",
          "display_value": "10",
          "type": "string"
        },
        "used_units": {
          "name": "used_units",
          "label": "Used units",
          "value": "5",
          "display_value": "5",
          "type": "string"
        }
      }
    ]
  }
}
```


Virtual Agent Bot Integration API

The *Virtual Agent Bot Integration* API provides endpoints that allow users to integrate any chat interface or a bot ecosystem with the ServiceNow Virtual Agent and/or Live Agent.

This API is built on the conversational custom chat integration framework provided with Virtual Agent and operates in the `sn_va_as_service` namespace.

For additional information on installing and configuring the Virtual Agent Bot Integration API, see Virtual Agent API.

VA Bot Integration - POST /sn_va_as_service/bot/integration

Sends a specified message, attachment, or URL to a specified secondary ServiceNow Virtual Agent (VA) bot.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A customer's site can have one or more secondary ServiceNow bots. In addition to passing messages to a ServiceNow VA secondary bot, the primary bot or chat client can use this endpoint to pass messages to an agent through Live Agent chat. Use the *action* parameter passed in the request body to specify how the specified content should be handled.

Note: This endpoint can be either synchronous or asynchronous depending on how it's configured. If asynchronous, when the request is received by the endpoint, it validates the request and responds with a call status of success or failure and the appropriate HTTP status code. The VA then processes the request and sends a second response to the configured response endpoint. For example, for a bot-to-bot integration, the second response would be to the URL of your primary bot. Both of these responses are defined below. For additional information on this configured response endpoint, see Configure the output response REST endpoint and outbound authentication for the Virtual Agent API.

Note: The responses in the code examples for this endpoint show what is sent from the VA to the configured response endpoint. They don't show the actual response to this endpoint which is a simple success or failure response.

URL format

Default URL: `/api/sn_va_as_service/bot/integration`

Supported request parameters

Path parameters

Name	Description
None	

Query parameters

Name	Description
None	

Request body parameters

Name	Description
action	Action that the VA should take. Valid values: • AGENT: Switches the conversation from VA to Live Agent. • END_CONVERSATION: Ends the chat conversation. The *message.text* parameter should be empty when using this action. • START_CONVERSATION: Starts a chat conversation. • SWITCH: Switch the conversation to a topic that matches what is specified in the *intent.id* or *topic.name* parameters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Note: Only use the `SWITCH` action for topic switching when the intent discovery happens in the primary bot. If the intent discovery happens in the ServiceNow® VA, use the *`message.text`* parameter. • SET_USER_TIMEZONE: Sets the user's time zone to the time zone specified in the *`timezone`* parameter. This time zone remains in effect until you reset it using this same parameter. • TYPING/VIEWING: Displays the typing indicator in Live Agent. First send `TYPING` and then after the user finishes typing, send `VIEWING`. • Null or parameter not passed: Sends the message to the ServiceNow VA. Data type: String Default: Null
botToBot	Flag that indicates whether the conversation is between bots, such as between a primary bot and secondary bot. Possible values: • true: Bot-to-bot conversation. • false: Standalone ServiceNow bot conversation. Data type: Boolean Default: true
clientSessionId	Unique client session identifier of the application/service that the end user is using to communicate with the ServiceNow bot. This ID helps identify the set of request/responses for a specific user conversation. The format of this parameter is determined by the implementer. Data type: String Default: Null
clientVariables	Pass-through JSON-formatted name-value pairs that are sent back in the response. These values aren't processed by the endpoint, but can be used to keep specific customer information attached to the conversation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: Object Default: Null
contextVariables	JSON-formatted name-value pairs that provide addition information about the user. Provide this information to customize the conversation experience. For additional information on context variables, see Define and publish chat context variables. For example: `"contextVariables": { "requester_session_language": "es", "deviceTimeZone": "America/Los_Angeles" "live_agent_only": "true", "liveagent_deviceType": "test_device_type" "topic": "7c3c819073a3101066c7e9344ef6a7e4" }` Data type: Object Default: Null
emailId	Required when enabling account linking, otherwise all users are considered guest users. Email address of the chat client end user, the person the bot is interacting with. For additional information on account linking, see Link your ServiceNow user account to a messaging application for Virtual Agent conversations. Data type: String
history	History of the primary bot's conversation with the user, starting with the initial request by the user. Data type: Object `"history": { "displayName": "String", "isBotMessage": Boolean, "type": "String", "value": "String" }` For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description

	<pre>{
	  "isBotMessage": true,
	  "value": "message 1",
	  "displayName": "Bot",
	  "type": "text"
	},
	
	{
	  "isBotMessage": false,
	  "value": "message 2",
	  "displayName": "User",
	  "type": "text"
	}</pre>

history.displayName	Name of the user to whom the message was sent. If the primary bot, pass `Bot`. Data type: String
history.isBotMessage	Flag that indicates whether the message was sent by the primary bot. Valid values: • true: Message was sent by the primary bot. • false: Message was sent by the user. Data type: Boolean
history.type	Type of message sent. Valid values: text Data type: String
history.value	Content of the information. For example, the message text. Data type: String

intent	Describes the intent of the conversation. Provide this information when the *`action`* parameter is set to `SWITCH`.
	
	Data type: Object
	<pre>"intent": {
	  "id": "String"
	}</pre>

intent.id	NLU Intent ID of the system topic to switch the conversation to. The *`intent.id`* is resolved based on the language passed in the chat session. If no language is passed when starting

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	a conversation, it obtains the language from the user's session/profile. Data type: String Table: CS Topic Language [sys_cs_topic_language]
message	Required. Details of the message to send to the ServiceNow bot. Data type: Object `"message": { "attachment": {Object}, "clientMessageId": "String", "text": "String", "typed": Boolean }`
message.attachment	Required if sending attachments. Details of each attachment to send. You can only pass attachments as a URL. A virus scan is triggered on all attachments. There is no restriction on the size of an attachment, however, large files can take significant time to transfer. Data type: Array of Objects `"attachment": [ { "clientAttachmentId": "String", "contentType": "String", "fileName": "String", "headers":{Object}, "url": "String" } ]`
message.attachment.clientAttachmentId	Unique identifier of the attachment to send to the ServiceNow bot. The format of this identifier is determined by the implementer. Data type: String Default: Null
message.attachment.contentType	Required if attachment specified. Standard mime type of the attachment. Valid values (not case-sensitive):

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	• application/pdf • application/msword • image/png • image/jpeg • text/plain • video/mpeg Data type: String
message.attachment.fileName	Required if attachment specified. File name of the attachment. Data type: String
message.attachment.headers	Additional information needed if the attachment file is private and protected. Data type: Object `"headers":{ "Authorization":"String" }`
message.attachment.headers.Authorization	Information needed to obtain authorization to access the attachment, such as a user name and password. Data type: String
message.attachment.url	Required if attachment specified. URL where the attachment is located. The VA obtains the attachment from this URL, runs a virus scan, and then processes the file. If the attachment isn't a public file, you must pass an *`message.attachment.header`* object that contains the authorization information so that the attachment can be accessed. You must also ensure that URL domain is present in the trusted domains filed in *`sys_cs_provider`*. Data type: String
message.clientMessageId	Unique alphanumeric identifier for the message. The format of this identifier is determined by the implementer. Data type: String Default: Null
message.text	Required if *`attachment`* parameter isn't specified. Message text. The language

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	of the message should be passed in the *contextVariables* parameter. Data type: String Maximum length: Unlimited
message.typed	Required. Flag that indicates whether the message was typed in or was an option selection (selected). Valid values: • true: Message was typed in by the user. • false: Message was an option selection. Data type: Boolean
requestId	Required. Unique alphanumeric identifier for this request. The format of this identifier is determined by the implementer. Data type: String
silentMessage	Flag that indicates whether this is a silent message. A silent message is a message that doesn't require a response. Valid values: • true: Silent message, no response message expected. • false: Regular message, response message expected. **Note:** If a request with `silentMessage = true` is sent, all subsequent bot messages remain suppressed until a request to turn off silent mode is sent by passing `silentMessage = false`. Data type: Boolean Default: false
timestamp	Unix epoch time when the message was sent from the end user of the chat client. Data type: Number Unit: Milliseconds Default: Current time
timezone	GMT time zone of the end user of the chat client.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	For example: `"timezone":"Asia/Kolkata"` For a list of the available time zone values, see https://en.wikipedia.org/wiki/List_of_tz_database_time_zones. Data type: String Default: GMT time zone of the ServiceNow instance.

topic	Required if the user wants to switch to a particular topic by specifying a topic name. Name-value pair of the topic to switch to. You can either specify the topic name or the topic sys_id.
	Note: You can only specify a single topic name or id in the object.
	Data type: Object
	`"topic": { "name": "String", "id": "String" }`
	For example:
	`{ "requestId": "xxxx-xxxx-xxxx-xxxx", "clientSessionId": "xxx-xxx-xxx-xxx", "action":"SWITCH", "topic":{ "name": "Topic Name" }, "userId": "beth" }`

topic.name	Name of the topic to switch to. Data type: String Table: In the name field of the Virtual Agent topics [sys_cs_topic] table.
topic.id	Sys_id of the topic to switch to. Data type: String Table: Virtual Agent topics [sys_cs_topic]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
userId	Required. Unique user identifier. This is the identifier of the end user who is interacting with the bot. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.
token	Required if using token-based authentication; optional for Basic or OAuth authentication. Authentication token to use if token authentication has been set up for this endpoint. Data type: String

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed. If you receive a 200 status code, but don't receive a response back, check the following things: • Whether the request is failing in Static, JWT, or Hash Based Token validation, which generally happens in the worker thread of Virtual Agent. • Whether the request body format is correct. If incorrect, the conversion doesn't happen correctly.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
	• Whether the request body is missing some required parameters. You can trace exceptions and errors in the System Logs on the ServiceNow instance. • Whether the site defined in the REST Message to receive the response is operational; able to detect in logs. • Ensure the REST Message that defines where to post the response is set correctly.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
405	Invalid method. The functionality is disabled.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Status of the endpoint call. This is sent in response when the initial call request is received. The request hasn't yet been processed.

Name	Description
error	Description of the detected error. Only returned if an error occurs. Data type: Object `"error": { "detail": "String", "message": "String" }`
error.detail	Details about the encountered error. Data type: String
error.message	Error message thrown. Data type: String
status	Status of the endpoint call. Valid values: • failure • success Data type: String

VA response body parameters

Response body sent from the VA to the configured response endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
agentChat	Flag that indicates whether the conversation is connected to the ServiceNow Live Agent. Possible values: • true: Chat messages are coming from a live agent. • false: Chat messages are coming from a bot and this parameter isn't returned in the response. Data type: Boolean
body	List of objects that describe the elements of the response message body. Data type: Array of Objects `"body": [{ "actionType": "String", "agentInfo": {Object}, "data": "String", "group": "String", "header": "String", "height": Number, "itemType": "String", "label": "String", "maskType": "String", "maxCount": Number, "maxSize": Number, "message": "String", "multiSelect": Boolean, "nluTextEnabled": Boolean, "options": {Object}, "promptMsg": "String", "required": Boolean, "style": "String", "templateName": "String", "type": "String", "uiType": "String", "value": "String/{Object}", "width": Number }]`
body.actionType	Type of action message dispatched by the secondary bot to the primary bot. For example, typing indicator or agent wait time. Possible values: • EndTypingIndicator • StartSpinner • StartTypingIndicator

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	For example:
	
	Sending `StartTypeIndicator` to the primary bot when the typing indicator is enabled.
	
	`"body": { "uiType":"ActionMsg", "actionType":"StartTypingIndicator" }`
	
	Sending `StartSpinner` when transferring to Live Agent to display the wait time to the end user.
	
	`"body": { "uiType":"ActionMsg", "actionType":"StartSpinner", "spinnerType":"wait_time", "message":"Routing you to a live agent...", "waitTime":"8 Seconds" }`
	
	Data type: String

body.agentInfo	If enabled in the agent chat setup, the name and avatar of the associated agent.
	
	Data type: Object
	
	`"agentInfo":{ "agentAvatar":"String", "agentName": "String", "sentFromAgent": Boolean }`
	
	For example:
	
	`"agentInfo":{ "sentFromAgent": true, "agentName":"Beth Anglin", "agentAvatar":"https://instance.servicenow.com/ee4eebf30a0004d963b5c5ac0d734dc4.iix?t=small" }`

body.agentInfo.agentAvatar	URL of the agent's associated avatar file. For example: "https://instance.servicenow.com/ee4eebf30a0004d963b5c5ac0d734dc4.iix?t=small" Data type: String
body.agentInfo.agentName	Display name of the agent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
body.agentInfo.sentFromAgent	Flag that indicates whether the message was sent by a live agent. Possible values: • true: Sent by a live agent. • false: Sent by a virtual agent. Data type: Boolean
body.data	JSON string that defines the data within the card. Data type: String
body.group	Rich control group to which the body element belongs. You can further transform these default controls by writing outbound transformation scripts. For additional information on these scripts, see Virtual Agent action scripts. Possible values: • DefaultOutputCard • DefaultDate • DefaultGroupedPartsOutputControl • DefaultHtml • DefaultOutputImage • DefaultOutputLink • DefaultText • DefaultPicker Data type: String
body.header	Link header. Data type: String
body.height	Height of the HTML element. Data type: Number Unit: Pixels
body.itemType	Type of body element. Possible values: (case-sensitive) • DefaultText ◦ File ◦ Image

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	◦ Inputtext ◦ outputtext • DefaultPicker ◦ Picture: Items appear in a carousel. ◦ List: Items appear in a dropdown-style list. Data type: String
body.label	Label to display for the associated element. Data type: String
body.maskType	Sensitivity of the associated data. Possible values: • NONE: Associated data is of a general nature and doesn't need to be secured. • SECURE: Associated data is of a sensitive nature and should be handled securely. Data type: String
body.maxCount	Only returned when *uiType* is `FileUpload`. Maximum number of attachments that can be uploaded at one time. Data type: Number (Integer)
body.maxSize	Only returned when *uiType* is `FileUpload`. Maximum size of the attachment that can be uploaded. Data type: Number (Integer) Unit: Megabytes
body.message	Only returned when *actionType* is `StartSpinner`. Message to display to user. Data type: String
body.multiSelect	Flag that indicates whether the user can select multiple options. Possible values: • true: Multiple selections. • false: Single selection. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
body.nluTextEnabled	Flag that indicates whether the user chat client can receive Natural Language Understanding (NLU) text messages. Possible values: • true: Can receive NLU messages. • false: Can't receive NLU messages. Data type: Boolean
body.options	List that describes the options available for a picker control. Data type: Array of Objects `"options": [ { "attachment": "String", "description": "String", "enabled": Boolean, "label": "String", "renderStyle": "String", "value": "String" } ]`
body.options.attachment	URL of the image in the carousel to retrieve. Data type: String
body.options.description	Description of the carousel item. Data type: String
body.options.enabled	Flag that indicates whether the picker control is enabled on the end user's chat client. In bot-to-bot implementations, the primary bot is responsible for ensuring the picker control is disabled. Possible values: • true: Enabled • false: Disabled Data type: Boolean
body.options.label	Label to display for the associated *`body.options.value`* parameter. Data type: String
body.options.renderStyle	Style to use when rendering the associated element. Possible value: data Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
body.options.value	Value to display for the associated *`body.options.label`* parameter. Data type: String
body.promptMsg	Prompt message to display with the picker control. Data type: String
body.required	Flag that indicates whether the end user must respond to the query in the body element. Possible values: • true: Required • false: Optional Data type: Boolean
body.spinnerType	Only returned when *`actionType`* is `StartSpinner`. Type of spinner shown to chat user. Possible values: `wait_time` : Message indicating the amount of delay before being transferred to a live agent. Data type: String
body.style	Style of body element. Possible values: • button • carousel • list • null Data type: String
body.templateName	Name of the template to use to display the associated card. Data type: String
body.type	Only returned for DefaultOutputLink. Type of return data. Possible values: link Data type: String
body.uiType	Type of body element. The possible values depend on the value in the *`body.group`* parameter. These values map back to the controls defined in the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Virtual Agent Designer. For more information, see Getting started with Virtual Agent Designer. Possible values: • ActionMsg • DefaultOutputCard OutputCard • DefaultDate ○ Date ○ DateTime ○ Time • DefaultGroupedPartsOutputControl GroupedPartsOutputControl • DefaultHtml OutputHtml • DefaultOutputImage OutputImage • DefaultOutputLink OutputLink • DefaultText ○ InputText ○ OutputText ○ FileUpload • DefaultPicker ○ Picker ○ TopicPickerControl ○ Boolean Data type: String
body.value	Data to use to process the body element. The type of information that is passed back depends on the type of body element. OutputLink: Object. `"value": { "action": "String" }` OutputImage: String. Image URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	OutputHtml: String. HTML that the client needs to render. Data type: String or Object
body.value.action	Only returned for DefaultOutputLink. URL of returned link. Data type: String
body.waitTime	Amount of time that the user has to wait before being connected to a live agent. Data type: String
body.width	Width of the associated HTML element. Data type: Number Unit: Pixels
clientSessionId	Unique client session identifier of the chat application/service that the end user is using to communicate with the ServiceNow bot. Data type: String
clientVariables	JSON-formatted name-value pairs that are copied from what is passed in the *`clientVariables`* parameter in the request body. These values aren't processed by the endpoint, but can be used to keep specific customer information attached to the conversation. Data type: Object
completed	Flag that indicates whether the ServiceNow Virtual Agent has successfully completed the conversation. Possible values: • true: Conversation has been successfully completed. • false: Conversation isn't complete and this parameter isn't returned in the response. Data type: Boolean
enterpriseId	Currently unused.
message	Details of the message sent to the ServiceNow VA. This is the same as the passed in message object. Data type: Object `"message": { "attachment": {Object}, "clientMessageId": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> "text": "String", "typed": Boolean }</pre>

message.attachment	Details of the attachment. Attachments can be either a file or a URL.
	
	Data type: Object
	<pre>"attachment": {
	  "clientAttachmentId": "String",
	  "contentType": "String",
	  "fileName": "String",
	  "url": "String"</pre>

message.attachment.clientAttachmentId	Unique identifier of the attachment sent to the ServiceNow VA. The format of this identifier is determined by the implementer. Data type: String
message.attachment.contentType	Standard mime type of the attachment. Possible values (not case-sensitive): • application/msword • application/pdf • image/jpeg • image/png • text/plain • video/mpeg Data type: String
message.attachment.fileName	File name of the attachment. Data type: String
message.attachment.url	URL where the attachment is located. Data type: String
message.clientMessageId	Unique alphanumeric identifier for the message. Data type: String
message.text	Message text. Data type: String Maximum length: Unlimited
message.typed	Flag that indicates whether the message was typed in or was an option selection (selected).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • true: Message was typed in by the user. • false: Message was an option selection. Data type: Boolean
nowBotId	Currently unused.
nowSessionId	Currently unused.
requestId	Unique identifier for this request. Data type: String
score	Intent confidence score from the ServiceNow NLU model, specified as a percent, such as 87.3%. This score enables the primary bot to make the decision whether to surface the associated intent based on the primary bot's NLU model's confidence threshold. The ServiceNow NLU model's confidence threshold is ignored on the ServiceNow instance so that the primary bot's NLU model's confidence threshold can be consistently applied across all secondary bots. Data type: Number
takeControl	Flag that indicates that the ServiceNow Virtual Agent wants to hand control back over to the primary bot. Possible values: • true: Return control to the primary bot. • false: Keep control. Data type: Boolean Default: false
userId	Identifier of the end user who is interacting with the bot. Data type: String

Example: Start a conversation using the START_CONVERSATION action to start a conversation

The following example shows how to use the START_CONVERSATION action to start a conversation with Virtual Agent. This call directs the user to the greeting topic.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--data "{
  "requestId": "asd2423-sda23-qwe23-we23",
  "action": "START_CONVERSATION",
  "enterpriseId": "ServiceNow",
  "nowBotId": "A85PWLERF",
  "clientSessionId": "",
  "nowSessionId": "",
  "message":{
    "text": "",
    "typed": true,
    "clientMessageId": "ABC-123"
  },
  "userId": "beth.anglin",
  "emailId": "beth.anglin@example.com",
  "timestamp": 1588824102,
  "timezone": "America/New_York"
}"
--user "username":"password"
```

The following is the response body sent from the VA to the configured response endpoint.

```
{
  "requestId":"asd2423-sda23-qwe23-we23",
  "clientSessionId":"",
  "nowSessionId":"",
  "message":{
    "text":"",
    "typed":true,
    "clientMessageId":"ABC-123"
  },
  "userId":"beth.anglin",
  "body":[
    {
      "uiType":"OutputText",
      "group":"DefaultText",
      "value":"Hi, I'm your Virtual Agent. Let me know how I can
 help you today.",
      "maskType":"NONE"
    },
    {
      "uiType":"TopicPickerControl",
      "group":"DefaultPicker",
      "nluTextEnabled":false,
      "promptMsg":"Hi guest, please enter your request or make a
 selection of what I can help with. You can type help any time
 when you need help.",
      "label":"Show me everything",
      "options":[
        {
          "label":"b2b topic",
          "value":"2bb7bd7670de6010f877c7f188266fc7",
          "enabled":true
        },
        {
           "label":"Live Agent Support.",
           "value":"ce2ee85053130010cf8cddeeff7b12bf",
           "enabled":true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        }
      ]
    }
  ],
  "score":1
}
```

Example: Transfer a conversation to Live Agent using utterance

The following example illustrates how to transfer a conversation to Live Agent, bypassing the greeting topic, by passing `agent` as an utterance in the *`message.text`* parameter. Possible utterance values are defined in the sys_cs_contextual_action table. For additional information on contextual actions, see Contextual actions for custom chat integrations.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--header "token: ORANGE" \
--data " {
  "requestId": "322bas2be70-sadsa-we32-3eq2-1231ra9",
  "botToBot": true,
  "clientSessionId": "",
  "silentMessage": false,
  "message":{
    "text": "agent",
    "typed": true
  },
  "userId": "abel.tuter",
  "emailId": "abel.tuter@servicenow.com",
  "timestamp": 1588824102,
  "timezone": "America/New_York"
}"
```

The following is the response body sent from the VA to the configured response endpoint.

```
{
  "requestId":"322bas2be70-sadsa-we32-3eq2-1231ra9",
  "clientSessionId":"",
  "message":{
    "text":"agent",
    "typed":true
  },
  "userId":"abel.tuter",
  "body":[
    {
      "uiType":"Picker",
      "group":"DefaultPicker",
      "required":true,
      "nluTextEnabled":false,
      "label":"I want to be sure I got this right. What item
 best describes what you want to do?",
      "itemType":"List",
      "style":"list",
      "multiSelect":false,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "options":[
        {
          "label":"Live Agent Support.",
          "value":"Live Agent Support.",
          "renderStyle":"data",
          "enabled":false
        },
        {
          "label":"Virtual Agent Capabilities.",
          "value":"Virtual Agent Capabilities.",
          "renderStyle":"data",
          "enabled":false
        },
        {
          "label":"I want something else",
          "value":"-1",
          "renderStyle":"data",
          "enabled":false
        }
      ],
      "scriptedData":null
    }
  ],
  "score":1
}
```

Example: Transfer a conversation to Live Agent Support based on the user's selection

The following example shows transferring the conversation to Live Agent Support based on the user's selection from the prior interaction.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--header "token: ORANGE" \
--data "{
  "requestId": "322bas2be70-sadsa-we32-3eq2-1231ra9",
  "botToBot": true,
  "clientSessionId": "",
  "silentMessage": false,
  "message":{
    "text": "Live Agent Support.",
    "typed": true
  },
  "userId": "abel.tuter",
  "emailId": "abel.tuter@servicenow.com",
  "timestamp": 1588824102,
  "timezone": "America/New_York"
} "
```

The following is the response body sent from the VA to the configured response endpoint.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "requestId":"322bas2be70-sadsa-we32-3eq2-1231ra9",
  "clientSessionId":"",
  "message":{
    "text":"Live Agent Support.",
    "typed":true
  },
  "userId":"abel.tuter",
  "body":[
    {
      "uiType":"OutputText",
      "group":"DefaultText",
      "value":"Please stand by while I connect you to a live
 agent."
    }
  ],
  "agentChat":true,
  "score":1
}
```

Example: End a Virtual Agent conversation by setting the action parameter

The following example shows how to end a Virtual Agent conversation by setting the *action* parameter to END_CONVERSATION.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  "requestId": "s345ew-sjg554-qwe23-we23",
  "action": "END_CONVERSATION",
  "enterpriseId": "ServiceNow",
  "nowBotId": "A85PWLERF",
  "clientSessionId": "",
  "nowSessionId": "",
  "message":{
    "text": "b2b topic",
    "typed": true,
    "clientMessageId": "ABC-123"
  },
  "userId": "beth.anglin",
  "emailId": beth.anglin@example.com,
  "timestamp": 1588824102,
  "timezone": "America/New_York"
}"
--user "username":"password"
```

The following is the response body sent from the VA to the configured response endpoint showing the conversation ended.

```
{
  "requestId":"s345ew-sjg554-qwe23-we23",
  "clientSessionId":"",
  "nowSessionId":"",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "message":{
    "text":"",
    "typed":true,
    "clientMessageId":"ABC-123"
  },
  "userId":"beth.anglin",
  "body":[
    {
      "uiType":"OutputText",
      "group":"DefaultText",
      "value":"The conversation has ended. If you need help
 again, type hi.",
      "maskType":"NONE"
    }
  ],
  "score":1
}
```

Example: End a Live Agent conversation by setting the action parameter

The following example shows how to end a Live Agent conversation by setting the *action* parameter to END_CONVERSATION.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  "requestId": "sad-sjg554-qwe23-we23",
  "action": "END_CONVERSATION",
  "enterpriseId": "ServiceNow",
  "nowBotId": "A85PWLERF",
  "clientSessionId": "",
  "nowSessionId": "",
  "message":{
    "text": "",
    "typed": true,
    "clientMessageId": "ABC-123"
  },
  "userId": "beth.anglin",
  "emailId": "beth.anglin@example.com",
  "timestamp": 1588824102,
  "timezone": "America/New_York"
}"
--user "username":"password"
```

The following is the response body sent from the VA to the configured response endpoint showing the conversation ended.

```
{
  "requestId":"sad-sjg554-qwe23-we23",
  "clientSessionId":"",
  "nowSessionId":"",
  "message":{
    "text":"",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "typed":true,
    "clientMessageId":"ABC-123"
  },
  "userId":"beth.anglin",
  "body":[
    {
      "uiType":"OutputText",
      "group":"DefaultText",
      "value":"The conversation has ended. If you need help
 again, type hi.",
      "maskType":"NONE"
    }
  ],
  "completed":true,
  "score":1
}
```

Example: Use commands defined in the sys_cs_contextual_action table as an utterance to start a conversation with Virtual Agent

The following example shows how to use the *Hi* command defined in the sys_cs_contextual_action table as an utterance to start a conversation with Virtual Agent instead of setting the *action* parameter to START_CONVERSATION as shown in prior examples. This example shows using one of the language variants of the *Hi* command, "hola".

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--header "token: ORANGE" \
--data "{
  "requestId": "302bas2be70-sadsa-we32-3eq2-1231ra9",
  "botToBot": true,
  "clientSessionId": "",
  "silentMessage": false,
  "message":{
    "text": "hola",
    "typed": true
  },
  "userId": "fred.ludy",
  "emailId": "abel.tuter@servicenow.com",
  "timestamp": 1588824102,
  "timezone": "America/New_York"
}"
```

The following is the response body sent from the VA to the configured response endpoint.

```
{
  "requestId":"302bas2be70-sadsa-we32-3eq2-1231ra9",
  "clientSessionId":"",
  "message":{
    "text":"hola",
    "typed":true
  },
  "userId":"fred.ludy",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "body":[
   {
     "uiType":"OutputText",
     "group":"DefaultText",
     "value":"Hi, I'm your Virtual Agent. Let me know how I can
help you today.",
     "maskType":"NONE"
   },
   {
     "uiType":"TopicPickerControl",
     "group":"DefaultPicker",
     "nluTextEnabled":false,
     "promptMsg":"Hi guest, please enter your request or make
a selection of what I can help with. You can type hellllp! any
time when you need help.",
     "label":"Show me everything",
     "options":[
       {
         "label":"boolean check",
         "value":"1b5257a1db712010d3d6d9595e9619f3",
         "enabled":true
       },
       {
         "label":"Test_table_datepicker",
         "value":"6515f0cadb4220108249f7541d961980",
         "enabled":true
       },
       {
         "label":"Test File upload",
         "value":"76c1f4b2db7520108249f7541d9619a7",
         "enabled":true
       },
       {
         "label":"Test B2B 2",
         "value":"8373e55cdb8120108249f7541d96196d",
         "enabled":true
       },
       {
         "label":"FAQ Conversation Builder_Global",
         "value":"9f3114a3dbc520108249f7541d961981",
         "enabled":true
       },
       {
         "label":"Get to know you",
         "value":"a443dd6adb812010d3d6d9595e961954",
         "enabled":true
       },
       {
         "label":"Get to know you_Global",
         "value":"b1a56b87db8120108249f7541d9619b2",
         "enabled":true
       },
       {
         "label":"Live Agent Support.",
         "value":"ce2ee85053130010cf8cddeeff7b12bf",
         "enabled":true
       },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "label":"Apply for PTO_B2B NLU",
          "value":"d948c94cdb052010d3d6d9595e961969",
          "enabled":true
        }
      ]
    }
   ],
   "score":1
}
```

Example: Use commands defined in the sys_cs_contextual_action table as an utterance to end a conversation

The following example shows how to use the *Bye* command defined in the sys_cs_contextual_action table as an utterance to end a conversation with Virtual Agent instead of setting *action* to END_CONVERSATION as shown in prior examples. This example shows using one of the language variants of the *Bye* command, "choa".

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--header "token: ORANGE" \
--data "{
  "requestId": "302bas2be70-sadsa-we32-3eq2-1231ra9",
  "botToBot": true,
  "clientSessionId": "",
  "silentMessage": false,
  "message":{
    "text": "choa",
    "typed": true
  },
  "userId": "fred.ludy",
  "emailId": "abel.tuter@servicenow.com",
  "timestamp": 1588824102,
  "timezone": "America/New_York"
}"
```

The following is the response body sent from the VA to the configured response endpoint.

```
{
  "requestId":"302bas2be70-sadsa-we32-3eq2-1231ra9",
  "clientSessionId":"",
  "message":{
    "text":"chao",
    "typed":true
  },
  "userId":"fred.ludy",
  "body":[
    {
      "uiType":"Picker",
      "group":"DefaultPicker",
      "required":true,
      "nluTextEnabled":false,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "label":"Please make a selection.",
      "itemType":"List",
      "style":"list",
      "multiSelect":false,
      "options":[
        {
          "label":"End conversation",
          "value":"1",
          "renderStyle":"data",
          "enabled":false
        },
        {
          "label":"Cancel",
          "value":"0",
          "renderStyle":"data",
          "enabled":false
        }
      ],
      "scriptedData":null
    }
  ],
  "score":1
}
```

Example: Change an ongoing conversation using the SWITCH action parameter

The following example shows how to use the `SWITCH` *`action`* parameter to change an ongoing conversation to the topic that matches what is specified in the *`intent.id`* parameter.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  "requestId": "sdfsfs-hgfhg-34fssd-zxcz-sd43",
  "enterpriseId": "ServiceNow",
  "nowBotId": "A85PWLERF",
  "clientSessionId": "",
  "nowSessionId": "",
  "action": "SWITCH",
  "intent" : {
    "id": "Saloon Vehicle"
  },
  "message":{
    "typed": true,
    "clientMessageId": "ABC-123"
  },
  "userId": "Guest",
  "timestamp": 1588824102,
  "timezone": "America/New_York"
}"
--user "username":"password"
```

The following is the response body sent from the VA to the configured response endpoint showing the VA switched to the new topic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
   "requestId":"sdfsfs-hgfhg-34fssd-zxcz-sd43",
   "clientSessionId":"",
   "nowSessionId":"",
   "message":{
      "typed":true,
      "clientMessageId":"ABC-123"
   },
   "userId":"Guest",
   "body":[
      {
         "uiType":"InputText",
         "group":"DefaultText",
         "required":true,
         "nluTextEnabled":false,
         "label":"limo input:",
         "maskType":"NONE"
      }
   ],
   "score":1
}
```

Example: Obtain a Natural Language Understanding (NLU) confidence score for an utterance

The following example shows how to obtain a NLU confidence score for an utterance if NLU is enabled in VA.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  "requestId": "sdfsfs-hgfhg-34fssd-zxcz-sd43",
  "enterpriseId": "ServiceNow",
  "nowBotId": "A85PWLERF",
  "clientSessionId": "",
  "nowSessionId": "",
 "message":{
   "text": "most popular choice",
  "typed": true,
    "clientMessageId": "ABC-123"
  },
  "userId": "Guest",
  "timestamp": 1588824102,
  "timezone": "America/New_York"
}"
--user "username":"password"
```

The following is the response body sent from the VA to the configured response endpoint showing the NLU confidence score.

```
{
 "requestId":"sdfsfs-hgfhg-34fssd-zxcz-sd43",
 "clientSessionId":"",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "nowSessionId":"",
 "message":{
   "text":"most popular choice",
   "typed":true,
   "clientMessageId":"ABC-123"
 },
 "userId":"Guest",
 "body":[
  {
    "uiType":"InputText",
   "group":"DefaultText",
   "required":true,
   "nluTextEnabled":false,
   "label":"model input:",
   "maskType":"NONE"
  }
 ],
 "score":"0.92"
}
```

Example: Transfer a conversation to Live Agent in a specific queue

The following example shows how to transfer a conversation to Live Agent in a specific queue. You must first set up your queues with specific conditions. You then pass those conditions as *contextVariables* in the request body. For additional information on creating a work item queue, see Create a work item queue.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  "requestId": "34re-dasd-qwe23-dsds", // Unique value for a
 message (hash)
  "enterpriseId": "ServiceNow", // ServiceNow (Optional
  "nowBotId": "A85PWLERF", // In case of multiple ServiceNow
 secondary bots (one for HR, one for ITSM)
  "action":"AGENT", // Actions to close conversation. Other
 possible value is END_CONVERSATION
  "clientSessionId": "", // Client conversation id
  "nowSessionId": "", // ServiceNow conversation id
  "message":{
    "text": "How are you?", // User passed message
    "typed": true, // typed or clicked
    "clientMessageId": "ABC-123"
  },
  "userId": "abraham.lincoln", // User's id in their system
  "emailId": "abraham.lincoln@example.com",
  "timestamp": 1588824102,
  "timezone": "America/New_York",
  "contextVariables":{
    "b2b_category":"humanresource"
  }
}"
--user "username":"password"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following is the response body sent from the VA to the configured response endpoint.

```
{
  "requestId":"34re-dasd-qwe23-dsds",
  "clientSessionId":"",
  "nowSessionId":"",
  "message":{
    "text":"How are you?",
    "typed":true,
    "clientMessageId":"ABC-123"
   },
   "userId":"abraham.lincoln",
   "body":[
     {
       "uiType":"OutputText",
       "group":"DefaultText",
       "value":"I am sorry but I didn't understand your
 request.",
       "maskType":"NONE"
    },
    {
      "uiType":"OutputText",
      "group":"DefaultText",
      "value":"Please try giving me your request in a different
 way. I'm currently better at understanding short sentences.",
      "maskType":"NONE"
    },
    {
      "uiType":"TopicPickerControl",
      "group":"DefaultPicker",
      "nluTextEnabled":false,
      "promptMsg":"Hi guest, please enter your request or make a
 selection of what I can help with. You can type help any time
 when you need help.",
      "label":"Show me everything",
      "options":[
        {
          "label":"Live Agent Support.",
          "value":"ce2ee85053130010cf8cddeeff7b12bf",
          "enabled":true
        }
      ]
    }
  ],
  "score":0
}
```

Example: Transfer a public application/pdf attachment file

This example shows how to transfer a public application/pdf attachment.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "token: BOT_Token" \
--data "{
  "requestId": "f42f3550-5b44-4cde-aa52-9b6756b3131c",
  "clientSessionId": "U94CSJLEN",
  "message": {
    "attachment": {
    "clientAttachmentId": "my-unique-identifier",
    "contentType": "application/pdf",
    "fileName": "MY PDF TEST",
    "url": "http://www.africau.edu/images/default/sample.pdf"
    }
  },
  "userId": "U94CSJLEN",
  "emailId": "admin@example.com"
}"
--user "username":"password"
```

The following is the response body sent from the VA to the configured response endpoint.

```
{
  "requestId":"f42f3550-5b44-4cde-aa52-9b6756b3131c",
  "clientSessionId":"U94CSJLEN",
  "message":{
    "attachment":{
      "clientAttachmentId":"my-unique-identifier",
      "contentType":"application/pdf",
      "fileName":"MY PDF TEST",
      "url":"http://www.africau.edu/images/default/sample.pdf"}
    },
    "userId":"U94CSJLEN",
    "body":[
      {
        "uiType":"OutputText",
        "group":"DefaultText",
        "required":false,
        "nluTextEnabled":false,
        "label":"File got",
        "maskType":"NONE",
        "itemType":"outputtext"
      },
      {
        "uiType":"OutputText",
        "group":"DefaultText",
        "required":false,
        "nluTextEnabled":false,
        "label":"The conversation has ended. If you need help
 again, type hi.",
        "maskType":"NONE",
        "itemType":"outputtext"
       }
    ],
  "completed":true,
  "score":1
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: Transfer a video/mpeg attachment

This example shows the request/response for uploading a video/mpeg attachment.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--header "token: BOT_TOKEN" \
--data "{
  "requestId": "f42f3550-5b44-4cde-aa52-9b6756b3131c",
  "clientSessionId": "U94CSJLEN",
  "message": {
    "attachment": {
    "clientAttachmentId": "my-unique-identifier10",
    "contentType": "video/mpeg",
    "fileName": "MY TEST10.mp4",
    "url":
 "https://sample-videos.com/video123/mp4/720/big_buck_bunny_720p
_1mb.mp4"
    }
  },
  "userId": "U94CSJLEN",
  "emailId": "admin@example.com"
}"
--user "username":"password"
```

The following is the response body sent from the VA to the configured response endpoint.

```
{
  "requestId":"f42f3550-5b44-4cde-aa52-9b6756b3131c",
  "clientSessionId":"U94CSJLEN",
  "message":{
    "attachment":{
      "headers":{
        "Authorization":"Basic
 amFzbWluZS53YWRod2FuaWE6VGVzdGluZ0AxMjM="
      },
      "clientAttachmentId":"my-unique-identifier10",
      "contentType":"video/mpeg",
      "fileName":"MY TEST10.mp4",

 "url":"https://
sample-videos.com/video123/mp4/720/big_buck_bunny_720p_1mb.mp4"
    }
  },
  "userId":"U94CSJLEN",
  "body":[
    {
      "uiType":"OutputText",
      "group":"DefaultText",
      "required":false,
      "nluTextEnabled":false,
      "label":"File got",
      "maskType":"NONE",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "itemType":"outputtext"
    },
    {
      "uiType":"OutputText",
      "group":"DefaultText",
      "required":false,
      "nluTextEnabled":false,
      "label":"The conversation has ended. If you need help
 again, type hi.",
      "maskType":"NONE","itemType":"outputtext"
    }
  ],
  "completed":true,
  "score":1
}
```

Example: Transfer a image/jpeg attachment

This example shows the request/response for uploading a image/jpeg attachment.

```
curl
 "https://instance.servicenow.com/api/sn_va_as_service/bot/integ
ration" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--header "token: BOT_TOKEN" \
--data "{
  "requestId": "f42f3550-5b44-4cde-aa52-9b6756b3131c",
  "clientSessionId": "U94CSJLEN",
  "message": {
    "attachment": {
      "clientAttachmentId": "my-unique-identifier10",
      "contentType": "image/jpeg",
      "fileName": "MY TEST10.jpg",
      "url":
 "https://image.imagestock.com/image-photo/pink-butterfly-isolat
ed-on-white-260nw-1218104047.jpg"
    }
  },
  "userId": "U94CSJLEN",
  "emailId": "admin@example.com"
}"
--user "username":"password"
```

The following is the response body sent from the VA to the configured response endpoint.

```
{
  "requestId":"f42f3550-5b44-4cde-aa52-9b6756b3131c",
  "clientSessionId":"U94CSJLEN",
  "message":{
    "attachment":{
      "headers":{
        "Authorization":"Basic
 amFzbWluZS53YWRod2FuaWE6VGVzdGluZ0AxMjM="
      },
      "clientAttachmentId":"my-unique-identifier10",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

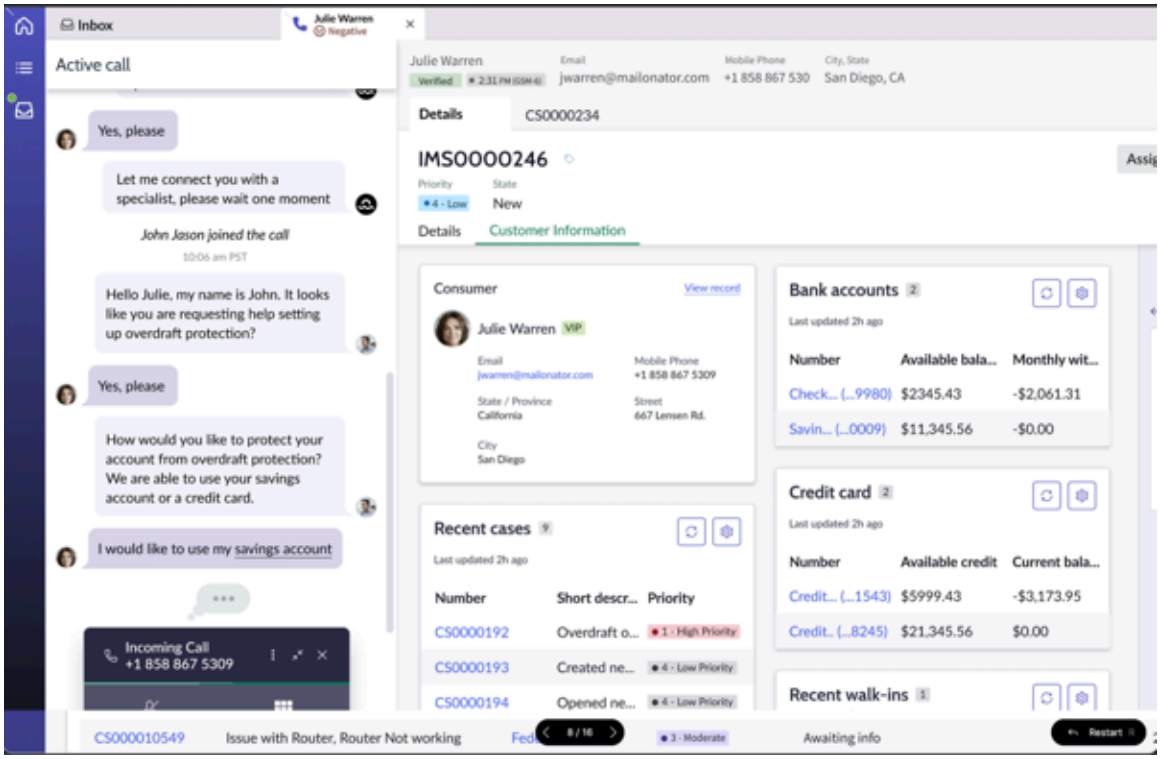
```
      "contentType":"image/jpeg",
      "fileName":"MY TEST10.jpg",

 "url":"https://
image.imagestock.com/image-photo/pink-butterfly-isolated-on-
white-260nw-1218104047.jpg"
    }
  },
  "userId":"U94CSJLEN",
  "body":[
    {
      "uiType":"OutputText",
      "group":"DefaultText",
      "required":false,
      "nluTextEnabled":false,
      "label":"File got",
      "maskType":"NONE",
      "itemType":"outputtext"
    },
    {
      "uiType":"OutputText",
      "group":"DefaultText",
      "required":false,
      "nluTextEnabled":false,
      "label":"The conversation has ended. If you need help
 again, type hi.",
      "maskType":"NONE",
      "itemType":"outputtext"
    }
  ],
  "completed":true,
  "score":1
}
```


Voice Interaction Resource API

The *Voice Interaction* API provides endpoints to transcribe and store voice interactions between agents and callers during a telephone conversation. It works in conjunction with Virtual Agent and Live Agent chats.

You can use this API to persist transcribed messages from an on-going phone call in real-time or to transcribe and store an existing voice conversation recording for historical purposes. Transcribed messages appear in Agent Workspace, allowing agents to leverage features such as agent assist and search, while talking to a caller. Transcribed messages are persisted in the Conversation Message [sys_cs_message] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Call flow

The following call flow shows how to use the `Voice Interaction` API to create a voice interaction record, transcribe and store the messages within that voice conversation, and then close the voice conversation record. You can also use business rules and other scripts to perform this functionality, however, this type of implementation is not covered in this section.

1. First, call the Voice Interaction Resource - POST /cs/voice-interactions endpoint to create a voice interaction record in the Interaction [interaction] table.
2. Then call the Voice Interaction Resource - POST /cs/voice-interactions/{interactionId}/messages endpoint to store translated messages from the voice conversation into the Conversation Message table. If you are processing a real-time conversation, you should call this endpoint frequently, so that the messages appear in Agent Workspace in a timely manner. When processing a recording for historical purposes, you can pass all messages in a single endpoint call.
3. Once you are finished persisting the voice messages, call the Voice Interaction Resource - PATCH /cs/voice-interactions/{interactionId}/state endpoint to terminate the capture and close the voice interaction record.

Availability

This API is available in the base ServiceNow system. Access is restricted by the ACLs imposed on the Interaction [interaction] and Conversation [sys_cs_conversation] tables.

Voice Interaction Resource - PATCH /cs/voice-interactions/{interactionId}/state

Terminates the specified voice interaction. Once called, no additional voice messages are translated and stored for the phone conversation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/now/{api_version}/cs/voice-interactions/{interactionId}/state`

Default URL: `/api/now/v1/cs/voice-interactions/{interactionId}/state`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
interactionId	Sys_id of the interaction record whose voice interaction to terminate. Passed back by the Voice Interaction Resource - POST /cs/voice-interactions endpoint. Data type: String Table: Interaction [interaction]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
recordingURL	URL where the original voice recording is located. If configured to do so, this URL appears in Agent Workspace. Data type: String Default: None
state	Required. State of the voice interaction. Only supported value: closed_complete Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Badly formed JSON or required parameters were not passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Status of the operation. Possible values: • Success • Failed If an error is encountered, a message that describes the error is also returned. If the error is on the ServiceNow instance, the instance logs the associated stack trace.

Example: cURL request

The following example shows how to terminate a voice instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl "http://instance.servicenow.com/api/now/v1/
 cs/voice-interactions/86837a386f0331003b3c498f5d3ee4ca/state" \
--request PATCH \
--header "Content-Type: application/json" \
--header "Accept:application/json" \
--user 'username':'password' \
-d {
  "state": "closed_complete",
  "recordingURL": "https: //zoom_instance/rec/QbF7XmPFHPlX1LG"
}'
```

Response:

```
{
  "result": "Success"
}
```

Voice Interaction Resource - POST /cs/voice-interactions

Creates a voice interaction record within the Interaction [interaction] table.

You must create this record before trying to save any transcribed voice messages. You can also use this endpoint to assign a call to a specific agent by passing in their specific user ID.

URL format

Versioned URL: `/api/now/{api_version}/cs/voice-interactions`

Default URL: `/api/now/v1/cs/voice-interactions`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
agentId	Unique identifier of the agent to assign the voice interaction to. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: Invoke Virtual Agent
callerPhoneNumber	Caller's callback phone number. This is the number the agent uses to reach the caller in case the call drops. Data type: String Format: E.164 standard compliant Default: None
clientSessionId	Unique identifier of a record in an external system used to track this phone call. This information links the records between the two systems. Data type: String Default: None
inboundId	Unique identifier of the application provider for the voice service. Data type: String Default: Pulled from chat
userId	Required. Phone number of the caller who made the call associated with the voice transaction. Data type: String Format: Defined by the software that created the voice conversation script. Typically E.164 standard compliant.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Badly formed JSON or required parameters were not passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
interactionId	Sys_id of the newly created voice interaction record. Use this sys_id when: • Calling the Voice Interaction Resource - POST /cs/voice-interactions/{interactionId}/messages endpoint to add a message to the voice interaction. • Calling the Voice Interaction Resource - PATCH /cs/voice-interactions/{interactionId}/state endpoint to end the voice interaction. Data type: String Table: Interaction [interaction]

Example: cURL request

The following code example shows how to initiate a voice interaction and transfer the call to a specific agent.

```
curl
 "http://instance.servicenow.com/api/now/v1/cs/voice-interactio
ns" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password' \
--header "Content-Type: application/json"\
-d '{
  "userId": "+14089178877",
  "agentId": "beth.anglin",
  "callerPhoneNumber": "+14089178878",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "clientSessionId": "f8453abb-a33d-45b7-bf01-52b7a821e99z"
}'
```

Response:

```
{
  "result": {
    "interactionId": "4462cb4753751110b6e8ddeeff7b12ca"
  }
}
```

Voice Interaction Resource - POST /cs/voice-interactions/{interactionId}/conversation

Creates a conversation record within the Conversation [sys_cs_conversation] table for the specified interaction.

URL format

Versioned URL: `/api/now/{api_version}/cs/voice-interactions/{interactionId}/conversation`

Default URL: `/api/now/v1/cs/voice-interactions/{interactionId}/conversation`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
interactionId	Sys_id of the interaction record for which to create the conversation record. This value is returned by the Voice Interaction Resource - POST /cs/voice-interactions endpoint and stored in the Interaction [interaction] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
agentId	Unique identifier of the agent to assign the voice interaction to. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: Invoke Virtual Agent
callerPhoneNumber	Caller's callback phone number. This is the number the agent uses to reach the caller in case the call drops. Data type: String Format: E.164 standard compliant Default: None
clientSessionId	Unique identifier of a record in an external system used to track this phone call. This information links the records between the two systems. Data type: String Default: None
inboundId	Unique identifier of the application provider for the voice service. Data type: String Default: Pull from the chat
userId	Required. Phone number of the caller who made the call associated with the voice transaction. Data type: String Format: Defined by the software that created the voice conversation script. Typically E.164 standard compliant.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Badly formed JSON or required parameters were not passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
conversationId	Sys_id of the newly created conversation record. Data type: String Table: Conversation [sys_cs_conversation]

Example: cURL request

The following code example shows how to call this endpoint.

```
curl "http://
instance.servicenow.com/api/now/v1/cs/voice-interactions/7662cb4
721751ea0b6e8dda1b27b131f/conversation" \
--request POST \
--header "Accept:application/json" \
--user 'username':'password' \
--header "Content-Type: application/json"\
-d '{
  "userId": "+14089178877",
  "agentId": "admin@example.com",
  "callerPhoneNumber": "+14089178878",
  "clientSessionId": "f8453abb-a33d-45b7-bf01-52b7a821e99z"
}'
```

Response:

```
{
  "result": "a47e1afdb7471110b6e8bc15ae11a934"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Voice Interaction Resource - POST /cs/voice-interactions/{interactionId}/messages

Adds the specified voice conversations messages to the specified voice transaction record. These messages are typically generated using third-party vendor software. Currently, only Amazon Connect is supported.

You can call this endpoint multiple times during real-time transcribing of the call or pass all messages in a single call if you are transcribing the call for historical purposes. If you are processing a real-time conversation, you should call this endpoint frequently, so that the messages appear in Agent Workspace in a timely manner. Messages are ordered based on their start and end times in relation to the start of the call.

URL format

Versioned URL: `/api/now/{api_version}/cs/voice-interactions/{interactionId}/messages`

Default URL: `/api/now/v1/cs/voice-interactions/{interactionId}/messages`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
interactionId	Sys_id of the interaction record to add the specified messages to. This value is returned by the Voice Interaction Resource - POST /cs/voice-interactions endpoint and stored in the Interaction [interaction] table. Data type: String

Query parameters

Name	Description
None	

Request body parameters (Amazon Connect)

Name	Description
<json_string>	List of messages to attach to the specified voice interaction. `"<json_string>":[ { "attributes": [Array], "beginOffsetMillis": Long, "content": "String" "endOffsetMillis": Long,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (Amazon Connect) (continued)

Name	Description

	<pre>"id": "String",
	"isEvent": Boolean,
	"isInternalMessage": Boolean,
	"loudnessScore": "Number",
	"participantId": "String",
	"sentiment": "String"
	}
	]</pre>

<json_string>.attributes	Key-value pairs to associate to the voice interaction. These can be any type of data object, from simple objects to complex compound objects. They are used as unique identifiers when invoking Amazon Web Services APIs. Data type: Array of Objects Default: None
<json_string>.beginOffsetMillis	Required. Time offset between the start of the voice interaction and the start of the associated message. For example: "beginOffsetMillis": 2650. Data type: Long Unit: Milliseconds
<json_string>.content	Required. Text of the message to add to the voice interaction. Data type: String
<json_string>.endOffsetMillis	Required. Time offset between the start of the voice interaction and the end of the message. For example: "endOffsetMillis": 9380. Data type: Long Unit: Milliseconds
<json_string>.id	Message UUID of the source of this voice conversation, such as for AmazonConnect. Sets the source message ID column value. Data type: String Default: None
<json_string>.isEvent	Set by Amazon Connect but not currently used by the method. Flag that indicates whether the associated message is an event. Valid values: • true: Message is an event. • false: Message is not an event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (Amazon Connect) (continued)

Name	Description
	Data type: Boolean Default: false
<json_string>.isInternalMessage	Flag that indicates whether this is an internal message and shouldn't be shown to the caller. Transcriptions are typically considered internal messages and only appear for the agent and not to the caller. In addition, Agent Whisper is used when a silent third-party is chatting with or is brought into a phone conversation without the caller knowing and offers advice to an agent. The caller doesn't hear or see these messages, but the agent does. Valid values: • true: Internal message, don't display to the caller. • false: Not an internal message, display to caller. Data type: Boolean Default: false
<json_string>.loudnessScore	Measurement as to how loudly a customer or agent is speaking during a call. Contact Lens displays an analysis of the conversation that shows where they may be talking loudly and have a negative sentiment. Data type: Number Range: -1.0 (negative) to 1.0 (positive) Default: Null
<json_string>.participantId	Required. Participant associated with the message. Valid values: • AGENT • CUSTOMER Data type: String
<json_string>.sentiment	Sentiment of the message. This value is generated by a third-party provider. Based on the ServiceNow instance configuration settings, this value is then translated to be either positive, negative, or neutral and is stored in the conversation and interaction record. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (Amazon Connect) (continued)

Name	Description
	• NEGATIVE • NEUTRAL • POSITIVE Data type: String Default: Null

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Badly formed JSON or required parameters were not passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
result	Message that describes the results of the call. Data type: String
Conversation id	Sys_id of the voice interaction message record that was created. Data type: String Table: Voice Transcript Conversation Message [sys_cs_message_voice_transcript]

Example: cURL request

The following example shows how to add messages to an existing voice interaction record.

```
curl
 "http://instance.servicenow.com/api/now/v1/cs/voice-interactio
ns/86837a386f0331003b3c498f5d3ee4ca/messages" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type: application/json"\
--user 'username':'password' \
-d ' [
  {
    "isEvent": "false",
    "isInternalMessage": "false",
    "beginOffsetMillis": 10000,
    "content": "This is John. How can I help you?",
    "endOffsetMillis": 15000,
    "id": "954c4edc-31a8-48b0-8f6e-7fa0c4ca00a8",
    "participantId": "AGENT",
    "sentiment": "NEUTRAL",
    "loudnessScore": "null",
    "attributes": [{
      "key": "key1",
      "value": "value1"
      }, {
      "key": "key2",
      "value": "value2"
    }]
  },
  {
    "isEvent": "false",
    "isInternalMessage": "false",
    "beginOffsetMillis": 20000,
    "content": "Uh, yes, John. Um, I'm a little very frustrated right now
.",
    "endOffsetMillis": 25000,
    "id": "18bcf19c-4a9b-4af1-9bd7-7bfb5ba53b9f",
    "participantId": "CUSTOMER",
    "sentiment": "NEGATIVE"
  },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  {
    "isEvent": "false",
    "isInternalMessage": "false",
    "beginOffsetMillis": 30000,
    "content": "I am sorry to hear that",
    "endOffsetMillis": 35000,
    "id": "18bcf19c-4a9b-4af1-9bd7-7bfb5ba53b9f",
    "participantId": "AGENT",
    "sentiment": "NEGATIVE",

  },
  {
    "isEvent":"false",
     "isInternalMessage":"false",
     "beginOffsetMillis":40000,
     "content":"Can you help me with my insurance? My ssn is
 123-12-1234",
     "endOffsetMillis":45000,
     "id":"ab09b3b6-23fd-4e41-be05-6b2b53c19059",
     "participantId":"CUSTOMER",
     "sentiment":"NEUTRAL"
  },
  {
     "isEvent":"False",
     "isInternalMessage":"False",
     "beginOffsetMillis":50000,
     "content":"Of course, let me check your account",
     "endOffsetMillis":55000,
     "id":"18bcf19c-4a9b-4af1-9bd7-7bfb5ba53b9f",
     "participantId":"AGENT",
     "sentiment":"NEUTRAL"
  }
]'
```

Response:

```
{
  "result": "Voice conversation transcript has been successfully
 saved. Conversation id: 8439d3c753b51110b6e8ddeeff7b12e2"
}
```

Voice Interaction Resource - POST /cs/voice-interactions/transcript

Adds messages to an existing voice interaction after a call is completed. You can use this API to attach transcribed messages of a voice call between an agent and caller.

URL format

Versioned URL: `/api/now/{api_version}/cs/voice-interactions/{interactionId}/transcript`

Default URL: `/api/now/v1/cs/voice-interactions/{interactionId}/transcript`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
conversationStarted	Start time of the conversation. Data type: String Format: YYYY-MM-DD HH:MM:SS Table: Interaction [interaction]
interactionId	Sys_id of the interaction record to add the specified messages to. This value is returned by the Voice Interaction Resource - POST /cs/voice-interactions endpoint. Data type: String Table: Interaction [interaction]
source	Name of the channel that originally created the conversation interaction transcript. Currently, the only supported value is `Amazon Connect`. Data type: String
transcript	List of messages to attach to the specified voice interaction. `"transcript":[ { "attributes": [Array], "beginOffsetMillis": Long, "content": "String" "endOffsetMillis": Long, "id": "String", "isEvent": Boolean, "isInternalMessage": Boolean, "loudnessScore": "String", "participantId": "String", "sentiment": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>}
	]</pre>
	Data type: Array of Objects

transcript.attributes	Key-value pairs to associate to the voice interaction. These can be any type of data object, from simple objects to complex compound objects. They are used as unique identifiers when invoking Amazon Web Services APIs. Data type: Array of Objects Default: None
transcript.beginOffsetMillis	Required. Time offset between the start of the voice interaction and the start of the associated message. For example: "beginOffsetMillis": 2650. Data type: Long Unit: Milliseconds
transcript.content	Required. Text of the message to add to the voice interaction. Data type: String
transcript.endOffsetMillis	Required. Time offset between the start of the voice interaction and the end of the message. For example: "endOffsetMillis": 9380. Data type: Long Unit: Milliseconds
transcript.id	Message UUID of the source of this voice conversation, such as for AmazonConnect. Sets the source message ID column value. Data type: String Default: None
transcript.isEvent	Set by Amazon Connect but not currently used by the method. Flag that indicates whether the associated message is an event. Valid values: • true: Message is an event. • false: Message is not an event. Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
transcript.isInternalMessage	Flag that indicates whether this is an internal message and shouldn't be shown to the caller. Transcriptions are typically considered internal messages and only appear for the agent and not to the caller. In addition, Agent Whisper is used when a silent third-party is chatting with or is brought into a phone conversation without the caller knowing and offers advice to an agent. The caller doesn't hear or see these messages, but the agent does. Valid values: • true: Internal message, don't display to the caller. • false: Not an internal message, display to caller. Data type: Boolean Default: false
transcript.loudnessScore	Measurement as to how loudly a customer or agent is speaking during a call. Contact Lens displays an analysis of the conversation that shows where they may be talking loudly and have a negative sentiment. Data type: Number Range: -1.0 (negative) to 1.0 (positive) Default: Null
transcript.participantId	Required. Participant associated with the message. Valid values: • AGENT • CUSTOMER Data type: String
transcript.sentiment	Sentiment of the message. This value is generated by a third-party provider. Based on the ServiceNow instance configuration settings, this value is then translated to be either positive, negative, or neutral and is stored in the conversation and interaction record. Valid values: • NEGATIVE • NEUTRAL • POSITIVE

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Data type: String Default: Null

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Badly formed JSON or required parameters were not passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Message that describes the results of the call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
Conversation id	Sys_id of the voice conversation table where the messages were attached. Data type: String Table: Conversation [sys_cs_message_conversation]

Example: cURL request

The following example shows how to add messages to an existing voice interaction record.

```
curl "http://
instance.servicenow.com/api/now/v1/cs/voice-interactions/transcr
ipt" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type: application/json"\
--user 'username':'password' \
-d ' {
  "interactionId": "e67a6c30c7233010967a34c91dc26068",
  "source": "Amazon Connect",
  "conversationStarted": "2021-08-06 15:07:51",
  "transcript": [
    {
      "isEvent": "False",
      "isInternalMessage": "False",
      "beginOffsetMillis": 100000,
      "content": "This is John. How can I help you?",
      "endOffsetMillis": 150000,
      "id": "954c4edc-31a8-48b0-8f6e-7fa0c4ca00a8",
      "participantId": "AGENT",
      "sentiment": "NEUTRAL"
    },
    {
      "isEvent": "False",
      "isInternalMessage": "False",
      "beginOffsetMillis": 200000,
      "content": "Uh, yes, John. Um, I'm a little frustrated
 right now.",
      "endOffsetMillis": 25000,
      "id": "18bcf19c-4a9b-4af1-9bd7-7bfb5ba53b9f",
      "participantId": "CUSTOMER",
      "sentiment": "NEGATIVE"
    }
  ]
} '
```

Response:

```
{
  "result": "Voice conversation transcript has been successfully saved. C
onversation id: 8439d3c753b51110b6e8ddeeff7b12e2"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workplace Connector Webhook API

The *Workplace Connector Webhook* API is a generic interface that enables data from different kinds of workplace hardware or sensors (such as badging systems or occupancy sensors) to be stored in Workplace Service Delivery tables.

This API runs in the `sn_wsd_wc` namespace. To access this API the Workplace Connectors (com.sn_wsd_wc) plugin must be activated.

Before calling this API, you must configure records in the Connector Configuration [sn_wsd_wc_connector_config] and Provider Configuration [sn_wsd_wc_provider_config] tables. For information on how to configure these records, see Configure Workplace Connectors.

In addition, you must set up an extension point that defines the data conversion/mapping from the hardware/sensor-based event payload to the target ServiceNow table, such as the Employee Attendance Data [sn_wsd_wc_employee_attendance_data] table.

For additional information on workplace connector webhooks, see Workplace Connectors.

Workplace Connector Webhook - POST /workplace_connector_webhook/event

Creates a record in the Connector Events [sn_wsd_wc_connector_events] table and then stores the hardware/sensor-based event data passed in the endpoint's payload into the Payload field of that record.

After the endpoint stores the payload, it sets the State field within the Connector Events record to `new`, indicating the payload hasn't been processed.

A scheduled job locates the new badging records in the Connector Events table and transforms and writes them to the Employee Attendance Data [sn_wsd_wc_employee_attendance_data] table. The State field is then set to `processed`.

The mapping of the data between the payload data in the Connector Events record and the Employee Attendance Data record is defined in an extension point. This extension point is identified in the Extension Point Definition field in the associated Connector Configuration [sn_wsd_wc_connector_config] table. For this endpoint, this is the BadgingDataHandler extension point.

Note: Records in the Connector Events table in the `processed` state are purged after two days from the creation date. Records in the `error` state are purged after seven days from the date of creation. Records in the `new` state are never purged.

URL format

Versioned URL: `/api/sn_wsd_wc/{api_version}/workplace_connector_webhook/event`

Default URL: `/api/sn_wsd_wc/workplace_connector_webhook/event`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
ni.nolog.id	Required. Sys_id of the provider configuration record associated with the hardware that generated the event information. Data type: String Table: Provider Configuration [sn_wsd_wc_provider_config]
token_name	Name of the security token, such as a user name or other value that identifies the security token. Used for authenticating the request. Data type: String Table: Provider configuration [sn_wsd_wc_provider_config]
token_value	Value associated with the security token, such as a password. Used for authenticating the request. Data type: String Table: Provider configuration [sn_wsd_wc_provider_config]

Request body parameters (XML or JSON)

Name	Description
<payload>	Name-value pairs of the hardware/sensor-based event data. The names must correspond to the names identified in the BadgingDataHandler extension point. For example: `{ "Time zone": "(UTC-08:00) Pacific Time (US & Canada)", "Event": "Access granted", "Door": "L_SJC005_B1.101_ELEVATOR 2 INT", "Side": "Reader - In", "Cardholder": "ninat.salem", "First name": "Nina T", "Last name": "Salem", "Credential": " ninat.salem's credential",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	<pre> "Employee ID (Cardholder)": "10097", "Event timestamp": "11/07/2022 00:56:57" }</pre> You can pass multiple event's data within a single endpoint call. Pass each event's data in a separate object. Each event's data is stored in a separate Employee Attendance Data record. **Note:** Ensure that any provided timestamp adheres to ISO 8601 formatting to avoid any issues with date parsing. Data type: JSON object

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Only supports *application/json*.
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
error	Description of any error that occurred during the processing of the data. Data type: Object `"error": { "detail": "String", "message": "String" "status": "String" }`
error.detail	Information that provides details about the error. Data type: String
error.message	Error message. Data type: String
status	Status of the endpoint processing. Possible values: • failure: Endpoint failed. Refer to the *error* object for additional details. • success: Endpoint completed successfully. Record was added. Data type: String

Example: cURL request

The following code example shows how to call this endpoint to add multiple card reader events to the Connector Events table. Before processing the request, the request is authenticated.

```
curl
 http://instance.servicenow.com/api/sn_wsd_wc/v1/workplace_conne
ctor_webhook/event?token_name=token&ni.nolog.id=8e666cb0a3053110
bc6e146546fcdad1&token_value=babugosha  \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data --data "{
  \"Time zone\": \"(UTC+02:00) Jerusalem\",
  \"Event\": \"Access granted\",
  \"Door\": \"L_TLV001_A3.07_KITCHEN AREA INT\",
  \"Side\": \"Reader - In\",
  \"Cardholder\": \" ninat.alem\",
  \"First name\": \" Nina T\",
  \"Last name\": \" Salem\",
  \"Credential\": \" ninat.salem's credential\",
  \"Employee ID (Cardholder)\": 10097,
  \"Event timestamp\": \"11/07/2022 10:57:24\"
}
{
  \"Time zone\": \"(UTC+02:00) Jerusalem\",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  \"Event\": \"Access granted\",
  \"Door\": \"L_TLV003_A4.07_FRONT ENT\",
  \"Side\": \"Reader - In\",
  \"Cardholder\": \" joe.blue\",
  \"First name\": \" Joe\",
  \"Last name\": \" Blue\",
  \"Credential\": \" joe.blue's credential\",
  \"Employee ID (Cardholder)\": 24098,
  \"Event timestamp\": \"11/07/2022 10:59:33\"
}"
```

Response:

```
// Successful response
{
  "staus": "success"
}

// Error response
{
  "error": {
    "message": "Events request is invalid. Events query parms
 incomplete, some fields are missing",
    "detail": "Missing fields: token_name, token_value"
  }
  "status": "failure"
}
```

Wrap Up API

Provides endpoints for managing wrap-up functionality for external Contact Center as a Service (CCaaS) systems or ServiceNow AI Platform workspaces.

This API requires the Interactions Management (com.glide.interaction.awa) plugin. To call this API, you must have the interaction_integration_user role.

When agents close an interaction, the wrap-up feature enables them to enter closing details and wrap-up codes for future reference. For more information about wrap-up functionality, see Wrap up overview.

To use this API for segmented wrap-up of interactions from external systems, you must implement the *InteractionSegment* scripted extension point to create and retrieve segment records in your chosen table. If you're using OpenFrame, the extension point has an existing implementation to create and retrieve segment records in the Phone Log [sn_openframe_phone_log] table.

Wrap Up - GET /now/wrapup/code/{code_id}

Retrieves details for a specified wrap-up code.

URL format

Versioned URL: `/api/now/{api_version}/wrapup/code/{code_id}`

Default URL: `/api/now/wrapup/code/{code_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
code_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Object containing information about the API request and the wrap-up code. Data type: Object `"result": { "message": "String", "resultMap": {Object}, "success": Boolean }`
result.message	Message that describes the outcome of the API request. Data type: String
result.result_map	Object containing the wrap-up code. Data type: Object `"result_map": { "wrap_up_code": {Object} }`
result.result_map.wrap_up_code	Object with details about the wrap-up code. Data type: Object `"wrap_up_code": { "active": Boolean, "code": "String", "description": "String", "external": Boolean, "sys_id": "String", "translated_code": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"translated_description": "String"
	}</pre>

result.result_map.wrap_up_code.active	Flag that indicates whether the wrap-up code is active. Valid values: • true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
result.result_map.wrap_up_code.code	Label of the wrap-up code. Data type: String
result.result_map.wrap_up_code.description	Description of the wrap-up code. Data type: String
result.result_map.wrap_up_code.external	Flag that indicates whether the wrap-up code is from an external system. Valid values: • true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
result.result_map.wrap_up_code.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]
result.result_map.wrap_up_code.translated_code	A translation of the wrap-up code label. Data type: String
result.result_map.wrap_up_code.translated_description	A translation of the wrap-up code description. Data type: String
result.success	Flag that indicates whether the API request was successfully processed. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: The API request was successful. • false: The API request failed. Data type: Boolean

Example: cURL request

This example retrieves details for a specified wrap-up code.

```
curl
 "https://instance.service-now.com/api/now/v1/wrapup/code/49c27b
679f201210c89656effa0a1cd7" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
  "result": {
    "message": "Wrap up code found.",
    "result_map": {
      "wrap_up_code": {
        "code": "Billing Issue",
        "description": "A code for billing issues",
        "active": true,
        "external": true,
        "sys_id": "49c27b679f201210c89656effa0a1cd7",
        "translated_code": "Abrechnungsproblem",
        "translated_description": "Ein code für
 Abrechnungsprobleme"
      }
    },
    "success": true
  }
}
```

Wrap Up - GET /now/wrapup/segment/{segment_id}

Retrieves details for a specified wrap-up segment.

URL format

Versioned URL: `/api/now/{api_version}/wrapup/segment/{segment_id}`

Default URL: `/api/now/wrapup/segment/{segment_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
segment_id	Sys_id of the wrap-up segment in the Interaction Wrap Up Segment [interaction_wrap_up_segment] table, or identifier representing the interaction segment on the external system. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
message	Message that describes the outcome of the API request. Data type: String
segment	Object containing data about the interaction and wrap-up segment. Data type: Object `"segment": { "agent": "String", "awaiting_confirmation": Boolean, "confirmed_on": "String", "external": Boolean, "interaction": "String", "opened_on": "String", "segmented": Boolean, "segment_id": "String", "segment_table": "String", "state": "String", "submitted_on": "String", "sys_id": "String", "wrap_up_configuration": {Object} }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
segment.agent	Sys_id of the agent assigned to the interaction. Data type: String Table: User [sys_user]
segment.awaiting_confirmation	Flag that indicates whether the wrap-up segment submitted by the agent is awaiting confirmation that it was processed by the external CCaaS system. Valid values: • true: The wrap-up segment is awaiting confirmation. • false: The wrap-up segment was processed by the external system. Data type: Boolean
segment.confirmed_on	Date and time the submitted wrap-up segment is processed in the external CCaaS system. Data type: String
segment.external	Flag that indicates whether the interaction segment is from an external system. Valid values: • true: The interaction segment is from an external system. • false: The interaction segment is internal. Data type: Boolean Default: false
segment.interaction	Sys_id of the interaction. Data type: String Table: Interaction [interaction]
segment.opened_on	The start date and time of the wrap-up period according to the external system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
segment.segmented	Flag that indicates whether the wrap-up is segmented. Valid values: • true: The wrap-up is segmented into multiple parts. • false: The wrap-up is one complete segment. Data type: Boolean Default: false
segment.segment_id	Sys_id of the interaction segment. Data type: String
segment.segment_table	Name of the table containing the interaction segment. Data type: String
segment.state	State of the interaction segment. Data type: String
segment.submitted_on	Date and time the agent submitted the wrap-up segment. Data type: String
segment.sys_id	Sys_id of the wrap-up segment. Data type: String Table: Interaction Wrap Up Segment [interaction_wrap_up_segment]
segment.wrap_up_configuration	Object containing details about the wrap-up configuration used for the wrap-up segment. Data type: Object `"wrap_up_configuration": { "allowed_codes": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre>"default_code": {Object}, "enable_codes": Boolean }</pre>

segment.wrap_up_configuration.allowed_codes	Array of objects each representing a wrap-up code the agent is allowed to use.
	
	Data type: Array
	<pre>"allowed_codes": [{ "active": Boolean, "code": "String", "description": "String", "external": Boolean, "sys_id": "String",
	
	"translated_code": "String",
	
	"translated_description": "String" }]</pre>

segment.wrap_up_configuration.allowed_codes.active	Flag that indicates whether the wrap-up code is active. Valid values: • true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
segment.wrap_up_configuration.allowed_codes.code	Label of the wrap-up code. Data type: String
segment.wrap_up_configuration.allowed_codes.description	Description of the wrap-up code. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
segment.wrap_up_configuration.allowed_codes.external	Flag that indicates whether the wrap-up code is from an external system. Valid values: • true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
segment.wrap_up_configuration.allowed_codes.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]
segment.wrap_up_configuration.allowed_codes.translated_code	A translation of the wrap-up code label. Data type: String
segment.wrap_up_configuration.allowed_codes.translated_description	A translation of the wrap-up code description. Data type: String
segment.wrap_up_configuration.default_code	Object containing the wrap-up code to use as the default. Data type: Object `"default_code": { "active": Boolean, "code": "String", "description": "String", "external": Boolean, "sys_id": "String", "translated_code": "String", "translated_description": "String" }`
segment.wrap_up_configuration.default_code.active	Flag that indicates whether the wrap-up code is active. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
segment.wrap_up_configuration.default_code.code	Label of the wrap-up code. Data type: String
segment.wrap_up_configuration.default_code.description	Description of the wrap-up code. Data type: String
segment.wrap_up_configuration.default_code.external	Flag that indicates whether the wrap-up code is from an external system. Valid values: • true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
segment.wrap_up_configuration.default_code.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]
segment.wrap_up_configuration.default_code.translated_code	A translation of the wrap-up code label. Data type: String
segment.wrap_up_configuration.default_code.translated_description	A translation of the wrap-up code description. Data type: String
segment.wrap_up_configuration.enable_codes	Flag that indicates whether the agent must select a wrap-up code. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Agent must select a wrap-up code. • false: Agent isn't required to select a wrap-up code. Data type: Boolean Default: false
segment_id	Sys_id of the wrap-up segment. Data type: String Table: Interaction Wrap Up Segment [interaction_wrap_up_segment]
success	Flag that indicates whether the API request was successfully processed. Valid values: • true: The API request was successful. • false: The API request failed. Data type: Boolean

Example: cURL request

This example retrieves details for a specified wrap-up segment.

```
curl
 "https://instance.service-now.com/api/now/v1/wrapup/segment/dga
jbcef12345678defdbxef123435678" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
  "success": true,
  "message": "Wrap up segment retrieved successfully.",
  "segment_id": "dgajbcef12345678defdbxef123435678",
  "segment": {
    "agent": "123412345678567890ab90abcdefcdef",
    "segment_table": "sn_openframe_phone_log",
    "segment_id": "dgajbcef12345678defdbxef123435678",
    "external": true,
    "interaction": "2134123456785678 90ab90abcdefcdef",
    "state": "closed",
    "wrap_up_configuration": {
      "enable_codes": true,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "allowed_codes": [
        {
          "code": "Billing Issue",
          "description": "",
          "active": true,
          "external": true,
          "sys_id": "49c27b679f201210c89656effa0a1cd7",
          "translated_code": "Abrechnungsproblem",
          "translated_description": ""
        },
        {
          "code": "Store Issue",
          "description": "",
          "active": true,
          "external": true,
          "sys_id": "54327b679f201210c89656effa0a1cd7",
          "translated_code": " Einkaufsproblem",
          "translated_description": ""
        }
      ],
      "default_code": {
        "code": "Billing Issue",
        "description": "",
        "active": true,
        "external": true,
        "sys_id": "49c27b679f201210c89656effa0a1cd7",
        "translated_code": "Abrechnungsproblem",
        "translated_description": ""
      }
    },
    "segmented": true,
    "sys_id": "dgajbcef12345678defdbxef123435678",
    "opened_on": "2024-09-16 17:52:01",
    "submitted_on": "2024-09-16 18:51:59",
    "confirmed_on": "2024-09-16 18:52:01",
    "awaiting_confirmation": false
  }
}
```


Wrap Up - GET /now/wrapup/segment/agent/{agent_id}/interaction/{interaction_id}

Retrieves details for a wrap-up segment based on a specified agent and interaction.

URL format

Versioned URL: `/api/now/{api_version}/wrapup/segment/agent/{agent_id}/interaction/{interaction_id}`

Default URL: `/api/now/wrapup/segment/agent/{agent_id}/interaction/{interaction_id}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
agent_id	Sys_id of the agent assigned to the interaction. Data type: String Table: User [sys_user]
interaction_id	Sys_id of the interaction. Data type: String Table: Interaction [interaction]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
message	Message that describes the outcome of the API request. Data type: String
segment	Object containing data about the interaction and wrap-up segment. Data type: Object `"segment": { "agent": "String", "awaiting_confirmation": Boolean, "confirmed_on": "String", "external": Boolean, "interaction": "String", "opened_on": "String", "segmented": Boolean, "segment_id": "String", "segment_table": "String", "state": "String", "submitted_on": "String", "sys_id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"wrap_up_configuration": {Object}
	}</pre>

segment.agent	Sys_id of the agent assigned to the interaction. Data type: String Table: User [sys_user]
segment.awaiting_confirmation	Flag that indicates whether the wrap-up segment submitted by the agent is awaiting confirmation that it was processed by the external CCaaS system. Valid values: • true: The wrap-up segment is awaiting confirmation. • false: The wrap-up segment was processed by the external system. Data type: Boolean
segment.confirmed_on	Date and time the submitted wrap-up segment is processed in the external CCaaS system. Data type: String
segment.external	Flag that indicates whether the interaction segment is from an external system. Valid values: • true: The interaction segment is from an external system. • false: The interaction segment is internal. Data type: Boolean Default: false
segment.interaction	Sys_id of the interaction. Data type: String Table: Interaction [interaction]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
segment.opened_on	The start date and time of the wrap-up period according to the external system. Data type: String
segment.segmented	Flag that indicates whether the wrap-up is segmented. Valid values: • true: The wrap-up is segmented into multiple parts. • false: The wrap-up is one complete segment. Data type: Boolean Default: false
segment.segment_id	Sys_id of the interaction segment. Data type: String
segment.segment_table	Name of the table containing the interaction segment. Data type: String
segment.state	State of the interaction segment. Data type: String
segment.submitted_on	Date and time the agent submitted the wrap-up segment. Data type: String
segment.sys_id	Sys_id of the wrap-up segment. Data type: String Table: Interaction Wrap Up Segment [interaction_wrap_up_segment]
segment.wrap_up_configuration	Object containing details about the wrap-up configuration used for the wrap-up segment. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"wrap_up_configuration": {
	  "allowed_codes": [Array],
	  "default_code": {Object},
	  "enable_codes": Boolean
	}</pre>

segment.wrap_up_configuration.allowed_codes	Array of objects each representing a wrap-up code the agent is allowed to use.
	
	Data type: Array
	
	<pre>"allowed_codes": [
	  {
	  "active": Boolean,
	  "code": "String",
	  "description": "String",
	  "external": Boolean,
	  "sys_id": "String",
	
	  "translated_code": "String",
	
	  "translated_description": "String"
	  }
	]</pre>

segment.wrap_up_configuration.allowed_codes.active	Flag that indicates whether the wrap-up code is active. Valid values: • true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
segment.wrap_up_configuration.allowed_codes.code	Label of the wrap-up code. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
segment.wrap_up_configuration.allowed_codes.description	Description of the wrap-up code. Data type: String
segment.wrap_up_configuration.allowed_codes.external	Flag that indicates whether the wrap-up code is from an external system. Valid values: • true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
segment.wrap_up_configuration.allowed_codes.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]
segment.wrap_up_configuration.allowed_codes.translated_code	A translation of the wrap-up code label. Data type: String
segment.wrap_up_configuration.allowed_codes.translated_description	A translation of the wrap-up code description. Data type: String
segment.wrap_up_configuration.default_code	Object containing the wrap-up code to use as the default. Data type: Object `"default_code": { "active": Boolean, "code": "String", "description": "String", "external": Boolean, "sys_id": "String", "translated_code": "String", "translated_description": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
segment.wrap_up_configuration.default_code.active	Flag that indicates whether the wrap-up code is active. Valid values: • true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
segment.wrap_up_configuration.default_code.code	Label of the wrap-up code. Data type: String
segment.wrap_up_configuration.default_code.description	Description of the wrap-up code. Data type: String
segment.wrap_up_configuration.default_code.external	Flag that indicates whether the wrap-up code is from an external system. Valid values: • true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
segment.wrap_up_configuration.default_code.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]
segment.wrap_up_configuration.default_code.translated_code	A translation of the wrap-up code label. Data type: String
segment.wrap_up_configuration.default_code.translated_description	A translation of the wrap-up code description. Data type: String
segment.wrap_up_configuration.enable_codes	Flag that indicates whether the agent must select a wrap-up code.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: Agent must select a wrap-up code. • false: Agent isn't required to select a wrap-up code. Data type: Boolean Default: false
segment_id	Sys_id of the wrap-up segment. Data type: String Table: Interaction Wrap Up Segment [interaction_wrap_up_segment]
success	Flag that indicates whether the API request was successfully processed. Valid values: • true: The API request was successful. • false: The API request failed. Data type: Boolean

Example: cURL request

This example retrieves details for a wrap-up segment based on a specified agent and interaction.

```
curl
 "https://instance.service-now.com/api/now/v1/wrapup/segment/age
nt/12341234567856789ab90abcdefcdef/interaction/2134123456785678
90ab90abcdefcdef" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Response body.

```
{
  "success": true,
  "message": "Wrap up segment retrieved successfully.",
  "segment_id": "dgajbcef12345678defdbxef123435678",
  "segment": {
    "agent": "12341234567856789ab90abcdefcdef",
    "segment_table": "sn_openframe_phone_log",
    "segment_id": "dgajbcef12345678defdbxef123435678",
    "external": true,
    "interaction": "21341234567856789ab90abcdefcdef",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "state": "closed",
    "wrap_up_configuration": {
      "enable_codes": true,
      "allowed_codes": [
        {
          "code": "Billing Issue",
          "description": "",
          "active": true,
          "external": true,
          "sys_id": "49c27b679f201210c89656effa0a1cd7",
          "translated_code": "Abrechnungsproblem",
          "translated_description": ""
        },
        {
          "code": "Store Issue",
          "description": "",
          "active": true,
          "external": true,
          "sys_id": "54327b679f201210c89656effa0a1cd7",
          "translated_code": " Einkaufsproblem",
          "translated_description": ""
        }
      ],
      "default_code": {
        "code": "Billing Issue",
        "description": "",
        "active": true,
        "external": true,
        "sys_id": "49c27b679f201210c89656effa0a1cd7",
        "translated_code": "Abrechnungsproblem",
        "translated_description": ""
      }
    },
    "segmented": true,
    "sys_id": "dgajbcef12345678defdbxef123435678",
    "opened_on": "2024-09-16 17:52:01",
    "submitted_on": "2024-09-16 18:51:59",
    "confirmed_on": "2024-09-16 18:52:01",
    "awaiting_confirmation": false
  }
}
```


Wrap Up - POST /now/wrapup/code

Creates or updates wrap-up codes.

Wrap-up codes are created in the Interaction Wrap Up Code [interaction_wrap_up_code] table.

URL format

Versioned URL: `/api/now/{api_version}/wrapup/code`

Default URL: `/api/now/wrapup/code`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
codes	Required. Array of objects each representing a wrap-up code. Data type: Array `"codes": [ { "active": Boolean, "code": "String", "description": "String", "translations": [Array] } ]`
codes.active	Flag that indicates whether the wrap-up code is active. Valid values: • true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
codes.code	Required. Label of the wrap-up code. Data type: String
codes.description	Description of the wrap-up code. Data type: String
codes.translations	Array of objects each representing a translation of the wrap-up code. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description

	<pre>"translations": [
	  {
	  "code": "Abrechnungsproblem",
	  "description": "Ein code für Abrechnungsprobleme",
	  "language": "de"
	  }
	]</pre>

codes.translations.code	A translation of the wrap-up code label (*codes.code*). Required if using the *codes.translations* parameter. Data type: String
codes.translations.description	A translation of the wrap-up code description (*codes.description*). Required if using the *codes.translations* parameter and a value was provided for *codes.description*. Data type: String
codes.translations.language	Two-letter code for the language used in the translation. Required if using the *codes.translations* parameter. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
207	Successful. Some wrap-up codes created successfully. Validation errors occurred while creating others.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Object containing information about the API request and the created wrap-up codes. Data type: Object `"result": { "message": "String", "resultMap": {Object}, "success": Boolean }`
result.message	Message that describes the outcome of the API request. Data type: String
result.result_map	Object containing an array of created wrap-up codes. Data type: Object `"result_map": { "created_wrap_up_codes": [Array] }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.result_map.created_wrap_up_codes	Array of objects each representing a created wrap-up code. Data type: Array `"created_wrap_up_codes": [ { "active": Boolean, "code": "String", "description": "String", "external": Boolean, "sys_id": "String", "translated_code": "String", "translated_description": "String" } ]`
result.result_map.created_wrap_up_codes.active	Flag that indicates whether the wrap-up code is active. Valid values: • true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
result.result_map.created_wrap_up_codes.code	Label of the wrap-up code. Data type: String
result.result_map.created_wrap_up_codes.description	Description of the wrap-up code. Data type: String
result.result_map.created_wrap_up_codes.external	Flag that indicates whether the wrap-up code is from an external system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
result.result_map.created_wrap_up_codes.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]
result.result_map.created_wrap_up_codes.translated_code	A translation of the wrap-up code label. Data type: String
result.result_map.created_wrap_up_codes.translated_description	A translation of the wrap-up code description. Data type: String
result.success	Flag that indicates whether the API request was successfully processed. Valid values: • true: The API request was successful. • false: The API request failed. Data type: Boolean

Example: cURL request

This example creates a wrap-up code for billing issues with a translation in German.

```
curl "https://instance.service-now.com/api/now/v1/wrapup/code" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"codes\": [
    {
      \"code\": \"Billing Issue\",
      \"description\": \"A code for billing issues\",
      \"translations\": [
        {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          \"language\": \"de\",
          \"code\": \"Abrechnungsproblem\",
          \"description\": \"Ein code für Abrechnungsprobleme\"
        }
      ]
    }
  ]
}" \
--user 'username':'password'
```

Response body.

```
{
  "result": {
    "message": "All wrap up codes created successfully.",
    "result_map": {
      "created_wrap_up_codes": [
        {
          "code": "Billing Issue",
          "description": "A code for billing issues",
          "active": true,
          "external": true,
          "sys_id": "49c27b679f201210c89656effa0a1cd7",
          "translated_code": "Abrechnungsproblem",
          "translated_description": "Ein code für
 Abrechnungsprobleme"
        }
      ]
    },
    "success": true
  }
}
```

Wrap Up - POST /now/wrapup/segment/create

Opens a wrap-up segment for an interaction.

Wrap-ups are created in the Interaction Wrap Up Segment [interaction_wrap_up_segment] table.

URL format

Versioned URL: `/api/now/{api_version}/wrapup/segment/create`

Default URL: `/api/now/wrapup/segment/create`

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
agent_sys_id	Required. Sys_id of the agent assigned to the interaction. Data type: String Table: User [sys_user]
configuration	Object containing the code and duration details for an external wrap-up. Required if *external* is `true`. Data type: Object `"configuration": { "allowed_codes": [Array], "default_code": "String", "duration": "String", "enable_codes": Boolean, "show_timer": Boolean }`
configuration.allowed_codes	Array of objects each representing a wrap-up code the agent is allowed to use. Required if *external* and *configuration.enable_codes* are both `true`. Data type: Array `"allowed_codes": [ { "code": "String", "translation": {Object} } ]`
configuration.allowed_codes.code	Label of the wrap-up code. Required if using the *configuration.allowed_codes* parameter. Data type: String
configuration.allowed_codes.translation	A translation of the wrap-up code. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	`"translation": { "code": "String", "language": "String" }`
configuration.allowed_codes.translation.code	A translation of the wrap-up code label. Data type: String
configuration.allowed_codes.translation.language	Two-letter code for the language used in the translation. Data type: String
configuration.default_code	Label of the wrap-up code to use as the default. Required if *external* and *configuration.enable_codes* are both `true`. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code] Field: Code
configuration.duration	Maximum allowed wrap-up duration. Must be used with *show_timer*. Data type: String Unit: Seconds Default: Empty string (No time limit).
configuration.enable_codes	Flag that indicates whether the agent must select a wrap-up code. Valid values: • true: Agent must select a wrap-up code. • false: Agent isn't required to select a wrap-up code. Data type: Boolean Default: false
configuration.show_timer	Required when using the duration property. Flag that indicates whether the timer displays. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• true: Timer displays in the UI. • false: Timer does not display in the UI. Data type: Boolean Default: false
external	Flag that indicates whether the interaction segment is from an external system. Valid values: • true: The interaction segment is from an external system. • false: The interaction segment is internal. Data type: Boolean Default: false
external_segment_id	Identifier representing the interaction segment on the external system. Required if *`external`* is `true`. Data type: String
interaction_sys_id	Required. Sys_id of the interaction. Data type: String Table: Interaction [interaction]
opened_on	The start date and time of the wrap-up period according to the external system. Required if using the *`configuration.duration`* parameter. Data type: String
segmented	Flag that indicates whether the wrap-up is segmented. Valid values: • true: The wrap-up is segmented into multiple parts. • false: The wrap-up is one complete segment. Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
segment_id	Sys_id of the interaction segment. Required if *external* and *segmented* are both `true`. **Note:** You must implement the InteractionSegment scripted extension point to create and retrieve segment records in your chosen table or use the OpenFrame implementation to create and retrieve segment records in the Phone Log [sn_openframe_phone_log] table. Data type: String
segment_table	Name of the table containing the interaction segment. Required if *external* and *segmented* are both `true`. Data type: String
wrap_up_configuration_sys_id	Sys_id of the wrap-up configuration to use. Required if *external* is `false`. Data type: String Table: Interaction Wrap Up Configuration [interaction_wrap_up_configuration]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
message	Message that describes the outcome of the API request. Data type: String
segment	Object containing data about the interaction and wrap-up segment. Data type: Object `"segment": { "agent": "String", "external": Boolean, "interaction": "String", "opened_on": "String", "segmented": Boolean, "segment_id": "String", "segment_table": "String", "state": "String", "sys_id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"wrap_up_configuration": {Object}
	}</pre>

segment.agent	Sys_id of the agent assigned to the interaction segment. Data type: String Table: User [sys_user]
segment.external	Flag that indicates whether the interaction segment is from an external system. Valid values: • true: The interaction segment is from an external system. • false: The interaction segment is internal. Data type: Boolean Default: false
segment.interaction	Sys_id of the interaction. Data type: String Table: Interaction [interaction]
segment.opened_on	The start date and time of the wrap-up period according to the external system. Data type: String
segment.segmented	Flag that indicates whether the wrap-up is segmented. Valid values: • true: The wrap-up is segmented into multiple parts. • false: The wrap-up is one complete segment. Data type: Boolean Default: false
segment.segment_id	Sys_id of the interaction segment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
segment.segment_table	Name of the table containing the interaction segment. Data type: String
segment.state	State of the interaction segment. Interaction segments that the *Wrap Up* API creates successfully are in the open state. Data type: String
segment.sys_id	Sys_id of the wrap-up segment. Data type: String Table: Interaction Wrap Up Segment [interaction_wrap_up_segment]
segment.wrap_up_configuration	Object containing details about the wrap-up configuration used for the wrap-up segment. Data type: Object `"wrap_up_configuration": { "allowed_codes": [Array], "default_code": {Object}, "enable_codes": Boolean }`
segment.wrap_up_configuration.allowed_codes	Array of objects each representing a wrap-up code the agent is allowed to use. Data type: Array `"allowed_codes": [ { "active": Boolean, "code": "String", "description": "String", "external": Boolean,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"sys_id": "String", "translated_code": "String", "translated_description": "String" }]
segment.wrap_up_configuration.allowed_codes.active	Flag that indicates whether the wrap-up code is active. Valid values: • true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
segment.wrap_up_configuration.allowed_codes.code	Label of the wrap-up code. Data type: String
segment.wrap_up_configuration.allowed_codes.description	Description of the wrap-up code. Data type: String
segment.wrap_up_configuration.allowed_codes.external	Flag that indicates whether the wrap-up code is from an external system. Valid values: • true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
segment.wrap_up_configuration.allowed_codes.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]
segment.wrap_up_configuration.allowed_codes.translated_code	A translation of the wrap-up code label.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
segment.wrap_up_configuration.allowed_codes.translated_description	A translation of the wrap-up code description. Data type: String
segment.wrap_up_configuration.default_code	Object containing the wrap-up code to use as the default. Data type: Object `"default_code": { "active": Boolean, "code": "String", "description": "String", "external": Boolean, "sys_id": "String", "translated_code": "String", "translated_description": "String" }`
segment.wrap_up_configuration.default_code.active	Flag that indicates whether the wrap-up code is active. Valid values: • true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
segment.wrap_up_configuration.default_code.code	Label of the wrap-up code. Data type: String
segment.wrap_up_configuration.default_code.description	Description of the wrap-up code. Data type: String
segment.wrap_up_configuration.default_code.external	Flag that indicates whether the wrap-up code is from an external system. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
segment.wrap_up_configuration.default_code.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]
segment.wrap_up_configuration.default_code.translated_code	A translation of the wrap-up code label. Data type: String
segment.wrap_up_configuration.default_code.translated_description	A translation of the wrap-up code description. Data type: String
segment.wrap_up_configuration.enable_codes	Flag that indicates whether the agent must select a wrap-up code. Valid values: • true: Agent must select a wrap-up code. • false: Agent isn't required to select a wrap-up code. Data type: Boolean Default: false
success	Flag that indicates whether the API request was successfully processed. Valid values: • true: The API request was successful. • false: The API request failed. Data type: Boolean
sys_id	Sys_id of the wrap-up segment. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Interaction Wrap Up Segment [interaction_wrap_up_segment]

Example: cURL request

This example opens a wrap-up segment for an interaction.

```
curl
 "https://instance.service-now.com/api/now/v1/wrapup/segment/cre
ate" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"agent_sys_id\": \"123412345678567890ab90abcdefcdef\",
  \"interaction_sys_id\": \"2134123456785678 90ab90abcdefcdef\",
  \"external\": \"true\",
  \"segmented\": \"true\",
  \"segment_table\": \"sn_openframe_phone_log\",
  \"segment_id\": \"dgajbcef12345678defdbxef123435678\",
  \"external_segment_id\": \"PL_402548\",
  \"configuration\": {
    \"enable_codes\": true,
    \"allowed_codes\": [
      {
        \"code\": \"Billing Issue\",
        \"translation\": {
          \"language\": \"de\",
          \"code\": \"Abrechnungsproblem\"
        }
      },
      {
        \"code\": \"Store Issue\",
        \"translation\": {
          \"language\": \"de\",
          \"code\": \"Einkaufsproblem\"
        }
      }
    ],
    \"default_code\": \"Billing Issue\",
    \"duration\": \"30\",
    \"show_timer\": true
  },
  \"opened_on\": \"2024-09-16 17:52:01\"
}" \
--user 'username':'password'
```

Response body.

```
{
  "success": true,
  "message": "Open wrap-up segment successfully created.",
  "sys_id": "98769876543254321fed1fedcba0cba0",
  "segment": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "agent": "12341234567856789ab90abcdefcdef",
    "segment_table": "sn_openframe_phone_log",
    "segment_id": "dgajbcef12345678defdbxef123435678",
    "external": true,
    "interaction": "213412345678567890ab90abcdefcdef",
    "state": "open",
    "wrap_up_configuration": {
      "enable_codes": true,
      "allowed_codes": [
        {
          "code": "Billing Issue",
          "description": "",
          "active": true,
          "external": true,
          "sys_id": "49c27b679f201210c89656effa0a1cd7",
          "translated_code": "Abrechnungsproblem",
          "translated_description": ""
        },
        {
          "code": "Store Issue",
          "description": "",
          "active": true,
          "external": true,
          "sys_id": "54327b679f201210c89656effa0a1cd7",
          "translated_code": " Einkaufsproblem",
          "translated_description": ""
        }
      ],
      "default_code": {
        "code": "Billing Issue",
        "description": "",
        "active": true,
        "external": true,
        "sys_id": "49c27b679f201210c89656effa0a1cd7",
        "translated_code": "Abrechnungsproblem",
        "translated_description": ""
      }
    },
    "segmented": true,
    "sys_id": "98769876543254321fed1fedcba0cba0",
    "opened_on": "2024-09-16 17:52:01"
  }
}
```


Wrap Up - PUT /now/wrapup/segment/update

Updates and closes a wrap-up segment for an interaction.

URL format

Versioned URL: `/api/now/{api_version}/wrapup/segment/update`

Default URL: `/api/now/wrapup/segment/update`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
agent_sys_id	Sys_id of the agent assigned to the interaction. Required along with *`interaction_sys_id`* if neither *`segment_sys_id`* nor *`external_segment_id`* are provided. Data type: String Table: User [sys_user]
external_segment_id	Identifier representing the interaction segment on the external system. Used to identify the wrap-up segment to update if *`segment_sys_id`* isn't provided.
interaction_sys_id	Sys_id of the interaction. Required along with *`agent_sys_id`* if neither *`segment_sys_id`* nor *`external_segment_id`* are provided. Data type: String Table: Interaction [interaction]
segment_sys_id	Sys_id of the wrap-up segment. Data type: String Table: Interaction Wrap Up Segment [interaction_wrap_up_segment]

Request body parameters (XML or JSON)

Name	Description
confirmed_on	The end date and time of the wrap-up period according to the external system. Data type: String
notes	Additional notes added to the wrap-up by the agent. Data type: String
wrap_up_code	Label of the wrap-up code selected by the agent. If the agent doesn't select a code, the configured default code is used. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Table: Interaction Wrap Up Code [interaction_wrap_up_code] Field: Code

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters (JSON or XML)

Name	Description
message	Message that describes the outcome of the API request. Data type: String
segment	Object containing data about the interaction and wrap-up segment. Data type: Object `"segment": { "agent": "String", "awaiting_confirmation": Boolean, "code": {Object}, "confirmed_on": "String", "external": Boolean, "interaction": "String", "notes": "String", "opened_on": "String", "segmented": Boolean, "segment_id": "String", "segment_table": "String", "state": "String", "submitted_on": "String", "sys_id": "String", "wrap_up_configuration": {Object} }`
segment.agent	Sys_id of the agent assigned to the interaction. Data type: String Table: User [sys_user]
segment.awaiting_confirmation	Flag that indicates whether the wrap-up segment submitted by the agent is awaiting confirmation that it was

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	processed by the external CCaaS system. Valid values: • true: The wrap-up segment is awaiting confirmation. • false: The wrap-up segment was processed by the external system. Data type: Boolean
segment.code	Object containing the wrap-up code selected by the agent. Data type: Object `"code": { "active": Boolean, "code": "String", "description": "String", "external": Boolean, "sys_id": "String", "translated_code": "String", "translated_description": "String" }`
segment.code.active	Flag that indicates whether the wrap-up code is active. Valid values: • true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
segment.code.code	Label of the wrap-up code. Data type: String
segment.code.description	Description of the wrap-up code. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
segment.code.external	Flag that indicates whether the wrap-up code is from an external system. Valid values: • true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
segment.code.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]
segment.code.translated_code	A translation of the wrap-up code label. Data type: String
segment.code.translated_description	A translation of the wrap-up code description. Data type: String
segment.confirmed_on	Date and time the submitted wrap-up segment is processed in the external CCaaS system. Data type: String
segment.external	Flag that indicates whether the interaction segment is from an external system. Valid values: • true: The interaction segment is from an external system. • false: The interaction segment is internal. Data type: Boolean Default: false
segment.interaction	Sys_id of the interaction. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Interaction [interaction]
segment.notes	Additional notes added to the wrap-up by the agent. Data type: String
segment.opened_on	The start date and time of the wrap-up period according to the external system. Data type: String
segment.segmented	Flag that indicates whether the wrap-up is segmented. Valid values: • true: The wrap-up is segmented into multiple parts. • false: The wrap-up is one complete segment. Data type: Boolean Default: false
segment.segment_id	Sys_id of the interaction segment. Data type: String
segment.segment_table	Name of the table containing the interaction segment. Data type: String
segment.state	State of the interaction segment. Interaction segments that this endpoint updates successfully are in the closed state. Data type: String
segment.submitted_on	Date and time the agent submitted the wrap-up segment. Data type: String
segment.sys_id	Sys_id of the wrap-up segment. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Interaction Wrap Up Segment [interaction_wrap_up_segment]
segment.wrap_up_configuration	Object containing details about the wrap-up configuration used for the wrap-up segment. Data type: Object `"wrap_up_configuration": { "allowed_codes": [Array], "default_code": {Object}, "enable_codes": Boolean }`
segment.wrap_up_configuration.allowed_codes	Array of objects each representing a wrap-up code the agent is allowed to use. Data type: Array `"allowed_codes": [ { "active": Boolean, "code": "String", "description": "String", "external": Boolean, "sys_id": "String", "translated_code": "String", "translated_description": "String" } ]`
segment.wrap_up_configuration.allowed_codes.active	Flag that indicates whether the wrap-up code is active. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
segment.wrap_up_configuration.allowed_codes.code	Label of the wrap-up code. Data type: String
segment.wrap_up_configuration.allowed_codes.description	Description of the wrap-up code. Data type: String
segment.wrap_up_configuration.allowed_codes.external	Flag that indicates whether the wrap-up code is from an external system. Valid values: • true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
segment.wrap_up_configuration.allowed_codes.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]
segment.wrap_up_configuration.allowed_codes.translated_code	A translation of the wrap-up code label. Data type: String
segment.wrap_up_configuration.allowed_codes.translated_description	A translation of the wrap-up code description. Data type: String
segment.wrap_up_configuration.default_code	Object containing the wrap-up code to use as the default. Data type: Object `"default_code": { "active": Boolean, "code": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"description": "String", "external": Boolean, "sys_id": "String", "translated_code": "String", "translated_description": "String" }
segment.wrap_up_configuration.default_code.active	Flag that indicates whether the wrap-up code is active. Valid values: • true: The wrap-up code is active. • false: The wrap-up code isn't active. Data type: Boolean Default: true
segment.wrap_up_configuration.default_code.code	Label of the wrap-up code. Data type: String
segment.wrap_up_configuration.default_code.description	Description of the wrap-up code. Data type: String
segment.wrap_up_configuration.default_code.external	Flag that indicates whether the wrap-up code is from an external system. Valid values: • true: The wrap-up code is from an external system. • false: The wrap-up code is internal. Data type: Boolean
segment.wrap_up_configuration.default_code.sys_id	Sys_id of the wrap-up code. Data type: String Table: Interaction Wrap Up Code [interaction_wrap_up_code]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
segment.wrap_up_configuration.default_code.translated_code	A translation of the wrap-up code label. Data type: String
segment.wrap_up_configuration.default_code.translated_description	A translation of the wrap-up code description. Data type: String
segment.wrap_up_configuration.enable_codes	Flag that indicates whether the agent must select a wrap-up code. Valid values: • true: Agent must select a wrap-up code. • false: Agent isn't required to select a wrap-up code. Data type: Boolean Default: false
success	Flag that indicates whether the API request was successfully processed. Valid values: • true: The API request was successful. • false: The API request failed. Data type: Boolean
sys_id	Sys_id of the wrap-up segment. Data type: String Table: Interaction Wrap Up Segment [interaction_wrap_up_segment]

Example: cURL request

This example updates and closes a wrap-up segment for an interaction.

```
curl
 "https://instance.service-now.com/api/now/v1/wrapup/segment/upd
ate?segment_sys_id=98769876543254321fed1fedcba0cba0&agent_sys_id
=123412345678567890ab90abcdefcdef&interaction_sys_id=21341234567
8567890ab90abcdefcde" \
--request PUT \
--header "Accept:application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Content-Type:application/json" \
--data "{
  \"wrap_up_code\": \"Billing Issue\",
  \"notes\": \"Customer's credit card expired. Had to switch to
 another one.\",
  \"confirmed_on\": \"2024-09-16 18:52:01\"
}" \
--user 'username':'password'
```

Response body.


```
{
  "success": true,
  "message": "Wrap-up segment updated successfully.",
  "sys_id": "98769876543254321fed1fedcba0cba0",
  "segment": {
    "agent": "123412345678567890ab90abcdefcdef",
    "segment_table": "sn_openframe_phone_log",
    "segment_id": "dgajbcef12345678defdbxef123435678",
    "external": true,
    "interaction": "2134123456785678 90ab90abcdefcdef",
    "state": "closed",
    "wrap_up_configuration": {
      "enable_codes": true,
      "allowed_codes": [
        {
          "code": "Billing Issue",
          "description": "",
          "active": true,
          "external": true,
          "sys_id": "49c27b679f201210c89656effa0a1cd7",
          "translated_code": "Abrechnungsproblem",
          "translated_description": ""
        },
        {
          "code": "Store Issue",
          "description": "",
          "active": true,
          "external": true,
          "sys_id": "54327b679f201210c89656effa0a1cd7",
          "translated_code": " Einkaufsproblem",
          "translated_description": ""
        }
      ],
      "default_code": {
        "code": "Billing Issue",
        "description": "",
        "active": true,
        "external": true,
        "sys_id": "49c27b679f201210c89656effa0a1cd7",
        "translated_code": "Abrechnungsproblem",
        "translated_description": ""
      }
    },
    "code": {
      "code": "Billing Issue",
      "description": "",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "active": true,
      "external": true,
      "sys_id": "49c27b679f201210c89656effa0a1cd7",
      "translated_code": "Abrechnungsproblem",
      "translated_description": ""
    },
    "notes": "Customer's credit card expired. Had to switch to
 another one.",
    "segmented": true,
    "sys_id": "dgajbcef12345678defdbxef123435678",
    "opened_on": "2024-09-16 17:52:01",
    "submitted_on": "2024-09-16 18:51:59",
    "confirmed_on": "2024-09-16 18:52:01",
    "awaiting_confirmation": false
  }
}
```


WSD Extra Service API

The Workplace Service Delivery (WSD) *`Extra Service`* API provides endpoints to retrieve extra services, such as location layouts and standard services of a workplace location.

To access this API, the caller must have the sn_wsd_core.workplace_user role.

This API runs in the `sn_wsd_rsv` namespace. To access this API the Workplace Reservation Management (sn_wsd_rsv) plugin must be activated.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Extra Service Request - PATCH /api/sn_wsd_rsv/wsd_extra_service_request/reservation/{sys_id}

Returns the extra service requests that are associated to a single reservation.

Note: This endpoint does not work for group or multi reservations.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/wsd_extra_service_request/reservation/{sys_id}`

Default URL: `/api/sn_wsd_rsv/wsd_extra_service_request/reservation/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
sys_id	Sys_id of the reservation record for which to return the extra service request details. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad Request. Reservation sys_id is missing, invalid, or does not exist.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Details about the specified extra service request. Data type: Object `"result": { "reservableId": "String", "reservationId": "String", "serviceCategories": {Object}, "serviceTimes": {Object} }`
result.reservableId	Sys_id of the workplace location that the reservation is created against. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservationId	Sys_id of the reservation for which to return the extra service request details. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation].
result.serviceCategories	Details about the service category of the associated extra services. Data type: Object `"serviceCategories": { "String": { "categoryFriendlyName": "String", "categoryCurrencyCode": "String", "comment": "String", "flexibleServices": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"serviceTimes": {Object}
	}
	}</pre>

result.serviceCategories.categoryFriendlyName	User friendly name of the category of the workplace service or extra service, such as Space arrangement. Data type: String
result.serviceCategories.categoryCurrencyCode	Currency code used to calculate the cost of the workplace service item or extra service. Data type: String
result.serviceCategories.comment	Comments about the service category. Data type: String

result.serviceCategories.flexibleServices	Details about each of the workplace service items or extra service requested for the reservation.
	
	Data type: Array of Objects
	<pre>"flexibleServices": [
	{
	"capacity": Number,
	"capacityEnabled":
	Boolean,
	"category": "String",
	"categoryComment":
	"String",
	"categoryFriendlyName":
	"String",
	"comment": "String",
	"currencyCode": "String",
	"deliveryTime": "String",
	"flexibleServiceId":
	"String",
	"flexibleServiceName":
	"String",
	"maxCapacity": Number,
	"quantity": Number,
	"quantityEnabled":
	Boolean,
	"requestId": "String",
	"serviceItemImage":
	"String",
	"servicePrice": Number,
	"serviceTimes": {Object},
	"state": {Object},
	"subCategory": {Object},
	"totalPrice": Number,
	}
	]</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.serviceCategories.flexibleServices.capacity	Capacity requested when requesting the workplace service item. Data type: Number
result.serviceCategories.flexibleServices.capacityEnabled	Flag that indicates whether the user creating the reservation can specify the capacity of the workplace. Possible values: • true: User can specify the capacity. • false: User can't specify the capacity. Data type: Boolean
result.serviceCategories.flexibleServices.category	Sys_id of the category of the workplace service or extra service associated with the reservation. Data type: String
result.serviceCategories.flexibleServices.categoryComment	Additional comments about the category. Data type: String
result.serviceCategories.flexibleServices.categoryFriendlyName	User friendly name of the category of the workplace service or extra service, such as Space arrangement. Data type: String
result.serviceCategories.flexibleServices.comment	Additional comments about the workplace service item or extra service. Data type: String
result.serviceCategories.flexibleServices.currencyCode	Currency code used to calculate the cost of the associated workplace service item or extra service. Data type: String
result.serviceCategories.flexibleServices.deliveryTime	Delivery time of the workplace service item or extra service. Data type: String Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.serviceCategories.flexibleServices.flexibleServiceId	Sys_id of the extra service or workplace service item. Data type: String Table: Workplace Service Item [sn_wsd_case_workplace_service_item]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.serviceCategories.flexibleServices.flexibleServiceName	Name of the associated extra service or workplace service item. Data type: String
result.serviceCategories.flexibleServices.maxCapacity	Maximum capacity of the workplace that can be requested. Data type: Number
result.serviceCategories.flexibleServices.quantity	Number of extra service items requested. Data type: Number
result.serviceCategories.flexibleServices.quantityEnabled	Flag that indicates whether the user creating the reservation can specify the quantity of service items. Possible values: • true: User can specify the quantity. • false: User can't specify the quantity. Data type: Boolean
result.serviceCategories.flexibleServices.requestId	Sys_id of the extra service or workplace service item. Data type: String Table: Request Service [sn_wsd_case_service_item_request]
result.serviceCategories.flexibleServices.serviceItemImage	File name of the thumbnail image of the workplace service item. Data type: String
result.serviceCategories.flexibleServices.servicePrice	Cost of the workplace service item or extra service. Data type: String
result.serviceCategories.flexibleServices.serviceTimes	Details about the time it takes to prepare and cleanup the workplace service item. Data type: Object `"serviceTimes": { "endCleanup": "String", "endPreparation": "String", "startCleanup": "String", "startPreparation": "String" }`
result.serviceCategories.flexibleServices.serviceTimes.endCleanup	Date and time when the clean-up of the workplace service item will end.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.serviceCategories.flexibleServices.serviceTimes.endPreparation	Date and time when the preparation of the workplace service item will end. Data type: String
result.serviceCategories.flexibleServices.serviceTimes.startCleanup	Date and time when the clean-up of the workplace service item will start. Data type: String
result.serviceCategories.flexibleServices.serviceTimes.startPreparation	Date and time when the preparation of the workplace service item will start. Data type: String

result.serviceCategories.flexibleServices.state	Details about the current state of the associated workplace service item.
	
	Data type: Object
	`"state": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

result.serviceCategories.flexibleServices.state.display_value	Display value of the state of the workplace service item, such as Open. Data type: String
result.serviceCategories.flexibleServices.state.value	Internal value of the state of the workplace service item, such as Open. Data type: String

result.serviceCategories.flexibleServices.subCategory	Details about the subcategory of the associated workplace service item.
	
	Data type: Object
	`"subCategory": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

result.serviceCategories.flexibleServices.subCategory.display_value	Display value of the subCategory for the workplace service item or extra service, such as such as chair layout, drinks, or IT support. Data type: String
result.serviceCategories.flexibleServices.subCategory.value	Internal value of the subcategory of the workplace service item or extra service, such as chair_layout, drinks, or IT_support.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.serviceCategories.flexibleServices.total_price	Total cost of the workplace service item or extra service for the reservation. Data type: Number
result.serviceTimes	Details about the time it takes to prepare and cleanup the workplace service item. Data type: Object `"serviceTimes": { "endCleanup": "String", "endPreparation": "String", "startCleanup": "String", "startPreparation": "String" }`
result.serviceTimes.endCleanup	Date and time when the clean up of the workplace service item will end. Data type: String
result.serviceTimes.endPreparation	Date and time when the preparation of the workplace service item will end. Data type: String
result.serviceTimes.startCleanup	Date and time when the clean up of the workplace service item will start. Data type: String
result.serviceTimes.startPreparation	Date and time when the preparation of the workplace service item will start. Data type: String

Example: cURL request

This code example shows how to request the details of the extra services or workplace service items for a reservation.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/wsd_extra_servic
e_request/reservation/383e36c1536f01103cf7ddeeff7b1245" \
--request GET \
--header "Accept:application/json" \
--user "username": "password"
```

Return results:

```
{
  "result": {
    "reservationId": "383e36c1536f01103cf7ddeeff7b1245",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "serviceTimes": {
      "startPreparation": "2022-05-17T11:45:00ZZ",
      "endPreparation": "2022-05-17T12:00:00ZZ",
      "startCleanup": "2022-05-17T13:00:00ZZ",
      "endCleanup": "2022-05-17T13:15:00ZZ"
    },
    "reservableId": "02000d4edb7650106c731dcd13961914",
    "serviceCategories": {
      "50723fbf07100110c9b36b6e0ad300b4": {
        "serviceTimes": {
          "startPreparation": "2022-05-17T11:45:00Z",
          "endPreparation": "2022-05-17T12:00:00Z",
          "startCleanup": "2022-05-17T13:00:00Z",
          "endCleanup": "2022-05-17T13:15:00Z"
        },
        "flexibleServices": [
          {
            "requestId": "743eb605536f01103cf7ddeeff7b126b",
            "category": "50723fbf07100110c9b36b6e0ad300b4",
            "categoryComment": "test2",
            "subCategory": {
              "value": "chair_layout",
              "display_value": "Chair layout"
            },
            "categoryFriendlyName": "Space arrangement",
            "servicePrice": 0,
            "serviceItemImage":
"4c6a0d7107600110c9b36b6e0ad300fc.iix",
            "currencyCode": "GBP",
            "totalPrice": 0,
            "flexibleServiceId":
"21e2c08407600110c9b36b6e0ad3007c",
            "flexibleServiceName": "Theater Style",
            "deliveryTime": "2022-05-17 12:00:00",
            "comment": "test1",
            "quantity": 1,
            "capacity": 1,
            "quantityEnabled": false,
            "capacityEnabled": true,
            "maxCapacity": null,
            "state": {
              "value": "2",
              "display_value": "Work in Progress"
            },
            "serviceTimes": {
              "startPreparation": "2022-05-17T11:45:00Z",
              "endPreparation": "2022-05-17T12:00:00Z",
              "startCleanup": "2022-05-17T13:00:00Z",
              "endCleanup": "2022-05-17T13:15:00Z"
            }
          }
        ],
        "comment": "test2",
        "categoryFriendlyName": "Space arrangement",
        "categoryCurrencyCode": "GBP"
      }
    }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
}
```

WSD Extra Service Request - PATCH /api/sn_wsd_rsv/wsd_extra_service_request/submit

Adds an new or updates an existing extra service request to a specified single reservation.

Note: This endpoint does not work for group or multi reservations.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/wsd_extra_service_request/submit`

Default URL: `/api/sn_wsd_rsv/wsd_extra_service_request/submit`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
reservationDateTimeChanged	Flag that indicates whether the reservation date and time has changed. Valid values: • true: The reservation date and time was changed. • false: The reservation date and time wasn't changed. Data type: Boolean Default: false
reservableId	Required. Sys_id of the workplace location that the reservation is created against.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
reservationId	Required. Sys_id of the reservation for which to add the extra service requests. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
serviceCategories	Required. List of workplace service items or extra services to add to the reservation. Data type: Array of Objects `"serviceCategories": [ { "category": "String", "comment": "String", "flexibleServices": [Array] } ]`
serviceCategories.category	Required. Sys_id or name of the workplace service to add to the reservation. Data type: String Table: Workplace Service [sn_wsd_case_workplace_service]
serviceCategories.comment	Required. Comments about the service category. Data type: String
serviceCategories.flexibleServices	Required. Details about each of the workplace service items or extra service to add to or cancel from the reservation. Data type: Array of Objects `"flexibleServices": [ { "cancelFlag": Boolean, "comment": "String", "deliveryTime": "String", "extraServiceRequestId": "String", "flexibleServiceId": "String", "quantity": Number`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	}]
serviceCategories.flexibleServices.cancelFlag	Flag that indicates whether to cancel the specified extra service request. Possible values: • true: Delete the associated extra service request. • false: No operation. Data type: Boolean Default: false
serviceCategories.flexibleServices.comment	Required. Additional comments about the workplace service item or extra service. Data type: String
serviceCategories.flexibleServices. deliveryTime	Required. Delivery time of the workplace service item or extra service. Data type: String Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
serviceCategories.flexibleServices. extraServiceRequestId	Sys_id of the existing extra service request. Provide this parameter to update an existing extra service request. Data type: String Table: Request Service Items [sn_wsd_case_service_item_request]
serviceCategories.flexibleServices. flexibleServiceId	Required. Sys_id of the extra service or workplace service item. Data type: String Table: Workplace Service Item [sn_wsd_case_workplace_service_item]
serviceCategories.flexibleServices.quantity	Required. Number of extra service items requested. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Return results for the request. Data type: Object `"result": { "extraServiceRequests": [Array], "reservableId": "String", "reservationId": "String", "success": Boolean }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.extraServiceRequests	Details about the added or cancelled extra service request. Data type: Array of Object `"extraServiceRequests": [ { "flexibleServiceId": "String", "requestId": "String" } ]`
result.extraServiceRequests.flexibleServiceId	Sys_id of the extra service item request that was added to the reservation. Data type: String Table: Workplace Service Item [sn_wsd_case_workplace_service_item]
result.extraServiceRequests.requestId	Sys_id of the extra service item that was added to the request. Data type: String Table: Request Service Items [sn_wsd_case_service_item_request]
result.reservableId	Sys_id of the workplace location that the reservation is created against. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservationId	Sys_id of the reservation for which the extra service request was added. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.success	Flag that indicates whether the extra service request was successfully added to the reservation. Possible values: • true: Successfully added. • false: Operation failed. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following code example shows how to add an extra service item request to a reservation.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/wsd_extra_servic
e_request/submit" \
--request POST \
--header "Accept:application/json" \
--header "Concept-Type:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "reservationId": "2dc2efdf531701103cf7ddeeff7b1227",
    "reservableId": "02000d4edb7650106c731dcd13961914",
    "extraServiceRequests": [
      {
        "requestId": "bea46dbc53e701103cf7ddeeff7b1236",
        "flexibleServiceId": "e2ecf7b307500110c9b36b6e0ad30033"
      }
],
    "success": true
  }
}
```

WSD Extra Service Request API

The Workplace Service Delivery (WSD) *`Extra Service Request`* API provides endpoints to manage extra service requests for reservations.

To access this API, the caller must have the sn_wsd_core.workplace_user role.

This API runs in the `sn_wsd_rsv` namespace.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Extra Service - GET /sn_wsd_rsv/extra_service/list_loc_layouts

Returns the details about the associated location layouts for a specified workplace location.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/extra_service/list_loc_layouts`

Default URL: `/api/sn_wsd_rsv/extra_service/list_loc_layouts`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
location	Required. Sys_id of the workplace location for which to return the location layout details. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]

Request body parameters

Name	Description
None	Required.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	List of the layouts associated with the specified workplace location. Data type: Array of Objects `"result": [ { "capacity": Number, "cleanup_duration": "String", "image": {Object}, "is_default": Boolean, "max_capacity": Number, "name": "String", "preparation_duration": "String", "short_description": "String", "sys_id": "String" } ]`
result.capacity	Number of people that will attend the meeting. Data type: Number
result.cleanup_duration	Amount of time it takes to clean the reservable for this layout. Data type: Number Unit: Milliseconds
result.image	Details about an image that represents the layout for the associated reservable. Data type: Object `"image": { "link": "String", "sys_id": "String" }` Table: Images [db_image]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.image.link	Link to an image that represents the layout for this reservable. Data type: String Table: Images [db_image]
result.image.sys_id	Sys_id of the associated image record. Data type: String
result.is_default	Flag that indicates whether the associated layout is the default for the reservable. Valid values: • true: Default. • false: Not default. Data type: Boolean
result.name	Name of the location layout. Data type: String
result.max_capacity	Maximum number of people that the layout associated with the reservable can accommodate. Data type: Number
result.preparation_duration	Amount of time it takes to prepare the associated location layout. Data type: Number Unit: Milliseconds
result.short_description	Brief description of the location layout. Data type: String
result.sys_id	Sys_id of the location layout. Data type: String Table: Layout [sn_wsd_rsv_layout]

Example: cURL request

The following code example shows how to call this endpoint.

```
"http://instance.servicenow.com/api/sn_wsd_rsv/extra_service/lis
t_loc_layouts&location=d2716d4adb7210106c731dcd13961994" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "result": [
    {
      "sys_id": "f4fee556534301103cf7ddeeff7b12ed",
      "name": "Test",
      "short_description": "test",
      "is_default": false,
      "image": {
        "sys_id": "9648a7c5531301103cf7ddeeff7b1286",
        "link": "9648a7c5531301103cf7ddeeff7b1286.iix"
      },
      "capacity": null,
      "max_capacity": null,
      "preparation_duration": 172800000,
      "cleanup_duration": 86400000
    }
  ]
}
```


WSD Extra Service - GET /api/sn_wsd_rsv/extra_service/list_loc_standard_services

Returns the details about the associated standard services for a specified workplace location.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/extra_service/list_loc_standard_services`

Default URL: `/api/sn_wsd_rsv/extra_service/list_loc_standard_services`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
location	Required. Sys_id of the workplace location for which to return the location layout standard services. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

result.standard_services	Associated standard services, such as flip chart, projector screen, and whiteboard and markers.
	
	Data type: Array of Objects
	
	`"standard_services": [`
	`{`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"font_awesome_icon": "String", "name": "String", "short_description": "String", "sys_id": "String" }]
result.standard_services.font_awesome_icon	Name of the thumbnail icon associated with the standard service. Data type: String
result.standard_services.name	Name of the standard service. Data type: String
result.standard_services.short_description	Brief description of the standard service. Data type: String
result.standard_services.sys_id	Sys_id of the standard service record. Data type: String Table: Standard Service [sn_wsd_rsv_standard_service]

Example: cURL request

The following code example shows how to call this endpoint to obtain the standard services.

```
"http://instance.servicenow.com/api/sn_wsd_rsv/extra_service/list_loc_standard_services&location=d2716d4adb7210106c731dcd13961994" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:


```
{
  "result": [
    {
      "sys_id": "9b01458edb7650106c731dcd13961945",
      "name": "Flip chart",
      "short_description": "Flip chart with paper sheets",
      "font_awesome_icon": "fa-calendar-o"
    },
    {
      "sys_id": "abd0c18edb7650106c731dcd13961965",
      "name": "Projector screen",
      "short_description": "Connect laptop to screen (HDMI and DVI)",
      "font_awesome_icon": "fa-caret-square-o-right"
    },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "sys_id": "9841858edb7650106c731dcd1396193c",
      "name": "Whiteboard",
      "short_description": "Whiteboard and markers",
      "font_awesome_icon": "fa-pencil-square-o"
    }
  ]
}
```

WSD Group Reservation API

The Workplace Service Delivery (WSD) *`Group Reservation`* API provides endpoints for managing group reservations.

Group reservations allow you to reserve different locations for various people (groups) for the same meeting.

This API runs in the `sn_wsd_rsv` namespace. To access this API, the caller must have the sn_wsd_core.workplace_user role and the Workplace Reservation Management (sn_wsd_rsv) plugin must be activated.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Group Reservation - GET /api/sn_wsd_rsv/group_reservation/{parent_id}

Returns the parent and all child reservations for a specified group reservation.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/group_reservation/{parent_id}`

Default URL: `/api/sn_wsd_rsv/group_reservation/{parent_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
parent_id	Sys_id of the parent reservation record. When a group reservation is created, one group parent record and one or more child reservation records are created. Reservation records contain a field called reservation_subtype, that indicates the type of reservation record. For group parent records, this field is set to "Group parent" to indicate that it is a group parent record. For child records, this field is set to "Single".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Within a child record, the sys_id of the associated parent reservation record is in the source_reservation field. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes (continued)

Status code	Description
400	Bad Request. Invalid or no parent reservation sys_id provided.
404	Access denied. Unable to cancel group reservation. User has insufficient rights to cancel the requested group reservation.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Details about the parent and children reservations associated with the group reservation. Data type: Object `{ "result": { "parent": {Object}, "children": [Array] }`

Example: cURL request

The following code example shows how to retrieve the details for a group reservation.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/group_reservati
on/e2245051533b01103cf7ddeeff7b12d6" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "parent": {
      "sys_id": "e2245051533b01103cf7ddeeff7b12d6",
      "number": "WRES0001142",
      "start": "2022-05-30T04:30:00Z",
      "end": "2022-05-30T05:30:00Z",
      "sys_created_on": "2022-05-30T04:19:02Z",
      "sys_updated_on": "2022-05-30T04:19:04Z",
      "source_reservation": null,
      "check_in_state": {
        "value": "not_required",
        "display_value": "Not required"
      },
      "external_id": null,
      "external_ical": null,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "active": true,
      "state": {
        "value": "confirmed",
        "display_value": "Confirmed"
      },
      "sensitivity": {
        "value": "normal",
        "display_value": "Normal"
      },
      "reservation_type": {
        "value": "space",
        "display_value": "Space"
      },
      "reservation_subtype": {
        "value": "group_parent",
        "display_value": "Group parent"
      },
      "reservation_purpose": {
        "value": "meeting",
        "display_value": "Meeting"
      },
      "attendees": null,
      "number_of_attendees": 1,
      "is_parent": true,
      "subject": "Test#52",
      "virtual_meeting": null,
      "recording_details": [],
      "sync_state": {
        "value": "not_required",
        "display_value": "Synchronization not required"
      },
      "sub_source": {
        "value": "servicenow_workplace_service_delivery",
        "display_value": "ServiceNow Workplace Service Delivery"
      },
      "last_updated_sub_source": {
        "value": "servicenow_workplace_service_delivery",
        "display_value": "ServiceNow Workplace Service Delivery"
      },
      "reservable_module": {
        "sys_id": "5db44502dbb650106c731dcd13961937",
        "name": "Desks",
        "title": "Desks",
        "inline_title": "desk",
        "font_awesome_icon": "fa-desktop",
        "reservable_table": "sn_wsd_core_space",
        "reservable_filter":
 "active=true^is_reservable=true^location_type=5f017383eb512010b
89bfdfc9c5228c8^building.is_reservable=true^floor.is_reservable=
true^EQ",
        "short_description": "Reserve a single desks",
        "reservable_type": "location",
        "require_subject": null,
        "require_cancel_notes": false,
        "virtual_meeting_provider": {
          "sys_id": "e33d9e6853c201103cf7ddeeff7b1205",
          "display_value": "Template"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        "allow_invitees": null,
        "display_number_of_attendees": null,
        "display_on_behalf_of": "1",
        "display_sensitivity": null,
        "max_days_in_future": "90",
        "allow_whole_day": "1",
        "require_whole_day": null,
        "selection_type": "unit",
        "reservable_container_field": null,
        "reservable_quantity_field": null,
        "apply_to_shift": null,
        "max_occurrences": "90",
        "enable_facet_filter": false,
        "search_limit": 10000,
        "enable_ical_generation": null,
        "enable_group_reservations": "1",
        "enable_browse_near_a_person": "1",
        "enable_browse_by_area": "1",
        "display_value": "Desks",
        "browse_near_a_person_enabled": true,
        "browse_by_area_enabled": true,
        "reservable_columns": [
          "sys_id",
          "external_id",
          "email",
          "name",
          "title",
          "description",
          "image",
          "number",
          "site",
          "campus",
          "building",
          "floor",
          "area",
          "capacity",
          "reservable_quantity",
          "location_type",
          "order",
          "requires_check_in",
          "is_reservable"
        ],
        "layout_mapping": {
          "title": [
            "name"
          ],
          "description": [
            "description"
          ],
          "subtitle": [
            "campus",
            "building",
            "floor",
            "area"
          ],
          "subtitle_asc": [
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "area",
            "floor",
            "building",
            "campus"
          ],
          "image": "image",
          "body": [
            {
              "label": "Capacity",
              "icon": "fa-users",
              "field": "capacity",
              "field_to_display": ""
            },
            {
              "label": "Standard services",
              "icon": "fa-check",
              "field": "standard_services",
              "field_to_display": "name"
            },
            {
              "label": "Reservable purposes",
              "icon": "fa-tags",
              "field": "reservable_purposes",
              "field_to_display": "name"
            }
          ]
        },
        "timeSlots": [
          {
            "sys_id": "d5331cf2dbb5f01038e42b24ca961906",
            "name": "All day",
            "short_description": "8am - 6pm",
            "slot_start": "08:00",
            "slot_end": "18:00"
          },
          {
            "sys_id": "de131cf2dbb5f01038e42b24ca961931",
            "name": "Before noon",
            "short_description": "8am - 12pm",
            "slot_start": "08:00",
            "slot_end": "12:00"
          },
          {
            "sys_id": "6e99ab5ddbb930102e8e853e68961929",
            "name": "After noon",
            "short_description": "1pm - 6pm",
            "slot_start": "13:00",
            "slot_end": "18:00"
          }
        ],
        "buildingSysIds": [
          "9e0364cedb3650106c731dcd1396192b"
        ],
        "reservable_views": [
          {
            "type": "card",
            "label": "Card view",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "iconClass": "fa-th-large",
            "isDefault": true,
            "order": "1"
          },
          {
            "type": "schedule",
            "label": "Schedule view",
            "iconClass": "fa-calendar-o",
            "isDefault": false,
            "order": "2"
          }
        ],
        "checkin_before_minutes": 30,
        "reservation_paths": [
          {
            "value": "browse_all",
            "displayValue": "Browse all"
          },
          {
            "value": "browse_near_a_person",
            "displayValue": "Browse near a person"
          },
          {
            "value": "browse_by_area",
            "displayValue": "Browse by area"
          }
        ],
        "override_approval_policy": "never_required"
      },
      "notification_recipients": null,
      "notification_custom_message": null,
      "opened_by": {
        "sys_id": "6816f79cc0a8016401c5a33be04be441",
        "value": "6816f79cc0a8016401c5a33be04be441",
        "displayValue": "System Administrator",
        "display_value": "System Administrator",
        "name": "System Administrator",
        "user_name": "admin",
        "table": "sys_user",
        "avatar":
"c148e1d13741310042106710ce41f149.iix?t=small",
        "initials": "SA",
        "email": "admin@example.com",
        "label": "System Administrator, Finance"
      },
      "requested_for": {
        "sys_id": "6816f79cc0a8016401c5a33be04be441",
        "value": "6816f79cc0a8016401c5a33be04be441",
        "displayValue": "System Administrator",
        "display_value": "System Administrator",
        "name": "System Administrator",
        "user_name": "admin",
        "table": "sys_user",
        "avatar":
"c148e1d13741310042106710ce41f149.iix?t=small",
        "initials": "SA",
        "email": "admin@example.com",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "label": "System Administrator, Finance"
      },
      "edit_restriction": {
        "value": "no_restriction",
        "display_value": "No restriction"
      },
      "source": {
        "value": "servicenow",
        "display_value": "Workplace Services"
      },
      "source_icon": {
        "classNames": "fa fa-calendar-check-o",
        "tooltip": "Reservation is confirmed",
        "imgSrc": ""
      },
      "shift": null,
      "locations": [
        {
          "sys_id": "73c2698adb7210106c731dcd13961968",
          "name": "B1-03-03",
          "description": "Desk reserved for the Team-C. After
10am, free to reserve for everyone.",
          "display_value": "B1-03-03",
          "capacity": 1,
          "label_value": "Workspace/Desk name",
          "email": null,
          "reservable_module": {
            "sys_id": "5db44502dbb650106c731dcd13961937",
            "name": "Desks",
            "title": "Desks",
            "inline_title": "desk"
          },
          "region": {
            "sys_id": "2d626c4edb3650106c731dcd1396194b",
            "display_value": "Europe",
            "active": true
          },
          "site": {
            "sys_id": "b17220cedb3650106c731dcd1396197a",
            "display_value": "Western Europe",
            "active": true
          },
          "campus": {
            "sys_id": "44d2e0cedb3650106c731dcd13961988",
            "display_value": "Amsterdam Campus",
            "active": true
          },
          "building": {
            "sys_id": "9e0364cedb3650106c731dcd1396192b",
            "display_value": "AMS-B1",
            "active": true,
            "timezone": {
              "value": "Europe/Amsterdam",
              "displayValue": "Europe/Amsterdam"
            }
          },
          "floor": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "sys_id": "5373a8cedb3650106c731dcd1396198a",
            "display_value": "Floor 3",
            "active": true
          },
          "area": {
            "sys_id": "410ff04edb7650106c731dcd13961973",
            "display_value": "Desks C1",
            "active": true
          },
          "reservation": {
            "sys_id": "2a24d0d1533b01103cf7ddeeff7b126b",
            "number_of_attendees": 1,
            "state": {
              "value": "confirmed",
              "display_value": "Confirmed"
            },
            "requested_for": {
              "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
              "value": "62826bf03710200044e0bfc8bcbe5df1",
              "displayValue": "Abel Tuter",
              "display_value": "Abel Tuter",
              "name": "Abel Tuter",
              "user_name": "abel.tuter",
              "table": "sys_user",
              "avatar":
"063e383837303100421067l0ce41f13b.iix?t=small",
              "initials": "AT",
              "email": "abel.tuter@example.com",
              "label": "Product Management"
            },
            "number": "WRES0001143",
            "active": true
          },
          "number_of_attendees": 1,
          "state": {
            "value": "confirmed",
            "display_value": "Confirmed"
          },
          "number": "WRES0001143",
          "requested_for": {
            "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
            "value": "62826bf03710200044e0bfc8bcbe5df1",
            "displayValue": "Abel Tuter",
            "display_value": "Abel Tuter",
            "name": "Abel Tuter",
            "user_name": "abel.tuter",
            "table": "sys_user",
            "avatar":
"063e383837303100421067l0ce41f13b.iix?t=small",
            "initials": "AT",
            "email": "abel.tuter@example.com",
            "label": "Product Management"
          }
        },
        {
          "sys_id": "32f2a98adb7210106c731dcd13961972",
          "name": "B1-03-04",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "description": "Desk reserved for the Team-C. After
10am, free to reserve for everyone.",
        "display_value": "B1-03-04",
        "capacity": 1,
        "label_value": "Workspace/Desk name",
        "email": null,
        "reservable_module": {
          "sys_id": "5db44502dbb650106c731dcd13961937",
          "name": "Desks",
          "title": "Desks",
          "inline_title": "desk"
        },
        "region": {
          "sys_id": "2d626c4edb3650106c731dcd1396194b",
          "display_value": "Europe",
          "active": true
        },
        "site": {
          "sys_id": "b17220cedb3650106c731dcd1396197a",
          "display_value": "Western Europe",
          "active": true
        },
        "campus": {
          "sys_id": "44d2e0cedb3650106c731dcd13961988",
          "display_value": "Amsterdam Campus",
          "active": true
        },
        "building": {
          "sys_id": "9e0364cedb3650106c731dcd1396192b",
          "display_value": "AMS-B1",
          "active": true,
          "timezone": {
            "value": "Europe/Amsterdam",
            "displayValue": "Europe/Amsterdam"
          }
        },
        "floor": {
          "sys_id": "5373a8cedb3650106c731dcd1396198a",
          "display_value": "Floor 3",
          "active": true
        },
        "area": {
          "sys_id": "410ff04edb7650106c731dcd13961973",
          "display_value": "Desks C1",
          "active": true
        },
        "reservation": {
          "sys_id": "6a24d0d1533b01103cf7ddeeff7b126e",
          "number_of_attendees": 1,
          "state": {
            "value": "confirmed",
            "display_value": "Confirmed"
          },
          "requested_for": {
            "sys_id": "a8f98bb0eb32010045e1a5115206fe3a",
            "value": "a8f98bb0eb32010045e1a5115206fe3a",
            "displayValue": "Abraham Lincoln",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "display_value": "Abraham Lincoln",
            "name": "Abraham Lincoln",
            "user_name": "abraham.lincoln",
            "table": "sys_user",
            "avatar": null,
            "initials": "AL",
            "email": "abraham.lincoln@example.com",
            "label": ""
          },
          "number": "WRES0001144",
          "active": true
        },
        "number_of_attendees": 1,
        "state": {
          "value": "confirmed",
          "display_value": "Confirmed"
        },
        "number": "WRES0001144",
        "requested_for": {
          "sys_id": "a8f98bb0eb32010045e1a5115206fe3a",
          "value": "a8f98bb0eb32010045e1a5115206fe3a",
          "displayValue": "Abraham Lincoln",
          "display_value": "Abraham Lincoln",
          "name": "Abraham Lincoln",
          "user_name": "abraham.lincoln",
          "table": "sys_user",
          "avatar": null,
          "initials": "AL",
          "email": "abraham.lincoln@example.com",
          "label": ""
        }
      }
    ],
    "reservationAcl": {
      "write": {
        "record": true,
        "fields": {
          "subject": true,
          "sensitivity": true,
          "requested_for": true,
          "number_of_attendees": true,
          "location": true
        },
        "allFields": true
      },
      "read": true
    }
  },
  "children": [
    {
      "sys_id": "2a24d0d1533b01103cf7ddeeff7b126b",
      "number": "WRES0001143",
      "location": {
        "sys_id": "73c2698adb7210106c731dcd13961968",
        "name": "B1-03-03",
        "description": "Desk reserved for the Team-C. After
10am, free to reserve for everyone.",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "display_value": "B1-03-03",
          "capacity": 1,
          "label_value": "Workspace/Desk name",
          "email": null,
          "reservable_module": {
            "sys_id": "5db44502dbb650106c731dcd13961937",
            "name": "Desks",
            "title": "Desks",
            "inline_title": "desk"
          },
          "region": {
            "sys_id": "2d626c4edb3650106c731dcd1396194b",
            "display_value": "Europe",
            "active": true
          },
          "site": {
            "sys_id": "b17220cedb3650106c731dcd1396197a",
            "display_value": "Western Europe",
            "active": true
          },
          "campus": {
            "sys_id": "44d2e0cedb3650106c731dcd13961988",
            "display_value": "Amsterdam Campus",
            "active": true
          },
          "building": {
            "sys_id": "9e0364cedb3650106c731dcd1396192b",
            "display_value": "AMS-B1",
            "active": true,
            "timezone": {
              "value": "Europe/Amsterdam",
              "displayValue": "Europe/Amsterdam"
            }
          },
          "floor": {
            "sys_id": "5373a8cedb3650106c731dcd1396198a",
            "display_value": "Floor 3",
            "active": true
          },
          "area": {
            "sys_id": "410ff04edb7650106c731dcd13961973",
            "display_value": "Desks C1",
            "active": true
          },
          "reservation": {
            "sys_id": "2a24d0d1533b01103cf7ddeeff7b126b",
            "number_of_attendees": 1,
            "state": {
              "value": "confirmed",
              "display_value": "Confirmed"
            },
            "requested_for": {
              "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
              "name": "Abel Tuter",
              "user_name": "abel.tuter"
            },
            "number": "WRES0001143",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "active": true
          },
          "number_of_attendees": 1,
          "state": {
            "value": "confirmed",
            "display_value": "Confirmed"
          },
          "number": "WRES0001143",
          "requested_for": {
            "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
            "name": "Abel Tuter",
            "user_name": "abel.tuter"
          }
        },
        "start": "2022-05-30T04:30:00Z",
        "end": "2022-05-30T05:30:00Z",
        "sys_created_on": "2022-05-30T04:19:02Z",
        "sys_updated_on": "2022-05-30T04:19:04Z",
        "source_reservation": {
          "sys_id": "e2245051533b01103cf7ddeeff7b12d6",
          "display_value": "WRES0001142",
          "name": "WRES0001142"
        },
        "check_in_state": {
          "value": "awaiting_check_in",
          "display_value": "Awaiting check-in"
        },
        "external_id": null,
        "external_ical": null,
        "active": true,
        "state": {
          "value": "confirmed",
          "display_value": "Confirmed"
        },
        "sensitivity": {
          "value": "normal",
          "display_value": "Normal"
        },
        "reservation_type": {
          "value": "space",
          "display_value": "Space"
        },
        "reservation_subtype": {
          "value": "single",
          "display_value": "Single"
        },
        "reservation_purpose": {
          "value": "meeting",
          "display_value": "Meeting"
        },
        "attendees": null,
        "number_of_attendees": 1,
        "is_parent": false,
        "subject": "Test#52",
        "virtual_meeting": null,
        "recording_details": [],
        "sync_state": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "value": "not_required",
          "display_value": "Synchronization not required"
        },
        "sub_source": {
          "value": "servicenow_workplace_service_delivery",
          "display_value": "ServiceNow Workplace Service
 Delivery"
        },
        "last_updated_sub_source": {
          "value": "servicenow_workplace_service_delivery",
          "display_value": "ServiceNow Workplace Service
 Delivery"
        },
        "reservable_module": {
          "sys_id": "5db44502dbb650106c731dcd13961937",
          "name": "Desks",
          "title": "Desks",
          "inline_title": "desk",
          "font_awesome_icon": "fa-desktop",
          "reservable_table": "sn_wsd_core_space",
          "reservable_filter":
 "active=true^is_reservable=true^location_type=5f017383eb512010b
89bfdfc9c5228c8^building.is_reservable=true^floor.is_reservable=
true^EQ",
          "short_description": "Reserve a single desks",
          "reservable_type": "location",
          "require_subject": null,
          "require_cancel_notes": false,
          "virtual_meeting_provider": {
            "sys_id": "e33d9e6853c201103cf7ddeeff7b1205",
            "display_value": "Template"
          },
          "allow_invitees": null,
          "display_number_of_attendees": null,
          "display_on_behalf_of": "1",
          "display_sensitivity": null,
          "max_days_in_future": "90",
          "allow_whole_day": "1",
          "require_whole_day": null,
          "selection_type": "unit",
          "reservable_container_field": null,
          "reservable_quantity_field": null,
          "apply_to_shift": null,
          "max_occurrences": "90",
          "enable_facet_filter": false,
          "search_limit": 10000,
          "enable_ical_generation": null,
          "enable_group_reservations": "1",
          "enable_browse_near_a_person": "1",
          "enable_browse_by_area": "1",
          "display_value": "Desks",
          "browse_near_a_person_enabled": true,
          "browse_by_area_enabled": true,
          "reservable_columns": [
            "sys_id",
            "external_id",
            "email",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "name",
            "title",
            "description",
            "image",
            "number",
            "site",
            "campus",
            "building",
            "floor",
            "area",
            "capacity",
            "reservable_quantity",
            "location_type",
            "order",
            "requires_check_in",
            "is_reservable"
          ],
          "layout_mapping": {
            "title": [
              "name"
            ],
            "description": [
              "description"
            ],
            "subtitle": [
              "campus",
              "building",
              "floor",
              "area"
            ],
            "subtitle_asc": [
              "area",
              "floor",
              "building",
              "campus"
            ],
            "image": "image",
            "body": [
              {
                "label": "Capacity",
                "icon": "fa-users",
                "field": "capacity",
                "field_to_display": ""
              },
              {
                "label": "Standard services",
                "icon": "fa-check",
                "field": "standard_services",
                "field_to_display": "name"
              },
              {
                "label": "Reservable purposes",
                "icon": "fa-tags",
                "field": "reservable_purposes",
                "field_to_display": "name"
              }
            ]
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        "timeSlots": [
          {
            "sys_id": "d5331cf2dbb5f01038e42b24ca961906",
            "name": "All day",
            "short_description": "8am - 6pm",
            "slot_start": "08:00",
            "slot_end": "18:00"
          },
          {
            "sys_id": "de131cf2dbb5f01038e42b24ca961931",
            "name": "Before noon",
            "short_description": "8am - 12pm",
            "slot_start": "08:00",
            "slot_end": "12:00"
          },
          {
            "sys_id": "6e99ab5ddbb930102e8e853e68961929",
            "name": "After noon",
            "short_description": "1pm - 6pm",
            "slot_start": "13:00",
            "slot_end": "18:00"
          }
        ],
        "buildingSysIds": [
          "9e0364cedb3650106c731dcd1396192b"
        ],
        "reservable_views": [
          {
            "type": "card",
            "label": "Card view",
            "iconClass": "fa-th-large",
            "isDefault": true,
            "order": "1"
          },
          {
            "type": "schedule",
            "label": "Schedule view",
            "iconClass": "fa-calendar-o",
            "isDefault": false,
            "order": "2"
          }
        ],
        "checkin_before_minutes": 30,
        "reservation_paths": [
          {
            "value": "browse_all",
            "displayValue": "Browse all"
          },
          {
            "value": "browse_near_a_person",
            "displayValue": "Browse near a person"
          },
          {
            "value": "browse_by_area",
            "displayValue": "Browse by area"
          }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        ],
        "override_approval_policy": "never_required"
      },
      "notification_recipients": null,
      "notification_custom_message": null,
      "opened_by": {
        "sys_id": "6816f79cc0a8016401c5a33be04be441",
        "value": "6816f79cc0a8016401c5a33be04be441",
        "displayValue": "System Administrator",
        "display_value": "System Administrator",
        "name": "System Administrator",
        "user_name": "admin",
        "table": "sys_user",
        "avatar":
"c148e1d13741310042106710ce41f149.iix?t=small",
        "initials": "SA",
        "email": "admin@example.com",
        "label": "System Administrator, Finance"
      },
      "requested_for": {
        "sys_id": "62826bf03710200044e0bfc8bcbe5df1",
        "value": "62826bf03710200044e0bfc8bcbe5df1",
        "displayValue": "Abel Tuter",
        "display_value": "Abel Tuter",
        "name": "Abel Tuter",
        "user_name": "abel.tuter",
        "table": "sys_user",
        "avatar":
"063e38383730310042106710ce41f13b.iix?t=small",
        "initials": "AT",
        "email": "abel.tuter@example.com",
        "label": "Product Management"
      },
      "edit_restriction": {
        "value": "fully_restricted",
        "display_value": "Fully restricted"
      },
      "source": {
        "value": "servicenow",
        "display_value": "Workplace Services"
      },
      "source_reservation_requester": {
        "sys_id": "6816f79cc0a8016401c5a33be04be441",
        "name": "System Administrator",
        "user_name": "admin"
      },
      "source_icon": {
        "classNames": "fa fa-calendar-check-o",
        "tooltip": "Reservation is confirmed",
        "imgSrc": ""
      },
      "shift": null,
      "reservationAcl": {
        "write": {
          "record": true,
          "fields": {
            "subject": true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "sensitivity": true,
            "requested_for": true,
            "number_of_attendees": true,
            "location": true
          },
          "allFields": true
        },
        "read": true
      }
    },
    {
      "sys_id": "6a24d0d1533b01103cf7ddeeff7b126e",
      "number": "WRES0001144",
      "location": {
        "sys_id": "32f2a98adb7210106c731dcd13961972",
        "name": "B1-03-04",
        "description": "Desk reserved for the Team-C. After
10am, free to reserve for everyone.",
        "display_value": "B1-03-04",
        "capacity": 1,
        "label_value": "Workspace/Desk name",
        "email": null,
        "reservable_module": {
          "sys_id": "5db44502dbb650106c731dcd13961937",
          "name": "Desks",
          "title": "Desks",
          "inline_title": "desk"
        },
        "region": {
          "sys_id": "2d626c4edb3650106c731dcd1396194b",
          "display_value": "Europe",
          "active": true
        },
        "site": {
          "sys_id": "b17220cedb3650106c731dcd1396197a",
          "display_value": "Western Europe",
          "active": true
        },
        "campus": {
          "sys_id": "44d2e0cedb3650106c731dcd13961988",
          "display_value": "Amsterdam Campus",
          "active": true
        },
        "building": {
          "sys_id": "9e0364cedb3650106c731dcd1396192b",
          "display_value": "AMS-B1",
          "active": true,
          "timezone": {
            "value": "Europe/Amsterdam",
            "displayValue": "Europe/Amsterdam"
          }
        },
        "floor": {
          "sys_id": "5373a8cedb3650106c731dcd1396198a",
          "display_value": "Floor 3",
          "active": true
        },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "area": {
          "sys_id": "410ff04edb7650106c731dcd13961973",
          "display_value": "Desks C1",
          "active": true
        },
        "reservation": {
          "sys_id": "6a24d0d1533b01103cf7ddeeff7b126e",
          "number_of_attendees": 1,
          "state": {
            "value": "confirmed",
            "display_value": "Confirmed"
          },
          "requested_for": {
            "sys_id": "a8f98bb0eb32010045e1a5115206fe3a",
            "name": "Abraham Lincoln",
            "user_name": "abraham.lincoln"
          },
          "number": "WRES0001144",
          "active": true
        },
        "number_of_attendees": 1,
        "state": {
          "value": "confirmed",
          "display_value": "Confirmed"
        },
        "number": "WRES0001144",
        "requested_for": {
          "sys_id": "a8f98bb0eb32010045e1a5115206fe3a",
          "name": "Abraham Lincoln",
          "user_name": "abraham.lincoln"
        }
      },
      "start": "2022-05-30T04:30:00Z",
      "end": "2022-05-30T05:30:00Z",
      "sys_created_on": "2022-05-30T04:19:02Z",
      "sys_updated_on": "2022-05-30T04:19:04Z",
      "source_reservation": {
        "sys_id": "e2245051533b01103cf7ddeeff7b12d6",
        "display_value": "WRES0001142",
        "name": "WRES0001142"
      },
      "check_in_state": {
        "value": "awaiting_check_in",
        "display_value": "Awaiting check-in"
      },
      "external_id": null,
      "external_ical": null,
      "active": true,
      "state": {
        "value": "confirmed",
        "display_value": "Confirmed"
      },
      "sensitivity": {
        "value": "normal",
        "display_value": "Normal"
      },
      "reservation_type": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "value": "space",
          "display_value": "Space"
        },
        "reservation_subtype": {
          "value": "single",
          "display_value": "Single"
        },
        "reservation_purpose": {
          "value": "meeting",
          "display_value": "Meeting"
        },
        "attendees": null,
        "number_of_attendees": 1,
        "is_parent": false,
        "subject": "Test#52",
        "virtual_meeting": null,
        "recording_details": [],
        "sync_state": {
          "value": "not_required",
          "display_value": "Synchronization not required"
        },
        "sub_source": {
          "value": "servicenow_workplace_service_delivery",
          "display_value": "ServiceNow Workplace Service
 Delivery"
        },
        "last_updated_sub_source": {
          "value": "servicenow_workplace_service_delivery",
          "display_value": "ServiceNow Workplace Service
 Delivery"
        },
        "reservable_module": {
          "sys_id": "5db44502dbb650106c731dcd13961937",
          "name": "Desks",
          "title": "Desks",
          "inline_title": "desk",
          "font_awesome_icon": "fa-desktop",
          "reservable_table": "sn_wsd_core_space",
          "reservable_filter":
 "active=true^is_reservable=true^location_type=5f017383eb512010b
89bfdfc9c5228c8^building.is_reservable=true^floor.is_reservable=
true^EQ",
          "short_description": "Reserve a single desks",
          "reservable_type": "location",
          "require_subject": null,
          "require_cancel_notes": false,
          "virtual_meeting_provider": {
            "sys_id": "e33d9e6853c201103cf7ddeeff7b1205",
            "display_value": "Template"
          },
          "allow_invitees": null,
          "display_number_of_attendees": null,
          "display_on_behalf_of": "1",
          "display_sensitivity": null,
          "max_days_in_future": "90",
          "allow_whole_day": "1",
          "require_whole_day": null,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "selection_type": "unit",
        "reservable_container_field": null,
        "reservable_quantity_field": null,
        "apply_to_shift": null,
        "max_occurrences": "90",
        "enable_facet_filter": false,
        "search_limit": 10000,
        "enable_ical_generation": null,
        "enable_group_reservations": "1",
        "enable_browse_near_a_person": "1",
        "enable_browse_by_area": "1",
        "display_value": "Desks",
        "browse_near_a_person_enabled": true,
        "browse_by_area_enabled": true,
        "reservable_columns": [
          "sys_id",
          "external_id",
          "email",
          "name",
          "title",
          "description",
          "image",
          "number",
          "site",
          "campus",
          "building",
          "floor",
          "area",
          "capacity",
          "reservable_quantity",
          "location_type",
          "order",
          "requires_check_in",
          "is_reservable"
        ],
        "layout_mapping": {
          "title": [
            "name"
          ],
          "description": [
            "description"
          ],
          "subtitle": [
            "campus",
            "building",
            "floor",
            "area"
          ],
          "subtitle_asc": [
            "area",
            "floor",
            "building",
            "campus"
          ],
          "image": "image",
          "body": [
            {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "label": "Capacity",
            "icon": "fa-users",
            "field": "capacity",
            "field_to_display": ""
          },
          {
            "label": "Standard services",
            "icon": "fa-check",
            "field": "standard_services",
            "field_to_display": "name"
          },
          {
            "label": "Reservable purposes",
            "icon": "fa-tags",
            "field": "reservable_purposes",
            "field_to_display": "name"
          }
        ]
      },
      "timeSlots": [
        {
          "sys_id": "d5331cf2dbb5f01038e42b24ca961906",
          "name": "All day",
          "short_description": "8am - 6pm",
          "slot_start": "08:00",
          "slot_end": "18:00"
        },
        {
          "sys_id": "de131cf2dbb5f01038e42b24ca961931",
          "name": "Before noon",
          "short_description": "8am - 12pm",
          "slot_start": "08:00",
          "slot_end": "12:00"
        },
        {
          "sys_id": "6e99ab5ddbb930102e8e853e68961929",
          "name": "After noon",
          "short_description": "1pm - 6pm",
          "slot_start": "13:00",
          "slot_end": "18:00"
        }
      ],
      "buildingSysIds": [
        "9e0364cedb3650106c731dcd1396192b"
      ],
      "reservable_views": [
        {
          "type": "card",
          "label": "Card view",
          "iconClass": "fa-th-large",
          "isDefault": true,
          "order": "1"
        },
        {
          "type": "schedule",
          "label": "Schedule view",
          "iconClass": "fa-calendar-o",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "isDefault": false,
            "order": "2"
          }
        ],
        "checkin_before_minutes": 30,
        "reservation_paths": [
          {
            "value": "browse_all",
            "displayValue": "Browse all"
          },
          {
            "value": "browse_near_a_person",
            "displayValue": "Browse near a person"
          },
          {
            "value": "browse_by_area",
            "displayValue": "Browse by area"
          }
        ],
        "override_approval_policy": "never_required"
      },
      "notification_recipients": null,
      "notification_custom_message": null,
      "opened_by": {
        "sys_id": "6816f79cc0a8016401c5a33be04be441",
        "value": "6816f79cc0a8016401c5a33be04be441",
        "displayValue": "System Administrator",
        "display_value": "System Administrator",
        "name": "System Administrator",
        "user_name": "admin",
        "table": "sys_user",
        "avatar":
"c148e1d13741310042106710ce41f149.iix?t=small",
        "initials": "SA",
        "email": "admin@example.com",
        "label": "System Administrator, Finance"
      },
      "requested_for": {
        "sys_id": "a8f98bb0eb32010045e1a5115206fe3a",
        "value": "a8f98bb0eb32010045e1a5115206fe3a",
        "displayValue": "Abraham Lincoln",
        "display_value": "Abraham Lincoln",
        "name": "Abraham Lincoln",
        "user_name": "abraham.lincoln",
        "table": "sys_user",
        "avatar": null,
        "initials": "AL",
        "email": "abraham.lincoln@example.com",
        "label": ""
      },
      "edit_restriction": {
        "value": "fully_restricted",
        "display_value": "Fully restricted"
      },
      "source": {
        "value": "servicenow",
        "display_value": "Workplace Services"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        "source_reservation_requester": {
          "sys_id": "6816f79cc0a8016401c5a33be04be441",
          "name": "System Administrator",
          "user_name": "admin"
        },
        "source_icon": {
          "classNames": "fa fa-calendar-check-o",
          "tooltip": "Reservation is confirmed",
          "imgSrc": ""
        },
        "shift": null,
        "reservationAcl": {
          "write": {
            "record": true,
            "fields": {
              "subject": true,
              "sensitivity": true,
              "requested_for": true,
              "number_of_attendees": true,
              "location": true
            },
            "allFields": true
          },
          "read": true
        }
      }
    ]
  }
}
```


WSD Group Reservation - PATCH /api/sn_wsd_rsv/group_reservation/cancel/{id}

Cancels a specified group reservation.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/group_reservation/cancel/{id}`

Default URL: `/api/sn_wsd_rsv/group_reservation/cancel/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the parent reservation record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	When a group reservation is created, one group parent record and one or more child reservation records are created. Reservation records contain a field called reservation_subtype, that indicates the type of reservation record. For group parent records, this field is set to "Group parent" to indicate that it is a group parent record. For child records, this field is set to "Single". Within a child record, the sys_id of the associated parent reservation record is in the source_reservation field. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
cancel_notes	Reason for cancelling the reservation. Data type: String Default: "Canceled reservation via Group cancel"

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *`application/json`*, *`application/xml`* or, *`text/xml`*. Default: *`application/json`*
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. Invalid or no parent reservation sys_id provided.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Access denied. Unable to cancel group reservation. User has insufficient rights to cancel the requested group reservation.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Results of the group reservation cancel request. Data type: Object `"result": { "allChildrenCanceled": Boolean, "cancelledParent": Boolean, "canceledReservations": [Array], "failedChildMeetings": [Array], "msg": "String", "parent": "String", "success": Boolean, "user_msg": "String" }`
result.allChildrenCanceled	Flag that indicates whether all child reservations associated with the group reservation were successfully cancelled. Possible values: • true: Successfully cancelled. • false: Not all child reservations were cancelled. The *failedChildMeetings* parameter contains a list of the sys_ids of the child reservations that were not cancelled. Data type: Boolean
result.cancelledParent	Flag that indicates whether the parent reservation for the group reservation were successfully cancelled. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Parent reservation was cancelled. • false: Parent reservation was not cancelled. Data type: Boolean
result.canceledReservations	List of sys_ids of the child reservations that were successfully canceled. Data type: Array
result.failedChildMeetings	List of sys_ids of the child reservations that were not canceled. Data type: Array
result.msg	If any reservation failed to cancel, this parameter contains a message about the cause of failure. Data type: String
result.parent	Sys_id of the parent reservation that was cancelled. Data type: String
result.success	Flag that indicates whether the group reservation was successfully cancelled. Possible values: • true: Group reservation was successfully cancelled. • false: One or more of the associated group reservations were not cancelled. Additional details are provided within the results. Data type: Boolean
result.user_msg	Reserved for future use. If any reservation failed to cancel, this parameter contains a translated message about the cause of failure that you can display in the UI. Data type: String

Example: cURL request

The following code example shows how to cancel a group reservation.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/group_reservati
on/cancel/22c1aee353af01103cf7ddeeff7b12d5" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"cancel_notes\":\"Need to postpone until next quarter\"
}" \
--user 'username':'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Return results:

```
{
  "result": {
    "success": true,
    "canceledReservations": [
      "6ec1aee353af01103cf7ddeeff7b12d8",
      "aac1aee353af01103cf7ddeeff7b12db"
    ],
    "failedChildMeetings": [],
    "cancelledParent": true,
    "allChildrenCanceled": true,
    "msg": "",
    "user_msg": "",
    "parent": "22c1aee353af01103cf7ddeeff7b12d5"
  }
}
```

WSD Group Reservation - PATCH /api/sn_wsd_rsv/group_reservation/update/{id}

Updates a specified group reservation.

You can update the following reservation parameters:

- Subject
- Start date and time
- End date and time
- Shift associated with the reservation
- Workplace location of any child reservation

Note: You must specify at least one of these parameters in the request body of the endpoint call. Parameters that are not passed in are not modified in the associated records.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/group_reservation/update/{id}`

Default URL: `/api/sn_wsd_rsv/group_reservation/update/{id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
id	Sys_id of the parent reservation record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	When a group reservation is created, one group parent record and one or more child reservation records are created. Reservation records contain a field called reservation_subtype, that indicates the type of reservation record. For group parent records, this field is set to "Group parent" to indicate that it is a group parent record. For child records, this field is set to "Single". Within a child record, the sys_id of the associated parent reservation record is in the source_reservation field. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
children	Updated list of child reservations records to associate with the reservation. Data type: Array of Objects `"children": [ { "is_private": Boolean, "location": "String", "requested_for": "String" } ]`
children.is_private	Flag that indicates whether the reservation is private. If private, the reservation doesn't appear to anyone except the owner. For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Reservation is private. • false: Reservation isn't private. Data type: Boolean Default: Value set for privacy in the system properties.
children.location	Updated sys_id of the location to reserve. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Table: Workplace Location [sn_wsd_core_workplace_location]
children.requested_for	Updated sys_id of the user for whom the reservation is being requested. Data type: String Table: User [sys_user]
end	Updated end time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
requested_for	Sys_id or email address of the user for which the reservation is being made. Data type: String Table: User [sys_user]
reservable_module	Required. Sys_id of the reservable module to associate with the reservation. A reservable module defines the workplace items needed for a reservation. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
shift	Updated sys_id of the shift to associate with the reservation. For additional information on shift-based reservations, see Enable shift-based reservation. Data type: String Table: Shift [sn_wsd_core_shift]
start	Updated start time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss) Default: Empty - start time is specified in child reservations
subject	Updated subject of the meeting associated with the reservation. Data type: String Default: Empty
workplace_location	Updated sys_id of the workplace location to associate with the group reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String Default: Empty - locations are specified in child reservations Table: Workplace Location [sn_wsd_core_workplace_location

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
result	Return results from the multi-reservation creation or update. Data type: Object `"result": { "parent": "String", "success": Boolean, "successfulReservations": [Array], "unSuccessfulReservations": [Array] }`
result.parent	Sys_id of the parent reservation that was updated. Data type: String
result.success	Flag that indicates whether the reservation was successfully created. Possible values: • true: Successfully created. • false: Operation failed. Data type: Boolean
result.successfulReservations	List of the reservations that were successfully updated. Data type: Array of Objects `"successfulReservations": [ { "msg": "String", "operation": "String" "sys_id": "String", "user_msg": "String" } ]`
result.successfulReservations.msg	Internal message about the update. Provides technical information about the operation. Data type: String
result.successfulReservations.operation	Type of operation that was performed, such as create or update. If a new reservable is added to the group reservation, such as an added room, this value is returned as `create`, otherwise it is set to `update`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.successfulReservations.sys_id	Sys_id of the reservation that was created. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.successfulReservations.user_msg	User message about the update. This message may be translated based on the user's language preference and should be the one that appears in the UI. Data type: String
result.unSuccessfulReservations	List of the reservations that were unsuccessfully updated. Data type: Array of Objects `"unSuccessfulReservations": [ { "msg": "String", "operation": "String" "sys_id": "String", "user_msg": "String" } ]`
result.unSuccessfulReservations.msg	Message about the update error. Data type: String
result.unSuccessfulReservations.operation	Type of operation that was performed, such as create or update. Data type: String
result.unSuccessfulReservations.sys_id	Sys_id of the reservation that was created. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.unSuccessfulReservations.user_msg	Message about the update error. Data type: String

Example: cURL request

The following example shows how to call this endpoint to update a group reservation.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/group_reservati
on/update/b84e218a87586550cfaa99b73cbb35ec" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"reservable_module\": \"5db44502dbb650106c731dcd13961937\",
    \"subject\": \"Test-123\",
    \"reservation_purpose\": \"meeting\",
    \"timezone\": \"US/Pacific\",
    \"children\": [
        {
            \"location\": \"6a11a94adb7210106c731dcd1396194e\",
            \"requested_for\":
 \"62826bf03710200044e0bfc8bcbe5df1\",
            \"is_private\": false
        },
        {
            \"location\": \"9841e94adb7210106c731dcd13961914\",
            \"requested_for\":
 \"6816f79cc0a8016401c5a33be04be441\",
            \"is_private\": false
        }
    ],
    \"start\": \"2023-02-12T11:30:00Z\",
    \"end\": \"2023-02-12T12:30:00Z\"
}" \
```

Return results:

```
{
  "result": {
    "parent": "b84e218a87586550cfaa99b73cbb35ec",
    "success": true,
    "successfulReservations": [
      {
        "operation": "create",
        "sys_id": "7b9e658a87586550cfaa99b73cbb357d",
        "msg": "",
        "user_msg": null,
        "location": "6a11a94adb7210106c731dcd1396194e"
      },
      {
        "operation": "create",
        "sys_id": "3b9e658a87586550cfaa99b73cbb3580",
        "msg": "",
        "user_msg": null,
        "location": "9841e94adb7210106c731dcd13961914"
      }
    ],
    "unSuccessfulReservations": []
  }
}
```

WSD Group Reservation - POST /api/sn_wsd_rsv/group_reservation/add

Creates a group reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/group_reservation/add`

Default URL: `/api/sn_wsd_rsv/group_reservation/add`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
children	Required. List of child reservations records to associate with the reservation. Data type: Array of Objects `"children": [ { "is_private": Boolean, "location": "String", "requested_for": "String" } ]`
children.is_private	Flag that indicates whether the reservation is private. If private, the reservation doesn't appear to anyone except the owner. For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Reservation is private. • false: Reservation isn't private. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Default: Value set for privacy in the system properties.
children.location	Required. Sys_id of the location to reserve. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
children.requested_for	Required. Sys_id of the user for whom the reservation is being requested. Data type: String Table: User [sys_user]
end	Required if the *shift* parameter isn't passed in. Requested end time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
requested_for	Sys_id or email address of the user for which the reservation is being made. Data type: String Table: User [sys_user]
reservable_module	Required. Sys_id of the reservable module to associate with the reservation. A reservable module defines the workplace items needed for a reservation. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
shift	Sys_id of the shift to associate with the reservation. If this parameter is passed in, the *end* parameter isn't required. For additional information on shift-based reservations, see Enable shift-based reservation. Data type: String Table: Shift [sn_wsd_core_shift]
start	Required. Requested start time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
subject	Required. Subject of the meeting associated with the reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String
workplace_location	Sys_id of the workplace location to associate with the group reservation. Data type: String Default: Empty - locations are specified in child reservations Table: Workplace Location [sn_wsd_core_workplace_location]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
result	Details about the created group reservations. Data type: Object `"result": { "created_children": [Array], "failed_children": [Array], "msg": "String", "parent": "String", "success": Boolean, "user_msg": "String" }`
result.created_children	Details about the child reservations that were created. Data type: Array of Objects `"created_children": [ { "location": "String", "requested_for": "String", "sys_id": "String" } ]`
result.created_children.location	Sys_id of the location to reserve. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
result.created_children.requested_for	Sys_id of the user for whom the child reservation was created. Data type: String
result.created_children.sys_id	Sys_id of the child reservation record that was created. Data type: String
result.failed_children	Details about the child reservations that failed to be created. Data type: Array of Objects `"failed_children": [ { "location": "String", "requested_for": "String", "sys_id": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.failed_children.location	Sys_id of the location record associated with the failed reservation. Data type: String
result.failed_children.requested_for	Sys_id of the user for whom the child reservation was requested. Data type: String
result.failed_children.sys_id	Always -1. Data type: String
result.msg	If the request fails, message that describes the error. Data type: String
result.parent	Sys_id of the parent reservation record. When a group reservation is created, one group parent record and one or more child reservation records are created. Reservation records contain a field called reservation_subtype, that indicates the type of reservation record. For group parent records, this field is set to "Group parent" to indicate that it is a group parent record. For child records, this field is set to "Single". Within a child record, the sys_id of the associated parent reservation record is in the source_reservation field. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.success	Flag that indicates whether the reservation was successfully created. Possible values: • true: Successfully created. • false: Operation failed. Data type: Boolean
result.userMsg	If the request fails, message that describes the error. Data type: String

Example: cURL request

The following code example shows how to use this endpoint to create a group reservations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/group_reservati
on/add" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"reservable_module\": \"5db44502dbb650106c731dcd13961937\",
    \"subject\": \"Test-123\",
    \"reservation_purpose\": \"meeting\",
    \"timezone\": \"US/Pacific\",
    \"children\": [
        {
            \"location\": \"6a11a94adb7210106c731dcd1396194e\",
            \"requested_for\":
 \"62826bf03710200044e0bfc8bcbe5df1\",
            \"is_private\": false
        },
        {
            \"location\": \"9841e94adb7210106c731dcd13961914\",
            \"requested_for\":
 \"6816f79cc0a8016401c5a33be04be441\",
            \"is_private\": false
        }
    ],
    \"start\": \"2023-01-12T11:30:00Z\",
    \"end\": \"2023-01-12T12:30:00Z\"
}" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "parent": "b84e218a87586550cfaa99b73cbb35ec",
    "success": true,
    "created_children": [
      {
        "sys_id": "7c4e218a87586550cfaa99b73cbb35ee",
        "location": "6a11a94adb7210106c731dcd1396194e",
        "requested_for": "62826bf03710200044e0bfc8bcbe5df1"
      },
      {
        "sys_id": "3c4e218a87586550cfaa99b73cbb35f1",
        "location": "9841e94adb7210106c731dcd13961914",
        "requested_for": "6816f79cc0a8016401c5a33be04be441"
      }
    ],
    "failed_children": [],
    "user_msg": "",
    "msg": ""
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WSD Multi Reservation API

The Workplace Service Delivery (WSD) *Multi Reservation* API provides endpoints for managing reservations with multiple workplace locations.

To access this API, the caller must have the sn_wsd_core.workplace_user role and the Workplace Safety Management (sn_wsd_core) and Workplace Reservation Management (sn_wsd_rsv) plugins must be activated.

This API runs in the `sn_wsd_rsv` namespace.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Multi Reservation - PATCH /api/sn_wsd_rsv/multi_reservation/cancel/{sys_id}

Cancels a specified multi-reservation.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/multi_reservation/cancel/{sys_id}`

Default URL: `/api/sn_wsd_rsv/multi_reservation/cancel/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the multi-reservation to cancel. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
cancel_notes	Reason for cancelling the reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Details of the results of the cancel request. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"result": {
	  "error": "String",
	  "parent": "String",
	  "success": Boolean,
	  "successfulReservations":
	 [Array],
	  "unSuccessfulReservations":
	 [Array]
	}</pre>

result.error	Message that describes the associated error. Data type: String
result.parent	Sys_id of the parent reservation. A parent may have one or more child reservations associated to it. Data type: String
result.success	Flag that indicates whether the reservation was successfully cancelled. Possible values: • true: Successfully cancelled. • false: Reservation wasn't cancelled. Data type: Boolean

result.successfulReservations	Details about the successful cancellation of the multi-reservation.
	
	Data type: Array of Objects
	<pre>"successfulReservations": [
	  {
	  "msg": "String",
	  "success": Boolean,
	  "sys_id": "String"
	  }
	]</pre>

result.successfulReservations.msg	Cancellation message. Data type: String
result.successfulReservations.success	Flag that indicates whether the reservation was successfully cancelled. Possible values: • true: Successfully cancelled. • false: Operation failed. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.successfulReservations.sys_id	Sys_id of the reservation that was cancelled. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.unSuccessfulReservations	Details about the unsuccessful cancellation of the multi-reservation. Data type: Array of Objects `"unSuccessfulReservations": [ { "msg": "String", "success": Boolean, "sys_id": "String" } ]`
result.unSuccessfulReservations.msg	Cancellation message. Data type: String
result.unSuccessfulReservations.success	Flag that indicates whether the reservation was successfully cancelled. Possible values: • true: Successfully cancelled. • false: Operation failed. Data type: Boolean
result.unSuccessfulReservations.sys_id	Sys_id of the reservation that was not cancelled. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Example: cURL request

The following code example shows how to cancel a multi-reservations.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/multi_reservati
on/cancel/1b1fdf5987ab01506342b846dabb35ec" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{\"cancel_notes\":\"Meeting no longer needed.\"}" \
--user "username":"password'"
```

Return results:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
  "result": {
    "success": true,
    "successfulReservations": [
      {
        "success": true,
        "msg": "Cancelled successfully.",
        "sys_id": "5b1f9f1d87ab01506342b846dabb35a4"
      },
      {
        "success": true,
        "msg": "Cancelled successfully.",
        "sys_id": "931f9f1d87ab01506342b846dabb35a0"
      }
    ],
    "unSuccessfulReservations": [],
    "error": null,
    "parent": "1b1fdf5987ab01506342b846dabb35ec"
  }
}
```


WSD Multi Reservation - PATCH /api/sn_wsd_rsv/multi_reservation/update/{sys_id}

Updates the reservations associated with a multi-reservation where the same reservation (meeting) has multiple workplace locations.

This endpoint can handle four different update scenarios:

1. Update the content of the multi-reservation record, such as the subject, date, or time.
2. Convert the multi-reservation into a single reservation based on the parent (reservation for a single workplace location).
3. Convert a single reservation (reservation for a single workplace location) into a multi-reservation.
4. Add or remove a workplace location to an existing multi-reservation.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/multi_reservation/update/{sys_id}`

Default URL: `/api/sn_wsd_rsv/multi_reservation/update/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the reservation to update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	• Single reservation to multi-reservation: Sys_id of the single reservation. Table: Workplace Reservation [sn_wsd_rsv_reservation] • Update content of multi-reservation: Sys_id of the parent reservation record. Table: Workplace Reservation [sn_wsd_rsv_reservation] To get the details of a multi parent reservation from the child record, refer to the sys_id in the source_reservation field of the child record. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
end	Required if the *shift* parameter isn't passed in. Requested end time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
requested_for	Sys_id or email address of the user for which the reservation is being made. Data type: String Table: User [sys_user]
reservables	List of details about the reservables associated with the reservation. Data type: Array of Objects `"reservables": [ { "is_private": Boolean, "sys_id": "String" } ]`
reservables.is_private	Flag that indicates whether the reservation is private. If private, the reservation doesn't appear to anyone except the owner. For additional information on these privacy settings, see Location privacy settings and impact. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	• true: Reservation is private. • false: Reservation isn't private. Data type: Boolean Default: Value set for privacy in the system properties.
reservables.sys_id	Sys_id of the location at which to make the reservations. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
reservable_module	Required. Sys_id of the reservable module to associate with the reservation. A reservable module defines the workplace items needed for a reservation. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
shift	Sys_id of the shift to associate with the reservation. If this parameter is passed in, the *end* parameter isn't required. For additional information on shift-based reservations, see Enable shift-based reservation. Data type: String Table: Shift [sn_wsd_core_shift]
start	Required. Requested start time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
subject	Subject of the meeting associated with the reservation. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
	Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Return results from the multi-reservation creation or update. Data type: Object `"result": { "parent": "String", "success": Boolean, "successfulReservations": [Array], "unSuccessfulReservations": [Array] }`
result.parent	Sys_id of the parent reservation. A parent may have one or more child reservations associated to it. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.success	Flag that indicates whether the reservation was successfully created. Possible values: • true: Successfully created. • false: Operation failed. Data type: Boolean
result.successfulReservations	List of the reservations that were successfully created. Data type: Array of Objects `"successfulReservations": [ { "cancelled": Boolean, "error": "String", "reservable": "String" "success": Boolean, "sys_id": "String", "updated": Boolean } ]`
result.successfulReservations.cancelled	Flag that indicates whether the reservation was successfully cancelled. Possible values: • true: Successfully cancelled. • false: Not cancelled. Data type: Boolean
result.successfulReservations.error	Error message if there was a problem while creating the reservation. Data type: String
result.SuccessfulReservations.insert	Flag that indicates whether the reservation was successfully inserted. Such as when a reservation is added. Possible values: • true: Successfully inserted. • false: Operation failed. Data type: Boolean
result.successfulReservations.reservable	Sys_id of the workplace for which the reservation was made. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Workplace Location [sn_wsd_core_workplace_location]
result.successfulReservations.success	Flag that indicates whether the associated operation was successful. Possible values: • true: Operation was successful. • false: Operation failed. Data type: Boolean
result.successfulReservations.sys_id	Sys_id of the reservation that was created. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.successfulReservations.update	Flag that indicates whether the reservation was successfully updated. Possible values: • true: Successfully updated. • false: Not updated. Data type: Boolean
result.unSuccessfulReservations	List of the reservations that were unsuccessful. Data type: Array of Objects `"unSuccessfulReservations": [ { "cancelled": Boolean, "error": "String", "insert": Boolean "reservable": "String" "success": Boolean, "sys_id": "String", "updated": Boolean } ]`
result.unSuccessfulReservations.cancelled	Flag that indicates whether the reservation was successfully cancelled. Possible values: • true: Successfully cancelled. • false: Not cancelled. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.unSuccessfulReservations.error	Error message if there was a problem while creating the reservation. Data type: String
result.unSuccessfulReservations.insert	Flag that indicates whether the reservation was successfully inserted. Possible values: • true: Successfully inserted. • false: Operation failed. Data type: Boolean
result.unSuccessfulReservations.reservable	Sys_id of the workplace for which the reservation was trying to be made. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
result.unSuccessfulReservations.success	Flag that indicates whether the reservation was successfully created. Possible values: • true: Successfully created. • false: Operation failed. Data type: Boolean
result.unSuccessfulReservations.sys_id	Sys_id of the unsuccessful reservation. Always null. Data type: String
result.unSuccessfulReservations.update	Flag that indicates whether the reservation was successfully updated. Possible values: • true: Successfully updated. • false: Not updated. Data type: Boolean

Example: cURL request

The following code example shows how to modify the content of an existing multi-reservation.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/multi_reservati
on/update/02000d4edb7650106c731dcd13961914" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"reservables\":[
        {
            \"sys_id\":\"fe1f744edb7650106c731dcd139619ca\"
        },
        {
            \"sys_id\":\"02000d4edb7650106c731dcd13961914\"
        }
    ],
    \"reservable_module\":\"c31241cedb7650106c731dcd13961917\",
    \"subject\":\"Test 1\",
    \"start\":\"2022-05-27 13:00:00\",
    \"end\":\"2022-05-27 14:00:00\",
    \"requested_for\": \"workplace_user@example.com\"
}" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "parent": "98ccb4348723cd106342b846dabb359a",
    "success": true,
    "successfulReservations": [
      {
        "success": true,
        "updated": true,
        "cancelled": false,
        "sys_id": "6cccb4348723cd106342b846dabb359d",
        "error": null,
        "reservable": "5eafb44edb7650106c731dcd13961943"
      },
      {
        "success": true,
        "updated": true,
        "cancelled": false,
        "sys_id": "74af283c87ef8d106342b846dabb3592",
        "error": null,
        "reservable": "fe1f744edb7650106c731dcd139619ca"
      }
    ],
    "unSuccessfulReservations": []
  }
}
```

Example: cURL request

The following code example shows how to add a workplace location to an existing multi-reservation.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/multi_reservati
on/update/02000d4edb7650106c731dcd13961914" \
--request PATCH \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   \"reservables\":[
       {
           \"sys_id\":\"fe1f744edb7650106c731dcd139619ca\",
           \"is_private\": false
       },
       {
           \"sys_id\":\"5eafb44edb7650106c731dcd13961943\",
           \"is_private\": false
       },
    {
           \"sys_id\":\"c4308d4edb7650106c731dcd1396194c\",
           \"is_private\": false
       }
   ],
   \"reservable_module\":\"c31241cedb7650106c731dcd13961917\",
   \"subject\":\"Test 1\",
   \"start\":\"2022-05-27 13:00:00\",
   \"end\":\"2022-05-27 14:00:00\",
   \"requested_for\": \"workplace_user@example.com\"
}" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "parent": "98ccb4348723cd106342b846dabb359a",
    "success": true,
    "successfulReservations": [
      {
        "success": true,
        "updated": true,
        "cancelled": false,
        "sys_id": "6cccb4348723cd106342b846dabb359d",
        "error": null,
        "reservable": "5eafb44edb7650106c731dcd13961943"
      },
      {
        "success": true,
        "updated": true,
        "cancelled": false,
        "sys_id": "74af283c87ef8d106342b846dabb3592",
        "error": null,
        "reservable": "fe1f744edb7650106c731dcd139619ca"
      },
      {
        "success": true,
        "inserted": true,
        "sys_id": "9e6d78748723cd106342b846dabb35a5",
        "error": null,
        "reservable": "c4308d4edb7650106c731dcd1396194c"
      }
    ],
    "unSuccessfulReservations": []
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}
```

Example: cURL request

The following code example shows how to convert a single reservation to a multi-reservation.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/multi_reservati
on/update/02000d4edb7650106c731dcd13961914" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   \"reservables\":[
       {
           \"sys_id\":\"fe1f744edb7650106c731dcd139619ca\",
           \"is_private\": false
       },
       {
           \"sys_id\":\"5eafb44edb7650106c731dcd13961943\",
           \"is_private\": false
       }
   ],
   \"reservable_module\":\"c31241cedb7650106c731dcd13961917\",
   \"subject\":\"Test 1\",
   \"start\":\"2022-05-27 13:00:00\",
   \"end\":\"2022-05-27 14:00:00\",
   \"requested_for\": \"workplace_user@example.com\"
}" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "success": true,
    "parent": "98ccb4348723cd106342b846dabb359a",
    "successfulReservations": [
      {
        "success": true,
        "inserted": true,
        "sys_id": "6cccb4348723cd106342b846dabb359d",
        "error": null,
        "reservable": "5eafb44edb7650106c731dcd13961943"
      },
      {
        "success": true,
        "insert": false,
        "update": true,
        "cancel": false,
        "sys_id": "74af283c87ef8d106342b846dabb3592",
        "reservable": "fe1f744edb7650106c731dcd139619ca"
      }
    ],
    "unSuccessfulReservations": [],
    "error": null
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}
```

Example: cURL request

The following code example shows how to convert a multi-reservation into a single reservation.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/multi_reservati
on/update/02000d4edb7650106c731dcd13961914" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
   \"reservables\":[
       {
           \"sys_id\":\"fe1f744edb7650106c731dcd139619ca\",
           \"is_private\": false
       }
   ],
   \"reservable_module\":\"c31241cedb7650106c731dcd13961917\",
   \"subject\":\"Test 1\",
   \"start\":\"2022-05-27 13:00:00\",
   \"end\":\"2022-05-27 14:00:00\",
   \"requested_for\": \"workplace_user@example.com\"
}" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "sys_id": "74af283c87ef8d106342b846dabb3592",
    "success": true,
    "successfulReservations": [
      {
        "success": true,
        "insert": false,
        "update": true,
        "cancel": false,
        "sys_id": "74af283c87ef8d106342b846dabb3592",
        "reservable": "fe1f744edb7650106c731dcd139619ca",
        "error": ""
      },
      {
        "success": true,
        "insert": false,
        "update": true,
        "cancel": true,
        "sys_id": "3caf283c87ef8d106342b846dabb3596",
        "reservable": "5eafb44edb7650106c731dcd13961943"
      }
    ],
    "unSuccessfulReservations": [],
    "error": null
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WSD Multi Reservation - POST /api/sn_wsd_rsv/multi_reservation/add

Creates workplace reservations for the same time at different workplace locations.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/multi_reservation/add`

Default URL: `/api/sn_wsd_rsv/multi_reservation/add`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
end	Required if the *shift* parameter isn't passed in. Requested end time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
requested_for	Sys_id or email address of the user for which the reservation is being made. Data type: String Table: User [sys_user]

reservables	List of details about the reservables associated with the reservation.
	
	Data type: Array of Objects
	
	`"reservables": [`
	`{`
	`"is_private": Boolean,`
	`"sys_id": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description

	<pre>}
	]</pre>

reservables.is_private	Flag that indicates whether the reservation is private. If private, the reservation doesn't appear to anyone except the owner. For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Reservation is private. • false: Reservation isn't private. Data type: Boolean Default: Value set for privacy in the system properties.
reservables.sys_id	Sys_id of the location at which to make the reservations. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
reservable_module	Required. Sys_id of the reservable module to associate with the reservation. A reservable module defines the workplace items needed for a reservation. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
shift	Sys_id of the shift to associate with the reservation. If this parameter is passed in, the *end* parameter isn't required. For additional information on shift-based reservations, see Enable shift-based reservation. Data type: String Table: Shift [sn_wsd_core_shift]
start	Required. Requested start time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
subject	Required. Subject of the meeting associated with the reservation. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Return results from the multi-reservation creation or update. Data type: Object `"result": { "parent": "String", "success": Boolean, "successfulReservations": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"unSuccessfulReservations": [Array]
	}</pre>

result.parent	Sys_id of the parent reservation. A parent may have one or more child reservations associated to it. Data type: String
result.success	Flag that indicates whether the reservation was successfully created. Possible values: • true: Successfully created. • false: Operation failed. Data type: Boolean

result.successfulReservations	List of the reservations that were successfully created.
	
	Data type: Array of Objects
	<pre>"successfulReservations": [
	  {
	  "error": "String",
	  "inserted": Boolean,
	  "reservable": "String"
	  "success": Boolean,
	  "sys_id": "String"
	  }
	]</pre>

result.successfulReservations.error	Error message if there was a problem while creating the reservation. Data type: String
result.successfulReservations.inserted	Flag that indicates whether the reservation was successfully inserted. Such as when a reservation is added. Possible values: • true: Successfully inserted. • false: Operation failed. Data type: Boolean
result.successfulReservations.reservable	Sys_id of the workplace for which the reservation was made. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Workplace Location [sn_wsd_core_workplace_location]
result.successfulReservations.success	Flag that indicates whether the reservation was successfully created. Possible values: • true: Successfully created. • false: Operation failed. Data type: Boolean
result.successfulReservations.sys_id	Sys_id of the reservation that was created. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.unSuccessfulReservations	List of the reservations that were unsuccessfully. Data type: Array of Objects `"unSuccessfulReservations": [ { "error": "String", "inserted": Boolean, "reservable": "String" "success": Boolean, "sys_id": "String" } ]`
result.unSuccessfulReservations.error	Error message if there was a problem while creating the reservation. Data type: String
result.unSuccessfulReservations.inserted	Flag that indicates whether the reservation was successfully inserted. Possible values: • true: Successfully inserted. • false: Operation failed. Data type: Boolean
result.unSuccessfulReservations.reservable	Sys_id of the workplace for which the reservation was trying to be made. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.unSuccessfulReservations.success	Flag that indicates whether the reservation was successfully created. Possible values: • true: Successfully created. • false: Operation failed. Data type: Boolean
result.unSuccessfulReservations.sys_id	Sys_id of the unsuccessful reservation. Always null. Data type: String

Example: cURL request

This code example shows how to reserve two different workplaces for the same reservation.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/multi_reservati
on/add" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"reservable_module\": \"c31241cedb7650106c731dcd13961917\",
    \"subject\": \"Test-123\",
    \"reservation_purpose\": \"meeting\",
    \"timezone\": \"US/Pacific\",
    \"requested_for\": \"6816f79cc0a8016401c5a33be04be441\",
    \"reservables\": [
        {
            \"sys_id\": \"fe1f744edb7650106c731dcd139619ca\",
            \"is_private\": false
        },
        {
            \"sys_id\": \"d1208d4edb7650106c731dcd1396194a\",
            \"is_private\": false
        }
    ],
    \"start\": \"2023-01-12T11:30:00Z\",
    \"end\": \"2023-01-12T12:30:00Z\",
    \"reservation_type\": \"space\"
}" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "success": true,
    "parent": "08e8a18687586550cfaa99b73cbb354f",
    "successfulReservations": [
      {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "success": true,
        "inserted": true,
        "sys_id": "44e8a18687586550cfaa99b73cbb3552",
        "error": null,
        "reservable": "fe1f744edb7650106c731dcd139619ca"
      },
      {
        "success": true,
        "inserted": true,
        "sys_id": "04e8a18687586550cfaa99b73cbb3555",
        "error": null,
        "reservable": "d1208d4edb7650106c731dcd1396194a"
      }
    ],
    "unSuccessfulReservations": []
  }
}
```


WSD Recurring Reservation API

The Workplace Service Delivery (WSD) *Recurring Reservation* API provides endpoints for managing reservations that occur at the same time, but have different dates.

To access this API, the caller must have the sn_wsd_core.workplace_user role and the Workplace Safety Management (sn_wsd_core) and Workplace Reservation Management (sn_wsd_rsv) plugins must be activated.

This API runs in the `sn_wsd_rsv` namespace.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Recurring Reservation - GET /api/sn_wsd_rsv/recurring_reservation/list/{parent_id}

Returns the specified recurring reservation.

If more than six recurring meeting occurrences are available for the reservation, you can paginate through the occurrences using the query parameters. You can also specify occurrence records not to return.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/recurring_reservation/list/{parent_id}`

Default URL: `/api/sn_wsd_rsv/recurring_reservation/list/{parent_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
parent_id	Sys_id of the recurring parent reservation record. When a recurring reservation is created, one recurring parent record and one or more child reservation records are created. Reservation records contain a field called reservation_subtype, that indicates the type of reservation record. For recurring parent records, this field is set to "Recurring parent". For child records, this field is set to "Occurrence". Within a child record, the sys_id of the associated recurring parent record is in the source_reservation field. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
end_index	When paginating through a recurring record set, the zero-based record number at which to stop returning occurrence records. **Note:** If the number of recurring occurrences is less than six the endpoint returns all of the occurrences, otherwise it returns the first six occurrences. To retrieve the occurrences beyond six, you must pass the end_index parameter accordingly. Data type: Number
occurrence_sys_id	Sys_id of an occurrence record in the recurring series not to return. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
start_index	When paginating through a recurring record set, the zero-based record number at which to start returning occurrence records. Data type: Number Default: 0

Request body parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Return results for the requested recurring reservation. Data type: Object `"result": { "occurencesTotalCount": "String", "reservation": {Object} }`
result.occurencesTotalCount	Total number of meeting occurrences in the recurring series.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation	Details about the requested recurring reservation. Data type: Object `"reservation": { "active": Boolean, "attendees": [Array], "check_in_state": {Object}, "edit_restriction": {Object}, "end": "String", "external_ical": "String", "external_id": "String", "is_parent": Boolean, "last_updated_sub_source": {Object}, "location": {Object}, "notification_custom_message": "String", "notification_recipients": [Array], "number": "String", "number_of_attendees": Number, "opened_by": {Object}, "recording_details": [Array], "recurring_pattern": {Object}, "requested_for": {Object}, "reservable_module": {Object}, "sensitivity": {Object}, "shift": {Object}, "source": {Object}, "source_icon": {Object}, "source_reservation": {Object}, "source_reservation_requester": {Object}, "start": "String", "state": {Object}, "subject": "String", "sub_source": {Object}, "sync_state": {Object}, "sys_created_on": "String", "sys_id": "String", "sys_updated_on": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"virtual_meeting": "String"
	}</pre>

result.reservation.active	Flag that indicates whether the reservation is active. Valid values: • true: Reservation is active. • false: Reservation is inactive. Data type: Boolean

result.reservation.attendees	List of attendees for the reservation.
	
	Data type: Array of Objects
	<pre>"attendees": [
	  {
	  "avatar": "String",
	  "displayValue": "String",
	  "display_value": "String",
	  "email": "String",
	  "initials": "String",
	  "label": "String",
	  "name": "String",
	  "sys_id": "String",
	  "table": "String",
	  "user_name": "String",
	  "value": "String"
	  }
	]</pre>

result.reservation.attendees.avatar	Sys_id of the avatar associated with the attendee. Data type: String Table: Attachments [sys_attachment]
result.reservation.attendees.displayValue	Display value for the attendee. Data type: String
result.reservation.attendees.display_value	Display value of the attendee. Same as *displayValue*. Data type: String
result.reservation.attendees.email	Attendee's email address. Data type: String
result.reservation.attendees.initials	Attendee's initials. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.attendees.name	Attendee's name. Data type: String
result.reservation.attendees.sys_id	Sys_id of the attendee record. Data type: String
result.reservation.attendees.table	Table in which the attendee record exists. Data type: String
result.reservation.attendees.user_name	Attendee's user name. Data type: String
result.reservation.attendees.value	Internal value of the attendee. Data type: String

result.reservation.check_in_state	Details about the check-in state of the reservation.
	
	Data type: Object
	
	`"check_in_state": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

result.reservation.check_in_state.display_value	Display value for the current check-in state of the reservation, such as In progress or complete. Data type: String
result.reservation.check_in_state.value	Internal value for the current check-in state of the reservation, such as 2. Data type: String

result.reservation.edit_restriction	Description of the user edit restrictions for the reservation, such as no_restrictions, service_only, or fully_restricted.
	
	Data type: Object
	
	`"edit_restriction": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

result.reservation.edit_restriction.display_value	Display value for the edit restrictions for the reservation, such as `No restriction`. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.edit_restriction.value	Internal value for the edit restrictions for the reservation, such as `no_restriction`. Data type: String
result.reservation.end	Reservation end date and time. Data type: String Format: UTC: yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservation.external_ical	Unique external iCalendar identification of the reservation. Use this value to identify the reservation when this is a calendar sync related reservation. Data type: String
result.reservation.external_id	Unique external identification of the reservation. Use this value to identify the reservation when this is a calendar sync related reservation. Data type: String
result.reservation.is_parent	Flag that indicates whether this reservation is a parent reservation. Possible values: • true: Parent reservation. • false: Not a parent reservation. Data type: Boolean
result.reservation.last_updated_sub_source	Details about the last updated sub-source for the reservation. Sub-sources are used when integrating reservations with an external calendar. This object contains information such as "servicenow_workplace_service_delivery", "google_calendar", or "microsoft_exchange". Data type: Object `"last_updated_sub_source": { "display_value": "String", "value": "String" }`
result.reservation.last_updated_sub_source.display_value	Display value for the last updated sub-source of the reservation, such as `ServiceNow Workplace Service Delivery` or `Google Calendar`. Used when integrating the reservation with an outside service such as Google calendar or Microsoft Outlook.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.last_updated_sub_source.value	Internal value for the last updated sub-source of the reservation, such as `servicenow_workplace_service_delivery` or `google_calendar`. Used when integrating the reservation with an outside service such as Google calendar or Microsoft Outlook. Data type: String
result.reservation.location	Details about the location associated with the reservation. Data type: Object `"location": { "area": {Object}, "building": {Object}, "campus": {Object}, "capacity": Number, "description": "String", "display_value": "String", "email": "String", "floor": {Object}, "label_value": "String", "name": "String", "number": "String", "number_of_attendees": Boolean, "region": {Object}, "requested_for": {Object}, "reservable_module": {Object}, "reservation": {Object}, "site": {Object}, "state": {Object}, "sys_id": "String" }`
result.reservation.location.area	Details about the area associated with the location. Data type: Object `"area": { "active": Boolean, "display_value": "String", "sys_id": "String" }`
result.reservation.location.area.active	Flag that indicates whether the area is active. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Area is active. • false: Area is inactive. Data type: Boolean
result.reservation.location.area.display_value	Display value of the area to which this location belongs, such as Desk A2. Data type: String
result.reservation.location.area.sys_id	Sys_id of the area to which this location belongs. Data type: String Table: Area [sn_wsd_core_area]
result.reservation.location.building	Details about the building associated with the location. Data type: Object `"building": { "active": Boolean, "display_value": "String", "sys_id": "String", "timezone": {Object} }`
result.reservation.location.building.active	Flag that indicates whether the building is active. Valid values: • true: Building is active. • false: Building is inactive. Data type: Boolean
result.reservation.location.building.display_value	Display value of the building to which this location belongs, such as AMS - Bld1. Data type: String
result.reservation.location.building.sys_id	Sys_id of the building to which this location belongs. Data type: String Table: Building [sn_wsd_core_building]
result.reservation.location.building.timezone	Details of the time zone for the building. Data type: Object `"timezone": { "displayValue": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"value": "String"
	}</pre>

result.reservation.location.building.timezone.display_value	Display value of the time zone in which the associated building resides. Data type: String
result.reservation.location.building.timezone.value	Internal value for the time zone to which this location belongs. Data type: String

result.reservation.location.campus	Details about the campus associated with the location.
	
	Data type: Object
	<pre>"campus": {
	"active": Boolean,
	"display_value": "String",
	"sys_id": "String"
	}</pre>

result.reservation.location.campus.active	Flag that indicates whether the campus is active. Valid values: • true: Campus is active. • false: Campus is inactive. Data type: Boolean
result.reservation.location.campus.display_value	Display value of the campus to which this location belongs, such as Amsterdam Campus. Data type: String
result.reservation.location.campus.sys_id	Sys_id of the campus to which this location belongs. Data type: String Table: Campus [sn_wsd_core_campus]
result.reservation.location.capacity	Maximum number of occupants for the location. Data type: Number
result.reservation.location.description	Brief description of the location. Data type: String
result.reservation.location.display_value	Value to display in the UI for this location.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.location.email	Email address for the location. Data type: String
result.reservation.location.floor	Details about the floor associated with the location. Data type: Object `"floor": { "active": Boolean, "display_value": "String", "sys_id": "String" }`
result.reservation.location.floor.active	Flag that indicates whether the floor is active. Valid values: • true: Floor is active. • false: Floor is inactive. Data type: Boolean
result.reservation.location.floor.display_value	Display value of the floor to which this location belongs, such as First floor. Data type: String
result.reservation.location.floor.sys_id	Sys_id of the floor to which this location belongs. Data type: String Table: Floor [sn_wsd_core_floor]
result.reservation.location.label_value	Type of value specified in the *name* parameter, such as Room name. Data type: String
result.reservation.location.name	Name of the location. Data type: String
result.reservation.location.number	Reservation number. Data type: String
result.reservation.location.number_of_attendees	Number of attendees for the reservation. Data type: Number
result.reservation.location.reservable_module	Details about the reservable module associated with the reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"reservable_module": { "inline_title": "String", "name": "String", "sys_id": "String", "title": "String" }`
result.reservation.location.reservable_module.inline_title	Inline title of the reservable module. The title appears in line with the descriptive text on the Workplace service portal. Data type: String
result.reservation.location.reservable_module.name	Name of the reservable module. Data type: String
result.reservation.location.reservable_module.sys_id	Sys_id of the reservable module. Data type: String
result.reservation.location.reservable_module.title	Title of the reservable module. Data type: String
result.reservation.location.region	Details about the region associated with the location. Data type: Object `"region": { "active": Boolean, "display_value": "String", "sys_id": "String" }`
result.reservation.location.region.active	Flag that indicates whether the region is active. Valid values: • true: Region is active. • false: Region is inactive. Data type: Boolean
result.reservation.location.region.display_value	Display value of the region to which this location belongs, such as Europe. Data type: String
result.reservation.location.region.sys_id	Sys_id of the region to which this location belongs. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Region [sn_wsd_core_region]
result.reservation.location.reservation	Details about the reservation associated with the location. Data type: Object `"reservation": { "active": Boolean, "number": "String", "number_of_attendees": Number, "requested_for": {Object}, "state": {Object}, "sys_id": "String" }`
result.reservation.location.reservation.active	Flag that indicates whether the reservation is active. Valid values: • true: Reservation is active. • false: Reservation is inactive. Data type: Boolean
result.reservation.location.reservation.number	Reservation number. Data type: String
result.reservation.location.reservation.number_of_attendees	Number of attendees of the reservation. Data type: Number
result.reservation.location.reservation.requested_for	Details about the person for whom the reservation was requested on behalf of. Data type: Object `"requested_for": { "name": "String", "sys_id": "String", "user_name": "String" }`
result.reservation.location.reservation.requested_for.name	Name of the user for whom the reservation was requested for. Data type: String
result.reservation.location.reservation.requested_for.sys_id	Sys_id of the requested for user. Data type: String Table: User [sys_user]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.location.reservation. requested_for.user_name	User name of the user for whom the reservation was requested for. Data type: String

result.reservation.location.reservation.state	Details about the state of the reservation for the location.
	
	Data type: Object
	
	`"state": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

result.reservation.location.reservation. .state.display_value	Display value for the current state of the reservation, such as confirmed. Data type: String
result.reservation.location.reservation. .state.value	Internal value for the current state of the reservation, such as 2. Data type: String

result.reservation.location.site	Site to which the location belongs.
	
	Data type: Object
	
	`"site": {`
	`  "active": Boolean,`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`
	
	Table: Site [sn_wsd_core_site]

result.reservation.location.site.active	Flag that indicates whether the site is active. Valid values: • true: Site is active. • false: Site is inactive. Data type: Boolean
result.reservation.location.site.display_value	Display value of the site to which this location belongs, such as Western Europe. Data type: String
result.reservation.location.site.sys_id	Sys_id of the site to which this location belongs. Data type: String Table: Site [sn_wsd_core_site]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.location.standard_services	Standard available services. Data type: String
result.reservation.location.state	Details about the state of the reservation for the location. Data type: Object `"state": { "display_value": "String", "value": "String" }`
result.reservation.location.state.display_value	Display value for the current state of the reservation, such as confirmed. Data type: String
result.reservation.location.state.value	Internal value for the current state of the reservation, such as 2. Data type: String
result.reservation.location.sys_id	Sys_id of the associated location record. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservation.notification_custom_message	Custom message for the notification sent to the recipients listed in *reservation.notification_recipients*. Data type: String
result.reservation.notification_recipients	List of recipients that receive notification about the reservation. Data type: Array of Objects `"notification_recipients":[ { "name": "String", "sys_id": "String", "user_name": "String" } ]`
result.reservation.notification_recipients.name	Name of the recipient. Data type: String
result.reservation.notification_recipients.sys_id	Sys_id of the recipient. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: User [sys_user]
result.reservation.notification_recipients.user_name	User name of the recipient. Data type: String
result.reservation.number	Unique number of the reservation record. You can use this value to query the reservation. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.reservation.number_of_attendees	Number of attendees in this reservation. Data type: Number
result.reservation.opened_by	Details about the user that created the reservation. Data type: Object `"opened_by": { "avatar": "String", "displayValue": "String", "display_value": "String", "email": "String", "initials": "String", "label": "String", "name": "String", "sys_id": "String", "table": "String", "user_name": "String", "value": "String" }`
result.reservation.opened_by.avatar	Avatar for the user that opened the reservation. Data type: String
result.reservation.opened_by.displayValue	Display value of the opened by user. Data type: String
result.reservation.opened_by.display_value	Display value of the opened by user. Data type: String
result.reservation.opened_by.email	Email address for the user that opened the reservation. Data type: String
result.reservation.opened_by.initials	Initials of the user that opened the reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.opened_by.name	Name of the user that opened the reservation. Data type: String
result.reservation.opened_by.user_name	User name of the user that opened the reservation. Data type: String
result.reservation.opened_by.value	Internal value of the user that opened the reservation. Data type: String
result.reservation.recording_details	Details about the recordings associated with the reservation (meeting). Data type: Array of Objects `"recording_details": [ "recording_url": "String" ]`
result.reservation.recording_details.recording_url	URL of the recordings associated with the reservation. Data type: String
result.reservation.recurring_pattern	Details about the recurring pattern for the reservation. Data type: Object `"recurring_pattern": { "amountOfDates": "String", "duration": Number, "label": "String", "options": {Object}, "repeats": "String", "startDate":"String", "startDateGdt": {Object} }`
result.reservation.recurring_pattern.amountOfDates	Number of dates for which the reservables are reserved. Data type: String
result.reservation.recurring_pattern.duration	Length of time to reserve the reservable. Data type: Number Unit: Seconds
result.reservation.recurring_pattern.label	Descriptive name for the recurring reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.recurring_pattern.options	Details about the options associated with the recurring reservation. Data type: Object `"options": { "count": Number, "daysOfWeek": "String", "every": Number, "endDate": "String" "endDateGdt": {Object} }`
result.reservation.recurring_pattern.options.count	Number of times to repeat the pattern. Data type: Number
result.reservation.recurring_pattern.options.daysOfWeek	Days of the week that the reservable is needed. Valid values: • 1 = Monday • 2 = Tuesday • 3 = Wednesday • 4 = Thursday • 5 = Friday • 6 = Saturday • 7 = Sunday For example, to specify Tuesday, Thursday, and Friday, pass 245 (no delimiter). If *repeats* is `weekly`, *count* is 5, and *daysOfWeek* is `245`, then in the return results, the total is equal to `count*daysOfWeek.length` (5*3=15). Data type: String
result.reservation.recurring_pattern.options.every	Pattern repeat interval. For example, the value '2' indicates that the pattern repeats every 2 days or 2 months depending on the value of the *repeats* property. **Note:** This setting is not applicable to weekly repeat intervals. You can set the *repeats* property to `daily` and this value to `14` for biweekly repeat intervals. Data type: Number Default value: 1

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.recurring_pattern.options.endDate	End date and time of the recurrence of the meeting, such as "2022-07-08T14:00:00Z". Data type: String Format: UTC yyyy-mm-dd hh:mm:ss
result.reservation.recurring_pattern.options.endDateGdt	End date and time of the recurrence of the meeting. Data type: String Format: GDT, such as "2022-07-08T14:00:00Z"
result.reservation.recurring_pattern.repeats	Repeating pattern for the reservable. Valid values: (case-sensitive) • daily • monthly • weekly **Note:** The pattern repeat interval is set in the *options.every* property. The only valid repeat interval for weekly patterns is one. Data type: String
result.reservation.recurring_pattern.startDate	Start date and time for the recurring pattern, such as "2022-07-08T14:00:00Z". Data type: String Format: UTC yyyy-mm-dd hh:mm:ss
result.reservation.recurring_pattern.startDateGdt	Start date and time for the recurring pattern, such as "2022-07-08T14:00:00Z". Data type: String Format: UTC yyyy-mm-dd hh:mm:ss
result.reservation.requested_for	Details about the user that the reservation was made on behalf of. Data type: Object `"requested_for": { "avatar": "String", "displayValue": "String", "display_value": "String", "email": "String", "initials": "String", "label": "String", "name": "String", "sys_id": "String", "table": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"user_name": "String", "value": "String" }
result.reservation.requested_for.avatar	Avatar for the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.displayValue	Display value of the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.display_value	Display value of the user that the reservation was made on behalf of. Same as displayValue. Data type: String
result.reservation.requested_for.email	Email address for the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.initials	Initials of the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.label	Label for the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.name	Name of the user that the reservation was made on behalf of. Data type: String
result.rservation.requested_for.sys_id	Sys_id_of the user that the reservation was made on behalf of. Data type: String Table: User [sys_user]
result.rservation.requested_for.table	Table that contains the user record. Data type: String
result.reservation.requested_for.user_name	User name of the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.value	Internal value of the user that the reservation was made on behalf of.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.reservable_module	Details for the requested reservable module. Data type: Object `"reservable_module": { "allow_invitees": Boolean, "allow_whole_day": Boolean, "apply_to_shift": Boolean, "browse_by_area_enabled": Boolean, "browse_near_a_person_enabled": Boolean, "buildingSysIds": [Array], "checkin_before_minutes": Number, "display_number_of_attendees": Boolean, "display_on_behalf_of": Boolean, "display_sensitivity": Boolean, "display_value": "String", "enable_browse_by_area": Boolean, "enable_browse_near_a_person": Boolean, "enable_facet_filter": Boolean, "enable_group_reservations": Boolean, "enable_ical_generation": Boolean, "font_awesome_icon": "String", "inline_title": "String", "layout_mapping": {Object}, "max_days_in_future": Number, "max_occurrences": Number, "name": "String", "override_approval_policy": "String", "require_cancel_notes": Boolean, "require_cc_dept_check": Boolean, "require_subject": Boolean, "reservable_columns": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"reservable_container_field": "String", "reservable_filter": "String", "reservable_quantity_field": "String", "reservable_table": "String", "reservable_type": "String", "reservable_views": [Array], "reservation_paths": [Array], "search_limit": Number, "selection_type": "String", "short_description": "String", "show_map_view": Boolean, "sys_id": "String", "timeSlots": [Array], "title": "String", "virtual_meeting_provider": {Object} }
result.reservation.reservable_module.allow_invitees	Flag that indicates whether employees are able to add invitees to the reservation. Valid values: • true: Allow employees to add invitees to the reservation. • false: Don't allow employees to add invitees to the reservation. Data type: Boolean
result.reservation.reservable_module.allow_whole_day	Flag that indicates whether users can reserve the reservable for the entire day. Valid values: • true: Allow users to reserve for the entire day. • false: Don't allow users to reserve for the entire day. Data type: Boolean
result.reservation.reservable_module.apply_to_shift	Flag that indicates whether shift-based reservations are enabled for the reservable module. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Allow shift-based reservations. • false: Don't allow shift-based reservations. Data type: Boolean
result.reservation.reservable_module.browse_by_area_enabled	Flag that indicates whether users are able to search for reservable modules by area. Valid values: • true: Allow users to browse reservable modules by area. • false: Don't allow users to browse reservable modules by area. Data type: Boolean
result.reservation.reservable_module.browse_near_a_person_enabled	Flag that indicates whether users are able to search for reservable modules located by a specified person. Valid values: • true: Allow users to browse reservable modules near a person. • false: Don't allow users to browse reservable modules near a person. Data type: Boolean
result.reservation.reservable_module.buildingSysIds	List of sys_ids of the buildings associated with the reservable module. Data type: Array of Strings
result.reservation.reservable_module.checkin_before_minutes	Amount of time before a reservation starts that a user can check into their reservation. Unit: Minutes Data type: Number
result.reservation.reservable_module.display_number_of_attendees	Flag that indicates whether users can specify the number of attendees in the reservation. Valid values: • true: Users can specify the number of attendees. • false: Users can't specify the display number of attendees. Data type: Boolean
result.reservation.reservable_module.display_on_behalf_of	Flag that indicates whether reservations can be made on behalf of someone else.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: On behalf of supported. • false: On behalf of not supported. Data type: Boolean
result.reservation.reservable_module.display_sensitivity	Flag that indicates whether users can set the sensitivity of the reservation, such as normal or private. Valid values: • true: Able to set sensitivity. • false: Not able to set sensitivity. Defaults to normal. Data type: Boolean
result.reservation.reservable_module.display_value	Display value of the reservable module. Data type: String
result.reservation.reservable_module.enable_browse_by_area	Flag that indicates whether users are able to search for reservable modules by area. Same as *browse_by_area_enabled*. Valid values: • true: Allow users to browse reservable modules by area. • false: Don't allow users to browse reservable modules by area. Data type: Boolean
result.reservation.reservable_module.enable_browse_near_a_person	Flag that indicates whether users are able to search for reservable modules located by a specified person. Same as *browse_near_a_person_enabled*. Valid values: • true: Allow users to browse reservable modules near a person. • false: Don't allow users to browse reservable modules near a person. Data type: Boolean
result.reservation.reservable_module.enable_facet_filter	Flag that indicates whether facet filtering on workplace items is enabled. When enabled, the filter options that appear are based on the search results. Only the items that are

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	available in the generated search result are available to users for selection in the filter. Valid values: • true: Facet filters are enabled. • false: Facet filters aren't enabled. Data type: Boolean
result.reservation.reservable_module.enable_group_reservations	Flag that indicates whether users can make a group reservation. Valid values: • true: Able to make group reservations. • false: Not able to make group reservations. Data type: Boolean
result.reservation.reservable_module.enable_ical_generation	Flag that indicates whether users can generate an iCalendar for the reservation. Valid values: • true: iCalendar generation allowed. • false: iCalendar generation isn't allowed. Data type: Boolean
result.reservation.reservable_module.font_awesome_icon	Name of the font icon attached to the reservable module. Data type: String
result.reservation.reservable_module.inline_title	Inline title of the reservable module. The title appears in line with the descriptive text on the Workplace service portal. Data type: String
result.reservation.reservable_module.layout_mapping	Details about the structure of the layout mapping of locations. Use this data to lay out the information in the UI. Data type: Object `"layout_mapping": { "body": [Array], "description": [Array], "image": "String", "subtitle": [Array], "subtitle_asc": [Array], "title": [Array] }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservable_module.layout_mapping.body	Placeholder for mapping the front-end UI data. Data type: Array of Objects `"body": [ { "field": "String", "field_to_display": "String", "icon": "String", "label": "String" } ]`
result.reservation.reservable_module.layout_mapping.body.field	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.body.field_to_display	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.body.icon	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.body.label	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.description	Placeholder for mapping the front-end UI data. Description of the layout mapping. Data type: Array
result.reservation.reservable_module.layout_mapping.image	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.subtitle	Placeholder for mapping the front-end UI data. Data type: Array
result.reservation.reservable_module.layout_mapping.subtitle_asc	Placeholder for mapping the front-end UI data. Data type: Array
result.reservation.reservable_module.layout_mapping.title	Placeholder for mapping the front-end UI data. Data type: Array
result.reservation.reservable_module.max_days_in_future	Maximum number of the days in the future that a user can reserve the reservable module. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservable_module.max_occurrences	Maximum number of recurring reservation occurrences if recurring reservations are available for the reservable module. Data type: Number
result.reservation.reservable_module.name	Name of the reservable module. Data type: String
result.reservation.reservable_module.override_approval_policy	Option to specify how to implement the approval policy. Choices: • No override: The approval policy is implemented as set in the **Requires approval** field of a workplace space or room. • Always require approval: The approval policy is required regardless of what is set in the **Requires approval** field of a workplace space or room. • Never require approval: The approval policy is removed regardless of what is set in the **Requires approval**l field of a workplace space or room. Data type: String
result.reservation.reservable_module.require_cancel_notes	Flag that indicates whether users must enter a cancellation note before cancelling a reservable module. Valid values: • true: Cancellation note required. • false: Cancellation note not required. Data type: Boolean
result.reservation.reservable_module.require_cc_dept_check	Flag that indicates whether to check if there's a cost center or department mismatch between the workspace item and the logged in user. Valid values: • true: Check for a mismatch. • false: Don't check for a mismatch. Data type: Boolean
result.reservation.reservable_module.require_subject	Flag that indicates whether the user must enter a subject when making the reservation. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Subject required. • false: Subject isn't required. Data type: Boolean
result.reservation.reservable_module.reservable_columns	List of the columns of a reservable. Data type: Array Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservation.reservable_module.reservable_container_field	Level of the container, such as a group of desks in a specific area. Data type: String
result.reservation.reservable_module.reservable_filter	Filter conditions used to filter out reservable items in the associated Reservable table. Reservable table is a field in the Reservable Module [sn_wsd_rsv_reservable_module] table. These filter conditions were applied to the table contained in the field Reservable table. Data type: String
result.reservation.reservable_module.reservable_quantity_field	Reservable quantity of all the spaces. The quantity is used when assigning neighbourhood spaces to an area. For additional information, see Assign neighborhood spaces to an area. Data type: String
result.reservation.reservable_module.reservable_table	Table that contains the reservable workplace items. Data type: String
result.reservation.reservable_module.reservable_type	Type of the reservable item, such as location. Data type: String

result.reservation.reservable_module.reservable_views	Details about the different views associated with the reservable module, such as card view or schedule view.
	
	Data type: Object
	
	`"reservable_views": {`
	`"iconClass": "String",`
	`"isDefault": Boolean,`
	`"label": "String",`
	`"order": Number,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"type": "String"
	}</pre>
	Table: Reservable View [sn_wsd_rsv_reservable_view]

result.reservation.reservable_module.reservable_views.iconClass	Icon class of the reservable view. Data type: String
result.reservation.reservable_module.reservable_views.isDefault	Flag that indicates whether to make this reservable view the default for reservable modules. Valid values: • true: Make default. • false: Don't make default. Data type: Boolean
result.reservation.reservable_module.reservable_views.label	Name of the reservable view. Data type: String
result.reservation.reservable_module.reservable_views.order	Order in which the views are displayed for the reservable module in the UI. The lower order number come first in the UI. In case of the same order number, it is assigned random ordering. Data type: Number
result.reservation.reservable_module.reservable_views.type	Backend name of the reservable view. Used for internal processing. Data type: String

result.reservation.reservable_module.reservation_paths	Reservation paths associated with the reservable modules such as Browse all, Browse near a person.
	
	Data type: Array of Objects
	<pre>"reservation_paths": [
	  {
	  "displayValue": "String",
	  "value": "String"
	  }
	]</pre>

result.reservation.reservable_module.reservation_paths.display_value	Display value for the reservation path, such as "Browse near a person". Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservable_module.reservation_paths.value	Internal value for the reservation path, such as "browse_near_a_person". Data type: String
result.reservation.reservable_module.search_limit	Maximum number of search results to return when a user searches for a workplace location. Data type: Number
result.reservation.reservable_module.selection_type	Type of selection to display in the search results. Can be one of the following options: • Specific unit: The search result displays every workplace item. • Container: The search result displays the parent or container of the workplace items. Data type: String
result.reservation.reservable_module.short_description	Brief description of the reservable module. Data type: String
result.reservation.reservable_module.show_map_view	Flag that indicates whether to enable the map view for reservable modules. Valid values: • true: Enable map view. • false: Don't enable map view. Data type: Boolean
result.reservation.reservable_module.sys_id	Sys_id of the reservable module. Data type: String
result.reservation.reservable_module.timeSlots	Details about the time slots associated for a reservable module. Data type: Array of Objects `[ { "name": "String", "short_description": "String", "slot_end": "String", "slot_start": "String", "sys_id": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>
result.reservation.reservable_module.timeSlots.name	Name of the time slot. Data type: String
result.reservation.reservable_module.timeSlots.short_description	Brief description of the time slot. Data type: String
result.reservation.reservable_module.timeSlots.slot_end	End time of the time slot. Data type: String
result.reservation.reservable_module.timeSlots.slot_start	Start time of the slot. Data type: String
result.reservation.reservable_module.timeSlots.sys_id	Sys_id of the time slot record. Data type: String Table: Time Slot [sn_wsd_rsv_time_slot]
result.reservation.reservable_module.title	Title of the reservable module. Data type: String

result.reservation.reservable_module.virtual_meeting_provider	Details about the virtual provider associated with the reservable module.
	
	Data type: Object
	<pre>"virtual_meeting_provider": {
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>

result.reservation.reservable_module.virtual_meeting_provider.display_value	Display value of the virtual meeting provider. Data type: String
result.reservation.reservable_module.virtual_meeting_provider.sys_id	Sys_id of the virtual meeting provider. Data type: String

result.reservation.reservationAcl	Details of the user access control levels (ACL) checks set on the associated reservation.
	
	Data type: Object
	<pre>"reservationAcl": {
	  "read": Boolean,
	  "write": {Object}
	}</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservationAcl.read	Flag that indicates whether to check if the user can read this reservation. Valid values: • true: Check if user can read the reservation. • false: Don't check if user can read the reservation. Data type: Boolean
result.reservation.reservationAcl.write	Details about the user's write capabilities for the associated reservation. Data type: Object `"write": { "allFields": Boolean, "fields": {Object}, "record": Boolean }`
result.reservation.reservationAcl.write.allFields	Flag that indicates whether to check if the user can write to all fields specified in the *`reservationACL.write.fields`* object. If the user only has access to some specific fields, then only those fields are true in the *`reservationACL.write.fields`* object. Valid values: • true: Check if user can write to all fields specified in the *`reservationACL.write.fields`* object. • false: Don't check if user can write to all fields specified in the *`reservationACL.write.fields`* object Data type: Boolean
result.reservation.reservationAcl.write.fields	Details of the access controls on various fields of the reservation. Data type: Object `"fields": { "location": Boolean, "number_of_attendees": Boolean, "requested_for": Boolean, "sensitivity": Boolean, "subject": Boolean }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservationAcl.write.fields.location	Flag that indicates whether to check if the user can write to the location fields in this reservation. Valid values: • true: Check if user can write to the location fields. • false: Don't check if user can write to the location fields. Data type: Boolean
result.reservation.reservationAcl.write.fields.number_of_attendees	Flag that indicates whether to check if the user can write to the number of attendees fields in this reservation. Valid values: • true: Check if user can write to the number of attendees field. • false: Don't check if user can write to the number of attendees field. Data type: Boolean
result.reservation.reservationAcl.write.fields.requested_for	Flag that indicates whether to check if the user can write to the requested for fields in this reservation. Valid values: • true: Check if user can write to the requested for field. • false: Don't check if user can write to the requested for field. Data type: Boolean
result.reservation.reservationAcl.write.fields.sensitivity	Flag that indicates whether to check if the user can write to the sensitivity fields in this reservation. Valid values: • true: Check if user can write to the sensitivity field. • false: Don't check if user can write to the sensitivity field. Data type: Boolean
result.reservation.reservationAcl.write.fields.subject	Flag that indicates whether to check if the user can write to the subject fields in this reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: Check if user can write to the subject field. • false: Don't check if user can write to the subject fields. Data type: Boolean
result.reservation.reservationAcl.write.record	Flag that indicates whether to check if the user can write to the entire reservation record. Valid values: • true: Check if user can write to the entire reservation record. • false: Don't check if user can write to the entire reservation record. Data type: Boolean
result.reservation.reservation_purpose	Details about the purpose of the reservation. Data type: Object `"reservation_purpose": { "display_value": "String", "value": "String" }`
result.reservation.reservation_purpose.display_value	Display value for the purpose of the reservation, such as Company meeting. Data type: String
result.reservation.reservation_purpose.value	Internal value for the purpose of the reservation, such as company_meeting. Data type: String
result.reservation.reservation_type	Details about the type of the reservation. Data type: Object `"reservation_type": { "display_value": "String", "value": "String" }`
result.reservation.reservation_type.display_value	Display value for the type of the reservation, such as Space. Data type: String
result.reservation.reservation_type.value	Internal value for the type of the reservation, such as space.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.reservation_subtype	Details about the subtype of the reservation. Subtypes indicate the type of reservation, such as single, Multi parent, Multi child, Recurring parent, or occurrence. Data type: Object `"reservation_subtype": { "display_value": "String", "value": "String" }`
result.reservation.reservation_subtype.display_value	Display value for the subtype of the reservation, such as Single. Data type: String
result.reservation.reservation_subtype.value	Internal value for the subtype of the reservation, such as single. Data type: String
result.reservation.sensitivity	Details about the sensitivity of the reservation. Data type: Object `"sensitivity": { "display_value": "String", "value": "String" }`
result.reservation.sensitivity.display_value	Display value for the sensitivity of the reservation, such as high or low. Data type: String
result.reservation.sensitivity.value	Internal value for the sensitivity of the reservation, such as 1 or 3. Data type: String
result.reservation.shift	Details about the shift applied to the reservation. Data type: Object `"shift": { "display_value": "String", "name": "String", "shiftDetails": "String", "sys_id": "String" }`
result.reservation.shift.display_value	Display value of the shift.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.shift.name	Name of the shift. Same as *display_value*. Data type: String
Result.reservation.shift.shiftDetails	Details of shift. Data type: String
result.reservation.shift.sys_id	Sys_id of the shift record. Data type: String Table: Shift [sn_wsd_core_shift]
result.reservation.source	Details about the source for the reservation, such as Workplace Services or Google Mail.. Data type: Object `"source": { "display_value": "String", "value": "String" }`
result.reservation.source.display_value	Display value for the reservation source, such as Workplace Services. Data type: String
result.reservation.source.value	Internal value for the reservation source, such as servicenow. Data type: String
result.reservation.source_icon	Details about the source of the icon used in the reservation. This icon is used in the UI. Data type: Object `"source_icon": { "classNames": "String", "imgSrc": "String", "tooltip": "String" }`
result.reservation.source_icon.classNames	Comma-separated class names for the source icon. Data type: String
result.reservation.source_icon.imgSrc	Name of the image source for source icon. This icon is stored in the Images [db_image] table. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.source_icon.tooltip	Tooltip associated with the source icon. Data type: String
result.reservation.source_reservation	Source reservation of the current reservation. For example, for recurring reservations, the recurring parent reservation is the source of the series of occurrence reservations. Data type: Object `"source_reservation": { "display_value": "String", "name": "String", "sys_id": "String" }`
result.reservation.source_reservation.display_value	Display value for the source reservation. Data type: String
result.reservation.source_reservation.name	Name of the source reservation. Data type: String
result.reservation.source_reservation.sys_id	Sys_id of the source reservation record. Data type: String Table:Workplace Reservation [sn_wsd_rsv_reservation]
result.reservation.source_reservation_requester	User who requested the recurring reservation. Data type: Object `"source_reservation": { "name": "String", "sys_id": "String", "user_name": "String" }`
result.reservation.source_reservation_requester.name	Name of the recurring reservation requester. Data type: String
result.reservation.source_reservation_requester.sys_id	Sys_id of the user who requested the recurring reservation. Data type: String Table: User [sys_user]
result.reservation.source_reservation_requester.user_name	User name of the recurring reservation requester. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.start	Reservation start date and time. Data type: String Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservation.state	Details about the state of the reservation. Data type: Object `"state": { "display_value": "String", "value": "String" }`
result.reservation.state.display_value	Display value for the current state of the reservation, such as confirmed. Data type: String
result.reservation.state.value	Internal value for the current state of the reservation, such as 2. Data type: String
result.reservation.subject	Reservation's subject. Data type: String
result.reservation.sub_source	Details about the sub-source of the reservation. The sub-source specifies where the reservation originated such as Google Calendar or Microsoft Exchange. Data type: Object `"sub_source": { "display_value": "String", "value": "String" }`
result.reservation.sub_source.display_value	Display value for the sub-source of the reservation, such as Google Calendar. Data type: String
result.reservation.sub_source.value	Internal value of the sub-source field of the reservation, such as google_calendar. Data type: String
result.reservation.sync_state	Details about the synchronization state of a reservation from another service, such as "sync_enqueued" or "synchronized". Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sync_state": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

result.reservation.sync_state.display_value	Display value for the current sync state of the reservation, such as synchronized. Data type: String
result.reservation.sync_state.value	Internal value of the current sync state of the reservation, such as synchronized. Data type: String
result.reservation.sys_created_on	Date and time when the reservation was created. Data type: String
result.reservation.sys_id	Sys_id of the reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
Result.reservation.sys_updated_on	Date and time when the reservation was last updated. Data type: String
result.reservation.virtual_meeting	URL of the virtual meeting link. Data type: String

Example: cURL request

The following code example shows how to retrieve a specific recurring reservation.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/recurring_reser
vation/list/d98a381587b789506342b846dabb3563" \
--request GET \
--header "Accept:application/json" \
--user "username": "password"
```

Return results:

```
{
  "result": {
    "reservations": [
      {
        "sys_id": "198a381587b789506342b846dabb3565",
        "number": "WRES0001247",
        "location": {
          "sys_id": "fe1f744edb7650106c731dcd139619ca",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "name": "Aspen",
        "description": "A room with large windows, dark
leather seats and a large wooden table.",
        "display_value": "Aspen",
        "capacity": 16,
        "label_value": "Room name",
        "email": null,
        "reservable_module": {
          "sys_id": "c31241cedb7650106c731dcd13961917",
          "name": "Meeting rooms",
          "title": "Meeting rooms",
          "inline_title": "meeting room"
        },
        "region": {
          "sys_id": "3752ac8edb3650106c731dcd139619e0",
          "display_value": "Americas",
          "active": true
        },
        "site": {
          "sys_id": "628eec06db7650106c731dcd139619dd",
          "display_value": "North America",
          "active": true
        },
        "campus": {
          "sys_id": "82b2a0cedb3650106c731dcd139619e9",
          "display_value": "California Campus",
          "active": true
        },
        "building": {
          "sys_id": "94e264cedb3650106c731dcd13961919",
          "display_value": "CAL-B1",
          "active": true,
          "timezone": {
            "value": "US/Pacific",
            "displayValue": "US/Pacific"
          }
        },
        "floor": {
          "sys_id": "2f554296dbba10106c731dcd139619ed",
          "display_value": "Floor 2",
          "active": true
        },
        "area": {
          "sys_id": "",
          "display_value": "",
          "active": false
        },
        "reservation": {
          "sys_id": "198a381587b789506342b846dabb3565",
          "number_of_attendees": 1,
          "state": {
            "value": "confirmed",
            "display_value": "Confirmed"
          },
          "requested_for": {
            "sys_id": "2de07e1887cb89106342b846dabb35fe",
            "name": "Workplace User",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "user_name": "workplace_user"
          },
          "number": "WRES0001247",
          "active": true
        },
        "number_of_attendees": 1,
        "state": {
          "value": "confirmed",
          "display_value": "Confirmed"
        },
        "number": "WRES0001247",
        "requested_for": {
          "sys_id": "2de07e1887cb89106342b846dabb35fe",
          "name": "Workplace User",
          "user_name": "workplace_user"
        }
      },
      "start": "2022-06-11T13:00:00Z",
      "end": "2022-06-11T14:00:00Z",
      "sys_created_on": "2022-05-30T07:06:37Z",
      "sys_updated_on": "2022-05-30T07:06:40Z",
      "source_reservation": {
        "sys_id": "d98a381587b789506342b846dabb3563",
        "display_value": "WRES0001246",
        "name": "WRES0001246"
      },
      "check_in_state": {
        "value": "not_required",
        "display_value": "Not required"
      },
      "external_id": null,
      "external_ical": null,
      "active": true,
      "state": {
        "value": "confirmed",
        "display_value": "Confirmed"
      },
      "sensitivity": {
        "value": "normal",
        "display_value": "Normal"
      },
      "reservation_type": {
        "value": "space",
        "display_value": "Space"
      },
      "reservation_subtype": {
        "value": "occurrence",
        "display_value": "Occurrence"
      },
      "reservation_purpose": {
        "value": "meeting",
        "display_value": "Meeting"
      },
      "attendees": null,
      "number_of_attendees": 1,
      "is_parent": false,
      "subject": "Rec 1",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "virtual_meeting": null,
        "recording_details": [],
        "sync_state": {
          "value": "not_required",
          "display_value": "Synchronization not required"
        },
        "sub_source": {
          "value": "servicenow_workplace_service_delivery",
          "display_value": "ServiceNow Workplace Service
 Delivery"
        },
        "last_updated_sub_source": {
          "value": "servicenow_workplace_service_delivery",
          "display_value": "ServiceNow Workplace Service
 Delivery"
        },
        "reservable_module": {
          "sys_id": "c31241cedb7650106c731dcd13961917",
          "name": "Meeting rooms",
          "title": "Meeting rooms",
          "inline_title": "meeting room",
          "font_awesome_icon": "fa-building",
          "reservable_table": "sn_wsd_core_room",
          "reservable_filter":
 "active=true^is_reservable=true^building!=6c0364cedb3650106c731
dcd13961927^building.is_reservable=true^floor.is_reservable=true
^EQ",
          "short_description": "Reserve a meeting room",
          "reservable_type": "location",
          "require_subject": "1",
          "require_cancel_notes": true,
          "virtual_meeting_provider": {
            "sys_id": "e33d9e6853c201103cf7ddeeff7b1205",
            "display_value": "Template"
          },
          "allow_invitees": "1",
          "display_number_of_attendees": "1",
          "display_on_behalf_of": "1",
          "display_sensitivity": "1",
          "max_days_in_future": "180",
          "allow_recurring": "1",
          "allow_whole_day": "1",
          "require_whole_day": null,
          "selection_type": "unit",
          "reservable_container_field": null,
          "reservable_quantity_field": null,
          "apply_to_shift": null,
          "max_occurrences": "180",
          "enable_facet_filter": false,
          "search_limit": 10000,
          "enable_ical_generation": "1",
          "enable_group_reservations": null,
          "enable_browse_near_a_person": "1",
          "enable_browse_by_area": "1",
          "enable_floor_search": "1",
          "display_value": "Meeting rooms",
          "browse_near_a_person_enabled": true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "browse_by_area_enabled": true,
        "reservable_columns": [
          "sys_id",
          "external_id",
          "email",
          "name",
          "title",
          "description",
          "image",
          "number",
          "site",
          "campus",
          "building",
          "floor",
          "area",
          "capacity",
          "reservable_quantity",
          "location_type",
          "order",
          "requires_check_in",
          "is_reservable"
        ],
        "layout_mapping": {
          "title": [
            "name"
          ],
          "description": [
            "description"
          ],
          "subtitle": [
            "campus",
            "building",
            "floor",
            "area"
          ],
          "subtitle_asc": [
            "area",
            "floor",
            "building",
            "campus"
          ],
          "image": "image",
          "body": [
            {
              "label": "Capacity",
              "icon": "fa-users",
              "field": "capacity",
              "field_to_display": ""
            },
            {
              "label": "Standard services",
              "icon": "fa-check",
              "field": "standard_services",
              "field_to_display": "name"
            },
            {
              "label": "Reservable purposes",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "icon": "fa-tags",
            "field": "reservable_purposes",
            "field_to_display": "name"
          }
        ]
      },
      "timeSlots": [],
      "buildingSysIds": [
        "4703a4cedb3650106c731dcd13961945",
        "6c0364cedb3650106c731dcd13961927",
        "94e264cedb3650106c731dcd13961919",
        "9e0364cedb3650106c731dcd1396192b"
      ],
      "reservable_views": [
        {
          "type": "card",
          "label": "Card view",
          "iconClass": "fa-th-large",
          "isDefault": true,
          "order": "1"
        },
        {
          "type": "schedule",
          "label": "Schedule view",
          "iconClass": "fa-calendar-o",
          "isDefault": false,
          "order": "2"
        }
      ],
      "checkin_before_minutes": 30,
      "reservation_paths": [
        {
          "value": "browse_all",
          "displayValue": "Browse all",
          "availableFor": true
        },
        {
          "value": "browse_favorites",
          "displayValue": "Browse favorites",
          "availableFor": false
        },
        {
          "value": "browse_near_a_person",
          "displayValue": "Browse near a person",
          "availableFor": true
        },
        {
          "value": "browse_by_area",
          "displayValue": "Browse by area",
          "availableFor": true
        }
      ],
      "override_approval_policy": "never_required"
    },
    "notification_recipients": null,
    "notification_custom_message": null,
    "opened_by": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "sys_id": "2de07e1887cb89106342b846dabb35fe",
          "value": "2de07e1887cb89106342b846dabb35fe",
          "displayValue": "Workplace User",
          "display_value": "Workplace User",
          "name": "Workplace User",
          "user_name": "workplace_user",
          "table": "sys_user",
          "avatar": null,
          "initials": "WU",
          "email": "workplace_user@example.com",
          "label": ""
        },
        "requested_for": {
          "sys_id": "2de07e1887cb89106342b846dabb35fe",
          "value": "2de07e1887cb89106342b846dabb35fe",
          "displayValue": "Workplace User",
          "display_value": "Workplace User",
          "name": "Workplace User",
          "user_name": "workplace_user",
          "table": "sys_user",
          "avatar": null,
          "initials": "WU",
          "email": "workplace_user@example.com",
          "label": ""
        },
        "edit_restriction": {
          "value": "no_restriction",
          "display_value": "No restriction"
        },
        "source": {
          "value": "servicenow",
          "display_value": "Workplace Services"
        },
        "source_reservation_requester": {
          "sys_id": "2de07e1887cb89106342b846dabb35fe",
          "name": "Workplace User",
          "user_name": "workplace_user"
        },
        "source_icon": {
          "classNames": "fa fa-calendar-check-o",
          "tooltip": "Reservation is confirmed",
          "imgSrc": ""
        },
        "shift": null,
        "recurring_pattern": {
          "duration": "3600000",
          "repeats": "daily",
          "options": {
            "count": 3,
            "daysOfWeek": "",
            "every": 1,
            "endDate": "2022-06-13 14:00:00",
            "endDateGdt": {}
          },
          "label": "Repeats daily, 3 times",
          "startDate": "2022-06-11 13:00:00",
          "startDateGdt": "{}",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "amountOfDates": "3"
        },
        "reservationAcl": {
          "write": {
            "record": true,
            "fields": {
              "subject": true,
              "sensitivity": true,
              "requested_for": true,
              "number_of_attendees": true,
              "location": true
            },
            "allFields": true
          },
          "read": true
        }
      }
    ],
    "occurencesTotalCount": "1"
  }
}
```


WSD Recurring Reservation - PATCH /api/sn_wsd_rsv/recurring_reservation/cancel_series/{sys_id}

Cancels an entire specified recurring series reservation or a specific meeting occurrence within the series.

Note: You cannot delete multiple meeting occurrences in a single call.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/recurring_reservation/cancel_series/{sys_id}`

Default URL: `/api/sn_wsd_rsv/recurring_reservation/cancel_series/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	To cancel the entire series, pass the sys_id of the recurring parent reservation record. To cancel a specific occurrence of the series, pass the sys_id of the occurrence of the series.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	The recurring parent record has the column reservation_subtype set to `Recurring parent`. Individual occurrence records have the reservation_subtype field set to `Occurrence`. To get the details of recurring parent reservation from the occurrence record, refer to the sys_id of the source_reservation field of the occurrence record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
cancel_notes	Reason for cancelling the reservation. Data Type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*
Content-Type	Data format of the request body. Only supports *`application/json`*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Return results for the cancel recurring reservation request. Data type: Object `"result": { "failedToCancelOccurrenceReservations": [Array], "seriesId": "String", "success": Boolean, "successCanceledOccurrences": [Array], "user_msg": "String" }`
result.failedToCancelOccurrenceReservations	List of sys_ids of the individual meeting occurrence records that failed to be cancelled. Data type: Array of Strings
result.seriesId	Sys_id of the recurring parent when the whole series is cancelled or the sys_id of a specific occurrence if a single occurrence is cancelled. Data type: String
result.success	Flag that indicates whether the reservation was successfully cancelled. Possible values: • true: Successfully cancelled. • false: Operation failed. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.failedToCancelOccurrenceReservations	List of sys_ids of the individual meeting occurrence records that were successfully cancelled. Data type: Array of Strings
result.user_msg	Message about the request. Data type: String

Example: cURL request

The following code example shows how to cancel an entire recurring reservation.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/recurring_reser
vation/cancel_series/f64983a347274550003a4587746d43b8" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "failedToCancelOccurrenceReservations": [],
    "successCanceledOccurrences": [
      "cb4983a347274550003a4587746d43bd",
      "cf4983a347274550003a4587746d43ba"
    ],
    "user_msg": "Your Recurring reservation has been canceled
 successfully!",
    "seriesId": "f64983a347274550003a4587746d43b8",
    "success": true
  }
}
```

WSD Recurring Reservation - POST /api/sn_wsd_rsv/recurring_reservation/create_series

Creates workplace reservations for the same time but different dates, such as weekly, monthly, or every other week.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/recurring_reservation/create_series`

Default URL: `/api/sn_wsd_rsv/recurring_reservation/create_series`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description

recurringPattern	Details about the recurring pattern for the reservation.
	
	Data type: Object
	
	`"recurringPattern": {`
	`  "duration": Number,`
	`  "label": "String",`
	`  "options": {Object},`
	`  "repeats": "String",`
	`  "startDate": "String"`
	`}`

recurringPattern.duration	Required if not a shift-based reservation. Length of time to reserve the reservable. Data type: Number Unit: Seconds
recurringPattern.label	Descriptive name for the recurring reservation. Data type: String

recurringPattern.options	Required.
	Details about the options set for the recurring pattern.
	
	Data type: Object
	
	`"options": {`
	`  "count": Number,`
	`  "daysOfWeek": "String",`
	`  "every": Number,`
	`  "endDate": "String"`
	`}`

recurringPattern.options.count	Required if not a shift-based reservation; ignored for shift-based reservations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Number of times to repeat the pattern. Data type: Number
recurringPattern.options.daysOfWeek	Required if the *repeats* parameter is set to `weekly`. Days of the week that the reservable is needed. Valid values: • 1 = Monday • 2 = Tuesday • 3 = Wednesday • 4 = Thursday • 5 = Friday • 6 = Saturday • 7 = Sunday For example, to specify Tuesday, Thursday, and Friday, pass 245 (no delimiter). If *repeats* is `weekly`, *count* is 5, and *daysOfWeek* is `245`, then in the return results, the total is equal to `count*daysOfWeek.length` (5*3=15). Data type: String
recurringPattern.options.every	Pattern repeat interval. For example, the value '2' indicates that the pattern repeats every 2 days or 2 months depending on the value of the *repeats* property. **Note:** This setting is not applicable to weekly repeat intervals. You can set the *repeats* property to `daily` and this value to `14` for biweekly repeat intervals. Data type: Number Default value: 1
recurringPattern.options.endDate	End date and time of the recurrence of the meeting, such as "2022-07-08T14:00:00Z". Data type: String Format: UTC yyyy-mm-dd hh:mm:ss
recurringPattern.repeats	Required if not a shift-based reservation. Repeating pattern for the reservable. Valid values: (case-sensitive)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	• daily • monthly • weekly **Note:** The pattern repeat interval is set in the *options.every* property. The only valid repeat interval for weekly patterns is one. Data type: String
recurringPattern.startDate	Required. Start date and time for the recurring pattern, such as "2022-07-08T14:00:00Z". Data type: String Format: UTC yyyy-mm-dd hh:mm:ss
reservation	Details about the recurring reservation to create. Data type: Object `"reservation": { "is_private": Boolean, "location": "String", "reservable_module": "String", "shift": "String", "subject": "String" }`
reservation.is_private	Flag that indicates whether the reservation is private. If private, the reservation doesn't appear to anyone except the owner. For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Reservation is private. • false: Reservation isn't private. Data type: Boolean Default: Value set for privacy in the system properties.
reservation.location	Required. Sys_id of the location to reserve. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
reservation.reservable_module	Required. Sys_id of the reservable module to associate with the reservation. A reservable module defines the workplace items needed for a reservation. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
reservation.shift	Sys_id of the shift to associate with the reservation. If this parameter is passed in, the *end* parameter isn't required. For additional information on shift-based reservations, see Enable shift-based reservation. Data type: String Table: Shift [sn_wsd_core_shift]
reservation.subject	Required. Subject of the meeting associated with the reservation. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Return results from the multi-reservation creation or update. Data type: Object `"result": { "isValid": Boolean, "parent": "String", "successfulReservations": [Array], "unSuccessfulReservations": [Array] }`
result.isValid	Flag that indicates whether the reservation was successfully created. Possible values: • true: Successfully created. • false: Operation failed. Data type: Boolean
result.parent	Sys_id of the parent reservation that was updated. Data type: String
result.successfulReservations	List of the reservations that were successfully updated. Data type: Array of Objects `"successfulReservations": [ { "collision": Boolean, "end": "String", "error": "String", "inserted": Boolean, "start": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_id": "String"
	}
	]</pre>

result.successfulReservations.collision	Flag that indicates whether a reservation already exists for the specified time and collides with the current reservation. Possible values: • true: Collision. • false: No collision. Data type: Boolean
result.successfulReservations.end	Reservation end date and time. Data type: String Format: UTC: yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.successfulReservations.error	Error message if there was a problem while creating the reservation. Data type: String
result.successfulReservations.inserted	Flag that indicates whether the reservation was successfully inserted. Such as when a reservation is added. Possible values: • true: Successfully inserted. • false: Operation failed. Data type: Boolean
result.successfulReservations.start	Reservation start date and time. Data type: String Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.successfulReservations.sys_id	Sys_id of the reservation that was created. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.unSuccessfulReservations	List of the reservations that were unsuccessfully updated. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"unSuccessfulReservations": [
	  {
	  "collision": Boolean,
	  "end": "String",
	  "error": "String",
	  "inserted": Boolean,
	  "start": "String"
	  "sys_id": "String"
	  }
	]

result.unSuccessfulReservations.collision	Flag that indicates whether a reservation already exists for the specified time and collides with the current reservation. Possible values: • true: Collision. • false: No collision. Data type: Boolean
result.unSuccessfulReservations.end	Reservation end date and time. Data type: String Format: UTC: yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.unSuccessfulReservations.error	Error message if there was a problem while creating the reservation. Data type: String
result.unSuccessfulReservations.inserted	Flag that indicates whether the reservation was successfully inserted. Such as when a reservation is added. Possible values: • true: Successfully inserted. • false: Operation failed. Data type: Boolean
result.unSuccessfulReservations.start	Reservation start date and time. Data type: String Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.unSuccessfulReservations.sys_id	Sys_id of the reservation record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Workplace Reservation [sn_wsd_rsv_reservation]

Example: cURL request

The following code example shows how to create a daily recurring reservation for two consecutive days.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/recurring_reser
vation/create_series" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
    \"reservation\": {
        \"reservable_module\":
 \"5db44502dbb650106c731dcd13961937\",
        \"subject\": \"Test-123\",
        \"reservation_purpose\": \"meeting\",
        \"timezone\": \"US/Pacific\",
        \"requested_for\": \"6816f79cc0a8016401c5a33be04be441\",
        \"location\": \"6a11a94adb7210106c731dcd1396194e\",
        \"attendees\": \"6816f79cc0a8016401c5a33be04be441\",
        \"is_private\": false
    },
    \"recurringPattern\": {
        \"duration\": 3600000,
        \"repeats\": \"daily\",
        \"options\": {
            \"count\": 2,
            \"daysOfWeek\": \"\",
            \"every\": 1
        },
        \"label\": \"Repeats daily, 2 times\",
        \"startDate\": \"2023-01-12T12:00:00Z\"
    }
}" \
```

Return results:

```
{
  "result": {
    "isValid": true,
    "parent": "1e5f65ca87586550cfaa99b73cbb3513",
    "successfulReservations": [
      {
        "inserted": true,
        "collision": false,
        "sys_id": "9e5f65ca87586550cfaa99b73cbb3517",
        "error": null,
        "start": "2023-01-13T12:00:00Z",
        "end": "2023-01-13T13:00:00Z"
      }
    ],
    "unSuccessfulReservations": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      {
        "inserted": true,
        "collision": true,
        "sys_id": "5e5f65ca87586550cfaa99b73cbb3515",
        "error": null,
        "start": "2023-01-12T12:00:00Z",
        "end": "2023-01-12T13:00:00Z"
      }
    ]
  }
}
```


WSD Reservable API

The Workplace Service Delivery (WSD) *Reservable* API provides endpoints to retrieve details of a reservable, an entity that can be reserved, such as a workplace location, from a ServiceNow instance.

Note: A newer version of this API, WSD Reservable V2 API, is available for use. The new version allows you to include all reservables in a POST request to avoid character limitations of the *sys_Id* parameter.

To access this API, the caller must have the sn_wsd_core.workplace_user role.

This API runs in the `sn_wsd_rsv` namespace. To access this API, the Workplace Reservation Management (sn_wsd_rsv) plugin must be activated.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Reservable - GET /sn_wsd_rsv/reservable/list_reservables/{sys_ids}

Returns the details for one or more specified reservables.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservable/list_reservables/{sys_ids}`

Default URL: `/api/sn_wsd_rsv/reservable/list_reservables/{sys_ids}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_ids	Sys_ids of the reservables whose details to return. If specifying multiple reservables, comma separate the sys_ids.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]

Query parameters

Name	Description
include_flexible_services	Flag that indicates whether to return the flexible services associated with the reservable in to the response. A flexible service is an additional provision available with a reservable workplace item when a reservation is made. For example, Classroom style - Rows of tables arranged with all participants facing towards the front of the room. For additional information on flexible services, see Create a flexible service. Valid values: • true: Return the flexible service information. • false: Don't return the flexible service information. Data type: Boolean Default: false
include_layouts	Flag that indicates whether to return the location layout information in the response. Location layout information include such things as capacity, max capacity, preparation, and clean up duration. This information is located in the Location Layout [sn_wsd_rsv_m2m_location_layout] table. Valid values: • true: Return the location layout information. • false: Don't return the location layout information. Data type: Boolean Default: false
include_standard_services	Flag that indicates whether to return the standard services information in the response. This information is located in the Standard Service [sn_wsd_rsv_standard_service] table. A standard service describes basic provisions available with a reservable workplace item when the reservation is made, such as white boards, additional monitors, and similar services. For additional information on standard services, see Standard services. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• true: Return the standard services information. • false: Don't return the standard services information. Data type: Boolean Default: false
reservable_module_sys_id	Required. Sys_id of the reservable module. A reservable module groups similar types of workplace items. For additional information on reservable modules, see Configure a reservable module. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
reservation_start_time	Reservation start time to validate the lead time of extra services. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *`application/json`* or *`application/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Details on each matching reservable. Data type: Array of Objects `{ "result": [{ "allow_invitees": Boolean, "area": {Object}, "building": {Object}, "campus": {Object}, "capacity": Number, "description": "String", "display_number_of_attendees": Boolean, "display_on_behalf_of": Boolean, "display_sensitivity": Boolean, "email": "String", "employee_override_privacy": Boolean "enable_group_reservations": Boolean, "enable_reservation_privacy": Boolean, "external_id": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"flexible_services": [Array], "floor": {Object}, "image": {Object}, "is_reservable": Boolean, "layouts": [Array], "location_type": {Object}, "meetingProviders": [Array], "moduleType": "String", "name": "String", "number": "String", "order": Number, "require_approval": Boolean, "requires_check_in": Boolean, "require_subject": Boolean, "reservable_quantity": Number, "site": {Object}, "standard_services": [Array], "sys_id": "String", "title": "String", "type": "String", "tableName": "String" }] }
result.allow_invitees	Flag that indicates whether employees are able to add invitees to the reservation. Valid values: • true: Allow employees to add invitees to the reservation. • false: Don't allow employees to add invitees to the reservation. Data type: Boolean
result.area	Area where the reservable is located. Data type: Object "area": { "display_value": "String", "sys_id": "String" }

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Area [sn_wsd_core_area]
result.area.display_value	Display value for the area. Data type: String
result.area.sys_id	Sys_id of the associated area record. Data type: String

result.building	Building where the reservable is located.
	
	Data type: Object
	
	`"building": {`
	`  "display_value": "String",`
	`  "sys_id": "String",`
	`  "timezone": {Object}`
	`}`
	
	Table: Building [sn_wsd_core_building]

result.building.display_value	Display value for the building. Data type: String
result.building.sys_id	Sys_id of the associated building record. Data type: String

result.building.timezone	Details of the time zone for the building.
	
	Data type: Object
	
	`"timezone": {`
	`  "displayValue": "String",`
	`  "value": "String"`
	`}`

result.building.timezone.display_value	Display value of the time zone in which the associated building resides. Data type: String
result.building.timezone.value	Internal value of the time zone in which the associated building resides. Data type: String

result.campus	Campus where the reservable is located.
	
	Data type: Object
	
	`"campus": {`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Campus [sn_wsd_core_campus]
result.campus.display_value	Display value for the campus. Data type: String
result.campus.sys_id	Sys_id of the associated campus record. Data type: String
result.capacity	Number of people that the reservable can accommodate. Data type: Number
result.description	Description of the reservable. Data type: String
result.display_number_of_attendees	Flag that indicates whether users can specify the number of attendees in the reservation. Valid values: • true: Users can specify the number of attendees. • false: Users can't specify the display number of attendees. Data type: Boolean
result.display_on_behalf_of	Flag that indicates whether reservations can be made on behalf of someone else. Valid values: • true: On behalf of supported. • false: On behalf of not supported. Data type: Boolean
result.display_sensitivity	Flag that indicates whether users can set the sensitivity of the reservation, such as normal or private. Valid values: • true: Able to set sensitivity. • false: Not able to set sensitivity. Defaults to normal. Data type: Boolean
result.email	Email address associated with the reservable. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.employee_override_privacy	Flag that indicates whether users can override the privacy setting for the associated reservable. For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Users can override the privacy setting for the associated reservable. • false: Users cannot override the privacy setting for the associated reservable.
result.enable_group_reservations	Flag that indicates whether users can make a group reservation. Valid values: • true: Able to make group reservations. • false: Not able to make group reservations. Data type: Boolean
result.enable_reservation_privacy	Flag that indicates the default setting for reservation privacy. For additional information on these privacy settings, see Location privacy settings and impact. Possible values: • true: Reservations are private by default. • false: Reservations are not private by default. Data type: Boolean
result.external_id	External ID of the reservable. Data type: String
result.flexible_services	Populated only if the *include_flexible_services* parameter is set to true and the workplace case management plugin is installed. Description of the flexible services associated with the reservables. There can be a parent flexible service, and several child flexible services. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	`flexible_services": [ { "additional_text": "String", "allow_only_single_service_item_selection": Boolean, "category": "String", "currency_code": "String", "flexible_service": [Array], "label": "String", "sub_category": "String", "sub_title": "String", "text": "String", "title": {Object} } ]` Table: Workplace Service Item [sn_wsd_case_workplace_service_item]
result.flexible_services.additional_text	Text to prompt user to select additional flexible services. Data type: String
result.flexible_services.allow_only_single_service_item_selection	Flag that indicates whether users can select only one service item among the group of flexible services within a reservation. Valid values: • true: Only able to make a single selection. • false: Able to make multiple selections. Data type: Boolean
result.flexible_services.category	Category of the flexible services. Data type: String
result.flexible_services.currency_code	Currency code used to calculate the amount of currency when ordering flexible services. Data type: String
result.flexible_services.flexible_service	Flexible services corresponding to a parent flexible service. Data type: Array of Objects `"flexible_service": [ { "flexible_service": [Array], "label": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sub_category": "String"
	}
	]</pre>
	Table: Workplace Service Item [sn_wsd_case_workplace_service_item]

result.flexible_services.flexible_service.flexible_service	Details of each flexible service corresponding to a parent flexible service.
	
	Data type: Array of Objects
	<pre>"flexible_service": [
	{
	"additional_text": "String",
	"capacity_enabled": Boolean,
	"category": "String",
	"category_label": "String",
	"cleanup_duration": "String",
	"image": "String",
	"max_capacity": Number,
	"name": "String",
	"preparation_duration": "String",
	"price_per_unit": {Object},
	"quantity_enabled": Boolean,
	"quantity_required": Boolean,
	"short_description": "String",
	"sub_category": "String",
	"sub_category_label": "String",
	"sub_title": "String",
	"sys_id": "String",
	"text": "String",
	"title": {Object}
	}
	]</pre>

result.flexible_services.flexible_service.flexible_service.additional_text	Text used to prompt a user to select additional flexible services. Data type: String
result.flexible_services.flexible_service.flexible_service.capacity_enabled	Flag that indicates whether the capacity of the room should appear in the reservation. If this is set to true, *quantity_enabled* will always be false.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: Capacity should appear. • false: Capacity should not appear. Data type: Boolean
result.flexible_services.flexible_service.flexible_service.category	Category of the flexible service. Data type: String
result.flexible_services.flexible_service.flexible_service.category_label	Category label of flexible service. Data type: String
result.flexible_services.flexible_service.flexible_service.cleanup_duration	Amount of time it takes to clean up or remove the service added to the reservable. Data type: Number Unit: Milliseconds
result.flexible_services.flexible_service.flexible_service.image	Link to the image of the flexible service. Data type: String
result.flexible_services.flexible_service.flexible_service.max_capacity	Maximum number of occupants that the reservable can accommodate. Data type: Number
result.flexible_services.flexible_service.flexible_service.name	Name of flexible service. Data type: String
result.flexible_services.flexible_service.flexible_service.preparation_duration	Amount of time it takes to add the service to the reservable. Data type: String Unit: Milliseconds

result.flexible_services.flexible_service.flexible_service.price_per_unit	Details of the cost of adding the flexible service to the reservable.
	
	Data type: Object
	
	`"price_per_unit": {`
	`  "code": "String",`
	`  "value": "String"`
	`}`

result.flexible_services.flexible_service.flexible_service.price_per_unit.code	Currency code to use when calculating the cost, such as GBP or USD. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.flexible_services.flexible_service. flexible_service.price_per_unit.value	Cost for each unit of the flexible service in the currency defined in the code parameter. Data type: String
result.flexible_services.flexible_service. flexible_service.quantity_enabled	Flag that indicates whether the quantity field should appear in the reservation. If this is set to true, *capacity_enabled* will always be false. Valid values: • true: Quantity should appear. • false: Quantity should not appear. Data type: Boolean
result.flexible_services.flexible_service. flexible_service.quantity_required	Flag that indicates whether the quantity is required. Valid values: • true: Quantity is required. • false: Quantity is not required. Data type: Boolean
result.flexible_services.flexible_service. flexible_service.short_description	Brief description of the flexible service. Data type: String
result.flexible_services.flexible_service. flexible_service.sub_category	Sub-category name of the flexible service, such as chair_layout. Data type: String
result.flexible_services.flexible_service. flexible_service.sub_category_label	Sub-category label of the flexible service, such as Chair layout. Data type: String
result.flexible_services.flexible_service. flexible_service.sub_title	Sub-title name of the child flexible service. Data type: String
result.flexible_services.flexible_service. flexible_service.sys_id	Sys_id of flexible service. Data type: String
result.flexible_services.flexible_service. flexible_service.text	Text used to prompt a user to select flexible services. Data type: String
result.flexible_services.flexible_service. flexible_service.title	Details for the titles to use when adding and editing the child flexible service in the UI.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"title": { "add": "String", "edit": "String" }`
result.flexible_services.flexible_service.flexible_service.title.add	Title used when adding a child flexible service in the UI. Data type: String
result.flexible_services.flexible_service.flexible_service.title.edit	Title used when editing a child flexible service in the UI. Data type: String
result.flexible_services.flexible_service.label	Flexible service label. Data type: String
result.flexible_services.flexible_service.sub_category	Sub-category of the parent flexible services, such as additional chair. Data type: String
result.flexible_services.flexible_service.sub_title	Sub-title name of the parent flexible service. Data type: String
result.flexible_services.flexible_service.text	Text used to prompt a user to select a parent flexible services. Data type: String
result.flexible_services.flexible_service.title	Details for the titles to use when adding and editing the parent flexible service in the UI. Data type: Object `"title": { "add": "String", "edit": "String" }`
result.flexible_services.flexible_service.title.add	Title used when adding a parent flexible service in the UI. Data type: String
result.flexible_services.flexible_service.title.edit	Title used when editing a parent flexible service in the UI. Data type: String
result.floor	Details about the floor on which the reservable is located.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"floor": { "display_value": "String", "sys_id": "String" }` Table: Floor [sn_wsd_core_floor]
result.floor.display_value	Display number of the floor on which the reservable resides, such as 12. Data type: String
result.floor.sys_id	Sys_id of the associated record in the Floor table. Data type: String
result.image	Details about an image that represents the associated reservable. Data type: Object `"image": { "link": "String", "sys_id": "String" }` Table: Images [db_image]
result.image.link	Link to an image that represents the reservable. Data type: String
result.image.sys_id	Sys_id of the associated image record. Data type: String
result.is_reservable	Flag that indicates whether the flexible service can be reserved. Valid values: • true: Flexible service can be reserved. • false: Flexible service can't be reserved. Data type: Boolean
results.layouts	Only populated if the *include_layouts* parameter is set to true. List of the layouts associated with the reservable. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"layouts": [
	{
	"capacity": Number,
	"cleanup_duration": "String",
	"image": {Object},
	"is_default": Boolean,
	"max_capacity": Number,
	"name": "String",
	"preparation_duration": "String",
	"short_description": "String",
	"sys_id": "String"
	}
	]

result.layouts.capacity	Number of people that will attend the meeting. Data type: Number
result.layouts.cleanup_duration	Amount of time it takes to clean the reservable for this layout. Data type: Number Unit: Milliseconds

result.layouts.image	Details about an image that represents the layout for the associated reservable.
	
	Data type: Object
	"image": {
	"link": "String",
	"sys_id": "String"
	}
	
	Table: Images [db_image]

result.layouts.image.link	Link to an image that represents the layout for this reservable. Data type: String Table: Images [db_image]
result.layouts.image.sys_id	Sys_id of the associated image record. Data type: String
result.layouts.is_default	Flag that indicates whether the associated layout is the default for the reservable. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Default. • false: Not default. Data type: Boolean
result.layouts.max_capacity	Maximum number of people that the layout associated with the reservable can accommodate. Data type: Number
result.layouts.name	Name of the location layout. Data type: String
result.layouts.preparation_duration	Amount of time it takes to prepare the associated location layout. Data type: Number Unit: Milliseconds
result.layouts.short_description	Brief description of the location layout. Data type: String
result.layouts.sys_id	Sys_id of the location layout. Data type: String Table: Layout [sn_wsd_rsv_layout]
result.location_type	Details about the type of location of the reservable, such as workplace/desk, cafe, or gym. Data type: Object `"location_type": { "display_value": "String", "sys_id": "String" }` Table: Space Type [sn_wsd_core_space_type]
result.location_type.display_value	Display value of the location type. Data type: String
result.location_type.sys_id	Sys_id of the associated record. Data type: String Table: Space Type [sn_wsd_core_space_type]
result.meetingProviders	Details about the virtual meeting providers associated with the reservable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"meetingProviders": [ { "display_value": "String", "value": "String" } ]` Table: Virtual Meeting Provider [sn_wsd_rsv_virtual_meeting_provider]
result.meetingProviders.display_value	Display value of the virtual provider's name. Data type: String
result.meetingProviders.value	Actual value for the virtual provider's name in the record. Data type: String
result.moduleType	Reservable module associated with the reservable, such as desks or meeting room. Data type: String
result.name	Name of the reservable. Data type: String
result.number	Unique identifier of the reservable. This value is more human readable than the sys_id. Data type: String
result.order	Order number for the reservable. Data type: Number
result.require_approval	Flag that indicates whether reserving the reservable requires an approval. Possible values: • true: Approval required. • false: Approval isn't required. Data type: Boolean
result.requires_check_in	Flag that indicates whether the reservable requires the user to check in. Valid values: • true: Check in required. • false: Check in isn't required.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
result.require_subject	Flag that indicates whether the user must enter a subject when making the reservation. Valid values: • true: Subject required. • false: Subject isn't required. Data type: Boolean
result.reservable_quantity	Maximum number of times the associated reservable can be reserved for the same time. This value is used when assigning neighborhood spaces to an area. Data type: Integer
result.site	Details about the site where the reservable resides. Data type: Object `"site": { "display_value": "String", "sys_id": "String" }` Table: Site [sn_wsd_core_site]
result.site.display_value	Display value of the site. Data type: String
result.standard_services	Only populated if the *include_standard_services* parameter is set to true. Associated standard services, such as flip chart, projector screen, and whiteboard and markers. Data type: Array of Objects `"standard_services": [ { "font_awesome_icon": "String", "name": "String", "short_description": "String", "sys_id": "String" } ]`
result.standard_services.font_awesome_icon	Name of the thumbnail icon associated with the standard service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.standard_services.name	Name of the standard service. Data type: String
result.standard_services.short_description	Brief description of the standard service. Data type: String
result.standard_services.sys_id	Sys_id of the standard service record. Data type: String Table: Standard Service [sn_wsd_rsv_standard_service]
result.site.sys_id	Sys_id of the associated site record. Data type: String Table: Site [sn_wsd_core_site]
result.tableName	Name of the table in which the reservable record resides. Data type: String
result.title	Title of the reservable. Data type: String
result.type	Type of a reservable, such as location. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/reservable/list_
reservables/dad3df5977220110b3d7be377b5a99ce,3ed3139977220110b3d
7be377b5a99d1?include_flexible_services=true&include_layouts=fal
se&include_reservable_purposes=true&include_standard_services=tr
ue&reservable_module_sys_id=c31241cedb7650106c731dcd13961917" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
{
  "result": [
    {
      "sys_id": "3e41e94adb7210106c731dcd1396198c",
      "external_id": null,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "wsd_email": null,
      "name": "A1-02-04",
      "title": "A1-02-04",
      "description": "General desk available for reservation.",
      "image": null,
      "number": "SPCE0009004",
      "site": {
        "sys_id": "628eec06db7650106c731dcd139619dd",
        "display_value": "North America"
      },
      "campus": {
        "sys_id": "82b2a0cedb3650106c731dcd139619e9",
        "display_value": "California Campus"
      },
      "building": {
        "sys_id": "94e264cedb3650106c731dcd13961919",
        "display_value": "CAL-B1",
        "timezone": {
          "value": "US/Pacific",
          "displayValue": "US/Pacific"
        }
      },
      "floor": {
        "sys_id": "fc7368cedb3650106c731dcd13961902",
        "display_value": "Floor 1"
      },
      "area": null,
      "capacity": "1",
      "reservable_quantity": null,
      "location_type": {
        "sys_id": "5f017383eb512010b89bfdfc9c5228c8",
        "display_value": "Workspace/Desk"
      },
      "order": null,
      "requires_check_in": null,
      "is_reservable": "1",
      "type": "location",
      "moduleType": "Desks",
      "meetingProviders": [],
      "require_subject": false,
      "allow_invitees": true,
      "display_number_of_attendees": false,
      "display_on_behalf_of": true,
      "display_sensitivity": false,
      "enable_group_reservations": false,
      "enable_reservation_privacy": true,
      "employee_override_privacy": true,
      "tableName": "sn_wsd_core_space",
      "require_approval": false
    },
    {
      "sys_id": "fd41a94adb7210106c731dcd1396195a",
      "external_id": null,
      "wsd_email": null,
      "name": "A1-02-03",
      "title": "A1-02-03",
      "description": "General desk available for reservation.",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "image": null,
      "number": "SPCE0009003",
      "site": {
        "sys_id": "628eec06db7650106c731dcd139619dd",
        "display_value": "North America"
      },
      "campus": {
        "sys_id": "82b2a0cedb3650106c731dcd139619e9",
        "display_value": "California Campus"
      },
      "building": {
        "sys_id": "94e264cedb3650106c731dcd13961919",
        "display_value": "CAL-B1",
        "timezone": {
          "value": "US/Pacific",
          "displayValue": "US/Pacific"
        }
      },
      "floor": {
        "sys_id": "fc7368cedb3650106c731dcd13961902",
        "display_value": "Floor 1"
      },
      "area": null,
      "capacity": "1",
      "reservable_quantity": null,
      "location_type": {
        "sys_id": "5f017383eb512010b89bfdfc9c5228c8",
        "display_value": "Workspace/Desk"
      },
      "order": null,
      "requires_check_in": null,
      "is_reservable": "1",
      "type": "location",
      "moduleType": "Desks",
      "meetingProviders": [],
      "require_subject": false,
      "allow_invitees": true,
      "display_number_of_attendees": false,
      "display_on_behalf_of": true,
      "display_sensitivity": false,
      "enable_group_reservations": false,
      "enable_reservation_privacy": true,
      "employee_override_privacy": true,
      "tableName": "sn_wsd_core_space",
      "require_approval": false
    }
  ]
}
```


WSD Reservable V2 API

The Workplace Service Delivery (WSD) *Reservable V2* API provides endpoints to retrieve details of a reservable, an entity that can be reserved, such as a workplace location, from a ServiceNow instance.

The *WSD Reservable V2* API is a new version of the WSD Reservable API. The *WSD Reservable V2* API fetches details of all reservable space(s) on the WSD Portal that you

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

select while making a reservation. The original *WSD Reservable* API version used a GET call but limited the sys_ID path parameter to 35 characters. The new *WSD Reservable V2* API version is a POST call and takes all the sys_ids in the request body to avoid character limitations.

To access this API, the caller must have the sn_wsd_core.workplace_user role.

This API runs in the `sn_wsd_rsv` namespace. To access this API, the Workplace Reservation Management (sn_wsd_rsv) plugin must be activated.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Reservable V2 API - POST /sn_wsd_rsv/v2/reservable/list_reservables

Returns the details for one or more specified reservables.

URL format

Default URL: POST `api/sn_wsd_rsv/v2/reservable/list_reservables`

Supported request parameters

Path parameters

Name	Description
api_version	Required. Version of the endpoint to access. Specify `v2` to employ this API, otherwise using `v1` employs the default version of the WSD Reservable API. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
include_flexible_services	Flag that indicates whether to return the flexible services associated with the reservable in to the response. A flexible service is an additional provision available with a reservable workplace item when a reservation is made. For example, Classroom style - Rows of tables arranged with all participants facing towards the front of the room. For additional information on flexible services, see Create a flexible service. Valid values: • true: Return the flexible service information. • false: Do not return the flexible service information. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	Default: false
include_standard_services	Flag that indicates whether to return the standard services information in the response. This information is located in the Standard Service [sn_wsd_rsv_standard_service] table. A standard service describes basic provisions available with a reservable workplace item when the reservation is made, such as white boards, additional monitors, and similar services. For additional information on standard services, see Standard services. Valid values: • true: Return the standard services information. • false: Don't return the standard services information. Data type: Boolean Default: false
include_reservable_purposes	Optional. Flag that indicates whether to return the purpose associated with the reservable. Valid values: • true: Return the purpose of the reservable. • false: Do not return the purpose of the reservable. Data type: Boolean Default: false
include_layouts	Flag that indicates whether to return the location layout information in the response. Location layout information include such things as capacity, max capacity, preparation, and clean up duration. Valid values: • true: Return the location layout information. • false: Don't return the location layout information. Data type: Boolean Default: false Table: Location Layout [sn_wsd_rsv_m2m_location_layout]
reservable_module_sys_id	Required. Sys_id of the reservable module, for example: desk, meeting room, etc. A reservable module groups similar types of workplace items.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	For additional information on reservable modules, see Configure a reservable module. Data type: String Default: Empty value Table: Reservable Module [sn_wsd_rsv_reservable_module]
reservation_start_time	Reservation start time to validate the lead time of extra services. Format: UTC format, yyyy-MM-dd HH:mm:ss Data type: String
space_sys_ids	Required. Comma-separated sys_ids of selected spaces. Data type: String Default: Empty value

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the response body. Only supports application/json.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
404	Could not find reservables. Look for the WSD Core Spaces [sn_wsd_core_spaces] table and verify the space record is present.
500	Error occurred! Unable to retrieve reservables. This is a server error. Contact system administration.

Response body parameters

Name	Description
result	Details on each matching reservable. Data type: Array of Objects `{ "result": [{ "allow_invitees": Boolean, "area": {Object}, "building": {Object}, "campus": {Object}, "capacity": Number, "description": "String", "display_number_of_attendees": Boolean, "display_on_behalf_of": Boolean, "display_sensitivity": Boolean, "email": "String", "employee_override_privacy": Boolean "enable_group_reservations": Boolean, "enable_reservation_privacy": Boolean, "external_id": "String", "flexible_services": [Array], "floor": {Object}, "image": {Object},`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"is_reservable": Boolean, "layouts": [Array], "location_type": {Object}, "meetingProviders": [Array], "moduleType": "String", "name": "String", "number": "String", "order": Number, "require_approval": Boolean, "requires_check_in": Boolean, "require_subject": Boolean, "reservable_quantity": Number, "site": {Object}, "standard_services": [Array], "sys_id": "String", "title": "String", "type": "String", "tableName": "String" }] }
result.allow_invitees	Flag that indicates whether employees are able to add invitees to the reservation. Valid values: • true: Allow employees to add invitees to the reservation. • false: Don't allow employees to add invitees to the reservation. Data type: Boolean

result.area	Area where the reservable is located.
	
	Data type: Object
	"area": {
	"display_value": "String",
	"sys_id": "String"
	}
	
	Table: Area [sn_wsd_core_area]

result.area.display_value	Display value for the area.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.area.sys_id	Sys_id of the associated area record. Data type: String
result.building	Building where the reservable is located. Data type: Object `"building": { "display_value": "String", "sys_id": "String", "timezone": {Object} }` Table: Building [sn_wsd_core_building]
result.building.display_value	Display value for the building. Data type: String
result.building.sys_id	Sys_id of the associated building record. Data type: String
result.building.timezone	Details of the time zone for the building. Data type: Object `"timezone": { "displayValue": "String", "value": "String" }`
result.building.timezone.display_value	Display value of the time zone in which the associated building resides. Data type: String
result.building.timezone.value	Internal value of the time zone in which the associated building resides. Data type: String
result.campus	Campus where the reservable is located. Data type: Object `"campus": { "display_value": "String", "sys_id": "String" }` Table: Campus [sn_wsd_core_campus]
result.campus.display_value	Display value for the campus.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.campus.sys_id	Sys_id of the associated campus record. Data type: String
result.capacity	Number of people that the reservable can accommodate. Data type: Number
result.description	Description of the reservable. Data type: String
result.display_number_of_attendees	Flag that indicates whether users can specify the number of attendees in the reservation. Valid values: • true: Users can specify the number of attendees. • false: Users can't specify the display number of attendees. Data type: Boolean
result.display_on_behalf_of	Flag that indicates whether reservations can be made on behalf of someone else. Valid values: • true: On behalf of supported. • false: On behalf of not supported. Data type: Boolean
result.display_sensitivity	Flag that indicates whether users can set the sensitivity of the reservation, such as normal or private. Valid values: • true: Able to set sensitivity. • false: Not able to set sensitivity. Defaults to normal. Data type: Boolean
result.email	Email address associated with the reservable. Data type: String
result.employee_override_privacy	Flag that indicates whether users can override the privacy setting for the associated reservable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Users can override the privacy setting for the associated reservable. • false: Users cannot override the privacy setting for the associated reservable.
result.enable_group_reservations	Flag that indicates whether users can make a group reservation. Valid values: • true: Able to make group reservations. • false: Not able to make group reservations. Data type: Boolean
result.enable_reservation_privacy	Flag that indicates the default setting for reservation privacy. For additional information on these privacy settings, see Location privacy settings and impact. Possible values: • true: Reservations are private by default. • false: Reservations are not private by default. Data type: Boolean
result.external_id	External ID of the reservable. Data type: String
result.flexible_services	Populated only if the *include_flexible_services* parameter is set to true and the workplace case management plugin is installed. Description of the flexible services associated with the reservables. There can be a parent flexible service, and several child flexible services. Data type: Array of Objects `flexible_services": [ { "additional_text": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"allow_only_single_service_item_selection": Boolean, "category": "String", "currency_code": "String", "flexible_service": [Array], "label": "String", "sub_category": "String", "sub_title": "String", "text": "String", "title": {Object} }] Table: Workplace Service Item [sn_wsd_case_workplace_service_item]
result.flexible_services.additional_text	Text to prompt user to select additional flexible services. Data type: String
result.flexible_services.allow_only_single_service_item_selection	Flag that indicates whether users can select only one service item among the group of flexible services within a reservation. Valid values: • true: Only able to make a single selection. • false: Able to make multiple selections. Data type: Boolean
result.flexible_services.category	Category of the flexible services. Data type: String
result.flexible_services.currency_code	Currency code used to calculate the amount of currency when ordering flexible services. Data type: String

result.flexible_services.flexible_service	Flexible services corresponding to a parent flexible service.
	Data type: Array of Objects
	"flexible_service": [
	{
	"flexible_service": [Array],
	"label": "String",
	"sub_category": "String"
	}
	]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Workplace Service Item [sn_wsd_case_workplace_service_item]
result.flexible_services.flexible_service.flexible_service	Details of each flexible service corresponding to a parent flexible service. Data type: Array of Objects `"flexible_service": [{ "additional_text": "String", "capacity_enabled": Boolean, "category": "String", "category_label": "String", "cleanup_duration": "String", "image": "String", "max_capacity": Number, "name": "String", "preparation_duration": "String", "price_per_unit": {Object}, "quantity_enabled": Boolean, "quantity_required": Boolean, "short_description": "String", "sub_category": "String", "sub_category_label": "String", "sub_title": "String", "sys_id": "String", "text": "String", "title": {Object} }]`
result.flexible_services.flexible_service.flexible_service.additional_text	Text used to prompt a user to select additional flexible services. Data type: String
result.flexible_services.flexible_service.flexible_service.capacity_enabled	Flag that indicates whether the capacity of the room should appear in the reservation. If this is set to true, *quantity_enabled* will always be false. Valid values: • true: Capacity should appear. • false: Capacity should not appear.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
result.flexible_services.flexible_service.flexible_service.category	Category of the flexible service. Data type: String
result.flexible_services.flexible_service.flexible_service.category_label	Category label of flexible service. Data type: String
result.flexible_services.flexible_service.flexible_service.cleanup_duration	Amount of time it takes to clean up or remove the service added to the reservable. Data type: Number Unit: Milliseconds
result.flexible_services.flexible_service.flexible_service.image	Link to the image of the flexible service. Data type: String
result.flexible_services.flexible_service.flexible_service.max_capacity	Maximum number of occupants that the reservable can accommodate. Data type: Number
result.flexible_services.flexible_service.flexible_service.name	Name of flexible service. Data type: String
result.flexible_services.flexible_service.flexible_service.preparation_duration	Amount of time it takes to add the service to the reservable. Data type: String Unit: Milliseconds
result.flexible_services.flexible_service.flexible_service.price_per_unit	Details of the cost of adding the flexible service to the reservable. Data type: Object `"price_per_unit": { "code": "String", "value": "String" }`
result.flexible_services.flexible_service.flexible_service.price_per_unit.code	Currency code to use when calculating the cost, such as GBP or USD. Data type: String
result.flexible_services.flexible_service.flexible_service.price_per_unit.value	Cost for each unit of the flexible service in the currency defined in the code parameter. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.flexible_services.flexible_service. flexible_service.quantity_enabled	Flag that indicates whether the quantity field should appear in the reservation. If this is set to true, *capacity_enabled* will always be false. Valid values: • true: Quantity should appear. • false: Quantity should not appear. Data type: Boolean
result.flexible_services.flexible_service. flexible_service.quantity_required	Flag that indicates whether the quantity is required. Valid values: • true: Quantity is required. • false: Quantity is not required. Data type: Boolean
result.flexible_services.flexible_service. flexible_service.short_description	Brief description of the flexible service. Data type: String
result.flexible_services.flexible_service. flexible_service.sub_category	Sub-category name of the flexible service, such as chair_layout. Data type: String
result.flexible_services.flexible_service. flexible_service.sub_category_label	Sub-category label of the flexible service, such as Chair layout. Data type: String
result.flexible_services.flexible_service. flexible_service.sub_title	Sub-title name of the child flexible service. Data type: String
result.flexible_services.flexible_service. flexible_service.sys_id	Sys_id of flexible service. Data type: String
result.flexible_services.flexible_service. flexible_service.text	Text used to prompt a user to select flexible services. Data type: String

result.flexible_services.flexible_service.
flexible_service.title
	Details for the titles to use when adding and editing the child flexible service in the UI.
	
	Data type: Object
	`"title": {`
	`  "add": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"edit": "String"
	}</pre>

result.flexible_services.flexible_service.flexible_service.title.add	Title used when adding a child flexible service in the UI. Data type: String
result.flexible_services.flexible_service.flexible_service.title.edit	Title used when editing a child flexible service in the UI. Data type: String
result.flexible_services.flexible_service.label	Flexible service label. Data type: String
result.flexible_services.flexible_service.sub_category	Sub-category of the parent flexible services, such as additional chair. Data type: String
result.flexible_services.flexible_service.sub_title	Sub-title name of the parent flexible service. Data type: String
result.flexible_services.flexible_service.text	Text used to prompt a user to select a parent flexible services. Data type: String

result.flexible_services.flexible_service.title	Details for the titles to use when adding and editing the parent flexible service in the UI.
	
	Data type: Object
	<pre>"title": {
	"add": "String",
	"edit": "String"
	}</pre>

result.flexible_services.flexible_service.title.add	Title used when adding a parent flexible service in the UI. Data type: String
result.flexible_services.flexible_service.title.edit	Title used when editing a parent flexible service in the UI. Data type: String

result.floor	Details about the floor on which the reservable is located.
	
	Data type: Object
	<pre>"floor": {
	"display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"sys_id": "String"
	}</pre>
	Table: Floor [sn_wsd_core_floor]

result.floor.display_value	Display number of the floor on which the reservable resides, such as 12. Data type: String
result.floor.sys_id	Sys_id of the associated record. Data type: String Table: Floor [sn_wsd_core_floor]

result.image	Details about an image that represents the associated reservable.
	
	Data type: Object
	<pre>"image": {
	"link": "String",
	"sys_id": "String"
	}</pre>
	Table: Images [db_image]

result.image.link	Link to an image that represents the reservable. Data type: String
result.image.sys_id	Sys_id of the associated image record. Data type: String Table: Images [db_image]
result.is_reservable	Flag that indicates whether the flexible service can be reserved. Valid values: • true: Flexible service can be reserved. • false: Flexible service can't be reserved. Data type: Boolean
results.layouts	Only populated if the *include_layouts* parameter is set to true. List of the layouts associated with the reservable. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"layouts": [
	{
	"capacity": Number,
	"cleanup_duration":
	"String",
	"image": {Object},
	"is_default": Boolean,
	"max_capacity": Number,
	"name": "String",
	"preparation_duration":
	"String",
	"short_description":
	"String",
	"sys_id": "String"
	}
	]

result.layouts.capacity	Number of people that will attend the meeting. Data type: Number
result.layouts.cleanup_duration	Amount of time it takes to clean the reservable for this layout. Data type: Number Unit: Milliseconds

result.layouts.image	Details about an image that represents the layout for the associated reservable.
	
	Data type: Object
	"image": {
	"link": "String",
	"sys_id": "String"
	}
	
	Table: Images [db_image]

result.layouts.image.link	Link to an image that represents the layout for this reservable. Data type: String Table: Images [db_image]
result.layouts.image.sys_id	Sys_id of the associated image record. Data type: String
result.layouts.is_default	Flag that indicates whether the associated layout is the default for the reservable. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Default. • false: Not default. Data type: Boolean
result.layouts.max_capacity	Maximum number of people that the layout associated with the reservable can accommodate. Data type: Number
result.layouts.name	Name of the location layout. Data type: String
result.layouts.preparation_duration	Amount of time it takes to prepare the associated location layout. Data type: Number Unit: Milliseconds
result.layouts.short_description	Brief description of the location layout. Data type: String
result.layouts.sys_id	Sys_id of the location layout. Data type: String Table: Layout [sn_wsd_rsv_layout]
result.location_type	Details about the type of location of the reservable, such as workplace/desk, cafe, or gym. Data type: Object `"location_type": { "display_value": "String", "sys_id": "String" }` Table: Space Type [sn_wsd_core_space_type]
result.location_type.display_value	Display value of the location type. Data type: String
result.location_type.sys_id	Sys_id of the associated record. Data type: String Table: Space Type [sn_wsd_core_space_type]
result.meetingProviders	Details about the virtual meeting providers associated with the reservable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"meetingProviders": [ { "display_value": "String", "value": "String" } ]` Table: Virtual Meeting Provider [sn_wsd_rsv_virtual_meeting_provider]
result.meetingProviders.display_value	Display value of the virtual provider's name. Data type: String
result.meetingProviders.value	Actual value for the virtual provider's name in the record. Data type: String
result.moduleType	Reservable module associated with the reservable, such as desks or meeting room. Data type: String
result.name	Name of the reservable. Data type: String
result.number	Unique identifier of the reservable. This value is more human readable than the sys_id. Data type: String
result.order	Order number for the reservable. Data type: Number
result.require_approval	Flag that indicates whether reserving the reservable requires an approval. Possible values: • true: Approval required. • false: Approval isn't required. Data type: Boolean
result.requires_check_in	Flag that indicates whether the reservable requires the user to check in. Valid values: • true: Check in required. • false: Check in isn't required.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
result.require_subject	Flag that indicates whether the user must enter a subject when making the reservation. Valid values: • true: Subject required. • false: Subject isn't required. Data type: Boolean
result.reservable_quantity	Maximum number of times the associated reservable can be reserved for the same time. This value is used when assigning neighborhood spaces to an area. Data type: Integer
result.site	Details about the site where the reservable resides. Data type: Object `"site": { "display_value": "String", "sys_id": "String" }` Table: Site [sn_wsd_core_site]
result.site.display_value	Display value of the site. Data type: String
result.standard_services	Only populated if the *include_standard_services* parameter is set to true. Associated standard services, such as flip chart, projector screen, and whiteboard and markers. Data type: Array of Objects `"standard_services": [ { "font_awesome_icon": "String", "name": "String", "short_description": "String", "sys_id": "String" } ]`
result.standard_services.font_awesome_icon	Name of the thumbnail icon associated with the standard service.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.standard_services.name	Name of the standard service. Data type: String
result.standard_services.short_description	Brief description of the standard service. Data type: String
result.standard_services.sys_id	Sys_id of the standard service record. Data type: String Table: Standard Service [sn_wsd_rsv_standard_service]
result.site.sys_id	Sys_id of the associated site record. Data type: String Table: Site [sn_wsd_core_site]
result.tableName	Name of the table in which the reservable record resides. Data type: String
result.title	Title of the reservable. Data type: String
result.type	Type of a reservable, such as location. Data type: String

Example: cURL request

The following code example shows how to call this endpoint to return details about the specified reservables.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/v2/reservable/li
st_reservables" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data
 "{\"space_sys_ids\":
\"3ed3139977220110b3d7be377b5a99d1\",\"reservable_module_sys
_id\":
\"c31241cedb7650106c731dcd13961917\",\"include_flexible_servi
ces\":true,\"include_standard_services\":true,\"include_reservab
le_purposes\":true,\"include_layouts\":false}" \
--user 'username:'password'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body. This example returns details about all the reservables listed in the request body.


```
{
  "result": [
    {
      "sys_id": "3ed3139977220110b3d7be377b5a99d1",
      "external_id": "447b9dfb475a011064062782846d4382",
      "wsd_email": null,
      "name": "A263",
      "title": "A263",
      "description": null,
      "image": null,
      "number": "ROOM0000181",
      "site": {
        "sys_id": "b35f47ffdba05010f342a0da4b961998",
        "display_value": "Italy"
      },
      "campus": {
        "sys_id": "87831b1977220110b3d7be377b5a9946",
        "display_value": ""
      },
      "building": {
        "sys_id": "dea39b1977220110b3d7be377b5a9955",
        "display_value": "",
        "timezone": {
          "value": "",
          "displayValue": ""
        }
      },
      "floor": {
        "sys_id": "68d31f5977220110b3d7be377b5a991b",
        "display_value": ""
      },
      "area": null,
      "capacity": "17",
      "reservable_quantity": "1",
      "location_type": {
        "sys_id": "20713b83eb512010b89bfdfc9c522899",
        "display_value": "Room"
      },
      "order": null,
      "requires_check_in": null,
      "is_reservable": "1",
      "type": "location",
      "moduleType": "Meeting rooms",
      "meetingProviders": [],
      "require_subject": true,
      "allow_invitees": false,
      "display_number_of_attendees": false,
      "display_on_behalf_of": true,
      "display_sensitivity": true,
      "enable_group_reservations": false,
      "allow_reservation_message": false,
      "warn_employee_for_duplicate_reservation": false,
      "enable_reservation_privacy": false,
      "employee_override_privacy": false,
      "tableName": "sn_wsd_core_room",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "require_approval": false,
    "flexible_services": [
      {
        "allow_only_single_service_item_selection": true,
        "category": "50723fbf07100110c9b36b6e0ad300b4",
        "label": "Space arrangement",
        "description": "This is a service to request a
different space configuration as part of a reservation.",
        "sub_category": "chair_layout",
        "title": {
          "edit": "Update Space arrangement for A263",
          "add": "Add Space arrangement for A263"
        },
        "sub_title": "Add a space arrangement item to get
started",
        "text": "Select space arrangement item",
        "additional_text": "Select another space arrangement
item",
        "currency_code": "GBP",
        "flexible_service": [
          {
            "sub_category": "chair_layout",
            "label": "Chair layout",
            "flexible_service": [
              {
                "sys_id": "e2ecf7b307500110c9b36b6e0ad30033",
                "name": "Classroom Style",
                "short_description": "Rows of tables arranged
with all participants facing towards the front of the room",
                "category":
"50723fbf07100110c9b36b6e0ad300b4",
                "category_label": "Space arrangement",
                "sub_category": "chair_layout",
                "sub_category_label": "Chair layout",
                "image":
"08d6ff68d5122110fa9b1500c1d696c5.iix",
                "quantity_enabled": false,
                "quantity_required": false,
                "capacity_enabled": true,
                "max_capacity": "",
                "preparation_duration": "1970-01-01 00:15:00",
                "cleanup_duration": "1970-01-01 00:15:00",
                "price_per_unit": {
                  "value": 0,
                  "code": "GBP"
                },
                "title": {
                  "edit": "Update Space arrangement for A263",
                  "add": "Add Space arrangement for A263"
                },
                "sub_title": "Add a space arrangement item to
get started",
                "text": "Select space arrangement item",
                "additional_text": "Select another space
arrangement item"
              },
              {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "sys_id": "1cf33fff07100110c9b36b6e0ad30077",
                "name": "Banquet Rounds",
                "short_description": "Round tables arranged
throughout the room. Participants are seated around the entire
perimeter of each table",
                "category":
"50723fbf07100110c9b36b6e0ad300b4",
                "category_label": "Space arrangement",
                "sub_category": "chair_layout",
                "sub_category_label": "Chair layout",
                "image":
"cdc67720d5522110fa9b1500c1d69636.iix",
                "quantity_enabled": false,
                "quantity_required": false,
                "capacity_enabled": true,
                "max_capacity": "",
                "preparation_duration": "1970-01-01 00:15:00",
                "cleanup_duration": "1970-01-01 00:15:00",
                "price_per_unit": {
                  "value": 0,
                  "code": "GBP"
                },
                "title": {
                  "edit": "Update Space arrangement for A263",
                  "add": "Add Space arrangement for A263"
                },
                "sub_title": "Add a space arrangement item to
get started",
                "text": "Select space arrangement item",
                "additional_text": "Select another space
arrangement item"
              },
              {
                "sys_id": "21e2c08407600110c9b36b6e0ad3007c",
                "name": "Theater Style",
                "short_description": "Rows of chairs (no
tables) arranged with all participants facing towards the front
of the room",
                "category":
"50723fbf07100110c9b36b6e0ad300b4",
                "category_label": "Space arrangement",
                "sub_category": "chair_layout",
                "sub_category_label": "Chair layout",
                "image":
"f3d67fa4d5122110fa9b1500c1d6968b.iix",
                "quantity_enabled": false,
                "quantity_required": false,
                "capacity_enabled": true,
                "max_capacity": "",
                "preparation_duration": "1970-01-01 00:15:00",
                "cleanup_duration": "1970-01-01 00:15:00",
                "price_per_unit": {
                  "value": 0,
                  "code": "GBP"
                },
                "title": {
                  "edit": "Update Space arrangement for A263",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                  "add": "Add Space arrangement for A263"
                },
                "sub_title": "Add a space arrangement item to
get started",
                "text": "Select space arrangement item",
                "additional_text": "Select another space
arrangement item"
              }
            ]
          }
        ]
      },
      {
        "allow_only_single_service_item_selection": false,
        "category": "c9ab1c89c3500110547e3810a840dd41",
        "label": "Catering",
        "description": "This is a service to request catering
as part of a reservation.",
        "sub_category": "drinks",
        "title": {
          "edit": "Update Catering for A263",
          "add": "Add Catering for A263"
        },
        "sub_title": "Add a catering item to get started",
        "text": "Select catering item",
        "additional_text": "Select another catering item",
        "currency_code": "GBP",
        "flexible_service": [
          {
            "sub_category": "drinks",
            "label": "Drinks",
            "flexible_service": [
              {
                "sys_id": "48d72985c3900110547e3810a840dd7d",
                "name": "Champagne",
                "short_description": "",
                "category":
"c9ab1c89c3500110547e3810a840dd41",
                "category_label": "Catering",
                "sub_category": "drinks",
                "sub_category_label": "Drinks",
                "image": "",
                "quantity_enabled": true,
                "quantity_required": false,
                "capacity_enabled": false,
                "max_capacity": "",
                "preparation_duration": 0,
                "cleanup_duration": 0,
                "price_per_unit": {
                  "value": 0,
                  "code": "GBP"
                },
                "title": {
                  "edit": "Update Catering for A263",
                  "add": "Add Catering for A263"
                },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                    "sub_title": "Add a catering item to get
 started",
                    "text": "Select catering item",
                    "additional_text": "Select another catering
 item"
                }
            ]
        }
    ]
}
```


WSD Reservable Module API

The Workplace Service Delivery (WSD) *`Reservable Module`* API provides endpoints to retrieve details of a reservable module from a ServiceNow instance.

A reservable module groups similar types of workplace items. Employees can view these similar items in a single category. For example, a room is a reservable module and it contains similar workplace items such as meeting rooms, conference rooms, and other rooms.

To access this API, the caller must have the sn_wsd_core.workplace_user role and the Workplace Reservation Management (sn_wsd_rsv) plugin must be activated. This API runs in the `sn_wsd_rsv` namespace.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Reservable Module - GET /sn_wsd_rsv/reservable_module/{sys_id}

Returns the details for a specified reservable module.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservable_module/{sys_id}`

Default URL: `/api/sn_wsd_rsv/reservable_module/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
sys_id	Sys_id of the reversable module record to retrieve. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]

Query parameters

Name	Description
is_buildings_tree_data_required	Flag that indicates whether to return the building data associated with the reservable model. Valid values: • true: Return the building data. • false: Don't return the building data. Data type: Boolean Default: false
neighborhood	Only available if the Space Management (sn_wsd_spc_mgmt_neighborhood) plugin is activated. Sys_id of the neighborhood record to use in the encoded query. For additional information on neighborhood space reservations, see Create neighborhood reservations. The endpoint checks if the neighborhood is valid and then retrieves the data required for the browse-by-neighborhood path. Data type: String

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
results	Details for the requested reservable module. Data type: Object `{ "result": { "allow_invitees": Boolean, "allow_whole_day": Boolean, "apply_to_shift": Boolean, "browse_by_area_enabled": Boolean, "browse_by_neighborhood_enabled": Boolean,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"browse_near_a_person_enabled": Boolean, "buildingsTreeData": [Array], "buildingSysIds": [Array], "checkin_before_minutes": Number, "display_number_of_attendees": Boolean, "display_on_behalf_of": Boolean, "display_sensitivity": Boolean, "display_value": "String", "enable_browse_by_area": Boolean, "enable_browse_by_neighborhood": Boolean, "enable_browse_near_a_person": Boolean, "enable_facet_filter": Boolean, "enable_group_reservations": Boolean, "enable_ical_generation": Boolean, "font_awesome_icon": "String", "inline_title": "String", "layout_mapping": {JSON Object}, "max_days_in_future": Number, "max_occurrences": Number, "name": "String", "nbhBuildingIds": [Array], "nbhBuildingsData": [Array]; "nbhBuildingsTreeData": [Array], "override_approval_policy": "String", "require_cancel_notes": Boolean, "require_cc_dept_check": Boolean, "require_subject": Boolean,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"reservable_columns": [Array], "reservable_container_field": "String", "reservable_filter": "String", "reservable_quantity_field": "String", "reservable_table": "String", "reservable_type": "String", "reservable_views": [Array], "reservation_paths": [Array], "search_limit": Number, "selection_type": "String", "short_description": "String", "show_map_view": Boolean, "sys_id": "String", "timeSlots": [Array], "title": "String", "virtual_meeting_provider": {Object} } }
result.allow_invitees	Flag that indicates whether employees are able to add invitees to the reservation. Valid values: • true: Allow employees to add invitees to the reservation. • false: Don't allow employees to add invitees to the reservation. Data type: Boolean
result.allow_whole_day	Flag that indicates whether users can reserve the reservable for the entire day. Valid values: • true: Allow users to reserve for the entire day. • false: Don't allow users to reserve for the entire day.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
result.apply_to_shift	Flag that indicates whether shift-based reservations are enabled for the reservable module. Valid values: • true: Allow shift-based reservations. • false: Don't allow shift-based reservations. Data type: Boolean
result.browse_by_area_enabled	Flag that indicates whether users are able to search for reservable modules by area. Valid values: • true: Allow users to browse reservable modules by area. • false: Don't allow users to browse reservable modules by area. Data type: Boolean
result.browse_by_neighborhood_enabled	Only available if the Space Management - sn_wsd_spc_mgmt plugin is installed. Flag that indicates whether users are able to search in the reservable modules by neighborhood. Valid values: • true: Allow users to browse reservable modules by neighborhood. • false: Don't allow users to browse reservable modules by neighborhood. Data type: Boolean
result.browse_near_a_person_enabled	Flag that indicates whether users are able to search for reservable modules located by a specified person. Valid values: • true: Allow users to browse reservable modules near a person. • false: Don't allow users to browse reservable modules near a person. Data type: Boolean
result.buildingTreeData	Only returned if the *is_buildings_tree_data_required*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	query parameter is set to `true`. Hierarchy of the buildings associate with the reservable module. Hierarchy order: • Region: Located in the Region [sn_wsd_core_region] table. • Site: Located in the Site [sn_wsd_core_site] table. • Campus: Located in the Campus [sn_wsd_core_campus] table. • Building: Located in the Building [sn_wsd_core_building] table. Each `children[ ]` node reflects a different building level/hiearchy: • buildingsTreeData: Region • buildingsTreeData.children: Site • buildingsTreeData.children.children: Campus • buildingsTreeData.children.children.children: Building Data type: Array of Objects `"buildingsTreeData": [ { "children": [Array], "data": {Object}, "isSelectable": Boolean, "isValid": Boolean, "label": "String", "uId": "String" } ]`
result.buildingsTreeData.children	Details on the site, campus, or building associated with the reservable module. Each of the parameters in all `children[ ]` nodes are the same. They just apply to different building entities and are only described one time in this section. Data type: Array of Objects `"children": [ { "children": [Array], "data": {Object}, "isSelectable": Boolean, "isValid": Boolean, "label": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"uId": "String"
	}
	]</pre>

result.buildingsTreeData.children.data	Details about the building entity.
	
	Data type: Object
	<pre>"data": {
	"sysId": "String",
	"table": "String",
	"timezone": {Object}
	}</pre>

result.buildingsTreeData.children.data.sys_id	Sys_id of the associated building entity. Data type: String
result.buildingsTreeData.children.data.table	Name of the table in which the building entity record identified in the sys_id is located. Data type: String

result.buildingsTreeData.children.data.timezone	Details about the time zone of the building entity.
	<pre>"timezone": {
	"displayValue": "String",
	"value": "String"
	}</pre>

result.buildingsTreeData.children.data.timezone.displayValue	Display value in the record for the time zone. Data type: String
result.buildingsTreeData.children.data.timezone.value	Internal value in the record for the time zone. Data type: String
result.buildingsTreeData.children.isSelectable	Flag that indicates whether the associated building entity is available (selectable) for the reservable model. Valid values: • true: Building entity is available for the reservable module. • false: Building entity isn't available for the reservable module. Data type: Boolean
result.buildingsTreeData.children.isValid	Flag that indicates whether the associated building entity is valid for the reservable model. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Building entity is valid for the reservable module. • false: Building entity isn't valid for the reservable module. Data type: Boolean
result.buildingsTreeData.children.label	Name of the building entity. Data type: String
result.buildingsTreeData.children.uId	Sys_id of the associated building entity record. Data type: String
result.buildingSysIds	List of sys_ids of the buildings associated with the reservable module. Data type: Array of Strings
result.checkin_before_minutes	Amount of time before a reservation starts that a user can check into their reservation. Unit: Minutes Data type: Number
result.display_number_of_attendees	Flag that indicates whether users can specify the number of attendees in the reservation. Valid values: • true: Users can specify the number of attendees. • false: Users can't specify the display number of attendees. Data type: Boolean
result.display_on_behalf_of	Flag that indicates whether reservations can be made on behalf of someone else. Valid values: • true: On behalf of supported. • false: On behalf of not supported. Data type: Boolean
result.display_sensitivity	Flag that indicates whether users can set the sensitivity of the reservation, such as normal or private. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Able to set sensitivity. • false: Not able to set sensitivity. Defaults to normal. Data type: Boolean
result.display_value	Display value of the reservable module. Data type: String
result.enable_browse_by_area	Flag that indicates whether users are able to search for reservable modules by area. Same as *browse_by_area_enabled*. Valid values: • true: Allow users to browse reservable modules by area. • false: Don't allow users to browse reservable modules by area. Data type: Boolean
result.enable_browse_by_neighborhood	Flag that indicates whether users are able to search for reservable modules by neighborhood. Valid values: • true: Allow users to browse reservable modules by neighborhood. • false: Don't allow users to browse reservable modules by neighborhood. Data type: Boolean
result.enable_browse_near_a_person	Flag that indicates whether users are able to search for reservable modules located by a specified person. Same as *browse_near_a_person_enabled*. Valid values: • true: Allow users to browse reservable modules near a person. • false: Don't allow users to browse reservable modules near a person. Data type: Boolean
result.enable_facet_filter	Flag that indicates whether facet filtering on workplace items is enabled. When enabled, the filter options that appear are based on the search results. Only the items that are

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	available in the generated search result are available to users for selection in the filter. Valid values: • true: Facet filters are enabled. • false: Facet filters aren't enabled. Data type: Boolean
result.enable_group_reservations	Flag that indicates whether users can make a group reservation. Valid values: • true: Able to make group reservations. • false: Not able to make group reservations. Data type: Boolean
result.enable_ical_generation	Flag that indicates whether users can generate an iCalendar for the reservation. Valid values: • true: iCalendar generation allowed. • false: iCalendar generation isn't allowed. Data type: Boolean
result.font_awesome_icon	Name of the font icon attached to the reservable module. Data type: String
result.inline_title	Inline title of the reservable module. The title appears in line with the descriptive text on the Workplace service portal. Data type: String

result.layout_mapping	Details about the structure of the layout mapping of locations. Use this data to lay out the information in the UI.
	
	Data type: Object
	
	`"layout_mapping": {`
	`  "body": [Array],`
	`  "description": [Array],`
	`  "image": "String",`
	`  "subtitle": [Array],`
	`  "subtitle_asc": [Array],`
	`  "title": [Array]`
	`}`

result.layout_mapping.body	Placeholder for mapping the front-end UI data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"body": [ { "field": "String", "field_to_display": "String", "icon": "String", "label": "String" } ]`
result.layout_mapping.body.field	Placeholder for mapping the front-end UI data. Data type: String
result.layout_mapping.body.field_to_display	Placeholder for mapping the front-end UI data. Data type: String
result.layout_mapping.body.icon	Placeholder for mapping the front-end UI data. Data type: String
result.layout_mapping.body.label	Placeholder for mapping the front-end UI data. Data type: String
result.layout_mapping.description	Placeholder for mapping the front-end UI data. Description of the layout mapping. Data type: Array
result.layout_mapping.image	Placeholder for mapping the front-end UI data. Data type: String
result.layout_mapping.subtitle	Placeholder for mapping the front-end UI data. Data type: Array
result.layout_mapping.subtitle_asc	Placeholder for mapping the front-end UI data. Data type: Array
result.layout_mapping.title	Placeholder for mapping the front-end UI data. Data type: Array
result.max_days_in_future	Maximum number of the days in the future that a user can reserve the reservable module. Data type: Number
result.max_occurrences	Maximum number of recurring reservation occurrences if recurring reservations are available for the reservable module.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Number
result.name	Name of the reservable module. Data type: String
result.nbhBuildingIds	Only returned if the Space Management plugin is installed, the *browse_by_neighborhood_enabled* parameter is set to `true`, and the *neighborhood* parameter is passed in the query parameters. List of sys_ids of the buildings associated with the reservable module and configured for the neighborhood. Data type: Array of Strings
result.nbhBuildingsData	Only returned if the Space Management plugin is installed, the *browse_by_neighborhood_enabled* parameter is set to `true`, and the *neighborhood* parameter is passed in the query parameters. List of sys_ids of the buildings associated with the reservable module and configured for the neighborhood. Each building element also contains a list of sys_ids of the corresponding floors available for the building. For example: `"nbhBuildingsData": { "4703a4cedb3650106c731dcd13961945": [ "0f9e304edb7650106c731dcd13961911" ], "6c0364cedb3650106c731dcd13961927": [ "b23328cedb3650106c731dcd13961f9" ] }` Data type: Array of Objects Table: Records associated with the building sys_ids are located in the Building [sn_wsd_core_building] table. Records

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	associated with the floor sys_ids are located in the Floor [sn_wsd_core_floor] table.
result.nbhBuildingsTreeData	Only returned if the Space Management plugin is installed, the *browse_by_neighborhood_enabled* parameter is set to `true`, and the *neighborhood* parameter is passed in the query parameters. Hierarchy of the buildings associate with the reservable module and neighborhood. Data type: Array of Objects `"buildingsTreeData": [ { "children": [Array], "data": {Object}, "isSelectable": Boolean, "isValid": Boolean, "label": "String", "uId": "String" } ]` Hierarchy order: • Region: Located in the Region [sn_wsd_core_region] table. • Site: Located in the Site [sn_wsd_core_site] table. • Campus: Located in the Campus [sn_wsd_core_campus] table. • Building: Located in the Building [sn_wsd_core_building] table.
result.nbhBuildingsTreeData.children	Describes the hierarchy of the children associated with the building. Each `children[]` node reflects a different building level/hierarchy: • buildingsTreeData: Region • buildingsTreeData.children: Site • buildingsTreeData.children.children: Campus • buildingsTreeData.children.children.children: Building Data type: Array of Objects `"children": [ { "children": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"data": {Object},
	"isSelectable": Boolean,
	"isValid": Boolean,
	"label": "String",
	"uId": "String"
	}
	]</pre>
	The parameters in the `children[]` array are the same as those in the *`nbhBuildingsTreeData`* object, just for the associated location type; region, site, campus, or building.

result.nbhBuildingsTreeData.data	Details about the associated entity; region, site, campus, or building.
	
	Data type: Object
	<pre>"data": {
	"sys_id": "String",
	"table": "String",
	"timezone": {Object}
	}</pre>

result.nbhBuildingsTreeData.data.sysId	Sys_id of the associated entity record. Data type: String
result.nbhBuildingsTreeData.data.table	Table in which the associated record is located. Data type: String

result.nbhBuildingsTreeData.data.timezone	Information about the time zone in which the associated entity resides.
	
	Data type: Object
	<pre>"timezone": {
	"displayValue": "String",
	"value": "String"
	}</pre>

result.nbhBuildingsTreeData.data.timezone.displayValue	Time zone value to use in a user interface. Data type: String
result.nbhBuildingsTreeData.data.timezone.value	Internal time zone value. Data type: String
result.nbhBuildingsTreeData.isSelectable	Flag that indicates whether the associated entity is available (selectable) for the reservable model. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Entity is available for the reservable module. • false: Entity isn't available for the reservable module. Data type: Boolean
result.nbhBuildingsTreeData.isValid	Flag that indicates whether the associated entity is valid for the reservable model. Valid values: • true: Entity is valid for the reservable module. • false: Entity isn't valid for the reservable module. Data type: Boolean
result.nbhBuildingsTreeData.label	Name of the reservable view. Data type: String
result.nbhBuildingsTreeData.uId	Sys_id of the associated entity. Data type: String
result.override_approval_policy	Option to specify how to implement the approval policy. Choices: • No override: The approval policy is implemented as set in the **Requires approval** field of a workplace space or room. • Always require approval: The approval policy is required regardless of what is set in the **Requires approval** field of a workplace space or room. • Never require approval: The approval policy is removed regardless of what is set in the **Requires approval**l field of a workplace space or room. Data type: String
result.require_cancel_notes	Flag that indicates whether users must enter a cancellation note before cancelling a reservable module. Valid values: • true: Cancellation note required. • false: Cancellation note not required.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
result.require_cc_dept_check	Flag that indicates whether to check if there's a cost center or department mismatch between the workspace item and the logged in user. Valid values: • true: Check for a mismatch. • false: Don't check for a mismatch. Data type: Boolean
result.require_subject	Flag that indicates whether the user must enter a subject when making the reservation. Valid values: • true: Subject required. • false: Subject isn't required. Data type: Boolean
result.reservable_columns	List of the columns of a reservable. Data type: Array Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservable_container_field	Level of the container, such as a group of desks in a specific area. Data type: String
result.reservable_filter	Filter conditions used to filter out reservable items in the associated Reservable table. Reservable table is a field in the Reservable Module [sn_wsd_rsv_reservable_module] table. These filter conditions were applied to the table contained in the field Reservable table. Data type: String
result.reservable_quantity_field	Reservable quantity of all the spaces. The quantity is used when assigning neighbourhood spaces to an area. For additional information, see Assign neighborhood spaces to an area. Data type: String
result.reservable_table	Table that contains the reservable workplace items.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservable_type	Type of the reservable item, such as location. Data type: String
result.reservable_views	Details about the different views associated with the reservable module, such as card view or schedule view. Data type: Object `"reservable_views": { "iconClass": "String", "isDefault": Boolean, "label": "String", "order": Number, "type": "String" }` Table: Reservable View [sn_wsd_rsv_reservable_view]
result.reservable_views.iconClass	Icon class of the reservable view. Data type: String
result.reservable_views.isDefault	Flag that indicates whether to make this reservable view the default for reservable modules. Valid values: • true: Make default. • false: Don't make default. Data type: Boolean
result.reservable_views.label	Name of the reservable view. Data type: String
result.reservable_views.order	Order in which the views are displayed for the reservable module in the UI. The lower order number come first in the UI. In case of the same order number, it is assigned random ordering. Data type: Number
result.reservable_views.type	Backend name of the reservable view. Used for internal processing. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation_paths	Reservation paths associated with the reservable modules such as Browse all, Browse near a person. Data type: Array of Objects `"reservation_paths": [ { "displayValue": "String", "value": "String" } ]`
result.reservation_paths.displayValue	Display value for the reservation path, such as "Browse near a person". Data type: String
result.reservation_paths.value	Internal value for the reservation path, such as "browse_near_a_person". Data type: String
result.search_limit	Maximum number of search results to return when a user searches for a workplace location. Data type: Number
result.selection_type	Type of selection to display in the search results. Can be one of the following options: • Specific unit: The search result displays every workplace item. • Container: The search result displays the parent or container of the workplace items. Data type: String
result.short_description	Brief description of the reservable module. Data type: String
result.show_map_view	Flag that indicates whether to enable the map view for reservable modules. Valid values: • true: Enable map view. • false: Don't enable map view. Data type: Boolean
result.sys_id	Sys_id of the reservable module.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.timeSlots	Details about the time slots associated for a reservable module. Data type: Array of Objects `[ { "name": "String", "short_description": "String", "slot_end": "String", "slot_start": "String", "sys_id": "String" } ]`
result.timeSlots.name	Name of the time slot. Data type: String
result.timeSlots.short_description	Brief description of the time slot. Data type: String
result.timeSlots.slot_end	End time of the time slot. Data type: String
result.timeSlots.slot_start	Start time of the slot. Data type: String
result.timeSlots.sys_id	Sys_id of the time slot record. Data type: String Table: Time Slot [sn_wsd_rsv_time_slot]
result.title	Title of the reservable module. Data type: String
result.virtual_meeting_provider	Details about the virtual provider associated with the reservable module. Data type: Object `"virtual_meeting_provider": { "display_value": "String", "sys_id": "String" }`
result.virtual_meeting_provider.display_value	Display value of the virtual meeting provider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.virtual_meeting_provider.sys_id	Sys_id of the virtual meeting provider. Data type: String

Example: cURL request

This code example shows how to request a reservable module with the buildings tree data.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/reservable_modu
le/5db44502dbb650106c731dcd13961937&is_buildings_tree_data_requi
red=true" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Response body:

```
{
  "result": {
    "sys_id": "5db44502dbb650106c731dcd13961937", "name":
 "Desks",
    "title": "Desks",
    "inline_title": "desk",
    "font_awesome_icon": "fa-desktop",
    "reservable_table": "sn_wsd_core_space",
    "reservable_filter":
 "active=true^is_reservable=true^location_type=5f017383eb512010b
89bfdfc9c5228c8^building.is_reservable=true^floor.is_reservable=
true^EQ",
    "short_description": "Reserve a single desks",
    "reservable_type": "location",
    "require_subject": null,
    "require_cancel_notes": false,
    "virtual_meeting_provider": {
      "sys_id": "e33d9e6853c201103cf7ddeeff7b1205",
      "display_value": "Template"
    },
    "allow_invitees": null,
    "display_number_of_attendees": null,
    "display_on_behalf_of": null,
    "display_sensitivity": null,
    "max_days_in_future": "90",
    "allow_whole_day": "1",
    "selection_type": "unit",
    "reservable_container_field": null,
    "reservable_quantity_field": null,
    "apply_to_shift": null,
    "max_occurrences": "90",
    "enable_facet_filter": false,
    "search_limit": 10000,
    "enable_ical_generation": null,
    "enable_group_reservations": null,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "enable_browse_near_a_person": "1",
    "enable_browse_by_area": "1",
    "enable_browse_by_neighborhood": "1",
    "show_map_view": false,
    "require_cc_dept_check": false,
    "display_value": "Desks",
    "browse_near_a_person_enabled": true,
    "browse_by_area_enabled": true,
    "browse_by_neighborhood_enabled": true,
    "reservable_columns": [
      "sys_id",
      "external_id",
      "email",
      "name",
      "title",
      "description",
      "image",
      "number",
      "site",
      "campus",
      "building",
      "floor",
      "area",
      "capacity",
      "reservable_quantity",
      "location_type",
      "order",
      "requires_check_in",
      "is_reservable"
    ],
    "layout_mapping": {
      "title": [
        "name"
      ],
      "description": [
        "description"
      ],
      "subtitle": [
        "campus",
        "building",
        "floor",
        "area"
      ],
      "subtitle_asc": [
        "area",
        "floor",
        "building",
        "campus"
      ],
      "image": "image",
      "body": [
        {
          "label": "Capacity",
          "icon": "fa-users",
          "field": "capacity",
          "field_to_display": ""
        },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        {
          "label": "Standard services",
          "icon": "fa-check",
          "field": "standard_services",
          "field_to_display": "name"
        },
        {
          "label": "Reservable purposes",
          "icon": "fa-tags",
          "field": "reservable_purposes",
          "field_to_display": "name"
        }
      ]
    },
    "timeSlots": [
      {
        "sys_id": "d5331cf2dbb5f01038e42b24ca961906",
        "name": "All day",
        "short_description": "8am - 6pm",
        "slot_start": "08:00",
        "slot_end": "18:00"
      },
      {
        "sys_id": "de131cf2dbb5f01038e42b24ca961931",
        "name": "Before noon",
        "short_description": "8am - 12pm",
        "slot_start": "08:00",
        "slot_end": "12:00"
      },
      {
        "sys_id": "6e99ab5ddbb930102e8e853e68961929",
        "name": "After noon",
        "short_description": "1pm - 6pm",
        "slot_start": "13:00",
        "slot_end": "18:00"
      }
    ],
    "buildingSysIds": [
      "9e0364cedb3650106c731dcd1396192b"
    ],
    "buildingsTreeData": [
      {
        "isValid": true,
        "label": "Europe",
        "uId": "2d626c4edb3650106c731dcd1396194b",
        "isSelectable": false,
        "children": [
          {
            "isValid": true,
            "label": "Western Europe",
            "uId": "b17220cedb3650106c731dcd1396197a",
            "isSelectable": false,
            "children": [
              {
                "isValid": true,
                "label": "Amsterdam Campus",
                "uId": "44d2e0cedb3650106c731dcd13961988",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                "isSelectable": false,
                "children": [
                  {
                    "isValid": true,
                    "label": "AMS-B1",
                    "uId": "9e0364cedb3650106c731dcd1396192b",
                    "isSelectable": true,
                    "children": [],
                    "data": {
                      "sysId":
"9e0364cedb3650106c731dcd1396192b",
                      "table": "sn_wsd_core_building",
                      "timezone": {
                        "value": "Europe/Amsterdam",
                        "displayValue": "Europe/Amsterdam"
                      }
                    }
                  }
                ],
                "data": {
                  "sysId": "44d2e0cedb3650106c731dcd13961988",
                  "table": "sn_wsd_core_campus",
                  "timezone": null
                }
              }
            ],
            "data": {
              "sysId": "b17220cedb3650106c731dcd1396197a",
              "table": "sn_wsd_core_site",
              "timezone": null
            }
          }
        ],
        "data": {
          "sysId": "2d626c4edb3650106c731dcd1396194b",
          "table": "sn_wsd_core_region",
          "timezone": null
        }
      }
    ],
    "reservable_views": [
      {
        "type": "card",
        "label": "Card view",
        "iconClass": "fa-th-large",
        "isDefault": true,
        "order": "1"
      },
      {
        "type": "schedule",
        "label": "Schedule view",
        "iconClass": "fa-calendar-o",
        "isDefault": false,
        "order": "2"
      }
    ],
    "checkin_before_minutes": 30,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "reservation_paths": [
      {
        "value": "browse_all",
        "displayValue": "Browse all"
      },
      {
        "value": "browse_near_a_person",
        "displayValue": "Browse near a person"
      },
      {
        "value": "browse_by_area",
        "displayValue": "Browse by area"
      }
    ],
    "override_approval_policy": "never_required"
  }
}
```

WSD Reservation API

The Workplace Service Delivery (WSD) *Reservation* API provides endpoints for managing workplace reservations.

To access this API, the caller must have the sn_wsd_core.workplace_user role and the Workplace Safety Management (sn_wsd_core) and Workplace Reservation Management (sn_wsd_rsv) plugins must be activated.

This API runs in the `sn_wsd_rsv` namespace.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Reservation - GET /api/sn_wsd_rsv/reservation/get

Retrieves the specified workplace reservation.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservation/get`

Default URL: `/api/sn_wsd_rsv/reservation/get`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
external_ical	Unique external iCalendar identification of the reservation. Use this value to identify the reservation when this is a calendar sync related reservation. Obtain this value from the associated external iCalendar application. Data type: String
external_id	Unique external identification of the reservation. Use this value to identify the reservation when this is a calendar sync related reservation. Obtain this value from the associated external application. Data type: String
include_multi_child_data	If the reservation_subtype field value in the associated Workplace Reservation [sn_wsd_rsv_reservation] record is set to multi_child, this flag indicates whether to return the reservation details. Valid values: • true: Return the reservation details. • false: Do not return the reservation details. Data type: Boolean Default value: false
include_standard_services	Flag that indicates whether to return the standard services information in the response. This information is located in the Standard Service [sn_wsd_rsv_standard_service] table. A standard service describes basic provisions available with a reservable workplace item when the reservation is made, such as white boards, additional monitors, and similar services. For additional information on standard services, see Standard services. Valid values: • true: Return the standard services information. • false: Don't return the standard services information. Data type: Boolean Default: false
sys_id	Required. Sys_id of the reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

result.reservation	Details about the reservation.
	
	Data type: Object
	
	`"reservation": {`
	`  "active": Boolean,`
	`  "attendees": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"check_in_state": {Object}, "end": "String", "external_ical": "String", "external_id": "String", "is_parent": Boolean, "is_private": Boolean, "informEmployeePrivacy": Boolean. "last_updated_sub_source": {Object}, "location" {Object}, "number": "String", "number_of_attendees": Number, "recording_details": [Array], "reservable_module": {Object}, "reservation_purpose": {Object}, "reservation_type": {Object}, "reservation_subtype": {Object}, "sensitivity": {Object}, "start": "String", "state": {Object}, "source_reservation": "String", "subject": "String", "sub_source": {Object}, "sync_state": {Object}, "sys_created_on: "String", "sys_id": "String", "sys_updated_on": "String", "virtual_meeting": "String" }
result.reservation.active	Flag that indicates whether the reservation is active. Valid values: • true: Reservation is active. • false: Reservation is inactive. Data type: Boolean
result.reservation.attendees	List of attendees for the reservation. Data type: Array of Objects "attendees": [{ "avatar": "String", "displayValue": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"display_value": "String", "email": "String", "initials": "String", "label": "String", "name": "String", "sys_id": "String", "table": "String", "user_name": "String", "value": "String" }]
result.reservation.attendees.avatar	Sys_id of the avatar associated with the attendee. Data type: String Table: Attachments [sys_attachment]
result.reservation.attendees.displayValue	Display value for the attendee. Data type: String
result.reservation.attendees.display_value	Display value of the attendee. Same as *displayValue*. Data type: String
result.reservation.attendees.email	Attendee's email address. Data type: String
result.reservation.attendees.initials	Attendee's initials. Data type: String
result.reservation.attendees.name	Attendee's name. Data type: String
result.reservation.attendees.sys_id	Sys_id of the attendee record. Data type: String
result.reservation.attendees.table	Table in which the attendee record exists. Data type: String
result.reservation.attendees.user_name	Attendee's user name. Data type: String
result.reservation.attendees.value	Internal value of the attendee. Data type: String
result.reservation.check_in_state	Details about the check-in state of the reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"check_in_state": { "display_value": "String", "value": "String" }`
result.reservation.check_in_state.display_value	Display value for the current check-in state of the reservation, such as In progress or complete. Data type: String
result.reservation.check_in_state.value	Internal value for the current check-in state of the reservation, such as 2. Data type: String
result.reservation.edit_restriction	Description of the user edit restrictions for the reservation, such as no_restrictions, service_only, or fully_restricted. Data type: Object `"edit_restriction": { "display_value": "String", "value": "String" }`
result.reservation.edit_restriction.display_value	Display value for the edit restrictions for the reservation, such as `No restriction`. Data type: String
result.reservation.edit_restriction.value	Internal value for the edit restrictions for the reservation, such as `no_restriction`. Data type: String
result.reservation.end	Reservation end date and time. Data type: String Format: UTC: yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservation.external_ical	Unique external iCalendar identification of the reservation. Use this value to identify the reservation when this is a calendar sync related reservation. Data type: String
result.reservation.external_id	Unique external identification of the reservation. Use this value to identify the reservation when this is a calendar sync related reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.is_parent	Flag that indicates whether this reservation is a parent reservation. Possible values: • true: Parent reservation. • false: Not a parent reservation. Data type: Boolean
result.reservation.is_private	Flag that indicates whether the reservation is private. If private, the reservation doesn't appear to anyone except the owner. For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Reservation is private. • false: Reservation isn't private. Data type: Boolean Default: Value set for privacy in the system properties.
result.reservation.last_updated_sub_source	Details about the last updated sub-source for the reservation. Sub-sources are used when integrating reservations with an external calendar. This object contains information such as "servicenow_workplace_service_delivery", "google_calendar", or "microsoft_exchange". Data type: Object `"last_updated_sub_source": { "display_value": "String", "value": "String" }`
result.reservation.last_updated_sub_source.display_value	Display value for the last updated sub-source of the reservation, such as `ServiceNow Workplace Service Delivery` or `Google Calendar`. Used when integrating the reservation with an outside service such as Google calendar or Microsoft Outlook. Data type: String
result.reservation.last_updated_sub_source.value	Internal value for the last updated sub-source of the reservation, such as

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	`servicenow_workplace_service_delivery` or `google_calendar`. Used when integrating the reservation with an outside service such as Google calendar or Microsoft Outlook. Data type: String
result.reservation.location	Details about the location associated with the reservation. Data type: Object `"location": { "active": Boolean, "area": {Object}, "building": {Object}, "campus": {Object}, "capacity": Number, "description": "String", "display_value": "String", "email": "String", "floor": {Object}, "label_value": "String", "name": "String", "number_of_attendees": Number, "region": {Object}, "reservable_module": {Object}, "reservation": {Object}, "site": {Object}, "state": {Object}, "sys_id": "String" }`
result.reservation.location.area	Details about the area associated with the location. Data type: Object `"area": { "active": Boolean, "display_value": "String", "sys_id": "String" }`
result.reservation.location.area.active	Flag that indicates whether the area is active. Valid values: • true: Area is active. • false: Area is inactive. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.location.area.display_value	Display value of the area to which this location belongs, such as Desk A2. Data type: String
result.reservation.location.area.sys_id	Sys_id of the area to which this location belongs. Data type: String Table: Area [sn_wsd_core_area]
result.reservation.location.building	Details about the building associated with the location. Data type: Object `"building": { "active": Boolean, "display_value": "String", "sys_id": "String", "timezone": {Object} }`
result.reservation.location.building.active	Flag that indicates whether the building is active. Valid values: • true: Building is active. • false: Building is inactive. Data type: Boolean
result.reservation.location.building.display_value	Display value of the building to which this location belongs, such as AMS - Bld1. Data type: String
result.reservation.location.building.sys_id	Sys_id of the building to which this location belongs. Data type: String Table: Building [sn_wsd_core_building]
result.reservation.location.building.timezone	Details about the time zone associated with the location. Data type: Object `"timezone": { "displayValue": "String", "value": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.location.building.timezone.display_value	Display value for the time zone to which this location belongs. Data type: String
result.reservation.location.building.timezone.value	Internal value for the time zone to which this location belongs. Data type: String

result.reservation.location.campus	Details about the campus associated with the location.
	
	Data type: Object
	
	`"campus": {`
	`  "active": Boolean,`
	`  "display_value": "String",`
	`  "sys_id": "String"`
	`}`

result.reservation.location.campus.active	Flag that indicates whether the campus is active. Valid values: • true: Campus is active. • false: Campus is inactive. Data type: Boolean
result.reservation.location.campus.display_value	Display value of the campus to which this location belongs, such as Amsterdam Campus. Data type: String
result.reservation.location.campus.sys_id	Sys_id of the campus to which this location belongs. Data type: String Table: Campus [sn_wsd_core_campus]
result.reservation.location.capacity	Maximum number of occupants for the location. Data type: Number
result.reservation.location.description	Brief description of the location. Data type: String
result.reservation.location.display_value	Value to display in the UI for this location. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.location.email	Email address for the location. Data type: String
result.reservation.location.floor	Details about the floor associated with the location. Data type: Object `"floor": { "active": Boolean, "display_value": "String", "sys_id": "String" }`
result.reservation.location.floor.active	Flag that indicates whether the floor is active. Valid values: • true: Floor is active. • false: Floor is inactive. Data type: Boolean
result.reservation.location.floor.display_value	Display value of the floor to which this location belongs, such as First floor. Data type: String
result.reservation.location.floor.sys_id	Sys_id of the floor to which this location belongs. Data type: String Table: Floor [sn_wsd_core_floor]
result.reservation.location.label_value	Type of value specified in the *name* parameter, such as Room name. Data type: String
result.reservation.location.name	Name of the location. Data type: String
result.reservation.location.number	Reservation number. Data type: String
result.reservation.location.number_of_attendees	Number of attendees for the reservation. Data type: Number
result.reservation.location.region	Details about the region associated with the location. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"region": {
	  "active": Boolean,
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>

result.reservation.location.region.active	Flag that indicates whether the region is active. Valid values: • true: Region is active. • false: Region is inactive. Data type: Boolean
result.reservation.location.region. display_value	Display value of the region to which this location belongs, such as Europe. Data type: String
result.reservation.location.region.sys_id	Sys_id of the region to which this location belongs. Data type: String Table: Region [sn_wsd_core_region]

result.reservation.location.requested_for	Details about the person for whom the reservation was requested on behalf of.
	
	Data type: Object
	<pre>"requested_for": {
	  "name": "String",
	  "sys_id": "String",
	  "user_name": "String"
	}</pre>

result.reservation.location.requested_for.name	Name of the user for whom the reservation was requested for. Data type: String
result.reservation.location.requested_for. sys_id	Sys_id of the user for whom the reservation is being requested. Data type: String Table: User [sys_user]
result.reservation.location.requested_for. user_name	User name of the user for whom the reservation was requested for. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.location.reservation	Details about the reservation associated with the location. Data type: Object `"reservation": { "active": Boolean, "number": "String", "number_of_attendees": Number, "requested_for": {Object}, "state": {Object}, "sys_id": "String" }`
result.reservation.location.reservation.active	Flag that indicates whether the reservation is active. Valid values: • true: Reservation is active. • false: Reservation is inactive. Data type: Boolean
result.reservation.location.reservation.number	Reservation number. Data type: String
result.reservation.location.reservation.number_of_attendees	Number of attendees of the reservation. Data type: Number
result.reservation.location.reservation.requested_for	Details about the person for whom the reservation was requested on behalf of. Data type: Object `"requested_for": { "name": "String", "sys_id": "String", "user_name": "String" }`
result.reservation.location.reservation.requested_for.name	Name of the user for whom the reservation was requested for. Data type: String
result.reservation.location.reservation.requested_for.sys_id	Sys_id of the requested for user. Data type: String Table: User [sys_user]
result.reservation.location.reservation.requested_for.user_name	User name of the user for whom the reservation was requested for.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.location.reservable_module	Details about the reservable module associated with the reservation. Data type: Object `"reservable_module": { "inline_title": "String", "name": "String", "sys_id": "String", "title": "String" }`
result.reservation.location.reservable_module.inline_title	Inline title of the reservable module. The title appears in line with the descriptive text on the Workplace service portal. Data type: String
result.reservation.location.reservable_module.name	Name of the reservable module. Data type: String
result.reservation.location.reservable_module.sys_id	Sys_id of the reservable module. Data type: String
result.reservation.location.reservable_module.title	Title of the reservable module. Data type: String
result.reservation.location.site	Site to which the location belongs. Data type: Object `"site": { "active": Boolean, "display_value": "String", "sys_id": "String" }` Table: Site [sn_wsd_core_site]
result.reservation.location.site.active	Flag that indicates whether the site is active. Valid values: • true: Site is active. • false: Site is inactive. Data type: Boolean
result.reservation.location.site.display_value	Display value of the site to which this location belongs, such as Western Europe.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.location.site.sys_id	Sys_id of the site to which this location belongs. Data type: String Table: Site [sn_wsd_core_site]
result.reservation.location.state	Details about the state of the reservation for the location. Data type: Object `"state": { "display_value": "String", "value": "String" }`
result.reservation.location.state.display_value	Display value for the current state of the reservation, such as confirmed. Data type: String
result.reservation.location.state.value	Internal value for the current state of the reservation, such as 2. Data type: String
result.reservation.location.sys_id	Sys_id of the associated location record. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservation.notification_custom_message	Custom message for the notification sent to the recipients listed in *reservation.notification_recipients*. Data type: String
result.reservation.notification_recipients	List of recipients that receive notification about the reservation. Data type: Array of Objects `"notification_recipients":[ { "name": "String", "sys_id": "String", "user_name": "String" } ]`
result.reservation.notification_recipients.name	Name of the recipient.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.notification_recipients.sys_id	Sys_id of the recipient. Data type: String Table: User [sys_user]
result.reservation.notification_recipients.user_name	User name of the recipient. Data type: String
result.reservation.number	Unique number of the reservation record. You can use this value to query the reservation. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.reservation.opened_by	Details about the user that created the reservation. Data type: Object `"opened_by": { "avatar": "String", "displayValue": "String", "display_value": "String", "email": "String", "initials": "String", "label": "String", "name": "String", "sys_id": "String", "table": "String", "user_name": "String", "value": "String" }`
result.reservation.opened_by.avatar	Avatar for the user that opened the reservation. Data type: String
result.reservation.opened_by.displayValue	Display value of the opened by user. Data type: String
result.reservation.opened_by.display_value	Display value of the opened by user. Data type: String
result.reservation.opened_by.email	Email address for the user that opened the reservation. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.opened_by.initials	Initials of the user that opened the reservation. Data type: String
result.reservation.opened_by.label	Label for the user that opened the reservation. This is a combination of the title and department of the user. Data type: String
result.reservation.opened_by.name	Name of the user that opened the reservation. Data type: String
result.rservation.opened_by.sys_id	Sys_id_of the user that opened the reservation. Data type: String Table: User [sys_user]
result.rservation.opened_by.table	Table that contains the user record. Data type: String
result.reservation.opened_by.user_name	User name of the user that opened the reservation. Data type: String
result.reservation.opened_by.value	Internal value of the user that opened the reservation. Data type: String
result.reservation.number	Reservation number. Data type: String
result.reservation.number_of_attendees	Number of attendees in this reservation. Data type: Number
result.reservation.recording_details	Details about the recordings associated with the reservation (meeting). Data type: Array of Objects `"recording_details": [ "recording_url": "String" ]`
result.reservation.recording_details. recording_url	URL of the recordings associated with the reservation. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.requested_for	Details about the user that the reservation was made on behalf of. Data type: Object `"requested_for": { "avatar": "String", "displayValue": "String", "display_value": "String", "email": "String", "initials": "String", "label": "String", "name": "String", "sys_id": "String", "table": "String", "user_name": "String", "value": "String" }`
result.reservation.requested_for.avatar	Avatar for the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.displayValue	Display value of the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.display_value	Display value of the user that the reservation was made on behalf of. Same as displayValue. Data type: String
result.reservation.requested_for.email	Email address for the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.initials	Initials of the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.label	Label for the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.name	Name of the user that the reservation was made on behalf of. Data type: String
result.rservation.requested_for.sys_id	Sys_id_of the user that the reservation was made on behalf of.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: User [sys_user]
result.rservation.requested_for.table	Table that contains the user record. Data type: String
result.reservation.requested_for.user_name	User name of the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.value	Internal value of the user that the reservation was made on behalf of. Data type: String
result.reservation.reservable_module	Details for the requested reservable module. Data type: Object `"reservable_module": { "allow_invitees": Boolean, "allow_whole_day": Boolean, "apply_to_shift": Boolean, "browse_by_area_enabled": Boolean, "browse_near_a_person_enabled": Boolean, "buildingSysIds": [Array], "checkin_before_minutes": Number, "display_number_of_attendees": Boolean, "display_on_behalf_of": Boolean, "display_sensitivity": Boolean, "display_value": "String", "enable_browse_by_area": Boolean, "enable_browse_near_a_person": Boolean, "enable_facet_filter": Boolean, "enable_group_reservations": Boolean, "enable_ical_generation": Boolean, "font_awesome_icon": "String", "inline_title": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"layout_mapping": {Object}, "max_days_in_future": Number, "max_occurrences": Number, "name": "String", "override_approval_policy": "String", "require_cancel_notes": Boolean, "require_cc_dept_check": Boolean, "require_subject": Boolean, "reservable_columns": [Array], "reservable_container_field": "String", "reservable_filter": "String", "reservable_quantity_field": "String", "reservable_table": "String", "reservable_type": "String", "reservable_views": [Array], "reservation_paths": [Array], "search_limit": Number, "selection_type": "String", "short_description": "String", "show_map_view": Boolean, "sys_id": "String", "timeSlots": [Array], "title": "String", "virtual_meeting_provider": {Object} }
result.reservation.reservable_module.allow_invitees	Flag that indicates whether employees are able to add invitees to the reservation. Valid values: • true: Allow employees to add invitees to the reservation. • false: Don't allow employees to add invitees to the reservation. Data type: Boolean
result.reservation.reservable_module.allow_whole_day	Flag that indicates whether users can reserve the reservable for the entire day. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Allow users to reserve for the entire day. • false: Don't allow users to reserve for the entire day. Data type: Boolean
result.reservation.reservable_module.apply_to_shift	Flag that indicates whether shift-based reservations are enabled for the reservable module. Valid values: • true: Allow shift-based reservations. • false: Don't allow shift-based reservations. Data type: Boolean
result.reservation.reservable_module.browse_by_area_enabled	Flag that indicates whether users are able to search for reservable modules by area. Valid values: • true: Allow users to browse reservable modules by area. • false: Don't allow users to browse reservable modules by area. Data type: Boolean
result.reservation.reservable_module.browse_near_a_person_enabled	Flag that indicates whether users are able to search for reservable modules located by a specified person. Valid values: • true: Allow users to browse reservable modules near a person. • false: Don't allow users to browse reservable modules near a person. Data type: Boolean
result.reservation.reservable_module.buildingSysIds	List of sys_ids of the buildings associated with the reservable module. Data type: Array of Strings
result.reservation.reservable_module.checkin_before_minutes	Amount of time before a reservation starts that a user can check into their reservation. Unit: Minutes Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservable_module.display_number_of_attendees	Flag that indicates whether users can specify the number of attendees in the reservation. Valid values: • true: Users can specify the number of attendees. • false: Users can't specify the display number of attendees. Data type: Boolean
result.reservation.reservable_module.display_on_behalf_of	Flag that indicates whether reservations can be made on behalf of someone else. Valid values: • true: On behalf of supported. • false: On behalf of not supported. Data type: Boolean
result.reservation.reservable_module.display_sensitivity	Flag that indicates whether users can set the sensitivity of the reservation, such as normal or private. Valid values: • true: Able to set sensitivity. • false: Not able to set sensitivity. Defaults to normal. Data type: Boolean
result.reservation.reservable_module.display_value	Display value of the reservable module. Data type: String
result.reservation.reservable_module.enable_browse_by_area	Flag that indicates whether users are able to search for reservable modules by area. Same as *browse_by_area_enabled*. Valid values: • true: Allow users to browse reservable modules by area. • false: Don't allow users to browse reservable modules by area. Data type: Boolean
result.reservation.reservable_module.enable_browse_near_a_person	Flag that indicates whether users are able to search for reservable modules located by a specified person. Same as *browse_near_a_person_enabled*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: Allow users to browse reservable modules near a person. • false: Don't allow users to browse reservable modules near a person. Data type: Boolean
result.reservation.reservable_module.enable_facet_filter	Flag that indicates whether facet filtering on workplace items is enabled. When enabled, the filter options that appear are based on the search results. Only the items that are available in the generated search result are available to users for selection in the filter. Valid values: • true: Facet filters are enabled. • false: Facet filters aren't enabled. Data type: Boolean
result.reservation.reservable_module.enable_group_reservations	Flag that indicates whether users can make a group reservation. Valid values: • true: Able to make group reservations. • false: Not able to make group reservations. Data type: Boolean
result.reservation.reservable_module.enable_ical_generation	Flag that indicates whether users can generate an iCalendar for the reservation. Valid values: • true: iCalendar generation allowed. • false: iCalendar generation isn't allowed. Data type: Boolean
result.reservation.reservable_module.font_awesome_icon	Name of the font icon attached to the reservable module. Data type: String
result.reservation.reservable_module.inline_title	Inline title of the reservable module. The title appears in line with the descriptive text on the Workplace service portal. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservable_module.layout_mapping	Details about the structure of the layout mapping of locations. Use this data to lay out the information in the UI. Data type: Object `"layout_mapping": { "body": [Array], "description": [Array], "image": "String", "subtitle": [Array], "subtitle_asc": [Array], "title": [Array] }`
result.reservation.reservable_module.layout_mapping.body	Placeholder for mapping the front-end UI data. Data type: Array of Objects `"body": [ { "field": "String", "field_to_display": "String", "icon": "String", "label": "String" } ]`
result.reservation.reservable_module.layout_mapping.body.field	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.body.field_to_display	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.body.icon	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.body.label	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.description	Placeholder for mapping the front-end UI data. Description of the layout mapping. Data type: Array
result.reservation.reservable_module.layout_mapping.image	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.subtitle	Placeholder for mapping the front-end UI data. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservable_module.layout_mapping.subtitle_asc	Placeholder for mapping the front-end UI data. Data type: Array
result.reservation.reservable_module.layout_mapping.title	Placeholder for mapping the front-end UI data. Data type: Array
result.reservation.reservable_module.max_days_in_future	Maximum number of the days in the future that a user can reserve the reservable module. Data type: Number
result.reservation.reservable_module.max_occurrences	Maximum number of recurring reservation occurrences if recurring reservations are available for the reservable module. Data type: Number
result.reservation.reservable_module.name	Name of the reservable module. Data type: String
result.reservation.reservable_module.override_approval_policy	Option to specify how to implement the approval policy. Choices: • No override: The approval policy is implemented as set in the **Requires approval** field of a workplace space or room. • Always require approval: The approval policy is required regardless of what is set in the **Requires approval** field of a workplace space or room. • Never require approval: The approval policy is removed regardless of what is set in the **Requires approval**l field of a workplace space or room. Data type: String
result.reservation.reservable_module.require_cancel_notes	Flag that indicates whether users must enter a cancellation note before cancelling a reservable module. Valid values: • true: Cancellation note required. • false: Cancellation note not required. Data type: Boolean
result.reservation.reservable_module.require_cc_dept_check	Flag that indicates whether to check if there's a cost center or department mismatch

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	between the workspace item and the logged in user. Valid values: • true: Check for a mismatch. • false: Don't check for a mismatch. Data type: Boolean
result.reservation.reservable_module.require_subject	Flag that indicates whether the user must enter a subject when making the reservation. Valid values: • true: Subject required. • false: Subject isn't required. Data type: Boolean
result.reservation.reservable_module.reservable_columns	List of the columns of a reservable. Data type: Array Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservation.reservable_module.reservable_container_field	Level of the container, such as a group of desks in a specific area. Data type: String
result.reservation.reservable_module.reservable_filter	Filter conditions used to filter out reservable items in the associated Reservable table. Reservable table is a field in the Reservable Module [sn_wsd_rsv_reservable_module] table. These filter conditions were applied to the table contained in the field Reservable table. Data type: String
result.reservation.reservable_module.reservable_quantity_field	Reservable quantity of all the spaces. The quantity is used when assigning neighbourhood spaces to an area. For additional information, see Assign neighborhood spaces to an area. Data type: String
result.reservation.reservable_module.reservable_table	Table that contains the reservable workplace items. Data type: String
result.reservation.reservable_module.reservable_type	Type of the reservable item, such as location.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.reservable_module.reservable_views	Details about the different views associated with the reservable module, such as card view or schedule view. Data type: Object `"reservable_views": { "iconClass": "String", "isDefault": Boolean, "label": "String", "order": Number, "type": "String" }` Table: Reservable View [sn_wsd_rsv_reservable_view]
result.reservation.reservable_module.reservable_views.iconClass	Icon class of the reservable view. Data type: String
result.reservation.reservable_module.reservable_views.isDefault	Flag that indicates whether to make this reservable view the default for reservable modules. Valid values: • true: Make default. • false: Don't make default. Data type: Boolean
result.reservation.reservable_module.reservable_views.label	Name of the reservable view. Data type: String
result.reservation.reservable_module.reservable_views.order	Order in which the views are displayed for the reservable module in the UI. The lower order number come first in the UI. In case of the same order number, it is assigned random ordering. Data type: Number
result.reservation.reservable_module.reservable_views.type	Backend name of the reservable view. Used for internal processing. Data type: String
result.reservation.reservable_module.reservation_paths	Reservation paths associated with the reservable modules such as Browse all, Browse near a person. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"reservation_paths": [
	  {
	  "displayValue": "String",
	  "value": "String"
	  }
	]</pre>

result.reservation.reservable_module.reservation_paths.display_value	Display value for the reservation path, such as "Browse near a person". Data type: String
result.reservation.reservable_module.reservation_paths.value	Internal value for the reservation path, such as "browse_near_a_person". Data type: String
result.reservation.reservable_module.search_limit	Maximum number of search results to return when a user searches for a workplace location. Data type: Number
result.reservation.reservable_module.selection_type	Type of selection to display in the search results. Can be one of the following options: • Specific unit: The search result displays every workplace item. • Container: The search result displays the parent or container of the workplace items. Data type: String
result.reservation.reservable_module.short_description	Brief description of the reservable module. Data type: String
result.reservation.reservable_module.show_map_view	Flag that indicates whether to enable the map view for reservable modules. Valid values: • true: Enable map view. • false: Don't enable map view. Data type: Boolean
result.reservation.reservable_module.sys_id	Sys_id of the reservable module. Data type: String
result.reservation.reservable_module.timeSlots	Details about the time slots associated for a reservable module.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `[ { "name": "String", "short_description": "String", "slot_end": "String", "slot_start": "String", "sys_id": "String" } ]`
result.reservation.reservable_module.timeSlots.name	Name of the time slot. Data type: String
result.reservation.reservable_module.timeSlots.short_description	Brief description of the time slot. Data type: String
result.reservation.reservable_module.timeSlots.slot_end	End time of the time slot. Data type: String
result.reservation.reservable_module.timeSlots.slot_start	Start time of the slot. Data type: String
result.reservation.reservable_module.timeSlots.sys_id	Sys_id of the time slot record. Data type: String Table: Time Slot [sn_wsd_rsv_time_slot]
result.reservation.reservable_module.title	Title of the reservable module. Data type: String
result.reservation.reservable_module.virtual_meeting_provider	Details about the virtual provider associated with the reservable module. Data type: Object `"virtual_meeting_provider": { "display_value": "String", "sys_id": "String" }`
result.reservation.reservable_module.virtual_meeting_provider.display_value	Display value of the virtual meeting provider. Data type: String
result.reservation.reservable_module.virtual_meeting_provider.sys_id	Sys_id of the virtual meeting provider. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservationAcl	Details of the user access control levels (ACL) checks set on the associated reservation. Data type: Object `"reservationAcl": { "read": Boolean, "write": {Object} }`
result.reservation.reservationAcl.read	Flag that indicates whether to check if the user can read this reservation. Valid values: • true: Check if user can read the reservation. • false: Don't check if user can read the reservation. Data type: Boolean
result.reservation.reservationAcl.write	Details about the user's write capabilities for the associated reservation. Data type: Object `"write": { "allFields": Boolean, "fields": {Object}, "record": Boolean }`
result.reservation.reservationAcl.write.allFields	Flag that indicates whether to check if the user can write to all fields specified in the *reservationACL.write.fields* object. If the user only has access to some specific fields, then only those fields are true in the *reservationACL.write.fields* object. Valid values: • true: Check if user can write to all fields specified in the *reservationACL.write.fields* object. • false: Don't check if user can write to all fields specified in the *reservationACL.write.fields* object Data type: Boolean
result.reservation.reservationAcl.write.fields	Details of the access controls on various fields of the reservation. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"fields": {
	  "location": Boolean,
	  "number_of_attendees":
	 Boolean,
	  "requested_for": Boolean,
	  "sensitivity": Boolean,
	  "subject": Boolean
	}</pre>

result.reservation.reservationAcl.write.fields.location	Flag that indicates whether to check if the user can write to the location fields in this reservation. Valid values: • true: Check if user can write to the location fields. • false: Don't check if user can write to the location fields. Data type: Boolean
result.reservation.reservationAcl.write.fields.number_of_attendees	Flag that indicates whether to check if the user can write to the number of attendees fields in this reservation. Valid values: • true: Check if user can write to the number of attendees field. • false: Don't check if user can write to the number of attendees field. Data type: Boolean
result.reservation.reservationAcl.write.fields.requested_for	Flag that indicates whether to check if the user can write to the requested for fields in this reservation. Valid values: • true: Check if user can write to the requested for field. • false: Don't check if user can write to the requested for field. Data type: Boolean
result.reservation.reservationAcl.write.fields.sensitivity	Flag that indicates whether to check if the user can write to the sensitivity fields in this reservation. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Check if user can write to the sensitivity field. • false: Don't check if user can write to the sensitivity field. Data type: Boolean
result.reservation.reservationAcl.write.fields.subject	Flag that indicates whether to check if the user can write to the subject fields in this reservation. Valid values: • true: Check if user can write to the subject field. • false: Don't check if user can write to the subject fields. Data type: Boolean
result.reservation.reservationAcl.write.record	Flag that indicates whether to check if the user can write to the entire reservation record. Valid values: • true: Check if user can write to the entire reservation record. • false: Don't check if user can write to the entire reservation record. Data type: Boolean
result.reservation.reservation_purpose	Details about the purpose of the reservation. Data type: Object `"reservation_purpose": { "display_value": "String", "value": "String" }`
result.reservation.reservation_purpose.display_value	Display value for the purpose of the reservation, such as Company meeting. Data type: String
result.reservation.reservation_purpose.value	Internal value for the purpose of the reservation, such as company_meeting. Data type: String
result.reservation.reservation_type	Details about the type of the reservation. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"reservation_type": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

result.reservation.reservation_type.display_value	Display value for the type of the reservation, such as Space. Data type: String
result.reservation.reservation_type.value	Internal value for the type of the reservation, such as space. Data type: String

result.reservation.reservation_subtype	Details about the subtype of the reservation. Subtypes indicate the type of reservation, such as single, Multi parent, Multi child, Recurring parent, or occurrence.
	
	Data type: Object
	<pre>"reservation_subtype": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

result.reservation.reservation_subtype.display_value	Display value for the subtype of the reservation, such as Single. Data type: String
result.reservation.reservation_subtype.value	Internal value for the subtype of the reservation, such as single. Data type: String

result.reservation.sensitivity	Details about the sensitivity of the reservation.
	
	Data type: Object
	<pre>"sensitivity": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

result.reservation.sensitivity.display_value	Display value for the sensitivity of the reservation, such as high or low. Data type: String
result.reservation.sensitivity.value	Internal value for the sensitivity of the reservation, such as 1 or 3. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.shift	Details about the shift applied to the reservation. Data type: Object `"shift": { "display_value": "String", "name": "String", "shiftDetails": "String", "sys_id": "String" }`
result.reservation.shift.display_value	Display value of the shift. Data type: String
result.reservation.shift.name	Name of the shift. Same as *display_value*. Data type: String
Result.reservation.shift.shiftDetails	Details of shift. Data type: String
result.reservation.shift.sys_id	Sys_id of the shift record. Data type: String Table: Shift [sn_wsd_core_shift]
result.reservation.source	Details about the source for the reservation, such as Workplace Services or Google Mail.. Data type: Object `"source": { "display_value": "String", "value": "String" }`
result.reservation.source.display_value	Display value for the reservation source, such as Workplace Services. Data type: String
result.reservation.source.value	Internal value for the reservation source, such as servicenow. Data type: String
result.reservation.source_icon	Details about the source of the icon used in the reservation. This icon is used in the UI. Data type: Object `"source_icon": { "classNames": "String", "imgSrc": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"tooltip": "String"
	}</pre>

result.reservation.source_icon.classNames	Comma-separated class names for the source icon. Data type: String
result.reservation.source_icon.imgSrc	Name of the image source for source icon. This icon is stored in the Images [db_image] table. Data type: String
result.reservation.source_icon.tooltip	Tooltip associated with the source icon. Data type: String
result.reservation.source_reservation	Source reservation of the current reservation. For example, in the case of multiple reservations, the parent reservation is the source of the child reservation. Data type: String
result.reservation.start	Reservation start date and time. Data type: String Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservation.subject	Reservation's subject. Data type: String

result.reservation.sub_source	Details about the sub-source of the reservation. The sub-source specifies where the reservation originated such as Google Calendar or Microsoft Exchange.
	
	Data type: Object
	<pre>"sub_source": {
	"display_value": "String",
	"value": "String"
	}</pre>

result.reservation.sub_source.display_value	Display value for the sub-source of the reservation, such as Google Calendar. Data type: String
result.reservation.sub_source.value	Internal value of the sub-source field of the reservation, such as google_calendar. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.sync_state	Details about the synchronization state of a reservation from another service, such as "sync_enqueued" or "synchronized". Data type: Object `"sync_state": { "display_value": "String", "value": "String" }`
result.reservation.sync_state.display_value	Display value for the current sync state of the reservation, such as synchronized. Data type: String
result.reservation.sync_state.value	Internal value of the current sync state of the reservation, such as synchronized. Data type: String
result.reservation.sys_created_on	Date and time when the reservation was created. Data type: String
result.reservation.sys_id	Required. Sys_id of the reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
Result.reservation.sys_updated_on	Date and time when the reservation was last updated. Data type: String
result.reservation.virtual_meeting	URL of the virtual meeting link. Data type: String
result.reservationAcl	Details of the user access control levels (ACL) checks set on the associated reservation. Data type: Object `"reservationAcl": { "read": Boolean, "write": {Object} }`
result.reservationAcl.read	Flag that indicates whether to check if the user can read this reservation. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Check if user can read the reservation. • false: Don't check if user can read the reservation. Data type: Boolean

result.reservationAcl.write	Details about the user's write capabilities for the associated reservation.
	
	Data type: Object
	`"write": {`
	`  "allFields": Boolean,`
	`  "fields": {Object},`
	`  "record": Boolean`
	`}`

result.reservationAcl.write.allFields	Flag that indicates whether to check if the user can write to all fields specified in the *reservationACL.write.fields* object. If the user only has access to some specific fields, then only those fields are true in the *reservationACL.write.fields* object. Valid values: • true: Check if user can write to all fields specified in the *reservationACL.write.fields* object. • false: Don't check if user can write to all fields specified in the *reservationACL.write.fields* object Data type: Boolean

result.reservationAcl.write.fields	Details of the access controls on various fields of the reservation.
	
	Data type: Object
	`"fields": {`
	`  "location": Boolean,`
	`  "number_of_attendees":`
	` Boolean,`
	`  "requested_for": Boolean,`
	`  "sensitivity": Boolean,`
	`  "subject": Boolean`
	`}`

result.reservationAcl.write.fields.location	Flag that indicates whether to check if the user can write to the location fields in this reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: Check if user can write to the location fields. • false: Don't check if user can write to the location fields. Data type: Boolean
result.reservationAcl.write.fields.number_of_attendees	Flag that indicates whether to check if the user can write to the number of attendees fields in this reservation. Valid values: • true: Check if user can write to the number of attendees field. • false: Don't check if user can write to the number of attendees field. Data type: Boolean
result.reservationAcl.write.fields.requested_for	Flag that indicates whether to check if the user can write to the requested for fields in this reservation. Valid values: • true: Check if user can write to the requested for field. • false: Don't check if user can write to the requested for field. Data type: Boolean
result.reservationAcl.write.fields.sensitivity	Flag that indicates whether to check if the user can write to the sensitivity fields in this reservation. Valid values: • true: Check if user can write to the sensitivity field. • false: Don't check if user can write to the sensitivity field. Data type: Boolean
result.reservationAcl.write.fields.subject	Flag that indicates whether to check if the user can write to the subject fields in this reservation. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Check if user can write to the subject field. • false: Don't check if user can write to the subject fields. Data type: Boolean
result.reservationAcl.record	Flag that indicates whether to check if the user can write to the entire reservation record. Valid values: • true: Check if user can write to the entire reservation record. • false: Don't check if user can write to the entire reservation record. Data type: Boolean
result.standard_services	Only populated if the *include_standard_services* parameter is set to true. Associated standard services, such as flip chart, projector screen, and whiteboard and markers. Data type: Array of Objects `"standard_services": [ { "font_awesome_icon": "String", "name": "String", "short_description": "String", "sys_id": "String" } ]`
result.standard_services.font_awesome_icon	Name of the thumbnail icon associated with the standard service. Data type: String
result.standard_services.name	Name of the standard service. Data type: String
result.standard_services.short_description	Brief description of the standard service. Data type: String
result.standard_services.sys_id	Sys_id of the standard service record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Standard Service [sn_wsd_rsv_standard_service]

Example: cURL request

The following code example shows how to call this endpoint and include the standard services information.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/reservation/g
et?sys_id=8e87c722870741106342b846dabb3573&include_standard_serv
ices=true" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
 "result": {
   "reservation": {
     "sys_id": "bf3621de842c2110fa9b813be354f327",
     "number": "WRES0001005",
     "location": {
       "sys_id": "9841e94adb7210106c731dcd13961914",
       "name": "A1-02-02",
       "description": "General desk available for
reservation.",
       "display_value": "A1-02-02",
       "capacity": 1,
       "label_value": "Workspace/Desk name",
       "wsd_email": null,
       "reservable_module": {
         "sys_id": "5db44502dbb650106c731dcd13961937",
         "name": "Desks",
         "title": "Desks",
         "inline_title": "desk",
         "table": "sn_wsd_core_space"
       },
       "region": {
         "sys_id": "3752ac8edb3650106c731dcd139619e0",
         "display_value": "Americas",
         "active": true
       },
       "site": {
         "sys_id": "628eec06db7650106c731dcd139619dd",
         "display_value": "North America",
         "active": true
       },
       "campus": {
         "sys_id": "82b2a0cedb3650106c731dcd139619e9",
         "display_value": "California Campus",
         "active": true
       },
       "building": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "sys_id": "94e264cedb3650106c731dcd13961919",
          "display_value": "CAL-B1",
          "active": true,
          "timezone": {
            "value": "US/Pacific",
            "displayValue": "US/Pacific"
          }
        },
        "floor": {
          "sys_id": "fc7368cedb3650106c731dcd13961902",
          "display_value": "Floor 1",
          "active": true
        },
        "area": {
          "sys_id": "",
          "display_value": "",
          "active": false
        },
        "is_favorite": false,
        "reservation": {
          "sys_id": "bf3621de842c2110fa9b813be354f327",
          "number_of_attendees": 1,
          "state": {
            "value": "confirmed",
            "display_value": "Confirmed"
          },
          "auto_conflict_resolution_state": {
            "value": null,
            "display_value": null
          },
          "requested_for": {
            "sys_id": "6816f79cc0a8016401c5a33be04be441",
            "name": "System Administrator",
            "user_name": "admin"
          },
          "number": "WRES0001005",
          "active": true
        },
        "number_of_attendees": 1,
        "state": {
          "value": "confirmed",
          "display_value": "Confirmed"
        },
        "number": "WRES0001005",
        "requested_for": {
          "sys_id": "6816f79cc0a8016401c5a33be04be441",
          "name": "System Administrator",
          "user_name": "admin"
        },
        "is_private": true
      },
      "start": "2023-01-24T16:00:00Z",
      "end": "2023-01-24T17:00:00Z",
      "sys_created_on": "2023-01-24T15:49:49Z",
      "sys_updated_on": "2023-01-24T15:49:50Z",
      "source_reservation": null,
      "check_in_state": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "awaiting_check_in",
        "display_value": "Awaiting check-in"
      },
      "external_id": null,
      "external_ical": null,
      "building": {
        "active": true,
        "sys_id": "94e264cedb3650106c731dcd13961919",
        "display_value": "CAL-B1",
        "campus": {
          "display_value": "California Campus",
          "value": "82b2a0cedb3650106c731dcd139619e9",
          "active": true
        },
        "site": {
          "display_value": "North America",
          "value": "628eec06db7650106c731dcd139619dd",
          "active": true
        },
        "timezone": {
          "value": "US/Pacific",
          "displayValue": "US/Pacific"
        }
      },
      "active": true,
      "state": {
        "value": "confirmed",
        "display_value": "Confirmed"
      },
      "sensitivity": {
        "value": "normal",
        "display_value": "Normal"
      },
      "reservation_type": {
        "value": "space",
        "display_value": "Space"
      },
      "reservation_subtype": {
        "value": "single",
        "display_value": "Single"
      },
      "reservation_purpose": {
        "value": "meeting",
        "display_value": "Meeting"
      },
      "attendees": [
        {
          "sys_id": "6816f79cc0a8016401c5a33be04be441",
          "value": "6816f79cc0a8016401c5a33be04be441",
          "displayValue": "System Administrator",
          "display_value": "System Administrator",
          "name": "System Administrator",
          "user_name": "admin",
          "table": "sys_user",
          "avatar":
"a5d3c898c3222010ae17dd981840dd8b.iix?t=small",
          "initials": "SA",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "email": "admin@example.com",
          "label": "System Administrator, Finance"
        }
      ],
      "number_of_attendees": 1,
      "is_parent": false,
      "is_private": true,
      "subject": "Reservation for A1-02-02",
      "virtual_meeting": null,
      "recording_details": [],
      "sync_state": {
        "value": "not_required",
        "display_value": "Synchronization not required"
      },
      "sub_source": {
        "value": "servicenow_workplace_service_delivery",
        "display_value": "ServiceNow Workplace Service Delivery"
      },
      "last_updated_sub_source": {
        "value": "servicenow_workplace_service_delivery",
        "display_value": "ServiceNow Workplace Service Delivery"
      },
      "reservable_module": {
        "sys_id": "5db44502dbb650106c731dcd13961937",
        "name": "Desks",
        "title": "Desks",
        "inline_title": "desk",
        "font_awesome_icon": "fa-desktop",
        "reservable_table": "sn_wsd_core_space",
        "reservable_filter":
 "active=true^is_reservable=true^location_type=5f017383eb512010b
89bfdfc9c5228c8^building.is_reservable=true^floor.is_reservable=
true^EQ",
        "short_description": "Reserve a single desks",
        "reservable_type": "location",
        "require_subject": null,
        "require_cancel_notes": false,
        "virtual_meeting_provider": null,
        "enable_reservation_privacy": true,
        "allow_invitees": "1",
        "display_number_of_attendees": null,
        "display_on_behalf_of": "1",
        "display_sensitivity": null,
        "max_days_in_future": "90",
        "allow_recurring": "1",
        "auto_resolve_conflict": null,
        "allow_whole_day": "1",
        "allow_multi_building": "1",
        "require_whole_day": null,
        "selection_type": "unit",
        "reservable_container_field": null,
        "reservable_quantity_field": null,
        "apply_to_shift": null,
        "max_occurrences": "90",
        "enable_facet_filter": false,
        "search_limit": 10000,
        "enable_ical_generation": null,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "enable_group_reservations": null,
        "enable_browse_near_a_person": "1",
        "enable_browse_by_area": "1",
        "enable_floor_search": null,
        "enable_browse_by_neighborhood": null,
        "require_cc_dept_check": false,
        "display_value": "Desks",
        "browse_near_a_person_enabled": true,
        "browse_by_area_enabled": true,
        "browse_by_neighborhood_enabled": false,
        "reservable_columns": [
          "sys_id",
          "external_id",
          "wsd_email",
          "name",
          "title",
          "description",
          "image",
          "number",
          "site",
          "campus",
          "building",
          "floor",
          "area",
          "capacity",
          "reservable_quantity",
          "location_type",
          "order",
          "requires_check_in",
          "is_reservable"
        ],
        "layout_mapping": {
          "title": [
            "name"
          ],
          "description": [
            "description"
          ],
          "subtitle": [
            "campus",
            "building",
            "floor",
            "area"
          ],
          "subtitle_asc": [
            "area",
            "floor",
            "building",
            "campus"
          ],
          "image": "image",
          "body": [
            {
              "label": "Capacity",
              "icon": "fa-users",
              "field": "capacity",
              "field_to_display": ""
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            },
            {
              "label": "Standard services",
              "icon": "fa-check",
              "field": "standard_services",
              "field_to_display": "name"
            },
            {
              "label": "Reservable purposes",
              "icon": "fa-tags",
              "field": "reservable_purposes",
              "field_to_display": "name"
            }
          ]
        },
        "timeSlots": [
          {
            "sys_id": "d5331cf2dbb5f01038e42b24ca961906",
            "name": "All day",
            "short_description": "8am - 6pm",
            "slot_start": "08:00",
            "slot_end": "18:00"
          },
          {
            "sys_id": "de131cf2dbb5f01038e42b24ca961931",
            "name": "Before noon",
            "short_description": "8am - 12pm",
            "slot_start": "08:00",
            "slot_end": "12:00"
          },
          {
            "sys_id": "6e99ab5ddbb930102e8e853e68961929",
            "name": "After noon",
            "short_description": "1pm - 6pm",
            "slot_start": "13:00",
            "slot_end": "18:00"
          }
        ],
        "buildingSysIds": [
          "03c45bf7dba41010d7981dcd1396196d",
          "07c45bf7dba41010d7981dcd1396196b",
          "07c45bf7dba41010d7981dcd13961972",
          "0bc45bf7dba41010d7981dcd13961970",
          "0fc45bf7dba41010d7981dcd1396196e",
          "1aa39b1977220110b3d7be377b5a9953",
          "2130659ae7321010809a268b03f6a91e",
          "22c41bf7dba41010d7981dcd139619fe",
          "2ac45bf7dba41010d7981dcd13961901",
          "2ec41bf7dba41010d7981dcd139619ff",
          "32c45bf7dba41010d7981dcd13961905",
          "32c45bf7dba41010d7981dcd1396190c",
          "32c45bf7dba41010d7981dcd13961943",

          "e2c41bf7dba41010d7981dcd139619fb"
        ],
        "reservable_views": [
          {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "type": "card",
            "label": "Card view",
            "iconClass": "fa-th-large",
            "isDefault": true,
            "order": "1"
          },
          {
            "type": "schedule",
            "label": "Schedule view",
            "iconClass": "fa-calendar-o",
            "isDefault": false,
            "order": "2"
          }
        ],
        "checkin_before_minutes": 30,
        "reservation_paths": [
          {
            "value": "browse_all",
            "displayValue": "Browse all",
            "availableFor": true
          },
          {
            "value": "browse_favorites",
            "displayValue": "Browse favorites",
            "availableFor": false
          },
          {
            "value": "browse_near_a_person",
            "displayValue": "Browse near a person",
            "availableFor": true
          },
          {
            "value": "browse_by_area",
            "displayValue": "Browse by area",
            "availableFor": true
          }
        ],
        "override_approval_policy": "never_required"
      },
      "notification_recipients": null,
      "notification_custom_message": null,
      "opened_by": {
        "sys_id": "6816f79cc0a8016401c5a33be04be441",
        "value": "6816f79cc0a8016401c5a33be04be441",
        "displayValue": "System Administrator",
        "display_value": "System Administrator",
        "name": "System Administrator",
        "user_name": "admin",
        "table": "sys_user",
        "avatar":
"a5d3c898c3222010ae17dd981840dd8b.iix?t=small",
        "initials": "SA",
        "email": "admin@example.com",
        "label": "System Administrator, Finance"
      },
      "requested_for": {
        "sys_id": "6816f79cc0a8016401c5a33be04be441",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "6816f79cc0a8016401c5a33be04be441",
        "displayValue": "System Administrator",
        "display_value": "System Administrator",
        "name": "System Administrator",
        "user_name": "admin",
        "table": "sys_user",
        "avatar":
"a5d3c898c3222010ae17dd981840dd8b.iix?t=small",
        "initials": "SA",
        "email": "admin@example.com",
        "label": "System Administrator, Finance"
      },
      "auto_conflict_resolution_state": {
        "value": null,
        "display_value": null
      },
      "parent_reservation": {},
      "edit_restriction": {
        "value": "no_restriction",
        "display_value": "No restriction"
      },
      "source": {
        "value": "servicenow",
        "display_value": "Workplace Services"
      },
      "source_icon": {
        "classNames": "fa fa-calendar-check-o",
        "tooltip": "Reservation is confirmed",
        "imgSrc": ""
      },
      "shift": null,
      "hasPrivateReservation": true,
      "reservationAcl": {
        "write": {
          "record": true,
          "fields": {
            "subject": true,
            "sensitivity": true,
            "requested_for": true,
            "number_of_attendees": true,
            "location": true,
            "is_private": true
          },
          "allFields": true
        },
        "read": true
      }
    },
    "reservationAcl": {
      "write": {
        "record": true,
        "fields": {
          "subject": true,
          "sensitivity": true,
          "requested_for": true,
          "number_of_attendees": true,
          "location": true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "is_private": true
        },
        "allFields": true
      },
      "read": true
    }
  }
}
```

WSD Reservation - GET /api/sn_wsd_rsv/reservation/get_user_reservations

Retrieves the list of reservation for a specified user for the next seven days.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservation/get_user_reservations`

Default URL: `/api/sn_wsd_rsv/reservation/get_user_reservations`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
userId	Sys_id of the user whose reservations to return. Data type: String Table: User [sys_user]

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Reservation return results. Data type: Object `"result":{ "informEmployeePrivacy": Boolean, "reservationsByDate": {Object}, "searchEndDate": "String", "searchStartDate": "String", "sortedReservationDates" : [Array], "workplaceProfile": {Object} }`
result.informEmployeePrivacy	Flag that indicates whether to display a message when reservations are returned that are marked as private.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Possible values: • true: Display a message to the user that there are private reservations that are not displayed. • false: Don't display any message. Data type: Boolean
result.reservationsByDate	Details about each reservation by date. Data type: Object - each date in its own Array `"reservationsByDate": { string: [ { "building": {Object}, "floor": {Object}, "location": {Object} } ] }`
result.reservationsByDate.building	Building where the reservable is located. Data type: Object `"building": { "display_value": "String", "sys_id": "String", "timezone": {Object} }` Table: Building [sn_wsd_core_building]
result.reservationsByDate.building.display_value	Display value for the building. Data type: String
result.reservationsByDate.building.sys_id	Sys_id of the associated building record. Data type: String
result.reservationsByDate.building.timezone	Details of the time zone for the building. Data type: Object `"timezone": { "displayValue": "String", "value": "String" }`
result.reservationsByDate.building.timezone.display_value	Display value of the time zone in which the associated building resides. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservationsByDate.building.timezone.sys_id	Sys_id of the time zone record in which the associated building resides. Data type: String
result.reservationsByDate.building.value	Internal value for the building. Data type: String
result.reservationsByDate.floor	Details about the floor associated with the reservation. Data type: Object `"floor": { "displayValue": "String", "value": "String" }`
result.reservationsByDate.floor.displayValue	Display number of the floor on which the reservable resides, such as 12. Data type: String
result.reservationsByDate.floor.value	Internal value of the floor on which the reservation resides. Data type: String
result.reservationsByDate.location	Details on the location of the reservation. Data type: Object `"location": { "displayValue": "String", "type": "String", "value": "String" }`
result.reservationsByDate.location.displayValue	Display value of the location, such as South Parks. Data type: String
result.reservationsByDate.location.type	Type of location, such as workplace/desk, cafe, or gym. Data type: String
result.reservationsByDate.location.value	Internal value for the location, such as south_parks. Data type: String
result.searchEndDate	End date of the reservation search. Seven days from the start date. Format: yyyy-mm-dd

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.searchStartDate	Start date of the reservation search. Date on which the endpoint was called. Format: yyyy-mm-dd Data type: String
result.sortedReservationDates	Dates on which the specified user has reservations for the next seven days, sorted in date order. Data type: Array

result.workplaceProfile	Users workplace profile. Describes where the specified user works.
	
	Data type: Object
	
	`"reservationsByDate": {`
	`  "building": {Object},`
	`  "floor": {Object},`
	`  "location": {Object}`
	`}`

result.workplaceProfile.building	Building where the user works.
	
	Data type: Object
	
	`"building": {`
	`  "display_value": "String",`
	`  "sys_id": "String",`
	`  "timezone": {Object}`
	`}`
	
	Table: Building [sn_wsd_core_building]

result.workplaceProfile.building.display_value	Display value for the building. Data type: String
result.workplaceProfile.building.sys_id	Sys_id of the associated building record. Data type: String

result.workplaceProfile.building.timezone	Details of the time zone for the building.
	
	Data type: Object
	
	`"timezone": {`
	`  "displayValue": "String",`
	`  "value": "String"`
	`}`

result.workplaceProfile.building.timezone.display_value	Display value of the time zone in which the associated building resides.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.workplaceProfile.building.timezone.sys_id	Sys_id of the time zone record in which the associated building resides. Data type: String
result.workplaceProfile.building.value	Internal value for the building. Data type: String
result.workplaceProfile.floor	Details about the floor on which the user works. Data type: Object `"floor": { "displayValue": "String", "value": "String" }`
result.workplaceProfile.floor.displayValue	Display number of the floor on which the user works, such as Floor 8. Data type: String
result.workplaceProfile.floor.value	Internal value of the floor on which the user works. Data type: String
result.workplaceProfile.location	Details on the location of the user. Data type: Object `"location": { "displayValue": "String", "type": "String", "value": "String" }`
result.workplaceProfile.location.displayValue	Display value of the location, such as San Diego. Data type: String
result.workplaceProfile.location.type	Type of location, such as desk or office. Data type: String
result.workplaceProfile.location.value	Internal value for the location, such as san_diego. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/reservation/get
_user_reservations?userId=2de07e1887cb89106342b846dabb35fe" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:


```
{
  "result": {
    "sortedReservationDates": [
      "2023-01-24"
    ],
    "workplaceProfile": {
      "location": {
        "displayValue": "DDC-A2.0016A",
        "value": "96d3139977220110b3d7be377b5a9918",
        "externalId": "0e7bddfb475a011064062782846d43c2",
        "type": "Workspace/Desk"
      },
      "floor": {
        "displayValue": "Floor 2",
        "value": "68d31f5977220110b3d7be377b5a991b"
      },
      "building": {
        "displayValue": "Building A",
        "value": "dea39b1977220110b3d7be377b5a9955",
        "timezone": {
          "value": "Europe/Paris",
          "displayValue": "Europe/Paris"
        }
      }
    },
    "reservationsByDate": {
      "2023-01-24": [
        {
          "location": {
            "displayValue": "A1-02-04",
            "value": "3e41e94adb7210106c731dcd1396198c",
            "externalId": "",
            "type": "Workspace/Desk"
          },
          "floor": {
            "displayValue": "Floor 1",
            "value": "fc7368cedb3650106c731dcd13961902"
          },
          "building": {
            "displayValue": "CAL-B1",
            "value": "94e264cedb3650106c731dcd13961919",
            "timezone": {
              "value": "US/Pacific",
              "displayValue": "US/Pacific"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
          }
        },
        {
          "location": {
            "displayValue": "A1-02-02",
            "value": "9841e94adb7210106c731dcd13961914",
            "externalId": "",
            "type": "Workspace/Desk"
          },
          "floor": {
            "displayValue": "Floor 1",
            "value": "fc7368cedb3650106c731dcd13961902"
          },
          "building": {
            "displayValue": "CAL-B1",
            "value": "94e264cedb3650106c731dcd13961919",
            "timezone": {
              "value": "US/Pacific",
              "displayValue": "US/Pacific"
            }
          }
        },
        {
          "location": {
            "displayValue": "A1-02-03",
            "value": "fd41a94adb7210106c731dcd1396195a",
            "externalId": "",
            "type": "Workspace/Desk"
          },
          "floor": {
            "displayValue": "Floor 1",
            "value": "fc7368cedb3650106c731dcd13961902"
          },
          "building": {
            "displayValue": "CAL-B1",
            "value": "94e264cedb3650106c731dcd13961919",
            "timezone": {
              "value": "US/Pacific",
              "displayValue": "US/Pacific"
            }
          }
        }
      ]
    },
    "searchStartDate": "2023-01-24",
    "searchEndDate": "2023-01-31",
    "informEmployeePrivacy": true
  }
}
```


WSD Reservation - GET /api/sn_wsd_rsv/reservation/icalendar/{sys_id}

Generates an iCalendar file body for a specified reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservation/icalendar/{sys_id}`

Default URL: `/api/sn_wsd_rsv/reservation/icalendar/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the reservation for which to generate an iCalendar file body. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *`application/json`*, *`application/xml`* or, *`text/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	iCalendar file body for the specified reservation. Data type: String

Example: cURL request

The following code example shows how to call this endpoint to create an iCalender body.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/reservation/ica
lendar/60d26a0f47578910003a4587746d4331" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
{
  "result": "BEGIN:VCALENDAR\nPRODID:-//Service-now.com//Outlook
 11.0
 MIMEDIR//EN
\nVERSION:2.0\nMETHOD:REQUEST\nBEGIN:VEVENT\nATTENDEE;ROLE=REQ-P
ARTICIPANT;RSVP=TRUE:MAILTO:workplace_user@example.com\nDTSTART:
20220521T050000Z\nDTEND:20220521T060000Z\nUID:60d26a0f4757891000
3a4587746d4331\nDTSTAMP:20220511T044018Z\nSUMMARY:For
 user 1\nDESCRIPTION:Dear System Administrator,\\n\\nThank
 you for your reservation.\\n\\nYou can find
 more details on your reservation, or manage
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 your reservation using the following link:
 https://damay2.service-now.com/ws?
id=wsd_reservation_summary&reservation_id=60d26a0f47578910003a45
87746d4331\\n\\nKind regards,\\nWorkplace Services
 Team\nLOCATION:Berlin\nCLASS:PUBLIC\nORGANIZER;CN=Workplace
 User:MAILTO:workplace_user@example.com\nATTENDEE;ROLE=REQ-PARTI
CIPANT;CN=Workplace
 User:RSVP=TRUE:MAILTO:workplace_user@example.com\nEND:VEVENT\nE
ND:VCALENDAR"
}
```

WSD Reservation - GET /api/sn_wsd_rsv/reservation/list

Retrieves the list of reservations belonging to a specified user.

This endpoint only returns reservations that were requested for or opened by the specified user.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservation/list`

Default URL: `/api/sn_wsd_rsv/reservation/list`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
encodedQuery	Encoded query to use to filter the returned reservation record results. All fields within the Workplace Reservation [sn_wsd_rsv_reservation] table are valid within the query. For example, `active=true^requested_for=2de07e1887cb89106342b846dabb35fe^building=4703a4cedb3650106c731dcd13961945` Data type: String
endIndex	Last reservation record in the results set to return when specifying indexes for pagination. If this value is greater than the available number of return results records, all remaining records are returned. Data Type: Number
orderByEndDesc	Flag that indicates whether to return the return results in start time descending order.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Valid values: • true: Return the results in descending order. • false: Return the results in ascending order. Default: false
searchCriteria	Text that has to match within the reservation for it to be included in the return results. The endpoint checks for this value in the following fields: • configuration_item.name • location.name • private_subject • requested_for.name • subject Data Type: String
startIndex	Starting record for which to return records, zero-based. Use this parameter to paginate through large record sets. Data Type: String Default: 0
userId	Sys_id of a user to filter out of the returned reservation information. When this value is passed, the endpoint filters out those reservations where the requested_for or opened_by field is equal to the currently logged-in user. From that reservation list, it then filters out those reservation where the requested_for or opened_by is equal to the passed *`userId`*. Data type: String Default: Returns all reservations where the requested_for or opened_by fields is equal to currently logged-in user. Table: User [sys_user]

Request body parameters

Header	Description
Accept	Data format of the request body. Supported types: *`application/json`*, *`application/xml`* or, *`text/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

result.reservation	Details about the reservation.
	
	Data type: Object
	
	`"reservation": {`
	`"active": Boolean,`
	`"attendees": [Array],`
	`"check_in_state": {Object},`
	`"end": "String",`
	`"external_ical": "String",`
	`"external_id": "String",`
	`"is_parent": Boolean,`
	`"is_private": Boolean,`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"informEmployeePrivacy": Boolean. "last_updated_sub_source": {Object}, "location" {Object}, "number": "String", "number_of_attendees": Number, "recording_details": [Array], "reservable_module": {Object}, "reservation_purpose": {Object}, "reservation_type": {Object}, "reservation_subtype": {Object}, "sensitivity": {Object}, "start": "String", "state": {Object}, "source_reservation": "String", "subject": "String", "sub_source": {Object}, "sync_state": {Object}, "sys_created_on: "String", "sys_id": "String", "sys_updated_on": "String", "virtual_meeting": "String" }
result.reservation.active	Flag that indicates whether the reservation is active. Valid values: • true: Reservation is active. • false: Reservation is inactive. Data type: Boolean
result.reservation.attendees	List of attendees for the reservation. Data type: Array of Objects "attendees": [{ "avatar": "String", "displayValue": "String", "display_value": "String", "email": "String", "initials": "String", "label": "String", "name": "String", "sys_id": "String",

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"table": "String",
	"user_name": "String",
	"value": "String"
	}
	]</pre>

result.reservation.attendees.avatar	Sys_id of the avatar associated with the attendee. Data type: String Table: Attachments [sys_attachment]
result.reservation.attendees.displayValue	Display value for the attendee. Data type: String
result.reservation.attendees.display_value	Display value of the attendee. Same as *displayValue*. Data type: String
result.reservation.attendees.email	Attendee's email address. Data type: String
result.reservation.attendees.initials	Attendee's initials. Data type: String
result.reservation.attendees.name	Attendee's name. Data type: String
result.reservation.attendees.sys_id	Sys_id of the attendee record. Data type: String
result.reservation.attendees.table	Table in which the attendee record exists. Data type: String
result.reservation.attendees.user_name	Attendee's user name. Data type: String
result.reservation.attendees.value	Internal value of the attendee. Data type: String

result.reservation.check_in_state	Details about the check-in state of the reservation.
	
	Data type: Object
	<pre>"check_in_state": {
	"display_value": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"value": "String"
	}</pre>

result.reservation.check_in_state.display_value	Display value for the current check-in state of the reservation, such as In progress or complete. Data type: String
result.reservation.check_in_state.value	Internal value for the current check-in state of the reservation, such as 2. Data type: String

result.reservation.edit_restriction	Description of the user edit restrictions for the reservation, such as no_restrictions, service_only, or fully_restricted.
	
	Data type: Object
	<pre>"edit_restriction": {
	"display_value": "String",
	"value": "String"
	}</pre>

result.reservation.edit_restriction.display_value	Display value for the edit restrictions for the reservation, such as `No restriction`. Data type: String
result.reservation.edit_restriction.value	Internal value for the edit restrictions for the reservation, such as `no_restriction`. Data type: String
result.reservation.end	Reservation end date and time. Data type: String Format: UTC: yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservation.external_ical	Unique external iCalendar identification of the reservation. Use this value to identify the reservation when this is a calendar sync related reservation. Data type: String
result.reservation.external_id	Unique external identification of the reservation. Use this value to identify the reservation when this is a calendar sync related reservation. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.is_parent	Flag that indicates whether this reservation is a parent reservation. Possible values: • true: Parent reservation. • false: Not a parent reservation. Data type: Boolean
result.reservation.is_private	Flag that indicates whether the reservation is private. If private, the reservation doesn't appear to anyone except the owner. For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Reservation is private. • false: Reservation isn't private. Data type: Boolean Default: Value set for privacy in the system properties.
result.reservation.last_updated_sub_source	Details about the last updated sub-source for the reservation. Sub-sources are used when integrating reservations with an external calendar. This object contains information such as "servicenow_workplace_service_delivery", "google_calendar", or "microsoft_exchange". Data type: Object `"last_updated_sub_source": { "display_value": "String", "value": "String" }`
result.reservation.last_updated_sub_source.display_value	Display value for the last updated sub-source of the reservation, such as `ServiceNow Workplace Service Delivery` or `Google Calendar`. Used when integrating the reservation with an outside service such as Google calendar or Microsoft Outlook. Data type: String
result.reservation.last_updated_sub_source.value	Internal value for the last updated sub-source of the reservation, such as `servicenow_workplace_service_delivery` or `google_calendar`. Used when

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	integrating the reservation with an outside service such as Google calendar or Microsoft Outlook. Data type: String
result.reservation.location	Details about the location associated with the reservation. Data type: Object `"location": { "active": Boolean, "area": {Object}, "building": {Object}, "campus": {Object}, "capacity": Number, "description": "String", "display_value": "String", "email": "String", "floor": {Object}, "label_value": "String", "name": "String", "number_of_attendees": Number, "region": {Object}, "reservable_module": {Object}, "reservation": {Object}, "site": {Object}, "state": {Object}, "sys_id": "String" }`
result.reservation.location.area	Details about the area associated with the location. Data type: Object `"area": { "active": Boolean, "display_value": "String", "sys_id": "String" }`
result.reservation.location.area.active	Flag that indicates whether the area is active. Valid values: • true: Area is active. • false: Area is inactive. Data type: Boolean
result.reservation.location.area.display_value	Display value of the area to which this location belongs, such as Desk A2.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.location.area.sys_id	Sys_id of the area to which this location belongs. Data type: String Table: Area [sn_wsd_core_area]
result.reservation.location.building	Details about the building associated with the location. Data type: Object `"building": { "active": Boolean, "display_value": "String", "sys_id": "String", "timezone": {Object} }`
result.reservation.location.building.active	Flag that indicates whether the building is active. Valid values: • true: Building is active. • false: Building is inactive. Data type: Boolean
result.reservation.location.building.display_value	Display value of the building to which this location belongs, such as AMS - Bld1. Data type: String
result.reservation.location.building.sys_id	Sys_id of the building to which this location belongs. Data type: String Table: Building [sn_wsd_core_building]
result.reservation.location.building.timezone	Details about the time zone associated with the location. Data type: Object `"timezone": { "displayValue": "String", "value": "String" }`
result.reservation.location.building.timezone.display_value	Display value for the time zone to which this location belongs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.location.building.timezone.value	Internal value for the time zone to which this location belongs. Data type: String
result.reservation.location.campus	Details about the campus associated with the location. Data type: Object `"campus": { "active": Boolean, "display_value": "String", "sys_id": "String" }`
result.reservation.location.campus.active	Flag that indicates whether the campus is active. Valid values: • true: Campus is active. • false: Campus is inactive. Data type: Boolean
result.reservation.location.campus.display_value	Display value of the campus to which this location belongs, such as Amsterdam Campus. Data type: String
result.reservation.location.campus.sys_id	Sys_id of the campus to which this location belongs. Data type: String Table: Campus [sn_wsd_core_campus]
result.reservation.location.capacity	Maximum number of occupants for the location. Data type: Number
result.reservation.location.description	Brief description of the location. Data type: String
result.reservation.location.display_value	Value to display in the UI for this location. Data type: String
result.reservation.location.email	Email address for the location.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.location.floor	Details about the floor associated with the location. Data type: Object `"floor": { "active": Boolean, "display_value": "String", "sys_id": "String" }`
result.reservation.location.floor.active	Flag that indicates whether the floor is active. Valid values: • true: Floor is active. • false: Floor is inactive. Data type: Boolean
result.reservation.location.floor.display_value	Display value of the floor to which this location belongs, such as First floor. Data type: String
result.reservation.location.floor.sys_id	Sys_id of the floor to which this location belongs. Data type: String Table: Floor [sn_wsd_core_floor]
result.reservation.location.label_value	Type of value specified in the *name* parameter, such as Room name. Data type: String
result.reservation.location.name	Name of the location. Data type: String
result.reservation.location.number	Reservation number. Data type: String
result.reservation.location.number_of_attendees	Number of attendees for the reservation. Data type: Number
result.reservation.location.region	Details about the region associated with the location. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"region": {
	  "active": Boolean,
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>

result.reservation.location.region.active	Flag that indicates whether the region is active. Valid values: • true: Region is active. • false: Region is inactive. Data type: Boolean
result.reservation.location.region. display_value	Display value of the region to which this location belongs, such as Europe. Data type: String
result.reservation.location.region.sys_id	Sys_id of the region to which this location belongs. Data type: String Table: Region [sn_wsd_core_region]

result.reservation.location.requested_for	Details about the person for whom the reservation was requested on behalf of.
	
	Data type: Object
	<pre>"requested_for": {
	  "name": "String",
	  "sys_id": "String",
	  "user_name": "String"
	}</pre>

result.reservation.location.requested_for.name	Name of the user for whom the reservation was requested for. Data type: String
result.reservation.location.requested_for. sys_id	Sys_id of the user for whom the reservation is being requested. Data type: String Table: User [sys_user]
result.reservation.location.requested_for. user_name	User name of the user for whom the reservation was requested for. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.location.reservation	Details about the reservation associated with the location. Data type: Object `"reservation": { "active": Boolean, "number": "String", "number_of_attendees": Number, "requested_for": {Object}, "state": {Object}, "sys_id": "String" }`
result.reservation.location.reservation.active	Flag that indicates whether the reservation is active. Valid values: • true: Reservation is active. • false: Reservation is inactive. Data type: Boolean
result.reservation.location.reservation.number	Reservation number. Data type: String
result.reservation.location.reservation.number_of_attendees	Number of attendees of the reservation. Data type: Number
result.reservation.location.reservation.requested_for	Details about the person for whom the reservation was requested on behalf of. Data type: Object `"requested_for": { "name": "String", "sys_id": "String", "user_name": "String" }`
result.reservation.location.reservation.requested_for.name	Name of the user for whom the reservation was requested for. Data type: String
result.reservation.location.reservation.requested_for.sys_id	Sys_id of the requested for user. Data type: String Table: User [sys_user]
result.reservation.location.reservation.requested_for.user_name	User name of the user for whom the reservation was requested for.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.location.reservable_module	Details about the reservable module associated with the reservation. Data type: Object `"reservable_module": { "inline_title": "String", "name": "String", "sys_id": "String", "title": "String" }`
result.reservation.location.reservable_module.inline_title	Inline title of the reservable module. The title appears in line with the descriptive text on the Workplace service portal. Data type: String
result.reservation.location.reservable_module.name	Name of the reservable module. Data type: String
result.reservation.location.reservable_module.sys_id	Sys_id of the reservable module. Data type: String
result.reservation.location.reservable_module.title	Title of the reservable module. Data type: String
result.reservation.location.site	Site to which the location belongs. Data type: Object `"site": { "active": Boolean, "display_value": "String", "sys_id": "String" }` Table: Site [sn_wsd_core_site]
result.reservation.location.site.active	Flag that indicates whether the site is active. Valid values: • true: Site is active. • false: Site is inactive. Data type: Boolean
result.reservation.location.site.display_value	Display value of the site to which this location belongs, such as Western Europe.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.location.site.sys_id	Sys_id of the site to which this location belongs. Data type: String Table: Site [sn_wsd_core_site]
result.reservation.location.state	Details about the state of the reservation for the location. Data type: Object `"state": { "display_value": "String", "value": "String" }`
result.reservation.location.state.display_value	Display value for the current state of the reservation, such as confirmed. Data type: String
result.reservation.location.state.value	Internal value for the current state of the reservation, such as 2. Data type: String
result.reservation.location.sys_id	Sys_id of the associated location record. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservation.notification_custom_message	Custom message for the notification sent to the recipients listed in *reservation.notification_recipients*. Data type: String
result.reservation.notification_recipients	List of recipients that receive notification about the reservation. Data type: Array of Objects `"notification_recipients":[ { "name": "String", "sys_id": "String", "user_name": "String" } ]`
result.reservation.notification_recipients.name	Name of the recipient.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.notification_recipients.sys_id	Sys_id of the recipient. Data type: String Table: User [sys_user]
result.reservation.notification_recipients.user_name	User name of the recipient. Data type: String
result.reservation.number	Unique number of the reservation record. You can use this value to query the reservation. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.reservation.opened_by	Details about the user that created the reservation. Data type: Object `"opened_by": { "avatar": "String", "displayValue": "String", "display_value": "String", "email": "String", "initials": "String", "label": "String", "name": "String", "sys_id": "String", "table": "String", "user_name": "String", "value": "String" }`
result.reservation.opened_by.avatar	Avatar for the user that opened the reservation. Data type: String
result.reservation.opened_by.displayValue	Display value of the opened by user. Data type: String
result.reservation.opened_by.display_value	Display value of the opened by user. Data type: String
result.reservation.opened_by.email	Email address for the user that opened the reservation. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.opened_by.initials	Initials of the user that opened the reservation. Data type: String
result.reservation.opened_by.label	Label for the user that opened the reservation. This is a combination of the title and department of the user. Data type: String
result.reservation.opened_by.name	Name of the user that opened the reservation. Data type: String
result.rservation.opened_by.sys_id	Sys_id_of the user that opened the reservation. Data type: String Table: User [sys_user]
result.rservation.opened_by.table	Table that contains the user record. Data type: String
result.reservation.opened_by.user_name	User name of the user that opened the reservation. Data type: String
result.reservation.opened_by.value	Internal value of the user that opened the reservation. Data type: String
result.reservation.number	Reservation number. Data type: String
result.reservation.number_of_attendees	Number of attendees in this reservation. Data type: Number
result.reservation.recording_details	Details about the recordings associated with the reservation (meeting). Data type: Array of Objects `"recording_details": [ "recording_url": "String" ]`
result.reservation.recording_details. recording_url	URL of the recordings associated with the reservation. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.requested_for	Details about the user that the reservation was made on behalf of. Data type: Object `"requested_for": { "avatar": "String", "displayValue": "String", "display_value": "String", "email": "String", "initials": "String", "label": "String", "name": "String", "sys_id": "String", "table": "String", "user_name": "String", "value": "String" }`
result.reservation.requested_for.avatar	Avatar for the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.displayValue	Display value of the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.display_value	Display value of the user that the reservation was made on behalf of. Same as displayValue. Data type: String
result.reservation.requested_for.email	Email address for the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.initials	Initials of the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.label	Label for the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.name	Name of the user that the reservation was made on behalf of. Data type: String
result.rservation.requested_for.sys_id	Sys_id_of the user that the reservation was made on behalf of.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: User [sys_user]
result.rservation.requested_for.table	Table that contains the user record. Data type: String
result.reservation.requested_for.user_name	User name of the user that the reservation was made on behalf of. Data type: String
result.reservation.requested_for.value	Internal value of the user that the reservation was made on behalf of. Data type: String
result.reservation.reservable_module	Details for the requested reservable module. Data type: Object `"reservable_module": { "allow_invitees": Boolean, "allow_whole_day": Boolean, "apply_to_shift": Boolean, "browse_by_area_enabled": Boolean, "browse_near_a_person_enabled": Boolean, "buildingSysIds": [Array], "checkin_before_minutes": Number, "display_number_of_attendees": Boolean, "display_on_behalf_of": Boolean, "display_sensitivity": Boolean, "display_value": "String", "enable_browse_by_area": Boolean, "enable_browse_near_a_person": Boolean, "enable_facet_filter": Boolean, "enable_group_reservations": Boolean, "enable_ical_generation": Boolean, "font_awesome_icon": "String", "inline_title": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"layout_mapping": {Object}, "max_days_in_future": Number, "max_occurrences": Number, "name": "String", "override_approval_policy": "String", "require_cancel_notes": Boolean, "require_cc_dept_check": Boolean, "require_subject": Boolean, "reservable_columns": [Array], "reservable_container_field": "String", "reservable_filter": "String", "reservable_quantity_field": "String", "reservable_table": "String", "reservable_type": "String", "reservable_views": [Array], "reservation_paths": [Array], "search_limit": Number, "selection_type": "String", "short_description": "String", "show_map_view": Boolean, "sys_id": "String", "timeSlots": [Array], "title": "String", "virtual_meeting_provider": {Object} }
result.reservation.reservable_module.allow_invitees	Flag that indicates whether employees are able to add invitees to the reservation. Valid values: • true: Allow employees to add invitees to the reservation. • false: Don't allow employees to add invitees to the reservation. Data type: Boolean
result.reservation.reservable_module.allow_whole_day	Flag that indicates whether users can reserve the reservable for the entire day. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Allow users to reserve for the entire day. • false: Don't allow users to reserve for the entire day. Data type: Boolean
result.reservation.reservable_module.apply_to_shift	Flag that indicates whether shift-based reservations are enabled for the reservable module. Valid values: • true: Allow shift-based reservations. • false: Don't allow shift-based reservations. Data type: Boolean
result.reservation.reservable_module.browse_by_area_enabled	Flag that indicates whether users are able to search for reservable modules by area. Valid values: • true: Allow users to browse reservable modules by area. • false: Don't allow users to browse reservable modules by area. Data type: Boolean
result.reservation.reservable_module.browse_near_a_person_enabled	Flag that indicates whether users are able to search for reservable modules located by a specified person. Valid values: • true: Allow users to browse reservable modules near a person. • false: Don't allow users to browse reservable modules near a person. Data type: Boolean
result.reservation.reservable_module.buildingSysIds	List of sys_ids of the buildings associated with the reservable module. Data type: Array of Strings
result.reservation.reservable_module.checkin_before_minutes	Amount of time before a reservation starts that a user can check into their reservation. Unit: Minutes Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservable_module.display_number_of_attendees	Flag that indicates whether users can specify the number of attendees in the reservation. Valid values: • true: Users can specify the number of attendees. • false: Users can't specify the display number of attendees. Data type: Boolean
result.reservation.reservable_module.display_on_behalf_of	Flag that indicates whether reservations can be made on behalf of someone else. Valid values: • true: On behalf of supported. • false: On behalf of not supported. Data type: Boolean
result.reservation.reservable_module.display_sensitivity	Flag that indicates whether users can set the sensitivity of the reservation, such as normal or private. Valid values: • true: Able to set sensitivity. • false: Not able to set sensitivity. Defaults to normal. Data type: Boolean
result.reservation.reservable_module.display_value	Display value of the reservable module. Data type: String
result.reservation.reservable_module.enable_browse_by_area	Flag that indicates whether users are able to search for reservable modules by area. Same as *browse_by_area_enabled*. Valid values: • true: Allow users to browse reservable modules by area. • false: Don't allow users to browse reservable modules by area. Data type: Boolean
result.reservation.reservable_module.enable_browse_near_a_person	Flag that indicates whether users are able to search for reservable modules located by a specified person. Same as *browse_near_a_person_enabled*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: Allow users to browse reservable modules near a person. • false: Don't allow users to browse reservable modules near a person. Data type: Boolean
result.reservation.reservable_module.enable_facet_filter	Flag that indicates whether facet filtering on workplace items is enabled. When enabled, the filter options that appear are based on the search results. Only the items that are available in the generated search result are available to users for selection in the filter. Valid values: • true: Facet filters are enabled. • false: Facet filters aren't enabled. Data type: Boolean
result.reservation.reservable_module.enable_group_reservations	Flag that indicates whether users can make a group reservation. Valid values: • true: Able to make group reservations. • false: Not able to make group reservations. Data type: Boolean
result.reservation.reservable_module.enable_ical_generation	Flag that indicates whether users can generate an iCalendar for the reservation. Valid values: • true: iCalendar generation allowed. • false: iCalendar generation isn't allowed. Data type: Boolean
result.reservation.reservable_module.font_awesome_icon	Name of the font icon attached to the reservable module. Data type: String
result.reservation.reservable_module.inline_title	Inline title of the reservable module. The title appears in line with the descriptive text on the Workplace service portal. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservable_module.layout_mapping	Details about the structure of the layout mapping of locations. Use this data to lay out the information in the UI. Data type: Object `"layout_mapping": { "body": [Array], "description": [Array], "image": "String", "subtitle": [Array], "subtitle_asc": [Array], "title": [Array] }`
result.reservation.reservable_module.layout_mapping.body	Placeholder for mapping the front-end UI data. Data type: Array of Objects `"body": [ { "field": "String", "field_to_display": "String", "icon": "String", "label": "String" } ]`
result.reservation.reservable_module.layout_mapping.body.field	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.body.field_to_display	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.body.icon	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.body.label	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.description	Placeholder for mapping the front-end UI data. Description of the layout mapping. Data type: Array
result.reservation.reservable_module.layout_mapping.image	Placeholder for mapping the front-end UI data. Data type: String
result.reservation.reservable_module.layout_mapping.subtitle	Placeholder for mapping the front-end UI data. Data type: Array

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservable_module.layout_mapping.subtitle_asc	Placeholder for mapping the front-end UI data. Data type: Array
result.reservation.reservable_module.layout_mapping.title	Placeholder for mapping the front-end UI data. Data type: Array
result.reservation.reservable_module.max_days_in_future	Maximum number of the days in the future that a user can reserve the reservable module. Data type: Number
result.reservation.reservable_module.max_occurrences	Maximum number of recurring reservation occurrences if recurring reservations are available for the reservable module. Data type: Number
result.reservation.reservable_module.name	Name of the reservable module. Data type: String
result.reservation.reservable_module.override_approval_policy	Option to specify how to implement the approval policy. Choices: • No override: The approval policy is implemented as set in the **Requires approval** field of a workplace space or room. • Always require approval: The approval policy is required regardless of what is set in the **Requires approval** field of a workplace space or room. • Never require approval: The approval policy is removed regardless of what is set in the **Requires approval**l field of a workplace space or room. Data type: String
result.reservation.reservable_module.require_cancel_notes	Flag that indicates whether users must enter a cancellation note before cancelling a reservable module. Valid values: • true: Cancellation note required. • false: Cancellation note not required. Data type: Boolean
result.reservation.reservable_module.require_cc_dept_check	Flag that indicates whether to check if there's a cost center or department mismatch

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	between the workspace item and the logged in user. Valid values: • true: Check for a mismatch. • false: Don't check for a mismatch. Data type: Boolean
result.reservation.reservable_module.require_subject	Flag that indicates whether the user must enter a subject when making the reservation. Valid values: • true: Subject required. • false: Subject isn't required. Data type: Boolean
result.reservation.reservable_module.reservable_columns	List of the columns of a reservable. Data type: Array Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservation.reservable_module.reservable_container_field	Level of the container, such as a group of desks in a specific area. Data type: String
result.reservation.reservable_module.reservable_filter	Filter conditions used to filter out reservable items in the associated Reservable table. Reservable table is a field in the Reservable Module [sn_wsd_rsv_reservable_module] table. These filter conditions were applied to the table contained in the field Reservable table. Data type: String
result.reservation.reservable_module.reservable_quantity_field	Reservable quantity of all the spaces. The quantity is used when assigning neighbourhood spaces to an area. For additional information, see Assign neighborhood spaces to an area. Data type: String
result.reservation.reservable_module.reservable_table	Table that contains the reservable workplace items. Data type: String
result.reservation.reservable_module.reservable_type	Type of the reservable item, such as location.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservation.reservable_module.reservable_views	Details about the different views associated with the reservable module, such as card view or schedule view. Data type: Object `"reservable_views": { "iconClass": "String", "isDefault": Boolean, "label": "String", "order": Number, "type": "String" }` Table: Reservable View [sn_wsd_rsv_reservable_view]
result.reservation.reservable_module.reservable_views.iconClass	Icon class of the reservable view. Data type: String
result.reservation.reservable_module.reservable_views.isDefault	Flag that indicates whether to make this reservable view the default for reservable modules. Valid values: • true: Make default. • false: Don't make default. Data type: Boolean
result.reservation.reservable_module.reservable_views.label	Name of the reservable view. Data type: String
result.reservation.reservable_module.reservable_views.order	Order in which the views are displayed for the reservable module in the UI. The lower order number come first in the UI. In case of the same order number, it is assigned random ordering. Data type: Number
result.reservation.reservable_module.reservable_views.type	Backend name of the reservable view. Used for internal processing. Data type: String
result.reservation.reservable_module.reservation_paths	Reservation paths associated with the reservable modules such as Browse all, Browse near a person. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"reservation_paths": [
	  {
	  "displayValue": "String",
	  "value": "String"
	  }
	]</pre>

result.reservation.reservable_module.reservation_paths.display_value	Display value for the reservation path, such as "Browse near a person". Data type: String
result.reservation.reservable_module.reservation_paths.value	Internal value for the reservation path, such as "browse_near_a_person". Data type: String
result.reservation.reservable_module.search_limit	Maximum number of search results to return when a user searches for a workplace location. Data type: Number
result.reservation.reservable_module.selection_type	Type of selection to display in the search results. Can be one of the following options: • Specific unit: The search result displays every workplace item. • Container: The search result displays the parent or container of the workplace items. Data type: String
result.reservation.reservable_module.short_description	Brief description of the reservable module. Data type: String
result.reservation.reservable_module.show_map_view	Flag that indicates whether to enable the map view for reservable modules. Valid values: • true: Enable map view. • false: Don't enable map view. Data type: Boolean
result.reservation.reservable_module.sys_id	Sys_id of the reservable module. Data type: String
result.reservation.reservable_module.timeSlots	Details about the time slots associated for a reservable module.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `[ { "name": "String", "short_description": "String", "slot_end": "String", "slot_start": "String", "sys_id": "String" } ]`
result.reservation.reservable_module.timeSlots.name	Name of the time slot. Data type: String
result.reservation.reservable_module.timeSlots.short_description	Brief description of the time slot. Data type: String
result.reservation.reservable_module.timeSlots.slot_end	End time of the time slot. Data type: String
result.reservation.reservable_module.timeSlots.slot_start	Start time of the slot. Data type: String
result.reservation.reservable_module.timeSlots.sys_id	Sys_id of the time slot record. Data type: String Table: Time Slot [sn_wsd_rsv_time_slot]
result.reservation.reservable_module.title	Title of the reservable module. Data type: String
result.reservation.reservable_module.virtual_meeting_provider	Details about the virtual provider associated with the reservable module. Data type: Object `"virtual_meeting_provider": { "display_value": "String", "sys_id": "String" }`
result.reservation.reservable_module.virtual_meeting_provider.display_value	Display value of the virtual meeting provider. Data type: String
result.reservation.reservable_module.virtual_meeting_provider.sys_id	Sys_id of the virtual meeting provider. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.reservationAcl	Details of the user access control levels (ACL) checks set on the associated reservation. Data type: Object `"reservationAcl": { "read": Boolean, "write": {Object} }`
result.reservation.reservationAcl.read	Flag that indicates whether to check if the user can read this reservation. Valid values: • true: Check if user can read the reservation. • false: Don't check if user can read the reservation. Data type: Boolean
result.reservation.reservationAcl.write	Details about the user's write capabilities for the associated reservation. Data type: Object `"write": { "allFields": Boolean, "fields": {Object}, "record": Boolean }`
result.reservation.reservationAcl.write.allFields	Flag that indicates whether to check if the user can write to all fields specified in the *reservationACL.write.fields* object. If the user only has access to some specific fields, then only those fields are true in the *reservationACL.write.fields* object. Valid values: • true: Check if user can write to all fields specified in the *reservationACL.write.fields* object. • false: Don't check if user can write to all fields specified in the *reservationACL.write.fields* object Data type: Boolean
result.reservation.reservationAcl.write.fields	Details of the access controls on various fields of the reservation. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"fields": {
	  "location": Boolean,
	  "number_of_attendees":
	 Boolean,
	  "requested_for": Boolean,
	  "sensitivity": Boolean,
	  "subject": Boolean
	}</pre>

result.reservation.reservationAcl.write.fields.location	Flag that indicates whether to check if the user can write to the location fields in this reservation. Valid values: • true: Check if user can write to the location fields. • false: Don't check if user can write to the location fields. Data type: Boolean
result.reservation.reservationAcl.write.fields.number_of_attendees	Flag that indicates whether to check if the user can write to the number of attendees fields in this reservation. Valid values: • true: Check if user can write to the number of attendees field. • false: Don't check if user can write to the number of attendees field. Data type: Boolean
result.reservation.reservationAcl.write.fields.requested_for	Flag that indicates whether to check if the user can write to the requested for fields in this reservation. Valid values: • true: Check if user can write to the requested for field. • false: Don't check if user can write to the requested for field. Data type: Boolean
result.reservation.reservationAcl.write.fields.sensitivity	Flag that indicates whether to check if the user can write to the sensitivity fields in this reservation. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Check if user can write to the sensitivity field. • false: Don't check if user can write to the sensitivity field. Data type: Boolean
result.reservation.reservationAcl.write.fields.subject	Flag that indicates whether to check if the user can write to the subject fields in this reservation. Valid values: • true: Check if user can write to the subject field. • false: Don't check if user can write to the subject fields. Data type: Boolean
result.reservation.reservationAcl.write.record	Flag that indicates whether to check if the user can write to the entire reservation record. Valid values: • true: Check if user can write to the entire reservation record. • false: Don't check if user can write to the entire reservation record. Data type: Boolean
result.reservation.reservation_purpose	Details about the purpose of the reservation. Data type: Object `"reservation_purpose": { "display_value": "String", "value": "String" }`
result.reservation.reservation_purpose.display_value	Display value for the purpose of the reservation, such as Company meeting. Data type: String
result.reservation.reservation_purpose.value	Internal value for the purpose of the reservation, such as company_meeting. Data type: String
result.reservation.reservation_type	Details about the type of the reservation. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"reservation_type": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

result.reservation.reservation_type.display_value	Display value for the type of the reservation, such as Space. Data type: String
result.reservation.reservation_type.value	Internal value for the type of the reservation, such as space. Data type: String

result.reservation.reservation_subtype	Details about the subtype of the reservation. Subtypes indicate the type of reservation, such as single, Multi parent, Multi child, Recurring parent, or occurrence.
	
	Data type: Object
	<pre>"reservation_subtype": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

result.reservation.reservation_subtype.display_value	Display value for the subtype of the reservation, such as Single. Data type: String
result.reservation.reservation_subtype.value	Internal value for the subtype of the reservation, such as single. Data type: String

result.reservation.sensitivity	Details about the sensitivity of the reservation.
	
	Data type: Object
	<pre>"sensitivity": {
	  "display_value": "String",
	  "value": "String"
	}</pre>

result.reservation.sensitivity.display_value	Display value for the sensitivity of the reservation, such as high or low. Data type: String
result.reservation.sensitivity.value	Internal value for the sensitivity of the reservation, such as 1 or 3. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

result.reservation.shift	Details about the shift applied to the reservation.
	
	Data type: Object
	
	`"shift": {`
	`  "display_value": "String",`
	`  "name": "String",`
	`  "shiftDetails": "String",`
	`  "sys_id": "String"`
	`}`

result.reservation.shift.display_value	Display value of the shift. Data type: String
result.reservation.shift.name	Name of the shift. Same as *display_value*. Data type: String
Result.reservation.shift.shiftDetails	Details of shift. Data type: String
result.reservation.shift.sys_id	Sys_id of the shift record. Data type: String Table: Shift [sn_wsd_core_shift]

result.reservation.source	Details about the source for the reservation, such as Workplace Services or Google Mail..
	
	Data type: Object
	
	`"source": {`
	`  "display_value": "String",`
	`  "value": "String"`
	`}`

result.reservation.source.display_value	Display value for the reservation source, such as Workplace Services. Data type: String
result.reservation.source.value	Internal value for the reservation source, such as servicenow. Data type: String

result.reservation.source_icon	Details about the source of the icon used in the reservation. This icon is used in the UI.
	
	Data type: Object
	
	`"source_icon": {`
	`  "classNames": "String",`
	`  "imgSrc": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"tooltip": "String" }
result.reservation.source_icon.classNames	Comma-separated class names for the source icon. Data type: String
result.reservation.source_icon.imgSrc	Name of the image source for source icon. This icon is stored in the Images [db_image] table. Data type: String
result.reservation.source_icon.tooltip	Tooltip associated with the source icon. Data type: String
result.reservation.source_reservation	Source reservation of the current reservation. For example, in the case of multiple reservations, the parent reservation is the source of the child reservation. Data type: String
result.reservation.start	Reservation start date and time. Data type: String Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservation.subject	Reservation's subject. Data type: String

result.reservation.sub_source	Details about the sub-source of the reservation. The sub-source specifies where the reservation originated such as Google Calendar or Microsoft Exchange.
	
	Data type: Object
	"sub_source": {
	"display_value": "String",
	"value": "String"
	}

result.reservation.sub_source.display_value	Display value for the sub-source of the reservation, such as Google Calendar. Data type: String
result.reservation.sub_source.value	Internal value of the sub-source field of the reservation, such as google_calendar. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservation.sync_state	Details about the synchronization state of a reservation from another service, such as "sync_enqueued" or "synchronized". Data type: Object `"sync_state": { "display_value": "String", "value": "String" }`
result.reservation.sync_state.display_value	Display value for the current sync state of the reservation, such as synchronized. Data type: String
result.reservation.sync_state.value	Internal value of the current sync state of the reservation, such as synchronized. Data type: String
result.reservation.sys_created_on	Date and time when the reservation was created. Data type: String
result.reservation.sys_id	Required. Sys_id of the reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
Result.reservation.sys_updated_on	Date and time when the reservation was last updated. Data type: String
result.reservation.virtual_meeting	URL of the virtual meeting link. Data type: String
result.reservationAcl	Details of the user access control levels (ACL) checks set on the associated reservation. Data type: Object `"reservationAcl": { "read": Boolean, "write": {Object} }`
result.reservationAcl.read	Flag that indicates whether to check if the user can read this reservation. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Check if user can read the reservation. • false: Don't check if user can read the reservation. Data type: Boolean

result.reservationAcl.write	Details about the user's write capabilities for the associated reservation.
	
	Data type: Object
	`"write": {`
	`  "allFields": Boolean,`
	`  "fields": {Object},`
	`  "record": Boolean`
	`}`

result.reservationAcl.write.allFields	Flag that indicates whether to check if the user can write to all fields specified in the *reservationACL.write.fields* object. If the user only has access to some specific fields, then only those fields are true in the *reservationACL.write.fields* object. Valid values: • true: Check if user can write to all fields specified in the *reservationACL.write.fields* object. • false: Don't check if user can write to all fields specified in the *reservationACL.write.fields* object Data type: Boolean

result.reservationAcl.write.fields	Details of the access controls on various fields of the reservation.
	
	Data type: Object
	`"fields": {`
	`  "location": Boolean,`
	`  "number_of_attendees":`
	` Boolean,`
	`  "requested_for": Boolean,`
	`  "sensitivity": Boolean,`
	`  "subject": Boolean`
	`}`

result.reservationAcl.write.fields.location	Flag that indicates whether to check if the user can write to the location fields in this reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Valid values: • true: Check if user can write to the location fields. • false: Don't check if user can write to the location fields. Data type: Boolean
result.reservationAcl.write.fields.number_of_attendees	Flag that indicates whether to check if the user can write to the number of attendees fields in this reservation. Valid values: • true: Check if user can write to the number of attendees field. • false: Don't check if user can write to the number of attendees field. Data type: Boolean
result.reservationAcl.write.fields.requested_for	Flag that indicates whether to check if the user can write to the requested for fields in this reservation. Valid values: • true: Check if user can write to the requested for field. • false: Don't check if user can write to the requested for field. Data type: Boolean
result.reservationAcl.write.fields.sensitivity	Flag that indicates whether to check if the user can write to the sensitivity fields in this reservation. Valid values: • true: Check if user can write to the sensitivity field. • false: Don't check if user can write to the sensitivity field. Data type: Boolean
result.reservationAcl.write.fields.subject	Flag that indicates whether to check if the user can write to the subject fields in this reservation. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Check if user can write to the subject field. • false: Don't check if user can write to the subject fields. Data type: Boolean
result.reservationAcl.record	Flag that indicates whether to check if the user can write to the entire reservation record. Valid values: • true: Check if user can write to the entire reservation record. • false: Don't check if user can write to the entire reservation record. Data type: Boolean
result.standard_services	Only populated if the *include_standard_services* parameter is set to true. Associated standard services, such as flip chart, projector screen, and whiteboard and markers. Data type: Array of Objects `"standard_services": [ { "font_awesome_icon": "String", "name": "String", "short_description": "String", "sys_id": "String" } ]`
result.standard_services.font_awesome_icon	Name of the thumbnail icon associated with the standard service. Data type: String
result.standard_services.name	Name of the standard service. Data type: String
result.standard_services.short_description	Brief description of the standard service. Data type: String
result.standard_services.sys_id	Sys_id of the standard service record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Standard Service [sn_wsd_rsv_standard_service]

Example: cURL request

This code example shows how to call this endpoint to retrieve a list of reservations associated with the specified user.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/reservation/list" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "reservations": [
      {
      "sys_id": "12e2da5e87c701106342b846dabb354d",
      "number": "WRES0001010",
      "location": {
        "sys_id": "02000d4edb7650106c731dcd13961914",
        "name": "Eureka",
        "description": "A comfortable meeting room with leather
 chairs and a wooden table. Client meeting room.",
        "display_value": "Eureka",
        "capacity": 12,
        "label_value": "Room name",
        "email": "eureka@example.com",
        "reservable_module": {
          "sys_id": "c31241cedb7650106c731dcd13961917",
          "name": "Meeting rooms",
          "title": "Meeting rooms",
          "inline_title": "meeting room"
        },
        "region": {
          "sys_id": "2d626c4edb3650106c731dcd1396194b",
          "display_value": "Europe",
          "active": true
        },
        "site": {
          "sys_id": "b17220cedb3650106c731dcd1396197a",
          "display_value": "Western Europe",
          "active": true
        },
        "campus": {
          "sys_id": "44d2e0cedb3650106c731dcd13961988",
          "display_value": "Amsterdam Campus",
          "active": true
        },
        "building": {
          "sys_id": "9e0364cedb3650106c731dcd1396192b",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "display_value": "AMS-B1",
          "active": true,
          "timezone": {
            "value": "Europe/Amsterdam",
            "displayValue": "Europe/Amsterdam"
          }
        },
        "floor": {
          "sys_id": "5373a8cedb3650106c731dcd1396198a",
          "display_value": "Floor 3",
          "active": true
        },
        "area": {
          "sys_id": "",
          "display_value": "",
          "active": false
        },
        "reservation": {
          "sys_id": "12e2da5e87c701106342b846dabb354d",
          "number_of_attendees": 1,
          "state": {
            "value": "confirmed",
            "display_value": "Confirmed"
          },
          "requested_for": {
            "sys_id": "2de07e1887cb89106342b846dabb35fe",
            "name": "Workplace User",
            "user_name": "workplace_user"
          },
          "number": "WRES0001010",
          "active": true
        },
        "number_of_attendees": 1,
        "state": {
          "value": "confirmed",
          "display_value": "Confirmed"
        },
        "number": "WRES0001010",
        "requested_for": {
          "sys_id": "2de07e1887cb89106342b846dabb35fe",
          "name": "Workplace User",
          "user_name": "workplace_user"
        }
      },
      "start": "2022-05-15T16:00:00Z",
      "end": "2022-05-15T17:00:00Z",
      "sys_created_on": "2022-04-26T09:19:37Z",
      "sys_updated_on": "2022-04-26T09:20:04Z",
      "source_reservation": null,
      "check_in_state": {
        "value": "not_required",
        "display_value": "Not required"
      },
      "external_id": null,
      "external_ical": null,
      "active": true,
      "state": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "confirmed",
        "display_value": "Confirmed"
      },
      "sensitivity": {
        "value": "normal",
        "display_value": "Normal"
      },
      "reservation_type": {
        "value": "space",
        "display_value": "Space"
      },
      "reservation_subtype": {
        "value": "single",
        "display_value": "Single"
      },
      "reservation_purpose": {
        "value": "meeting",
        "display_value": "Meeting"
      },
      "attendees": [
        {
          "sys_id": "2de07e1887cb89106342b846dabb35fe",
          "value": "2de07e1887cb89106342b846dabb35fe",
          "displayValue": "Workplace User",
          "display_value": "Workplace User",
          "name": "Workplace User",
          "user_name": "workplace_user",
          "table": "sys_user",
          "avatar": "eb513744c3222010ae17dd981840dd97",
          "initials": "WU",
          "email": "workplace_user@example.com",
          "label": ""
        }
      ],
      "number_of_attendees": 1,
      "is_parent": false,
      "subject": "Add rsv_1",
      "virtual_meeting": "https://samplemeetingurl.com",
      "recording_details": [
        {
          "recording_url": "https://samplerecordingurl.com"
        }
      ],
      "sync_state": {
        "value": "not_required",
        "display_value": "Synchronization not required"
      },
      "sub_source": {
        "value": "servicenow_workplace_service_delivery",
        "display_value": "ServiceNow Workplace Service Delivery"
      },
      "last_updated_sub_source": {
        "value": "servicenow_workplace_service_delivery",
        "display_value": "ServiceNow Workplace Service Delivery"
      },
      "reservable_module": {
        "sys_id": "c31241cedb7650106c731dcd13961917",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "name": "Meeting rooms",
        "title": "Meeting rooms",
        "inline_title": "meeting room",
        "font_awesome_icon": "fa-building",
        "reservable_table": "sn_wsd_core_room",
        "reservable_filter":
 "active=true^is_reservable=true^building!=6c0364cedb3650106c731
dcd13961927^building.is_reservable=true^floor.is_reservable=true
^EQ",
        "short_description": "Reserve a meeting room",
        "reservable_type": "location",
        "require_subject": "1",
        "require_cancel_notes": true,
        "virtual_meeting_provider": {
          "sys_id": "e33d9e6853c201103cf7ddeeff7b1205",
          "display_value": "Template"
        },
        "allow_invitees": "1",
        "display_number_of_attendees": "1",
        "display_on_behalf_of": "1",
        "display_sensitivity": "1",
        "max_days_in_future": "180",
        "allow_whole_day": "1",
        "selection_type": "unit",
        "reservable_container_field": null,
        "reservable_quantity_field": null,
        "apply_to_shift": null,
        "max_occurrences": "180",
        "enable_facet_filter": false,
        "search_limit": 10000,
        "enable_ical_generation": null,
        "enable_group_reservations": null,
        "enable_browse_near_a_person": "1",
        "enable_browse_by_area": "1",
        "display_value": "Meeting rooms",
        "browse_near_a_person_enabled": true,
        "browse_by_area_enabled": true,
        "reservable_columns": [
          "sys_id",
          "external_id",
          "email",
          "name",
          "title",
          "description",
          "image",
          "number",
          "site",
          "campus",
          "building",
          "floor",
          "area",
          "capacity",
          "reservable_quantity",
          "location_type",
          "order",
          "requires_check_in",
          "is_reservable"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        ],
        "layout_mapping": {
          "title": [
            "name"
          ],
          "description": [
            "description"
          ],
          "subtitle": [
            "campus",
            "building",
            "floor",
            "area"
          ],
          "subtitle_asc": [
            "area",
            "floor",
            "building",
            "campus"
          ],
          "image": "image",
          "body": [
            {
              "label": "Capacity",
              "icon": "fa-users",
              "field": "capacity",
              "field_to_display": ""
            },
            {
              "label": "Standard services",
              "icon": "fa-check",
              "field": "standard_services",
              "field_to_display": "name"
            },
            {
              "label": "Reservable purposes",
              "icon": "fa-tags",
              "field": "reservable_purposes",
              "field_to_display": "name"
            }
          ]
        },
        "timeSlots": [
          {
            "sys_id": "d5331cf2dbb5f01038e42b24ca961906",
            "name": "All day",
            "short_description": "8am - 6pm",
            "slot_start": "08:00",
            "slot_end": "18:00"
          }
        ],
        "buildingSysIds": [
          "4703a4cedb3650106c731dcd13961945",
          "6c0364cedb3650106c731dcd13961927",
          "94e264cedb3650106c731dcd13961919",
          "9e0364cedb3650106c731dcd1396192b"
        ],
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "reservable_views": [
          {
            "type": "card",
            "label": "Card view",
            "iconClass": "fa-th-large",
            "isDefault": true,
            "order": "1"
          },
          {
            "type": "schedule",
            "label": "Schedule view",
            "iconClass": "fa-calendar-o",
            "isDefault": false,
            "order": "2"
          }
        ],
        "checkin_before_minutes": 30,
        "reservation_paths": [
          {
            "value": "browse_all",
            "displayValue": "Browse all"
          },
          {
            "value": "browse_near_a_person",
            "displayValue": "Browse near a person"
          },
          {
            "value": "browse_by_area",
            "displayValue": "Browse by area"
          }
        ],
        "override_approval_policy": "never_required"
      },
      "notification_recipients": [
        {
          "sys_id": "7016f79cc0a8016401c5a33be04be441",
          "name": "workplace user",
          "user_name": "workplace.user"
        }
      ],
      "notification_custom_message": "Demo notification
message",
      "opened_by": {
        "sys_id": "6816f79cc0a8016401c5a33be04be441",
        "value": "6816f79cc0a8016401c5a33be04be441",
        "displayValue": "System Administrator",
        "display_value": "System Administrator",
        "name": "System Administrator",
        "user_name": "admin",
        "table": "sys_user",
        "avatar": "eb513744c3222010ae17dd981840dd97",
        "initials": "SA",
        "email": "admin@example.com",
        "label": "System Administrator"
      },
      "requested_for": {
        "sys_id": "2de07e1887cb89106342b846dabb35fe",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "value": "2de07e1887cb89106342b846dabb35fe",
        "displayValue": "Workplace User",
        "display_value": "Workplace User",
        "name": "Workplace User",
        "user_name": "workplace_user",
        "table": "sys_user",
        "avatar": "d3513744c3222010ae17dd981840dd97",
        "initials": "WU",
        "email": "workplace_user@example.com",
        "label": ""
      },
      "edit_restriction": {
        "value": "no_restriction",
        "display_value": "No restriction"
      },
      "source": {
        "value": "servicenow",
        "display_value": "Workplace Services"
      },
      "source_icon": {
        "classNames": "fa fa-calendar-check-o",
        "tooltip": "Reservation is confirmed",
        "imgSrc": ""
      },
      "shift": {
        "sys_id": "e5d23acfdb42a01097acc9003996193a",
        "name": "Test shift AMS-B1",
        "display_value": "Test shift AMS-B1",
        "shiftDetails": "8-5 weekdays excluding holidays\n  -
 Monday-Friday 8-5"
      },
      "reservationAcl": {
        "write": {
          "record": true,
          "fields": {
            "subject": true,
            "sensitivity": true,
            "requested_for": true,
            "number_of_attendees": true,
            "location": true
          },
          "allFields": true
        },
        "read": true
      }
      }
    ]
  }
}
```


WSD Reservation - PATCH /api/sn_wsd_rsv/reservation/cancel/{sys_id}

Cancels a specified workplace reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservation/cancel/{sys_id}`

Default URL: `/api/sn_wsd_rsv/reservation/cancel/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the reservation to cancel. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
cancel_notes	Reason for cancelling the reservation. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *`application/json`*, *`application/xml`* or, *`text/xml`*. Default: *`application/json`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers (continued)

Header	Description
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
sys_id	Sys_id of the cancelled reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Example: cURL request

The following code example shows how to cancel a reservation using this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/reservation/can
cel/12e2da5e87c701106342b846dabb354d" \
--request PATCH \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
"result": {
  "sys_id": "73c316d2474b0150003a4587746d4337"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WSD Reservation - PATCH /api/sn_wsd_rsv/reservation/share_details/{sys_id}

Updates and shares the reservation details with a specified list of recipients through an email notification. Optionally you can send a specified message along with the reservation.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservation/share_details/{sys_id}`

Default URL: `/api/sn_wsd_rsv/reservation/share_details/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the reservation to share. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
notification_custom_message	Message to send to the specified recipients. Data Type: String
notification_recipients	Required. List of sys_ids of the users to send the email notification to. Data Type: Array Table: User [sys_user]
notification_type	Type of notification to send. Valid types:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	• reservation_cancelled • reservation_created • reservation_updated Data Type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
sys_id	Sys_id of the reservation record that was shared. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Example: cURL request

The following code example shows how to use this endpoint to share a reservation.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/reservation/sha
re_details/60d26a0f47578910003a4587746d4331" \
--request PATCH \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
\"notification_recipients\":
 [\"5dfb9fcf47d78910003a4587746d4367\"],
\"notification_type\":\"reservation_updated\",
\"notification_custom_message\": \"Please join our design
 brainstorming meeting!\"
}" \
--user "username":"password"
```

Return results:

```
"result": {
  "sys_id": "60d26a0f47578910003a4587746d4331"
}
```

WSD Reservation - PATCH /api/sn_wsd_rsv/reservation/update/{sys_id}

Updates a specified workplace reservation.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservation/update/{sys_id}`

Default URL: `/api/sn_wsd_rsv/reservation/update/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Path parameters (continued)

Name	Description
	Data type: String
sys_id	Sys_id of the reservation to modify. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Query parameters

Name	Description
ignore_same_day_validation	Flag that indicates whether the reservation search ignores the change of the date validation between the start and end parameters. Valid values: • true: Ignore the change date validation. • false: Don't ignore the change date validation. Data type: Boolean Default: false

Request body parameters

Name	Description
end	Required if the *shift* parameter isn't passed in. Requested end time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
is_private	Flag that indicates whether the reservation is private. If private, the reservation doesn't appear to anyone except the owner. For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Reservation is private. • false: Reservation isn't private. Data type: Boolean Default: Value set for privacy in the system properties.
location	Required. Sys_id of the location to reserve.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
requested_for	Sys_id or email address of the user for which the reservation is being made. Data type: String Table: User [sys_user]
shift	Sys_id of the shift to associate with the reservation. If this parameter is passed in, the *end* parameter isn't required. For additional information on shift-based reservations, see Enable shift-based reservation. Data type: String Table: Shift [sn_wsd_core_shift]
start	Required. Requested start time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
subject	Required. Subject of the meeting associated with the reservation. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
result	Details of the updated reservation. Data type: Object `"result": { "location_id": "String", "sys_id": "String", "type_of_change": "String" }`
result.location_id	Sys_id of the reservation location record. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
result.sys_id	Sys_id of the modified reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.type_of_change	Type of information updated in the reservation. Data type: String

Example: cURL request

The following code example shows how to update a reservation using this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/reservation/upd
ate/b537abc947db4510003a4587746d4351" \
--request PATCH \
--header "Accept:application/json" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
--header "Content-Type:application/json" \
--data "{
\"subject\": \"Rsv Update_1\",
\"start\": \"2022-07-21 14:00:00\",
\"end\": \"2022-07-21 15:00:00\",
\"requested_for\": \"workplace_user@example.com\",
\"workplace_location\": \"fe1f744edb7650106c731dcd139619ca\",
\"is_private\": \false\
}" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "sys_id": "b537abc947db4510003a4587746d4351",
    "location_id": "fe1f744edb7650106c731dcd139619ca",
    "type_of_change": "location"
  }
}
```

WSD Reservation - POST /api/sn_wsd_rsv/reservation/add

Creates a new workplace reservation.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservation/add`

Default URL: `/api/sn_wsd_rsv/reservation/add`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
ignore_same_day_validation	Flag that indicates whether the reservation search ignores the change of the date validation between the start and end parameters. Valid values: • true: Ignore the change date validation. • false: Don't ignore the change date validation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: Boolean Default: false
timezone	Preferred time zone for performing the request validations. For example: Europe/Amsterdam. This validation checks whether the start and end time fall on the same day. Data type: String Default: User time zone

Request body parameters

Name	Description
end	Required if the *shift* parameter isn't passed in. Requested end time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
is_private	Flag that indicates whether the reservation is private. If private, the reservation doesn't appear to anyone except the owner. For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Reservation is private. • false: Reservation isn't private. Data type: Boolean Default: Value set for privacy in the system properties.
location	Required. Sys_id of the location to reserve. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
requested_for	Sys_id or email address of the user for which the reservation is being made. Data type: String Table: User [sys_user]
reservable_module	Required. Sys_id of the reservable module to associate with the reservation. A reservable module defines the workplace items needed for a reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
shift	Sys_id of the shift to associate with the reservation. If this parameter is passed in, the *end* parameter isn't required. For additional information on shift-based reservations, see Enable shift-based reservation. Data type: String Table: Shift [sn_wsd_core_shift]
start	Required. Requested start time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
subject	Required. Subject of the meeting associated with the reservation. Data type: String

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
sys_id	Sys_id of the created reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Example: cURL request

The following code example shows how to use this endpoint to create a reservation.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/reservation/a
dd" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"reservable_module\": \"c31241cedb7650106c731dcd13961917\",
  \"subject\": \"Test-123\",
  \"reservation_purpose\": \"meeting\",
  \"timezone\": \"US/Pacific\",
  \"requested_for\": \"6816f79cc0a8016401c5a33be04be441\",
  \"location\": \"5eafb44edb7650106c731dcd13961943\",
  \"is_private\": false,
  \"start\": \"2023-01-12T11:00:00Z\",
  \"end\": \"2023-01-12T12:00:00Z\"
}" \
--user "username":"password"
```

Return results:

```
"result": {
  "sys_id": "4b036a9e474b0150003a4587746d43b1"
}
```

WSD Reservation - POST /api/sn_wsd_rsv/reservation/quick_reserve

Creates a new workplace reservation using quick reserve.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/reservation/quick_reserve`

Default URL: `/api/sn_wsd_rsv/reservation/quick_reserve`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
end	Required if the *`shift`* parameter isn't passed in. Requested end time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
ignore_same_day_validation	Required. Flag that indicates whether the endpoint ignores the validation of the change of date between the *`start`* and *`end`* parameters. Valid values: • true: Ignore the change date validation. Set this to true when the start and end dates are the same. • false: Do not ignore the change date validation. Data type: Boolean
reference_location_id	Required. Sys_id of the location, near to which, the user wants to reserve a location. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
reservable_module	Required. Sys_id of the reservable module to associate with the reservation. A reservable module defines the workplace items needed for a reservation. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
shift	Sys_id of the shift to associate with the reservation. If this parameter is passed in, the *end* parameter isn't required. For additional information on shift-based reservations, see Enable shift-based reservation. Data type: String Table: Shift [sn_wsd_core_shift]
start	Required. Requested start time of the reservation. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
sys_id	Sys_id of the created reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Example: cURL request

The following code example shows how to use the quick reserve endpoint to create a reservation.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/reservation/qui
ck_reserve" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"start\":\"2022-05-23 16:00:00\",
  \"end\": \"2022-05-23 17:00:00\",
  \"reservable_module\": \"5db44502dbb650106c731dcd13961937\",
  \"reference_location_id\":
 \"05f5290edb7210106c731dcd13961951\",
  \"ignore_same_day_validation\": \"true\"
}" \
--user "username":"password"
```

Return results:

```
"result": {
  "sys_id": "4b036a9e474b0150003a4587746d43b1"
}
```

WSD Reservation Invitees API

The Workplace Service Delivery (WSD) *Reservation Invitees* API provides endpoints to add invitees to reservations, fetch invitees of a reservation, and reassign invitees of a reservation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To access this API, the caller must have the sn_wsd_core.workplace_user role and the Workplace Reservation Management (sn_wsd_rsv) plugin must be activated.

This API runs in the `sn_wsd_rsv` namespace.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Reservation Invitees - GET /api/sn_wsd_rsv/wsd_reservation_invitees/reservation/{sys_id}

Retrieves details about the invitees associated with a specified reservation.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/wsd_reservation_invitees/reservation/{sys_id}`

Default URL: `/api/sn_wsd_rsv/reservation/{sys_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
sys_id	Sys_id of the reservation for which to return the invitee details. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Return results for the invitees associated with the specified reservation. Data type: Object `{ "result": { "invitees": [Array], "reservationId": "String", "reservationSubType": "String", "success": Boolean } }`
result.invitees	Details about the invitees associated with the reservation. Data type: Array of Objects

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	"invitees": [
	  {
	  "email": "String",
	  "firstName": "String",
	  "inviteeId": "String",
	  "inviteState": {Object},
	  "inviteeType": "String",
	  "isVIP": Boolean,
	  "isWifiRequired": Boolean,
	  "isParkingRequired": Boolean,
	  "lastName": "String",
	  "licensePlate": "String",
	  "location": {Object},
	  "name": "String",
	  "org": "String",
	  "parkingType": "String",
	  "phoneNumber": "String",
	  "privateNotes": "String",
	  "reservationId": "String",
	  "reservationInviteeId":
	"String",
	  "title": "String",
	  "visitorType": "String"
	  }
	]

result.invitees.email	Email address of the invitee. Data type: String
result.invitees.firstName	First name of the invitee. Data type: String
result.invitees.inviteeId	Sys_id of the employee's user record. Data type: String Table: User [sys_user]

result.invitees.inviteState	Details about the current state of the invitee for the reservation.
	
	Data type: Object
	"inviteState": {
	  "displayValue": "String",
	  "value": "String"
	}

result.invitees.inviteState.displayValue	Display value for the invitee state, such as New or Removed. Data type: String
result.invitees.inviteState.value	Internal value for the invitee state.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.invitees.inviteeType	Type of invitee. Valid values: (case-sensitive) • employee • visitor Data type: String
result.invitees.isVIP	Flag that indicates whether the invitee is classified as a VIP. Valid values: • true: Invitee is a VIP. • false: Invitee isn't a VIP. Data type: Boolean
result.invitees.isWifiRequired	Flag that indicates whether the WIFI password should be provided to the visitor upon entry. Valid values: • true: Provide WIFI password. • false: Don't provide WIFI password. Data type: Boolean
result.invitees.isParkingRequired	Flag that indicates whether the invitee requires parking. Valid values: • true: Parking needed. • false: Parking isn't needed. Data type: Boolean
result.invitees.lastName	Last name of the invitee. Data type: String
result.invitees.licensePlate	License plate of the invitee. Data type: String
result.invitees.location	Details about the workplace location of the invitee. Data type: Object `"location": { "displayName": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>{
	  "sysId": "String"
	}</pre>

result.invitees.location.displayName	Display name of the invitee's workplace location, such as Dublin. Data type: String
result.invitees.location.sysId	Sys_id of the invitee workplace location. Data type: String Table: Workplace Location [sn_wsd_core_worplace_location]
result.invitees.name	Name of the invitee. Data type: String
result.invitees.org	Organization of the invitee. Data type: String
result.invitees.parkingType	Type of parking required for invitee. Valid values: (case-sensitive) • ev_parking • none • normal_parking • van_accessible_parking Data type: String
result.invitees.phoneNumber	Phone number of the invitee. Data type: String
result.invitees.privateNotes	Any additional notes provided by the invitee. Data type: String
result.invitees.reservationId	Sys_id of the reservation to which the invitee is associated. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.invitees.reservationInviteeId	Sys_id of the reservation invitee for visitor. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Reservation Invitee [sn_wsd_rsv_m2m_reservation_invitee]
result.invitees.title	Title of the invitee. Data type: String
result.invitees.visitorType	Type of invitee. Valid values: (case-sensitive) • client • contractor • friend_family • others Data type: String
result.reservationId	Sys_id of the reservation to which the invitee is associated. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.reservationSubType	Sub-type of the reservation record, such as single or multi-child. Data type: String
result.success	Flag that indicates whether the call was successful. Possible values: • true: Endpoint call was successful. • false: Endpoint call failed. Data type: Boolean

Example: cURL request

The following code example shows how to retrieve the invitees for a reservation.

```
curl
"http://instance.servicenow.com/api/sn_wsd_rsv/wsd_reservation_i
nvitees/reservation/17979dc9536b01103cf7ddeeff7b12b3" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "success": true,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    "reservationId": "17979dc9536b01103cf7ddeeff7b12b3",
    "reservationSubType": "single",
    "invitees": [
      {
        "reservationId": "17979dc9536b01103cf7ddeeff7b12b3",
        "location": {
          "sysId": "19efb84edb7650106c731dcd1396193c",
          "displayName": "Dublin"
        },
        "reservationInviteeId":
"1f97d58d53e701103cf7ddeeff7b129a",
        "inviteeType": "employee",
        "inviteState": {
          "displayValue": "New",
          "value": "new"
        },
        "inviteeId": "6816f79cc0a8016401c5a33be04be441",
        "name": "System Administrator",
        "email": "admin@example.com"
      },
      {
        "reservationId": "17979dc9536b01103cf7ddeeff7b12b3",
        "location": {
          "sysId": "19efb84edb7650106c731dcd1396193c",
          "displayName": "Dublin"
        },
        "reservationInviteeId":
"8ee7ddc9536b01103cf7ddeeff7b1219",
        "inviteeType": "employee",
        "inviteState": {
          "displayValue": "New",
          "value": "new"
        },
        "inviteeId": "62826bf03710200044e0bfc8bcbe5df1",
        "name": "Abel Tuter",
        "email": "abel.tuter@example.com"
      },
      {
        "reservationId": "17979dc9536b01103cf7ddeeff7b12b3",
        "location": {
          "sysId": "19efb84edb7650106c731dcd1396193c",
          "displayName": "Dublin"
        },
        "reservationInviteeId":
"4ae7d10d536b01103cf7ddeeff7b126b",
        "inviteeType": "visitor",
        "inviteState": {
          "displayValue": "New",
          "value": "new"
        },
        "inviteeId": "86e7d10d536b01103cf7ddeeff7b1267",
        "firstName": "Visitor",
        "lastName": "User",
        "name": "Visitor User",
        "email": "visitoruser@example.com",
        "phoneNumber": "+919876543210",
        "isVIP": true,
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "parkingType": "normal_parking",
        "licensePlate": "1234",
        "isParkingRequired": true,
        "org": "Senow",
        "visitorType": "contractor",
        "title": "President",
        "isWifiRequired": true,
        "privateNotes": "Visiting"
      }
    ]
  }
}
```

WSD Reservation Invitees - POST /api/sn_wsd_rsv/wsd_reservation_invitees/reassign

Reassigns the specified invitees from one reservation to another.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/wsd_reservation_invitees/reassign`

Default URL: `/api/sn_wsd_rsv/wsd_reservation_invitees/reassign`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
reservationId	Required. Sys_id of the reservation for which to reassign the invitees. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
reservationInvitees	List of invitees to reassign to the reservation identified in the *`reservationId`* parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	This removes the specified invitees from an earlier reservation in which they were present as per the reservation invitee table and moves them to this reservation. Data type: Array of Strings Table: Reservation Invitee [sn_wsd_rsv_m2m_reservation_invitee]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response body parameters

Name	Description
result	Details about the invitee reassignment. Data type: Object `"result": { "reservationInviteeIds": [Array], "success": Boolean }`
result.reservationInviteeIds	List of sys_ids of the reservation invitees that were re-assigned to the specified reservation. Data type: Array of Strings
result.success	Flag that indicates whether the invitees were reassigned to the reservation. Possible values: • true: Invitees were successfully reassigned. • false: Invitees weren't reassigned. Data type: Boolean

Example: cURL request

The following code example shows how to reassign invitees to a reservation.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/wsd_reservation_
invitees/reassign" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
\"reservationId\":\"3984e6c1532f01103cf7ddeeff7b129b\",
\"reservationInvitees\":
{\"aa31427f531701103cf7ddeeff7b1243\",\"e231427f531701103cf7ddee
ff7b1243\"}
}" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "success": true,
    "reservationInviteeIds": [
      "aa31427f531701103cf7ddeeff7b1243",
      "e231427f531701103cf7ddeeff7b1243"
    ]
  }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

WSD Reservation Invitees - POST /api/sn_wsd_rsv/wsd_reservation_invitees/submit

Adds the specified invitees to a specified reservation.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/wsd_reservation_invitees/submit`

Default URL: `/api/sn_wsd_rsv/wsd_reservation_invitees/submit`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters (XML or JSON)

Name	Description
invitees	List of invitees to add to the specified reservation. Data type: Object

```
"invitees": [
  {
    "email": "String",
    "firstName": "String",
    "inviteeId": "String",
    "inviteeType": "String",
    "isVIP": Boolean,
    "isWifiRequired": Boolean,
    "lastName": "String",
    "licensePlate": "String",
    "org": "String",
    "parkingType": "String",
    "phone": "String",
    "privateNotes": "String",
    "title": "String",
    "visitorType": "String"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
	}]
invitees.email	Required when *inviteeType* is "visitor". Email address of the invitee. Data type: String
invitees.firstName	First name of the invitee. Data type: String
invitees.inviteeId	Required if *inviteType* is "employee". Sys_id of the employee's user record. Data type: String Table: User [sys_user]
invitees.inviteeType	Required. Type of invitee. Valid values: (case-sensitive) • employee • visitor Data type: String
invitees.isVIP	Flag that indicates whether the invitee is classified as a VIP. Valid values: • true: Invitee is a VIP. • false: Invitee isn't a VIP. Data type: Boolean
invitees.isWifiRequired	Flag that indicates whether the WIFI password should be provided to the visitor upon entry. Valid values: • true: Provide WIFI password. • false: Don't provide WIFI password. Data type: Boolean
invitees.lastName	Last name of the invitee. Data type: String
invitees.licensePlate	License plate of the invitee. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (XML or JSON) (continued)

Name	Description
invitees.org	Organization of the invitee. Data type: String
invitees.parkingType	Type of parking required for invitee. Valid values: (case-sensitive) • ev_parking • none • normal_parking • van_accessible_parking Data type: String
invitees.phone	Phone number of the invitee. Data type: String
invitees.privateNotes	Any additional notes provided by the invitee. Data type: String
invitees.title	Title of the invitee. Data type: String
invitees.visitorType	Type of invitee. Valid values: (case-sensitive) • client • contractor • friend_family • others Data type: String
reservationId	Required. Sys_id of the reservation for which to add the invitees. Data type: String Table: Workplace Reservations [sn_wsd_rsv_reservation]

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

result	Result of adding the invitees to the reservation.
	
	Data type: Object
	
	`"result": {`
	`  "reservationId": "String",`
	`  "success": Boolean`
	`}`

result.reservationId	Sys_id of the reservation to which the invitee was added. Data type: String
result.success	Flag that indicates whether the invitees were added to the reservation. Possible values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Invitees were successfully added. • false: Invitees were not added. Data type: Boolean

Example: cURL request

The following code example shows how to add both a visitor and an employee to a reservation.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/v1/wsd_reservati
on_invitees/submit" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{[
  \"reservationId\": \"041c4a13532f01103cf7ddeeff7b12c0\",
  \"invitees\": [
  {
    \"inviteeType\": \"employee\",
    \"inviteeId\": \"62826bf03710200044e0bfc8bcbe5df1\"
  },
  {
    \"inviteeType\":  \"visitor\",
    \"email\": \"visitoruser@example.com\",
    \"firstName\": \"Visitor\",
    \"lastName\":\"User\",
    \"isVIP\":true,
    \"visitorType\":\"contractor\",
    \"title\": \"ServiceNow Developer\",
    \"phone\": \"+91 9876543210\",
    \"isWifiRequired\": true,
    \"parkingType\": \"ev_parking\",
    \"licensePlate\": \"TS00TS0000\",
    \"org\": \"ServiceNow\",
    \"privateNotes\": \"Remarks\"
  }
]}" \
--user 'username':'password'
```

Return results:

```
{
  "result": {
    "success": true,
    "reservationId": "17979dc9536b01103cf7ddeeff7b12b3"
  }
}
```

WSD Search API

The Workplace Service Delivery (WSD) *Search* API provides endpoints to search for available locations and workplace items such as reservables, reservable modules, and available shifts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To access this API, the caller must have the sn_wsd_core.workplace_user role and the Workplace Safety Management (sn_wsd_core) and Workplace Reservation Management (sn_wsd_rsv) plugins must be activated.

This API runs in the `sn_wsd_rsv` namespace.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Search - GET /api/sn_wsd_rsv/search/availability

Checks whether the specified reservables are available for the specified times.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/search/availability`

Default URL: `/api/sn_wsd_rsv/search/availability`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
end	Required. End time to use to search for available reservable modules. This value must be later than the value specified in the *`start`* parameter. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
include_reservations_within_days	Flag that indicates whether to return all free slots of available times in the response for each reservable for the whole day. Valid values: • true: Return all free slots. • false: Don't return all free slots. Data type: Boolean

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Default: false
reservable_ids	Required. Comma-separated list of reservable sys_ids to evaluate for availability. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
reservation_ids	Comma-separated list of existing reservation sys_ids. Pass this parameter if you want to edit the associated reservations. The time blocked for these sys_ids for the corresponding reservables are treated as available. Data type: String Default: None Table: Workplace Reservation [sn_wsd_rsv_reservation]
reservable_module	Required. Sys_id of the reservable module to include in the search. A reservable module groups similar types of workplace items. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
schedule_view_obj	Details about the schedule view to return. Pass this object if you need 24-hour availability data for reservations that span more than one day. The return results will only contain available times and reservations for the specified date. For this functionality to work properly, the parameters *`ignore_same_day_validation`* and *`include_reservations_within_days`* must be set to `true`. Data type: Object `"schedule_view_obj": { "schedule_view_date": "String", "timezone": "String" }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
schedule_view_obj.schedule_view_date	Date for which to start returning reservation availability. This date must be in the time zone specified in the *schedule_view_obj.timezone* parameter. Data type: String Format: YYYY-MM-DD
schedule_view_obj.timezone	Building time zone to use to determine the reservation availability data to return. For example: US/Pacific. Data type: String
shift	Required if the specified reservable modules are based on a shift. Sys_id of the shift to associate with the reservation. If this parameter is passed in, the *end* parameter isn't required. For additional information on shift-based reservations, see Enable shift-based reservation. Data type: String Table: Shift [sn_wsd_core_shift]
start	Required. Start time to use to search for available reservable modules. This value must be prior to the value specified in the *end* parameter. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	List of all available resevables for the specified times. Data type: Array of Objects `"result": [ { "availableTimes": [Array], "building": {Object}, "campus": {Object}, "email": "String", "floor": {Object}, "is_available": Boolean, "name": "String", "reservations": [Array], "sys_id": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.availableTimes	List of dates/times that the associated reservable is available. Data type: Array
result.building	Details about the building associated with the reservable. Data type: Object `"building": { "display_value": "String", "name": "String", "sys_id": "String" }`
result.building.display_value	Display value for the building. Data type: String
result.building.name	Name of the building. Data type: String
result.building.sys_id	Sys_id of the associated building record. Data type: String
result.campus	Details about the campus associated with the reservable. Data type: Object `"campus": { "display_value": "String", "name": "String", "sys_id": "String" }`
result.campus.display_value	Display number of the Campus on which the reservable resides, such as East Bay. Data type: String
result.campus.name	Name of the campus. Data type: String
result.campus.sys_id	Sys_id of the associated record. Data type: String Table: Campus [sn_wsd_core_campus]
result.email	Email address for the associated reservable. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.floor	Details about the floor associated with the reservable. Data type: Object `"floor": { "display_value": "String", "name": "String", "sys_id": "String" }`
result.floor.display_value	Display number of the floor on which the reservable resides, such as 12. Data type: String
result.floor.name	Name of the floor on which the reservable resides. Data type: String
result.floor.sys_id	Sys_id of the associated record. Data type: String Table: Floor [sn_wsd_core_floor]
result.is_available	Flag that indicates whether the reservable is available to reserve. Valid values: • true: Available to reserve. • false: Not available to reserve. Data type: Boolean
result.name	Name of the reservable. Data type: String
result.reservations	Details about the associated reservation. Data type: Array of Objects `"reservations": [ { "configuration_item": "String", "end": "String", "is_collided": Boolean, "location": {Object}, "number": "String", "requested_for": {Object}, "reservation_purpose": {Object}, "start": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"state": {Object},
	"subject": "String",
	"sys_id": "String"
	}
	]</pre>

result.reservations.configuration_item	Configuration items corresponding to the reservation. Data type: String Table: Configuration Item [cmdb_ci]
result.reservations.end	Reservation end date and time. Data type: String Format: UTC: yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservations.is_collided	Flag that indicates whether the reservation collides with the start and end time of the search. This indicates that the associated reservable location is already reserved for the specified search timespan. Possible values: • true: Collision. • false: No collision. Data type: Boolean

result.reservations.location	Details about the location of the reservation.
	
	Data type: Object
	<pre>"location": {
	"location": "String",
	"timezone": {Object}
	}</pre>

result.reservations.location.location	Sys_id of the associated location record. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]

result.reservations.location.timezone	Details about the time zone associated with the location.
	
	Data type: Object
	<pre>"timezone": {
	"displayValue": "String",</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"value": "String"
	}</pre>

result.reservations.location.timezone.displayValue	Display value for the time zone to which this location belongs. Data type: String
result.reservations.location.timezone.value	Internal value for the time zone to which this location belongs. Data type: String
result.reservations.number	Reservation number. Data type: String

result.reservations.requested_for	Details about the person for whom the reservation was requested on behalf of.
	
	Data type: Object
	<pre>"requested_for": {
	"name": "String",
	"sys_id": "String"
	}</pre>

result.reservations.requested_for.name	Name of the user for whom the reservation was requested for. Data type: String
result.reservations.requested_for.sys_id	Sys_id of the user for whom the reservation is being requested. Data type: String Table: User [sys_user]

result.reservations.reservation_purpose	Details about the purpose of the reservation.
	
	Data type: Object
	<pre>"reservation_purpose": {
	"display_value": "String",
	"value": "String"
	}</pre>

result.reservations.reservation_purpose.display_value	Display value for the purpose of the reservation, such as Company meeting. Data type: String
result.reservations.reservation_purpose.value	Internal value for the purpose of the reservation, such as company_meeting. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservations.start	Reservation start date and time. Data type: String Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservations.state	Details about the state of the reservation for the location. Data type: Object `"state": { "display_value": "String", "value": "String" }`
result.reservations.state.display_value	Display value for the current state of the reservation, such as confirmed. Data type: String
result.reservations.state.value	Internal value for the current state of the reservation, such as 2. Data type: String
result.reservations.subject	Reservation's subject. Data type: String
result.reservations.sys_id	Required. Sys_id of the reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]

Example: cURL request

The following code example shows how to call this endpoint. Note: Line breaks have been added to the query parameters for easier reading.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/search/availabi
lity?
reservable_module=5db44502dbb650106c731dcd13961937&
start=2023-10-12T11:00:00Z&
end=2023-10-15T12:00:00Z&
reservable_ids=adb35f1977220110b3d7be377b5a99fc&
reservation_ids=undefined&
shift=undefined&
schedule_view_obj={"schedule_view_date":"2023-10-12","timezone":
"Europe/Paris"}&
timezone=Europe/Paris&
include_reservations_within_days=true&
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
ignore_same_day_validation=true&
include_unavailable_items=true"  \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:


```
{
  "result": [
    {
      "sys_id": "fe1f744edb7650106c731dcd139619ca",
      "email": null,
      "name": "Aspen",
      "is_available": true,
      "availableTimes": [
        [
          "2022-04-23 07:00:00",
          "2022-04-23 08:30:00"
        ],
        [
          "2022-04-23 09:30:00",
          "2022-04-23 23:00:00"
        ],
        [
          "2022-04-24 00:00:00",
          "2022-04-24 06:59:59"
        ]
      ],
      "floor": {
        "sys_id": "2f554296dbba10106c731dcd139619ed",
        "display_value": "Floor 2",
        "name": "Floor 2"
      },
      "building": {
        "sys_id": "94e264cedb3650106c731dcd13961919",
        "display_value": "CAL-B1",
        "name": "CAL-B1"
      },
      "campus": {
        "sys_id": "82b2a0cedb3650106c731dcd139619e9",
        "display_value": "California Campus",
        "name": "California Campus"
      },
      "reservations": [
        {
          "sys_id": "5fe65830874bc9106342b846dabb352b",
          "number": "WRES0001001",
          "location": {
            "location": "fe1f744edb7650106c731dcd139619ca",
            "timezone": {
              "value": "US/Pacific",
              "displayValue": "US/Pacific"
            }
          },
          "configuration_item": null,
          "start": "2022-04-23T08:30:00Z",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
          "end": "2022-04-23T09:30:00Z",
          "subject": null,
          "reservation_purpose": {
            "value": "meeting",
            "display_value": "Meeting"
          },
          "state": {
            "value": "confirmed",
            "display_value": "Confirmed"
          },
          "is_collided": false,
          "requested_for": {
            "sys_id": "2de07e1887cb89106342b846dabb35fe",
            "name": "Workplace User"
          }
        }
      ]
    }
  ]
}
```


WSD Search - GET /api/sn_wsd_rsv/search/best_match

Searches for the best reservable item match based on provided search criteria.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/search/best_match`

Default URL: `/api/sn_wsd_rsv/search/best_match`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
best_match_count	Number of best matched reservables to return. Data type: Number Default: 1
end	Required. End time to use to search for available reservable modules. This value must be later than the value specified in the *`start`* parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
include_reservable_purposes	Flag that indicates whether to return the purpose of reserving the workplace location for each reservable in the return results. Valid values: • true: Return the reservable purposes. • false: Don't return the reservable purposes. Data type: Boolean Default: false Table: Reservable Purpose [sn_wsd_rsv_reservable_purpose]
include_reservations_within_days	Flag that indicates whether to return all free slots of available times in the response for each reservable for the whole day. Valid values: • true: Return all free slots. • false: Don't return all free slots. Data type: Boolean Default: false
include_standard_services	Flag that indicates whether to return the standard services information in the response. This information is located in the Standard Service [sn_wsd_rsv_standard_service] table. A standard service describes basic provisions available with a reservable workplace item when the reservation is made, such as white boards, additional monitors, and similar services. For additional information on standard services, see Standard services. Valid values: • true: Return the standard services information. • false: Don't return the standard services information. Data type: Boolean Default: false
q	Required. Encoded query to use to filter the search return results. Within this query you must specify the building sys_id and you can specify parameters such as floor, area, capacity, standard services, and reservable_purposes. All passed parameters must be sys_ids, except for capacity, which is a number.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description

	For example: `q=building=94e264cedb3650106c731dcd1396191`
	`^floorINfc7368cedb3650106c731dcd13961902^capacity>=1`
	`^standard_services=55c0818edb7650106c731dcd13961904`
	`^reservable_purposes=d6e5c7cd1ba4e01051848489cc4bcb8`
	
	You can locate this information in the following tables:
	• Area: sn_wsd_core_area
	• Building: sn_wsd_core_building
	• Floor: sn_wsd_core_floor
	• Reservable purposes: sn_wsd_rsv_reservable_purpose
	• Standard services: sn_wsd_rsv_standard_service
	
	Data type: String

reservable_module	Required. Sys_id of the reservable module to include in the search. A reservable module groups similar types of workplace items. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
start	Required. Start time to use to search for available reservable modules. This value must be prior to the value specified in the *end* parameter. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
time_slot	Sys_id of a time slot record for which we are trying to look for the best matching reservable. Data type: String Default: None Table: Time Slot [sn_wsd_rsv_time_slot]
timezone	Preferred time zone, such as Europe/Amsterdam. Data type: String Default: None

Request body parameters

Header	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Return results for the best reservable match. Data type: Object `"result": { "floorsOfSelectedBuilding": [Array], "hasMore": Boolean, "nextItemIndex": Number, "reservableContainers": [Array],`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"reservableUnits": [Array]
	}</pre>

result.floorsOfSelectedBuilding	Details about the floors on which the reservable is located.
	
	Data type: Array of Objects
	<pre>"floorsOfSelectedBuilding": [
	  {
	  "display_value": "String",
	  "external_id": "String",
	  "name": "String",
	  "sys_id": "String"
	  }
	]</pre>

result.floorsOfSelectedBuilding.display_value	Display number of the floor on which the reservable resides, such as 12. Data type: String
result.floorsOfSelectedBuilding.external_id	External identifier for the floor. Data type: String
result.floorsOfSelectedBuilding.name	Name of the floor on which the reservable resides. Data type: String
result.floorsOfSelectedBuilding.sys_id	Sys_id of the associated record. Data type: String Table: Floor [sn_wsd_core_floor]
result.hasMore	Flag that indicates whether there are more reservables in the return results. Possible values: • true: More reservables available. • false: No more reservables available. Data type: Boolean
result.nextItemIndex	Index for the next reservable record to fetch. Use this value when paginating through reservable records. Data type: Number
result.reservableContainers	Only returned for reservable modules whose selection_type field is set to `container`. A container is a grouping of similar items, such as a group of desks.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"reservableContainers": [ { "building": {Object}, "campus": {Object}, "capacity": Number, "display_value": "String", "floor": {Object}, "image": {Object} "sys_id": "String" } ]`
result.reservableContainers.building	Details about the building associated with the reservable container. Data type: Object `"building": { "display_value": "String", "name": "String", "sys_id": "String" }`
result.reservableContainers.building. display_value	Display value for the building. Data type: String
result.reservableContainers.building.name	Name of the building. Data type: String
result.reservableContainers.building.sys_id	Sys_id of the associated building record. Data type: String
result.reservableContainers.campus	Details about the campus on which the reservable is located. Data type: Object `"campus": { "display_value": "String", "name": "String", "sys_id": "String" }` Table: Campus [sn_wsd_core_campus]
result.reservableContainers.campus. display_value	Display number of the Campus on which the reservable resides, such as East Bay. Data type: String
result.reservableContainers.campus.name	Name of the campus.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservableContainers.campus.sys_id	Sys_id of the associated record. Data type: String Table: Campus [sn_wsd_core_campus]
result.reservableContainers.capacity	Maximum number of occupants for the reservable. Data type: Number
result.reservableContainers.display_value	Display value for the reservable container. Data type: String
result.reservableContainers.floor	Details about the floor associated with the reservable container. Data type: Object `"floor": { "display_value": "String", "name": "String", "sys_id": "String" }`
result.reservableContainers.floor.display_value	Display number of the floor on which the reservable resides, such as 12. Data type: String
result.reservableContainers.floor.name	Name of the floor on which the reservable resides. Data type: String
result.reservableContainers.floor.sys_id	Sys_id of the associated record. Data type: String Table: Floor [sn_wsd_core_floor]
result.reservableContainers.image	Details about an image that represents the layout for the associated reservable. Data type: Object `"image": { "link": "String", "sys_id": "String" }` Table: Images [db_image]

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservableContainers.image.link	Link to an image that represents the layout for this reservable. Data type: String Table: Images [db_image]
result.reservableContainers.image.sys_id	Sys_id of the associated image record. Data type: String
result.reservableContainers.sys_id	Sys_id of the associated container record. Data type: String Table: The table in which this resides can be configured for any container type. By default it is in the Area [sn_wsd_core_area] table.
result.reservableUnits	Details about the reservable units that match the specified search criteria. A reservable unit is a single reservable item such as a desk or a chair. Data type: Array of Objects `"reservableUnits": [{ "area": "String", "availableTimes": [Array], "building": {Object}, "campus": {Object}, "capacity": "String", "defaultPrivacyValue": Boolean, "description": "String", "email": "String", "external_id": "String", "floor": {Object}, "image": {Object}, "includedInResult": Boolean, "is_available": Boolean, "is_favorite": Boolean, "is_reservable": "String", "is_reserved": Boolean, "is_selected": Boolean, "location_type": {Object}, "name": "String", "number": "String", "order": "String", "require_approval": Boolean, "requires_check_in": Boolean, "reservable_quantity": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"showPrivacyOption": Boolean,
	"site": {Object},
	"standard_services": [Array],
	"tableName": "String",
	"title": "String",
	“reservable_purposes”: [Array],
	"reservations": [Array],
	"sys_id": "String"
	}
	]</pre>

result.reservableUnits.area	Details about the area in which the reservable module is located.
	
	Data type: Object
	<pre>"area": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>
	Table: Area [sn_wsd_core_area]

result.reservableUnits.area.display_value	Display value for the reservable module area. Data type: String
result.reservableUnits.area.sys_id	Sys_id of the area record associated with the reservable. Data type: String
result.reservableUnits.availableTimes	List of dates/times that the associated reservable is available. Data type: Array

result.reservableUnits.building	Details about the building in which the reservable is located.
	
	Data type: Object
	<pre>"building": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>
	Table: Building [sn_wsd_core_building]

result.reservableUnits.building.display_value	Display value for the building. Data type: String
result.reservableUnits.building.sys_id	Sys_id of the associated building record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservableUnits.campus	Details about the campus on which the reservable is located. Data type: Object `"campus": { "display_value": "String", "sys_id": "String" }` Table: Campus [sn_wsd_core_campus]
result.reservableUnits.campus.display_value	Display number of the Campus on which the reservable resides, such as East Bay. Data type: String
result.reservableUnits.campus.sys_id	Sys_id of the associated record. Data type: String Table: Campus [sn_wsd_core_campus]
result.reservableUnits.capacity	Maximum number of occupants for the reservable. Data type: Number
result.reservableUnits.defaultPrivacyValue	Flag that indicates the default privacy setting for the reservable. For additional information on these privacy settings, see Location privacy settings and impact. Possible values: • true: Privacy setting for the reservable can be overridden. • false: Privacy setting for the reservable can't be overridden. Data type: Boolean
result.reservableUnits.description	Brief description of the reservable. Data type: String
result.reservableUnits.email	Email address for the reservable. Data type: String
result.reservableUnits.external_id	External ID of the reservable used to sync a space mapped in CMS. This value is only

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	populated if there is a map associated with this location. Data type: String
result.reservableUnits.floor	Details about the floor on which the reservable is located. Data type: Object `"floor": { "display_value": "String", "sys_id": "String" }` Table: Floor [sn_wsd_core_floor]
result.reservableUnits.floor.display_value	Display number of the floor on which the reservable resides, such as 12. Data type: String
result.reservableUnits.floor.sys_id	Sys_id of the associated record. Data type: String Table: Floor [sn_wsd_core_floor]
result.reservableUnits.image	Details about an image that represents the layout for the associated reservable. Data type: Object `"image": { "link": "String", "sys_id": "String" }` Table: Images [db_image]
result.reservableUnits.image.link	Link to an image that represents the layout for this reservable. Data type: String Table: Images [db_image]
result.reservableUnits.image.sys_id	Sys_id of the associated image record. Data type: String
result.reservableUnits.includedInResult	Flag that indicates whether the current reservable is included in the return results. Valid values: • true: Included in the return results. • false: Not included in the return results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
result.reservableUnits.is_available	Flag that indicates whether the reservable is available to reserve. Valid values: • true: Available to reserve. • false: Not available to reserve. Data type: Boolean
result.reservableUnits.is_favorite	Flag that indicates whether the reservable is flagged as one of the associated user's favorites. Valid values: • true: Favorite. • false: Not a favorite. Data type: Boolean
result.reservableUnits.is_reservable	Flag that indicates whether it's possible to reserve this reservable. **Note:** If the *include_unavailable_items* query parameter is set to true, unavailable locations are also returned. In this case, if a location is already reserved, then the *is_available* parameter is false, but *is_reservable* is true. Valid values: • true: Available to reserve. • false: Not available to reserve. Data type: Boolean
result.reservableUnits.is_reserved	Flag that indicates whether the reservable is already reserved. Valid values: • true: Available to reserve. • false: Already reserved. Data type: Boolean
result.reservableUnits.is_selected	Flag that indicates whether the reservable is already reserved. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Available to reserve. • false: Already reserved. Data type: Boolean
result.reservableUnits.location_type	Details about the type of location of the reservable, such as workplace/desk, cafe, or gym. Data type: Object `"location_type": { "display_value": "String", "name": "String", "sys_id": "String" }` Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservableUnits.location_type.display_value	Display value of the location type. Data type: String
result.reservableUnits.location_type.name	Name of the location type, such as basement or storage. Same as display value. Data type: String
result.reservableUnits.location_type.sys_id	Sys_id of the associated record. Data type: String Table: Space Type [sn_wsd_core_space_type]
result.reservableUnits.name	Name of the reservable. Data type: String
result.reservableUnits.number	Unique identifier of the reservable. This value is more human readable than the sys_id. Data type: String
result.reservableUnits.order	Order number for the reservable. Data type: Number
result.reservableUnits.require_approval	Flag that indicates whether reserving the reservable requires an approval. Possible values: • true: Approval required. • false: Approval isn't required.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Boolean
result.reservableUnits.requires_check_in	Flag that indicates whether the reservable requires the user to check in. Valid values: • true: Check in required. • false: Check in isn't required. Data type: Boolean
result.reservableUnits.reservable_purposes	Details about the purpose for reserving the associated reservable. Data type: Array of Objects `"reservable_purposes": [ { "name": "String", "short_description": "String", "sys_id": "String" } ]`
result.reservableUnits.reservable_purposes.name	Name of the reservable. Data type: String
result.reservableUnits.reservable_purposes.short_description	Brief description of the reservable. Data type: String
result.reservableUnits.reservable_purposes.sys_id	Sys_id of the reservable purpose record. Data type: String Table: Reservable Purpose [sn_wsd_rsv_reservable_purpose]
result.reservableUnits.reservations	Details about the reservations associated with the reservable. Only populated if the *include_reservations_within_days* query parameter is true and the *reservation_ids* parameter contains reservation IDs, meaning there are reservations already present for this reservable. Data type: Array of Objects `"reservations": [ { "configuration_item": "String", "end": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	"is_collided": Boolean, "location": {Object}, "number": "String", "requested_for": {Object}, "reservation_purpose": {Object}, "start": "String", "state": {Object}, "subject": "String", "sys_id": "String" }]
result.reservableUnits.reservations.configuration_item	Configuration items corresponding to the reservation. Data type: String Table: Configuration Item [cmdb_ci]
result.reservableUnits.reservations.end	Reservation end date and time. Data type: String Format: UTC: yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservableUnits.reservations.is_collided	Flag that indicates whether the reservation collides with the start and end time of the search. This indicates that the associated reservable location is already reserved for the specified search timespan. Possible values: • true: Collision. • false: No collision. Data type: Boolean

result.reservableUnits.reservations.location	Details about the location of the reservation.
	
	Data type: Object
	"location": {
	"location": "String",
	"timezone": {Object}
	}

result.reservableUnits.reservations.location.location	Sys_id of the associated location record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservableUnits.reservations.location.timezone	Details about the time zone associated with the location. Data type: Object `"timezone": { "displayValue": "String", "value": "String" }`
result.reservableUnits.reservations.location.timezone.displayValue	Display value for the time zone to which this location belongs. Data type: String
result.reservableUnits.reservations.location.timezone.value	Internal value for the time zone to which this location belongs. Data type: String
result.reservableUnits.reservations.number	Unique identifier of the reservable. This value is more human readable than the sys_id. Data type: String
result.reservableUnits.reservations.requested_for	Details about the person for whom the reservation was requested on behalf of. Data type: Object `"requested_for": { "name": "String", "sys_id": "String" }`
result.reservableUnits.reservations.requested_for.name	Name of the user for whom the reservation was requested for. Data type: String
result.reservableUnits.reservations.requested_for.sys_id	Sys_id of the user for whom the reservation is being requested. Data type: String Table: User [sys_user]
result.reservableUnits.reservations.reservation_purpose	Details about the purpose of the reservation. Data type: Object `"reservation_purpose": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"value": "String"
	}</pre>

result.reservableUnits.reservations. reservation_purpose.display_value	Display value for the purpose of the reservation, such as Company meeting. Data type: String
result.reservableUnits.reservations. reservation_purpose.value	Internal value for the purpose of the reservation, such as company_meeting. Data type: String
result.reservableUnits.reservations.start	Reservation start date and time. Data type: String Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z

result.reservableUnits.reservations.state	Details about the state of the reservation for the location.
	
	Data type: Object
	<pre>"state": {
	"display_value": "String",
	"value": "String"
	}</pre>

result.reservableUnits.reservations.state. display_value	Display value for the current state of the reservation, such as confirmed. Data type: String
result.reservableUnits.reservations.state.value	Internal value for the current state of the reservation, such as 2. Data type: String
result.reservableUnits.reservations.subject	Reservation's subject. Data type: String
result.reservableUnits.reservations.sys_id	Required. Sys_id of the reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.reservableUnits.reservable_quantity	Maximum number of times the associated reservable can be reserved for the same time. This value is used when assigning neighborhood spaces to an area.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Integer
result.reservableUnits.showPrivacyOption	Flag that indicates whether an employee can override the privacy settings for the associated reservable. For additional information on these privacy settings, see Location privacy settings and impact. Valid values: • true: Privacy settings can be overridden. • false: Privacy setting can't be overridden. Data type: Boolean
result.reservableUnits.site	Details about the site where the reservable resides. Data type: Object `"site": { "display_value": "String", "sys_id": "String" }` Table: Site [sn_wsd_core_site]
result.reservableUnits.site.display_value	Display value of the site. Data type: String
result.reservableUnits.site.sys_id	Sys_id of the associated site record. Data type: String Table: Site [sn_wsd_core_site]
result.reservableUnits.standard_services	Associated standard services, such as flip chart, projector screen, and whiteboard and markers. Data type: Array of Objects `"standard_services": [ { "font_awesome_icon": "String", "name": "String", "short_description": "String", "sys_id": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservableUnits.standard_services.font_awesome_icon	Name of the thumbnail icon associated with the standard service. Data type: String
result.reservableUnits.standard_services.name	Name of the thumbnail icon associated with the standard service. Data type: String
result.reservableUnits.standard_services.short_description	Brief description of the standard service. Data type: String
result.reservableUnits.standard_services.sys_id	Sys_id of the standard service record. Data type: String Table: Standard Service [sn_wsd_rsv_standard_service]
result.reservableUnits.sys_id	Sys_id of the reservable record. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservableUnits.tableName	Name of the table in which the reservable record resides. Data type: String
result.reservableUnits.title	Title of the reservable. Data type: String

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/search/best_match?q=building%3D9e0364cedb3650106c731dcd1396192b&start=2023-01-04T07%3A00%3A00Z&time_slot=d5331cf2dbb5f01038e42b24ca961906&end=2023-01-04T17%3A00%3A00Z&best_match_count=1&reservable_module=2b636b7e1b4e60103523ff751a4bcbe2&timezone=Europe%2FAmsterdam" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "hasMore": false,
    "reservableUnits": [
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    {
      "sys_id": "fe1f744edb7650106c731dcd139619ca",
      "external_id": null,
      "email": null,
      "name": "Aspen",
      "title": "Aspen",
      "description": "A room with large windows, dark leather
seats and a large wooden table.",
      "image": {
        "sys_id": "41c74902dbb650106c731dcd13961944",
        "link": "41c74902dbb650106c731dcd13961944.iix"
      },
      "number": "ROOM0000903",
      "site": {
        "sys_id": "628eec06db7650106c731dcd139619dd",
        "display_value": "North America"
      },
      "campus": {
        "sys_id": "82b2a0cedb3650106c731dcd139619e9",
        "display_value": "California Campus"
      },
      "building": {
        "sys_id": "94e264cedb3650106c731dcd13961919",
        "display_value": "CAL-B1"
      },
      "floor": {
        "sys_id": "2f554296dbba10106c731dcd139619ed",
        "display_value": "Floor 2"
      },
      "area": null,
      "capacity": "16",
      "reservable_quantity": null,
      "location_type": {
        "sys_id": "20713b83eb512010b89bfdfc9c522899",
        "display_value": "Room",
        "name": "Room"
      },
      "order": null,
      "requires_check_in": null,
      "is_reservable": "1",
      "tableName": "sn_wsd_core_room",
      "require_approval": false,
      "standard_services": [
        {
          "sys_id": "abd0c18edb7650106c731dcd13961965",
          "name": "Projector screen",
          "short_description": "Connect laptop to screen (HDMI
and DVI)",
          "font_awesome_icon": "fa-caret-square-o-right"
        }
      ],
      "reservable_purposes": [
        {
          "sys_id": "18f4c3cd1ba4e01051848489cc4bcb82",
          "name": "Board room",
          "short_description": null
        }
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        ],
        "is_available": true,
        "reservations": [
          {
            "sys_id": "5fe65830874bc9106342b846dabb352b",
            "number": "WRES0001001",
            "location": {
              "location": "fe1f744edb7650106c731dcd139619ca",
              "timezone": {
                "value": "US/Pacific",
                "displayValue": "US/Pacific"
              }
            },
            "configuration_item": null,
            "start": "2022-04-23T08:30:00Z",
            "end": "2022-04-23T09:30:00Z",
            "subject": null,
            "reservation_purpose": {
              "value": "meeting",
              "display_value": "Meeting"
            },
            "state": {
              "value": "confirmed",
              "display_value": "Confirmed"
            },
            "is_collided": false,
            "requested_for": {
              "sys_id": "2de07e1887cb89106342b846dabb35fe",
              "name": "Workplace User"
            }
          },
          {
            "sys_id": "af075c30874bc9106342b846dabb3572",
            "number": "WRES0001002",
            "location": {
              "location": "fe1f744edb7650106c731dcd139619ca",
              "timezone": {
                "value": "US/Pacific",
                "displayValue": "US/Pacific"
              }
            },
            "configuration_item": null,
            "start": "2022-04-23T23:00:00Z",
            "end": "2022-04-24T00:00:00Z",
            "subject": null,
            "reservation_purpose": {
              "value": "meeting",
              "display_value": "Meeting"
            },
            "state": {
              "value": "confirmed",
              "display_value": "Confirmed"
            },
            "is_collided": false,
            "requested_for": {
              "sys_id": "2de07e1887cb89106342b846dabb35fe",
              "name": "Workplace User"
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
          }
        ],
        "availableTimes": [
          [
            "2022-04-23 07:00:00",
            "2022-04-23 08:30:00"
          ],
          [
            "2022-04-23 09:30:00",
            "2022-04-23 23:00:00"
          ],
          [
            "2022-04-24 00:00:00",
            "2022-04-24 06:59:59"
          ]
        ],
        "is_favorite": false
      }
    ],
    "reservableContainers": [],
    "nextItemIndex": -1,
    "floorsOfSelectedBuilding": [
      {
        "sys_id": "2f554296dbba10106c731dcd139619ed",
        "display_value": "Floor 2",
        "external_id": null,
        "name": "Floor 2"
      }
    ]
  }
}{
  "result": {
    "hasMore": false,
    "reservableUnits": [
      {
        "sys_id": "32f2a98adb7210106c731dcd13961972",
        "external_id": null,
        "wsd_email": null,
        "name": "B1-03-04",
        "title": "B1-03-04",
        "description": "Desk reserved for the Team-C. After
 10am, free to reserve for everyone.",
        "image": {
          "sys_id": "57b42dcadb7210106c731dcd13961945",
          "link": "57b42dcadb7210106c731dcd13961945.iix"
        },
        "number": "SPCE0009018",
        "site": {
          "sys_id": "b17220cedb3650106c731dcd1396197a",
          "display_value": "Western Europe"
        },
        "campus": {
          "sys_id": "44d2e0cedb3650106c731dcd13961988",
          "display_value": "Amsterdam Campus"
        },
        "building": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_id": "9e0364cedb3650106c731dcd1396192b",
        "display_value": "AMS-B1"
      },
      "floor": {
        "sys_id": "5373a8cedb3650106c731dcd1396198a",
        "display_value": "Floor 3"
      },
      "area": {
        "sys_id": "410ff04edb7650106c731dcd13961973",
        "display_value": "Desks C1"
      },
      "capacity": "1",
      "reservable_quantity": null,
      "location_type": {
        "sys_id": "5f017383eb512010b89bfdfc9c5228c8",
        "display_value": "Workspace/Desk",
        "name": "Workspace/Desk"
      },
      "order": null,
      "requires_check_in": null,
      "is_reservable": "1",
      "tableName": "sn_wsd_core_space",
      "require_approval": false,
      "is_available": true,
      "reservations": [],
      "availableTimes": [
        [
          "2023-01-04 07:00:00",
          "2023-01-04 17:00:00"
        ]
      ],
      "showPrivacyOption": false,
      "defaultPrivacyValue": false,
      "container": {
        "sys_id": "410ff04edb7650106c731dcd13961973",
        "display_value": "Desks C1",
        "floor": {
          "sys_id": "5373a8cedb3650106c731dcd1396198a",
          "display_value": "Floor 3",
          "name": "Floor 3"
        },
        "building": {
          "sys_id": "9e0364cedb3650106c731dcd1396192b",
          "display_value": "AMS-B1",
          "name": "AMS-B1"
        },
        "campus": {
          "sys_id": "44d2e0cedb3650106c731dcd13961988",
          "display_value": "Amsterdam Campus",
          "name": "Amsterdam Campus"
        },
        "capacity": 6,
        "image": {
          "sys_id": "d52c27b21b8e60103523ff751a4bcb49",
          "link": "d52c27b21b8e60103523ff751a4bcb49.iix"
        }
      },
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "includedInResult": true,
        "is_favorite": true
      }
    ],
    "reservableContainers": [
      {
        "sys_id": "410ff04edb7650106c731dcd13961973",
        "display_value": "Desks C1",
        "floor": {
          "sys_id": "5373a8cedb3650106c731dcd1396198a",
          "display_value": "Floor 3",
          "name": "Floor 3"
        },
        "building": {
          "sys_id": "9e0364cedb3650106c731dcd1396192b",
          "display_value": "AMS-B1",
          "name": "AMS-B1"
        },
        "campus": {
          "sys_id": "44d2e0cedb3650106c731dcd13961988",
          "display_value": "Amsterdam Campus",
          "name": "Amsterdam Campus"
        },
        "capacity": 6,
        "image": {
          "sys_id": "d52c27b21b8e60103523ff751a4bcb49",
          "link": "d52c27b21b8e60103523ff751a4bcb49.iix"
        }
      }
    ],
    "nextItemIndex": -1,
    "floorsOfSelectedBuilding": [
      {
        "sys_id": "5373a8cedb3650106c731dcd1396198a",
        "display_value": "Floor 3",
        "external_id": null,
        "name": "Floor 3"
      }
    ]
  }
```


WSD Search - GET /api/sn_wsd_rsv/search/overlapping_reservation

Determines whether an overlapping reservation exists based on the passed parameters.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/search/overlapping_reservation`

Default URL: `/api/sn_wsd_rsv/search/overlapping_reservation`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
end	Required. End time to use to check for overlapping reservations. Data type: String Format: YYYY-MM-DDTHH:MM:SSZ

recurring_pattern	Details about the recurring pattern for the reservation.
	
	Data type: Object
	
	`"recurring_pattern": {`
	`  "duration": Number,`
	`  "options": {Object},`
	`  "repeats": "String",`
	`  "startDate":"String"`
	`}`

recurring_pattern.duration	Length of time to check. Data type: Number Unit: Seconds

recurring_pattern.options	Details about the options associated with the recurring reservation.
	
	Data type: Object
	
	`"options": {`
	`  "count": Number,`
	`  "daysOfWeek": "String",`
	`  "every": Number`
	`}`

recurring_pattern.options.count	Number of times the pattern is repeated. Data type: Number
recurring_pattern.options.daysOfWeek	Days of the week to check for overlap. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• 1 = Monday • 2 = Tuesday • 3 = Wednesday • 4 = Thursday • 5 = Friday • 6 = Saturday • 7 = Sunday For example, to specify Tuesday, Thursday, and Friday, pass 245 (no delimiter). Data type: String
recurring_pattern.options.every	Pattern repeat interval to check. For example, if this value is 2, it checks the repeat pattern based on the selection in the *repeats* parameter, such as every other day or every other week. Data type: Number
recurring_pattern.options.repeats	Repeating pattern for the reservation overlap check. Possible values: (case-sensitive) • daily • monthly • weekly • yearly Data type: String
reservable_id	Sys_id of the reservable module to check for overlapping reservations. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
reservation_id	Sys_id of the reservation to check for overlap. This value is needed in the edit flow of multi/group parents. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
shift_info_object	Details of the shift to check for overlap.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	For additional information on shift-based reservations, see Enable shift-based reservation. Data type: Object `"shift_info_object": { "applyToShift": Boolean, "shift": "String", "timezone": "String" }`
shift_info_object.applyToShift	Flag that indicates whether shift-based reservations are enabled for the reservable module. Valid values: • true: Allow shift-based reservations. • false: Don't allow shift-based reservations. Data type: Boolean
shift_info_object.shift	Sys_id of the shift to associate with the reservation. If this parameter is passed in, the *end* parameter isn't required. Data type: String Table:Shift [sn_wsd_core_shift]
shift_info_object.timezone	Time zone of the shift to check for overlap. Data type: String
start	Required. Start time to use to check for overlapping reservations. Data type: String Format: YYY-MM-DDTHH:MM:SSZ
user_id	Required. Sys_id of the user to check for overlapping reservations. Data type: String Table: User [sys_user]

Request body parameters (XML or JSON)

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
400	Bad Request. A bad request type or malformed request was detected.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters (JSON or XML)

Name	Description
results	Details of the results of the overlap check. Data type: Object `"results": { "isOverlapped": Boolean, "reservableId": "String" }`
results.isOverlapped	Flag that indicates whether an overlapping reservation exists. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Overlapping reservation exists. • false: Overlapping reservation doesn't exist. Data type: Boolean
results.reservableId	In the case of a group reservation, the sys_id of the reservable for which the overlap occurs. Data type: String

Example: cURL request

The following code example shows how to check for a reservation overlap for a specific user and for a specific period of time denoted by the *start* and *end* parameters.

```
curl
 "http://instance.servicenow.com/api/sn_wsd_rsv/search/overlappi
ng_reservation?user_id=2e617fecc3d365101e38b23bb00131ec&end=2023
-06-19T8:00:00Z&start=2023-06-19T07:00:00Z" \
--request GET \
--header "Accept:application/json" \
--user 'username':'password'
```

Return results:

```
{
"results": {
  "isOverlapped": True,
  "reservableId": ""
  }
}
```

WSD Search - GET /api/sn_wsd_rsv/search/reservable

Searches for available reservable items using a specified reservable model configuration.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/search/reservable`

Default URL: `/api/sn_wsd_rsv/search/reservable`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters

Name	Description
end	Required. End time to use to search for available reservable modules. T value must be later than the value specified in the *start* parameter. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
exclude_reservables	List of one or more sys_ids of reservables to exclude from the search re Data type: String or Array Table: The table in which these sys_ids are located is specified in the reservable_table field in the Reservable Module [sn_wsd_rsv_reservable_module] table. It can be either the Space [sn_wsd_core_space] or Room [sn_wsd_core_room] table.
ignore_same_day_validation	Flag that indicates whether the reservation search ignores the change date validation between the start and end parameters. Valid values: • true: Ignore the change date validation. • false: Don't ignore the change date validation. Data type: Boolean Default: false
include_reservable_purposes	Flag that indicates whether to return the purpose of reserving the work location for each reservable in the return results. Valid values: • true: Return the reservable purposes. • false: Don't return the reservable purposes. Data type: Boolean Default: false Table: Reservable Purpose [sn_wsd_rsv_reservable_purpose]
include_reservations_within_days	Flag that indicates whether to return all free slots of available times in t response for each reservable for the whole day. Valid values: • true: Return all free slots. • false: Don't return all free slots. Data type: Boolean Default: false

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
include_standard_services	Flag that indicates whether to return the standard services information in the response. This information is located in the Standard Service [sn_wsd_rsv_standard_service] table. A standard service describes basic provisions available with a reserva workplace item when the reservation is made, such as white boards, additional monitors, and similar services. For additional information on standard services, see Standard services. Valid values: • true: Return the standard services information. • false: Don't return the standard services information. Data type: Boolean Default: false
near_by_location_id	Required if the *rsv_path* parameter is set to `browse_near_a_pe` Sys_id of the location to use in the encoded query. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
neighborhood	Required if the `rsv_path` parameter is set to `browse_by_neighborhood`. Only available if the Space Management (sn_wsd_spc_mgmt_neighbo plugin is activated. Sys_id of the neighborhood record to use in the encoded query. For additional information on neighborhood space reservations, see C neighborhood reservations. Data type: String Table: Neighborhood [sn_wsd_spcmgmt_neighborhood]
next_item_index	Index of next item to retrieve. Pass this parameter when paginating the results. Data type: Number Default: 0
page_size	Maximum number of records to return in the return results. Data type: Number Default: 6

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
q	Required. Encoded query to use to filter the search return results. Withi query you must specify the building sys_id and you can specify param such as floor, area, capacity, standard services, and reservable_purpos All passed parameters must be sys_ids, except for capacity, which is a number. For example: `q=building=94e264cedb3650106c731dcd1396 ^floorINfc7368cedb3650106c731dcd13961902^capacit ^standard_services=55c0818edb7650106c731dcd13961 ^reservable_purposes=d6e5c7cd1ba4e01051848489cc4` You can locate this information in the following tables: • Area: sn_wsd_core_area • Building: sn_wsd_core_building • Floor: sn_wsd_core_floor • Reservable purposes: sn_wsd_rsv_reservable_purpose • Standard services: sn_wsd_rsv_standard_service Data type: String
reservable_module	Required. Sys_id of the reservable module to include in the search. A reservable module groups similar types of workplace items. Data type: String Table: Reservable Module [sn_wsd_rsv_reservable_module]
reservation_ids	Comma-separated list of existing reservation sys_ids. Pass this parame you want to edit the associated reservations. The time blocked for these sys_ids for the corresponding reservables a treated as available. Data type: String Default: None Table: Workplace Reservation [sn_wsd_rsv_reservation]
rsv_path	Reservation path to apply to the search. Valid values: • browse_all: Search all reservables. • browse_by_area: Search the reservables near a specific location. An identifier must be passed in the encoded query (*q* parameter).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	• browse_by_neighborhood: Search the reservables near the neighbo specified in the *neighborhood* parameter. • browse_near_a_person: Search the reservables near the workplace location of the person specified in the *near_by_location_id* parameter. Data type: String Default: browse_all
schedule_view_obj	Details about the schedule view to return. Pass this object if you need hour availability data for reservations that span more than one day. The results will only contain available times and reservations for the specifi date. For this functionality to work properly, the parameters *ignore_same_day_validation* and *include_reservations_within_days* must be set to `true`. Data type: Object `"schedule_view_obj": { "schedule_view_date": "String", "timezone": "String" }`
schedule_view_obj.schedule_view_date	Date for which to start returning reservation availability. This date must in the time zone specified in the *schedule_view_obj.timezone* parameter. Data type: String Format: YYYY-MM-DD
schedule_view_obj.timezone	Building time zone to use to determine the reservation availability data return. For example: US/Pacific. Data type: String
start	Required. Start time to use to search for available reservable modules. value must be prior to the value specified in the *end* parameter. Data type: String Format: UTC or local time (yyyy-mm-dd hh:mm:ss)
shift	Sys_id of the shift to associate with the reservation. If this parameter is passed in, the *end* parameter isn't required. For additional information on shift-based reservations, see Enable shif reservation. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Query parameters (continued)

Name	Description
	Table: Shift [sn_wsd_core_shift]
sort_by	Desired sort order of the returned reservable items. Valid values: • a_z: Ascending sort order. • favorites_first: Sorted by the user's favorite workplace reservables fir ascending for the rest. • z_a: Descending sort order. Data type: String Default: a_z
timezone	Preferred time zone, such as Europe/Amsterdam. Data type: String Default: None

Request body parameters

Name	Description
None	

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *`application/json`*, *`application/xml`* or, *`text/xml`*. Default: *`application/json`*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Return results for the specified search. Data type: Object `"result": { "filter": {Object}, "hasMore": Boolean, "nextFavIndex": Number, "nextItemIndex": Number, "reservableContainers": [Array], "reservableUnits": [Array], "totalProcessed": Number }`
result.filter	Details about the floors, standard services, and reservable purposes of the reservables. If the *include_standard_services* or *include_reservable_purposes* parameters are set to false, *standard_services* and *reservable_purposes* are empty arrays. Data type: Object `"filter": { "floors": [Array], "reservable_purposes": [Array], "standard_services": [Array] }`
result.filter.floors	Details about the floor on which the reservable is located. Data type: Object `"floors": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"display_value": "String",
	"sys_id": "String"
	}
	]</pre>

result.filter.floors.display_value	Display number of the floor on which the reservable resides, such as 12. Data type: String
result.filter.floors.sys_id	Sys_id of the associated record. Data type: String Table: Floor [sn_wsd_core_floor]

result.filter.standard_services	Only populated if the *include_standard_services* parameter is set to true.
	Associated standard services, such as flip chart, projector screen, and whiteboard and markers.
	
	Data type: Array of Objects
	<pre>"standard_services": [
	{
	"font_awesome_icon":
	"String",
	"name": "String",
	"short_description":
	"String",
	"sys_id": "String"
	}
	]</pre>

result.filter.standard_services. font_awesome_icon	Name of the thumbnail icon associated with the standard service. Data type: String
result.filter.standard_services.name	Name of the standard service. Data type: String
result.filter.standard_services.short_description	Brief description of the standard service. Data type: String
result.filter.standard_services.sys_id	Sys_id of the standard service record. Data type: String Table: Standard Service [sn_wsd_rsv_standard_service]
result.filter.reservable_purposes	Details about the purpose for reserving the associated reservable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Array of Objects `"reservable_purposes": [ { "name": "String", "short_description": "String", "sys_id": "String" } ]`
result.filter.reservable_purposes.name	Name of the reservable. Data type: String
result.filter.reservable_purposes.short_description	Brief description of the reservable. Data type: String
result.filter.reservable_purposes.sys_id	Sys_id of the reservable purpose record. Data type: String Table: Reservable Purpose [sn_wsd_rsv_reservable_purpose]
result.hasMore	Flag that indicates whether there are more reservables in the return results. Possible values: • true: More reservables available. • false: No more reservables available. Data type: Boolean
result.nextFavIndex	Index for the next favorite reservable for the user. Use this value when paginating through the user's favorite reservables. Data type: Number
result.nextItemIndex	Index for the next reservable record to fetch. Use this value when paginating through reservable records. Data type: Number
result.reservableContainers	Only returned for reservable modules whose selection_type field is set to `container`. A container is a grouping of similar items, such as a group of desks. Data type: Array of Objects `"reservableContainers": [ {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"building": {Object},
	"campus": {Object},
	"capacity": Number,
	"display_value": "String",
	"floor": {Object},
	"image": {Object}
	"sys_id": "String"
	}
	]</pre>

result.reservableContainers.building	Details about the building associated with the reservable container.
	
	Data type: Object
	<pre>"building": {
	"display_value": "String",
	"name": "String",
	"sys_id": "String"
	}</pre>

result.reservableContainers.building.display_value	Display value for the building. Data type: String
result.reservableContainers.building.name	Name of the building. Data type: String
result.reservableContainers.building.sys_id	Sys_id of the associated building record. Data type: String

result.reservableContainers.campus	Details about the campus on which the reservable is located.
	
	Data type: Object
	<pre>"campus": {
	"display_value": "String",
	"name": "String",
	"sys_id": "String"
	}</pre>
	Table: Campus [sn_wsd_core_campus]

result.reservableContainers.campus.display_value	Display number of the Campus on which the reservable resides, such as East Bay. Data type: String
result.reservableContainers.campus.name	Name of the campus. Data type: String
result.reservableContainers.campus.sys_id	Sys_id of the associated record. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Campus [sn_wsd_core_campus]
result.reservableContainers.capacity	Maximum number of occupants for the reservable. Data type: Number
result.reservableContainers.display_value	Display value for the reservable container. Data type: String
result.reservableContainers.floor	Details about the floor associated with the reservable container. Data type: Object `"floor": { "display_value": "String", "name": "String", "sys_id": "String" }`
result.reservableContainers.floor.display_value	Display number of the floor on which the reservable resides, such as 12. Data type: String
result.reservableContainers.floor.name	Name of the floor on which the reservable resides. Data type: String
result.reservableContainers.floor.sys_id	Sys_id of the associated record. Data type: String Table: Floor [sn_wsd_core_floor]
result.reservableContainers.image	Link to an image that represents the layout for this reservable. Data type: String Table: Images [db_image]
result.reservableContainers.image.link	Link to an image that represents the layout for this reservable. Data type: String Table: Images [db_image]
result.reservableContainers.image.sys_id	Sys_id of the associated image record. Data type: String
result.reservableContainers.sys_id	Sys_id of the associated container record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String Table: The table in which this resides can be configured for any container type. By default it is in the Area [sn_wsd_core_area] table.
result.reservableUnits	Details about the reservable units that match the specified search criteria. A reservable unit is a single reservable item such as a desk or a chair. Data type: Array of Objects `"reservableUnits": [{ "area": "String", "availableTimes": [Array], "building": {Object}, "campus": {Object}, "capacity": "String", "defaultPrivacyValue": Boolean, "description": "String", "email": "String", "external_id": "String", "floor": {Object}, "image": {Object}, "includedInResult": Boolean, "is_available": Boolean, "is_favorite": Boolean, "is_reservable": "String", "is_reserved": Boolean, "is_selected": Boolean, "location_type": {Object}, "name": "String", "number": "String", "order": "String", "require_approval": Boolean, "requires_check_in": Boolean, "reservable_quantity": "String", "showPrivacyOption": Boolean, "site": {Object}, "standard_services": [Array], "tableName": "String", "title": "String", “reservable_purposes”: [Array], "reservations": [Array], "sys_id": "String"`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	<pre> }]</pre>

result.reservableUnits.area	Details about the area in which the reservable module is located.
	
	Data type: Object
	<pre>"area": {
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>
	Table: Area [sn_wsd_core_area]

result.reservableUnits.area.display_value	Display value for the reservable module area. Data type: String
result.reservableUnits.area.sys_id	Sys_id of the area record associated with the reservable. Data type: String
result.reservableUnits.availableTimes	List of dates/times that the associated reservable is available. Data type: Array

result.reservableUnits.building	Details about the building in which the reservable is located.
	
	Data type: Object
	<pre>"building": {
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>
	Table: Building [sn_wsd_core_building]

result.reservableUnits.building.display_value	Display value for the building. Data type: String
result.reservableUnits.building.sys_id	Sys_id of the associated building record. Data type: String

result.reservableUnits.campus	Details about the campus on which the reservable is located.
	
	Data type: Object
	<pre>"campus": {
	  "display_value": "String",
	  "sys_id": "String"
	}</pre>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Table: Campus [sn_wsd_core_campus]
result.reservableUnits.campus.display_value	Display number of the Campus on which the reservable resides, such as East Bay. Data type: String
result.reservableUnits.campus.sys_id	Sys_id of the associated record. Data type: String Table: Campus [sn_wsd_core_campus]
result.reservableUnits.capacity	Maximum number of occupants for the reservable. Data type: Number
result.reservableUnits.description	Brief description of the reservable. Data type: String
result.reservableUnits.email	Email address for the reservable. Data type: String
result.reservableUnits.external_id	External ID of the reservable used to sync a space mapped in CMS. This value is only populated if there is a map associated with this location. Data type: String
result.reservableUnits.floor	Details about the floor on which the reservable is located. Data type: Object `"floor": { "display_value": "String", "sys_id": "String" }` Table: Floor [sn_wsd_core_floor]
result.reservableUnits.floor.display_value	Display number of the floor on which the reservable resides, such as 12. Data type: String
result.reservableUnits.floor.sys_id	Sys_id of the associated record. Data type: String Table: Floor [sn_wsd_core_floor]
result.reservableUnits.image	Details about an image that represents the layout for the associated reservable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: Object `"image": { "link": "String", "sys_id": "String" }` Table: Images [db_image]
result.reservableUnits.image.link	Link to an image that represents the layout for this reservable. Data type: String Table: Images [db_image]
result.reservableUnits.image.sys_id	Sys_id of the associated image record. Data type: String
result.reservableUnits.includedInResult	Flag that indicates whether the current reservable is included in the return results. Valid values: • true: Included in the return results. • false: Not included in the return results. Data type: Boolean
result.reservableUnits.is_available	Flag that indicates whether the reservable is available to reserve. Valid values: • true: Available to reserve. • false: Not available to reserve. Data type: Boolean
result.reservableUnits.is_favorite	Flag that indicates whether the reservable is flagged as one of the associated user's favorites. Valid values: • true: Favorite. • false: Not a favorite. Data type: Boolean
result.reservableUnits.is_reservable	Flag that indicates whether it's possible to reserve this reservable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Note: If the *include_unavailable_items* query parameter is set to true, unavailable locations are also returned. In this case, if a location is already reserved, then the *is_available* parameter is false, but *is_reservable* is true. Valid values: • true: Available to reserve. • false: Not available to reserve. Data type: Boolean
result.reservableUnits.is_reserved	Flag that indicates whether the reservable is already reserved. Valid values: • true: Available to reserve. • false: Already reserved. Data type: Boolean
result.reservableUnits.is_selected	Flag that indicates whether the reservable is already reserved. Valid values: • true: Available to reserve. • false: Already reserved. Data type: Boolean
result.reservableUnits.location_type	Details about the type of location of the reservable, such as workplace/desk, cafe, or gym. Data type: Object `"location_type": { "display_value": "String", "name": "String", "sys_id": "String" }` Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservableUnits.location_type.display_value	Display value of the location type. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservableUnits.location_type.name	Name of the location type, such as basement or storage. Same as display value. Data type: String
result.reservableUnits.location_type.sys_id	Sys_id of the associated record. Data type: String Table: Space Type [sn_wsd_core_space_type]
result.reservableUnits.name	Name of the reservable. Data type: String
result.reservableUnits.number	Unique identifier of the reservable. This value is more human readable than the sys_id. Data type: String
result.reservableUnits.order	Order number for the reservable. Data type: Number
result.reservableUnits.require_approval	Flag that indicates whether reserving the reservable requires an approval. Possible values: • true: Approval required. • false: Approval isn't required. Data type: Boolean
result.reservableUnits.requires_check_in	Flag that indicates whether the reservable requires the user to check in. Valid values: • true: Check in required. • false: Check in isn't required. Data type: Boolean
result.reservableUnits.reservable_purposes	Details about the purpose for reserving the associated reservable. Data type: Array of Objects `"reservable_purposes": [ { "name": "String", "short_description": "String", "sys_id": "String" } ]`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
result.reservableUnits.reservable_purposes.name	Name of the reservable. Data type: String
result.reservableUnits.reservable_purposes.short_description	Brief description of the reservable. Data type: String
result.reservableUnits.reservable_purposes.sys_id	Sys_id of the reservable purpose record. Data type: String Table: Reservable Purpose [sn_wsd_rsv_reservable_purpose]
result.reservableUnits.reservations	Details about the reservations associated with the reservable. Only populated if the *include_reservations_within_days* query parameter is true and the *reservation_ids* parameter contains reservation IDs, meaning there are reservations already present for this reservable. Data type: Array of Objects `"reservations": [ { "configuration_item": "String", "end": "String", "is_collided": Boolean, "location": {Object}, "number": "String", "requested_for": {Object}, "reservation_purpose": {Object}, "start": "String", "state": {Object}, "subject": "String", "sys_id": "String" } ]`
result.reservableUnits.reservations.configuration_item	Configuration items corresponding to the reservation. Data type: String Table: Configuration Item [cmdb_ci]
result.reservableUnits.reservations.end	Reservation end date and time. Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Format: UTC: yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservableUnits.reservations.is_collided	Flag that indicates whether the reservation collides with the start and end time of the search. This indicates that the associated reservable location is already reserved for the specified search timespan. Possible values: • true: Collision. • false: No collision. Data type: Boolean

result.reservableUnits.reservations.location	Details about the location of the reservation.
	
	Data type: Object
	`"location": {`
	`  "location": "String",`
	`  "timezone": {Object}`
	`}`

result.reservableUnits.reservations.location.location	Sys_id of the associated location record. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]

result.reservableUnits.reservations.location.timezone	Details about the time zone associated with the location.
	
	Data type: Object
	`"timezone": {`
	`  "displayValue": "String",`
	`  "value": "String"`
	`}`

result.reservableUnits.reservations.location.timezone.displayValue	Display value for the time zone to which this location belongs. Data type: String
result.reservableUnits.reservations.location.timezone.value	Internal value for the time zone to which this location belongs. Data type: String
result.reservableUnits.reservations.number	Unique identifier of the reservable. This value is more human readable than the sys_id.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.reservableUnits.reservations.requested_for	Details about the person for whom the reservation was requested on behalf of. Data type: Object `"requested_for": { "name": "String", "sys_id": "String" }`
result.reservableUnits.reservations.requested_for.name	Name of the user for whom the reservation was requested for. Data type: String
result.reservableUnits.reservations.requested_for.sys_id	Sys_id of the user for whom the reservation is being requested. Data type: String Table: User [sys_user]
result.reservableUnits.reservations.reservation_purpose	Details about the purpose of the reservation. Data type: Object `"reservation_purpose": { "display_value": "String", "value": "String" }`
result.reservableUnits.reservations.reservation_purpose.display_value	Display value for the purpose of the reservation, such as Company meeting. Data type: String
result.reservableUnits.reservations.reservation_purpose.value	Internal value for the purpose of the reservation, such as company_meeting. Data type: String
result.reservableUnits.reservations.start	Reservation start date and time. Data type: String Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2021-02-05T18:00:00Z
result.reservableUnits.reservations.state	Details about the state of the reservation for the location. Data type: Object `"state": { "display_value": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"value": "String"
	}</pre>

result.reservableUnits.reservations.state.display_value	Display value for the current state of the reservation, such as confirmed. Data type: String
result.reservableUnits.reservations.state.value	Internal value for the current state of the reservation, such as 2. Data type: String
result.reservableUnits.reservations.subject	Reservation's subject. Data type: String
result.reservableUnits.reservations.sys_id	Required. Sys_id of the reservation record. Data type: String Table: Workplace Reservation [sn_wsd_rsv_reservation]
result.reservableUnits.reservable_quantity	Maximum number of times the associated reservable can be reserved for the same time. This value is used when assigning neighborhood spaces to an area. Data type: Integer

result.reservableUnits.site	Details about the site where the reservable resides.
	
	Data type: Object
	<pre>"site": {
	"display_value": "String",
	"sys_id": "String"
	}</pre>
	Table: Site [sn_wsd_core_site]

result.reservableUnits.site.display_value	Display value of the site. Data type: String
result.reservableUnits.site.sys_id	Sys_id of the associated site record. Data type: String Table: Site [sn_wsd_core_site]
result.reservableUnits.standard_services	Associated standard services, such as flip chart, projector screen, and whiteboard and markers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	Data type: Array of Objects
	<pre>"standard_services": [
	  {
	  "font_awesome_icon":
	"String",
	  "name": "String",
	  "short_description":
	"String",
	  "sys_id": "String"
	  }
	]</pre>

result.reservableUnits.standard_services.font_awesome_icon	Name of the thumbnail icon associated with the standard service. Data type: String
result.reservableUnits.standard_services.name	Name of the thumbnail icon associated with the standard service. Data type: String
result.reservableUnits.standard_services.short_description	Brief description of the standard service. Data type: String
result.reservableUnits.standard_services.sys_id	Sys_id of the standard service record. Data type: String Table: Standard Service [sn_wsd_rsv_standard_service]
result.reservableUnits.sys_id	Sys_id of the reservable record. Data type: String Table: Workplace Location [sn_wsd_core_workplace_location]
result.reservableUnits.tableName	Name of the table in which the reservable record resides. Data type: String
result.reservableUnits.title	Title of the reservable. Data type: String
result.totalProcessed	Total number of records processed. Data type: Number

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example: cURL request

This example shows how to search for reservables using this endpoint. Note: Line breaks have been added to the query parameters for easier reading.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/search/reservab
le?
reservable_module=d9864189c3653910977396cb05013100&
start=2023-10-12T10:30:00Z&
end=2023-10-13T11:30:00Z&
include_standard_services=true&
include_reservable_purposes=true&
include_reservations_within_days=true&
include_unavailable_items=true&
near_by_location_id=undefined&
timezone=Europe/Paris&
page_size=6&
sort_by=a_z&
view=schedule&
rsv_path=browse_all&
ignore_same_day_validation=true&
schedule_view_obj={"schedule_view_date":"2023-10-12","timezone":
"Europe/Paris"}&
q=building=dea39b1977220110b3d7be377b5a9955\
--request GET \
--header "Accept:application/json"
--user "username":"password"
```

Return results:

```
{
  "result": {
    "hasMore": true,
    "reservableUnits": [
      {
        "sys_id": "fe1f744edb7650106c731dcd139619ca",
        "external_id": null,
        "email": null,
        "name": "Aspen",
        "title": "Aspen",
        "description": "A room with large windows, dark leather
 seats and a large wooden table.",
        "image": {
          "sys_id": "41c74902dbb650106c731dcd13961944",
          "link": "41c74902dbb650106c731dcd13961944.iix"
        },
        "number": "ROOM0000903",
        "site": {
          "sys_id": "628eec06db7650106c731dcd139619dd",
          "display_value": "North America"
        },
        "campus": {
          "sys_id": "82b2a0cedb3650106c731dcd139619e9",
          "display_value": "California Campus"
        },
        "building": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        "sys_id": "94e264cedb3650106c731dcd13961919",
        "display_value": "CAL-B1"
      },
      "floor": {
        "sys_id": "2f554296dbba10106c731dcd139619ed",
        "display_value": "Floor 2"
      },
      "area": null,
      "capacity": "16",
      "reservable_quantity": null,
      "location_type": {
        "sys_id": "20713b83eb512010b89bfdfc9c522899",
        "display_value": "Room",
        "name": "Room"
      },
      "order": null,
      "requires_check_in": null,
      "is_reservable": "1",
      "tableName": "sn_wsd_core_room",
      "require_approval": false,
      "standard_services": [
        {
          "sys_id": "9b01458edb7650106c731dcd13961945",
          "name": "Flip chart",
          "short_description": "Flip chart with paper sheets",
          "font_awesome_icon": "fa-calendar-o"
        }
      ],
      "reservable_purposes": [
        {
          "sys_id": "18f4c3cd1ba4e01051848489cc4bcb82",
          "name": "Board room",
          "short_description": null
        }
      ],
      "is_available": true,
      "reservations": [
        {
          "sys_id": "5fe65830874bc9106342b846dabb352b",
          "number": "WRES0001001",
          "location": {
            "location": "fe1f744edb7650106c731dcd139619ca",
            "timezone": {
              "value": "US/Pacific",
              "displayValue": "US/Pacific"
            }
          },
          "configuration_item": null,
          "start": "2022-04-23T08:30:00Z",
          "end": "2022-04-23T09:30:00Z",
          "subject": null,
          "reservation_purpose": {
            "value": "meeting",
            "display_value": "Meeting"
          },
          "state": {
            "value": "confirmed",
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "display_value": "Confirmed"
          },
          "is_collided": false,
          "requested_for": {
            "sys_id": "2de07e1887cb89106342b846dabb35fe",
            "name": "Workplace User"
          }
        }
      ],
      "availableTimes": [
        [
          "2022-04-23 07:00:00",
          "2022-04-23 08:30:00"
        ],
        [
          "2022-04-23 09:30:00",
          "2022-04-23 23:00:00"
        ]
      ],
     "is_reserved": true,
     "is_selected": true,
      "includedInResult": true,
      "is_favorite": false
    }
  ],
  "reservableContainers": [],
  "nextItemIndex": -1,
  "filter": {
    "floors": [],
    "standard_services": [
      {
        "sys_id": "9b01458edb7650106c731dcd13961945",
        "name": "Flip chart",
        "short_description": "Flip chart with paper sheets",
        "font_awesome_icon": "fa-calendar-o"
      }
    ],
    "reservable_purposes": [
      {
        "sys_id": "18f4c3cd1ba4e01051848489cc4bcb82",
        "name": "Board room",
        "short_description": null
      }
    ]
  },
  "totalProcessed": 2,
  "nextFavIndex": 0
 }
}
```


WSD Search - GET /api/sn_wsd_rsv/search/shift/{building_id}/{module_id}

Returns an encoded query that you can use to search for available shifts in the Shift [sn_wsd_core_shift] table.

Only applicable if the appy_to_shift field in the specified reservable module is enabled. Otherwise, the returned encoded query string will be empty.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/search/shift/{building_id}/{module_id}`

Default URL: `/api/sn_wsd_rsv/search/shift/{building_id}/{module_id}`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
building_id	Sys_id of the building to include in the search query. Data type: String Table: Building [sn_wsd_core_building]
module_id	Sys_id of the reservable module to include in the search query. A reservable module groups similar types of workplace items, such a chairs or desks. Data type: String Table: Reservable Module [sn_wsd_core_reservable_module]

Query parameters

Name	Description
None	

Request body parameters

Name	Description
end_date	Shift end date and time to include in the encoded query. Data type: String Format: yyyy-mm-dd hh:mm:ss
start_date	Shift start date and time to include in the encoded query. Data type: String Format: yyyy-mm-dd hh:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description

result	Encoded query to use to acquire the specified available shifts.
	
	Data type: Object
	
	`"result": {`
	`  "moduleHasShift": Boolean,`
	`  "query": "String"`
	`}`

moduleHasShift	Flag that indicates whether the specified reservable module has shifts enabled. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	• true: Reservable module has shifts enabled. • false: Reservable module doesn't has shifts enabled. No encoded query returned. Data type: Boolean
query	Encoded query to use to retrieve shift information for the specified reservable module. Data type: String

Example: cURL request

The following code example shows how to use this endpoint to obtain a shift encoded query.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/search/shift/94
e264cedb3650106c731dcd13961919/fc71f64fdb42a01097acc900399619
a8?start_date=2022-04-23 16:00:00&end_date=2022-04-28 16:00:00"
 \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "moduleHasShift" : true,
    "query" :
 "active=true^state=2^building=94e264cedb3650106c731dcd13961919^
building.is_reservable=true^building.active=true^floorISEMPTY^OR
floor.is_reservable=true^floorISEMPTY^ORfloor.active=true^start<
=2022-04-26 16:00:00^ORstartISEMPTY^end>=2022-04-28
 16:00:00^ORendISEMPTY^start<=2022-04-28
 16:00:00^ORstartISEMPTY^end>=2022-04-28 16:00:00^ORendISEMPTY"
  }
}
```

WSD Search - POST /api/sn_wsd_rsv/search/availability_score

Returns an availability score for reservable items for specified timeslots.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/search/availability_score`

Default URL: `/api/sn_wsd_rsv/search/availability_score`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String

Query parameters

Name	Description
None	

Request body parameters

Name	Description
recurringPattern	Required if *`startEndDateTimes`* parameter is not specified. Recurring pattern to use to search for reservables that are available for the specified recurring events. Data type: Object `"recurringPattern": { "duration": Number, "label": "String", "options": {Object}, "repeats": "String", "startDate": "String" }`
recurringPattern.duration	Required. Length of time for which the reservable must be available. Data type: Number Unit: Milliseconds
recurringPattern.label	Description of the recurring pattern, such as `Repeats daily, 5 times`. Data type: String
recurringPattern.options	Availability options for the recurring reservation to search for. Data type: Object `"options": { "count": Number, "daysOfWeek": "String",`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
	<pre> "endDate": "String" }</pre>
recurringPattern.options.count	Required if *endDate* is not passed. If both are passed, *count* is used. Number of times to repeat the meeting pattern. Data type: Number
recurringPattern.options.daysOfWeek	Required if the *recurringPattern.repeats* parameter is set to `weekly`. Days of the week that the reservable is needed. Valid values: • 1 = Monday • 2 = Tuesday • 3 = Wednesday • 4 = Thursday • 5 = Friday • 6 = Saturday • 7 = Sunday For example, to specify Tuesday, Thursday, and Friday, pass 245 (no delimiter). If *repeat* is weekly, *count* is 5, and *daysOfWeek* is 245, then in the return results, the total is equal to `count*daysOfWeek.length` (5*3=15). Data type: String
recurringPattern.options.endDate	Required if *recurringPattern.options.count* is not passed. If both are passed, *count* is used. End date and time of the recurrence of the meeting, such as "2022-07-08T14:00:00Z". Data type: String Format: UTC yyyy-mm-dd hh:mm:ss
recurringPattern.repeats	Required. Repeating pattern for the reservable. Valid values (case-sensitive): • daily • monthly • weekly • yearly Data type: String

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Request body parameters (continued)

Name	Description
recurringPattern.startDate	Required. Start date and time for the recurring pattern, such as "2022-07-08T14:00:00Z". Data type: String Format: UTC yyyy-mm-dd hh:mm:ss
reservableIds	Required. List of sys_ids of the reservables to include in the availability score. Data type: Array Table: Workplace Location [sn_wsd_core_workplace_location]
reservableType	Required. Type of reservable to include in the availability score. Used to refine the search. Valid values (case-sensitive): • configuration_item • location Data type: String
startEndDateTimes	List of start and end dates and times in the user's timezone to search on. Data type: Array of Objects `"startEndDateTimes": [ { "end": "String", "start": "String" } ]` Default: Must specify *recurringPattern* parameter.
startEndDateTimes.end	End date and time of the reservable. Data type: String Format: yyyy-mm-dd hh:mm:ss
startEndDateTimes.start	Start date and time of the reservable. Data type: String Format: yyyy-mm-dd hh:mm:ss

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the response body. Supported types: *application/json* or *application/xml*. Default: *application/json*
Content-Type	Data format of the request body. Only supports *application/json*.

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Return results for the specified availability score. Data type: Object `"result": { "reservable_sys_id": {Object} }`
result.reservable_sys_id	Details about the availability score. Data type: Object

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description

	<pre>"reservable_sys_id": {
	  "available": Number,
	  "score": "String",
	  "total": Number
	}</pre>

result.reservable_sys_id.available	Number of available reservables that met the specified search criteria. Data type: Number
result.reservable_sys_id.score	Availability score. Number of available reservables over the total number of reservables that met the specified search criteria. For example, if *`available`* is 2 and *`total`* is 4, the *`score`* value is 2/4. Data type: String
result.reservable_sys_id.total	Total number of reservables that met the specified search criteria. Data type: Number

Example: cURL request

The following code example shows how to call this endpoint.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/search/availabi
lity_score" \
--request POST \
--header "Accept:application/json" \
--header "Content-Type:application/json" \
--data "{
  \"reservableType\": \"location\",
  \"reservableIds\": [
    \"fe1f744edb7650106c731dcd139619ca\",
    \"5eafb44edb7650106c731dcd13961943\"
  ],
  \"recurringPattern\": {
    \"duration\": 3600000,
    \"repeats\": \"daily\",
    \"options\": {
      \"count\": 150,
      \"daysOfWeek\": \"\",
    },
    \"label\": \"Repeats daily, 5 times\",
    \"startDate\": \"2022-04-26T14:00:00Z\"
  },
  \"startEndDateTimes\": [
    {
      \"start\": \"2022-07-05 14:00:00\",
      \"end\": \"2022-07-05 15:00:00\"
    },
    {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      \"start\": \"2022-07-06 14:00:00\",
      \"end\": \"2022-07-06 15:00:00\"
    }
  ]
}" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "fe1f744edb7650106c731dcd139619ca": {
      "available": 2,
      "total": 2,
      "score": "2/2"
    },
    "5eafb44edb7650106c731dcd13961943": {
      "available": 2,
      "total": 2,
      "score": "2/2"
    }
  }
```

WSD Shift API

The Workplace Service Delivery (WSD) *Shift* API provides an endpoint that returns shift time spans for a specified date and time.

To access this API, the caller must have the sn_wsd_core.workplace_user role and the Workplace Safety Management (sn_wsd_core) and Workplace Reservation Management (sn_wsd_rsv) plugins must be activated.

This API runs in the `sn_wsd_rsv` namespace.

For additional information on Workplace Reservation Management, see Workplace Reservation Management.

WSD Shift - GET /api/sn_wsd_rsv/wsd_shift/{shift_id}/timespan

Returns the shift time span for a specified date/time and shift.

URL format

Versioned URL: `/api/sn_wsd_rsv/{api_version}/wsd_shift/{shift_id}/timespan`

Default URL: `/api/sn_wsd_rsv/wsd_shift/{shift_id}/timespan`

Note: Available versions are specified in the REST API Explorer. For scripted REST APIs there is additional version information on the Scripted REST Service form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported request parameters

Path parameters

Name	Description
api_version	Optional. Version of the endpoint to access. For example, `v1` or `v2`. Only specify this value to use an endpoint version other than the latest. Data type: String
shift_id	Sys_id of the shift to retrieve the time span for. For additional information on shift-based reservations, see Enable shift-based reservation. Data type: String Table: Shift [sn_wsd_core_shift]

Query parameters

Name	Description
attempt_earlier_start	Flag that indicates whether to set an early start time if the specified start value is within the shift's time span. Valid values: • true: If the specified shift includes the date/time specified in the *start* parameter, return the specified start date/time as the start of the time span. • false: Return the shift timespan as defined in the associated record. Data type: Boolean Default: false
start	Required. Date and time of the start of the shift time spans to return. Format: UTC - yyyy-mm-ddThh:mm:ssZ, such as 2022-05-23T08:00:00Z
timezone	Time zone to use when qualifying the shift time spans, such as ECT or PST. Also returns the shift time spans in this time zone. Format: UTC Data type: String Default: User's timezone

Request body parameters

Name	Description
None	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Headers

The following request and response headers apply to this HTTP action only, or apply to this action in a distinct way. For a list of general headers used in the REST API, see Supported REST API headers.

Request headers

Header	Description
Accept	Data format of the request body. Supported types: *application/json*, *application/xml* or, *text/xml*. Default: *application/json*

Response headers

Header	Description
None	

Status codes

The following status codes apply to this HTTP action. For a list of possible status codes used in the REST API, see REST API HTTP response codes.

Status codes

Status code	Description
200	Successful. The request was successfully processed.
401	Unauthorized. The user credentials are incorrect or have not been passed.
404	Not found. The requested item wasn't found.
500	Internal server error. An unexpected error occurred while processing the request. The response contains additional information about the error.

Response body parameters

Name	Description
result	Details about the shift timespan that matched the search criteria. Data type: Object `"result":{ "end": "String", "start": "String" }`
result.end	End date and time of the shift timespan in the specified time zone. Format: UTC: yyyy-mm-ddThh:mm:ssZ, such as 2022-05-23T08:00:00Z

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Description
	Data type: String
result.start	Start date and time of the shift timespan in the specified time zone. Format: UTC: yyyy-mm-ddThh:mm:ssZ, such as 2022-05-23T08:00:00Z Data type: String

Example: cURL request

The following code example shows how to retrieve the timespan of a shift.

```
curl
 "https://instance.servicenow.com/api/sn_wsd_rsv/wsd_shift/e5d23
acfdb42a01097acc9003996193a/timespan?attempt_earlier_start=true&
start=2022-05-23T08:00:00Z&timezone=ECT" \
--request GET \
--header "Accept:application/json" \
--user "username":"password"
```

Return results:

```
{
  "result": {
    "start": "2022-05-23T08:00:00Z",
    "end": "2022-05-23T15:00:00Z"
  }
}
```

ServiceNow Fluent

Define application metadata in source code using the ServiceNow Fluent domain-specific programming language.

Overview of ServiceNow Fluent

ServiceNow Fluent is a declarative, domain-specific language (DSL) based on TypeScript for defining the metadata files [sys_metadata] that make up applications and includes APIs for the different types of metadata, such as tables, roles, ACLs, business rules, and Automated Test Framework tests.

Developers define this metadata in a few lines of code instead of through a form or builder tool user interface. Applications created or converted with the ServiceNow IDE or ServiceNow SDK support development in ServiceNow Fluent.

ServiceNow Fluent supports two-way synchronization, which allows changes to metadata to be synced from other ServiceNow AI Platform user interfaces into source code and changes to source code to be synced back to metadata across the instance.

To get started using the ServiceNow IDE or ServiceNow SDK, see the ServiceNow IDE or ServiceNow SDK documentation.

ServiceNow Fluent APIs

ServiceNow Fluent includes APIs for many types of metadata. You can use the Record API to define application metadata that doesn't have a dedicated API. For the latest list of supported

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

APIs and examples, see the ServiceNow Fluent API reference and ServiceNow SDK examples repository on GitHub .

Note: A limited number of metadata types, such as Metadata Snapshots [sys_metadata_link] and UX Assets [sys_ux_lib_asset], can't be represented as ServiceNow Fluent code and aren't transformed. These metadata types remain as metadata XML files in the `metadata` directory of your application.

ServiceNow Fluent usage

In files with the `.now.ts` extension, use objects in the ServiceNow Fluent APIs to define metadata in the application. You must also include the required imports for the APIs from `@servicenow/sdk/core`. For objects with server-side scripts, such as the *`BusinessRule`* object, you can import and use code from JavaScript modules.

The following example includes the definitions of a table, client script, and business rule in the application. The client script uses a script from the `client-script.js` file. The business rule uses a function from the `script.js` JavaScript module.

```
import '@servicenow/sdk/global'
import { BusinessRule, ClientScript, DateColumn, StringColumn,
 Table } from '@servicenow/sdk/core'
import { showStateUpdate } from '../server/script.js'

//creates todo table, with three columns (deadline, status and task)
export const x_snc_example_to_do = Table({
    name: 'x_snc_example_to_do',
    schema: {
        deadline: DateColumn({ label: 'Deadline' }),
        state: StringColumn({
            label: 'State',
            choices: {
                ready: { label: 'Ready' },
                completed: { label: 'Completed' },
                inProgress: { label: 'In Progress' },
            },
        }),
        task: StringColumn({ label: 'Task', maxLength: 120 }),
    },
})

//creates a client script that pops up 'Table loaded successfully!!' message everytime todo
 record is loaded
ClientScript({
    $id: Now.ID['cs0'],
    name: 'my_client_script',
    table: 'x_snc_example_to_do',
    active: true,
    appliesExtended: false,
    global: true,
    uiType: 'all',
    description: 'Custom client script generated by Now SDK',
    isolateScript: false,
    type: 'onLoad',
    script: Now.include('../client/client-script.js'),
})
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
//creates a business rule that pops up state change message whenever a todo record is
 updated
BusinessRule({
    $id: Now.ID['br0'],
    action: ['update'],
    table: 'x_snc_example_to_do',
    script: showStateUpdate,
    name: 'LogStateChange',
    order: 100,
    when: 'after',
    active: true,
})
```

The client script referenced from the *ClientScript* object:

```
function onLoad() {
    g_form.addInfoMessage("Table loaded successfully!!")
}
```

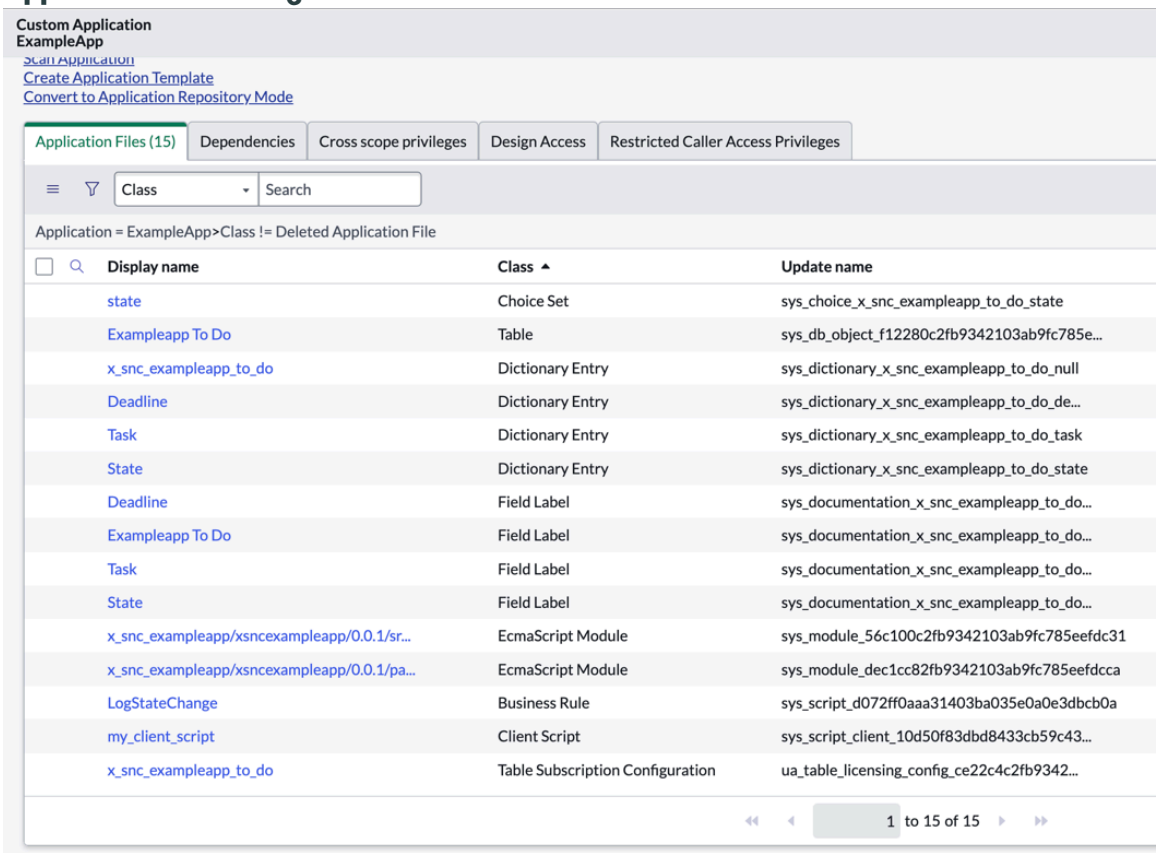
The JavaScript module referenced from the *BusinessRule* object:

```
import { gs } from '@servicenow/glide'

export function showStateUpdate(current, previous) {
    const currentState = current.getValue('state')
    const previousState = previous.getValue('state')

    gs.addInfoMessage(`state updated from "${previousState}"
 to "${currentState}"`)
}
```

After building the application, this source code generates the following application metadata files on the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Application metadata generated from ServiceNow Fluent code



Tip: You can use the following directives in a code comment to help manage your code:

- `@fluent-ignore`: Suppresses ServiceNow Fluent diagnostic warnings and errors in the following line of code.
- `@fluent-disable-sync`: Turns off syncing changes to a ServiceNow Fluent object. Use before a call expression (for example, `Record({ ... })`) to turn off syncing for that object and its child objects. Only use this directive if you want to ignore changes made outside of the source code to the object and never update it when syncing.
- `@fluent-disable-sync-for-file`: Turns off syncing changes to a ServiceNow Fluent file (`.now.ts`). Use in the first line of the file to turn off syncing for all code in the file. Only use this directive if you want to ignore changes made outside of the source code to the file and never update it when syncing.

Related topics

ServiceNow Fluent API reference

Define application metadata in code with ServiceNow Fluent in the ServiceNow IDE

Define application metadata in code with ServiceNow Fluent and the ServiceNow SDK

Browse APIs by product

Find APIs to use with your ServiceNow products.

Browse the table below to view which Server, REST, and Client APIs are supported by a specific ServiceNow product. All products and APIs display by default in alphabetical order. To see only APIs of those products you are interested in, select one or more product names in the **Product** filter drop-down on this page. Once you select a product in the filter, only the APIs for your selection(s) display in the table. Clear filter criteria by deselecting options in the filter drop-down.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In the APIs column, simply hover over a link to read a short description about an API's functionality, or click the link to view its full reference documentation. An asterisk* indicates that the API is offered in all ServiceNow products.

Product	APIs
Advanced Work Assignment	**Server** • Agent - Global • Queue - Global • Queue - Scoped **REST** • AWA Agent API • AWA Manual Assignment API • AWA Inbox Actions API • AWA Routing API
Agent Client Collector	**Server** • AccAgentsAPI - Scoped • AccCheckDefsAPI - Scoped • AgentNowHandler - Scoped • CheckDefinitionTestBuilder - Scoped • CheckInstanceTestBuilder - Scoped **REST** • Agent Client Collector API • Push Metrics API
Agent Workspace	**Client** GlideAgentWorkspace (g_aw)
AI Search	**Server** • GeniusResultAnswer - Scoped • GeniusResultContext - Scoped **REST** • AI Search External User Mapping API • External Content Ingestion API
Automation Center	**REST** Automation Center API
Change Management	**Server** ChangeCollisionHelper - Global ChangeSuccess - Scoped

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	REST Change Management API
Configuration Management Database (CMDB)	**Server** • CIRelatedList - Global • CIUtils - Global • CMDBDuplicateTaskUtils - Global • CMDBDuplicateTemplateUtil - Global • CMDBGroupAPI - Scoped • CMDBQueryBuilderAPI - Global • CMDBTransformUtil - Global • CMDBUtil - Global • DuplicateTemplate - Scoped • IdentificationEngine - Scoped • IdentificationEngineScriptableApi - Global • ProductInstance - Scoped, Global • StateManagementScriptableApi - Global **REST** • Application Service API • CI Lifecycle Management API • CMDB Data Ingestion API • CMDB Instance API • CMDB Meta API • Identification and Reconciliation API • SG Services API
Cost Management	**Server** • ExpenseAllocation - Global • ExpenseLine - Global
Customer Service Management (CSM)	**Client** openFrameAPI - Client **Server** • NotifyJsTelephonyDriver - Global • NotifyPhoneNumber - Global • NotifyPhoneNumber - Scoped • NotifySMS - Global • NotifyNow (Legacy) - Global • NotifyUtil - Global

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• PDAutomationProvider - Scoped, Global • SMSPreferenceHandlerSNC - Scoped, Global **REST** • Account API • ActivitySubscriptions API • Appointment API • Case API • Consumer API • Contact API • • CSM Attachment API • Customer Central API • Entitlement API • Install Base Item API • LeadtoCashCore - Scoped • openframe API • Order API • Service Contract API • Verify Entitlements API
Sales Customer Relationship Management	**Server** LeadtoCashCore - Scoped
DevOps	**Server** • DevOpsOrchestrationToolIntegrationHandler - Scoped • CdmQuery - Scoped **REST** • CdmApplicationsApi • CdmChangesetsApi • CdmEditorApi • CdmPoliciesApi • CdmSharedLibraryApi • CdmSnapshotApi • CdmVersionApi • DevOps API • DevOps Config API

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
Discovery	**Server** • AbstractReconciler - Global • APCHandler - Global • ApcPduOutletReconciler - Global • CIData - Global • CIIdentification - Global • CIIdentifierResult - Global • CimCIData - Global • CimIDSensor - Global • CimInstanceToken - Global • CimProbe - Global • CimProbeResult - Global • ClassifierProbes - Global • DiscoveryAPI - Scoped • IDResult - Global • IPAddress - Scoped, Global* • IPAddressFixup - Global • IPService - Global • QuickRanges - Global • ReportCiStatusOutputJS - Scoped • RoundingInterval - Global • SerialNumberManager - Global • ServiceRegistryQuery - Global • ShazzamLaunch - Global • ShazzamResult - Global • ShazzamScanner - Global • SLPServiceRegistryQuery - Global • SNMPGatherDocParts - Global • SNMPNetworkInterfaces - Global • SNMPResponse - Global • StartDiscovery - Global • JSUtil - Global • UPSHandler - Global • VMUtils - Global* • WindowsOSNameHelper - Global* • XMLUtilJS - Global
Document Services	**Server**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• Cell - Scoped, Global • Color - Scoped, Global • Document - Scoped, Global • DocumentListEntryService - Scoped, Global • DocumentListService - Scoped, Global • DocumentReferenceService - Scoped, Global • DocumentService - Scoped, Global • DocumentVersionService - Scoped, Global • Line - Scoped, Global • logger - Global • Paragraph - Scoped, Global • PDFGenerationAPI - Scoped, Global • PdfMergeSignRequestor - Scoped, Global • PdfPage - Scoped, Global • Image - Scoped, Global • Style - Scoped, Global • SVGToPDFConversionAPI - Scoped, Global • SystemDocument - Scoped, Global • SystemDocumentList - Scoped, Global • SystemDocumentListEntry - Scoped, Global • SystemDocumentVersion - Scoped, Global • Table - Scoped, Global
Dynamic Translation	**Client** DynamicTranslation - Client **Server** DynamicTranslation - Scoped
EMR Help	**REST** Remote help request API
Event Management	**Server** • Event - Global • IEventSender - Global • SNEventSenderProvider - Global
Workflow Studio	**Client** GlideFlow - Client **Server**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• ActivityHistoryRecord - Global • FlowAPI - Scoped, Global • FlowScriptAPI - Scoped • Flow - Scoped (deprecated) • JSONStreamingAPI - Scoped • JSONStreamingBuilder - Scoped • Producer - Scoped (deprecated) • ProducerV2 - Scoped • ScriptableDataStream - Scoped, Global • ScriptableFlowRunner - Scoped • ScriptableFlowRunnerResult - Scoped • Subflow - Scoped (deprecated) • XMLStreamingAPI - Scoped • XMLStreamingBuilder - Scoped
Glide API – Attachments and files	**Server** • GlideEmailOutbound - Scoped • GlideExcelParser - Scoped, Global • GlideJsonPath - Global • GlideScriptableInputStream - Scoped, Global • GlideSysAttachment - Global • GlideSysAttachment - Scoped • GlideSystem - Scoped • GlideSystem - Global • GlideTextReader - Scoped • GlideXMLUtil - Scoped, Global
Glide API - Client-server communication	**Client** • GlideAjax - Client • GlideURLV3 - Client **Server** • action - Scoped, Global • GlideappCalculationHelper - Global • GlideApplicationProperty - Scoped, Global • GlideHTTPRequest - Global • GlideHTTPResponse - Global • GlideScriptedProcessor - Scoped • GlideServletRequest - Scoped

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• GlideServletResponse - Scoped • GlideSystem - Global • GlideSystem - Scoped • GlideURI - Global • GlideURI - Scoped
Glide API - Currency	**Server** • GlideCurrencyConfig - Scoped • GlideCurrencyConverter - Scoped • GlideCurrencyExchangeValue - Scoped • GlideCurrencyFormatter - Scoped • GlideCurrencyParser - Scoped • GlideCurrencyValue - Scoped • GlideElementCurrency2 - Scoped
Glide API – Database operations and parsing data	**Client** • GlideRecord - Client • GlideUser - Client • i18N - Client **Server** • GlideAggregate - Global • GlideAggregate - Scoped • GlideDBFunctionCaseBuilder - Global • GlideFilter - Scoped, Global • GlideQuery - Scoped, Global • GlideQueryCondition - Global • GlideQueryCondition - Scoped • GlideRecord - Global • GlideRecord - Scoped • GlideRecordUtil - Global • GlideSystem - Global • GlideSystem - Scoped • GlideUser - Global • GlideUser - Scoped • Optional - Scoped, Global **REST**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• Aggregate API • Table API
Glide API – Date and time	**Client** StopWatch - Client **Server** • DateTimeUtils - Global • GlideCalendarDateTime - Scoped (deprecated) • GlideDate - Global • GlideDate - Scoped • GlideDateTime - Global • GlideDateTime - Scoped • GlideDuration - Scoped • GlideImportSetTransformMap - Scoped, Global • GlideMultiRecurrence - Scoped • GlideSchedule - Scoped • GlideSystem - Global • GlideSystem - Scoped • GlideTime - Scoped • GlideTimeline - Global • GlideTimelineItem - Global
Glide API - Debug	**Server** • GlideScopedEvaluator - Global • GlideScopedEvaluator - Scoped • GlideSystem - Global • GlideSystem - Scoped • GSLog - Scoped, Global
Glide API – Fields, forms, and lists	**Client** • GlideDocument - Client • GlideForm (g_form) - Client • GlideList2 (g_list) - Client • GlideListV3 (g_list) - Client (deprecated) **Server** • GlideElement - Global • GlideElement - Scoped • GlideElementDescriptor - Scoped, Global

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• GlideGeoPoint - Global • GlideListProperties - Global • GlideSysListControl - Scoped • GlideTableHierarchy - Scoped
Glide API – Import set transformer	**Server** • GlideImportLog - Scoped, Global • GlideImportSetRun - Scoped, Global • GlideImportSetTable - Scoped, Global • GlideImportSetTransformer - Scoped, Global • GlideImportSetTransformMap - Scoped, Global

Glide API - Localization	**Server**
	• NumberFormatter - Scoped, Global
	• GlideElement - Scoped
	  ○ getDisplayValueLang()
	  ○ getLabelLang()

Glide API - Messages	**Client** • GlideDialogWindow - Client (deprecated) • GlideNotification - Client **Server** • GlideDigest - Scoped • GlideSystem - Global • GlideSystem - Scoped • GlideTransformLog - Scoped, Global
Glide API - Mobile	**Client** Mobile GlideForm (g_form) - Client
Glide API - OAuth	**Server** • GlideOAuthClient - Scoped, Global • GlideOAuthClientRequest - Scoped, Global • GlideOAuthClientResponse - Scoped, Global • GlideOAuthToken - Scoped, Global
Glide API - Security	**Server** • GlideCertificateEncryption - Global • GlideEncrypter - Global (deprecated)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• GlideSecureRandomUtil - Scoped, Global • GlideSecurityUtils - Scoped, Global
Glide API – System	**Client** GlideGuid - Client **Server** • GlideEventManager - Global • GlideImpersonate - Global • GlideLocale - Scoped • GlidePluginManager - Scoped • GlideScriptedExtensionPoint - Scoped • GlideSession - Global • GlideSession - Scoped • GlideStringUtil - Scoped, Global • GlideSystem - Global • GlideSystem - Scoped • GlideSystemRunLevel - Global
Glide API - UI – Classic UI	**Client** • GlideList2 (g_list) - Client • GlideMenu (g_menu and g_item) - Client • GlideModalForm - Client • GlideModal - Client • GlideNavigation - Client • GlideUIScripts - Client **Server** GlideUICompatibility - Scoped
Glide API – UI – Next Experience	**Client** • GlideList (Next Experience) - Client • PolarisUI - Scoped
Field Service Management	**REST** Appointment API Appointment Open API
HR Service Delivery	**Server** • hr_ActivitySet - Scoped • hr_ActivityUtils - Scoped • hr_Utils - Scoped

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	REST HR REST API
Instance Scan	**Server** • Findings - Scoped, Global • LinterCheckAstNode - Scoped, Global
Integration Hub	**Server** PersonalAuthAPI - Scoped **REST** Continuous Integration/Continuous Delivery (CICD) API
IT Operations Management	**Server** • Cloud Services Catalog API • GenericUPSAlarmsReconciler - Global • GenericUPSBypassReconciler - Global • GenericUPSInputsReconciler - Global • GenericUPSOutputsReconciler - Global • LSOFParser - Global • NetwareHandler - Global • ProbeHandlerCim - Global • ProbeHandlerMulti - Global • ProbeHandlerSNMP - Global • ProbeHandlerWMI - Global
IT Service Management	**Server** • CIActionEngine - Scoped • OCRosterSpanApprovalUtil - Global • OCRotation - Global • OCRotationV2 - Global • OCRotaICalendarSNC - Global • OCRotaICalendar - Global • OCRotaMember - Global • OnCallContactPreferenceUtil - Global • OnCallRotation - Global • OCSeriesEventGenerator - Global • OCTimer - Global • RemedialActionEngine - Scoped • Proactive Engagement API

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
Knowledge Management	**REST** Knowledge Management REST API
Lead Management	**Server** • LeadAPIHelperOOB - Scoped • LeadAPIProcessUtilOOB - Scoped • LeadAPIValidationUtilOOB - Scoped **REST** lead API
MetricBase	**Server** • Client - Scoped, Global • Data - Scoped, Global • DataBuilder - Scoped, Global • MetricInfo - Scoped, Global • Transformer - Scoped, Global • TransformPart - Scoped, Global • TransformResult - Scoped, Global **REST** MetricBase Time Series API
MID Server	**Server** • AgentMetrics - Global • JavascriptProbe - Global • MIDServer - Global • MIDServerAjax - Global • MIDServerCluster - Global • MIDServerFileSync - Global • MIDServerFinder - Global • MIDServerManage - Global • MIDServerSelector - Global • MonitorMIDServer - Global
Mobile Platform	**Client** • m_form - Client • MobileScriptIncludeCaller - Client
Notifications	**Server** TemplatePrinter - Scoped **REST**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• Email API • Push Installation API
ServiceNow AI Platform	**Client** • g_service_catalog - Client • Guided Tours - Client • NotifyClient - Client • NotifyOnTaskClient - Client • ScriptLoader - Client **Server** • AbstractDBObject - Global • AbstractScriptProcessor - Global • AbstractTimelineSchedulePage - Global • action - Scoped, Global • ArrayUtil - Global • AssessmentCreation - Global • AutomationException - Global • Console - Scoped, Global • Conversation - Scoped • CriteriaEvaluator - Global • CSVParser - Scoped • DSCScriptableAPI - Global • DurationCalculator - Global • DynamicSchemaAPI - Global • Fetch - Scoped, Global • Fetch Headers - Scoped, Global • Fetch Response - Scoped,Global • Fetch Request - Scoped, Global • Fetch RequestInit - Scoped, Global • FormInfoHeader - Global • GeniusResultAnswer - Scoped • GeniusResultContext - Scoped • GSLog - Scoped, Global • GlideDynamicAttributeStore - Global • GlideElementDynamicAttributeStore - Global • HistoryWalker - Scoped, Global • HostnameJS - Global • HttpRequestData - Scoped

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• HttpRequestAuthedData - Scoped • ICalUtilSNC - Global • Interaction - Scoped • j2js - Global • JSON - Global • JSON - Scoped • JSONParser - Global (deprecated) • Messaging - Scoped • MobileDeepLinkGenerator - Global • NameValuePairs - Global • Notify - Global • NotifyScoped - Scoped • NotifyAction - Global • NotifyConferenceUtil - Scoped, Global • OrderGuide - Scoped • PreferenceDestination - Scoped, Global • Preferences - Scoped, Global • RecordToHTML - Global • RenderProperties - Global • RenderProperties - Scoped • RequestAuthAPI - Scoped • ResponseTemplate - Scoped, Global • RESTAPIRequest - Scoped, Global • RESTAPIRequestBody - Scoped, Global • RESTAPIResponse - Scoped, Global • RESTAPIResponseStream - Scoped, Global • RESTMessageV2 - Scoped, Global • RESTResponseV2 - Scoped, Global • RTETransformer - Scoped • ScopedCacheManager - Scoped • v_record - Scoped, Global • SentimentAnalyser - Scoped • SOAPMessageV2 - Scoped, Global • SOAPResponseV2 - Scoped, Global • Stream - Scoped, Global • SummaryTableWriter - Global • TableUtils - Global • TaskStateUtil - Global

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• TimelineSpan - Global • Transformer - Scoped, Global • TransformerDefinition - Scoped, Global • TransformerRuleList - Scoped, Global • UserCriteria - Scoped • v_query – Scoped, Global • • v_table – Scoped, Global • VoiceTranscriptObject - Scoped • XMLDocument2 - Scoped, Global • XMLNode - Scoped, Global • XMLNodeIterator - Scoped • AuthCredential - Scoped Only available within the `sn_auth` namespace. **REST** • Aggregate API • Attachment API • Batch API • Import Set API • Response Templates API • Sales Agreement API • Script Debugger API • Table API
ServiceNow AI Platform Legacy Capabilities	**Server** • ConnectActionResponse - Global • GlideConversation - Global
ServiceNow AI Platform - Security	**Client** ScopedSessionDomain - Client **Server** • OAuthUtil - Global • SCIM2Client - Scoped • SCIM2ClientUtil - Scoped • StandardCredentialsProvider - Scoped, Global • CertificateEncryption - Scoped • ConnectionInfo - Scoped, Global • ConnectionInfoProvider - Scoped, Global

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• KMFCryptoOperation - Scoped, Global • DCManager - Global • ScopedDCManager - Scoped **REST** • Data Classification API • System for Cross-domain Identity Management (SCIM) API • User Role Inheritance API
Order Management for Telecommunications, Media, and Technology	**Server** • EventProcessorUtilOOB - Scoped • EventQueueProcessorOOB - Scoped • HermesEventPublisherOOB - Scoped • OpenMessageBusEventPublisherOOB - Scoped • TMFTopicEventAPIUtilOOB - Scoped • TopicAPIUtilsOOB - Scoped • TopicSubscriptionUtilOOB - Scoped • TopicUtilOOB - Scoped • TroubleTicketNotificationUtilOOB - Scoped **REST** • Alarm Management Open API • Event Notification Management Open API • Product Catalog Open API • Product Inventory Open API • Product Order Open API • Service Catalog Open API • Service Order Open API • Service Test Management Open API • Technical Service Qualification Open API • Trouble Ticket Open API
Performance Analytics	**Server** • PADomainUtils - Global • PAScorecard - Scoped • PASnapshot - Scoped **REST** Scorecards API

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
Predictive Intelligence	**Server** • ClassificationSolution - Global • ClassificationSolutionStore - Global • ClassificationSolutionVersion - Global • ClusteringSolution - Global • ClusteringSolutionStore - Global • ClusteringSolutionVersion - Global • DatasetDefinition - Global • Encoder - Global • EncoderStore - Global • EncoderVersion - Global • MLPredictor - Global (deprecated) • MLSolution - Global • MLSolutionFactory - Global • MLSolutionResult - Global (deprecated) • MLSolutionUtil - Global • PredictabilityEstimate - Global • PredictabilityEstimateStore - Global • PredictabilityEstimateVersion - Global • RegressionSolution - Global • RegressionSolutionStore - Global • RegressionSolutionVersion - Global • SimilaritySolution - Global • SimilaritySolutionStore - Global • SimilaritySolutionVersion - Global **REST** Predictive Intelligence API
Proactive Triggers	**Server** ProactiveTriggerAPI - Scoped
Sourcing and Procurement Operations	**REST** Spendint API
Project Portfolio Management	**Server** CostPlanBatchOperations - Global **REST** Project Portfolio Management API
Sales Agreement Management	**REST**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	Sales Agreement API
Security Operations	**REST** TISC API
Service Exchange	**Server** CSBScratchpadUtil - Scoped sb - Scoped, Global PSBScratchpadUtil - Scoped
Service Catalog	**Server** • CatalogClientScript - Scoped • CatalogItemVariable - Scoped • CatalogItemVariableSet - Scoped • CatalogItemVariableSetM2M - Scoped • CatalogJS - Scoped • CatalogSearch - Scoped • CatCategory - Scoped • CatItem - Scoped • CartJS - Scoped **REST** Service Catalog API
Service Level Management	**Server** SLARepair - Global
Service Mapping	**Server** BusinessServiceManager - Global
ServiceNow Voice	**REST** • CTI API • CTIOperationRequest - Scoped, Global • CTIOperationResponse - Scoped, Global
Service Portal	**Client** • spAriaUtil • spContextManager • spModal • spUtil - Client • SNAnalytics - Client **Server**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• GlideSPScriptable - Scoped • GlideSPSearchAnalytics - Global • GlideSPUtil - Global • SPScriptedFacet - Scoped • SPScriptedFacetService - Scoped • SPSEOUtilsSNC - Global • SPWidgetAccessControl - Global
Skills Management	**Server** • SkillDeterminationUtils - Scoped • UserSkillAnalyzer - Global • UserSkillRanking - Global
Software Asset Management	**REST** SAM-Software Usage Data Integration API
Telecommunications Network Inventory	**REST** Resource Inventory Open API
UI Builder	**Client** • api - UI Builder • DecisionTableAPI - Scoped, Global • helpers - UI Builder • PlaybookExperience - Scoped
Universal Request	**Server** UniversalRequestUtilsSNC - Scoped
Universal Task	**Server** UniversalTaskUtils - Scoped, Global
Virtual Agent	**Server** ProactiveTriggerAPI - Scoped **REST** • CCCIF Media Resource API • Virtual Agent Bot Integration API • Voice Interaction Resource API
Workflow (legacy)	**Server** • WalkWorkflow - Global • WFActivityHandler - Global • Workflow - Global • Workflow - Scoped • WorkflowDuration - Global

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Product	APIs
	• WorkflowModelManager - Global • WorkflowModelManagerAjax - Global • WorkflowScheduler - Global • WorkflowTimeline - Global
Workplace Service Delivery	**REST** • Workplace Connector Webhook API • WSD Extra Service Request API • WSD Extra Service API • WSD Group Reservation API • WSD Multi Reservation API • WSD Recurring Reservation API • WSD Reservable API • WSD Reservation API • WSD Reservation Invitees API • WSD Search API • WSD Shift API

Developer guides

These developer guides can help you integrate your applications with the ServiceNow AI Platform.

Each developer guide addresses a single ServiceNow product such as Financial Services Operations.

Available ServiceNow developer guides

Developer guides	Description
Alarm Management Open API Developer Guide	Use the *Alarm Management Open API* to create and update data in the Events [em_event] table. This developer guide provides information on how to extend the Alarm Management Open API to make various customizations.
Event Notification Management Open API Developer Guide	Use the *Event Notification Management Open* API to create, update, and delete event records in the Events [em_event] table. This developer guide provides information on how to extend the *Event Notification Management Open* API to make various customizations.
Financial Services Operations developer guide	ServiceNow® Financial Services Operations (FSO) enables financial services institutions (FSIs) to securely automate core operational processes through pre-built digital applications and workflows. FSO

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Available ServiceNow developer guides (continued)

Developer guides	Description
	connects operations across all departments—front, middle, and back-office—for financial institutions with a single platform. This developer guide provides information on how to extend the FSO base capabilities as well as integrate your existing applications with ServiceNow FSO.
GlideGeoPoint Developer Guide	The GlideGeoPoint developer guide contains information about how to compute distances between latitude and longitude values (geopoints), return locations within geopoint and radius values, and additional functionality provided by supported *`GlideGeoPoint`* API functions.
Product Order Open API Developer Guide	Use the *`Product Order Open API`* to create, update, and retrieve product order information. This developer guide provides information on how to extend the Product Order Open API to make various customizations.
Resource Inventory Open API Developer Guide	Use the *`Resource Inventory Open API`* to create, retrieve, update, and delete resources such as interface cards, logical and physical connections, network sites, and more. This developer guide provides information on how to extend the Resource Inventory Open API to make various customizations.
ScopedCacheManager API Developer Guide	Scoped caches allow customers to store custom data in memory for faster access, and define when it becomes invalidated. This can be useful when working with data takes longer to obtainthat from scratch, such as the results of a query across multiple tables. Use the *`ScopedCacheManager`* API to retrieve, set, and flush cache data for scoped applications. This developer guide provides information on how to create a scoped cache and assign it a pair type.
Service Order Open API Developer Guide	Use the *`Service Order Open API`* to create, update, and retrieve service order information. This developer guide provides information on how to extend the Service Order Open API to make various customizations.
Trouble Ticket Open API Developer Guide	Use the *`Trouble Ticket Open API`* to manage ticket information between external ticketing systems and the ServiceNow AI Platform. This API creates, updates, and retrieves data from the Case [sn_customerservice_case] and Incident [incident] tables. This developer guide provides information on how to extend the Trouble Ticket Open API to make various customizations.

Alarm Management Open API Developer Guide

Use the *`Alarm Management Open API`* to create and update data in the Events [em_event] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This developer guide provides information on how to extend the Alarm Management Open API to make various customizations.

Extending the Alarm Management Open API

The *Alarm Management Open API* can be extended by editing script includes.

These script includes should only be edited with an understanding of the consequences of the changes.

- `TMFAlarmAPIConstants`: Contains constants and required parameter information.
- `TMFAlarmAPIUtil`: Contains functions to handle API requests.
- `AlarmAPIProcessorOOB`: Contains helper functions that support functions in `TMFAlarmAPIUtil`.
- `AlarmAPIProcessor`: An empty script include file. Use this file to define any functions that you want to override from `AlarmAPIProcessorOOB`.

Extend the *Alarm Management Open API* to make the following customizations.

Required parameters

The *Alarm Management* API utilizes JSON schemas to hold required parameters information. These JSON schemas are defined in the *TMFAlarmAPIConstants* script include. These schemas are used to validate whether request payloads are valid. These schemas are not referenced directly in script includes and are returned by the following methods in the *AlarmAPIProcessorOOB* script include:

- `getCreateEventSchema`: Returns the validating schema for creating an event.
- `getClearEventSchema`: Returns the validating schema for clearing an event alarm.
- `getPatchEventSchema`: Returns the validating schema for patching an event.

To override existing schemas, define new schemas in the `AlarmAPIProcessor` script include and override the `AlarmAPIProcessorOOB` script include methods.

```
var AlarmAPIProcessor = Class.create();
AlarmAPIProcessor.prototype =
 Object.extendsObject(AlarmAPIProcessorOOB, {
 // Define overriding functions here

 // Define getCreateEventSchema here to override OOTB method in
 AlarmAPIProcessorOOB
 getCreateEventSchema: function() {
  return JSON.parse(AlarmAPIProcessor.CUSTOMIZED_SCHEMA);
 },
    type: 'AlarmAPIProcessor'
});

// Define a new schema
AlarmAPIProcessor.CUSTOMIZED_SCHEMA =
 "{\"title\":\"CreateAlarm\",\"type\":\"object\",
\"properties\":{\"externalAlarmId\":{\"type\":
\"string\"},\"alarmType\":{\"type\":\"string\"},
\"perceivedSeverity\":{\"type\":\"string\"},\"probableCause\":
{\"type\":\"string\"},
\"alarmedObject\":{\"type\":\"object\",\"properties\":{\"id\":
{\"type\":\"string\"},
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
\"href\":{\"type\":\"string\"}},\"required\":
[\"id\"]},\"sourceSystemId\":{\"type\":\"string\"}},
\"required\":[\"externalAlarmId\",\"alarmType\",
\"perceivedSeverity\",\"probableCause\",
\"alarmedObject\",\"sourceSystemId\"]}";
```

Request body validation

To perform additional validation on the request body, override the following functions in the `AlarmAPIProcessorOOB` script include . These functions are called by the specified functions in the `TMFAlarmAPIUtil` script include.

- `verifyCreateEventPayload()` - Called by `processCreateEvent()`.
- `verifyClearEventPayload()` - Called by `processClearEvent()`.
- `verifyPatchEventPayload()` - Called by `processPatchEvent()`.

All of these functions return `true` by defalut. If a helper function returns `false` , it stops the API operation.
To apply custom validations, override AlarmAPIProcessorOOB helper functions with identically-named function names and parameters in AlarmAPIProcessor. The new AlarmAPIProcessor functions are called by TMFAlarmAPIUtil to replace the default AlarmAPIProcessorOOB helper functions.

In this example, a function in a custom AlarmAPIProcessor script include overrides a default function in AlarmAPIProcessorOOB to perform validation on the name attribute.

```
var AlarmAPIProcessor = Class.create();
AlarmAPIProcessor.prototype =
 Object.extendsObject(AlarmAPIProcessorOOB, {
 // Define overriding functions here

    verifyCreateEventPayload: function(eventPayload,
 apiResponseProcessor){
        // Returning false terminates the POST request
        // Make sure to assign error message and reason
        if (eventPayload.type != "unique") {
            apiResponseProcessor.setMessage("Failed");
            apiResponseProcessor.setReason("No reason needed");
            return false;
        }
    },

    type: 'AlarmAPIProcessor'
});
```

Additional REST operations

To create additional operations beyond the existing GET, PATCH, and POST operations, create additional scripted REST resources for the *`Alarm Management Open`* API. The logic of the new scripted REST resources should be consistent with the existing operations. Define functions for the new operations in TMFAlarmAPIUtil.

Field mapping

When creating or updating records, the *`Alarm Management Open`* API maps request body parameters to event record fields. When retrieving records, the API maps record fields to response object attributes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The AlarmAPIProcessorOOB script include contains the following functions to map a PATCH or POST request body to a record in the Event [em_event] table.

- `mapCreateAlarmObjectToEvent()`
- `mapClearAlarmObjectToEvent()`
- `mapPatchAlarmObjectToEvent()`

It also contains the following functions to map an event GlideRecord to a JSON response object for GET, PATCH, or POST requests.

- `modifyCreateEventResponse()`
- `modifyClearEventResponse()`
- `modifyPatchEventResponse()`

You can customize field mappings to add and retrieve data for additional Event [em_event] table fields or change the default field mappings. To work with mappings, create functions with identical names and parameters in *`AlarmAPIProcessor`* to override *`AlarmAPIProcessorOOB`* mapping functions. *`TMFAlarmAPIUtil`* uses these *`AlarmAPIProcessor`* functions to replace the default *`AlarmAPIProcessorOOB`* mapping functions.

In the following example, two *`AlarmAPIProcessor`* functions override the default functions in *`AlarmAPIProcessorOOB`* to change the **Type** field mapping and add a mapping for the **Severity** field.

```
var AlarmAPIProcessor = Class.create();
AlarmAPIProcessor.prototype =
 Object.extendsObject(AlarmAPIProcessorOOB, {
 // Define overriding functions here

    // Function name and parameters must be identical to the
 function it overrides
    mapCreateAlarmObjectToEvent: function(eventGr, eventObject){
        // Override default mapping for the severity field
        eventGr.severity = "High";
    },

    modifyCreateEventResponse: function(eventGr, eventObject){
        // Override default mapping for the type field
        eventGr.type = "Customized Event";
    },

    type: 'AlarmAPIProcessor'
});
```

AP Invoice API Developer Guide

This developer guide describes how to define custom invoice fields that aren't provided by default with the *`AP Invoice`* API for Accounts Payable Invoice Processing. Instructions are also provided for setting authentication when using cXML as the payload.

You can define custom invoice fields for the request body. Use the following flow to add custom fields, map them to target tables, and format them for availability in the payload:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Add custom fields for invoice import
2. Map custom fields between source and target tables
3. Map custom fields to a payload source format

Define credentials for cXML payloads in the Source system credential [sn_spend_intg_source_system_credential] table. For instructions, see Setting credentials for authentication in the cXML payload.

See also:

- Accounts Payable Invoice Processing
- AP Invoice API

Add custom fields for invoice import

Use the following procedure to add custom fields for invoices, invoice lines, and invoice tax lines to be used with the *AP Invoice* API.

Before you begin

- Role required: admin
- Application scope: Source-to-Pay Integrations

Procedure

1. Navigate to **All** > **System Definition** > **Tables**.
2. Select one of the following invoice import tables:
   - Invoice Import [sn_spend_intg_imp_invoice]
   - Invoice Line Import [sn_spend_intg_imp_invoice_line]
   - Invoice Tax Line Import [sn_spend_intg_imp_invoice_tax_line]
3. On the **Table Columns** tab, select **New**.
4. Select a type associated with the field value (for example, `Integer`) from the **Type** menu.

   Note: For a list of valid types, see Field types reference.

5. Enter a meaningful name in the **Column label** field.
   Text including the label is automatically populated in the **Column name** field.
6. Select **Save** or **Submit**.
7. Add a column of the same name and type to the Invoice [sn_shop_invoice] table.

   Note: For more information on columns and fields, see Exploring field administration.

8. Map the fields between the source and target tables.

Map custom fields between source and target tables

Use the following procedure to map custom fields between source and target tables for the AP Invoice API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

- Role required: admin
- Application scope: Source-to-Pay Integrations

Create table columns for mapping the new field from the source table to the target table. Use the steps in Add custom fields for invoice import.

Procedure

1. Navigate to **All** > **System Import Sets** > **Transform Maps**.
2. Open the Invoice Import table transform map.
3. Click **New** on the **Field Maps** tab.
4. Select the name of the custom field from the **Source field** menu.
5. Select the name of the custom field from the **Target field** menu.
6. Select **Save** or **Submit**.
7. Map custom fields to a payload source format.

Map custom fields to a payload source format

Use the following procedure to map custom fields to a payload entry in JSON, cXML, or XML for the AP Invoice API.

Before you begin

- Role required: admin
- Application scope: Source-to-Pay Integrations
- Add custom fields for invoice import
- Map custom fields between source and target tables

Procedure

1. Navigate to **All** > **Procurement Integrations** > **Suppliers** > **Invoice Integration Field Mappings**.
2. Select **New**.
3. Add the name of the source system to the **Source system** field.
   - If this field mapping applies to all source systems, enter `Default`.
   - If the mapping is specific to a particular source system, this value must match the value of the Source-System header parameter received in the API.

     Note: All remaining field mappings must be configured specifically for this source system.

4. Select the format of the source system for which the mapping is being created from the **Source format** choice list (cXML or JSON).
5. Provide a name (JSON property) or path (cXML/XML attribute or element) for the payload entry in the **Source field** field.
   You can view the Invoice integration field mapping [sn_spend_intg_invoice_intg_field_mapping] table for examples of cXML and XML path settings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Add the name of an attribute if the field is to be defined as an element attribute for cXML payloads, otherwise leave the field empty.
7. Select the name of the target table containing your custom field from the **Related table** list.
8. Select the name of the custom field from the **Target field** list.
9. Select **Save** or **Submit**.
   The mapped field is added to the Invoice integration field mapping [sn_spend_intg_invoice_intg_field_mapping] table.

Setting credentials for authentication in the cXML payload

The `sn_spend_intg/ap_invoice/cxml` endpoint is authenticated in the payload using credentials stored in the Source System Credential [sn_spend_intg_source_system_credential] table.

Before you begin

Role required: admin

Identify the payload source system listed in the Invoice integration field mappings [sn_spend_intg_invoice_intg_field_mapping] table.

See also AP Invoice – POST sn_spend_intg/ap_invoice/cxml.

Procedure

1. Navigate to **All** > **Procurement Integrations** > **Source System Credentials**.
2. Select **New**.
3. Add the name of the source system listed in the Invoice integration field mappings [sn_spend_intg_invoice_intg_field_mapping] table in the **Source System** field.
   The source system name must match the Source-System header parameter.
4. Add the user name to be fetched in the **User name** field.
   Use this value in the `/cXML/Header/To/Credential [@domain='NetworkID']/Identity` element.
5. Add a strong combination of letters, numbers, and special characters to the **Password** field.
   Use this value in the `/cXML/Header/Sender/Credential [@domain='NetworkID']/SharedSecret` element.
6. Select **Submit**.

Event Notification Management Open API Developer Guide

Use the `Event Notification Management Open` API to create, update, and delete event records in the Events [em_event] table.

This developer guide provides information on how to extend the `Event Notification Management Open` API to make various customizations.

Extending the Event Notification Management Open API

You can extend and modify the functionality of the `Event Notification Management Open` API by editing its associated script include files.

The following are the script includes that the `Event Notification Management Open` API uses to process event notification requests passed to the API:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `AlarmAPIProcessor00B`: Contains helper functions that support functions in the `TMFTopicEventAPIUtil` script include. For additional information on the `AlarmAPIProcessor00B` script include, see the Alarm Management Open API Developer Guide.
- `AlarmAPIProcessor`: An empty script include file. Update this file to define any functions that you want to override in the `AlarmAPIProcessor00B` script include.
- `JSONSchemaValidation`: Contains functions to handle the validation of schemas for the payload defined in the `TMFAlarmAPIConstants` script include. This script include is under the tmt_core plugin.
- `TMFAlarmAPIConstants`: Contains constants and required parameter information. It also contains the schemas for the payloads passed in the *`Event Notification Management Open`* endpoint.
- `TMFTopicEventAPIUtil00B`: Contains functions to handle API requests that are triggered by external trigger definition flows that have the actions `AlarmCreateNotification`, `AlarmChangeNotification`, `AlarmDeleteNotification` which create, update, and delete events.
- `TMFTopicEventAPIUtil`: An empty script include file. Update this file to define any functions that you want to override in the `TMFTopicEventAPIUtil00B` script include.

The following sections provide examples of some of the customizations that you can make to the *`Event Notification Management Open`* API processing by extending/modifying these script include files.

Required parameters

The *`Event Notification Management`* API utilizes JSON schemas to define required parameters. These JSON schemas are defined in the `TMFAlarmAPIConstants` script include. These schemas are used to validate whether request payloads are valid. These schemas are not directly referenced in the script includes, but are returned by the following functions in the *`TMFTopicEventAPIUtil00B`* script include:

- `getAlarmCreateEventSchema()`: Returns the validating schema for creating an event.
- `getAlarmDeleteEventSchema()`: Returns the validating schema for deleting an event alarm.
- `getAlarmChangeEventSchema()`: Returns the validating schema for changing fields in an event.

To override the existing schemas, define new schemas in the `TMFTopicEventAPIUtil00B` script include and override the `TMFTopicEventAPIUtil` script include functions.

For example:

```
var TMFTopicEventAPIUtil = Class.create();
TMFTopicEventAPIUtil.prototype =
 Object.extendsObject(TMFTopicEventAPIUtil00B, {
 // Define overriding functions here
 // Define getAlarmCreateEventSchema here to override OOTB
 function in TMFTopicEventAPIUtil00B
 getAlarmCreateEventSchema: function() {
  return JSON.parse(TMFTopicEventAPIUtil.CUSTOMIZED_SCHEMA);
 },
    type: 'TMFTopicEventAPIUtil'
});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
// New schema
TMFTopicEventAPIUtil.CUSTOMIZED_SCHEMA = "{
  \"title\":\"AlarmCreateEvent\",
  \"type\":\"object\",
  \"properties\":{
    \"event\":{
      \"type\":\"object\",
      \"properties\":{
        \"alarm\":{
          \"type\":\"object\",
          \"properties\":{
            \"id\":{
              \"type\":\"string\"
            },
            \"href\":{
              \"type\":\"string\"
            },
            \"externalAlarmId\":{
              \"type\":\"string\"
            },
            \"alarmType\":{
              \"type\":\"string\"
            },
            \"perceivedSeverity\":{
              \"type\":\"string\"
            },
            \"probableCause\":{
              \"type\":\"string\"
            },
            \"alarmedObject\":{
              \"type\":\"object\",
              \"properties\":{
                \"id\":{
                  \"type\":\"string\"
                },
                \"href\":{
                  \"type\":\"string\"
                }
              },
              \"required\":[
                \"id\"
              ]
            },
            \"crossedThresholdInformation\":{
              \"type\":\"object\",
              \"properties\":{
                \"thresholdId\":{
                  \"type\":\"string\"
                }
              },
              \"required\":[
                \"thresholdId\"
              ]
            },
            \"affectedService\":{
              \"type\":\"array\",
              \"properties\":{
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
                \"id\":{
                  \"type\":\"string\"
                },
                \"href\":{
                  \"type\":\"string\"
                }
              },
              \"items\":{
                \"type\":\"object\",
                \"required\":[
                  \"id\"
                ]
              }
            },
            \"sourceSystemId\":{
              \"type\":\"string\"
            },
            \"specificProblem\":{
              \"type\":\"string\"
            }
          },
          \"required\":[

 \"externalAlarmId\",\"alarmType\",\"perceivedSeverity\",
\"probableCause\",\"sourceSystemId\",\"alarmedObject\"
          ]
        }
      },
      \"required\":[
        \"alarm\"
      ]
    }
  },
  \"required\":[
    \"event\"
  ]
}";
```

Request body validation

To perform additional validation on the request body, override the following functions in the `TMFTopicEventAPIUtil00B` script include. These functions are called by the specified functions in the same script include.

- `verifyAlarmCreateEventPayload()`: Called by `processAlarmCreateEvent()`.
- `verifyAlarmDeleteEventPayload()`: Called by `processAlarmDeleteEvent()`.
- `verifyAlarmChangeEventPayload()`: Called by `processAlarmChangeEvent()`.

All of these functions return success by default. If a helper function returns an error, it stops the API operation.

To apply custom validations, override the helper functions in the `TMFTopicEventAPIUtil00B` script include with identical function names and parameters in the `TMFTopicEventAPIUtil` script include.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In this example, a function in a custom TMFTopicEventAPIUtil script include overrides the default function in the TMFTopicEventAPIUtil00B script include to perform validation on the name attribute.

```
var TMFTopicEventAPIUtil = Class.create();
TMFTopicEventAPIUtil.prototype =
 Object.extendsObject(TMFTopicEventAPIUtil00B, {

    // Define overriding functions here
    verifyAlarmCreateEventPayload:
 function(eventPayload,responseObject){

        // Returning error status terminates the POST request
        // Make sure to assign error message and reason
        if (eventPayload.type != "unique") {
            responseObject.setMessage("Failed");
            responseObject.setReason("No reason needed");
            return responseObject.status = “error”;
        }
    },

    type: ‘TMFTopicEventAPIUtil’
});
```

Request body subscription validation

To modify the request body subscription validation for the API, you need to override the `validateSubscription()` function in the TMFTopicEventAPIUtil00B script include. This function validates whether the callbackURL you are using to create the event notification is registered and determines whether the *`eventType`* is registered for the raised callback. This function is called by the *`processAlarmCreateEvent()`*, *`processAlarmDeleteEvent()`*, and *`processAlarmChangeEvent()`* functions which are also in the TMFTopicEventAPIUtil00B script include.

Field mapping

When creating or updating records, the *`Event Notification Management Open`* API maps request body parameters to Event record fields. When retrieving records, the API maps Event record fields to response object attributes.

The TMFTopicEventAPIUtil00B script include contains the following functions that map change, create, and delete requests, based on the value in the *`eventType`* parameter, to a record in the Event [em_event] table.

- *`mapAlarmChangeObjectToEvent()`*
- *`mapCreateAlarmObjectToEvent()`*
- *`mapDeleteAlarmObjectToEvent()`*

You can customize field mappings to add and retrieve data for additional Event [em_event] table fields or change the default field mappings. To work with mappings, create functions with identical names and parameters in TMFTopicEventAPIUtil to override TMFTopicEventAPIUtil00B mapping functions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

GlideGeoPoint Developer Guide

The GlideGeoPoint developer guide contains information about how to compute distances between latitude and longitude values (geopoints), return locations within given geopoint and radius values, and use additional functionality provided by supported `GlideGeoPoint` API functions.

The Geo point field type allows you to store a latitude and longitude pair in a single field. Geopoints can be useful anytime you want to store a geographical point of interest, to ask how far a part two points of interest are from one another, or to search for all points within a certain distance from another point. For example, you can use geopoint functionality to quickly determine all of your customer's delivery locations and then adjust delivery fees based on their distance from the store.

Key aspects of the geotype data type are:

- It consists of a pair of decimal numbers representing longitude and latitude values.
- The range for longitude is (-180, 180]. Any value outside this range is normalized to the equivalent value inside this range.
- The range for latitude is [-90, 90]. Any value outside this range is normalized to the equivalent value inside this range.
- Geopoint values are always accepted as input and display as a comma-separated pair: “longitude,latitude”. Parentheses may optionally surround the expression.
- Both longitude and latitude values are stored up to 6 decimal places of precision.

For more information about the geopoint data type, see Function field.

The examples in this guide assume that a custom table, `u_geopoint`, is populated with fields `u_name` and `u_location`, where `u_name` is of type 'string' and lists the names of major cities and `u_location` is of type 'geopoint' and lists the latitude/longitude points of each city respectively.

Create geopoints using the GlideGeoPoint API

Use the `GlideGeoPoint` API to insert new records and create new geopoints.

The GlideGeoPoint - Global API allows you to set and retrieve geopoint values. However, you can perform additional functionality to insert new records by setting geopoints directly in a script using string notation or a GlideGeoPoint object.

Inserting a new record using string notation.

Set the value of the geopoint field `u_location` using a string. The string consists of a comma-delimited pair of longitude and latitude values. The following example shows how to set a new geopoint in the `u_geopoint` table using string notation.

Note: `GlideGeoPoint` API values are always listed in longitude, latitude order.

```
const longitude = "-87.628018";
const latitude = "41.885778";
const geopoint = longitude + "," + latitude;

const myGeoPoint = new GlideRecord("u_geopoint");
myGeoPoint.initialize();
myGeoPoint.setValue("u_name", "Chicago");
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
myGeoPoint.setValue("u_location", geopoint);
myGeoPoint.insert();
```

Inserting a new record using the GlideGeoPoint object.

Set the value of the geopoint field `u_location` using a GlideGeoPoint object.

```
const longitude = -87.628018;
const latitude = 41.885778;
const geopoint = new GlideGeoPoint(longitude,
 latitude);

const myGeoPoint = new GlideRecord("u_geopoint");
myGeoPoint.initialize();
myGeoPoint.setValue("u_name", "Chicago");
myGeoPoint.setValue("u_location", geopoint);
myGeoPoint.insert();
```

Read geopoint values using the GlideGeoPoint API

Use the *`getDisplayValue()`* GlideGeoPoint API function to read all geopoint values from a specific table.

The standard GlideGeoPoint API allows you to retrieve a geopoint value via the GlideGeoPoint - getDisplayValue() function. However, it is possible to read all geopoints defined in an entire table. The following example script demonstrates how to use the *`getDisplayValue()`* function to retrieve all records from the `u_geopoint` table, which includes the `u_location` field of type 'geopoint'. You can this example script and adjust it to your own specific use case.

Note: *`GlideGeoPoint`* API values are always listed in longitude, latitude order.

```
const myGeoPoint = new GlideRecord("u_geopoint");
myGeoPoint.query();

while (gr.next())
  gs.info("Name: {0}  Location: {1}",
    myGeoPoint.getDisplayValue('u_name'),
    myGeoPoint.getDisplayValue('u_location'));
```

The output returns all records in the `u_geopoint` table. The display value of a geopoint includes the longitude followed by the latitude, separated by a comma and surrounded in parentheses.

```
Name: London  Location: (-0.189937, 51.473584)
Name: Puerto Rico  Location: (-66.561301, 18.291136)
Name: Glasgow  Location: (-4.223964, 55.867846)
Name: Chicago  Location: (-87.628018, 41.885778)
Name: Tasmania  Location: (146.757677, -42.173578)
Name: Bermuda  Location: (-64.761595, 32.315798)
Name: Miami  Location: (-80.206458, 25.767242)
Name: Sydney  Location: (151.205230, -33.890115)
Name: Perth  Location: (115.871253, -31.971583)
Name: Dublin  Location: (-6.304994, 53.348317)
```

Calculate the distance between two geopoints

Use the `distance_sphere` glide function to return the distance between geopoints in meters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The geopoint glide function, `distance_sphere`, allows you to compute the distance between two geopoints. The function returns the distance in meters. `distance_sphere` can be used in the definition of a function field element on a table or via a script. Three syntaxes are supported and all parameters are required:

- `glidefunction:distance_sphere(geopoint1, geopoint2)`
- `glidefunction:distance_sphere(geopoint1, longitude2, latitude2)`
- `glidefunction:distance_sphere(longitude1, latitude1, longitude2, latitude2)`

When using these syntaxes, note that:

- geopoint1 and geopoint2 are table elements of type 'geopoint'
- longitude1, longitude 2, latitude 1, latitude 2 are numerical table elements or constants
- In all cases, the return value of this function is a decimal representing the distance between two geopoints in meters

The following example script defines a `distance_sphere` function to compute the distance between all geopoints stored in the `u_location` field of the `u_geopoint` table and the point `-0.189937` longitude, `51.473584` latitude (which is roughly the location of London). The function is added to the GlideRecord query to produce results.

```
const distToLondon =
"glidefunction:distance_sphere(u_location, '-0.189937',
 '51.473584')";

const myGeoPoint = new GlideRecord('u_geopoint');
gr.addFunction(distToLondon);
gr.query();

while(myGeoPoint.next())
  gs.info("Name: {0}  Dist to London(m): {1}",
    myGeoPoint.u_name, gr.getValue(distToLondon));
```

The output lists the distance between London and cities in the `u_location` field in meters.

```
Name: London  Dist to London(m): 0
Name: Glasgow  Dist to London(m): 555985.58456358
Name: Dublin  Dist to London(m): 464000.328892816
Name: Miami  Dist to London(m): 7123803.25406323
Name: Bermuda  Dist to London(m): 5547607.95564083
Name: Puerto Rico  Dist to London(m): 6799201.00905107
Name: Perth  Dist to London(m): 14485217.5596414
Name: Sydney  Dist to London(m): 17001034.4875494
Name: Tasmania  Dist to London(m): 17324634.4559516
```

Filter the distance between two geopoints

Use the `DISTANCE_SPHERE_WITHIN` query condition to filter for records having a geopoint value within the radius of a defined latitude, longitude point.

`DISTANCE_SPHERE_WITHIN` must follow syntax `geopointDISTANCE_SPHERE_WITHINlongitude,latitude<radius` where:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `geopoint` is a geopoint field
- `longitude` and `latitude` are decimal constants
- `radius` is a decimal constant (in meters)

Note: The less-than symbol (<) in this expression is required and only used as a delimiter. Any other comparison operator is invalid.

The `DISTANCE_SPHERE_WITHIN` accepts kilometer or meter values in the request but always returns the output value in meters.

The following example script shows how to build an encoded query that returns only records having a `u_location` less than 1,000,000 kilometers away from the point `-0.189937` longitude, `51.473584` latitude (which is roughly the location of London). When executed, it returns three records representing cities within the specified radius of London.

```
const myGeoPoint = new GlideRecord("u_geopoint");
myGeoPoint.addEncodedQuery("u_locationDISTANCE_SPHERE_WITHIN-0.1
89937,51.473584<1000000");
myGeoPoint.query();

while(gr.next())
    gs.info("Name:" + myGeoPoint.getDisplayValue("u_name")
         + " Location:" +
 myGeoPoint.getDisplayValue("u_location"));
```

Output:

```
Name:London Location:(-0.189937, 51.473584)
Name:Dublin Location:(-6.304994, 53.348317)
Name:Glasgow Location:(-4.223964, 55.867846)
```

The following example script is equivalent to the first but uses an alternative syntax for GlideRecord.

```
const myGeoPoint = new GlideRecord("u_geopoint");
myGeoPoint.addQuery("u_location", "DISTANCE_SPHERE_WITHIN",
 "-0.189937,51.473584<1000000");
myGeoPoint.query();

while(myGeoPoint.next())
    gs.info("Name:" + myGeoPoint.getDisplayValue("u_name")
         + " Location:" +
 myGeoPoint.getDisplayValue("u_location"));
```

Output:

```
Name:London Location:(-0.189937, 51.473584)
Name:Dublin Location:(-6.304994, 53.348317)
Name:Glasgow Location:(-4.223964, 55.867846)
```

Mobile SDK Developer Guide - Android

The ServiceNow Mobile SDK enables you to leverage the functionality and resources of the ServiceNow platform within your standalone mobile Android applications.

Using the Mobile SDK, you can perform the following within your applications:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Access data on your ServiceNow instance through its public REST APIs or custom scripted REST APIs that you develop.
- Embed and enable Virtual Agent within your application interface.
- Gather and track custom analytics events for analysis.
- Attach documents (attachments) to a record within your ServiceNow instance.
- Load web pages hosted on your ServiceNow instance in a native web view or Cabrillo.
- Provide simple authentication flows using JSON Web Tokens for third-party applications to authenticate users.
- Send push notifications.

The Mobile SDK provides a sample app that includes code examples for integration with different Mobile SDK modules. In the 2.1 release and later, the Engagement Messenger is included in the sample app. To learn more about the Engagement Messenger, see https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB1587611 .

NowSDK architecture

The NowSDK is the top-level entity of the Mobile SDK class framework.

It contains numerous classes, interfaces, and functions that enable you to leverage the significant capabilities provided by the Mobile SDK and your ServiceNow instance. This document focuses on describing the primary feature services exposed in the Mobile SDK that enable you to interact with your ServiceNow instance.

In order to use any of the feature services provided by the Mobile SDK, you need to integrate the NowSDK library into your code. You must call the core library to configure and initialize the SDK before using any SDK functionality.

NowSDK provides the following capabilities:

- SDK initialization and settings retrieval and configuration.
- Seamless authorization and user session handling.
- Logging interface. The NowSDK provides logging services to all feature services. By default, log messages are written to system logs using platform-specific functionality. You can control the logging threshold through a parameter that is part of the call to configure the SDK. There is also an option to suppress all log messages generated by the SDK and its feature services (`log level = none`). If you already have your own logging solution in place, the Mobile SDK allows you to use it.
- Build and release infrastructure.

NowSDK provides the following feature services and associated APIs:

- NowDataSDK

  Enables third party applications to access the public REST APIs exposed by your ServiceNow instance. Development is streamlined because the NowDataSDK utilizes the authentication and session handling features provided by the NowSDK.

  - Primary APIs:
    - NowAPIService: This API provides functionality that enables you to interact with the publicly exposed REST APIs on your ServiceNow instance.
    - NowAttachmentService: This API provides functionality to upload and query file attachments on your ServiceNow instance within your Android application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

    - NowGraphQLService: This API provides functionality that enables you to use GraphQL queries to obtain data from tables within your ServiceNow instance using the ServiceNow REST *`GraphQL API`*.
    - NowTableService: This API provides functionality that enables you to perform create, read, update, and delete (CRUD) operations on existing tables in your ServiceNow instance that get serviced through the ServiceNow REST *`Table API`*.
- NowAnalytics

  Enables you to gather and track usage analytics within your mobile applications.

  - Primary APIs:
    - NowAnalytics: This API provides functionality to gather user analytics data and store it within the ServiceNow platform for later analysis and tracking.
- NowChat

  Enables you to embed a native Virtual Agent chat window in your applications. This service includes UI/UX features.

  - Primary APIs:
    - NowChatService: This API provides Virtual Agent and Live Agent chat capabilities to your Android applications. Leverage the full service chat capabilities provided by the ServiceNow platform by simply implementing *`NowChatService`* within your application.
- NowPush

  Enables you to send unsolicited messages to your applications that leverage the NowChat/Virtual Agent functionality.

  - Primary APIs:
    - NowPushSDK: This API provides the function necessary to create a `NowPushService` that enables the sending of unsolicited (push) notifications to Android devices.
    - NowPushService: This API provides functions that enable interaction with the Push Service.
- NowWeb

  Enables you to load web pages hosted on your ServiceNow instance in a native web view or Cabrillo. It automatically handles user authentication and session management instead of forcing users to log into the instance via a login web page.

  When the webview is requested to load a web page hosted on a ServiceNow instance, it creates an HTTP request with the appropriate bearer header containing the OAuth access token provided by the NowSDK. When the instance receives this request, it starts a new user session and returns cookies related to that session. As the user interacts with the web pages in the webview, the instance uses the cookies to validate that the session is still valid. At this point, the bearer header is no longer relevant, only the cookies are used for session validation. The web session expires if the user stops interacting with the website for longer than the timeout period. After the session expires, if the user tries to interact with the web page, they are automatically redirected to the login page. The NowWebViewController detects the redirection and attempts to start a new web session by requesting a refreshed access token from the NowSDK and using the token to create a HTTP request (with bearer header) for the last known loaded page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Primary APIs:

  NowWebSDK: This API provides functionality to create a NowWeb service object that enables web pages from your ServiceNow instance to be displayed in your Android application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Get started with Mobile SDK - Android

You must complete the tasks outlined in this section to prepare your development environment to support writing Android applications that integrate with the ServiceNow Mobile SDK.

- Download and install the ServiceNow Mobile SDK libraries. For detailed instructions, see Download and install the Mobile SDK library.
- Install and configure the Mobile SDK scoped application. For detailed instructions, see Install and configure the Mobile SDK scoped application.
- Configure your project. For more information, see Configure your project.
- Activate and configure the Mobile SDK on your ServiceNow instance. For details, see Configure certificate and create an OAuth Entity.

Once all of these tasks are completed, you can then start creating mobile applications that leverage the significant resources on your ServiceNow instance.

Download and install the Mobile SDK library

Before you can create mobile applications that interact with your ServiceNow instance, you must first download and install the ServiceNow Mobile SDK Android library.

Before you begin

Role required: none

Before you start the download and installation process, ensure that your development environment meets the following minimum requirements:

- ServiceNow instance must be Washington DC or later.
- Android version must be API 29 or later.

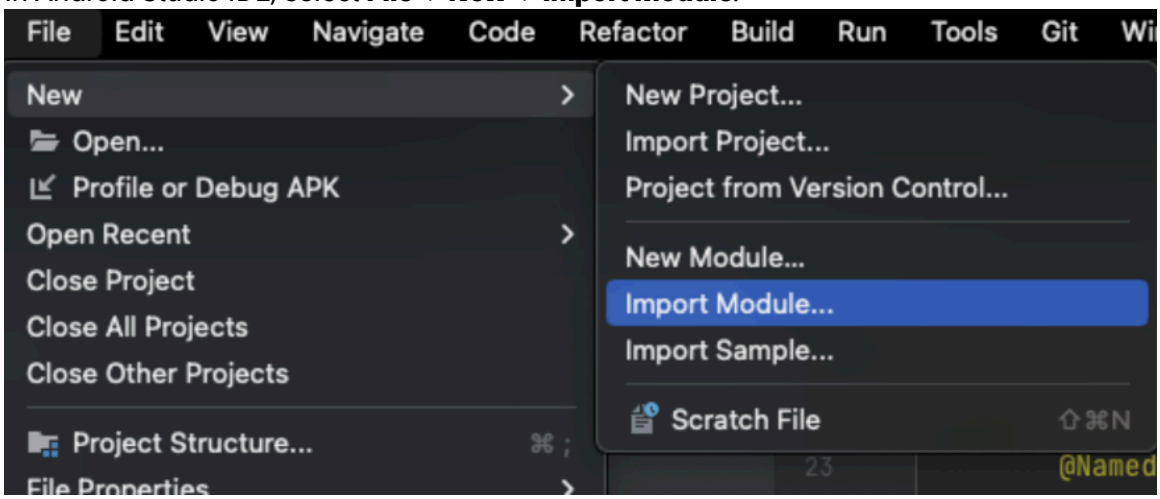
Procedure

1. Download the Mobile SDK Android library, called NowSDK, from the ServiceNow Store. You can find the Android libraries in the following locations:
   - Mobile SDK: https://store.servicenow.com/sn_appstore_store.do#!/store/application/528218468031201010 40fe43e5b9ee8c
   - Android library: https://store.servicenow.com/sn_appstore_store.do#!/store/application/f06b29b487ea3014970e2178cebb3511

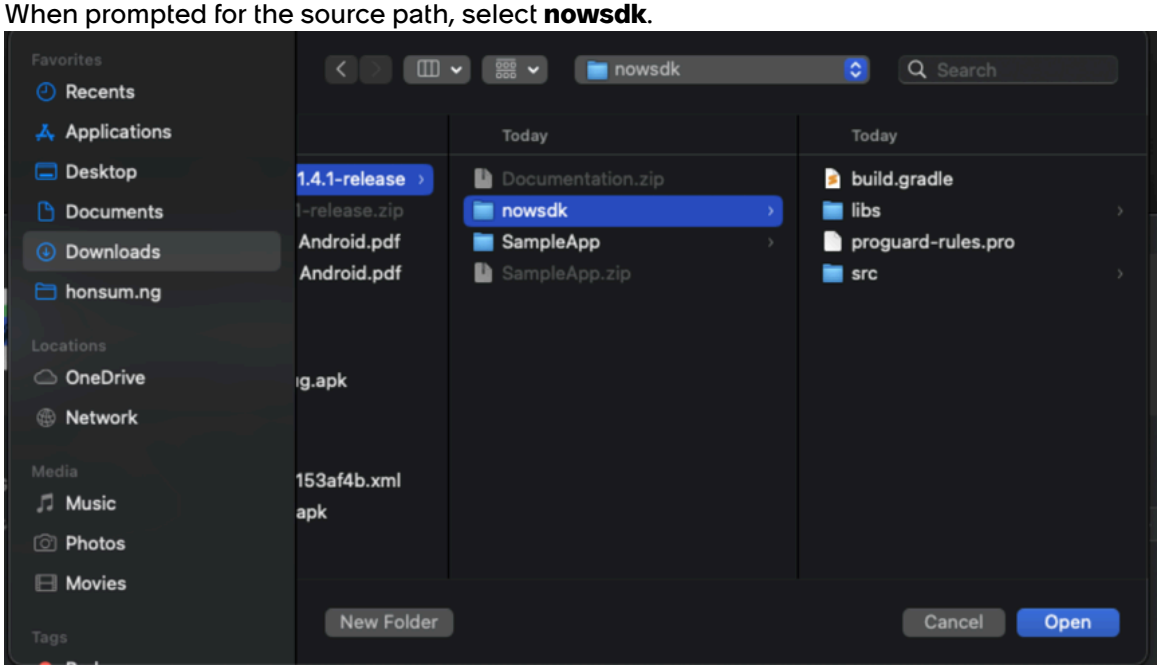
   For details on installing applications on your instance, see Administering applications.
2. Unzip the NowSDK file into a temporary folder.
3. Use Android Studio IDE to import the NowSDK as a module into your project.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. In Android Studio IDE, select **File -> New -> Import Module**.



b. When prompted for the source path, select **nowsdk**.



As the project is imported, the IDE will report a build error.

c. To resolve any build errors, make sure the following key-value pairs are added inside the nowsdk module's#`build.gradle` file.
This information defines the versions for each of the transitive dependencies of the NowSDK.

```
ext {
    kotlin_version = "2.1.0"
    hilt_version = "2.55"
    navigationVersion = '2.8.5'
    mapsKtxVersion = '3.4.0'
    mapsComposeVersion = '2.11.0'
    androidxCoreVersion = '1.13.1'
    recyclerViewVersion = '1.3.2'
    appCompatVersion = '1.6.1'
    constraintLayoutVersion = '2.2.0'
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    lifecycleVersion = '2.8.7'
    roomRuntimeVersion = '2.6.1'
    roomRxJavaVersion = '2.6.1'
    timberVersion = '5.0.1'
    rxAndroidVersion = '3.0.2'
    rxJavaVersion = '3.1.10'
    rxKotlinVersion = '3.0.1'
    daggerVersion = '2.55'
    androidxAnnotationVersion = '1.9.1'
    materialVersion = '1.9.0'
    retrofitVersion = '2.11.0'
    okhttpVersion = '4.12.0'
    cardViewVersion = '1.0.0'
    gsonVersion = '2.11.0'
    firebaseBomVersion = '33.7.0'
    exifinterfaceVersion = '1.3.7'
    kotlinxCoroutinesVersion = '1.10.1'
    moshiVersion = '1.15.2'
    androidxBrowserVersion = '1.8.0'
    composeBomVersion = '2025.01.00'
    composeViewmodelVersion = '2.5.1'
    composeActivityVersion = '1.9.3'
    jsoupVersion= '1.18.3'
    cameraxVersion = '1.2.3'
    lottieVersion = '6.6.1'
    fragmentKtxVersion = '1.5.2'
    coroutinesCoreVersion = '1.5.1'
    coroutinesAndroidVersion = '1.5.1'
}
```

d. In the nowsdk module's#`build.gradle`#file, ensure that the following section is added to include the NowSDK repositories.

```
rootProject.allprojects {
  repositories {
    flatDir { dirs rootProject.rootDir.path +
 "/nowsdk/libs" }
  }
}
```

e. In the app level `build.gradle` file, add the NowSDK as a dependency.

```
dependencies {
  // NowSDK
  implementation project (":nowsdk")
```

Once `gradle` syncs, you should be able to reference the *NowSDK* APIs.

Install and configure the Mobile SDK scoped application

Before writing any application that leverages the Mobile SDK, you must install and configure the Mobile SDK scoped application.

Before you begin

Role required: admin

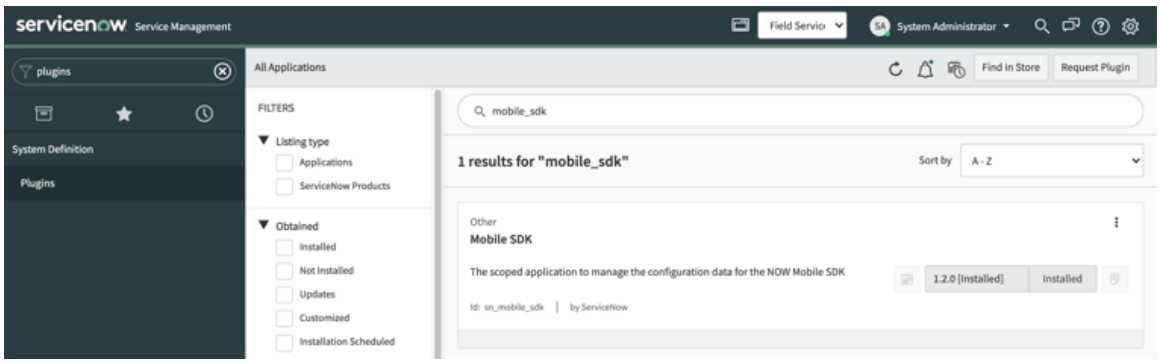
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to the Mobile SDK page on the ServiceNow Store web site.
   For details, see Install a ServiceNow Store application.
2. Select **Request Install** to download the Mobile SDK scoped application onto your ServiceNow instance.
3. Verify that the Mobile SDK scoped application was properly installed on your ServiceNow instance.

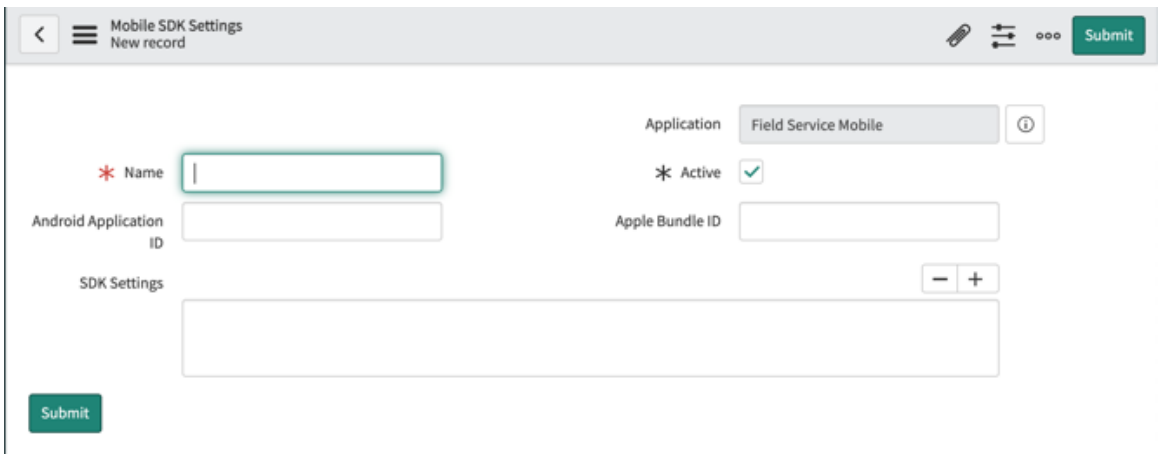
   a. Open the plugin's form: `System Definition` > `Plugins`.

   b. In the search field, enter `mobile_sdk`.
   A screen similar to the following should appear:



   c. Verify that the plugin **Id** is `sn_mobile_sdk` and that the version is the latest.

4. Open the Mobile SDK Settings [sn_mobile_sdk] table and create a new application record for the application that will leverage the Mobile SDK.



   a. In the **Name** field, enter the name of your application that will leverage the Mobile SDK.

   b. In the **Android Application ID** and **Apple Bundle ID** fields, enter the ID of your mobile application.
   For example, if the Mobile SDK was added to your mobile applications, then these IDs would be the IDs of the mobile applications.

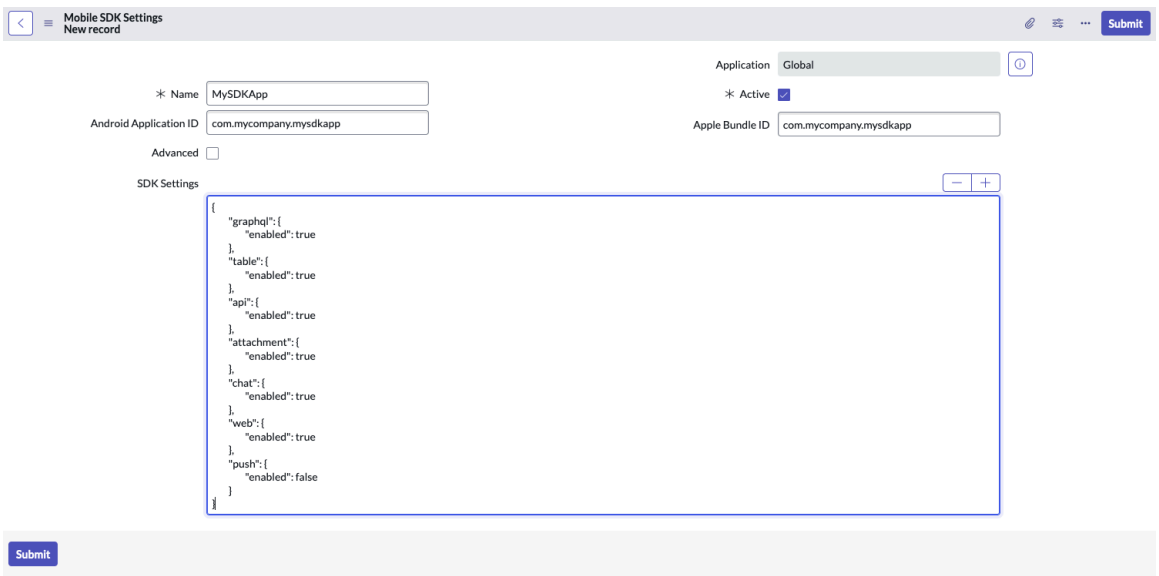
   c. In the **SDK Settings** field, enter JSON configuration properties for all of the feature services that your application will leverage, set to `true`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For example:

```
{
    "graphql": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "table": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "api": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "attachment": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "chat": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "web": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "push": {
        "enabled" : true
    }
}
```

Ensure that the **Advanced** check box is unselected. This allows you to enter JSON in the **SDK Settings** field.



Any applicable configuration added in **SDK Settings** is used in conjunction with the ServiceNow instance configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

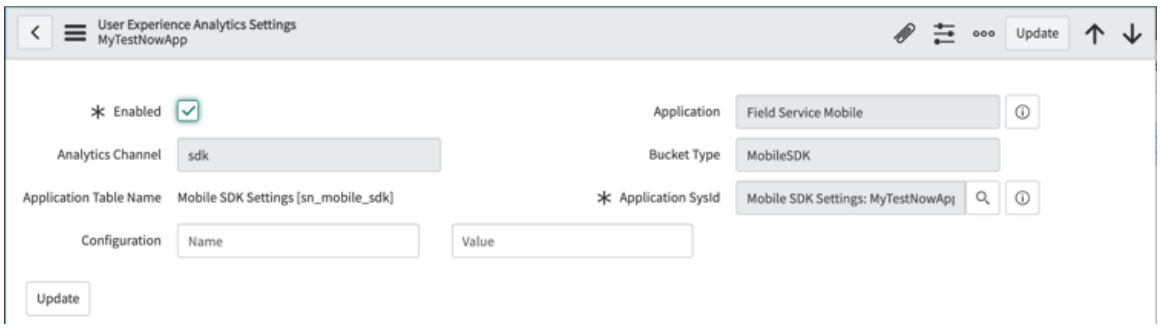
For example, if `chat: enabled = true`, your ServiceNow instance must have the Virtual Agent plugin installed to leverage the chat functionality. If the Virtual Agent plugin is installed, but **SDK Settings** contains `chat: enabled = false`, your application is not able to leverage the chat interface.

d. Select **Submit** to save your application settings.

5. Optional. If you want your application to leverage User Experience Analytics, register your application with the User Experience Analytics application.

a. Reopen your application's Mobile SDK Settings record.

b. In the bottom-left of the screen, select **Register for Analytics**.
A screen similar to the following appears:



c. Select **Update** to save the registration.

6. Verify your SDK Settings.

a. Navigate to the **REST API Explorer**.

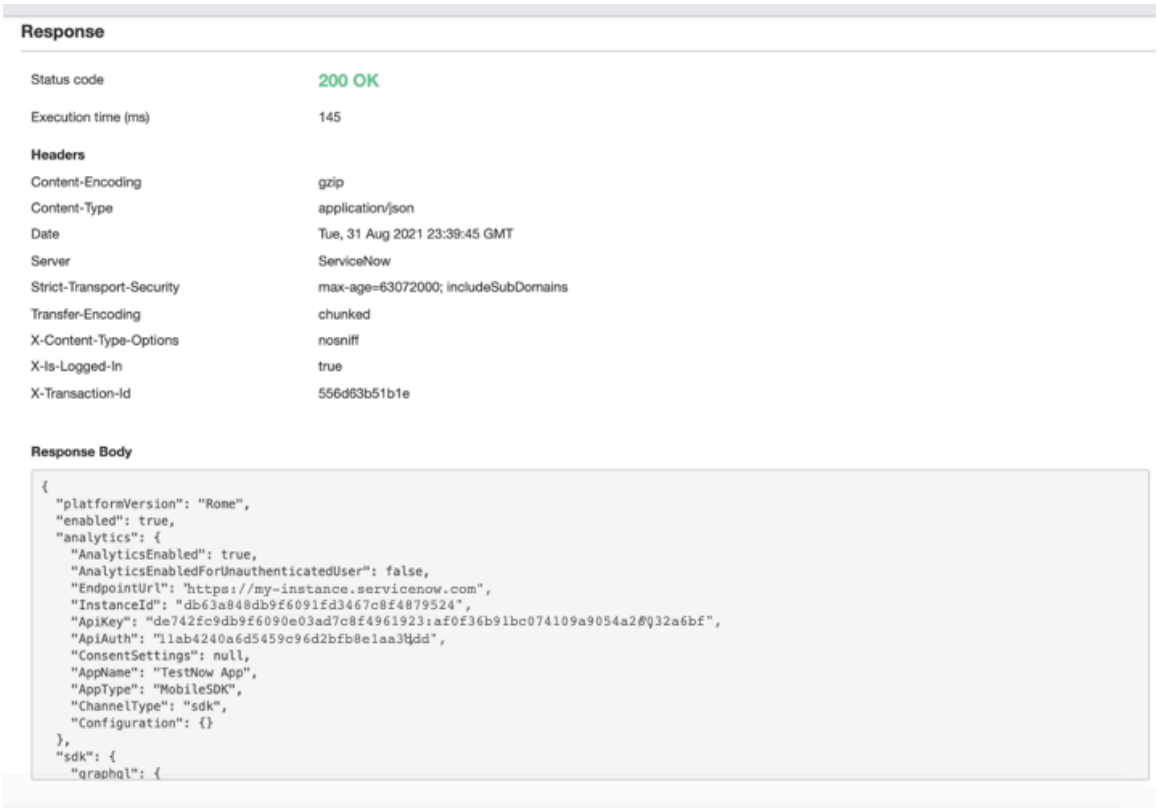
b. Enter the following in the specified fields:

- **Namespace**: `sn_mobile_sdk`
- **API Name**: `Mobile SDK`
- **API Version**: `latest`

c. Select **Get settings for Android App (GET)**.

d. In the **applicationID** field, enter the Android Application ID that you entered in the associated Mobile SDK Settings record and then select **Send**.
The response should look similar to the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The JSON **Response Body** should look similar to the following:

```
{
 "platformVersion": "utah",
 "enabled": true,
 "analytics": {
 "AnalyticsEnabled": true,
 "AnalyticsEnabledForUnauthenticatedUser": false,
 "EndpointUrl": "https://my-instance.servicenow.com.com",
 "InstanceId": "db63a848db9f6091fd3467c8f4879524",
 "ApiKey":
 "de742fc9db9f6090e03ad7c8f4961923:af0f36b91bc074109a9054a260
32a6bf",
 "ApiAuth": "11ab4240a6d5459c96d2bfb8e1aa3ddd",
 "ConsentSettings": null,
 "AppName": "TestNow App",
 "AppType": "MobileSDK",
 "ChannelType": "sdk",
 "Configuration": {}
 },
 "sdk": {
 "graphql": {
 "enabled": true
 },
 "table": {
 "enabled": true
 },
 "api": {
 "enabled": true
 },
 "attachment": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 "enabled": true
 },
 "chat": {
 "enabled": true
 },
 "web": {
 "enabled": true
 },
   "push": {
   "enabled": true
 }
}
```

Configure your project

Before writing any application that leverages the Mobile SDK for Android, you must configure your project to use the SDK.

Before you begin

Role required: none

Procedure

To include the nowsdk module in your project, add the following line to the `settings.gradle` file in your application folder:

```
include ':nowsdk'
```

Configure certificate and create an OAuth Entity

You must configure your ServiceNow instance to accept and exchange a JSON Web Token (JWT) for an OAuth access token. To enable this functionality you must install a certificate that matches the JWT provider's private key on the ServiceNow instance that you will use as the JWT Token consumer and create an OAuth Entity on that instance.

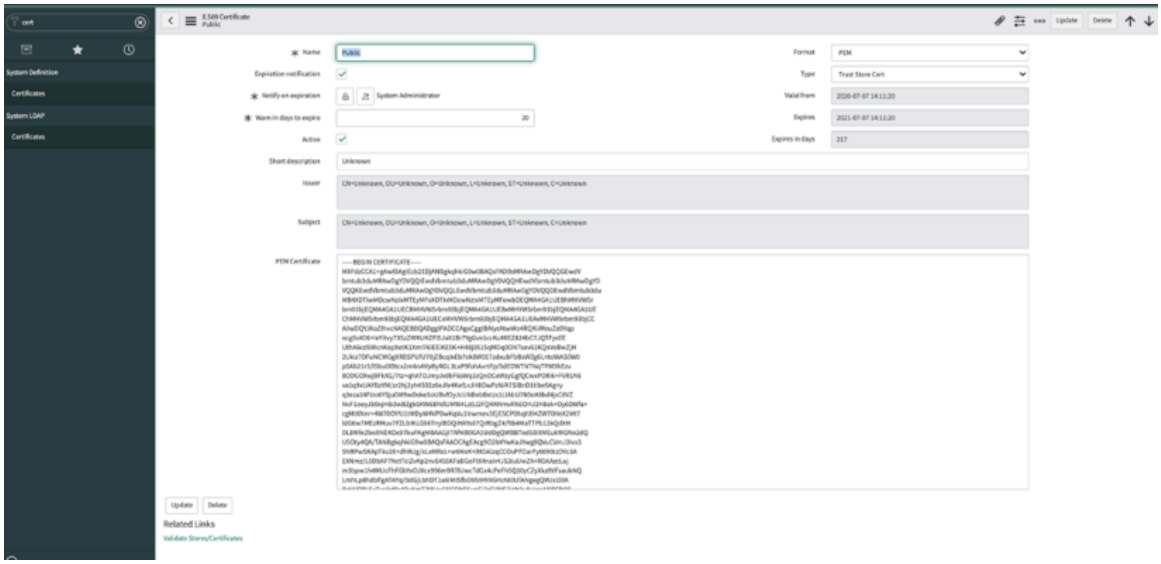
Before you begin

Role required: admin

Procedure

1. If not already configured, configure your ServiceNow instance as an OAuth JWT provider. For details, see Create an OAuth JWT API endpoint for external clients (machine to machine integration).
2. Navigate to **System Definition** > **Certificates**.
3. Select **New** and then create a new public certificate as shown in the following image.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For details on creating this certificate, see Update your X.509 certificate.

4. Create an OAuth Entity.
   For details, see Create an OAuth JWT API endpoint for external clients (machine to machine integration).
5. Add and select the **Public Client** field to the form.

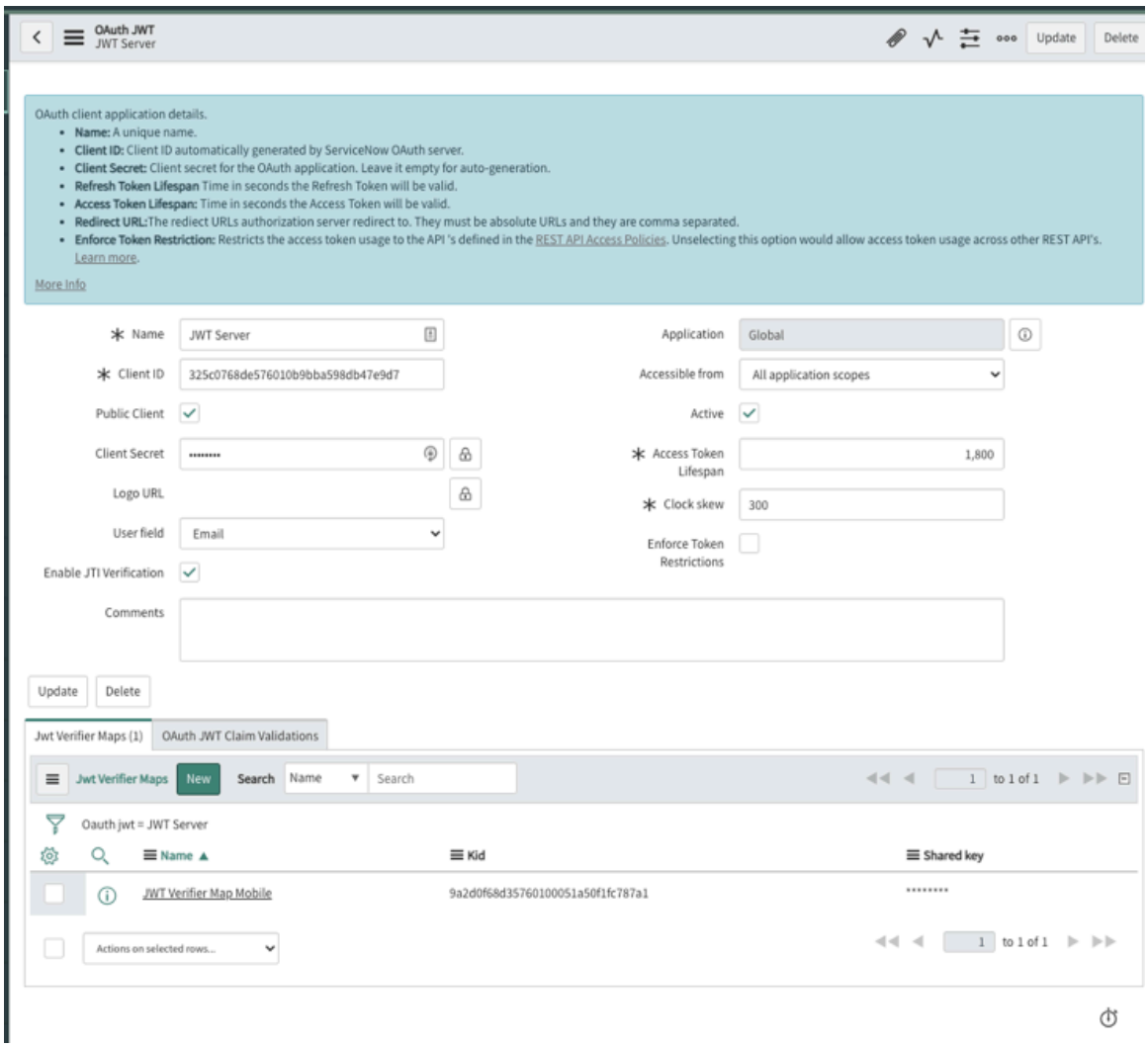
   Note: This field is not shown by default.

6. Save the record.
7. Add a JWT Verifier Map entry.
   After the record is saved, a new section called **Jwt Verifier Maps** appears at the bottom of the form.

   a. Add a name in the **Name** field, this can be whatever name you choose, and select the certificate that was added.
   The other fields, **Kid** and **Shared key**, can be left blank, as they are auto-filled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Ensure that the form contains information similar to the following once you are finished with your configuration:



Configure guest user access

To enable SDK services to be accessible by unauthenticated users, you must configure the Mobile SDK on your ServiceNow instance to allow guest user access. A guest user can view public web pages hosted in an instance using *NowWeb*, have a conversation as a guest using *NowChat*, access public data on the instance using *NowTableService* and *NowGraphQLService*, and access custom API services configured for unauthenticated users using *NowAPIService*.

Before you begin

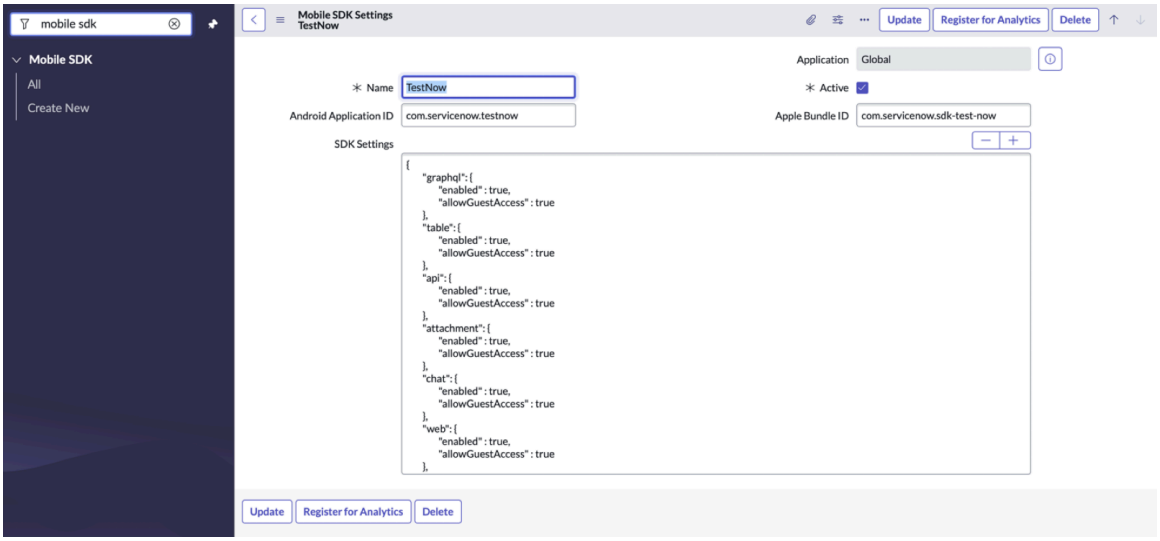
Role required: admin

Procedure

1. Navigate to **All** > **Mobile SDK** > **All** and select the application to which you want to allow guest access.
2. For each service that you want to enable guest access, add `"allowGuestAccess":true` to its configuration array.

Note: The *NowAttachment* service does not currently support guest access.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. Select **Update** to save your changes.

Initialize the NowSDK in your application

In order to use the Mobile SDK in your application, you need to perform SDK initialization, authorization, and logging.

As you use the NowSDK, it makes a request to configure the SDK and provides callbacks from the SDK. Once the SDK is configured, an application can use the feature services and their associated APIs. This setup/configuration helps to make an authenticated call to a ServiceNow instance.

The following is an example of how to initialize the NowSDK in your Android application.

```
//Helper class to encapsulate value needed to initialize the sdk
data class NowSDKSettings(val instanceBaseURL : String, val
 clientId: String, val user: String?)

class SampleApplication : Application(),
 NowSDKAuthorizationProviding, DevicePermissionDelegate {

    private val nowSdkSettings = NowSDKSettings(
        instanceBaseURL =
 "https://instance-name.service-now.com",
        clientId = "client_id",
        user = "user"
    )

    private val coroutineScope = CoroutineScope(Dispatchers.IO)

    private val nowSDKConfiguration = NowSDKConfiguration(this,
 this, NowLogLevel.Debug)

    override fun onCreate() {
        super.onCreate()
        NowSDK.configure(this, nowSDKConfiguration)
    }

    override fun requestAuthorization(
        instanceURL: URL,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        callback: Consumer<List<AuthorizationToken>?>
    ) {
        coroutineScope.launch {
            when {
                nowSdkSettings.user.isNullOrBlank().not() ->
 authorizeWithJWT(
                    callback = callback,
                    user = nowSdkSettings.user,
                    clientId = nowSdkSettings.clientId
                )

                else -> authorizeWithGuest(callback = callback)
            }
        }
    }

    override fun canRequestPermission(permission:
 DevicePermission): Boolean {
        return true
    }

    private fun authorizeWithJWT(
        callback: Consumer<List<AuthorizationToken>?>,
        user: String?,
        clientId: String
    ) {
        //Get JWT token needed for the sdk initialization.
        val jwtToken ="jwt_token"


 callback.accept(listOf(AuthorizationToken(AuthorizationTokenTyp
e.JWT, jwtToken)))
    }

    private fun authorizeWithGuest(callback:
 Consumer<List<AuthorizationToken>?>) {
        callback.accept(
            listOf(
                AuthorizationToken(
                    AuthorizationTokenType.Guest,
                    ""
                )
            )
        )
    }
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Implement Virtual and Live Agent chat

The Mobile SDK enables you to easily implement Virtual and Live Agent chat services within your Android application.

You use the NowChatSDK API to create the chat service. Once the service is created, you must then start the chat user interface.

The following is a snippet that shows how to create the chat service and start the interface.

```
/**
 * Helper class used to handle different Now service instances.
 */
@Singleton
class SdkManager @Inject constructor() {

    private var chatService: NowChatService? = null

    /**
     * Create the NowChatService once in the lifetime of the
 application, inside the Application class or another manager
 class
     * that will be injected into other classes via dagger/hilt.
     * NowChatService should be created after initializing the
 NowSDK.
     */
    suspend fun getNowChatService(): NowChatService? {
        if (chatService != null) return chatService

        return
 NowChatSDK.makeChatService(URL("https://
instance-name.service-now.com"),
            object : NowChatSdkCallbacks {})
            .getOrThrow()
            .also { this.chatService = it }
    }
}

//Activity that will start the NowChat
class MainActivity : AppCompatActivity() {

    @Inject
    lateinit var sdkManager: SdkManager

    override fun onCreate(savedInstanceState: Bundle?) {
        super.onCreate(savedInstanceState)

        //Start NowChat using the activity
        lifecycleScope.launch {

 sdkManager.getNowChatService()?.start(this@MainActivity)
        }
    }
}
```

Before you can leverage the chat functionality within your application, you must configure Virtual Agent within your ServiceNow instance. For details, see Virtual Agent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Passing context variables to Live Agent and Virtual Agent chat

You can pass chat context variables when starting a chat session by passing the *contextData* parameter in the NowChatService-start() function. For additional information on chat context variables, see Live agent chat context variables.

```
class MainActivity : AppCompatActivity() {
  @Inject

  lateinit var sdkManager: SdkManager

  override fun onCreate(savedInstanceState: Bundle?) {
    super.onCreate(savedInstanceState)

    val contextData = mapOf("sys_id" to "123456789", "table" to
 "wm_task")
    //Start NowChat using the activity
    lifecycleScope.launch {
      sdkManager.getNowChatService()?.start(this@MainActivity,
 contextData = contextData)
    }
  }
}
```

Theme the chat user interface

You can customize the colors of the Live Agent and Virtual Agent chat UI by passing a theme object in the *start()* call. For a list of elements that you can customize, see NowChatService - launchIntent(context:Context, nowChatTheme:NowChatTheme):Intent. By default, the chat UI uses the *nowUIColor* theme for all NowSDK UI elements. Refer to the sample application for an example on how to apply a theme to your chat UI.

Pass NowChatConfiguration to modify the behavior of NowChat

You can pass an optional *NowChatConfiguration* parameter when starting a chat session to modify some of the behavior of NowChat.

The NowChatConfiguration object contains the following options:

- *closePrompt*: Prompt text that appears before exiting a chat window. You define this prompt text through the following parameters:
  - *header*: Nullable string value that appears on the prompt's header.
  - *message*: String value that appears on the prompt's main body.
  - *acceptButtonTitle*: String value that appears on the primary button of the prompt. This button closes the chat window.
  - *declineButtonTitle*: String value that appears on the secondary button of the prompt. This button dismisses the prompt without closing the chat window.
- *disabledFeatures*: List of NowChat features to disable. Refer to the *NowChatConfiguration.Feature* enum class for the list of features that you can disable.
- *conversationOptions*: List of conversation options to apply to NowChat. Refer to the *NowChatConvestation.ConversationOption* enum class for the list of options that you can apply.
- *uiConfiguration*: UIConfiguration value used to configure UI components in NowChat.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following code example shows how to use *NowChatConfiguration()* to configure NowChat.

```
class MainActivity : AppCompatActivity() {
  @Inject

  lateinit var sdkManager: SdkManager

  override fun onCreate(savedInstanceState: Bundle?) {
    super.onCreate(savedInstanceState)

    //Drawable to use instead of the default NowChat back
 button.
    val myDrawable = ContextCompat.getDrawable(activity,
 R.drawable.my_drawable)

    val nowChatConfiguration = NowChatConfiguration(
      closePrompt = NowChatConfiguration.ClosePrompt(
        header = null,
        message = "Are you sure you want to leave?",
        acceptButtonTitle = "Yes",
        declineButtonTitle = "No"
      ),
      disabledFeatures =
 listOf(NowChatConfiguration.Feature.START_NEW_CONVERSATION),
      conversationOptions =
 listOf(NowChatConfiguration.ConversationOption.FORCE_NEW_CONVER
SATION),
      uiConfiguration = NowChatConfiguration.UIConfiguration(
        closeButton =  NowChatConfiguration.CloseButton(
          icon = myDrawable
        ),
        attachmentUploadButton =
 NowChatConfiguration.AttachmentUploadButton(isVisible = false)
      )
    )

    //Start NowChat
    lifecycleScope.launch {
      sdkManager.getNowChatService()?.start(this@MainActivity,
 nowChatConfiguration = nowChatConfiguration)
    }
  }
}
```

For additional information, see NowChatConfiguration - Android and NowChatService - start(activity: Activity, themeColors: NowChatTheme = object: NowChatTheme{}, contextData: Map<String, Any> = mapOf(), chatConfiguration: NowChatConfiguration? = null).

Interact with table data in a ServiceNow instance

The Mobile SDK enables you to interact with data in tables that reside on your ServiceNow instance. You can interact with this data through the ServiceNow REST *Table* API using the *NowTableService()* API that directly calls the REST interface, or through the *NowGraphQLService()* API that executes a specified GraphQL query against the REST *GraphQL* API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you want to return data from multiple tables within a single call, you will need to use the *NowGraphQLService()* API. If you need to interact with ServiceNow REST APIs other than the *Table* API, see Interact with the public REST API on a ServiceNow instance.

Using NowGraphQLService to interact with ServiceNow tables

The NowGraphQLService class provides methods that enable you to construct and execute GraphQL queries on a specified table within your ServiceNow instance if the logged in user has the proper authorization. You can define all CRUD operations within your GraphQL query.

The following example shows how to import the NowData framework and then initialize a NowGraphQLService object that you can then use to interact with tables in your ServiceNow instance.

```
/**
 * Helper class used to handle different Now service instances.
 */
@Singleton
class SdkManager @Inject constructor() {

    private var nowGraphQLService: NowGraphQLService? = null

    /**
     * Create the NowGraphQLService once in the lifetime of the
 application inside the Application class or another manager
 class
     * that will be injected into other classes via dagger/hilt.
     * NowGraphQLService should be created after initializing
 the NowSDK
     */
    suspend fun getNowGraphQLService(): NowGraphQLService? {
        if (nowGraphQLService != null) return nowGraphQLService

        return
 NowDataSDK.makeGraphQLService(URL("https://
instance-name.service-now.com")).getOrThrow()
            .also { this.nowGraphQLService = it }
    }
}
```

This example shows how to obtains published KB articles using a GraphQL query.

```
suspend fun loadList() = withContext(Dispatchers.IO) {
    val kbArticlesQuery = """
    {
        GlideRecord_Query {
            kb_knowledge(queryConditions:
 "active=true^ORDERBYpublishedDESC"
            pagination:{ limit: 10, offset: 0 }) {
                _results {
                    sys_id { value },
                    number { displayValue },
                    short_description { displayValue },
                    author { displayValue }
                    published { displayValue }
                }
            }
        }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    }
"""
    val graphQLService = sdkManager.getNowGraphQLService()

    //graphQLService?.graphQLRequest(kbArticlesQuery)?.execute()
 can also be used
    graphQLService?.graphQLRequest(kbArticlesQuery)?.enqueue(
        { response ->
            response.body?.let {
                val resultString = String(it)
            }

        }, { nowDataError ->
            //handle error
        })
}
```

Using NowTableService to interact with ServiceNow tables

The NowTableService class provides methods to perform CRUD operations on the records in tables that reside on your ServiceNow instance. Through this interface you can directly access any of the records within any ServiceNow table for which the logged in user is authorized. *NowTableService* supports dot-walking for reference fields. For example, if a table contains a reference to the User table, the dot-walked value `user.name` returns the name of the user.

When returning the requested data, all applicable Access Control Lists (ACLs) are applied to the data, which may result in fewer results than expected, or authorization errors if the authenticated user does not have access rights to the specified table.

The following example shows how to import the *NowData* framework and then initialize a NowTableServce object that you can then use to interact with ServiceNow instance tables.

```
/**
 * Helper class used to handle different Now service instances.
 It has an application scope or is Singleton
 */
@Singleton
class SdkManager @Inject constructor() {

    private var nowTableService: NowTableService? = null

    /**
     * Create the NowTableService once in the lifetime of the
 application inside the Application class or another manager
 class
     * that will be injected into other classes via dagger/hilt.
     * NowTableService should be created after initializing the
 NowSDK
     */
    suspend fun getNowTableService(): NowTableService? {
        if (nowTableService != null) return nowTableService

        return
 NowDataSDK.makeTableService(URL("https://
instance-name.service-now.com")).getOrThrow()
            .also { this.nowTableService = it }
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 }


suspend fun loadCases() = withContext(Dispatchers.IO) {
    val tableService = sdkManager.getNowTableService()

    //configure what data to pass back
    val fetchConfiguration =
 FetchConfiguration(Filter("active=true"), 10)

    val response = runCatching {
        tableService?.records(
            "sn_customerservice_case",
            fetchConfiguration
        )?.execute()
    }

    if (response.isSuccess) {
        val resultString = response.getOrNull()?.body?.let
 { String(it) }
    } else {
        //handle unsuccessful result
    }
}
```

For additional code examples using the available *NowTableService* methods, refer to the NowTableService API documentation.

Configure return results data

Within the Mobile SDK, when interacting with data from a ServiceNow instance through a REST endpoint, you can configure what data is passed back in the return results.

You configure what data to pass back using the FetchConfiguration API. This interface enables you to configure:

- The specific records to return from a table.
- The specific fields to return from the records.
- The number of records to return.

Note: Generally you want to use the same FetchConfiguration for all of your CRUD operations for a certain model type as it determines which fields are returned. It should at least match the required properties on your model, or else JSON Decoding will fail.

Configuring the specific records to return

The Filter object within a *FetchConfiguration* call enables you to define the filter and sort requirements for the records that are fetched from a ServiceNow instance and passed back in the return results from a REST endpoint. This filter is passed in the *sysparm_query* parameter of the REST API endpoint. For additional information, see Table API.

You can initialize the *Filter* object in two different ways depending on the desired filtering capabilities:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Filter by criteria. This filter enables you to filter based on one or more filter criteria that are OR'd together.

   For example, a manager has an employee Abel Tuter who is on PTO. They want to know if there are active incidents that are not assigned to anyone or assigned to Abel Tuter so they can assign/reassign them. They also want to see in that same list, all of the incidents that have high or overdue escalation so that they can also address those. The following shows how to create the necessary filters to obtain this data:

```
val activeIncidents =
 BooleanSimpleCondition.conditionIs("active", true)
val assignedToEmpty =
 StringSimpleCondition.isEmpty("assigned_to")
val assignedToAbel =
 StringSimpleCondition.conditionIs("assigned_to", "Abel Tuter")

val assignedToAbelOrEmpty =
  CompoundCondition(
  ConditionUtils.CompoundOperator.OR,
  listOf(assignedToEmpty, assignedToAbel))

val needToReassign =
 Criteria().addConditions(listOf(activeIncidents,
  assignedToAbelOrEmpty))

val highEscelations =
 StringSimpleCondition.conditionIs("escalation", "2")
val overdueEscelations =
 StringSimpleCondition.conditionIs("escalation", "3")

val highOrOverdueEscelations =
  CompoundCondition(ConditionUtils.CompoundOperator.OR,
    listOf(highEscelations, overdueEscelations))

val needToHandleEscalation =
  Criteria().addCondition(highOrOverdueEscelations)

val myPrioritiesForTodayFilter = Filter(listOf(needToReassign,
  needToHandleEscalation))

// Get record using filter
val response = runCatching {
  getNowTableService()?.records(
    "sn_customerservice_case",
    FetchConfiguration(myPrioritiesForTodayFilter, 10)
  )?.execute()
}
```

   To use this type of filtering, use the Filter(criteriaList: List<Criteria>, sortBy: List<Sort>? = null) function.

2. Filter by keywords and conditions. This filter enables you to filter records based on specific keywords and conditions that can be AND'd or OR'd together.

   For example:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
val keywords = "iOS 13 | iOS 14"
val conditionA = BooleanSimpleCondition.conditionIs(testField,
 true)
val conditionB = BooleanSimpleCondition.conditionIs(testField2,
 false)
val sortA = Sort(testField,
 ConditionUtils.SortOperator.ORDER_ASC)
val filter = Filter(conditions = listOf(conditionA,
 conditionB), keywords = keywords, sortBy = listOf(sortA))
assertEquals(filter.query().second,
 "${conditionA.makeConditionQuery()}^${conditionB.makeCondition
Query()}^123TEXTQUERY321=$keywords^EQ^${sortA.makeSortQuery()
}")
```

To use this type of filtering, use the Filter - Filter(conditions: List<Condition>, keywords: String? = null, sortBy: List<Sort>? = null) function.

Configuring the specific fields to return

The FieldReadConfiguration object within the *`FetchConfiguration()`* method call allows you to configure what fields to pass back in the return results. In addition, you can configure the format/content of the returned fields as:

- display values
- actual values
- exclude reference links

Configure field write options

Within the Mobile SDK, when writing data to a ServiceNow instance through a REST endpoint, you can define field write options.

You configure field write options using the FieldWriteOptions API. This interface enables you to configure:

- Whether to suppress automatic generation of system fields.
- Whether to set field values using their display value display value rather than their actual value.

Paginate return results record sets

Within the Mobile SDK, when interacting with data from a ServiceNow instance through a REST endpoint using the *`NowTableService`*, you can create a Paginator object that enables you to iterate over the records in the return results.

You typically use paginated return results to provide infinite scroll capabilities for table records or to simplify page iteration of results in general.

The *`NowTableService`* class provides a method for creating a Paginator object that contains the return results from a REST endpoint call:

NowTableService - paginator(tableName: String, configuration: FetchConfiguration)

This method creates a Paginator object that contains the specified records from the specified table in raw data format. If you do not include the FetchConfiguration object in the call, it contains all records and their associated fields in the return results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The returned Paginator object provides the following methods that enable you to page through the returned records. You must first call the *observe()* function to set the Paginator's callback.

- *first()*
- *hasNext()*
- *hasPrevious*
- *isBusy*
- *last()*
- *next()*
- *observe()*
- *previous()*
- *reset()*

Note: Some *Paginator* methods may throw an exception, such as when there are no more pages to fetch.

The following code example shows how to paginate through data.

```
// Configure what data to pass back
val fetchConfiguration =
 FetchConfiguration(Filter("active=true"), 10)

val paginator = getNowTableService()?.paginator(
  "sn_customerservice_case", fetchConfiguration)
  ?.observe(object : PaginatorCallBack<ByteArray> {
    override fun onSuccess(response: Response<List<ByteArray>>)
 {
      val byteArray = response.rawBody ?: throw Exception("Null
 Result")
      val responseString = String(byteArray)
    }

    override fun onFailure(e: NowDataError) {
      // Handle error
    }
  })

// Use paginator operators to navigate. Example
while (paginator.hasNext() && !paginator.isBusy()) {
  paginator.next()
}
```

Configure tables to work with guests

If you want guest users to be able to interact with data within a table on your ServiceNow instance, you must configure the table to be guest accessible.

Before you begin

Role required: admin

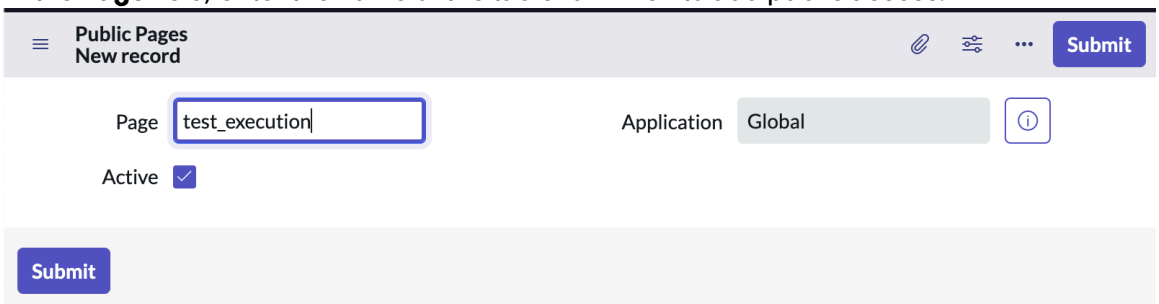
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Create a Public Pages (sys_public) record for the table that you want to enable public access for.

   a. In the **All** tab search bar, enter `sys_public.do`.

   b. In the **Page** field, enter the name of the table for which to add public access.



   a. Select **Submit.**

2. Ensure the public role is enabled for the table.

   a. Navigate to the table for which you want to allow guest (public) access, **All → System Definition → Tables**, select the table.

   b. Select the **Controls** tab.

   c. Under the **Security Rules (ACLs)** section, ensure **Create access controls** is selected and that **User role** contains `public`, if not, add them.

3. Create the public ACL for each of the CRUD operations that you want to enable guest access for.
   There must already be ACLs specified for each of the CRUD operations for which you are adding public access. If not, you need to create these ACLs also. To do this, follow the instructions below, but don't add the "*" in the second part of the **Name** field and don't add the public role to the required roles.

   a. Select the **Access Controls** tab.

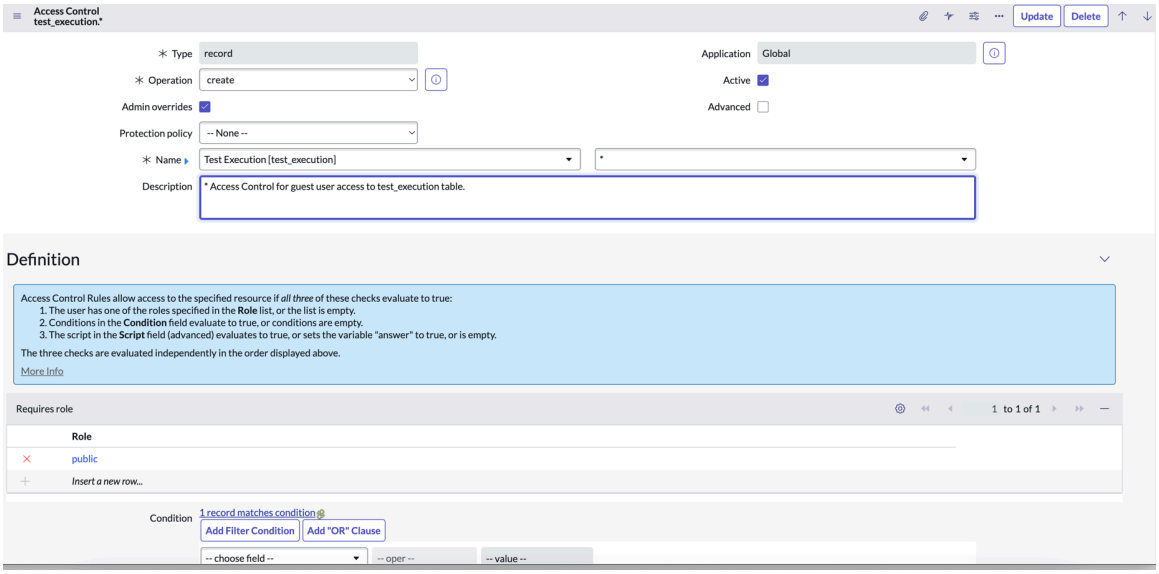
   b. Select **New**.

   c. Enter the following values:

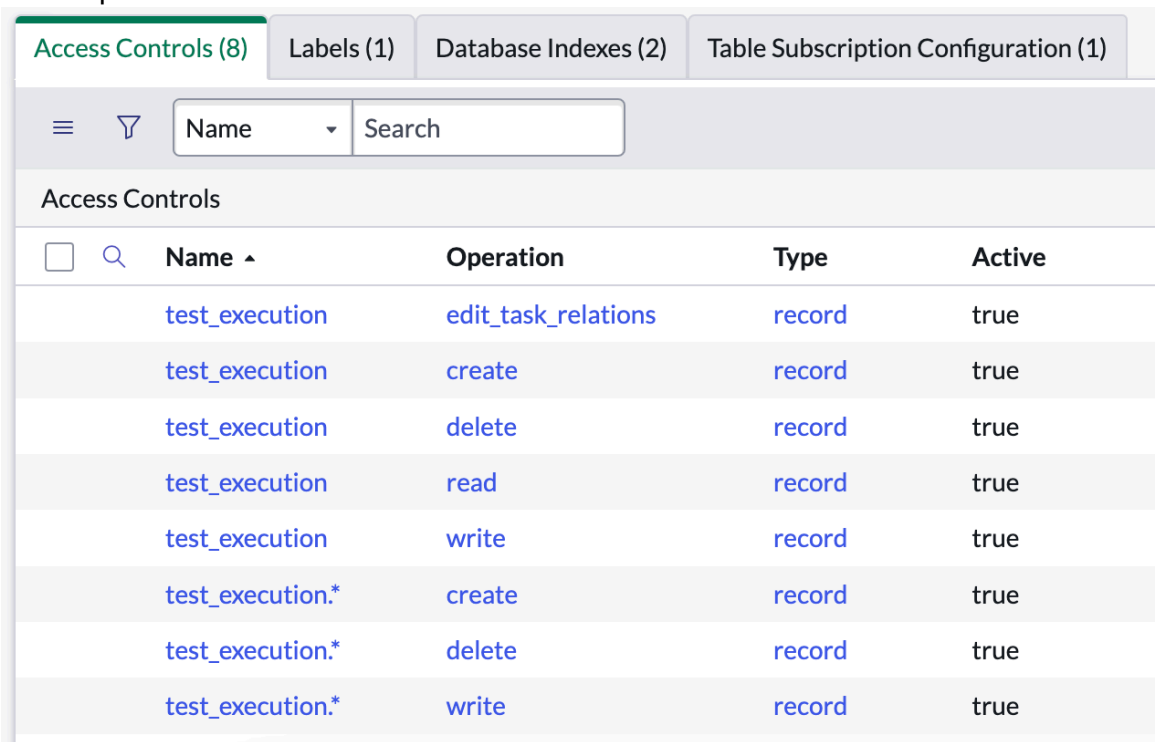
Field	Value
Type	record
Application	Global
Operation	<Operation for which you want to allow guest access, such as read or write>
Name (first part)	<Name of the table that you want to provide guest access for>
Name (second part)	*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

d. In **Requires role**, insert a new row and select the `public` role.



4. Select **Submit** to save your changes.
When complete, there should be two ACLs for each guest user (public) CRUD operation. One with a ".*" at the end of the table name and one without.



Interact with the public REST API on a ServiceNow instance

The Mobile SDK provides functionality that enables Android applications to call the public REST API on a ServiceNow instance.

Using the NowAPIService API you can interact with any of the base ServiceNow public REST APIs, or create custom REST APIs within the instance and call those from your Android application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before making a call to a ServiceNow REST API, you must call themakeNowAPIService() method to create an instance of the service. The service instance is returned in the callback if successful otherwise, an error is thrown.

The following shows how to initialize a NowAPIService object:

```
/**
 * Helper class used to handle different Now service instances.
 It has an application scope or is Singleton
 */
@Singleton
class SdkManager @Inject constructor() {

    private var nowApiService: NowAPIService? = null

    /**
     * Create the NowAPIService once in the lifetime of the
 application inside the Application class or another manager
 class
     * that will be injected into other classes via dagger/hilt.
     * NowAPIService should be created after initializing the
 NowSDK
     */
    suspend fun getNowApiService(): NowAPIService? {
        if (nowApiService != null) return nowApiService

        return
 NowDataSDK.makeAPIService(URL("https://
instance-name.service-now.com")).getOrThrow()
            .also { this.nowApiService = it }
    }

}
```

Once the NowAPIService object is initialized, use the NowAPIService data() method to specify the REST endpoint to call and all of its associated parameters:

```
 suspend fun makeNowApiCall() {
  val apiService = sdkManager.getNowApiService()

  val apiPath = "api/now/table/sn_customerservice_case"
  val endpoint = NowAPIService.Endpoint(HttpMethod.GET, apiPath,
 true)
  val fieldNames =
 "sys_id,number,short_description,number,priority,state," +

 "opened_at,account.name,account.number,contact.name,contact.ema
il," +
    "contact_type,assignment_group.name,assigned_to.name"

  val queryParamsMap = mapOf("sysparm_fields" to fieldNames,
 "sysparm_limit" to "10")

  val queryParams =
 QueryParams.Builder().addAll(queryParamsMap).build()

  val response = runCatching {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    apiService?.data(endpoint = endpoint, queryParams =
 queryParams)?.execute()
  }

  if (response.isSuccess) {
    val resultString = response.getOrNull()?.body?.let
 { String(it) }
  } else {
    // Handle error
  }
}
```

Retrieve attachments and attachment metadata

The *NowAttachmentService* API enables you to perform CRUD operations on attachments and retrieve attachment metadata from your ServiceNow instance.

Note: The *NowAttachment* API works for guest users in the base ServiceNow system.

Using this API you can:

- Upload attachments to your ServiceNow instance and associated them to a specific record.
- Download one or more attachments.
- Delete attachments.
- Validate an attachment by comparing the computed hash of the attachment to the expected hash.
- Download attachment metadata. This metadata is generated by your ServiceNow instance when an attachment is uploaded.

For additional information on working with attachments, see Attachment API.

The following shows how to instantiate the NowAttachmentService:

```
/**
 * Helper class used to handle different Now service instances.
 * It has an application scope or is a Singleton.
 */
@Singleton
class SdkManager @Inject constructor() {


    private var nowAttachmentService: NowAttachmentService? =
 null

    /**
     * Create the NowAttachmentService once in the lifetime of
 the application
     * inside the Application class or another manager class
     * that will be injected into other classes via dagger/hilt.
     * NowAttachmentService should be created after initializing
 the NowSDK
     */
    suspend fun getNowAttachmentService(): NowAttachmentService?
 {
        if (nowAttachmentService != null) return
 nowAttachmentService
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        return
 NowDataSDK.makeAttachmentService(URL("https://
instance-name.service-now.com"))
            .getOrThrow()
            .also { this.nowAttachmentService = it }
    }
}
```

The following shows how to obtain a Call object that fetches metadata for a particular attachments. It creates an executable object that is able to perform the specified request and return `Response<NowAttachmentMetadata>`.

```
suspend fun fetchMetadata(sysId: String) {
    val response = runCatching {

 sdkManager.getNowAttachmentService()?.attachmentMetadata(sysId)
?.execute()
    }

    if (response.isSuccess) {
        val nowAttachmentMetadata = response.getOrNull()?.body
    } else {
        Log.e("NowSDK", "result not successful")
    }
}
```

The following shows how to obtain a Call object that fetches metadata for multiple attachments. It creates an executable object that is able to perform the specified request and return `Response< List<NowAttachmentMetadata>>`.

```
suspend fun fetchMultipleMetadata() {
    val filterQuery = "content_type=text/plain"
    val limit = 5

    val response = runCatching {

 sdkManager.getNowAttachmentService()?.attachmentMetadata(Filter
(filterQuery), limit)?.execute()
    }

    if (response.isSuccess) {
        val attachmentMetadataList = response.getOrNull()?.body
    } else {
        Log.e("NowSDK", "result not successful")
    }
}
```

Attachment metadata pagination

You can use the *`NowAttachmentService`* methods to download attachment metadata for one or more attachments. When downloading metadata from multiple attachments, you may want to use the NowAttachmentService - attachmentMetadataPaginator(filter: Filter? = null, limit: Int? = null) method, which returns a Paginator object that enables you to easily iterate over the potentially large amount of data that is returned.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can then iterate through the returned metadata using Paginator methods and receiving the response in the *observe()* callback.

```
 suspend fun createAttachmentMetadataPaginator() {
  val filterQuery: String = "content_type=text/plain"
  val filter = filterQuery.let(::Filter)
  val limit = 10

  val paginator =
 sdkmanager.getNowAttachmentService()?.attachmentMetadataPaginat
or(filter, limit)
    ?.observe(object : PaginatorCallBack<NowAttachmentMetadata>
 {
      override fun onSuccess(response:
 Response<List<NowAttachmentMetadata>>) {
        // Handle response
      }

      override fun onFailure(e: NowDataError) {
        // Handle error
      }

    })
    ?: throw Exception("Response is null")

  // Use paginator operators to navigate. Example
  while (paginator.hasNext() && !paginator.isBusy()) {
    paginator.next()
  }
}
```

The returned Paginator object provides the following methods that enable you to page through the returned records. You must first call the *observe()* function to set the Paginator's callback.

- *first()*
- *hasNext()*
- *hasPrevious*
- *isBusy*
- *last()*
- *next()*
- *observe()*
- *previous()*
- *reset()*

Note: Some *Paginator* methods may throw an exception, such as when there are no more pages to fetch.

Display web pages hosted on your ServiceNow instance

You can display web pages hosted within your ServiceNow instance in your native Android application.

The Mobile SDK provides seamless handling of the required authentication and session management, while the NowWebSDK API provides the functionality required to handle pages

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

residing on your ServiceNow instance. These web pages have all the dynamic interactions that are possible on the ServiceNow platform.

To use these features, you must first create an instance of the *NowWebService*. To do this, you must call the makeWebService() method and provide the URL to your ServiceNow instance and an already initialized NowSDK. In addition, you must have imported NowWeb within your application. You should hold a reference to the *NowWebService* for as long as you're using the NowWeb service.

The following shows an example of how to create a NowWebService object:

```
/**
 * Helper class used to handle different Now service instances.
 */
@Singleton
class SdkManager @Inject constructor() {

    private var nowWebService: NowWebService? = null

    /**
     * Create the NowWebService once in the lifetime of the
 application inside the Application class or
     * another manager class that will be injected into other
 classes via dagger/hilt.
     * NowWebService should be created after initializing the
 NowSDK
     */
    suspend fun getNowWebService(): NowWebService? {
        if (nowWebService != null) return nowWebService

        return
 NowWebSDK.makeWebService(URL("https://
instance-name.service-now.com")).getOrThrow()
            .also { this.nowWebService = it }
    }
}
```

Pre-load pages to improve NowWeb load time

You can pre-load pages with cacheable resources in the background to improve initial *NowWeb* load times. The following example shows how to use the *webService.preloadWebCache()* function to pre-load the `mesp` page. This method takes a list of URIs to pre-fetch more pages.

```
suspend fun preloadNowWeb() {
  val webService = sdkmanager.getNowWebService()
  webService.preloadWebCache(listOf(URI("mesp")))
}
```

Create views to display web content

After you've instantiated an instance of *NowWebService*, you can use it to launch an activity to display web pages hosted on your ServiceNow instance.

The following example shows how to launch a NowWeb activity:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
//Activity that will start the NowWeb
class MainActivity : AppCompatActivity() {

  @Inject
  lateinit var sdkManager: SdkManager

  override fun onCreate(savedInstanceState: Bundle?) {
    super.onCreate(savedInstanceState)

    // Start NowWeb
    lifecycleScope.launch {
      sdkManager.getNowWebService()?.launch(this@MainActivity,
 URL("https://instance-name.service-now.com"), object :
 NowWebTheme{})
    }
  }
}
```

In this example, *url* is the URL of the initial page to load within the view. This URL must point to a page that is hosted on the specified ServiceNow instance.

Color theme support for NowWeb UI elements

You can specify a custom color theme that applies to all UI elements within a view when calling the NowWebService *launch()* method. To create this custom color theme, create a type that implements the *NowWebTheme* interface and pass it in the theme parameter of the *NowWebService.launch()* call.

```
suspend fun launchNowWeb() {
    val webService = getNowWebService()

    val webTheme = object : NowWebTheme {
        override val brand: Int
            get() = Color.BLUE

        override val textPrimary: Int
            get() = Color.BLACK

        //Override remaining theme colors
    }
    webService?.launch(activity,
 URL("https://instance-name.service-now.com"), webTheme)
}
```

For additional information on applying color themes within a web view, see Use NowUIColoring to theme NowWebTheme and NowChatTheme.

Configure push notifications

Push notifications enable the sending of unsolicited messages (notifications) from a ServiceNow instance to a specific registered user and an application that leverages the ServiceNow Mobile SDK framework.

You must set up push notifications on both your ServiceNow instance and within the application that will receive the notifications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: For the current release, only the Virtual Agent service supports the receipt of push notifications.

Setting up push notifications on your ServiceNow instance

For each Mobile SDK application that incorporates the Virtual Agent service and leverages push notifications, you must complete the following configuration process on your ServiceNow instance.

- Retrieve the Firebase push server key.
- Add a push application record in the Push Application [sys_push_application] table.
- Add a push notification message content record in the Push Notification Message Content [sys_push_notif_msg_content] table.
- Add a default push registration.
- Add a push notification message in the Push Notification Message [sys_push_notif_msg] table.
- Modify the push notification record in the Notification [sysevent_email_action] table.

Retrieve the Firebase push server key

You must retrieve your unique Google Firebase push server key from your Firebase account so that you can associate it to your Mobile SDK applications that leverage push notifications.

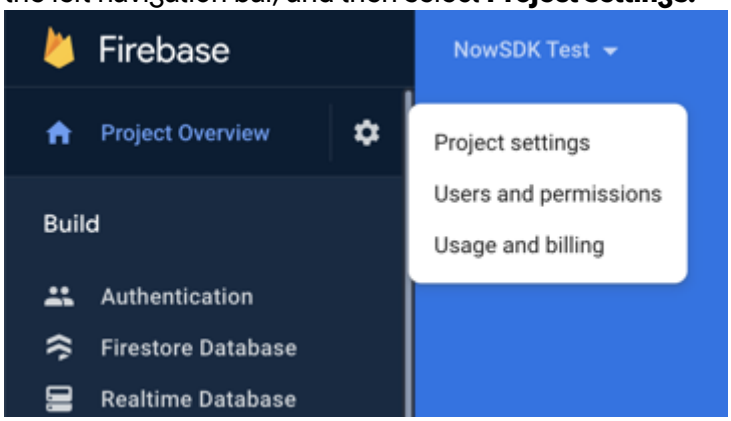
Before you begin

Role required: admin

You must already have a Firebase account set up. For information on how to create a Firebase account and download the corresponding SDK, refer to the Google Firebase website.

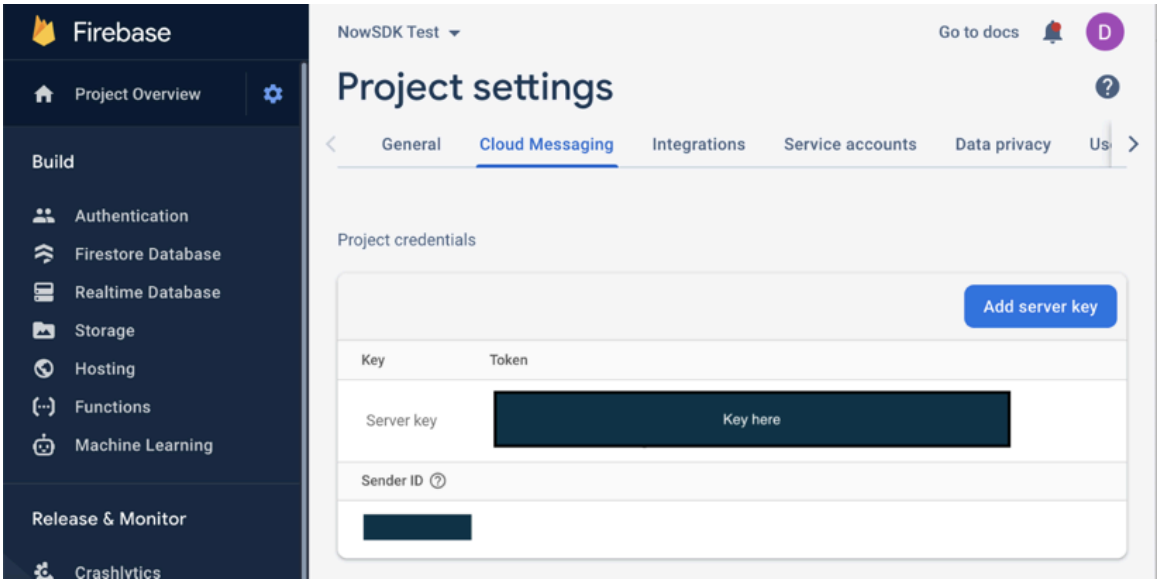
Procedure

1. From your Firebase account, select the configuration gear next to the **Project Overview** link on the left navigation bar, and then select **Project settings.**



2. From the Project settings page, select the **Cloud Messaging** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. Select and copy the Server key token.

> **Note:** For security purposes, this key has been blocked from view in the screen shot above; covered with "Key here".

Add a push application record

You must enter your Google Firebase Cloud Messaging server key in your push application record to use push notifications in a Mobile SDK application that leverages Virtual Agent and push notifications.

Before you begin

Role required: admin
This record is stored in the Push Application [sys_push_application] table.

Procedure

1. Navigate to **System Notification** > **Push** > **Push Application**.
2. Select **New** to add a new record.
3. In the **Display Name** and **Name** fields, enter the name of your application.
4. In the **Push** field, change the value from **REST API** to **Direct**.
5. In the **Google** tab, paste your Google Firebase server key in the **API Key** field.
6. Select **Submit**.

Add a default push registration

Register the push notification so that all users of your application receive the push notifications by default.

Before you begin

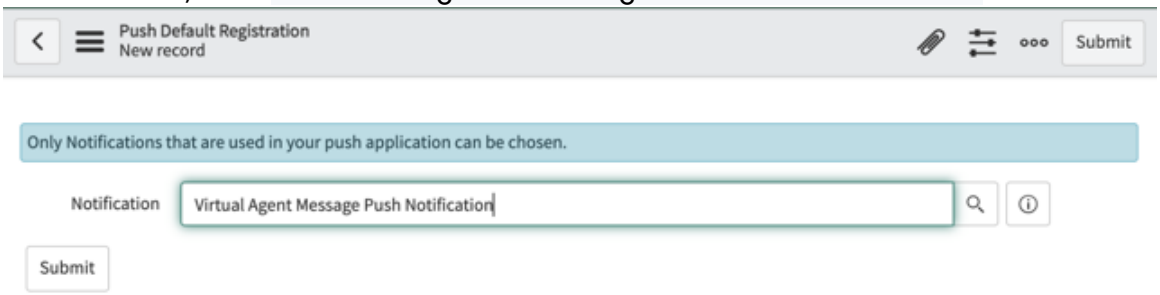
Role required: admin

Procedure

1. Navigate to **System Notification** > **Push** > **Push Application**.
2. Locate and open the push notification that you created earlier.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. In the related list, select the **Push Default Registrations** tab, then select **New**.
4. In **Notification**, enter `Virtual Agent Message Push Notification`.



5. Select **Submit**.

Add a push notification message content record

The push notification message content record contains the location users are directed to when they tap on a notification, as well as the appearance and layout of the notification.

Before you begin

Role required: admin

Complete the Push Notification Message Content form to:

- Name the notification.
- Select the mobile application to which the notification is sent.
- Optionally, customize the appearance of the notification message.

This information is saved in the Push Notification Message Contents [sys_push_notif_msg_content] table.

Procedure

1. Navigate to **System Notification** > **Push** > **Push Message Content**.
2. Select **New**.
3. In the Push Message Content form, fill in the following fields:

Push Notification Message Content form

Field	Description
Name	Descriptive name of the push message content record. **Note:** This name is not visible in the notification, it is only a reference for use during configuration.
Push app	Mobile application to send the notification to. This is the application that you added in "Add a push application record".
Push Message Generation	Script block that contains the notification link. To implement push notifications in a Mobile SDK Virtual Agent application, use the following script: `(function buildJSON(/*GlideRecord*/ current, /*String*/ message, /*Object*/ attributes) {`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description

	``
	var json = {
	  "aps": {
	  "alert": {
	  "title": current.push_title,
	  "body":
	sn_cs.VASystemObject.getTextValueForMessage(curren
	t.message_id)
	  },
	  "sound": "default",
	  "thread-id": "launch_virtual_agent"
	  },
	  "type": "launch_virtual_agent"
	};
	
	return json;
	
	})(current, message, attributes);
	``

4. Select **Submit**.

Add a push notification message

Configure the message displayed to users when they receive their push notification.

Before you begin

Role required: admin

Procedure

1. Navigate to **System Notification** > **Push** > **Push Messages**.
2. Select **New**.
3. In the Push Message form, fill in the following fields:

Push Message form

Field	Description
Name	Descriptive name for the push notification message record. **Note:** This name is not visible in the notification, it is only a reference for use during configuration.
Push app	Mobile application to which you want to send the notification. This is the application that you added in "Add a push application record".
Push message	Push notification message content record created in "Add a push notification message content record".
Table	Table the message originates from. Select `Push Notification [sys_cs_message_notification]`.

4. Select **Submit** to create the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Modify the push notification

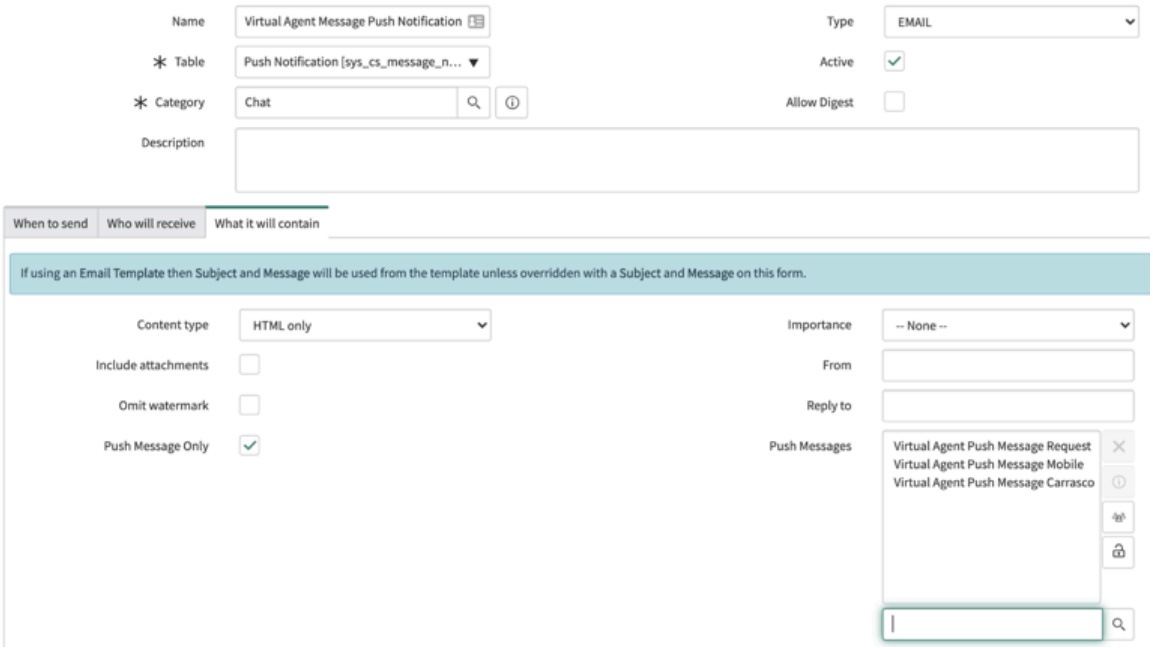
Modify the Virtual Agent Message Push Notification record to include your application. This record is used to trigger notifications to the Virtual Agent. All applications that will push notifications to the Virtual Agent must be configured in this record.

Before you begin

Role required: admin

Procedure

1. Navigate to **System Notification** > **Push** > **Push Notifications**.
2. Locate and open the push notification "Virtual Agent Message Push Notification".
   Ensure that the layout is set to the Advanced view. If not, switch to the Advanced view by selecting the associated link under **Related Links**.
3. Select the **What it will contain** tab.
4. In **Push Messages**, add the name of the push message record created in "Add a push notification message".



5. Select **Update**.

Setting up push notifications in your Android application

In addition to the tasks that you must perform on your ServiceNow® instance to configure a push notification, you must also include specific code in your Android application.

Create the NowSDK NowPushService

One of the first things that needs to be done in your application is to retrieve the NowSDK *`NowPushService`*. Add code similar to the following snippet early within your main code body.

```
/**
 * Helper class used to handle different Now service instances.
 */
@Singleton
class SdkManager @Inject constructor() {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    private var nowPushService: NowPushService? = null

    /**
     * Create the NowPushService once in the lifetime of the
 application inside the Application
     * class or another manager class that will be injected into
 other classes via dagger/hilt.
     * NowPushService should be created after initializing the
 NowSDK
     */
    suspend fun getNowPushService(): NowPushService? {
        if (nowPushService != null) return nowPushService

        return
 NowPushSDK.makePushService(URL("https://
instance-name.service-now.com")).getOrThrow()
            .also { this.nowPushService = it }
    }
}
```

For additional information on the *NowPushSDK.makePushService()* method, refer to NowPushSDK - makePushService(instanceURL: URL).

Register the push token

Google Firebase provides a unique push token that identifies the device and application to receive push notifications. In order for an application to receive push notification, you must register this token using the *NowPushService*. Add a function similar to the following code snippet in your Android application. Ensure that you change *PushAppName* to the name of your Android application. This application must be registered with your ServiceNow® instance.

```
FirebaseMessaging.getInstance().token.addOnCompleteListener
 {task ->
  val token = task.result

  if (!task.isSuccessfull || token == null) {
    throw Exception("Unable to fetch token"))
  }

  pushService.registerPushToken(token, "PushAppName", {
      Log.v(TAF, "Successfully registered push token")
  }, { e ->
      Log.e(TAG, "Error registrating push", e)
  })
}
```

For additional information on the *registerPushToken()* method, refer to NowPushService - registerPushToken(pushToken: String, pushApp: String, successCallback: Runnable, errorCallback: Consumer<Throwable>).

Unregister the push token

You need to unregister the push token whenever the user exits your application, such as when the user logs out. Use code similar to the following code snippet to unregister the push token. Ensure that you change *PushAppName* to the name of your Android application.

```
pushService.unregisterPushToken(token, "PushAppName", {
      Log.v(TAG, "Successfully unregistered push token")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}, { e ->
      Log.e(TAG, "Error unregistering push", e)
})
```

For additional information on the *unregisterPushToken()* method, refer to NowPushService - unregisterPushToken(pushToken: String, pushApp: String, successCallback: Runnable, errorCallback: Consumer<Throwable>).

Implement the FirebaseMessagingService

You must implement the FirebaseMessagingService within your application. To setup and implement this service, follow the instructions in the Android Firebase documentation.

Once setup, override the *onMessageReceived()* method and pass the *RemoteMessage* through to the NowPushService. If the NowPushService recognizes the notification, it will process it and return the notification object for the application to handle. Currently, the only implemented notification is NowPushVirtualAgent. An unknown notification returns a NotSupportedPushError object.

```
//Custom coroutineScope created in the Firebase service class
private val serviceCoroutineScope =
 CoroutineScope(Dispatchers.IO)

override fun onMessageReceived(remoteMessage: RemoteMessage) {
  serviceCoroutineScope.launch {
    val result = handleNowPush(remoteMessage)

    if (result.isSuccess) {
      when (val push = result.getOrNull()) {
        is NowPushVirtualAgent -> handleVirtualAgentPush(push)
      }
    } else {
      // Not a NowPush. Handle host app push notification
 message here
    }
  }
}

private suspend fun handleNowPush(remoteMessage: RemoteMessage):
 Result<NowPushPayload> {
  val nowPushService = sdkManager.getNowPushService()

  return suspendCoroutine { cont ->
    nowPushService?.handlePush(remoteMessage,
      { cont.resume(Result.success(it)) },
 { cont.resumeWithException(it) })
  }
}
```

For additional information on the *handlePush()* method, refer to NowPushService - handlePush(remoteMessage: RemoteMessage, successCallback: Consumer<NowPushPayload>, errorCallback: Consumer<Throwable>).

In addition, you must override *onNewToken(token: String)*. Be sure to pass the token through to the *pushService.registerPushToken()*, similar to what was done in the "Register the push token" section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use NowUIColoring to theme NowWebTheme and NowChatTheme

The *NowUIColoring* interface contains all the colors used by all NowSDK modules.

For scenarios where you use similar color variables across multiple SDK modules, you can implement the *NowUIColoring* interface. Using this interface you can override color values and then use that implementation to override the nowUIColoring values inside the theme classes NowWebTheme and NowChatTheme. If color variables aren't overridden, the *NowUIColoring* interface uses the default colors.

The following code example shows how to override colors for both a web UI and a chat UI.

```
// Implement the NowUIColoring and override desired color
 variables
val nowUIColoringImpl = object : NowUIColoring {
    override val brand: Int
        get() = Color.BLUE

    override val textPrimary: Int
        get() = Color.WHITE

    //override the rest of color variables

}

// Override the nowUIColoring for NowWeb value using the
 NowUIColoring implementation
lifecycleScope.launch {
    sdkManager.getNowWebService()?.launch(activity,
 URL("https://instance-name.service-now.com"), object :
 NowWebTheme {
        override val nowUIColoring: NowUIColoring
            get() = nowUIColoringImpl
    })
}

//Override the nowUIColoring for NowChat value using the
 NowUIColoring implementation
lifecycleScope.launch {
    sdkManager.getNowChatService()?.start(activity, object :
 NowChatTheme {
        override val nowUIColoring: NowUIColoring
            get() = nowUIColoringImpl
    })
}
```

Dark theme support

To support a dark theme in NowChat, you can either provide your own dark theme implementation of the NowChatTheme and use that in the *NowChatService.start()* and *NowChatService.updateTheme()* functions. Or you can use a NowChatThemeDark class that implements the NowChatTheme interface with default dark theme colors. You can also use this class as a base for your custom dark theme implementation.

```
val chatService = serviceManager.getNowChatService()

val chatThemeLight = object : NowChatTheme {
    override val backgroundPrimary: Int
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        get() = Color.WHITE

    override val textPrimary: Int
        get() = Color.BLACK

    // Override remaining theme colors
}

//create dark theme using the NowChatThemeDark class
val chatThemeDark = object : NowChatThemeDark(){
    override val backgroundPrimary: Int
        get() = Color.BLACK

    override val textPrimary: Int
        get() = Color.WHITE

    // Override remaining theme colors
}

//start NowChat with light theme
chatService?.start(activity, chatThemeLight)


//update NowChat theme to dark theme
chatService?.updateTheme(chatThemeDark)
```

Mobile SDK Developer Guide - iOS

The ServiceNow Mobile SDK enables you to leverage the functionality and resources of the ServiceNow platform within your standalone mobile iOS applications.

Using the Mobile SDK, you can perform the following within your applications:

- Access data on your ServiceNow instance through its public REST APIs or custom scripted REST APIs that you develop.
- Embed and enable Virtual Agent within your application interface.
- Gather and track custom analytics events for analysis.
- Attach documents (attachments) to a record within your ServiceNow instance.
- Load web pages hosted on your ServiceNow instance in a native web view or Cabrillo.
- Provide simple authentication flows using JSON Web Tokens for third-party applications to authenticate users.

The Mobile SDK provides a sample app that includes code examples for integration with different Mobile SDK modules. In the 2.1 release and later, the Engagement Messenger is included in the sample app. To learn more about the Engagement Messenger, see https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB1587276.

NowSDK architecture

The NowSDK is the top-level entity of the Mobile SDK class framework.

It contains numerous classes, structures, protocols, type aliases, and functions that enable you to leverage the significant capabilities provided by the Mobile SDK and your ServiceNow

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

instance. This document focuses on describing the primary feature services exposed in the Mobile SDK that enable you to interact with your ServiceNow instance.

To use any of the feature services provided by the Mobile SDK, you must integrate the NowSDK library into your code. You must call the core library to configure and initialize the SDK before using any SDK functionality.

NowSDK provides the following capabilities:

- SDK initialization and settings retrieval and configuration.
- Seamless authorization and user session handling.
- Logging interface. The NowSDK provides logging services to all feature services. By default, log messages are written to system logs using platform-specific functionality. You can control the logging threshold through a parameter that is part of the call to configure the SDK. There's also an option to suppress all log messages generated by the SDK and its feature services (`log level = none`). If you already have your own logging solution in place, the Mobile SDK allows you to use it.
- Build and release infrastructure.

NowSDK provides the following feature services and associated APIs:

- NowData

  Enables third party applications to access the public REST APIs exposed by your ServiceNow instance. Development is streamlined because NowData utilizes the authentication and session handling features provided by the NowSDK.

  - Primary APIs:
    - NowAPIService: This API provides functionality that enables you to interact with the publicly exposed REST APIs on your ServiceNow instance.
    - NowAttachmentService: This API provides functionality to upload and query file attachments on your ServiceNow instance within your iOS application.
    - NowGraphQLService: This API provides functionality that enables you to use GraphQL queries to obtain data from tables within your ServiceNow instance using the ServiceNow REST *`GraphQL API`*.
    - NowTableService: This API provides functionality that enables you to perform create, read, update, and delete (CRUD) operations on existing tables in your ServiceNow instance that are serviced through the ServiceNow REST *`Table API`*.
- NowAnalytics

  Enables you to gather and track usage analytics within your mobile applications.

  - Primary APIs:
    - NowAnalyticsService: This API provides functionality to gather user analytics data and store it within the ServiceNow platform for later analysis and tracking.
- NowChat

  Enables you to embed a native Virtual Agent chat window in your applications. This service includes UI/UX features.

  - Primary APIs:
    - NowChatService: This API provides Virtual Agent and Live Agent chat capabilities to your iOS applications. Leverage the full-service chat capabilities provided by the ServiceNow platform by simply implementing NowChatService within your application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- NowPush

  Enables you to send unsolicited messages to your applications that leverage the NowChat/Virtual Agent functionality.

  - Primary APIs:
    - NowPushPayload: This is a generic protocol that you can use to define a push notification protocol within the NowSDK framework.
    - NowPushService: This API provides functions that enable interaction with the Push Notification service.
- NowWeb

  Enables you to load web pages hosted on your ServiceNow instance in a native web view, with support for Cabrillo. It automatically handles user authentication and session management instead of forcing users to log in to the instance via a login web page.

  - Primary APIs:
    - NowWebService: This API provides functionality that enables the browsing of web pages on your ServiceNow instance.

Get started with Mobile SDK - iOS

You must complete the tasks outlined in this section to prepare your development environment to support writing iOS applications that integrate with the ServiceNow Mobile SDK.

- Download and install the ServiceNow Mobile SDK libraries. For detailed instructions, see Download and install the Mobile SDK libraries.
- Install and configure the Mobile SDK scoped application. For detailed instructions, see Install and configure the Mobile SDK scoped application.
- Configure your project. For more information, see Configure your project.
- Activate and configure the Mobile SDK on your ServiceNow instance. For details, see Configure certificate and create an OAuth Entity.
- Configure guest users. For details, see Configure guest user access.

After all of these tasks are completed, you can then start creating mobile applications that leverage the significant resources on your ServiceNow instance.

Download and install the Mobile SDK libraries

Before you are able to create mobile applications that interact with your ServiceNow instance, you must first download and install the ServiceNow Mobile SDK libraries.

Before you begin

Role required: none

Before you start the download and installation process, ensure that your development environment meets the following minimum requirements:

- ServiceNow instance must be Washington DC or later.
- iOS version must be 16.0 or later.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. In your development environment, create a folder alongside the rest of your application code in which to download the Mobile SDK iOS library.

   It is a good practice to create a folder named `vendor` in the root of your project's location on the file system and download the unzipped Mobile SDK folder into that folder. It is also a good practice to check the SDK contents into your repository. This allows for a portable codebase and makes any accidental change to the SDK highly visible.

2. Download the Mobile SDK iOS library, called NowKit from the ServiceNow Store.
   You can find the iOS libraries in the following locations:
   - Mobile SDK: https://store.servicenow.com/sn_appstore_store.do#!/store/application/52821846803120101040fe43e5b9ee8c
   - iOS library: https://store.servicenow.com/sn_appstore_store.do#!/store/application/1539a1f087ea3014970e2178cebb3564

   For details on installing applications on your instance, see Administering applications.
3. Navigate to the packaged_sdk folder and unzip the `NowKit.zip` file which contains the NowSDK libraries.

   Note: It is important not to edit any ServiceNow Mobile SDK files or file structure. If you are experiencing issues with the SDK, open a support issue through your standard ServiceNow support process.

Install and configure the Mobile SDK scoped application

Before writing any application that leverages the Mobile SDK, you must install and configure the Mobile SDK scoped application.

Before you begin

Role required: admin

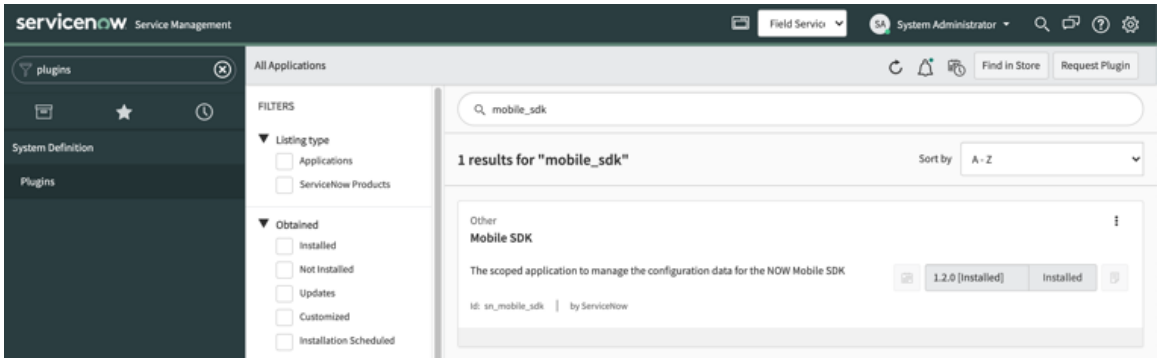
Procedure

1. Navigate to the Mobile SDK page on the ServiceNow Store web site.
   For details, see Install a ServiceNow Store application.
2. Select **Request Install** to download the Mobile SDK scoped application onto your ServiceNow instance.
3. Verify that the Mobile SDK scoped application was properly installed on your ServiceNow instance.

   a. Open the plugin's form: `System Definition` > `Plugins`.

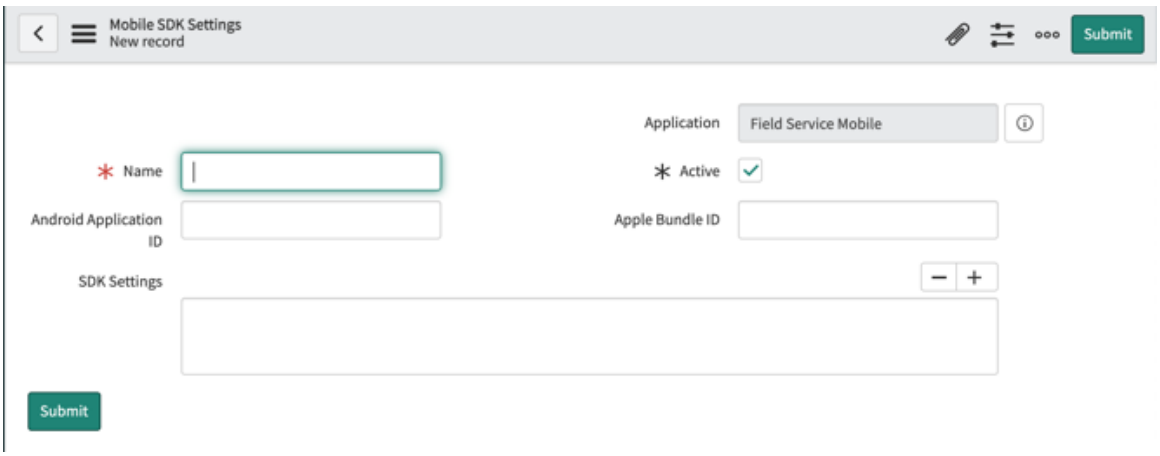
   b. In the search field, enter `mobile_sdk`.
   A screen similar to the following should appear:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



c. Verify that the plugin **Id** is `sn_mobile_sdk` and that the version is the latest.

4. Open the Mobile SDK Settings [sn_mobile_sdk] table and create a new application record for the application that will leverage the Mobile SDK.



a. In the **Name** field, enter the name of your application that will leverage the Mobile SDK.

b. In the **Android Application ID** and **Apple Bundle ID** fields, enter the ID of your mobile application.
For example, if the Mobile SDK was added to your mobile applications, then these IDs would be the IDs of the mobile applications.

c. In the **SDK Settings** field, enter JSON configuration properties for all of the feature services that your application will leverage, set to `true`.

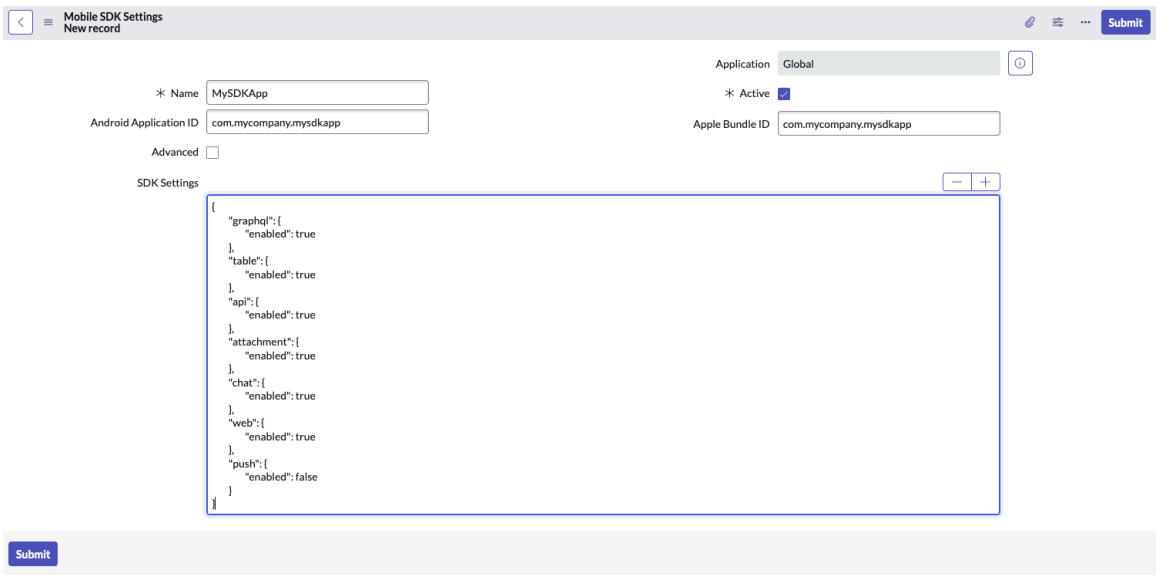
For example:

```
{
    "graphql": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "table": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "api": {
        "enabled" : true,
                "allowGuestAccess" : true
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    },
    "attachment": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "chat": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "web": {
        "enabled" : true,
                "allowGuestAccess" : true
    },
    "push": {
        "enabled" : true
    }
}
```

Ensure that the **Advanced** check box is unselected. This allows you to enter JSON in the **SDK Settings** field.



Any applicable configuration added in **SDK Settings** is used in conjunction with the ServiceNow instance configuration.

For example, if `chat: enabled = true`, your ServiceNow instance must have the Virtual Agent plugin installed to leverage the chat functionality. If the Virtual Agent plugin is installed, but **SDK Settings** contains `chat: enabled = false`, your application is not able to leverage the chat interface.

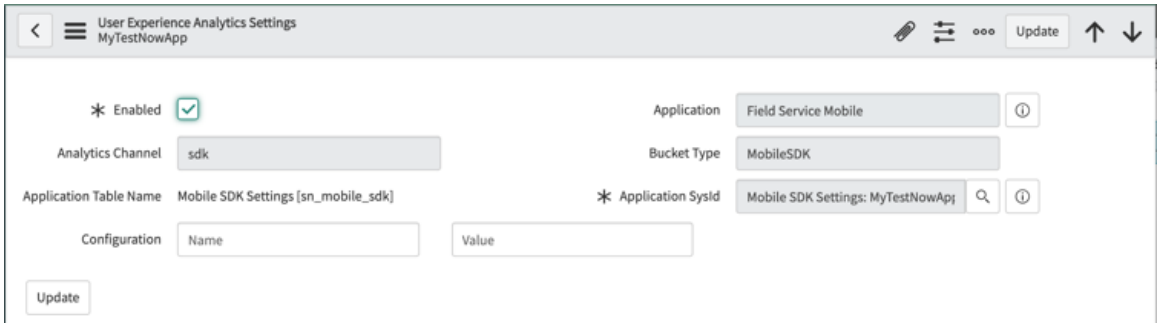
d. Select **Submit** to save your application settings.

5. Optional. If you want your application to leverage User Experience Analytics, register your application with the User Experience Analytics application.

a. Reopen your application's Mobile SDK Settings record.

b. In the bottom-left of the screen, select **Register for Analytics**.
A screen similar to the following appears:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



c. Select **Update** to save the registration.

6. Verify your SDK Settings.

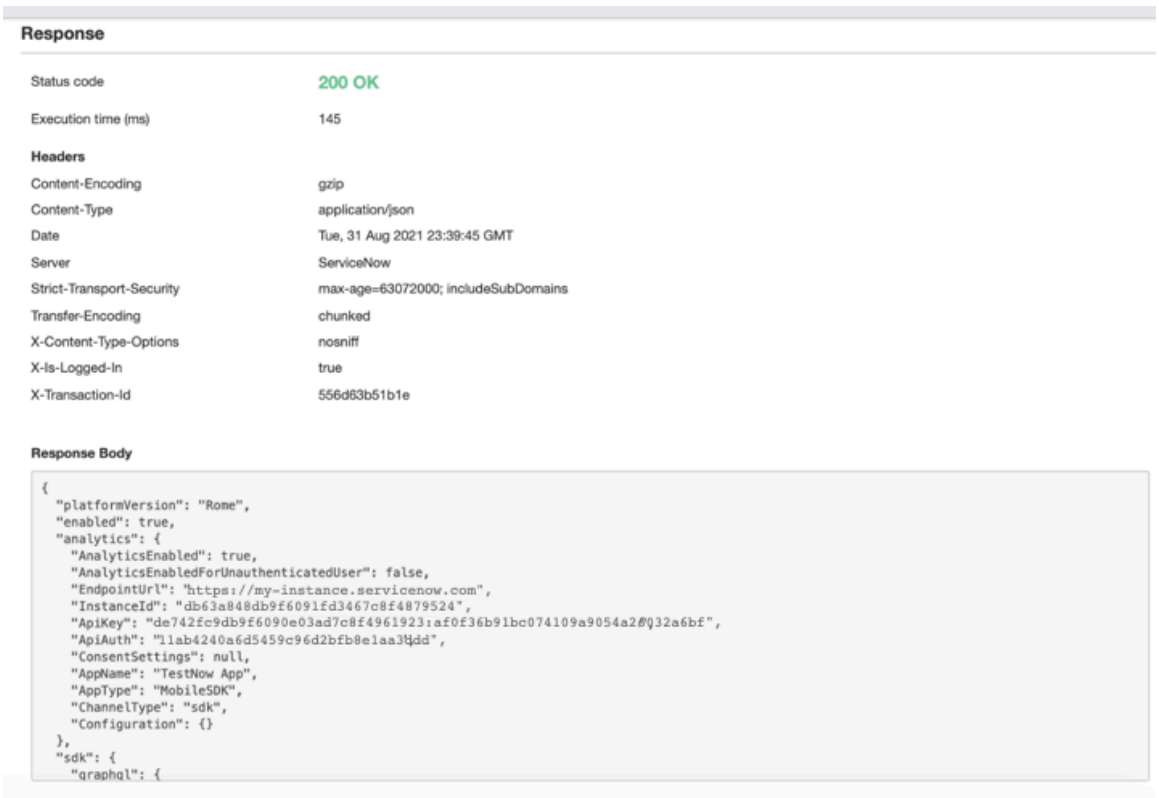
a. Navigate to the **REST API Explorer**.

b. Enter the following in the specified fields:

- **Namespace**: `sn_mobile_sdk`
- **API Name**: `Mobile SDK`
- **API Version**: `latest`

c. Select **Get settings for Android App (GET)**.

d. In the **applicationID** field, enter the Android Application ID that you entered in the associated Mobile SDK Settings record and then select **Send**.
The response should look similar to the following:



Response

Status code	200 OK
Execution time (ms)	145

Headers

Content-Encoding	gzip
Content-Type	application/json
Date	Tue, 31 Aug 2021 23:39:45 GMT
Server	ServiceNow
Strict-Transport-Security	max-age=63072000; includeSubDomains
Transfer-Encoding	chunked
X-Content-Type-Options	nosniff
X-Is-Logged-In	true
X-Transaction-Id	556d63b51b1e

Response Body


```
{
  "platformVersion": "Rome",
  "enabled": true,
  "analytics": {
    "AnalyticsEnabled": true,
    "AnalyticsEnabledForUnauthenticatedUser": false,
    "EndpointUrl": "https://my-instance.servicenow.com",
    "InstanceId": "db63a848db9f6091fd3467c8f4879524",
    "ApiKey": "de742fc9db9f6090e03ad7c8f4961923:af0f36b91bc074109a9054a2f0032a6bf",
    "ApiAuth": "11ab4240a6d5459c96d2bfb8e1aa3bdd",
    "ConsentSettings": null,
    "AppName": "TestNow App",
    "AppType": "MobileSDK",
    "ChannelType": "sdk",
    "Configuration": {}
  },
  "sdk": {
    "graphql": {
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The JSON **Response Body** should look similar to the following:


```
{
 "platformVersion": "utah",
 "enabled": true,
 "analytics": {
 "AnalyticsEnabled": true,
 "AnalyticsEnabledForUnauthenticatedUser": false,
 "EndpointUrl": "https://my-instance.servicenow.com.com",
 "InstanceId": "db63a848db9f6091fd3467c8f4879524",
 "ApiKey":
 "de742fc9db9f6090e03ad7c8f4961923:af0f36b91bc074109a9054a260
32a6bf",
 "ApiAuth": "11ab4240a6d5459c96d2bfb8e1aa3ddd",
 "ConsentSettings": null,
 "AppName": "TestNow App",
 "AppType": "MobileSDK",
 "ChannelType": "sdk",
 "Configuration": {}
 },
 "sdk": {
 "graphql": {
 "enabled": true
 },
 "table": {
 "enabled": true
 },
 "api": {
 "enabled": true
 },
 "attachment": {
 "enabled": true
 },
 "chat": {
 "enabled": true
 },
 "web": {
 "enabled": true
 },
   "push": {
   "enabled": true
 }
}
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

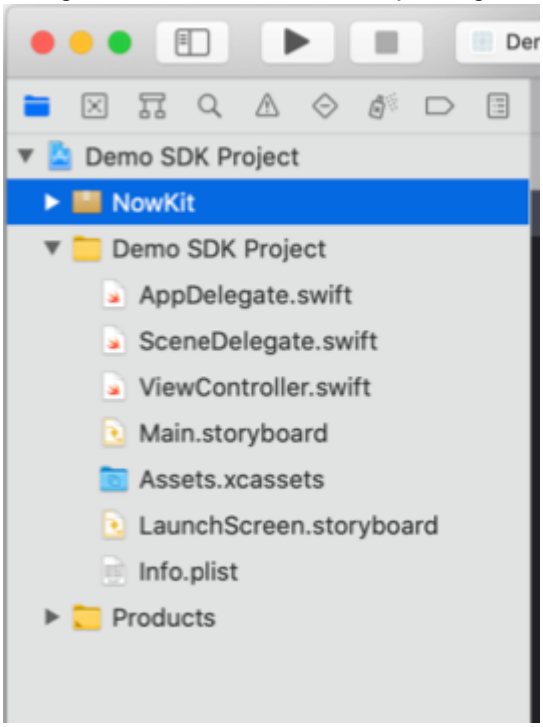
Configure your project

Before writing any application that leverages the Mobile SDK for iOS, you must configure your project to use the SDK.

Procedure

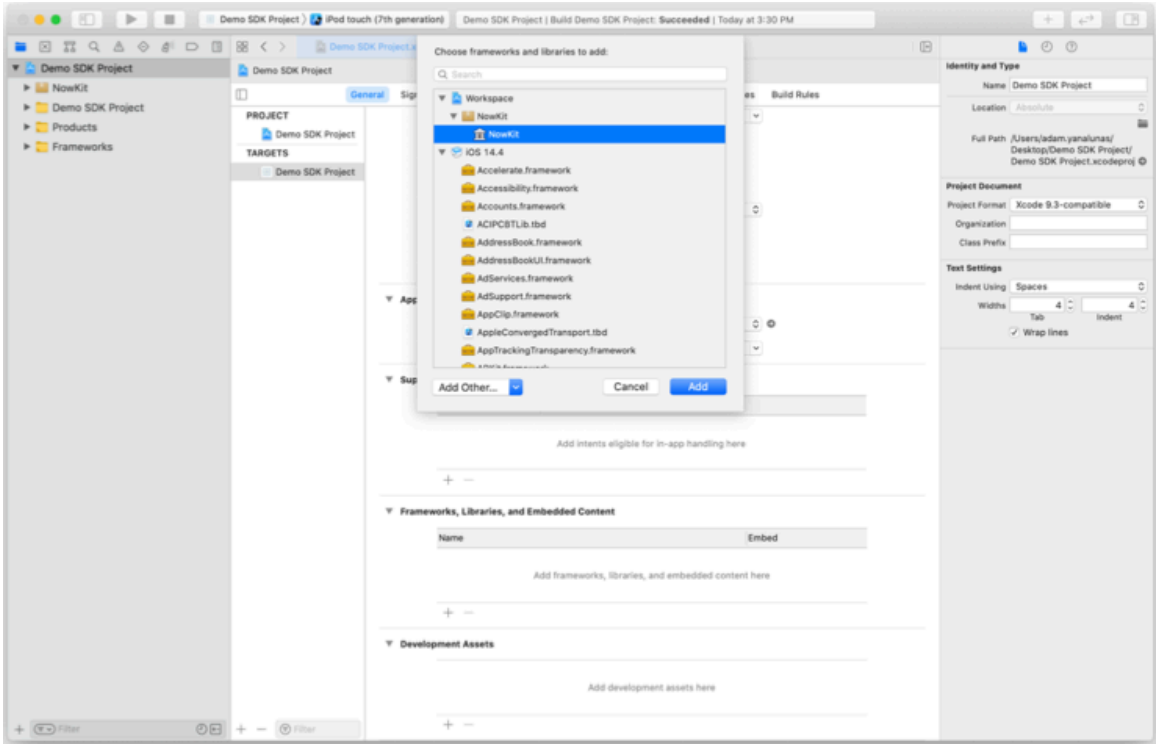
1. Add the Mobile SDK to your project.

   a. In Xcode, drag the NowKit folder from Finder on to your Project Navigator pane (#+1). Xcode recognizes the folder as a Swift package and displays a folder icon next to **NowKit**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

b. Add the Mobile SDK to your target in the **Frameworks, Libraries, and Embedded Content** section of the project's general settings by pressing the **+** icon and selecting the **NowKit** framework from the presented list.



2. Update your project settings.

The SDK uses several device features which require user permissions. You'll need to add SDK feature grouped entries to your project's Info.plist for the following keys:

- NowChat
  - NSLocationWhenInUseUsageDescription
  - NSLocationAlwaysAndWhenInUseUsageDescription
  - NSMicrophoneUsageDescription
  - NSSpeechRecognitionUsageDescription
- NowWeb
  - NSCameraUsageDescription
  - NSPhotoLibraryUsageDescription

Ensure that you provide messages that are helpful to customers, such as the following:

```
...
<key>NSCameraUsageDescription</key>
<string>[Your App] requires permission to access your camera to
 take attachment photos and scan barcodes.</string>
<key>NSPhotoLibraryUsageDescription</key>
<string>[Your App] requires permission to upload your photos to
 a record.</string>
...
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure certificate and create an OAuth Entity

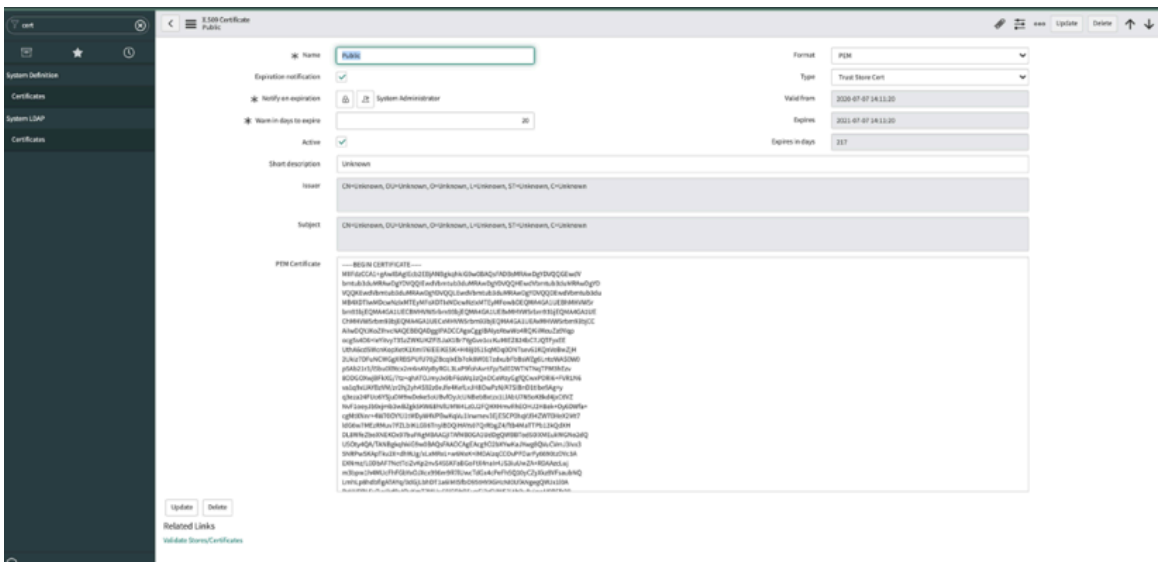
You must configure your ServiceNow instance to accept and exchange a JSON Web Token (JWT) for an OAuth access token. To enable this functionality you must install a certificate that matches the JWT provider's private key on the ServiceNow instance that you will use as the JWT Token consumer and create an OAuth Entity on that instance.

Before you begin

Role required: admin

Procedure

1. If not already configured, configure your ServiceNow instance as an OAuth JWT provider.
   For details, see Create an OAuth JWT API endpoint for external clients (machine to machine integration).
2. Navigate to **System Definition** > **Certificates**.
3. Select **New** and then create a new public certificate as shown in the following image.



   For details on creating this certificate, see Update your X.509 certificate.
4. Create an OAuth Entity.
   For details, see Create an OAuth JWT API endpoint for external clients (machine to machine integration).
5. Add and select the **Public Client** field to the form.

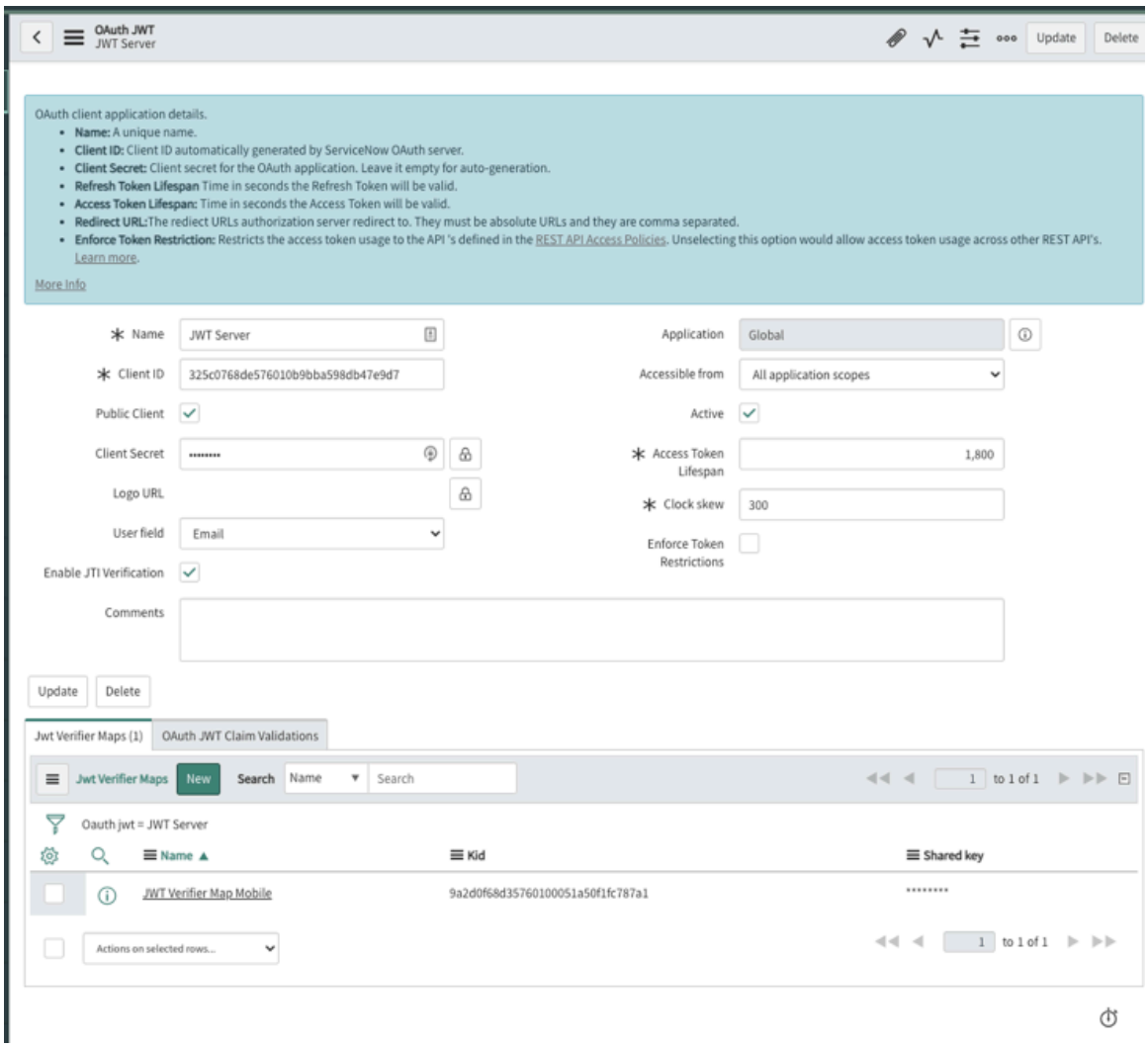
   Note: This field is not shown by default.

6. Save the record.
7. Add a JWT Verifier Map entry.
   After the record is saved, a new section called **Jwt Verifier Maps** appears at the bottom of the form.

   a. Add a name in the **Name** field, this can be whatever name you choose, and select the certificate that was added.
   The other fields, **Kid** and **Shared key**, can be left blank, as they are auto-filled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Ensure that the form contains information similar to the following once you are finished with your configuration:



Configure guest user access

To enable SDK services to be accessible by unauthenticated users, you must configure the Mobile SDK on your ServiceNow instance to allow guest user access. A guest user can view public web pages hosted in an instance using *NowWeb*, have a conversation as a guest using *NowChat*, access public data on the instance using *NowTableService* and *NowGraphQLService*, and access custom API services configured for unauthenticated users using *NowAPIService*.

Before you begin

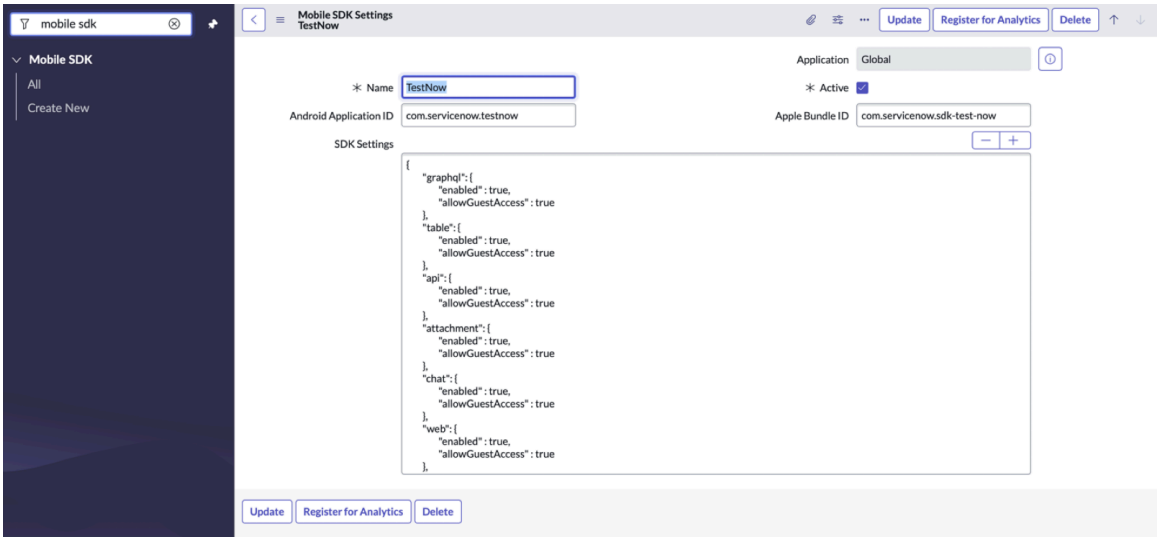
Role required: admin

Procedure

1. Navigate to **All** > **Mobile SDK** > **All** and select the application to which you want to allow guest access.
2. For each service that you want to enable guest access, add `"allowGuestAccess":true` to its configuration array.

Note: The *NowAttachment* service does not currently support guest access.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



3. Select **Update** to save your changes.

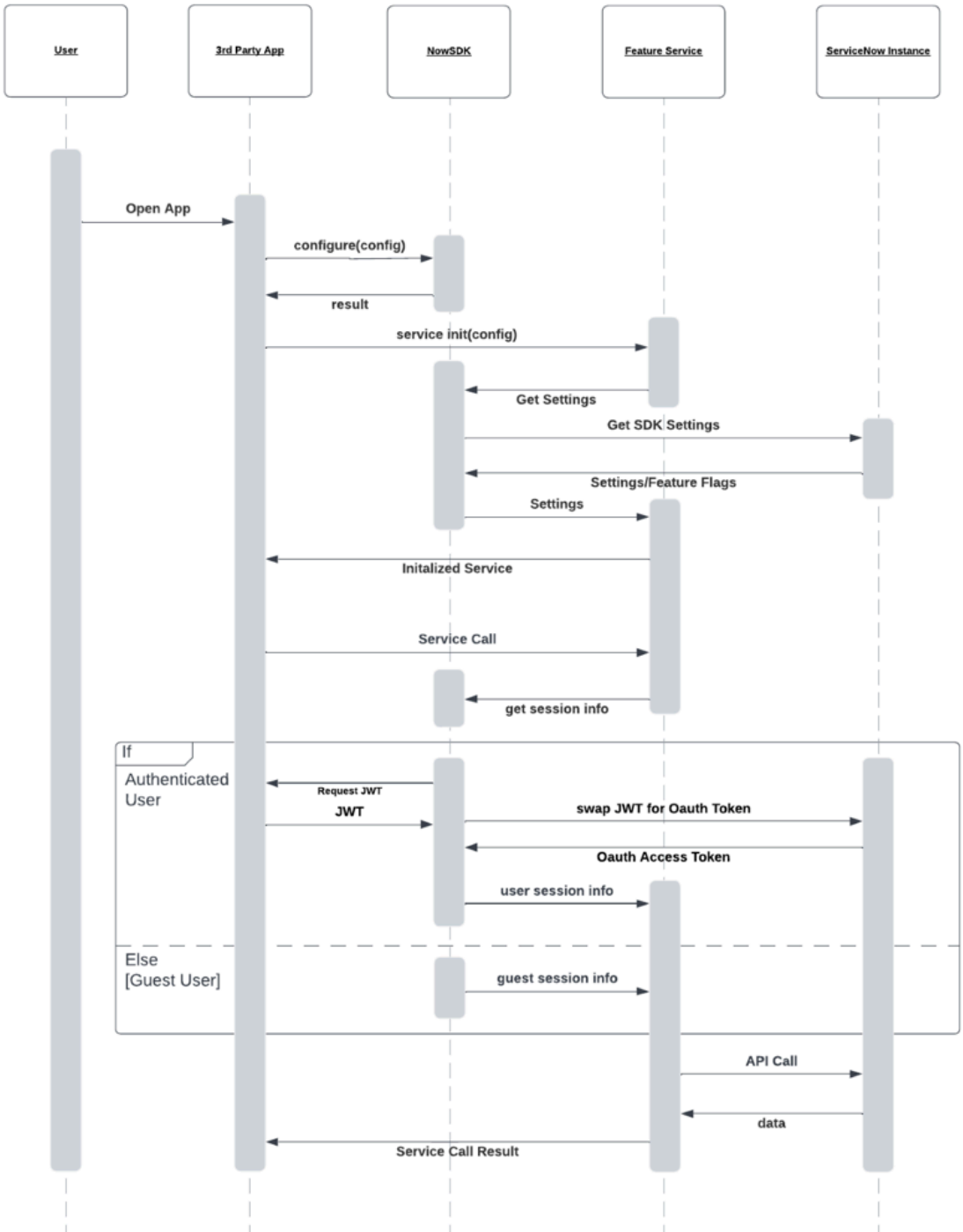
Initialize the NowSDK in your application

To access the functionality provided by the NowSDK, you must first initialize the NowSDK in your application.

The Mobile SDK initialization is asynchronous. It is a good practice to start the initialization process as early as possible, such as in the application delegate's `application(application:didFinishLaunchingWithOptions:)` function. Initialization only needs to occur once per application launch. There is no need to reinitialize when foregrounded or when a new scene is detected.

The following diagram shows the initialization sequence for NowSDK and feature services:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



To initialize the ServiceNow Mobile SDK in your iOS application you'll need an authorization provider conforming to `NowSDKAuthorizationProviding`, which uses your JWT provider information, and a delegate conforming to `DevicePermissionDelegate`.

The following is an example of a structure of an SDK initialization. For additional code examples, refer to the ServiceNow Mobile SDK sample application.

```
//

//  JWTProvider.swift

import Foundation
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
import NowSDK

class JWTProvider: NowSDKAuthorizationProviding {
  let token: String

  init(token: String) {
    self.token = token
  }

  func requestAuthorization(for instanceUrl: URL, completion:
 @escaping ([AuthorizationToken]?) -> Void) {
    completion([AuthorizationToken(type: .jwt, token: token)])
  }
}
```

```
//
//  PermissionProvider.swift

import Foundation
import NowSDK

class PermissionProvider: DevicePermissionDelegate {
  var isUserPermissionAllowed: Bool { Bool.random() }

  func canRequestPermission(_ permission: DevicePermission) ->
 Bool {
    guard isUserPermissionAllowed else { false }
    return true
  }
}
```

```
//
//  AppDelegate.swift

import Foundation
import NowSDK

@main
class AppDelegate: UIResponder, UIApplicationDelegate {
  func application(_ application: UIApplication,
 didFinishLaunchingWithOptions launchOptions:
 [UIApplication.LaunchOptionsKey: Any]?) -> Bool {

    let jwtProvider = JWTProvider(token: "a_valid_token”)
    let permissionDelegate = PermissionProvider()
    let logLevel: NowLogLevel = .debug

    let config = NowSDKConfiguration(authorizationProvider:
 jwtProvider, permissionDelegate: permissionProvider, logLevel:
 logLevel)

    do {
      try NowSDK.configure(with: config)
    } catch {
      // Handle 'error'
    }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    return true

}
```

Guest users

If the current user is not authenticated, it is possible to for them to access SDK functionality as a guest. To indicate that the current user is a guest, the *requestAuthorization* function in the authorization provider should complete with a guest type of *AuthorizationToken*, as shown below. The token value in this case is not important so long as the *AuthorizationTokenType* is set to `.guest`. For additional information on guest users, see Configure guest user access.

```
//  GuestTokenProvider.swift
import Foundation
import NowSDK
class GuestTokenProvider: NowSDKAuthorizationProviding {
    func requestAuthorization(for instanceUrl: URL,
        completion: @escaping ([AuthorizationToken]?) -> Void) {
        completion([AuthorizationToken(type: .guest, token:
 "")])
    }
}
```

Logging users out of the SDK

After a user is logged out of a host application, you should call the NowSDK`.logout()` method to clear that user's ServiceNow sessions and tokens from the SDK. For example:

```
func onLogout() {
  NowSDK.logout()
}
```

Implement Virtual and Live Agent chat

The Mobile SDK enables you to easily implement Virtual and Live Agent chat services within your iOS application.

You use the NowChatService API to create the chat user interface. Once the UI is created, you must then start the chat session, and then start the chat service. Similar to other Mobile SDK feature services, the *NowChatService* API provides two implementations for some of its methods, including the *startChat()* method. One implementation returns a Combine publisher, and the other calls a completion handler with the return results.

The following is a snippet from the sample application that shows how to initialize and start a chat UI and session.

```
func makeChatScreen() -> UIViewController? {
  guard let chatService = chatService else { return nil }
  let result = chatService.makeChatUI(theme:
 CarrascoChatTheme(chatColors: ChatColors()))
  switch result {
    case .success(let chatViewController):
      return chatViewController
    case .failure(let error):
      debugPrint("Chat screen creation failed with error:
 \(error)")
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      return nil
    }
}

func startChat() {
  guard let chatService = chatService else {
    debugPrint("Chat service is invalid")
    viewState = makeViewState()
    return
  }
  chatService.startChat { [weak self] result in
    if case .failure(let error) = result {
      debugPrint("Chat session initialization failed with error:
 \(error)")
      self?.resetChat()
    }
  }
}
```

Before you can leverage the chat functionality within your application, you must configure Virtual Agent within your ServiceNow instance. For details, see Virtual Agent.

Theme the chat user interface

You can customize the colors of the Live Agent and Virtual Agent chat UI by passing a theme object in the *makeChatUI()* call. For a list of all of the elements that you can customize, see NowChatColoring protocol - iOS. By default, the chat UI uses the *NowUIColor* theme for all NowSDK UI elements. Refer to the NowChatThemeable protocol - iOS for sample code snippets on how to apply a theme to your chat UI.

Passing context variables to Live Agent and Virtual Agent chat

You can pass chat context variables when starting a chat session by passing the *contextData* parameter.

You can pass this value using the NowChatService - startChat(contextData: [String: Any]? = nil, _ completion: @escaping (Result<Void, NowChatServiceError>) -> Void) functions.

For additional information on chat context variables, see Live agent chat context variables.

In addition, you can also pass an optional *NowChatConfiguration* parameter when starting a chat session to modify some of the behavior of NowChat.

- *closePrompt*: Prompt text that appears before exiting a chat window. You define this prompt text through the following parameters:
  - *header*: Nullable string value that appears on the prompt's header.
  - *message*: String value that appears on the prompt's main body.
  - *acceptButtonTitle*: String value that appears on the primary button of the prompt. This button closes the chat window.
  - *declineButtonTitle*: String value that appears on the secondary button of the prompt. This button dismisses the prompt without closing the chat window.
- *disabledFeatures*: List of NowChat features to disable. Refer to the *NowChatConfiguration.Feature* enum class for the list of features that you can disable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- *conversationOptions*: List of conversation options to apply to NowChat. Refer to the *NowChatConvestation.ConversationOption* enum class for the list of options that you can apply.
- *uiConfiguration*: UIConfiguration value used to configure UI components in NowChat.

The following code example shows how to call this method:

```
// Close Button Type
func closeButtonText(title: String?) ->
 NowChatConfiguration.CloseButtonType? {
 guard let title else { return nil }
 return .text(title)
}
func closeButtonImage(name imageName: String?) ->
 NowChatConfiguration.CloseButtonType? {
  guard let imageName,
  let buttonImage = UIImage(named: imageName) else { return
 nil }
  return .image(buttonImage)
}


// Create the chat UI
func makeChatScreen() -> UIViewController? {
  guard let chatService = chatService else { return nil }
  let closePrompt = NowChatConfiguration.ClosePrompt(header:
 "Close Window",
    message: "Are you sure you want to close the chat window?",
    acceptButtonTitle: "Yes",
    declineButtonTitle: "No")

  let attachmentUploadButton =
 NowChatConfiguration.AttachmentUploadButton(isVisible:
 false) // default isVisible = true

  let chatConfiguration = NowChatConfiguration(closePrompt:
 closePrompt,
    disabledFeatures: [.startNewConversation],
    conversationOptions:
 [.forceNewConversation, .endConversationOnExit],
    uiConfiguration:
 NowChatConfiguration.UIConfiguration(closeButton:
 closeButtonImage(name: "arrow.left"), attachmentUploadButton:
 attachmentUploadButton))

  let result = chatService.makeChatUI(theme:
 CarrascoChatTheme(chatColors: ChatColors()), chatConfiguration:
 chatConfiguration)

  switch result {
    case .success(let chatViewController):
      return chatViewController
    case .failure(let error):
      debugPrint("Chat screen creation failed with error:
 \(error)")
      return nil
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}

// Start the chat session
func startChat() {
  guard let chatService = chatService else {
    debugPrint("Chat service is invalid")
    viewState = makeViewState()
    return
  }
  chatService.startChat { [weak self] result in
    if case .failure(let error) = result {
      debugPrint("Chat session initialization failed with error:
 \(error)")
      self?.resetChat()
    }
  }
 }

// Initialize the chat service
private func initializeChatService() {
  NowChat.makeChatService(instanceUrl: instanceUrl, delegate:
 self) { [weak self] result in
    guard let self = self else { return }
    switch result {
      case .success(let service):
        self.chatService = service
      case .failure(let error):
        debugPrint("Creating the chat service failed with error:
 \(error)")
    }
    self.viewState = self.makeViewState()
  }
}
```

Interact with table data in a ServiceNow instance

The Mobile SDK enables you to interact with data in tables that reside on your ServiceNow instance. You can interact with this data through the ServiceNow REST *Table* API using the *NowTableService()* API that directly calls the REST interface, or through the *NowGraphQLService()* API that executes a specified GraphQL query against the REST *GraphQL* API.

If you want to return data from multiple tables within a single call, you will need to use the *NowGraphQLService()* API. If you need to interact with other ServiceNow REST APIs, see Interact with the public REST API on a ServiceNow instance.

Using NowGraphQLService to interact with ServiceNow tables

The NowGraphQLService class provides methods that enable you to construct and execute GraphQL queries on a specified table within your ServiceNow instance if the logged in user has the proper authorization. You can define all CRUD operations within your GraphQL query.

NowGraphQLService supports fetching results for a query by returning a completion handler:

```
func execute(_ query: GraphQLQuery, completion: @escaping
 (Result<Data, NowDataError>) -> Void)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Through async/await:

```
func execute(_ query: GraphQLQuery) async throws -> Data
```

Or, a Combine publisher (which is currently deprecated):

```
func publisher(for query: GraphQlQuery) → AnyPublisher<Data,
 NowDataError>
```

The following example shows how to import the NowData framework and then initialize a NowGraphQLService object that you can then use to interact with tables in your ServiceNow instance.

```
// Import the NowData framework
import NowData

// Initialize a NowGraphQLService
// The makeGraphQLService completion handler returns a result
 that wraps
// the NowGraphQLService upon success or error.

private func initializeGraphQLService(instanceUrl: URL) {
  makeGraphQLService(instanceUrl: instanceUrl) { [weak self]
 result in
    switch result {
    case .success(let service):
      self?.graphQLService = service
    case .failure(let error):
      debugPrint("Creating GraphQL service failed with error:
 \(error.localizedDescription)")
      self?.graphQLService = nil
    }
  }
}
```

This example shows how to create an async function that fetches and publishes the most recently published KB articles.

```
private func fetchArticles() async throws -> [Article] {
    guard let graphQLService = graphQLService else {
        throw ArticleListError.invalidGraphQLService
    }

    do {
        let data = try await
 graphQLService.execute(GraphQLQuery(query:
 recentlyPublishedQuery))
        let articles = try dataToArticleList(data)
    } catch let error as NowDataError {
        throw ArticleListError.fetchError(error)
    } catch {
        throw error
    }
}
private let recentlyPublishedQuery =
"""

{
  GlideRecord_Query {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    kb_knowledge(queryConditions:
 "active=true^ORDERBYpublishedDESC" pagination: { limit: 10,
 offset: 0 }) {
      _results {
        sys_id {
          value
        },
        number {
          displayValue
        },
        short_description {
          displayValue
        },
        author {
          displayValue
        }
        published {
          displayValue
        }
      }
    }
  }
}
"""
```

Using NowTableService to interact with ServiceNow tables

The NowTableService class provides methods to perform CRUD operations on the records in tables that reside on your ServiceNow instance. Through this interface you can directly access any of the records within any ServiceNow table for which the logged in user is authorized. *`NowTableService`* supports dot-walking for reference fields. For example, if a table contains a reference to the User table, the dot-walked value `user.name` returns the name of the user.

When returning the requested data, all applicable Access Control Lists (ACLs) are applied to the data, which may result in fewer results than expected, or authorization errors if the authenticated user does not have access rights to the specified table.

Most *`NowTableService`* methods provide three implementations for returning results data. One that uses async/await, one that calls a completion handler with a *`Result`* enumeration, and one that returns a Combine publisher, which is currently deprecated.

For example, all *`createRecord()`* methods insert a constructed record into a specified table, however, the

NowTableService - createRecord(with fields: [FieldName: FieldValue], in tableName: String, writeOptions: FieldWriteOptions, configuration: FieldReadConfiguration, completion: @escaping (Result<Data, NowDataError>)

method calls a completion handler with a *`Result`* enumeration (the `.success` case contains the results as its associated value).

The

NowTableService - createRecord(with fields: [FieldName: FieldValue], in tableName: String, writeOptions: FieldWriteOptions? = nil, configuration: FieldReadConfiguration? = nil) async throws

method performs an async/await function. While the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

NowTableService - createRecord(with fields: [FieldName: FieldValue], in tableName: String, writeOptions: FieldWriteOptions? = nil, configuration: FieldReadConfiguration? = nil)

method returns a Combine publisher, but is currently deprecated.

In addition, *NowTableService* provides two different implementations of CRUD methods, one that returns raw data, and one that returns Codable models. For example, both the *update()* and *updateRecord()* methods update a specified record in a specified table, but the *update()* methods return a Codable model and the *updateRecord()* methods return raw data. In some cases, Codable methods might be preferable, as a strongly typed Codable structure provides more flexibility than a collection of raw data fields.

The following example shows how to import the *NowData* framework and then initialize a NowTableService object that you can then use to interact with ServiceNow instance tables.

```
// Import the NowData framework
import NowData

// Initialize a NowTableService
// The makeTableService completion handler returns a result that
 wraps
// the NowTableService upon success or error.

makeTableService(instanceUrl: instanceUrl) { [weak self] result
 in
  guard let self = self else { return }

  switch result {
  case .success(let tableService):
    debugPrint("Successfully created a table service
 \(tableService)")
    self.tableService = tableService
  case .failure(let error):
    debugPrint("Creating table service failed with error:
 \(error.localizedDescription)")
  }
}
```

For additional code examples using the available *NowTableService* methods, refer to the NowTableService class - iOS API documentation.

Configure return results data

Within the Mobile SDK, when interacting with data from a ServiceNow instance through a REST endpoint, you can configure what data is passed back in the return results.

You configure what data to pass back using the FetchConfiguration structure. This structure enables you to configure:

- The specific records to return from a table.
- The specific fields to return from the records.
- The number of records to return.

Note: Generally you want to use the same FetchConfiguration for all of your CRUD operations for a certain model type as it determines which fields are returned. It should at least match the required properties on your model, or else JSON Decoding will fail.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuring the specific records to return

The Filter structure within a *FetchConfiguration* call enables you to filter and sort the records that are fetched from a ServiceNow instance and passed back in the return results from a REST endpoint. This filter is passed in the *sysparm_query* parameter of the REST API endpoint. For additional information, see Table API.

You can initialize the *Filter* structure in four different ways depending on the desired filtering capabilities:

1. Filter by encoded query encoded query. This type of filter enables you to pass an encoded query that is applied to the records within the specified table.

   For example, the following call only returns those records that are active and whose short description field contains the word "broken":

   ```
   Filter(query: "active=true^short_descriptionLIKEbroken"
   ```

   To use this type of filtering, initialize the *Filter* structure using the Filter - init(query: String, queryCategory: String? = nil) function.

2. Filter by criteria. This filter enables you to filter based on one or more filter criteria that are OR'd together.

   For example, a manager has an employee Abel Tuter who is on PTO. They want to know if there are active incidents that are not assigned to anyone or assigned to Abel Tuter so they can assign/reassign them. They also want to see in that same list, all of the incidents that have high or overdue escalation so that they can also address those. The following shows how to create the necessary filters to obtain this data:

   ```
   let activeIncidents = Condition.boolean(field:
    "active", .is(true))

   let assignedToEmpty = Condition.string(field:
    "assigned_to", .isEmpty)

   let assignedToAbel = Condition.string(field:
    "assigned_to", .is("Abel Tuter"))

   let assignedToAbelOrEmpty =
    CompoundCondition.or([assignedToEmpty, assignedToAbel])

   let needToReassign = Criteria(conditions: [activeIncidents,
    assignedToAbelOrEmpty])

   let highEscelations = Condition.string(field:
    "escalation", .is("2"))

   let overdueEscelations = Condition.string(field:
    "escalation", .is("3"))

   let highORoverdueEscelations =
    CompoundCondition.or([highEscelations, overdueEscelations])

   let needToHandleEscalation = Criteria(condition:
    highOrOverdueEscelations)

   let myPrioritiesForTodayFilter = Filter(criteria:
    [needToReassign, needToHandleEscalation])
   ```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
```

To use this type of filtering, initialize the *Filter* structure using the Filter - init(criteria criteriaList: [Criteria], sortBy: [Sort]? = nil, queryCategory: String? = nil) function.

3. Filter by keywords and conditions. This filter enables you to filter records based on specific keywords and conditions that are AND'd together.

   For example, the following filters for all records that contain the keyword "iOS13 or iOS 14" and meet the specified condition sorted by testField.

```
testKeywordsAndConditionsAndSort() {
  let keywords = "iOS 13 | iOS 14"
  let conditionA = Condition.boolean(field:
 testField, .is(true))
  let conditionB = Condition.boolean(field:
 testField2, .is(false))
  let sortA = Sort.asc(testField)
  let filter = Filter(keywords: keywords, conditions:
 [conditionA, conditionB], sortBy: [sortA])

  XCTAssertEqual(filter.query,
 "123TEXTQUERY321=\(keywords)^\(conditionA.query)^\(conditionB.
query)^EQ^\(sortA.query)")
}
```

   To use this type of filtering, initialize the *Filter* structure using the Filter - init(keywords: String? = nil, conditions: [Condition], sortBy: [Sort]? = nil) function.

4. Filter by conditions. This filter enables you to filter records that meet all specified conditions (AND'd together).

   For example, the following filters for all records in which the Active field is "true" and the date value of the SLA due field is on "today" or any date after today.

```
// Where the record is active
let condition1 = Condition.boolean(field: "active", .is(true))

// AND the date value of the SLA due field is on "today" or any
 date after today.
let condition2 = Condition.dateTime(field:
 "sla_due", .atOrAfter(0, .daysAgoStart))

let filter = Filter(conditions: [condition1, condition2])
```

   To use this type of filtering, initialize the *Filter* structure using the Filter - init(conditions: [QueryProviding], sorts: [Sort]? = nil) function.

Configuring the specific fields to return

The FieldReadConfiguration structure - iOS within the *FetchConfiguration* method call allows you to configure what fields to pass back in the return results. In addition, you can configure the format/content of the returned fields as:

- display values
- actual values
- exclude reference links

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Configuring the fields to match a Codable model may reduce the payload returned by the ServiceNow instance, improving network efficiency by reducing data transfer.

Configure field write options

Within the Mobile SDK, when writing data to a ServiceNow instance through a REST endpoint, you can define field write options.

You configure field write options using the FieldWriteOptions class - iOS structure. This structure enables you to configure:

- Whether to suppress automatic generation of system fields.
- Whether to set field values using their display value display value rather than their actual value.

Paginate return results record sets

Within the Mobile SDK, when interacting with data from a ServiceNow instance through a REST endpoint using the *`NowTableService`*, you can create a Paginator object that enables you to iterate over the records in the return results.

You typically use paginated return results to provide infinite scroll capabilities for table records presented inside a UITableView, a UICollectionView (UIKit), or a List (SwiftUI), or to simplify page iteration of results in general.

The *`NowTableService`* class provides two methods for creating a Paginator object that contains the return results from a REST endpoint call:

- NowTableService - paginator(from tableName: String, configuration: FetchConfiguration? = nil)

  This method creates a Paginator object that contains the specified records from the specified table. If you do not include the FetchConfiguration object, it contains all records and their associated fields in the return results. This method returns raw data.

- NowTableService - paginator<Model: Decodable>(from tableName: String, path: String = Constants.resultPath, coder: Coder = .default, configuration: FetchConfiguration? = nil)

  This method creates a Paginator object that contains the specified records from the specified table. If you do not include the FetchConfiguration object, it contains all records and their associated fields in the return results. This method returns Codable models and enables you to define a custom `Coder` for Codable models that require custom decoding. You can supply a custom `JSONDecoder` by supplying a `NowData.Coder.custom` enumeration value that contains the custom `JSONDecoder` and `JSONEncoder`.

The paginator type is determined by the Generics and the compiler type inference.

In the following example, the compiler infers that `service.paginator(...)` returns a paginator of type `Paginator<[User]>`, a paginator that publishes a collection of users, such as, Codable User structures, through its Combine publisher.

```
let paginator: Paginator<[User]> = service.paginator(from:
 "sys_user", path: "result")
```

After obtaining a Paginator object, subscribe to its publisher to start receiving data.

```
paginator.publisher
  .subscribe(on: DispatchQueue.global())
  .receive(on: DispatchQueue.main)
  .sink { ... }
  .store(in: &subscriptions)
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The returned Paginator object provides the following methods that enable you to page through the returned records:

- `first()`
- `last()`
- `next()`
- `previous()`
- `reset()`

Note: Some `Paginator` methods may throw an exception, such as when there are no more pages to fetch.

In addition, the Paginator object provides properties that enable you to obtain insights into the paginated data. For additional details on these properties and the available methods, see Paginator API - iOS.

Transform data

The `NowData` framework provides the ability to easily transform data into records.

Using the NowRecord convenience structure, which contains the properties `sysId` and `fields`, you can easily transform data into a record. Whenever you obtain a `Data` wrapping `Result` or `Publisher`, you can easily transform it into a `NowRecord` wrapping `Result` or `Publisher` using the `convertToRecord()` and `convertToRecords()` methods. For additional information, see NowTableService class - iOS.

Note: While `NowRecord` makes it very easy to quickly obtain data, depending on your use case, the Codable methods might be preferable as a strongly typed Codable structure provides more flexibility than a collection of "any" fields.

Interact with the public REST API on a ServiceNow instance

The Mobile SDK provides functionality that enables iOS applications to call the public REST API on a ServiceNow instance.

Using the NowAPIService API you can interact with any of the base ServiceNow public REST APIs, or create custom REST APIs within the instance and call those from your iOS application.

Retrieve attachments and attachment metadata

The `NowAttachmentService` API enables you to perform CRUD operations on attachments and retrieve attachment metadata from your ServiceNow instance.

Using this API you can:

- Upload attachments to your ServiceNow instance and associated them to a specific record.
- Download one or more attachments.
- Delete attachments.
- Validate an attachment by comparing the computed hash of the attachment to the expected hash.
- Download attachment metadata. This metadata is generated by your ServiceNow instance when an attachment is uploaded.

For additional information on working with attachments, see Attachment API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

All NowAttachmentService methods provide three implementations for returning results data. One that calls a completion handler with the return results, one that preforms an async/await, and another that returns a Combine publisher (deprecated). For example, each *upload()* method uploads and associates a specified attachment to a specified record. However, the NowAttachmentService - upload(data: Data, configuration: NowAttachmentUploadConfiguration, progressUpdate: @escaping ProgressUpdate, completion: @escaping (Result<NowAttachmentMetadata, NowDataError>)) method calls a completion handler with the return results, the NowAttachmentService - upload(data: Data, configuration: NowAttachmentUploadConfiguration, progressUpdate: @escaping ProgressUpdate) async throws method performs an async/await, and the NowAttachmentService - upload(data: Data, configuration: NowAttachmentUploadConfiguration, progressUpdate: @escaping ProgressUpdate) method returns a Combine publisher.

Before you are able to use the *NowAttachmentService* API, you must import *NowData* and then initialize a NowAttachmentService object.

```
// Import the NowData framework
import NowData

func makeAttachmentService(instanceUrl: URL,
  completion: @escaping ((Result<NowAttachmentService,
 NowServiceErrors>) -> Void))
```

Attachment metadata pagination

You can use the *NowAttachmentService* methods to download attachment metadata for one or more attachments. When downloading metadata from multiple attachments, you may want to use the NowAttachmentService - attachmentMetadataPaginator(filter: Filter, limit: Int) method, which returns a Paginator object that enables you to easily iterate over the potentially large amount of data that is returned. You typically use paginated return results to provide infinite scroll capabilities for data presented inside a UITableView, a UICollectionView (UIKit), or a List (SwiftUI), or to simplify page iteration of results in general.

After obtaining a Paginator object, subscribe to its publisher to start receiving data.

```
paginator.publisher
  .subscribe(on: DispatchQueue.global())
  .receive(on: DispatchQueue.main)
  .sink { ... }
  .store(in: &subscriptions)
```

The returned Paginator object provides the following methods that enable you to page through the returned records:

- *first()*
- *last()*
- *next()*
- *previous()*
- *reset()*

Note: Some *Paginator* methods may throw an exception, such as when there are no more pages to fetch.

In addition, the Paginator object provides properties that enable you to obtain insights into the paginated data. For additional details on these properties and the available methods, see Paginator API - iOS.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Display web pages hosted on your ServiceNow instance

You can display web pages hosted within your ServiceNow instance in your native iOS application.

The Mobile SDK provides seamless handling of the required authentication and session management, while the NowWebService API provides the functionality required to handle pages residing on your ServiceNow instance. These web pages have all the dynamic interactions that are possible on the ServiceNow platform.

When the webview is requested to load a web page hosted on a ServiceNow instance, it creates an HTTP request with the appropriate bearer header containing the OAuth access token provided by the NowSDK. When the instance receives this request, it starts a new user session and returns cookies related to that session. As the user interacts with the web pages in the webview, the instance uses the cookies to validate that the session is still valid. At this point, the bearer header is no longer relevant, only the cookies are used for session validation. The web session expires if the user stops interacting with the website for longer than the timeout period. After the session expires, if the user tries to interact with the web page, they are automatically redirected to the login page. The NowWebViewController detects the redirection and attempts to start a new web session by requesting a refreshed access token from the NowSDK and using the token to create a HTTP request (with bearer header) for the last known loaded page.

To use these features, you must first create an instance of the *`NowWebService`*. To do this you must call the *`makeWebService()`* method and provide the URL to your ServiceNow instance and an already initialized NowSDK. In addition, you must have imported `NowWeb` within your application. You should hold a reference to the *`NowWebService`* for as long as you are using the `NowWeb` service.

The following shows an example of how to create a NowWebService object using async/await:

```
do {
    let service = try await NowWeb.makeWebService(instanceUrl:
 instanceUrl)
    self.webService = service
} catch {
    debugPrint("Web Service creation failed with error:
 \(error.localizedDescription)")
}
```

The following shows an example of how to create a NowWebService object using a completion handler:

```
import Combine
import NowWeb
import UIKit
...
public func makeWebService(instanceUrl: URL,
  completion: @escaping ((Result<NowWeb.NowWebService,
 NowSDK.NowServiceError>) -> Void))
```

Pre-load pages to improve NowWeb load time

You can pre-load pages with cacheable resources in the background to improve initial *`NowWeb`* load times. The following example shows how to use the *`webService.preloadWebCache()`* function to pre-load specified pages.

```
private func preloadURLs(urls: [URL]) {
  guard let webService = webService else {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    debugPrint("Web service not initialized")
    return
  }
  do {
       try webService.preloadWebCache(urls: urls) {
         debugPrint("URLs did complete preloading")
       }

  } catch {
      debugPrint(error.localizedDescription)
  }
}
```

Create views to display web content

Once you have instantiated an instance of NowWebService, you can use it to create views to display web pages hosted on your ServiceNow instance.

The following example shows how to create a NowWebViewController view:

```
let result = webService.makeWebViewController(for: url,
  delegate: self, theme: MyWebTheme(nowUITheme: MyUITheme()))
switch result {
case .success(let viewController):
  return viewController
case .failure(let error):
  debugPrint("Web view creation failed with error:
 \(error.localizedDescription)")
}
```

In this example, *url* is the URL of the initial page to load within the view. This URL must point to a page that is hosted on the specified ServiceNow instance. Relative URLs also work and are relative to the ServiceNow instance targeted by the NowWebService.

Once created, you can push the NowWebViewController onto an existing navigation stack. The initial page is not loaded until you call the loadPage() method.

Theme the web user interface

You can customize the colors of the web UI by passing a theme object in the *makeWebViewController()* call. For a list of all of the elements that you can customize, see NowWebColoring protocol - iOS. By default, the web UI uses the NowUIColor theme for all NowSDK UI elements. Refer to the NowWebThemeable protocol - iOS for sample code snippets on how to apply a theme to your web UI.

Configure push notifications

Push notifications enable the sending of unsolicited messages (notifications) from a ServiceNow instance to a specific registered user and an application that leverages the ServiceNow Mobile SDK framework.

You must set up push notifications on both your ServiceNow instance and within the application that will receive the notifications.

Note: For the current release, only the Virtual Agent service supports the receipt of push notifications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Setting up push notifications on your ServiceNow instance

For each Mobile SDK application that incorporates the Virtual Agent service and leverages push notifications, you must complete the following configuration process on your ServiceNow instance.

- Generate and retrieve an iOS push certificate.
- Add a push application record in the Push Application [sys_push_application] table.
- Add a push notification message content record in the Push Notification Message Content [sys_push_notif_msg_content] table.
- Add a default push registration.
- Add a push notification message in the Push Notification Message [sys_push_notif_msg] table.
- Modify the push notification record in the Notification [sysevent_email_action] table.

Generate and retrieve an iOS push certificate

You must retrieve your unique iOS push certificate from your Apple Developer account so that you can associate it to your Mobile SDK applications that leverage push notifications.

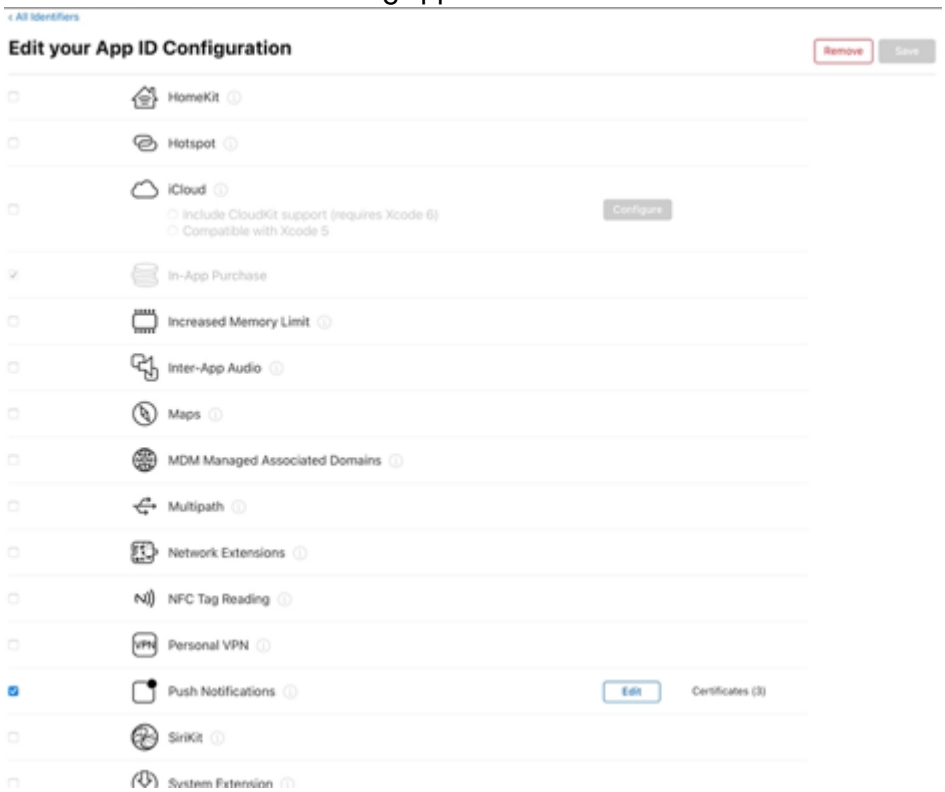
Before you begin

Role required: admin

You must already have an Apple Developer account set up. For information on how to create an Apple Developer account and download the corresponding SDK, refer to the Apple Developer website.

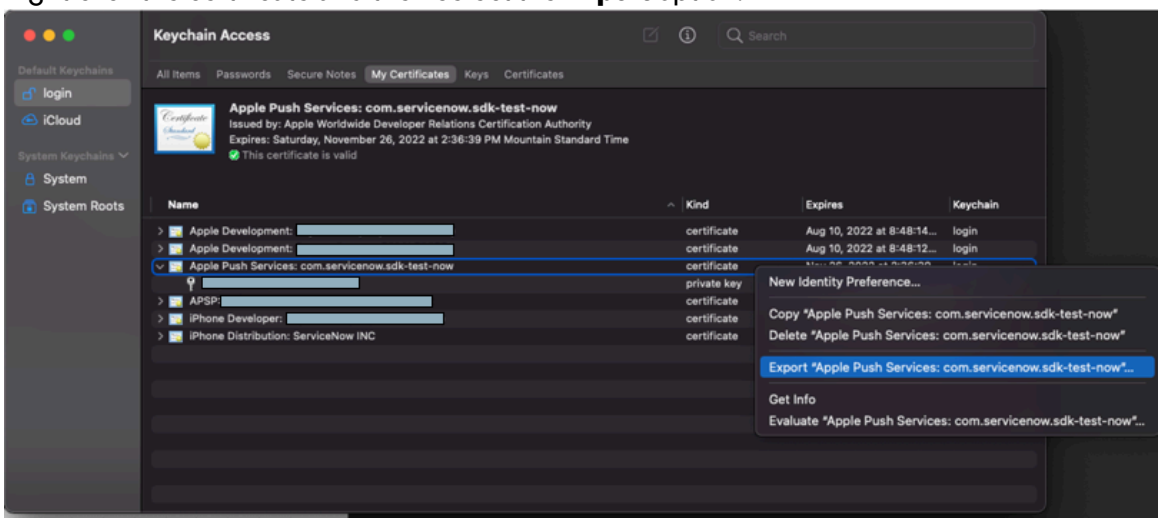
Procedure

1. From your Apple Developer account, select **Identifiers**, and then select your application's bundle ID from the displayed list.
   A screen similar to the following appears.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Select the **Push Notifications** check box and then select **Edit**.
3. Using the instructions provided by Apple, create a production SSL certificate.
4. Once created, double-click the downloaded certificate, which saves it to the KeyChain Access application.
5. From your Applications folder, open the Keychain Access application, and locate the certificate that you created.
6. Right-click the certificate and then select the **Export** option.



7. Ensure that the **File Format** field is set to `Personal Information Exchange (.p12)`.
8. Enter a secure password for the certificate.

Add a push certificate record

After generating your iOS push certificate, you must save the push certificate record to your instance. The push certificate is stored in the X.509 Certificate [sys_certificate] table.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Definition** > **Tables**.
2. In the search field, select **Name** and enter `sys_certificate`.
3. Open the X.509 Certificate [sys_certificate] table.
4. Create a certificate record by selecting the **New** button.
5. Add the Personal Information Exchange (.p12) certificate that you exported in Generate and retrieve an iOS push certificate to the certificate record as an attachment.

   a. In the upper-right corner, select the attachment icon.

   b. In the **Name** field, enter a name for the certificate.
   You can enter any name that clearly identifies the purpose of the certificate to other team members.

   c. In the **Type** field, enter or select `PKCS12 Key Store`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

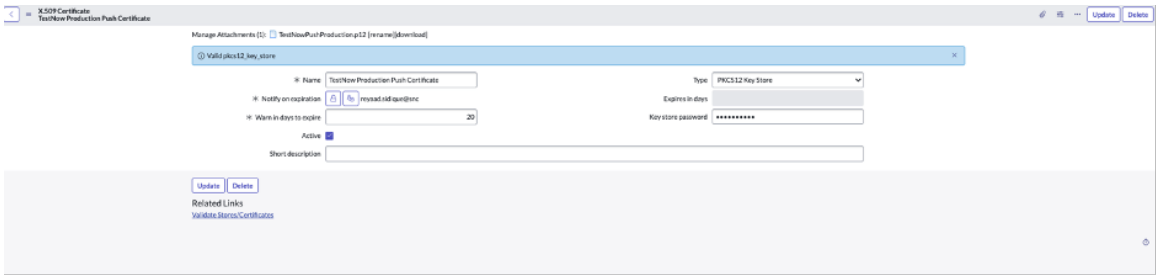
d. In the **Notify on expiration** field, select the person to receive a notification when the certificate is about to expire.

e. In the **Warn in days to expire** field, enter the number of days prior to when the certificate is scheduled to expire, to send a notification about the expiration.

f. In the **Key store password** field, enter the password that you used when exporting the certificate from the keychain.

g. At the bottom left-corner of the form, select the **ValidateStores/Certificates** link.
The system validates the attached certificate.

h. After the certificate validation is confirmed, select **Update** to submit the form.



Add a push application record

You must create a push application record and enter your Apple Push Notification certificate in that record to use push notifications in a Mobile SDK application that leverages Virtual Agent and push notifications.

Before you begin

Role required: admin

This record is stored in the Push Application [sys_push_application] table.

Procedure

1. Navigate to **System Notification** > **Push** > **Push Application**.
2. Select **New** to add a new record.
3. In the **Display Name** and **Name** fields, enter the name of your application.
4. In the **Push** field, change the value from **REST API** to **Direct**.
5. In the **iOS** tab, select the search icon to the left of the **Certificate** field and select the certificate that you created.
6. Select **Submit**.

Add a default push registration

Register the push notification so that all users of your application receive the push notifications by default.

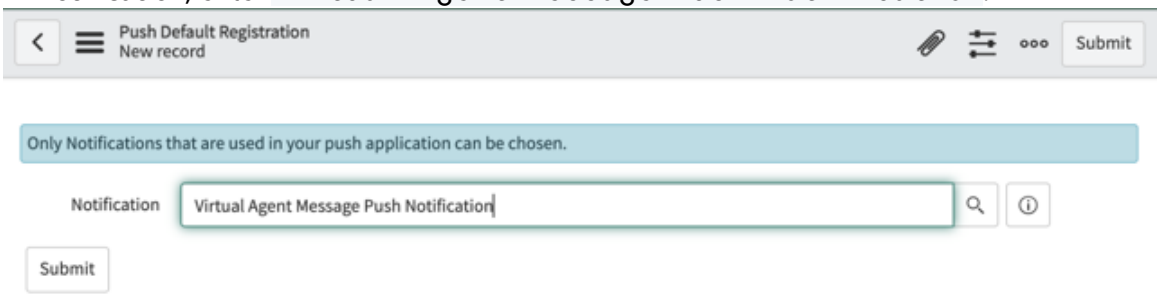
Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **System Notification** > **Push** > **Push Application**.
2. Locate and open the push notification that you created earlier.
3. In the related list, select the **Push Default Registrations** tab, then select **New**.
4. In **Notification**, enter `Virtual Agent Message Push Notification`.



5. Select **Submit**.

Add a push notification message content record

The push notification message content record contains the location users are directed to when they tap on a notification, as well as the appearance and layout of the notification.

Before you begin

Role required: admin

Complete the Push Notification Message Content form to:

- Name the notification.
- Select the mobile application to which the notification is sent.
- Optionally, customize the appearance of the notification message.

This information is saved in the Push Notification Message Contents [sys_push_notif_msg_content] table.

Procedure

1. Navigate to **System Notification** > **Push** > **Push Message Content**.
2. Select **New**.
3. In the Push Message Content form, fill in the following fields:

Push Notification Message Content form

Field	Description
Name	Descriptive name of the push message content record. **Note:** This name is not visible in the notification, it is only a reference for use during configuration.
Push app	Mobile application to send the notification to. This is the application that you added in "Add a push application record".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description

Push Message Generation	Script block that contains the notification link. To implement push notifications in a Mobile SDK Virtual Agent application, use the following script:
	`(function buildJSON(/*GlideRecord*/ current, /*String*/ message, /*Object*/ attributes) {`
	
	`var json = {`
	`"aps": {`
	`"alert": {`
	`"title": current.push_title,`
	`"body": sn_cs.VASystemObject.getTextValueForMessage(current.message_id)`
	`},`
	`"sound": "default",`
	`"thread-id": "launch_virtual_agent"`
	`},`
	`"type": "launch_virtual_agent"`
	`};`
	
	`return json;`
	
	`})(current, message, attributes);`

4. Select **Submit**.

Add a push notification message

Configure the message displayed to users when they receive their push notification.

Before you begin

Role required: admin

Procedure

1. Navigate to **System Notification** > **Push** > **Push Messages**.
2. Select **New**.
3. In the Push Message form, fill in the following fields:

Push Message form

Field	Description
Name	Descriptive name for the push notification message record. **Note:** This name is not visible in the notification, it is only a reference for use during configuration.
Push app	Mobile application to which you want to send the notification. This is the application that you added in "Add a push application record".

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Push message	Push notification message content record created in "Add a push notification message content record".
Table	Table the message originates from. Select `Push Notification [sys_cs_message_notification]`.

4. Select **Submit** to create the record.

Modify the push notification

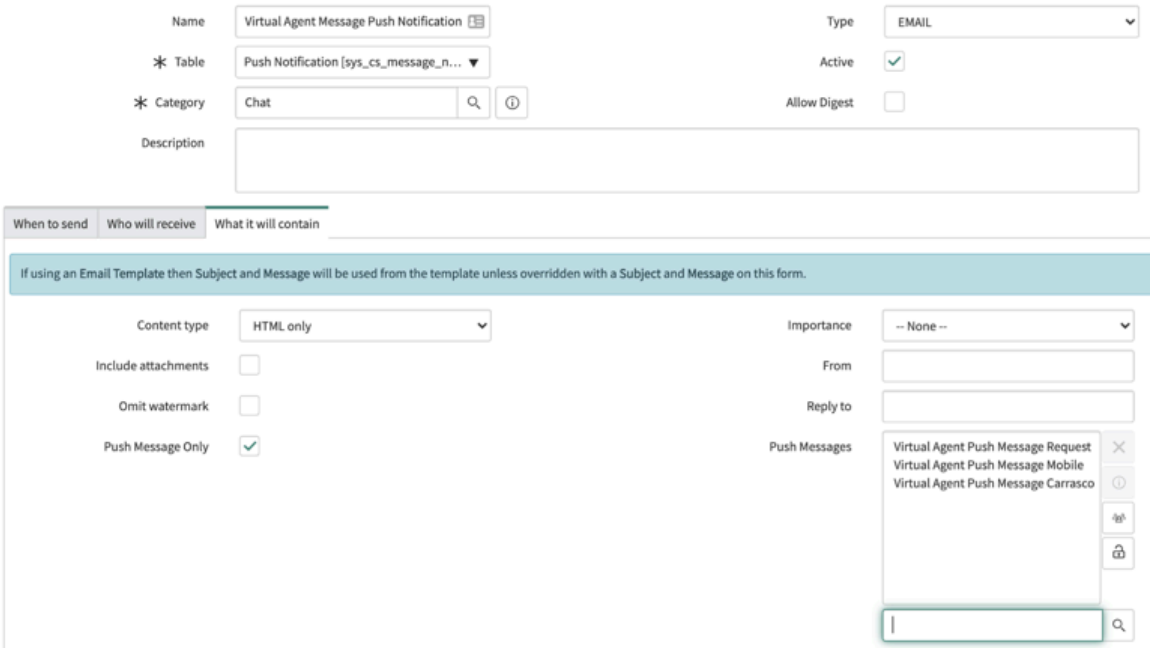
Modify the Virtual Agent Message Push Notification record to include your application. This record is used to trigger notifications to the Virtual Agent. All applications that will push notifications to the Virtual Agent must be configured in this record.

Before you begin

Role required: admin

Procedure

1. Navigate to **System Notification** > **Push** > **Push Notifications**.
2. Locate and open the push notification "Virtual Agent Message Push Notification". Ensure that the layout is set to the Advanced view. If not, switch to the Advanced view by selecting the associated link under **Related Links**.
3. Select the **What it will contain** tab.
4. In **Push Messages**, add the name of the push message record created in "Add a push notification message".



5. Select **Update**.

Setting up push notifications in your iOS application

In addition to the tasks that you must perform on your ServiceNow instance to configure a push notification, you must also include specific code in your iOS application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create the NowSDK NowPushService

One of the first things that needs to be done in your application is to create a `NowPushService`. The `NowPush` SDK provides a factory function to create this service. Add code similar to the following snippet early within your main code body.

```
func setup(with instanceURL: URL) -> AnyPublisher<NowService,
 ConfigurationError> {
  NowPush.makePushService(instanceUrl: instanceURL)
    .mapError { .sdkError($0) }
    .map { $0 as NowService }
    .eraseToAnyPublisher()
}
```

For additional information on the *`NowPush.makePushService()`* method, refer to NowPush API - iOS.

Register the push token

Apple provides a unique push notification token that identifies the device and application to receive push notifications. In order for an application to receive push notification, you must register this token using the `NowPushService`. Add a function similar to the following code snippet in your iOS application. This application must be registered with your ServiceNow instance.

```
func registerForPushNotifications(deviceToken: Data) {
  pushService.registerPushToken(deviceToken,
      pushAppName: "TestPushApp", // Modify this to be your iOS
 application name
      environment: environment) { [weak self] result in
    guard let self = self else { return }
    switch result {
    case .success:
      UserDefaults.standard.set(true, forKey:
 "pushNotificationsRegistered")
      self.pushRegistrationState = .registrationSuccess
    case .failure:
      UserDefaults.standard.set(false, forKey:
 "pushNotificationsRegistered")
      self.pushRegistrationState = .registrationFailed
    }
  }
}
```

For additional information on the *`registerPushToken()`* method, refer to NowPushService - registerPushToken(_token: Data, pushAppName: String, environment: NowPushEnvironment, completion: @escaping (Result<Data, NowPushError>) -> Void).

Unregister the push token

You need to unregister a push token whenever the user exits your application, such as when the user logs out. Use code similar to the following code snippet to unregister a push token. Ensure that you change *`pushAppName`* to the name of your iOS application.

```
func unregisterFromPushNotifications(deviceToken: Data) {
  pushService.unregisterPushToken(deviceToken, pushAppName:
 "TestPushApp", environment: environment) { [weak self] result
 in
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    guard let self = self else { return }
    switch result {
    case .success:
      UserDefaults.standard.set(false, forKey:
 "pushNotificationsRegistered")
      self.pushRegistrationState = .unregisterSuccess
    case .failure:
      self.pushRegistrationState = .unregisterFailed
    }
  }
}
```

For additional information on the *unregisterPushToken()* method, refer to NowPushService - unregisterPushToken(_token: Data, pushAppName: String, environment: NowPushEnvironment, completion: @escaping (Result<Data, NowPushError>) -> Void).

Parse push payload

You will need to parse push notification payloads into a NowPushPayload object to collect information and to use the data in other parts of the application. Currently, this is only available for Virtual Agent push notifications. Use code similar to the following

```
func userNotificationCenter(_ center: UNUserNotificationCenter,
    didReceive response: UNNotificationResponse,
    withCompletionHandler completionHandler: @escaping () ->
 Void) {
  guard let pushService = pushService else {
    completionHandler()
    return
  }
  let userInfo = response.notification.request.content.userInfo
  _ = pushService.payloadFromUserInfo(userInfo)
    .flatMap(handleNowPushPayload)
}

func handleNowPushPayload(_ payload: NowPushPayload) ->
 Result<Void, NowPushError> {
  guard payload is NowPushVirtualAgent else {
    return .failure(NowPushError.unsupportedData)
  }
  launchVirtualAgent()
  return .success(())
}
```

Work with coders and Codable models

The iOS implementation of the Mobile SDK provides the additional functionality of coders and Codable models.

Coder enumeration

The `Coder` enumeration wraps a `JSONEncoder` with an accompanying `JSONDecoder` so that both provide the same coding strategy. Since many of the NowData framework APIs that handle Codable models rely on coding and decoding from JSON, the `Coder` simplifies and standardizes the way to specify encoders and decoders. Typically, using the default `Coder` (`.default`), which encodes and decodes dates using the `nonISO8601UTC` date formatting, is sufficient. The `DateFormatter.nonISO8601UTC` is a static date formatter provided by

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

the NowData framework. It is responsible for encoding and decoding dates that were stored by the ServiceNow platform in the UTC (GMT+0) time zone, and are used by the *Table* API in `yyyy-MM-dd HH:MM:SS` format, by taking a device's locale and time zone into consideration.

If custom JSON coding is required, such as when handling specific date formats, you can create a custom `Coder` by supplying the custom `JSONEncoder` and `JSONDecoder` as the custom Coder's associated types. Both the encoder and decoder must use the same coding strategy.

For example:

```
let myEncoder = JSONEncoder()
myEncoder.dateEncodingStrategy = .formatted(.nonISO8601UTC)
let myDecoder = JSONDecoder()
myDecoder.dateDecodingStrategy = .formatted(.nonISO8601UTC)

let myCoder: Coder = .custom(myEncoder, myDecoder)
```

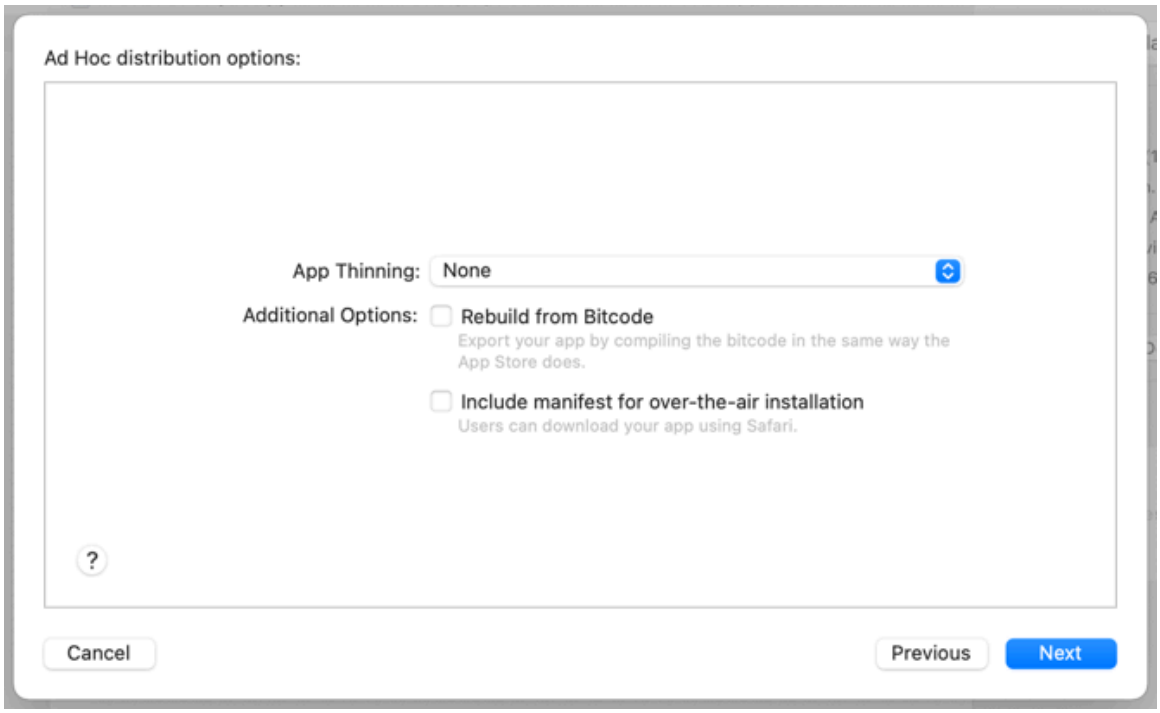
Codable extension for nested structures

The NowData framework provides functionality to decode nested structures by dot-separated path. This functionality makes it easier to consume nested data by removing the necessity of using wrapper structure and nested JSON decoding.

Archive your application for publishing

It is important to disable **rebuild from bitcode** when archiving your application for publication for release.

To disable rebuild from bitcode, either set **ENABLE_BITCODE** to NO in your project settings or clear the **Rebuild from Bitcode** check box when using Xcode to distribute your application.



Use NowUIColoring when theming NowWebThemeable and NowChatThemeable

The *NowUIColoring* interface contains all the colors used by all NowSDK modules.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For scenarios where you use similar color variables across multiple SDK modules, you can implement the *NowUIColoring* interface. Using this interface you can override color values and then use that implementation to override the nowUIColoring values inside the theme classes NowChatThemeable and NowWebThemeable. If color variables aren't overridden, the *NowUIColoring* interface uses the default colors.

The *NowWebThemeable* protocol contains specific colors that only pertain to NowWeb and the *NowChatThemeable* protocol contains specific colors that only pertain to NowChat. Common colors are in defined by *NowUIColor*. *NowUIColor* also contains all the default colors.

Producer Event Notification Framework developer guide

The Producer Event Notification Framework for Telecommunications, Media, and Technology enables the external distribution of events, such as trouble tickets, using a message-bus implemented in your network.

The Producer Event Notification Framework supports two different message-bus use cases:

1. Publishing events through the Hermes Messaging Service: If you plan to publish events using Hermes Kafka, you must configure the Producer Event Notification Framework for the Kafka message-bus. You can only use this message-bus for cloud-based instances. For details, see Configure the Producer Event Notification Framework to use the Hermes Messaging Service.

   For additional information on how to publish trouble ticket notifications using Hermes, see Producing outbound API notifications using Hermes.

   Note: Before you are able to implement this use case, you must already have the Hermes Messaging Service installed and configured on your instance. For details, see Hermes Messaging Service.

2. Publishing events through the open message bus: If your instance uses a custom message-bus, you must configure the Producer Event Notification Framework to use the open message bus to send events from your ServiceNow instance to consumers on your network. Both cloud-based and on-premise ServiceNow instances can publish events through the open message bus. For details, see Configure the Producer Event Notification Framework to use the Open Message Bus.

   For additional information on how to publish trouble ticket notifications using the open message bus, see Producing outbound API notifications using the open message bus.

This document describes the system configuration that must be performed, including the script includes that must be overridden to deploy these message-bus implementations in your ServiceNow ecosystem.

Producer system properties

The following table lists the properties within your ServiceNow instance that control the functionality of the Producer Event Notification Framework. Review the default values of these properties and if necessary, modify them for your specific implementation. To modify these properties, in the ServiceNow UI go to **All** > **System Properties** > **All Properties**.

Property	Description
sn_api_notif_mgmt.event.log	Level of logging to written to the debug logs. Valid values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
	• alert • crit • debug • emerg • err • info • notice • warning Default: err
sn_api_notif_mgmt.glide.mutex.script.maxspins	Maximum number of attempts to acquire a mutex lock on the records in the inbound queue. Default: 100
sn_api_notif_mgmt.glide.mutex.script.spinwait	Time to wait between attempts to acquire a lock on the records in the inbound queue. Unit: Milliseconds Default: 100
sn_api_notif_mgmt.inboundqueue.batch.limit	Number of records that the scheduler will pull and process from the inbound queue at one time (one batch). Default: 200
sn_api_notif_mgmt.inboundqueue.maxrecords	Maximum number of records that the scheduler will pull from the inbound queue for one scheduler run. This value is used in conjunction with the *sn_api_notif_mgmt.inboundqueue.batch.limit* parameter. For example, if the batch limit is set to 50 and the maxrecords is set to 200, and the number of records that are in the inbound queue is 130, the scheduler would pull three different batches of records in a single run; two with 50 records and one with 30 records. If the number of records in the inbound queue is 220, the scheduler would pull four batches of 50 records and the remaining 20 records would not be processed until the next time the scheduler runs. When setting this value, you must also consider the time that it will take for the scheduler to process multiple batches and set the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Property	Description
	sn_api_notif_mgmt.schedule.max.runtime value accordingly. Default: 200
sn_api_notif_mgmt. publisher_message_bus_configuration	Defines whether messages are published using the Hermes Messaging Service, the open message bus, or both message buses. Valid values: • hermes = Hermes Messaging Service • openMessageBus = open message bus • both = Event/message is sent out on both message buses. Default: openMessageBus
sn_api_notif_mgmt.schedule.max.runtime	Max time that a schedule job can run before it fails and reports an error. Unit: Milliseconds Default: 90,000

Configure the Producer Event Notification Framework to use the Hermes Messaging Service

If you are using the Hermes Messaging Service in your instance, you must configure the Producer Event Notification Framework for the Kafka message-bus.

Before you begin

Role required: admin

The Hermes Messaging Service must be activated. For details, see Hermes Messaging Service activation.

The following code snippet shows the *HermesEventPublisher* methods that must be called to configure the elements needed to send a message to a topic using the Hermes Messaging Service. The ProducerV2 API is then called to send the message.

```
publishEventToHermesKafka: function(tmfEventPayload) {
  if (gs.nil(tmfEventPayload)) {
    return;
  }
  this.publishMessageThroughProducerV2API(tmfEventPayload)

},

publishMessageThroughProducerV2API: function(message) {
  if (gs.nil(message)) return;
  var comptableTopicSysIds =
 this.fetchTopicsForMessage(message);
  if (gs.nil(comptableTopicSysIds)) return;

  for (var i = 0; i < comptableTopicSysIds.length; i++) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    var partitionKey = this.fetchPartionKey(message);
    var headers = this.fetchMessageHeaders(message)
    try {
      var producer = new sn_ih_kafka.ProducerV2();
      producer.send(comptableTopicSysIds[i], partitionKey,
 JSON.stringify(message), false, headers);
    } catch (ex) {
      this._logger.logErr("Publishing message to Hermes Kafka
 Failed, error is: " + ex);
    }
  }
},
```

Procedure

1. Set up a secure connection to the Hermes Messaging Service.
   For details, see Set up a secure connection to the Hermes Messaging Service.
2. Override the default functionality in the HermesEventPublisherOOB - fetchTopicsForMessage(Object message) method with your custom topic picker logic when publishing a message to the Hermes Messaging Service.
   In the *HermesEventPublisher - fetchTopicsForMessage()* method, you must provide logic that determines which Kafka topic or topics to send a specified message to. You then return the sys_ids of those topic records in an array.

   You can select a topic based on an attribute in the message payload or you can return the same topic for each message if your implementation only utilizes a single topic.

   The following example shows how to return the same topic record sys_id for each passed message.

   ```
   // Return the same topic for all messages if your
    // implementation only supports one kind of topic

   fetchTopicsForMessage: function(message) {
   // Return the same sys_id for all passed messages which
   // implies that all of the messages are published to the same
    topic.
   return ['91564fc087f8351063151f473cbb35f8'];
   },
   ```

   The following example shows how to identify topics to send a message to based on the event type in the message.

   ```
   // Fetch the topic based on the message content.
   // This could be based on the message domain type or the
    message event type.

   fetchTopicsForMessage: function(message) {
   // Implement to return topic based on a message content
   // Implementor may decide a topic based on 'eventType' or any
    other attribute.

   var eventType = message.eventType;

   var topicSysIdsArr =
    this.fetchTopicBasedOnEventType(eventType);
   return topicSysIdsArr
   ```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
},
```

3. Override the default functionality in the HermesEventPublisherOOB - fetchPartionKey(Object message) method with your custom logic to return the partition key to use when publishing a message to the Hermes Messaging Service.
   The following list includes some possible types of partition keys to return and their associated benefits:
   - An auto-generated unique ID. This type of partition key ensures that messages are evenly published across topic partitions. This is the default implementation.
   - A unique key based on the message event type (or any other message attribute). This type of partition key ensures sequencing of messages of that event type (or other message attribute).
   - The same partition key, which causes messages to be sent on the same partition. This type of partition key ensures strict sequencing of messages at the Kafka consumer group level.

   The following example shows how to return a random ID for each partition key.

```
fetchPartionKey: function(message) {
// Implement it for custom partition key
// Random message keys ensure better distribution of message
 across partitions.
// Same message keys ensure that message always goes to the
 same partition.
// This ensures strict sequencing of messages at the Kafka
 consumer group level.
return gs.generateGUID();
},
```

   The following example shows how to return a partition key based on the event type in the message.

```
// Implementation where the partition key is decided based on
 the event type.
fetchPartionKey: function(message) {

var eventType = message.eventType;
var partionKey = fetchPartionKeyForMessage(eventType);
return partionKey;
},
```

4. Override the default functionality in the HermesEventPublisherOOB - fetchMessageHeaders(Object message) method with your custom logic to fetch the header for a specified message before publishing the message through the Hermes Messaging Service. Refer to the Apache Kafka documentation for more information on these headers.

   The following example shows how to return headers based on the event type in the message.

```
fetchMessageHeaders: function(message) {
// Returned headers are based on the event type passed in the
 message object.
  var eventType = message.eventType;
  var headerObject = fetchHeadersBasedOnEventType(eventType);
  return headerObject;
},
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure the Producer Event Notification Framework to use the Open Message Bus

If you have deployed or plan to deploy the Open Message Bus in your instance, you must configure the Producer Event Notification Framework for this message-bus. You can deploy this message-bus for both cloud and on-premise instances.

Before you begin

Role required: admin

For additional information on the publishing of messages using the open message bus, see Producing outbound API notifications using the open message bus.

Procedure

1. Synchronize the topics in your current message-bus with your ServiceNow instance.

   For additional information on synchronizing topics, see Producing outbound API notifications using the open message bus.

2. Customize the OpenMessageBusEventPublisherOOB - publishMessageToComptibleRestProxy(Object tmfEventPayload, Array compatibleTopicArr) method to send messages directly to a preconfigured REST action.
   This method is responsible for sending a message to the custom message platform's REST proxy using spoke selector. The custom message platform is your message-bus through which messages are published.

   The following code example shows how to customize this method to use spoke selector flow and a custom action instead of a spoke selector.

```
publishMessageToComptibleRestProxy: function(tmfEventPayload,
 compatibleTopicArr) {

  if (gs.nil(tmfEventPayload) || gs.nil(compatibleTopicArr)) {
    return;
  }
  for (var i = 0; i < compatibleTopicArr.length; i++) {

    // Invoking spoke selector flow which will in turn pick the
 rest proxy based on the input condition
    var topicGr = new GlideRecord(Constants.TABLE_TOPIC);
    topicGr.get(compatibleTopicArr[i]);
    if (!topicGr.isValidRecord()) {
      this._logger.debug("Invalid topic sys_id passed
 to open message publisher. Sys_id passed is " +
 compatibleTopicArr[i]);
      return;
    }

    // NOTE THAT IN THIS IMPLEMENTATION INVOKES A CUSTOM ACTION
 INSTEAD OF SPOKE SELECTOR
    var restProxyResponse = new
 sn_appss.RequestAPI(spokeSelectorRequestTypeId,
 spokeSelectorRequestTypeInputMap,
 spokeSelectorRequestTypeContextObject).execute();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    // var restProxyResponse =
 sn_fd.FlowAPI.executeActionQuick('sn_api_notif_mgmt.demo_topic
_rest_proxy_response', spokeSelectorRequestTypeInputMap);
    var responseCode = restProxyResponse.response.code;
    if
 (Constants.REGISTRATION_RESPONSE_SUCCESS_CODES.indexOf(respons
eCode) == -1) {
      this._logger.logErr("Publishing message to Message bus
 rest proxy failed with HTTP response code " + responseCode);
    }
  }
},
```

3. Configure the REST proxy for the topics.
   After the spoke is configured, messages are published in the specified REST proxy for topics configured in the spoke.

   a. Navigate to **All** > **Spoke selector** > **Request type**

   b. Select **Topic Rest Proxy Outbound Request**.

   c. Select the tab **Integration request definitions**.

   d. Create an integration request definition entry to configure the spoke.
      You can also refer to the **Demo Rest Proxy Response Def** entry for additional guidance.

Configure trouble ticket notifications using the Producer Event Notification Framework

The base implementation of trouble ticket notification includes a set of trouble ticket events to demonstrate the capabilities of the system.

These trouble ticket events include:

- Trouble ticket created (incident): `TROUBLE_TICKET_CREATE: "TroubleTicketCreateEvent"`
- Trouble ticket created (case): `TROUBLE_TICKET_CREATE_FOR_CASE: "TroubleTicketCreateEventForCase"`
- Trouble ticket status change (incident): `TROUBLE_TICKET_STATUS_CHANGE: "TroubleTicketStatusChangeEvent"`
- Trouble ticket attribute value change (incident): `TROUBLE_TICKET_ATTRIBUTE_CHANGE: "TroubleTicketAttributeChangeEvent"`

If needed, you can add trouble ticket events to your implementation by performing the following steps:

1. Add a new business rule. This business rule must be associated with the table in which the record, incident or case, is stored. For additional information, see Add a business rule for a new trouble ticket event.
2. Configure the payload generation for the new trouble ticket event. For additional information see, Generate the payload for a new trouble ticket event

You can also modify the payload of existing trouble ticket events. For details, see Modify a trouble ticket event payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add a business rule for a new trouble ticket event

When adding a new trouble ticket event to your implementation, you must add a business rule to your ServiceNow instance.

This business rule must push the Glide snapshot of the corresponding incident or case record into the Producer Notification Framework inbound queue, Inbound Queue [sn_tmt_core_inbound_queue] table, where it is then processed and published by the Producer Notification Framework.

The following code snippet shows an example of a business rule for processing the `ResolveTroubleTicketEventForIncident` ticket notification event on the Incident [incident] table. When calling the *`pushEventsToQueue()`* method to push the event onto the inbound queue, you must pass the event type. For this example it is `ResolveTroubleTicketEventForIncident`. This event type can be any alphanumeric value that you want, but it must be unique as it is used by the system to determine how to process the trouble ticket event. The list of event types for the base system are defined in the *`Constants.EVENT_TYPES`* object in the `Constants [sn_api_notif_mgmt.Constants]` script include.

For details on creating a business rule, see Create a business rule for your service.

```
// Add following lines of code in script section (Advanced tab)
 of BR for pushing 'ResolveTroubleTicketEventForIncident' to the
 inbound queue.

(function executeRule(current, previous /*null when async*/ ) {

// Note that event needs to be passed at BR level itself as
 after this step, we would be left with glide snapshot only

new
 TroubleTicketNotificationUtil().pushEventsToQueue(current,'Reso
lveTroubleTicketEventForIncident',
 Constants.TROUBLE_TICKET_TYPE.INCIDENT);

})(current, previous)
```

Generate the payload for a new trouble ticket event

When adding a trouble ticket event to your implementation, you must create a function that generates the required TMF-compliant payload for that event type. In addition, you must add that function to the case statement that directs the logic to this function when processing this type of event record.

Create a method that generates the payload for the new trouble ticket event

In the `TroubleTicketNotificationUtil` script include, you must add a method that constructs the required TMF-compliant payload for the new trouble ticket event and then return that payload.

For examples of methods that create payloads for the base system trouble ticket events, refer to the following methods in the `TroubleTicketNotificationUtilOOB` script include:

- *`generateCreateTroubleTicketEventPaylaod()`*
- *`generateCreateTroubleTicketEventPaylaodForCase()`*
- *`generateTroubleTicketAttributeChangePayload()`*
- *`generateTroubleTicketStatusChangePayload()`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add the event to the fetchEventHandlerAndCreateTMFEvent() switch/case logic

For the function that you created to be executed, you must add it in the `switch/case` logic within the *`fetchEventHandlerAndCreateTMFEvent()`* method of the `EventProcessorUtil` script include. The following code snippet shows the updates necessary to add the `ResolveTroubleTicketEventForIncident` event type to this method. For details on the *`fetchEventHandlerAndCreateTMFEvent()`* method, see EventProcessorUtilOOB - fetchEventHandlerAndCreateTMFEvent(Object eventSnapshot, String eventType, String eventId).

```
fetchEventHandlerAndCreateTMFEvent: function(eventSnapshot,
 eventType, eventId) {
  var eventPayload;
  switch (eventType) {
    case Constants.EVENT_TYPES.TROUBLE_TICKET_STATUS_CHANGE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketStatusChangePayload(eventSnapshot, eventType, eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_CREATE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateCreate
TroubleTicketEventPaylaod(eventSnapshot, eventType, eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_ATTRIBUTE_CHANGE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateTroubl
eTicketAttributeChangePayload(eventSnapshot, eventType,
 eventId);
      break;

    case Constants.EVENT_TYPES.TROUBLE_TICKET_CREATE_FOR_CASE:
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateCreate
TroubleTicketEventPaylaodForCase(eventSnapshot, eventType,
 eventId);
      break;

    // Add a new case statement for the
 ResolveTroubleTicketEventForIncident event type
    case 'ResolveTroubleTicketEventForIncident':
      eventPayload = new
 sn_ind_tsm_sdwan.TroubleTicketNotificationUtil().generateResolv
eTroubleTicketEventPyaload(eventSnapshot, eventType, eventId);
      break;

    default:
      this._logger.debug("Event with id " + eventId + " could
 not find the matching payload generator");
      eventPayload = null;
  }
  return eventPayload;
},
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Modify a trouble ticket event payload

The base trouble ticket event notification implementation provides multiple default trouble ticket event type examples. You may need to alter the payloads for these events within your implementation to meet your actual needs. You may also need to configure the payload for any new trouble ticket events that you add to your implementation.

This section describes how to modify the payload for the "Attribute change event for Incident" trouble ticket event. Use these same steps to modify the payload of any trouble ticket event type.

Add event header attributes to all trouble ticket event payloads

To add event header attributes to all trouble ticket event payloads, you must override the *`addAdditionalEventAttributes()`* method in the `TroubleTicketNotificationUtil` script include. Adding new attributes in this method adds header-level attributes to all trouble ticket event payloads.

The following code example shows how to add the attribute `schemaLocation` to all trouble ticket event payloads.

```
addAdditionalEventAttributes': function(tmfEventPayload) {
  // Add "schemaLocation" as a header attribute
  TroubleTicketEventObject.schemaLocation =
 "http://xx/Event.schema.json",
}
```

Add attributes to a specific trouble ticket event payload

To add attributes to a specific trouble ticket event payload, you must override the method associated with that event such as the *`addAttributeChangeTroubleTicketAttributes()`* method in the `TroubleTicketNotificationUtil` script include. Adding new attributes in this method adds event-level attributes to that specific trouble ticket event payload.

The following code example shows how to add the attribute `correlationId` to the "Attribute change event for Incident" trouble ticket event.

```
addAttributeChangeTroubleTicketAttributes:
 function(troubleTicketGr) {
  var troubleTicketResource = {};
  var troubleTicketAttributesObj = {};

 this.addMandatoryTroubleTicketAttributes(troubleTicketAttribute
sObj, troubleTicketGr);

// Add the new attribute correlation id.
  TroubleTicketAttributesObj.correlationId =
 troubleTicketGr._value.correlation_id;
  troubleTicketResource.troubleTicket =
 troubleTicketAttributesObj;
  return troubleTicketResource;
},
```

Override Event Management Topic Open API functionality

The *`Event Management Topic Open API`* enables you to save topic records in the Topic [sn_api_notif_mgmt_topic] table after validating the topic payload.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can override the processing of a topic record by updating the methods in the TopicAPIUtilsOOB API in the *TopicAPIUtils* API.

The following is the list of available methods within this API and the default functionality that they provide:

- TopicAPIUtilsOOB - createTopicHelper(Object topicObject, Array warnings): Inserts the payload passed in the *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint into the Topic [sn_api_notif_mgmt_topic] table.
- TopicAPIUtilsOOB - getCreateTopicSchema(): Returns the defined schema for the payload used by the *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint to validate the topic payload. The default payload schema, *Constants.SCHEMA*, is located in the `sn_api_notif_mgmt.Constants` script include.
- TopicAPIUtilsOOB - isValidCreateTopicPayload(Object topicObject, String schema, Array warnings): Validates the payload passed into the *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint. This validation is performed on the request body and the schema.
- TopicAPIUtilsOOB - prepareCreateTopicResponse(Object topicObject, String topicSysId, Array warnings): Generates and returns the response to a *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint call.
- TopicAPIUtilsOOB - processTopicCreation(Object topicObject): Processes the request made by the *Event Management Topic Open API* endpoint. This method invokes the helper methods needed for data insertion, schema validation, request body validation, and response-orchestration. Override this method if you need to customize the fundamental processing of the Event Management Topic Open - POST /sn_api_notif_mgmt/topic request. Otherwise, override the individual helper methods.
- TopicAPIUtilsOOB - transformCreateTopicResponse(Object topicObject, String topicSysId): Provides the ability to add custom data to the response object returned to the *Event Management Topic Open API - POST /sn_api_notif_mgmt/topic* endpoint.
- TopicAPIUtilsOOB - validateTopicAttributes(Object topicObject, Array details): Validates whether the topic name, header-query, content-query, and namespace combination passed in the *Event Management Topic Open API* endpoint payload is unique. The endpoint uses this attribute combinations to determine whether the topic currently exists in the Topic [sn_api_notif_mgmt_topic] table. The default implementation also checks whether the *name* attribute, which is defined as required in the default topic payload schema, is included in the passed payload.
- TopicAPIUtilsOOB - validateTopicExternalId(Object topicObject, Array details): Validates the topic external ID passed in the request body of the *Event Management Topic Open API* endpoint. In the base implementation this only validates that the external ID is not empty.

Product Order Open API Developer Guide

Use the *Product Order Open API* to create, update, and retrieve product order information.

This developer guide provides information on how to extend the Product Order Open API to make various customizations.

Extending the Product Order Open API

The *Product Order Open API* can be extended by editing script includes.

These script includes should only be edited with an understanding of the consequences of the changes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `TMFProductOrderAPIUtil`: Contains functions to handle POST requests.
- `TMFProductOrderGetAPIUtil`: Contains functions to handle GET requests.
- `ProductOrderExtensionOOB`: Contains helper functions that support functions in `TMFProductOrderAPIUtil` and `TMFProductOrderGetAPIUtil`.
- `ProductOrderProcessor`: An empty script include file. Use this file to define any functions that you want to override from `ProductOrderExtensionOOB`.

Extend the *`Product Order Open API`* to make the following customizations.

Required parameters

To change which request body parameters are required or not required to create a product order, override the function `getProductOrderSchema()` contained in the `ProductOrderExtensionOOB` script include.

The function `getProductOrderSchema()` reads the schema from the `TMFOrderAPIConstants` script include. `TMFOrderAPIConstants` is protected and can't be edited, so you can't just update the schema. Instead, a new schema must be read from a different file. You can override `getProductOrderSchema()` to read a new schema. To override `getProductOrderSchema()`, write a function with the same name in the `ProductOrderProcessor` script include. The new function in `ProductOrderProcessor` will be called by `TMFProductOrderAPIUtil` to replace the default `getProductOrderSchema()` function in `ProductOrderExtensionOOB`.

In this example, `getProductOrderSchema()` returns a custom schema that is defined in a new constant file.

```
// ProductOrderProcessor

var ProductOrderProcessor = Class.create();
ProductOrderProcessor.prototype =
 Object.extendsObject(ProductOrderExtensionOOB, {
   // Define overriding functions here
   // Function name and parameters must be identical to the
 function it overrides

   getProductOrderSchema: function() {
     //Define your own custom schema in a new constant file
       return JSON.parse(Constants.SCHEMA.CREATE_PRODUCT_ORDER);
   },

   type: 'ProductOrderProcessor'
});
```

Request body validation

To perform additional validation on the request body, override `ProductOrderExtensionOOB` functions. `ProductOrderExtensionOOB` contains the following four helper functions that return `true` by default.

- `validatePostRequest()` - Called by `processCreateOrder()` in `TMFProductOrderAPIUtil`.
- `validateProductObj()` - Called by `processCreateOrder()` in `TMFProductOrderAPIUtil`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `validateRelatedPartyObj()` - Called by `processCreateOrder()` in `TMFProductOrderAPIUtil`.
- `validateGetRequest()` - Called by `processGetOrder()` in `TMFProductOrderGetAPIUtil`.

If a helper function returns `false`, it stops the API operation. To apply custom validation, override `ProductOrderExtensionOOB` helper functions by creating functions with identical names and parameters in `ProductOrderProcessor`. These new `ProductOrderProcessor` functions will be called by `TMFProductOrderAPIUtil` and `TMFProductOrderGetAPIUtil` to replace the default `ProductOrderExtensionOOB` helper functions.

In this example, a function in `ProductOrderProcessor` overrides a default function in `ProductOrderExtensionOOB` to perform validation on the *`productOrderItem`* attribute.

```
// ProductOrderProcessor

var ProductOrderProcessor = Class.create();
ProductOrderProcessor.prototype =
 Object.extendsObject(ProductOrderExtensionOOB, {
    // Define overriding functions here
    // Function name and parameters must be identical to the
 function it overrides

    validatePostRequest: function(orderObject, details) {
        // Returning false terminates the POST request
        // Make sure to push error message in details array in
 case of error
        if (gs.nil(orderObject.productOrderItem)) {
            details.push(new
 TMFCommonOrderAPIUtil().getErrorDetailsObj(TMFOrderAPIConstants
.MESSAGES.MISSING_ORDER_ITEM, '/'));
            return false;
        }
        return true;
    },

    type: 'ProductOrderProcessor'
});
```

Additional REST operations

To create additional operations beyond the existing GET and POST operations, create additional scripted REST resources for the *`Product Order Open API`*. The logic of the new scripted REST resources should be consistent with the existing operations. Define functions for the new operations in a new script include.

Field mapping

When creating records, the API maps request body parameters to record fields. When retrieving records, the API maps record fields to response object attributes.

`ProductOrderExtensionOOB` contains the following functions to map a POST request body to a GlideRecord.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- `transformOrderGr()`
- `transformOrdLineItemGr()`
- `getLineItemPrice()`
- `transformPriceOrderTypeAndState()`
- `transformCustLineItmContact()`
- `transformOrderItemChar()`

`ProductOrderExtensionOOB` contains the following functions to map a GlideRecord to a response object for GET or POST requests.

- `transformPostOrderResponse()`
- `transformGetOrderResponse()`
- `transformProductObj()`
- `transformRelatedPartyCustomerLineItem()`
- `transformOrderItemRelationship()`
- `transformGetOrdLineItmResponse()`
- `transformProductCharacteristics()`
- `transformProductSpecification()`

Customize field mappings to add and retrieve data for additional fields, or to change the default mappings for fields. To customize the field mappings, override `ProductOrderExtensionOOB` mapping functions by creating functions with identical names and parameters in `ProductOrderProcessor`. These new `ProductOrderProcessor` functions will be used by `TMFProductOrderAPIUtil` and `TMFProductOrderGetAPIUtil` to replace the default `ProductOrderExtensionOOB` mapping functions.

In this example, two functions in `ProductOrderProcessor` override the default functions in `ProductOrderExtensionOOB` to create mappings for the *`external_id`* and *`sys_id`* fields.

```
// ProductOrderProcessor

var ProductOrderProcessor = Class.create();
ProductOrderProcessor.prototype =
 Object.extendsObject(ProductOrderExtensionOOB, {
    // Define overriding functions here
    // Function name and parameters must be identical to the
 function it overrides

    transformOrderGr: function(requestObject, orderGr) {
        orderGr.external_id = requestObject.externalId;
        return orderGr;
    },

    transformPostOrderResponse: function(orderObject, orderGr) {
        orderObject.id = orderGr.getValue('sys_id');
        return orderObject;
    },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    type: 'ProductOrderProcessor'
});
```

Resource Inventory Open API Developer Guide

Use the *Resource Inventory Open API* to create, retrieve, update, and delete resources such as interface cards, logical and physical connections, network sites, and more.

This developer guide provides information on how to extend the Resource Inventory Open API to make various customizations.

Extending the Resource Inventory Open API

The *Resource Inventory Open API* can be extended using extension points and script includes.

Extension points

The *Resource Inventory Open API* includes extension points that can be used to modify the existing schema for the API, which defines required parameters. Extension points can also be used to add new parameters and map them to fields on the ServiceNow AI Platform, or to change the mapping for existing parameters. For example, you can add new resource characteristics and map them to the appropriate fields.

The following extension points are included with the *Resource Inventory Open API*.

- `TNITMFResourceInventoryAPICreateResource`: Extension point to create a resource.
- `TNITMFResourceInventoryAPIPatchResource`: Extension point to update a resource.
- `TNITMFResourceInventoryAPITransformToIREPayload`: Extension point to create an Identification and Reconciliation engine (IRE) payload from a TMF request.
- `TNITMFResourceInventoryAPITransformToResponse`: Extension point to create a TMF response from a resource *GlideRecord*.
- `TNITMFResourceInventoryAPIValidateCreate`: Extension point to validate a TMF POST request.
- `TNITMFResourceInventoryAPIValidatePatch`: Extension point to validate a TMF PATCH request.

Script includes

Use script includes to override the default validation and transformation functions. Default functions are defined in the `sn_ni_core.TNITMFResourceInventoryProcessor00B` script include. To override the default functions, create functions with identical names and parameters in the `sn_ni_core.TNITMFResourceInventoryProcessor` script include.

ScopedCacheManager API Developer Guide

Scoped caches allow customers to store custom data in memory for faster access, and define when it becomes invalidated. This can be useful when working with data takes longer to obtainthat from scratch, such as the results of a query across multiple tables. Use the *ScopedCacheManager* API to retrieve, set, and flush cache data for scoped applications.

This guide includes instructions for creating a scoped cache and table pair to use with the ScopedCacheManager API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You can assign the following types of table pairs to a scoped cache:

- **Table pair cache**: When you need to perform any update operation in the table, all the entries in the cache are also flushed.
- **Table row pair cache**: When you need to perform any update operation in the table, only the entries that have the same sys_id as the edited record get flushed from the cache. The other entries remain the same.
- **Table column pair cache**: When you edit a field in the list of selected columns, the entire cache is flushed.
- **Table column and row pair cache**: When you edit a field in the list of selected columns, the entries that have the same sys_id as the edited record get flushed from the cache.

Creating a scoped cache and table pair

Create a scoped cache and define its cache pair.

Before you begin

Role required: admin

Procedure

1. Create a scoped cache. Go to **All** > **System Definition** > **Scoped Caches**.
2. Click **New** and enter a meaningful name in the **Cache Name** field.
3. Enter a number in the **Max Entries** field. This value represents the maximum number of entries allowed for this cache. The maximum value is 100.

   Note: The **Application** field should automatically include the name of the scoped application for which this cache is being created.

4. Make sure the **Active** check box is selected.
5. Check the **Always Compress** check box if you want the scoped cache values to occupy less memory space by compressing it.
6. Click **Submit**.
   The scoped cache has been created.
7. Create a cache pair. Go to **All** > **System Definition** > **Scoped Cache Pairs**.
8. Click **New** and click the magnifying glass to select a cache in the **Scoped Cache** field.
9. Select a table from the **Table** menu.
10. Select an option from the **Pair type** menu.
    - **Table pair cache**: When you need to perform any update operation in the table, all the entries in the cache are also flushed.
    - **Table row pair cache**: When you need to perform any update operation in the table, only the entries that have the same sys_id as the edited record get flushed from the cache. The other entries remain the same.
    - **Table column pair cache**: When you edit a field in the list of selected columns, the entire cache is flushed.
    - **Table column and row pair cache**: When you edit a field in the list of selected columns, the entries that have the same sys_id as the edited record get flushed from the cache.
11. Click **Submit**.
    The scoped cache table pair has been created and is ready to use with the `ScopedCacheManager` API.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Service Order Open API Developer Guide

Use the *Service Order Open API* to create, update, and retrieve service order information.

This developer guide provides information on how to extend the Service Order Open API to make various customizations.

Extending the Service Order Open API

The *Service Order Open API* can be extended by editing script includes.

These script includes should only be edited with an understanding of the consequences of the changes.

- `TMFServiceOrderAPIUtil`: Contains functions to handle POST requests.
- `TMFServiceOrderGetAPIUtil`: Contains functions to handle GET requests.
- `ServiceOrderExtensionOOB`: Contains helper functions that support functions in `TMFServiceOrderAPIUtil` and `TMFServiceOrderGetAPIUtil`.
- `ServiceOrderProcessor`: An empty script include file. Use this file to define any functions that you want to override from `ServiceOrderExtensionOOB`.

Extend the *Service Order Open API* to make the following customizations.

Required parameters

To change which request body parameters are required or not required to create a service order, override the function `getServiceOrderSchema()` contained in the `ServiceOrderExtensionOOB` script include.

The function `getServiceOrderSchema()` reads the schema from the `TMFOrderAPIConstants` script include. `TMFOrderAPIConstants` is protected and can't be edited, so you can't just update the schema. Instead, a new schema must be read from a different file. You can override `getServiceOrderSchema()` to read a new schema. To override `getServiceOrderSchema()`, write a function with the same name in the `ServiceOrderProcessor` script include. The new function in `ServiceOrderProcessor` will be called by `TMFServiceOrderAPIUtil` to replace the default `getServiceOrderSchema()` function in `ServiceOrderExtensionOOB`.

In this example, `getServiceOrderSchema()` returns a custom schema that is defined in a new constant file.

```
// ServiceOrderProcessor

var ServiceOrderProcessor = Class.create();
ServiceOrderProcessor.prototype =
 Object.extendsObject(ServiceOrderExtensionOOB, {
   // Define overriding functions here
   // Function name and parameters must be identical to the
 function it overrides

   getServiceOrderSchema: function() {
     //Define your own custom schema in a new constant file
       return JSON.parse(Constants.SCHEMA.CREATE_SERVICE_ORDER);
   },
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    type: 'ServiceOrderProcessor'
});
```

Request body validation

To perform additional validation on the request body, override `ServiceOrderExtensionOOB` functions. `ServiceOrderExtensionOOB` contains the following four helper functions that return `true` by default.

- `validatePostRequest()` - Called by `processPostOrder()` in `TMFServiceOrderAPIUtil`.
- `validateServiceObj()` - Called by `processPostOrder()` in `TMFServiceOrderAPIUtil`.
- `validateRelatedPartyObj()` - Called by `processPostOrder()` in `TMFServiceOrderAPIUtil`.
- `validateGetRequest()` - Called by `processGetOrder()` in `TMFServiceOrderGetAPIUtil`.

If a helper function returns `false`, it stops the API operation. To apply custom validation, override `ServiceOrderExtensionOOB` helper functions by creating functions with identical names and parameters in `ServiceOrderProcessor`. These new `ServiceOrderProcessor` functions will be called by `TMFServiceOrderAPIUtil` and `TMFServiceOrderGetAPIUtil` to replace the default `ServiceOrderExtensionOOB` helper functions.

In this example, a function in `ServiceOrderProcessor` overrides a default function in `ServiceOrderExtensionOOB` to perform validation on the *`serviceOrderItem`* attribute.

```
// ServiceOrderProcessor

var ServiceOrderProcessor = Class.create();
ServiceOrderProcessor.prototype =
 Object.extendsObject(ServiceOrderExtensionOOB, {
    // Define overriding functions here
    // Function name and parameters must be identical to the
 function it overrides

    validatePostRequest: function(orderObject, details) {
        // Returning false terminates the POST request
        // Make sure to push error message in details array in
 case of error
        if (gs.nil(orderObject.serviceOrderItem)) {
            details.push(new
 TMFCommonOrderAPIUtil().getErrorDetailsObj(TMFOrderAPIConstants
.MESSAGES.MISSING_ORDER_ITEM, '/'));
            return false;
        }
        return true;
    },

    type: 'ServiceOrderProcessor'
});
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Additional REST operations

To create additional operations beyond the existing GET and POST operations, create additional scripted REST resources for the *Service Order Open API*. The logic of the new scripted REST resources should be consistent with the existing operations. Define functions for the new operations in a new script include.

Field mapping

When creating records, the API maps request body parameters to record fields. When retrieving records, the API maps record fields to response object attributes.

`ServiceOrderExtensionOOB` contains the following functions to map a POST request body to a GlideRecord.

- `transformOrderGr()`
- `transformOrdLineItemGr()`
- `transformCustLineItmContact()`
- `transformOrderItemChar()`

`ServiceOrderExtensionOOB` contains the following functions to map a GlideRecord to a response object for GET or POST requests.

- `transformPostOrderResponse()`
- `transformGetOrderResponse()`
- `transformServiceObj()`
- `transformRelatedPartyCustomerLineItem()`
- `transformOrderItemRelationship()`
- `transformGetOrdLineItmResponse()`
- `transformServiceCharacteristics()`
- `transformServiceSpecification()`

Customize field mappings to add and retrieve data for additional fields, or to change the default mappings for fields. To customize the field mappings, override `ServiceOrderExtensionOOB` mapping functions by creating functions with identical names and parameters in `ServiceOrderProcessor`. These new `ServiceOrderProcessor` functions will be used by `TMFServiceOrderAPIUtil` and `TMFServiceOrderGetAPIUtil` to replace the default `ServiceOrderExtensionOOB` mapping functions.

In this example, two functions in `ServiceOrderProcessor` override the default functions in `ServiceOrderExtensionOOB` to create mappings for the *external_id* and *sys_id* fields.

```
// ServiceOrderProcessor

var ServiceOrderProcessor = Class.create();
ServiceOrderProcessor.prototype =
 Object.extendsObject(ServiceOrderExtensionOOB, {
    // Define overriding functions here
    // Function name and parameters must be identical to the
 function it overrides

    transformOrderGr: function(requestObject, orderGr) {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        orderGr.external_id = requestObject.externalId;
        return orderGr;
    },

    transformPostOrderResponse: function(orderObject, orderGr) {
        orderObject.id = orderGr.getValue('sys_id');
        return orderObject;
    },

    type: 'ServiceOrderProcessor'
});
```

Synthetic Monitoring Developer Guide

Use Synthetic Monitoring APIs create multiple synthetic monitors in a single operation.

This developer guide provides information on how to use the SyntheticsAsyncBulkCreate API to bulk create monitors from Postman or Terminal.

For more information about monitors, see Synthetic monitoring.

Import and create synthetic monitors in bulk using API

Create multiple synthetic monitors simultaneously by importing raw JSON or CSV files through the Bulk Monitor Creation API.

Before you begin

Role required: sn_sow_synthetics.synthetics_admin or sn_sow_synthetics.synthetics_editor

- Valid ServiceNow instance credentials
- Access to Http endpoint
- Base URL: `https://<your-instance>.service-now.com/api/sn_sow_synthetics/v1/synthetics_async_bulk_create`
- Prepared raw JSON or CSV file with monitor data containing required fields:
  - Monitor name
  - HTTP endpoint sys_id
  - Parent service sys_id
  - Location sys_id
  - sys id of support group
  - interval (frequency)
  - Method (`GET`, `POST`, `PUT`, `DELETE`, `PATCH`, `HEAD`)
  - Assertion field

One of the following tools: Terminal (with curl command), Postman, or scripting environment.

About this task

The Bulk Monitor Creation API uses a two-step process:

1. Creates a job ID by uploading your monitor data file.
2. Checks job status to verify monitor creation status.

You can access this API through one of the following methods:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Terminal using curl commands
- Postman application
- Custom scripts

The API requires either a basic authentication or oauth token authentication.

- Basic auth:

```
curl -u "username:password"
```

- OAuth token:

```
curl -H "Authorization: Bearer <your-oauth-token>"
```

Procedure

1. Prepare your monitor data file in raw JSON or CSV format.
2. Choose your preferred method (Terminal, Postman, or Script).
3. Call the bulk import API endpoint to upload the file and generate a job ID.
4. Use the status check URL to verify monitor creation status.
5. Review the response for successful monitor creation or error details.
6. Update the source file with correct data (if there are errors), and resubmit.

Result

Monitors are created in the ServiceNow instance. The API response indicates:

- Processing status (processing/complete)
- Successfully created monitors
- Failed monitors with error details (required fields missing, invalid sys_ids, and so forth)

Create monitors in bulk using Terminal

Use curl commands in Terminal to create multiple synthetic monitors simultaneously by importing JSON or CSV files through the Bulk Monitor Creation API.

Before you begin

Role required: sn_sow_synthetics.synthetics_admin or sn_sow_synthetics.synthetics_editor

- Valid ServiceNow instance credentials
- Access to Http endpoint
- Base URL: `https://<your-instance>.service-now.com/api/sn_sow_synthetics/v1/synthetics_async_bulk_create`
- Prepared raw JSON or CSV file with monitor data containing required fields:
  - Monitor name
  - HTTP endpoint sys_id
  - Parent service sys_id
  - Location sys_id
  - sys id of support group
  - interval (frequency)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Method (`GET`, `POST`, `PUT`, `DELETE`, `PATCH`, `HEAD`)
- Assertion field

About this task

The Bulk Monitor Creation API uses a two-step process when accessed through Terminal. First, upload your monitor data file using a curl command to generate a job ID. Then, check the job status to verify monitor creation. The API processes records asynchronously and provides detailed feedback on successful creations and errors.

Different curl commands are required depending on whether you are uploading a JSON or CSV file.

Procedure

1. Open Terminal on your system.
2. Navigate to the directory containing your monitor data file.
3. Execute the appropriate curl command to upload your file and create a job ID.

   For JSON files:

   ```
   curl -X POST
    "https://{your-instance}.service-now.com/api/sn_sow_syntheti
   cs/v1/synthetics_async_bulk_create" \
     -H "Content-Type: application/json" \
     -H "Accept: application/json" \
     -u "admin:password" \
     -d @{filename}.json
   ```

   For CSV files:

   ```
   curl -X POST
    "https://{your-instance}.service-now.com/api/sn_now_syntheti
   cs/v1/synthetics_async_bulk_create?filename=filename.csv" \
     -H "Content-Type: text/csv" \
     -H "Accept: application/json" \
     -u "admin:password" \
     --d "$(jq -Rs '{csv_content: .}'filename.csv"
   ```

   Replace the following placeholders:

   - `{your-instance}`: Your ServiceNow instance name
   - `{filename}`: The name of your monitor data file

   The API returns a response containing a job ID and status check URL.

   ```
   {
     "result": {
       "job_id": "abc123def456",
       "status": "processing",
       "status_check_url":
    "https://{your-instance}.service-now.com/api/now/synthetic/mon
   itor/bulk/status/abc123def456"
     }
   }
   ```

4. Copy the status check URL from the response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Execute the status check curl command to verify job processing status.

```
curl -X GET
 "https://{your-instance}.service-now.com/api/sn_sow_syntheti
cs/v1/synthetics_async_bulk_create/{job_id}" \
  -H "Accept: application/json" \
  -u "{username}:{password}"
```

The API returns one of the following status responses:

Processing status:

```
{
  "result": {
    "job_id": "abc123def456",
    "status": "processing",
    "total_records": 10,
    "processed_records": 3
  }
}
```

Complete status (successful):

```
{
  "result": {
    "job_id": "abc123def456",
    "status": "complete",
    "total_records": 10,
    "successful_records": 10,
    "failed_records": 0,
    "details": []
  }
}
```

Complete status (with errors):

```
{
  "result": {
    "job_id": "abc123def456",
    "status": "complete",
    "total_records": 10,
    "successful_records": 8,
    "failed_records": 2,
    "details": [
      {
        "name": "Monitor_API_001",
        "status": "failed",
        "error_code": "MISSING_REQUIRED_FIELD",
        "reason": "CMDB CI is required"
      },
      {
        "name": "Monitor_API_002",
        "status": "failed",
        "error_code": "INVALID_REFERENCE",
        "reason": "Location not found for this sys_id"
      }
    ]
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  }
}
```

6. If the status is "processing", wait for few moments and repeat the status check command. The system processes records asynchronously. Continue checking until the status changes to "complete".
7. If any monitors failed to create, review the error details in the response.

   a. Identify the failed monitor name from the compiled details.

   b. Review the error code and reason provided.

   c. Update your source JSON or CSV file to correct the data issues.

      Common errors include:

      - Missing required fields (CMDB CI, location, method)
      - Invalid sys_id references that don't exist in the instance
      - Incorrect data formats

   d. Resubmit the corrected file by repeating the upload curl command.

Result

Monitors are created in your ServiceNow instance. Successfully created monitors are immediately available for use. Failed monitors are reported with specific error details, allowing you to correct the data and resubmit.

Example: Complete workflow example

Step 1: Upload JSON file

```
curl -X POST
 "https://myinstance.service-now.com/api/sn_sow_synthetics/v1/sy
nthetics_async_bulk_create" \
  -H "Content-Type: application/json" \
  -H "Accept: application/json" \
  -u "admin:password123" \
  -d @monitor_data.json
```

Response:

```
{
  "result": {
    "job_id": "xyz789abc123",
    "status": "processing",
    "status_check_url":
 "https://myinstance.service-now.com/api/sn_sow_synthetics/v1/sy
nthetics_async_bulk_create/status/xyz789abc123"
  }
}
```

Step 2: Check status

```
curl -X GET
 "https://myinstance.service-now.com/api/sn_sow_synthetics/v1/sy
nthetics_async_bulk_create/status/xyz789abc123" \
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  -H "Accept: application/json" \
  -u "admin:password123"
```

Final response:

```
{
  "result": {
    "job_id": "xyz789abc123",
    "status": "complete",
    "total_records": 5,
    "successful_records": 5,
    "failed_records": 0
  }
}
```

What to do next

After successful creation, verify your monitors in the ServiceNow UI by navigating to **Synthetic Monitoring** > **Monitors**. You can configure additional monitor settings and schedules, as needed.

Create monitors in bulk using Postman

Use Postman to create multiple synthetic monitors simultaneously by importing JSON files through the SyntheticsAsyncBulkCreate API.

Before you begin

Role required: sn_sow_synthetics.synthetics_admin or sn_sow_synthetics.synthetics_editor

- Valid ServiceNow instance credentials
- Access to Http endpoint
- Base URL: `https://<your-instance>.service-now.com/api/sn_sow_synthetics/v1/synthetics_async_bulk_create`
- Prepared raw JSON file with monitor data containing required fields:
  - Monitor name
  - HTTP endpoint sys_id
  - Parent service sys_id
  - Location sys_id
  - sys id of support group
  - interval (frequency)
  - Method (`GET`, `POST`, `PUT`, `DELETE`, `PATCH`, `HEAD`)
  - Assertion field

About this task

The SyntheticsAsyncBulkCreate API uses a two-step process when accessed through Postman. First, create a POST request to upload your monitor data file and generate a job ID. Then, use the status check URL to verify monitor creation. Postman provides a user-friendly interface for testing the API and viewing formatted responses.

Only use Postman to import JSON files for this API. To import CSV files, use Terminal instead.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Open the Postman application.
2. Create a new request by selecting the **+** button or **New** > **HTTP Request**.
3. Set the request method to **POST** from the drop-down menu, and enter the bulk import API endpoint base URL in the request URL field.

   Replace `{instance-name}` in the base URL with your ServiceNow instance name.
4. Configure authentication credentials.

   a. Select the **Authorization** tab below the **URL** field.

   b. Select **Basic Auth** from the **Type** dropdown.

   c. Enter your ServiceNow username in the **Username** field.
   Ensure this user has the synthetic admin role.

   d. Enter your password in the **Password** field.
5. Configure the request body to upload your monitor data file.
   a. Select the **Body** tab.
   b. Select **binary** as the body type.
   c. Select the **Select File** button, and browse to your monitor data file location and select your JSON file.
6. Add the filename as a query parameter in the URL, and select **Send** to submit the request.
   For example if your filename is monitors .json, then the filepath will be `https://<your-instance>.service-now.com/api/sn_sow_synthetics/v1/synthetics_async_bulk_create?filename=monitors.json`
   The API returns a JSON response containing a job ID and status check URL.

   ```
   { "result": { "job_id": "abc123def456", "status": "processing", "status_check_url": "https://{instance-name}.service-now.com/api/now/synthetic/monitor/bulk/status/abc123def456" } }
   ```
7. Copy the status check URL from the response.
8. Create a new GET request to check the job status.

   a. Click the status check URL in the response, or manually create a new request.
   If the URL is click-able in Postman, it will automatically create a new GET request with the URL populated.

   b. If creating manually, set the request method to **GET**.

   c. Paste the status check URL (`https://<your-instance>.service-now.com/api/sn_sow_synthetics/v1/synthetics_async_bulk_create/{job_id}`) into the **ß** field.

   Replace {job_id} with the job ID from the POST response.
9. Configure authentication for the status check request.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you are in the same Postman workspace, the authorization may already be inherited. If not, repeat the Basic Auth configuration from step 4.

10. Select **Send** to check the job status.
You can save the requests in a collection for reuse.

The API returns one of the following status responses:

Processing status:

```
{
  "result": {
    "job_id": "abc123def456",
    "status": "processing",
    "total_records": 10,
    "processed_records": 3
  }
}
```

Complete status (successful):

```
{
  "result": {
    "job_id": "abc123def456",
    "status": "complete",
    "total_records": 10,
    "successful_records": 10,
    "failed_records": 0,
    "details": []
  }
}
```

Complete status (with errors):

```
{
  "result": {
    "job_id": "abc123def456",
    "status": "complete",
    "total_records": 10,
    "successful_records": 8,
    "failed_records": 2,
    "details": [
      {
        "name": "Monitor_API_001",
        "status": "failed",
        "error_code": "MISSING_REQUIRED_FIELD",
        "reason": "CMDB CI is required"
      },
      {
        "name": "Monitor_API_002",
        "status": "failed",
        "error_code": "INVALID_REFERENCE",
        "reason": "Location not found for this sys_id"
      }
    ]
  }
}
```

11. If the status is "processing", wait for few moments and select **Send** again to refresh the status.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The system processes records asynchronously. Continue checking until the status changes to "complete".

12. If any monitors failed to create, review the error details in the response.

    a. Expand the `details` array in the Postman response viewer to see individual error records.

    b. Note the monitor name, error code, and reason for each failure.

    c. Update your source JSON file to correct the identified issues.

       Common errors include:

       - Missing required fields (CMDB CI, location, method)
       - Invalid sys_id references that don't exist in the instance
       - Incorrect data formats or field names

    d. Return to your original POST request and resubmit with the corrected file.

Result
Monitors are created in your ServiceNow instance. Successfully created monitors are immediately available for use. Failed monitors are reported with specific error details in a structured JSON format that is easy to review in Postman's response viewer.

Example: Complete workflow example

Step 1: Configure POST request

- Method: POST
- URL: https://myinstance.service-now.com/api/now/synthetic/monitor/bulk/import
- Authorization: Basic Auth (username: admin, password: ********)
- Body: binary, file selected: monitor_data.json
- Headers: Content-Type: application/json, Accept: application/json

Response received:

```
{
  "result": {
    "job_id": "xyz789abc123",
    "status": "processing",
    "status_check_url":
 "https://myinstance.service-now.com/api/now/synthetic/monitor/b
ulk/status/xyz789abc123"
  }
}
```

Step 2: Configure GET request for status check

- Method: GET
- URL: https://myinstance.service-now.com/api/now/synthetic/monitor/bulk/status/xyz789abc123
- Authorization: Basic Auth (inherited from workspace)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Final response:

```
{
  "result": {
    "job_id": "xyz789abc123",
    "status": "complete",
    "total_records": 5,
    "successful_records": 5,
    "failed_records": 0
  }
}
```

What to do next

- Save your Postman requests to a collection for future use and easy resubmission.
- Verify your monitors in the ServiceNow UI by navigating to Synthetic Monitoring > Monitors.
- Configure additional monitor settings such as schedules, notifications, and thresholds as needed.

JSON file format

The JSON file should contain an array of monitor objects, either directly or wrapped in a `checks` or `monitors` property.

Direct array

```
[
  {
    "name": "API Health Check",
    "method": "GET",
    "cmdb_ci": "sys_id_of_http_endpoint",
    "interval": 5,
    "locations": ["location_sys_id_1"],
    "enabled": true,
    "parent_service_sys_id": "service_sys_id",
    "support_group_sys_id": "group_sys_id"
  }
]
```

Wrapped in object

```
{
  "checks": [
    {
      "name": "API Health Check",
      "method": "GET",
      "cmdb_ci": "sys_id_of_http_endpoint",
      ...
    }
  ]
}
```

CSV file format

CSV files must include a header row followed by data rows.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

CSV header

```
name,method,description,interval,cmdb_ci,enabled,should_create_a
lert,alert_severity,locations,headers,alert_tags,valid_http_code
_type,valid_http_code,max_latency_ms,query_string,credential,bod
y,body_condition,parent_service_sys_id,support_group_sys_id
```

CSV example

```
name,method,description,interval,cmdb_ci,enabled,should_create_a
lert,alert_severity,locations,headers,alert_tags,valid_http_code
_type,valid_http_code,max_latency_ms,query_string,credential,bod
y,body_condition,parent_service_sys_id,support_group_sys_id
"My Monitor","GET","Health
 check",1,"0bd58579ff1232109a07fffffffff72",true,true,1,"10eb9e
1cffa2f2109a07fffffffff27","[]","{}","equals","200","5000","","
","","","81d847959f030200fe2ab0aec32e7031","2156c3a80b982300cac6
c08393673a7e"
```

CSV special formatting

- **locations**: Pipe-separated sys_ids (example, `loc1_sys_id|loc2_sys_id`)
- **headers**: JSON array string (example, `[{"name":"Authorization","value":"Bearer xxx"}]`)
- **alert_tags**: JSON object string (example, `{"env":"prod","team":"api"}`)
- **body_condition**: Colon-separated type:expression (example, `jsonpath:$.status`)
- **Boolean values**: `true`, `false`, `1`, 0, `yes`, `no`

Example of bulk monitors using CSV file

This is an example of using a CSV file wrapped in a JSON object to create bulk monitors using terminal.

Step 1: Submit bulk job in CSV format

```
curl -X POST "https://<instance>.service-now.com/api/
sn_sow_synthetics/v1/synthetics_async_bulk_create" \ -u
"admin:password" \ -H "Content-Type: application/json" \ -H
"Accept: application/json" \ -d @monitors.json
```

Response

```
{ "result": { "job_id": "a1b2c3d4e5f6...", "status":
"pending", "total_count": 2, "message": "Bulk job accepted for
processing" } }
```

Step 2: Check the job status

```
curl -X GET "https://<instance>.service-now.com/api/
sn_sow_synthetics/v1/synthetics_async_bulk_create/{job_id}" \ -u
"admin:password" \ -H "Accept: application/json"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Response

```
{ "result": { "job_id": "a1b2c3d4e5f6...", "status": "completed",
"total_count": 2, "success_count": 2, "error_count": 0,
"processed_count": 2 } }
```

Trouble Ticket Open API Developer Guide

Use the *Trouble Ticket Open API* to manage ticket information between external ticketing systems and the ServiceNow AI Platform. This API creates, updates, and retrieves data from the Case [sn_customerservice_case] and Incident [incident] tables.

This developer guide provides information on how to extend the Trouble Ticket Open API to make various customizations.

Extending the Trouble Ticket Open API

The *Trouble Ticket Open API* can be extended by editing script includes.

These script includes should only be edited with an understanding of the consequences of the changes.

- `TMFTroubleTicketAPIConstants`: Contains constants and required parameter information.
- `TMFTroubleTicketAPIUtil`: Contains functions to handle POST, GET, and PATCH requests.
- `TroubleTicketProcessorOOB`: Contains helper functions that support functions in TMFTroubleTicketAPIUtil.
- `TroubleTicketProcessor`: An empty script include file. Use this file to define any functions that you want to override from TroubleTicketProcessorOOB.

Extend the *Trouble Ticket Open API* to make the following customizations.

Required parameters

To change which request body parameters are required or not required, update the TMFTroubleTicketAPIConstants script include. By default, the request body to create a ticket (POST) requires the parameters *description*, *severity*, and *ticketType*. By default, the request body to update a ticket (PATCH) doesn't have required parameters.

- `TMFTroubleTicketAPIConstants.TROUBLE_TICKET_CREATION_SCHEMA`: Sets the required request body parameters to create a ticket.
- `TMFTroubleTicketAPIConstants.TROUBLE_TICKET_UPDATE_SCHEMA`: Sets the required request body parameters to update a ticket.

In this example, the *description*, *severity*, *status*, and *ticketType* parameters are required to create a ticket.

```
// TMFTroubleTicketAPIConstants
TMFTroubleTicketAPIConstants.TROUBLE_TICKET_CREATION_SCHEMA = {
    "title": "CreateTroubleTicket",
    "type": "object",
    "properties": {
        "description": {
            "type": "string"
        },
        "severity": {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            "type": "string"
        },
        "status": {
            "type": "string"
        },
        "ticketType": {
            "type": "string"
        }
    },
    "required": [
        "description",
        "severity",
        "status",
        "ticketType"
    ]
};
```

Request body validation

To perform additional validation on the request body, override TroubleTicketProcessorOOB functions. TroubleTicketProcessorOOB contains the following six helper functions that return `true` by default. These functions are called in TMFTroubleTicketAPIUtil.

- `verifyGetRequestForCase()` - Called by `processGetRequestForCase()`.
- `verifyPatchRequestForCase()` - Called by `processPatchRequestForCase()`.
- `verifyPostRequestForCase()` - Called by `processPostRequestForCase()`.
- `verifyGetRequestForIncident()` - Called by `processGetRequestForIncident()`.
- `verifyPatchRequestForIncident()` - Called by `processPatchRequestForIncident()`.
- `verifyPostRequestForIncident()` - Called by `processPostRequestForIncident()`.

If a helper function returns `false`, it stops the API operation. To apply custom validation, override TroubleTicketProcessorOOB helper functions by creating functions with identical names and parameters in TroubleTicketProcessor. These new TroubleTicketProcessor functions will be called by TMFTroubleTicketAPIUtil to replace the default TroubleTicketProcessorOOB helper functions.

In this example, a function in TroubleTicketProcessor overrides a default function in TroubleTicketProcessorOOB to perform validation on the name attribute.

```
// TroubleTicketProcessor
var TroubleTicketProcessor = Class.create();
TroubleTicketProcessor.prototype =
 Object.extendsObject(TroubleTicketProcessorOOB, {
    // Define overriding functions here
    // Function name and parameters must be identical to the
 function it overrides

    verifyPostRequestForCase: function(caseObject,
 apiResponseProcessor){
        // Returning false terminates the POST request
        // Make sure to assign error message and reason
        if (caseObject.name != "Hello world") {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
 apiResponseProcessor.setMessage(TMFTroubleTicketAPIConstants.ME
SSAGES.CASE_CREATION_FAILURE);
            apiResponseProcessor.setReason("No reason needed");
            return false;
        }
    },

    type: 'TroubleTicketProcessor'
});
```

Additional REST operations

To create additional operations beyond the existing GET, PATCH, and POST operations, create additional scripted REST resources for the Trouble Ticket Open API. The logic of the new scripted REST resources should be consistent with the existing operations. Define functions for the new operations in TMFTroubleTicketAPIUtil.

Field mapping

When creating or updating records, the API maps request body parameters to case and incident record fields. When retrieving records, the API maps record fields to response object attributes.

TroubleTicketProcessorOOB contains the following functions to map a PATCH or POST request body to a case or incident GlideRecord.

- `mapPatchRequestToCase()`
- `mapPostRequestToCase()`
- `mapPatchRequestToIncident()`
- `mapPostRequestToIncident()`

TroubleTicketProcessorOOB contains the following functions to map a case or incident GlideRecord to a JSON response object for GET, PATCH, or POST requests.

- `createGetResponseForCase()`
- `createPatchResponseForCase()`
- `createPostResponseForCase()`
- `createGetResponseForIncident()`
- `createPatchResponseForIncident()`
- `createPostResponseForIncident()`

Customize field mappings to add and retrieve data for additional case and incident fields, or to change the default mappings for fields. To customize the field mappings, override TroubleTicketProcessorOOB mapping functions by creating functions with identical names and parameters in TroubleTicketProcessor. These new TroubleTicketProcessor functions will be used by TMFTroubleTicketAPIUtil to replace the default TroubleTicketProcessorOOB mapping functions.

In this example, two functions in TroubleTicketProcessor override the default functions in TroubleTicketProcessorOOB to change the Description field mapping and add a mapping for the Contract field.

```
// TroubleTicketProcessor
var TroubleTicketProcessor = Class.create();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
TroubleTicketProcessor.prototype =
 Object.extendsObject(TroubleTicketProcessorOOB, {
    // Define overriding functions here
    // Function name and parameters must be identical to the
 function it overrides

    mapPostRequestToCase: function(caseGr, caseObject){
        // Override default mapping for the Description field
        caseGr.description = "All cases will be created with
 this description";
        // Add new mapping to the Contract field
        caseGr.contract = caseObject.contract;
     },

    createPostResponseForCase: function(caseGr, caseObject){
        // Override default mapping for the description
 attribute
        caseObject.description = "This will always be the
 retrieved description";
        // Add new contract attribute to the response object
        caseObject.contract = caseGr.contract;
    },

    type: 'TroubleTicketProcessor'
});
```

Mapping logic for choice fields

The **State**, **Priority**, and **contact_type** fields are choice fields, where each choice is composed of a label and a corresponding value. For example, if the **State** field is set to **New**, the label is **New** and the value is **1**. The mapping between choice labels and values can be changed by overriding the choice field mapping functions.

TroubleTicketProcessorOOB contains the following choice field mapping functions.

- `transformCaseSeverity()`
- `transformCaseChannel()`
- `transformCaseStatus()`
- `transformIncidentSeverityToUrgency()`
- `transformIncidentSeverityToImpact()`
- `transformIncidentChannel()`
- `transformIncidentStatus()`

Override TroubleTicketProcessorOOB choice field mapping functions by creating functions with identical names and parameters in TroubleTicketProcessor. These new TroubleTicketProcessor functions will be used by TMFTroubleTicketAPIUtil to replace the default TroubleTicketProcessorOOB choice field mapping functions.

In this example, a function in TroubleTicketProcessor overrides a default function in TroubleTicketProcessorOOB to change the choice mapping for the **Status** field.

```
// TroubleTicketProcessor
var TroubleTicketProcessor = Class.create();
TroubleTicketProcessor.prototype =
 Object.extendsObject(TroubleTicketProcessorOOB, {
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    // Define overriding functions here
    // Function name and parameters must be identical to the
 function it overrides

    transformCaseStatus: function(status){
        if (status == "Draft")
            return 1;
        else return 10;
    },

    type: 'TroubleTicketProcessor'
});
```

Use the client GlideList API in the Workspace Experience UI

Add a custom button to the Agent Workspace Lists page that returns list information in the current view. Define the information to return by adding client *GlideList* API methods to an action assignment.

Before you begin

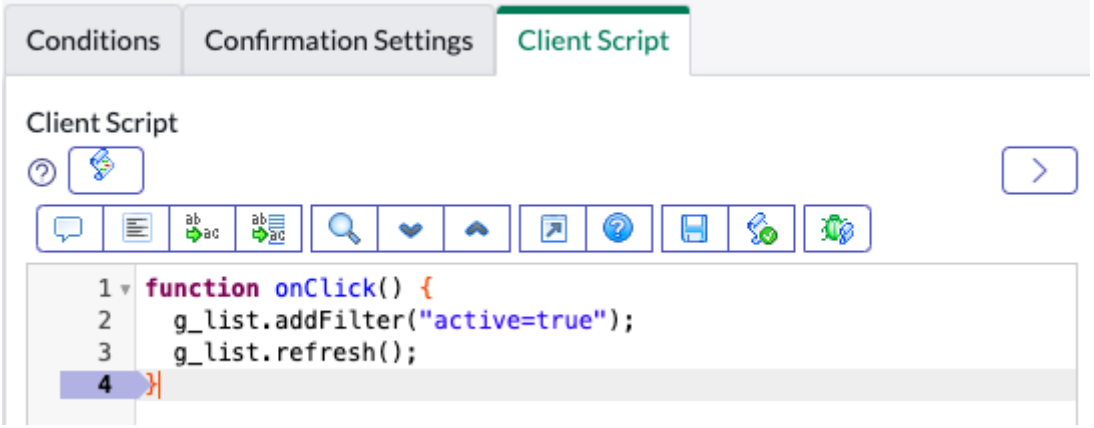
Role required: admin

GlideList API methods are provided in the Action Assignments [sys_declarative_action_assignment] **List Action** view. You can add *GlideList* functionality to a custom button in the Workspace Experience UI. You can use the button to apply a *GlideList* method to the current view. Use the *GlideList* methods to manage table lists by getting list view details, setting filters, sorting by column, and more.

Procedure

1. Navigate to **All** > **Workspace Experience** > **Actions & Components** > **List Actions**.
   If you are using *getFixedQuery()*, navigate to **Related List Actions** instead of **List Actions**.
2. Create a new action assignment by selecting **New**.
3. In the **Action label** field, type a button label.
4. Type a name into the **Action** name field.
   Providing text in this field ensures that you can add multiple buttons to the view.
5. From the **Implemented as** menu, select **Client Script**.
6. Right-click in the form header and select **Save**.
7. Select **Advanced View**.
8. Select the **Client Script** tab and add one or more method calls into the `onClick{}` method definition.
   This method defines what actions to take when the button is selected. For a list of available methods, see GlideList (Now Experience).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



9. Select **Update**.
   You can test your button in a Workspace Experience table list view.

   Note: If the button uses the `getFixedQuery()` method, select the tab on a record in a Workspace Experience list to test your button.

   The following table illustrates successful button implementation in the Agent Workspace **Incidents (All)** table. The button implements the `GlideList addFilter()` method to display only active records.

Example button action applying a filter to a list

List before clicking	List after clicking
Before selecting the button, an assortment of active and inactive (closed) records display in the view.	Selecting the button filters the view to display only active records.

List before clicking

Number	State	Priority	Category
INC0014078	Closed	1 - Critical	Inquiry / Help
INC0014049	On Hold	1 - Critical	Inquiry / Help
INC0014055	Closed	1 - Critical	Inquiry / Help
INC0014061	On Hold	1 - Critical	Inquiry / Help
INC0014074	Closed	1 - Critical	Inquiry / Help
INC0010003	New	5 - Planning	Inquiry / Help
INC0013965	New	1 - Critical	Inquiry / Help
INC0013816	On Hold	1 - Critical	Inquiry / Help
INC0013779	New	1 - Critical	Inquiry / Help
INC0013692	New	1 - Critical	Inquiry / Help
INC0013677	New	1 - Critical	Inquiry / Help

List after clicking

Number	State	Priority	Category
INC0014049	On Hold	1 - Critical	Inquiry / Help
INC0014061	On Hold	1 - Critical	Inquiry / Help
INC0010003	New	5 - Planning	Inquiry / Help
INC0013965	New	1 - Critical	Inquiry / Help
INC0013816	On Hold	1 - Critical	Inquiry / Help
INC0013779	New	1 - Critical	Inquiry / Help
INC0013692	New	1 - Critical	Inquiry / Help
INC0013677	New	1 - Critical	Inquiry / Help
INC0013675	New	1 - Critical	Inquiry / Help
INC0013648	In Progress	1 - Critical	Inquiry / Help
INC0013599	New	1 - Critical	Inquiry / Help

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.